

# NETGEAR®

## genie App User Manual



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USA

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## Conformity

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

## Compliance

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

See the regulatory compliance document before connecting the power supply.

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# Getting Started

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# 1

NETGEAR provides free desktop and mobile genie apps that let you manage your router. This manual guides you through the installation and setup procedures for both types of genie apps.

This chapter covers the following topics:

- *Router Requirements*
- *Install the NETGEAR Desktop genie App on a Computer*
- *Install the NETGEAR Mobile genie Apps on Smartphones and Tablets*
- *Manage the Desktop genie App Settings For Windows Computers*
- *Manage Your Router Locally Using the genie App*
- *View Information About the genie App and the Router*

To find out which desktop and mobile platforms are supported and get the downloads, visit the NETGEAR genie website at <http://www.netgear.com/genie>.

For more information about NETGEAR product support, visit the support website at <http://support.netgear.com>.

Note that the images used in this manual were taken using the following versions of the genie app:

- Windows desktop genie app version 2.4.16
- Android mobile genie app version 2.4.20
- iOS mobile genie app version 2.5.18

## Router Requirements

To view a list of routers that can be managed using the genie app, visit <http://www.netgear.com/landing/en-us/netgear-genie-routers.aspx>.

The router in this user manual is the Nighthawk AC1900 Smart WiFi Router Model R7000 running firmware version 1.0.4.30.

## Install the NETGEAR Desktop genie App on a Computer

The desktop genie apps run on Windows XP SP3, Windows Vista, Windows 7, Windows 8, Windows 10, and Mac OS 10.6 or later.

You can use the genie desktop apps to do the following:

- Automatically repair common WiFi network problems.
- Get easy access to router features like parental controls, guest access, broadband usage meter, speed test, AirPrint compatibility, and more.
- Use the network map to view all the devices on your home network.

**Note:** To manage your router settings with genie app, you might need to update to new router firmware when it is available.

### ➤ To download the desktop genie app on your computer:

1. Visit the NETGEAR genie web page at [www.NETGEAR.com/genie](http://www.NETGEAR.com/genie).
2. Click the appropriate **Download** button.

When you download and install the genie app, it starts automatically. If you want to use the genie app later, click the icon on your desktop or in the Windows taskbar.

## Install the NETGEAR Mobile genie Apps on Smartphones and Tablets

The mobile apps run on Android and iOS mobile devices like phones and tablets. You can see which smart devices are currently supported by visiting the [NETGEAR genie web page](#).

You can use genie apps to do the following:

- Manage WiFi settings and guest access for your home network.
- Use Turbo Transfer to send and receive files in the network
- With ReadySHARE, share files on a USB storage device connected to your router
- Set up or manage parental controls.
- Use the traffic meter to check your Internet usage.
- With My Media, play media on devices on your network.



To use a mobile app, you need a WiFi connection from your Android or iOS device to your NETGEAR home network.

You can use the Apple App Store or the Google Play Store to download the genie app on your mobile device. You can also use the following QR codes to get to the app stores directly:



iPad App



iPhone App



Android App

## Install the Android Mobile genie App

➤ **To install the mobile genie app on an Android device:**

1. Open Google Play and search for NETGEAR genie.
2. Tap the **INSTALL** button.
3. Tap the **ACCEPT** button to accept any terms.

The genie app installs on your Android device.

4. To open the genie app, tap **OPEN**.

## Install the iOS Mobile genie App

➤ **To install the mobile genie app on an iOS device:**

1. Open the App Store and search for NETGEAR genie.
2. Tap **GET > INSTALL**.

The app installs on your iOS device.

3. To open the genie app, tap **OPEN**.

## Manage the Desktop genie App Settings For Windows Computers

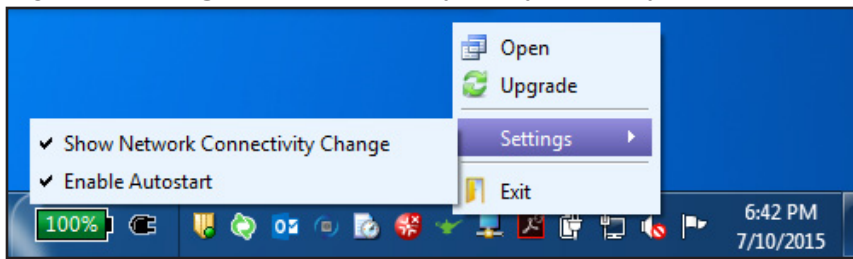
The desktop genie app for Windows computers allows you to enable the app to start when you computer starts and show the network connectivity change.

### Enable or Disable Autostart

You can set the genie app to automatically start when your Windows computer turns on. If you do don't want the genie app to start, you can disable autostart.

➤ **To enable or disable autostart for the Windows desktop genie app:**

1. Right-click the **genie app** icon in your system tray.

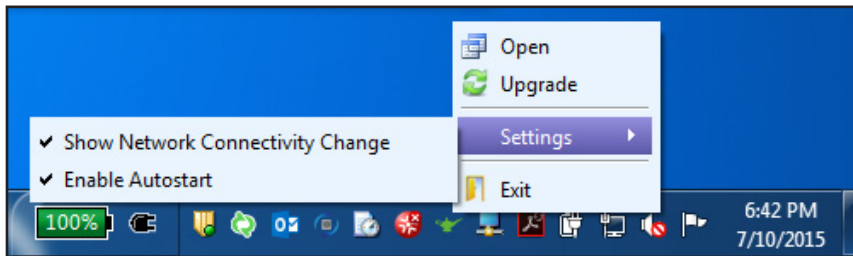


2. Select **Settings**.
3. To enable autostart, select **Enable Autostart**.
4. To disable autostart, deselect **Enable Autostart**.

## Show or Hide Network Connectivity Change

➤ **To show or hide the network connectivity change on a Windows computer:**

1. Right-click the **genie app** icon in your system tray.




2. Select **Settings**.
3. To show the network connectivity change, select **Show Network Connectivity Change**.
4. To hide the network connectivity change, deselect **Show Network Connectivity Change**.

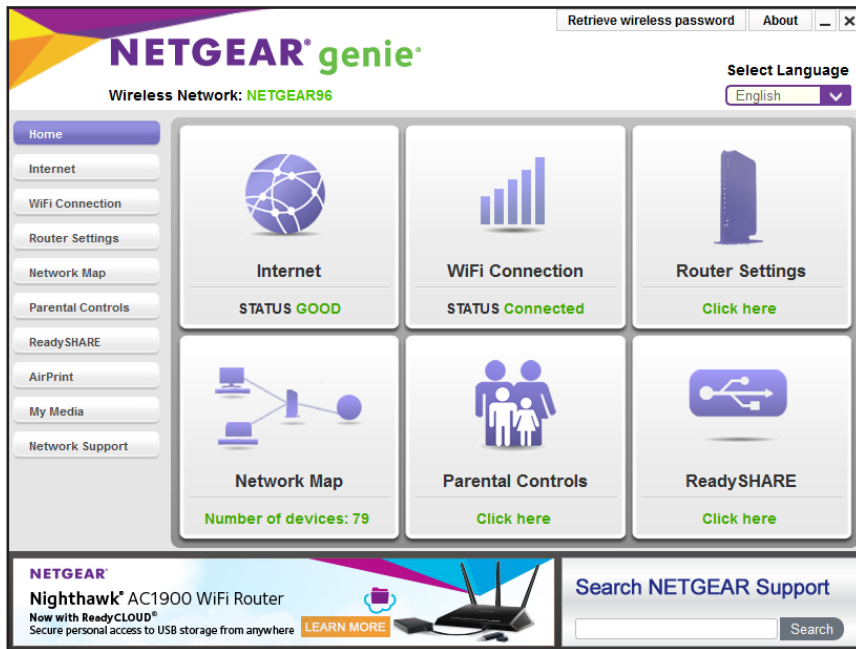
## Manage Your Router Locally Using the genie App

You can use the genie app to log in to your router so that you can view or change its settings. If you are using a smartphone or tablet, you must join the router's WiFi network locally (at home). If you are using a computer, you can use WiFi or an Ethernet wired connection.

You can also manage your router remotely using the genie app. For more information, see [Chapter 4, Remotely Access Your Router](#).

## Log In to Your Router Locally Using the Desktop genie App

- To log in to your router locally using the desktop genie app for Windows or a Mac computers:
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Click the **genie** icon  on your desktop or in the Windows taskbar.



3. Click the **Router Settings** button.



4. In the **Login as** menu, click **At home**.

5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

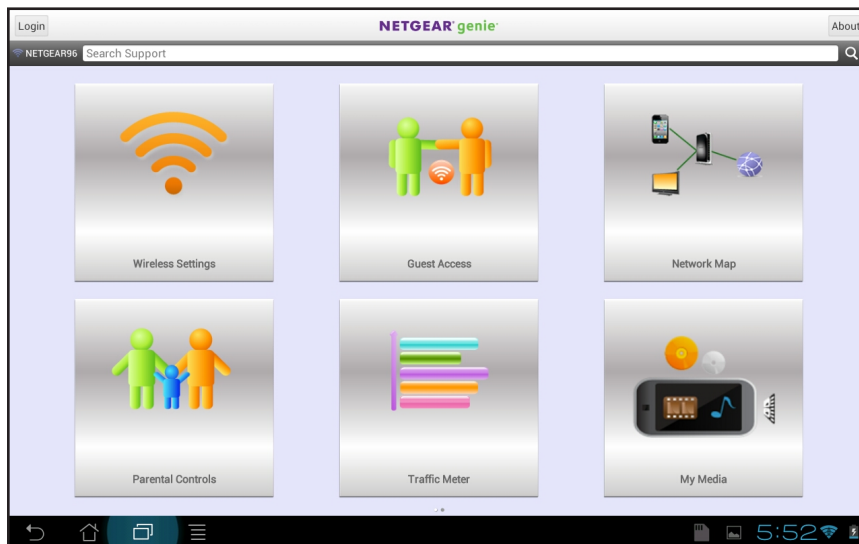
The Wireless Settings page displays.

## Log In to Your Router Locally Using the Android Mobile genie App

➤ To log in to your router locally using the mobile genie app for Android devices:

1. Connect your device to the router's WiFi network.

2. Launch the genie app.



3. Tap the **Login** button.



4. In the **Login as** menu, tap **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.

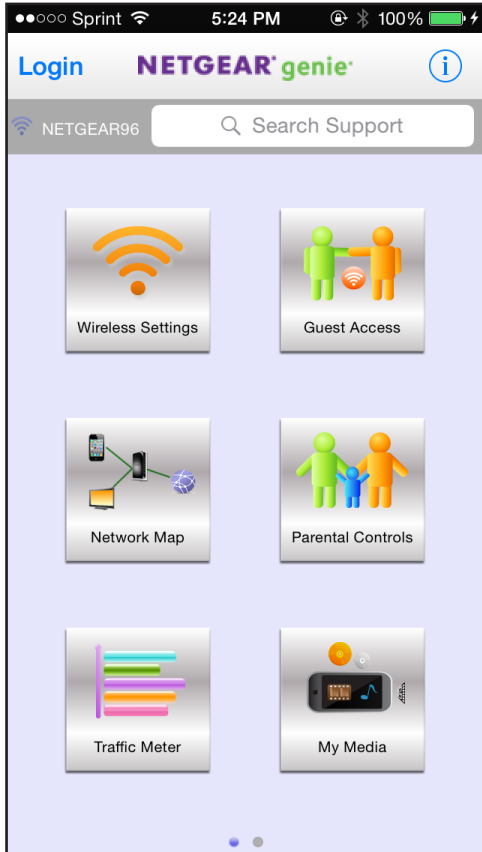
The app returns to the home page.

## Log In to Your Router Using the iOS Mobile genie App

- To log in to your router using the mobile genie app for iOS devices:

1. Connect your device to the router's WiFi network.

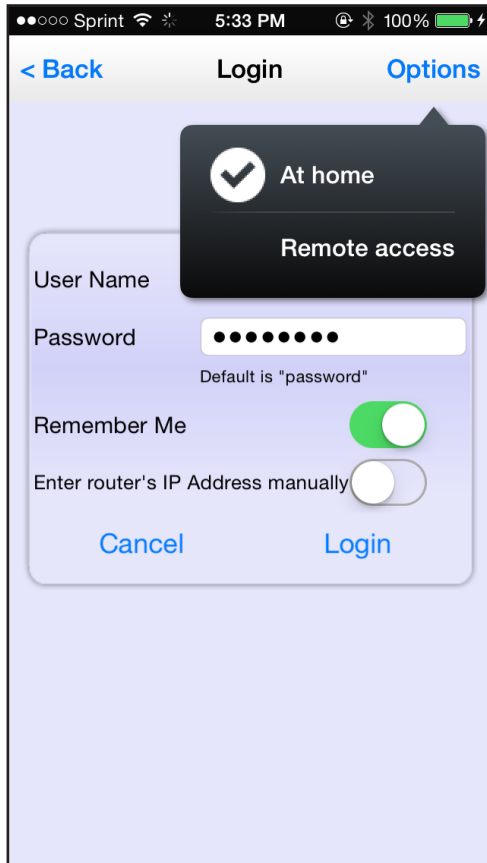
2. Launch the genie app.



3. Tap **Login**.



- At the top of the page, tap **Options**.



- Tap **At home**.

- Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

- Tap **Login**.

The app returns to the home page.


## View Information About the genie App and the Router

On the desktop genie app for Windows and Mac computers, the About page displays information about the genie app. On the mobile genie app for Android and iOS devices, the About page displays information about the genie app and the router.

### View Information about the Windows desktop genie App


Use the Windows desktop genie app to view information about the genie app.



- **To view information about the app using the desktop genie app for Windows computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The Home page displays.
  3. Click the **About** button.  
The About page displays information about the app.

## View Information about the Mac Desktop genie App

Use the desktop genie app for Mac computers to view information about the genie app.

- **To view genie desktop app information using the desktop genie app for Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The Home page displays.
  3. From the menu bar at the top of you computer, select **NETGEARGenie > About NETGEAR Genie**.  
The About page displays information about the app.

## View Information About the Android Mobile genie App

Use the mobile genie app for Android devices to view information about the router and the genie app.

- **To view information about the router using the mobile genie app for Android devices:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Tap the **About** button at the top of the page.  
The About page displays information about the router and the app.
  4. (Optional) Tap the **License** button.  
The end-user license agreement (EULA) displays.
  5. (Optional) Tap the **Private Policy** link.  
The *NETGEAR Privacy Policy* web page displays.

## View Information About the iOS Mobile genie App


Use the mobile genie app for iOS devices to view information about the router and the genie app.

➤ **To view information about the router using the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.

2. Launch the genie app.

The home page displays.

3. Tap the **Information** button at the top of the screen .

The About page displays.

4. (Optional) Tap the **License** button.

The end-user license agreement (EULA) displays.

5. (Optional) Tap the **Private Policy** button.

The [NETGEAR Privacy Policy](#) web page displays.

## 2 Manage Your Internet Connection

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# 2

This chapter contains the following sections:

- *Monitor Your Internet Connection Using the Desktop genie App*
- *Perform a Speed Test Using the Desktop genie App*
- *Fix an Internet Connection Problem Using the Desktop genie App*
- *Set Up Traffic Meter Locally*

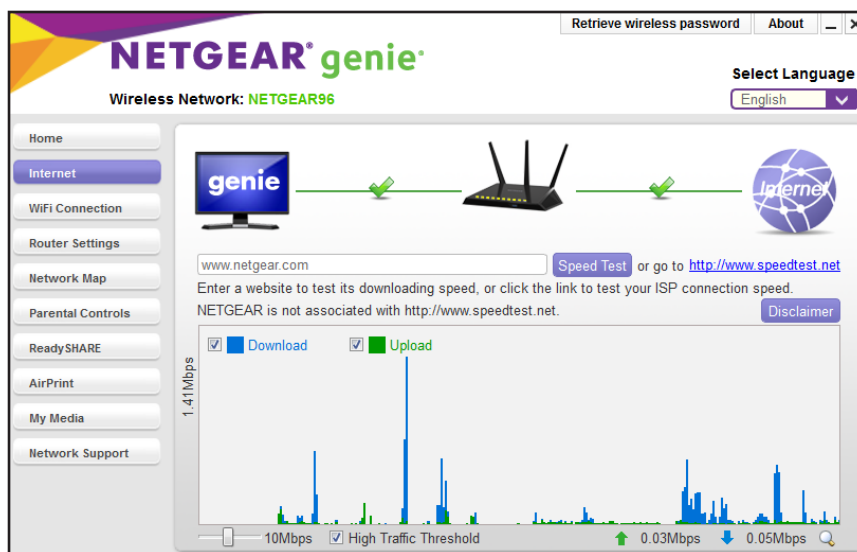
## Monitor Your Internet Connection Using the Desktop genie App

- To monitor your Internet connection using the desktop genie app for Windows and Mac computers:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.


3. Click the **Internet** button.



The status of your Internet connection displays.

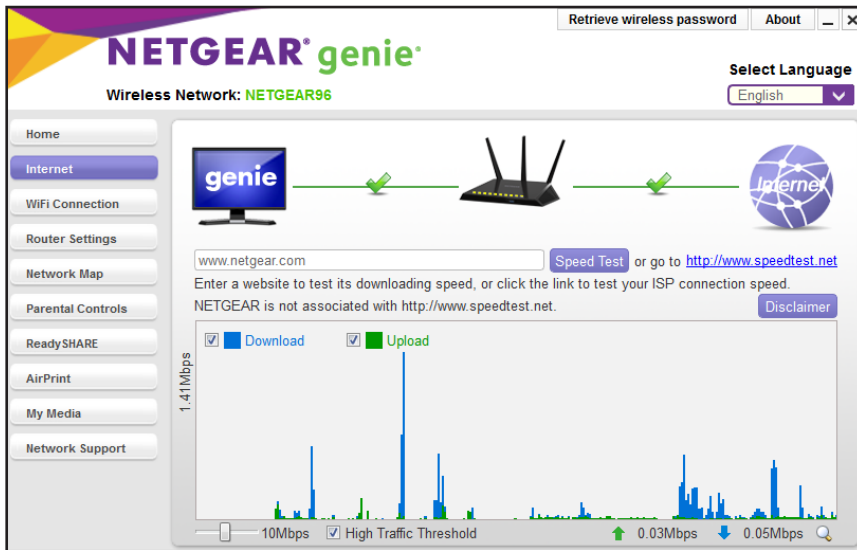
## Perform a Speed Test Using the Desktop genie App

- To perform a speed test using the desktop genie app for Windows and Mac computers:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.


3. Click the **Internet** button.



4. In the **Speed Test** field, type the URL for a website.
  5. Click the **Speed Test** button.
- The download speed from the website displays.

## Fix an Internet Connection Problem Using the Desktop genie App

- To fix an Internet connection problem using the desktop genie app for Windows and Mac computers:

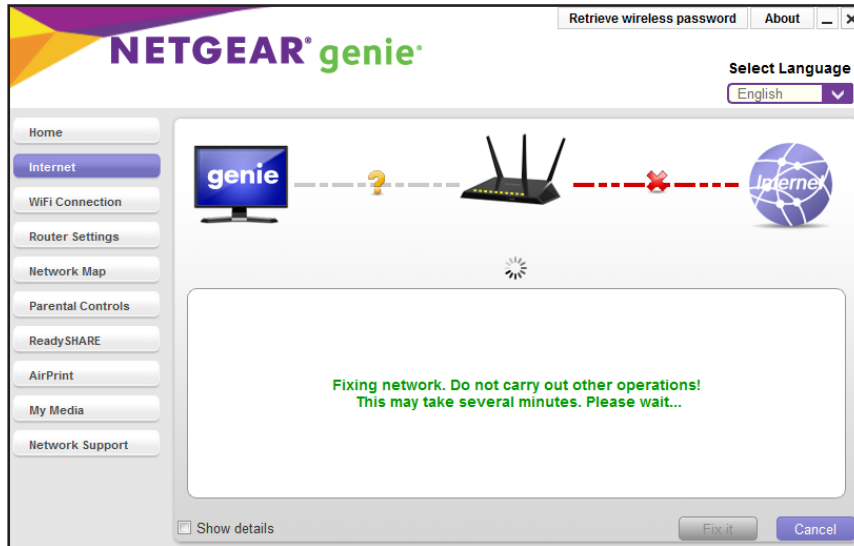
1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.

3. On the left, click the **Internet** button

If your Internet connection is not working, the Internet pane on the Home screen is red.

The genie app tries to detect and fix the problem:



The screen adjusts based on the results:

- If the Internet connection is restored, the screen shows a green line between the router and the Internet.
- If the Internet connection does not work, genie displays information about the problem, for example, genie might have discovered a disconnected cable.


## Set Up Traffic Meter Locally

The traffic meter measures Internet traffic on your network. You can view traffic for today, yesterday, this week, this month, or last month. Each time period includes data for:

- Connection time
- Upload/average
- Download/average
- Total/average

You can also set up the traffic meter remotely using the genie app. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

## Set Up the Traffic Meter Locally Using the Desktop genie App

- **To set up the traffic meter locally using the desktop genie for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .

The Home page displays.

3. Click the **Router Settings** button.

The Router Login page displays.

4. In the **Login as** menu, click **At home**.
5. Enter the router password.

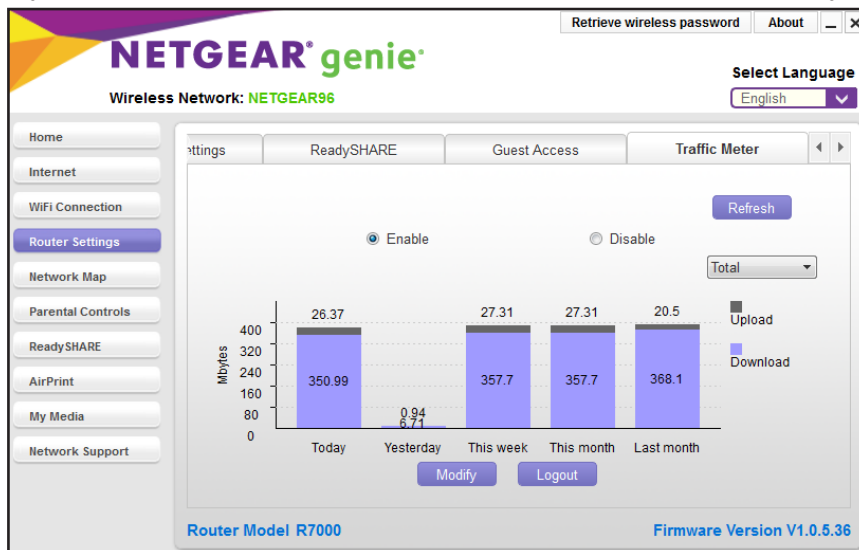
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The Wireless Settings page displays.

7. Click the **Traffic Meter** tab.

If you do not see the **Traffic Meter** tab, use the arrows to display more tabs.



When the traffic meter is on and set up, data displays on this page.

8. If the traffic meter is not on, select the **Enable** radio button.

The genie app sends the message to your router to turn on the traffic meter.

9. To change a traffic meter setting, click the **Modify** button and change the setting:

- **Monthly Limit.** Traffic limit by MB per month.
- **Counter Start Day.** The date to restart the counter. Select a number from 1 to 28. (Each month includes at least 28 days.)
- **Counter Start Time.** The time to restart the counter.
- **Traffic Volume Limit.** Select an option: **No Limit**, **Download Only**, or **Upload/Download**.

10. When you finish, click the **Save** button.

## Set Up the Traffic Meter Locally Using the Android Mobile genie App

- To set up the traffic meter locally using the mobile genie app on your Android device:

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

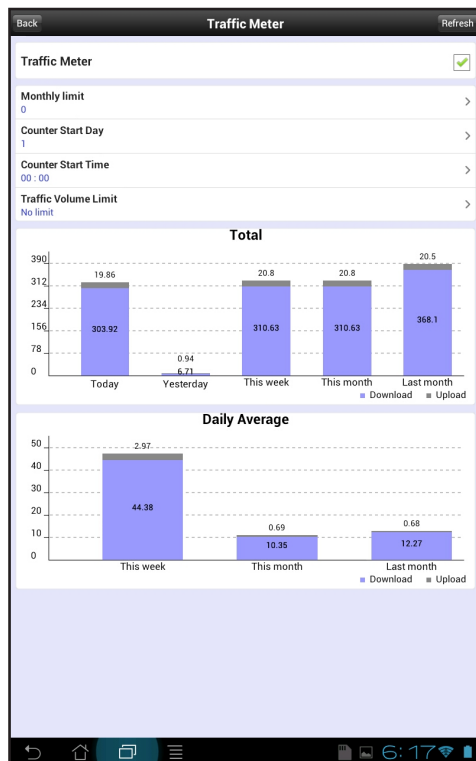
3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.

The app returns to the home page.

7. Tap the **Traffic Meter** button  .



When the traffic meter is on and set up, data displays on this page.

8. If the traffic meter is not on, tap the **Traffic Meter** check box.

The genie app sends the message to your router to turn on the traffic meter.

The page adjusts.



9. To change a traffic meter setting, tap the setting:
  - **Monthly Limit.** Traffic limit by MB per month.
  - **Counter Start Day.** The date to restart the counter. Select a number from 1 to 28. (Each month includes at least 28 days.)
  - **Counter Start Time.** The time to restart the counter.
  - **Traffic Volume Limit.** Select an option: **No Limit**, **Download Only**, or **Upload/Download**.
10. When you finish, tap the **Save** button.

Your settings are saved.

## Set Up the Traffic Meter Using the iOS Mobile genie App

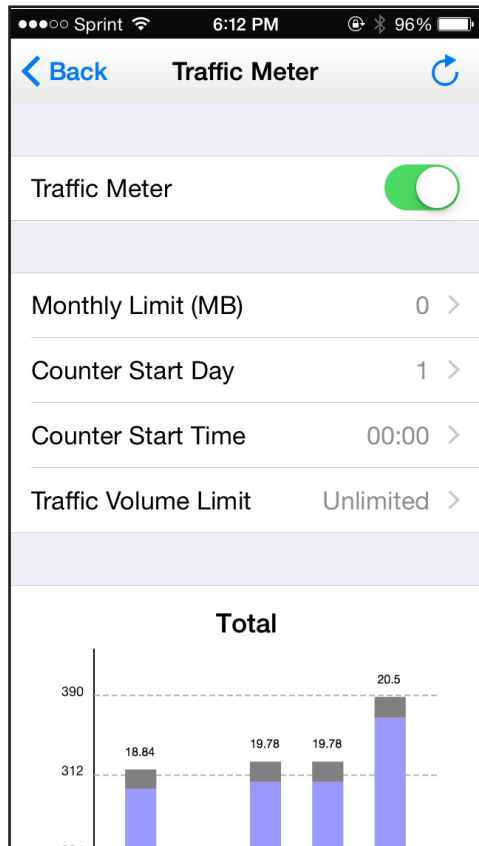
- **To set up the traffic meter using the mobile genie app for iOS devices:**
1. Connect your device to the router's WiFi network.
  2. Launch the genie app.

The home page displays.
  3. Tap **Login**.
  4. At the top of the Login page, tap **Options > At home**.
  5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.
  6. Tap **Login**.

The app returns to the home page.

7. Tap the **Traffic Meter** button .



When the traffic meter is on and set up, data displays on this page.

8. If the traffic meter is not on, slide the **Traffic Meter** slider to the right. A message displays asking you if you want to enable the traffic meter.
9. Tap the **OK** button. The genie app sends the message to your router to turn on the traffic meter. The screen adjusts.
10. To change a traffic meter setting, tap the setting:
- **Monthly Limit.** Traffic limit by MB per month.
  - **Counter Start Day.** The date to restart the counter. Select a number from 1 to 28. (Each month includes at least 28 days.)
  - **Counter Start Time.** The time to restart the counter.
  - **Traffic Volume Limit.** Select an option: **No Limit**, **Download Only**, or **Upload/Download**.
11. When you finish, tap **Save**. Your settings are saved.

# Manage Your WiFi Network

---

# 3

This chapter contains the following sections:


- *Manage WiFi Connections*
- *View the WiFi Channel Usage in Your Area Using the Desktop genie App*
- *Change the WiFi Channel Using the Desktop genie App*
- *Change the Router WiFi Settings Locally*
- *Export Router WiFi Settings to a USB Device Using the Desktop genie App*
- *View the Network Map Locally*
- *Modify Device Information in the Network Map Locally*
- *Block or Allow Network Access Locally*
- *Set Up Parental Controls Locally*
- *Enable or Disable Parental Controls Locally*
- *Create a Bypass Account Using the genie App*
- *Set Parental Controls Filtering Levels Locally for Each Device*
- *Set Up a Guest WiFi Network Locally*
- *Connect to a WiFi Network Locally Using a QR Code*

## Manage WiFi Connections

You can connect to a different WiFi network. When you connect to a WiFi network, genie adds that network to a list of WiFi networks. The preferred network is at the top of the list. You can change the preferred WiFi network.

### Connect to a WiFi Network Using the Desktop genie App

- **To connect to a different WiFi network using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.

3. On the left, click the **WiFi Connection** button.


The Connect WiFi page displays a list of WiFi networks in your area.

4. Select a network and click the **Connect** button.
5. If prompted, enter the password for the network.

Your computer or device joins the network.

### Specify the Preferred Network Using the Desktop genie App

- **To specify the preferred network using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.

3. On the left, click the **WiFi Connection button**.

The Connect WiFi page displays.


4. Click the **Manage** button.

The Preferred Networks page displays.

5. To change the order of the list, select a network and click the **Move up** or **Move down** button.

## View the WiFi Channel Usage in Your Area Using the Desktop genie App

- **To view WiFi channel usage in your area using the desktop genie app for Windows and Mac computers:**

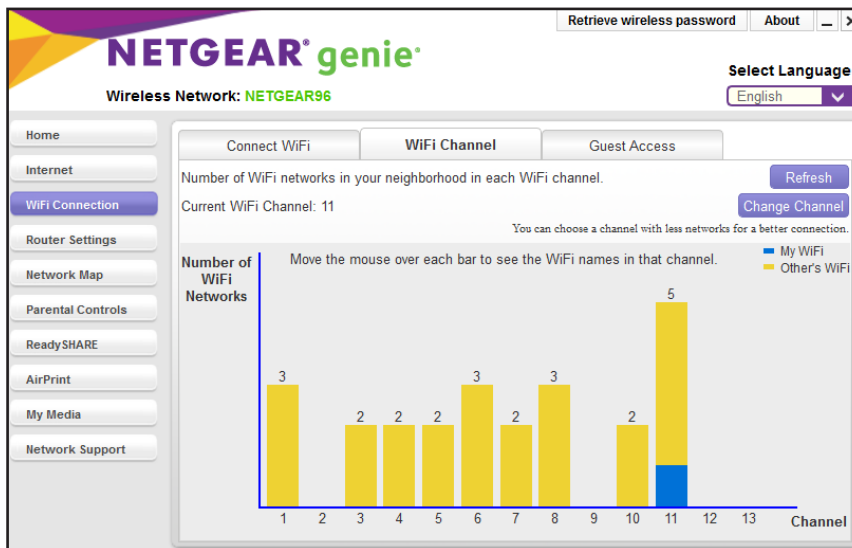
1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. On the left, click the **WiFi Connection** button.

The Connect WiFi page displays.

4. Click the **WiFi Channel** tab.




Your network displays in blue. Yellow shows other networks in your area. In many countries and geographic locations, laws or guidelines specify which channels can be used. Depending on your location, some channels might not be available.

## Change the WiFi Channel Using the Desktop genie App

If many WiFi networks at your location are using the same channel as your WiFi network, you might experience interference. You can change the channel to avoid the interference. In some countries and regions, channel selection is restricted.

- **To change the WiFi channel using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.

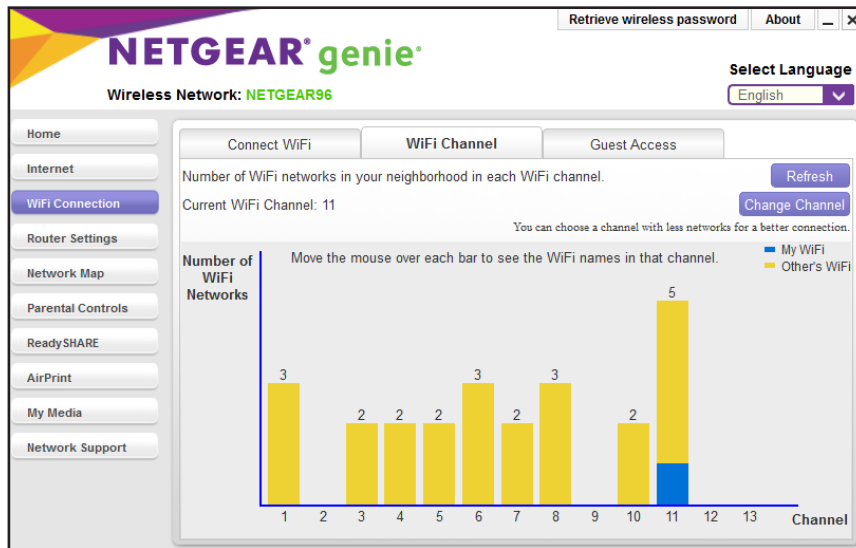
2. Launch the genie app  .

The Home page displays.

3. On the left, click the **WiFi Connection** button.

The Connect WiFi page displays.

4. Click the **WiFi Channel** tab.



5. Click the **Change Channel** button.
6. Specify the channel.
7. Click the **Apply** button.

The router WiFi channel changes. To make this change, the router must disconnect all computers and WiFi devices from the WiFi network.

## Change the Router WiFi Settings Locally

You can change your router's WiFi settings locally (at home) or remotely (away from home). For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).


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**Note:** When you change the router's WiFi settings, it must disconnect all computers and WiFi devices from the WiFi network. After the change takes effect, you can join the WiFi network with its new settings.

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## Change the Router WiFi Settings Using the Desktop genie App

- To change the router's WiFi settings locally using the desktop genie app for Windows and Mac computers:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.

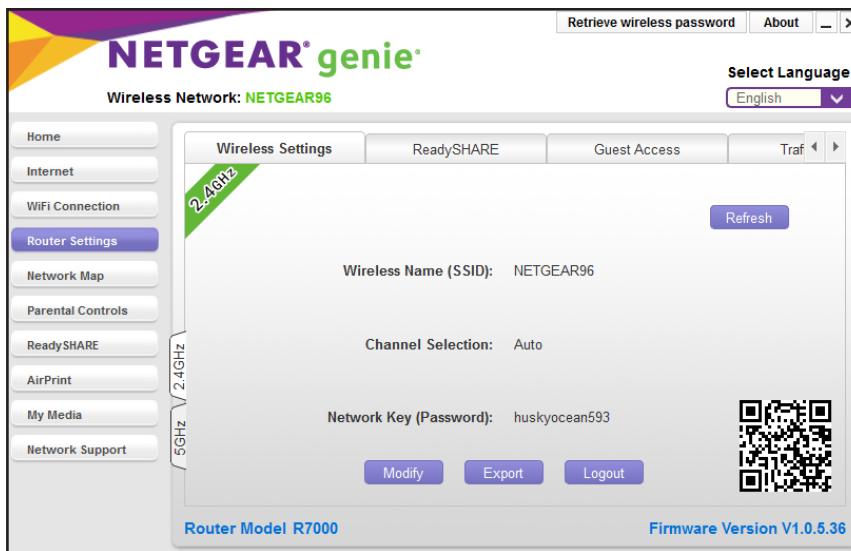
3. Click the **Router Settings** button.

The Router Login page displays.

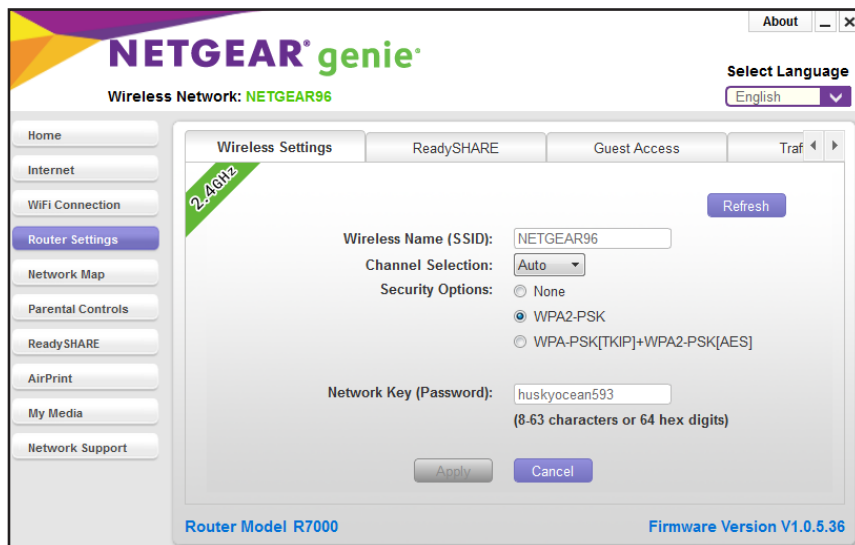
4. In the **Login as** menu, click **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.



7. Click the **Modify** button.



8. Change the settings as needed:
- **Wireless Name (SSID)**. The name of the router's WiFi network.
  - **Channel Selection**. When set to **Auto**, the router automatically selects the best available channel. You can specify a particular channel.
  - **Security Options**. If your router came with preset WiFi security, NETGEAR recommends that you use its preset security, but you can change this setting.
  - **Network Key (Password)**. If your router came with preset WiFi security, NETGEAR recommends that you use its unique password, which is on the router label. You can specify a different password here.
9. Click the **Apply** button.

The WiFi settings on the router change. The router disconnects all computers and WiFi devices on the WiFi network.

## Change the Router WiFi Settings Using the Android Mobile genie App

- **To manage the router's WiFi settings locally using the mobile genie app for Android devices:**
1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Tap the **Login** button.
  4. In the **Login as** menu tap **At home**.
  5. Enter the router password.



The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.

The app returns to the home page.

7. Tap the **Wireless Settings** button .



8. To change the following settings, tap a setting:
  - **Name/SSID**. The name of the WiFi network.
  - **Channel**. The channel for the WiFi signal. Usually, this field is set to Auto so that the router selects the best channel for its signal. You can select a specific channel number.
  - **Key/Password**. Go to the Wireless Security screen and view or change the WiFi security setting for the home network.
9. When you finish making changes, tap the **Save** button.  
The router settings are saved.

## Change the Router WiFi Settings Using the iOS Mobile genie App

- **To manage the router's WiFi settings locally using the mobile genie app for iOS devices:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Tap **Login**.

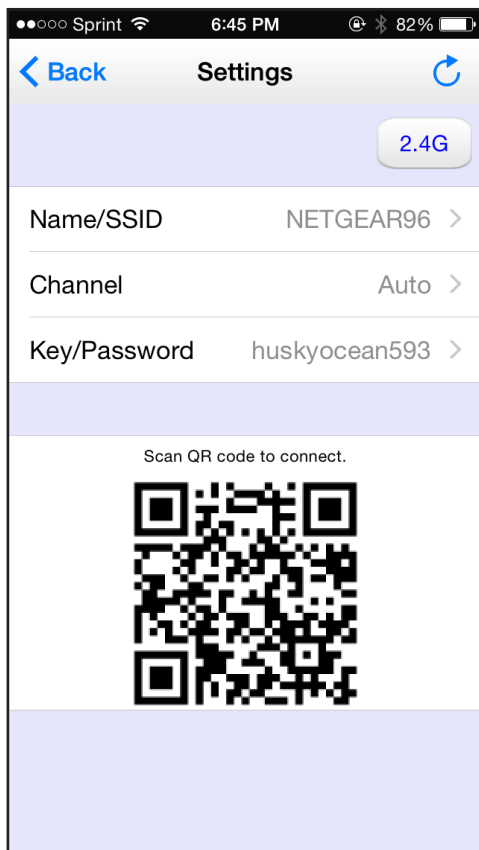
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

The app returns to the home page.

