TAKING HOME NETWORK PERFORMANCE AND CONTROL TO ANOTHER LEVEL

UControl Wi-Fi App

Set-up Guide

POWERED BY **MIDDLE TENNESSEE ELECTRIC**

With United's GigaSpire Blast router, you have easy access to a snapshot view of your home or small business network. This powerful Wi-Fi 6 system not only gives you lightning-fast speed but comes with a free Wi-Fi management app offering two levels of features: UControl and Ultimate UControl featuring a more robust level of parental controls and security protection.

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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.

Ultimate UControl

Upgrade to Ultimate UControl and receive additional features with ExperienceIQ™ and ProtectIQ™.

Ultimate UControl's ExperienceIQ expands parental control capabilities in the app. You will have additional functionality to protect your loved ones from inappropriate content, images, and those not-so-friendly places on the internet. Restrict access to specific online content, applications, and websites. Block harmful or offensive content when searching Google, Bing, and YouTube. Filter and block content by age or specific categories and set time limits for specific applications.

Ultimate UControl's ProtectIQ provides network security that works in the background, adding an extra layer of protection against malicious traffic. Data is scanned for viruses and other dangerous content and you will receive a notification within the main menu of the UControl app.

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 UControlbyUC app from the Apple App Store or the Google Play Store and install onto your phone or tablet.
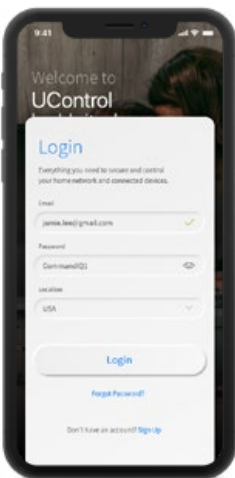
STEP 1

Tap "SIGN UP"

If you have forgotten the

password to access UControl,

select "Forgot Password?" to

reset and access your account.

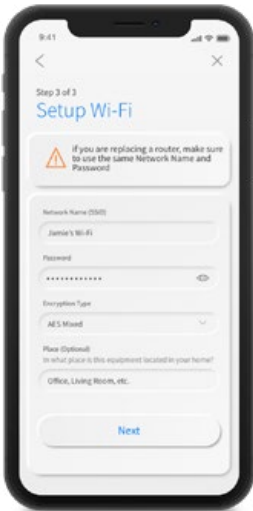### STEP 2

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. The "+" icon at the bottom on the screen allows you to:

• Create profiles for People and Places in your home

• Connect new devices

• Set up a guest network

• Enable new services like Protect**IQ**™ Network Security and Experience**IQ**™ Enhanced Parental Control*

The My Network at the top of the dashboard is where you can:

• Access your Wi-Fi Network Settings

• Run a Bandwidth Test

• View all connected devices

• Disable serivces
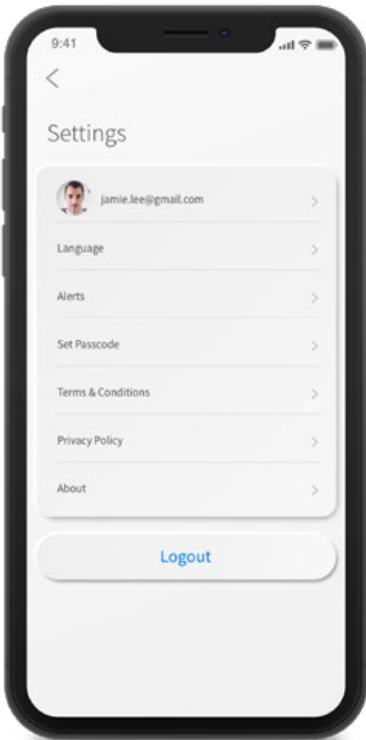
• View device usage

You can also access a list of connected devices by selecting Things from main dashboard, or in the tool bar at the bottom.

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.

*Ultimate UControl subscription required.

SETTINGS

A world of customization is available to you

Account Name
This will allow you to update the name shown on your app and the login password.

Language
Choose your preferred language.

