

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.

Contact Comcast XFINITY customer service at 1-800-XFINITY (1-800-934-6489) to activate your modem router.

If you are experiencing problems with your modem router, contact NETGEAR at 1-866-874-8924.

Trademarks

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Compliance

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

See the regulatory compliance document before connecting the power supply.

Quick Start

Nighthawk AC1900 WiFi Cable Modem Router for XFINITY Internet and Voice

Model C7100V

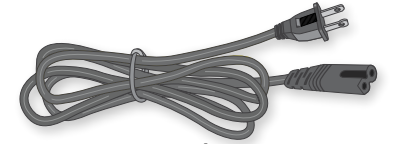


Package Contents

The box contains the following items.



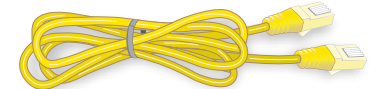
Modem router



Power cord



Phone cable



Ethernet cable



201-21030-06

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San Jose, CA 95134, USA

NETGEAR®

You can use this diagram to connect your modem router or follow the detailed instructions in this booklet.

1. Collect your Comcast Xfinity information.

Collect your Comcast Xfinity account number, account phone number, and login information (your email address or user name and password).

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 modem router into the same outlet.

3. (Optional) Install the battery.

If you purchased a backup battery for your modem router (sold separately), follow the instructions that came with the battery to install it.

4. Connect a coaxial cable.

Use the coaxial cable that is provided by Comcast Xfinity to connect the cable port on the modem router to a cable wall outlet.

Make sure that the cable is tightly connected.

5. Connect the power cord.

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

6. (Optional) Connect a phone.

If you use Xfinity Voice, connect your phone to the Tel 1 or Tel 2 port on the modem router with the phone cable.

7. Wait for the Online LED to light white.

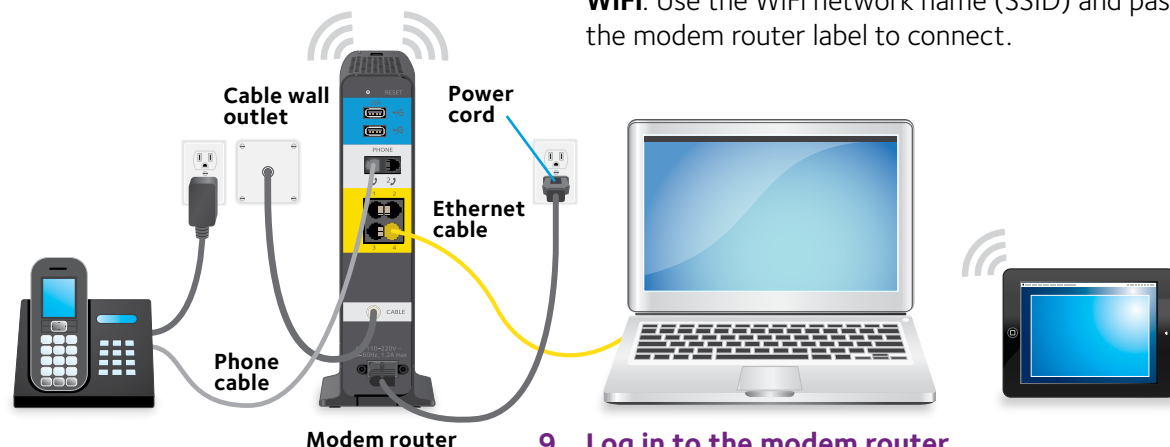
This process might take up to 10 minutes.

Note: When the Online LED lights, your modem router is not connected to the Internet yet. You must activate your modem router with your Internet service provider.

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

Ethernet. Use an Ethernet cable to connect a computer to the modem router.

WiFi. Use the WiFi network name (SSID) and password on the modem router label to connect.



9. Log in to the modem router.

Launch a web browser and enter **<http://routerlogin.net>** or **<http://192.168.0.1>** in the address field of the web browser.

When prompted to log in, enter **admin** for the user name and **password** for the password, change the admin password, and enter security questions and answers.

