

## Support

Thank you for purchasing this NETGEAR product. You can visit [www.netgear.com/support](http://www.netgear.com/support) to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

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

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

## Trademarks

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## Compliance

For the current EU Declaration of Conformity, visit:  
[http://kb.netgear.com/app/answers/detail/a\\_id/11621](http://kb.netgear.com/app/answers/detail/a_id/11621).

For regulatory compliance information, visit:  
<http://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

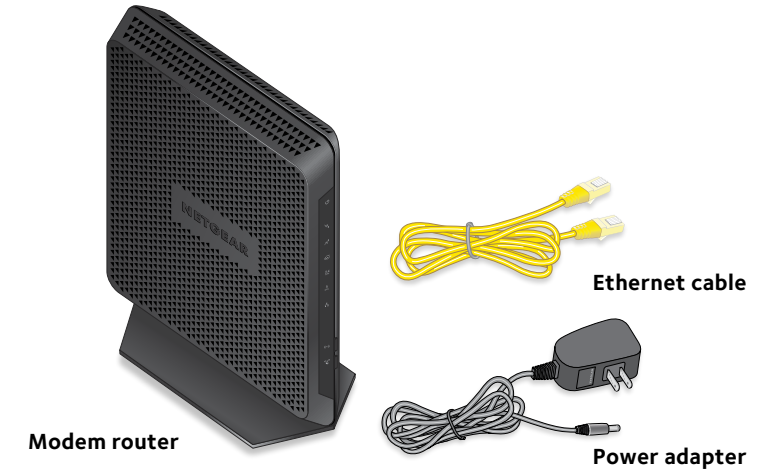
# Quick Start

## Nighthawk AC1900 WiFi Cable Modem Router Model C6900



## Package Contents

The box contains the following items.



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

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

**1. Collect your cable Internet provider information.**

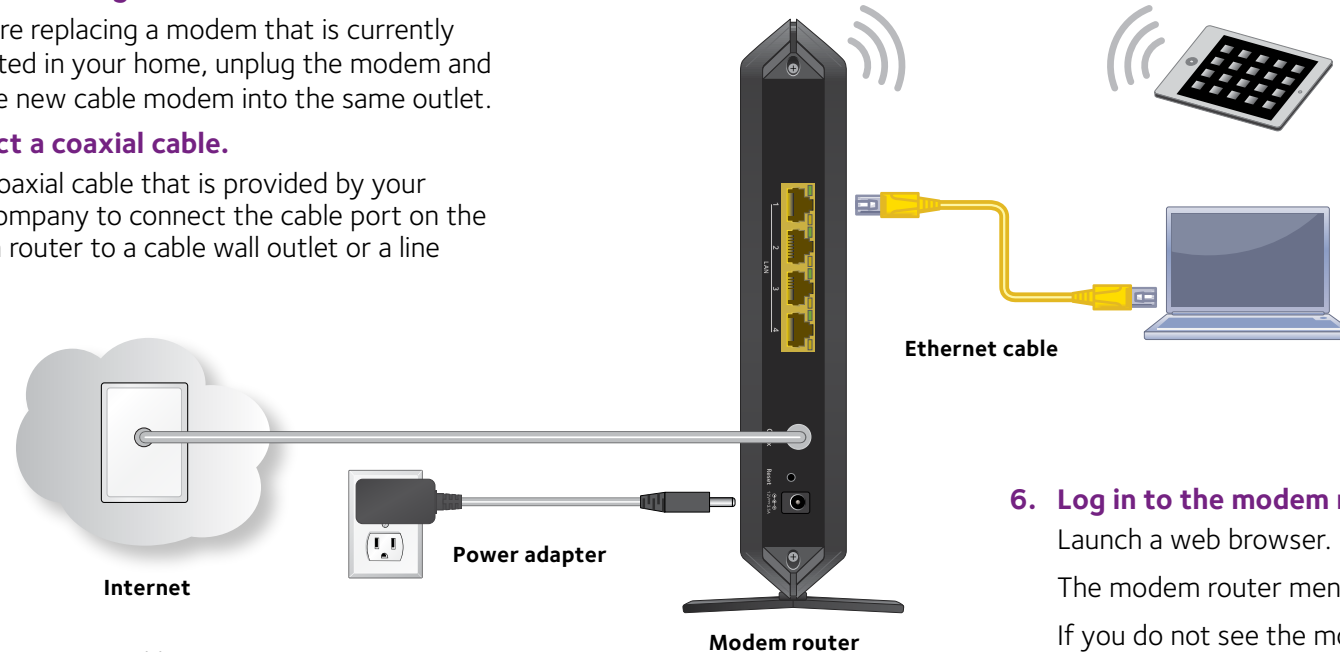
Collect your cable account number, account phone number, and login information (your email address or user name and password).

