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# **HUMAX HGD310 Cable Modem User Manual**

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# HUMAX

## HUMAX HGD310 Cable Modem



### Accessories

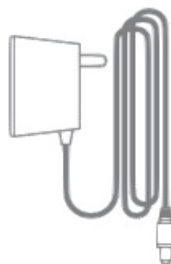
The following items should be found in your package.



Modem



Quick Installation Guide



DC Power Adapter



Ethernet Cable

### Product Overview

#### Front Panel

Your cable modem has LEDs on the front panel to indicate the working status. You can refer to the table below to check your cable modem works properly.



### LEDs on for checking working status

LED	Operation
POWER	Green On The power is on.
POWER	Off The power is off.
DS	Green On The downstream signal channels is locked. The downstream scanning is in progress.
	Green Blinking The software update (over-the-air) is in progress.
	Off No downstream channel is locked.
US	Green On The upstream signal channels is locked. The upstream scanning is in progress.
	Green Blinking The software update (over-the-air) is in progress.
	Off No upstream channel is locked.
ONLINE	Green On The cable modem is online.
	Green Blinking The cable modem is offline.
LAN	Green On Network device is connected to the LAN ports.
	Green Blinking Data is being transmitted through the LAN ports.
	Off No device is connected to the LAN port.

### Rear Panel

The back panel provides the connections and button shown the following figure.



**ETHERNET** Use Ethernet ports to connect local PC or other Ethernet capable devices.

**CABLE** Connect a coaxial cable to use Internet service.

**RESET** Push & release the button after 10 seconds to return to the factory settings.

**POWER** Connect the DC power adapter to an electrical outlet.

**Note:** The RESET button is for maintenance purposes only. Do not use the button unless your service provider guides you. If the factory reset is operated, the cable modem configuration goes back to the factory default settings.

### Label

The label is located on the side the cable modem. It contains specific cable modem ID that you may need when contacting your service provider or HUMAX Technical Support for assistance. To receive Internet service, you need to contact your service provider for assistance. You may have to provide Model Name, Serial Number and MAC Address listed on the cable modem label.

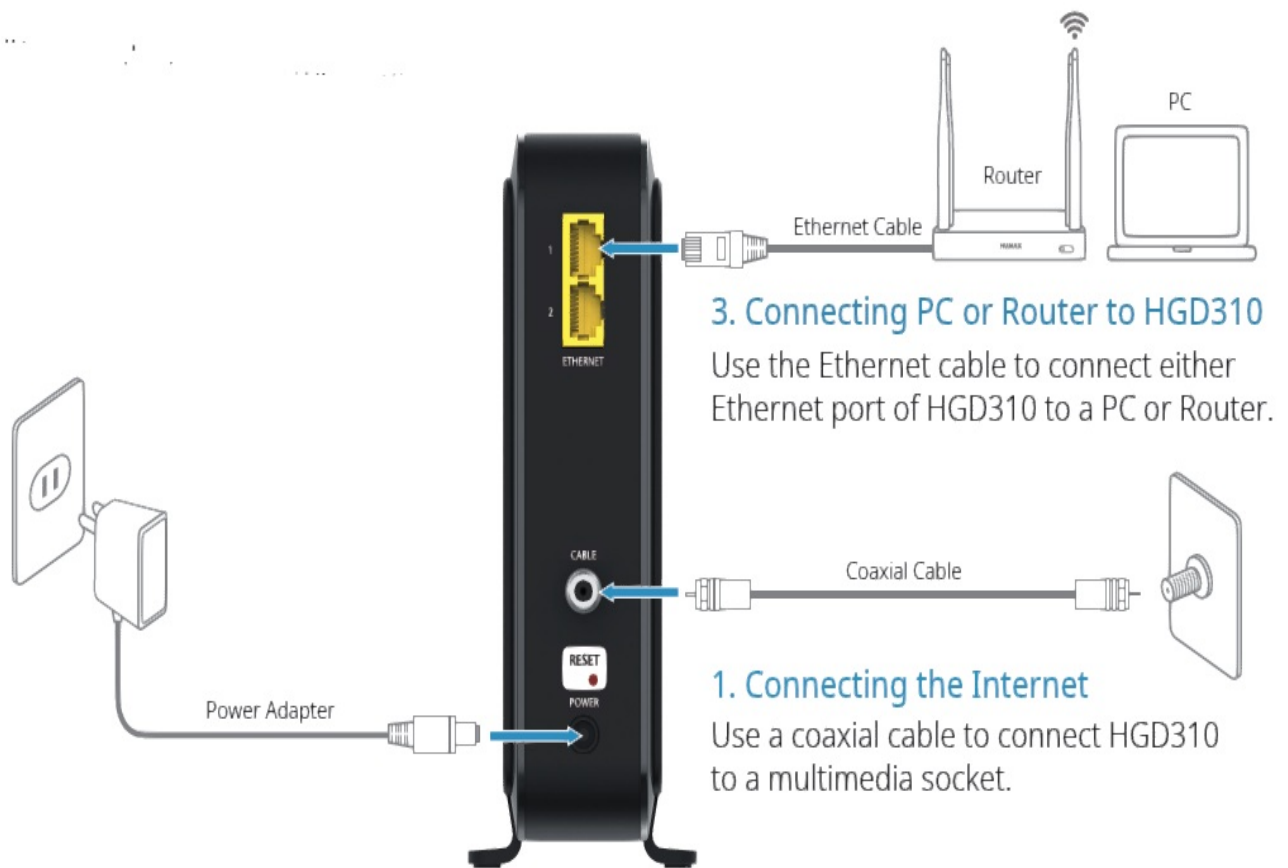
	<b>HUMAX DOCSIS 3.1 MODEM</b>	E247972
	<b>Model:</b> HGD310	<b>Login Info. IP:</b> 192.168.100.1
	<b>Power Rating:</b> 12V ===3A	<b>ID:</b> admin
	<b>Certified:</b> CableLabs	<b>PW:</b> password
	<input type="text"/>	
Serial Number	S/N: XXXXXXXXXXXXXXXX	0x/201x
MAC Address	CM MAC: XX:XX:XX:XX:XX:XX	HUMAX Co., Ltd
		MADE IN THAILAND(T2)
	This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) This device may not cause harmful interference, and (2) This device must accept any interference received including interference that may cause undesired operation.	

