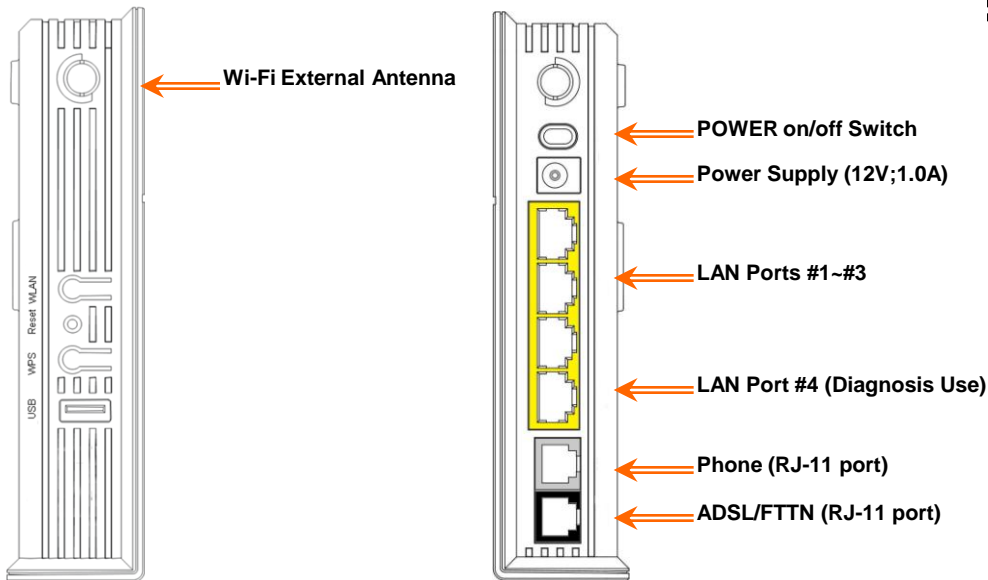


# CIK HG-A800 Connection Guide (安装指导)



- (1) POWER on/off Switch
- (2) Power Supply (12V;1.0A)
- (3) LAN Ports #1~#3 (RJ-45 10/100Mbps)
- (4) LAN Ports #4 (Diagnosis Use)
- (5) Phone (RJ-11 port)
- (6) ADSL/FTTN (RJ-11 port)
- (7) Wi-Fi External Antenna (802.11n, 802.11g, 802.11b)



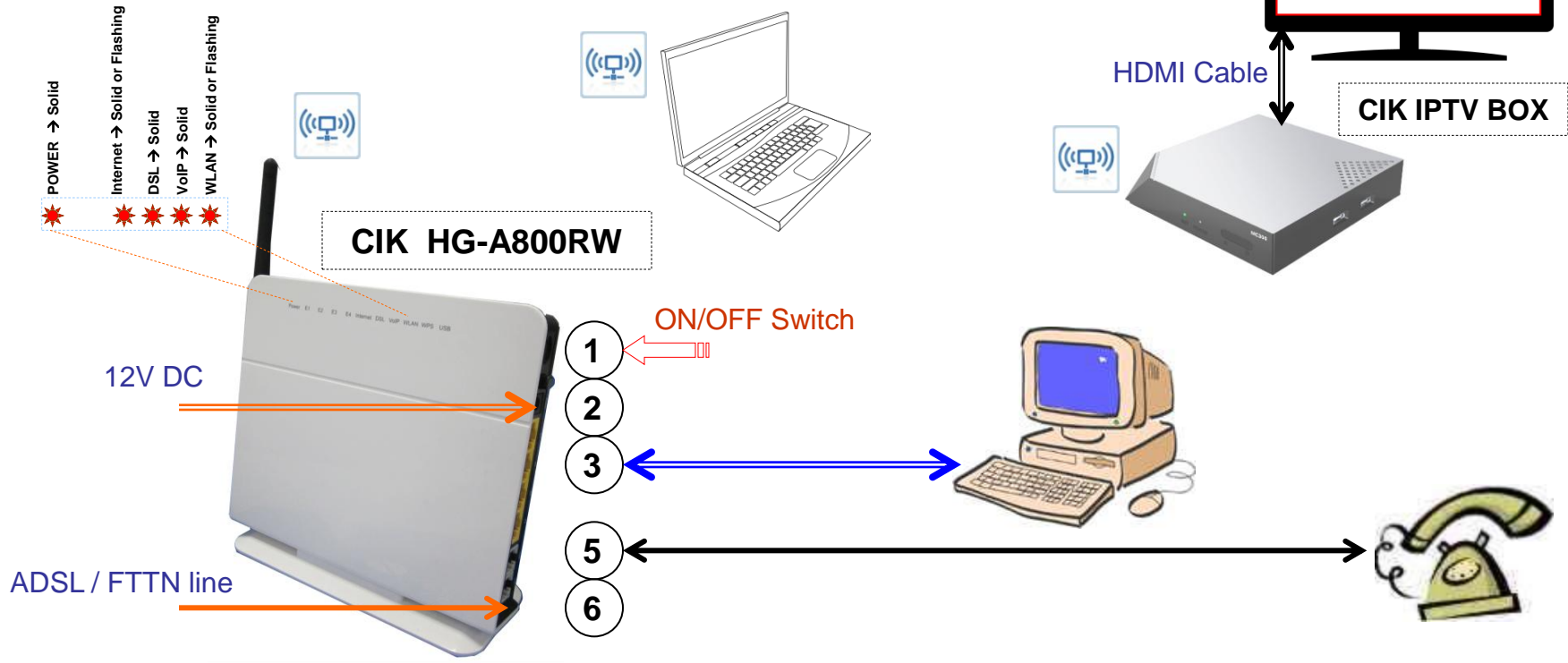
Network Cable (RJ45 jack)  
(网络线)



Telephone Cable (RJ11 Jack)  
(电话线)

# FTTN / ADSL Internet (Recommended)

i.e. CIK FTTN, Bell's , Telus , ...



