



Taking Home Network Performance and Control To Another Level

GoPioneer SmartWiFi gives you easy access to a snapshot view 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, change your SSID and password and more!

GoPioneer SmartWiFi puts you in charge!

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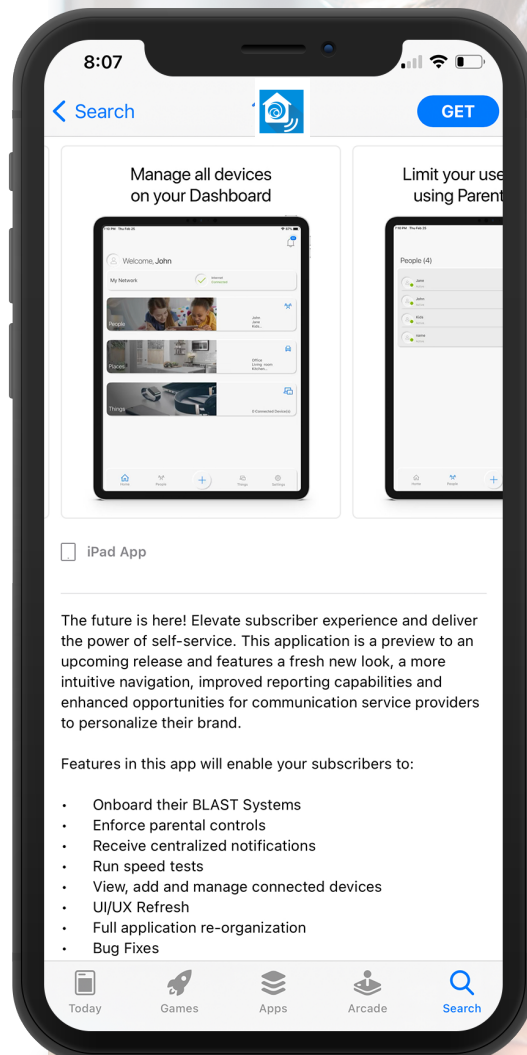
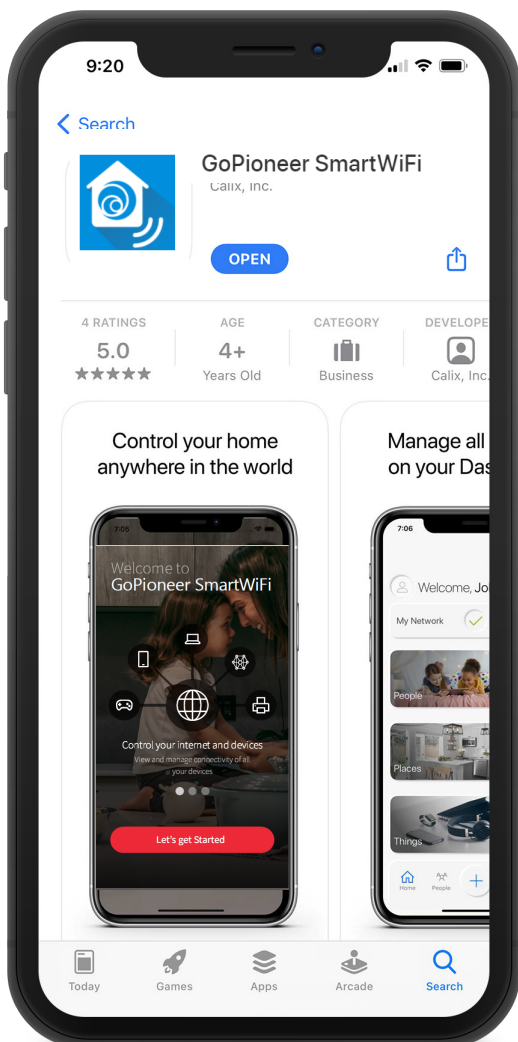
SET-UP GUIDE

GoPioneer SmartWiFi



One app to rule them all!

Welcome to the future! The GigaSpire is the ultimate WiFi system. To begin, download the **GoPioneer SmartWiFi** App from the Apple App Store or the Google Play Store and install onto your phone or tablet.



The future is here! Elevate subscriber experience and deliver the power of self-service. This application is a preview to an upcoming release and features a fresh new look, a more intuitive navigation, improved reporting capabilities and enhanced opportunities for communication service providers to personalize their brand.

Features in this app will enable your subscribers to:

- Onboard their BLAST Systems
- Enforce parental controls
- Receive centralized notifications
- Run speed tests
- View, add and manage connected devices
- UI/UX Refresh
- Full application re-organization
- Bug Fixes

GoPioneer mobile app only available to Pioneer Internet subscribers with Pioneer provided GigaSpire equipment.