**2. Turn off existing modems and routers.**

If you are replacing a modem that is currently connected in your home, unplug the modem and plug the new cable modem into the same outlet.

**3. Connect a coaxial cable.**



Use a coaxial cable that is provided by your cable company to connect the cable port on the modem router to a cable wall outlet or a line splitter.



**Note:** For XFINITY cable Internet service, Comcast XFINITY recommends connecting your modem router to a cable wall outlet.

**4. Connect the power adapter.**

Connect the power adapter to the modem router and plug the power adapter into an electrical outlet.

Wait for the Power LED  and the Internet LED  to light solid green.

**5. Connect a computer or WiFi device to the modem router.**

To connect with WiFi, use the WiFi network name and password on the product label.

For a wired connection, use an Ethernet cable to connect a computer to an Ethernet port on the modem router.

**6. Log in to the modem router.**

Launch a web browser.

The modem router menu displays.

If you do not see the modem router menu, enter **<http://routerlogin.net>** or **<http://192.168.0.1>** in the address field of the web browser.

When prompted, enter **admin** for the user name and **password** for the password.

**7. Activate your Internet service.**

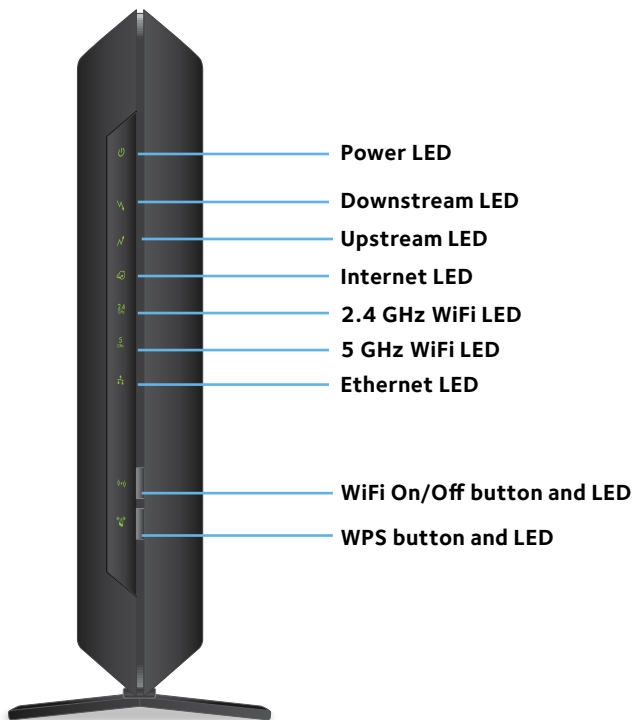
For information about how to set up your Internet service, see *Activate Your Internet Service* on page 6.








