




GIGAZONE® FAQ

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Quick Start Guide:

Setting up your Wi-Fi and App

1

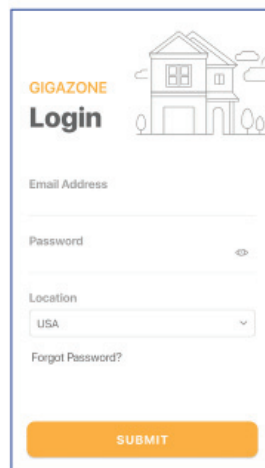
Download the app.

You can search either the Apple App Store or Google Play Store for "GigaZone", then install it on your mobile device.



2

Select "SIGN UP" towards the bottom of the screen.

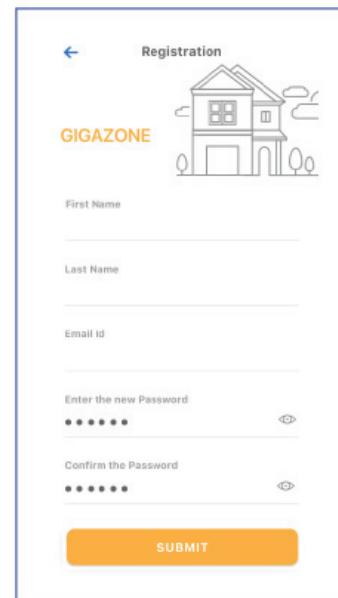


The login screen features the GIGAZONE logo and a house icon. It includes input fields for Email Address, Password, and Location (with a dropdown menu currently showing USA). A 'Forgot Password?' link is located below the location field. An orange SUBMIT button is at the bottom.

3

Enter your personal information.

The password you enter here will be used to access the app.



The registration screen is titled 'Registration' and includes the GIGAZONE logo and a house icon. It contains input fields for First Name, Last Name, and Email Id. There are two password fields: 'Enter the new Password' and 'Confirm the Password', both with eye icons for toggling visibility. An orange SUBMIT button is at the bottom.

Note: Please wait at least 10 minutes after your GigaSpire has been 'turned up' before attempting step 4.

Getting started with the App

The App allows you to manage your home or small business Wi-Fi network. You can self-install and be managing your home or business within a few minutes. Download the app and start managing your home network today!

Next: Refer to the GigaZone FAQ for details on how to use specific features.

Need help?

For more information, visit <https://paulbunyan.net/gigazoneblastwi-fi/>

2

- 4 Tap the QR code that appears within the app. (You will be asked to allow the app to access your camera.)

Point your camera at the QR Code found on the bottom of your GigaSpire, or on the sticker that came in your box (example shown below).

Default Settings

SSID: CXNK001870CD
ONU MAC: 000631B41844
Security Type: WPA2_AES
WPA Key: 84f1415608b2cb13
IP Address: 192.168.1.1
User/Password: admin/3f7b1e66

Router - Configuration

GIGAZONE

Please Enter/Scan MAC & Serial number or Scan QR code

Configure with QR Code

Or

Enter the router details below

MAC Address

Serial Number

SUBMIT

- 5 Select OK.

- 6 Name your network and create a password

- The Router Name will be used throughout the app.
- The Network Name (SSID) is what you will use as your wireless connection name.
- Select a password for your wireless network. If you do not want to change it on all the devices in your home, use your existing wireless SSID and Password from your current router.

Network Details

Router Name
Robert's Router

Network Name (SSID)

AES

Wi-Fi Password

Confirm Password

SUBMIT

**Click Submit and
you're all done!**

Where can I download the GigaZone app?

Download the GigaZone app from either the Google Play store or Apple App Store. Search for GigaZone 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?

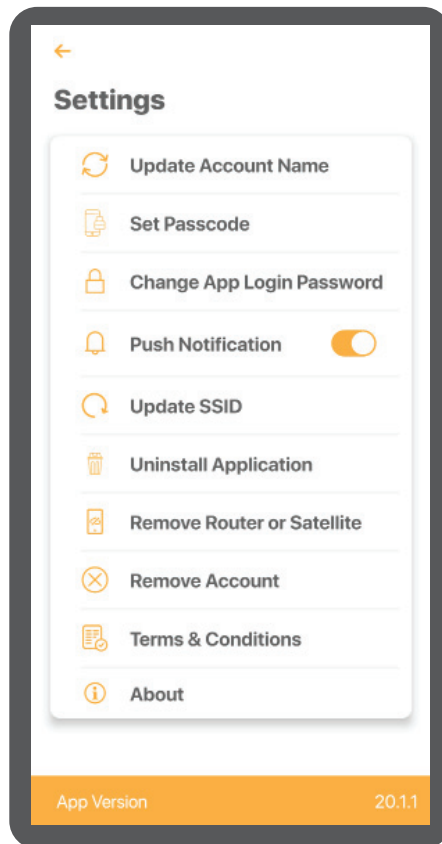
Yes, Wi-Fi SSID names are case sensitive.

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 from the profile if you do not want to accidentally turn yourself off.

How do I check my app version?

The app version can be viewed by selecting Settings and is shown at the bottom of the screen.

