


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

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

Your router is registered.

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

- Click the **OK** button.

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

Register Your Router Using the Android Mobile genie App

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

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

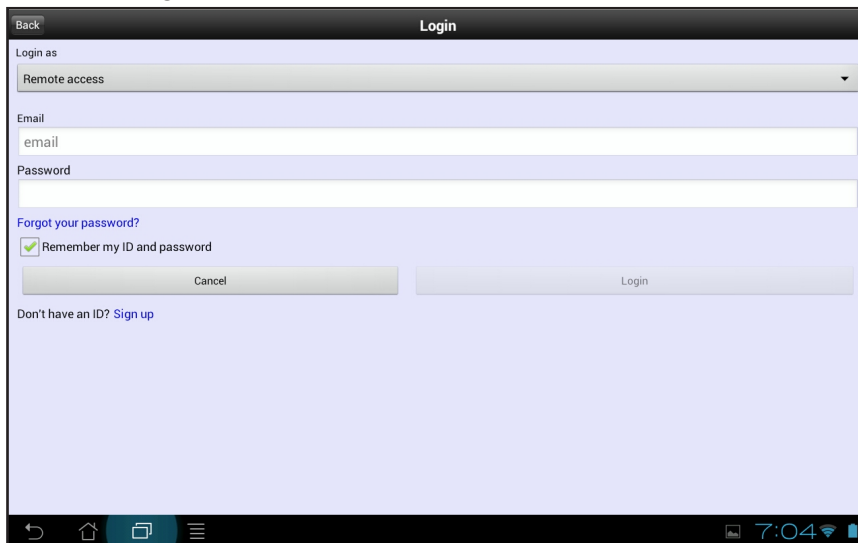
- Launch the genie app.

The home page displays.

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

The Login page displays.

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



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

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

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



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

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



9. Tap the **OK** button.

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

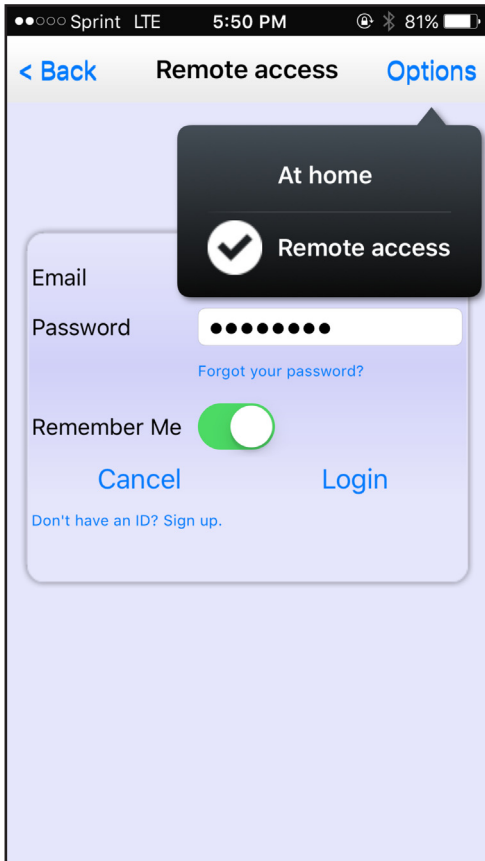
Register Your Router Using the iOS Mobile genie App

- **To register your router with your remote access genie account using the mobile genie app for iOS:**
 1. Connect your device to the router's WiFi network.
 2. Launch the genie app.

The genie home page displays.
 3. At the top of the page, tap **Login**.

The Login page displays.

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



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

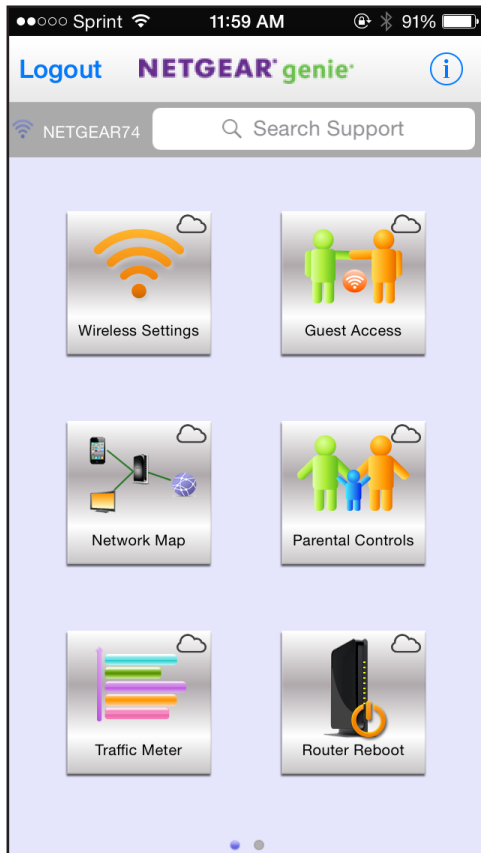
If you do not have a remote access genie account, see [Create a Remote Access Account Using the iOS Mobile genie App](#) on page 92.

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



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

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




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

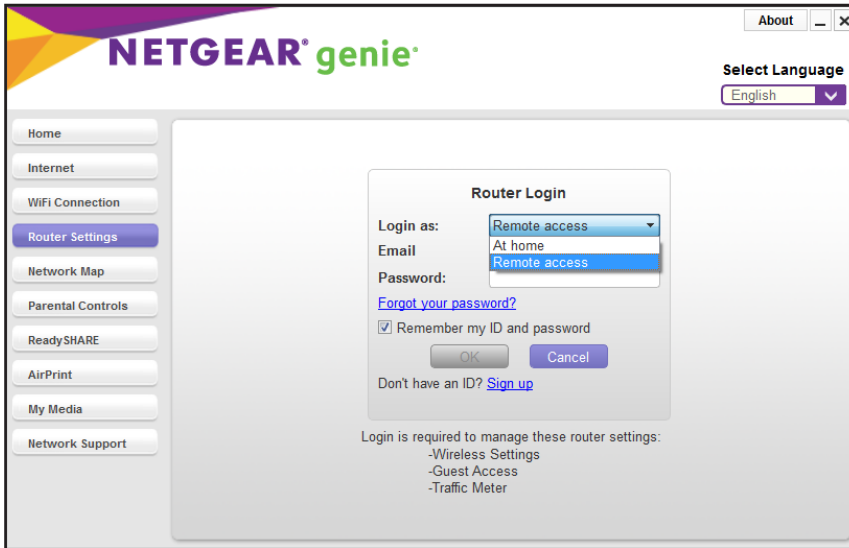
Remotely Access Your Router Using the genie App

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

Remotely Access Your Router from a Windows Computer


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

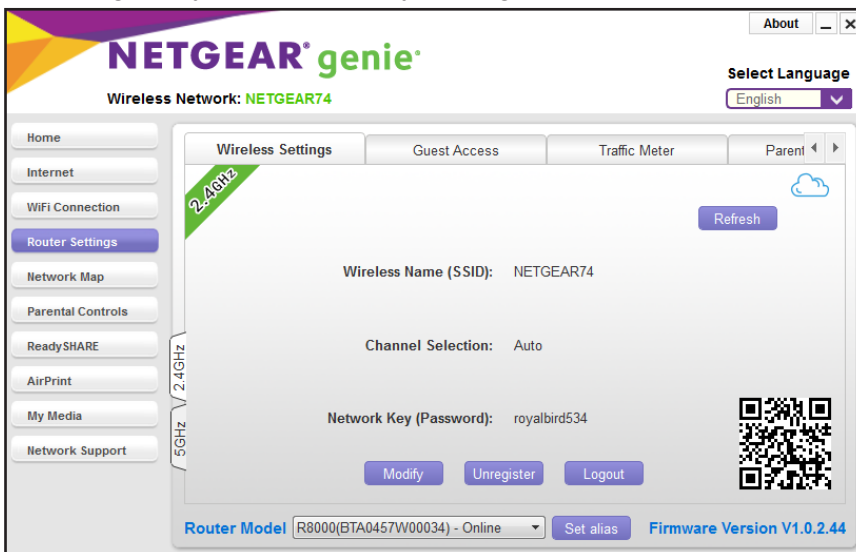
- From the Login as menu, select **Remote Access**.



