

Cisco DPC3008

Cisco DPC3008 Cable Modem User Manual

Model: DPC3008

1. PRODUCT OVERVIEW

The Cisco DPC3008 is a high-performance DOCSIS 3.0 cable modem designed to provide high-speed broadband internet access. It is compatible with various internet service providers, including Xfinity/Comcast, Spectrum, AT&T, TWC, and Cox. This modem supports advanced channel bonding technology, allowing for faster download and upload speeds.



Figure 1: Front-left view of the Cisco DPC3008 Cable Modem.

2. PACKAGE CONTENTS

Ensure all items are present in your package:

- Cisco DPC3008 Cable Modem

- Ethernet Cable
- Power Adapter
- Quick Start Guide (if included)

3. HARDWARE FEATURES

3.1. Front Panel LEDs

The front panel of the DPC3008 features several LED indicators that provide status information about the modem's operation.

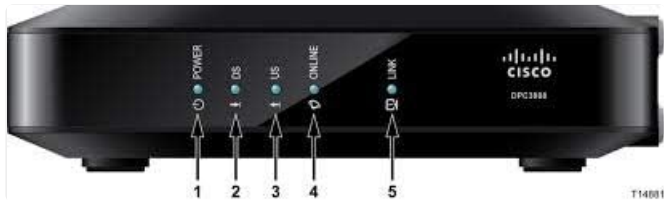


Figure 2: Front panel LED indicators with corresponding numbers.

Table 1: Front Panel LED Status Indicators

No.	LED Name	Status	Description
1	POWER	Solid Green	The modem is powered on.
2	DS (Downstream)	Solid Green	Modem is connected to the downstream channel.
3	US (Upstream)	Solid Green	Modem is connected to the upstream channel.
4	ONLINE	Solid Green	Modem is online and operational.
5	LINK	Solid Green	Ethernet link is established.

3.2. Rear Panel Ports and Buttons

The rear panel provides all necessary connection ports for the modem.



Figure 3: Rear panel showing power, Ethernet, USB, Reset, and Cable ports.

- **Power Port:** Connects to the power adapter.
- **Ethernet Port (LAN):** Connects to your computer or router using an Ethernet cable.
- **USB Port:** (Functionality may vary, typically not used for standard operation).

- **Reset Button:** Used to reset the modem to factory default settings. Use a pointed object to press.
- **Cable Port (Coaxial):** Connects to the coaxial cable from your internet service provider.

4. SETUP AND INSTALLATION

Follow these steps to set up your Cisco DPC3008 cable modem:

1. **Choose a Location:** Place the modem in a central location, away from direct sunlight and heat sources, with good ventilation. Ensure it is near a coaxial cable outlet and a power outlet.
2. **Connect Coaxial Cable:** Connect one end of the coaxial cable to the cable wall outlet and the other end to the **Cable** port on the rear of the modem. Tighten the connectors hand-tight.
3. **Connect Ethernet Cable:** Connect one end of the Ethernet cable to the **Ethernet** port on the modem and the other end to the Ethernet port on your computer or wireless router.
4. **Connect Power Adapter:** Connect the power adapter to the **Power** port on the modem and then plug the adapter into an electrical outlet.
5. **Power On:** The modem will automatically power on. Wait for the front panel LEDs (POWER, DS, US, ONLINE, LINK) to become solid green. This process may take several minutes.
6. **Activate Service:** Once the ONLINE LED is solid green, open a web browser on your connected computer. You may be redirected to your Internet Service Provider's (ISP) activation page. Follow the on-screen instructions. If not redirected, you may need to call your ISP to activate the modem. Provide them with the modem's MAC address and serial number, usually found on a sticker on the bottom or back of the modem.

Important Note:

Ensure your cable account is active and supports DOCSIS 3.0, 2.0, or 1.1.

This modem will not work with DSL service.

5. OPERATING THE MODEM

The Cisco DPC3008 operates automatically once successfully installed and activated. It provides a direct internet connection to your connected device (computer or router).

