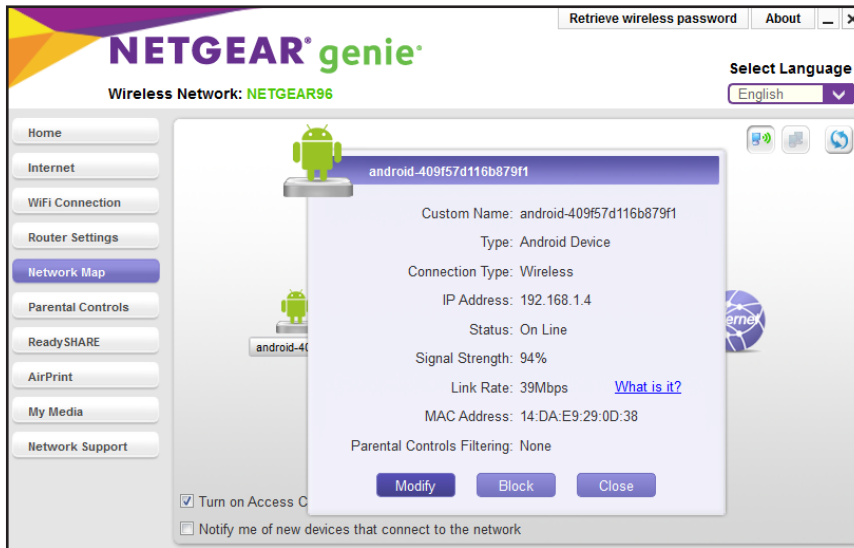
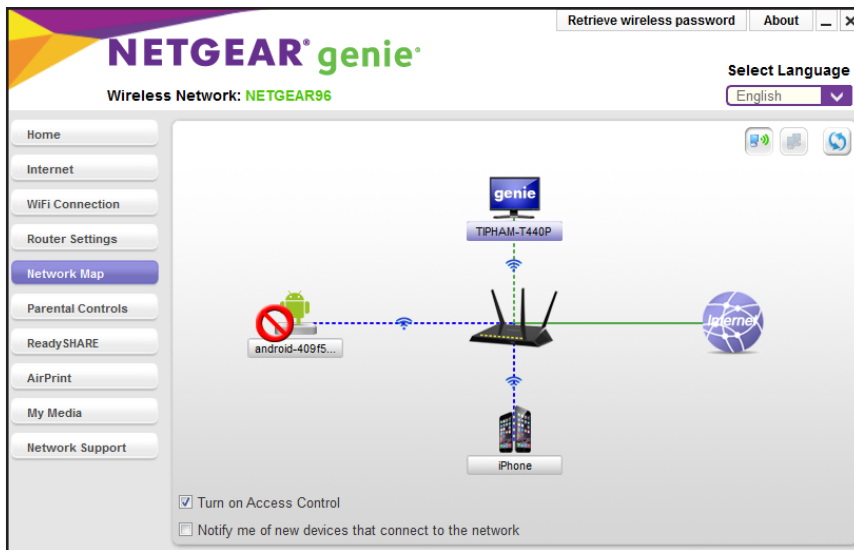


- 6. Click a device icon.

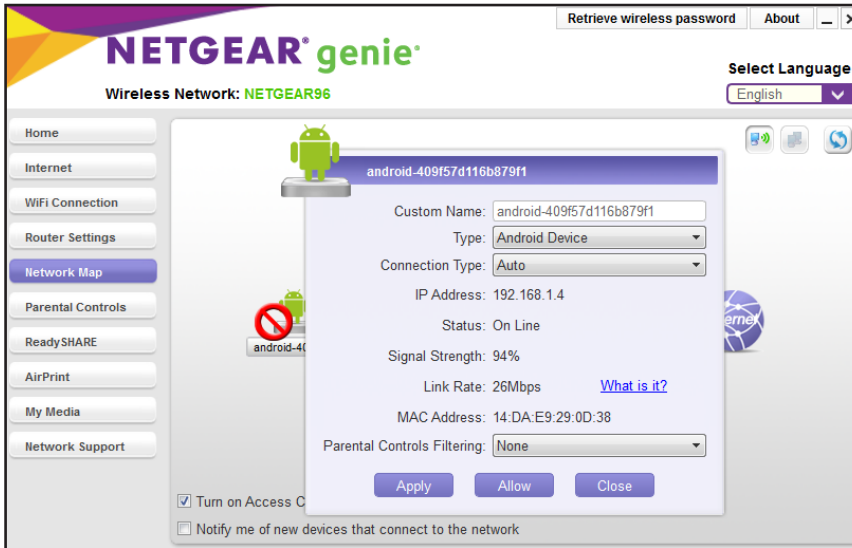


- 7. Click the **Block** button.

The device is blocked from the network.



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



- 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:**

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

The home page displays.

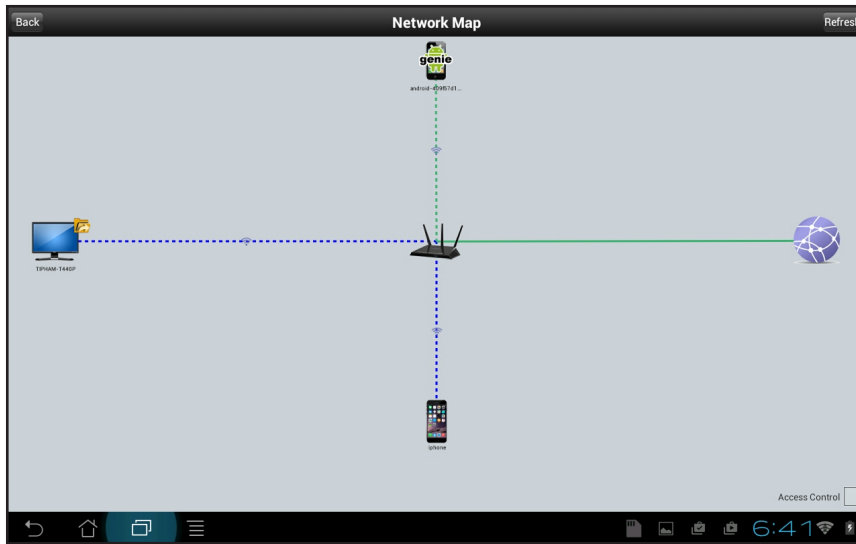
- Tap the **Login** button.
- In the **Login as** menu tap **At home**.
- Enter the router password.

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

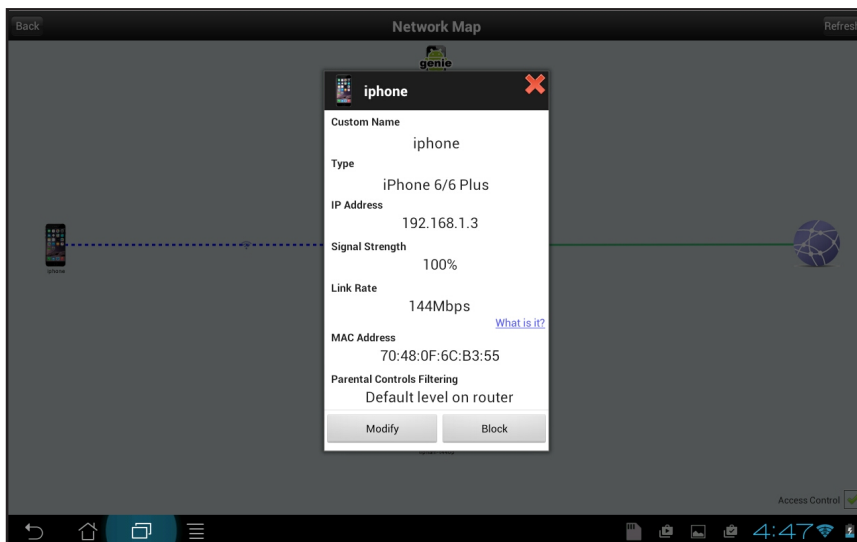
- Tap the **Login** button.

