



CommandWorx[®]

SET UP GUIDE



March 26, 2024



Going beyond connectivity to business productivity

CommandWorx® gives you easy access to a snapshot view of your small business network. Through the app you can manage your Wi-Fi networks, configure a backup internet connection, and more.

CommandWorx puts you in charge!

Table of Contents

Installing The App	2
App Set Up	3
Understanding The Main Dashboard	6
Settings	7
View Your Networks	8
Enable The Customer Portal	9
Configure Network Resilience	10
Devices List	11
Device Details	12
Network Usage	13
Network Map	14
Bandwidth Test	15
Monitor Security Trends	16

Need help from Northland Communications? We're here for you. Call us at 315-624-2033 or visit www.northland.net

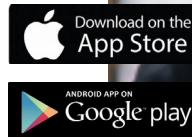
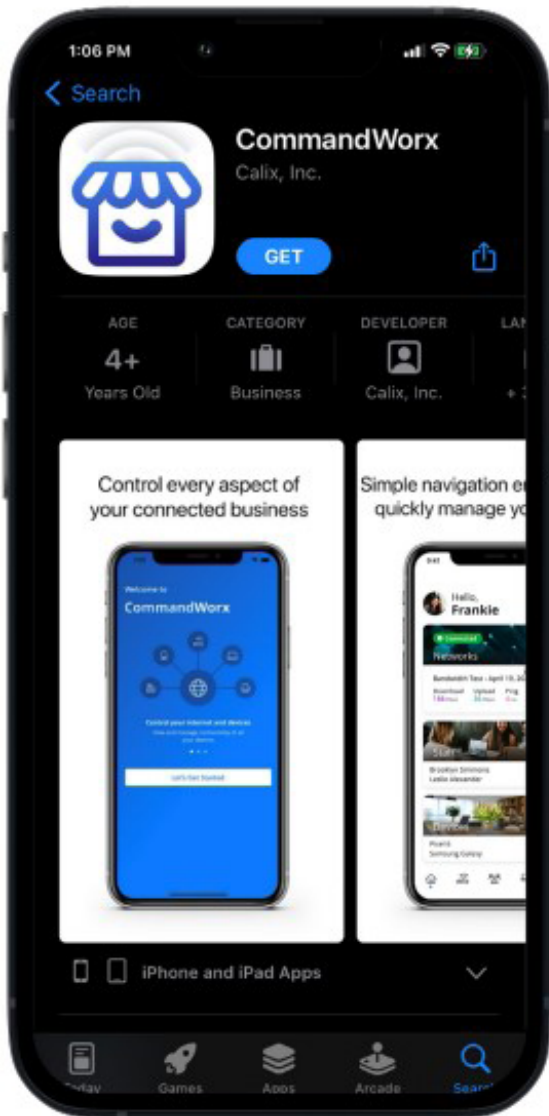


SET-UP GUIDE

CommandWorx

One app to rule them all!

Welcome to the future! The GigaSpire BLAST is the ultimate Wi-Fi system. To begin, download CommandWorx from the Apple® App Store® or the Google Play™ Store and install onto your phone or tablet.



