NETGEAR®

genie app and genie mobile app
User Manual

Technical Support

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http://support.netgear.com.

Phone (US & Canada only): 1-888-NETGEAR

Phone (Other Countries): Check the list of phone numbers at
http://support.netgear.com/app/answers/detail/a_id/984.

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Contents

Getting Started

1

This chapter covers the following topics:

- *Install the NETGEAR genie Mobile App*
- *Install the NETGEAR genie App*

For more information about the topics covered in this manual, visit the support website at *http://support.netgear.com*.

Install the NETGEAR genie Mobile App

To use this app, you need a Wi-Fi connection from your phone or iPad to your NETGEAR home network. You can use the genie mobile app to do the following:

- Manage Wi-Fi settings and guest access for your home network.
- View a map of your network.
- Set up or manage Parental Controls.
- Use traffic meter to check your Internet usage.
- With My Media, play media on devices on your network.

For a list of supported NETGEAR routers, visit the NETGEAR website at *www.netgear.com/landing/en-us/netgear-genie-routers.aspx*.

➢ **To use iTunes to install the app on your iPhone or iPad:**

1. Open the App Store and search for NETGEAR genie.
2. Tap the **Free App** button.

   After you log in, the app downloads.

3. Connect your iPhone or iPad.
4. Go back to the home screen. The genie mobile app should be in one of the Home screens.
5. Tap the genie app icon to open the genie mobile app.

➢ **To install the Android genie App:**

1. Open Google Play and search for NEGEAR genie.
2. Tap the **Download** button.
3. Tap the **Accept & download** button to accept any terms.

   The app is downloaded and installed.

   The genie mobile app is located under Apps in the Home screen.

4. Tap the genie icon to open the genie moblie app.

Install the NETGEAR genie App

The genie app is the easy dashboard for managing, monitoring, and repairing your home network.

- Stay connected. genie app can automatically repair common wireless network problems.
- The genie app gives you easy access to router features like Live Parental Controls, guest access, broadband usage meter, speed test, AirPrint compatibility, and more.
- You can use the network map to see all devices on your home network.

The genie app works with many NETGEAR routers. (You can see the list of compatible routers at *www.NETGEAR.com/genie*.) To manage your router settings with the genie app, you might need to update to new router firmware when it is available.

➢ **To download the free genie app:**

1. Go to this page at the NETGEAR website: *www.NETGEAR.com/genie*
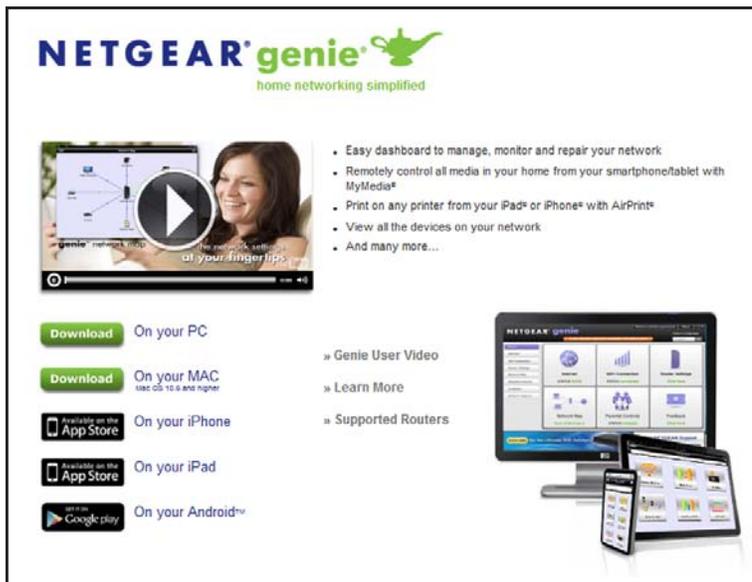
2. Click the **Download** button.

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

If you do not want genie to automatically start when the PC reboots, you can right-click the icon, select **Settings**, then clear the **Enable Autostart** check box.

➢ **To use genie app to manage a router:**

1. Connect a computer to your NETGEAR router with an Ethernet cable (wired) or wirelessly.

2. Click the genie app icon on your desktop. The genie app screen displays. See *Chapter 3, NETGEAR genie App*.

NETGEAR genie Mobile App

2

This chapter contains the following sections:

- *Connect to Your Home Network with your Phone or iPad*
- *NETGEAR genie Mobile App Dashboard (Home Screen)*
- *Information Icon*
- *Wireless Settings*
- *Guest Access*
- *Network Map*
- *Parental Controls*
- *Traffic Meter*
- *My Media*

# Connect to Your Home Network with your Phone or iPad

To use the genie mobile app you need to do the following:

- Use your phone or iPad to join your home network using Wi-Fi.
- Log in to your NETGEAR router.

➢ **To join your wireless network and log in from your phone or iPad:**

1. With the app you use to manage your wireless connections, locate your home network and join it.

2. Launch the genie mobile app and tap **Login**.

The router user name is admin.

3. Enter the router password.

Android Router Login screen

iPhone Router Login screen

The router's default password is **password**, though you probably changed it to a more secure password when you installed the router. The router password is case-sensitive.

4. Tap **OK** for an Android phone or **Login** for an iPhone or iPad.

The genie mobile app dashboard screen displays. This screen is described in the following section.

NETGEAR genie Mobile App Dashboard (Home Screen)

Note: To use the genie mobile app, you have to use Wi-Fi to connect to your home network and then log in to the router.

When you launch the genie mobile app, it displays the dashboard screen.