7. Tap the **Wireless Settings** button .




8. To change a WiFi setting, tap a setting:
  - **Name/SSID**. The name of the WiFi network.
  - **Channel**. The channel for the WiFi signal. Usually, this field is set to Auto so that the router selects the best channel for its signal. You can select a specific channel number.
  - **Key/Password**. Go to the Wireless Security screen and view or change the WiFi security setting for the home network.
9. When you finish making changes, tap the **Save** button.  
The router settings are saved.

## Export Router WiFi Settings to a USB Device Using the Desktop genie App

You can export the router WiFi settings to a USB device such as a flash drive. Then you can connect the USB device to another computer so that it easily connects to your WiFi network.

You can also export your router's WiFi settings remotely using the genie app. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

### ➤ To export your WiFi settings locally using the desktop genie app for Windows and Mac computers:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. Click the **Router Settings** button.

The Router Login page displays.

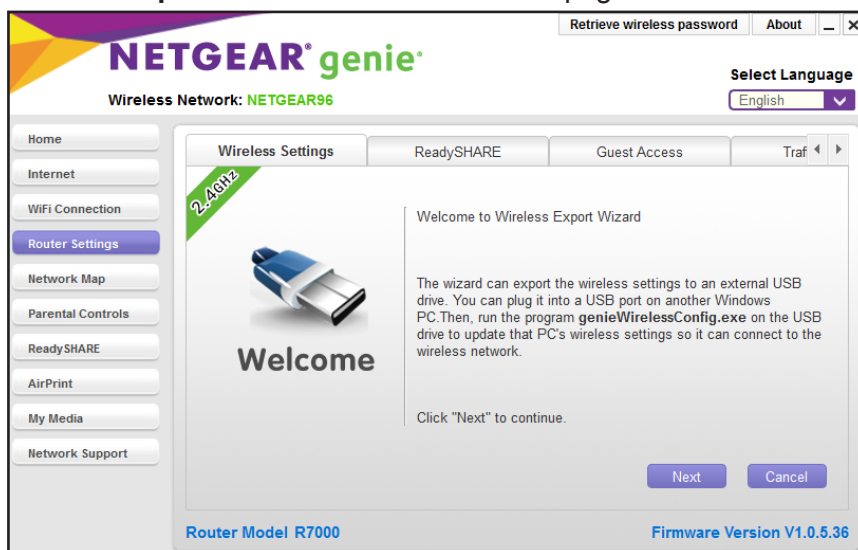
4. In the **Login as** menu, click **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The Wireless Settings page displays.

7. Click the **Export** button at the bottom of the page.



8. Follow the wizard steps to export your WiFi settings to a USB storage device.


The WiFi settings are saved onto the USB device in a file named `genieWirelessConfig.exe`.

## View the Network Map Locally

The network map shows the router's Internet connection and computers and devices that are connected to the router. You can use the Turbo Transfer feature from this screen to copy files from one device to another. For more information about Turbo Transfer, see [Send Files With Turbo Transfer](#) on page 114.

You can also view the network map remotely using the genie app. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

## View the Network Map Locally Using the Desktop genie App

- **To view a network map locally using the desktop genie app for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .

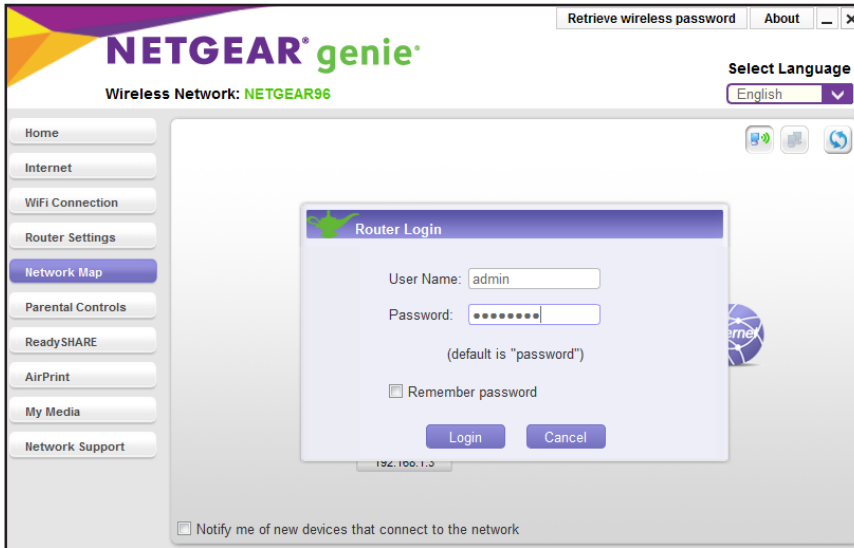
The Home page displays.
  3. Click the **Router Settings** button.

The Router Login page displays.
  4. In the **Login as** menu, click **At home**.
  5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.
  6. Click the **OK** button.

The Wireless Settings page displays.

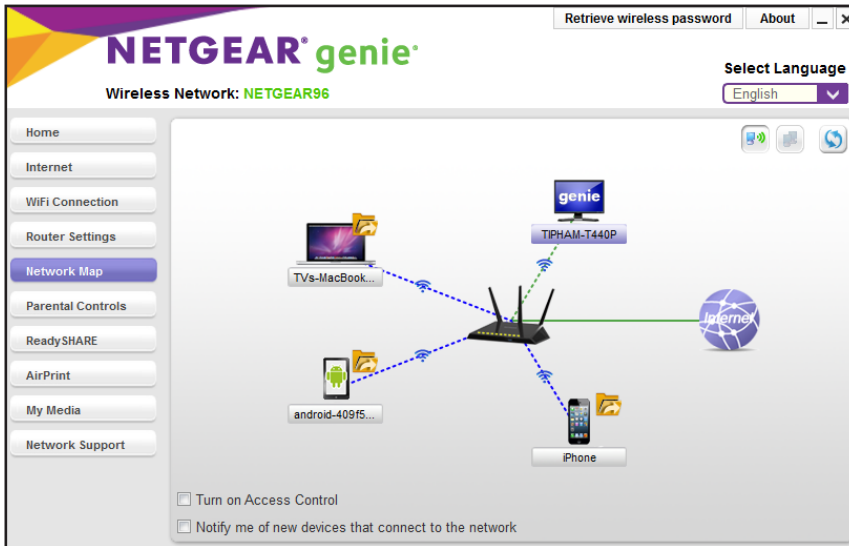
- Click the **Network Map** button.



- Enter the router password and click the **Login** button.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

The Network Map page displays.



The network map displays the devices that are connected to the network. A green line indicates a good Internet connection. A red line indicates the Internet connection that is not working.

- To update the page, tap the **Refresh** button.

## View the Network Map Locally Using the Android Mobile genie App

➤ To view the network map locally using the mobile genie app for Android devices:

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

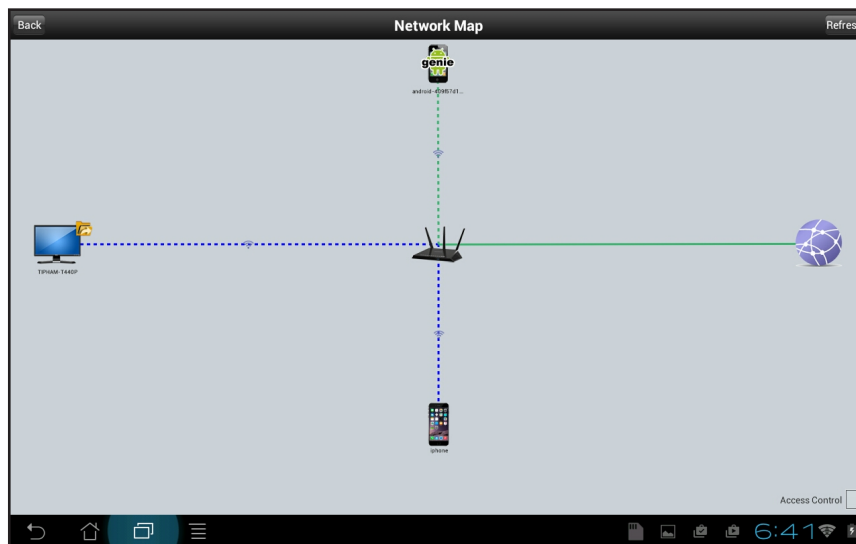
3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.

The app returns to the home page.

7. Tap the  **Network Map** button.



The network map displays the devices that are connected to the network. A green line indicates a good Internet connection. A red line indicates the Internet connection that is not working.

8. To update the page, tap the **Refresh** button.

## View the Network Map using the iOS Mobile genie App

➤ To view the network map using the mobile genie app for iOS devices:

1. Connect your device to the router's WiFi network.

2. Launch the genie app.

The home page displays.

3. Tap **Login**.

4. At the top of the Login page, tap **Options > At home**.

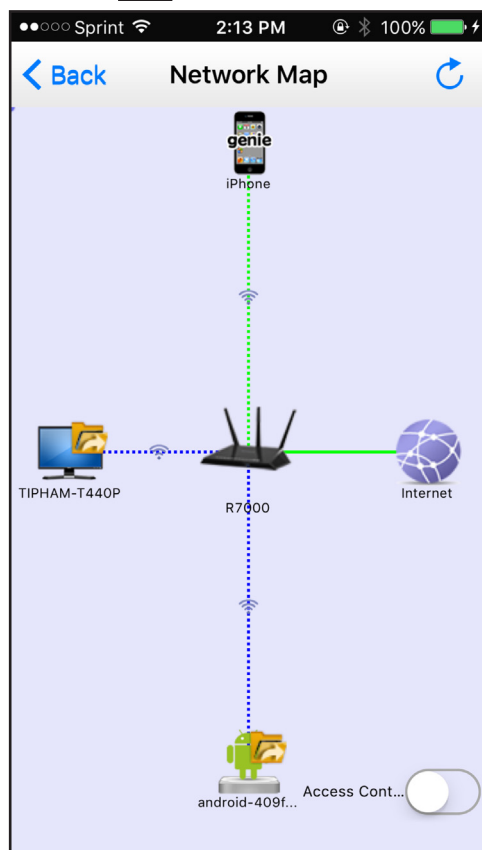
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

The app returns to the home page.

7. Tap the  **Network Map** button.



The network map displays the devices that are connected to the network. A green line indicates a good Internet connection. A red line indicates the Internet connection that is not working.

8. To update the page, tap the **Refresh** icon.

## Modify Device Information in the Network Map Locally

You can modify the device information that displays in the network map.

You can also modify the device information remotely using the genie app. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

### Modify Device Information Locally Using the Desktop genie App

- **To modify the device information that displays in the network map locally using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.

2. Launch the genie app .

The Home page displays.

3. Click the **Router Settings** button.

The Router Login page displays.

4. In the **Login as** menu, click **At home**.

5. Enter the router password.

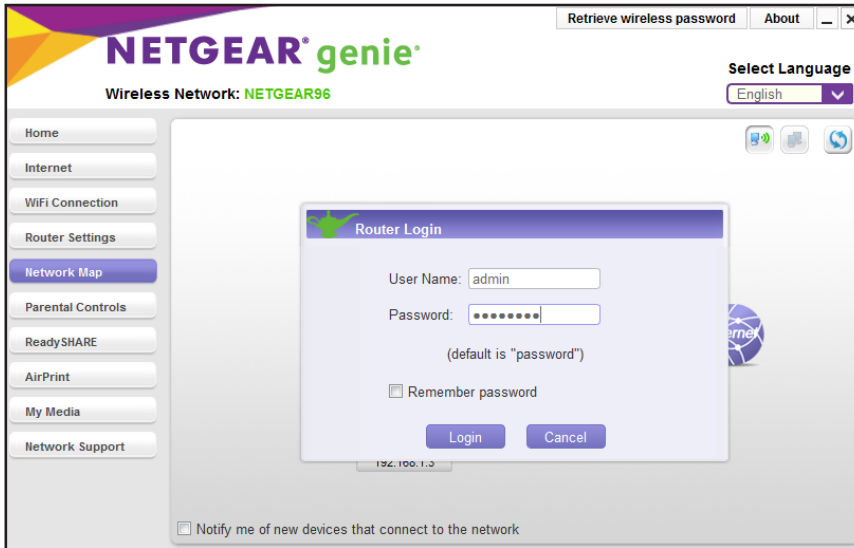
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The Wireless Settings page displays.



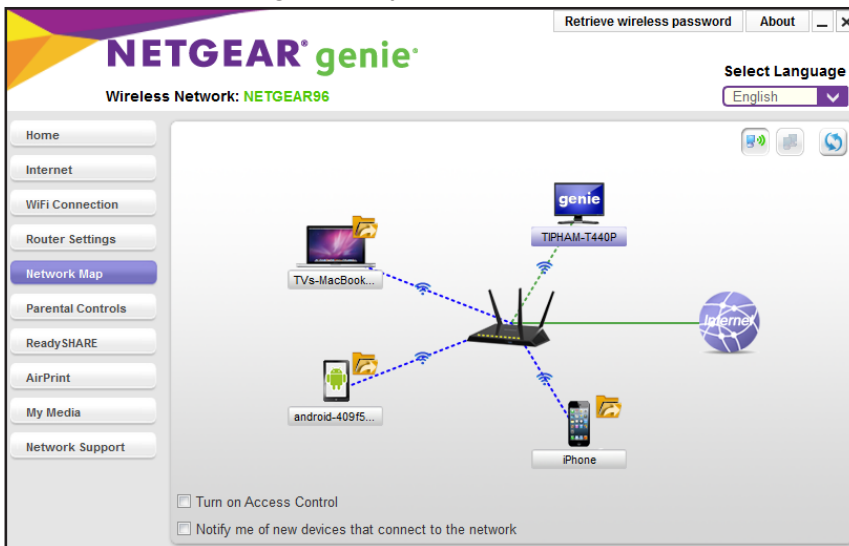
7. Click the **Network Map** button.



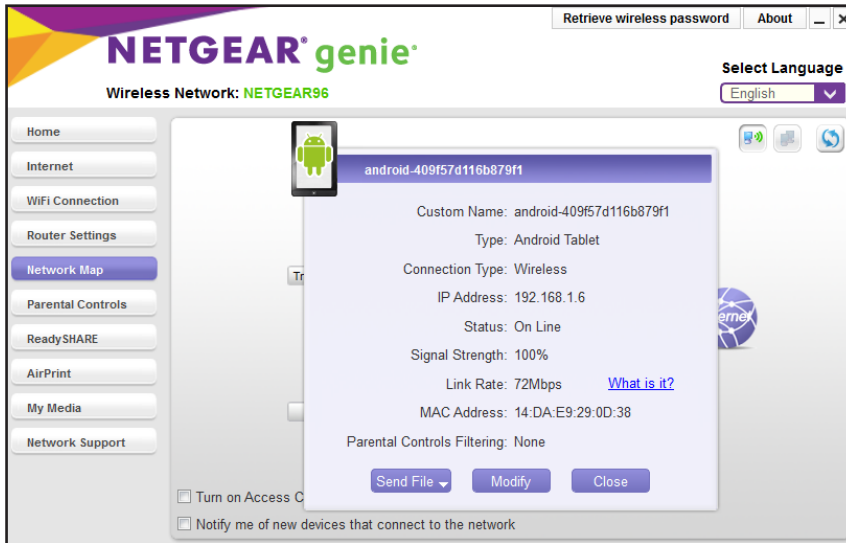
8. Enter the router password and click the **Login** button.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

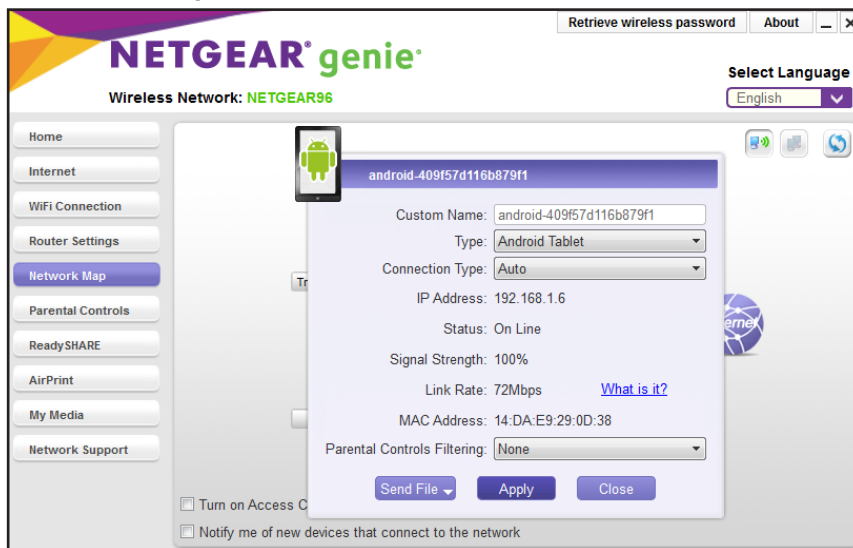
The Network Map page displays.



9. Click that device icon.



10. Click the **Modify** button.



11. Select one of the following settings and modify:

- **Custom Name.** The device name that displays in the network map.
- **Type.** The device type that displays in the network map.
- **Connection Type.** The device network connection type.
- **Parental Controls Filtering.** The Parental Controls filtering level set for the device. In order for you to modify the Parental Controls from the network map, it must be enabled. For more information, see [Enable or Disable Parental Controls Using the Desktop genie App on page 62](#).

12. Click the **Apply** button.

Your settings are saved.

## Modify Device Information Locally Using the Android Mobile genie App

- To modify the device information that displays in the network map locally using the mobile genie app for Android devices:

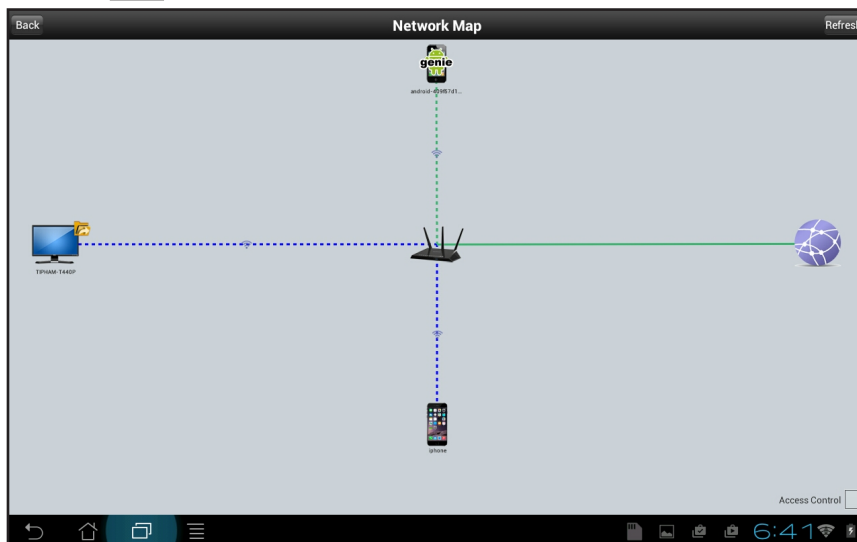
1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.

3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

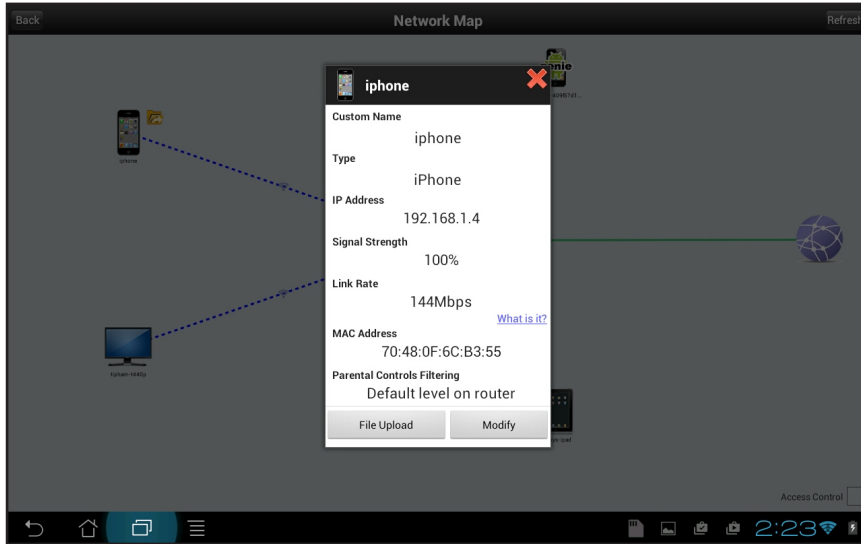
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.  
The app returns to the home page.

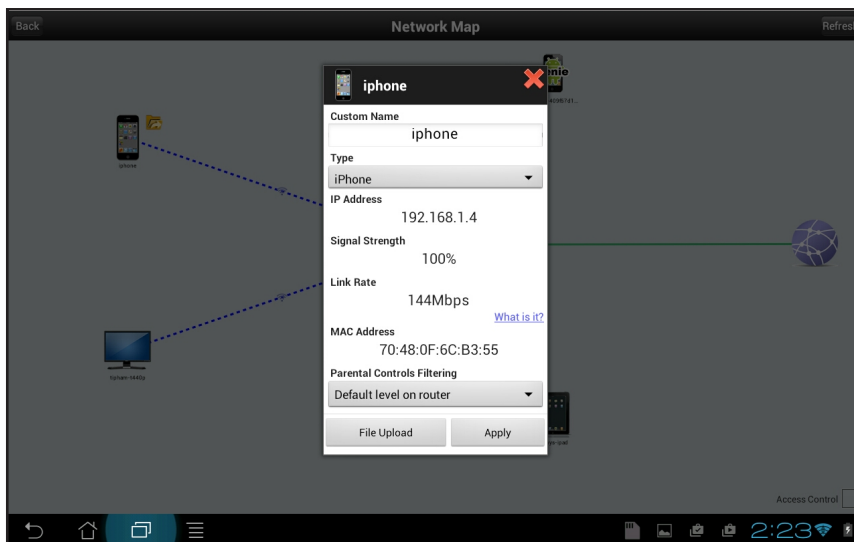
7. Tap the  **Network Map** button.



8. Tap a device icon.



9. Tap the **Modify** button.



10. Tap one of the following settings and modify:
- **Custom Name.** The device name that displays in the network map.
  - **Type.** The device type that displays in the network map.
  - **Parental Controls Filtering.** The Parental Controls filtering level set for the device. In order for you to modify the Parental Controls from the network map, it must be enabled. For more information, see [Enable or Disable Parental Controls Using the Android Mobile genie App on page 62](#).
11. Tap the **Apply** button.

Your settings are saved.

## Modify Device Information Locally Using the iOS Mobile genie App

- To modify the device information that displays in the network map locally using the mobile genie app for iOS devices:

1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.

3. Tap **Login**.

4. At the top of the Login page, tap **Options > At home**.

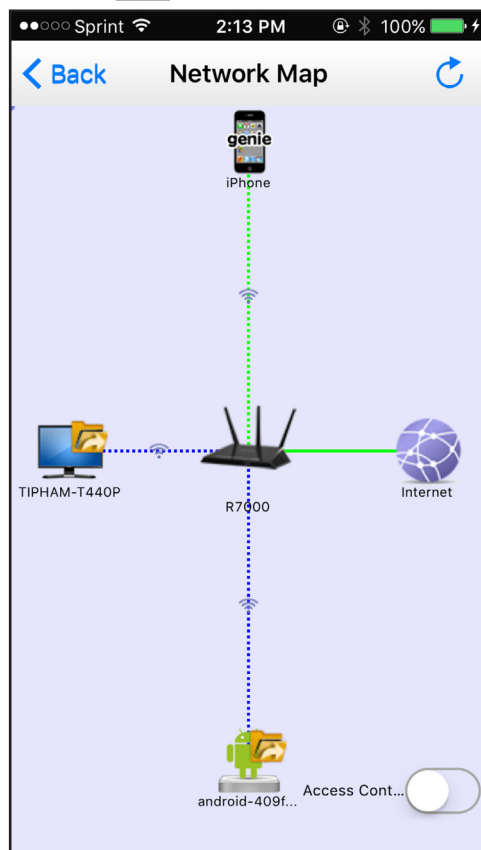
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

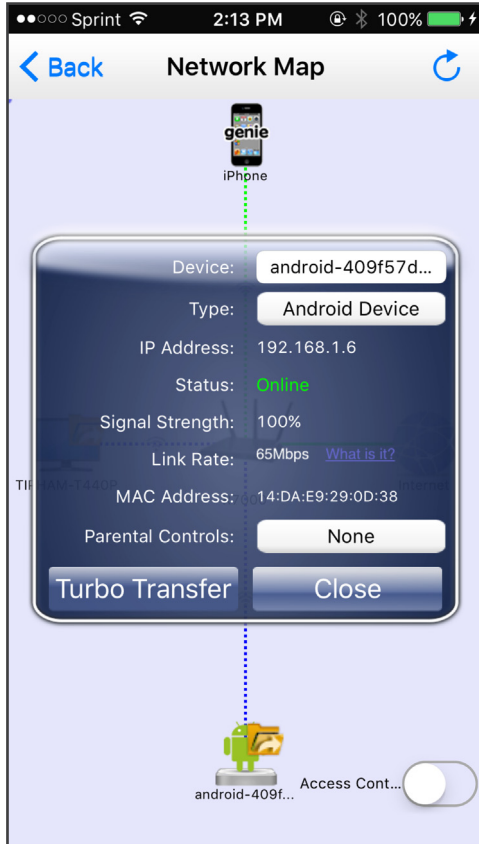
6. Tap **Login**.

The app returns to the home page.

7. Tap the  **Network Map** button.



8. Tap a device icon.



9. Tap one of the following settings and modify:
- **Device.** The device name that displays in the network map.
  - **Type.** The device type that displays in the network map.
  - **Parental Controls Filtering.** The Parental Controls filtering level set for the device. In order for you to modify the Parental Controls from the network map, it must be enabled. For more information, see [Enable or Disable Parental Controls Using the iOS Mobile genie App on page 63](#).
10. Tap the **Close** button.

Your settings are saved.


## Block or Allow Network Access Locally

You can use access control to block or allow access to your network.

You can also remotely block or allow access to your network from the genie app. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

## Block or Allow Network Access Using the Desktop genie App

➤ **To block or allow to access the network using the desktop genie app:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.

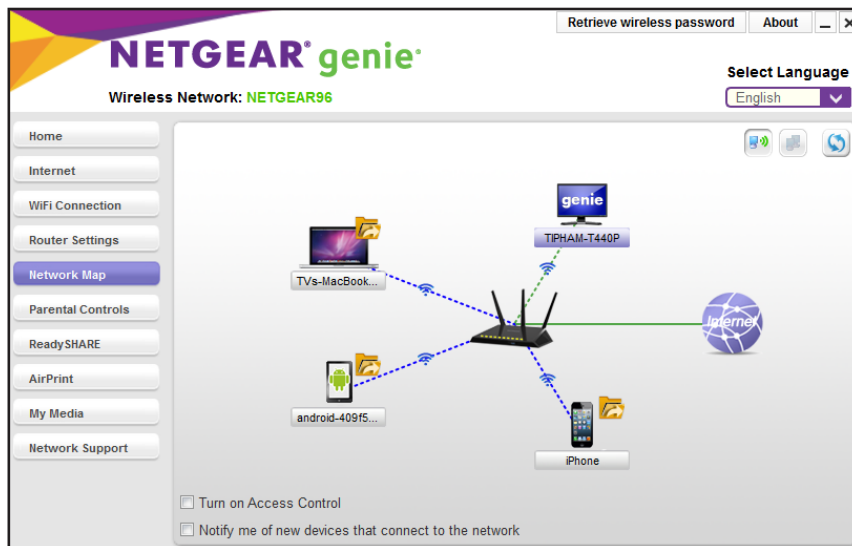
3. Click the **Network Map** button.

The Router Login page displays.

4. Enter the router password and click the **Login** button.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

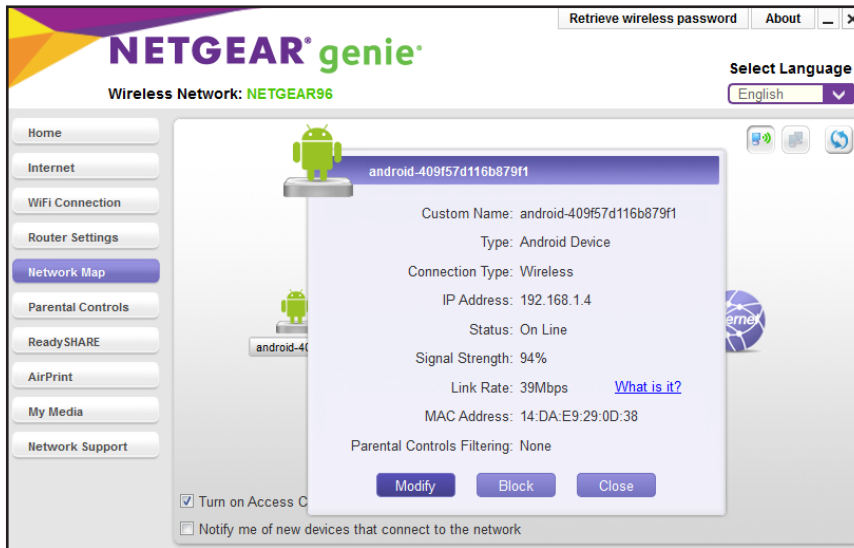
The Network Map page displays.



A good connection is shown in green. A red line indicates a connection that is not working.

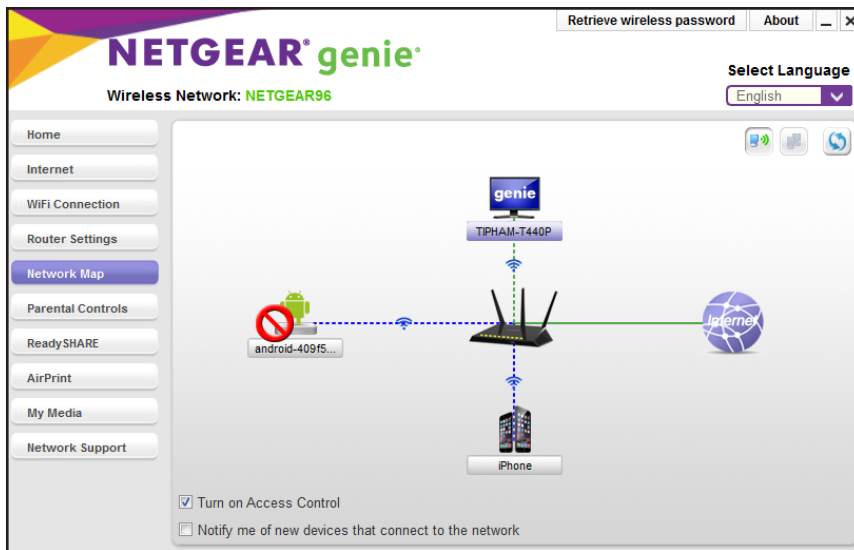
5. Select the **Turn on Access Control** check box.

- 6. Click a device icon.



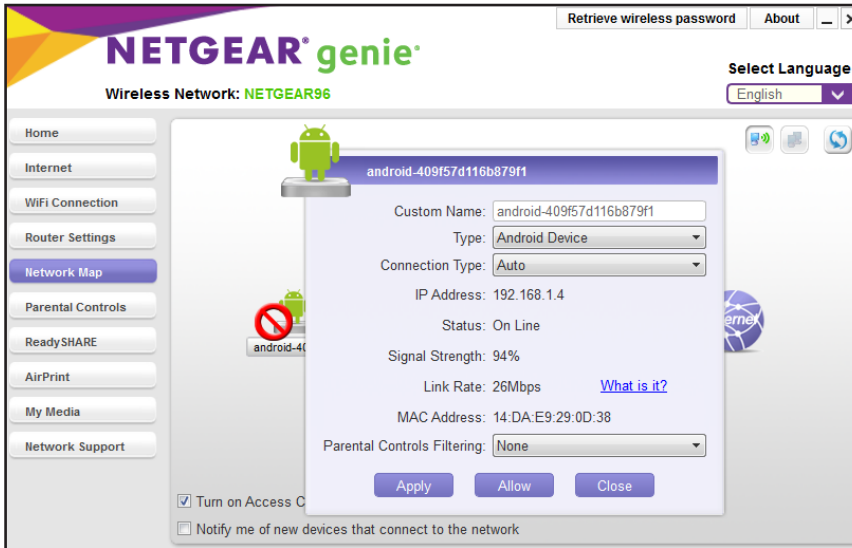
- 7. Click the **Block** button.

The device is blocked from the network.





8. To allow a blocked device to access the network, click the device and click the **Allow** button.



9. For notifications, select the **Notify me of new devices that connect to the network** check box.

The genie app notifies you every time a new device joins your network.

## Block or Allow Devices Network Access Using the Android Mobile genie App

- **To block or allow access to the network using the mobile genie app for Android device:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

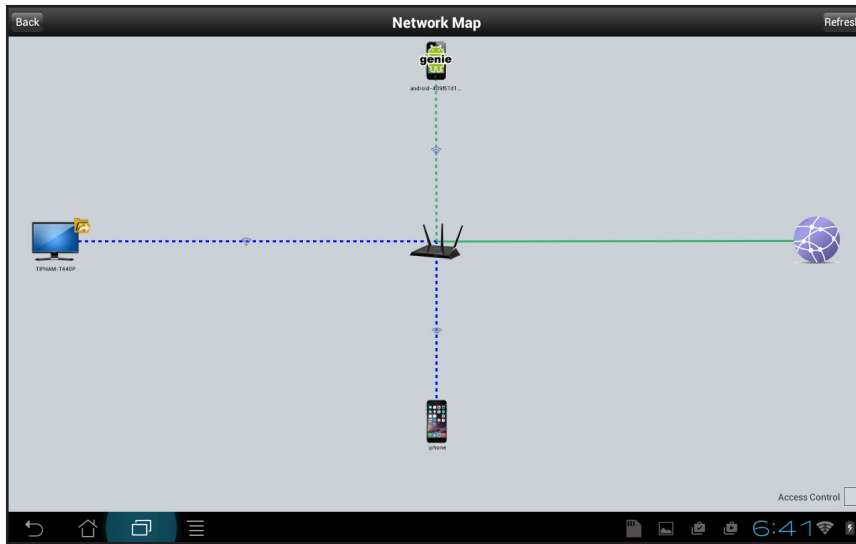
3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

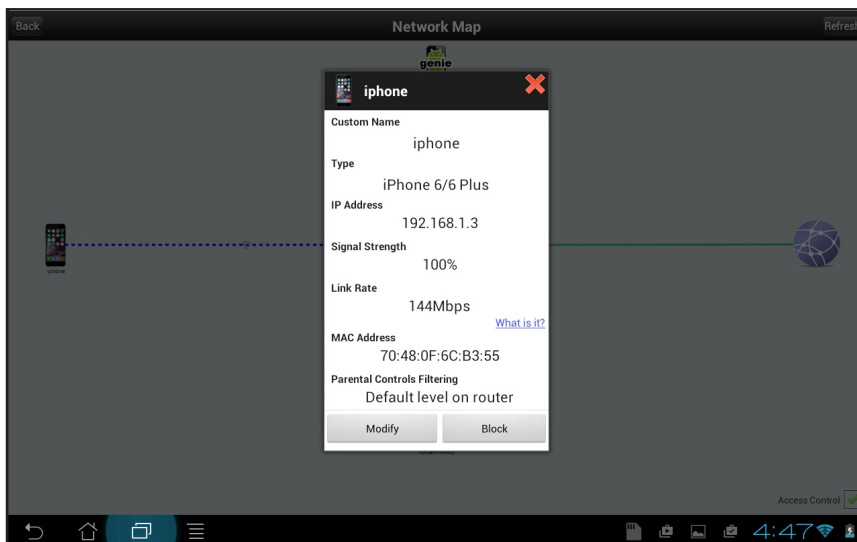
6. Tap the **Login** button.

The app returns to the home page.

7. Tap the  **Network Map** button.

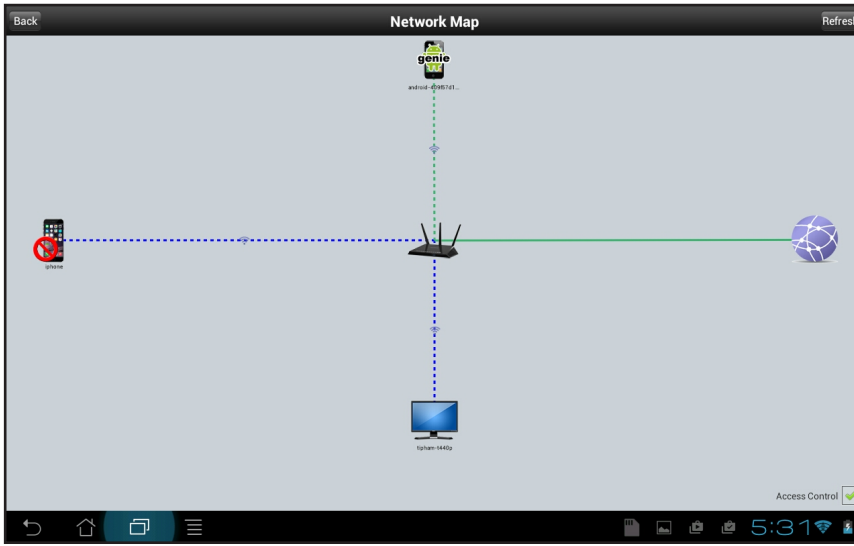


8. Tap the **Access Control** check box.
9. Tap a device on the network map.  
The device details window displays.
10. Tap the **Modify** button.

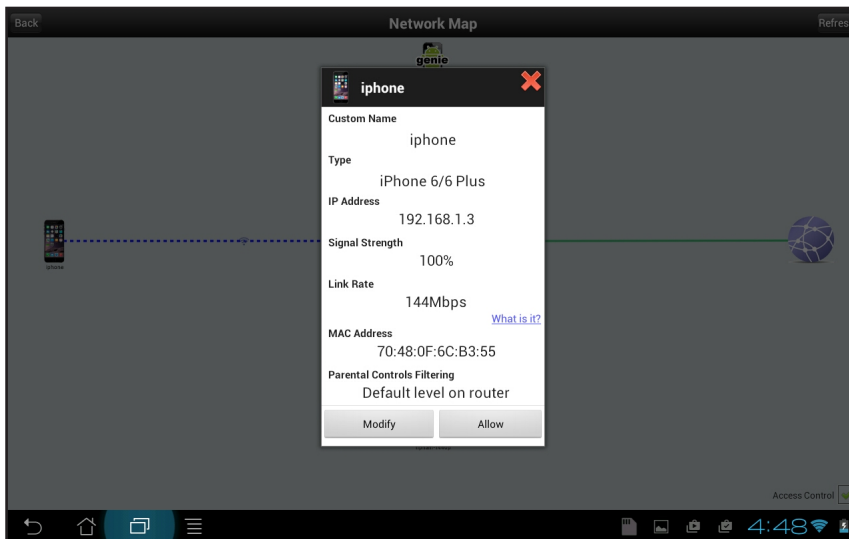


11. Click the **Block** button.

The device is blocked from the network.



12. To allow a blocked device to access the network, click the **Allow** button.



## Block or Allow Devices Network Access Using the iOS Mobile genie App

- To block or allow access to the network using the mobile genie app for iOS device:
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Tap **Login**.
  4. At the top of the Login page, tap **Options > At home**.

