



MCG *INSIGHT*



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FAQ: MCG INSIGHT

Last Updated: June 2, 2023

OVERVIEW

This document provides answers to Frequently Asked Questions about MCG Insight services.

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MCG INSIGHT

WHERE CAN I DOWNLOAD THE MCG INSIGHT APP?

Download the MCG Insight app from Google Play Store or Apple App Store. Then, search for MCG Insight to find the correct app.

WHAT SHOULD MY WI-FI NAME AND PASSWORD BE?

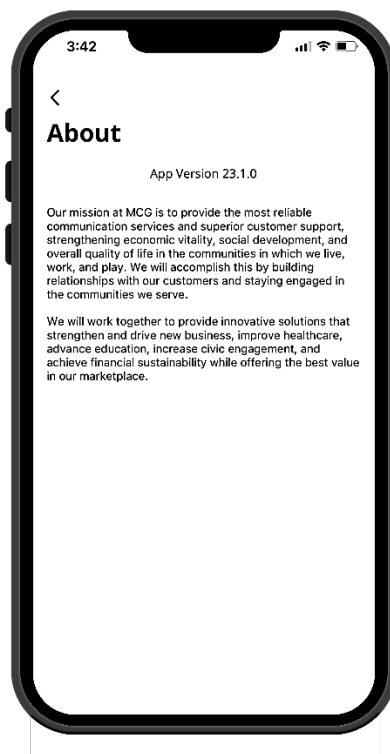
Your Wi-Fi (SSID) name should be something unique that you remember. You will likely not want to change your Wi-Fi name and password often, as you would have to reconnect all the devices in your home after changing the name.

ARE THE WI-FI NAMES (SSID) CASE-SENSITIVE?

Yes, Wi-Fi SSID names are case-sensitive.

HOW DO I CHECK MY APP VERSION?

Tap **SETTINGS**, then tap **ABOUT**. The app version displays in the bottom right corner of the screen.

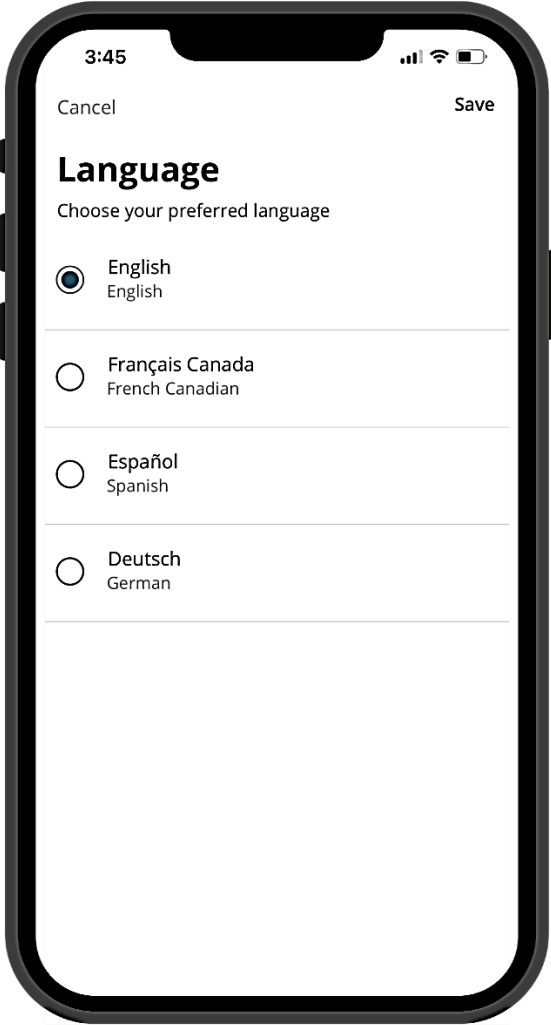


DO I NEED TO UPGRADE MY APP?

If you have automatic app updates set on your device, the app will automatically pull in any new versions. You can manually check for an update if you do not have this set up. Or finally, you can uninstall the current app, find it in the app store, and install the newest version.

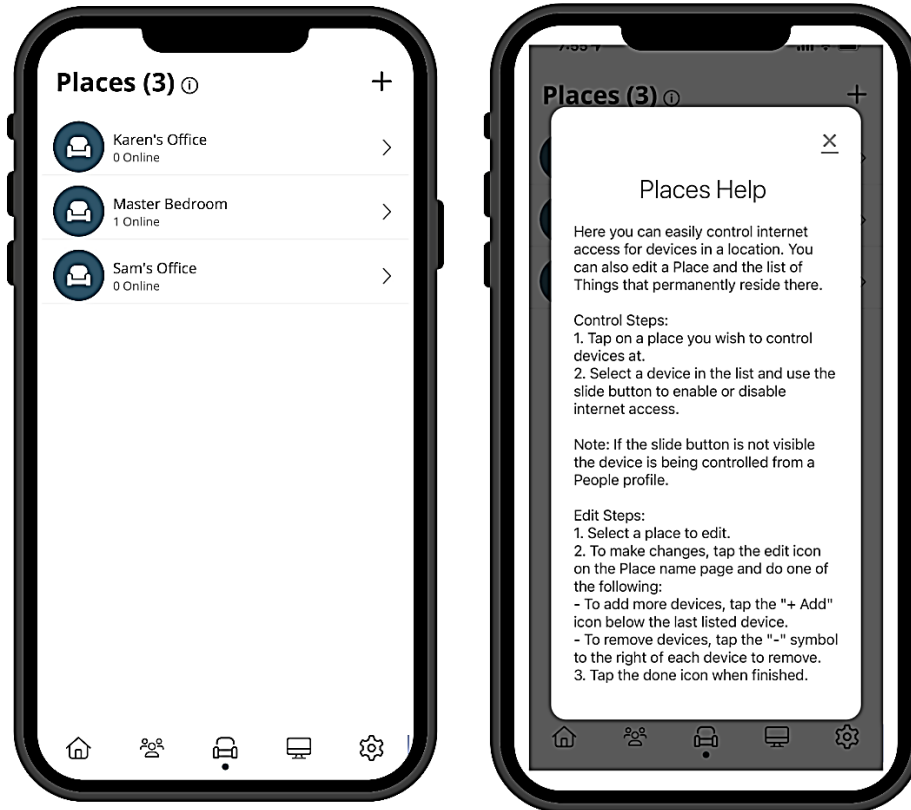
WHAT LANGUAGES DOES MCG INSIGHT SUPPORT?

