Frequently Asked Questions

Revised 8.20.2021

Contents

Command**IQ**

Where can I download the Command**IQ** app?

Download the Command**IQ** app from either the Google Play store or Apple App Store. Search for Command**IQ** to find the correct app.

What should my Wi-Fi name and password be?

Your Wi-Fi (SSID) name should be something unique and that you remember. You will likely not want to change your Wi-Fi name and password often as you would have to reconnect all the devices in your home after changing the name.

Are the Wi-Fi names (SSID) case sensitive?

Yes, Wi-Fi SSID names are case sensitive.

How do I check my app version?

Select Settings at the bottom of screen of the main dashboard (home screen) followed by About. The app version is shown at the bottom of the screen.
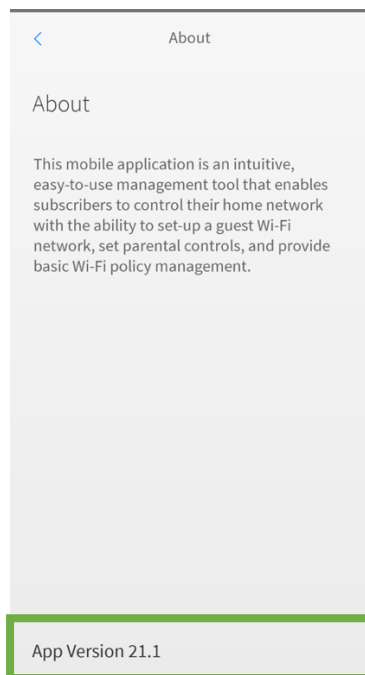
Do I need to upgrade my app?

If you have automatic app updates set on your device, the app will automatically pull in any new versions. If you do not have this set up, you can manually check for an update. Or finally, you can uninstall the current app, find it in the app store, and install the newest version.

What are the information icons I see on some screens within the app?

Specific screens within the app feature information icons. Click the icon when you need a basic description or assistance to understand an app feature within the respective screen panel.
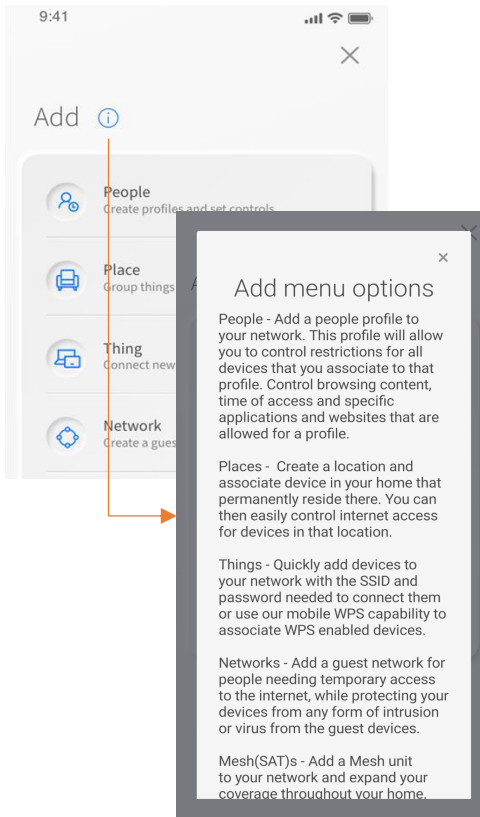
Is there a way to password protect the app?

From the settings menu, select Set Passcode. This will allow you to set a PIN that must be entered any time the app is launched. The PIN must be a minimum of 4 characters. Once a PIN has been configured, it can be enabled or disabled from the Settings menu.
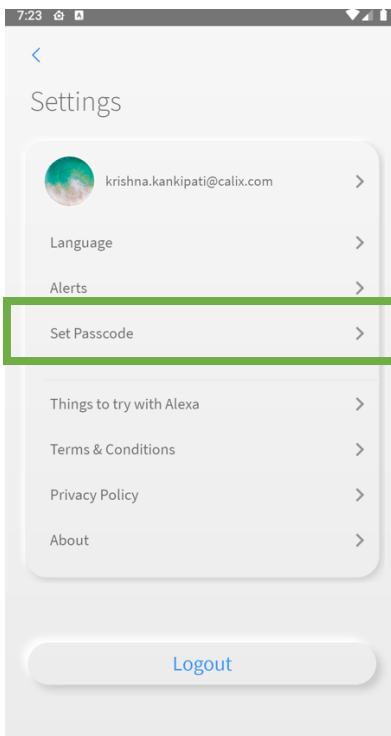
How do I create a profile/add a new person to my network?

From the main dashboard, select the "+" button at the bottom of the screen. Next, select People to create a profile.

You can name the profile (i.e the person in your household), add a photo to identify the profile and select the devices you want to assign to the profile. Select Done once you've completed these actions.
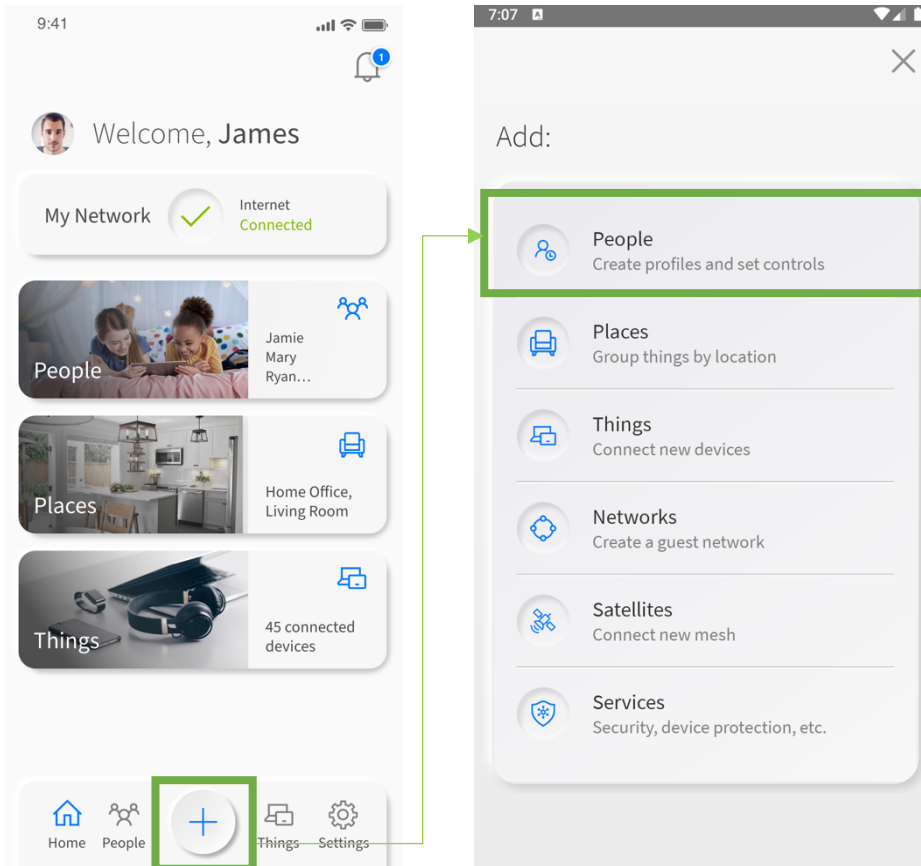
How do I create a place?

The ability to create places gives you an opportunity to assign a group of devices to specific locations within your home. For example, you might have a home office where you want to assign your laptop, printer or other office equipment. Your gaming devices or home fitness equipment (ie. Peloton) might be assigned to another place. Your outdoor security cameras might be assigned to a place you name "Outdoors", for example.

To create a place, select the "+" button at the bottom of the screen. You can name the place, add a photo, and select the devices you want to assign to that place.
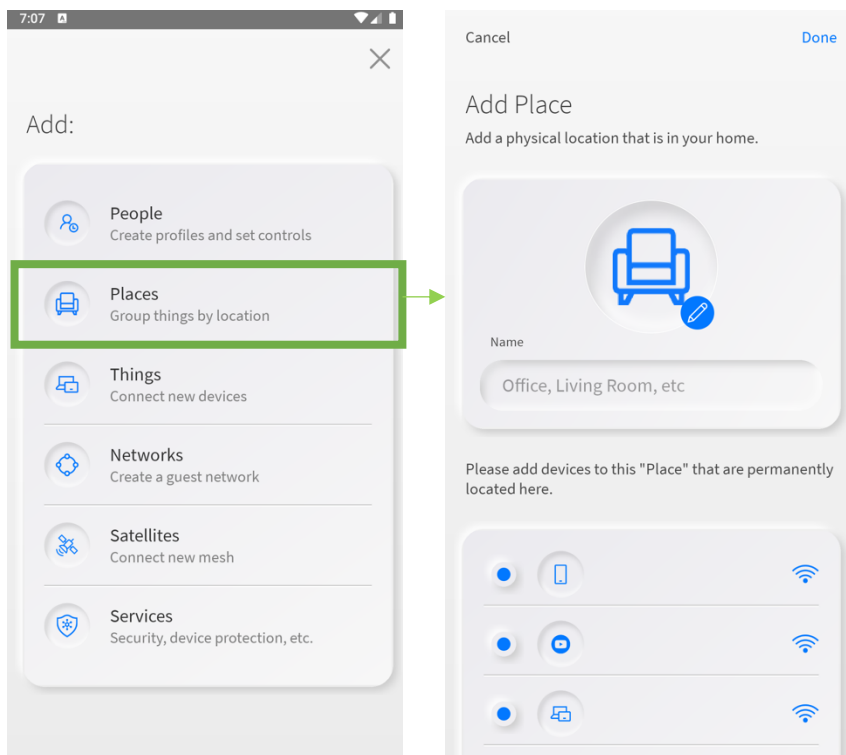
How do I connect a new device?

Command**IQ** makes it easy to connect a new device. From the main dashboard, select the "+" button at the bottom of the screen. Next, select Things. You will see two options to connect a new device. The first option identifies your network name and allows you to view your network password, which you can enter those details into your device.

The second option allows you to press your router's WPS through the app, which provides an easier way to connect devices.

How do I assign devices to a profile or to a place?

There are two ways to assign a connected device to a profile or to place.

Path 1: From within the profile or place, select Edit. On the next screen, you will see the Devices section. Select "+ Add" to select the device(s) that you want to add to that profile or place.

Path 2: From the main dashboard, select Things. The next screen will list your connected devices. Choose/click into a device that you want to assign to a profile or place. Next, select Edit followed by "+ Add." You will be presented with options to assign the device to profile or place.

Note: One thing to keep in mind is that you should not add the device with the Command**IQ** app to a profile. In doing so, it is possible to inadvertently cut off your own access to these controls. Should this occur, switch to mobile data to restart the profile that contains your app device.

How can I establish or set network priorities?

