orbi ™

Quick Start Guide
Model CBK40

NETGEAR®

Set Up and Activate With the NETGEAR Orbi App

Set up your Orbi cable router and satellite and activate your Internet service with the NETGEAR Orbi app.

If you do not want to use the NETGEAR Orbi app, set up your cable router and satellite using the instructions in *Set Up Your Orbi Cable Router and Satellite*, and activate your Internet service using the instructions in *Activate Your Internet Service*.

1. Scan a QR code or search for NETGEAR Orbi in the Apple App Store or Google Play Store.
2. Download and launch the NETGEAR Orbi app on your mobile device and follow the prompts.

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Download on the **App Store**

GET IT ON **Google Play**

Set Up Your Orbi Cable Router and Satellite

Orbi cable router   Orbi satellite

1. **Collect your Xfinity account information.**

   Collect your Xfinity account information, such as your account mobile phone number, user name, password, and account number.

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 router into the same outlet.

3. **Connect a coaxial cable.**

   Use a coaxial cable to connect the cable coax connector on the cable router to the cable wall outlet.

4. **Connect the power adapter.**

   Connect the power adapter to cable router and plug the power adapter into an electrical outlet.

   The startup procedure takes about one minute. When it is complete, the Power LED lights solid blue.

5. **Wait for the Online LED ⟨⟩ to light solid blue.**

   This process might take up to 10 minutes.

   Note: When the Online LED lights, your cable router is still not connected to the Internet yet. You must activate your cable router with Xfinity.

6. **Connect your computer or mobile device to the Orbi cable router with Ethernet or WiFi:**

   • **Ethernet**. Use an Ethernet cable to connect a computer to the router.

   • **WiFi**. Use the WiFi network name (SSID) and password on the cable router label to connect.

7. **Log in to the cable router and change the admin password.**

   IMPORTANT: We recommend that you change the admin password to secure your cable router.

   Launch a web browser and enter **orbilogin.net** or **192.168.1.1** in the address field of the web browser.

   If a login window opens, enter **admin** for the admin user name and **password** for the admin password.

   Go to the ADVANCED section and change the default password and set up security questions.

8. **Activate your Internet service.**

   For information about how to activate your Internet service, see *Activate Your Internet Service*.

9. **Place your Orbi satellite.**

   Place your satellite within your router's WiFi range and power it on.

   The satellite attempts to sync with your router.

10. **Wait for the satellite to sync with your router.**

    The satellite's ring LED lights white while the satellite attempts to sync with the cable router.

    Then the ring LED lights one of the following colors for about three minutes and then turns off:

    ● **Blue**

    The cable router and satellite successfully synced, and the connection between the router and satellite is good.

    ● **Amber**

    The cable router and satellite successfully synced, and the connection between the router and satellite is fair. Consider moving the satellite closer to the router.

    ● **Magenta**

    The cable router and satellite failed to sync. Move the satellite closer to the router and try again.

    Note: If the ring LED still lights magenta after about one minute, press the **Sync** button on the cable router and on the satellite. If the satellite syncs with the cable router, the satellite's ring LED lights white. The ring LED then lights blue to indicate a good connection and then turns off.

Activate Your Internet Service

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

• Your Internet service provider (ISP) account information
• Cable router model number, which is **CBR40**.
• Cable router serial number
• Cable router MAC address

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

The following table lists contact information for ISP's that support your cable router.

ISP	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
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.

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.

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.

Customer-owned cable routers might not be compatible with certain Internet service providers (ISPs). Check with your ISP to confirm that this NETGEAR cable router is allowed on your ISP's network.

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à *http://downloadcenter.netgear.com/other/*.

(If this product is sold in Canada, you can access this document in Canadian French at *http://downloadcenter.netgear.com/other/*.)

For the current EU Declaration of Conformity, visit *http://kb.netgear.com/11621*.