The app returns to the home page.

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

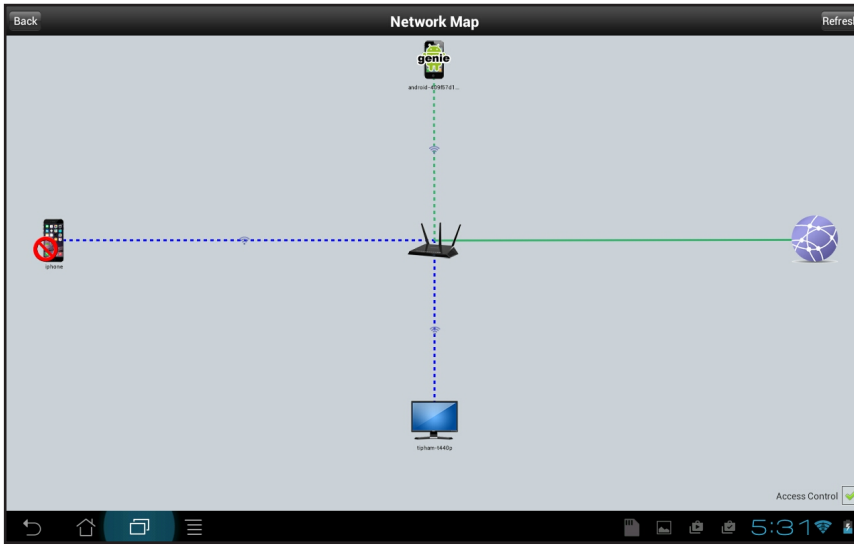


8. Tap the **Access Control** check box.
9. Tap a device on the network map.
The device details window displays.
10. Tap the **Modify** button.

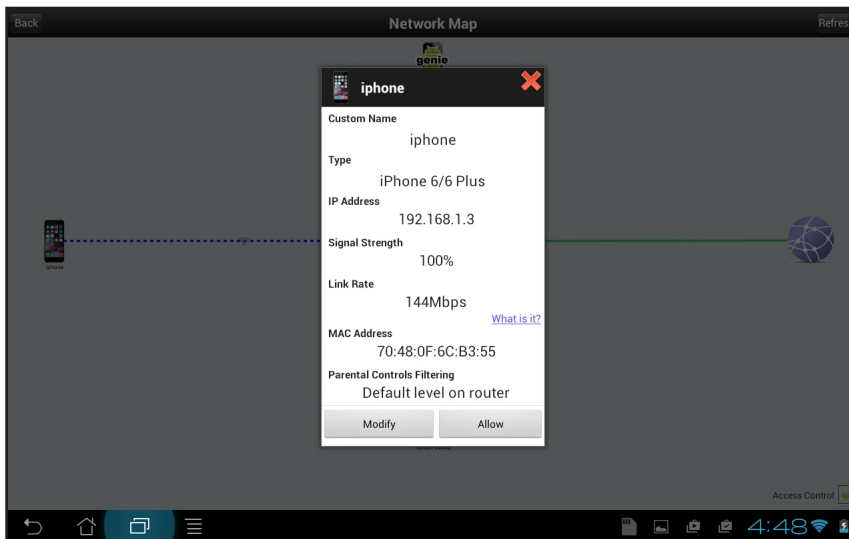


11. Click the **Block** button.

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**.

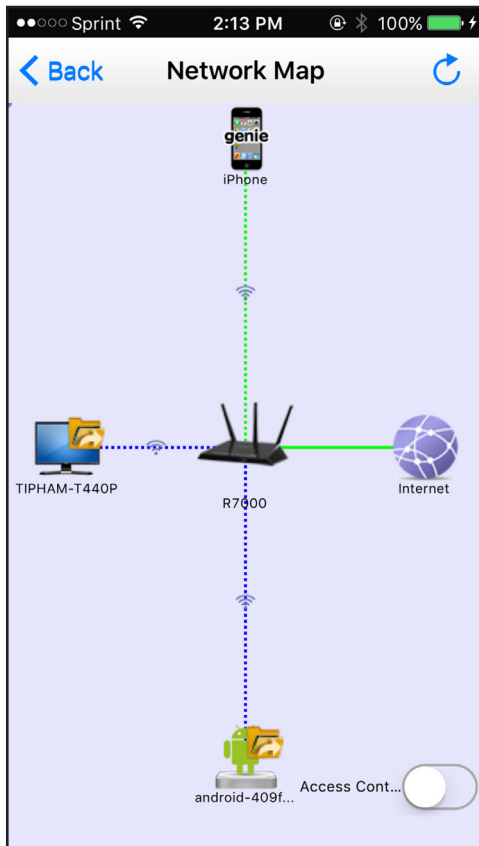
5. Enter the router password.

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.



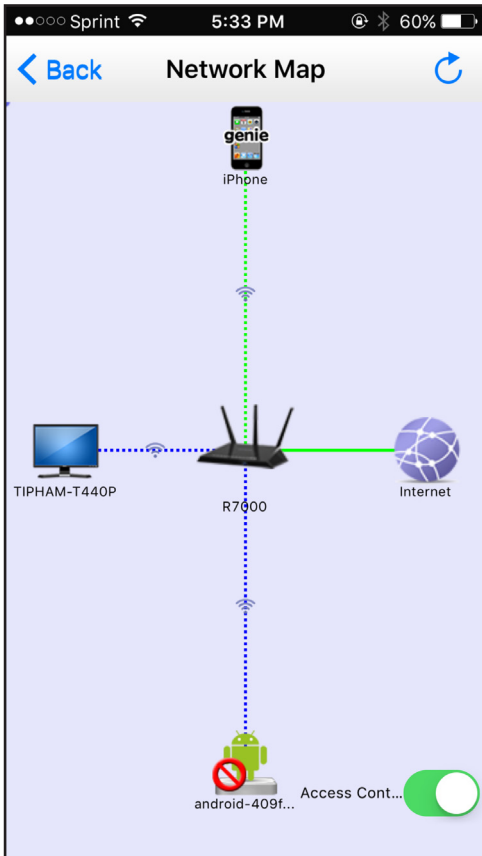
8. Slide the **Access Control** slider to the right.

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

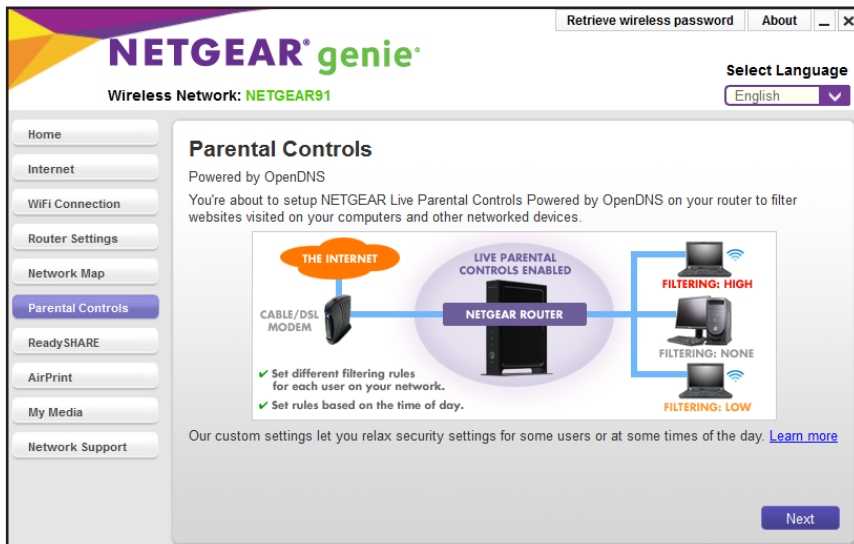
- **To set up Parental Controls locally using the desktop genie app for Windows and Mac computers:**

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.