SET-UP GUIDE

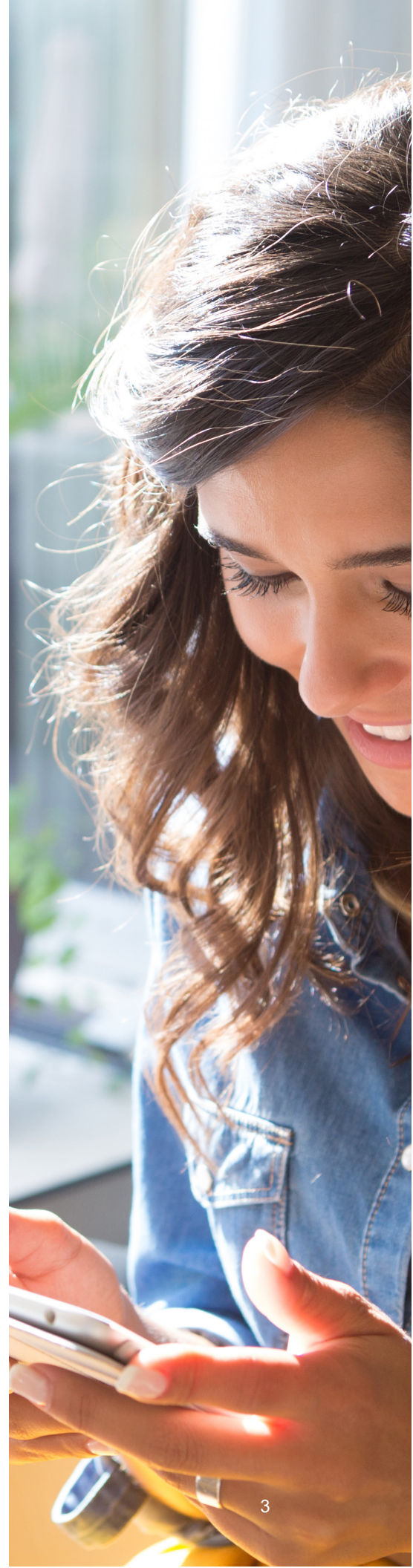
App set up

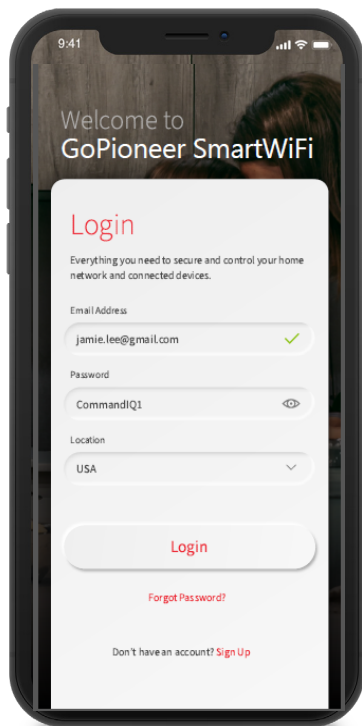
Setting up your app has never been easier!

STEP 1

Tap “SIGN UP”

If you forget the password to access your [GoPioneer SmartWiFi](#) select “Forgot Password?” to reset and access your account.





STEP 2

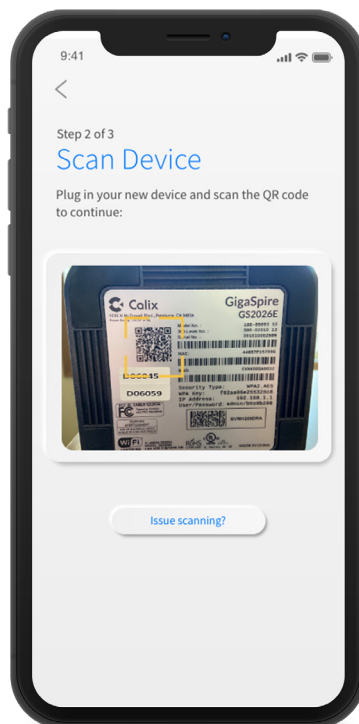
Enter basic personal information

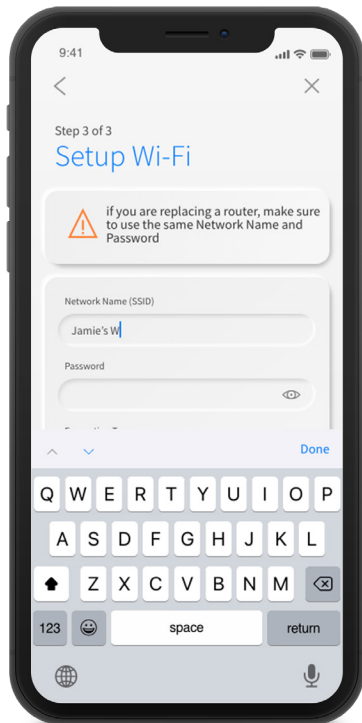
The password you enter here will be the password you use to login to the app.

STEP 3

New system setup

If your system is not plugged in and connected, complete steps 1-4 of the GigaSpire Quick Start Guide, included on the last page of this User Guide.





STEP 4

Scan the QR code

Your system will have a metal plate on the side or bottom. Simply tap the icon and scan the QR code.

Alternately, you can enter the MAC Address and Serial Number also found on that same metal plate.

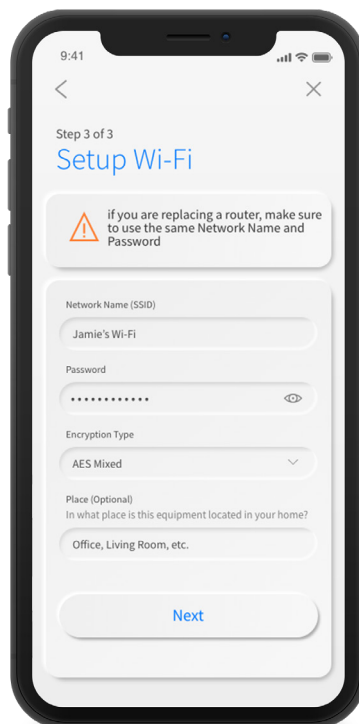
After you select “Ok”, you may be asked to enter your account number.

STEP 5

Name the network and create a password

If you are setting up your home network for the first time, you can assign a name and password for your WiFi network.

If your WiFi is already set-up and working: select ‘Click here to skip’ towards the top right of the screen. Once the network has been detected, enter the existing WiFi password for your network.



