



# Ubee DDW36C Advanced Wireless Gateway

Firmware Version: 8.22.2121

## Subscriber User Guide Charter Communications (formerly Time Warner Cable)



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# 1 Introduction

Welcome to the Ubee family of data networking products. This guide is specific to the **DDW36C Advanced Wireless Gateway** for subscribers of **Charter Communications (formerly Time Warner Cable)** and serves the following purposes:

- ❑ Provides instructions on how to install, connect and operate the DDW36C.
- ❑ Provides directions for accessing the Web user interface (UI) for configuration and management of the device.
- ❑ Defines all relevant device compliance standards and physical specifications.
- ❑ Provides a glossary to define technical terms and acronyms. Refer to the [Glossary on page 95](#).



## Topics

See the following topics:

- ❑ [Understanding Safety and Regulatory Information on page 1](#)
- ❑ [Understanding Connections and Applications on page 3](#)
- ❑ [Requesting Support on page 3](#)
- ❑ [Checking Device Package Components on page 4](#)
- ❑ [Understanding the Device Panels, Connections and LEDs on page 5](#)
- ❑ [Understanding Specifications, Standards, and Firmware on page 7](#)
- ❑ [Understanding Default Values and Logins on page 9](#)
- ❑ [Understanding the Device Label on page 10](#)

## 1.1 Understanding Safety and Regulatory Information

Use the following information to better understand safety and regulatory standards to install, maintain, and use the DDW36C Advanced Wireless Gateway.

### 1.1.1 Understanding Safety

**WARNING:** The following information provides safety guidelines for anyone installing and maintaining the DDW36C. Read all safety instructions in this guide before attempting to unpack, install, operate, or connect power to this product. Follow all instruction labels on the device itself. Comply with the following safety guidelines for proper operation of the device.



Follow basic safety precautions to reduce the risk of fire, electrical shock, and injury. To prevent fire or shock hazard, do not expose the unit to rain and moisture or install this product near water. Never spill any form of liquid on or into this product. Do not use liquid cleaners or aerosol cleaners on or close to this product. Clean with a soft dry cloth.



Do not insert sharp objects into the product's module openings or empty slots. Doing so can accidentally damage its parts and/or cause electric shock.

Electrostatic discharge (ESD) can permanently damage semiconductor devices. Always follow ESD-prevention guidelines for equipment handling and storage.

Use only the power cable supplied with the device. Do not attach the power supply cable to building surfaces or floorings.

- Rest the power cable freely without any obstacles. Do not place heavy items on top of the power cable. Do not abuse, step, or walk on the cable.
- Do not place heavy objects on top of the device. Do not place the device on an unstable stand or table; the device can fall and become damaged.
- Place the device on a cool surface. Failure to do so may result in overheating which can cause damage to the unit or to furniture.
- Do not block the slots and openings in the module housing that provide ventilation to prevent overheating the device. Do not expose this device to direct sunlight. Do not place hot devices close to this device; it may degrade it or cause damage.

### 1.1.2 Understanding Eco-Environmental Statements

The following eco-environmental statements apply to the DDW36C.

#### **Packaging Collection and Recovery Requirements:**

Countries, states, localities, or other jurisdictions may require that systems be established for the return and/or collection of packaging waste from the consumer, or other end user, or from the waste stream. Additionally, reuse, recovery, and/or recycling targets for the return and/or collection of the packaging waste can be established. For more information regarding collection and recovery of packaging and packaging waste within specific jurisdictions, contact Ubee Interactive at [www.ubeeinteractive.com](http://www.ubeeinteractive.com).

### 1.1.3 Understanding Regulatory Statements

The following regulatory statements apply to the DDW36C.

#### **Industry North America Statement:**

This device complies with RSS-210 of the Industry North America Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.

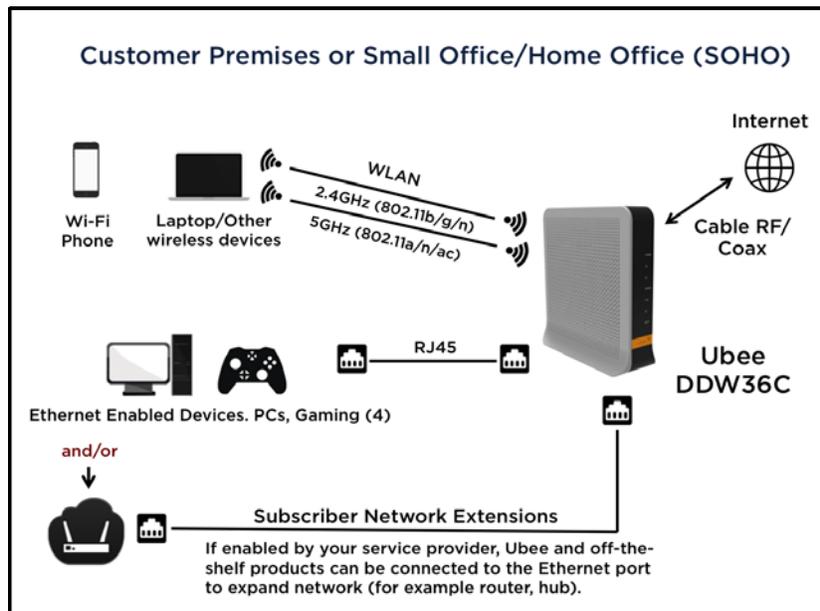
- (2) This device must accept any interference received, including interference that may cause undesired operation.

**Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between itself and your body. This device must not be co-located with or operating in conjunction with any other antenna or transmitter.

## 1.2 Understanding Connections and Applications

The following diagram illustrates the general connection topology and applications of the DDW36C.



## 1.3 Requesting Support

Contact your service provider (Time Warner Cable) for direct support. Device documentation support may be available at:

<http://www.ubeeinteractive.com>

## 1.4 Checking Device Package Components

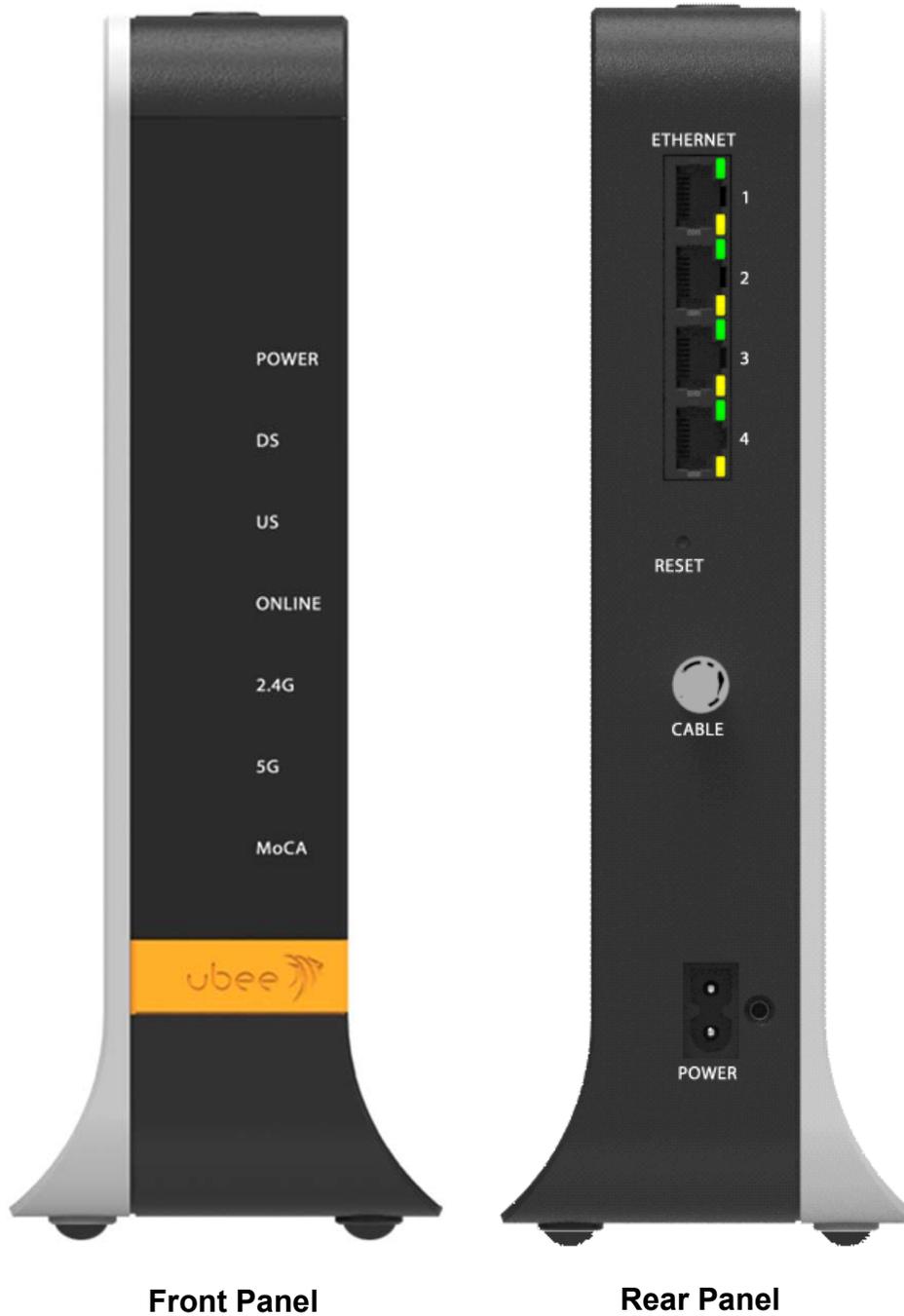
The package for the DDW36C contains the following items:

Item	Description
	<p>1 - RJ45 Cable (Ethernet) Length ~ 5.0 ft RoHS &amp; UL compliant</p> <p><i>Sample image, actual appearance subject to change.</i></p>
	<p>1 - Power Cable Input: 90-120VAC, 50-60Hz, 0.9A Max. CE and UL Certified</p> <p><i>Sample image, actual appearance subject to change.</i></p>

## 1.5 Understanding the Device Panels, Connections and LEDs

### 1.5.1 Understanding the Device Front and Rear Panels

The following images represent the DDW36C front and rear panels. Connection descriptions are provided in section 1.5.3., and LED descriptions are provided in section 1.5.4.



### 1.5.2 Understanding the Device Connections

The following table describes the connections on the device.

Item	Description
<b>ETHERNET 1 - 4</b>	Connects to Ethernet devices such as computers, gaming consoles, and/or routers/hubs using an RJ45 cable. Each ETHERNET port on the back panel of the device has an LED to indicate its status when an Ethernet device is connected.
<b>RESET</b>	Restores the settings of the device including wireless and custom gateway settings. Use a pointed object to push down the reset button until the power LED turns off. After the power LED turns off, release the button.
<b>CABLE</b>	Connects to the cable outlet (with the cable provided by your service provider), or a cable splitter connected to the cable outlet.
<b>POWER</b>	Connects the power cable to the device. Use only the power cable provided with the DDW36C.
<b>WPS</b>	Located on top of the cable modem, this button is used for the WiFi Protected Setup (WPS) method to connect a PIN-protected WiFi device to the cable modem. Refer to <a href="#">Understanding the Wireless Menu on page 73</a> for more information.

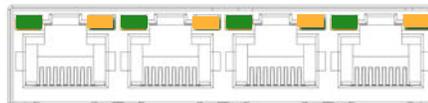
### 1.5.3 Understanding LED Behavior

The following tables summarize the behavior of the LEDs on both the front and rear panels of the DDW36C.

FRONT PANEL		
LED	Color	Description
<b>POWER</b>	<b>Blue</b>	<b>On</b> – Internal power-on completed successfully. <b>Flashes</b> – Power-on failed. Note that the LED blinks briefly immediately after powering on the device.
<b>DS</b> (downstream)	<b>Blue</b>	<b>Flashes</b> – Once every second while scanning DS. Once locked on DS, flashes twice every second while registering the DS. <b>On</b> – Locked to DS channel and registered OK. <b>Flashes</b> – When a firmware upgrade is in progress, and POWER LED and ONLINE LEDs are ON solid.
<b>US</b> (upstream)	<b>Blue</b>	<b>Flashes</b> – Once every second while scanning US. Once locked on US, flashes twice every second while registering the US. <b>On</b> – Locked to US channel and registered OK. <b>Flashes</b> – When a firmware upgrade is in progress, and POWER LED and ONLINE LEDs are ON solid.
<b>ONLINE</b>	<b>Blue</b>	<b>Flashes</b> – Obtaining an IP address and configuration file. <b>On</b> – Configuration completed successfully, network connected. <b>Off</b> – Network connect failed.
<b>2.4G</b>	<b>Blue</b>	<b>On</b> – 2.4G WiFi is enabled. <b>Off</b> – 2.4G WiFi is disabled.

FRONT PANEL		
LED	Color	Description
<b>5G</b>	Blue	<b>On</b> – 5G WiFi is enabled. <b>Off</b> – 5G WiFi is disabled.
<b>MoCA</b>	Blue	<b>On</b> – The device is connected to a MoCA network. <b>Off</b> – The device is not connected to a MoCA network.
<b>WPS BUTTON</b> (top of device)	White	If not used, the LED is off. When a user pushes the WPS button or triggers WPS via the device’s Web UI, an LED on the top-front of the device <b>blinks</b> for 4 minutes until a PIN is entered from the wireless client that wishes to connect (for example, a laptop computer). After a WiFi client attaches successfully, the LED remains On for 5 minutes, then turns Off.

REAR PANEL		
LED	Color	Description
<b>ETHERNET 1-4</b>	Green/ Orange	<p><b>On Green</b> – An Ethernet device is connected to the device at 1000 Mbps speeds (Gigabit Ethernet).</p> <p><b>On Orange</b> – An Ethernet device is connected to the device at 10/100 Mbps speeds.</p> <p><b>Flashes (in Green or Orange)</b> – When data is being passed between the cable modem and the connected device.</p> <p>The Ethernet ports are used to connect Ethernet devices such as computers, gaming consoles, and/or routers/hubs to the DDW36C using RJ-45 cables. Each Ethernet port on the back panel of the device has an LED to indicate its status when an Ethernet device is connected.</p>



## 1.6 Understanding Specifications, Standards, and Firmware

The following list provides the features and specifications of the DDW36C.

### Interfaces and Standards

- Cable: F-Connector, female
- LAN: 4 10/100/1000 Mbps RJ45 ports
- DOCSIS 3.0 certified
- DOCSIS 1.0/1.1/2.0 certified
- CE/FCC Class B, ENERGY STAR® certified, WiFi Alliance certified

**Downstream\***

- ◆ Frequency Range: 88MHz ~ 1002MHz
- ◆ Modulation: 64 / 256 QAM
- ◆ Channel Bandwidth: 6 MHz
- ◆ Maximum Data Rate per Channel (up to 16 channels): DOCSIS = 30 Mbps (64 QAM), 42 Mbps (256 QAM),
- ◆ Total Max Bandwidth (16 Channels): DOCSIS = 686 Mbps
- ◆ Symbol Rate: 5361 Ksps
- ◆ RF (cable) Input Power: -15 to +15dBmV (64 QAM), -15 to +15dBmV (256 QAM)
- ◆ Input Impedance: 75  $\Omega$

**Upstream\***

- ◆ Frequency Range: 5MHz ~ 42MHz
- ◆ Modulation A-TDMA: QPSK, 8, 16, 32, 64QAM, S-CMDA: QPSK, 8, 16, 32, 64, 128QAM
- ◆ Max Bandwidth of 4 Channels = 122.88 (108) Mbps, bandwidth per channel (up to 4 channels) = [QPSK 0.32 ~ 10.24 Mbps, 8 QAM 0.48 ~ 15.36 Mbps, 16 QAM 0.64 ~ 20.48 Mbps, 32 QAM 0.80 ~ 25.60 Mbps, 64 QAM 0.96 ~ 30.72 Mbps, 128 QAM/TCM 30.72 Mbps]
- ◆ Symbol Rate: 160, 320, 640, 1280, 2560, 5120 Ksps
- ◆ RF (cable) Output Power: TDMA/ATDMA: +8dBmV to +54dBmV (32/64 QAM).  
ATDMA Only: +8dBmV to +55dBmV (8/16 QAM), +8dBmV to +58dBmV (QPSK).  
S-CDMA: +8dBmV to +53dBmV (all modulations)

\*Actual speeds vary based on factors including network configuration and speed.

**Wireless, Security and Network**

- ◆ Supports 8 SSIDs per radio, 802.11b/g/n/ac compliant with link speeds up to AC1900 WiFi (600Mbps @ 2.4GHz + 1300Mbps @ 5GHz), beam forming technology and high powered amplifiers to extend WiFi range, 3 Tx and 3 Rx antennas with dual-band concurrent, high power radios
- ◆ DHCP Client/Server, Static IP network assignment, RIPv1/ v2, Ethernet 10/100/1000 BaseT, full-duplex auto-negotiate functionality, IPv4 and IPv6 support
- ◆ NAT Firewall, MAC/IP/port filtering, parental control, stateful packet inspection (SPI), DoS attack protection, WPS/ WPA/ WPA2/ WPA-PSK & 64/128-bit WEP encryption
- ◆ VPN pass-through and VPN end-point support (IPSec/L2TP/PPTP), TACACS or RADIUS authentication

**Device Management**

- ◆ Supports IEEE 802.11e Wi-Fi Multimedia (WMM) and UAPSD (power savings)
- ◆ DOCSIS, Web-Based, and XML Configuration
- ◆ Telnet/SSH remote management
- ◆ Firmware upgrade via TFTP
- ◆ Configuration backup and restore
- ◆ SNMP support
- ◆ TR-069 capable

## Physical and Environmental

- ◆ Dimensions: 1.77" (45mm) x 8.85" (225mm) x 9.45" (240mm)
- ◆ Weight: 800g (1 lb, 14 oz) (Contains internal PSU)
- ◆ Input: 90-120VAC, 50-60Hz
- ◆ Output: 12V 2.92A
- ◆ Operating Temperature: 0°C ~ 40°C (32°F ~ 104°F)
- ◆ Humidity: 5~90% (non-condensing)

## 1.7 Understanding Default Values and Logins

The DDW36C is pre-configured with the default parameters for Charter Communications (formerly Time Warner Cable).

**Local Port Address: 192.168.100.1**

**Web Interface: <http://192.168.100.1>**

**Operation Mode: NAT Mode**

**Subnet Mask: 255.255.255.0**

### Wireless Defaults:

- ◆ Primary SSID (wireless network name) = "WIFI" plus the last 6 characters of the Cable Modem (CM) MAC address. "-5G" is added when the 5GHz band is being used.
  - ❖ Examples:
    1. 2.4G radio with CM MAC address 0071CC8E54C7  
SSID: WIFI8E54C7
    2. 5G radio with CM MAC address 0071CC8E54C7  
SSID: WIFI8E54C7-5G
  - ❖ If you change the SSID, the device does not revert to this default SSID when the device is power reset, except when a manual reset is performed through the Web UI.
  - ❖ The MAC address can be found on the device label or it can be found by opening an Internet browser window to the device. Refer to [Using the Software Option on page 19](#) for instructions.
- ◆ Security and Encryption Methods = WPA2-PSK with AES encryption
- ◆ WPA Pre-shared Key (PSK) = Unique key for each device. Also called the network key or the wireless password. The WPA pre-shared key is a randomly generated character string, 16 characters in length. It can be found on the device label and on the Wireless Primary Network screen. Refer to [Using the Primary Network Option on page 98](#).
  - ❖ Example WPA PSK: HP3WZ7IHXCT6D9QS
- ◆ WPS PIN = The WPS PIN is a randomly-generated number. It can be found on the device label and on the Wireless Primary Network screen. Refer to [Using the Primary Network Option on page 76](#).
- ◆ Device Name: UbeeAP

### Login Default Values

- ◆ Standard User Web Interface Login

**Username:** admin

**Password:** <random password>

- ❖ Example password: oF?47Hc%\*;hZ

(The random password can be found on the device label)

## 1.8 Understanding the Device Label

The following is an example of the housing label for the DDW36C. Descriptions are provided in the table below.



Item	Description
<b>CABLE RF MAC Address</b>	Displays the MAC address of the RF interface of the device.
<b>WAN-MAN MAC Address</b>	Displays the address of the cable home interface of the device.
<b>S/N</b>	Displays the serial number of the device.
<b>SSID</b>	The first SSID displays the SSID (service set identifier), or the wireless network name, for the 2.4GHz wireless band. See <a href="#">Understanding Default Values and Logins on page 9</a> for more information.
<b>SSID</b>	The second SSID displays the SSID (service set identifier), or the wireless network name, for the 5GHz wireless band. See <a href="#">Understanding Default Values and Logins on page 9</a> for more information.

Item	Description
<b>GUI access URL</b>	Displays the URL or web address to use when accessing the Web User Interface to configure the device. See <a href="#">Accessing the Web User Interface Locally on page 19</a> for more information.
<b>GUI username</b>	Displays the username to be entered when accessing the Web User Interface for the device.
<b>GUI password</b>	Displays the random password to be entered when accessing the Web User Interface for the device.
<b>WPA2-PSK</b>	Displays the unique WPA pre-shared key for the device. It is also called the network key, the wireless key, or the wireless password.
<b>WPS PIN</b>	A randomly generated 8-digit number in accordance with the WPS specification.
<b>H/W Version</b>	Displays the internal version number that identifies the hardware design.
<b>DC</b>	DC (Date Code) indicates the date of manufacture.
<b>ASSEMBLED IN</b>	Displays the country in which the device was assembled.

## 2 Installing the DDW36C

Use the information in this chapter to set up and connect the DDW36C, connect additional devices, and troubleshoot the installation.



### Topics

See the following topics:

- ◆ [Setting Up and Connecting the DDW36C on page 12](#)
- ◆ [Connecting Devices to the Network on page 15](#)
- ◆ [Troubleshooting the Installation on page 17](#)

### 2.1 Setting Up and Connecting the DDW36C

Use the following instructions to set up and connect the DDW36C. When the device is set up and connected, refer to [Accessing the Web User Interface Locally on page 15](#) to configure the device.

**Important:** You must contact your service provider (Charter Communications (formerly Time Warner Cable)) to enable Internet access and wireless networking.

Typically, your service provider initially configures and connects the device. The installation steps are provided below if you wish to confirm the setup, or add devices to your network. Refer to [Connecting Devices to the Network on page 15](#).



### Steps

To set up the device:

3. Remove the contents from the device packaging.
4. Place the DDW36C in the best location to connect to other devices, such as PCs or gaming consoles.
  - ◆ Place the DDW36C and wireless clients in open areas far away from transformers, heavy-duty motors, microwave ovens, refrigerators, fluorescent lights, and other manufacturing equipment. These items can impact wireless signals. A wireless signal can become weaker after it has passed through metal, concrete, brick, walls, or floors.
  - ◆ Place the device in a location that has an operating temperature of 0° C to 40° C (32° F to 104° F). Refer to [Understanding Safety and Regulatory Information on page 1](#) for more safety information.
5. Power on your PC. The PC must have an Ethernet network adapter or Ethernet port and an Internet browser installed, such as Google or Internet Explorer. The following browsers are supported:
  - ◆ For Windows 2000, XP, Vista, Windows 8, Windows 7, Google Chrome, Firefox 1.07 and higher, Internet Explorer v7 and above, Netscape.

- ◆ For MAC OS X, 10.2, and higher: Firefox 1.07 and higher, Safari 1.x and higher.
- 6. Connect the power cable included in the product package to the back of the cable modem and plug the other end into the power outlet.
- 7. Connect the network cable included in the product package to your computer's Ethernet port. Connect the other end to the ETHERNET 1, 2, 3, or 4 port on the back panel of the DDW36C.
- 8. Connect a coaxial cable from the **CABLE** port on the back of the device to the cable wall outlet, or to a cable splitter connected to the wall outlet.
- 9. Validate the network connection using the device LEDs to confirm operations.
  - ◆ The 2.4G and/or 5G LED must be flashing or solidly lit.
  - ◆ The POWER, US, DS, and ONLINE LEDs are solidly lit.

