



# Taking Home Network Performance and Control To Another Level

**CommandIQ™** gives you easy access to a snapshot view of your home or small business network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, change your SSID and password, and more. **CommandIQ** puts you in charge!

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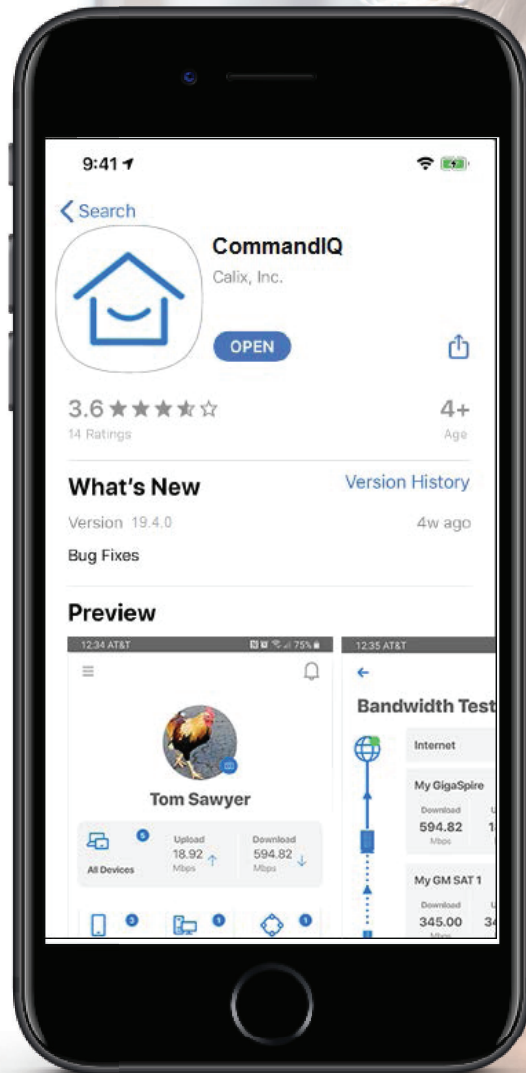
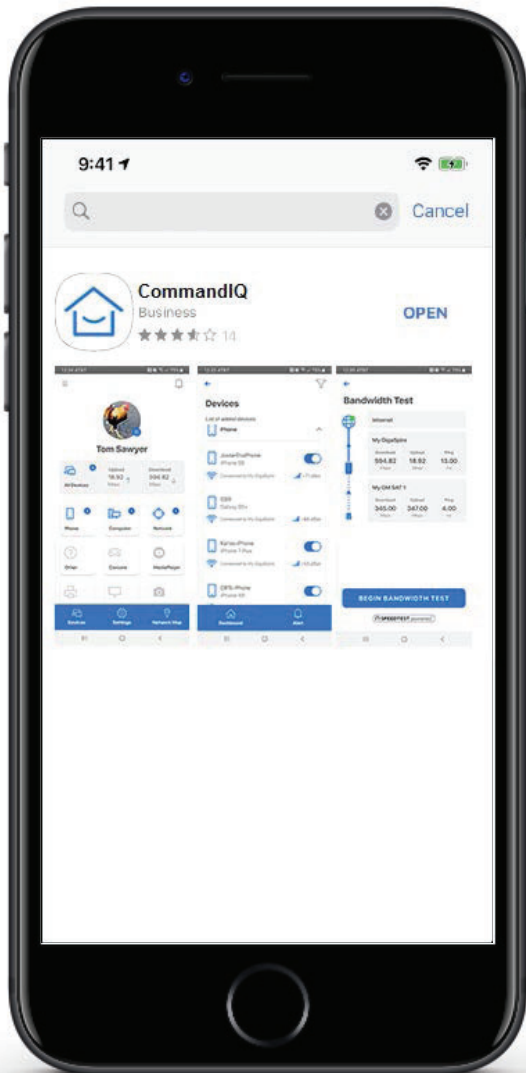
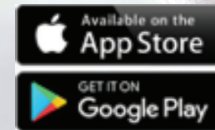


## SET-UP GUIDE

# CommandIQ

One app to rule them all!

Welcome to the future! The GigaSpire is the ultimate Wi-Fi system. To begin, download the **CommandIQ** App from the Apple App Store or the Google Play Store and install onto your phone or tablet.





## SET-UP GUIDE

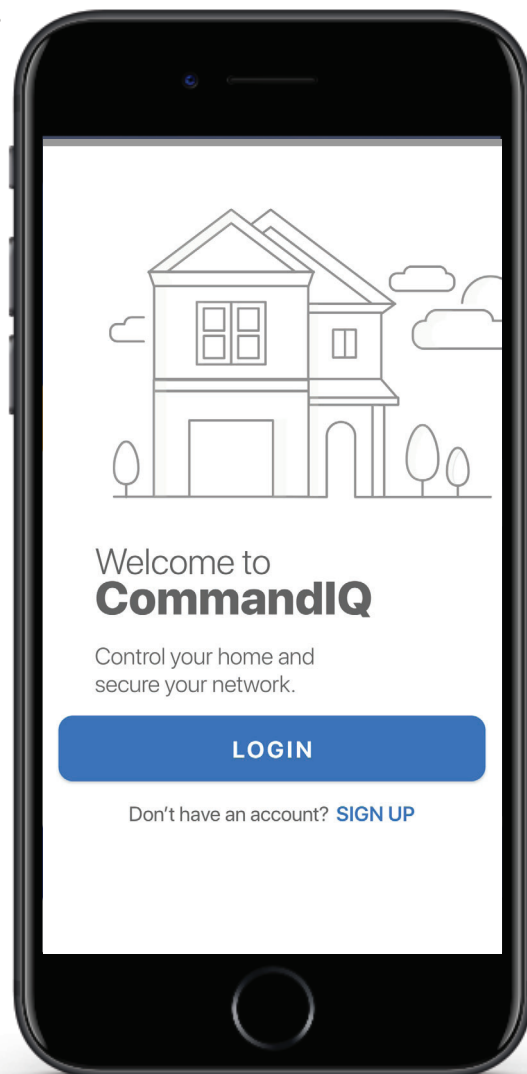
# App set up

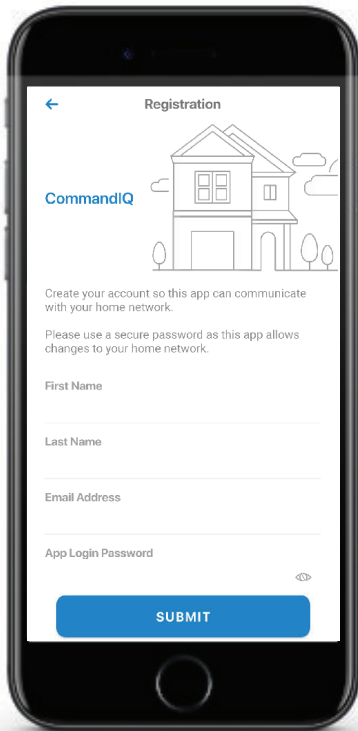
Setting up your app has never been easier!

