

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

manuals.plus /

- › [Hitron](#) /
- › [Hitron CODA DOCSIS 3.1 Cable Modem User Manual](#)

Hitron CODA

Hitron CODA DOCSIS 3.1 Cable Modem User Manual

Model: CODA

INTRODUCTION

The Hitron CODA DOCSIS 3.1 Cable Modem is designed to provide high-speed internet connectivity for your home or office. This modem supports the latest DOCSIS 3.1 technology, enabling download speeds significantly faster than previous DOCSIS 3.0 standards, and is compatible with major cable internet service providers. It is engineered for reliable performance and ease of use, ensuring a seamless online experience for streaming, gaming, and general internet browsing.



This image displays the Hitron CODA DOCSIS 3.1 Cable Modem alongside its retail packaging. The modem is a compact, white rectangular device with ventilation grilles, and the box highlights its DOCSIS 3.1 compatibility and 'Renewed' status.

PACKAGE CONTENTS

Please verify that all items listed below are included in your package:

- Hitron CODA DOCSIS 3.1 Cable Modem
- Ethernet Cable
- Power Supply
- Coax Cable

SETUP GUIDE

Follow these simple steps to set up your Hitron CODA modem:



This diagram illustrates the simple three-step setup process for the Hitron CODA modem. Step 1 shows connecting a coaxial cable to the wall outlet, Step 2 shows connecting the power supply to an electrical outlet, and Step 3 shows connecting an Ethernet cable from the modem to a computer or Wi-Fi router.

Step 1: Connect Coaxial Cable

Connect one end of the provided coaxial cable to an active cable outlet (wall jack) and the other end to the COAX port on the back of your Hitron CODA modem. Ensure the connection is finger-tight.

Step 2: Connect Power Supply

Connect the power supply to the Power port on the modem. Then, plug the power adapter into a standard electrical outlet. The modem will begin its startup sequence, which may take a few minutes.

Step 3: Connect to Your Device or Router

Connect one end of the Ethernet cable to one of the Gigabit Ethernet ports on the modem and the other end to your computer's Ethernet port or to your Wi-Fi router's WAN/Internet port.

Activation

After connecting the modem, allow a few minutes for it to power on and establish a connection. The indicator lights on the front of the modem will show connection status. Once the modem is online (typically indicated by a solid 'Online' light), contact your Internet Service Provider (ISP) to activate the device. You may need to provide the modem's MAC address, which is typically found on a label on the bottom or back of the unit.

OPERATING INSTRUCTIONS

Understanding the indicator lights on your Hitron CODA modem can help you monitor its status:

Indicator Lights

- **Power:** Indicates the power status of the modem. A solid light typically means the modem is powered on.
- **Downstream (DS):** Indicates the downstream connection status. A solid light means a successful downstream connection.
- **Upstream (US):** Indicates the upstream connection status. A solid light means a successful upstream connection.
- **Online:** Indicates successful internet connection. A solid light means the modem is online and ready for use.
- **Ethernet:** Indicates activity on the Ethernet ports. A blinking light indicates data transfer.

Refer to the full user manual (link provided in the Support section) for detailed descriptions of light behaviors (e.g., solid, blinking, color) and their meanings.

Works with any Mesh WiFi system or WiFi router



This image shows the Hitron CODA modem, a white rectangular device, positioned next to a black Wi-Fi router, illustrating that the modem works with any separate Wi-Fi router or mesh system.

MAINTENANCE

To ensure optimal performance and longevity of your Hitron CODA modem, consider the following maintenance tips:

- Keep the modem in a well-ventilated area to prevent overheating. Ensure there is adequate airflow around the device.
- Avoid placing the modem near heat sources, in direct sunlight, or in enclosed spaces.
- Clean the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners, aerosols, or abrasive materials.
- Do not block the ventilation openings on the modem.
- Periodically check all cable connections (coaxial, power, Ethernet) to ensure they are secure and not damaged.

