NETGEAR[®]

Desktop NETGEAR Genie User Manual



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

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

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Getting Started

Desktop NETGEAR Genie is the easy dashboard for managing, monitoring, and repairing your home network.

- Stay connected. Genie can automatically repair common wireless network problems.
- Genie gives you easy access to router features like Live Parental Controls, guest access, broadband usage meter, speed test, and more.

• You can use the Network map to see all devices on your home network.

NETGEAR Genie works with any NETGEAR router. To manage your router settings with Genie, you might need to update to a new router firmware when it is available.

This chapter covers the following topics:

- Download NETGEAR Genie
- Dashboard (Home Screen)
- Log In to the Router

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

Download NETGEAR Genie

> To download the free NETGEAR Genie:

1. Go to this page at the NETGEAR website: *http://www.NETGEAR.com/genie*. The following screen displays:

NETGEAR ^C	
NETGEAR Genie [™] The Easy Dashboard to Manage, Monitor, and Repair your Home Network.	
 Stay Connected! Automatically repairs common wireless network problems. Stay access to cool features on your router: Live Parental Controls, Guest Access, Broadband Usage Meter, Speed Test and more. Network MAP – See all devices on your home network 	
NETGEAR Genie's easy to use interface	

2. Click the Download Now button.

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

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

> To use NETGEAR Genie to set up a router:

- 1. Connect your computer to your NETGEAR router with an Ethernet cable (wired) or wirelessly.
- 2. Click the NETGEAR Genie icon 🏄 on your desktop. The NETGEAR Genie screen

displays.

Dashboard (Home Screen)

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



Figure 1. Home screen with dashboard, language, and support

The dashboard screen displays when you launch NETGEAR Genie.

- **Internet**. Monitor and repair Internet connectivity issues, for both wired and wireless connections.
- WiFi Connection. View or change the wireless settings for your router.
- Router Settings. Log in to your router to view or change its settings.
- **Network map**. View network devices connected to your network.
- **Parental Controls**. Manage parental controls to protect devices in your network from inappropriate contents.
- **ReadySHARE**. If you connected a USB storage device to the USB port on the router, then you can access its contents.
- **Support**. The support FAQs are available on the PC without an Internet connection.

You can get answers to common router issues here. There are some simple network tools are available to help you debug the network as well.

The menu selections are described in more detail in the next chapter.

Log In to the Router

To access some NETGEAR Genie features, you have to log in to your router, as shown in the following figure:

Home			
Internet			
WiFi Connection			
Router Settings	Ro	uter Login	
Network Map	User Name: a	admin	
_	Password:		
Parental Controls			
	(defau	lt is "password")	
ReadySHARE	Remember	nacoword	
Network Support	Login		
Feedback	2 47 47 48 49 19 19 19 19 19 19 19 19 19 19 19 19 19		
	Login is required to r	nanage these router se	ttings:
		ss Settings	
	.ReadyS	SHARE	
	.Guest /	Access	
	.Traffic I	vleter	
	.Router	Update	

Enter **admin** for the user name and **password** for the router password, both in lowercase letters. The router user name and password are case-sensitive.

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

Using NETGEAR Genie

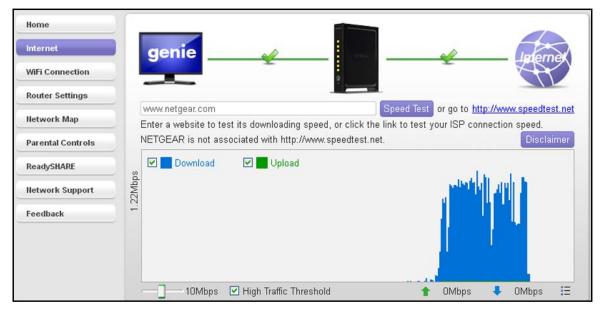
2

This chapter contains the following sections:

- Internet
- Fix an Internet Connection Problem
- WiFi Connection
- Router Settings
- Network Map
- Parental Controls
- ReadySHARE USB Storage
- Network Support

Internet

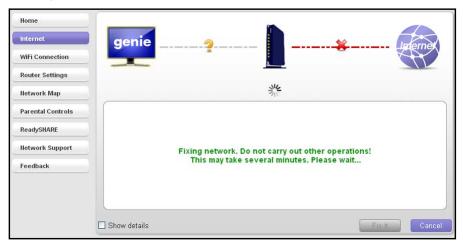
The Internet screen is where you can run Speed Test and monitor Internet traffic. Select **Internet**. The following screen displays:



Fix an Internet Connection Problem

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





When you select **Internet**, NETGEAR Genie tries to detect the problem:

WiFi Connection

You can use this screen to view wireless networks in your area, and to select and join a wireless network. Click **WiFi Connection**, and the following screen displays:

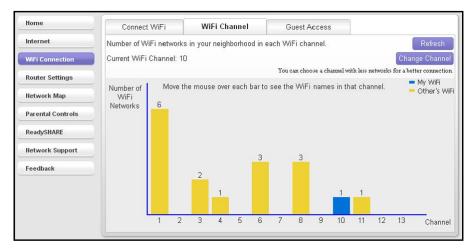
Home	Connect WiFi	WiFi Channel	Guest Access	
Internet	Choose a wireless netw	ork.		
WiFi Connection	ngguest			Limited Connection
Router Settings		abled(WPA2-PSK)		entill
letwork Map	RFLab			
Parental Controls	Security-not-er	nabled		.
ReadySHARE	13579111315			
letwork Support	😨 🔒 Security-ena	abled(WPA2-PSK)		000e
eedback	ngwlan			
	Security-ena	abled(WPA2-PSK)		000e
	RFLab2g			
				Connect Refresh

From this screen you can also view Wi-Fi channels in use in your area, and view information about guest access to your network if your router supports a guest network.

Clicking **Guest Access** takes you to the same screen that is available through the Router Settings screen. See *Guest Access* on page 14.

WiFi Channel

Select WiFi Connection > WiFi Channel, and the following screen displays:



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

Router Settings

1. Select Router Settings.

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

Home			
Internet			
WiFi Connection			
Router Settings	F	Router Login	
Network Map	User Name:	admin	
	Password:	******	
Parental Controls			
ReadySHARE	(defa	ault is "password")	
ReadyShARE	Remembe	er password	
letwork Support	Log	in Cancel	
Feedback			
		o manage these router setti	ings:
		ess Settings	
		ySHARE It Access	
		t Access c Meter	
		er Update	

2. Enter admin for the user name. For the router password, enter **password** if you did not change it, or enter the password that you set up.

Note: The router user name and password are case-sensitive.

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter	
Internet					diam'n a star
WiFi Connection				Refresh	
Router Settings					
Network Map		Wireless Name (SSID):	RFLab		
Parental Controls					
ReadySHARE		Channel Selection:	10		
Network Support					
Feedback	N	etwork Key (Password):			
		Modify E:	kport Logo	ut	
	Router Model WNDR	4500		Firmware Version V	1004

The following screen displays:

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

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

Wireless Settings

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

	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter 🔳
nternet				The second se
WiFi Connection				Refresh
outer Settings				
etwork Map		Wireless Name (SSID):	RFLab	
arental Controls				
eadySHARE		Channel Selection:	10	
twork Support				
edback	Ne	etwork Key (Password):		
		Modify Ex	kport Logout	
	Router Model WNDR	4500	Fi	rmware Version V1.0.0.4

Modify Wireless Settings on the Router

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

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter 🔹 🕨
Internet	increas settings	ReadyonArc	Ouest Access	Italic Weter
WiFi Connection				Refresh
Router Settings		Wireless Name (SSID):	NETGEAR02	
Network Map		Channel Selection:	Auto 💌	
Parental Controls		Security Options:	O None	
			WPA2-PSK[AES]	
ReadySHARE			O WPA-PSK[TKIP] + 1	NPA2-PSK[AES]
Network Support	N	etwork Key (Password):	preciouscarrot347	
Feedback			(8-63 characters or 64	hex digits)
		Apply	Cancel	
	Router Model WNR3	500Lv2	Fi	mware Version V1.0.0.1

If you make changes, click **Apply** so that they take effect. If you are wirelessly connected to the router, you will lose your wireless connection.

