

NETGEAR®

NETGEAR genie Apps User Manual



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Getting Started

1

Download and install genie apps

NETGEAR provides free desktop and mobile genie apps that let you manage your router. This manual guides you through the installation and setup procedures for both types of genie apps.

This chapter covers the following topics:

- *[Install Mobile Apps](#)*
- *[Install Desktop Apps](#)*

To find out which desktop and mobile platforms are supported, get the downloads, or get a list of routers that support the genie apps, visit the NETGEAR genie website at <http://www.netgear.com/genie>.

Install Mobile Apps

The mobile apps run on smart devices like phones and tablets. You can see which smart devices are currently supported by visiting the [NETGEAR genie web page](#).

You can use the genie mobile app to do the following:

- Manage WiFi settings and guest access for your home network.
- View a map of your network.
- Set up or manage Parental Controls.
- Use the traffic meter to check your Internet usage.
- With My Media, play media on devices on your network.

Note: To use a mobile app, you need a Wi-Fi connection from your phone or iPad to your NETGEAR home network.

➤ **To use iTunes to install the app on your iPhone or iPad:**

1. Open the App Store and search for NETGEAR genie.
2. Tap the **Free App** button.

After you log in, the app downloads.

3. Go back to the home screen.

The genie mobile app is in one of the home screens.

4. Tap the genie app icon to open the genie mobile app.

➤ **To install the Android genie app:**

1. Open Google Play and search for NETGEAR genie.
2. Tap the **Download** button.
3. Tap the **Accept & download** button to accept any terms.

The genie mobile app is located under Apps in the home screen.

4. Tap the genie icon to open the genie mobile app.

Note: You can also use the following QR codes to get to the app stores directly:



iPad App



iPhone App



Android App

Install Desktop Apps

The desktop apps run on Windows XP SP3, Vista, Win7, Win8, and Mac OS 10.6 or later.

You can use the genie desktop apps to do the following:

- Automatically repair common wireless network problems.
- Get easy access to router features like Parental Controls, guest access, broadband usage meter, speed test, AirPrint compatibility, and more.
- Use the network map to see all devices on your home network.

Note: To manage your router settings with genie app, you might need to update to new router firmware when it is available.

➤ To download the desktop apps:

1. Go to the NETGEAR genie web page at www.NETGEAR.com/genie.



NETGEAR genie icon
(green lantern)

2. Click the appropriate **Download** button.

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

➤ To prevent your desktop app from starting when your computer reboots:

1. Right-click the genie app icon in your system tray.
2. Select **Settings**.
3. Clear the **Enable Autostart** check box.

➤ To use genie app to manage a router:

1. Connect a computer to your NETGEAR router with an Ethernet cable (wired) or wirelessly.
2. Double-click the genie app icon on your desktop to display the genie app screen. See [Chapter 3, NETGEAR genie Desktop Apps](#).

NETGEAR genie Mobile Apps

2

Manage your home network with a smart device

This chapter contains the following sections:

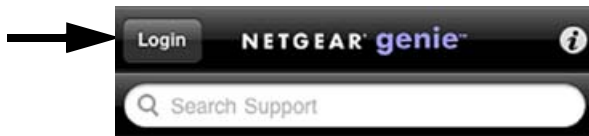
- *Connect to Your Home Network*
- *Mobile App Dashboard (Home Screen)*
- *Information Icon*
- *Wireless Settings*
- *Guest Access*
- *Network Map*
- *Parental Controls*
- *Traffic Meter*
- *My Media*

Connect to Your Home Network

This section explains how you can use your phone or iPad to join your home network over WiFi. Once you join your home network, you can log into your NETGEAR router.

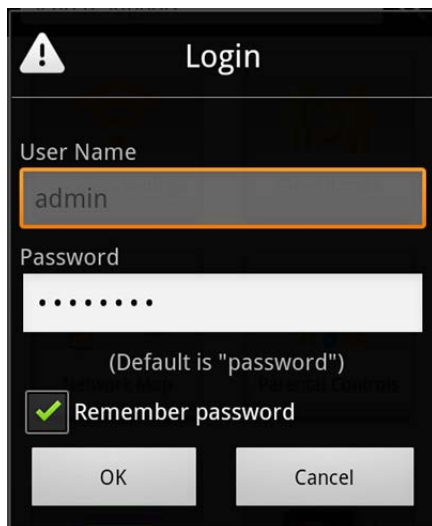
➤ **To join your wireless network and log in from your phone or iPad:**

1. Open the app you use to manage your wireless connections.
2. Locate your home network and join it.
3. Launch the genie mobile app and tap **Login**.



The router default user name is admin.

4. Enter the router password.



Android router Login screen



iPhone router login screen

The router default password is **password**, though you probably changed it to a more secure password when you installed the router. The router password is case-sensitive.

5. Tap **OK** for an Android phone or **Login** for an iPhone or iPad.

The genie mobile app dashboard screen displays.

Mobile App Dashboard (Home Screen)

When you launch the genie mobile app, it displays the dashboard screen.

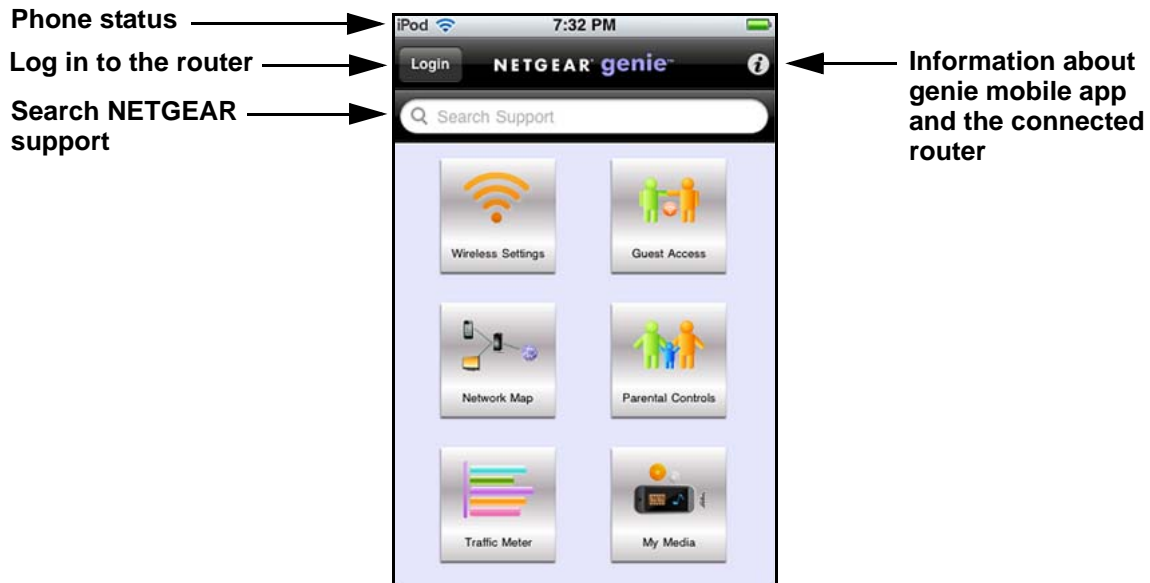



Figure 1. genie mobile app dashboard

You can tap any of the six sections of the dashboard to navigate.

