

# COMMANDIQ<sup>®</sup>

## CONSUMER PRODUCT GUIDE



# 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!

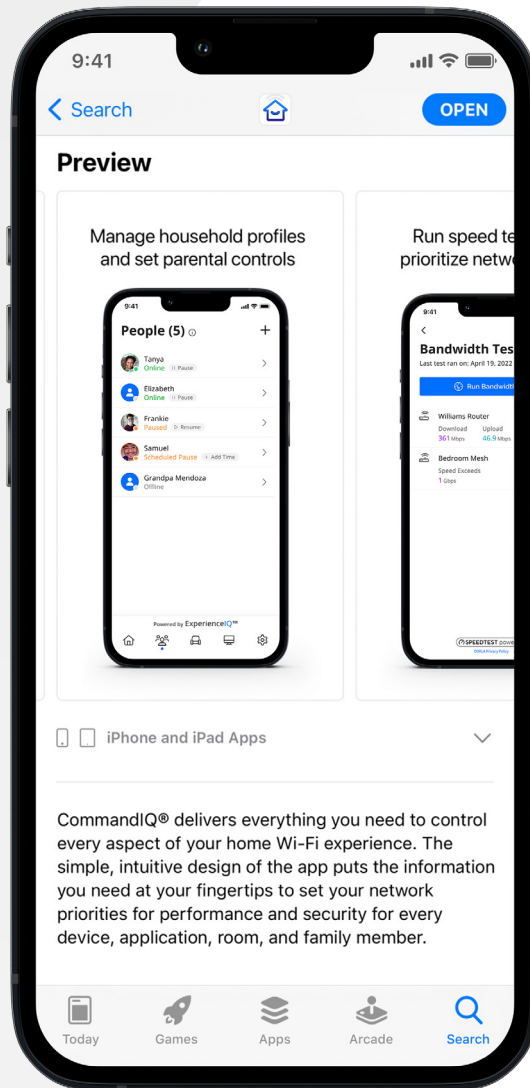
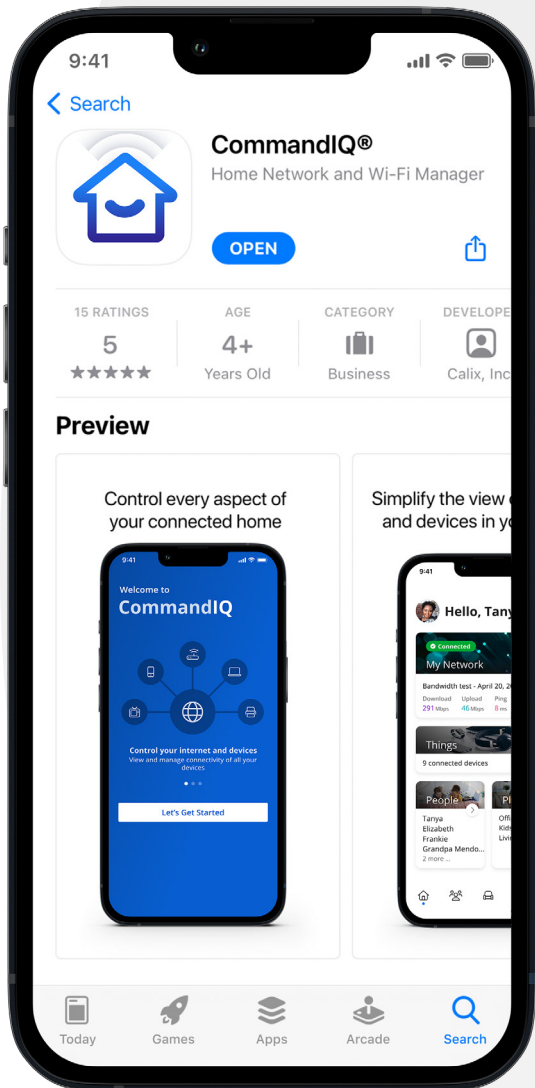
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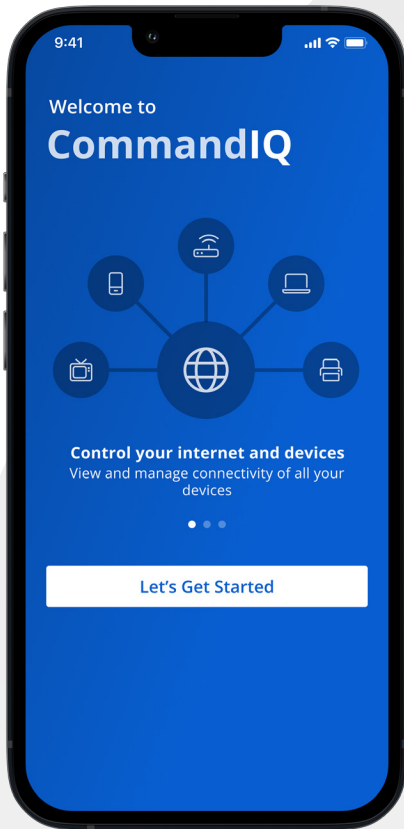
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# COMMANDIQ®

