Technical Support

After installing your device, locate the serial number on the label of your product and use it to register your product at *https://my.netgear.com*.

You must register your product before you can use NETGEAR telephone support. NETGEAR recommends registering your product through the NETGEAR website.

For product updates and web support, visit *http://support.netgear.com*.

NETGEAR, Inc.
350 East Plumeria Drive
San Jose, CA 95134, USA

201-14921-03

September 2012

NETGEAR® CENTRIA™

CENTRIA WNDR4700/WNDR4720 Installation Guide

Package Contents

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

CENTRIA

Hard disk drive (HDD) included only with model WNDR4720

Tray for 0.75-inch HDD only

Power adapter

Ethernet cable

Note: Your hard disk drive was shipped external to CENTRIA to protect it from any accidental damage. Always remove the hard drive from the internal slot when shipping CENTRIA.

To view the CENTRIA Installation video, use this QR code.

You can use this diagram to cable and connect your router or follow the detailed instructions in this booklet.

1. Prepare your modem.

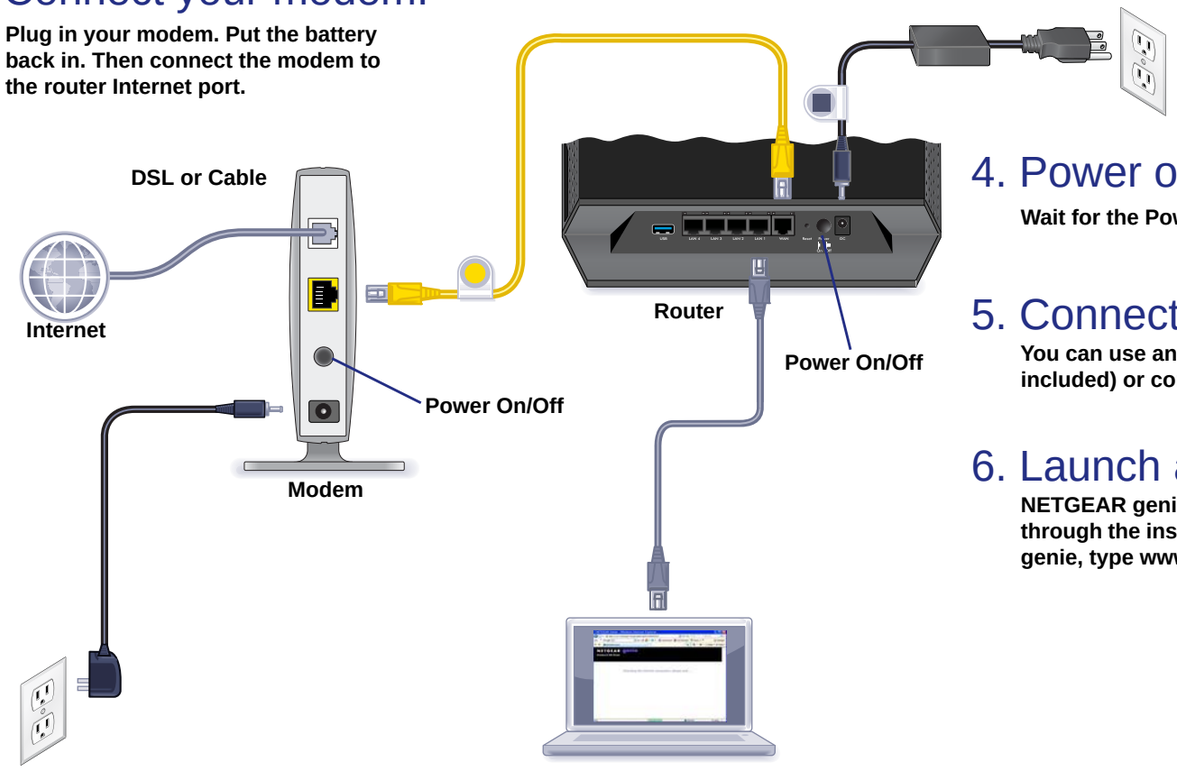
Unplug your modem. If it has a battery backup, remove the battery.

