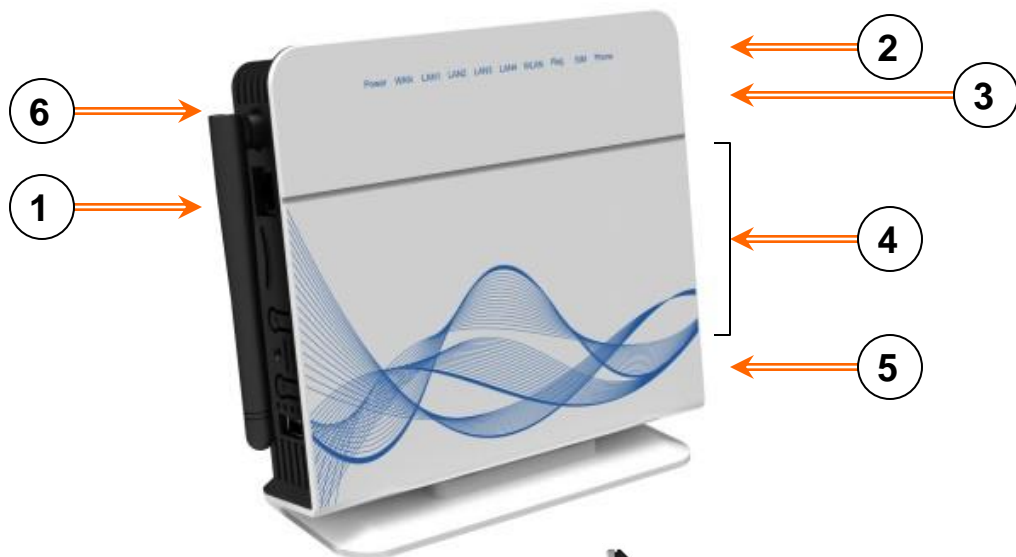
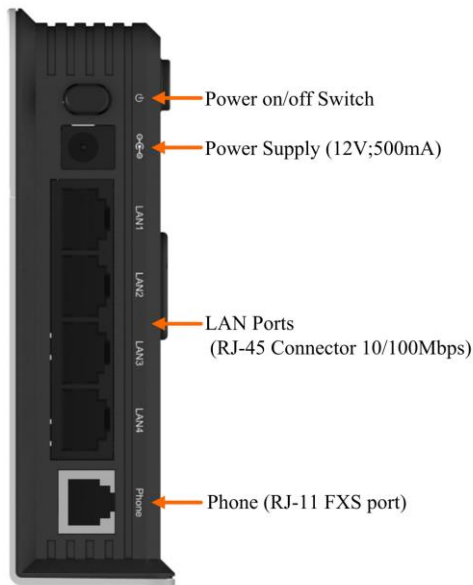
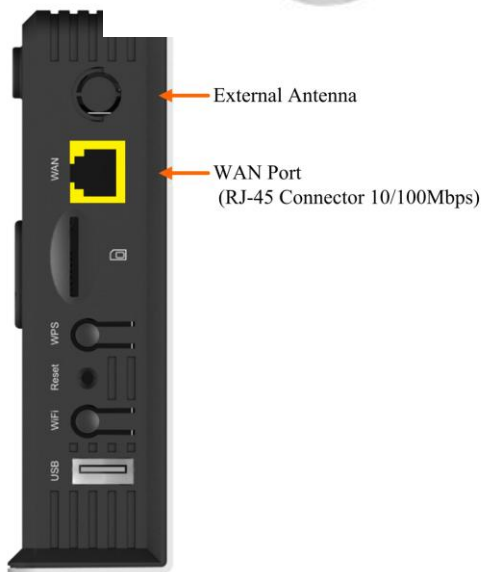