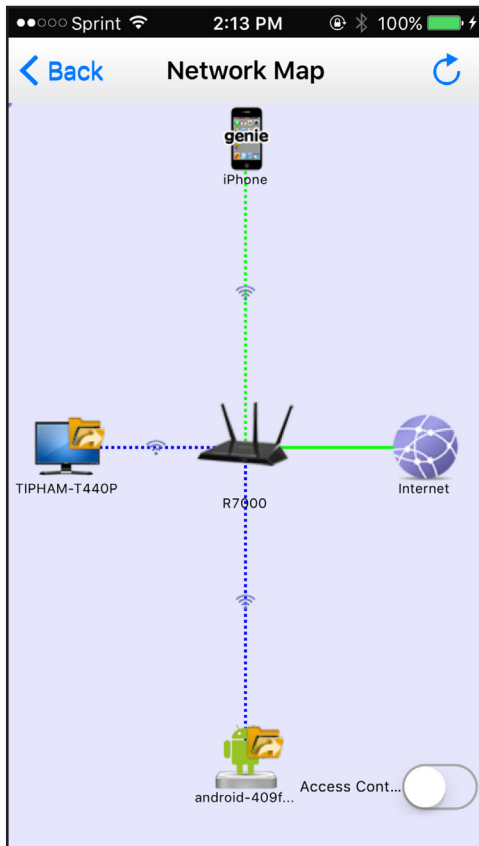
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

The app returns to the home page.

7. Tap the  **Network Map** button.



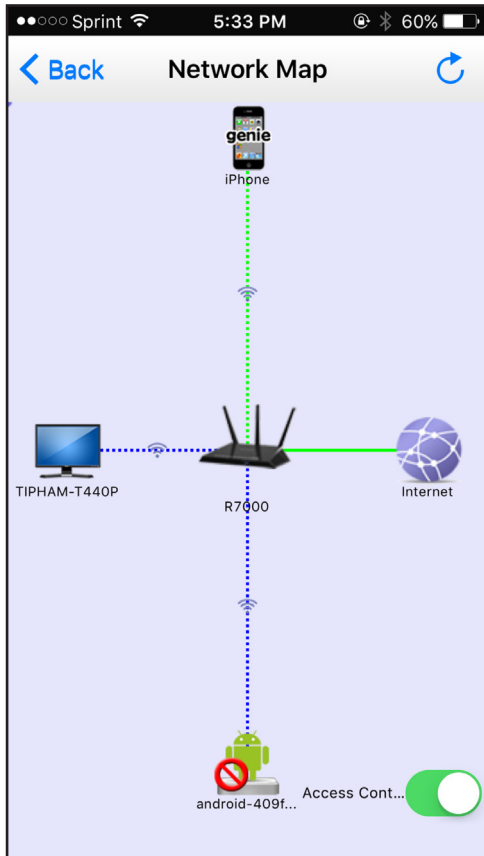
8. Slide the **Access Control** slider to the right.

9. Tap a device on the network map.



10. Slide the **Block** slider to the right.

The device is blocked from the network.



11. To allow a blocked device to access the network, slide the **Block** slider to the left.



## Set Up Parental Controls Locally


Parental controls allow you to control the Internet content on your home network. After installation, Parental Controls automatically starts.

If your router supports Parental Controls, you can set it up using the genie app.

You can also set up Parental Controls remotely using the genie app. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

### Set Up Parental Controls Locally Using the Desktop genie App

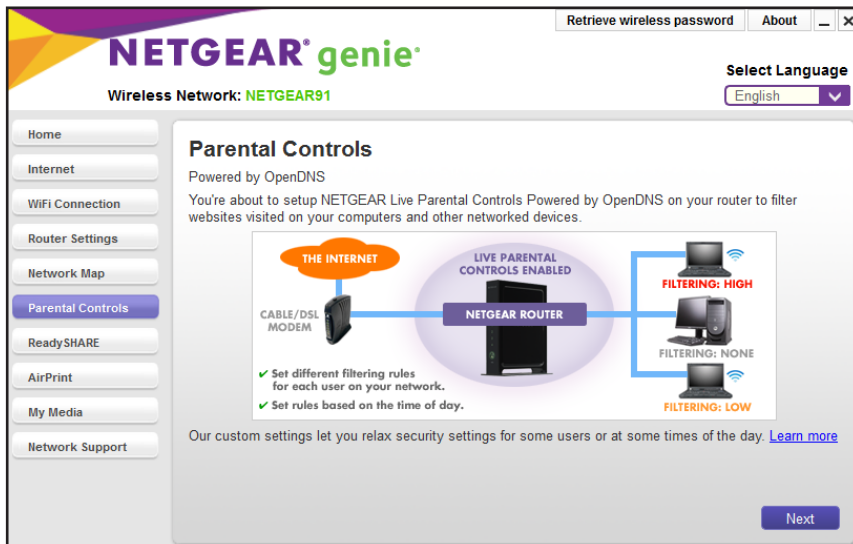
- **To set up Parental Controls locally using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app  .

The Home page displays.

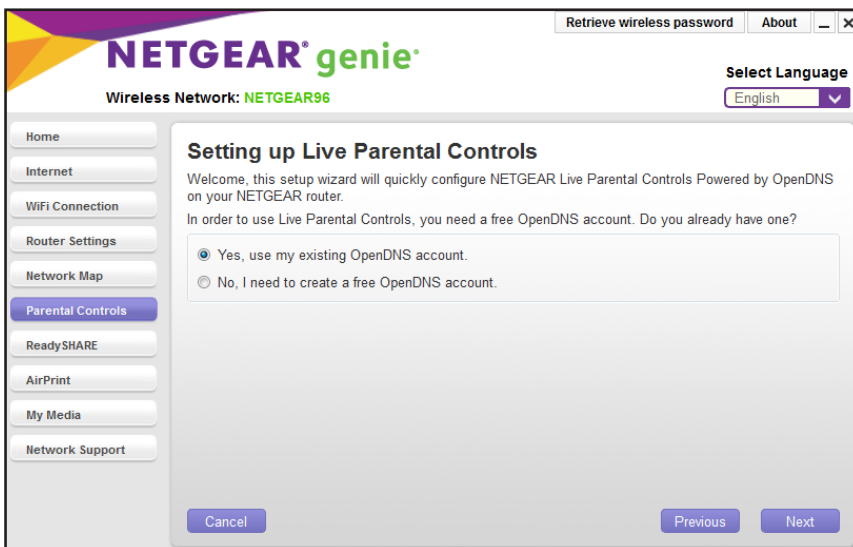
3. Click the **Parental Controls** button.

The genie app checks if your router's firmware supports Parental Controls.



4. Click the **Next** button.
5. Read the note and click the **Next** button again to proceed.

Because Parental Controls uses free OpenDNS accounts, you are prompted to log in or create a free account.



6. Select the radio button that applies to you:
  - If you already created an OpenDNS account, leave the **Yes** radio button selected.
  - If you did not yet create an OpenDNS account, select the **No** radio button.
7. Click the **Next** button.
8. If you clicked the **No** radio button, do the following:
  - a. Complete the fields and click the **Next** button.



The filtering level page displays.

- b. Select a filtering level and click the **Next** button.

The Setup is complete page displays.

- c. Click the **Take me to the status screen** button.

The Parental Controls page displays.

9. If you clicked the **Yes** radio button, do the following:

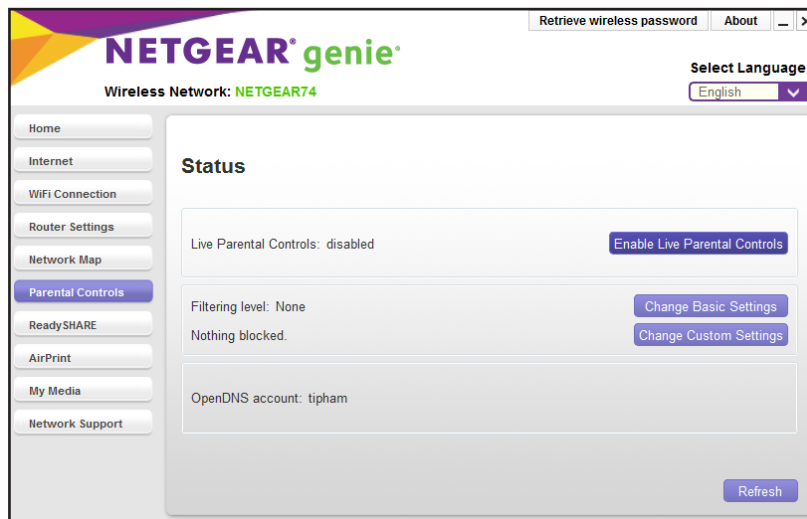
- a. Enter your OpenDNS user name and password and click the **Next** button.

The filtering level page displays.

- b. Select a filtering level and click the **Next** button.

The Setup is complete page displays.

- c. Click the **Take me to the status screen** button.



10. To enable Parental Controls, click the **Enable Live Parental Controls** button.

The genie app sends the command to your router and waits for the response. When parental controls is turned on, you can view or change the following settings:

- **Parental Controls.** Turns parental controls on or off.
- **Filtering Level.** Contains five levels that can limit access to Internet content: (1) High, (2) Moderate, (3) Low, (4) Minimal, and (5) None. You can also select the **Custom** option which displays a list of applications you can block.
- **Change Custom Settings.** Opens a web browser and log in to OpenDNS. Then choose which categories to block from the category list.
- **OpenDNS Account.** Displays the login name. Once the router is managed the first time by an OpenDNS user, only that user can manage this router's Parental Controls settings.
- **Bypass Account.** Displays the bypass account associated with your OpenDNS account.

## Set Up Parental Controls locally Using the Android Mobile genie App

➤ **To set up parental controls locally using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.

2. Launch the genie app.

The home page displays.

3. Tap the **Login** button.

4. In the **Login as** menu tap **At home**.

5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.

The app returns to the home page.

7. Tap the **Parental Controls** button .

A message displays asking if you already created an OpenDNS account.

8. Tap a button that applies to you:

- If you already created an OpenDNS account, tap the **Yes** button.
- If you did not yet create an OpenDNS account, tap the **No** button.

9. If you tapped the **No** button, do the following:

a. Enter the fields that display to create an account.

After you log in, the filtering level window displays.

b. Tap a filtering level and tap the **Next** button.

The Setup is complete window displays.

c. Tap the **Take me to the status screen** button.

The Parental Controls page displays.

10. If you tapped the **Yes** button, do the following:

a. Enter your OpenDNS user name and password and tap the **Login** button.

The Filtering Level page displays.

b. Tap a filtering level and click the **Next** button.

The Setup is complete page displays.

- c. Tap the **Take me to the status screen** button.



11. To enable Parental Controls, tap the **Parental Controls** check box.

The genie app sends the command to your router and waits for the response. When parental controls is turned on, you can view or change the following settings:

- **Parental Controls.** Turns parental controls on or off.
- **Filtering Level.** Contains five levels that can limit access to Internet content: (1) High, (2) Moderate, (3) Low, (4) Minimal, and (5) None. You can also select the **Custom** option which displays a list of applications you can block.
- **Change Custom Settings.** Opens a web browser and log in to OpenDNS. Then choose which categories to block from the category list.
- **OpenDNS Account.** Displays the login name. Once the router is managed the first time by an OpenDNS user, only that user can manage this router's Parental Controls settings.
- **Bypass Account.** Displays the bypass account associated with your OpenDNS account.

## Set Up Parental Controls Locally Using the iOS Mobile genie App

- **To set up parental controls locally using the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.
3. Tap **Login**.
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

The app returns to the home page.

7. Tap the **Parental Controls** button .

A message displays asking if you already created an OpenDNS account.

8. Tap a button that applies to you:

- If you already created an OpenDNS account, tap the **Yes** button.
- If you did not yet create an OpenDNS account, tap the **No** button.

9. If you tapped the **No** button, do the following:

a. Enter the fields that display to create an account.

After you log in, the filtering level window displays.

b. Tap a filtering level and tap the **Next** button.

The Setup is complete window displays.

c. Tap the **Take me to the status screen** button.

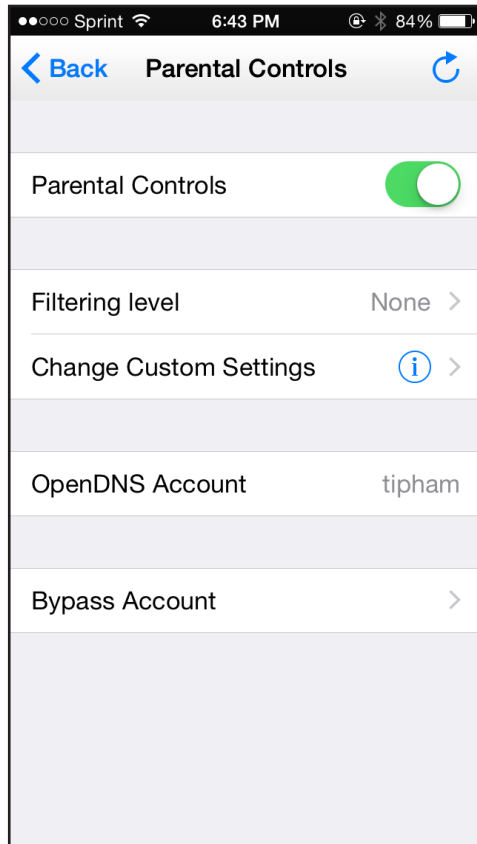
The Parental Controls page displays.

10. If you tapped the **Yes** button, do the following:

a. Enter your OpenDNS user name and password and tap the **Login** button.

A message displays.

- b. Read the message and tap the **OK** button.



11. To enable Parental Controls, slide the **Parental Controls** slider to the right.

The genie app sends the command to your router and waits for the response. When parental controls is turned on, you can view or change the following settings:


- **Parental Controls.** Turns parental controls on or off.
- **Filtering Level.** Contains five levels that can limit access to Internet content: (1) High, (2) Moderate, (3) Low, (4) Minimal, and (5) None. You can also select the **Custom** option which displays a list of applications you can block.
- **Change Custom Settings.** Open a web browser and log in to OpenDNS. Then choose which categories to block from the category list.
- **OpenDNS Account.** Display the login name. Once the router is managed the first time by an OpenDNS user, only that user can manage this router's Parental Controls settings.

## Enable or Disable Parental Controls Locally

After you set up an OpenDNS Account, you can enable or disable Parental Controls from your computer or WiFi device.

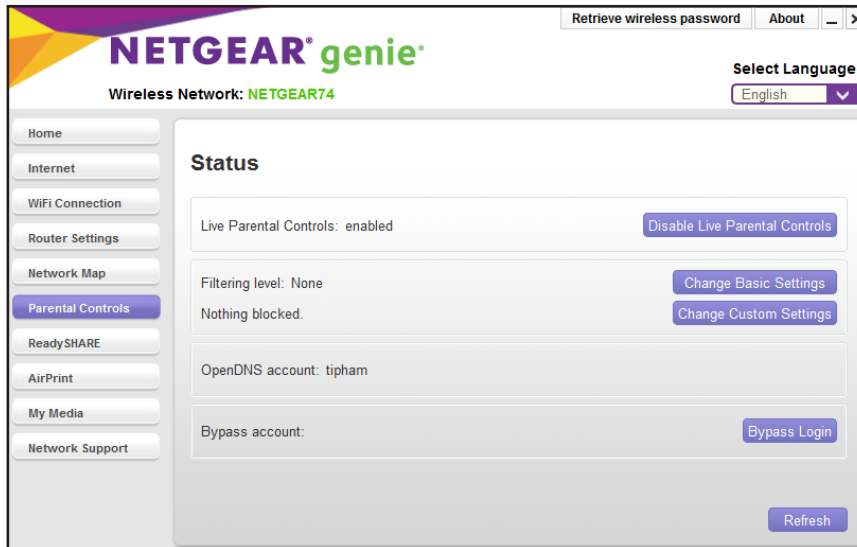
You can enable or disable your router's Parental Controls locally or remotely. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

## Enable or Disable Parental Controls Using the Desktop genie App

- **To enable or disable Parental Controls locally using the desktop genie app for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .

The Home page displays.

3. Click the **Parental Controls** button.



4. To enable Parental Controls, click the **Enable Live Parental Controls** button.
5. To disable Parental Controls, click the **Disable Live Parental Controls** button.

## Enable or Disable Parental Controls Using the Android Mobile genie App

- **To enable or disable Parental Controls locally using the mobile genie app for Android devices:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.

The home page displays.

3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap the **Login** button.  
The app returns to the home page.

7. Tap the **Parental Controls** button .



8. To enable parental controls, tap the **Parental Controls** check box.
9. To disable parental controls, clear the **Parental Controls** check box.

## Enable or Disable Parental Controls Using the iOS Mobile genie App

### ➤ To enable or disable Parental Controls using the mobile genie app for iOS devices:

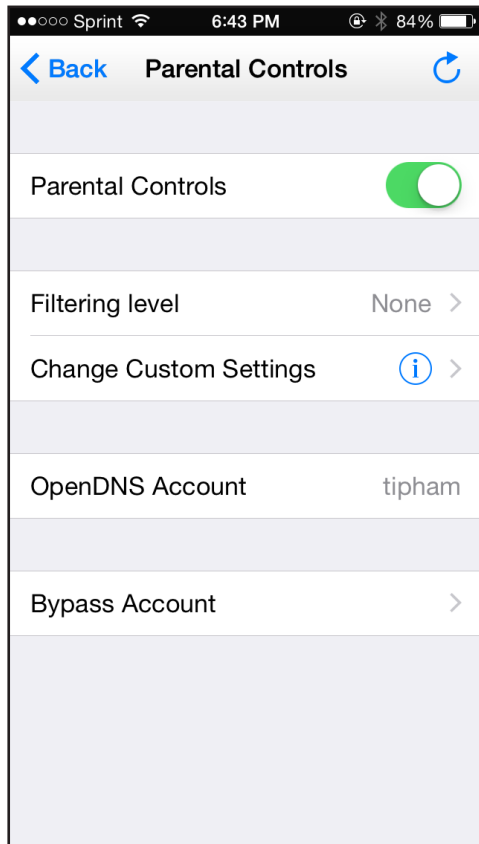
1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.
3. Tap **Login**.
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

The app returns to the home page.

7. Tap the **Parental Controls** button .




8. To enable Parental Controls, slide the **Parental Controls** slider to the right.  
 9. To enable Parental Controls, slide the **Parental Controls** slider to the left.

## Create a Bypass Account Using the genie App

After you set up parental controls, you can create a bypass account that lets you set custom filtering levels that you can save. After you create a bypass account, you can visit <https://netgear.opendns.com/> to change your account settings.

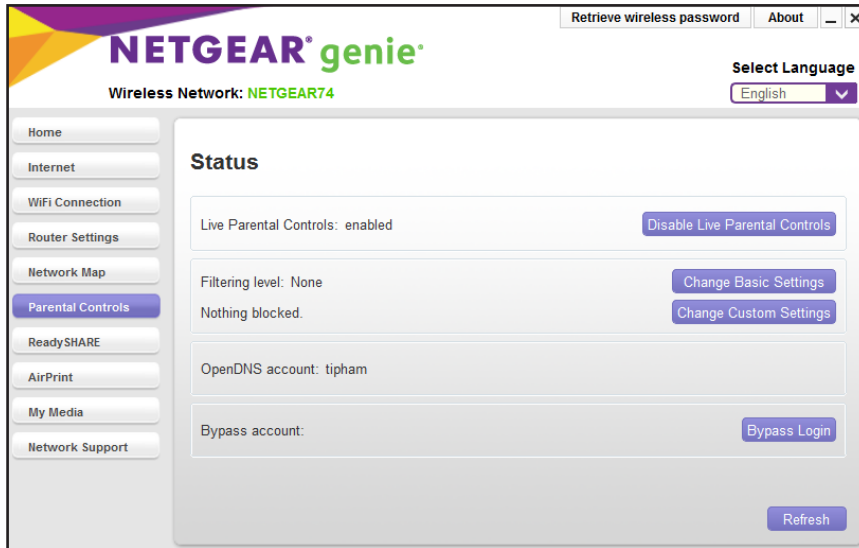
## Create a Bypass Account Using the Desktop genie App

- **To create a bypass account using the desktop genie App for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app .



The Home page displays.

- Click the **Parental Controls** button.



- Click the **Change Custom Settings** button.

A web browser automatically opens and redirects to the *NETGEAR OpenDNS Parental Controls* web page.

- Enter your OpenDNS user name and password in the fields and click the **Sign in** button.
- Follow the onscreen instructions to create a bypass account.  
Your bypass account is created.
- (Optional) To return to your NETGEAR OpenDNS account, visit <https://netgear.opendns.com/>.

## Create a Bypass Account Using the Android Mobile genie App

- **To create a bypass account using the mobile genie app for Android devices:**

- Connect your device to the router's WiFi network.
- Launch the genie app.

The home page displays.

- Tap the **Login** button.
- In the **Login as** menu tap **At home**.
- Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

- Tap the **Login** button.

The app returns to the home page.

7. Tap the **Parental Controls** button .



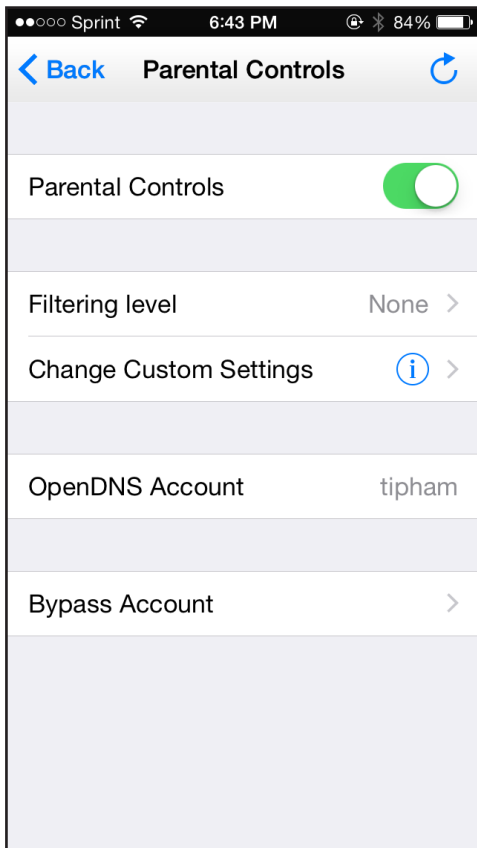
8. Tap **Change Custom Settings**.
- A web browser automatically opens and redirects to the *NETGEAR OpenDNS Parental Controls* web page.
9. Enter your OpenDNS user name and password in the fields and click the **Sign in** button.
10. Follow the onscreen instructions to create a bypass account.  
Your bypass account is created.
11. (Optional) To return to your NETGEAR Open DNS account, visit <https://netgear.opendns.com/>.

## Create a Bypass Account Using the iOS Mobile genie App

- **To create a bypass account using the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.
3. Tap **Login**.
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
6. Tap **Login**.  
The app returns to the home page.

7. Tap the **Parental Controls** button .



8. Tap **Change Custom Settings**.

A web browser automatically opens and redirects to the *NETGEAR OpenDNS Parental Controls* web page.

9. Enter your OpenDNS user name and password in the fields and click the **Sign in** button.

10. Follow the onscreen instructions to create a bypass account.

Your bypass account is created.

11. (Optional) To return to your NETGEAR Open DNS account, visit <https://netgear.opendns.com/>.


## Set Parental Controls Filtering Levels Locally for Each Device

After you set up parental controls, you can set different filtering levels for each device connected to the router network.

You can also set the Parental Control filtering level remotely using the genie app. For more information, see [Chapter 4, Remotely Access Your Router](#).

## Set the Parental Controls Filtering Level Using the Desktop genie App

- To set the parental controls filtering level for each device locally using the desktop genie app for Windows and Mac computers:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. Click the **Parental Controls** button.

The Status page displays.

4. Make sure that Parental Controls is enabled.

If Parental Controls is not enabled, click the **Enable Live Parental Controls** button.

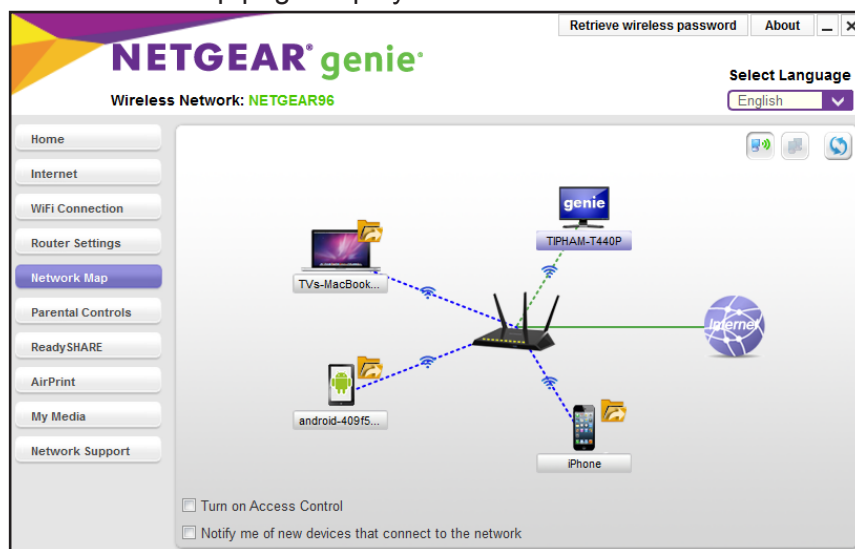
5. Click the **Network Map** button.

The Router Login page displays.

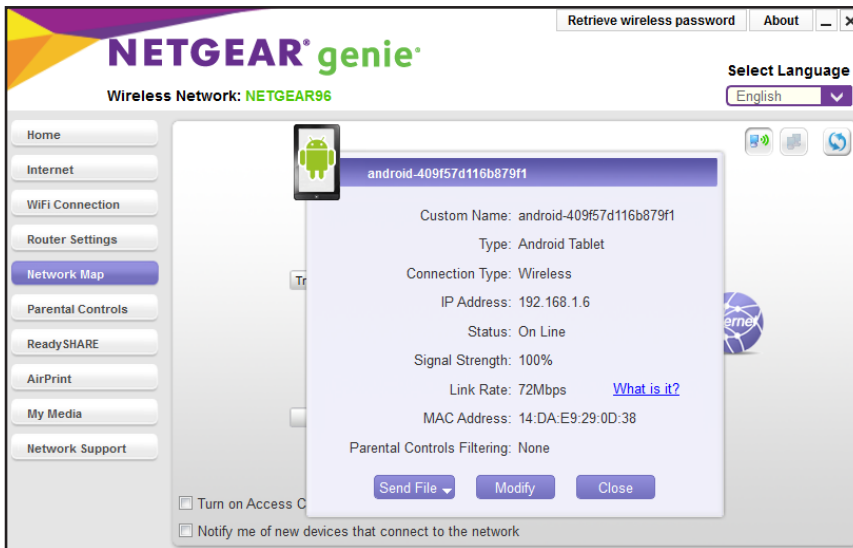
6. Enter the router password and click the **Login** button.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

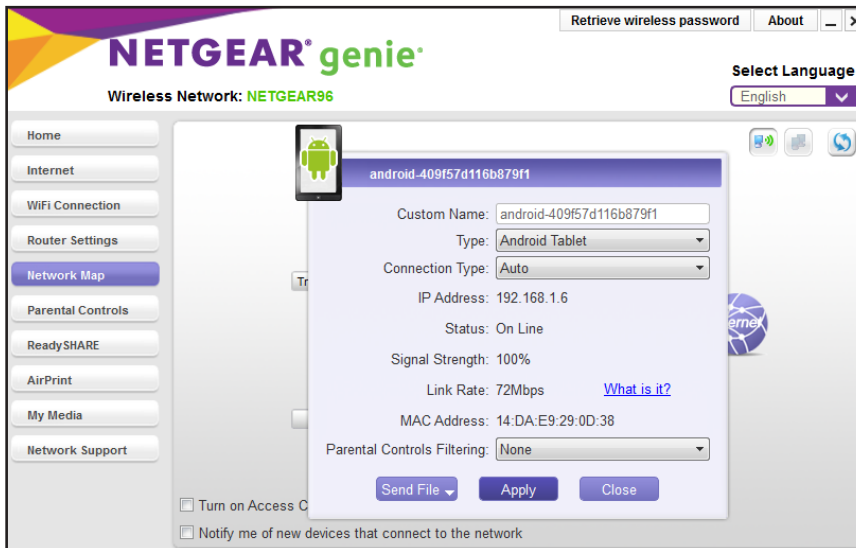
The Network Map page displays.



- Click a device icon.



- Click the **Modify** button.



- In the **Parental Controls Filtering** menu, select a filtering level for the device.
- Click the **Apply** button.

Your settings are saved.

## Set the Parental Control Filtering Level Using the Android Mobile genie App

- To set the parental controls filtering level for each device locally using an the mobile genie app for Android device:

- Connect your device to the router's WiFi network.

2. Launch the genie app.



The home page displays.

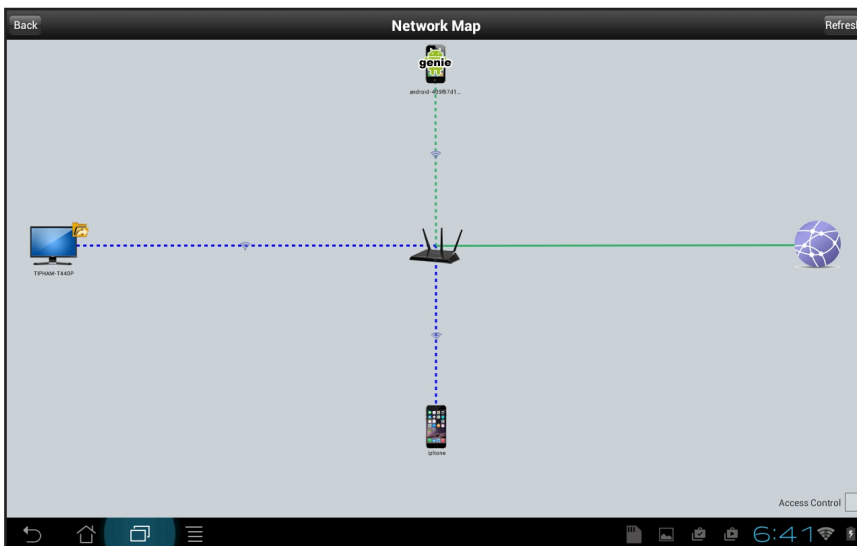
3. Tap the **Login** button.
4. In the **Login as** menu, tap **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

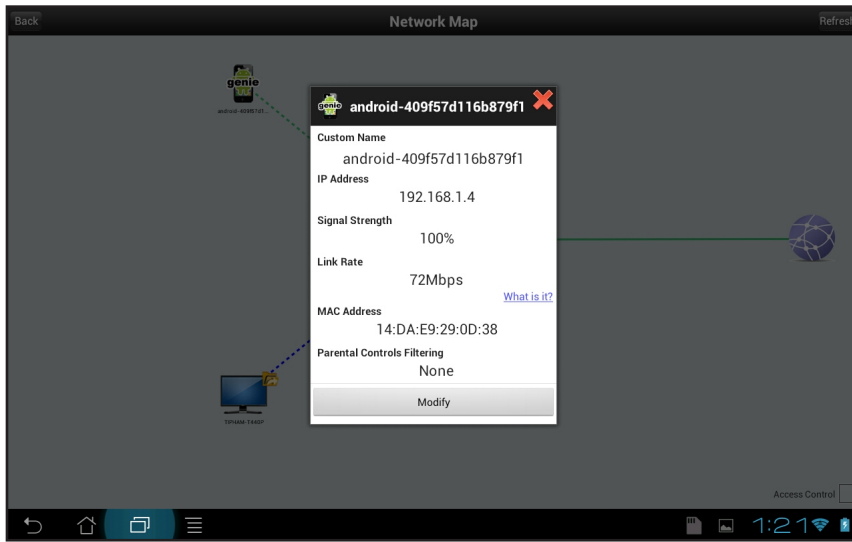
6. Tap the **Login** button.

The app returns to the home page.

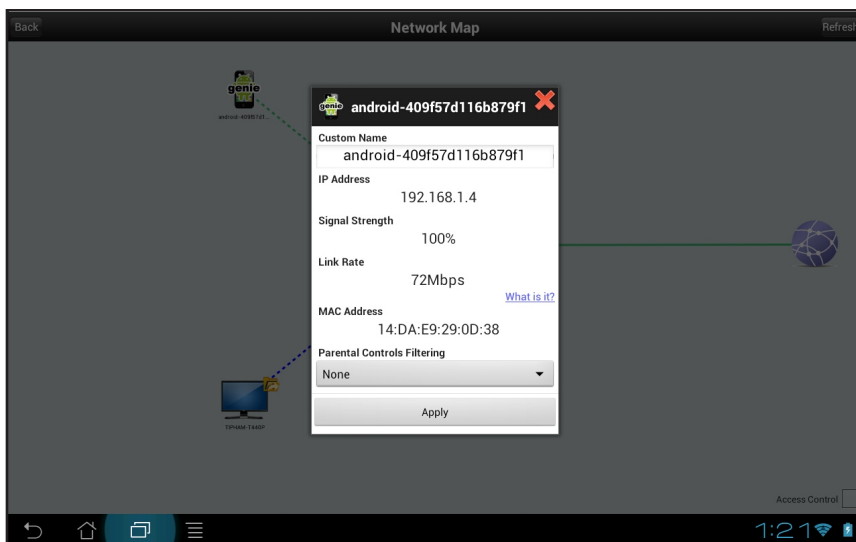
7. Tap the **Parental Controls** button .
8. Make sure that Parental Controls is enabled.
9. If Parental Controls is disabled, tap the **Parental Controls** check box to enable it.
10. Tap the **Network Map** button .



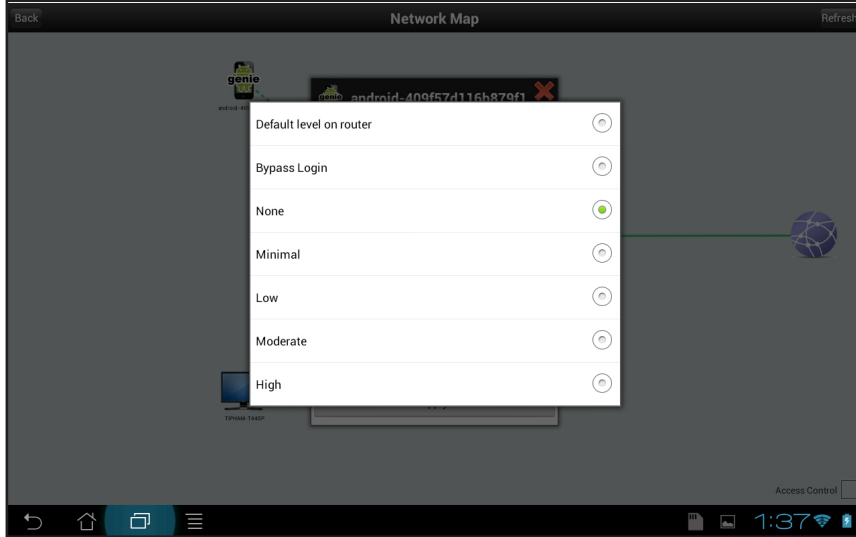
11. Tap a device connected to the router.



12. Tap the **Modify** button.



13. Tap the **Parental Controls Filtering** menu.



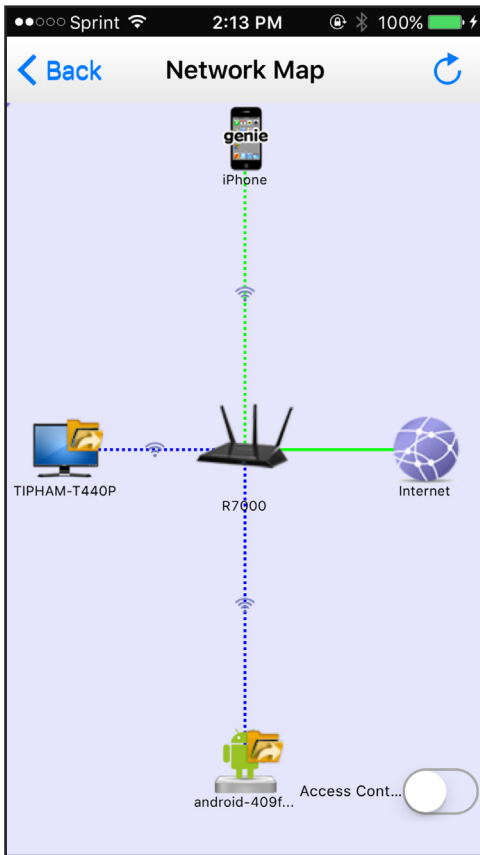
14. Tap a filtering level.  
The filtering level is set.
15. Tap the **Apply** button.  
Your settings are saved.

## Set the Parental Control Filtering Level Using the iOS Mobile genie App

- To set the parental controls filtering level for each device locally using the mobile genie app for iOS device:
  1. Connect your device to the router's WiFi network.
  2. Tap **Login**.
  3. At the top of the Login page, tap **Options > At home**.
  4. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
  5. Tap **Login**.  
The app returns to the home page.
  6. Make sure that Parental Controls is enabled.
  7. If Parental Controls is disabled, slide the **Parental Controls** slider to the right to enable it.



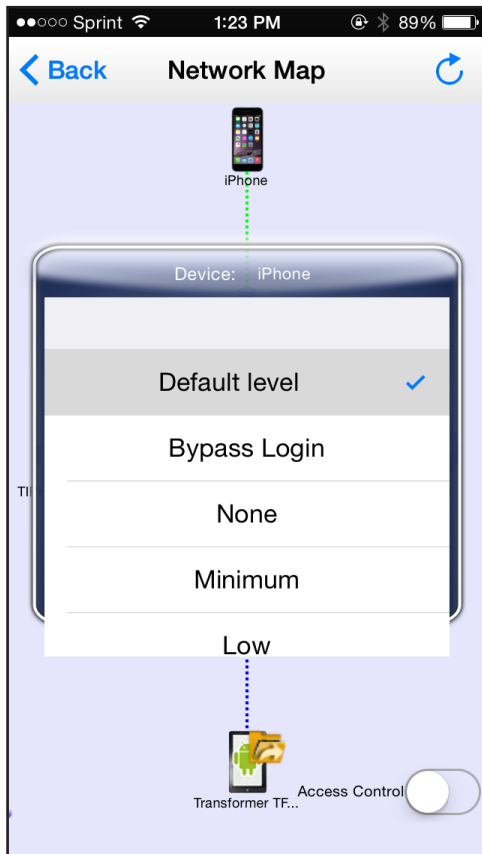
8. Tap the **Network Map** button  .



9. Tap a device connected to the router.



10. Tap the **Parental Controls** button.



11. Tap a filtering level.

The filtering level is set.


## Set Up a Guest WiFi Network Locally

If your router supports a guest WiFi network, you can view and change the settings. You can even allow guest access for a specific length of time. A guest network allows others to use your WiFi router to access the Internet, but not content on other computers or devices on the same network.

You can also set up a guest WiFi network remotely. For more information, see [Chapter 4, Remotely Access Your Router](#).

## Set Up a Guest WiFi Network Locally Using the Desktop genie App

- **To set up a guest network locally using the desktop genie app for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.

2. Launch the genie app  .

The Home page displays.

3. Click the **Router Settings** button.

The Router Login page displays.