Refer to [Understanding LED Behavior on page 5](#) for more information.

### 2.1.1 Wall Mount Installation

You can mount the DDW36C on a wall using a mounting kit, which is provided by the service provider installation technician.

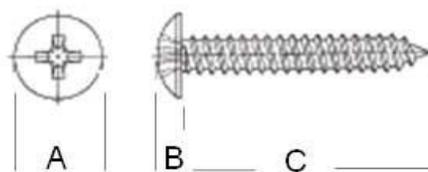
The mounting kit includes:

- ◆ (2) mounting brackets
- ◆ (2) new housing screws

In addition to the mounting kit, you will also need:

- ◆ (2) round or pan head screws for attaching the brackets to the wall (see figure below)
- ◆ (1) Torx T10 screwdriver for modem housing screws
- ◆ (1) screwdriver for the round or pan head screws

**Round or Pan Head Screws:**



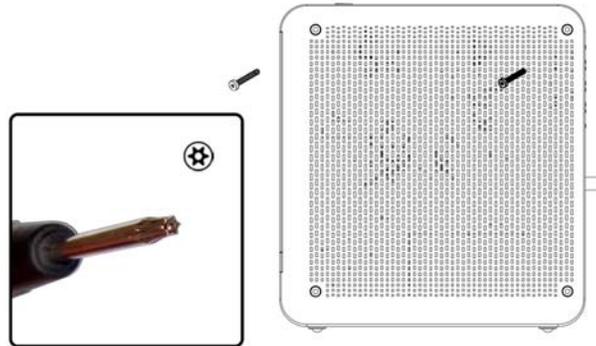
Label	Size In Millimeters (mm)
A	5.5 - 9.0
B	1.5 +/- 0.34
C	19.0 +/- 1.2



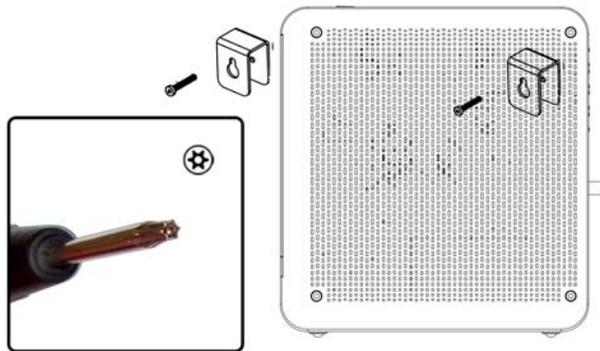
## Steps

### To mount the DDW36C on a wall:

1. Unscrew both screws from the top right side of the DDW36C using a Torx T10 screwdriver.

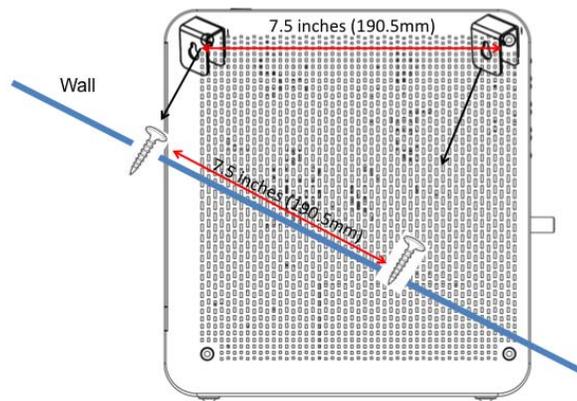


2. Screw each wall bracket to your device using the 2 new housing screws (these are longer than the original housing screws). Make sure the brackets are pointing down and that the smallest opening is closest to the device. **Note:** When attaching the brackets, take care to properly align the screws to prevent cross threading.



**Important:** To avoid internal device damage, do not use the longer housing screws without brackets.

3. Install the 2 round or pan head screws horizontally on the wall 7.5 inches (190.5 mm) apart. The screws should protrude from the wall so that you can fit the bracket between the head of the screw and the wall. If you install the screws in drywall, use hollow wall anchors to ensure the unit does not pull away from the wall due to prolonged strain from the cable and power connectors.



4. Once the screws have been installed on the wall, position the screws through the brackets and gently push down to secure the brackets over the head of each screw.

## 2.2 Connecting Devices to the Network

Use the instructions below to connect network devices and validate device functionality.



### Topics

See the following topics:

- ◆ [Connecting an Ethernet Device on page 15](#)
- ◆ [Connecting a Wireless Device on page 16](#)

### 2.2.1 Connecting an Ethernet Device

You can connect up to three additional Ethernet devices to the DDW36C.



### Steps

**To connect another Ethernet device to the network:**

1. Connect the Ethernet cable from the Ethernet device (for example, a PC or gaming console) to an open Ethernet port on the back of the DDW36C.
2. Use the device LEDs to confirm operations. Refer to [Understanding LED Behavior on page 5](#) for more information.
3. Open a Web browser and go to any Web site to validate network/Internet connectivity (for example, <http://www.wikipedia.org>).
4. If the connected device is a gaming console, perform any on line task supported by the console (for example, log into the gaming server, play an on line game, download content).



## Note

Refer to [Troubleshooting the Installation on page 17](#) for troubleshooting information.

## 2.2.2 Connecting a Wireless Device

Use the following steps to connect a wireless device to the DDW36C (for example, a laptop computer).

Default values are shown in the steps below.



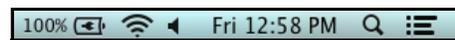
## Steps

### To connect a wireless device to the DDW36C:

1. Access the wireless networking feature on your wireless device.
  - ◆ Windows Users: Double-click the Wireless Network Connection icon in the system tray (lower-right side of the Windows desktop). Click **View Wireless Networks**.



- ◆ Mac Users: Click on the wireless icon (Airport) on the right side of the top menu bar. All available wireless networks will appear in the drop-down menu.



2. Click **View Wireless Networks**. The device is shipped with a default SSID. The SSID is the name of the wireless network broadcast from the device so that wireless clients can connect to it.
  - ◆ Double-click your **SSID** in the wireless networks window. "WIFI" plus the last 6 characters of the Cable Modem (CM) MAC address. "-5G" is added when the 5GHz band is being used.
    - ❖ Examples:
      1. 2.4G radio with CM MAC address 0071CC8E54C7  
SSID: WIFI8E54C7
      2. 5G radio with CM MAC address 0071CC8E54C7  
SSID: WIFI8E54C7-5G
    - ◆ **Notes:** You can find the MAC address on the device label or by opening an Internet browser window to the device. Refer to [Using the Software Option on page 19](#) for instructions. If the you change the SSID, the device does not revert to this default SSID upon any power reset of the device, except in the case of a manual reset using the device's Web UI. See [Using the Account Option on page 22](#).

- ◆ When prompted, enter the network key, also called the pre-shared key. The WPA pre-shared key is a randomly generated character string, 16 characters in length. It can be found on the device label and on the Wireless Primary Network screen. Refer to [Using the Primary Network Option on page 98](#).
    - ❖ Example WPA PSK: HP3WZ7IHXCT6D9QS
  - ◆ If using WPS, enter the WPS personal identification number (PIN). The WPS PIN is a randomly-generated number. It can be found on the device label and on the Wireless Primary Network screen. Refer to [Using the Primary Network Option on page 76](#).
  - ◆ **Default Security and Encryption Methods:** WPA2-PSK with AES encryption.
3. Confirm connectivity by opening a Web browser and going to any Web site (for example, <http://www.wikipedia.org>) or access the Web interface for the DDW36C.



### Note

The Web interface allows you to customize the configurations and capabilities for the device. For a full explanation of all Web interface functions, refer to [Using the Web User Interface on page 15](#).

If you have wireless issues or questions, refer to [Deploying and Troubleshooting the Wireless Network on page 92](#).

## 2.3 Troubleshooting the Installation

Use the following tips to troubleshoot the installation.

- ❑ **None of the LEDs are on when I power on the DDW36C.**
  - ◆ Check the connection between the power outlet and the power cord. Verify the power outlet is energized and the power cord is connected to the power outlet.
  - ◆ Check the connection between the power cord and the cable modem. Power off the cable modem and wait for 5 seconds and power on the modem again. If the problem still exists, there may be a hardware problem.
- ❑ **The ETHERNET 1, 2, 3, or 4 LEDs on the back of the modem are not lit where Ethernet cables are connected.**
  - ◆ Restart the computer so that it can re-establish a connection with the cable modem.
  - ◆ Check for a resource conflict (Windows users only):
    1. Right-click **My Computer** on your desktop and choose **Properties**.
    2. Choose the **Device Manager** tab and look for a yellow exclamation point or red **X** over the network interface card (NIC) in the Network Adapters field. If you see either one, you may have an interrupt request (IRQ) conflict. Refer to the manufacturer's documentation or ask your service provider for further assistance.
  - ◆ Verify that TCP/IP is the default protocol for your network interface card.
  - ◆ Power cycle the cable modem by removing the power cord from the electrical outlet and plugging it back in. Wait for the cable modem to re-establish communications with your cable service provider.

- ❑ **Check General Connectivity Issues:**
  - ◆ If your PC is connected to a hub or gateway, connect the PC directly into an Ethernet port on the DDW36C.
  - ◆ If you are using a cable splitter, remove the splitter and connect the DDW36C directly to the cable wall outlet. Wait for the device to re-establish communications with the cable service provider.
  - ◆ Try a different cable. The Ethernet cable may be damaged.
- ❑ If none of these suggestions work, contact your service provider's tier II support for further assistance.

## 3 Using the Web User Interface

The Web user interface (UI) for the DDW36C is easy to use and allows you to view and configure several settings for your wireless gateway device. You can validate the installation by accessing the Web user interface on the device.



### Topics

See the following topics:

- ◆ [Accessing the Web User Interface Locally on page 19](#)
- ◆ [Logging Out of the Web User Interface on page 21](#)

### 3.1 Accessing the Web User Interface Locally

Access the Web user interface for the DDW36C from a Web browser, such as Internet Explorer on a Windows computer.

Default values are shown in the steps below.



### Steps

To access the Web user interface:

1. Launch an Internet browser, such as Internet Explorer, from your computer.
2. Enter the following IP address in the address bar of the browser window and press the Enter key.

<http://192.168.100.1>

3. The following screen is displayed. Click **Login**.



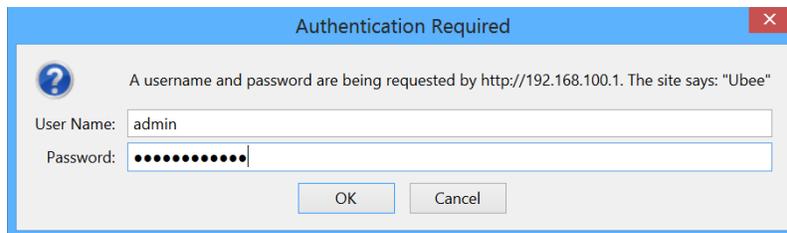
4. Enter the username and password in the authentication dialog box.

◆ **Standard User Web Interface Login:**

Username: **admin**

Password: **<random password>**

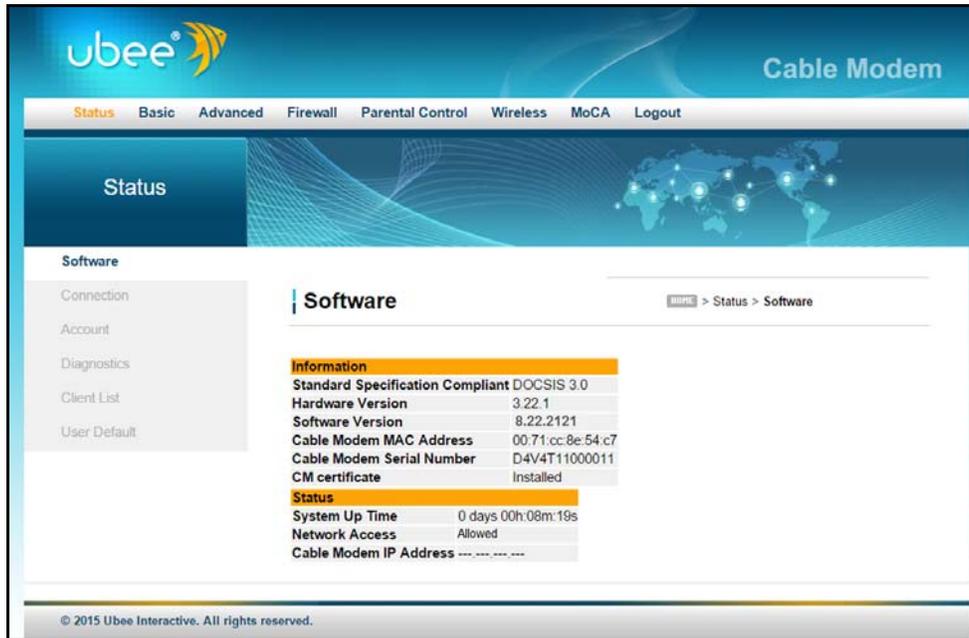
(The random password can be found on the device label)



The following menu options are available:



After logging in, the Status > Software screen displays software information about the DDW36C.

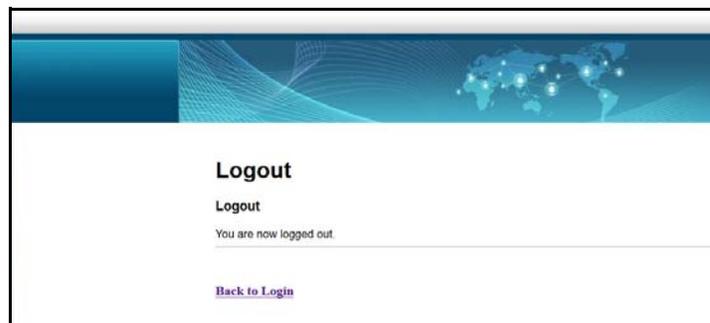


### 3.2 Logging Out of the Web User Interface

To log out of the Web user interface, click Logout on the top right of the menu bar.



The following screen confirms that you are logged out and gives you the opportunity to return to the Login page.



## 4 Understanding the Status Menu

The **Status** menu of the Web user interface allows you to access information about the DDW36C, such as software, connection (downstream and upstream), diagnostics, and event log.



### Topics

See the following topics:

- ◆ [Using the Software Option on page 22](#)
- ◆ [Using the Connection Option on page 23](#)
- ◆ [Using the Account Option on page 26](#)
- ◆ [Using the Diagnostics Option on page 26](#)
- ◆ [Using the Client List Option on page 29](#)
- ◆ [Using the User Default Option on page 31](#)



### Steps

To access status options:

1. Access the Web user interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click **Status** from the main menu.

### 4.1 Using the Software Option

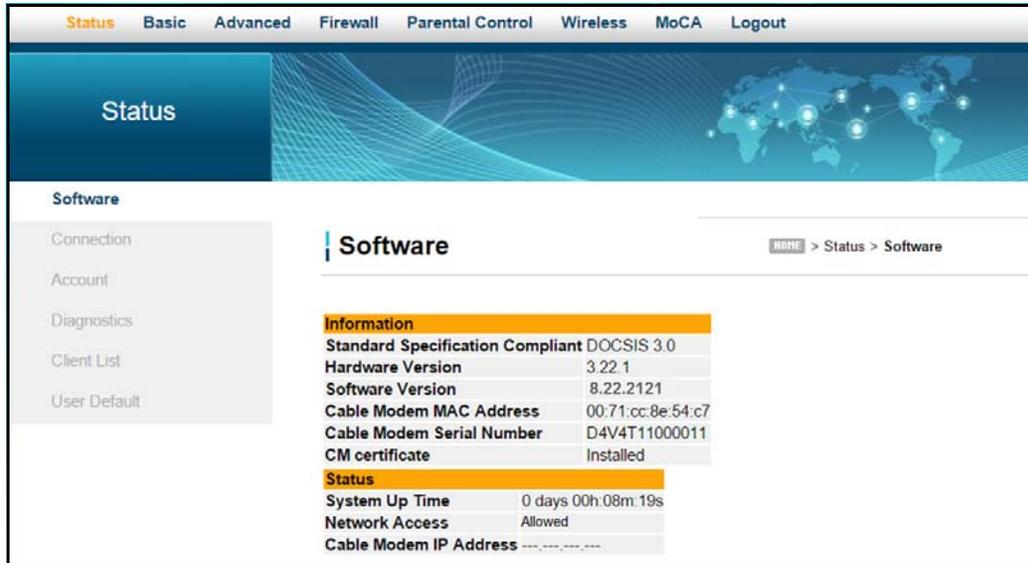
The **Software** option displays the device's internal software and hardware configuration.



### Steps

To view software information:

1. Click **Status** from the main menu.
2. The **Software** screen is shown. Field descriptions are listed below the screen example.



Label	Description
<b>Information</b>	
<b>Standard Specification Compliant</b>	Defines the current DOCSIS standard supported by the DDW36C.
<b>Hardware Version</b>	Defines the internal version number that identifies the hardware design.
<b>Software Version</b>	Defines the firmware version of the device.
<b>Cable Modem MAC Address</b>	Defines the unique media access control (MAC) hardware address of the DDW36C.
<b>Cable Modem Serial Number</b>	Defines the unique manufacturer serial number of the device.
<b>CM certificate</b>	Indicates if the cable modem certificate is installed.
<b>Status</b>	
<b>System Up Time</b>	Displays how long the device has been connected.
<b>Network Access</b>	Defines if network access is enabled. When enabled, the user is allowed to access the network.
<b>Cable Modem IP Address</b>	Displays the IP address for the cable modem.

## 4.2 Using the Connection Option

The **Connection** screen displays information about the device’s connection status and downstream and upstream channel bonding statistics.

- ◆ **Downstream** displays detailed information on the network traffic from the service provider **to** the local computer (downstream channels).
- ◆ **Upstream** displays detailed information on the network traffic **from** the computer to the remote destination (upstream channels).



## Steps

### To view connection information:

1. Click **Status** from the main menu.
2. Click **Connection** from the left side menu. Field descriptions are listed below the screen example.

Status
Basic Advanced Firewall Parental Control Wireless MoCA Logout

Software

**Connection**

Account

Diagnostics

Client List

User Default

### Connection Home > Status > Connection

**Startup Procedure**

Procedure	Status	Comment
Acquire Downstream Channel	555000000 Hz Locked	
Connectivity State	OK	Operational
Boot State		
Configuration File	OK	
Security	Enabled	BPI+

**Downstream Bonded Channels**

Channel	Lock Status	Modulation	Channel ID	Frequency	Power	SNR	Correctables	Uncorrectables
1		QAM256		555000000 Hz	-10.3 dBmV	36.8 dB	0	0
2		QAM256		561000000 Hz	-10.3 dBmV	37.0 dB	0	0
3		QAM256		567000000 Hz	-10.3 dBmV	36.9 dB	0	0
4		QAM256		573000000 Hz	-10.5 dBmV	37.1 dB	0	0
5		QAM256		579000000 Hz	-10.7 dBmV	36.1 dB	0	0
6		QAM256		585000000 Hz	-10.8 dBmV	36.9 dB	0	0
7		QAM256		591000000 Hz	-10.9 dBmV	36.7 dB	0	0
8		QAM256		597000000 Hz	-11.0 dBmV	36.3 dB	0	0
9		QAM256		603000000 Hz	-11.3 dBmV	36.5 dB	0	0
10		QAM256		609000000 Hz	-11.2 dBmV	36.7 dB	0	0
11		QAM256		615000000 Hz	-11.2 dBmV	36.6 dB	0	0
12		QAM256		621000000 Hz	-11.6 dBmV	36.3 dB	0	0
13		QAM256		627000000 Hz	-11.9 dBmV	36.0 dB	2	0
14		QAM256		633000000 Hz	-11.9 dBmV	36.0 dB	4	0
15		QAM256		639000000 Hz	-11.5 dBmV	35.9 dB	4	0
16		QAM256		645000000 Hz	-11.1 dBmV	36.3 dB	3	0

**Upstream Bonded Channels**

Channel	Lock Status	US Channel	Type	Channel ID	Symbol Rate	Frequency	Power
1			ATDMA		5120 Ksym/sec	23700000 Hz	48.8 dBmV
2			ATDMA		5120 Ksym/sec	36500000 Hz	50.0 dBmV
3			ATDMA		5120 Ksym/sec	30100000 Hz	49.3 dBmV
4			ATDMA		2560 Ksym/sec	17300000 Hz	47.8 dBmV

**CM IP Address Duration Expires**

D: -- H: -- M: -- S: -----

Current System Time: Thu Jan 08 11:19:25 2015

Label	Description
<b>Startup Procedure: (Procedure, Status, Comment)</b>	
<b>Acquire Downstream Channel</b>	Displays the Downstream channel status and if the device has locked to a channel.
<b>Connectivity State</b>	Displays connection status and if the DDW36C is operational.
<b>Boot State</b>	Displays the status on boot up and if the device is operational.
<b>Configuration File</b>	Provides the status and file name of the configuration file currently used by the DDW36C.
<b>Security</b>	Displays the status of the security settings: enabled/disabled.
<b>Downstream Bonded Channels</b>	
<b>Channel</b>	Numbers the downstream channels.
<b>Lock Status</b>	Displays if the device has locked successfully to a downstream channel.
<b>Modulation</b>	Displays the modulation method required for the downstream channel to lock on to by device. This method is determined by the service provider.
<b>Channel ID</b>	Displays the downstream channel ID.
<b>Frequency</b>	Displays the downstream channel frequency on which the DDW36C is scanning.
<b>Power</b>	Displays the receiver power level in decibel millivolts (dBmV) after ranging process.
<b>SNR</b>	Displays the signal-to-noise ratio, the desired signal level to the background noise level.
<b>Correctables</b>	Displays the quantity of codewords which are correctable.
<b>Uncorrectables</b>	Displays the quantity of codewords which are not correctable.
<b>Upstream Bonded Channels</b>	
<b>Channel</b>	Numbers the upstream channels.
<b>Lock Status</b>	Displays if the device has locked successfully to an upstream channel.
<b>US Channel Type</b>	Displays the channel type.
<b>Channel ID</b>	Displays the current upstream channel ID.
<b>Symbol Rate</b>	Displays the symbol rate in 1000 symbols per second.
<b>Frequency</b>	Displays the current upstream frequency in hertz.
<b>Power</b>	Displays the current upstream transmit power in decibel millivolts (dBmV).
<b>CM IP Address</b>	Displays the DDW36C's IP address.

Label	Description
<b>Duration</b>	Displays the time the device has been active.
<b>Expires</b>	Displays when the cable modem's certificate expires.
<b>Current System Time</b>	Displays the current system time.

### 4.3 Using the Account Option

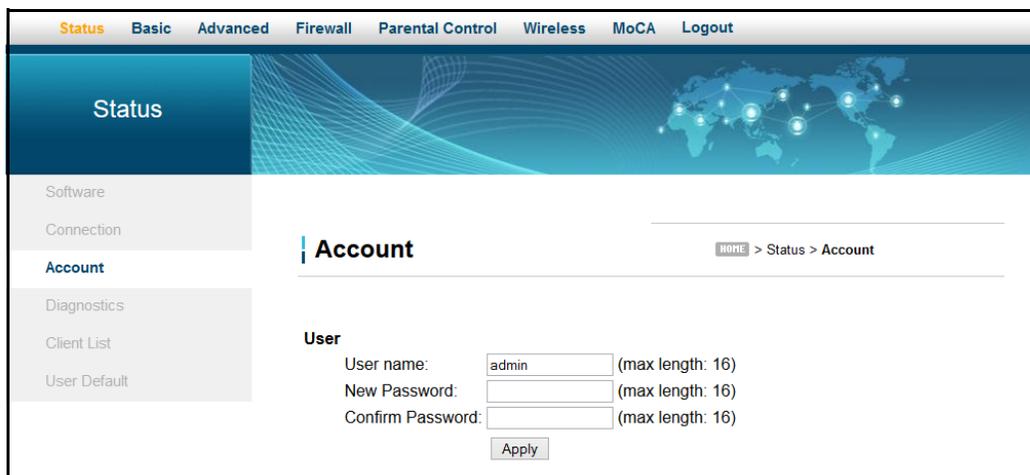
Use the **Account** option to change the end user username and password.