- **Wireless Settings.** View or change the wireless settings for your router. See [Wireless Settings](#) on page 11.
- **Guest Access.** View or set up wireless guest access to your home network. See [Guest Access](#) on page 12.
- **Network Map.** View network devices connected to your network. See [Network Map](#) on page 13.
- **Parental Controls.** Manage Parental Controls to protect devices in your network from inappropriate content. See [Parental Controls](#) on page 14.
- **Traffic Meter.** View the Internet traffic or change the traffic meter setting on your home network. See [Traffic Meter](#) on page 15.
- **My Media.** Play media or share it between your mobile device and other devices on your home network. See [My Media](#) on page 16.

Information Icon

➤ To view genie mobile app and router information:

1. Tap the  Information icon to display the following screen:



Android phone



iPhone

2. Tap the **License** button to display the end-user license agreement (EULA).

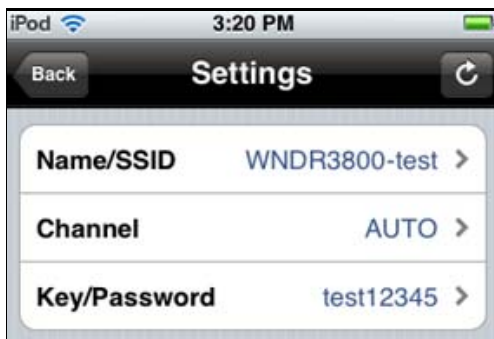
Wireless Settings

You can use this screen to view or change the wireless settings for your home network.

Note: If you change the router wireless settings, you and anyone else who has joined the wireless network are disconnected from the network.

➤ **To view or change the wireless settings for your router:**

1. Tap  **Wireless Settings** to go to the Settings screen:




You can use the  Refresh button to update the screen at any time.

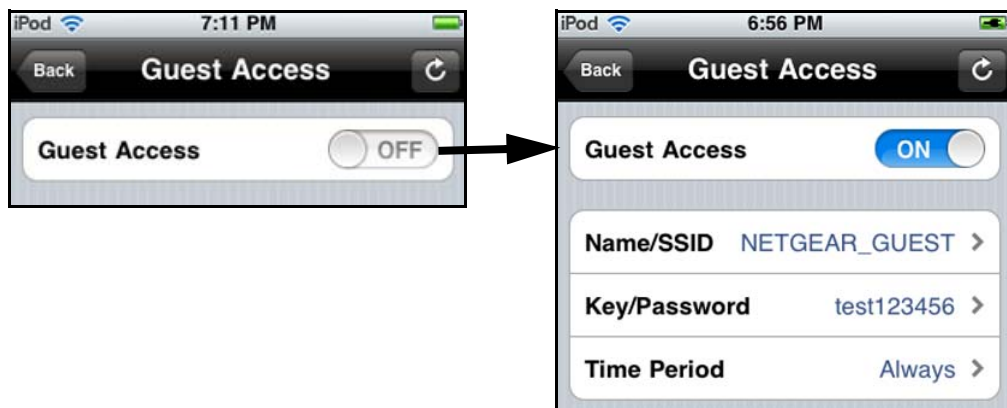
2. Tap the settings that you want to change to go to detail screens.
 - **Name/SSID.** The name of the wireless network.
 - **Channel.** The channel for the wireless signal. Usually, this field is set to Auto so that the router selects the best channel for its wireless signal. You can select a specific channel number.
 - **Key/Password.** Go to the Wireless Security screen and view or change the wireless security setting for the home network.
3. When you finish modifying the Name/SSID, Channel, or Key/Password setting, tap **Save**.

Guest Access

If your router supports a guest wireless network, you can view and change the settings. You can even allow guest access for a specific length of time. 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.

➤ **To set up guest access:**

1. Tap  **Guest Access**.
2. Tap the **ON/OFF** button and turn on guest access to display the Guest Access settings.




You can use the  Refresh button to update the screen at any time.

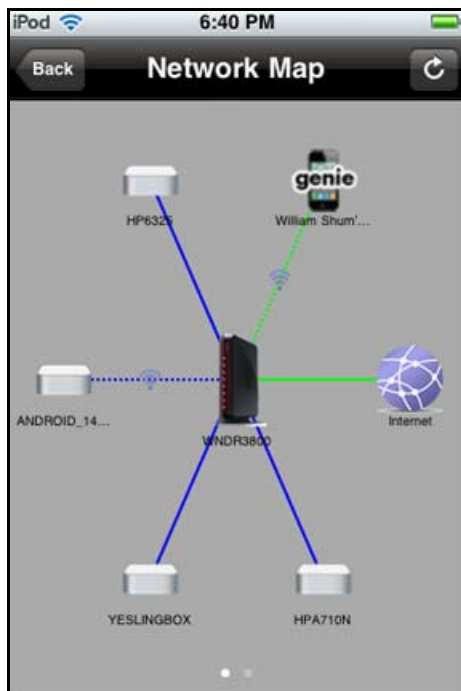
3. Tap the guest access settings that you want to change to go to detail screens.
 - **Name/SSID**. The name of the wireless guest network.
 - **Key/Password**. Go to the Guest Security screen and view or change the wireless security setting for the guest network.
 - **Time Period**. Tap the time period for the guest network. You can set it to Always, choose the number of hours, or set it for 1 Day or 1 Week.
4. When you finish, tap **Save**.




Network Map

The network map shows the router Internet connection, and also displays computers and devices that are connected to your router. The map shows up to five devices per screen. If you have more devices on your network, you can go left or right to view more screens.

Tap  **Network Map** to display a screen similar to the following figure:



You can use the  Refresh button to update the screen at any time. A good connection is shown in green. A red line indicates a connection that is not working.

You can tap a device icon to see more detail about the device.



Router detail



iPod Touch detail

If the genie mobile app does not detect the device type, it shows Network Device. From the detail screen, tap an **Edit** button to change the device type or device name.

Parental Controls

Parental Controls allow you to control the Internet content on your home network.

➤ **To set up Parental Controls:**

1. Tap  **Parental Controls**.

The first time you tap to select Parental Controls, it takes some time to load the page. You are asked if you already have an account.



2. If you already set up Parental Control on your router, tap **Yes** and log in. If you have not done that yet, tap **No** and create an OpenDNS account for Parental Controls.



The genie mobile app Parental Controls screen displays:



3. Tap the **ON/OFF** button to turn Parental Controls on or off.

The genie mobile app sends the command to your router and waits for the response. When Parental Controls is turned on, you can view or change the following settings:

- **Filtering Level.** Contains five levels to limit access to Internet content: (1) High, (2) Moderate, (3) Low, (4) Minimal, and (5) None.
- **Change Custom Settings.** Open a web browser and log in to OpenDNS. Then choose which categories to block from the category list.
- **OpenDNS Account.** Display the login name. You cannot change this value.


