

# NETGEAR®

## genie App User Manual



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USA



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## Conformity

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

## Compliance

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

See the regulatory compliance document before connecting the power supply.

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# Getting Started

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# 1

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

This chapter covers the following topics:

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

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

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

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

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

## Router Requirements

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

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

## Install the NETGEAR Desktop genie App on a Computer

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

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

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

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

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

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

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

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

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

You can use genie apps to do the following:

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



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

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



iPad App



iPhone App



Android App

## Install the Android Mobile genie App

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

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

The genie app installs on your Android device.

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

## Install the iOS Mobile genie App

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

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

The app installs on your iOS device.

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

## Manage the Desktop genie App Settings For Windows Computers

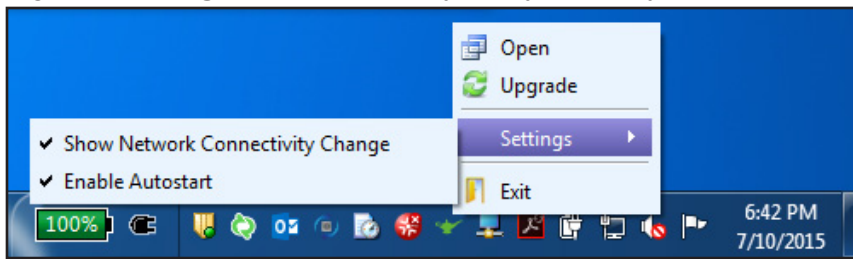
The desktop genie app for Windows computers allows you to enable the app to start when you computer starts and show the network connectivity change.

### Enable or Disable Autostart

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

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

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

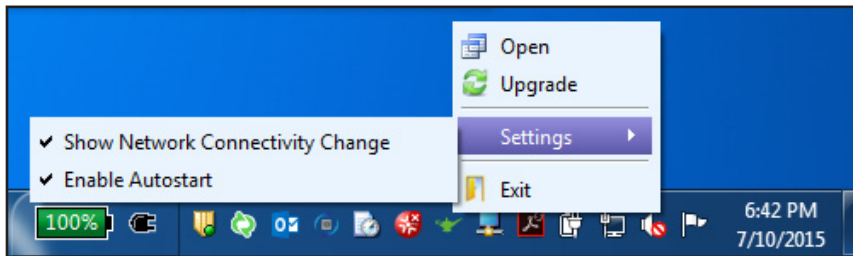


2. Select **Settings**.
3. To enable autostart, select **Enable Autostart**.
4. To disable autostart, deselect **Enable Autostart**.

## Show or Hide Network Connectivity Change

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

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




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

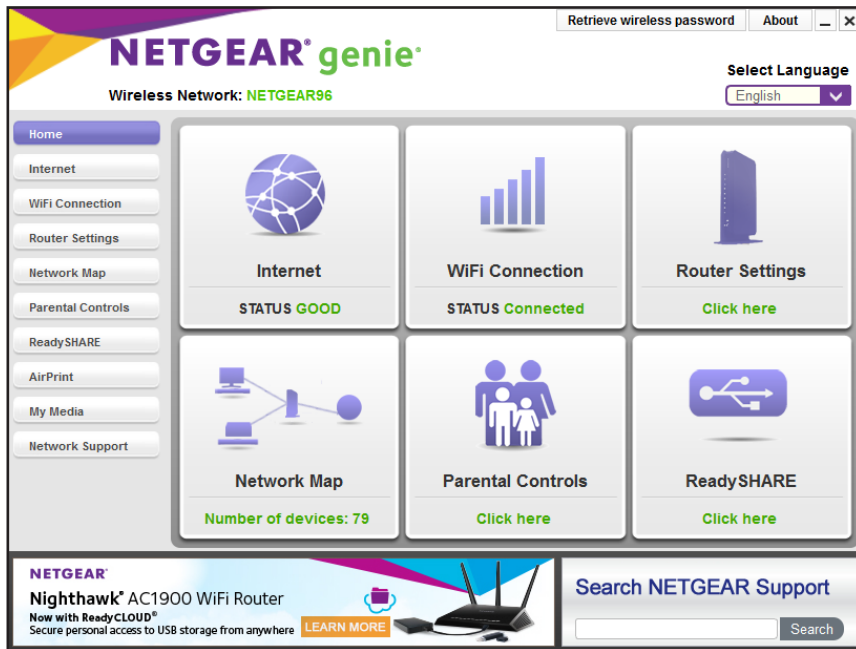
## Manage Your Router Locally Using the genie App

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

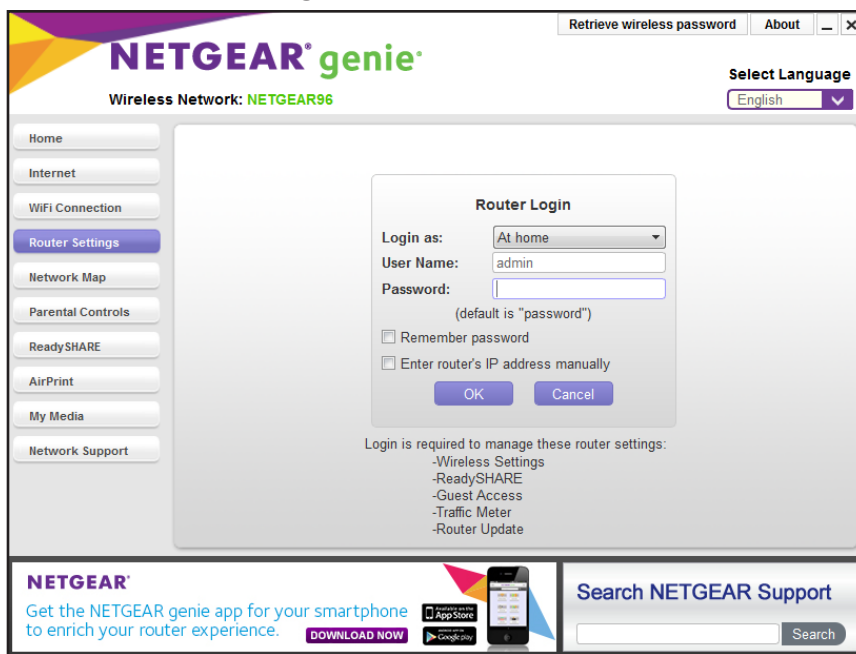
You can also manage your router remotely using the genie app. For more information, see [Chapter 4, Remotely Access Your Router](#).

