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› NETGEAR AX1800 WiFi 6 Router (RAX20) User Manual

NETGEAR RAX20

NETGEAR AX1800 WiFi 6 Router (RAX20) User Manual

Model: RAX20 | Brand: NETGEAR

1. INTRODUCTION

This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your NETGEAR AX1800 WiFi 6 Router (RAX20). This product is a professionally inspected and tested renewed device, ensuring it functions and appears like new. Please read this manual thoroughly before use.



Figure 1: NETGEAR AX1800 WiFi 6 Router (RAX20) - Overall View

This image displays the NETGEAR AX1800 WiFi 6 Router (RAX20) from an angled front perspective, showcasing its compact design and two upright antennas.

2. SETUP GUIDE

2.1 Package Contents

- NETGEAR AX1800 WiFi 6 Router (RAX20)
- Ethernet Cable
- Power Adapter (Input voltage: 100-240V)
- Quick Start Guide (if included)

2.2 Physical Connection

1. **Positioning:** Place the router in a central location to maximize Wi-Fi coverage. Avoid placing it near large metal objects, concrete walls, or other electronic devices that may cause interference.
2. **Connect to Modem:** Connect one end of the provided Ethernet cable to the yellow Internet port on the back of the RAX20 router. Connect the other end to an Ethernet port on your modem.
3. **Power On:** Connect the power adapter to the router's power port and plug it into a wall outlet. Wait for the power LED on the front of the router to turn solid white.
4. **Connect Devices:** For wired connections, connect Ethernet cables from your devices (e.g., computer, gaming console) to the yellow LAN ports (1-4) on the back of the router.



Figure 2: Rear Panel Connections

This image shows the rear panel of the NETGEAR AX1800 WiFi 6 Router (RAX20), highlighting the yellow Internet port, four yellow LAN ports, the power input, and the reset button.

2.3 Initial Configuration

1. **Connect to Router:** Connect your computer or mobile device to the router's default Wi-Fi network. The Wi-Fi network name (SSID) and password are typically found on a label on the router or in the Quick Start Guide.
2. **Access Router Interface:** Open a web browser and type **routerlogin.net** or **192.168.1.1** into the address bar.
3. **Login:** Enter the default username (usually **admin**) and password (usually **password**). It is highly recommended to change these default credentials immediately for security.
4. **Follow Setup Wizard:** The router's interface will guide you through the initial setup process, including setting up your new Wi-Fi network name (SSID) and password.

3. OPERATING YOUR ROUTER

3.1 Understanding LED Indicators

The front panel of your RAX20 router features several LED indicators that provide information about its status:



Figure 3: Front Panel LED Indicators

This image shows the front of the NETGEAR AX1800 WiFi 6 Router (RAX20), highlighting the various LED indicators for power, Internet, Wi-Fi, and Ethernet port activity.

- **Power LED:** Solid white indicates power on and normal operation. Blinking indicates a firmware upgrade or reset.
- **Internet LED:** Solid white indicates a successful connection to the internet. Blinking indicates data activity. Amber indicates no internet connection.

- **Wi-Fi LED:** Solid white indicates Wi-Fi is enabled. Blinking indicates Wi-Fi activity.
- **Ethernet LEDs (1-4):** Solid white indicates a device is connected to that port. Blinking indicates data activity.
- **USB LED:** Solid white indicates a USB device is connected. Blinking indicates data activity.

3.2 Managing Wi-Fi Settings

Through the router's web interface (**routerlogin.net**), you can manage various Wi-Fi settings:

- **Change Wi-Fi Name (SSID) and Password:** Navigate to the Wireless settings to customize your network name and security passphrase.
- **Guest Network:** Create a separate Wi-Fi network for guests, providing internet access without granting access to your main network devices.
- **Wi-Fi Protected Setup (WPS):** Use the WPS button on the router to quickly connect WPS-compatible devices without entering the password.