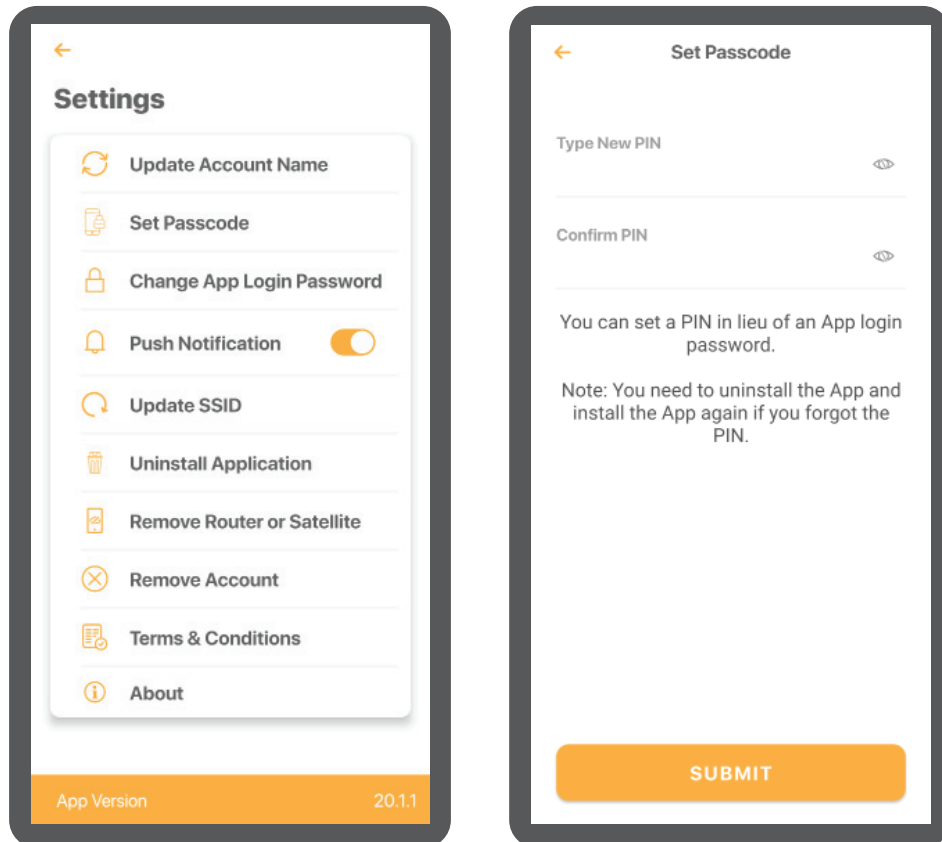


Do I need to upgrade my app?

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.

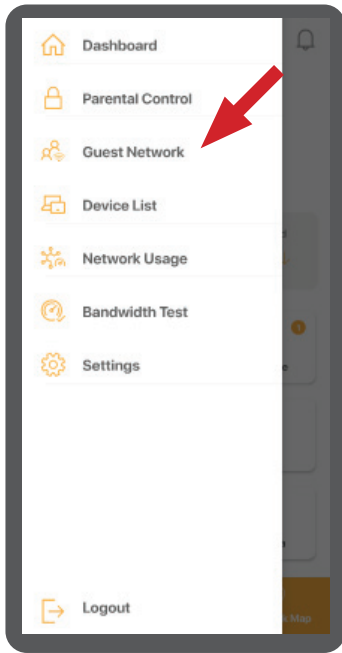
Is there a way to password protect the app?

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.

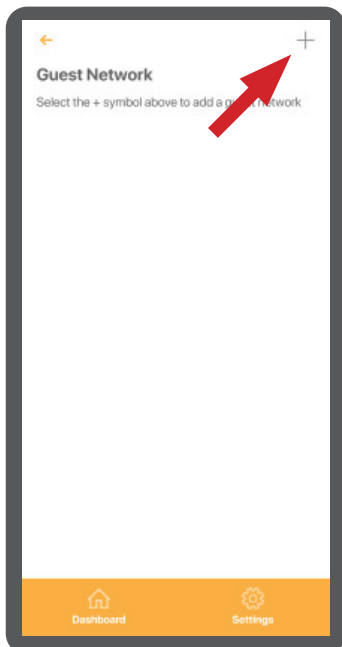


How can I set up a guest network?

From the main dashboard on the mobile app, select the drop-down menu in the upper-left corner and tap Guest Network.

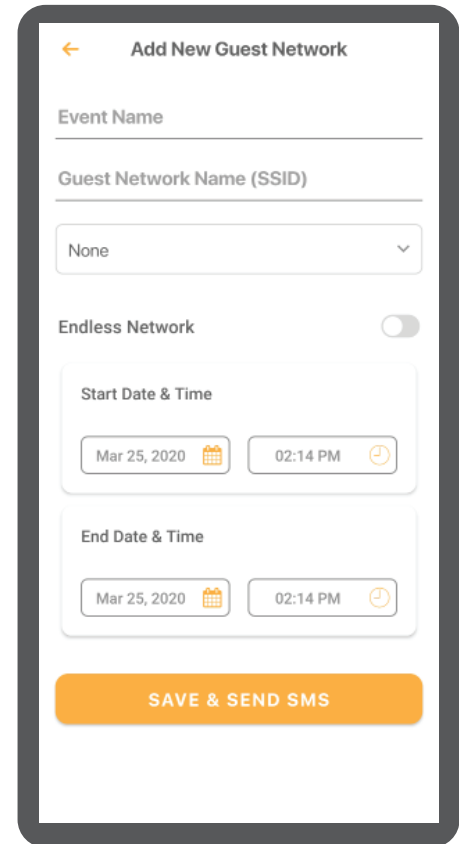


Tap the **+** icon in the TOP RIGHT of the screen and begin the process for creating your guest SSID.



How can I set up a guest network? (cont)

- Begin by typing an Event Name (this is optional).
- Then, name your Guest Network Name (SSID). This is the name your guests will see to connect to.
- It's highly recommended that you select an encryption type to protect your network. Options for Encryption Type are None, AES, AES mixed. Select AES or AES mixed (AES mixed gives greater device compatibility) and this will bring up boxes for you to set and confirm your password for this guest network.
- Now you can set the start and end time for your guest network. 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 Network, your guest SSID will broadcast indefinitely, until you manually delete or edit the network.
- Once you've configured your settings, you'll be given the option to send a text notification to any contacts stored in your mobile device that may be attending. This will present them with the information they need to sign on to the network upon arrival.