You can prioritize traffic and devices on your network. This feature is very useful, for example, when you want to prioritize traffic to your work devices versus your gaming devices during your normal work hours or if you want to prioritize traffic to music and videos during the weekend.

To set priorities, select My Network from the main dashboard. Once in the My Network screen, select your primary network. In the Settings section of the next screen, select Network Priority.
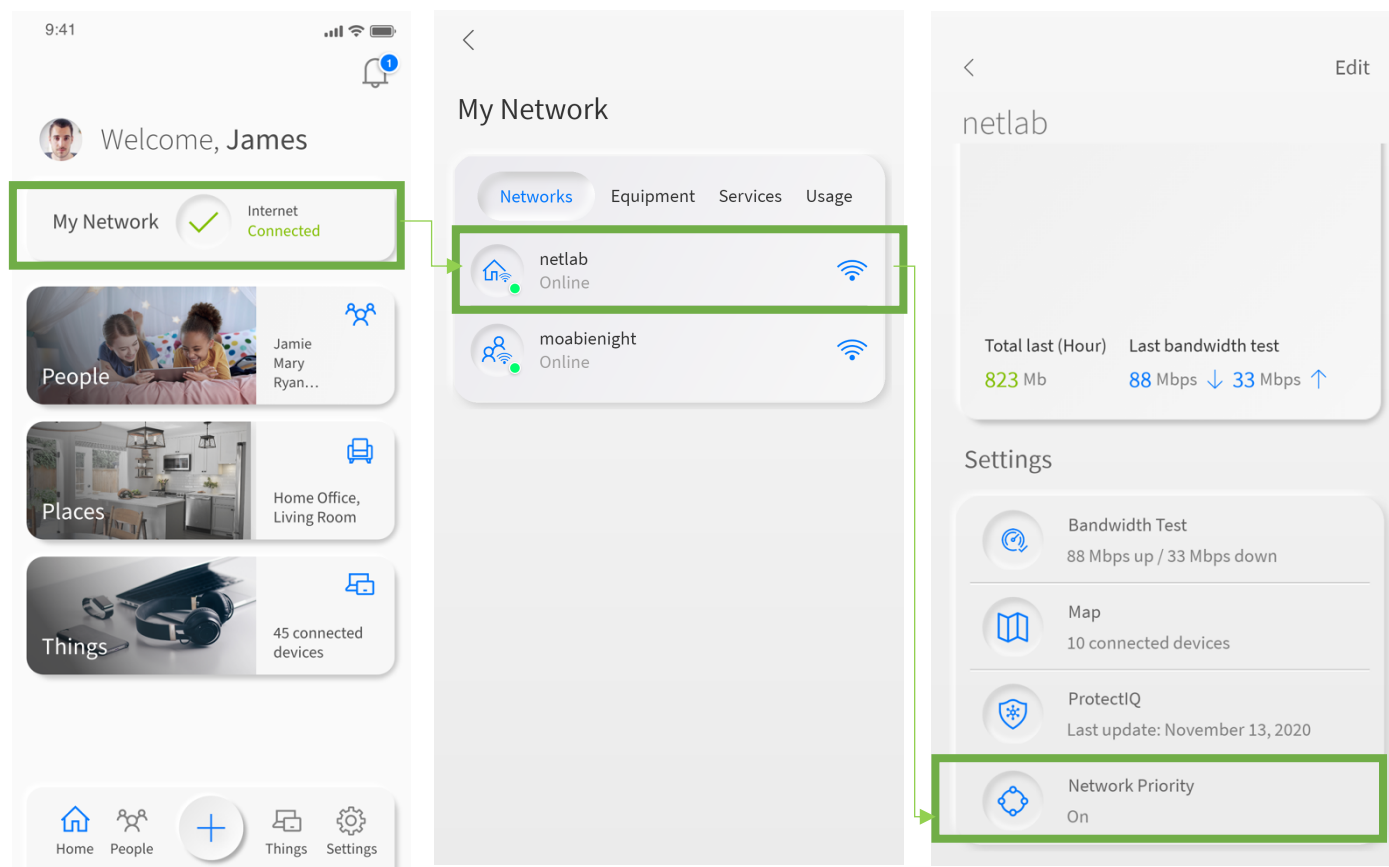
A default priority has been set, which you can edit.
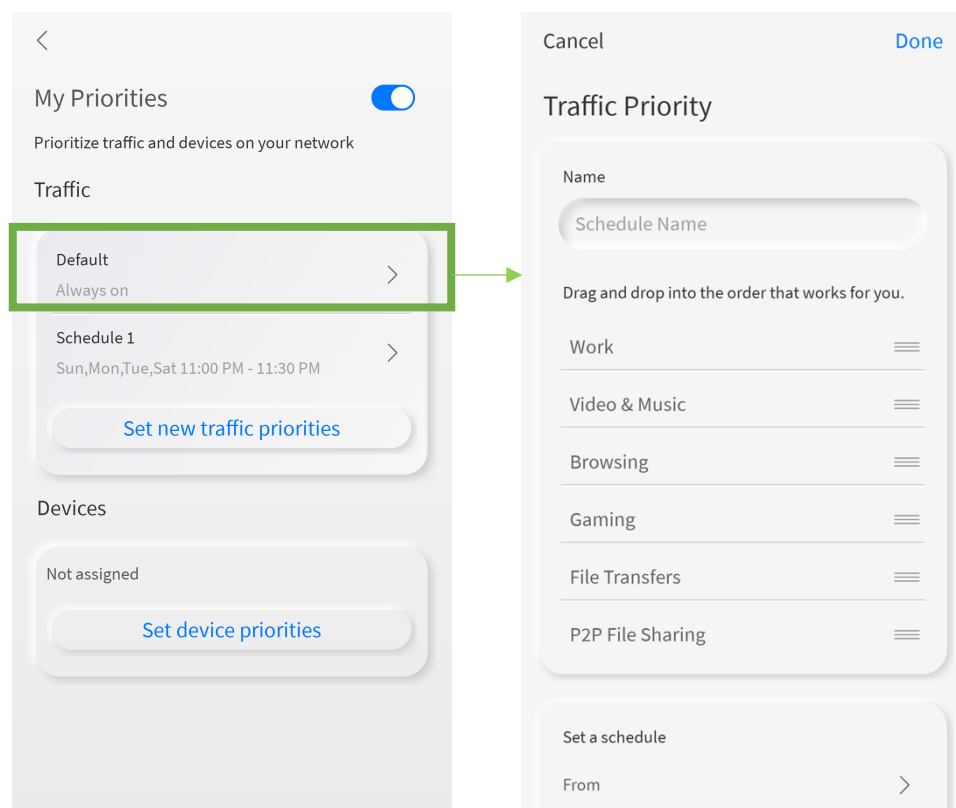
In total you can set up to 3 traffic priority schedules. The app allows you to name your traffic priority and set a time schedule.
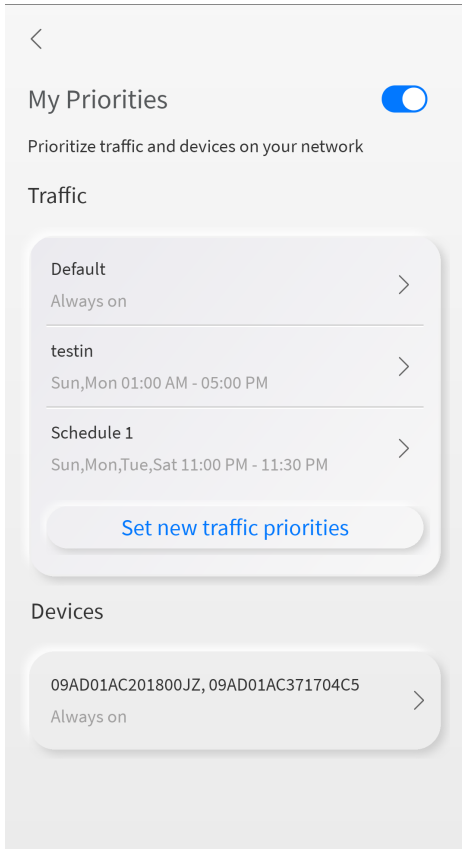
You can also set device priorities, assigning up to 5 devices on a priority schedule.

How can I set up an additional wireless network (i.e guest network)?
From the main dashboard, select the "+" button, then select Networks.
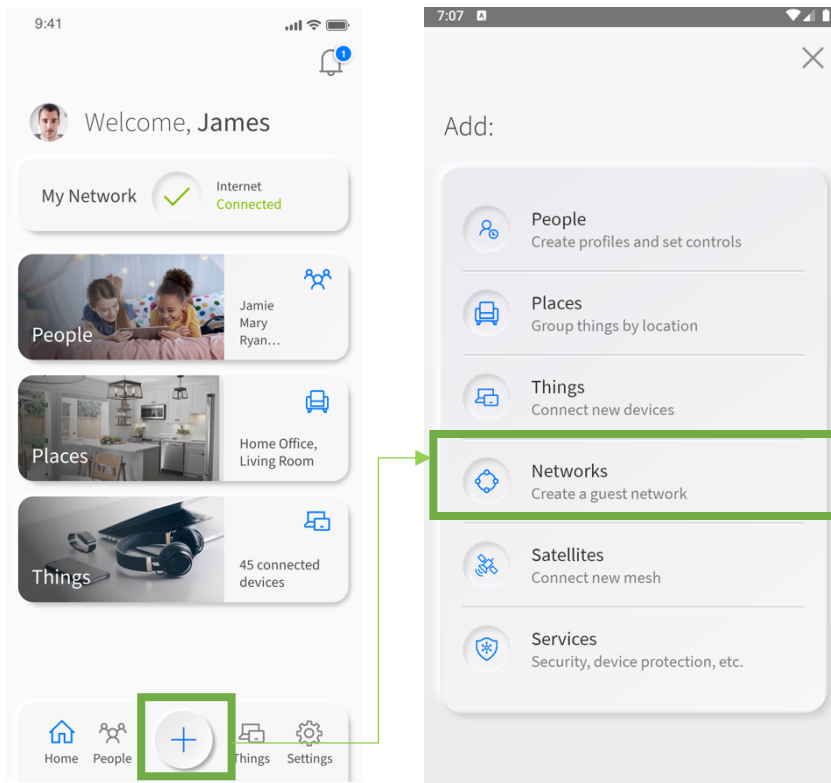
1. Choose your network type (more on the three network types below).
2. Begin by typing the SSID Name of your choice (this is what you're naming the network). This is the name you and/or your guests will see when attempting to connect from a device.
3. It's highly recommended that you select a security type to protect your network. Options for security type are None, WPA2-Personal, WPA – WPA-2 Personal. Select WPA2-Personal or WPA – WPA-2 Personal and this will bring up boxes for you to set and confirm your password for this guest network.
4. For guest networks, you can optionally set a start and end time. If family is visiting for the weekend, set the network for the time they'll be in your home. If you have guests coming over for a party, set your network only during the time of the party so it automatically shuts off at the desired time. If you toggle the on button for Endless, your guest SSID will broadcast indefinitely, until you manually delete or edit the network.
5. For custom networks, you have the option of selecting the band type. The options are All Bands, 2.4G, 5G and 6G if supported by device hardware. This is ideal for when you want to assign devices of a certain band to its own custom network.
6. For both guest and custom networks, you can also choose (and toggle) if you want devices added to either network to be isolated from other devices within your overall network.
7. Once you've configured your settings, you'll be given the option to send a text notification to your guest if they are stored as a contact in your mobile device. The notification will present them with the information they need to sign on to the network.

