

Stream TV MoCA Ethernet Adapter

Model: ASK-MAE311



verizon✓

ASK-MAE311UM0308

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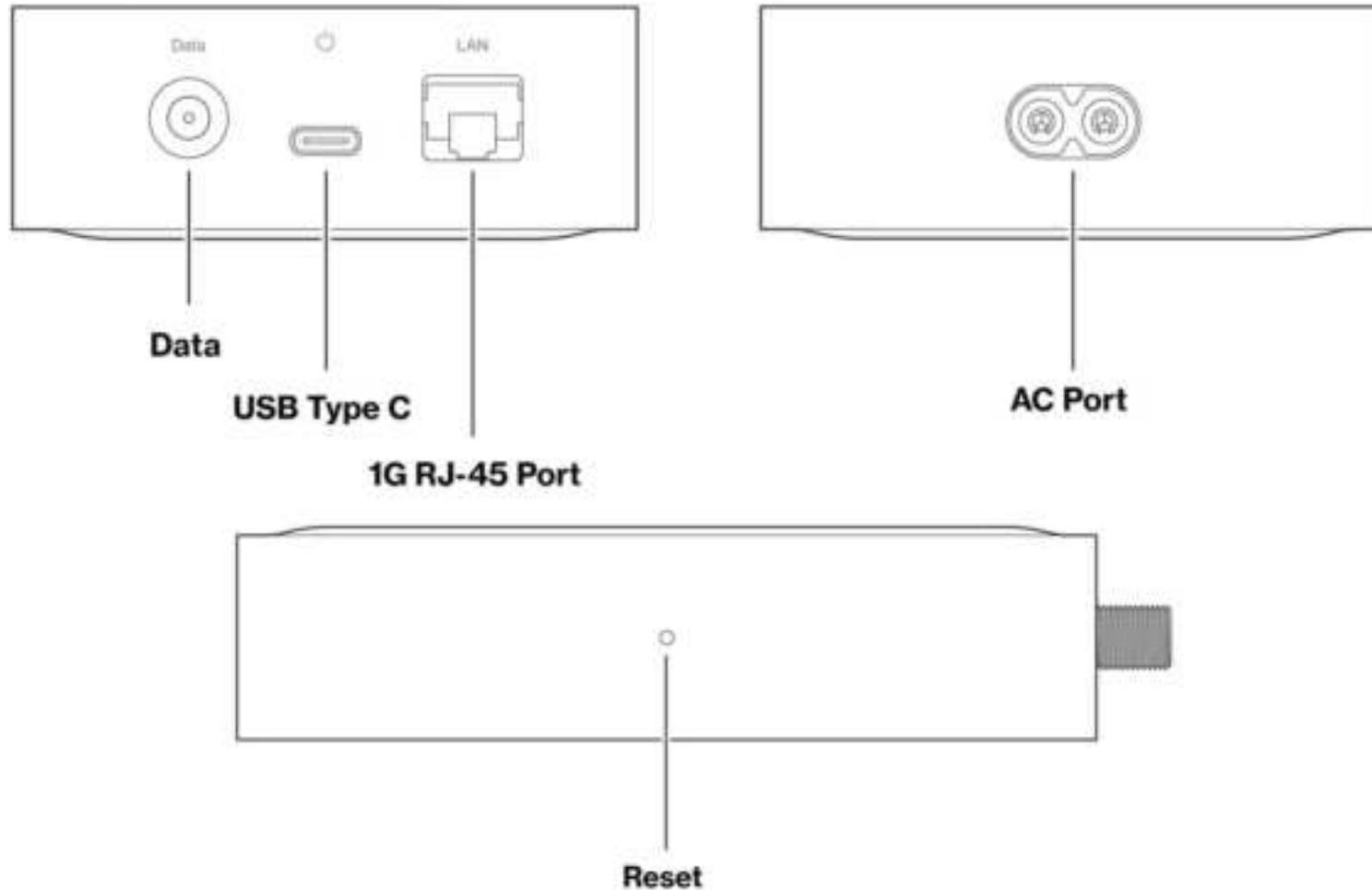
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1. STREAM TV MOCA ETHERNET ADAPTER

The Stream TV MoCA Ethernet Adapter allows you to connect your Stream TV device to your router through a coax or Ethernet cable, depending on your network setup or available wall outlet. The USB port of the Stream TV MoCA Ethernet Adapter can provide power to the Stream TV device and transmit video streams. The Stream TV MoCA Ethernet Adapter complies with MoCA 2.5 standard which can deliver up to 2.5Gbps wired speed through your existing home coaxial wiring. With this device, you can enjoy 4K/8K video streaming, and high-speed Internet connection with your existing coaxial wiring or Ethernet wiring.



