

# Support and Community

Visit [netgear.com/support](https://netgear.com/support) to get your questions answered and access the latest downloads.

You can also check out our NETGEAR Community for helpful advice at [community.netgear.com](https://community.netgear.com).

Customer-owned cable devices might not be compatible with certain cable networks. Check with your cable Internet provider to confirm that this NETGEAR cable device is allowed on your cable network.

If you are experiencing trouble installing your cable modem, contact NETGEAR at 1-866-874-8924.

# Regulatory and Legal

For regulatory compliance information including the EU Declaration of Conformity, visit <https://www.netgear.com/about/regulatory/>.





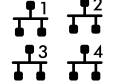
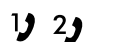
See the regulatory compliance document before connecting the power supply.

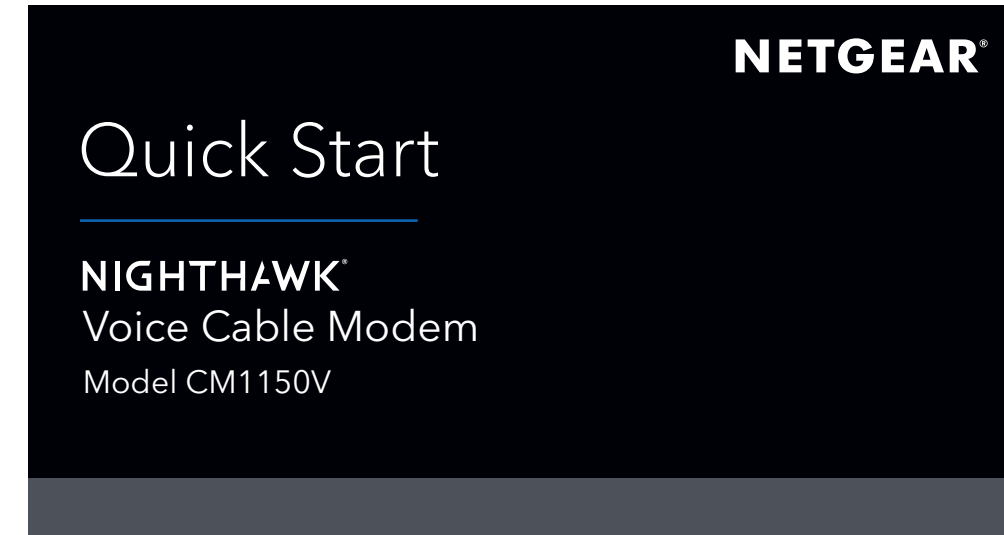
For NETGEAR's Privacy Policy, visit <https://www.netgear.com/about/privacy-policy>.

By using this device, you are agreeing to NETGEAR's Terms and Conditions at <https://www.netgear.com/about/terms-and-conditions>. If you do not agree, return the device to your place of purchase within your return period.

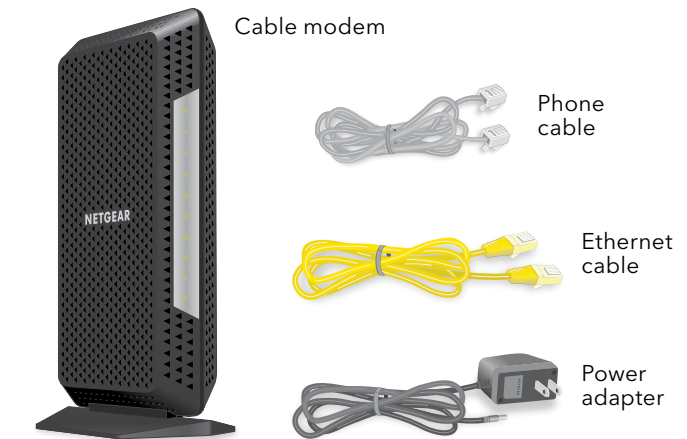
Note to CATV system Installer: This reminder is provided to call the CATV systems installer's attention to Section 820-93 of the National Electrical Code, which provides guidelines for proper grounding and, in particular, specifies that coaxial cable shield shall be connected to the grounding system of the building as close to the point of cable entry as practical.

