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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!
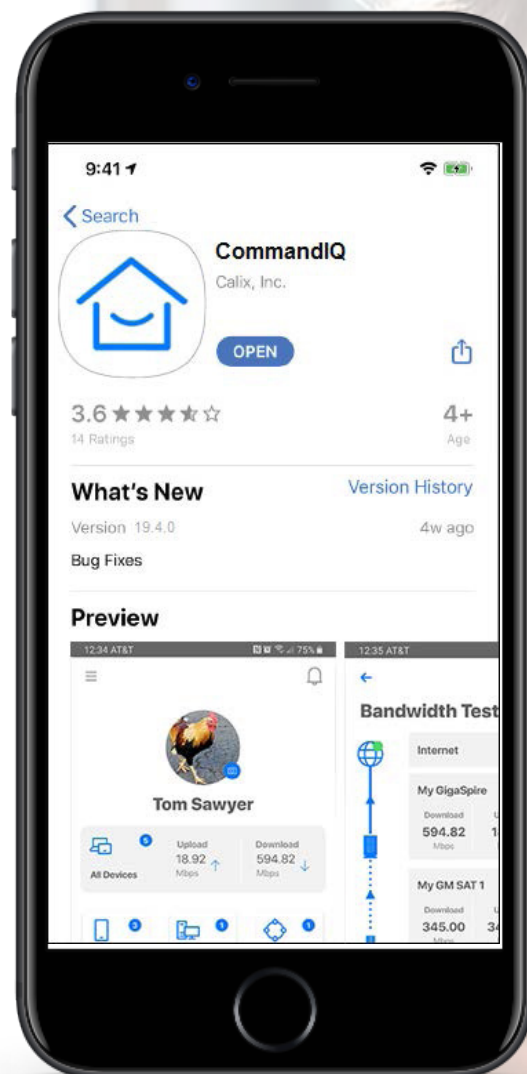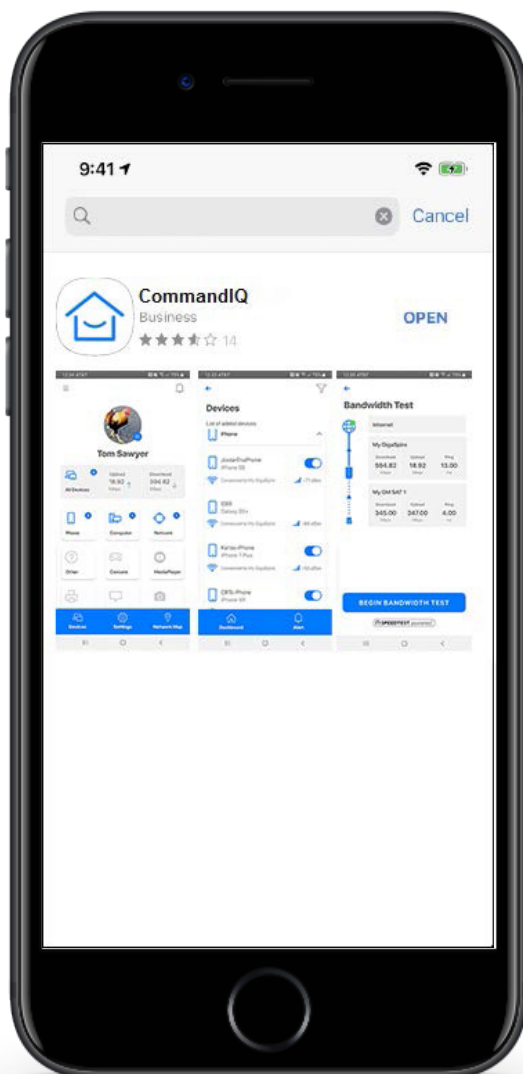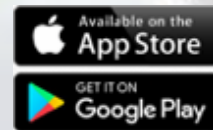
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Command**IQ**

One app to rule them all!

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

Available on the **App Store**

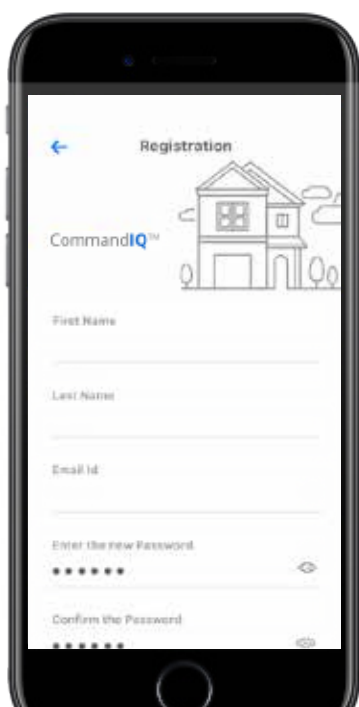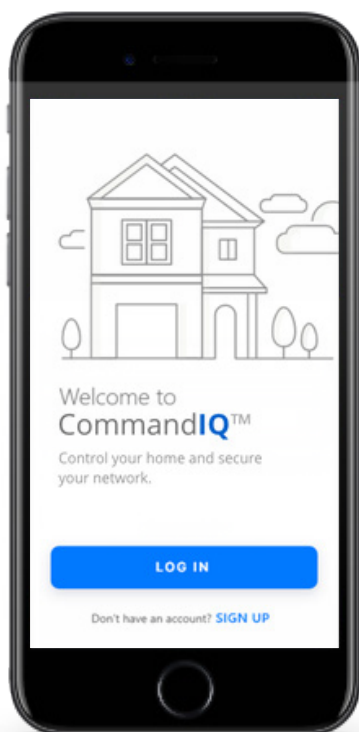GET IT ON **Google Play**

