

# Support and Community

Visit [netgear.com/support](https://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](https://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.


Cable Internet Provider	Support Contact Information
Cox	<a href="https://www.cox.com/residential/support/home.html">https://www.cox.com/residential/support/home.html</a> <a href="https://www.cox.com/activate">https://www.cox.com/activate</a> 1-888-556-1193
Mediacom	<a href="https://support.mediacomcable.com">https://support.mediacomcable.com</a> 1-855-Mediacom (1-855-633-4226)
Optimum	<a href="https://www.optimum.net/support/contact-us">https://www.optimum.net/support/contact-us</a> <a href="https://install.optimum.com/JointInstall">https://install.optimum.com/JointInstall</a> 1-877-810-6750
Sparklight	<a href="https://support.sparklight.com">https://support.sparklight.com</a> 1-877-692-2253
Spectrum	<a href="https://www.spectrum.net/contact-us">https://www.spectrum.net/contact-us</a> <a href="https://activate.spectrum.net">https://activate.spectrum.net</a> 1-833-267-6094
Xfinity	<a href="https://www.xfinity.com/internetsetup">https://www.xfinity.com/internetsetup</a> Use the Xfinity app for Xfinity activation and then use the NETGEAR Nighthawk app for router installation.

Note to CATV system installer: This reminder is provided to call the CATV system 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.

© NETGEAR, Inc., NETGEAR and the NETGEAR Logo are trademarks of NETGEAR, Inc. Any non-NETGEAR trademarks are used for reference purposes only.

# Cable modem router LEDs

LED	Description
Power 	<ul style="list-style-type: none"><li>• <b>Green:</b> Power is supplied to the modem router.</li><li>• <b>Red:</b> Power is cut off due to a thermal error caused by heat. Move the unit to a well-ventilated area and power-cycle the unit.</li><li>• <b>Off:</b> No power is supplied to the modem router.</li></ul>
Downstream 	<ul style="list-style-type: none"><li>• <b>Solid green:</b> One or more downstream channels are locked.</li><li>• <b>Blinking green:</b> The modem router is scanning for a downstream channel.</li><li>• <b>Off:</b> No downstream channel is locked.</li></ul>
Upstream 	<ul style="list-style-type: none"><li>• <b>Solid green:</b> One or more upstream channels are locked.</li><li>• <b>Blinking green:</b> The modem router is scanning for an upstream channel.</li><li>• <b>Off:</b> No upstream channel is locked.</li></ul>
Online 	<ul style="list-style-type: none"><li>• <b>Solid green:</b> The modem router is online.</li><li>• <b>Blinking green:</b> The modem router is synchronizing with the cable provider's cable modem termination system (CMTS).</li><li>• <b>Off:</b> The modem router is offline.</li></ul>
2.4 GHz radio <b>2.4GHz</b>	<ul style="list-style-type: none"><li>• <b>Solid green:</b> The 2.4 GHz WiFi radio is on.</li><li>• <b>Blinking green:</b> There is WiFi activity on the 2.4 GHz band.</li><li>• <b>Off:</b> The 2.4 GHz WiFi radio is off.</li></ul>
5 GHz radio <b>5GHz</b>	<ul style="list-style-type: none"><li>• <b>Solid green:</b> The 5 GHz WiFi radio is on.</li><li>• <b>Blinking green:</b> There is WiFi activity on the 5 GHz band.</li><li>• <b>Off:</b> The 5 GHz WiFi radio is off.</li></ul>
Ethernet 	<ul style="list-style-type: none"><li>• <b>Solid green:</b> A powered-on device is connected to an Ethernet port.</li><li>• <b>Blinking green:</b> The Ethernet port is sending or receiving traffic.</li><li>• <b>Off:</b> No device is connected to an Ethernet port.</li></ul>
USB 	<ul style="list-style-type: none"><li>• <b>Solid green:</b> A USB device is connected to the port on the back panel.</li><li>• <b>Off:</b> No USB device is connected to the port on the back panel.</li></ul>
<b>WiFi On/Off</b> button with LED 	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.
<b>WPS</b> button with LED 	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.



