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> NETGEAR CM1000 Ultra-High Speed Cable Modem Instruction Manual

## NETGEAR CM1000-1AZNAS

# NETGEAR CM1000 Ultra-High Speed Cable Modem Instruction Manual

Model: CM1000-1AZNAS

Brand: NETGEAR

## INTRODUCTION

The NETGEAR CM1000 Ultra-High Speed Cable Modem is designed to provide a high-speed internet connection, supporting speeds up to 1 Gbps. It is the first DOCSIS 3.1 CableLabs Certified cable modem, offering significantly faster performance than DOCSIS 3.0. This modem is compatible with both DOCSIS 3.0 and DOCSIS 3.1 cable internet service providers, making it suitable for current and future internet plans. It supports ultra HD video streaming over IP with 2x2 OFDM or 32x8 channel bonding, ensuring fast download speeds even during peak usage. Owning this modem can help eliminate monthly equipment rental fees from your internet service provider.

## PACKAGE CONTENTS

Verify that your package contains the following items:

- NETGEAR CM1000 Cable Modem
- Ethernet Cable
- Power Adapter
- Quick Start Guide (or similar documentation)

## SETUP

### Physical Connection

Follow these steps to connect your NETGEAR CM1000 cable modem:

1. Connect the coaxial cable from your cable wall outlet to the Cable port on the modem. Ensure the connection is secure.
2. Connect the Ethernet cable from the LAN port on the modem to the WAN or Internet port on your WiFi router. If you

are connecting directly to a computer, connect the Ethernet cable from the modem's LAN port to the Ethernet port on your computer.

3. Connect the power adapter to the modem's Power port and then plug it into an electrical outlet.
4. Press the Power On/Off button if present, or wait for the modem to power on automatically.