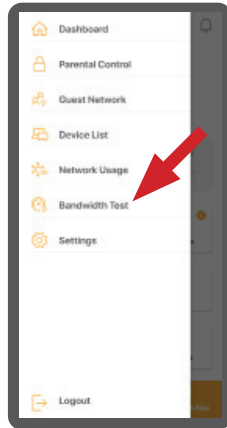


The screenshot shows a mobile app interface titled "Add New Guest Network". It features a back arrow in the top left. The form includes an "Event Name" field, a "Guest Network Name (SSID)" field, and a dropdown menu for encryption type currently set to "None". Below this is a toggle switch for "Endless Network" which is currently turned off. Two sections for scheduling are present: "Start Date & Time" and "End Date & Time", each with a date picker (showing "Mar 25, 2020") and a time picker (showing "02:14 PM"). At the bottom is a large orange button labeled "SAVE & SEND SMS".

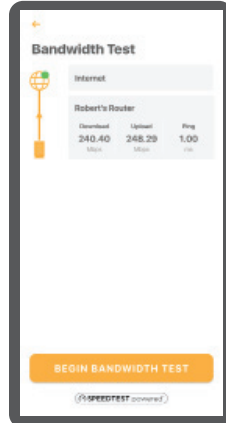
How can I check my internet connection speeds with GigaZone app?

With a GigaSpire you can initiate a speed test directly from the GigaZone app to test the speed from your GigaSpire to the Internet.

- Select Bandwidth Test from the main menu.



- From the next page, you can view your most recent speed test, or initiate a new one by selecting Begin Bandwidth Test.



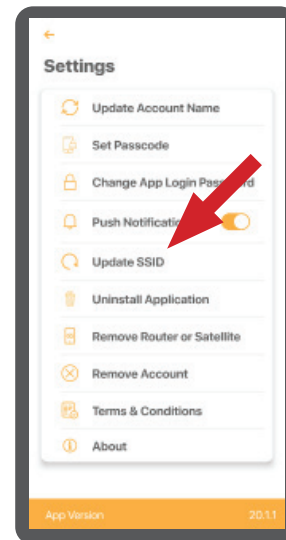
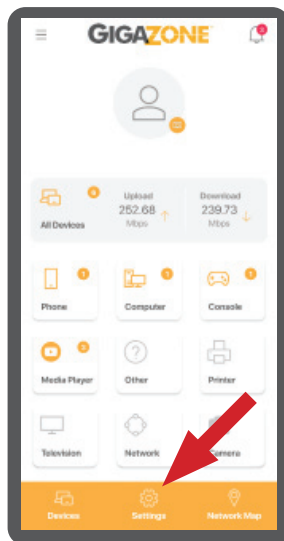
- After the speed test completes, it will show up in your dashboard, and you'll also find a new notification. If you select the Notification icon from the dashboard, you can also review the obtained speeds from the recently initiated test.

Note: GigaMesh or GigaSpire satellites will run a bandwidth test between itself and the main GigaSpire system. If you have one or more GigaMesh or GigaSpire in your network, you may see that your GigaMesh/GigaSpire satellite bandwidth test will show rates faster than your subscription rate.

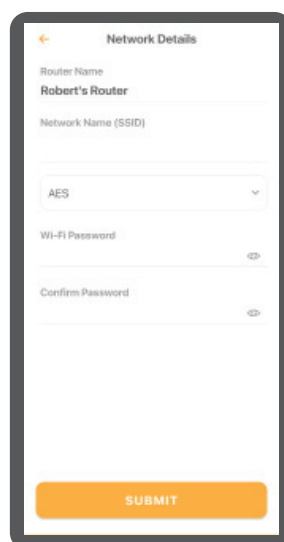
How can I change my SSID settings with the GigaZone app? (also referred to as your network name and Wi-Fi password)

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

- From the dashboard, select the Settings menu at the bottom center of the screen. Or select Settings from the Main Menu.
- Select Update SSI from the list.



- At the next screen, make the desired changes then select Submit.

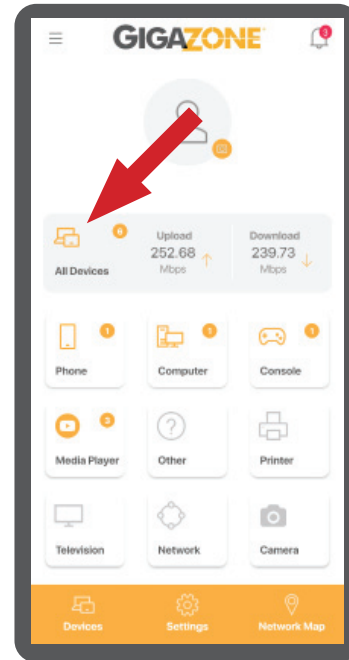


TECHNICAL NOTE:

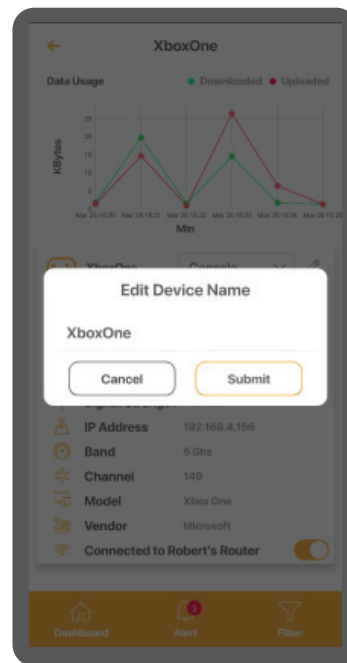
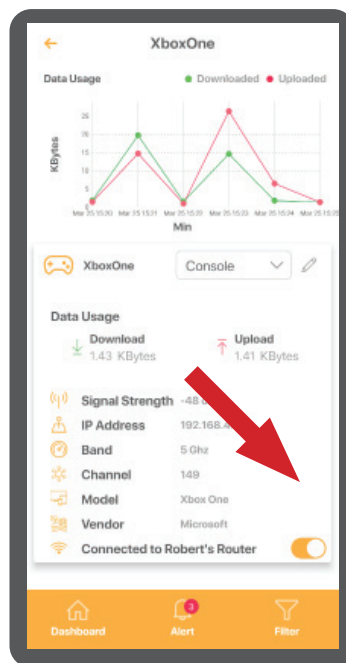
If you update the SSID password using the GigaZone app, it will change the administrative credentials for the GigaSpire to the same password. For example, if your SSID password is changed to 6i6a5p1r3, then this will also be the password for the administrative user access through the EWI, and the admin password listed on the label on the bottom of the GigaSpire will no longer work.

