

[Manuals.plus](#) /

> [NETGEAR](#) /

> NETGEAR Nighthawk AX4 4-Stream AX3000 Wi-Fi 6 Router User Manual

NETGEAR RAX38-100NAS

NETGEAR Nighthawk AX4 4-Stream AX3000 Wi-Fi 6 Router User Manual

Model: RAX38-100NAS

INTRODUCTION

This manual provides comprehensive instructions for setting up, operating, and maintaining your NETGEAR Nighthawk AX4 4-Stream AX3000 Wi-Fi 6 Router. Designed for enhanced network capacity and strong signal strength, this router utilizes Wi-Fi 6 technology to deliver smoother streaming, faster downloads, and improved online experiences. Please read this manual thoroughly before use to ensure optimal performance and longevity of your device.

PACKAGE CONTENTS

Verify that all items are present in your package:

- NETGEAR Nighthawk AX4 4-Stream AX3000 Wi-Fi 6 Router (Model: RAX38-100NAS)
- Power Adapter
- Ethernet Cable
- Quick Start Guide (not included in this digital manual)

PRODUCT OVERVIEW



Front view of the Nighthawk AX4 router, showing the LED indicators and the Nighthawk logo. The router has a sleek, angular design with two external antennas.



Rear view of the Nighthawk AX4 router, displaying the power input, WAN port (yellow), and four Gigabit Ethernet LAN ports. Also visible are the Wi-Fi On/Off button and the WPS button.

The Nighthawk AX4 router features a powerful dual-core processor and supports Wi-Fi 6 (802.11ax) for improved network efficiency and speed. It includes multiple Gigabit Ethernet ports for wired connections and external antennas for enhanced Wi-Fi coverage.

LED Indicators

- **Power LED:** Indicates power status.
- **Internet LED:** Indicates internet connection status.
- **Wi-Fi LEDs (2.4 GHz & 5 GHz):** Indicate Wi-Fi activity for each band.
- **Ethernet Port LEDs:** Indicate activity on wired LAN ports.

Buttons and Ports

- **Power On/Off Button:** Turns the router on or off.
- **Reset Button:** Resets the router to factory default settings (use a paperclip).
- **WPS Button:** For easy Wi-Fi Protected Setup connections.
- **Wi-Fi On/Off Button:** Toggles Wi-Fi radio on or off.
- **Internet Port (WAN):** Connects to your modem.
- **Ethernet Ports (LAN):** Connects to wired devices like computers or gaming consoles.

SETUP

Initial Hardware Connection

1. **Position the Router:** Place the router in a central location in your home, away from obstructions and electronic devices that may cause interference. Ensure antennas are oriented vertically for optimal signal.
2. **Connect to Modem:**
 - Power off your modem and remove its battery (if applicable).

- Connect one end of the supplied Ethernet cable to the yellow Internet port on your Nighthawk router.
- Connect the other end of the Ethernet cable to the Ethernet port on your modem.

3. Power On:

- Connect the power adapter to the router and plug it into a power outlet.
- Wait for the Power LED on the router to turn solid white.
- Power on your modem. Wait for the modem's Internet LED to stabilize (this may take a few minutes).

4. Connect a Device:

- **Wired Connection:** Connect a computer to one of the router's yellow LAN ports using an Ethernet cable.
- **Wireless Connection:** On your Wi-Fi enabled device (smartphone, tablet, laptop), search for the Wi-Fi network name (SSID) printed on the router's label. Connect to this network using the provided Wi-Fi password.

Router Configuration

You can configure your router using the NETGEAR Nighthawk app or a web browser.

Using the Nighthawk App (Recommended)

1. Download the NETGEAR Nighthawk app from the Apple App Store or Google Play Store.
2. Launch the Nighthawk app and follow the on-screen instructions to set up your router. The app will guide you through connecting to the router, creating an admin account, and setting up your Wi-Fi network name and password.

Using a Web Browser

1. Open a web browser (e.g., Chrome, Firefox, Edge) on a device connected to the router.
2. Type **routerlogin.net** or **192.168.1.1** into the address bar and press Enter.
3. Follow the setup wizard prompts. You will be asked to create an admin username and password, and configure your Wi-Fi network settings.

Important: Change the default admin password for security purposes. Record your new Wi-Fi network name (SSID) and password in a safe place.

OPERATING THE ROUTER

Connecting Devices

- **Wireless Devices:** On your device, select your Wi-Fi network name (SSID) from the list of available networks and enter your Wi-Fi password.
- **Wired Devices:** Connect an Ethernet cable from your device to any available LAN port on the router.

