LAGRANGE COUNTY REMC
BROADBAND

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 the name of your WI-FI network, password and more. **CommandIQ** puts you in charge!
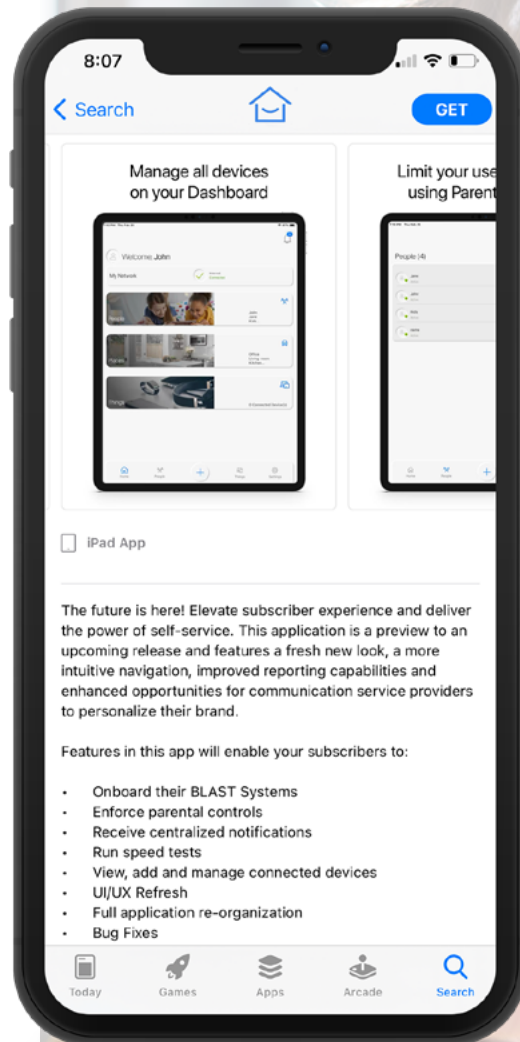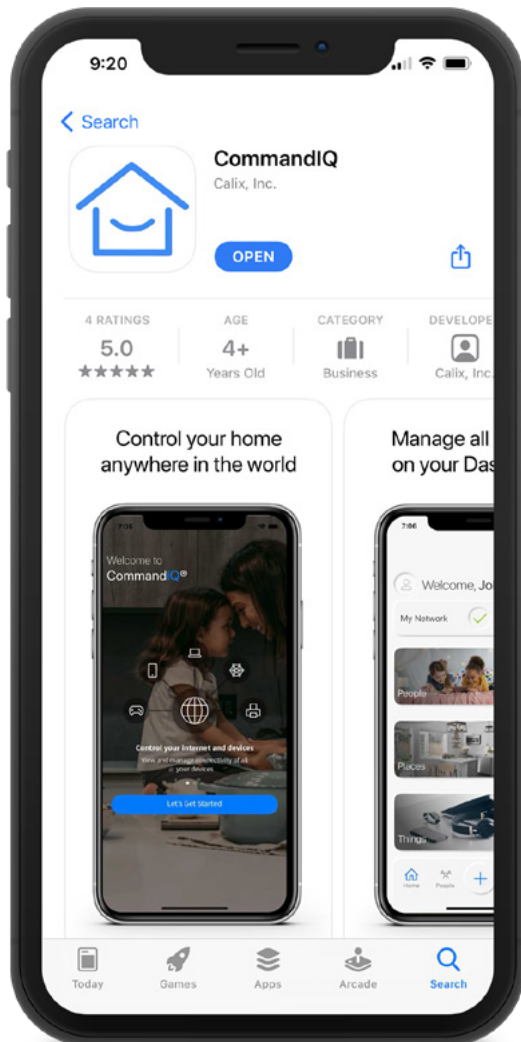
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CommandIQ

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.
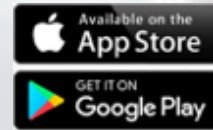
App setup
Setting up your app has never been easier!

STEP 1

Tap "SIGN UP"

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

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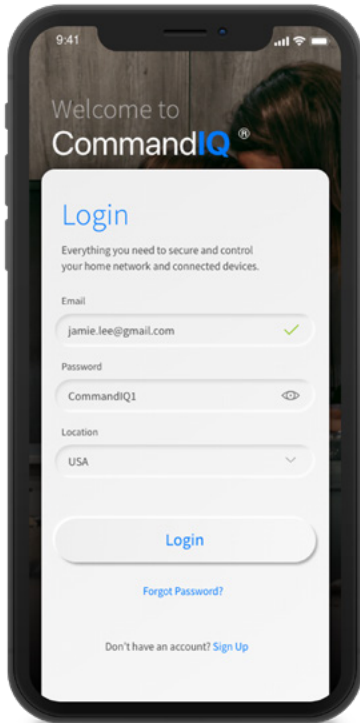
STEP 2