10. Call Comcast Xfinity to activate your modem router.

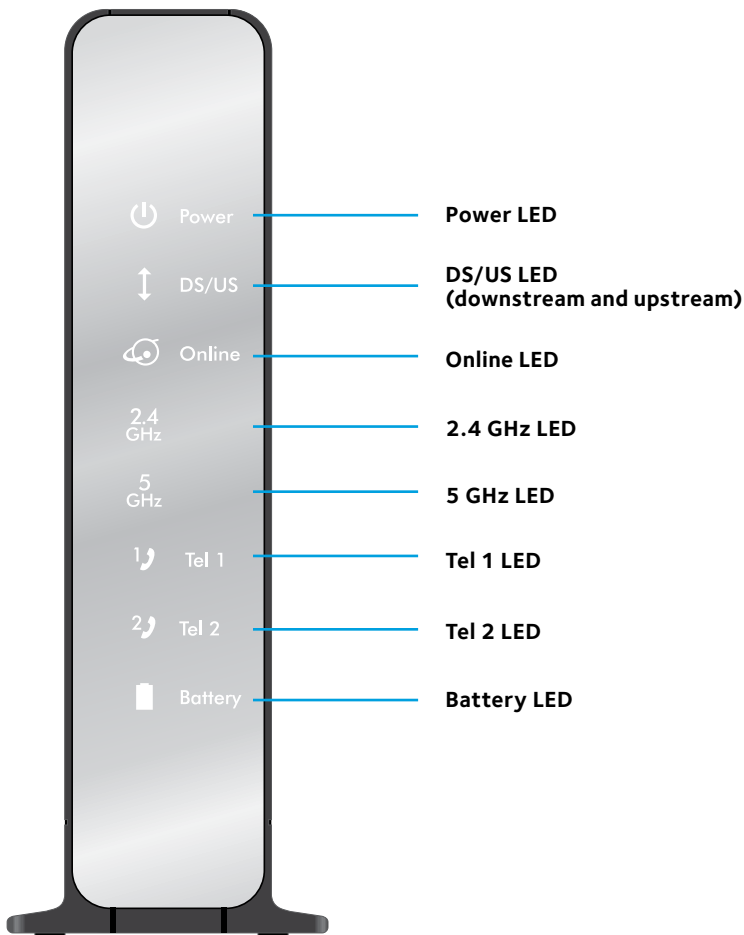
For information, see *Call Comcast Xfinity to Activate Your Modem Router* on page 6.

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LEDs

The LEDs on the front of the modem router light to indicate modem router activity:



Install Your Modem Router

Make sure that your Internet service is active before you install your modem router.

➤ To install your modem router:

1. Collect your cable Internet provider information.

Collect your cable account number, account phone number, and login information (your email address or user name and password).

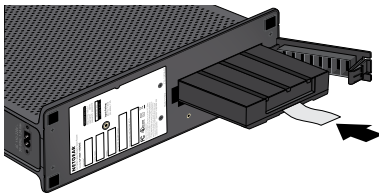
2. Turn off and disconnect existing modems and routers.

If you are replacing a modem that is currently connected in your home, unplug the modem and plug the new modem router into the same outlet.

3. (Optional) Install the battery.

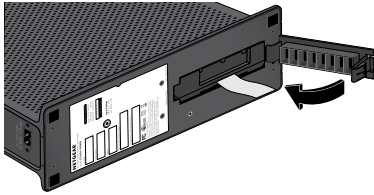
If you purchased a backup battery for your modem router (sold separately), install it:

- a. Make sure that the modem router is unplugged.
- b. Open the battery compartment door.
- c. Insert the battery into the modem router.



Do not attempt to remove the battery's plastic tab. The plastic tab allows you to easily remove the battery later if it must be replaced.

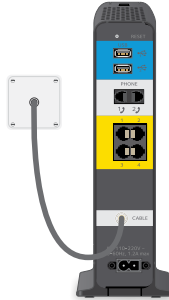
- d. Close the battery compartment door.



4. Connect a coaxial cable.

Use the coaxial cable that is provided by Comcast Xfinity to connect the cable port on the modem router to a cable wall outlet.

Make sure that the cable is tightly connected.

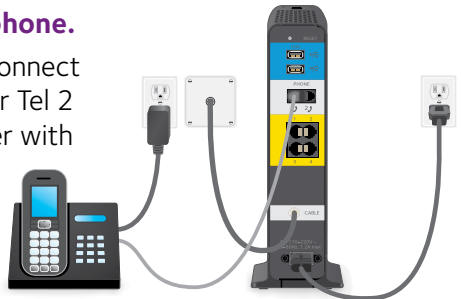


5. Connect the power cord.

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

6. (Optional) Connect a phone.

