Calix GigaSpire BLAST u6 & u4
System Setup Guide for Employee User Group

This document updated as of December 2, 2020

What have I received? And why?

You have opted to take part in the Calix GigaSpire Employee Pilot Program. Depending on the answers that you provided on the intake questionnaire, you will receive one GigaSpire BLAST u6 system and potentially GigaSpire BLAST u4 or u4m systems to provide additional coverage.

Note: If you have an existing GigaSpire BLAST system in your home, onboarding a new BLAST u6 as your gateway will reset your Wi-Fi network name (SSID) to 'Calix GigaSpire WiFi'. You will also lose customized configurations in CommandIQ, like Enhanced Parental Control profiles. This can be avoided by contacting gigahelp@calix.com to schedule a TAC assisted install.

How do I get started?

The following slides provide quick-start instructions to get you up and running. Please keep in mind, your experience is not the same as a typical subscriber, whose GigaSpire BLAST system would be connected to a service provider network that has the back-office integration to initially provide the management settings needed to fully setup the GigaSpire and all its features. Instead, you will be connecting your GigaSpire BLAST system to your existing service provider's gateway. This is referred to as an 'OFF-NET' model and is not typical. Your experience will otherwise be identical to that of a typical residential subscriber of high-speed Internet services.

If you need help along the way, reach out to the Technical Assistance Center (TAC) team:
- **gigahelp@calix.com**

Important Notes

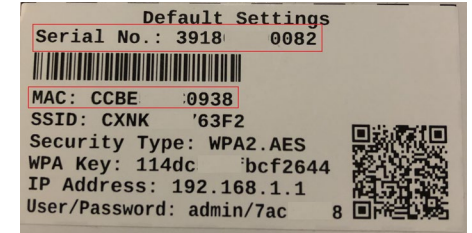Please note a few things before proceeding with install and set-up of your GigaSpire BLAST system(s):

1. The instructions provided in this document are based on the assumption that your Internet service is being provided by a router/gateway that was installed by your service provider.
2. If you received more than one GigaSpire BLAST system, one will act as your primary residential gateway and the other(s) will act as a Mesh Wi-Fi system.
3. Placement of your GigaSpire systems is important. Do not place your GigaSpire system:
   - Behind a large mirror or in a room that is separated from the rest of the home by dense building materials, like concrete or brick
   - Next to other household devices that also emit signals that might interfere with your Wi-Fi signal, such as microwaves, baby monitors and cordless phones
   - Next to large metal household appliances, like a refrigerator, freezer, washer or dryer
   - On or near the floor; try to install the GigaSpire BLAST systems at eye level (or higher), ideally on a shelf

Note: If you initially configure your GigaSpire, and want to change to another configuration, please contact the TAC team.

Important Details

Default Settings
Serial No.: 3918 0082
MAC: CCBE :0938
SSID: CXNK '63F2
Security Type: WPA2.AES
WPA Key: 114dc bcf2644
IP Address: 192.168.1.1
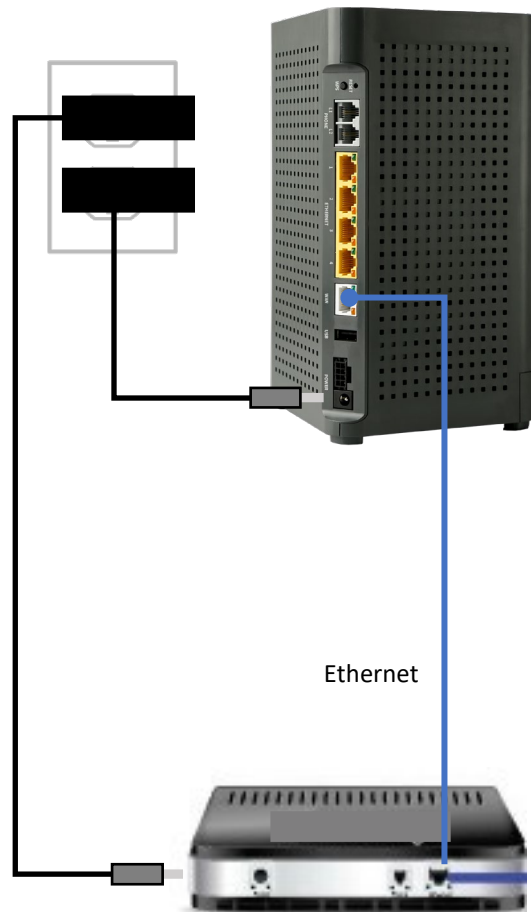User/Password: admin/7ac 8

Here is some important information to keep in mind when setting up, and using, your new GigaSpire BLAST u6 systems:

- The default network name for each BLAST u6 is the 'SSID' value that appears on the label found on the bottom of the BLAST u6 (called 'SSID' on the sticker that came in your box, shown right).