Alerts
To receive notifications from the app, leave this in the ON position.

Set Passcode
You can set a PIN in lieu of an app login password.

Terms & Conditions
Provides the terms and conditions you acknowledge by using the app.

Privacy Policy
Provides the Privacy Policy of the app.

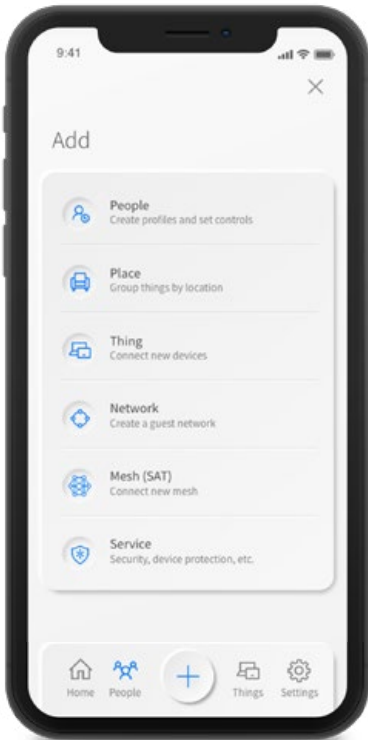**About**
Provides a brief summary of what the app does.

Your app version will appear in the about tab.

Logout
Provides the ability to log out of the app.

THE + BUTTON

The plus feature quickly takes you into the key features of the app.

Get ExperienceIQ and ProtectIQ features by upgrading to the Ultimate UControl tier.

People
Connect your Things (devices) with people in your home network. This allows you to set parental controls, content filters, time limits and so much more.

Place
Place is a great way to tailor your Wi-Fi to devices connecting to a specific area in your home like an office, media room, patio or game room. This allows you to optimize your Wi-Fi performance and prioritize your devices and activities for those places.

Thing
You can easily find your network details here to connect a new device to your Wi-Fi.

Network
Add a guest network at anytime and keep your main Wi-Fi network and data safe while you have guests over. You can set a duration and even text the wifi network name and password to your visitors.

Mesh (SAT)
Extend the reach of your Wi-Fi network by connecting a new mesh point.

Service
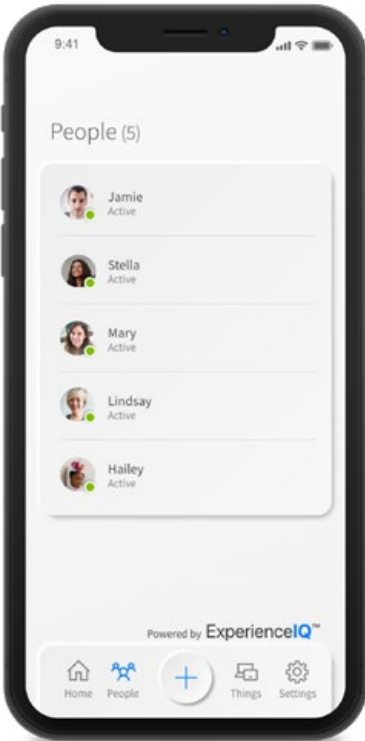### ExperienceIQ™: Parental Control (Enhanced)
Provides the ability to set profiles, assign devices, schedule offline time, add content filters, app filters, website filters, and view profile usage.

ProtectIQ™: Network Security
Provides network level protection against malware, viruses, etc.

PARENTAL CONTROL

(Included with UControl)

To create a parental control file:

1. From the home screen, select the "+" symbol and select "People" 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 "Done" (at the top of the screen)

Once the profile is created you can do the following:

- Tap "Edit" in the profile and add a picture if desired

- Swipe the Internet Access toggle off to pause all devices connected to this profile

- Set Time Limit schedules to turn internet access off for all devices in a profile during specific times of day.

