

Stream TV MoCA Ethernet Adapter User Guide

Stream TV MoCA Ethernet Adapter User Guide

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1 Getting Started

The Stream TV MoCA Ethernet Adapter allows you to connect your Stream TV device to your MoCA capable router via either a coax or Ethernet cable. The USB Type C port of the Stream TV MoCA Ethernet Adapter can provide power and data connection to the Stream TV device. The Stream TV MoCA Ethernet Adapter complies with MoCA 2.5 standard which can deliver high wired speed through your existing home coaxial wiring. With this device, you can enjoy 4K/8K video streaming, and high-speed Internet connection with your existing coaxial wiring or Ethernet wiring.





1.1 Inside the Box

Inside the product package you should find the following items. Contact Verizon Customer Support if any of the items is missing or damaged.





1.2 Interfaces & Buttons

Interfaces	Description
Data	The "Data" port on the Stream TV MoCA Ethernet Adapter is for connection to your existing Coaxial network. Connect a coaxial cable from the coaxial outlet on the wall to this port.
USB Type C Port	The USB Type-C port is used to connect to an existing Stream TV device to power the Stream TV device and provide data connection. Please only use the USB cable supplied with this product to connect the two devices.
	Please note: This device is designed to work only with Verizon Stream TV device. DO NOT connect the USB port of the Stream TV MoCA Ethernet Adapter to other devices. The USB port of the device can provide a maximum of 10W (5V / 2A) power for Stream TV device.
1G RJ-45 Port	The 1G RJ-45 port provides 1Gbps Ethernet connection for Ethernet enabled device via your MoCA network.
AC Port	Connect the AC power cable supplied with this product to this port to power on the device. The power rating of this port is 100-240VAC.
Reset	If you experience difficulties with your device, or you would like to revert all changes, use the reset button to reset the device back to its factory default state. A quick press and release of the reset button to restart the device. Press and hold the reset button for 10 seconds to restore the factory default settings.



1.3 LED

The tri-color LED located on the top of the device indicates the system, USB and Ethernet connection status.

Indicator/ Scenario	Description	Light type	
No Power	System off	Off	
Only connected to the Stream TV box	Power off and only connected to Stream TV box	Off	
Not connected to the Stream TV box	Not connected to Stream TV device and not connected to MoCA network	Red	•
AC Port	Not connected to Stream TV device but connected to MoCA or Ethernet network	Red	
Connected to the Stream TV box but no Internet connection	ⁿ Connected to Stream TV device but not connected to MoCA or Ethernet network	Yellow	0
Operating Normally	Connected to Stream TV device and connected to MoCA or Ethernet network	White	0



1.4 Limited Warranty; Disclaimer of Other Warranties

Your Verizon Stream TV MoCA Ethernet Adapter has been designed to provide reliable, worry-free service. If for any reason, you have a problem with your equipment, please refer to the warranty in this section. For information regarding the terms and conditions of service for your Stream TV MoCA Ethernet Adapter, please visit www.verizon.com or call Verizon Customer Service at (800) 922-0204 or *611 from your Verizon mobile phone.

Standard Limited Warranty

What is Covered and For How Long Does This Converge Last?

Verizon ("Verizon") warrants to the original purchaser ("Purchaser") that the Verizon Stream TV MoCA Ethernet Adapter and accessories ("Products") and all components included in this package shall be free from defects in workmanship and materials under normal intended use and service for a period of one year following the date of purchase.

What is Not Covered?

This Limited Warranty is conditioned upon proper use of the Products by Purchaser. This Limited Warranty does not apply if anyone other than an authorized Verizon representative opens the casing for the Product, or if damage or failure is caused by misuse, abuse, neglect, accident, unusual physical, electrical or electromechanical stress, modifying the Product's components, or operating the Product in an unsuitable environment or in a manner for which it is not intended. This Limited Warranty also does not cover: (a) a Product that has the serial number removed or made illegible, physical damage to the surface of the Product, including, without limitation, breakage, cracks or scratches, dents or adhesive marks on the outside casing; or (b) malfunctions resulting from the use of the Product in conjunction with accessories, products, or ancillary/peripheral equipment not furnished or approved by Verizon; or (c) defects or damage from improper operation, maintenance, installation, or adjustment. Purchaser will be charged for all Product repairs for damage or failure not covered by this Limited Warranty. Please also note that if the Product used or purchased outside the United States or Canada, this Limited Warranty will not be applicable.

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What Verizon will do?