# CIK SVG6000RW Connection Guide (安装指导)



- (1) WAN Port (Internet)
- (2) POWER on/off Switch
- (3) Power Supply (12V;500mA)
- (4) LAN Ports x 4 (RJ-45 10/100Mbps)
- (5) Phone (RJ-11 port)
- (6) Wi-Fi External Antenna (802.11n, 802.11g, 802.11b)



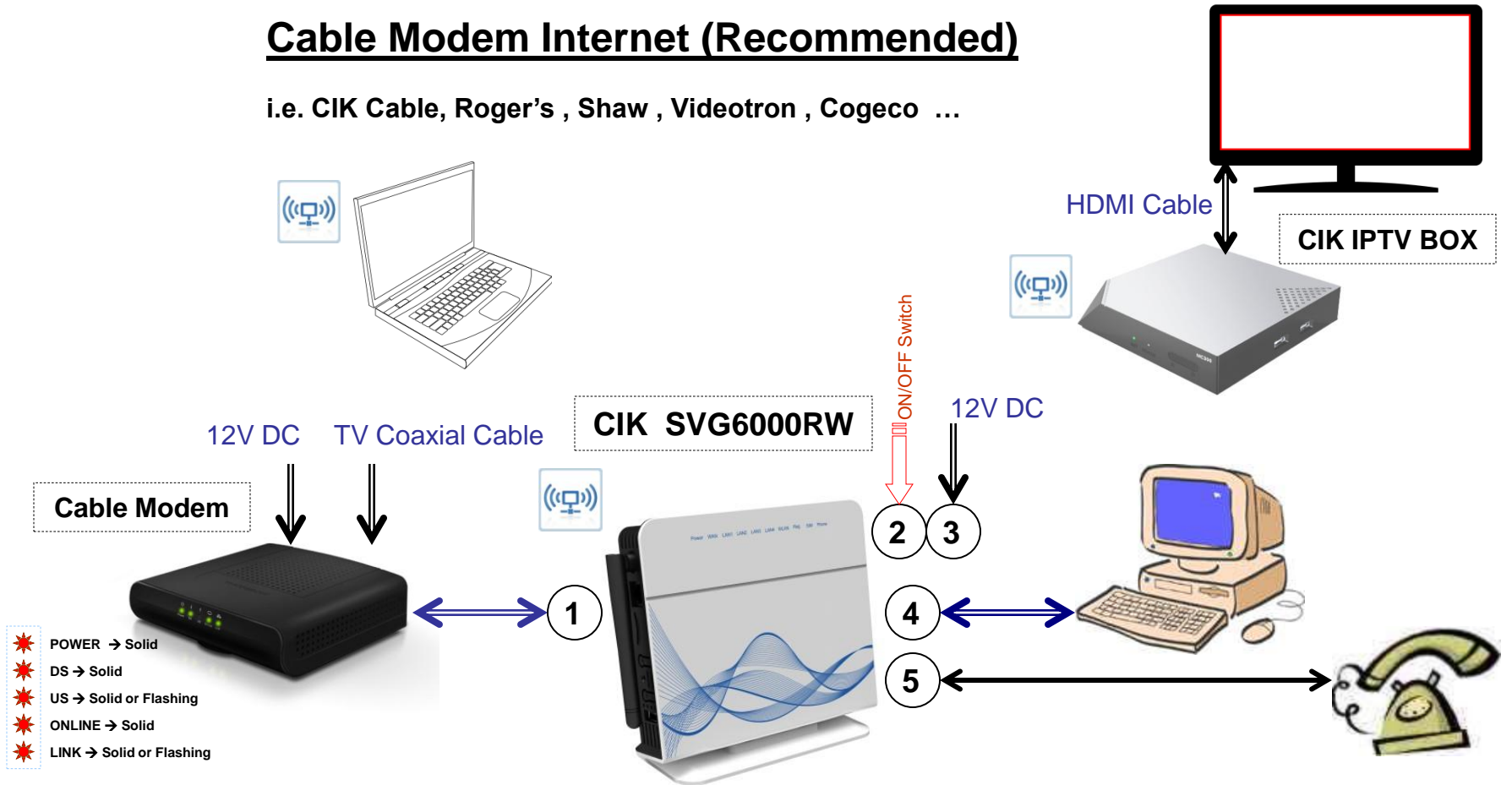
Network Cable (RJ45 jack)  
(网络线)



Telephone Cable (RJ11 Jack)  
(电话线) **Not Included**

# Cable Modem Internet (Recommended)

i.e. CIK Cable, Roger's , Shaw , Videotron , Cogeco ...



