



# DG4244

DOCSIS3.1 PacketCable1.5 WiFi6 Gateway

## *Basic User Guide*



## DG4244 User Guide

### SAFETY NOTICE

**Device Grounding:** The cable distribution system under consideration is a TNV-1 circuit. The common sides or earthed side of the circuit are connected to the screen of the coaxial cable through an antenna connector of tuner and to all accessible parts and circuits (SELV, LCC and accessible metal parts). The screen of the coaxial cable is intended to be connected to earth in the building installation.

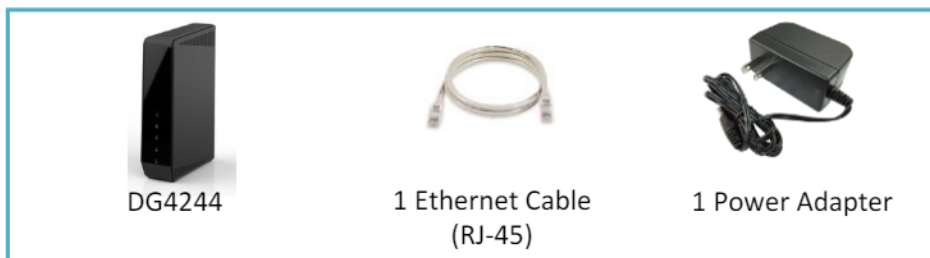
Install the cable modem to include grounding the coaxial cable to the earth as close as practical to the building entrance per ANSI/NFPA 70 and the National Electrical Code (NEC section 820.93, Grounding of the Outer Conductive Shield of a Coaxial Cable). The device is designed for IT power systems with phase-to-phase voltage at 120V.

This unit requires a 100-240V, 50-60Hz power adapter. The power adapter must be keyed for proper polarization and must be fully inserted to contact the back of the power connector port to ensure snug connection. Use only the supplied power adapter.

**Disconnecting the Device:** If the cable modem becomes damaged or encounters some other abnormality, disconnect the power adapter from the AC wall outlet immediately.

**Temperature and Altitude:** Install the device in a location not to exceed the maximum operating temperature of 104°F (40°C). Maximum operating altitude is 5000 m (16,404 ft.).

### CONTENTS OF THE BOX



DG4244

1 Ethernet Cable  
(RJ-45)

1 Power Adapter

### BASIC DG4244 INFORMATION

<b>Example of Cable RF MAC Address</b>	00:71:CC:8E:54:C7
<b>Firmware Version</b>	Cable FW: 7.2.4GA GW FW: V1.14.04.003
<b>Compatibility</b>	DOCSIS 3.1 / 3.0 / 2.0 / 1.1 / 1.0 PacketCable 1.5 NCS IEEE 802.11ax 2.4G 4x4 / 5G 4x4 Ethernet LAN1 10/100/1000/2500 Mbps Ethernet LAN2-LAN4 10/100/1000 Mbps
<b>Web User Interface Access</b>	http://192.168.0.1 Login: admin Password: password
<b>Advanced Web Interface Login</b>	http://CableModem_IP Login: mso Password: sercommdocsis  By default, it is disabled. Can be enabled by SNMP : httpIpStackInterfaces . 1.3.6.1.4.1.915.1.1.1.1.5.1.0 httpsIpStackInterfaces .1.3.6.1.4.1.915.1.1.1.1.6.1.0
<b>Private Management MIB</b>	Provided separately

## DG4244 User Guide

### Federal Communication Commission Interference 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.

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 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.

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.

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

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.  
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 minimum distance 38cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

### Industry Canada statement:

This device complies with ISED's licence-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution :

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Avertissement:

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :  
(i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;  
(ii) lorsqu'il y a lieu, les types d'antennes (s'il y en a plusieurs), les numéros de modèle de l'antenne et les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, énoncée à la section 6.2.2.3, doivent être clairement indiqués

## DG4244 User Guide

### **Radiation Exposure Statement:**

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 38cm between the radiator & your body.

### Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 38 cm entre le radiateur et votre corps.

## DG4244 User Guide

### PREPARING FOR INSTALLATION

Verify package contents, coaxial cables, and power outlet.

- Unpack the box and confirm the contents of the box.
- Verify the power outlet is working and is wired correctly.
- Place your cable modem within the proper distance from the outlet.

### INSTALLING THE DG4244

1. Connect the coaxial cable (not supplied) to the Cable connector on the rear panel of the modem and connect the other end to the cable wall outlet. Do not bend or over tighten the cables, as this may strain the connector and cause damage. To connect a modem and a television to the same wall outlet, you must use a cable line splitter (not included).
2. Connect the Ethernet cable (supplied) to an Ethernet port on the back panel of the modem and connect the other end to the Ethernet port of a PC. Use a Category 5e or Category 6 Ethernet cable with RJ-45 connectors to ensure Gigabit Ethernet speeds (if the computer supports it).
3. Connect the power adapter (supplied) to the Power port on the modem. Connect the other end to a power outlet.