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Main Dashboard

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



The Dashboard gives you complete control over the devices in your home. The “+” icon at the bottom on the screen allows you to:

- Create profiles for People and Places in your home
- Connect new devices
- Set up a guest network

The My Networks at the top of the dashboard is where you can:

- Access your WiFi Network Settings
- Run a Bandwidth Test
- View all connected devices
- Disable services
- View device usage

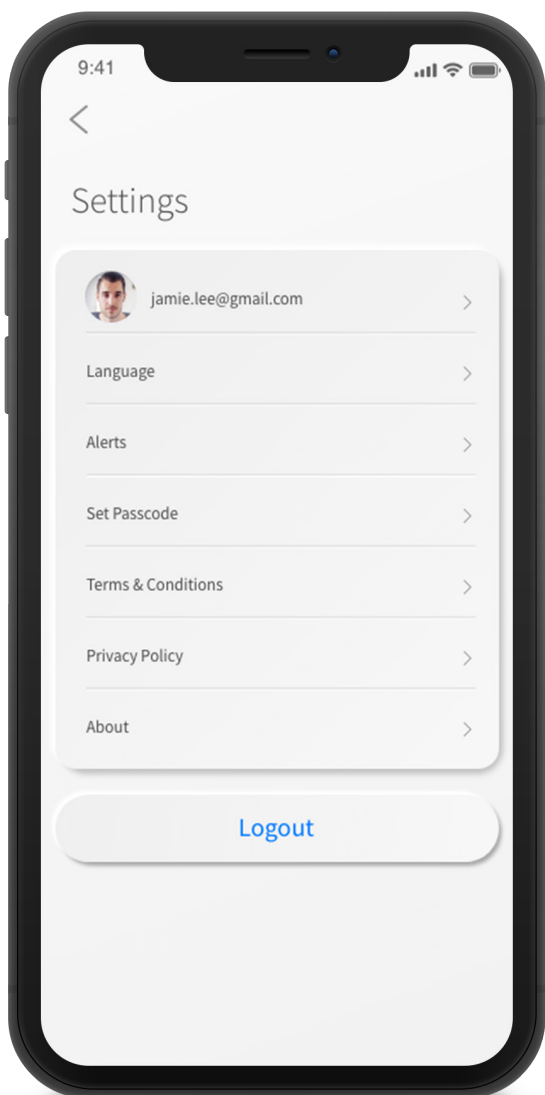
You can also access a list of these connected devices, by selecting things from main tile or in the tool bar at the bottom.

Note: If you are using the app on a GigaCenter you will not see the section showing the last speed test results. If you are using the app on a GigaSpire, this section will not appear until you run your first bandwidth test through the Main Menu.

SET-UP GUIDE

Settings

A world of customization is available to you



Update Account Name

This will allow you to update the name shown on your app

Set Passcode

You can set a passcode in addition to your login password

Change App Login Password

You can change your app login password

Alerts

If you want notifications from the app, leave this in the ON position

Update SSID

This allows you to rename your WiFi network, set security for your network and reset your WiFi password

Change Login Email Address

Select this option if you would like to change the login email for the app

Language

Select your preferred language for the app

Remove Account

Do not select this option unless directed by your service provider

About

Provides a brief summary of what the app does

Terms & Conditions

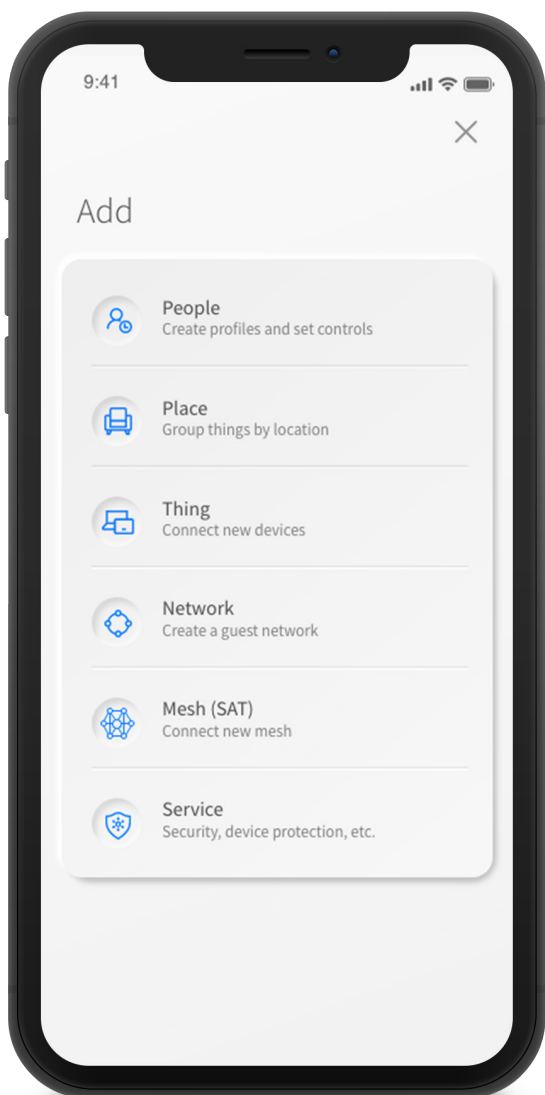
Provides the terms and conditions you acknowledge by using the app

Your App Version will show in the about tab.

SET-UP GUIDE

The + button

The plus feature quickly takes you into the key features of the app.



