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› Ubee DDW365 Wireless DOCSIS 3.0 Cable Modem Gateway User Manual

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Model: DDW365

1. PRODUCT OVERVIEW

The Ubee DDW365 is a Wireless DOCSIS 3.0 Cable Modem Gateway designed to provide high-speed internet access and a wireless network for your home or office. It integrates a cable modem, a router, and a wireless access point into a single device.



Image 1.1: Front view of the Ubee DDW365 Wireless DOCSIS 3.0 Cable Modem Gateway, showing LED indicators and the Ubee logo. An Ethernet cable and power cable are also visible.

Key Features:

- **High-Speed Connectivity:** Supports DOCSIS 3.0 for increased bandwidth, offering up to 343 Mbps downstream and 122 Mbps upstream.
- **Integrated Wireless:** Provides 8 SSIDs for flexible network configuration, supporting WPA/WPA2 security protocols.
- **Multiple Ethernet Ports:** Features 4 10/100/1000 Ethernet interfaces for high-speed wired LAN connections.
- **Advanced Security:** Includes WPA/WPA2, WPS, and an SPI Firewall to protect your network from unauthorized access.
- **Diagnostic Capability:** Integrated high-performance spectrum analyzer assists in network troubleshooting.
- **IPv4 and IPv6 Support:** Ensures compatibility with current and future internet protocols.

2. SETUP GUIDE

2.1 Package Contents:

Before beginning installation, verify that your package contains the following items:

- Ubee DDW365 Wireless DOCSIS 3.0 Cable Modem Gateway
- Power Adapter
- Ethernet Cable (color may vary)

2.2 Physical Installation:

Follow these steps to physically connect your modem gateway:

1. **Connect Coaxial Cable:** Connect one end of a coaxial cable (not included) to the CABLE port on the rear of the DDW365 and the other end to your cable wall outlet. Ensure connections are finger-tight.
2. **Connect Ethernet Cable:** Connect one end of the provided Ethernet cable to any of the ETH1-ETH4 ports on the rear of the DDW365 and the other end to your computer or router.
3. **Connect Power Adapter:** Connect the power adapter to the POWER port on the rear of the DDW365 and then plug the adapter into an electrical outlet.
4. **Power On:** Press the Power button (if present) or ensure the device powers on automatically.





Image 2.1: Rear view of the Ubee DDW365, illustrating the coaxial cable port, four Ethernet ports (ETH1-ETH4), USB port, Reset button, and power input.

2.3 Initial Configuration:

After physical connections are made, the modem gateway will begin its startup sequence:

- 1. Wait for the LED indicators on the front panel to stabilize. The Power, US/DS, and Online LEDs should be solid green. The Wi-Fi LED should also be illuminated if wireless is enabled.
- 2. Once the Online LED is solid, your modem gateway has established a connection with your Internet Service Provider (ISP).
- 3. You can now connect devices via Ethernet or wirelessly. For wireless connections, locate the default Wi-Fi network name (SSID) and password printed on a label on the device.
- 4. For advanced settings or to change default Wi-Fi credentials, access the modem gateway's web interface. Typically, this is done by typing 192.168.0.1 or 192.168.1.1 into a web browser's address bar. Default login credentials are often user/user or admin/password, but refer to the device label for specific details.

3. OPERATION

3.1 LED Indicators:

The front panel LEDs provide status information about the modem gateway's operation:

LED Name	Status	Description
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LED Name	Status	Description
Power	Solid Green	The modem gateway is powered on.
US/DS	Flashing Green	Scanning for upstream/downstream channels.
US/DS	Solid Green	Upstream and downstream channels are locked.
Online	Flashing Green	Establishing IP connection.
Online	Solid Green	Internet connection is established and operational.
Wi-Fi	Solid Green	Wireless network is active.
Wi-Fi	Flashing Green	Data is being transmitted or received over Wi-Fi.

3.2 Wireless Network Configuration:

The DDW365 broadcasts a default wireless network (SSID) and uses a default password (WPA/WPA2 key). These details are typically found on a label affixed to the modem gateway. For enhanced security and personalization, it is recommended to change these default settings via the web interface.

3.3 Accessing the Web Interface:

To manage advanced settings, such as Wi-Fi name, password, port forwarding, or parental controls, you can access the modem gateway's web-based configuration utility:

1. Ensure your computer is connected to the DDW365 via Ethernet or Wi-Fi.
2. Open a web browser (e.g., Chrome, Firefox, Edge).
3. In the address bar, type the modem gateway's default IP address (commonly 192.168.0.1 or 192.168.1.1) and press Enter. Refer to the device label for the exact IP address.
4. Enter the default username and password when prompted. These are also typically found on the device label. Common defaults include user/user or admin/password.
5. Once logged in, navigate through the menus to configure your desired settings.

