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› Ubee DVW32CB Docsis 3.0 Wireless Voice Gateway User Manual

UBEE DVW32CB

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Model: DVW32CB

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Ubee DVW32CB Docsis 3.0 Wireless Voice Gateway. Please read this manual thoroughly before using the device to ensure proper setup and optimal performance.

The Ubee DVW32CB is a high-performance wireless voice gateway designed to provide high-speed internet access and voice services over a cable network. It features DOCSIS 3.0 technology for fast data transfer and integrated Wi-Fi for wireless connectivity.

PACKAGE CONTENTS

Verify that all items are present in the package:

- Ubee DVW32CB Wireless Voice Gateway (Modem)
- Ethernet Cord
- Power Source (Power Adapter)

PRODUCT OVERVIEW

Front Panel Indicators

The front panel of the Ubee DVW32CB features several LED indicators that provide information about the device's status. Refer to the image below for their location.



Figure 1: Side view of the Ubee DVW32CB showing the LED indicators for Power, DS/US, Online, 2.4G, 5G, TEL1, TEL2, and Battery.

- **POWER:** Indicates the power status of the device.
- **DS/US (Downstream/Upstream):** Indicates the status of the DOCSIS connection.
- **ONLINE:** Indicates successful internet connectivity.

- **2.4G:** Indicates the status of the 2.4 GHz wireless network.
- **5G:** Indicates the status of the 5 GHz wireless network.
- **TEL1:** Indicates the status of the first telephone line.
- **TEL2:** Indicates the status of the second telephone line.
- **BATTERY:** Indicates the status of the backup battery (if installed).

Rear Panel Ports

The rear panel of the gateway contains various ports for connecting cables and devices. While a direct rear view is not available, the standard ports typically include:

- **COAX:** For connecting to the cable wall outlet.
- **ETHERNET (LAN) Ports:** For connecting wired devices like computers or routers.
- **TEL Ports:** For connecting telephones.
- **POWER:** For connecting the power adapter.
- **RESET Button:** To restore factory default settings.