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

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



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



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

5. Enter the router password.

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

6. Click the **OK** button.

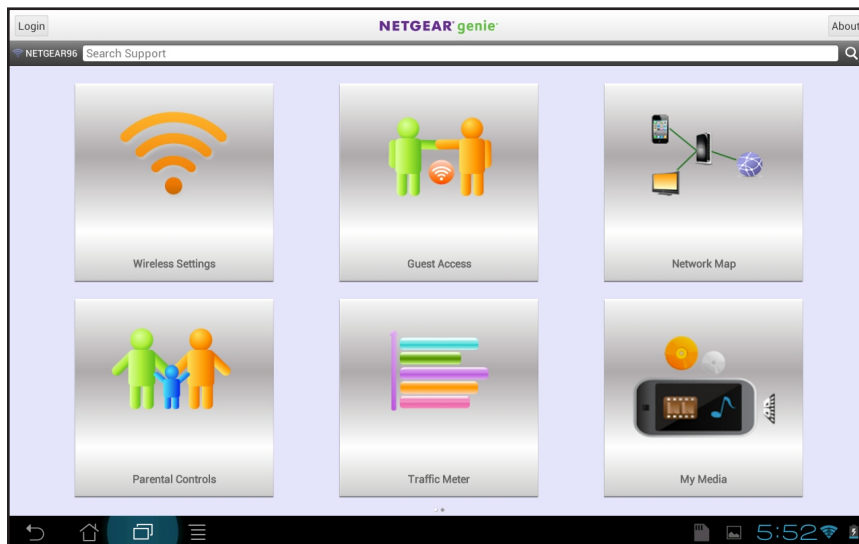
The Wireless Settings page displays.

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

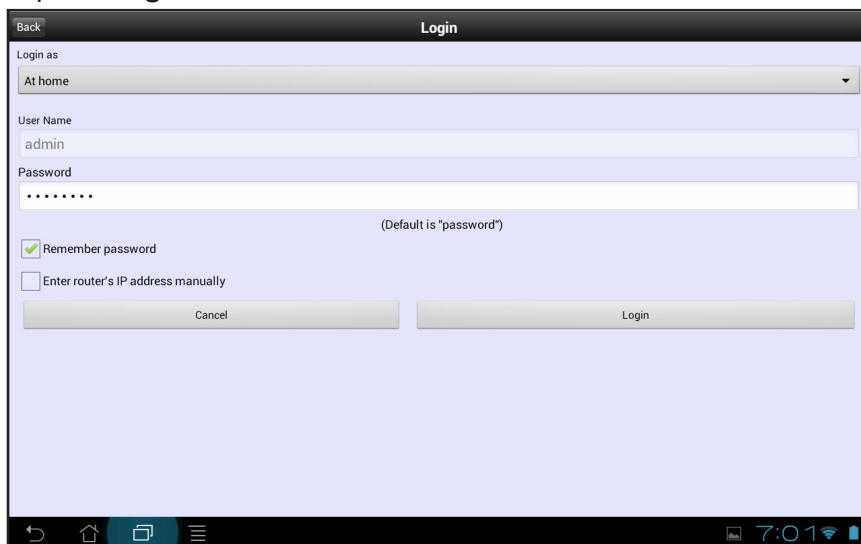
➤ To log in to your router locally using the mobile genie app for Android devices:

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

2. Launch the genie app.



3. Tap the **Login** button.



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

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

6. Tap the **Login** button.

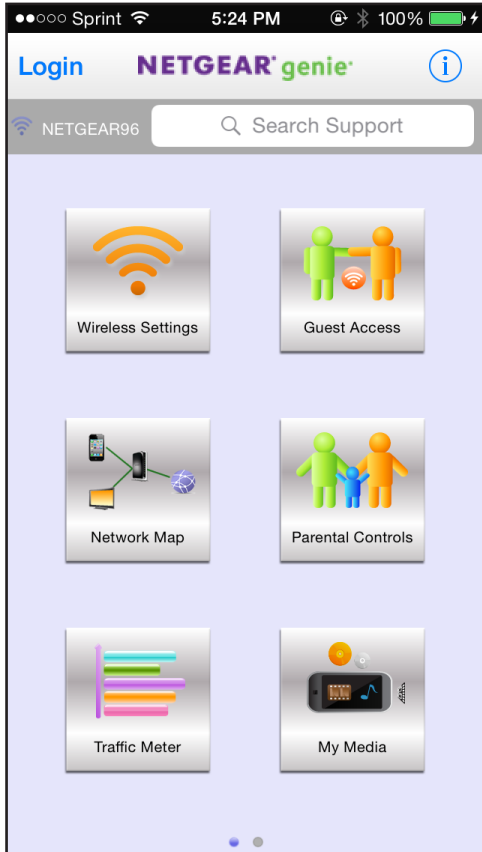
The app returns to the home page.

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

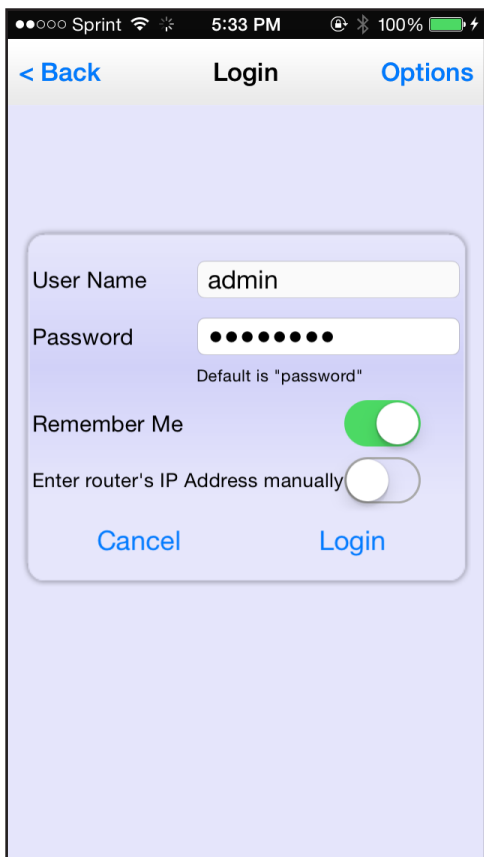
- To log in to your router using the mobile genie app for iOS devices:

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

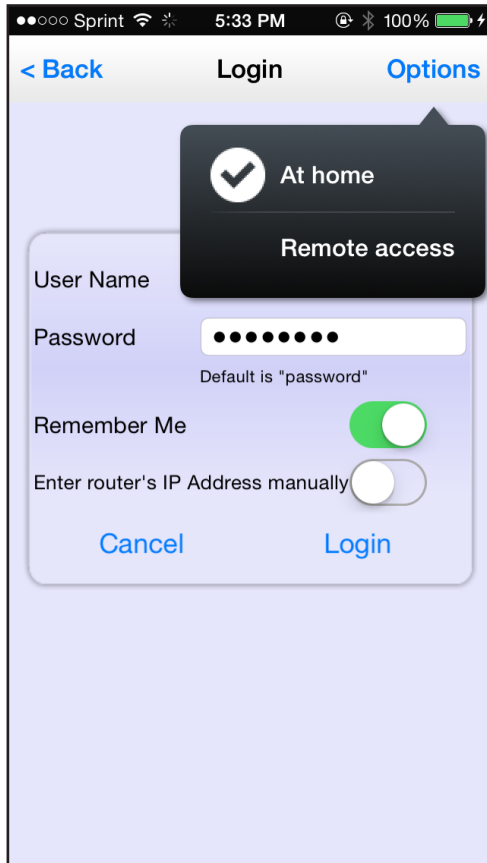
2. Launch the genie app.



3. Tap **Login**.



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



- Tap **At home**.

- Enter the router password.

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

- Tap **Login**.

The app returns to the home page.