### STEP 1

Tap "SIGN UP"

If you forget the password to access your **CommandIQ**, select "Forgot Password?" to reset and access your account.





## STEP 2

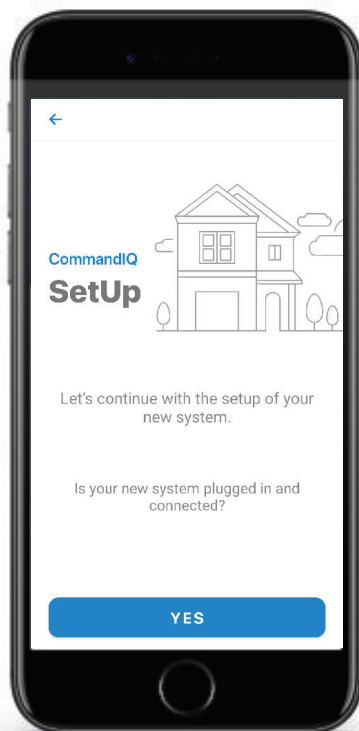
### Enter basic personal information

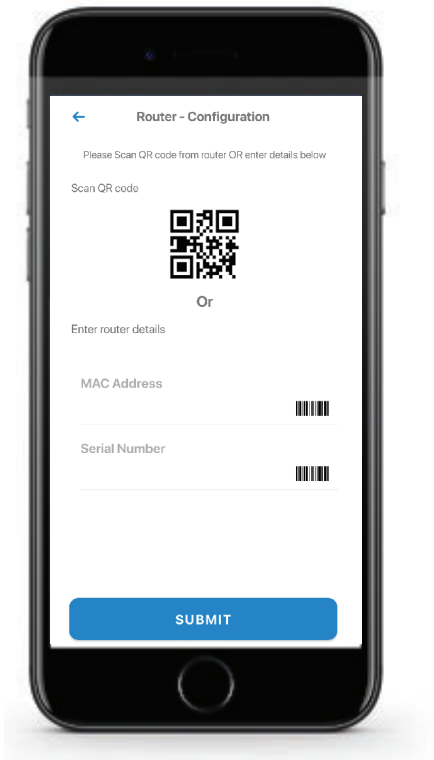
The password you enter here will be the password you use to login to the app.

## STEP 3

### New system setup

If your system is not plugged in and connected, complete steps 1-4 of the GigaSpire Quick Start Guide.





#### STEP 4

### Scan the QR code

Your system will have a metal plate on the side or bottom. Simply tap the icon and scan the QR code.

Alternately, you can enter the MAC Address and Serial Number also found on that same metal plate.

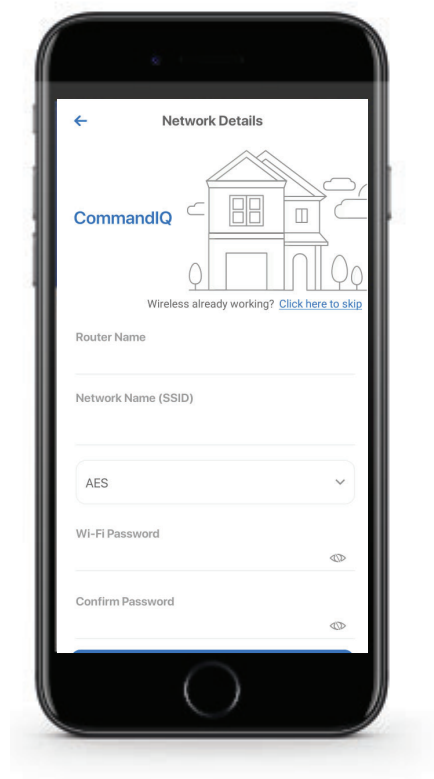
After you select "Submit", you may be asked to enter your account number.

#### STEP 5

### Name the network and create a password

If you are setting up your home network for the first time, you can assign a name and password for your Wi-Fi network.

If your Wi-Fi is already set-up and working: select 'Click here to skip' towards the top right of the screen. Once the network has been detected, enter the existing Wi-Fi password for your network.

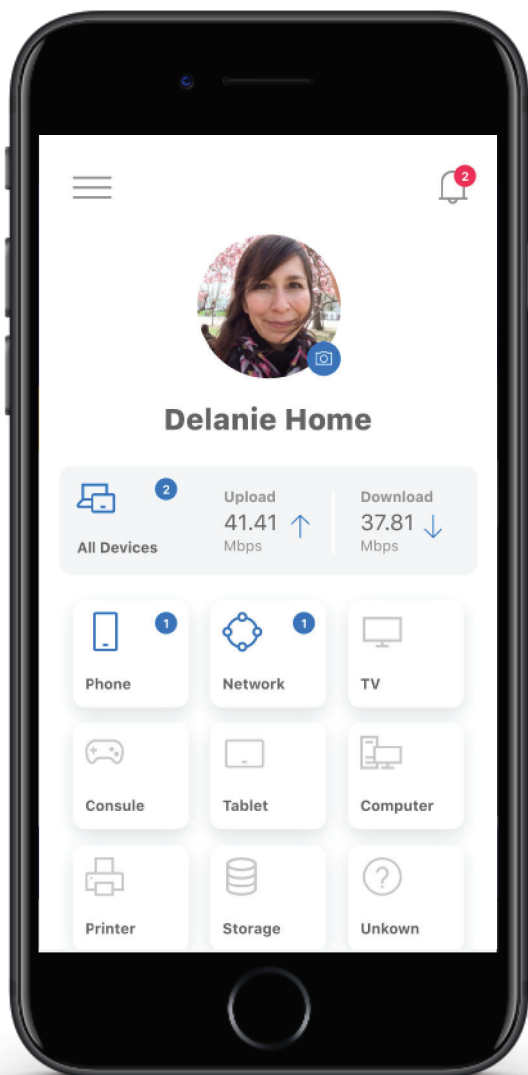




## SET-UP GUIDE

# Main Dashboard

This is the home screen you'll see every time you open the app



The Dashboard gives you complete control over the devices in your home. Menu items are located in the upper-left hand corner of the screen while any notifications will be displayed in the upper-right hand corner.

