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Hitron CGN

Hitron Technologies Docsis 3.0 Wireless Gateway Modem Router CGN User Manual

Model: CGN



1. INTRODUCTION

This user manual provides comprehensive instructions for the installation, operation, and maintenance of your Hitron Technologies Docsis 3.0 Wireless Gateway Modem Router, Model CGN. This device combines a DOCSIS 3.0 cable modem, a four-port Gigabit Ethernet switch, and an 802.11n Wi-Fi access point into a single unit, designed to provide high-speed internet access and home networking capabilities.

2. SAFETY INFORMATION

- Always place the device in a well-ventilated area to prevent overheating.
- Do not expose the device to water or moisture.
- Use only the power adapter supplied with the device.
- Do not open the device casing; there are no user-serviceable parts inside.
- Keep the device away from direct sunlight and heat sources.
- Ensure all cables are securely connected.

3. PACKAGE CONTENTS

Verify that your package contains the following items:

- Hitron CGN Wireless Gateway Modem Router
- Ethernet Cord
- Power Adapter

4. PRODUCT OVERVIEW

4.1 Front Panel LEDs

The front panel of the CGN features several LED indicators that provide status information about the device's operation.



Figure 4.1: Front view of the Hitron CGN Wireless Gateway Modem Router. This image shows the vertical orientation of the device with a ribbed design on the left and a smooth panel on the right containing LED indicators and a WPS button.

LED Indicator	Status	Description
Power	Solid Green	The device is powered on.
DS (Downstream)	Solid Green	Downstream channel is locked.
US (Upstream)	Solid Green	Upstream channel is locked.
Online	Solid Green	The device is online and connected to the internet.
Ethernet (1-4)	Solid Green/Flashing	Indicates an active Ethernet connection and data activity.
Wi-Fi	Solid Green/Flashing	Indicates Wi-Fi is enabled and data activity.
WPS	Flashing	WPS pairing is active.

4.2 Rear Panel Ports

The rear panel provides all the necessary ports for connecting the device to your cable service and local network.

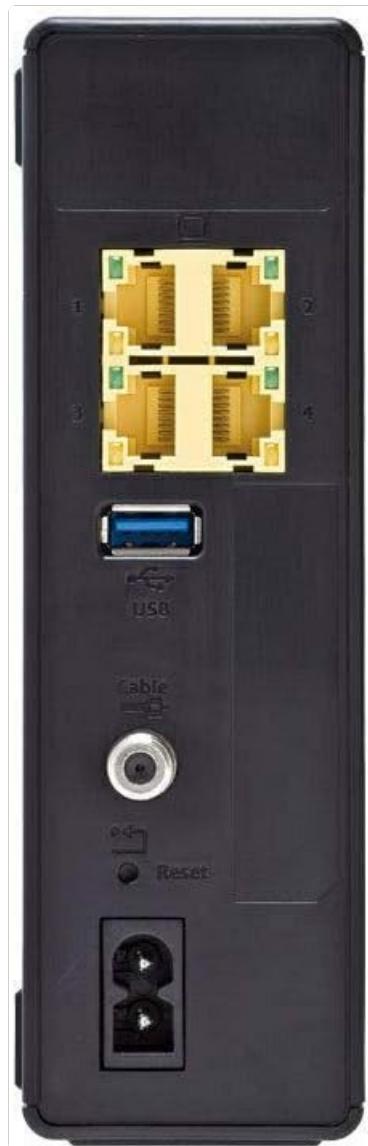


Figure 4.2: Rear view of the Hitron CGN Wireless Gateway Modem Router. This image displays the back of the device with various ports including four yellow Ethernet ports, a blue USB port, a coaxial cable input, a recessed reset button, and a power input.

- **Power:** Connects to the supplied power adapter.
- **Reset:** A recessed button to restore factory default settings. Use a paperclip to press and hold for 10 seconds.
- **Cable:** F-connector for connecting to your coaxial cable line.
- **USB:** USB 2.0 port (functionality may vary by firmware).
- **Ethernet (1-4):** Four Gigabit Ethernet ports for connecting wired devices like computers, gaming consoles, or network switches.

5. SETUP

1. **Connect Coaxial Cable:** Connect one end of the coaxial cable to the Cable port on the rear of the CGN and the other end to a cable wall outlet.
2. **Connect Power Adapter:** Connect the supplied power adapter to the Power port on the rear of the CGN and then plug it into an electrical outlet.
3. **Power On:** The device will automatically power on. Wait for the Power, DS, US, and Online LEDs on the front panel to turn solid green. This may take several minutes.
4. **Connect Devices (Optional):**
 - **Wired Connection:** Connect an Ethernet cable from one of the Ethernet ports (1-4) on the CGN to the Ethernet port on your computer or other network device.

- **Wireless Connection:** Locate the Wi-Fi Network Name (SSID) and Password printed on the label on the bottom or back of your CGN. Select this network on your wireless device and enter the password to connect.

5. **Activate Service:** Contact your Internet Service Provider (ISP) to activate the CGN. You may need to provide them with the MAC address and serial number, which are typically found on the device's label.

6. OPERATING INSTRUCTIONS

6.1 Connecting Wired Devices

To connect a device via Ethernet, simply plug one end of an Ethernet cable into any of the four Ethernet ports on the back of the CGN and the other end into the Ethernet port of your computer, game console, or other network-enabled device. The corresponding Ethernet LED on the front panel will illuminate.