3. Insert a hard disk drive (optional).

When the router is turned off, install the hard disk drive as described in "*Install an HDD (Optional)*" on page 8.

2. Connect your modem.

Plug in your modem. Put the battery back in. Then connect the modem to the router Internet port.



4. Power on the router.

Wait for the Power LED to turn green.

5. Connect a computer.

You can use an Ethernet cable (not included) or connect wirelessly.

6. Launch a browser.

NETGEAR genie displays to guide you through the installation. If you do not see genie, type www.routerlogin.net.

Compliance

Declarations of Conformity

For complete DoC visit the NETGEAR EU Declarations of Conformity website at: *http://support.netgear.com/app/answers/detail/a_id/11621/.*

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

For indoor use only in all EU countries and Switzerland.

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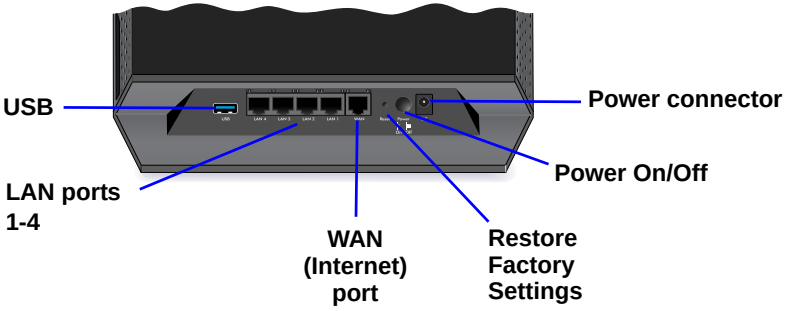
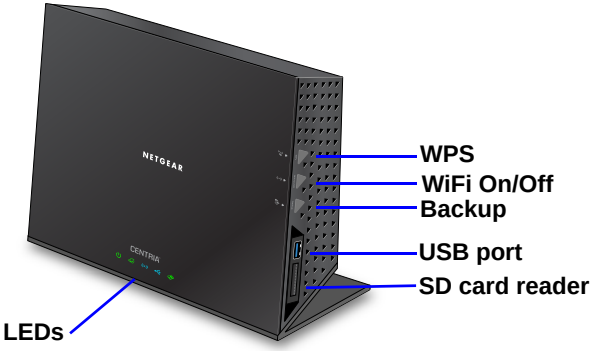
Getting to Know Your Router

Most connectors are on the rear panel.



The following figure shows the front and side panel.



The router has buttons on the side and LEDs on the front.

- **WPS**. Use WPS to add a wireless computer or device to the network.
- **WiFi On/Off**. Turn the wireless radios on and off.
- **Backup**. Press for 2 seconds to back up files on a card attached to the card reader onto the HDD inside the router.
- **USB 3.0 port.** Connect a USB device.
- **Card reader**. Connect an SD, MMC, MS, or MS Pro type card.

Table 1. LEDs

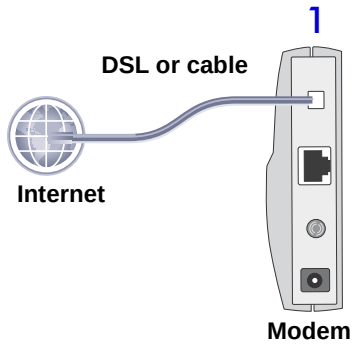
LED	Description
Power	• **Solid amber**. The router is starting up. • **Blinking amber**. The firmware is upgrading, or the Restore Factory Settings button was pressed. • **Solid green**. The router is ready. • **Blinking green**. The firmware is corrupted. See *www.netgear.com/support*. • **Off**. Power is not supplied to the router.
Internet	• **Solid green**. The Internet connection is ready. • **Solid amber**. The Ethernet cable connection to the modem has been detected. • **Off**. No Ethernet cable is connected to the modem.
Wireless	• **Solid blue**. The wireless radio is operating in either 2.4 GHz or 5 GHz mode. • **Blinking**. The router is in WPS mode. • **Off**. The wireless radios are off for both 2.4 GHz and 5 GHz.
USB	• **Solid blue**: The router has accepted the USB device. The USB device is ready to be used. • **Blinking blue**. A USB HDD is plugged in and is trying to connect. • **Off**: No USB device is connected, someone clicked the Safely Remove Hardware button, and it is now safe to remove the attached USB device.
HDD	• **Solid green**: The internal HDD is working fine; • **Solid green plus red**: The HDD is 85% full. • **Blinking green**: Someone pressed the Backup button; the SD card data is being copied to the internal HDD. • **Blinking green and red**: The HDD is 95% full. • **Solid red**: The HDD is not formatted, the HDD connection is loose, or there is a failure alert. • **Off**: No internal HDD is connected.