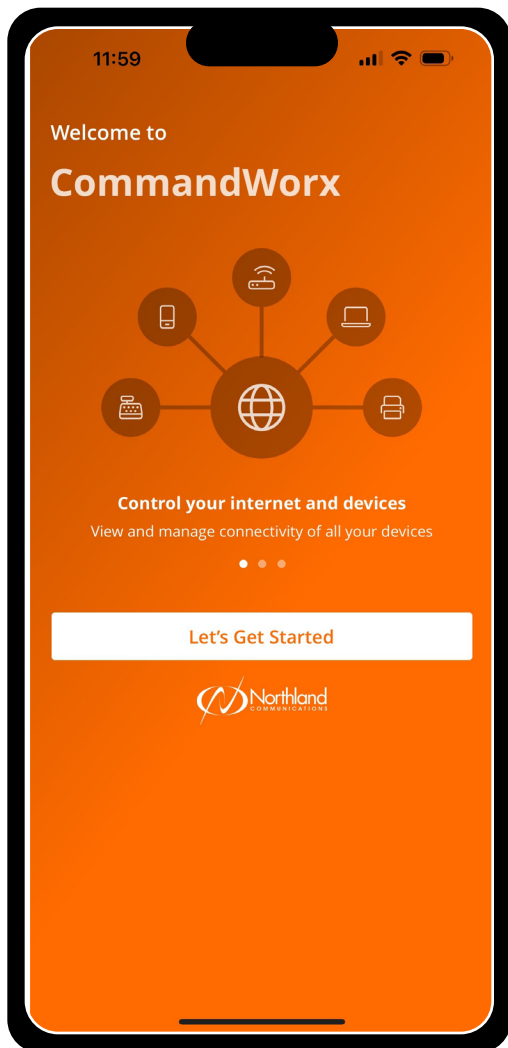


SET UP GUIDE

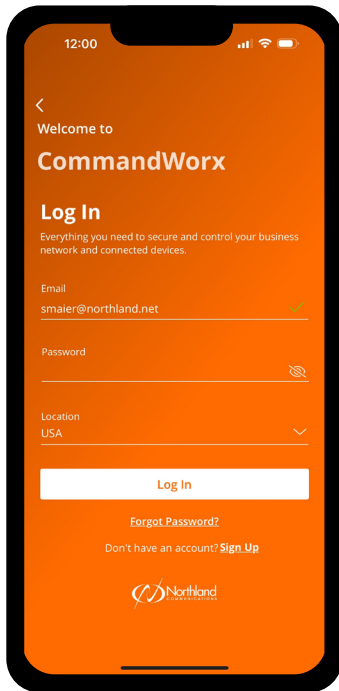
App Set Up

Setting up your app has never been easier!

STEP 1



Need help from Northland Communications? We're here for you. Call us at 315-624-2033 or visit www.northland.net



STEP 2

Enter basic personal information

The password you enter here is the password you use to log in to the app.



STEP 3

Scan the QR code

Your system has a metal plate with a QR code on the side or bottom. Simply open the app, tap OK, and scan the QR code.

Alternately, you can tap **Issues Scanning?** to manually enter the MAC Address and Serial Number also found on that same metal plate.

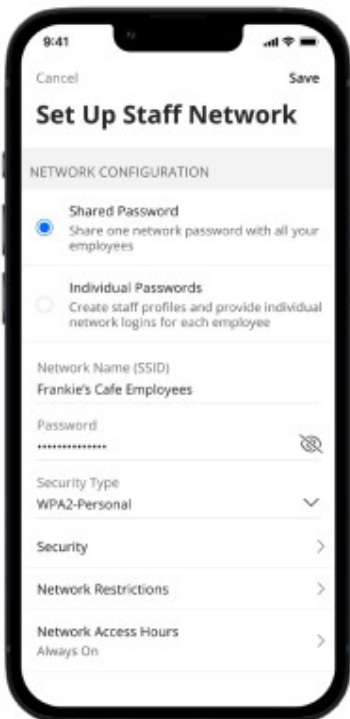
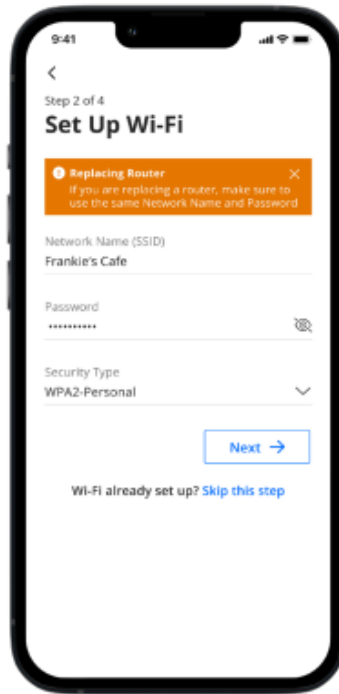
After you tap OK, you may be asked to enter your account number.



STEP 4

Set up the Primary network

If you are setting up your primary Wi-Fi network for the first time, you can assign a name and password for the network.



STEP 5

Set up the Staff network

You can set up a Wi-Fi network for your staff. Simply assign a name and a password for the network. If you'd like to set up this network later, tap **Skip this step**.

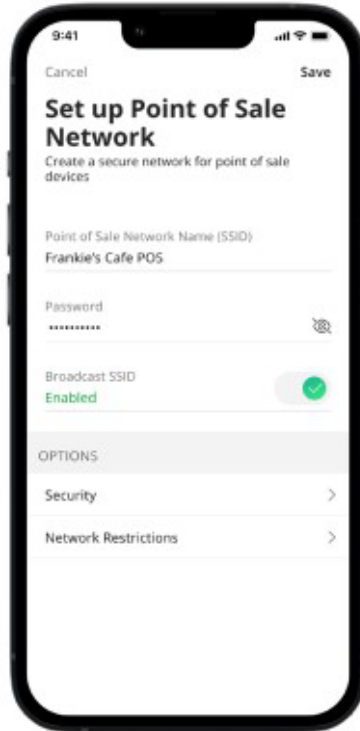


STEP 6

Set up the Point of Sale Network

You can set up a Wi-Fi network specifically for point of sale devices such as card readers. Simply assign a name and a password for the network.