4. In the **Login as** menu, click **At home**.

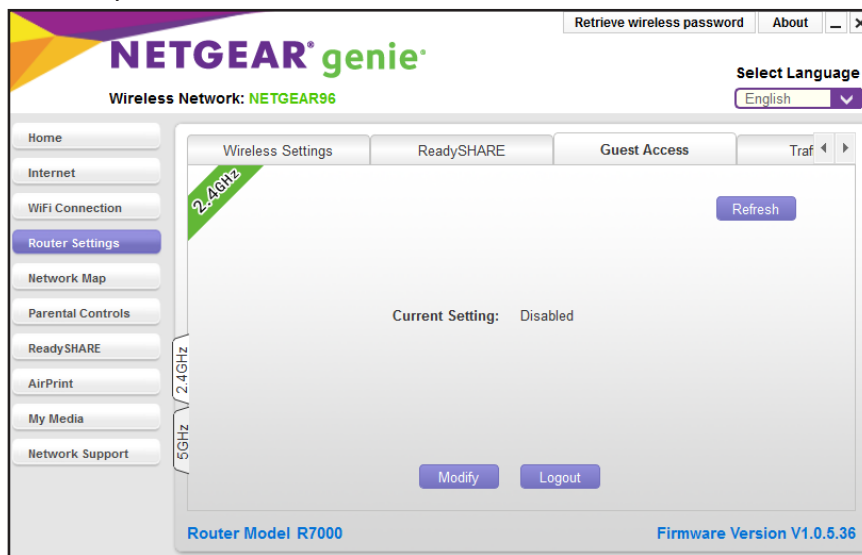
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

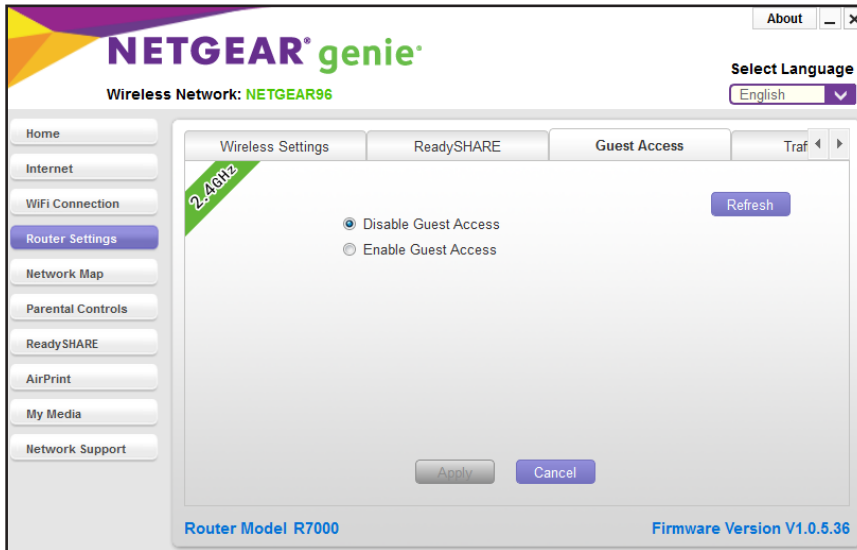
6. Click the **OK** button.

The Wireless Settings page displays.

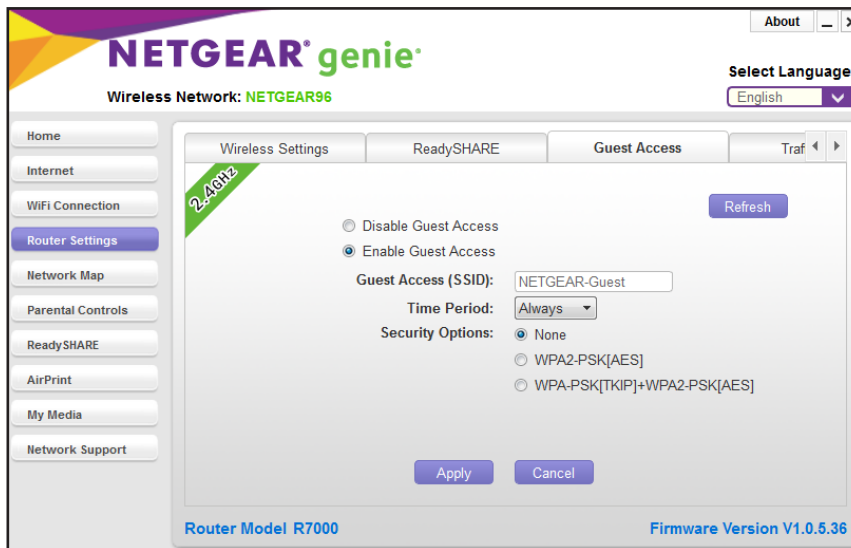
7. At the top, select the **Guest Access** tab.



8. Click the **Modify** button.



9. Select the **Enable Guest Access** radio button.




10. Change the settings as needed to customize your guest network.

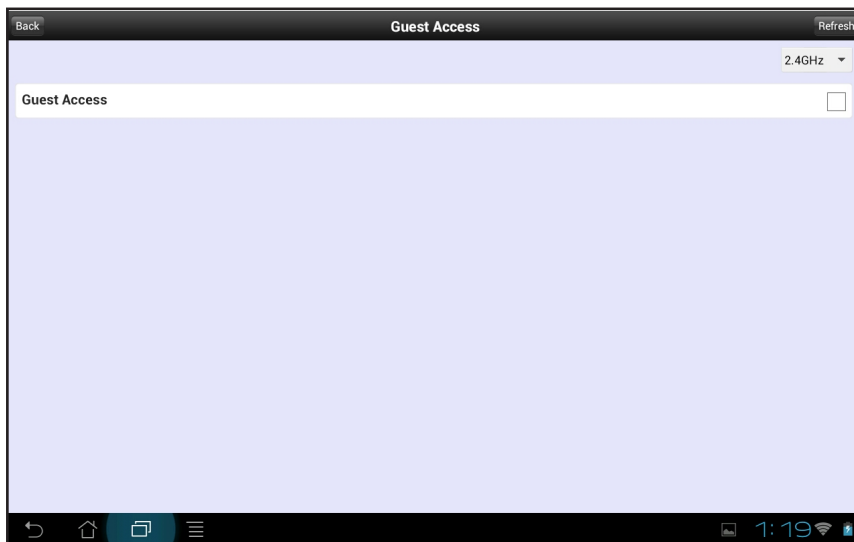
11. Click the **Apply** button.

12. When prompted to confirm the change, click the **OK** button.

The router guest network settings are updated and the new guest network settings display. The screen displays a QR code that can be used to connect to the guest network.

## Set Up a Guest WiFi Network Locally Using the Android Mobile genie App

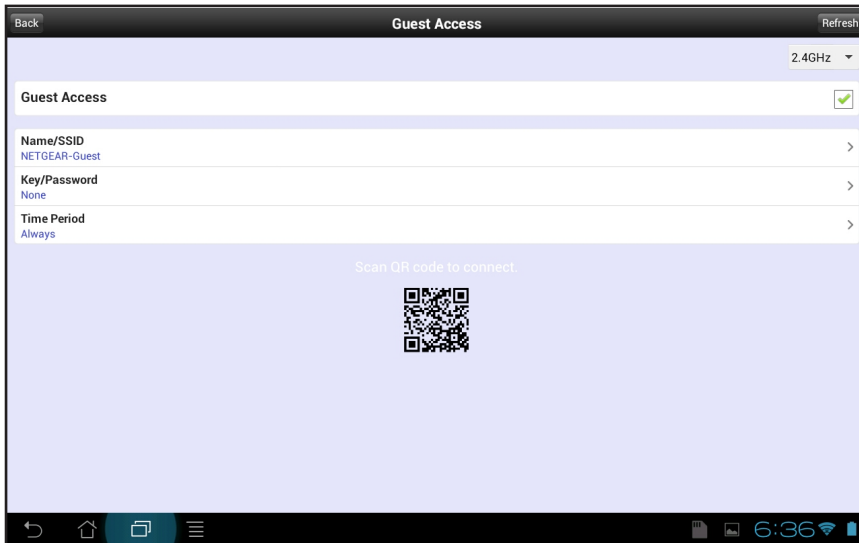
- To set up a guest WiFi network locally using the mobile genie App for Android devices:
1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Launch the genie app.  
The home page displays.
  4. Tap the **Login** button.
  5. In the **Login as** menu tap **At home**.
  6. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
  7. Tap the **Login** button.  
The app returns to the home page.
  8. Tap the **Guest Access** button .



9. If the guest access setting is off, tap the **Guest Access** check box.



10. Change the settings as needed to customize your guest network.  
11. When you finish, tap the **Save** button.



## Set Up a Guest WiFi Network locally Using the iOS Mobile genie App

- To set up a guest WiFi network locally using the mobile genie App for iOS devices:
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Tap **Login**.
  4. At the top of the Login page, tap **Options > At home**.

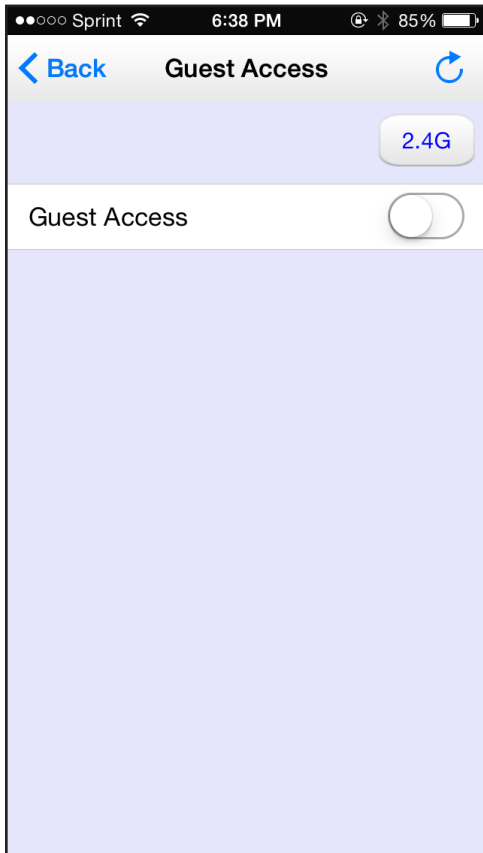
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

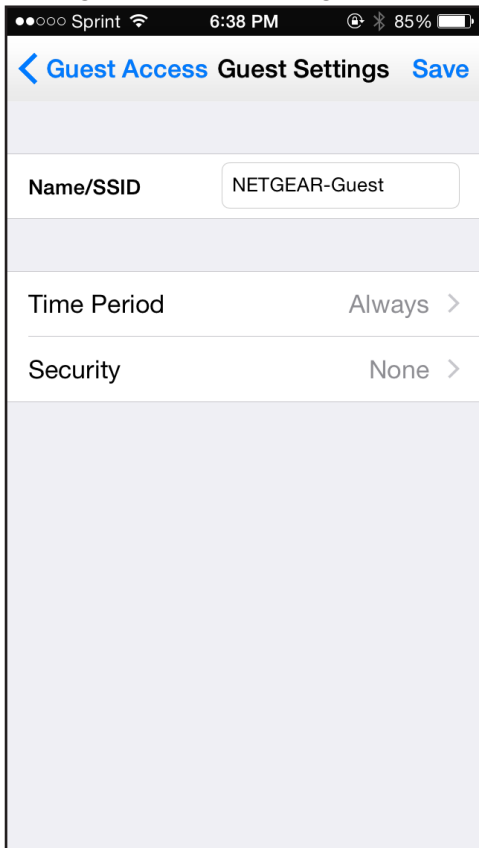
The app returns to the home page.

7. Tap the **Guest Access** button .



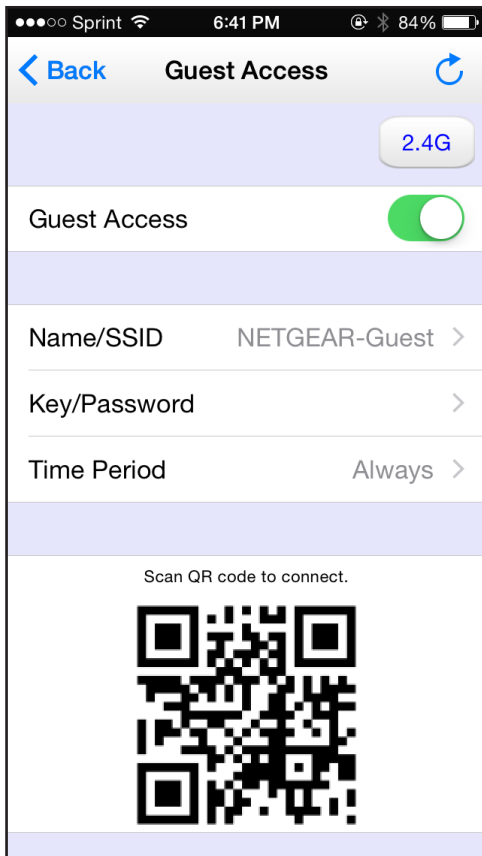


8. If the guest access setting is off, slide the **Guest Access** slider to the right.



9. Change the settings as needed to customize your guest network.

10. When you finish, tap the **Save** button.



## Connect to a WiFi Network Locally Using a QR Code

The genie app can generate a QR code of your router's WiFi network and guest access. Other phones and tablets can then use their genie app's QR code scanner to scan the QR code and connect to the WiFi network. To use the genie app's QR code scanner, your phone or tablet must include a camera.

You can also view the WiFi network QR code remotely. For more information, see [Chapter 4, Remotely Access Your Router](#).

---

**Note:** You can use the Kindle Fire to generate a QR code, but because it does not include a camera, the Kindle Fire cannot scan QR codes.


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## Display the WiFi Network QR Code

You must display the WiFi network QR code on another computer or WiFi device before you can scan the QR code using the mobile genie app that is installed on an Android or iOS device.

## Display the WiFi Network QR Code on the Desktop genie App

- To display the WiFi network QR code on the desktop genie app for Windows or Mac computer:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. Click the **Router Settings** button.

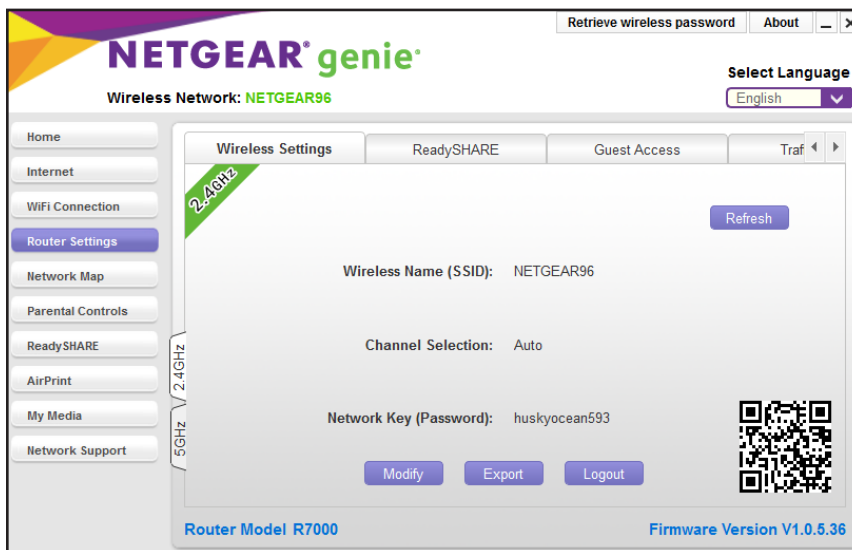
The Router Login page displays.

4. In the **Login as** menu, click **At home**.
5. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The WiFi network QR code displays on the Wireless Settings page.



7. If you set up a guest WiFi network, click the **Guest Access** tab to display the QR code for the guest WiFi network.
8. Scan the WiFi network QR code using the Android or iOS mobile genie app to connect the device to the WiFi network.

For more information, see [Scan a WiFi Network QR Code Using Mobile genie App](#) on page 86.

## Display the WiFi Network QR Code on the Android Mobile genie App

➤ **To display the WiFi network QR code on the Android mobile genie app:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

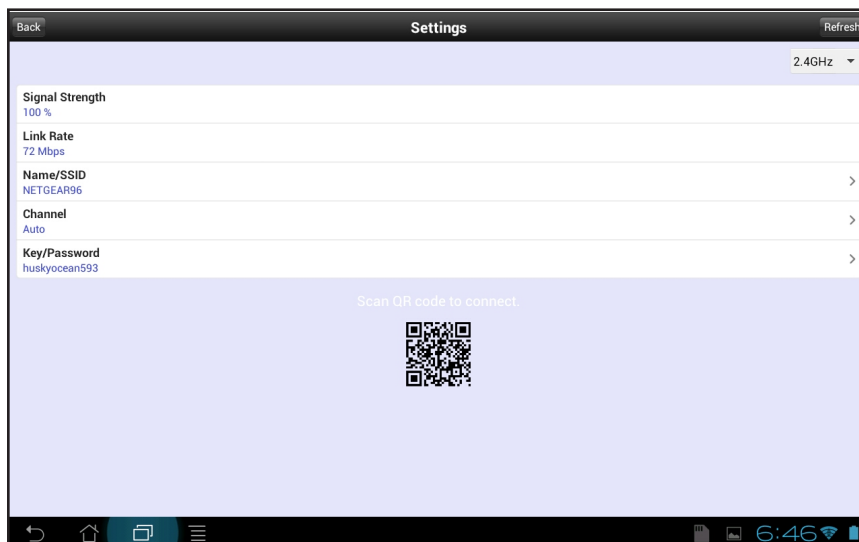
The default password is **password**. The router user name, which is **admin**, is automatically entered.


6. Tap the **Login** button.

The app returns to the home page.

7. Tap the **Wireless Settings** button .

The WiFi network QR code displays on the Settings page.



8. If you set up a guest WiFi network, tap the **Guest Access** button  on the home page to display the QR code for the guest WiFi network.
9. Scan the WiFi network QR code using the Android or iOS mobile genie app to connect the device to the WiFi network.

For more information, see [Scan a WiFi Network QR Code Using Mobile genie App](#) on page 86.

## Display the WiFi Network QR Code on the iOS Mobile genie App

➤ To display the WiFi network QR code on the iOS mobile genie app:

1. Connect your device to the router's WiFi network.

2. Launch the genie app.

The home page displays.

3. Tap **Login**.

4. At the top of the Login page, tap **Options > At home**.

5. Enter the router password.

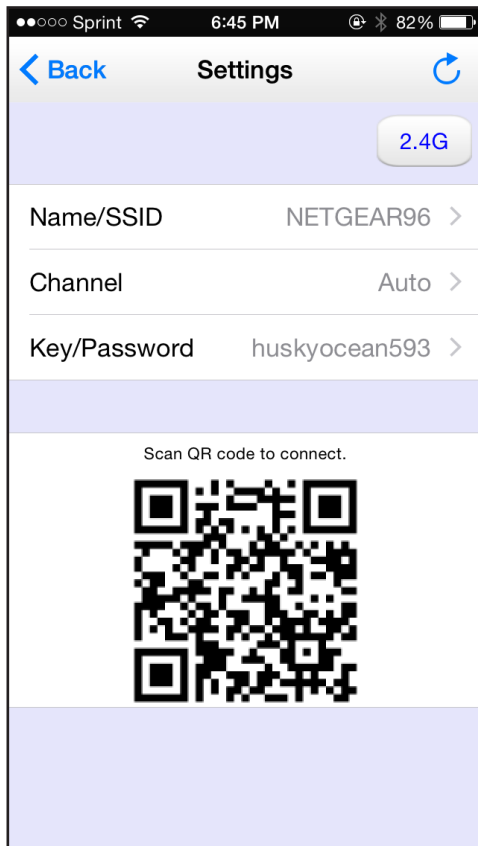
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Tap **Login**.

The app returns to the home page.

7. Tap the **Wireless Settings** button .

The WiFi network QR code displays on the Settings page.



8. If you set up a guest WiFi network, tap the **Guest Access** button  on the home page to display the QR code for the guest WiFi network.
9. Scan the WiFi network QR code using the Android or iOS mobile genie app to connect the device to the WiFi network.

For more information, see [Scan a WiFi Network QR Code Using Mobile genie App](#) on page 86.

## Scan a WiFi Network QR Code Using Mobile genie App


The Android and iOS mobile genie app includes a QR scanner so that you can scan a WiFi network QR code that displays on another device so that your device can join the WiFi network.

### Scan a WiFi Network QR Code Using the Android Mobile genie App

- **To connect to a WiFi network using the QR code scanner on the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **QR Code** button .
4. When prompted, align the QR code within the frame.

Your phone or tablet scans the QR code for the network.

If you are using an Android device, it connects to the WiFi network automatically.

For other WiFi devices, the password is copied to the clipboard.


5. If you are prompted to enter a password to connect to the network, paste the password from the clipboard.

### Scan a WiFi Network QR Code Using the iOS Mobile genie App

- **To connect to a WiFi network using the QR code scanner on the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **QR Code** button .
4. When prompted, align the QR code within the frame.

Your phone or tablet scans the QR code for the network.

If you are using an Android device, it connects to the WiFi network automatically.

For other WiFi devices, the password is copied to the clipboard.

5. If you are prompted to enter a password to connect to the network, paste the password from the clipboard.

# 4 Remotely Access Your Router

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# 4

This chapter contains the following sections:

- *Manage Your Home Network Remotely Using the genie App*
- *Create a Remote Access Account*
- *Register Your Router with your Remote Access genie Account*
- *Remotely Access Your Router Using the genie App*
- *Remote Access Troubleshooting*

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**Note:** The router shown in the images in this chapter is the Nighthawk X6 AC3200 Tri-Band WiFi Model R8000 router running firmware version V1.0.2.46.

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## Manage Your Home Network Remotely Using the genie App

The genie app allows you to remotely access your router and manage its settings. With remote access enabled, the following router functions can be managed remotely:

- **WiFi settings.** Access you WiFi network name (SSID) and password. Help your family connect to the WiFi home network.
- **Guest access.** Set up guest access remotely. Allow your guests to easily access the WiFi home network while ensuring that shared resources such as your ReadySHARE USB hard disk drive (HDD) are not accessible.
- **Network map.** Access the network map remotely and see what devices are connected to the WiFi home network. You can also allow or block devices from connecting to the WiFi home network.
- **Traffic meter.** Access your broadband Internet usage data.
- **Parental controls.** Access and change parental controls easily from anywhere.

To use the remote access feature on the genie app, you need the following:

- Latest version of the NETGEAR genie app for your computer or mobile device

If you already installed the genie app, make sure you installed the latest version of the genie app. For more information about how to update the genie app, see [Update the genie App](#) on page 172.

Remote access is currently supported for the following devices:

- Windows computer
- iOS mobile device
- Android mobile device
- NETGEAR router with the latest firmware

Remote access is only supported for certain NETGEAR routers. To determine if your router supports remote access, see the product data sheet for your router. You can get the product data sheet online at <http://downloadcenter.netgear.com>.

You need to update your router with the latest firmware version in order to use the remote access feature. For more information on how to update your router's firmware, see your router's user manual. You can get the user manual online at <http://downloadcenter.netgear.com>.

- Remote access account

### ➤ To set up remote access with the Windows desktop, iOS, or Android genie app:

1. Create a remote access account.

For more information about how to create an account, see the following:

- [Create a Remote Access Account Using the Windows Desktop genie App](#) on page 90
  - [Create a Remote Access Account Using the iOS Mobile genie App](#) on page 92
  - [Create a Remote Access Account Using the Android Mobile genie App](#) on page 91
2. Register your router with your remote access genie account.
- For more information about how to register your router, see the following support articles:
- [Register Your Router Using the Windows Desktop genie App](#) on page 94
  - [Register Your Router Using the Android Mobile genie App](#) on page 95
  - [Register Your Router Using the Android Mobile genie App](#) on page 95

You can now remotely access your router from a computer or mobile device.


For more information about how to remotely access your router, see the following support articles:

- [Remotely Access Your Router from a Windows Computer](#) on page 100
- [Remotely Access Your Router from an iOS Device](#) on page 103
- [Remotely Access Your Router from an Android Mobile Device](#) on page 102

## Create a Remote Access Account

You must create a remote access account before you can register your router and remotely access your router.

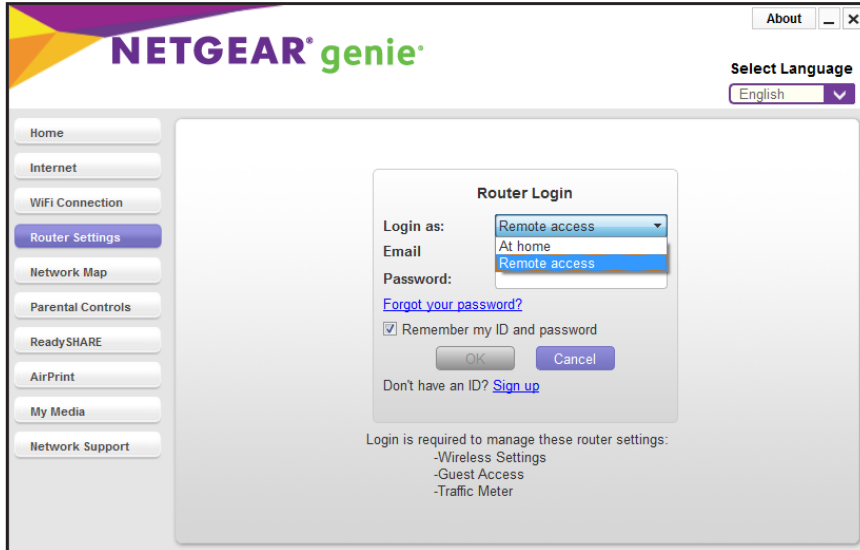
### Create a Remote Access Account Using the Windows Desktop genie App

- **To create a remote access account using the desktop genie app for Windows computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The Home page displays.
  3. If a message displays to update the genie app, click the message.  
You need the latest version of the genie app to set up remote access. For more information, see [Update the Desktop genie App](#) on page 172.
  4. Select **Router Settings**.  
The Router Login page displays.

5. If you already logged into the router, select the **Wireless Settings** tab and click the **Logout** button.

The Router Login page displays.

6. From the **Login as** menu, select **Remote Access**.



7. Click the **Sign up** link.

The New Account screen displays.

8. Complete the fields and click the **Create** button.

A window displays that confirms you successfully created an account and a confirmation message is sent to your email account.

9. Click the **OK** button.

10. Open your confirmation email message and click the **Confirm Email** link.

Your email address is confirmed and you are now ready to register your router with your remote genie account. For more information, see [Register Your Router Using the Windows Desktop genie App](#) on page 94.

## Create a Remote Access Account Using the Android Mobile genie App

- **To create a remote access account using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Check the Google Play Store if an update is available for the mobile genie app.

You need the latest version of the genie app to set up remote access. For more information, see [Update the Android Mobile genie App](#) on page 173

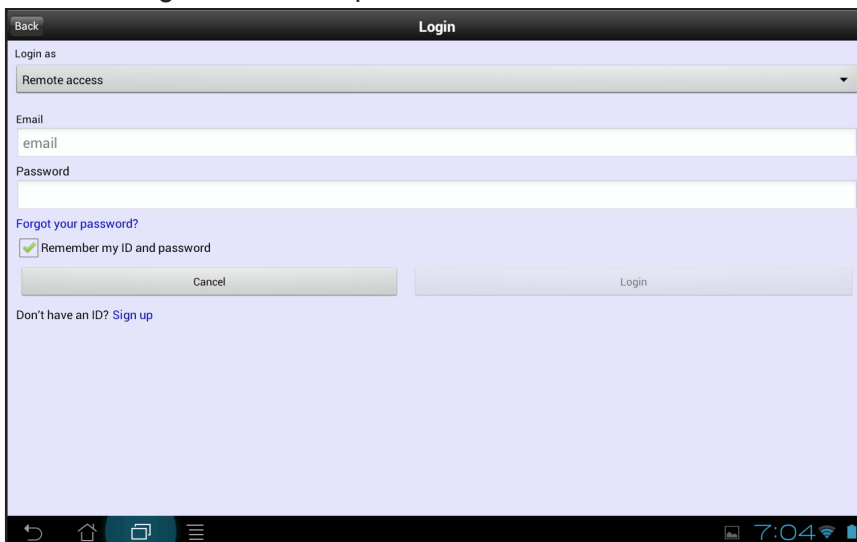
3. Launch the genie app.

The home page displays.

4. Tap the **Login** button.

The Login page displays.

5. From the Login as menu, tap **Remote access**.



6. At the bottom of the Login screen, tap **Sign up**.

The Sign Up page displays.

7. Complete the fields and tap the **Create** button.

A message displays confirming that your account was successfully created and a confirmation message is sent to your email account.

8. Tap the **OK** button.

Open your confirmation email message and tap the **Confirm Email** link.

Your email address is confirmed and you are now ready to register your router with your remote access genie account. For more information, see [Register Your Router Using the Android Mobile genie App](#) on page 95.

## Create a Remote Access Account Using the iOS Mobile genie App

- **To create a remote access genie account using the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.
2. Check the Apple App Store if an update is available for the mobile genie app.

You need the latest version of the genie app to set up remote access. For more information, see [Update the IOS Mobile genie App](#) on page 174.

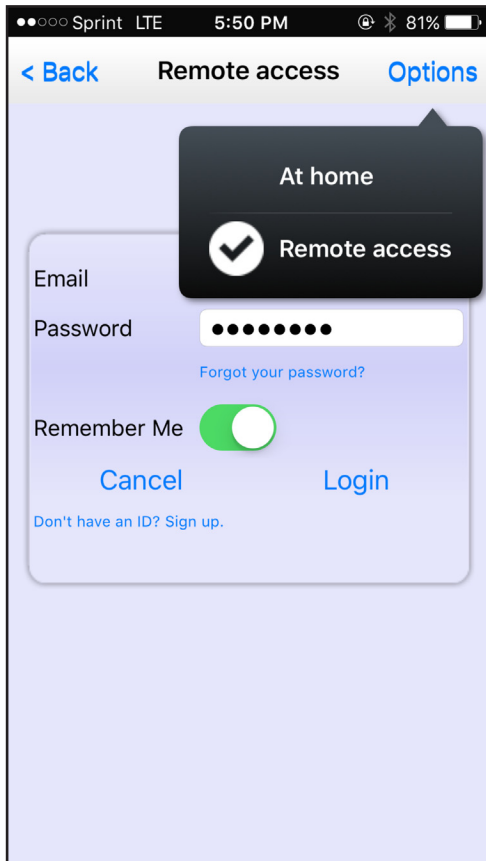
3. Launch the genie app.

The home page displays.

4. Tap **Login**.

The Login page displays.

5. At the top of the page, tap **Options > Remote access**.



6. At the bottom of the Remote access screen, tap **Don't have an ID? Sign up**.

The Sign Up page displays.

7. Complete the fields and tap **Sign Up**.

A message displays confirming that you successfully created an account and a confirmation message is sent to your email account.

8. Tap **OK**.


9. Open your confirmation email message and tap the **Confirm Email** link.

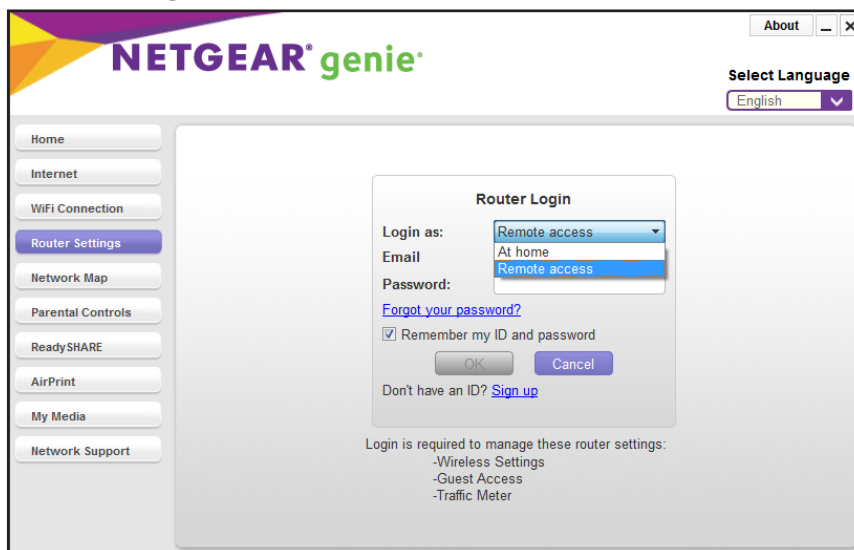
Your email address is confirmed and you are now ready to register your router with your remote access genie account. For more information, see the [Register Your Router Using the Android Mobile genie App](#) on page 95.

## Register Your Router with your Remote Access genie Account

After you create a remote access account, you need to register your router with your account. Your router must support remote access with the genie app. To determine if your NETGEAR router supports remote access with the genie app, see the product data sheet for your router. You can get the product data sheet online at <http://downloadcenter.netgear.com>.

### Register Your Router Using the Windows Desktop genie App

- **To register your router with your remote access genie account using the desktop genie app for Windows computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .
    - The Home page displays.
  3. Select **Router Settings**.
    - The Router Login page displays.
  4. If you already logged into the router, select the **Wireless Settings** tab and click the **Logout** button.
    - The Router Login page displays.
  5. From the **Login as** menu, select **Remote Access**.




6. Enter your remote access account email and password and click the **OK** button.

If you do not have a remote access account, see [Create a Remote Access Account Using the Windows Desktop genie App](#) on page 90.

The Wireless Settings page displays. The genie app detects if the router has been registered with your account. If the router has not been registered, a note displays asking you to register your router.

7. Click the **OK** button to register the router.

Your router is registered.

After the router registration, a note displays informing that the cloud icon  displays on the Router Settings windows indicating that you can remotely manage the router.

8. Click the **OK** button.

You can now access your router anywhere from your computer. For more information, see [Remotely Access Your Router from a Windows Computer](#) on page 100

## Register Your Router Using the Android Mobile genie App

- **To register your router with your remote access account using the mobile genie app for Android devices:**

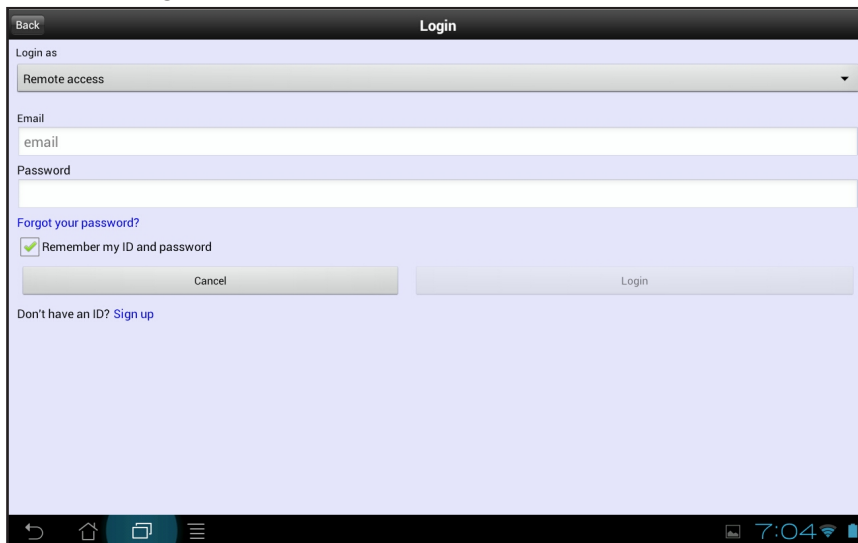
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. At the top of the page, tap the **Login** button.

The Login page displays.

4. From the Login as menu, tap **Remote access**.



5. Type your remote access account email address and password and tap the **Login** button.

If you do not have a remote access genie account, see [Create a Remote Access Account Using the Android Mobile genie App](#) on page 91.

The Remote Devices page displays the router that your device is connected to.



6. Tap the **Register** button.  
Your router is registered.
7. On the Registered Devices page, tap the router icon to connect.  
The Login page displays.
8. Type the router user name and password and tap the **Login** button.  
The router user name is **admin** and the default password is **password**. Both are case-sensitive.



A note displays informing that a cloud icon displays at the top-right corner of each button on the dashboard indicating that you can remotely manage the router.



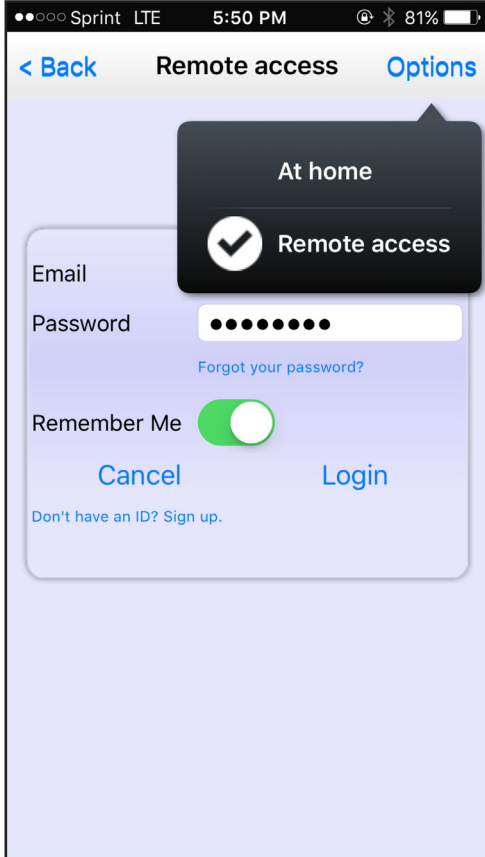
9. Tap the **OK** button.

You can now access your router anywhere from your mobile device. For more information, see *Remotely Access Your Router from an Android Mobile Device* on page 102.

## Register Your Router Using the iOS Mobile genie App

- **To register your router with your remote access genie account using the mobile genie app for iOS:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The genie home page displays.
  3. At the top of the page, tap **Login**.  
The Login page displays.

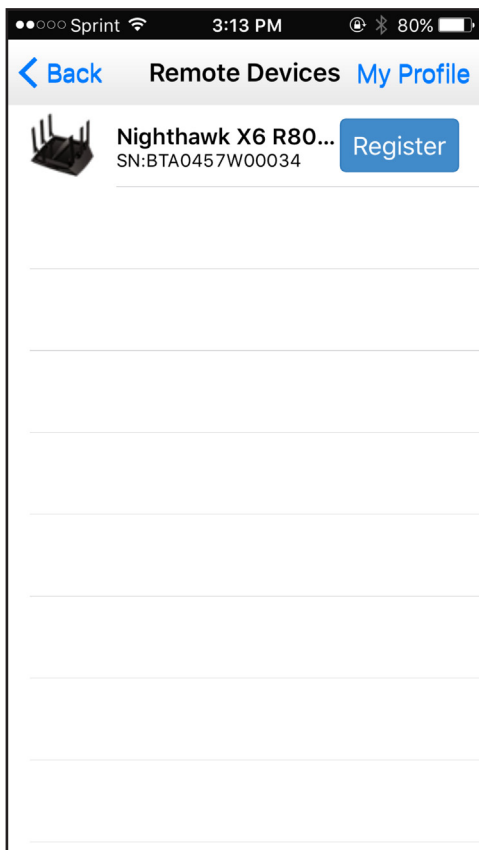
4. At the top of the page, tap **Options** > **Remote access**.



5. From the Remote access screen, type your remote access account email and password and tap **Login**.

If you do not have a remote access genie account, see [Create a Remote Access Account Using the iOS Mobile genie App](#) on page 92.

The Remote Devices page displays the router that your device is connected to.



6. Tap the **Register** button.  
Your router is registered.
7. On the Registered Devices page, tap the router icon to connect.  
The Remote access page displays.
8. Type the router user name and password and tap **Login**.  
The router user name is **admin** and the default password is **password**. Both are case-sensitive.

A note displays informing you that a cloud icon displays at the top-right corner of each button on the dashboard indicating that you can remotely manage the router.




You can now access your router anywhere from your mobile device. For more information, see [Remotely Access Your Router from an iOS Device](#) on page 103.

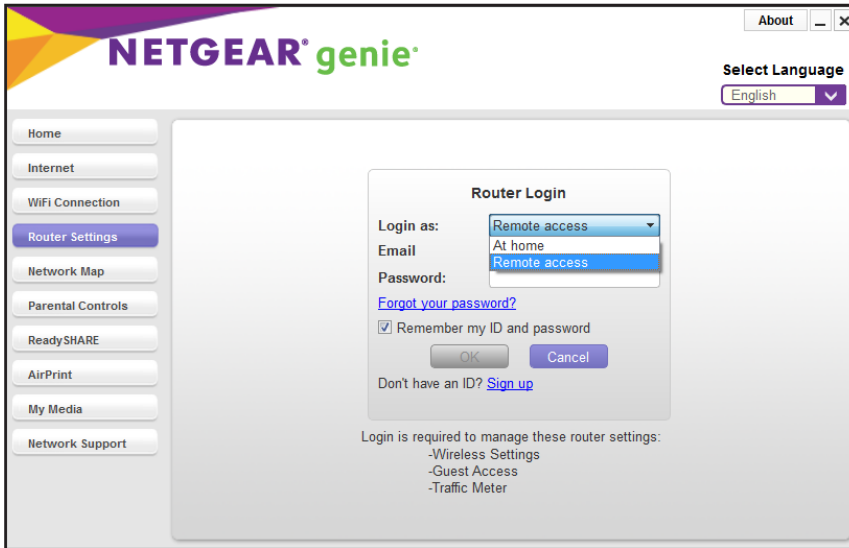
## Remotely Access Your Router Using the genie App

After you create a remote access account and register your router with your account, you are now ready to access your router remotely.