   - When your BLAST u6 connects, it will check in automatically to a Calix instance of Calix Support Cloud (CSC). When this happens, the default SSIDs (of both the 5 GHz and 2.4 GHz radios) are changed to 'Calix GigaSpire WiFi'. As a result, you will have a single SSID (network name) for all devices in your home.

- The 'WPA Key' value that appears on the label affixed to the bottom of the GigaSpire (or on the sticker that came in your box, shown right) refers to the default password to the Wi-Fi network, required when connecting your devices (e.g., smart phones, tablets, laptops, etc.)

- To avoid having to reconnect your existing devices (e.g., smart phones, tablets, laptops, etc.) to the new Wi-Fi network, you might want to change your new SSID ('Calix GigaSpire WiFi') to match the existing SSID used by your previous router using the Calix CommandIQ app. Instructions to do this can be found on page 9 of this document.

   - **Note:** When changing your SSID, it will be case sensitive, so be sure that it matches exactly.

- It is recommended that, once the BLAST u6 is up and running, you turn off the Wi-Fi on the router / gateway provided by your service provider. For instructions on how to do that, visit your CSP web site.

- To enable advanced features (like Enhanced Parental Controls and ProtectIQ) in CommandIQ, please contact the Calix Technical Assistance Center (TAC) @ gigahelp@calix.com.

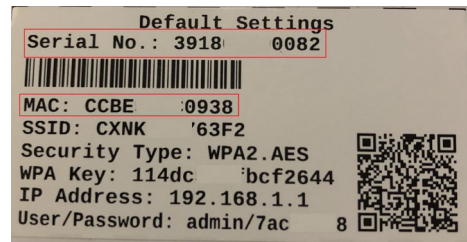# Setting up your BLAST u6 systems

Setting up your first GigaSpire BLAST u6 (as a residential gateway)

1 Connect the GigaSpire BLAST u6 to a power outlet.

2 Connect one end of the supplied Ethernet cable to one of the LAN ports found on the back of the Internet access device provided by your service provider (e.g., modem, router, gateway) and the other end of the cable to the WAN port on the back of the BLAST u6.

The solid blue LED indicates you have connectivity to the Internet.

Ethernet

Default Settings
Serial No.: 3918   0082
MAC: CCBE   :0938
SSID: CXNK   '63F2
Security Type: WPA2.AES
WPA Key: 114dc   bcf2644
IP Address: 192.168.1.1
User/Password: admin/7ac   8

Note: The SSID (network name) of your new GigaSpire will be 'Calix GigaSpire WiFi' when the system has checked into Calix Support Cloud. The password remains the default setting; as found on the bottom of your GigaSpire (or on the sticker that came in your box) beside 'WPA Key'.

Boot-up time

~4m

3 Set up your Calix CommandIQ App (see page 9 for details).

Need help?
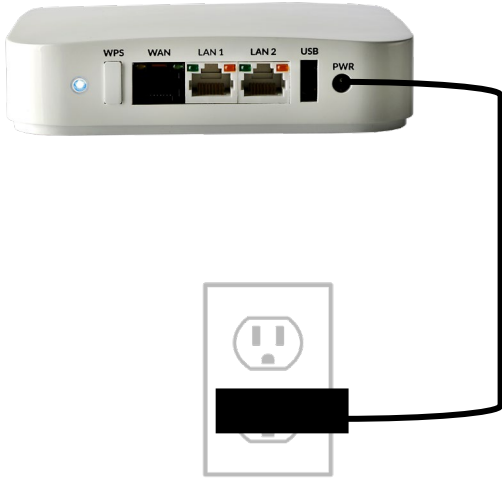Contact support: gigahelp@calix.com

Setting up your second GigaSpire BLAST u4 or u4m (as a satellite)
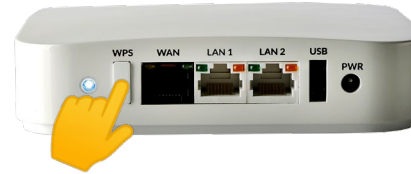## Using wireless backhaul

1 Connect the GigaSpire BLAST u4 to a power outlet.

2 When the LED is red on the satellite BLAST u4, you can begin pairing it with the first BLAST u6.
Press and hold the WPS button on the first BLAST u6 system for 3 seconds, then on the second BLAST u4 system for 3 seconds (less than 30 seconds apart).

