814G GigaHub Quick Start Guide

This document provides general installation practices for the GigaHub model 814G.

This document also provides guidance for site preparation, installation, and basic troubleshooting.
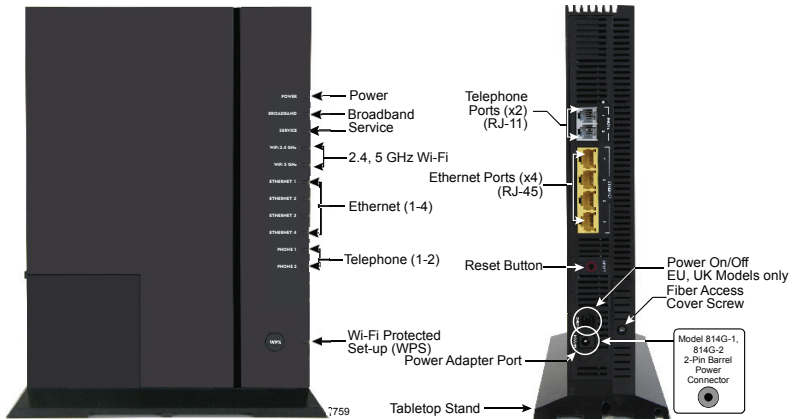
Scan the QR code at left to access the installation instructions for this product. All product documentation is available online from the Calix Resource Center (support.calix.com).

Package Contents

- ✔ GigaHub - Model 814G
- ✔ Power Adapter (Optional - may ship separately or with UPS*)
- ✔ Tabletop Mounting Stand
- ✔ GigaHub Quick Start Guide (this document)
- ✔ Product identification labels with login credentials (x2)

    * NOTE: For instructions on installing the optional UPS, refer to the GigaHub Installation Guide.

A Quick Look

Power
Broadband
Service
2.4, 5 GHz Wi-Fi
Ethernet (1-4)
Telephone (1-2)
Wi-Fi Protected
Set-up (WPS)

Telephone
Ports (x2)
(RJ-11)
Ethernet Ports (x4)
(RJ-45)
Reset Button
Power On/Off
EU, UK Models only
Fiber Access
Cover Screw
Power Adapter Port
Tabletop Stand

Model 814G-1,
814G-2
2-Pin Barrel
Power
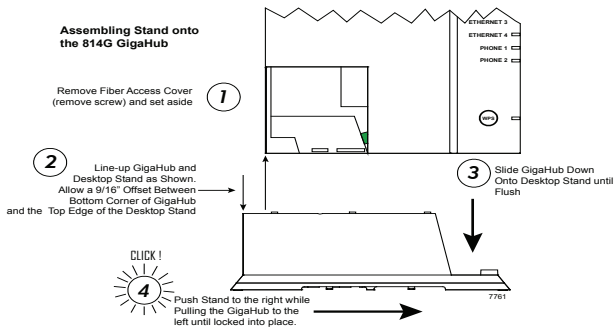Connector

Installation Variables

Before installing the 814G GigaHub, consider what additional services may be implemented. Various Ethernet and telephone ports are available on the back of the unit which may or may not be used. Prior to determining the unit's final location, you need to account for the following variables:

- Where will the telephone lines be routed?
- Where will the Ethernet cables be routed?
- Where in the home will the 814G GigaHub be placed? Understanding Wi-Fi coverage before determining the GigaHubs location is required.
- What type of building material is used in the home? Make sure you have the appropriate drills, drill bits and fasteners for routing subscriber services and/or power cables as they pass through walls and the like.

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Tabletop Mounting

Calix GigaHubs can be mounted on a tabletop in a "tower" configuration using the tabletop stand shipped with the product.

Assemble the tabletop stand and the GigaHub as shown in the following diagram.

Assembling Stand onto the 814G GigaHub

ETHERNET 3
ETHERNET 4
PHONE 1
PHONE 2

WPS

1 Remove Fiber Access Cover (remove screw) and set aside

2 Line-up GigaHub and Desktop Stand as Shown. Allow a 9/16" Offset Between Bottom Corner of GigaHub and the Top Edge of the Desktop Stand

3 Slide GigaHub Down Onto Desktop Stand until Flush

CLICK !

