

**NETGEAR®**

# User Manual

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## Orbi Pro Ceiling Satellite

Model SRC60

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202-11917-01

**NETGEAR, Inc.**  
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San Jose, CA 95134, USA

## **Support**

Thank you for purchasing this NETGEAR product. You can visit <https://www.netgear.com/support/> to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

## **Compliance and Conformity**

For regulatory compliance information including the EU Declaration of Conformity, visit <https://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

Do not use this device outdoors. If you connect cables or devices that are outdoors to this device, see <http://kb.netgear.com/000057103> for safety and warranty information.

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# 1

## Overview

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This manual covers how to set up your Orbi Pro Ceiling Satellite model SRC60 and configure its settings from the Orbi Pro router web interface.

For information about how to configure your Orbi Pro router, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.

This chapter contains the following sections:

- [Supported Orbi Pro routers and satellites](#)
- [Package contents](#)
- [Hardware overview](#)
- [Mount the satellite on a drop ceiling or wall](#)
- [Sync your satellite with your Orbi Pro router](#)
- [Set up your Orbi network with the NETGEAR Insight mobile app](#)

**Note:** The Orbi Pro Ceiling Satellite (SRC60) requires an Orbi Pro Router (SRR60), which is sold separately. The Orbi Pro Ceiling Satellite does not support and does not pair with an Orbi Home WiFi System router.

**Note:** For more information about the topics that are covered in this manual, visit the support website at [netgear.com/support/](https://netgear.com/support/).

# Supported Orbi Pro routers and satellites

The Orbi Pro Router (SRR60), Orbi Pro Satellites, and the Orbi Outdoor Satellite support the Orbi Pro Ceiling Satellite. You must own an Orbi *Pro* router to add the Orbi Pro Ceiling Satellite to your WiFi network. The Orbi Tri-Band Mesh WiFi Router (RBR20) and the Orbi Tri-Band Cable Modem Router (CBR40) do not support the Orbi Pro Ceiling Satellite.

## Package contents

Your package contains the items that are shown in the following figure.

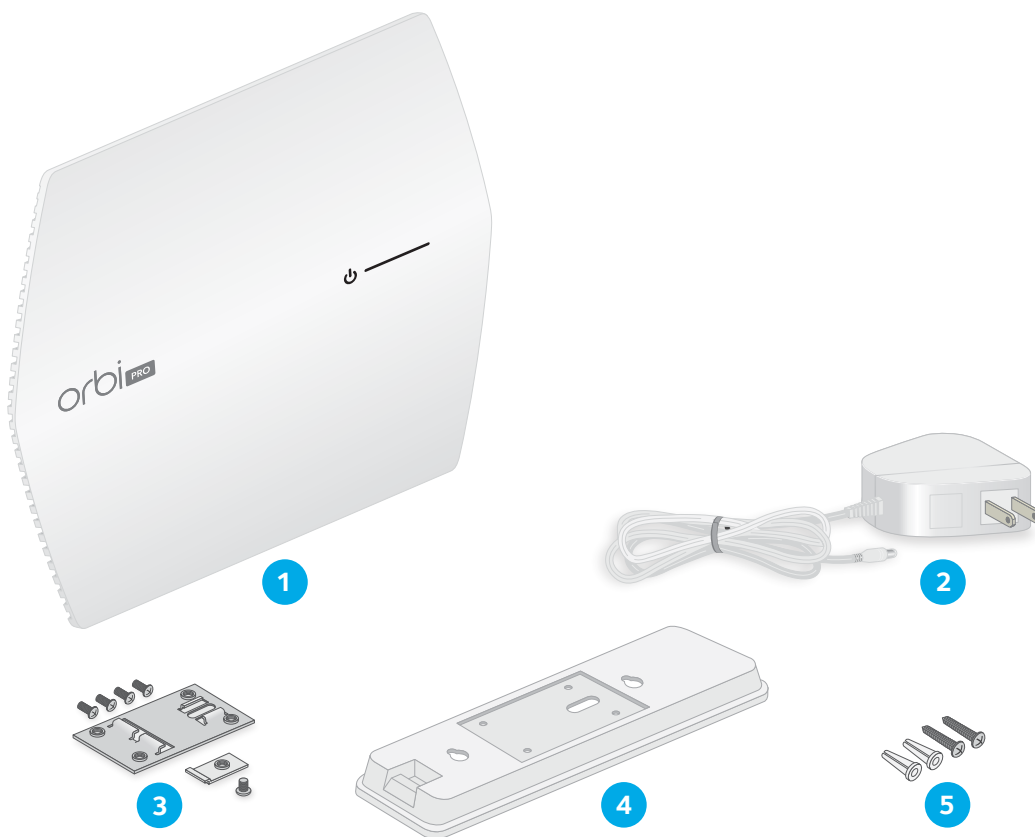


Figure 1. Package contents

1. Orbi Pro Ceiling Satellite (Model SRC60).
2. Power adapter (varies by region).

**Note:** If you use a Power over Ethernet plus (PoE+) connection to a PoE+ switch, the satellite does not require a power adapter.

3. Metal bracket with T-bar and lock screw and four short screws.  
The metal bracket with T-bar and lock screw are for ceiling mounting. The four short screws are used to attach the plastic mount to the metal bracket.
4. Plastic mount.  
The mount can be used for either ceiling mounting or wall mounting.
5. Two tall screws and anchors.  
The screws and anchors are used to attach the plastic mount to a wall.

## Hardware overview

The following figure shows the top panel (facing away from the ceiling or wall) and the next figure shows both the bottom panel (facing the ceiling or wall) and back panel with the connections and buttons.

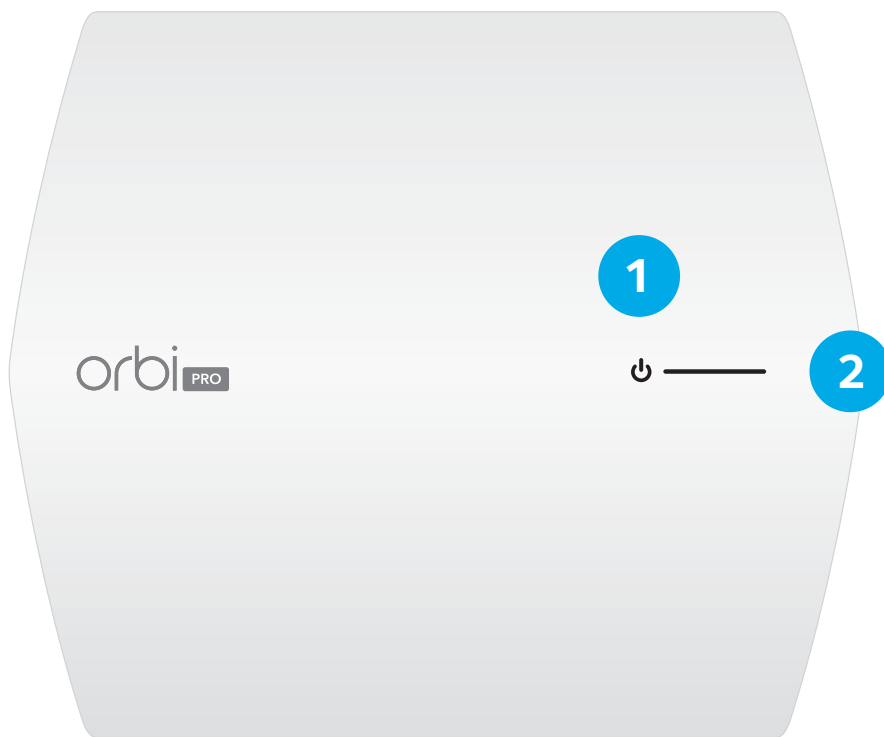


Figure 2. Top panel (facing away from the ceiling or wall)

