



Quick Start Guide Model CBK40



Set Up and Activate Using the NETGEAR Orbi App

Set up your Orbi cable modem router and satellite and activate your Internet service with the NETGEAR Orbi app.

If you do not want to use the NETGEAR Orbi app, set up your cable modem router and satellite using the instructions in [Set Up Using the Orbi Cable Modem Router Web Interface](#), and activate your Internet service using the instructions in [Activate Your Internet Service](#).

1. Scan a QR code or search for NETGEAR Orbi in the Apple App Store or Google Play Store.
2. Download and launch the NETGEAR Orbi app on your mobile device and follow the prompts.



Set Up Using the Orbi Cable Modem Router Web Interface



Orbi cable modem router

Orbi satellite

1. Collect your Internet service provider (ISP) account information.

Collect your ISP 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 router into the same outlet.

3. Connect a coaxial cable.

Use a coaxial cable to connect the coaxial cable connector on the cable modem router to the cable wall outlet.

4. Connect the power adapter.

Connect the power adapter to cable modem router and plug the power adapter into an electrical outlet.

The startup procedure takes about one minute. When it is complete, the Power LED lights solid blue.

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

5. Wait for the Online LED to light solid blue.

This process might take up to 10 minutes.

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

6. Connect your computer or mobile device to the Orbi cable modem router with Ethernet or WiFi:

- **Ethernet.** Use an Ethernet cable to connect a computer to an Ethernet port on the cable modem router.
- **WiFi.** Use the WiFi network name (SSID) and password on the cable modem router label to connect.

7. Launch a web browser and set up your cable modem router.

You are automatically redirected to the cable modem router web interface. If you're not redirected, enter **orbilogin.com** or **192.168.1.1** in the address field of the web browser.

Follow the prompts. You are asked to do the following:

- Agree to the Terms and Conditions
- Place and sync your satellite

For more information about the satellite ring LED colors during the sync process, see [Satellite Ring LED Sync Colors](#).

- Change your router's admin credentials and set up security questions
- Set up your WiFi network name and password

8. Make sure that you can log in to the cable modem router web interface after the setup.

In a new web browser window, enter **orbilogin.com** or **192.168.1.1** and then enter the cable modem router admin user name and password.

If the BASIC Home page displays, you are ready to activate your Internet service.

9. Activate your Internet service.

For information about how to activate your Internet service, see [Activate Your Internet Service](#).

Satellite Ring LED Sync Colors

After the satellite's ring LED lights white while the satellite attempts to sync with the cable modem router. Then the ring LED lights one of the following colors for about three minutes and then turns off:

- **Blue.** The cable modem router and satellite successfully synced, and the connection between the cable modem router and satellite is good.
- **Amber.** The cable modem router and satellite successfully synced, and the connection between the cable modem router and satellite is fair. Consider moving the satellite closer to the cable modem router.
- **Magenta.** The cable modem router and satellite failed to sync. Move the satellite closer to the cable modem router and try again.

Note: If the ring LED still lights magenta after about one minute, press the **Sync** button on the cable modem router and on the satellite. If the satellite syncs with the cable modem router, the satellite's ring LED lights white. The ring LED then lights blue to indicate a good connection and then turns off.

Activate Your Internet Service

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

- Your ISP account information
- Cable modem router model number, which is CBR40
- Cable modem router serial number
- Cable modem router MAC address

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

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

ISP	Contact Information
CableOne	http://www.cableone.net/ 1-877-MY-CABLE (1-877-692-2253)
Cox	https://www.cox.com/activate 1-800-234-3993
Mediacom	https://maestro.mediacomcc.com/walledgarden/page/login.jsp 1-855-Mediacom (1-855-633-4226)
Optimum	https://install.optimum.com/JointInstall/ 1-877-810-6750
Spectrum	https://activate.spectrum.net/ 1-833-267-6094
Xfinity	https://xfinity.com/activate https://www.xfinity.com/support/internet/activate-purchased-modem/ 1-800-XFINITY (1-800-934-6489)

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

1. Visit your ISP's website and follow the onscreen instructions to activate your Internet service.
2. To determine the accurate Internet speed, visit your ISP's speed test website and perform a speed test.



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Support

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.

Customer-owned cable modem routers might not be compatible with certain Internet service providers (ISPs). Check with your ISP to confirm that this NETGEAR cable modem router is allowed on your ISP's network.

If you are experiencing trouble installing your NETGEAR product, contact NETGEAR at 1-866-874-8924.

