hitron



Model# **CODA**

Digital User Manual

DOCSIS 3.1 Cable Modem

Welcome to the CODA Digital User Manual, designed to be your comprehensive guide to the CODA DOCSIS 3.1 Cable Modem. Within each section, you'll find direct web links to online articles, providing you with instant access to the most current and relevant information. These articles are regularly updated to ensure you have the latest insights at your fingertips, making your user experience as seamless as possible. Additionally, you have the option to download a PDF version, ensuring you always have the information you need at your fingertips.

Chapter 1: Getting Started

Getting Started
What's in the Box
Minimum System Requirements
Product Overview

- Front Panel
- LED Overview
- Rear Panel
- Product Label

Technical Specifications
Register your Product

Chapter 2: Connecting the Cable Modem

Where to place your Cable Modem
Setup for Comcast Xfinity Customer
Connecting your CODA Modem
Connect your CODA Cable Modem to a Router

Chapter 3: Connecting to the Internet

Activating your Internet Service
Perform a Speed Test

Chapter 4: Troubleshooting

Can I change the User Name and Password to access the Hitron CODA Modem?

Can I upgrade the CODA's firmware?

Downstream LED is OFF or Blinking

How do I access the GUI on the CODA?

How do I activate Internet service on my Hitron CODA Cable Modem?

How do I factory reset my CODA Cable Modem?

How do I restart my CODA Cable Modem?

How do I test my modem speed?

I have No Internet Connection.

LAN LED OFF

Online LED OFF

Power LED OFF

The WiFi doesn't work, but the CODA modem does.

Upstream LED is OFF or Blinking

What if I'm told that my CODA Cable Modem isn't approved for my Cable Internet Service?

What lights should be on my CODA Cable Modem?

Chapter 5: FAQs

Can both Gigabit Ethernet ports on the CODA be used at the same time?

Can I log into the CODA modem to see its settings?

Can I use the XFINITY App to activate my Hitron CODA modem?

Does the CODA Cable Modem include WiFi?

Does the CODA Cable Modem work with WiFi Mesh?

Does the CODA have color-changing LEDs to indicate status?

Does the CODA modem have a Gigabit Ethernet port?

Does this CODA modem have any settings that can be configured?

How does the modem get certified for a specific carrier like Comcast?

Is the Hitron CODA compatible with XFINITY?

List of compatible Cable Internet Providers for the CODA

What does it mean when a modem is “Retail Certified for Comcast”, for example?

What if I’m told that my CODA cable modem isn’t approved for my cable Internet service?

What is the process for a modem to be retail certified?

What key features does the CODA56 modem have?

Chapter 6: Technical Support

How to contact Technical Support

Chapter 7: Notices

Limited Warranty

Important Safety Instructions

FCC Class B Equipment