

Calix GigaSpire BLAST u6e & u6me

System Setup Guide for Employee User Group

This document updated as of December 12, 2023



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 u6e system and potentially GigaSpire BLAST u6me system to provide additional coverage.

Note: If you have an existing GigaSpire BLAST system in your home, onboarding a new BLAST u6e 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

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

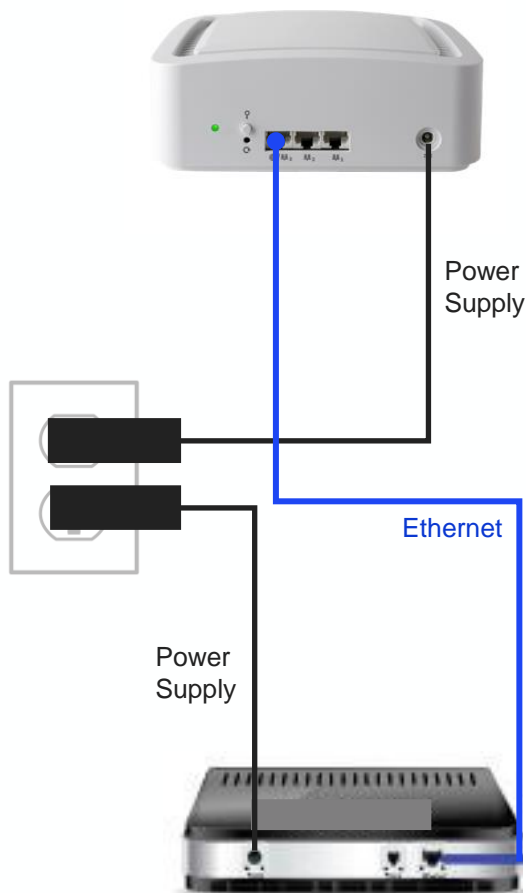
- The default network name for each u6e is the 'SSID' value that appears on the label found on the bottom of the u6e (shown right).
 - When your u6e connects, it will check in automatically to a Calix instance of Calix Support Cloud (CSC). When this happens, the default SSIDs (of 6 GHz, 5 GHz, and 2.4 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 (shown above) 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 the last page 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 u6e 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.



Setting up your GigaSpire BLAST systems



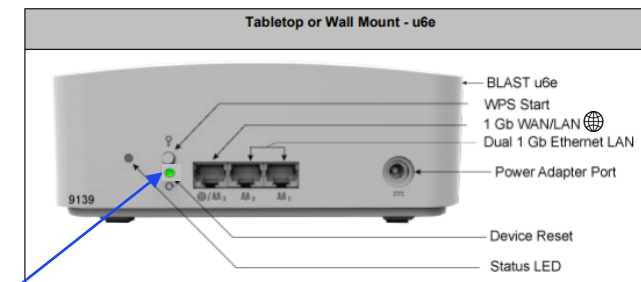
Setting up your first GigaSpire BLAST u6e (as a residential gateway)



1 Connect the GigaSpire BLAST u6e to a power outlet. **Wait until it blinks red before proceeding to next step** (may take a couple minutes).

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 u6e. The LED will flash when booting.

The steady green LED indicates you have connectivity to the Internet.



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



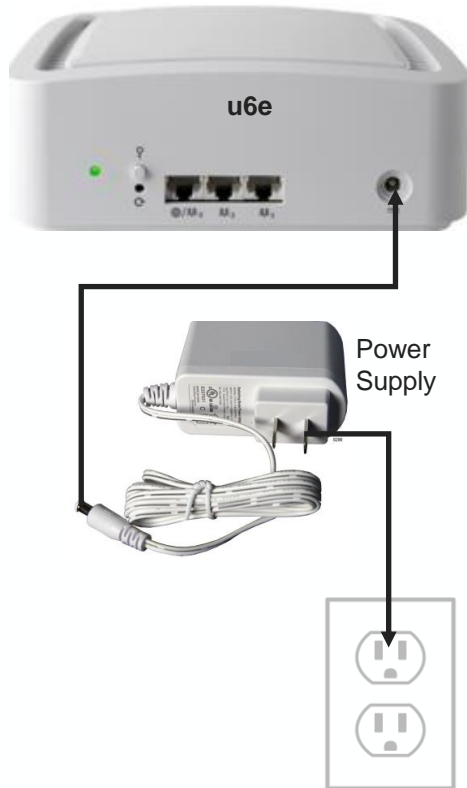
3 Set up your Calix CommandIQ App (see last page for details).

Need help?

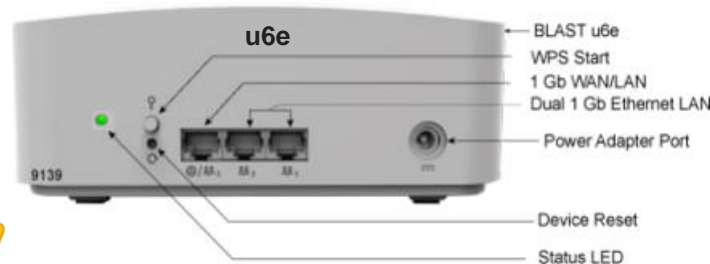
Contact support: gigahelp@calix.com

Setting up your second GigaSpire BLAST u6me (as a satellite) Using wireless backhaul

- 1 Connect the GigaSpire BLAST u6me to a power outlet.