- To bring devices back online swipe the toggle back on

- Tap "Edit" to add more devices to this profile

- Tap the red minus icon 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

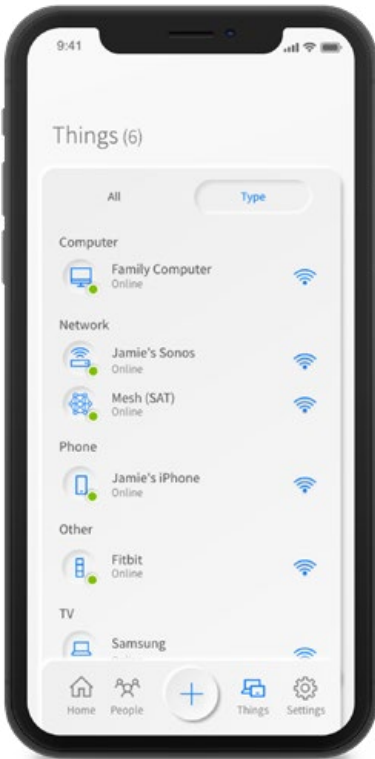**Creating a guest network has never been easier!**

When you tap the "+" icon from the main menu you will have the option to "Add a Guest Network" by selecting Networks.

In the Guest Network setup screen, do the following:

1. Set the name of the wireless guest network as you want it to appear for your guests

2. 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

3. This will bring up additional boxes for you to set and confirm your password

4. If you set this network to Endless, it will stay available

5. The alternative is to set a Start and End time for this guest login to be valid

6. Once you have set the parameters for your guest network select Done at the top of the screen

7. Press Done to complete setup. You have the option to share your new network with your guests via text, email or other messaging service

8. To edit Guest Networks, select My Network from the home screen. Select View Networks and select the network you wish to edit or delete

DEVICE LIST

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

Things 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

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 tapping into the edit function in the upper right hand corner, you can 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."

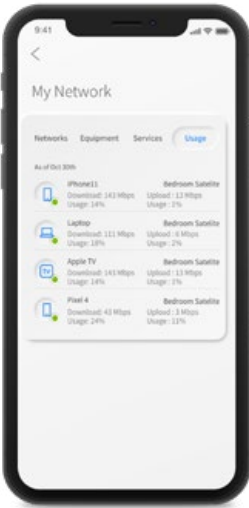Data Usage shows data that was used by this specific device.

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 Priority is available with Experience**IQ**™ and allows you to prioritize traffic and devices on your network.

NETWORK USAGE

Keep track and monitor the usage for each device

Network Usage is organized by device.

From this view, you can see basic information about usage from each Wi-Fi connected device on your network, including:
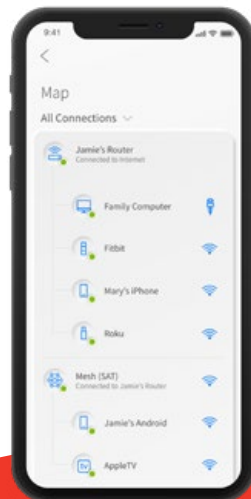
1. Device identification and whether the device is connected to Wi-Fi
2. What network device it is connected to
3. Network usage
4. The amount of data that has been used by this device

Network Usage is updated each time you run a bandwidth test through the app.
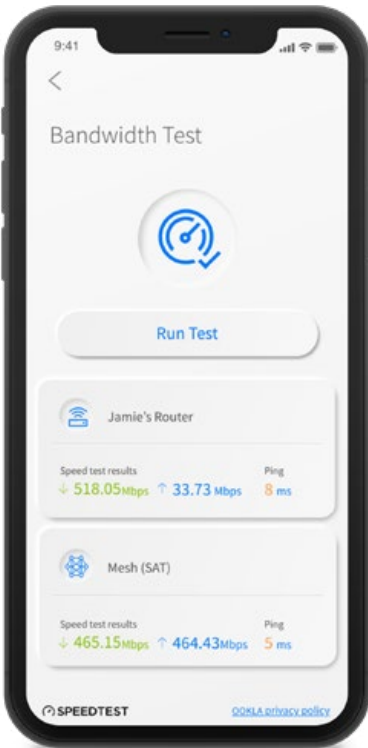
NETWORK MAP

From the dashboard you can select select My Network. This will show any units connected in your network. Next tap into your Wi-Fi Network form the Networks tab. From here tap into the "Map" section to view devices connected to your system.