Verizon's warranty applies only to the original Purchaser. If a Product is returned by Purchaser in an adequate container for shipping, accompanied by Purchaser's sales receipt or comparable substitute proof of sale showing the date of purchase, the serial number of Product and the sellers' name and address and within the applicable warranty period as described in this warranty information section, Verizon will, at its sole discretion, repair or replace the Product or its defective part. If you need assistance on where to deliver the Product, please contact Verizon Customer Care at (800) 922-0204 or *611. Upon receipt, Verizon will repair or replace the defective Product within a reasonable period of time, unless covered by any exclusions indicated above.

Verizon will, at its sole option, provide one of the following remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty: 1. Elect to repair or facilitate the repair of any defective components within a reasonable period of time, free of any charge, for the necessary parts and labor to complete the repair and restore the Product to its proper operating condition; 2. Replace Products with direct replacements. All repaired/replacement Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for 90 days, whichever is longer. The replaced Products, parts, or components become the property of Verizon. Verizon retains the right to take the final decision of whether a warranty claim is justified. All above warranties are null and void if any Product is not covered by this Limited Warranty, the repair or replacement of Product shall be at the sole expense of the Purchaser.

WHAT ARE THE LIMITS ON VERIZON'S WARRANTY/LIABILITY?

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THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE/PROVINCE TO PROVINCE. THIS LIMITED PRODUCT WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT THAT WAS PURCHASED FROM AN AUTHORISED RESELLER OR SALES CHANNEL. IF ANY TERM

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This Limited Warranty allocates the risks of product failure between Verizon and the original Purchaser, and is recognized by both parties and reflected in the price paid for the Products. This Limited Warranty is the entire and sole warranty applicable to the Products and cannot be modified or changed in scope or substance by any oral or written statements, information, or advice given by Verizon or any of Verizon's agents, employees, or others and may not rely on any such statements, information, or advice.

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2 INSTALL STREAM TV MOCA ETHERNET ADAPTER

2.1 Positioning the device

- Position the device less than 2 meter above floor.
- Keep the device away from the direct sunlight.

2.2 Installing the device

- 2.2.1 Use the Stream TV MoCA Ethernet Adapter as coaxial connection between your router and Stream TV device.
- 1. Verify that the MoCA capable router in your home is connected to a coax outlet at the router location.
- 2. Connect a coaxial cable from the coax outlet to the "Data" port on the Stream TV MoCA Ethernet Adapter.
- 3. Connect the provided USB Type C cable from the Stream TV MoCA Ethernet Adapter to the USB Type C port on your Stream TV device.
- 4. Connect the provided AC power cable to the Stream TV MoCA Ethernet Adapter.
- 5. Wait for the system light to turn solid white. This indicates that the Stream TV MoCA Ethernet Adapter has successfully formed a network with the router.

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2.2.2 Use the Stream TV MoCA Ethernet Adapter as the Ethernet connection between your router and Stream TV device

- 1. Verify that the router in your home is connected to an Ethernet outlet at the router location.
- 2. Connect an Ethernet cable from the "LAN" port on the Stream TV MoCA Ethernet Adapter to your existing Ethernet outlet or directly to the Ethernet LAN port on the modem/router.
- 3. Connect the provided USB Type C cable from the Stream TV MoCA Ethernet Adapter to the USB Type C port on your Stream TV device.
- 4. Connect the provided AC power cable to the Stream TV MoCA Ethernet Adapter.
- 5. Wait for the system light to turn solid white. This indicates that the Stream TV MoCA Ethernet Adapter has successfully formed a network with the router.

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3 WEB USER INTERFACE

The Stream TV MoCA Ethernet Adapter works out-of-the-box without additional settings. If you want to change settings (such as the IP address), you can configure via the device's Web User Interface.

3.1 Setup requirements

To configure your Stream TV MoCA Ethernet Adapter via a computer, you need a router and computer that meet the following system requirements:

- A router supports RJ-45 LAN and MoCA LAN.
- A computer supports:
 - An Ethernet RJ-45 (LAN) port (10Base-T/100Base-TX/1000Base-TX) or built-in Wi-Fi adapter.
 - Web browser such as Internet Explorer, Firefox, Safari, or Google Chrome.

3.2 Log in the device's Web User Interface

Make sure that the Stream TV MoCA Ethernet Adapter is properly connected to the home network (Please refer to section 2 on how to install your Stream TV MoCA Ethernet Adapter). The computer used to configure the Stream TV MoCA Ethernet Adapter should also be connected to the router via an Ethernet cable or Wi-Fi (if the router supports Wi-Fi connection).

- 1. Find the IP address of the Stream TV MoCA Ethernet Adapter from the home router.
- 2. Open a web browser and enter the Stream TV MoCA Ethernet Adapter's IP Address in the address bar.
- 3. The login dialog box is displayed.
- 4. Enter the username and password.