Interfaces & Buttons

Interfaces	Description
Data	The "Data" port on the Stream TV MoCA Ethernet Adapter is for connection to your existing Coaxial network. Connect a coaxial cable from the coaxial outlet on the wall to this port.
USB Type C	<p>The USB Type-C port is used to connect to an existing Stream TV box to power the Stream TV box and transmit video streams. Please use the USB cable supplied with this product to connect the two devices.</p> <p>Please note that "ONLY" connect the USB port of the Stream TV MoCA Ethernet Adapter to the Stream TV box provided by Verizon.</p>
1G RJ-45 Port	The 1G RJ-45 ports provide 1Gbps Ethernet connection for Ethernet enabled devices via your MoCA network.
AC Port	Connect the AC power cable supplied with this product to this port to power on the device. The power rating of this port is 110~240V.
Reset	If you experience difficulties with your device or you want to revert all settings that you have changed, the reset button allows you to reset the device back to its factory default state. A single quick press and release the reset button restart the device. Press and hold the reset button for 10 seconds to restore the factory default settings.

LED

The tri-color LED located on the top of the device indicate the system, USB and Ethernet connection status of the Stream TV MoCA Ethernet Adapter.

Indicator/ Scenario	Description	Light type
No Power	System off	Off
Only connected to the Stream TV box	Power on and only connected to Stream TV box	Off
Not connected to the Stream TV box	Not connected to Stream TV device and not connected to MoCA network	Red 
	Not connected to Stream TV device but connected to MoCA or Ethernet network	Red 
Connected to the Stream TV box but no Internet connection	Connected to Stream TV device but not connected to MoCA or Ethernet network	Yellow 
Operating Normally	Connected to Stream TV device and connected to MoCA or Ethernet network	White 

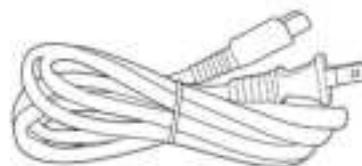
2. INSIDE THE BOX

Inside the product package you should find the following items. Contact Verizon Customer Support if any of the items is missing or damaged.

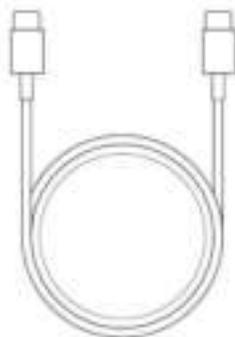
**Stream TV MoCA
Ethernet Adapter**



AC Power Cord



USB Type C Cable



Ethernet Cable



Coaxial Cable



3. INSTALL STREAM TV MOCA ETHERNET ADAPTER

3.1 Positioning the device

- Position the device less than 2 meter in height.
- Keep the device away from the direct sunlight.

3.2 Setup requirements

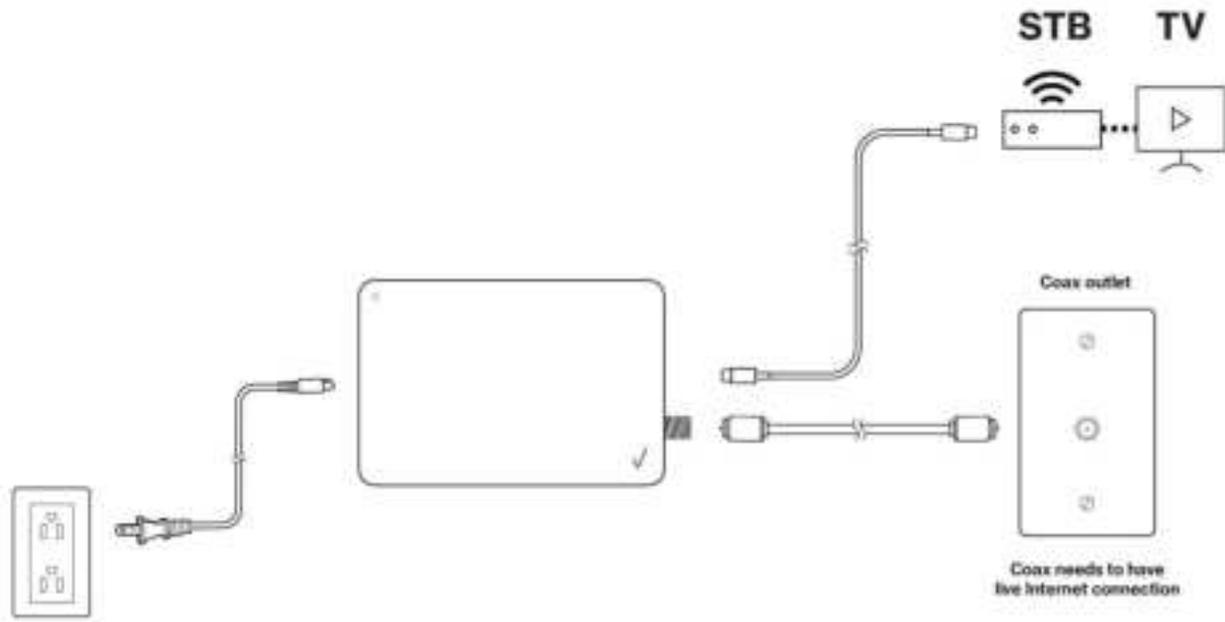
To configure your Stream TV MoCA Ethernet Adapter via a computer, you need a router and computer that meet the following system requirements:

- A router supports RJ-45 LAN and MoCA LAN.
- A computer with an Ethernet RJ-45 (LAN) port (10Base-T/100Base-TX/1000Base-TX).
- Web browser such as Internet Explorer, Firefox, Safari, or Google Chrome.