People

Connect your Things (devices) with people in your home network. This allows you to set parental controls, content filters, time limits and so much more

Places

Place are a great way to tailor your WiFi to devices connecting to a specific area in your home like an office, media room, patio or game room. This allows you to optimize your WiFi performance and prioritize your devices and activities for those places

Things

You can easily find your network details here to connect a new device to your WiFi

Networks

Add a guest network at anytime and keep your main WiFi network and data safe while you have guests over. You can set a duration and even text the wifi network name and password to your visitors

Mesh (SAT)s

Extend the reach of your WiFi network by connecting a new mesh point

Experience SmartWiFi: Parental Control

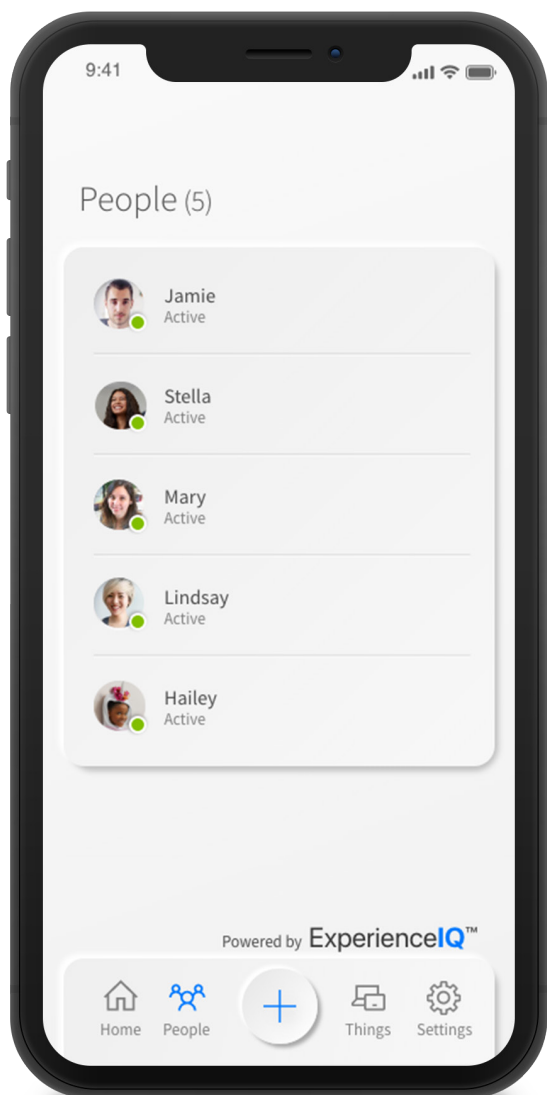
(Enhanced) Provides the ability to set profiles, assign devices, schedule offline time, add content filters, app filters and website filters, and view profile usage

Protect SmartWiFi: Network Security

Provides network level protection against malware, viruses, etc.

SET-UP GUIDE

Parental Control (basic)



To create a parental control profile:

1. Select the “+” symbol to create a new profile
2. Enter the name for the profile in the box and select the devices you would like to add to this profile
3. Select “Done” (at the top of the screen)

Once the profile is created you can do the following:

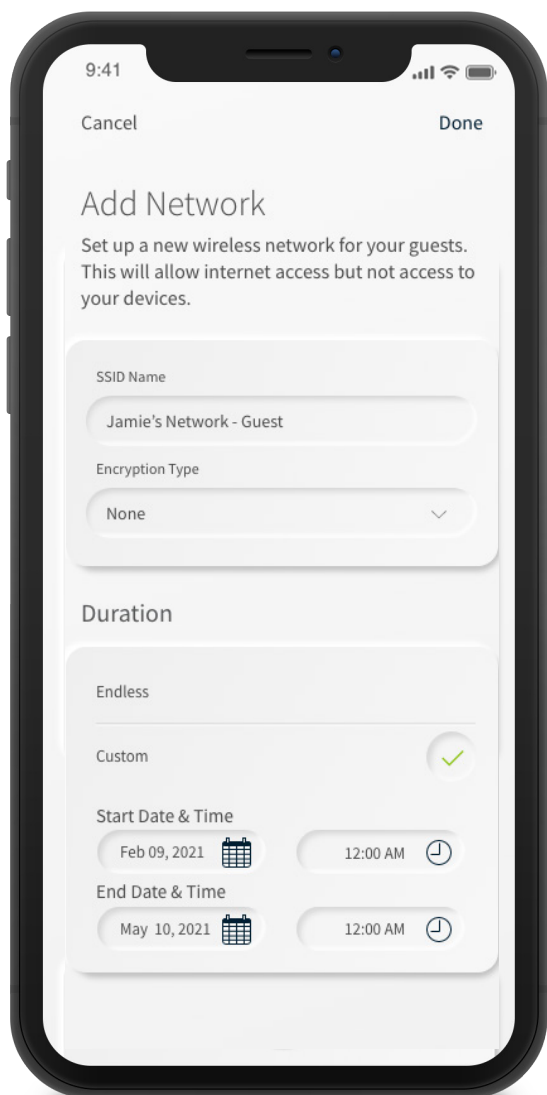
- Tap “edit” in the profile and add a picture if desired
- Swipe the Internet Access toggle off to pause all devices connected to this profile
- To bring devices back online swipe the toggle back on
- Tap “Edit” to add Device to add more devices to this profile
- Tap the red minus icon to remove devices from this profile

Note: If a device has the *GoPioneer SmartWiFi* 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.

SET-UP GUIDE

Guest Network

Creating a guest network has never been easier!



When you tap the “+” icon from the main menu you will have the option to “Add a Guest Network” by selecting Networks.