Username: admin

Password: password can be found by scanning the QR code on your Stream TV MoCA Ethernet Adapter's product label. After scanning the QR code of the product label, you will find P: xxxxxxxx in the notification. xxxxxxxx is the password of the device.

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Note: For how to scan the QR code of the product label, please refer to the instructions below.

Scan a QR code with your iPhone, iPad, or iPod touch:

- 1. Open the Camera app from the Home screen, Control Center, or Lock screen.
- 2. Point your camera at the QR code. Hold your device so that the QR code appears in the viewfinder in the Camera app. Your device recognizes the QR code and shows a notification.
- 3. You will find the following information in the notification, which indicates the user name and password of the device.

I: admin (username)

P: xxxxxxxx (password)

Scan a QR code on an Android Phone:

- 1. Press and hold the home button, then tap Lens.
- 2. Point your camera at the QR code. Then tap the magnifying glass icon to scan the QR code.
- 3. Your device recognizes the QR code and shows a notification.
- 4. You will find the following information in the notification, which indicates the user name and password of the device.

I: admin (username)

P: xxxxxxxx (password)



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\leftarrow	\rightarrow	С	ଜ		192.168.1.164
		Sign http:// Your o Usern Passw	in /192.168. connectic ame	1.164 on to this sit	te is not private

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5. You can use the Web UI to view or change the device settings.

The Stream TV MoCA Ethernet Adapter's Web User Interface (Web UI) allows you to check the current status of the device and configure its various functions. Please ensure to click the "Save" button to save your changes. After completing the configuration, please **Reboot** the device for the settings to take effect (please refer to Section 3.5.1 on how to reboot the device via Web UI).

Menu			Save		
Use th	e left side of the	menu to navigate.	Please by click	remember to sa king on the save	ave your changes button.
	Settings	*		Cancel	Save
	MoCA Settings				
-	Device Settings				
	Security Settings				
	Status	~			
	Device Status				
	PHY Rates				
	Advanced	~			
	Reset				

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3.3 Settings

3.3.1 MoCA Settings

This page is the first screen you will see when accessing the Web User Interface of Stream TV MoCA Ethernet Adapter. It allows you to configure the basic MoCA settings of the device. Please ensure to click the "Save" button to save your settings after making changes. After completing the configuration, please **Reboot** the device for the settings to take effect (please refer to Section 3.5.1 on how to reboot the device via Web UI).

Settings	MoCA	Setup	
MoCA Settings			
Device Settings	After completing settings and the MoCA Ethern	a the configuration, please click the "Save in reset the device for the settings to take let Adapter Setup	" button to save you effect.
Security Settings			
Status	Adapter Name	Master	```
Advanced	^ LOF	1150	
	Tx Power	0	
	Beacon Power Lev	vel 0	

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MoCA Setup

Item	Descri	ptio	n									
Name	You can select the adapter name here to indicate the location of the device.											
LOF	The Last Operating Frequency (LOF) parameter identifies the frequency (in MHz) that the Stream TV MoCA Ethernet Adapter uses to transmit beacon for joining the MoCA network.											
Tx Power	The Tx Stream increas transm	pow TV ses th it po	ver p MoC ne tra wer	aran A Et ansn for e	neter hern nit po ach	r is the let Ad ower I settin	e max apter oy 3d g.	imum . Each B. The	trans incre e follo	mit po ement wing t	ower o al valu able li	f the e sts the
	value	10	9	8	7	6	5	4	3	2	1	0
	dBM	2	-1	-4	-7	-10	-13	-16	-19	-22	-25	-28
Beacon Power Level	The be MoCA range is transm Adapte with the it at the	acon Ethe s fro it po er is s e vide e def	n pov rnet m 1 t wer set u set u eo d ault	ver le Ada o 10 by 3 p wit evice setti	evel pter . Eac dB. V ch a l es co ng if	is the for be ch inci When nigher onnec you a	maxir eacon remer the S beac ted to re no	num p trans ntal va tream con pc the c tsure	oower missi lue in TV M ower l coaxia what	r of the on pov creas loCA l evel, it l cable value	e Strea wer. T es the Etherr may i e. Plea to use	am TV he value beacon het nterfere use leave



3.3.2 Device Settings

This page allows you to configure the IP address assignment mode of the Stream TV MoCA Ethernet Adapter. The IP Address is not needed for normally operating the Stream TV MoCA Ethernet Adapter. It is only for you to access the Web User Interface of the Stream TV MoCA Ethernet Adapter.