## View Information About the genie App and the Router

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

### View Information about the Windows desktop genie App


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



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

## View Information about the Mac Desktop genie App

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

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

## View Information About the Android Mobile genie App

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

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

## View Information About the iOS Mobile genie App


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

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

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

2. Launch the genie app.

The home page displays.

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

The About page displays.

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

The end-user license agreement (EULA) displays.

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

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

## 2 Manage Your Internet Connection

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# 2

This chapter contains the following sections:

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

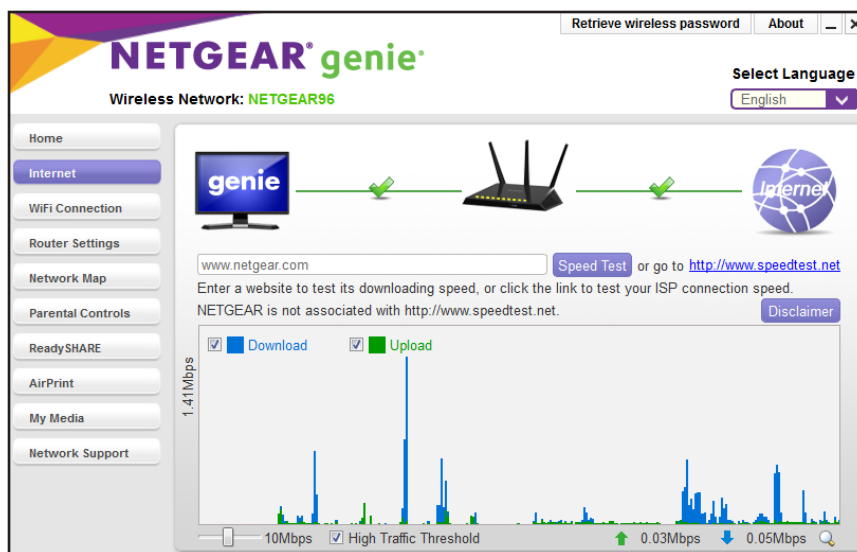
## Monitor Your Internet Connection Using the Desktop genie App

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

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

The Home page displays.


3. Click the **Internet** button.



The status of your Internet connection displays.

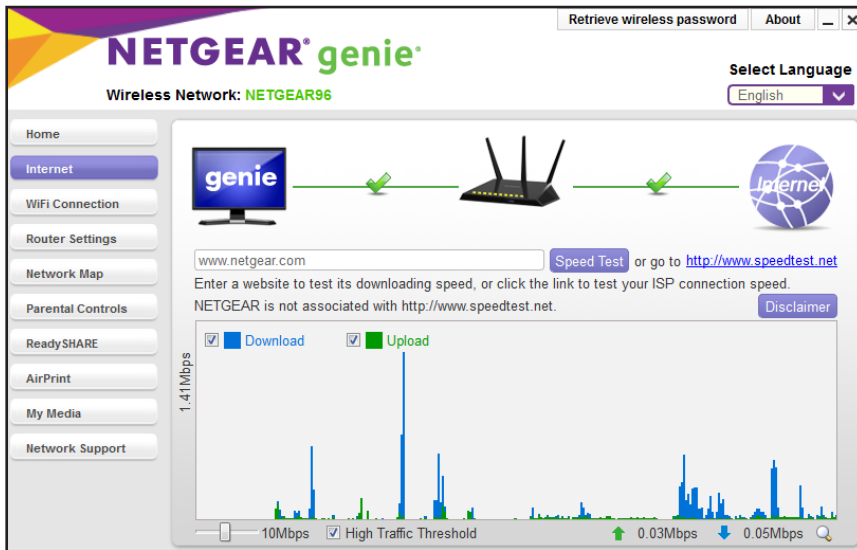
## Perform a Speed Test Using the Desktop genie App

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

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

The Home page displays.


- Click the **Internet** button.



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

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

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

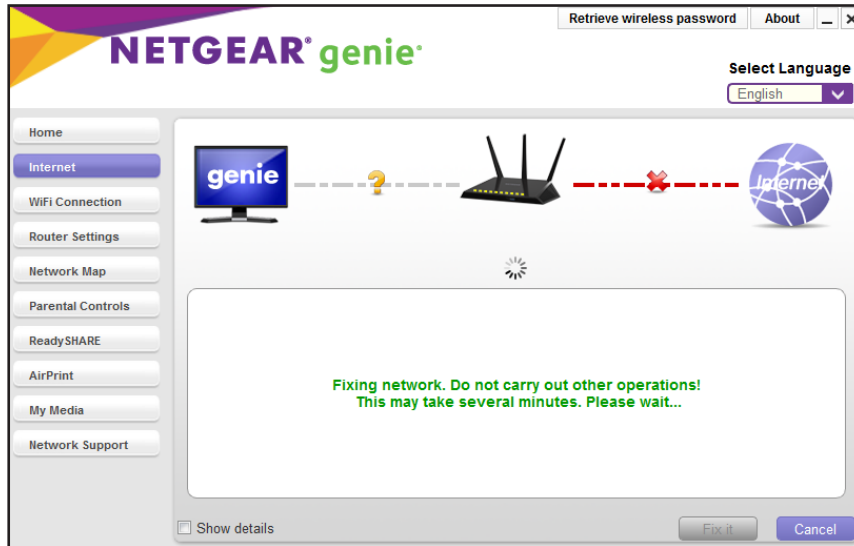
- Connect your computer to the router's network with WiFi or a wired Ethernet connection.
- Launch the genie app  .

The Home page displays.

- On the left, click the **Internet** button

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

The genie app tries to detect and fix the problem:



The screen adjusts based on the results:

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


## Set Up Traffic Meter Locally

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

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

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

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

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

The Home page displays.

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

The Router Login page displays.

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

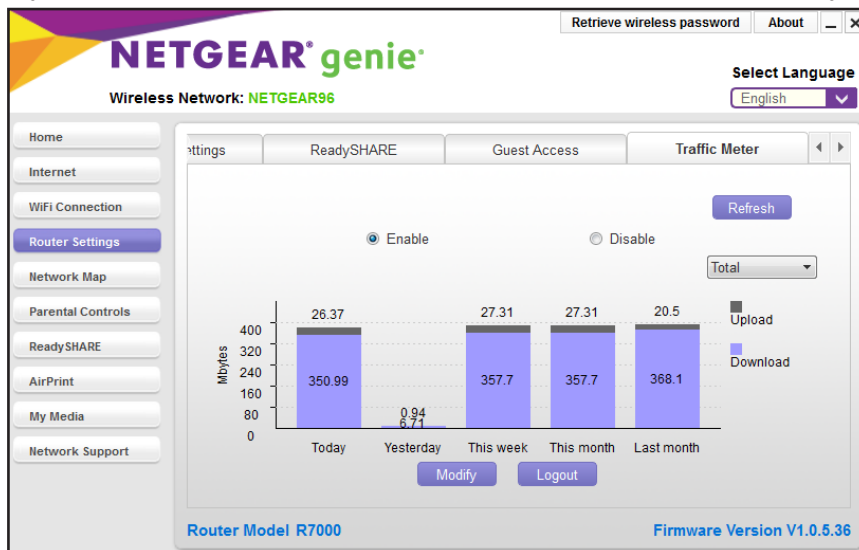
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The Wireless Settings page displays.

