**QUICK START GUIDE**

**HITRON**
Cable Modem

**Read me first**

- Connect to the Internet

**Check the package contents**

- 1 Device
- 1 POWER ADAPTOR
- 1 ETHERNET CABLE
- QUICK START GUIDE

**Connect the cable port**

**STEP 2**
Connect your cable outlet to the device’s **CABLE** connector.

**Connect the power**

**STEP 3**
Connect the power adaptor to the **POWER** port and connect the other end to an AC outlet. The power will turn on automatically.

**Connect the Ethernet cable**

**STEP 4**
Connect the **LAN** port on the cable modem to the Ethernet port on your computer or **WAN** port on your router.

**Connect options**

**Setup Complete**

Congratulations. You have successfully set up your modem. If you have any problems, see the sections below for help in identifying the problem.

**IP addresses**

If your cable modem is successfully connected to the network (see LED display) but you cannot access the internet from a connected computer, your computer’s IP Address may be set up wrongly. In your computer’s control panel, ensure that your computer is configured to **receive an IP address automatically** (recommended). Contact your internet service provider for technical support.

Your computer will acquire the static IP or the floating IP provided by the Internet service provider, who will also assign the IP for your cable modem. If your cable modem is unable to connect to the internet, the backend computer will acquire the IP address provided by the cable modem: **192.168.100.2-192.168.100.254** and the IP address of the cable modem **192.168.100.1**.
LED Display

- **POWER**
  - Green On: Modern is powered normally.
  - Off: Modern is not powered or is malfunctioning. Please check if the power is plugged in securely.
  - Green Blinking: Scanning for upload frequency in progress.
  - Blue On: One upload frequency locked.
  - Blue Off: No upload frequency scanning (no Channel Bonding).

- **UPSTREAM**
  - Green Blinking: Scanning for upload frequency in progress.
  - Blue On: Multiple upload frequencies locked (Channel Bonding).
  - Blue Off: No upload frequency scanning (no Channel Bonding).

- **DOWNSCHOOL**
  - Green Blinking: Scanning for download frequency in progress.
  - Blue On: One download frequency locked.
  - Blue Off: No download frequency scanning (no Channel Bonding).

Troubleshooting

For any unusual equipment behavior, please troubleshoot according to the following steps:

1. Check if the equipment power is on and verify that all cable connections are secure.
2. Check if all LEDs are working.

- **POWER LED Off**
  - Solution:
    - Press the POWER button once to see if the LED is on and if the equipment turns on.
    - Verify that both ends of the power adapter are plugged securely into the outlet and the equipment, respectively.
    - If the power adapter is plugged in securely, please check if the outlet has power and try it again on another outlet known to have power.
    - If the problem remains, it could be an issue with the power adapter.

Note: Do not use any non-HITRON power adapter to avoid any potential equipment damages. For any issues with the HITRON power adapter, please contact your cable service provider for a replacement.

- **LANS LED Off**
  - Solution:
    - Please first verify that the equipment power is on and that both ends of the Ethernet cable are securely connected to the equipment and computer, respectively.
    - If the problem remains, it could be that the Ethernet cable is of the wrong specifications or is damaged.

- **Downstream LED is Off or Blinking**
  - Solution:
    - Please verify that the cable is securely connected to the equipment. If the problem remains, please contact your cable service provider.

- **Upstream LED is Off or Blinking**
  - Solution:
    - Please verify that the cable is securely connected to the equipment. If the problem remains, please contact your cable service provider.

Safety Warnings & Certifications

- **WARNING**
  - Risk of electrical shock. Do not expose the device to water or moisture. The device is a high-performance communications device designed for home and office environments. Do not use the device outdoors. Keep the device in an environment between 0°C - 40°C (32°F - 104°F). To avoid overheating, do NOT place any object on top of the device. Do not restrict the flow of air around the cable modem. The manufacturer assumes no liabilities for damage caused by any improper use of the device.

- **DISCLAIMER**
  - The manufacturer assumes no liabilities with respect to the contents of this document. The manufacturer also reserves the right to revise this document or update the content thereof without any obligation to notify any person of such revisions or amendments. Specifications subject to change without notice.

- **CAUTION**
  - The cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coastal Cable.