

TAKING HOME NETWORK PERFORMANCE AND CONTROL TO ANOTHER LEVEL

UControl Wi-Fi App

Set-up Guide



UNITED

POWERED BY MIDDLE TENNESSEE ELECTRIC



UControl 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. UControl puts you in charge!

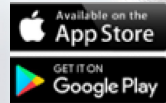
TABLE OF CONTENTS

Installing the app	2
App set up	3
Understanding the main dashboard	5
Settings	7
Main Menu	8
Parental Control (basic)	9
Guest Network	10
Device List	11
Device Details	12
Network Usage	13
Network Map	14
Speed Test	15
Enable and Disable Applications	16
Enhanced Parental Control	17
Network Security	19

UCONTROL

One app to rule them all!

The UControl By United app gives you easy access to a snapshot view of your Wi-Fi network. View the number of connected devices, test your speed, get important notifications and easily maneuver through the main menu. You can also set up a guest network, reset your SSID and password and more. UControl allows you to take full advantage of Wi-Fi 6 technology.



UCONTROL SET UP

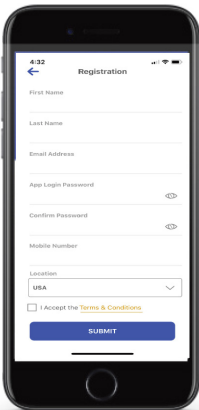
Setting up your app has never been easier.

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

STEP 1

Tap "SIGN UP"

If you have forgotten the password to access UControl, select "Forgot Password?" to reset and access your account.



STEP 2

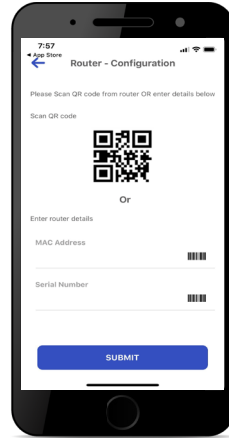
Enter basic personal information

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

STEP 3

Scan the QR code

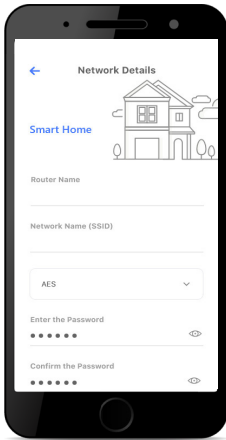
Your GigaSpire Blast router will have a metal plate on the side or bottom. Simply tap the icon and scan the QR code. Alternately, you can enter the MAC Address and Serial Number also found on the metal plate.



STEP 4

Name the network and create a password

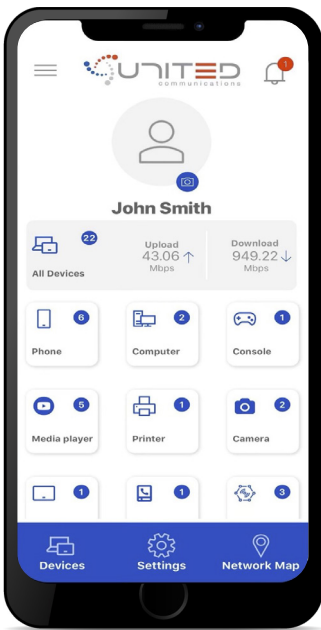
If you are setting up your home network for the first time, you can assign a name and password for your Wi-Fi network. If Wi-Fi is already set-up, once the network has been detected, enter the existing Wi-Fi password for your network.



MAIN DASHBOARD

Command at your fingertips!

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. Menu items are located in the upper-left hand corner of the screen while any notifications will be displayed in the upper-right hand corner.

All devices are placed into a variety of categories, here are a few examples:

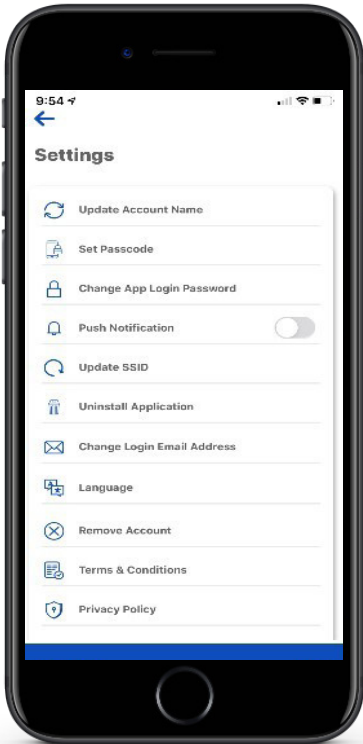
- All devices
- Other
- Phone
- Media player
- Computer
- Console
- Camera
- Television
- Network

You can also access a list of these connected devices, by selecting All Devices.