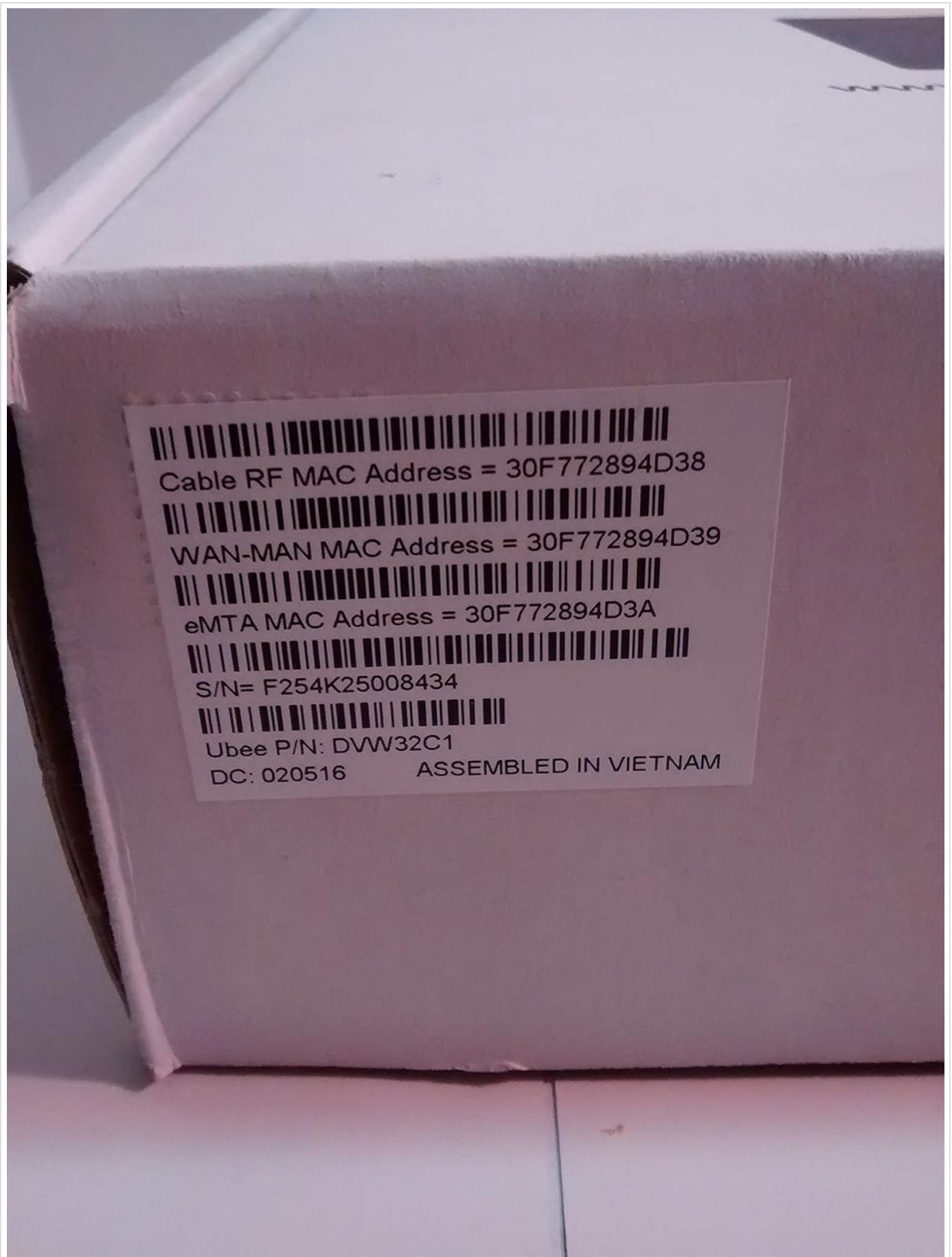


Figure 2: Ubee DVW32CB device partially visible in its packaging, illustrating its physical form factor.

SETUP INSTRUCTIONS

Follow these steps to set up your Ubee DVW32CB Wireless Voice Gateway:

Step 1: Connect the Coaxial Cable

1. Locate an active cable wall outlet.
2. Connect one end of a coaxial cable (not included) to the COAX port on the back of the gateway.
3. Connect the other end of the coaxial cable to the cable wall outlet.

Step 2: Connect the Power Adapter

1. Connect the power adapter to the POWER port on the back of the gateway.
2. Plug the other end of the power adapter into an electrical outlet.
3. Wait for the gateway to power on. The POWER LED on the front panel should illuminate.

Step 3: Wait for Initialization

Allow several minutes for the gateway to initialize and connect to your cable provider's network. Observe the front panel LEDs:

- The **DS/US** LED will blink and then turn solid.
- The **ONLINE** LED will blink and then turn solid, indicating a successful internet connection.

Step 4: Connect Devices (Wired)

To connect a computer or other device via Ethernet:

1. Connect one end of the provided Ethernet cable to an Ethernet (LAN) port on the back of the gateway.
2. Connect the other end of the Ethernet cable to the Ethernet port on your computer or device.

Step 5: Connect Telephones (if applicable)

If you have voice service:

1. Connect your telephone to the TEL1 or TEL2 port on the back of the gateway using a standard telephone cable.
2. Ensure the TEL1/TEL2 LEDs on the front panel illuminate when the phone is connected and active.

OPERATING INSTRUCTIONS

Wireless Network (Wi-Fi) Connection

To connect devices to your wireless network:

1. Locate the Wi-Fi Network Name (SSID) and Password (WPA2-PSK) on the label attached to your gateway. This label is typically found on the bottom or side of the device.



