

## Connect a Router

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After you set up your 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.
2. Wait for the Online LED  to stop blinking and light solid green.
3. Use an Ethernet cable to connect the Ethernet port on the cable modem to the WAN or Internet port on the router.
4. Power on the router.
5. Wait until the router is ready.
6. 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

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Thank you for purchasing this NETGEAR product. You can visit [www.netgear.com/support](http://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 <https://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

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.

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.

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 provide guidelines for proper grounding and in particular, specify that coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

**NETGEAR**<sup>®</sup>

## Quick Start

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### High Speed Cable Modem Model CM1000

## Package Contents

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Cable modem

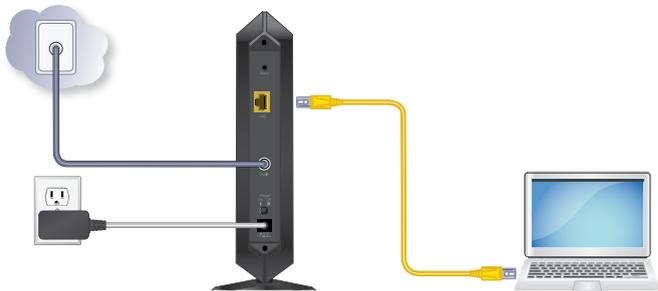


Ethernet cable



Power adapter

## Set Up the Hardware



### 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 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.

### 3. 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.

**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.

If the Power LED does not light, make sure that the Power On/Off button is in the **On** position.

### 5. 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.

### 6. Connect a computer to the cable modem.

Use an Ethernet cable 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 the following section [Activate Your Internet Service](#).

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

You must set up your cable modem before activating your Internet service. For more information, see [Set Up the Hardware](#).

Before you start the self-activation process, collect the following information:

- Your cable Internet provider account information
- Cable modem model number, which is CM1000
- Cable modem serial number
- Cable modem MAC address

Your cable modem's serial number and MAC address are on the cable modem label. The following table lists contact information for cable Internet providers that support your cable modem.

### To activate your Internet service:

1. Visit your cable Internet provider's website and follow the onscreen instructions to activate your Internet service.
2. To determine the accurate Internet speed, visit your cable Internet provider's speed test website and perform a speed test.

Cable Internet Provider	Contact Information
Cablevision	<a href="https://www.cableone.net/">https://www.cableone.net/</a> 1-877-MY-CABLE (1-877-692-2253)
Cox	<a href="https://www.cox.com/activate">https://www.cox.com/activate</a> 1-888-556-1193
Mediacom	<a href="https://support.mediacomcable.com/">https://support.mediacomcable.com/</a> 1-855-Mediacom (1-855-633-4226)
Optimum	<a href="https://install.optimum.com/JointInstall/">https://install.optimum.com/JointInstall/</a> 1-877-810-6750
Spectrum	<a href="https://www.activate.spectrum.net/">https://www.activate.spectrum.net/</a> 1-833-267-6094
Xfinity	<a href="https://register.xfinity.com">https://register.xfinity.com</a> <a href="https://xfinity.com/support/articles/activate-purchased-modem">https://xfinity.com/support/articles/activate-purchased-modem</a> 1-800-XFINITY (1-800-934-6489)

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

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