NETGEAR MK72-100NAS

NETGEAR Nighthawk Advanced Whole Home Mesh WiFi 6 System (MK72) User Manual

Model: MK72-100NAS
Brand: NETGEAR

1. Introduction

The NETGEAR Nighthawk Advanced Whole Home Mesh WiFi 6 System (MK72) is designed to provide super-fast, reliable WiFi coverage throughout your entire home. Utilizing next-generation 802.11ax (WiFi 6) technology, this system supports dual-band connectivity, enabling it to handle a high volume of connected devices simultaneously. It is ideal for seamless streaming, HD video gaming, and web conferencing across up to 3,000 sq. ft. and for over 35 devices. The system includes one Nighthawk Mesh WiFi 6 Router (MR70) and one Nighthawk Mesh WiFi 6 Satellite (MS70) to ensure broad and consistent WiFi coverage.



Figure 1.1: NETGEAR Nighthawk MK72 Mesh WiFi 6 System (Router and Satellite)

2. What's in the Box

Carefully unpack your Nighthawk Mesh WiFi 6 System. The package should contain the following items:

- One (1) Mesh WiFi 6 Router (MR70)
- One (1) Mesh WiFi 6 Satellite (MS70)
- One (1) 2m/6ft Ethernet cable
- Two (2) 12V/1.5A power adapters
- Quick start guide

3. Setup

Setting up your Nighthawk Mesh WiFi 6 System is designed to be straightforward, primarily guided by the Nighthawk app. Follow these steps for a quick and efficient installation:

3.1. Initial Connection

1. **Power Off Your Modem:** Disconnect the power from your existing cable modem (or modem-router combo) and remove any backup battery if present.

2. **Connect the Router:** Connect one end of the provided Ethernet cable to the yellow Internet port on your Nighthawk MR70 Router. Connect the other end to your modem's Ethernet port.
3. **Power On:** Connect the power adapter to the Nighthawk MR70 Router and plug it into a power outlet. Wait for the router's LED to turn solid white.
4. **Power On Modem:** Reconnect power to your modem. Wait for your modem to fully restart and establish an internet connection (this may take a few minutes).



Figure 3.1: Connecting the Nighthawk MK72 Router to Your Modem

3.2. Nighthawk App Setup

1. **Download the App:** Download the NETGEAR Nighthawk app from the Apple App Store or Google Play Store on your mobile device.
2. **Launch and Follow:** Open the Nighthawk app and follow the on-screen instructions to set up your WiFi network. The app will guide you through connecting your satellite.
3. **Position Satellite:** Place the Nighthawk MS70 Satellite in a central location within your home, ideally halfway between the router and the area needing extended coverage. Ensure it is within range of the router for optimal mesh performance.