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

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

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



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

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

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

Remotely Access Your Router from an Android Mobile Device

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

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

The genie home screen displays.

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

The Login screen displays.

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

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

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

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

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



The Login page displays.

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

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

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

8. Tap the **OK** button.



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

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

Remotely Access Your Router from an iOS Device

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

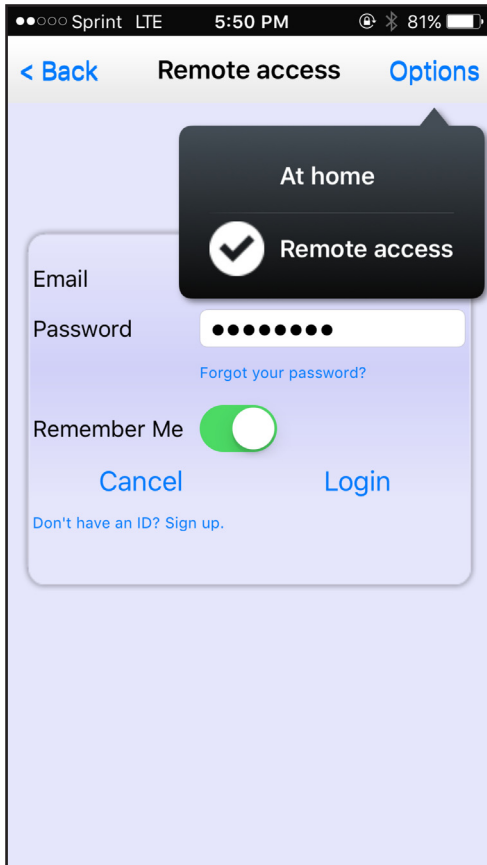
1. Connect your device to a different WiFi network.
2. Launch the genie app.

The genie home screen displays.

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

The Login page displays.

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



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

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

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

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



The Login page displays.

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

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

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

8. Tap the **OK** button.



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

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

Remote Access Troubleshooting

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

The Remote Access option displays on the genie Login page.

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

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

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

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

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

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

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

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

Try these troubleshooting tips:

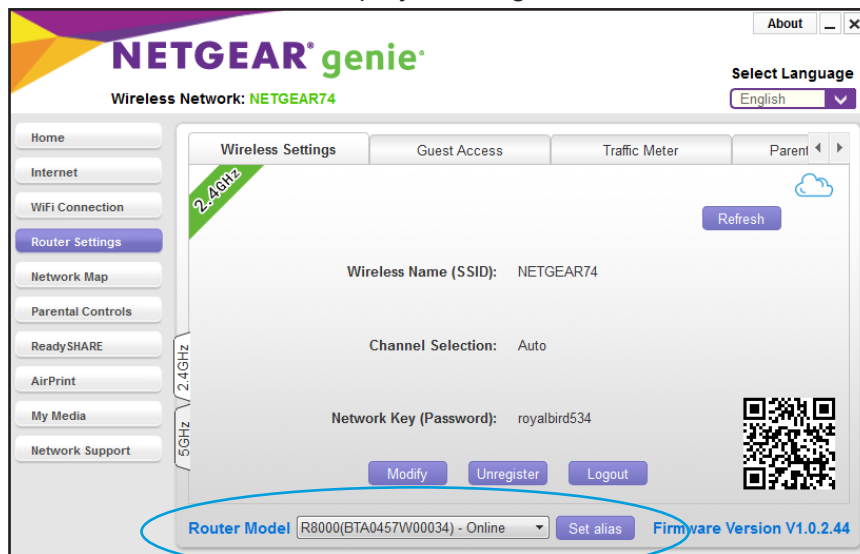
- Make sure that your router supports remote access with the genie app.

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

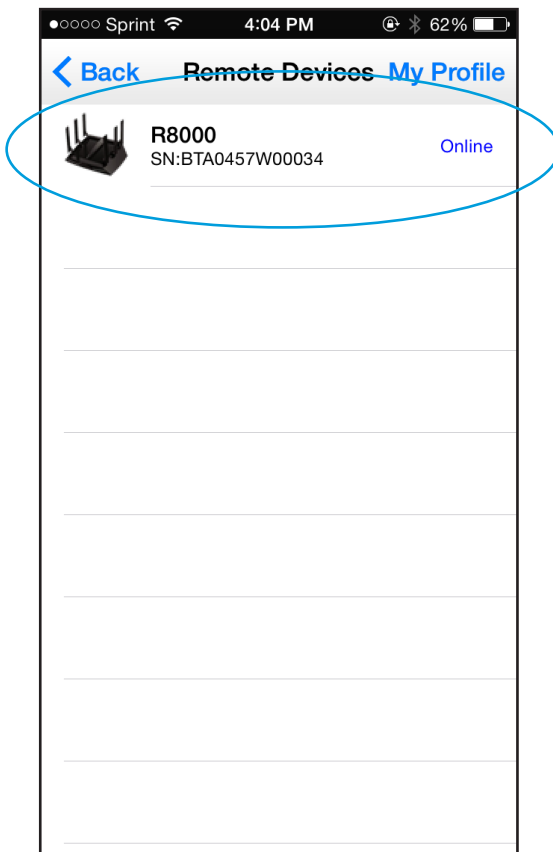
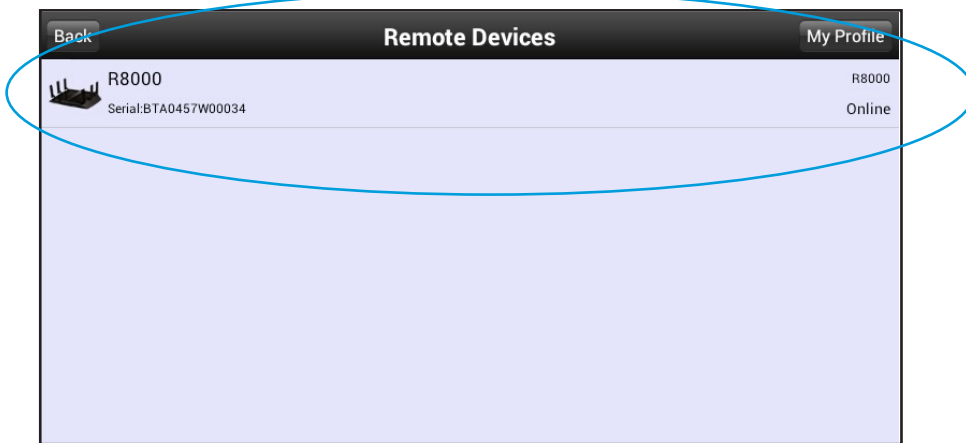
- Make sure that your router is updated to the latest firmware.

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

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



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



5 Share Files

5

This chapter contains the following sections:

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


Access Files on a USB Storage Device Attached to the Router

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

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

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

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

2. Launch the genie app .

The Home page displays.

3. Click the **ReadySHARE** button.

The Router Login page displays.

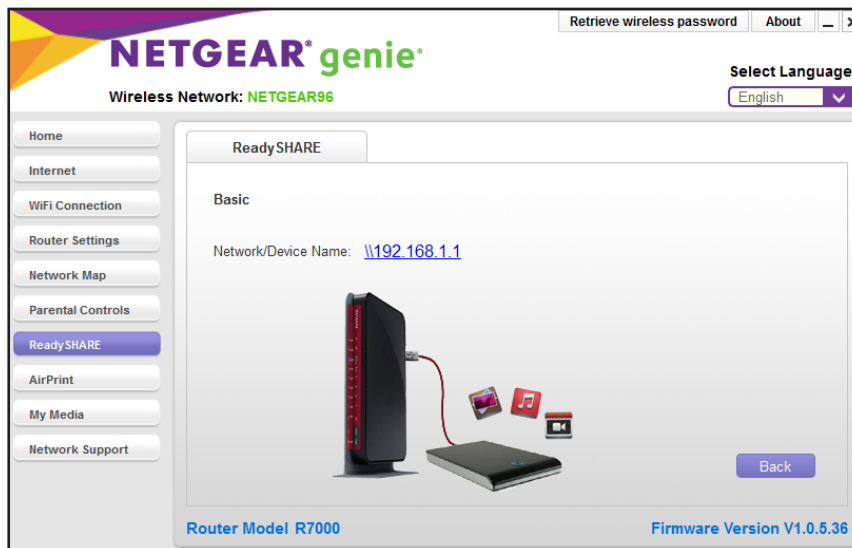
4. Enter the router password.