3.3 Installing the device

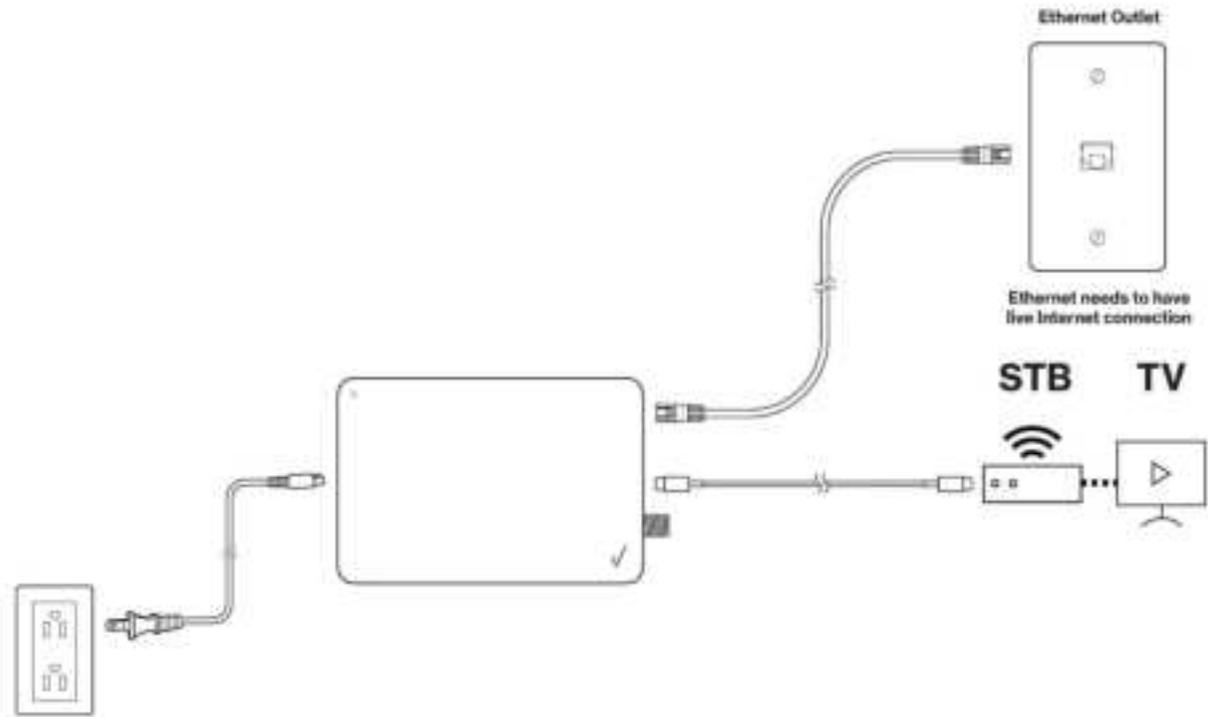
3.4.1 Use the Stream TV MoCA Ethernet Adapter as coaxial connection between your router and Stream TV device.

1. Verify that the MoCA capable router in your home is connected to a coax outlet at the router location.
2. Connect a coaxial cable from the coax outlet to the “Data” port on the Stream TV MoCA Ethernet Adapter.
3. Connect the provided USB cable from your Stream TV device to the “USB” port on the Stream TV MoCA Ethernet Adapter.
4. Connect your laptop, desktop, or game console devices to the “LAN” port on the Stream TV MoCA Ethernet Adapter.
5. Connect the provided AC power cable to the Stream TV MoCA Ethernet Adapter.
6. Wait for the system light to turn solid white. This indicates that the Stream TV MoCA Ethernet Adapter has successfully formed a network with the router.



3.4.2 Use the Stream TV MoCA Ethernet Adapter as the Ethernet connection between your router and Stream TV device

1. Verify that the router in your home is connected to an Ethernet outlet at the router location.
2. Connect an Ethernet cable from the “LAN” port on the Stream TV MoCA Ethernet Adapter to your existing Ethernet outlet or the Ethernet port on the modem/router.
3. Connect the provided USB cable from your Stream TV device to the “USB” port on the Stream TV MoCA Ethernet Adapter.
4. Connect the provided AC power cable to the Stream TV MoCA Ethernet Adapter.
5. Wait for the system light to turn solid white. This indicates that the Stream TV MoCA Ethernet Adapter has successfully formed a network with the router.



4. CONFIGURE YOUR STREAM TV MOCA ETHERNET ADAPTER

The Stream TV MoCA Ethernet Adapter works out-of-the-box without additional settings. If you want to change settings (such as the IP address), you can configure via the device's Web User Interface.

4.1 Log in the device's Web User Interface

Make sure that the Stream TV MoCA Ethernet Adapter is properly connected to the home network (Please refer to section 3 on how to install your Stream TV MoCA Ethernet Adapter).

