

Support and Community

Visit netgear.com/support to get your questions answered and access the latest downloads.

You can also check out our NETGEAR Community for helpful advice at community.netgear.com.

Customer-owned cable devices might not be compatible with certain cable networks. Check with your cable Internet provider to confirm that this NETGEAR cable device is allowed on your cable network.

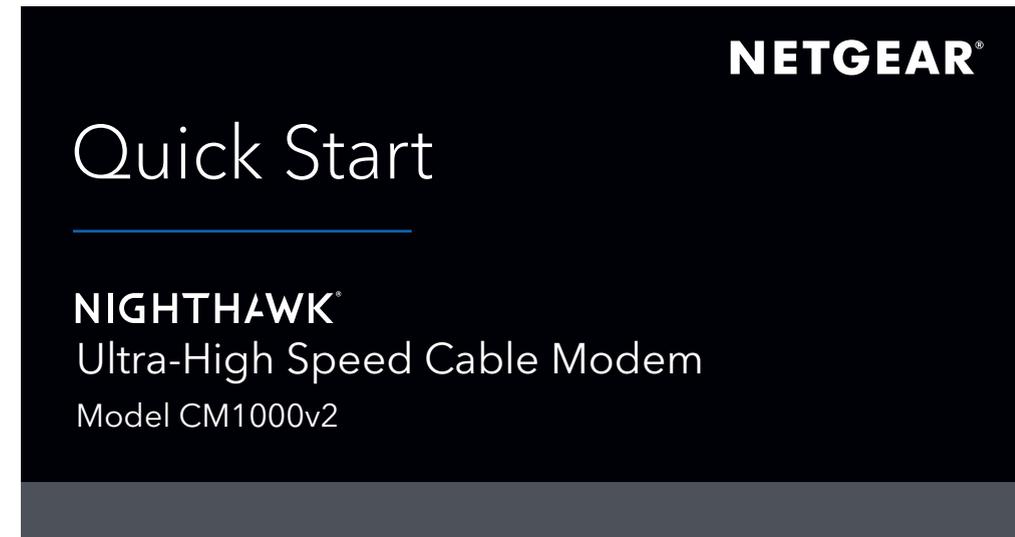
If you are experiencing trouble installing your cable modem, contact NETGEAR at 1-866-874-8924.

The following table lists support contact information for cable Internet providers that support your cable modem.

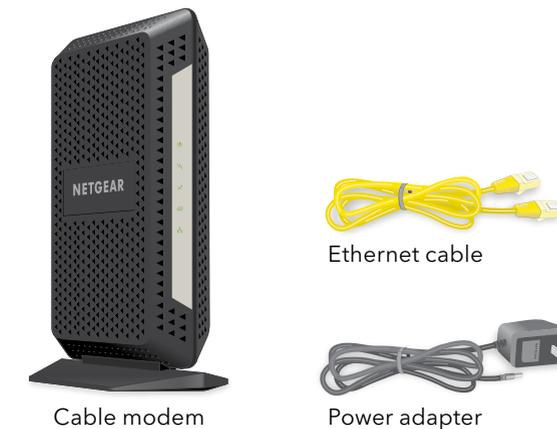
Cable Internet Provider	Support Contact Information
Cox	https://www.cox.com/residential/support/home.html https://www.cox.com/activate 1-888-556-1193
Mediacom	https://support.mediacomcable.com 1-855-Mediacom (1-855-633-4226)
Optimum	https://www.optimum.net/support/contact-us https://install.optimum.com/JointInstall 1-877-810-6750
Sparklight	https://support.sparklight.com 1-877-692-2253
Spectrum	https://www.spectrum.net/contact-us https://activate.spectrum.net 1-833-267-6094
Xfinity	https://www.xfinity.com/support/articles/activate-purchased-modem http://xfinity.com/activate 1-800-XFINITY (1-800-934-6489)