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

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



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

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

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

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

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

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

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

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

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

The home page displays.

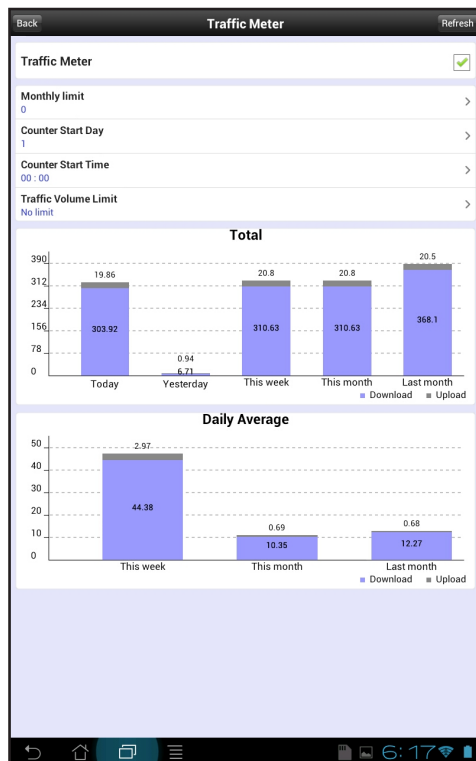
3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

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

6. Tap the **Login** button.

The app returns to the home page.

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



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

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

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

The page adjusts.



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

Your settings are saved.

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

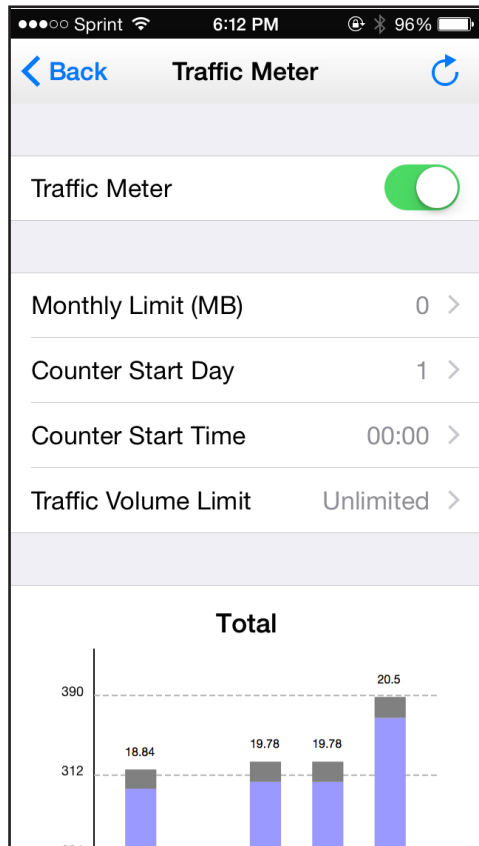
- **To set up the traffic meter using the mobile genie app for iOS devices:**
1. Connect your device to the router's WiFi network.
  2. Launch the genie app.

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

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

The app returns to the home page.

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



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

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

# Manage Your WiFi Network

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# 3

This chapter contains the following sections:


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

## Manage WiFi Connections

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

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

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

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

The Home page displays.

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


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

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

Your computer or device joins the network.

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

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

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

The Home page displays.

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

The Connect WiFi page displays.


4. Click the **Manage** button.

The Preferred Networks page displays.

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

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

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

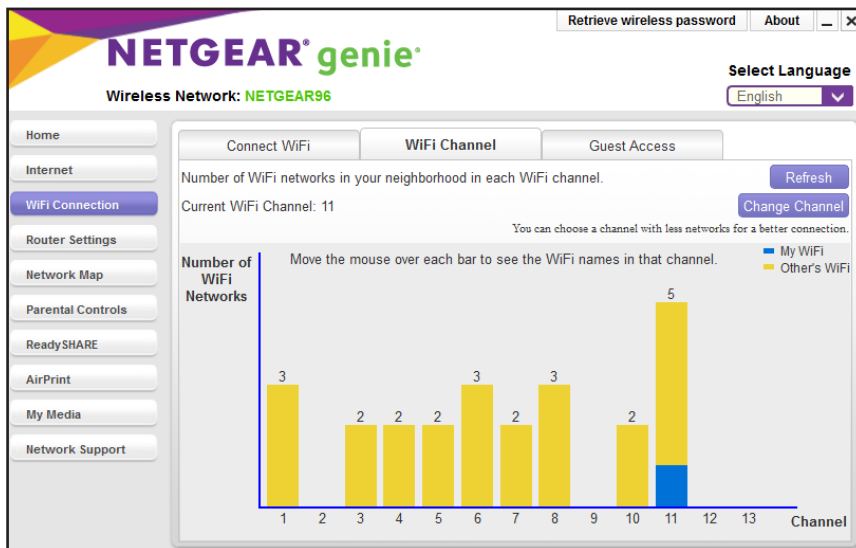
1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
2. Launch the genie app .

The Home page displays.

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

The Connect WiFi page displays.

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




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

## Change the WiFi Channel Using the Desktop genie App

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

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

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

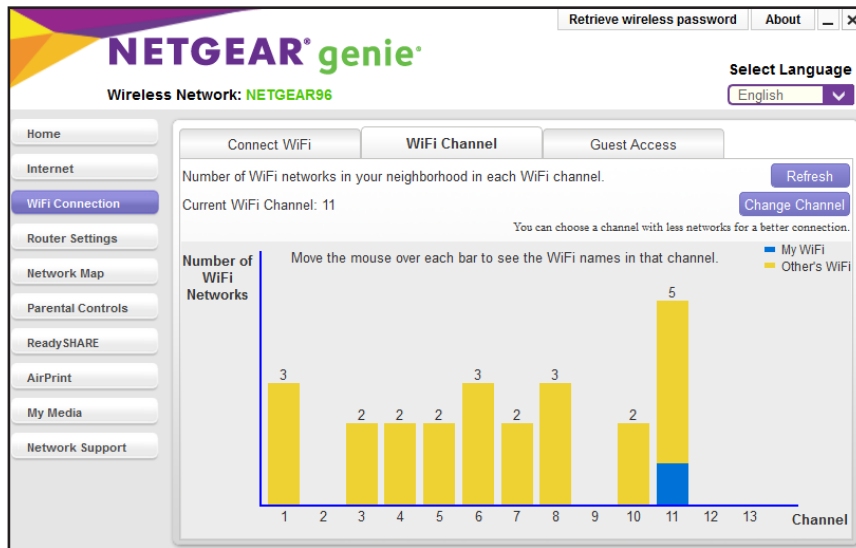
2. Launch the genie app  .

The Home page displays.

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

The Connect WiFi page displays.

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



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

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

## Change the Router WiFi Settings Locally

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


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

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

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

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

The Home page displays.