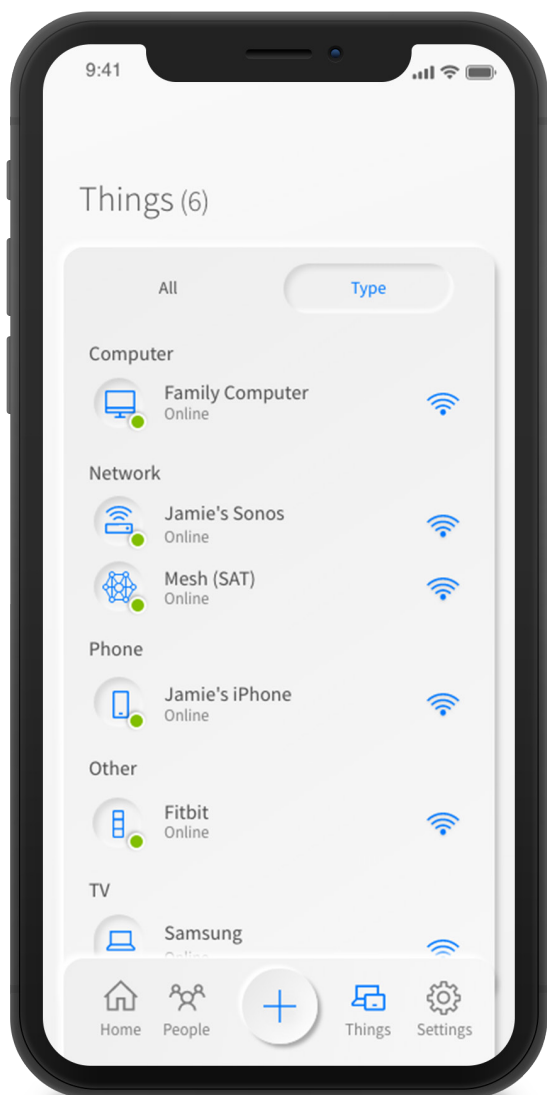
In the Setup a Guest Network screen, do the following:

1. Enter the event name: ex. family visit
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. If you set this network to Endless, it will stay available
6. The alternative is to set a Start and End time for this guest login to be valid
7. Once you have set the parameters for your guest network select “Save & Send SMS” at the bottom of the screen
8. This will bring up your contact list so you can email a link directly to your guest(s) for easy access to WiFi
9. Once you have sent your email, you will have the option to send to other guests or simply select Done at the bottom of the screen
10. By selecting this Guest Network from the main screen, you can edit, delete, or send to additional guests

SET-UP GUIDE

Device list

Creating and managing a list of devices is as easy as 1-2-3



When you select a TYPE from the Things menu, all your connected devices are categorized.

From this view you can tap into each device to see basic information about each WiFi connected device on your network, including:

1. Device identification
2. Signal strength of the device Network Usage
3. How it is connected to the network

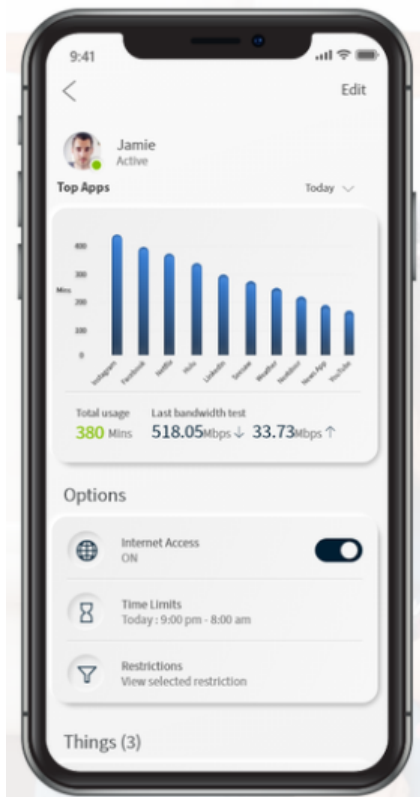
You also can remove WiFi access for individual devices by moving the toggle button from On to Off.

If you tap on a device from this screen it will bring up additional details for that device.

SET-UP GUIDE

Device details

Manage all your devices



The device details screen will show the device name at the top of the screen followed by a chart that indicates the amount of data that was used by the device over a period of time.

By tapping into the edit function in the upper right hand corner, you can rename the device to something easier for you to identify.

You can also change the category for this device by selecting the drop down button found within "Addition Details."

Data Usage shows data used by this specific device.

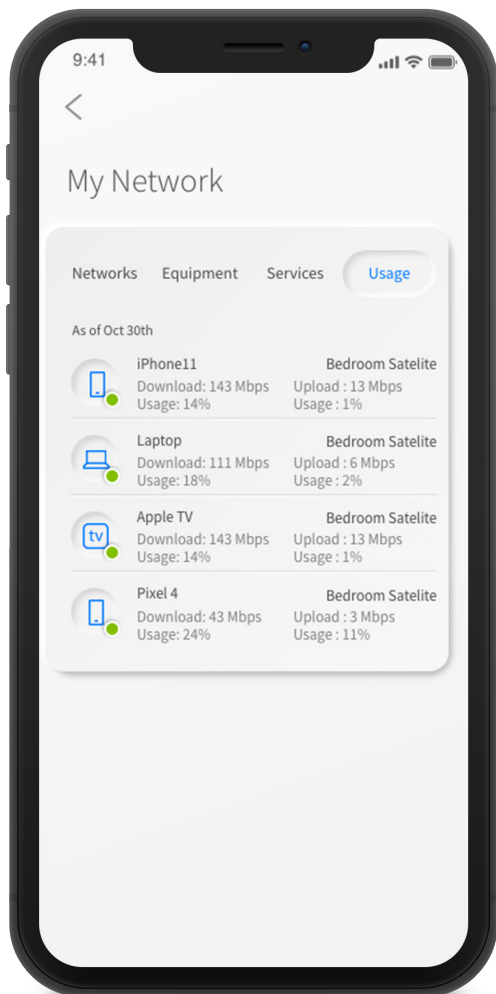
The bottom box shows additional connection details for this device.

By toggling the On/Off button in the Internet Access section you can turn off or on WiFi for this device.

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Network Usage

Keep track and monitor the usage for each device



Network Usage is organized by device.