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

5. Click the **OK** button.

The ReadySHARE page displays.

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



7. Click the network device name link.

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

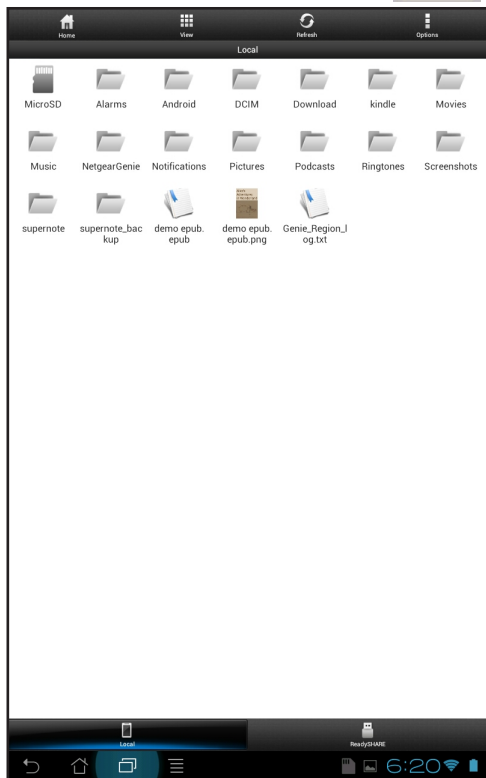
Access Files on a USB Storage Device Using the Android Mobile genie App

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

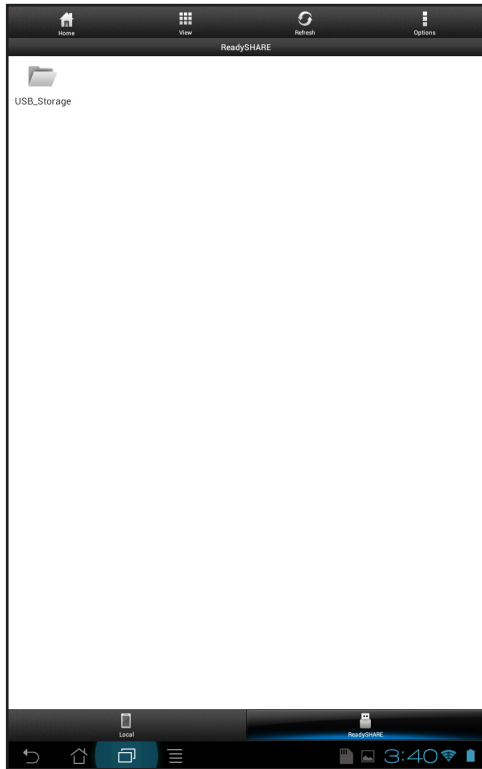
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

3. Tap the **ReadySHARE** button .



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

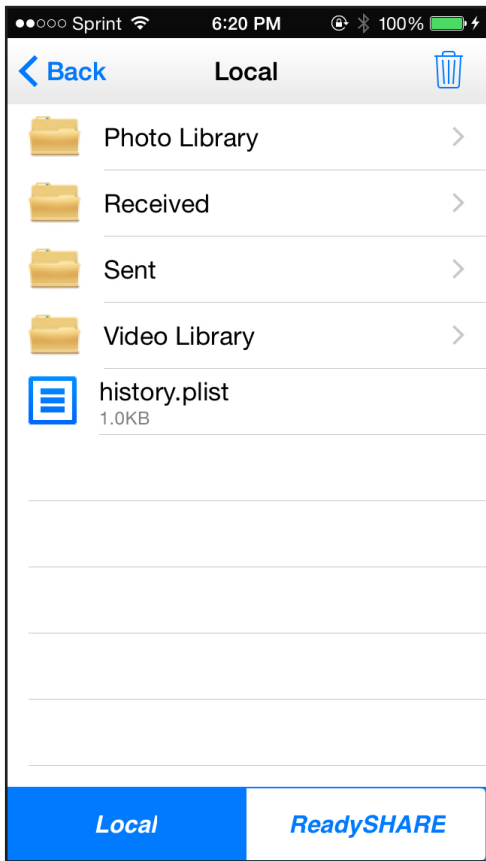


5. Tap a USB storage device to access it.

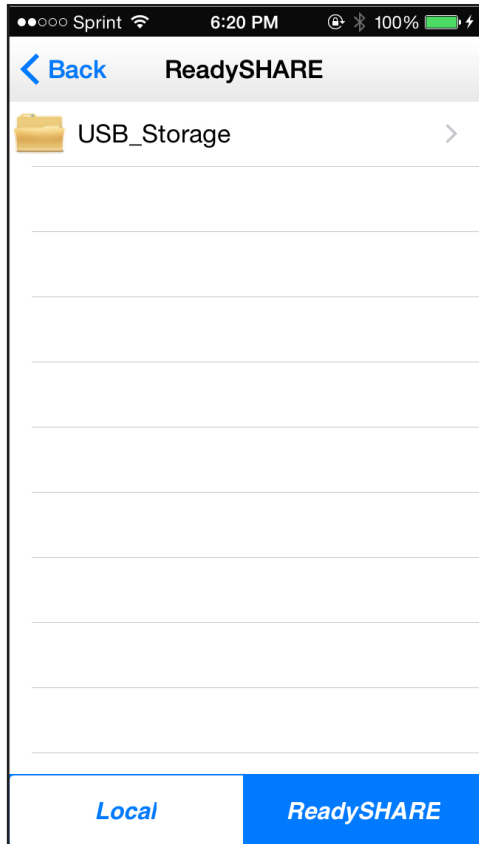
Access Files on a USB Storage Device Using the iOS Mobile genie App

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

3. Tap the **ReadySHARE** button 



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




- Tap a USB storage device to access it.

Send Files With Turbo Transfer

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

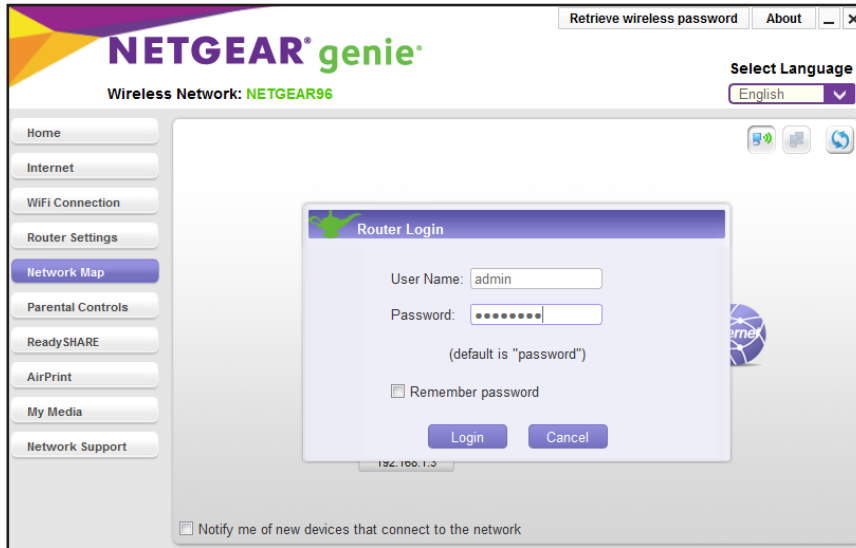
Send Files With Turbo Transfer Using the Desktop genie App

