

Technical Support

Thank you for selecting NETGEAR products.

After installing your device, locate the serial number on the label of your product and use it to register your product at NETGEAR.com/register. Registration is required before you can use our telephone support service. Registration through our website is strongly recommended.

Go to support.netgear.com for product updates and web support.

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NETGEAR®

Connect with Innovation™

N300 Wireless ADSL2+ Modem Router DGN2200v3 Installation Guide



Package Contents

The box should contain the following items. If any items are incorrect, missing, or damaged, contact your NETGEAR dealer.



N300 Modem Router



Filter



Splitter



Filter/Splitter

The filter or splitter provided depends on the region.



Phone cable

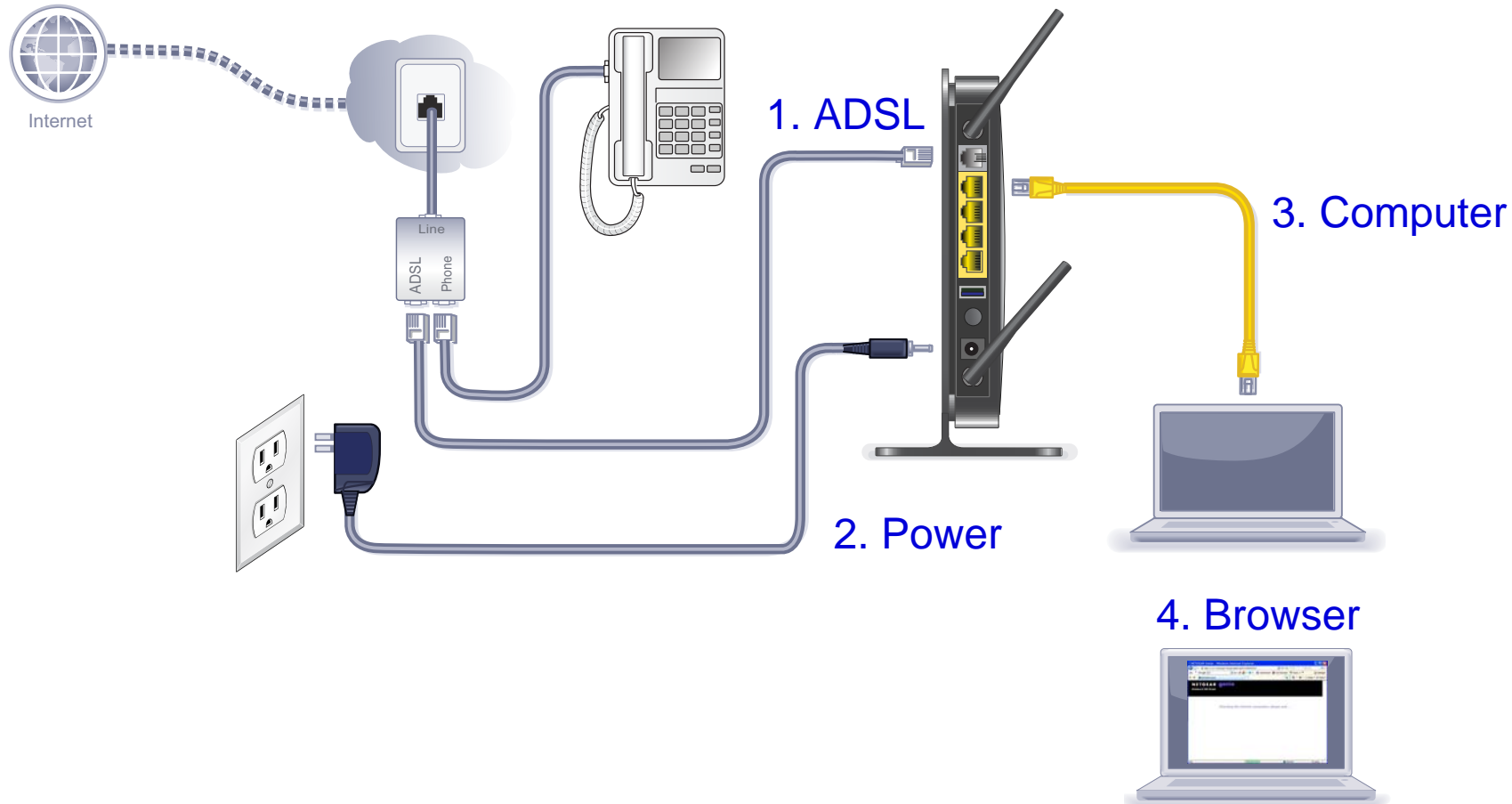


Ethernet cable



Power adapter

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



Compliance

Declarations of Conformity

For complete DoC please visit the NETGEAR EU Declarations of Conformity website at: support.netgear.com/app/answers/detail/a_id/11621/.