From this view, you can see basic information about usage from each WiFi connected device on your network, including:

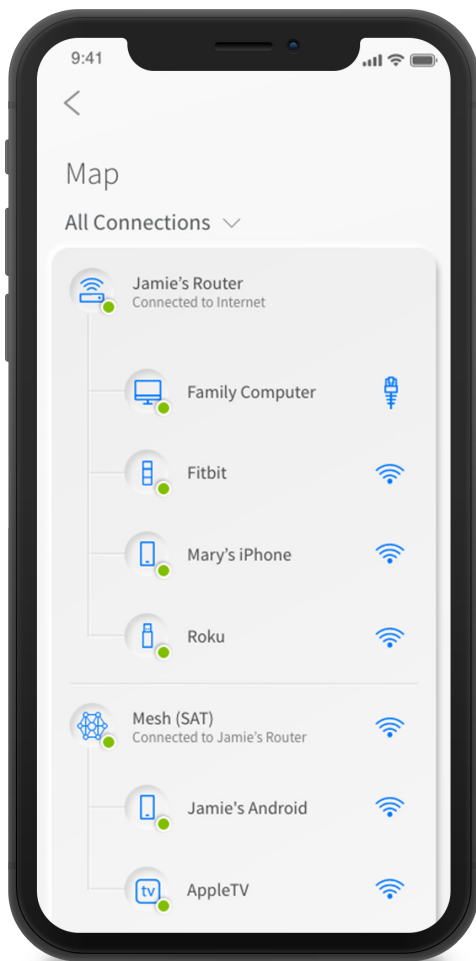
1. Device identification and whether the device is connected to WiFi
2. What network device it is connected to
3. Network usage
4. The amount of data that has been used by this device

Network Usage is updated each time you run a bandwidth test through the app.

Note: This feature is only available with a GigaSpire.

SET-UP GUIDE

Network Map

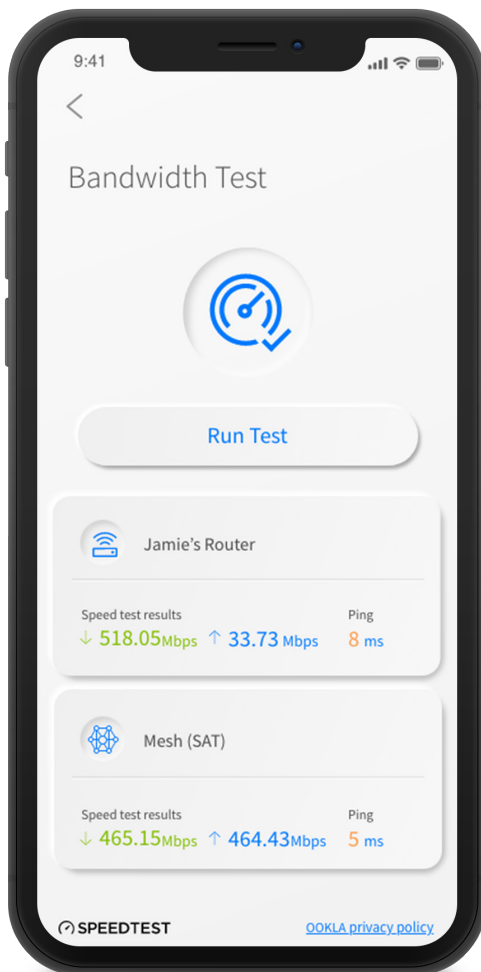


From the dashboard you can select select My Network, this will show any GigaCenter, GigaSpire, or GigaMesh units connected in your network. Next tap into your WiFi Network form the Networks tab. From here tap into the “Map” section view devices connected to your system. You can tap on the Mesh icon to get performance information and devices connected at that Mesh unit.

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Speed Test

Internet bandwidth test



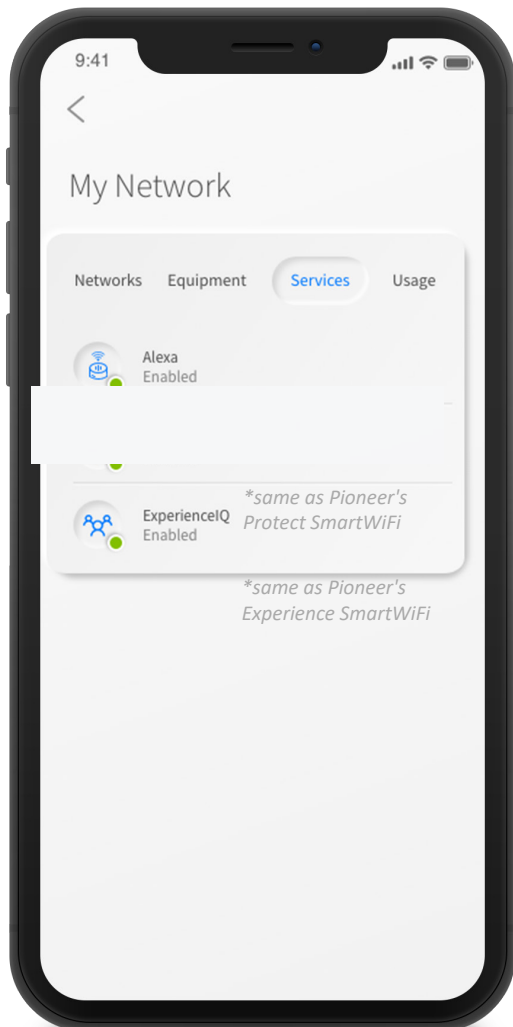
The easiest way to run a bandwidth test is by tapping into “My Network” from the main dashboard and then tapping into your WiFi router. Tap “Bandwidth Test” in the Settings section. Then hit the Run Test button.

The speed test will first run between the GigaSpire and the Internet and then will conduct a speed test between any mesh units and the GigaSpire. Results will show as a notification, update at this location.

Note: This feature is only available with a GigaSpire.

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Enable and Disable Applications



When you select the “+” icon from the dashboard and the tap into “Services”, you will see a list of applications that are eligible for download into your *SmartWiFi* app.

