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AC1200 WiFi Cable Modem Router C6220 User Manual

AC1200 WiFi Cable Modem Router

Model C6220

Package Contents

Modem router

Antennas (2)

Ethernet cable

Power adapter

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. **Attach the antennas.**

   Attach the antennas on the threaded antenna posts.

3. **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.

4. 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.

5. **Connect the power adapter.**

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

   Make sure that the **Power On**/**Off** button and the **LED On-Off** switch are in the **On** position.

   The startup procedure takes about 1 minute. When it is complete, the Power ⏻ LED lights solid green.

6. 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.

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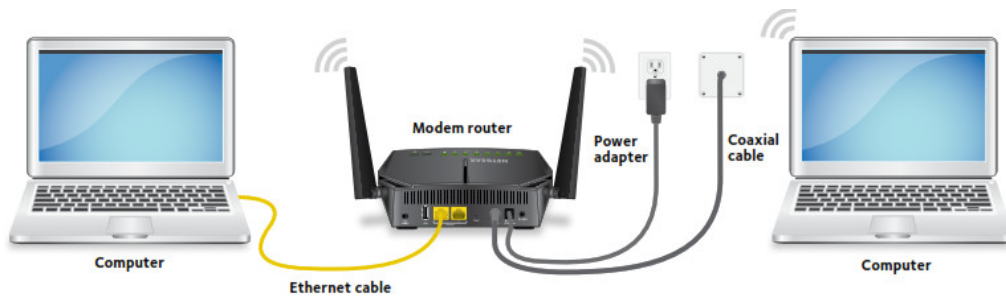
8. Log in to the modem router.

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

When prompted to log in, do the following:

Enter admin for the user name and password for the password.

Change the password.

Enter security questions and answers.

9. Activate your Internet service.

For information about how to activate your Internet service, see Activate Your Internet Service on page 2 on the other side of this quick start guide.

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	http://support.brighthouse.com 1-866-898-9101
Cablevision	http://www.cablevision.com https://install.optimum.com/JointInstall/ Telephone number depends on your region.
Charter	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/newmodem.cox 1-888-556-1193
Mediacom	https://maestro.mediacomcc.com/walledgarden/page/login.jsp 1-844-2SIMPLE (1-844-274-6753)
Time Warner Cable	https://www.timewarnercable.com/en/support/internet/step-by-step/modem-activation.html 1-800-892-2253

2. Note: Your cable Internet provider's contact information might change.

You can also find the contact information in your monthly Internet service billing statement.

3. 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 C6220, 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.

Join the WiFi Network

To connect your computer or mobile device (such as a smartphone or gaming device) to your modem router's WiFi network, you can use either the manual method or the Wi-Fi Protected Setup (WPS) method.

Manual Method

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.

WPS Method

For help with the **WPS** button on your computer or WiFi device, check the instructions or online help that came with that computer or WiFi device. Some older equipment cannot use WPS.
Note: WPS does not support WEP security. If you are using WEP security, use the manual method.

1. Press the WPS button on the modem router for three to five seconds.
2. Within two minutes, on your WPS-enabled device, press its WPS button or click its onscreen WPS button.

   The WPS-enabled device connects to your modem router's WiFi network.
3. Repeat this process to add other WPS-enabled devices to the network.

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. If you are experiencing trouble connecting your router,
contact the router manufacturer.
For regulatory compliance information, visit **http://www.netgear.com/about/regulatory/**.

See the regulatory compliance document before connecting the power supply.
Customer-owned modem routers might not be compatible with certain cable networks. Check with your cable Internet provider to confirm that this NETGEAR modem router is allowed on your cable network.

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