All devices are placed into a variety of categories, here are a few examples:

- All devices
- Other
- Phone
- Media player
- Computer
- Console
- Camera
- Television
- Network

You can also access a list of these connected devices, by selecting All Devices.

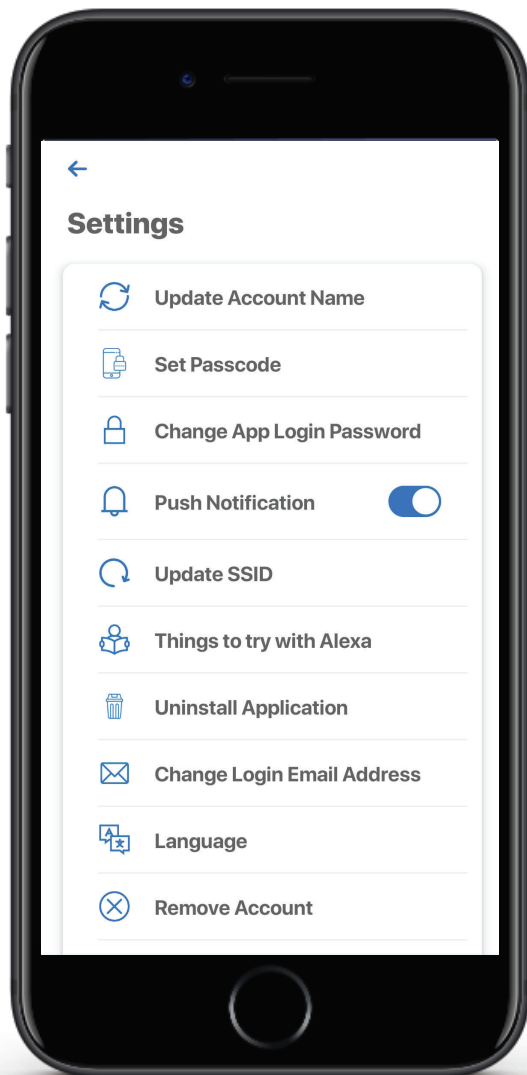
Note: If you are using the app on a GigaCenter you will not see the section showing the last speed test results. If you are using the app on a GigaSpire, this section will not appear until you run your first bandwidth test through the Main Menu.



## SET-UP GUIDE

# Settings

A world of customization is available to you



### Update Account Name

This will allow you to update the name shown on your app

### Set Passcode

You can set a passcode in addition to your login password

### Change App Login Password

You can change your app login password

### Push Notification

If you want notifications from the app, leave this in the ON position

### Update SSID

This allows you to rename your Wi-Fi network, set security for your network and reset your Wi-Fi password

### Things to try with Alexa

Includes examples of Alexa skills you can try with the GigaSpire Max

### Uninstall Application

Allows you to uninstall applications

### Change Login Email Address

Select this option if you would like to change the login email for the app

### Language

Select your preferred language for the app

### Remove Account

Do not select this option unless directed by your service provider

### About

Provides a brief summary of what the app does

### Terms & Conditions

Provides the terms and conditions you acknowledge by using the app

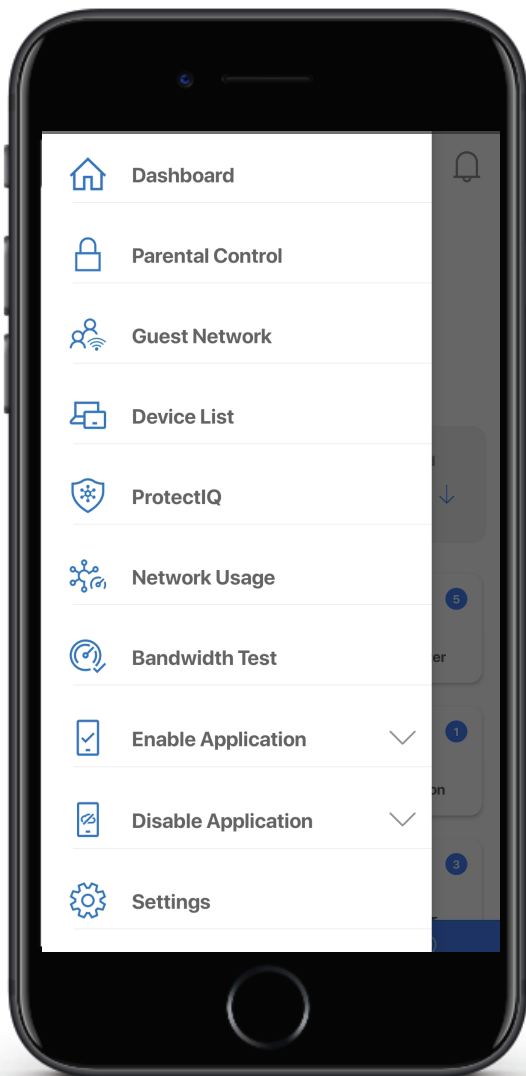
Your App Version will show at the very bottom of this screen.



## SET-UP GUIDE

# Main menu

The main menu quickly takes you into the key features of the app



### Available to all CommandIQ Users:

#### Dashboard

Takes you back to the main dashboard

#### Parental Control (Basic)

Provides the ability to set profiles and assign devices for basic on/off control

#### Guest Network

Enables you to quickly and easily set up a network for guests

#### Device List

Shows all connected devices by category

### Upgraded Features for GigaSpire:

#### Network Usage

Shows how much bandwidth each device on your network is using after running a bandwidth test

#### Enable Application

Allows you to enable Alexa or other applications that you have signed up for through your service provider

#### Disable Application

Allows you to disable applications that you are currently using

#### Bandwidth Test

Allows you to run a test from your GigaSpire to the Internet, removing any slow down from a device initiated test. If you have any GigaMesh installed, it will also run a speed test between your Mesh units and the GigaSpire

#### ExperienceIQ: Parental Control (Enhanced)

Provides the ability to set profiles, assign devices, schedule offline time, add content filters, app filters and website filters, and view profile usage

