



DM1000

DOCSIS 3.1 Cable Modem

Basic User Guide



DMA1000 User Guide

SAFETY NOTICE

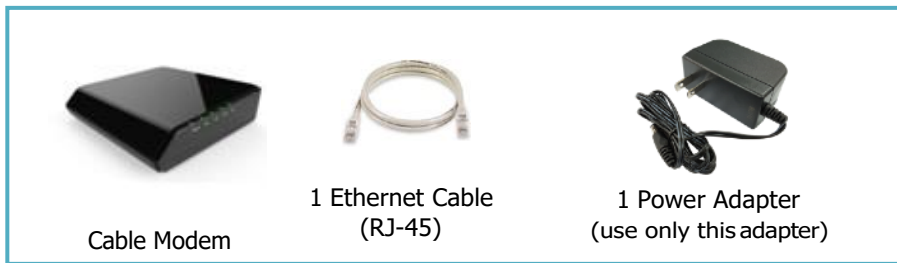
Device Grounding: Install the cable modem to include grounding the coaxial cable to the earth as close as practical to the building entrance per ANSI/NFPA 70 and the National Electrical Code (NEC section 820.93, Grounding of the Outer Conductive Shield of a Coaxial Cable). The device is designed for IT power systems with phase-to-phase voltage at 120V.

This unit requires a 100-240V, 50-60Hz power adapter. The power adapter must be keyed for proper polarization and must be fully inserted to contact the back of the power connector port to ensure snug connection. Use only the supplied power adapter.

Disconnecting the Device: If the cable 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 maximum operating temperature of 104°F (40°C). Maximum operating altitude is 5000 m (16,404 ft.).

CONTENTS OF BOX



BASIC MODEM INFORMATION

Example of Cable RF MAC Address	00:71:CC:8E:54:C7
Firmware Version	7.2.xxxx
Compatibility	DOCSIS 3.1 / 3.0 / 2.0 / 1.1 / 1.0 Ethernet 10/100/1000/2500 Mbps
Web User Interface Access	http://192.168.100.1
Advanced Web Interface Login	http://192.168.100.1 Login: technician Password: sercommdocsis
Private Management MIB	Provided separately

PREPARING FOR INSTALLATION

Verify package contents, coaxial cables, and power outlet.

- ✓ Unpack the box and confirm the contents of the box.
- ✓ Verify the power outlet is working and is wired correctly.
- ✓ Place your cable modem within the proper distance from the outlet.

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INSTALLING THE MODEM

1. Connect the coaxial cable (not supplied) to the Cable connector on the rear panel of the modem and connect the other end to the cable wall outlet. Do not bend or over tighten the cables, as this may strain the connector and cause damage. To connect a modem and a television to the same wall outlet, you must use a cable line splitter (not included).
2. Connect the Ethernet cable (supplied) to an Ethernet port on the back panel of the modem and connect the other end to the Ethernet port of a PC. Use a Category 5e or Category 6 Ethernet cable with RJ-45 connectors to ensure Gigabit Ethernet speeds (if the computer supports it).
3. Connect the power adapter (supplied) to the Power port on the modem. Connect the other end to a power outlet.

UNDERSTANDING DEVICE CONNECTIONS

REAR PANEL:

LAN: Connect to an Ethernet-enabled device such as a computer, gaming console or a wireless access point using an RJ45 Ethernet cable.

Cable: Used to connect to the coaxial cable from your Internet service provider.

Power: Used to connect to the power adapter. Plug the other end into the outlet.

Reset: Used to factory reset the device settings. Press and hold the button for **greater than 5** seconds to initiate a factory reset.