Accessing Router Settings

To manage your network, access advanced settings, or update firmware, log in to the router's web interface via routerlogin.net or the Nighthawk app.

Key Features and Functions

- **Wi-Fi 6 (802.11ax):** Provides faster speeds, increased capacity, and reduced network congestion for Wi-Fi 6 compatible devices.
- **Dual-Band Wi-Fi:** Operates on both 2.4 GHz and 5 GHz frequencies for flexible device connections and optimized performance.

- **NETGEAR Armor™:** Integrated cybersecurity protection powered by Bitdefender, safeguarding all connected devices from online threats. (Subscription may be required after initial trial).
- **Parental Controls:** Manage internet access and content filtering for connected devices.
- **Guest Wi-Fi:** Create a separate, secure Wi-Fi network for guests without sharing your main network password.
- **Quality of Service (QoS):** Prioritize network traffic for specific applications or devices (e.g., gaming, video streaming).

MAINTENANCE

- **Firmware Updates:** Regularly check for and install firmware updates through the Nighthawk app or router's web interface. Firmware updates provide new features, performance improvements, and security patches.
- **Physical Cleaning:** Keep the router clean and free of dust. Use a soft, dry cloth to wipe the exterior. Ensure ventilation holes are not blocked.
- **Restarting the Router:** Periodically restarting your router (power cycling) can resolve minor network issues and improve performance. To do this, unplug the power adapter, wait 10 seconds, then plug it back in.
- **Security Practices:**
 - Use strong, unique passwords for your Wi-Fi network and router admin login.
 - Enable WPA2 or WPA3 encryption for your Wi-Fi network.
 - Utilize NETGEAR Armor for comprehensive network security.

TROUBLESHOOTING

Problem	Possible Solution
No Internet connection.	<ul style="list-style-type: none"> • Check if the Internet LED on the router is solid white. If not, check the connection between the router and modem. • Restart your modem and router. • Verify your Internet Service Provider (ISP) connection is active.
Cannot access routerlogin.net.	<ul style="list-style-type: none"> • Ensure your device is connected to the router's Wi-Fi network or via Ethernet cable. • Try using the IP address 192.168.1.1 instead. • Clear your browser's cache and cookies, or try a different browser. • Temporarily disable any VPN or proxy software.

Problem	Possible Solution
Slow Wi-Fi speeds or poor coverage.	<ul style="list-style-type: none"> Relocate the router to a more central position, away from obstacles and interference sources (e.g., cordless phones, microwaves). Ensure antennas are properly oriented. Check for firmware updates. Reduce the number of connected devices or prioritize critical devices using QoS settings. Consider using the 5 GHz band for devices that support it, as it offers higher speeds over shorter distances.
Forgot Wi-Fi password or admin password.	<ul style="list-style-type: none"> The default Wi-Fi password is on the router's label. For admin password, if you cannot recall it, you may need to perform a factory reset on the router. This will erase all custom settings, and you will need to reconfigure it.

SPECIFICATIONS

Feature	Detail
Model Name	Nighthawk AX4 AX3000 Wireless Dual-Band Gigabit Router
Model Number	RAX38-100NAS
Wi-Fi Technology	Wi-Fi 6 (802.11ax)
Wi-Fi Performance	AX3000 (3 Gbps)
Wi-Fi Band	Dual-Band (2.4 GHz & 5 GHz)
Ethernet Ports	1 WAN Gigabit Ethernet port, 4 LAN Gigabit Ethernet ports
Processor	Dual-core processor
Dimensions (L x W x H)	8.1 x 2.2 x 13.3 inches (205.7 x 55.9 x 337.8 mm)
Weight	3.4 pounds (1.54 kg)
Security	NETGEAR Armor (Bitdefender), WPA2/WPA3, VPN Support
Compatible Devices	Gaming Console, Printer, Security Camera, Smart Television, Smartphone

WARRANTY AND SUPPORT

Warranty Information

NETGEAR products typically come with a limited hardware warranty. The exact duration and terms of the warranty may vary by region and product. Please refer to the warranty card included with your product or visit the official NETGEAR support website for detailed warranty information specific to your region.

Technical Support

For technical assistance, product registration, or to access the full range of support resources, please visit the official NETGEAR support website:

www.netgear.com/support/

You can also download the NETGEAR Nighthawk app for easy access to support, firmware updates, and network management tools.



© 2023 NETGEAR. All rights reserved. NETGEAR, the NETGEAR Logo, and Nighthawk are trademarks of NETGEAR, Inc.
Information in this document is subject to change without notice.