

# UniFi Network

## UniFi Cable Internet

User Guide



# Front Panel

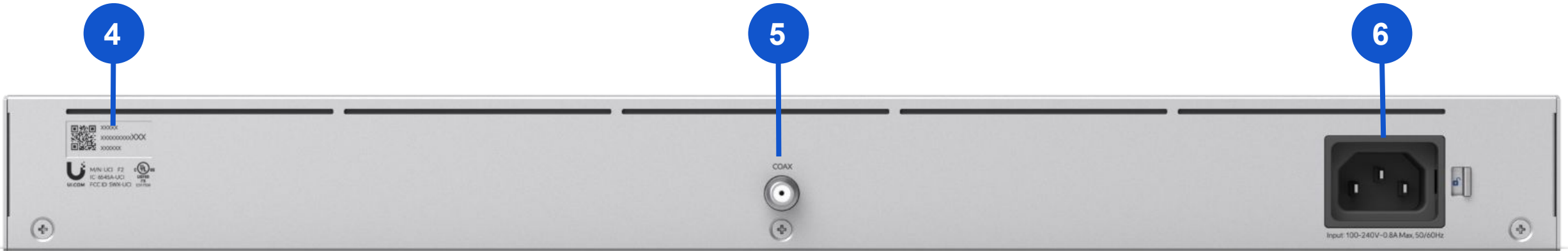
UCI



	Item	Description
1	<b>1.3" Liquid Crystal Monitor (LCM)</b>	Display device information and the ISP authentication status.
2	<b>10M/100M/1G/2.5G Port</b>	Connect a cable to this port for network connection.
3	<b>RESET</b>	Reset the device to its default factory settings. <ol style="list-style-type: none"><li>1. Hold down the button for 5 seconds, or until the LCM indicate that the restore has begun.</li><li>2. Ensure the device remains powered on during this process.</li></ol>

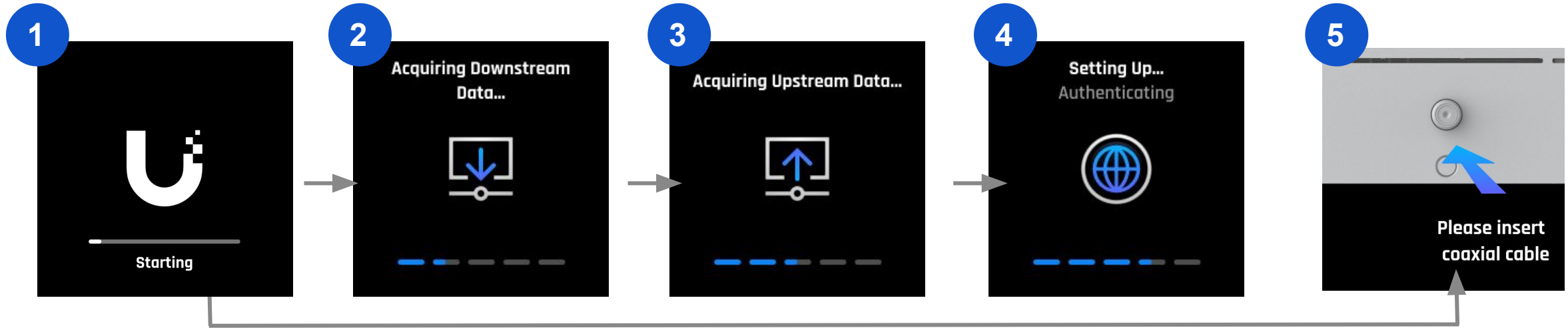
# Rear Panel

UCI



	Item	Description
4	QR Code	Scan the QR code to view the unique serial number (MAC address). It comprises 12 digits (0-9, A-F) and the first 6 characters indicates the device manufacturer.
5	COAX	Connect a coaxial cable to this port.
6	Power	Connect a 100-240V power cord to this port.

# Liquid Crystal Monitor (LCM) Display



LCM Screen Display		Definition
1	Starting...	Device is powered on.
2	Acquiring Downstream Data...	A coaxial cable is connected to the COAX port, and the device is acquiring downstream data.
3	Acquiring Upstream Data...	A coaxial cable is connected to the COAX port, and the device is acquiring upstream data.
4	Setting Up...	A coaxial cable is connected to the COAX port, and the device is setting up.
5	Please insert coaxial cable	The COAX port is currently not connected. Please connect a coaxial cable to it.

