FAQs

Does NETGEAR D6400 AC1600 WiFi VDSL/ADSL Modem Router support Bonded VDSL service?
No, NETGEAR D6400, Nighthawk (D7000), Nighthawk X4S (D7800) VDSL products do not support bonded VDSL technology. Some ISPs such as CenturyLink may use bonded VDSL as a way to achieve IPTV (Prism) or higher speed tiers (>20Mbps) for DSL customers. Please confirm with your ISP if your connection requires a DSL gateway with bonded VDSL support.

Why is my wireless performance not able to reach to 1300Mbps?
Ensure that your wireless adapter supports 3x3802.11ac. Also check that the modem routers 5GHz mode in genie UI is set to 1300Mbps.

I can't access genie UI setup page?

1. Please make sure the connected device is set to DHCP mode or dynamic IP address.
2. If the computers network adapter is set to a static or fixed IP address (this is uncommon), change it to obtain an IP address automatically from the modem router.
3. Close the web browser, reopen and enter www.routerlogin.net or www.routerlogin.com in the browser URL bar.
4. If you have tried all three steps above, and you still cannot access the setup page, please reboot modem router and try again.
5. Reset router to factory default if none of the above steps worked.

How come there is no install CD that came with the D6400 retail box?
The D6400 does not come with an installation CD. It has a feature called NETGEAR genie that guides you through the installation of the router.

How does Live Parental Controls powered by OpenDNS work?
Live Parental Controls powered by OpenDNS allows you to filter Web content. You can block more than 50 different categories of sites for everyone connected to the Internet through your NETGEAR router or customize blocking for individuals.

If Setup Wizard installation fails, what are the possible causes and what can I do to resolve them?

1. Verify the DSL LED is solid green before starting the setup wizard. If the DSL LED is not solid green, check the DSL connectionis connected to the DSL RJ11 port on the modem router.
2. Make sure to select the right country/ISP at the start of the setup wizard. We would suggest to try a full scan if a quick DSL scan fails.
3. If the failure occurred during the DSL authentication, make sure username and password are correct.
4. Check that the Internet LED is solid green.
• If it's solid green, as a test, ping an IP such as 8.8.8.8 (google) to see if you are able to transmit data over the internet. Also try using a different browser.
• If LED is amber,that would indicate that the D6400 couldn't get a valid IP, please factory reset the D6400 and try setup wizard again.

What is VDSL? How is VDSL different from ADSL?

VDSL is Very high bit-rate DSL and is compliant with ITU G.993.1 (VDSL) and G.993.2 (VDSL2). The maximum Downstream/Upstream speed for VDSL2 is 100Mbps/100Mbps. ADSL is Asymmetric DSL which is compliant with G.992.x and has a slower and asymmetric maximum Downstream/Upstream speed of 24Mbps/1Mbps.

Should I pick a VDSL or ADSL Modem Router?
The choice is usually determined by your local telecommunication service provider. By choosing different plans offered by your service provider, an ADSL or a VDSL line is provided to you.
Typically, plans with higher speeds than 50Mbps use VDSL.

What is the difference between D6400 and the Gateway Router I received from my Service Provider?
The D6400 gives you the same Internet access as the device provided to you by the service provider. The difference is that D6400 has better WiFi design specification than most Gateway Routers provided to you by Service Providers, significantly more features such NETGEAR genie, an app for easy network monitoring, management and parental control.

I subscribe to telephone service with the same broadband service provider. Where do I hook up my telephone?
First you need to know if the telephone service is provided to you through digital VoIP (Voice over IP). If the telephone service is provided to you via VoIP, you need to use the Gateway Router from the service provider. An easy way to tell is by looking at the Gateway Router from the Service Provider and see if there is a phone jack to the phone (as opposed to the phone jack to the wall).
If the telephone service is provided to you via regular phone line, you can use the Splitter provided to you in the D6400 package. Follow the installation guide, connect the head end of the splitter to the wall phone jack, and the two splitter ends, one to the D6400 DSL port, and the other to your regular phone.

VDSL is faster, however after connecting the D6400 to the phone jack, my Internet speed is still 20Mbps.
There may be two reasons. One is that the broadband technology offered by your service is ADSL. D6400 is backward compatible and is connecting to your Internet Service Provider with the ADSL technology. Second possible reason is that the Internet speed is controlled by your Service Provider's subscription plan. D6400 can connect to the fastest possible speed that your Service Provider delivers, within your plan, but not more.

Why do I need to always have the latest firmware on my NETGEAR product?
Having the latest firmware will help increase the stability, functionality and performance of your product. The new and most up-to-date firmware will likely correct issues as well as potentially add new and improved features to the product.

Is my D6400 compatible with AT&T U-verse service?
D6400 modems and modem routers are not compatible with AT&T U-verse service, however they can still be used with AT&T DSL and ADSL services.