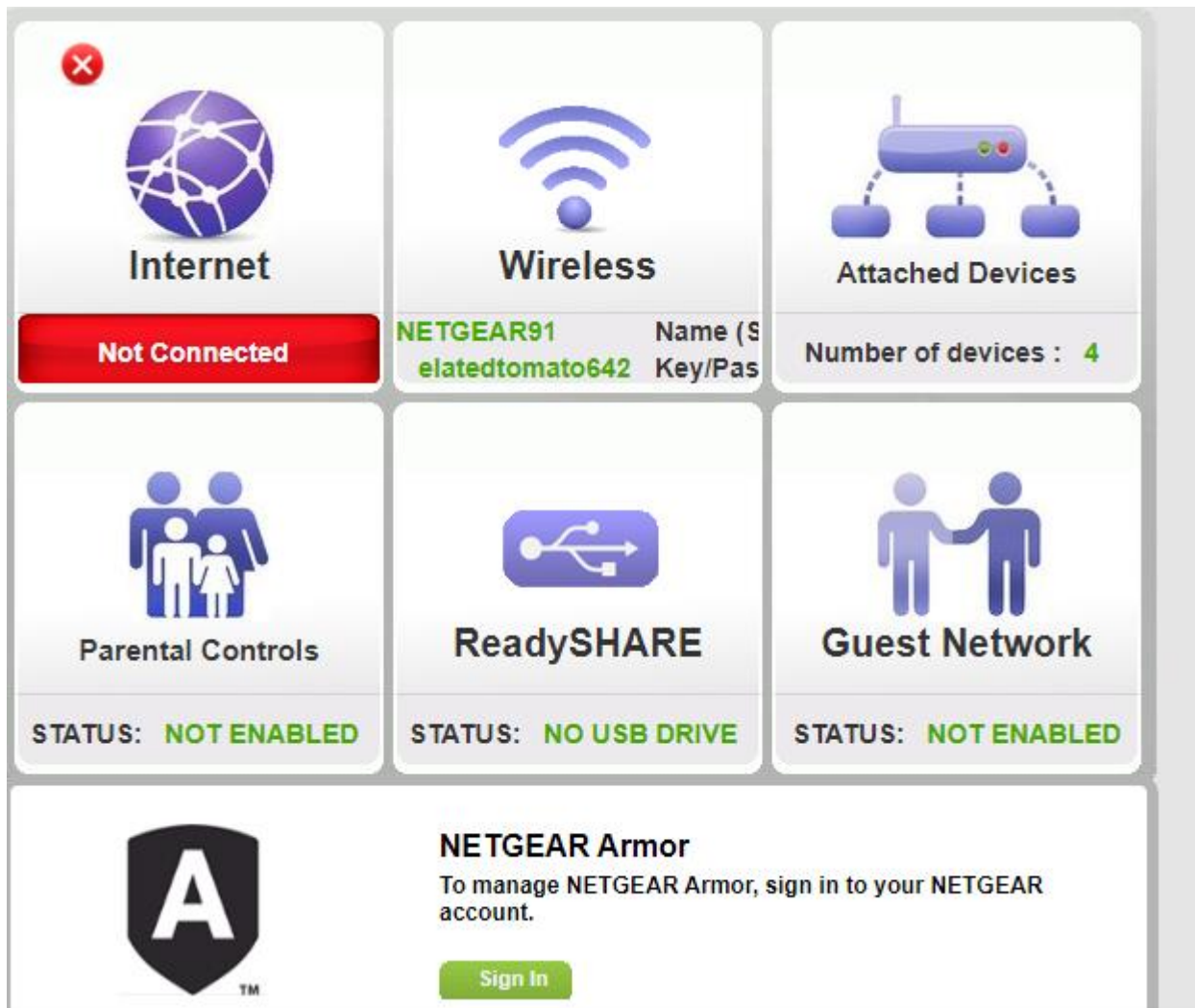


Upon signing in, here is the screen I get.



Next: This is download file from NetGear place on desktop. Is this correct file?