Install Your Router

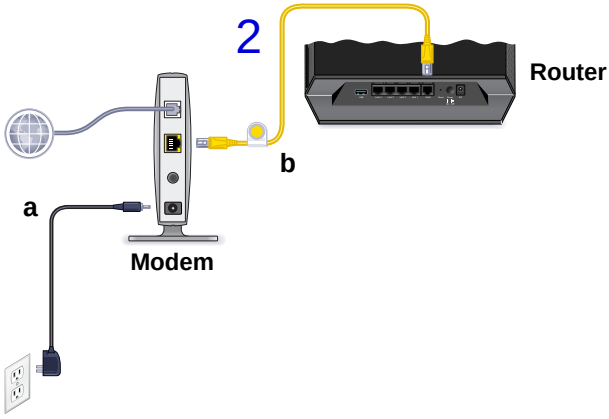
Make sure that your Internet service is active before you install the router. Follow steps 1 through 5.

1. Prepare your modem.
   a. Unplug your modem's power.
   b. If the modem has a battery backup, remove its batteries.
   c. If your modem was already connected to another router, disconnect the cable between your modem and that router.

   Now your modem should be turned off and cabled only to the wall jack for your Internet service.

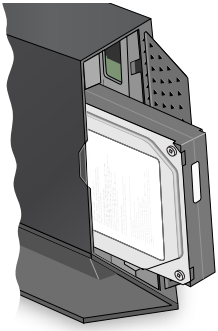


2. Connect your modem.



   a. Plug in and turn on your modem. (Replace the batteries if you removed them previously.)
   b. With the yellow Ethernet cable that came with the router, connect your modem to the Internet port of your router.

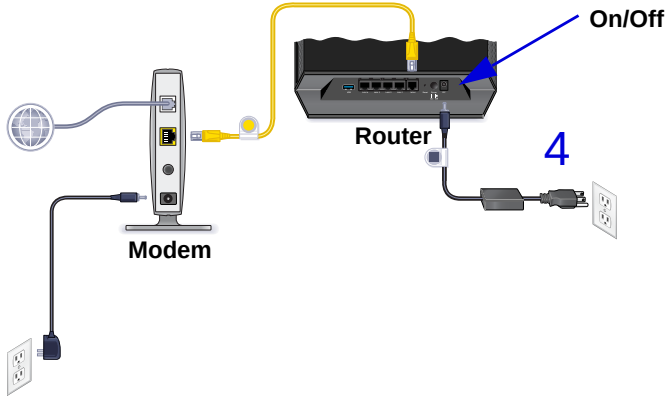
3. Install a hard disk drive (optional).



3

For details, see *Install an HDD (Optional)* on page 8.

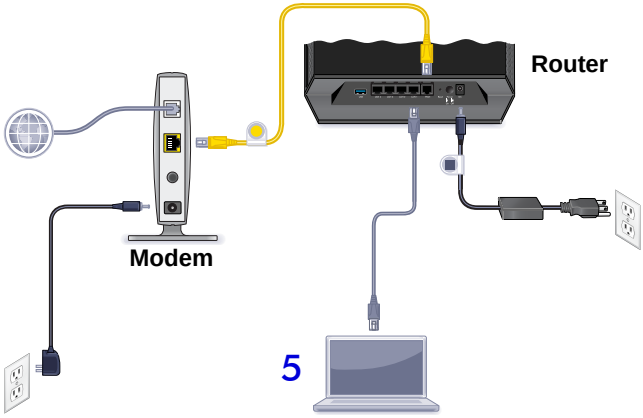
4. Power on the router.



a. Connect the power adapter to the router and plug the power adapter into an outlet.

b. Before going to Step 5, wait for the Power LED on the front panel of the router to turn from solid amber to solid green. If none of the LEDs on the front panel are on, press the **Power On/Off** button on the rear panel of the router.