Traffic Meter

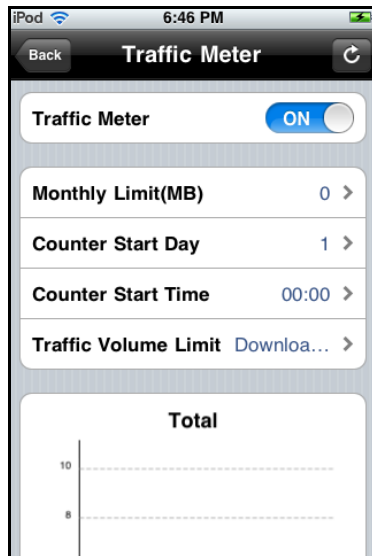
The traffic meter measures Internet traffic on your network. You can view traffic for today, yesterday, this week, this month, or last month. Each time period includes data for:

- Connection Time
- Upload/Average
- Download/Average
- Total/Average

Follow the instructions to turn on and set up the traffic meter. Once on, the traffic meter data displays on the traffic meter screen.

➤ **To set up the traffic meter:**

1. Tap  **Traffic Meter** icon on the dashboard to display the following screen:



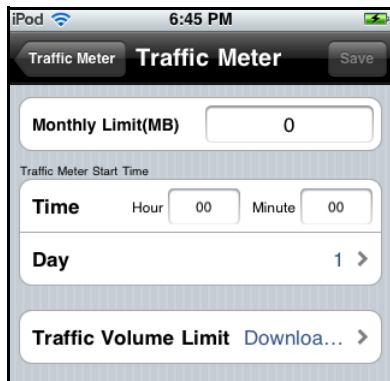
← When the traffic meter is turned off, these settings are not shown.

← When on and set up, the data displays in this area.

2. Tap the **ON** button to turn the traffic meter on and display the settings.

The genie mobile app sends the message to your router, waits for a reply, and then updates this screen.

3. Tap a setting to display the following screen where you can change all of the settings:



4. Adjust the settings as needed:
- **Monthly Limit.** Traffic limit by MB per month.
 - **Day.** The date to restart the counter. Select a number from 1st to 28 because February might have only 28 days.
 - **Time.** The time to restart the counter.
 - **Traffic Volume Limit.** Select an option: No Limit, Download Only, or Upload/Download.
5. When you finish making changes, tap the **Save** button to return to the Traffic Meter screen and to view the data.

My Media

You can use the My Media feature to play media from devices on your home network on your mobile device. You can also play media that is on your phone or iPad on other devices in your home network. For the genie mobile app to find the network devices, each device must use Universal Plug and Play (UPnP).

My Media has four different views. The views depend on which item you select at the bottom of the screen (Source, Player, Playing, Option).

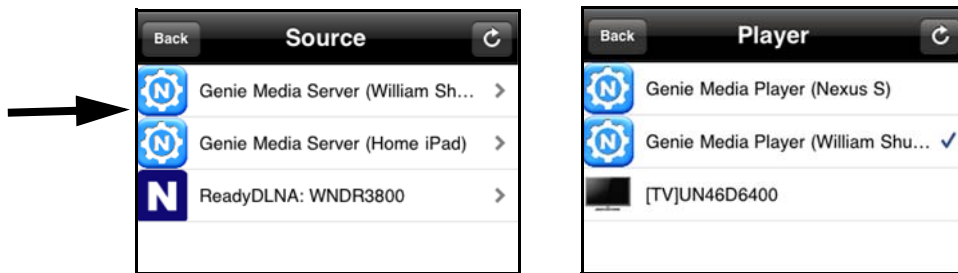


- **Source.** View a list of devices on your network that are sharing media files.
- **Player.** View a list of devices that can play media files over the network.
- **Playing.** View and control media that is currently playing on the selected player.
- **Option.** Go to the Option screen.

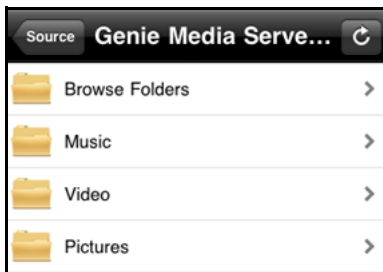
➤ To play media on your mobile device:

1. Tap  **My Media.**

2. Tap the **Source** button to view the UPnP devices on your network.



3. Tap the device on your home network that is the source for your media files.
The media folders on that device are displayed.



4. Tap the folder that you want, and the media file within the folder.
The media file plays on the selected player.

Play and Control Media Files on Your Mobile Device

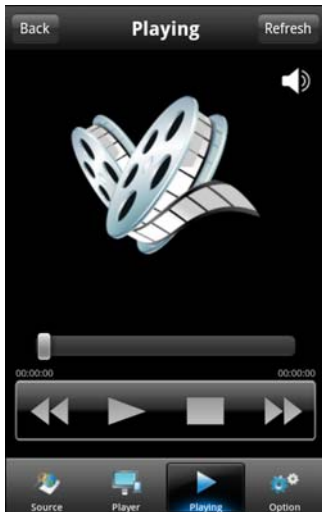
When you play media that is on your mobile device (Android phone, iPhone, or iPad), how you control that media depends on which device you are using.

- **To play and control media files on an Android phone:**

Note: *With an Android phone, the media plays in full screen.*

1. Tap the **Back** button to stop the media from playing.

2. Tap the **Refresh** button to update the playing progress.



- To play and control media files on iPhones and iPads:

Note: iPhones and iPads (iOS devices) use two modes for media: Play mode and Control mode.

Tap the icon at the top-right corner to switch the mode.

- In Play mode, you can see the media playing. If you play media files on a different device on your network, Play mode is not available.
- Control mode is always available because it shows the playing media name, play progress, volume, and play controls.



← Tap to switch between Play mode and Control mode.

Media Options

- To view or change My Media options:

Tap the **Option** icon on the My Media screen.



Figure 2. Media options

The following settings are available:

- **Restart media service.** Restart My Media service when a wireless setting is changed or no player is found.
- **Refresh source folder.** Scan the source device list when no source device is found.
- **Share files in network.** This setting is ON by default to let you use other devices on your home network to play media on this phone or iPad. If you do not want to use this option, then you change the setting to **OFF**.

For example, you could be using your mobile phone with the genie mobile app at home, while a guest is using your iPad, which also has the genie mobile app. From your phone, you could remotely play a song on the iPad, or play a photo slide show on the iPad for your guest.

- **Allow play in network.** This setting is ON by default to play media that is on this phone or iPad on other devices on the same network. If you do not want to allow play in network, change the setting to **OFF**.

For instance, if you have photos on a computer or other mobile devices on your home network, and you want to view them on this phone or iPad, leave the **Allow play in network** check box selected. This setting controls whether the photos from other devices can be viewed on this phone or iPad.

