

NETGEAR[®]

High Speed Cable Modem User Manual

Model CM1100

March 2018

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San Jose, CA 95134
USA

High Speed Cable Modem

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. Contact your Internet service provider for technical support.

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Compliance

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory>. See the regulatory compliance document before connecting the power supply.

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Chapter 4 Technical Specifications

This chapter covers the following topics:

- *Unpack Your Cable Modem*
- *Front Panel and LEDs*
- *Rear Panel*
- *Label*
- *System Requirements*
- *Install and Activate Your Cable Modem*

For more information about the topics covered in this manual, visit the support website at support.netgear.com.

Note An uninterruptible power supply (UPS) can be purchased separately for continued service during power outages. For a list of supported UPS models, visit netgear.com/support/product/CM1100.

Unpack Your Cable Modem

Your package contains the following items.

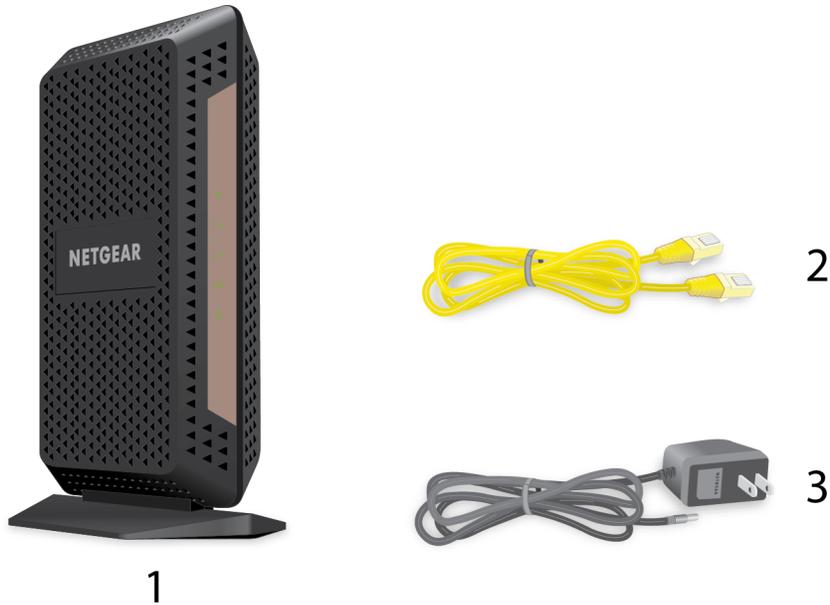


Figure 1. Package contents

1. High Speed Cable Modem (Model CM1100)
2. Ethernet cable
3. Power adapter

Front Panel and LEDs

The cable modem provides status LEDs on the front.

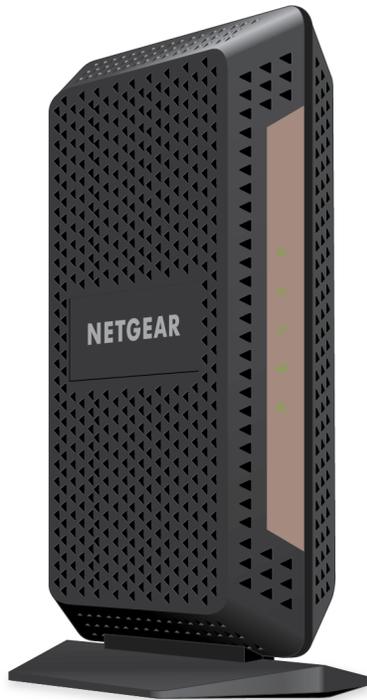


Figure 2. Front panel

You can use the LEDs to verify status and connections. The following table lists and describes each LED on the cable modem.

Table 1. LED descriptions

LED	Icon	Description
Power		<ul style="list-style-type: none">• Solid green. Power is supplied to the cable modem.• Off. No power is supplied to the cable modem.• Solid red. The cable modem is too warm and might overheat. For more information about this condition, see Use LEDs to Troubleshoot on page ?.

