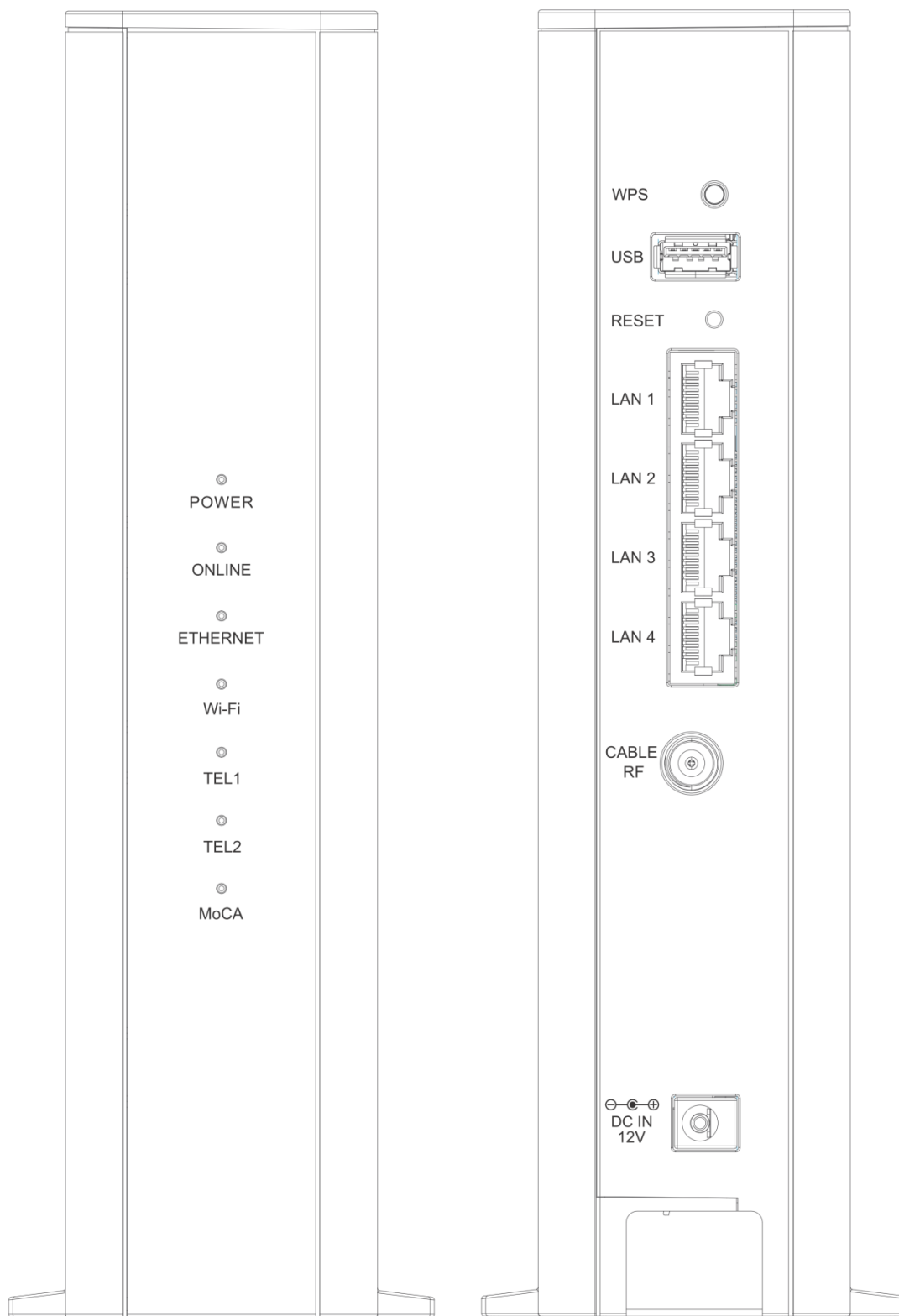




TCG310

USER MANUAL

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SAFETY INSTRUCTIONS AND REGULATORY NOTICES

Product Safety Notice

Before installing or using the product, read these instructions carefully. Be sure to comply strictly precautions.

● Explanation of risk levels

 DANGER	This indication is given where there is an immediate danger of death or serious injury if the person in charge or any third party mishandles the machine or does not avoid the dangerous situation when operating or maintaining the machine.
 WARNING	This indication is given where there is a potentiality for death or serious injury if the person in charge or any third party mishandles the machine or does not avoid the dangerous situation when operating or maintaining the machine.
 CAUTION	This indication is given where there is a danger of medium to minor injury if the person in charge or any third party mishandles the machine or does not avoid the dangerous situation when operating or maintaining the machine.

● Explanation of pictorial warning indications and warning labels

 Prohibited	It is used to prohibit its conduct in handling products. Specific prohibited contents are indicated by pictures and sentences in or near the figure symbol.
 Caution	It is used to call attention to ignition, electric shock, high temperature, etc. in the handling of products. Specific notes content is indicated by a picture or sentence in or near the figure symbol.
 Instruction	Used to force actions based on instructions in the handling of products. Specific instruction content is indicated by a picture or sentence in or near the figure symbol.

● LIMITATIONS OF LIABILITY

This equipment has been designed for domestic use inside a building. In some environments or circumstances, the use of wireless devices may be prohibited by the owner of the building or responsible representatives of the organization. If in doubt about the policy applying to the use of wireless devices in an organization where a specific environment (e.g. airports), you should ask for permission to use the device before turn it on. ASKEY assumes no liability for non-compliance with regulations on the installation site, and radio interference created vis-à-vis third parties and due to non-compliance with national regulations for this application.



DANGER



Instruction

Do not overload wall outlet or extension cords as this may increase the risk of electric shock or fire. If the power cord is frayed, replace it with a new one.



Instruction

Do not attempt to connect with any computer accessory or electronic product without instructions from qualified service personnel. This may result in risk of electronic shock or fire.



WARNING



Instruction

Proper ventilation is necessary to prevent the product overheating. Do not block or cover the slots and openings on the product, which are intended for ventilation and proper operation.



Unplug the power plug

When the product is expected to be not in use for a period of time, unplug the power cord of the product to prevent it from the damage of storm or sudden increases in rating.



Unplug the

Accidental penetrations of small metal objects (such as pins, paper clips, etc.) disconnect the equipment from the mains as soon as possible (risk of electric shock) and contact your Customer Service to find out how to proceed. Do not reconnect the product as a foreign object has not been eliminated. Unplug the product immediately if you notice it exudes a smell

power plug

of burning or smoke. You should never open the unit yourself because you could be electrocuted.



Prohibited

Do not place the product near any source of heat or expose it to direct sunlight.



Water wet
prohibition

Do not expose the product to moisture. Never spill any liquid on the product.



Instruction

Avoid connecting or using this product during a lightning storm. Disturbances transmitted through the grid and / or telephone can cause electric shock in the product and people.



CAUTION



Instruction

Use only power adapter supplied with the product. This appliance is designed to operate in the rated voltage 110~240 VAC.



Instruction

Do not place this product on unstable stand or table.



Instruction

This product is designed for stationary use in an office or a room in the home for a maximum ambient temperature of 40 ° C (104 ° F).



Instruction

To allow the disconnection of the device in case of problems, make sure the base of the outlet you plug the power cord is easily accessible and is located as close as possible to the equipment.



Instruction

Leave 7cm to 10cm around the appliance to ensure that proper ventilation gets to it.



Be sure to connect the ground wire

The screen of the coaxial cable is intended to be connected to earth in the building installation.



Disassembly prohibited

Do not attempt to disassemble or open covers of this unit by yourself. Nor should you attempt to service the product by yourself, which may void the user's authority to operate it. Contact qualified service personnel under the following conditions:

1. If the power cord or plug is damaged or frayed.
2. If liquid has been spilled into the product.
3. If the product has been exposed to rain or water.
4. If the product does not operate normally when the operating instructions are followed.
5. If the product has been dropped or the cabinet has been damaged.
6. If the product exhibits a distinct change in performance.
7. If a cable is damaged or frayed provided.
8. If the unit is dropped or damaged in any way.
9. If there is a noticeable signs of overheating



Unplug the power plug

Power off and unplug this product from the wall outlet when it is not in use or before cleaning. Pay attention to the temperature of the power adapter. The temperature might be high.



Instruction

Do not store the Cable Modem product in excessively hot, cold or damp conditions. Operation Environmental:

- Operation Temperature: 5°C ~ 40°C
- Storage Temperature: -20°C ~ +70°C



To clean the appliance, use a dry, clean soft cloth with no cleaning solvent or abrasive products. Clean the ventilation openings regularly.

Instruction

CHAPTER 1: CONNECTIONS AND SETUP

Cable Modem Overview

Front Panel

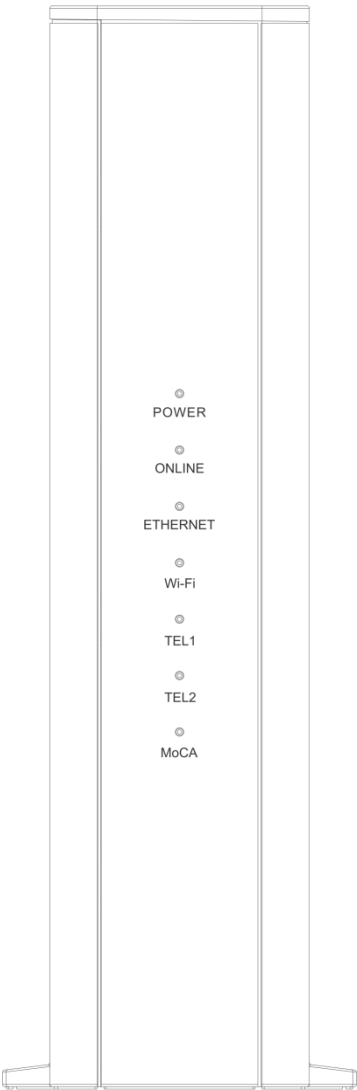


Fig. 1-1 Front Panel

POWER	Indicates the power status.
ONLINE	Displays the status of your cable connection. The light is off when no cable connection is detected and fully lit when the modem has established a connection with the network and data can be transferred.
ETHERNET	Indicates the state of Ethernet ports.
Wi-Fi	Indicates the traffic on the wireless network.
TEL 1 / 2	Indicates the status of the telephone ports.
MoCA	Indicates the status of the MoCA functionality.

LED from top to bottom.

LED	Status	Description
POWER	ON	The device is on.
	OFF	The device boot fail or no power.
ONLINE	ON	The device is ready for use. Now you can link to the internet.
	OFF	The device is not link to the internet yet or not registration.
	FLASH	The device is in registration process or upgrade firmware.
ETHERNET	ON	LAN port is connected to the PC.
	OFF	LAN port is not connected to the PC.
	FLASH	Traffic on the LAN is working.
Wi-Fi	ON	Wi-Fi is enabled.
	OFF	Wi-Fi is disabled.
	FLASH	Wi-Fi traffic is working.
TEL 1 / 2	ON	Phone is ready registration for use.
	OFF	Phone is not able to use.
	FLASH	Phone interface is in registration process.
MoCA	ON	MoCA is enabled.
	OFF	MoCA is disabled.
	FLASH	MoCA traffic is working.

Table 1-1 LED behavior

Rear Panel

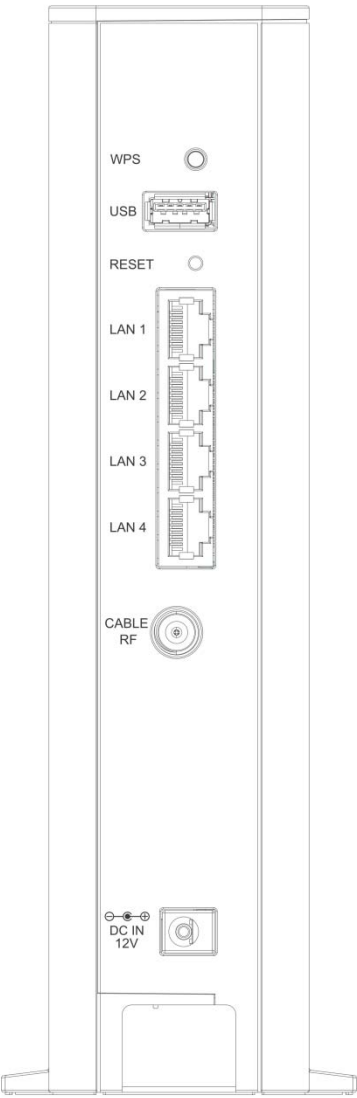


Fig. 1-2 Rear Panel

Slot	Description
WPS	Enables scanning for available WPS client device
USB	USB 3.0 host connector
RESET	Reset/Reboot this Cable modem
LAN 1 / 2 / 3 / 4	Ethernet 10/100/1000 Base-T RJ-45 connector
CABLE RF	F-Connector
12VDC	12V DC-IN Power connector.

Table 1-2 Rear Panel description

Bottom Side Panel for TEL

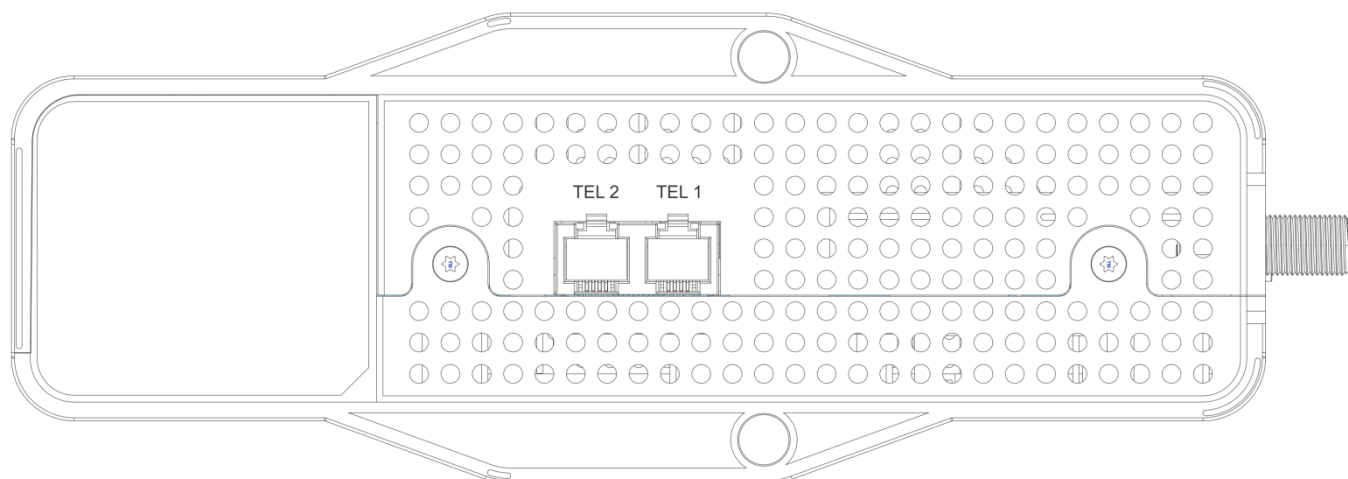


Fig. 1-3 Bottom Side Panel

The TEL 1 / 2 on the Bottom Side panel of TCG310, you can use telephony RJ-11 Connector.

Wall Mounting

The number of the screw 2 pcs.

Direction for wall mounting: Tuner downward or leftward or rightward.

Dimension for the screw: diameter: 3.5 mm; length: 30 mm.

There are 2 slots on the side of the CABLE MODEM that can be used for wall mounting.

Note: When wall mounting the unit. Ensure that it is within reach of the power outlet.

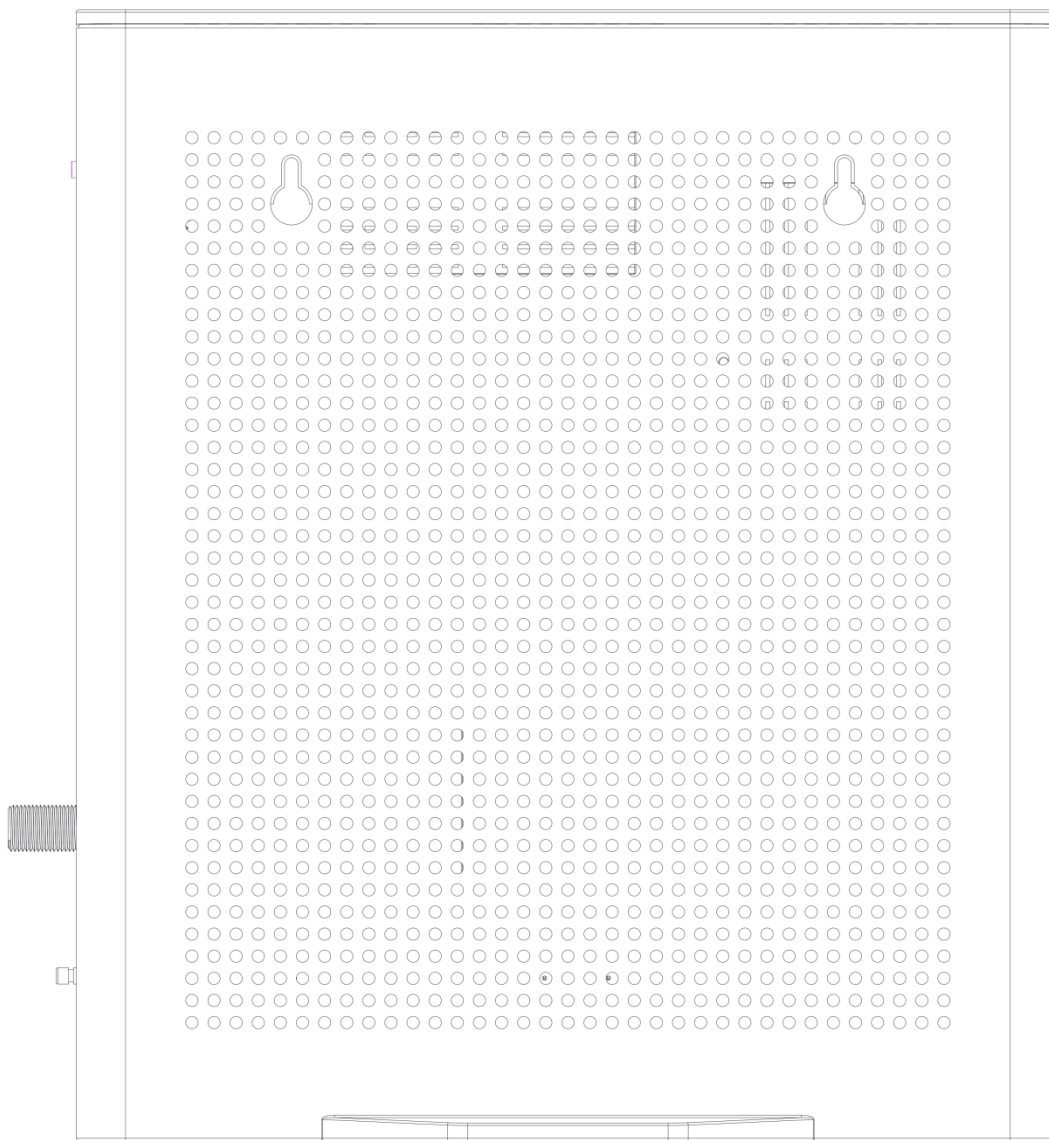


Fig. 1-4 Wall Mounting

To do this:

1. For the cable modem, ensure that the wall you use is smooth, flat, dry and sturdy and use the 2 screws holes.
2. The unit can be to use solid concrete wall and/or hard wood wall.