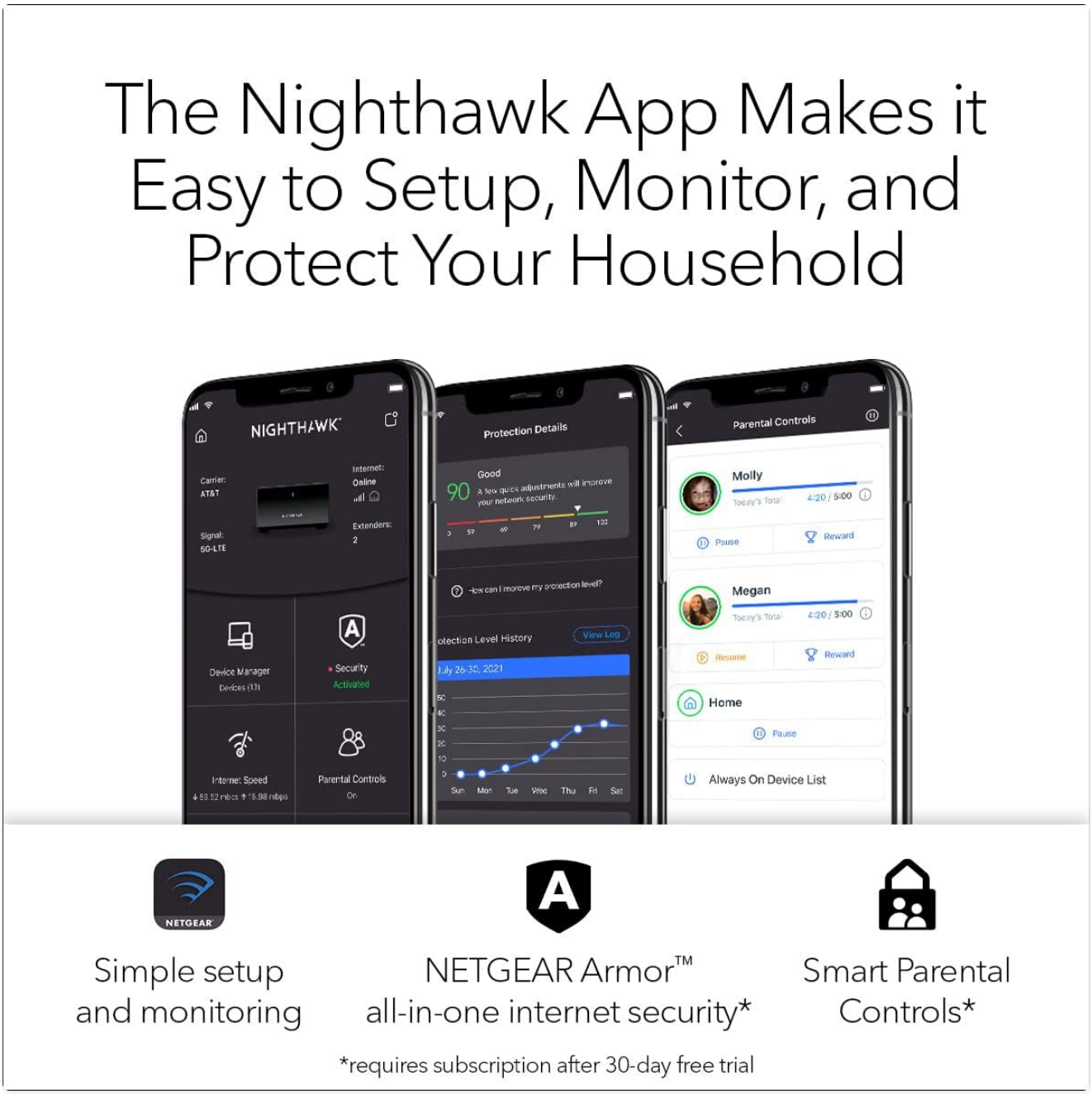


Figure 3.2: The Nighthawk App for Easy Setup and Management

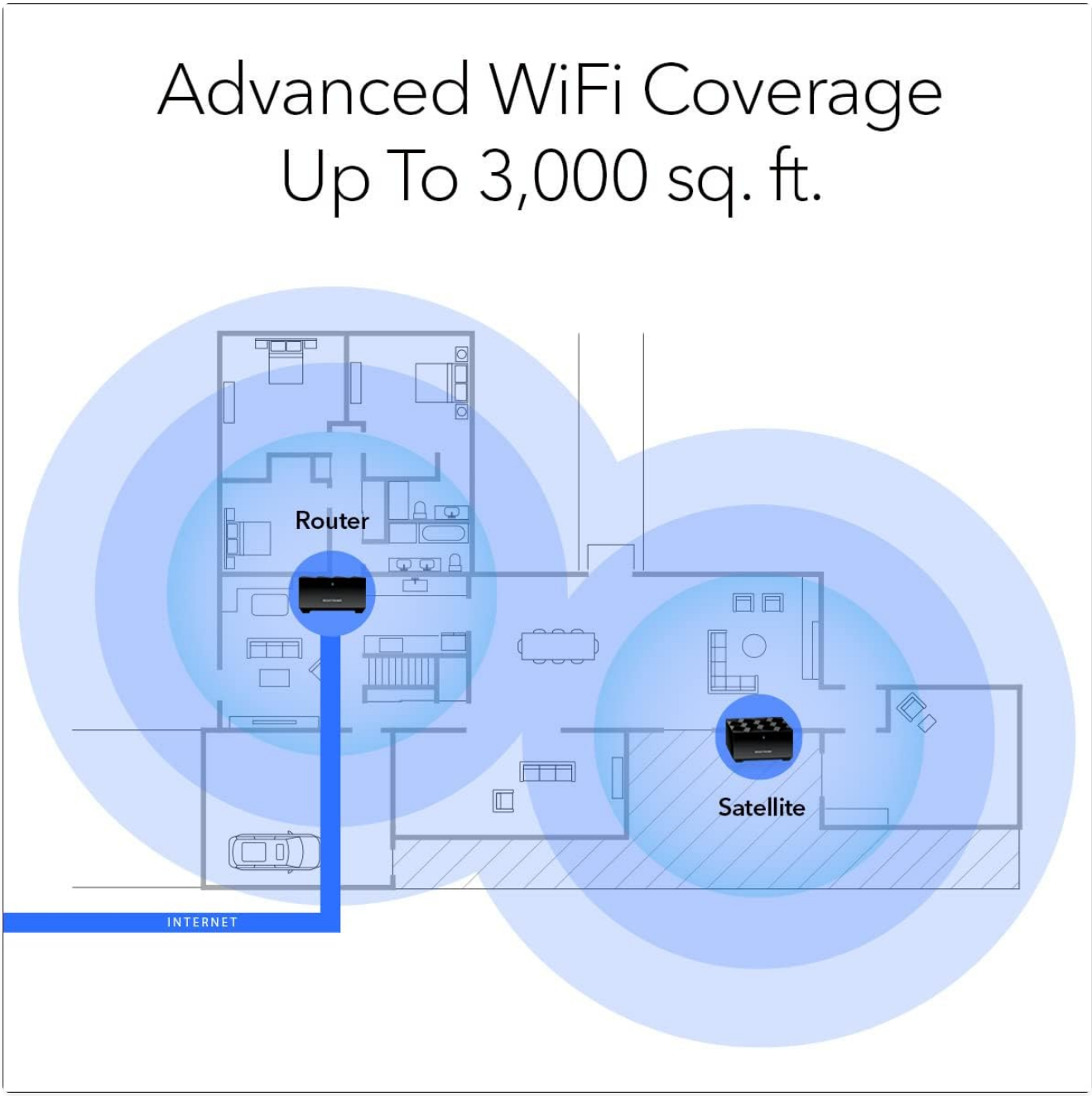


Figure 3.3: Advanced WiFi Coverage with Router and Satellite Placement

4. Operating Instructions

Once set up, your Nighthawk Mesh WiFi 6 System provides a robust and high-performance network for all your devices.

4.1. WiFi 6 Performance

The system leverages WiFi 6 (802.11ax) technology to deliver AX3000 Gigabit speeds. This means faster streaming, reduced latency for gaming, and improved performance even with many devices connected simultaneously. The dual-band technology intelligently manages traffic to ensure optimal speed for each device.



Figure 4.1: Support for Multiple Devices Simultaneously with 4 Powerful Streams

4.2. Wired Connections

Both the Nighthawk Router (MR70) and Satellite (MS70) are equipped with Gigabit Ethernet LAN ports. These ports allow you to connect wired devices such as computers, game consoles, smart TVs, or network-attached storage (NAS) for maximum speed and stability. The router also includes a Gigabit Ethernet WAN port for connection to your modem.



Figure 4.2: Gigabit LAN Ports for Wired Devices on Router and Satellite

4.3. Nighthawk App Features

The Nighthawk app provides comprehensive control over your network:

- **Easy Setup & Management:** Simplifies initial installation and ongoing network monitoring.
- **NETGEAR Armor™:** Provides an automatic shield of security for your WiFi and connected devices, offering real-time protection against hackers and added privacy with VPN. A 30-day trial is included.
- **Smart Parental Controls:** Manage internet access for specific devices or users, set time limits, and filter content.
- **Guest Network:** Create a separate, secure network for guests without sharing your main WiFi password.