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

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

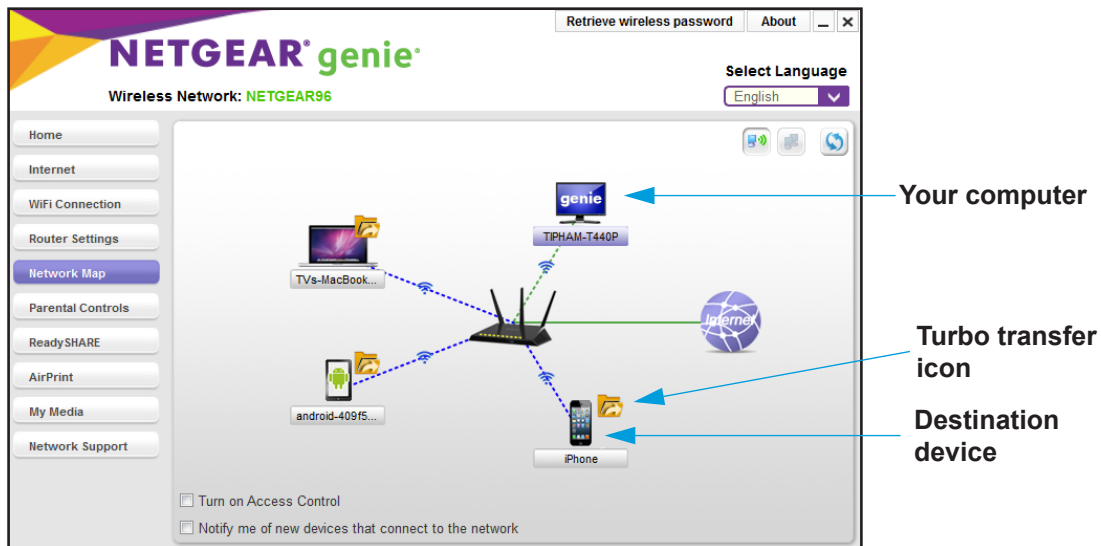
The default password is **password**. The router user name, which is **admin**, is automatically entered.

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



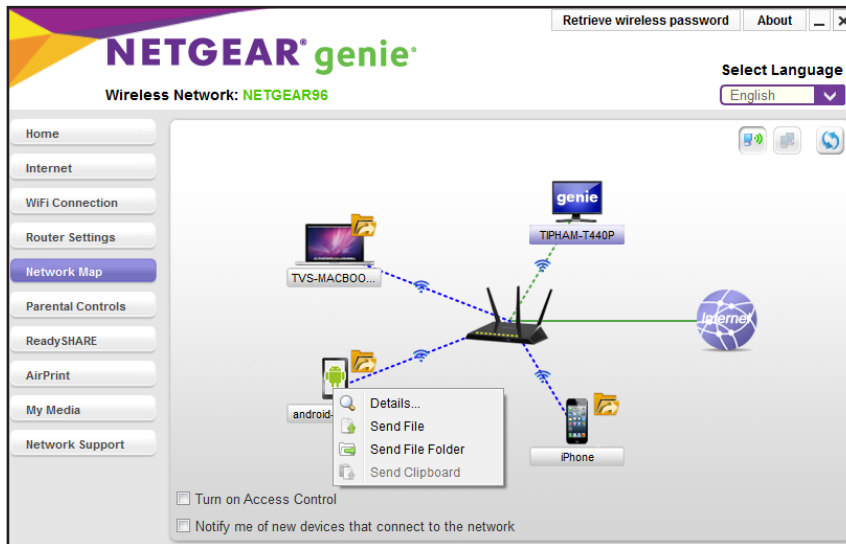
8. Enter the router password and click the **Login** button.

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



9. Right-click the destination device.

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



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

Some destination devices might not be able to receive folders.

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

Messages displays on the destination device about the file.

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

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

Send Files With Turbo Transfer Using the Android Mobile genie App

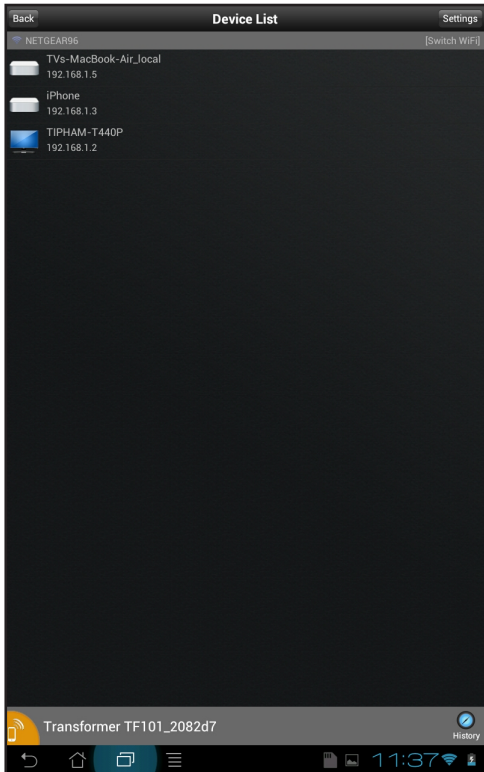
➤ **To send files with Turbo Transfer using the mobile genie app for Android devices:**

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

The home page displays.

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

A list of destination devices on your network displays.



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

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

Send Files With Turbo Transfer Using the iOS Mobile genie App

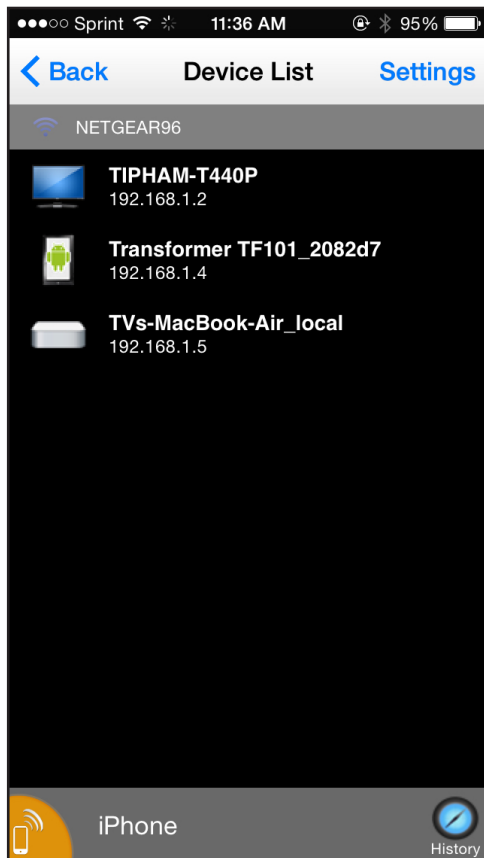
➤ To send files with Turbo Transfer using the mobile genie app for Android devices:

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

The home page displays.

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

A list of destination devices on your network displays.



4. Tap a destination device to select it.
If you do not see any devices on the page, you must disable power saving mode.
To disable power saving mode:
 - a. Tap **Settings**.

The power saving mode window displays.

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

5. When prompted, select a file type.

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

A list of files displays.

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

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

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

7. Tap the **Send** button.

Messages display on the destination device about the file.

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

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

Enable or Disable the Turbo Transfer Power Saving Feature

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

Enable or Disable Turbo Transfer Power Saving On an Android Device

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

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

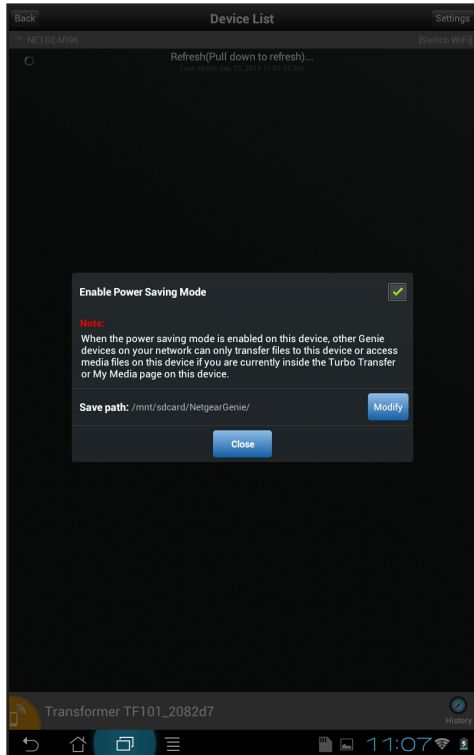
2. Launch the genie app.