Relationship among the Devices

This illustration shows a cable company that offers DOCSIS/Euro-DOCSIS and PacketCable/Euro-PacketCable compliant voice/data services.

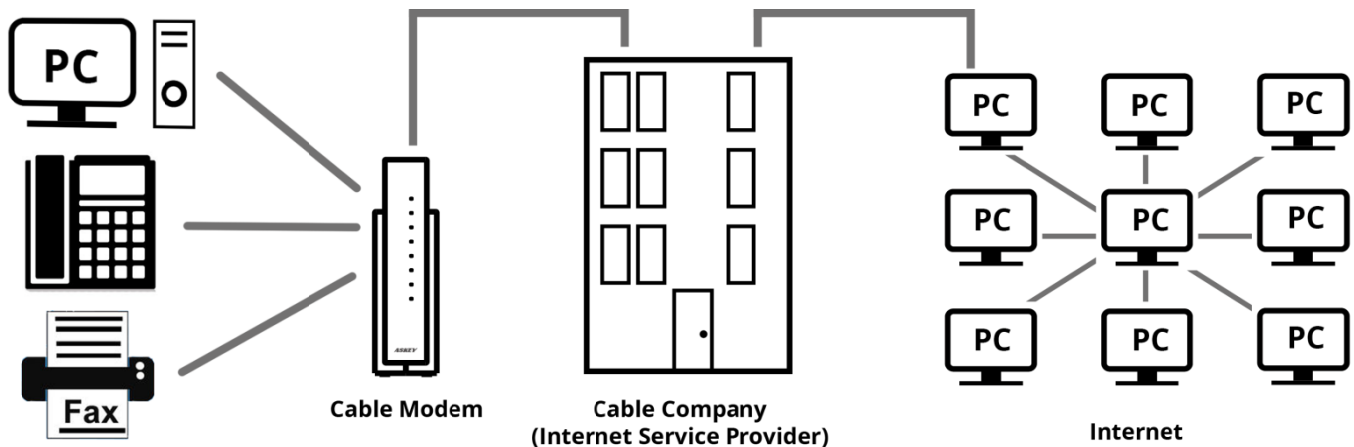


Fig. 1-5 Connection overview

What the Modem Does

The Wireless Voice Gateway provides high-speed Internet access as well as cost-effective, toll-quality telephone voice and fax/modem services over residential, commercial, and education subscribers on public and private networks via an existing CATV infrastructure. It can inter-operate with the PacketCable compliant head-end equipment and provide the IP-based voice communications. The IP traffic can transfer between the Wireless Voice Gateway and DOCSIS/Euro-DOCSIS compliant head-end equipment. The data security secures upstream and downstream communications.

What the Modem Needs to Do Its Job

- **The Right Cable Company:** Make sure your local cable company provides data services that use cable TV industry-standard DOCSIS/Euro-DOCSIS compliant and PacketCable/Euro-PacketCable compliant technology.
- **The Internet/Telephony Service Provider (ISP/TSP):** Your cable company provides you access to an Internet Service Provider (ISP) and Telephony Service Provider (TSP). The ISP is your gateway to the Internet and provides you with a pipeline to access Internet content on the World Wide Web (WWW). The TSP provides you with telephony access to other modems or other telephony services over the Public Switched Telephone Network (PSTN).

Check with your cable company to make sure you have everything you need to begin; they'll know if you need to install special software or re-configure your computer to make your cable internet service work for you.

Contact Your Local Cable Company

You will need to contact your cable company to establish an Internet account before you can use your gateway. You should have the following information ready (which you will find on the sticker on the gateway):

- The serial number
- The model number
- The Cable Modem (CM) Media Access Control (MAC) address
- The Terminal Adapter (EMTA) MAC address
- Security information: Service Set Identifier (SSID), Encryption key / passphrase (WPA2-PSK by default), channel number. Default values are indicated underneath the modem on the sticker.

Please check the following with the cable company

- The cable service to your home supports DOCSIS/Euro-DOCSIS compliant two-way modem access.
- Your internet account has been set up. (The Media Terminal Adapter will provide data service if the cable account is set up but no telephony service is available.)
- You have a cable outlet near your PC and it is ready for Cable Modem service.

Note: It is important to supply power to the modem at all times. Keeping your modem plugged in will keep it connected to the Internet. This means that it will always be ready whenever you need.

Important Information

Your cable company should always be consulted before installing a new cable outlet. Do not attempt any rewiring without contacting your cable company first.

Please verify the following on the Wireless Voice Gateway

The Power LED should be lighted when plug-in the power supply.

Connecting the Wireless Voice Gateway to a Single Computer

This section of the manual explains how to connect your Wireless Voice Gateway to the Ethernet port on your computer and install the necessary software. Please refer to Figure 1-7 to help you connect your Digital Cable Modem for the best possible connection.

Attaching the Cable TV Wire to the Wireless Voice Gateway

1. Locate the Cable TV wire. You may find it one of three ways:
 - a. Connected directly to a TV, a Cable TV converter box, or VCR. The line will be connected to the jack, which should be labeled either IN, CABLE IN, CATV, CATV IN, etc.
 - b. Connected to a wall-mounted cable outlet.
 - c. Coming out from under a baseboard heater or other location. See Figure 1-6 for the wiring example.

Notes: For optimum performance, be sure to connect your Wireless Voice Gateway to the first point the cable enters your home. The splitter must be rated for at least 1GHz.

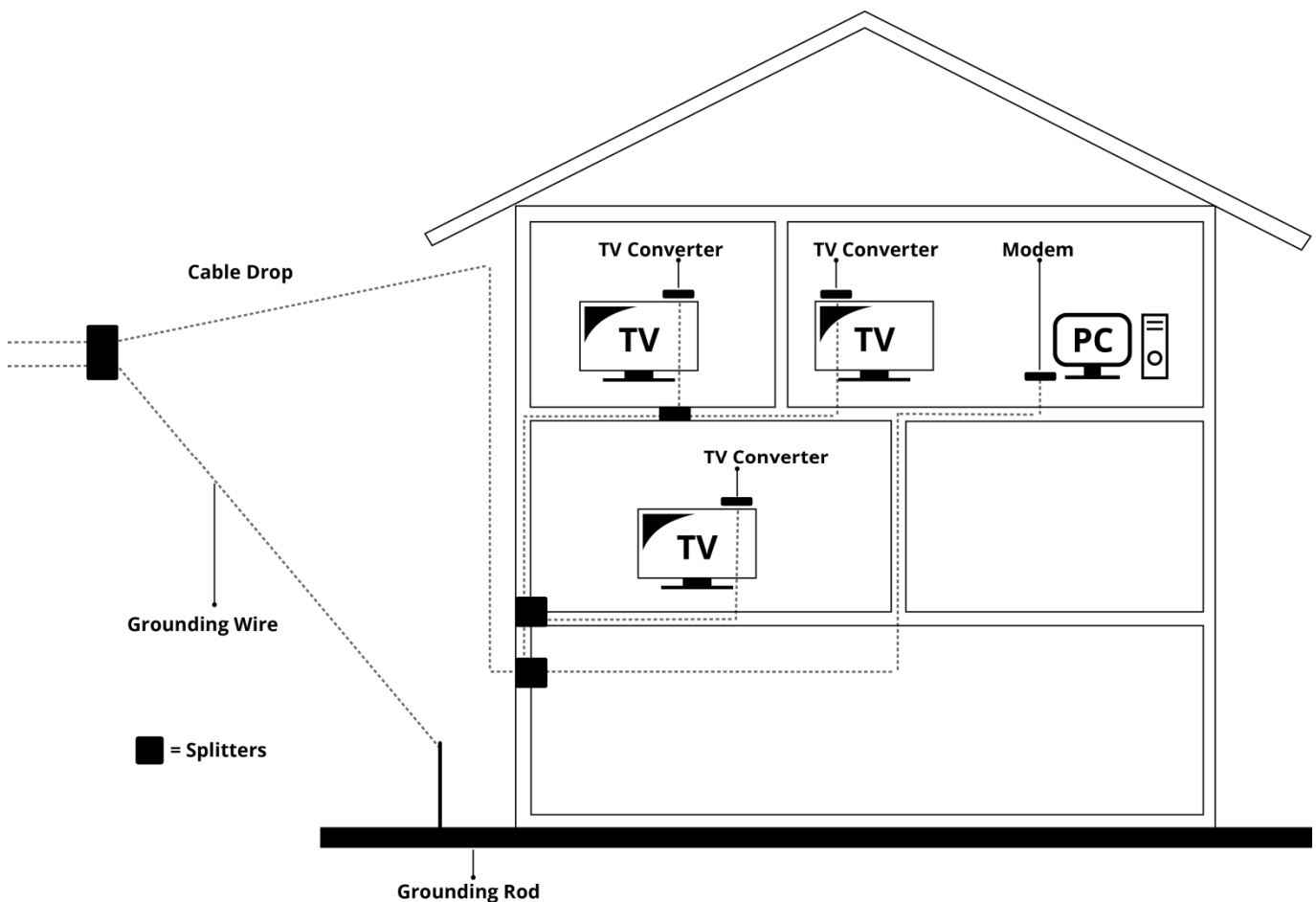


Fig. 1-6 Basic Home Wiring

Installation procedure for connecting to the Ethernet interface

Follow these steps for proper installation. (Please refer to Fig. 1-7)

Plug the coaxial cable to the cable wall outlet and the other end to the modem's cable connector.

Note: To ensure a fast registration of the modem, the coaxial cable must be connected to the modem before it is powered on.

Plug the power adapter into the socket of the cable modem and two-pin plug in the AC outlet to power on the modem.

Note: Only use the power adapter that comes with the modem. Using another power adapter can cause damage to the product, and will void the warranty.

Connect an Ethernet cable (direct connection, see below) to the Ethernet port at the back of the computer, and the other end to the ETHERNET port on the rear panel of the cable modem. The modem will seek the appropriate cable signal on the cable television network and go through the initial registration process on its own. The modem is ready for data transfer after the green LED "ONLINE" is lit continuously.

Note: the button "RESET" at the back of the modem is used primarily for maintenance.

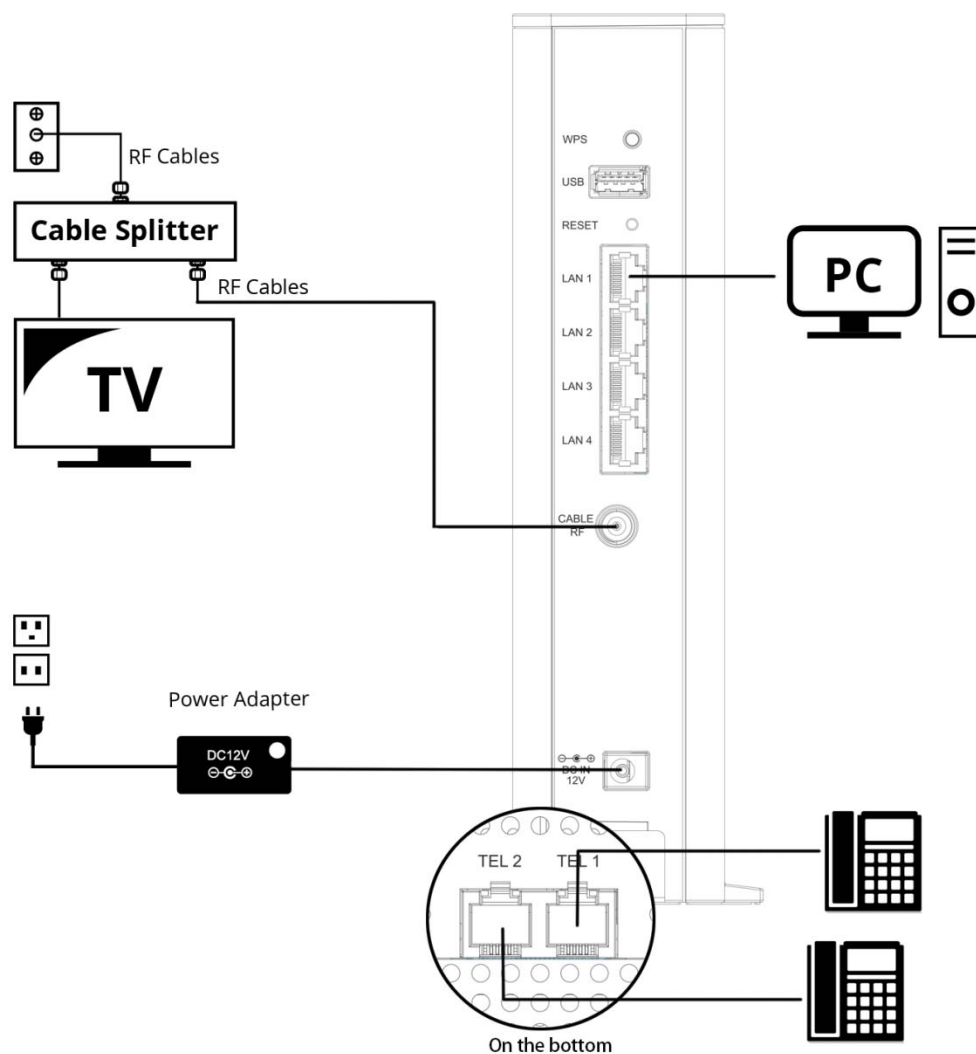


Fig. 1-7 Connect to the Modem

Telephone or Fax Connection

When properly connected, most telephony devices can be used with the Wireless Voice Gateway just as with a conventional telephone service. To make a normal telephone call, pick up the handset; listen for a dial tone, then dial the desired number. For services such as call waiting, use the hook switch (or FLASH button) to change calls. The following procedures describe some of the possible connection schemes for using telephony devices with the Wireless Voice Gateway.

1. Connect a standard phone line cord directly from the phone (fax machine, answering machine, caller ID box, etc.) to one of the TEL jacks on the Wireless Voice Gateway.
2. If there is a phone line in your home which is NOT connected to another telephone service provider, connect a standard phone line cord from a jack on this line to one of the TEL jacks of the Wireless Voice Gateway. Connect a standard phone line cord directly from the phone (fax machine, answering machine, caller ID box, etc.) to one of the other jacks in the house that uses that line.
3. If you have a multi-line telephone, connect a standard phone line cord (not an RJ-14 type line cord) from the phone to the TEL jacks on the Wireless Voice Gateway. (Other phones can be added to each line by using standard phone line splitters.)

CHAPTER 2: WEB CONFIGURATION

To make sure that you can access the Internet successfully, please check the following first.

1. Make sure the connection (through Ethernet) between the Wireless Voice Gateway and your computer is OK.
2. Make sure the TCP/IP protocol is set properly.
3. Subscribe to a Cable Company.

Accessing the Web Configuration (For basic account only)

The **Wireless Voice Gateway** offers local management capability through a built-in HTTP server and a number of diagnostic and configuration web pages. You can configure the settings on the web page and apply them to the device.

Once your host PC is properly configured; please proceed as follows:

1. Start your web browser and type the private IP address of the Wireless Voice Gateway on the URL field: **192.168.100.1**
2. After connecting to the device, you will be prompted to enter username and password. By default, the username is "**user**" and password is "**user**".

