

### CMD31T Cable Modem

Visit <http://www.netgear.com/CMD31T> for information about connecting your device with your cable operator.

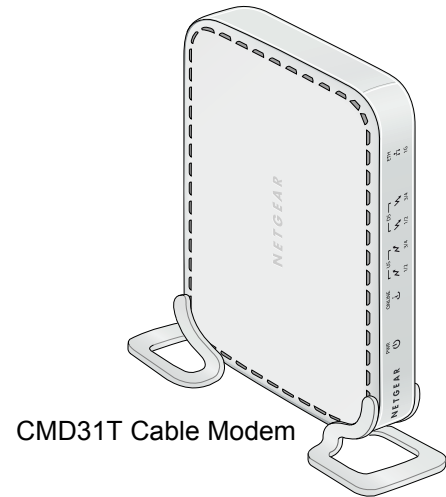
MAC address:

Serial number:

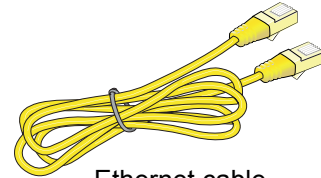
**Note:** The MAC address and serial number can also be found in the product label on the bottom of the unit.

## Part 1: Unpack the Shipping Carton

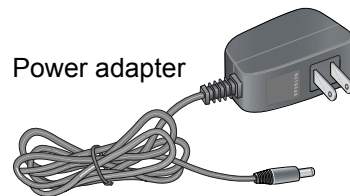
Verify that all items are present.



CMD31T Cable Modem



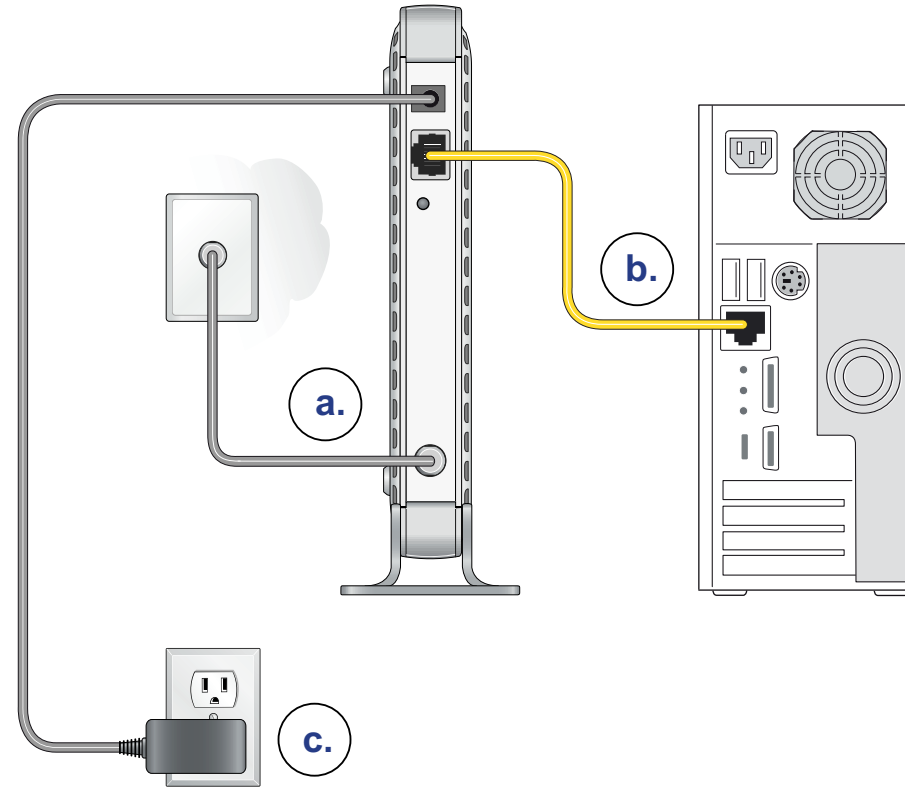
Ethernet cable



Power adapter

## Part 2: Install the Cable Modem

1. Complete the connections as shown in the connections diagram.



a. Connect the coaxial cable to the NETGEAR CMD31T Cable Modem.



b. Use the Ethernet cable to connect your laptop or PC to the NETGEAR CMD31T Cable Modem.

c. Connect the power adapter.

2. Power on your computer.

**Note:** It takes at least 15 minutes for your NETGEAR CMD31T Cable Modem to come online on the network.

3. Wait until the cable modem status shows online. After the modem registers with your cable Internet service provider, the following LEDs should be lit:

-  Power LED: Solid green
-  Online LED: Solid green

If the Power LED is not solid green, check your power adaptor connections.

## Part 3: Contact Your Cable Operator

1. Call your cable operator and tell the customer service person that you are installing a new cable modem that you have bought from a retail store.






Cable Service Provider Contact Information	
Cablevision: <a href="http://www.cablevision.com">www.cablevision.com</a>	Comcast: 1-800-COMCAST (1-800-266-2278)
Charter: 1-888-438-2427	

**Note:** The contact number can also be found in your monthly broadband billing statement.

- When asked, provide the cable modem's serial number and MAC address listed on the front page of this installation guide.
- Wait for the customer service operator to confirm that your device is active.
  - If you do not have Internet connection with the new NETGEAR cable modem, then you should ask the customer service agent to verify whether he or she can see your cable modem online.
  - If not, then the customer service agent should help you with instructions to verify why the cable modem will not connect with your high speed Internet service.
  - If the customer service agent can confirm that your cable modem is visible as online to the agent, then you should reboot your PC or laptop or home gateway that is connected to your cable modem. Try checking your online status again.