The home page displays.

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


A list of devices on your network displays.

4. Tap the **Settings** button.

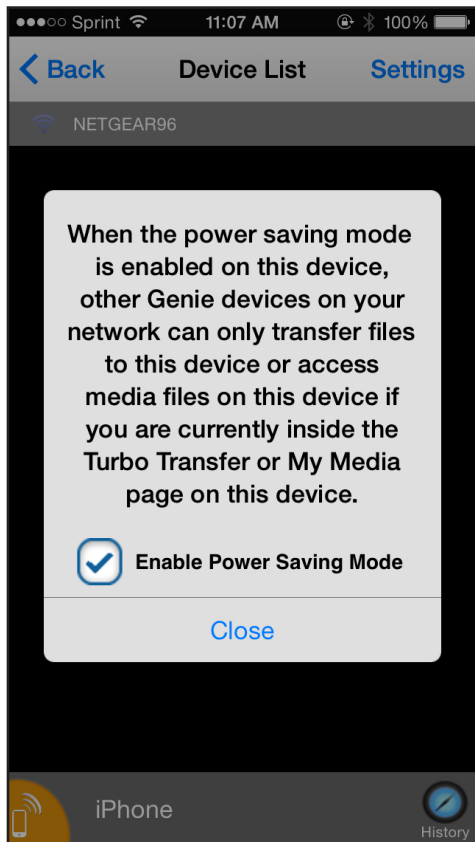


5. To enable power saving mode, tap the **Enable Power Saving Mode** check box.
6. To disable power saving mode, clear the **Enable Power Saving Mode** check box.
7. Tap the **Close** button.

Enable or Disable Turbo Transfer Power Saving On an iOS Device

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

4. Tap **Settings**.




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

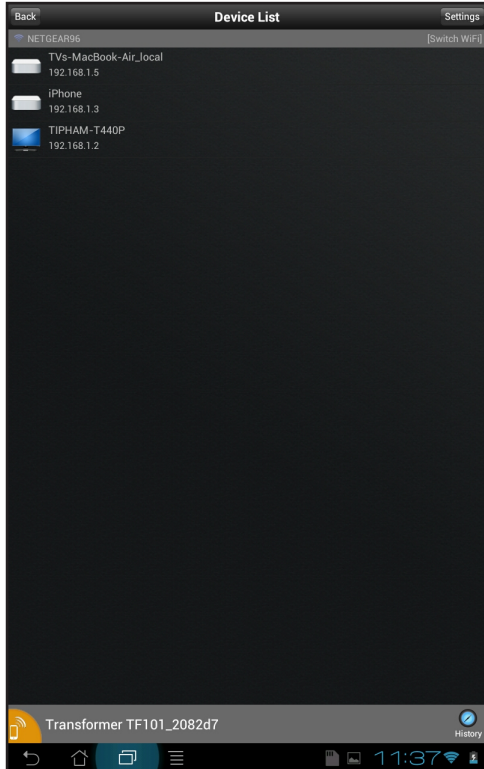
View Turbo Transfer History

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

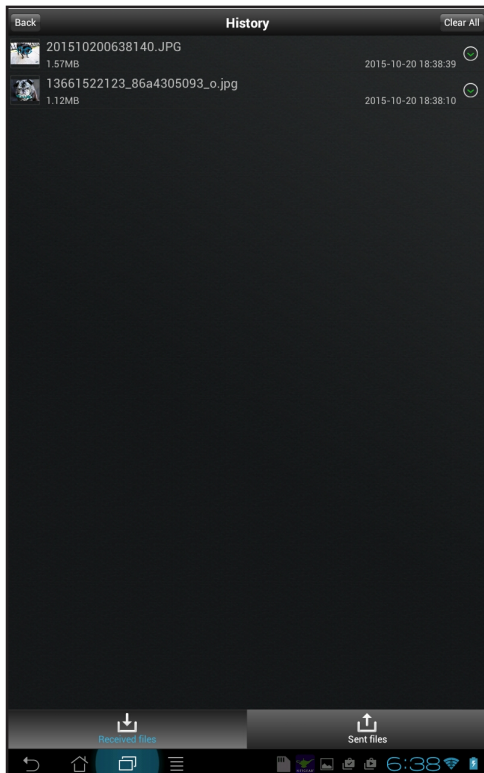
View Turbo Transfer History Using the Mobile genie App for Android

- **To view the turbo transfer history using the mobile genie app for Android devices:**
 1. Connect your device to the router's WiFi network.
 2. Launch the genie app.
The home page displays.
 3. Swipe the home page to the left and tap the **Turbo Transfer** button .

A list of destination devices on your network displays.



4. Tap History.



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

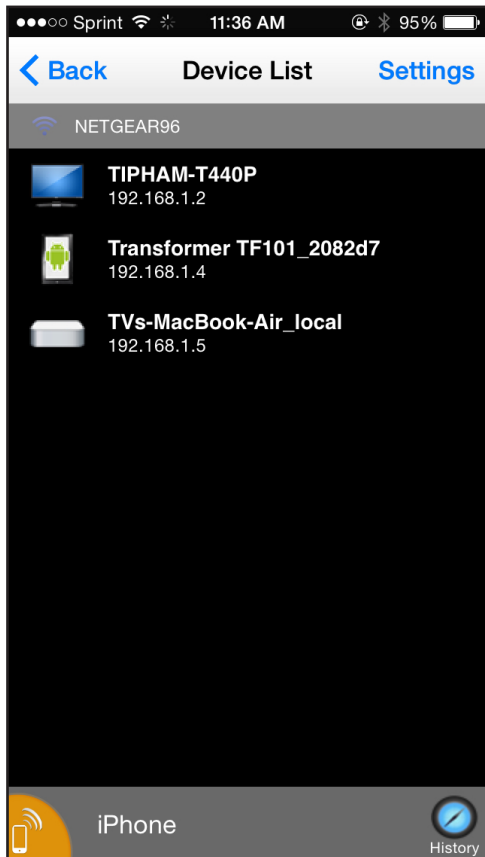
View Turbo Transfer History Using Mobile genie App for iOS

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

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

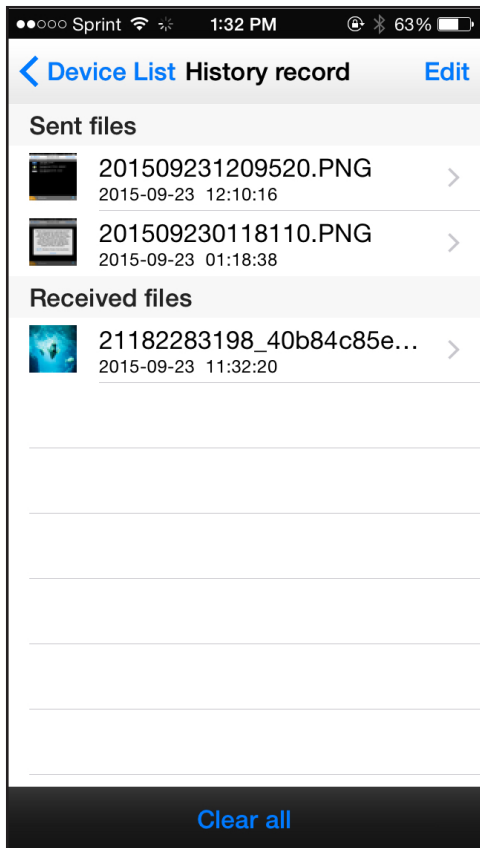
3. Swipe the home page to the left and tap the **Turbo Transfer** button .

A list of destination devices on your network displays.