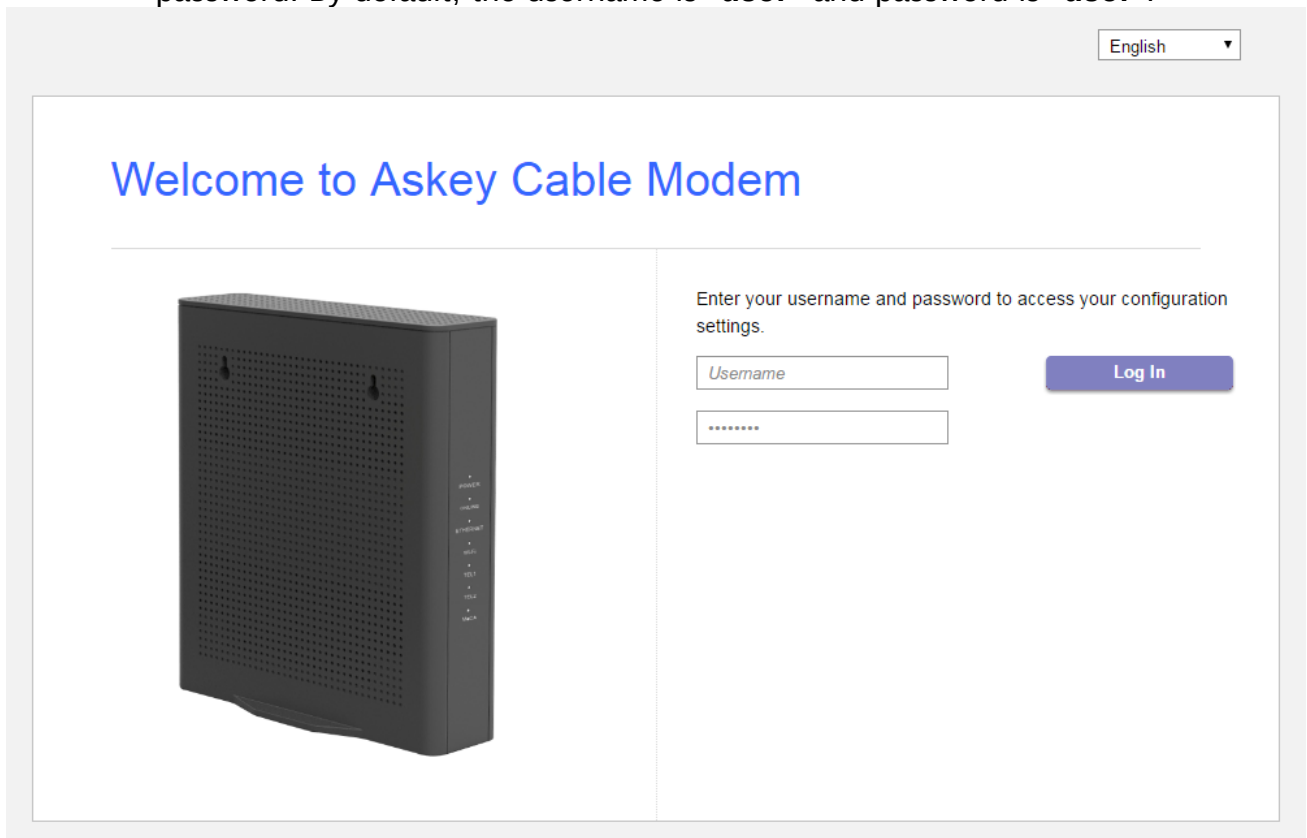


Fig2-1 Login dialogue

Note: If forget your username and password, you may Press "**Reset**" button on the rear panel more than 5seconds to restore the username and password to default.

If you login successfully, the main page will appear. “

You can change the display language to “English”, “Suomi”, “中文”, “ Deutsche”, “Nederlands”, “Français” or “日本語” on the top of the page.

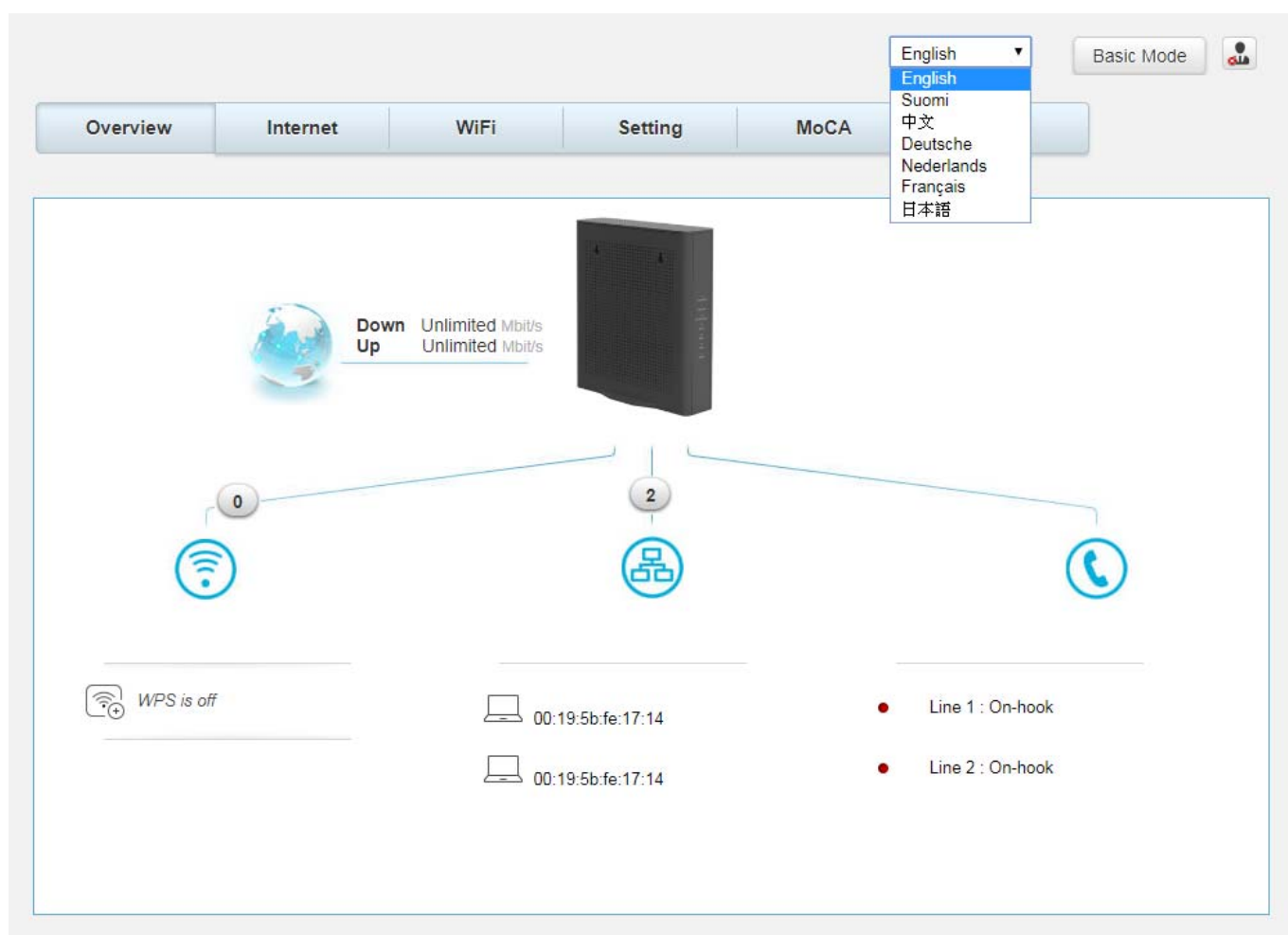


Fig. 2-2 Switch Language

Overview Web Page Group

Overview

The Overview page is the start page. You could switch to other pages. (e.g., Internet, Wi-Fi, Setting, MoCA, Status)

This page display Wi-Fi, ETHERNET and VoIP connection status. You could click the icons ,  and  will lead to Wi-Fi, LAN and VoIP status pages.

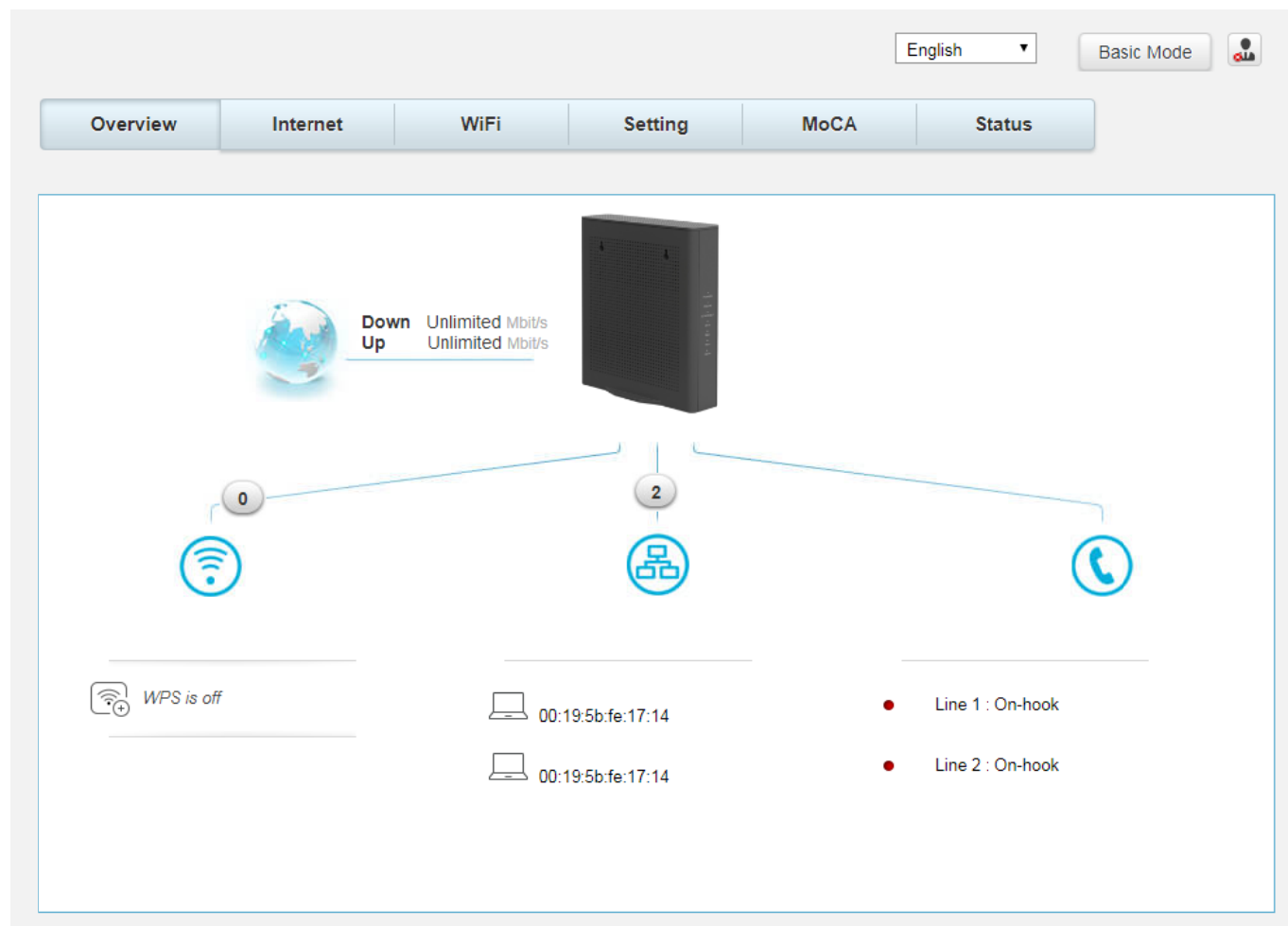


Fig.2-3 Overview

Parental Control

This page allows you to set the time limit for a client's network usage.

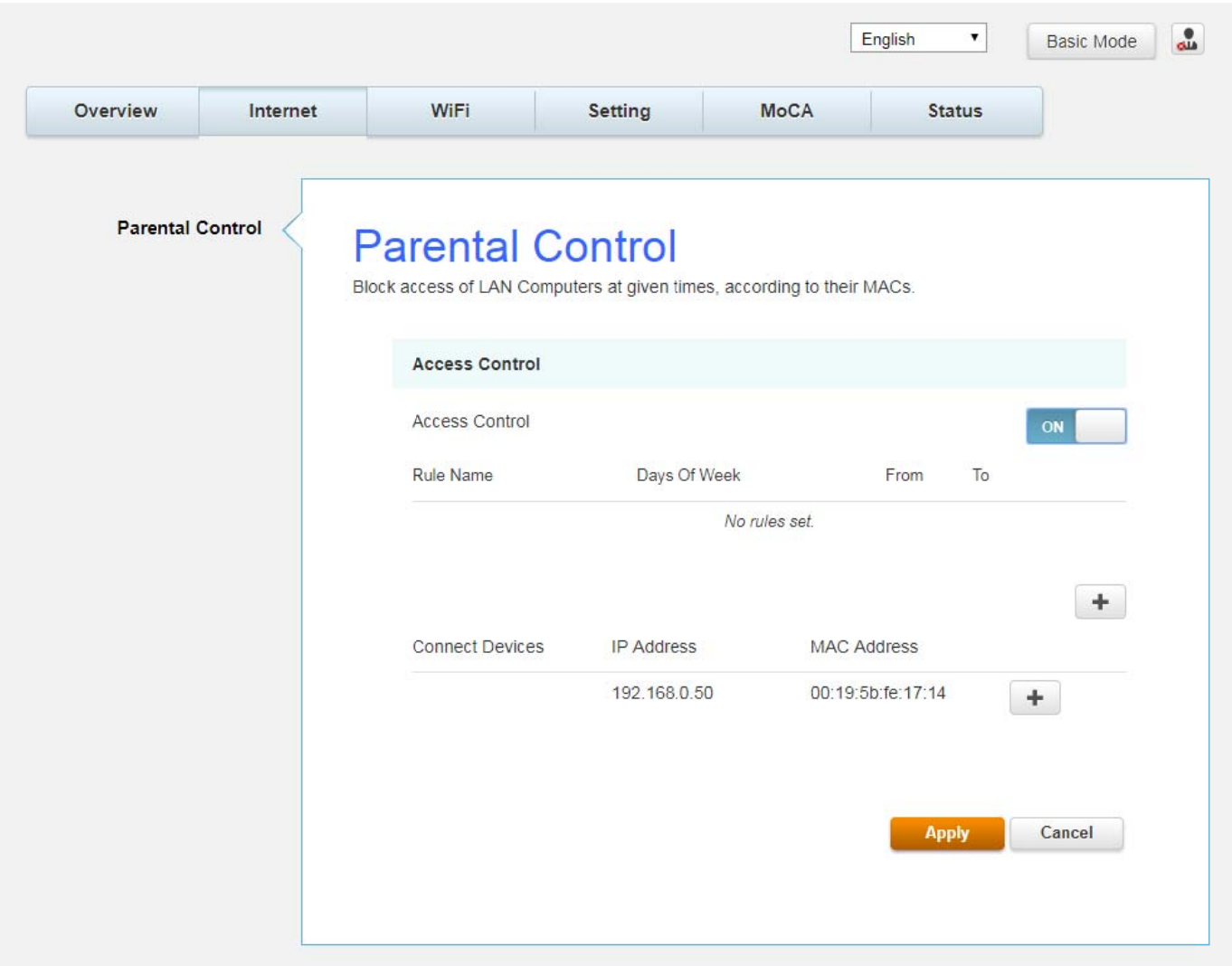


Fig.2-4 Internet\Parental Control

Wi-Fi Web Page Group

General

This page allows configuration of the 2.4GHz and 5GHz wireless features. These must match the settings you make on your wireless-equipped PC on the LAN side.

English

Basic Mode

OverviewInternetWiFiSettingMoCAStatus

General

Guest Network

WPS

WiFi Clients

WiFi Radar

Reset

General

Your router supports the industry-wide WLAN standards with transmission rates up to 300 Mbit/s (802.11b/g/n), enabling easy wireless connection of your devices.

2.4G Setup

2.4G WiFi Network

ON

Current Channel

1

Current Bandwidth

40 MHz

Current Sideband

Lower

WiFi

WiFi Name (SSID)

ASKEY_B2BC

Interface Type

802.11 b/g/n

Sideband(40MHz only)

Lower

Channel

1

Bandwidth

20/40 MHz

Output Power

100%

Broadcast SSID

ON

WiFi Protection

WPA+WPA2/TKIP+AES

Network Key



Display Characters

Change Key

5G Setup

5G WiFi Network

ON

Current Channel

36

Current Bandwidth

80 MHz

WiFi

WiFi Name (SSID)

ASKEY_B2BC

Interface Type

802.11 a/n/ac

Sideband(40MHz only)

Lower

Channel

36

Bandwidth

20/40/80 MHz

Output Power

100%

Broadcast SSID

ON

WiFi Protection

WPA+WPA2/TKIP+AES

Network Key



Display Characters

Change Key

Apply

Cancel

Fig.2-5 Wi-Fi\General

- **2.4GWi-Fi Network / 5GWi-Fi Network:** It may help you to **Enable** or **Disable** the 2.4GHz / 5GHz wireless function.
- **Current Channel:** The channel that you choose will be displayed in this field.
- **Current Bandwidth:** The bandwidth that you choose will be displayed in this field.
- **Current Sideband:** The sideband that you choose will be displayed in this field.
- **Wi-Fi Name (SSID):** The SSID for 2.4GHz / 5GHz wireless function.
- **Interface Type:** There are three different modes can be selected. 2.4GHz can be selected 802.11b/g, 802.11b/g/n and 802.11n only; 5GHz can be selected 802.11a, 802.11a/n/ac and 802.11n/ac only.
- **Sideband (40MHz only):** There is “Lower” and “Upper” can be selected if Bandwidth 40 MHz was enabled.

