Conxxus
WiFi Experience

conxxus
INTERNET . TV . PHONE
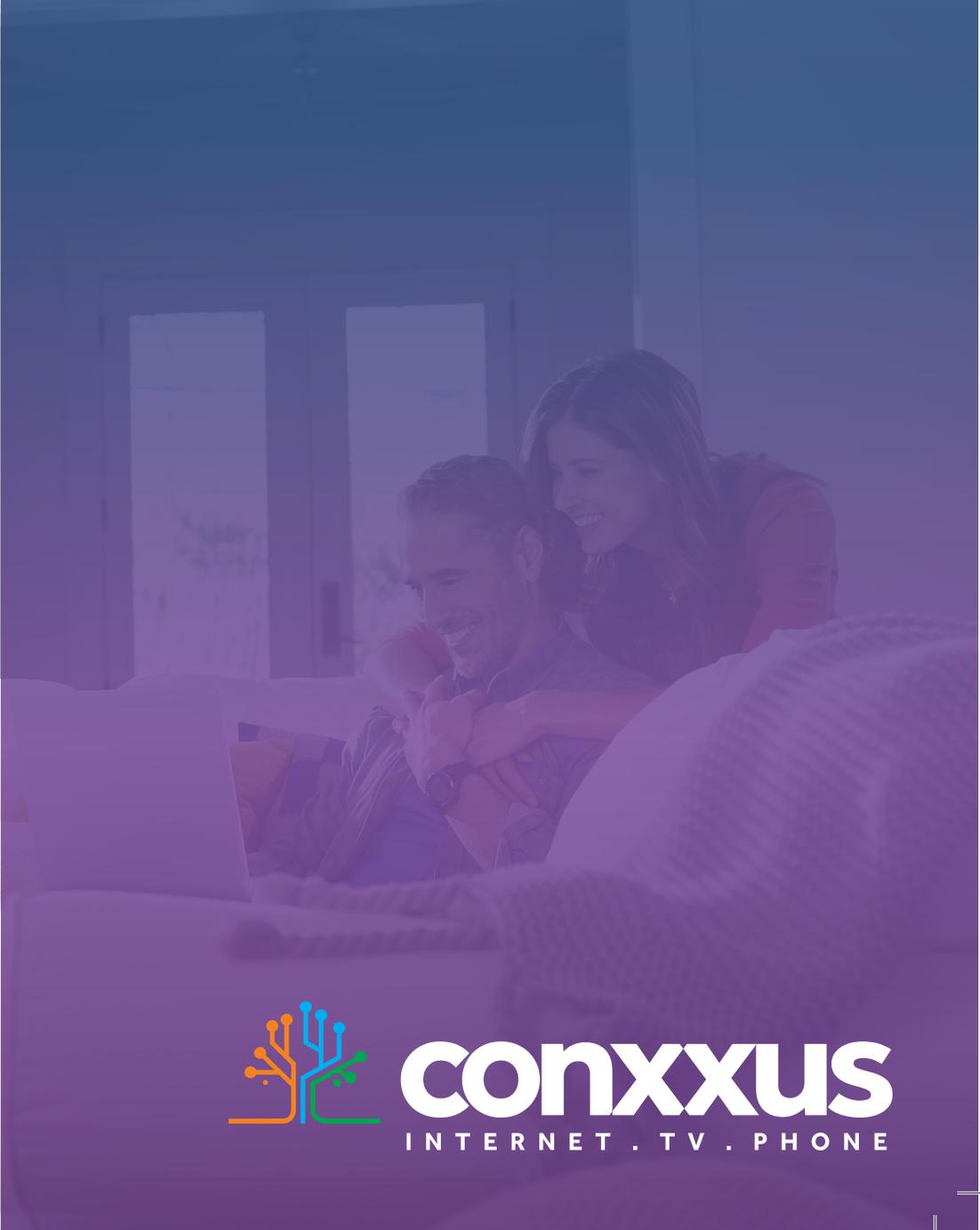
888-712-0177 | support@conxxus.com

Welcome
to

conxxus
INTERNET

Table of Contents

888-712-0177 | www.conxxus.com | support@conxxus.com

Q: What do I do if I cannot log on to the Conxxus router's gateway?
A: You can contact us by phone 888-712-0177 or by email support@conxxus.com.
Q: Who do I contact for service or support?
A: You can contact us by phone 888-712-0177 or by email support@conxxus.com.