#### ProtectIQ: Network Security

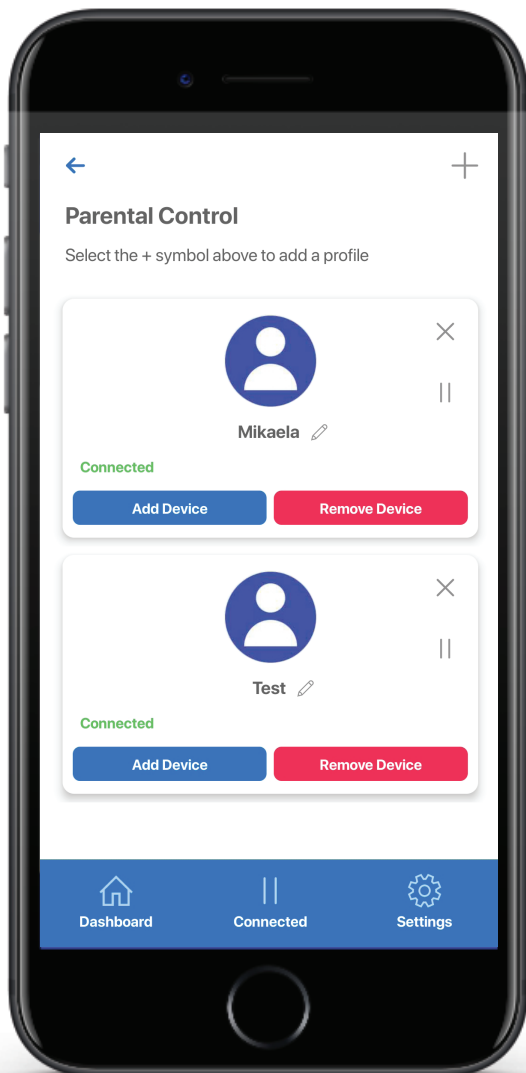
Provides network level protection against malware, viruses, etc.





## SET-UP GUIDE

# Parental Control (basic)



### To create a parental control profile:

1. Select the "+" symbol to create a new profile
2. Enter the name for the profile in the box and select the devices you would like to add to this profile
3. Select "Submit" (at the bottom of the screen)

### Once the profile is created you can do the following:

- Use the pencil icon to edit the profile and add a picture if desired
- Select the Pause "II" icon to disable all devices connected to this profile
- To bring devices back online select the Play icon
- Select Add Device to add more devices to this profile
- Select Remove Device to remove devices from this profile

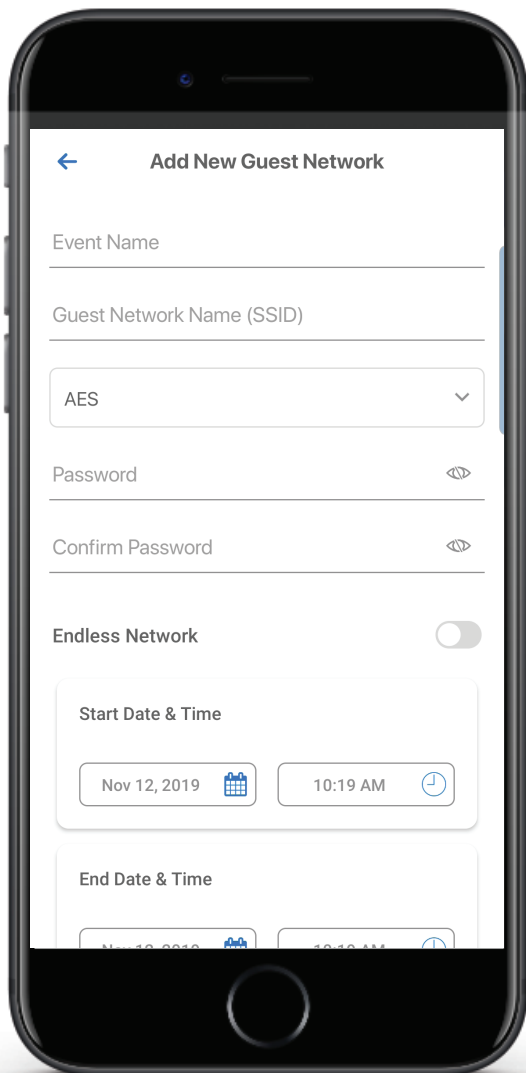
**Note:** If a device has the **Command IQ** App, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data, to restart the profile with your app device.



## SET-UP GUIDE

# Guest Network

Creating a guest network has never been easier!



When you select Guest Network from the main menu you will have the option to “Add a Guest Network” by selecting the plus sign.

In the Setup a Guest Network screen, do the following:

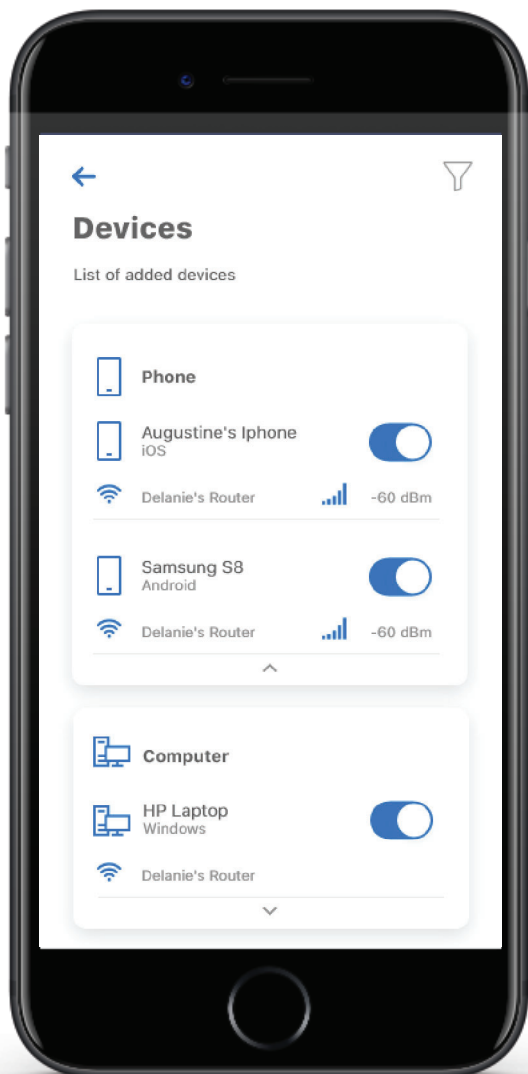
1. Enter the event name: ex. family visit
2. Set the name of the wireless guest network as you want it to appear for your guests
3. In the drop down box, you can choose to set a password for this guest network, which is highly recommended to keep your network safe
4. This will bring up additional boxes for you to set and confirm your password
5. If you set this network to Endless, it will stay available
6. The alternative is to set a Start and End time for this guest login to be valid
7. Once you have set the parameters for your guest network select “Save & Send SMS” at the bottom of the screen
8. This will bring up your contact list so you can email a link directly to your guest(s) for easy access to Wi-Fi
9. Once you have sent your email, you will have the option to send to other guests or simply select Done at the bottom of the screen
10. By selecting this Guest Network from the main screen, you can edit, delete, or send to additional guests



## SET-UP GUIDE

# Device list

Creating and managing a list of devices is as easy as 1-2-3



When you select a category, devices identified in that category will be shown.

