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COX

Cisco DPC3825 router user manual

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Cisco DPC3825 router

Modem Information	Highest Service Level
DOCSIS 3.0 Single Band WiFi Modem	Preferred 150
My WiFi Compatible	
8×4 channel bonding with speeds of up to 150 Mbps on a wired connection	
Cox recommends a DOCSIS 3.1 modem or gateway	

— **Front View** **Click to enlarge.**	After the cable modem successfully registers on the network, the **POWER**, **DS**, **US**, and **ONLINE** indicators illuminate continuously to indicate that the cable modem is online and fully operational.
— **Back View** **Click to enlarge.**	The Cisco DPC3825 has the following ports available on the back. • POWER – Connects the modem to the power adapter • USB – Connects to selected client devices • ETHERNET – Provides internet access to a single device. Only one port is active at a time. • WIRELESS SETUP – Initiates wireless setup – allows the user to add new Wireless Protected Setup (WPS) compliant wireless clients to the home network • RESET – Used to reset the modem **(login/Reset instructions)**
— **MAC Address** **Click to enlarge.**	The Cisco DPC3825 comes configured with wireless security. By default, the Cisco WiFi modem supports up to 802.11n wireless standards and uses WPA / WPA2 wireless security settings. The SSID and Passphrase are printed on the label on the modem. • The **SSID** on the modem is either the last 6 characters of the CM MAC Address or the SSID identified on the label. • The **Passphrase** is the same as the 9-digit S/N or serial number of the modem.

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Troubleshooting

The lights indicate the current status of your modem. To troubleshoot any connection problems, use the table below.

Light	Status	Problem
	On	None

POWER	Bli nki ng	Not connected to the Internet
		
		1. Turn off all network devices, including the modem and computers. Then turn on each device in the following order.
		  a. Modem
		  b. Computer
		2. Check the connections. Computers connected by Ethernet must be connected to one of the ports numbered 1 through 4 on the back of the modem.

	Off	No power – Verify power supply connections and electrical outlet. Also make sure the ou tlet is not connected to a switch.
DS	On	None
	Am ber	None – narrowband operation
	Gr een	None – bonded channel operation
US	On	None
	Am ber	None – narrowband operation
	Gr een	None – bonded channel operation
ONLINE	On	None – modem registered on the network and operational
ETHERNET 1 – 4	On	None – modem successfully connected to a device through that port
	Bli nki ng	None – network activity over that port
	Off	No devices are connected – Verify Ethernet cable connections, the TCP/IP settings and the NIC. NIC drivers may need to be reinstalled.
USB	On	None – connection made through the USB port
	Bli nki ng	None – network activity over the USB port
	Off	No devices are connected – Verify all cable connections and try resetting the modem.
WIRELESS LI NK	On	None – wireless access point enabled
	Bli nki ng	None – modem actively sending or receiving data over the network
	Off	None wireless access point disabled by the user
WIRELESS S ETUP (WPS)	Off	None – wireless setup not active
	Bli nki ng	None – wireless setup active to add new wireless clients on the wireless network

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Manufacturer Resources

For more detailed technical information on the DPC3825, use the resources below from Cisco.

- **Cisco_Gateway_DPC3825_Data_Sheet** [PDF]
- **Cisco_Gateway_DPC3825_User_Guide** [PDF]