



NETGEAR CM2000 Nighthawk Multi-Gig Cable Modem user manual

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NETGEAR CM2000 Nighthawk Multi-Gig Cable Modem

<p>—</p> <p>Modem Information</p> <p>DOCSIS 3.1 Cable Modem</p> <p>32x8 channel bonding</p>	<p>—</p> <p>Highest Service Level</p> <p>Gigablast</p>



<p>Front View</p>  <p>Click to enlarge.</p>	<p>After the modem is successfully registered on the network, the Power, Downstream, Upstream, and Internet indicators illuminate continuously to indicate that the modem is online and fully operational.</p>
<p>Back View</p>  <p>Click to enlarge.</p>	<p>The Netgear CM2000 has the following ports and buttons on the back of the modem.</p> <ul style="list-style-type: none"> • Reset – Restores the default factory settings. This button is recessed to prevent accidental resets of your modem. • Multi-Gig 2.5G/1G LAN – Connect a 2.5 Gbps Ethernet cable using this port. • Cable – Connect a coaxial cable line using this port. • DC – Connect the power cable using this port.

<p>MAC Address</p>  <p>Click to enlarge.</p>	<p>MAC addresses are written as 12 digits containing both letters and numbers (0-9, A-F). A MAC address is unique. The first six characters of the MAC address are unique to the manufacturer of the device.</p>
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Troubleshooting

The lights indicate the current status of the modem. To troubleshoot any connection problems, use the table below.

LED Light	Status	Problem
Power	Off	No power. Verify all cable connections and reset the modem.
	Solid White	None. The modem is receiving power and functioning normally.
	Solid Red	The modem is too warm and may overheat. Disconnect the power adapter and allow the modem to cool down for a few minutes. Once the modem has cooled, ensure it is placed in a vertical position and in a location with good ventilation before reconnecting the adapter.
Downstream	Off	The downstream channel is inactive. Verify all cable connections and reset the modem.
	Solid Ambassador	None. A connection from the computer to the internet is established on one channel.
	Blinking White	The modem is scanning for downstream channel. Verify all cable connections and try resetting the modem if the LED indicator continues to blink.
	Solid White	None. A connection from the computer to the internet is established on more than one channel.
Upstream	Off	The upstream channel is inactive. Verify all cable connections and reset the modem.
	Solid Ambassador	None. A connection from the internet to the computer is established on one channel.
Up		

str ea m	Blin kin g Whi te	The modem is scanning for an upstream channel. Verify all cable connections and try resetting the modem if the LED indicator continues to blink.
	Soli d Whi te	None. A connection from the internet to the computer is established on more than one channel.
Int ern et	Off	The modem is offline. Verify all cable connections and reset the modem.
	Soli d Whi te	None. The modem is online and operational.
	Blin kin g Whi te	The modem is synchronizing. Verify all cable connections and try resetting the modem if the LED indicator continues to blink.
Mu lti Gi g	Off	A device is not connected to this port.
	Soli d	None. A device is powered on and connected to the port.
	Blin kin g	None. The port is processing traffic.

Manufacturer Resources

- [CM2000_UserManual](#) [PDF]
- [CM2000_DataSheet](#) [PDF]