

INTERNET & WI-FI

u6.3 Wi-Fi System

Self-Install Activation Guide

Thank you for participating in the BBT Self Upgrade program.

This installation document will guide you through the setup of your new Wi-Fi System.

For This Process You Will Need:

Wi-Fi System

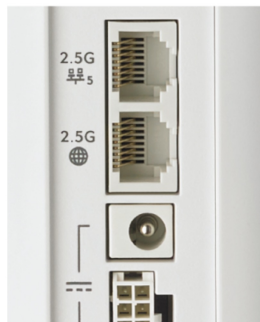
Ethernet



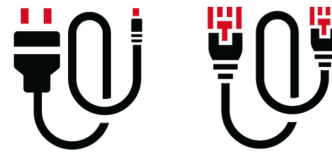
Wan Port



Power

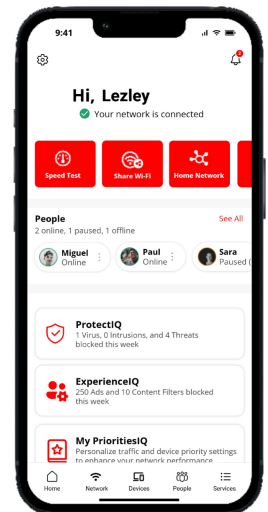


Power Cord and Ethernet Cable(s)



Smartphone (Android or Apple) with Command IQ App installed.

Not using the Command IQ App? See Step 3 for instructions

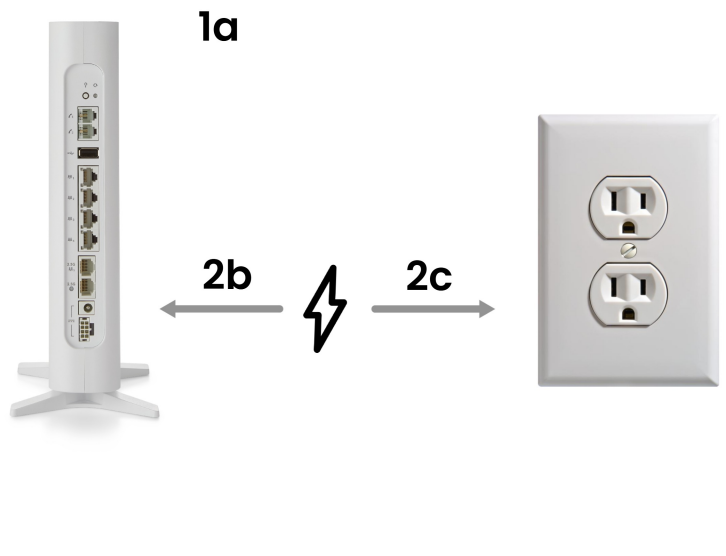


STEP 01 Unpack Your New Wi-Fi System

1a: Position the new Wi-Fi System in the location of your current one.

1b: Locate the new power adapter in the box, and insert the cord into your new Wi-Fi System.

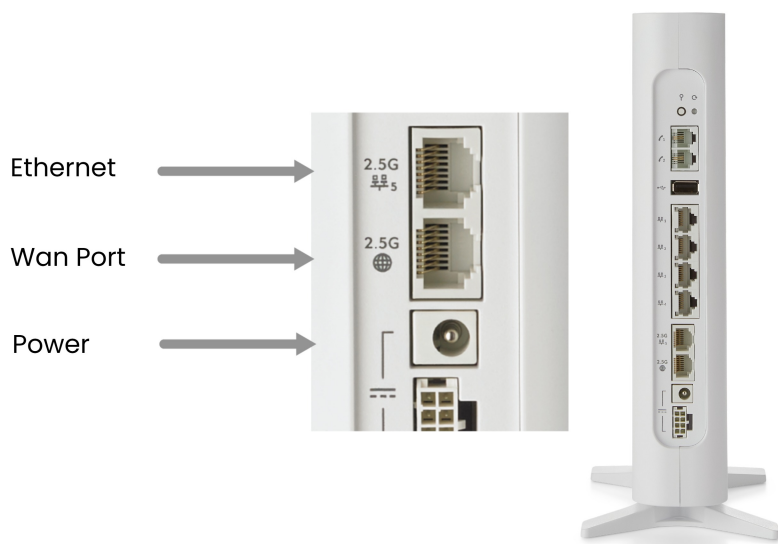
1c: Plug in the new power adapter into the wall socket.



STEP 02 Connect the Cables

2a: Locate the WAN port on your new Wi-Fi System.

2b: Repeat the same process for the Ethernet cables and move them to the same ports on your new Wi-Fi System.



2c: After approximately 10 minutes, a solid green light will indicate a successful boot-up.

If the color does not change from a solid yellow or is red, verify that the WAN cable is connected to the correct port.

2d: Call 1-800-592-4781 Option 3 and then Option 1. A BBT Rep will connect your Router remotely. After this is completed you are now ready to download the Command IQ app.



STEP 03 Set Up Command IQ App

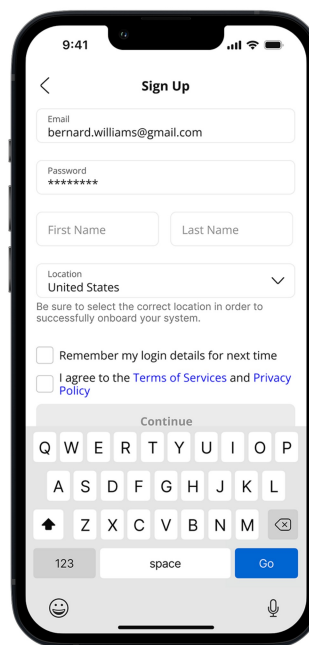
Check that your mobile phone or another Wi-Fi device is successfully connected before proceeding to download the Command IQ app.

Download the Command IQ app from the Apple or Google Play store.



Once you download the app, follow the prompts to create an account and login.

After creating an account, please scan the QR code located on the inside panel of your Wi-Fi System or the side of the box it came in (CLEI) to onboard the new Wi-Fi System. (If you have trouble with the QR code, you can enter the details manually).



Scan this code to visit our site for instructions in the Customer Center

Congratulations! You are now ready to use your new Wi-Fi System.

You can now enjoy faster Wi-Fi in more places and on more devices. Plus, with the Command IQ app you can tailor your Wi-Fi experience from the palm of your hand.

Visit <https://www.bigbend.com/customer-center/> to customize your internet experience!

We're here if you need any assistance!

800-592-4781 | CSR@bigbend.com