4. Tap **History**.

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



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

Use MyMedia to Play and Share Media Files

6

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

This chapter contains the following sections:

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

Use Your Device to Play Media From Your Home Network

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


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

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

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

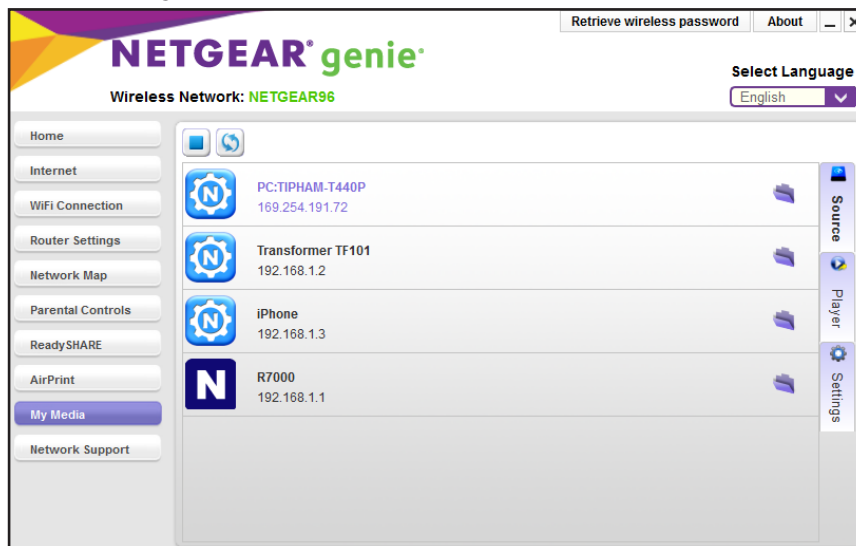
Play Media From Your Home Network on a Computer

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

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

The Home page displays.

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



4. Select the **Player** tab.

The Player page displays.

5. Select a device.

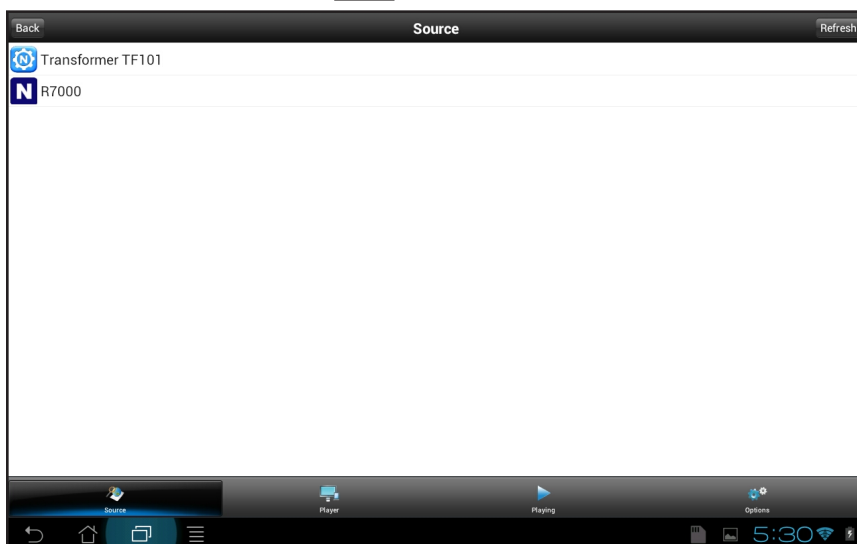
6. Select the **Source** tab.
The Source page displays.
7. Double-click a device.
8. Double-click a folder and select a media file within the folder.
The media plays on your device.

Play Media From Your Home Network on an Android Device

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

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

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



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

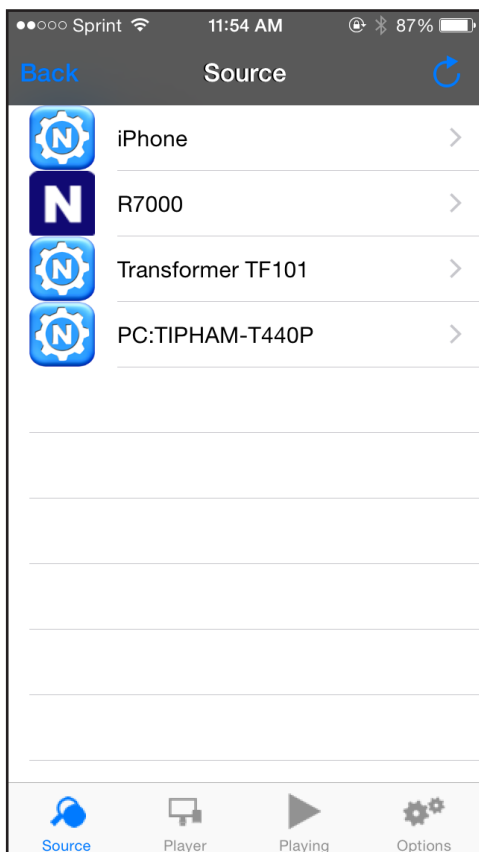
- To view the media file that is playing, tap **Playing**.
The Playing page displays.

Play Media on an iOS Device

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

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

- Tap the **My Media** button .



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

The media folders on the device displays.

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

The media file plays on the selected player.

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

The Playing page displays.

Share Media With Chromecast Using the Mobile genie App

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

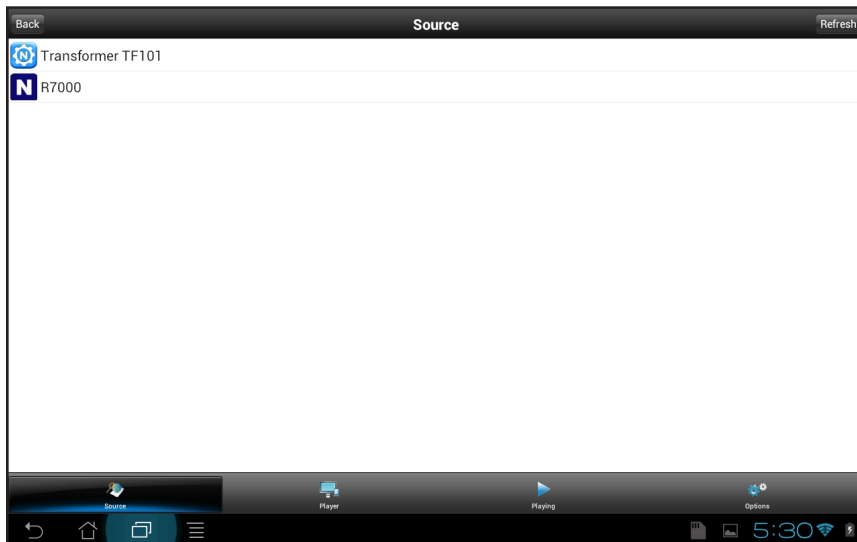
Share Media With Chromecast Using an Android Device

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

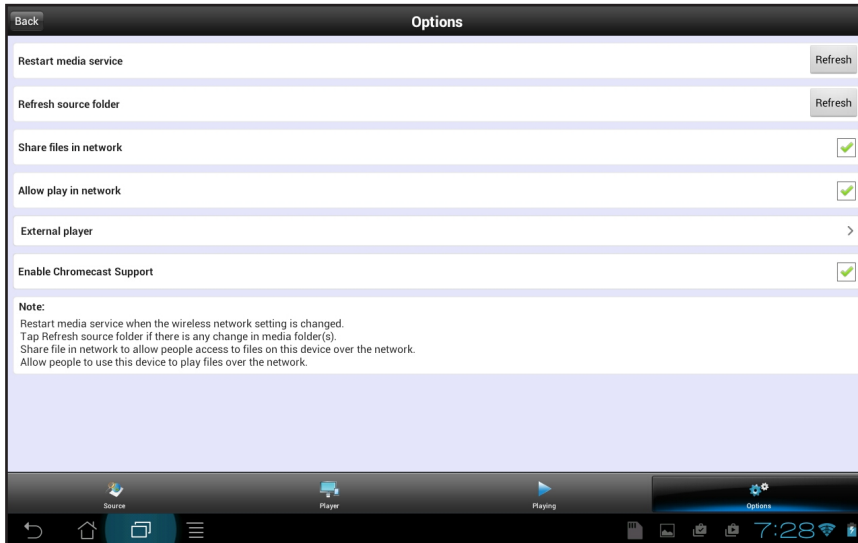
1. Connect your device to the router's WiFi network.
2. Make sure that your Chromecast is connected to your router's network.
3. Launch the genie app.