How can I rename a device?

It's easy to rename a connected device on your network. From the Dashboard navigate to the device you want to rename, this can be done by tapping All Devices in the middle of the screen, Devices in the bottom left, or on the specific category of the device you want to rename.

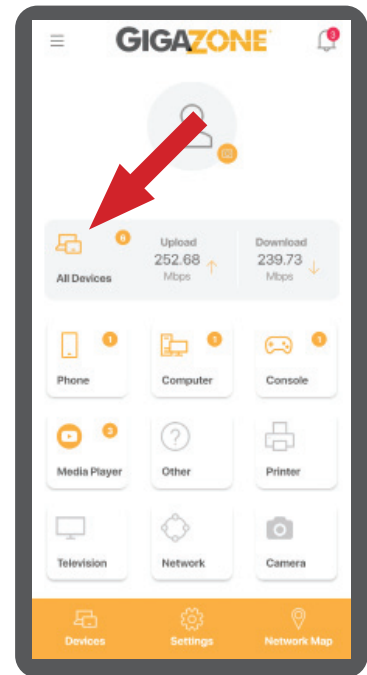


Once you have selected the device, tap on the pencil icon on the middle of the screen. This will pop up a box called Edit Device Name, where you can type the new name for the device you have selected. Once you select Submit, the device will be renamed.

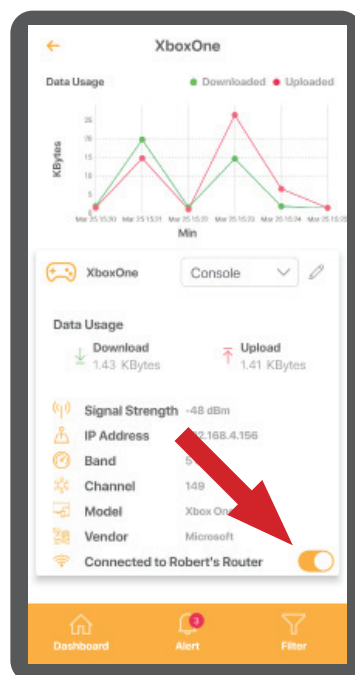
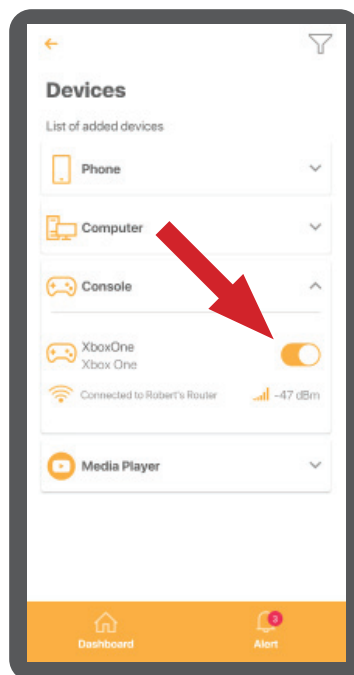


Can I turn off Wi-Fi access to a specific device?

It's easy to turn off Wi-Fi access to a specific device on your network. From the Dashboard, navigate to the device you want to turn off. This can be done by tapping All Devices in the middle of the screen, Devices in the bottom left, or on the specific category of the device for which you want to disable Wi-Fi access.



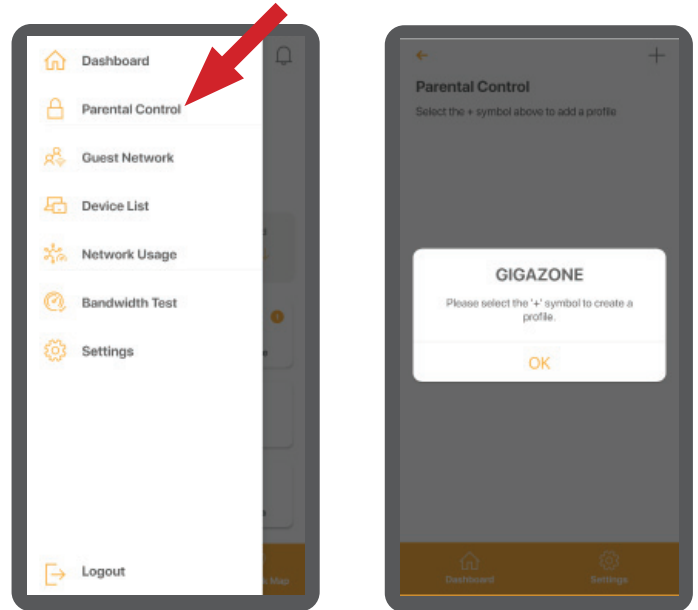
Once you have identified the device, you can turn off access in two locations. One, from the device overview screen, or two, by moving the toggle switch to Off on the Device Details screen. This will turn off Wi-Fi access for this device.



