

Activate Your Internet Service

You must set up your cable modem before activating your Internet service. For more information, see [Set Up the Hardware](#) on the other side of this quick start guide.

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

- Personal information associated with your Xfinity account (you need one of the following):
 - Mobile phone number
 - Xfinity user name and password
- Xfinity account number
- Cable modem model number, which is CM1150V
- Cable modem serial number
- Cable modem MAC address
- Cable modem MTA MAC address

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

To activate your Xfinity Internet service:

1. Close all web browsers.
2. 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.
3. 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).

Connect a Router

After you set up your cable modem and activate your Internet service, 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.
2. Wait for the Online LED  to stop blinking and light solid green.
3. Use an Ethernet cable to connect Ethernet port 1 on the cable modem to the WAN or Internet port on the router.
4. Power on the router.
5. Wait until the router is ready.
6. Connect a computer to the router.

For more information about how to set up your router, see the documentation that came with your router.

NETGEAR®

Quick Start

Voice Cable Modem Model CM1150V

Package Contents



Cable modem



Phone cable



Ethernet cable



Power adapter



Note: Your cable modem comes with plugs that cover Ethernet ports 2, 3 and 4. For more information about Ethernet ports 2, 3, and 4, visit netgear.com/support/product/CM1150V.

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 modem into the same outlet.

3. 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.

4. (Optional) Connect a phone.

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.

5. 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 complete, the Power LED  lights green.

If the Power LED does not light, make sure that the **Power On/Off** button is in the On position.

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

This process might take up to 10 minutes.

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

7. Connect a computer to the cable modem.

Use an Ethernet cable to connect a computer to Ethernet port 1 on the cable modem.

8. Activate your Internet service.

For information about how to activate your Internet service, see [Activate Your Internet Service](#) on the other side of this quick start guide.

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 a Router](#) on the other side of this quick start guide.

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.

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

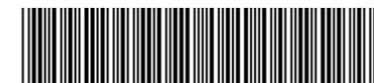
Customer-owned cable modems might not be compatible with certain cable networks. Check with your cable Internet provider to confirm that this NETGEAR cable modem is allowed on your cable network.

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

Note: You can purchase an uninterrupted power supply, sold separately, for continued service during power outages. To view a list of compatible uninterrupted power supplies, visit the NETGEAR cable products web page.

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