MCG Insight supports English (default), French Canadian, German, and Spanish. To change the language, go to **SETTINGS**, and click on **LANGUAGE**. Select your desired language and save.



WHAT ARE THE INFORMATION ICONS I SEE ON SOME OF THE SCREENS WITHIN THE APP?

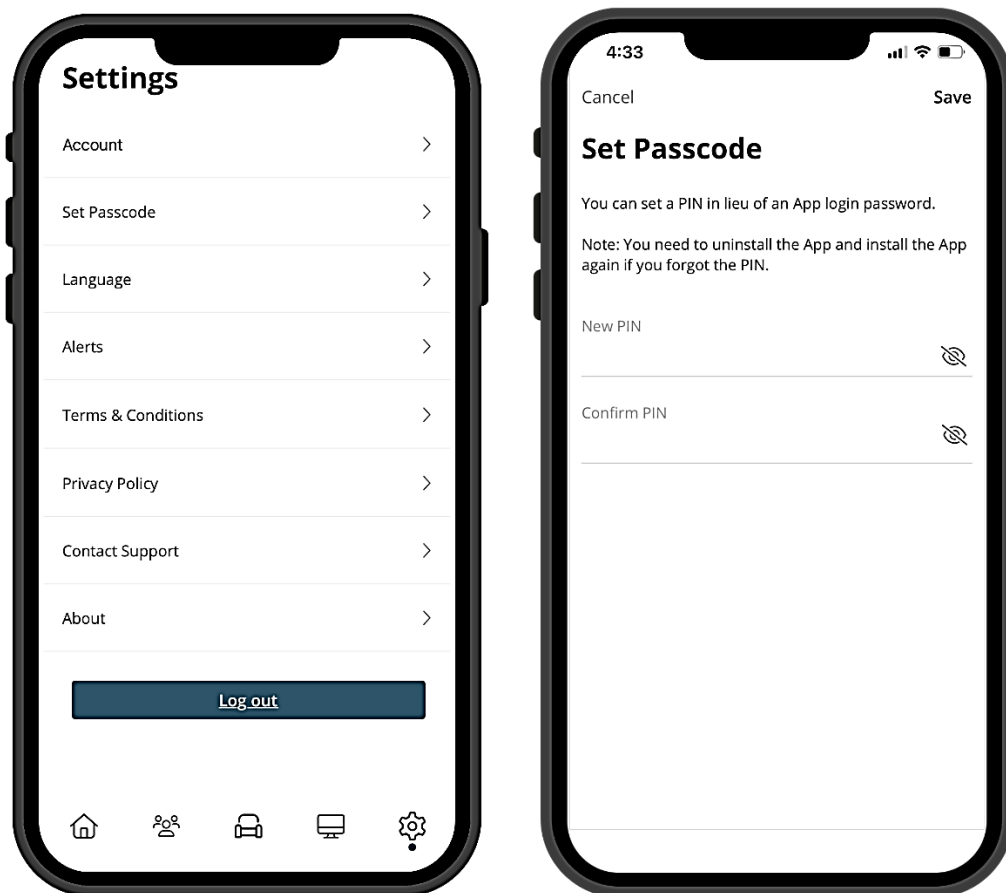
Specific screens within the app feature information ⓘ icons. Tap the icon when you need a basic description or assistance to understand an app feature within the respective screen panel.



CAN I PASSWORD-PROTECT THE APP?

Yes, you set a PIN that must be entered any time you launch the app. The PIN must contain at least 4 characters. After you configure a PIN, it can be enabled or disabled from the **SETTINGS** menu.

To set a passcode, go to **SETTINGS**, then click on **SET PASSCODE**.