TROUBLESHOOTING

If you encounter issues with your Hitron CODA modem, try the following troubleshooting steps:

No Internet Connection

- Ensure all cables (coaxial, power, Ethernet) are securely connected to the modem and the respective outlets/devices.
- Check the indicator lights on the modem. If the 'Online' light is off or blinking, there may be an issue with your ISP connection.
- Restart the modem by unplugging the power cord, waiting 30 seconds, and then plugging it back in. Allow a few minutes for it to restart.
- Verify that your ISP has activated the modem on their network. You may need to call them to confirm activation.

Slow Speeds

- Ensure your internet plan supports the speeds you expect. Contact your ISP to confirm your subscribed speed.
- Check if other devices on your network are consuming significant bandwidth (e.g., large downloads, multiple video streams).
- Restart the modem and your router (if applicable).
- Ensure your computer's network adapter or router supports Gigabit Ethernet for optimal speeds, especially if you have a high-speed internet plan.

Modem Not Recognized by ISP

- Confirm the MAC address you provided to your ISP matches the one printed on the label of your modem.
- Ensure the modem is certified for use with your specific ISP. Compatibility information is often available on your ISP's website or by contacting their support.

Works with all Major Cable ISPs



This image lists the logos of various major cable internet service providers that are compatible with the Hitron CODA DOCSIS 3.1 modem, including Xfinity, Spectrum, Cox, Astound, Grande, RCN, Sparklight, Wave, and Zito.

SPECIFICATIONS

Feature	Detail
Model	CODA
DOCSIS Standard	3.1 (backward compatible with 3.0)
Ethernet Ports	2 x 1 Gbps Ethernet ports
Dimensions (L x W x H)	6.73 x 6.73 x 2.03 inches

Weight	1.02 pounds
Compatible ISPs	Comcast Xfinity, Charter Spectrum, Cox Gigablast, CableOne Sparklight, Cogeco Breezeline, Zito Media, Astound, Grande, RCN, Wave

WARRANTY INFORMATION

For specific warranty details regarding your Hitron CODA DOCSIS 3.1 Cable Modem, please refer to the warranty card included with your product packaging. You may also visit the official Hitron website for the most up-to-date warranty policy. It is recommended to keep your proof of purchase for any warranty claims.

SUPPORT



For further assistance, technical support, or to download the complete user manual, please visit the official Hitron support website. You can often find support resources by searching for "Hitron support" online or by visiting the following link for the installation manual:



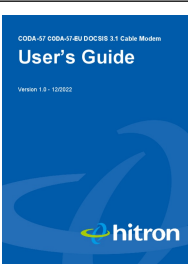
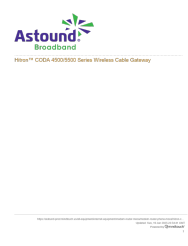
[Download Installation Manual \(PDF\)](#)

When contacting support, please have your modem's model number (CODA) and serial number ready.



Related Documents - CODA

	<p>Hitron CODA Cable Modem Quick Install Guide</p> <p>A quick installation guide for the Hitron CODA Cable Modem, providing step-by-step instructions for setup and activation for both Xfinity and non-Xfinity users.</p>
	<p>Hitron CODA56 Cable Modem: Quick Install Guide & Setup</p> <p>A concise guide to setting up and configuring your Hitron CODA56 Cable Modem, including connection steps, LED indicators, and essential support information.</p>

	<p>Hitron CODA DOCSIS 3.1 Cable Modem: Top 5 Troubleshooting Questions</p> <p>Troubleshooting guide for the Hitron CODA DOCSIS 3.1 Cable Modem, covering compatibility with XFINITY, LED indicators, internet connection issues, and login credentials.</p>
	<p>Hitron CODA56 Cable Modem Quick Install Guide</p> <p>A concise guide for installing and setting up the Hitron CODA56 Cable Modem, including instructions for Xfinity and non-Xfinity users, activation steps, and connection details.</p>
	<p>Hitron CODA-57/57-EU DOCSIS 3.1 Cable Modem User's Guide</p> <p>Comprehensive user guide for the Hitron CODA-57/57-EU DOCSIS 3.1 Cable Modem, detailing setup, hardware, status monitoring, and troubleshooting for optimal network performance.</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>