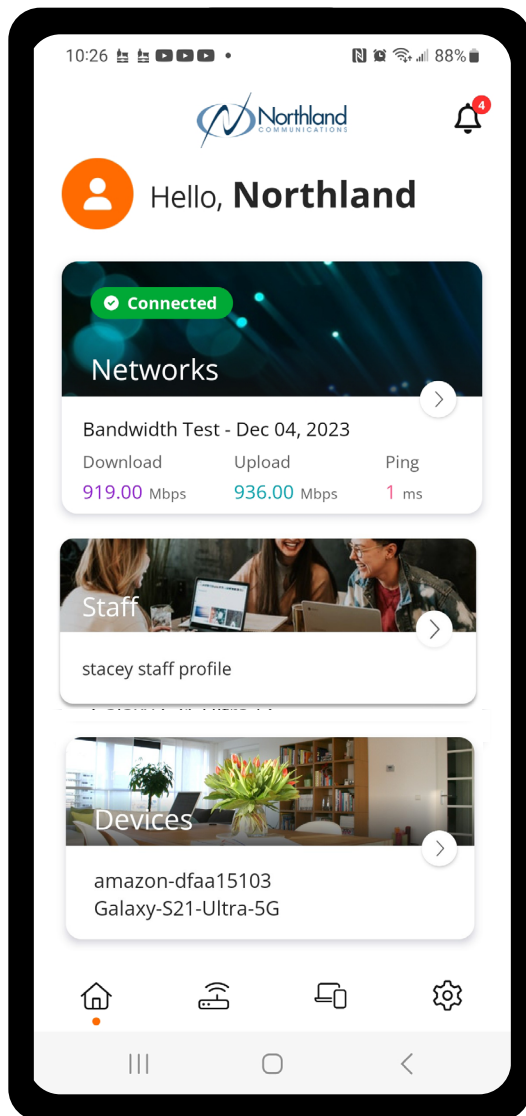
If you'd like to set up this network later, tap **Skip this step**.



SET -UP GUIDE

Main Dashboard

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



The Dashboard gives you complete control over your networks and devices.

Tap the Networks tile to:

- + Access your [Wi-Fi settings](#)
- + Run a bandwidth test
- + Configure the Customer Portal
- + View all connected devices and device usage

Tap the Staff tile to add, view and edit staff members with Individual Passwords.

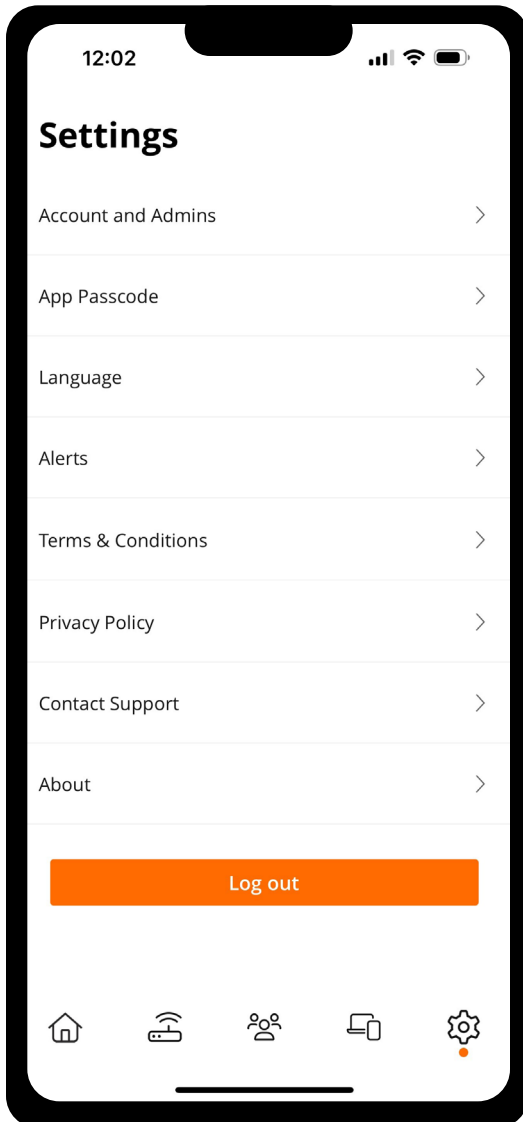
Tap the Devices tile to access a list of connected devices and view device details

Use the bottom menu bar to navigate quickly throughout the app

SET UP GUIDE

Settings

A world of customization
is available to you



Account and Admins

Update the name shown on your app and the login password.