I see three wireless network options (guest, work-from-home, and custom) when adding an additional wireless network. What are they and how do they differ?

In additional to your primary network, you can create multiple secondary wireless networks that run simultaneously.

A **guest network** is an isolated network that you can create when you want to provide visitors in your home or business Wi-Fi access. The devices that your guests add to your guest network are isolated from your connected devices. You can create a time schedule for the guest network, which is ideal when you want to provide visitors access to your network for a limited time.

A **work-from-home network** is another isolated network where you can assign devices (i.e. your work laptop, printer, etc.) that require network prioritization. Devices added to this network are classified as "top devices" in the home and will receive bandwidth priority over other devices within your overall home network.

You can create a **custom network** when you want more flexibility and want to create a network where isolation and prioritization are optional. In addition, you can choose the band type you want to assign to the custom network (the options are All Bands, 2.4G, 5G, and 6G if supported by device hardware).

How can I check my internet connection speeds or run a bandwidth test with Command**IQ**?

With a GigaSpire you can initiate a speed test directly from the Command**IQ** app to test the speed from your GigaSpire to the internet.

1. Select My Network from the main dashboard, then select your primary network.
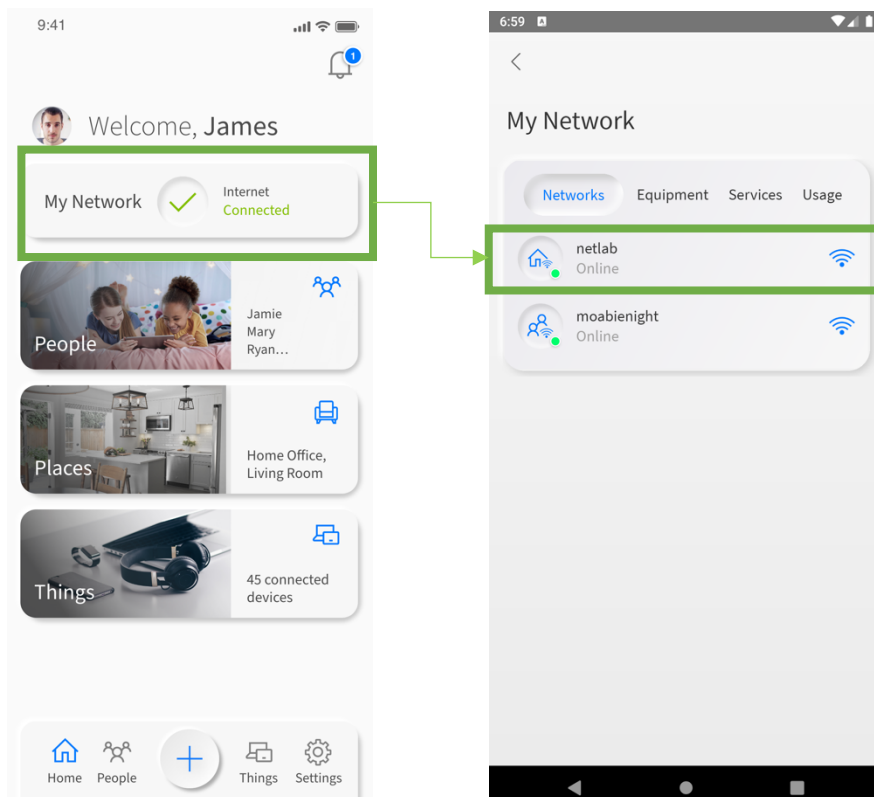
2. On the next page, you can view your most recent speed test, or run a new test by selecting Run Bandwidth Test.
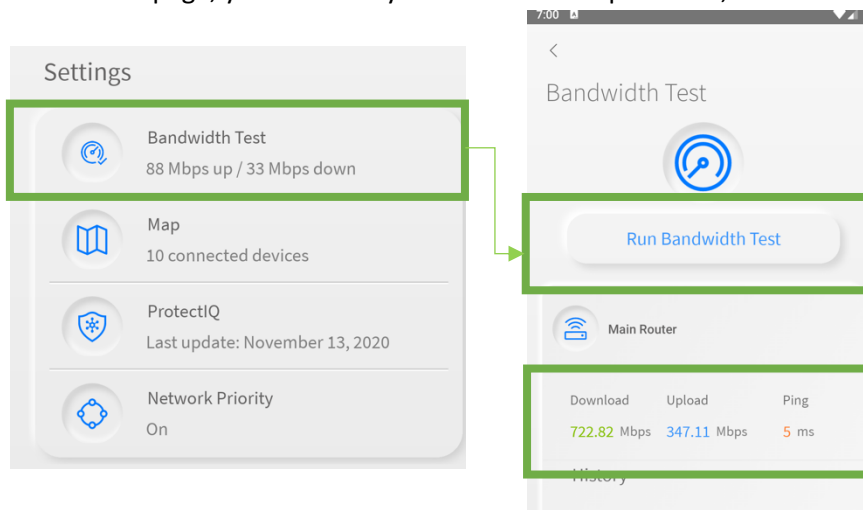
3. After the speed test completes, it will show up in your dashboard, and you'll also find a new notification. If you select the Notification icon from the dashboard, you can also review the obtained speeds from the recently initiated test.

Note: GigaSpire satellites will run a bandwidth test between itself and the primary GigaSpire system (acting as the residential gateway). You may notice that the rates between the primary system and the satellite(s) are higher than your subscription rate.

How can I change my SSID settings with Command**IQ**?
(also referred to as your network name and Wi-Fi password)

If you would like to make changes to your network's SSID settings from Command**IQ**, you can follow the steps below:

1. From the main dashboard, select My Network then click into your primary network.
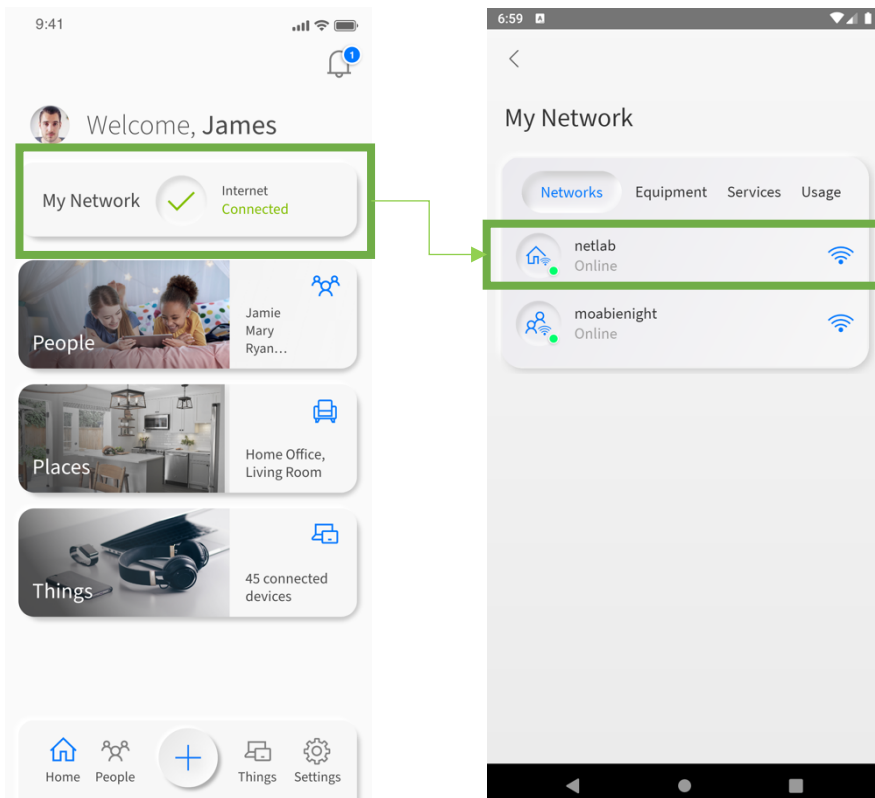
2. Next, select Edit.

3. At the next screen, make the desired changes then select Done.
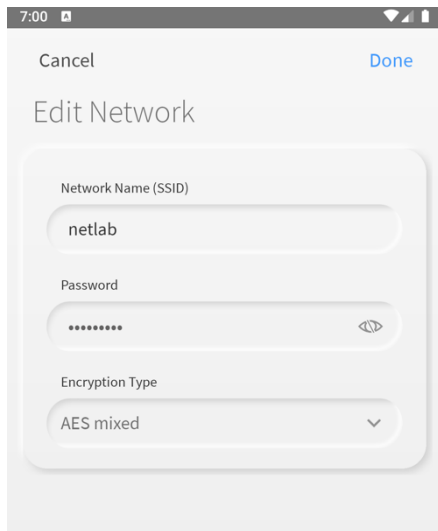
How can I rename a device or put it in a different category?

