D3.1 MDU Modem

User Guide - Version 18

November 14, 2024

Spectrum

Spectrum D3.1 MDU Modem Dimensions

Safety Notes

Device Powering: This unit requires an input 100-127Vac, 50-60Hz output 54Vdc 1.5A power adapter. The DC barrel must be fully inserted to contact the back of the power connector port to ensure a snug connection.

Disconnecting the Device: If the modem becomes damaged or encounters some other abnormality, disconnect the power adapter from the AC wall outlet immediately.

Temperature and Altitude: Install the device in a location not to exceed the normal operating temperature range of 104°F (40°C) to 32°F (0°C). Maximum operating altitude is 3962 m (13000 ft.).

Understanding Device Connections

Rear Panel:

1. **2.5G Ethernet (Internet):** Connect to an Ethernet-enabled device such as a wireless access point/router (LAN switch, router) using an RJ45 Ethernet cable.

Back Panel:

2. **Power:** Use the supplied power adapter. Plug the other end into the wall power outlet.

3. **Voice 1-2:** Use to connect analog telephones or a DECT base station to the device. Telephone service must be enabled via spectrum.net/support

4. **Coax:** Connect to coax outlet using a coaxial cable.

Please see the following page for visual representation.

Note: *Please contact customer care if a BBU is needed.*

Device Reset

Device Reset: Use to restart the device or reset the device settings. When the lights on the FRONT PANEL are illuminated, press and hold the reset button for 4 seconds to initiate a power cycle (restart). Also, the device can be factory reset. Press and hold the button for 10 seconds to reset the device to factory default settings.

Note: all settings will be deleted with a factory reset. If you experience connectivity issues, refer to support article at spectrum.net/support or call Customer Service at (800) 495-6590.

Reboot - Hold for 4 seconds to restart modem.

Factory Reset - Hold for more than 10 seconds to reset modem to factory default settings.

I/O Port

4 **Coax:** Use to connect to the coaxial cable from your Internet service provider

Lock: Phillip head screw. Use a phillips head screwdriver.

3 **Voice 1 & 2:** 2 FXS lines of carrier-grade VoIP

2 **Power:** Only use provided adaptor

1 **PoE Out Internet (WAN) port:** Connect network cable to the modem for wide area network connection.

Spectrum DOCSIS 3.1 PoE Modem Braille and Markers

The modem's back and side panel tactile and Braille markers:

Braille: Reset

Braille: Voice port

Tactile identifiers

Braille: Ethernet

Spectrum DOCSIS 3.1 PoE Modem Labeling

The modem's label callouts:

MAC Address
Physical address of the device

MTA MAC Address
Physical address of the device

Model Number

Serial Number
Serial number of the device

MAC Address
Physical address of the device

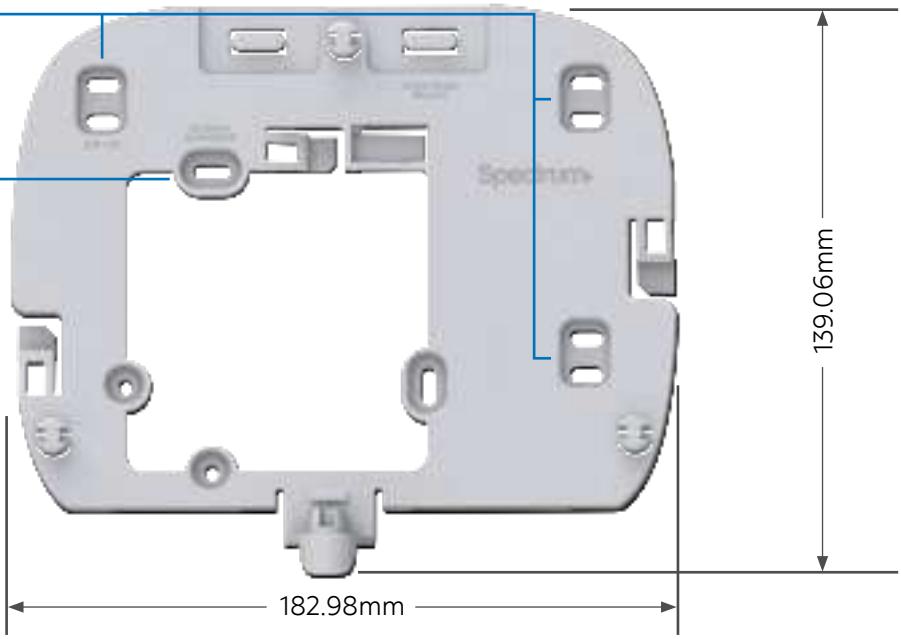
MTA MAC Address
Physical address of the device

QR Code: Scan to download the My Spectrum App

Bracket Dimensions

Zip Tie Holes (3X)

Gangbox/Screw Holes (4X)



2 Bracket Screws - 3.5-20 Phillips drywall screws

2 Wall Anchors

Note: both are included in the kit.

Front Panel LED Behavior and Location

The LED status lights are located on the top side of the device.

Front Panel LEDs	Color	Description
Status Status Light	Blue Red White	• Powering Up: **Flashing** between On Blue and Off • Finding Connection (RF Signal): **Easing** between **On** Blue and **Off** • Normal Operation: On Blue • Operating in D3.0 Mode: On White
Voice Status Light	Blue	• Voice Service Not Provisioned: **Off** • Voice Service Provisioned: **On** Blue • Any Phone Off-Hook on AC power: **Easing** between **On** Blue and **Off** • Unable to Establish Phone Network Connection: **Off**
Firmware Upgrade Indication		• Status: **Easing** between Blue and Red

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must be fixed to US operation channels only.

FCC regulations restrict the operation of this device to indoor use only.

a. The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet.

Equipment connected to cable distribution systems employed in CATV systems shall be installed in accordance with the applicable provisions of Article 820.

The PoE circuits are considered as ES1 circuits, the function of the ITE being investigated to IEC TR 62102 is considered not connection to an Ethernet Network with outside plant routing, including campus environment; and the installation instruction clearly states that the ITE is to be connected only to PoE networks without routing to the outside plant.