App Passcode

Set a PIN in lieu of an app login password.

Language

Choose your preferred language.

Alerts

Manage your alert settings.

Terms & Conditions

View the terms and conditions you acknowledge by using the app.

Privacy Policy

View the Privacy Policy of the app.

Contact Support

Access support contact details and the billing portal.

About

View the app version and a brief summary of what the app does.

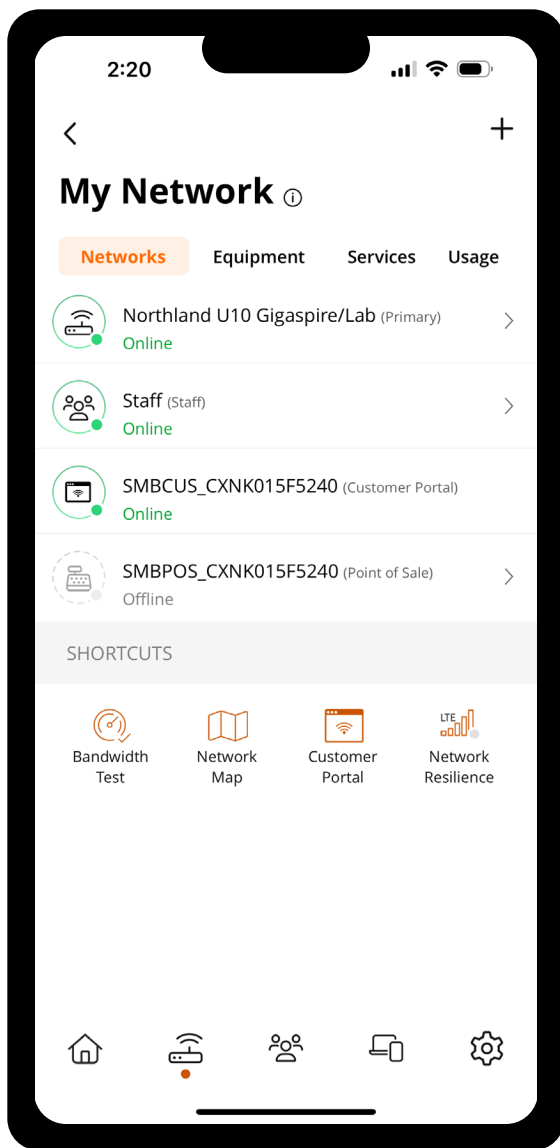
Log out

Tap to log out of the app.

SET UP GUIDE

Customize

With the advanced features in CommandWorx, you can tailor your internet to fit your business.



Networks

Enable or disable Wi-Fi networks, add devices, and even share Wi-Fi credentials.

Customer Portal

Create a custom landing page for customers who wish to join your customer Wi-Fi network.