It's easy to rename a connected device on your network. From the main dashboard, select Things. Navigate to and then select the device you want to rename. In the next screen, select Edit to rename the device.
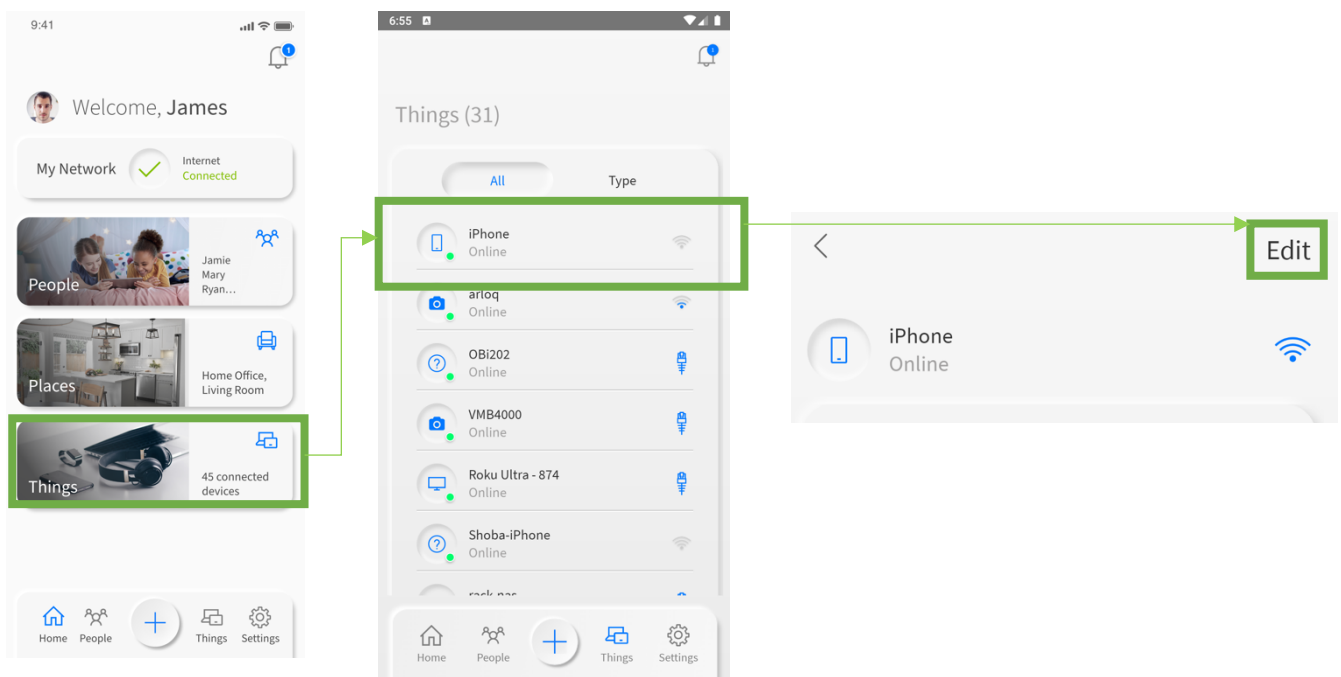
From this screen, you can also assign the device to a person or a place within your home.

Cancel   Done

Name

Jamie

Belongs to...

Jamie
Online

Add
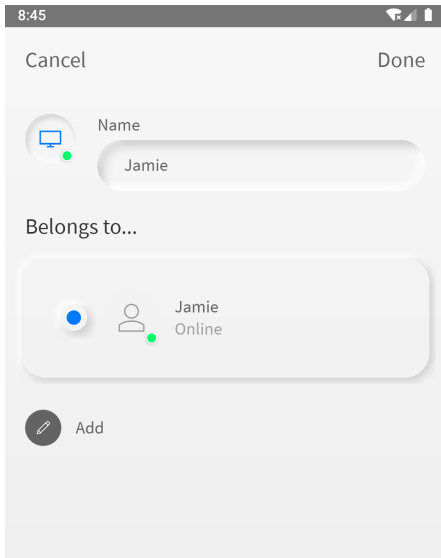
Can I turn off Wi-Fi access to a specific device?

It's easy to turn off Wi-Fi access to a specific device on your network. From the main dashboard, select Things. Scroll your list of connected devices and select the device you want to turn off. In the Options section of the screen, toggle the Internet Access switch to off. This will turn off Wi-Fi access for this device. You can all turn on/off device access at the profile level.

What is a dBm?

This stands for decibel-milliwatts. It is a measure of how strong your signal strength is to a specific device. A general range is that -50 to -70dBm is considered strong, while anything over -100 would be weak. However, this also depends on the capabilities of the device, so you may have a weak signal indicated and have absolutely no problem using your device.

How can I identify a device that just shows numbers and/or letters as the identifier?

You may see entries in your Things that consist of a string of numbers and/or letters. This may happen for devices that do not send identifying information to the GigaSpire when they join the network. Typically, the string of numbers and/or letters displayed in the Command**IQ** app are the hardware address (also known as the MAC address) of the device. The MAC address is typically found on a sticker on the device or, if the device has a management interface, somewhere in the network settings.

To properly identify the device, compare the device MAC address to the string of numbers/letters listed in the Command**IQ** app. To location the MAC address in Command**IQ**, select the device then select Additional Details.

How do I enable or disable a service within CommandIQ?

Part of managing your network involves being able to enable and disable added value services. From the main dashboard, select My Network. Click on Services to view the services that you can enable and/or disable. If you've enabled a service and have trouble accessing it, please contact your service provider. Your service provider might need to provide additional access to the service.
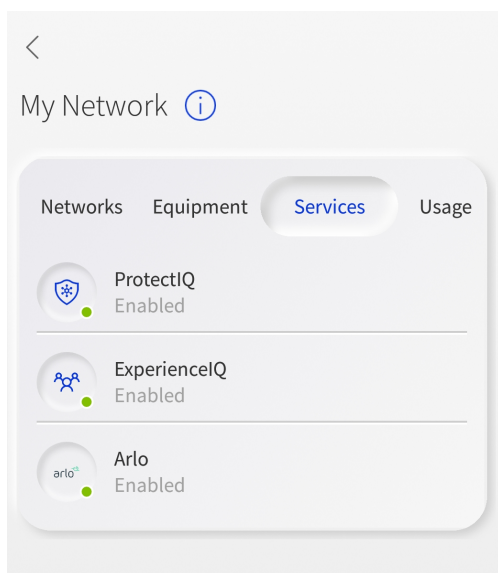
How do I set up Alexa?

Part of the joy of having a connected home is being able to control things with just the sound of your voice. And thankfully, the GigaSpire BLAST systems connect with Amazon Alexa. And setting it up is a simple process. Let's get started.

To begin, you will need to go into your Alexa app, in the main menu from the top left, select Skills & Games. Search for a skill called; Calix Smart Router and enable this skill.

Once this skill has been enabled, you'll be able to say things like:

"Alexa, ask my router what device is using the most bandwidth on my network?"

OR

"Alexa, ask my router for the results of my last speed test".

You can click on Settings and look for the Things to try with Alexa menu item.

How do I view how devices are mapped in my network?

To view a mapping of the connected devices in your network, select My Network from the main dashboard and click on your primary network name. Next, select Map. You will see the connected devices in your network along with the router and satellite devices (if applicable) they are currently connected to. The Map also gives insight into how your mesh satellite devices are connected within the network.
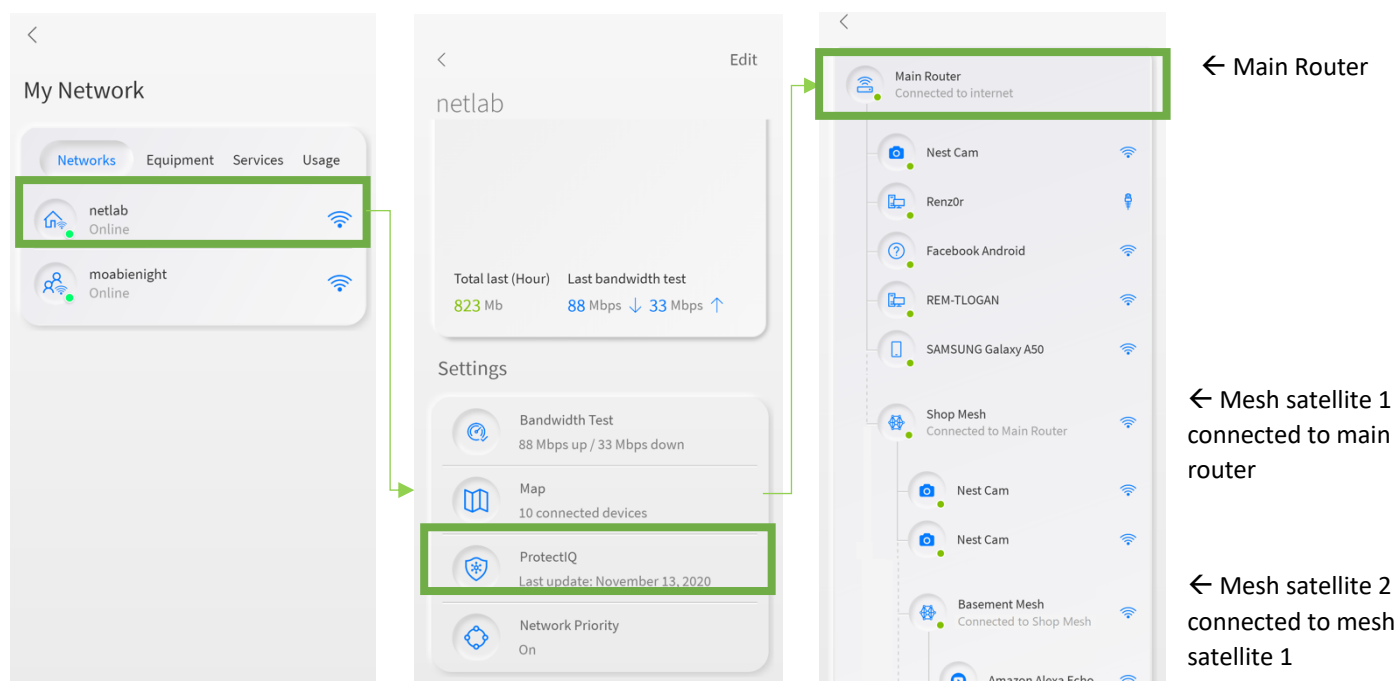
If a red indicator light appears besides a device in the Network Map, that device may have lost connection with the GigaSpire. Check the following items:

- Is the satellite powered on?
- For satellites with a wired connection to the GigaSpire, check the physical connections.
- For satellites with a wireless connection to the GigaSpire, try rebooting by removing power, waiting 10 seconds, and restoring power.
  - If a power reset did not work, go through the pairing process again.

ProtectIQ

How do I get started with ProtectIQ?

Protect**IQ** delivers home network protection to give you peace of mind. It detects intrusions, protects against malicious websites, monitors network traffic, and proactively blocks suspicious activity, and more.

To enable Protect**IQ**, select My Network from the main dashboard. Next, select or click Services followed by Protect**IQ**. Toggle to enable service.