Media Option Tips

- Use Restart media service or Refresh source folder, if you are not able to see all network UPnP devices.

- To play, the device needs to 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 show up as players in My Media.
- My Media finds only the media types supported by the player. For example, an iPad does not play Adobe Flash files as this format is not supported.

NETGEAR genie Desktop Apps

3

Manage your home network from a computer

This chapter contains the following sections:

- *Desktop App Dashboard (Home Screen)*
- *Log In*
- *Internet*
- *Fix an Internet Connection Problem*
- *WiFi Connection*
- *Router Settings*
- *Network Map*
- *Parental Controls*
- *ReadySHARE*
- *AirPrint*
- *Network Support*

Desktop App Dashboard (Home Screen)

The desktop app Home screen dashboard lets you see the status of your Internet connection and network. The menus run down the left side. In the center, you can click any of the six sections of the dashboard to view more detailed information.

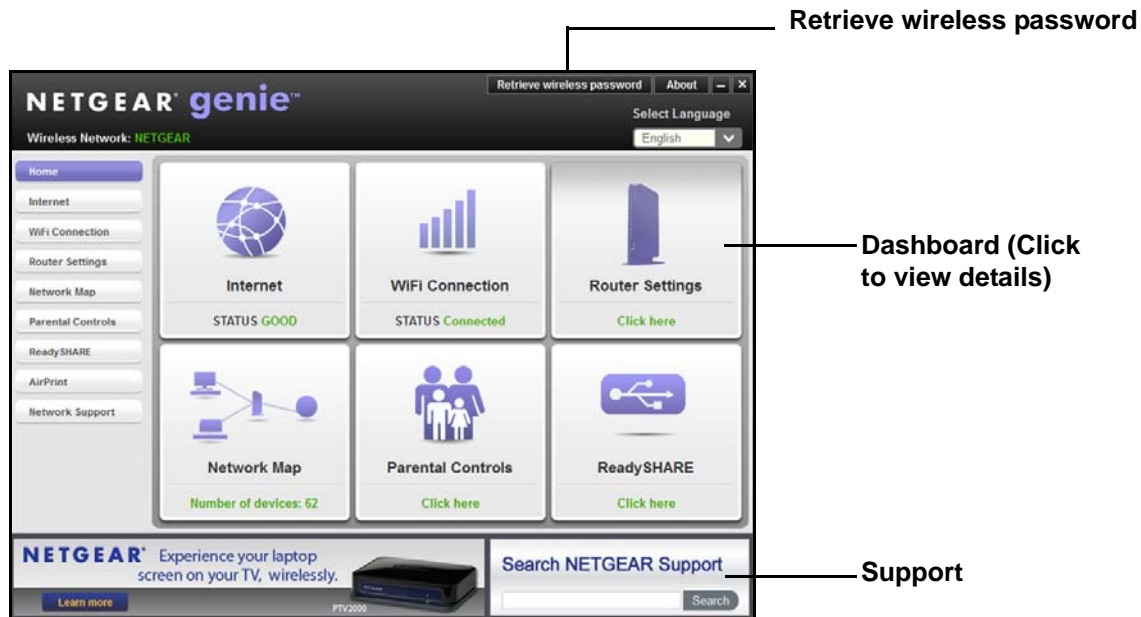


Figure 3. Home screen with dashboard, language, and support

The dashboard screen displays with the following menu items. The menu selections are described in more detail in the following sections in this chapter.

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 content.

ReadySHARE. Access the contents of a USB storage device if one is connected to the USB port on the router.

AirPrint. Turn your printer into an AirPrint-enabled printer so that your iOS devices can use printers in the same network.

Network Support. Access the support FAQs on your computer without an Internet connection to get answers to common router issues. Some simple network tools are available to help you debug the network as well.

Log In

- To access the genie app features, log in to your router:

1. Enter **admin** for the modem router user name.



The image shows a 'Router Login' dialog box. It has two input fields: 'User Name' with 'admin' entered and 'Password' with '*****' entered. Below the password field, it says '(default is "password")'. There is a checked checkbox for 'Remember password'. At the bottom are 'Login' and 'Cancel' buttons. Below the dialog box, it says 'Login is required to manage these router settings:' followed by a list: '.Wireless Settings', '.ReadySHARE', '.Guest Access', '.Traffic Meter', and '.Router Update'.

2. Enter **password** for the password. The password is case-sensitive.

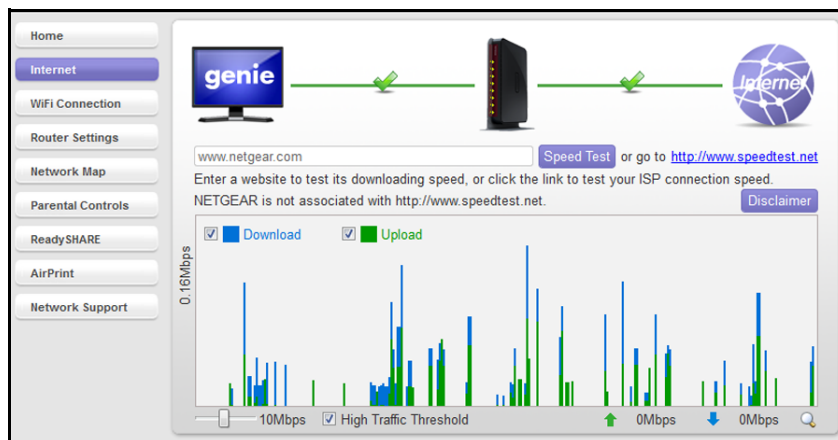
Note: The user name and password are different from the user name and password you might get from your Internet service provider (ISP).

Internet

The Internet screen is where you can check your Internet connection with a speed test or monitor Internet traffic.

- To check your Internet connection:

Select **Internet** to display the following screen:



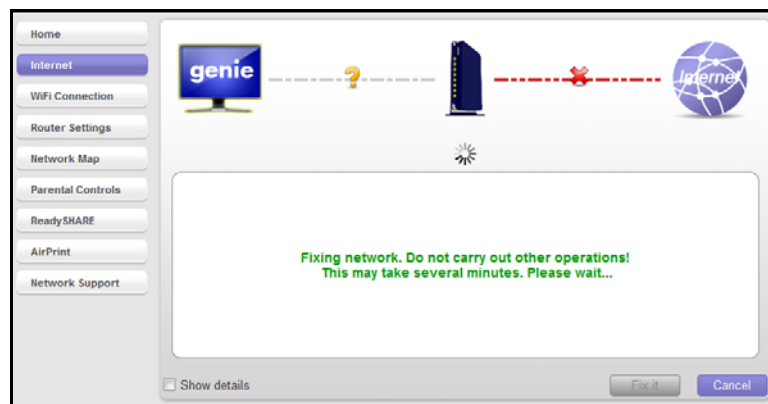
Fix an Internet Connection Problem

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



➤ To fix an Internet problem:

Select **Internet**. The genie app tries to detect and fix the problem:

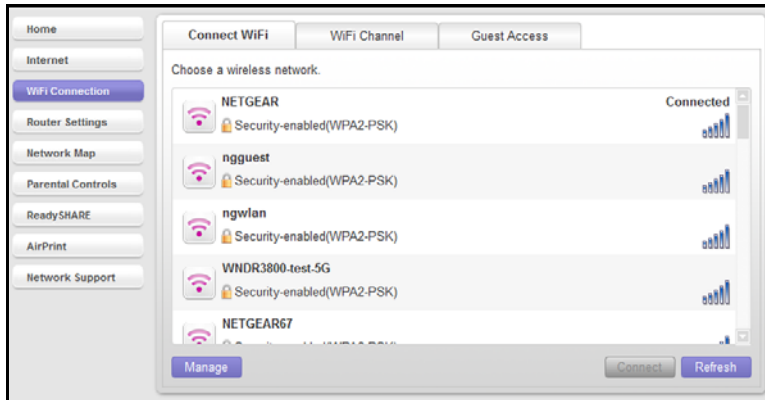


WiFi Connection

You can use the WiFi Connection screen to view wireless networks in your area and to select and join a wireless network.

➤ **To manage your WiFi connection:**

1. Select **WiFi Connection** to display the following screen:



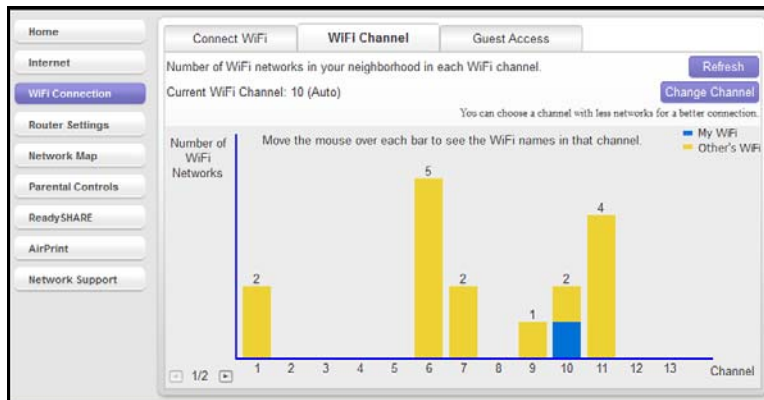
From this screen you can view Wi-Fi channels in use in your area, and if your router supports a guest network, information about guest access to your network.

2. Click **Guest Access** to set up guest access as described in [Guest Access](#) on page 29.

WiFi Channel

➤ **To check your WIFI channel:**

Select **WiFi Connection > WiFi Channel** to display the following screen:



Your network is shown in blue. Yellow shows other networks in your area. 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.

If many wireless networks at your location use the same channel as your wireless network, you might experience interference. You can change the channel to avoid the interference.

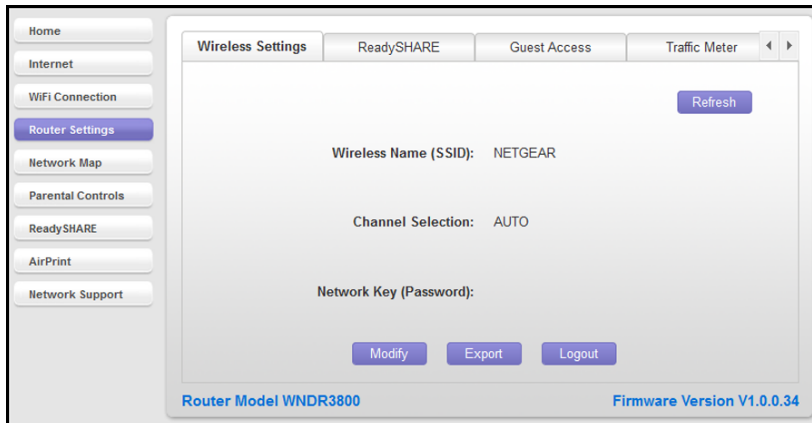
➤ **To change the WIFI channel:**

Click the **Change Channel** button to change the channel.

Router Settings

➤ To view or change the router settings:

1. Select **Router Settings** to display the following screen:.



2. Click any of the following tabs on the screen to view or change many of the router settings:
 - Wireless Settings, described in [Wireless Settings](#) on page 27.
 - ReadySHARE, described in [ReadySHARE](#) on page 28 and [ReadySHARE](#) on page 34.
 - Guest Access, described in [Guest Access](#) on page 29.
 - Traffic Meter, described in [Traffic Meter](#) on page 30.
 - Router Update, described in [Router Update](#) on page 31.

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.

Note: If you are wirelessly connected to the router, changing the wireless settings causes you to lose your wireless connection. After the changes take effect, you can join the wireless network with the new settings.

View Settings

- **To view wireless settings:**

Select **Router Settings** to display the following screen:

- **To modify wireless settings on the router:**

1. Select **Router Settings > Wireless Settings** and click the **Modify** button.

2. Change the settings and click **Apply** so that the changes take effect.

Export Settings

You can use the Wireless Export Wizard to export the router 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:**

1. Select **Router Settings > Wireless Settings** and click the **Export** button. The following screen displays:



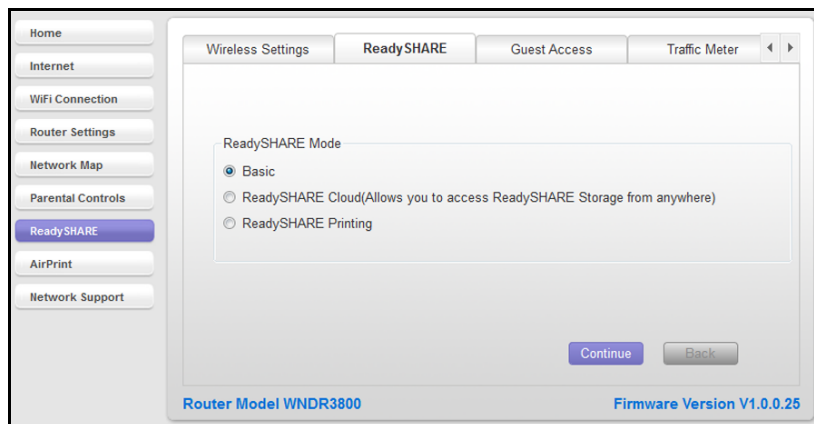
2. Click **Next** and follow the steps to export your wireless settings to a USB storage device.

ReadySHARE

If your router has a USB port that supports ReadySHARE, you can use this screen to view the USB storage device settings.

➤ **To use ReadySHARE:**

1. Select **Router Settings > ReadySHARE**. The ReadySHARE options available on your router display on the following screen:



2. Select the radio button for the ReadySHARE option you want to use.

See [ReadySHARE](#) on page 34 for a description of the ReadySHARE options.