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Table 1. LED descriptions (Continued)

Downstream		<ul style="list-style-type: none">• Solid amber. One downstream channel is locked.• Solid green. Two or more downstream channels are locked.• Blinking amber. The cable modem is scanning for a downstream channel.• Blinking green. The cable modem is in partial service mode.• Off. No downstream channel is locked.
Upstream		<ul style="list-style-type: none">• Solid amber. One upstream channel is locked.• Solid green. Two or more upstream channels are locked.• Blinking amber. The cable modem is scanning for an upstream channel.• Blinking green. The cable modem is in partial service mode.• Off. No upstream channel is locked.
Internet		<ul style="list-style-type: none">• 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.

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Table 1. LED descriptions (Continued)

Ethernet 1		<ul style="list-style-type: none">• Green. A powered-on device is connected to the Ethernet port at 1000 Mbps.• Amber. A powered-on device is connected to the Ethernet port at 10 Mbps or 100 Mbps.• Off. No device is connected to the Ethernet port.• Blinking green or amber. The Ethernet port is processing traffic.
Ethernet 2		<ul style="list-style-type: none">• Green. A powered-on device is connected to the Ethernet port at 1000 Mbps.• Amber. A powered-on device is connected to the Ethernet port at 10 Mbps or 100 Mbps.• Off. No device is connected to the Ethernet port.• Blinking green or amber. The Ethernet port is processing traffic.

Rear Panel

The connections and button on the rear panel are shown in the following figure.



Figure 3. Rear panel

Viewed from top to bottom, the back panel contains the following components:

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- **Reset button.** Pressing the **Reset** button resets the cable modem. If the **Reset** button is pressed for at least seven seconds, the Power LED blinks green and the cable modem returns to its factory settings.
- **Ethernet ports.** For installation and activation, connect a computer to this port. After you install the cable modem and activate your Internet service, you can disconnect the computer and connect a router to this port.
- **Coaxial cable port.** Connect the cable port to a cable wall outlet.
- **Power On/Off button.** Press the **Power On/Off** button to provide power to the cable modem.
- **DC power connector.** Connect the power adapter that came in the product package to the DC power connector.

Label

The cable modem label shows the login information, MAC address, and serial number.

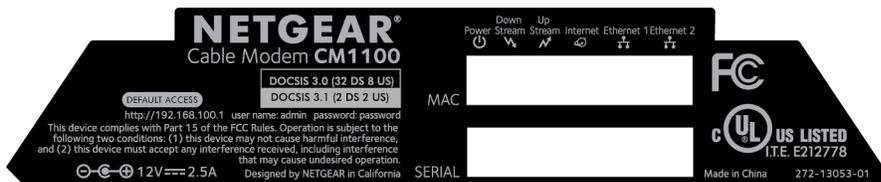


Figure 4. Cable modem label

System Requirements

You need the following to install your cable modem:

- Compatible operating system:
 - Windows 7
 - Windows 8
 - Windows 10
 - Windows Vista
 - Windows XP
 - Windows 2000
 - Mac OS
 - Other operating systems running a TCP/IP network
- Compatible web browser:
 - Microsoft Internet Explorer 5.0 or later
 - Firefox 2.0 or later

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- Safari 1.4 or later
- Google Chrome 11.0 or later
- Cable broadband Internet service

Install and Activate Your Cable Modem

The cable modem provides a connection between your cable Internet provider's network and your computer, router, or WiFi router.

Connect Your Cable Modem to a Computer

After you install the cable modem and activate your Internet service, you can disconnect the computer and connect a router to the cable modem.