For GNU General Public License (GPL) related information, please visit support.netgear.com/app/answers/detail/a_id/2649.



This symbol is placed in accordance with the European Union Directive 2002/96 on the Waste Electrical and Electronic Equipment (the WEEE Directive). If disposed of within the European Union, this product should be treated and recycled in accordance with the laws of your jurisdiction implementing the WEEE Directive.

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Before You Begin

Make sure that your DSL service is active before you install the modem router. You need the information listed here to install your DSL modem and connect to the Internet. Please locate it and have it on hand before you start the installation procedure.

- **DSL user name and password.** These are usually included in the welcome letter your DSL ISP sent you when you signed up for your service. Record your DSL Internet service account user name and password here:

User name: _____

Password: _____

- **Your telephone number or DSL account number.** If you do not have voice service, you can use your DSL account number in place of a phone number.

Missing User Name and Password

If you don't know or cannot locate your user name and password, call your DSL Internet Service Provider. The following table lists the contact information for some of the primary DSL providers.

Be very specific when speaking with your DSL Internet Service Provider. For example, you could say:

I need my DSL service user name and password. Can you help me?

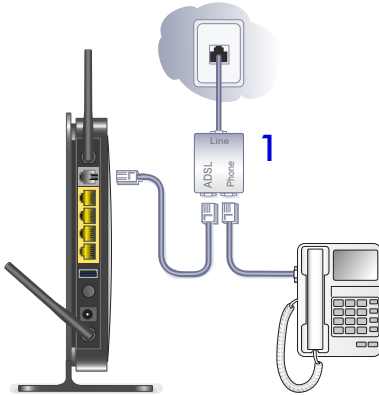
Note: If your provider says they do not support NETGEAR devices, tell them you need only your DSL user name and password, you do not need support.

DSL Internet Service Provider	Phone Number
AT&T DSL (not AT&T U-Verse)	877-722-3755
AT&T/BellSouth DSL (not AT&T U-Verse)	888-321-2375
CenturyLink	800-809-1410
Covad DSL	888-642-6823
EarthLink	888-829-8466
Qwest	800-247-7285
SureWest	888-639-1611
TDS DSL Support	866-571-6662
US Family:	800-300-4256
Verizon	800-567-6789
Windstream	877-901-4692

Install Your Modem Router

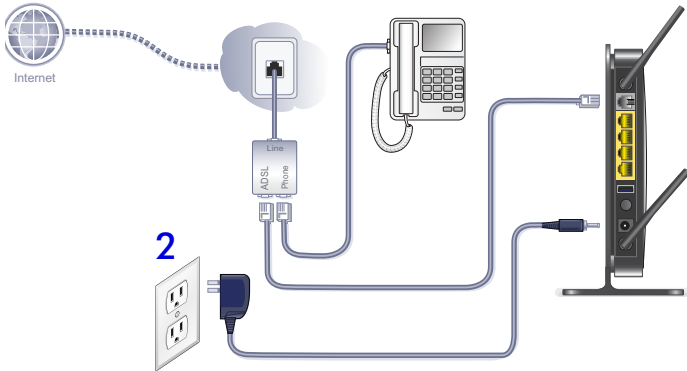
A microfilter filters DSL interference out of standard phone equipment that shares the same line with DSL service. Example devices are telephones, fax machines, answering machines, and caller ID displays.

1. Connect the ADSL.



- a. Install an ADSL microfilter between the phone line and the phone.
- b. Connect the ADSL port of the modem router to the ADSL port of the microfilter
- c. Use an ADSL microfilter for every phone line in the house if your modem router and telephone connect to the same phone line.

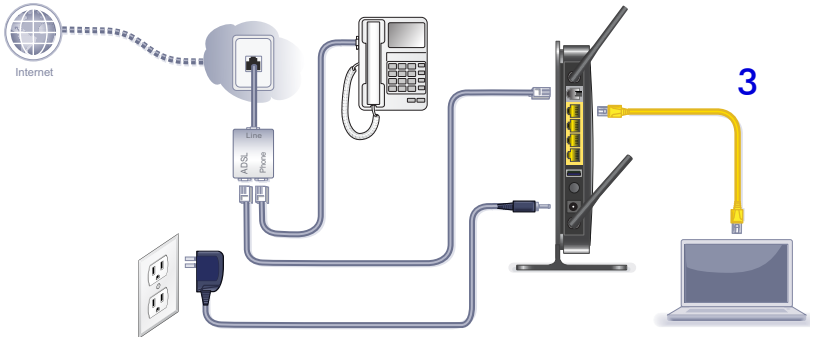
2. Add power to the modem router.