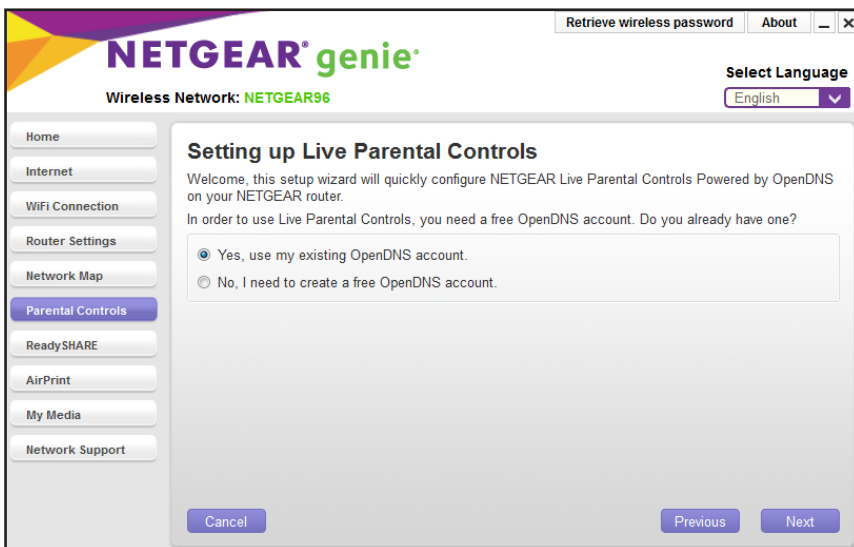
3. Click the **Parental Controls** button.

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:

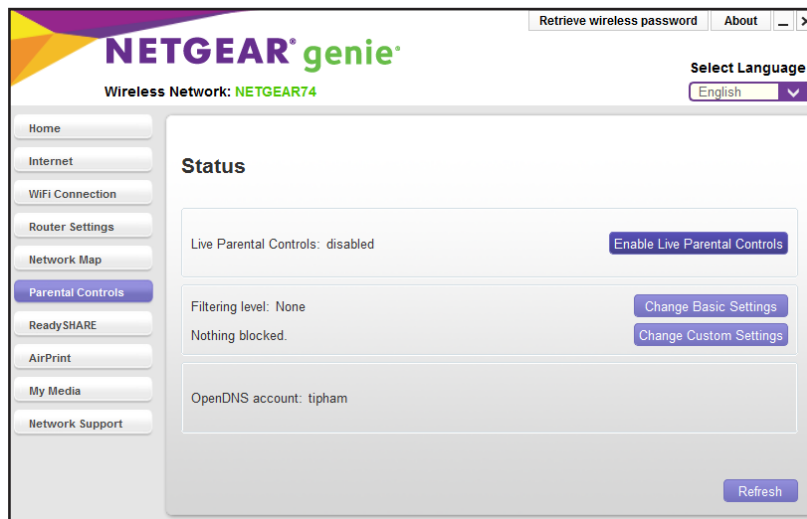
- a. Enter your OpenDNS user name and password and click the **Next** button.

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.

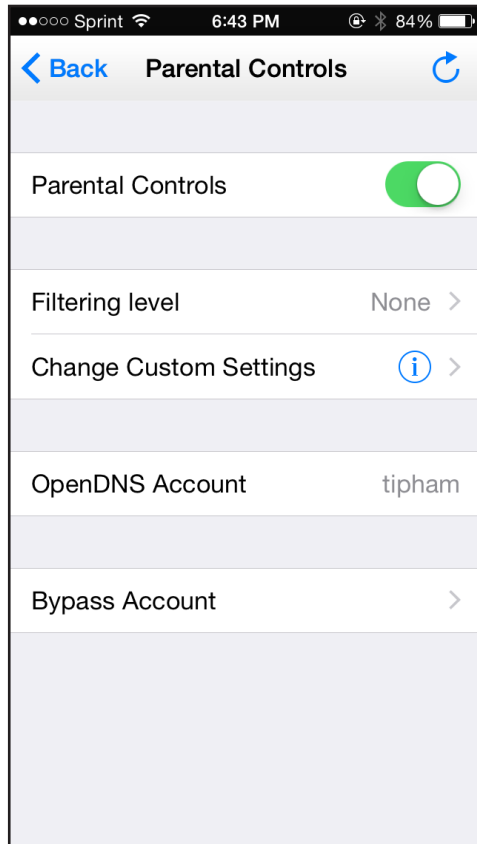
The Parental Controls page displays.

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.

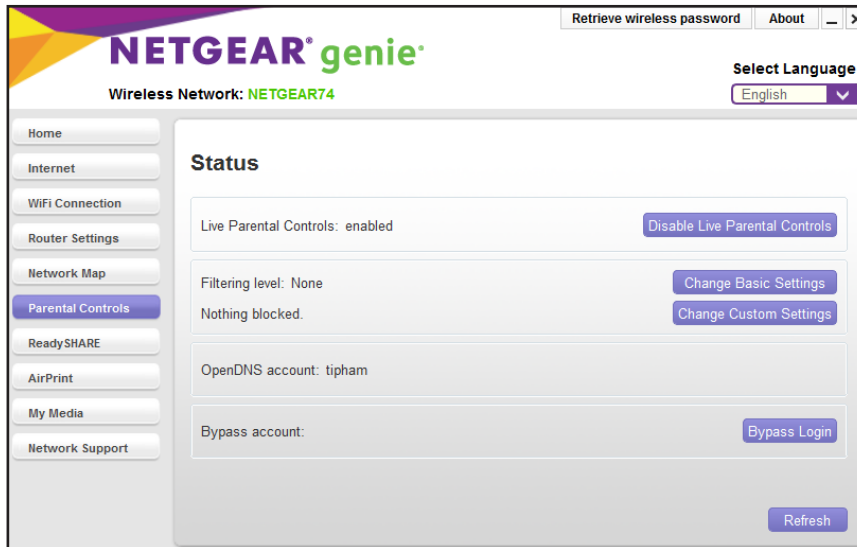
You can enable or disable your router's Parental Controls locally or remotely. For more information about how to remotely access your router using the genie app, see [Chapter 4, Remotely Access Your Router](#).

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:

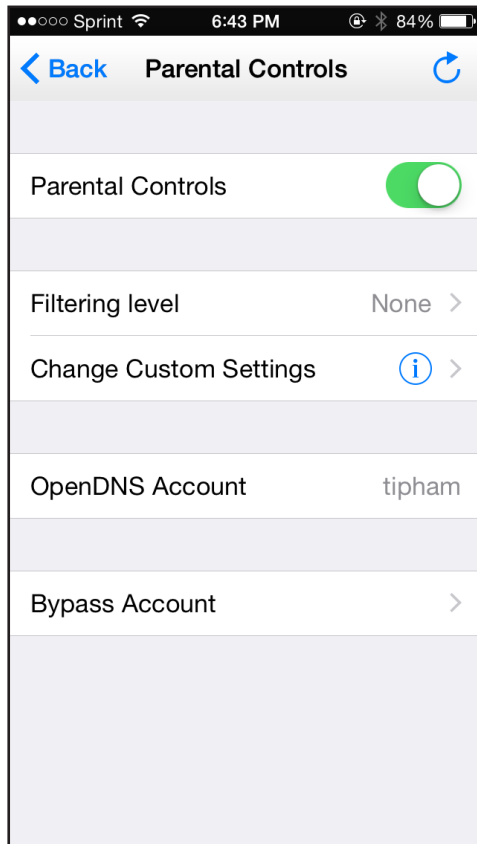
1. Connect your device to the router's WiFi network.
2. Launch the genie app.
The home page displays.
3. Tap **Login**.
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.