- **Channel:**

Channels for US

2.4GHz:

802.11b,802.11g,802.11n(HT20):11

802.11n(HT40):7

5 GHz:

802.11a,802.11n(HT20),802.11ac(VHT20):25

802.11n(HT40),802.11ac(VHT40) :12

802.11 ac(VHT80) :6

Channels for Canada

2.4GHz:

802.11b,802.11g,802.11n(HT20):11

802.11n(HT40):7

5 GHz:

802.11a,802.11n(HT20),802.11ac(VHT20):22

802.11n(HT40),802.11ac(VHT40) :10

802.11 ac(VHT80) :5

Choose the one that is suitable for this device.

- **Bandwidth:** Select wireless channel width **20/40 MHz** is for 2.4GHz Wi-Fi default value, and **20/40/80 MHz** is for 5GHz Wi-Fi default value. (Bandwidth taken by wireless signals of this access point.)
- **Output Power:** This setting decides the output power of this device. You may use it to economize on electricity by selecting lower percentage of power output. Control the range of the AP by adjusting the radio output power.

- **Broadcast SSID:** Broadcasting the SSID causes the name of your network to appear in the list of available networks.
- **Wi-Fi Protection:** The method of Wi-Fi protection can be OFF, WPA, WPA2/AES or WPA+WPA2/TKIP+AES.
- **Network key:** The network key is the password that you use to authenticate with your router.
- **QR Code:** Use QR code scanning APP on the smartphone to get Wi-Fi Name (SSID), Wi-Fi Protection and Network key.



Fig.2-6 Wi-Fi\General\QR Code



Fig.2-7 Wi-Fi\General\Scanning result

- WIFI: S (SSID): **ASKEY_B2BC**
- T (Wi-Fi Protection): **WPA**
- P (Network key): **zNyQzYwEGNRTN**

For Android users, you can install “Barcode Scanner” app to scan Wi-Fi QR code, and the smart phone will be able to connect automatically without entering the SSID and password.

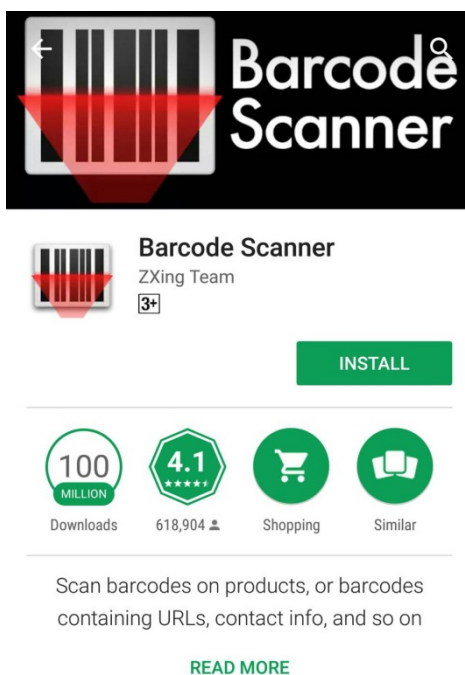


Fig.2-8 Wi-Fi\General\Android APP

802.11x Authentication introduction

If you enable the **802.11x authentication** function, you will have to offer the following information-

- **WPA (Wi-Fi Protected Access)/WPA2:**

It must be used in conjunction with an authentication server such as RADIUS to provide centralized access control and management. It can provide stronger encryption and authentication solution than none WPA modes. **WPA2** is the second generation of **WPA** security.

- **WPA/WPA2 Encryption:**

There are two types that you can choose, **AES**, **TKIP+AES**.

TKIP takes the original master key only as a starting point and derives its encryption keys mathematically from this master key. Then it regularly changes and rotates the encryption keys so that the same encryption key will never be used twice

AES provides security between client workstations operating in ad hoc mode. It uses a mathematical ciphering algorithm that employs variable key sizes of 128, 192 or 256 bits.

Guest Network

This page allows configuration of the 2.4GHz and 5GHz guest network.

English

Basic Mode

Overview

Internet

WiFi

Setting

MoCA

Status

General

Guest Network

WPS

WiFi Clients

WiFi Radar

Reset

Guest Network

This page allows configuration of a guest network.

2.4G Setup

2.4G WiFi Network

WiFi

WiFi Name (SSID)

Broadcast SSID

WiFi Protection

Network Key

Guest LAN Settings

5G Setup

5G WiFi Network

WiFi

WiFi Name (SSID)

Broadcast SSID

WiFi Protection

Network Key

Guest LAN Settings

Apply

Cancel

Fig.2-9 Wi-Fi\Guest Network

- **2.4G Wi-Fi Network / 5G Wi-Fi Network:** It may help you to **Enable** or **Disable** the 2.4GHz / 5GHz wireless function.
- **Wi-Fi Name (SSID):** The SSID for 2.4GHz / 5GHz Guest wireless function.
- **Broadcast SSID:** Broadcasting the SSID causes the name of your network to appear in the list of available networks.
- **Wi-Fi Protection:** The method of Wi-Fi protection can be OFF, WPA, WPA2/AES or WPA+WPA2/TKIP+AES.
- **Network key:** The network key is the password that you use to authenticate with your router.
- **QR Code:** Use QR code scanning APP on the smartphone to get Wi-Fi Name (SSID), Wi-Fi Protection and Network key.



Fig.2-10 Wi-Fi\General\QR Code

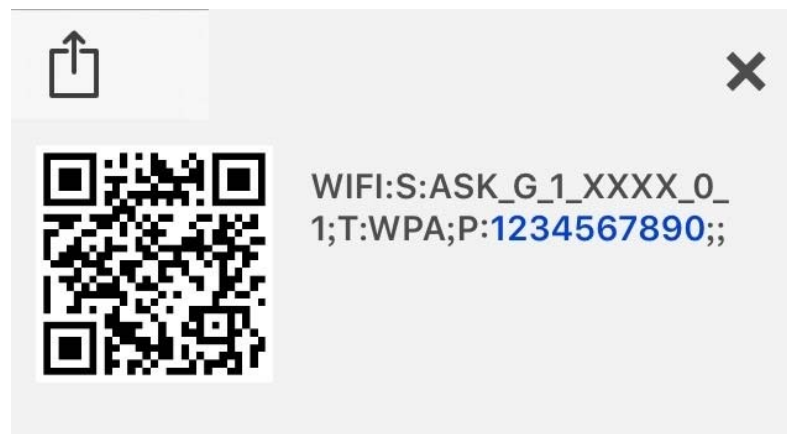


Fig.2-11 Wi-Fi\General\Scanning result

- WIFI: S (SSID): **ASK_G_1_XXXX_0_1**
- T (Wi-Fi Protection): **WPA**
- P (Network key): **1234567890**

For Android users, you can install “Barcode Scanner” app to scan Wi-Fi QR code, and the smart phone will be able to connect automatically without entering the SSID and password.

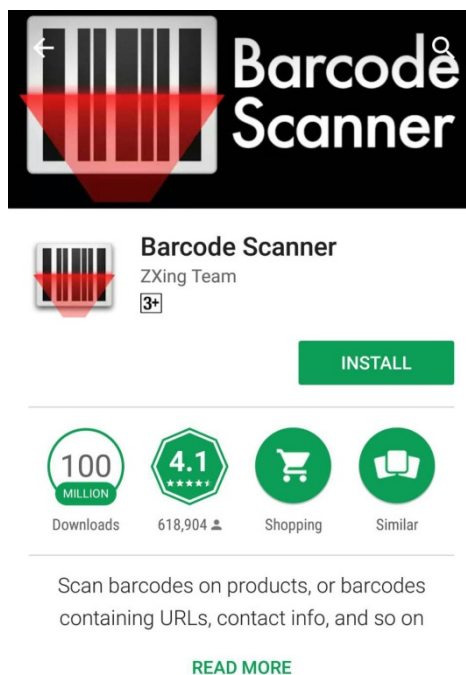


Fig.2-12 Wi-Fi\General\Android APP

Guest LAN Settings

A private IP address and Subnet Mask for LAN sub netting.

For example 192.168.0.1./ 255.255.255.0.

- Configure the IP address numbers for the DHCP server with “**Lease pool start**” and “**Lease pool end**”.
- Configure the IP address lease time with “**Lease time**” for DHCP server.

802.11x Authentication introduction

If you enable the **802.11x authentication** function, you will have to offer the following information-

- **WPA (Wi-Fi Protected Access)/WPA2:**

It must be used in conjunction with an authentication server such as RADIUS to provide centralized access control and management. It can provide stronger encryption and authentication solution than none WPA modes. **WPA2** is the second generation of **WPA** security.

- **WPA/WPA2 Encryption:**

There are two types that you can choose, **AES**, **TKIP+AES**.

TKIP takes the original master key only as a starting point and derives its encryption keys mathematically from this master key. Then it regularly changes and rotates the encryption keys so that the same encryption key will never be used twice

AES provides security between client workstations operating in ad hoc mode. It uses a mathematical ciphering algorithm that employs variable key sizes of 128, 192 or 256 bits.

WPS

This page allows you to configure WPS setting. Wi-Fi Protected Setup™ (WPS) is an easy and secure way of configuring and connecting your Wireless access point. In this case, the Wireless Voice Gateway is the Access Point (AP), and your PC (or Wireless Device) is called the STA. When configuring your Wireless Network via WPS, messages are exchanged between the STA and AP in order to configure the security settings on both devices.

English

Basic Mode

Overview

Internet

WiFi

Setting

MoCA

Status

General

Guest Network

WPS

WiFi Clients

WiFi Radar

Reset

WPS

The WPS functions help you securely pair your WiFi devices automatically with the router. You can choose and configure the allowed security mechanisms below.

2.4G WPS Function

ON

5G WPS Function

ON

WPS-PBC: Push button on devices

To pair your devices press Pair on this page and then on your other device(s). Your router will be open for pairing for 2 minutes after you press Pair.

Pair

WPS-PIN: It is the customer's PIN WPS.

With the PIN Number method, you have to enter the client's PIN here. You have to start the client WPS process at the same time, and you can find the client's PIN on the client's utility GUI.

Pin Code

Pair

WPS-PIN: AP Device PIN

Please enter this device PIN code on your devices.

Device PIN Code:

12345678

Generate Pin

Apply

Cancel

Fig.2-13 Wi-Fi\WPS

Wi-Fi Clients

This page shows all Wi-Fi clients.

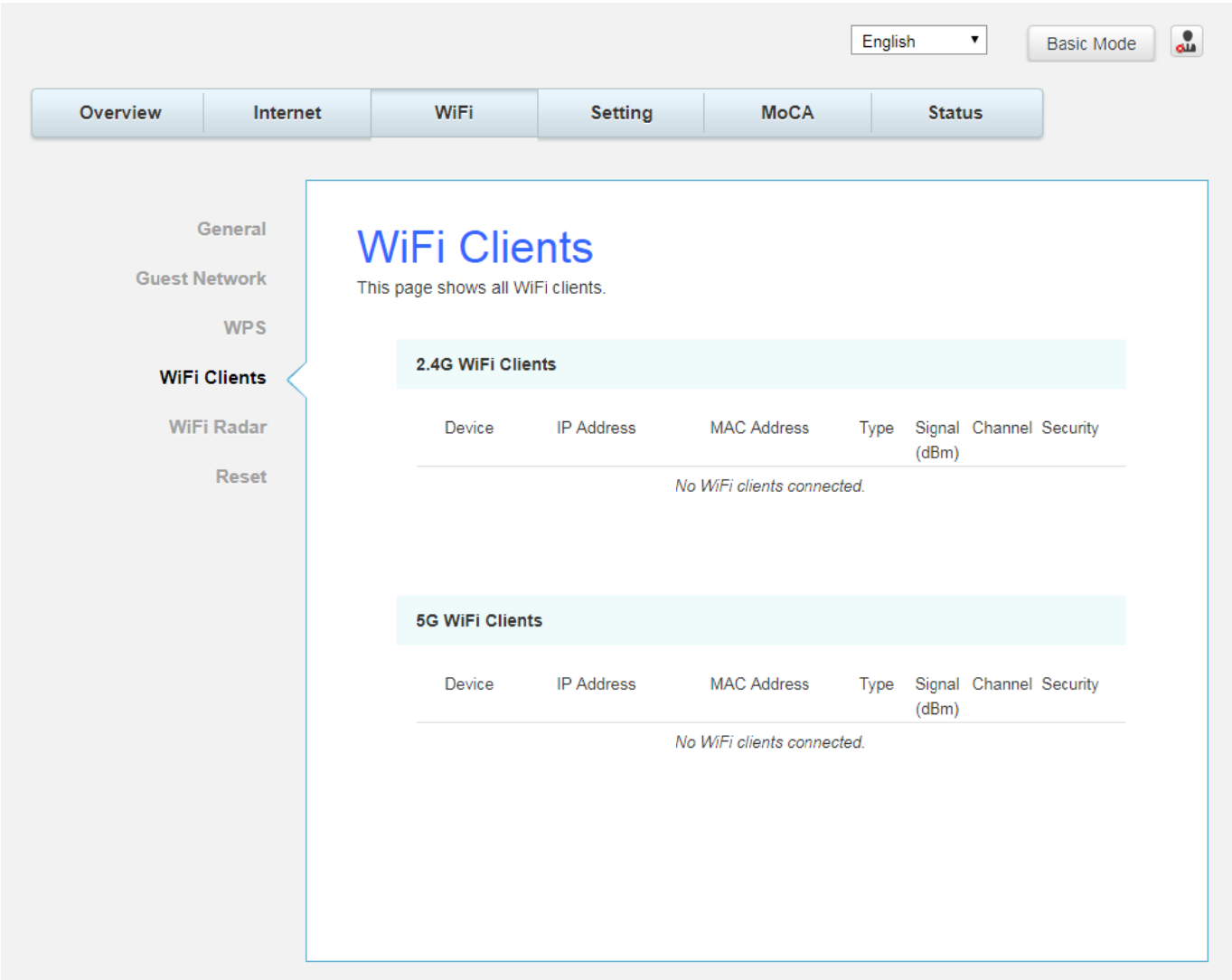


Fig.2-14 Wi-Fi\Wi-Fi Clients

Wi-Fi Radar

The Wi-Fi Radar can display the wireless networks, See the wireless networks around you.

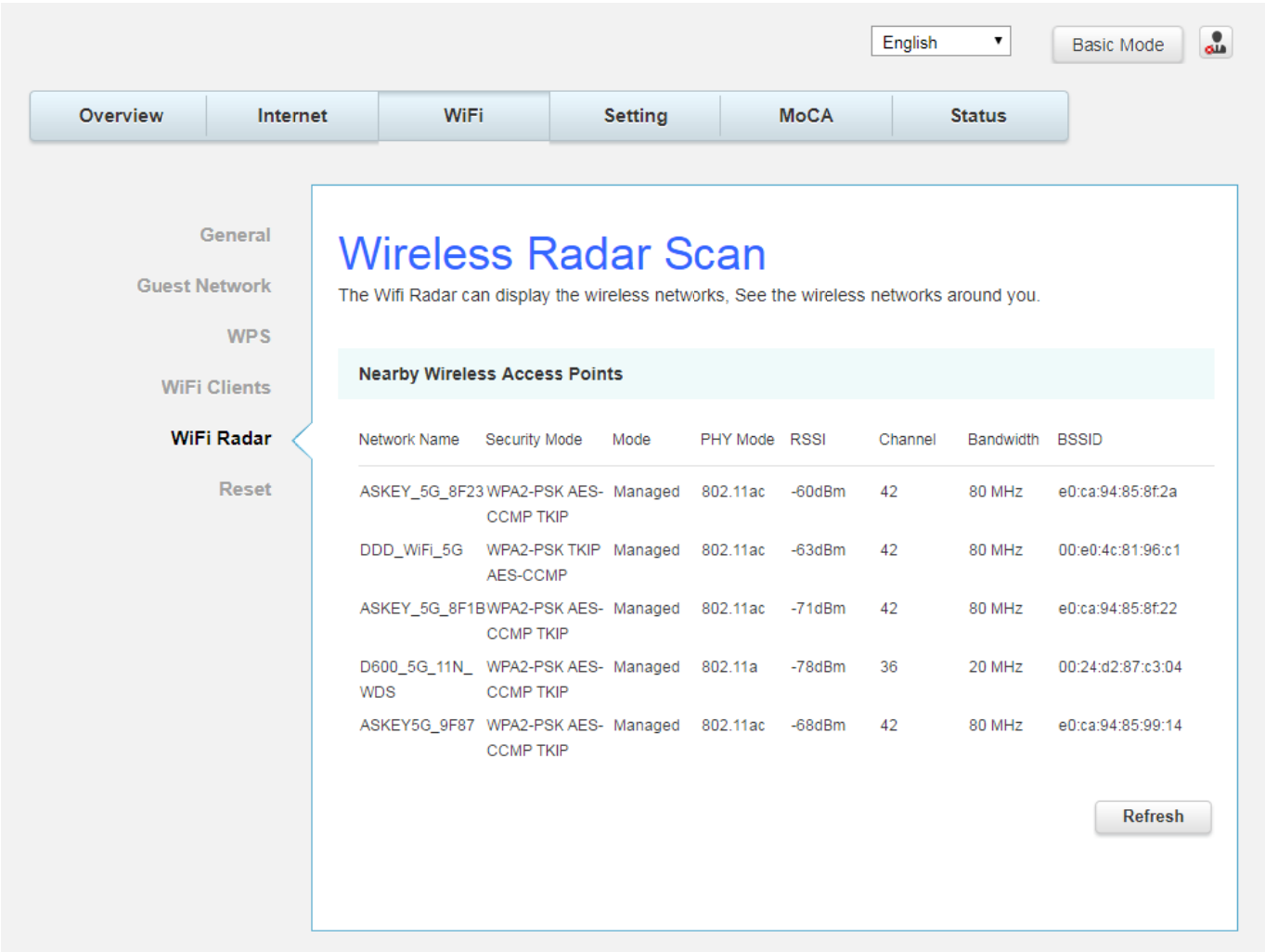


Fig.2-15 Wi-Fi\Wi-Fi Radar

Reset

This page allows configuration of the wireless network to default.