You are now able to enjoy your Internet service with the NETGEAR CMD31T Cable Modem.

## LEDs

 <p><b>Power</b></p>	<ul style="list-style-type: none"> <li>• <b>Solid green:</b> Power is on.</li> <li>• <b>Off:</b> Power is off.</li> </ul>
 <p><b>Online (Cable Link)</b></p>	<ul style="list-style-type: none"> <li>• <b>Green blinking:</b> The cable modem is on-line and processing traffic.</li> <li>• <b>Off:</b> The cable modem is off line.</li> </ul>
 <p><b>US (Upstream)</b></p>	<ul style="list-style-type: none"> <li>• <b>1/2 solid amber:</b> Upstream Channel 1 is in use.</li> <li>• <b>1/2 solid green:</b> Upstream Channels 1 and 2 are in use.</li> <li>• <b>3/4 solid amber:</b> Upstream Channels 1, 2, and 3 are in use.</li> <li>• <b>3/4 solid green:</b> Upstream Channels 1, 2, 3, and 4 are in use.</li> <li>• <b>Off:</b> No upstream channel is in use.</li> </ul>
 <p><b>DS (Downstream)</b></p>	<ul style="list-style-type: none"> <li>• <b>1/2 solid amber:</b> Downstream Channel 1 is in use.</li> <li>• <b>1/2 solid green:</b> Downstream Channels 1 and 2 are in use.</li> <li>• <b>3/4 solid amber:</b> Downstream Channels 1, 2, and 3 are in use.</li> <li>• <b>3/4 solid green:</b> Downstream Channels 1, 2, 3, and 4 are in use.</li> <li>• <b>Off:</b> No downstream channel is in use.</li> </ul>
 <p><b>Ethernet</b></p>	<ul style="list-style-type: none"> <li>• <b>Solid green:</b> A 1 Gbps device is connected and detected on the Ethernet port.</li> <li>• <b>Solid Amber:</b> A 100 Mbps device is connected and detected on the Ethernet port.</li> <li>• <b>Solid Red:</b> A 10 Mbps device is connected and detected on the Ethernet port.</li> <li>• <b>Blinking:</b> There is data traffic on the Ethernet port.</li> <li>• <b>Off:</b> No device is detected on the Ethernet port.</li> </ul>

## Troubleshooting

No LEDs are lit on the cable modem	<p>The cable modem has no power. Make sure that:</p> <ul style="list-style-type: none"> <li>• The power adapter is correctly connected to the cable modem.</li> <li>• The power adapter is correctly connected to a functioning power outlet. If it is to a power strip, make sure the power strip is turned on.</li> <li>• You are using the correct power adapter.</li> </ul>
Online LED does not light up	<p>There is a hardware connection problem, or you do not have cable service. Do the following:</p> <ul style="list-style-type: none"> <li>• Make sure the cable connector is securely plugged in at the cable modem.</li> <li>• Turn the power to the cable modem off and on.</li> <li>• You might not have active cable service yet. Contact your provider to verify activation.</li> </ul>
Ethernet LED does not light up even though a device is attached	<p>There is a hardware connection problem. Do the following:</p> <ul style="list-style-type: none"> <li>• Make sure the cable connector is securely plugged in to the cable modem and the computer.</li> <li>• If you are not using the cable included with the cable modem, check that the Ethernet cable is a straight-through patch cable.</li> </ul>
You cannot connect to the Internet	<p>It can take up to 15 minutes to establish a connection the first time you power on your cable modem. Always leave your cable modem plugged in to AC power and connected to the cable system. Do the following:</p> <ul style="list-style-type: none"> <li>• Check your cable connections. Connectors should be finger tight.</li> <li>• Make sure that you have powered up in the following sequence: <ul style="list-style-type: none"> <li>- Turn on your cable modem first, and wait until the LEDs stop flashing.</li> <li>- If your computer is connected to the cable modem, turn on the computer.</li> </ul> </li> <li>• If you have a home network, check the TCP/IP configuration. <ul style="list-style-type: none"> <li>- For Windows, the network properties should be set to obtain an IP address automatically.</li> <li>- For Macintosh computers, the TCP/IP (or Network) control panel should be set to Using DHCP Server.</li> </ul> </li> </ul>

## Technical Support

Thank you for selecting NETGEAR products.

After installing your device, locate the serial number on the label of your product and use it to register your product at [www.netgear.com/register](http://www.netgear.com/register). Registration is required before you can use the telephone support service. Registration through the NETGEAR website is strongly recommended.

Go to [support.netgear.com](http://support.netgear.com) for product updates and web support. NETGEAR technical support: 1-888-638-4327, for US and Canada only.

For complete DoC please visit the NETGEAR EU Declarations of Conformity website at: [support.netgear.com/app/answers/detail/a\\_id/11621/](http://support.netgear.com/app/answers/detail/a_id/11621/).

For GNU General Public License (GPL) related information, go to [support.netgear.com/app/answers/detail/a\\_id/2649](http://support.netgear.com/app/answers/detail/a_id/2649).

### WARNING!!

DO *not* stack equipment, or place equipment in tight spaces or in drawers. Be sure your equipment is surrounded by at least 2 inches of air space.



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This symbol was placed in accordance with the European Union Directive 2002/96 on the Waste Electrical and Electronic Equipment (the WEEE Directive). If disposed of within the European Union, this product should be treated and recycled in accordance with the laws of your jurisdiction implementing the WEEE Directive.

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