

FAQ: GigaSpire BLAST

Last Updated: September 2022

Overview

This document provides answers to frequently asked questions about GigaSpire BLAST systems.

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GigaSpires

Can I reboot my GigaSpire from CommandIQ?

The GigaSpire cannot be rebooted using CommandIQ.

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	<p>No service, no internet. Note: All four LEDs are On. Notes: Cycles at 1.6 seconds.</p>	
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What is the WPS Button for?

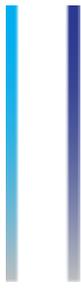
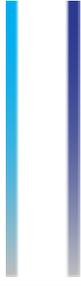
WPS stands for Wi-Fi Protected Set-up and is a security standard that makes it easier and faster to connect your GigaSpire to other wireless devices. Instructions below show you how to use the WPS button for pairing.

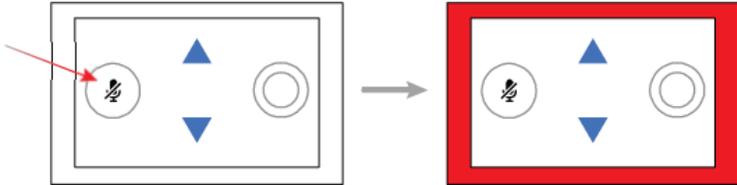
GigaSpire Normal Operation		
Status	Function	LED Status
WPS Pairing Attempt	<p>WPS is enabled after you press the WPS button a single time.</p> <p>The GigaSpire will stay on pairing mode for 120 seconds. During this time, other Wi-Fi capable devices can be paired to the GigaSpire by pressing a similar button on a mesh satellite.</p> <p>Note: All four LEDs are On. Note: Cycles at 5/10 of a second.</p>	

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	<p>Alexa is listening and active. Listening once the trigger word is heard.</p> <p>Note: All four LED's are On. Note: Cyan on continuously.</p>	

<p>Alexa Thinking</p>	<p>Alexa is thinking waiting for a response from AVS.</p> <p>Note: All four LEDs are On.</p> <p>Note: Toggles from Cyan to Blue every .62 seconds.</p>	
<p>Alexa Responding</p>	<p>Response received from AVS and voices the response.</p> <p>Note: All four LEDs are On.</p> <p>Note: Toggles from Cyan to Blue every 1.26 seconds.</p>	
<p>On-going Alexa Activities</p>	<p>On-going Alexa activities such as playing music, reading news, reading e-books.</p> <p>Note: All four LEDs affected.</p> <p>Note: GigaSpire LED status returns once Alexa activities are complete.</p>	
<p>Alexa Notifications</p>	<p>Alexa notifications have arrived. One .62 second burst followed by an off cycle (same duration) for each received notification.</p> <p>Note: All four LEDs affected.</p> <p>Note Toggles for .62 seconds between yellow and off.</p>	
<p>Alexa Notifications Queued</p>	<p>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.</p> <p>Returns to GigaSpire LED status once all notifications have been picked up.</p> <p>Note: All four LEDs affected.</p> <p>Note: Toggles for 1.26 seconds between yellow and off.</p>	
<p>Alexa Do Not Disturb (DND)</p>	<p>Alexa DND has been provisioned (Enable DND, Disable DND)</p> <p>Note: All four LEDs affected.</p> <p>Note: Toggles for 1.26 seconds.</p>	

Alexa System/Configuration Change	<p>Alexa status is changed (for example: changing of the wake word from within the Alexa App).</p> <p>Note: All four LEDs are On.</p> <p>Note: Toggles off and on every 1.26 seconds until update is complete. Returns to GigaSpire behavior when done.</p>	
Alexa System Alarm	<p>Alexa is not functional. Alarm status is triggered after:</p> <ul style="list-style-type: none"> ▪ The Wake word is uttered and there is no response from Alexa Cloud. ▪ The local internet connection has been lost. <p>Note: All four LEDs are On.</p> <p>Note: Toggles three times only at .62 seconds before returning to GigaSpire LED status.</p>	
Mute Microphone	<p>Applies to the square LED on the top of the 2026E GigaSpire.</p> <p>Default position is microphone on. (LED Off)</p> <p>Pressing the Mute microphone icon causes the LED to illuminate solid red.</p>	<p>See Below</p>
		

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.