Please ensure to click the "Save" button to save your settings after making changes. After completing the configuration, please **Reboot** the device for the settings to take effect (please refer to Section 3.5.1 on how to reboot the device via Web UI).

Settings ~	Device	Setup	
MoCA Settings			
Device Settings	This page allows y Ethernet Adapter. A button to save you effect.	ou to configure the After completing the r settings and then	IP address assignment mode of the MoCA configuration, please click the "Save" reset the device for the settings to take
Security Settings	Local Setup		
Status ^	IP Configuration		Link Local Automatic Configuration
Advanced ^		Static IP /	Address:
		IP Address	10.194.21.150
		Netmask	255.255.255.0
		Gateway	10.194.21.1

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Device Setup

Item	Description
DHCP & Link Local Automatic Configuration	By default, the "DHCP & Link Local Automatic Configuration" is selected and you will obtain an IP address for the Stream TV MoCA Ethernet Adapter from your home router. It is recommended to select this mode.
Static IP Address	Select the "Static IP Address" if you want to manually configure the IP address of the Stream TV MoCA Ethernet Adapter.
IP Address	This is only needed if the Static IP Address is selected above. Enter the IP address. Please make sure that the IP address of each Stream TV MoCA Ethernet Adapter is unique and is in the same network subnet as the home network.
Netmask	This is only needed if the Static IP Address is selected above. Enter the Netmask.
Gateway	This is only needed if the Static IP Address is selected above. Enter the IP address of your home router.



3.3.3 Security Settings

This page allows you to change the Administrator Security and MoCA Network Security.

Administrator Security

The Administrator password is only used to log in to the Web User Interface of the Stream TV MoCA Ethernet Adapter. You can find the default password by scanning the QR code on the product label in the back of the Stream TV MoCA Ethernet Adapter. It is recommended that you change the factory default password to prevent the unauthorized access to the Web User Interface of the device.

MoCA Network Security

The MoCA Network Security password allows you to control which Stream TV MoCA Ethernet Adapter can join your home MoCA network. When it is enabled, all devices on your MoCA network must use the password designated here to join the MoCA network. By default, this setting is disabled. Please note that all devices on your MoCA network must have the same MoCA Network Security setting.

Please ensure to click the "Save" button to save your settings after making changes. After completing the configuration, please **Reboot** the device for the settings to take effect (please refer to Section 3.5.1 on how to reboot the device via Web UI).

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				Cancel Save
	Confirm Pass	word	(63 Characters Max	<, 4 Characters Min)
			(63 Characters Ma	x, 4 Characters Min)
nced ^	New Passwor	d		
us ^	Old Password	I	(Enter old password	(5
ity Settings			-, -, -, -, -, -, -, -, -, -, -, -, -, -	
e Settings	settings and	then reset the o	levice for the settings to	take effect.

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Web GUI Admin Security Setup

Item	Description					
Old Password	Enter the old administrator password of the Stream TV MoCA Ethernet Adapter in the old password textbox.					
New Password	Enter your new password in the new password textbox. The password contains any combination of 4-64 characters.					
Confirm Password	Retype your new password to confirm the setting.					

MoCA Network Security Setup

Item	Description
Security Enabled	The Network Security allows the user to enable or disable the network encryption on the MoCA network.
New Password	The Network security password must be between 12 to 17 numbers only. Do NOT include spaces, letters, or special characters.
Confirm Password	Retype your new password to confirm the setting.

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3.4 Status

3.4.1 Device Status

This page displays the current status and configuration settings of the Stream TV MoCA Ethernet Adapter.

verizoi				
ettings	^	Device Sta	atus	
Status	~			
Device Statue		This page displays the cur Ethernet Adapter.	rent status and configuration settings of the MoCA	
Sevice Status		Firmware Version:	1.18.1.6	
PHY Rates		My MoCA Version:	2.5	
Advanced	^	Network MoCA Version:	2.5	
		IP Address:	192.168.100.207	
		MAC Address:	b4:ee:b4:01:02:03	
		MoCA Link Status:	Up	
		Beacon Channel:	1150	
		Primary Channel:	1175	
		Secondary Channel:	1300	
		First Channel:	1175	
		Number of Channels:	5	
		MoCA TX:	Tx Good: 47 Tx Bad: 0 Tx Dropped: 0	
		MoCA RX:	Rx Good: 38 Rx Bad: 0 Rx Dropped: 0	

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Device Status

Item	Description	
Firmware Version	Display the current Firmware Version.	
My MoCA Version	Display the MoCA Version of the device.	
Network MoCA	Display the current operating MoCA Network version.	
IP Address	Display the current IP Address setting of the Stream TV MoCA Ethernet Adapter.	
MAC Address	Display the current MAC Address.	
MoCA Link Status	Display the current Link status of the MoCA network.	
Beacon Channel	Display the Beacon Channel frequency.	
Primary Channel	Display the Primary Channel frequency.	
Secondary Channel	Display the Secondary Channel frequency.	
First Channel	Display the First Channel frequency.	
Number of Channels	Display the number of MoCA Bonding Channels.	
ΜοϹΑ ΤΧ	Display the total number of good, bad, and dropped MoCA packets in the transmit direction of the MoCA interface(s) on the device.	
MoCA RX	Display the total number of good, bad, and dropped MoCA packets in the receive direction of the MoCA interface(s) on the device.	

