



Quick Start Guide

Follow the instructions in this Quick Start Guide to connect your gateway.

Before you start: Carefully read the Safety Instructions and Regulatory Notices document included in your package before continuing with the installation of your gateway.

Important: Before you connect your device, establish an Internet service account with your preferred Internet service provider. When establishing an account, your Internet service provider may ask you to provide information listed on the device label, such as the device serial number (S/N) or MAC address.

- 1 **CABLE** (☉): Connect the RF coaxial cable from the wall outlet to the **CABLE** connector on the back of the device.
- 2 **ETHERNET** (△): Connect your computer to the Ethernet port on the back of the device. If your device has more than one Ethernet port, you may connect additional computers or other networking devices to the extra Ethernet ports.
- 3 **TELEPHONE** (◇): If your device supports digital telephone service (VoIP), connect one end of a telephone cable to a telephone outlet or to a telephone or fax machine. Connect the other end of the cable to any **TELEPHONE** port on the back of the device.
- 4 **POWER** (⌚): Connect the AC cable to the **POWER** input on the back of the device. Then, plug the AC cable into a wall outlet.
- 5 Wait for the **POWER** (⚡), **WIRELESS** (📶), **DS/US** (◆), and **ONLINE** (🌐) LEDs on the front panel to stop blinking and remain on continuously. It may take up to 10 minutes for all LEDs to stop blinking.

You are now ready to surf the Internet and use other networked devices.

Problems? If you encounter problems, make sure that all connections are secure. For further assistance, contact your service provider.

Technicolor Connected Home USA

www.technicolor.com

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SAFETY INSTRUCTIONS AND REGULATORY NOTICES

BEFORE YOU START INSTALLATION OR USE OF THIS PRODUCT, CAREFULLY READ ALL SAFETY INSTRUCTIONS

Applicability

These Safety Instructions and Regulatory Notices apply to:

- Technicolor Cable Modems & Gateways

Using equipment safely



When using this product, always follow the basic safety precautions to reduce the risk of fire, electric shock and injury to persons, including the following:

- Always install the product as described in the documentation that is included with your product.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

Used symbols

Following symbols may be found in this and accompanying documentation as well as on the product or accompanying accessories:

Symbol	Indication
	This symbol is intended to alert you that uninsulated voltage within this product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.
	This symbol is intended to alert you of the presence of important operating and maintenance (servicing) instructions in the documentation that is included with your product.
	This symbol indicates for indoor use only (IEC 60417-5957).

Symbol	Indication
	This symbol indicates Double insulated Class II equipment (IEC 60417-5172). Does not require an earth connection.
	This symbol indicates Alternating Current (AC).
	This symbol indicates Direct Current (DC).
	This symbol indicates Electrical polarity.
	This symbol indicates Fuse.

Directives

Product use

You must install and use this product in strict accordance with the manufacturer's instructions as described in the user documentation that is included with your product.

Before you start installation or use of this product, carefully read the contents of this document for device specific constraints or rules that may apply in the country where you want to use this product. If you have any doubts about the installation, operation or safety of this product, please contact your supplier.

Any change or modification made to this product that is not expressly approved by Technicolor will result in the loss of product warranty and may void the user's authority to operate this equipment. Technicolor disclaims all responsibility in the event of use that does not comply with the present instructions.

Software and firmware use

The firmware in this equipment is protected by copyright law. You may only use the firmware in the equipment in which it is provided. Any reproduction or distribution of this firmware, or any portion of it, without express written consent from Technicolor is prohibited.

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technicolor



Technicolor Delivery Technologies
8-10 rue du Renard, 75004 Paris, France
technicolor.com



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A list of the Open Source Software used or provided as embedded into the current software of the product and their corresponding licenses and version number are, to the extent required by applicable terms, available on Technicolor's website at the following address:

www.technicolor.com/opensource or at another address as Technicolor may provide from time to time.

If and where applicable, depending on the terms of the applicable Open Source Software licenses, the source code of the Open Source Software is available for free upon request.

For avoidance of doubt, Open Source Software is only licensed by the original owner of the Open Source Software under the terms set forth in the designated Open Source License.

Environmental information

Batteries (if applicable)



Batteries contain hazardous substances which pollute the environment. Do not dispose of them with other articles. Take care to dispose them at special collecting points.

Recycle or dispose of batteries in accordance with the battery manufacturer's instructions and local/national disposal and recycling regulations.

Energy efficiency

Energy savings

The user documentation that is included with your product not only provides useful information on all the features of your product, but also on its energy consumption. We strongly encourage you to carefully read this documentation before putting your equipment in service in order to get the best service it can offer you.

Safety instructions



- Read these instructions.
- Keep these instructions.
- Heed all warnings and cautions.
- Follow all instructions.

Climatic conditions

This product:

- Is intended for in-house stationary use; the maximum ambient temperature must not exceed 40 °C (104 °F); the relative humidity must be between 20 and 80 %.
- Must not be mounted in a location exposed to direct or excessive solar and/or heat radiation.
- Must not be exposed to heat trap conditions and must not be subjected to water or condensation.
- Must be installed in a Pollution Degree 2 environment (an environment where there is no pollution or only dry, non-conductive pollution). If applicable, batteries (battery pack or batteries installed) must not be exposed to excessive heat such as sunshine, fire or the like.



This product is intended for indoor use only.

Ventilation and positioning

This product is intended to be used indoors in a residential or office environment.

- Remove all packaging material before applying power to the product.
- Place and use the product only in positions as described in the user documentation that is included with your product.