# Cable modem LEDs

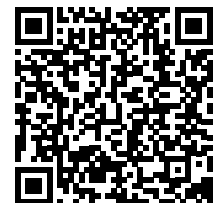
LED	Description
 Power	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The cable modem is receiving power and is functioning normally.</li><li>• <b>Off.</b> The cable modem is not receiving power.</li><li>• <b>Solid red.</b> The cable modem is too warm and might overheat.</li></ul>
 Downstream	<ul style="list-style-type: none"><li>• <b>Solid amber.</b> One downstream channel is locked.</li><li>• <b>Solid green.</b> Two or more downstream channels are locked.</li><li>• <b>Blinking green.</b> The cable modem is scanning for a downstream channel.</li><li>• <b>Off.</b> No downstream channel is locked.</li></ul>
 Upstream	<ul style="list-style-type: none"><li>• <b>Solid amber.</b> One upstream channel is locked.</li><li>• <b>Solid green.</b> Two or more upstream channels are locked.</li><li>• <b>Blinking green.</b> The cable modem is scanning for an upstream channel.</li><li>• <b>Off.</b> No upstream channel is locked.</li></ul>
 Online	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The cable modem is online.</li><li>• <b>Blinking green.</b> The cable modem is synchronizing with the cable provider's cable modem termination system (CMTS).</li><li>• <b>Off.</b> The cable modem is offline.</li></ul>
 LAN (1-4)	<ul style="list-style-type: none"><li>• <b>Solid green.</b> A powered-on device is connected to this port at 1000 Mbps.</li><li>• <b>Blinking green.</b> This port is sending or receiving traffic at 1000 Mbps.</li><li>• <b>Solid amber.</b> A powered-on device is connected to this port at either 100 Mbps or 10 Mbps.</li><li>• <b>Blinking amber.</b> This port is sending or receiving traffic at either 100 Mbps or 10 Mbps.</li><li>• <b>Off.</b> No device is connected to this port.</li></ul>
 Tel 1 and Tel 2	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The Tel 1 or Tel 2 port is online.</li><li>• <b>Blinking green.</b> The Tel 1 or Tel 2 port is processing a call or the phone is off-hook.</li><li>• <b>Off.</b> The Tel 1 or Tel 2 port is not in use.</li></ul>



# Package contents



BEFORE RETURNING THIS PRODUCT TO THE STORE FOR ANY REASON, call NETGEAR Technical Support at 1-866-534-9377 or visit <https://kb.netgear.com/000061156/How-can-I-troubleshoot-my-cable-modem>.



# Start here

**Note:** During installation, connect your router or computer only to LAN port 1 on the cable modem. A plug covers LAN ports 2, 3, and 4 because they are only for Ethernet port aggregation. After installation, you can remove this plug to connect a router that supports Ethernet port aggregation. For more information, refer to the CM1150V user manual.

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. 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. We recommend that you connect your cable modem directly to a cable wall outlet.

If you must share the connection, use a 3.5dB (1 to 2) splitter.



3. If you have Xfinity Voice, connect your phone to the Tel 1 port on the cable modem with the phone cable.

If you subscribed to two phone lines, connect the other phone to the Tel 2 port.


**Note:** The Tel 2 port only works for a two-phone line subscription.

4. Connect the power adapter to the cable modem and plug the power adapter into a power outlet.

The cable modem might reset multiple times when it is powered on.



5. Wait for the Online LED  to light solid green.

This process might take up to 10 minutes. When the cable modem comes online, the Online LED  stops blinking and lights solid green.

After 10 minutes, if the Online LED doesn't light solid, make sure that the cable outlet is working, or call your Internet service provider (ISP) to make sure you have service.

**Note:** When the Online LED lights solid, your cable modem is not connected to the Internet yet. You must connect a router or computer to your cable modem, and then activate your cable modem with your cable Internet provider.

6. Connect a router to your cable modem.



- a. Connect LAN port 1 on the cable modem to the WAN or Internet port on the router
- b. Power on the router.
- c. Connect your computer or mobile device to the router.

If your Internet speed is greater than 1 Gigabit and your router supports Ethernet link aggregation, refer to the CM1150V User Manual for instructions on setting up link aggregation.

7. Collect this information about your Internet service and the cable modem:

- Your Xfinity account number and the personal information associated with your Xfinity account (you need one of the following):
  - Mobile phone number
  - Xfinity user name and password

- The following information from the cable modem label:

- Model number, which is CM1150V
- Serial number
- MAC address
- MTA MAC address

8. Activate your Internet service:

- a. Close all web browsers.
- b. 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 [xfinity.com/activate](https://xfinity.com/activate).

- c. Provide your Xfinity credentials and complete the self-activation process.

This process might take up to 10 minutes, during which the cable modem reboots twice.

If you're unable to activate your Xfinity Internet service using the self-activation page, call Xfinity customer service at 1-800-XFINITY (1-800-934-6489).

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June 2020



201-27193-01