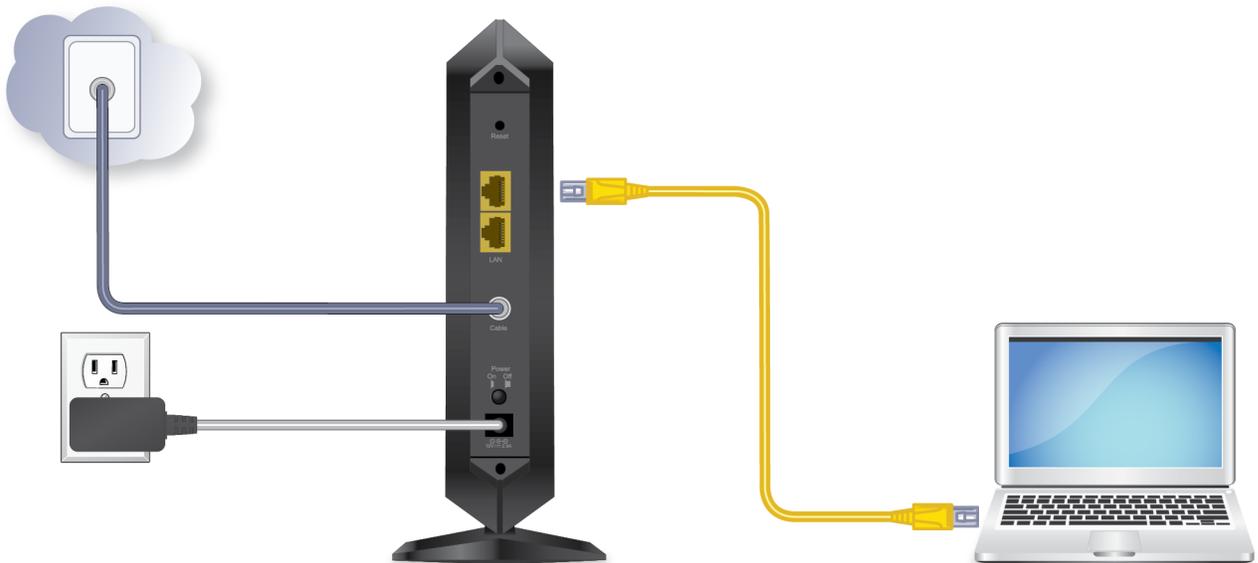


Figure 5. Connect the cable modem to a computer

Note Before you connect your cable modem and contact your cable Internet provider, collect your cable account number, account phone number, and login information (your email address or user name and password).

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► To connect your cable modem directly to a computer:

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.
3. Connect the power adapter to the cable modem and plug the power adapter into an electrical outlet.
When the startup is complete, the Power LED lights green. If the Power LED does not light, press the **Power On/Off** button.
4. Wait for the cable modem to come online.
The cable modem comes online when the Internet LED stops blinking and lights solid green.
This process might take up to 10 minutes.
5. 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.
6. Activate your Internet service.
For information about how to activate your Internet service, see [Activate Your Internet Service](#) on page 11.

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 Your Cable Modem to a Router After Installation and Activation](#) on page 12.

Activate Your Internet Service

Before you activate your Internet service, gather the following information:

- Your cable Internet provider account information
- Modem router model number, which is CM1100
- Modem router serial number, which is on the modem router label
- Modem router MAC address, which is on the modem router label

Your cable modem's serial number and MAC address are on the cable modem label.



The following is contact information for cable Internet providers that support your cable modem.

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Table 2. Cable Internet provider contact information

Cable Internet Provider	Contact Information
CableOne	http://www.cableone.net/ 1-877-MY-CABLE (1-877-692-2253)
Cox	https://www.cox.com/activate 1-800-234-3993
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
Xfinity	https://register.xfinity.com https://www.xfinity.com/support/internet/activate-purchased-modem/ 1-800-XFINITY (1-800-934-6489)

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

► **To activate your Internet service:**

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

If your actual speed is lower than your subscribed speed, contact your cable Internet provider.

Perform a Speed Test

To determine the accurate Internet speed, visit the speed test website of your cable Internet provider and perform a speed test.

If your actual speed is lower than your subscribed speed, contact your cable Internet provider.

Connect Your Cable Modem to a Router After Installation and Activation

After you install the cable modem and activate your Internet service, you can disconnect the computer and connect a router to the cable modem.

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Figure 6. Connect the cable modem to a router

▶ **To connect your cable modem to a router after installation and activation:**

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.

