Support

Thank you for purchasing this NETGEAR product. You can visit *www.netgear.com/support* to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

If you are experiencing trouble installing your modem router, contact NETGEAR at 1-866-874-8924.

Trademarks

© NETGEAR, Inc., NETGEAR and the NETGEAR Logo are trademarks of NETGEAR, Inc.
Any non-NETGEAR trademarks are used for reference purposes only.

Compliance

For regulatory compliance information, visit *http://www.netgear.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.

March 2017

NETGEAR, Inc.
350 East Plumeria Drive
San Jose, CA 95134, USA

Quick Start

AC1900 WiFi Cable Modem Router

Model C7000v2

NETGEAR®

Package Contents

The box contains the following items.

Modem router

Power adapter

Ethernet cable

You can use this diagram to connect your router or follow the detailed instructions in this booklet.

1. **Collect your cable Internet provider information.**

   Collect your cable account number, account phone number, and login information (your email address or user name and password).

2. **Turn off existing modems and routers.**

   If you are replacing a modem that is currently connected in your home, unplug the modem and plug the new modem router into the same outlet.

3. **Connect a coaxial cable.**

   Use a coaxial cable that is provided by your cable company to connect the cable port on the modem router to a cable wall outlet or a line splitter.

   Make sure that the cable is tightly connected.

   Note: If Comcast XFINITY is your cable Internet provider, Comcast XFINITY recommends connecting your modem router directly to a cable wall outlet.

4. **Connect the power adapter.**

   When the startup complete, the Power LED lights solid green.

5. **Wait for the modem router to come online.**

   When the modem router comes online, the Internet LED stops blinking and lights solid green.

   This process might take up to 10 minutes.

6. **Connect a computer or mobile device to the modem router.**

   To connect with WiFi, use the WiFi network name and password on the modem router label.

   To connect using a wired connection, use an Ethernet cable to connect a computer to an Ethernet port on the modem router.

   Reboot the computer.

7. **Log in to the modem router.**

   Launch a web browser and enter **www.routerlogin.net** or **http://192.168.0.1** in the address field of the web browser.

   When prompted to log in, enter **admin** for the user name and **password** for the password, change the password, enter security questions and answers.

8. **Activate your Internet service.**

   For information about how to activate your Internet service, see *Activate Your Internet Service* on page 5.