Export Wireless Settings

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

To export your wireless settings, select **Router Settings > Wireless Settings**, and click **Export**. The following screen displays:

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter	4 1
Internet					
WiFi Connection		Welcome	to Wireless Export W	/izard	
Router Settings					
Network Map		The wizard c	an export the wireless setti	ings to an external US	в
Parental Controls			n plug it into a USB port or the program GenieWirel		
ReadySHARE	Welcon	USB drive to to the wireles	update that PC's wireless is network.	settings so it can conr	nect
Network Support	weicon	le			
Feedback		Click "Next" to	continue.		
				Next Canc	el
	Router Model WNR35	001 v2	Fi	rmware Version V1	0.0.1

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

ReadySHARE

If your router has a USB port that supports ReadySHARE, you can use this screen. Select **Router Settings > ReadySHARE,** and the following screen displays:

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter	4	•
Internet	wireless Settings	ReadySHARL	Guest Access	Trailic Weter		
WiFi Connection	ReadySHARE Mod	e				
Router Settings	 Basic 					
Network Map						
Parental Controls						
ReadySHARE						
Network Support						
Feedback						
				Continue	k)]
	Router Model WNDR4	1500	Fi	rmware Version V	1.0.0	.40

Some premium router models include extra ReadySHARE features. The router shown in the previous figure, supports Basic ReadySHARE features.

Guest Access

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

Select **Router Settings > Guest Access**, and the following screen displays:

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter
Internet	Wileless Dettings	Readyonnic	GuestActess	Indilic Ivieter
WiFi Connection				Refresh
Router Settings				
Network Map				
Parental Controls				
ReadySHARE		Current Setting:	Disabled	
Network Support				
Feedback				
		Modify	Logout	
	Router Model WNDR4	500	Fi	rmware Version V1.0.0.40

In this example, the guest wireless router is disabled.

- > To set up a guest network:
 - 1. On the Guest Access screen, click Modify. The following screen displays:

	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter		Þ
Internet						1.0
WiFi Connection				Refresh		
Router Settings	(Disable Guest Access				
	(Enable Guest Access				
Network Map		Guest Access (SSID):	NETGEAR-Guest			
Parental Controls		Time Period:	10 Hours 💌			
ReadySHARE		Security Options:	 None 			
Network Support			O WPA2-PSK[AES]			
network support			O WPA-PSK[TKIP]+W	PA2-PSK[AES]		
Feedback						
		Apply	Cancel			
	Router Model WNR350	10L v2	Fir	mware Version V1	0.0	1

The default guest network settings for your router are displayed. You can change them if you like.

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

The following message displays:

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter
Internet				Hume Weter
WiFi Connection	Guest A	locess		Refresh
Router Settings				
Network Map		s can disrupt active traffic ork. Do γου want to conti		
Parental Controls				
ReadySHARE				
Network Support		OK	Cancel ES] O WPA-PSK[TKIP]+W	PA2-PSKIAES1
Feedback				
		Apply	Cancel	
	Router Model WNR35	00Lv2	Fir	mware Version V1.0.0.10

This is to remind you that when the wireless network settings for your network change, computers or devices that are currently accessing the network wirelessly might lose their connection.

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

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter	4 F
Internet	vareiess Settings	ReadySHARE	Gliest Access	Trainc Weter	
WiFi Connection				Refresh	
Router Settings					
Network Map		Current Setting:	Enabled		
Parental Controls					
ReadySHARE		Guest Access (SSID):	NETGEAR-Guest		
Network Support					
Feedback	Net	work Key (Password):			
		Modify	Logout		
	Router Model WNR350	10Lv2		Firmware Version V1	.0.0.10

Traffic Meter

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

Home	ReadySHARE	Guest Access	Traffic Meter	Router Update	4 1
Internet	Readyoniane	Odest Access	indire inclui	Router Opuate	
WiFi Connection				Refresh	
Router Settings		O Enable	💿 Disa	ble	
Network Map					
Parental Controls					
ReadySHARE					
letwork Support					
Feedback					
		11-110			
		Modify	Logout		
	Router Model WNE	DR4500		Firmware Version \	/1.0.0.40

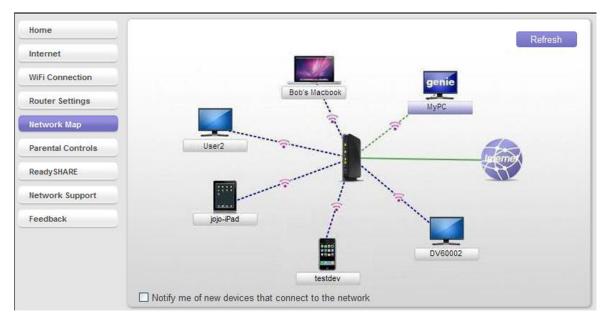
Router Update

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

	ReadySHARE	Guest Access	Traffic Meter	Router Update	4	Þ
Internet						_
WiFi Connection						
Router Settings						
Network Map			r Update ture can help you downloa	d the latest router firmwar	e.	
Parental Controls						
ReadySHARE						
Network Support						
Feedback						
				Next		
	Router Model WND	D 4500		Firmware Version V		

Network Map

The network map shows the router's Internet connection, and also displays computers and devices that are connected to your router. A good connection is shown in green. A red line indicates a connection that is not working.