You can tap on the Mesh icon to get performance information and devices connected if you have a Mesh unit installed.
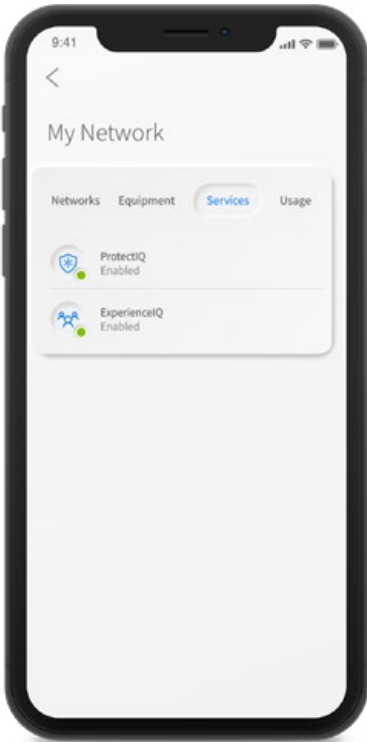
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SPEED TEST

Internet bandwidth test

The easiest way to run a bandwidth test is by tapping into "My Network" from the main dashboard and then tapping into your Wi-Fi router. Tap "Bandwidth Test" in the Settings section. Then hit the Run Test button.

The speed test will first run between the GigaSpire and the Internet and then will conduct a speed test between any mesh units and the GigaSpire. Results will show as a notification and update at this location.

ENABLE AND DISABLE APPLICATIONS

When you select the "+" icon from the dashboard and the tap into "Services," you will see a list of applications that are eligible for download into your UControl app.

Select the feature subscribed to and simply follow the instructions to add the functionality.
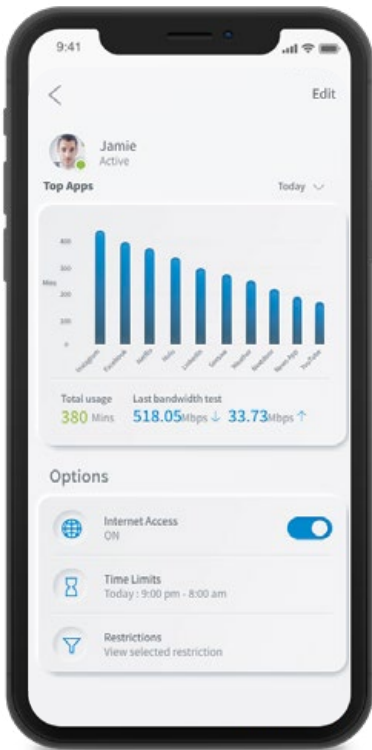
Conversely, when you select Disable Application, you will see a list of applications that are currently running on your app that you can disable. Select an item that you would like to disable and simply follow the instructions to remove the functionality.

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.

Take Wi-Fi to the next level with Ultimate UControl!

Experience**IQ**™

You set the boundaries. We help you keep them.

When you subscribe to Ultimate UControl, you'll have access to enhanced functionality to manage your internet.

Start by selecting the + icon from the home dashboard and then tapping into the People section. Next, 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 "done" those devices selected are now assigned to the profile you have created. You can remove a device by selecting Edit, then the "-" sign next to the device.

If you want to manually pause all devices assigned to this profile, toggle the Internet Access button to OFF.

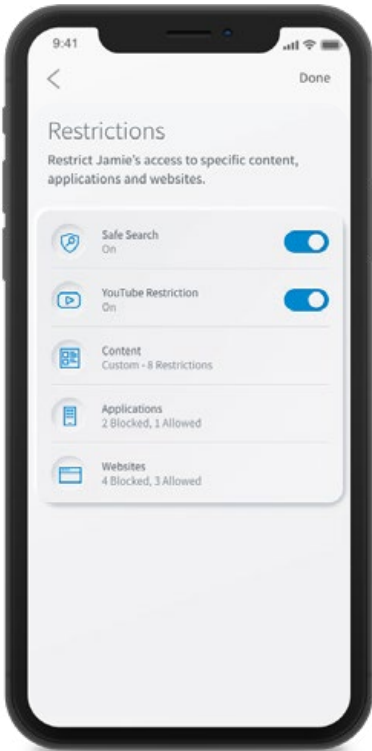Select Time Limits to set time limits for all devices connected to the profile.

