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NETGEAR C7100V

NETGEAR Nighthawk C7100V User Manual

AC1900 Wi-Fi Cable Modem Router with Voice

1. Product Overview

The NETGEAR Nighthawk C7100V is a high-performance DOCSIS 3.0 cable modem, AC1900 Wi-Fi router, and Xfinity Voice adapter combined into a single unit. It is designed to provide reliable internet and voice services for Xfinity customers, supporting speeds up to 600Mbps. This device is ideal for streaming 4K HD videos, faster downloads, and high-speed online gaming, offering a comprehensive solution for your home networking needs.



Figure 1: Front view of the NETGEAR Nighthawk C7100V.

2. Package Contents

Ensure all items are present in your product package:

- Nighthawk AC1900 WiFi Cable Modem Router with Voice (C7100V)

- Ethernet cable
- Telephone cable
- Quick install guide
- Power cord

3. Setup and Installation

3.1. Hardware Connection

Follow these steps to connect your Nighthawk C7100V:

1. **Connect Coaxial Cable:** Connect the coaxial cable from your cable wall outlet to the Cable port on the back of your modem router.
2. **Connect Telephone Lines:** Connect your telephone(s) to the Tel 1 and Tel 2 ports on the back of the modem router using the provided telephone cable.
3. **Connect Ethernet Devices:** For wired connections, use an Ethernet cable to connect your computer or other network devices to any of the four Gigabit Ethernet ports on the back of the modem router.
4. **Connect Power:** Connect the power adapter to the modem router and plug it into a power outlet. Wait for the Power, DS/US, and Online LEDs on the front of the modem router to turn solid white, indicating a successful connection.

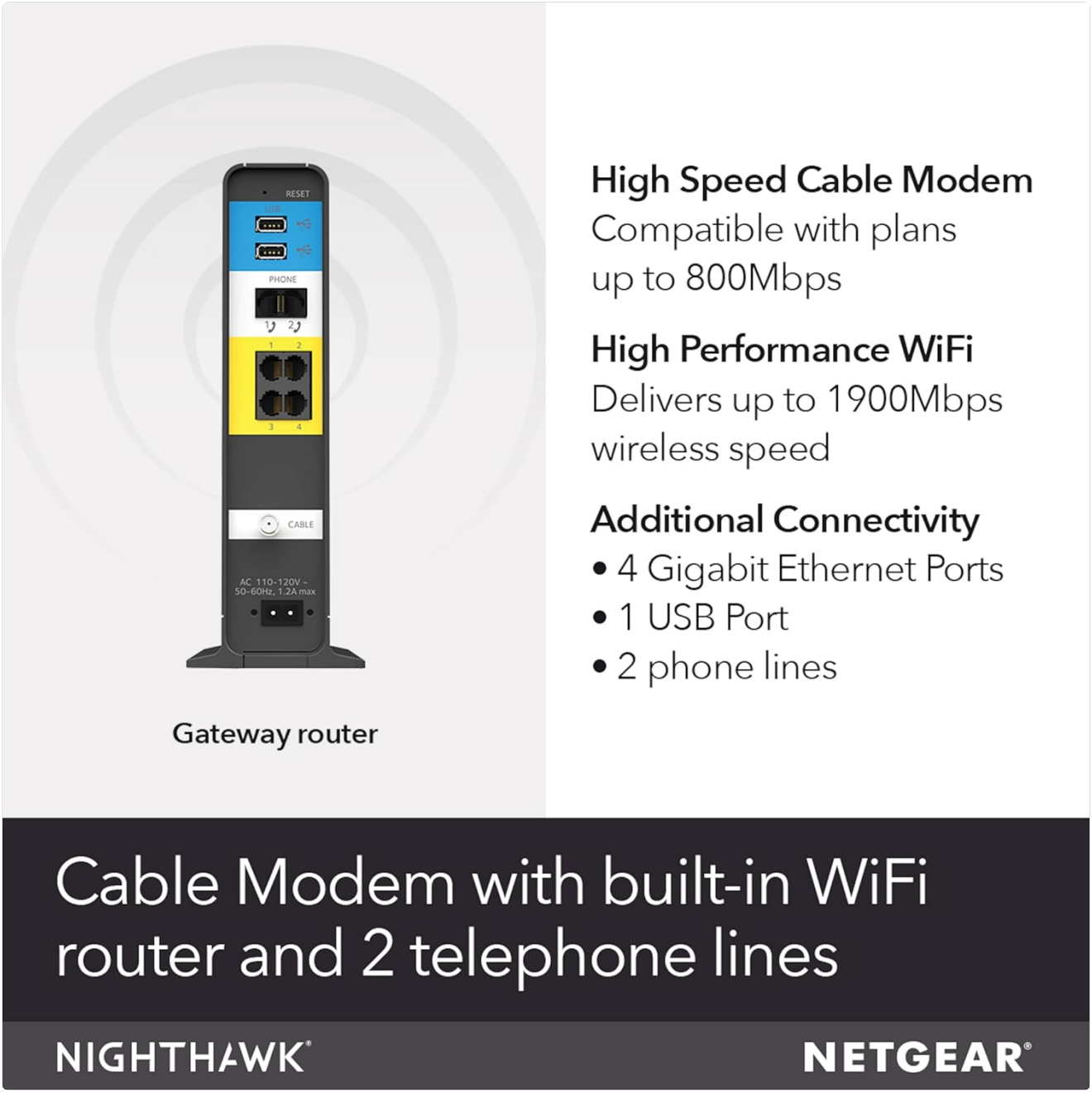


Figure 2: Back view of the NETGEAR Nighthawk C7100V, showing various ports for connection.