### Connecting Your Cable Modem

Follow the steps below to install the product and activate the Internet service.

#### Powering On

Plug in the DC power adapter from the power connector to an electrical outlet. If the power successfully turns on, a green light on the POWER LED is turned on.



### 3. Connecting PC or Router to HGD310

Use the Ethernet cable to connect either Ethernet port of HGD310 to a PC or Router.

### 1. Connecting the Internet

Use a coaxial cable to connect HGD310 to a multimedia socket.

#### Note:

- Use only the DC power adapter provided in this product. Using other adapters may damage the product.
- If you want to connect additional device(e.g.: PC, router, game console, etc) to 2nd Ethernet port while 1st Ethernet port is being used, you need two (2) IP addresses. Please contact your service provider to check your Internet plans and packages before connecting.
- If you want to use the Link Aggregation feature, refer to 3.3 Advanced Features > Link Aggregation section in this document.

#### Connection

Follow the steps below to install the product and activate the Internet service. However, please read the warnings below before proceeding.

Warning For safer protection, unplug your product from an electrical outlet and disconnect the cables to avoid damage due to the lightning and power surges.

#### Connect the Coaxial Cable

Use a coaxial cable to connect HGD310 to the Internet.

Connect the coaxial cable from the wall socket to the CABLE port of HGD310.

If you use a cable splitter

- Connect a coaxial cable from the wall socket to a cable splitter.
- Connect another coaxial cable from the cable splitter to your TV.
- Connect the other coaxial cable from the cable splitter to the CABLE port of HGD310.

**Note:** Check with your service provider to ensure broadband cable service is available in your area. Separate purchasing of cable splitter is required.

#### Powering On

Connect the DC power adapter from the power connector to the electrical outlet.. If the power successfully turns on, a POWER LED at the front panel turns on.

**Note:** Make sure you use an adapter approved by UL.

#### Connect the PC or Router

Use an Ethernet cable to connect your router or PC to HGD310

Connect one end of the Ethernet cable to either ETHERNET port of HGD310 and the other end to the Ethernet port of your router or PC.

## Activate Your Internet Service

### Comcast Xfinity

Activate your Internet service by using Comcast Xfinity's self-activation process.

Before you start the self-activation process

Make sure to collect following information.