Restrictions allow you to restrict access to specific content, applications and websites and enable Safe Search and YouTube restrictions.

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.

Experience**IQ**™

Content Restrictions

Restrictions allow you to limit access to specific content, applications and websites for a profile you have set up.

Safe Search
Blocks harmful or offensive content when searching Google, Bing and YouTube.

YouTube Restriction
Block all comments on videos which often include inappropriate language.

Content Restrictions
Block content by age or specific categories such as violence.

Applications
Block access, approve access, or set time limits for specific applications by entering the name of the application.

Websites
Allow or block specific websites.

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

ExperienceIQ™

Activity and Device Prioritization

From any profile or the Things tab, tap into a device to access Network Priority to view activity and device prioritization settings.

By default, activity priorities on the Wi-Fi network are organized according to a combination of common activities. You can prioritize the activities by ordering them from top to bottom with the most important activities on top. Once set, My Priorities will do all the work to prioritize traffic to your activities.
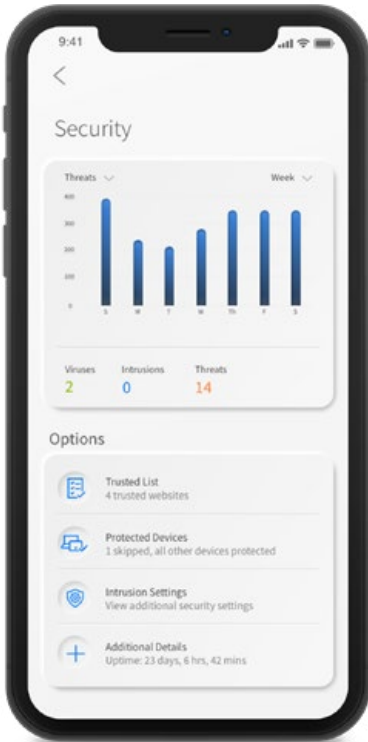
You can schedule an alternative activity list during certain times and days of the week. Up to three different schedules are supported.

Prefer to prioritize by device regardless of what activity those devices are performing? By tapping Devices, you can select up to 5 devices to prioritize over all others on the Wi-Fi. You can even set a timer to reset the priority once the time is expired. For example, if you want to use your Sonos surround sound while you stream Netflix on your smart TV for family movie night, you can set priority to just those devices.

Device priorities can also be made permanent. Device priorities work in conjunction with the activity priorities and share the fastest network traffic queue. This means you get the most bandwidth and lowest latency on the devices and activities you set.

ProtectIQ™

Network Security

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.*

Protect**IQ**™* protects every device connected to your network and ensures that what's outside your network stays there. If you subscribe to Ultimate UControl from United, Protect**IQ**™, it is quietly working in the background on your GigaSpire to provide an extra layer of protection against malicious traffic.

Data coming into your network will be scanned for viruses and other malicious content and you will receive a notification if content was blocked for some reason. This will show as a notification within the Protect**IQ**™ main menu item in your app. No action is needed when you receive an alert. These threats are automatically blocked from entering your network.

To view your security status, select My Network from the dashboard. Select Networks and your home network. On the Security tab, you will see the last update.

Select Security to view the latest results. You can also select Options including:

1. Trusted List shows items you have selected as trusted in your notifications screen

2. Skipped Devices allows you to select devices that will be skipped during security scans

3. Intrusion Settings allow you to enable an added layer of protection. Enable both options for the ultimate protection

4. Additional Details provides additional information including packets analyzed and the total

CONTACT & HOURS

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

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