Note: You may need to verify that your service provider has enabled access to Protect**IQ**. Please contact your service provider for more information.
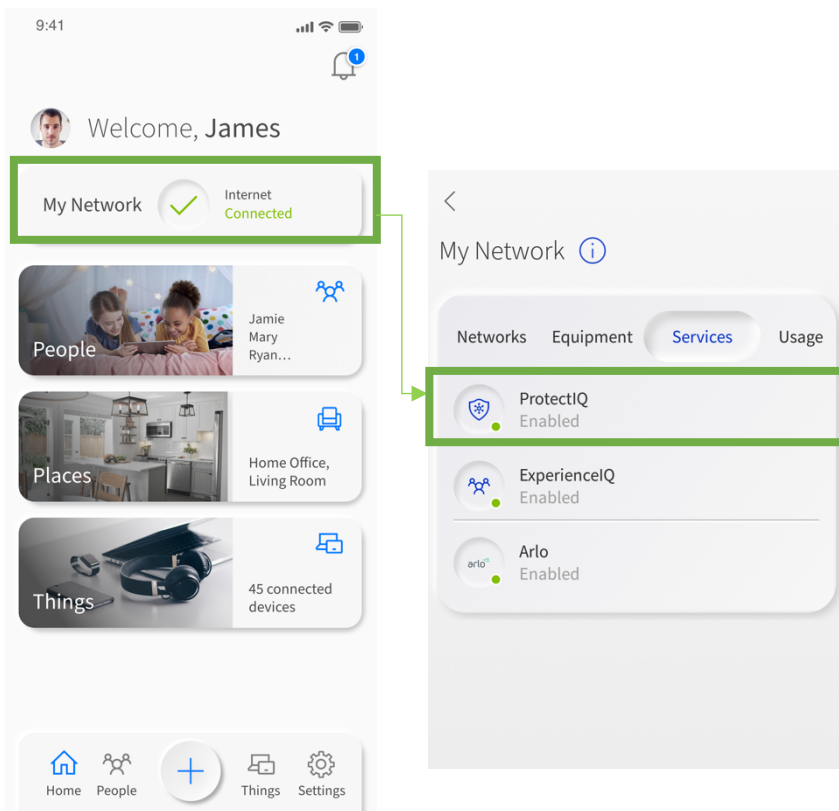
What does the Additional Details section within security settings tell me?

The Additional Details section tells you how long the Protect**IQ** has been turned on (enabled in your network), when it was last updated, and how many packets of data have been scanned for the current day. You will also see the total number of viruses, intrusions, and web threats that have been blocked by Protect**IQ**.

<

Additional Details

ProtectIQ Uptime:
1 Day 3 Hrs 28 Mins

Last Updated:
Jan 05 2021, 10:21 AM

Packets Analyzed Today:
1078985

Total Virus Detected:
0

Total Intrusions:
1

Total Web Threats:
1
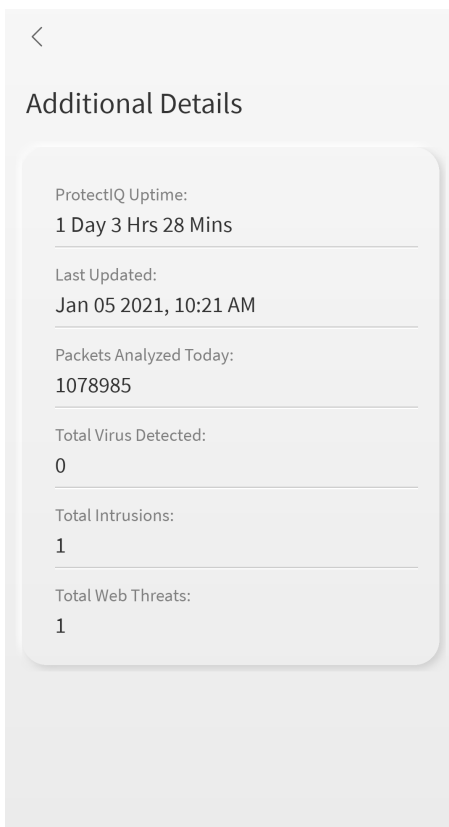
What happens when I get a security notification? Should I be worried?

Each time Protect**IQ** detects a threat, you will receive a notification with details about the content that was blocked. All threats are automatically blocked, **so you do not need to do anything**. However, if you want to view more information about the specific threat, this information will include the time the threat happened, what type of threat it was, the source IP from where it came, what action was taken, which device the threat was trying to get to and the URL. You do not need to do anything; all threats are automatically blocked.

What does a security alert tell me?

The details of an Alert will include the following information:

- What type of protocol was blocked
- The time the threat occurred
- The Source IP Address of the threat
- What action was taken
- Which device in your home was targeted by this threat
- The threat's source URL

It is possible for the device to appear to be working with no issues, while the threat may be running in the background of the page, or within a page ad. A blocked threat may appear as a webpage failing to load, if a threat is detected on that page. All threats are blocked automatically, you do not need to take any action to remain protected.

Website Blocked
Web Threat

Lorem ipsum support text dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacuerra justo commanodo.

Learn more about this web threat

Time
Oct 07 2020, 8:56

Client Device
Jamie's iPhone

Source IP
192.168.4.108

URL
192.168.1.14.8181/

Action
Block

Add to trust list
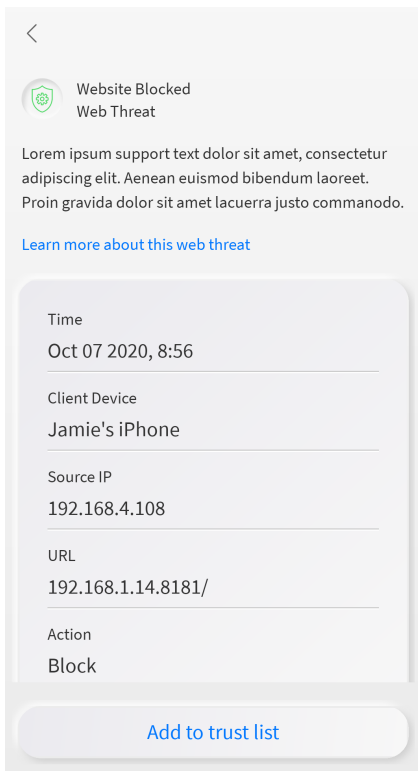
What is the Trusted List in Protect**IQ**?

When a security threat occurs, you will have the option to add it to a Trusted List, if you know the content is not harmful. This should not be an action taken with frequency. Once you add an identified threat to the Trusted List, it will no longer block that threat for any devices on your home network. At any time, you can enter the Trusted List to remove items from this list and revert to blocking them.

What is Skip Devices?

There may be specific devices within your home that you do not want scanned for security threats. All devices connected to the network are scanned by default. If you want to prevent specific devices from being scanned, you can use this feature to "skip" specific devices. Please note, if you skip devices these devices could act as a point of vulnerability and introduce security threats into your home.

In Protect**IQ** – what are Intrusion Settings?

The Intrusion Prevention System settings are editable to your preference. Select these boxes to turn on the following features:

IPS Protocol Anomaly: Looks for unusual patterns and uses of a given data communication protocol as an indicator of potential malicious behavior and blocks that specific traffic.

IPS Port-Scan-Defense: Senses external malicious actors scanning the system for open ports to exploit. This defense monitors for IP addresses hitting the system and scanning all ports that could be used as an exploit. When this type of activity is detected, it blocks the IP address from communicating with that IP address ever again.

My device appears to be working normally, but I keep seeing a security alert. What do I do?

First, make sure your device is updated to the latest available software. Protect**IQ** may be detecting a vulnerability in the software on your device. If you are still seeing notifications with the latest available software, report any issues to your service provider so they can escalate the issue. In the meantime, if you do not want to see the notifications, you can Skip that device.
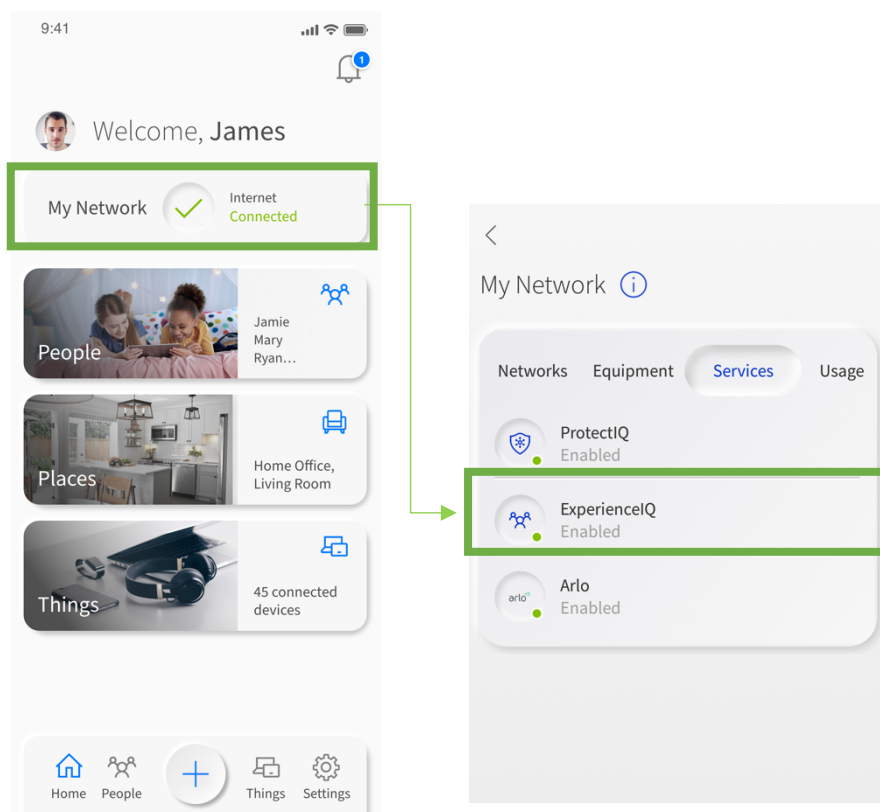
ExperienceIQ

How do I get started with ExperienceIQ?

Setting up Experience**IQ** gives you the ability to monitor and establish parameters for internet access profiles and assign devices for basic on/off control. With Experience**IQ** you have access to enhanced parental controls and the ability to set additional restrictions.

Once you have created your household profiles, you can select the profile(s) that require parental controls.

The first step is to enable Experience**IQ** within the app. From the main dashboard select My Network. Next, select Services followed by Experience**IQ**. Toggle to enable service.

Note: You may need to verify that your service provider has enabled access to Experience**IQ**. Please contact your service provider for more information.


What's next after I have enabled ExperienceIQ?

Once you have enabled Experience**IQ**, navigate to your list of active profiles (main dashboard → People). Select or click into the profile that you want to set restrictions for (for instance a child's profile that you have set up and assigned devices).

Once you've entered the profile, you will be able to view a chart at the top of the screen that lists the top applications accessed by that specific profile. You can filter this for a 1 day, 7 day, or 30-day view.

Below the chart is the Options section where you can:

- Turn on/off internet access (part of Command**IQ** basic)
- Set time limits (part of Command**IQ** basic)
- Set more advanced content restrictions (requires access to Experience**IQ**)
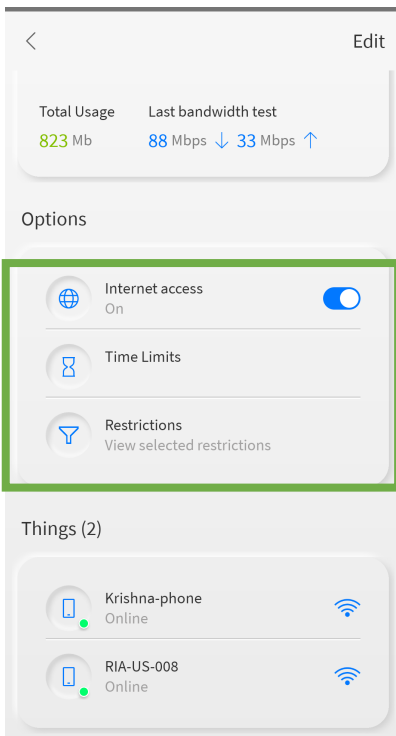
How do I set time limits for ExperienceIQ?

