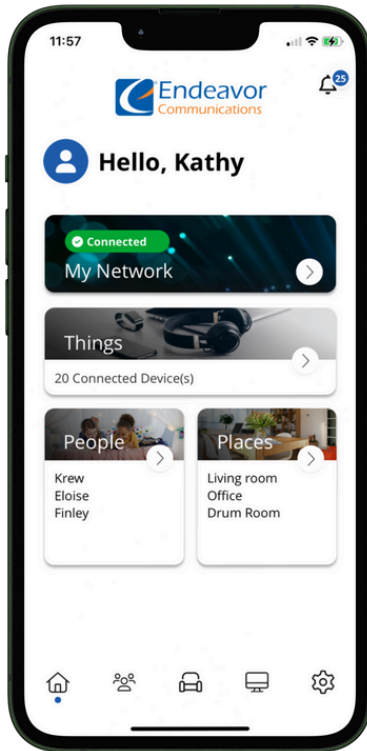


Command IQ Overview

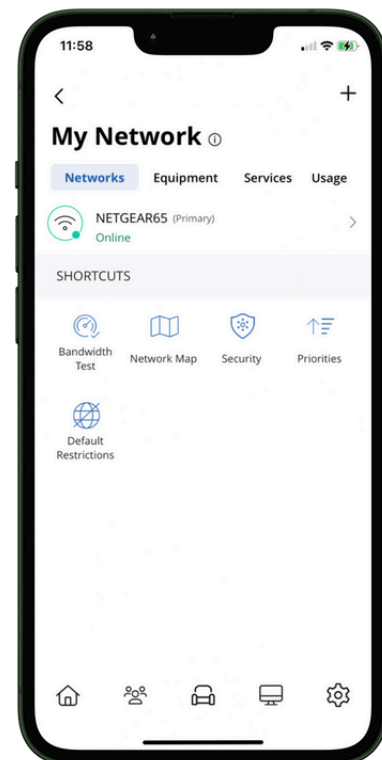


CommandIQ Dashboard

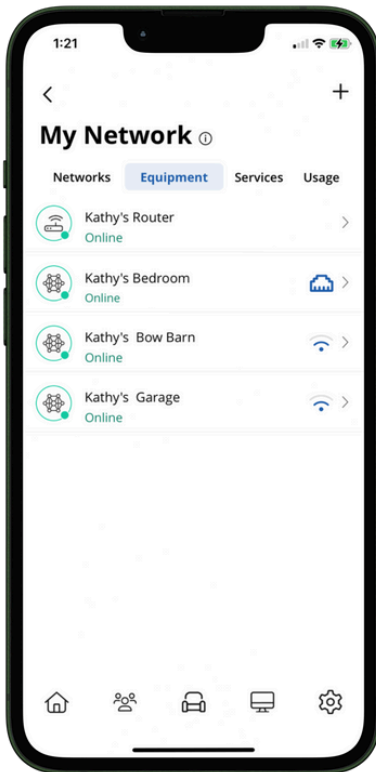
This picture reflects the CommandIQ app. From the dashboard, you will have access to see networks, add devices, add people, and add places.

My Network Tab

By clicking the network tab, you can access the Primary SSID and Guest SSID settings. Clicking the SSID will reveal information, like security type and passwords. From this screen, you can also display QR Codes to share Wi-Fi passwords for specific SSIDs with others. You will have the ability to run Bandwidth Tests, view Networks Maps, add SSIDs, set Default Restrictions, view security status, and prioritize traffic on the network.