If you use Xfinity Voice, connect your phone to the Tel 1 or Tel 2 port on the modem router with the phone cable.



7. Wait for the Online LED to light white.

This process might take up to 10 minutes.

Note: When the Online LED lights, your modem router is not connected to the Internet yet. You must activate your modem router with your Internet service provider.

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

Ethernet. Use an Ethernet cable to connect a computer to the modem router.

WiFi. Use the WiFi network name (SSID) and password on the modem router label to connect.



9. To log in to the modem router, launch a web browser.

The modem router menu displays.

If you do not see the modem router menu, enter

http://routerlogin.net or **http://192.168.0.1** in the address field of the web browser.

When prompted to log in, do the following:

- Enter **admin** for the user name and **password** for the password.
- Change the admin password.
- Enter security questions and answers.

10. Call Comcast Xfinity to activate your modem router.

For more information, see *Call Comcast Xfinity to Activate Your Modem Router* on page 6.

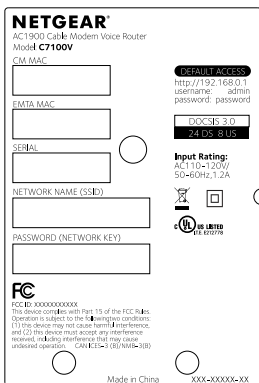
Call Comcast Xfinity to Activate Your Modem Router

Call Comcast Xfinity customer service at 1-800-XFINITY (1-800-934-6489) and do the following:

1. When asked, provide your account information and provide the modem router's model number, which is C7100V, and MAC address.
The MAC address is on the modem router label.
2. Wait for Comcast Xfinity to confirm that your modem router is active.
3. If you do not get an Internet connection with the modem router, ask Comcast Xfinity to look for your modem router online, and do one of the following depending on what Comcast Xfinity tells you about your modem router:
 - If the modem router is not visible, Comcast Xfinity can give you instructions to verify why the modem router does not connect with your high-speed Internet service.
 - If the modem router is visible to Comcast Xfinity, reboot the modem router. Check your online status again.

WiFi Network Name and Password

The preset WiFi network name (SSID) and password (network key) are unique to your modem router, like a serial number. Because the modem router automatically uses WiFi security, you don't need to set it up. The WiFi settings are on the modem router label.



We recommend that you use the preset WiFi settings because you can check the label if you forget them. You can log in to the modem router to change these settings.

You can write the WiFi settings from your modem router label in this space for easy reference.

WiFi network name (SSID): _____

Network key (password): _____

If you change the WiFi settings, write the new settings here for easy reference and store this booklet in a safe place.

WiFi network name (SSID): _____

Network key (password): _____


Join the WiFi Network

You can either use Wi-Fi Protected Setup (WPS) or select your WiFi network and type its password.

Join the WiFi Network Using WPS

For help with the **WPS** button on your WPS-enabled device, check the instructions or online help that came with that device. Some older equipment cannot use WPS.

➤ To join the network using WPS:

1. Press the **WPS** button  on the modem router for three to five seconds.

The WPS LED on the button blinks.

2. Within two minutes, on your WPS-enabled device, press its **WPS** button or click its onscreen **WPS** button.

The WPS LED lights solid white when the WPS-enabled device connects to your modem router.

3. Repeat this process to add other WPS-enabled devices.

Select Your WiFi Network and Enter Its Password

➤ To select your network and enter its password:

1. On your WiFi-enabled computer or mobile device, open the WiFi connection manager that manages your WiFi connections. The WiFi connection manager scans for WiFi networks in your area.
2. Find and select your modem router's WiFi network name (SSID). The SSID is on the modem router label.

3. Enter the modem router's password (or your custom password if you changed it) to connect.
The password is on the modem router label.
4. Repeat Step 1 through Step 3 to connect other WiFi-enabled computers or mobile devices.

View or Change the Modem Router Settings

After you use the NETGEAR installation assistant to set up the modem router, you can log in to the modem router to view or change its settings.