# Liquid Crystal Monitor (LCM) Display

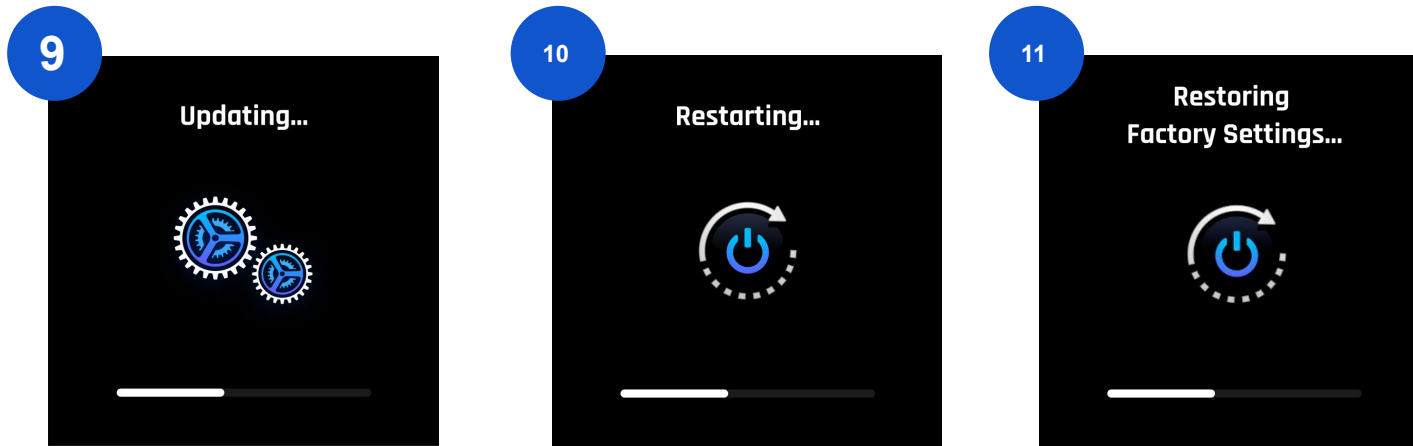
UCI



LCM Screen Display		Definition
6	<b>LAN Cable Connected</b> Connecting to internet...	A LAN cable is connected to the 10M/100M/1G/2.5G port, and the device is connecting to the Internet.
7	<b>Connected to Internet</b>	The device is connected to the Internet and ISP information is displayed.
8	<b>RJ45 PORTS - LINK</b> <b>DOWN</b>	The LAN cable is either disconnected from the 10M/100M/1G/2.5G port or is malfunctioning.
	<b>10/100, 1000/2500</b>	A LAN cable is connected to the 10M/100M/1G/2.5G port.

# Liquid Crystal Monitor (LCM) Display

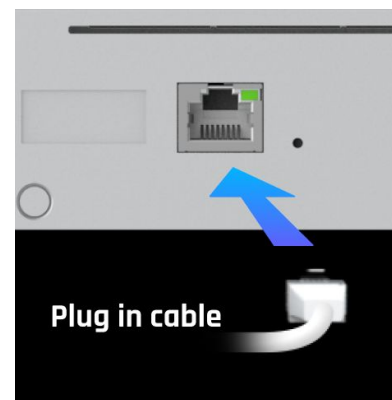
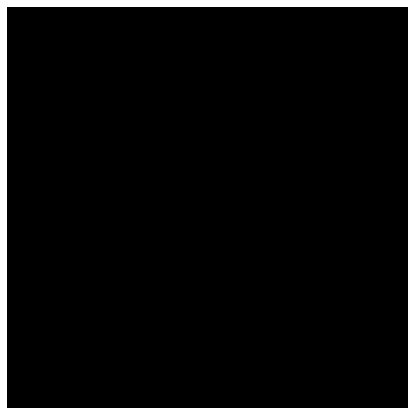
UCI



LCM Screen Display		Definition
9	Updating...	Device is updating for the FW.
10	Restarting...	Device is restarting.
11	Restoring Factory Settings...	Device is restoring factory settings.

# Troubleshoot UniFi Cable Internet Issues

UCI

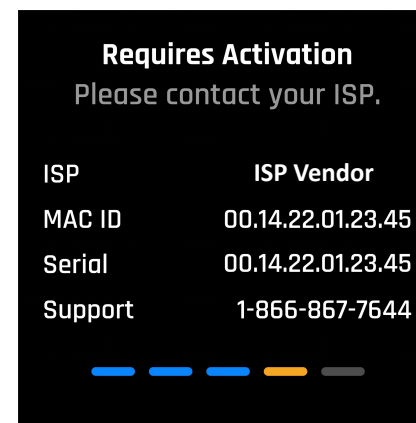
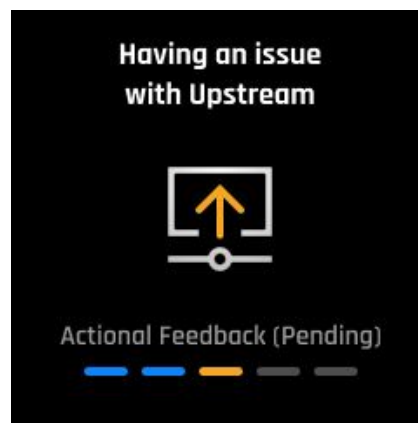
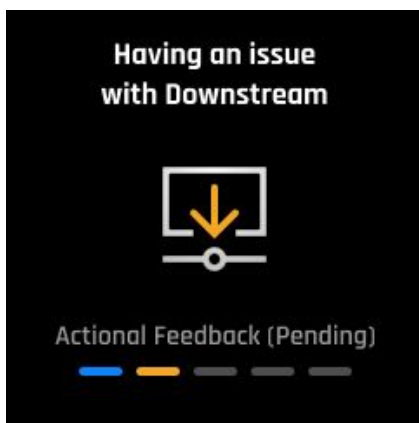


<b>Issue</b>	The LCM screen is black.
<b>Solution</b>	Ensure a power cord is connected to the power port.

<b>Issue</b>	The LCM screen indicates “Plug in cable”.
<b>Solution</b>	Ensure a cable is connected to the 10M/100M/1G/2.5G port.

# Troubleshoot UniFi Cable Internet Issues

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<b>Issue</b>	The LCM screen displays “Having an issue with Downstream”.
	The LCM screen displays “Having an issue with Upstream”.
	The LCM screen displays “Requires Activation”.
<b>Solution</b>	Please contact your ISP.