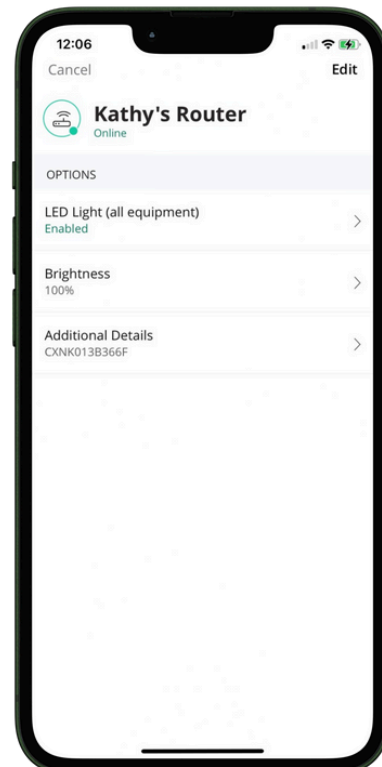
Command IQ Overview



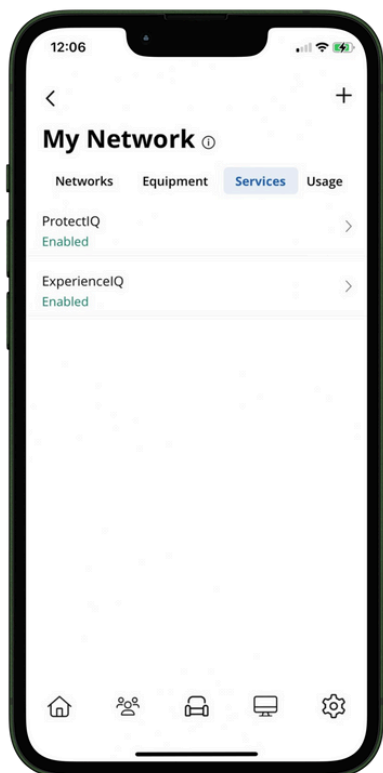
Equipment Tab

The equipment tab will allow you to see the physical equipment installed in your home. More information can be found on each device (router/mesh units) by clicking the individual device.

Clicking on specific device will allow you to to change the brightness of the router, enable or disable the led light on the router, the additional details (Mac Address, IP Addresses, Model Number, Firmware Versions, etc.)



Command IQ Overview

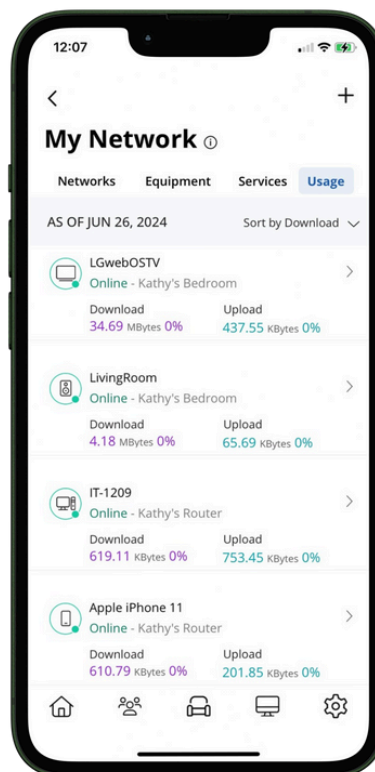


Services Tab

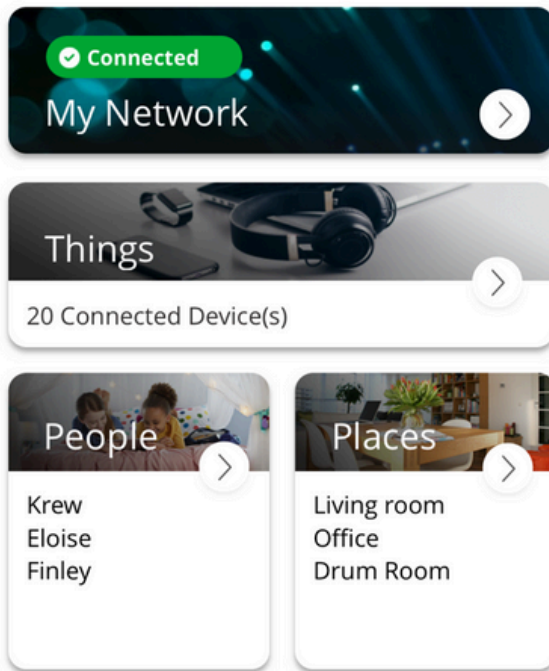
Any services you are subscribed to will appear under the services tab. From this tab, you will have the option to enable or disable any services.