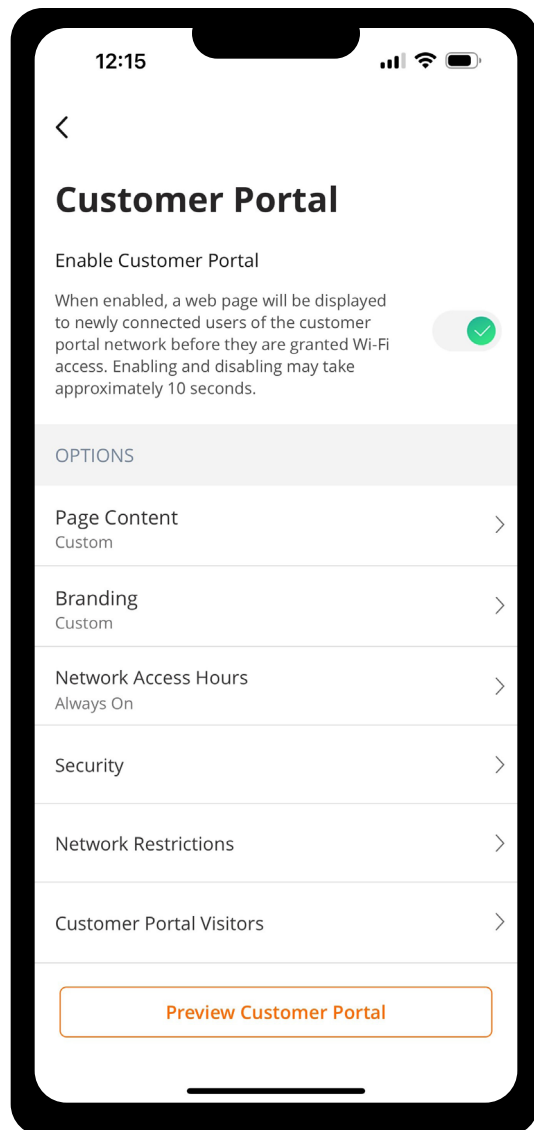
Network Resilience

Select a mobile device to provide mobile cellular/LTE service during internet service disruptions, preventing downtime and ensuring continued business operations.

SET UP GUIDE

Customer Portal

Providing Wi-Fi for your customers has never been easier!



From My Network screen, tap Customer Portal to create a custom welcome page for your patrons.

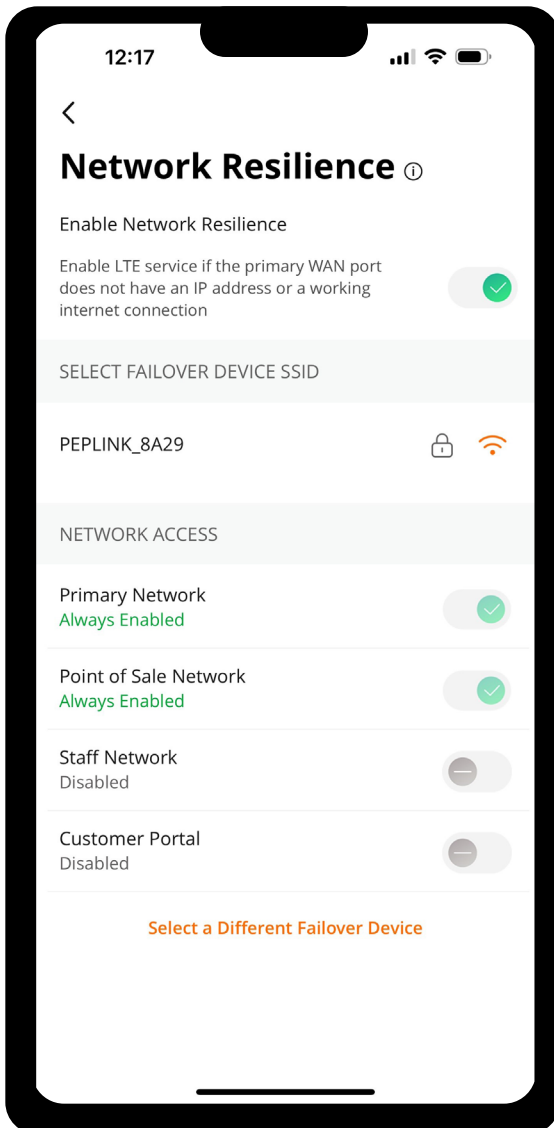
On the Customer Portal screen, do the following:

1. Tap the **toggle** to enable the customer portal. The toggle turns green when enabled.
2. Tap **Page Content** to add the Network name as you want it to appear to guests. Add a page heading, cover photo and link to your terms of use (should be a text-based HTML URL) and add button text such as "Connect".
3. Tap **Branding** to upload your business' logo and select page background and font colors.
4. Tap **Network Access Hours** to customize when the customer portal will be turned on and accessible.
5. Tap **Security** to edit security level.
6. Tap **Network Restrictions** to customize content that is available to guests.
7. Tap **Customer Portal Visitors** to select how frequently customers must enter their name and email address to access customer portal. A customer's log in information will be stored for the period you define. After than period the information will be reset and they will be required to log in again. Request an email containing a CSV file of the unique visitors to the portal.
8. Tap **Preview Customer Portal** at any time to see how the page appears to your guests.

SET UP GUIDE

Network Resilience

Keep your business
running during internet
outages



From the My Network screen, tap **Network Resilience** to select a mobile device to provide cellular/LTE service for your most critical networks.

