

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.

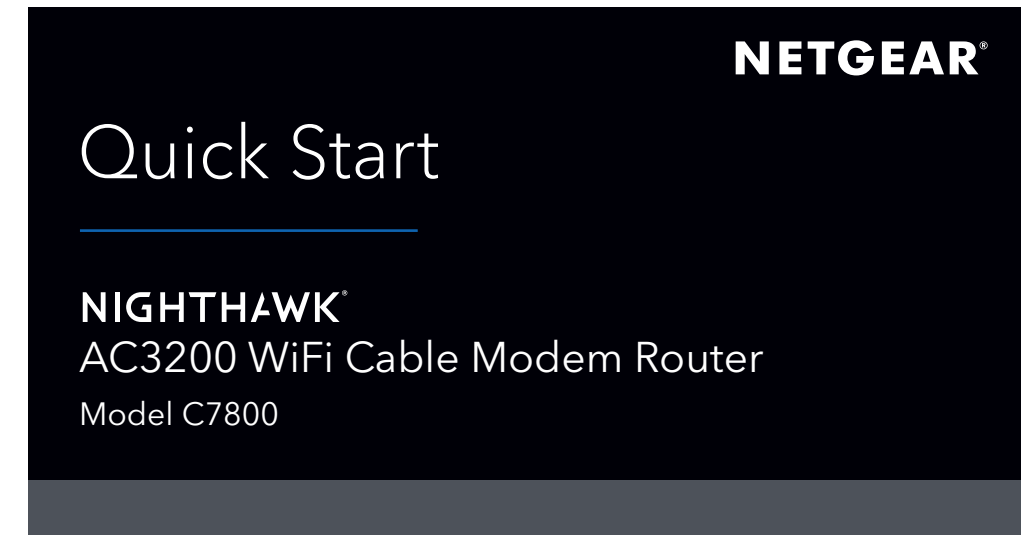
Customer-owned cable devices might not be compatible with certain cable networks. Check with your cable Internet provider to confirm that this NETGEAR cable device is allowed on your cable network.

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

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

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.

LED	Description
Power 	<ul style="list-style-type: none">White: Power is supplied to the modem router.Red: 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.Off: No power is supplied to the modem router.
Downstream 	<ul style="list-style-type: none">Solid white: One or more downstream channels are locked.Blinking white: The modem router is scanning for a downstream channel.Off: No downstream channel is locked.
Upstream 	<ul style="list-style-type: none">Solid white: One or more upstream channels are locked.Blinking white: The modem router is scanning for an upstream channel.Off: No upstream channel is locked.
Internet 	<ul style="list-style-type: none">Solid white: The modem router is online.Blinking white: The modem router is synchronizing with the cable provider's cable modem termination system (CMTS).Off: The modem router is offline.
2.4 GHz radio 2.4GHz	<ul style="list-style-type: none">Solid white: The 2.4 GHz WiFi radio is on.Blinking white: There is WiFi activity on the 2.4 GHz band.Off: The 2.4 GHz WiFi radio is off.
5 GHz radio 5GHz	<ul style="list-style-type: none">Solid white: The 5 GHz WiFi radio is on.Blinking white: There is WiFi activity on the 5 GHz band.Off: The 5 GHz WiFi radio is off.
USB 1 and USB 2 	<ul style="list-style-type: none">Solid white: A USB device is connected and ready.Blinking white: A USB device is plugged in and trying to connect.Off: No USB device is connected.
Ethernet 1-4 1 2 3 4	<ul style="list-style-type: none">Solid white: A powered-on device is connected to an Ethernet port.Blinking white: The Ethernet port is sending or receiving traffic.Off: No device is connected to an Ethernet port.
WiFi On/Off button with LED (••)	Pressing this button for two seconds turns the WiFi radios in the modem router 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.



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>.

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 C7800, 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. 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. 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.



3. Connect the power adapter to the modem router and plug the power adapter into an electrical outlet.
4. Wait for the Online LED  to light solid white.

This process might take up to ten minutes and the modem router might reset several times.

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

If after ten minutes, the LED is still not solid white, verify that the cable outlet is working, or call your ISP to make sure you have a connection.

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 five 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.

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.

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