3.2. Initial Configuration and Activation

After connecting the hardware, you need to configure and activate your modem router:

1. **Launch a Web Browser:** On a computer or mobile device connected to the modem router (either via Ethernet or Wi-Fi using the default SSID and password on the modem router label), open a web browser.
2. **Access Router Menu:** Enter http://routerlogin.net or http://192.168.0.1 in the address field of your web browser.
3. **Log In:** When prompted, enter the default username (usually 'admin') and password (usually 'password'). It is highly recommended to change the admin password and set up security questions for future access.
4. **Activate with Xfinity:** For full functionality, you must activate your modem router with Xfinity. Refer to the 'Call Comcast Xfinity to activate your modem router' section in your Quick Install Guide (typically on page 6) for detailed instructions. This activation step is crucial for resolving potential connectivity issues and ensuring proper service.



Figure 3: The NETGEAR Nighthawk C7100V is 100% certified compatible with Xfinity by Comcast Internet & Voice Provider.

4. Operation

4.1. Wi-Fi Connectivity

The Nighthawk C7100V provides AC1900 Wi-Fi speed with dual-band support (2.4 GHz and 5 GHz). The Wi-Fi network name (SSID) and password are typically found on a label on the modem router. You can customize these settings through the modem router's web interface. The device offers Wi-Fi coverage up to 1800 sq. ft. and supports up to 30 devices simultaneously.