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

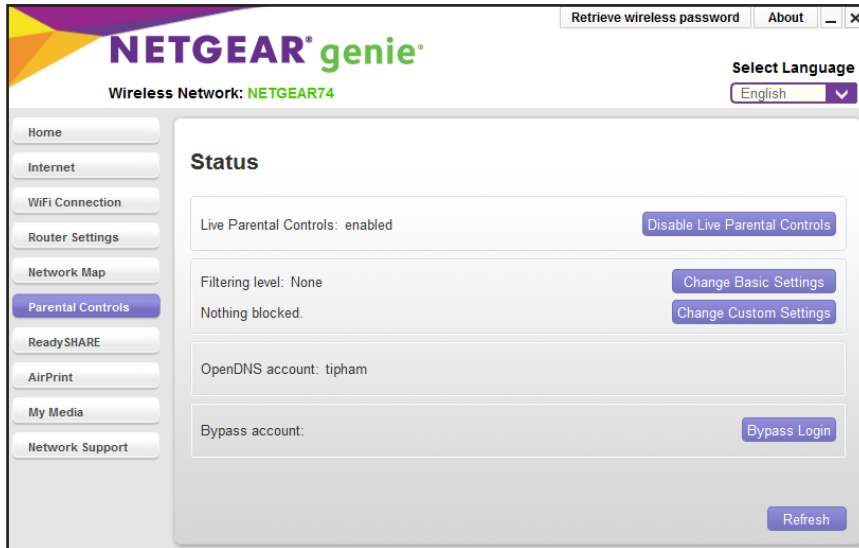
After you set up parental controls, you can create a bypass account that lets you set custom filtering levels that you can save. After you create a bypass account, you can visit <https://netgear.opendns.com/> to change your account settings.

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.

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



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

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

5. Enter your OpenDNS user name and password in the fields and click the **Sign in** button.
6. Follow the onscreen instructions to create a bypass account.
Your bypass account is created.
7. (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:**

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. 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:**

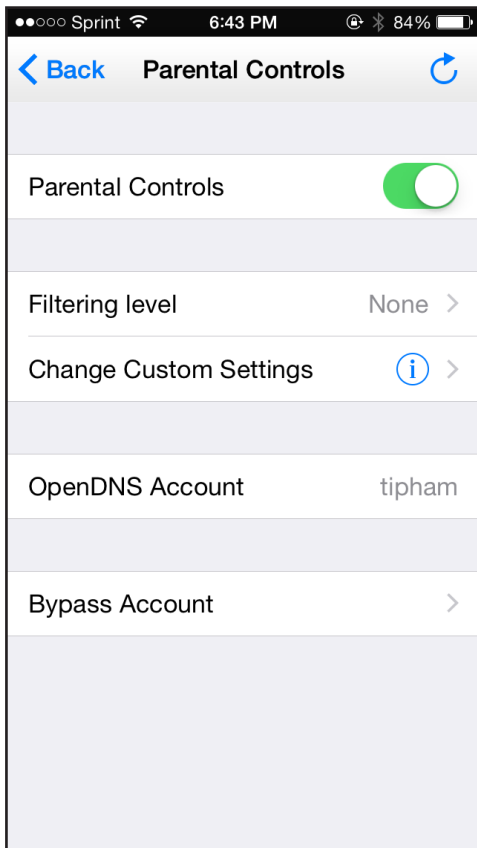
1. Connect your device to the router's WiFi network.
2. Launch the genie app.
The home page displays.
3. Tap **Login**.
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.

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.

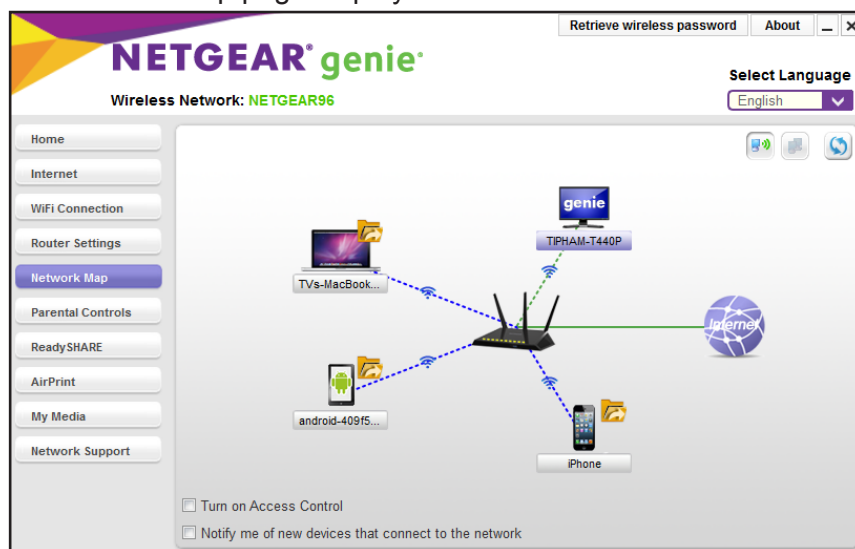
5. Click the **Network Map** button.

The Router Login page displays.

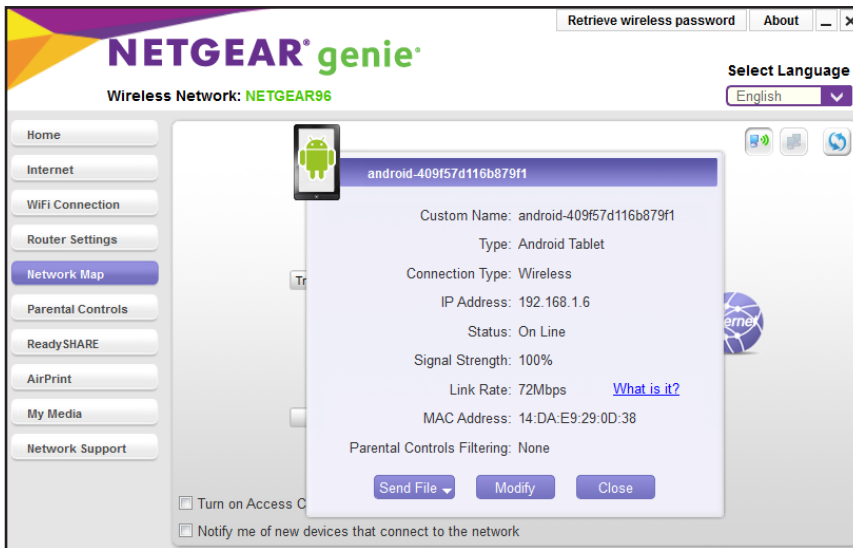
6. Enter the router password and click the **Login** button.

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

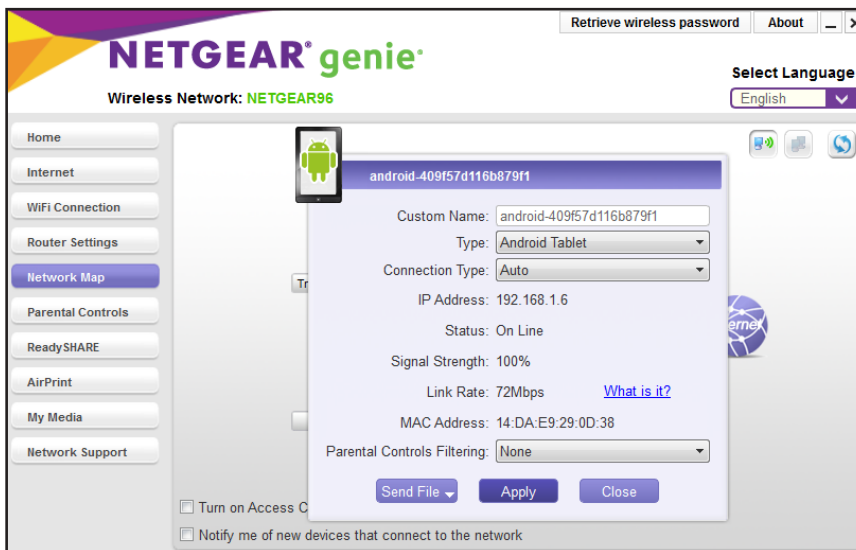
The Network Map page displays.



