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NETGEAR RBS20

NETGEAR Orbi RBS20 Whole Home WiFi System Add-On Satellite User Manual

Model: RBS20

1. Introduction

This manual provides comprehensive instructions for the setup, operation, and maintenance of your NETGEAR Orbi RBS20 Add-On Satellite. The Orbi RBS20 is designed to extend the coverage of your existing NETGEAR Orbi Whole Home WiFi System, eliminating Wi-Fi dead zones and providing seamless connectivity throughout your home.
This product is a renewed item, professionally inspected and tested to work and look like new. It is compatible with specific AC2200 Orbi systems (tri-band only), including RBR20 (Orbi AC2200 Router), RBK20 (Orbi AC2200 Kit: RBR20 + RBS20), RBK22 (RBR20 + RBS20 x2), and RBK23 (RBR20 + RBS20 x2).

2. Product Overview

2.1 Package Contents

Ensure all items are present in your package:

- One (1) Orbi Tri-band WiFi Satellite (RBS20)
- One (1) 12V/1.5A power adapter
- Quick start guide

2.2 Physical Features



Figure 1: Front view of the NETGEAR Orbi RBS20 Satellite. The device is white with a sleek, modern design, featuring the "orbi" logo at the bottom front and an illuminated ring at the top.



Figure 2: Rear view of the NETGEAR Orbi RBS20 Satellite, showing the connectivity ports and buttons. From left to right: Sync button, two Ethernet ports, Power On/Off button, DC power input, and Reset button.

The Orbi RBS20 satellite features a minimalist design. The top of the unit includes an LED ring that indicates the satellite's status. The rear panel houses the following:

- **Sync Button:** Used to synchronize the satellite with your Orbi router.
- **Ethernet Ports (2):** For connecting wired devices or for wired backhaul.
- **Power On/Off Button:** To turn the satellite on or off.

- **DC Power Input:** Connects to the provided power adapter.
- **Reset Button:** Used to restore factory default settings (requires a paperclip or similar tool).

3. Setup Guide

Follow these steps to add your Orbi RBS20 satellite to your existing Orbi Whole Home WiFi System:

1. **Placement:** Place the Orbi satellite in a central location between your Orbi router and the area where you want to improve Wi-Fi coverage. Ensure it is within range of your existing Orbi router.
2. **Power On:** Connect the power adapter to the satellite and plug it into a power outlet. Press the Power On/Off button if necessary. The LED ring on top of the satellite will light up.
3. **Wait for Boot-up:** Allow the satellite to boot up. This may take a few minutes. The LED ring will cycle through colors.
4. **Synchronize:**
    - Press the **Sync** button on the back of your Orbi satellite.
    - Within two minutes, press the **Sync** button on the back of your Orbi router.
5. **Observe LED Status:**
    - A **solid blue** LED indicates a good connection between the satellite and the router.
    - A **solid magenta** LED indicates the satellite is too far from the router or has a weak connection. Relocate the satellite closer to the router.
    - A **solid amber** LED indicates a fair connection. You may consider moving the satellite slightly to optimize performance.
6. **Connection Confirmation:** Once the LED turns solid blue, the satellite is successfully connected and extending your Wi-Fi network. The LED will then turn off to indicate normal operation.

For detailed visual guidance, refer to the quick start guide included in your package or consult the NETGEAR Orbi app for setup assistance.

4. Operating Instructions

Once set up, the Orbi RBS20 satellite operates automatically to extend your Wi-Fi coverage. Your devices will seamlessly connect to the strongest available signal from either your Orbi router or any connected satellites.

4.1 LED Indicator Behavior

The LED ring on top of the Orbi satellite provides status information:

- **Solid Blue:** Good connection to the Orbi router. (Turns off after successful sync)
- **Solid Amber:** Fair connection to the Orbi router.
- **Solid Magenta:** Poor connection to the Orbi router, or satellite is too far.
- **Pulsing White:** Satellite is booting up.
- **Pulsing Magenta:** Satellite is unable to connect to the Orbi router.
- **Off:** Normal operation after successful setup.

4.2 Wired Connections

The two Ethernet ports on the back of the satellite can be used to connect wired devices such as smart TVs, gaming

consoles, or desktop computers, providing a stable and fast wired connection in areas extended by the satellite.

5. Maintenance

5.1 Cleaning

Wipe the exterior of the satellite with a soft, dry cloth. Do not use liquid cleaners or aerosol sprays.

5.2 Firmware Updates

Firmware updates for your Orbi system are typically managed through the Orbi router and the NETGEAR Orbi app. Ensure your main Orbi router's firmware is up to date to ensure optimal performance and compatibility with all satellites.

5.3 Resetting to Factory Defaults

If you encounter persistent issues or wish to reconfigure your satellite, you can perform a factory reset:

1. With the satellite powered on, use a paperclip or similar pointed object to press and hold the **Reset** button on the back panel for approximately 10 seconds.
2. Release the button when the LED ring flashes amber.
3. The satellite will restart with factory default settings and will need to be re-synchronized with your Orbi router.

6. Troubleshooting

If you experience issues with your Orbi RBS20 satellite, consider the following:

- **No Connection (Magenta LED):** The satellite might be too far from the Orbi router. Try moving it closer. Ensure there are no major obstructions (thick walls, large appliances) between the satellite and the router.
- **Slow Speeds:** Check the LED indicator for connection quality (amber indicates fair). Optimize placement for a solid blue connection. Ensure your main Orbi router has a strong internet connection.
- **Satellite Not Syncing:** Ensure both the satellite and router are powered on. Press the Sync buttons within the two-minute window. If issues persist, try restarting both the router and the satellite, then attempt syncing again. A factory reset of the satellite may also resolve syncing issues.
- **Wired Device Not Connecting:** Ensure the Ethernet cable is securely connected to both the satellite and the device. Verify the device's network settings.

For further assistance, refer to the NETGEAR support website or engage with online user communities. As a renewed product, communication channels with the seller are also available for support.

7. Specifications

Feature	Detail
Model Name	NETGEAR Orbi RBS20
Product Dimensions	5.6 x 2.4 x 6.6 inches
Item Weight	1.05 pounds
Connectivity Technology	Wi-Fi

Wireless Communication Standard	802.11ac
Frequency Band Class	Tri-Band
Special Feature	WPS (Wi-Fi Protected Setup)
Compatible Devices	Laptop (and other Wi-Fi enabled devices)
Recommended Uses	Home Wi-Fi extension
Color	White
Wi-Fi Speed	Up to 2.2Gbps with FastLane3 Technology
Coverage Expansion	Up to 2000 sq ft

8. Warranty and Support

8.1 Amazon Renewed Guarantee

As an Amazon Renewed product, your Orbi RBS20 satellite is eligible for replacement or refund under the Amazon Renewed Guarantee if you are not satisfied with your purchase. Please refer to the Amazon Renewed program terms for full details.

8.2 Technical Support

While the Orbi Tri-band WiFi Satellite (RBS20) may be marked as 'End of Service' by the manufacturer, it continues to provide reliable performance. Official support from the manufacturer for future updates may not be available. However, extensive user communities exist for assistance with common questions and troubleshooting.
Additionally, communication channels are enabled between you as a customer and the seller for any product-related inquiries or support needs.
For general NETGEAR Orbi support resources, visit the official NETGEAR support website.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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