- Connect the power adapter to the router and plug the power adapter into an outlet.
- Wait for the WiFi LED on the front panel to turn on. If none of the LEDs on the front panel are on, press the **Power On/Off** button on the rear panel of the modem router.

3. Connect a computer.

You can use an Ethernet cable or connect wirelessly.



- Use the yellow Ethernet cable to connect your computer to an Ethernet port on your router.
- Or, connect wirelessly by using the preset wireless security settings located on the label on the bottom of the router.

4. Open a browser.

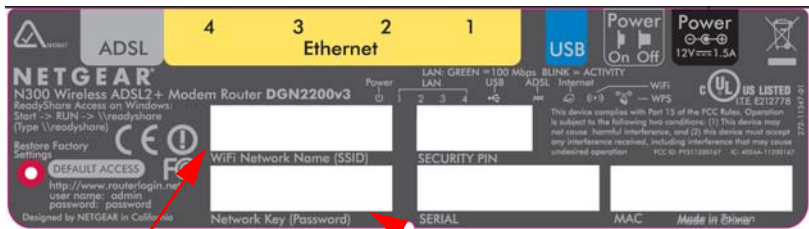
If a web page does not open, close and reopen the browser and enter **http://routerlogin.net** in the address bar. See [Troubleshooting](#) on page 10.



Preset Wireless Security

This product has a *unique* WiFi network name (SSID) and network key (password). The default SSID and network key (password) are uniquely generated for every device, like a serial number, to protect and maximize your wireless security. This information is located on the label on the bottom of the product.

NETGEAR recommends that you do not change the preset WiFi network name (SSID) and network key (password). If you do change the settings, the security SSID and password on the bottom of the product no longer apply.



WiFi Network Name (SSID)

Network Key (Password)

Wireless Network Settings

Record the default preset wireless settings that are printed on the label in the space below for easy reference.

WiFi Network Name (SSID): _____

Network Key (Password): _____

If you change the default settings, record them here for easy reference, and then store this booklet in a safe place:

WiFi Network Name (SSID): _____

Network Key (Password): _____

To retrieve or update your wireless password, type <http://www.routerlogin.net> in a web browser and log in using the default user name (admin) and password (password).


Select **Wireless Settings** to locate your wireless password.

Add Wireless Devices to the Network

Choose either the manual or Wi-Fi Protected Setup (WPS) method to add wireless computers and other devices to your wireless network.

WPS Method

If your wireless device supports WPS (WiFi Protected Setup)—NETGEAR calls this method Push 'N' Connect—you might be prompted to press the WPS button on the router instead of entering a password. If this happens:

1. Press the **WPS** button  on the router.
2. Within 2 minutes, press the **WPS** button on the client device, or follow the WPS instructions that came with your wireless device to complete the WPS process. The device will then be connected to your router.
3. Repeat this process to add other WPS wireless devices.

Note: WPS does not support WEP security. If you try to connect a WEP client to your network using WPS, it will not work.

Manual Method

1. On the wireless device that you want to connect to your router (iPhone, laptop, computer, gaming device), open the software utility that manages its wireless connections. This utility scans for all wireless networks in your area.
2. Look for the preset NETGEAR WiFi network name (SSID) and select it. The SSID is located on the product label on the bottom of the router.

Note: If you changed the name of your network during the setup process, look for that network name.

3. Enter the preset password (or your custom password if you changed it), and click **Connect**.

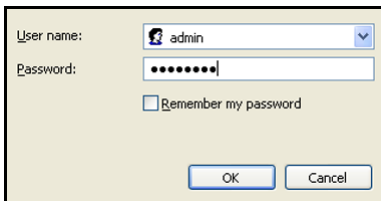
Repeat steps 1–3 to add other wireless devices.

Access the Modem Router to Make Changes

After you use NETGEAR Genie to set up the modem router, you can log in to the router to view its settings or make changes.

➤ To log in to the modem router:

1. Launch a web browser from a computer or wireless devices that is connected to the modem router.
2. Type **www.routerlogin.net** or **www.routerlogin.com** in the address field of the browser. A login screen displays:



User name:

Password:

Remember my password

3. Enter **admin** for the user name and **password** for the password. The modem router interface screen displays:



NETGEAR SMARTWIZARD Router manager
N300 Wireless ADSL2+ Modem Router model DGND2000

Select Language: English [Apply]

Router Status

Hardware Version	DGN2200v3
Firmware Version	V1.1.0.0.07_1.00.07NA
GUI Language Version	V1.0.0.7

