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.

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.

Cable modem LEDs

LED	Description
Power	• **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	• **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	• **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	• **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	• **Solid**. A powered-on device is connected to this port. • **Blinking**. The port is sending or receiving traffic. • **Off**. No device is connected to this port.
Tel 1 and Tel 2	• **Solid green**. The Tel 1 or Tel 2 port is online. • **Blinking green**. The Tel 1 or Tel 2 port is processing a call or the phone is off-hook. • **Off**. The Tel 1 or Tel 2 port is not in use.

Quick Start

NIGHTHAWK®
Voice Cable Modem

Model CM500V

Package contents

Cable modem

Phone cable

Ethernet cable

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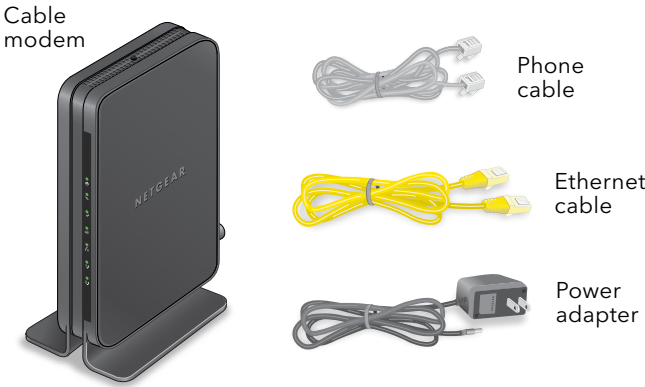
BEFORE RETURNING THIS PRODUCT TO THE STORE FOR ANY REASON, call NETGEAR Technical Support at 1-866-534-9377 or visit *https://kb.netgear.com/000061156/How-can-I-troubleshoot-my-cable-modem*.
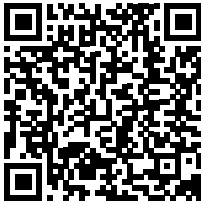
Start here

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.

   Coaxial cable

   Optional phone

3. If you have Xfinity Voice, connect your phone to the Tel 1 port on the cable modem with the phone cable.

   If you subscribed to two phone lines, connect the other phone to the Tel 2 port.

   Note: The Tel 2 port only works with a two-phone-line subscription.

4. Connect the power adapter.

5. Connect the power adapter to the cable modem and plug the power adapter into a power outlet.

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

   When the startup is complete, the Power LED lights green. If the Power LED doesn't light, press the **Power On/Off** button.

6. 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.

7. Use an Ethernet cable to connect the Ethernet 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.
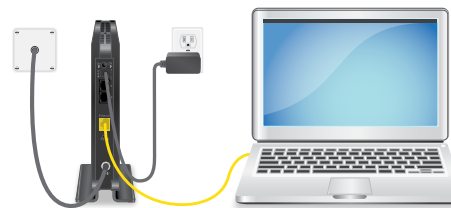
8. Collect this information about your Internet service and the cable modem:

   - Your Xfinity account number and the personal information associated with your Xfinity account (you need one of the following):
     - Mobile phone number
     - Xfinity user name and password

   - The following information from the cable modem label:
     - Model number, which is CM500V
     - Serial number
     - MAC address
     - MTA MAC address

9. Activate your Internet service:

   a. Close all web browsers.

   b. 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 *xfinity.com/activate*.

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

      This process might take up to 10 minutes, during which the cable modem reboots twice.

If you're unable to activate your Xfinity Internet service using the self-activation page, call Xfinity customer service at 1-800-XFINITY (1-800-934-6489).

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.