3 IMPORTANT TIPS
WHEN DEALING WITH OUTAGES & ISSUES

1. Do not try to remove your Conxxus modem from the bracket it is mounted on. If the modem doesn't come with a bracket, do not try to move the modem farther than the length of the fiber. This could cause breaks or kinks and can disrupt your service.

2. Do not use the reset button on your Conxxus router, this will reset your Wi-Fi information.

3. If you are having service issues, a good way to troubleshoot this is to power cycle your router. All you need to do is unplug the power cable to your router, and wait 30 seconds and then plug power cable back in.

FAQ'S

Q: Is wireless radio on by default?
A: Yes, your Conxxus router's Wi-Fi functions will be enabled when set up by the Conxxus techncian.

Q: How does the WPS button work?
A: Pressing the WPS button broadcasts the router's credentials to other WPS capable devices for a period of 2 minutes, allowing these devices to gain access to the wireless network.

Q: Is the wireless security on by default?
A: Yes, unit is set with a WPA2 Key wifi security type and login/password credentials that are printed on the inventory label and product label affixed to the device.

Q: My Wi-Fi signal strength is lower than I expected?
A: A wireless signal degrades with distance and obstructions. Common signal impairments include walls, ceilings, metal, concrete, cinder blocks, fluorescent lights, microwaves, furniture, etc.

Please note that while 5GHz downloads at a higher rate, coverage range is shorter; 2.4GHz will download at slower rates, but has a further coverage.

If you notice signal issues on the 5GHz SSID, try switching over to the 2.4GHz SSID.

Please contact your service provider for troubleshooting assistance.

Q: Can I move my Conxxus modem once it's mounted?
A: It is recommended that you leave the modem where it was originally mounted by the installer. This will help reduce the risk of breaking the fiber optic cable that is run to your modem.

Why do you need CommandIQ?
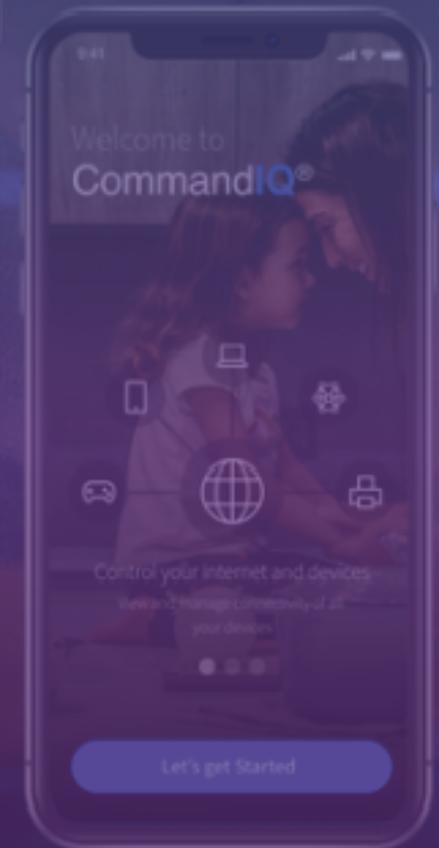
CommandIQ

CommandIQ gives you the instant snapshot of your home or small business network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, run speed tests and more. CommandIQ puts you in charge!

What is BLAST Ultimate Wi-Fi?

It's Wi-Fi UNLEASHED! Safe, fast, and reliable Internet service that covers your whole home. Managed all from the palm of your hand with the CommandIQ app and powered by the Conxxus BLAST router, with Wi-Fi 6.
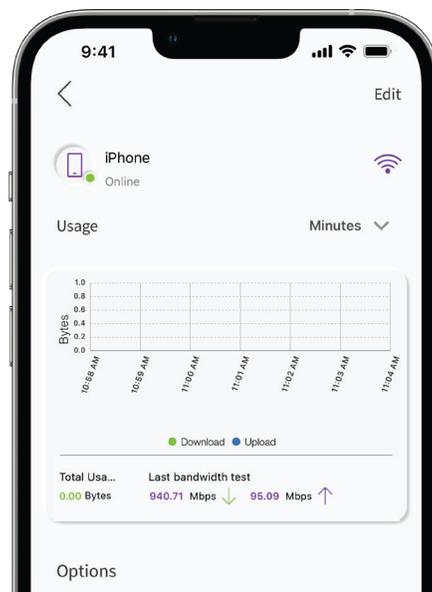
GigaSpire BLAST U4