How do I set-up a Parental Control Profiles and Devices? (both basic and enhanced)

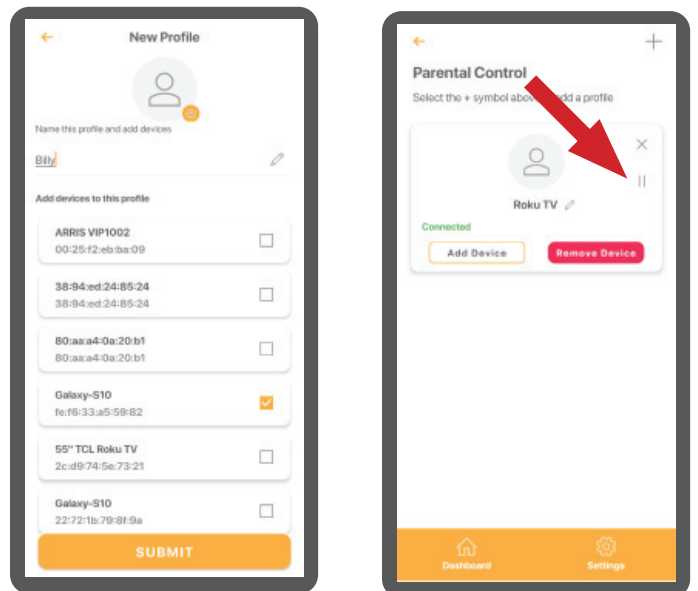
Setting up parental control gives you the ability to set profiles and assign devices for basic on/off control. This works great for dinner or bedtimes. If you have ExperienceIQ with Enhanced Parental Controls, you have access to even more features. Ask your service provider for more information.

The first step is to create a parental control profile. You can do this within the app by selecting Parental Control from the Main menu, then tapping the + sign to create a new profile.



Then, simply enter the name for the child's profile in the box presented. From there, you'll tap on your child's devices that are on your network that you would like to add to this profile and add a photo if desired to represent this profile. Once you have selected all the devices, select Submit located at the bottom of the screen. Tapping the pause || icon allows you to instantly disable all devices connected to each profile. Or, simply tap the play symbol to bring them back online. This may take a few moments.

At any time, you can add or remove devices by selecting the profile and selecting + to add new devices, or by selecting the Remove button to remove an existing device.

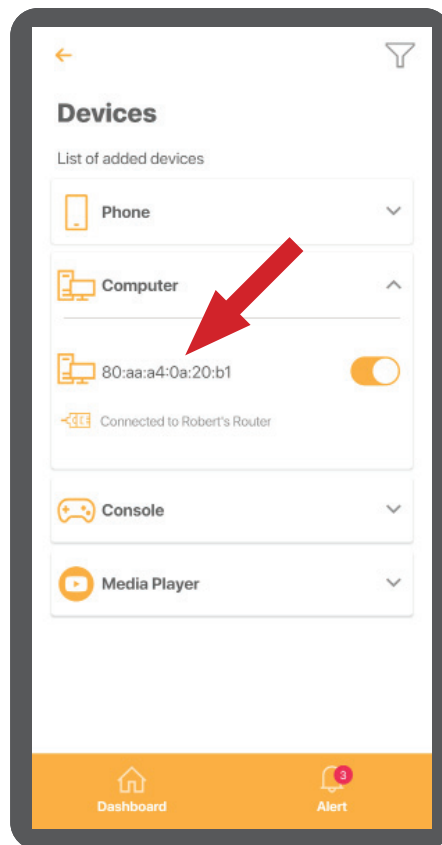


IMPORTANT NOTE: One thing to keep in mind is that you should not add the device with the GigaZone app to a profile. In doing so, it is possible to inadvertently cut off your own access to these controls. Should this occur, switch to mobile data to restart the profile that contains your app device.

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

You may see entries in your Device List 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 GigaZone 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 GigaZone app.



How do I set filters for Enhanced Parental Control?

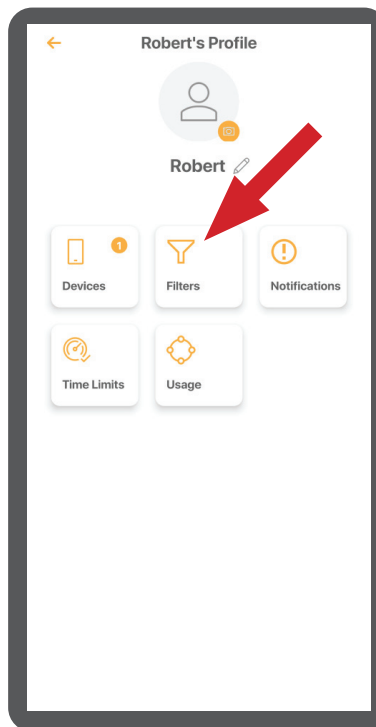
\$8/mo.

Add Enhanced Parental Control and security features to the GigaZone app



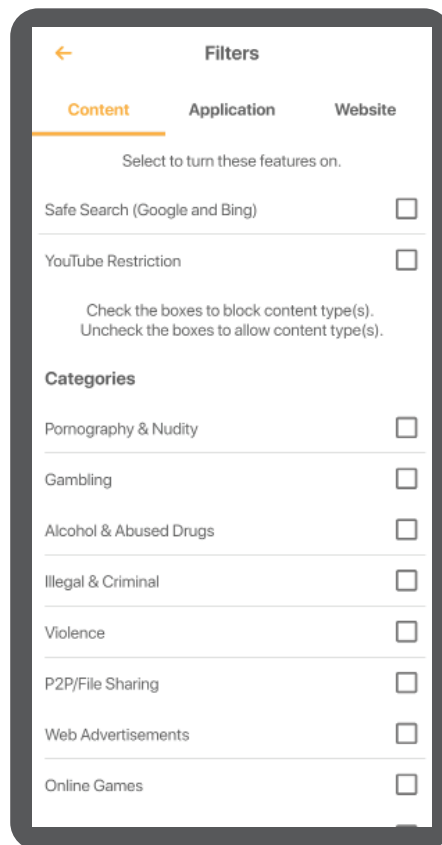
Enhanced Parental Controls give you the ability to set profiles, add filters, create time limits, and view network usage. To receive Enhanced Parental Controls, you must first contact your service provider to sign up. Let's learn about creating filters.