### Remotely Access Your Router from a Windows Computer


- **To remotely access your router from your Windows computer:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The genie app launches and the Home page displays.
  3. Select **Router Settings**.  
The Router Login window displays.

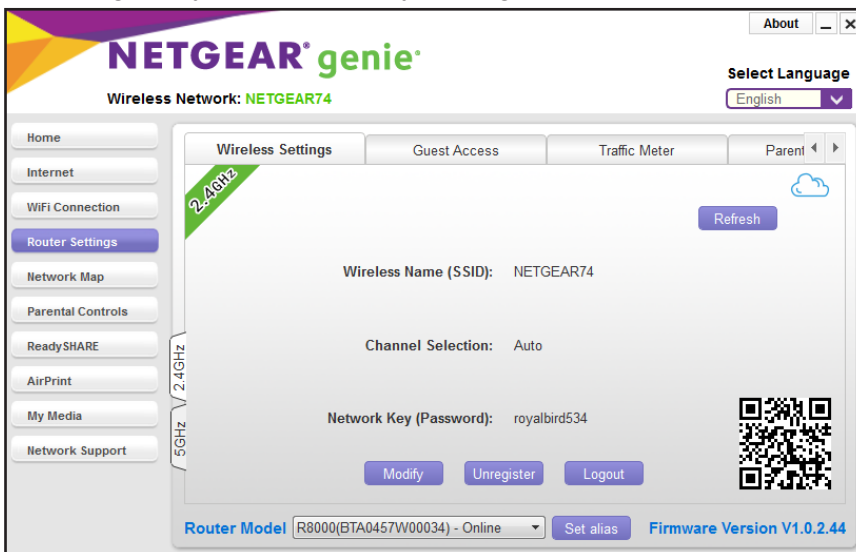
- From the Login as menu, select **Remote Access**.



- Type your remote access account email address and password and click the **OK** button.

If you do not have a remote access genie account, see [Create a Remote Access Account Using the Windows Desktop genie App](#) on page 90.

The Wireless Settings window displays. The cloud icon  displays on the window indicating that you can remotely manage the router.



- At the bottom of the Wireless Settings screen, make sure that the router you want to remotely manage is selected in the Router Model menu.

You are can now access your router anywhere from your computer.

- Click the **Refresh** button on the Router Settings windows to update the remote access genie management status.

## Remotely Access Your Router from an Android Mobile Device

➤ **To remotely access your router from your Android mobile device:**

1. Connect your device to a different WiFi network.
2. Launch the genie app.

The genie home screen displays.

3. At the top of the screen, tap the **Login** button.

The Login screen displays.

4. From the Login as menu, tap **Remote access**.

5. Type your remote access account email address and password and tap the **Login** button.

If you do not have a remote access account, see [Create a Remote Access Account Using the Android Mobile genie App](#) on page 91.

The Remote Devices screen displays a list of routers registered with your remote access genie account.

6. On the Registered Devices page, tap a register router whose status displays as **Online** to connect to the registered router.



The Login page displays.

7. Type the router user name and password and tap the **Login** button.

The router user name is **admin** and the default password is **password**. Both are case-sensitive.

A note displays informing you that the cloud icon displays at the top-right corner of each button on the dashboard indicating that you can remotely manage the router.

8. Tap the **OK** button.



You can now access your router anywhere from your mobile device.

9. Tap the **Refresh** button at the top of each router settings screen to update the remote access genie management status.

## Remotely Access Your Router from an iOS Device

- **To remotely access your router from your iOS mobile device:**

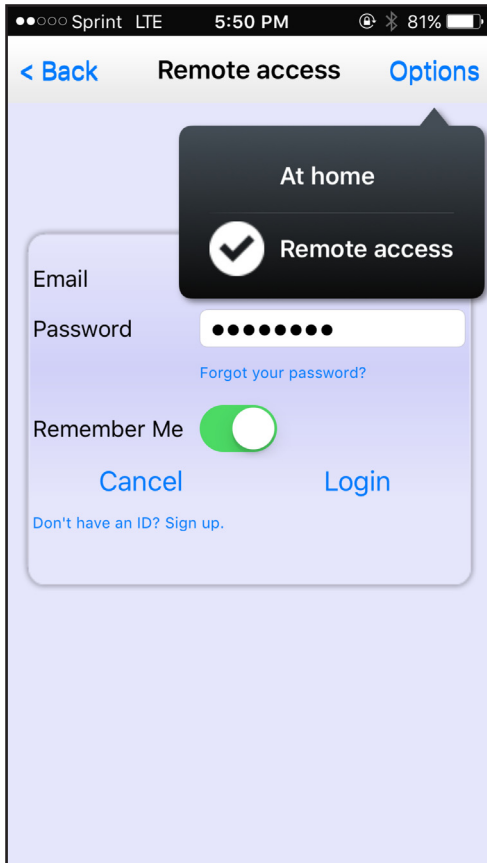
1. Connect your device to a different WiFi network.
2. Launch the genie app.

The genie home screen displays.

3. At the top of the page, tap **Login**.

The Login page displays.

4. At the top of the page, tap **Options** > **Remote access**.



5. Enter your remote access account email and password and tap **Login**.

If you do not have a remote access genie account, see [Create a Remote Access Account Using the iOS Mobile genie App](#) on page 92.

The Remote Devices page displays the router that your device is connected to.



6. On the Registered Devices page, tap a registered router whose status displays as **Online** to connect to the registered router.



The Login page displays.

7. Type the router user name and password and tap **Login**.

The router user name is **admin** and the default password is **password**. Both are case-sensitive.

A note displays informing you that a cloud icon displays at the top-right corner of each button on the dashboard indicating that you can remotely manage the router.

8. Tap the **OK** button.



You can now access your router anywhere from your mobile device.

9. Tap the Refresh icon at the top of each router settings screen to update the remote access genie management status.

## Remote Access Troubleshooting

### I don't see the Remote Access option in the genie app. What should I do?

The Remote Access option displays on the genie Login page.

On the Windows desktop genie app, select **Router Settings** to view the Login screen. If you are already logged in, go to the **Wireless Settings** tab and click the **Logout** button, then **log in** again.

If you still cannot find the Remote Access option, try these troubleshooting tips:

- Make sure that your router supports remote access with the genie app.

Remote access is supported for certain NETGEAR routers. To determine if your NETGEAR router supports remote access with the genie app, see the product data sheet for your router. You can get the product data sheet online at <http://downloadcenter.netgear.com>.

- Make sure that your router is updated to the latest firmware.

For more information about how to update your router's firmware, see your router's user manual. You can get the user manual online at <http://downloadcenter.netgear.com>.

- Make sure you downloaded the latest version of the genie app.
- The first time that you connect the genie app to the router, you must connect the genie app to the router locally (at home), not remotely (away from your router's home network).

### I can log into my remote access genie account, but I don't see my router. What should I do?

Try these troubleshooting tips:

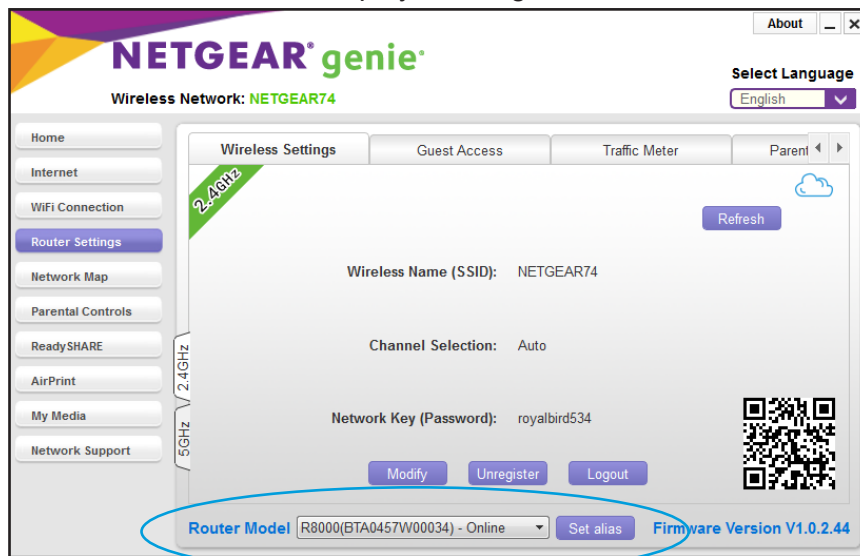
- Make sure that your router supports remote access with the genie app.

Remote access is supported for certain NETGEAR routers. To determine if your NETGEAR router supports remote access with the genie app, see the product data sheet for your router. You can get the product data sheet online at <http://downloadcenter.netgear.com>.

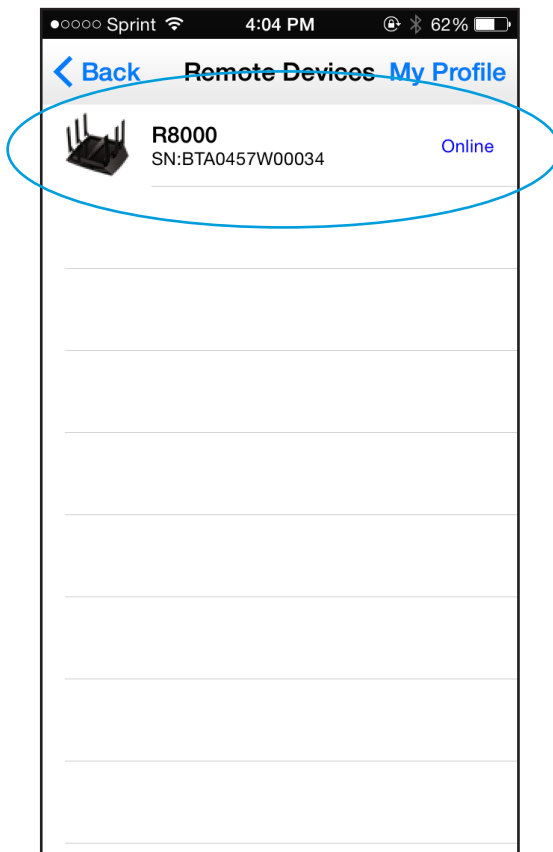
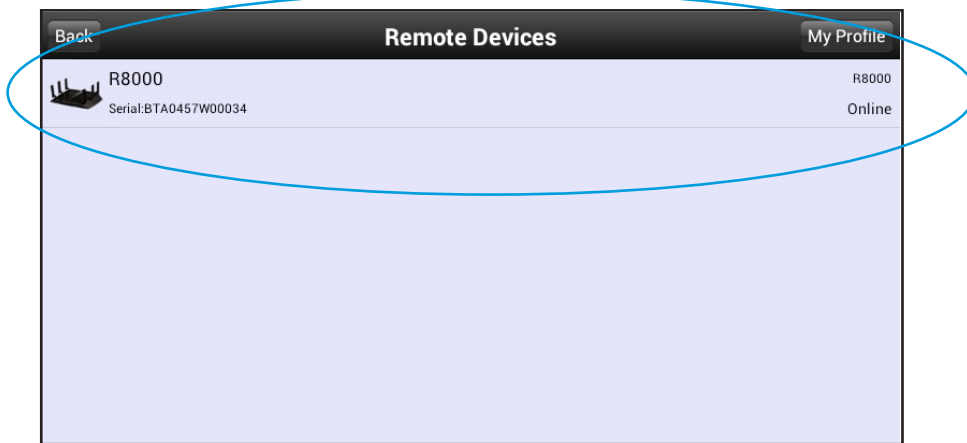
- Make sure that your router is updated to the latest firmware.

For more information on how to update your router's firmware, see your router's user manual. You can get the user manual online at <http://downloadcenter.netgear.com>.

- When you register your router, make sure that your computer or mobile device is connected to the router locally (at home). You can't register the router remotely (away from your router's home network).
- After the router is registered, when you log into your remote access genie account, the router status should display as **Online**:
  - If you are using the Windows desktop genie app, after you log into your account, in the Router Model menu displays the registered router status as **Online**.



- If you are using the iOS or Android mobile genie app, after you log into your account, the Remote Devices page displays the registered router status as **Online**.



# Share Files

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# 5

This chapter contains the following sections:

- *Access Files on a USB Storage Device Attached to the Router*
- *Send Files With Turbo Transfer*
- *Enable or Disable the Turbo Transfer Power Saving Feature*
- *View Turbo Transfer History*


## Access Files on a USB Storage Device Attached to the Router

You can access files stored on a USB storage device that is connected to your router's USB port or eSATA port. Not all router models include these ports.

### Access Files on a USB Storage Device Using the Desktop genie App

➤ **To access files on a USB storage device using the mobile genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.

2. Launch the genie app  .

The Home page displays.

3. Click the **ReadySHARE** button.

The Router Login page displays.

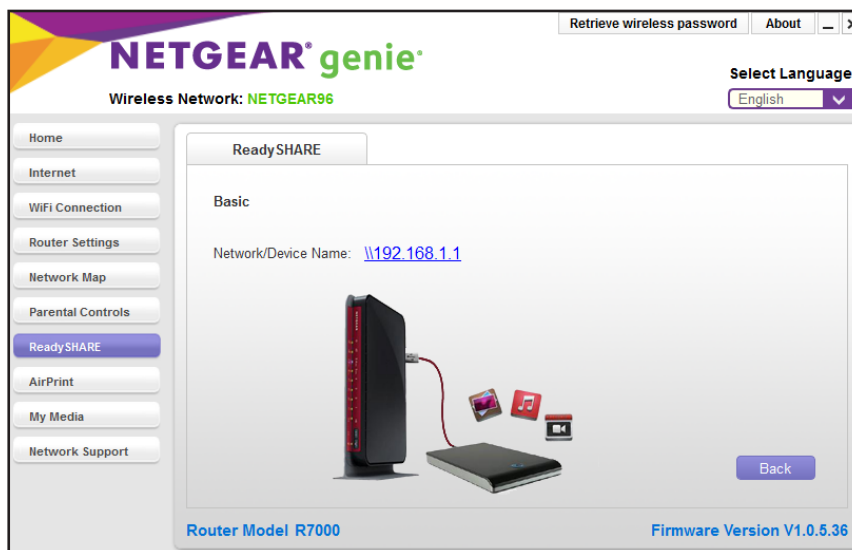
4. Enter the router password.

The default password is **password**. The router user name, which is **admin**, is automatically entered.

5. Click the **OK** button.

The ReadySHARE page displays.

6. Select the **Basic** radio button and click the **Continue** button.



7. Click the network device name link.

A window displays the files and folders on the USB storage device.

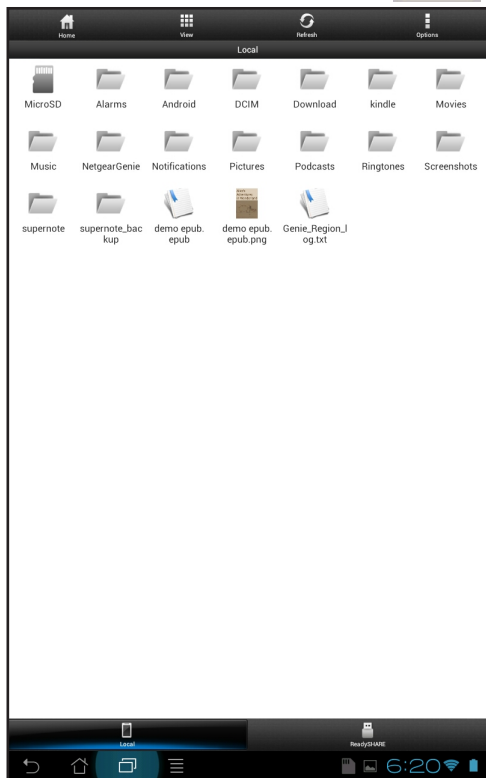
## Access Files on a USB Storage Device Using the Android Mobile genie App

➤ To access files on a USB storage device attached to the router using the mobile genie app for Android devices:

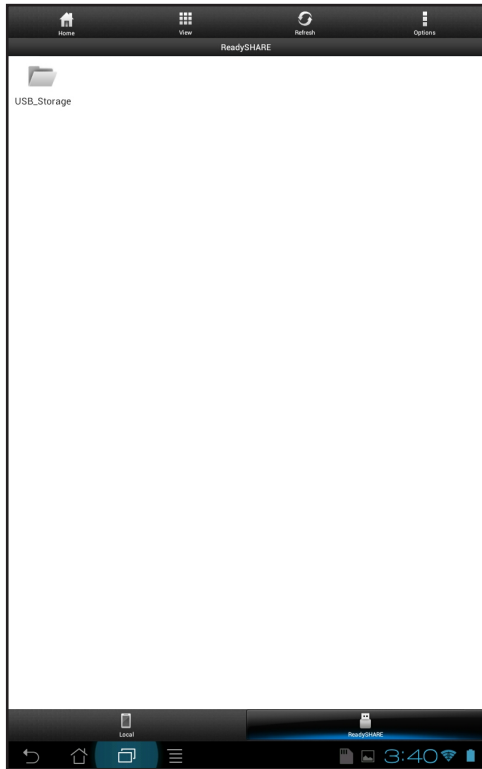
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **ReadySHARE** button .



4. At the bottom of the page, tap the **ReadySHARE** button.



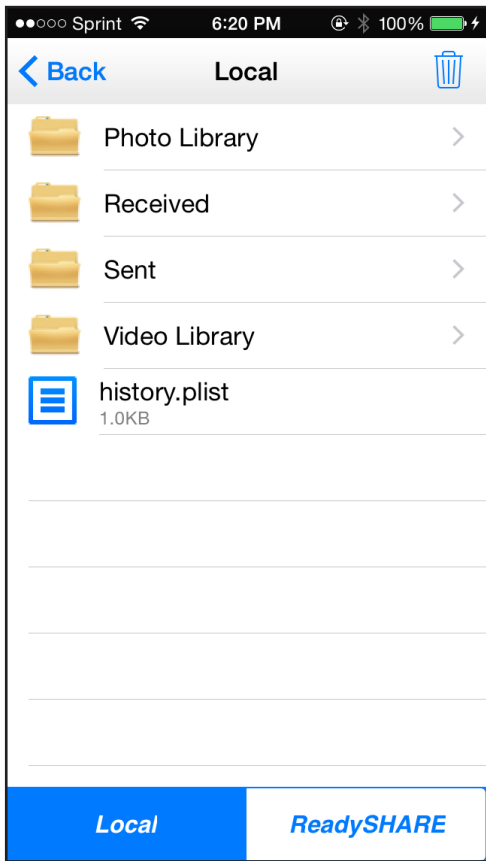
5. Tap a USB storage device to access it.

## Access Files on a USB Storage Device Using the iOS Mobile genie App

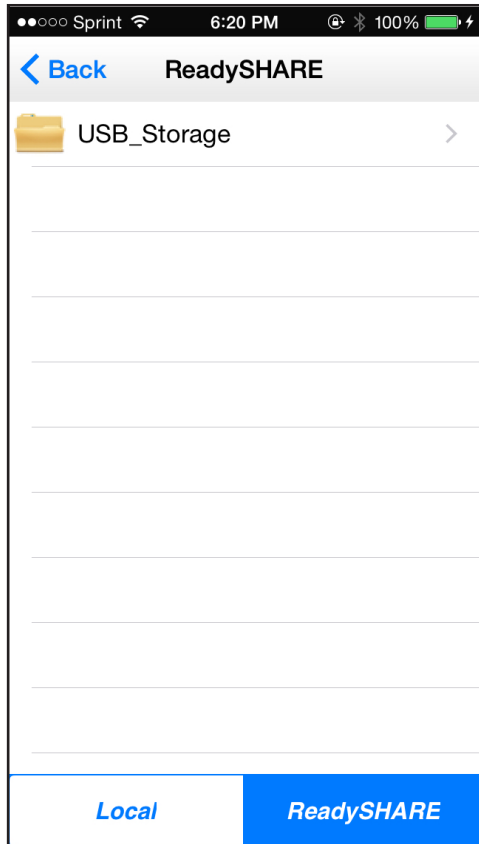
- **To access files on a USB storage device attached to the router using the mobile genie app for iOS devices:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.



3. Tap the **ReadySHARE** button 



- At the bottom of the page, tap the **ReadySHARE** button.




- Tap a USB storage device to access it.

## Send Files With Turbo Transfer

If at least two computers or devices are connected to your network, you can use the network map to copy files from one device to another.

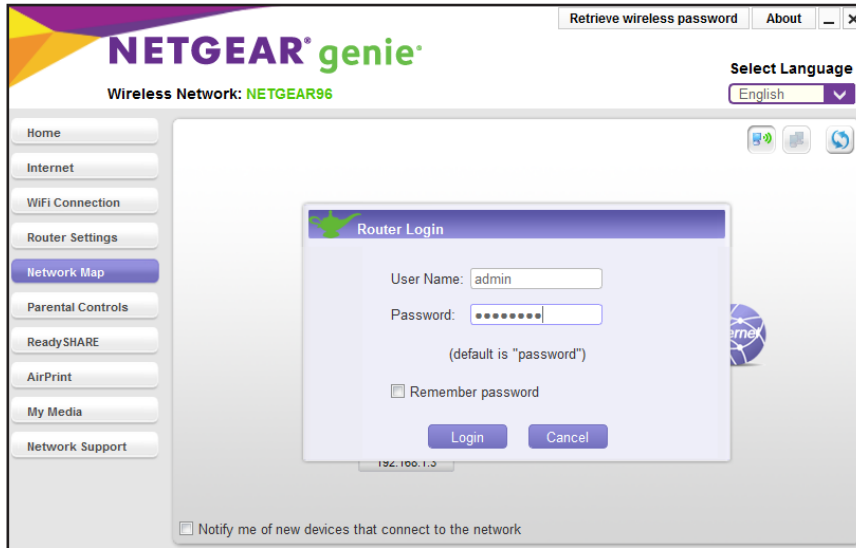
### Send Files With Turbo Transfer Using the Desktop genie App

- **To send files with Turbo Transfer using the desktop genie app for Windows or Mac computers:**
  - Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  - Launch the genie app .
    - The Home page displays.
  - Click the **Router Settings** button.
    - The Router Login page displays.

4. In the **Login as** menu, click **At home**.
5. Enter the router password.

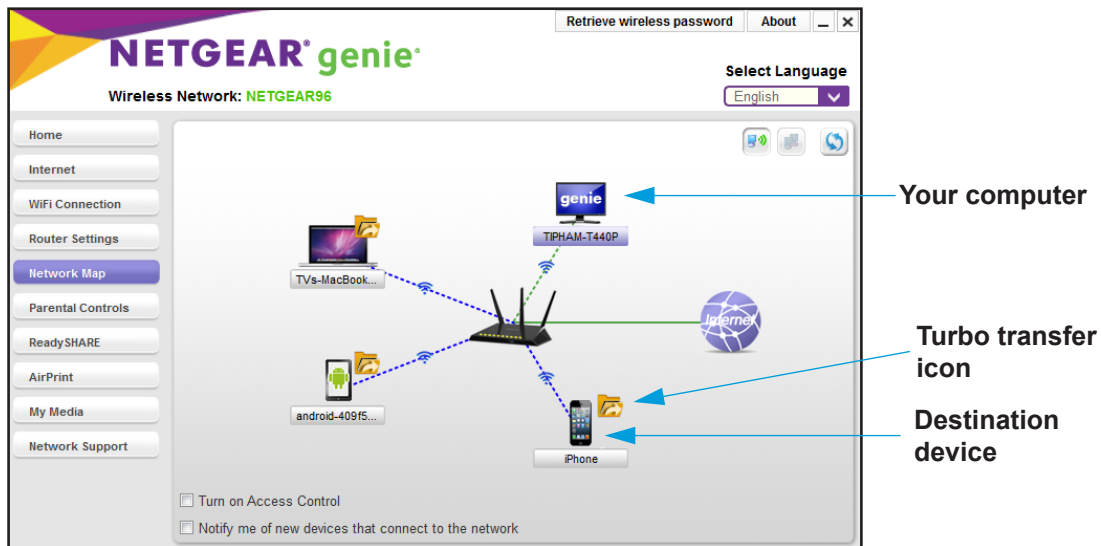
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.
- The Wireless Settings page displays.
7. Click the **Network Map** button.



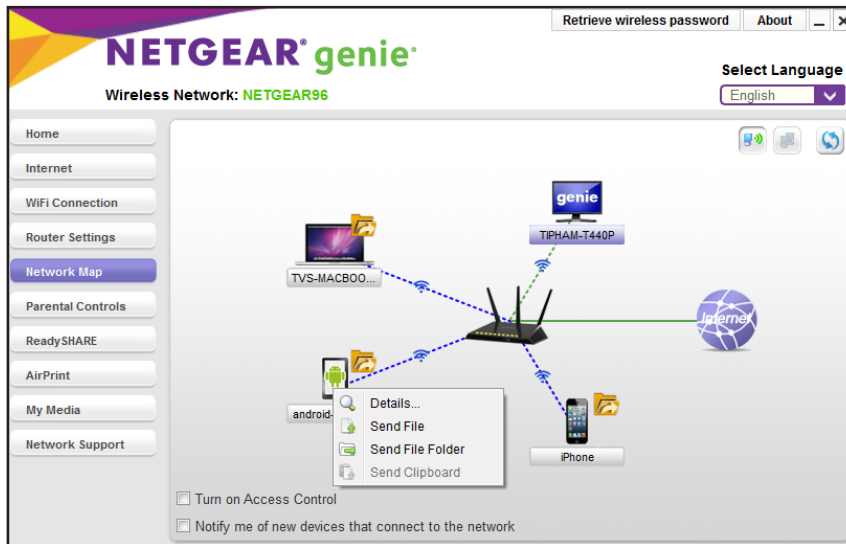
8. Enter the router password and click the **Login** button.

The default password is **password**. The router user name, which is **admin**, is automatically entered.



9. Right-click the destination device.

A Turbo Transfer icon displays next to the destination device. Only the destination device with the Turbo Transfer icon can receive files by Turbo Transfer.



**10. Select **Send File** or **Send File Folder**.**

Some destination devices might not be able to receive folders.

**11. Select the file or folder that you want to send.**

Messages displays on the destination device about the file.

**12. Read the messages that display on the destination device for information on how to save the file.**

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**Note:** If the destination device does not receive the file or folder, restart the NETGEAR genie app on both devices and try again.

---

## Send Files With Turbo Transfer Using the Android Mobile genie App

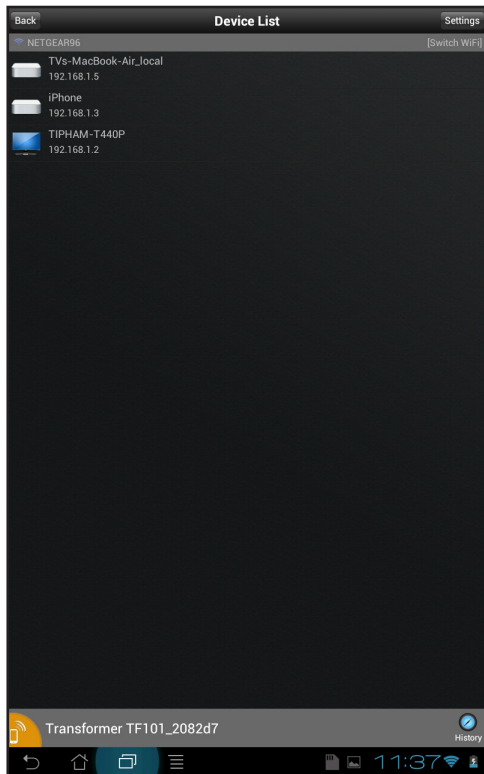
➤ **To send files with Turbo Transfer using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **Turbo Transfer** button .

A list of destination devices on your network displays.



4. Tap a destination device to select it.  
If you do not see any devices on the page, you must disable power saving mode.  
To disable power saving mode:
  - a. Tap the **Settings** button.  
The power saving mode window displays.
  - b. Clear the **Enable Power Saving Mode** check box and tap the **Close** button.
5. When prompted, select a file type.  
You can select **File**, **Music**, **Video**, **Photo**, or **History**.  
A list of files displays.
6. Select a file and tap the **OK** button.  
The genie app asks you to verify that you want to send the files you selected.
7. Tap the **OK** button.  
Messages displays on the destination device about the file.
8. Read the messages that display on the destination device for information about how to save the file.

---

**Note:** If the destination device does not receive the file or folder, restart the NETGEAR genie app on both devices and try again.

---

## Send Files With Turbo Transfer Using the iOS Mobile genie App

➤ To send files with Turbo Transfer using the mobile genie app for Android devices:

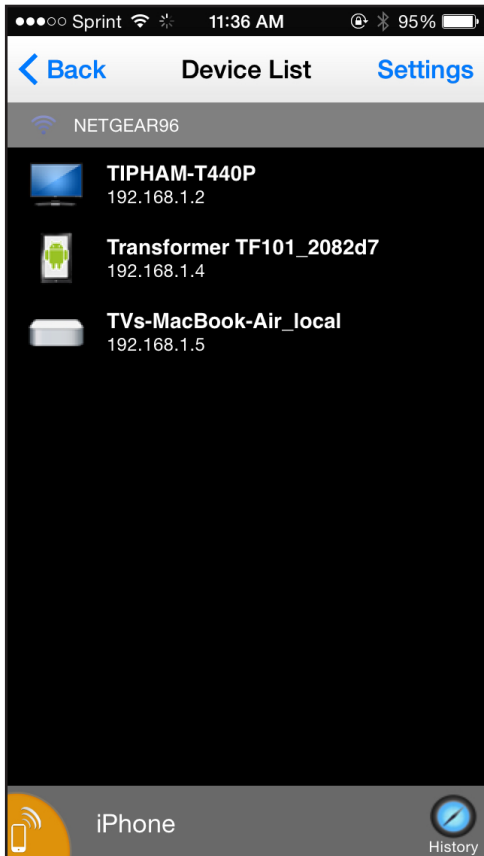
1. Connect your device to the router's WiFi network.

2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **Turbo Transfer** button .

A list of destination devices on your network displays.



4. Tap a destination device to select it.

If you do not see any devices on the page, you must disable power saving mode.

To disable power saving mode:

a. Tap **Settings**.

The power saving mode window displays.

b. Clear the **Enable Power Saving Mode** check box and tap the **Close** button.

5. When prompted, select a file type.

You can select **Photo**, **Video**, or **History record**.

A list of files displays.

If no files display, you must set your iOS privacy settings to allow the genie app to access your files.

6. Select a file and tap **Done**.

The genie app asks you to verify if you want to send the files you selected.

7. Tap the **Send** button.

Messages display on the destination device about the file.

8. Read the messages that display on the destination device for information about how to save the file.

---

**Note:** If the destination device does not receive the file or folder, restart the NETGEAR genie app on both devices and try again.

---

## Enable or Disable the Turbo Transfer Power Saving Feature

To conserve battery power for your Android or iOS device, the genie app comes with a Turbo Transfer power saving feature that is automatically enabled. With the power saving feature enabled, other genie devices on your network can only transfer files to this device or access media files on this device when you navigate to the Turbo Transfer or My Media page.

### Enable or Disable Turbo Transfer Power Saving On an Android Device

➤ **To enable or disable the turbo transfer power saving feature using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.

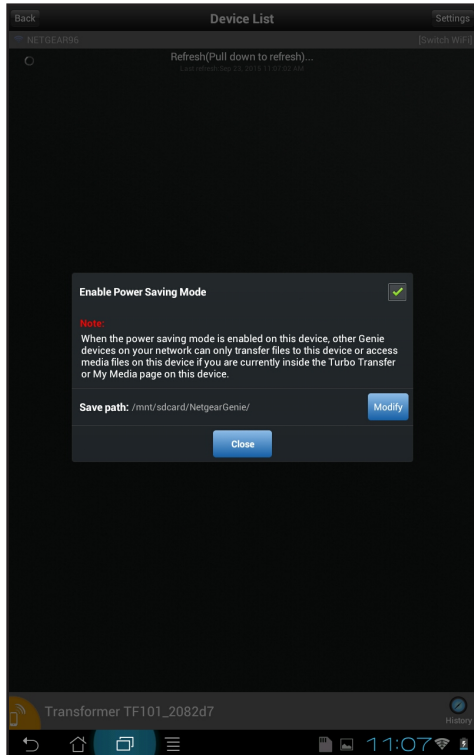
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **Turbo Transfer** button .


A list of devices on your network displays.

4. Tap the **Settings** button.



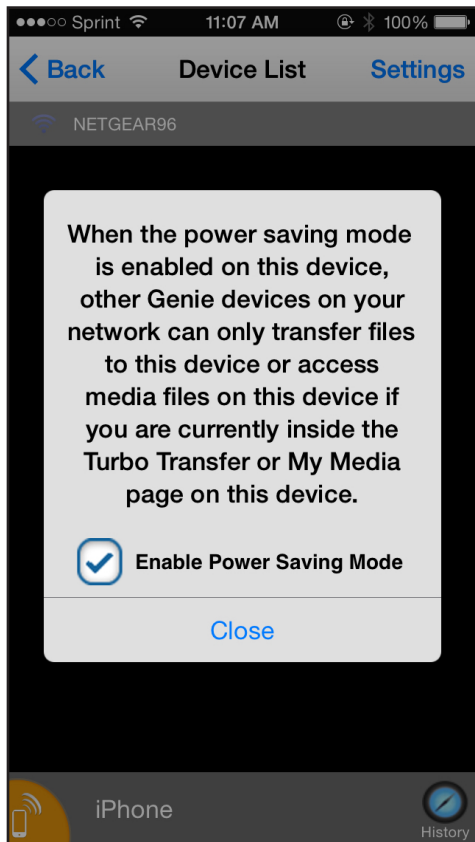
5. To enable power saving mode, tap the **Enable Power Saving Mode** check box.
6. To disable power saving mode, clear the **Enable Power Saving Mode** check box.
7. Tap the **Close** button.

## Enable or Disable Turbo Transfer Power Saving On an iOS Device

- To enable or disable the turbo transfer power saving feature using the mobile genie app for iOS devices:
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.
  3. Swipe the home page to the left and tap the **Turbo Transfer** button .  
A list of devices on your network displays.



#### 4. Tap **Settings**.



5. To enable power saving mode, tap the **Enable Power Saving Mode** check box.
6. To disable power saving mode, clear the **Enable Power Saving Mode** check box.
7. Tap the **Close** button.

## View Turbo Transfer History


You can view the turbo transfer sent and receive history on your Android or iOS device.

### View Turbo Transfer History Using the Mobile genie App for Android

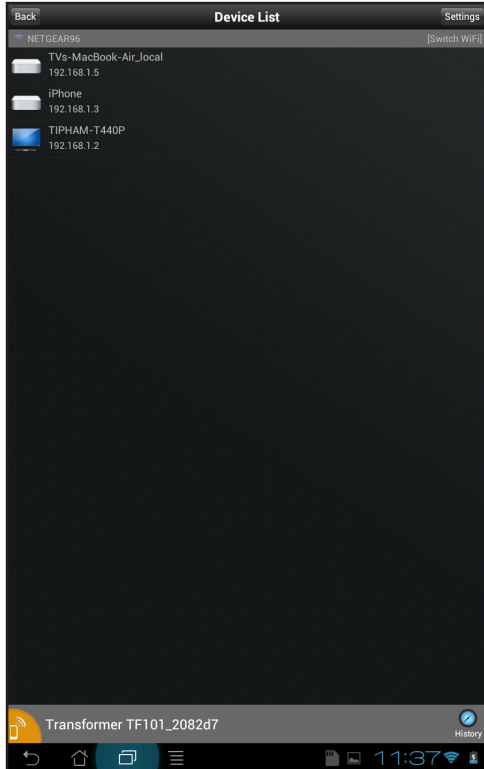
➤ **To view the turbo transfer history using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

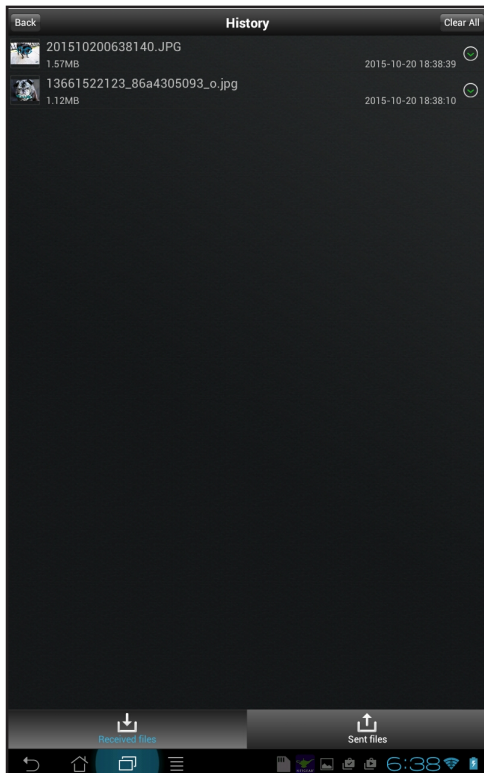
The home page displays.

3. Swipe the home page to the left and tap the **Turbo Transfer** button .

A list of destination devices on your network displays.




#### 4. Tap History.



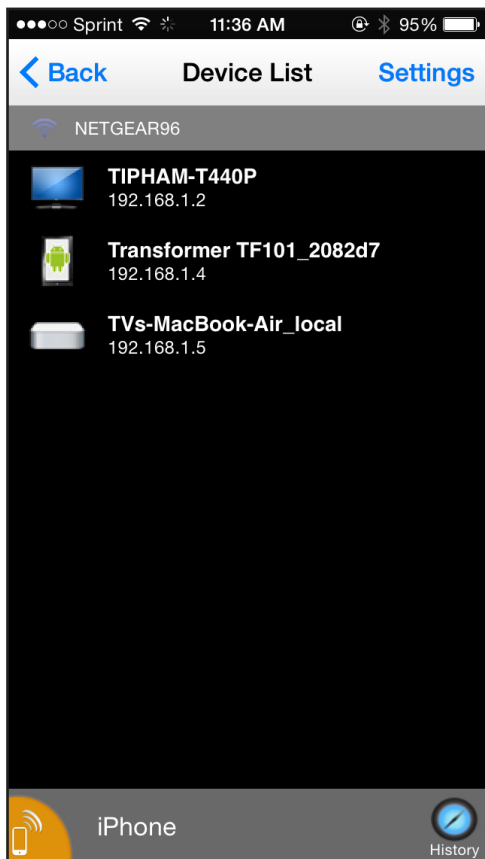
5. To view a list of files received by the Android device, tap the **Received files** button.
6. To view a list of files sent by the Android device, tap the **Sent files** button.
7. To share a file, select the arrow next to the file, tap **Share**, and when prompted, tap an app that you want to share the file with.
8. To delete a file, select the arrow next to the file and tap **Delete**.
9. To delete all the files in the list, tap the **Clear All** button.

## View Turbo Transfer History Using Mobile genie App for iOS

### ➤ To view the turbo transfer history using the mobile genie app for iOS devices:

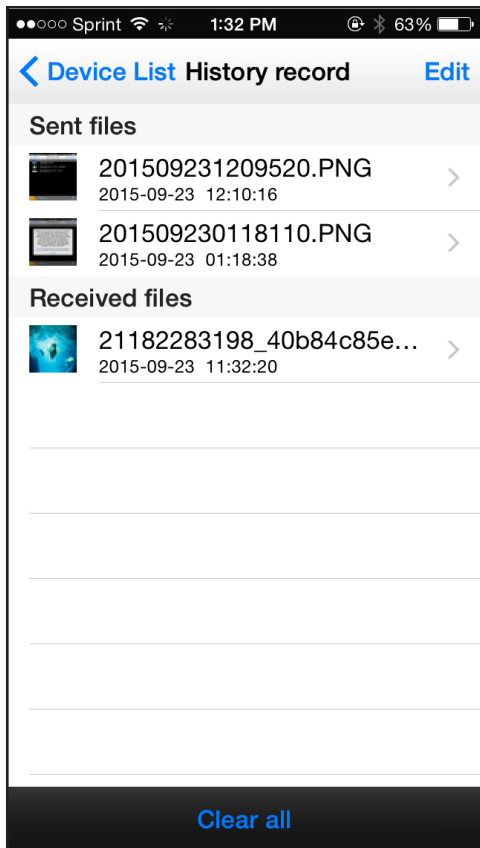
1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.
3. Swipe the home page to the left and tap the **Turbo Transfer** button .