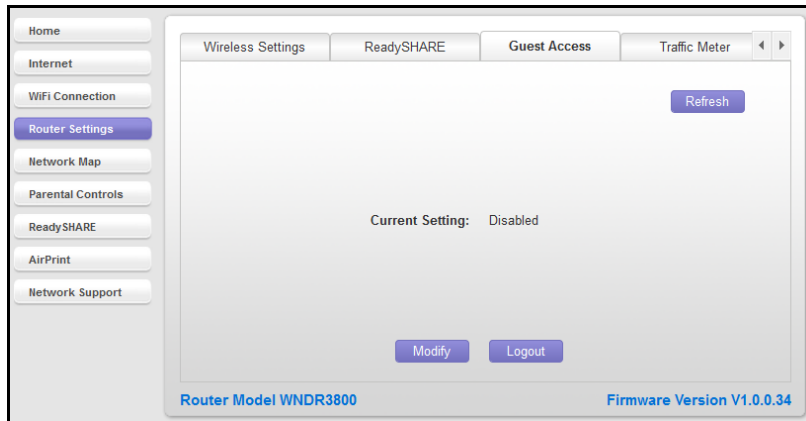
Guest Access

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.

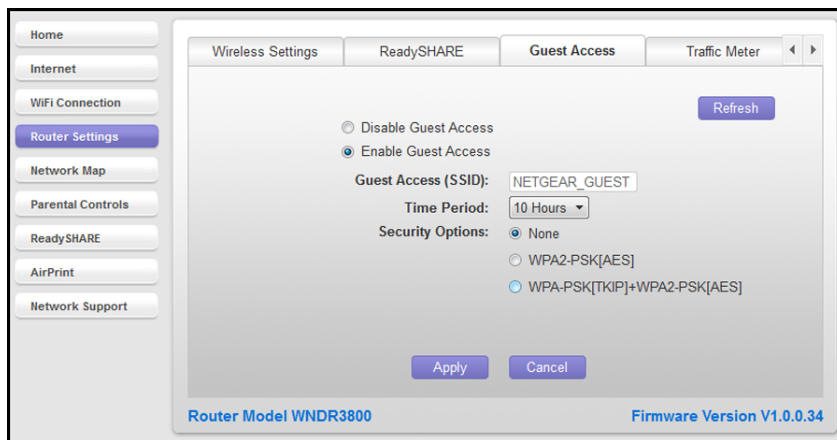
➤ **To set up a guest network:**

Select **Router Settings > Guest Access** to display the following screen.

In this example, the guest network is disabled because it has not been set up yet.

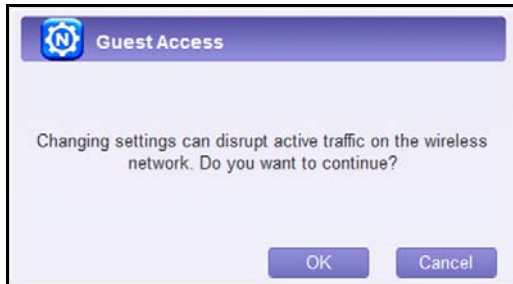


3. Click **Modify** to display the following screen with the default guest network settings. You can change the default settings:

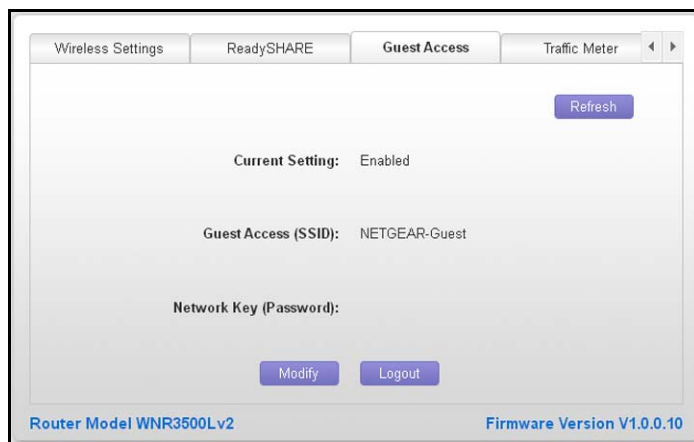


4. When you have filled in the fields with the settings that you want, click **Apply**.

This message reminds you that changing the wireless settings will disconnect any computers or devices that are currently connected wirelessly to the network.



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

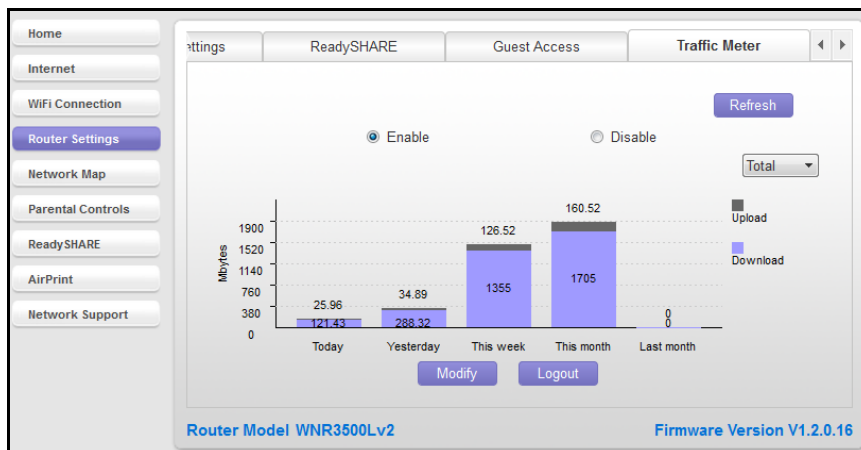


Traffic Meter

The traffic meter measures Internet traffic.

- **To view traffic meter information:**

If your router includes this feature, select **Router Settings > Traffic Meter** to display the following screen:

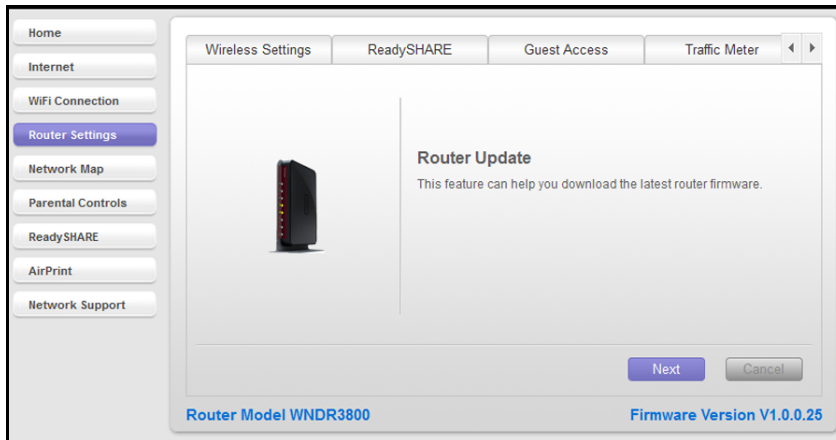


Router Update

You can check for new firmware for your router and update the router to the latest version.