Usage Tab

The usage tab will provide upstream (upload) and downstream (download) traffic information for each device.



Command IQ Overview

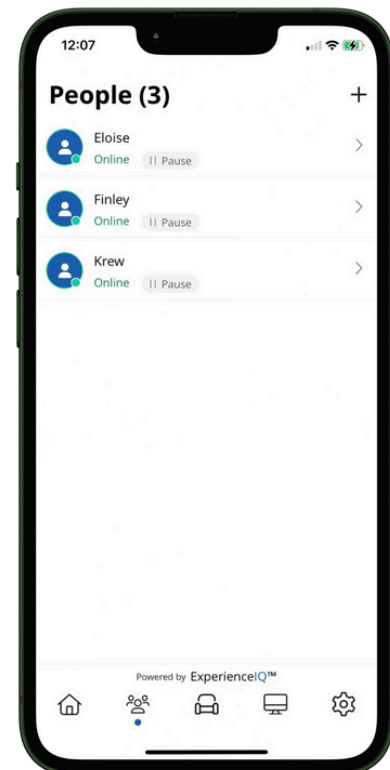


The Center Menu

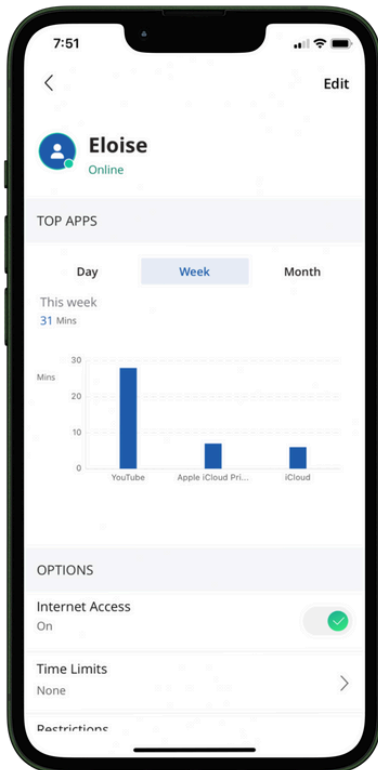
The Center Menu makes it easily accessible to find people in the home, the devices a person is using, and where the device is located within the home.

People

The people tab provides a list of saved user's profiles and their status. For example, Eloise, Finley and Krew are all People in the home who have been added to the app.



