



Self-Installation instructions for Pioneer Fiber Internet with a Gigaspire device.

What's included in the box:

1. Welcome card with QR code to watch installation video
2. Gigaspire device
3. Power supply cord
4. Three-foot fiber patch cable
5. GoPioneer SmartWiFi Quick Start Guide

To begin the installation:

Preparing your Gigaspire device. Refer to the [installation video](#) for more detailed instructions.

1. Remove the side panel on your Gigaspire.
2. Remove the cap on the fiber patch cable and connect. You can connect with either end. Make sure it snaps into place.
3. Once the fiber patch cable is threaded completely, replace the side panel on the Gigaspire device.

Connecting your Gigaspire to your Internet port. Refer to the installation video for more detailed instructions.

1. Pull the cap off the other end of the fiber patch cable.
2. Plug the other end of the fiber patch cable into the wall plate port. Below are examples of what the port may look like in your home.



3. Plug the power supply cord into the back of the Gigaspire device then plug the other end into a power outlet.

4. Plug the Power supply cord into a power outlet. Do not interrupt this process by unplugging the Gigaspire device, below is what you can expect while the Gigaspire is updating.

After plugging in the power supply cord, the Gigaspire device should light up after about 30 seconds. The first color will be orange, then flashing red light and then flashing green light. After a short period, it will switch to a solid green light.

After the Gigaspire has switched to a solid green light, it will begin to download and install any updates needed. This process can take approximately 10 minutes. After the Gigaspire has completed updating, the light will cycle through the colors once more and finally end on a solid green light for a second time to signify the updates are complete and the Gigaspire is ready.

Setting up your Wi-Fi:

1. After your Gigaspire has updated you can use the SmartWiFi Quick Start Guide to scan the QR code to download the free GoPioneer SmartWiFi mobile app. Follow instructions on the Quick Start Guide to set up your GoPioneer SmartWiFi account.
2. Use the SmartWiFi app to set up your Wi-Fi, including naming your Wi-Fi and setting a password.

The GoPioneer SmartWiFi* app also allows you to take control of all the features and options your Pioneer Fiber Internet and Gigaspire provides. Click to view the [GoPioneer SmartWiFi User Guide](#) and view all benefits of the SmartWiFi app features.

If you need more help, or have any questions, visit [GoPioneer.com/support](https://gopioneer.com/support) and send us a message.

If you need over-the-phone support while installing your new internet, please call Pioneer Tech Support.

Pioneer Support – 1.888.782.2667

Monday - Friday: 7:00 A.M. – 8:00 P.M.

Saturday: 8:00 A.M. – 8:00 P.M.

Sunday: Closed

Email Support:

techsupport@gopioneer.com

Technical Support Chat:

<https://gopioneer.com/support>

**Full benefits of the GoPioneer SmartWiFi app require Experience SmartWiFi subscription or Internet Bundle Plan subscription.*