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3.4.2 PHY Rates

This page displays the transmit and receive MoCA PHY rates (PHY rate in Mbps) between all the MoCA devices operating in the MoCA network. This data rate is an average of the Tx and Rx data rates between MoCA devices.

	verizor	ı ∕					
	Settings	^	PHY Rates				
	Status	~					
	Device Status		Note:Either NPER or VLPER will be displayed for MoCA 2.5 nodes based on value of boot config parameter "typicrituror"				
	PHY Rates		Type O Unicast NPER O Unicast VLPER				
	Advanced ^		From/To 0 0 NA				
			Legend MoCA MoCA MoCA CCD 2.5 2.0 1.x GCD				
			Refresh				
Device Stat	tus						
ltem			Description				
Unicast NP	ER		Display the NPER PHY rate in Mbps. Default is NPER.				

Unicast VLPER Display the VLPER PHY rate in Mbps.

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3.5 Advanced

3.5.1 Reset

You can restart the device or reset all the settings of the device to factory defaults at this page. You may need to look up the IP address and use the default username and password if the Restore Defaults is performed.

verizo	n⁄	
Settings	^	Reset
Status	^	
Advanced	~	Press 'Reboot' to perform a simple restart (power cycle). Press 'Restore Defaults' to perform a factory reset and restore the device's default settings.
Reset		Reboot Restore Defaults

Reset

.

Item	Description	
Reboot	Click the Reboot button to restart the system. It takes around 10 seconds to reboot the device.	
Restore Defaults	Click the Restore Defaults button to restore the settings of the device to factory default values.	

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4 TROUBLESHOOTING

If you encounter any issues, please read this section for recommendations on some common problems.

1. Cannot log in to the Web UI?

If you can't access the Web UI, it might be an issue with your device or computer's proxy or IP address settings. Make sure that the proxy settings are disabled and that your device or computer can be allocated an IP address on the network by the gateway's DHCP server. You will need to check the support for your device or computer's operating system e.g. Windows, Mac OS, for the detailed instructions about how to do this.

Make sure that you have the correct IP address of the Stream TV MoCA Ethernet Adapter as well as the correct username and password.

2. Can I connect the USB port of the adapter to other USB devices?

No, this device is designed to work only with Verizon Stream TV device. DO NOT connect the USB port of the Stream TV MoCA Ethernet Adapter to other devices. The USB port of the device can provide a maximum of 10W (5V / 2A) power for Stream TV device.

3. Where can I get more help?

Please go to http://support.verizon.com/streamtv/moca for more instructions.



5 TECHNICAL SPECIFICATION

General	ASK-MAE311
MoCA Standard	MoCA 2.5
Coax In Frequency	Extended D-Band
F-Connector	F-Connector * 1 (for Data)
USB Port	USB 3.1 Type C * 1 (for Stream TV device)
Ethernet Port	1G RJ-45 * 1
AC Power Port	100~240V~0.5A, 50-60MHz
Certificates	FCC, UL, MoCA 2.5 Certificate
Dimension	127.5 x 85 x 30 mm
Operating Temperature Range	0 – 40 °C
Storage Temperature Range	-20 – 80 °C

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6 REGULATORY COMPLIANCE NOTICES

FCC Class B Equipment

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 a reasonable protection against harmful interference in a residential installation. This equipment generates 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 with the radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by implementing one or more of the following measures:

- Reorient or relocate the device;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected (applicable only to powerline products);
- Consult the dealer or an experience radio or television technician for help.

Declaration of Conformity for Products Marked with the FCC Logo-USA Only

This device complies with Part 15 of the FCC Rules license-exempt RSS standard(s). 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 of the device.

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.

Important Safety Notices

Coaxial Cable

The cable distribution system should be grounded (earthed) at the building entrance 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", or in accordance with local regulation.

Open Source Software

Verizon uses and contributes to Open Source. For information about the open source software used in this product as well as other Verizon software visit verizon.com/opensource.

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