You can use the directional arrows below each section to expand or collapse any category.

From this view you can see basic information about each Wi-Fi connected device on your network, including:

1. Device identification
2. Signal strength of the device
3. How it is connected to the network

You also can remove Wi-Fi access for individual devices by moving the toggle button from On to Off.

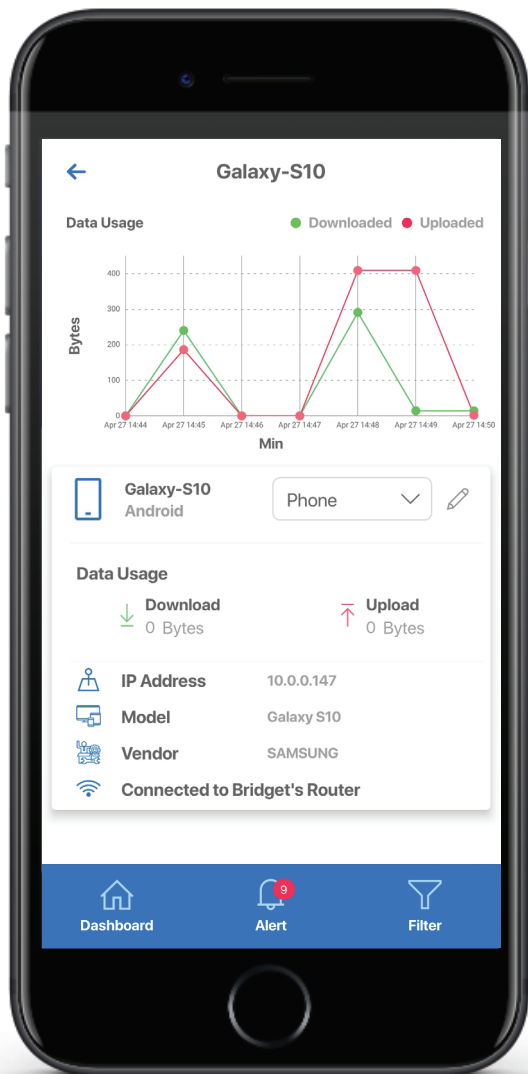
If you tap on a device from this screen it will bring up additional details for that device.



## SET-UP GUIDE

# Device details

Manage all your devices



The device details screen will show the device name at the top of the screen followed by a chart that indicates the amount of data that was used by the device over a period of time.

By selecting the pencil icon on the right side, you can rename the device to something easier for you to identify.

You can also change the category for this device by selecting the drop down button.

Data Usage shows data used by this specific device.

The bottom box shows additional connection details for this device.

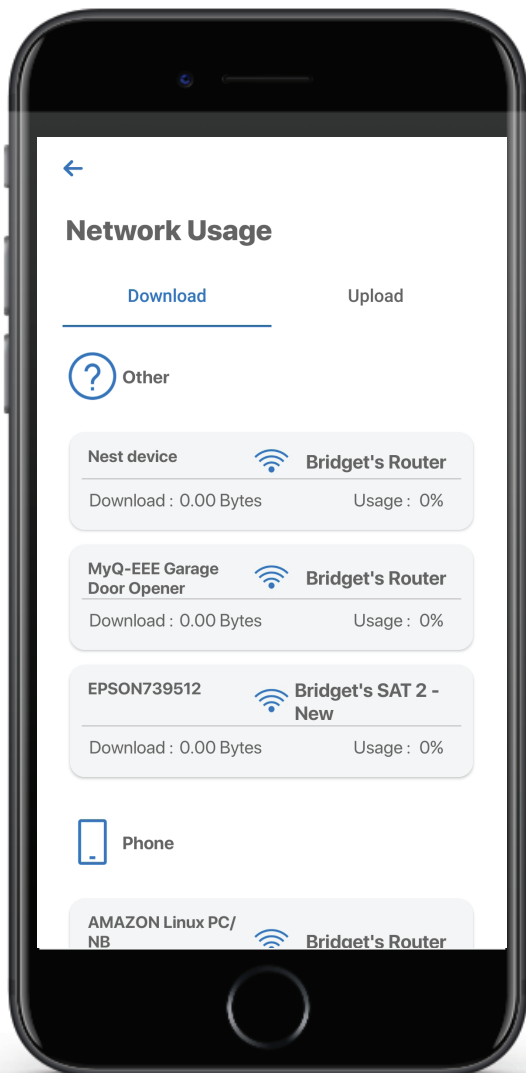
By toggling the On/Off button you can turn off or on Wi-Fi for this device.



## SET-UP GUIDE

# Network Usage

Keep track and monitor the usage for each device



Network Usage is organized by category.

From this view, you can see basic information about usage from each Wi-Fi connected device on your network, including:

1. Device identification and whether the device is connected to Wi-Fi
2. What network device it is connected to
3. Network usage
4. The amount of data that has been used by this device