### LED BEHAVIOR

### UNDERSTANDING DEVICE CONNECTIONS

#### REAR PANEL:

**LAN:** Connect to an Ethernet-enabled device such as a computer, gaming console or a wireless access point using an RJ45 Ethernet cable.

**Cable:** Used to connect to the coaxial cable from your Internet service provider.

**Power:** Used to connect to the power adapter. Plug the other end into the outlet.

**Reset:** Used to factory reset the device settings. Press and hold the button for greater than 5 seconds to initiate a factory reset.

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.

## DG4244 User Guide

LED	COLOR	DESCRIPTION
Phone	Green	<ul style="list-style-type: none"> <li>Establishing Voice connectivity: Flashing between <b>On Green</b> and <b>Off</b></li> <li>Voice operation: <b>On Green</b></li> </ul>
Internet	Green	<ul style="list-style-type: none"> <li>Establishing IP connectivity: Flashing between <b>On Green</b> and <b>Off</b></li> <li>Normal Operation: <b>On Green</b></li> <li>Device enter standby mode: <b>LED Off</b></li> </ul>
WPS	Green	<ul style="list-style-type: none"> <li>Pairing: Flashing between <b>On Green</b> and <b>Off</b></li> <li>Pairing complete: <b>LED Off</b></li> <li>Pairing unsuccessful / Device enter standby mode: <b>LED Off</b></li> </ul>
WIFI	Green	<ul style="list-style-type: none"> <li>A WiFi Device is Connected at 2.4G/5G: <b>On Green</b></li> <li>Data is Being Passed Between the modem and the Connected Device: Flashing <b>Green</b></li> <li>No CPE connected: <b>On Green</b></li> <li>Powering Up: Flashing between <b>On Green</b> and <b>Off</b></li> </ul>
Power	Green	<ul style="list-style-type: none"> <li>Normal Operation: <b>On Green</b></li> <li>Battery</li> </ul>

LED	COLOR	DESCRIPTION
LAN 1G	Green / Yellow	<ul style="list-style-type: none"> <li>An Ethernet Device is Connected at 1000 Mbps Speeds: <b>On Yellow</b></li> <li>An Ethernet Device is Connected at 10/100 Mbps Speeds: <b>On Green</b></li> <li>Data is Being Passed Between the modem and the Connected Device: Flashing <b>Green</b> (or <b>Yellow</b>)</li> <li>No CPE connected: <b>LED Off</b></li> </ul>
LAN 2.5G	Green / Yellow	<ul style="list-style-type: none"> <li>An Ethernet Device is Connected at 2500 Mbps Speeds: <b>On Yellow</b></li> <li>An Ethernet Device is Connected at 10/100/1000 Mbps Speeds: <b>On Green</b></li> <li>Data is Being Passed Between the modem and the Connected Device: Flashing <b>Green</b> (or <b>Yellow</b>)</li> <li>No CPE connected: <b>LED Off</b></li> </ul>

## DG4244 User Guide

### Rear Panel I/O



#### **Option (Sold separately) Battery Back Up**

When using battery back up unit with Device, battery only be activated by losing PSU power source. Under battery mode the device will limit to support only partial DOCSIS channel & VoIP, and disable Ethernet & WiFi & USB access.

## DG4244 User Guide

### WEB GUI ACCESS AND DETAILS

#### Local Web GUI Access

Local IP: 192.168.0.1

Login: admin

Password: password

#### Remote Web GUI Access

Remote IP: RF IP Address

Login: mso

Password: daily password





Gateway

[At a Glance](#)

▶ Connection

▶ Firewall

Software

▶ Hardware

Wizard

▶ Connected Devices

▶ Parental Control

▶ Advanced

▶ Troubleshooting

## Gateway > At a Glance

Summary of your network and connected devices. [more](#)

### Wi-Fi Configuration

Wi-Fi SSID: SercommAP-95DA

Bridge Mode:

### Home Network

✔ Ethernet

✔ Wi-Fi

Firewall Security Level: Low

### Connected Devices

✔ 70:b5:e8:7f:16:63

[VIEW CONNECTED DEVICES](#)



## Gateway

At a Glance

### Connection

#### Status

SERCOMM Network

Routing Network

Local IP Network

Wi-Fi

#### MTA

CallP/QoS

VQM

#### Firewall

Software

#### Hardware

Wizard

#### Connected Devices

#### Parental Control

#### Advanced

#### Troubleshooting

## Gateway > Connection > Status

View information about your network connections. [more](#)