- Comcast account number
- Phone number (associated with Comcast account)

### Using PC

1. Power ON the PC connected to your cable modem.
2. Open the PC's web browser. You will be automatically redirected to the Xfinity self-activation page. If you are not redirected to the Xfinity self-activation page, visit the following website: <https://xfinity.com/activate>  
**Note:** For further assistance, please visit following URLs.
  - Install & Activate Your Purchased Modem: <https://xfinity.com/Internetsetup>
  - Home Networking Support: <https://xfinity.com/Internetsupport>
3. Provide your Xfinity information and complete the self-activation process.

**Note:** Duration of activation process might take up to 15 minutes.

### Using Xfinity Mobile App

1. Download the Xfinity app on the App store or on the Google Play™. If you already have the Xfinity app, make sure you have updated to the latest version.
2. Open the app and sign in with your Xfinity ID.
3. Follow the steps to get online.

If you cannot complete the Xfinity's self-activation process

You can activate the Internet service through contact Comcast Xfinity customer service center at 1-800-XFINITY (1-800-934-6489)

**Note:** When you call Comcast Xfinity customer service center, they may ask to provide the following information.

- Modem manufacturer: HUMAX
- Modem model number: HGD310
- Model serial number: Serial number is on the product label, which is on the side of the cable modem
- Modem MAC address: MAC address is on the product label, which is on the side of the cable modem

### Charter Spectrum

Before activating the Internet service Make sure to collect following information.

- Charter account information
- Modem model number: HGD310
- Model serial number: Serial number is on the product label, which is on the side of the cable modem
- Modem MAC address: MAC address is on the product label, which is on the side of the cable modem

### Activate your Internet service with Charter Spectrum

Select one of the two methods and activate it to activate the Internet service.

1. Visit the following website: <https://activate.spectrum.net/> and follow the prompts to activate your Internet service.
2. Call Charter Spectrum for support at 1-833-267-6094  
**Note:** Listed contact information is subject to change. You can also find the contact information in your monthly Internet service billing statement.

