

## Technical Support

Thank you for selecting NETGEAR products. NETGEAR recommends that you use only the official NETGEAR support resources.

After installing your device, locate the serial number on the label of your product and use it to register your product at [NETGEAR.com/register](http://NETGEAR.com/register). Registration is required before you can use NETGEAR telephone support service. Registration through the NETGEAR website is strongly recommended.

Visit [support.netgear.com](http://support.netgear.com) for product updates and web support.

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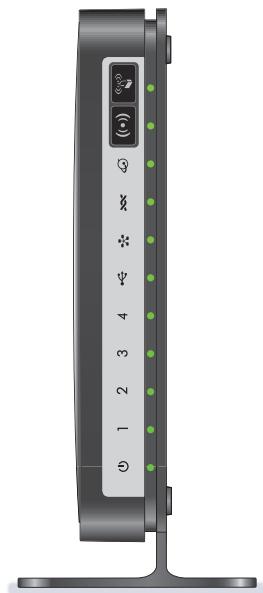
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# NETGEAR®

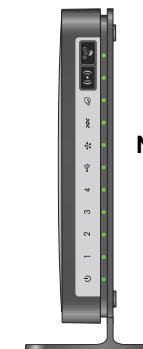
Connect with Innovation™

## N300 Wireless ADSL2+ Modem Router DGN2200v4 Installation Guide



## Package Contents

The box should contain the following items. If any items are incorrect, missing, or damaged, contact your NETGEAR dealer.



**N300 Modem Router**



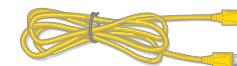
**Power adapter**



**Filter/splitter**



**Phone cable**



**Ethernet cable**

**Note:** Your package might contain more items. The filter or splitter provided depends on the region, and in some locations, a CD is included.

You can follow this diagram to connect your modem router, or follow the instructions in this booklet.

### 1. Connect to the Internet.

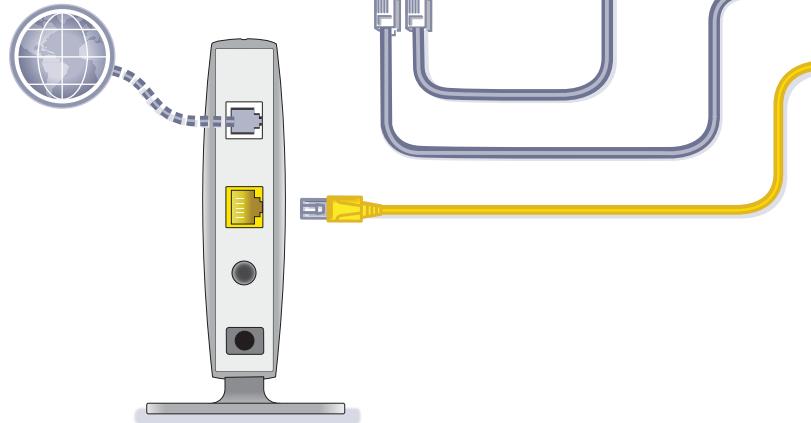
Use either a DSL or a cable/fiber connection.

#### DSL Internet



OR

#### Cable/fiber Internet



### 2. Power on the modem router.

Wait for the WiFi LED to light.

### 3. Connect a computer.

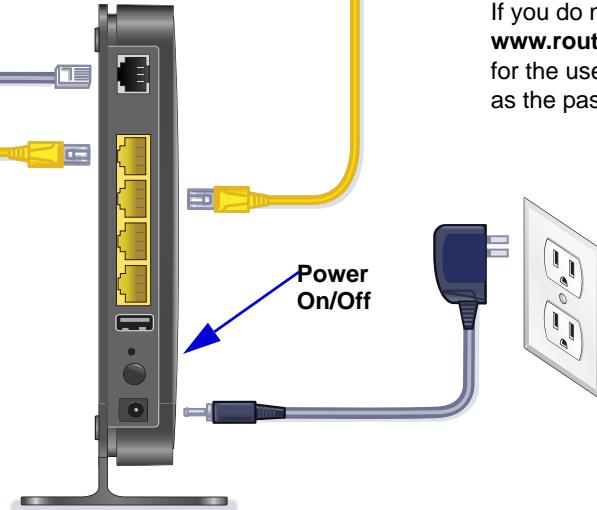
You can use an Ethernet cable or connect wirelessly.

### 4. Launch a browser.

NETGEAR genie displays.



If you do not see genie, type **www.routerlogin.net**. Type **admin** for the user name and **password** as the password.



