NETGEAR C7100V-100NAS

NETGEAR Nighthawk AC1900 C7100V User Manual

DOCSIS 3.0 WiFi Cable Modem Router Combo for Xfinity Internet & Voice

1. Introduction

This user manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your NETGEAR Nighthawk AC1900 (C7100V) WiFi Cable Modem Router. This device is designed to deliver high-speed internet and voice services, ideal for Xfinity customers.

Product Overview

The NETGEAR Nighthawk AC1900 C7100V is an all-in-one solution combining a DOCSIS 3.0 cable modem, an AC1900 WiFi router, and a voice adapter. It supports fast combined 1900Mbps WiFi speeds and features 24 downstream and 8 upstream channels for optimal performance with high-speed internet plans.



Figure 1: Front view of the NETGEAR Nighthawk AC1900 C7100V, showing the perforated casing and indicator lights for Power, DS/US, Online, 2.4 GHz, 5 GHz, Tel 1, Tel 2, and Battery.

2. Package Contents

Ensure all items are present in your package:

- NETGEAR Nighthawk AC1900 C7100V Cable Modem Router

- Ethernet Cable
- Power Adapter
- Quick Start Guide

3. Setup Guide

Follow these steps to set up your NETGEAR Nighthawk C7100V:

1. **Positioning the Modem Router:** Place the modem router in a central location in your home, away from obstructions and electronic devices that may cause interference. Ensure good ventilation.
2. **Connect Coaxial Cable:** Connect one end of the coaxial cable to the cable wall outlet and the other end to the Cable port on the back of your modem router.
3. **Connect Power:** Connect the power adapter to the modem router's power port and plug it into an electrical outlet. Wait for the Power LED on the front panel to turn solid green.
4. **Connect Ethernet (Optional):** For a wired connection, connect an Ethernet cable from your computer to one of the Ethernet LAN ports on the modem router.
5. **Connect Telephone (for Voice Service):** If you have Xfinity Voice service, connect your telephone to the Tel 1 or Tel 2 port on the back of the modem router.
6. **Activate Your Internet Service:**
    - Open a web browser on a connected computer or mobile device.
    - You should be redirected to the Xfinity activation page. If not, visitwww.xfinity.com/activate or call Xfinity customer support.
    - Follow the on-screen instructions to activate your service. You may need your Xfinity account information.
7. **Connect to WiFi:**
    - Locate the WiFi network name (SSID) and password on the label of your modem router.
    - On your wireless device (smartphone, tablet, laptop), select the NETGEAR WiFi network and enter the password.
8. **Nighthawk App Setup (Recommended):** Download the NETGEAR Nighthawk app from your device's app store for easy setup and management of your network.

4. Operating Instructions

LED Indicators

Understand the status of your modem router using the front panel LEDs:

LED	Status	Description
Power	Solid Green	Modem router is powered on.
DS/US (Downstream/Upstream)	Solid Green	Modem is connected to the internet.
Online	Solid Green	Modem is online and ready for data transfer.
2.4 GHz WiFi	Solid Green	2.4 GHz WiFi is enabled. Blinking indicates activity.
5 GHz WiFi	Solid Green	5 GHz WiFi is enabled. Blinking indicates activity.

LED	Status	Description
Tel 1 / Tel 2	Solid Green	Telephone line is active. Blinking indicates call activity.
Battery	Solid Green	Battery is installed and charged (if applicable).

Accessing Router Settings

To configure advanced settings, such as WiFi name (SSID), password, or parental controls, access the router's web interface:

1. Ensure your device is connected to the modem router (wired or wireless).
2. Open a web browser and type **routerlogin.net** or **192.168.1.1** into the address bar and press Enter.
3. Enter the default username (**admin**) and password (**password**) when prompted. It is highly recommended to change the default password for security.
4. Navigate through the interface to adjust settings as needed.

5. Maintenance

- **Regular Reboot:** Periodically reboot your modem router (once a month is recommended) by unplugging the power adapter for 10 seconds and then plugging it back in. This can resolve minor connectivity issues and improve performance.
- **Firmware Updates:** Keep your modem router's firmware updated. The Nighthawk app or the web interface can check for and apply updates automatically or manually. Firmware updates often include performance improvements and security patches.
- **Cleaning:** Keep the modem router clean and free of dust. Use a soft, dry cloth to wipe the exterior. Ensure ventilation holes are not blocked.
- **Secure Your Network:** Regularly change your WiFi password and router login password. Use strong, unique passwords.

6. Troubleshooting

Common Issues and Solutions

- **No Internet Connection:**
  - Check all cable connections (coaxial, Ethernet, power).
  - Verify that the DS/US and Online LEDs are solid green. If not, there might be an issue with your cable service. Contact Xfinity support.
  - Reboot the modem router.
- **Slow Internet Speed:**
  - Ensure your device is connected to the correct WiFi band (5 GHz for faster speeds, if supported).
  - Minimize interference by placing the modem router away from other electronics.
  - Check for active downloads or streaming on other devices.
  - Reboot the modem router.
  - Contact Xfinity to confirm your subscribed speed plan.
- **WiFi Disconnects Frequently:**

- Ensure the modem router is centrally located and not obstructed.
- Update your device's wireless drivers.
- Try changing the WiFi channel in the router settings to avoid interference from neighboring networks.

- **Voice Service Not Working:**
  - Verify the telephone cable is securely connected to the Tel 1 or Tel 2 port.
  - Ensure the Tel 1/Tel 2 LED is solid green.
  - Contact Xfinity support for voice service activation or troubleshooting.

- **Cannot Access Router Login Page:**
  - Ensure your device is connected to the modem router.
  - Try using a different web browser.
  - Clear your browser's cache and cookies.
  - If you forgot your login credentials, you may need to perform a factory reset (refer to the Quick Start Guide or NETGEAR support for instructions, as this will erase all custom settings).

7. Specifications

Feature	Detail
Model Name	NETGEAR Nighthawk AC1900 (C7100V-100NAS)
DOCSIS Standard	DOCSIS 3.0
Channel Bonding	24 Downstream x 8 Upstream
WiFi Standard	802.11ac (AC1900)
Frequency Band	Dual-Band (2.4 GHz & 5 GHz)
Ethernet Ports	4 Gigabit Ethernet LAN ports
USB Ports	1 USB port
Voice Ports	2 Telephone (RJ-11) ports
Dimensions (L x W x H)	10.15 x 10.8 x 3.55 inches
Item Weight	2.82 pounds
Compatible Devices	Smartphones, Laptops, Tablets, Gaming Consoles, etc.
Recommended Use	Home Internet and Voice Services (Xfinity)

8. Warranty Information

This product is sold as "Renewed" and may come with a specific warranty from the seller or Amazon Renewed. Please refer to your purchase documentation or the Amazon product page for details on the warranty period and terms. For new products, NETGEAR typically offers a limited hardware warranty.
For warranty claims or service, please contact the seller or Amazon Renewed support directly, as per your purchase agreement.

9. Technical Support

For technical assistance with your NETGEAR Nighthawk C7100V, you can utilize the following resources:

- **NETGEAR Support Website:** Visit www.netgear.com/support/ for FAQs, downloads, and community forums.
- **NETGEAR Nighthawk App:** Use the app for easy management and access to support resources.
- **Xfinity Support:** For issues related to your internet or voice service, contact Xfinity customer support.

When contacting support, have your product model number (C7100V) and serial number ready. The serial number is typically found on a label on the bottom or back of the device.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question