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## LEDs

The LEDs on the modem router light to indicate modem router activity:



LED	Description
Power 	<ul style="list-style-type: none"> <li>• <b>Solid green.</b> Power is supplied to the modem router.</li> <li>• <b>Off.</b> No power is supplied to the modem router.</li> <li>• <b>Solid red.</b> Thermal cutoff mode. Power off the unit, let it cool, and move it away from heat sources (such as a TV, DVD player, or speakers) and keep it vertical in open air.</li> </ul>
Downstream 	<ul style="list-style-type: none"> <li>• <b>Solid amber.</b> One downstream channel is locked.</li> <li>• <b>Solid green.</b> Two 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 amber.</b> One upstream channel is locked.</li> <li>• <b>Solid green.</b> Two 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>
Internet 	<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>Slow blinking amber and green.</b> The modem router reached the traffic meter limit. (For information about the traffic meter, see the modem router's user manual.)</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 green.</b> The 2.4 GHz radio is on.</li> <li>• <b>Off.</b> The 2.4 GHz radio is off.</li> </ul>
5 GHz WiFi 	<ul style="list-style-type: none"> <li>• <b>Solid green.</b> The 5 GHz radio is on.</li> <li>• <b>Off.</b> The 5 GHz radio is off.</li> </ul>
Ethernet 	<ul style="list-style-type: none"> <li>• <b>Solid green.</b> A device is connected to an Ethernet port and powered on. Ethernet port LEDs are located on the rear panel.</li> <li>• <b>Off.</b> No device is connected to an Ethernet port.</li> </ul>

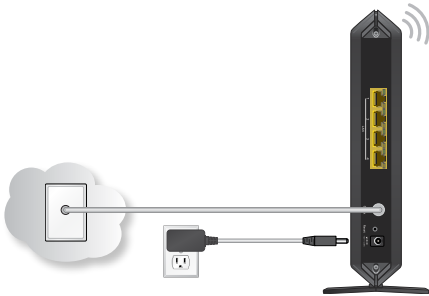
LED	Description
WiFi On/Off button with LED 	Pressing this button for two seconds turns the WiFi radios in the modem router on and off. If this LED is lit, the WiFi radios are on. If this LED is off, the WiFi radios are turned off and you cannot use WiFi to connect to the modem router.
WPS button with 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.



## Install Your Modem Router

### ➤ To install your modem router:

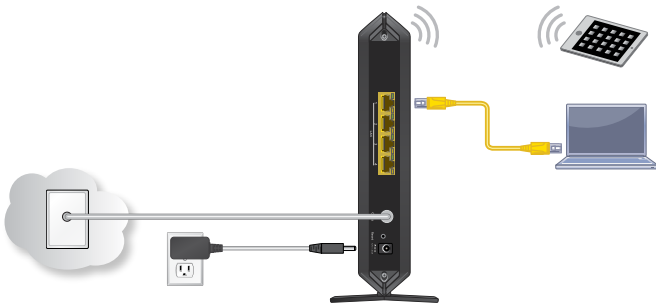
1. Collect your cable Internet provider information.  
Collect your cable account number, account phone number, and login information (your email address or user name and password).
2. Turn off existing modems and routers.  
If you are replacing a modem that is currently connected in your home, unplug the modem and plug the new modem router into the same outlet.
3. Connect a coaxial cable.  
Use a coaxial cable that is provided by your cable company to connect the cable port on the modem router to a cable wall outlet or a line splitter.  
**Note:** For XFINITY cable Internet service, Comcast XFINITY recommends connecting your modem router directly to a cable wall outlet.

4. Connect the power adapter to the modem router and plug the power adapter into an electrical outlet.



Wait for the Power LED  and the Internet LED  to light solid green.

5. Connect a computer or WiFi device to the modem router.  
To connect with WiFi, use the WiFi network name and password on the product label.



For a wired connection, use an Ethernet cable to connect a computer to an Ethernet port on the modem router.

6. To log in to the modem router, launch a web browser.

The modem router menu displays.

If you do not see the modem router menu, enter

**http://routerlogin.net** or **http://192.168.0.1** in the address field of the web browser.

When prompted, enter **admin** for the user name and **password** for the password.

7. Activate your Internet service.

For more information, see the following section.

## Activate Your Internet Service

### ➤ To activate your Internet service:

1. Contact your Internet provider.
2. Check with your cable Internet provider to confirm that this modem router is allowed on your cable network.

This modem router might not be compatible with certain cable networks.

3. If this modem router is allowed on your cable network, inform your cable Internet provider that you are installing a new modem router that you bought from a retail store.
4. Provide your cable Internet provider with the modem router's model number, which is C6900.

