

Quick Start

NETGEAR®

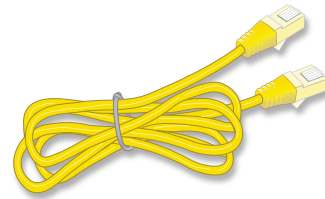
High Speed Cable Modem

Model CM500

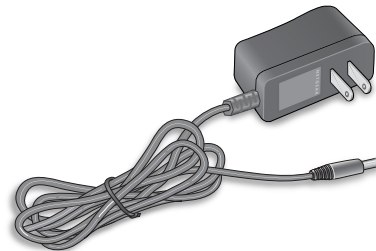
Package Contents



Cable modem



Ethernet cable



Power adapter

1. Collect your Comcast information.

Collect your Comcast account number, account phone number, and login information (your email address or user name and password).

2. Connect a coaxial cable.

Use the coaxial cable that is provided by Comcast Xfinity to connect the cable port on the cable modem to a cable wall outlet.

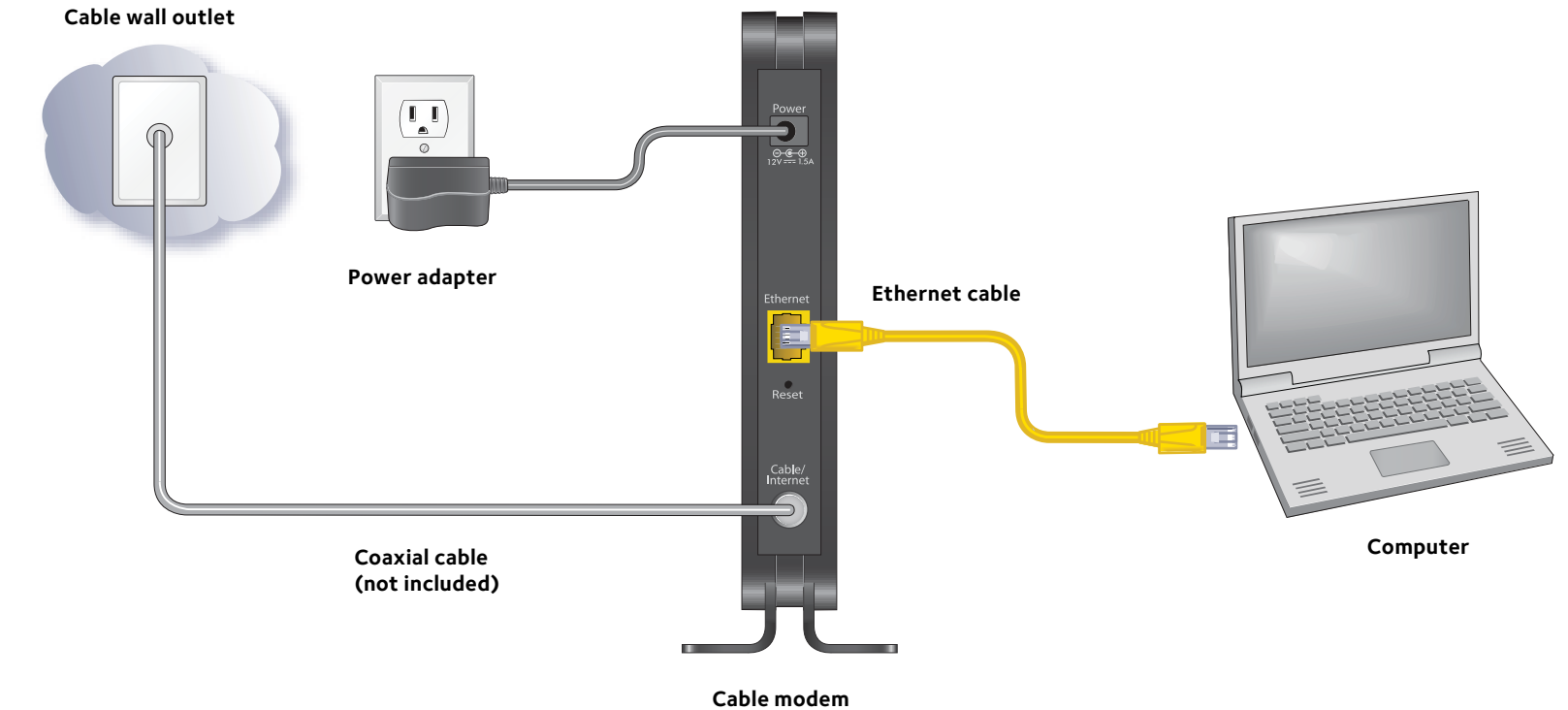
Make sure that the cable is tightly connected.