5. Connect a computer.



You can use an Ethernet cable (not included) or connect wirelessly.

- Use the Ethernet cable to connect your computer to an Ethernet port on your router.
- Or, connect wirelessly by using the preset wireless security settings located on the label on the bottom of the router.

6. Launch a browser.

- If a web page does not open, close and reopen the browser and type **http://routerlogin.net** in the address bar, or see *Troubleshooting* on page 18.
- If you installed an HDD, you can format it when prompted, or do that later.
- During installation, you can download and install the ReadySHARE Vault app, or do that later. ReadySHARE Vault lets you manage your backups from your computer. See *ReadySHARE Vault Windows Backup* on page 10.

Install an HDD (Optional)

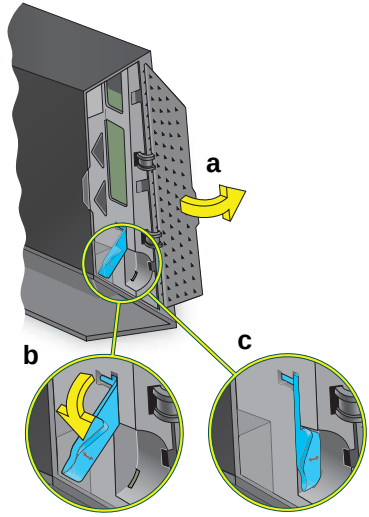
You can install a hard disk drive (HDD) in the router. The router supports 3.5 inch SATA HDDs (both 0.75 and 1-inch thickness). Visit *www.netgear.com/CENTRIA_HD* for list of compatible hard drives.

Caution: *To protect your equipment, always turn off the router before removing or inserting a hard disk drive (HDD).*

➢ **To install a hard disk drive:**

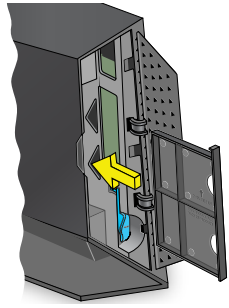
1. Make sure the router is turned off.
2. Open the router side door (a) and move the internal latch down (b) as shown (c).

   This allows you to insert the HDD.



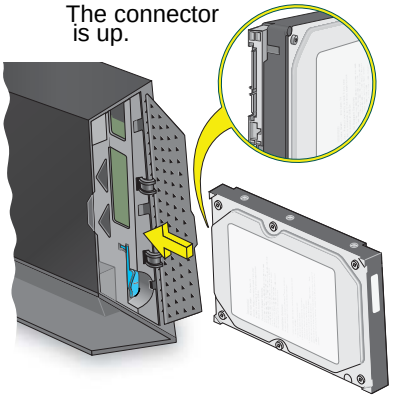
3. If you are installing a 0.75-inch thick HDD (this is uncommon), insert the tray into the router.

   Follow the *THIS SIDE UP* and the *BACK OF PRODUCT* signs on the tray to place it in the correct orientation.



4. Insert the HDD.
5. Close the latch to secure the HDD place.
6. Close the side door of the router.

Note: If the latch is not in the correct position or the HDD is inserted in the wrong direction, then the side door to the router cannot be closed.



When you turn on the router, the HDD LED shows the status of the HDD.

- **Solid green**: The internal HDD is working fine.
- **Solid green plus red**: The HDD is 85% full.
- **Solid red**: The HDD is not formatted, the HDD connection is loose, or there is a failure alert.
- **Off**: No internal HDD is connected.

