

STAR INTERNET & WI-FI

Wi-Fi System

Assisted Self-Upgrade Activation Guide

Thank you for participating in the Wi-Fi program.

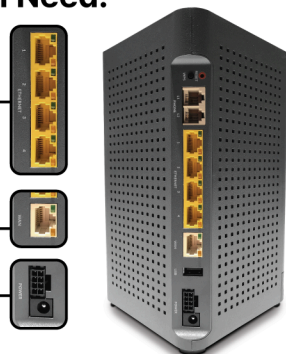
The Ultimate Wi-Fi experience is here with the latest Wi-Fi 6 system including the CommandIQ app. This installation document will guide you through the setup of your new router.

Please call one of our friendly support experts during business hours, and we will walk you through this process. It should only take about 15

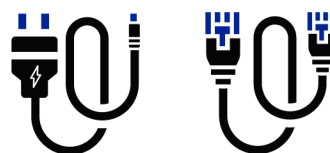
For This Process You Will Need:

Wi-Fi System

- Ethernet
- Wan Port
- Power

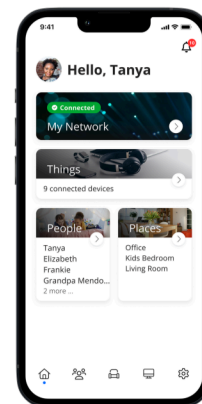


Power Cord and Ethernet Cable(s)



Smartphone (Android or Apple) with CommandIQ App installed.

Not using the CommandIQ App? See Step 4 for instructions.



STEP 01 Locate Your Current Wi-Fi System

1a: This will be the location for your new Wi-Fi System, which is already optimally situated in your home*. A Star Customer Service Representative will begin the upgrade process.

1b: When directed by your Customer Service Representative, remove the power cord only from your current router and unplug it from the wall socket. Do not unplug any other cables at this time.



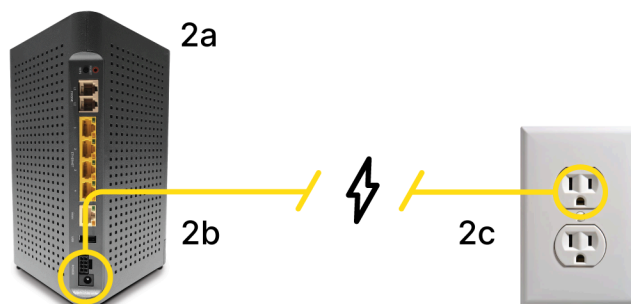
* Should your Wi-Fi set up include an indoor ONT, please ensure your new Wi-Fi System is separated by 2-3 feet to prevent interference with the indoor ONT.

STEP 02 Unpack Your New Wi-Fi System

2a: Position the new Wi-Fi System in the location of your current one.

2b: Locate the new power adapter in the box, and insert the cord into your new Wi-Fi System.

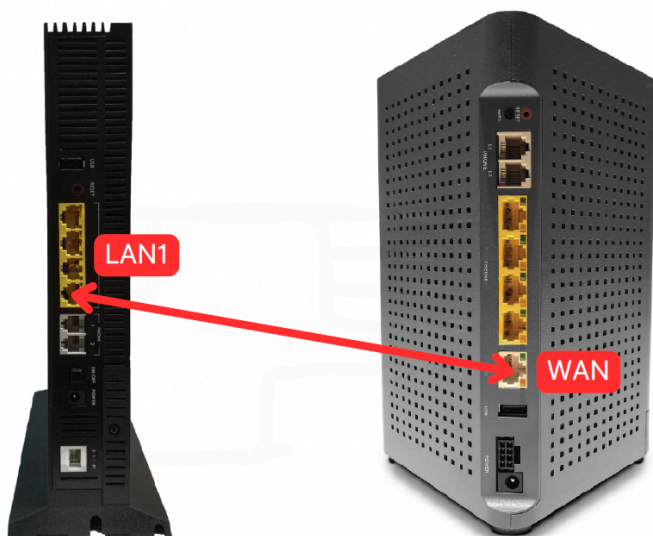
2c: Plug in the new power adapter into the wall socket.



STEP 03 Connect the Cables

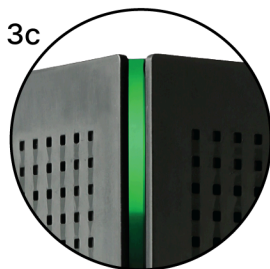
3a: Locate the WAN port on your existing Wi-Fi System. You will now disconnect that cable and move it to the new router WAN port.

3b: Repeat the same process for any Ethernet cables on your current router and move them to the same ports on your new Wi-Fi System.



3c: After approximately 10 minutes, a solid green light will indicate a successful boot-up. You are now ready to download the CommandIQ app and add devices.

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



STEP 04 Set Up the CommandIQ App

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

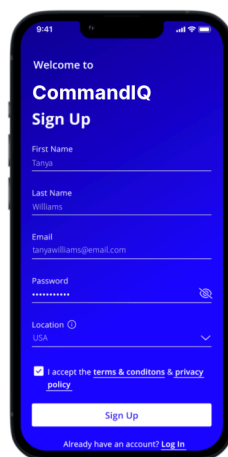
Download the CommandIQ app from the Apple or Google Play store.



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 bottom 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).

Our helpful Customer Service Representatives can assist you with the setup of the app or you can access the QR code for instructions.



Scan this code to visit our site for instructions.

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 CommandIQ app you can tailor your Wi-Fi experience from the palm of your hand.

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