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

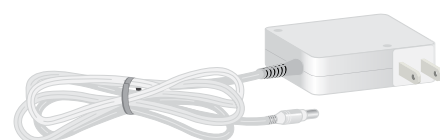
See the regulatory compliance document before connecting the power supply.

Package Contents

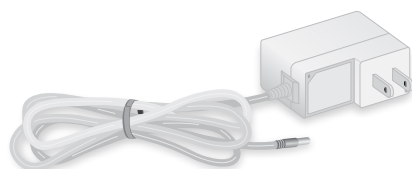


Orbi Cable Modem Router (Model CBR40)

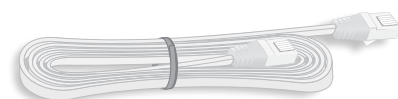
Orbi Satellite (Model RBS20)



Power adapter for CBR40

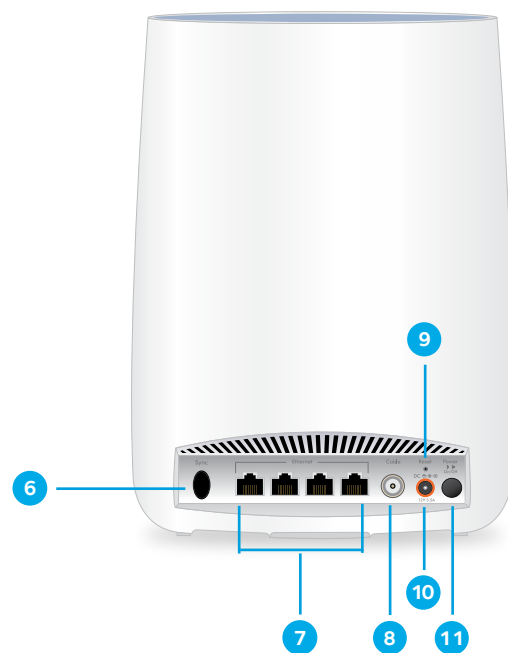


Power adapter for RBS20



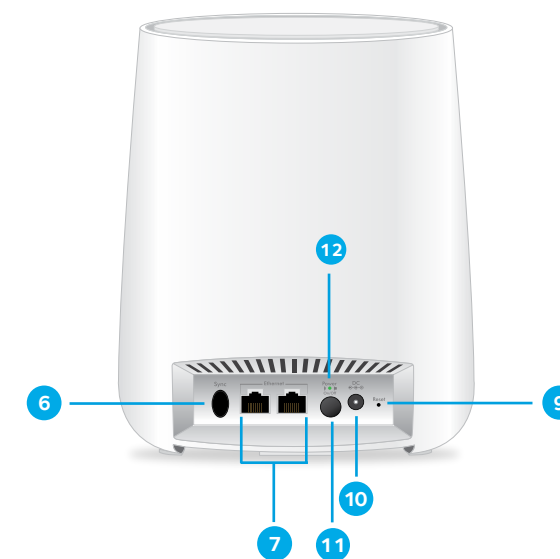
Ethernet cable

Orbi Cable Modem Router Overview



- 1 Ring LED (not shown in image)
- 2 Power LED
- 3 Downstream LED
- 4 Upstream LED
- 5 Online LED

Orbi Satellite Overview



- 6 Sync button (also used for WPS connection)
- 7 Ethernet ports
- 8 Coaxial cable connector (the satellite does not include a coaxial cable connector)
- 9 Reset button
- 10 DC power connector
- 11 Power On/Off button
- 12 Power LED

Orbi Cable Modem Router LEDs



Power 	<ul style="list-style-type: none"> •Solid blue. The cable modem router is receiving power and is functioning normally. •Off. The cable modem router is not receiving power. •Solid red. The cable modem router is too warm and might overheat.
Downstream 	<ul style="list-style-type: none"> •Solid amber. One downstream channel is locked. •Solid blue. Two or more downstream channels are locked. •Blinking blue. The cable modem router is scanning for a downstream channel. •Off. No downstream channel is locked.
Upstream 	<ul style="list-style-type: none"> •Solid amber. One upstream channel is locked. •Solid blue. Two or more upstream channels are locked. •Blinking blue. The cable modem router is scanning for an upstream channel. •Off. No upstream channel is locked.
Online 	<ul style="list-style-type: none"> •Solid blue. The cable modem router is online. •Blinking blue. The cable modem router is synchronizing with the cable provider's cable modem termination system (CMTS). •Off. The cable modem router is offline. <p><i>Note:</i> If the Downstream and Upstream LEDs blink blue after the Online LED lights solid blue, the downstream and upstream channels are in partial service.</p>

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