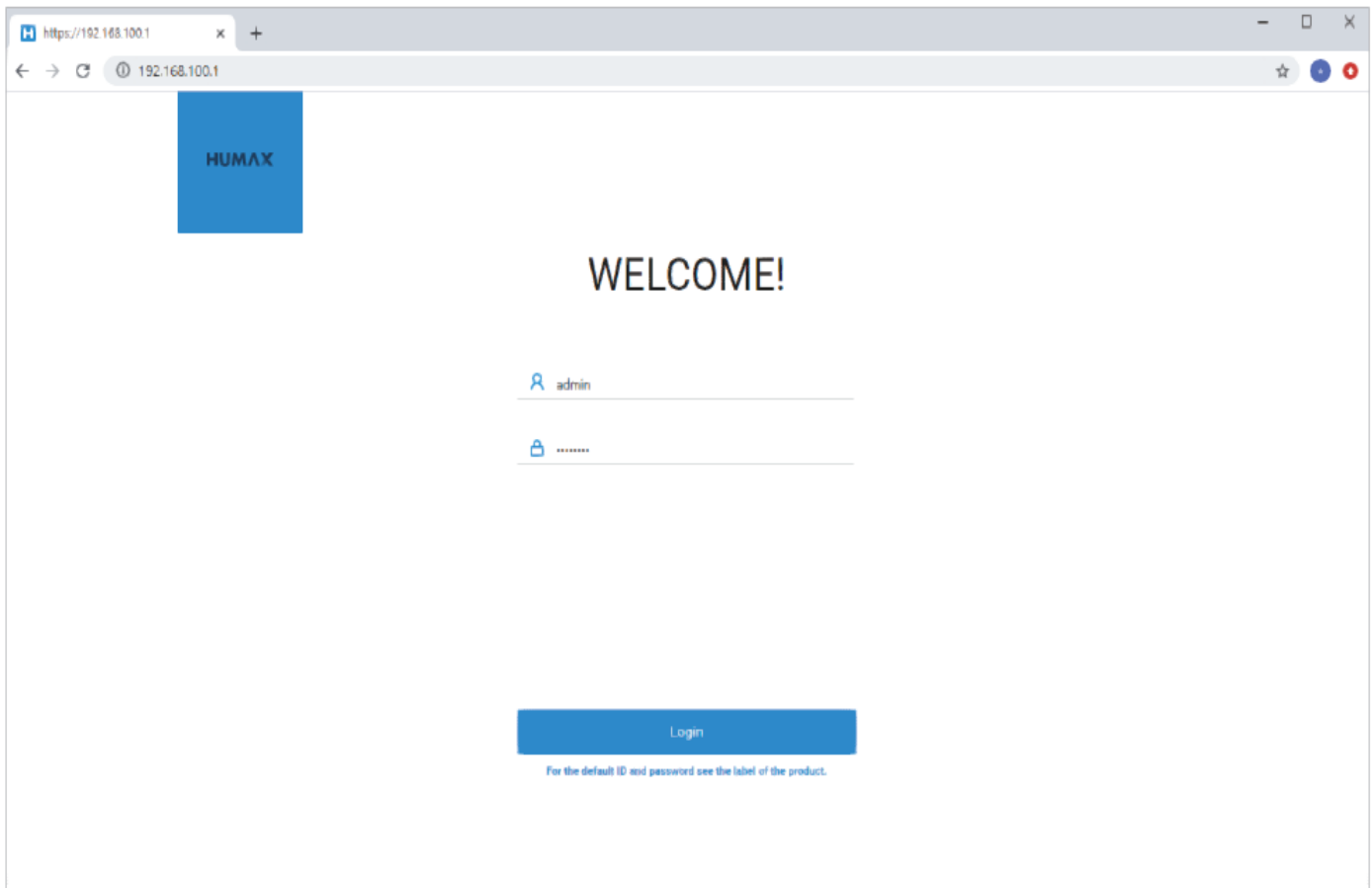
## Monitoring Your Cable Modem

You can easily check the status of the cable modem through the Web UI. Web-based utility can be used on any Windows, Macintosh or UNIX OS with a Web browser, such as Microsoft Internet Explorer, Google Chrome, Mozilla Firefox or Apple Safari.

Follow the instructions below to log into your cable modem.

1. Connect the Ethernet cable between LAN port of Cable Modem and LAN port of PC.
2. Open the PC's web browser.
3. Enter <https://192.168.100.1> to the address bar, and then press the Enter key.
4. Enter the ID and password. The default ID and password are printed label of your cable modem. They are case-sensitive.
5. Click the Login button.

**Note:** We recommend you change the password to secure your network. Go to System > Change Password to change your password.



### Map on Web UI

Follow the steps below to install the product and activate the Internet service. However, please read the warnings below before proceeding.

#### Header

The header is always displayed at the top of the web page. You can see the Manufacturer /Model Name, Internet status, Help message and System settings.

- Manufacturer/ Model Name
- Internet Status: Show the Internet status.
- Icon: Show the help message on each page.
- System Icon: Support to set the Language, Change Password, Restart & Factory Reset and Date/Time.
- Logout Icon: Can logout.

### System > Change Password

You can change the login password. We recommend you change the password to secure your network.

## Change Password

You can change the login password.

Current Password  Enter the current password

New Password  Enter the new password  
8 - 32 characters

Retype New Password  Retype the new password.

Apply

### System > Restart & Factory Reset

## Restart & Factory Reset

You can restart the system or reset to the factory default settings.

Restart

Factory Reset

- Restart: Reboot the system.
- Factory Reset: Restore to the factory default settings. Then, the system will restart and it may take a few minutes.

### System > Date/Time

You can see the date and time of system.



## Date/Time



You can see the current date and time.

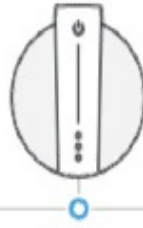
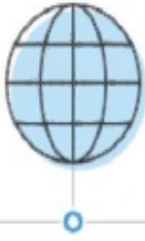
2020.01.01 01:59:08

### Home Menu

You can see the information on the Internet and the connected devices in the home menu.

#### **Internet Connection**

Click the globe image to see the Internet connection status and Downstream/Upstream channel status.