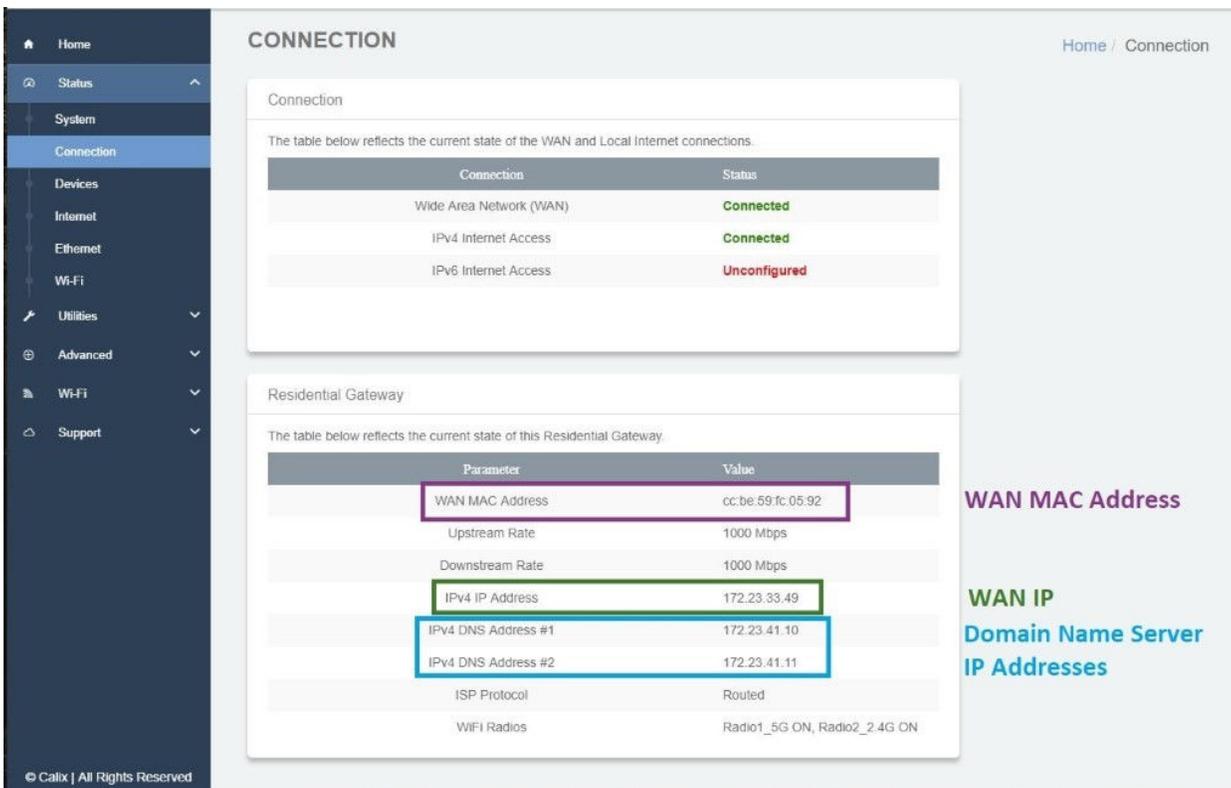
How do I check if the GigaSpire is connected to the internet?

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 CommandIQ 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 CommandIQ 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 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.

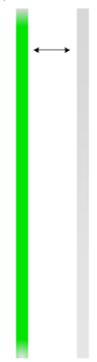
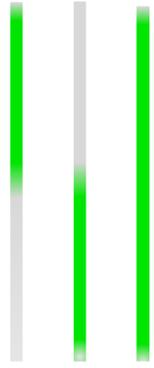
GigaMesh

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.

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.	

<p>WPS Pairing Attempt to Gigaspire</p>	<p>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.</p> <p>Note: Cycles at 5/10 of a second.</p> <p>Note: Both LEDs are On.</p>	
<p>After Pairing and Connected to Internet</p>	<p>Unit has successfully paired and is connected to the Internet</p> <ol style="list-style-type: none"> 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). 	
<p>Service Failure, No Internet</p>	<p>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.</p> <p>Note: Both LEDs are On.</p>	
<p>Mesh Connected via Ethernet</p>	<p>If your GigaMesh is connected via Ethernet, and boots up successfully, the light bar will match the GigaSpire.</p> <p>Cyan = Internet is connected.</p> <p>Red = No service.</p>	

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 CommandIQ. 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).