After you set up the cable modem, you do not need to log in to the cable modem for normal operation. However, you can log in to the cable modem to change a very limited number of settings and monitor the cable modem.

This chapter includes the following sections:

- *Log In to the Cable Modem*
- *Change the admin Password*
- *View Cable Modem Initialization*
- *View Cable Modem Status*
- *View and Clear Event Logs*
- *Specify the Cable Connection Starting Frequency*
- *Reboot the Cable Modem*
- *Reset the Cable Modem to Factory Default Settings*

Log In to the Cable Modem

► To log in to the cable modem:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.

Change the admin Password

You can change the default password that is used to log in to the cable modem with the admin user name.

Note Be sure to change the password for the user name admin to a secure password. The ideal password contains no dictionary words from any language and contains uppercase and lowercase letters, numbers, and symbols. It can be up to 30 characters.

► To set the password for the user name admin:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter or **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.
4. Select **ADVANCED > Administration > Set Password**.
The Set Password page displays.
5. Type the old password, and type the new password twice.
6. Click the **Apply** button.
Your settings are saved.

View Cable Modem Initialization

You can track the initialization procedure of the cable modem and get details about the downstream and upstream cable channel. The time is displayed after the cable modem is initialized.

The cable modem automatically goes through the following steps in the provisioning process:

1. Scans and locks the downstream frequency and then ranges the upstream channels.
2. Obtains a WAN address for the cable modem.
3. Connects to the Internet.

► To view the status of the cable modem initialization:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.
4. Select **Cable Connection**.
The Cable Connection page displays.
The Startup Procedure section displays the initialization progress. The page also displays the status of all downstream and upstream channels. (You must scroll down to view all the channels.) The number of downstream and upstream channels that are locked depends on the number of channels that your Internet provider uses.

View Cable Modem Status

► To view cable modem status and usage information:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.
4. Click the **ADVANCED** tab.

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The ADVANCED Home page displays information about your cable modem.

View and Clear Event Logs

Event logs capture important cable modem events.

► To view and clear the event logs:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.
4. Select **ADVANCED > Administration > Event Log**.
The Event Log page displays the following information:
 - **Time**. The time the event was recorded.
 - **Priority**. The severity for this event.
 - **Description**. A description of this event.
5. To refresh the page, click the **Refresh** button.
6. To clear the log entries, click the **Clear Log** button.

Specify the Cable Connection Starting Frequency

The starting frequency is automatically generated. For most Internet connections, you do not need to specify this information. If you must enter a starting frequency, contact your Internet provider.

► To change the starting frequency:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.

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4. Select **Cable Connection**.
The Cable Connection page displays the status of all downstream and upstream channels.
5. In the **Starting Frequency** field, type a number as instructed by your cable Internet provider.
6. Click the **Apply** button.
Your settings are saved.

Reboot the Cable Modem

Rebooting the cable modem disconnects all network connections to the cable modem's local area network (LAN). After the cable modem is finished booting and reestablishes a connection with the Internet, the devices on your network reconnect to the cable modem's LAN.

► To reboot the cable modem:

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.
4. Select **ADVANCED**.
The ADVANCED Home page displays.
5. Click the **Reboot** button.
A confirmation message displays.
6. Click the **OK** button.
The cable modem reboots.

Reset the Cable Modem to Factory Default Settings

To reset the cable modem to factory default settings, you can use either the **Reset** button on the back panel of the cable modem or the **Factory reset** software button. However, if you changed the default password that you use to access the cable modem and lost the password, you must use the **Reset** button on the back panel.

After you reset the cable modem to factory default settings, the password is **password**. The LAN IP address is always 192.168.100.1. You cannot change this LAN IP address.

Use the Reset Button on the Back Panel



CAUTION:

This process erases all settings that you configured in the cable modem.

► **To reset the cable modem to factory default settings using the Reset button:**

1. On the back of the cable modem, locate the **Reset** button.
2. Using a straightened paper clip, press and hold the **Reset** button until the Upstream and Downstream LEDs light amber.
3. Release the **Reset** button.