Contents

LEDs 2

Install Your Modem Router 3

Activate Your Internet Service 5

WiFi Network Name and Password 7

Join the WiFi Network 8

View or Change the Modem Router Settings 10

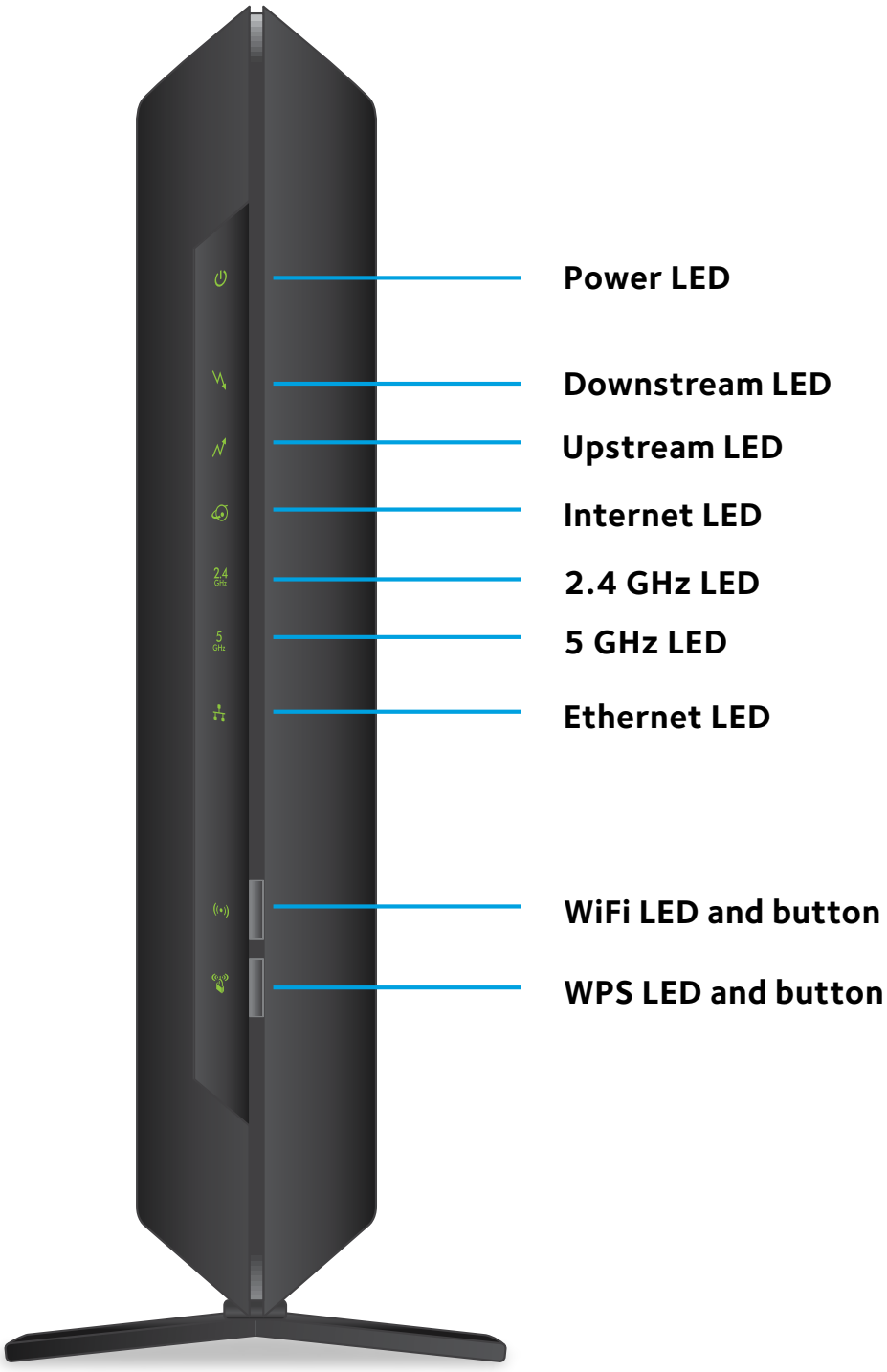
Access a USB Device on the Network 12

Print Wirelessly With ReadySHARE Printer 13

Download the NETGEAR genie App 14

LEDs

The LEDs on the front of the modem router light to indicate modem router activity:



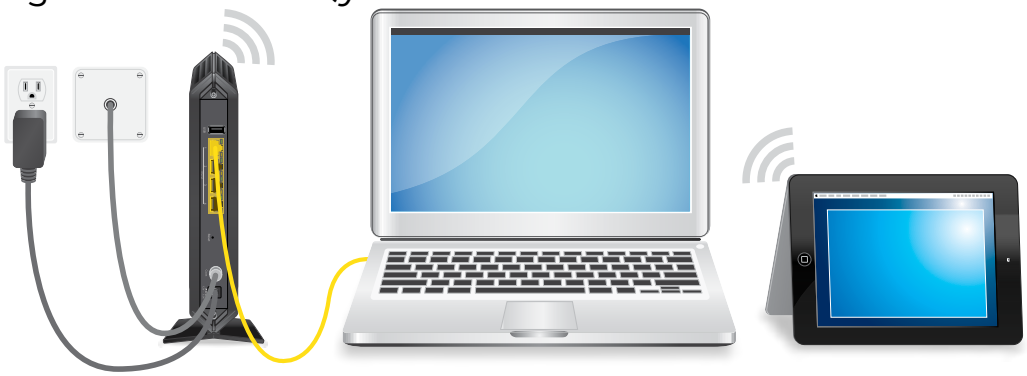
Install Your Modem Router

Make sure that your Internet service is active before you install your modem router.