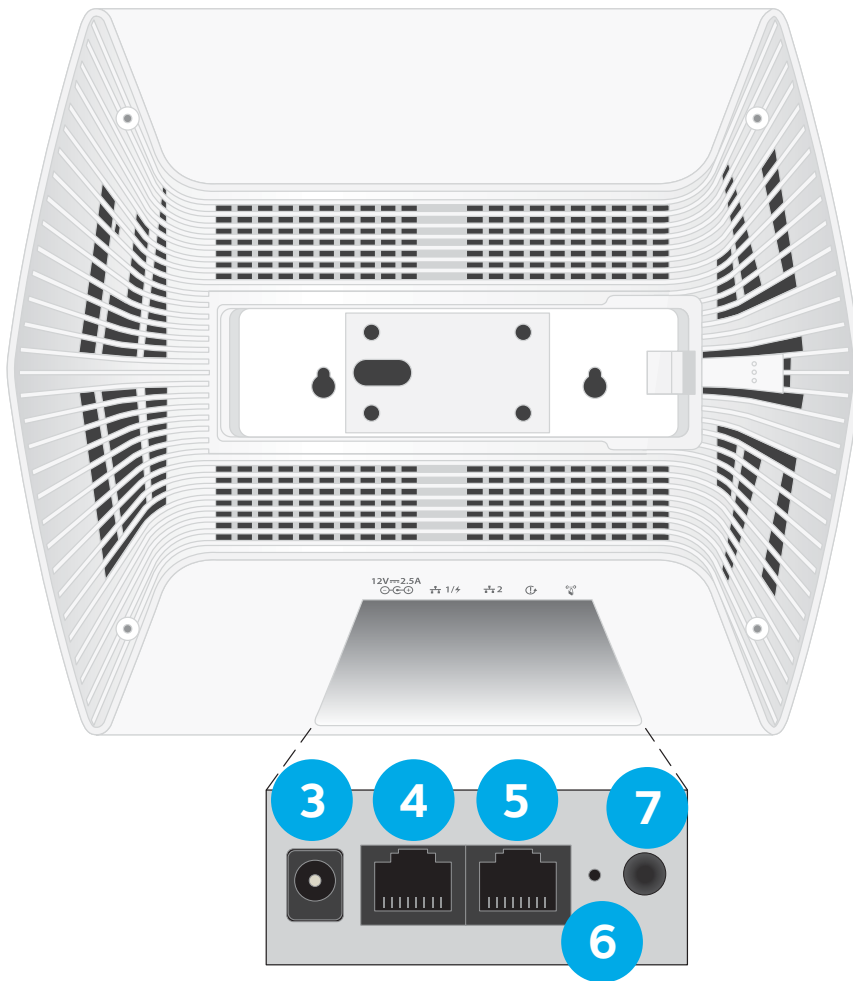






Figure 3. Bottom panel (facing the ceiling or wall) and back panel

1. **Power LED.** For more information, see [Power LED](#) on page 9.
2. **LED bar.** For more information, see [LED Bar](#) on page 9.
3. **DC power connector.** You do not need to connect a DC power adapter if you use a PoE+ connection. Otherwise, connect the 12V, 2.5A power adapter that is in the package.
4. **LAN 1 PoE+ port.**  1/⚡ This port supports both an Ethernet backhaul connection and an optional PoE+ connection to a device that can provide 802.3at (PoE+) power.
5. **LAN 2 port.**  2 This port can function as a second Ethernet backhaul connection in an 802.3ad link aggregation group (LAG) configuration or a static link aggregation configuration. For more information, see [About link aggregation](#) on page 28.



6. **Reset button.**  For more information, see [Reset the satellite to factory defaults](#) on page 28.
7. **Sync button.**  For more information, see [Sync your satellite using the Sync button](#) on page 14.

## Power LED

The Power LED is located to the left of the LED bar on the top panel. The following table describes the behavior for the Power LED bar.

Table 1. Power LED behavior

Color	LED behavior
Solid green	Power is on. This is the normal Power LED behavior when the satellite is on.
Blinking amber	A firmware upgrade is in progress or the satellite is resetting to factory default settings.
Solid red	PoE power is not at the 802.3at (PoE+) level, which is required if you use a PoE connection. For more information, see <a href="#">You use PoE power and the Power LED is solid red</a> on page 34.
Blinking red	The firmware is corrupted. For more information, see <a href="#">The Power LED is blinking red</a> on page 34.
Off	Power is not supplied.

## LED Bar





The LED bar is located to the right of the Power LED on the top panel. The following tables describe the behavior for the LED bar.

Table 2. LED bar behavior

Color	LED behavior
Pulsing white	The satellite is booting.
Pulsing white after you press the <b>Sync</b> button	The satellite is trying to sync with the Orbi Pro router. The LED might pulse white for about six minutes. After the LED pulses white, it lights blue, amber, or magenta. See the next table for more information.
Solid white	The satellite is ready to sync with the Orbi Pro router.

After you press the **Sync** button, the LED bar pulses white. Then, for about three minutes, the LED bar lights one of colors described in the following table. After three minutes, the LED bar turns off.

Table 3. Sync colors

Color		LED Behavior
Blue		The Orbi Pro router and satellite synced, and the connection between the router and satellite is good.
Amber		The Orbi Pro router and satellite synced, and the connection between the router and satellite is fair. Consider moving the satellite closer to the router.
Magenta		The Orbi Pro router and satellite did not sync. Move the satellite closer to the router and try again.
Pulsing magenta		If the LED bar pulses magenta for about 30 seconds, the satellite's <b>Sync</b> button is disabled. Log in to the router, enable the <b>Sync</b> button, and repeat the sync process. For more information, see <a href="#">Enable the Sync button</a> on page 23.

## Satellite label

The satellite label shows the WiFi network name (SSID), network key (password), the satellite's serial number, and the satellite's MAC address. The following figure is an example of the label.