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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.

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STEP 3

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.

← Router - Configuration

CommandIQ™

Please Enter/Scan MAC & Serial number or Scan QR code

Configure with QR Code

Or

Enter the router details below

MAC Address

Serial Number

← Network Details

CommandIQ™

Router Name

Network Name (SSID)

AES

Enter the Password

Confirm the Password

STEP 4

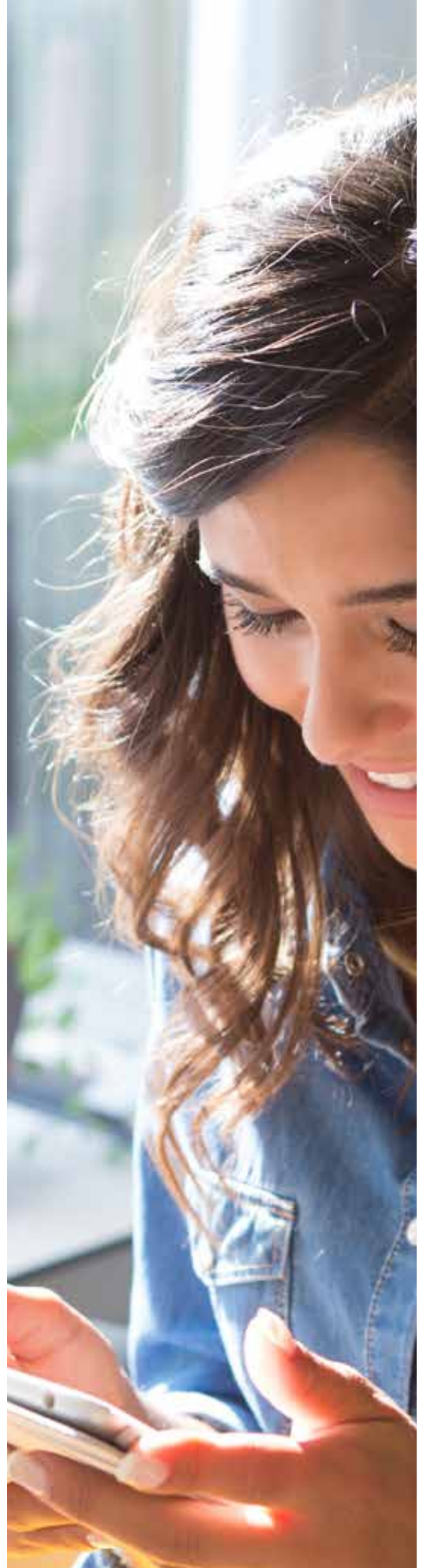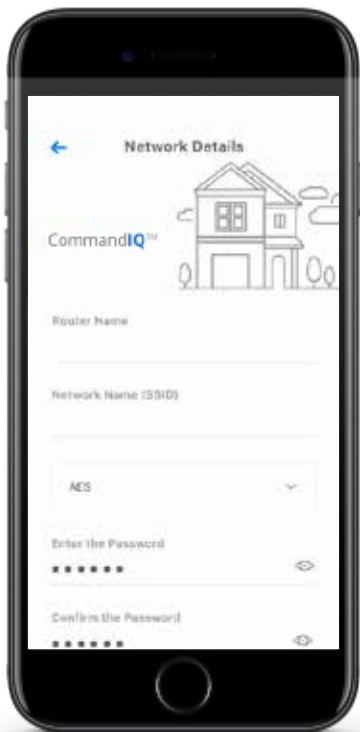## Name the network and create a password