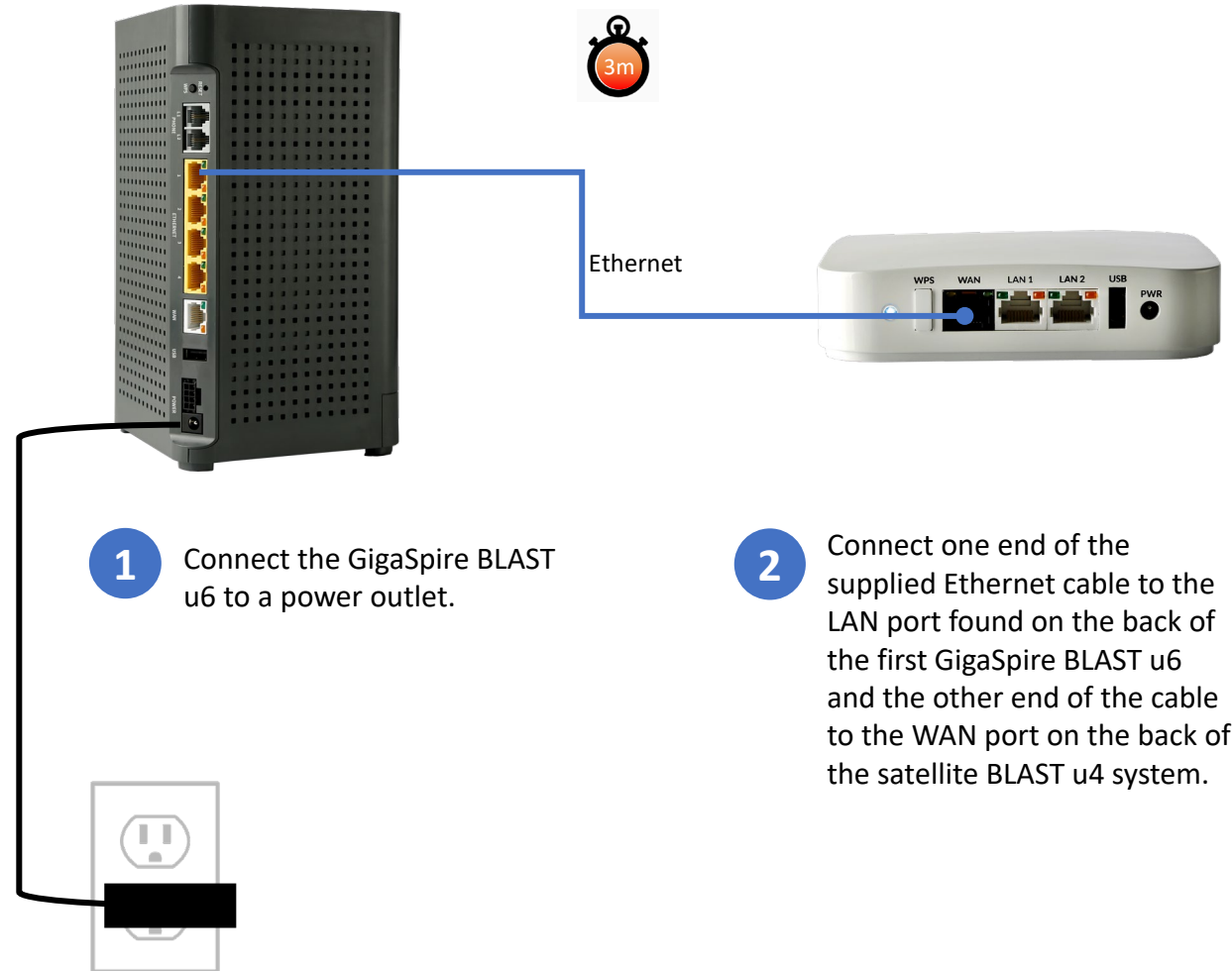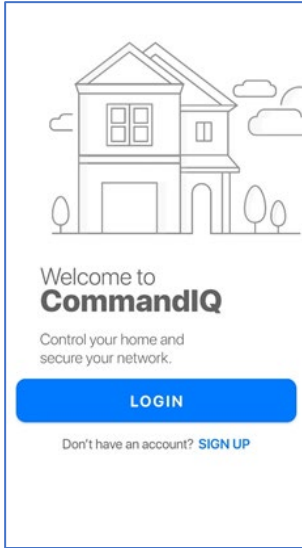**3** Be sure to set up your Calix CommandIQ App (see page 9 for details).