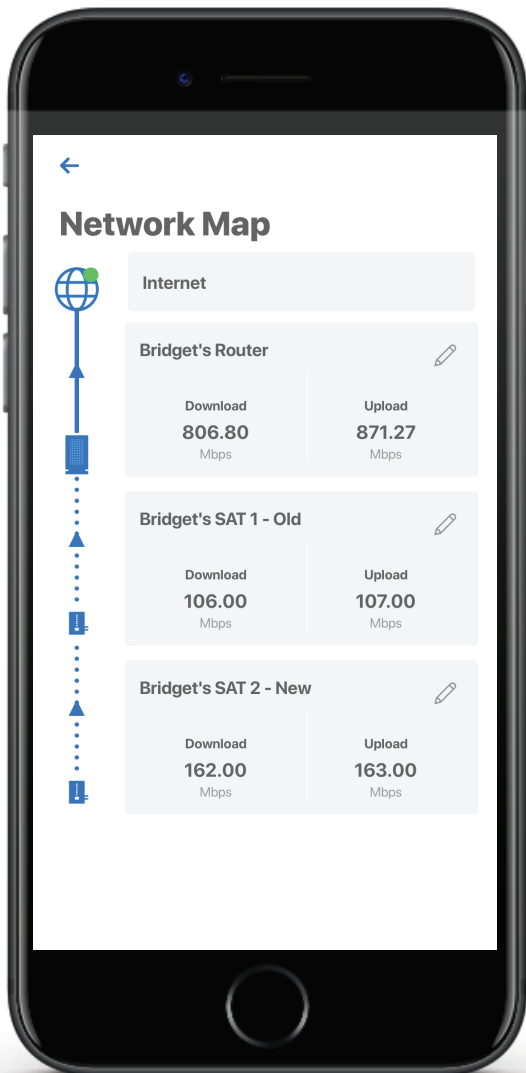
Network Usage is updated each time you run a bandwidth test through the app.

**Note:** This feature is only available with a GigaSpire.

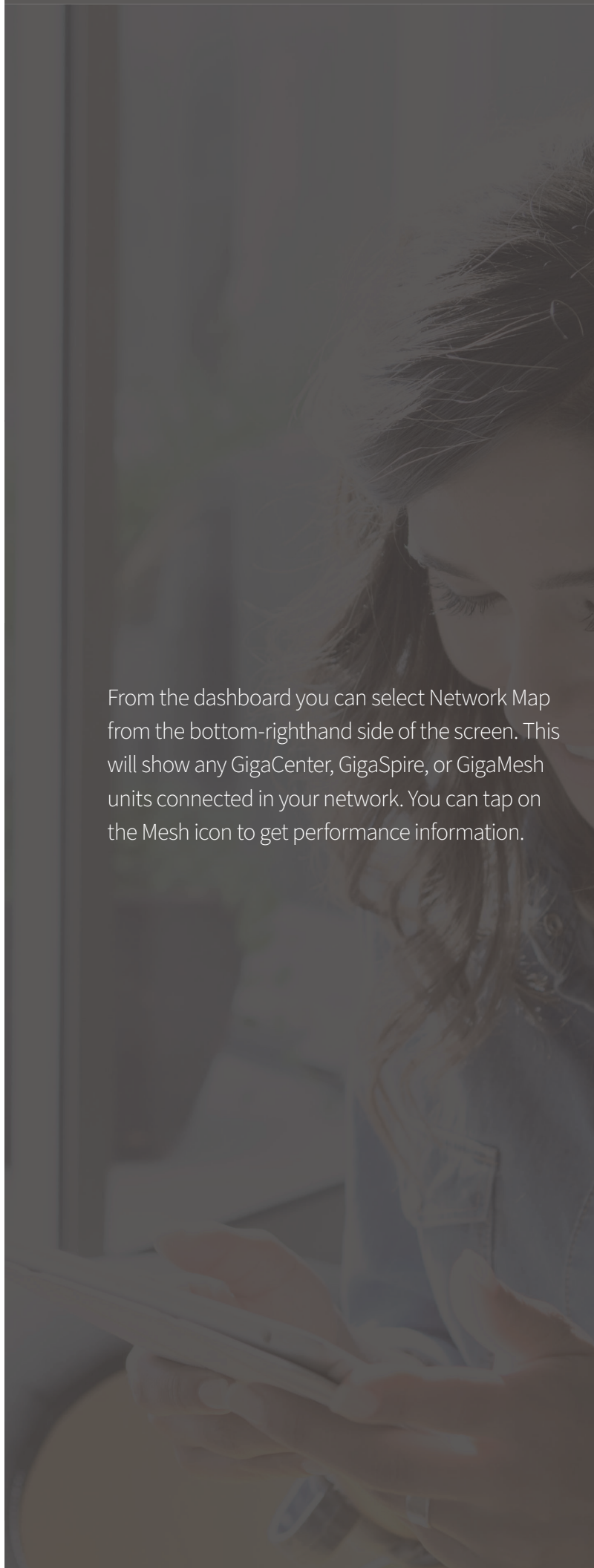


SET-UP GUIDE

# Network Map



From the dashboard you can select Network Map from the bottom-right hand side of the screen. This will show any GigaCenter, GigaSpire, or GigaMesh units connected in your network. You can tap on the Mesh icon to get performance information.