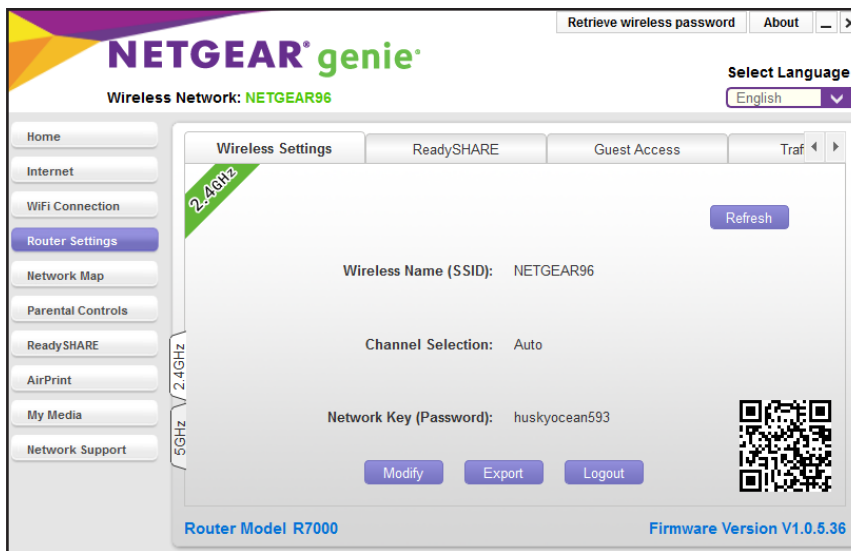
3. Click the **Router Settings** button.

The Router Login page displays.

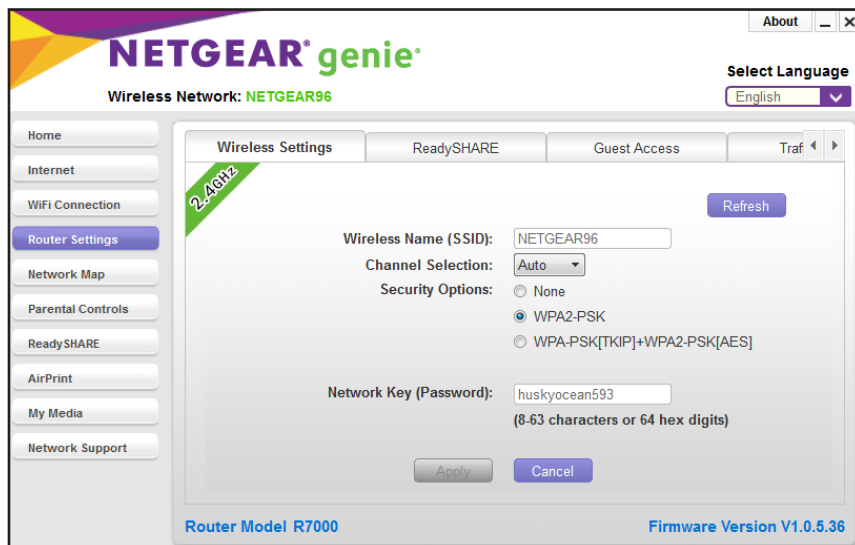
4. In the **Login as** menu, click **At home**.
5. Enter the router password.

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

6. Click the **OK** button.



7. Click the **Modify** button.



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

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

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

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



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

6. Tap the **Login** button.

The app returns to the home page.

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



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

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

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

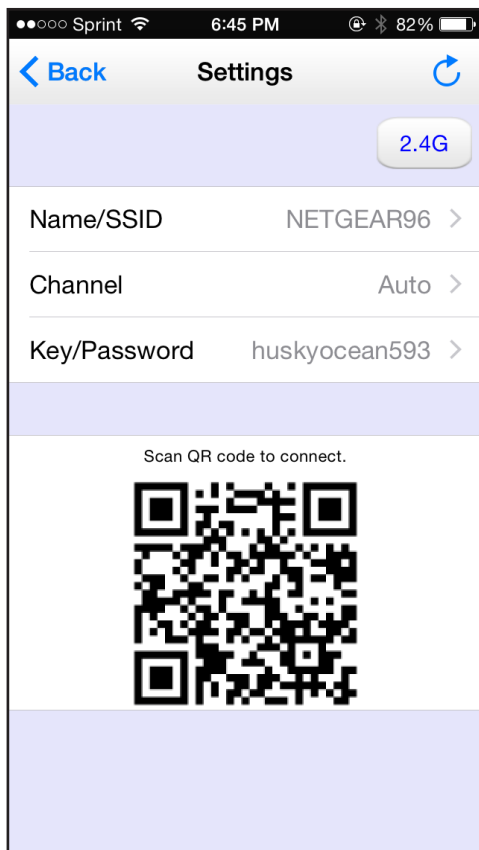
4. At the top of the Login page, tap **Options > At home**.
5. Enter the router password.

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

6. Tap **Login**.

The app returns to the home page.

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




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

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

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

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

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

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

The Home page displays.

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

The Router Login page displays.

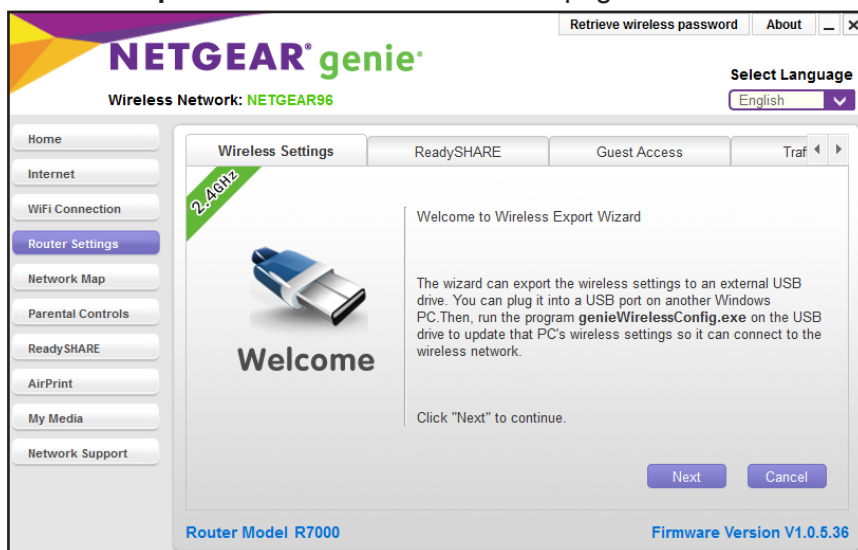
4. In the **Login as** menu, click **At home**.
5. Enter the router password.

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

6. Click the **OK** button.

The Wireless Settings page displays.