Using the Filters feature within the Enhanced Parental Controls service can help you control the type of content your child is exposed to on the Internet. Within the app, locate Parental Controls and tap the Filters button. On the top, you'll see three sections labeled – Content, Application, and Website.

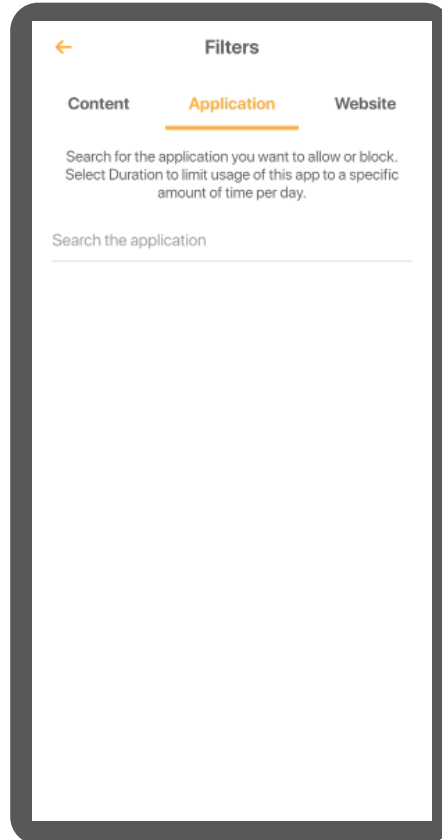


The Content filter prevents users from accessing entire sections of the Internet – keeping them from viewing things like pornographic and gambling websites, sites featuring violent content, and P2P/File Sharing sites. Once the item is checked, the app will refresh, and the filter has been applied.

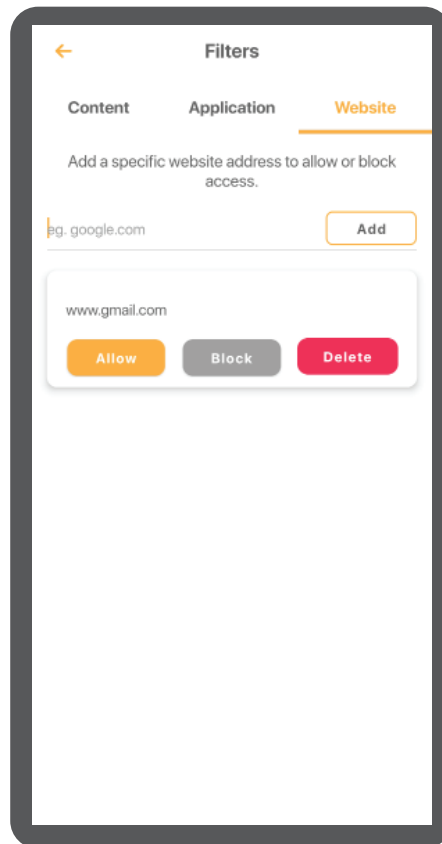
NOTE: Individual websites are categorized into the following groups for content restriction purposes. While this does not represent all categories imaginable, it is the set that represents some of the most common groups parents wish to restrict. Cloud services and automation are responsible for analyzing 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.



In the next tab, you'll find the application section. Here, you can ban or allow a profile to access specific applications. For example, if your child has a friend visiting who needs to get homework done, you can ban a gaming application from connecting to the Internet during the visit. 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. Simply start typing to see if the application is available to block.



In the third section, you have the option 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.



As you can see, it's simple and easy to create filters for your network.

NOTE: You will NOT receive 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?

Select the appropriate content and application filters desired. This will block devices from seeing data from filtered 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.

Website: 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: Subscribers 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.

ExperienceIQ also allows subscribers to allow 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.

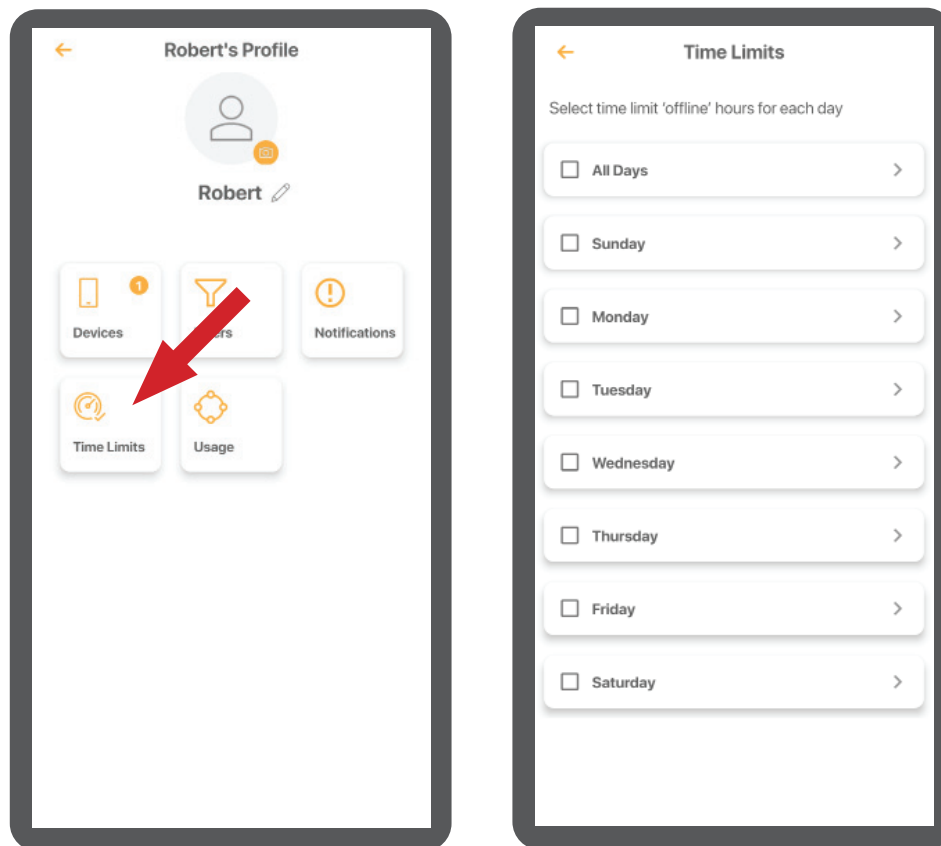
Note: When setting filters and time limits, it may take a few minutes to become active and apply those settings to active device connections.