HG0310



Devices

1

## Cable Modem

## Basic

## Status

Cable Modem MAC Address	ES:B2:FE:F2:03:CE
Cable Modem Serial Number	1917155600040
Cable Modem Connectivity	Operational
Cable Modem Security	Disabled
Cable Modem ModemModeOverride	Honor MDD

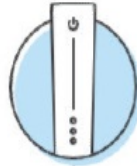
## Downstream

## Upstream

CH.ID	Bandwidth	Modulation/Profile ID	Receive Level	SNR/MER	Correcteds	Uncorrectables
1	6.000 MHz	256 QAM	9.9dBmV	45.8dB	18	0
2	6.000 MHz	256 QAM	10.2dBmV	45.5dB	0	0
3	6.000 MHz	256 QAM	9.7dBmV	45.9dB	1812	1288
4	6.000 MHz	256 QAM	9.7dBmV	45.7dB	1863	953
5	6.000 MHz	256 QAM	9.6dBmV	44.9dB	1756	1147
6	6.000 MHz	256 QAM	9.6dBmV	45.2dB	1928	924
7	6.000 MHz	256 QAM	9.5dBmV	45.2dB	2030	906
8	6.000 MHz	256 QAM	9.2dBmV	45.0dB	2047	890

### Cable Modem Information

Click the product image to see the information on your cable modem.



HGD310



Devices

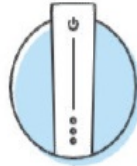
1

### Information

Model Name	HGD310
Serial Number	19171556000040
Standard Specification Compliant	DOCSIS 3.0
Hardware Version	REV V0.3
Software Version	WWMCAA 1.0.10
Operation Time	0 days 00h:21m:10s

### Connected Devices

Click the network device image to see the information on the connected devices. You can check the number of connected devices, their MAC addresses and device name.



HGD310



Devices

1

### Information

Model Name	HGD310
Serial Number	19171556000040
Standard Specification Compliant	DOCSIS 3.0
Hardware Version	REV V0.3
Software Version	WWMCAA 1.0.10
Operation Time	0 days 00h:21m:10s

## Advanced Features

## Logs

### Advanced > Logs

You can see the various system activities.