Blast U4 consists of
1. 1 USB Port
2. 1 WAN Port (Connects to Modem)
3. 2 Ethernet Ports.
4. Factory Reset
5. WPS Button
6. Power Outlet

Home is where the Ultimate WiFi is

As the heart of the home, GigaSpire BLAST WiFi is built to learn and optimize your space and devices to deliver reliable connections regardless of size or layout.

Fully Secure
The latest hardware and software security features for the industry are built in to secure that your connection is always safe.

Flexible Mesh
"Plug & Play" with intelligent mesh. The latest intelligent mesh technology extends amazing WiFi to the hard to reach corners of any residence.

Lightning Fast
No lag and no down time with Multi-user, Multi-input, Multi-output (MU-MIMO tech) with 8 streams of data simultaneously.

Fully Managed
Every GigaSpire BLAST Family is constantly growing to help ensure that your service provider can offer the WiFi system that is right for you.

*GigaSpire u4m BLAST has the same appearance but only has 1 ethernet port
*GigaSpire BLAST U4 can be used as a mesh unit for GigaSpire U6

Next Generation WiFi Delivered

The GigaSpire BLAST u6 delivers fully manage, intelligent WiFi to your entire home and beyond.

Fully Secure
The latest hardware and software security features for the industry are built in to secure that your connection is always safe.

Flexible Mesh
"Plug & Play" with intelligent mesh. The latest intelligent mesh technology extends amazing WiFi to the hard to reach corners of any residence.

Lightning Fast
No lag and no downtime with Multi-user, Multi-input, Multi-output (MU-MIMO tech) with 8 streams of data simultaneously.

Fully Managed
Every GigaSpire BLAST Family is constantly growing to help ensure that your service provider can offer the WiFi system that is right for you.

Ultimate Performance
The Ultimate WiFi experience is drvien by amazing Dual-band Wi-Fi 6 (802.11ax) performance to reach every corner of your home.

*Can be paired with a GigaSpire U4 or u4m for a more whole home coverage

GigaSpire U6

GigaSpire U6 consists of
1. Power Outlet
2. 1 USB Port
3. WAN Port
4. 4 Ethernet Ports
5. 2 Phone ports
6. WPS and Reset button

Why do I need it?

Get and stay connected the easy way! Conxxus provides you with a worry-free solution for the ultimate Wi-Fi experience. For only pennies a day, you can have a reliable Wi-Fi experience with none of the stress.
Conxxus's BLAST Ultimate Managed Wi-Fi gives you peace of mind with remote support and, if we can't resolve your issue remotely, we'll come to you, during business hours, at no extra charge. Put your Wi-Fi experience in the hands of the Conxxus team.

The Ultimate Wi-Fi Experience comes with:

1. Installation of the system and service, optimization of your entire home Wi-Fi network and connection of your devices
2. Automatic Wi-Fi security updates
3. FREE repair and replacement: if your system stops working, we'll replace it free of charge
4. FREE Wi-Fi assessment: as part of your installation, we'll make sure you have coverage where you need it
5. FREE onsite support: if we can't fix it remotely, we'll come to you, no trip charge
6. Set up of your mobile app: with CommandIQ you can control your network with this easy to use app

Why does my current Wi-Fi have problems?

- **An old router with outdated firmware**
- **The placement of your old router**
- **Weak signals from inexpensive Wi-Fi solutions**

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: "CommandIQ", then install it on your mobile device.