For information about Comcast self-activation, see *Comcast Self-Activation* on page 8.

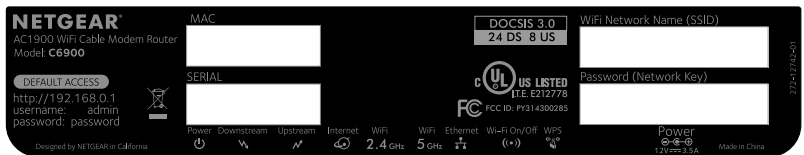
**Note:** You can visit your cable Internet provider's website and follow the onscreen instructions to activate your Internet service.



Cable Internet Provider	Contact Information
<b>Bright House Networks</b>	<a href="http://support.brighthouse.com">http://support.brighthouse.com</a> 1-866-898-9101
<b>Cablevision</b>	<a href="http://www.cablevision.com">http://www.cablevision.com</a> <a href="https://install.optimum.com/JointInstall/">https://install.optimum.com/JointInstall/</a> Telephone number depends on your region.
<b>Charter</b>	<a href="http://www.cablevision.com">http://www.cablevision.com</a> <a href="https://install.optimum.com/JointInstall/">https://install.optimum.com/JointInstall/</a> Telephone number depends on your region.
<b>Comcast XFINITY</b>	<a href="https://www.comcast.com/activate">https://www.comcast.com/activate</a> <a href="http://www.xfinity.com/internetsetup">http://www.xfinity.com/internetsetup</a> <a href="http://www.xfinity.com/internetsupport">http://www.xfinity.com/internetsupport</a>
<b>Cox</b>	<a href="https://activation.cox.net/selfactivation/start.cox">https://activation.cox.net/selfactivation/start.cox</a> 1-888-556-1193
<b>Mediacom</b>	1-844-2SIMPLE (1-844-274-6753) <a href="https://maestro.mediacomcc.com/walledgarden/page/login.jsp">https://maestro.mediacomcc.com/walledgarden/page/login.jsp</a>

**Note:** Your cable Internet provider's contact information might change. You can also find the contact number in your monthly Internet service billing statement.

- When asked, provide the modem router's serial number and MAC address, which are on the product label.



- Wait for your cable Internet provider to confirm that your modem router is active.

7. If you do not get an Internet connection with the modem router, ask your cable Internet provider to look for your modem router online, then do one of the following depending on what your cable Internet provider tells you about your modem router:
  - If the modem router is not visible, your cable Internet provider can give you instructions to verify why the modem router does not connect with your high-speed Internet service.
  - If the modem router is visible to your cable Internet provider, reboot the modem router. Check your online status again.

## Comcast Self-Activation

If you use Comcast XFINITY, you can set up Internet service by using Comcast XFINITY's self-activation process. If you are unable to self-activate your modem router, call Comcast XFINITY customer service. After you complete the setup, perform a speed test.

Before you start the self-activation process, make sure that your account number, account phone number, and login information (your email address or user name and password) are nearby.

### ➤ **To activate your Internet connection with Comcast XFINITY's self-activation process:**

1. Close all web browsers.
2. 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 [www.comcast.com/activate](http://www.comcast.com/activate).

3. Provide your XFINITY credentials and complete the self-activation process.

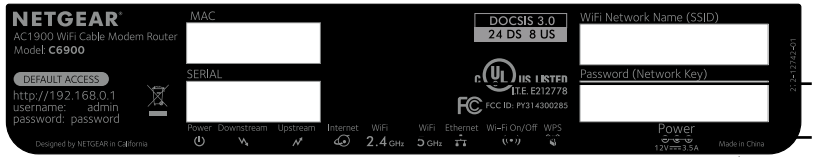
This process might take up to 15 minutes, during which the

modem router reboots a couple of times.

