



Cable Gateway Pro

KAON CG2200

Quick Setup Guide

Before you get started

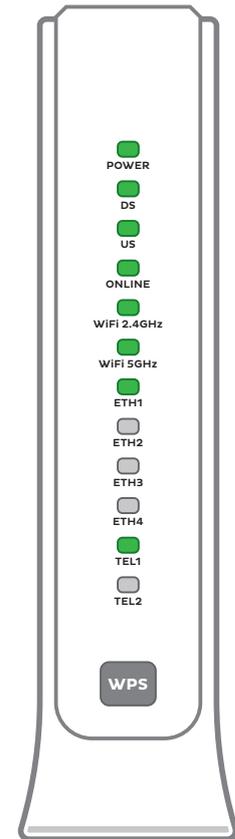
Please wait for your confirmation from us that your Cable (HFC) broadband service is active.

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 base of your modem.



Get to know your modem

Light	State	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 or a firmware upgrade is in progress
	Off	Modem has no power or it cannot connect to the Cable network
US	On	Modem is sending data via the Cable network
	Blinking	Modem is searching for upstream channel or a firmware upgrade is in progress
	Off	Modem has no power or it cannot connect successfully to the cable network
Online	On	Modem is registered to the Cable Network and fully operational
	Blinking	Modem is booting up
	Off	Modem is not registered/online on the cable network
WiFi	On	2.4GHz or 5GHz WiFi network enabled
	Blinking	Network activity
	Off	2.4GHz or 5GHz WiFi disabled
Eth	On	An ethernet device is connected to the corresponding ETHERNET port
	Blinking	Network activity
	Off	No ethernet device detected
Tel	On	Netphone (VoIP) service available
	Blinking	Phone in use
	Off	Netphone (VoIP) service not available
WPS		Press this button to enable WPS Mode when connecting compatible devices



Set up your Cable Gateway Pro

1. Connect the Coax cable from your Cable wall outlet to the **CABLE IN** connector on the back of your modem.
2. To connect a computer via Ethernet, use an Ethernet cable to connect one of the **LAN** ports on the back of your modem to your computer's Ethernet port.
3. To connect a phone handset to use with your Netphone (VoIP) service, plug your handset into the **TEL 1** port on the back of your modem.
4. Connect the supplied power cable to the **12V IN** port on the back of your modem and plug the other end into an available electrical outlet. Make sure the electrical outlet is turned ON.
5. Wait for the **POWER, DS, US, ONLINE** and **WIFI 2.4G/5G** lights on the front of the modem to illuminate and stop blinking. If you have computers connected via Ethernet cable, the corresponding **ETH** light will also illuminate.

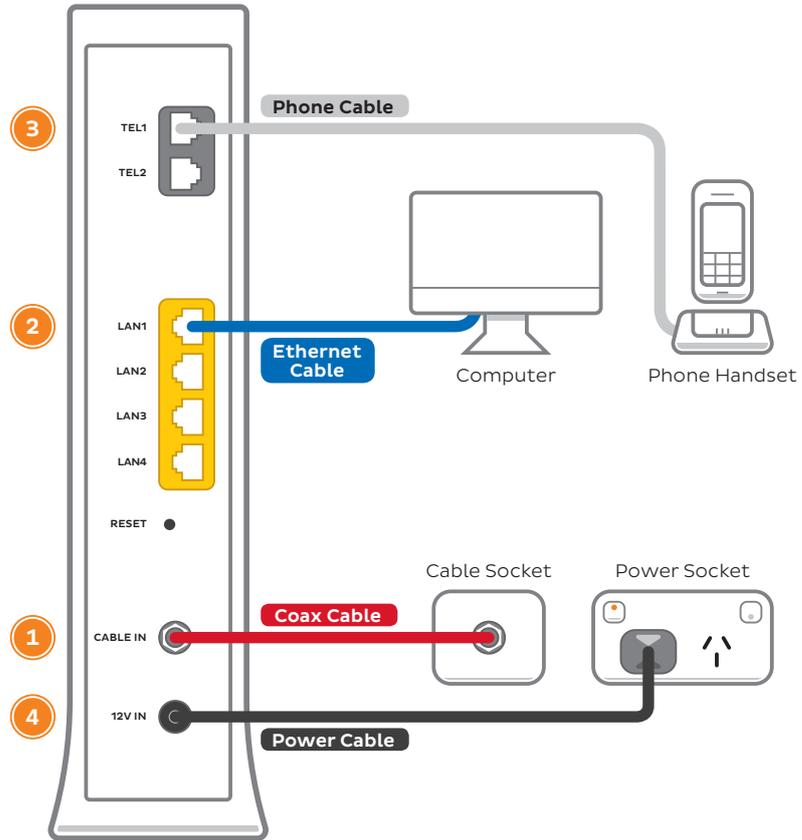


IMPORTANT:

Secure Coax Cable tightly

A loose Coax cable causes performance issues.