Cable modem LEDs

LED	Description
 Power	<ul style="list-style-type: none">• Solid green. The cable modem is receiving power and is functioning normally.• Off. The cable modem is not receiving power.• Solid red. The cable modem is too warm and might overheat.
 Downstream	<ul style="list-style-type: none">• Solid amber. One downstream channel is locked.• Solid green. Two or more downstream channels are locked.• Blinking green. The cable modem is scanning for a downstream channel.• Off. No downstream channel is locked.
 Upstream	<ul style="list-style-type: none">• Solid amber. One upstream channel is locked.• Solid green. Two or more upstream channels are locked.• Blinking green. The cable modem is scanning for an upstream channel.• Off. No upstream channel is locked.
 Online	<ul style="list-style-type: none">• Solid green. The cable modem is online.• Blinking green. The cable modem is synchronizing with the cable provider's cable modem termination system (CMTS).• Off. The cable modem is offline.
 Ethernet	<ul style="list-style-type: none">• Solid green. A powered-on device is connected to the LAN port at 1000 Mbps.• Blinking green. The port is sending or receiving traffic at 1000 Mbps.• Solid amber. A powered-on device is connected to the LAN port at either 100 Mbps or 10 Mbps.• Blinking amber. The port is sending or receiving traffic at either 100 Mbps or 10 Mbps.• Off. No device is connected to the LAN port.



Package contents



BEFORE RETURNING THIS PRODUCT TO THE STORE FOR ANY REASON, call NETGEAR Technical Support at 1-866-534-9377 or visit <https://kb.netgear.com/000061156/How-can-I-troubleshoot-my-cable-modem>.



Start here

1. Turn off and disconnect existing modems and routers.

If you are replacing a modem that is currently connected in your home, unplug the modem and plug the new cable modem into the same outlet.

2. Connect a coaxial cable.

Use a coaxial cable to connect the cable port on the cable modem to a cable wall outlet. Make sure that the cable is tightly connected. We recommend that you connect your cable modem directly to a cable wall outlet.



If you must share the connection, use a 3.5dB (1 to 2) splitter.



3. Connect the power adapter.

Connect the power adapter to the cable modem and plug the power adapter into an electrical outlet. If the Power LED does not light, make sure that the Power **On/Off** button is in the **On** position.

The cable modem might reset multiple times when it is powered on.

4. Wait for the Online LED  to light solid green.

This process might take up to 10 minutes. When the cable modem comes online, the Online LED  stops blinking and lights solid green for at least a minute.

After 10 minutes, if the Online LED doesn't light solid, make sure that the cable outlet is working or call your Internet service provider (ISP) to make sure you have service.

Note: When the Online LED lights solid, your cable modem is not connected to the Internet yet. You must connect a router or computer to your cable modem and then activate your cable modem with your cable Internet provider.

5. Use an Ethernet cable to connect the LAN port on your cable modem to either a router or a computer. (The computer must have an Ethernet port.)

- **Router.** Connect the Ethernet cable to the WAN or Internet port on the router, power on the router, and then connect your computer to the router using WiFi or Ethernet.



- **Computer.** Connect the cable to the Ethernet port on the computer.



6. Collect the following information:

- Your cable Internet provider (ISP) account information
- Cable modem model number, which is CM1000v2
- Cable modem serial number
- Cable modem MAC address

7. Activate your Internet service:

The following table lists the activation contact information for cable Internet providers that support your cable modem.

Cable Internet Provider	Activation Contact
Cox	1-888-556-1193
Mediacom	1-855-Mediacom (1-855-633-4226)
Optimum	1-877-810-6750
Sparklight	1-877-692-2253
Spectrum	1-833-267-6094
Xfinity	Visit http://xfinity.com/activate and follow the prompts to activate

Your ISP's contact information might change. You can also find the contact information in your monthly Internet service billing statement.

Regulatory and Legal

For regulatory compliance information including the EU Declaration of Conformity, visit <https://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

For NETGEAR's Privacy Policy, visit <https://www.netgear.com/about/privacy-policy/>.

By using this device, you are agreeing to NETGEAR's Terms and Conditions at <https://www.netgear.com/about/terms-and-conditions/>. If you do not agree, return the device to your place of purchase within your return period.

Note to CATV system Installer: This reminder is provided to call the CATV systems installer's attention to Section 820-93 of the National Electrical Code, which provides guidelines for proper grounding and, in particular, specifies that coaxial cable shield shall be connected to the grounding system of the building as close to the point of cable entry as practical.

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