1. Find the IP address of the Stream TV MoCA Ethernet Adapter from the home router.
2. Open a web browser and enter the Stream TV MoCA Ethernet Adapter's IP Address in the address bar.
3. The login dialog box is displayed.
4. Enter the username and password.

Username: admin

Password: password can be found by scanning the QR code on your Stream TV MoCA Ethernet Adapter's product label.

Sign in

http://10.194.21.150

Your connection to this site is not private.

Username

Password

Sign In

Cancel

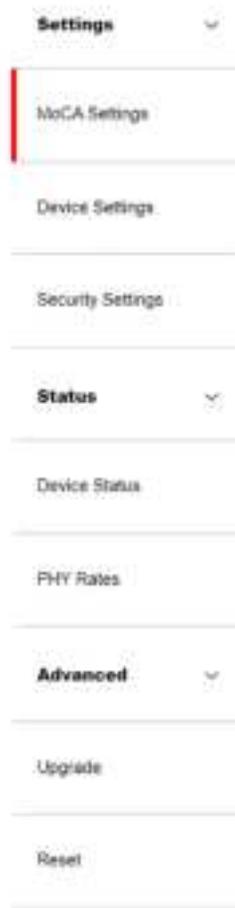
5. You can use the Web UI to view or change the device settings.

5. WEB USER INTERFACE

The Stream TV MoCA Ethernet Adapter's Web User Interface (Web UI) allows you to check the current status of the device and configure its various functions. Please ensure to click the "Save" button to save your settings after making changes. After completing the configuration, please **Reset** the device for the settings to take effect (please refer to Section 5.3.2 on how to reset the device).

Menu

Use the left side of the menu to navigate.



Save

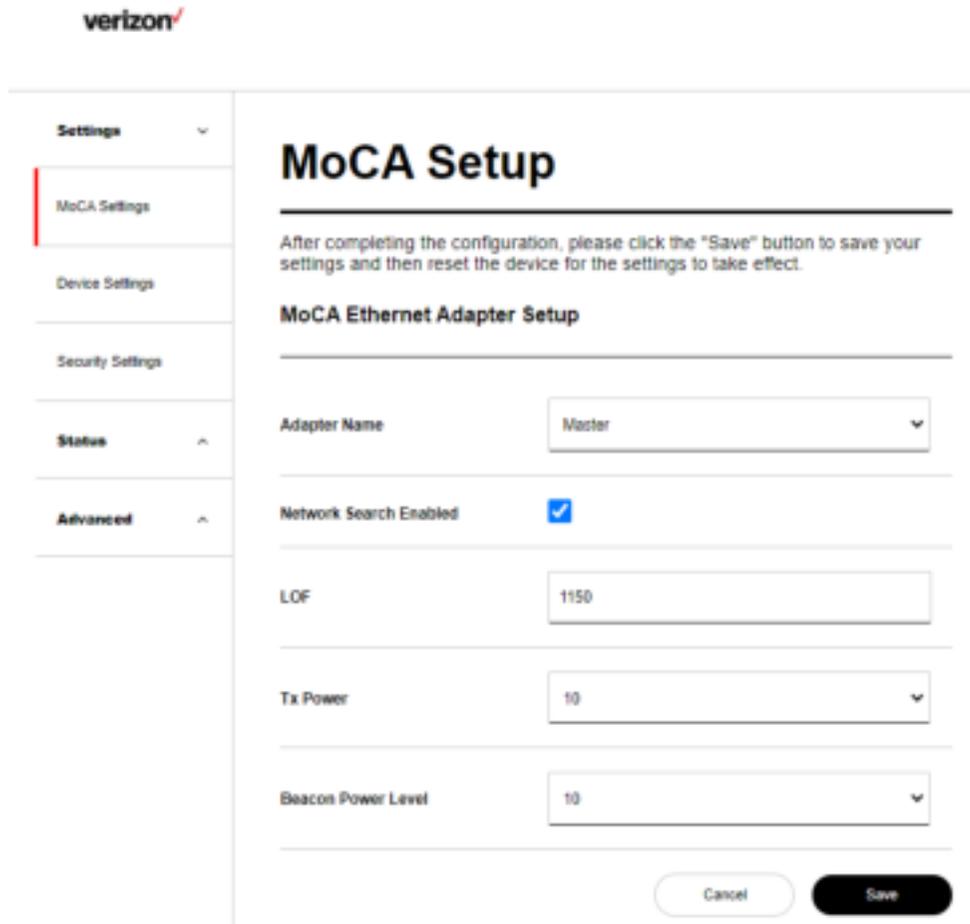
Please remember to save your changes by clicking on the save button.



5.1 Settings

5.1.1 MoCA Settings

This page is the first screen you will see when accessing the Web User Interface of Stream TV MoCA Ethernet Adapter. It allows you to configure the basic MoCA settings of the device. Please ensure to click the “Save” button to save your settings after making changes. After completing the configuration, please **Reset** the device for the settings to take effect (please refer to Section 5.3.2 on how to reset the device).