Notes : a) **Cable Modem 1<sup>st</sup> times initialization (or after RESET) might take 10~30 minutes.**

Cable Modem 1<sup>st</sup> 初始化(复位)过程, 可能需要 10 ~ 30 分钟

b) If restarting Cable Modem, need power off Cable Modem at least over 3 minutes

如果需要重新启动 Cable Modem, 需要关闭电源至少 3 分钟

c) Wi-Fi default SSID: CIKxxxx, Key: lower case of SVG6000RW MAC address (showing at BACK)

Wi-Fi的默认 SSID: CIKxxxx 默认密码: 小写的 SVG6000RW MAC 地址(背面显示)

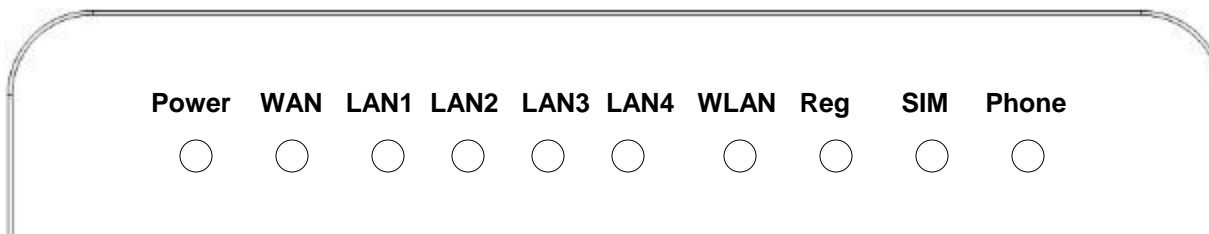
d) Router access: <http://192.168.12.1>, username: user, password: cikvoip

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

e) Cable modem status: <http://192.168.100.1>

查看 Cable Modem 状态信息: <http://192.168.100.1>

# Indicator Lights of SVG6000RW ( 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 代表 ATA 电源开启; OFF 代表 ATA 电源关闭
<b>WAN</b>	OFF when ATA no WAN connection set up                      OFF 代表 ATA 广域网接口没有连接
	ON when ATA sets up a WAN connection but no data transmission ON 代表 ATA 广域网已经连接, 但没有数据传输
	BLINK when WAN connection traffic flows                      闪烁 代表广域网连接正常工作, 而且有数据流量
<b>LAN 1~4</b>	OFF when Ethernet is disconnected                      OFF 代表以对应以太网接口断开
	ON when Ethernet is connected                      ON 代表对应以太网接口已经连接
	BLINK when Ethernet traffic flows                      闪烁 代表对应以太网接口正在传输数据流量
<b>WLAN</b>	OFF when Wi-Fi feature is disabled                      OFF 代表Wi-Fi功能被禁用
	ON when Wi-Fi feature is enabled                      ON 代表Wi-Fi功能开启
	BLINK when WLAN traffic flows                      闪烁 WLAN正在传输数据流量
<b>Reg</b>	ON when SIP Account registered, otherwise OFF      ON 代表SIP帐号注册成功, 否则为 OFF
<b>SIM</b>	Reserved                      保留, 不使用
<b>Phone</b>	ON when phone connected to Phone port is off-hook, otherwise OFF; ON 连接到电话端口的电话机摘机, 否则为 OFF

# 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) : 241 Whitehall Dr, Markham, ON L3R 5G5

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

