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 > CBR750 and parental controls

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Community



NETGEAR Smart Home Parental Controls

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CBR750 and parental controls



KCPGS (<https://community.netgear.com/t5/user/viewprofilepage/user-id/1113056>) Follower

2024-01-2
05:28 P

I'm using my CBR750 as our modem and router. Netgear says that I should be able to use the parental controls, but the tile in the Orbi app doesn't show up. The Orbi is in router mode (which I understand is required). I can't figure out how to tell if it is "registered" to me, but I am able to access it through the app, so I'm assuming it is. The product is out of warranty - so no luck getting any help from Netgear.

Any help on this is appreciated.

Thanks,
Peter



NETGEAR

AX4200 WiFi Cable Modem Router (CBR750).

Cable Modem Routers (AX)

(/t5/c-

ejquo23388/AX4200+WiFi+Cable+Modem+Router+%252528CBR750%252529/pd-p/CBR750).

Message 1 (/t5/NETGEAR-Smart-Home-Parental/CBR750-and-parental-controls/m-p/2359685#M1759) of 4



(<https://community.netgear.com/t5/forums/v4/forumtopicpage.kudosbuttonv2.kudoentity:kudoent>)



 CrimpOn (<https://community.netgear.com/t5/user/viewprofilepage/user-id/380593>) **EXPERIENCED USER**
Guru

2024-01-2
06:11 P

Conntect to <https://my.netgear.com> (<https://my.netgear.com>) and it will show you every product registered to you.

(not all of mine show up on the list because I failed to register all of them. just didn't pay attention when I bought them.)

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(<https://community.netgear.com/t5/forums/v4/forumtopicpage.kudosbuttonv2.kudoentity:kudoent>)



KevinLiT (<https://community.netgear.com/t5/user/viewprofilepage/user-id/997076>) **N**
NETGEAR Moderator

2024-01-3
03:51 P

Hello [@KCPGS](https://community.netgear.com/t5/user/viewprofilepage/user-id/1113056) (/t5/user/viewprofilepage/user-id/1113056) ,

Welcome to the NETGEAR Community!

I understand that you are unable to locate the SMART Parental control feature tile on your Orbi app. Please ensure that the device is registered and you are using the same email for your Orbi app as the email you are using to purchase the SMART parental controls subscription. This could also occur if your account is registered in a country where SMART Parental Controls are not available.

For more information on reason Why you do not see the SPC tile on your Orbi app please navigate to the link below:

Why can't I see the NETGEAR Smart Parental Controls tile in the Orbi or Nighthawk app after upgradin... (<https://kb.netgear.com/000062988/Why-can-t-I-see-the-NETGEAR-Smart-Parental-Controls-tile-in-the-Orbi-or-Nighthawk-app-after-upgrading-to-the-latest-firmware>).

Best,

Kevin

Community Team

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(<https://community.netgear.com/t5/forums/v4/forumtopicpage.kudosbuttonv2.kudoentity:kudoent>)



FURRYe38 (<https://community.netgear.com/t5/user/viewprofilepage/user-id/74881>)

EXPERIENCED USER

Guru

2024-02-C

06:34 A

Any progress on this?

@KCPGS ([/t5/user/viewprofilepage/user-id/1113056](https://community.netgear.com/t5/user/viewprofilepage/user-id/1113056)) wrote:

I'm using my CBR750 as our modem and router. Netgear says that I should be able to use the parental controls, but the tile in the Orbi app doesn't show up. The Orbi is in router mode (which I understand is required). I can't figure out how to tell if it is "registered" to me, but I am able to access it through the app, so I'm assuming it is. The product is out of warranty - so no luck getting any help from Netgear.

Any help on this is appreciated.

Thanks,

Peter

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RECOMMENDATIONS



(/t5/NETGEAR-Smart-Home-Parental/How-to-assign-devices-in-parental-controls/m-p/2440727#M2700) **How to assign devices in parental controls** (/t5/NETGEAR-Smart-Home-Parental/How-to-assign-devices-in-parental-controls/td-p/2440727)



(/t5/NETGEAR-Smart-Home-Parental/Parental-Control-stopped-working/m-p/2193504#M517) **Parental Control stopped working** (/t5/NETGEAR-Smart-Home-Parental/Parental-Control-stopped-working/td-p/2193504)



(/t5/NETGEAR-Smart-Home-Parental/Grr-Parental-Controls/m-p/2309294#M1511) **Grr.... Parental Controls...** (/t5/NETGEAR-Smart-Home-Parental/Grr-Parental-Controls/td-p/2309294)



(/t5/NETGEAR-Smart-Home-Parental/Parental-Controls-gone-RBR750/m-p/2304542#M1417) **Parental Controls gone RBR750** (/t5/NETGEAR-Smart-Home-Parental/Parental-Controls-gone-RBR750/td-p/2304542)



(/t5/NETGEAR-Smart-Home-Parental/Parent-Controls/m-p/2220257#M663) **Parent Controls**
(/t5/NETGEAR-Smart-Home-Parental/Parent-Controls/td-p/2220257)

TOP CONTRIBUTORS



(/t5/user/viewprofilepage/user-id/1160529)

fdarrenlacy
(https://community.netgear.com/t5/user/viewprofilepage/user-id/1160529) ⚙️

👍 2



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👍 2



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👍 1



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mib123
(https://community.netgear.com/t5/user/viewprofilepage/user-id/1054507) ⚙️

👍 1

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DISCUSSION STATS



3 replies



2024-01-27 05:28 PM



1113 views



0 kudos

4 in conversation

ANNOUNCEMENTS



(<https://www.netgear.com/home/wifi/mesh/rbe773/>)

- Introducing NETGEAR WiFi 7 Orbi 770 Series and Nighthawk RS300 (https://www.netgear.com/hub/pressroom/netgear-introduces-new-wifi-7-products/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)
- What is WiFi 7? (https://www.netgear.com/home/discover/wifi7/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)
- Orbi WiFi 7 (Black Edition) (https://www.netgear.com/home/wifi/mesh/rbe973sb/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)
- Orbi WiFi 7 Key Features (https://community.netgear.com/t5/Orbi-WiFi-7-BE-Mesh-Systems/Introducing-NETGEAR-Orbi-970-Series-WiFi-7/m-p/2335852/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)
- What is Quad Band? (https://kb.netgear.com/000064250/What-is-quad-band?utm_source=com-announce&utm_medium=community&utm_campaign=com-rbke963-announce-012521/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)

- What is the difference between WiFi 6 and WiFi 7? (https://www.netgear.com/hub/technology/wifi-7-vs-wifi-6?utm_source=com-announce&utm_medium=community&utm_campaign=com-rbke963-announce-012521/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)
- Yes! WiFi 7 is backwards compatible with other Wifi devices? Learn more (https://kb.netgear.com/000065510/What-are-the-major-enhancements-delivered-in-WiFi-7-IEEE-802-11be/?utm_source=com-announce&utm_medium=community&utm_campaign=com-wifi7-announce-010923)

Need More Help?

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