#### Steps

To reset the DDW36C's username and password:

1. Click **Status** from the main menu.
2. Click **Account** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>End User</b>	
<b>User Name</b>	Enter the new User name.
<b>New Password</b>	Enter the new User password.
<b>Confirm Password</b>	Confirm the new User password.
<b>Apply</b>	Saves the changes.

### 4.4 Using the Diagnostics Option

Use the **Diagnostics** option to test network connectivity. Two utilities are available: Ping and Traceroute.



## Topics

See the following topics:

- ◆ [Using the Ping Option on page 27](#)
- ◆ [Using the Traceroute Option on page 28](#)

### 4.4.1 Using the Ping Option

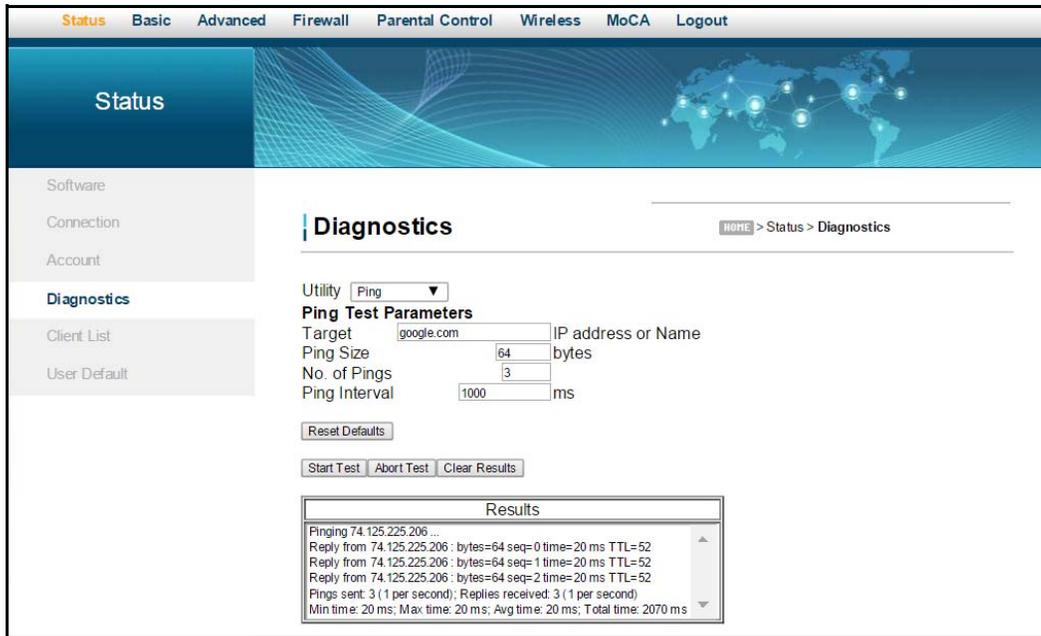
Use the **Ping** utility to test network connectivity between devices by sending a test message to a specific device. You can also confirm the size of data sent is the same as the size of data received.



## Steps

To test connectivity between devices:

1. Click **Status** from main menu.
1. Click **Diagnostics** from the left side menu.
2. Choose **Ping** from the Utility drop-down menu.
3. Enter new parameter values or accept the default values.
4. Click **Start Test**. Field descriptions are listed below the screen example.



Label	Description
Utility	Provides a drop-down menu to choose Ping or Traceroute.
<b>Ping Test Parameters</b>	
Target	Defines the IP address to which you want to send a ping.

Label	Description
<b>Ping Size</b>	Defines the packet size (bytes of data) to send for the ping operation. Default is 64.
<b>No. of Pings</b>	Defines the number of ping commands to send to the ping target. Default is 3 pings.
<b>Ping Interval</b>	Defines the interval between ping operations in milliseconds.
<b>Reset Defaults</b>	Resets the Ping Test Parameters to the default values.
<b>Start Test</b> <b>Abort Test</b> <b>Clear Results</b>	Defines what action to take. <ul style="list-style-type: none"> <li>◆ Start Test begins the ping.</li> <li>◆ Abort Test stops the ping.</li> <li>◆ Clear Results deletes previous test results in the Results table.</li> </ul>
<b>Results</b>	Displays the results of the ping test.

#### 4.4.2 Using the Traceroute Option

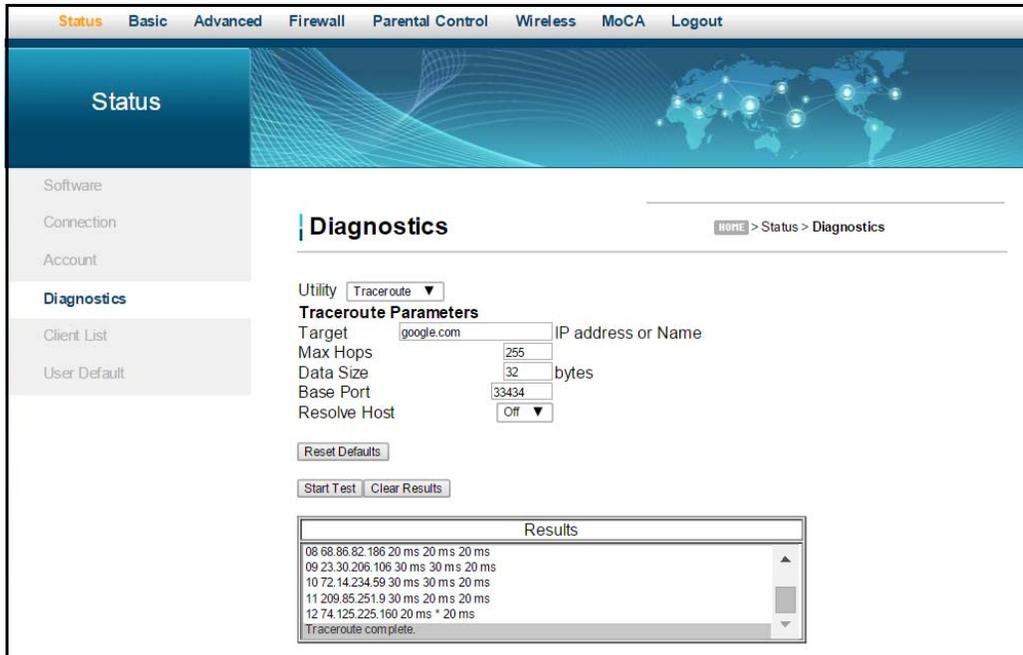
The **Traceroute** utility determines the IP addresses of hosts in the network path. By checking the Resolve Host names box, Traceroute tries to find which name matches the address. Some hosts have no names, and might still be shown as IP addresses, even if this option is active.



##### Steps

##### To trace host IP addresses along a route:

1. Click **Status** from main menu.
2. Click **Diagnostics** from the left side menu.
3. Choose **Traceroute** from the Utility drop-down menu.
4. Enter new parameter values or accept the default values.
5. Click **Start Test**. Field descriptions are listed below the screen example.



<b>Utility</b>	Provides a drop-down menu to choose Ping or Traceroute.
<b>Traceroute Parameters</b>	
<b>Target</b>	Defines the specific IP address or domain (for example, google.com) to which you want to trace a route.
<b>Max Hops</b>	Defines the maximum number of hops. Hops are the number of routers the traceroute traverses. Default is 255.
<b>Data Size</b>	Defines the data size to send for the traceroute operation. Default is 32 bytes.
<b>Base Port</b>	Defines the destination port number. Default is 33434.
<b>Resolve Host</b>	Enable (on) or disables (off) this option. When checked, traceroute tries to find the name that matches the IP address. Default is Off.
<b>Reset Defaults</b>	Resets the Traceroute Parameters to the default values.
<b>Start Test/Clear Results</b>	Defines what you want to do. <ul style="list-style-type: none"> <li>◆ Start Test begins the traceroute.</li> <li>◆ Clear Results deletes previous test results in the Results table.</li> </ul>
<b>Results</b>	Displays the results of the trace.

## 4.5 Using the Client List Option

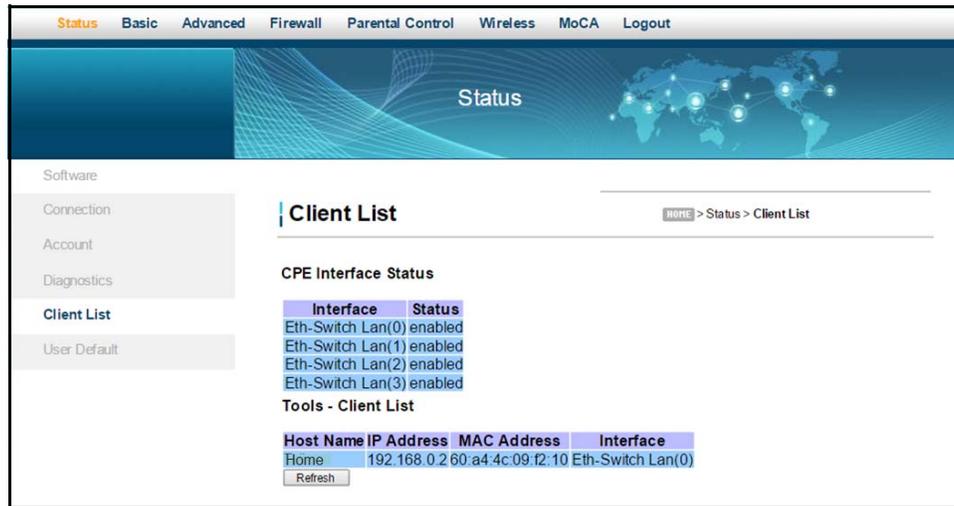
The **Client List** screen displays computers and devices connected to the DDW36C.



## Steps

To view a list of connected devices:

1. Click **Status** from the main menu.
2. Click **Client List** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>CPE Interface Status</b>	
<b>Interface</b>	Displays the interface.
<b>Status</b>	Displays whether the CPE Interface is Enabled or Disabled.
<b>Tools - Client List</b>	
<b>Host Name</b>	Displays the host name of the DHCP client connected to the DDW36C.
<b>IP Address</b>	Displays the IP address of the DHCP client connected to the DDW36C.
<b>MAC Address</b>	Displays the MAC address of the DHCP client connected to the DDW36C.
<b>Interface</b>	Displays the method of how clients are connected to the device (for example, Ethernet LAN, Wireless).
<b>Refresh</b>	Refreshes the client list. This may be useful when testing network connectivity between connecting clients and the DDW36C.

## 4.6 Using the User Default Option

The **User Default** option allows you to restore the DDW36C to the factory default values.



### Steps

To restore factory defaults:

1. Click **Status** from the main menu.
2. Click **User Default** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>Restore User Defaults</b>	Restores settings to factory defaults. Select Yes to have the device reset all configured options in the device to factory default settings. The device reboots if Reset The System is also selected.
<b>Reset The System</b>	Resets the system. Select Yes to power cycle the device. When you select Apply, you will be notified that the device has been reset. Click <b>RELOAD</b> . The Login screen will then appear.
<b>Apply</b>	Applies the options selected on this screen.

## 5 Understanding the Basic Menu

Basic gateway options provide the majority of configuration for the device including WAN IP addresses, LAN IP addresses, and DHCP. Advanced gateway options provide settings like MAC filtering and port forwarding.



### Topics

See the following topics:

- ◆ [Using the Setup Option on page 32](#)
- ◆ [Using the DHCP Option on page 34](#)
- ◆ [Using the DDNS Option on page 39](#)
- ◆ [Using the DHCPv6 Option on page 36](#)
- ◆ [Using the LAN IPv6 Option on page 38](#)
- ◆ [Using the Static Lease Option on page 40](#)
- ◆ [Using the Backup Option on page 41](#)
- ◆ [Using the Time Option on page 45](#)



### Steps

To access the basic menu:

1. Access the Web user interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click **Basic** from the main menu.

### 5.1 Using the Setup Option

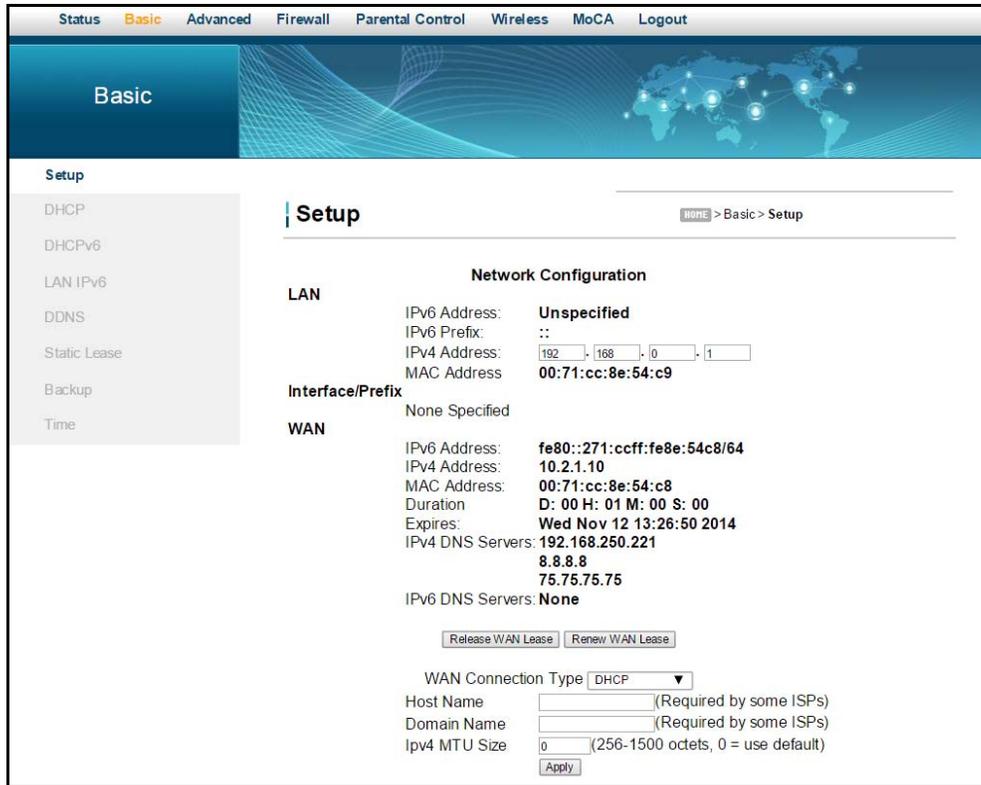
Use the **Setup** option to configure common gateway parameters.



### Steps

To configure setup options:

1. Click **Basic** from the main menu.
2. The **Setup** screen is displayed. Field descriptions are listed below the screen example.



Label	Description
<b>LAN</b>	
<b>IPv6 Address</b>	Defines the local IPv6 address.
<b>IPv6 Prefix</b>	Defines the IPv6 prefix.
<b>IPv4 Address</b>	Defines the local IPv4 address, which is the default gateway address for all wired LAN hosts that connect to the DDW36C.
<b>MAC Address</b>	Displays the LAN interface's hardware address.
<b>Interface/Prefix</b>	
<b>None Specified</b>	Indicates no interface or prefix has been specified.
<b>WAN</b>	
<b>IPv6 Address</b>	Displays the current WAN public IPv6 address obtained from the service provider.
<b>IPv4 Address</b>	Displays the current WAN public IPv4 address obtained from the service provider.
<b>MAC Address</b>	Displays the WAN interface's hardware address.
<b>Duration</b>	Displays the accumulated time since successfully acquiring a WAN public IP address.
<b>Expires</b>	Displays the remaining time before the WAN IP address expires, if applicable.
<b>IPv4 DNS Servers</b>	Lists the IPv4 DNS servers available on the network.

Label	Description
<b>IPv6 DNS Servers</b>	Lists the IPv6DNS servers available on the network.
<b>Release WAN Lease</b>	Releases the WAN public IP address when clicked.
<b>Renew WAN Lease</b>	Renews the WAN IP address when clicked.
<b>WAN Connection Type</b>	<p>Selects the WAN connection type. For each type, different data entry is required, as explained below:</p> <ul style="list-style-type: none"> <li>◆ DHCP: The WAN interface is set to a DHCP client, and the IP address is assigned by the service provider's DHCP server.</li> <li>◆ Static IP: For Static IP, you must manually enter the IP address for the WAN interface.</li> <li>◆ PPTP (dhcp): For Point to Point Tunneling Protocol (PPTP), you must enter a username, password, and the PPTP server's IP address.</li> <li>◆ PPTP (static):</li> <li>◆ L2TP (dhcp):</li> <li>◆ L2TP (static):</li> </ul>
<b>Host Name</b>	Defines the host name for the router. This may be required by some service providers.
<b>Domain Name</b>	Defines the domain name for the router. This may be required by some service providers.
<b>IPv4 MTU Size</b>	Defines the maximum transmission unit (MTU) size. MTU defines the largest size of the packet or frame that the device can transfer (256-1500). If this is not given by your service provider, use 0 for the default.
<b>Apply</b>	Saves changes.

## 5.2 Using the DHCP Option

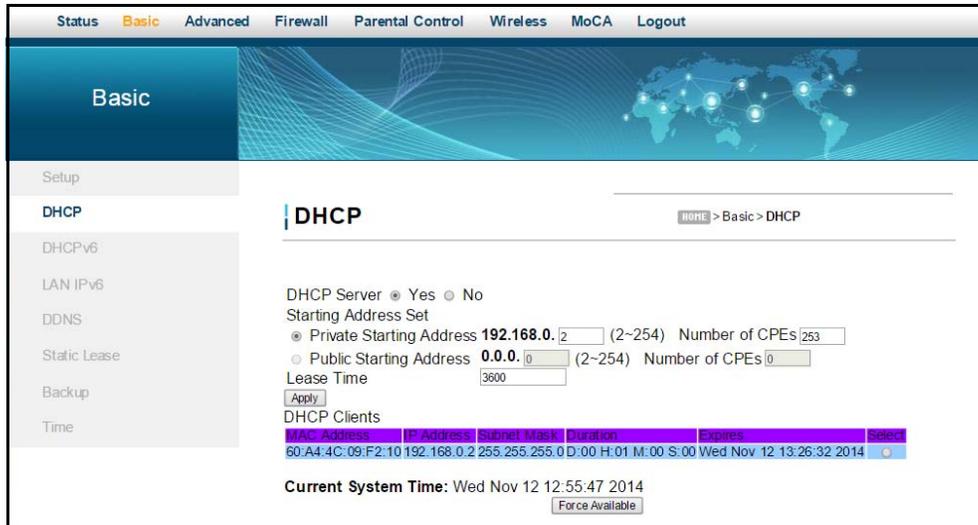
Use the **DHCP** option to configure dynamic host configuration protocol-specific behavior on the device.



### Steps

#### To configure DHCP settings:

1. Click **Basic** from the main menu.
2. Click **DHCP** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>DHCP Server</b>	Enables (Yes) or disables (No) DHCP on the device. If No is selected, all the static DHCP rules in this screen are ignored.
<b>Starting Address Set</b>	
<b>Private Starting Address</b>	Defines the starting private IP address for the pool of IP addresses that can be used by connecting clients. Private addresses are translated to public IPs to be used on the network.
<b>Public Starting Address</b>	Defines the starting public IP address. Public addresses can be recognized on the network.
<b>Number of CPEs</b>	Defines the maximum number of customer premises equipment devices (CPE) that can connect to the network through the DDW36C.
<b>Lease Time</b>	Defines the DHCP lease time duration in minutes between 1 and 71582788. A DHCP user's PC gets an IP address with a lease time. When the lease time expires, the PC must connect to the DHCP server and be issued a new unused IP address. <b>Note:</b> The default DHCP lease time is 3600 seconds and should be changed to <b>86400</b> seconds (24 hours). This helps resolve connectivity issues with some iMAC and Windows 7 devices that turn off the network interface when they go into standby mode. This results in slow Web browsing until the device gets a new IP address via DHCP.
<b>Apply</b>	Saves changes.

Label	Description
<b>DHCP Clients</b>	Lists all DHCP clients currently connected to the device, either via an Ethernet connection, or via a wireless connection. Each client is listed with the following information: <ul style="list-style-type: none"> <li>♦ MAC Address / IP Address / Subnet Mask</li> <li>♦ Duration: Duration displays the accumulated time since the client acquired the IP address.</li> <li>♦ Expires: Expires is the time until the IP expires and must be recycled. If the IP address is reserved to a certain host, it shows STATIC IP ADDRESS.</li> <li>♦ Select: Reserves the current private IP address to be assigned to this host statically when selected.</li> </ul>
<b>Current System Time</b>	Displays the current system time.
<b>Force Available</b>	Activates a selected rule in the DHCP Clients list and assigns IP addresses. Note: The Select button must be activated in the DHCP list.

### 5.3 Using the DHCPv6 Option

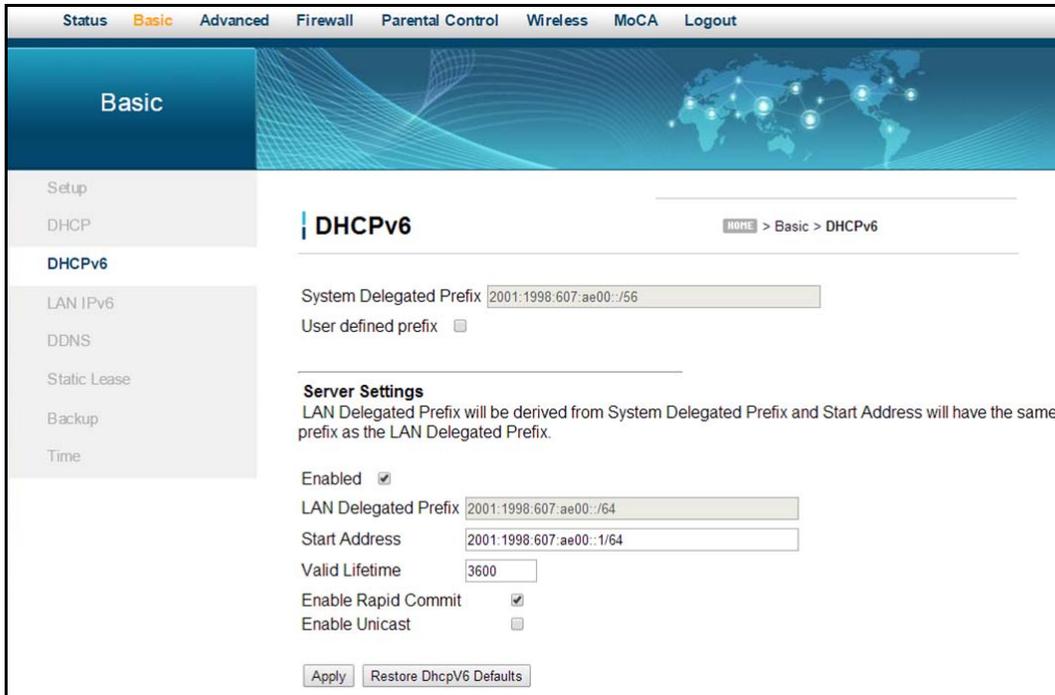
Use the **DHCPv6** option to configure IPv6 host IP addresses, IPv6 prefixes, and various configuration data required to operate in an IPv6 network.