Enter basic personal information

The password you enter here will be the password you use to log in 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.
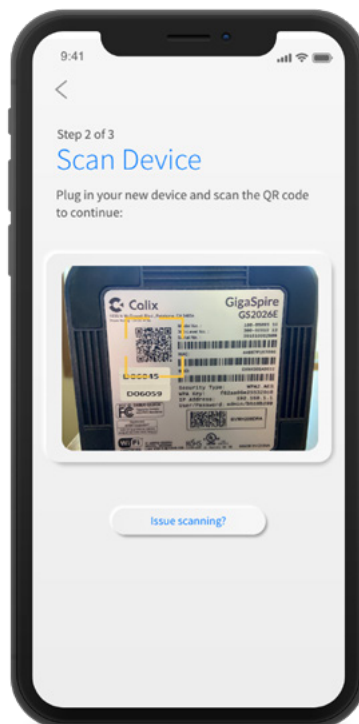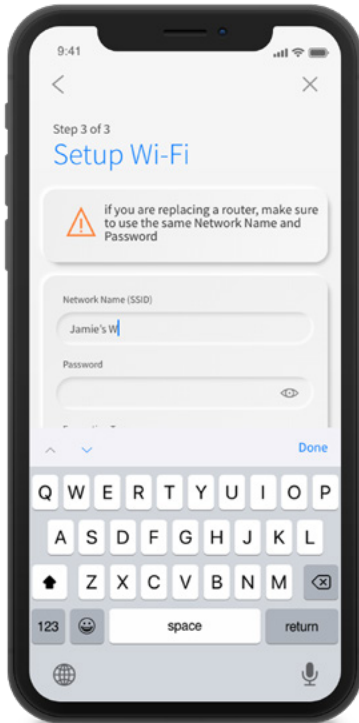
Alternately, you can enter the MAC Address and Serial Number also found on that same metal plate.

After you select "OK," 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" toward the top right of the screen. Once the network has been detected, enter the existing WI-FI password for your network.

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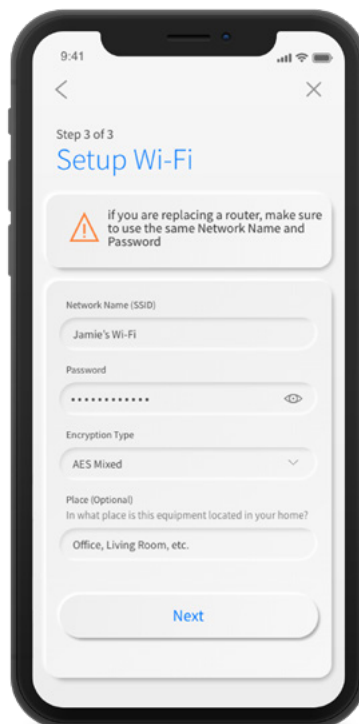
SETUP GUIDE

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. The "+" icon at the bottom of the screen allows you to:

• Create profiles for People and Places in your home

• Connect new devices

• Set up a guest network

• Enable new services like Alexa, Protect**IQ** Network Security and Experience**IQ**

The My Network at the top of the dashboard is where you can:

• Access your WI-FI network settings

• Run a bandwidth test

• View all connected devices

• Disable services

• View device usage

You can also access a list of these connected devices by selecting things from the main tile or in the tool bar at the bottom.

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.

Settings

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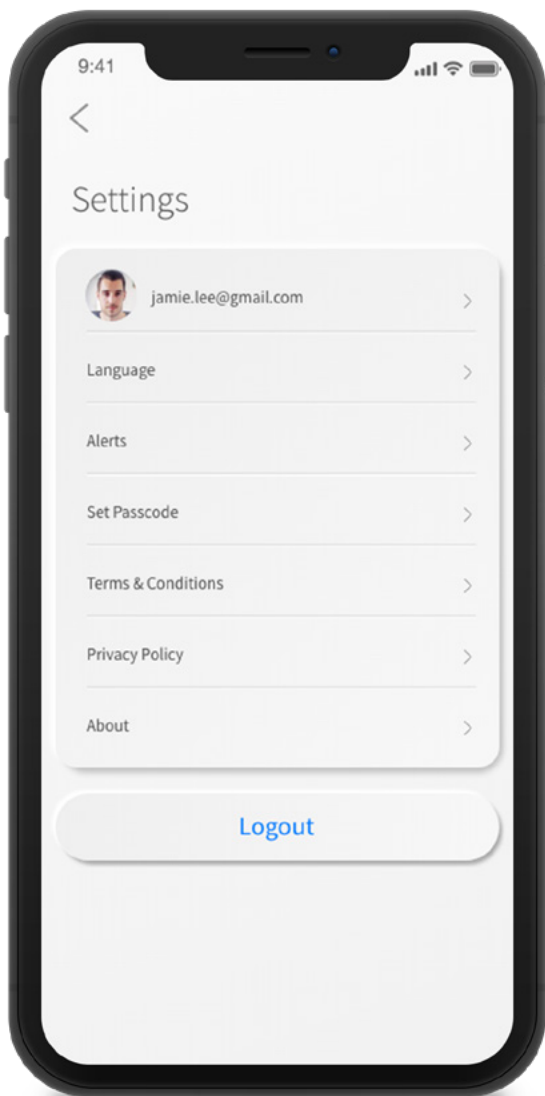
Update Account Name
This will allow you to update the name shown on your app.