### Local IP Network EDIT

IP Address (IPv4): 192.168.0.1

Subnet mask: 255.255.255.0

DHCPv4 Server: Enabled

DHCPv4 Lease Time: 1 Week

Link Local Gateway Address (IPv6): fe80::7c8f:deff:fe3a:95de

Global Gateway Address (IPv6): 2001:50:1:208:7c8f:deff:fe3a:95de

Delegated prefix: 2001:50:1:208::/64

DHCPv6 Lease Time: 1 Week

IPv6 DNS: 2001:50:1:1::10

No of Clients 0 connected:

### SERCOMM Network VIEW

Internet: Active

WAN IP Address: 10.26.0.33

DHCP Client: Enabled

DHCP Expire Time: 12d:17h:30m

### Private Wi-Fi Network-SercommAP-95DA EDIT

Wireless Network (Wi-Fi 5 GHz): Active

Supported Protocols: A,N,AC,AX

Security: WPA2-PSK (AES)

No of Clients 0 connected:

### Private Wi-Fi Network-SercommAP-95DA EDIT

Wireless Network (Wi-Fi 2.4 GHz): Active

Supported Protocols: G,N,AX

Security: WPA2-PSK (AES)

No of Clients 0 connected:

### Guest Wi-Fi Network-SercommAP-Guest EDIT

Wireless Network (Wi-Fi 5 GHz): Inactive

Supported Protocols: A,N,AC,AX

Security: Open (risky)

No of Clients 0 connected:

# DG4244 User Guide

## Guest Wi-Fi Network-SercommAP-Guest EDIT

Wireless Network Inactive  
(Wi-Fi 2.4 GHz):

Supported G,N,AX  
Protocols:

Security: Open (risky)

No of Clients 0  
connected:

## Public Wi-Fi Network-OutOfService

Public Wi-Fi Yes  
Capable:

Wireless Network Inactive  
(Wi-Fi 2.4 GHz):

Time Since Last 5d:7h:16m  
Status:

WLAN Gateway: 0.0.0.0/0.0.0.0

Supported A,N,AC,AX  
Protocols:

Security: Open (risky)

No of Clients 0  
connected:

## Public Wi-Fi Network-OutOfService

Public Wi-Fi Yes  
Capable:

Wireless Network Inactive  
(Wi-Fi 5 GHz):

Time Since Last 5d:7h:16m  
Status:

WLAN Gateway: 0.0.0.0/0.0.0.0

Supported G,N,AX  
Protocols:

Security: Open (risky)

No of Clients 0  
connected:



Gateway

At a Glance

Connection

Status

SERCOMM Network

Routing Network

Local IP Network

Wi-Fi

MTA

CallIP/QoS

VQM

Firewall

Software

Hardware

Wizard

Connected Devices

Parental Control

Advanced

Troubleshooting

## Gateway > Connection > Local IP Configuration

Manage your home network settings. [more](#)

### IPv4

Gateway Address:

Subnet Mask:

DHCP Beginning Address:

DHCP Ending Address:

DHCP Lease Time:

### IPv6

Link-Local Gateway Address:

Global Gateway Address:

#### LAN IPv6 Address Assignment

Stateless(Auto-Config)  Stateful(Use Dhcp Server)

DHCPv6 Beginning Address:         /

DHCPv6 Ending Address:         /

DHCPv6 Lease Time:



Gateway

At a Glance

Connection

Status

SERCOMM Network

Routing Network

Local IP Network

Wi-Fi

MTA

CallIP/QoS

VQM

Firewall

Software

Hardware

Wizard

Connected Devices

Parental Control

Advanced

Troubleshooting

## Gateway > Connection > SERCOMM Network

View technical information related to your SERCOMM network connection. [more](#)

### SERCOMM Network

Internet: Active

Local time: 2020-11-24 16:27:38

System Uptime: 0 days 0h: 49m: 42s

WAN IP Address (IPv4): 10.26.0.33

WAN Default Gateway Address (IPv4): 10.26.0.1

WAN IP Address (IPv6): 2001:50:1:24:74ec:422b:193f:bc64

WAN Default Gateway Address (IPv6): fe80::217:10ff:fe9f:6486

Delegated prefix (IPv6): 2001:50:1:208::/64

Primary DNS Server (IPv4): 10.9.8.10

Secondary DNS Server (IPv4):

Primary DNS Server (IPv6): 2001:50:1:1::10

Secondary DNS Server (IPv6):