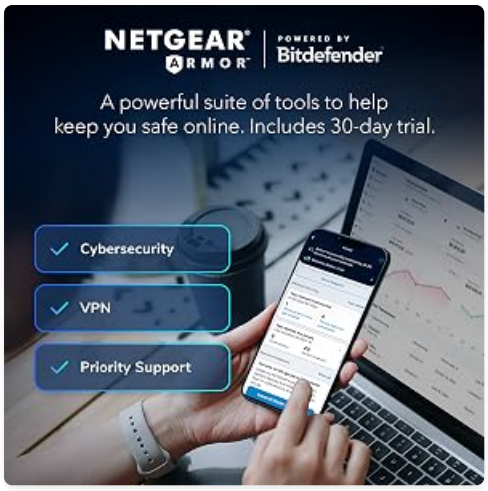


Figure 4.3: NETGEAR Armor Security Features

5. Maintenance

To ensure optimal performance and security of your Nighthawk Mesh WiFi 6 System, regular maintenance is recommended.

5.1. Firmware Updates

NETGEAR routers are designed with automatic firmware updates enabled out of the box. This ensures your system always has the latest security patches and performance enhancements. Verify that automatic updates are enabled via the Nighthawk app or router's web interface.

5.2. Physical Care

Keep the router and satellite units in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Periodically clean the exterior with a soft, dry cloth to prevent dust buildup, which can affect performance.

5.3. Security Monitoring

Utilize the NETGEAR Armor feature within the Nighthawk app to monitor your network's security status and receive alerts about potential threats. Regularly review connected devices to identify any unauthorized access.

6. Troubleshooting

If you encounter issues with your Nighthawk Mesh WiFi 6 System, try the following common troubleshooting steps:

6.1. No Internet Connection

- **Check Cables:** Ensure all Ethernet cables are securely connected to the router, modem, and any wired devices.
- **Reboot Devices:** Power off your modem, then your Nighthawk router and satellite. Wait 30 seconds, then power on your modem first. Once the modem is fully online, power on your Nighthawk router, and then the satellite.
- **Modem Status:** Verify that your modem's indicator lights show a stable internet connection.

6.2. Slow WiFi Speed or Dropped Connections

- **Satellite Placement:** Ensure your satellite is optimally placed, not too far from the router, and away from major obstructions or interference sources (e.g., microwaves, cordless phones).

- **Device Count:** While the system supports many devices, excessive simultaneous high-bandwidth activities (e.g., multiple 4K streams) can impact performance.
- **Interference:** Other electronic devices or neighboring WiFi networks can cause interference. The Nighthawk app can help identify channel congestion.

6.3. Expert Help

If issues persist, NETGEAR offers free expert help for setup and optimization. You can contact them directly for assistance.