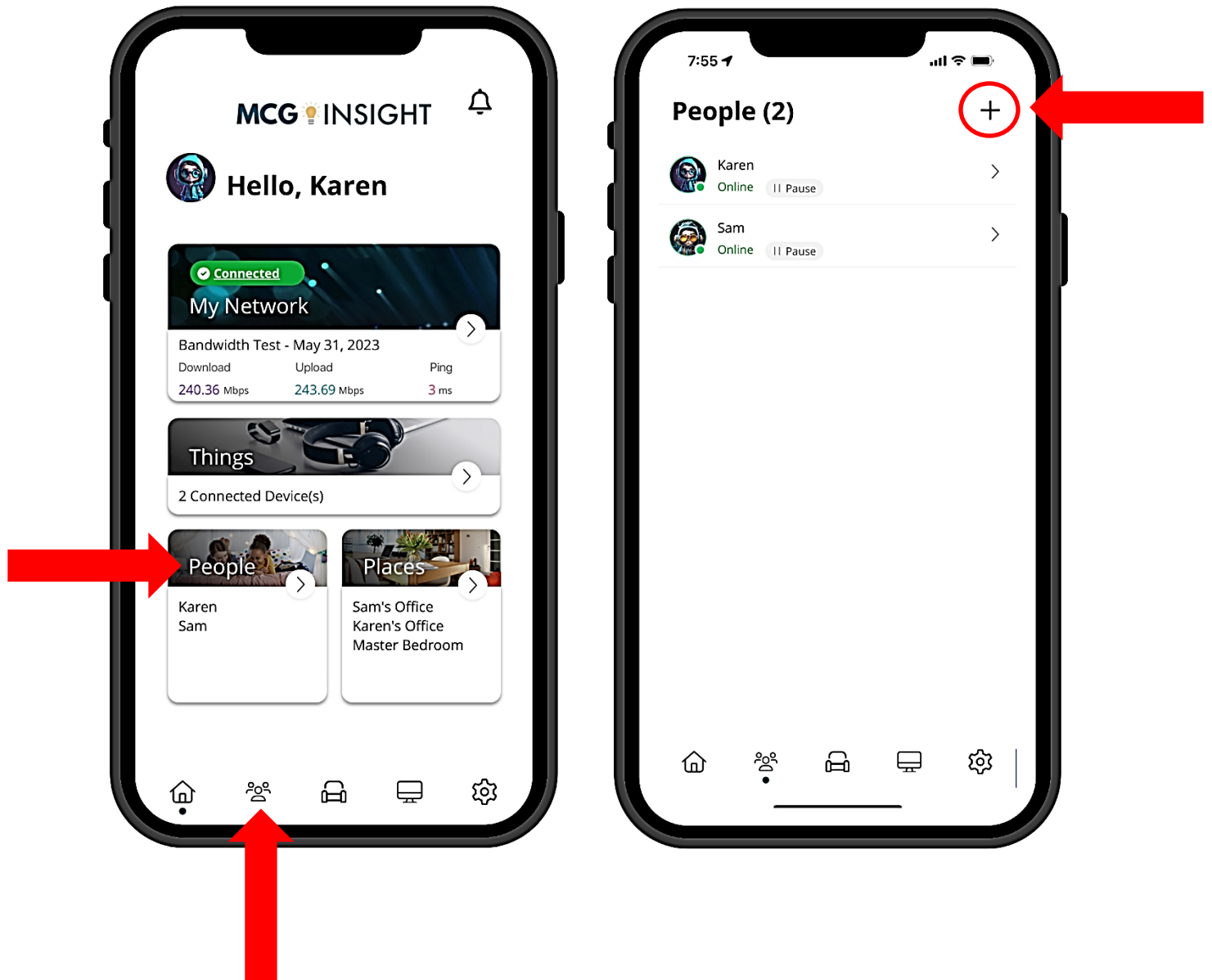
HOW DO I ADD A NEW PERSON TO MY NETWORK?

You can add people from the **PEOPLE** screen.

To access the **PEOPLE** screen, you can either:

1. Tap the **PEOPLE** tile on the Home Screen.
2. Tap the **PEOPLE** icon in the bottom menu bar.

Once on the **PEOPLE** screen, tap the plus sign in the upper-right corner to add a person.



WHAT ARE PLACES?

PLACES allow you to assign a group of devices to specific locations within your home. For example, you might have a home office where you want to assign your laptop, printer, or other office equipment. Your gaming devices or home fitness equipment (e.g., Peloton) might be assigned to another place. Your outdoor security cameras might be assigned to a place you name "Outdoors."