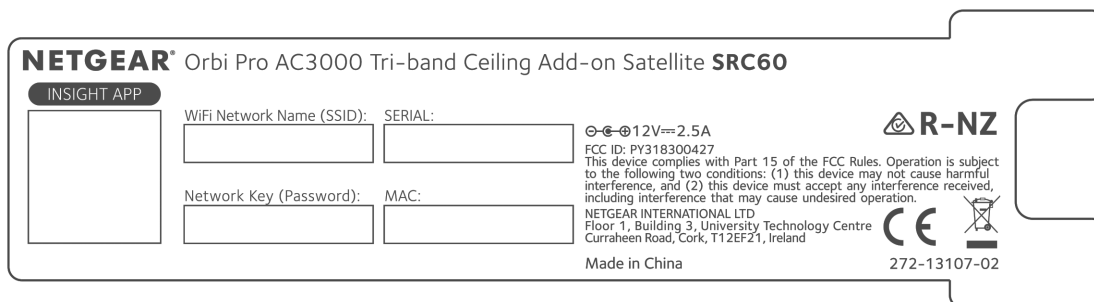


Figure 4. Satellite label

## Mount the satellite on a drop ceiling or wall

You can mount the satellite on a drop ceiling or on a wall. The package contains the components for either mounting method.

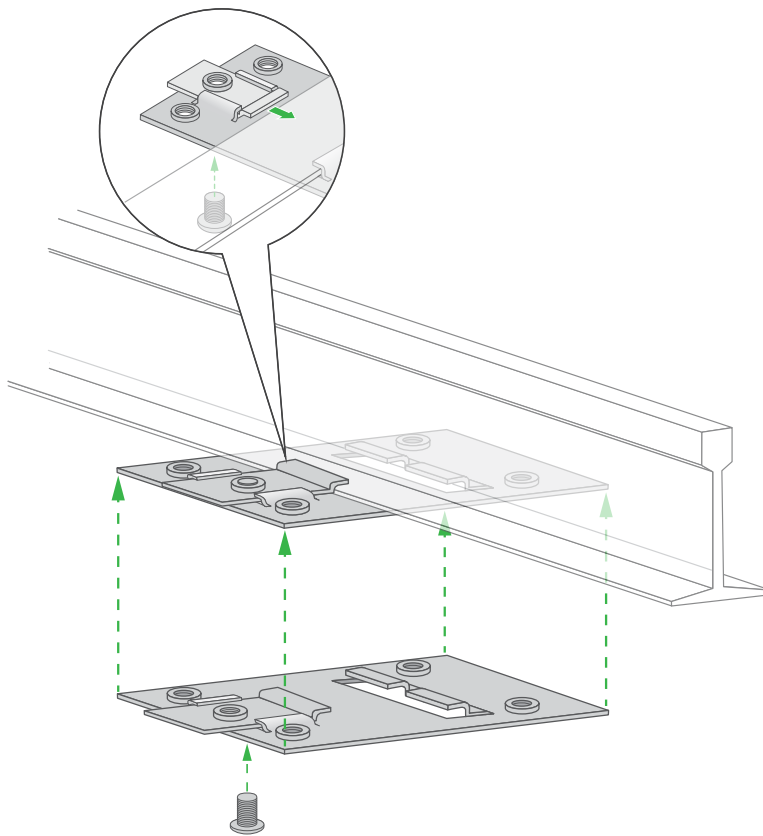
Before mounting the satellite, first set up and test the satellite with your Orbi Pro router to verify WiFi network connectivity.

**Note:** If you are mounting the satellite on a hard ceiling, follow the instructions in [Mount the satellite on a wall](#) on page 13.

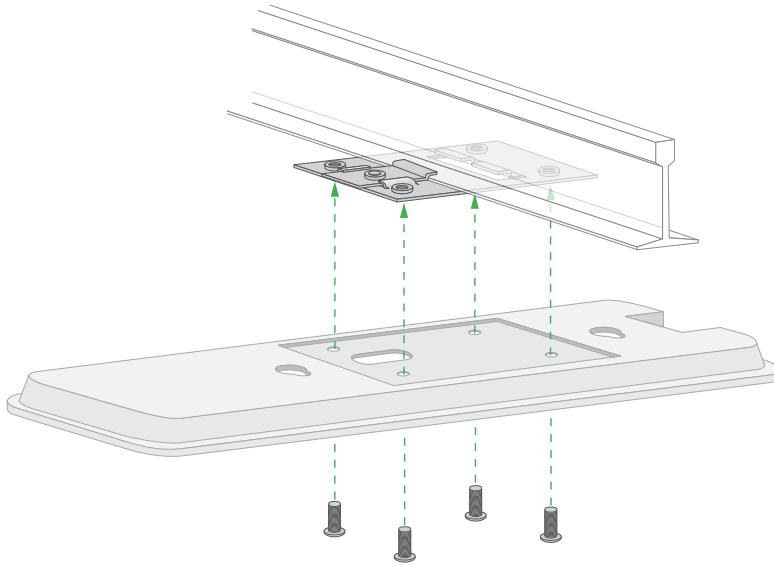
## Mount the satellite on a drop ceiling

### To mount the satellite on a drop ceiling:

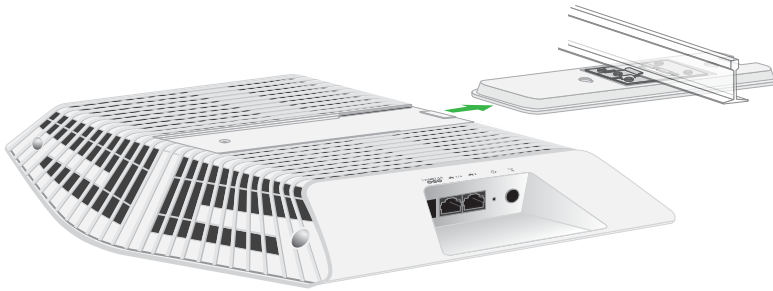
1. Slide the T-bar partially into the metal bracket.
2. Attach the metal bracket to the ceiling bar.
3. Push the T-bar over the ceiling bar.
4. Use the lock screw to lock the metal bracket into place.



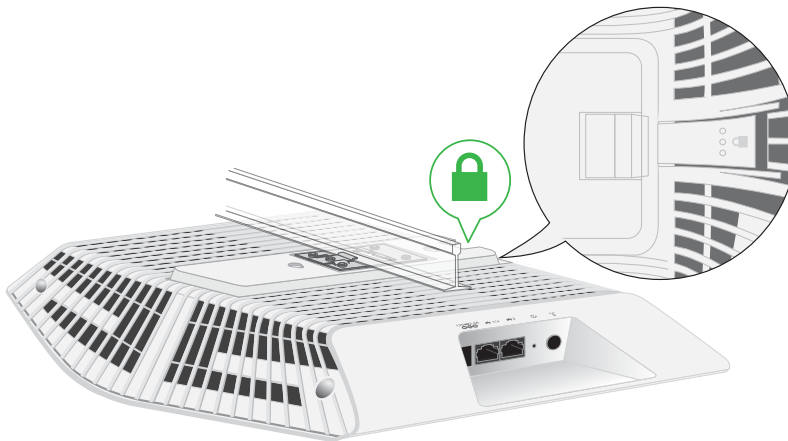
5. Use the four short screws to attach the plastic mount to the metal bracket.