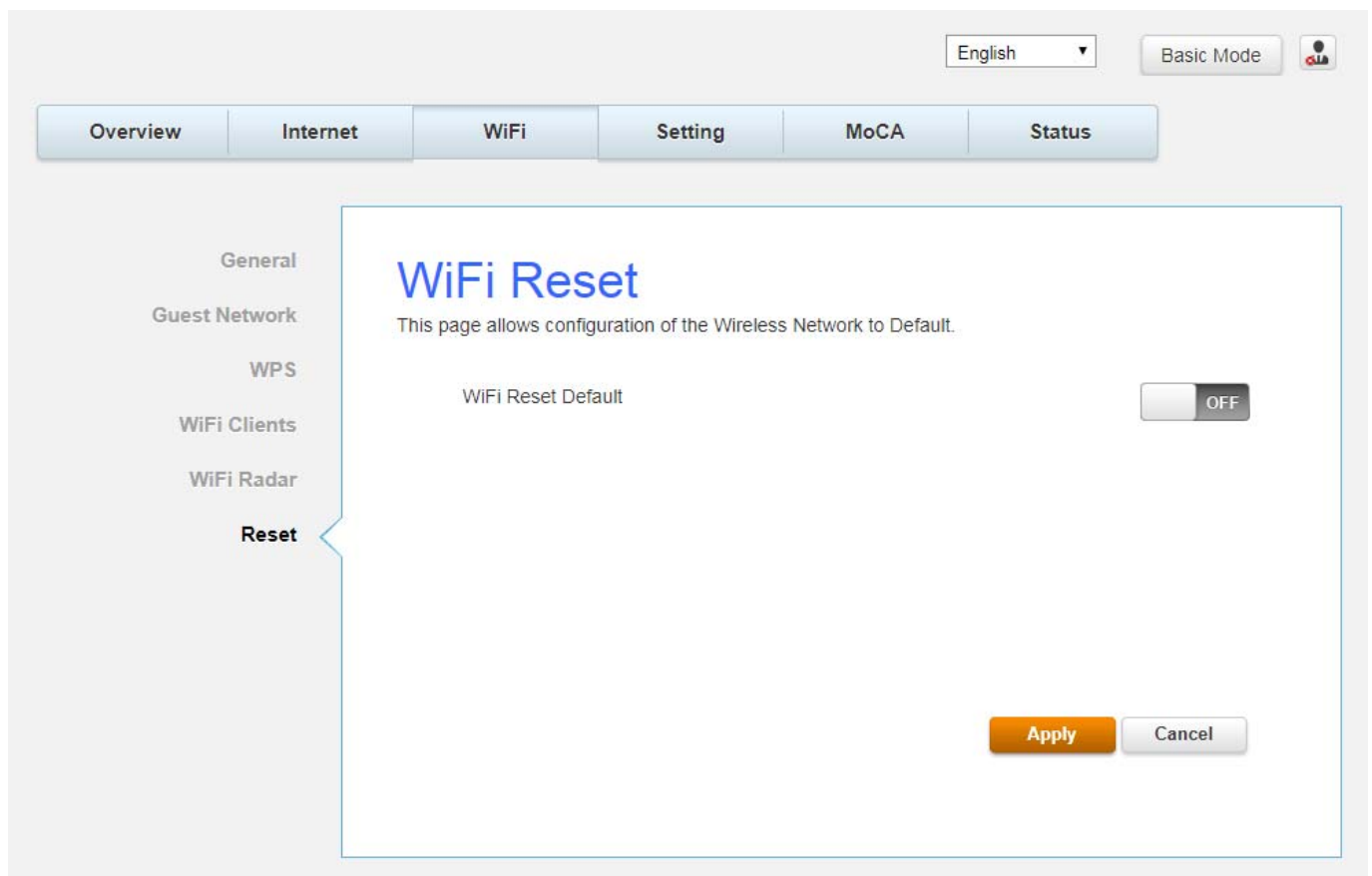


Fig.2-16 Wi-Fi\Reset

Settings Web Page Group

Language

This page allows configuration of language.

You can change the display language to “English”, “Suomi”, “中文”, “Deutsche”, “Nederlands”, “Français” or “日本語” on the top of the page.

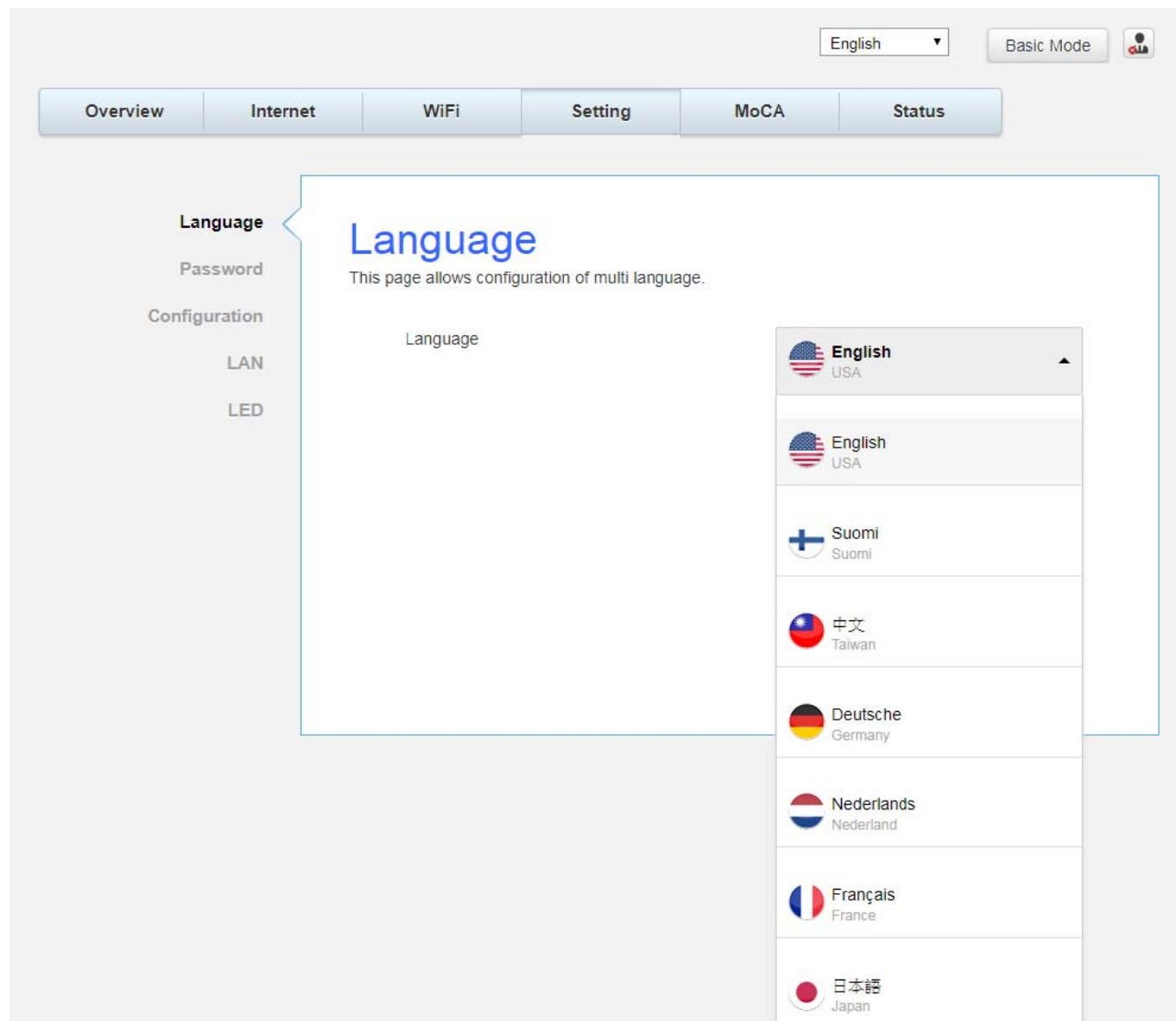


Fig.2-17 Setting\Language

Password

By default, the username is "**user**" and password is "**user**".

When the current password is the default one, the user is strongly encouraged to change the default web password.

The password can be a minimum of 8 characters, maximum of 20 characters and is case sensitive. If forget your username and password, you may Press "Reset" button on the rear panel more than 5seconds to restore the username and password to default.

Note: We are always suggesting you to modify the password. This is a basic protection against wrongful access to the Gateway Web pages.

The screenshot shows a web interface for setting up an account and password. At the top, there is a language dropdown set to 'English', a 'Basic Mode' button, and a user icon. Below this is a navigation bar with tabs: 'Overview', 'Internet', 'WiFi', 'Setting' (selected), 'MoCA', and 'Status'. On the left side, there is a sidebar menu with options: 'Language', 'Password' (selected), 'Configuration', 'LAN', and 'LED'. The main content area is titled 'Setup Account and Password' and includes the subtitle 'This page allows configuration of administration access privileges.' The interface is divided into two sections: 'Login Account' and 'Account Security'. The 'Login Account' section contains a 'Current Password' field with masked characters (****), a 'Display Characters' checkbox, and a 'Change Key' button. The 'Account Security' section contains an 'Automatic Logout' dropdown menu set to 'Never'. At the bottom right, there are 'Apply' and 'Cancel' buttons.

Fig.2-18 Setting\Password

Configuration

This page allows you to save your current settings locally on your PC, or restore settings previously saved.

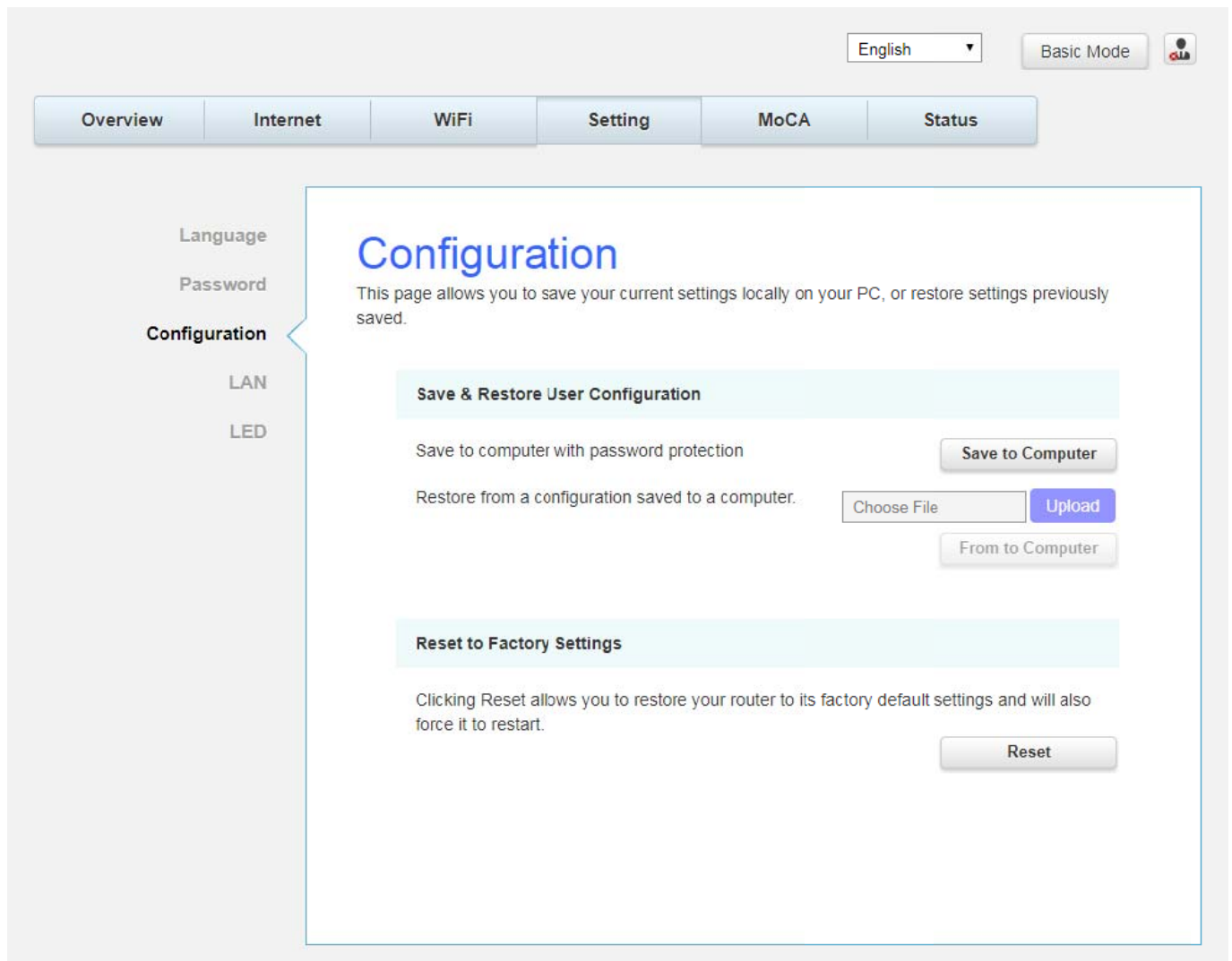


Fig.2-19 Setting\Configuration

- **Save & Restore User Configuration:** To back up the current configuration, click **Save to Computer** and follow the prompts.

To restore a previous configuration, click **Upload** and use the navigation window to locate the file (usually backupsettings.conf.) Once the file has been located, click **From to Computer** to restore the settings. Once the settings are restored, the device will reboot.

- **Reset to Factory Settings:** Click **Reset** allows you to restore your router to factory default settings and will also force it to restart.

LAN

This page allows configuration of the basic features of the broadband gateway related to your ISP's connection.

The screenshot shows the LAN configuration page of a broadband gateway. The interface includes a top navigation bar with tabs for Overview, Internet, WiFi, Setting (selected), MoCA, and Status. A left sidebar contains links for Language, Password, Configuration, LAN (selected), and LED. The main content area is titled 'LAN' and includes a description: 'This page allows configuration of the basic features of the broadband gateway related to your ISP's connection.'

The configuration is organized into several sections:

- LAN Settings**
 - Home Network**
 - IP Address Router: 192 . 168 . 0 . 1
 - IP Subnet Mask: 255 . 255 . 255 . 0
 - DHCP Server: ON
- DHCP Server Parameters**
 - Home Network**
 - Address Pool Start IP: 192 . 168 . 0 . 10
 - Address Pool End IP: 192 . 168 . 0 . 254
 - Lease Time(Seconds): 86400
- DHCP Static IP Lease**

DHCP Address Lease Reservations: (A maximum 32 entries can be configured). Enter Mac address (01:23:45:AB:CD:EF) and Static IP address then click Apply/Save

MAC Address	IP Address
No rules set.	

+ button
- IPv6 LAN Settings**
 - DHCPv6 Server: ON
 - DHCPv6 Server Type: Stateful
- DNS Settings**
 - Static DNS: OFF

At the bottom right, there are 'Apply' and 'Cancel' buttons.

Fig.2-20 Setting\LAN

LED

This page allows configuration of the LED brightness.

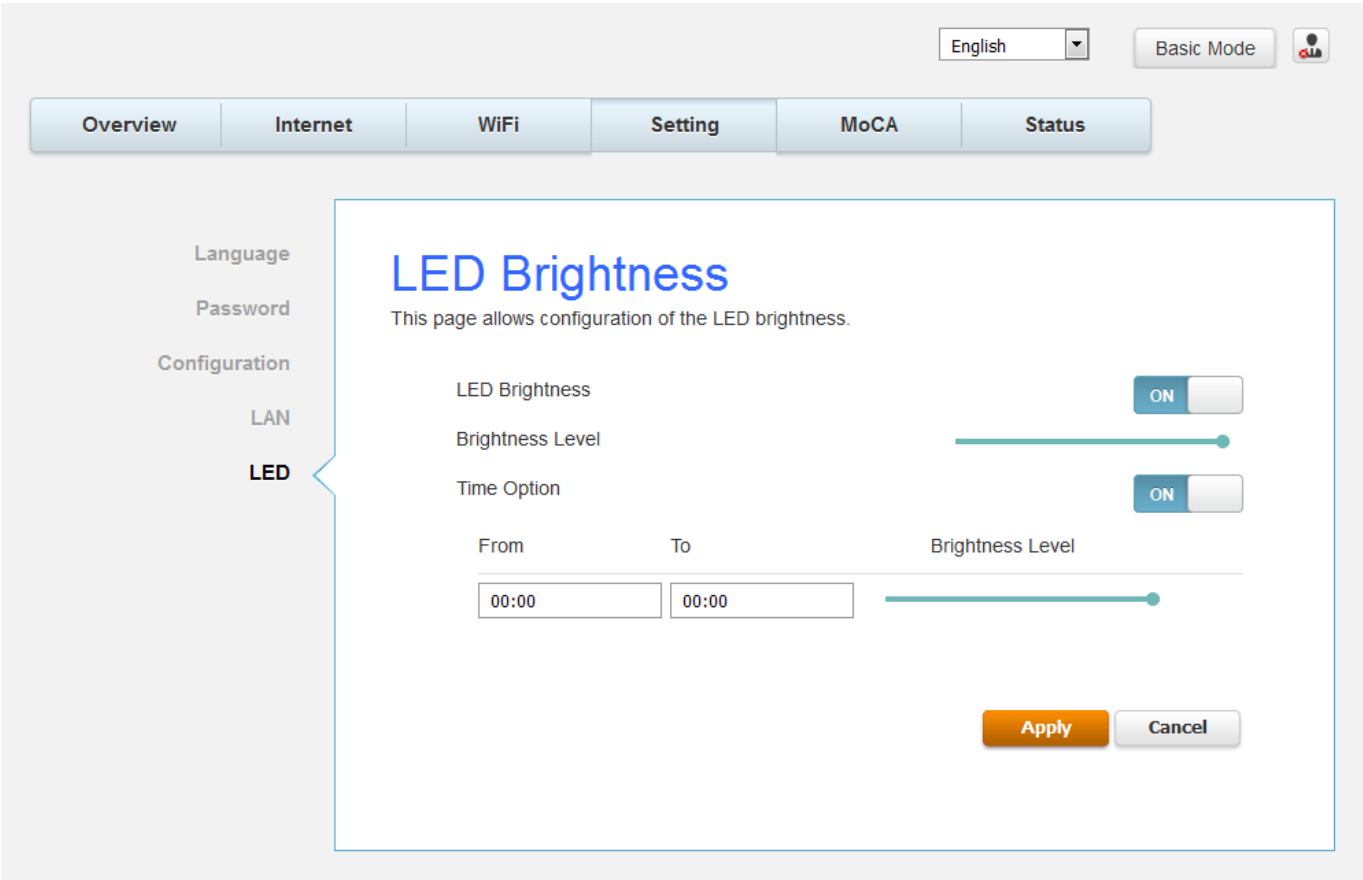


Fig.2-21 Setting\LED

MoCA Web Page Group

MoCA

You will be able to change your MoCA setting here. MoCA is a new technology which utilizes your existing CATV coax at home to form a home networking which will provide high speed home network access.

