## NETGEAR RBK842

# NETGEAR Orbi WiFi 6 Ultra-Performance Whole Home Mesh WiFi System User Manual

Model: RBK842

## 1. Introduction and Overview

The NETGEAR Orbi WiFi 6 Ultra-Performance Whole Home Mesh WiFi System (Model RBK842) is designed to provide extensive and fast WiFi coverage for large homes, up to approximately 5,000 sq. ft. This system includes one WiFi router and one satellite, working together to create a seamless mesh network.

Leveraging the latest WiFi 6 (802.11ax) technology, the Orbi system offers significantly increased capacity, supporting up to 100 devices simultaneously with strong, consistent connections. It ensures smooth 4K/8K UHD streaming and online gaming without interruption. The innovative Tri-band WiFi with a dedicated quad-stream WiFi 6 backhaul maximizes internet speeds to every connected device. It also features multi-gigabit internet speeds readiness with a 2.5Gbps Ethernet port and port aggregation capabilities.

Setup and management are simplified through the Orbi app, allowing users to create guest networks, view connected devices, and perform speed tests. Each unit is equipped with 4 Gigabit Ethernet LAN ports, suitable for wired connections in home offices or entertainment areas. The system is compatible with Amazon Alexa and Google Assistant for voice control.

Figure 1: Front view of the Orbi WiFi 6 Router and Satellite units.

## 2. Setup Instructions

Setting up your NETGEAR Orbi WiFi 6 system is designed to be straightforward using the Orbi app.

### 2.1. Before You Begin

- Unpack your Orbi Router and Satellite units.
- Ensure you have an active internet connection from your Internet Service Provider (ISP).
- Download the NETGEAR Orbi app from your mobile device's app store (Apple App Store or Google Play Store).

### 2.2. Connecting the Orbi Router

1. Power off your modem and remove its battery if it has one.
2. Connect your modem to the Internet port (yellow) on your Orbi Router using an Ethernet cable.
3. Power on your modem.
4. Connect the Orbi Router to a power outlet and power it on. Wait for the Orbi Router's LED to turn solid white.



Figure 2: Rear view of Orbi Router and Satellite ports. Note the yellow Internet port on the router.

### 2.3. Setting Up with the Orbi App

1. Open the Orbi app on your mobile device.
2. Follow the on-screen instructions to detect and set up your Orbi Router.
3. The app will guide you through connecting your Orbi Satellite. Place the satellite in a central location within the coverage area, ensuring it's within range of the router.
4. Once both units are connected, the app will confirm successful setup.
5. You can then customize your WiFi network name (SSID) and password.

## 3. Operating Your Orbi System

Once set up, your Orbi system operates as a single, unified WiFi network, providing seamless coverage throughout your home.

### 3.1. Connecting Devices

- **Wireless Devices:** Connect your smartphones, tablets, laptops, and other WiFi-enabled devices to the Orbi network using the WiFi name (SSID) and password you configured during setup.
- **Wired Devices:** Use the Gigabit Ethernet LAN ports on both the Orbi Router and Satellite to connect wired devices such as smart TVs, gaming consoles, desktop computers, or network-attached storage (NAS) devices. Each unit has 4 LAN ports.

### 3.2. Using the Orbi App

The Orbi app provides comprehensive control and monitoring capabilities:

- **Network Map:** View all connected devices and their connection status.
- **Guest Network:** Easily create a separate, secure WiFi network for guests.
- **Speed Test:** Perform internet speed tests directly from the app.
- **Parental Controls:** Manage internet access for specific devices (features may vary).
- **Firmware Updates:** Check for and install the latest firmware to ensure optimal performance and security.
- **Voice Control:** Integrate with Amazon Alexa or Google Assistant for voice commands to manage your WiFi network.

## 4. Maintenance

Regular maintenance helps ensure the longevity and optimal performance of your Orbi system.

- **Firmware Updates:** Periodically check for and install firmware updates via the Orbi app. These updates often include performance improvements, security patches, and new features.
- **Cleaning:** Keep the Orbi units clean and free from dust. Use a soft, dry cloth to wipe the exterior. Do not use liquid

cleaners or aerosols.

- **Ventilation:** Ensure the units are placed in well-ventilated areas, away from direct sunlight or heat sources, to prevent overheating.
- **Rebooting:** If you experience network issues, a simple reboot of both the Orbi Router and Satellite (by unplugging and replugging their power adapters) can often resolve minor problems.

## 5. Troubleshooting

This section provides solutions to common issues you might encounter with your Orbi WiFi 6 system.

### 5.1. No Internet Connection

- **Check Modem:** Ensure your modem is powered on and has an active internet connection (check its indicator lights).
- **Cable Connections:** Verify that the Ethernet cable from your modem is securely connected to the yellow Internet port on your Orbi Router.
- **Reboot System:** Power cycle your modem, then your Orbi Router, and finally your Orbi Satellite. Wait a few minutes for each device to fully boot up.
- **ISP Issue:** Contact your Internet Service Provider (ISP) to confirm there are no service outages in your area.

### 5.2. Poor WiFi Signal or Slow Speeds

- **Satellite Placement:** Ensure your Orbi Satellite is placed optimally, roughly halfway between the router and the area needing improved coverage. Avoid placing it behind large obstructions or near interference sources (e.g., microwaves, cordless phones).
- **Interference:** Other electronic devices can cause interference. Try moving your Orbi units away from such devices.
- **Firmware:** Ensure your Orbi system has the latest firmware installed.
- **Device Compatibility:** While Orbi supports WiFi 6, older devices may not achieve maximum speeds.

### 5.3. Orbi App Cannot Find System

- **WiFi Connection:** Ensure your mobile device is connected to the Orbi WiFi network (even if there's no internet access yet).
- **Bluetooth:** Make sure Bluetooth is enabled on your mobile device during the initial setup process, as the app may use it for discovery.
- **Reboot:** Restart your Orbi Router and try again.

### 5.4. Factory Reset

If all other troubleshooting steps fail, you may need to perform a factory reset. This will erase all custom settings and return the system to its default configuration. You will need to set up the system again from scratch.

- Locate the Reset button on the back of your Orbi Router (often a small pinhole).
- With the router powered on, use a paperclip or similar pointed object to press and hold the Reset button for about 10 seconds until the LED on the router flashes.
- Release the button and wait for the router to reboot.
- Repeat the process for the Orbi Satellite if necessary.

## 6. Specifications

| Feature | Detail |
| --- | --- |
| Model Name | RBK842 |
| Item Model Number | RBK842-1CCNAS |
| Brand | NETGEAR |
| Wireless Standard | 802.11ax (WiFi 6) |
| Frequency Band Class | Tri-Band |
| Frequency | 5 GHz |
| Coverage | Up to 5,000 sq. ft. |
| Ethernet Ports | 4 Gigabit Ethernet LAN ports per unit, 1x 2.5Gbps WAN port on router |
| Special Feature | WPS (Wi-Fi Protected Setup) |
| Antenna Type | Internal |
| Compatible Devices | Personal Computer, various WiFi-enabled devices |
| Recommended Uses | Gaming, Home, Office |

## 7. Warranty Information

Specific warranty details for the NETGEAR Orbi WiFi 6 system (Model RBK842) are not provided in this document. For comprehensive warranty information, please refer to the warranty card included with your product packaging or visit the official NETGEAR support website.

## 8. Customer Support

For further assistance, technical support, or to access additional resources, please visit the official NETGEAR support website. You can typically find FAQs, troubleshooting guides, and contact options there.
**NETGEAR Support Website:** www.netgear.com/support/
Please have your product model number (RBK842) and serial number ready when contacting support.

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