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Linksys BEFCMU10v4 cable modem user manual

Contents

Linksys BEFCMU10v4 cable modem

Modem Information Cable Modem DOCSIS 2.0 with speeds of up to 25 Mbps on a wired connection. Cox recommends a DOCSIS 3.0 16×4 or higher modem What does this mean?DOCSIS 2.0 has a maximum speed of 25 Mbps on the Cox network.	**Highest Service Level** Starter

Front View **Click to enlarge.**	After the cable modem successfully registers on the network, the **Power**, **Cable**, and **USB** or **Ethernet** indicators illuminate continuously to indicate that the cable modem is online and fully operational.
Back View **Click to enlarge.**	The Linksys BEFCMU10v4 has the following ports available on the back of the modem. • POWER – Connects the cable modem to the power adapter • RESET – Used to reset the modem • Ethernet – Connects to the Ethernet port on your computer • USB – Connects to the USB port on your computer • CABLE – Connects to the cable wall outlet The RESET button is for maintenance purposes only.
MAC Address **Click to enlarge.**	MAC addresses are written as 12 digits containing both letters and numbers (0-9, A-F). A MAC address is unique. The first six characters of the MAC address are unique to the manufacturer of the device.

Troubleshooting

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

Modem Light	Status	Problem
Power	Solid Green	None.
	Off	No power. Verify power supply connections and electrical outlet. Also make sure the outlet is not connected to a switch.
DS	Slow Flashing green	Searching for cable connection. Verify all cable connections and try resetting the modem.
	Fast Flash Modem	Searching for cable connection. If this is a new modem or a replacement modem, you must contact Cox with your MAC address Click Here. If there are several MAC addresses on the modem, please use the "HFC" or "RF" MAC address.
	Off	No connection cable connection. Verify all cable connections and try resetting the modem.
US	Flashing Green	Traffic is passing through the cable modem port.
	Solid green	None. Connection found.
Ethernet	Solid Green	None. Ethernet connection to computer found.
	Flashing green	Traffic is passing through the cable modem port.
	Off	No Ethernet found. Verify Ethernet cable connections, the TCP/IP settings and the NIC. You might need to reinstall the NIC drivers.
USB	Solid Green	None. USB connection to computer found.
	Flashing green	Traffic is passing through the cable modem port.
	Off	No USB found. Verify USB cable connections, the TCP/IP settings and the USB cable. You might need to reinstall the USB drivers.

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Manufacturer Resources

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