

Thomson DCM 475 Cable Modem – Light Patterns

DCM475 TCM470	Power	DS	US	ONLINE	LINK	Description
Boot-up Operation	ON	ON	ON	ON	ON	Power on 0.25 sec
	X	FLASH	FLASH	FLASH	X	Following system initialization complete to (before) DS scanning
DOCSIS Start-up Operation	ON	FLASH	OFF	OFF	X	During DS scanning and acquiring SYNC
	ON	ON	FLASH	OFF	X	From SYNC completed, receiving UCD to ranging completed
	ON	ON	ON	FLASH	X	During DHCP, configuration file download, registration, and Baseline Privacy initialization DHCP status, LED SHOULD be ON 1 sec, and OFF 1 sec TFTP status, LED SHOULD be ON 0.25 sec, and OFF 0.25 sec
	ON	ON	ON	ON	X	Operational (NACO=ON)
	ON	FLASH	FLASH	OFF	X	Operational (NACO=OFF)
Channel Bonding Operation	FLASH	FLASH	FLASH	FLASH	FLASH	Wait registration with all DS and all US - Lights Flash sequentially from the right to left Minimum duration 3 seconds
	X	X	X	X	OFF	From 1 to 4 DS, from 1 to 4 LEDs are ON. From 5 to 8 DS, From 1 to 4 LEDs are flashing Duration 3 seconds
	OFF	X	X	X	X	From 1 to 4 US, from 1 to 4 LEDs are ON.
	FLASH	FLASH	FLASH	FLASH	FLASH	Wait registration with all DS and all US - Lights Flash sequentially from the left to right Minimum duration 3 seconds
CPE Operation	X	X	X	X	OFF ON FLASH	No Ethernet Link Ethernet Link TX/RX Ethernet Traffic
SW Download Operation	ON	FLASH	FLASH	ON	X	A software download and while updating the FLASH memory

Troubleshooting Tips:

When the modem is working normally, the light pattern should resemble:

Power – Solid
DS – Solid
US – Solid
Online – Solid
Link – Flashing

This light pattern could also apply for a provisioning issue, incorrect MAC/ESN, IP routing issue, or customer network/config issue.

If the light pattern matches:

Power – Solid
DS – Flashing
US – Off
Online – Off
Link – Off

Or

Power – Solid
DS – Solid
US – Flashing
Online – Off
Link – Off

The customer may be experiencing an RF issue.

Other light patterns that you may see on this modem are:

Two lights are flashing in sequence (DS & US) while 2 others are on (Power & Online).

-This means the modem is automatically updating its system software. Please wait for the lights to stop flashing. The updating process typically lasts less than one minute.

-Do not remove the power supply or reset the modem during this process.