WAN Link Local Address (IPv6): fe80::7e8f:deff:fe3a:95dd

DHCP Client (IPv4): Enabled

DHCP Client (IPv6): Enabled

DHCP Lease Expire Time (IPv4): 12d:17h:30m

DHCP Lease Expire Time (IPv6): 0d:0h:42m

WAN MAC: 7C:8F:DE:3A:95:DD

eMTA MAC: 7C:8F:DE:3A:95:DB

CM MAC: 7C:8F:DE:3A:95:DA

# DG4244 User Guide

## Initialization Procedure

Initialize Hardware:	Complete
Acquire Downstream Channel:	Complete
Upstream Ranging:	Complete
DHCP bound:	Complete
Set Time-of-Day:	Complete
Configuration File Download:	Complete
Registration:	Complete

## CM DHCP Parameters

CM IP Address:	10.24.0.21
CM Subnet Mask:	255.255.0.0
CM IP Gateway:	10.24.0.1
CM TFTP Server:	10.9.8.10
CM Time Server:	10.9.8.10
CM Time Offset:	28800
CM Boot File:	generic.cfg
MDD IP Mode Override:	HONOR
Learned IP Mode:	DPM

## CM IP Time Remaining

DHCP Lease Time:	D: 0 H: 21 M: 32 S: 22
DHCP Rebind Time:	D: 0 H: 18 M: 44 S: 47
DHCP Renew Time:	D: 0 H: 10 M: 22 S: 1

## CM PacketCable Options

Sub-option 1 Service Provider's Primary DHCP:	255.255.255.255
Sub-option 1 Service Provider's Secondary DHCP:	255.255.255.255

## MTA DHCP Parameters

MTA FQDN:	
MTA IP Address:	0.0.0.0
MTA IP Subnet Mask:	0.0.0.0
MTA IP Gateway:	0.0.0.0
MTA Bootfile:	

# DG4244 User Guide

## MTA IP Time Remaining

DHCP Lease Time: D: 0 H: 0 M: 0 S: 0

DHCP Rebind Time: D: 0 H: 0 M: 0 S: 0

DHCP Renew Time: D: 0 H: 0 M: 0 S: 0

## MTA DHCP Option 6

Network Primary DNS: 0.0.0.0

Network Secondary DNS: 0.0.0.0

## MTA PacketCable Options(Option 122)

Sub-option 3:

Sub-option 6:

Sub-option 7: 0

Sub-option 8: 10

## Cable Modem

HW Version:	0.D
Vendor:	Sercomm Corporation
BOOT Version:	CGR2.86C.651996.R.2011181642
Core Version:	0.0.0.0
Model:	DG4244-S
Product Type:	DG4244-S
Flash Part:	3744 MB
Download Version:	1.14.04.003-
Serial Number:	2010DHS000025

Downstream	Channel Bonding Value			
Index	2	1	3	4
Lock Status	Locked	Locked	Locked	Locked
Frequency	537000000	531000000	543000000	549000000
SNR	43.376591	43.376591	43.376591	44.625977
Power Level	4.900002	4.800003	4.599998	4.500000
Modulation	QAM256	QAM256	QAM256	QAM256

## DG4244 User Guide

Downstream OFDM Channels		Channel Bonding Value	
ChannelID	0	5	
ChanIndicator			backupPrimary
SubcarrierZeroFreq	0	210100000	
FirstActiveSubcarrierNum	0	3596	
LastActiveSubcarrierNum	0	4595	
NumActiveSubcarriers	0	968	
SubcarrierSpacing	0	25	
PlcFreq	0	308000000	
Lock Status	Not Locked	Locked	

Upstream		Channel Bonding Value	
Index	1	2	
Lock Status	Locked	Locked	
Frequency	34400000	28000000	
Symbol Rate	5120 KSym/sec	5120 KSym/sec	
Power Level	30.270599	30.270599	
Modulation	64QAM	64QAM	
Channel Type	US_TYPE_ATDMA	US_TYPE_ATDMA	

Upstream OFDMA Channels		Channel Bonding Value	
ChannelID	0	0	
Lock Status	Not Locked	Not Locked	
SubcarrierZeroFreq	0	0	
FirstActiveSubcarrierNum	0	0	
LastActiveSubcarrierNum	0	0	
NumActiveSubcarriers	0	0	
SubcarrierSpacing	0	0	
TxPower	0	0	

CM Error Codewords				
Unerrored Codewords	8734	8612	8506	8402
Correctable Codewords	0	0	0	0
Uncorrectable Codewords	0	0	0	0





Gateway

At a Glance

Connection

Status

SERCOMM Network

Routing Network

Local IP Network

Wi-Fi

MTA

CallIP/QoS

VQM

Firewall

Software

Hardware

Wizard

Connected Devices

Parental Control

Advanced

Troubleshooting

## Gateway > Connection > Routing

View information about your network routing. [more](#)

