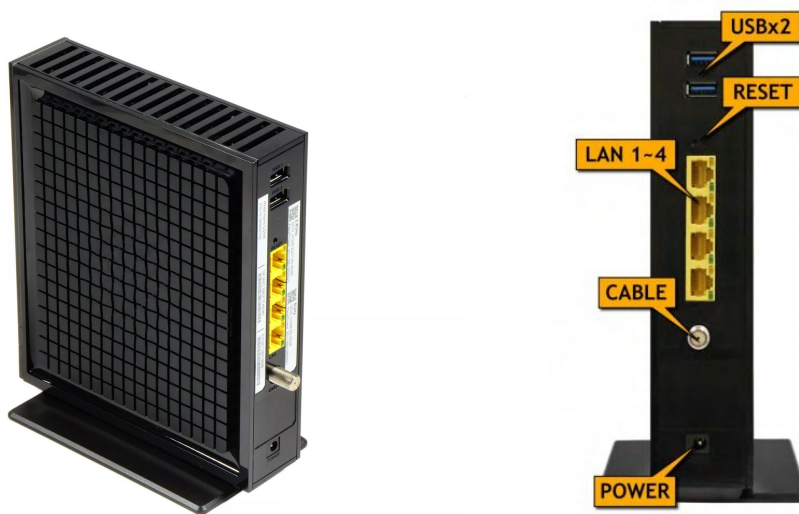




Weave Cable Modem Setup Guide

These instructions detail how to install a Hitron CGNM 3550 cable modem and router with Weave's network. Please contact Weave Support at any point in time, if the instructions do not make sense or you are not getting the same results as the pictures.

Please note, you may have received your modem but your internet will not work until Weave Networks has correctly connected you to the network. Please make sure you have received an email or a call from a Weave staff member saying your internet is now connected before attempting the below.



Step 1

Unbox the Hitron CGNM 3550 modem (or if you have your own modem). It should look like the picture above.



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Step 2

Take the coax cable, it should look like the cable pictured.



Step 3

Plug one end of the coax cable into the wall socket.

Make sure to screw the cable in tight. You will find these normally in your living room or bedrooms where a TV can be connected.



Step 4

Plug the other end of the coax cable into the back of the modem. Make sure to screw the cable in tight.





Step 5

Power on the modem. You can achieve this by connecting the power into the modem and then connect it to a wall power socket.



Step 6

Wait up to 5 minutes, then the lights on the modem should now show the following:

Power	Solid Green
Uplink (Up arrow house)	Solid Green or Blue
Downlink (Down arrow house)	Solid Green or Blue
Internet (@)	Solid Green
LAN (Computer symbol)	Black (Not on)
Wireless 2.4ghz	Solid Green
Wireless 5ghz	Solid Green
USB	Black (Not on)



Step 7

You should now be able to connect your computer to one of the yellow ports on the back of your modem and have internet access to your computer.



Step 8

You have now successfully set up your internet.

You should now be able to connect to the wireless using a phone or laptop and get internet access. The WIFI username and password is on the back of the router. Please call Weave Support if you can't.