#### Steps

##### To configure DHCPv6 settings:

1. Click **Basic** from the main menu.
2. Click **DHCPv6** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>System Delegated Prefix</b>	This is the IPv6 prefix from the Setup Web UI, disabled (grayed out) by default. It is enabled buy the user defined prefix box below.
<b>User defined prefix</b>	Enables the System Delegated Prefix, which is disabled by default. Once enabled and Apply is clicked, the device restarts.
<b>Server Settings</b>	
<b>Enabled</b>	Enables the Ethernet Switch LAN Interface and Prefix listed in the Setup Web UI.
<b>LAN Delegated Prefix</b>	Displays the Ethernet Switch LAN Interface and Prefix listed in the Setup Web UI.
<b>Start Address</b>	Displays the Ethernet Switch LAN start IPv6 address.
<b>Valid Lifetime</b>	<p>Defines the DHCPv6 lease time duration in minutes between 1 and 71582788. A DHCPv6 user's PC gets an IPv6 address with a lease time. When the lease time expires, the PC must connect to the DHCPv6 server and be issued a new, unused IPv6 address.</p> <p>Note: The default DHCPv6 lease time is 3600. For optimum performance, it should be changes to 86400 seconds (24 hours). This helps resolve connectivity issues with some MAC and Windows 7 devices that turn off the network interface when they go into standby mode. This results in slow Web browsing until the device gets a new IPv6 address via DHCPv6.</p>

Label	Description
<b>Enable Rapid Commit</b>	Enables Rapid Commit. When enabled, the server recognizes this option in Solicit messages sent from the DHCPv6 client. The server and client then use a two-message exchange (Solicit and Reply) to configure clients, rather than the default four-message exchange (Solicit, Advertise, Request, and Reply). This provides faster client configuration when networks are under heavy traffic loads.
<b>Enable Unicast</b>	Enables Unicast, which is disabled by default. Unicast transmission is defined to be between a single sender and a single user over a network.
<b>Apply</b>	Saves changes.
<b>Restore DhcpV6 Defaults</b>	Restores default DHCPv6 values.

## 5.4 Using the LAN IPv6 Option

Use the **LAN IPv6** option to connect clients with LAN IPv6 addresses.



### Steps

To configure LAN IPv6 settings:

1. Click **Basic** from the main menu.
2. Click **LAN IPv6** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>Stateless Auto Configuration</b>	

Label	Description
<b>IP Address</b>	Displays the IPv6 address of the client.
<b>MAC Address</b>	Displays the MAC address of the client connected to the device with an IPv6 address.
<b>Reachability State</b>	Displays whether the client is reachable or unreachable by neighboring nodes.

## 5.5 Using the DDNS Option

Use the dynamic domain name system (DDNS) to assign a changing IP address to a constant pre-defined host name. The host can then be contacted by other hosts on the Internet, even if its IP address changes.

The DDNS service for the DDW36C is provided through a third-party and can be purchased from Dynamic Network Services Inc. at [www.dynDNS.com](http://www.dynDNS.com).



### Steps

To use the DDNS option:

1. Click **Basic** from the main menu.
2. Click **DDNS** from the left side menu. Field descriptions are listed below the screen example.

The screenshot shows the DDNS configuration page. At the top, there is a navigation bar with tabs: Status, Basic, Advanced, Firewall, Parental Control, Wireless, MoCA, and Logout. The 'Basic' tab is selected. On the left, there is a sidebar menu with options: Setup, DHCP, DHCPv6, LAN IPv6, DDNS (highlighted), Static Lease, Backup, and Time. The main content area is titled 'DDNS' and includes the following fields:
 

- DDNS Service: A dropdown menu currently set to 'Disabled'.
- User Name: An empty text input field.
- Password: An empty text input field.
- Host Name: An empty text input field.
- IP Address: A text input field containing '10.2.1.10'.
- Status: A label indicating 'DDNS service is not enabled.' with an 'Apply' button below it.

Label	Description
<b>DDNS Service</b>	Enables or disables the DDNS service. When enabled, this service is available from <a href="http://www.dynDNS.org">www.dynDNS.org</a> .
<b>User Name</b>	Defines the user name for the DDNS account.
<b>Password</b>	Defines the password for the DDNS account.
<b>Host Name</b>	Defines the host name for the DDNS account.

Label	Description
<b>IP Address</b>	Displays the IP address for the DDNS account.
<b>Status</b>	Displays if the DDNS service is enabled or disabled.
<b>Apply</b>	Saves changes.

## 5.6 Using the Static Lease Option

You can use the **Static Lease** option to assign IP addresses to clients on your network that do not change. A static lease ensures a specific device always gets the same IP address, especially if the devices are powered on and off or disconnected and reconnected. This may be useful in a variety of networking scenarios where you need more control over the network and the clients connected to it. Examples is which you may need to use a static lease include:

- ◆ [Using the IP Filtering Option on page 47](#)
- ◆ [Using the Port Filtering Option on page 49](#)
- ◆ [Using the DMZ Host Option on page 57](#)



### Steps

#### To assign static IP addresses:

1. Click **Basic** from the main menu.
2. Click **Static Lease** from the left side menu. Field descriptions are listed below the screen example.

The screenshot shows the 'Static Lease' configuration page in the Ubee DDW36C web interface. The breadcrumb trail is 'HOME > Basic > Static Lease'. A note states: 'Note: If some IP addresses turn to red color, you should check the DHCP pools! Current DHCP Server IP Ranges' information Private IP Range: 192.168.0.2 -- 192.168.0.254 Public IP Range: 0.0.0.0 -- 0.0.0.0'. Below the note is a table with 24 rows for configuring static leases. Each row contains an Index, MAC Address (in hex format), IP Address, an Enabled checkbox, and a Clear checkbox. An 'Apply' button is located at the bottom of the table.

Label	Description
<b>Index</b>	Provides an index number for each client that connects to your network.
<b>MAC Address</b>	Defines the MAC address of the client to which you want to assign a static IP address.
<b>IP Address</b>	Defines an IP address to the specific client/host.
<b>Enabled</b>	Activates this rule when Enable is checked.
<b>Clear</b>	Deletes the rule when Clear is checked.
<b>Apply</b>	Saves changes.

## 5.7 Using the Backup Option

The Backup option lets you backup your gateway configuration or restore the DDW36C to a previously saved configuration.



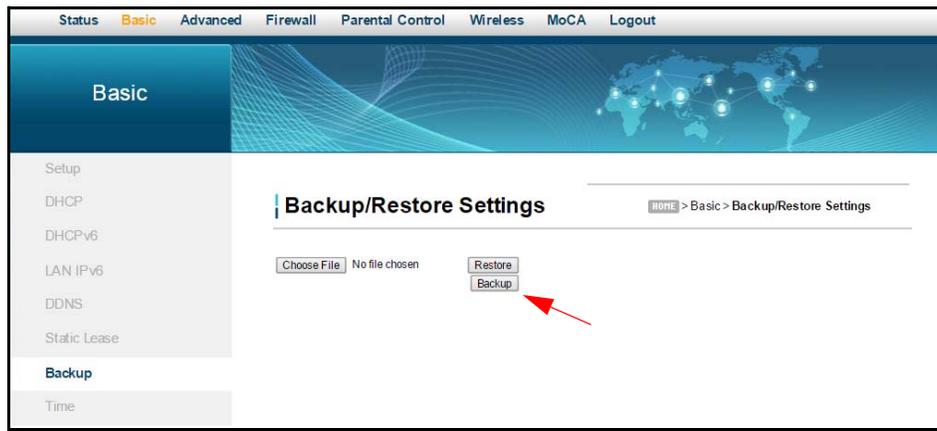
## Steps

To use the backup option:

1. Click **Basic** from the main menu.
2. Click **Backup** from the left side menu.

### 5.7.1 Backing Up the Current Configuration

To backup and save the current device configuration, click the **Backup** button.



A pop-up window appears instructing you to select 'Save' when prompted. Click 'OK'.



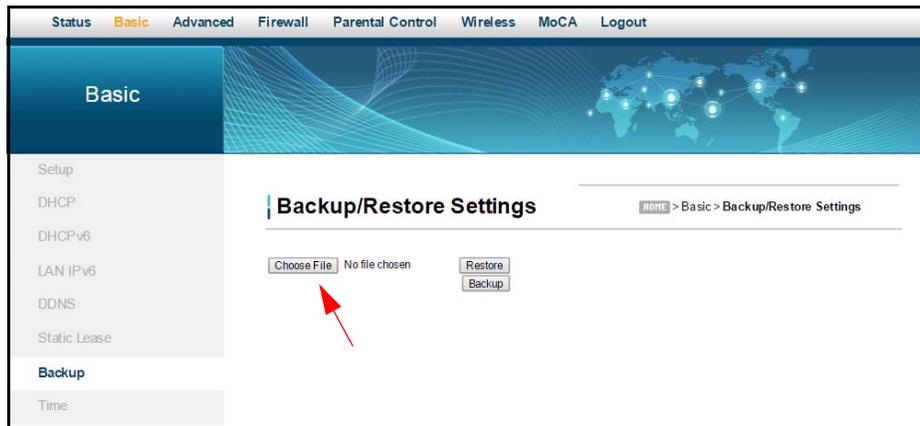
The following window appears, giving you the option to save the file. Click the 'Save File' option and click 'OK'.



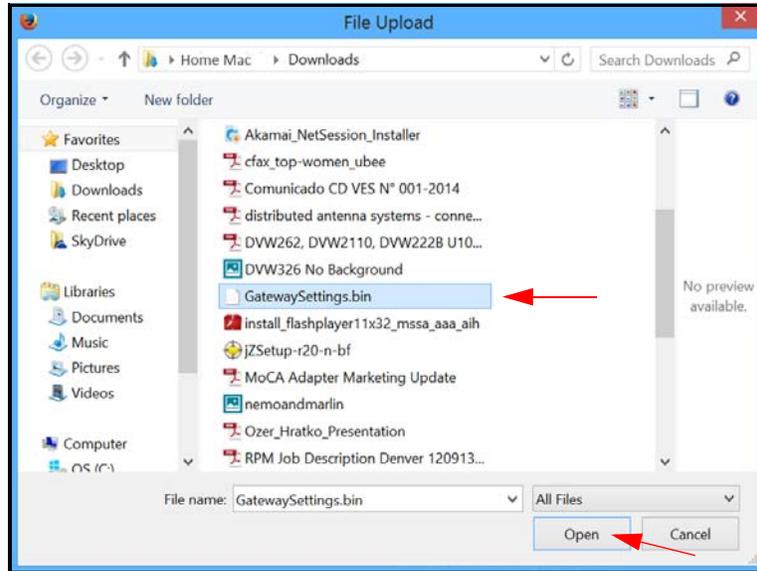
The file will be saved to your Downloads folder as a binary file (.bin) titled 'GatewaySettings.bin.'

### 5.7.2 Restoring the DDW36C to a Previously Saved Configuration

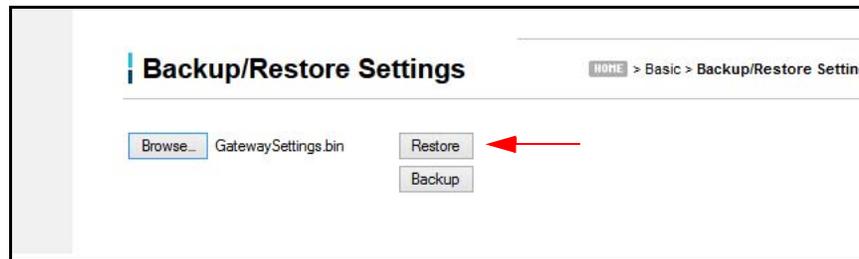
To restore the device to a previously saved configuration, click the **Browse** button.



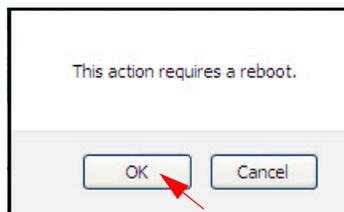
The File Upload dialog box appears and allows you to select the previously saved backup file. Highlight the file and click 'Open'.



The location for the backed up file appears in the box to the left of the Browse button. Click the **Restore** button.



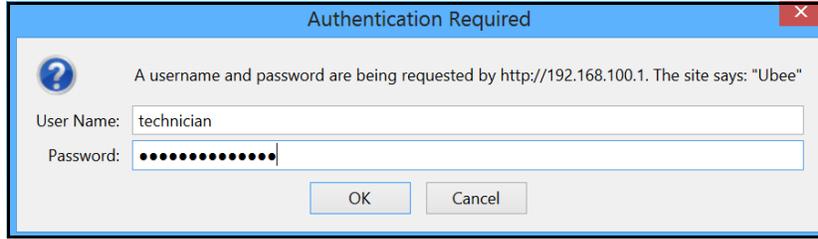
You are advised that you will be required to reboot the device. Click '**OK**'.



You are then notified that the device has been reset. Click '**RELOAD**'.



You are then presented with the login screen. Enter the Username and Password to return to the User Interface.



## 5.8 Using the Time Option

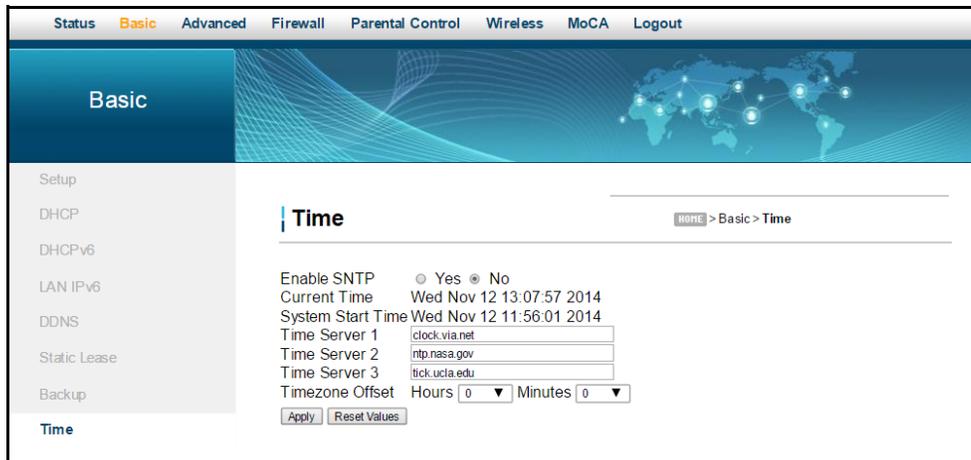
The **Time** option allows you to configure the system time obtained from the network servers via Simple Network Time Protocol (SNTP). SNTP is a protocol for synchronizing the clocks of computing devices over networks. The device must be reset for changes to take effect.



### Steps

To configure system time:

1. Click **Basic** from the main menu.
2. Click **Time** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>Enable SNTP</b>	Enables (Yes) or disables (No) the SNTP feature.
<b>Current Time</b>	Displays the current system time.
<b>System Start Time</b>	Displays the accumulated time since the system was started.
<b>Time Server 1</b>	Defines the IP address or domain name of the time server. Use the one provided or enter an alternative choice.
<b>Time Server 2</b>	Defines the IP address or domain name of the time server. Use the one provided or enter an alternative choice.

<b>Label</b>	<b>Description</b>
<b>Time Server 3</b>	Defines the IP address or domain name of the time server. Use the one provided or enter an alternative choice.
<b>Time Zone Offset</b>	Defines the time zone offset in hours and minutes from Greenwich Mean Time. For example: 8 hours means GMT +8, -1 hour means GMT -1.
<b>Apply</b>	Saves changes.
<b>Reset Values</b>	Resets the screen to factory defaults when clicked.

## 6 Understanding the Advanced Menu

Advanced options provide settings to configure your DDW36C, such as MAC filtering and port forwarding.



### Topics

See the following topics:

- ◆ [Using the Options Option on page 47](#)
- ◆ [Using the IP Filtering Option on page 50](#)
- ◆ [Using the MAC Filtering Option on page 51](#)
- ◆ [Using the Port Filtering Option on page 52](#)
- ◆ [Using the Forwarding Option on page 54](#)
- ◆ [Using the Port Triggers Option on page 59](#)
- ◆ [Using the Pass Through Option on page 60](#)
- ◆ [Using the DMZ Host Option on page 61](#)



### Steps

To access the advanced menu:

1. Access the Web User Interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click **Advanced** from the main menu.

### 6.1 Using the Options Option

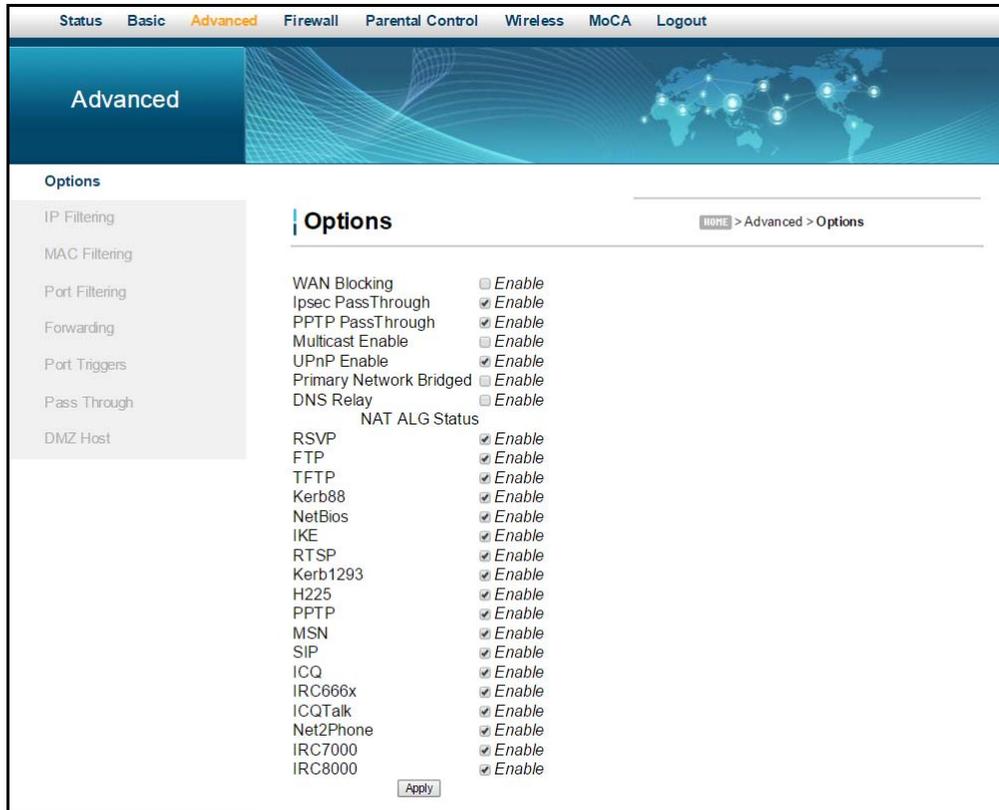
Use the **Options** option to define which networking protocols are enabled or disabled on the device. The network address translation application-level gateway (NAT ALG) settings provide additional security beyond the firewall.



### Steps

To enable or disable network protocols:

1. Click **Advanced** from the main menu.
2. The **Options** screen is displayed. Field descriptions are listed below the screen example.



Label	Description
<b>WAN Blocking</b>	Blocks connection requests initialized from Internet users when enabled. WAN Blocking must be disabled to be able to PING the WAN gateway IP.
<b>Isec PassThrough</b>	Forces the router to redirect the IPsec request to the local host when enabled. NAT fails this attempt if Internet users initialize an IPsec VPN request to a host located behind the router.
<b>PPTP PassThrough</b>	Forces the router to redirect the PPTP request to the local host when enabled. NAT fails this attempt if Internet users initialize a PPTP VPN request to a host located behind the router.
<b>Multicast Enable</b>	Optimizes the bandwidth utilization compared with unicast (especially video streaming applications).
<b>UPnP Enable</b>	Activates Universal Plug and Play (UPnP) when enabled. A UPnP device can dynamically join a network, obtain an IP address, convey its capabilities, and learn about other devices on the network. In turn, a device can leave a network smoothly and automatically when it is no longer in use. Gaming consoles and Web cameras are examples of devices that can use UPnP.

Label	Description
<b>Primary Network Bridged</b>	<p>When enabled, this allows bridging of traffic to and from the Internet for <u>ALL</u> LAN side primary interfaces (Ethernet, MoCA, and Wireless Primary Network).</p> <p><b>Note:</b> When the Primary Network Bridged option is enabled, menu items for other functions can still be seen, but are not active.</p>
<b>DNS Relay</b>	<p>Allows the DDW36C to act as the “relay” device. Each PC that wants to access a URL does not have to send a DNS request to a DNS server on the Internet. DNS is used to resolve a URL (Web site name) to an IP address. DNS Relay is typically used for commercial applications where each device/PC connected to the device uses the DNS Relay address rather than going to a public DNS server hosted by an ISP to look up a URL.</p>
<p><b>NAT ALG Status</b> – Filters to allow (enable) or disallow (disable) protocols to pass through the DDW36C to connected devices (computers, game consoles, and so on).</p>	
<b>RSVP</b>	<p>Enables or disables resource reservation protocol (RSVP). RSVP defines how applications reserve resources and how they free the reserved resources once they are no longer needed.</p>
<b>FTP</b>	<p>Enables or disables the file transfer protocol (FTP) used to transfer files from one host to another.</p>
<b>TFTP</b>	<p>Enables or disables the trivial file transfer protocol (TFTP) – a simpler protocol generally used for automated file transfers.</p>
<b>Kerb88</b>	<p>Enables or disables the Kerberos network authentication protocol which allow nodes to communicate over a non-secure network using “tickets” on port 88 to prove their identity to one another.</p>
<b>NetBios</b>	<p>Enables or disables the network basic input/output system (NetBIOS) services related to the OSI session layer. NetBIOS allows applications on separate computers to communicate over a LAN.</p>
<b>IKE</b>	<p>Enables or disables the network key exchange (IKE) protocol used to set up a security association (SA) in the IPsec protocol suite.</p>
<b>RTSP</b>	<p>Enables or disables the real time streaming protocol (RTSP) network control protocol used to establish and control media sessions between end points.</p>
<b>Kerb1293</b>	<p>Enables or disables the Kerberos network authentication protocol which allows nodes to communicate over a non-secure network using “tickets” on port 1293.</p>
<b>H225</b>	<p>Enables or disables the H.225 protocol used to define messages and procedures for call signaling, media packetization, and registration, admission, and status (RAS) functions.</p>
<b>PPTP</b>	<p>Enables or disables the point-to-point tunneling protocol (PPTP) used to implement a virtual private network.</p>

Label	Description
<b>MSN</b>	Enables or disables the Microsoft network protocol used for instant messaging.
<b>SIP</b>	Enables or disables the session initiation protocol application layer gateway (SIP ALG). SIP ALG inspects protocol packets and formats SIP message headers and SDP body to ensure proper signaling. <b>Note:</b> Some hosted VoIP services prefer this function to be performed by their own session border controller (SBC) and require the SIP ALG to be disabled. Some IP-PBXs may require SIP ALG enabled.
<b>ICQ</b>	Enables or disables the ICQ instant messaging program.
<b>IRC666x</b>	Enables or disables the Internet relay chat (IRC) protocol used for text messaging.
<b>ICQTalk</b>	Enables or disables the ICQTalk instant messaging program.
<b>Net2Phone</b>	Enables or disables Net2Phone SIP- and PacketCable-based VoIP.
<b>IRC7000</b>	Enables or disables the Internet relay chat protocol on TCP port TCP 7000 used for text messaging and group forums.
<b>IRC8000</b>	Enables or disables the Internet relay chat protocol on UDP port 8000 used for text messaging and group forums.
<b>Apply</b>	Saves changes.

## 6.2 Using the IP Filtering Option

Use the **IP Filtering** option to filter IP addresses to block Internet traffic to specific network devices on the LAN. Any host on this list is not accessible to Internet traffic.



