Quick Start

High Speed Cable Modem
Model CM600

Package Contents

Ethernet cable

Cable modem
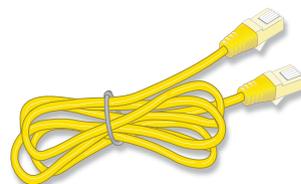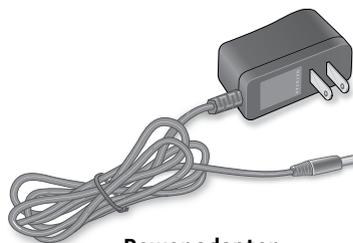
Power adapter

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 your cable company to connect the cable port on the cable modem to a cable wall outlet or a line splitter.

   Make sure that the cable is tightly connected.

   Note: If Comcast XFINITY is your cable Internet provider, Comcast XFINITY recommends connecting your cable modem directly to a cable wall outlet.

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 complete, the Power LED 🔲 lights green.

Cable wall outlet

Ethernet cable

Coaxial cable (not included)

Power adapter

Cable modem

Computer

5. **Wait for the cable modem to come online.**

   When the cable modem comes online, the Internet LED 🔲 stops blinking and lights solid green.

   This process might take up to 10 minutes.

6. **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.

7. **Activate your Internet service.**

   For information about how to activate your Internet service, see *Activate Your Internet Service* on the other side of this quick start guide.

   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* on the other side of this quick start guide.
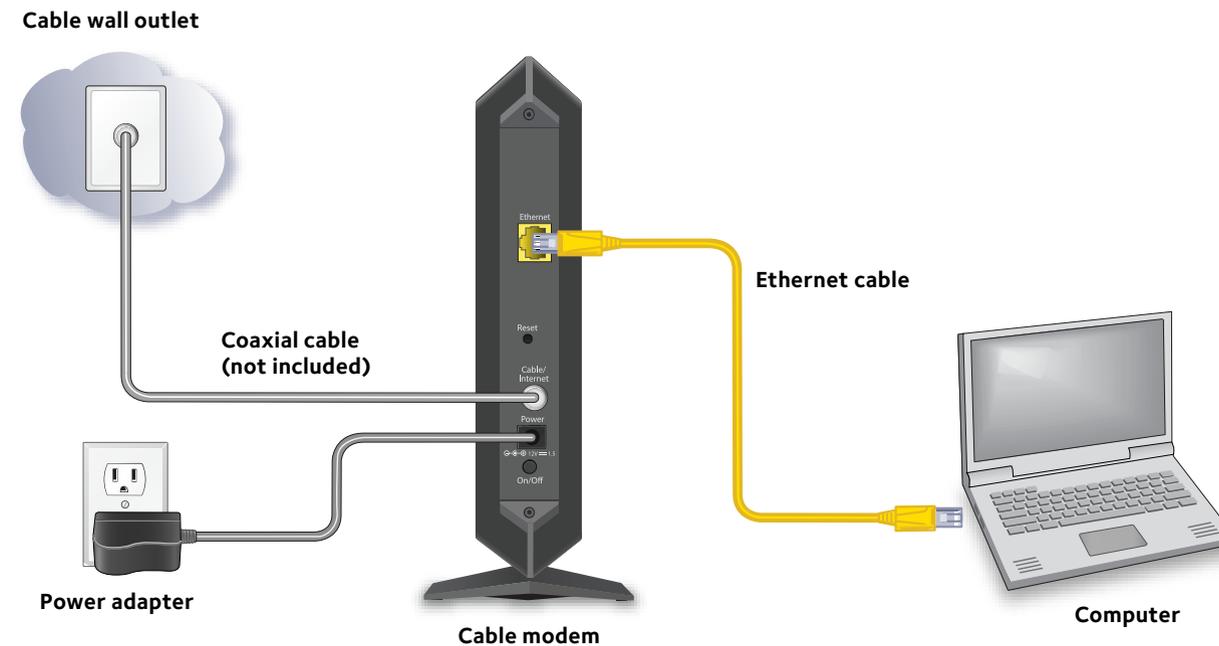
Activate Your Internet Service

➢ **To activate your Internet service:**

1. Visit your cable Internet provider's website and follow the onscreen instructions to activate your Internet service.

Cable Internet Provider	Contact Information
Bright House Networks	*http://support.brighthouse.com*
	1-866-898-9101
Cablevision	*http://www.cablevision.com* *https://install.optimum.com/JointInstall/*
	Telephone number depends on your region.
Comcast XFINITY	*http://www.comcast.com/activate*
	http://www.xfinity.com/internetsetup
	http://www.xfinity.com/internetsupport
	1-800-XFINITY (1-800-934-6489)
Cox	*https://activation.cox.net/selfactivation/start.cox*
	1-888-556-1193
Mediacom	*https://maestro.mediacomcc.com/walledgarden/page/login.jsp*
	1-844-2SIMPLE (1-844-274-6753)
Time Warner Cable	*https://elb02.activatemymodem.com/authentication*
	1-800-892-2253

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

2. If you are unable to activate your Internet service using the instructions on your cable Internet provider's website, call your cable Internet provider and do the following:

   a. When asked, provide your account information and provide the cable modem's model number, which is CM600, serial number, and MAC address.

      The serial number and MAC address are on the product label, which is on the back of the cable modem.

   b. Wait for your cable Internet provider to confirm that your cable modem is active.

   c. If you do not get an Internet connection with the cable modem, ask your cable Internet provider to look for your cable modem online, and do one of the following depending on what your cable Internet provider tells you about your cable modem:

      • If the cable modem is not visible, your cable Internet provider 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 your cable Internet provider, reboot the cable modem. Check your online status again.

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 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.
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.

Computer

Cable modem   Router
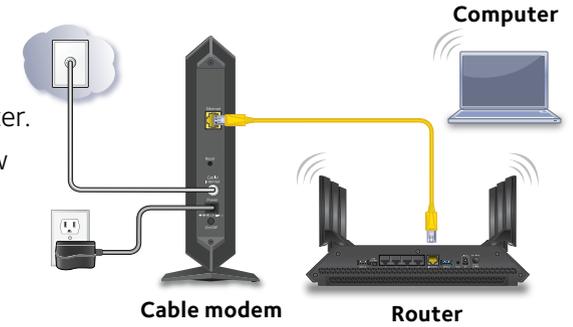
Support

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 the current EU Declaration of Conformity, visit *http://support.netgear.com/app/answers/detail/a_id/11621/*.

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.