

Fast. Easy. Setup!

CM-32_AC2600 Quick Start Guide

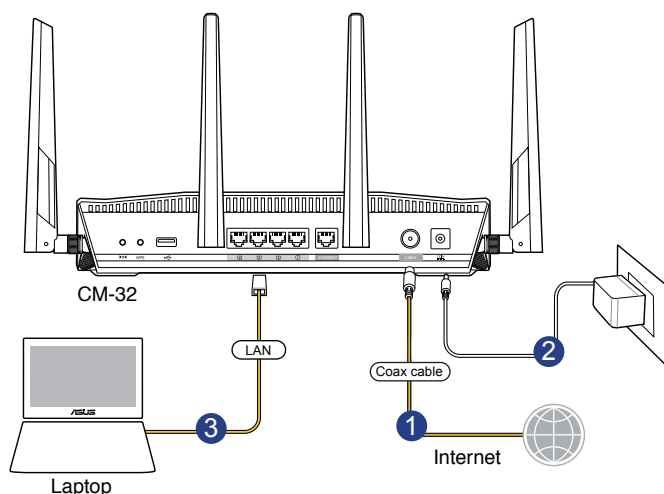
ASUS[®]
IN SEARCH OF INCREDIBLE

Before you start to set up, do the following:

1. Turn off and unplug all existing routers and modems.
2. Turn off the computer that will be used to activate the device.
3. Prepare the cable service account phone number and account number.

1. Prepare your CM-32_AC2600

- 1 Use the coaxial cable provided by your cable service provider to connect the cable port on the CM-32_AC2600 to the cable wall outlet or a line splitter. Make sure the coax cable is properly tightened.
- 2 Insert the power adapter to the DCIN port and plug it to the power outlet.
- 3 Connect the CM-32_AC2600 and your computer by the network cable provided (to minimize activation issues, use wired connection instead of wireless).



4. It might take 2 to 3 minutes to boot up. When the 2.4G and 5G LED light white, the hardware is ready for setup.



Note

1. To protect your network, launch web browser, navigate to <http://router.asus.com>, enter the default login name and password – both are “admin” – and follow the instructions to change login name and password.
2. Do not connect any device to the “Ethernet WAN” port when using CM-32_AC2600 as a cable modem router.
3. Attach the four antennas to your CM-32_AC2600 for the best Wi-Fi performance.

2. Activate your Internet service

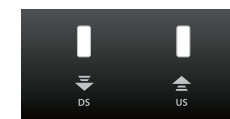
1. Clear the web browser cache on the computer you use for activation.
2. Visit your cable Internet provider’s website and follow the onscreen instructions to activate your Internet service.

Charter	install.charter.com/
Comcast Xfinity	www.xfinity.com/activate
Cox	activation.cox.net/
Time Warner	www.timewarnercable.com/

Note

If page does not load, delete any default/existing DNS server settings on your computer, and then try accessing the activation page again.

3. When the cable connection succeed, the Downstream and Upstream LED light white.



Note

If the CM-32_AC2600 still does not connect to the Internet, see Troubleshooting.

3. Connect to the CM-32_AC2600's Wi-Fi network

Use your Wi-Fi device to search for the CM-32_AC2600's Wi-Fi network name (SSID). The SSID and password are on the product label on the bottom of the CM-32_AC2600.



Activation Troubleshooting

1. Contact your cable Internet provider by phone, When asked, provide the following information:

Model name: CM-32_AC2600
Manufacturer: ASUS
Serial number & MAC address: see product label
2. If your CM-32_AC2600 is visible to your service provider but you still have no Internet connection, reboot the CM-32_AC2600 and check online status again.
3. If your CM-32_AC2600 is not visible to your Internet provider or your Internet provider cannot support troubleshooting:
 - 1) Launch web browser and navigate to <http://router.asus.com>
 - 2) Enter default login name “admin” and password “admin”
 - 3) Click “Skip Setup Wizard”
 - 4) Go to Cable > CM debug info, click Save to create a .txt log file
 - 5) Go to System log > General log, click Save to create another .txt file
 - 6) Send the two files to cm_feedback@asus.com, and we will reply to you as soon as possible