A list of destination devices on your network displays.



4. Tap **History**.

A list of files sent or received by the iOS device displays.



5. To delete a file, tap **Edit** and tap the delete icon next to the file that you want to delete.
6. To delete all the files, tap the **Clear all** button.

# Use MyMedia to Play and Share Media Files

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# 6

You can use the MyMedia® feature on the genie app to play media stored on computer and WiFi devices that are connected to your NETGEAR router's network.

This chapter contains the following sections:

- *Use Your Device to Play Media From Your Home Network*
- *Share Media With Chromecast Using the Mobile genie App*
- *MyMedia Views*
- *Change the MyMedia Player*
- *Restart MyMedia Service on Mobile Devices*
- *Refresh the MyMedia Source Folders on Mobile Devices*
- *Allow Devices on the Network to Access Files*
- *Allow Media Files to Play on Your Device*
- *Change the Media File Settings Using the Desktop genie App*

## Use Your Device to Play Media From Your Home Network

Use the genie app to play media files stored on devices that are connected to your router's home network.


For you to play media from your home network on a device, the device must support the DLNA Player profile. Game consoles (like Xbox 360 or PS3) and DVRs do not support the DLNA Player profile. For this reason, they do not display as players in MyMedia.

MyMedia finds only the media types supported by the player. For example, an iPad does not play Adobe Flash files because this format is not supported.

If you want to access media files stored on a USB storage device connected to the router, you must set up the router as a DLNA media server. For more information, see your router's user manual. Your router's user manual is available online at <http://downloadcenter.netgear.com>.

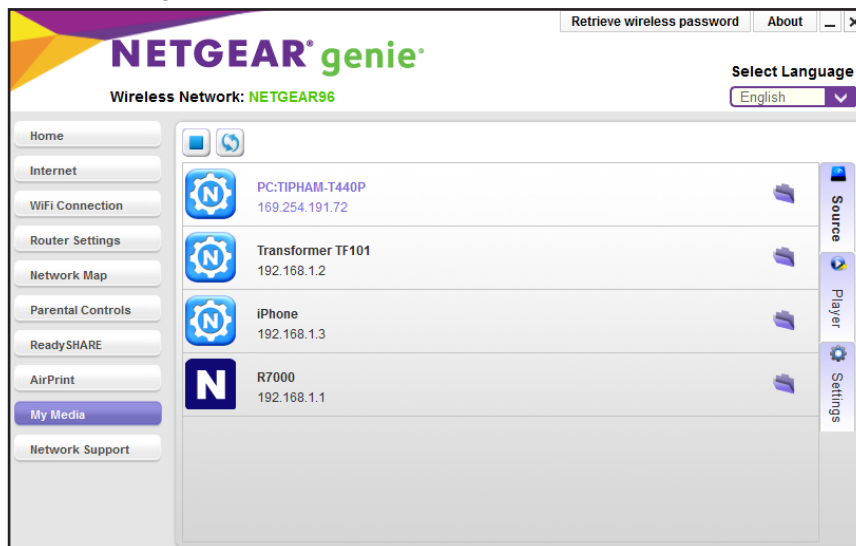
## Play Media From Your Home Network on a Computer

- **To play media from your home network on the desktop genie app for Windows or Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. Select the **My Media** button.



4. Select the **Player** tab.

The Player page displays.

5. Select a device.

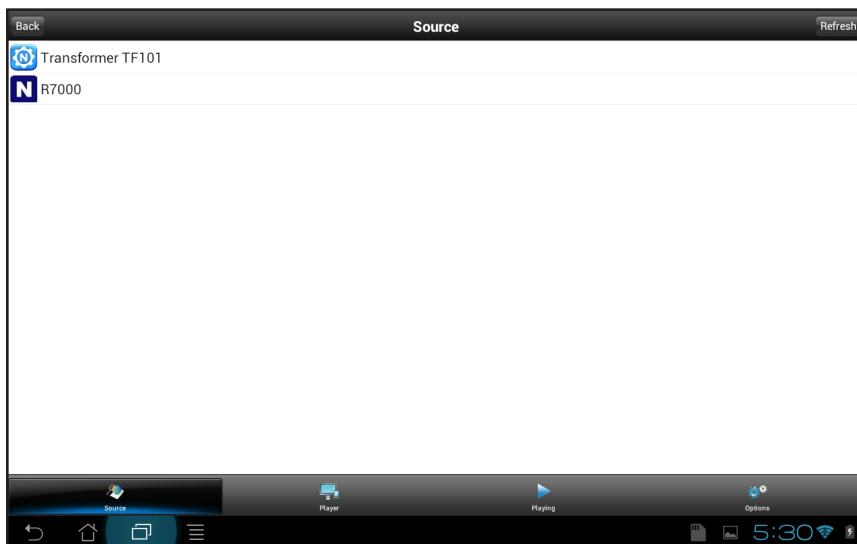
6. Select the **Source** tab.  
The Source page displays.
7. Double-click a device.
8. Double-click a folder and select a media file within the folder.  
The media plays on your device.

## Play Media From Your Home Network on an Android Device

### ➤ To play media with the mobile genie app for Android devices:

1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Player**.  
The Player page displays.
5. Tap a device.
6. At the bottom, tap **Source**.  
The Source page displays
7. Tap a device.  
The media folders on the device display.
8. Tap a folder and tap a media file within the folder.  
The media file plays on the selected player.

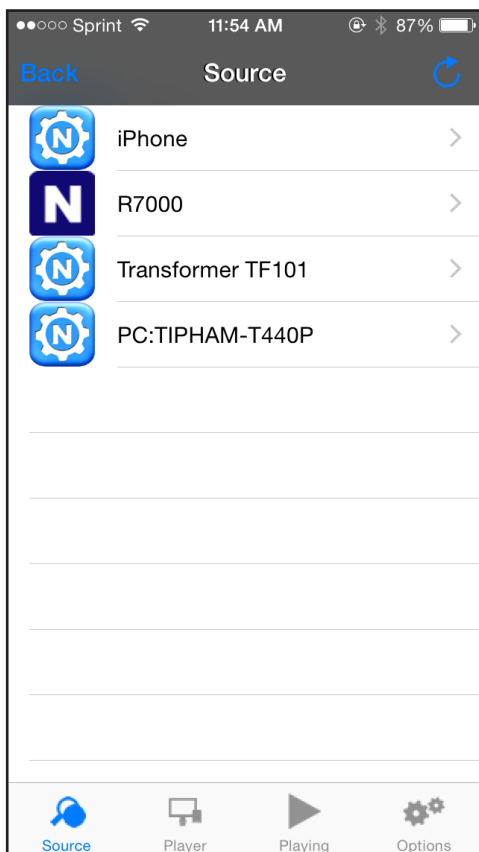
- To view the media file that is playing, tap **Playing**.  
The Playing page displays.

## Play Media on an iOS Device

### ➤ To play media with the mobile genie app for iOS devices:

- Connect your device to the router's WiFi network.
- Launch the genie app.  
The home page displays.

- Tap the **My Media** button .



- At the bottom, tap **Player**.  
The Player page displays.
- Tap a device.
- At the bottom, tap **Source**.  
The Source page displays.
- Tap a device.



The media folders on the device displays.

8. Tap a folder and tap a media file within the folder.

The media file plays on the selected player.

9. To view the media file that is playing, at the bottom, tap **Playing**.

The Playing page displays.

## Share Media With Chromecast Using the Mobile genie App

Chromecast is a media streaming device that plugs into the HDMI port on your TV. If you use Chromecast, the mobile genie app lets you use Chromecast to play media from devices on your network on your TV.

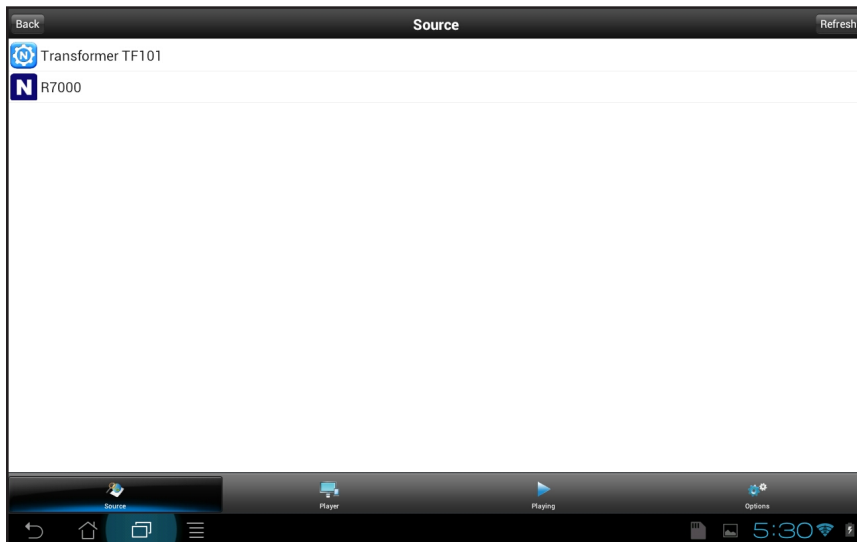
### Share Media With Chromecast Using an Android Device

- **To share media on the network with Chromecast using the mobile genie app for Android devices:**

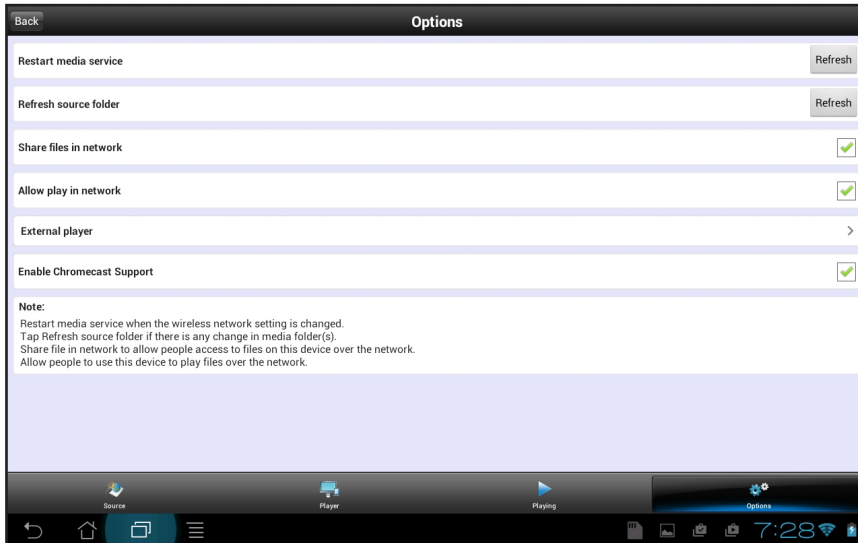
1. Connect your device to the router's WiFi network.
2. Make sure that your Chromecast is connected to your router's network.
3. Launch the genie app.

The home page displays.

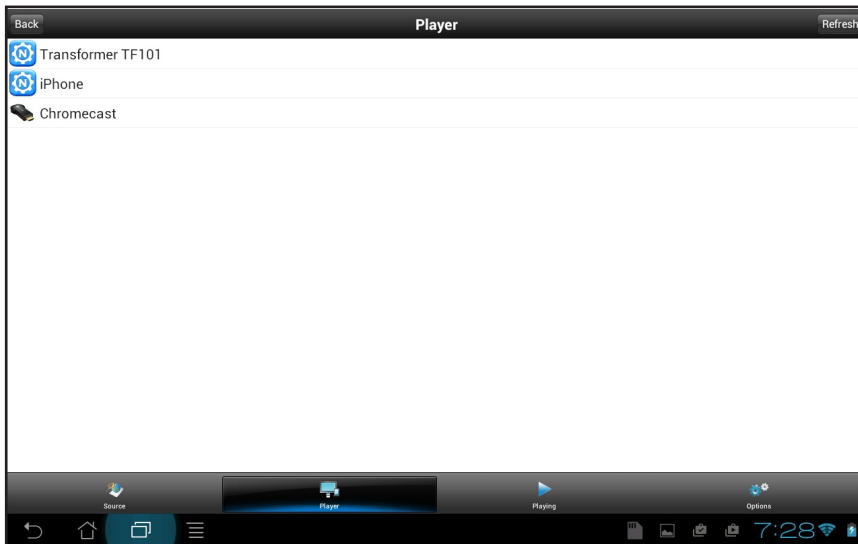
4. Tap the **My Media** button .



- At the bottom, tap **Options**.



- Tap the **Enable Chromecast Support** check box.
- At the bottom, tap **Player**.



- Tap **Chromecast**.
- Tap **Source**.  
The Source page displays.
- Tap a device.  
The media folders on the device displays.
- Tap a folder and tap a media file within the folder.  
The media files play on your TV through Chromecast.
- Use the MyMedia Play and Control modes to control how you play the media.

## Share Media With Chromecast Using an iOS Device

- To share media on the network with Chromecast using the mobile genie app for iOS devices:

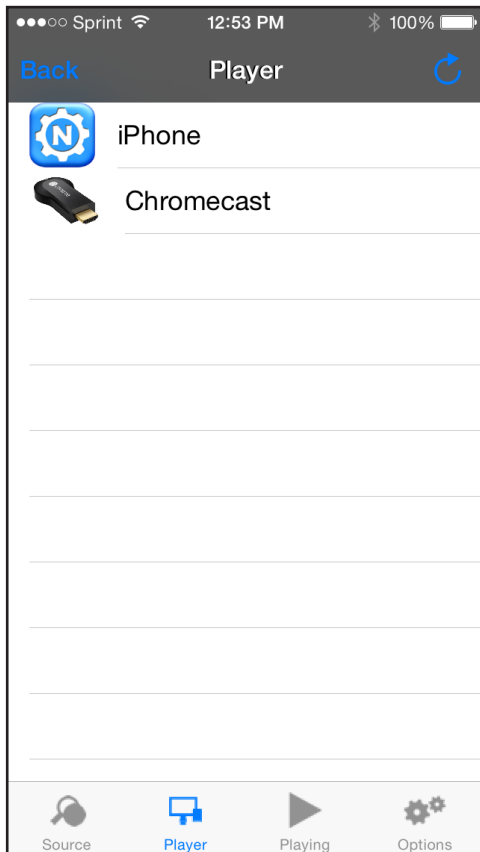
1. Connect your device to the router's WiFi network.
2. Make sure that your Chromecast is connected to your router's network.
3. Launch the genie app.

The home page displays.

4. Tap the **My Media** button .



5. At the bottom, tap **Player**.



6. Tap **Chromecast**.
7. Tap **Source**.
- The Source page displays.
8. Tap a device.
- The media folders on the device displays.
9. Tap a folder and tap a media file within the folder.
- The media files play on your TV through Chromecast.
10. Use the MyMedia Play and Control modes to control how you play the media.

## MyMedia Views

For the mobile genie app, the MyMedia view that displays depends on which of the following items you select:

- **Source**. View a list of devices on your network that are sharing media files.
- **Player**. View a list of devices that can play media files over the network.
- **Playing**. View and control media that is playing on the selected player.

- **Option.** View the MyMedia settings.

For the desktop genie app, the MyMedia view that displays depends on which of the following taps you select:


- **Source.** View a list of devices on your network that are sharing media files.
- **Player.** View a list of devices that can play media files over the network.
- **Settings.** View the MyMedia settings.

## Change the MyMedia Player

You can change the device that the media plays on.

### Change the MyMedia Player on a Computer

- **To change the player device using the desktop genie app Windows or Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. Select the **My Media** button.



4. Select the **Player** tab.
- The Player page displays.
5. Select a device.
  6. If the device you want to select does not display, click the **Refresh** button to refresh the page.

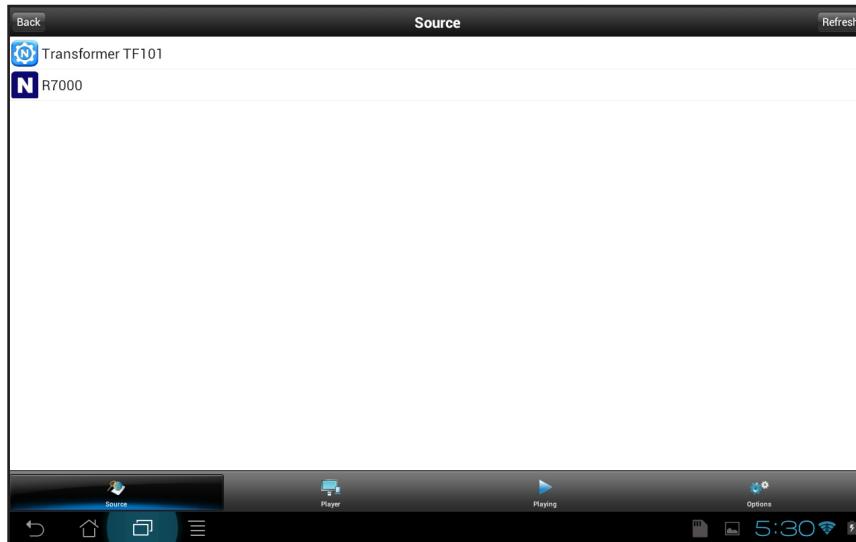
## Change the MyMedia Player on an Android Device

➤ **To change the player device using the mobile genie app for Android device:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Player**.  
The Player page displays.
5. Tap a device.
6. If the device you want to select does not display, tap the **Refresh** button to refresh the page.

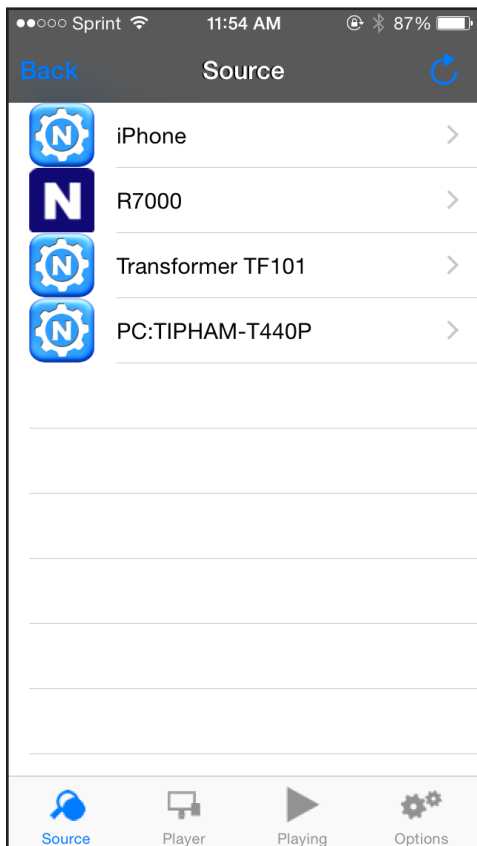
## Change the MyMedia Player on an iOS Device

➤ **To change the player device using the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Player**.  
The Player page displays.
5. Tap a device.
6. If the device you want to select does not display, tap the **Refresh** icon to refresh the page.

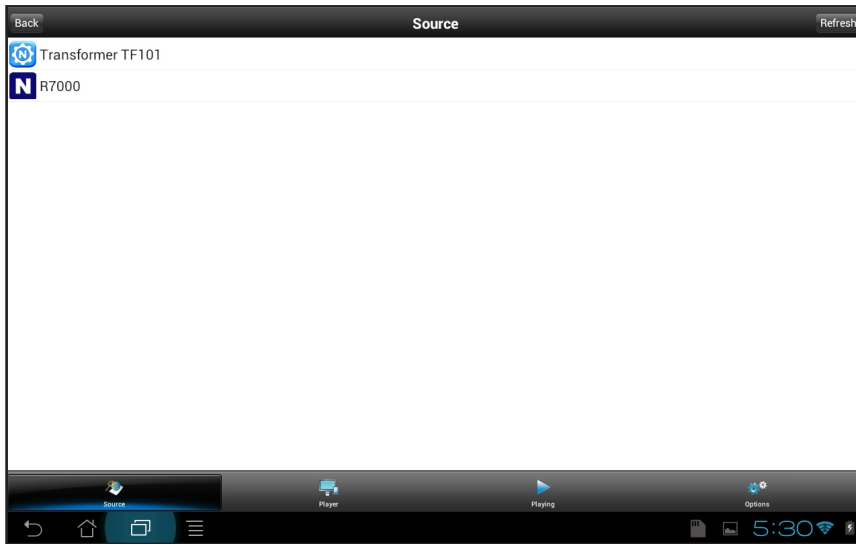
## Restart MyMedia Service on Mobile Devices

On the mobile genie app, you can restart the MyMedia service if the WiFi settings change.

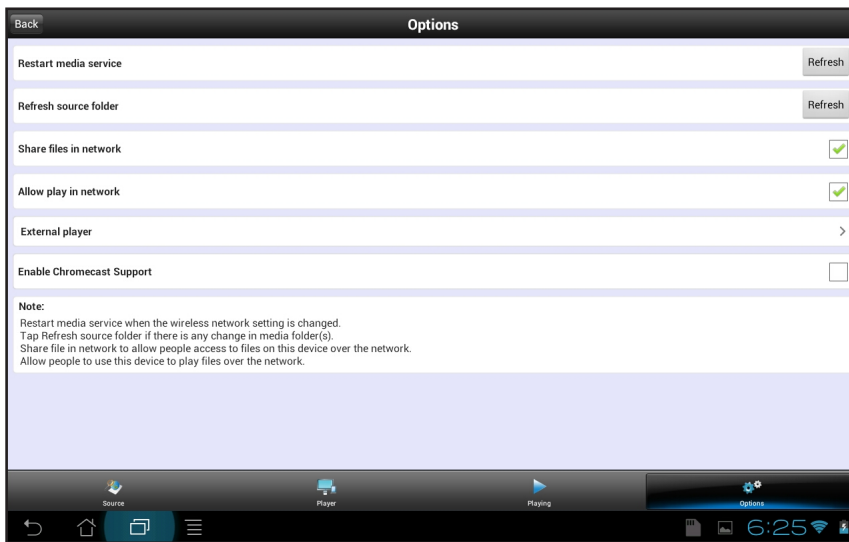
### Restart MyMedia Service Using an Android Device

- **To restart media service using the mobile genie app for Android devices:**
1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Options**.



5. In the Restart media service section, tap the **Refresh** button.  
The media service restarts.

## Restart MyMedia Service Using an iOS Device

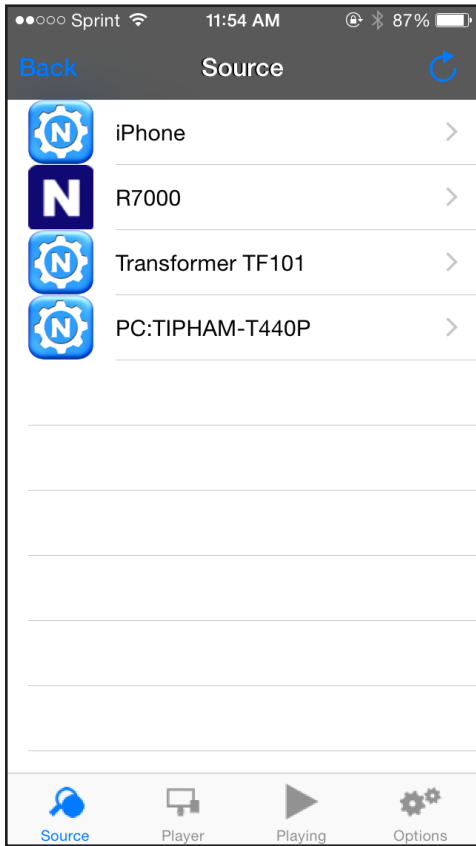
- To restart media service using the mobile genie app for iOS devices:

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

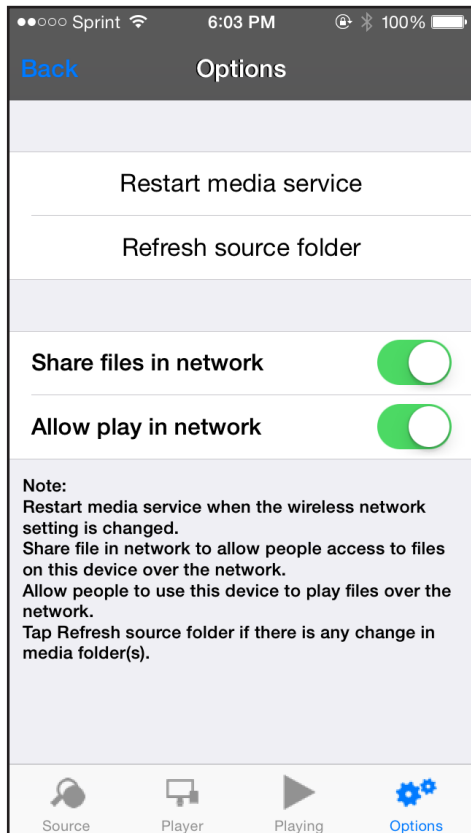
The home page displays.



3. Tap the **My Media** button .



4. At the bottom, tap **Options**.



5. Tap **Restart media service**.

The media service restarts.

## Refresh the MyMedia Source Folders on Mobile Devices

On the mobile genie app, you can refresh the MyMedia source folders if any changes are made to the media folders.

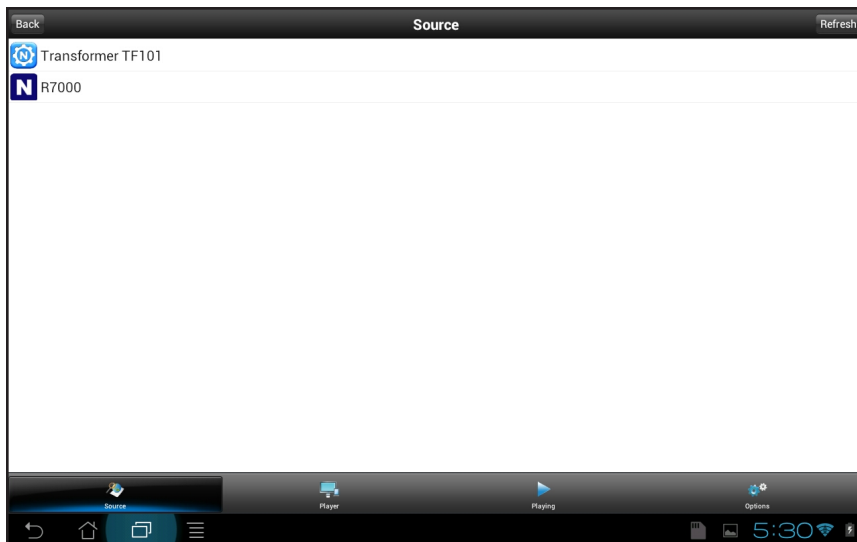
### Refresh the MyMedia Source Folders Using an Android Device

- **To refresh the source folder using the mobile genie app for Android devices:**

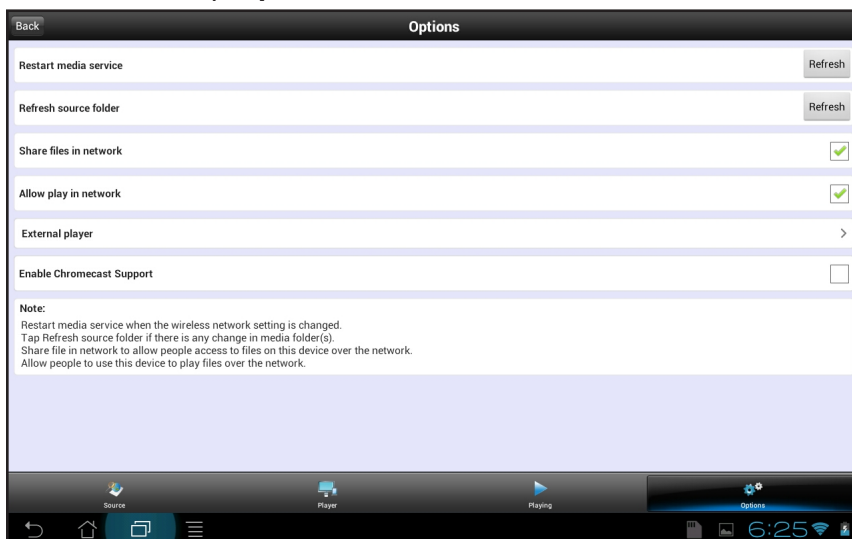
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Options**.



5. In the Refresh source folder section, tap the **Refresh** button.  
The source folders refreshes.

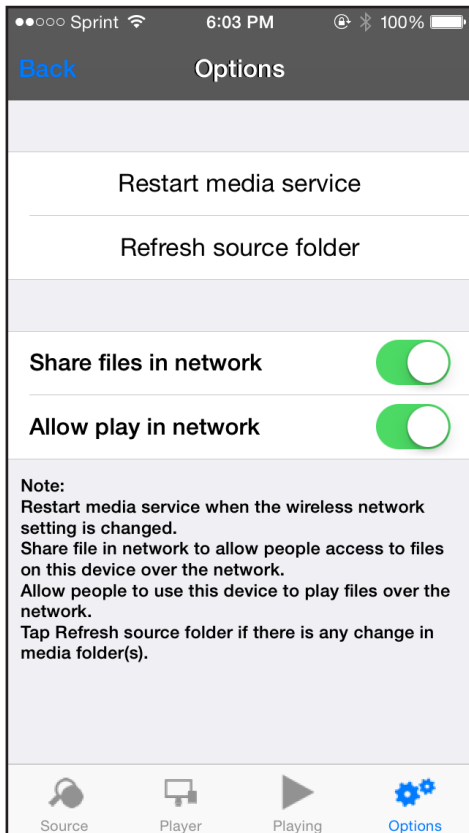
## Refresh the MyMedia Source Folder Using an iOS Device

- **To refresh the source folder using the mobile genie app for iOS devices:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Options**.



5. Tap **Refresh source folder**.


The source folder refreshes.

## Allow Devices on the Network to Access Files

You can allow devices on the network to access files that are on your device.

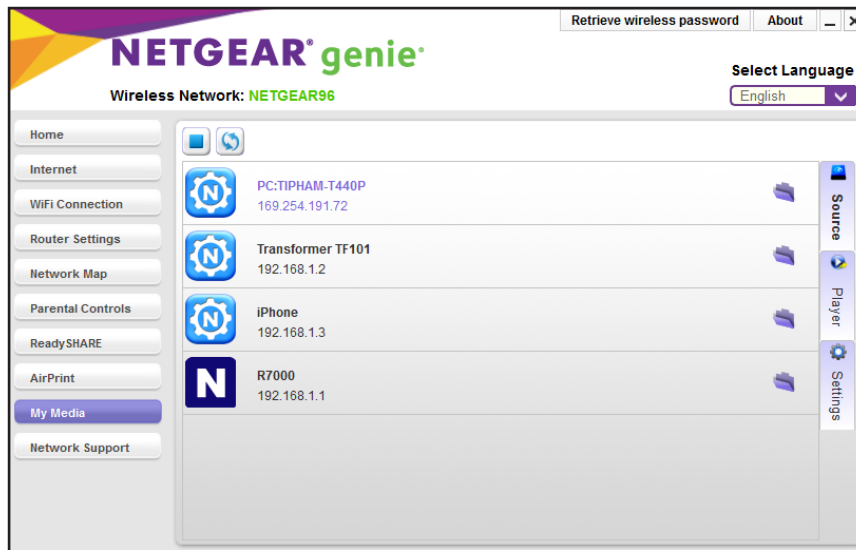
### Allow Devices to Access Files on a Computer

- **To allow devices to access files on your Windows or Mac computer using the desktop genie app:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

3. Select the **My Media** button.



4. Select the **Settings** tab.



5. Select the **Share files in network** check box.

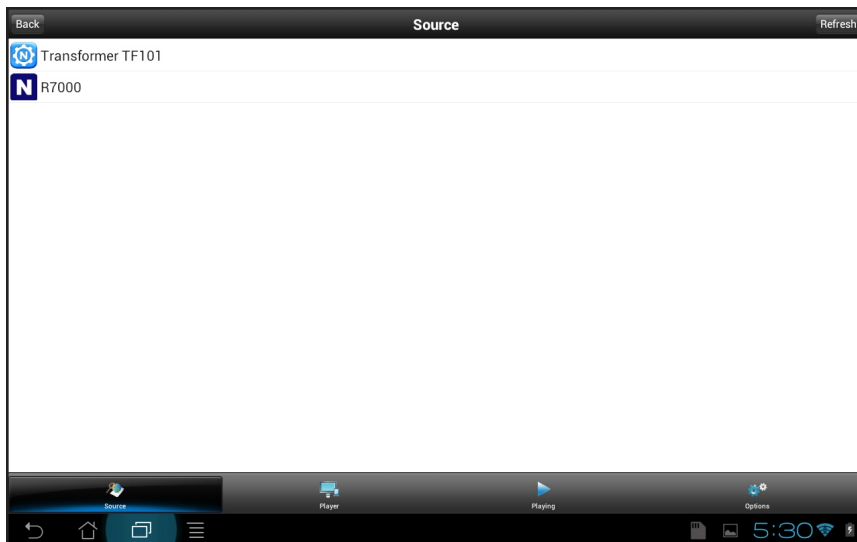
Devices in the network can now access files on this computer.

## Allow Devices to Access Files on an Android Device

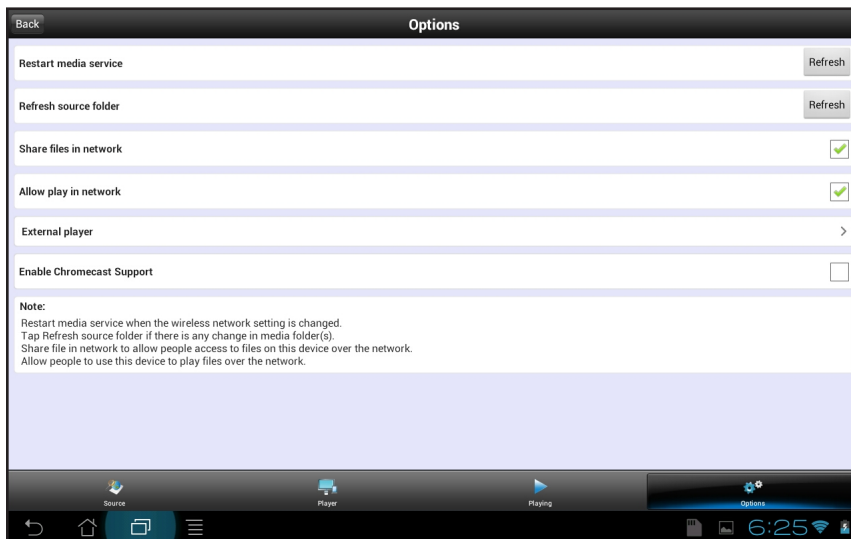
- To allow devices to access files on your Android device using the mobile genie app for Android devices:
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.

3. Launch the genie app.  
The home page displays.

4. Tap the **My Media** button .



5. At the bottom, tap **Options**.



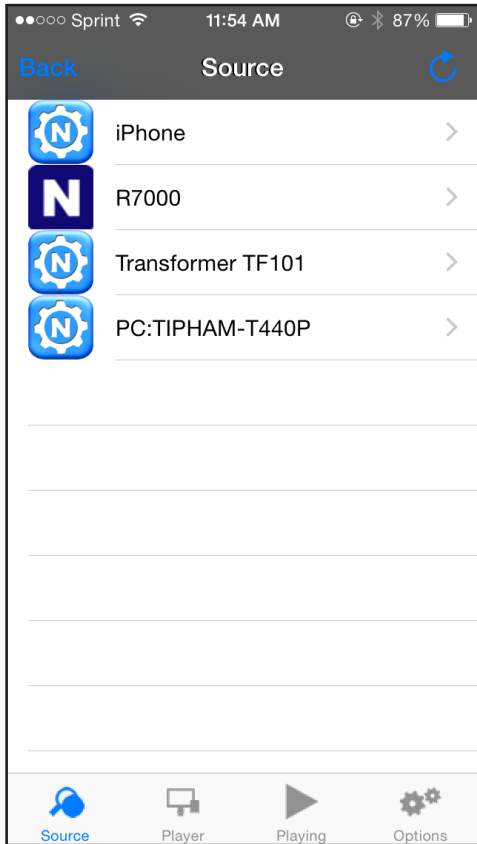
6. Tap the **Share files in the network** check box.  
Devices in the network can now access files on this device.

## Allow Devices to Access Files on an iOS Device

- **To allow devices on the network to access files on the iOS devices:**
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.

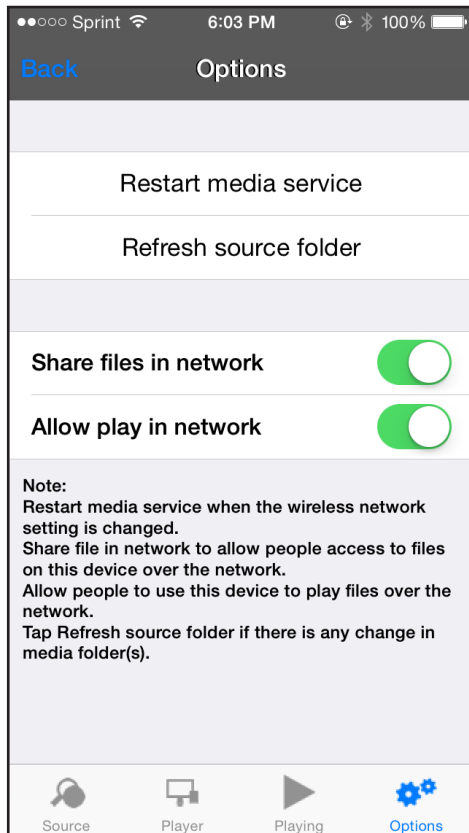
The home page displays.

3. Tap the **My Media** button  .





4. At the bottom, tap **Options**.




5. Slide the **Share files in the network** slider to the right.  
Devices in the network can now access files on this device.

## Allow Media Files to Play on Your Device

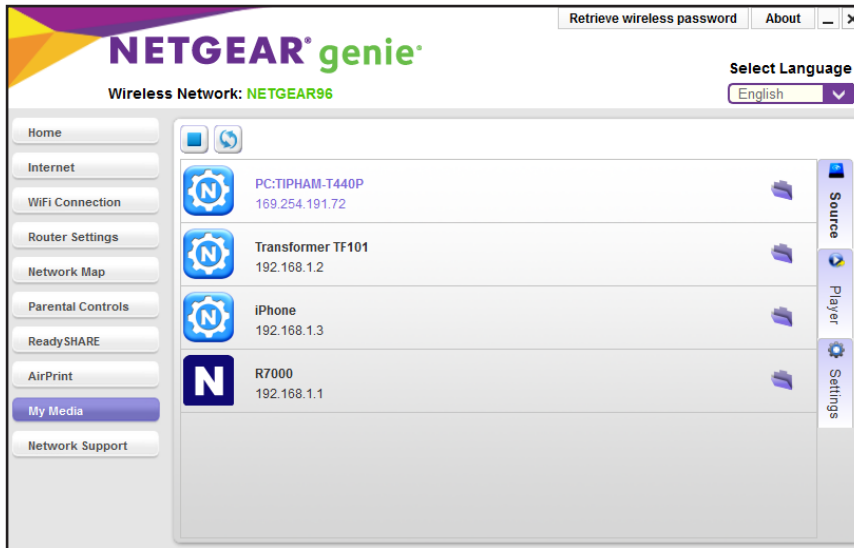
You can allow devices on the network to play media files on your device.

For example, to use your smartphone or iPad to view photos on a computer or device in your network, leave the Allow play in network feature set to On. This setting controls whether the photos from other devices can be viewed on this smartphone or iPad.