The home page displays.

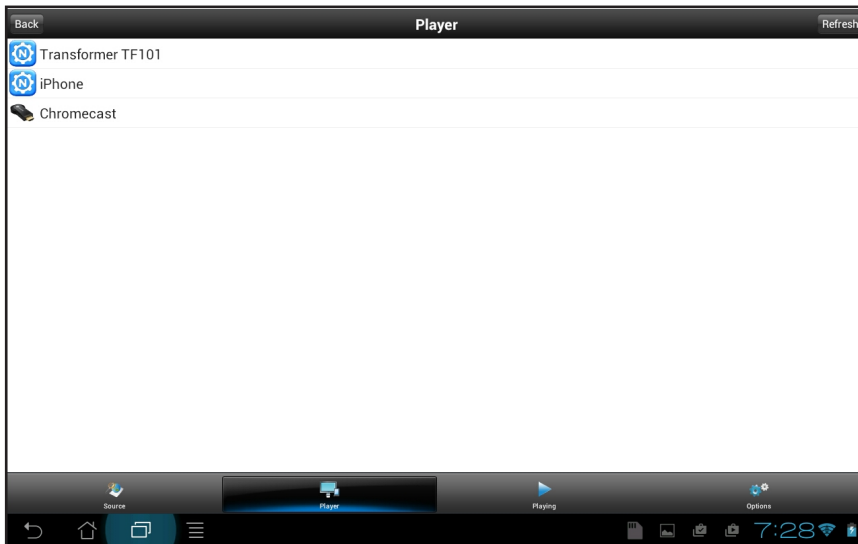
4. Tap the **My Media** button .



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



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



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

Share Media With Chromecast Using an iOS Device

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

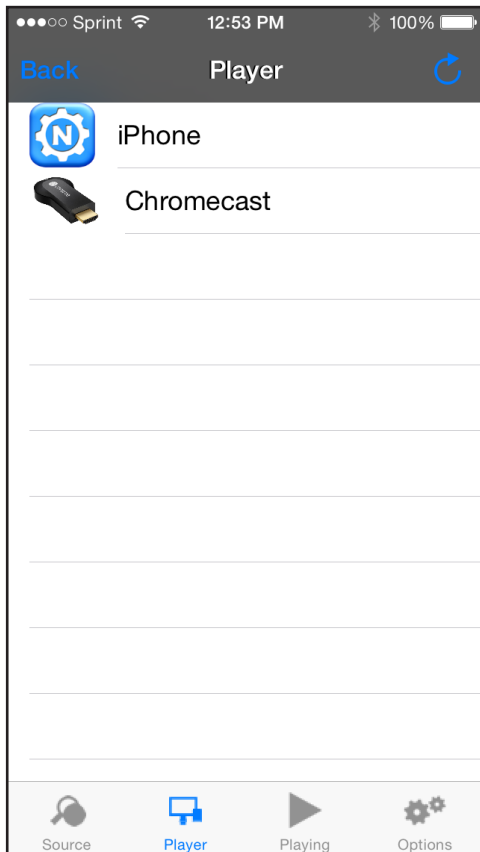
1. Connect your device to the router's WiFi network.
2. Make sure that your Chromecast is connected to your router's network.
3. Launch the genie app.

The home page displays.

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



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



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

MyMedia Views

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

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

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

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


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

Change the MyMedia Player

You can change the device that the media plays on.

Change the MyMedia Player on a Computer

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

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

The Home page displays.

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



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

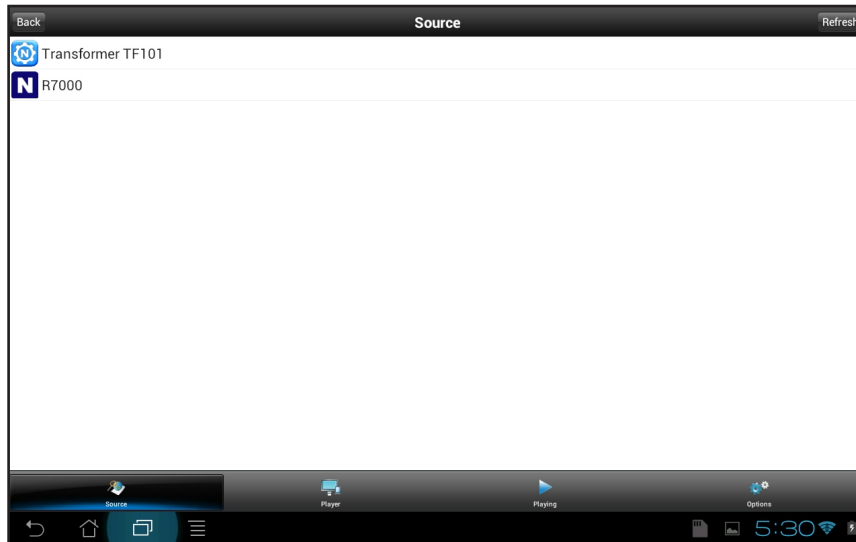
Change the MyMedia Player on an Android Device

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

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

The home page displays.

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



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

Change the MyMedia Player on an iOS Device

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

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

The home page displays.

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



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

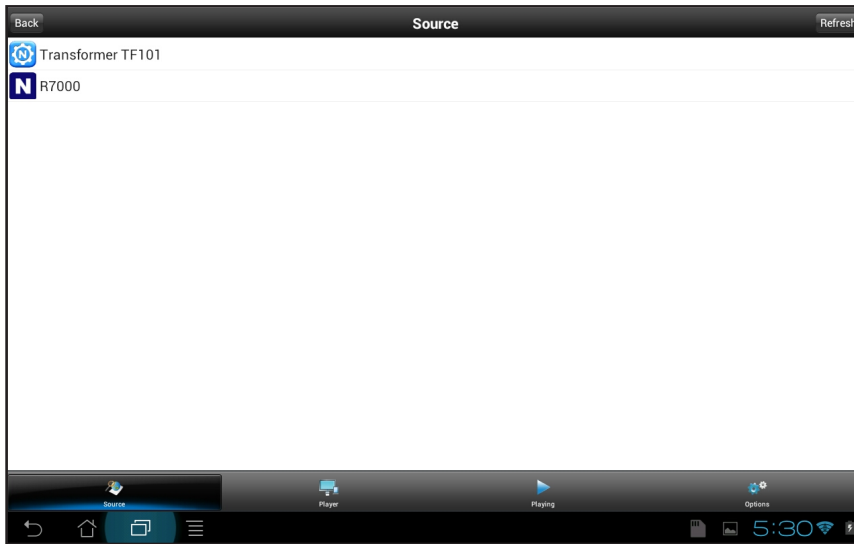
Restart MyMedia Service on Mobile Devices

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

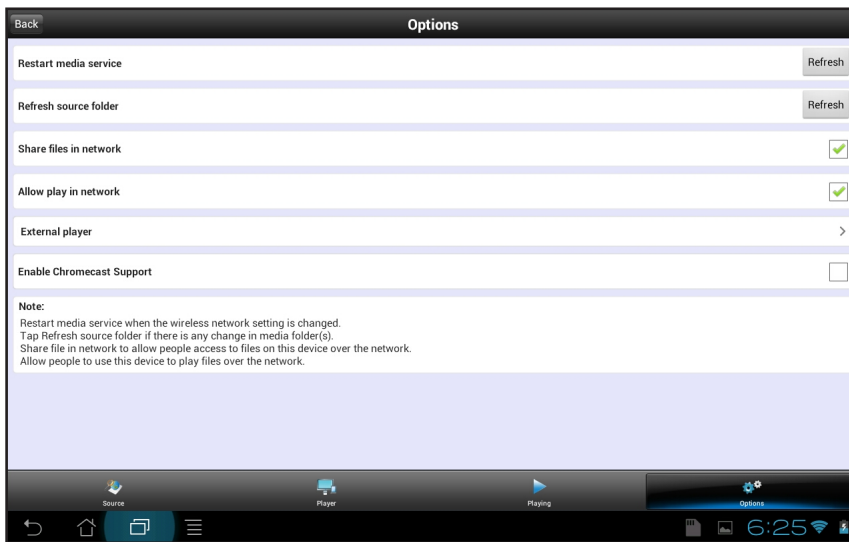
Restart MyMedia Service Using an Android Device