If you are setting up your home network for the first time, you can assign a name and password for your Wi-Fi network.
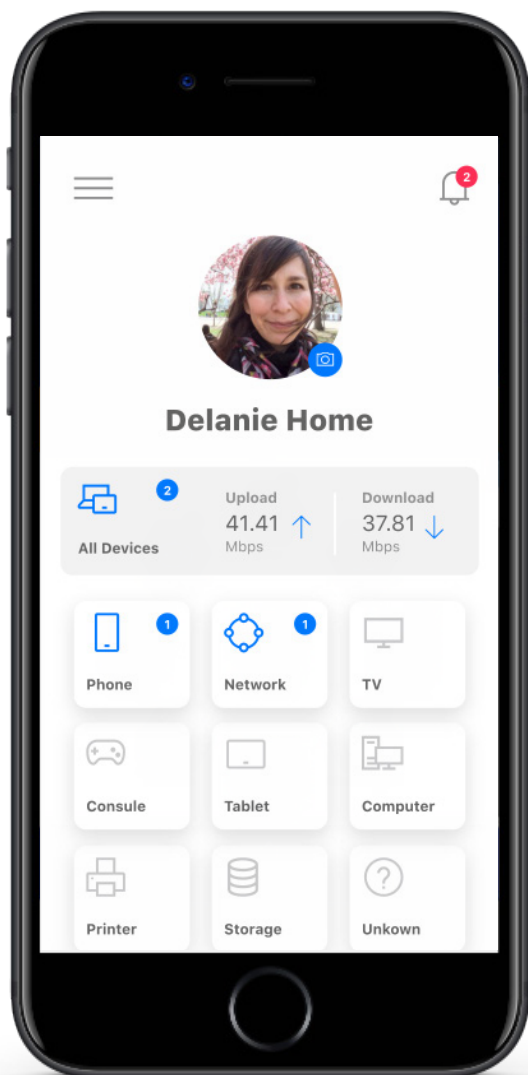
If your Wi-Fi is already set-up: Once the network has been detected, enter the existing WI-Fi password for your network.

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-lefthand corner of the screen while any notifications will be displayed in the upper-righthand 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.

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Settings
A world of customization
is available to you
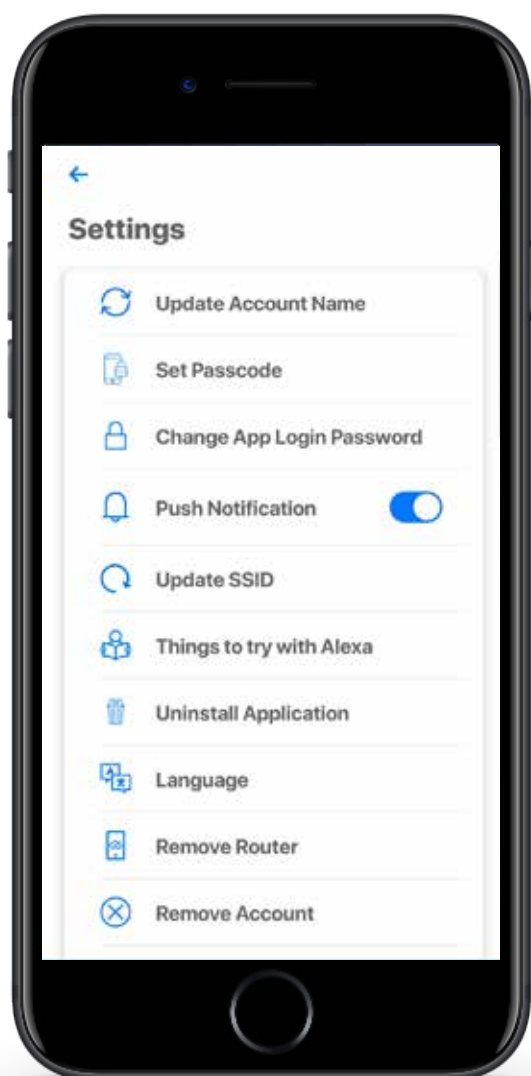
Update Account Name
This will allow you to update the name shown on your app

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

Language
Select your preferred language for the app.

Remove Router
Do not select this option unless directed by your service provider

Remove Account
Do not select this option unless directed by your service provider

About
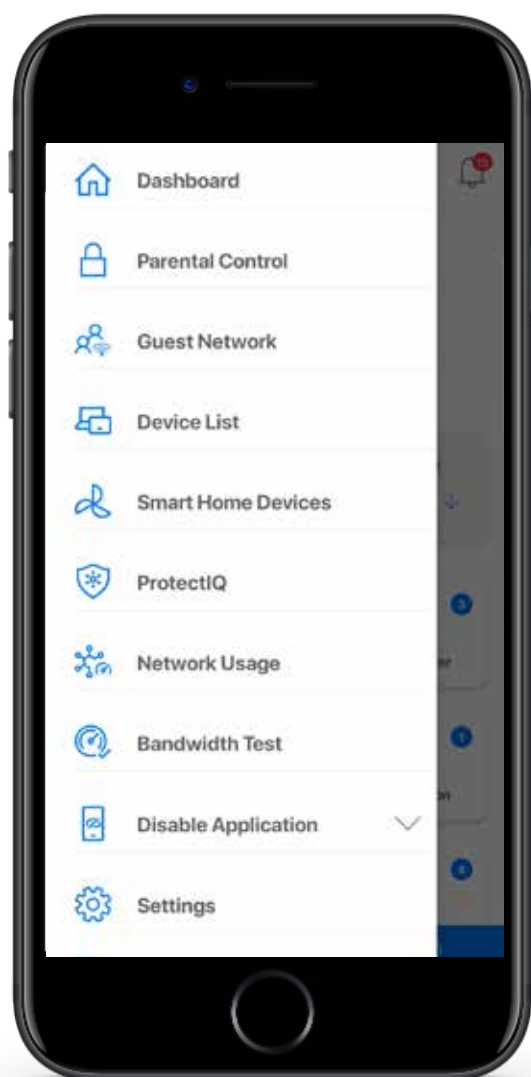Provides a brief summary of what the app does