4. MAINTENANCE

Proper maintenance ensures optimal performance and longevity of your Ubee DDW365:

- **Regular Reboots:** Periodically reboot the modem gateway (unplug power for 30 seconds, then plug back in) to refresh its connection and clear temporary issues.
- **Keep Ventilated:** Ensure the device is placed in a well-ventilated area, away from direct sunlight and heat sources, to prevent overheating.
- **Cleanliness:** Keep the device free from dust. Use a soft, dry cloth to gently wipe the exterior. Do not use liquid cleaners.
- **Firmware Updates:** Your Internet Service Provider (ISP) typically manages firmware updates for cable modems. Do not attempt manual firmware updates unless instructed by your ISP.
- **Secure Location:** Place the modem gateway in a secure location to prevent accidental damage or tampering.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Ubee DDW365.

Common Issues and Solutions:

- **No Internet Connection:**
 - Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
 - Verify the LED indicators: Power, US/DS, and Online LEDs should be solid green. If not, refer to the LED Indicators section.
 - Reboot the modem gateway by unplugging the power adapter for 30 seconds, then plugging it back in. Wait for all LEDs to stabilize.
 - If the issue persists, contact your Internet Service Provider (ISP) to confirm service status and modem registration.
- **Slow Internet Speeds:**
 - Ensure your coaxial cable connection is tight and free from damage.
 - Disconnect other devices from your network to see if a specific device is consuming bandwidth.
 - Perform a speed test while connected directly via Ethernet to rule out Wi-Fi issues.
 - Contact your ISP to check your service plan and line quality.
- **Wi-Fi Disconnections or Poor Signal:**
 - Ensure the Wi-Fi LED on the front panel is solid green.
 - Try resetting the Wi-Fi settings through the web interface to default, then reconfigure.
 - Move the modem gateway to a central location, away from obstructions and potential interference sources (e.g., cordless phones, microwaves, large metal objects).
 - Consider changing the Wi-Fi channel in the web interface to avoid interference from neighboring networks.
- **Cannot Access Web Interface:**
 - Ensure your device is connected directly to the modem gateway via an Ethernet cable.
 - Verify the IP address you are using (e.g., 192.168.0.1 or 192.168.1.1) is correct for your model.
 - Confirm you are using the correct username and password. If forgotten, a factory reset may be necessary (see below).
- **Forgotten Password / Factory Reset:**
 - To restore the modem gateway to its factory default settings, locate the small **RESET** button on the rear panel (refer to Image 2.1).
 - With the modem gateway powered on, use a paperclip or a similar pointed object to press and hold the **RESET** button for approximately 10-15 seconds.
 - Release the button. The modem gateway will reboot, and all settings (including Wi-Fi name and password) will revert to their original factory defaults. You will need to reconfigure your network.

6. SPECIFICATIONS

Detailed technical specifications for the Ubee DDW365 Wireless DOCSIS 3.0 Cable Modem Gateway:

Feature	Detail
Model	DDW365
DOCSIS Standard	3.0

Feature	Detail
Downstream Speed	Up to 343 Mbps
Upstream Speed	Up to 122 Mbps
Ethernet Ports	4 x 10/100/1000 Gigabit Ethernet
Wireless Standards	802.11b/g/n (implied by WPA/WPA2 and typical for DOCSIS 3.0 gateways of this era)
Security Protocols	WPA/WPA2, WPS, SPI Firewall
IP Support	IPv4, IPv6
Connectivity Technology	Ethernet, Cable
Item Weight	2.5 pounds
Package Dimensions	12.8 x 10.51 x 4.09 inches
Manufacturer	Ubee Interactive Corp.

7. WARRANTY AND SUPPORT

7.1 Legal Disclaimer:

It is essential to check compatibility with your service provider prior to purchase. This product is a device, not a service. The seller is not responsible for any signal or service-related issues, including internet/phone/wireless outages, poor or inappropriate speeds, or low/intermittent signals. These issues are typically related to service lines or service codes used by the service provider. The seller cannot assist with service provider usage restrictions, non-acceptance, or denials of the device, as this information is limited to the service provider and subject to change. Federal consumer regulations do not honor such information until complete documentation is provided.

7.2 Technical Support:

For technical assistance, troubleshooting beyond this manual, or service-related inquiries, please contact your Internet Service Provider (ISP). Your ISP is responsible for activating and supporting the cable modem gateway on their network.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question