## Compliance

### Declarations of Conformity

For the complete EU Declarations of Conformity, visit [support.netgear.com/app/answers/detail/a\\_id/11621/](http://support.netgear.com/app/answers/detail/a_id/11621/).



This symbol is placed in accordance with the European Union Directive 2002/96 on the Waste Electrical and Electronic Equipment (the WEEE Directive). If disposed of within the European Union, this product should be treated and recycled in accordance with the laws of your jurisdiction implementing the WEEE Directive.



Intended for indoor use only in all EU member states, EFTA states, and Switzerland.

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# Before You Begin

You can connect directly to a DSL line or to a fiber/cable modem.

**Note:** If you are connecting to a DSL line, make sure that your DSL service is active before you install the modem router. You need the information listed here to install your DSL modem and connect to the Internet. Locate it and have it on hand before you start the installation procedure.

- **DSL user name and password.** This information is included in the welcome letter your DSL ISP sent you when you signed up for your service. Record your DSL Internet service account user name and password here:

User name: \_\_\_\_\_

Password: \_\_\_\_\_

- **Your telephone number or DSL account number.** If you do not have voice service, you can use your DSL account number in place of a phone number.

If you do not know or cannot locate your user name and password, call your DSL Internet service provider. The table on the next page lists the contact information for some of the primary DSL providers.

Be specific when speaking with your DSL Internet service provider. For example, you could say:

I need my DSL service user name and password. Can you help me?

Note: If your provider says that they do not support NETGEAR services, tell them you need only your DSL user name and password; you do not need support.

<b>DSL Internet Service Provider</b>	<b>Phone Number</b>
AT&T DSL (not AT&T U-Verse)	877-722-3755
AT&T/BellSouth DSL (not AT&T U-Verse)	888-321-2375
CenturyLink	800-809-1410
CenturyLink (Qwest)	800-247-7285
Covad DSL	888-642-6823
EarthLink	888-829-8466
SureWest	888-639-1611
TDS DSL Support	866-571-6662
US Family	800-300-4256
Verizon	800-567-6789
Windstream	877-901-4692

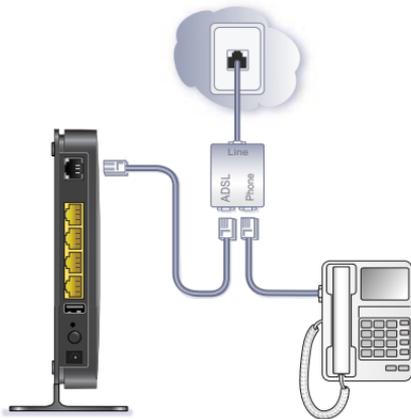
# Install Your Modem Router

A microfilter filters DSL interference out of standard phone equipment that shares the line with DSL service. Examples of devices are telephones, fax machines, answering machines, and caller ID displays.

## 1. Connect to the Internet.

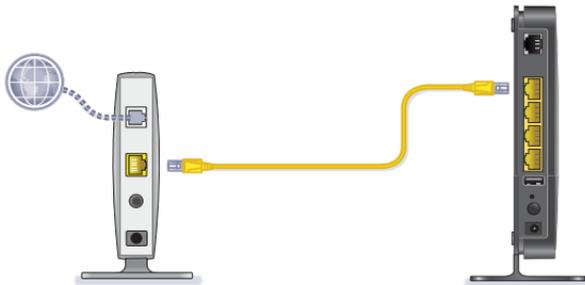
You can use a DSL connection or a cable/fiber Internet connection.

### ➤ To connect ADSL:



- Install an ADSL microfilter between the phone line and the phone.
- Connect the ADSL port of the modem router to the ADSL port of the microfilter.
- Use an ADSL microfilter for every phone line in the house if your modem router and telephone connect to the same phone line.

➤ **To connect cable/fiber modem:**



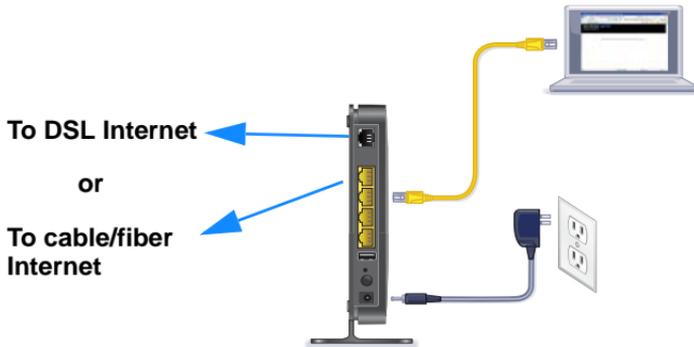
Use an Ethernet cable to connect the cable/fiber modem to the Ethernet WAN port (labeled 4/WAN) on the rear panel of the modem router.

