

GigaSpire FAQs

Q: What do the lights on my GigaSpire mean while it's booting up?

A: The LEDs located on the corner of the GigaSpire provide information on the status and current state of the system. Below, you will find a detailed status of the power-up-cycle.

Status	Function	LED Status
Off	Power is off. 1. The unit has not been turned on, or 2. There is no power to the unit, or 3. The UPS battery has been discharged and there is insufficient power to continue operation.	All four LEDs are Off.
Booting Up, Software Upgrade in Progress	Unit is in the boot-up process or service/software is being upgraded. Flashes green every second assuming software has taken over.	All four LEDs are On.
Boot-up Failure	Boot-up failed. (assuming software has taken over)	All four LEDs are On, flashing red. Cycles at 0.8 seconds
Connected to Internet	Unit has successfully booted up, local services are up, and connected to the Internet	LED 1 is On, green. LED 2,3,4 are Off.
Service Failure, No Internet	No service, No Internet	All four LEDs are On, Red. Cycles at 1.6 seconds.

Q: What is the WPS button for?

A: WPS stands for Wi-Fi Protected Set-up and is a security standard that makes it easier and faster to connect your GigaSpire to other wireless devices.

Q: Where is the best place to put the GigaSpire?

A: The best place to put the GigaSpire is in a central location, in the up-right position with good “line of sight” visibility to the main areas of your home.

Q: Where should you avoid placing the GigaSpire?

A: Avoid placing the GigaSpire next to large appliances, behind TVs, or in “service closets” such as power distribution or fuse panels. While the GigaSpire is designed to provide extensive wireless range and coverage, these devices are sources of interference and may reduce your throughput or range.

Q: My wireless device says it cannot support a 5 GHz radio. What do I need to do?

A: Your device will still be supported on the 2.4 GHz radios. This would be due to your device’s limitation and unrelated to Cumberland Connect.

Q: There is only one LAN ethernet plug on the back of the GigaSpire. What should I do if I have more than one wired device that I need to plug in?

A: You can purchase a gigabit switch and plug that into the GigaSpire LAN port to give you the ability to plug in multiple devices.

Q: How do I reboot the GigaSpire and keep my settings?

A: Unplug the power cord from the GigaSpire for 30 seconds, then re-apply power.

Q: How do I pair devices, like my printer?

A: If your device supports WPS, simply follow the instructions included with your device’s installation manual. Press the WPS button for less than 3 seconds on the back of the GigaSpire when instructed.