Log In to the Modem Router

➤ **To log in to the modem router:**

1. Connect your computer or mobile device to the modem router with Ethernet or WiFi:
 - **Ethernet.** Use an Ethernet cable to connect a computer to the modem router.
 - **WiFi.** Use the WiFi network name (SSID) and password on the modem router label to connect.
2. Launch a web browser and visit routerlogin.net.
A login window opens.
3. Enter **admin** for the user name and enter the password that you specified when you set up the modem router.
The BASIC Home page displays.

Change the WiFi Network Name and Password

The modem router's preset WiFi network name (SSID) and password are on the modem router label.

➤ To change the router's WiFi network name and password:

1. Launch a web browser from a computer or mobile device that is connected to the network and visit routerlogin.net.
A login window opens.
2. Enter **admin** for the user name and enter the password.
The BASIC Home page displays.
3. Select **Wireless**.
The Wireless Setup page displays.
4. To change the WiFi network name (SSID), enter a new name in the **Name (SSID)** field.
5. To change the WiFi password, enter a new password in the **Password (Network Key)** field.
6. Click the **Apply** button.
Your settings are saved.

Recover a Forgotten admin Password

If you enabled the password recovery feature, you can retrieve a forgotten admin password.

➤ To retrieve a forgotten admin password:

1. Launch a web browser from a computer or mobile device that is connected to the network and visit routerlogin.net.
A login window opens.
2. Click the **Cancel** button.
You are prompted to enter the serial number of the modem router. The serial number is on the modem router label.
3. Enter the serial number of the modem router.
4. Click the **Continue** button.
A page displays requesting the answers to your security questions.
5. Enter the saved answers to your security questions.
6. Click the **Continue** button.
A page displays your recovered password.
7. Click the **Login again** button.
A login window opens.
8. With your recovered password, log in to the modem router.

Access a USB Device on the Network

ReadySHARE® lets you access and share a USB storage device connected to the modem router's USB ports. (If your USB device uses special drivers, it is not compatible.)

➤ To access the USB storage device from a Windows-based computer:

1. Connect your USB storage device to a USB port on the modem router.
It might take up to two minutes before the USB storage device is ready for sharing.
2. On a Windows-based computer that is connected to the network, select **Start > Run**, enter **\\readyshare** in the dialog box, and click the **OK** button.
A window displays the files and folders on the device.

➤ To access the USB storage device from a Mac:

1. Connect your USB storage device to a USB port on the modem router.
It might take up to two minutes before the USB storage device is ready for sharing.
2. On a Mac that is connected to the network, launch Finder and select **Go > Connect to Server**.
The Connect to server window opens.
3. Enter the **smb://readyshare** in the **Server Address** field and click the **Connect** button.
4. When prompted, select the **Guest** radio button.
5. If you set up access control on the modem router and you allowed your Mac to access the network, select the **Registered User** radio button and enter **admin** for the name and your admin password for the password.

For more information about access control, see the user manual, which is available online at downloadcenter.netgear.com or through a link on the modem router's web pages.

6. Click the **Connect** button.

A window displays the files and folders on the device.

Print Wirelessly With ReadySHARE Printer

You can connect a USB printer to the USB port on the modem router and print wirelessly.

➤ To set up ReadySHARE Printer:

1. Connect the USB printer to the USB port on the modem router with a USB printer cable.
2. On each computer that will share the printer, do the following:
 - a. Install the current USB printer driver software (available from the printer manufacturer).
 - b. Download the NETGEAR USB Control Center utility from netgear.com/readystatechange.
 - c. Select the language.
3. If prompted, select the printer and click the **Connect** button for each computer.

When the first computer connects, the status changes to Manually connected by xxx.

For each computer, when you complete Step 3, the printer status displays as Available.

Download the NETGEAR genie App

The free NETGEAR genie app lets you easily monitor, connect, and control your home network from a Windows-based or Mac computer, tablet, or smartphone. You can share and stream music or videos, diagnose and repair network issues, set up parental controls, and more:

- Access your modem router and change its settings or diagnose and repair network issues.
- Make a printer AirPrint compatible so that you can print from an iPad or iPhone.
- Use MyMedia to find and play media files in your network.
- Use Turbo Transfer to quickly send files from your computer or smartphone to another device on the network.
- Set up parental controls.
- Connect your smartphones and tablets to your home WiFi by scanning the WiFi QR code from genie.

Download the free genie app from NETGEAR.com/genie.