6. Slide the satellite onto the plastic mount.



7. Use the retaining clip to lock the satellite into place.

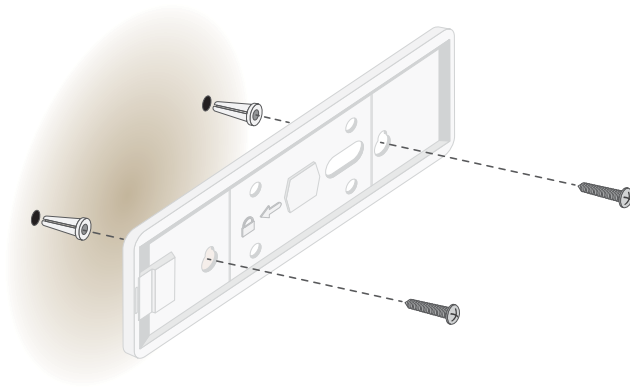


8. Cable the satellite to your network.

## Mount the satellite on a wall

### To mount the satellite on a wall:

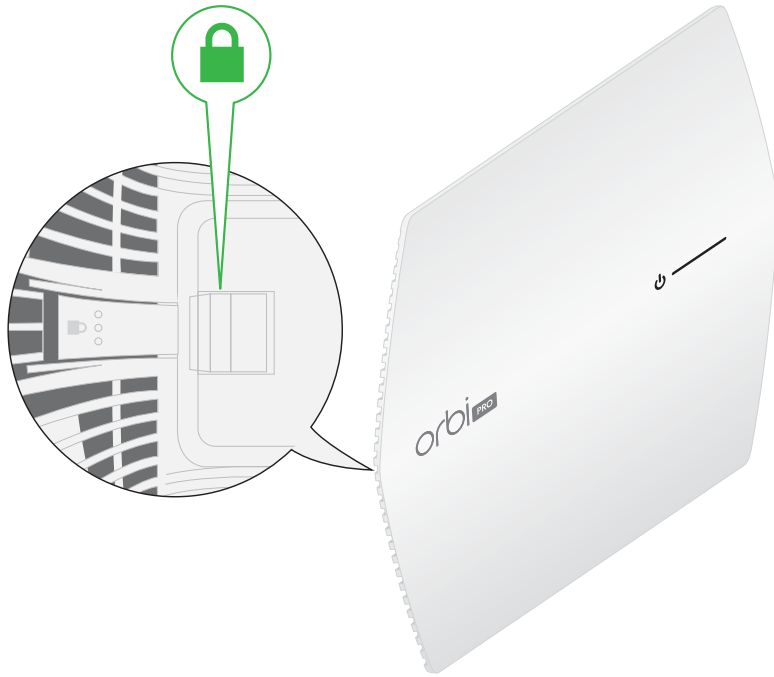
1. Place the plastic mount on the wall.
2. Mark the wall where the two mounting holes are.
3. If needed, drill holes.
4. Use the two wall anchors and tall screws to attach the plastic mount to the wall.



5. Slide the satellite onto the plastic mount.



6. Use the retaining clip to lock the satellite into place.



7. Cable the satellite to your network.

## Sync your satellite with your Orbi Pro router

Use the **Sync** button on your Orbi Pro Ceiling Satellite to sync your satellite with your Orbi Pro router. You can also log in to your Orbi Pro router and use the router web interface to sync your satellite.

### Sync your satellite using the Sync button

After your satellite syncs with your Orbi Pro router, the satellite's **Sync** button is disabled for security reasons. If you press the **Sync** button and the satellite's LED bar pulses magenta, this LED behavior indicates that the **Sync** button is disabled. To enable the **Sync** button, log in to the router and go to the Attached Devices page. For more information, see [Enable the Sync button](#) on page 23.

### To sync your satellite using the Sync button on both the Orbi Pro router and the satellite:

1. For the sync process, place your Orbi Pro satellite in an area near your Orbi Pro router.

For example, place your satellite in the same room as your router, but not too close to the router. We suggest that you keep a distance of 20–25 feet (about 6–7 meters) between the satellite and the router.

2. Connect your satellite to a power source.

Either connect the power adapter to the satellite and to a power source, or connect PoE+ LAN port 1 on the satellite to an Ethernet cable and to a Power over Ethernet Plus (PoE+) switch that can provide 802.3at (PoE+) power.

The Power LED on the top panel of the satellite lights solid green.

**Note:** If the Power LED does not light, check the power source or the PoE+ switch. If the Power LED lights red, the power is not at the required 802.3at (PoE+) level. Make sure that you use an 802.3at (PoE+) switch and not an 802.af (PoE) switch.

3. Wait for the LED bar (next to the Power LED) to light solid white.

The following is the LED behavior during booting:

- **Pulsing white.** The satellite is booting.
- **Solid white.** The satellite finished booting and is ready to sync with your router.




4. Press the **Sync** button on the back of your satellite, and within two minutes, press the **Sync** button on the back of your router.

5. Wait for the satellite to sync with the router.

The LED bar on the satellite lights pulsing white while it attempts to sync with your router. It might take about six minutes for your satellite to sync.

After the LED bar lights white, it lights one of the following colors for about three minutes and then turns off.

## Orbi Pro Ceiling Satellite

Color		LED Behavior
Blue		The Orbi Pro router and satellite synced, and the connection between the router and satellite is good.
Amber		The Orbi Pro router and satellite synced, but the connection between the router and satellite is only fair. Consider moving the satellite closer to the router.
Magenta		The Orbi Pro router and satellite did not sync. Move the satellite closer to the router and try again.

**Note:** After your satellite syncs with your router, the satellite's **Sync** button is disabled for security reasons. If you press the **Sync** button and the satellite's LED bar pulses magenta, this LED behavior indicates that the **Sync** button is disabled. For information about enabling the **Sync** button, see [Enable the Sync button](#) on page 23.

## Sync your satellite using the Orbi Pro router web interface

You can use the Orbi Pro router web interface (*not* the satellite web interface) to add a satellite to your Orbi network.

### To add a satellite to your Orbi network using the router web interface:

1. For the sync process, place your Orbi Pro satellite in an area near your Orbi Pro router.  
For example, place your satellite in the same room as your router, but not too close to the router. We suggest that you keep a distance of 20–25 feet (about 6–7 meters) between the satellite and the router.
2. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
3. Enter **orbilogin.com**.  
A login window opens.
4. Enter the router admin user name and password.  
The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.  
The BASIC Home page displays.
5. Select **Add Orbi Satellite**.  
The Place Your Satellite page displays.
6. Connect your satellite to a power source.