Make sure the Coax cable is secured tightly at both ends.



WiFi (Wireless) Setup

Your modem's WiFi has been pre-configured. You'll find the WiFi network name (SSID) and password printed on the barcode sticker on the base of your modem.

1. Make sure that WiFi is enabled on your computer, tablet, smartphone or other WiFi device.
2. View the list of available WiFi networks on your WiFi device and select the network that matches the network name on your modem's sticker.
3. Enter the WiFi password exactly as printed on the sticker.

Your modem broadcasts 2 WiFi signals on different frequencies. We recommend using the 5GHz network to enjoy the best performance possible. If your device(s) can't connect to the 5GHz network, try connecting to 2.4GHz instead.

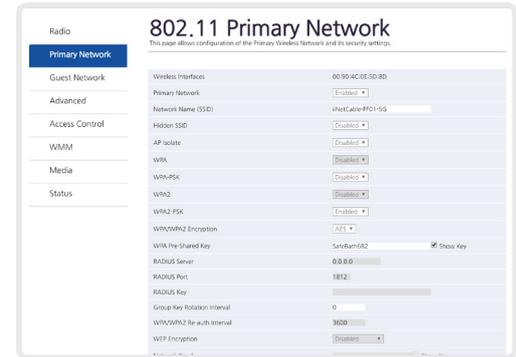


WiFi Customisation

To change the default name and password for the WiFi network(s), 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 "**admin**".
2. Select either 2.4GHz or 5GHz. If your devices are compatible, we recommend connecting to 5GHz WiFi as it delivers better performance.
3. On the **Radio** screen, make sure Wireless is set to **Enabled**.
4. Select **Primary Network** and then change the **SSID** to whatever you'd like the name of your WiFi network to be.
5. For security, we recommend setting **WPA2 Encryption** to **AES**. Change the **Password** to whatever you'd like your WiFi password to be.
6. Click **Apply** 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.

Note: If you have older WiFi devices that have difficulty connecting, you may need to enable **WPA PSK** in your WiFi settings.



Router Security Settings

If desired, you can change your modem's administrative username and password. This can be handy if you have tenants or meddling teens and you don't want them to change your modem settings.

Simply select **Status > Security**. You can change the username (user ID) and/or password on this screen.

What if I forget my details?

If you ever forget your custom login details, you can factory reset the modem to return it to the default settings. However, you will also lose all other custom settings, so you'll need to set up your modem again.

Internet address	http://192.168.0.1
Default username	admin
Default password	admin

Lights to look out for

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.

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.

We'll need your modem's MAC and Serial Number to investigate - these are printed on your modem's barcode sticker.

KAON
Model number: CG2200
EuroDOCSIS 3.0 24x8
Wireless Residential Gateway
with Embedded Digital Voice
Input: 12V \Rightarrow 2.5A

CE \oplus

Modem Login Details
Modem UI Login: <http://192.168.1.1>
Username: admin / Password: admin

Made in Indonesia
Designed by KAONMEDIA Co., Ltd

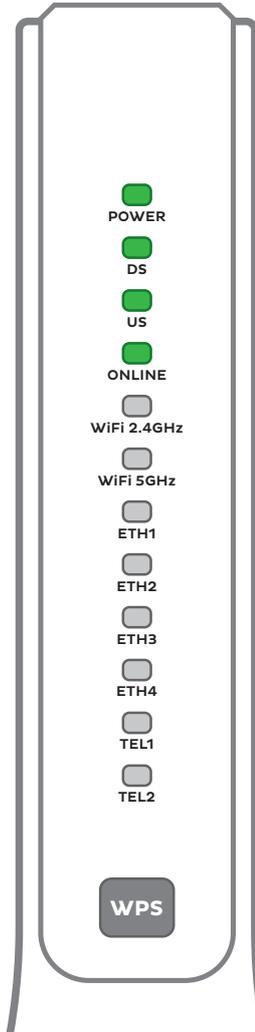
Factory Default settings
SSID: XXXXXXXX
Wi-Fi Password: XXXXXX
SSID: XXXXXXXX
Wi-Fi Password: XXXXXX

CM MAC: XXXXXXXXXXXXXXXXXXXX

S/N: XXXXXXXXXXXXXXXXXXXX

DO NOT REMOVE THIS LABEL R-NZ

WPS



Warranty Info

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.

iiNet:

Phone: 13 22 58

Email: support@iinet.net.au

Westnet:

Phone: 1300 786 068

Email: support@westnet.com.au

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
- d) 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).

Warranty Info

- 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
 - 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.



ACN 068 628 937

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 Support

Available 24/7
13 22 58
support@iinet.net.au

Westnet Support

Available 24/7
1300 786 068
support@westnet.com.au