

Quick Start

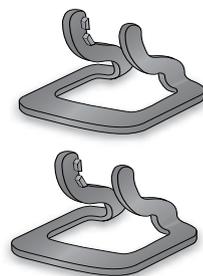
High Speed Cable Modem

Model CM400

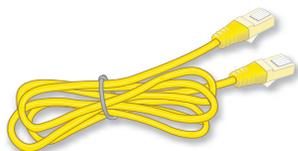
Package Contents



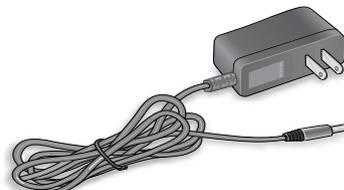
Cable modem



Attachable feet



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 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.

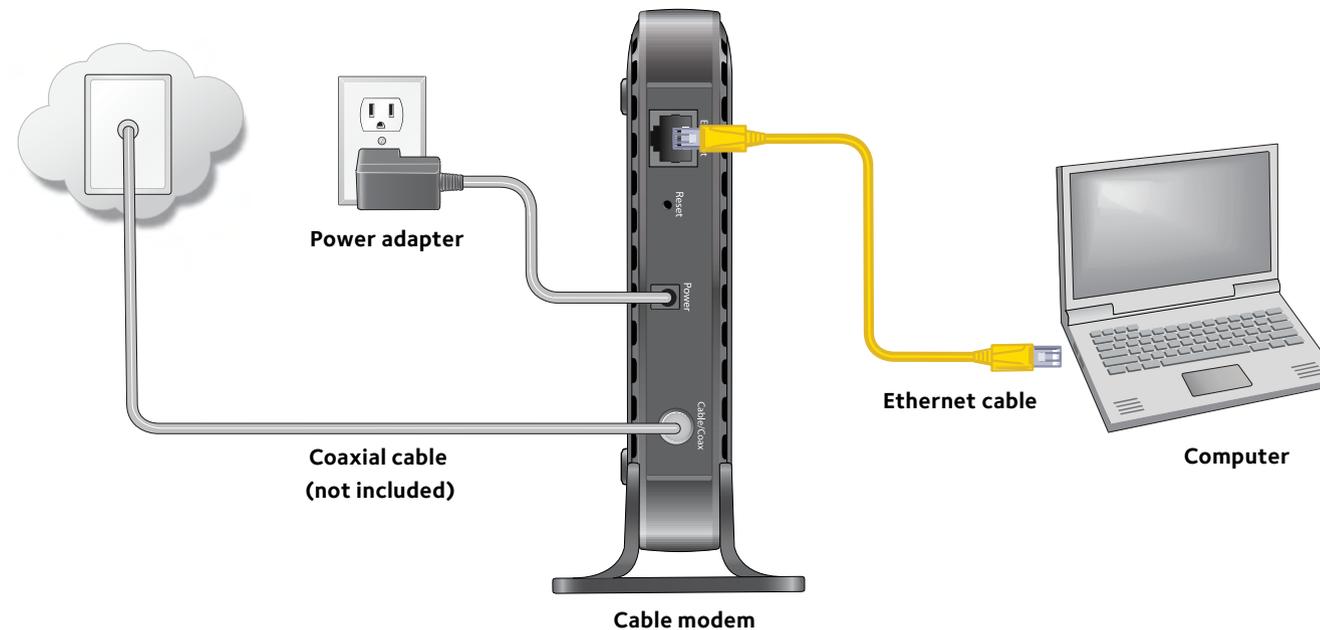
Use a coaxial cable that is provided by your cable company to connect the cable port on the cable modem to a cable wall outlet or a line splitter.

Make sure that the cable is tightly connected.

Note: If Comcast Xfinity is your cable Internet provider, 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.



5. 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.

6. Connect your 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 [Activate Your Internet Service](#).

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](#).

Activate Your Internet Service

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

- Your Internet service provider (ISP) account information
- Cable modem model number, which is CM400
- 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 ISPs that support your cable modem.

Cable Internet Provider	Contact Information
CableOne	http://www.cableone.net/ 1-877-MY-CABLE (1-877-692-2253)
Cox	https://www.cox.com/activate 1-888-556-1193
Mediacom	https://maestro.mediacomcc.com/walledgarden/page/login.jsp 1-855-Mediacom (1-855-633-4226)
Optimum	https://install.optimum.com/JointInstall/ 1-877-810-6750
Spectrum	https://activate.spectrum.net/ 1-(833) 267-6094
Xfinity	https://register.xfinity.com/ https://www.xfinity.com/support/internet/activate-purchased-modem/ 1-800-XFINITY (1-800-934-6489)

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

➤ To activate your Internet service:

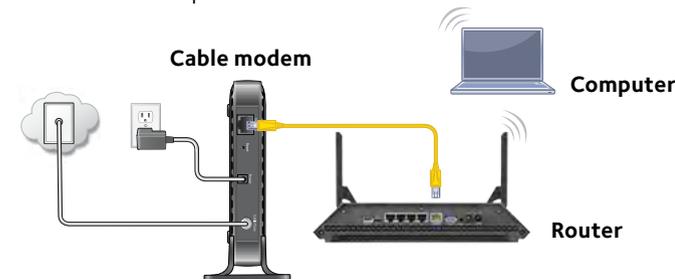
1. Visit your ISP's website and follow the onscreen instructions to activate your Internet service.
2. To determine the accurate Internet speed, visit your ISP's speed test website or and perform a speed test.

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.

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.

For regulatory compliance information, visit <http://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.



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