Phone status

Log in to the router

Search NETGEAR support

Information about genie mobile app and the connected router
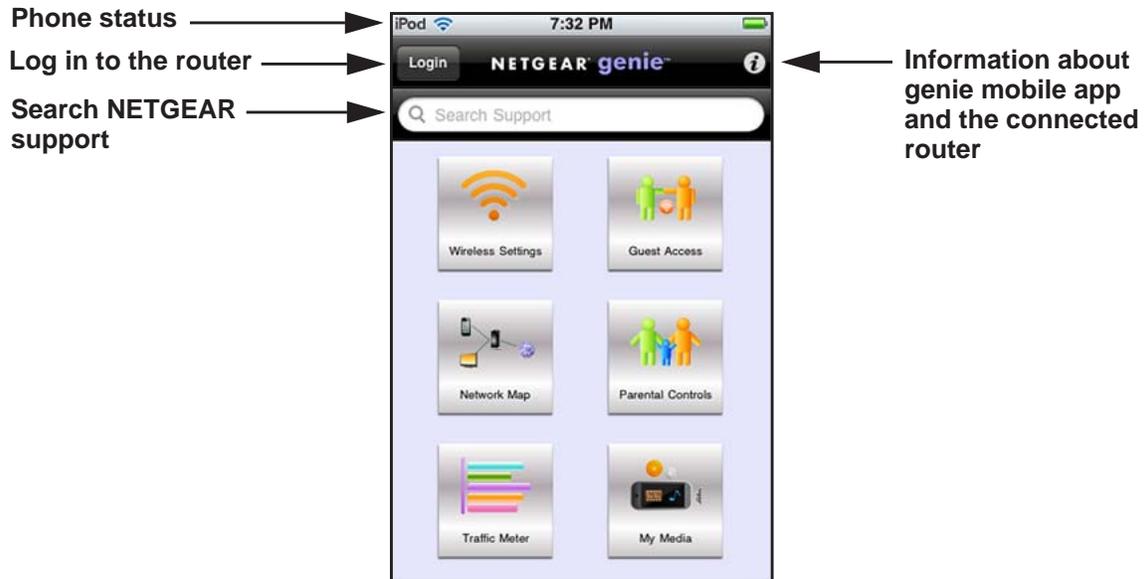
Figure 1. genie mobile app dashboard

You can tap any of the six sections of the dashboard to navigate.

- **Wireless Settings**. View or change the wireless settings for your router. See *Wireless Settings* on page 11.

- **Guest Access**. View or set up wireless guest access to your home network. See *Guest Access* on page 12.

- **Network Map**. View network devices connected to your network. See *Network Map* on page 13.

- **Parental Controls**. Manage Parental Controls to protect devices in your network from inappropriate content. See *Parental Controls* on page 14.

- **Traffic Meter**. View the Internet traffic or change the traffic meter setting on your home network. See *Traffic Meter* on page 15.

- **My Media**. Play media or share it between your mobile device and other devices on your home network. See *My Media* on page 16.

The menu selections are described in more detail in the following sections.

Information Icon

You can view information about the genie mobile app and your router. Select the
Information icon to display the following screen:

Android phone

iPhone

Tapping the License button displays the end user license agreement (EULA).

Wireless Settings

You can use this screen to view or change the wireless settings for your home network.

Note: If you change the wireless settings on your router, you and anyone else who has joined the wireless network will be automatically disconnected from the network.

➢ **To view or change the wireless settings for your router:**

1. Select ![Wireless icon] **Wireless** to go to the Wireless Settings screen:

You can use the ![Refresh icon] Refresh button to update the screen at any time.

2. Tap the settings that you want to change to go to detail screens.
   - **Name/SSID**. This is the name of the wireless network.
   - **Channel**. Usually, this is set to Auto so that the router automatically selects the best channel for its wireless signal. You can select a specific channel number if you want.
   - **Key/Password**. Go to the Wireless Security screen and view or change the wireless security setting for the home network.

3. When you are finished making changes, tap **Save**.

Guest Access

If your router supports a guest wireless 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 wireless router to access the Internet, but not content on other computers or devices on the same network.

➢ **To set up guest access:**

1. Tap [icon] **Guest Access**.
2. Tap the **ON/OFF** button and turn on guest access to display the Guest Access settings.

You can use the [icon] Refresh button to update the screen at any time.

3. Tap the guest access settings that you want to change to go to detail screens.
   - **Name/SSID**. This is the name of the wireless guest network.
   - **Key/Password**. Go to the Guest Security screen and view or change the wireless security setting for the guest network.
   - **Time Period**. Tap the time period for the guest network. You can set it to Always, choose the number of hours, or set it for 1 Day or 1 Week.

4. When you are finished making changes, tap **Save**.

Network Map

The network map shows the router's Internet connection, and also displays computers and devices that are connected to your router. The map shows up to five devices per screen. If you have more devices on your network, you can go left or right to view more screens.

Tap **Network Map** to display a screen similar to the following figure:
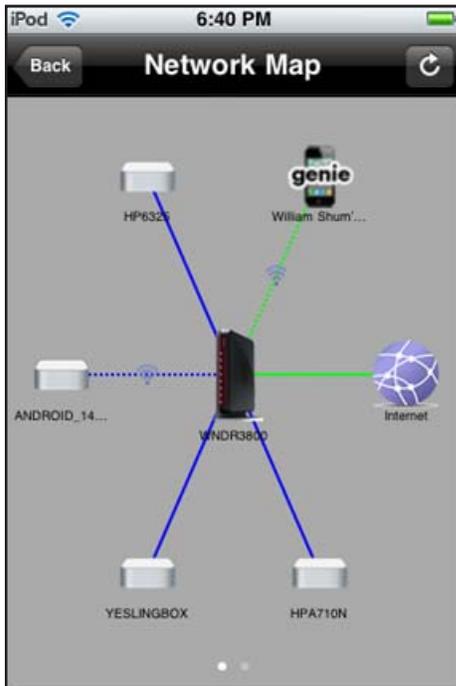
You can use the Refresh button to update the screen at any time. A good connection is shown in green. A red line indicates a connection that is not working.

You can tap a device icon to see more detail about the device.

Router detail

iPod Touch detail

If the genie mobile app does not detect the device type, it shows Network Device. From the detail screen you can tap an **Edit** button to change the device type or device name.

Parental Controls

Live Parental Controls allow you to control the Internet content on your home network.

➢ **To set up Parental Controls:**

1. Tap 🖼 **Parental Controls**.

   The first time you tap to select Parental Controls, it takes some time to load the page. You are asked if you already have an account.

2. If you already set up Parental Control on your router, tap **Yes** and log in. If you haven't done that yet, tap **No** and create an OpenDNS account for Parental Controls

   The genie mobile app Parental Controls screen displays:

3. Tap the **ON/OFF** button to turn Parental Controls on or off.

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

   - **Filtering Level**. Contains five levels to limit access to Internet content: (1) High, (2) Moderate, (3) Low, (4) Minimal and (5) None.

   - **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. (This can only be viewed, not changed.)

Traffic Meter

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

➢ **To set up the traffic meter:**

1. Tap [icon] **Traffic Meter**.

When the traffic meter is turned off, these settings are not shown.

2. If you want to turn the traffic meter on or off, tap the **ON** or **OFF** button.

   The genie mobile app sends the message to your router, waits for a reply, and then updates this screen.