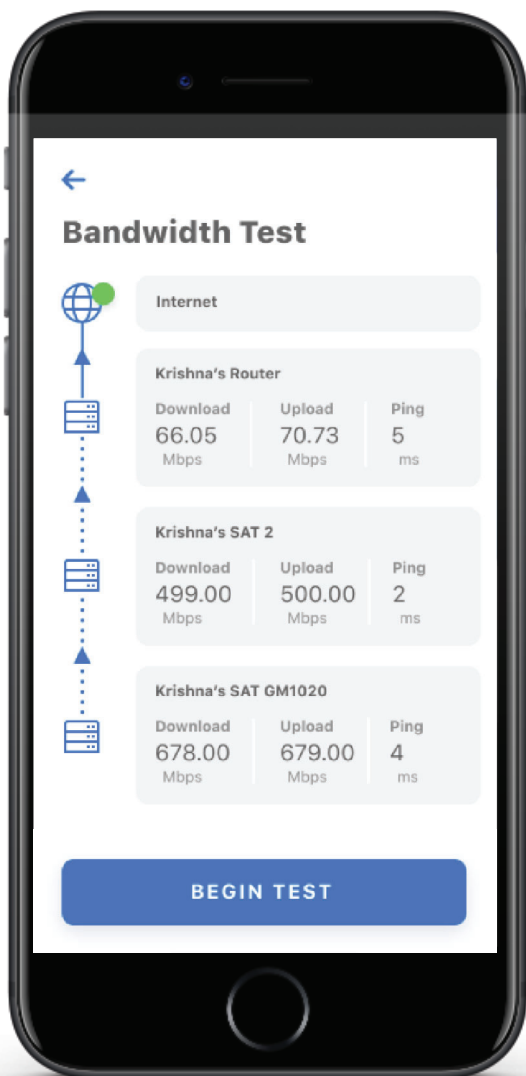




## SET-UP GUIDE

# Speed Test

Internet bandwidth test



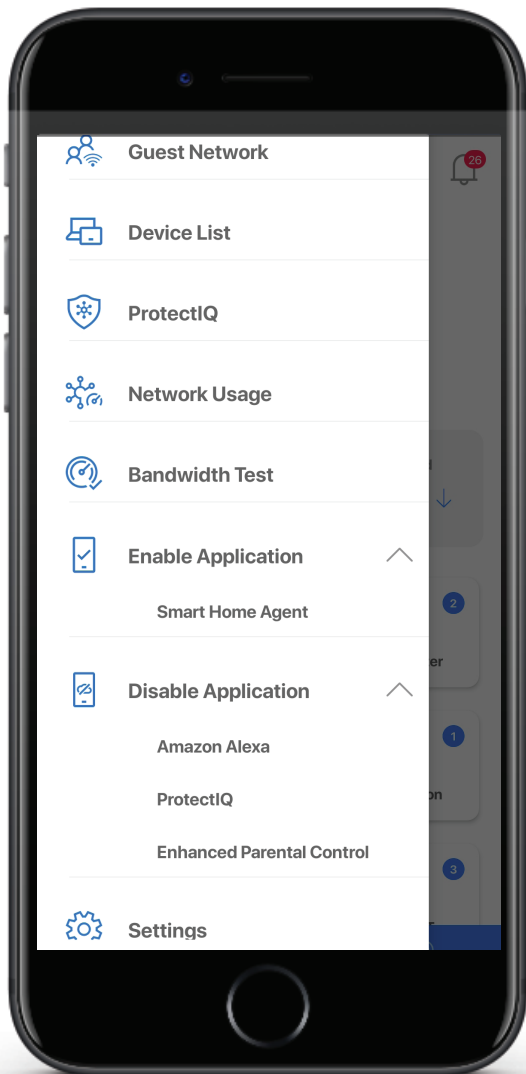
To run a bandwidth test simply select the “Begin Test” button at the bottom of the screen. The speed test will first run between the GigaSpire and the Internet and then will conduct a speed test between any mesh units and the GigaSpire. Results will show as a notification, update at this location, and on your main dashboard.

**Note:** This feature is only available with a GigaSpire.



## SET-UP GUIDE

# Enable and Disable Applications



**When you select Enable Application, you will see a list of applications that are eligible for download into your CommandIQ app.**

Select an item and simply follow the instructions to add the functionality.

Conversely, when you select Disable Application, you will see a list of applications that are currently running on your app that you can disable. Select an item that you would like to disable and simply follow the instructions to remove the functionality.

Contact your service provider for more details on the applications that are available to be added in the app.

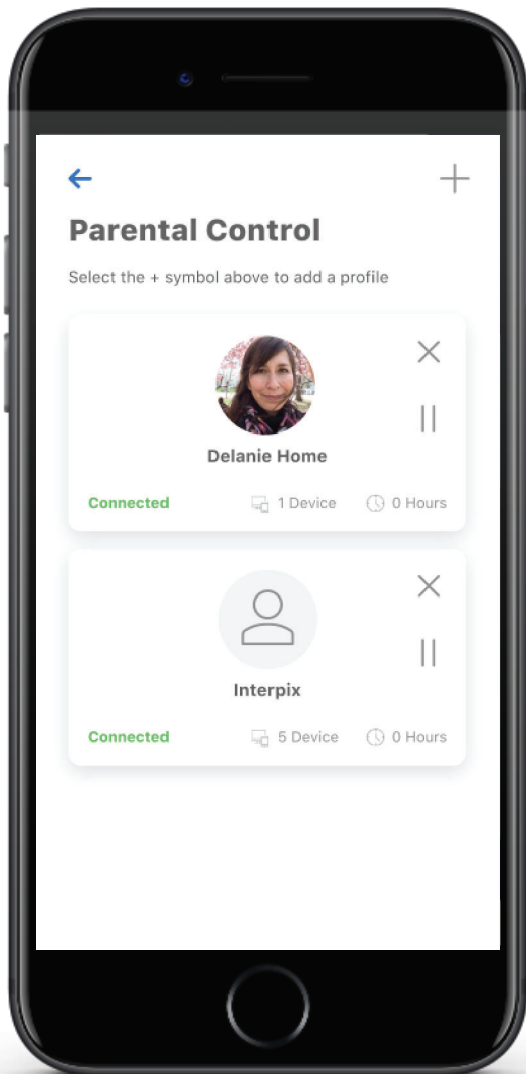
**Note:** This feature is only available with a GigaSpire.





## SET-UP GUIDE

# ExperienceIQ: Enhanced Parental Control



If you subscribe to **ExperienceIQ** Enhanced Parental Controls from your service provider you'll have additional functionality to help manage access to the Internet within your home.

Start by selecting the + sign in the top right to create a profile. You'll be able to assign a name to the profile and assign the devices you want attached to this profile. You can also select the photo icon on add a picture to represent this profile. After selecting submit those devices selected are now assigned to the profile you have created. You can easily remove them by tapping the Remove button beside the desired device.

If you want to manually pause the devices assigned to this profile, simply select the pause button in the profile header. The white bar will show the current state of this profile, in the example shown you can see this profile is currently Connected, there is 1 device assigned to the profile and there has been no usage on this profile today.

Parental controls work while devices are connected to Wi-Fi.

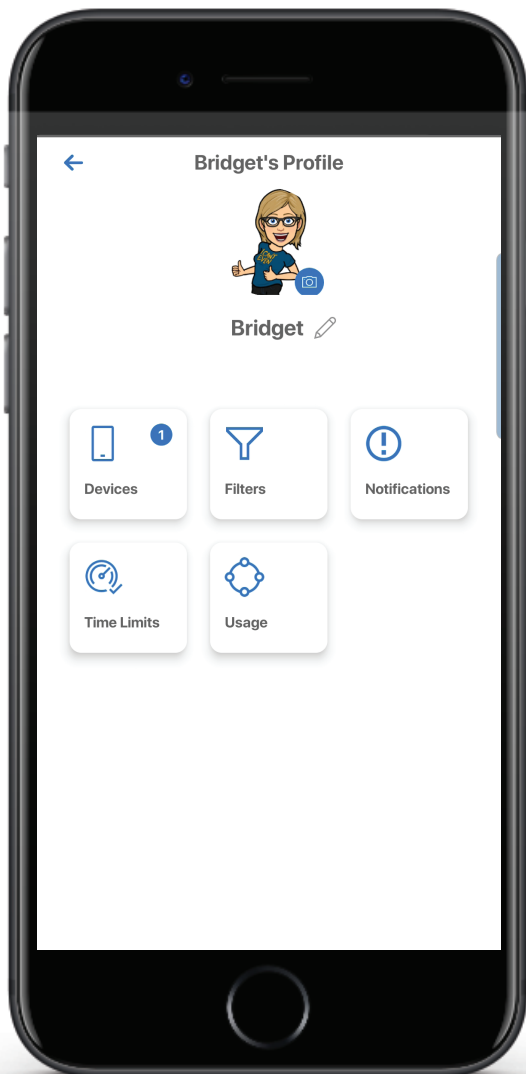
Note: If a device has the app, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data, to restart the profile with your app device.