2. Select "Let's Get Started" towards the bottom of the screen.
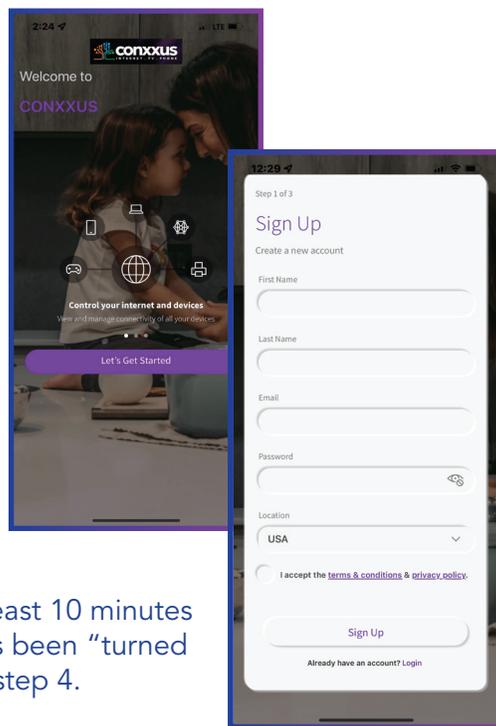
3. Enter your personal information. The password you enter here will be used to access the app.

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.
Refer to the CommandIQ Consumer Product Guide for details on how to use specific features.

Our Modems

For our Fiber To The Home Customers enjoy your Gigabit Speeds with one of these:

Calix 803G
1. Fiber Input
2. Ethernet/WAN Port
3. Phone Port

Calix GP1100x
1. Fiber Input
2. Ethernet/WANPort
3. Phone Port

For our Coax Customers enjoy your GigaSpire BLAST System with the

Surfboard 6190
1. Ethernet/WAN Port
2. Coax Input
3. Power Port

GigaSpire BLAST Systems

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.

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.
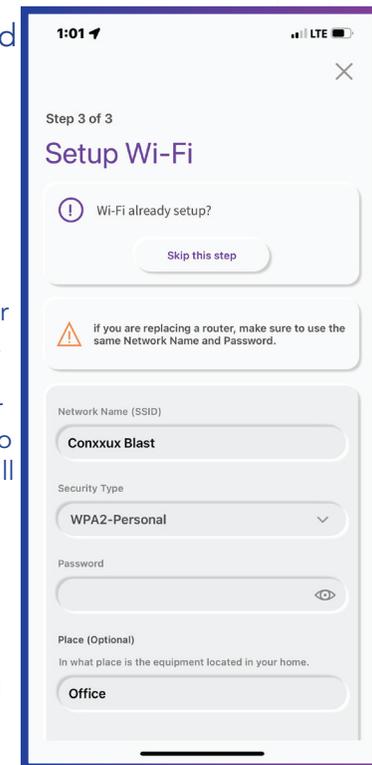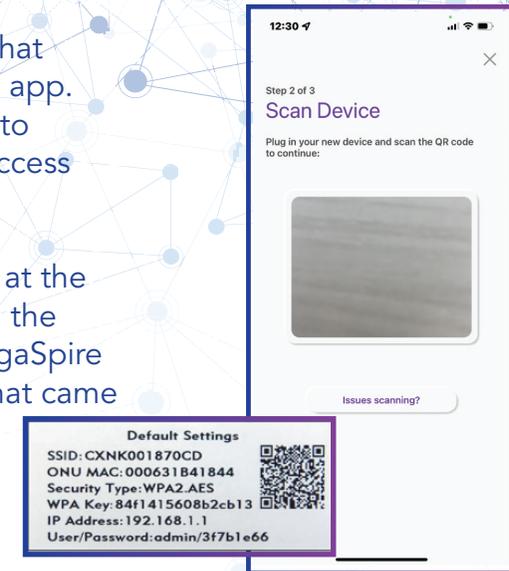
CLICK SUBMIT AND YOU'RE ALL DONE!

12:30

✕

Step 2 of 3
Scan Device

Plug in your new device and scan the QR code to continue:

Issues scanning?

Default Settings
SSID: CXNK001870CD
ONU MAC: 000631B41844
Security Type: WPA2.AES
WPA Key: 84f1415608b2cb13
IP Address: 192.168.1.1
User/Password: admin/3f7b1e66

1:01 ‍ LTE

✕

Step 3 of 3
Setup Wi-Fi

⚠ Wi-Fi already setup?
Skip this step

⚠ if you are replacing a router, make sure to use the same Network Name and Password.

Network Name (SSID)
Conxxux Blast

Security Type
WPA2-Personal ⌄

Password
👁

Place (Optional)
In what place is the equipment located in your home.
Office

Available to all CommandIQ Users:

My Network
Allows you to view your network, conduct bandwidth testing, view your equipment, view your services, and view your usage.