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.

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Main menu

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

Available to all Command**IQ** **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 GigaSpires:

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 to perform actions with the GigaSpire MAX 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
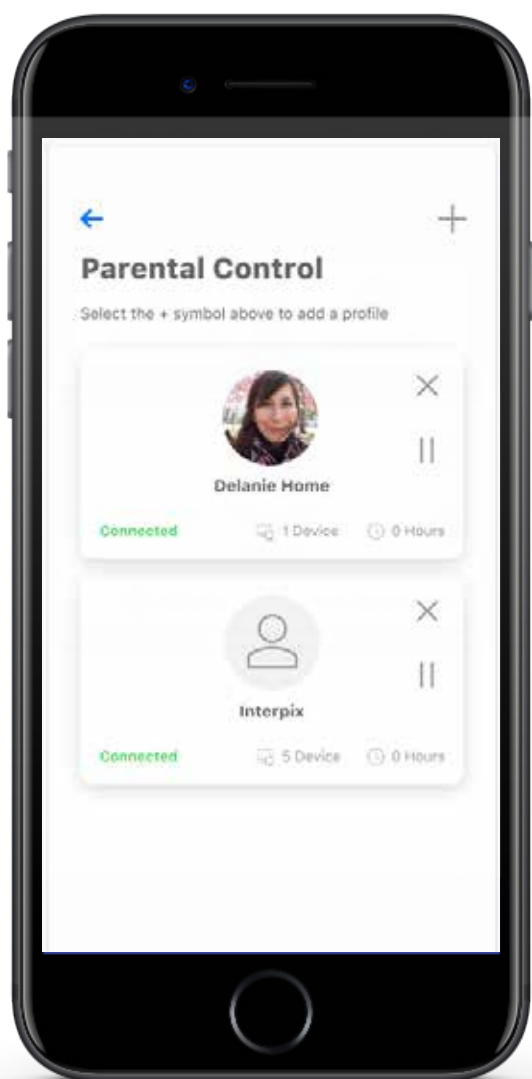
ExperienceIQ**: Parental Control (Enhanced)**
Provides the ability to set profiles, assign devices, schedule offline time, add content filters, app filters and website filters, and view profile usage

ProtectIQ**: Network Security**
Provides network level protection against malware, viruses, etc.

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Parental Control (basic)

To create a parental control file:

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 **CommandIQ** 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.

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Guest Network

Creating a guest network has never been easier!
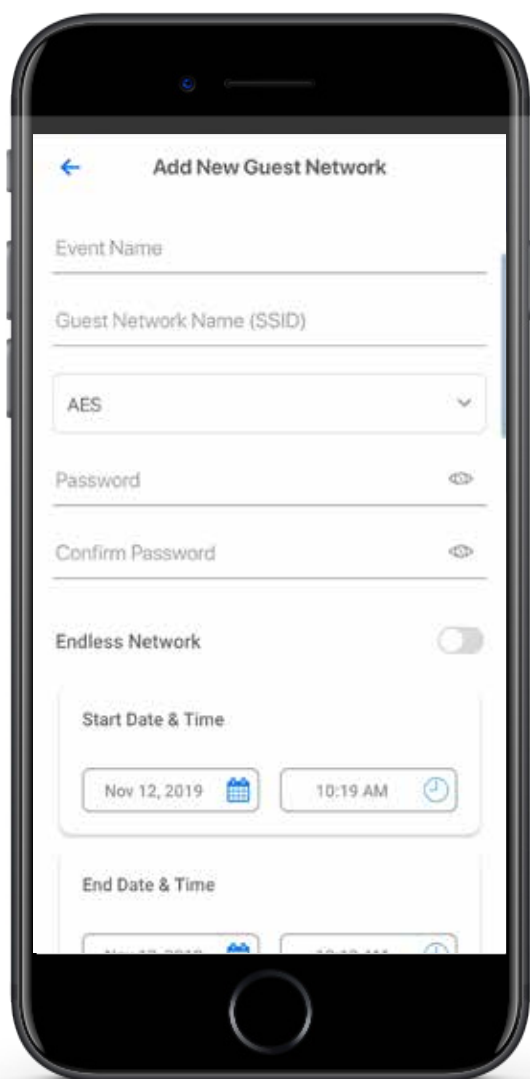
When you select Guest Network from the main menu you will have the option to "Add a Guest Network" by selecting the plus sign.

