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Hitron CDA-30360 router user manual

Hitron CDA-30360 router

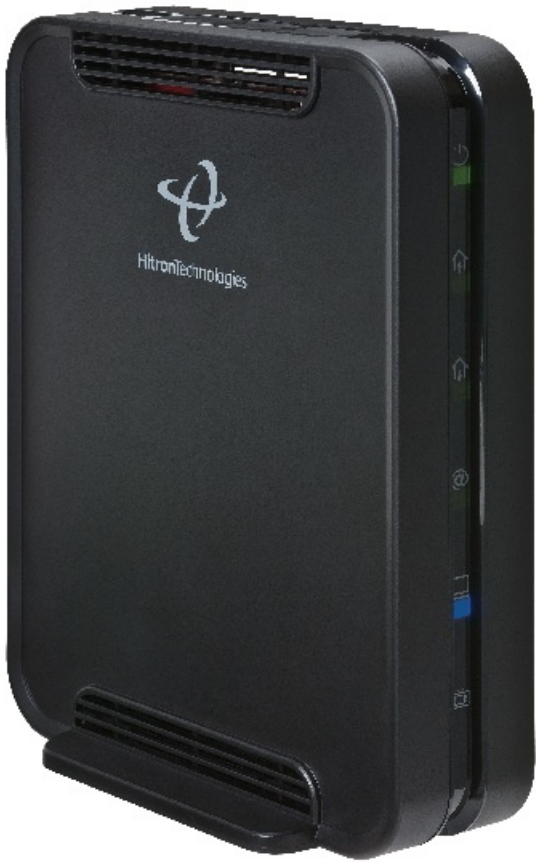|	
—	—
Modem Information	**Highest Service Level**
DOCSIS 3.0 modem	Preferred 150
8×4 channel bonding with speeds of up to 150 Mbps on a wired connection	
Cox recommends a DOCSIS 3.1 modem or gateway	

Front View [Click to enlarge.](#)	The Hitron CDA 30360 Cable Modem is a DOCSIS 3.0 cable modem. After the cable modem is successfully registered on the network, the **Power** and **Status** indicators illuminate continuously to indicate that the cable modem is online and fully operational. For more details, refer to the **Modem Lights** section.

— **Back View** [Click to enlarge.](#)		The Hitron CDA 30360 has the following ports available on the back of the modem: - POWER – Connects the cable modem to the power adapter - CATV – Connects to the cable wall outlet - ETH – Connects to the Ethernet port on your computer or home network
— **MAC Address** [Click to enlarge.](#)		MAC addresses are written as 12 digits containing both letters and numbers (0-9, A-F). A MAC address is unique. The first six characters of the MAC address are unique to the manufacturer of the device.

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Troubleshooting

The modem lights indicate the current status of your gateway. To troubleshoot any connection problems, use the table below.

Modem Light	Status	Problem
Downstream (icon)	Green Blinking	Establishing a connection from the Internet to the computer **Solution**: Verify all cable connections and try resetting the modem. If cable is ok and modem reset does not work, contact **Customer Support**.
	Solid Green	None – connection with one download frequency
	Solid Blue	None – connection with multiple download frequencies, known as channel bonding
Upstream (icon)	Off	Establishing a connection from the computer to the Internet **Solution**: Verify all cable connections and try resetting the modem. If cable is ok and modem reset does not work, contact **Customer Support**.
	Solid Green	None – connection with one upload frequency
	Solid Blue	None – connection with multiple upload frequencies, known as channel bonding
Status (@ icon)	Green Blinking	Establishing a connection to the cable provider **Solution**: Verify all cable connections and try resetting the modem. **(login/Reset instructions)** If cable is ok and modem reset does not work, contact **Customer Support**.
	Solid Green	None – connection established
	Solid Blue	None – connection established
LAN (icon)	Green Blinking	None – data flowing between the computer and the Internet
	Solid Green	None – connected to LAN device, such as a computer or router
	Solid Blue	None – connected to LAN device, such as a computer or router

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Manufacturer Resources

For more detailed technical information on the Hitron CDA 30360, refer to the
Hitron_CDA30360_Quick_Reference_Guide [PDF]