Home
Takes you back to the main dashboard.

People
Allows you to assign devices to the members of your household.

Places
Enables you to view and assign the devices in specific locations that you set in your home.

Things
Shows all connected devices by category.

Settings
Show settings information, create a login PIN, and view account information.

Add
Add the people, places, and things in your home, as well as, other customizations.

Main Dashboard

This is the home screen you'll see every time you open the app
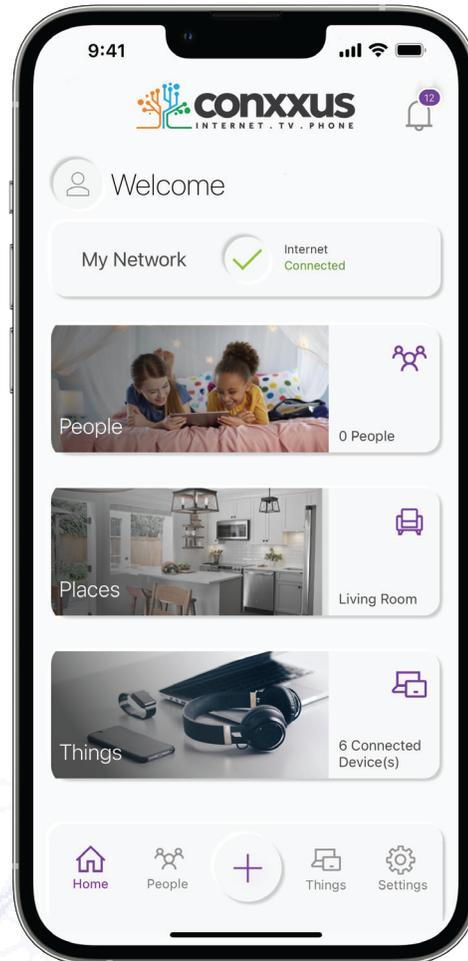
Guest Network

Creating a guest network has never been easier!
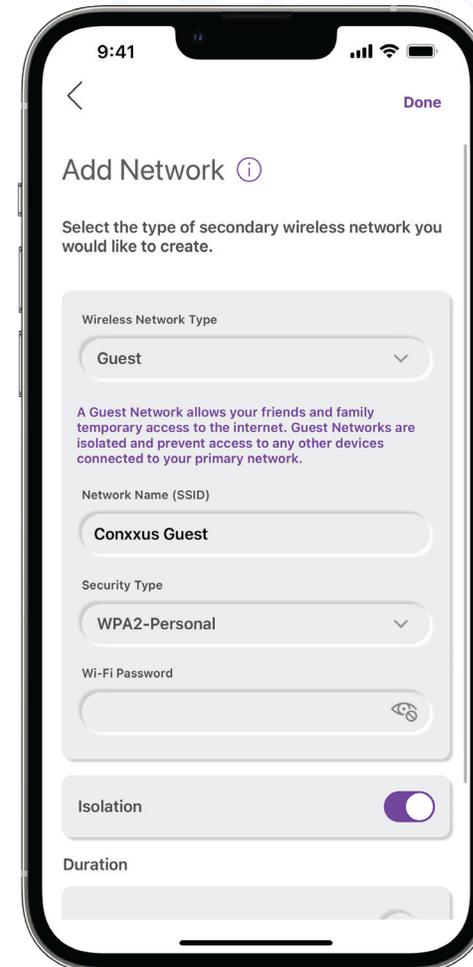
When creating a Guest Network, start by Pressing the "+" symbol on the main dashboard. Then click "Networks".

On the Add Network screen, do the following:

1. Choose the type of network you want: Guest or Secondary Network

2. Set the name of the wireless guest network as you want it to appear for your guests

3. In the drop down box, you can choose to set a password for this guest network, which is highly recommended to keep your network safe

4. This will bring up additional boxes for you to set and confirm your password

5. Choose whether you want to have your guest isolated into their own private network separate from yours

6. If you set this network to Endless, it will stay available

7. The alternative is to set a Start and End time for this guest login to be valid

8. Click done when complete

Get network specific stats for each of your devices that are connected just by clicking the Device Name under things!

