NETGEAR DM200-100NAS

NETGEAR DSL Modem DM200-100NAS User Manual

High-Speed VDSL/ADSL Modem

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your NETGEAR DM200-100NAS DSL Modem. The DM200 is designed to provide high-speed VDSL/ADSL Internet access, connecting directly to your computer or wireless router. Please read this manual thoroughly before setting up your device to ensure optimal performance and connectivity.

Figure 1: NETGEAR DM200 DSL Modem

2. PACKAGE CONTENTS

Verify that your package contains all the items listed below. If any items are missing or damaged, please contact NETGEAR support.

- Broadband High-Speed DSL Modem (DM200)
- Ethernet cable
- RJ-11 cable
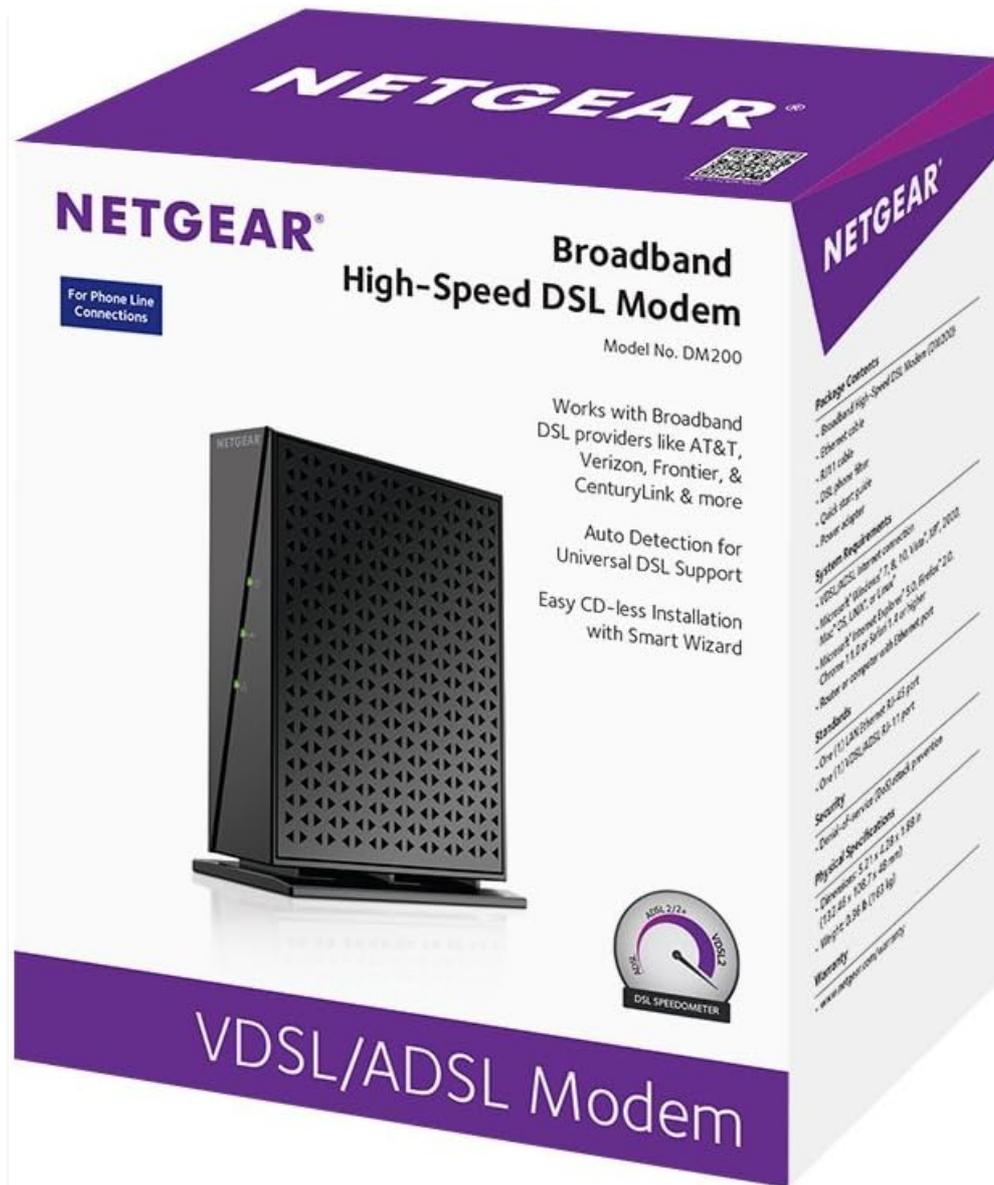- DSL phone filter
- Quick start guide
- Power adapter

