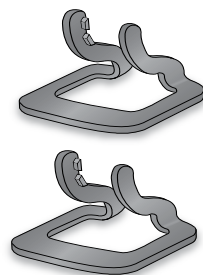# Installation

NETGEAR®

High Speed Cable Modem
Model CM400
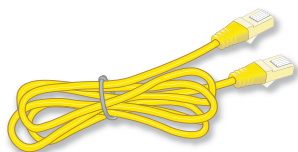
Package Contents
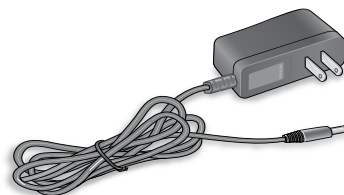
Cable modem

Attachable feet

Ethernet cable

Power adapter

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1. **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.

   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.

4. **Wait for the cable modem to come online.**

   It takes at least 15 minutes for the cable modem to come online on the network.

   After the cable modem registers with your cable Internet service provider, the Internet LED lights green.

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2. **Connect the power adapter.**

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

   Wait for the Power LED to light green.

   Power adapter

   Coaxial cable
   (not included)
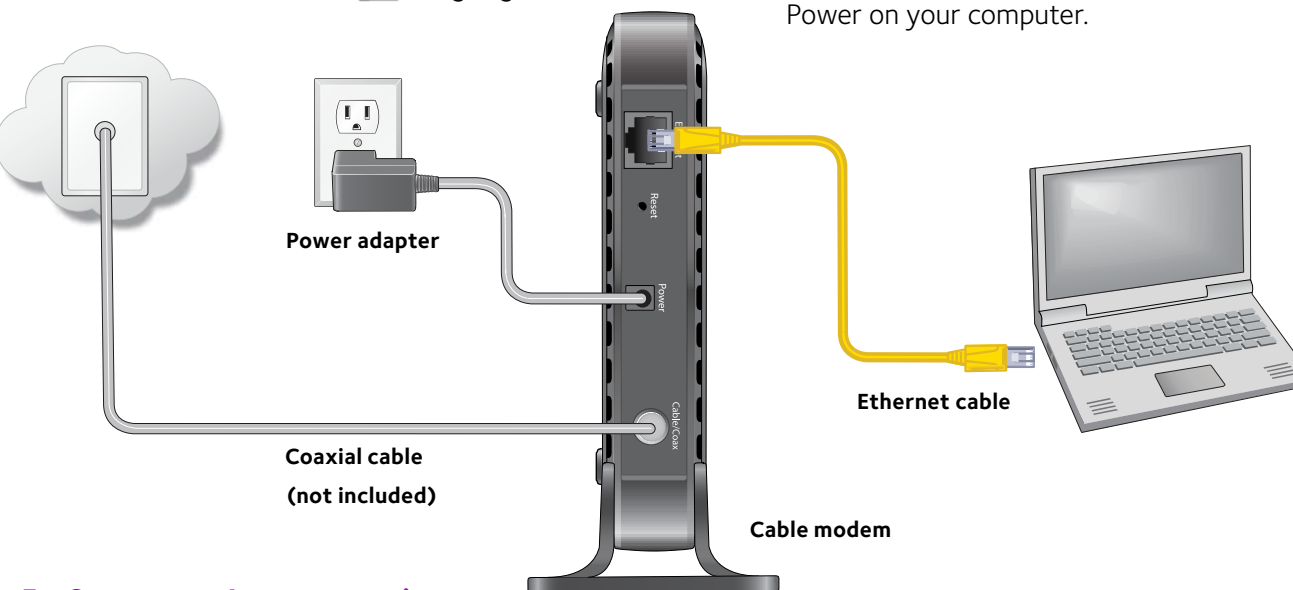
   Cable modem

3. **Connect a computer to the cable modem.**

   Use an Ethernet cable to connect a computer to the Ethernet port on the cable modem.

   Power on your computer.

   Ethernet cable

5. **Set up your Internet service.**

   For information about how to set up your Internet service, see the other side of this installation guide.

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

   Launch a web browser. You are redirected to the Xfinity self-activation page. If you are not redirected to the Xfinity self-activation page, go to *http://www.comcast.com/activate*.

   You must provide your Xfinity credentials during the activation process, so make sure that your account number, account phone number, email address, and password are nearby.

   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 CM400.

   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
Cablevision	*www.cablevision.com* *www.optimum.com/contactus.jsp*
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 *www.cox.com*
Optimum	*http://play.optimum.net* *https://www.optimum.net/support/phone-list*
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 on the product label.

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

4. If you do not have 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 not visible, your cable Internet provider can give you instructions to verify why the cable modem does not connect with your high-speed Internet service.

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

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* or through a link in the product's user interface.

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.