### IPv4 Routing Table

IP/Prefix	Gateway	Interface	Metric
0.0.0.0/0	10.26.0.1	erouter0	0
10.26.0.0/16	0.0.0.0	erouter0	0
192.168.0.0/24	0.0.0.0	brlan0	0
192.168.2.0/24	0.0.0.0	brlan7	0

### IPv6 Routing Table

IP/Prefix	Gateway	Interface	Metric
2001:50:1:24:74ec:422b:193f:bc64		erouter0	256
2001:50:1:24::/64		erouter0	256
2001:50:1:208::/64		brlan0	256
::/0	fe80::217:10ff:fe9f:6486	erouter0	1024



▼ Gateway

At a Glance

▶ Connection

▶ Firewall

Software

▼ Hardware

System Hardware

**LAN**

Wireless

Wizard

▶ Connected Devices

▶ Parental Control

▶ Advanced

▶ Troubleshooting

## Gateway > Hardware > LAN Ethernet

View information about the Gateway's Ethernet Ports. [more](#)

### LAN Ethernet Port 1

LAN Ethernet link status: Active

MAC Address: 7e:8f:de:3a:95:de

Connection Speed: 1000 Mbps

### LAN Ethernet Port 2

LAN Ethernet link status: Inactive

MAC Address: 7e:8f:de:3a:95:de

Connection Speed: Not Applicable

### LAN Ethernet Port 3

LAN Ethernet link status: Inactive

MAC Address: 7e:8f:de:3a:95:de

Connection Speed: Not Applicable

### LAN Ethernet Port 4

LAN Ethernet link status: Inactive

MAC Address: 7e:8f:de:3a:95:de

Connection Speed: Not Applicable



Gateway

At a Glance

Connection

Status

SERCOMM Network

Routing Network

Local IP Network

Wi-Fi

MTA

CallP/QoS

VQM

Firewall

Software

Hardware

Wizard

Connected Devices

Parental Control

Advanced

Troubleshooting

## Gateway > Connection > Wi-Fi

Manage your Wi-Fi connection settings. [more](#)

Wi-Fi Radio(5 GHz) : Enable Disable

Wi-Fi Radio(2.4 GHz) : Enable Disable

### Private Wi-Fi Network

Name	Frequency Band:	MAC Address	Security Mode	
SercommAP-95DA	5 GHz	7E:8F:DE:02:95:DF	WPA2-PSK (AES)	<span style="background-color: #ccc; padding: 2px;">EDIT</span>
SercommAP-95DA	2.4 GHz	7E:8F:DE:02:95:E0	WPA2-PSK (AES)	<span style="background-color: #ccc; padding: 2px;">EDIT</span>

### Guest Wi-Fi Network

Name	Frequency Band:	MAC Address	Security Mode	
SercommAP-Guest	5 GHz	7E:8F:DE:03:95:DF	Open (risky)	<span style="background-color: #ccc; padding: 2px;">EDIT</span>
SercommAP-Guest	2.4 GHz	7E:8F:DE:03:95:E0	Open (risky)	<span style="background-color: #ccc; padding: 2px;">EDIT</span>

### Other Wi-Fi Network

Name	Frequency Band	MAC Address	Security Mode
	5 GHz		Open (risky)

### Public Wi-Fi Network

Name	Frequency Band	MAC Address	Security Mode
------	----------------	-------------	---------------

There are no valid public Wi-Fi found!

## DG4244 User Guide

### 2.4 GHz Wireless Basic Setting

Mode:

Transmit Power:

Channel Selection:  Manual  Automatic

Channel:

SAVE BASIC SETTING

### 2.4 GHz Wireless Advanced Setting

BG Protection Mode:

IGMP Snooping  Disable  Enable

Operation Mode:  Mixed Mode  Green Field

Channel Bandwidth:  20  20/40

Guard Interval:  400ns  800ns  Auto

Reverse Direction Grant  Disable  Enable

Aggregation MSDU(A-MSDU)  Disable  Enable

Auto Block Ack:  Disable  Enable

Decline BA Request:  Disable  Enable

WMM Power Save:  This item depends on WMM. Enable WMM in atleast one SSID to make this work.