#### Log Settings



Level

Debug ▾

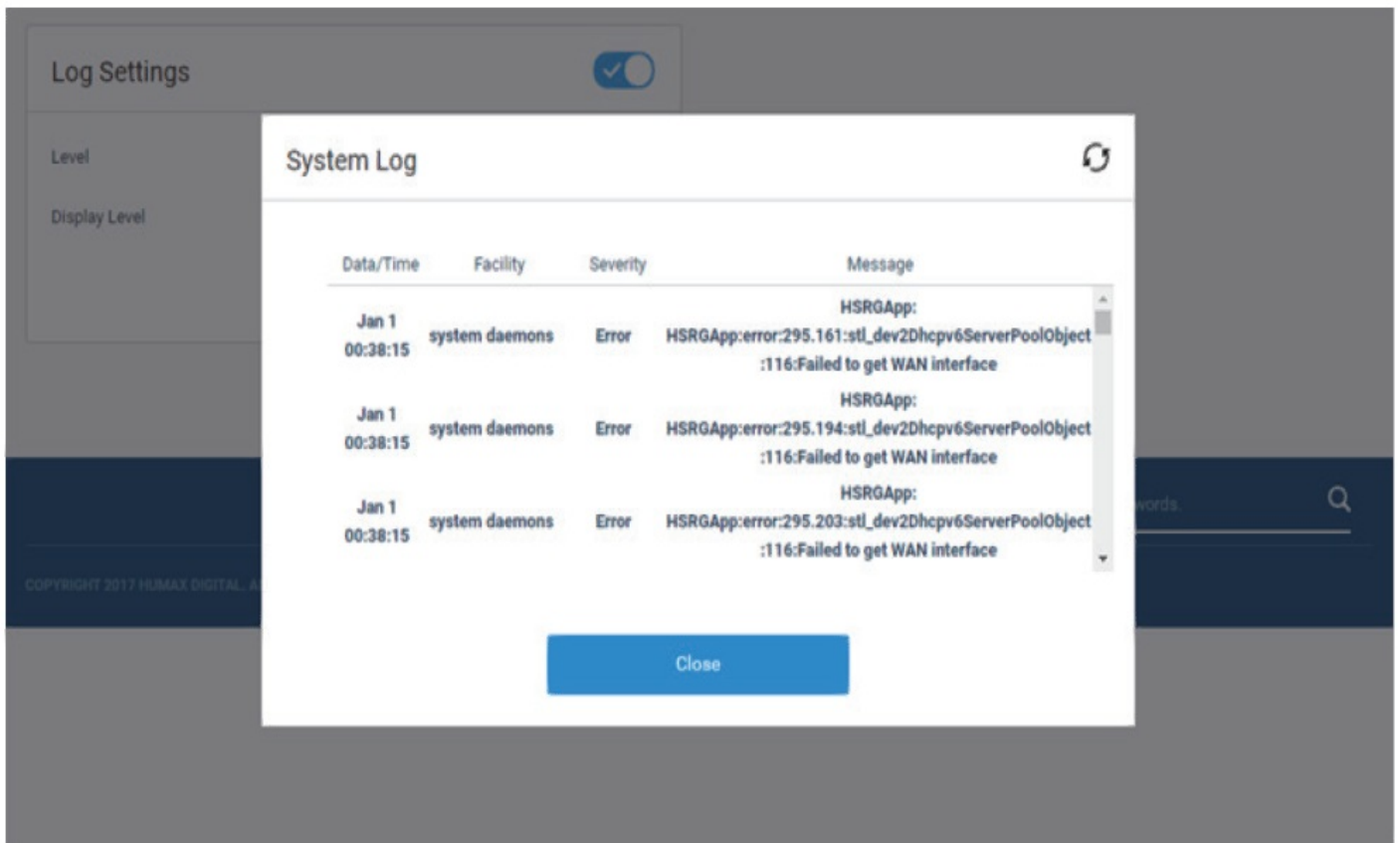
Display Level

Error ▾



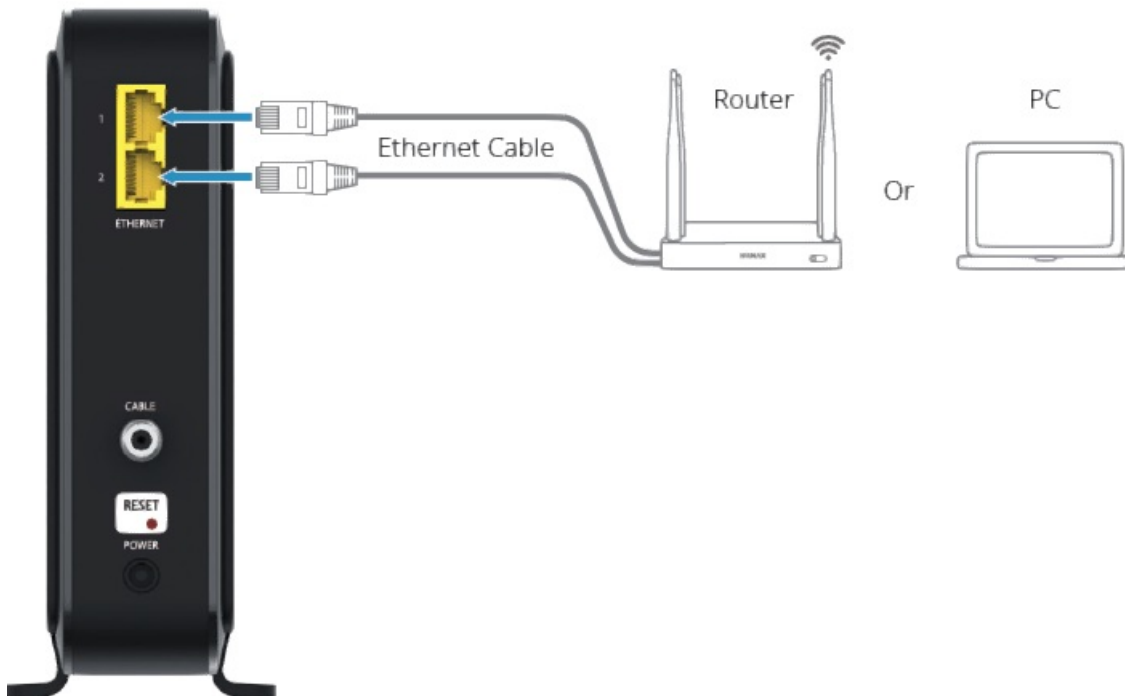
- On/Off: Toggle to see the log information.
- Level: Set the level of logs to be saved.
- Display Level: Set the level of displayed log.

Click Log button to see the log information as below.



## Link Aggregation

By combining both LAN port 1 & 2, HGD310 can support bonding that can increase speed up to 2Gbps. After activating Link Aggregation feature, connect your PC or router with LAN port 1 & 2 simultaneously.



**Note:** To support Link Aggregation feature, your Internet plan should be over 2Gbps & also PC or router you want to connect must support Link Aggregation feature as well, please check your Internet service status before usage.

## Advanced > Link Aggregation

You can increase the speed of LAN ports 1 and 2 up to 2Gbps in total.