The screenshot shows the Verizon MoCA Setup web interface. On the left is a navigation sidebar with the Verizon logo at the top. The sidebar contains the following menu items: Settings (with a dropdown arrow), MoCA Settings (highlighted with a red vertical bar), Device Settings, Security Settings, Status (with an up arrow), and Advanced (with an up arrow). The main content area is titled "MoCA Setup" and includes a sub-section "MoCA Ethernet Adapter Setup". Below this, there are four configuration fields: "Adapter Name" (a dropdown menu set to "Master"), "Network Search Enabled" (a checkbox that is checked), "LOF" (a text input field containing "1150"), "Tx Power" (a dropdown menu set to "10"), and "Beacon Power Level" (a dropdown menu set to "10"). At the bottom right of the form are two buttons: "Cancel" and "Save".

MoCA Setup

Name	You can select the adapter name here to indicate the location of the device.																								
Network Search Enabled	<p>When this setting is enabled (by clicking the check box), the device will automatically detect and select the suitable channel within the frequency range of your MoCA network. If this setting is not enabled, the device will operate on the same channel specified in the last operating channel.</p> <p>Note: If this setting is not enabled, the same channel of operation must be configured on each Stream TV MoCA Ethernet Adapter that is connected to your MoCA network.</p>																								
LOF	The Last Operating Frequency (LOF) parameter identifies the frequency (in MHz) that the Stream TV MoCA Ethernet Adapter uses to transmit beacon for joining the MoCA network.																								
Tx Power	<p>The Tx power parameter is the maximum transmit power of the Stream TV MoCA Ethernet Adapter. Each incremental value increases the transmit power by 3dB. The following table lists the transmit power for each setting.</p> <table border="1" data-bbox="833 724 1677 836"> <tr> <td>value</td> <td>10</td> <td>9</td> <td>8</td> <td>7</td> <td>6</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> <td>0</td> </tr> <tr> <td>dBm</td> <td>2</td> <td>-1</td> <td>-4</td> <td>-7</td> <td>-10</td> <td>-13</td> <td>-16</td> <td>-19</td> <td>-22</td> <td>-25</td> <td>-28</td> </tr> </table>	value	10	9	8	7	6	5	4	3	2	1	0	dBm	2	-1	-4	-7	-10	-13	-16	-19	-22	-25	-28
value	10	9	8	7	6	5	4	3	2	1	0														
dBm	2	-1	-4	-7	-10	-13	-16	-19	-22	-25	-28														
Beacon Power Level	The beacon power level is the maximum power of the Stream TV MoCA Ethernet Adapter for beacon transmission power. The value range is from 1 to 10. Each incremental value increases the beacon transmit power by 3dB. When the Stream TV MoCA Ethernet Adapter is set up with a higher beacon power level, it may interfere with the video devices connected to the coaxial cable. Please leave it at the default setting if you are not sure what value to use.																								

5.1.2 Device Settings

This page allows you to configure the IP address assignment mode of the Stream TV MoCA Ethernet Adapter. The IP Address is not needed for normally operating the Stream TV MoCA Ethernet Adapter. It is only for you to access the Web User Interface of the Stream TV MoCA Ethernet Adapter.

Please ensure to click the “Save” button to save your settings after making changes. After completing the configuration, please **Reset** the device for the settings to take effect (please refer to Section 5.3.2 on how to reset the device).

The screenshot shows the Verizon web interface for 'Device Setup'. On the left is a navigation menu with 'Settings' (expanded), 'MoCA Settings', 'Device Settings', 'Security Settings', 'Status', and 'Advanced'. The main content area is titled 'Device Setup' and includes a descriptive paragraph: 'This page allows you to configure the IP address assignment mode of the MoCA Ethernet Adapter. After completing the configuration, please click the "Save" button to save your settings and then reset the device for the settings to take effect.' Below this is the 'Local Setup' section, which has an 'IP Configuration' sub-section. Two radio buttons are present: 'DHCP & Link Local Automatic Configuration' (selected) and 'Static IP Address:'. Under the static IP option, there are three input fields: 'IP Address' (10.194.21.100), 'Netmask' (255.255.255.0), and 'Gateway' (10.194.21.1). At the bottom right are 'Cancel' and 'Save' buttons.

Device Setup

DHCP & Link Local Automatic Configuration	By default, the “DHCP & Link Local Automatic Configuration” is selected and you will obtain an IP address for the Stream TV MoCA Ethernet Adapter from your home router. It is recommended to select this mode.
Static IP Address	Select the “Static IP Address” if you want to manually configure the IP address of the Stream TV MoCA Ethernet Adapter.
IP Address	This is only needed if the Static IP Address is selected above. Enter the IP address. Please make sure that the IP address of each Stream TV MoCA Ethernet Adapter is unique and is in the same network subnet as the home network.
Netmask	This is only needed if the Static IP Address is selected above. Enter the Netmask.
Gateway	This is only needed if the Static IP Address is selected above. Enter the IP address of your home router.

5.1.3 Security Settings

This page allows you to change the Administrator Security and MoCA Network Security.

Administrator Security

The Administrator password is only used to log in to the Web User Interface of the Stream TV MoCA Ethernet Adapter. You can find the default password by scanning the QR code on the product label in the back of the Stream TV MoCA Ethernet Adapter. It is recommended that you change the factory default password to prevent the unauthorized access to the Web User Interface of the device.