English Basic Mode

Overview Internet WiFi Setting **MoCA** Status

MoCA

MoCA Configuration

This page Configures the MoCA interface parameters.

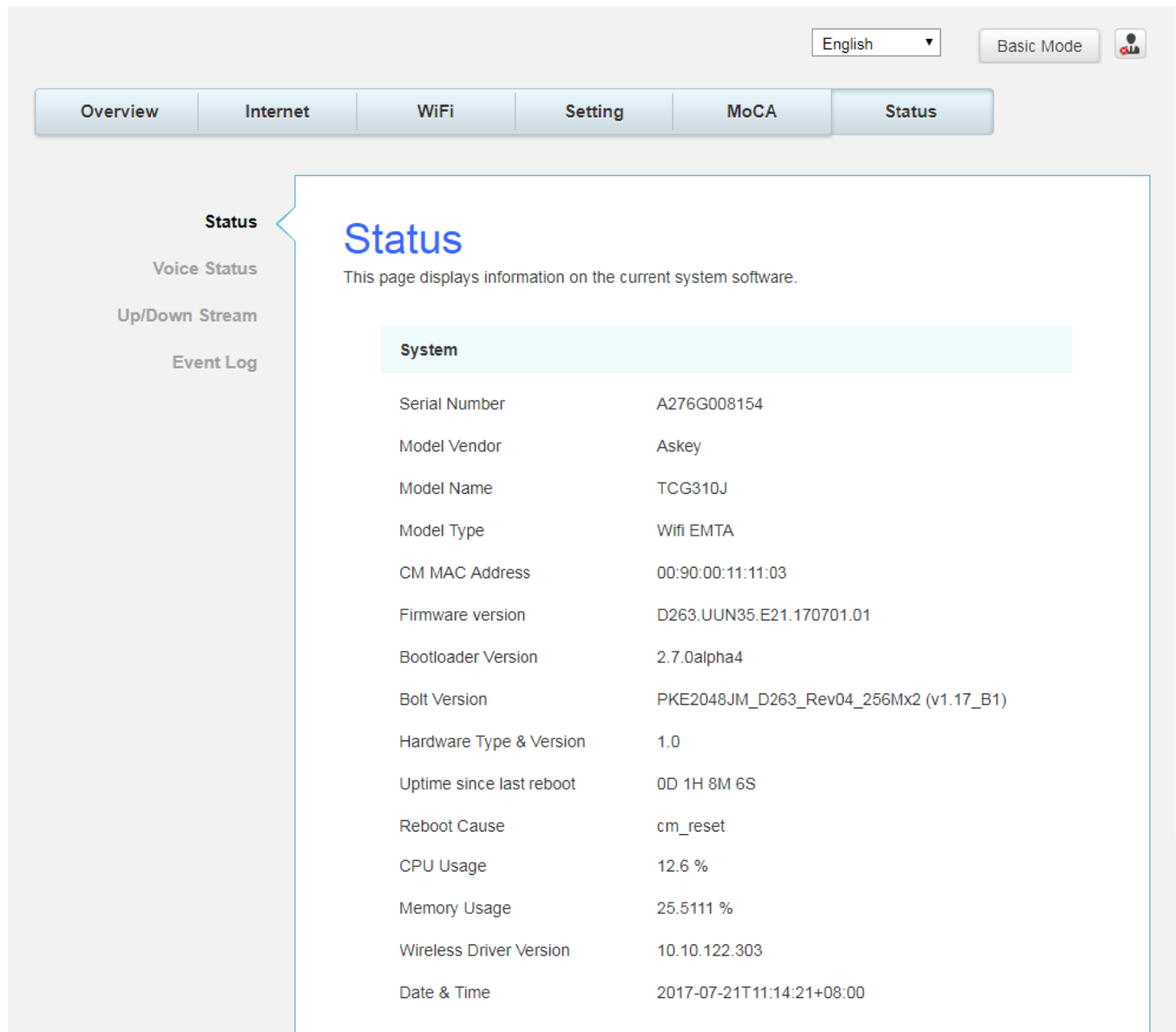
Version	2.12.0.3
Link status	Disconnect
MAC Address	00:10:18:33:90:A0
Privacy	☒ ON
Privacy Password	
	☐ Display Characters

Fig.2-22 MoCA\MoCA

Status Web Page Group

Status

This page can find an overview of all your router parameters. This may help you in optimizing or trouble shooting your router.



The screenshot shows the Status Web Page Group interface. At the top, there is a language dropdown set to 'English', a 'Basic Mode' button, and a user icon. Below this is a navigation bar with tabs: Overview, Internet, WiFi, Setting, MoCA, and Status. The Status tab is selected. On the left side, there is a sidebar with links: Status, Voice Status, Up/Down Stream, and Event Log. The main content area is titled 'Status' and contains the text: 'This page displays information on the current system software.' Below this is a table with the following data:

System	
Serial Number	A276G008154
Model Vendor	Askey
Model Name	TCG310J
Model Type	Wifi EMTA
CM MAC Address	00:90:00:11:11:03
Firmware version	D263.UUN35.E21.170701.01
Bootloader Version	2.7.0alpha4
Bolt Version	PKE2048JM_D263_Rev04_256Mx2 (v1.17_B1)
Hardware Type & Version	1.0
Uptime since last reboot	0D 1H 8M 6S
Reboot Cause	cm_reset
CPU Usage	12.6 %
Memory Usage	25.5111 %
Wireless Driver Version	10.10.122.303
Date & Time	2017-07-21T11:14:21+08:00

Fig.2-23 Status\Status

Voice Status

This page displays the initialization status of the MTA containing Telephony DHCP, Security, TFTP and Provisioning Status. The information can be useful to your cable company's support technician if you're having problems.

The screenshot shows a web interface with a top navigation bar containing 'Overview', 'Internet', 'WiFi', 'Setting', 'MoCA', and 'Status'. The 'Status' tab is selected. On the left, a sidebar lists 'Status', 'Voice Status' (highlighted), 'Up/Down Stream', and 'Event Log'. The main content area is titled 'Voice Status' and includes a description: 'This page displays initialization status of the MTA.' Below this, there are two sections: 'Provision Status' and 'MTA Line State'.

Provision Status

Task	Status
Telephony DHCP	Completed
Telephony Security	Disabled
Telephony TFTP	Completed
Telephony Prov Result	Pass
Telephony Prov Method	BASIC.1
Telephony Prov MTA IP	"10.10.144.57 / 255.255.255.0"
Telephony Prov CMS FQDN	L1: "lillian.qostek.com" L2: "lillian.qostek.com"

MTA Line State

Lines	Telephony Call Server Registration	Hook State
Line 1	● Disconnected	On-hook
Line 2	● Disconnected	On-hook

Fig.2-24 Status\Voice Status

Up/Down Stream

This page reports current CM's upstream / downstream information. The information can be useful to your cable company's support technician if you're having problems.

By entering downstream frequency in KHz and clicking "Force frequency" button, you can force the CM locking to the specified frequency.

The screenshot shows a web interface for a cable modem. At the top, there is a language dropdown set to 'English', a 'Basic Mode' button, and a user icon. Below this is a navigation bar with tabs: Overview, Internet, WiFi, Setting, MoCA, and Status. The 'Status' tab is selected. On the left side of the Status page, there is a sidebar with links: Status, Voice Status, Up/Down Stream (which is highlighted with a blue arrow), and Event Log. The main content area is titled 'Up/Down Stream' in blue. Below the title, there is explanatory text: 'Upstream or upload speed is the term given to the data that your computer sends out to the Internet. Downstream or download speed is the term given to the data that your computer receives from the Internet. Cable modems have what is known as asymmetrical speeds because upstream and downstream capabilities are different.' There are two tables: 'Upstream Channel Status' and 'Downstream Channel Status'. The upstream table has 7 columns: Transmitter #, Channel ID, Lock Status, Frequency, Symbol Rate, Channel Type, and Power. It contains 2 rows of data. The downstream table has 7 columns: Receiver #, Channel ID, Lock Status, Frequency, Modulation, SNR, and Power. It contains 4 rows of data. At the bottom of the page, there is a 'Frequency' label, an input field, a 'KHz' label, and a 'Force Frequency' button.

English Basic Mode

Overview Internet WiFi Setting MoCA Status

Status
Voice Status
Up/Down Stream
Event Log

Up/Down Stream

Upstream or upload speed is the term given to the data that your computer sends out to the Internet. Downstream or download speed is the term given to the data that your computer receives from the Internet. Cable modems have what is known as asymmetrical speeds because upstream and downstream capabilities are different.

Upstream Channel Status

Transmitter #	Channel ID	Lock Status	Frequency	Symbol Rate	Channel Type	Power
1	2	Locked	15608	5120 Ksym/sec	ATDMA	28.3 dBmV
2	1	Locked	9208	5120 Ksym/sec	ATDMA	28.8 dBmV

Downstream Channel Status

Receiver #	Channel ID	Lock Status	Frequency	Modulation	SNR	Power
1	1	Locked	603000	QAM256	45.6 dBmV	3.5 dBmV
2	2	Locked	609000	QAM256	45.7 dBmV	3.2 dBmV
3	3	Locked	615000	QAM256	45.5 dBmV	2.8 dBmV
4	4	Locked	621000	QAM256	45.7 dBmV	2.7 dBmV

Frequency KHz Force Frequency

Fig. 2-25 Status\ Up/Down Stream

Event log

This page displays the contents of the SNMP event log.

English

Basic Mode

Overview

Internet

WiFi

Setting

MoCA

Status

Status

Voice Status

Up/Down Stream

Event Log

SNMP Event Log

This page display the contents of the SNMP event log.

Event Log Table

Time	Description
Thu Jan 01 00:00:27 1970	SYNC Timing Synchronization failure - Failed to acquire QAM/QPSK symbol timing;
Thu Jan 01 00:00:32 1970	Honoring MDD; IP provisioning mode = IPv4led to acquire QAM/QPSK symbol timing;
Thu Jan 01 00:00:34 1970	DHCP WARNING - Non-critical field invalid in response
Fri Jul 21 11:34:05 2017	TLV-11 - Illegal Set operation failed

Clear Log

Refresh

Fig. 2-26 Status\Event log

Accessing the Web Configuration (For admin account only)

Once your host PC is properly configured; please proceed as follows:

1. Start your web browser and type the private IP address of the Wireless Gateway on the URL field: **192.168.100.1**
2. After connecting to the device, you will be prompted to enter username and password. By default, the username is "**admin**" and password is "**admin**".

This section that introduces the admin account addition pages, and the same as the basic mode pages refer to page 20 ~ 45, please.

Internet Web Page Group

Advanced

This page allows you to configuration of advanced features of the broadband Gateway.

The screenshot displays the 'Advanced' configuration page within the 'Internet' section of a web interface. At the top, there is a language dropdown set to 'English', an 'Expert Mode' button, and a user icon. Below this is a navigation bar with tabs: Overview, Internet (selected), WiFi, Setting, USB, MoCA, and Status. On the left side, a sidebar lists various configuration options: Parental Control, Advanced (selected), Port Mapping, Firewall, IP Filtering, Port Filtering, DMZ Host, Dynamic DNS, DNS Cache, UPnP, RIP Setup, Bridge Mode, Diagnostics, and MAC base Passthrough. The main content area is titled 'Advanced' and includes a description: 'This page allows configuration of advanced features of the broadband gateway.' Below this, an 'Options' section contains three settings, each with a toggle switch currently set to 'OFF': 'WAN Blocking', 'Ipssec Pass Through', and 'PPTP Pass Through'. At the bottom right of the main content area, there are 'Apply' and 'Cancel' buttons.

Fig.2-27 Internet\Advanced

- **WAN Blocking** prevents others on the WAN side from being able to ping your gateway. With WAN Blocking enabled, your gateway will not respond to pings it receives, effectively “hiding” your gateway.
- **Ipssec PassThrough** enables IpSec type packets to pass WAN ⇔ LAN. IpSec (IP Security) is a security mechanism used in Virtual Private Networks (VPNs).
- **PPTP PassThrough** enables PPTP type packets to pass WAN ⇔ LAN. PPTP (Point to Point Tunneling Protocol) is another mechanism sometimes used in VPNs.

Port Mapping

This page allows configuration of Port Forwarding and Port Triggering.

The screenshot shows a web interface for configuring a router. At the top, there is a language dropdown set to 'English', an 'Expert Mode' button, and a user profile icon. Below this is a navigation bar with tabs: Overview, Internet, WiFi, Setting, USB, MoCA, and Status. The 'Internet' tab is selected. On the left side, there is a sidebar menu with options: Parental Control, Advanced, Port Mapping (highlighted), Firewall, IP Filtering, Port Filtering, DMZ Host, Dynamic DNS, DNS Cache, UPnP, RIP Setup, Bridge Mode, Diagnostics, and MAC base Passthrough. The main content area is titled 'Port Mapping' and includes a description: 'Port mapping allows remote computers to connect to a specific device within a private LAN.' Below this, there are two sections: 'Port Forwarding' and 'Port Triggering'. Each section has a table with headers and a message indicating no rules are defined. The 'Port Forwarding' table has headers: Service Name, LAN IP, Protocol, Private Port, and Public Port. The 'Port Triggering' table has headers: Application Name, Trigger Port, Protocol, and Open port. Both sections have a '+' button to add a new rule. At the bottom right, there are 'Apply' and 'Cancel' buttons.

Service Name	LAN IP	Protocol	Private Port	Public Port
No port forwarding rule defined				

Application Name	Trigger Port	Protocol	Open port
No port triggering rule defined			

Fig.2-28 Internet\Port Mapping

- **Port Forwarding** For LAN ↔ WAN communications, the gateway normally only allows you to originate an IP connection with a PC on the WAN; it will ignore attempts of the WAN PC to originate a connection onto your PC. This protects you from malicious attacks from outsiders. However, sometimes you may wish for anyone outside to be able to originate a connection to a particular PC on your LAN if the destination port (application) matches one you specify.
- **Port Triggering** Some Internet activities, such as interactive gaming, require that a PC on the WAN side of your gateway be able to originate connections during the game with your game playing PC on the LAN side. Port triggering is an elegant mechanism that does this work for you, each time you play the game.

Firewall

This page allows you to enable/disable, and you can choose “Off”, “Low”, “Medium”, “High” firewall protection.

The **Low** setting does not block any services/ports, however it does protect against invalid packets and well known attacks. The **Medium** setting will cause the firewall to drop a packet unless it is on a specific port of allowed services. The **High** setting is similar to medium, but allows access to even fewer services. The **Off** setting allows all traffic to pass.