3.3 Advanced Features

The RAX20 router offers several advanced features for network management:

- **Parental Controls:** Manage internet access for specific devices or users.
- **Quality of Service (QoS):** Prioritize internet traffic for certain applications or devices (e.g., streaming, gaming) to ensure smoother performance.
- **USB Storage:** Connect a USB storage device to the router's USB 3.0 port to share files across your network.

4. MAINTENANCE

Regular maintenance helps ensure optimal performance and longevity of your router.

- **Firmware Updates:** Periodically check for and install the latest firmware updates from the NETGEAR support website. Firmware updates often include performance improvements, bug fixes, and security enhancements.
- **Regular Reboot:** Rebooting your router every few weeks can help clear its memory and resolve minor network issues. Simply unplug the power adapter, wait 10 seconds, and plug it back in.
- **Physical Cleaning:** Keep the router clean and free of dust. Use a soft, dry cloth to wipe the exterior. Ensure ventilation openings are not blocked.
- **Security Best Practices:** Regularly change your router's admin password and Wi-Fi password. Use strong, unique passwords.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your RAX20 router.

5.1 No Internet Connection

- **Check Cables:** Ensure all Ethernet cables are securely connected to the router and modem.
- **Check LEDs:** Verify that the Internet LED on the router is solid white. If it's amber or off, there might be an issue with your modem or ISP connection.
- **Reboot Devices:** Power cycle your modem first, wait for it to fully boot up, then power cycle your router. Wait a few minutes for the connection to re-establish.
- **Contact ISP:** If the issue persists, contact your Internet Service Provider (ISP) to check for service outages in your area.

5.2 Slow Wi-Fi Speed or Frequent Disconnections

- **Router Placement:** Ensure the router is centrally located and free from obstructions.
- **Interference:** Move the router away from other electronic devices (cordless phones, microwaves, Bluetooth devices) that operate on similar frequencies.
- **Channel Optimization:** Access the router's web interface and try changing the Wi-Fi channel to a less congested one.
- **Firmware:** Ensure your router's firmware is up to date.

5.3 Cannot Access Router Login Page

- **Verify Connection:** Ensure your device is connected to the router's Wi-Fi network or via an Ethernet cable.
- **Correct Address:** Double-check that you are typing **routerlogin.net** or **192.168.1.1** correctly in your browser's address bar.
- **Clear Browser Cache:** Clear your browser's cache and cookies, or try a different web browser.
- **Firewall/Antivirus:** Temporarily disable any firewall or antivirus software on your computer that might be blocking access.

5.4 Factory Reset

If you encounter persistent issues or forget your router's login credentials, you can perform a factory reset. *Note: This will erase all custom settings and restore the router to its default factory configuration.*

1. With the router powered on, locate the Reset button on the back panel (often a small pinhole).
2. Use a paperclip or similar pointed object to press and hold the Reset button for about 7-10 seconds until the Power LED blinks.
3. Release the button and wait for the router to restart. It will then be in its factory default state.

6. SPECIFICATIONS

Feature	Specification
Model Number	RAX20
Brand	NETGEAR
Product Dimensions	6.1 x 10 x 1.7 inches
Item Weight	1.23 pounds
Wireless Standard	802.11ax (WiFi 6)
Frequency Band Class	Dual-Band
Connectivity Technology	Ethernet, Wired
Input Voltage	100-240V
Special Feature	WPS
Color	Black
UPC	606449144352

7. WARRANTY AND SUPPORT

7.1 Amazon Renewed Guarantee

As a renewed product, your NETGEAR AX1800 WiFi 6 Router (RAX20) is backed by the Amazon Renewed Guarantee. If you are not satisfied with your purchase, renewed products are eligible for replacement or refund within 90 days of receipt.

7.2 Technical Support

For further assistance, please refer to the official NETGEAR support website for your model. For issues related to the renewed status of the product or the Amazon Renewed Guarantee, please contact Amazon customer service.