Link Aggregation



Apply

## Specification

### Memory

NAND Flash NAND Flash 128MB

DRAM DRAM 256MB

Data Interface

Cable Modem DOCSIS 3.1

### Channels

Downstream 2 OFDM for DOCSIS 3.1, 32 Channels for DOCSIS 3.0

Upstream 2 OFDMA for DOCSIS 3.1, 8 Channels for DOCSIS 3.0

### Input / Output

Tuner F-Connector (female 75)

Ethernet Two(2) 10/100/1000 Gigabit Ethernet Ports

### Environmental

Input 100-120V~ 57/63Hz

Output 12V, 3A

Operating Temperature 0° to 40°C

### Physical Specification

Size (W x D x H) 45 x 152 x 160 (mm)

Weight 417.5g

### Certification

CableLabs DOCSIS

FCC

UL

## Troubleshooting

You can find information to diagnose and solve problems you might have with your product. Before contacting the customer service center, make sure to read the tips below carefully. If the problem persists after you complete the following procedure, please contact the customer service for further instructions.

### The product does not work

- Check the POWER LED lights on.
- Check the power adapter is plugged into a suitable electrical outlet.
- Connect the power adapter to another electrical outlet.
- Restart the system and wait until the POWER LED lights on.

### **Cannot login to the cable modem**

- Check the Ethernet cable is correctly connected between the cable modem and PC.
- Make sure that PC's IP address is on the same subnet as the cable modem. The IP address of your PC must be in the range of 192.168.100.2 to 192.168.100.254.
- Try to access with IP address 192.168.100.1.
- Close the browser and launching it again.
- Power off the cable modem by detaching the power adapter and then restart the system within a few seconds.

## **Safety and Regulatory Information**

### **Notice**

Please read this user guide carefully to be able to safely install, use and maintain the product at maximum performance. Keep this user guide next to your product for future reference. The information in this guide is subject to change without notice.

### **Copyright (Copyright© 2020 HUMAX Corporation)**

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### **Warranty**

The warranty does not cover parts which may become defective due to misuse of the information contained in this guide.

### **FCC Customer Information**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operations.

### **WARNING**

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference, the user is encouraged to try to correct the interference by consulting with a dealer or an experienced technician for technical assistance.

To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.

The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

## **Important Safety Instructions**

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the

point where they exit from the apparatus.

10. Only use attachments/accessories specified by the manufacturer.
11. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
12. Unplug this apparatus during lightning storms or when unused for long periods of time
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
14. Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
15. When wall mounting is needed, please maintain placement of HGD310 within 2 meters from the ground.

**Note:** Wall mount is not included in the package. This instruction is to comply with UL safety standard.

## Support

For any technical queries, the HUMAX team are here to help. <https://americas.humaxdigital.com/support>



## File Downloads

**HUMAX**

**User Manual**  
CABLE MODEM HGD310  
The user manual number HGD310

HUMAX User Manual [Download](#) [optimized]  
HGD310, Cable Modem [Download](#)


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**HUMAX**







**Quick Installation Guide**  
CABLE MODEM HGD310

HUMAX Installation Guide [Download](#) [optimized]  
HGD310, Cable Modem [Download](#)

**HUMAX**



## References

-  [Xfinity Activation](#)
-  [Questions and Inquiries | HUMAX-Americas](#)
-  [Internet Help and Support | Xfinity by Comcast](#)
-  [How to Activate Your Xfinity Internet Service - Xfinity Support](#)
-  [Spectrum - Activation Home](#)
-  [Play™ Trademark](#)

## Related Manuals

1. [Cable Modem User Manual](#) CABLE MODEM QUICK START This Quick Start describes how to...
2. [Hitron Cable Modem User Manual](#) HITRON Cable Modem Step 1: Check the package contents Step...
3. [Cable Modem MB7220 User Manual](#) Quick Start Cable Modem MB7220 Packaged with your modem Let's...
4. [Zoom Cable Modem/Router 5363 User Manual](#) MODEL 5363 QUICK START This Quick Start describes how to...
5. [Cable Modem/Router with Wireless-N User Manual](#) Cable Modem/Router with Wireless-N U S E R M A...



6. [Cisco DOCSIS 3.0 4x4 Cable Modem DPC3000/EPC3000 User Manual](#) Cisco DOCSIS 3.0 4x4 Cable Modem DPC3000/EPC3000 User Manual –...