3. To change a setting, tap it, and the Traffic Meter screen displays:

4. Adjust these settings as needed:
   - **Monthly Limit**. Traffic limit by MB per month.
   - **Day**. The date to restart the counter. Select a number from 1st to 28. This is because February might have only 28 days.
   - **Time**. The time to restart the counter.
   - **Traffic Volume Limit**. Select an option: No Limit, Download Only, or Upload/Download.
5. When you are finished making changes, tap the **Save** button.

My Media

You can use the My Media feature to play media from devices on your home network on your mobile device. You can also play media that is located on your phone or iPad on other devices in your home network. For the genie mobile app to find the network devices, each device must use Universal Plug and Play (UPnP).

My Media has four different views. The views depend on which item you select at the bottom of the screen (Source, Player, Playing, Option).

- **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 currently playing on the selected player.
- **Option**. Go to the Option screen.

➢ **To play media on your mobile device:**

1. Tap **My Media**.
2. Tap the **Source** button to view the UPnP devices on your network.
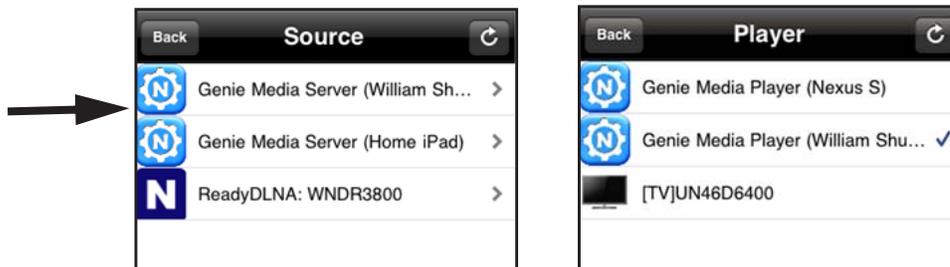
3. Tap the device on your home network that is the source for your media files.

The media folders on that device are displayed.

4. Tap the folder that you want, and the media file within the folder.

The media file plays on the selected player.

Playing and Controlling Media Files Located on Your Mobile Device

When you play media that is located on your mobile device (Android phone, iPhone, or iPad), how you control that media depends on which device you are using.

With an Android phone, the media plays in full screen. If you want to control the media, tap the **Back** button, which stops the media from playing. The Refresh button updates the playing progress.
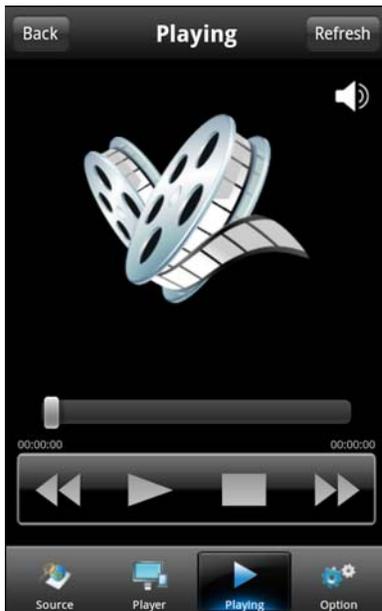
Figure 2. Android phone playing media

iPhones and iPads (iOS devices) use two modes for media: Play mode and Control mode.

Tap to switch between Play mode and Control mode.

Figure 3. iPhone phone, Play mode and Control mode

Tapping the icon at the top right corner switches the mode. In Play mode, you can see the media playing. If you are playing media files located on a different device on your network, then Play mode is not available. Control mode is always available, as it shows the playing media name, play progress, volume, and play controls.

Media Options

To view or change My Media Options, tap the **Option** icon on the My Media screen.

Figure 4. Media Options

The following settings are available:

- **Restart media service**. Restart My Media service when a wireless setting is changed or no player is found.

- **Refresh source folder.** Scan the source device list when no source device is found.

- **Share files in network**. This setting is ON by default. This setting lets you use other devices on your home network to play media on this phone or iPad. If you do not want to use this option, then you should change the setting to **OFF**.

  For example, you could be using your mobile phone with the genie mobile app at home, while a guest is using your iPad, which also has the genie mobile app. From your phone, you could remotely play a song on the iPad, or play a photo slide show on the iPad for your guest.

- **Allow play in network**. This setting is ON by default. This means that you play media that is located on this phone or iPad on other devices on the same network. If you do not want to allow this, then you should change the setting to **OFF**.

  For instance, let's say you have photos on a computer or other mobile devices on your home network, and you want to view them on this phone or iPad. You should leave the **Allow play in network** check box selected. This setting controls whether or not the photos from other devices can be viewed on this phone or iPad.

Media Option Tips

- Use Restart media service or Refresh source folder, if you are not able to see all network UPnP devices.

- To play, the device needs to 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 show up as players in My Media.

- My Media finds only the media types supported by the player. For example, an iPad does not play Adobe Flash files as this format is not supported.

NETGEAR genie App

<div style="text-align: right; font-size: 3em;">3</div>

This chapter contains the following sections:

- *NETGEAR genie App Dashboard (Home Screen)*
- *Log in to the Router with the NETGEAR genie App*
- *Internet*
- *Fix an Internet Connection Problem*
- *WiFi Connection*
- *Router Settings*
- *Network Map*
- *Parental Controls*
- *ReadySHARE*
- *AirPrint*
- *Network Support*

NETGEAR genie App Dashboard (Home Screen)

The home screen has a dashboard that lets you see the status of your Internet connection and network at a glance. You can click any of the six sections of the dashboard to view more detailed information. The left column has the menu.

Figure 5. Home screen with dashboard, language, and support

The dashboard screen displays with the following menu items when you launch the genie app**.**

- **Internet**. Monitor and repair Internet connectivity issues, for both wired and wireless connections.
- **WiFi Connection**. View or change the wireless settings for your router.
- **Router Settings**. Log in to your router to view or change its settings.
- **Network Map**. View network devices connected to your network.
- **Parental Controls**. Manage Parental Controls to protect devices in your network from inappropriate contents.
- **ReadySHARE**. If you connected a USB storage device to the USB port on the router, then you can access its contents.
- **AirPrint**. This feature turns your printer into an AirPrint-enabled printer so that your iOS devices can use printers in the same network.
- **Network Support**. The support FAQs are available on the computer without an Internet connection. You can get answers to common router issues here. Some simple network tools are available to help you debug the network as well.

The menu selections are described in more detail in the following sections in this chapter.

Log In to the Router with the NETGEAR genie App

To access some genie app features, you have to log in to your router.

The user name is admin. Enter the router password. The default setting is **password** in lower-case letters. The password is case-sensitive.