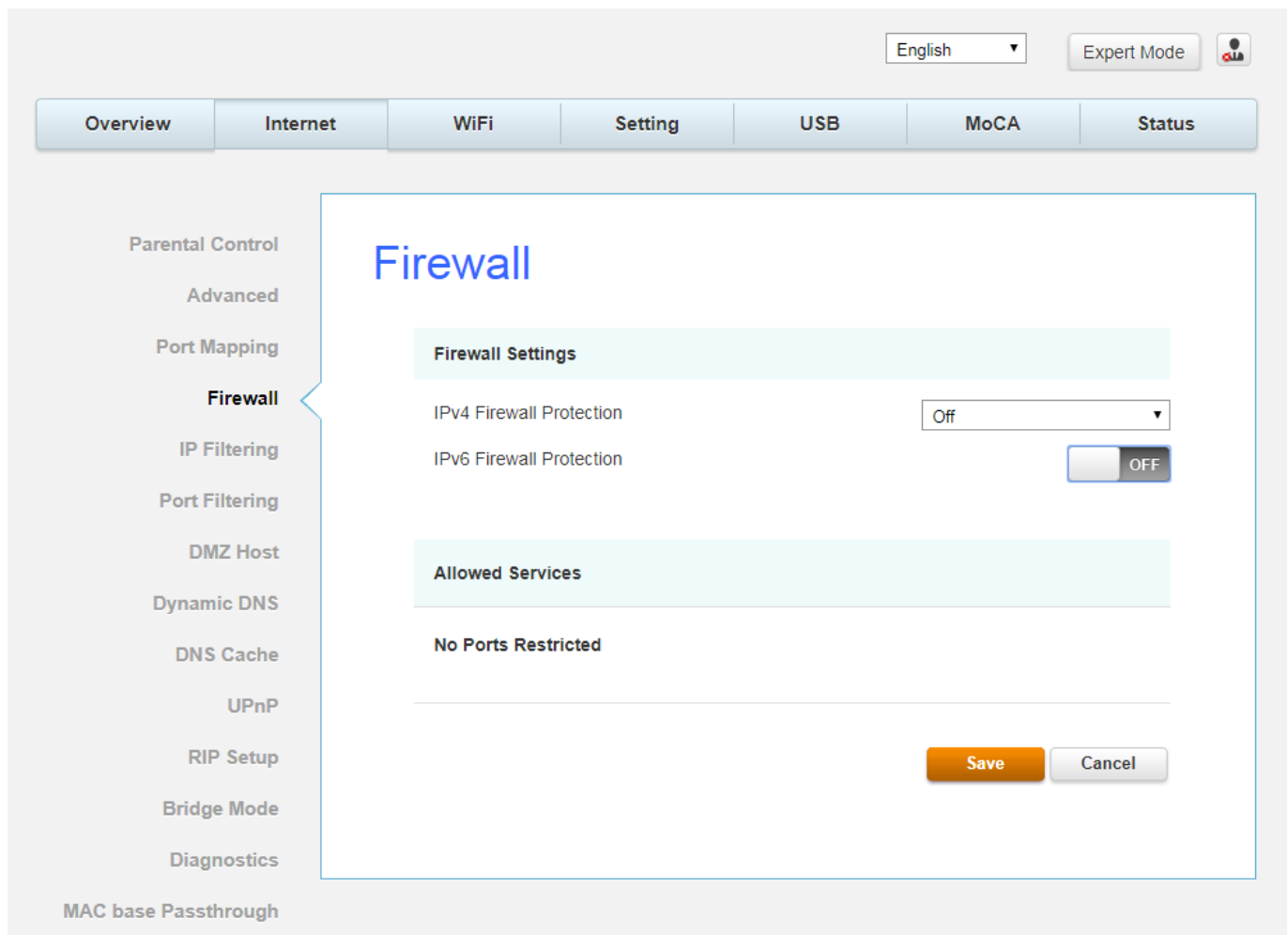


Fig.2-29 Internet\Firewall

IP Filtering

This page enables you to enter the IP address ranges of PCs on your LAN that you don't want to have outbound access to the WAN. These PCs can still communicate with each other on your LAN, but packets they send to WAN addresses are blocked by the gateway.

The screenshot shows a web interface for configuring a network router. At the top, there is a language dropdown set to 'English', an 'Expert Mode' button, and a user profile icon. Below this is a navigation bar with tabs: Overview, Internet (selected), WiFi, Setting, USB, MoCA, and Status. On the left side, there is a sidebar menu with the following items: Parental Control, Advanced, Port Mapping, Firewall, IP Filtering (highlighted with a blue bracket), Port Filtering, DMZ Host, Dynamic DNS, DNS Cache, UPnP, RIP Setup, Bridge Mode, Diagnostics, and MAC base Passthrough. The main content area is titled 'IP Filtering' in large blue text. Below the title, a subtitle reads: 'This page allows configuration of IP address filters in order to block internet traffic to specific network devices on the LAN.' There is a light blue header bar with the text 'IP Filtering'. Below this, there are two columns: 'Start Address' and 'End Address', each followed by a text input field. Below the input fields, the text 'No rules set.' is displayed. At the bottom right of the main content area, there is a '+' button, an 'Apply' button, and a 'Cancel' button.

Fig.2-30 Internet\IP Filtering

Port Filtering

This page enables you to enter the IP address ranges of PCs on your LAN that you don't want to have outbound access to the WAN. These PCs can still communicate with each other on your LAN, but packets they send to WAN addresses are blocked by the gateway.

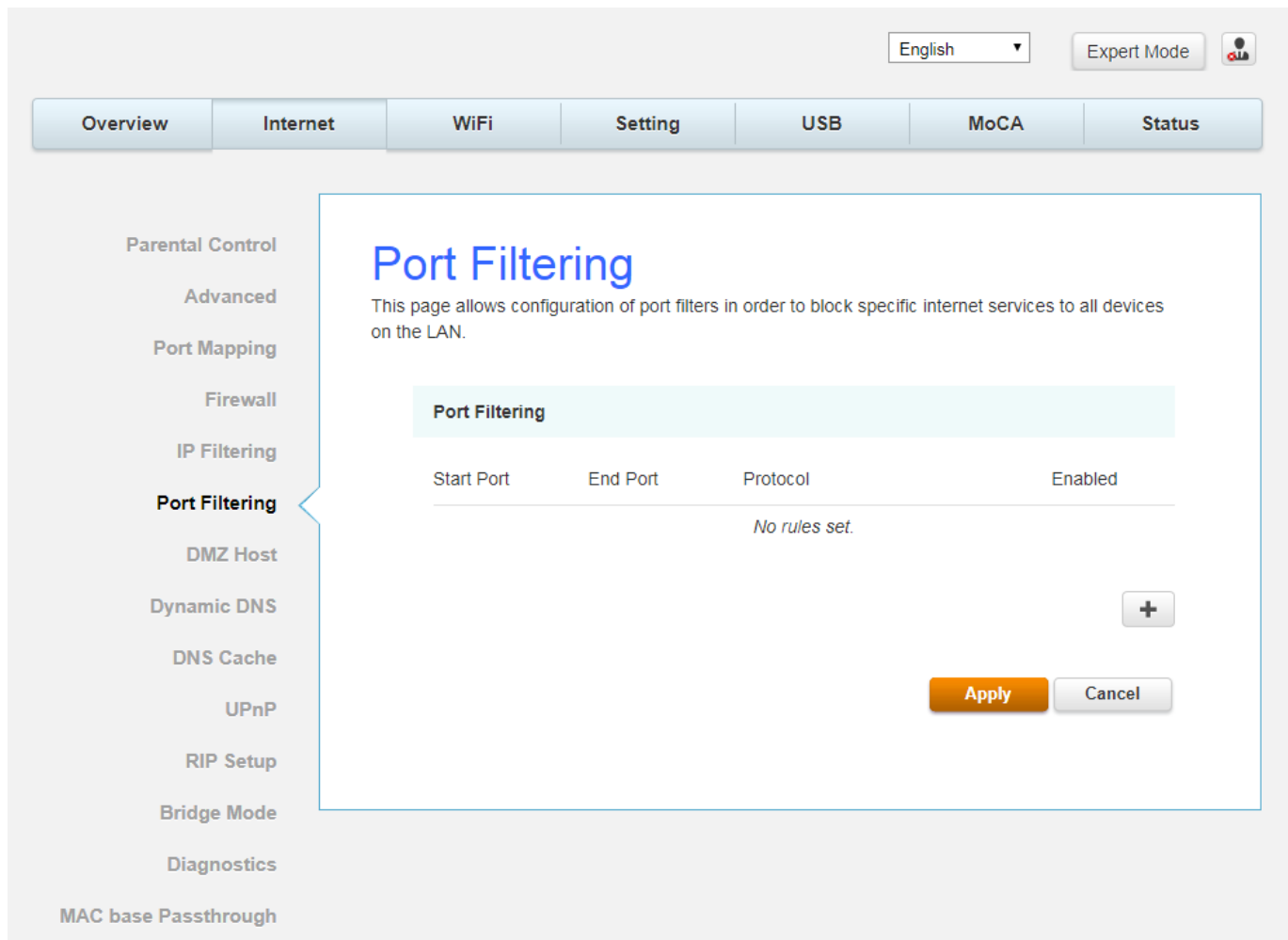


Fig.2-31 Internet\IP Filtering

DMZ Host

Use this page to designate one PC on your LAN that should be left accessible to all PCs from the WAN side, for all ports. e.g., if you put an HTTP server on this machine, anyone will be able to access that HTTP server by using your gateway IP address as the destination.

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DMZ Host

Dynamic DNS

DNS Cache

UPnP

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DMZ

If you have a local client PC that cannot run an Internet application properly from behind the NAT firewall, you can open the client to unrestricted two-way Internet access by defining a Virtual Exposed Host.

DMZ Function

ON

Warning: By using the exposed host function you bypass the firewall of your router. Please make sure that your computer is protected against attacks from internet.

One PC can be exposed to the Internet for two-way communications e.g. Internet gaming, video conferencing, or VPN connections. To use the Exposed Host, you must set a static IP address for that PC.

Connect Devices	IP Address	MAC Address
	192.168.0.50	00:19:5b:fe:17:14

Public IP Address

10.10.144.59

IP Address

192.168.0.

10

Apply

Cancel

Fig.2-32 Internet\DMZ Host

Dynamic DNS

This page allows to setup for Dynamic DNS server.

The screenshot shows a router's web interface with the 'Internet' tab selected. On the left is a sidebar menu with options: Parental Control, Advanced, Port Mapping, Firewall, IP Filtering, Port Filtering, DMZ Host, **Dynamic DNS** (highlighted), DNS Cache, UPnP, RIP Setup, Bridge Mode, Diagnostics, and MAC base Passthrough. The main content area is titled 'DynDNS' and includes the text 'This page allows setup of Dynamic DNS service.' Below this, there are settings for 'Dynamic DNS' (a toggle switch set to 'ON'), 'Provider' (a dropdown menu showing 'DynDNS.org'), 'Domain Name' (a text input field), 'Account / Email' (a text input field), 'Password' (a text input field), and 'DDNS Status'. At the bottom right of the settings area are 'Apply' and 'Cancel' buttons. The top of the interface has a language dropdown set to 'English', an 'Expert Mode' button, and a user profile icon.

Fig.2-33 Internet\Dynamic DNS

- **Dynamic DNS-** Turn “ON” to enable the dynamic DNS function.
- **Provider-** Choose Provider to enable the basic setting.
- **Domain Name-** The domain name that you registered with your DDNS provider.
- **Account / Email-** The account that is registered with your DDNS provider.
- **Password-** The password that you registered with your DDNS provider

Click **Apply** to save the changes.

DNS Cache

This page allows configuration static DNS in DNS proxy mode. Enter the domain name in plain format (Ex. mydomain.com)

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DNS Cache

This page allows configuration static dns in dns proxy mode. Enter the domain name in plain format (Ex. mydomain.com)

Host Name	IP Address
No rules set.	

+

Apply

Cancel

Fig.2-34 Internet\DNS Cache

UPnP

Enable IGD UPnP to allow any local UPnP control point to perform a variety of actions, include retrieving the external IP address of the device, enumerate existing port mappings, and add or remove port mappings.

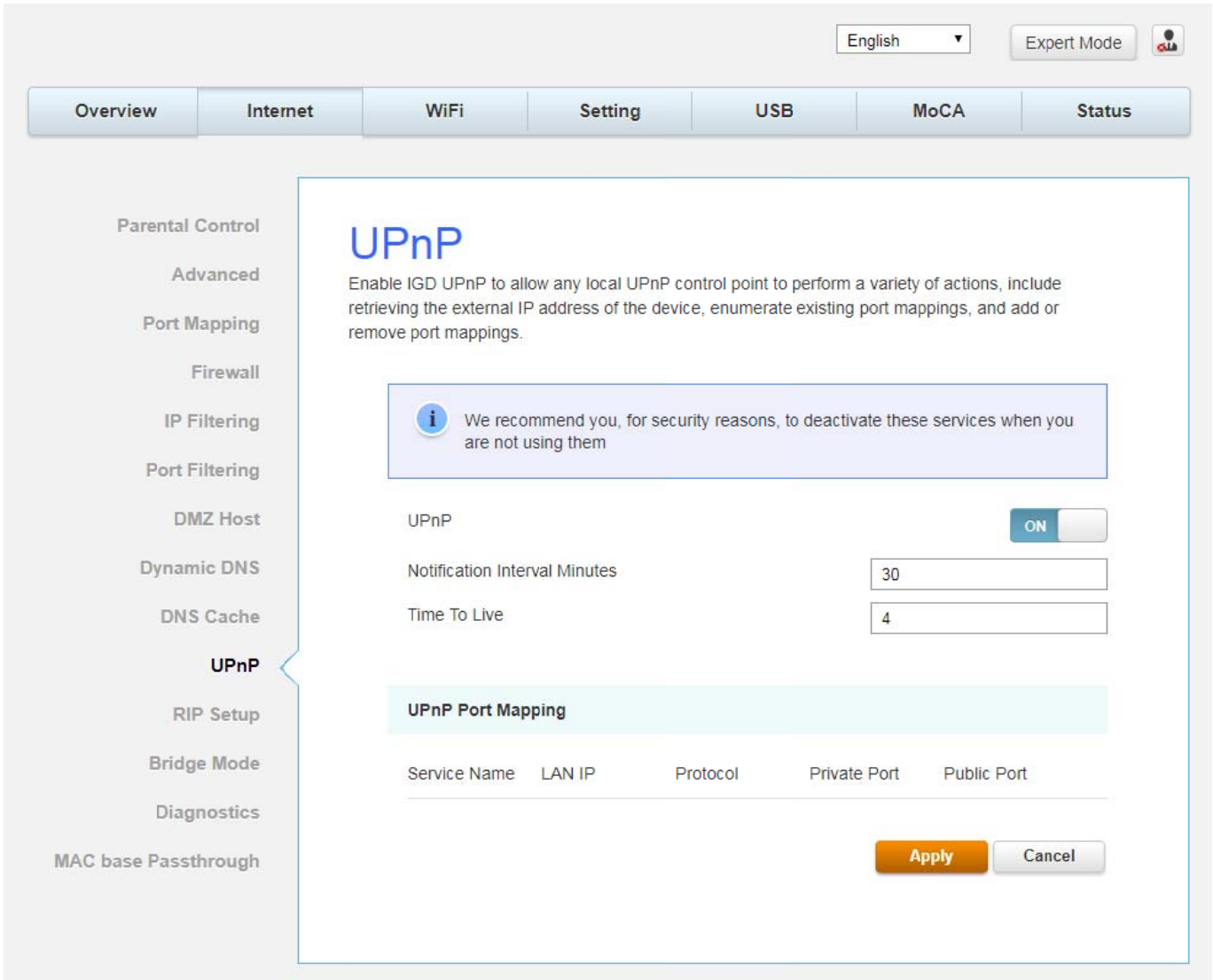


Fig.2-35 Internet\UPnP

RIP Setup

This page allows configuration of RIP parameters related to authentication, destination IP address, and reporting intervals. RIP is used in WAN networks to identify and use the best known and quickest route to given destination addresses to help reduce congestion and delays.

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Routing -- RIP Configuration

This page allows configuration of RIP parameters related to authentication, destination IP address, and reporting intervals. RIP automatically identifies and uses the best known and quickest route to any given destination address.

Route Table

Destination IP Address	Destination Subnet Mask	Geteway
No rules set.		

+

IP Interface RIP Configuration Table

Interface	Neighbor	Version	Authentication			Proxy	Status
			Type	Key Id	Key		
No rules set.							

+

Enable RIP

OFF

Advertisement Timer

30

Enable NAT RIP Routed Subnet

OFF

Enable WAN Provisioning

ON

Notice: Use proxy mode when disable WAN Provisioning

Apply

Cancel

Fig.2-36 Internet\RIP Setup

Bridge Mode

This page displays configuration Bridge Mode to internet.