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



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


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

## View the Network Map Locally

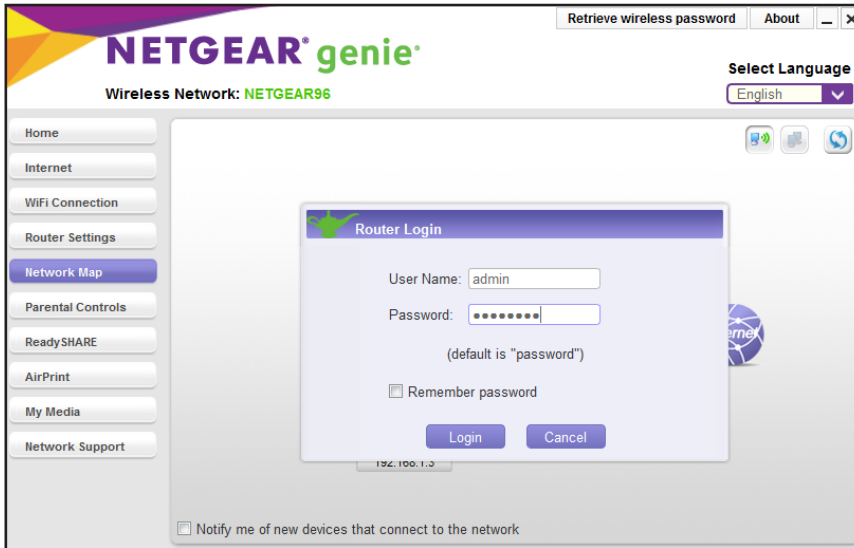
The network map shows the router's Internet connection and computers and devices that are connected to the router. You can use the Turbo Transfer feature from this screen to copy files from one device to another. For more information about Turbo Transfer, see [Send Files With Turbo Transfer](#) on page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

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

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

- **To view a network map locally using the desktop genie app for Windows and Mac computers:**
  1. Connect your computer to the router's network with WiFi or a wired Ethernet connection.
  2. Launch the genie app  .  
The Home page displays.
  3. Click the **Router Settings** button.  
The Router Login page displays.
  4. In the **Login as** menu, click **At home**.
  5. Enter the router password.  
The default password is **password**. The router user name, which is **admin**, is automatically entered.
  6. Click the **OK** button.  
The Wireless Settings page displays.

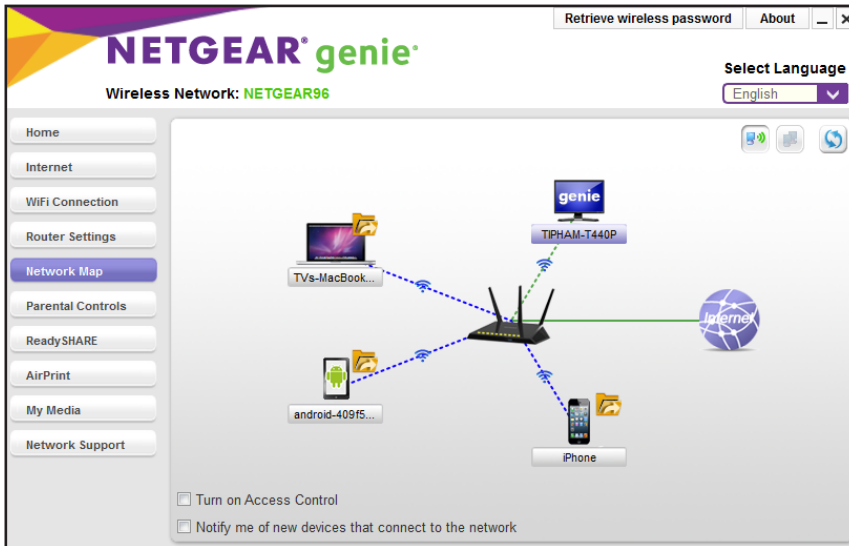
- Click the **Network Map** button.



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

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

The Network Map page displays.



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

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

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

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

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

The home page displays.

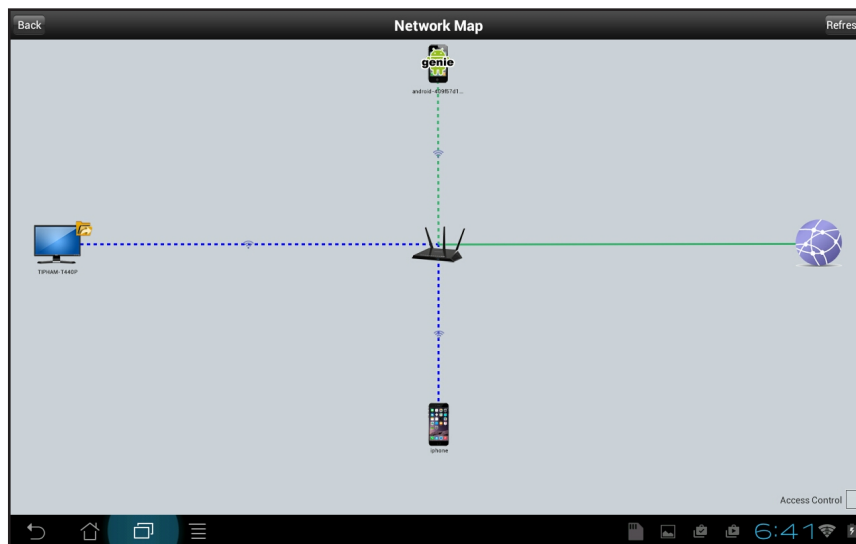
3. Tap the **Login** button.
4. In the **Login as** menu tap **At home**.
5. Enter the router password.

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

6. Tap the **Login** button.

The app returns to the home page.

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



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

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

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

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

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

2. Launch the genie app.

The home page displays.

3. Tap **Login**.

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

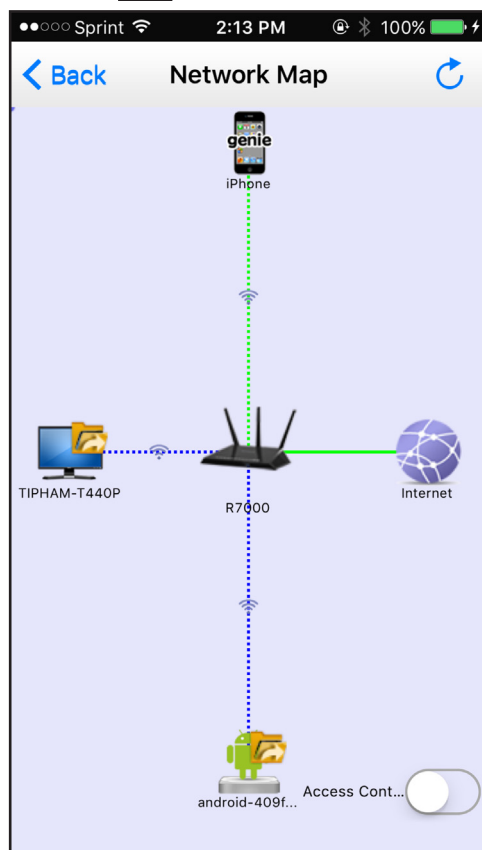
5. Enter the router password.

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

6. Tap **Login**.

The app returns to the home page.

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



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

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

## Modify Device Information in the Network Map Locally

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

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

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

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

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

2. Launch the genie app .

The Home page displays.

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

The Router Login page displays.