In Device Details you can:

Usage
See specific data usage and times to help montior your internet usage

Options
Individually block internet access for devices that may not be associated to a person in your family

Get additional details such as the IP Address that the device has

Things

View all your devices in one place

9:45

Things (4)

| All | Type |

iPhone
Online

PC
Online

iPhone
Online

Online

Home   People   +   Things   Settings
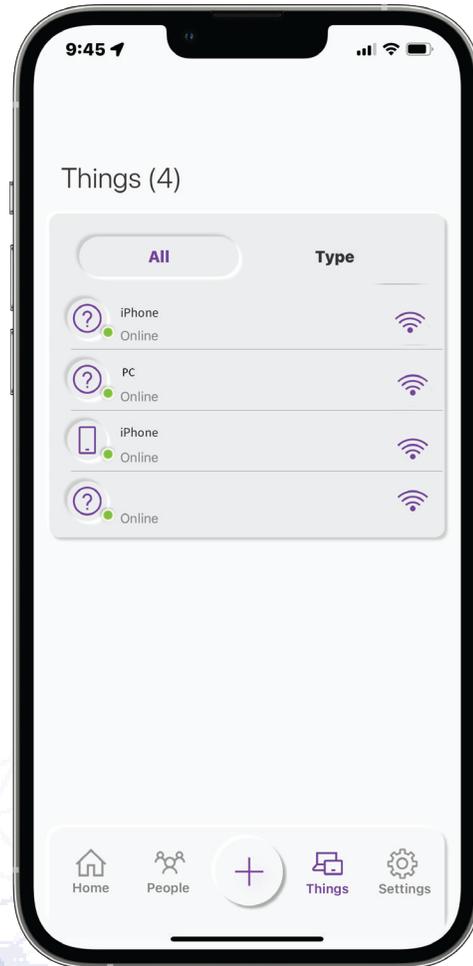
Add (+)

Personalize your network for based on the people, places and things in your home

9:41

Add ⓘ   ✕

People
Create people and set controls

Places
Group things by location

Things
Connect new devices

Networks
Create a secondary network

Mesh (SAT)s
Connect new mesh

Services
Security, device protection, etc.
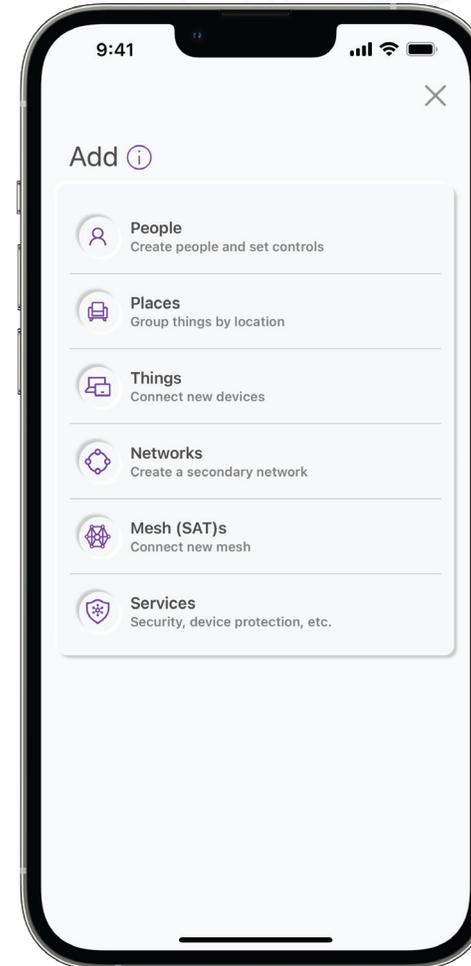
Add (+) will be your main hub to start your customizations to make your network your network

People
Add the people in your home

Places
Group your devices based upon location in your home

Things
Connect new devices and view your device list

Network
Create a Guest Network so guest can't have access to your private network

Mesh (SAT)s
Have a dead zone in your house, adding a mesh unit will provide extended coverage.

Services
Security, device protection, ect.

Organize your devices by the people who use them, set time limits, and more!

To create a Child profile:

1. Select the "+" tab.

2. Slect "People".

3. Create a profile for your child then click done.

Once the profile is created you can do the following:

• You can access the child through the "People".

• Click Edit to assign the connected device to the child.

