SERCOMM

DM1000

DOCSIS 3.1 Cable Modem

Basic 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

Cable Modem

1 Ethernet Cable
(RJ-45)

1 Power Adapter
(use only this adapter)

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.

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.

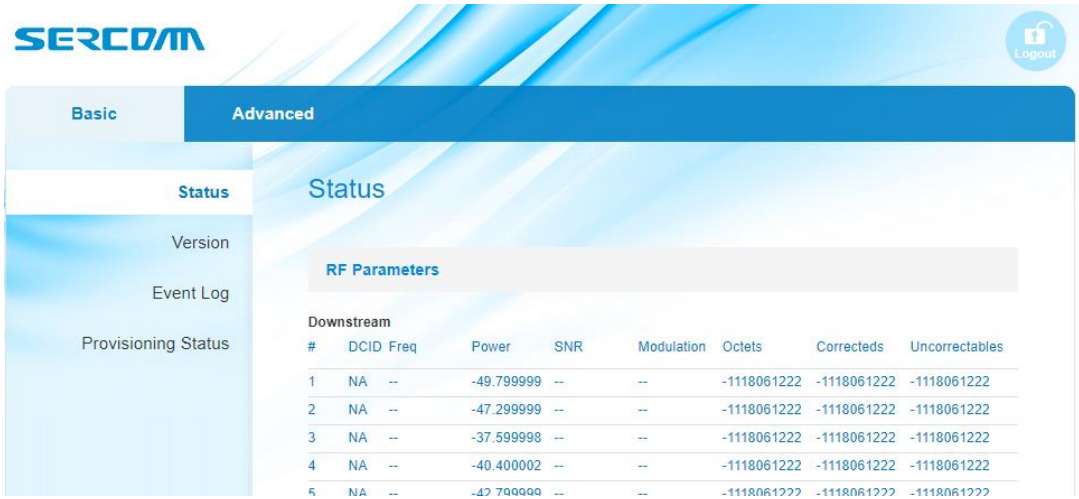
Reset: Used to factory reset the device settings. Press and hold the button for **greater than 5** seconds to initiate a factory reset.