ADSL Port

MAC Address	E0-46-9A-13-0B-C0
IP Address	0.0.0.0

Network Type: PPPoE

IP Subnet Mask	0.0.0.0
Gateway IP Address	0.0.0.0
Domain Name Server	0.0.0.0

LAN Port

MAC Address	E0-46-9A-13-0B-BF
IP Address	192.168.0.1
DHCP	On
IP Subnet Mask	255.255.255.0

Modem

ADSL Firmware Version	A2bD0356.023e
Modem Status	Connecting
DownStream Connection Speed	0 Kbps
UpStream Connection Speed	0 Kbps
VPI	8
VCI	35

Router Status Help

You can use the Router Status screen to check the current settings and statistics for your router. This screen shows you the current settings. If something needs to be changed, you will have to change it on the relevant screen.

Hardware Version: The router model.

Firmware Version: This is the current software the router is using. This will change if you upgrade your router.

GUI Language Version: The localized language version of the GUI.

Internet Port: These are the current settings that you set in the Setup Wizard or Basic Settings screens.

- MAC Address: The physical address of the router, as seen from the Internet.
- IP Address: The current Internet IP address. If assigned dynamically, and no Internet connection exists, this will be blank or 0.0.0.0 IP Subnet Mask: The subnet mask associated with the Internet IP address.
- Default Gateway: The current Internet

See the User Manual for more information about the modem router screens.

➤ **To change the password for the modem router user name:**

1. Log in to the modem router.
2. Select **Maintenance > Set Password** to display the Set Password screen:



3. Type your old password, and type the new password twice.

Troubleshooting

If the browser does not display the web page:

- Make sure that the PC is connected to one of the four LAN Ethernet ports, or wirelessly to the router.
- Make sure that the modem router is fully up and running. Its WiFi LED should turn on.
- Close and reopen the browser to make sure that the browser does not cache the previous page.
- Browse to <http://routerlogin.net>.
- If the PC is set to a static or fixed IP address (this is uncommon), change it to obtain an IP address automatically from the modem router.

If the modem router does not power on:

1. Check your cables.
 - Disconnect and reconnect each cable. There is usually an audible click when the cable is correctly connected.
 - See if the telephone cable connecting your DSL modem router to the wall jack is plugged into a filter. A filter is not required if you do not have telephone voice service. A filter installed where it is not needed might eliminate your ADSL signal.
2. Power down your DSL modem router, and then power it up again.
 - a. Shut down your computer and turn off the modem router.
 - b. Unplug the power adapter and all other cables from the back of the DSL modem router.
 - c. Wait 30 seconds, then reconnect the cables and adapter to your DSL modem router, and turn it on.
 - d. Make sure that the router power light is on. If the light is off, try plugging the adapter into another power outlet.
 - e. Turn your computer back on, and wait for the indicator lights to turn green.
3. Open a web browser and try to access the Internet.

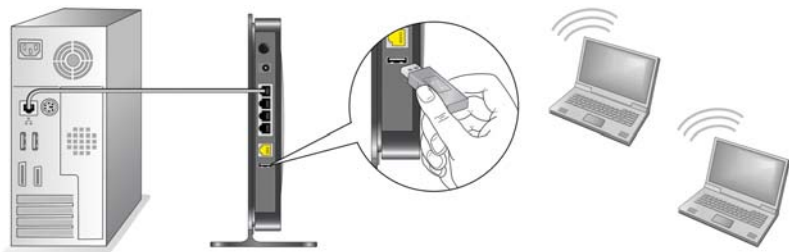
If steps 1-3 do not resolve the problem:

4. Reset your modem.

To reset your DSL modem router, use a pin or paper clip to press in and hold the Reset button.

ReadySHARE Access

After installation and set up, you can insert a USB storage device into the USB port on the modem router and share the contents with other network users. (If your USB device has special drivers, it is not compatible.)



Note: If your USB device requires a power supply, you have to use it when connecting your USB device to a NETGEAR router or gateway. It may take up to 2 minutes before the USB drive is ready for sharing after it is connected to the router.

To access your USB device:

On Windows systems, use any of these methods:

- Select **Start > Run** and enter **\\readyshare** in the dialog box. Click **OK**.
- Open Explorer or Safari and enter **\\readyshare** in the address bar.
- Open My Network Places, and enter **\\readyshare** in the address bar.

On Mac systems, do this:

1. Select **Go > Connect to Server**.
2. Enter **smb://readyshare** as the Server Address.
3. Click **Connect**.

The readyshareconnect.exe file (for Windows) is available to download here:

www.netgear.com/readyshare

Other Features

For additional features, including Live Parental Controls, Traffic Metering, ReadySHARE, Guest Access, and more, please log into your router at <http://routerlogin.net>.

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