➢ **To install your modem router:**

1. **Collect your cable Internet provider information.**

   Collect your cable account number, account phone number, and login information (your email address or user name and



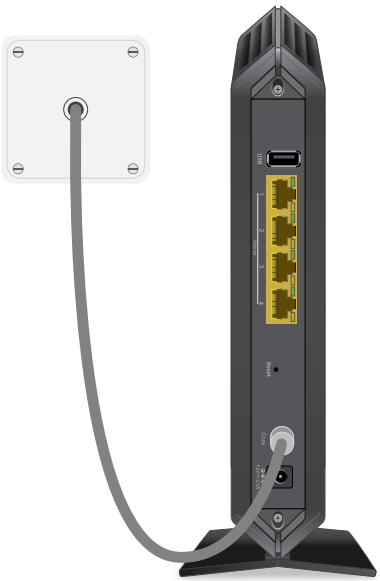
   password).

2. **Turn off existing modems and routers.**

   If you are replacing a modem that is currently connected in your home, unplug the modem and plug the new modem router into the same outlet.

3. **Connect a coaxial cable.**

   Use a coaxial cable that is provided by your cable company to connect the cable port on the modem router to a cable wall outlet or a line splitter.



   Make sure that the cable is tightly connected.

   Note: If Comcast XFINITY is your cable Internet provider, Comcast XFINITY recommends connecting your modem router directly to a cable wall outlet.

4. **Connect the power adapter.**

   Connect the power adapter to the modem router and plug the power adapter into an electrical outlet.

   The startup procedure takes about one minute. When it is complete, the Power LED lights solid green.

5. **Wait for the modem router to come online.**

   When the modem router comes online, the Internet LED stops blinking and lights solid green.

   This process might take up to 10 minutes.

6. **Connect a computer or mobile device to the modem router.**

   To connect with WiFi, use the WiFi network name and password on the modem router label.

   To connect using a wired connection, use an Ethernet cable to connect a computer to an Ethernet port on the modem router.

7. **To log in to the modem router, launch a web browser.**

   The modem router menu displays.

   If you do not see the modem router menu, enter **www.routerlogin.net** or **http://192.168.0.1** in the address field of the web browser.

   When prompted to log in, do the following:

   a. Enter **admin** for the user name and **password** for the password.
   b. Change the admin password.
   c. Enter security questions and answers.

8. **Activate your Internet service.**

   For more information, see *Activate Your Internet Service* on page 5.

Activate Your Internet Service

➢ To activate your Internet service:

1. Visit your cable Internet provider's website and follow the onscreen instructions to activate your Internet service.

Cable Internet Provider	Contact Information
Bright House Networks (Spectrum)	*http://support.brighthouse.com/* 1-855-222-0102
Cable ONE	*http://www.cableone.net* 1-877-692-2253 (877-MYCABLE)
Cablevision	*http://www.cablevision.com* *https://install.optimum.com/JointInstall/* Telephone number depends on your region.
Charter (Spectrum)	*https://install.charter.com* 1-855-757-7328
Comcast XFINITY	*http://www.comcast.com/activate* *http://www.xfinity.com/internetsetup* *http://www.xfinity.com/internetsupport* 1-800-XFINITY (1-800-934-6489)
Cox	https://activation.cox.net/selfactivation/start.cox 1-888-556-1193
Mediacom	*https://maestro.mediacomcc.com/walledgarden/page/login.jsp* 1-844-2SIMPLE (1-844-274-6753)
Time Warner Cable (Spectrum)	*http://www.activatemymodem.com* 1-888-892-2253

Note: Your cable Internet provider's contact information might change. You can also find the contact information in your monthly Internet service billing statement.

2. If you are unable to activate your Internet service using the instructions on your cable Internet provider's website, call your cable Internet provider and do the following:

    a. When asked, provide your account information and provide the modem router's model number, which is C7000v2, serial number, and MAC address.