4 Push Stand to the right while Pulling the GigaHub to the left until locked into place.
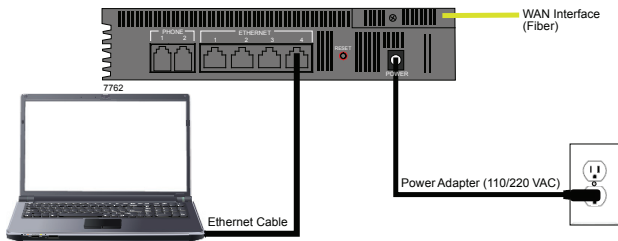
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Connecting the Equipment

In order to facilitate table-top mounting of the 814G GigaHub, do the following:

1.   Remove the 814G GigaHub from its packaging and inventory all parts.

2.   Remove the fiber access cover and set aside temporarily.

3.   Attach the fiber pigtail to the bulkhead fitting on the GigaHub until it snaps into place. Make sure the fiber does not violate manufacturer's bend radius specifications and that the fiber is not kinked or pinched. Re-install the fiber access cover.

4.   Plug in the power adapter to an available wall socket.

5.   Plug in the 2-pin barrel connector into the GigaHub. The power-up sequence begins and will complete in about 3 minutes.

   NOTE: To ensure proper airflow around the unit, do not block the sides of the GigaHub.
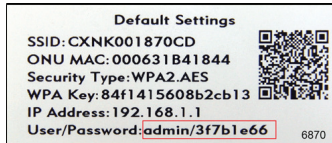
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Connecting Outside Services

Subscriber voice, IP video and data services are attached to the rear of the GigaHub.

1. Locate the telephone, video, and data cables coming from the home.

2. Connect the incoming telephone lines to the RJ-11 connectors on the GigaHub.

3. Connect CAT5 or better to the LAN Ethernet (RJ-45) ports for direct-attached devices.

4. Secure all subscriber service wiring as appropriate.

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Default Device Settings

Inserted inside the shipping carton of each 814G GigaHub, the inventory label (x2) provides necessary product information. This information may be attached to a work order or applied to the exterior of the device for future reference.

Default Settings
SSID: CXNK001870CD
ONU MAC: 000631B41844
Security Type: WPA2.AES
WPA Key: 84f1415608b2cb13
IP Address: 192.168.1.1
User/Password: admin/3f7b1e66   6870

- Serial Number of the 814G GigaHub
- ONU MAC address
- Default Wi-Fi security type
- Wi-Fi security key (WPA Key)
- Default IP address of the home gateway router (needed at initial turn-up)
- Default login credentials (User Name/Password)

Getting Started

To turn up network services on the 814G GigaHub, two options are available:

1. Connect an active optical fiber to the 814G GigaHub's bulkhead fitting, power the unit on, and allow the network OLT (for example, a Calix E7) to discover the device as an unprovisioned ONT. At the OLT, the network administrator will provision the GigaHub and provide operational parameters remotely.

2. With the fiber disconnected, access the Smart Activate or Voice Activate application included with the 814G and then enter the Registration ID into the application. With the Registration ID having previously been entered at the OLT, once the fiber is connected, the GigaHub will come up as a provisioned ONT based on the pre-provisioning that was completed for that Registration ID.

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Home Gateway Settings

To turn up home gateway services on the GigaHub, complete the following tasks:

1. Connect your PC to any LAN Ethernet port on the GigaHub using a standard Ethernet cable.

2. Open a browser and enter the IP address of the GigaHubs Embedded Web Interface (EWI): http://192.168.1.1.

Status	Quick Start	Wireless	Utilities	Advanced

3. Enter the credentials provided on the label shipped inside the GigaHub box.

4. Navigate to the Quick Start Menu and set-up the following:

    a. Choose how to connect to the Internet
    b. Configure your 2.4 GHz or 5 GHz wireless network
    c. Set the local time zone (may be automatically set by network)

For more information about device provisioning from the EWI, refer to the GigaFamily Service Providers Guide.