> *Note:* *The user name and password are different from the user name and password you might get from your Internet service provider (ISP).*

Internet

The Internet screen is where you can run Speed Test and monitor Internet traffic. Select **Internet**. The following screen displays:
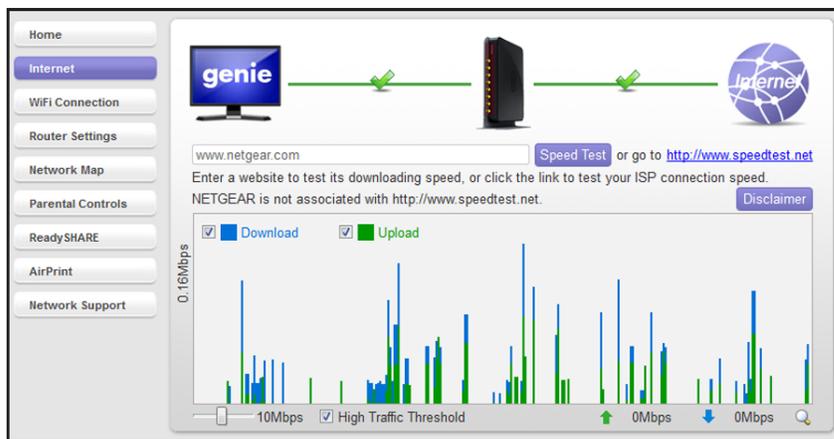
Fix an Internet Connection Problem

If your Internet connection is not working, the Internet pane on the Home screen is red, as shown in the following figure:

When you select **Internet**, the genie app tries to detect the problem:
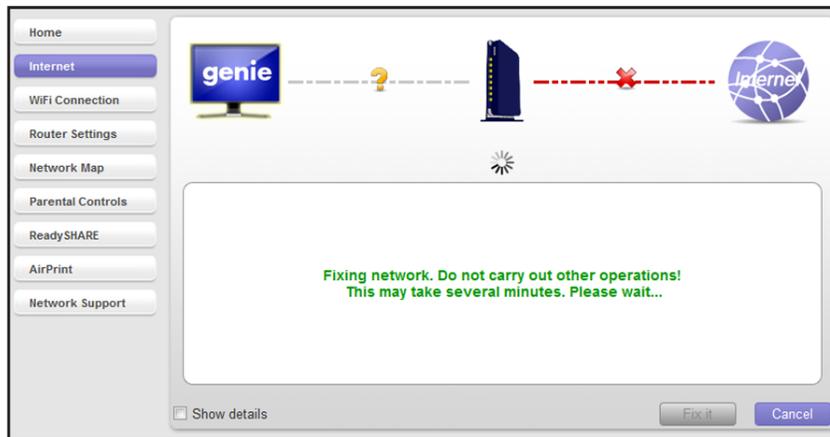
WiFi Connection

You can use this screen to view wireless networks in your area, and to select and join a wireless network. Click **WiFi Connection**, and the following screen displays:
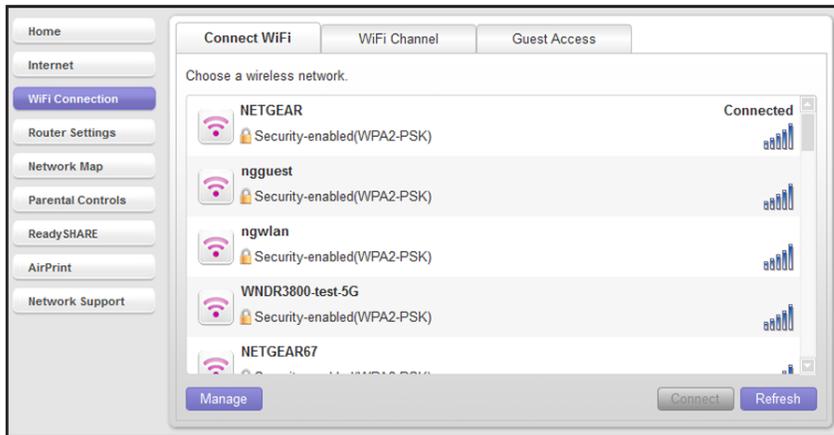
From this screen you can also view Wi-Fi channels in use in your area, and view information about guest access to your network if your router supports a guest network.

Clicking **Guest Access** takes you to the same screen that is available through the Router Settings screen. See *Guest Access* on page 28.

WiFi Channel

Select **WiFi Connection > WiFi Channel**, and the following screen displays:
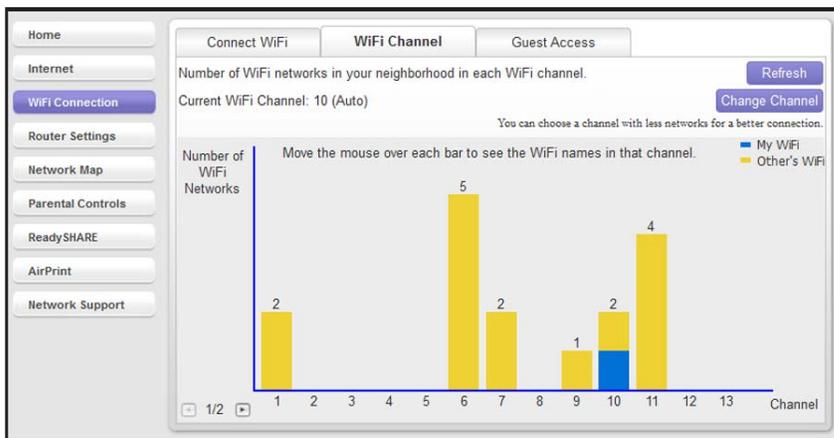
Your network is shown in blue. Yellow shows other networks in your area. If many wireless networks at your location use the same channel as your wireless network, you might experience interference. You can change the wireless channel of your network here. Note that many countries and geographic locations have laws or guidelines about which channels can be used. Depending on your location, some channels might not be available.

Router Settings

1. Select **Router Settings**.

    If you have not yet logged in to the router, you are prompted to log in:

2. For the router password, enter **password** if you did not change it, or enter the password that you set up.

    The router password is case-sensitive.