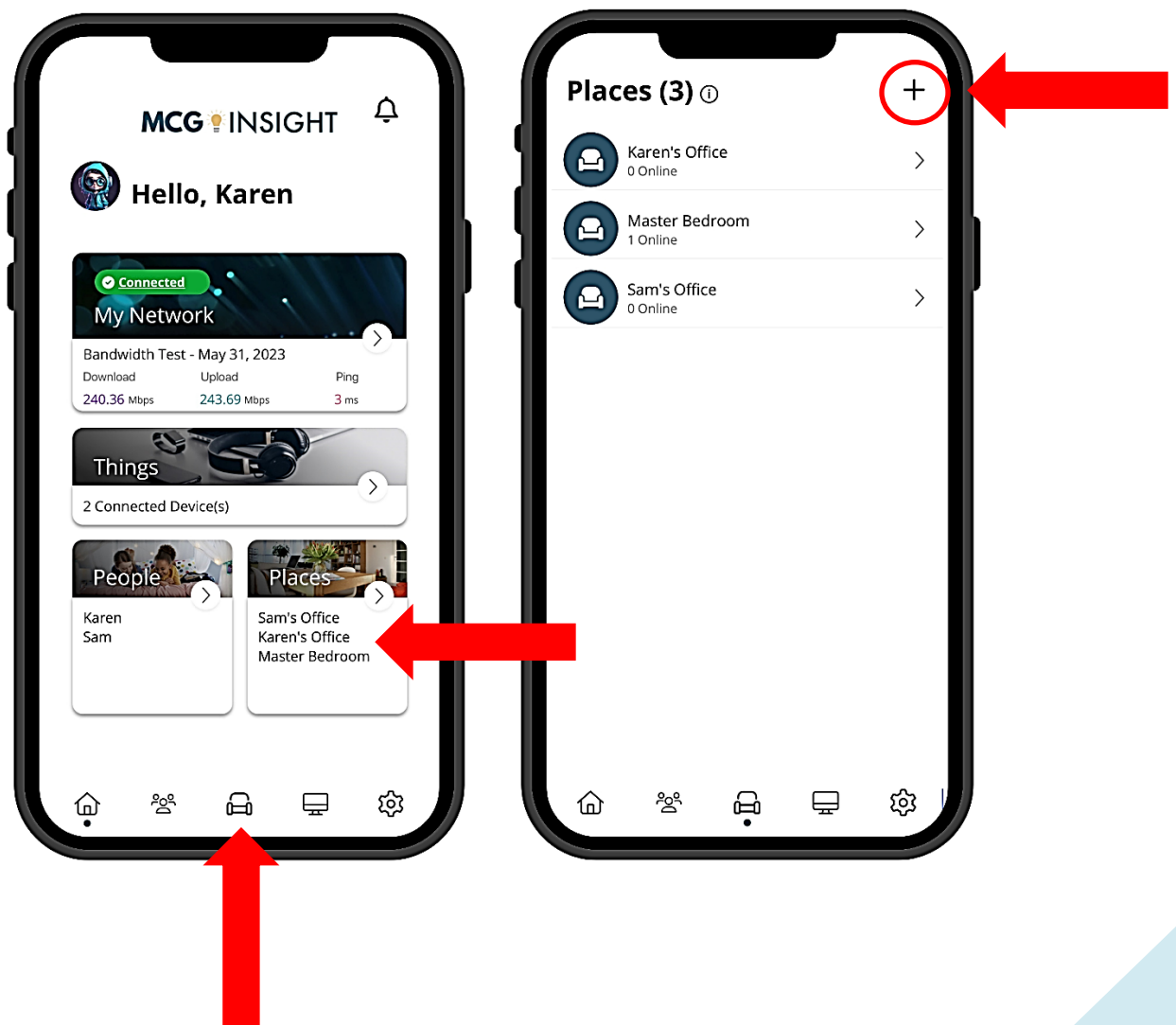
HOW DO I CREATE PLACES?

You can add places from the **PLACES** screen.

To access the **PLACES** screen, you can either:

1. Tap the **PLACES** tile on the Home Screen.
2. Tap the **PLACES** icon in the bottom menu bar.

Once on the **PLACES** screen, tap the plus sign in the upper-right corner to add a place



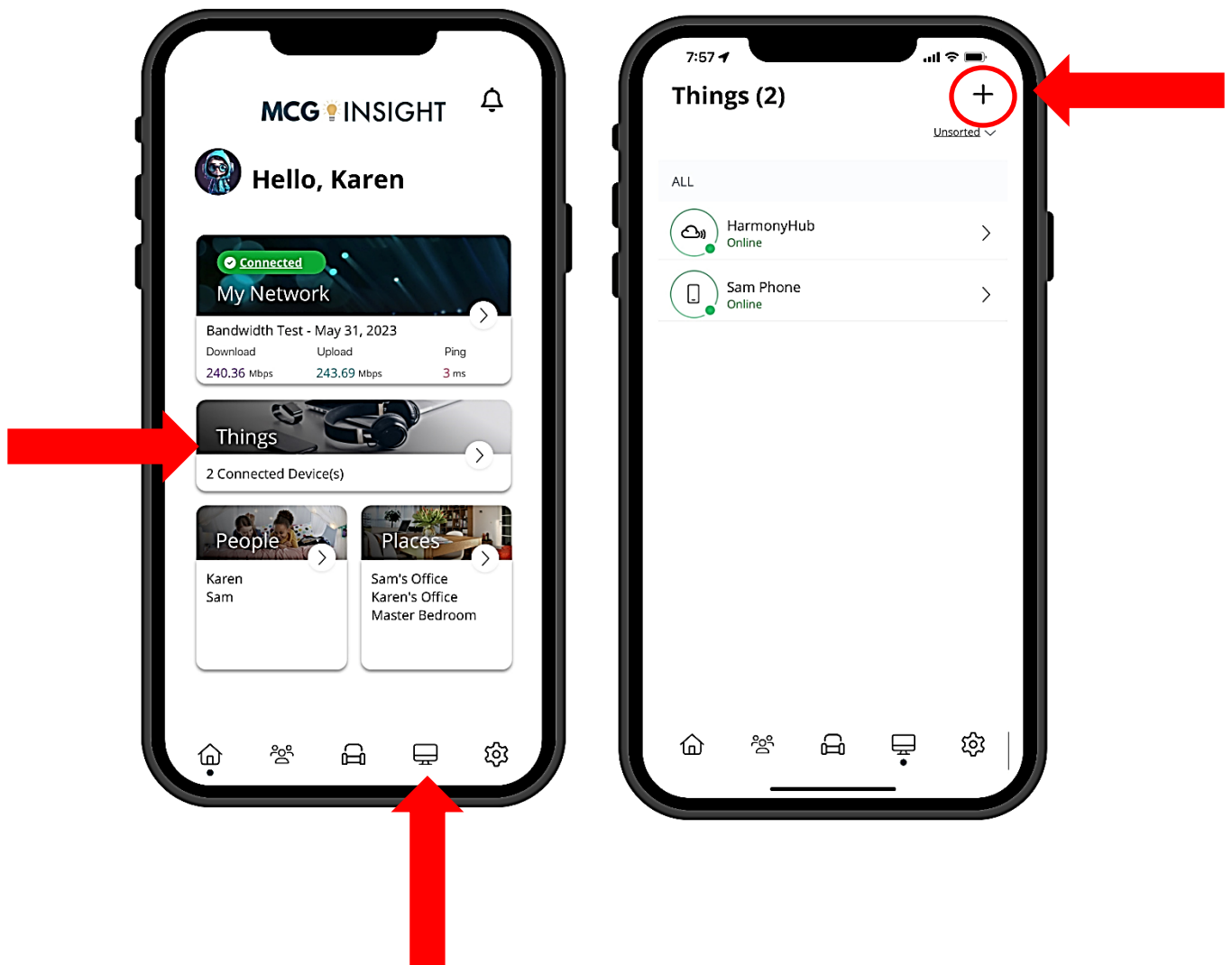
HOW DO I ADD NEW THINGS?