- 2 When the LED is flashing Red on the satellite u6me, you can begin pairing it with the first GigaSpire BLAST u6e. Press and hold the WPS Start button on the first u6e system for 3 seconds, then on the second u6me system for 3 seconds (less than 30 seconds apart).



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

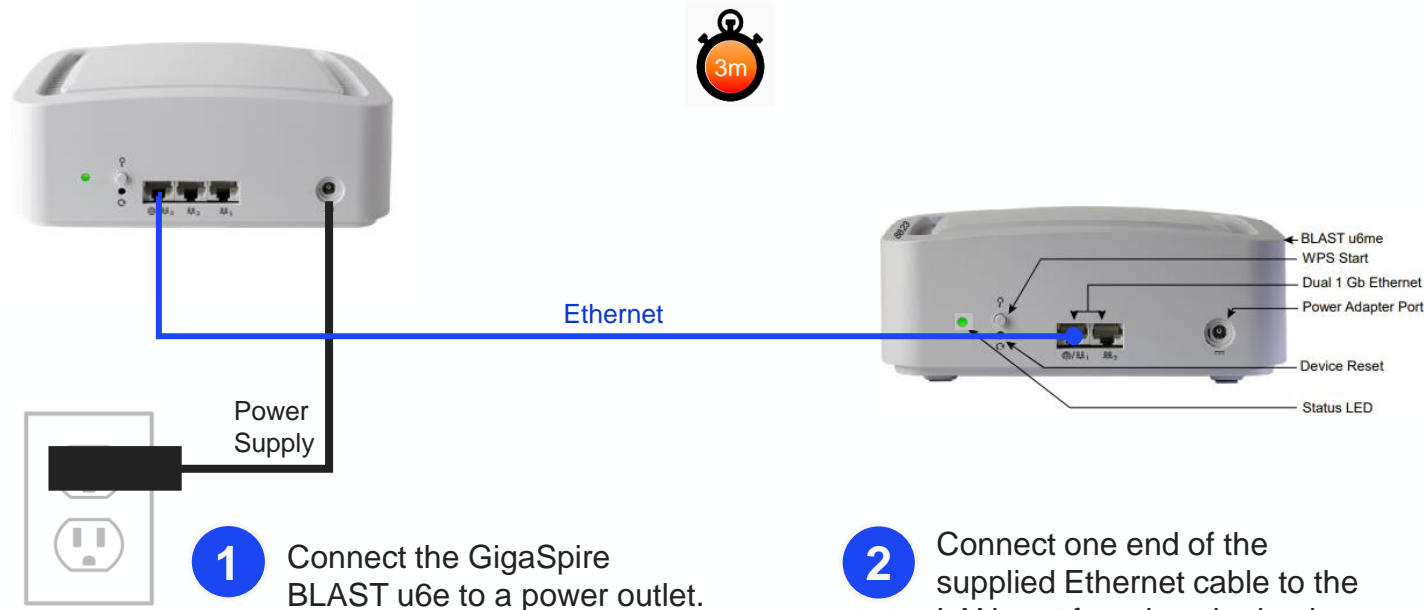
Note: The LED on both of the systems will flash **GREEN** when pairing for wireless backhaul.

The u6e should blink green and return to solid green within 2 minutes. The u6me will cycle through colors as it connects and updates.

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

Otherwise, re-attempt until pairing is successful.

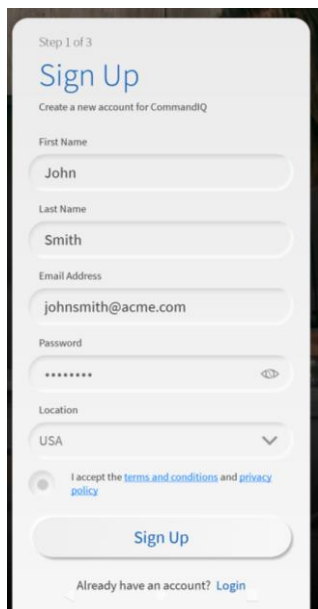
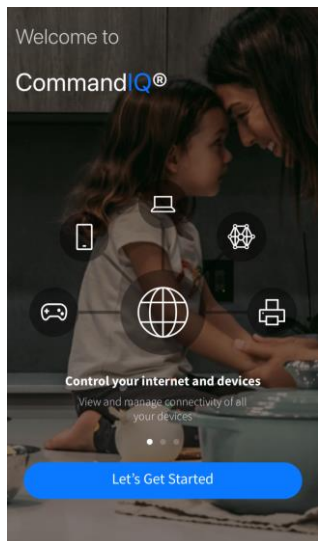
Setting up your second GigaSpire BLAST u6me (as a satellite) Using wired backhaul



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

3 Set up your Calix CommandIQ App (see last page 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 "Let's Get Started"

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

***Be sure to select "USA" as your location for Searchlight**

4 Enter your personal information, then press Sign Up.

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. Ensure you are using the new Wi-Fi network from your GigaSpire before continuing. Proceeding to Step 5 earlier may result in this error message: 'Please contact your service provider to onboard your router.'

5 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.

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

7 For now, skip the addition of any Mesh. Name your network and create a password. (The 'Router Name' will be used throughout the app.)

*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.