    The serial number and MAC address are on the modem router label.

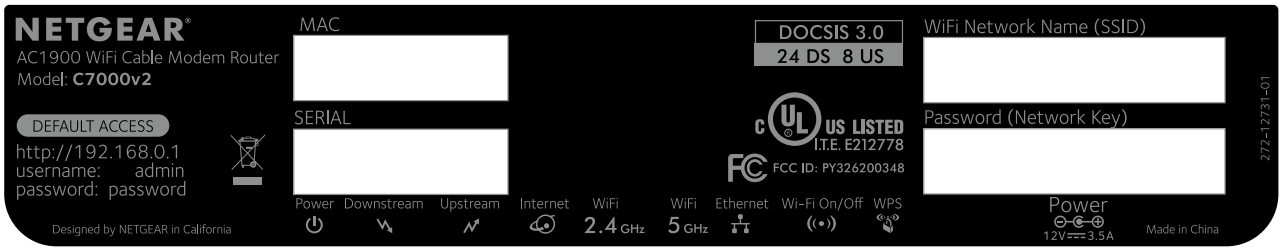
    b. Wait for your cable Internet provider to confirm that your modem router is active.

    c. If you do not get an Internet connection with the modem router, ask your cable Internet provider to look for your modem router online, and do one of the following depending on what your cable Internet provider tells you about your modem router:

    - If the modem router is not visible, your cable Internet provider can give you instructions to verify why the modem router does not connect with your high-speed Internet service.
    - If the modem router is visible to your cable Internet provider, reboot the modem router. Check your online status again.

WiFi Network Name and Password

The preassigned WiFi network name (SSID) and password (network key) are unique to your modem router, like a serial number. Because the modem router automatically uses WiFi security, you don't need to set it up. The WiFi settings are on the modem router label.



We recommend that you use the preassigned WiFi settings because you can check the label if you forget them. You can log in to the modem router to change these settings.

You can write the WiFi settings from your modem router label in this space for easy reference.

WiFi network name (SSID): _____

Network key (password): _____

If you change the WiFi settings, write the new settings here for easy reference and store this booklet in a safe place.

WiFi network name (SSID): _____

Network key (password): _____

Join the WiFi Network

You can either use Wi-Fi Protected Setup (WPS) or select your WiFi network and type its password. For help with the **WPS** button on your WPS-enabled device, check the instructions or online help that came with that computer or device. Some older equipment cannot use WPS.

Join the WiFi Network Using WPS

For help with the **WPS** button on your WPS-enabled device, check the instructions or online help that came with that device. Some older equipment cannot use WPS.

➢ To join the network using WPS:

1. Press the **WPS** button on the modem router for three to five seconds.

   The WPS LED on the modem router blinks green.

2. Within two minutes, on your WPS-enabled device, press its **WPS** button or click its onscreen **WPS** button.

   The WPS LED on the modem router lights solid green when the WPS-enabled device connects to your modem router.

3. Repeat this process to add other WPS-enabled devices.

Join the WiFi Network Using the Modem Router's WiFi Settings

Use the modem router's WiFi network name and password to connect your WiFi-enabled computer or mobile device to the modem router's network through WiFi. If you did not change the modem router's WiFi network name and password, use the router's preassigned WiFi network name and password, which are on the modem router label.

➢ To select your network and enter its password:

1. On your WiFi-enabled computer or mobile device, open the WiFi connection manager that manages your WiFi connections.

   The WiFi connection manager scans for WiFi networks in your area.

2. Find and select your modem router's WiFi network name (SSID).

   The SSID is on the modem router label.

3. Enter the modem router's password (or your custom password if you changed it) to connect.

   The password is on the modem router label.

4. Repeat Step 1 through Step 3 to connect other WiFi-enabled computers or mobile devices.

View or Change the Modem Router Settings

After you use the NETGEAR installation assistant to set up the modem router, you can log in to the modem router to view or change its settings.