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

Device list

Creating and managing a list of devices is as easy as 1-2-3
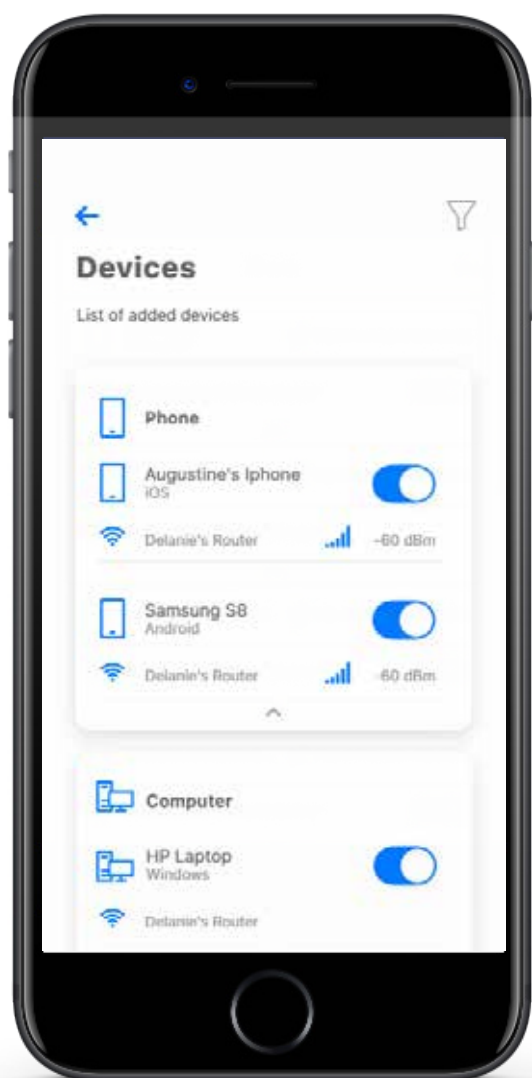
When you select a category, devices identified in that category will be shown.

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
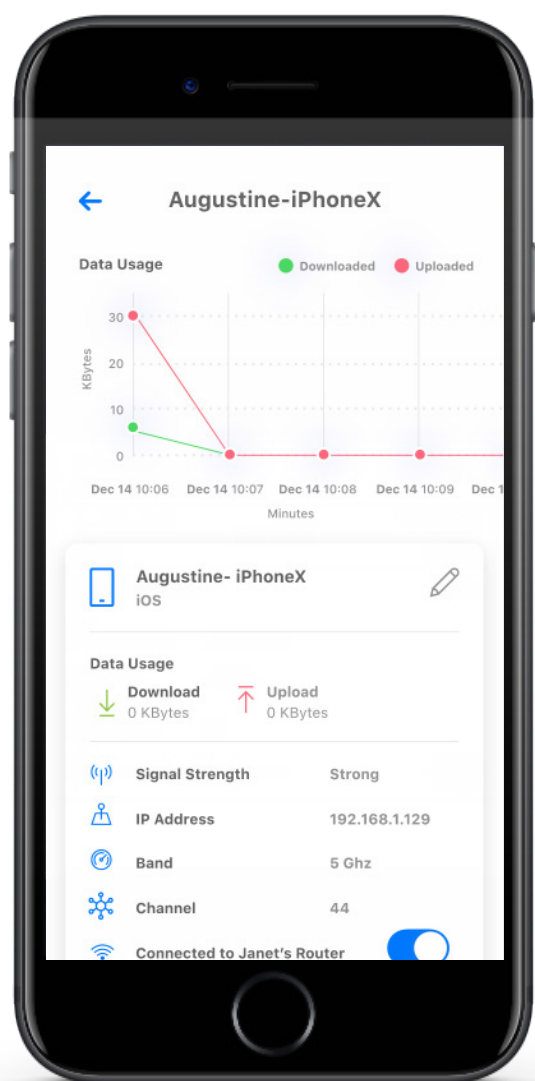3. How it is connected to the network

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.

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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 date 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.