Command IQ Overview

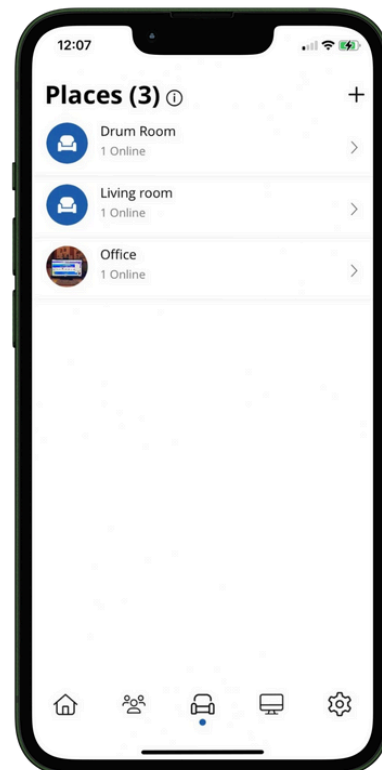


People's Profile

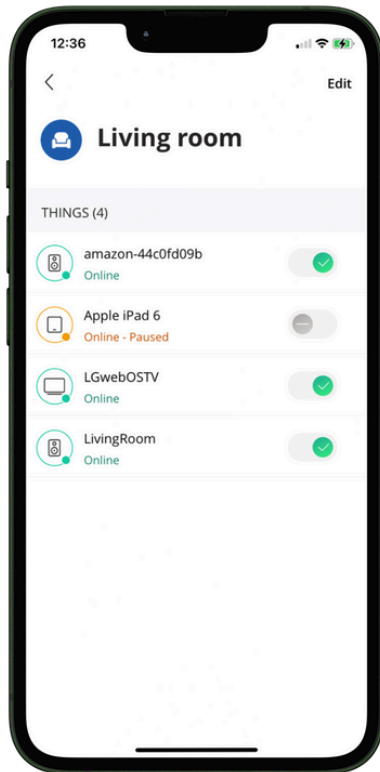
By clicking the profile, you can associate user devices to a specific profile, control access to the internet, and restrict the user from using various types of content. At the top of the user's profile page, it will provide the top apps used and how much bandwidth is used on those apps.

Places

Internet access can be shut off in a specific location by tapping the toggle. Tapping edit will allow you to add or remove devices attached to a location or change the name of the location.



Command IQ Overview

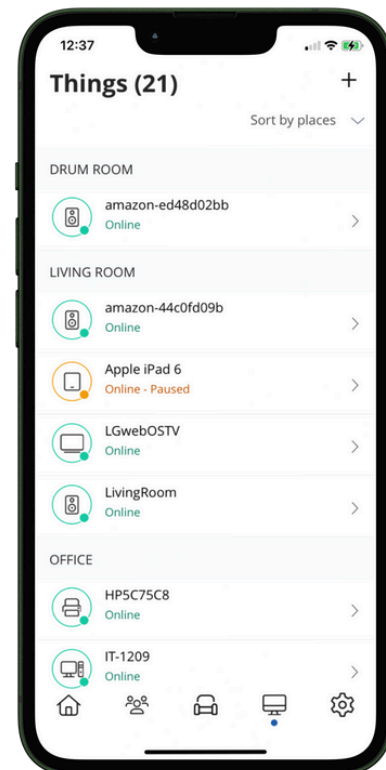


Specific Location

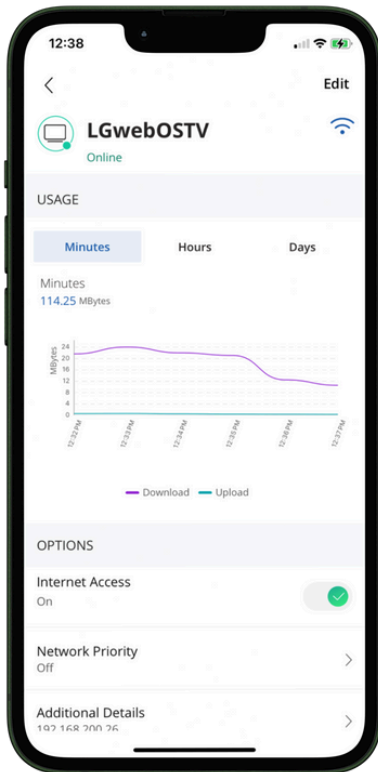
Internet access can be shut off in a specific location by tapping the toggle. Tapping edit will allow you to add or remove devices attached to a location or change the name of the location.

Things

Things are devices connected to a network. You can associate one or more devices to a user's profile.



