

Cable Connection


Cable Diagnostic


Status: Good

Action:


Your setup looks fine. If you can't access the internet, make sure you properly activated the modem. If modem has been activated and you still can't access the internet, contact your service provider for troubleshooting help.

If you can access the internet but has other internet issue, the [Netgear Cable Knowledge Base](#) can provide additional troubleshooting info.

CM Status: 

Downstream Status: 

Downstream Power Level: 

Downstream SNR: 

Cable Connection

Cancel Apply

Cable Diagnostic

Status: Good

Action:

Your setup looks fine. If you can't access the internet, make sure you properly activated the modem. If modem has been activated and you still can't access the internet, see [Troubleshooting Help](#) for additional troubleshooting help.

If you can access the internet but has other internet issue, the [Netgear Cable Knowledge Base](#) can provide additional troubleshooting info.

CM Status:

Downstream Status:

Upstream Status:

Upstream Power Level:

Refresh Save Cable Diagnostic Info

Advanced Information

Frequency Start Value

This field below allows you to modify the frequency the cable modem start with its scan during initialization and registration. Enter the new start frequency and restart the cable modem for it to take effect.

Starting Frequency	
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Startup Procedure

Procedure	Status	Comment
Acquire Downstream Channel	531000000 Hz	Locked
Connectivity State	OK	Operational
Boot State	OK	Operational
Security	Enabled	BPI+
IP Provisioning Mode	Honor MDD	IPv6 only

Downstream Bonded Channels

Channel	Lock Status	Modulation	Channel ID	Frequency	Power	SNR	Correctables	Uncorrectables
1	Locked	QAM256	20	531000000 Hz	2.2 dBmV	44.5 dB	0	0
2	Locked	QAM256	13	489000000 Hz	2.2 dBmV	44.5 dB	0	0
3	Locked	QAM256	14	495000000 Hz	2.3 dBmV	44.5 dB	0	0
4	Locked	QAM256	15	501000000 Hz	2.2 dBmV	44.5 dB	0	0
5	Locked	QAM256	16	507000000 Hz	2.3 dBmV	44.6 dB	0	0

6	Locked	QAM256	17	513000000 Hz	2.2 dBmV	44.5 dB	0	0
7	Locked	QAM256	18	519000000 Hz	2.2 dBmV	44.5 dB	0	0
8	Locked	QAM256	19	525000000 Hz	2.2 dBmV	44.5 dB	0	0
9	Locked	QAM256	21	537000000 Hz	2.2 dBmV	44.5 dB	0	0
10	Locked	QAM256	22	543000000 Hz	2.1 dBmV	44.4 dB	0	0
11	Locked	QAM256	23	549000000 Hz	2.2 dBmV	44.4 dB	0	0

12	Locked	QAM256	24	555000000 Hz	2.1 dBmV	44.4 dB	0	0
13	Locked	QAM256	25	561000000 Hz	2.4 dBmV	44.4 dB	0	0
14	Locked	QAM256	26	567000000 Hz	2.5 dBmV	44.4 dB	0	0
15	Locked	QAM256	27	573000000 Hz	2.6 dBmV	44.5 dB	0	0
16	Locked	QAM256	28	579000000 Hz	2.8 dBmV	44.6 dB	0	0
17	Locked	QAM256	29	585000000 Hz	2.8 dBmV	44.5 dB	0	0

18	Locked	QAM256	30	591000000 Hz	3.0 dBmV	44.5 dB	0	0
19	Locked	QAM256	31	597000000 Hz	3.1 dBmV	44.6 dB	0	0
20	Locked	QAM256	32	603000000 Hz	3.1 dBmV	44.5 dB	0	0
21	Locked	QAM256	33	609000000 Hz	3.3 dBmV	44.6 dB	0	0
22	Locked	QAM256	34	615000000 Hz	3.2 dBmV	44.5 dB	0	0
23	Locked	QAM256	35	621000000 Hz	3.4 dBmV	44.6 dB	0	0

24	Locked	QAM256	36	627000000 Hz	3.4 dBmV	44.6 dB	0	0
25	Locked	QAM256	37	633000000 Hz	3.5 dBmV	44.5 dB	0	0
26	Locked	QAM256	38	639000000 Hz	3.6 dBmV	44.6 dB	0	0
27	Locked	QAM256	39	645000000 Hz	3.5 dBmV	44.5 dB	0	0
28	Locked	QAM256	40	651000000 Hz	3.7 dBmV	44.6 dB	0	0
29	Locked	QAM256	41	657000000 Hz	3.7 dBmV	44.5 dB	0	0

30	Locked	QAM256	42	663000000 Hz	3.8 dBmV	44.7 dB	0	0
31	Locked	QAM256	43	669000000 Hz	3.9 dBmV	44.7 dB	0	0
32	Locked	QAM256	44	675000000 Hz	4.0 dBmV	43.7 dB	0	0

Upstream Bonded Channels

Channel	Lock Status	US Channel Type	Channel ID	Symbol Rate	Frequency	Power
1	Locked	ATDMA	2	5120 Ksym/sec	22800000 Hz	37.5 dBmV
2	Locked	ATDMA	1	5120 Ksym/sec	16400000 Hz	37.0 dBmV

3	Locked	ATDMA	3	5120 Ksym/sec	29200000 Hz	38.0 dBmV
4	Locked	ATDMA	4	5120 Ksym/sec	35600000 Hz	38.5 dBmV
5	Not Locked	Unknown	0	0	0	0.0 dBmV
6	Not Locked	Unknown	0	0	0	0.0 dBmV
7	Not Locked	Unknown	0	0	0	0.0 dBmV
8	Not Locked	Unknown	0	0	0	0.0 dBmV

Downstream OFDM Channels

Channel	Lock Status	Profile ID	Channel ID	Frequency	Power	SNR / MER	Active Subcarrier	Unerrored Codewords	Correctable Codewords	Uncorrectable Codewords
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							Number Range			
1	Locke d	0,1 ,2,3	193	95700000 0 Hz	3.18 dBm V	43. 5 dB	148 ~ 3947	38357533 5	67769477	0
2	Not Locke d	0	0	0 Hz	0 dBm V	0 dB	0 ~ 4095	0	0	0

Upstream OFDMA Channels

Channel	Lock Status	Modulation / Profile ID	Channel ID	Frequency	Power
1	Locked	3,4,10,11,12,13	41	36200000 Hz	33.8 dBmV
2	Not Locked	0	0	0 Hz	0 dBmV

Current System Time:Wed Nov 22 08:37:56 2023

System Up Time:2 days 01:12:52

Help Center

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