## Allow Media Files to Play on Your Computer

- **To allow devices on the network to play media files on the desktop genie app for Windows or Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The Home page displays.

3. Select the **My Media** button.



4. Select the **Settings** tab.

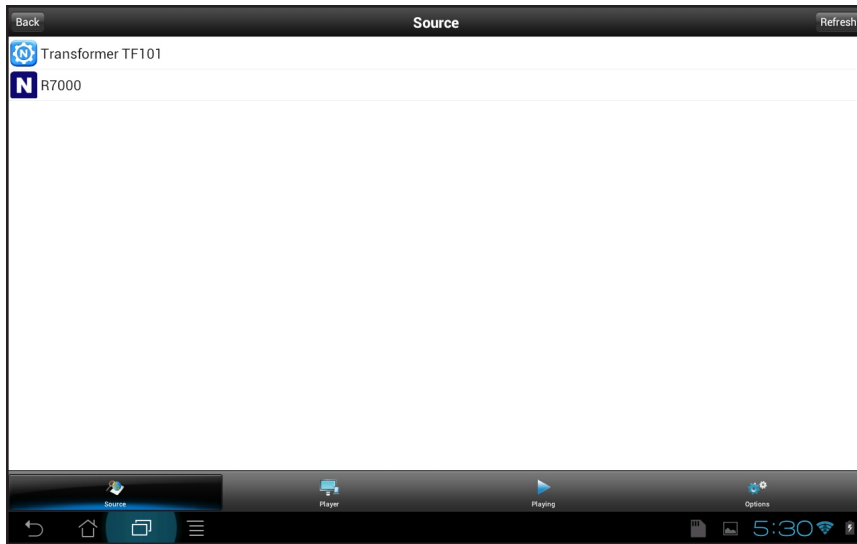


5. In the Service page, select the **Allow play in network** check box.  
Devices on the network can now play media files using your computer.

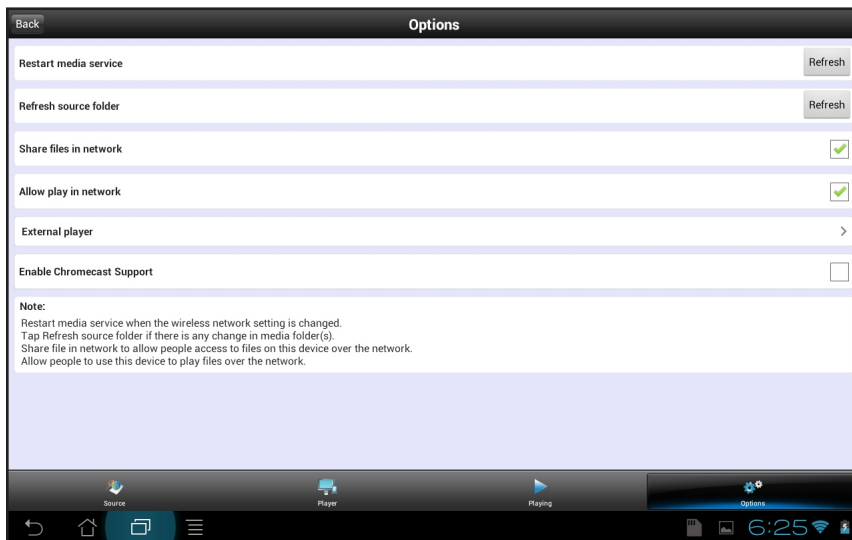
## Allow Media Files to Play on Your Android Device

- To allow devices on the network to play media files on the mobile genie app on your Android device:
  1. Connect your device to the router's WiFi network.
  2. Launch the genie app.  
The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Options**.



5. Tap the **Allow play in network** check box.

Devices on the network can now play media files using your Android device.

## Allow Media Files to Play on Your iOS Device

- **To allow devices on the network to play media files on the mobile genie app on your iOS device:**

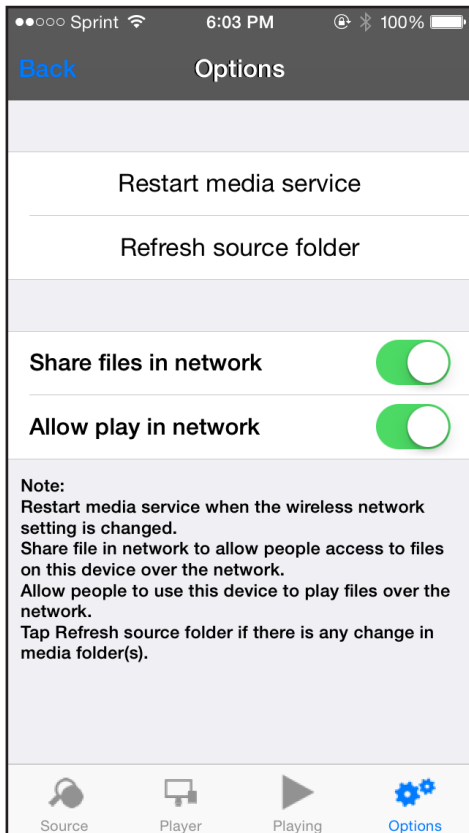
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **My Media** button .



4. At the bottom, tap **Options**.



5. Slide the **Allow play in the network** slider to the right.  
Devices on the network can now play media files using your iOS device.

## Change the Media File Settings Using the Desktop genie App

You can change the following media file settings using the desktop genie app:


- Video, audio, and image source folders on your computer that other devices can access.
- The folder that files download to on your computer.
- The amount of time images displays on your computer.

## Change the Video File Settings Using the Desktop genie App

You can change the default video folder from which other devices can access video files and change the folder on your computer to which video files are download to.

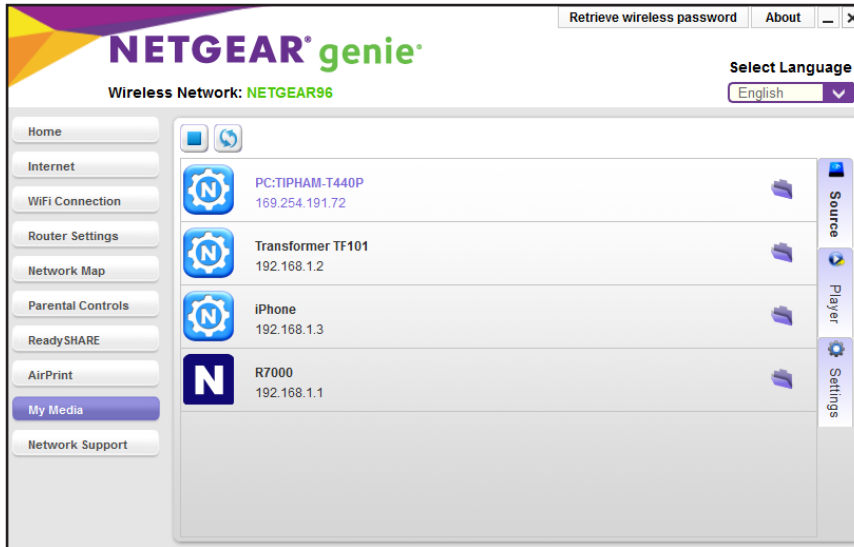
➤ To change the video file settings on your Windows or Mac computer using the desktop genie app:

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.

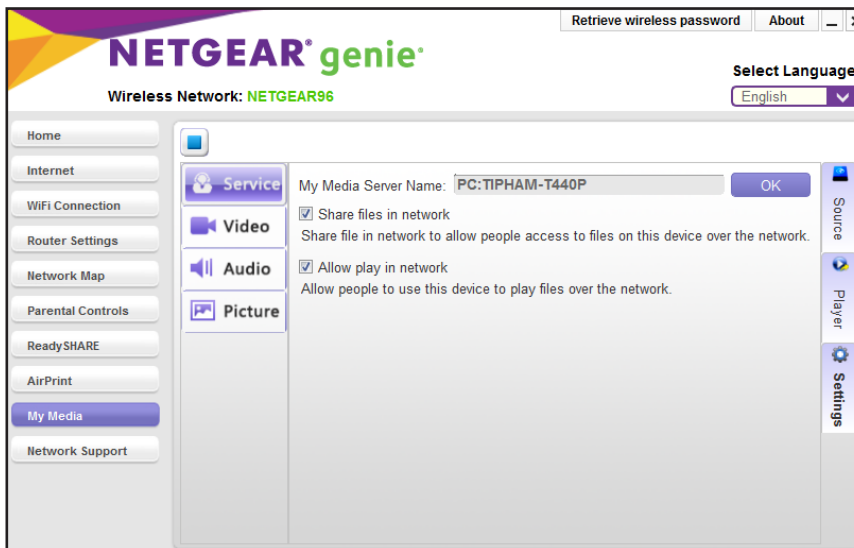
2. Launch the genie app .

The Home page displays.

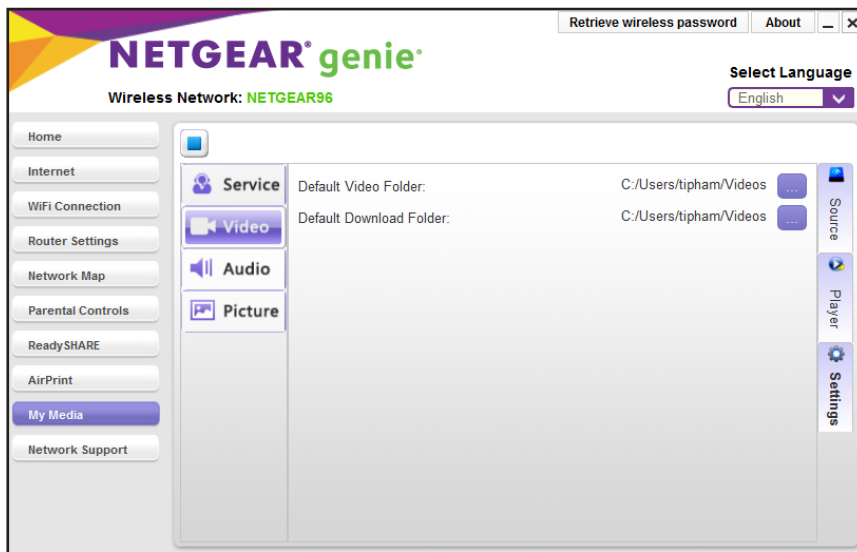
3. Select the **My Media** button.



4. Select the **Settings** tab.




- On the left, select **Video**.



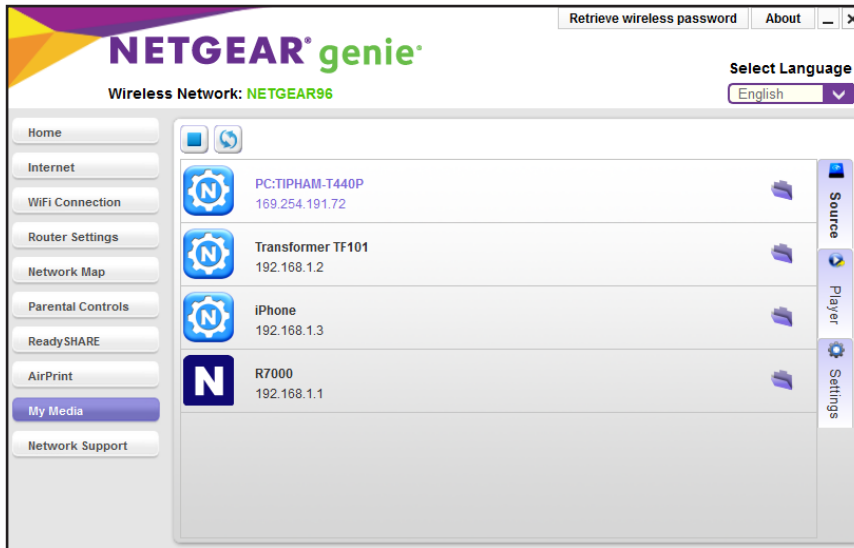
- To change the default video folder from which other devices can access video files, in the Default Video Folder section, click the button to change the path.
- To change the folder on your computer to which video files are download, in the Default Download Folder section, click the button to change the path.

## Change the Audio File Settings on the Using the Desktop genie App

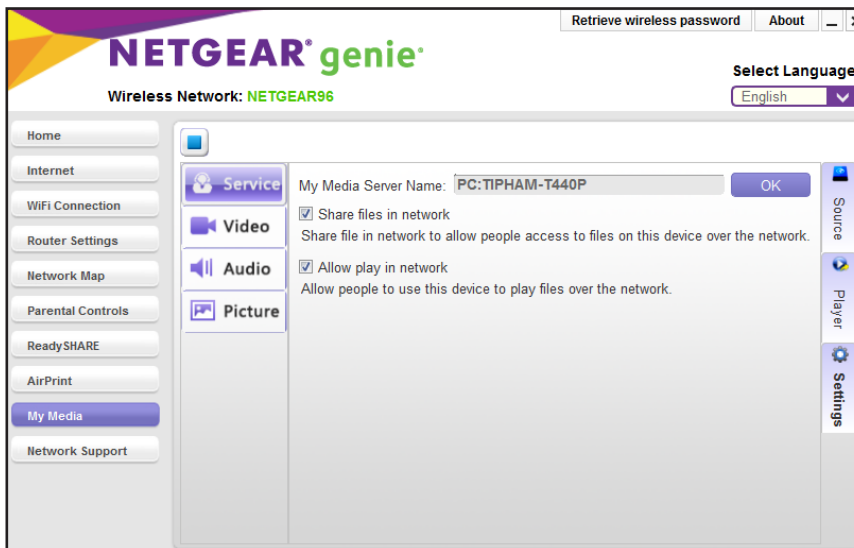
You can change the default audio folder from which other devices can access video files from and change the folder on your computer to which audio files are download to.

- **To change the audio file settings on your Windows or Mac computer using the desktop genie app:**
  - Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  - Launch the genie app  .  
The Home page displays.

3. Select the **My Media** button.

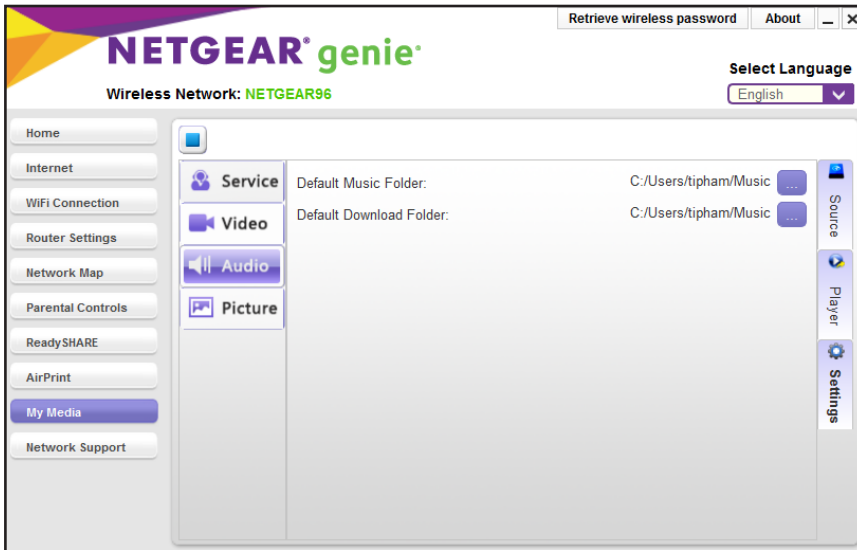


4. Select the **Settings** tab.





5. On the left, select **Audio**.




6. To change the default music folder from which other devices can access audio files, in the Default Music Folder section, click the button to change the path.
7. To change the folder on your computer to which audio files are download, in the Default Download Folder section, click the button to change the path.

## Change the Image File Settings Using the Desktop genie App

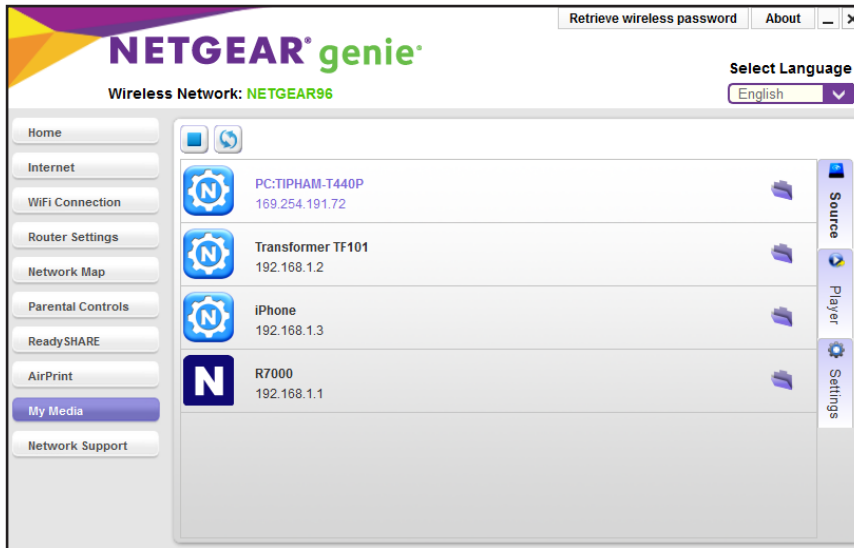
You can change the default video folder from which other devices can access image files and change the folder on your computer to which image files are download.

You can also change the amount of time images display in the desktop genie app.

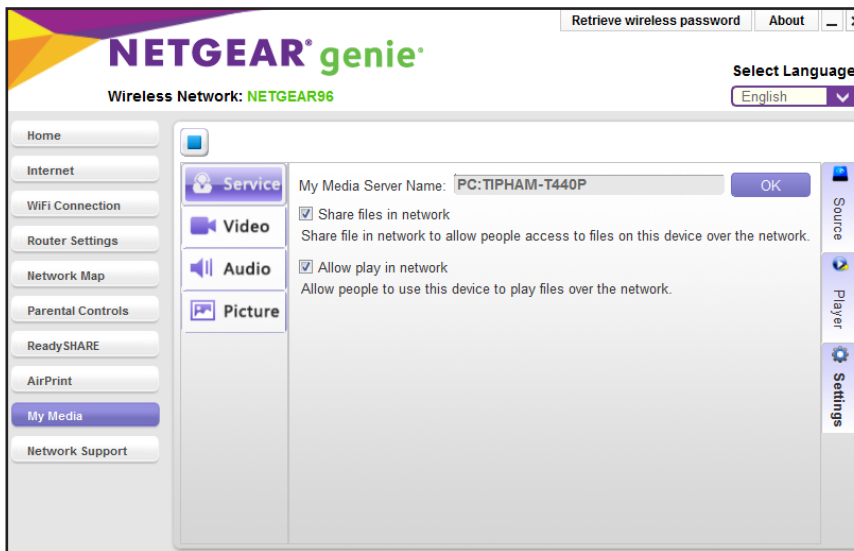
- **To change the image file settings on your Windows or Mac computer using the desktop genie app:**
1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app .

The Home page displays.

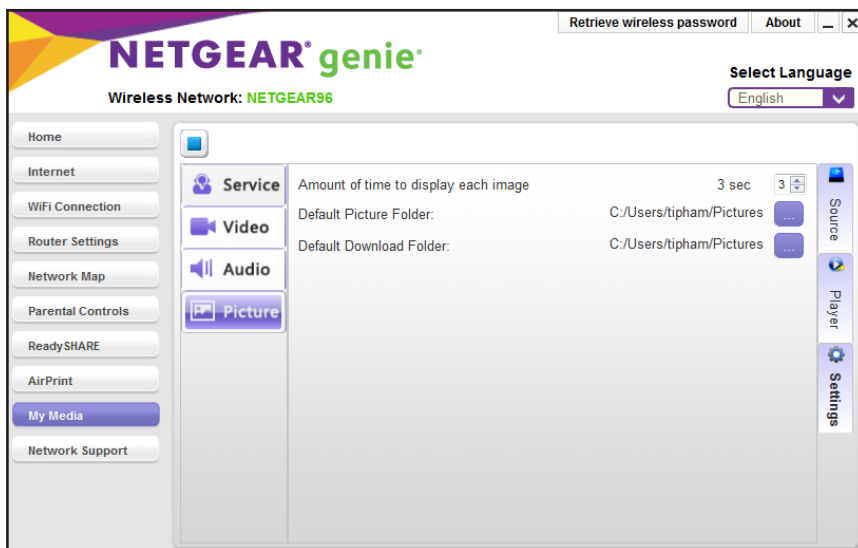
3. Select the **My Media** button.



4. Select the **Settings** tab.



5. On the left, select **Picture**.



6. To change the amount of time images display in the desktop genie app, select a value from the menu.
7. To change the default image folder from which other devices can access music files, in the Default Picture Folder section, click the button to change the path.

To change the folder on your computer to which image files are download, in the Default Download Folder section, click the button to change the path.

# Set Up an AirPrint Printer Using the genie App

---

# 7

The NETGEAR genie app AirPrint feature turns your printer into an AirPrint printer so that your iOS devices can use printers in the same network. For more information about AirPrint, see the Apple support website.

This chapter contains the following sections:

- *Set Up an AirPrint Printer Using the Desktop genie App*
- *Print from an iOS Device Using AirPrint*

## Set Up an AirPrint Printer Using the Desktop genie App

Use AirPrint to print from your iOS device, such as an iPhone or iPad, to an AirPrint printer. To use AirPrint, you must first convert your printer into an AirPrint printer using the desktop genie app.

---

**Note:** The iOS images used in this section were taken with an iPhone 5S running iOS 8.4.

---


➤ **To set up an AirPrint printer using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Connect your printer to the router's network using one of the following methods:
  - Connect your printer to a USB port on the computer with a USB cable.
  - Connect your printer to a USB port on the router with a USB cable.

For you use this connection, your router must support ReadySHARE Printer and you must install the ReadySHARE Printer utility on your computer. For more information, see the ReadySHARE Printer User Manual, which is available online at <http://downloadcenter.netgear.com>.

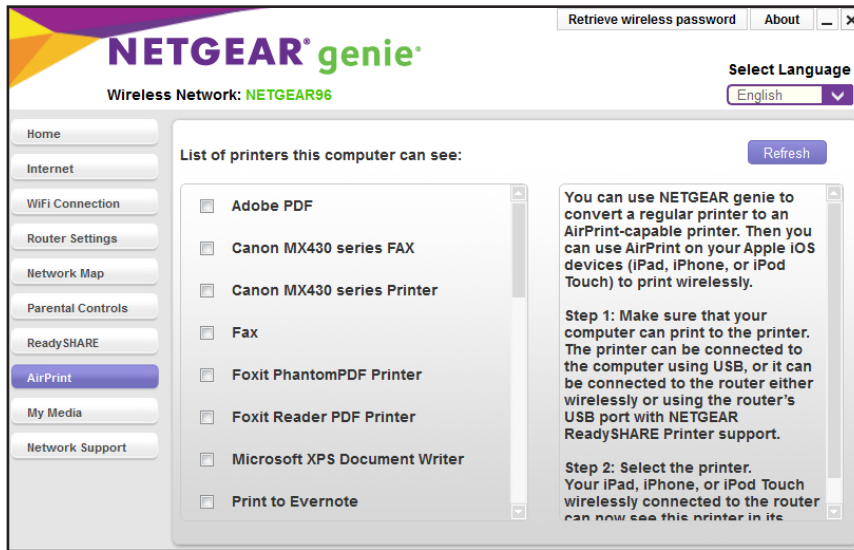
- Connect your printer to the router's WiFi network.

You can connect your printer to the router's WiFi network using the manual method or the Wi-Fi Protected Setup (WPS) method:

- **Manual method.** Connect to your printer router's WiFi network by manually entering the router's WiFi settings. You might need your router's WiFi network name (SSID), password, and security type to connect with WiFi. The SSID and password are located on the router's product label. For information on how to view the router's security type, see the router's user manual, which is available at <http://downloadcenter.netgear.com>.
  - **WPS method.** If your printer supports, you can also use WPS to connect to your printer to the router's WiFi network.
- Connect your printer to the router using an Ethernet connection with an Ethernet cable.
3. Make sure that the Apple iTunes and Adobe Acrobat Reader applications are installed on your computer.
  4. Make sure that your computer can connect to the printer and print.
  5. Launch the desktop genie app  .

The Home page displays.

## 6. Select AirPrint.



A list of printers to which your computer can connect displays.

7. Select the check box next to the printer that is connected to your router's network.  
You are ready to print from your iOS devices.

## Print from an iOS Device Using AirPrint

You can access AirPrint on your iOS device from Mail, Safari, Photos, Notes, and other apps with print capability. The AirPrint feature is available in iOS version 4.2 or later. To determine if your iOS device supports AirPrint, see the documentation that came with your iOS device.

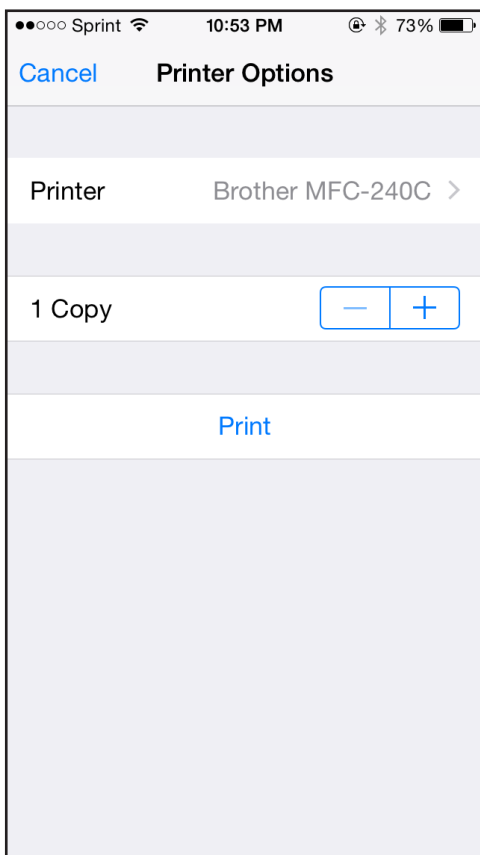
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**Note:** The iOS images used in this section were taken with an iPhone 5S running iOS 8.4.

---

- **To print from an iOS device to the AirPrint printer:**
  1. Make sure that the AirPrint printer is connected to the router's network.
  2. Connect your iOS device to the router's WiFi network.
  3. Open a file on your iOS device.

4. Tap the **Share** icon  and tap the **Print** button .



5. In the **Printer** menu, select the AirPrint printer.  
6. Tap **Print** to print the photo.  
Your file prints.

# View WiFi Analytics Using the Android Mobile genie App

---

# 8

The Android mobile genie app includes WiFi analytics. This chapter contains the following sections:

- *View the WiFi Signal Strength*
- *Test the WiFi in Different Rooms in Your Home*
- *View the Network Status*
- *View Channel Interference*
- *View a Channel Graph*
- *View a WiFi Signal Graph*




## View the WiFi Signal Strength

You can view the WiFi signal strength in your current location using the mobile genie app for Android devices.

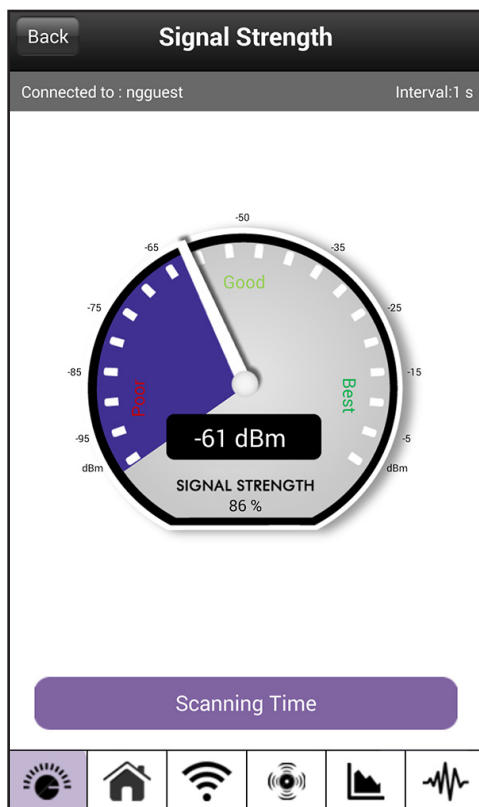
➤ **To view the Wifi signal strength using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **WiFi Analytics** button .

4. Tap the **Signal Strength** button .



## Test the WiFi in Different Rooms in Your Home

You can test the WiFi signal strength in each room and save the results with room names.

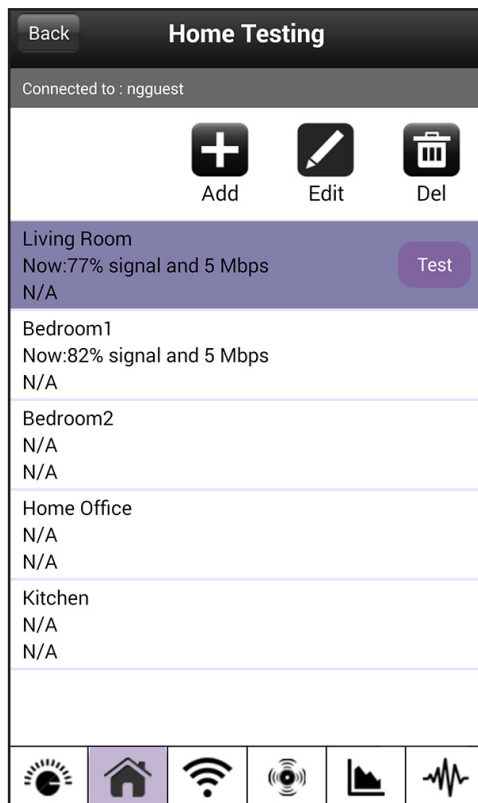
➤ **To test the WiFi signal strength in different rooms using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **WiFi Analytics** button .

4. Tap the **Home Testing** button .



5. Select the name of the room where you are located.

You can use the **Add**, **Edit**, and **Del** buttons to customize the room choices.

6. Tap the **Test** button.

The genie app tests the WiFi signal in your location and displays the results. The results are saved.

## View the Network Status

You can view a list of WiFi networks in your area and the signal strength for each network. You can filter the list and you can specify when to scan the WiFi signals and for how long.

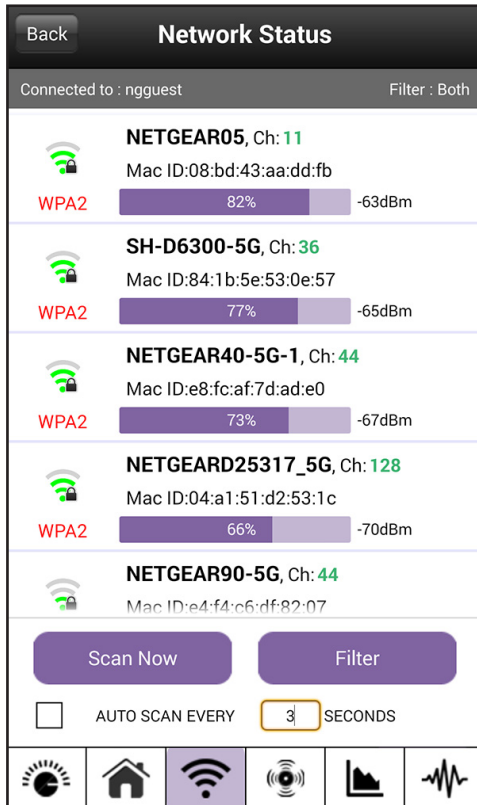
➤ **To view the network status using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **WiFi Analytics** button .

4. Tap the **Network Status** button .



A list of WiFi networks in your area displays, with the signal strength shown for each.

5. To reduce the number of networks that display, tap the **Filter** button.
6. To change the frequency of auto update, select the **AUTO SCAN EVERY** check box and enter a different number in the **SECONDS** field.


## View Channel Interference

If many WiFi networks are broadcasting their WiFi signals using the same channel, interference is likely to occur on that channel. You can view the channel interference and select a different channel for your WiFi network, if needed.

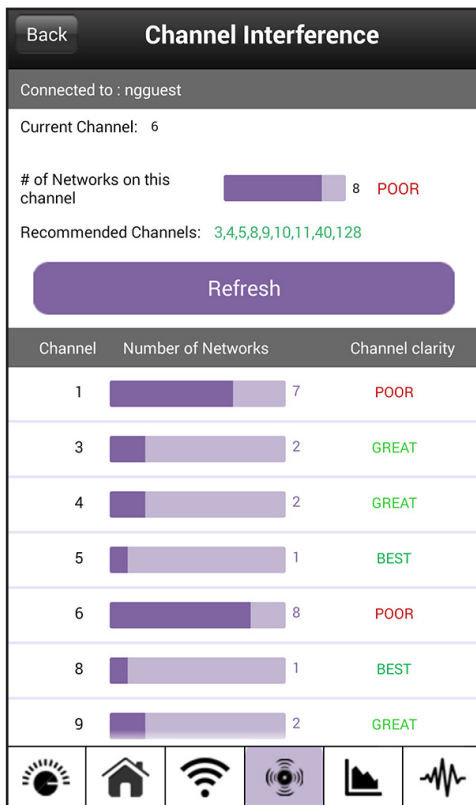
➤ **To view channel interference using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **WiFi Analytics** button .

4. Tap the **Channel Interference** button .




---

**Note:** To change the WiFi channel, use the Wireless Settings screen. For more information, see [Change the Router WiFi Settings Locally](#) on page 30

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## View a Channel Graph

You can view a graph that shows channel usage for the WiFi networks in your area.

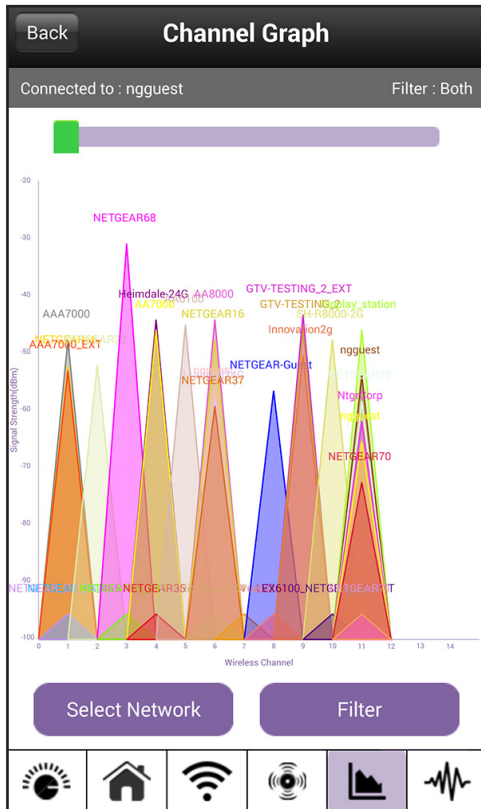
➤ **To view a channel graph using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **WiFi Analytics** button .

4. Tap the **Channel Graph** button .



You can use the **Select Network** and **Filter** buttons to view specific networks and channels.



## View a WiFi Signal Graph

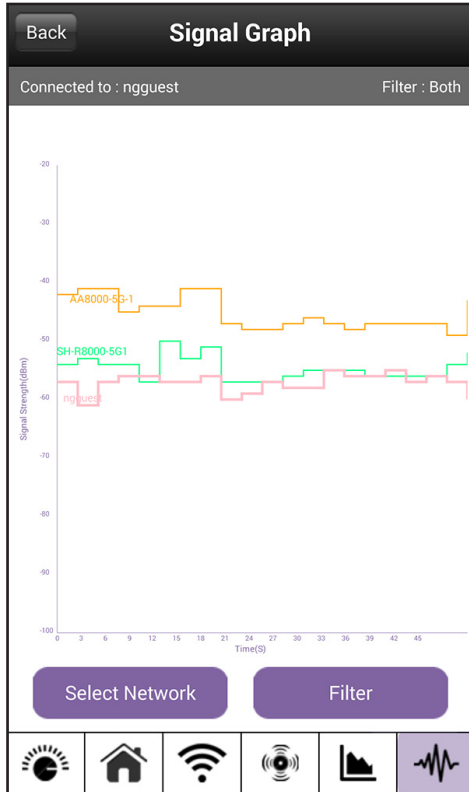
A WiFi signal graph shows the strength of WiFi signals over time.

➤ **To view a signal graph using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **WiFi Analytics** button  .
4. Tap the **Signal Graph** button  .



5. To view specific networks, use the **Select Network** and **Filter** buttons.

## Administration and Troubleshooting

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This chapter contains the following sections:

- *Register Your Product*
- *Update the Router Firmware Locally Using the Desktop genie*
- *Update the genie App*
- *Reboot the Router Locally*
- *Run a Ping Test Using the Desktop genie*
- *Run the Trace Route Utility Using the Desktop genie App*
- *Perform a DNS Lookup Using the Desktop genie App*
- *View a Computer Profile Using the Desktop genie App*
- *View FAQs About the genie App Using the Desktop genie App*
- *Get Network Support Using the Desktop genie App*

## Register Your Product

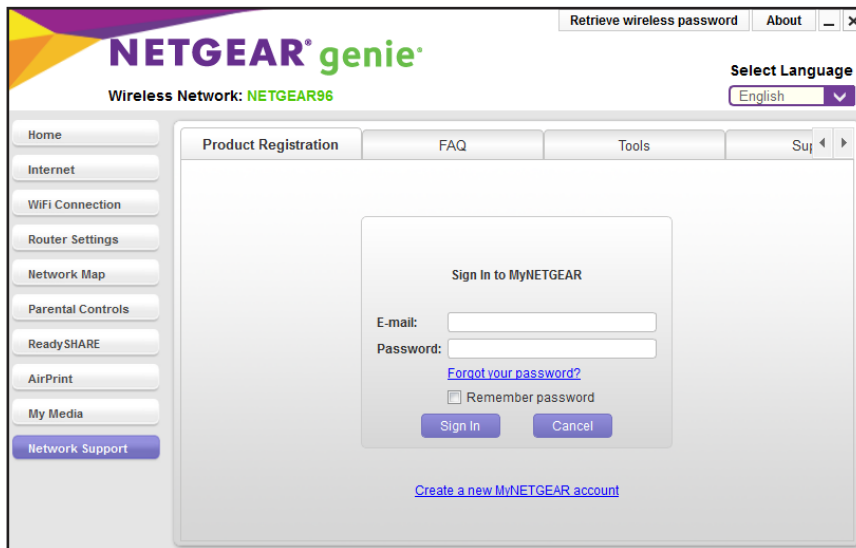
NETGEAR recommends that you register your product. You must register your product before you can use NETGEAR telephone support.

### Register Your Product Using the Desktop genie App

- To register your product using the desktop genie app for Windows and Mac computers:
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .

The Home page displays.

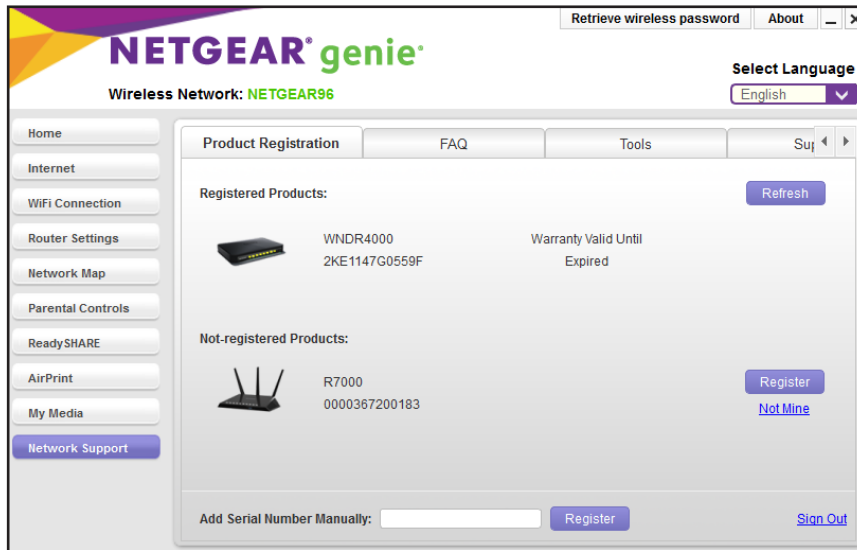
  3. Click the **Network Support** button.