Next:

**BASIC**

**ADVANCED Home**

Setup Wizard

WPS Wizard

- ▶ Setup
- ▶ USB Functions
- ▶ NETGEAR Downloader
- ▶ Security
- ▶ Administration
- ▶ Advanced Setup

**ADVANCED**

✓ **Router Information**

Hardware Version	R6400v2
Firmware Version	V1.0.4.78_10.0.55
GUI Language Version	V1.0.4.84_2.1.38.1
<a href="#">LAN Port</a>	
MAC Address	9C:3D:CF:83:7E:0D
IP Address	192.168.1.1
DHCP	On

[Reboot](#)

▲ **Internet Port**

MAC Address	9C:3D:CF:83:7E:0E
IP Address	0.0.0.0
Connection	DHCP
IP Subnet Mask	0.0.0.0
Domain Name Server	0.0.0.0

[Show Statistics](#)   [Connection Status](#)

✓ **Wireless Settings (2.4GHz)**

Name (SSID)	NETGEAR91
Region	North America
Channel	Auto (9)
Mode	Up to 450 Mbps
Wireless AP	On
Broadcast Name	On
Wi-Fi Protected Setup	Configured

✓ **Wireless Settings (5GHz)**

Name (SSID)	NETGEAR91-5G
Region	North America
Channel	149 + 153(P) + 157 + 161
Mode	Up to 1300 Mbps
Wireless AP	On
Broadcast Name	On
Wi-Fi Protected Setup	Configured

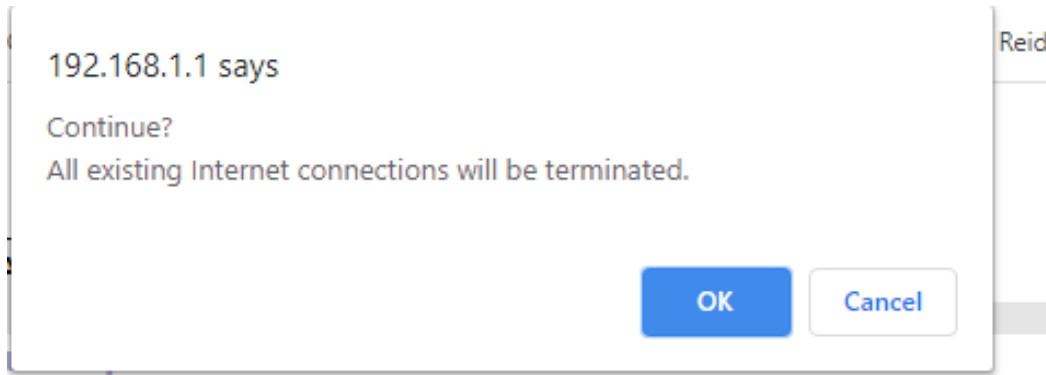
Next: Administration > Router Upload > This is file I clicked on that was on desktop. Maybe I am supposed to unzip it first?

Name	Size	Packed	Type	Modified	CRC32
Folder					
R6400v2-V1.0.4....	46,354,490	46,354,490	Recovered File Fra...	9/29/2020 11:5...	AE2C6F85
R6400v2-V1.0.4....	891	377	HTML Document	9/30/2020 12:0...	6A2A13AB

Files after unzipping (I think).

Name	Date modified	Type	Size
R6400v2-V1.0.4.102_10.0.75.chk	9/30/2020 12:51 AM	Recovered File Fra...	45,269 KB
R6400v2-V1.0.4.102_10.0.75_Release_Notes	9/30/2020 1:00 AM	Chrome HTML Do...	1 KB

Trying to use \*.chk file.



Clicked OK. Message "The router is updating its firmware" Appeared to be uploading for 2 minutes. Then no connection appeared. Did not update. No connection.

Do I need to do anything on this page? Is this data for Xfinity or NetGear? It should have updated automatically if connected, I thought.

Does your Internet connection require a login?

Yes

No

---

Use Static IP Address

IP Address

IP Subnet Mask

Gateway IP Address

---

Domain Name Server (DNS) Address

Get Automatically from ISP

Use These DNS Servers

Primary DNS

Secondary DNS

---

Router MAC Address

Use Default Address

Use Computer MAC Address

Use This MAC Address

What is next step to try?