STBC:  Disable  Enable

Dynamic Channel Selection:  Disable  Enable

SAVE ADVANCED SETTINGS

### 5 GHz Wireless Basic Setting

Mode:

Transmit Power:

Channel Selection:  Manual  Automatic

Channel:

SAVE BASIC SETTING

### 5 GHz Wireless Advanced Setting

IGMP Snooping  Disable  Enable

Operation Mode:  Mixed Mode  Green Field

Channel Bandwidth:  20  20/40

Guard Interval:  400ns  800ns  Auto

Reverse Direction Grant  Disable  Enable

Aggregation MSDU(A-MSDU)  Disable  Enable

Auto Block Ack:  Disable  Enable

Decline BA Request:  Disable  Enable

DFS Channel Selection In Auto Mode:  Disable  Enable

WMM Power Save:  This item depends on WMM. Enable WMM in atleast one SSID to make this work.

STBC:  Disable  Enable

Dynamic Channel Selection:  Disable  Enable

SAVE ADVANCED SETTINGS

### Band Steering

Enable:  Disable  Enable

Logging:

Utilization Threshold(5 GHz):

Signal Threshold(5 GHz):

Physical Rate Threshold(5 GHz):

Utilization Threshold(2.4 GHz):

Signal Threshold(2.4 GHz):

Physical Rate Threshold(2.4 GHz):

SAVE BAND STEERING SETTINGS

# DG4244 User Guide

### MAC Filter Setting

You can control the Wi-Fi access to the USG using the below Mac-Filter settings.

SSID:

MAC Filtering Mode:

Wi-Fi Control List(up to 16 items)

#	Device Name	MAC Address
---	-------------	-------------

Auto-Learned Wi-Fi Devices

Device Name	MAC Address
-------------	-------------

Manually-Added Wi-Fi Devices

Device Name	MAC Address
<input type="text"/>	<input type="text"/> : <input type="text"/> : <input type="text"/> : <input type="text"/> : <input type="text"/> : <input type="text"/>

### Wi-Fi Client Setup Configuration(WPS)

You must enable WPS to connect your device to this device

WPS:

AP PIN: 00000000

WPS Pin Method:

### Connect to your WPS-supported device

**Push Button(recommended)**  
Push the WPS button on the Gateway or click "PAIR WITH MY WI-FI CLIENT" below to connect your Wireless client to your network.

**PIN Number**  
If your Wireless client supports WPS(PIN Type), enter the PIN Number here.  
Enter Wireless Client's PIN



▾ Gateway

At a Glance

▸ Connection

▾ Firewall

IPv4

IPv6

Software

▸ Hardware

Wizard

▸ Connected Devices

▸ Parental Control

▸ Advanced

▸ Troubleshooting

## Gateway > Firewall > IPv6

Manage your firewall settings.

[more](#)

### Firewall Security Level

Typical Security (Default)

Custom Security

SAVE SETTINGS

RESTORE DEFAULT SETTINGS



▼ Gateway

At a Glance

▶ Connection

▼ Firewall

IPv4

IPv6

Software

▶ Hardware

Wizard

▶ Connected Devices

▶ Parental Control

▶ Advanced

▶ Troubleshooting

## Gateway > Firewall > IPv4

Manage your firewall settings.

[more](#)

### Firewall Security Level

Maximum Security (High)

Typical Security (Medium)

Minimum Security (Low)

Custom Security

SAVE SETTINGS

RESTORE DEFAULT SETTINGS





▾ Gateway

At a Glance

▸ Connection

▸ Firewall

Software

▸ Hardware

Wizard

▸ Connected Devices

▸ Parental Control

▸ Advanced

▸ Troubleshooting

## Gateway > Software

View details about the Gateway's software. [more](#)

### System Software Version

eMTA & DOCSIS Software Version: 1.14.04.003-

Software Image Name: DG4244-S-1.14.04.003-PC15\_201123.img

Advanced Services: DG4244-S

Packet Cable: 1.5



▼ Gateway

At a Glance

▶ Connection

▶ Firewall

Software

▼ Hardware

System Hardware

LAN

Wireless

Wizard

▶ Connected Devices

▶ Parental Control

▶ Advanced

▶ Troubleshooting

## Gateway > Hardware > System Hardware

View information about the Gateway's hardware.

[more](#)

### System Hardware

Model: DG4244-S

Vendor: Sercomm Corporation

Hardware Revision: 0.D

Serial Number: 2010DHS000025

Processor Speed: 3999.95 MHz

DRAM Total Memory: 722 MB

DRAM Used Memory: 400 MB

DRAM Available Memory: 322 MB

Flash Total Memory: 3743 MB

Flash Used Memory: 3731 MB

Flash Available Memory: 12 MB



- › Gateway
- › **Connected Devices**
  - Devices
- › Parental Control
- › Advanced
- › Troubleshooting

## Connected Devices > Devices

View information about devices currently connected to your network, as well as connection history. [more](#)

Prefer Private Connection

### Online Devices-Private Network

Host Name	DHCP/Reserved IP	RSSI Level	Connection		
<a href="#">70.b5:e8.7f:16:63</a>	DHCP	NA	Ethernet	<input type="button" value="EDIT"/>	<input type="button" value="X"/>