Set Passcode
You can set a passcode in addition to your login password.

Change App Login Password
You can change your app login password.

Alerts
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.

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
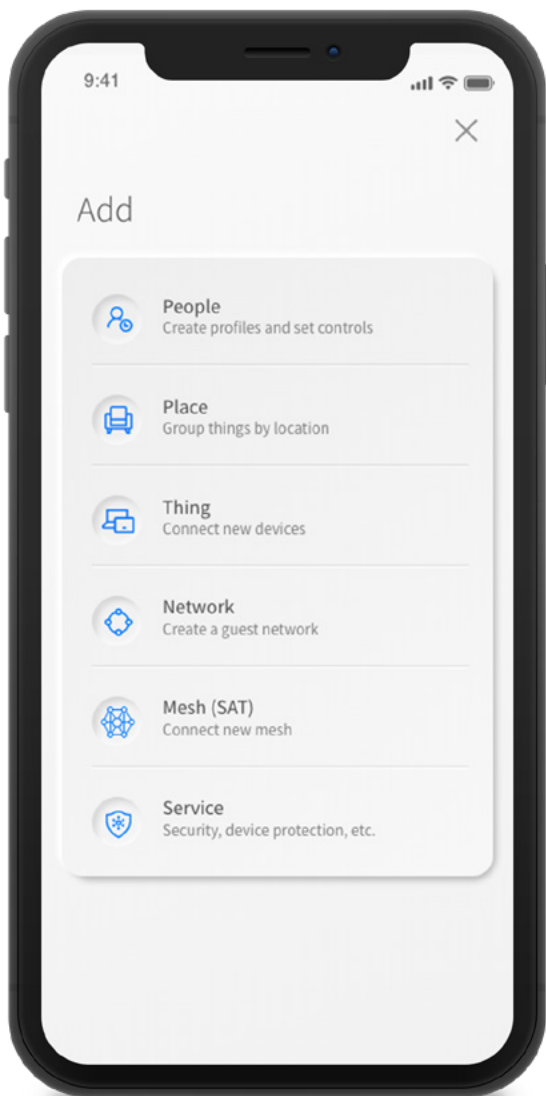Provides a brief summary of what the app does.

Terms & Conditions
Provides the terms and conditions you acknowledge by using the app.

Your App Version will show in the About tab.

The + button

The plus feature quickly takes you into the key features of the app.

People
Connect your devices with people in your home network. This allows you to set parental controls, content filters, time limits and so much more.

Place
This feature lets you tailor your WI-FI to devices connecting to a specific area in your home like an office, media room, patio or game room. This allows you to optimize your WI-FI performance and prioritize your devices and activities for those places.

Things
You can easily find your network details here to connect a new device to your WI-FI.

Network
Add a guest network at any time and keep your main WI-FI network and data safe while you have guests over. You can set a duration and even text the WI-FI network name and password to your visitors.

Mesh (SAT)
Extend the reach of your WI-FI network by connecting a new mesh point.
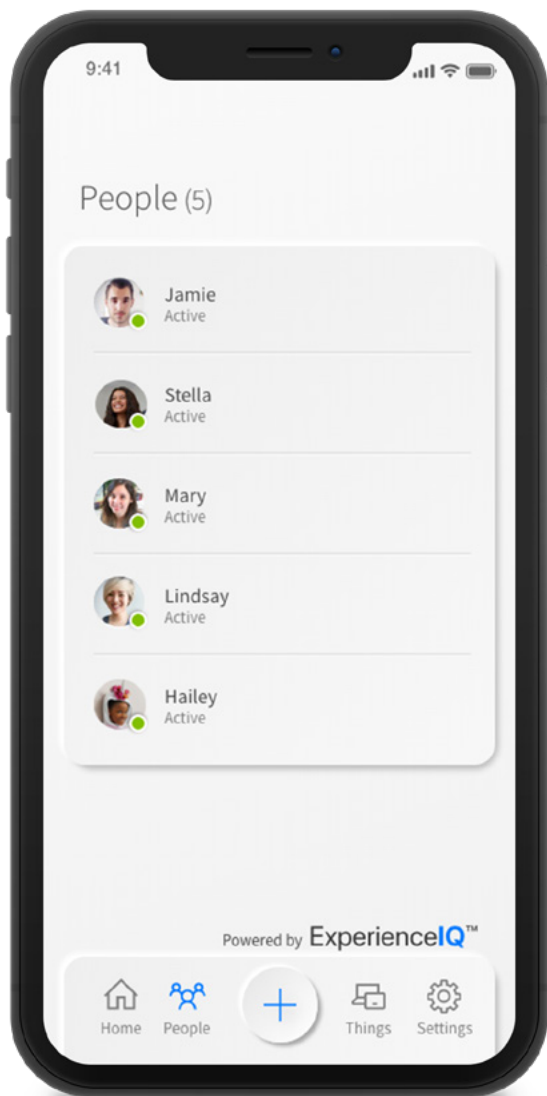
Experience IQ: Parental Control (Enhanced)
Provides the ability to set profiles, assign devices, schedule offline time, add content filters, app filters and website filters, and view profile usage.