Select an item and simply follow the instructions to add the functionality.

Conversely, when you select Disable Application, you will see a list of applications that are currently running on your app that you can disable. Select an item that you would like to disable and simply follow the instructions to remove the functionality.

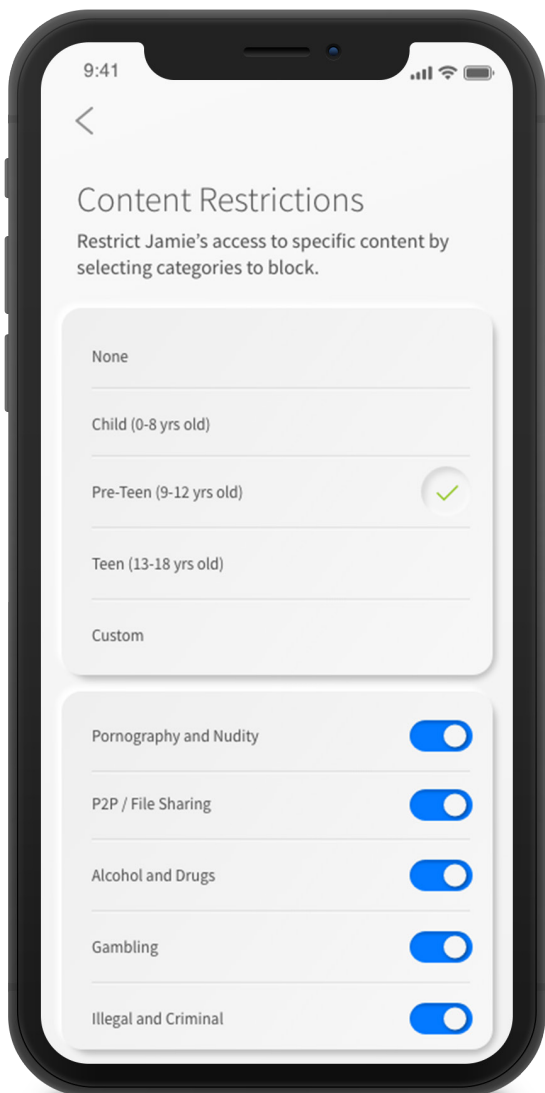
Contact your service provider for more details on the applications that are available to be added in the app.

Note: This feature is only available with a GigaSpire.

SET-UP GUIDE

Experience

Enhanced Parental Control



*If you subscribe to **Experience SmartWifi** from Pioneer you'll have access to additional functionality to help manage access to the Internet within your home.*

Start by selecting the + icon from the home dashboard and then tapping into the People section. Next create a profile. You'll be able to assign a name to the profile and assign the devices you want attached to this profile. You can also select the photo icon on add a picture to represent this profile. After selecting "done" those devices selected are now assigned to the profile you have created. You can easily remove them by tapping the Remove button beside the desired device.

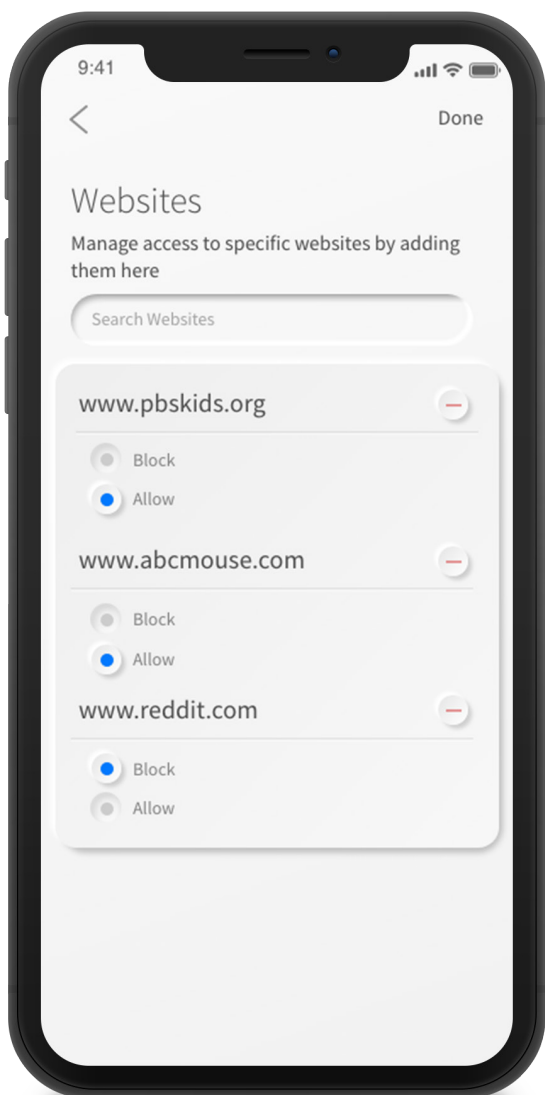
If you want to manually pause the devices assigned to this profile, simply select the pause button in the profile header. The white bar will show the current state of this profile, in the example shown you can see this profile is currently Connected, there is 1 device assigned to the profile and there has been no usage on this profile today.

Parental controls work while devices are connected to WiFi.

Note: If a device has the 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.

Experience

Enhanced Parental Control Profile details



Once you have set-up a profile you have multiple options to control internet access to the devices assigned in the profile.

In the Devices tab you can see and edit all devices connected to this profile.

By tapping on Filters you can select filters to remove access to categories of content on the Internet. You can also set-up filters for specific applications or limit the amount of time that is allowed each day per application, websites that you want to allow or block.

The Notifications button will show all notifications you have received about this profile.

Within the time limits tab you can set offline hours for the day. For example you can set offline hours for 10:00 p.m. to 6:00 a.m. each day if you do not want Internet access to the devices in this profile during nighttime hours.