- 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.

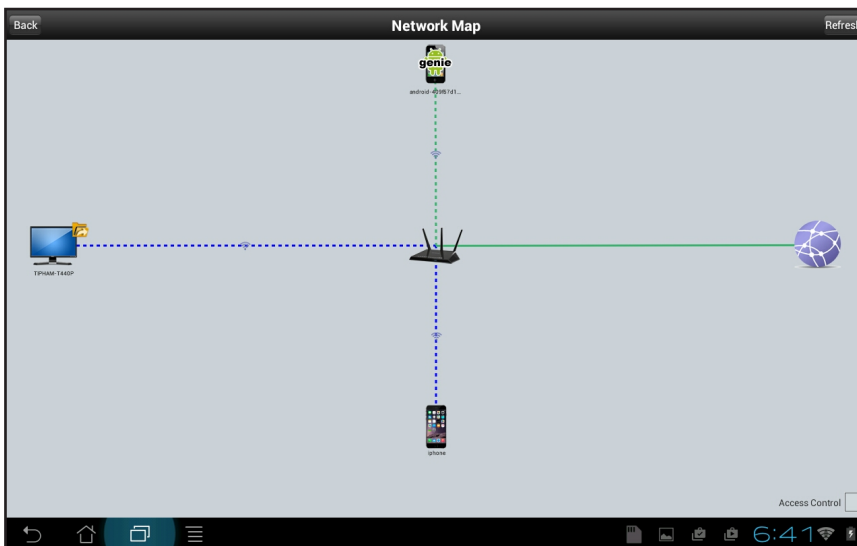
3. Tap the **Login** button.
4. In the **Login as** menu, tap **At home**.
5. Enter the router password.

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

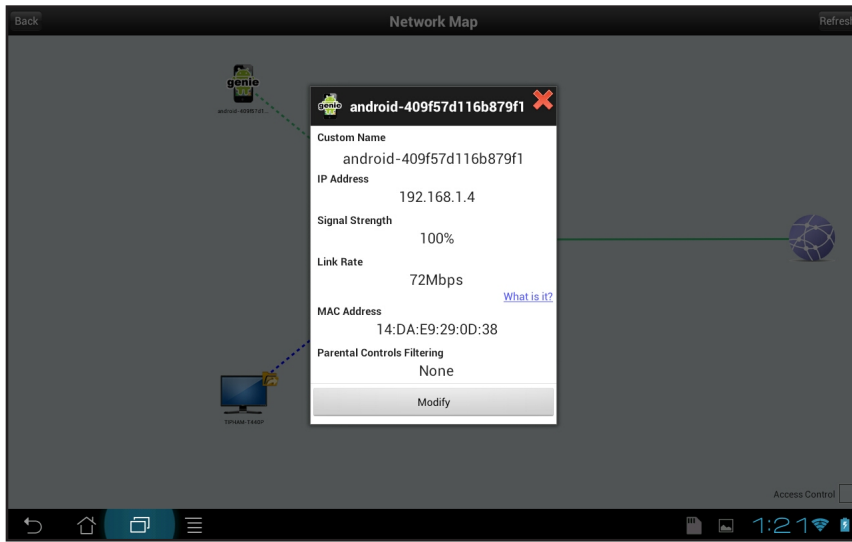
6. Tap the **Login** button.

The app returns to the home page.

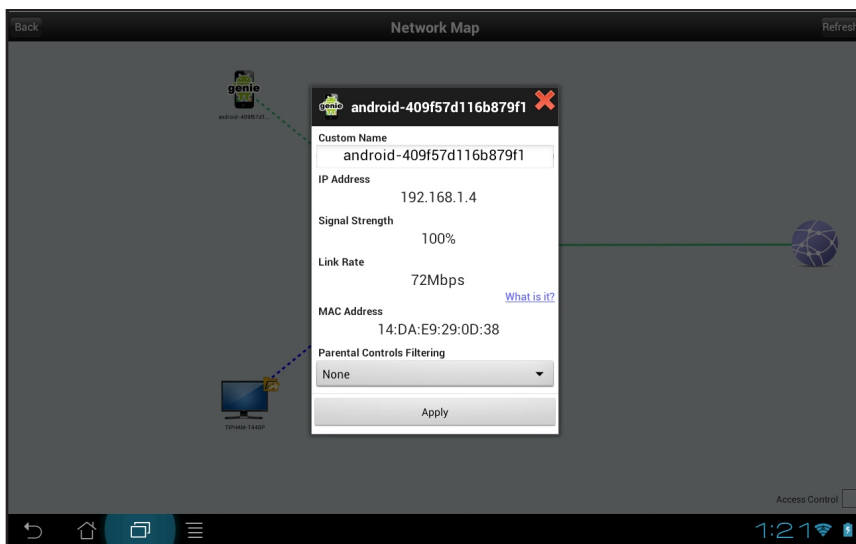
7. Tap the **Parental Controls** button .
8. Make sure that Parental Controls is enabled.
9. If Parental Controls is disabled, tap the **Parental Controls** check box to enable it.
10. Tap the **Network Map** button .



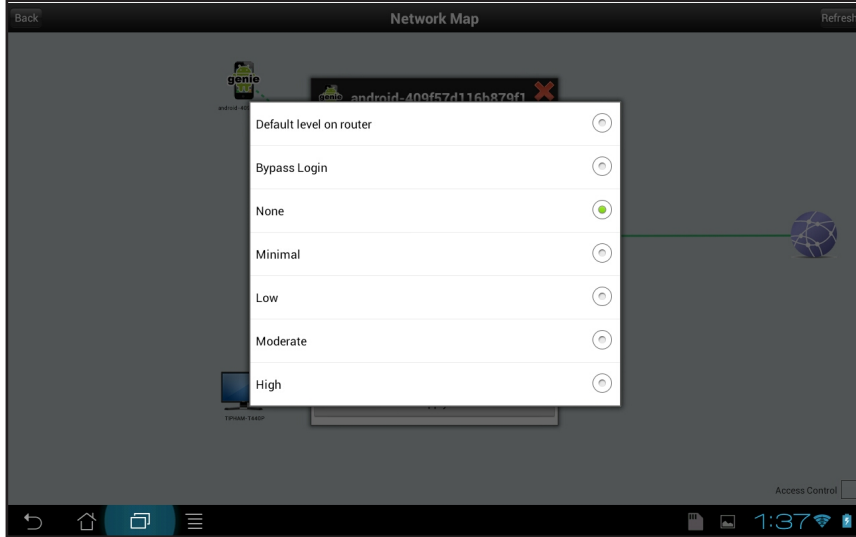
11. Tap a device connected to the router.



12. Tap the **Modify** button.



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

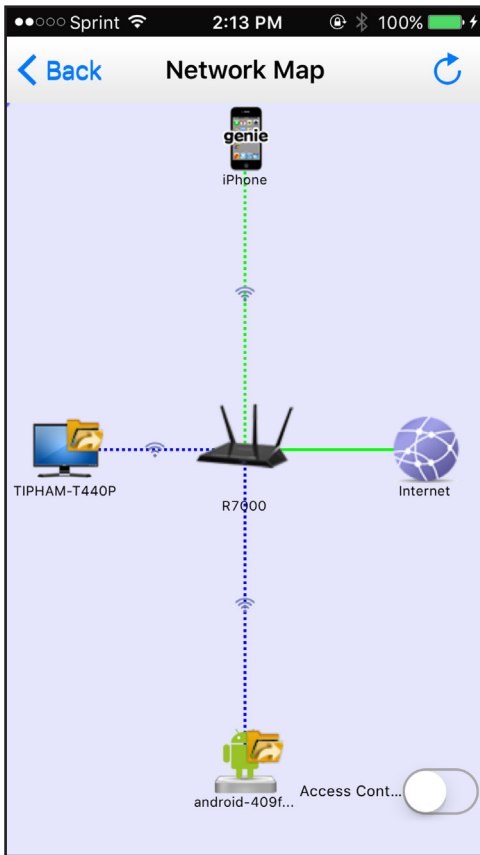


14. Tap a filtering level.
The filtering level is set.
15. Tap the **Apply** button.
Your settings are saved.

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.