6.2 Connecting Wireless Devices

The CGN supports Wi-Fi 802.11n for wireless connectivity.

- **Standard Wi-Fi Connection:**

1. On your wireless device (laptop, smartphone, tablet), open the Wi-Fi settings.
2. Scan for available networks.
3. Select the Network Name (SSID) found on the CGN's label.
4. Enter the Wi-Fi Password (also found on the CGN's label) when prompted.
5. Your device should now be connected to the wireless network.

- **WPS (Wi-Fi Protected Setup):**

WPS allows for easy and secure connection of WPS-compatible devices without manually entering the password.

1. Press the WPS button on the front panel of the CGN. The WPS LED will start flashing.
2. Within two minutes, activate the WPS function on your wireless device.
3. The device should automatically connect to the CGN's Wi-Fi network.

7. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosols.
- **Ventilation:** Ensure the device is placed in an area with adequate airflow to prevent overheating. Do not block ventilation openings.
- **Firmware Updates:** Firmware updates are typically managed by your Internet Service Provider. Do not attempt to manually update firmware unless instructed by your ISP.
- **Restarting the Device:** If you experience connectivity issues, try restarting the device by unplugging the power adapter for 10 seconds and then plugging it back in.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
No Power LED	Device is not receiving power.	Check power adapter connection to the device and the electrical outlet. Ensure the outlet is functional.
DS/US/Online LEDs not solid green	No connection to the cable network or service not activated.	Ensure coaxial cable is securely connected. Contact your ISP to verify service activation and signal strength.

Problem	Possible Cause	Solution
No Internet access (wired)	Ethernet cable issue, device IP configuration, or ISP issue.	Check Ethernet cable connection. Restart the CGN and your computer. Verify your computer's network settings are set to obtain IP address automatically. If problem persists, contact your ISP.
No Internet access (wireless)	Incorrect Wi-Fi password, Wi-Fi disabled, or signal interference.	Verify Wi-Fi password. Ensure Wi-Fi LED is on. Try moving closer to the CGN. Restart the CGN and your wireless device.
Slow Internet speed	Network congestion, signal issues, or ISP throttling.	Restart the CGN. Reduce the number of active devices or bandwidth-intensive activities. If using Wi-Fi, try a wired connection to compare speeds. Contact your ISP if speeds remain low.

9. SPECIFICATIONS

Feature	Description
Model Name	CGN
Brand	Hitron
DOCSIS Standard	DOCSIS 3.0 (8x4 Channel Bonding)
Wireless Standard	802.11b/g/n (3x3 MIMO)
Frequency Band	Single-Band
Ethernet Ports	4 x Gigabit Ethernet (RJ-45)
USB Port	1 x USB 2.0
Security Features	WPS, WPA/WPA2, Firewall
IPv4/IPv6 Support	Full IPv4 routing, IPv6 routing (DSLITE, 6RD)
Included Components	Modem, Ethernet Cord, Power Adapter
Color	Black
Item Weight	1 pound

10. WARRANTY AND SUPPORT

For warranty information, please refer to the documentation provided with your purchase or contact the retailer/seller directly. Hitron Technologies provides support for its products. For technical assistance, troubleshooting beyond this manual, or to inquire about warranty claims, please visit the official Hitron Technologies website or contact their customer support channels as provided by your Internet Service Provider or the product's original packaging.

Note: Many aspects of modem/router operation, including firmware updates and service activation, are managed by your Internet Service Provider (ISP). Always contact your ISP first for connectivity issues or service-related questions.

Related Documents - CGN

	<p>Hitron CODA-551x DOCSIS Wifi Gateway User's Guide</p> <p>This user guide provides comprehensive instructions and configuration details for the Hitron CODA-551x DOCSIS Wifi Gateway, covering setup, features, and troubleshooting.</p>
	<p>Hitron CODA-4x8x DOCSIS Wifi Gateway User's Guide</p> <p>Comprehensive user guide for the Hitron CODA-4x8x DOCSIS Wifi Gateway, covering setup, features, and troubleshooting.</p>
	<p>Hitron CODA 4500/5500 Series Wireless Cable Gateway - Astound Broadband</p> <p>Overview of the Hitron CODA 4500/5500 Series Wireless Cable Gateway, featuring DOCSIS 3.1, high-speed internet capabilities, access details, and status light indicators for Astound Broadband customers.</p>
	<p>Hitron CGN-DP3 Wireless DOCSIS 3.1 Meter Quick Start Guide</p> <p>Quick start guide for the Hitron CGN-DP3 Wireless DOCSIS 3.1 Meter. Learn how to set up, charge, connect cables, and use the mobile app for this network testing device.</p>
	<p>Hitron CHITA3.1 Quick Start Guide: Setup and Configuration</p> <p>A concise guide to setting up your Hitron CHITA3.1 modem/router, covering initial connection, wireless setup, LED indicators, and important safety and compliance information.</p>
	<p>Hitron CGN-DP3 Quick Start Guide and Specifications</p> <p>Quick start guide and technical specifications for the Hitron CGN-DP3 Coax Network Testing Meter, detailing setup, indicator lights, and reset functions.</p>