



# Cisco DPQ3212 Cable Modem user manual

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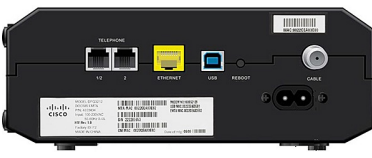

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## Cisco DPQ3212 Cable Modem

<div></div> <div><b>Modem Information</b></div> <div>DOCSIS 3.0 modem</div> <div>8×4 channel bonding with speeds of up to 150 Mbps on a wired connection</div> <div>Cox recommends a DOCSIS 3.1 modem or gateway</div>	<div></div> <div><b>Highest Service Level</b></div> <div>Preferred 150</div>	

Combination Internet and Telephone modems purchased or received in new or used condition from third-party retailers are not certified for use with the Cox network.

<p style="text-align: center;">—</p> <p style="text-align: center;"><b>Front View</b></p>  <p style="text-align: center;"><a href="#">Click to enlarge.</a></p>	<p>After the modem is successfully connected to the network, the POWER, D S, US, and ONLINE indicators illuminate continuously to indicate that the modem is online and fully operational.</p>
<p style="text-align: center;">—</p> <p style="text-align: center;"><b>Back View</b></p>  <p style="text-align: center;"><a href="#">Click to enlarge.</a></p>	<p>The modem includes the following connection ports:</p> <ul style="list-style-type: none"> <li>• POWER – Connects the cable modem to the power adapter</li> <li>• ETHERNET – Connects to the Ethernet port on your computer</li> <li>• USB – Connects to the USB port on your computer</li> <li>• TELEPHONE 1 and 2 – Connects to the telephone (or fax)</li> <li>• RESET – Used by Cox maintenance to reset the modem – may delete all previous settings</li> <li>• CABLE – Connects to the cable wall outlet</li> </ul>
<p style="text-align: center;">—</p> <p style="text-align: center;"><b>MAC Address</b></p>  <p style="text-align: center;"><a href="#">Click to enlarge.</a></p>	<p>The <b>S/N</b> is the <b>serial number</b> of the DPQ3212 modem. The <b>CM MAC</b> is the <b>MAC address</b> of the DPQ3212 modem.</p>

## Troubleshooting



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

Modem Light	Status	Problem
<b>POWER</b>	Solid Green	None
	Off	No power – Verify power supply connections and electrical outlet, also make sure the outlet is not connected to a switch.
<b>DS (Downstream)</b>	Solid Green	None
	Blinking Green	Modem establishing a connection from the Internet to the computer – Verify all cable connections and try resetting the modem.
<b>US (Upstream)</b>	Solid Green	None
	Blinking Green	Modem trying to connect to service – looking for upstream – Verify all cable connections and try resetting the modem.
	Off	Modem establishing a connection from the computer to the Internet – Verify all cable connections and try resetting the modem.
<b>ONLINE</b>	Solid Green	None
	Off	No connection – Verify all cable connections and try resetting the modem.
<b>LINK</b>	Solid Green	None – single device connected to either the Ethernet or USB port and no data is being sent to or from the modem
	Blinking Green	None – single device is connected to either the Ethernet or USB port and data is being transferred between the computer and the cable modem
	Amber	None – bonded connection being used
	Off	No devices connected – Verify all cable connections and try resetting the modem.
<b>TEL 1 TEL 2</b>	Solid Green	None – service enabled
	Blinking Green	None – Line 1 or Line 2 in use
<b>BATTERY</b>	Solid Green	None – battery charged
	Blinking Green	Battery charge is low – Make sure the power cord is connected to the unit and an active power source.
	Off	No battery in the unit

## Manufacturer Resources

For more detailed technical information on the DPQ3212, refer to the [Cisco\\_DPQ3212\\_User\\_Guide\\_110113](#) [PDF]