hitron



Model# **CODA56**

Top 5 Troubleshooting Questions

DOCSIS 3.1 Cable Modem

#1 Is the Hitron CODA56 compatible with XFINITY?

Yes — the Hitron CODA56 DOCSIS 3.1 Cable Modem is fully compatible with Xfinity.

When activated using the XFINITY App, the CODA56 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:

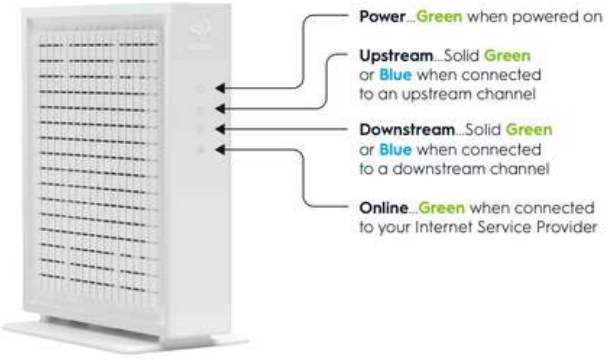
- Your CODA56 is correctly identified and matched to your account
- The modem receives the proper signal levels and DOCSIS 3.1 configuration
- Automatic checks confirm the modem is ready for service
- Faster, more reliable setup compared to manual alternatives

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 CODA56 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.

To read the entire troubleshooting article, please go to https://ussupport.hitrontech.com/portal/en/kb/articles/is-the-hitron-coda56-compatible-with-xfinity

#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-my-coda56-cable-modem

#3 Understanding the Ethernet Port LEDs

The Ethernet port LEDs on the back of your Hitron CODA56 modem help you quickly identify your connection speed and activity status. Each Ethernet port has two small LEDs — one on the top and one on the bottom — that indicate link speed and data activity.

Top LED – Connection Speed Indicator
The top LED shows the **speed of your Ethernet connection** between the CODA56 andyour connected device (such as router, computer, or switch).

LED Status	Meaning	Connection Speed
Off	The connected device supports only 100 Mbps.	100 Mbps
Green	The connected device supports 1 Gbps	1 Gbps
Amber	The connected device suppors 2.5 Gbps	2.5 Gbps

Bottom LED – Network Activity Indicator
The bottom LED shows the **network activity** on the Ethernet port.

LED Status	Meaning
Blinking Amber	Active data traffic is detected (sending or receiving)
Off	No data traffic is currently being trasmitted.

To read the entire troubleshooting article, please go to https://ussupport.hitrontech.com/portal/en/kb/articles/understanding-the-ethernet-port-leds-on-your-hitron-coda56-cable-modem

#4 Troubleshooting Slow Speeds

If you're experiencing slower-than-expected Internet speeds with your Hitron CODA56 modem, don't worry. This section will help you identify possible causes and walk you through steps to improve your performance.

Step 1 Use the included 2.5 Gbps Ethernet Cable
The Hitron CODA56 Retail Kit includes a high-speed 2.5 Gbps Ethernet cable. To achieve the modem's full speed potential, you must use this cable or an equivalent Cat5e, Cat6, or higher cable.

Step 2 Check the Ethernet Port Speed on Your Router or Mesh System
Your CODA56 modem may be capable of delivering 2.5 Gbps speeds, but if the Ethernet ports on your router or mesh system only support 1 Gbps, your overall speed will be throttled down.

- Check the specifications of your router or mesh device to confirm if it has 2.5G (Multi-Gig) Ethernet ports.
- If your equipment only supports 1 Gbps, that's the fastest speed you'll see—even if your plan and modem are capable of more.

Step 3 Confirm the Ethernet Link Speed by Checking the LED Color
On the back of your CODA56 modem, you'll find the Ethernet port(s) connecting to your router. The LED indicator next to the Ethernet port shows the link speed:

- Green LED typically indicates a 1 Gbps connection.
- Amber/orange LED typically indicates a 2.5 Gbps (or higher multi-gig) connection.

If your LED shows green but your router supports 2.5 Gbps (and your plan allows it), then the Ethernet link between the modem and router may be limited to 1 Gbps. Upgrading your Ethernet cable or checking the router's port configuration can help.

Step 4 Restart your Equipment
Sometimes, speed issues are temporary and can be fixed with a quick reboot.

1. Unplug the CODA56 modem and router.
2. Wait 30 seconds.
3. Plug the modem back in and wait for all LEDs to stabilize.
4. Plug in your router and wait for WiFi to return.

To read the entire troubleshooting article, please go to https://ussupport.hitrontech.com/portal/en/kb/articles/troubleshooting-slow-speeds-coda56

#5 WiFi doesn't work, but the CODA56 modem does.

Note: The CODA56 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 CODA56 Cable Modem using an Ethernet cable.

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

To read the entire troubleshooting article, please go to https://ussupport.hitrontech.com/portal/en/kb/articles/wifi-doesn-t-work-but-coda56-modem-does