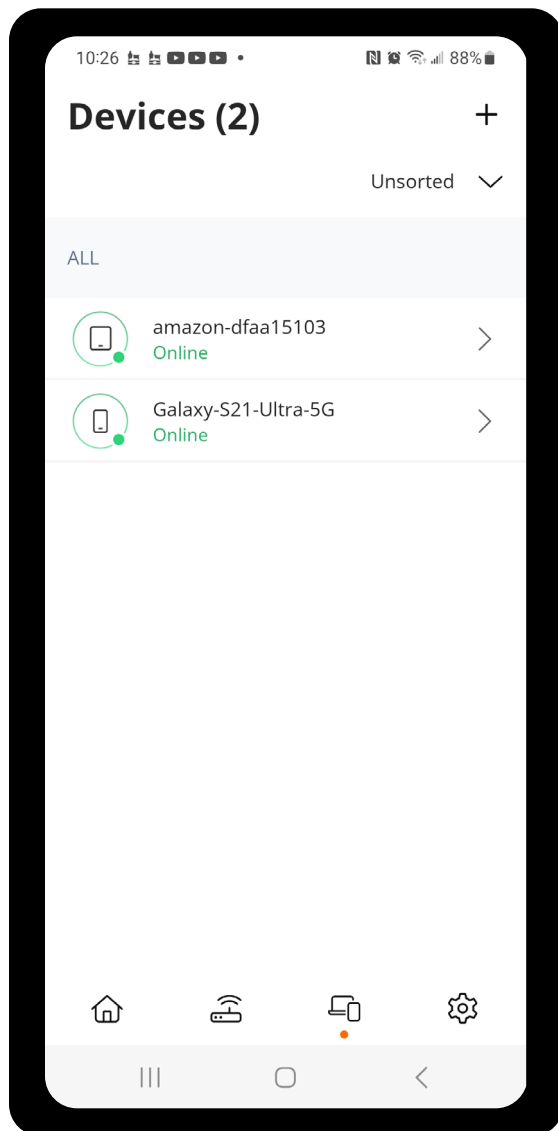
On the Network Resilience screen, do the following:

1. Tap the **toggle** to enable Network Resilience. The toggle turns green when enabled. CommandWorx automatically searches for mobile hotspots.
2. Select a hotspot from the list.
3. Enter the password for the hotspot network.
4. Select which networks should use the cellular/LTE service.

SET UP GUIDE

Devices list

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



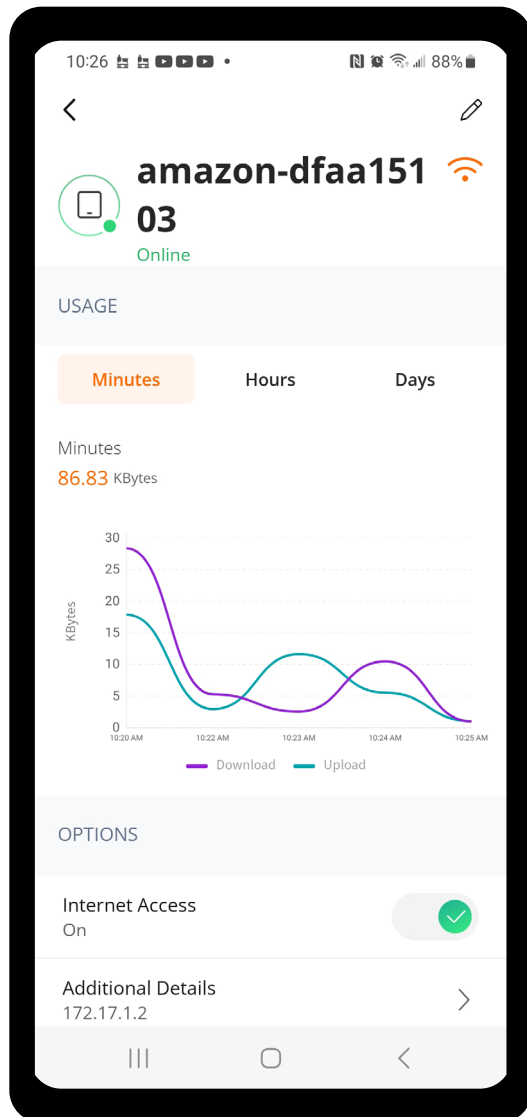
The Devices list allows you to see the devices connected to your network. Tap on a device to see additional details including:

1. Device name
2. Signal strength
3. Internet usage

SET UP GUIDE

Device details

Manage all your devices



The Device details screen shows 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.

Tap Edit in the upper right-hand corner to 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 Additional Details.