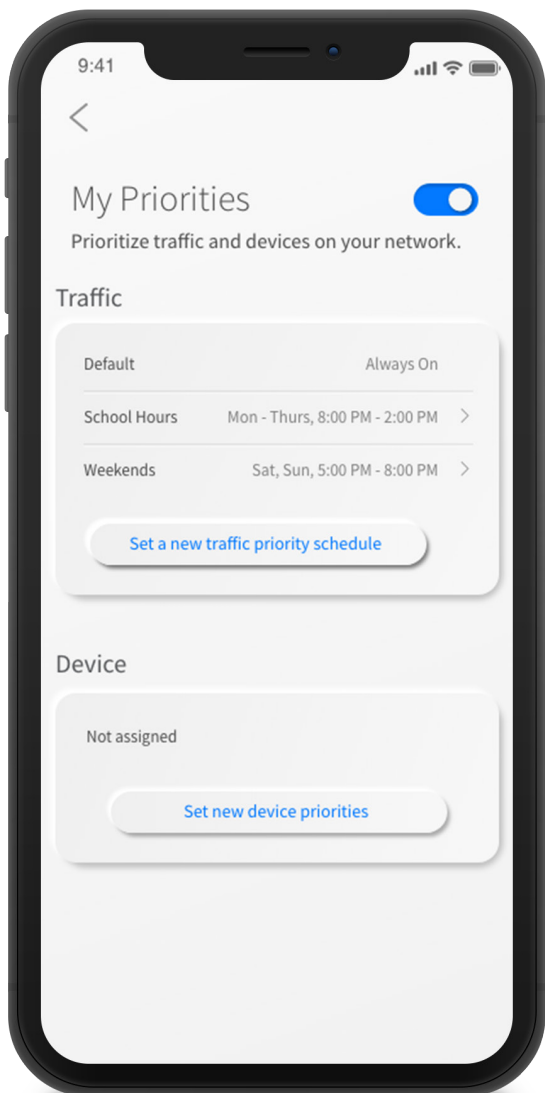
The Usage category shows daily, weekly, and monthly cumulative usage for devices within the profile.

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Experience

My Priorities

Activity and Device Prioritization



From any profile or Things tab, tap into a device to access Network Priority to view activity and device prioritization settings.

By default, activity priorities on the WiFi network are organized according to a combination of common activities. You can prioritize the activities by ordering them from top to bottom with the most important activities on top. Once set, My Priorities will do all the work to prioritize traffic to your activities.

You can schedule an alternative activity list during certain times and days of the week. Up to three different schedules are supported.

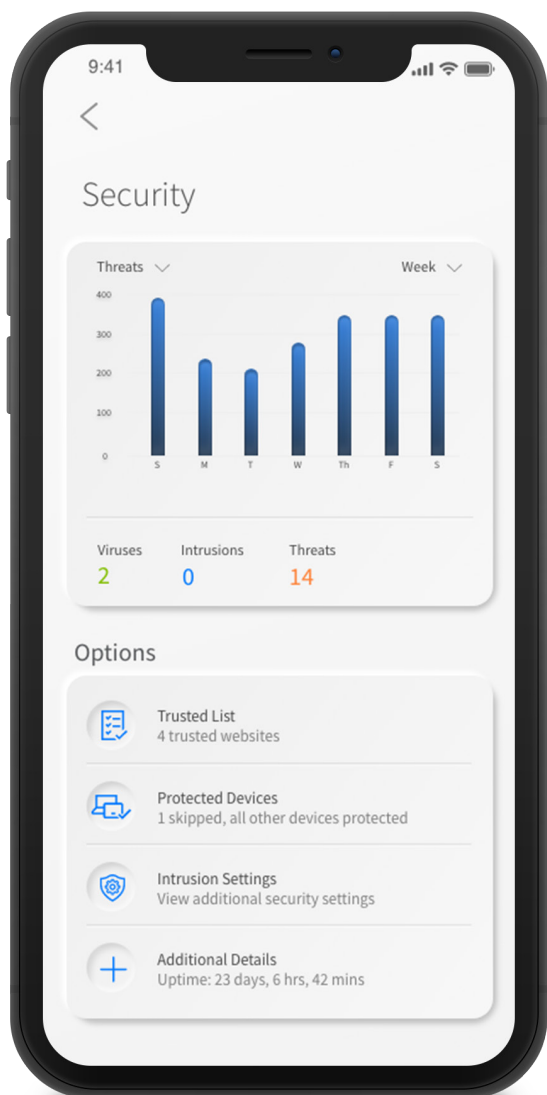
Prefer to prioritize by device regardless of what activity those devices are performing? By tapping Device mode you can select up to 5 device to prioritize of all others on the WiFi. You can even set a timer to reset the priority once the time is expired. For example, if you want to use your Sonos surround sound while you stream Netflix on your smart TV for family movie night, you can set priority to just those devices.

Device priorities can also be made permanent. Device priorities work in conjunction with the activity priorities and share the fastest network traffic queue. Meaning you get the most bandwidth and lowest latency on the devices and activities you set.

SET-UP GUIDE

Protect

Network Security



If you subscribe to **Protect SmartWiFi** or **Experience SmartWiFi** from Pioneer you'll have access to additional functionality to help manage access to the Internet within your home.

If you subscribe to **Protect SmartWiFi** Network Security from your service provider it is working quietly in the background on your GigaSpire to provide an extra layer of protection against malicious traffic.

Data coming into your network will be scanned for viruses and other malicious content and you will receive a notification if content was blocked for some reason. This will show as a notification within the **Protect SmartWiFi** main menu item in your app.

No action is needed when you receive an alert. These threats are automatically blocked from entering your network.

Note: Do not remove device level protection for anti-virus and malware.