Cable Gateway Pro
Quick Setup Guide

Follow these instructions to connect your cable modem and get online. Please wait for your confirmation from us that your iiNet Cable (HFC) broadband service is active before getting started.

If at any point you're asked for your modem's MAC or Serial Number, you'll find these printed on the sticker found on the back or base of your modem.

Getting started

1. Connect the RF coaxial cable from your Cable wall outlet to the **CABLE** connector on the back of your modem.

⚠️ **IMPORTANT:** To receive the optimal internet performance from your modem please ensure the RF coaxial cable is tightly connected at both ends.

2. If you're connecting a computer via Ethernet cable, use an Ethernet cable to connect one of the **ETHERNET** ports on the back of your modem to your computer's Ethernet port.

3. If you're connecting a phone handset to use with your Netphone (VoIP) service, plug your handset into the first **TELEPHONE** port on the back of your modem.

4. Connect the supplied power cable to the **POWER** port on the back of your modem and plug the other end into an available electrical outlet. Make sure both the electrical outlet and the Power switch on the back of the modem are turned **ON**.

5. Wait for the **POWER, DS, US, ONLINE** and **WIRELESS** lights on the front of the modem to illuminate and stop blinking. If you have computers connected via Ethernet cable, the **LINK** light will also illuminate.

Note: If the WIRELESS Light does not illuminate, press the **WIRELESS** button on the front of the modem to turn the modem's WiFi broadcasting ability on/off.

Having trouble?

If you find you can't get online after following these instructions, please give our friendly support team a call and we'll be happy to help.

iiNet	Westnet	Internode
13 22 58	1300 786 068	1300 788 233
Available 24/7	Available 24/7	7AM – Midnight (ACST)
support@iinet.net.au	support@westnet.com.au	support@internode.com.au

Lights to look out for

If both the US and DS lights are BLINKING but the Online light is OFF, your Cable service may not be fully activated on our end. Make sure you've received a confirmation from us advising that your Cable service is active, or call us for assistance.

If both the US and DS lights are blinking and the Online light is ON, your modem is upgrading its firmware. You don't need to do anything; simply wait for the upgrade to complete.

WiFi setup

You can connect WiFi-enabled devices using the default WiFi Network name (SSID) and WiFi password (Pre-shared Key) printed on your modem's barcode sticker. To change the default WiFi settings, follow the steps below.

1. On a computer that's connected to your modem via Ethernet or WiFi, open your web browser and go to **http://192.168.0.1**. Log in with the default username "**admin**" and password "**password**".

2. Click the blue **Wireless** option in basic view. If you're not sure you have devices compatible with the latest 5GHz AC WiFi, you should set up and use the 2.4GHz Radio network instead.

3. Make sure **Wireless Network** is **ON** and then change the **Network Name** to whatever you'd like the name of your WiFi network to be.

4. For **Wireless Security**, we recommend the "Most compatible" option (WPA/WPA2). Change the **Wireless passphrase** to whatever you'd like your WiFi password to be.

5. Click **Save Settings** to finish. You can now connect WiFi devices using your new WiFi settings – you may want to write them down for easy reference in the future.

Indicator lights on your modem

The following table outlines what the lights on the front of your modem indicate.

Icon	Light/Button	Meaning
⏻	Power	On – Modem is turned on
		Off – Modem is turned off or has no power supply
↓	DS	On – Modem is receiving data from the Cable network
		Blinking – Modem is searching for downstream channel
		Off – Modem has no power or it cannot connect succesfully to the Cable Network
↑	US	On – Modem is sending data via the Cable network
		Blinking – Modem is searching for upstream channel
		Off – Modem has no power or it cannot connect succesfully to the Cable Network
🛡	ONLINE	On – Modem is registered to the Cable network and fully operational
		Off – Modem is not registered/online on the Cable network
1 2 3 4	ETHERNET 1-4	On – An Ethernet device is connected to the corresponding ETHERNET port
		Blinking – Network activity
		Off – No Ethernet device detected
	Wireless button	Press this button to turn WiFi broadcasting ability on/off
	2.4G/5G	On – 2.4GHz or 5GHz WiFi network enabled
		Blinking – Network activity
		Off – 2.4GHz or 5GHz WiFi disabled
	WPS Button	Press this button to enable WPS Mode when connecting compatible devices wirelessly via WiFi Protected Setup
📞1 📞2	TEL1/TEL2	On – Netphone (VoIP) service enabled
		Blinking – Phone in use
		Off – Netphone (VoIP) service disabled

Warranty Information

1 How to claim under the warranty and your rights

1.1 In order to claim under the warranty, you should contact us to advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

1.2 If we determine that your equipment needs to be returned, you will be sent replacement equipment and a return freight bag in which to return the faulty equipment.

1.3 If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment and return freight bag, you will be charged the full price for the purchase of the equipment that we sent to you, plus any shipping costs relating to the prepaid satchel that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

1.4 The warranty does not apply to faults caused by any of the following (Non Covered Events):

a) any equipment not supplied by us;

b) any interference with or modification to the equipment or a failure to use it in accordance with instructions; or

c) damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or an external event (for example a fire or flood).

1.5 If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

a) you have not used the replacement equipment;

b) and you return it to us in its unopened packaging, in which case, you will not be charged for the replacement equipment.

1.6 The repair or replacement of equipment may result in loss of data (such as loss of telephone numbers stored on your handset).

1.7 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.

1.8 The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

1.9 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1.10 This warranty is given by iiNet Limited (ACN 068 628 937) of 1/502 Hay Street, Subiaco, WA, 6008. You can contact us on 13 22 58 or via email to support@iinet.net.au if you have any questions regarding this warranty.

1.11 Latest Warranty Information: **http://www.iinet.net.au/about/legal/pdf/general-equipment-warranty.pdf**

2 Warranty Period | Purchase: 24 Months | Rental: For the lifetime of the Rental Contract

2.1 You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased the equipment).

2.2 We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.

2.3 However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event.

2.4 If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer.