

# Mesh Unit Pairing Instructions



## Ethernet Pairing Prerequisites

- Download and sign up for GloFiber SmartBiz app



- You will need an ethernet cable
- Onboard your primary gateway to the app and confirm device is online
- This will be the fastest way to view the status of your mesh unit even if pairing over ethernet
- It will also enable you to pair without an ethernet cable if necessary

## Ethernet Pairing

1. Physically attach the mesh unit to the primary router with a spare ethernet cable using the WAN/Globe port of the mesh unit connected to LAN 1 port of the Gateway via Ethernet)
  - a. You may need to unplug another device from LAN port 1 to do this, remember to reconnect them after the mesh unit is paired and relocated
2. The pairing process should take 3 to 5 minutes at most
3. You will be able to view the status of the mesh units on the Network Tab in the mobile app
  - a. Once a satellite is paired via an ethernet connection, if the ethernet connection is removed the satellite will switch to Wi-Fi backhaul.
4. The mesh unit can now be relocated back to its previous location within the business

## Mobile App Pairing Prerequisites

- This option requires the use of GloFiber SmartBiz/Shentel SmartBiz app with a fully onboarded router

## Mobile App Pairing

1. From the Home screen, tap on the My Network tile along the bottom row of icons
2. Tap the plus sign in the top right and select Add Equipment
3. Scan the QR code located on the sticker on the back of the device
  - o Alternately, tap Issues Scanning? to manually enter the MAC address and serial number.
4. Tap Next
5. Enter a Name for the device
6. Tap Done to complete the onboarding. If you have additional devices to add, tap Save and add another Mesh (SAT) to onboard another mesh device