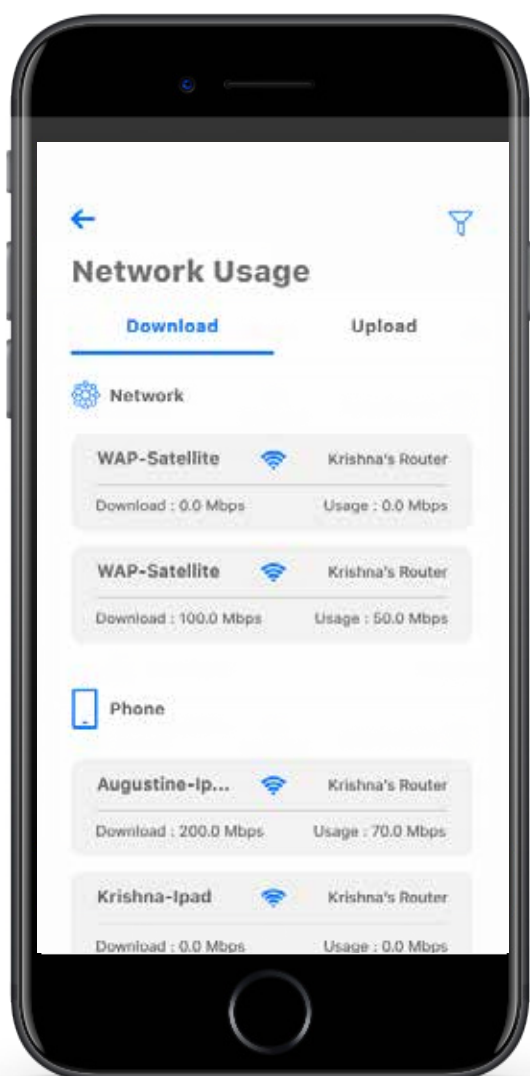Data Usage shows data that was used by this specific device.

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.

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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:
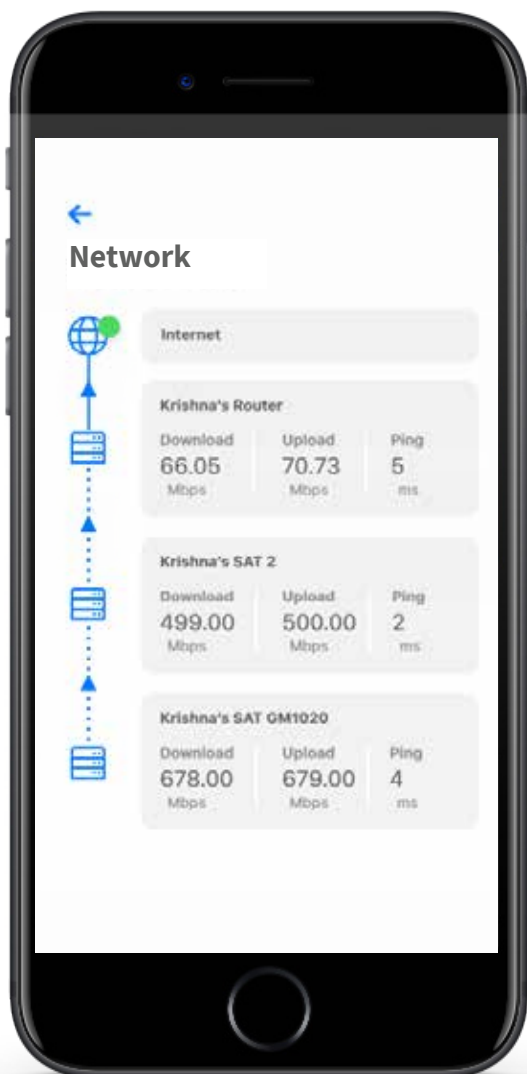
1. Device identification and whether the device is connected to Wi-Fi

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.

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Network Map

From the dashboard you can select Network Map from the bottom-righthand side of the screen. This will show any GigaCenter, GigaSpire, or GigaMesh units connected in your network.

←

Network

Internet

Krishna's Router

Download	Upload	Ping
66.05 Mbps	70.73 Mbps	5 ms

Krishna's SAT 2

Download	Upload	Ping
499.00 Mbps	500.00 Mbps	2 ms

Krishna's SAT GM1020

Download	Upload	Ping
678.00 Mbps	679.00 Mbps	4 ms

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Speed Test
Internet bandwidth test