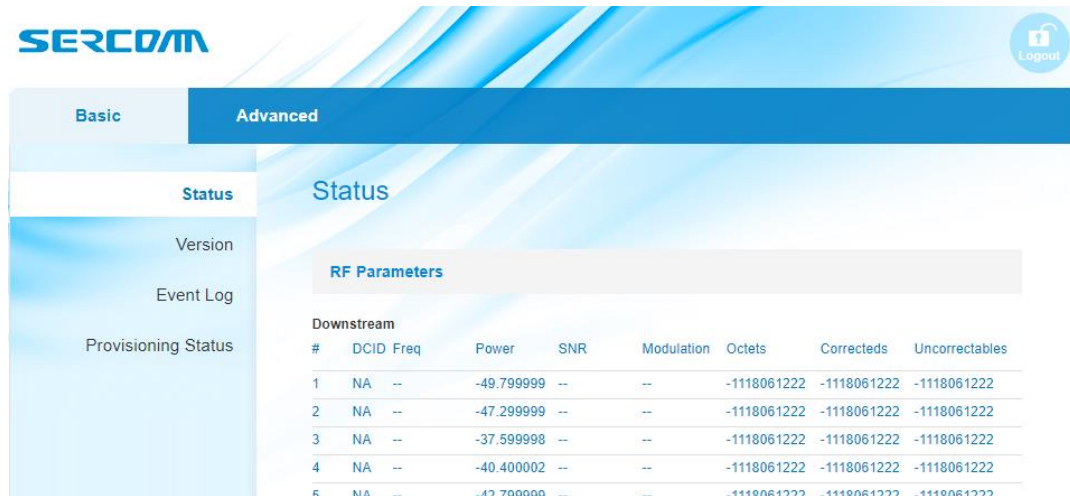
LED BEHAVIOR

LED	COLOR	DESCRIPTION
Power	Green	<ul style="list-style-type: none"> • Powering Up: Flashing between On Green and Off • Normal Operation: On Green
DS	Green	<ul style="list-style-type: none"> • Acquiring US channel: Flashing between On Green and Off • Device has DS signal: On Green • Device enter standby mode: LED Off
US	Green	<ul style="list-style-type: none"> • Acquiring US channel: Flashing between On Green and Off • Device has US signal: On Green • Device enter standby mode: LED Off
Link	Green	<ul style="list-style-type: none"> • Establishing IP connectivity: Flashing between On Green and Off • Normal Operation: On Green • Device enter standby mode: LED Off
LAN	GREEN / ORANGE	<ul style="list-style-type: none"> • An Ethernet Device is Connected at 10/100/1000 Mbps Speeds: On Green • An Ethernet Device is Connected at 2500 Mbps Speeds: On Orange • Data is Being Passed Between the modem and the Connected Device: Flashing Green or Orange • No CPE connected: LED Off

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WEB INTERFACE

No Login Required for Basic Information



The screenshot displays the SERCOM web interface. At the top left is the SERCOM logo. At the top right is a Logout button. Below the logo is a navigation menu with 'Basic' and 'Advanced' tabs. The 'Basic' tab is active, and the 'Status' sub-tab is selected. The main content area shows the 'Status' page with a section for 'RF Parameters'. Below this is a table titled 'Downstream' with columns for '#', 'DCID', 'Freq', 'Power', 'SNR', 'Modulation', 'Octets', 'Correcteds', and 'Uncorrectables'. The table contains five rows of data.

RF Parameters								
Downstream								
#	DCID	Freq	Power	SNR	Modulation	Octets	Correcteds	Uncorrectables
1	NA	--	-49.799999	--	--	-1118061222	-1118061222	-1118061222
2	NA	--	-47.299999	--	--	-1118061222	-1118061222	-1118061222
3	NA	--	-37.599998	--	--	-1118061222	-1118061222	-1118061222
4	NA	--	-40.400002	--	--	-1118061222	-1118061222	-1118061222
5	NA	--	-47.700000	--	--	-1118061222	-1118061222	-1118061222

Basic
Advanced

Status

Version

Event Log

Provisioning Status

Version

Hardware Information

System: Docsis 3.1/DOCSIS 3.1 Cable Modem
 HW_REV 0.C
 VENDOR Sercomm Corporation
 BOOTR CGR2.86C.635901.R.1909261432
 SW_REV 7.2.2.0.4-DMA1000
 MODLE Rocky

Serial Number: Sercomm - 10

Firmware Build and Revisions

Firmware Name: Rocky-7.2.2.0.4-CM-BIOS.img
 Firmware Build Time: Mon Oct 21 11:05:39 2019

