Quick Start
High Speed Cable Modem
Model CM500

Package contents
- Cable modem
- Ethernet cable
- Power adapter

Cable modem LEDs

<table>
<thead>
<tr>
<th>LED</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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 a 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. |

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

4. Wait for the Online LED to light solid green. 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 CM500
   • 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.

<table>
<thead>
<tr>
<th>Cable Internet Provider</th>
<th>Activation Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cox</td>
<td>1-888-556-1193</td>
</tr>
<tr>
<td>Mediacom</td>
<td>1-855-Mediacom (1-855-633-4226)</td>
</tr>
<tr>
<td>Optimum</td>
<td>1-877-810-6750</td>
</tr>
<tr>
<td>Sparklight</td>
<td>1-877-692-2253</td>
</tr>
<tr>
<td>Spectrum</td>
<td>1-833-267-6094</td>
</tr>
<tr>
<td>Xfinity</td>
<td>Visit <a href="http://infinity.com/activate">http://infinity.com/activate</a> and follow the prompts to activate</td>
</tr>
</tbody>
</table>

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

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**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.

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June 2020

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