Format the HDD

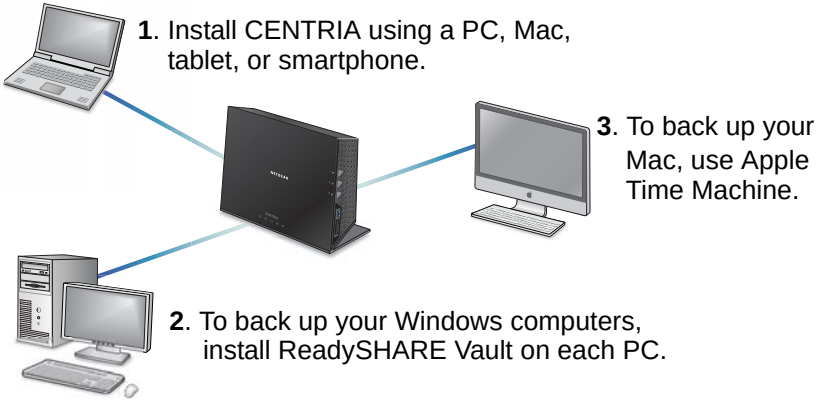
If you install a HDD during your initial router setup, the router detects it. A preformated HDD does not have to be reformatted. If the HDD has not yet been formatted, you are prompted to format the HDD.

Caution: *Formatting the hard disks erases any data stored on it.*

You can follow the prompts to do so, or wait until later and log in to the router to format the HDD from the router menu. See *Format the HDD from the Router Menu* on page 18.

Back Up Your Computer

You can back up your computers onto the CENTRIA internal SATA hard disk drive or to a connected external USB storage drive. You can use a formatted HDD or you can format an HDD from the router menu (see *Format the HDD* on page 9).



Caution: *NETGEAR assumes no responsibility for lost data and does not offer data recovery services if a drive fails.*

ReadySHARE Vault Windows Backup

ReadySHARE Vault lets you back up files on your Windows PC.

➢ **To back up a Windows PC on to an HDD in the router:**

1. Install the genie app on each PC by downloading the software from *www.netgear.com/genie*.
2. Install ReadySHARE Vault on each PC by downloading the software from *www.netgear.com/readyshare*.
3. Launch ReadySHARE Vault. Use the Dashboard or the Backup tab to set up and run your backup.

Time Machine Backup

Time Machine works on Mac computers only, and automatically backs up your computer.

➢ **To back up a Mac onto an HDD in the router:**

1. From your Mac Desktop, open Macintosh HD or Finder.
2. Select **WNDR4700** from the SHARED list in the left menu.
3. Click the **Connect As** button.
4. In the pop-up window, select **Registered User**, and enter **admin** as the user name and **password** as the password.
5. Click **Connect**.

   After connecting, you can list connected devices. One extra device, called admin, displays whenever you log in as admin.
6. From the Apple menu, select **System Preferences**, and then open Time Machine.
7. Click **Select Disk** and select the backup disk.
8. Click the **Use for Backup** button to complete your selection.

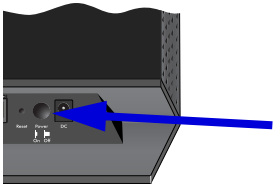
   If you do not see the HDD, use Mac Finder to locate it, and then you can select it in Time Machine.
9. Enter the password (**password**), and the backup begins.

Remove a Hard Disk Drive

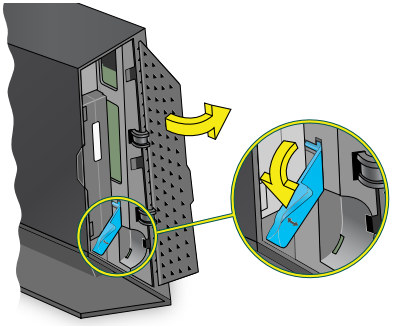
Caution: *To protect your equipment, always turn off the router before removing or inserting a hard disk drive (HDD).*

➢ **To remove the hard disk drive (HDD):**

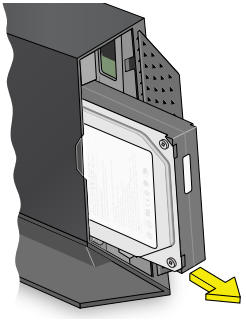
1. Turn off the router with the Power On/Off button.