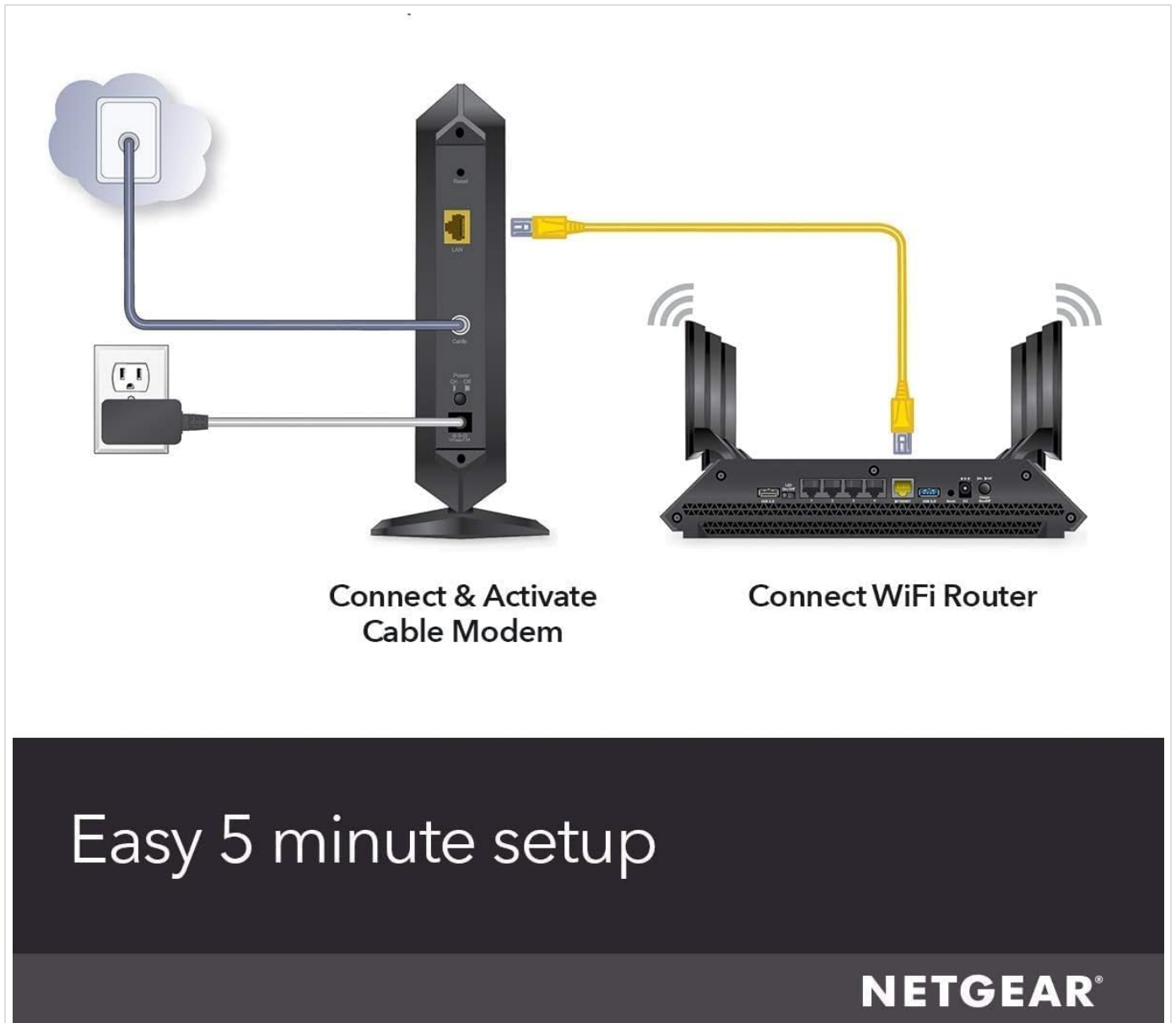


Figure 1: Connection diagram for the NETGEAR CM1000 cable modem, illustrating connections to the coaxial cable, power adapter, and a separate WiFi router.

### Modem Activation

After physically connecting the modem, you will need to activate it with your internet service provider (ISP). The activation process typically involves providing your modem's MAC address to your ISP. This address is usually found on a label on the bottom or back of the modem.

1. Allow the modem to fully boot up. This may take several minutes. Observe the LED indicators for status (refer to the Operating section).
2. Contact your ISP (e.g., Xfinity, Cox, Spectrum) via their activation website or phone number.
3. Provide the MAC address (Media Access Control address) of your NETGEAR CM1000 modem when prompted. This unique identifier allows your ISP to register the modem on their network.
4. Follow any additional instructions provided by your ISP to complete the activation. This may include restarting your modem and router.

### LED Indicators

The front panel of the NETGEAR CM1000 features several LED indicators that provide information about the modem's status. Understanding these lights can help in troubleshooting and verifying proper operation.



Figure 2: Front view of the NETGEAR CM1000 modem, highlighting the status indicator lights.

### LED Status Indicators

LED Name	Status	Description
Power	Solid Green	Modem is powered on.
Downstream (DS)	Solid Green	One or more downstream channels are locked.
Upstream (US)	Solid Green	One or more upstream channels are locked.
Internet	Solid Green	Modem is online and connected to the internet.
LAN	Solid Green	Ethernet connection to a device (router/computer) is active.
Any LED Blinking	Blinking	Indicates activity or attempting to establish a connection.

### Compatibility

The NETGEAR CM1000 is designed for broad compatibility with major cable internet providers. It supports DOCSIS 3.1 and is backward compatible with DOCSIS 3.0, ensuring it works with a wide range of service plans.

- **Compatible Providers:** Currently certified with Spectrum and Cox (up to 1Gbps), and Xfinity (up to 800Mbps).
- **Not Compatible With:** Verizon, AT&T, CenturyLink, DSL providers, DirectTV, DISH, and any bundled voice service.