MoCA Network Security

The MoCA Network Security password allows you to control which Stream TV MoCA Ethernet Adapter can join your home MoCA network. When it is enabled, all devices on your MoCA network must use the password designated here to join the MoCA network. By default, this setting is disabled. Please note that all devices on your MoCA network must have the same MoCA Network Security setting.

Please ensure to click the “Save” button to save your settings after making changes. After completing the configuration, please **Reset** the device for the settings to take effect (please refer to Section 5.3.2 on how to reset the device).

Settings ▾

MoCA Settings

Device Settings

Security Settings

Status ▾

Advanced ▾

Security

After completing the configuration, please click the Save button to save your settings and then reset the device for the settings to take effect.

Web GUI Admin Security Setup

Old Password
(Enter old password)

New Password
(83 Characters Max, 4 Characters Min)

Confirm Password
(83 Characters Max, 4 Characters Min)

MoCA Network Security Setup

Band	Security Enabled	New Password	Confirm Password
ALL	<input type="checkbox"/>	<input type="password"/>	<input type="password"/>

Web GUI Admin Security Setup

Old Password	Enter the old administrator password of the Stream TV MoCA Ethernet Adapter in the old password textbox.
New Password	Enter your new password in the new password textbox. The password contains any combination of 4-64 characters.
Confirm Password	Retype your new password to confirm the setting.

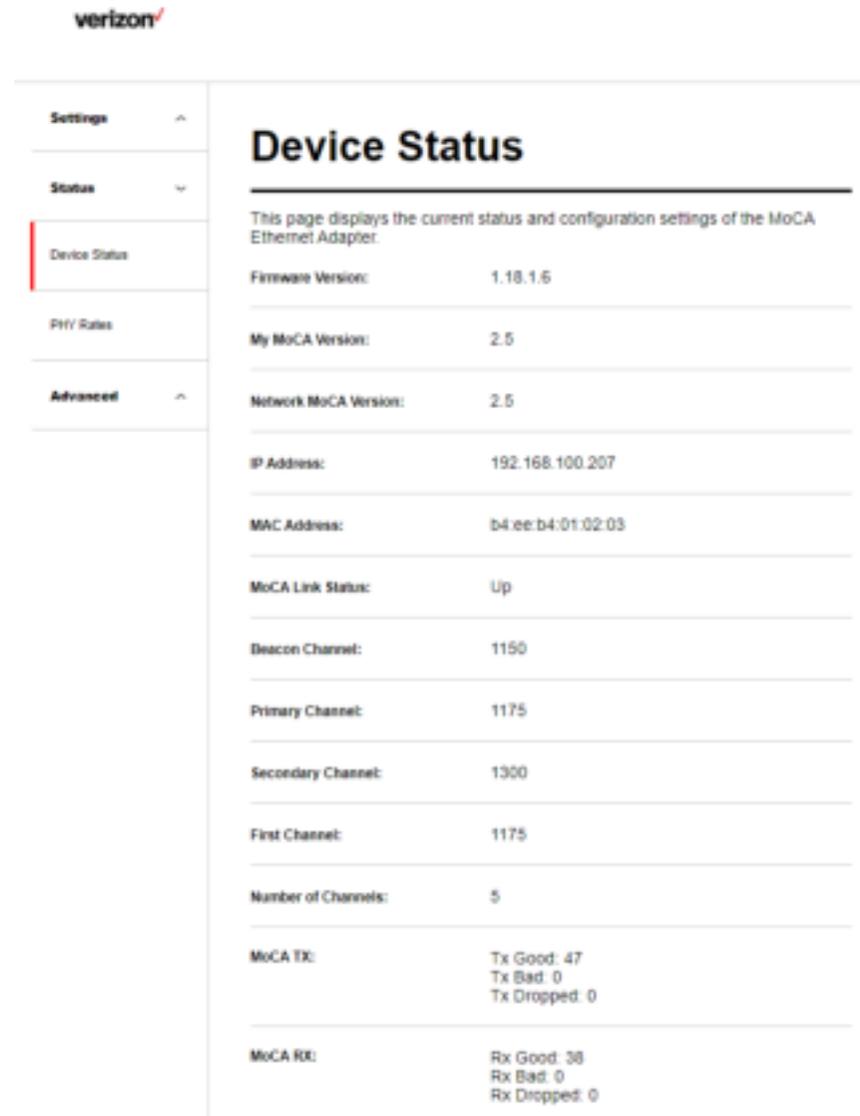
MoCA Network Security Setup

Security Enabled	The Network Security allows the user to enable or disable the network encryption on the MoCA network.
New Password	The Network security password must be between 12 to 17 numbers only. Do NOT include spaces, letters, or special characters.
Confirm Password	Retype your new password to confirm the setting.

5.2 Status

5.2.1 Device Status

This page displays the current status and configuration settings of the Stream TV MoCA Ethernet Adapter.