### Note

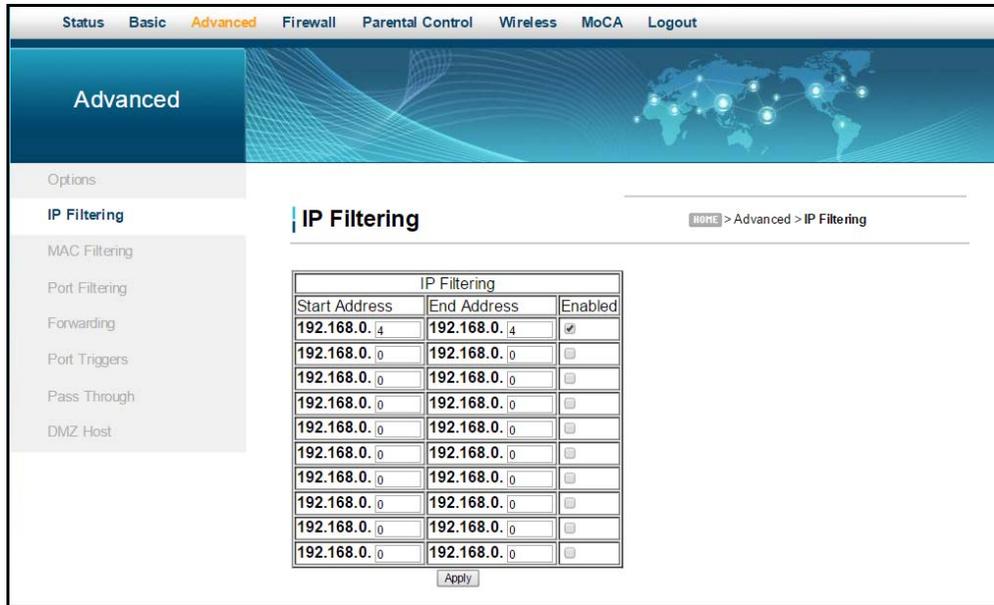
You may also filter by the MAC address which does not require setting a static lease. Refer to [Using the MAC Filtering Option on page 51](#).



### Steps

#### To filter IP addresses:

1. Make sure a PC is connected to the DDW36C and both devices are powered on and functioning.
2. Log in to the DDW36C Web user interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
3. Click **Advanced** from the main menu.
4. Click **IP Filtering** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>Start Address</b>	Defines the starting IP address to block.
<b>End Address</b>	Defines the ending IP address to block.
<b>Enabled</b>	Activates the rule when enabled is checked.
<b>Apply</b>	Saves changes.

### 6.3 Using the MAC Filtering Option

The **MAC Filtering** option allows you to filter MAC addresses to block Internet traffic from specific network devices on the LAN. MAC filtering establishes a list and any host on this list is not able to access the network through the DDW36C.

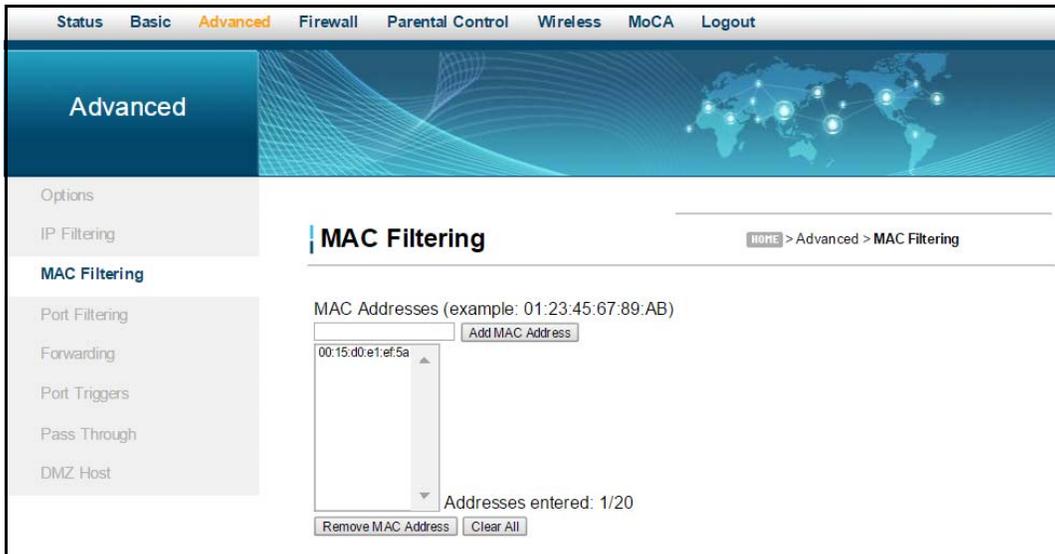


#### Steps

##### To filter MAC addresses:

1. Note the MAC addresses of the devices that you want to deny Internet access.  
Be sure all devices to which you potentially deny Internet access are connected to the DDW36C network.
2. Click **Advanced** from the main menu.
3. Click **MAC Filtering** from the left side menu.
4. Enter the MAC address to block in the text box to the left of the **Add MAC Address** button.
5. Click the **Add MAC Address** button. The MAC address is displayed in the filtered

MAC address list. Field descriptions are listed below the screen example.



Label	Description
<b>MAC Addresses</b>	Specifies the MAC address to block. Enter the MAC address in the field.
<b>Add MAC Address</b>	Adds a MAC address to the list of addresses to block.
<b>Addresses entered: n/20</b>	Displays the MAC addresses to be blocked. The number of MAC addresses entered is shown as 1/20 where 1 is the number of addresses in the list. You can filter up to twenty MAC addresses at one time.
<b>Remove MAC Address</b>	Deletes the selected MAC address from the list of addresses to be blocked.
<b>Clear All</b>	Removes all MAC addresses from the list.

## 6.4 Using the Port Filtering Option

Use the **Port Filtering** option to configure port filters to block to all devices on the LAN Internet services that use the ports specified.



### Steps

#### To configure port filters:

1. Click **Advanced** from the main menu.
2. Click **Port Filtering** from the left side menu. Field descriptions are listed below the screen example.

For example:

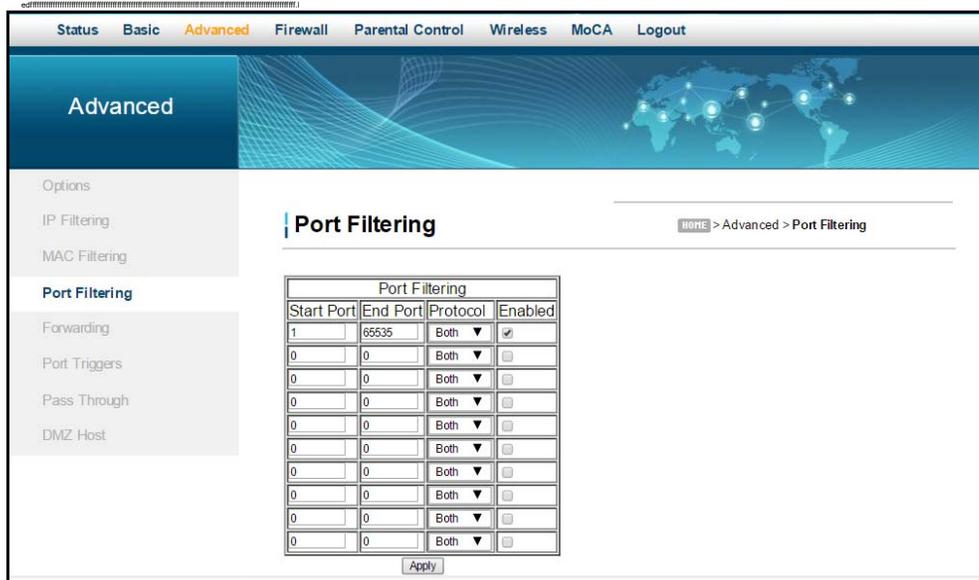
**To prevent all Telnet access into and across your LAN:**

1. Enter the **Start** and **End** ports to be 23.
2. Select **Both** for Protocol to include TCP and UDP.
3. Check **Enabled**.
4. Click **Apply**. Field descriptions are listed below the screen example.



**Caution**

Use caution when assigning port filtering by port range. You may accidentally prevent traffic that should pass through your network, such as http or email. Pre-assigned application ports are displayed on the Forwarding screen. Refer to [Using the Forwarding Option on page 54](#).



Label	Description
<b>Start Port</b>	Defines the starting port number
<b>End Port</b>	Defines the ending port number.
<b>Protocol</b>	Selects the protocol type. Options are UDP, TCP, or Both.
<b>Enabled</b>	Activates the rule and filters out all traffic on the specified ports.
<b>Apply</b>	Saves changes.

## 6.5 Using the Forwarding Option

Forwarding tells the DDW36C to which computer on the local area network to send data. If your host systems or applications have communications issues with the Internet, you can use forwarding to resolve the following issues:

- ❑ Data is sent from a local host to the Internet, but the return path of expected data is not received by your local host.
- ❑ An application or service running on your local network (on local host) cannot be accessed from the Internet directly (for example, a request to a local audio server). Examples are:
  - ◆ Xbox/PlayStation – Games/applications
  - ◆ Home Security Systems – Security systems that use the Internet
  - ◆ Audio Servers/VoIP – Audio and VoIP applications and services



### Topics

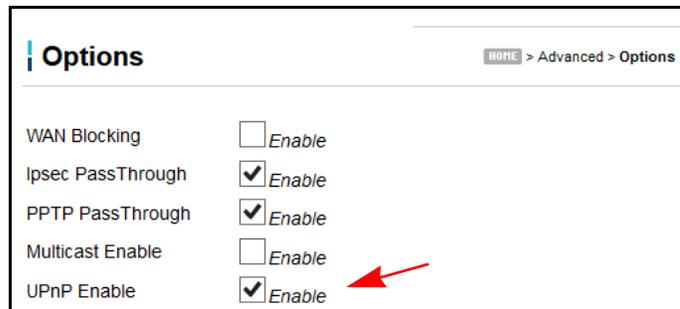
See the following topics:

- ◆ [Before Setting Up Forwarding on page 54](#)
- ◆ [Setting Up Forwarding on page 55](#)
- ◆ [Setting Up Port Forwarding for an Xbox Example on page 58](#)

### 6.5.1 Before Setting Up Forwarding

Try the following options before you assign forwarding rules:

1. Enable Universal Plug and Play (UPnP). This may resolve the issue you have without setting up forwarding rules.
  - a. Access the Web interface of the DDW36C, see [Accessing the Web User Interface Locally on page 14](#).
  - b. Click **Advanced** from the main menu.
  - c. Click **Options** from the left menu.
  - d. Check the **UPnP Enable** box



- e. Click **Apply**.

- f. Test your local host or application such as your Xbox to see if it is functioning properly. Continue with port forwarding if the host or application is not communicating correctly.
2. Assign a Static IP lease to the client/host to which you are setting up forwarding. This way, the IP does not change and disrupt your forwarding rules. For example, if you are hosting a Web server in your internal network, and you wish to setup a forwarding rule for it, assign a static IP lease to that system to keep the IP from renewing and disrupting the forwarding rule.

## 6.5.2 Setting Up Forwarding

If the suggestions in [Before Setting Up Forwarding on page 54](#) did not correct your communication problem, use port forwarding.

You need the following information to set up port forwarding:

- IP address** of each local host system (for example, Xbox) for which you need to setup a port forwarding rule.
- Port numbers** the local host's application listens to for incoming requests/data (for example, a game or other service). These port numbers should be available in the documentation associated with the application.



### Note

For detailed information on port forwarding, including how to set it up for specific applications using specific network devices (for example, cable modems), refer to: <http://portforward.com> or consult your host device or application user manual.



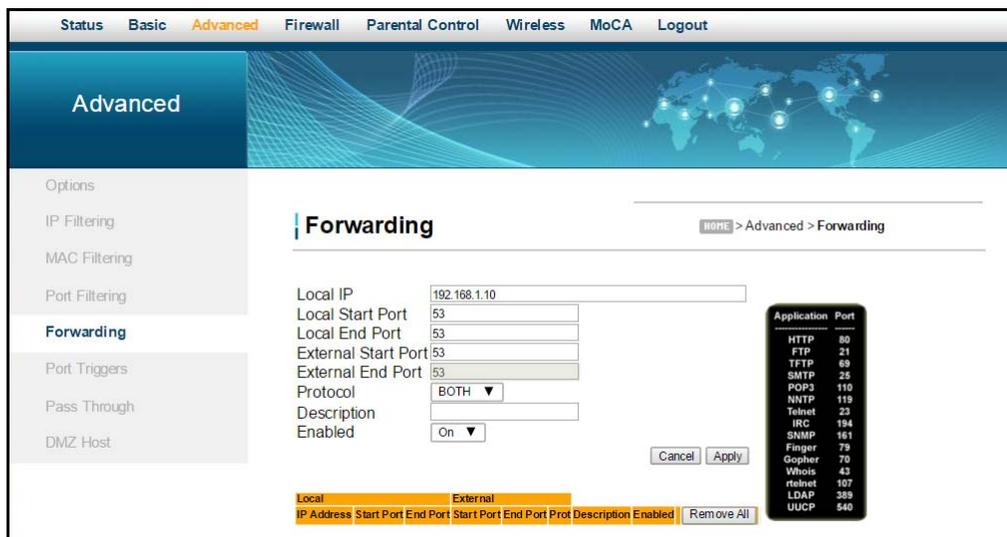
### Steps

#### To set up port forwarding:

1. Access the Web interface of the DDW36C, see [Accessing the Web User Interface Locally on page 14](#).
2. Click **Advanced** from the main menu.
3. Click **Forwarding** from the left menu.
4. Click either **Create IPv4** or **Create IPv6**.



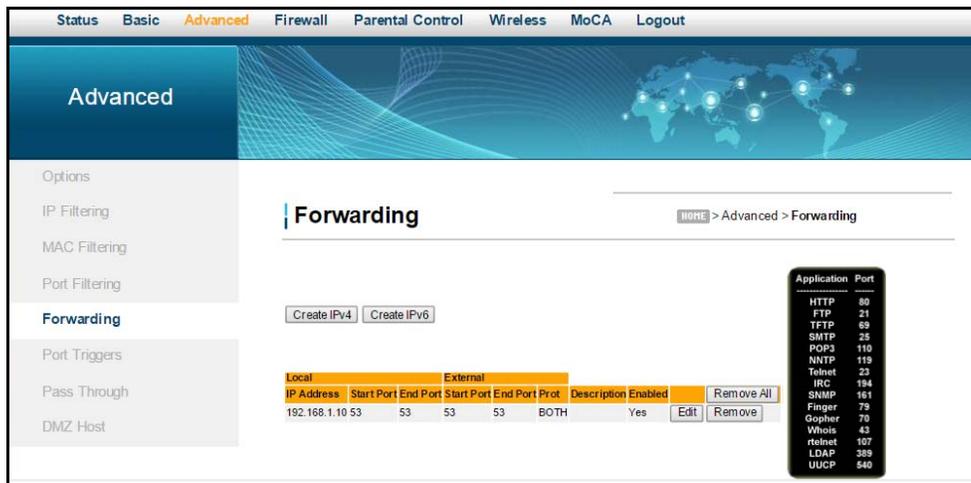
5. Enter information in the forwarding fields as shown in the screen shot below. **Create IPv4** was selected for the following screen shots. Field descriptions follow.



Label	Description
<b>Local IP</b>	Defines the IP address of the local LAN device to which the forwarding rule applies. For example, an Xbox or PC.
<b>Local Start Port</b>	Defines the starting port number listened to by the server host located in your LAN.
<b>Local End Port</b>	Defines the ending port number listened to by the server host located in your LAN.
<b>External Start Port</b>	Defines the port number to start the range of ports to publish to the Internet.

<b>External End Port</b>	Defines the port number to end the range of ports published to Internet. <b>Note:</b> Be very careful with ranges. Ports within a range are not usable by other applications that may require them. It is common and safer to enter the same port number as the start and end of the range.
<b>Protocol</b>	Selects the protocol type. Options are UDP, TCP, or BOTH.
<b>Description</b>	Specifies the forwarding rule name.
<b>Enabled</b>	Disables (Off) or enables (On) the forwarding rule.
<b>Cancel</b>	Stops the forwarding rule creation process and returns you to the previous Forwarding screen.
<b>Apply</b>	Saves changes.
<b>Port Map</b>	Shows a list of common applications and their ports.
<b>Forwarding Table</b> – Lists existing forwarding rules.	
<b>Remove All</b>	Deletes all entries in the forwarding table.

- Click **Apply**. The forwarding rule is created and displayed in the table as shown below. Additional field descriptions follow.



Label	Description
<b>Remove All</b>	Deletes all entries in the forwarding table.
<b>Edit</b>	Displays fields for the rule selected in order to change values.
<b>Remove</b>	Deletes the selected rule.

### 6.5.3 Setting Up Port Forwarding for an Xbox Example

The following is an example of how you would set up a single Xbox running Modern Warfare 2. Since multiple ports are used for the Xbox and the Modern Warfare 2 game, a separate forwarding rule is set for each port. Multiple ports and forwarding rules may not be required for other applications.



#### Steps

##### To set up port forwarding for an Xbox:

1. Click **Advanced** from the main menu.
2. Click **Forwarding** from the left side menu.
3. Enter the Xbox IP address in the **Local IP** field.
4. Define ports used by the Xbox in the **Local Start Port** and **Local End Port** fields. Define the same ports used by the Xbox in the **External Start Port** and **External End Port** fields.
5. Create Port Forwarding rules per port. A rule set up for port 53 works for port 53. A port can be used only by one program at a time.

The screenshot shows the 'Advanced' configuration page for a router, specifically the 'Forwarding' section. The breadcrumb trail is 'HOME > Advanced > Forwarding'. There are buttons for 'Create IPv4' and 'Create IPv6'. Below these is a table of port forwarding rules. To the right of the table is a list of applications and their ports.

Local		External			Description	Enabled	Edit	Remove
IP Address	Start Port	End Port	Start Port	End Port				
192.168.1.10	53	53	53	53	BOTH	Yes	Edit	Remove
192.168.1.10	80	80	80	80	BOTH	Yes	Edit	Remove
192.168.1.10	88	88	88	88	BOTH	Yes	Edit	Remove
192.168.1.10	3074	3074	3074	3074	BOTH	Yes	Edit	Remove

Application	Port
HTTP	80
FTP	21
TFTP	69
SMTP	25
POP3	110
NNTP	119
Telnet	23
IRC	184
SNMP	161
Finger	79
Gopher	70
Whois	43
Telnet	107
LDAP	389
UUCP	540



#### Note

You can set up applications/services to listen on one internal port. External Internet users who want to access that application, address it using an external port, such as an Audio server. Internal Ports are the ports to which local servers listen. External Ports are the ports that the cable modem listens to from the WAN.

## 6.6 Using the Port Triggers Option

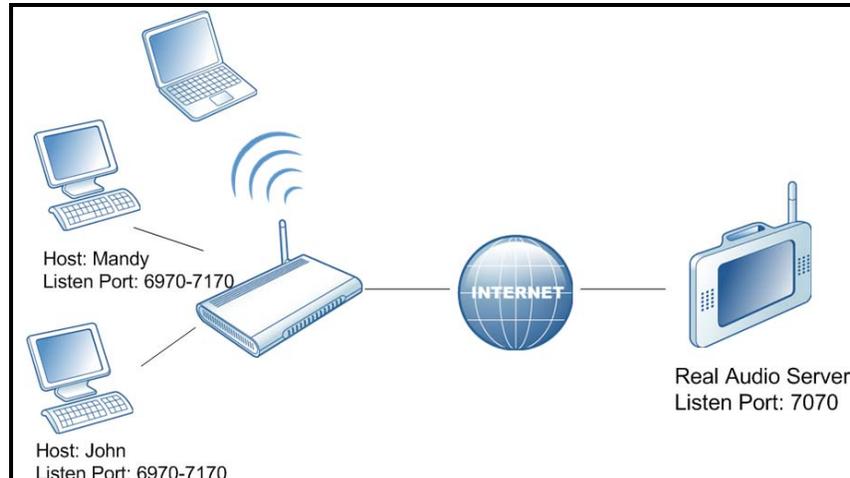
**Port Triggers** define dynamic triggers for specific devices on the LAN. This allows special applications that require specific port numbers with bi-directional traffic to function properly. Applications such as video conferencing, voice, gaming, and some messaging program features may require these special settings.

Some services use a dedicated range of ports on the client side and a dedicated range of ports on the server side. The difference between port forwarding and triggering is:

- ◆ Port forwarding sets a rule to send a service to a single LAN IP address.
- ◆ Port triggering defines two kinds of ports: trigger port and target port. The trigger port sends a service request from a LAN host to a specific destination port number. The port the LAN host is required to listen to by the application is called the target port. The server returns responses to these ports.

For example:

1. John requests a file from the Real Audio server (port 7070). Port 7070 is a “trigger” port and causes the device to record John’s computer IP address. The DDW36C associates John's computer IP address with the “target” port range of 6970-7170.
2. The Real Audio server responds to a port number ranging between 6970-7170.
3. The DDW36C forwards the traffic to John’s computer IP address.
4. Only John can connect to the Real Audio server until the connection is closed or expires.



### Steps

#### To set up port triggering:

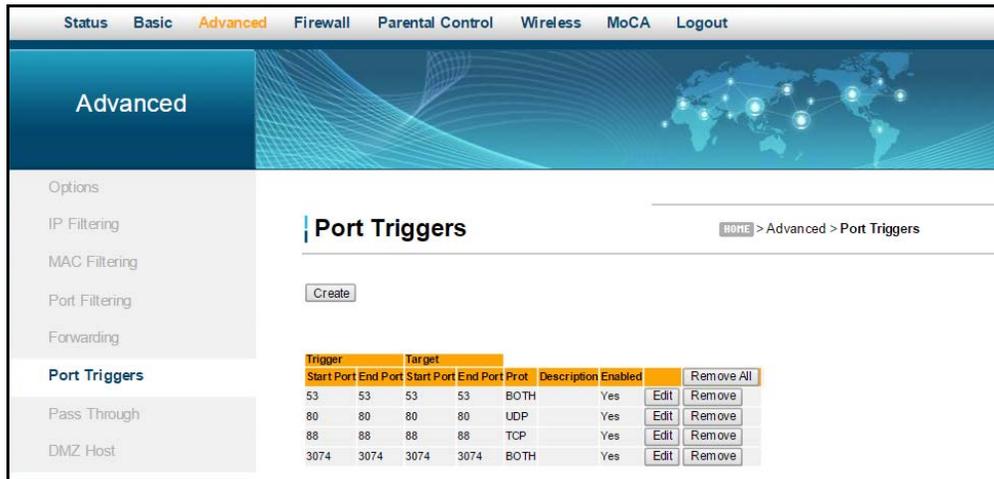
1. Click **Advanced** from the main menu.
2. Click **Port Triggers** from the left side menu.
3. Click **Create** and enter information in the trigger fields.

4. Click **Apply**. The port trigger rule is created and displayed in the table. Field descriptions are listed below the screen example.



**Note**

The following example shows the Port Triggering option set up for a dual Xbox configuration.



Label	Description
<b>Trigger Start Port</b>	Defines a port number or the starting port number in a range of port numbers.
<b>Trigger End Port</b>	Defines a port number or the ending port number in a range of port numbers.
<b>Target Start Port</b>	Defines a port number or the starting port number in a range of port numbers.
<b>Target End Port</b>	Defines a port number or the ending port number in a range of port numbers.
<b>Protocol</b>	Defines the protocol type for this rule, UDP, TCP, or Both.
<b>Description</b>	Names the triggering rule.
<b>Enabled</b>	Enables (on) or disables (off) the triggering rule.
<b>Remove All</b>	Deletes all port triggering rules.
<b>Edit</b>	Allows you to edit a port triggering rule.
<b>Remove</b>	Deleted a port triggering rule.