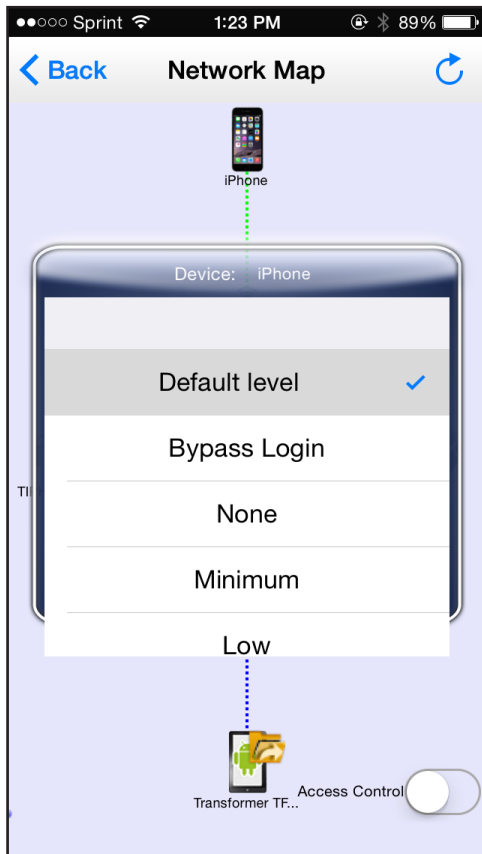
8. Tap the **Network Map** button  .



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**.

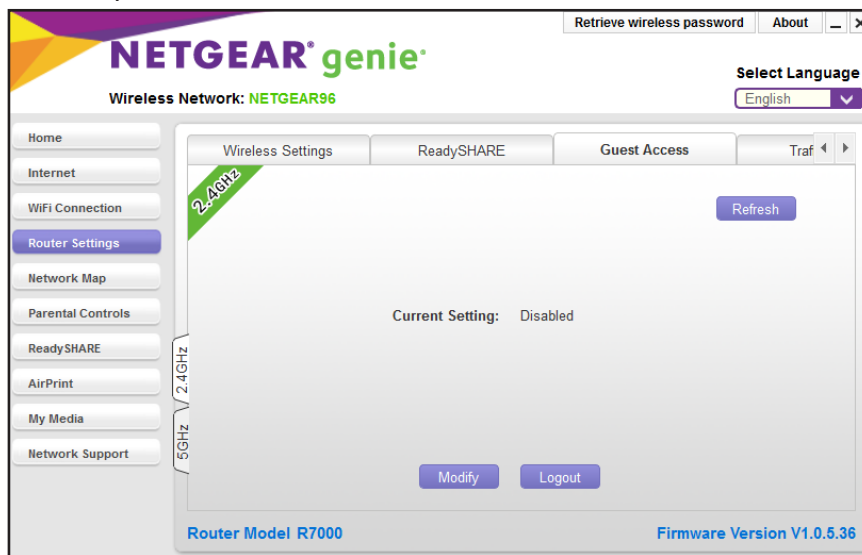
5. Enter the router password.

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

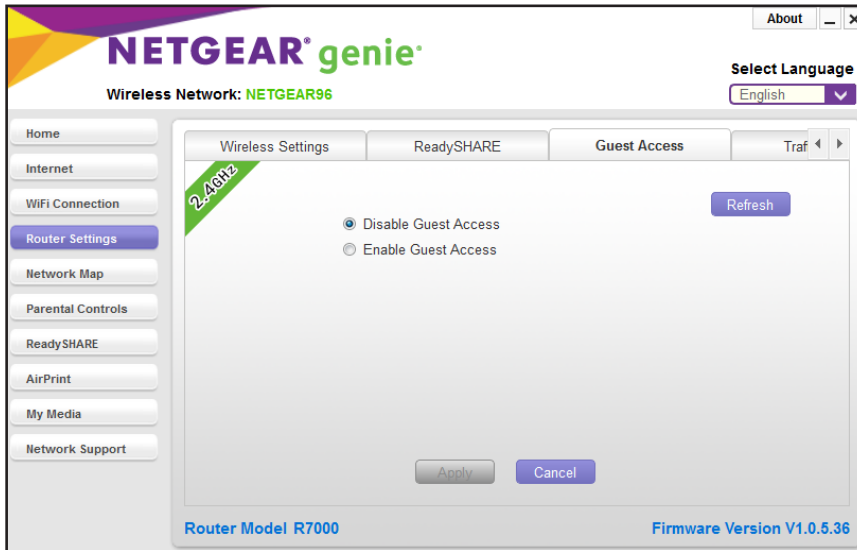
6. Click the **OK** button.

The Wireless Settings page displays.

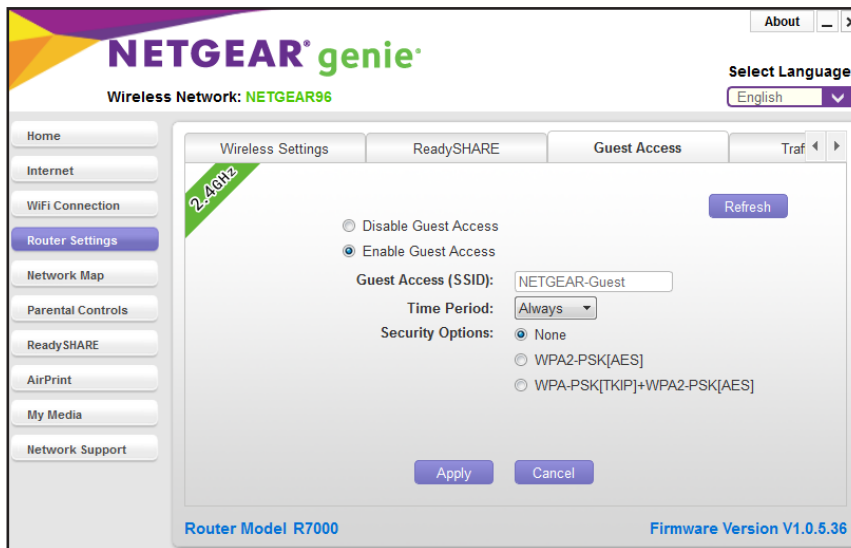
7. At the top, select the **Guest Access** tab.



8. Click the **Modify** button.




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

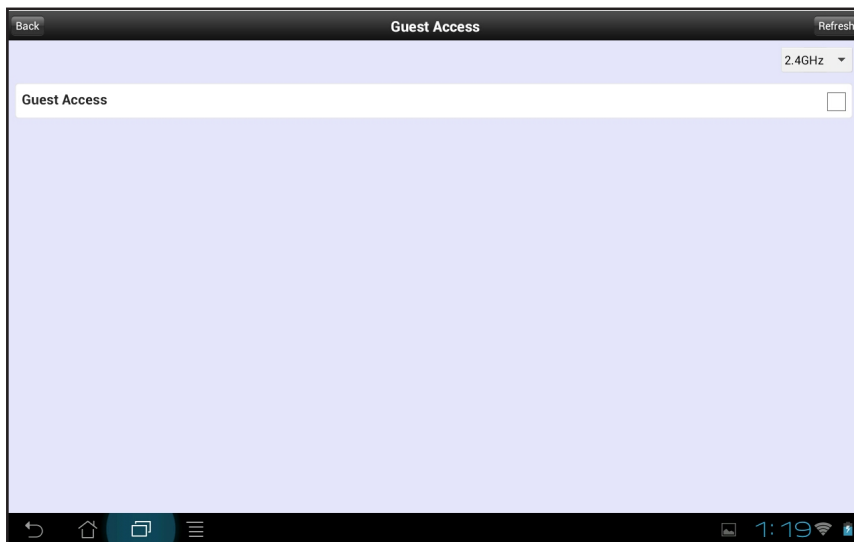


10. Change the settings as needed to customize your guest network.
 11. Click the **Apply** button.
 12. When prompted to confirm the change, click the **OK** button.