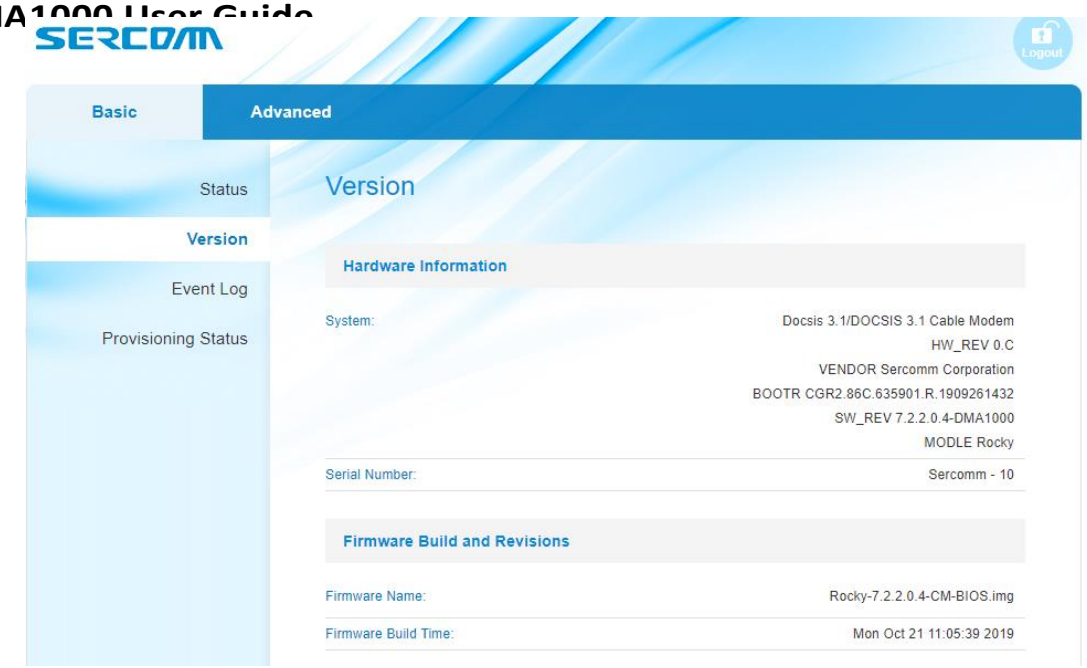
LED BEHAVIOR

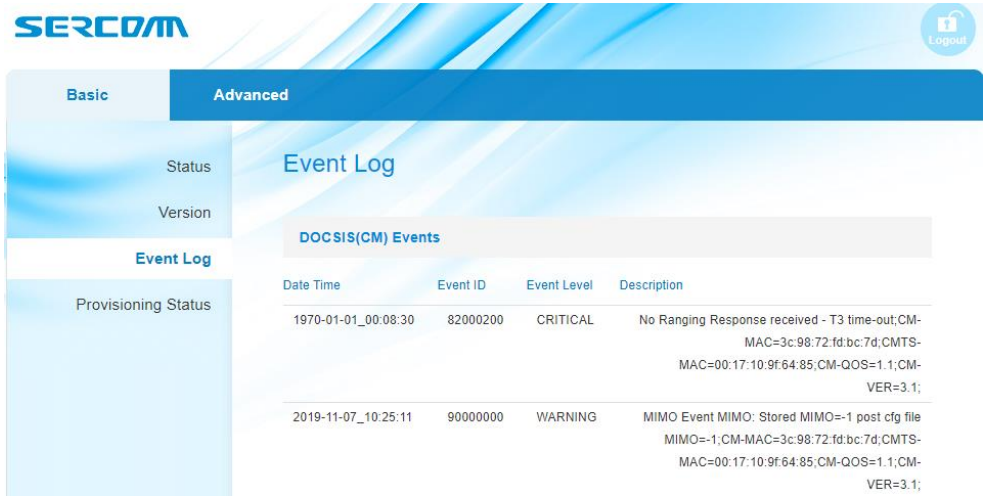
LED	COLOR	DESCRIPTION
Power	**Green**	• Powering Up: Flashing between **On Green** and **Off** • Normal Operation: **On Green**
DS	**Green**	• Acquiring US channel: Flashing between **On Green** and **Off** • Device has DS signal: **On Green** • Device enter standby mode: LED **Off**
US	**Green**	• Acquiring US channel: Flashing between On **Green** and **Off** • Device has US signal: **On Green** • Device enter standby mode: LED **Off**
Link	**Green**	• Establishing IP connectivity: Flashing between **On Green** and **Off** • Normal Operation: **On Green** • Device enter standby mode: LED **Off**
LAN	**GREEN / ORANGE**	• 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**