Protect IQ: Network Security
Provides network level protection against malware, viruses, etc.

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 "Done" (at the top of the screen).

**Once the profile is created, you can do the following:**

• Tap "edit" in the profile, and add a picture if desired.

• Swipe the Internet Access toggle off to pause all devices connected to this profile.

• To bring devices back online swipe the toggle back on.

• Tap edit to connect more device to this profile.

• Tap the red minus icon 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.

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SETUP GUIDE

Guest Network

Creating a guest network has never been easier!
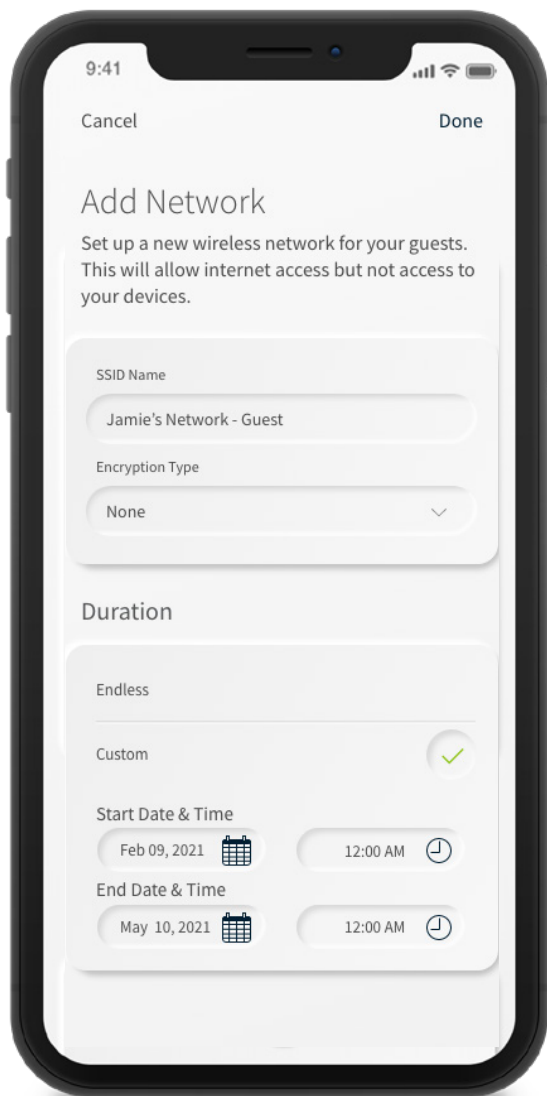
When you tap the "+"icon from the main menu you will have the option to add a guest network by selecting Networks.

In the On the Add Network screen, do the following:

1. Enter the event name, for example, 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.
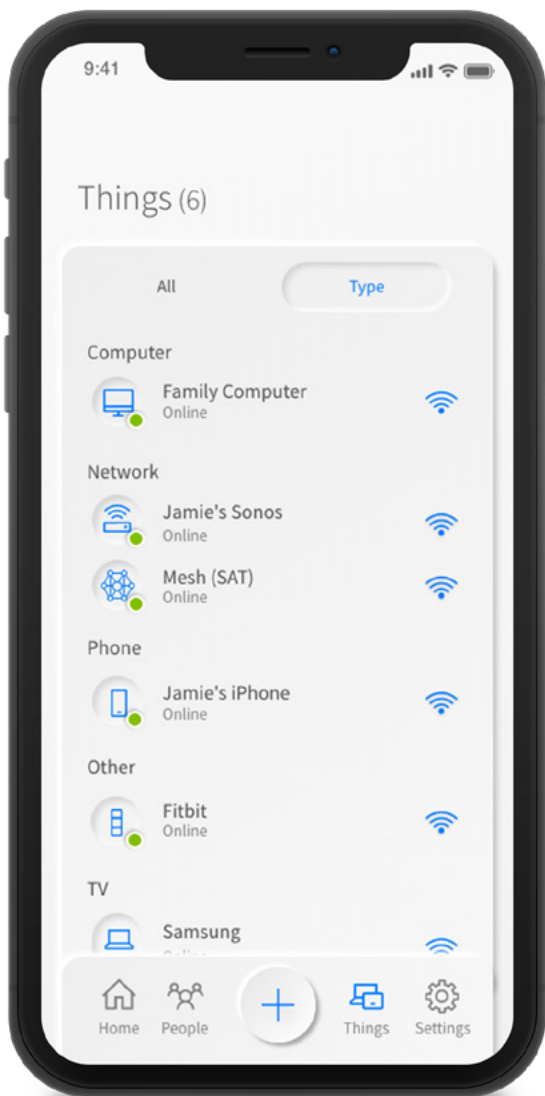
When you select a Type from the Things menu, all your connected devices are categorized.

