Quick Start

NETGEAR®

High Speed Cable Modem
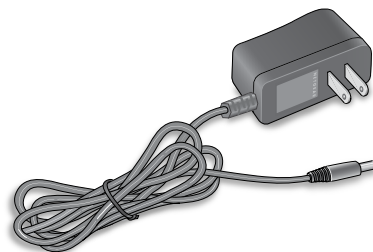Model CM500

Package Contents

Ethernet cable

Cable modem
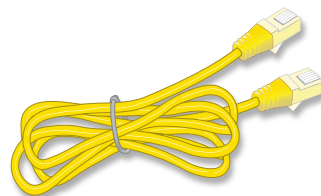
Power adapter

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. **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 Charter is your cable Internet provider, Charter recommends connecting your cable modem directly to a cable wall outlet. If you must use a splitter, use a splitter that is rated at 3.5 dBmv.

   Note: If Comcast Xfinity is your cable Internet provider, Comcast Xfinity recommends connecting your cable modem directly to a cable wall outlet.

3. **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.

   Reboot the computer.

   Note: After you install and activate the cable modem, you can disconnect the computer and connect a router to the cable modem.

Cable wall outlet

Power adapter

Ethernet cable

Computer

Coaxial cable (not included)
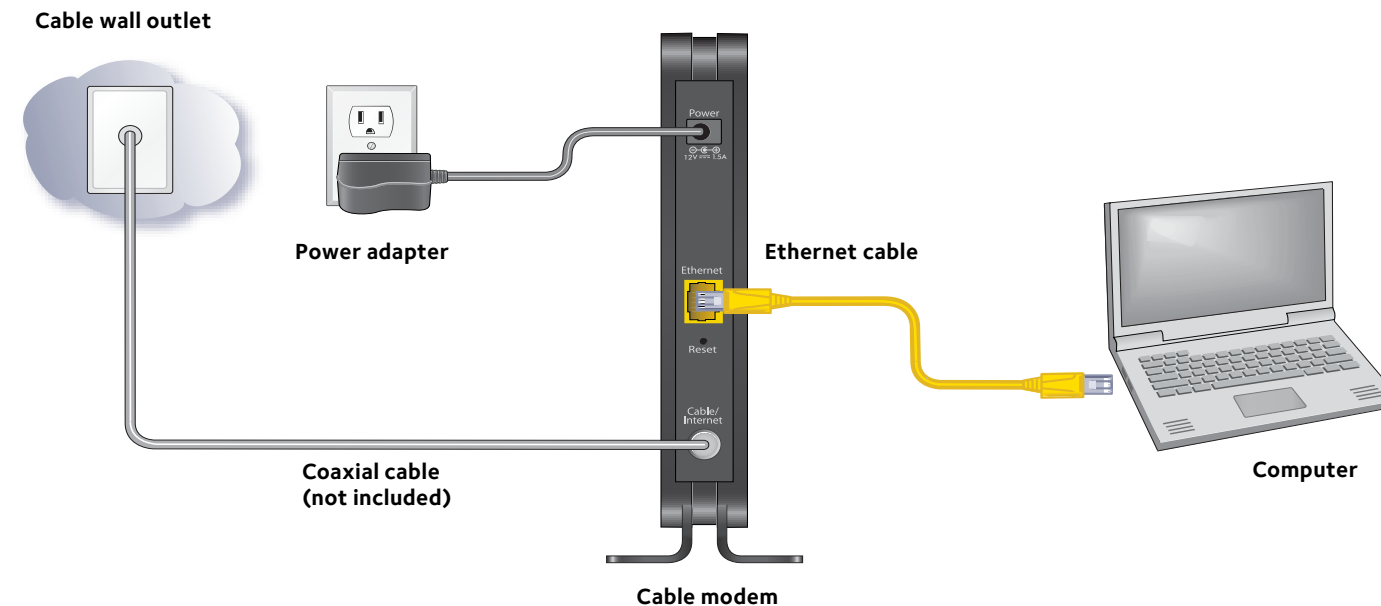
Cable modem

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 completed, the Power LED lights green.

