

# 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.

# 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.

# Modem router LEDs

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



# Quick Start

## NIGHTHAWK<sup>™</sup> AC1900 WiFi Cable Modem Router for XFINITY Internet and Voice Model C7100V

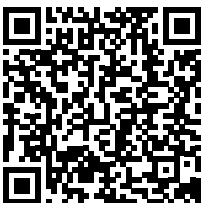
# Download the Nighthawk app to get started



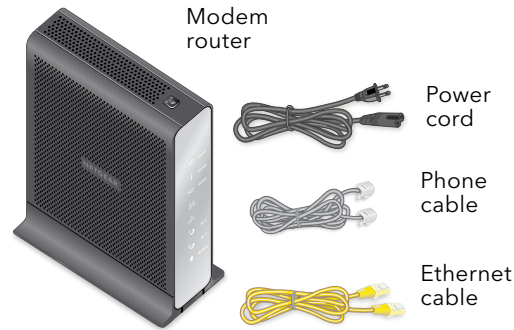
For more information about the Nighthawk app, visit [Nighthawk-app.com](https://nighthawk-app.com). Set up your modem router and activate your Internet service with the Nighthawk app.

**Note:** To activate your Xfinity Internet and voice account, you must use the Xfinity app. To install your modem router, you can use the Nighthawk app (recommended), or 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




## Start here

1. Download the Xfinity app from the App store or from Google Play™. If you already have the Xfinity app, make sure you have the latest version. For more information, visit <https://www.xfinity.com/internetsetup>.
2. Collect your Xfinity account information and this information from the modem router label:
  - Model number, which is C7100V
  - Serial number
  - MAC address
  - MTA MAC address

## Option 1: install using the Nighthawk app

1. Make sure that your mobile device is using an LTE Internet connection (do not connect to a WiFi network).
2. Open the Nighthawk app.
3. Follow the steps in the app to connect your modem router.
4. You must activate your modem router with Xfinity. See [Set up and activate your modem router](#).

## Option 2: install using the modem router web interface


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. 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 connecting directly to the cable wall outlet. If you must share the connection, use a 3.5dB (1 to 2) splitter. 
3. 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.

4. 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.



5. Wait for the Online LED  to light solid white.  
This process might take up to 10 minutes.  
**Note:** If after 10 minutes, the LED is still not solid white, verify that the cable outlet is working, or contact Xfinity to make sure you have a connection.
6. You must activate your modem router with Xfinity. See [Set up and activate your modem router](#).

## Set up and activate your modem router

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.

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January 2021



201-28078-01