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Cisco DPC3000

Cisco DPC3000 DOCSIS 3.0 Cable Modem User Manual

MODEL: DPC3000

Brand: Cisco

Product Overview

The Cisco Model DPC3000 DOCSIS 3.0 Cable Modem provides a high-speed solution for internet connectivity. It incorporates four bonded downstream channels and four bonded upstream channels, enabling faster data rates compared to conventional single-channel DOCSIS 2.0 cable modems. This device is designed to deliver robust and reliable broadband service.

Key features include:

- Charter and Cox Approved
- Bonded channels delivering downstream data rates in excess of 160 Mbps and upstream data rates up to 120 Mbps
- Up to four times faster than conventional single-channel DOCSIS 2.0 cable modem
- Backwards compatibility for operation in DOCSIS 2.0, 1.1 and 1.0 networks
- Four bonded downstream channels along with four bonded upstream channels



Figure 1: Front view of the Cisco DPC3000 DOCSIS 3.0 Cable Modem, showing indicator lights and the Cisco logo.

Setup and Installation

Follow these steps to set up your Cisco DPC3000 Cable Modem:

1. **Connect the Coaxial Cable:** Connect one end of the coaxial cable to the cable wall outlet and the other end to the *Cable In* port on the back of the DPC3000 modem. Ensure the connection is secure.
2. **Connect the Ethernet Cable:** Connect one end of the Ethernet cable to the *Ethernet* port on the back of the DPC3000 modem. Connect the other end to your computer's Ethernet port or to the WAN/Internet port of your

Wi-Fi router.

3. **Connect the Power Adapter:** Plug the power adapter into the *Power* port on the modem and then into an electrical outlet. The modem will begin its startup sequence.
4. **Observe Indicator Lights:** Allow several minutes for the modem to power on and establish a connection. The indicator lights on the front panel will illuminate as the modem connects to your internet service provider (ISP) network. Refer to the Operating section for details on light status.
5. **Activate Your Service:** Once the modem lights indicate a stable connection (typically the 'Online' light is solid), you may need to contact your ISP (e.g., Charter, Cox) to activate the modem. Provide them with the modem's Serial Number (S/N) and MAC Address (MAC ID), usually found on a label on the bottom or back of the device. Some ISPs may have an online activation portal that you can access through a connected computer.

Note: This modem is not compatible with Comcast. It is approved for use with Charter and Cox internet services.

Operating the Modem

The Cisco DPC3000 operates automatically once connected and activated. The front panel features several indicator lights that provide status information:

- **Power:** Indicates the modem is powered on.
- **DS (Downstream):** Indicates downstream channel bonding status. A solid light means a successful connection.
- **US (Upstream):** Indicates upstream channel bonding status. A solid light means a successful connection.
- **Online:** Indicates successful internet connectivity. A solid light means the modem is online and ready.
- **Link:** Indicates an active Ethernet connection to your computer or router.

For advanced users, the modem may have a simple web-based configuration page accessible via a web browser (e.g., by typing 192.168.100.1 into the address bar). This page typically provides status information such as signal levels, channel usage, and assignments, but offers limited configuration options.

Maintenance

To ensure optimal performance and longevity of your Cisco DPC3000 modem, consider the following maintenance tips:

- **Placement:** Place the modem in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Ensure adequate airflow around the device.
- **Cleaning:** Periodically wipe the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners or aerosol sprays.
- **Restarting:** If you experience connectivity issues, a simple restart of the modem can often resolve them. To restart, unplug the power adapter from the modem, wait for 10-15 seconds, and then plug it back in. Allow several minutes for the modem to re-establish its connection.
- **Firmware:** Firmware updates are typically managed by your Internet Service Provider. Do not attempt to manually update the modem's firmware unless specifically instructed by your ISP.

Troubleshooting

If you encounter issues with your Cisco DPC3000 modem, refer to the following common problems and solutions:

Problem	Possible Cause / Solution
No Power Light	Ensure the power adapter is securely connected to the modem and a working electrical outlet. Try a different outlet.
DS/US Lights Blinking or Off	The modem is not establishing a connection with the cable network. Check coaxial cable connections. Contact your ISP to verify service status in your area.
Online Light Blinking or Off	The modem is not receiving an IP address or cannot connect to the internet. This may indicate an ISP issue or a problem with modem activation. Restart the modem. Verify activation with your ISP.
No Internet Access (All lights appear normal)	Check the Ethernet cable connection to your computer or router. Restart your computer/router. If using a router, ensure it is configured correctly. Your ISP may be experiencing an outage.
Frequent Disconnections / Slow Speed	This could be due to signal issues from your ISP, outdated modem firmware (managed by ISP), or network congestion. Restart the modem. Contact your ISP to check signal levels and line quality.
Modem Not Recognized by ISP	Ensure you have provided the correct MAC address and Serial Number to your ISP. Confirm that the DPC3000 model is supported by your specific ISP plan and region.

If problems persist after attempting these solutions, contact your Internet Service Provider for further assistance. They can diagnose issues related to your cable line or service provisioning.

Specifications

Detailed specifications for the Cisco DPC3000 DOCSIS 3.0 Cable Modem:

Model: DPC3000

Dimensions (L x W x H): 7.6 x 5.5 x 2.2 inches

Item Weight: 2.2 pounds

Manufacturer: Cisco Systems, Inc

Connectivity Technology: USB (for internal diagnostics/firmware, not for user connectivity)

Total Ethernet Ports: 1 (for connection to computer/router)

DOCSIS Standard: 3.0 (backward compatible with 2.0, 1.1, 1.0)

Downstream Channels: 4 bonded channels

Upstream Channels: 4 bonded channels

Max Downstream Data Rate: >160 Mbps

Max Upstream Data Rate: Up to 120 Mbps

Compatible ISPs: Charter, Cox (Not compatible with Comcast)

Warranty and Support

Legal Disclaimer: This product is not warrantied by Cisco. Adams Cable Equipment offers a seller warranty of 30 days for return, or 60 days for replacement.

For further support, including technical assistance or detailed product documentation, please refer to the official Cisco support website or contact your Internet Service Provider.

You can also visit the official [Cisco Store on Amazon](#) for more information on Cisco products.

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