The configuration is reset to factory default settings. When the reset is complete, the cable modem reboots. This process takes about one minute.



WARNING:

To avoid the risk of corrupting the firmware, do not interrupt the reset. For example, if you are connected to the web management interface, do not close the browser, click a link, or load a new page. Do not turn off the cable modem.

Use the Factory Reset Software Button



CAUTION:

This process erases all settings that you configured in the cable modem.

► **To reset the cable modem to factory default settings using the Factory reset software button:**

1. Launch a web browser from a computer that is attached over an Ethernet cable to the cable modem or from a computer that is connected to a WiFi router that is attached over an Ethernet cable to the cable modem.
2. Enter **http://192.168.100.1**.
A login window opens.
3. Enter the admin user name and password.
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
The BASIC Home page displays.
4. Select **ADVANCED**.
The ADVANCED Home page displays.
5. Click the **Factory reset** button.

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A confirmation message displays.

6. Click the **OK** button.

The configuration is reset to factory default settings. When the reset is complete, the cable modem reboots. This process takes about one minute.



WARNING:

To avoid the risk of corrupting the firmware, do not interrupt the reset. For example, do not close the browser, click a link, or load a new page. Do not turn off the cable modem.

This chapter provides information about troubleshooting your cable modem.

The chapter includes the following sections:

- *Use LEDs to Troubleshoot*
- *Cannot Log In to the Cable Modem*
- *Troubleshoot the Cable Internet Connection*

Use LEDs to Troubleshoot

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

Table 3. 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, 2.5 A 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"> • Reset 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.

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Table 3. Troubleshooting with LEDs (Continued)

LED Behavior	Action
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 Internet service provider provisioned your cable Internet service. Your ISP 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.

Cannot Log In to the Cable Modem

If you cannot access the cable modem from computer that is connected to the cable modem or to a router that is connected the cable modem, check the following:

- If your computer is connected to the cable modem with an Ethernet cable, check the connection.
- Make sure that your computer's IP address is on the same subnet as the cable modem. The IP address of your computer must be in the range of 192.168.100.2 to 192.168.100.254.
- Make sure that Java, JavaScript, or ActiveX is enabled in your browser. If you are using Internet Explorer, click the **Refresh** button to make sure that the Java applet is loaded.
- Try quitting the browser and launching it again.
- Make sure that you are using the correct login information. The cable modem user name **admin** is lowercase (Caps Lock is off).

If the cable modem does not save changes you made, do the following:

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- When entering configuration settings, be sure to click the **Apply** button before moving to another page, or your changes are lost.
- Click the **Refresh** or **Reload** button in the web browser. The changes occurred, but the web browser might be caching the old configuration.

Troubleshoot the Cable Internet Connection

If your cable modem cannot access the Internet but the Internet LED lights green, make sure that the cable MAC address or device MAC address of your cable modem is registered with Internet service provider.

Technical Specifications

4

The following table lists the technical specifications for the cable modem.

Table 4. Technical specifications

Feature	Specification
Power adapter	<ul style="list-style-type: none">• Input: 110–120V, 47–60 Hz• Output: 12 VDC, 2.5 A
Physical specifications	<ul style="list-style-type: none">• Dimensions: 8.8 x 3.4 x 5.9 in. (224 x 86 x 150 mm)• Weight: 1.00 lb (460 g)
Environmental	<ul style="list-style-type: none">• Operating temperature: 32° to 104°F (0° to 40°C)• Operating humidity: 90% maximum relative humidity, noncondensing
Interface	<ul style="list-style-type: none">• Local: Two 10/100/1000 RJ-45 Gigabit Ethernet port• Internet: Coaxial cable connector DOCSIS 3.1; backward compatible with DOCSIS 3.0
Memory	<ul style="list-style-type: none">• 128 MB Flash• 256 MB RAM
Channels	<ul style="list-style-type: none">• 2 OFDM and 32 SC-QAM bonded downstream• 2 OFDMA and 8 SC-QAM bonded upstream
Certifications	<ul style="list-style-type: none">• CableLabs certified for U.S. cable Internet services• FCC/UL