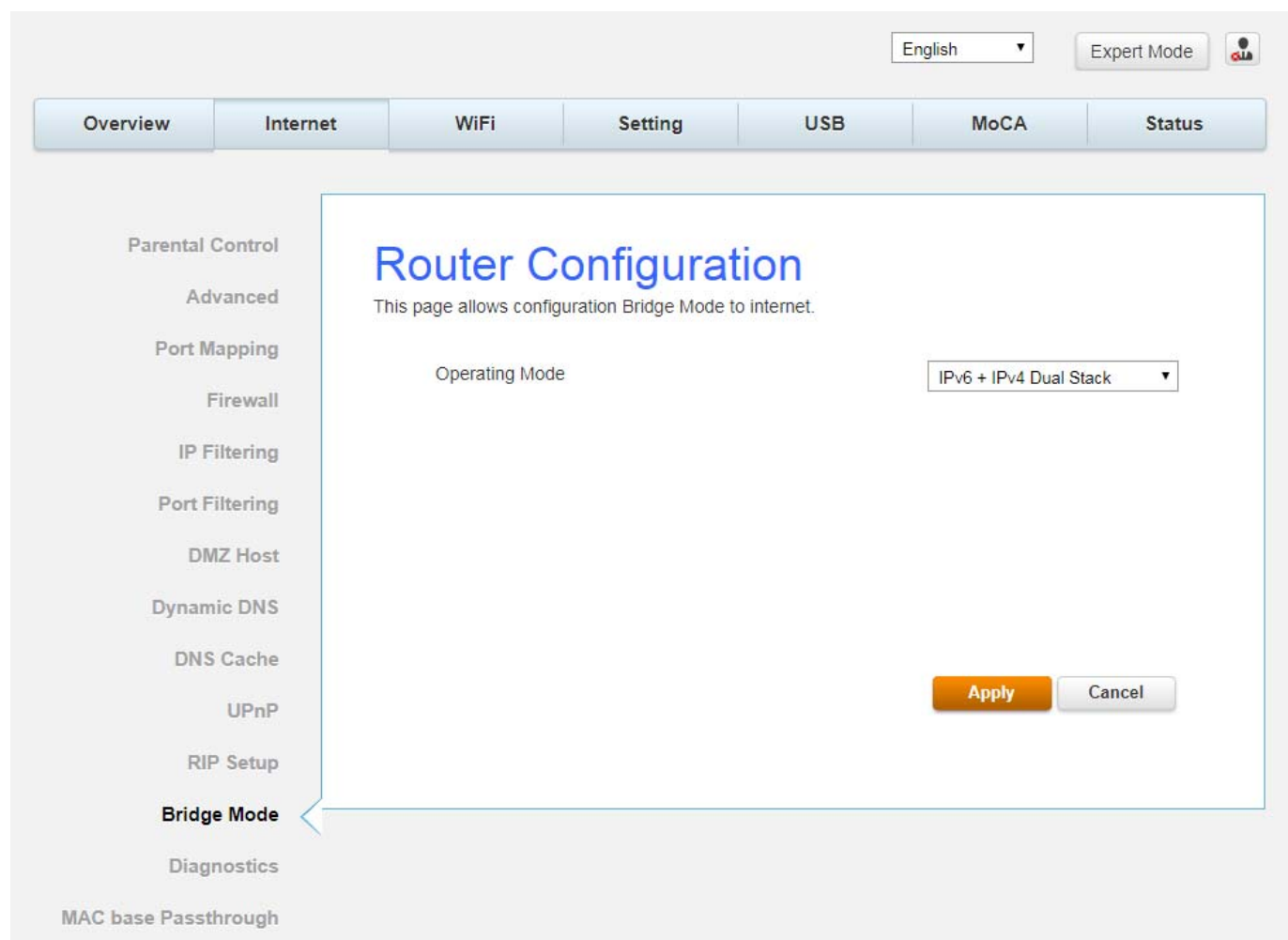


Fig.2-37 Internet\Bridge Mode

Diagnostic

This page offers basic diagnostic tools for you to use when connectivity problems occur. When you ping an Internet device, you send a packet to its TCP/IP stack, and it sends one back to yours. To use the ping Test, enter the information needed and press Start Test; the Result will be displayed in the lower part of the window. Press Abort Test to stop, and Clear Results to clear the result contents.

Note: Firewalls may cause pings to fail but still provide you TCP/IP access to selected devices behind them. Keep this in mind when ping a device that may be behind a firewall. Ping is most useful to verify connectivity with PCs which do not have firewalls, such as the PCs on your LAN side.

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Diagnostic

This page provides diagnostic tools to help with IP connectivity problems.

Diagnostic Utility

Ping

Ping Test Parameters

Target

Ping Size

56

Number of Pings

3

Ping Test Results

Start Test

Abort Test

Clear Results

Fig.2-38 Internet\Diagnostic

MAC base Passthrough

This page allows you configure passthrough CPEs via MAC address. (bypass NAT)

English

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MAC base Passthrough

MAC base Passthrough

This page allows you configure passthrough CPEs via MAC address (bypass NAT).

MAC Address List

MAC Address

No rules set.

+

Apply

Cancel

Fig.2-39 Internet\MAC base Passthrough

Wi-Fi Web Page Group

Schedule

Schedule the times when you want the Wi-Fi of your router to be turned on or off. When it is turned back on, you return to your chosen Wi-Fi settings.

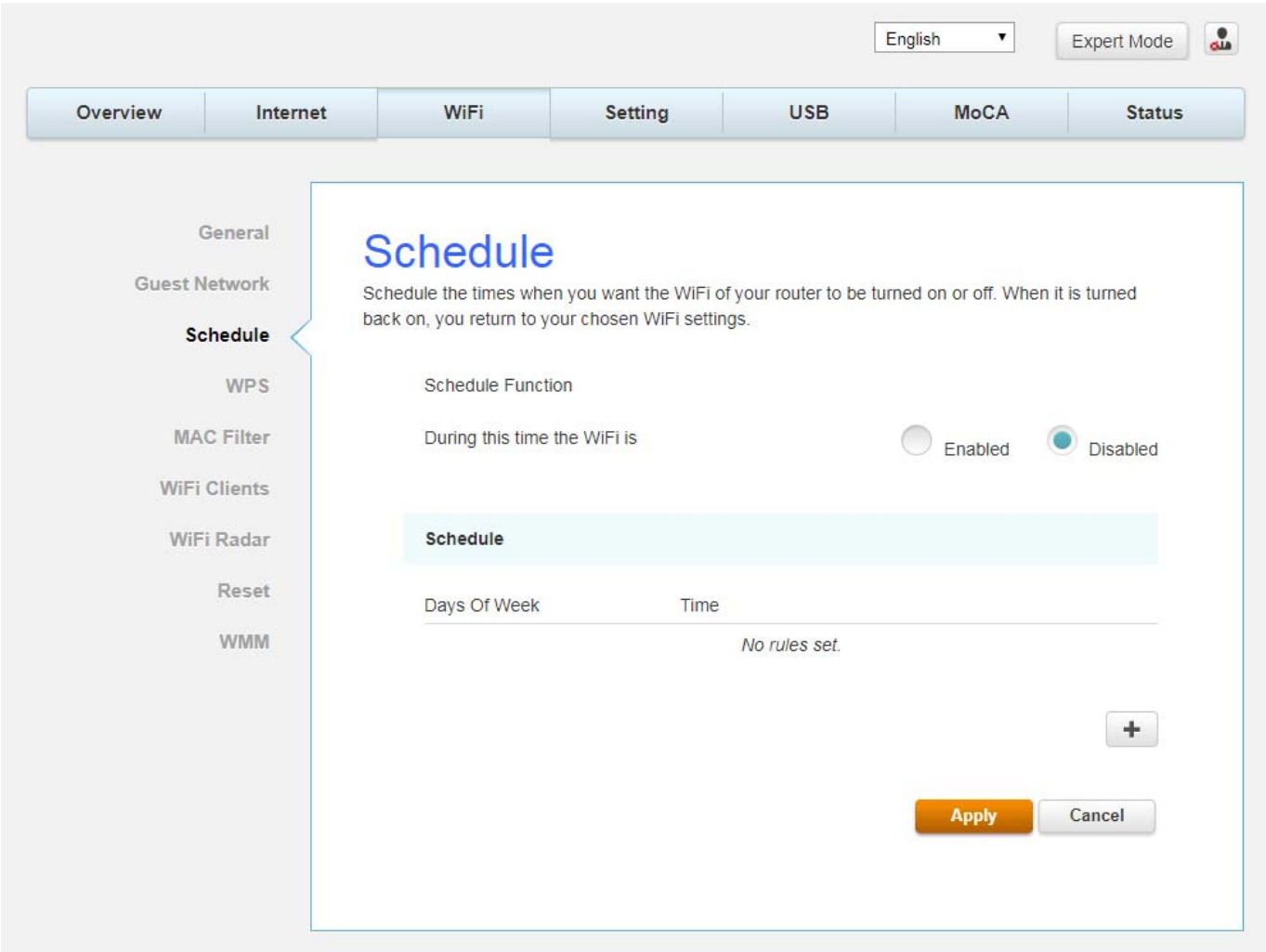


Fig.2-40 Wi-Fi\Schedule

MAC Filter

By entering MAC Address, you can configure which local PCs are allowed access to the WAN. Besides the list of MAC filter, any local PCs else would be blocked to the WAN.

English

Expert Mode

Overview

Internet

WiFi

Setting

USB

MoCA

Status

General

Guest Network

Schedule

WPS

MAC Filter

WiFi Clients

WiFi Radar

Reset

WMM

MAC Filter

This page allows configuration of the Access Control to the AP as well as status on the connected clients.

WiFi 2.4G MAC Address to Allow/Block to access Network

WiFi 2.4G MAC Address to Access Network

ON

WiFi MAC Restrict Mode

Allow

MAC Address

No device added

+

Add all currently connected devices to list

+

WiFi 5G MAC Address to Allow/Block to access Network

WiFi 5G MAC Address to Access Network

ON

WiFi 5G MAC Restrict Mode

Allow

MAC Address

No device added

+

Add all currently connected devices to list

+

Apply

Cancel

Fig.2-41 Wi-Fi\MAC Filter

WMM (Wi-Fi Multi-Media)

This page allows you to configure Wi-Fi Multi-Media (WMM). WMM is an implementation of Quality of Service (QoS) which is defined by the IEEE standard 802.11e.

The screenshot shows a web interface for configuring a router. At the top, there is a language dropdown set to 'English', an 'Expert Mode' button, and a user profile icon. Below this is a navigation bar with tabs: Overview, Internet, WiFi, Setting, USB, MoCA, and Status. The 'WiFi' tab is selected. On the left side, there is a sidebar menu with options: General, Guest Network, Schedule, WPS, MAC Filter, WiFi Clients, WiFi Radar, Reset, and WMM. The 'WMM' option is highlighted. The main content area is titled 'Wi-Fi Multimedia' and includes a subtitle: 'This page allows configuration of the Wi-Fi Multimedia QoS.' There are two sections for configuration: '2.4G Wi-Fi Multimedia' and '5G Wi-Fi Multimedia'. Each section has three settings: 'WMM Support' (ON), 'No-Acknowledgement' (OFF), and 'Power Save Support' (ON). At the bottom right, there are 'Apply' and 'Cancel' buttons.

Band	WMM Support	No-Acknowledgement	Power Save Support
2.4G Wi-Fi Multimedia	ON	OFF	ON
5G Wi-Fi Multimedia	ON	OFF	ON

Fig.2-42 Wi-Fi\WMM

- **WMM Support-** If enabled, the WMM information Element is included in beacon frame.
- **No-Acknowledgement-** When enabled, acknowledgment for data are not transmitted.
- **Power Save Support-** When Power Save is enabled, the AP queues packets for STAs that are in power-save mode. Queued packets are transmitted when the STA notifies AP that it has left power-save mode.

Settings Web Page Group

Remote Access

This page allows configuration of the Remote Access.

The screenshot shows the 'Remote Access' configuration page. At the top, there is a language dropdown set to 'English', an 'Expert Mode' button, and a user icon. Below this is a navigation bar with tabs: Overview, Internet, WiFi, Setting (selected), USB, MoCA, and Status. On the left side, there is a sidebar menu with options: Language, Password, Configuration, LAN, Remote Access (selected), Internet Time, and LED. The main content area is titled 'Remote Access' and includes the text 'This page allows configuration of the Remote Access.' The configuration fields are as follows: 'Allow Remote Management' with a toggle switch set to 'OFF'; 'Remote User Name' with a text input field containing 'remote'; 'Port Number' with a text input field containing '80'; 'Remote Password' with a masked text input field showing '*****'; a 'Display Characters' checkbox which is unchecked; a 'Change Key' button; and 'IP Address' with a text input field containing 'http://10.10.144.59:80'. At the bottom right, there are 'Apply' and 'Cancel' buttons.

Fig. 2-43 Setting\Remote Access

- **Allow Remote Management:** It may help you to **Enable** or **Disable** the remote access function.
- **Remote User Name:** The user name that when you remote access able to login.
- **Port Number:** Configure specific port number when you remote access to GUI.
- **Remote Password:** The remote password that when you remote access able to login.
- **IP Address:** The IP address that you can use to remote access.

Internet Time

This page display configuration of time servers and the system time obtained from network servers via Simple Network Time Protocol. The system has to be reset for any changes to take effect.

English

Expert Mode

Overview

Internet

WiFi

Setting

USB

MoCA

Status

Language

Password

Configuration

LAN

Remote Access

Internet Time

LED

Internet Time

This page allows you to the modem's time configuration.

Time Settings

Automatically synchronize with Internet time servers

First NTP time server

clock.fmt.he.net

Second NTP time server

None

Third NTP time server

None

Fourth NTP time server

None

Fifth NTP time server

None

Time zone offset

(GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi

Apply

Cancel

Fig.2-44 Setting\Internet Time

USB Web Page Group

USB Basic

This page allows basic control of the USB devices shared over the network.

The screenshot shows a web interface for configuring USB settings. At the top right, there is a language dropdown set to 'English', an 'Expert Mode' button, and a user icon. Below this is a horizontal menu with tabs: Overview, Internet, WiFi, Setting, USB (selected), MoCA, and Status. On the left side, there is a vertical sidebar with links: USB Basic (selected), Media Server, and CUPS Server. The main content area is titled 'USB Basic' in large blue text, followed by the subtitle 'This page allows basic control of the USB devices shared over the network.' Below this, there are three configuration items: 1. 'Enable the devices to be shared devices' with a toggle switch currently set to 'OFF'. 2. 'Network/Device name' with a text input field containing 'ASKEY_Device'. 3. 'Workgroup name' with a text input field containing 'Workgroup'. At the bottom right of the main content area is an orange 'Save' button.

Fig.2-45 USB\USB Basic

Media Server

This page controls configuration and scanning of the cable modem's media server.

English

Expert Mode

Overview

Internet

WiFi

Setting

USB

MoCA

Status

USB Basic

Media Server

CUPS Server

Media Server

This page controls configuration and scanning of the cable modem's media server.

Basic Setings

Media Server

OFF

Media Server Name

ASKEY-DMS

Save

Fig.2-46 USB\Media Server

CPUS Server

This page allows control of the USB Printer shared over the network.

English ▼ Expert Mode

Overview Internet WiFi Setting **USB** MoCA Status

USB Basic
Media Server
CUPS Server

Printer Server

This page allows control of the USB Printer shared over the network.

Enable the Printer to Share ☐ OFF

Printer name

Printer Server URL

Save

Fig.2-47 USB\CPUS Server

CHAPTER 3: ADDITIONAL INFORMATION

Frequently Asked Questions

Q. How do I get the system installed?

- A. Professional installation from your cable provider is strongly recommended. They will ensure proper cable connection to the modem and your computer. However, your retailer may have offered a self- installation kit, including the necessary software to communicate with your cable ISP.

Q. Once my Cable Modem is connected, how do I get access to the Internet?

- A. Your local cable company provides your internet service*, offering a wide range of services including email, chat, and news and information services, and a connection to the World Wide Web.

Q. Can I watch TV, surf the Internet, and talk to my friends through the Cable Modem at the same time?

- A. Absolutely!

Q. What do you mean by “Broadband?”

- A. Simply put, it means you'll be getting information through a “bigger pipe,” with more bandwidth, than a standard phone line can offer. A wider, “broader” band means more information, more quickly.

Q. What is DOCSIS and what does it mean?

- A. “Data over Cable Service Interface Specifications” is the industry standard that most cable companies are adopting as they upgrade their systems. Should you ever decide to move, the Cable Modem will work with all upgraded cable systems that are DOCSIS-compliant.

* Monthly subscription fee applies.

** Additional equipment required. Contact your Cable Company and ISP for any restrictions or additional fees.

General Troubleshooting

You can correct most problems you have with your product by consulting the troubleshooting list that follows.

I can't access the internet.

- Check all of the connections to your Cable Modem.
- Your Ethernet card may not be working. Check each product's documentation for more information.
- The Network Properties of your operating system may not be installed correctly or the settings may be incorrect. Check with your ISP or cable company.

I can't get the modem to establish an Ethernet connection.

- Even new computers don't always have Ethernet capabilities – be sure to verify that your computer has a properly installed Ethernet card and the driver software to support it.
- Check to see that you are using the right type of Ethernet cable.

The modem won't register a cable connection.

- If the modem is in Initialization Mode, the INTERNET light will be flashing. Call your Cable Company if it has not completed this 5-step process within 30 minutes, and note which step it is getting stuck on.
- The modem should work with a standard RG-6 coaxial cable, but if you're using a cable other than the one your Cable Company recommends, or if the terminal connections are loose, it may not work. Check with your Cable Company to determine whether you're using the correct cable.
- If you subscribe to video service over cable, the cable signal may not be reaching the modem. Confirm that good quality cable television pictures are available to the coaxial connector you are using by connecting a television to it. If your cable outlet is "dead", call your Cable Company.
- Verify that the Cable Modem service is DOCSIS compliant by calling your cable provider.

Service Information

If you purchased or leased your Cable Modem directly from your cable company, then warranty service for the Digital Cable Modem may be provided through your cable provider or its authorized representative. For information on 1) Ordering Service, 2) Obtaining Customer Support, or 3) Additional Service Information, please contact your cable company. If you purchased your Cable Modem from a retailer, see the enclosed warranty card.

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 reasonable protection against harmful interference in a residential installation. This equipment generates, uses 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 to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For operation within 5.15 ~ 5.25GHz / 5.47 ~5.725GHz frequency range, it is restricted to indoor environment. This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

FOR MOBILE DEVICE USAGE (>35cm/low power)

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 35cm between the radiator & your body.

FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi products marketed in US must fix to US operation channels only.

Industry Canada statement:

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution :

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;
- (iii) the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and
- (v) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Avertissement:

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

- (i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- (ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes de 5250 à 5350 MHz et de 5470 à 5725 MHz doit être conforme à la limite de la p.i.r.e.;
- (iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande de 5725 à 5850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée pour l'exploitation point à point et l'exploitation non point à point, selon le cas;

(v) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

FOR MOBILE DEVICE USAGE (>35cm/low power)

Radiation Exposure Statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 35cm between the radiator & your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 35 cm de distance entre la source de rayonnement et votre corps.

CAUTION for UL (Check caution label on gift box)

North American Cable Installer:

This reminder is provided to call your attention to Article 820.93 of the National Electrical Code (Section 54 of the Canadian Electrical Code, Part 1) which provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.