    You can click the following tabs on this screen to view or change many of the router settings:

    *   Wireless Settings
    *   ReadySHARE
    *   Guest Access
    *   Traffic Meter
    *   Router Update

Wireless Settings

View the current basic wireless settings for your router, including the wireless name (SSID), the channel selection, and the password if your network uses wireless security.
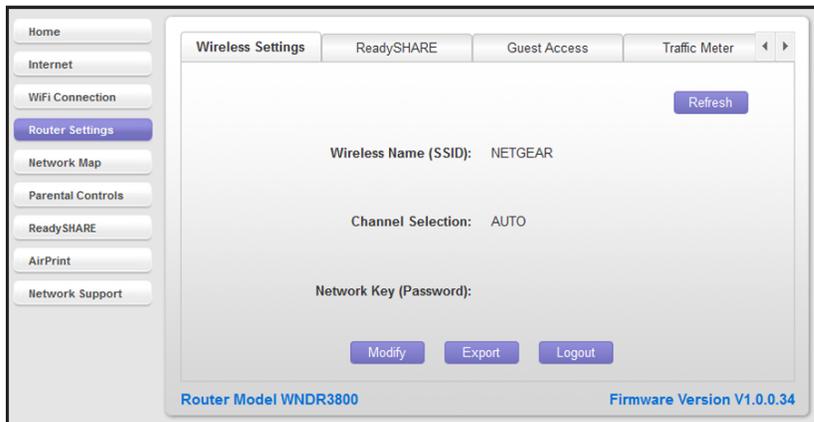
➢ **To modify wireless settings on the router:**

If you are wirelessly connected to the router, changing the wireless settings will cause you to lose your wireless connection. After the changes take effect, you can join the wireless network with the new settings.

1. Select **Router Settings > Wireless Settings**, and click **Modify**.

2. Change the settings and then click **Apply** so that they take effect.

Export Wireless Settings

You can use the Wireless Export Wizard to export the router's wireless settings to a USB device such as a flash drive. Then you can connect the USB device to another computer so it easily connects wirelessly to your home network.

➢ **To export your wireless settings:**

1. Select **Router Settings > Wireless Settings**, and click **Export**. The following screen displays:

2. Click **Next**, and follow the wizard steps to export your wireless settings to a USB storage device.

ReadySHARE

If your router has a USB port that supports ReadySHARE, you can use this screen. Select **Router Settings > ReadySHARE,** and the following screen displays:
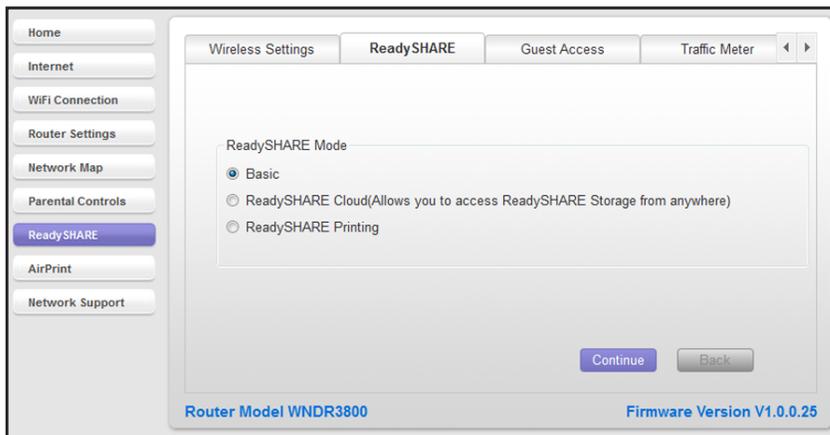
Some premium router models include extra ReadySHARE features. The router shown in the previous figure, supports Basic ReadySHARE features.

Guest Access

If your router supports a guest wireless network, you can view and change the settings. A guest network allows others to use your wireless router to access the Internet, but not content on other computers or devices on the same network.

➢ **To set up a guest network:**

1. Select **Router Settings > Guest Access**.
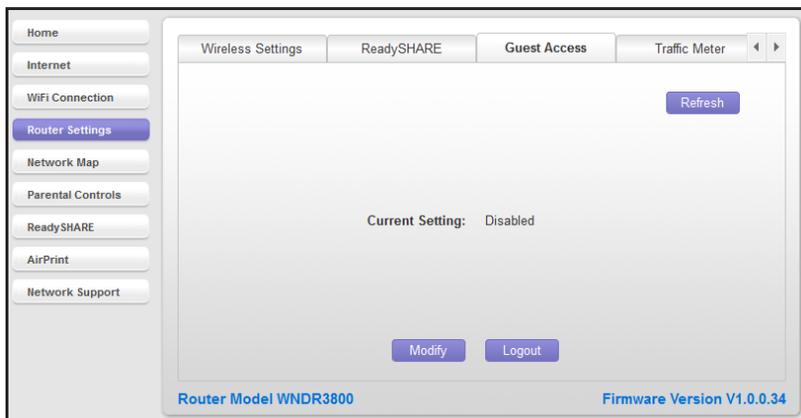
In this example, the guest network is disabled because it hasn't been set up yet.

2. Click **Modify**. The following screen displays:
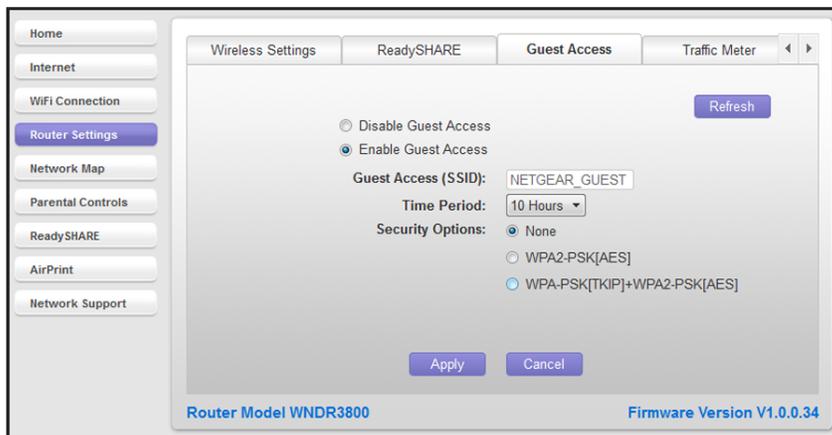
The default guest network settings for your router are displayed. You can change them if you like.

3. When you have filled in the fields with the settings that you want, click **Apply**.

This message reminds you that changing the wireless settings will disconnect any computers or devices that are currently connected wirelessly to the network.