In the MCG Insight app, devices are referred to as THINGS. You can add things from the **THINGS** screen.

To access the **THINGS** screen, you can either:

1. Tap the **THINGS** tile on the Home Screen.
2. Tap the **THINGS** icon in the bottom menu bar.

Once on the **THINGS** screen, tap the plus sign in the upper-right corner to add a place



HOW DO I ASSIGN THINGS TO A PERSON OR A PLACE?

There are two ways to assign a connected device to a person or a place:

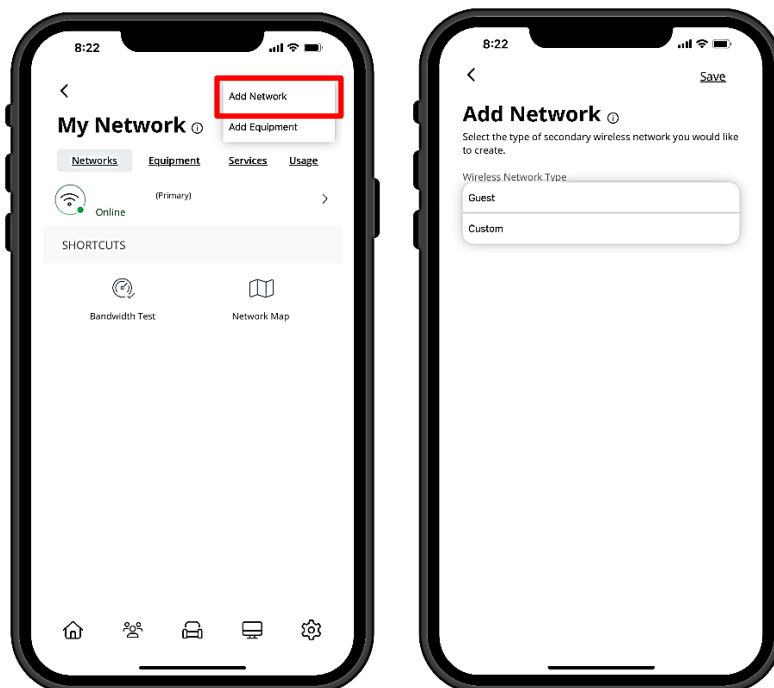
1. From a person or a place:
 - a. Go to either **PEOPLE** or the **PLACES** screen.
 - b. Tap on the desired person or place, then tap the pencil icon.
 - c. Tap + **ADD** in the things section to add a thing.
2. From the thing:
 - a. Go to the **THINGS** screen.
 - b. Tap on the desired thing, then tap the pencil icon.
 - c. Select the desired person or place.

NOTE: Remember that you should not add the device with the MCG Insight app (i.e., the admin's mobile phone that manages MCG Insight) to a profile. In doing so, cutting off your access to these controls is possible. Should this occur, switch to mobile data to restart the profile that contains your app device.

HOW CAN I SET-UP AN ADDITIONAL WIRELESS NETWORK, SUCH AS A GUEST NETWORK?

To add a network:

1. From the **HOME** screen, tap on the **MY NETWORK** tile.
2. Tap the + plus sign in the upper right corner and select **ADD NETWORK**.
3. Select the **WIRELESS NETWORK TYPE**:
 - a. Guest
 - b. Custom



4. Enter a **NETWORK NAME** (SSID). You and your guests will see this name when attempting to connect from a device.
5. It's highly recommended that you select a security type to protect your network.
6. For **GUEST** networks, you can optionally set a start and end time. For example, if you have family visiting for the weekend, set the network for when they'll be in your home. If you have guests coming over for a party, set your network only during the party, so it automatically shuts off at the desired time. If you toggle the on button for Endless, your guest SSID will broadcast indefinitely until you manually delete or edit the network.
7. For **CUSTOM** networks, you have the option of selecting the band type. The options are ALL BANDS, 2.4G, 5G, and 6G (if supported by device hardware). This is ideal for when you want to assign devices of a particular band to its own custom network.
8. For guest and custom networks, you can also select if you want devices added to either network to be isolated from other devices within your overall network.
9. After configuring your settings, you can send a text notification to your guest if they are stored as a contact on your mobile device. The notification will present users with the wireless network information.

I SEE TWO WIRELESS NETWORK OPTIONS (GUEST AND CUSTOM) WHEN ADDING AN ADDITIONAL WIRELESS NETWORK.

WHAT ARE THEY, AND HOW DO THEY DIFFER?

In addition to your primary network, you can create multiple secondary wireless networks that run simultaneously.

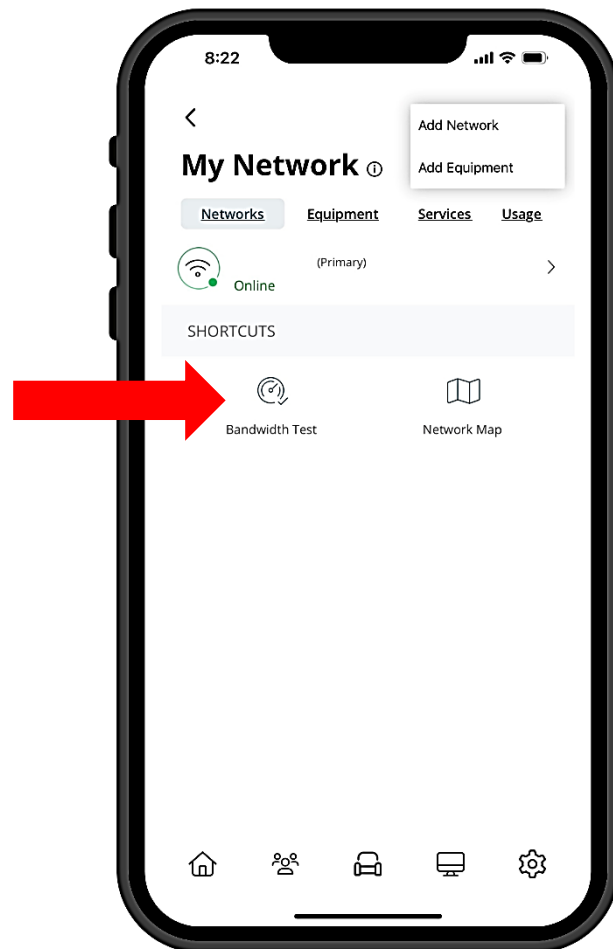
1. A **GUEST** network is an isolated network you can create to provide visitors in your home or business with Wi-Fi access. The devices that your guests add to your guest network are isolated from your connected devices. In addition, you can create a time schedule for the guest network, which is ideal when you want to provide visitors access to your network for a limited time.
2. You can create a **CUSTOM** network when you want more flexibility and want to create a network where isolation and prioritization are optional. In addition, you can choose the band type you want to assign to the custom network. The options are All Bands, 2.4G, 5G, and 6G (if supported by device hardware).

HOW CAN I CHECK MY INTERNET CONNECTION SPEEDS OR RUN A BANDWIDTH TEST WITH MCG INSIGHT?

With a GigaSpire, you can initiate a speed test directly from the MCG Insight app to test the speed from your GigaSpire to the internet.

To run a speed test:

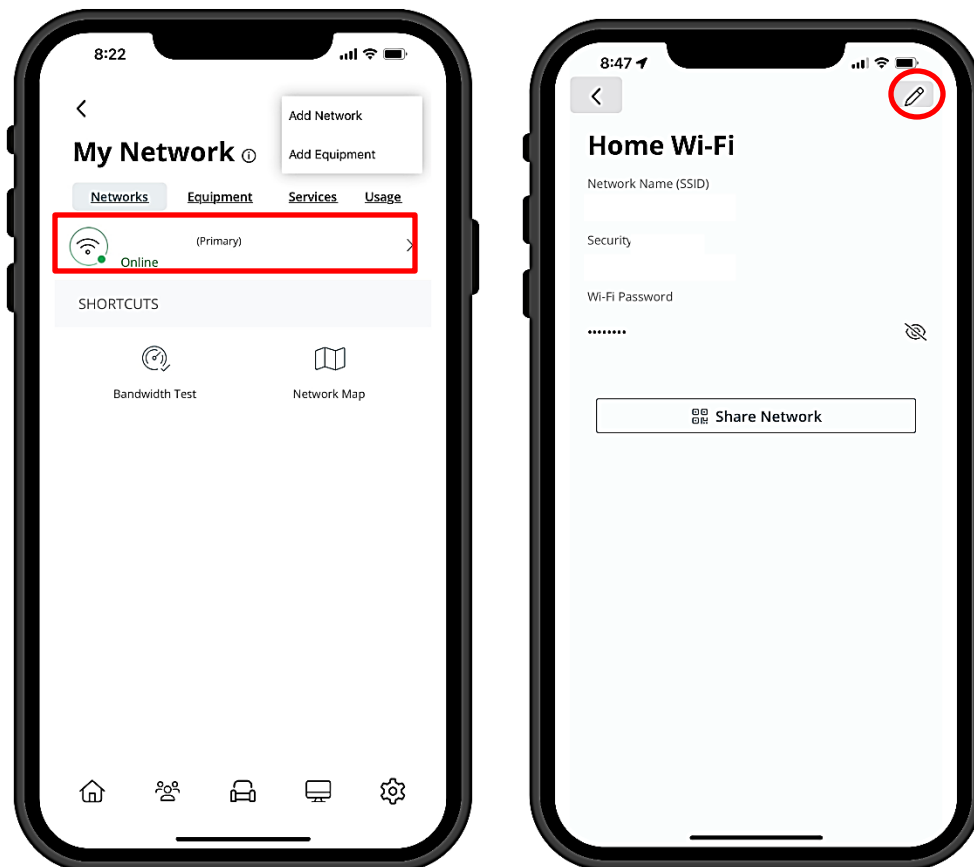
1. From the **HOME** screen, tap **MY NETWORK**.
2. Tap **BANDWIDTH TEST**.
3. Tap **RUN TEST**. After the speed test completes, the results appear in the My Network tile on the Home screen. You'll also see a new notification. Tap the Notification icon to review the speed test results.