You can click a device icon to see more information about the device, and can change its network type if the map itself does not automatically find its type.

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

Parental Controls

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

- > To set up Parental Controls:
 - 1. Click Parental Controls, and the following screen displays:

Home	Parental Controls	
Internet	Powered by OpenDNS	
WiFi Connection	You're about to setup NETGEAR Live Parental Controls Powered by websites visited on your computers and other networked devices.	OpenDNS on your router to filter
Router Settings	THE INTERNET LIVE PARENTAL	
Network Map	THE INTERNET LIVE PARENTAL CONTROLS ENABLED	FILTERING: HIGH
Parental Controls		
ReadySHARE		FILTERING: NONE
Network Support	 Set different filtering rules for each user on your network. 	
Feedback	✓ Set rules based on the time of day.	FILTERING: LOW
	Our custom settings let you relax security settings for some users of	r at some times of the day. <u>Learn mo</u>
		Next

2. Click Next. You are prompted to either use your OpenDNS account or to create a free Open DNS account:

Home	
	Setting up Live Parental Controls
Internet	Welcome, this setup wizard will quickly configure NETGEAR Live Parental Controls Powered by OpenDNS
WiFi Connection	on your NETGEAR router.
	In order to use Live Parental Controls, you need a free OpenDNS account. Do you already have one?
Router Settings	
Network Map	O No, I need to create a free OpenDNS account.
Parental Controls	
ReadySHARE	
Network Support	
Feedback	
	Previous Next

3. Follow the wizard steps to log in to your account and to set up Parental Controls.

ReadySHARE USB Storage

You can view information about a USB storage device that is connected to the product family's USB port here. Click the **ReadyShare** button to display the following screen:

Home	Wireless Settings	ReadySHARE	Guest Access	Traffic Meter	4 1
Internet	wireless Settings	ReduySHARL	Guest Access	Trailic Weter	
WiFi Connection	ReadySHARE Mod	le			
Router Settings	 Basic 				
Network Map					
Parental Controls					
ReadySHARE					
Network Support					
Feedback					
				Continue Back	
	Router Model WNDR4	1500	Fi	rmware Version V1.0	0.0.40

Premium routers have more ReadySHARE features. This router has the standard, basic ReadySHARE features. Click **Continue**.

Network Support

If you need help solving a network problem, or you want to learn more about your network, select **Network Support** to display the following screen:

Home	FAQ	Tools	Support	
Internet				
WiFi Connection	Frequently asked que	stions for your NETGEAF	? product are answered here.	
Router Settings	How can a new con	nputer or wireless device	connect to my wireless network	٠
Network Map	I can connect to the	router, but not to the inte	rnet	٠
Parental Controls	What to do first wh	en there is no connection	to the router or the Internet	•
ReadySHARE	What is the passwo	ord to log in to my router?		•
Network Support	My router stopped v	working and the Power LE	D blinks slowly, what should I do?	٠
Feedback	Troubleshooting Wi	reless Networks		٠
	One PC is not conn	ected to the Internet, but o	other PCs are	
	What kind of wirele	ss security should I use f	or my network?	

You can read frequently asked questions (FAQs) and answers, or you can use the Tools screen, and the Support screen.

Tools

Select **Network Support > Tools** to display the following screen:



The following tools are available:

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

Support

Select Network Support > Support to display the following screen:

lf you would like to kn			
		EAD products these links to	the NETGEAR website
may be of assistance		EAR products, these links to	
		Doumloade	
		Downloads	
		Forums	
	Regis	ter Your Product	
	Pre	mium Support	
		Regis	Downloads

• **Downloads**. See what downloads are available for your product at the NETGEAR website.

- **Forums**. Visit forums for NETGEAR products.
- **Register Your Product**. Register your product so that you can use NETGEAR support.
- **Premium Support**. Learn about premium support options for your product.