From this view you can tap into each device to see basic information about each device connected to your WI-FI network, including:

1. Device identification.

2. Signal strength of the device Network Usage.
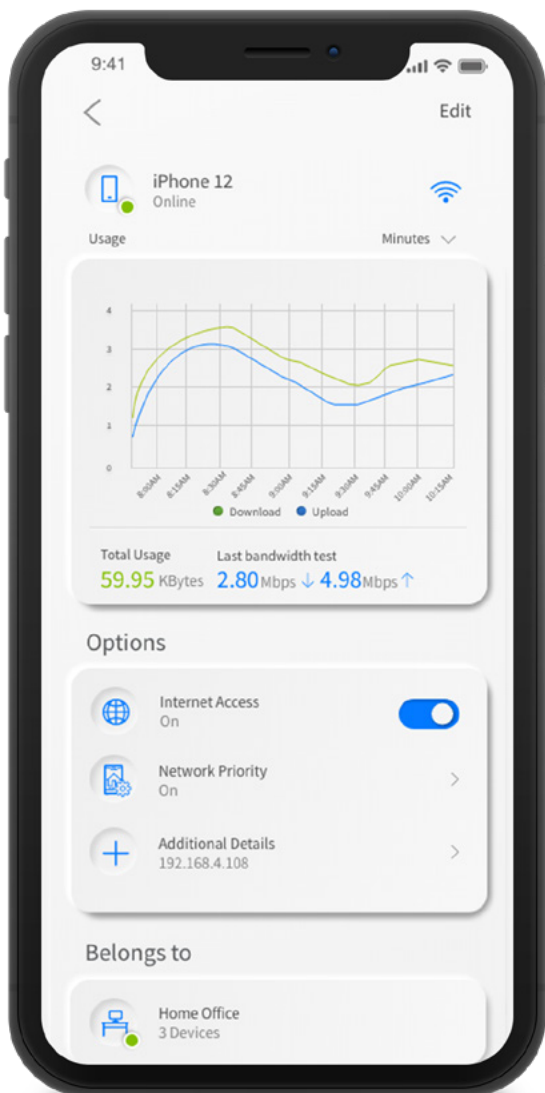
3. How it is connected to the network.

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.

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 tapping into the edit function in the upper right corner, 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 found within "Additional Details."

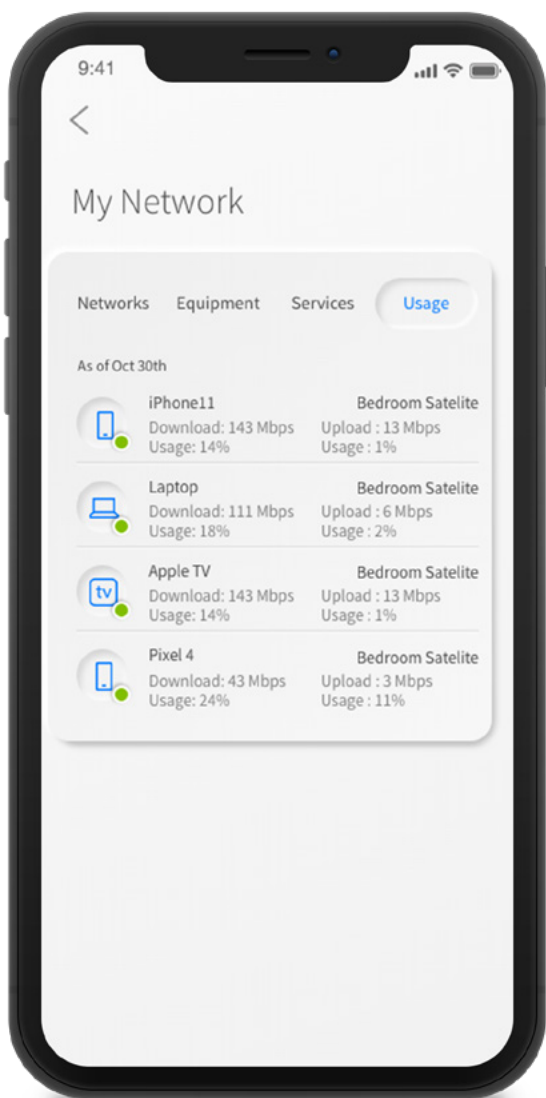Data Usage shows data used by this specific device.

The bottom box shows additional connection details for this device.

By toggling the On/Off button in the Internet Access section you can turn off or on WI-FI for this device.

Network Usage

Keep track and monitor the usage for each device.

Network Usage is organized by device.

