Manual Factory Reset Process

Orbi AX, AXE and BE

Recommend bringing any remote RBS satellites to nearby or in same room as the RBR for ease of viewing the RBS front LED behaviors.

MS Edge Or Safari or Firefox browsers are recommended.

Erase Button on RBRs Web Page: (Recommended)
https://kb.netgear.com/000062081/How-do-I-erase-the-configuration-settings-on-my-Orbi-WiFi-System
This also sends the factory reset command to any, and all synced and connected RBS satellites.

Otherwise, you can manually factory reset using the reset button behind the RBR and RBS:
Press the back reset button for 15 seconds then release.
https://kb.netgear.com/31486/How-do-I-reset-my-Orbi-system-to-factory-default-settings

Wait for ANY RBS to auto connect the RBR after factory reset has taken place. RBS should auto connect to the RBR using factory default SSID named configuration on the RBR router. When RBS front LEDS are BLUE, means there connected to the RBR router. Give about 2-3 minutes.

Have 192.168.1.1 web page for the RBR in the web browser ready.

When RBS front LEDs are BLUE, select the "If you don't have a compatible smartphone, click here" at the bottom of the RBRs setup wizard web page.

NETGEAR®

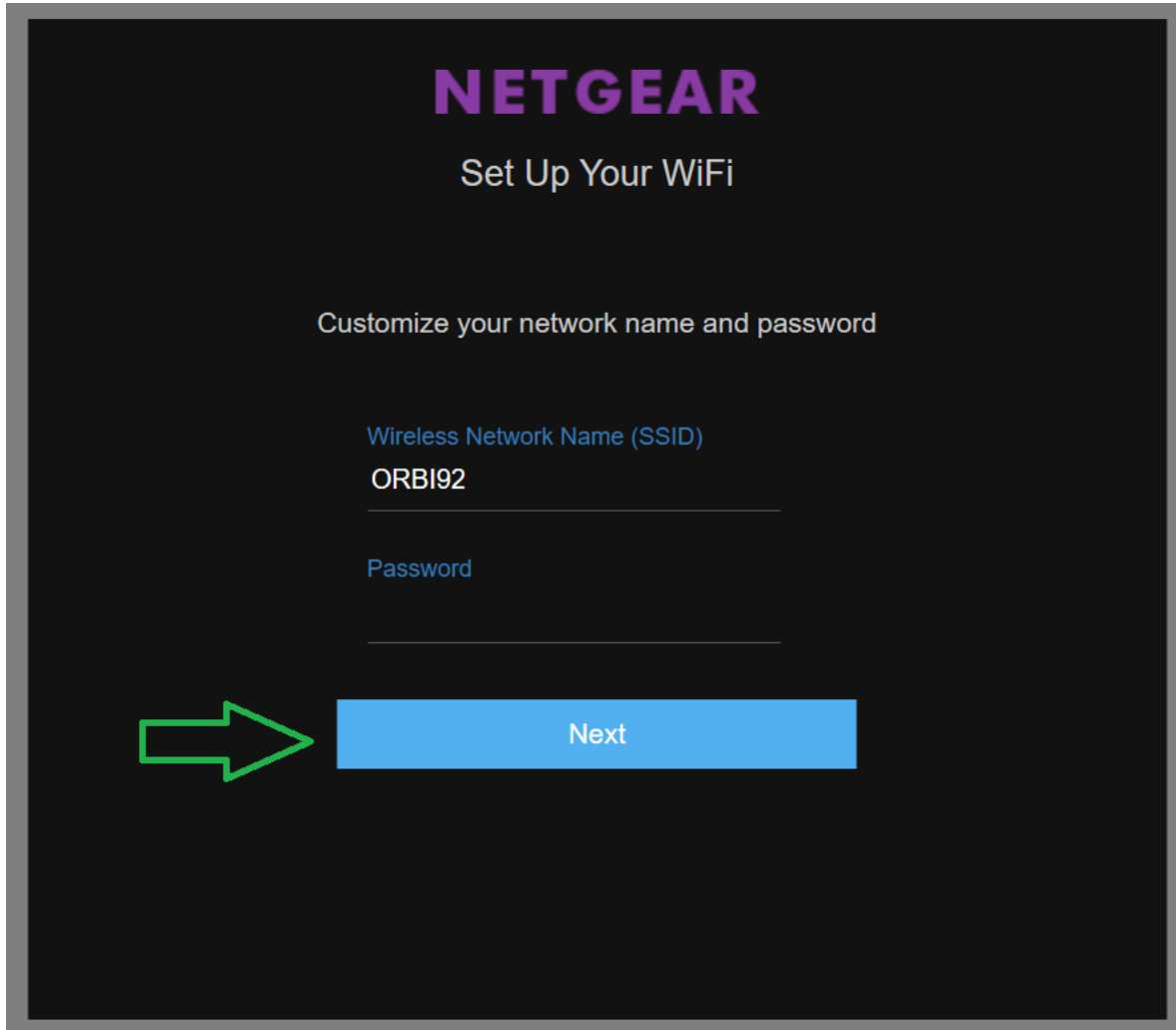For the fastest set up, download the Orbi app from Orbi-App.com