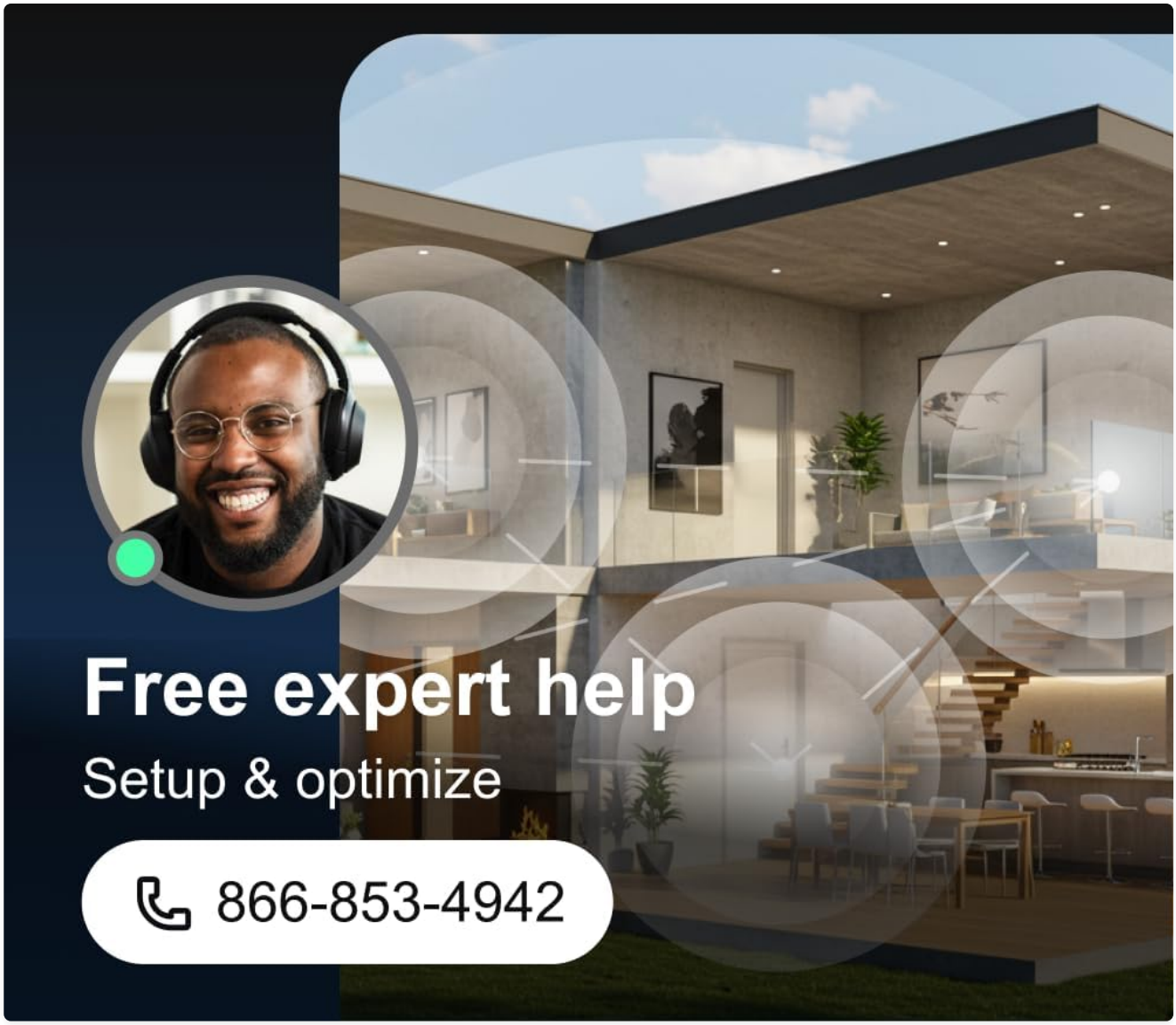


Figure 6.1: Free Expert Help for Setup & Optimization

7. Specifications

Feature	Description
Model Name	MK72
Wireless Type	802.11ax (WiFi 6)
WiFi Speed	AX3000 Gigabit (3Gbps)

Feature	Description
Frequency Band Class	Dual-Band
WiFi Coverage	Up to 3,000 sq. ft.
Connected Devices	35+ devices
Internet Plans Supported	Any internet service provider up to 1Gbps (cable, satellite, fiber, DSL)
Router Ethernet Ports	1 Gigabit Ethernet WAN port, 1 Gigabit Ethernet LAN port
Satellite Ethernet Ports	1 Gigabit Ethernet LAN port
Processor	Quad-core 1.7Ghz processor
Memory	256MB Flash, 512MB RAM
Security Features	NETGEAR Armor, automatic firmware updates
Parental Controls	NETGEAR Smart Parental Controls
Dimensions (LxWxH)	4.8 x 4.8 x 2.5 inches (each unit)
Item Weight	2.51 pounds (total system)

For detailed technical specifications and diagrams, refer to the following illustration:

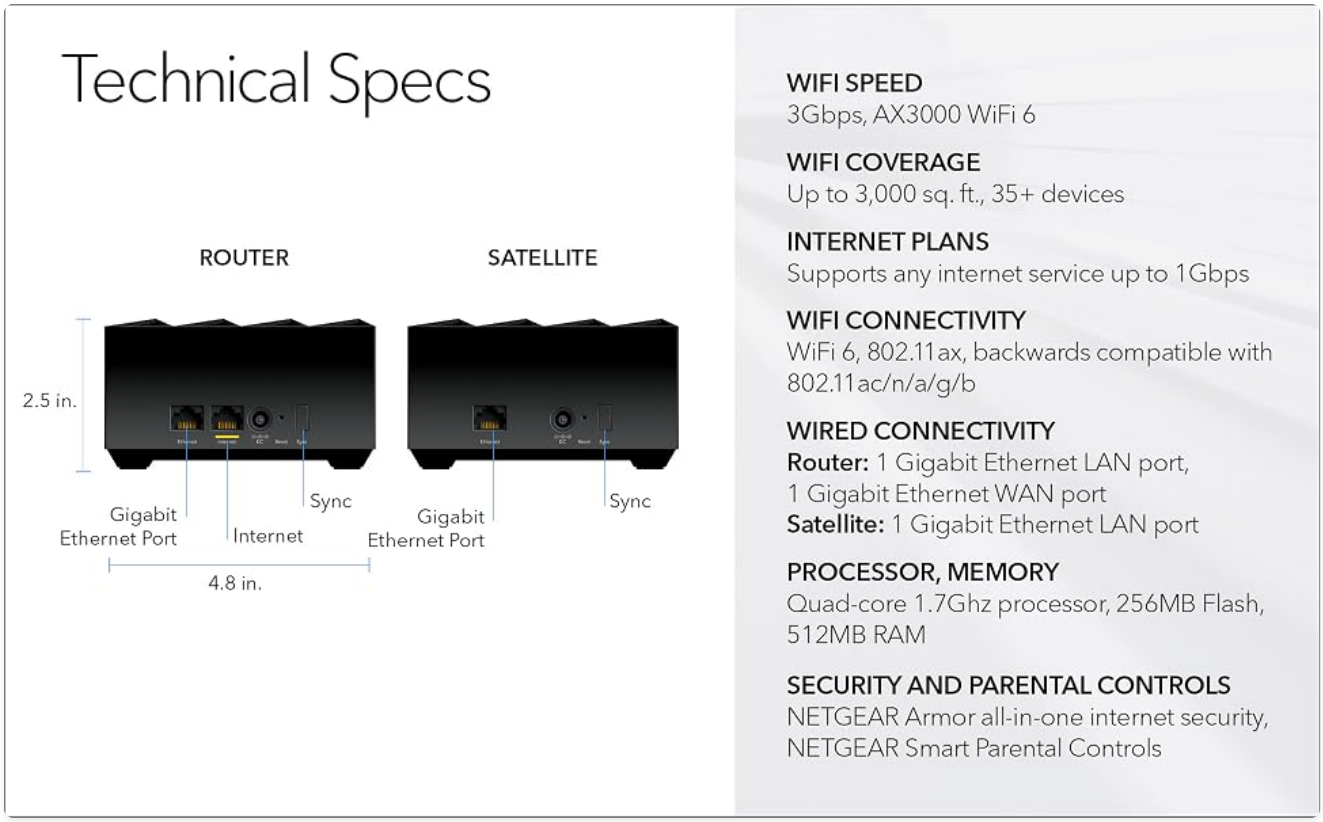


Figure 7.1: Nighthawk MK72 Technical Specifications Overview

8. Warranty and Support

NETGEAR provides comprehensive support for your Nighthawk Mesh WiFi 6 System.

8.1. Warranty Information

Please refer to the warranty card included in your product packaging or visit the official NETGEAR website for the most up-to-date warranty information specific to your region and product model.

8.2. Technical Support

For technical assistance, setup guidance, or troubleshooting, you can utilize the following resources:

- **Nighthawk App:** The app offers in-app support, FAQs, and direct access to support features.
- **Free Expert Help:** Contact NETGEAR's expert support team for personalized assistance with setup and optimization. The phone number is **866-853-4942**.
- **NETGEAR Website:** Visit www.netgear.com/support for product documentation, FAQs, and community forums.

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