4. If you do not have a MyNETGEAR account, click the **Create a new MyNETGEAR account** link to create an account.
5. If you have a MyNETGEAR account, type your account email address and password in the fields and click the **Sign In** button.



The Product Registration page displays a list of products that are registered and are not registered with your account.



6. In the Not-registered Products section, click the **Register** button next to the product you want to register.

The genie app detects the serial number for your product.

7. If the genie app is unable to discover your product's serial number, locate the serial number on the product label and enter it in the **Add Serial Number Manually** field.
8. Click the **Register** button.

Your product is registered.

## Register Your Product Using the Android Mobile genie

- **To register your product using the mobile genie app for Android devices**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **Product Registration** button .

The **Sign in to MyNETGEAR** page displays.

4. If you do not have a MyNETGEAR account, tap the **Create a new MyNETGEAR account** link to create an account.
5. If you have a MyNETGEAR account, type your account email address and password in the fields and tap the **Sign In** button.

The Registered Products page displays a list of products that are registered and are not registered with your account.

6. In the Not-registered Products section, tap the **Register** button next to the product you want to register.

The genie app detects the serial number for your product.

7. If the genie app is unable to discover your product's serial number, locate the serial number on the product label and enter it in the **Serial Number** field.
8. Tap the **Register** button.

Your product is registered.

## Register Your Product Using the iOS Mobile genie App

### ➤ To register your product using the mobile genie app for iOS devices

1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Swipe the home page to the left and tap the **Product Registration** button .

The **Sign in to MyNETGEAR** page displays.

4. If you do not have a MyNETGEAR account, tap the **Create a new MyNETGEAR account** link to create an account.
5. If you have a MyNETGEAR account, type your account email address and password in the fields and tap the **Sign In** button.

The Product Registration page displays a list of products that are registered and are not registered with your account.

6. In the Not-registered Products section, tap the **Register** button next to the product you want to register.

The genie app detects the serial number for your product.

7. If the genie app is unable to discover your product's serial number, locate the serial number on the product label and enter it in the **Serial Number** field.
8. Tap the **Register** button.


Your product is registered.

## Update the Router Firmware Locally Using the Desktop genie

You can check for new firmware for your router and update the router to the latest version. You can also check for new firmware remotely using the genie app. For more information, see [Remotely Access Your Router](#) on page 88.

➤ **To check for firmware updates locally using the desktop genie app for Windows and Mac computers:**

1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.

2. Launch the genie app .

The Home page displays.

3. Click the **Router Settings** button.

The Router Login page displays.

4. In the **Login as** menu, click **At home**.

5. Enter the router password.

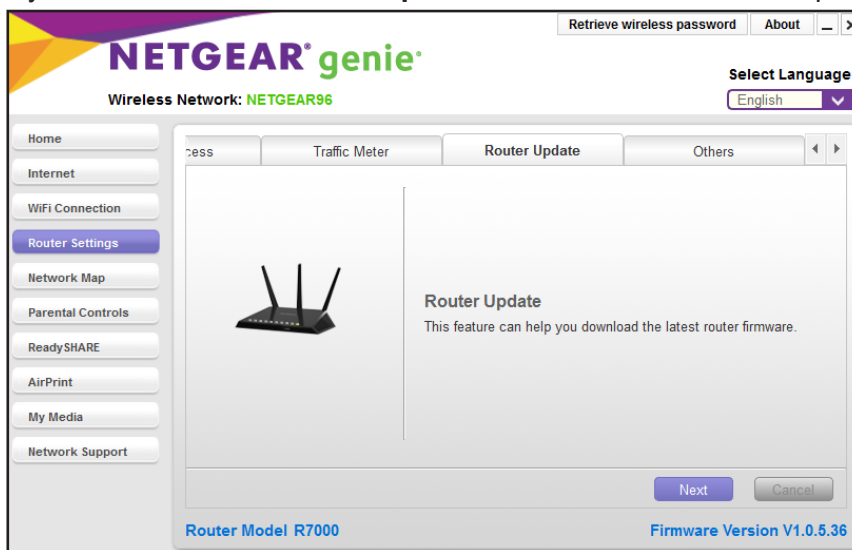
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The Wireless Settings page displays.

7. Click the **Router Update** tab.

If you do not see the **Router Update** tab, use the arrows to display more tabs.



8. Click the **Next** button.

The genie app checks for firmware updates. You see either the message “Current firmware version is the most recent” or a page that shows that a newer firmware version is available.


9. If a newer firmware version is available, click the **Next** button.

10. Follow the onscreen instructions to download the firmware and update the router.

## Update the genie App

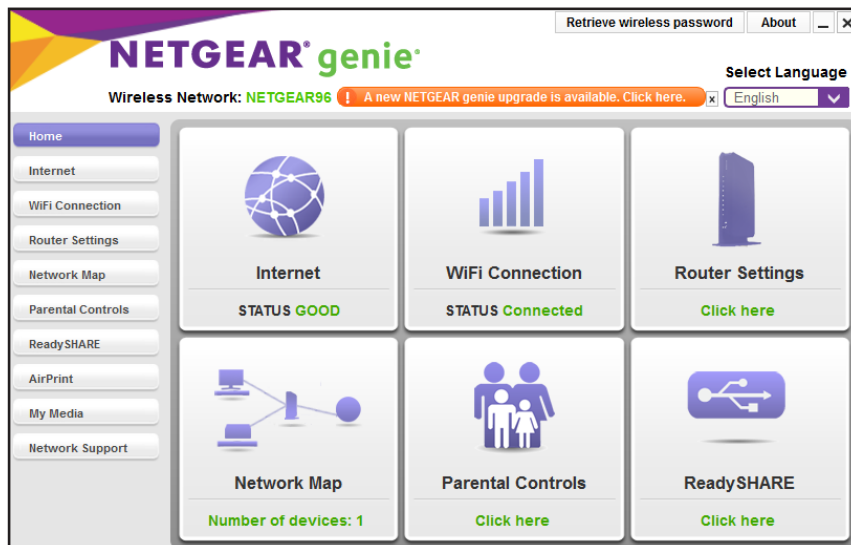
If a new version of the genie app is available, a message displays at the top of the genie app window.

### Update the Desktop genie App

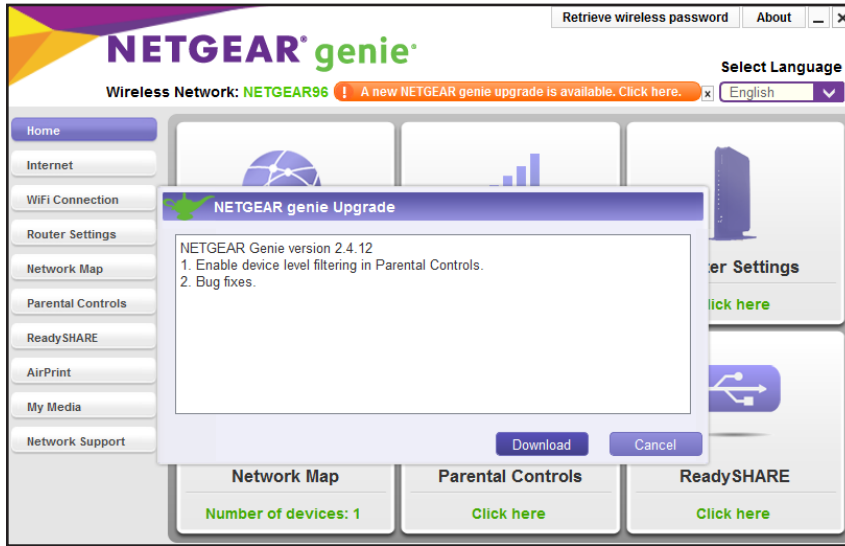
- **To update the desktop genie app for Windows and Mac computer:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .

The Home page displays.

If a new version of the genie app is available, a message displays at the top of the page.



3. Click the upgrade message.

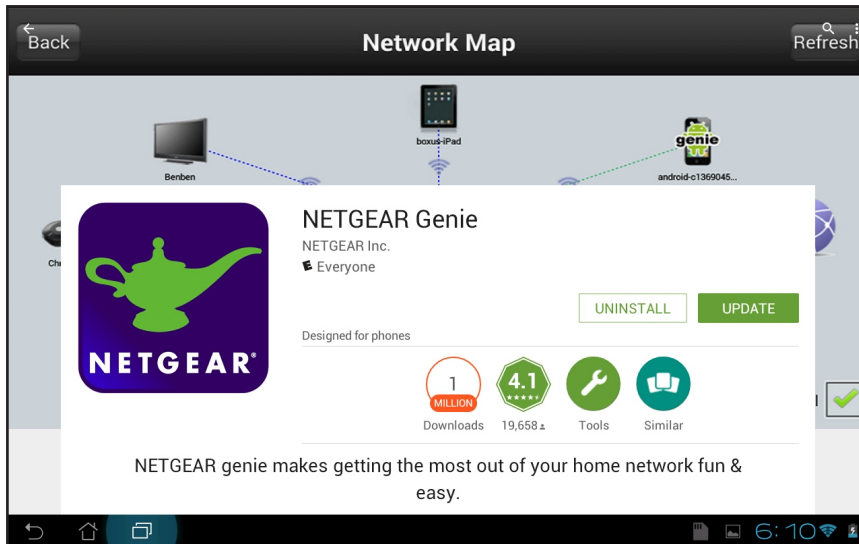


4. Click the **Download** button.  
The genie app updates.
5. When the update is complete, click the **Finish** button.

## Update the Android Mobile genie App

- To upgrade the genie app using an Android device:

1. On your Android device, open the Google Play Store and search for NETGEAR genie.  
If a new version of the genie app is available, an **UPDATE** button displays on the app page.



2. Tap the **UPDATE** button.

The genie app reinstalls.

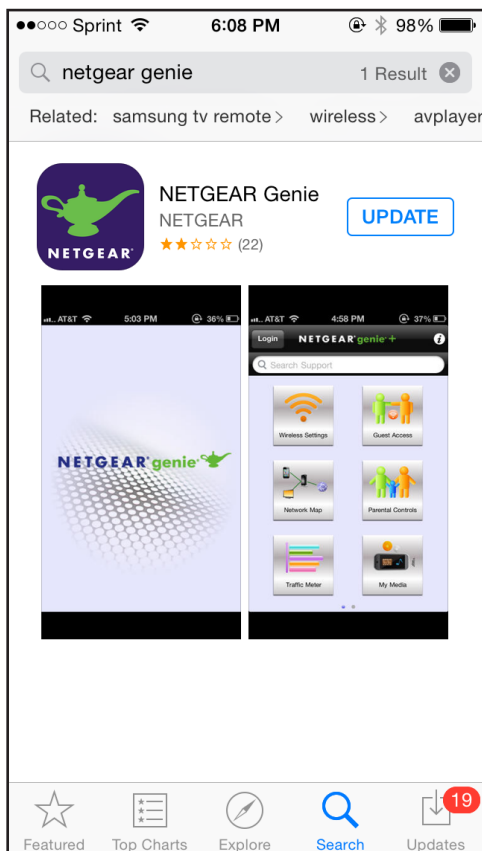
3. When the genie app is done installing, tap the **OPEN** button to open the app.

## Update the IOS Mobile genie App

### ➤ To upgrade the genie app using an iOS device:

1. On your iOS device, open the App Store and search for NETGEAR genie.

If a new version of the genie app is available, an **UPDATE** button displays on the app page.



2. Tap the **UPDATE** button.


The genie app reinstalls.

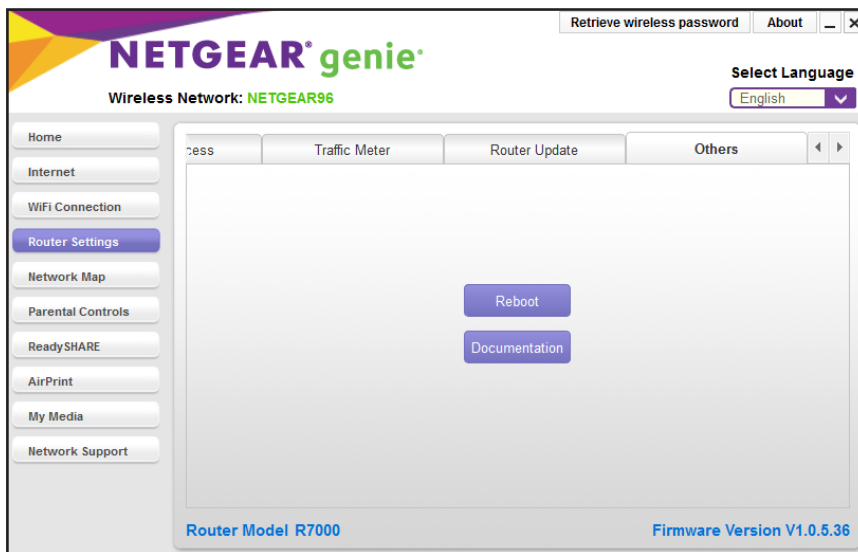
3. When the genie app is done installing, tap the **OPEN** button to open the app.

## Reboot the Router Locally

You can reboot the router from the genie app locally or remotely. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

## Reboot the Router Locally Using the Desktop genie App


- **To reboot the router locally using the desktop genie app for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The Home page displays.
  3. Click the **Router Settings** button.  
The Router Login page displays.
  4. In the **Login as** menu, click **At home**.
  5. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
  6. Click the **OK** button.  
The Wireless Settings page displays.
  7. Click the **Others** tab.  
If you do not see the **Others** tab, use the arrows to display more tabs.



8. Click the **Reboot** button.  
A message displays asking you to confirm that you want to reboot the router.
9. Click the **OK** button.  
The router reboots.


## Reboot the Router Using the Android Mobile genie App

➤ **To reboot the router using the mobile genie app for Android devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.
3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
6. Tap the **Login** button.  
The app returns to the home page.
7. Tap the **Router Reboot** button  .  
A message displays asking you to confirm that you want to reboot the router.
8. Click the **OK** button.  
The router reboots.

## Reboot the Router Using the iOS Mobile genie App

➤ **To reboot the router using the mobile genie app for iOS devices:**

1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.
3. Tap **Login**.
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
6. Tap **Login**.  
The app returns to the home page.
7. Tap the **Router Reboot** button  .  
A message displays asking you to confirm that you want to reboot the router.




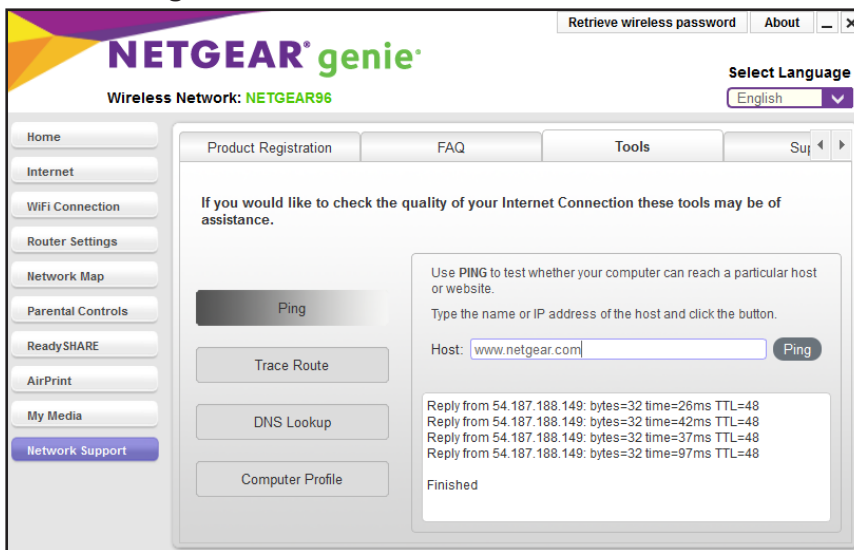
- Click the **OK** button.  
The router reboots.

## Run a Ping Test Using the Desktop genie

You can use ping to test the path from your computer to a destination that you specify.

### ➤ To use ping using the desktop genie app for Windows and Mac computers:

- Open the app that you use to manage your WiFi connections.
- Locate your home network and join it.
- Click the **genie** icon  on your desktop or in the Windows taskbar.  
The Home screen displays.
- Click the **Network Support** button.  
The Product Registration page displays.
- Click the **Tools** tab.  
The Tools page displays.
- Click the **Ping** button on the left side of the screen.




- In the **Host** field, type a URL.
- Click the **Ping** button located next to the URL.  
The router displays ping results.

## Run the Trace Route Utility Using the Desktop genie App

To display the route and measure transit delays of packets across an IP, run the trace route utility.

➤ **To run the trace route utility using the desktop genie app for Windows and Mac computers:**

1. Open the app that you use to manage your WiFi connections.
2. Locate your home network and join it.
3. Click the **genie** icon  on your desktop or in the Windows taskbar.

The Home screen displays.

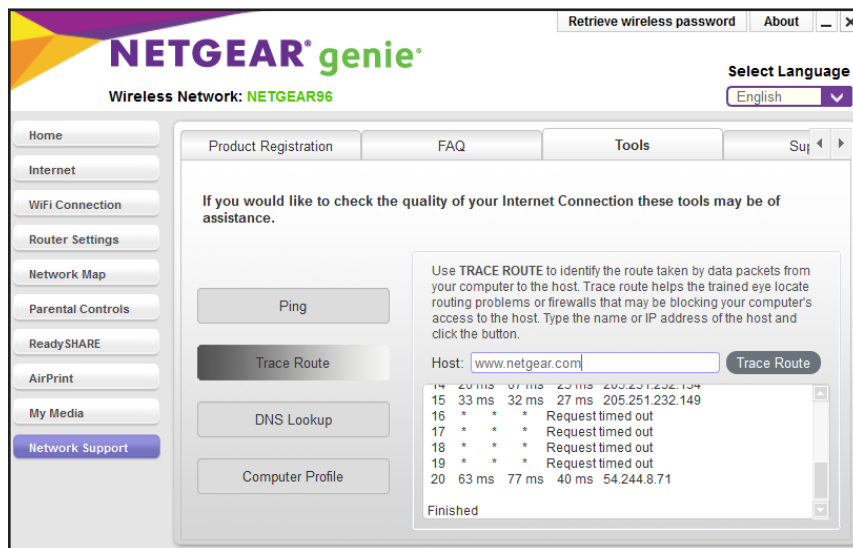
4. Click the **Network Support** button.

The Product Registration page displays.

5. Click the **Tools** tab.

The Tools page displays.

6. Click the **Trace Route** button on the left side of the screen.




7. Click the **Trace Route** button located next to the **Host** field.

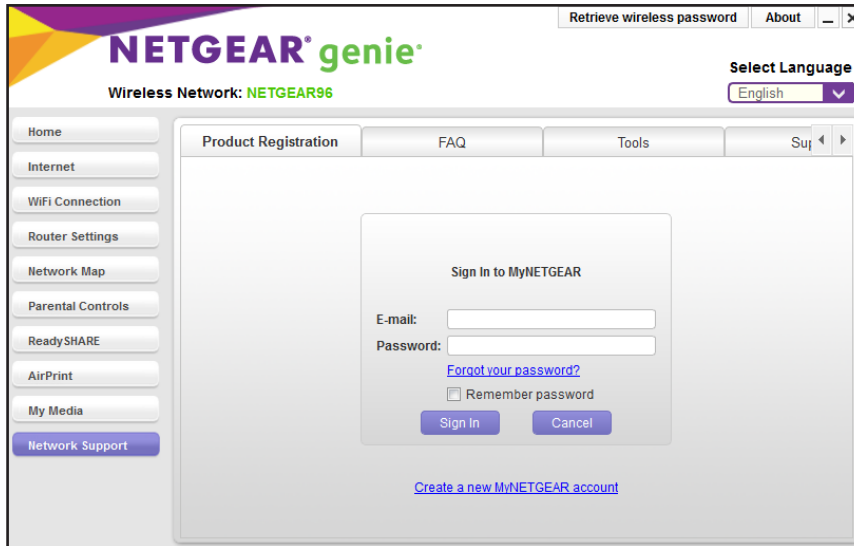
The trace route results display.

## Perform a DNS Lookup Using the Desktop genie App

Find the IP address of a host name (typically a website).

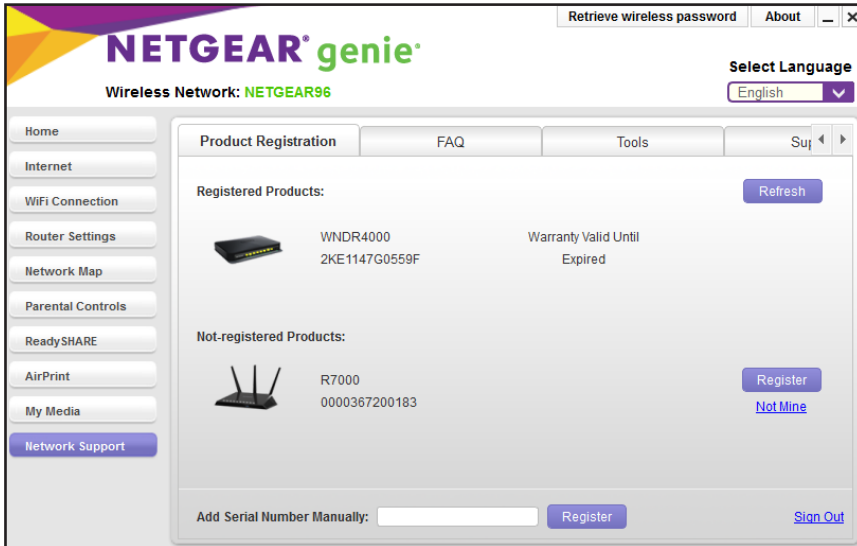
➤ **To perform a DNS lookup using the desktop genie app for Windows and Mac computers:**

1. Open the app that you use to manage your WiFi connections.
2. Locate your home network and join it.
3. Click the **genie** icon  on your desktop or in the Windows taskbar.  
The Home screen displays.
4. Click the **Network Support** button.

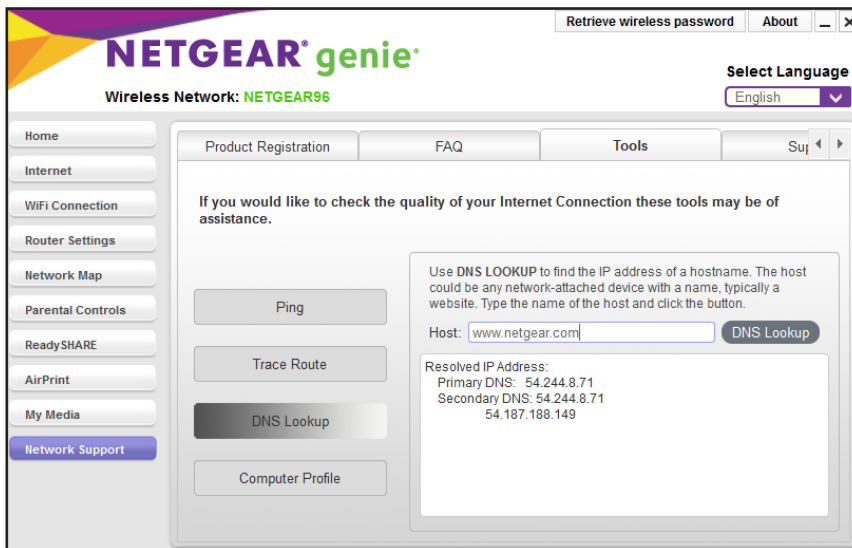


5. If you created a MyNETGEAR account, click the **Create a new MyNETGEAR account** link to create an account.
6. If you did not create a MyNETGEAR account, type your account email address and password in the fields and click the **Sign In** button.

The Product Registration page displays a list of products that are registered and are not registered with your account.



7. Click the **Tools** tab.  
The Tools page displays.
8. Click the **DNS Lookup** button on the left side of the screen.




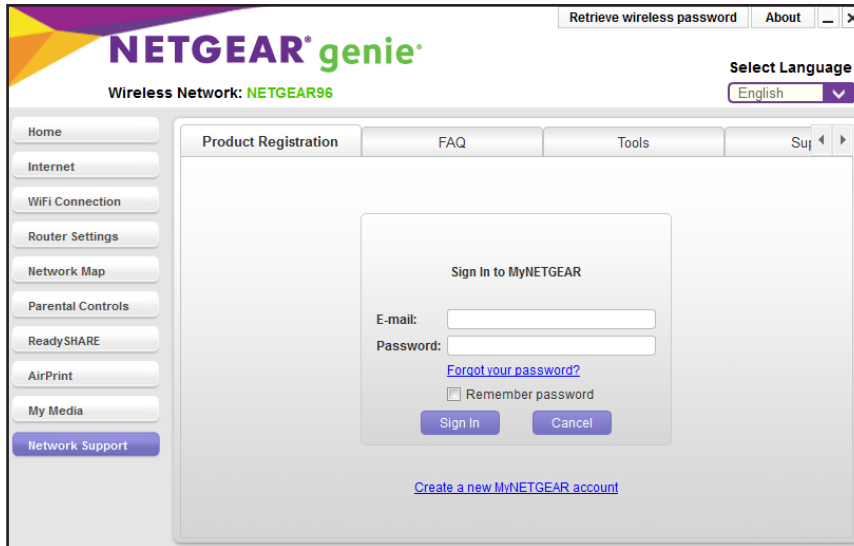
9. Click the **DNS Lookup** button located next to the **Host** field.  
The results of the DNS lookup display.

## View a Computer Profile Using the Desktop genie App

View details about the computer that you are currently using, such as its current network connections and operating system.

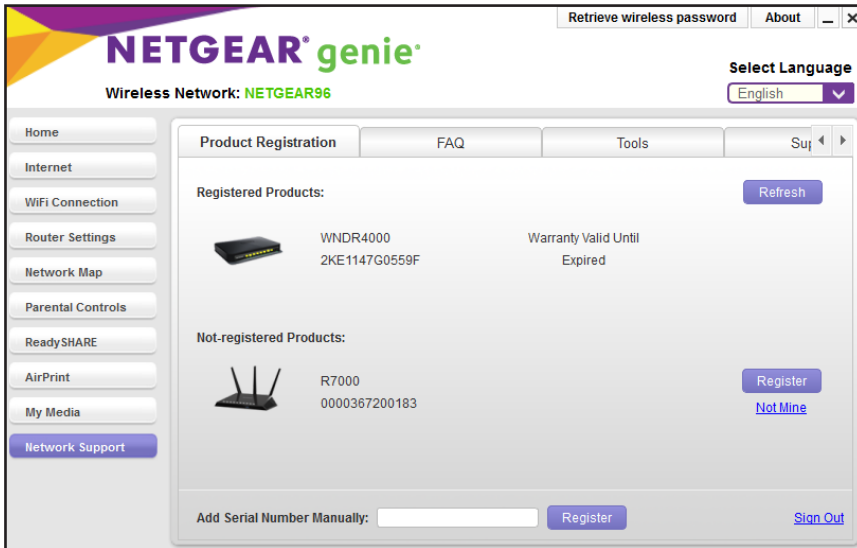
➤ **To view a computer profile using the desktop genie app for Windows and Mac computers:**

1. Open the app that you use to manage your WiFi connections.
2. Locate your home network and join it.
3. Click the **genie** icon  on your desktop or in the Windows taskbar.  
The Home screen displays.
4. Click the **Network Support** button.

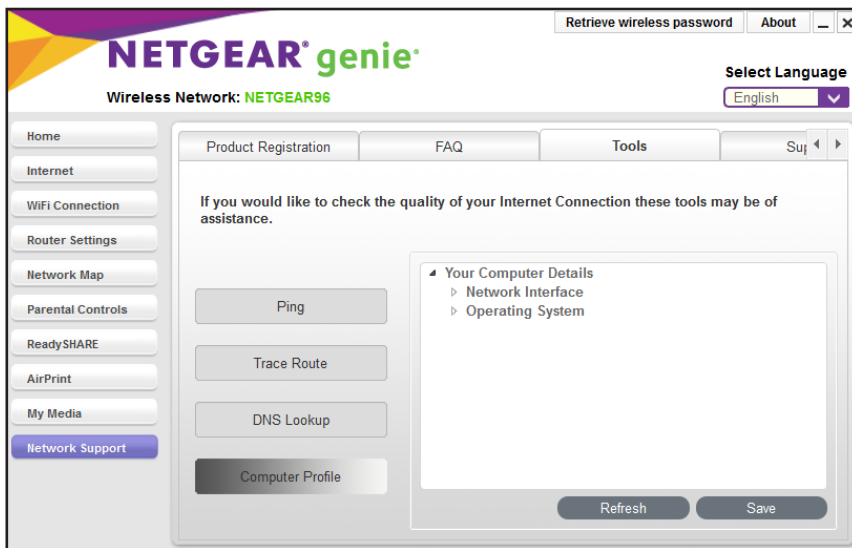


5. If you created a MyNETGEAR account, click the **Create a new MyNETGEAR account** link to create an account.
6. If you did not create a MyNETGEAR account, type your account email address and password in the fields and click the **Sign In** button.

The Product Registration page displays a list of products that are registered and are not registered with your account.



7. Click the **Tools** tab.  
The Tools page displays.
8. Click the **Computer Profile** button.




Your computer profile displays.

## View FAQs About the genie App Using the Desktop genie App

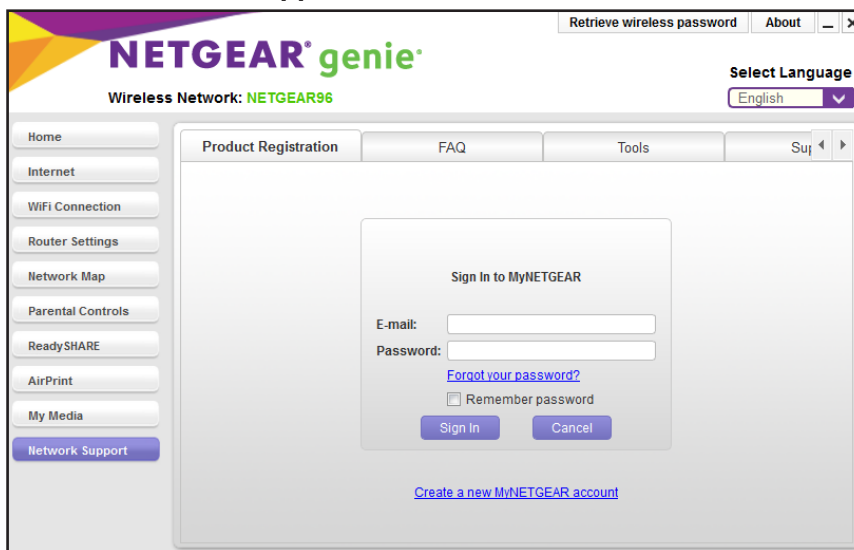
The frequently asked questions (FAQ) page list common questions users have about NETGEAR products.

### ➤ To get network support:

1. Open the app that you use to manage your WiFi connections.
2. Locate your home network and join it.
3. Click the **genie** icon  on your desktop or in the Windows taskbar.

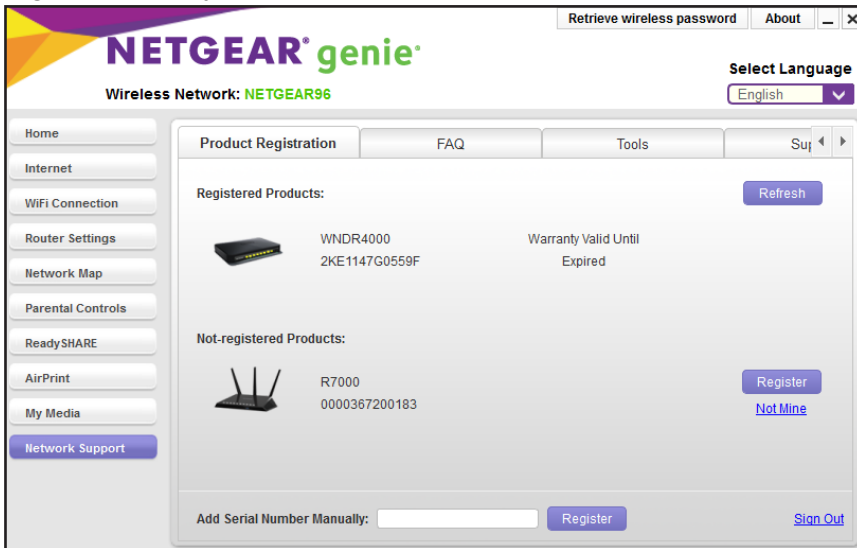
The Home screen displays.

4. Click the **Network Support** button.



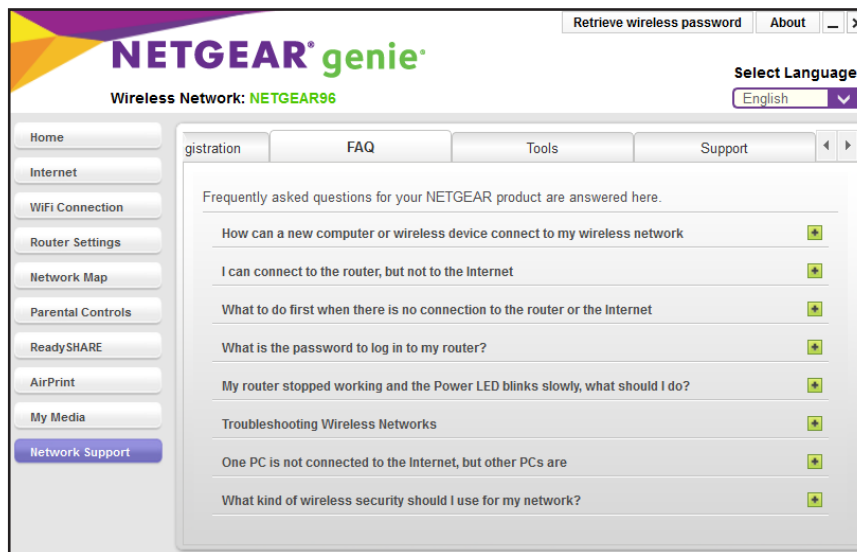
5. If you created a MyNETGEAR account, click the **Create a new MyNETGEAR account** link to create an account.
6. If you did not create a MyNETGEAR account, type your account email address and password in the fields and click the **Sign In** button.

The Product Registration page displays a list of products that are registered and are not registered with your account.



7. Click the **FAQ** tab.

If you do not see the **FAQ** tab, use the arrows to display more tabs.



A list of FAQs displays.


8. Click the more buttons next a FAQ to view the answer.

## Get Network Support Using the Desktop genie App

Network support helps you solve a network problem or learn more about your network.

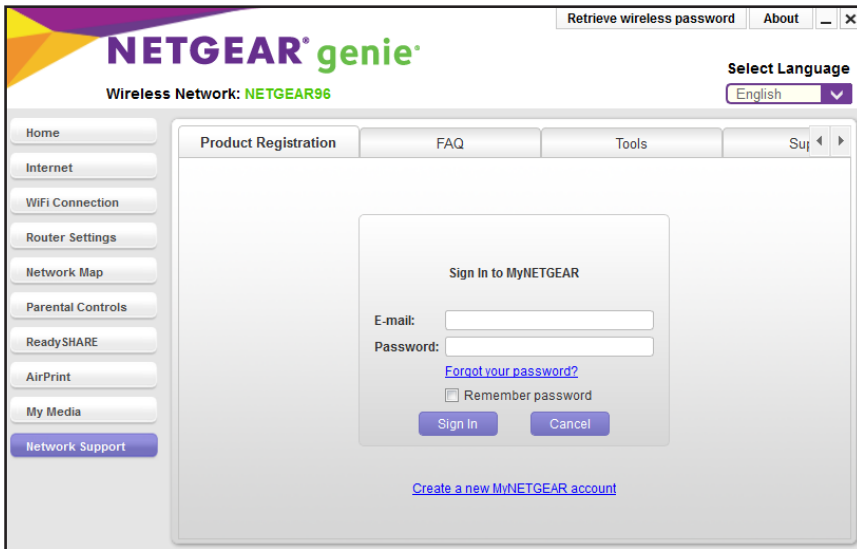


➤ **To get network support:**

1. Open the app that you use to manage your WiFi connections.
2. Locate your home network and join it.
3. Click the **genie** icon  on your desktop or in the Windows taskbar.

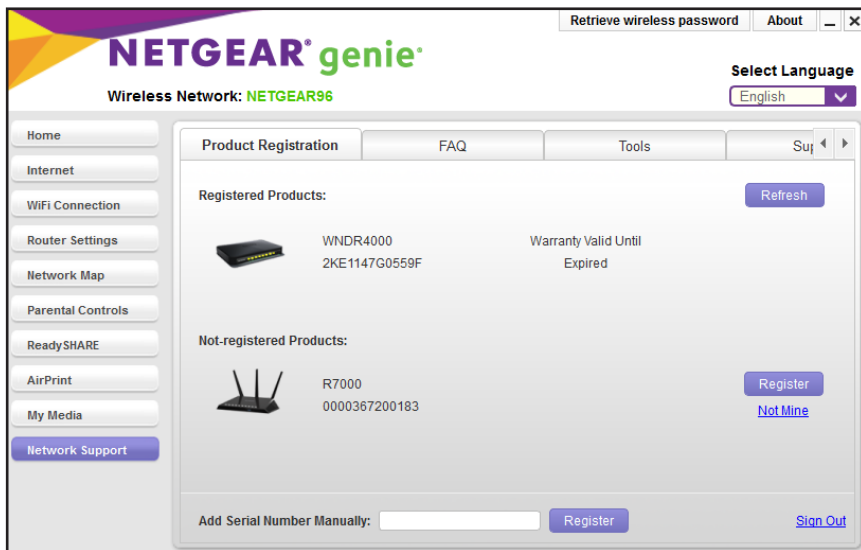
The Home screen displays.

4. Click the **Network Support** button.



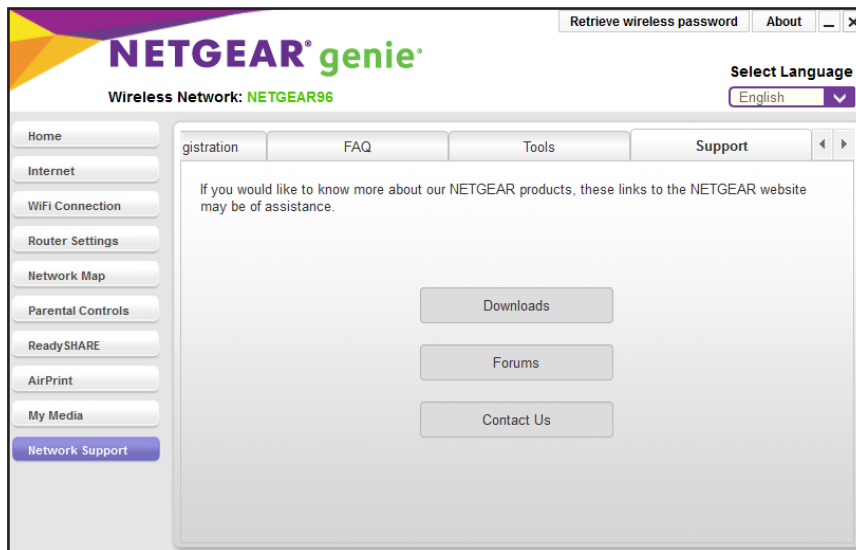
5. If you created a MyNETGEAR account, click the **Create a new MyNETGEAR account** link to create an account.
6. If you did not create a MyNETGEAR account, type your account email address and password in the fields and click the **Sign In** button.

The Product Registration page displays a list of products that are registered and are not registered with your account.



7. Click the **Support** tab.

If you do not see the **Support** tab, use the arrows to display more tabs.



8. Click a button to select an option:

- **Downloads.** See downloads for your product at the NETGEAR website.
- **Forums.** Visit forums for NETGEAR products.
- **Register Your Product.** Register your product so that you can use NETGEAR support.
- **Premium Support.** Learn about premium support options for your product.