## Orbi Pro Ceiling Satellite

Either connect the power adapter to the satellite and to a power source, or connect PoE+ LAN port 1 on the satellite to an Ethernet cable and to a Power over Ethernet Plus (PoE+) switch that can provide 802.3at (PoE+) power.




The Power LED on the top panel of the satellite lights solid green.

**Note:** If the Power LED does not light, check the power source or the PoE+ switch. If the Power LED lights red, the power is not at the required 802.3at (PoE+) level. Make sure that you use an 802.3at (PoE+) switch and not an 802.af (PoE) switch.

7. Click the **NEXT** button.
8. Wait about two minutes for the satellite's LED bar to light solid white.
9. Wait for the satellite's LED bar (next to the Power LED) to light solid white.  
The following is the LED behavior during booting:
  - **Pulsing white.** The satellite is booting.
  - **Solid white.** The satellite finished booting and is ready to sync with your router.
10. Click the **SYNC** button in the router web interface.
11. Wait for the satellite to sync with the router.

The LED bar on the satellite lights pulsing white while it attempts to sync with your router. It might take about six minutes for your satellite to sync.

After the LED bar lights white, it lights one of the following colors for about three minutes and then turns off.

Color		LED Behavior
Blue		The Orbi Pro router and satellite synced, and the connection between the router and satellite is good.
Amber		The Orbi Pro router and satellite synced, but the connection between the router and satellite is only fair. Consider moving the satellite closer to the router.
Magenta		The Orbi Pro router and satellite did not sync. Move the satellite closer to the router and try again.

**Note:** After your satellite syncs with your router, the satellite's **Sync** button is disabled for security reasons. If you press the **Sync** button and the satellite's LED bar pulses magenta, this LED behavior indicates that the **Sync** button is disabled. For information about enabling the **Sync** button, see [Enable the Sync button](#) on page 23.

# Set up your Orbi network with the NETGEAR Insight mobile app

You can use the NETGEAR Insight mobile app version 5.5 or a newer version to set up your Orbi Pro network.

**Note:** The NETGEAR Orbi app does not support the Orbi Pro Ceiling Satellite.

To find the NETGEAR Insight app, search for NETGEAR Insight in the Apple App Store or Google Play Store. Then launch the NETGEAR Insight app on your mobile device and follow the prompts. For more information about the NETGEAR Insight app, visit <https://www.netgear.com/insight/>.



# 2

## Manage Your Orbi Pro Ceiling Satellite

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This chapter describes how to manage your Orbi Pro Ceiling Satellite's settings from your Orbi Pro router web interface.

The chapter contains the following sections:

- [Update the Orbi Pro Ceiling Satellite and Orbi Pro router firmware](#)
- [Enable the Sync button](#)
- [Turn the satellite LEDs on or off](#)
- [Change the satellite device name](#)
- [View satellite information in the router web interface](#)
- [View the satellite status in the satellite web interface](#)
- [Reset the satellite to factory defaults](#)
- [About link aggregation](#)

# Update the Orbi Pro Ceiling Satellite and Orbi Pro router firmware

You can use the router web interface to check if new firmware is available and update your Orbi Pro satellite and Orbi Pro router, or you can manually update the firmware for your Orbi Pro satellite and Orbi Pro router.

## Check for firmware updates

### To check for new firmware using the router web interface and update your router and satellite:

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
2. Enter **orbilogin.com**.  
A login window opens.
3. Enter the router admin user name and password.  
The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.  
  
For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.  
The BASIC Home page displays.
4. Select **ADVANCED > Administration > Firmware Update**.  
The Firmware Update page displays.
5. Click the **Check** button.  
The router checks to see if new firmware is available for the router and satellite.
6. If new firmware is available, click the **Update All** button.  
The router locates and downloads the firmware for the router and satellite and begins the update.

**Note:** To avoid the risk of corrupting the firmware, do not interrupt the upgrade. For example, do not close the browser, click a link, or load a new page. Do not turn off the router or satellite.

When the upload is complete, your router and satellite restart. The update process typically takes about one minute. Read the new firmware release notes to find out if you must reconfigure the router after updating.

## Manually update firmware

If the satellite is connected to your router, you can log in to the router to manually upload the firmware to your satellite.

**WARNING:** We recommend that you always update the firmware on your satellite first, and then update your router. Do not update the firmware on your router and satellite at the same time.

### To manually update the firmware on your Orbi router and satellite, follow these high level steps:

1. Visit [netgear.com/support](http://netgear.com/support) and download the firmware for both your Orbi Pro router and satellite.
2. Update the firmware on your Orbi Pro satellite.  
For more information, see [Manually update the satellite firmware](#) on page 21.
3. Update the firmware on your Orbi Pro router.  
For more information, see [Manually update the router firmware](#) on page 22.

**Manually update the satellite firmware** We recommend that you update your satellite's firmware *before* you update the router's firmware.

### To manually update your satellite's firmware using the router web interface:

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
2. Enter **orbilogin.com**.  
A login window opens.
3. Enter the router admin user name and password.  
The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.

For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.

The BASIC Home page displays.

4. Select **ADVANCED > Administration > Firmware Update > Manual Update**.

The Firmware Update page displays.

5. Select the check box next to your satellite's model name.
6. Click the **Update** button.
7. If the browser asks you for the admin password, enter the same user name (**admin**) and password that you entered for the router.

The Firmware Update pop-up window of the satellite web interface opens.

8. Click the **BROWSE** button.
9. Locate and select the satellite firmware file that you downloaded.

The firmware file name ends in `.img` or `.chk`.

10. Click the **UPLOAD** button.

It takes a few minutes to complete the process.

The firmware on your Orbi satellite is updated.

11. After the Orbi satellite finishes updating, select **Status**, and verify the firmware version on the Status page.

If the menu does not display and you cannot select Status, click the three-bar menu icon at the left of the pop-up window.

**Manually update the router firmware** We recommend that you update the router's firmware *after* you update your satellite's firmware.

**To manually update your router's firmware using the router web interface:**

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
2. Enter **orbilogin.com**.  
A login window opens.

3. Enter the router admin user name and password.

The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.

For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.

The BASIC Home page displays.

4. Select **ADVANCED > Administration > Firmware Update > Manual Update**.

The Firmware Update page displays.

5. Click the **Browse** button.
6. Locate and select the router firmware file you downloaded.  
The firmware file name ends in .img.
7. Click the **Upload** button.  
The firmware is updated.

## Enable the Sync button

After your satellite syncs with your router, the satellite's **Sync** button is disabled for security reasons. If you press the **Sync** button and the satellite's LED bar pulses magenta, this LED behavior indicates that the **Sync** button is disabled. To enable the **Sync** button, log in to the router and go to the Attached Devices page.