# Quick Start

## AC1200 WiFi Cable Modem Router

Model C6220

## Download the Nighthawk app to get started



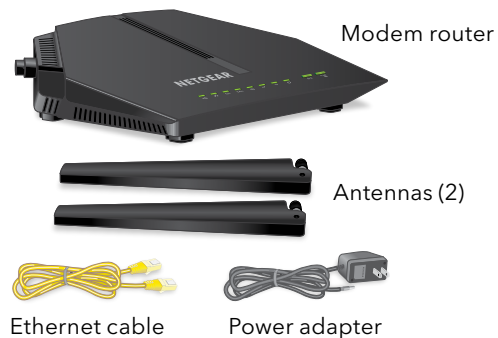
For more information about the Nighthawk app, visit [Nighthawk-app.com](https://nighthawk-app.com). Set up your modem router and activate your Internet service with the Nighthawk app.

If you don't want to use the Nighthawk app, set up your modem router using the instructions in [Install 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



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



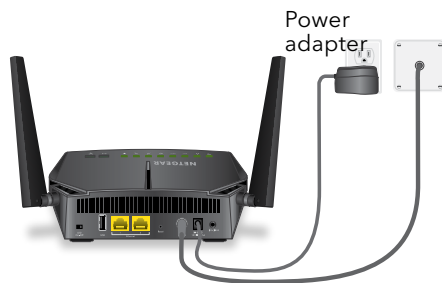
## Install using the modem router web interface

Before you begin:

- Collect this cable Internet service provider (ISP) account information: Your account mobile phone number, user name, password, and account number.
- Collect this modem router information: The model number, which is C6220, and the MAC address and serial number from the modem router label.
- If you use Xfinity, download the Xfinity app from the App store or from Google Play™. If you already have the Xfinity app, make sure you have updated to the latest version.

## Connect your modem router

1. Attach the antennas on the threaded antenna posts of the modem router.
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. Connect a coaxial cable.





Use a coaxial cable to connect the coaxial cable connector on the modem router to the cable wall outlet. Make sure the cable is tightly connected.

We recommend connecting directly to the cable wall outlet. If you must share the connection, use a 3.5dB (1 to 2) splitter.



4. Connect the power adapter to the 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 green. If the Power LED does not light, make sure that the **Power On/Off** switch on the back panel is in the **On** position.

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

## Set up and activate your modem router with Xfinity

1. If your current modem is leased from Xfinity, call Xfinity support to remove your leased modem from your Xfinity service.
2. Make sure that your mobile device is using an LTE Internet connection. Do not connect to a WiFi network.
3. Open the Xfinity app and sign in with your Xfinity ID.
4. Follow the steps in the Xfinity app to get online.
5. The activation process takes about 5 minutes.
6. On your mobile device, launch a web browser and enter **routerlogin.net** or **192.168.0.1** in the address field.
7. Follow the prompts to:
  - Agree to the terms and conditions.
  - Change your modem router's admin credentials and set up security questions.
  - Review your WiFi network name and password.

## Set up your modem router with another cable Internet service provider

1. Connect your computer or mobile device to the modem router with WiFi or Ethernet:
  - WiFi:** Use the WiFi network name (SSID) and password on the modem router label to connect.
  - Ethernet:** Use an Ethernet cable to connect a computer to an Ethernet port on the modem router. (Your computer must have an Ethernet port.)
2. Launch a web browser and enter **routerlogin.net** or **192.168.0.1** in the address field.
3. Follow the prompts to:
  - Agree to the terms and conditions.
  - Change your modem router's admin credentials and set up security questions.
  - Review your WiFi network name and password.When the Basic Home page displays, you are ready to activate your Internet service. Contact your cable Internet service provider.

## 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.

For 6 GHz devices: The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or Communications with unmanned aircraft systems.

**NETGEAR, Inc.**  
350 East Plumeria Drive  
San Jose, CA 95134, USA

**NETGEAR INTERNATIONAL LTD**  
Floor 1, Building 3  
University Technology Centre  
Curraheen Road, Cork,  
T12EF21, Ireland

January 2021



201-27197-02