

# QUICK START GUIDE

HITRON  
Cable Modem

Read me  
first



Hitron Technologies Inc.

- Connect to the Internet

## Check the package contents

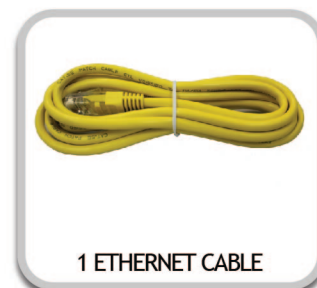
STEP  
1



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: Modem is powered normally  
Off: Modem is not powered or is malfunctioning. Please check if the power is plugged in securely.



UPSTREAM

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



DOWNSTREAM

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



STATUS

Green Blinking: Registration to source end in progress.  
On: D2 registration to source end successful.  
Blue On: D3 registration to source end successful.  
Off: Registration failed.



LANS

Green Blinking: Data transmission between computer and modem in progress.  
On: Connection with speed of 10/100M established between computer and modem.  
Blue On: Connection with speed of 1000M established between computer and modem.  
Off: No connection between computer and modem or installation failed. Please check if the Ethernet cable is loose.

When both Upload and Download LEDs are blinking, the firmware of the modem is being updated, which takes about 10 minutes. Please wait for the update to complete.

## 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 adaptor are plugged securely into the outlet and the equipment, respectively.
- If the power adaptor 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 adaptor.

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

- STATUS is on, but the computer is unable to acquire an IP address or connect to the internet.

Solution:

- First, please check if the Ethernet card is successfully installed in your computer.
- Then check if your network is configured to automatically acquire the IP address. If so, please check if the network connection is correct.
- If the Registration LED is off or is blinking, this indicates problems with registration. Please contact your cable service provider.

### • 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 ANS/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable.

## Notes