Figure 3: Product label displaying network information such as SSID, WPA2-PSK, MAC addresses, and serial number (S/N: F254K25008434). The manufacturing date code (DC: 020516) is also visible.

2. On your wireless device (laptop, smartphone, tablet), search for available Wi-Fi networks.
3. Select the SSID that matches the one on your gateway's label.
4. Enter the WPA2-PSK password when prompted.
5. Once connected, the 2.4G or 5G LED on the gateway will illuminate, indicating an active wireless connection.

Accessing the Web Management Interface

You can configure advanced settings for your gateway through its web management interface:

1. Ensure your computer is connected to the gateway via Ethernet or Wi-Fi.
2. Open a web browser (e.g., Chrome, Firefox, Edge).
3. In the address bar, type the default IP address for the gateway. This is often <http://192.168.1.1> or <http://192.168.0.1>. Refer to the product label for the specific GUI access URL and login credentials (GUI username: admin, GUI password: Uj4&r4ZcYeqy).
4. Enter the username and password when prompted.
5. You can now access and modify settings such as Wi-Fi name, password, port forwarding, and parental controls.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the gateway. Do not use liquid cleaners or aerosol sprays.
- **Ventilation:** Ensure the gateway is placed in a well-ventilated area to prevent overheating. Do not block the ventilation holes.
- **Firmware Updates:** Firmware updates are typically managed by your internet service provider. Do not attempt to manually update the firmware unless instructed by your provider.
- **Power Cycle:** If you experience connectivity issues, try power cycling the device. Unplug the power adapter, wait 30 seconds, then plug it back in.

TROUBLESHOOTING

No Power

- Ensure the power adapter is securely connected to the gateway and a working electrical outlet.
- Verify the electrical outlet is functional by plugging in another device.

No Internet Connection (ONLINE LED Off or Blinking)

- Check that the coaxial cable is securely connected to both the gateway and the wall outlet.
- Power cycle the gateway by unplugging it for 30 seconds and then plugging it back in.
- Contact your internet service provider to confirm there are no service outages in your area.

Wi-Fi Not Working

- Ensure the 2.4G and/or 5G LEDs are illuminated on the front panel.
- Verify you are selecting the correct SSID and entering the correct password.
- Move closer to the gateway to improve signal strength.
- Power cycle the gateway.

No Dial Tone on Telephone

- Ensure the telephone cable is securely connected to the TEL1/TEL2 port on the gateway and your phone.
- Check that the TEL1/TEL2 LEDs are illuminated.
- Verify your voice service is active with your internet service provider.

Resetting to Factory Defaults

If you encounter persistent issues, you may need to reset the gateway to its factory default settings. **Warning: This will**

erase all custom configurations, including Wi-Fi name and password.

1. With the gateway powered on, locate the recessed RESET button on the rear panel.
2. Use a paperclip or a similar pointed object to press and hold the RESET button for at least 10-15 seconds.
3. Release the button. The gateway will restart with factory default settings.

SPECIFICATIONS

Model Name	DVW32CB
Brand	UBEE
DOCSIS Standard	DOCSIS 3.0 (16x4 Channel Bonding)
Wireless Standard	802.11n
Frequency Band Class	Single-Band
Connectivity Technology	Ethernet, Wireless
Antenna Type	Internal
Item Weight	2.59 pounds
Package Dimensions	10.9 x 10.6 x 2.1 inches
Included Components	Modem, Ethernet Cord, Power Source
Manufacturer	OZJONGGER
Date First Available	April 20, 2016

WARRANTY AND SUPPORT

For warranty information and technical support, please contact your internet service provider or the product manufacturer. The Ubee DVW32CB is typically provided by cable operators, and support is usually handled through their customer service channels.

Keep your serial number (S/N: F254K25008434) and MAC addresses (Cable RF MAC Address = 30F772894D38, WAN-MAN MAC Address = 30F772894D39, eMTA MAC Address = 30F772894D3A) readily available when contacting support.

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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

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