### To enable your satellite's Sync button using the router web interface:

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
2. Enter **orbilogin.com**.  
A login window opens.
3. Enter the router admin user name and password.  
The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.  
  
For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.  
The BASIC Home page displays.
4. Select **Attached Devices**.  
The Attached Devices page displays.
5. Select your satellite.  
The Edit Device page displays.
6. In the Sync Button section, click the **Disabled** button.
7. Click the **APPLY** button.  
Your settings are saved.  
  
The **Sync** button is enabled. You can now use the **Sync** button to sync your satellite to your router.

# Turn the satellite LEDs on or off

By default, the satellite Power LED and bar LED on the top panel are enabled (see [Power LED](#) on page 9 and [LED Bar](#) on page 9). You can turn off these LEDs completely, for example, to keep the room dark.

## To turn the satellite LEDs on or off using the router web interface:

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
2. Enter **orbilogin.com**.  
A login window opens.
3. Enter the router admin user name and password.  
The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.  
  
For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.  
The BASIC Home page displays.
4. Select **Attached Devices**.  
The Attached Devices page displays.
5. Select the satellite.  
The Edit Device page displays.
6. Do one of the following:
  - **Turn LEDs on.** In the LED On/Off section, click the **OFF** button.  
The button changes to the **ON** button and the Power LED and LED bar turn on.
  - **Turn LED off.** In the LED On/Off section, click the **ON** button.  
The button changes to the **OFF** button and the Power LED and LED bar turn off.
7. Click the **APPLY** button.  
Your settings are saved.



# Change the satellite device name

You can change the satellite's device name. The default device name is Ceiling Orbi Pro-1. The device name is the name that displays in a file manager when you browse your network.

## To change the satellite's device name using the router web interface:

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.
2. Enter **orbilogin.com**.  
A login window opens.
3. Enter the router admin user name and password.  
The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.  
  
For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.  
The BASIC Home page displays.
4. Select **Attached Devices**.  
The Attached Devices page displays.
5. Select the satellite.  
The Edit Device page displays.
6. Enter a new name in the **Device Name** field.  
The default device name is Ceiling Orbi Pro-1.
7. Click the **APPLY** button.  
Your settings are saved.

# View satellite information in the router web interface

You can view information about your satellite from the Attached Devices page in the router web interface.

### To view information about your satellite using the router web interface:

1. Launch a web browser from a computer or mobile device that is connected to your Orbi network.

2. Enter **orbilogin.com**.  
A login window opens.

3. Enter the router admin user name and password.

The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.

For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.

The BASIC Home page displays.

4. Select **Attached Devices**.

The Attached Devices page displays the following information in the Connected Satellites section:

- **Device Name.** This section displays the satellite model, name, LED status, **Sync** button status, and IP address.
- **IP Address.** This section displays the satellite IP address. The router assigns the satellite an IP address when it joins the network.
- **MAC Address.** This section displays the satellite MAC address. The unique MAC address for each satellite does not change.
- **Connection Type.** This section displays whether the satellite is connected to the Orbi network through a wired Ethernet connection or 2G or 5G WiFi connection.
- **Connected Orbi.** This section displays the Orbi Pro router or satellite to which the satellite is connected along with its MAC address.
- **Backhaul Status.** This section displays the connection status between the satellite and the router or another satellite.

**Note:** The connection between the satellite and the device that provides the Internet connection (even if it is not a direct connection to the Internet) is called the backhaul connection. The connection between the satellite and its WiFi clients is called the front haul connection.

5. To update this page, click the **Refresh** button.

# View the satellite status in the satellite web interface

The satellite web interface lets you view satellite status information that you cannot view from the router web interface.

You can find the IP address of the satellite in the router web interface. You can then launch a new web browser window, enter the satellite IP address, and access the satellite web interface.

## **To view your satellite's IP address using the router web interface and then open the satellite web interface:**

1. Launch a web browser from a computer or mobile device that is connected to your Orbi Pro network.
2. Enter **orbilogin.com**.  
A login window opens.
3. Enter the router admin user name and password.  
The user name is **admin**. The password is the one that you specified the first time that you logged in to the router web interface. The user name and password are case-sensitive.  
  
For more information, see the user manual for your Orbi Pro router, which you can download by visiting <https://www.netgear.com/support/download/default.aspx>.  
The BASIC Home page displays.
4. Select **Attached Devices**.  
The Attached Devices page displays
5. In the Connected Satellites section, find your satellite's IP address.
6. Launch a new web browser window and enter your satellite's IP address in the address bar.  
A login window opens.
7. Enter the same admin user name and password that you entered for the router in Step 3.  
The satellite status displays. The page displays information about the satellite connections, hardware and firmware versions, and the WiFi networks in the 2.4 GHz and 5 GHz bands.
8. To view detailed information about devices that are connected to the satellite networks, select **Connected Devices**.

The Connected Devices page displays. For each device, the page displays the IP address, device name, MAC address, and connection type.

## Reset the satellite to factory defaults

Under some circumstances (for example, you move the satellite to a different network), you might want to erase the configuration and reset the satellite to factory default settings.

After you reset the satellite to factory default settings, the WiFi network name (SSID) and network key (password) are as shown on the satellite label ([Satellite label](#) on page 10). For a more extensive list of factory default settings, see [Factory settings](#) on page 37.

### To reset the satellite to factory defaults:

1. On the back panel of the satellite, locate the recessed **Reset** button.  
For more information, see [Hardware overview](#) on page 7.
2. Using a straightened paper clip, press and hold the **Reset** button for about 10 seconds.
3. Release the **Reset** button.

The configuration is reset to factory default settings. When the reset is complete, the satellite reboots. This process takes about two minutes.

**WARNING:** To avoid the risk of corrupting the firmware, do not interrupt the reset. Do not turn off the satellite. Wait until the satellite finishes restarting and the Power LED turns solid green.

## About link aggregation

For a link aggregation (LAG) connection, you must use a switch that supports link aggregation. You can make a link aggregation connection between the satellite and a switch that supports an 802.3ad link aggregation group (LAG) or static link aggregation. Such a LAG connection allows for a single 2 Gbps connection for increased throughput or a 1 Gbps redundancy connection.

By default, both PoE+ LAN 1 port and LAN 2 port are enabled on the satellite. The LAN 2 port is the LAG connection port, required for a LAG connection. Link aggregation is enabled by default on the satellite, so you do not have to configure it. However, you must configure link aggregation on the switch.

You can set up a link aggregation connection between the satellite and a switch by doing the following:

1. On the switch, configure either static link aggregation or Link Aggregation Control Protocol (LACP) on the two Ethernet ports that you intend to use for the LAG connection to the satellite.