## 6.7 Using the Pass Through Option

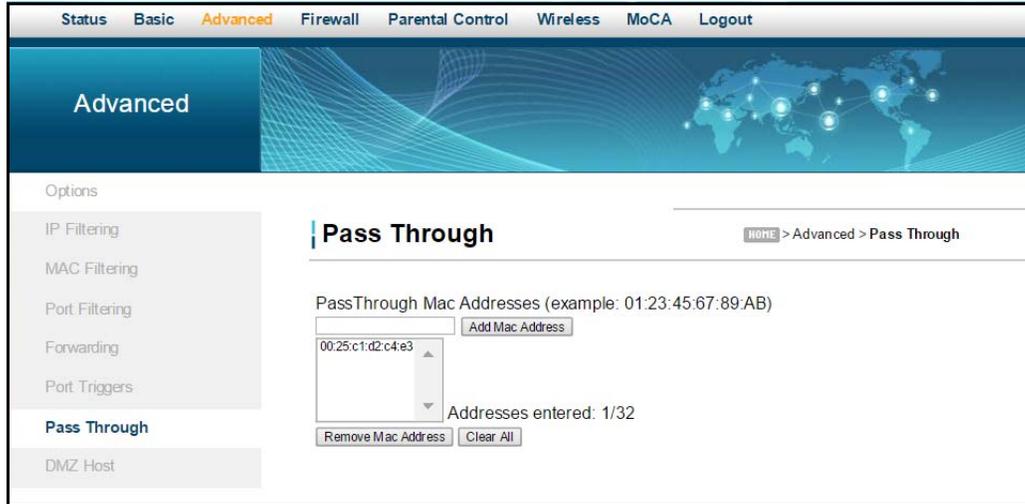
Use the **Pass Through** option to configure a pass through table. Devices in the pass through table are treated as bridge devices, storing and forwarding data between LAN interconnections.



**Steps**

**To configure a pass through table:**

1. Click **Advanced** from the main menu.
2. Click **Pass Through** from the left side menu. The pass through fields are explained following this screen example.



Label	Description
<b>Pass Through MAC Addresses</b>	Defines the input host's MAC address.
<b>Add MAC Address</b>	Adds the input host's MAC address.
<b>Addresses entered: n/32</b>	Displays the MAC addresses to be blocked. The number of MAC addresses is shown as 0/32 where 0 is the number of addresses in the list. You can add up to 32 MAC addresses at one time.
<b>Remove MAC Address</b>	Removes the input host's MAC address.
<b>Clear All</b>	Removes all of the input host's MAC addresses.

## 6.8 Using the DMZ Host Option

Use the **DMZ Host** option to expose a host IP address to the WAN (public Internet). You can use this option when applications do not work with port triggers or other networking strategies.



**Steps**

**To set up a DMZ host:**

1. Connect a PC to an Ethernet port on the DDW36C. Make sure both devices are powered on and functioning.
2. Connect a Home Gateway (or other device you wish to be in the DMZ) to an Ethernet

- port on the DDW36C.
- 3. Log in to the DDW36C Web user interface.
- 4. Click **Advanced** from the main menu.
- 5. Click **DMZ Host** from the left side menu.
- 6. Enter the IP address you just configured in the Static Lease section.
- 7. Test the device to ensure Internet access is available and the device is functional. For example, connect to the Internet from a PC connected to the Home Gateway, or make calls from a VoIP phone.



Label	Description
<b>DMZ Address</b>	Defines the IP address of the host to be exposed.
<b>Apply</b>	Saves changes.

## 7 Understanding the Firewall Menu

Use these instructions to configure the DDW36C firewall settings to control what types of traffic are allowed on your network. The firewall can block certain Web-oriented cookies, Java scripts, and pop-up windows. It is highly recommended the Firewall is left enabled at all times to protect against denial of service (DoS) attacks. Refer to [Using the Basic Option on page 63](#) to block Internet access to specific sites.

**Note:** Firewall menu options are not available when the device is in Bridge mode.



### Topics

See the following topics:

- ◆ [Using the Basic Option on page 63](#)
- ◆ [Using the Local Log Option on page 64](#)
- ◆ [Using the Remote Log Option on page 65](#)



### Steps

To access the firewall menu:

1. Access the Web user interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click **Firewall** from the main menu.

### 7.1 Using the Basic Option

Use the **Basic** option to filter Web content to block certain Web-oriented cookies, Java scripts, and pop-up windows.



### Steps

To filter Web content:

1. Click **Firewall** from the main menu.
2. The **Basic** screen is displayed. Field descriptions are listed below the screen example.



Label	Description
<b>IPv4 Firewall Protection</b>	Defines the level of IPv4 protection. Choices are Off, Low, Medium, and High. Services are based on the protection level and displayed in the Allowed Services window.
<b>IPv6 Firewall Protection</b>	Defines whether IPv6 firewall protection is On or Off.
<b>Block Fragmented IP Packets</b>	Detects fragmented IP packets and blocks them.
<b>Port Scan Detection</b>	Detects port scans that probe for available ports and potentially use these ports to detect weakness in the network.
<b>IP Flood Detection</b>	Detects IP flood attacks that send excessive information to the device, using up bandwidth.
<b>Optimize for XBOX</b>	When enabled, this feature stabilizes and improves video streaming. This disables LDPC (low-density parity-check) for some Xbox implementations, like the older Xbox Slim, that do not properly support the protocol.
<b>Apply</b>	Saves changes.

## 7.2 Using the Local Log Option

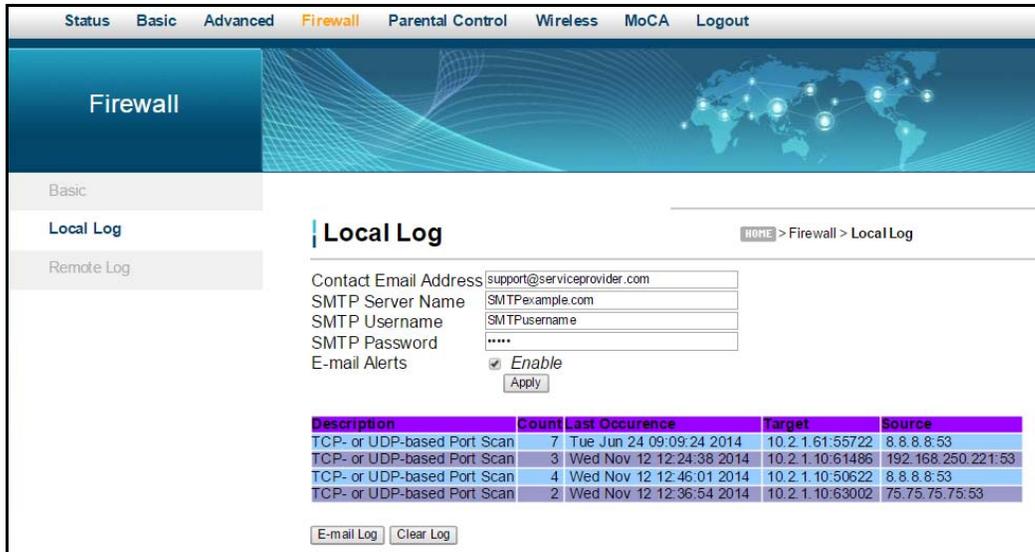
Use the **Local Log** to define firewall event log reporting through email alerts and report on possible attacks on the system.



### Steps

#### To define local log reporting:

1. Click **Firewall** from the main menu.
2. Click **Local Log** from the left side menu. Field descriptions are listed below the screen example.



Label	Description
<b>Contact Email Address</b>	Defines the email address where you want to send the log.
<b>SMTP Server Name</b>	Defines the name of the SMTP server, such as smtp.example.com.
<b>SMTP Username</b>	Defines the username for the email address, such as contact@company.com.
<b>SMTP Password</b>	Defines the password for the email address.
<b>E-mail Alerts</b>	Enables or disables log reporting.
<b>Apply</b>	Saves the settings and completes the setup.
<b>E-mail Log</b>	Sends the log to the specified email address.
<b>Clear Log</b>	Deletes the log.

### 7.3 Using the Remote Log Option

Use the **Remote Log** option to define events and send the log to a local SysLog server.



#### Steps

**To configure the firewall remote log:**

1. Click **Firewall** the main menu.
2. Click **Remote Log** from the left side menu. The **Remote Log** fields are explained following this screen example.



Label	Description
<b>Permitted Connections</b>	Logs all access attempts that are allowed by the firewall.
<b>Blocked Connections</b>	Logs all access attempts that are blocked by the firewall.
<b>Known Internet Attacks</b>	Logs all known attacks from the Internet.
<b>Product Configuration Events</b>	Logs when the DDW36C is configured/modified by a user or administrator.
<b>to SysLog server at 192.168.0.</b>	Defines the IP address of the Syslog server.
<b>Apply</b>	Saves changes.

## 8 Understanding the Parental Control Menu

Parental Controls allow you to control Internet access for users on the DDW36C network. Parental Controls provides the following features:

- ◆ Define user/password access.
- ◆ Block specific Web sites and Web sites based on keywords.
- ◆ Define the times users are allowed to access the Internet.
- ◆ View a local log to view Internet activity.



### Topics

See the following topics:

- ◆ [Using the Parental Control User Setup Option on page 67](#)
- ◆ [Using the Basic Option on page 69](#)
- ◆ [Using the ToD Filter Option on page 71](#)
- ◆ [Using the Local Log Option on page 72](#)



### Steps

To access the parental control menu:

1. Access the Web interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click the **Parental Control** link from the top of the screen.

### 8.1 Using the Parental Control User Setup Option

The **User Setup** option allows you to configure which user accounts can or cannot connect to your wireless or wired network, and the parameters of each connection.

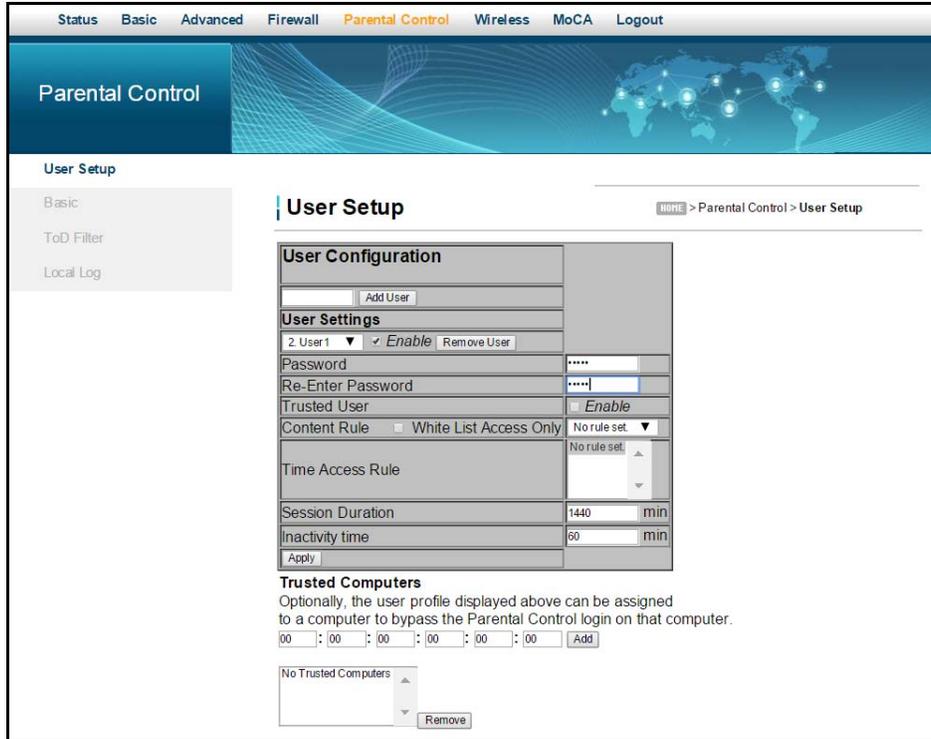


### Steps

To configure user accounts:

1. Click the **Parental Control** link from the top of the screen.
2. The **User Setup** screen is displayed. The **User Setup** fields are explained following the screen example.

**Note:** To enable Parental Control, refer to [Using the Basic Option on page 69](#).



Label	Description
<p><b>Add User</b>  <b>Remove User</b>  <b>Enable</b></p>	<p>Defines user accounts.</p> <ul style="list-style-type: none"> <li>◆ To select an existing user, choose the user from the User Settings drop-down menu.</li> <li>◆ To add a new user, add the user name and click Add. Note that the user name cannot contain any spaces.</li> <li>◆ To activate the user, check Enable.</li> <li>◆ To remove a user, select the user from the drop-down menu and click Remove User.</li> </ul>
<p><b>Password</b></p>	<p>Defines the password for this user. It is required when this user tries to access the Internet via the device.</p>
<p><b>Re-Enter Password</b></p>	<p>Confirms the password with the re-entered password.</p>
<p><b>Trusted User</b></p>	<p>Each specified user may also be enabled as a “trusted user” which means that person will have access to all Internet content regardless of filters that may be set up. This check box can be used as a simple override to grant a user full access but still having the ability to keep all of the previous settings stored and available.</p>
<p><b>Content Rule</b></p>	<p>Provides a drop-down list of existing content rules that define what kind of Websites the user can or cannot visit.</p>
<p><b>White List Access Only</b></p>	<p>Selects the White List Access option. If you have created a content rule that defines a black list and white list, select the White List Access Only checkbox to force the DDW36C to execute the policy for the selected user.</p>

Label	Description
<b>Time Access Rule</b>	Selects a defined time access rule to apply to the selected user.
<b>Session Duration</b>	Allows you to enter a time in minutes for the user's session to expire. When the session expires, the user can log in again for the same session duration.
<b>Inactivity Time</b>	Allows you to enter the time out value when a user has no activity on the Internet. When the time expires, the user interface to the Internet is canceled.
<b>Apply</b>	Saves all changes when clicked.
<b>Trusted Computers</b>	Defines the trusted hosts that can bypass the Parental Control Process.
<b>Add</b>	Adds the trusted host's MAC address entered in the given area and Add is clicked.
<b>Remove</b>	Removes a trusted computer from the list when it is highlighted and Remove is clicked.

## 8.2 Using the Basic Option

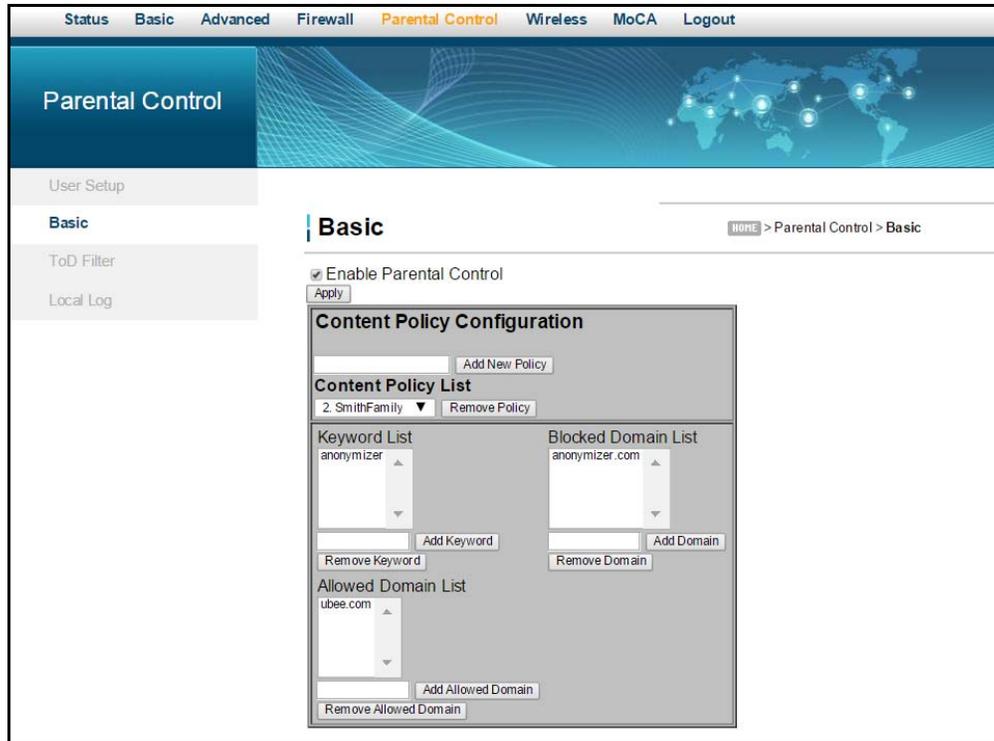
The **Basic** option allows you to select rules to block certain Internet content and Web sites. After you change your Parental Control settings, click the appropriate Apply, Add, or Remove button for your new settings to take effect. Refresh your browser's display to see the currently active settings.



### Steps

#### To filter Internet content and Web sites:

1. Click the **Parental Control** link from the top of the screen.
2. Click **Basic** from the left side of the screen. The **Basic** fields are explained following this screen example.



Label	Description
<b>Enable Parental Control</b>	Activates the Parental Control feature when checked.
<b>Apply</b>	Saves all changes in the screen and activates Parental Control, if enabled.
<b>Content Policy Configuration</b>	
<b>Add New Policy</b>	Adds a policy to the Policy List. Enter the policy name and click Add New Policy. Note: the policy name cannot contain any spaces.
<b>Content Policy List</b>	Lists existing policies you can choose to use.
<b>Remove Policy</b>	Deletes a policy from the list. Select the policy from the list and click Remove Policy.
<b>Keyword List</b>	Displays keywords you can use to block Web site addresses (URLs) containing those words.
<b>Add Keyword</b>	Adds a keyword to the keyword list. Enter the word in the field next to the Add Keyword button and click Add Keyword. The keyword is added to the list.
<b>Remove Keyword</b>	Removes a keyword from the keyword list. Select the keyword from the list, and click Remove Keyword.
<b>Blocked Domain List</b>	Displays Web domains (for example, unwanted.com) you can use to block access to those domains.
<b>Add Domain</b>	Adds a domain to the Allowed Domain List. Enter a domain, and click Add Domain.

Label	Description
<b>Remove Allowed Domain</b>	Removes a domain from the Allowed Domain List. Select the domain from the list, and click Remove Domain.
<b>Allowed Domain List</b>	Displays domains you can assign to users to visit only the sites allowed.
<b>Add Allowed Domain</b>	Adds allowed domains to the list. Enter the name and click Add Allowed Domain.
<b>Remove Allowed Domain</b>	Removes domain names from the list. Highlight the domain from the list and click Remove Allowed Domain.

### 8.3 Using the ToD Filter Option

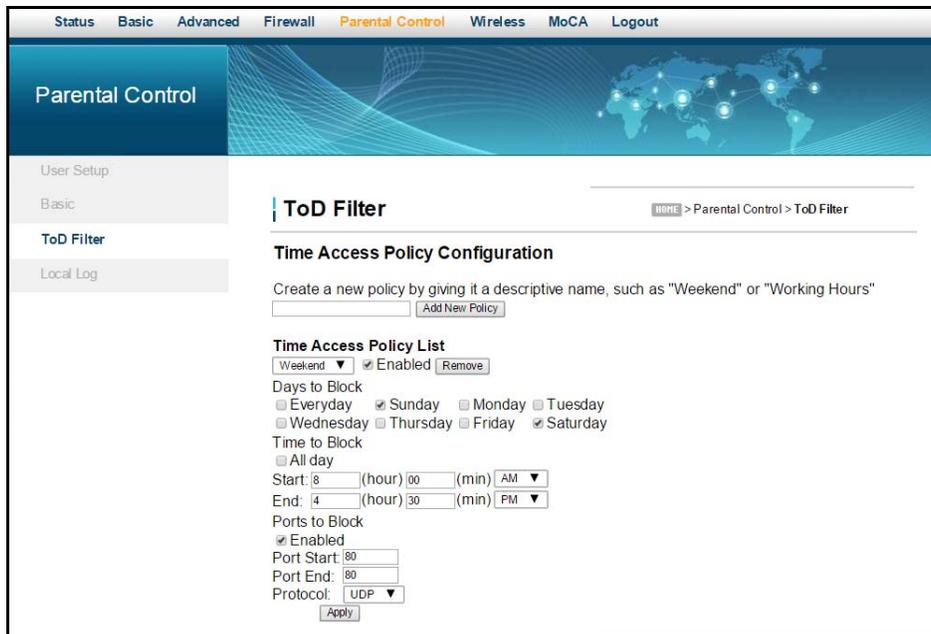
The **ToD** (Time of Day) **Filter** option allows the configuration of time-based access policies to block all Internet traffic at specified times.



#### Steps

To configure ToD filters:

1. Click the **Parental Control** link from the top of the screen.
2. Click **ToD Filter** from the left side of the screen. The **ToD Filter** fields are explained following this screen example.



Label	Description
<b>Add New Policy</b>	Adds a new policy. Enter a policy name and click the Add New Policy button.
<b>Time Access Policy List</b>	Lists the existing policies in a drop-down list.
<b>Enabled</b>	Activates a policy. Select the policy from the drop-down list and check Enabled.
<b>Remove</b>	Deletes a policy. Select the policy from the drop-down list and click Remove.
<b>Days to Block</b>	Selects the days to block Internet access.
<b>Time to Block: All Day or a specific time frame</b>	Defines the time to block. <ul style="list-style-type: none"> <li>◆ To block all day, check All Day to eliminate all access during the days selected.</li> <li>◆ To block a specific time frame for the days selected, enter the Start time and the End time. Select AM or PM for each.</li> </ul>
<b>Ports to Block</b>	Defines a port range to block if the Enabled box is checked. <ul style="list-style-type: none"> <li>◆ Port Start: Enter the starting port number to be blocked.</li> <li>◆ Port End: Enter ending port number to be blocked.</li> <li>◆ Protocol: Select the protocol type. Options are UDP, TCP, or Both.</li> </ul>
<b>Apply</b>	Saves all changes when clicked.

## 8.4 Using the Local Log Option

The **Local Log** option displays Parental Control event log reporting.



### Steps

**To view the parental control local log:**

1. Click the **Parental Control** link from the top of the screen.
2. Click **Local Log** from the left side of the screen. The **Local Log** fields are explained following this screen example.



Label	Description
<b>Last Occurrence</b>	Displays the time when the last event occurred.
<b>Action</b>	Displays what is done by parental control, including dropping or permitting access requests.
<b>Target</b>	Displays the destination IP address or URL of a certain access request.
<b>User</b>	Displays the user who triggered this event log.
<b>Source</b>	Displays the source MAC address of this event.
<b>Clear Log</b>	To empty the displayed log entries, click Clear Log.

## 9 Understanding the Wireless Menu

Use the Wireless menu to configure wireless network settings for both the 2.4GHz and 5GHz radio bands. The DDW36C is a *dual-band concurrent* wireless gateway, supporting operation of both the 2.4GHz and 5GHz radio bands simultaneously.



### Topics

See the following topics:

- ◆ [Selecting the Wireless Radio Band on page 74](#)
- ◆ [Using the Wireless Radio Option on page 75](#)
- ◆ [Using the Primary Network Option on page 78](#)
- ◆ [Using the Access Control Option on page 82](#)
- ◆ [Using the Wi-Fi Multimedia Option on page 84](#)
- ◆ [Using the Wireless Bridging Option on page 86](#)
- ◆ [Deploying and Troubleshooting the Wireless Network on page 87](#)



### Steps

To access the wireless menu:

1. Access the Web interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click **Wireless** from the main menu. The Wireless Radio screen is displayed.

### 9.1 Selecting the Wireless Radio Band

The DDW36C is a *dual-band concurrent* wireless gateway, supporting operation of both the 2.4GHz and 5GHz radio bands simultaneously. Each of the radio bands can be configured separately (i.e. changing the wireless network name or password). On the top left side of each screen in the Wireless tab, you can select which radio you want to configure (either the 2.4GHz or the 5GHz). The screen shot below shows the radio band selection boxes (with 2.4GHz being selected/highlighted).



**NOTE:** Selecting the radio band as above is only an indicator of which band you are actively configuring, both the 2.4GHz and 5GHz bands are enabled by default.

## 9.2 Using the Wireless Radio Option

The **Radio** option is used to configure the wireless radio, including channel number, and bandwidth control.



### Steps

**To configure wireless operations:**

1. Click **Wireless** from the main menu.
2. The **Radio** screen is displayed. Field descriptions are listed below the screen example (the screen example shows the 2.4GHz radio selected).