How do I set Time Limits for Enhanced Parental Control?

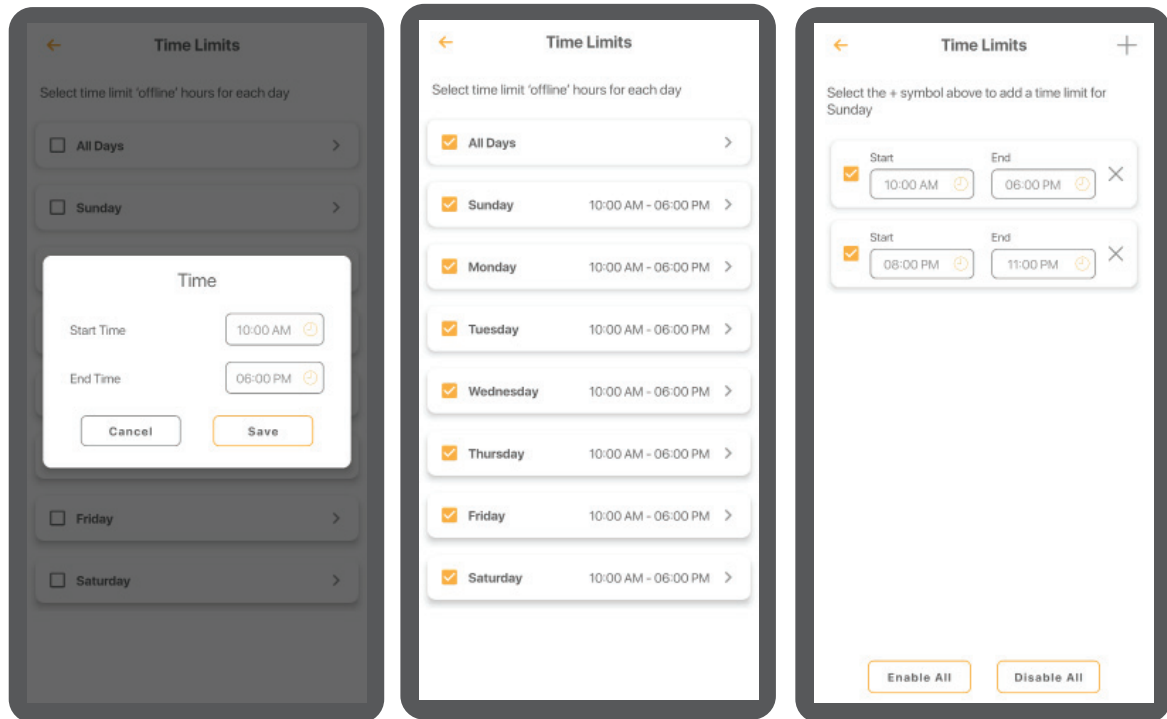
Enhanced Parental Controls give you the ability to set profiles, add filters, create time limits, and view network usage. If you don't already have this service contact your service provider to sign up. Let's learn about time limits.

First, within the GigaZone app, 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.

Next, you'll see this timeline interface. On the top is the All button. Setting the offline hours in this section will impose the same offline hours every day. Or if you prefer, you can select individual days of the week and set different offline hours for each day.



Tap on the day to set a start and end time for offline hours. If you select All Days, for example, and block 10:00 p.m. to 6:00 a.m. it will show up as 8 offline hours for each day. You can also add additional offline hours for each day. Just select the day, click on the + sign and add an additional block for that day. Ok, once you've set the Start Time and End Times, simply tap Save.

