LED	Description
Power ⏻	• **Solid white**. The modem router is receiving power and is functioning normally. • **Off**. The modem router is not receiving power. • **Solid red**. The modem router is too warm and might overheat.
Downstream ⤵	• **Solid amber**. One downstream channel is locked. • **Solid white**. Two or more downstream channels are locked. • **Blinking white**. The modem router is scanning for a downstream channel. • **Off**. No downstream channel is locked
Upstream ⤴	• **Solid amber**. One upstream channel is locked. • **Solid white**. Two or more upstream channels are locked. • **Blinking white**. The modem router is scanning for a upstream channel. • **Off**. No upstream channel is locked.
Online	• **Solid white**. The modem router is online. • **Blinking white**. The modem router is synchronizing with the cable provider's cable modem termination system (CMTS). • **Off**. The modem router is offline.
2.4 GHz radio **2.4 GHz**	• **Solid white**. The 2.4 GHz WiFi radio is operating. • **Blinking white**. The modem router is sending or receiving WiFi traffic. • **Off**. The 2.4 GHz WiFi radio is off
5 GHz radio **5 GHz**	• **Solid white**. The 5 GHz WiFi radio is operating. • **Blinking white**. The modem router is sending or receiving WiFi traffic. • **Off**. The 5 GHz WiFi radio is off.
LAN 1-4 **1 2 3 4**	The LED color indicates the connection speed: white for Gigabit Ethernet and amber for 100 Mbps or 10 Mbps Ethernet. • **Solid**. A powered-on device is connected to the port. • **Blinking**. The port is sending or receiving traffic. • **Off**. No device is connected to this port.
USB	• **Solid white**. A USB device is connected and ready. • **Blinking white**. A USB device is plugged in and trying to connect. • **Off**. No USB device is connected
WiFi On/Off button ((•))	Pressing this button for two seconds turns the WiFi radios on and off. If this LED is lit, the WiFi radios are on. If this LED is off, the WiFi radios are turned off and you cannot use WiFi to connect to the modem router.
WPS button	This button lets you use WPS to join the WiFi network without typing the WiFi password. The WPS LED blinks during this process and then lights solid.

LED	Description
LED On/Off button ☀	Pressing this button for two seconds turns the LEDs on and off.

Support and Community

Visit *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*.

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 modem router, contact NETGEAR at 1-866-874-8924.

The following table lists support contact information for cable Internet providers that support your modem router.

Cable Internet Provider	Support Contact Information
Cox	*https://www.cox.com/residential/support/home.html* *https://www.cox.com/activate* 1-888-556-1193
Mediacom	*https://support.mediacomcable.com* 1-855-Mediacom (1-855-633-4226)
Optimum	*https://www.optimum.net/support/contact-us* *https://install.optimum.com/JointInstall* 1-877-810-6750
Sparklight	*https://support.sparklight.com* 1-877-692-2253
Spectrum	*https://www.spectrum.net/contact-us* *https://activate.spectrum.net* 1-833-267-6094
Xfinity	*https://www.xfinity.com/support/articles/activate-purchased-modem* *http://xfinity.com/activate* 1-800-XFINITY (1-800-934-6489)

NETGEAR®

Quick Start

NIGHTHAWK®
AC2400 WiFi Cable Modem Router
Model CAX25

## Download the Nighthawk app to get started

Download on the **App Store**

GET IT ON **Google Play**

For more information about the Nighthawk app, visit *Nighthawk-app.com*. Set up your modem router and activate your Internet service with the Nighthawk app.

If you don't want to use the Nighthawk app, set up your modem router using the instructions in *Set up and activate using the modem router web interface*.

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*.
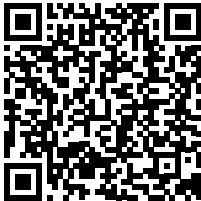
Package contents
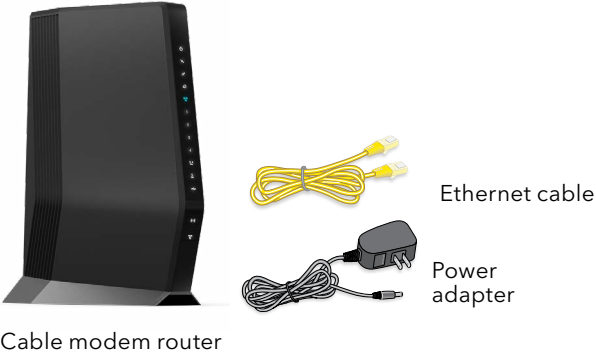
Cable modem router

A sticker on your modem router displays the preset WiFi network name, password, and QR code.

Your Preset Wireless Settings
WiFi Network Name (SSID):

Network Key (Password):

Ethernet cable

Power adapter

Set up and activate using the modem router web interface

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 modem router into the same outlet.

2. Connect a coaxial cable.

   Use a coaxial cable to connect the cable port on the modem router 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.

Coaxial cable   Power adapter

FOR POSITION ONLY
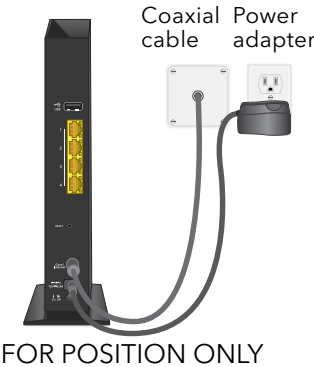
3. Connect the power adapter.

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

4. Wait for the Online LED to light solid white.

   This process might take up to 10 minutes. When the cable modem comes online, the Online LED stops blinking and lights solid white for at least a minute.

   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 modem router 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.

5. Connect your computer or mobile device to the modem router with WiFi or Ethernet.

FOR POSITION ONLY

   - **WiFi**. Use the WiFi network name (SSID) and password on the product label to connect.
   - **Ethernet**. The computer must have an Ethernet port. Connect an Ethernet cable to an Ethernet port on the modem router and the Ethernet port on your computer.

6. Collect the following information:
   - Your cable Internet provider (ISP) account information
   - Cable modem model number, which is CAX25
   - Cable modem serial number
   - Cable modem MAC address

7. Activate your Internet service:

   The following table lists the activation contact information for cable Internet providers that support your modem router.

Cable Internet Provider	Activation Contact
Cox	1-888-556-1193
Mediacom	1-855-Mediacom (1-855-633-4226)
Optimum	1-877-810-6750
Sparklight	1-877-692-2253
Spectrum	1-833-267-6094
Xfinity	Visit *https://register.xfinity.com/* and follow the prompts to activate

   Your ISP's contact information might change. You can also find the contact information in your monthly Internet service billing statement.

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.

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.

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July 2020