Label	Description
<b>2.4GHZ / 5GHz</b> (top left side)	On the top left side of the screen, you can select either the 2.4GHz or 5GHz radio band to configure. Options are the same for both bands unless otherwise noted.
<b>Wireless Status</b>	Displays the selected wireless radio's status, Enabled or Disabled.
<b>Channel Bandwidth</b>	<p>Sets the channel bandwidth and displays the current channel bandwidth.</p> <ul style="list-style-type: none"> <li>♦ For the 2.4GHz radio, options are 20MHz (default value), 40MHz, and Auto.</li> <li>♦ For the 5GHz radio, options are 20MHz, 40MHz, 80MHz and Auto (default value).</li> </ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>♦ 802.11b and 802.11g support 2.4GHz, 20MHz wide channels</li> <li>♦ 802.11n supports 2.4GHz or 5GHz, 20MHz or 40MHz wide channels</li> <li>♦ 802.11a supports 5GHz, 20MHz wide channels</li> <li>♦ 802.11ac supports 5GHz, 20/40/80MHz wide channels</li> </ul>

Label	Description
<b>Wireless Channel</b>	<p>Set to Auto by default, the Wireless Channel selects a specific channel to deploy the wireless network. This allows you to set the operating frequency/channel depending on your particular region. Channel selection can have an impact on wireless networking performance. For more information, refer to <a href="#">Selecting a Wireless Channel on page 91</a>.</p> <p>The current channel is displayed as well as the interference level. The available Wireless Channels depend on which Channel Bandwidth is selected. Below are the available channels for each selected channel bandwidth:</p> <p><b>2.4GHz Radio:</b></p> <ul style="list-style-type: none"> <li>◆ 20MHz: Auto,1,2,3,4,5,6,7,8,9,10,11</li> <li>◆ 40MHz: Auto,1,2,3,4,5,6,7</li> <li>◆ Auto: Auto,1,2,3,4,5,6,7</li> </ul> <p><b>5GHz Radio:</b></p> <ul style="list-style-type: none"> <li>◆ 20MHz: Auto,36,40,44,48,149,153,157,161,165</li> <li>◆ 40MHz: Auto,36,44,149,157</li> <li>◆ 80MHz: Auto,36/80,149/80,40/80,153/80,44/80,157/80,48/80,161/80</li> <li>◆ Auto: Auto,36/80,149/80,40/80,153/80,44/80,157/80,48/80,161/80</li> </ul>
<b>Apply</b>	Saves all screen changes when clicked.
<b>Restore Wireless Defaults</b>	Restores the factory default settings for wireless configurations when clicked.
<b>Scan Wireless APs</b>	Scans for other wireless access points and displays channel, encryption, SSID, RSSI levels, and other information. See the section below for more information.

### 9.2.1 Scanning for Wireless Access Points (APs)

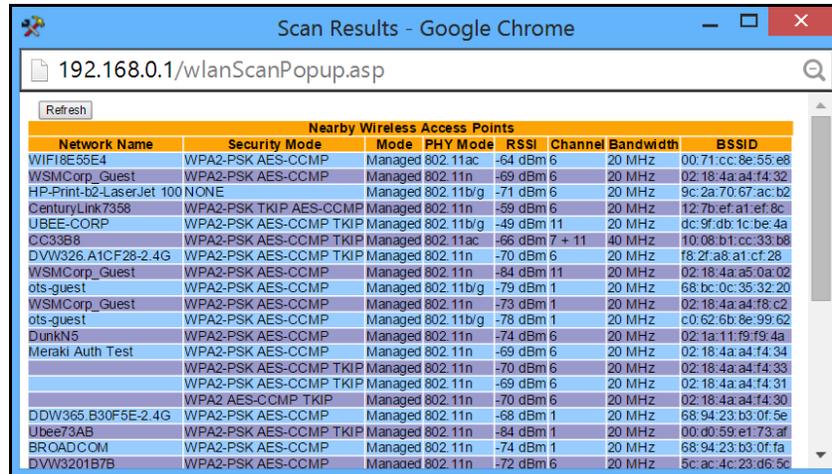
You can search for nearby wireless access points and display the results in a new window.



#### Steps

##### To search for wireless access points:

1. Click **Scan Wireless APs** at the bottom of the Wireless Radio screen. Results are displayed in a new window.



2. Click **Refresh** to update the results.

Label	Description
<b>Nearby Wireless Access Points</b>	
<b>Network Name</b>	Displays the name of the wireless network (SSID) broadcast by the access point.
<b>Security Mode</b>	Displays the encryption method used.
<b>Mode</b>	Displays the mode of the wireless access point: Possible modes are: <ul style="list-style-type: none"> <li>♦ Master – Communicates with associated wireless cards that are in managed mode. Appears as a normal access point with an SSID and channel. Network communications, such as authentication, conflict, and duplicate packets are managed by the wireless card.</li> <li>♦ Managed – Communicates with an associated master, not directly with another managed AP. Wireless cards connect to the master network and change their channel to match. The master must accept the credentials of the managed network for it to be associated.</li> <li>♦ Ad-hoc – Communicates directly with another wireless network. Network cards must be in range and use the same name and channel.</li> <li>♦ Monitor – Communicates in observation mode and does not transmit. Can be used for troubleshooting wireless links or checking bandwidth usage in the area.</li> </ul>
<b>PHY Mode</b>	Displays the physical transceivers (PHY) layer method used.
<b>RSSI</b>	Displays the received signal strength (RSSI) of the wireless access points in range of the device. Lower negative numbers (for example, -1 to -65) indicate the access point is closer. Greater negative numbers (for example, -66 to -95) indicate the access point is farther away.
<b>Channel</b>	Displays the channel on which the DDW36C is operating.
<b>BSSID</b>	Displays the MAC address for the nearby wireless access points.

### 9.3 Using the Primary Network Option

Use the **Primary Network** option to configure a variety of wireless security settings.



#### Steps

To configure wireless security options:

1. Click **Wireless** from the main menu.
2. Click **Primary Network** from the left side menu. Field descriptions are listed below the screen example. This example shows the settings when the DDW36C is in the 2.4GHz band.

Wireless default values are discussed in [Understanding Default Values and Logins on page 8](#).

The screenshot shows the 'Primary Network' configuration page in the Ubiquiti DDW36C web interface. The interface has a top navigation bar with tabs for Status, Basic, Advanced, Firewall, Parental Control, **Wireless**, MoCA, and Logout. The left sidebar shows a tree view with 'Wireless' selected, containing sub-items for 2.4 GHz, 5G Hz, Radio, Primary Network, Access Control, WMM, and Wireless Bridging. The main content area is titled 'Primary Network' and shows the following settings:

- MAC-ID:** (00:71:CC:8E:54:CB)
- Primary Network:** Enabled
- Network Name (SSID):** WIFI8E54C7
- Broadcast SSID:** On
- Wireless Mode:** Mixed (11b/g/n)
- WPA:** Disabled
- WPA-PSK:** Disabled
- WPA2:** Disabled
- WPA2-PSK:** Enabled
- WPA/WPA2 Encryption:** AES
- WPA Pre-Shared Key:** HP3WZ7HXCT6D9QS
- RADIUS Server:** 0.0.0.0
- RADIUS Port:** 1812
- RADIUS Key:** [Redacted]
- Group Key Rotation Interval:** 0
- WPA/WPA2 Re-auth Interval:** 3600
- WEP Encryption:** Disabled
- Shared Key Authentication:** Optional
- 802.1x Authentication:** Disabled
- Network Key 1-4:** [Redacted]
- Current Network Key:** 1
- PassPhrase:** [Redacted]

On the right side, there are sections for:

- Automatic Security Configuration:** WPS (Configured)
- Device Name:** UbeeAP
- WPS Setup AP:** UID: a96f5eb05a07b8e6827ea2dd357c01ce, PIN: 15349392
- WPS Add Client:** Add a client, Client PIN, Authorized Client MAC

Label	Description
<b>2.4GHZ / 5GHz</b> (top left side)	On the top left side of the screen, you can select either the 2.4GHz or 5GHz radio band to configure. Options are the same for both bands unless otherwise noted.
<b>MAC ID</b>	Displays the MAC Address of the DDW36C.
<b>Primary Network</b>	Enables or disables the primary network.
<b>Network Name (SSID)</b>	<p>Defines the primary network name (SSID) to which client devices connect.</p> <ul style="list-style-type: none"> <li>-- For the 2.4GHz radio (shown above), the default SSID is "WIFI" plus the last 6 characters of the MAC address with the letters in UPPER case.</li> <li>-- For the 5GHz radio, the default SSID is "WIFI" plus the last 6 characters of the MAC address with the letters in UPPER case, plus "-5G".</li> </ul>
<b>Broadcast SSID</b>	<p>When On is selected, the SSID is visible to wireless clients. If Off is selected, the SSID is not visible to wireless clients unless manually set up on the client. Broadcast SSID is On by default to allow broadcasting of the primary network name (SSID). Refer to <a href="#">Enabling a Closed Network on the Primary Network on page 82</a> to set up a closed network.</p> <p><b>NOTE:</b> WPS must be disabled before Broadcast SSID can be disabled.</p>
<b>Wireless Mode</b>	<p>Allows you to define the 802.11 wireless networking standard(s).</p> <ul style="list-style-type: none"> <li>♦ 2.4GHz band options are: Mixed (11b/g/n), and 11n only. The default is Mixed (11b/g/n).</li> <li>♦ 5GHz band options are: Mixed (11a/n/ac), Mixed (11n/ac) and 11ac only. The default is Mixed (11a/n/ac).</li> </ul>
<b>WPA</b>	<p>Enables or disables the Wi-Fi Protected Access (WPA) security protocol. WPA is a subset of the IEEE 802.11i standard. Key differences between WPA and WEP are user authentication and improved data encryption. Setting WPA alone with a pre-shared key requires a RADIUS or TACACS server for authentication. This method is mostly used in large enterprise implementations.</p>
<b>WPA-PSK</b>	<p>Enables or disables WPA Pre-Shared Key (WPA-PSK). If you do not have an external RADIUS server, use WPA-PSK, which requires a single (identical) password entered into wireless gateway and wireless client. As long as the passwords match, a client is granted access to the wireless LAN.</p> <p><b>NOTE:</b> In order to enable WPA-PSK, you must first enable WPA2-PSK. When WPA-PSK is enabled, the default WPA-WPA2 encryption is TKIP+AES.</p>

Label	Description
<b>WPA2</b>	Enables or disables WPA2. This advanced protocol is certified through Wi-Fi Alliance's WPA2 program and implements the mandatory elements of 802.11i. In particular, it has an AES-based algorithm (CCMP) that is considered fully secure. Setting WPA2 alone with a pre-shared key requires a RADIUS or TACACS server for authentication. This method is mostly used in large enterprise implementations.
<b>WPA2-PSK</b>	Enables or disables WPA2-PSK. If you do not have an external RADIUS server, use WPA2-PSK, which requires a single (identical) password entered into wireless gateway and wireless client. As long as the passwords match, a client is granted access to the wireless LAN. This is the default residential setting. It is more secure than WPA-PSK. When <b>only</b> WPA2-PSK is enabled, the default WPA/WPA2 encryption is AES.
<b>WPA/WPA2 Encryption</b>	<ul style="list-style-type: none"> <li>♦ When <b>only</b> WPA2-PSK is enabled, the default encryption is AES.</li> <li>♦ When both WPA2-PSK and WPA-PSK are enabled, the default encryption is TKIP+AES.</li> </ul> <p><b>NOTE:</b> TKIP encryption results in maximum link speed of 54Mbps. Use WPA2+PSK with AES for maximum performance and encryption security.</p>
<b>WPA Pre-Shared Key</b>	Displays the WPA Pre-Shared Key when "Show Key" is checked. The WPA pre-shared key is a unique key for each device. It is a randomly generated character string, 16 characters in length, and can also be found on the device label. The encryption mechanisms for WPA and WPA-PSK are the same, except that WPA-PSK uses a simple common password instead of user-specific credentials.
<b>Show Key</b>	Displays the pre-shared key when checked.
<b>RADIUS Server</b>	Defines the IP address of the RADIUS server, if used.
<b>RADIUS Port</b>	Defines a RADIUS port number when WPA or 802.1x network authentication is selected.
<b>RADIUS Key</b>	Defines the RADIUS Key when WPA or 802.1x network authentication is selected.
<b>Group Key Rotation Interval</b>	Allows the device to generate the best possible random group key and update all the key-management capable stations periodically. This field is set to 0 by default.
<b>WPA/WPA2 Re-auth Interval</b>	Sends a new group key to all clients at the specified interval for a wireless router (if using WPA-PSK key management) or RADIUS server (if using WPA key management). The re-keying process is the WPA equivalent of automatically changing the WEP key for a wireless access point and all stations in the WLAN on a periodic basis. Setting the WPA Group Key Update Timer is also supported in WPA-PSK mode.

Label	Description
<b>WEP Encryption</b>	Enables or disables WEP encryption. If you do not have wireless clients that can use WPA or WPA2, you can use WEP key encrypting. A higher bit key offers better security. WEP encryption scrambles the data transmitted between the wireless stations and the DDW36C to keep network communications private. It encrypts unicast and multicast communications in a network. Both the wireless stations and the DDW36C must use the same WEP key. Data Encryption can be set to <b>WEP 128-bit</b> , <b>64-bit</b> , or <b>Disable</b> .
<b>Shared Key Authentication</b>	Defines Shared Key Authentication as optional or required. Shared Key is an authentication method used by wireless LANs, which follow the IEEE 802.11 standard. Wireless devices authenticate each other by using a secret key that is kept by both devices.
<b>802.1x Authentication</b>	Enables or disables 802.1x to authenticate wireless clients.
<b>Network Key 1-4</b>	Pre-defines up to 4 keys for 64-bit or 128-bit (64-bit keys require 10 hexadecimal digits) (128-bit key require 26 hexadecimal digits).
<b>Current Network Key</b>	Selects one of the four pre-defined keys as the current network key.
<b>Passphrase</b>	Sets the WEP encryption key by entering a word or group of printable characters in the Passphrase box and clicking Generate WEP keys. These characters are case sensitive.
<b>Generate WEP Keys</b>	Forces the device to generate 4 WEP keys automatically.
<b>Apply</b>	Saves changes.
<b>Automatic Security Configuration</b> — Sets up WPS (Wi-Fi Protected Setup) for devices connecting to the wireless network.	
<b>WPS/Disabled</b>	Enables or disables WPS option. When enabled, the following fields are available:
<b>WPS Config State</b>	Defines if the WPS has been configured or not.
<b>Device Name</b>	Defines a name for the DDW36C for WPS. The default is UbeeAP.
<b>WPS Setup AP</b>	
<b>UUID</b>	Defines the universal unique identifier (UUID) for this device.
<b>PIN</b>	Defines the Personal Identification Number for this device.
<b>Generate AP PIN</b>	Creates a new PIN for this device.
<b>Configure by External Registrar</b>	Options are Allow (default) and Deny.
<b>WPS Add Client</b>	

Label	Description
<p><b>Add a client</b></p>	<p>Activates wireless protected setup (WPS) security on the device.                      To add a client:                      1. Click Add a client. The WPS Add Client screen is displayed.                      2. Click PUSH on the WPS Add Client screen. The WPS button is activated on the device, indicated by a flashing white light on top of the unit.                      3. Press the WPS button on the device.</p>
<p><b>Client PIN</b></p>	<p>Defines a PIN number for client access.</p>
<p><b>Authorized Client MAC</b></p>	<p>Defines the MAC address of the authorized client.</p>

### 9.3.1 Enabling a Closed Network on the Primary Network

You can enable a Closed Network so the SSID cannot be broadcast or seen by others.



#### Steps

**To enable a closed network:**

1. Access the pull down menu on **Broadcast SSID**.
2. Choose **Off** to enable a closed network, meaning the SSID is not visible to wireless clients. Automatic Security Configuration is disabled.



**Note:** WPS must be disabled before Broadcast SSID can be turned to **Off**.

## 9.4 Using the Access Control Option

Use the **Access Control** option to configure which clients can access your wireless network.

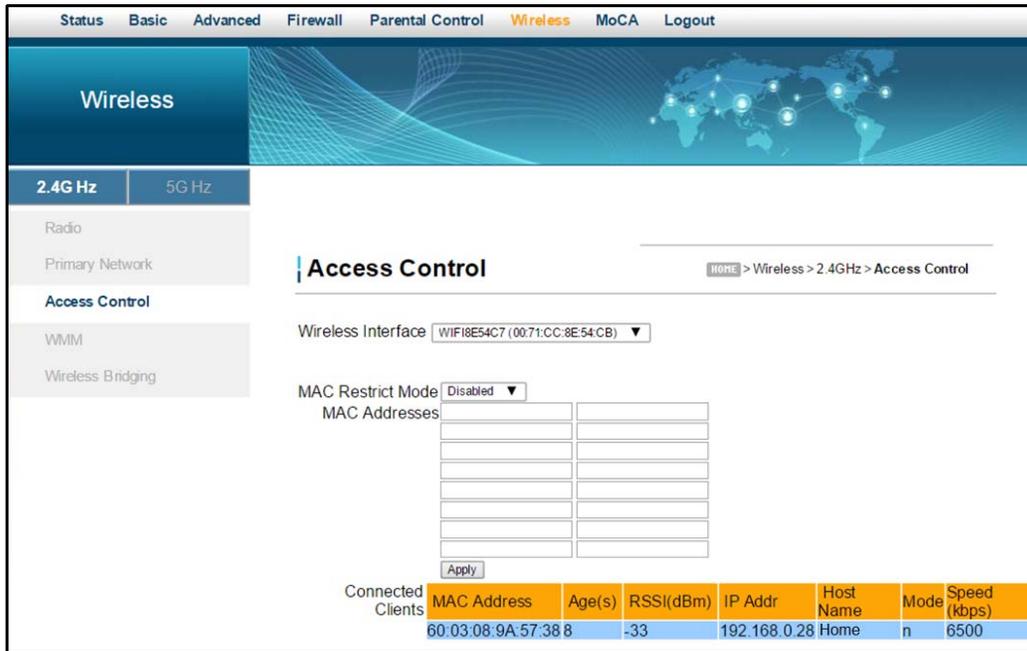


#### Steps

**To configure client access:**

1. Click **Wireless** from the main menu.

2. Click **Access Control** from the left side menu. Field descriptions are listed below the screen example. This example shows the screen when the DDW36C is in the 2.4GHz band.



Label	Description
<b>2.4GHZ / 5GHz</b> (top left side)	On the top left side of the screen, you can select either the 2.4GHz or 5GHz radio band to configure. Options are the same for both bands unless otherwise noted.
<b>Wireless Interface</b>	Defines the network name (SSID) and MAC address for which you are setting access control parameters. The screen shot above shows the SSID for the 2.4GHz radio.
<b>MAC Restrict Mode</b>	Controls wireless access to your network by MAC address. <ul style="list-style-type: none"> <li>♦ <b>Disabled</b> turns off MAC restrictions and allows any wireless client to connect to this device. However, if you use other security mechanisms for access to the wireless network, clients must still adhere to those restrictions.</li> <li>♦ <b>Allow</b> creates a list of wireless clients that can connect to the wireless network. Enter the MAC addresses of these clients in the MAC Addresses fields. MAC addresses not on the list, are not allowed access to your wireless network.</li> <li>♦ <b>Deny</b> creates a list of wireless clients that you do not want to have access to your wireless network. Enter the MAC addresses of these clients in the MAC Addresses fields.</li> </ul>

Label	Description
<b>MAC Addresses</b>	Defines the MAC addresses. Note: You may cut and paste MAC addresses from the connected clients list at the bottom of the screen.
<b>Apply</b>	Saves changes when clicked.
<b>Connected Clients</b>	<p>Lists wireless clients currently connected listed by MAC address.</p> <ul style="list-style-type: none"> <li>♦ <b>MAC Address</b> – Displays the MAC addresses entered in the MAC Addresses field (see above).</li> <li>♦ <b>Age(s)</b> – Displays the duration since the wireless client's polled values were sent to the device. The values include all information shown on this screen. The lower the number, the more current its data.</li> <li>♦ <b>RSSI(dBm)</b> – Displays the received signal strength from the device to the DDW36C. This value is commonly used to assist in troubleshooting wireless performance issues. A signal strength between 0dBm and -65dBm is considered optimal. Levels of -66dBm and lower (for example, -70, -80, etc.) have a downward impact on wireless data throughput. Refer to <a href="#">Understanding Received Signal Strength on page 87</a> for more information.</li> <li>♦ <b>IP Address</b> – Displays the IP address assigned to this wireless client.</li> <li>♦ <b>Host Name</b> – Displays the host name of the wireless client.</li> <li>♦ <b>Mode</b> – Indicates the applicable 802.11a/b/g/n standard used by the connected client device.</li> <li>♦ <b>Speed (kbps)</b> – Displays the maximum theoretical link speed negotiated between the DDW36C and the client, not including the overhead associated with encryption, and so on. For example, actual speeds with WEP encryption enabled are typically less than half of the negotiated link speed. TKIP encryption can also affect performance. AES is the most efficient and secure with the highest throughput possible.</li> </ul>

## 9.5 Using the Wi-Fi Multimedia Option

Use the Wi-Fi Multimedia option to enable quality of service (QoS) to ensure the best service in your wireless networks.

- ❑ Controls WLAN transmission priority on packets transmitted over the wireless network.
- ❑ Wi-Fi Multi-Media Quality of Service (WMM QoS) is a part of the IEEE 802.11e QoS enhancement to certified Wi-Fi wireless networks.
- ❑ WMM QoS prioritizes wireless traffic according to the delivery requirements of the individual user and applications. On wireless access points without WMM QoS, all traffic streams are given the same access priority to the wireless network. If a new traffic stream creates a data transmission demand that exceeds the current network capacity, the new traffic stream reduces the throughput of the other traffic streams.

- ❑ WMM QoS capability allows you to assign access categories (ACs) to various packet streams. The assigned AC of a packet stream depends on the packet’s priority, such as a priority assigned by an application (also referred to as a user priority (UP)). An AC may include a common set of enhanced distributed channel access (EDCA) parameters used by QoS to contend for a channel to transmit packets with certain priorities.

Different ACs can be associated with different power saving parameters. For example, one power saving parameter might be the delivery mechanism used by an access point (AP) to deliver packets to a station (STA) that is operating in a reduced power mode.

- ❑ WMM transmit opportunity (TXOP) is assigned to each access point. The bounded time interval during which a station can send as many frames as possible as long as the transmission time does not extend past the maximum duration of the TXOP. If a frame is too large to be transmitted in a single TXOP, it should be fragmented into smaller frames. Using TXOP reduces the problem of low rate stations gaining too much channel time in the legacy 802.11 DCF MAC. A TXOP time interval of 0 means it is limited to a single MAC service data unit (MSDU) or MAC management protocol data unit (MMPDU).



**Note**

Disabling WMM will break the 802.11n specification and results in speeds that tend toward a maximum speed of 54Mbps (802.11g max speed).



**Steps**

**To enable the multimedia wireless option:**

1. Click **Wireless** from the main menu.
2. Click **WMM (Wi-Fi Multimedia)** from the left side menu. Field descriptions are listed below the screen example. This example shows the screen when the DDW36C is in the 2.4GHz band.



Label	Description
<b>2.4GHZ / 5GHz</b> (top left side)	On the top left side of the screen, you can select either the 2.4GHz or 5GHz radio band to configure. Options are the same for both bands unless otherwise noted.
<b>WMM Support</b>	Enables (On) or disables (Off) WMM support. It is enabled by default.
<b>Power Save Support</b>	Enables (On) or disables (Off) power savings. WMM Power Save increases the efficiency and flexibility of data transmission. The wireless client device can “doze” between packets to save power, while the wireless access point buffers downlink frames. The application chooses the time to wake up and receive data packets to maximize power conservation without sacrificing quality of service. Power Save Support is enabled by default.
<b>Apply</b>	Saves changes to the WMM settings.

## 9.6 Using the Wireless Bridging Option

Use the **Wireless Bridging** option to configure the DDW36C to act as a wireless network bridge and establish wireless links with other wireless access points. To establish a bridge, you need to know the MAC address of the peer device, that must be in wireless bridging mode as well. The DDW36C can establish up to four wireless links with other wireless access points. When wireless devices are in wireless bridging mode, they form a wireless distribution system that allows computers in one LAN to connect to the computers in the other LAN.



### Caution

Avoid bridge loops when you enable bridging devices. Bridge loops cause broadcast traffic to circle the network endlessly. This can degrade throughput and disrupt communications.