Go to Orbi-App.com and download the Orbi app on your mobile phone or tablet device using a mobile data connection to complete your Wi-Fi network set up.

If you don't have a compatible smartphone, click here ›

- Select NEXT at the Welcome to Orbi screen.
- Agree to the Terms and Conditions.
- Setup wizard will check for internet services. Select NEXT after detection completes.
- Input the desired admin password and give Questions and Answers to the Security questions. Be sure to write important information down for safe keeping.

At the Set Up Your WiFi page, leave the SSID name and Password default. Don't change it here. Just select NEXT.


- Select "I am connected to it" at the Personalized Your Orbi Router screen.
- Select NEXT at the Configuration Complete screen.
- Select NEXT at the Firmware Update screen. Skip any FW updates if seen here. Can do this later.

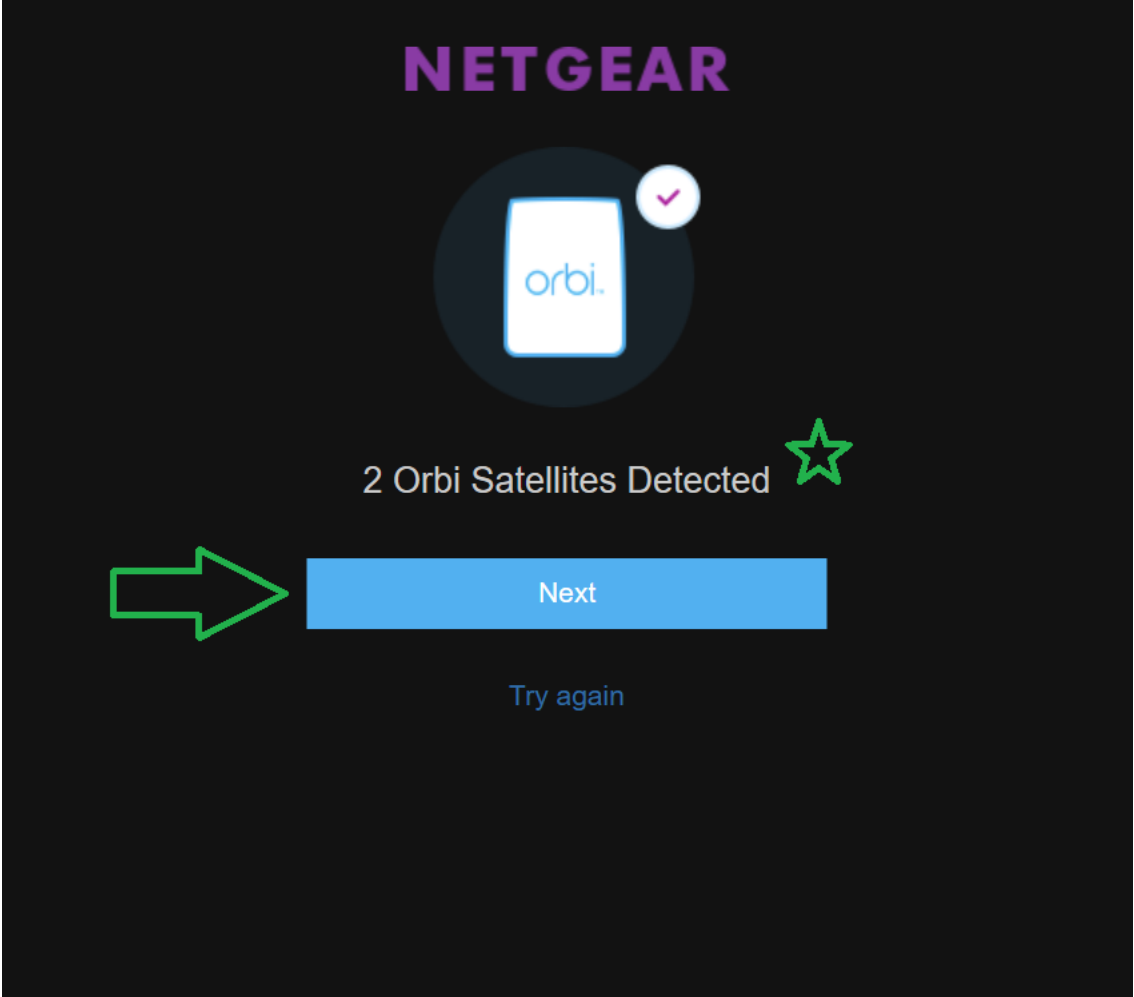Select NEXT at the Setup Orbi Satellites.
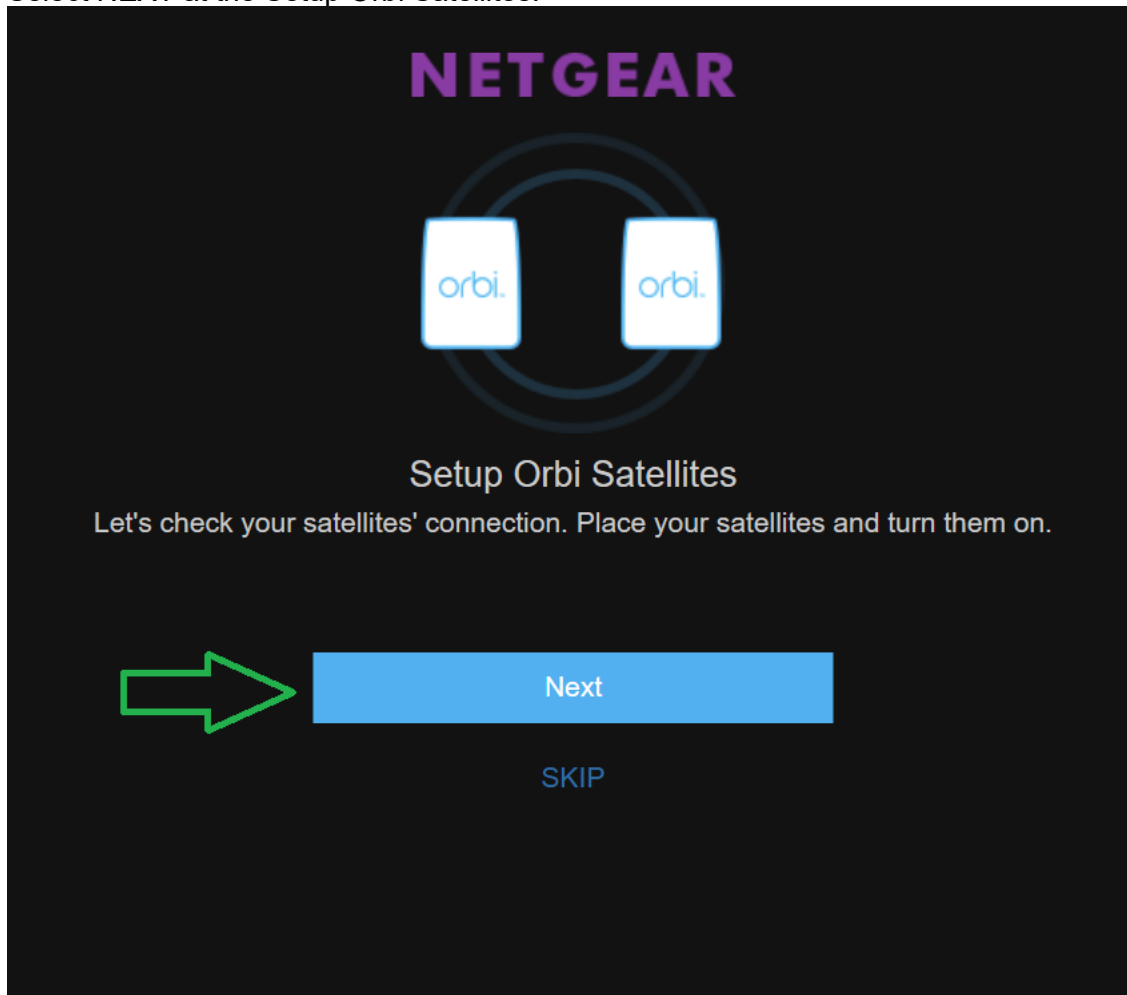
If any, and all RBS were ON and connected and showed BLUE before beginning the setup routine, all RBS should be detected correctly here. Select Try again if needed.
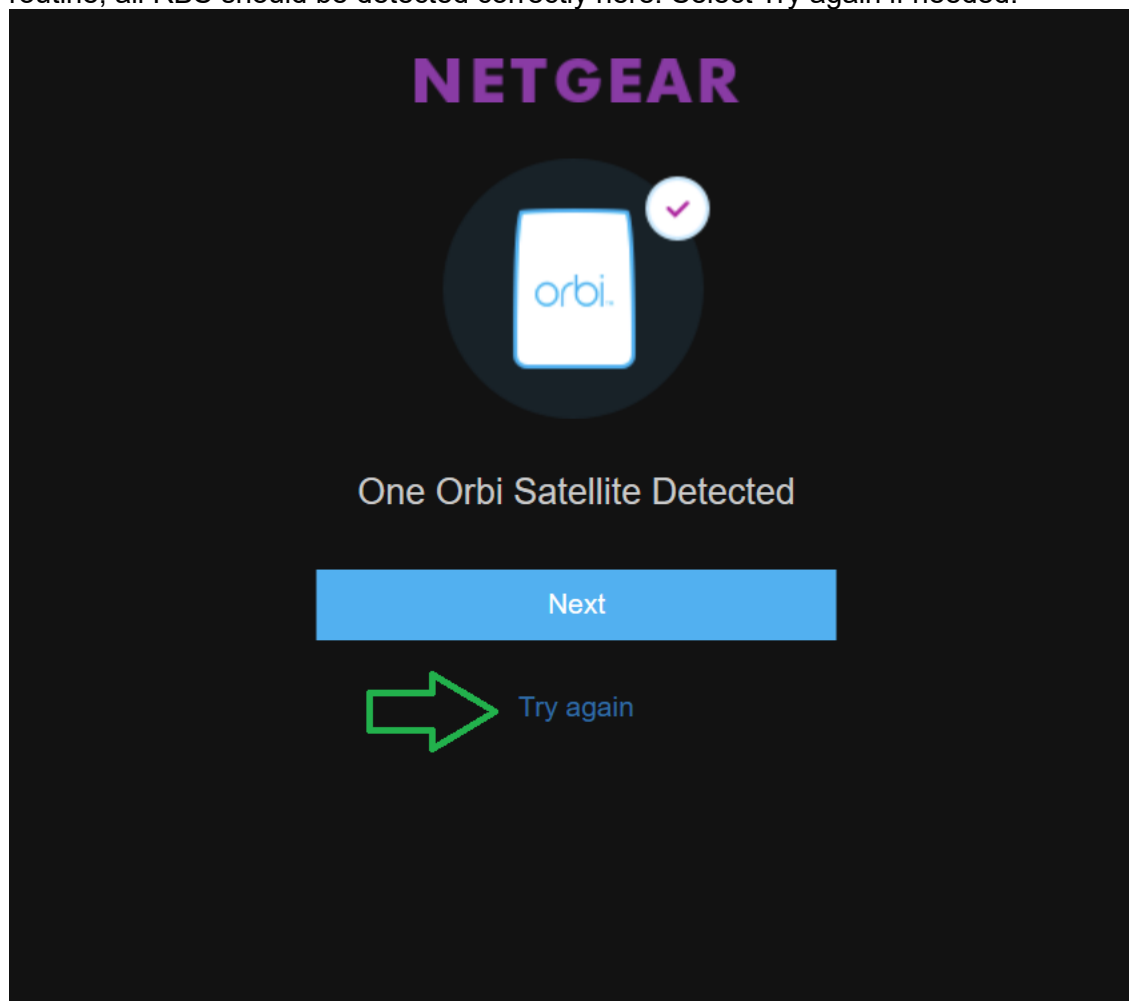
Might wait a couple of minutes if needed. All present RBS should be detected.