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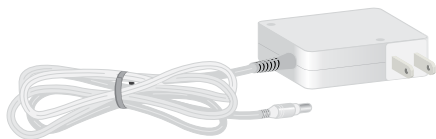
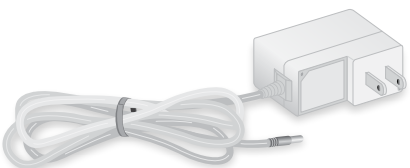See the regulatory compliance document before connecting the power supply.
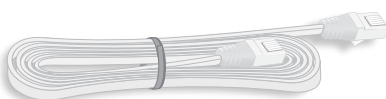
Package Contents

Orbi Cable Router
(Model CBR40)
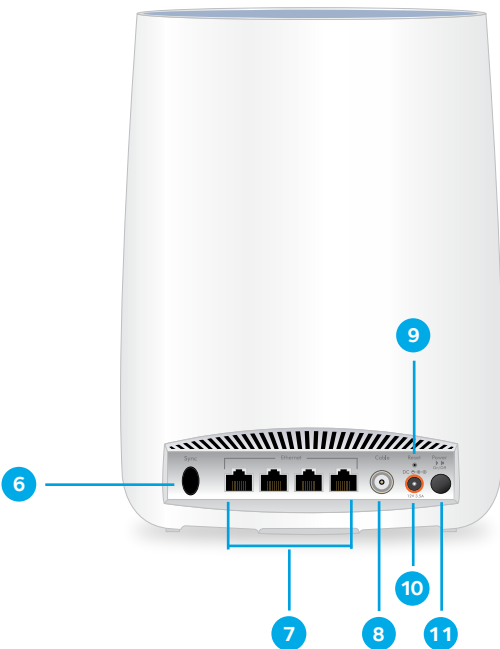
Orbi Satellite
(Model RBS20)
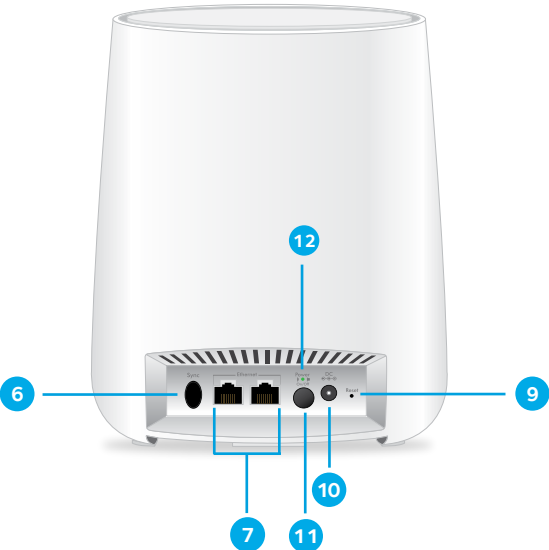
Power adapter for CBR40

Power adapter for RBS20

Ethernet cable

Orbi Cable Router Overview

1. Ring LED (not shown in image)
2. Power LED
3. Downstream LED
4. Upstream LED
5. Online LED

Orbi Satellite Overview

6. Sync button (also used for WPS connection)
7. Ethernet ports
8. Cable coax connector (the satellite does not include a cable coax connector)
9. Reset button
10. DC power connector
11. Power On/Off button
12. Power LED

Orbi Cable Router LEDs

Power ⏻	•**Solid blue**. The cable router is receiving power and is functioning normally. •**Off**. The cable router is not receiving power. •**Solid red**. The cable router is too warm and might overheat.
Downstream	•**Solid amber**. One downstream channel is locked. •**Solid blue**. Two or more downstream channels are locked. •**Blinking blue**. The cable router is scanning for a downstream channel. •**Off**. No downstream channel is locked.
Upstream	•**Solid amber**. One upstream channel is locked. •**Solid blue**. Two or more upstream channels are locked. •**Blinking blue**. The cable router is scanning for a upstream channel. •**Off**. No upstream channel is locked.
Online	•**Solid blue**. The cable router is online. •**Blinking blue**. The cable router is synchronizing with the cable provider's cable modem termination system (CMTS). •**Off**. The cable router is offline. Note: If the Downstream and Upstream LEDs blink blue after the Online LED lights solid blue, the downstream and upstream channels are in partial service.