




Use LEDs to Troubleshoot

The following table provides help when you are using the LEDs for troubleshooting.

Table 2. Troubleshooting with LEDs

LED Behavior	Action
All LEDs are off when the cable modem is plugged in.	<ul style="list-style-type: none"> • Make sure that the power cord is properly connected to your cable modem and that the power supply adapter is properly connected to a functioning power outlet. • Check that you are using the 12 VDC, 1.5A power adapter from NETGEAR for this product. • If the error persists, a hardware problem occurred. Contact technical support.
All LEDs stay on.	<ul style="list-style-type: none"> • Clear the configuration of the cable modem to its factory defaults. • If the error persists, a hardware problem occurred. Contact technical support.
The Ethernet LED is off  for a port with an Ethernet connection.	<ul style="list-style-type: none"> • Make sure that the Ethernet cable connections are secure at the cable modem and at the computer, router, or WiFi router. • Make sure that power is turned on to the connected hub or computer. • Be sure that you are using the correct cable.
The Internet LED is off  and the cable modem is connected to the cable wall jack.	<ul style="list-style-type: none"> • Make sure that the coaxial cable connections are secure at the cable modem and at the wall jack. • Make sure that your cable Internet provider provisioned your cable Internet service. Your provider can verify that the signal quality is good enough for cable modem service. • Remove any excessive splitters that you installed on your cable line. Run a “home run” back to the point where the cable enters your home.
The Power LED lights red  .	<p>The cable modem is too warm and might overheat. Do the following:</p> <ol style="list-style-type: none"> 1. Disconnect the power adapter. 2. Wait a couple of minutes to let the cable modem cool down. 3. Make sure that the cable modem is placed in a vertical position. 4. Make sure that the cable modem is placed in a location with good ventilation. 5. Reconnect the power adapter.