Figure 2: DM200 Retail Packaging

3. SETUP AND INSTALLATION

Follow these steps to set up your NETGEAR DM200 DSL Modem. It is recommended to use the included Quick Start Guide for a visual walkthrough.

3.1. Compatibility Check

The DM200 is compatible with major DSL Internet Service Providers such as CenturyLink and Frontier. It supports VDSL, VDSL2, ADSL, ADSL2, and ADSL2+ connections. **Important:** This modem is not compatible

with AT&T U-verse, Verizon FiOS, or Cable Internet providers. It also does not support bonded VDSL/ADSL lines. Always check with your Internet Service Provider (ISP) for compatibility before installation.

Service provider compatibility

Comcast Xfinity	Time Warner Cable	Charter	Cox	Cablevision
—	—	—	—	—
Verizon FIOS	**AT&T U-verse**	**Century Link**	**Other**	
—	—	✔	*If not listed, contact your service provider for compatibility information*	

Figure 3: Service Provider Compatibility

3.2. Physical Connection

1. **Connect the DSL Line:** Connect one end of the RJ-11 phone cable to the DSL port on the back of the DM200 modem and the other end to your wall DSL jack. If you have a phone connected to the same line, use the included DSL phone filter.

2. **Connect to a Computer or Router:** Use the Ethernet cable to connect the LAN port on the back of the DM200 modem to your computer's Ethernet port or to the WAN/Internet port of your wireless router.

3. **Power On:** Connect the power adapter to the modem's power input and plug it into a power outlet. Press the Power On/Off button if present.

Figure 4: DM200 Rear Panel Connections

3.3. Configuration

Once physically connected, the modem will attempt to establish a DSL connection. You may need to configure the modem via a web browser. Open a web browser and navigate to http://www.routerlogin.net. The default username is **admin** and the default password is**password**. Follow the on-screen instructions to complete the setup, which may include entering your ISP's PPPoE username and password.

4. OPERATING INSTRUCTIONS

The DM200 modem operates by establishing a stable DSL connection and providing Internet access to connected devices. The front panel LEDs indicate the modem's status.

4.1. LED Indicators

- **Power LED ( ):**

  - Solid Green: Modem is powered on.
  - Off: Modem is powered off.

- **DSL LED ( ):**

  - Solid Green: DSL connection is established.
  - Blinking Green: Modem is attempting to establish a DSL connection.
  - Off: No DSL signal detected.

- **Internet LED ( ):**

  - Solid Green: Internet connection is active.
  - Blinking Green: Data is being transmitted or received.
  - Off: No Internet connection.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your DM200 modem.

- **Placement:** Place the modem in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Ensure adequate airflow around the device.

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the modem. Do not use liquid or aerosol cleaners.

- **Firmware Updates:** Periodically check the NETGEAR support website for firmware updates. Keeping your modem's firmware up-to-date can improve performance, add features, and fix bugs.

- **Power Cycle:** If you experience intermittent connectivity issues, try power cycling the modem by unplugging the power adapter for 10 seconds and then plugging it back in.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your DM200 DSL Modem.

6.1. No Internet Connection

- **Check Cables:** Ensure all cables (DSL, Ethernet, Power) are securely connected to the correct ports.

- **LED Status:** Verify the Power, DSL, and Internet LEDs are solid green. If the DSL LED is blinking or off, there might be an issue with your DSL line or ISP service. If the Internet LED is off, check your ISP settings (PPPoE username/password).

