

Quick Start

Voice Cable Modem

Model CM500V

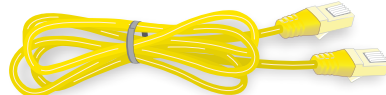
Package Contents



Cable modem



Phone cable



Ethernet cable



Power adapter

NETGEAR[®]

1. Collect your cable Internet provider information.

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

2. Turn off 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.

3. Connect a coaxial cable.

Use a 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.

4. (Optional) Connect a phone.


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

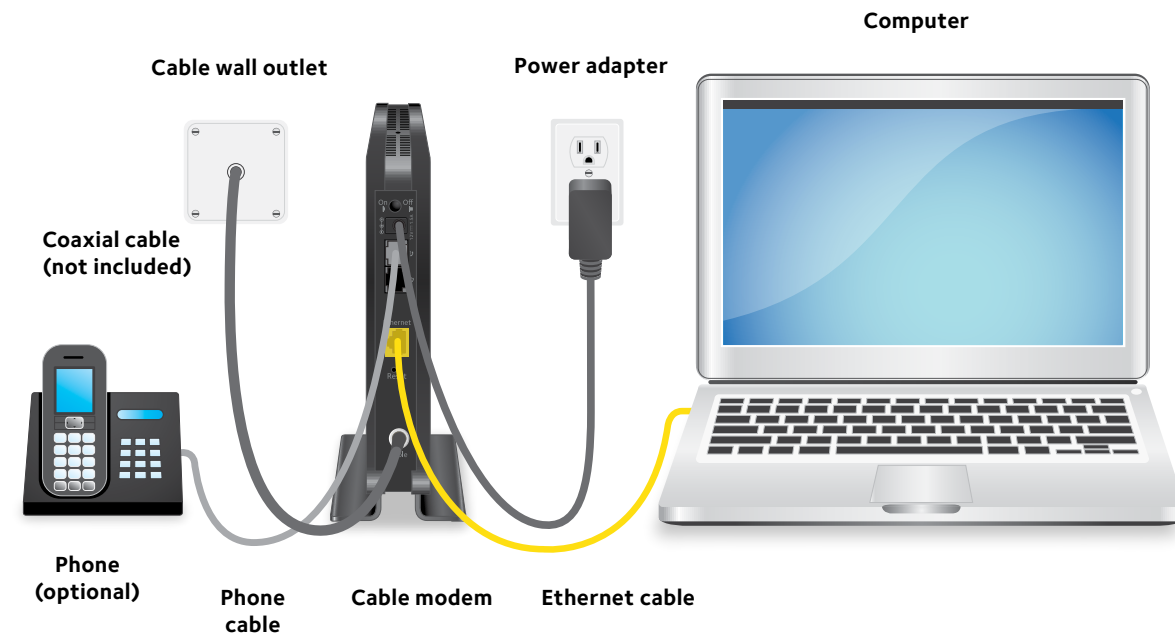
If you subscribe to two phone lines, connect the other phone to the Tel 2 port.

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

5. Connect the power adapter.

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

When the startup is complete, the Power LED  lights green. If the Power LED does not light, press the **Power On/Off** button.



6. Wait for the Online LED to light green.

This process might take up to 10 minutes.

Note: When the Online LED lights, your cable modem is not connected to the Internet yet. You must activate your cable modem with your Internet service provider.

7. Connect a computer to the cable modem.

Use an Ethernet cable to connect a computer to the Ethernet port on the cable modem.

8. Call Comcast Xfinity to activate your Internet service.

For information about how to activate your Internet service, see [Activate Your Internet Service With Comcast Xfinity](#).

Note: After you install and activate the cable modem, you can disconnect the computer and connect a router to the cable modem. For more information, see [Connect a Router](#).

9. Place a test call.

Note: To make calls, you need a voice service subscription with Comcast XFINITY.

Dial a number to place a test call.

Activate Your Internet Service With Comcast Xfinity

To activate your Internet service, call Comcast Xfinity customer service at either of the following phone numbers:

- 1-855-OK-BEGIN (1-855-652-3446)
- 1-800-Xfinity (1-800-934-6489)

Before you call Comcast, collect the following information:


- Xfinity account number
- The phone number associated with your Xfinity account
- Xfinity login information (your email address or user name and password)
- Modem model number, which is CM500V
- Modem serial number
- Modem MAC address
- Modem MTA MAC address

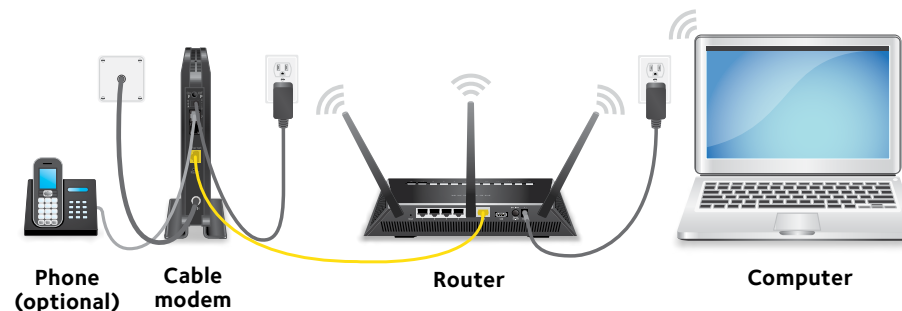
Your cable modem's serial number and MAC address are on the cable modem label.

Connect a Router

After you install the cable modem and activate your Internet service, 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 Online 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.
4. Wait until the router is ready.
5. Connect a computer to the router.



For more information about how to set up your router, see the documentation that came with your router.

Support

Thank you for purchasing this NETGEAR product. You can visit www.netgear.com/support to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

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

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

Note: You can purchase an uninterruptible power supply, sold separately, for continued service during power outages. To view a list of compatible uninterruptible power supplies, visit the NETGEAR cable products web page.



201-21745-04

March 2018

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