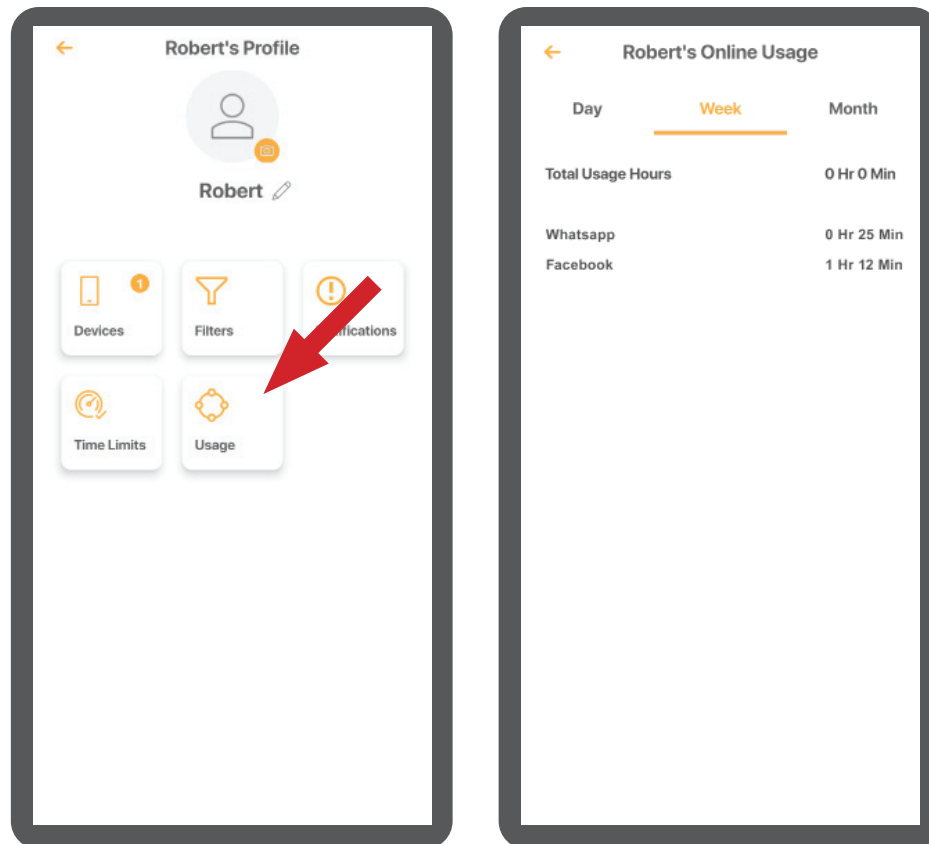


How can I view usage within a Parental Control Profile?

Enhanced Parental Controls give you the ability to set profiles, add filters, create time limits, and view network usage.

Start by selecting Parental Controls from the main menu and select a profile. Once you have done so, select the Usage button in the bottom right of the profile page.

On this screen, there are three tabs – Day, Week, and Month. This is a great option if you're looking to track approximate usage over time. The first line item shows the total usage for the week – 1 Hr. 15 Min. Below you can see a breakdown of where this time has been spent. By selecting day or month from the top of the screen you can also see cumulative usage for the current day or current month.



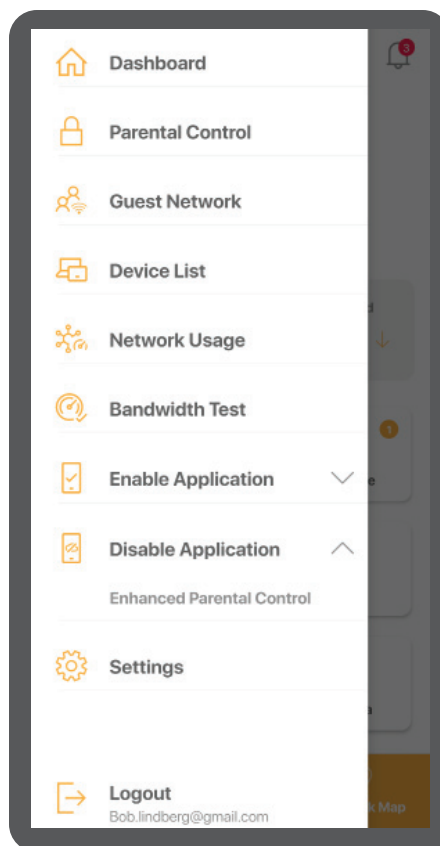
How do I enable or disable an application within the GigaZone app?

Part of managing your network involves being able to enable and disable applications. On the Main Menu, you will see an option to Enable and/or Disable Application. On this button you will see a directional arrow telling you that it offers something more. Tapping the arrow will show options available to you.

By choosing Enable Application, you will discover a list of applications that are eligible for download into your GigaZone app. To enable one, simply select it by tapping on the button and follow the instructional prompts to add this functionality.

Should you choose Disable Application, there will be a list of applications that are currently running on your app that you can disable. To disable one, simply select it by tapping on the button and follow the instructional prompts to remove this functionality.

Contact your service provider to find out what new applications you can have added to the app.

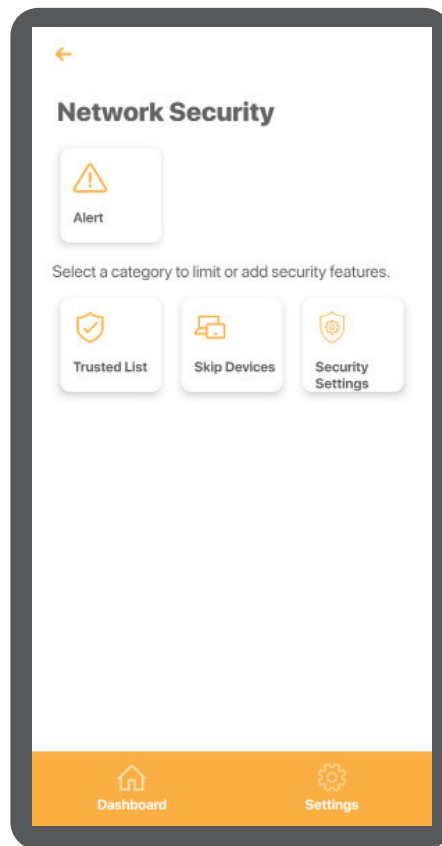


What can I do with security notifications I receive through the GigaZone app Network Security service?

The ProtectIQ Network Security service helps keep your home network safe from things like network intrusion and malware. If an intrusion or malware is detected, you will see a notification appear as an Alert in your GigaZone app and, if enabled, in your mobile device's notification center.

You can view details of the alert by viewing the main menu and tapping the ProtectIQ option.

By default, you will be shown all security alerts and detected threats. Tap on the small down arrow on an alert to see more details. If you believe the threat was not real, you can tap the Add to trust list button to allow devices to access this content in the future.



Note: You should be very confident that you are allowing trusted content to the Trusted List before performing this action. If you made a mistake, you can always remove items from the Trusted List, and the GigaSpire will resume blocking/preventing this traffic or content.

In my Network Map, what does it mean when a device is red?

A satellite device may appear in red text in the Network Map if it has lost connection with the GigaSpire. If a satellite is colored red, 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.