Command IQ Overview

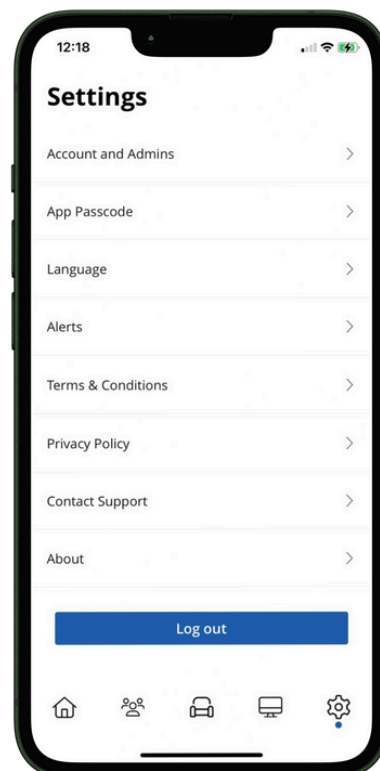


Each Thing

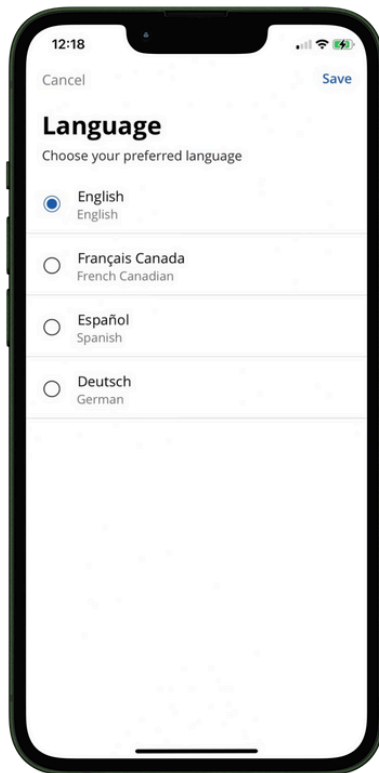
Tap any of the devices to view more details. Bandwidth usage is provided at the top of the screen. You have access to view bandwidth usage in minutes, hours, or the past week. You can also restrict internet usage or prioritize internet traffic for a device. Tapping edit will allow you to change the name of the device and add or remove device from a user's profile.

Settings

Located at the bottom of the app, the settings gear provides the email address associated with the CommandIQ app. From this screen, you will have access to change language and enable or disable alerts. A six-digit password can also be configured to allow faster access to the CommandIQ app.



Command IQ Overview



Language

In the setting menu for example, you can select the save button at the top right to change the language.

Common Tasks in CommandIQ

Updating User Information

1. Go to Settings located on the bottom menu.
2. Tap on Account.
3. Tap the Pencil Icon.
4. Edit desired information (First/Last Name, Email or Password, Profile Picture.
5. Click save.

Adding People

1. Tap People.
2. Tap Plus Button.
3. Enter the person's name.
4. Assign the devices to this person by tapping on the Things.
5. Click Save.

Adding Mesh Satellites

1. Tap the My Network.
2. Tap Plus Button.
3. Tap Add Equipment.
4. Scan the QR code located underneath the GigaSpire.
5. Ensure the MAC address, serial number, and FSAN number are populated in the text fields and tap Next.
6. Give the mesh unit a name and tap Done.

Adding Subscriber Devices

1. Tap Things.
2. Tap the plus symbol.
3. Select add device.
4. Name your device and give it a password.

*Apple products do not use WPS to connect devices. Take note of the SSID and password to connect to the wireless network.

Performing a Bandwidth Test

1. Tap My Network.
2. Tap Bandwidth Test.
3. Tap Run Test.



Create One or More Guest Network

1. Tap Networks.
2. Tap the plus button.
3. Tap add Network.
4. Select a Wireless Network Type.
5. Select Guest.
6. Give the guest SSID a name and password. Select WPA2-WA3 Personal for old and newer devices.
7. Set duration of your guest network. (Endless or Custom Time).

View Device Details

1. Tap the Things.
2. Tap Work Laptop.
3. Tap Additional Details.

Creating a Secondary Administrator

1. Tap the settings.
2. Tap your email.
3. Tap invite admin.
4. Enter the name and email address of the user you would like to give privileges to manage the network.
5. To revoke admin access swipe left to delete user.

Secondary admins cannot add or remove other admins and are restricted from factory resetting residential gateway.