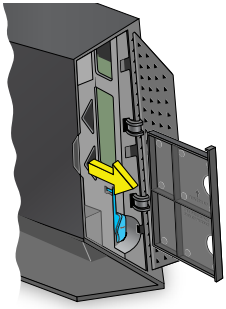
2. Open the router side door and release the internal latch as shown.



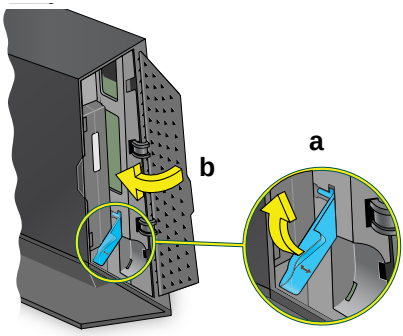
3. Grab the top and bottom of the HDD with your fingers and pull to remove it.



4. If you removed a 0.75-inch HDD, remove the tray from the router.



5. Be sure to place the latch back to the left (a) so that the router side door can be closed (b).



Preset Wireless Security

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

NETGEAR recommends that you do not change the preset WiFi network name (SSID) and network key (password). If you do change

the settings, the security SSID and password on the bottom of the product no longer apply.

Wireless Network Settings

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

WiFi network name (SSID): _____

Network key (password): _____

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

WiFi network name (SSID): _____

Network key (password): _____

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

Select **Wireless Settings** to locate your wireless password.

Join the Wireless Network

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

WPS Method

WPS lets you join your WiFi network without typing the password.

If your wireless device supports WPS, the first time you join the network, you might be prompted to press the WPS button on the router.

➢ **To join the network using WPS:**

1. Press the **WPS** button on the router.
2. Within 2 minutes, press the **WPS** button on the computer or wireless device that is trying to join the network. Follow the WPS instructions that came with your computer or wireless device to join the network.

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

Manual Method

➢ **To join the network manually:**

1. On your computer or wireless device, open the software that manages its wireless connections. This software scans for wireless networks in your area.
2. Look for the WiFi network name (SSID) on the list and select it. The SSID is on the label on the bottom of the router.

   If you changed the name of your network during the setup process, look for that network name.
3. Enter the preset password (or your custom password if you changed it), and click **Connect**.

Access the Router to Make More Changes

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

➢ **To log in to the router:**

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

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

See the user manual for more information about the router screens.

Change Your Password

➢ **To change the password for the router user name:**

1. Log in to the router.
2. Select **Administration > Set Password** to display the Set Password screen:

3. Type your old password and type the new password twice.

   NETGEAR recommends that you use the password recovery feature when you change your password.
4. Select the **Enable Password Recovery** check box.
5. You are prompted to select security questions and type the answers, which are saved.
6. Click **Apply**.

Retrieve Your Password

➢ **To use password recovery to retrieve a forgotten password:**

You need to enable password recovery as described in the previous section in order to use this feature.

1. Launch a web browser from a computer or wireless device that is connected to the router.
2. Type **www.routerlogin.net** or **www.routerlogin.com** in the address field of the browser.
3. When the login screen displays, click **Cancel**.

   You are prompted to enter your saved answers so that you can log in to the router.

Format the HDD from the Router Menu

You cannot partition or change the file system type when you use this method to format the HDD.

Caution: *Formatting the hard disk drive erases any files stored on the drive.*

➢ **To format an hdd:**

1. Select **ADVANCED > Storage > Advanced Settings**.

2. Click the **Format Internal Hard Drive** button.

Troubleshooting

If you turn off the router when an HDD is installed, wait 2 seconds before turning it back on to give the HDD enough time to reset.

If the HDD LED is red and it used to be green, the HDD connection could be loose. Turn off the router. Disconnect the HDD, and then connect it again. Turn the router on and check the HDD LED.

If the browser does not display the web page:

- Make sure that the computer is connected to one of the four LAN Ethernet ports, or wirelessly to the router.

- Make sure that the router has power and that the WiFi LED is lit.
- Close and reopen the browser to make sure that the browser does not cache the previous page.
- Type **http://routerlogin.net**.
- If the computer is set to a static or fixed IP address (this is uncommon), change it to get its IP address from the router.