From this view, you can see basic information about usage from each WI-FI connected device on your network, including:
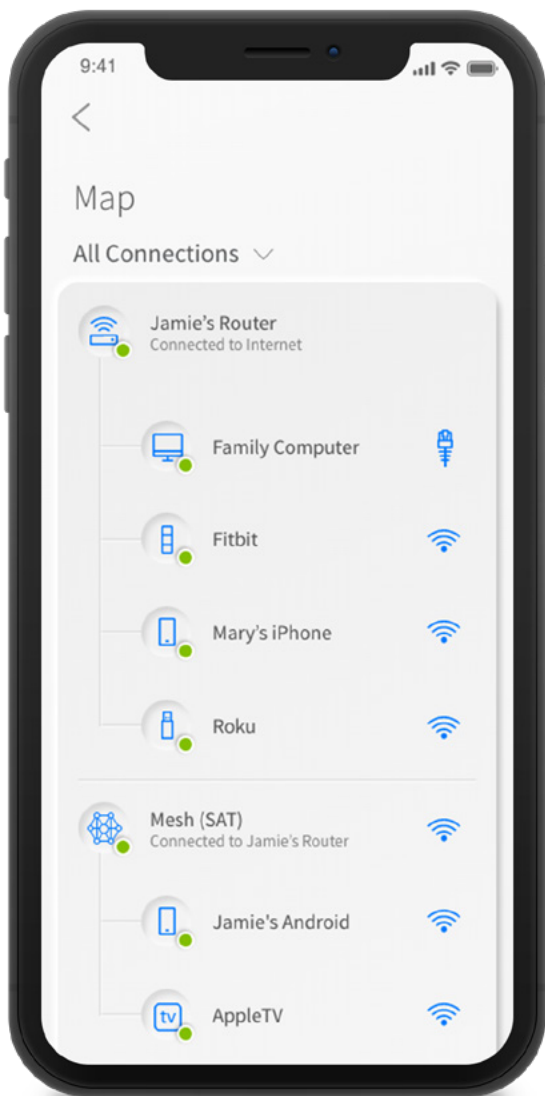
1. Device identification and whether the device is connected to WI-FI

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.

Network Map

From the dashboard you can select My Network. This will show any GigaCenter, GigaSpire or GigaMesh units connected in your network. Next, tap into your WI-FI Network form the Networks tab. From here, tap into the "Map" section to view devices connected to your system. You can tap on the Mesh icon to see performance information and devices connected to that Mesh unit.

Speed Test

Internet bandwidth test
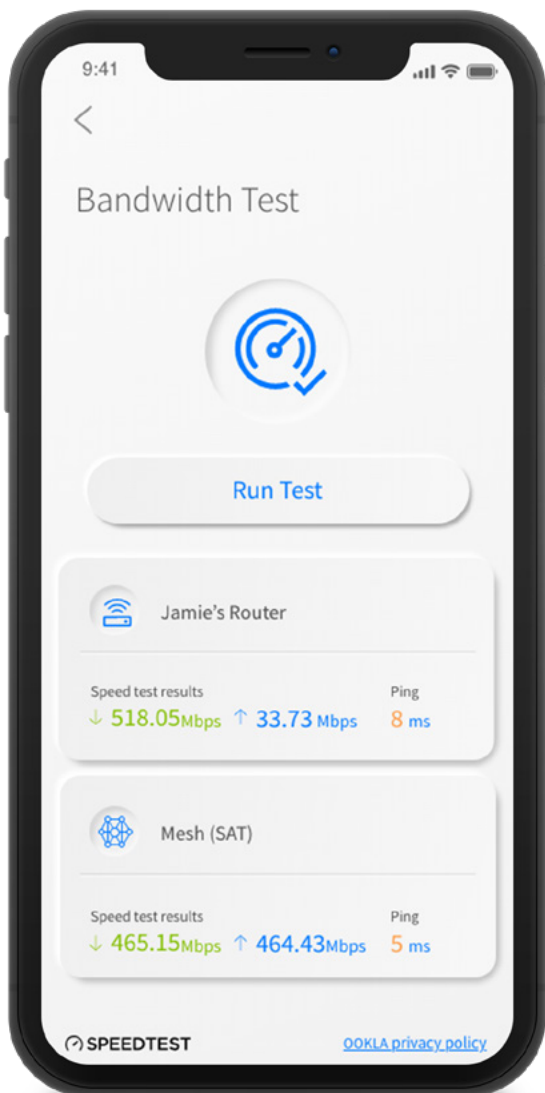
The easiest way to run a bandwidth test is by tapping "My Network" from the main dashboard and then tapping your WI-FI router. Tap "Bandwidth Test" in the Settings section. Then hit the Run Test button.

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.

Note: This feature is only available with a GigaSpire.