The screenshot shows the Verizon MoCA Ethernet Adapter web interface. On the left is a navigation menu with options: Settings, Status, Device Status (highlighted with a red bar), P111 Rates, and Advanced. The main content area is titled "Device Status" and contains a descriptive paragraph and a list of configuration parameters.

Device Status

This page displays the current status and configuration settings of the MoCA Ethernet Adapter.

Firmware Version:	1.18.1.6
My MoCA Version:	2.5
Network MoCA Version:	2.5
IP Address:	192.168.100.207
MAC Address:	b4:ee:b4:01:02:03
MoCA Link Status:	Up
Beacon Channel:	1150
Primary Channel:	1175
Secondary Channel:	1300
First Channel:	1175
Number of Channels:	5
MoCA TX:	Tx Good: 47 Tx Bad: 0 Tx Dropped: 0
MoCA RX:	Rx Good: 38 Rx Bad: 0 Rx Dropped: 0

Device Status

Firmware Version	Display the current Firmware Version.
My MoCA Version	Display the MoCA Version of the device.
Network MoCA	Display the current operating MoCA Network version.
IP Address	Display the current IP Address setting of the Stream TV MoCA Ethernet Adapter.
MAC Address	Display the current MAC Address.
MoCA Link Status	Display the current Link status of the MoCA network.
Beacon Channel	Display the Beacon Channel frequency.
Primary Channel	Display the Primary Channel frequency.
Secondary Channel	Display the Secondary Channel frequency.
First Channel	Display the First Channel frequency.
Number of Channels	Display the number of MoCA Bonding Channels.
MoCA TX	Display the total number of good, bad, and dropped MoCA packets in the transmit direction of the MoCA interface(s) on the device.
MoCA RX	Display the total number of good, bad, and dropped MoCA packets in the receive direction of the MoCA interface(s) on the device.

5.2.2 PHY Rates

This page displays the transmit and receive MoCA PHY rates (PHY rate in Mbps) between all the MoCA devices operating in the MoCA network. This data rate is an average of the Tx and Rx data rates between MoCA devices.

PHY Rates

The following table shows the PHY rate in Megabits per second (Mbps) between MoCA Ethernet Adapters on the network.

NOTE: Either NPER or VLPER will be displayed for MoCA 2.5 nodes based on value of boot config parameter "xpriorityper".

Type Unicast NPER Unicast VLPER

From/To	0	1
0	701	3629
1	3629	701

Legend

MoCA 2.5	MoCA 2.0	MoCA 1.x	GCD

Refresh

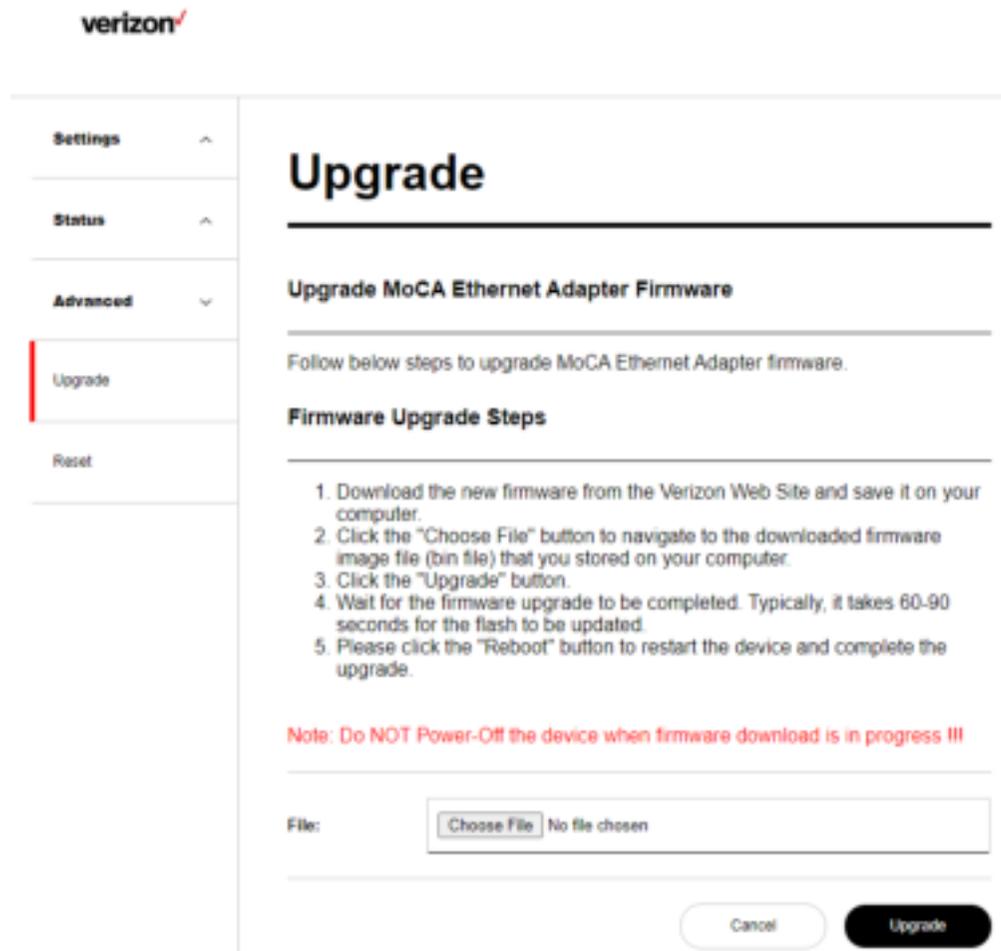
PHY Rates

- Unicast NPER | Display the NPER PHY rate in Mbps. Default is NPER.
- Unicast VLPER | Display the VLPER PHY rate in Mbps.