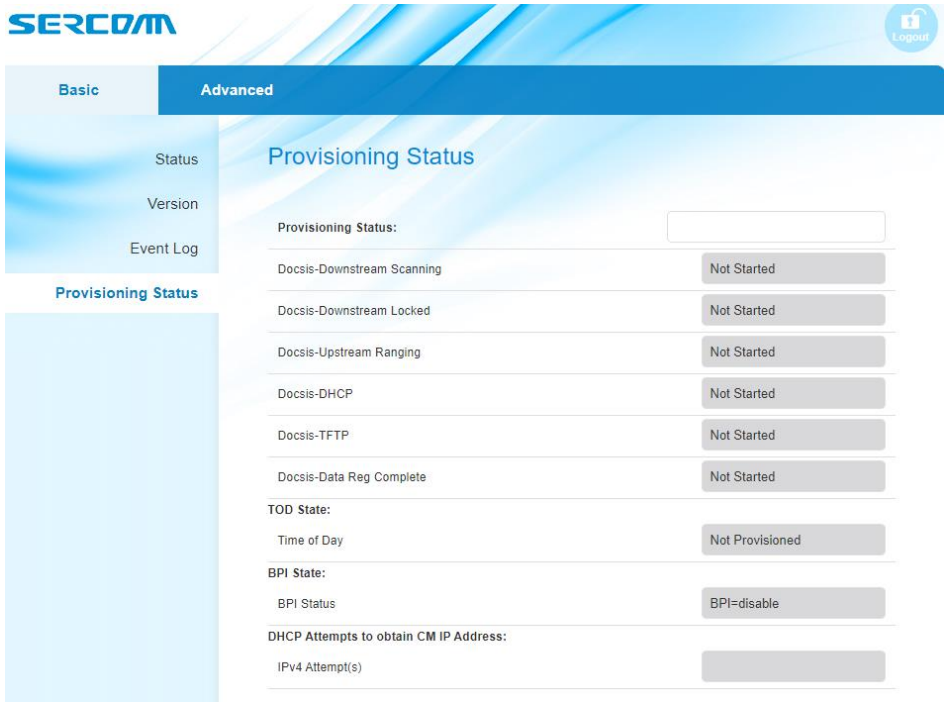
WEB INTERFACE

No Login Required for Basic Information



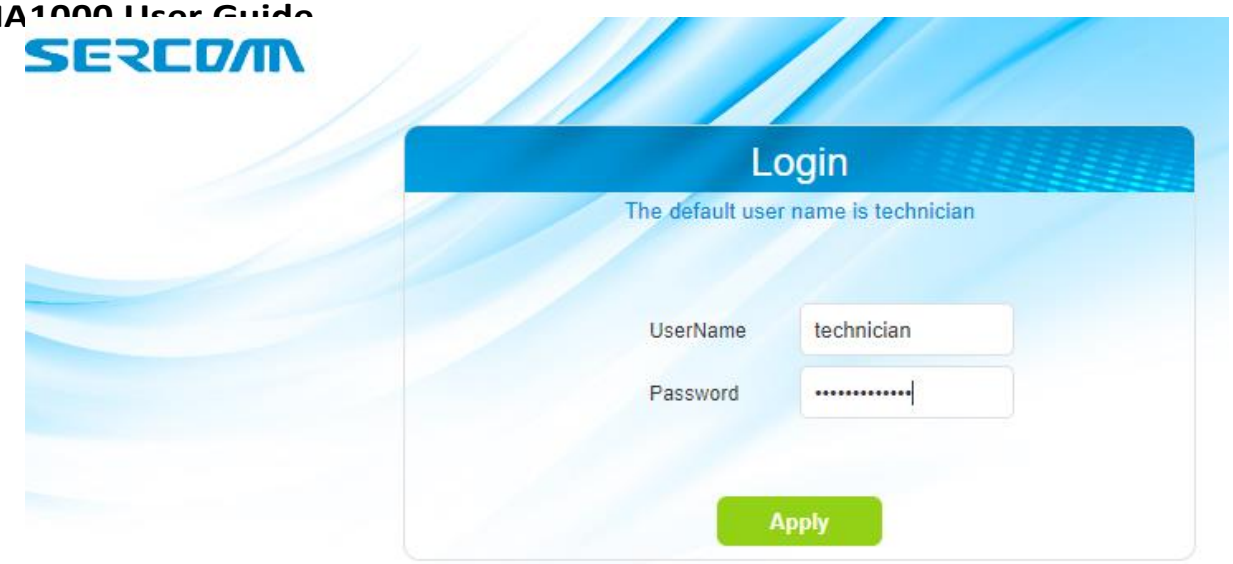

SERCOMM
Logout
Basic
Advanced
Status
Version
Event Log
Provisioning Status
Version
Hardware Information
System:
Docsis 3.1/DOCSIS 3.1 Cable Modem
HW_REV 0.C
VENDOR Sercomm Corporation
BOOTR CGR2.86C.635901.R.1909261432
SW_REV 7.2.2.0.4-DMA1000
MODLE Rocky
Serial Number:
Sercomm - 10
Firmware Build and Revisions
Firmware Name:
Rocky-7.2.2.0.4-CM-BIOS.img
Firmware Build Time:
Mon Oct 21 11:05:39 2019