4. If you are unable to activate your modem router using the XFINITY self-activation process, call Comcast XFINITY customer service at 1-800-XFINITY (1-800-934-6489):
  - a. When asked, provide your account information and provide the modem router's model number and MAC address, which are on the product label.
  - b. Wait for Comcast XFINITY to confirm that your modem router is active.
  - c. If you do not get an Internet connection with the modem router, ask Comcast XFINITY to look for your modem router online, and do one of the following depending on what Comcast XFINITY tells you about your modem router:
    - If the modem router is not visible, Comcast XFINITY can give you instructions to verify why the modem router does not connect with your high-speed Internet service.
    - If the modem router is visible to Comcast XFINITY, reboot the modem router. Check your online status again.

# WiFi Network Name and Password

The preset WiFi network name (SSID) and password (network key) are unique to your modem router, like a serial number. Because the modem router automatically uses WiFi security, you don't need to set it up. The WiFi settings are on the product label.



NETGEAR recommends that you use the preset WiFi settings because you can check the product label if you forget them. NETGEAR genie lets you change these settings. If you do so, write down the new WiFi settings and store them in a safe place.

You can write the WiFi settings from your product label in this space for easy reference.

WiFi network name (SSID):

Network key (password):

If you change the WiFi settings, write the new settings here for easy reference and store this booklet in a safe place.

WiFi network name (SSID): \_\_\_\_\_

Network key (password): \_\_\_\_\_


# Join the WiFi Network

You can either use Wi-Fi Protected Setup (WPS) or select your WiFi network and type its password. For help with the **WPS** button on your computer or WiFi device, check the instructions or online help that came with that computer or device. Some older equipment cannot use WPS.

## ➤ To select your network and enter its password:

1. Open the software utility that manages your WiFi connections on the computer or WiFi device that you want to connect to your modem router.  
This utility scans for WiFi networks in your area.
2. Find and select your modem router's WiFi network name (SSID).  
The SSID is on the product label.
3. Enter the modem router's password (or your custom password if you changed it) and click the **Connect** button.  
The password is on the product label.
4. Repeat Step 1 through Step 3 to add other computers or WiFi devices.

## ➤ To join the network using WPS:

1. Press the **WPS** button  on the modem router for 3–5 seconds.  
The WPS LED on the modem router blinks green.
2. Within two minutes, on your computer or WiFi device, press its **WPS** button or click its onscreen **WPS** button.  
The WPS LED on the modem router lights solid green when the computer or WiFi device connects to your modem router.
3. Repeat this process to add other computers or WiFi devices.

# View or Change the Modem Router Settings

After you use genie to set up the modem router, you can log in to the modem router to view or change its settings.

## Log In to the Modem Router

### ➤ To log in to the modem router:

1. Connect a computer or WiFi device to the modem router.  
You can use an Ethernet cable or connect with WiFi:
  - For a wired connection, use an Ethernet cable to connect your computer to a yellow Ethernet port on your modem router.
  - To connect with WiFi, select and join your WiFi network.
2. Launch a web browser.
3. Enter **www.routerlogin.net** in the address field of the browser.  
A login screen displays.
4. Enter **admin** for the user name and **password** for the password.  
The BASIC Home screen displays.

## Change the admin Password

### ➤ To change the admin password:

1. Launch a web browser.
2. Enter **www.routerlogin.net** in the address field of the browser.

A login screen displays.

3. Enter **admin** for the user name and **password** for the password.

The BASIC Home screen displays.

4. Select **ADVANCED > Administration > Set Password**.
5. Type your old password and type the new password twice.
6. Click the **Apply** button.

Your changes are saved.

## NETGEAR genie App

The free NETGEAR genie app lets you easily monitor, connect, and control your home network from a Windows or Mac computer, tablet, or smartphone. You can share and stream music or videos, diagnose and repair network issues, set up parental controls, and more:

- Access your modem router and change its settings or diagnose and repair network issues.
- Make a printer AirPrint compatible so that you can print from an iPad or iPhone.
- Use MyMedia to find and play media files in your network.
- Use Turbo Transfer to quickly send files from your computer or smartphone to another device on the network.
- Set up parental controls.
- Connect your smartphones and tablets to your home WiFi by scanning the WiFi QR code from genie.

Download the free genie app from [www.NETGEAR.com/genie](http://www.NETGEAR.com/genie).