Enable and Disable Applications
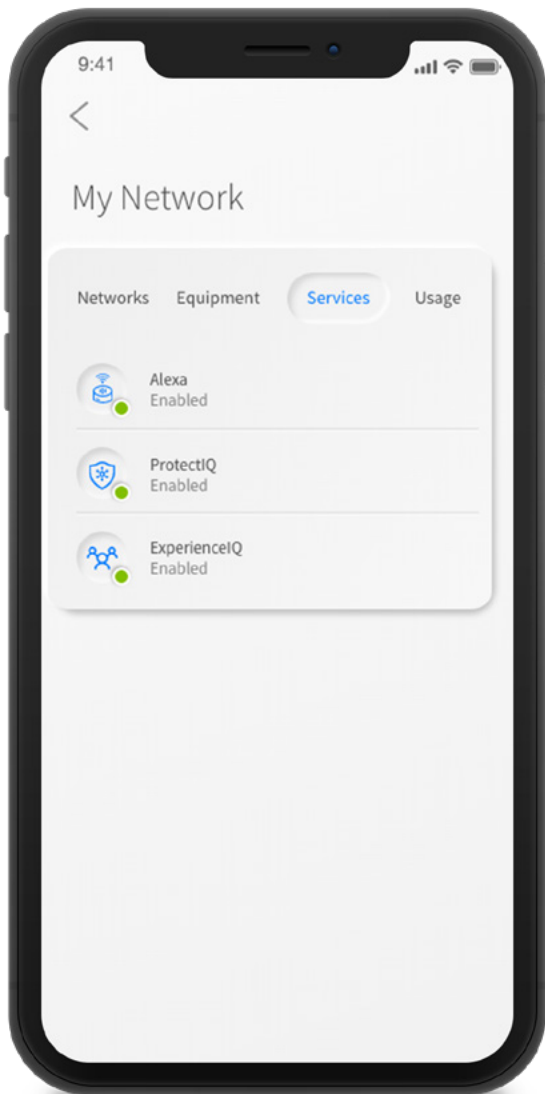
When you select the "+" icon from the dashboard and then "Services," you will see a list of applications that are eligible for download into your Command**IQ** **app.**

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.

![LAGRANGE COUNTY REMC BROADBAND logo]

Experience**IQ**:
Enhanced Parental Control
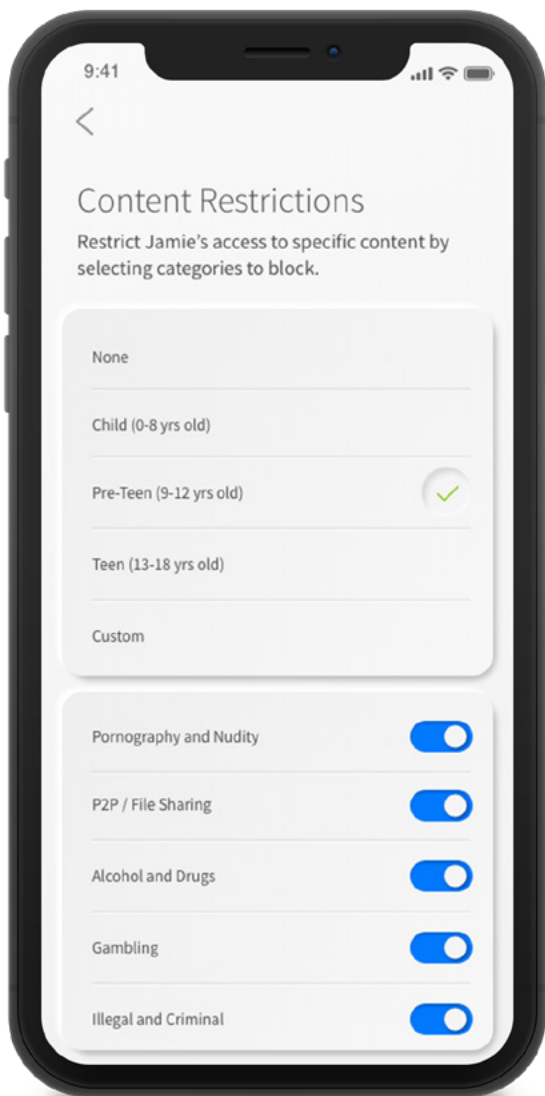
If you subscribe to Experience**IQ** from your service provider you'll have additional functionality to help manage access to the internet within your home.

Start by selecting the + icon from the home dashboard and then tapping into the People section. Next 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 and add a picture to represent this profile. After selecting "Done" 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 one device assigned to the profile, and there has been no usage on this profile today.
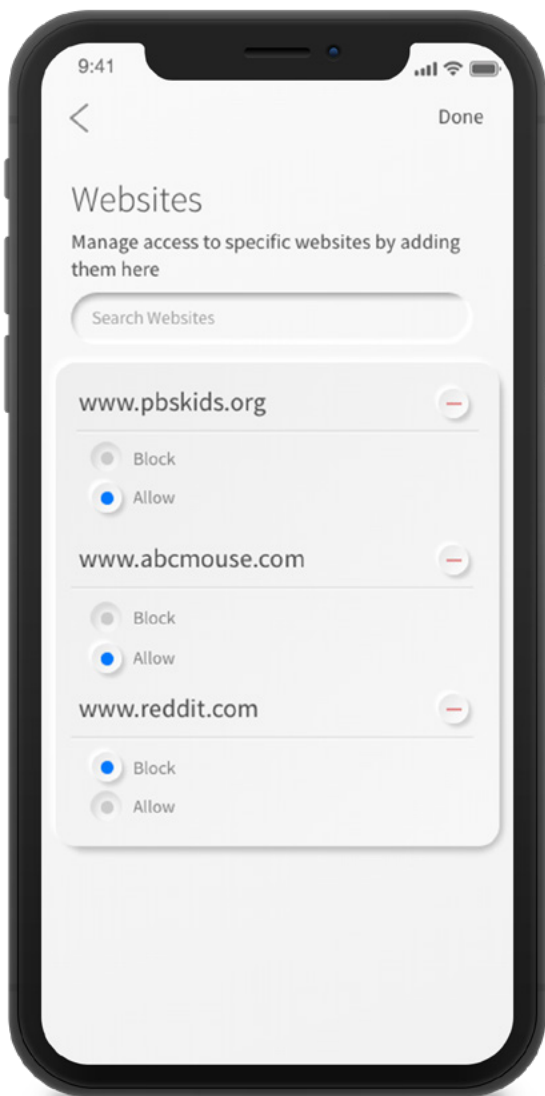
Parental controls work while devices are connected to WI-FI.