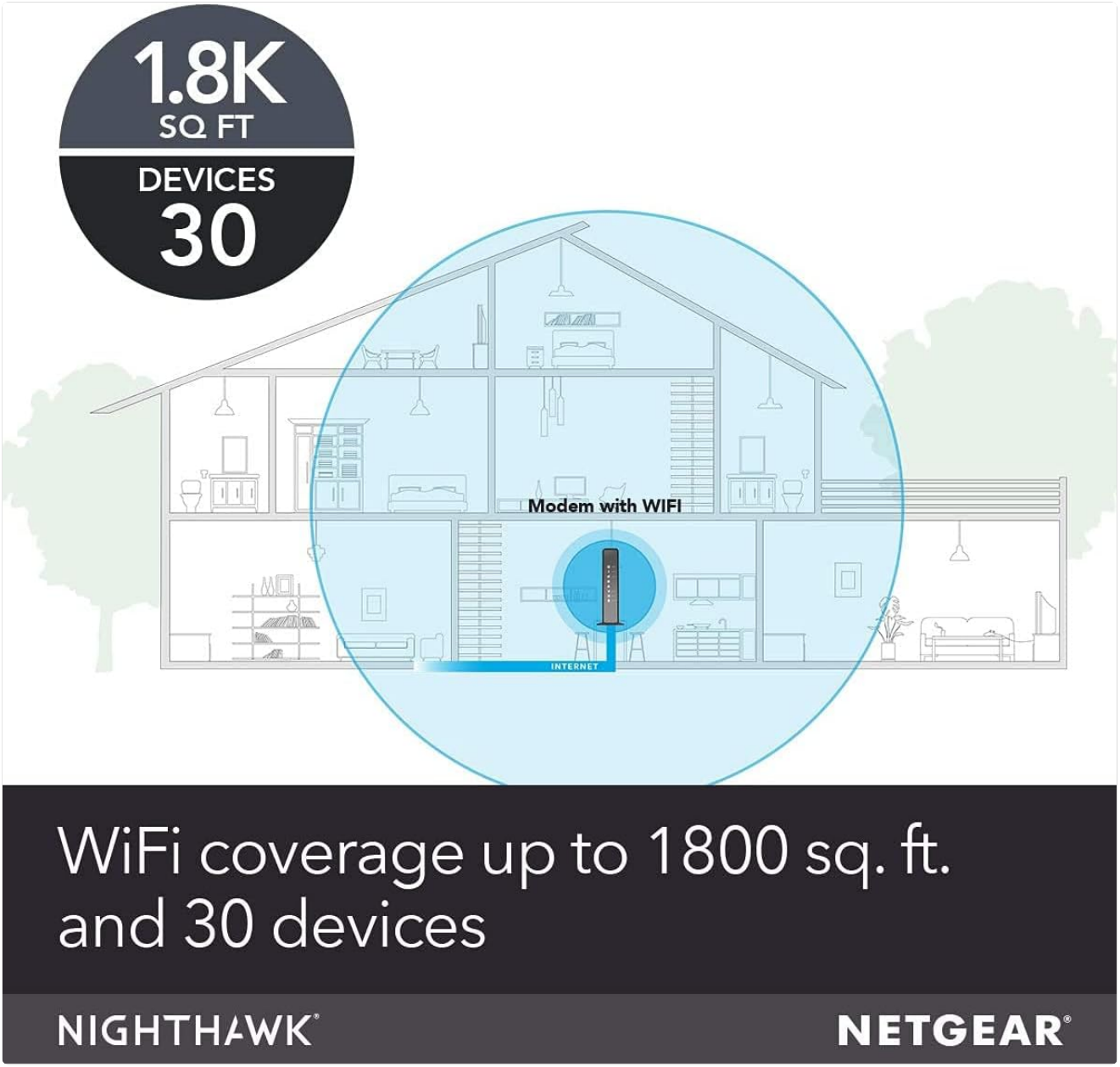


Figure 4: Illustration of Wi-Fi coverage up to 1800 sq. ft. and support for up to 30 devices.

4.2. Ethernet and USB Ports

The modem router features four Gigabit Ethernet ports for high-speed wired connections to devices like computers, gaming consoles, and smart TVs. It also includes two USB 2.0 ports, which can be used to connect USB storage devices for network sharing or to connect compatible printers.

4.3. Voice Services

With two Voice over IP (VoIP) ports, the C7100V supports Xfinity Voice services, allowing you to connect two phone lines for clear voice communication. Ensure your telephone lines are properly connected to the Tel 1 and Tel 2 ports.

4.4. Performance

The DOCSIS 3.0 technology enables 24x faster download speeds than DOCSIS 2.0, making it suitable for demanding internet activities. The AC1900 Wi-Fi speed ensures smooth HD streaming and responsive online gaming experiences.



Figure 5: The Nighthawk C7100V provides up to 1900Mbps Wi-Fi speed for HD streaming and online gaming.

5. Maintenance

5.1. General Care

To ensure optimal performance and longevity of your modem router, keep it in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Avoid placing heavy objects on top of the device.

5.2. Firmware Updates

NETGEAR periodically releases firmware updates to improve performance, add features, and address security vulnerabilities. It is recommended to check for and install available firmware updates through the modem router's web interface to keep your device up-to-date.

5.3. Optional Battery Backup

The C7100V supports an optional battery backup (sold separately) for power outages. This provides up to 8 hours of standby and 5 hours of talk time for your voice services, ensuring continuity during power interruptions.

6. Troubleshooting

If you encounter issues with your NETGEAR Nighthawk C7100V, consider the following troubleshooting steps:

- **No Internet Connection:** Check all cable connections, especially the coaxial cable. Verify that the Power, DS/US, and Online LEDs are solid white. If not, contact Xfinity to ensure your service is active and the modem router is properly provisioned.
- **Slow Internet Speed:** Ensure your devices are connected to the appropriate Wi-Fi band (5 GHz for faster speeds, 2.4 GHz for better range). Try restarting the modem router by unplugging it from power for 30 seconds and then plugging it back in. Consider reducing the number of active devices or applications consuming bandwidth.
- **Voice Service Issues:** Verify that the telephone cables are securely connected. Check the Tel 1 and Tel 2 LEDs on the modem router. If issues persist, contact Xfinity Voice support.
- **Cannot Access Router Login Page:** Ensure you are entering http://routerlogin.net or http://192.168.0.1 correctly. Try clearing your browser's cache or using a different browser. Temporarily disable any VPN or firewall software.
- **Factory Reset:** If all else fails, you can perform a factory reset. Locate the Reset button (usually a small pinhole) on the back of the modem router. Use a paperclip to press and hold the button for about 7-10 seconds until the LEDs flash. This will restore the modem router to its default factory settings, requiring re-configuration and Xfinity activation.

7. Specifications

Feature	Specification
Brand	NETGEAR
Model Name	C7100V-100NAS
Wireless Type	802.11ac
Wireless Communication Standard	802.11ac
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Number of USB 2.0 Ports	2
Ethernet Ports	4 Gigabit Ethernet Ports
Voice Ports	2 Voice over IP (VoIP) Ports
DOCSIS Standard	DOCSIS 3.0 (24x8 Channel Bonding)

Feature	Specification
Compatible Devices	Phone, Tablet, WiFi-Enabled Devices, Media Streaming Devices, Computer, PC, Mac, Gaming Consoles
Operating System Compatibility	Linux, Windows, Microsoft
Item Weight	2.83 pounds
Product Dimensions (LxWxH)	10.15 x 10.8 x 3.55 inches
Color	Black
Special Features	Beamforming, Guest Mode, LED Indicator, WPS

8. Warranty and Support

For detailed warranty information, please refer to the documentation included with your product or visit the official NETGEAR website. If you require further assistance or have technical questions, you can consult the comprehensive Installation Manual (PDF) or User Manual (PDF) available online. You may also contact NETGEAR customer support or Xfinity support for service-specific inquiries.

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Details

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