1. How many devices does CUJO protect at once?

Specific device limits may be determined by the CUJO functioning mode and other network details. Our hardware capacity is powerful enough to handle many home networks and protect devices simultaneously.

2. How will CUJO protect my home or office? What is the device's range? Same as my router? What if I have a big mansion with devices on three floors?

CUJO connects to your router with an Ethernet cable, so range is not applicable since CUJO does not need to connect to each individual device to offer protection. If your device receives a signal from your router, rest assured CUJO has it covered.

3. If someone else comes to my home with their tablet, laptop or phone and connects to my internet, will CUJO protect it?

When a visitor comes to your home and connects to the internet using your WiFi log in information, their devices will have full protection while they're connected.

4. Is CUJO compatible with all routers?

CUJO is compatible with most routers such as Netgear, Linksys, D-Link, Asus, etc. Also it's compatible with most known ISP modem+routers like Xfinity, AT&T, Verizon, Frontier, CenturyLink, etc.
CUJO is not compatible with Luma and does not support Google Wifi Mesh, Linksys Velop. For compatibility details please see:
https://support.getcujo.com/support/solutions/articles/9000073978-compatibility

5. How do the parental controls work?

CUJO Access (aka Parental) Controls lets you set up different profiles for your family members and friends. You can set what is allowed and what is denied.

6. If CUJO doesn't recognize a device, will it shut the device down?

CUJO does not shut down your network devices. Even unrecognized ones. If it recognizes any malicious activity on your network, CUJO will block the hack or stop the activity without affecting the device itself. However, you can choose to shut down Internet connectivity for any device within your network via the CUJO app.

7. TECH SUPPORT work hours. Contact options

CUJO specialists can assist you with anything you might want.
CUJO tech support work hours are as follows:
Monday to Sunday
4:00AM (PST) to 8:00PM (PST).
There are four ways to contact our customer support:
Phone: +1-844-438-2856
Email: hi@getcujo.com
CUJO app video call
Live chat on getcujo.com

8. Is it difficult to setup CUJO?

The whole setup process is pretty simple, the instructions might be found in the app and getcujo.com if there is some kind of trouble you're always welcome to reach up to our Customer support at 844-438-2856 or hi@getcujo.com.

We're doing everything we can to make the setup process a positive experience for our customers you can now also request free in-home assistance by one of our CUJO installers. You can book this service at CUJO Customer Support or by simply clicking this link:
https://www.getcujo.com/service

9. Will CUJO connect to my network?

In order to connect CUJO to your network, you need to have a router or extender. If you have two routers at home, connect your CUJO with an Ethernet cable to the router that you wish to protect.

CUJO can be connected in two ways. The most common type is the direct connection. To connect it, just hook an ethernet cable into your router, follow instructions on your CUJO app and that's it.
- Router > CUJO

The second one is "Bridge" mode.
- Router > CUJO > Router/Switch
- Router > CUJO > Switch

Don't forget that your router could be the combination of modem and router in one device.

In either mode, CUJO supports both static and DHCP addressing by working as a transparent proxy. Whether static or dynamic, CUJO simply records all IP addresses assigned to its network devices. When DHCP messages occur on the network, CUJO sees it and updates its map, all in real-time.

10. How do I get software updates?

Software updates are available continuously, without any service interruptions. Our cloud constantly communicates with your CUJO sharing new updates and threats. This communication continues 24/7, so your device is always up to date.

You will get a push notification when your CUJO starts and finishes updating. Your CUJO device notifies you when it is actively being updated by blinking its eyes. Make sure that your CUJO device does not become disconnected when it's being updated.

11. What do the CUJO eyes mean

CUJO eyes are a smart way to check it's status:

Full - CUJO has detected a new threat.

Happy - CUJO is connected properly. Everything is good.

Sad - CUJO is offline or disconnected.

Blinking eyes - *means that firmware upgrade or another internal process is taking place right now.*
Do not unplug your CUJO at this stage!

12. I would like more info about privacy. How much of my traffic will my CUJO capture?

Your CUJO constantly updates it's cloud with new kinds of threats real time. CUJO does this by scanning router data packet headers, which only contains metadata and tells us nothing about the actual content. That said, we are only able to see basic info intended to ease troubleshooting. Note that connection between your CUJO device and our cloud is encrypted with AES-256.

Tech Support

For additional troubleshooting tips and feature-related questions, visit CUJO Tech Support:
https://support.getcujo.com/

Information provided by CUJO LLC.