Note: 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.

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.

Push Notification

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

Update SSID

This allows you to rename your Wi-Fi network, set security for your network and reset your Wi-Fi password.

Uninstall Application

Allows you to uninstall applications.

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.

Terms & Conditions

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

Privacy Policy

Review the mobile application Privacy Policy.

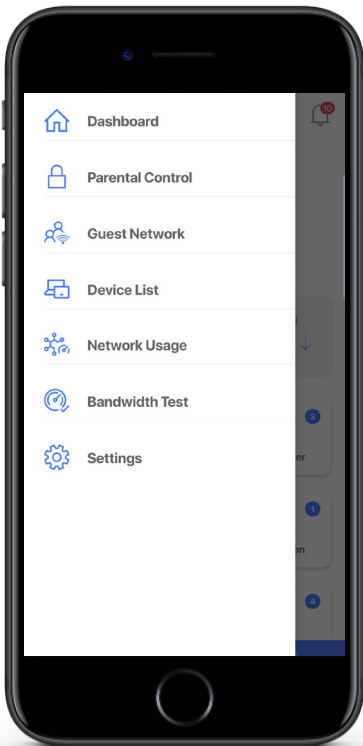
About

Provides a brief summary of what the app does.

Your App Version will show at the very bottom of this screen.

MAIN MENU

The main menu quickly takes you into the key features of the app



Available to all UControl Users:

Dashboard

Takes you back to the main dashboard.

Parental Control (Basic)

Provides the ability to set profiles and assign devices for basic on/off control.

Guest Network

Enables you to quickly and easily set up a network for guests.

Device List

Shows all connected devices by category.

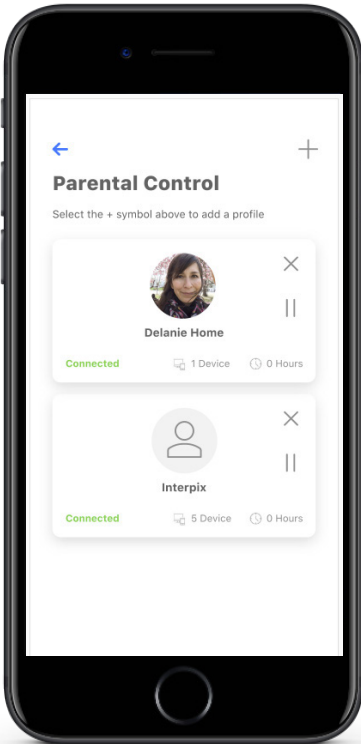
Network Usage

Shows how much bandwidth each device on your network is using after running a bandwidth test.

Bandwidth Test

Allows you to run a test from your GigaSpire to the Internet, removing any slow down from a device initiated test. If you have any GigaMesh units installed, it will also run a speed test between your Mesh units and the GigaSpire.

PARENTAL CONTROL (BASIC)



To create a parental control file:

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 “Submit” (at the bottom of the screen)

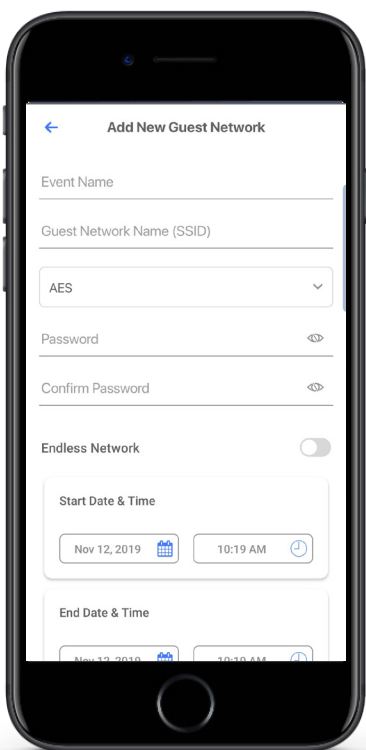
Once the profile is created you can do the following:

- Use the pencil icon to edit the profile and add a picture if desired
- Select the Pause “II” icon to disable all devices connected to this profile
- To bring devices back online select the Play icon
- Select Add Device to add more devices to this profile
- Select Remove Device to remove devices from this profile

Note: If a device has the UControl 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.