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

5. Enter the router password.

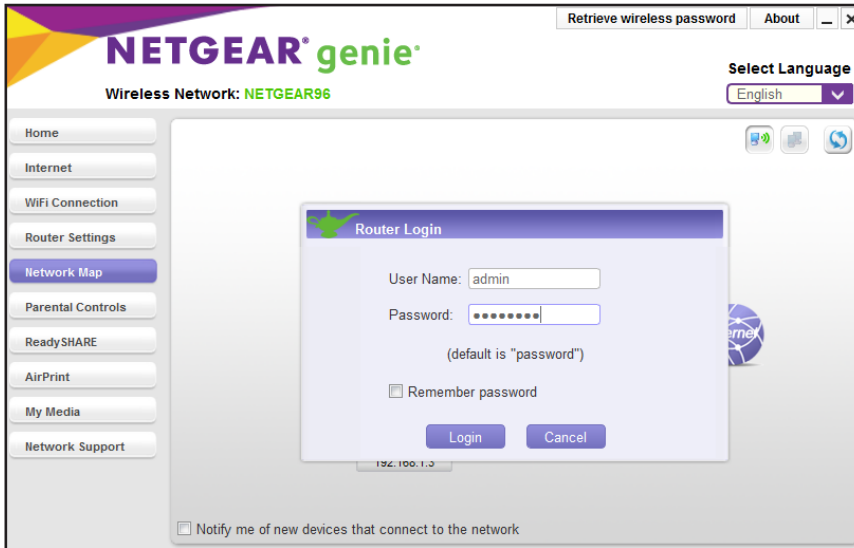
The default password is **password**. The router user name, which is **admin**, is automatically entered.

6. Click the **OK** button.

The Wireless Settings page displays.



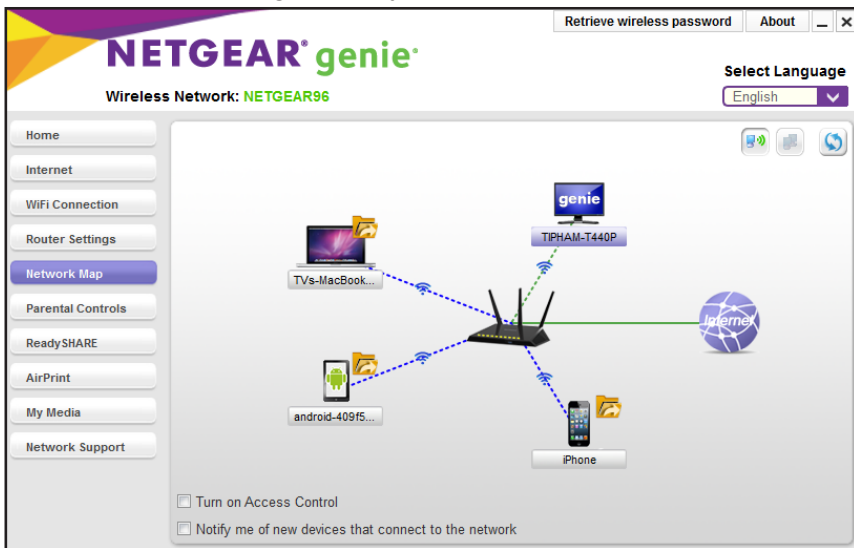
- Click the **Network Map** button.



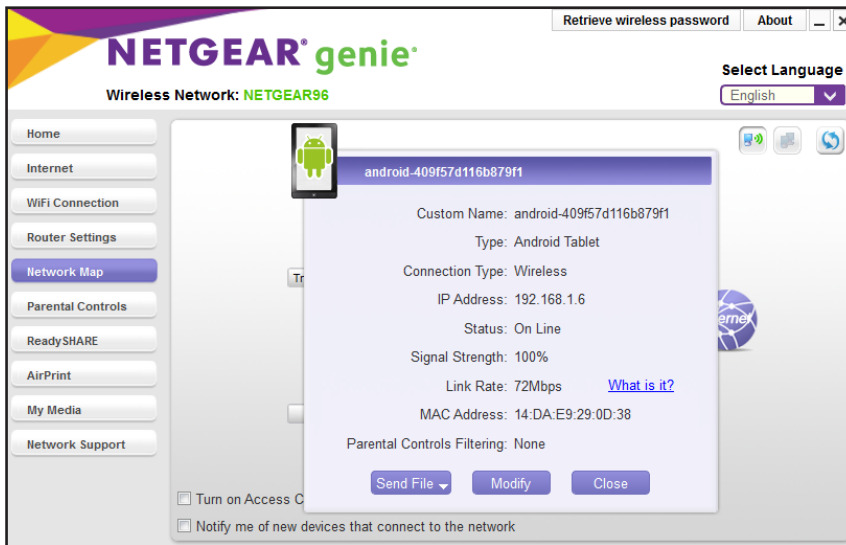
- Enter the router password and click the **Login** button.

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

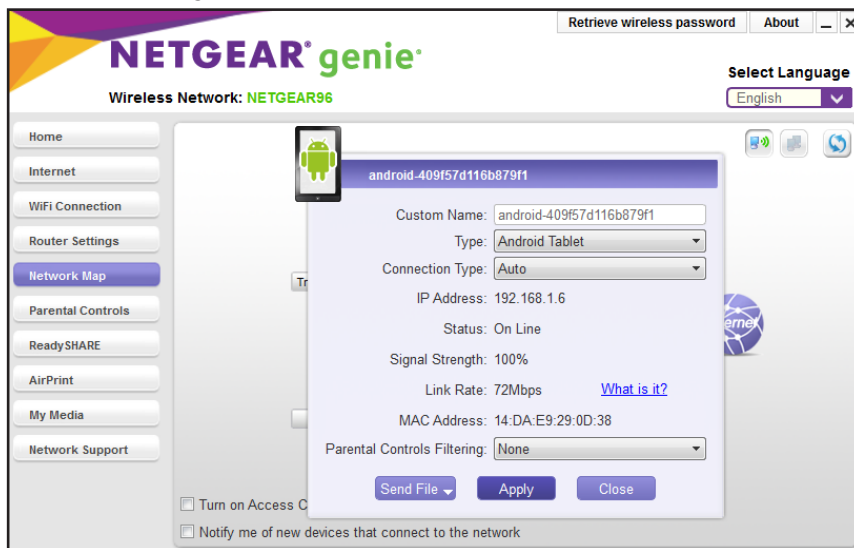
The Network Map page displays.



9. Click that device icon.



10. Click the **Modify** button.



11. Select one of the following settings and modify:

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

12. Click the **Apply** button.

Your settings are saved.

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

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

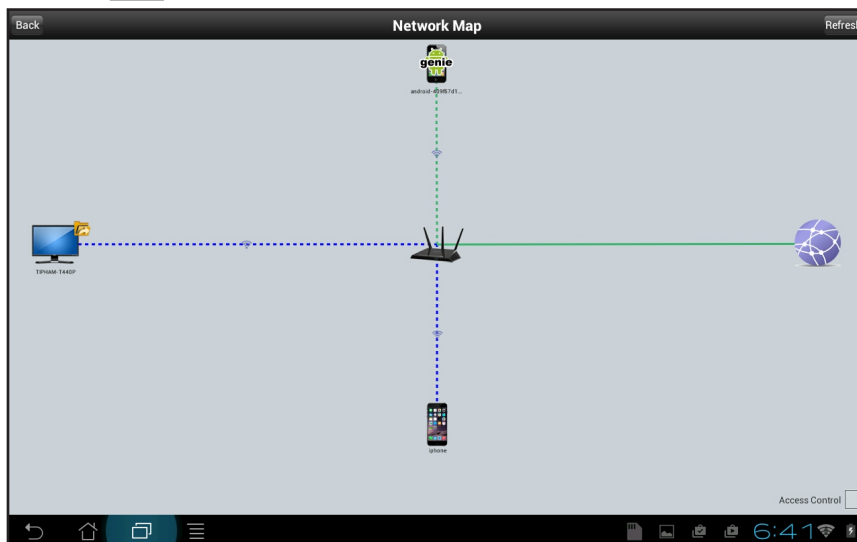
1. Connect your device to the router's WiFi network.
2. Launch the genie app.  
The home page displays.