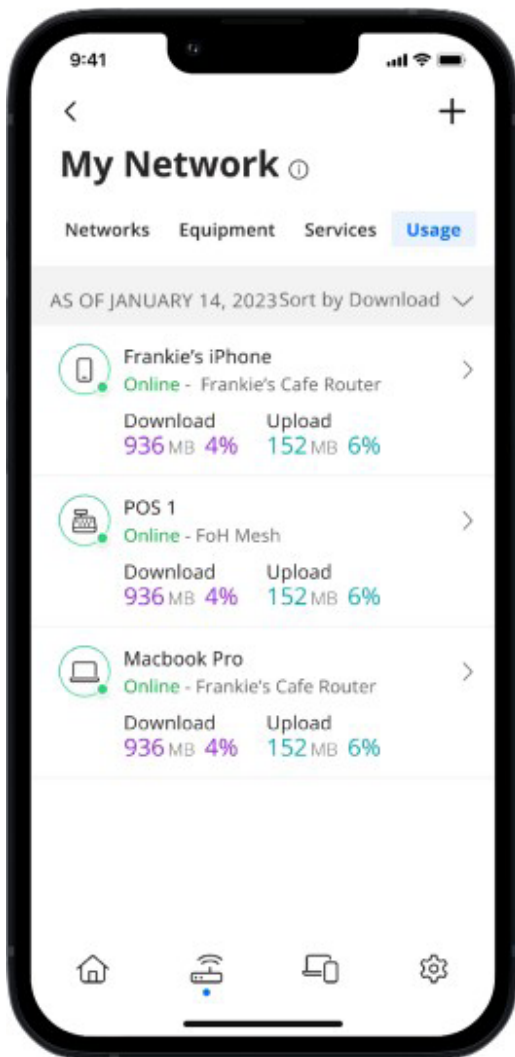
Data usage shows data used by this specific device. Tap Additional Details to view additional information for this device.

Toggle the On/Off button in the Internet Access section to turn Wi-Fi off or on or this device.

SET UP GUIDE

Network Usage

Keep track of and monitor the usage for each device



Network Usage is organized by device.

From this view, you can see basic usage information for each Wi-Fi connected device on your network, including:

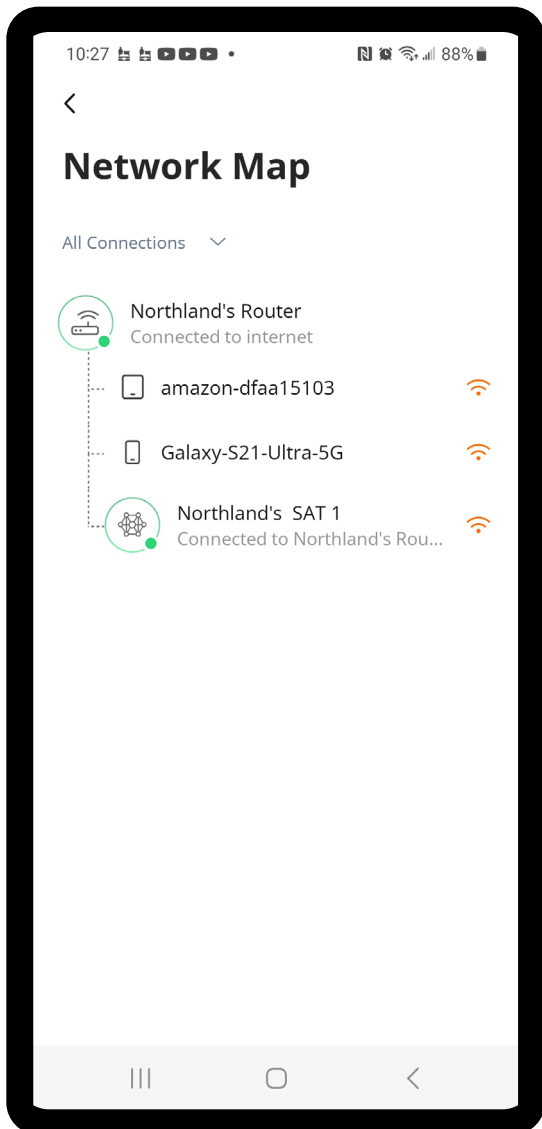
- + Device identification and whether the device is connected to Wi-Fi
- + What network device it is connected to
- + Network usage
- + The amount of data that has been used by this device