Select Parental Controls from the main menu and tap the profile that you want to add a time limit to. Once you've selected the profile, tap the Time Limits button.

You will see three (3) time limit options – None, Everyday, and Custom.

Note: When setting filters and time limits, it may take a few minutes to become active and apply those settings to active device connections.
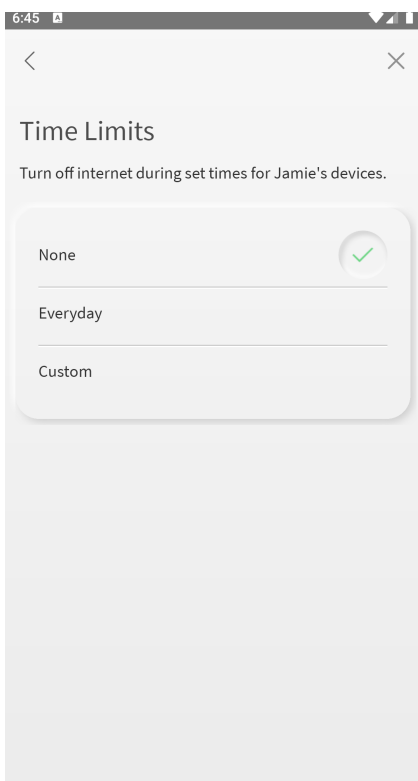
If you select Everyday, the hours that you set will impose the same offline (internet restriction) hours every day.
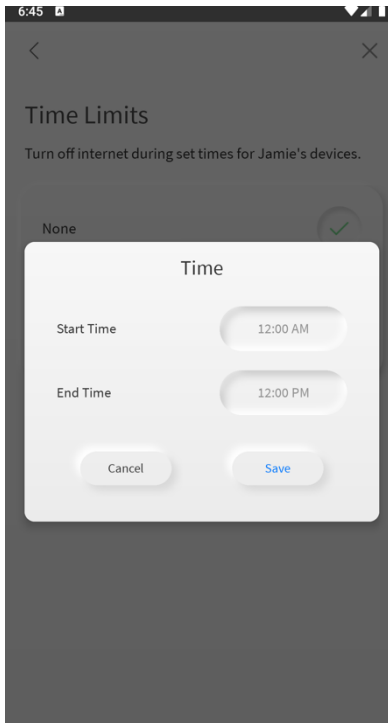
Alternatively, you can choose custom time restrictions for each day of the week, setting different offline hours for each day.

Tap on the day to set a start and end time for offline hours. Select the day, click on the + sign and add one (or more) time blocks for that day. Once you've set the start and end times, simply tap Save.
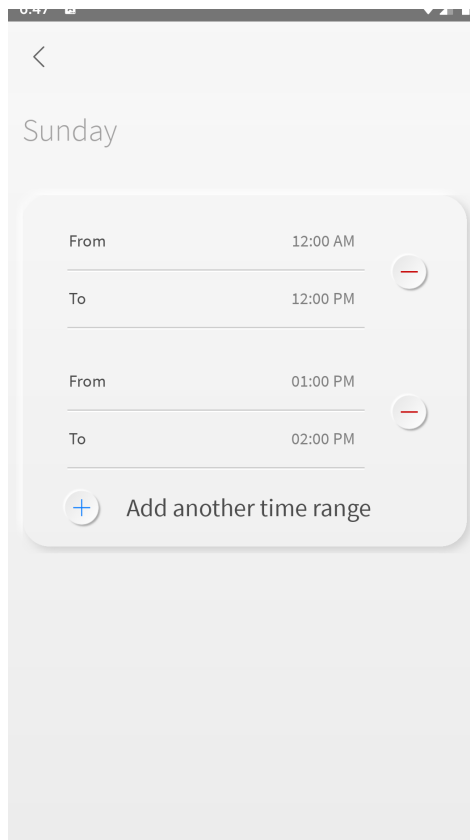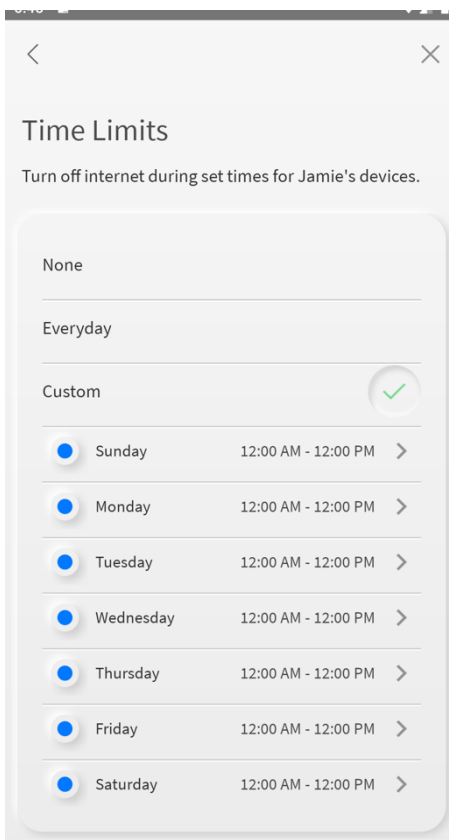
Note: A device trying to connect during days/times where access is blocked may behave as if it does not have an internet connection or display an error of some sort, depending on the individual device or browser.

How do I restrict access to specific content, applications, and websites?

From within the household profile, select Restrictions. Once on the next screen you will see an option to toggle and enable Safe Search (Google and Bing) and restrict YouTube.
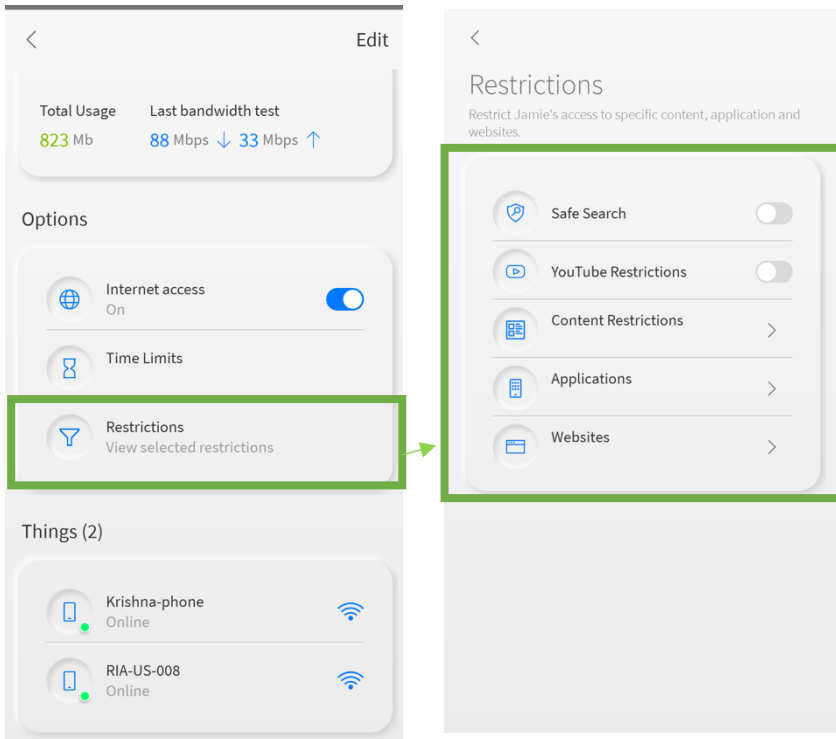

The Content filter prevents users from accessing entire sections of the internet – preventing access to content like pornographic and gambling websites, sites featuring violent content, and P2P/File Sharing sites. Once the item is checked, the app will refresh, and the filter is applied.
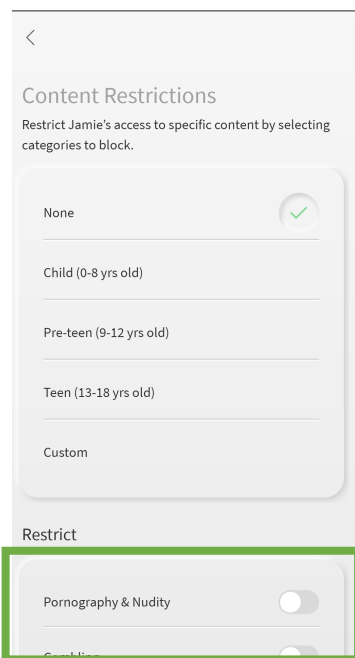
The Applications section is where you can ban or allow profile access to specific applications. For example, if your child needs to get homework done, you can ban a gaming application from connecting to the internet for that span of time.

You can do this with other applications like Steam, Discord, Skype, and Minecraft. Once the app has been added to the list, you can remotely toggle it on or off whenever you choose or set a daily time limit for that application. Simply start typing to see if the application is available to block.
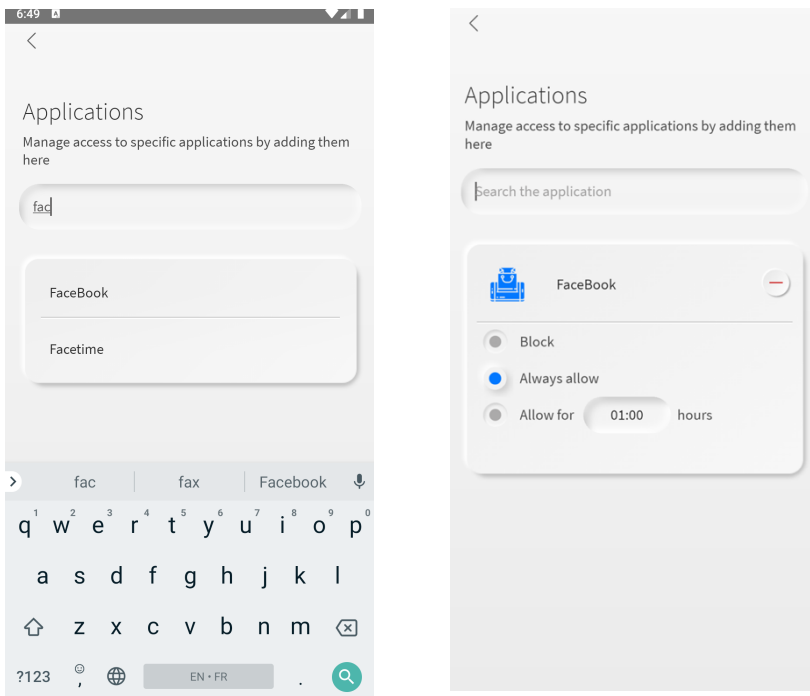
The Websites section allows you to ban or allow specific websites. For example, if you notice that a user is spending too much time browsing specific sites, you can add the URL to block it. Once added, just like in the previous section, you can allow or block the site remotely at any time.
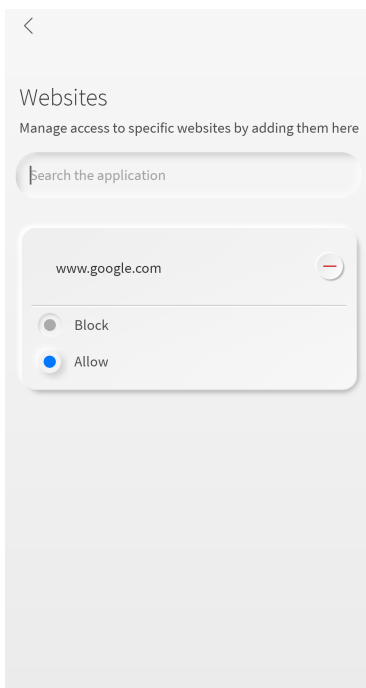
NOTE: You will NOT receive a notification for every type of content that is blocked as it could result in constant notifications to your phone.

