Parts list in box: ethernet cable, power cable, instructions and the main unit.
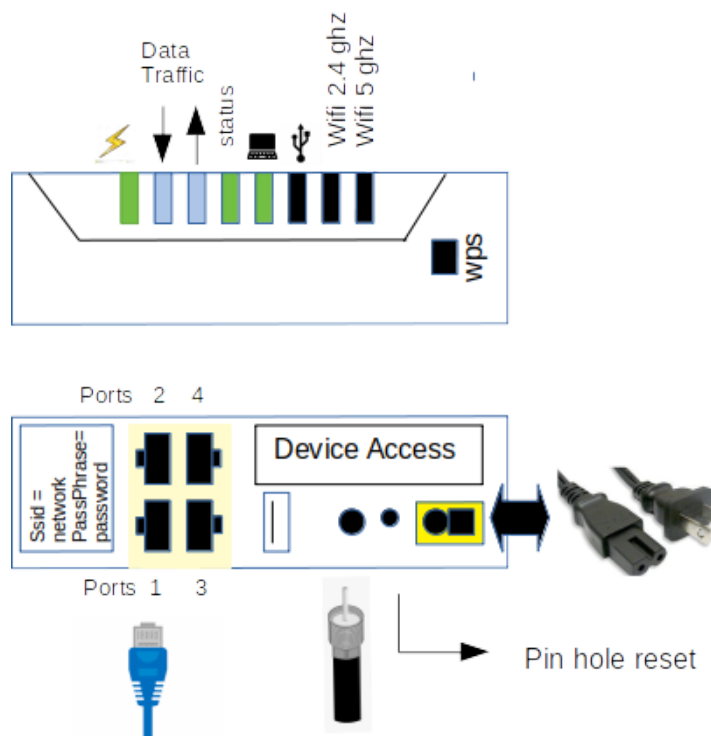Please make sure that all the parts are in the box before you begin. If there is something missing, call us at 604-945-4225

Data
Traffic
status
Wifi 2.4 ghz
Wifi 5 ghz
wps

Ports 2 4

Ssid =
network
PassPhrase=
password

Device Access

Ports 1 3

Pin hole reset

Hitron CGN Cable Modem

Light Indicator: left to right as on the diagram
1) Lightning symbol: is the power on (green)
2) blue light shows the traffic incoming
3) Blue light shows the traffic outgoing
4) The status light shows its working condition.
5) Local Area Network (LAN) shows if computer/devices are connected and working.
6) USB indicator -- don't worry about this
7) Wifi connection at 2.4 ghz
8) WPS light : should be off

WPS button at the front of the modem: do not use.

INSTALLATION INSTRUCTIONS

1) Plug in power cable. Please make sure it fits without forcing it in. Remember one side is round and the other is square.
2) Connect your coaxial cable from the wall to the modem or black box
3) In the yellow area, this is to connect your devices like your computer, tv box or network phone unit.

Start up:
- Power light will be on (See diagram to identify which light).
- You may see the wifi 2.4ghz flashing at the beginning.
- The 2nd light will be flashing to see if it can receive a signal throught the modem
- The 3rd light will flash to respond back to the network that it can start communicating.
- When it is all good, the Status light will become solid
- If you are connecting ethernet cable(s) to your device(s), start with port 1

    Then you can start using the service.

Troubleshooting:

NO LIGHTS ON: If there is no lights on, please check if the power is out our disconnected. If you have lost power:
1) Check if it is plugged into the wall
2) Check if it is plugged into a socket with three way switch

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3) Check the neighborhood is there is a power outage
4) Check the connections to be sure that it is securely plugs at both ends of the cable.
5) If this happened after lightning, smell the modem for burnt smell. If it has a burnt smell, you will need to replace it.

CANNOT CONNECT TO WIFI:
1) Check if your device is connected to the correct network. Network can be checked at the back of the modem under SSID
2) Second is to re-renter the password or PassPhrase to be sure it is correct. On some devices, it only shows up as dots. If you can see what is entered, then you do not need to re-enter the password or PassPhrase.

LIGHT #5 OR LAN IS NOT BLINKING:

LAN stands for Local Area Network. If the light is not lighting up or flashing, that means no devices are plugged into the modem. Don't worry if there is no physical device is connected.

1) If there are devices connected, check if any of them are turned on. You should see light flashing if one computer is turned on.
2) If there are computer/devices connected but not showing connection, check if the ethernet wires are connected properly and check if the wire is damaged.
3) If you have had the wires for a while:
   a) it may be worn out and needs to be replaced.
   b) and it is on the ground, check for chew marks from rodents.

Resetting the Modem: (or factory reset)
   If you have a problem and need to reset the modem, then you will need a pin or paper clip. Unbend one side to make a point.   You have to poke into the reset hold between the power connection and the coaxial connection for at least 15 seconds. * Less then 15 seconds will not reset the modem.*

If you have any questions, please give us a call at 604-945-4225