3. Connect a computer to the cable modem.

Use the Ethernet cable that is provided in the package to connect a computer to the Ethernet port on the cable modem.


Reboot the computer.

Note: After you install and activate the cable modem, you can disconnect the computer and connect a router to the cable modem.




4. Connect the power adapter.

Connect the power adapter to the cable modem and plug the power adapter into an electrical outlet.

When the startup procedure is completed, the Power LED  lights green.

5. Wait for the cable modem to come online.

The cable modem comes online when the Internet LED  stops blinking and lights solid green.

This process might take up to 10 minutes.

6. Set up your Internet service.

Even though an Internet connection is established, Internet service is available only after you set it up with Comcast Xfinity.

For information about how to set up your Internet service, see the other side of this quick start guide.

Set Up Your Internet Service

Set up Internet service by using Comcast Xfinity's self-activation process. If you are unable to self-activate your cable modem, call Comcast Xfinity customer service. After you complete the setup, perform a speed test.

Use the Self-Activation Process to Set Up Your Internet Connection

Before you start the self-activation process, make sure that your account number, account phone number, and login information (your email address or user name and password) are nearby.

➤ To set up your Internet connection with Comcast Xfinity's self-activation process:

1. Close all web browsers.
2. Launch a web browser.

You are redirected to the Xfinity self-activation page. If you are not redirected to the Xfinity self-activation page, visit

<http://www.comcast.com/activate>

3. Provide your Xfinity credentials and complete the self-activation process.

This process might take up to 15 minutes, during which the cable modem reboots a couple times.

Call Comcast Xfinity to Set Up Your Internet Connection

If you are unable to self-activate your cable modem, call Comcast Xfinity customer service.

Before you call Comcast Xfinity, make sure that your account number, account phone number, email address, and password are nearby. The cable modem's model number is CM500. The serial number and MAC address are on the product label on the bottom of the cable modem.

➤ To set up your Internet connection by calling Comcast Xfinity:

1. Call Comcast Xfinity customer service at 1-800-XFINITY (1-800-934-6489).
2. When asked, provide your account information and provide the cable modem's model number and MAC address.
3. Wait for Comcast Xfinity to confirm that your cable modem is active.
4. If you do not get an Internet connection with the cable modem, ask Comcast Xfinity to look for your cable modem online, and do one of the following depending on what Comcast Xfinity tells you about your cable modem:
 - If the cable modem is not visible, Comcast Xfinity can give you instructions to verify why the cable modem does not connect with your high-speed Internet service.
 - If the cable modem is visible to Comcast Xfinity, reboot the cable modem. Check your online status again.

Perform a Speed Test


To determine the accurate Internet speed, visit the Comcast Xfinity speed test site at <http://speedtest.comcast.net> and perform a speed test. If your actual speed is lower than your subscribed speed, contact Comcast Xfinity.

Connect a Router

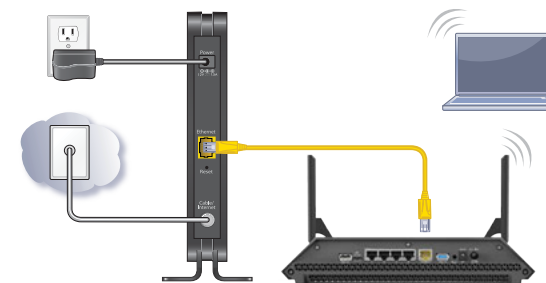
After you install and activate the cable modem, you can disconnect the computer and connect a router to the cable modem.

➤ To connect a router to the cable modem:

1. Reboot the cable modem by unplugging the power cable from the cable modem and plugging it back in.

Wait for the Internet LED  to stop blinking and light solid green.

2. Use an Ethernet cable to connect the Ethernet port on the cable modem to the WAN or Internet port on the router.
3. Power on the router.
Wait until the router is ready.
4. Connect a computer to the router.



Support

Thank you for purchasing this NETGEAR product. After installing your device, locate the serial number on the label of your product and use it to register your product at <https://my.netgear.com>.

You must register your product before you can use NETGEAR telephone support. NETGEAR recommends registering your product through the NETGEAR website.

For product updates and web support, visit <http://support.netgear.com>. NETGEAR recommends that you use only the official NETGEAR support resources.

You can get the user manual online at <http://downloadcenter.netgear.com>.

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory/>. See the regulatory compliance document before connecting the power supply.

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