### Offline Devices-Private Network

Host Name	DHCP/Reserved IP	Connection	
<a href="#">sercomm-VirtualBox</a>	DHCP	Unknown	<input type="button" value="X"/>

### Online Devices-XHS SercommAP-Guest SSID

Host Name	IPV4 Address	RSSI Level	MAC Address
-----------	--------------	------------	-------------

### Offline Devices-XHS SercommAP-Guest SSID

Host Name	IPV4 Address	MAC Address
-----------	--------------	-------------

### Online Devices - Public Wi-Fi SSID

Host Name	IPV4 Address	RSSI Level	MAC Address
-----------	--------------	------------	-------------



- ▶ Gateway
- ▶ Connected Devices
- ▼ **Parental Control**
  - Managed Sites
  - Managed Services
  - Managed Devices**
  - Reports
- ▶ Advanced
- ▶ Troubleshooting

## Parental Control > Managed Devices

Manage access by specific devices on your network. [more](#)

### Managed Devices

Managed Devices:

Enable

Disable

Access Type:

Allow All

Block All

### Blocked Devices

[+ ADD BLOCKED DEVICE](#)

Computer Name

MAC Address

When Blocked



- ▶ Gateway
- ▶ Connected Devices
- ▶ **Parental Control**
  - Managed Sites
  - Managed Services
  - Managed Devices
  - Reports
- ▶ Advanced
- ▶ Troubleshooting

## Parental Control > Managed Sites

Manage access to specific websites by network devices. [more](#)

Managed Sites:

Blocked Sites		<a href="#">+ ADD</a>
URL	When	

Blocked Keywords		<a href="#">+ ADD</a>
Keyword	When	

Trusted Computers			
	Computer Name	IP	Trusted
1	sercomm-VirtualBox	192.168.0.200/NA	<input type="button" value="No"/> <input type="button" value="Yes"/>
2	70:b5:e8:7f:16:63	NA/2001:50:1:208::2b75	<input type="button" value="No"/> <input type="button" value="Yes"/>



▶ Gateway

▶ Connected Devices

▼ Parental Control

Managed Sites

[Managed Services](#)

Managed Devices

Reports

▶ Advanced

▶ Troubleshooting

## Parental Control > Managed Services

Manage access to specific services and applications by network devices. [more](#)

Managed Services:

### Blocked Services + ADD

Services	TCP/UDP	Starting Port	Ending Port	When
----------	---------	---------------	-------------	------

### Trusted Computers

	Computer Name	IP	Trusted
1	sercomm-VirtualBox	192.168.0.200/NA	<input type="button" value="No"/> <input type="button" value="Yes"/>
2	70:b5:e8:7f:16:63	NA/2001:50:1:208::2b75	<input type="button" value="No"/> <input type="button" value="Yes"/>



▸ Gateway

▸ Connected Devices

▾ Parental Control

Managed Sites

Managed Services

Managed Devices

Reports

▸ Advanced

▸ Troubleshooting

## Parental Control > Reports

Generate, download, and print reports based on your parental controls.

### Report Filters

Report Type:  Time Frame:

GENERATE REPORT

### All Reports

Reports for Today

PRINT

DOWNLOAD



- ▶ Gateway
- ▶ Connected Devices
- ▶ Parental Control
- ▼ **Advanced**
  - [Port Forwarding](#)
  - Port Triggering
  - Remote Management
  - DMZ
  - Device Discovery
  - USB/Samba
- ▶ Troubleshooting

## Advanced > Port Forwarding

Manage external access to specific ports on your network. [more](#)

Port Forwarding:

### Port Forwarding

[+ ADD SERVICE](#)

Service Name	Type	Start Port	End Port	Server IPv4	Server IPv6	Active
--------------	------	------------	----------	-------------	-------------	--------





▸ Gateway

▸ Connected Devices

▸ Parental Control

▾ **Advanced**

Port Forwarding

**Port Triggering**

Remote Management

DMZ

Device Discovery

USB/Samba

▸ Troubleshooting

## Advanced > Port Triggering

Manage external access to specific ports on your network. [more](#)

Port Triggering:

### Port Triggering

[+ ADD PORT TRIGGER](#)

Service Name	Service Type	Trigger Port(s)	Target port(s)	Active
--------------	--------------	-----------------	----------------	--------



- Gateway
- Connected Devices
- Parental Control
- Advanced**
- Port Forwarding
- Port Triggering
- Remote Management
- DMZ
- Device Discovery
- USB/Samba
- Troubleshooting

## Advanced > Remote Management

Remote Management allows the gateway to be remotely accessed by a customer account representative to perform troubleshooting or maintenance. [more](#)

### Remote Management

HTTP:

HTTPS:

Remote Management Address (IPv4): 10.26.0.33  
Remote Management Address (IPv6): 2001:50:1:24:74ec:422b:193f:bc64

Please enable HTTP or HTTPS to configure Remote Access Allowed From.