Notes : a) HG-A800 Modem 1<sup>st</sup> times initialization (or after RESET) might take 10~15 minutes.

HG-A800 调制解调器初始化(复位)过程, 可能需要10 ~ 15分钟

b) Wi-Fi default SSID: CIKxxxx, Key: lower case of HG-A800 MAC address (showing at BACK)

Wi-Fi的默认 SSID: CIKxxxx 默认密码: 小写的 HG-A800 MAC 地址(背面显示)

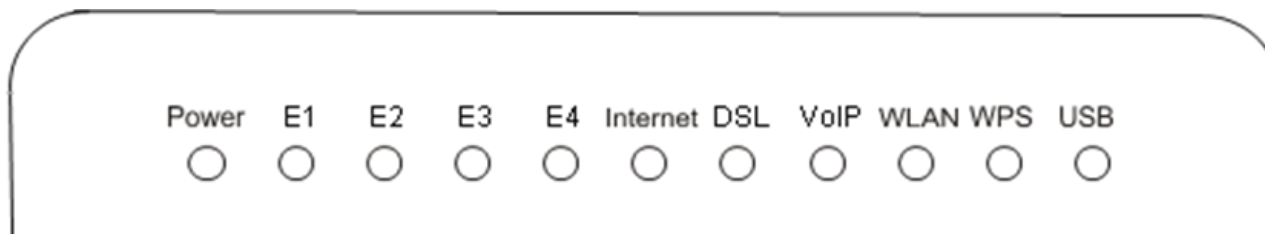
c) Router access: <http://192.168.12.1>, username: user, password: cikvoip

访问路由器: <http://192.168.12.1> 用户名: user 密码: cikvoip

d) "Regular DSL" need install ADSL Splitter or ADSL Telephone Filter for each Telephone Set

"Regular DSL" 需要安装 ADSL Splitter 或者 ADSL Telephone Filter

# Indicator Lights of HG-A800 (指示灯)



Indicator	Status/Description
<b>Power</b>	Indicates Power. ON when ATA power on; OFF when ATA power off 电源指示. ON,ATA电源开启; OFF,ATA电源关闭
<b>E1 ~ E4 (LAN)</b>	OFF when Ethernet is disconnected OFF 代表以太网断开
	ON when Ethernet is connected ON 代表以太网连接
	BLINK when Ethernet traffic flows 闪烁 代表以太网正在传输数据流量
<b>Internet</b>	Blinking green: PPPoE/DHCP negotiation; Solid green: PPPoE/DHCP up; Quick blinking green:Tx/Rx traffic on line 绿灯闪烁: PPPoE/DHCP 正在连接; 绿灯稳定: PPPoE/DHCP 正常工作; 快速绿灯闪烁: Tx / Rx 正在传输数据流量
<b>DSL</b>	ON: Modem synchronized to the DSLAM ON: 调制解调器获得DSLAM同步信号
	Quick blinking green: Modem training, but not synchronized 快速闪烁绿色: 调制解调器正在尝试同步过程中, 但是尚未完成
	Slow blinking green: Modem Idle 绿灯慢速闪烁: 调制解调器处在空闲等待状态
<b>VoIP</b>	ON: The VoIP line is registered, Ready;OFF: VoIP account is OFF, or unregistered ON: VoIP线路注册成功, 工作状态 OFF: VoIP线路被设置为OFF, 或未注册
<b>WLAN</b>	ON: WLAN connection is available ON: WLAN连接可用
	Blinking green: Negotiation or traffic on line 绿灯闪烁: 正在通讯握手或传输数据
	OFF: WLAN connection is not available OFF: WLAN连接不可用
<b>WPS</b>	ON: WPS connection is setup; Blinking green: connecting WLAN; OFF: WPS is off ON:WPS功能设置可用; 绿灯闪烁: 正在连接WLAN; OFF: WPS功能关闭
<b>USB</b>	Reserved 保留, 不使用

# CIK Telecom Customer Service ---- “How to“ ( 客户服务基本信息 )

WEB Site 网址: [WWW.CIKTEL.COM](http://WWW.CIKTEL.COM)

24/7 Hotline: 1-877-CIK-TELE

(Toronto) **416-8481517**

(Vancouver) **604-6283877**

(Montreal) **514-3128877**

Email: care.cs@ciktel.com (Customer Service) support.cik@ciktel.com (Technical Support:)

Default Wi-Fi Key is printed on packaging box of HG-A800, or SVG6000RW, or Wi-Fi cable modem

中文安装视频指导: [http://www.ciktel.com/portal/Chn/video\\_installation\\_guide.asp](http://www.ciktel.com/portal/Chn/video_installation_guide.asp)

## Office Address:

Toronto Office (Headquarter) : 282 Consumers Road, Toronto, ON M2J 1P8

Vancouver Office : 6490 Buswell Street, Richmond, BC, V6Y 2E9

Montreal Office : Suite 112, 1839 St Catherine West, Montreal, H3H 1M2

## Customer Service Hours: (UTC-05:00, Eastern Time)

English - 7 days x 24 hours

Mandarin 普通话 - 7 days x 24 hours

Cantonese 粤语 - 7 days x 24 hours

Hindi हिंदी - Monday to Friday - 9:00am - 6:30pm

Urdu اردو - Monday to Friday - 9:00am - 6:30pm

Punjabi ਪੰਜਾਬੀ - Monday to Friday - 9:00am - 6:30pm