Basic
Advanced

Status

Version

Event Log

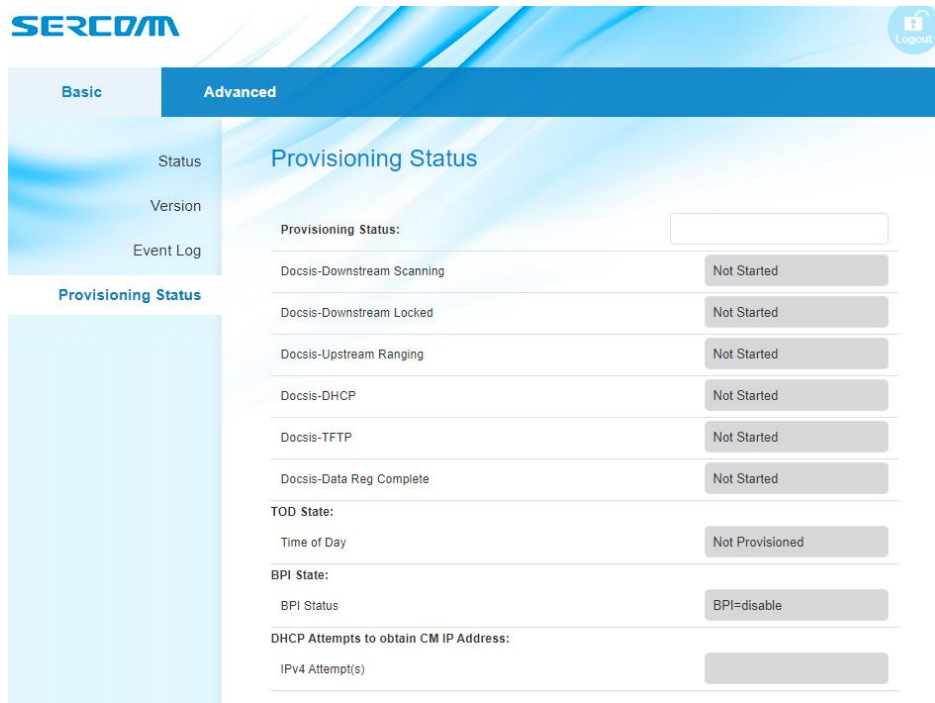
Provisioning Status

Event Log

DOCSIS(CM) Events

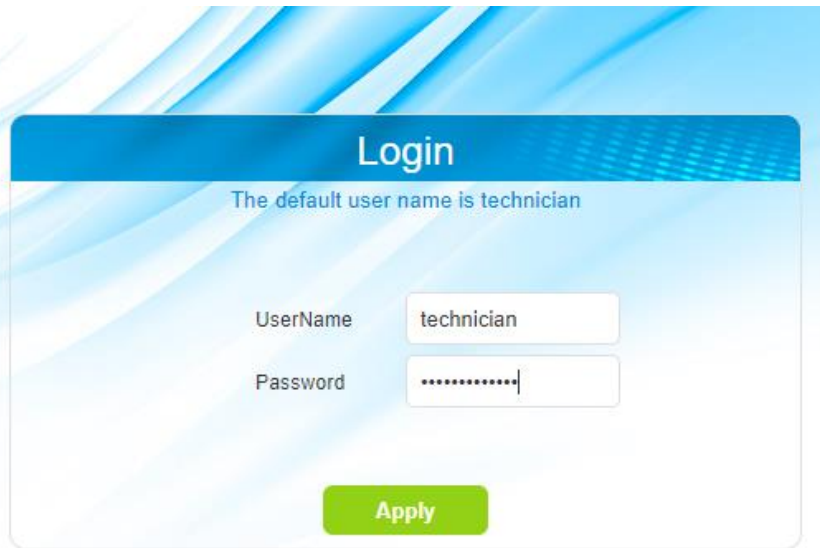
Date Time	Event ID	Event Level	Description
1970-01-01_00:08:30	82000200	CRITICAL	No Ranging Response received - T3 time-out;CM-MAC=3c:98:72:fd:bc:7d;CMTS-MAC=00:17:10:9f:64:85;CM-QOS=1.1;CM-VER=3.1;
2019-11-07_10:25:11	90000000	WARNING	MIMO Event MIMO: Stored MIMO=-1 post cfg file MIMO=-1;CM-MAC=3c:98:72:fd:bc:7d;CMTS-MAC=00:17:10:9f:64:85;CM-QOS=1.1;CM-VER=3.1;

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WEB INTERFACE – ADVANCED

Login: technician / Password: sercommdocsis



The image shows a login dialog box with a blue header and a light blue background. The header contains the word "Login" in white. Below the header, there is a message: "The default user name is technician". There are two input fields: "UserName" with the text "technician" and "Password" with a masked password of ten dots. A green "Apply" button is located at the bottom center of the dialog box.

Login

The default user name is technician

UserName technician

Password

Apply



Basic | **Advanced**

Product | **Product** | DHCP | Config Params | Spectrum

Provisioning Status:

IP and MAC Address PARAMETERS

Interface Name	Provisioned	State	Speed (Mbps)	MAC address	IP Address	Subnet Mask
lan0	Enabled	UP	1G	3c:98:72:fd:bc:7e	192.168.100.1	255.255.255.0
wan0	NotInitiated	DOWN	----	3c:98:72:fd:bc:7d		

Product Type

Hardware Info: Docsis 3.1/DOCSIS 3.1 Cable Modem

Ethernet: ENABLED

Ethernet Phy Type: 2.5G

Router: DISABLED



Basic | **Advanced**

Product | DHCP | **DHCP** | Config Params | Spectrum

SOFTWARE VERSION

Software Filename: Rocky-7.2.2.0.4-CM-BIOS.img

Cable Modem DHCP PARAMETERS

Cable Modem DHCP IPV4:

DHCPv4-Cable Modem IP Time Remaining	
MDD IP Mode	0 (ipv4)
MDD IP Override	4 (Disabled)

Cable Modem DHCP IPV6:

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The screenshot displays the SERCOM web interface for the DMA1000 device. At the top left is the SERCOM logo. In the top right corner, there is a 'Logout' button with a lock icon. Below the logo, there are two tabs: 'Basic' and 'Advanced'. The 'Advanced' tab is currently selected. On the left side, there is a vertical navigation menu with four items: 'Product', 'DHCP', 'Config Params' (which is highlighted in blue), and 'Spectrum'. The main content area is titled 'Config Params'. It contains two input fields: 'Cable Modem' and 'Config File'. Below these fields is a section titled 'Common Cable Modem Config Parameters' which contains four rows of configuration options, each with a corresponding input field: 'NetworkAccess' set to 'ON', 'UpgradeServer' (empty), 'MaxCpeAllowed' set to '1', and 'PrivacyEnable' set to '1'.

Common Cable Modem Config Parameters	
NetworkAccess	ON
UpgradeServer	
MaxCpeAllowed	1
PrivacyEnable	1