**COX**  
up to 1Gbps

**Spectrum**  
up to 1Gbps

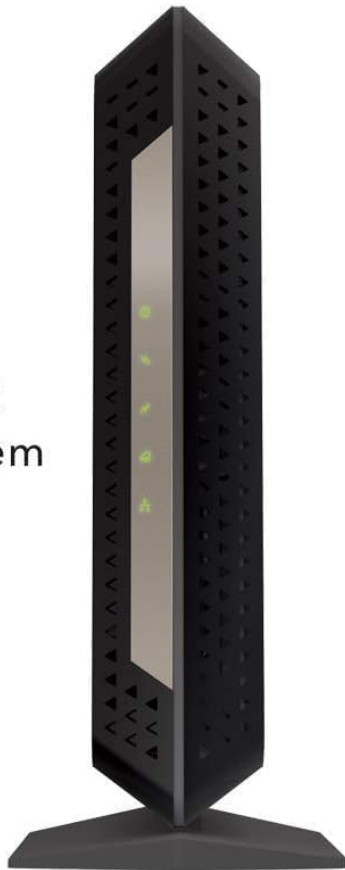
**xfinity**  
up to 800Mbps

Works with all Major Cable  
Internet Providers

**NETGEAR**<sup>®</sup>

Figure 3: The NETGEAR CM1000 is certified compatible with major cable internet providers such as Cox, Spectrum, and Xfinity.

NETGEAR  
Cable Modem



WiFi Router  
(sold separately)

Works with any WiFi router

NETGEAR®

Figure 4: The NETGEAR CM1000 functions as a cable modem and requires a separate WiFi router to provide wireless internet access.

## MAINTENANCE

To ensure optimal performance and longevity of your NETGEAR CM1000 cable modem, consider the following maintenance tips:

- **Placement:** Place the modem in a well-ventilated area, away from direct sunlight, heat sources, and obstructions that could block airflow.
- **Cleaning:** Periodically clean the modem's exterior with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- **Restarting:** If you experience internet connectivity issues, try restarting your modem by unplugging the power adapter for 10-15 seconds and then plugging it back in. Allow a few minutes for it to reconnect.
- **Firmware Updates:** Modem firmware updates are typically managed by your internet service provider. Ensure your ISP keeps your modem's firmware up-to-date for best performance and security.

## TROUBLESHOOTING

If you encounter issues with your NETGEAR CM1000 cable modem, refer to the following common troubleshooting steps:

- **No Internet Connection:**

- Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
- Verify that all modem LEDs are solid green (Power, DS, US, Internet, LAN). If not, refer to the LED Status Indicators table.
- Restart the modem by unplugging it for 10-15 seconds and plugging it back in.
- Ensure your modem has been properly activated with your ISP. Contact your ISP if you suspect activation issues.

- **Slow Internet Speed:**

- Confirm your internet plan speed with your ISP.
- Ensure your router (if used) is capable of supporting the speeds provided by the CM1000.
- Temporarily connect a computer directly to the modem's LAN port with an Ethernet cable and test the speed to rule out router or WiFi issues.
- Check for excessive network activity from other devices on your network.

- **Modem LEDs Not Lighting Up:**

- Ensure the power adapter is securely connected to both the modem and a working electrical outlet.
- Try a different electrical outlet.
- If the Power LED does not light up, the modem may require service.

- **Resetting the Modem:**

If issues persist, you may perform a factory reset. This will revert all settings to their default values. Use a paperclip or similar pointed object to press and hold the Reset button (usually located in a small pinhole on the back) for about 10-15 seconds until the modem restarts.

## SPECIFICATIONS

### NETGEAR CM1000 Cable Modem Specifications

Feature	Detail
Brand	NETGEAR
Model Number	CM1000-100NAS
DOCSIS Standard	DOCSIS 3.1 (Backward compatible with DOCSIS 3.0)
Channel Bonding	32x8 SC-QAM / 2x2 OFDM
Max Download Speed	Up to 1 Gbps (dependent on ISP plan)
Ethernet Ports	1 Gigabit Ethernet port
Dimensions (LxWxH)	7.24 x 4.53 x 10.24 inches
Item Weight	2.55 pounds
Color	Black
Compatible ISPs	Xfinity, Cox, Spectrum (check with your specific provider for full compatibility)

## WARRANTY AND SUPPORT

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This product is sold as a renewed item and typically comes with a limited warranty or return policy. For specific details regarding your purchase, please refer to the seller's return policy or the Amazon Renewed program terms. The product is eligible for a 90-day return/replacement policy from the buybox winner.

For technical support, product registration, or further assistance, please visit the official NETGEAR support website or contact your internet service provider for network-related issues.

- **NETGEAR Support:** [www.netgear.com/support](http://www.netgear.com/support)
- **ISP Support:** Contact your specific internet service provider (e.g., Xfinity, Cox, Spectrum) for activation or service-related inquiries.