Select NEXT after all RBS satellites are shown to be connected. (2 Connected here)

The web page will be re-directed to the Let's Register Your Product page. You can continue this here or re-type in 192.168.1.1 in the browser and be taken to the RBR log in window screen.

Log in to the RBR web page.
Select Never Remind me again if you see the NETGEAR Armor screen. If you want this, you'll need to use Orbi app to activate it later.

Confirm that you see RBS satellites listed under Attached Devices menu on the RBR web page. Any, and all RBS should show a GOOD status and connected. Out of Sync should not be seen here. Front LEDs on RBS maybe BLUE for up to 3 minutes then turn OFF.
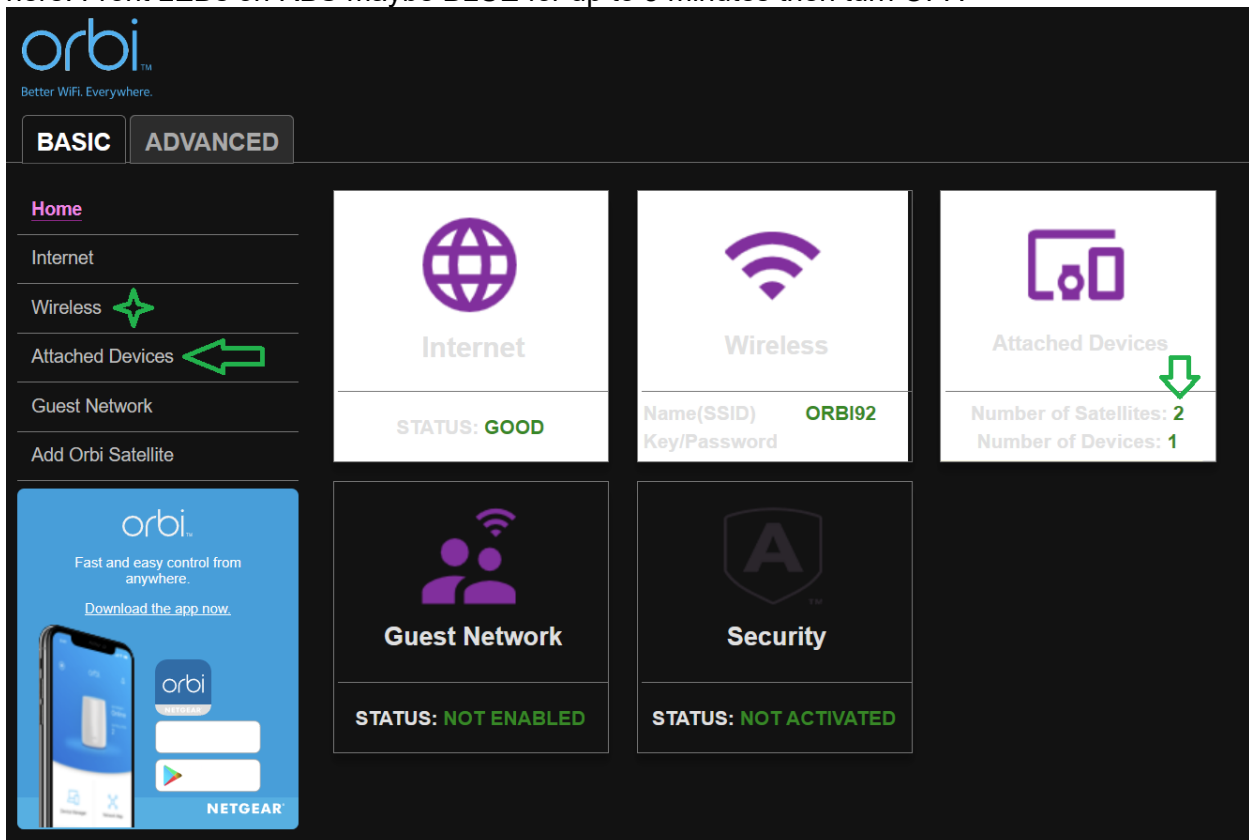
If "Out of Sync" is seen for the RBS status, give 2-5 minutes extra for the system to update the status on the RBRs web page. All present and connected RBS should eventually show a GOOD status.

Now change the default WiFi SSID name and Password configuration under the Basic Tab/Wireless to something desired and intuitive.
Change both 2.4Ghz and 5Ghz channels to manual channels if desired. Can leave channel configuration as is.
Select APPLY when new configuration has been input and changed.

The RBR and RBS should soft reboot. Though no front LED indication will be or maybe seen on the RBR. RBS may show BLUE on the front LED for up to 3 minutes then turn OFF. Give about 3-5 minutes.
Confirm new SSID name and channel configuration is seen on any RBS web page by logging into their web pages found using their assigned IP address seen on the RBRs Attached Devices page. RBS log in web page credentials is the same as RBRs log in web page.

Confirm with wireless devices, phones or pads, that they see the new wireless SSID name you configured on the system and that they can connect and get internet services. Be sure to disable any MAC Address randomizers on phones and pads while at home:
https://community.netgear.com/t5/Orbi-App/NETGEAR-Mobile-Applications-and-Apple-Devices-FAQ/td-p/2220016/jump-to/first-unread-message

System should be now ready for normal use.

If you had brought any RBS to near or same room as the RBR, you can now power these OFF and return the RBS to their remote placement locations and power them ON and they should re-connect to the RBR at their remote locations.

It's recommended to make a backup configuration at this point for safe keeping and keeping a good clean installation back up just in case and to save time if a factory reset is needed.
Then continue to make desired configurations and enable any feature apps like Armor or Smart Parental Controls or additional wireless configuration features.
After making all desired system configuration changes, make another backup configuration to file for this configuration.
https://kb.netgear.com/000062080/How-do-I-back-up-the-configuration-settings-on-my-Orbi-WiFi-System

It's recommended to give the system 5-10 minutes to fully come to ready and any new changes in configuration to take place and become fully ready.

Enjoy.

For use in troubleshooting system problems and used for problems seen after a firmware update should problems been seen after this has occurred. Can be also performed before or after a FW update has occurred.