### Remote Access Allowed From

Single Computer

IPv4 Address:  .  .  .

IPv6 Address:  :  :  :  :  :  :  :

Range Of IPs

Start IPv4 Address:  .  .  .

End IPv4 Address:  .  .  .

Start IPv6 Address:  :  :  :  :  :  :  :

End IPv6 Address:  :  :  :  :  :  :  :

Any Computer

Note: This option will allow any computer on the Internet to access your network and may cause a security risk.



- ▶ Gateway
- ▶ Connected Devices
- ▶ Parental Control
- ▼ **Advanced**
  - Port Forwarding
  - Port Triggering
  - Remote Management
  - DMZ**
  - Device Discovery
  - USB/Samba
- ▶ Troubleshooting

## Advanced > DMZ

Configure DMZ to allow a single computer on your LAN to open all of its ports.

### DMZ

DMZ:

DMZ v4 Host:  .  .  .

DMZ v6 Host:  :  :  :  :  :  :  :



- ▶ Gateway
- ▶ Connected Devices
- ▶ Parental Control
- ▼ **Advanced**
  - Port Forwarding
  - Port Triggering
  - Remote Management
  - DMZ
  - [Device Discovery](#)
  - USB/Samba
- ▶ Troubleshooting

## Advanced > Device Discovery

Manage UPnP network. [more](#)

### Device Discovery

UPnP:

Advertisement Period:  minutes

Time To Live:  hops



- ▶ Gateway
- ▶ Connected Devices
- ▶ Parental Control
- ▶ Advanced
- ▼ Troubleshooting
  - Logs
  - Diagnostic Tools
  - Wi-Fi Spectrum Analyzer
  - Reset/Restore Gateway

## Troubleshooting > Logs

View information about the Gateway's performance and system operation.

[more](#)

### Log Filters

Log Type:

Time Frame:

**SHOW LOGS**

### System Logs

All logs for Today

PRINT

DOWNLOAD



- › Gateway
- › Connected Devices
- › Parental Control
- › Advanced
  - › Troubleshooting
  - Logs
  - Diagnostic Tools
  - Wi-Fi Spectrum Analyzer
  - Reset/Restore Gateway

## Troubleshooting > Network Diagnostic Tools

Troubleshoot your network connectivity. [more](#)

### Test Connectivity Results

Connectivity to the Internet: Not Tested

Packets Sent: Not Tested

Packets Received: Not Tested

Destination Address:  Count:

TEST CONNECTIVITY

### Check for IPv4 Address Results

IPv4 Address:     Count:

Connectivity: Not Tested

CHECK FOR IP ADDRESSES

### Check for IPv6 Address Results

IPv6 Address:         Count:

Connectivity: Not Tested

CHECK FOR IP ADDRESSES

### Traceroute Results

IPv4 Address:

START TRACEROUTE

IPv6 Address:

START TRACEROUTE



- ▶ Gateway
- ▶ Connected Devices
- ▶ Parental Control
- ▶ Advanced
- ▼ **Troubleshooting**
- Logs
- Diagnostic Tools
- [Wi-Fi Spectrum Analyzer](#)
- Reset/Restore Gateway

## Troubleshooting > Wi-Fi Spectrum Analyzer

START SCAN

### Wi-Fi Spectrum Analyzer Data

Band	Channel	MAC	SSID	SignalLevel	Mode	Security	MaxRate
------	---------	-----	------	-------------	------	----------	---------



- ▶ Gateway
- ▶ Connected Devices
- ▶ Parental Control
- ▶ Advanced
- ▼ **Troubleshooting**
- Logs
- Diagnostic Tools
- Wi-Fi Spectrum Analyzer
- Reset/Restore Gateway

## Troubleshooting > Reset / Restore Gateway

Reset or restore the Gateway. [more](#)

### Reset / Restore Gateway

RESET

Press "Reset" button to restart the gateway.

RESTORE Wi-Fi SETTINGS

Press "Restore Wi-Fi Settings" to activate your Gateway Default Settings for Wi-Fi only. Only your Wi-Fi settings will be lost.

RESET PASSWORD

Press "Reset Password" to reset User Admin tool password to factory default

RESTORE FACTORY SETTINGS

Press "Restore Factory Settings" to activate your Gateway Default Settings. All your previous settings will be lost.