SET-UP GUIDE

# ExperienceIQ:

## Enhanced Parental Control Profile details



Once you have set-up a profile you have multiple options to control internet access to the devices assigned in the profile. In the Devices tab you can see and edit all devices connected to this profile.

By tapping on Filters you can select filters to remove access to categories of content on the Internet. You can also set-up filters for specific applications or limit the amount of time that is allowed each day per application, websites that you want to allow or block.

The Notifications button will show all notifications you have received about this profile.

Within the time limits tab you can set offline hours for the day. For example you can set offline hours for 10:00 p.m. to 6:00 a.m. each day if you do not want Internet access to the devices in this profile during nighttime hours.

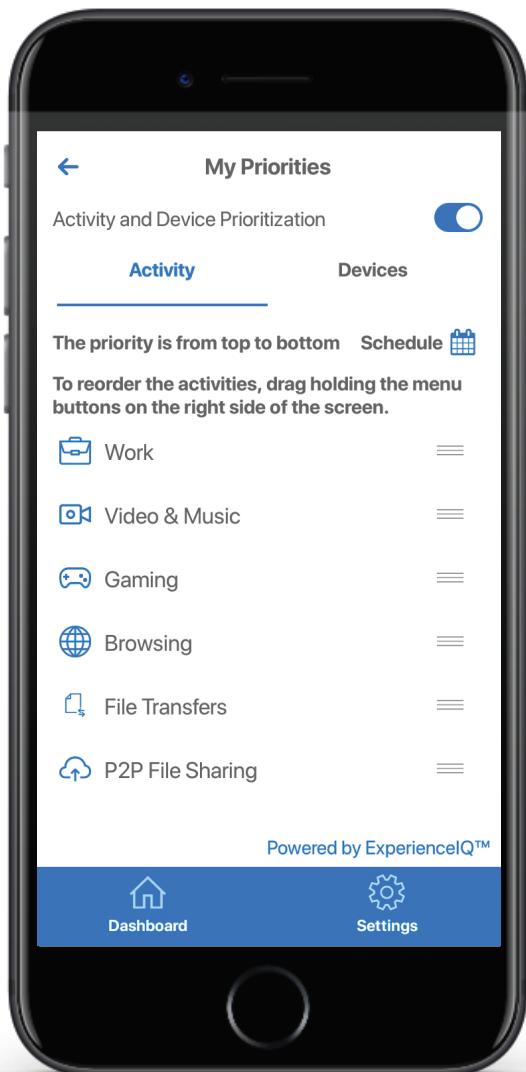
The Usage category shows daily, weekly, and monthly cumulative usage for devices within the profile.



## SET-UP GUIDE

# ExperienceIQ:

## My Priorities Activity and Device Prioritization



From the main menu, tap “My Priorities” to access network activity and device prioritization settings.

By default, activity priorities on the Wi-Fi network are organized according to a combination of common activities. You can prioritize the activities by ordering them from top to bottom with the most important activities on top. Once set, My Priorities will do all the work to prioritize traffic to your activities.

You can schedule an alternative activity list during certain times and days of the week. Up to three different schedules are supported.

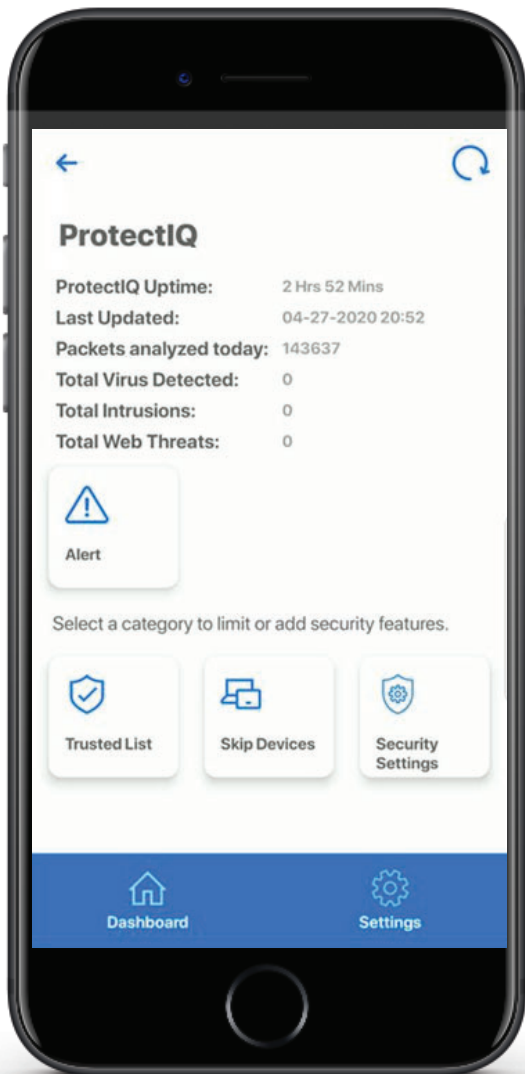
Prefer to prioritize by device regardless of what activity those devices are performing? By tapping Device mode you can select up to 5 device to prioritize of all others on the Wi-Fi. You can even set a timer to reset the priority once the time is expired. For example, if you want to use your Sonos surround sound while you stream Netflix on your smart TV for family movie night, you can set priority to just those devices.

Device priorities can also be made permanent. Device priorities work in conjunction with the activity priorities and share the fastest network traffic queue. Meaning you get the most bandwidth and lowest latency on the devices and activities you set.



## SET-UP GUIDE

# ProtectIQ: Network Security



If you subscribe to ProtectIQ Network Security from your service provider it is working quietly in the background on your GigaSpire to provide an extra layer of protection against malicious traffic.

Data coming into your network will be scanned for viruses and other malicious content and you will receive a notification if content was blocked for some reason. This will show as a notification within the ProtectIQ main menu item in your app.

No action is needed when you receive an alert. These threats are automatically blocked from entering your network.

**Note:** Do not remove device level protection for anti-virus and malware.