Log In to the Modem Router

➢ To log in to the modem router:

1. Connect a computer or mobile device to the modem router.

   You can connect using an Ethernet connection or a WiFi connection:

   - **Ethernet**. To connect using an Ethernet connection, use an Ethernet cable (not included) to connect an Ethernet port on your computer to an Ethernet port on the modem router.
   - **WiFi**. To connect with WiFi, look on the modem router label for the preassigned WiFi network name and password. Open the WiFi connection manager on your computer or mobile device, find the WiFi network name, and use the modem router's password to connect.

2. Launch a web browser.
3. Enter **www.routerlogin.net** in the address field of the browser.

   A login window opens.

4. Enter **admin** for the user name and your admin password for the password.

   The BASIC Home page displays.

Find a Forgotten WiFi Security Password

The preassigned WiFi password is on the modem router label. If you changed your WiFi password and forgot what it is, log in to the modem router to view its current WiFi password.

➢ To connect to the modem router and view its WiFi password:

1. Use an Ethernet cable to connect your computer to an Ethernet port on the modem router.
2. Launch a web browser.
3. Enter **www.routerlogin.net** in the address field of the browser.

   A login window opens.
4. Enter **admin** for the user name and your admin password for the password.

   The BASIC Home page displays.
5. Select **Wireless Settings**.

   The Security Options section of the page displays your WiFi password.

Access a USB Device on the Network

ReadySHARE lets you access and share a USB storage device connected to the modem router's USB ports. (If your USB device uses special drivers, it is not compatible.)

➢ To access the USB storage device from a Windows computer:

1. Connect your USB storage device to a USB port on the modem router.

   It might take up to two minutes before the USB storage device is ready for sharing.

2. On a Windows computer that is connected to the network, select **Start > Run**, enter **\\readyshare** in the dialog box, and click the **OK** button.

   A window displays the files and folders on the device.

➢ To access the USB storage device from a Mac:

1. Connect your USB storage device to a USB port on the modem router.

   It might take up to two minutes before the USB storage device is ready for sharing.

2. On a Mac that is connected to the network, launch Finder and select **Go > Connect to Server**.

   The Connect to server window opens.

3. Enter the **smb://readyshare** in the **Server Address** field and click the **Connect** button.
4. When prompted, select the **Guest** radio button.
5. If you set up access control on the modem router and you allowed your Mac to access the network, select the **Registered User** radio button and enter **admin** for the name and your admin password for the password.

For more information about access control, see the user manual, which is available online at *downloadcenter.netgear.com* or through a link in the modem router web interface.

6. Click the **Connect** button.

   A window displays the files and folders on the device.

Print Wirelessly With ReadySHARE Printer

You can connect a USB printer to the USB port on the modem router and print wirelessly.

➢ To set up ReadySHARE Printer:

1. Connect the USB printer to the USB port on the modem router with a USB printer cable.
2. On each computer that will share the printer, do the following:
   a. Install the current USB printer driver software (available from the printer manufacturer).
   b. Download the NETGEAR USB Control Center utility from *netgear.com/readyshare*.
   c. Select the language.
3. If prompted, select the printer and click the **Connect** button for each computer.

   When the first computer connects, the status changes to Manually connected by xxx.

   For each computer, when you complete Step 3, the printer status displays as Available.

Download the NETGEAR genie App

The free NETGEAR genie app lets you easily monitor, connect, and control your home network from a Windows or Mac computer, tablet, or smartphone. You can share and stream music or videos, diagnose and repair network issues, set up parental controls, and more:

- Access your modem router and change its settings or diagnose and repair network issues.
- Make a printer AirPrint compatible so that you can print from an iPad or iPhone.
- Use MyMedia to find and play media files in your network.
- Use Turbo Transfer to quickly send files from your computer or smartphone to another device on the network.
- Set up parental controls.
- Connect your smartphones and tablets to your home WiFi by scanning the WiFi QR code from genie.

Download the free genie app from *NETGEAR.com/genie*.