- **ISP Configuration:** Confirm that the modem is configured with the correct settings provided by your ISP (e.g., VPI/VCI, encapsulation, PPPoE credentials). Incorrect settings are a common cause of connectivity issues.

- **Modem Reset:** If you have tried all other steps, you can perform a factory reset. Locate the Reset button on the back of the modem (often a small pinhole) and press and hold it for 7-10 seconds using a paperclip until the LEDs flash. This will restore the modem to its factory default settings, requiring re-configuration.

6.2. Slow Internet Speed

- **Line Quality:** Contact your ISP to check the quality of your DSL line.

- **Interference:** Ensure the modem is not placed near devices that could cause electrical interference.
- **Firmware:** Ensure your modem's firmware is up to date.

6.3. Accessing Modem Settings

If you are unable to access the modem's web interface at http://www.routerlogin.net, ensure your computer is set to obtain an IP address automatically (DHCP) and is directly connected to the modem's LAN port. Temporarily disable any firewall or antivirus software on your computer.

7. SPECIFICATIONS

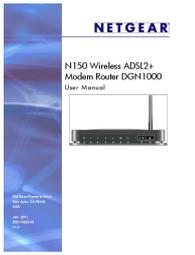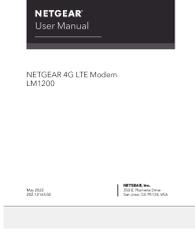| Feature	Specification
Model Number	DM200-100NAS
Connectivity Technology	VDSL, ADSL
Compatible Standards	VDSL, VDSL2, ADSL, ADSL2, ADSL2+
Dimensions (LxWxH)	8.39 x 7.24 x 3.9 inches (Product)
Item Weight	1.21 pounds
Color	Black
Voltage	12 Volts

8. WARRANTY AND SUPPORT

NETGEAR products are designed for reliability and performance. For detailed warranty information, please refer to the warranty card included with your product or visit the official NETGEAR website.
For technical support, product registration, and access to the latest drivers and user manuals, please visit the official NETGEAR support website:

www.netgear.com/support/

You can also refer to the official User Guide (PDF) and User Manual (PDF) available online for more in-depth information:

- User Guide (PDF)
- User Manual (PDF)

Related Documents - **DM200-100NAS**

	[NETGEAR Nighthawk X8 AC5300 WiFi VDSL/ADSL Modem Router D8500 Quick Start Guide](#) Quick start guide for the NETGEAR Nighthawk X8 AC5300 WiFi VDSL/ADSL Modem Router (Model D8500). Learn how to set up your modem router, connect to the internet, and get started with NETGEAR apps.
	[NETGEAR N150 & N300 WiFi DSL Modem Router User Manual](#) Comprehensive user manual for NETGEAR N150 (Model D500) and N300 (Model D1500) WiFi DSL Modem Routers, covering installation, setup, configuration, and troubleshooting.
	[NETGEAR N150 Wireless ADSL2+ Modem Router DGN1000 User Manual](#) Comprehensive user manual for the NETGEAR N150 Wireless ADSL2+ Modem Router DGN1000, covering hardware setup, internet connection configuration, wireless settings, security, maintenance, and troubleshooting.
	[NETGEAR LM1200 4G LTE Modem User Manual](#) User manual for the NETGEAR LM1200 4G LTE Modem, providing guidance on setup, configuration, network management, security, and troubleshooting for reliable broadband internet access in various locations.
	[NETGEAR Nighthawk AX8 8-Stream WiFi Router Quick Start Guide](#) A quick start guide for setting up and using the NETGEAR Nighthawk AX8 8-Stream WiFi Router (RAX80/RAX75) with the Nighthawk mobile application and NETGEAR Armor cybersecurity features.
	[NETGEAR D6200 WiFi DSL Modem Router Installation Guide](#) This guide provides instructions for installing and setting up the NETGEAR D6200 WiFi DSL Modem Router, including connection, configuration, and troubleshooting steps.