GUEST NETWORK

Creating a guest network has never been easier!



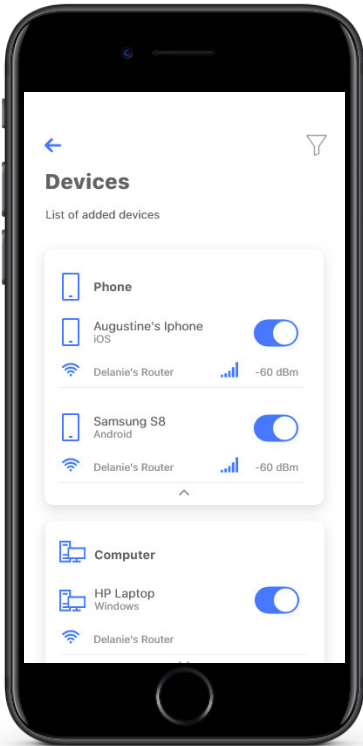
When you select Guest Network from the main menu you will have the option to “Add a Guest Network” by selecting the plus sign.

In the Guest Network setup 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 Wi-Fi
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

DEVICE LIST

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



When you select a category, devices identified in that category will be shown.

You can use the directional arrows below each section to expand or collapse any category.

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

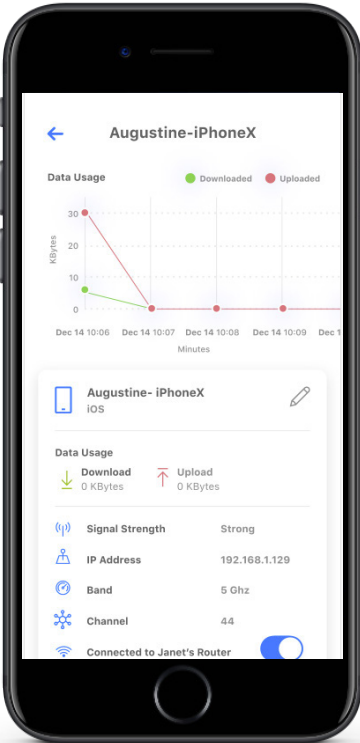
1. Device identification
2. Signal strength of the device
3. How it is connected to the network

You also can remove Wi-Fi 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.

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 selecting the pencil icon on the right side, you can rename the device to something easier for you to identify.

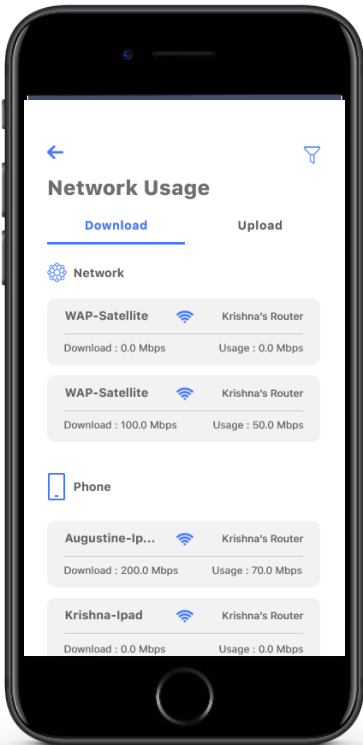
Data Usage shows data that was used by this specific device.

The bottom box shows additional connection details for this device.

By toggling the On/Off button you can turn off or on Wi-Fi for this device.

NETWORK USAGE

Keep track and monitor the usage for each device



Network Usage is organized by category.