**CAUTION:** To prevent a network loop, configure the switch ports before connecting them to the satellite ports.

2. Connect the two Ethernet ports on the switch to the LAN 1 and LAN 2 ports on the satellite.

# 3

## Troubleshooting

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This chapter provides information to help you diagnose and solve problems you might experience with your Orbi Pro Ceiling Satellite. If you do not find the solution here, check the NETGEAR support site at [netgear.com/support/](https://www.netgear.com/support/) for product and contact information.

If you need help with your Orbi Pro router, see your Orbi Pro router's manual user manual. You can view your router's manual at <https://www.netgear.com/support/download/default.aspx>.

This chapter contains the following sections:

- [You cannot log in to the Orbi Pro router to configure the satellite](#)
- [The router and satellite do not sync](#)
- [The Power LED is blinking red](#)
- [You use PoE power and the Power LED is solid red](#)
- [Network disruption occurs when you use link aggregation](#)

# You cannot log in to the Orbi Pro router to configure the satellite

If you cannot access [www.orbilogin.com](http://www.orbilogin.com), follow these troubleshooting tips:

- Make sure that your Orbi devices are plugged into an active power source. Unless you turned off the LEDs, when your Orbi devices are powered on, the Power LED lights green.
- Make sure that your computer or mobile device is connected to the Orbi WiFi network or to the Orbi Pro router LAN port. The default WiFi login information is on the product label of your Orbi Pro router.
- It is possible that [orbilogin.com](http://www.orbilogin.com) is cached in your browser with another IP address. Do one of the following:
  - If you did not change your router's IP address, use <http://192.168.1.1>, which is the default IP address that is associated with [orbilogin.com](http://www.orbilogin.com).
  - Clear the cache of your browser.
  - Access [orbilogin.com](http://www.orbilogin.com) from a different browser such as Google Chrome or Mozilla Firefox.
- If you changed your router's IP address, enter your new IP address instead of [orbilogin.com](http://www.orbilogin.com) or the default IP address.
- If you cannot connect to your Orbi network through a WiFi connection, connect an Ethernet cable to the Orbi Pro router LAN port.
- Make sure that your modem is connected to the Internet port on your Orbi Pro router.
- If you changed the admin password and you forgot what it is, see the Orbi Pro router user manual for more information.
- Use another WiFi device to connect to the Orbi Pro router.
- Power cycle your network devices. For more information, visit <https://kb.netgear.com/000038805/How-do-I-power-cycle-my-Orbi-network>.
- Reset your devices to factory default settings. For more information, visit <https://kb.netgear.com/31486/How-do-I-reset-my-Orbi-system-to-factory-default-settings>.

# The router and satellite do not sync

If you are experiencing difficulty syncing the Orbi Pro router and satellite, check the following:

1. Make sure that the **Sync** button is enabled. If the **Sync** button on the satellite is disabled, the button is unresponsive and the LED bar pulses magenta. For more information, see [Enable the Sync button](#) on page 23.
2. Make sure that your Orbi Pro router and the satellite run compatible firmware versions. The router and the satellite must run firmware version 2.3.0.0 or a newer firmware version. For information about updating the firmware, see [Update the Orbi Pro Ceiling Satellite and Orbi Pro router firmware](#) on page 20.
3. Make sure that the satellite is not too far from the Orbi Pro router. Depending on your environment, the satellite can cover a WiFi area of up to 2,000 square ft (185 square m). The Orbi Pro router must be within the WiFi cover area for a good or fair connection to the satellite.

If you still experience difficulty with syncing, we recommend that you move the satellite into the same room as the router during the sync process. After you successfully sync the router and the satellite, move the satellite to a different location.

## To sync your satellite using the Sync button on both the Orbi Pro router and the satellite:

1. Place your Orbi Pro satellite in an area near your Orbi Pro router.  
For example, place your satellite in the same room as your router, but not too close to the router. We suggest that you keep a distance of 20-25 feet (about 6-7 meters) between the satellite and the router.

2. Connect your satellite to a power source.  
Either connect the power adapter to the satellite and to a power source, or connect PoE+ LAN port 1 on the satellite to an Ethernet cable and to a Power over Ethernet Plus (PoE+) switch that can provide 802.3at (PoE+) power.

The Power LED on the top panel of the satellite lights solid green.

**Note:** If the Power LED does not light, check the power source or the PoE+ switch. If the Power LED lights red, the power is not at the required 802.3at (PoE+) level. Make sure that you use an 802.3at (PoE+) switch and not an 802.af (PoE) switch.

3. Wait for the LED bar (next to the Power LED) to light solid white.  
The following is the LED behavior during booting:




- **Pulsing white.** The satellite is booting.



- **Solid white.** The satellite finished booting and is ready to sync with your router.
4. Press the **Sync** button on the back of your satellite, and within two minutes, press the **Sync** button on the back of your router.
  5. Wait for the satellite to sync with the router.

The LED bar on the satellite lights pulsing white while it attempts to sync with your router. It might take about six minutes for your satellite to sync.

After the LED bar lights white, it lights one of the following colors for about three minutes and then turns off.

Color		LED Behavior
Blue		The Orbi Pro router and satellite synced, and the connection between the router and satellite is good.
Amber		The Orbi Pro router and satellite synced, but the connection between the router and satellite is only fair. Consider moving the satellite closer to the router.
Magenta		The Orbi Pro router and satellite did not sync. Move the satellite closer to the router and try again.

6. Do one of the following:
  - **The sync failed.** If the sync failed, try to sync again by repeating [Step 4](#) and [Step 5](#). If the sync keeps failing, try a different location or position.
  - **The sync is successful.** If the sync is successful, move the satellite to the location where you want to install it and continue with [Step 7](#).
7. At the new location, connect your satellite to a power source.  
For more information, see [Step 2](#).
8. At the new location, resync the satellite with the Orbi Pro router by repeating [Step 4](#) and [Step 5](#).  
If the LED bar lights blue or amber, the satellite synced successfully. If the LED bar lights blue, the connection is good. If the LED bar lights amber, consider moving the satellite closer to the router so that you can get a good connection instead of a fair connection.
9. If the LED bar pulses magenta or lights magenta, the satellite did not resync. Do one of the following:
  - **The LED bar pulses magenta.** If you press the **Sync** button and the satellite's LED bar pulses magenta, this LED behavior indicates that the **Sync** button is

disabled. Enable the **Sync** button (see [Enable the Sync button](#) on page 23) and try to sync again.

- **The LED bar lights magenta.** If the LED bar on the satellite lights magenta, the Orbi Pro router and satellite did not sync. If they successfully synced when they were placed in the same room, do one of the following:
  - Move the satellite closer to the router and try again. Depending on your environment, the satellite can cover a WiFi area of up to 2,000 square ft (185 square m). The Orbi Pro router must be within the WiFi cover area for a good or fair connection to the satellite.
  - Place another Orbi Pro satellite between the Orbi Pro router and the Orbi Pro Ceiling Satellite and try to sync between the two satellites. With daisy chain networking, your satellites can connect to each other or to the router, depending on which connection is best.