• Once assigned associated devices will show up under the child's profile.

• You can now turn off internet access and set time limits for the child.

Note: If a device has the CommandIQ App, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data, to restart the profile with your app device.

People

Create profiles for family members for basic parental control

9:41

‹   Edit

Child 1
Active

Options

🌐 Internet Access
On

⧗ Time Limits
None

Things (1)

? XBOX
Online
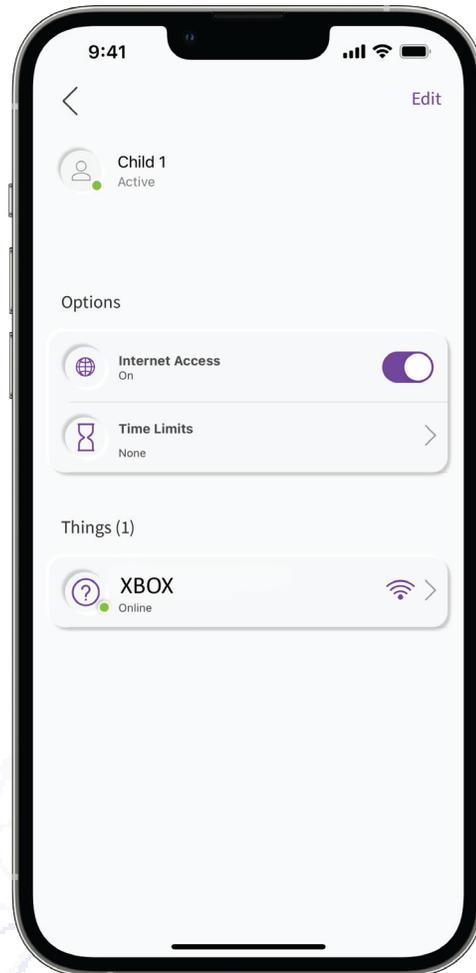
Places

Keep track and monitor the usage for each device in specific rooms of your home

9:41

Places (3) ⓘ

🛋 **bedroom**
1 Online

🛋 **Dining Room**
0 Online

🛋 **Living Room**
1 Online

🏠 Home   👥 People   +   Things   ⚙ Settings
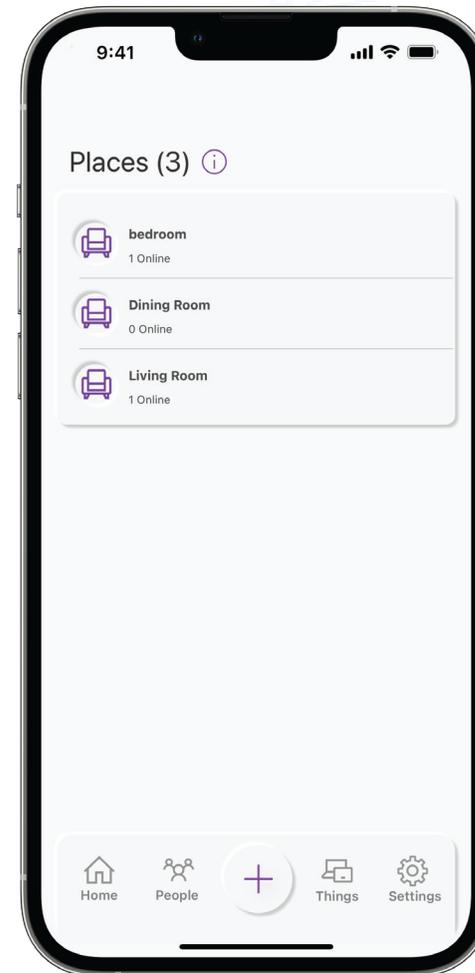
Places organizes your devices by specific rooms in your home

From this view, you can see basic information each deviceassociated with this room

Control Steps:
1. Tap on a place you wish to control devices at

2. Select a device in the list and use the slide button to enable or disable internet access

Note: If the slide button is not visable the device is being controlled from a people profile.

How to Edit:
1. Select a place to edit.

2. Tap the edit icon on the Place name page and do one of the following:

3. To add more devices, tap the "+ Add" icon below the last listed device.

4. To remove devices, tap the "-" symbol to the right of the device to remove.

5. Tap the done icon when finished.