Note: If a device has the Experience**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.

Experience**IQ**:

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, and manage access to specific websites.

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 p.m. to 6 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.

Experience**IQ**:

My Priorities
Activity and Device Prioritization
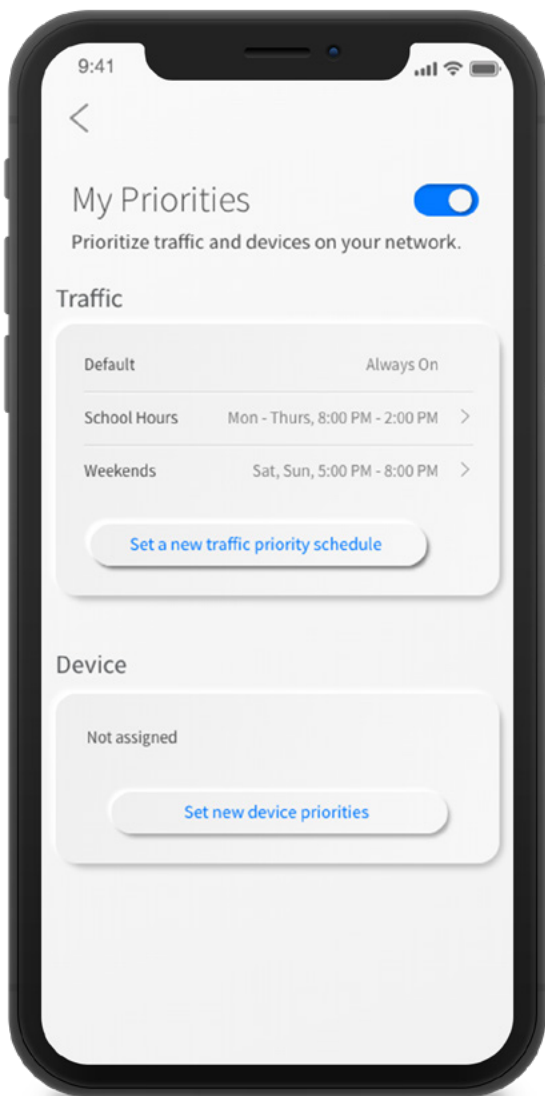
From any profile or Things tab, tap into a device to access Network Priority to view activity and device prioritization settings.

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 five devices to prioritize them over 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.

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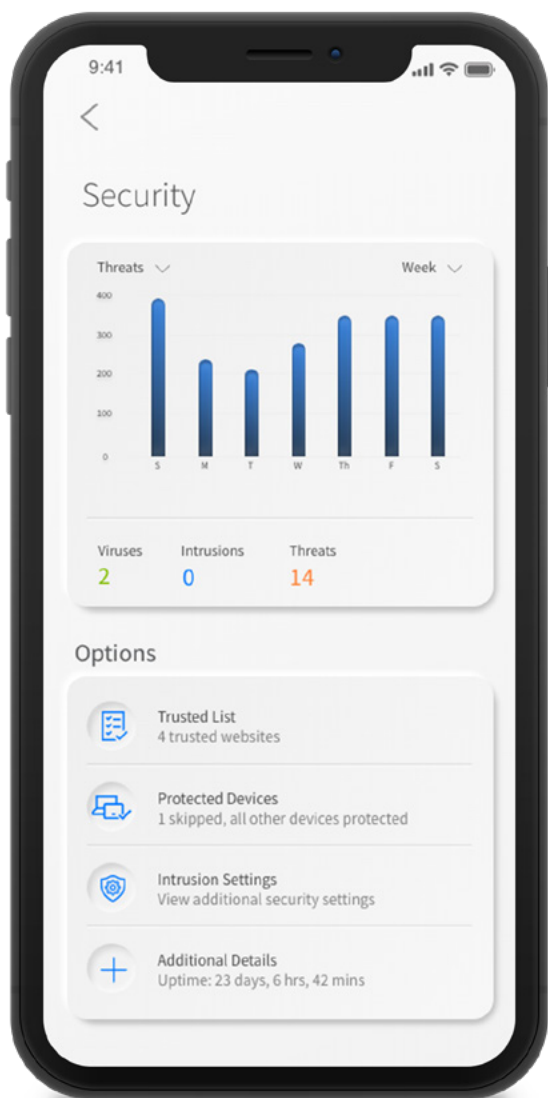
If you subscribe to Protect**IQ** Network Security from your service provider, it is working quietly in the background on your GigaSpire to provide an extra layer of protection against malicious traffic.

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 Protect**IQ** 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 antivirus and malware.