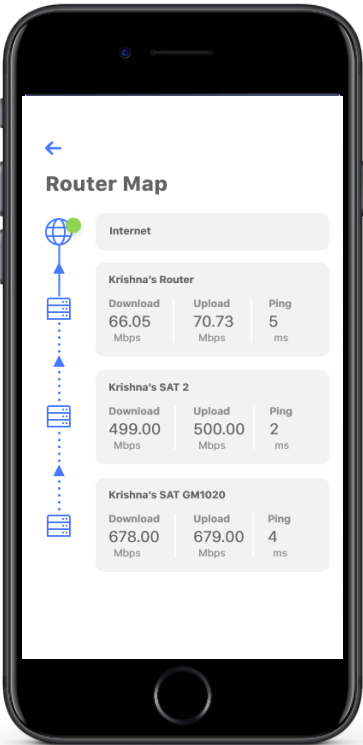
From this view, you can see basic information about usage from each Wi-Fi connected device on your network, including:

1. Device identification and whether the device is connected to Wi-Fi
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.

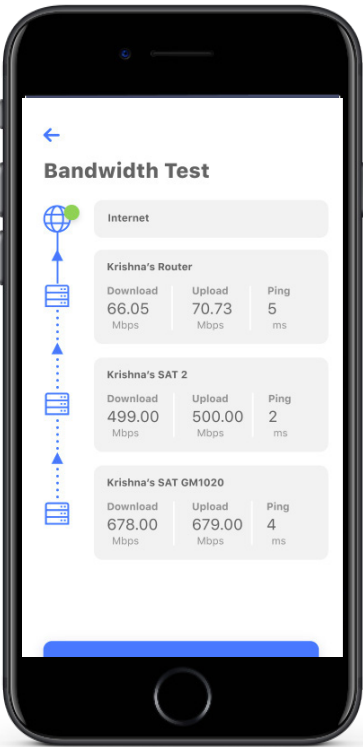
NETWORK MAP

From the dashboard you can select Network Map from the bottom right hand side of the screen.



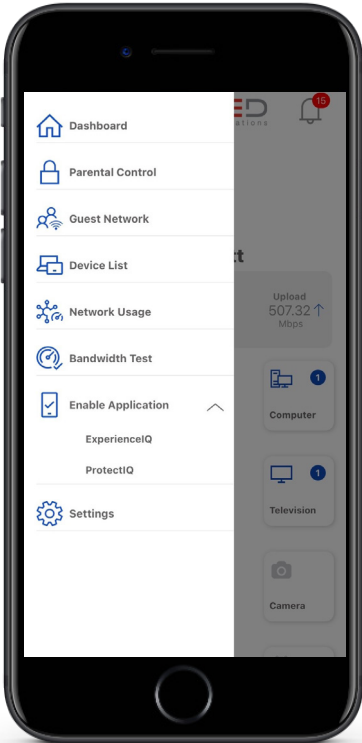
SPEED TEST

Internet bandwidth test



To run a bandwidth test simply select the "Begin Bandwidth Test" button at the bottom of the screen. The speed test will first run between the GigaSpire Blast 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, and on your main dashboard.

ENABLE AND DISABLE APPLICATIONS



If you have upgraded your UControl services to include ExperienceIQ (Enhanced Parental Control) or ProtectIQ, they will appear on your "Enable Application" screen.

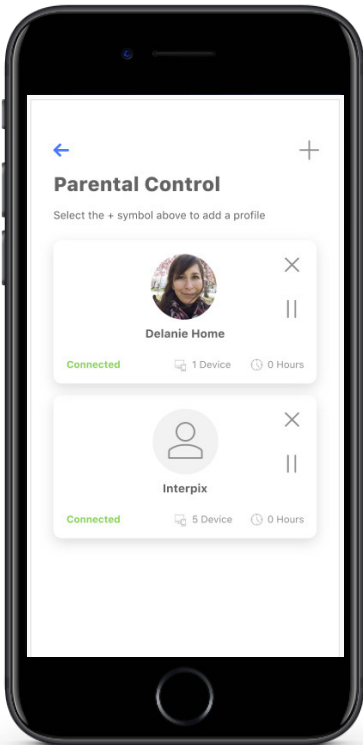
Select the feature subscribed to and simply follow the instructions to add the functionality.

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.