4. Click **OK** to proceed. A message displays asking you to wait while the changes take effect. Then the following screen displays:
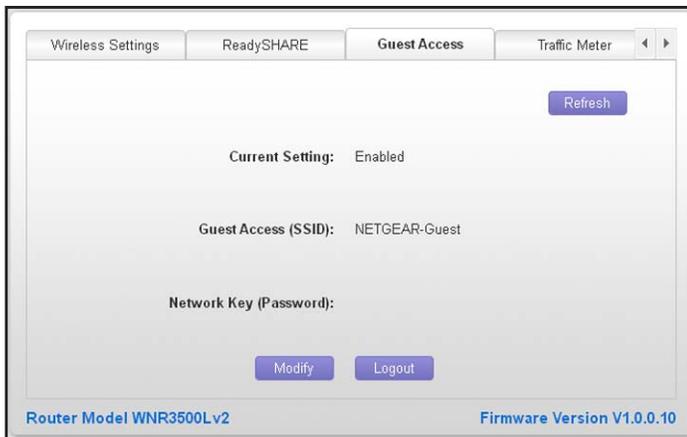
Traffic Meter

The traffic meter measures Internet traffic. If your router includes this feature, select **Router Settings > Traffic Meter** to view the following screen:
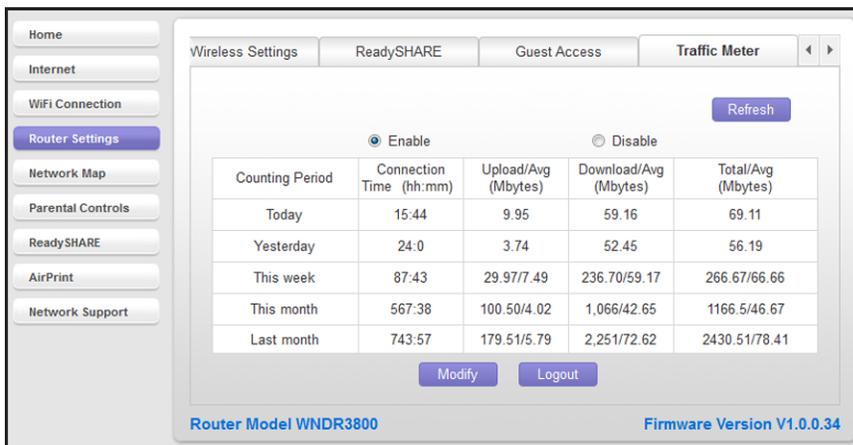
Router Update

You can check for new firmware for your router and update the router to the latest version. Select **Router Settings > Update** to display the following screen:
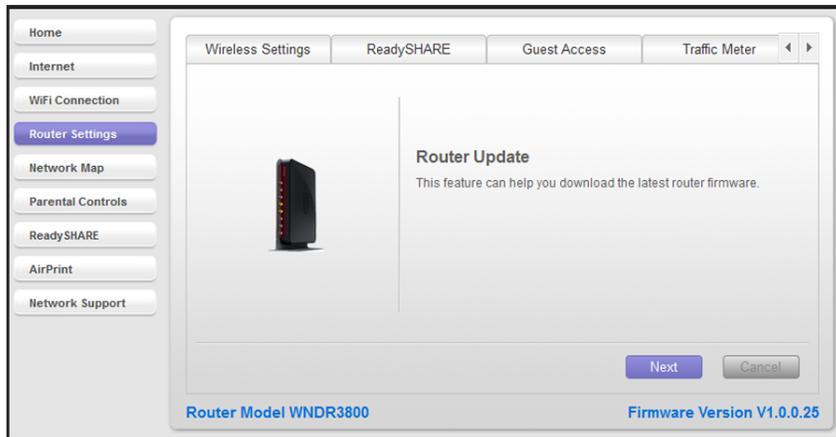
Network Map

The network map shows the router's Internet connection, and also displays computers and devices that are connected to your router. A good connection is shown in green. A red line indicates a connection that is not working.
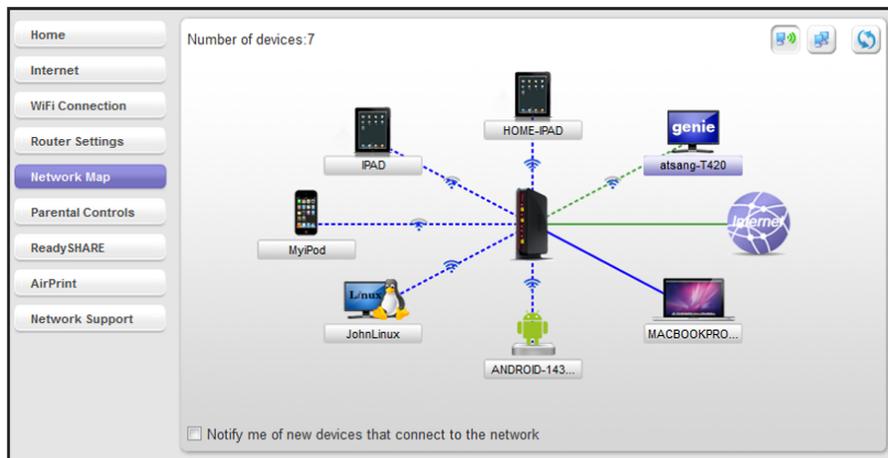
You can click a device icon to see more information about the device, and can change its network type if the map itself does not automatically find its type.

If you select the **Notify me of new devices that connect to my network** check box, then every time a new device joins your network, you will get a notice on this computer through the genie app.

Parental Controls

The first time you select Parental Controls from the Home screen, the genie app checks to make sure that your router supports this feature.

➢ **To set up Parental Controls:**

1. Select **Parental Controls**, and the following screen displays:
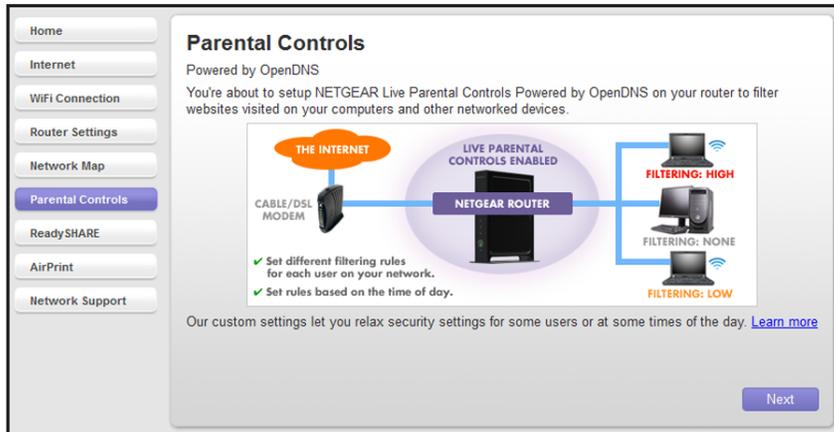
2. Click **Next**.