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Frequently Asked Questions

Q: How do I reset the device without having to unplug the unit?

A: If the RESET button is depressed for less than 5 seconds, it resets the unit using the current configuration settings.

Q: How do I reset the device back to factory settings?

A: Pressing the RESET button on the back of the unit for at least 5 seconds, or access the "Restore Defaults" reset button located in the "Utilities" section of the Embedded Web Interface.

Q: How does the WPS button work?

A: Pressing the WPS button broadcasts the GigaHubs credentials (network password) to other WPS capable devices for a period of 2 minutes, allowing these devices to gain access to the wireless network.

Q: Are the wireless radios on by Default?

A: Yes.

Q: Is Wireless Security on by Default?

A: Yes, unit is set with WPA2 Key Wi-Fi security type and login/password credentials that are printed on the inventory label and the product label affixed to the device.

Q: What if the User Name or login keys are forgotten?

A: Try setting up the wired connection and configuring the wireless encryption again.

- Press the reset button of the wireless router for at least five seconds.

- Device reverts to factory default settings

- Custom configuration options (such as SSID names) are reset as well.

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Q: My Wi-Fi signal strength is lower than I expected?

A: A wireless signal degrades with distance and obstructions. Common signal impairments include walls, ceilings, metal, concrete, cinder blocks, fluorescent lights, microwaves, furniture, etc. While the 814G has been optimized to provide wireless coverage for most applications, there may be dependencies based on the location where the device is installed. Please contact your service provider for troubleshooting assistance.

Q: What mounting options are available for installing the 814G?

A: The 814G should be installed using the tabletop stand or wall mount bracket to ensure best Wi-Fi performance and proper fiber optic cable management. The 814G can be installed in a flat orientation on a desktop independent of the tabletop stand. Please ensure that the fiber optic cable can be properly routed to the device without excessive bends or pinching of the cable.

Q: What do I do if I cannot log on to the 814G gateway?

A: Contact your service provider.

Q: Who do I contact for service and support?

A: Contact your service provider.

Potentially Explosive Atmosphere

Do not use the GigaHub in an area where a potentially explosive atmosphere exists.

Atmosphère potentiellement explosive

N'utilisez pas le GigaHub dans un endroit où existe une atmosphère potentiellement explosive.

Intended Use

This product is classified as telecommunication equipment not intended for direct purchase by the public.

This product is designed and approved for use in an indoor location only.

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> ⚠️ **CAUTION!** Use of any controls, adjustments, or procedures other than those specified herein may result in hazardous radiation exposure.

Utilisation prévue

Ce produit est classé comme équipement de télécommunication non destiné à l'achat direct par le public.

Ce produit est conçu et approuvé pour utilisation en intérieur uniquement.

> ⚠️ **MISE EN GUARDE !** L'utilisation de contrôles, réglages ou procédures autres que ceux spécifiés dans ce manuel peut entraîner une exposition dangereuse à des rayonnements.

Power Supply

- Ensure that a suitable AC power outlet is located near the GigaHub and easily accessible.
- Connect the power supply cord only to the AC power outlet that meets the specifications marked next to the appliance AC power inlet on the GigaHub.
- Never alter the AC power cord. If necessary have the correct outlet installed by a qualified electrician or call your service provider for assistance.
- To reduce risk of damage to the electric cord, remove it from the outlet by holding onto the AC power adapter rather than the cord. Make sure the cord is positioned so that it will not be stepped on, tripped over or otherwise subjected to damage or stress.

> ⚠️ **WARNING!** Do not use any other power adapter except the one that accompanies this unit or a power supply identified in the list below. Use of another adpater could result in damage to the unit. To prevent electrical shock, please do not open the cover. The following power adapters are qualified to be used with this GigaHub.