5.1. Connecting to a Router

For multiple devices or wireless connectivity, connect a wireless router to the modem's Ethernet port. Ensure the router's WAN/Internet port is connected to the modem.

5.2. Power Cycling

If you experience connectivity issues, a simple power cycle can often resolve them:

1. Unplug the power adapter from the modem.
2. Wait for at least 30 seconds.
3. Plug the power adapter back into the modem.
4. Wait for the modem to fully restart and for the ONLINE LED to become solid green.

6. MAINTENANCE

The Cisco DPC3008 requires minimal maintenance. Follow these guidelines to ensure optimal performance:

- **Keep Ventilated:** Ensure the modem's ventilation slots are not blocked. Proper airflow prevents overheating.
- **Clean Gently:** Use a soft, dry cloth to clean the exterior of the modem. Do not use liquid cleaners or aerosols.
- **Protect from Elements:** Keep the modem away from water, excessive humidity, and extreme temperatures.
- **Secure Connections:** Periodically check that all cables (coaxial, Ethernet, power) are securely connected.

7. TROUBLESHOOTING

If you encounter issues with your Cisco DPC3008, refer to the following troubleshooting tips:

Table 2: Troubleshooting Guide

Problem	Possible Cause	Solution
No Power (POWER LED Off)	Power adapter not connected or faulty outlet.	Ensure power adapter is securely connected to modem and a working electrical outlet. Try a different outlet.
DS/US LEDs Flashing or Off	No signal from ISP or poor coaxial connection.	Check coaxial cable connections at the modem and wall outlet. Ensure they are hand-tight. Contact your ISP if the issue persists.
ONLINE LED Flashing or Off	Modem not registered with ISP or service issue.	Ensure DS and US LEDs are solid. Power cycle the modem. If still flashing, contact your ISP for activation or to report a service outage.
No Internet Access (LINK LED Off/Flashing)	Ethernet cable issue or connected device problem.	Check Ethernet cable connection between modem and computer/router. Try a different Ethernet cable. Ensure your computer/router is configured correctly.
Slow Internet Speed	Network congestion, ISP issue, or modem overheating.	Power cycle the modem. Ensure proper ventilation. Contact your ISP to check your service speed and line quality.

If these steps do not resolve your issue, please contact your Internet Service Provider for further assistance.

8. SPECIFICATIONS

Table 3: Technical Specifications

Feature	Detail
Model Number	DPC3008 (FBA_DPC3008-CC)
DOCSIS Standards	DOCSIS 1.0, 1.1, 2.0, 3.0 Certified
Ethernet Standards	802.3, 802.3u (10/100/1000BASE-T)
Downstream Channels	8 bonded channels (up to 340 Mbps / 440 Mbps)
Upstream Channels	4 bonded channels (up to 120 Mbps)
Downstream Frequency Range	88 to 1002 MHz or 54 to 1002 MHz
Upstream Frequency Range	5 to 42 MHz, 5 to 65 MHz, or 5 to 85 MHz
Ports	Power, Ethernet (RJ-45), Cable (F-type female 75 ohm)
Buttons	Reset
LED Indicators	Power, DS, US, Online, Link

Feature	Detail
Dimensions (H x W x D)	5.92 x 4.80 x 1.15 inches
Weight	8.4 oz
Minimum System Requirements	Existing cable account, DOCSIS 3.0/2.0/1.1 compatible ISP

9. LEGAL DISCLAIMER AND IMPORTANT INFORMATION

Certain units may not be available for activation with specific Internet Service Providers (ISPs). If the ISP was the previous owner of the unit, the customer's ISP must have deactivated the Serial Number for the unit to be activated. Please check with your Internet Service Provider to ensure activation is possible before purchase or installation.

10. CUSTOMER SUPPORT

For technical support or further assistance, please contact your Internet Service Provider (ISP). They are responsible for supporting the cable modem once it is activated on their network. For general product information or if you have questions before activation, you may visit the [Cisco Store on Amazon](#).