In case the product is wall-mountable you can check www.technicolor.com/ch_regulatory for wall mount instructions.

- Never push objects through the openings in this product.
- Do not block or cover any ventilation openings; never stand it on soft furnishings or carpets.
- Leave 7 to 10 cm (3 to 4 inches) around the product to ensure that proper ventilation gets to it.
- Do not install the product near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not put anything on it which might spill or drip into it (for example, lighted candles or containers of liquids). Do not expose it to dripping or splashing, rain or moisture. If a liquid enters inside the product, or if the product has been exposed to rain or moisture, unplug it

immediately and contact your supplier or customer service.

Cleaning

Unplug this product from the wall socket and disconnect from all other devices before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Water and moisture

Do not use this product near water, for example near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool. Transition of the product from a cold environment to a warm one may cause condensation on some of its internal parts. Allow it to dry by itself before using the product.

Electrical powering

The powering of the product must adhere to the power specifications indicated on the marking labels.

In case this product is powered by a power supply unit:

- **For USA:** This product is intended to be supplied by a UL listed Direct Plug-in Power Unit marked "Class 2" and rated as indicated on the label on your product.
- This power supply unit must be Class II and a Limited Power Source in accordance with the requirements of IEC 60950-1/EN 60950-1, Clause 2.5 or IEC 62368-1/EN 62368-1, Annex Q and rated as indicated on the label on your product. It must be tested and approved to national, or local standards.



Only use the power supply unit that is supplied with this product, is supplied by your service provider or local product supplier, or a replacement power supply unit provided by your service provider or local product supplier.

The use of other types of power supplies is prohibited.

If you are not sure of the type of power supply needed, consult the user documentation that is included with your product or contact your service provider or local product supplier.

Accessibility

The plug on the power supply cord or power supply unit serves as disconnect device. Be sure that the mains supply socket outlet you use is easily accessible and located as close to the product as possible.

The power connections to the product and the mains supply socket outlet socket must be accessible at all times, so that you always can

disconnect the product quickly and safely from the mains supply.

Overloading

Do not overload mains supply socket outlets and extension power cords as this increases the risk of fire or electric shock.

Handling batteries

This product may contain disposable batteries.



CAUTION

There is danger of explosion if the battery is mishandled or incorrectly replaced.

- Do not disassemble, crush, puncture, short the external contacts, dispose of in fire, or expose to fire, water or other liquids.
- Insert batteries correctly. There may be a risk of explosion if the batteries are incorrectly inserted.
- Do not attempt to recharge disposable or non-reusable batteries.
- Please follow instructions provided for charging rechargeable batteries.
- Replace batteries with the same or equivalent type.
- Do not expose batteries to excessive heat (such as sunlight or fire) and to temperatures above 100 °C (212 °F).

Cable Distribution

For this apparatus, the cable shield/screen shall be grounded (earthed) as close as practical to the point of entry of the cable into the building.

For products sold in the USA: This reminder is provided to call the system installer's attention to ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable. The cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of outer Conductive Shield of a Coaxial Cable.

Servicing



To reduce the risk of electric shock or electrocution, do not disassemble this product.

If service or repair work is required, take it to a qualified service dealer.

Damage requiring service

Unplug this product from the mains supply socket outlet and refer servicing to qualified service personnel under the following conditions:

- When the power supply, power cord or its plug are damaged.
- When the attached cords are damaged or frayed.

- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally.
- If the product has been dropped or damaged in any way.
- There are noticeable signs of overheating.
- If the product exhibits a distinct change in performance.
- If the product is giving off smoke or a burning smell.

Protect the product when moving it

Always disconnect the power source when moving the product or connecting or disconnecting cables.

Interface classifications (upon applicability)

The external interfaces of the product are classified as follows:

- Cable (IN/OUT): TNV (Telecommunications Network Voltage) circuit, not subjected to overvoltages (TNV-1)
- Phone, FXS: TNV circuit, not subjected to overvoltages (TNV-2)
- MoCA, HPNA, RF: TNV circuit, not subjected to overvoltages (TNV-1)
- All other interface ports (e.g. Ethernet, USB,...), including the low voltage power input from the AC mains power supply: SELV (Safety Extra-Low Voltage) circuits.

Regulatory information

North-America - United States of America
Federal Communications Commission (FCC)
Compliance statement



This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party - U.S. contact information

Technicolor Connected Home LLC, 5030 Sugarloaf Parkway, Building 6, Lawrenceville, GA 30044 USA, 317-587-5466.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Part 15B Supplier's Declaration of Conformity

The FCC Part 15B Supplier's Declaration of Conformity (SDoC) for your product is available

at the following internet address:

www.technicolor.com/ch_regulatory

FCC radio frequency interference statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instruction as documented in the product documentation.

When the product is equipped with a wireless interface, then it becomes a mobile or fixed mounted modular transmitter and must have a separation distance of at least 30 cm between the antenna and the body of the user or nearby persons. In practice, this means that the user or nearby persons must have a distance of at least 30 cm from the product and must not lean on the product in case it is wall-mounted.

With a separation distance of 30 cm or more, the M(aximum) P(ermittible) E(xposure) limits are well above the potential this wireless interface is capable to produce.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Restricted frequency bands

In case this product is equipped with a wireless transceiver operating in the 2.4 GHz band, it can only use channels 1 to 11 (2412 to 2462 MHz) on U.S.A. territory.

In case this product is equipped with a wireless transceiver operating in the 5 GHz band, it meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.