➤ **To check for firmware updates:**

1. Select Router Settings > Update to display the following screen:



2. Click **Next** to check whether a newer firmware version is available.

You either see the message “Current firmware version is the most recent,” or a screen that shows that a newer firmware version available.

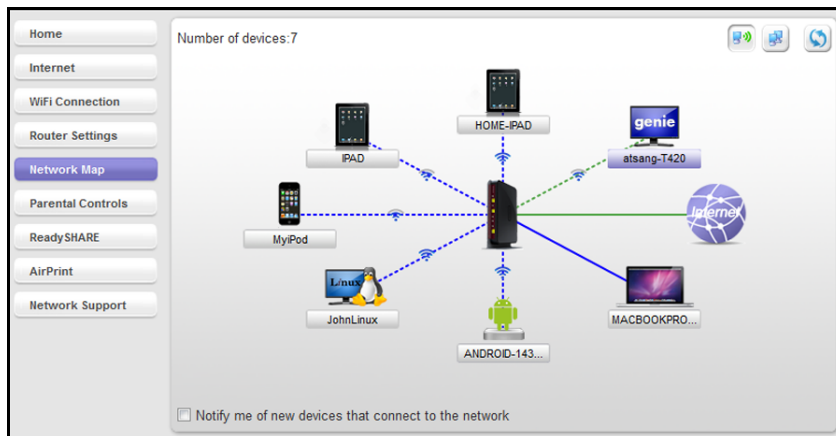
3. If a newer firmware version is available, click **Next** to access the download and follow the instructions on the screen.

Network Map

The network map shows the router Internet connection and 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.

➤ **To view the network map:**

1. Select **Network Map**.



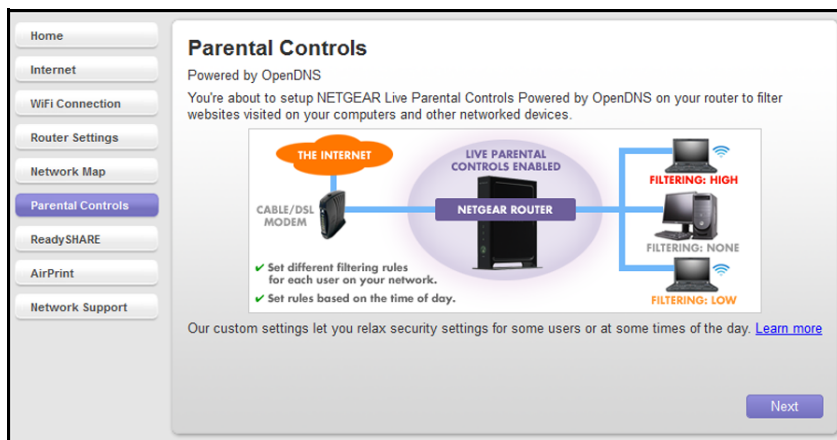
2. Click a device icon to see information about that device.
You can change the device network type if the map does not find its type.
3. Select the **Notify me of new devices that connect to the network** check box to be notified every time a new device joins your network.

Parental Controls

The first time you select Parental Controls from the Home screen, the genie app checks to make sure that your router supports this feature. If your router does not support Parental Controls, a message displays on the dashboard to tell you.

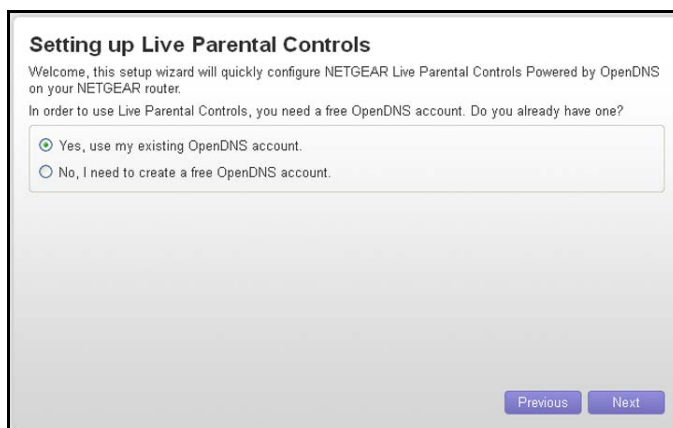
➤ To set up Parental Controls:

1. Select **Parental Controls** to display the following screen:



2. Click **Next**.

Because Parental Controls uses free OpenDNS accounts, you are prompted to log in or create a free account.



3. Select the radio button that applies to you and click **Next**.

- If you already have an OpenDNS account, leave the **Yes** radio button selected and go to [step 6](#).
- If you do not have an OpenDNS account, select the **No** radio button and go to [step 4](#).

4. When you create an account, the following screen displays:

Create a free OpenDNS account

Username

Password

Confirm Password

Email

Confirm Email

5. Fill in the fields.

6. Click **Next**.

After you log on or create your account, the filtering level screen displays:

Live Parental Controls: choose a filtering level for your network

All computers connected to your router will be protected from the content you select below. You can customize your Live Parental Controls later on our website.

☐ **High**
Protects against all adult-related sites, illegal activity, social networking sites, video sharing sites, phishing attacks and general time-wasters.

☐ **Moderate**
Protects against all adult-related sites, illegal activity and phishing attacks.

☐ **Low**
Protects against pornography and phishing attacks.

☒ **Minimal**
Protects only against phishing attacks.

☐ **None**
Nothing blocked.

7. Select the radio button for the filtering level that you want and click **Next**.

Setup is complete!

You have successfully setup NETGEAR Live Parental Controls Powered by OpenDNS. Next time you run the Management Utility it will take you to the status screen where you can:

- check whether Live Parental Controls are enabled
- disable or enable Live Parental Controls
- modify basic settings
- change custom settings such as per-user and time-of-day based Live Parental Controls

8. Click the **Take me to the status screen** button.

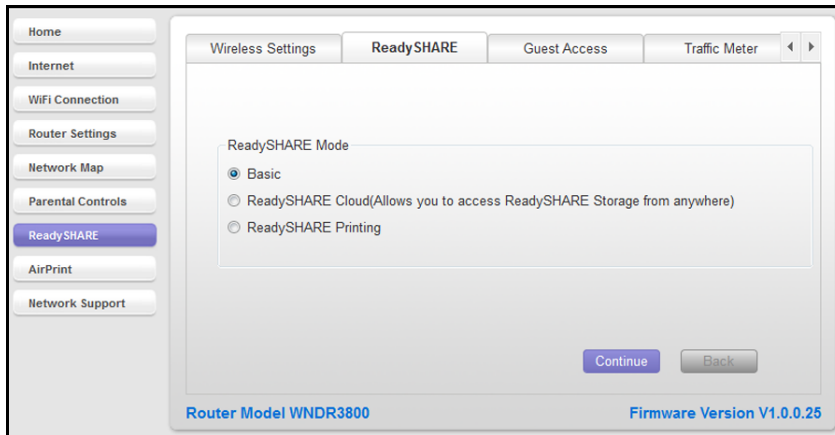
Parental Controls are now set up for the router. The dashboard shows Parental Controls as enabled.