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Power Supply Specifications				
Note: All power supplies must be a UL listed, LPS power source				
ONT Model	Region	Adapter Model Number	Input	Output
814G-1	North America (NA)	Amigo AMS157-1202500FU	90-264 VAC, 47/63 Hz, 2.5A	Nominal 12 VDC, 2.5A Maximum, 30W
814G-1	European Union	Amigo AMS157-1202500FV	90-264 VAC, 47/63 Hz, 2.5A	Nominal 12 VDC, 2.5A Maximum, 30W
814G-2	European Union	Amigo AMS157-1202000FV	90-264 VAC, 47/63 Hz, 2A	Nominal 12 VDC, 2A Maximum, 24W

Note: The above table reflects Power Adapter certifications only. This is not intended to suggest that the ONTs themselves are certified for use in all listed countries/regions.

Alimentation électrique

- Assurez-vous qu'une prise de courant C.A. appropriée est située près du GigaPoint et qu'elle soit facile d'accès.

- Connectez le câble d'alimentation uniquement à une prise de courant qui correspond aux spécifications indiquées à côté de l'entrée d'alimentation du GigaHub.

- Ne modifiez jamais le câble d'alimentation. Si nécessaire, faîtes installer la bonne prise de courant par un électricien qualifié ou Contactez votre prestataire de services pour assistance.

- Pour réduire le risque de dommage au câble électrique, retirez-le de la prise de courant en tenant l'adaptateur secteur plutôt que le câble. Assurez-vous que le câble est positionné de manière à éviter qu'il soit possible de marcher ou trébucher dessus, ou de l'endommager.

Attention ! N'utilisez pas d'autre adaptateur secteur que celui qui accompagne cet appareil ou une alimentation électrique autre que celle identifiée dans la liste ci-dessous. L'utilisation d'un autre adaptateur pourrait endommager l'appareil. Pour éviter les chocs électriques, n'ouvrez pas le couvercle. L'adaptateur électrique suivant est qualifié pour être utilisé avec le GigaHub.

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Specifications de l'alimentation du 814G-1, 814G-2				
Remarque: Toutes les sources d'alimentation doivent être une source d'alimentation LPS homologuée UL.				
ONT Model	Région	Numéro de modèle de l'adaptateur	Entrée	Sortie
814G-1	Amérique du Nord	Amigo AMS157-1202500FU	90-264 VCA, 47/63 Hz, 2.5A	Nominal 12 VVC, 2.5A Maximum, 30W
814G-1	Union européenne	Amigo AMS157-1202500FV	90-264 VCA, 47/63 Hz, 2.5A	Nominal 12 VVC, 2.5A Maximum, 30W
814G-2	Union européenne	Amigo AMS157-1202000FV	90-264 VCA, 47/63 Hz, 2A	Nominal 12 VVC, 2A Maximum, 24W
Remarque:	Le tableau ci-dessus reflète uniquement les certifications de l'adaptateur secteur. Cela n'a pas pour but de suggérer que les ONT eux-mêmes sont certifiés pour être utilisés dans tous les pays / régions listés.			

Children

Do not allow children to play with the GigaHub. It contains small parts that could become detached and create a choking hazard.

⚠ **CAUTION!** Changes or modifications to this product not expressly approved by the party responsible for compliance could void your authority to operate the equipment and invalidate approvals.

⚠ **MISE EN GUARDE !** Les changements ou modifications non approuvés expressément par l'autorité responsable de la conformité peuvent annuler l'autorisation accordée à l'utilisateur d'utiliser cet équipement.

Environmental Conditions

Maximum environmental values during use:
Temperature: 0° C to +40° C (32° to 104° F), Humidity: 5% to 95% RH, non-condensing

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License Information

Open Source Software Utilization Notice

The 814G GigaHub uses Open Source Software Programs. Such software programs are made available subject to certain third party terms and conditions.

The fact that you are about to begin using or have purchased this product requires that you be informed of the use of these software packages and or libraries and in some cases, the third party terms and conditions applicable to such software. This information can be found on the manufacturer's support portal. Refer to the appropriate software release notes for additional information on Open Source Software Programs used by this product.

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