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

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



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



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

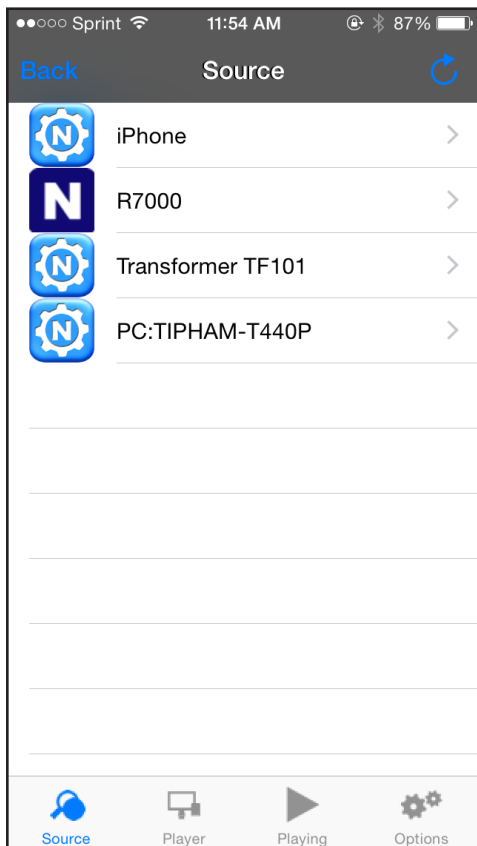
Restart MyMedia Service Using an iOS Device

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

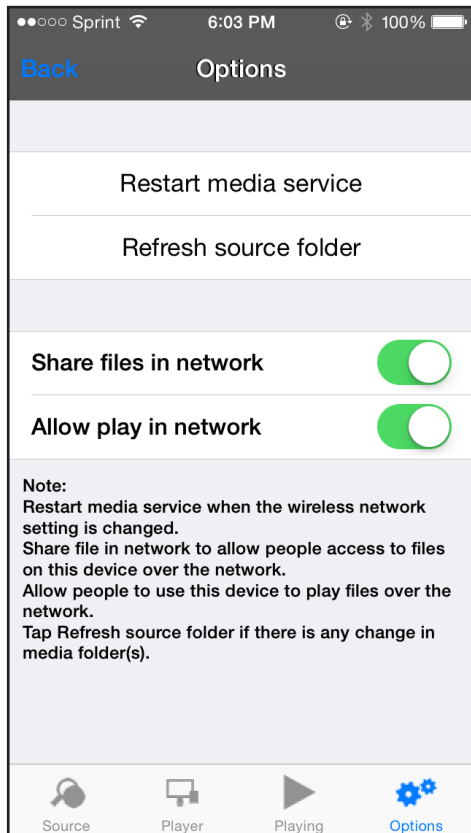
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

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



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



5. Tap **Restart media service**.

The media service restarts.

Refresh the MyMedia Source Folders on Mobile Devices

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

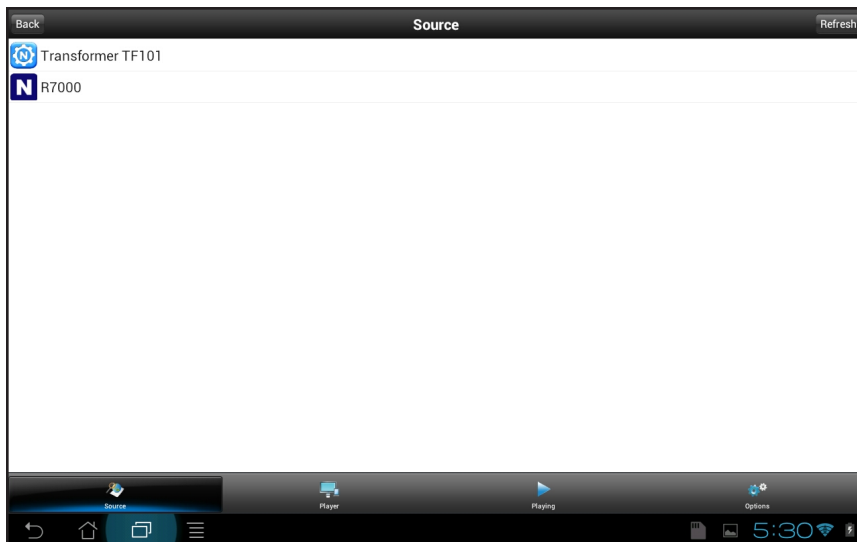
Refresh the MyMedia Source Folders Using an Android Device

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

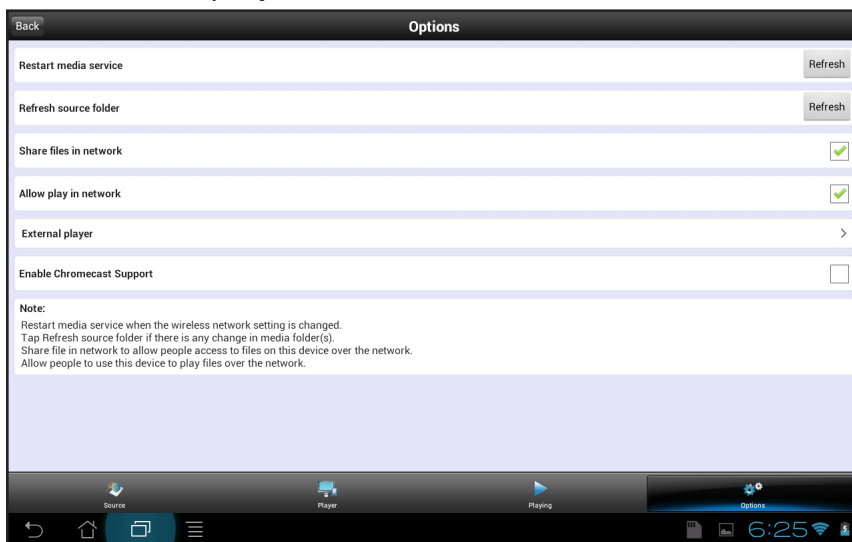
1. Connect your device to the router's WiFi network.
2. Launch the genie app.

The home page displays.

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



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



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

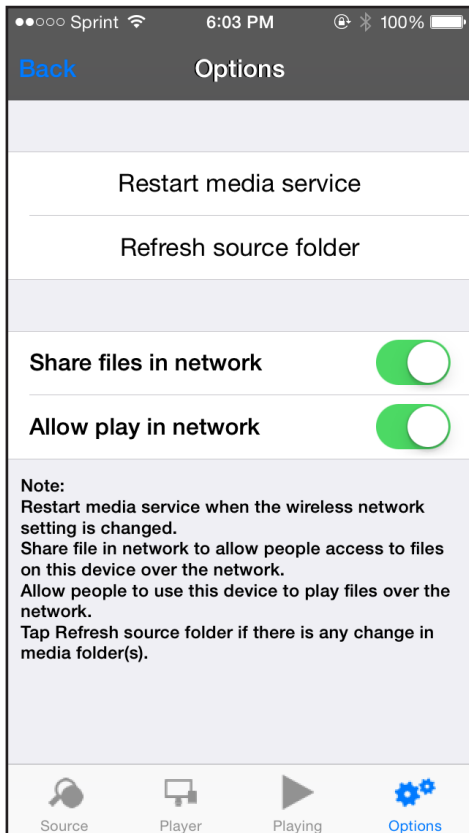
Refresh the MyMedia Source Folder Using an iOS Device

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

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



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



5. Tap **Refresh source folder**.


The source folder refreshes.

Allow Devices on the Network to Access Files

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

Allow Devices to Access Files on a Computer

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

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

The Home page displays.