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

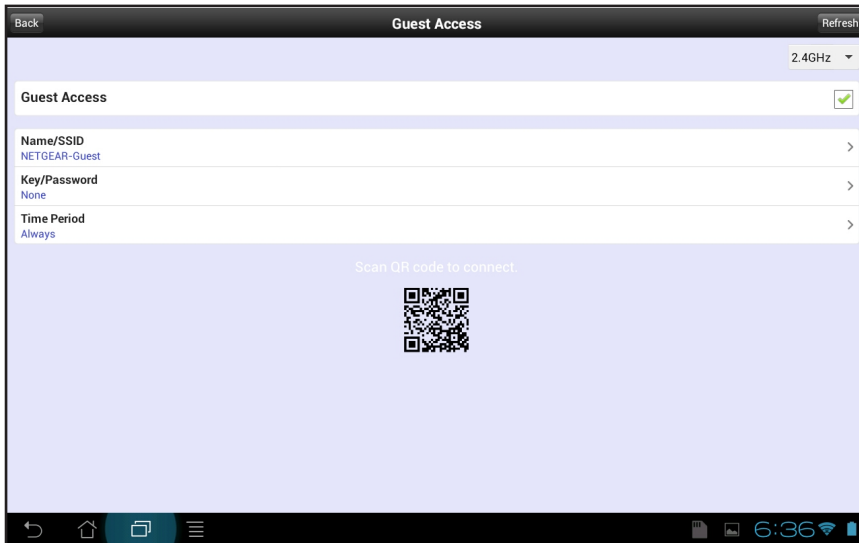
- To set up a guest WiFi network locally using the mobile genie App for Android devices:
1. Connect your device to the router's WiFi network.
 2. Launch the genie app.
The home page displays.
 3. Launch the genie app.
The home page displays.
 4. Tap the **Login** button.
 5. In the **Login as** menu 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**.

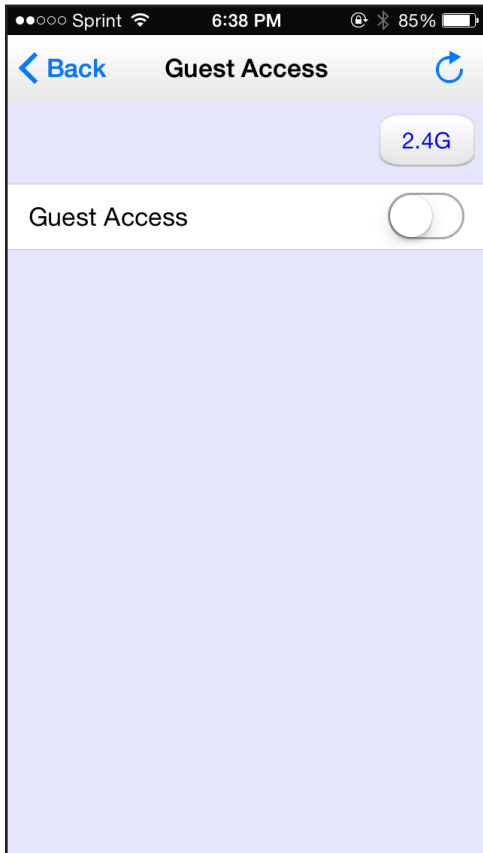
5. Enter the router password.

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

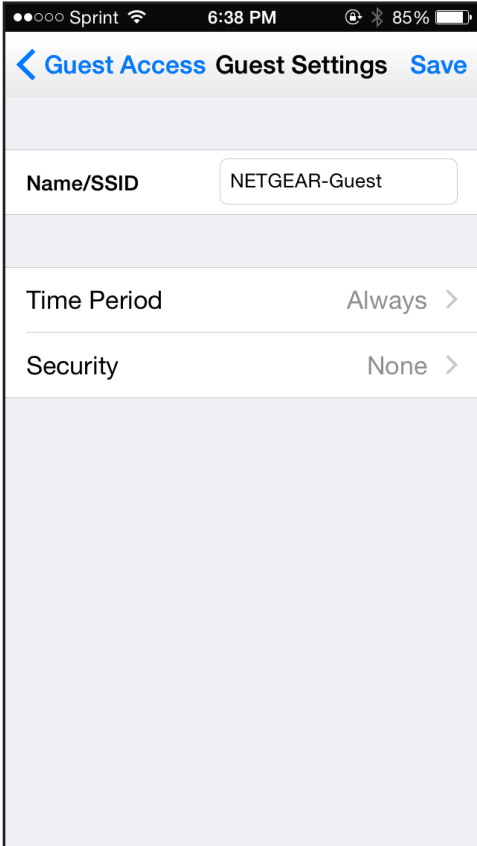
6. Tap **Login**.

The app returns to the home page.

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

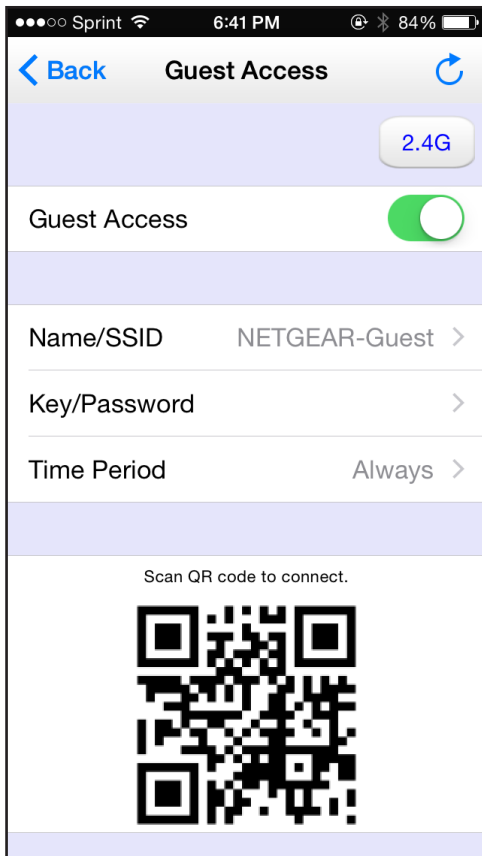


8. If the guest access setting is off, slide the **Guest Access** slider to the right.



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.

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.

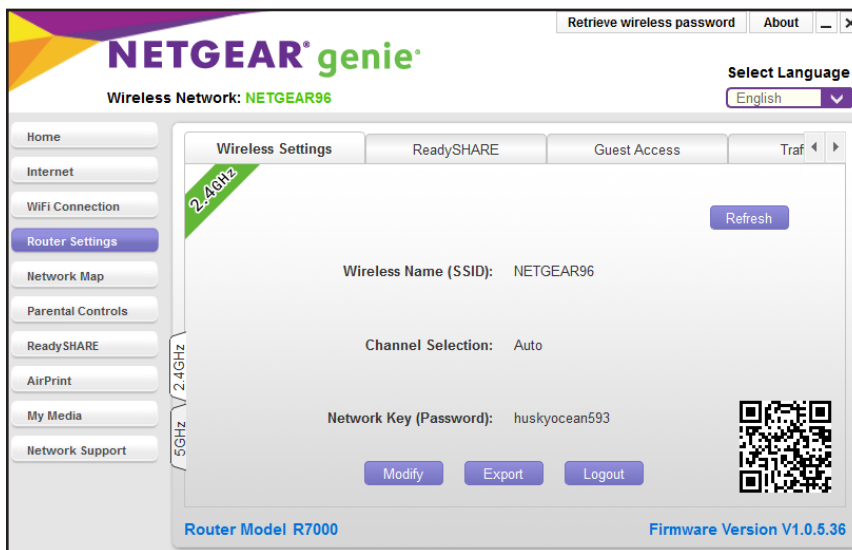
The Router Login page displays.