    Because Live Parental Controls uses free OpenDNS accounts, you are prompted to log in or create a free account.
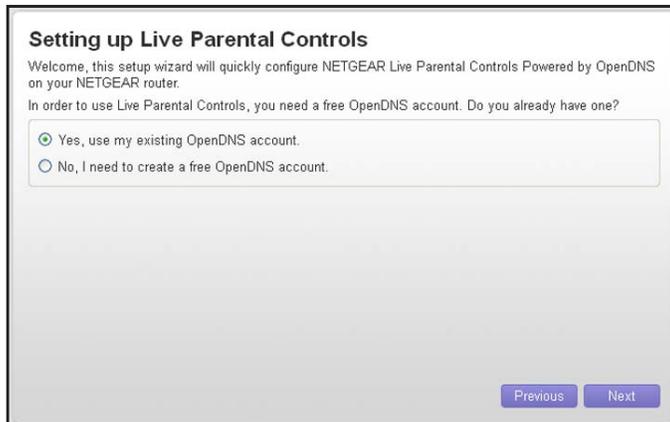
3. Select the radio button that applies to you, and click **Next**.
    •   If you already have an OpenDNS account, leave the **Yes** radio button selected.
    •   If you do not have an OpenDNS account, select the **No** radio button.

If you are creating an account, the following screen displays:
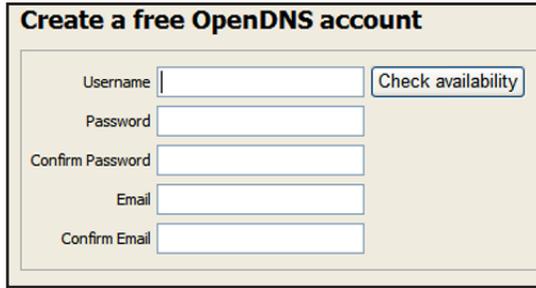
- Fill in the fields and click **Next**.

After you log on or create your account, the filtering level screen displays:

4. Select the radio button for the filtering level that you want and click **Next**.
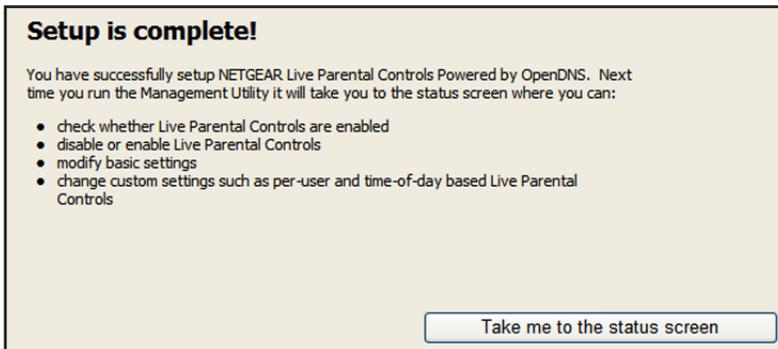
5. Click the T**ake me to the status screen** button.

Parental Controls are now set up for the router. The dashboard shows Parental Controls as Enabled.

ReadySHARE

You can view information about a USB storage device or printer that is connected to the router's USB port here. Click the **ReadyShare** button to display the following screen:
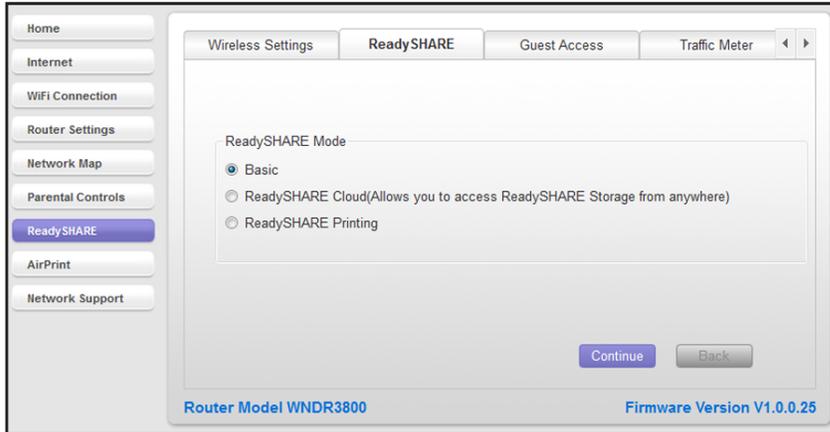
The router in this example has Basic ReadySHARE features. Premium routers have more ReadySHARE features. If your router supports ReadySHARE Cloud or ReadySHARE Print, you can select the radio button for these options and click **Continue**.

- **Basic USB Sharing**. Once you have set up your router, you can connect any USB storage device and share the contents with other users on your network. You can access your USB device in any of the following ways:

    - On Windows 7, Windows XP, Windows Vista, and Windows 2000 systems, select **Start > Run** and enter **\\readyshare** in the dialog box. Click **OK**.

    - On Windows 7, Windows XP, Windows Vista, and Windows 2000 systems, open Internet Explorer, and enter **\\readyshare** in the address bar.

    - On Mac OS X (version 10.2 or later), enter **smb://readyshare** in the address bar.

    - In My Network Places, enter **\\readyshare** in the address bar.

- **ReadySHARE Cloud**. ReadySHARE Cloud gives you remote access over the Internet to a USB storage device that is connected to your router's USB port.

    To use ReadySHARE Cloud, you register your router with the ReadySHARE Cloud server. Using this feature, you can also invite friends and family members to access the shared contents on the USB device. If your friends and family do not have a ReadySHARE Cloud account, they will be invited to create one so they can access the shared contents.

- **ReadySHARE Printing**. ReadySHARE Printer is compatible with Macs and Windows PCs. It lets you connect a USB printer to the router's USB port, and access it wirelessly.

AirPrint

The genie app's AirPrint feature turns your printer into an AirPrint-enabled printer so that your iOS devices can use printers in the same network. AirPrint can be accessed from Mail, Safari, Photos, Notes and other apps with print capability. The AirPrint feature is only available only in iOS version 4.2 or later.