Bandwidth Test

Internet

Krishna's Router

Download	Upload	Ping
66.05 Mbps	70.73 Mbps	5 ms

Krishna's SAT 2

Download	Upload	Ping
499.00 Mbps	500.00 Mbps	2 ms

Krishna's SAT GM1020

| Download	Upload	Ping
678.00 Mbps	679.00 Mbps	4 ms
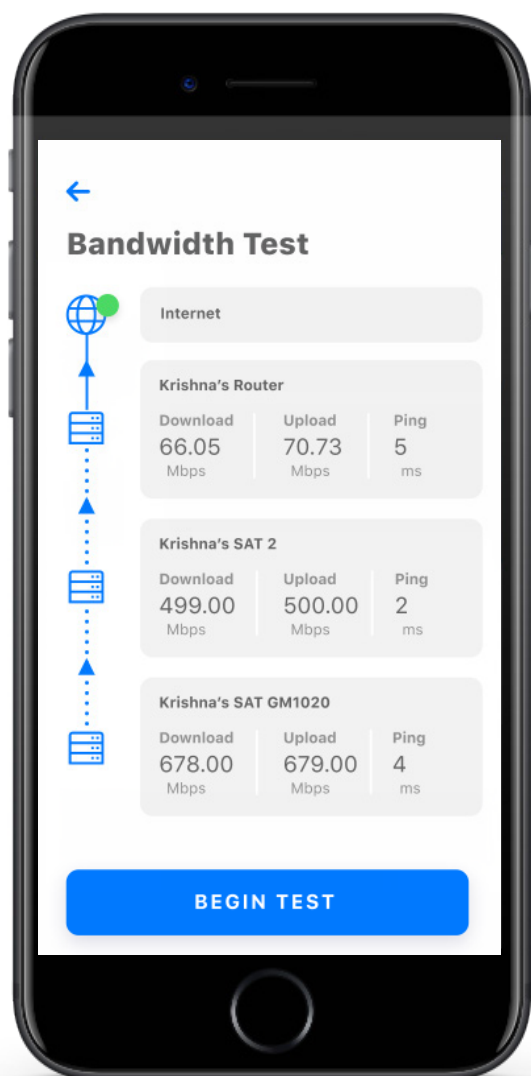
BEGIN TEST

To run a bandwidth test simply select the "Begin Bandwidth 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.

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Enable and Disable Applications
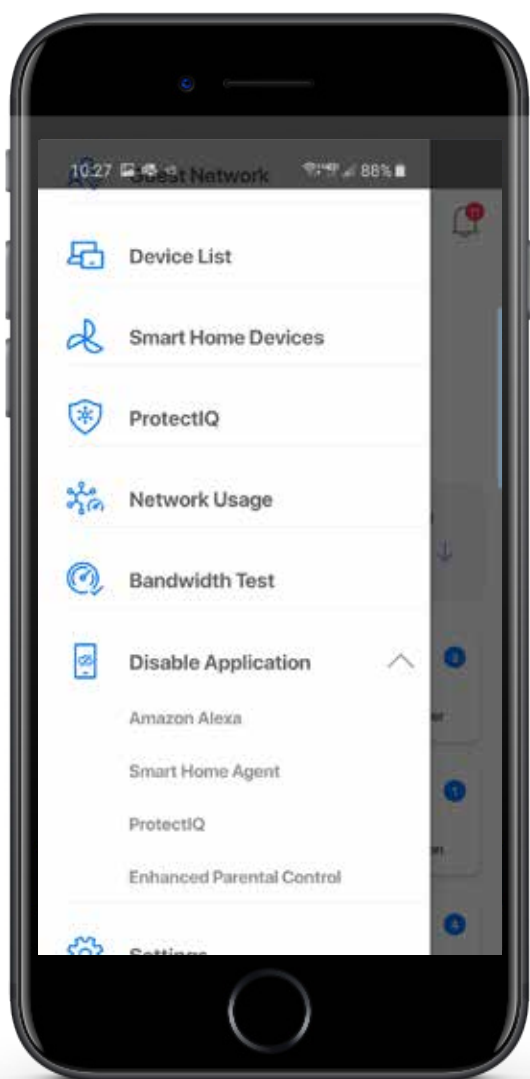
When you select Enable Application, you will see a list of applications that are eligible for download into your Command**IQ** **app.**

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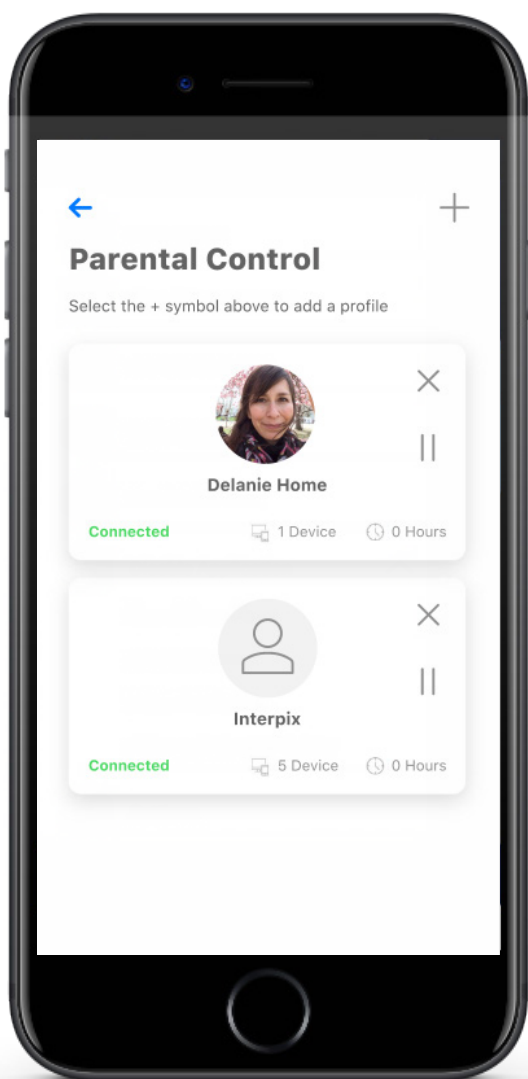
Contact your service provider for more details on the applications that are available to be added in the app.