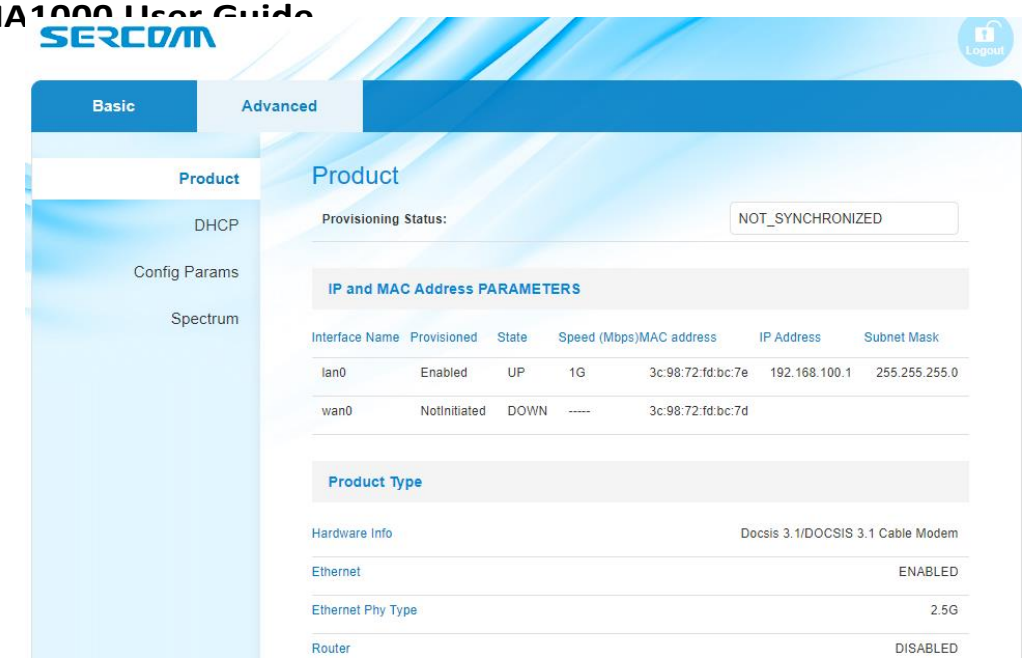

SERCOMM
Logout
Basic
Advanced
Status
Version
Event Log
Provisioning Status
Event Log
DOCSIS(CM) Events
Date Time
Event ID
Event Level
Description
1970-01-01_00:08:30
82000200
CRITICAL
No Ranging Response received - T3 time-out;CM-MAC=3c:98:72:fd:bc:7d;CMTS-MAC=00:17:10:9f:64:85;CM-QOS=1.1;CM-VER=3.1;
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;