Note: Disabling functionality will not remove the service from your United account. If you wish to unsubscribe to an add-on feature, contact your United Representative.

ENHANCED PARENTAL CONTROL

**You set the boundaries.
We help you keep them.**



With Enhanced Parental Control, you manage screen time, content, and access. All from the United UControl app.

After subscribing and enabling the Enhanced Parental Control features will be available.

Start by selecting the + sign in the top right to 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 submit 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.

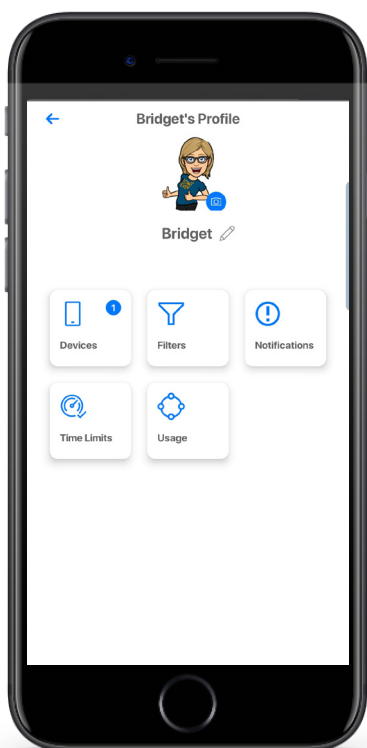
If you want to manually pause the devices assigned to this profile, simply select the pause button in the profile header. The white bar will show the current state of this profile, in the example shown you can see this profile is currently Connected, there is 1 device assigned to the profile and there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

Parental controls work while devices are connected to Wi-Fi.

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.

ENHANCED PARENTAL CONTROL

Continued



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

Devices

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

Filters

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 websites that you want to allow or block.

Notifications

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.

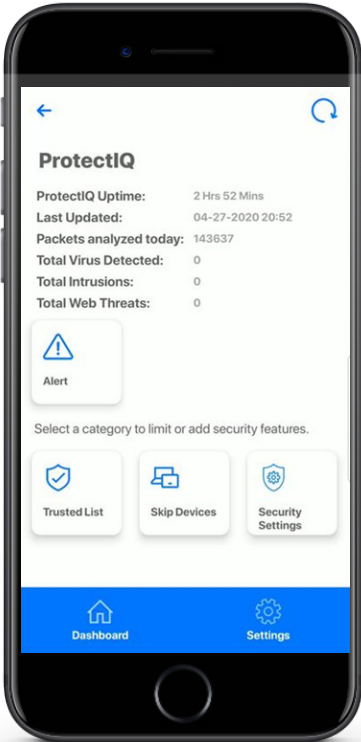
Usage

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

**Enhanced parental control is available as an add-on to Managed Wi-Fi service from United.*

NETWORK SECURITY

ProtectIQ



ProtectIQ* protects every device connected to your network and ensures that what's outside your network stays there. If you subscribe to ProtectIQ from United, it is quietly working in the background on your GigaSpire to provide an extra layer of protection against malicious traffic. Safeguard your connectivity against malware and viruses with ProtectIQ.

Alerts

Displays a list of threats that have been blocked from entering your network.

Trusted List

If a website is being blocked and you trust the content of the site, add the URL to your Trusted list.

Skip Devices

Add devices that you would like to skip security scans.

Security Settings

IPS Protocol Anomaly—is a network security/threat prevention technology that examines network traffic flows to detect and prevent vulnerability exploits.

IPS Port-Scan-Defense—is one of the most popular forms of searching a network ahead of a hack, helping attackers determine which ports are most susceptible. Port scanning can lead to a hacker entering your network or stealing proprietary data.

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

**ProtectIQ is available as an add-on to Managed Wi-Fi service from United.*

CONTACT & HOURS

United offers 24/7 customer service and technical support to resolve your concerns or issues as quickly as possible.

Business Office

120 Taylor Street
PO Box 38
Chapel Hill, TN 37034

Office Hours:

Check our website for Monday - Saturday hours of operation

Contact Information:

Local: 931-364-2227
Toll Free: 800-779-2227

Customer Service: option 1
Sales: option 2
24/7 Technical Support: option 3

Email: united@united.net
Website: www.united.net

Connect with us