HOW CAN I CHANGE MY SSID SETTINGS WITH MCG INSIGHT?

To edit your network's SSID settings:

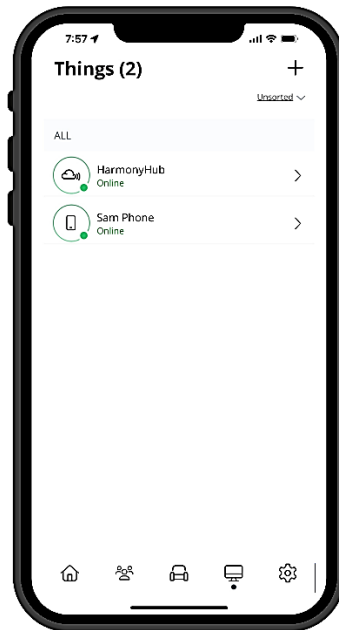
1. From the **HOME** screen, tap on the **MY NETWORK** tile.
2. Tap on your primary network.
3. Tap the pencil icon.
4. Edit your network SSID, password, and security type as desired.
5. Tap **SAVE** when finished.



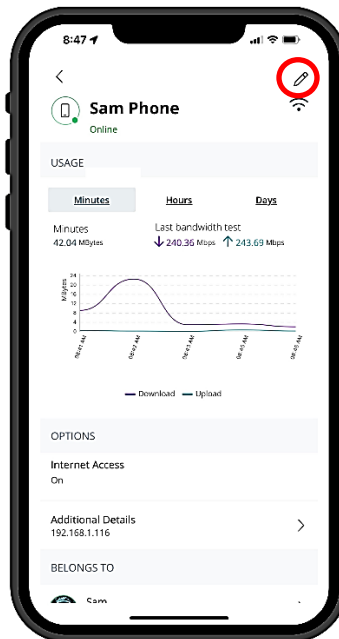
HOW DO I RENAME A THING?

It's easy to rename a connected device on your network:

1. From the **HOME** screen, tap on the **THINGS** tile. Alternately, tap the Things icon in the bottom menu bar.
2. Tap on the desired thing.

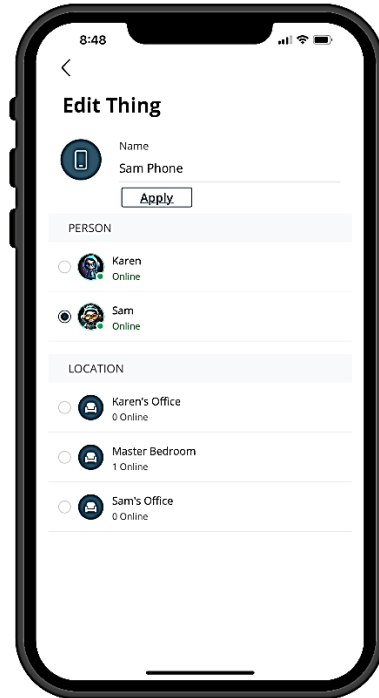


3. Tap the pencil icon.



4. Edit the thing **NAME** and tap **APPLY**.

You can also assign the device to a person or a place within your home from this screen.



CAN I TURN OFF WI-FI ACCESS FOR A SPECIFIC DEVICE?

Yes, you can restrict Wi-Fi access for a specific device on your network. To restrict network access for a thing:

1. Go to the **THINGS** screen.
2. Tap on the desired thing.
3. Toggle the **Internet Access** toggle to OFF (the toggle is gray)

NOTE: If a thing has been assigned to a person, internet access is controlled from that person's screen. The person (and all assigned things) must have internet access toggled On/Off.

WHAT IS A DBM?

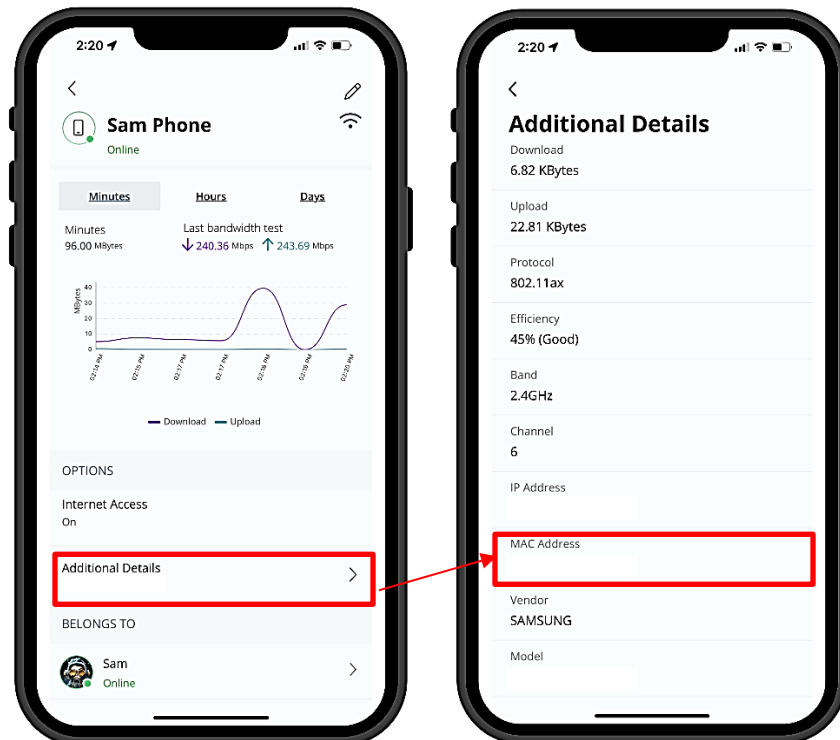
This stands for **decibel-milliwatts**. It measures how strong your signal strength is to a specific device. Generally, -50 to -70dBm is considered strong, while anything over -100 would be weak. However, this also depends on the device's capabilities, so you may have a weak signal indicated and have absolutely no problem using your device.