ReadySHARE

You can view information about a USB storage device or printer that is connected to the router USB port.

➤ **To view USB storage device information:**

1. Click the **ReadyShare** button and the following screen with the ReadySHARE features available on your router displays:



2. Select the radio button for the ReadySHARE feature you want to view and click **Continue**.

Basic USB sharing. Once you have set up your router, you can connect any USB storage device and share the contents with other users on your network. You can access your USB device in any of the following ways:

On Windows 7, Windows XP, Windows Vista, and Windows 2000 systems, select **Start > Run** and enter **\\readyshare** in the dialog box. Click **OK**.

On Windows 7, Windows XP, Windows Vista, and Windows 2000 systems, open Internet Explorer, and enter **\\readyshare** in the address bar.

On Mac OS X (version 10.2 or later), enter **smb://readyshare** in the address bar.

In My Network Places, enter **\\readyshare** in the address bar.

ReadySHARE Cloud. ReadySHARE Cloud gives you remote access over the Internet to a USB storage device that is connected to your router USB port.

To use ReadySHARE Cloud, you register your router with the ReadySHARE Cloud server. With this feature, you can invite friends and family members to access the shared contents on the USB device. If your friends and family do not have a ReadySHARE Cloud account, they are invited to create one so they can access the shared contents.

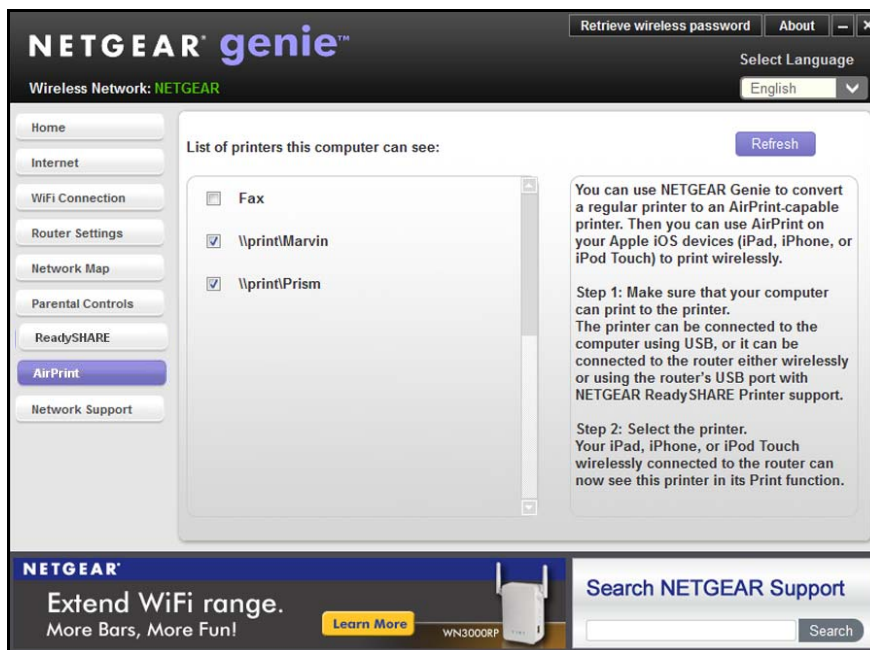
ReadySHARE Printing. ReadySHARE Printer is compatible with Macs and Windows PCs. It lets you connect a USB printer to the router USB port and access it wirelessly.

AirPrint

The genie app AirPrint feature turns your printer into an AirPrint-enabled printer so that your iOS devices can use printers in the same network. AirPrint can be accessed from Mail, Safari, Photos, Notes, and other apps with print capability. The AirPrint feature is available in iOS version 4.2 or later.

➤ **To set up AirPrint:**

1. Make sure that the Windows or Mac computer can print successfully to the printer.
2. Open genie app and select **AirPrint**.
3. Select the check box for the printer that your iOS device needs to print to.



4. On your iOS device, select **Print** from the menu option of Mail, Safari, Photos, Notes, or any other apps that have print capability.
5. Tap **Print** after the printer is selected.

Example

➤ **To print a photo in an iOS device through AirPrint:**

1. Connect to the wireless network with the printer.
2. Select **AirPrint**.

3. Tap the action icon , and tap **Print**.



4. Tap **Select Printer** if there is not a printer assigned yet.
 5. In the Printer list, select a printer.
 6. Tap **Print** to print the photo.

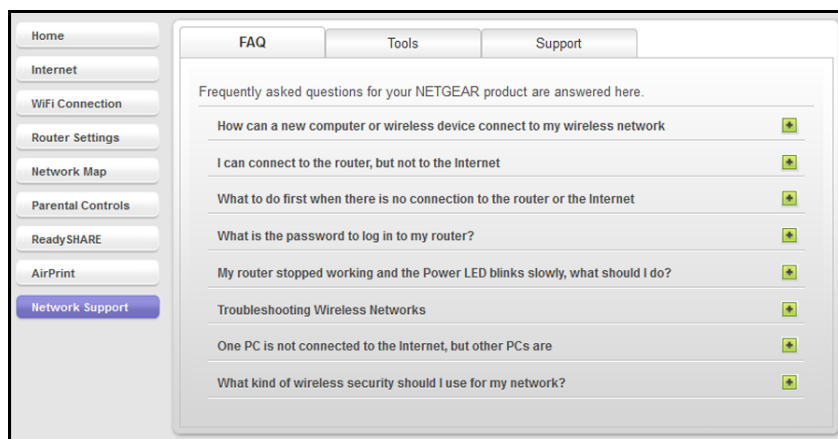
Network Support

Network support helps you solve a network problem or learn more about your network.

- Use the frequently asked questions (FAQs) and answers to learn.
- Use the Tools screen and Support screen for assistance.

➤ To get network support:

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



Tools

➤ To use the tools:

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



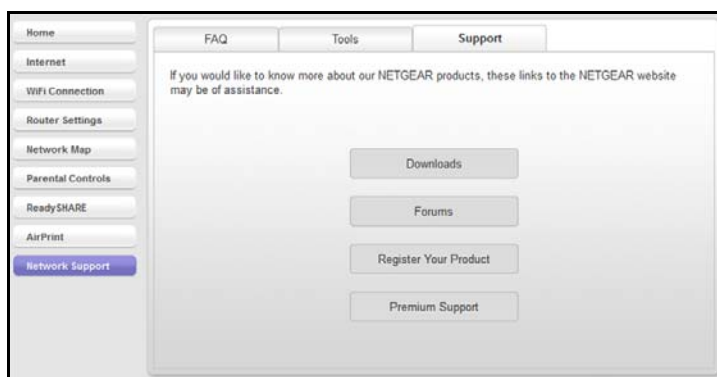
The following tools are available:

- **Ping.** Use the ping utility to test a path from your computer to a destination you specify.
- **Trace Route.** Use trace route to specify the route that data packets take 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

➤ To access support:

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



- **Downloads.** See downloads 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.