

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.

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.

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.

Cable modem router LEDs

LED	Description
 Power	<ul style="list-style-type: none">• 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/ Upstream	<ul style="list-style-type: none">• Solid white. One or more downstream channels are locked.• Slow blinking. Downstream locking is in progress.• Fast blinking. Upstream locking is in progress.• Off. No downstream channel is locked.
 Online	<ul style="list-style-type: none">• Solid white. The modem router is online.• Blinking. The modem router is synchronizing with the cable provider's cable modem termination system (CMTS).• Off. The modem router is offline.
 2.4 GHz WiFi	<ul style="list-style-type: none">• Solid white. The 2.4 GHz WiFi radio is functioning and available for use.• Blinking. There is WiFi activity on the 2.4 GHz band.• Off. The 2.4 GHz WiFi radio is disabled.
 5 GHz WiFi	<ul style="list-style-type: none">• Solid white. The 5 GHz WiFi radio is functioning and available for use.• Blinking. There is WiFi activity on the 5 GHz band..• Off. The 5 GHz WiFi radio is disabled.
 Tel 1 and Tel 2 (voice ports)	<ul style="list-style-type: none">• Solid white. The telephone line is provisioned and ready to use.• Slow blinking. Registration is in progress for the telephone line or the phone is off the hook.• Off. The telephone line is not registered or is not provisioned.
 Battery	<ul style="list-style-type: none">• Solid white. The battery is charged.• Fast blinking. The battery power is low, or the modem router detected a grounding error or a problem with the voltage.• Off. No battery is installed or the battery is not working.
 WiFi On/Off 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.
 WPS 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.

NETGEAR®

Quick Start

NIGHTHAWK™
AC1900 WiFi Cable Modem Router
for XFINITY Internet and Voice
Model C7100V

Package contents



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>.



Start here

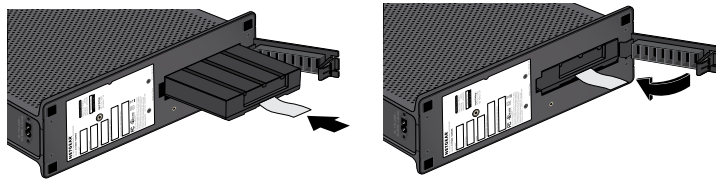
Note: A battery is not included with the modem router, but you can purchase a NETGEAR modem router battery (sold separately) and install it. For more information, visit the NETGEAR cable products web page and search for C7100V battery.

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. (Optional) Install the battery.

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



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

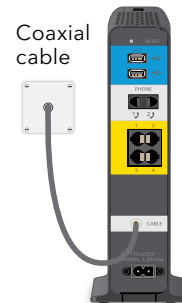
Do not attempt to remove the battery's plastic tab. The plastic tab allows you to easily remove the battery later if it must be replaced.

- d. Close the battery compartment door.

3. 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 modem router directly to a cable wall outlet.

If you must share the connection, use a 3.5dB (1 to 2) splitter.



4. If you have Xfinity Voice, connect your phone to the Tel 1 port on the modem router with the phone cable.

If you subscribed to two phone lines, connect the other phone to the Tel 2 port.


Note: The Tel 2 port only works for a two-phone line subscription.



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

The modem router might reset multiple times when it is powered on.

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

This process might take up to 10 minutes. When the modem router comes online, the Online LED  stops blinking and lights solid white.

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 modem router, and then activate your modem router with your cable Internet provider.

7. 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 product label to connect.
- **Ethernet.** The computer must have an Ethernet port. Use an Ethernet cable to connect the computer to an Ethernet port on the modem router.

8. Collect this information about your Internet service and the modem router:
 - Your Xfinity account number and the personal information associated with your Xfinity account (you need one of the following):
 - Mobile phone number
 - Xfinity user name and password
 - The following information from the modem router label:
 - Model number, which is C7100V
 - Serial number
 - MAC address
 - MTA MAC address
9. Activate your Internet service:
 - a. Close all web browsers.
 - b. Launch a web browser.

You are redirected to the Xfinity self-activation page. If you are not redirected to the Xfinity self-activation page, visit xfinity.com/activate.
 - c. Provide your Xfinity credentials and complete the self-activation process.

This process might take up to 10 minutes, during which time the modem router reboots twice.

If you're unable to activate your Xfinity Internet service using the self-activation page, call Xfinity customer service at 1-800-XFINITY (1-800-934-6489).

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