5.3 Advanced

5.3.1 Upgrade

This page allows you to upgrade the firmware of the Stream TV MoCA Ethernet Adapter. Please do not remove the power adapter when you are upgrading the firmware for the device.



The screenshot shows the Verizon web interface for upgrading the MoCA Ethernet Adapter firmware. On the left is a navigation menu with options: Settings, Status, Advanced, Upgrade (highlighted with a red bar), and Reset. The main content area is titled "Upgrade" and contains the following information:

- Upgrade MoCA Ethernet Adapter Firmware**
- Follow below steps to upgrade MoCA Ethernet Adapter firmware.
- Firmware Upgrade Steps**
 1. Download the new firmware from the Verizon Web Site and save it on your computer.
 2. Click the "Choose File" button to navigate to the downloaded firmware image file (bin file) that you stored on your computer.
 3. Click the "Upgrade" button.
 4. Wait for the firmware upgrade to be completed. Typically, it takes 60-90 seconds for the flash to be updated.
 5. Please click the "Reboot" button to restart the device and complete the upgrade.
- Note:** Do NOT Power-Off the device when firmware download is in progress !!!
- A file selection area with a "Choose File" button and "No file chosen" text.
- Buttons for "Cancel" and "Upgrade".

Please upgrade the firmware by following the procedure described below:

1. Download the new firmware from the Verizon Web Site and save it on your computer.
2. Click the Choose File button to navigate to the downloaded firmware image file (bin file) that you stored on your computer.
3. Click the Upgrade button.
4. Wait for the firmware upgrade to be completed. Typically, it takes 60-90 seconds for the flash to be updated.
5. After the completion status screen appears, please click the Reboot button to restart the device and complete the upgrade.

5.3.2 Reset

You can reset the device or reset all the settings of the device to factory defaults at this page. The buttons Reboot or Restore Defaults will restart the system. You may need to look up the IP address and use the default username and password if the Restore Defaults is performed.



Reset

Reboot

Click the Reboot button to restart the system. It takes around 10 seconds to reboot the device.

Restore Defaults

Click the Restore Defaults button to restore the settings of the device to factory default values.

6. TROUBLESHOOTING

If you encounter any issues, please read this section for recommendations on some common problems.

Cannot log in to the Web UI

If you can't access the Web UI, it might be an issue with your device or computer's proxy or IP address settings. Make sure that the proxy settings are disabled and that your device or computer can be allocated an IP address on the network by the gateway's DHCP server. You will need to check the support for your device or computer's operating system e.g. Windows, Mac OS, for the detailed instructions about how to do this.

Make sure that you have the correct IP address of the Stream TV MoCA Ethernet Adapter as well as the correct username and password.

Where can I get more help?

Visit <https://www.verizon.com/support/residential/contact-us/contactuslanding.htm> to find your nearest Verizon store or for 24/7 help with live chat and device specific support.

7. TECHNICAL SPECIFICATION

General	ASK-MAE311
MoCA Standard	MoCA 2.5
Coax In Frequency	Extended D-Band
F-Connector	F-Connector * 1 (for Data)
USB Port	USB 3.1 Type C * 1 (for Stream TV device)
Ethernet Port	1G RJ-45 * 1
AC Power Port	110~240V~0.5A, 50-60MHz
Certificates	FCC, UL, MoCA 2.5 Certificate
Dimension	127.5 x 85 x 30 mm
Operating Temperature Range	0 – 40 °C
Storage Temperature Range	-20 – 80 °C

8. REGULATORY COMPLIANCE NOTICES

FCC Class B Equipment

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide a reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with the radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by implementing one or more of the following measures:

- Reorient or relocate the device;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected (applicable only to powerline products);
- Consult the dealer or an experienced radio or television technician for help.

Declaration of Conformity for Products Marked with the FCC Logo—USA Only

This device complies with Part 15 of the FCC Rules license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference;
2. This device must accept any interference received, including interference that may cause undesired operation of the device.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Important Safety Notices

Coaxial Cable

If applicable, the coaxial cable screen shield needs to be connected to the Earth at the building entrance per ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, "Grounding of Outer Conductive Shield of a Coaxial Cable," or in accordance with local regulation.

Safety Warnings

The equipment should be mounted at a height of less than 2 m.

This product is intended to be supplied by a UL Listed Power Adapter or DC power source marked 'L.P.S' or 'Limited Power Source', rated 12Vdc, 1 A and Tma 40°C (min.). If you require further assistance, please contact your Askey Computer Corp representative.