Note: This feature is only available with a GigaSpire.

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Experience**IQ**:
Enhanced Parental Control

Parental Control

Select the + symbol above to add a profile

Delanie Home

Connected   1 Device   0 Hours

Interpix

Connected   5 Device   0 Hours

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.

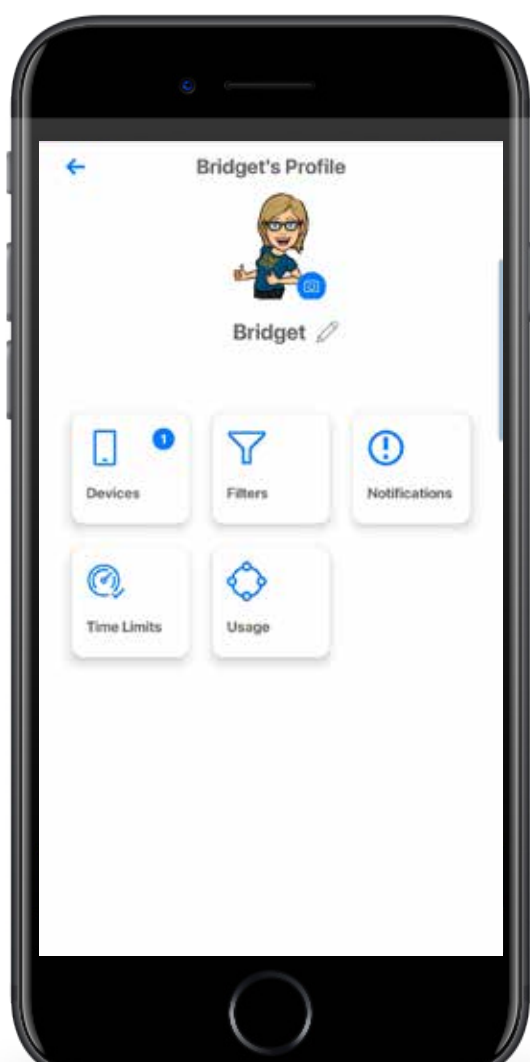Parental controls work while devices are connected to Wi-Fi.

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.

Experience**IQ**:

Enhanced Parental Control
Profile details
network you have

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 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.

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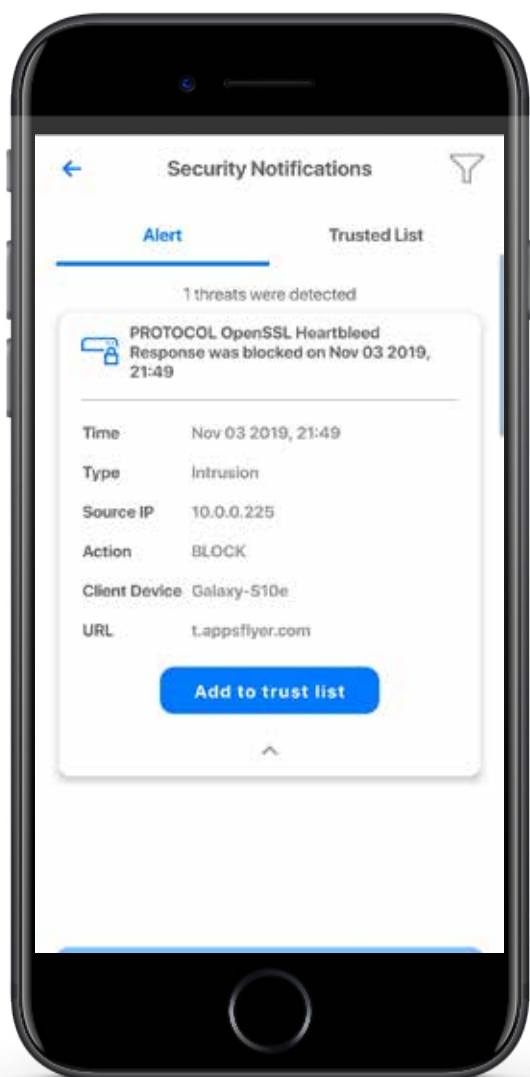
If you subscribe to ProtectIQ Network Security from your service provider it is working quietly in the background on your GigaSpire to provide an extra layer of protection against malicious traffic.

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.

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