5. **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.

6. **Set up your Internet service.**

   Even though an Internet connection is established, Internet service is available only after you set it up with your cable Internet provider. For information about how to set up your Internet service, see the other side of this quick start guide.

   Note: If Comcast Xfinity is your cable Internet provider, do the following:

   Close all web browsers and then launch a web browser. You are redirected to the Xfinity self-activation page. If you are not redirected to the Xfinity self-activation page, visit the following website: *http://www.comcast.com/activate*

   You must provide your Xfinity credentials during the activation process.

   If you are unable to self-activate your cable modem, call Comcast Xfinity customer service at 1-800-XFINITY (1-800-934-6489).

Set Up Your Internet Service

1. Contact your cable Internet provider and inform them that you are installing a new cable modem that you bought from a retail store.

   Provide your cable Internet provider with the cable modem's model number, which is CM500.

   Note: The cable modem is certified by all major cable Internet providers.

   You can also visit your cable Internet provider's website and follow the onscreen instructions to set up your Internet service.

Cable Internet Provider	Contact Information
Bright House Networks	1-866-898-9101 *http://support.brighthouse.com*
Cablevision	*http://www.cablevision.com* *https://www.optimum.net/support/contact-us* When you attempt to contact Cablevision online, you are directed to the Optimum web page. Optimum is a brand name of Cablevision.
Charter	1-888-438-2427 *https://install.charter.com*
Comcast	1-800-XFINITY (1-800-934-6489) *http://www.comcast.com/activate* For information about Xfinity, see the other side of this installation guide.
Cox	1-877-891-2899 *http://www.cox.com*
Optimum	*http://play.optimum.net* *https://www.optimum.net/support/phone-list* Optimum is a brand name of Cablevision.
Time Warner Cable	1-800-892-2253 *http://www.timewarnercable.com*

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

2. When asked, provide the cable modem's serial number and MAC address, which are on the product label on the bottom of the cable modem.

3. Wait for your cable Internet provider to confirm that your cable modem is active.

4. If you do not get an Internet connection with the cable modem, ask your cable Internet provider to look for your cable modem online, then do one of the following depending on what your cable Internet provider tells you about your cable modem:

   - If the cable modem is visible to your cable Internet provider, reboot the cable modem. Check your online status again.

   - If the cable modem is not visible to your cable Internet provider, ask your cable Internet provider how you can determine why the cable modem does not connect with your high-speed Internet service.

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 a Router

After you install and activate the cable modem, 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 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.

   Wait until the router is ready.

4. Connect a computer to the router.
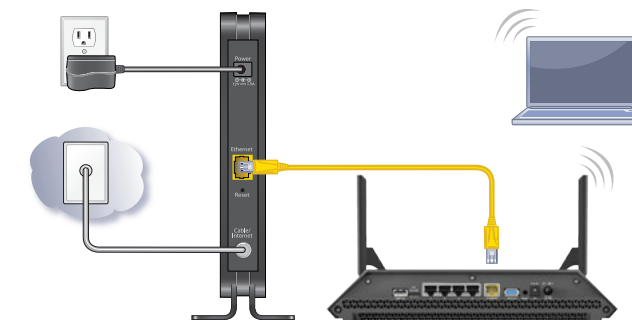
Support

Thank you for purchasing this NETGEAR product. After installing your device, locate the serial number on the label of your product and use it to register your product at *https://my.netgear.com*.

You must register your product before you can use NETGEAR telephone support. NETGEAR recommends registering your product through the NETGEAR website.

For product updates and web support, visit *http://support.netgear.com*. NETGEAR recommends that you use only the official NETGEAR support resources.

You can get the user manual online at *http://downloadcenter.netgear.com*.

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.