

## D-Link DCM-301

# D-Link DOCSIS 3.0 Cable Modem (DCM-301) Instruction Manual

Model: DCM-301 | Brand: D-Link

## PRODUCT OVERVIEW

The D-Link DCM-301 cable modem utilizes DOCSIS 3.0 channel bonding technology, offering significantly faster download speeds compared to DOCSIS 2.0. This modem is designed for various internet applications, including file sharing, audio and video streaming, Internet TV, and web browsing. It is compatible with major US cable providers such as Comcast Xfinity, Time Warner Cable, Charter, Cox, and Cablevision, allowing users to eliminate monthly rental fees for their internet equipment.

### Key Features:

- Compatible with major US cable providers (Comcast Xfinity, Time Warner Cable, Charter, Cox, Cablevision).
- DOCSIS 3.0 compliant, offering speeds up to 8 times faster than DOCSIS 2.0.
- Maximum downstream speeds: up to 320 Mbps through 8 channel bonding.
- Maximum upstream speeds: up to 160 Mbps.
- Features a Gigabit Ethernet Port for high-speed wired connections.
- IPv6 Ready for future internet protocols.
- Designed to help eliminate monthly modem rental fees.
- Note: This is a cable modem only and does not include a built-in WiFi router. A separate router is required for WiFi functionality.

## WHAT'S IN THE BOX

The D-Link DCM-301 Cable Modem package typically includes the following items:

- D-Link DCM-301 DOCSIS 3.0 Cable Modem
- Power Adapter
- Ethernet Cable
- Quick Install Guide



Image: The D-Link DCM-301 Cable Modem and its included accessories: power adapter, Ethernet cable, and quick install guide, laid out next to the product box.

## SETUP AND INSTALLATION

1. **Connect the Coaxial Cable:** Connect one end of the coaxial cable (not included) to the cable wall outlet and the other end to the "RF" port on the back of your D-Link DCM-301 modem. Ensure the connection is tight.
2. **Connect the Ethernet Cable:**
  - If connecting to a computer: Connect one end of the provided Ethernet cable to the "LAN" port on the modem and the other end to the Ethernet port on your computer.
  - If connecting to a router (recommended for Wi-Fi): Connect one end of the provided Ethernet cable to the "LAN" port on the modem and the other end to the "WAN" or "Internet" port on your wireless router.
3. **Connect the Power Adapter:** Plug the power adapter into the "POWER" port on the modem and then into an electrical outlet.
4. **Power On:** Press the "ON/OFF" button on the back of the modem to power it on.
5. **Observe LED Indicators:** Allow a few minutes for the modem to power up and establish a connection. The "Power", "DS" (Downstream), "US" (Upstream), and "Online" LEDs on the front panel should eventually turn solid green or blue, indicating a successful connection.
6. **Activate Internet Service:** Contact your Internet Service Provider (ISP) to activate your new modem. You will

need to provide them with the MAC address of your modem, which is usually found on a sticker on the bottom or back of the device. Your ISP will guide you through the activation process.



Image: Front view of the D-Link DCM-301 Cable Modem, showing the LED indicators for Power, DS (Downstream), WIDS (Wideband Downstream), US (Upstream), Online, and LAN. These lights indicate the modem's operational status.



Image: Rear view of the D-Link DCM-301 Cable Modem, highlighting the LAN (Ethernet) port, Reset button, RF (coaxial) port, Power input, and On/Off switch.

## OPERATING THE MODEM

Once the D-Link DCM-301 modem is successfully set up and activated, it will automatically provide internet access to connected devices. The LED indicators on the front panel provide visual feedback on the modem's status:

- **Power:** Indicates the modem is powered on.
- **DS (Downstream):** Indicates a successful downstream connection to your ISP.
- **WIDS (Wideband Downstream):** Indicates wideband downstream channel bonding is active.
- **US (Upstream):** Indicates a successful upstream connection to your ISP.
- **Online:** Indicates the modem is successfully connected to the internet.
- **LAN:** Indicates an active Ethernet connection to a computer or router.

For optimal performance, ensure all cables are securely connected and the modem is placed in a well-ventilated area to prevent overheating.

## MAINTENANCE

- **Regular Reboot:** If you experience slow internet speeds or connectivity issues, try rebooting your modem by unplugging the power adapter for 30 seconds and then plugging it back in.
- **Keep Ventilated:** Ensure the modem is placed in an area with good airflow to prevent overheating, which can affect performance and longevity.

- **Clean Gently:** Periodically wipe the exterior of the modem with a soft, dry cloth to remove dust. Avoid using liquid cleaners.
- **Secure Connections:** Occasionally check that all coaxial and Ethernet cables are securely connected to the modem and wall outlets.

## TROUBLESHOOTING

- **No Power:** If the Power LED is off, ensure the power adapter is securely connected to the modem and a working electrical outlet. Try a different outlet if necessary.
- **No Internet (Online LED off/blinking):**
  - Check coaxial cable connections at both the modem and the wall outlet.
  - Reboot the modem by unplugging it for 30 seconds and plugging it back in.
  - Verify that your internet service is active with your ISP.
  - If using a router, try connecting a computer directly to the modem's LAN port to isolate the issue.
- **Slow Speeds:**
  - Ensure your internet plan supports the speeds you expect.
  - Reboot the modem and any connected router.
  - Check for interference if using Wi-Fi (if applicable with a connected router).
  - Contact your ISP to check for network issues in your area.
- **LAN LED off:** Ensure the Ethernet cable is securely connected between the modem and your computer/router. Try a different Ethernet cable if possible.
- **Reset Button:** If all else fails, you can perform a factory reset by pressing and holding the "Reset" button on the back of the modem for about 10 seconds using a paperclip. This will restore the modem to its default settings.

## SPECIFICATIONS

Feature	Detail
Brand	D-Link
Model Number	DCM-301
DOCSIS Version	3.0
Downstream Channels	Up to 8 bonded channels
Upstream Channels	Up to 4 bonded channels
Max Downstream Speed	Up to 320 Mbps
Max Upstream Speed	Up to 160 Mbps
Ethernet Port	1 x Gigabit Ethernet (10/100/1000Base-T)
IPv6 Support	Yes
Dimensions (LxWxH)	5.9 x 4.5 x 1.3 inches

Feature	Detail
Weight	8 ounces
Power Adapter	Input: DC 120-240 V AC / 50/60 Hz, <10W
Operating Temperature	0° to 40°C (32° to 104°F)
Storage Temperature	-20° to 60°C (-4 to 158°F)

## WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official D-Link website or contact D-Link customer service. The product typically comes with a limited warranty, details of which can be found in the product documentation or on the manufacturer's website.

For further assistance, you may also consult your Internet Service Provider (ISP) for compatibility and activation support.