➢ **To set up AirPrint:**

1. Make sure the Windows or Mac computer can print successfully to the printer.
2. Open genie app, and select **AirPrint**.
3. Select the check box for the printer that your iOS device needs to print to.
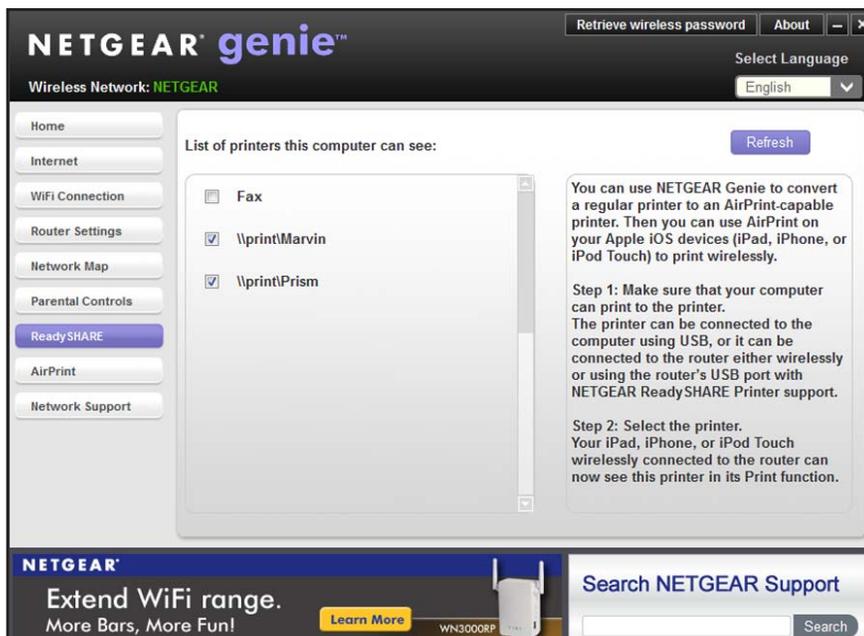
4. On your iOS device, select **Print** from the menu option of Mail, Safari, Photos, Notes or other apps with print capability.
5. Tap **Print** after the printer is selected.

Example: To print a photo in an iOS device through AirPrint:

1. Connect to the wireless network with the printer.
2. Select **AirPrint**.

3. Tap the action icon [icon], and tap **Print**.

4. Tap **Select Printer** if there is not a printer assigned yet.

5. In the Printer list, select a printer.

6. Tap **Print** to print the photo.

Network Support

If you need help solving a network problem, or you want to learn more about your network, select **Network Support** to display the following screen:
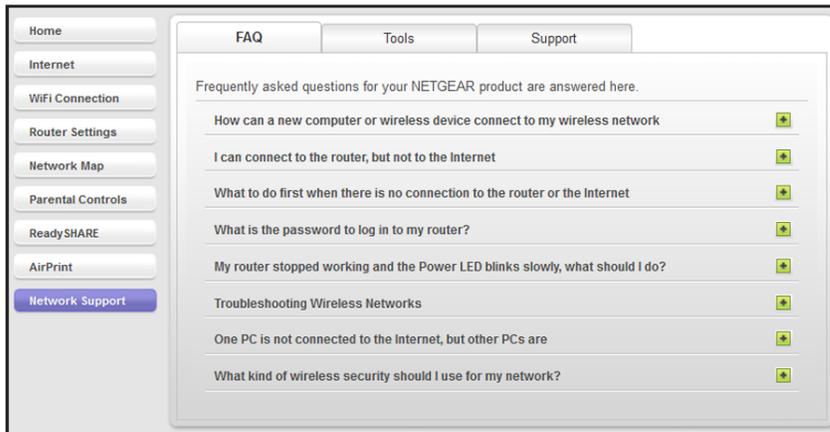
You can read frequently asked questions (FAQs) and answers, or you can use the Tools screen, and the Support screen.

Tools

Select **Network Support > Tools** to display the following screen:
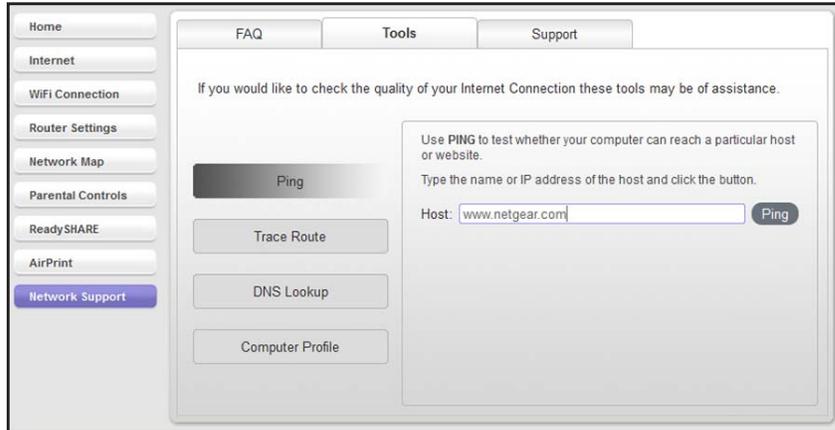
The following tools are available:

- **Ping**. Use the ping utility to test a path from your computer to a destination you specify.
- **Trace Route**. Use trace route to identify the route taken by data packets from your computer to the host.
- **DNS Lookup**. Find the IP address of a host name (typically a website).
- **Computer Profile**. View details about the computer that you are currently using, such as its current network connections and operating system.

Support

Select **Network Support > Support** to display the following screen:
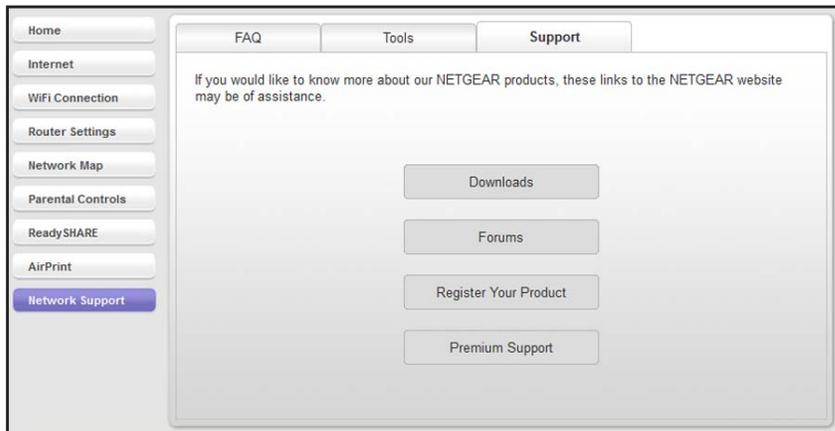
- **Downloads**. See downloads for your product at the NETGEAR website.
- **Forums**. Visit forums for NETGEAR products.
- **Register Your Product**. Register your product so that you can use NETGEAR support.
- **Premium Support**. Learn about premium support options for your product.

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FOR MOBILE DEVICE USAGE (>20cm/low power)

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.