2. **Add power to the modem router.**



- a. Connect the power adapter to the router, and plug the power adapter into an outlet.
- b. Wait for the WiFi LED on the front panel to light. If no LEDs are lit, press the **Power On/Off** button on the rear panel of the modem router.

### 3. Connect a computer.



You can use an Ethernet cable or connect wirelessly.

- For a wired connection, use an Ethernet cable to connect your computer to an unused yellow Ethernet LAN port on your modem router.
- To connect wirelessly, use the preset wireless security settings on the label on the bottom of the router.

### 4. Launch a browser.

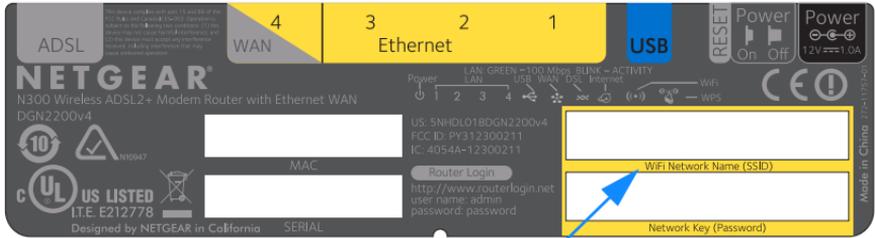
The first time that you connect to the modem router, the genie screen displays. Follow the genie steps to connect to the Internet

If the genie screen does not display, close and reopen the browser and enter **http://routerlogin.net** in the address bar. See *Troubleshooting* on page 10.

## Preset Wireless Security

This product has a *unique* WiFi network name (SSID) and network key (password). The default SSID and password are uniquely generated for every device, like a serial number, to protect and maximize your wireless security. This information is on the label on the bottom of the product.

NETGEAR recommends that you do not change the preset WiFi SSID or password. If you do change the settings, the SSID and password on the label no longer apply.



WiFi network name  
(SSID)

Network key  
(password)

## Wireless Network Settings

Record the default preset wireless settings that are printed on the label in the spaces for easy reference.

WiFi network name (SSID): \_\_\_\_\_

Network key (password): \_\_\_\_\_

If you change the default settings, record them here for easy reference and store this booklet in a safe place:

WiFi network name (SSID): \_\_\_\_\_

Network key (password): \_\_\_\_\_

To retrieve or update your wireless password, type **http://www.routerlogin.net** in a web browser, and log in using the user name (admin) and default password (password). Then select **Wireless**.

# Join the Wireless Network

You can use either the Wi-Fi Protected Setup (WPS) method or the manual method to join your wireless network.

## ➤ To join the network using WPS:

1. Press the **WPS** button  on the modem router.
2. Within 2 minutes, press the **WPS** button on your wireless computer or device, or follow the WPS instructions that came with your wireless device to complete the WPS process.

**Note:** Some older wireless computers or devices cannot use WPS.

## ➤ To join the network manually:

1. On your computer or wireless device, open the software that manages its wireless connections.  
This software scans for all wireless networks in your area.
2. Look for the WiFi network name (SSID) and select it. The SSID is on the label on the bottom of the modem router.  
If you changed the name of your network during the setup process, look for that network name.
3. Enter the preset password (or your custom password if you changed it), and click **Connect**.

# Access the Modem Router to Make Changes

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

## ➤ To log in to the modem router:

1. Launch a web browser from a computer or wireless device that is connected to the modem router.
2. Type **www.routerlogin.net** or **www.routerlogin.com** in the address field of the browser. A login screen displays:

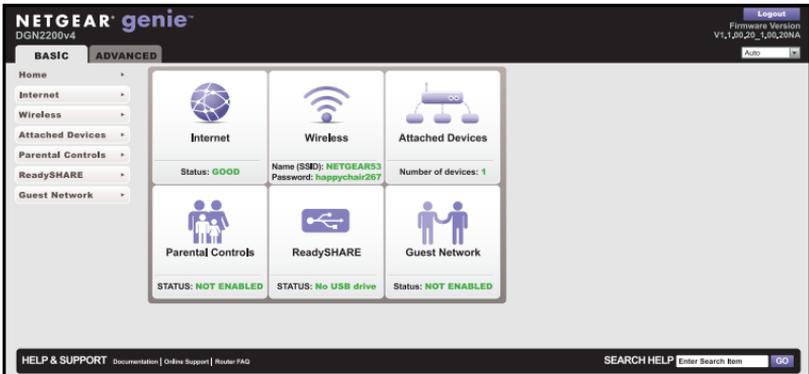


User name:

Password:

Remember my password

3. Enter **admin** for the user name and **password** for the password. The Basic Home screen displays:



**NETGEAR genie**  
DGN2200v4

Logout  
Firmware Version  
V1.1.00.20\_1.0029NA  
Auto

**BASIC** | **ADVANCED**

Home  
Internet  
Wireless  
Attached Devices  
Parental Controls  
ReadySHARE  
Guest Network

 <b>Internet</b> Status: <b>GOOD</b>	 <b>Wireless</b> Name (SSID): <b>NETGEAR53</b> Password: <b>happychair267</b>	 <b>Attached Devices</b> Number of devices: 1
 <b>Parental Controls</b> STATUS: <b>NOT ENABLED</b>	 <b>ReadySHARE</b> STATUS: <b>No USB drive</b>	 <b>Guest Network</b> STATUS: <b>NOT ENABLED</b>

HELP & SUPPORT | Documentation | Online Support | Router FAQ

SEARCH HELP | Enter Search Item | GO

See the user manual for more information about the modem router screens. The user manual is available on the web at the NETGEAR support page <http://support.netgear.com>.

➤ **To change the password for the modem router user name:**

1. Log in to the modem router.
2. Select **Advanced > Administration > Set Password**.



3. Type your old password.
4. Type the new password twice
5. Click **Apply**.

## Troubleshooting

➤ **If the browser does not display the web page:**

- Make sure that the computer is connected to one of the available LAN Ethernet ports, or wirelessly to the modem router.
- Make sure that the modem router has power and that the WiFi LED is lit.
- If the computer is set to a static or fixed IP address (this is uncommon), change it to obtain an IP address automatically from the router.

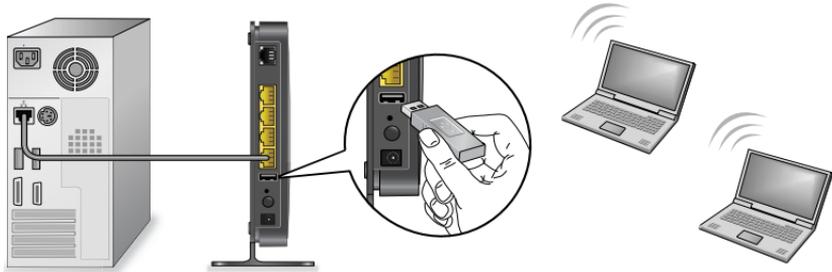
➤ **If the modem router does not power on:**

1. Check your cables.
  - Disconnect and reconnect each cable.
  - See if the telephone cable connecting your DSL modem router to the wall jack is plugged into a filter. A filter is not required if you do not have telephone voice service. A filter installed where it is not needed might eliminate your ADSL signal.
2. Power down your modem router and power it up again.

- a. Turn off the modem router.
  - b. Unplug the power adapter and all other cables from the back of the modem router.
  - c. Wait 30 seconds, then reconnect the cables and adapter to your modem router, and turn it on.
  - d. Make sure that the Power LED is lit. If the LED is off, try plugging the power adapter into another power outlet.
  - e. Wait for the LEDs to light green.
3. Open a web browser and try to access the Internet.  
If steps 1–3 do not resolve the problem:
4. Reset your modem router.  
To reset your modem router, use a pin or paper clip to press in and hold the **Reset** button (accessed through a small hole).

## ReadySHARE Access

After installation and setup, insert a USB storage device into the USB port on the modem router to share its contents with other network users. (If your USB device has special drivers, it is not compatible.)



If your USB device requires a power supply, use it when connecting your USB device to the modem router. It takes up to 2 minutes before the USB drive is ready for sharing.

For more about ReadySHARE, visit [www.netgear.com/readysshare](http://www.netgear.com/readysshare).

➤ **To access your USB device:**

**On Windows systems, use any of these methods:**

- Select **Start > Run** and enter **\\readyshare** in the dialog box. Click **OK**.
- Open a browser and enter **\\readyshare** in the address bar.
- Open My Network Places and enter **\\readyshare** in the address bar.

**On Mac systems, follow this procedure:**

1. Select **Go > Connect to Server**.
2. Enter **smb://readyshare** as the server address.
3. Click **Connect**.

## Other Features

For more features, including Live Parental Controls, traffic metering, ReadySHARE, guest access, and more, log in to your router at <http://routerlogin.net>.

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DO NOT stack equipment, or place equipment in tight spaces or in drawers. Be sure that your equipment is surrounded by at least 2 inches (5 cm) of air space.

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