### Steps

#### To configure the modem as a bridge:

1. Click **Wireless** from the main menu.
2. Click **Wireless Bridging** from the left side menu. Field descriptions are listed below the screen example. This example shows the screen when the DDW36C is in the 2.4GHz band.



Label	Description
<b>2.4GHZ / 5GHz</b> (top left side)	On the top left side of the screen, you can select either the 2.4GHz or 5GHz radio band to configure. Options are the same for both bands unless otherwise noted.
<b>Wireless Bridging</b>	
<b>Wireless Bridging</b>	Enables or disables the wireless bridging function. If enabled, the DDW36C will be able to communicate with a wireless repeater.
<b>Remote Wireless Bridges MAC ID List</b>	Defines the MAC addresses of the wireless bridges that you want to have the DDW36C send traffic to.
<b>Apply</b>	Saves all changes.

## 9.7 Deploying and Troubleshooting the Wireless Network

Use the information in this section to help you understand, deploy, and troubleshoot your wireless environments:

- ❑ [Understanding Received Signal Strength on page 87](#)
- ❑ [Estimating Wireless Cable Modem to Wireless Client Distances on page 88](#)
- ❑ [Understanding the 2.4GHz and 5GHz Bands on page 90](#)
- ❑ [Selecting a Wireless Channel on page 91](#)

### 9.7.1 Understanding Received Signal Strength

Received signal strength (RSSI) is measured from connected wireless client devices to the DDW36C. This value can significantly impact wireless speeds/performance. It is determined by:

- ❑ Materials (for example, open air, concrete, trees)
- ❑ Distance between wireless clients and the wireless cable modem

- ❑ Wireless capabilities of the client devices

To determine the received signal strength, refer to [Using the Access Control Option on page 82](#) and review the **RSSI** value. A receive signal strength indicator between 0 to -64 dBm is considered optimal. Levels of -67dBm and lower (for example, -70, -80, etc.) have a downward impact on wireless data throughput.

### 9.7.2 Estimating Wireless Cable Modem to Wireless Client Distances

The information in this section helps you to determine how far a wireless cable modem can be placed from wireless client devices. Environmental variances include the capabilities of wireless clients and the types of material through which the wireless signal must pass. When the wireless cable modem and wireless clients reach the distance threshold between each other, network performance degrades.



#### Steps

##### To determine wireless cable modem placement:

1. Connect a wireless client to the wireless DDW36C. Refer to [Connecting Devices to the Network on page 11](#) if needed.
2. Place the wireless client at around one meter (three feet) away from the DDW36C.
3. Obtain the **RSSI** value for the connected client. Refer to [Using the Access Control Option on page 82](#). This value is used in the formula further below.
4. Use the following table to determine what materials the wireless signal must travel through to reach the desired wireless coverage distance.
5. Use the following table to determine what materials the wireless signal must travel through to reach the desired wireless coverage distance.

**Attenuation Considerations**

Material	Attenuation	
	2.4GHZ	5GHz
Free Space	0.24dB / foot	0.3dB / foot
Interior Drywall	3dB to 4dB	3dB to 5dB
Cubicle Wall	2dB to 5dB	4dB to 9dB
Wood Door (Hollow/Solid)	3dB to 4dB	6dB to 7dB
Brick, Concrete Wall (Note 1)	6dB to 18dB	10dB to 30dB
Glass Window (not tinted)	2dB to 3dB	6dB to 8dB
Double Pane Coated Glass	13dB	20dB
Bullet Proof Glass	10dB	20dB
Steel / Fire Exit Door	13dB to 19dB	25dB to 32dB

**Attenuation Considerations**

Material	Attenuation	
	2.4GHZ	5GHz
Human Body	3dB	6dB
Trees (Note 2)	0.15dB / foot	0.3dB / foot
<b>Note 1:</b> Different types of concrete materials are used in different parts of the world and the thickness and coating differ depending on whether it is used in floors, interior walls, or exterior walls.		<b>Note 2:</b> The attenuation caused by trees varies significantly depending upon the shape and thickness of the foliage.

6. Use the attenuation value from the materials table above in the following formula:

**Formula:**

$$(\text{Transmit Power, use } -30\text{dBm}) - (\text{Receiver Sensitivity, use RSSI value}) = \text{Allowable Free Space Loss}$$

$$\text{Allowable Free Space Loss} \div \text{Materials Attenuation Value} = \text{Optimal Distance in Feet Between the DDW36C and a Wireless Client}$$

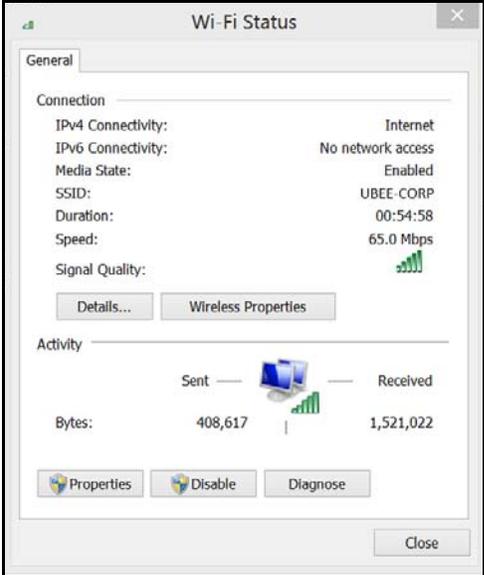
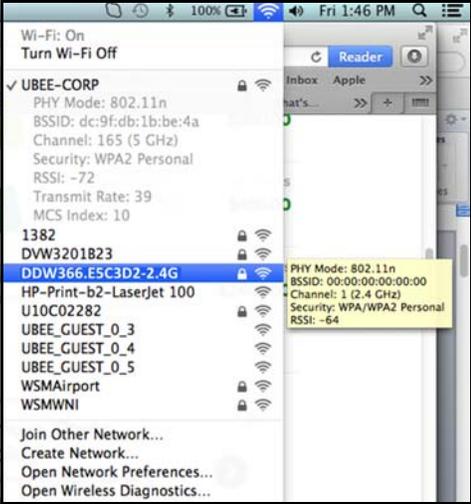
**Example:**

$$(-30\text{dBm}) - (-67\text{dBm}) = 37\text{dBm (allowable free space loss for a 54Mbps connection)}$$

$$37\text{dBm} \div .24\text{db/foot (for open space)} = 154.16 \text{ feet}$$

- Once you know the optimal feet distance between individual wireless clients and the DDW36C, you may resolve and prevent some performance issues.
- Check the wireless signal strength and speed of the computer connected wirelessly to the DDW36C. Instructions for checking speeds are provided for both a Windows and Mac computer in the table below. If the wireless computer is not connected, refer to [Connecting a Wireless Device on page 12](#).

### Checking Wireless Signal Strength and Speed

Windows PC	Apple Mac
<p>1. Click the Wireless networking icon in the system tray to display a list of available wireless networks.</p> 	<p>1. Hold down the Option key and click on the wireless icon (Airport) on the right side of the top menu bar.</p> 
<p>2. Click "Open Network and Sharing Center," then click "Wireless Network Connection."</p>	<p>2. Information about the current wireless connection appears below the SSID. If you continue to hold the Option key and hover over any network, information about the connection is visible.</p>
<p>3. Review the speed and signal strength in the Status window.</p> 	

### 9.7.3 Understanding the 2.4GHz and 5GHz Bands

The DDW36C operates in both the 2.4GHZ and 5GHZ frequency bands simultaneously. This feature allows you to choose the best band for your device to ensure stability with your local and Internet connection.

The table below provides a comparison between the 2.4GHz and 5GHz bands.

Band	2.4GHz	5GHz
<b>Channels</b>	In the USA, channels 1-11 are used. There are 3 non-overlapping channels (1, 6, and 11). Auto channel should be selected to ensure that the channel with the least interference is used.	23 non-overlapping channels.
<b>Standards</b>	802.11b,g,n	802.11a,n,ac
<b>Network Range</b>	Wider range	Shorter Range
<b>Interference</b>	Higher, as many wireless devices such as cordless phones, microwave ovens, and computers use the 2.4GHz frequency.	Lower chance of picking up interference because fewer types of wireless devices use the 5GHz frequency.
<b>Application</b>	Recommended for simple Internet browsing and email, as these applications don't take too much bandwidth and work fine at a greater distance.	Recommended for applications that require uninterrupted throughput, like media streaming. The wider spectrum delivers better performance.
<b>Note:</b> If you want to use the 5GHz frequency, all wireless client adapters must support 5GHz.		

### 9.7.4 Selecting a Wireless Channel

You may need to change the wireless channel on which the DDW36C operates when you are in computing, test, and other environments where several wireless access points may be operating in the 2.4GHz range.

In some cases, you may want to segment your wireless traffic where a group of devices operates on one channel and another group operates on another channel, and so on. This is done by configuring the channel on each wireless access point individually (if you have multiples). If you have control over only one wireless device in an environment where there may be several, you can change the wireless channel on your device to one that is not heavily used.

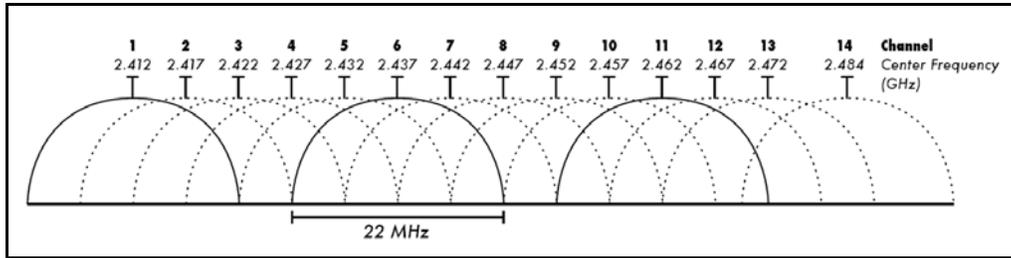


**Note**

To change the wireless broadcast channel, refer to [Using the Wireless Radio Option on page 75](#).

#### 2.4GHz Channels

The following diagram displays the channels available in the Americas. Each available channel is 22MHz wide. Since channels overlap, it is best to choose channels that have the least overlap (typically 1, 6, and 11 in the Americas, and 1, 5, 9, and 13 in Europe). Overlapping channels can cause wireless network performance issues.



Source: Wikipedia.org, and IEEE article IEEE 802.11n-2009

### 5GHz Channels

The following table shows the 5GHz channel list and the corresponding frequencies.

Channel	GHz	Channel	GHz
36	5.180	108	5.540
40	5.200	112	5.560
44	5.220	116	5.580
48	5.240	136	5.680
52	5.260	140	5.700
56	5.280	149	5.745
60	5.300	153	5.765
64	5.320	157	5.785
100	5.500	161	5.805
104	5.520	165	5.825

## 10 Understanding the MoCA Menu

The **MoCA** menu of the Web user interface displays information about the MoCA status of the DDW36C. MoCA (Multimedia over Coax Alliance) technology is a standard that enables the distribution of high quality digital multimedia content throughout the home over existing coaxial cabling



### Topics

See the following topics:

- ◆ [Using the MoCA Software Option on page 93](#)



### Steps

To access the MoCA menu:

1. Access the Web user interface. Refer to [Accessing the Web User Interface Locally on page 14](#).
2. Click **MoCA** from the main menu.
3. The **Software** screen is displayed.

### 10.1 Using the MoCA Software Option

The **MoCA Software** option allows you to view the MoCA status of the DDW36C. Field descriptions are listed below the screen example.



Label	Description
<b>Configure Information</b>	
<b>Status</b>	Indicates whether MoCA is enabled or disabled.
<b>MoCA IP</b>	Displays the DDW36C Gateway IP address, accessed via the MoCA interface.
<b>Security Mode</b>	Enabled means MoCA traffic is encrypted. Disabled means MoCA traffic is not encrypted.
<b>Auto Scan</b>	If true, the DDW36C auto scans the MoCA frequency range to find an existing MoCA network. If one is not found, then the DDW36C will become the Network Coordinator of its own MoCA network.
<b>Frequency</b>	Displays the current MoCA frequency seen by the DDW36C.
<b>Link Local Information</b>	
Displays MoCA-related information about the local link.	

# 11 Glossary

This chapter defines terms used in this guide and in the industry.

## **54G™**

The internal wireless adapter from Broadcom.

## **ALG (Application-Level Gateway)**

A type of security device that acts on behalf of the application servers on a network, hiding the servers themselves from traffic that might be malicious.

## **AP (Access Point)**

A device that allows wireless devices to connect to a wired network using WiFi, or related standards.

## **Broadcast**

A packet sent to all devices on a network.

## **BSS (Basic Service Sets)**

A basic service set is the fundamental building block of an 802.11 wireless local area network. The overlapping BSS problem refers to a situation where two or more systems, unrelated to each other are in close enough proximity to hear each other physically. Overlapping BSS may degrade the network performance severely.

## **BSSID (Basic Service Set Identifier)**

The BSSID uniquely identifies a specific access point and is in the same format as a MAC address.

## **Channel Bonding**

A computer networking configuration where two or more network interfaces are combined on a host computer for redundancy or increased throughput. Data is transmitted over these channels as if they are one channel.

## **CMTS (Cable Modem Termination System)**

Typically located in the cable company's headend, the CMTS is equipment that provides high-speed data services to subscribers, such as cable Internet and Voice over IP (VoIP).

## **CPE (Customer Premises Equipment)**

Equipment such as telephones, routers, and modems located at a user's location to enable access to communication services.

## **Default Gateway**

The routing device used to forward all traffic that is not addressed to a computer on the local subnet.

**DHCP (Dynamic Host Configuration Protocol)**

A protocol that centrally automates the assignment of IP addresses in a network. Using the Internet's set of protocols (TCP/IP), each machine that can connect to the Internet needs a unique IP address. For example, when the service provider sets up computer users with a connection to the Internet, an IP address is assigned to each machine. DHCP lets the service provider distribute IP addresses and automatically sends a new IP address when a computer is plugged in to the high-speed Internet network. DHCP uses the concept of a "lease" or amount of time an IP address is valid for a computer. Lease times can vary.

**DMZ (Demilitarized Zone)**

Allows one IP address (or computer) to be placed in between the firewall and the Internet (usually for gaming and video conferencing). This allows risky, open access to the Internet.

**DOCSIS (Data Over Cable Service Interface Specification)**

An International telecommunications standard that permits the addition of high-speed data transfer over an existing cable TV system.

**Domain**

A subnetwork comprised of a group of clients and servers under the control of one security database.

**Domain Name**

A descriptive name for an address or group of addresses on the Internet. Domain names are in the form of a registered entity name plus one of a number of predefined top-level suffixes, such as .com, .edu, .org.

**DoS (Denial of Service) Attack**

An attempt to make a machine or network resources unavailable to its intended users.

**DNS (Domain Name System)**

An Internet service that locates and translates domain names into IP addresses. Because domain names are alphabetic, they are easier to remember. However, the Internet is based on IP addresses. Every time you use a domain name, a DNS service translates the name into the corresponding IP address. The DNS system is actually its own network. If one DNS server does not know how to translate a particular domain name, it asks another one, and so on, until the correct IP address is returned.

**Downstream**

A term to describe the direction of data from the network service provider to the customer.

**DTIM (Delivery Traffic Indication Message)**

Informs clients about the presence of buffered broadcast data on the access point.

**Ethernet**

A standard network protocol that specifies how data is placed on and retrieved from a common transmission medium. It forms the underlying transport vehicle used by several upper-level protocols, including TCP/IP, HTTP, and FTP.

**Firewall**

A highly effective method to block unsolicited traffic from outside the connected computers in your gateway and local network.

**FTP (File Transfer Protocol)**

A network protocol used to transfer files from one host to another over a TCP-based network.

**Gateway**

A local device, usually a router, that connects hosts on a local network to other networks – sometimes with different incompatible communication protocols. The DDW36C is an example of a gateway.

**Headend**

A main facility to process and distribute Internet communication signals. Headend may also refer to cable television signals and power line communication facilities.

**ICQ**

A free instant-messaging utility introduced by Mirabilis in 1996.

**IKE (Internet Key Exchange)**

A protocol used to ensure security for VPN negotiation and remote host or network access.

**IP (Internet Protocol)**

The method or protocol by which data is sent from one computer to another on the Internet. It is a standard set of rules, procedures, or conventions relating to the format and timing of data transmission between two computers that they must accept and use to understand each other. Used in conjunction with the Transfer Control Protocol (TCP) to form TCP/IP.

**IP Address**

In the most widely installed level of the IP today, an IP address is a 32-bit binary digit number that identifies each sender or receiver of information that is sent in packet form across the Internet. When you request a Web page or send an e-mail, the IP part of TCP/IP includes your IP address. IP sends your IP address to the IP address obtained by looking up the domain name in the URL you requested or in the e-mail address to which you are sending a note. A dynamic IP address is an IP address that is automatically assigned to a client station in a TCP/IP network, typically by a DHCP server.

**IPsec (Internet Protocol Security)**

A protocol suite for securing Internet Protocol (IP) communications by authenticating and encrypting each IP packet of a communication session.

**IRC (Internet Relay Chat)**

A system that facilitates the transfer of messages in the form of text.

**ISP (Internet Service Provider)**

A company that provides individuals and companies access to the Internet and other related services.

**IUC (Interval Usage Code)**

Interval usage codes define different profiles for upstream burst profiles to use for the data. IUCs are sent to the cable modem from the CMTS to tell the device important characteristics to use for the burst, such as modulation type, preamble length, and so on.

**Kerberos**

A network authentication protocol which works on the basis of “tickets” to allow nodes communicating over a non-secure network to prove their identity to one another in a secure manner.

**LAN (Local Area Network)**

A group of computers and associated devices such as printers and servers that share a common communication line and other resources within a small geographic area.

**MAC (Media Access Control Address)**

A unique number assigned by the manufacturer to any Ethernet networking device, such as a network adapter, that allows the network to identify it at the hardware level. Usually written in the form 01:23:45:67:89:ab.

**Mbps (Megabits per Second)**

A unit of measurement for data transmission that represents one million bits per second.

**MTU (Maximum Transmission Unit)**

The size in bytes of the largest packet that can be sent or received.

**NAT (Network Address Translation)**

A technique by which several hosts or computers share a single IP address for access to the Internet. NAT enables a LAN to use one set of IP addresses for internal traffic and a second set of addresses for external traffic, and provides a type of firewall by hiding internal IP addresses.

**NetBios (Network Basic Input/Output System)**

A program that allows applications on different computers to communicate within a local area network.

**Net2Phone**

A software/services company whose principal line of business is SIP-based and PacketCable-based voice over IP.

**Packet**

A block of information sent over a network. A packet typically contains a source and destination network address, some protocol and length information, a block of data, and a checksum.

**PPTP (Point-to-Point Tunneling Protocol)**

A method for ensuring secure communication between virtual private networks.

**Ranging**

A process in which a cable modem sends a range request at a power of 8 dBmV (very low power). If it does not receive a range response from the CMTS, the cable modem re-transmits the range request at a 3 dB higher power level and continues the process until a range response is received.

**Router**

A device that forwards data between networks. An IP router forwards data based on IP source and destination addresses.

**RIP (Routing Information Protocol)**

A protocol in which routers periodically exchange information with one another to determine minimum-distance paths between sources and destinations.

**RSSI (Received Signal Strength Indicator)**

A measurement of the power present in a received radio signal. Lower negative numbers (for example, -1 to -65) indicate the access point is closer. Greater negative numbers (for example, -66 to -95) indicate the access point is farther away. RSSI is optimal between 0dBm and -64dBm.

**RSVP (Resource Reservation Protocol)**

A set of communication rules that allows channels or paths on the Internet to be reserved for the multicast transmission of video and other high-bandwidth messages.

**RTSP (Real Time Streaming Protocol)**

A protocol used in the transfer of real-time streaming media such as audio and video.

**Service Set Identifier (SSID)**

A sequence of characters that uniquely names a wireless local area network (WLAN). The SSID allows stations to connect to the desired network when multiple independent networks are operating in the same physical area.

**SIP (Session Initiation Protocol)**

A signaling communications protocol that is widely used for controlling multimedia communications sessions such as voice and video over Internet Protocol networks.

**SNR (Signal-to-Noise Ratio)**

A measure that compares the level of a desired signal to the level of background noise.

**SNTP (Simple Network Time Protocol)**

A protocol for synthesizing the clocks of computing devices over networks.

**STBC (Space-Time Block Code)**

A technique used in wireless communications to transmit multiple copies of a data stream across a number of antennas.

**Subnet**

A portion of a network that shares a common address component. On TCP/IP networks, subnets are defined as all devices whose IP addresses have the same prefix. For example, all devices with IP addresses that start with 10.1.10 would be part of the same subnet. IP networks are divided using a subnet mask.

**Subnet Mask**

Combined with the IP address, the IP subnet mask allows a device to know which other addresses are local to it, and which must be reached through a gateway or router. A number that explains which part of an IP address comprises the network address and which part is the host address on that network.

**Telnet**

A network protocol used on the Internet or a local area network. Provides bi-directional interactive text-oriented communications using a virtual terminal connection.

**TACACS (Terminal Access Controller Access-Control System)**

A remote authentication protocol used to communicate with an authentication server to determine if the user is allowed to access the network.

**TCP (Transmission Control Protocol)**

A method (protocol) used with the IP to send data in the form of message units (datagrams) between network devices over a LAN or WAN. While IP handles the actual delivery of the data (routing), TCP keeps track of the individual units of data (packets) that a message is divided into for efficient delivery over the network. TCP requires the receiver of a packet to return an acknowledgment of receipt to the sender of the packet.

**TCP/IP (Transmission Control Protocol/Internet Protocol)**

The basic communication language or set of protocols to communicate over a network (developed specifically for the Internet). TCP/IP defines a suite or group of protocols.

**TDMA (Time Division Multiple Access)**

A method in which cable modems must time-share the upstream channel because there are many cable modems and only one upstream channel frequency.

**TFTP (Trivial File Transfer Protocol)**

A file transfer protocol used to transfer automatically configuration or boot files.

**TPC (Transmit Power Control)**

Sometimes called Dynamic Power Control (DPC), TPC is a mechanism used in radio communications to reduce the power of a radio transmitter to the minimum necessary to maintain the link with a certain quality. It is used to avoid interference with other devices and/or to extend battery life.

**UDP (User Datagram Protocol)**

A communications protocol that offers a limited amount of service when messages are exchanged between computers in a network that uses the Internet Protocol.

**UPNP (Universal Plug and Play)**

A set of networking protocols that permits networked devices to seamlessly discover each other's presence on the network to enable data sharing, communications, and entertainment.

**Upstream**

A term to describe the direction of data from the customer to the network service provider.

**URI (Uniform Resource Identifier)**

A string of characters used to identify a name or a resource on the Internet.

**URL (Uniform Resource Locator)**

A uniform resource identifier (URI) that specifies where a known resource is available and how to retrieve it.

**WAN (Wide Area Network)**

A long-distance link or computer network that spans a relatively large geographical area that connects remotely located LANs. Typically, a WAN consists of two or more LANs. The Internet is a large WAN.

**WEP (Wired Equivalent Privacy)**

An encryption method used to protect your wireless data communications. WEP uses 64-bit or 128-bit keys to provide access control to your network and security for everyday transmissions. To decode data transmissions, all devices on the network must use an identical key.

**WLAN (Wireless Local Area Network)**

A communications network that uses high frequency radio signals to allow wireless devices to communicate with each other within a limited geographic area.

**WPA (Wi-Fi Protected Access)**

A security protocol for wireless networks offering improvements over the WEP protocol in the way it handles security keys and the way users are authorized.

**WPS (Wi-Fi Protected Setup)**

A security protocol for wireless home networks. Created by the Wi-Fi Alliance, this protocol allows home users to easily set up wireless security and add new devices without needing to enter long passwords.

**XML (Extensible Markup Language)**

A markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine readable.

**XPress™**

XPress™ is a standards-based frame-bursting approach to improve 802.11g wireless LAN performance developed by Broadcom.