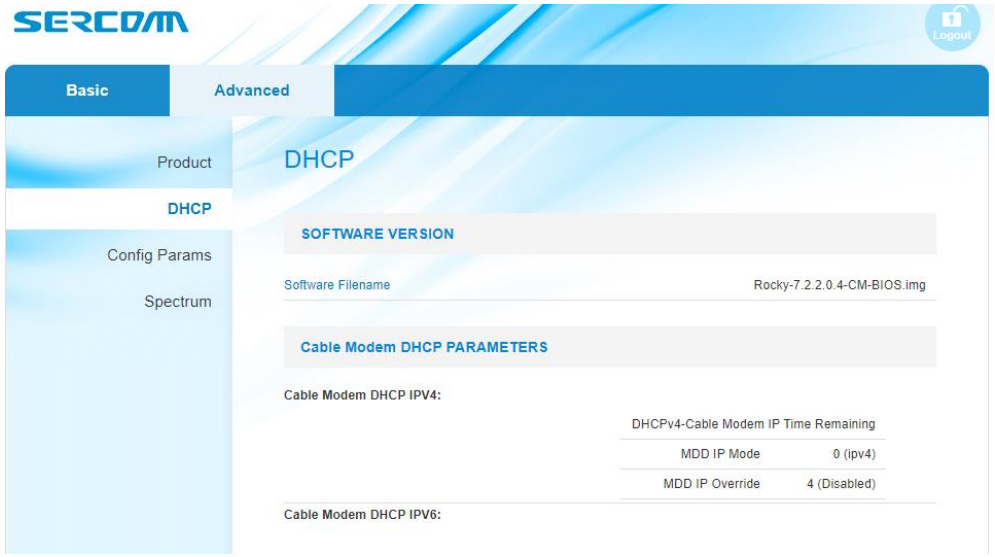


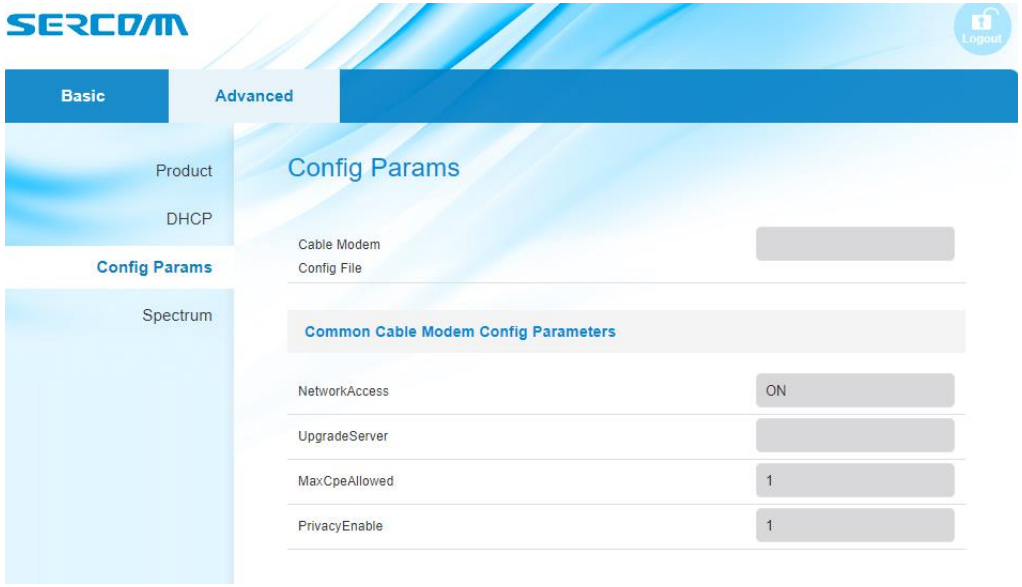
WEB INTERFACE – ADVANCED

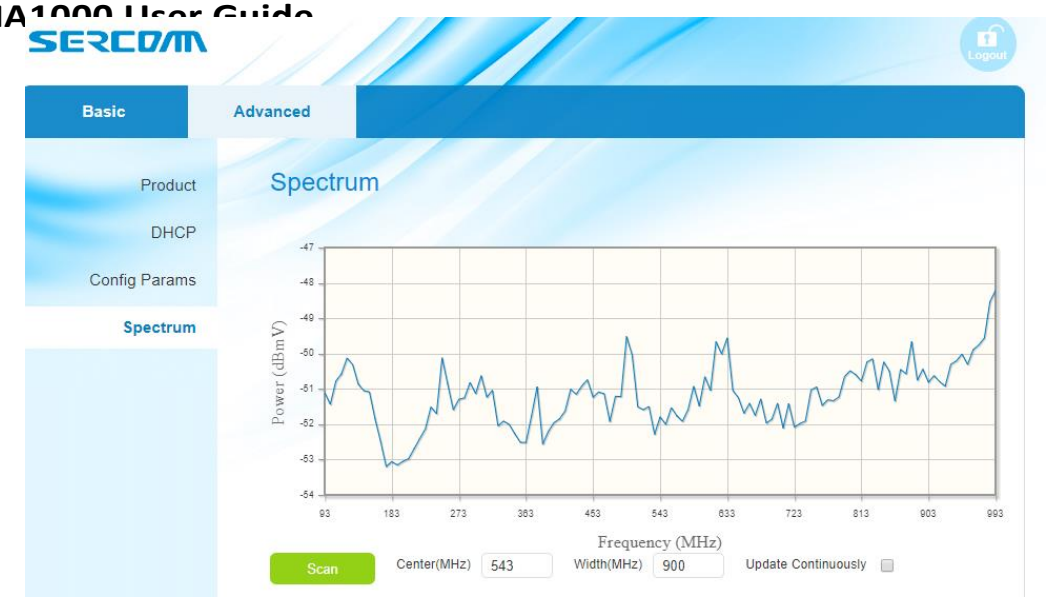
Login: technician / Password: sercommdocsis


SERCOM
Login
The default user name is technician
UserName
technician
Password
Apply


SERCOMM
Logout
Basic
Advanced
Product
DHCP
Config Params
Spectrum
Product
Provisioning Status:
NOT_SYNCHRONIZED
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


SERCOMM
Logout
Basic
Advanced
Product
DHCP
Config Params
Spectrum
DHCP
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:


SERCOMM
Logout
Basic
Advanced
Product
DHCP
Config Params
Spectrum
Config Params
Cable Modem Config File
Common Cable Modem Config Parameters
NetworkAccess
ON
UpgradeServer
MaxCpeAllowed
1
PrivacyEnable
1


SERCOM
Logout
Basic
Advanced
Product
DHCP
Config Params
Spectrum
Spectrum
Power (dBmV)
-47
-48
-49
-50
-51
-52
-53
-54
93
183
273
363
453
543
633
723
813
903
993
Frequency (MHz)
Scan
Center(MHz)
543
Width(MHz)
900
Update Continuously