Restore Factory Settings

➢ **To return the router to its factory settings:**

1. Use a sharp object such as a pen or a paperclip to press and hold the **Restore Factory Settings** button on the back of the router for over 5 seconds until the Power LED blinks amber.
2. Release the Restore Factory Settings button, and wait for the router to reboot.

The factory default settings are restored.

ReadySHARE Access

ReadySHARE lets you access and share the HDD inside the router or a USB drive connected the router USB port. (If your USB device has special drivers, it is not compatible.) When you connect the USB device, it might take up to 2 minutes before it is ready for sharing.

Note: If your USB device has a power supply, you must use it when you connect the USB device to the router.

➢ **To access the internal HDD or USB device from Windows:**

The readyshareconnect.exe file is available to download here: *www.netgear.com/readyshare.* You can use any of these methods:

- Select **Start > Run**. Enter **\\readyshare** in the dialog box and click **OK**.
- Open a browser and enter **\\readyshare** in the address bar.

- Open My Network Places and enter **\\readyshare** in the address bar.

➢ **To access the internal HDD or USB device from a Mac:**

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

ReadySHARE Printer

ReadySHARE Printer lets you connect a USB printer to the router's USB port and access it wirelessly.

➢ **To set up ReadySHARE Printer:**

1. Connect the USB printer to the router's USB port with a USB printer cable.
2. On each computer that will share the printer:
   a. Install the current USB printer driver software (available from the printer manufacturer).
   b. Download and install the NETGEAR USB Control Center utility (available in the ReadySHARE Printer area at (*www.netgear.com/readyshare)*.
   c. Select the language.
3. If prompted, select the printer and click the **Connect** button for each computer.

   Once the connection is established on the first computer, the status changes to *Manually connected by xxx*.

The utility on each computer handles the printing queue. After you have completed Step 3 for all computers, the status of the printer should appear as *Available* on each computer.

- The USB Control Center utility must be running for the computer to print to the USB printer attached to the router. If you exit the utility, printing does not work.
- Some firewall software, such as Comodo, blocks the ReadySHARE Print utility from accessing the USB printer. If you do not see the printer in the utility, you can disable the firewall temporarily to allow the utility to work.

For information about using ReadySHARE Printer, see the user manual by clicking the **Documentation** link in the router management router interface or visiting *http://support.netgear.com*.

ReadySHARE Cloud

ReadySHARE Cloud gives you remote access over the Internet to the HDD inside the router or a USB storage device that is connected to your router's USB port. You can control an individual's access to each item stored on the internal HDD or USB device.

Visit *http://readyshare.netgear.com* and create an account to make your files and folders accessible at any time, from anywhere.

➢ **To enable ReadySHARE Cloud:**

1. Log in to the router and select **ReadySHARE**.
2. Follow the instructions to register your router with the ReadySHARE Cloud server.
3. Invite others to access the shared content on the USB device.

   If the people you invite do not have a ReadySHARE Cloud account, they are invited to create one so they can access the shared content.

NETGEAR genie App

The genie app is your home network dashboard. It lets you easily view, manage, and control your entire home network, and helps you fix common network problems. You can use the genie app or the genie mobile app.

genie app

Visit the NETGEAR genie web page at: *www.netgear.com/genie*.

The genie app includes the following features:

- **Internet**. Monitor and repair Internet connectivity issues for both wired and wireless connections.
- **WiFi Connection**. View or change your router wireless settings.
- **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 content.
- **ReadySHARE**. Access a connected USB device or printer. You can also download ReadySHARE Vault from this screen.
- **Support**. Support FAQs are available on your 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.

NETGEAR genie Mobile App

➢ **To install the genie mobile app:**

1. Use your mobile device to navigate to the Apple AppStore or Google Play for Android, and search for NETGEAR genie. You can use the following QR codes to speed up this process:

iPad app **iPhone app** **Android app**

2. Install the app on your iPad or phone.
3. Launch the app, and it displays the dashboard screen.

To use this app, you need a WiFi connection from your phone or iPad to your NETGEAR home network.

- Manage WiFi 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.

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

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