What are the options to filter content?

With Experience**IQ**, you can select content and application filters. This feature will block devices from seeing data from specified categories, applications, and websites.

Content: Broad categories of content grouped by topics that could concern parents.

Applications: A list of applications that can be blocked. Search for the application and select it if available. Any application not available is not currently supported.

Websites: A set of user defined websites that will be blocked. You must enter a URL such as www.youtube.com. Be sure entries are accurate to ensure proper blocking.

Note: Applications are not websites. Applications access data directly from servers that a web browser would never know about or be able to block by name. This is where the application filter is used. For example: you can block the website twitter.com via the website filter. If the Twitter application is installed on the device as an app, it will also need to be blocked in the application filter.

Experience**IQ** also allows you to permit specific content that might have otherwise been blocked by a category filter. For example, you could block the category Social network, then add facebook.com to the website filter and set it to allow access specifically to Facebook.

Note: Individual websites are categorized into groups for content restriction purposes. While this does not represent all categories imaginable, it is the set that represents some of the most common groups parents wish to restrict. Cloud services and automation are responsible for analyzing and categorizing websites focusing on the most commonly seen sites. Users can always block a specific site if it has not been categorized yet by using the website filter option.

How can I view device usage within a profile?

From the main dashboard, select People. Next, select the profile you want to view. Once selected, scroll to the bottom of the screen to the Things section. Select the device and on the next screen you will see internet usage for that device.

You can view usage within the past few minutes or hours as well as by day and week. This capability allows you to track approximate usage over time.

Note: You can also navigate to Things from the main dashboard (instead of navigating through a household profile) to view usage by device.

I accidentally put my phone into a parental control profile and turned it off, now I cannot turn it back on. What should I do?

Simply turn off Wi-Fi on your phone and wait for it to connect to the cellular network. You can then enter the app and select the checkmark icon to turn your profile back on. We would recommend that you remove your phone as a Thing from the profile if you do not want to accidentally turn yourself off.

What are VPN detection alerts?

You will receive an alert if a device within your network is using or attempting to use a virtual private network (VPN) or other secured data transfer method. This can show you if a device may be attempting to bypass restrictions you have set. VPN detection alerts can help keep you informed of potentially unwanted traffic your network and helps you better manage profiles within your network (i.e. children or minors).

To disable/enable VPN detection alerts go to Settings and select Alerts. Next to Experience**IQ** – VPN Detection, toggle the button to select your preference.
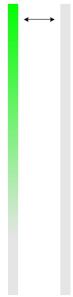
GigaSpires

What do the lights on my GigaSpire mean while it's booting up?

The LEDs located on the top corner of the GigaSpire provide information on the status and current state of the device. Below, you will find a detailed status of the power-up cycle.

GigaSpire Boot Up States		
Power-up Status	**Function**	**LED Status**
Off	Power is off. 1. The unit has not been turned on, or 2. There is no power to the unit, or 3. The UPS battery has been discharged and there is insufficient power to continue operation. Note: All four LEDs are Off.	
Booting Up, Software Upgrade in Process	Unit is in the boot-up process or service/software is being upgraded. Flashes cyan every second assuming software has taken over. Note: All four LEDs are On.	
Boot-up Failure	Boot-up failed (assuming software has taken over) Note: Cycles at 8/10 of a second. Note: All four LEDs are On.	
Connected to Internet	Unit has successfully booted up, local services are up, and connected to the internet. Note: LED 1 is lit. LED 2,3,4 are Off.	
Service Failure, No Internet	No service, no internet. Note: All four LEDs are On. Notes: Cycles at 1.6 seconds.	

What is the WPS Button for?

WPS stands for Wi-Fi Protected Set-up and is a security standard that makes it easier and faster to connect your GigaSpire to other wireless devices. Instructions below show you how to use the WPS button for pairing.
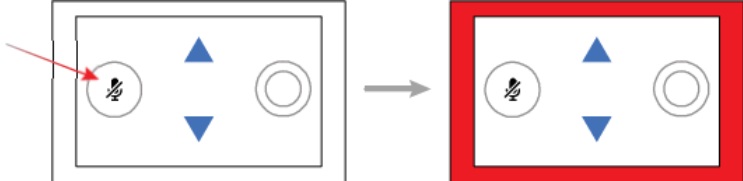
GigaSpire Normal Operation		
Status	**Function**	**LED Status**
WPS Pairing Attempt	WPS is enabled after you press the WPS button a single time. The GigaSpire will stay on pairing mode for 120 seconds. During this time, other Wi-Fi capable devices can be paired to the GigaSpire by pressing a similar button on a mesh satellite. Note: All four LEDs are On. Note: Cycles at 5/10 of a second.	

What do the lights on my GigaSpire mean if I have Alexa enabled? (only for GigaSpire BLAST u12x)

The LEDs located on the corner of the GigaSpire provide additional information if you have Alexa enabled on your GigaSpire. Below, you will find a guide to use as you interact with Alexa.

Alexa LED States		
Status	**Function**	**LED Status**
Alexa has been triggered, Alexa is listening	Alexa is listening and active. Listening once the trigger word is heard. Note: All four LED's are On. Note: Cyan on continuously.	
Alexa Thinking	Alexa is thinking waiting for a response from AVS. Note: All four LEDs are On. Note: Toggles from Cyan to Blue every .62 seconds.	

Alexa Responding	Response received from AVS and voices the response. Note: All four LEDs are On. Note: Toggles from Cyan to Blue every 1.26 seconds.	
On-going Alexa Activities	On-going Alexa activities such as playing music, reading news, reading e-books. Note: All four LEDs affected. Note: GigaSpire LED status returns once Alexa activities are complete.	
Alexa Notifications	Alexa notifications have arrived. One .62 second burst followed by an off cycle (same duration) for each received notification. Note: All four LEDs affected. Note Toggles for .62 seconds between yellow and off.	
Alexa Notifications Queued	Alexa Notifications have arrived, but have not been requested by the user. Continuous slow pulse until notifications are picked up. This state continues unless a temporary interruption by a regular Alexa listen/think/respond interaction is requested. Returns to GigaSpire LED status once all notifications have been picked up. Note: All four LEDs affected. Note: Toggles for 1.26 seconds between yellow and off.	
Alexa Do Not Disturb (DND)	Alexa DND has been provisioned (Enable DND, Disable DND) Note: All four LEDs affected. Note: Toggles for 1.26 seconds.	
Alexa System/Configuration Change	Alexa status is changed (for example: changing of the wake word from within the Alexa App). Note: All four LEDs are On. Note: Toggles off and on every 1.26 seconds until update is complete. Returns to GigaSpire behavior when done.	

Alexa System Alarm	Alexa is not functional. Alarm status is triggered after: ▪ The Wake word is uttered and there is no response from Alexa Cloud. ▪ The local internet connection has been lost. Note: All four LEDs are On. Note: Toggles three times only at .62 seconds before returning to GigaSpire LED status.	
Mute Microphone	Applies to the square LED on the top of the 2026E GigaSpire. Default position is microphone on. (LED Off) Pressing the Mute microphone icon causes the LED to illuminate solid red.	See Below

How do I know my system has completed boot-up?

When the LED is solid blue, which indicates an active internet connection, or is blinking red, which means there is no service or internet connection detected.

Where is the best place to put the GigaSpire?

The best place to put the GigaSpire is in a central location with good "line of sight" visibility to the main areas of your home. If you need to place the GigaSpire in a non-central location and find it does not reach all the areas in your home where you use the internet, you can request a mesh satellite unit to extend your signal.

Tip: Avoid placing the GigaSpire next to large appliances, behind TVs, or in "service closets" such as power distribution or fuse panels. While the GigaSpire is designed to provide extensive wireless range and coverage, these devices are sources of interference and may reduce your throughput or range.

Does it matter how I position the GigaSpire?

For best performance, be sure to place the GigaSpire upright and in a central location.

My wireless device says it cannot support a 5 GHz radio, what do I need to do?

The GigaSpire supports both 2.4 GHz and 5 GHz radios. However, if you still find you have problems, contact your service provider for assistance.

How do I reset the system back to factory settings?

You can press the RESET button on the back of the GigaSpire for at least 10 seconds for a factory re-set, but only take this step if your service provider requests that you do this. You will lose internet service.

There is only one LAN Ethernet plug on the back of the GigaSpire (GigaSpire BLAST u12 and u12X only), what should I do if I have more than one wired device that I need to plug in?

You can purchase an inexpensive gigabit switch and plug that into your LAN port, this will give you the ability to plug in multiple devices.

Both the GigaSpire BLAST u6.1 and u6.2 have four (4) LAN ports.

How do I reboot the GigaSpire and keep my settings?

Use the following methods to reboot your GigaSpire:

1) Remove power from the GigaSpire for 10 seconds, then reapply power.

2) Press the RESET button on the GigaSpire for less than 3 seconds.

How to I pair devices, like my printer?

If your device supports WPS, simply follow the instructions included with your device's installation manual. Press the WPS button for less than 3 seconds on the back of the GigaSpire when instructed.

What wireless standards are available on the GigaSpire?

The GigaSpire supports the following 802.11 standards on its wireless radios:

- 5 GHz: 802.11ax (Wi-Fi 6), 802.11ac, and 802.11n
- 2.4 GHz: 802.11ax (Wi-Fi 6), 802.11n, 802.11g

What if my GigaSpire LED never turns blue after connecting the WAN port?

If the GigaSpire is blinking red after going through the steps listed in the quick start documents, that's an indication that it was unable to get an IP address from the internet device it is connected to. In some cases, the modem your GigaSpire is connected to, which provides access to the internet, will need to be rebooted to allow for the GigaSpire to obtain an IP address. If after rebooting the modem, your system is still not able to connect and is flashing red for several minutes, please contact your service provider.