HOW CAN I IDENTIFY A DEVICE THAT JUST SHOWS NUMBERS AND/OR LETTERS AS THE IDENTIFIER?

You may see entries in your Things that consist of a string of numbers and/or letters. This may happen for devices not sending identifying information to the GigaSpire when they join the network.

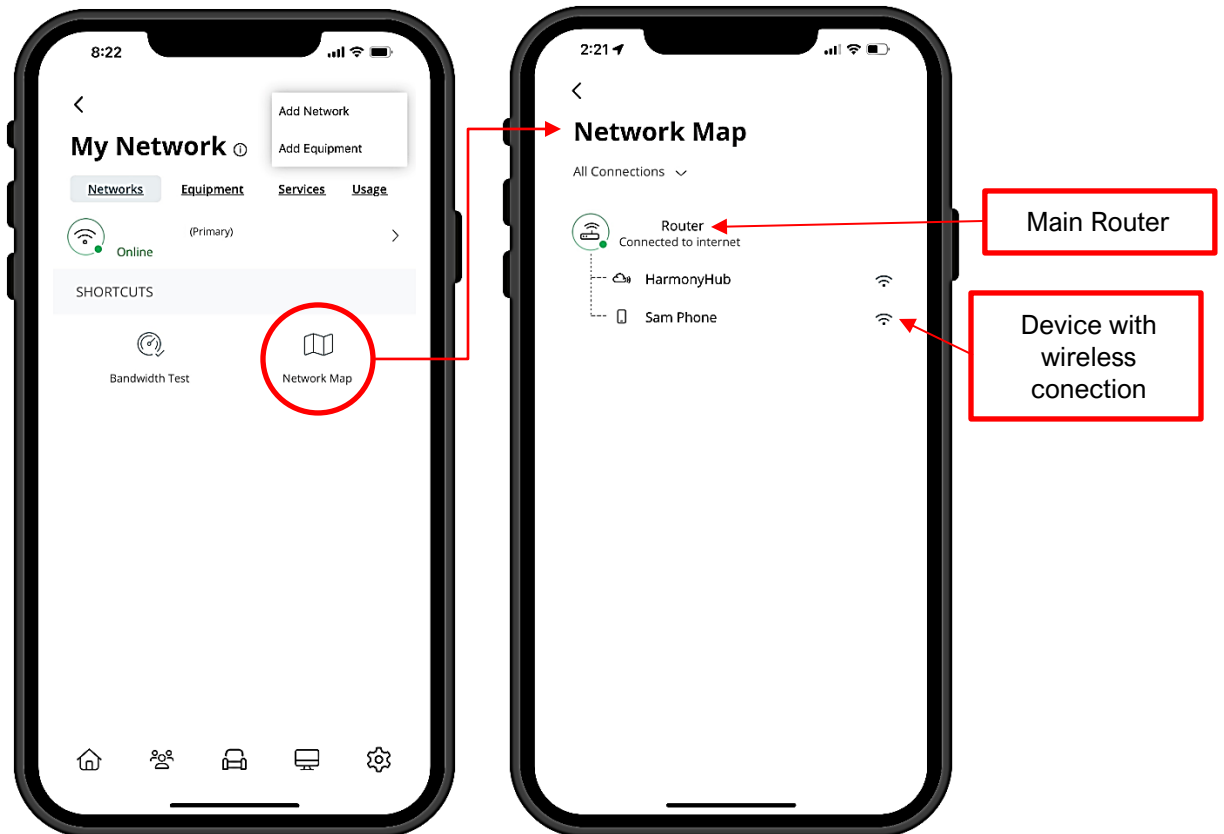
Typically, the string of numbers and/or letters displayed in the MCG Insight app is the hardware address (also known as the MAC address) of the device. The MAC address is typically found on a sticker on the device or, if the device has a management interface, somewhere in the network settings.

To correctly identify the device, compare the device's MAC address to the string of numbers/letters listed in the MCG Insight app. To locate the MAC address in MCG Insight, go to **THINGS**, select the device, then tap **ADDITIONAL DETAILS**. Please see the example below of where to locate these.



HOW CAN I VIEW HOW DEVICES ARE MAPPED IN MY NETWORK?

To view a map of the connected devices in your network, go to **MY NETWORK**. Then click on the **NETWORK MAP** icon. A map displays showing the connected devices in your network along with the router and satellite devices (if applicable) they are currently connected to. The Map also gives insight into how your mesh satellite devices are connected within the network.



If a red indicator light appears beside a device in the Network Map, that device may have lost connection with the GigaSpire. Check the following items:

1. Is the satellite powered on?
2. Check the physical connections for satellites with a wired connection to the GigaSpire.
3. For satellites with a wireless connection to the GigaSpire, try rebooting by removing power. Then wait 10 seconds, and restore power.
 - a. If a power reset did not work, complete the pairing process again.