Note: The LED on both of the BLAST systems will flash GREEN when pairing for wireless backhaul.

Once pairing is successfully complete, both BLAST systems will show a solid blue light (this may take several minutes). You can then move to step 3.

Otherwise, re-attempt until pairing is successful.

Setting up your second GigaSpire BLAST u4 or u4m (as a satellite)
Using wired backhaul

3m

Ethernet

WPS   WAN   LAN 1   LAN 2   USB   PWR

NOTE: Once pairing is successfully complete, both BLAST systems will show a solid blue light (this may take several minutes). You can then move to step 3.

1 Connect the GigaSpire BLAST u6 to a power outlet.

2 Connect one end of the supplied Ethernet cable to the LAN port found on the back of the first GigaSpire BLAST u6 and the other end of the cable to the WAN port on the back of the satellite BLAST u4 system.

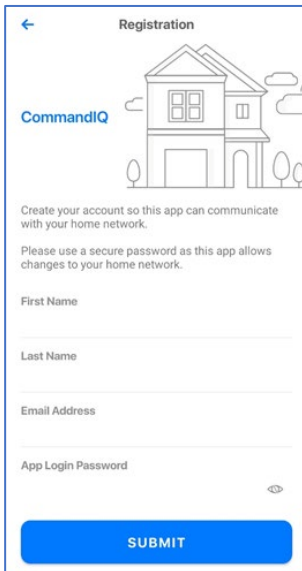**3** Set up your Calix CommandIQ App (see page 9 for details).

Setting up your Wi-Fi and CommandIQ App

1 Download the app. Search either the Apple App Store or Google Play Store for: "CommandIQ" and install it on your mobile device.

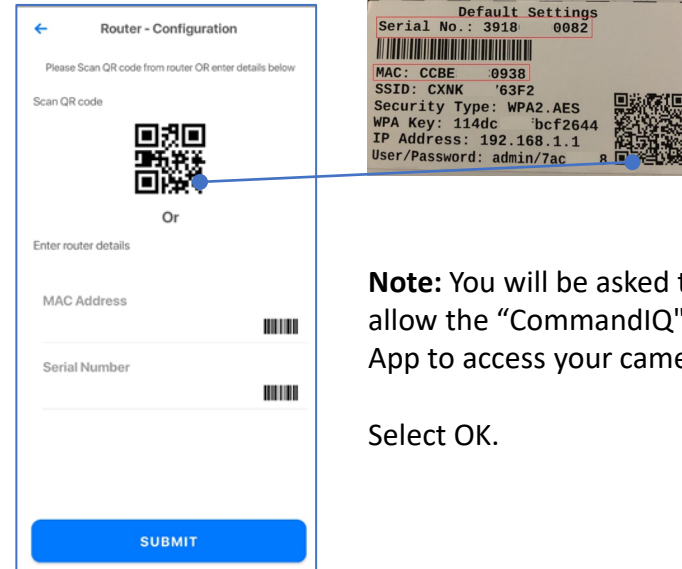**2** Select "Sign Up" (found at the bottom of the screen).

3 Enter your personal information, then press Submit.

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

Note: Please wait at least 10 minutes after plugging in your GigaSpire BLAST u6, before selecting "Yes" to the question regarding your system being plugged in and connected. Proceeding to Step 4 earlier may result in this error message: 'Please contact your service provider to onboard your router.'

4 Tap the QR code that appears within the app, then scan the QR Code that is affixed to the bottom of your GigaSpire BLAST u6 (or on the sticker that came in your box).

Note: You will be asked to allow the "CommandIQ" App to access your camera.

Select OK.

5 Point your phone's camera at the QR code (so that it is displayed on your screen) and wait 1-2 seconds.

6 Name your network* and create a password. (The 'Router Name' will be used throughout the app.)

Getting started with CommandIQ
The CommandIQ App allows you to easily set up and manage your home Wi-Fi network. Download the app and start managing your home network today!

Dive In: Refer to www.blastwifi.com for details and how to use specific features.

*Notes:
- The Network Name (SSID) is what you will use as your wireless connection name.
- If you do not want to change your password on all the devices in your home, use your existing wireless SSID and Password from your current router when setting up the new GigaSpire BLAST network.
- To enable advanced features (like Enhanced Parental Control and ProtectIQ), contact gigahelp@calix.com.