How do I check if the GigaSpire is connected to the internet?

In addition to the LED status on the GigaSpire, you can also verify the status by logging into the web interface of the GigaSpire and view its status.

On the home page, the status will give an At A Glance overview that will show a green "check" meaning that you have a connection to the internet.

If you would like more detailed information, you can click on the Status tab, then Connection to see items such as your WAN IP, DNS server IPs, and WAN MAC Address. These are some helpful details your ISP may ask you for when assisting you with any connection issues.

Why am I unable to log into the GigaSpire web interface using the credentials shown on the bottom of the system?

Advanced users may need to access the Embedded Web Interface (EWI) to configure features such as port forwarding or LAN IP addressing. To access the EWI, you can use the default admin account using the credentials printed on the label on the bottom of the GigaSpire. However, if you used the Command**IQ** mobile app to change your Wi-Fi password, then it also will have changed the admin password for the EWI.

What GigaSpire model do I have?

You can find out your GigaSpire model using the following methods:

1. You can determine the model using the sticker that is located on the bottom of the system.

| GigaSpire Family						
Name	GigaSpire BLAST u12x	GigaSpire BLAST u12	GigaSpire BLAST u6.2	GigaSpire BLAST u6.1	GigaSpire BLAST u4	GigaSpire Mesh BLAST u4m
Product Name	GS2026E	GS2020E	GS4227E	GS4220E	GS2028E	GM1028

2. If the GigaSpire has already been added to your Command**IQ** mobile app, you can find the Model Number in the app.
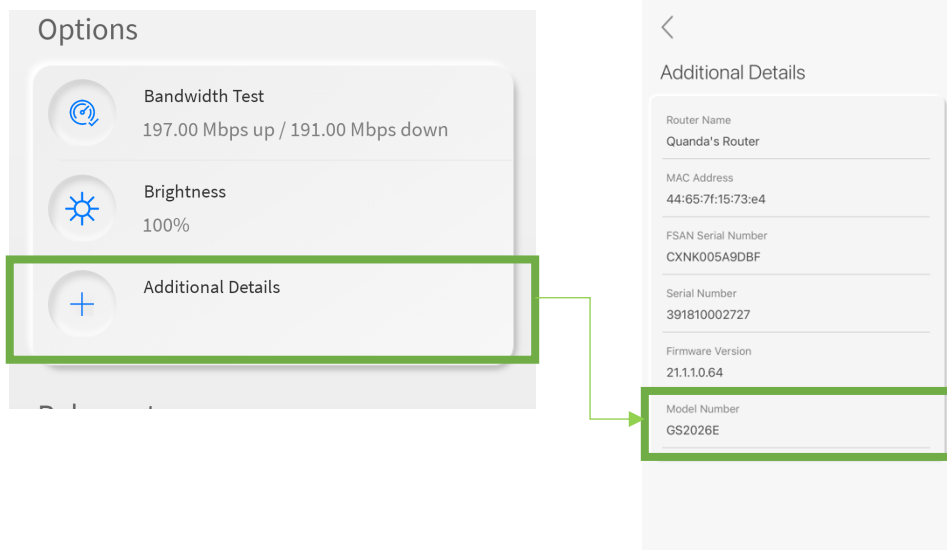
- Select **My Network** from the main dashboard.
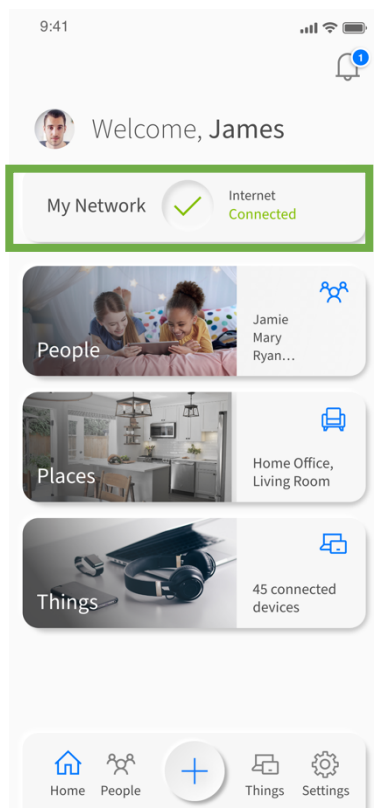
- From the My Network screen, select Equipment then select your primary router.
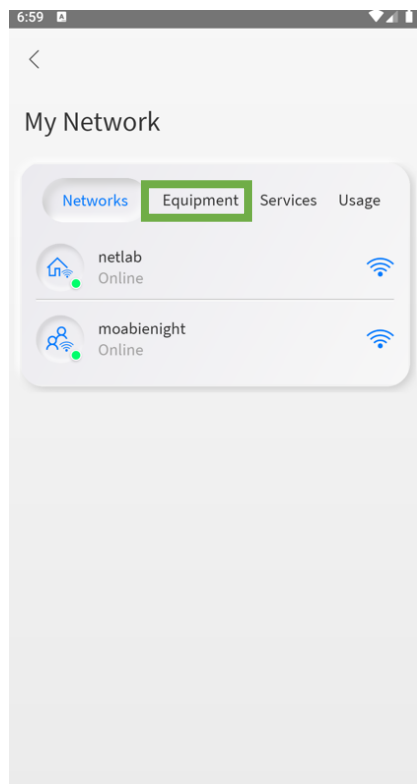
- In the Options section of the next screen, select Additional Details to view router Model Number.

Can I reboot my GigaSpire from Command**IQ**?

The GigaSpire cannot be rebooted using Command**IQ**.

Can I connect wireless devices to the GigaSpire using the WPS?

Yes, you can use the following descriptions on how to click the WPS button to connect wireless devices to your GigaSpire network based on the type of device:

- Press the WPS button once, held for 1-2 seconds, to associate general devices, such as Wi-Fi enabled printers.
- Press the WPS button three times, held for 1 second with each press, to associate ISP-provided Wi-Fi set-top boxes.
- Press and hold the WPS button for 5 seconds to pair a GigaMesh or GigaSpire system as an extension of your Wi-Fi network. A green flashing LED will be visible if successfully executed.
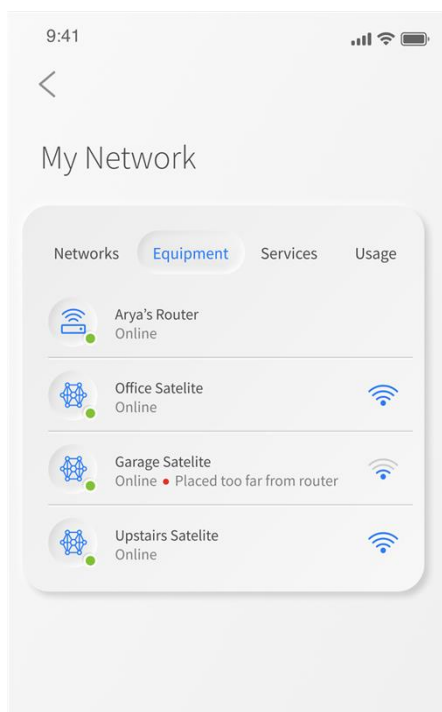
When does the GigaSpire select a wireless channel?

The GigaSpire 2.4 GHz and 5 GHz radios select the channel only on boot up.
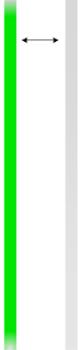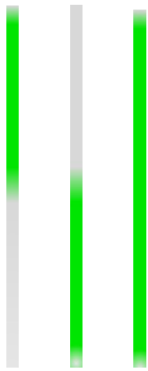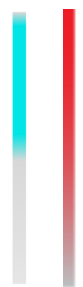
GigaMesh

How do I determine if my mesh satellite device is in an optimal location?

A Wi-Fi indicator within the app provides the status of your satellite placement by letting you know if the device is too far from the primary router.

My Network

| Networks | Equipment | Services | Usage |

Arya's Router
Online

Office Satelite
Online

Garage Satelite
Online • Placed too far from router

Upstairs Satelite
Online

What do the lights mean on my GigaMesh?

GigaMesh Set-up		
Status	**Function**	**LED Status**
Off	Power is off. 1. The unit has not been turned on, or 2. There is no power to the unit. Note: Both LEDs are Off.	
Booting Up, Software Upgrade in Process	Unit is in the boot-up process or service/software is being upgraded. Flashes cyan every second assuming software has taken over. Note: Both LEDs are On.	
Boot-up Failure	Boot-up failed (assuming software has taken over) Note: Cycles at 8/10 of a second. Note: Both LEDs are On.	

WPS Pairing Attempt to Gigaspire	Press the WPS button on the GigaMesh for 3 seconds, and within 30 seconds press the WPS button on the GigaSpire, both will flash green. Note: Cycles at 5/10 of a second. Note: Both LEDs are On.	
After Pairing and Connected to Internet	Unit has successfully paired and is connected to the Internet 1. If Mesh is too close to the GigaSpire, the top of the bar will light up, move it further from the GigaSpire. 2. If Mesh is too far away from the GigaSpire, the bottom of the bar will light up, move it closer to the GigaSpire. 3. When the GigaMesh is an ideal distance from the GigaSpire, the entire bar will light up. 4. After 60 seconds, the bottom of the light bar will reflect a solid Cyan light (not shown).	
Service Failure, No Internet	No service, no internet. If the GigaMesh is unable to pair, it will shift from blinking green to solid red for 60 seconds, then revert to the no internet failure status. Note: Both LEDs are On.	
Mesh Connected via Ethernet	If your GigaMesh is connected via Ethernet, and boots up successfully, the light bar will match the GigaSpire. Cyan = Internet is connected. Red = No service.	

How do I reset the GigaMesh without having to unplug the unit?

You can simply press the small red button on the side for **less than 10 seconds**. This will cause a reset but will maintain the current configuration settings.

How do I reset the GigaMesh back to factory settings?

Pressing the RESET button on the side of the unit for at least 10 seconds will factory reset your GigaMesh.

What mounting options are available for installing the GigaMesh?

The GigaMesh must be plugged into any available 110 VAC standard outlet. The GigaMesh can be oriented in any direction. Note: the Wi-Fi signal strength indicator lights are referenced from the "up" orientation.

Can the GigaMesh use both a wired and wireless connection to the GigaSpire?

The GigaMesh can extend network Wi-Fi coverage using either a wired or wireless connection back to the GigaSpire, but not both at the same time. If you want to switch from wired to wireless or vice versa, you will need to reset the GigaMesh back to factory settings by pressing the RESET button on the side for at least 10 seconds and go back through the setup process.

I received an alert that my satellite device is disconnected. What does this mean or what should I do?

If your satellite device is disconnected from your network, you will see an alert in Command**IQ**. Check to see if the satellite device is powered on and still in range of your router. You may also receive this alert during software updates (this is normal behavior, and you should wait five minutes before taking any action).