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.

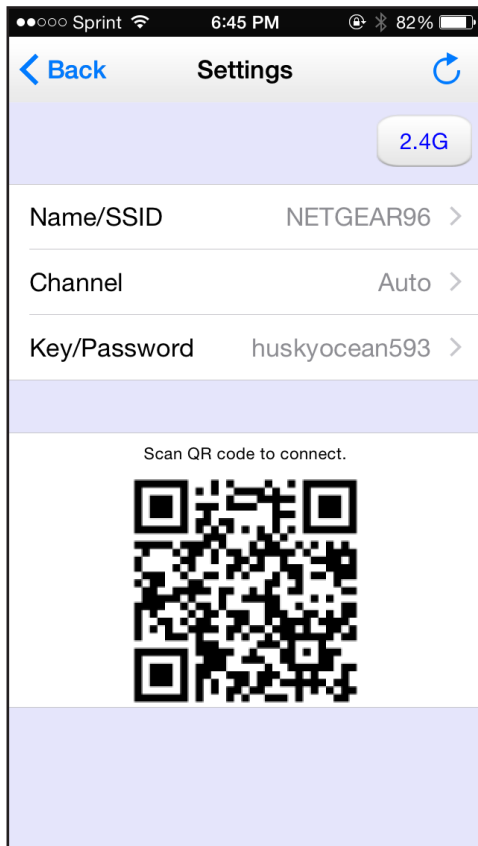
The default password is **password**. The router user name, which is **admin**, is automatically entered.


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

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*

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.

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.

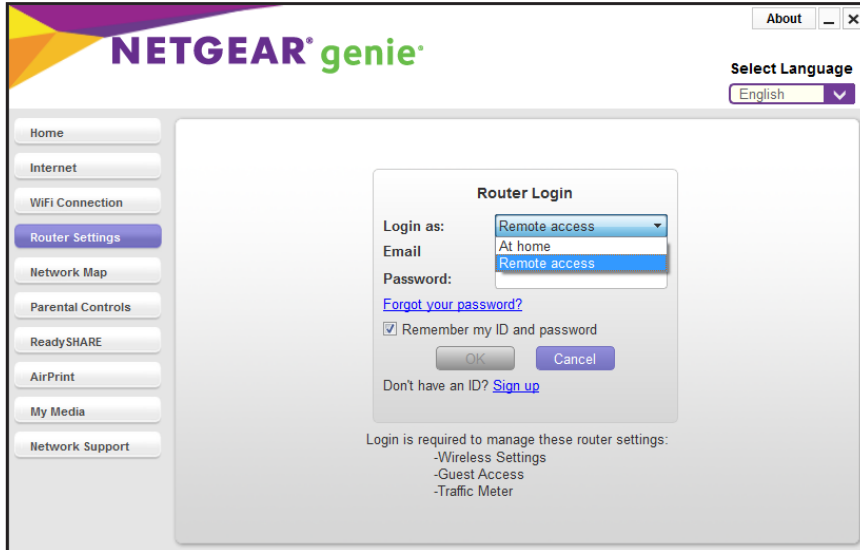
Create a Remote Access Account Using the Windows Desktop genie App

- **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

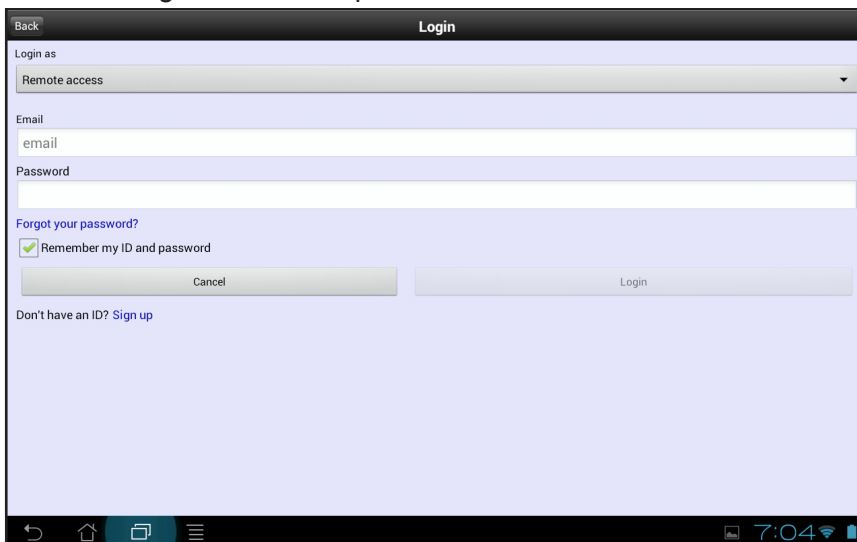
3. Launch the genie app.

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.

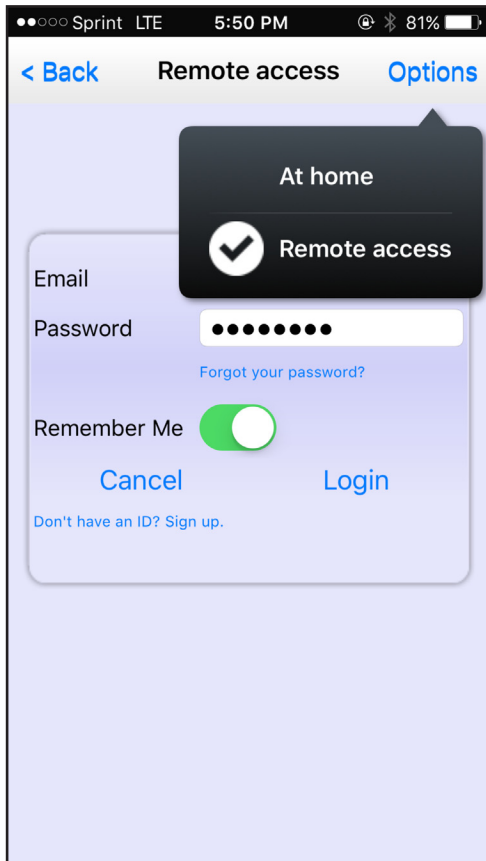
3. Launch the genie app.

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.

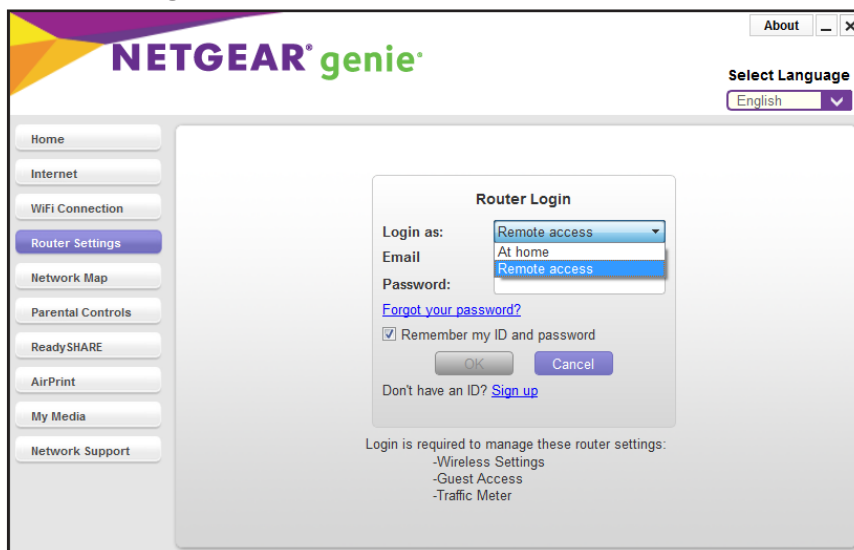
Your email address is confirmed and you are now ready to register your router with your remote access genie account. For more information, see the [Register Your Router Using the Android Mobile genie App](#) on page 95.

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.