## The Power LED is blinking red

If the Power LED is blinking red, the firmware is corrupted.

Reset the satellite to factory defaults (see [Reset the satellite to factory defaults](#) on page 28) to see if that resolves the situation. If it does not, contact NETGEAR support. For more information, visit <https://www.netgear.com/support/>.

## You use PoE power and the Power LED is solid red

If you use PoE power for the satellite and the Power LED is solid red, the PoE power is not at the 802.3at (PoE+) level, which is required if you use a PoE connection.

Follow these troubleshooting tips:

- Make sure that the Ethernet cables are plugged in correctly.
- Make sure that the PoE switch is an 802.3at (PoE+) switch and not an 802.3af (PoE) switch.

- The PoE power budget of the 802.3at (PoE+) switch might be oversubscribed. Disconnect some other PoE devices from the switch to see if the satellite Power LED turns solid green.
- Use a lower-numbered PoE port on the switch. For example, if the satellite is connected to PoE port 8, connect the satellite to PoE port 1. On some switches, supplied power is prioritized according to the port order, up to the total power budget of the device. For example, if your PoE switch provides eight PoE ports, port 1 could receive the highest PoE priority, while port 8 could be relegated to the lowest PoE priority.

## Network disruption occurs when you use link aggregation

If network disruption occurs when you use link aggregation, check the following:

- Make sure that the switch that you are using can support link aggregation.
- Make sure that you configured link aggregation on the switch *before* you connected the cables between the ports on the switch and the satellite. If you did not, disconnect the cables between the switch and the satellite, configure link aggregation on the switch ports that you intend to use for the link aggregation connection, and then reconnect the cables between the ports.
- If the switch supports link aggregation and Spanning Tree Protocol (STP), make sure that the link aggregation configuration is correct and that STP did not shut down one of the LAG connections.

For more information, see [About link aggregation](#) on page 28.

# A

## Supplemental Information

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This appendix covers the following topics:

- Factory settings
- Technical specifications

# Factory settings

The following table shows the factory default settings for the Orbi Pro Ceiling Satellite.

Table 4. Factory default settings Orbi Pro Ceiling Satellite

Feature	Default Setting	
Router and satellite login	User login URL	orbilogin.com or orbilogin.net
	User name (case-sensitive)	admin
	Default login password (case-sensitive)	password
Internet connection	WAN MAC address	Uses the default hardware address
	WAN MTU size	1500
	Port speed	AutoSensing
Local network (LAN)	LAN IP address	192.168.1.250
	Subnet mask	255.255.255.0
	DHCP server	Disabled (The DHCP server of the Orbi Pro router issues IP addresses.)
	Time zone	Worldwide: GMT North America: GMT-8 Greece: GMT+1
	Time zone adjusted for daylight saving time	Disable
	SNMP	Disabled
Firewall	Inbound (communications coming in from the Internet)	Disabled (except traffic on port 80, the HTTP port)
	Outbound (communications going out to the Internet)	Enabled (all)
	Source MAC filtering	Disabled

Table 4. Factory default settings Orbi Pro Ceiling Satellite (Continued)

Feature	Default Setting	
WiFi	WiFi communication	Enabled
	SSID name	See satellite label
	Security	WPA2-PSK (AES)
	Broadcast SSID	Enabled
	Transmission speed	Auto. <sup>1</sup>
	Country/region	United States, if purchased in the US
	RF channel	2.4 GHz fronthaul and backhaul: Auto
		5 GHz fronthaul: <ul style="list-style-type: none"> <li>• North America and Australia: channel 48</li> <li>• Europe and Japan: channel 36</li> </ul>
		5 GHz backhaul: <ul style="list-style-type: none"> <li>• North America and Australia: channel 157</li> <li>• Europe and Japan: channel 108</li> </ul>

<sup>1</sup> Maximum wireless signal rate derived from IEEE Standard 802.11 specifications. Actual throughput can vary. Network conditions and environmental factors, including volume of network traffic, building materials and construction, and network overhead, lower actual data throughput rate.

## Technical specifications

The following table shows the technical specifications for the Orbi Pro Ceiling Satellite.

Table 5. Technical specifications Orbi Pro Ceiling Satellite

Feature	Description
Data and routing protocols	TCP/IP, RIP-1, RIP-2, DHCP, PPPoE, PPTP, Bigpond, Dynamic DNS, UPnP, and SMB
Ethernet interfaces	Two 10/100/1000 Mbps Gigabit LAN Ethernet ports: LAN 1 port is a PoE+ port LAN 2 port is a second LAN port for a LAG configuration in combination with LAN 1 port.

## Orbi Pro Ceiling Satellite

Table 5. Technical specifications Orbi Pro Ceiling Satellite (Continued)

Feature	Description
Power adapter	120V, 60 Hz, input 12V, 2.5A DC, output
Dimensions (H x W x D)	10.52 x 9.39 x 1.60 in (267.15 x 238.59 x 40.72 mm)
Weight	1.90 lb (0.863 kg)
Operating temperature	32°F to 104°F (0°C to 40°C)
Operating humidity	90% maximum relative humidity, noncondensing
WiFi	Maximum wireless signal rate complies with the IEEE 802.11 standard. <sup>2</sup>
Radio data rates	Simultaneous tri-band WiFi: Radio 1 throughput at 5 GHz 2 x 2: Max. 867Mbps Radio 2 throughput at 2.4 GHz 2 x 2: Max. 400 Mbps Radio 3 throughput at 5 GHz 4 x 4 Radio 2: Max. 1733 Mbps
Data encoding standards	IEEE 802.11b/g/n 2.4 GHz-256 QAM support IEEE 802.11a/n/ac 5 GHz-256 QAM support
Maximum number of computers per wireless network	Limited by the amount of WiFi network traffic generated by each node (typically 50-70 nodes) 2.4 GHz: 127 5 GHz (front haul): 127
Operating frequency range	2.4 GHz: 2.412-2.462 GHz 5 GHz lower band: 5.18 GHz-5.24 GHz 5 GHz upper band: 5.745 GHz-5.825 GHz
MU-MIMO	Supported
Beamforming	Supported
Airtime fairness	Supported
802.11k and 802.11v	Supported
802.11 security	WPA-PSK [TKIP], WPA2-PSK [AES]
Safety certifications	Europe: CE Mark EN60950-1, CB IEC60950 Australia: AS/NZS 60950-1, SDoC
Electromagnetic compatibility certifications	US: FCC Part 15 Class B Europe: EN55024/55032, EN61000-3-2, EN 301 489 Australia: AS/NZS CISPR32
Environmental certifications	Europe: EN 50581 (EU RoHS)

<sup>2</sup> Maximum wireless signal rate derived from IEEE Standard 802.11 specifications. Actual throughput can vary. Network conditions and environmental factors, including volume of network traffic, building materials and construction, and network overhead, lower actual data throughput rate.