hitron



Model# **CODA**

Top 5 Troubleshooting Questions

DOCSIS 3.1 Cable Modem

#1 Is the Hitron CODA56 compatible with XFINITY?

Yes — the Hitron CODA DOCSIS 3.1 Cable Modem is fully compatible with Xfinity.

When activated using the XFINITY App, the CODA connects seamlessly to Xfinity's network and delivers the high-speed performance your Internet plan supports. To ensure proper configuration, Xfinity requires that all new modem activations be completed through the XFINITY App, not through a browser or phone call. This guarantees that your modem is provisioned correctly and receives the right settings for your service.

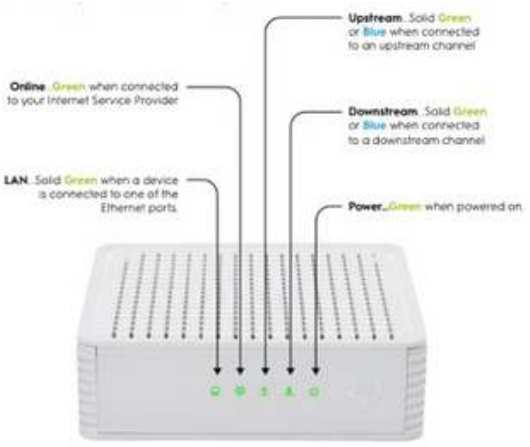
Why Activation Through the XFINITY App Matters
Using the XFINITY App ensures:

- Your CODA is correctly identified and matched to your account
- The modem receives the proper signal levels and DOCSIS 3.1 configuration
- Automatic checks confirm the modem is ready for service
- Faster, more reliable setup compared to manual alternatives

If your modem doesn't appear in the app immediately, wait for the LEDs to stabilize, confirm your coax connection, and try again.

Hitron Works Closely With Xfinity
Hitron regularly collaborates with Xfinity to monitor how our devices perform on their network. This helps us ensure compatibility, optimize performance, and quickly address issues if they arise. The CODA is tested and validated for use on Xfinity's DOCSIS network, making it a strong choice for Xfinity customers who want reliable, high-speed Internet.

#2 What lights should be on my CODA56 Cable Modem



- Power LED is Green and Steady
- LAN LED is Green and Steady
- Online LED is Green and Steady
- Upstream LED is either Green or Blue and Steady
- Downstream LED is either Green or Blue and Steady

To read the entire troubleshooting article, please go to https://ussupport.hitrontech.com/portal/en/kb/articles/what-lights-should-be-on-lit-my-coda-cable-modem

#3 I have no Internet Connection

Step 1 Check if the Modem is Activated

- If this is a new modem, it is important to activate it with your Internet Service Provider (ISP): the company that provides you with the Internet connection.
  - **Xfinity Users**: You MUST use the Xfinity App to setup your modem.
- Call them or check their website to make sure your modem is registered and set up correctly.

Step 2 Examine the Coaxial Cable (The Thick Round One)

- Take a look at the coaxial cable (the large, cylindrical cable that is screwed into the modem) again.
- Make sure that it is tightly fastened on the modem and at the wall outlet.
    - If it is loose or broken, the modem will not receive the signal and you will not be able to use the Internet.

Step 3 Examine the Ethernet Cable (The Flat One)

- If you're using a wired connection, make sure the Ethernet cable (flat cable) is properly connected to the modem and the computer or router.
    - If it's not connected or loose, your device will not be able to connect to the Internet.

Step 4 Restart your Modem

- Shut down your modem by removing the power cable from the modem
- Please wait for 10 seconds.
- Replug the power source and wait for the modem to reboot. This may take a few minutes.

Step 5 Restart your Devices

- If the modem is turned on but there is no Internet connection, then try to shutdown your computer, router or other WiFi enabled devices and turn them on again.
- Sometimes, it is all it takes for your device to update its connection.

To read the entire troubleshooting article, please go to https://ussupport.hitrontech.com/portal/en/kb/articles/coda-i-have-no-internet-connection#Step_4_Restart_Your_Modem

#4 How to change the User Name and Password to Access the Hitron CODA Modem

Unfortunately, you cannot change the user name and password for the Hitron CODA modem. They are statically set to "admin" and "admin".

Explanation:
While it might seem concerning that the credentials cannot be changed, it is important to understand that this is not a security risk. The modem's Graphical User Interface (GUI) allows you to view the settings but does not permit any changes to be made to the modem's configuration. Only your Internet Service Provider (ISP) has the capability to update the modem's configuration settings.

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

Note: The CODA Cable Modem is solely a modem and does not include a built-in wireless router. If you require wireless connectivity, you would need to purchase a separate wireless router. Once you have the router, you can connect it to the CODA Cable Modem using an Ethernet cable.

The most effective way to resolve this issue is to power cycle your WiFi router.

For more help, go to https://us.hitrontech.com/contact-support/