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

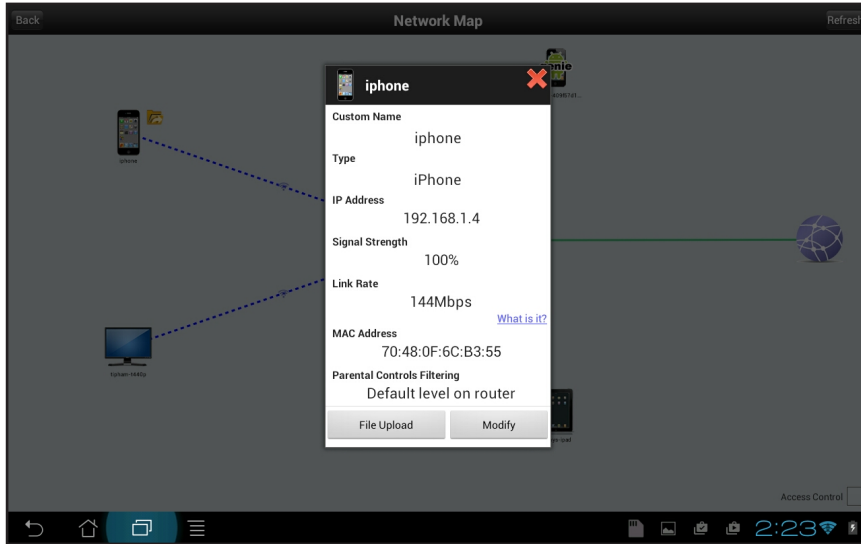
The default password is **password**. The router user name, which is **admin**, is automatically entered.

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

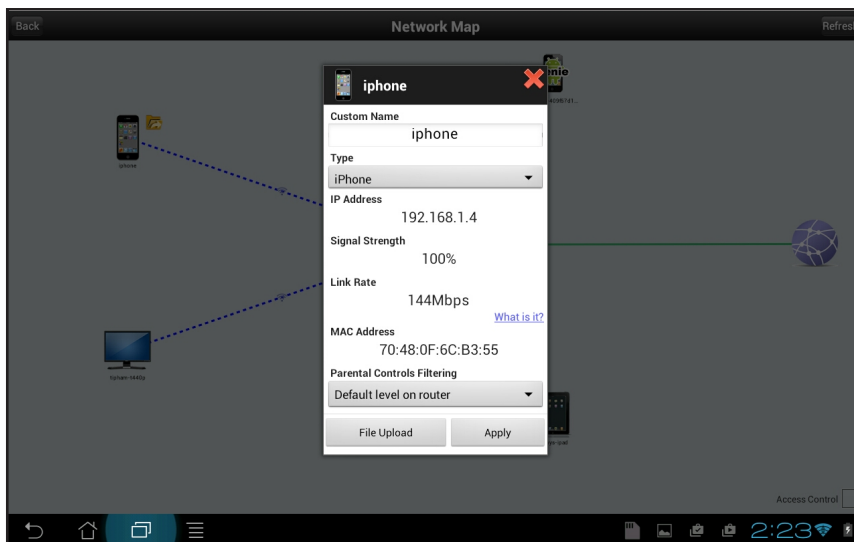
7. Tap the  **Network Map** button.



8. Tap a device icon.



9. Tap the **Modify** button.



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

Your settings are saved.

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

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

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

3. Tap **Login**.

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

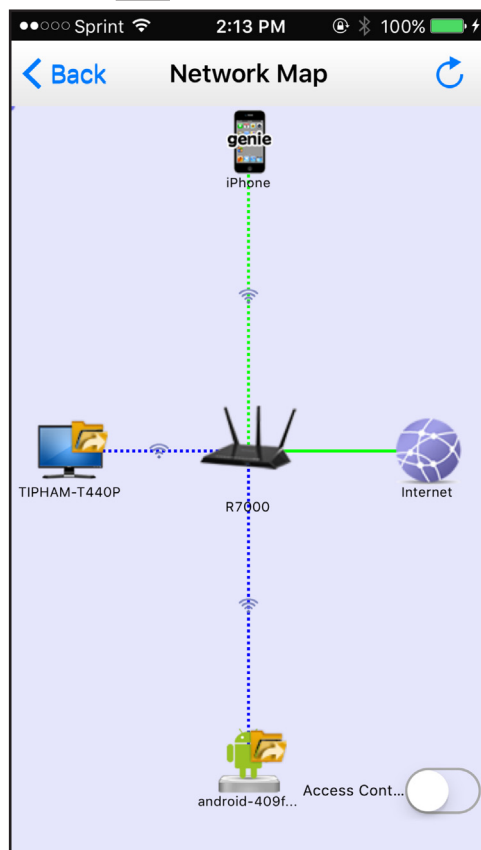
5. Enter the router password.

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

6. Tap **Login**.

The app returns to the home page.

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



8. Tap a device icon.



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

Your settings are saved.


## Block or Allow Network Access Locally

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

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

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

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

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

The Home page displays.

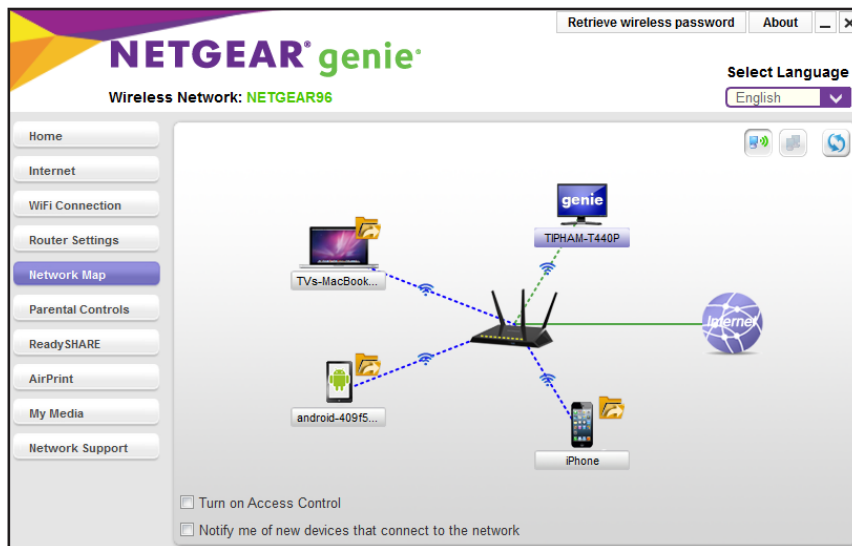
3. Click the **Network Map** button.

The Router Login page displays.

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

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

The Network Map page displays.



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

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