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

SET UP GUIDE

Network Map

Your Network at a glance



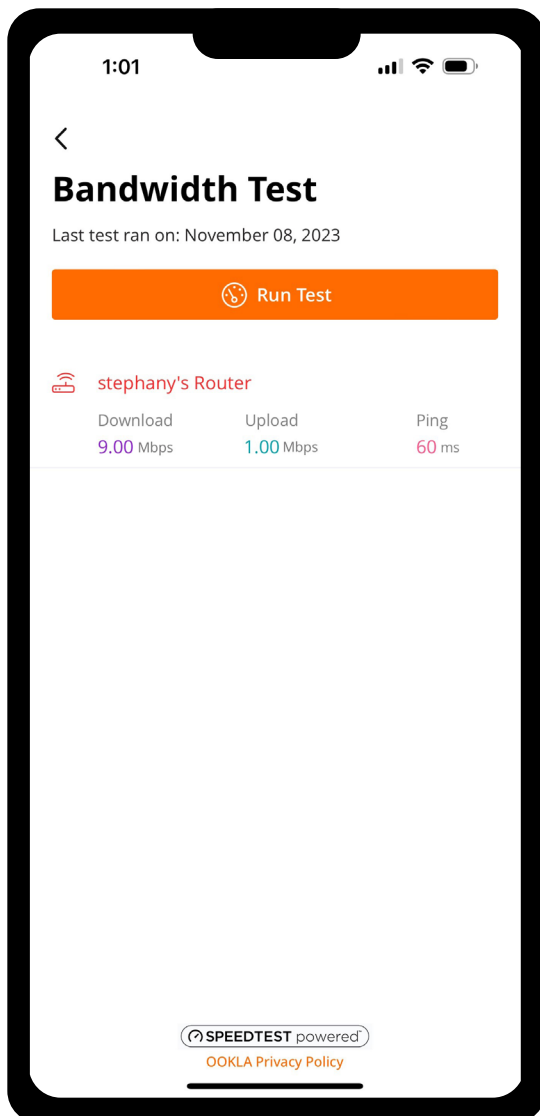
The Network Map provides a topological view of your network. To view the Network Map, tap Networks on the dashboard. Next, tap Network Map to view devices connected to your system.

Tap on the Mesh icon to view performance information and devices connected at that Mesh unit.

SET UP GUIDE

Speed Test

Internet bandwidth test



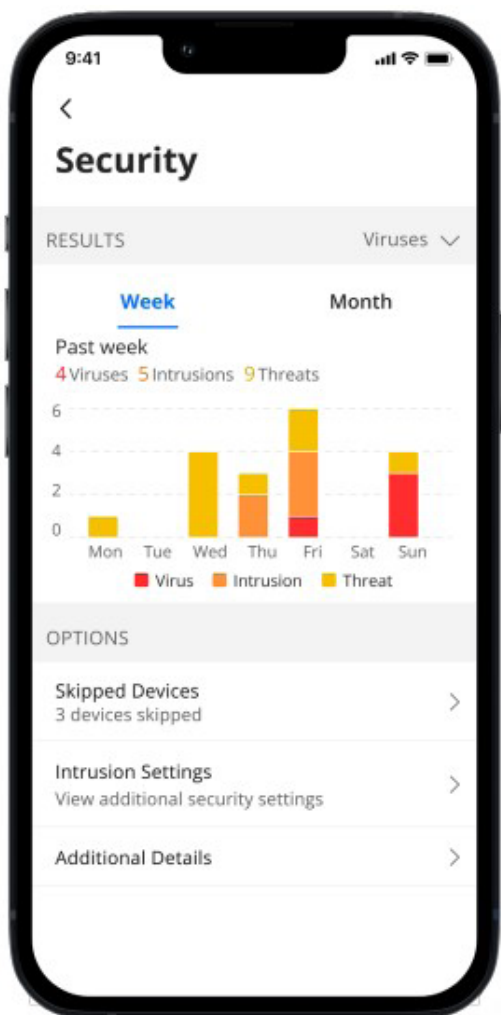
The easiest way to run a bandwidth test is to tap Networks and then tap the **Bandwidth Test** icon. Then, simply tap the **Run Test** button.

The speed test first runs between the GigaSpire BLAST and the Internet, and then conducts a speed test between any mesh units and the GigaSpire BLAST. Results display on the **Networks** tile on the Home dashboard.

SET UP GUIDE

Network Security

Proactive cybersecurity keeps
your business safe



Your GigaSpire Blast scans data coming into your network for viruses, malware and other content to provide an extra layer of protection against malicious traffic.

Threats are automatically blocked from entering your network.

To view your security status, tap Networks from the home dashboard, then tap Primary network. Tap Security. You can also add website to a Trusted list and select devices to be skipped by the security scan if they are triggering false security triggers.

Enable Intrusion Settings to add an additional level of defense.

Additional Details provides additional information including packages analyzed and the total number of threats detected and blocked by type.

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