## ONE APP TO RULE THEM ALL!

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





# STEP 1

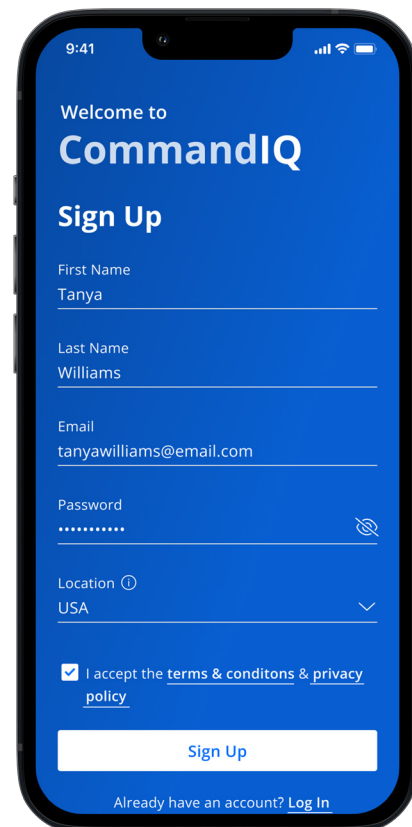
## TAP "LET'S GET STARTED"

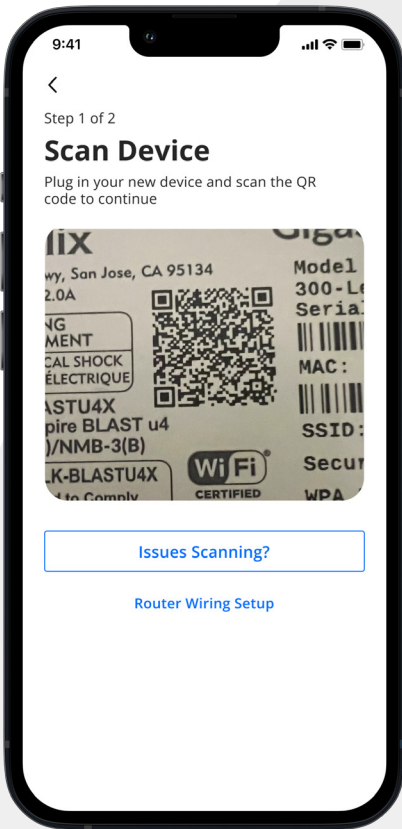
If you forget the password to access your CommandIQ app, select "Forgot Password?" to reset and access your account.

# STEP 2

## ENTER BASIC PERSONAL INFORMATION.

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





## STEP 3

### SCAN THE QR CODE

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

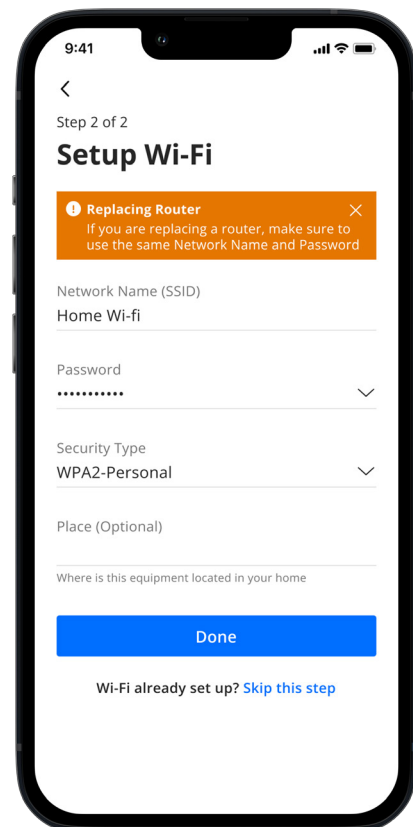
Alternately, you can enter the MAC address and serial number also found on that same sticker.

After you select “OK” you may be asked to enter your account number.

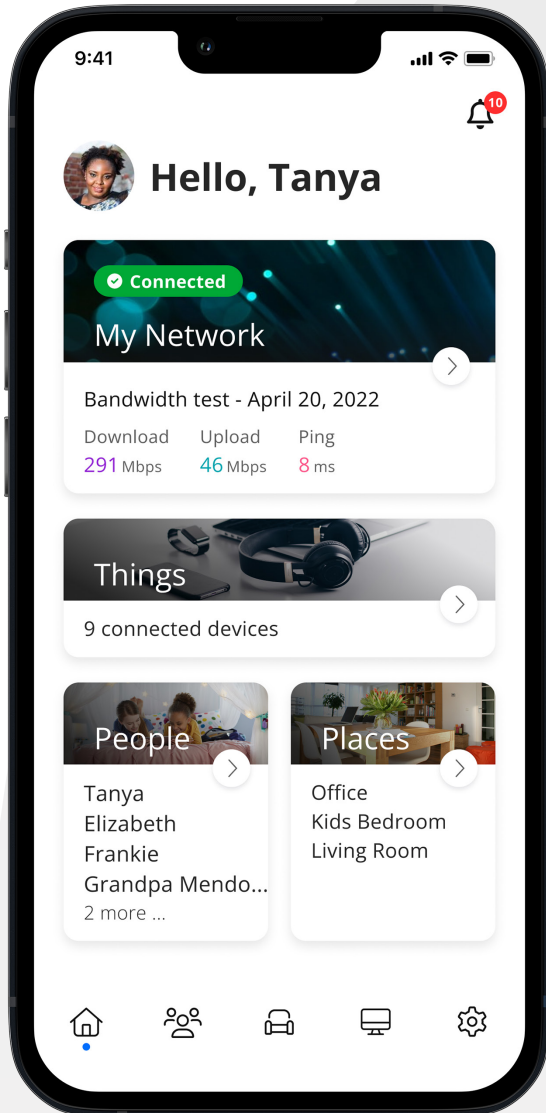
## STEP 4

### 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.







# 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.

### From the dashboard you can:

- Create profiles for people and places in your home
- Connect new devices
- Set up a guest network
- And enable new services like Alexa, ProtectIQ Network Security, ExperienceIQ, Arlo Secure and more

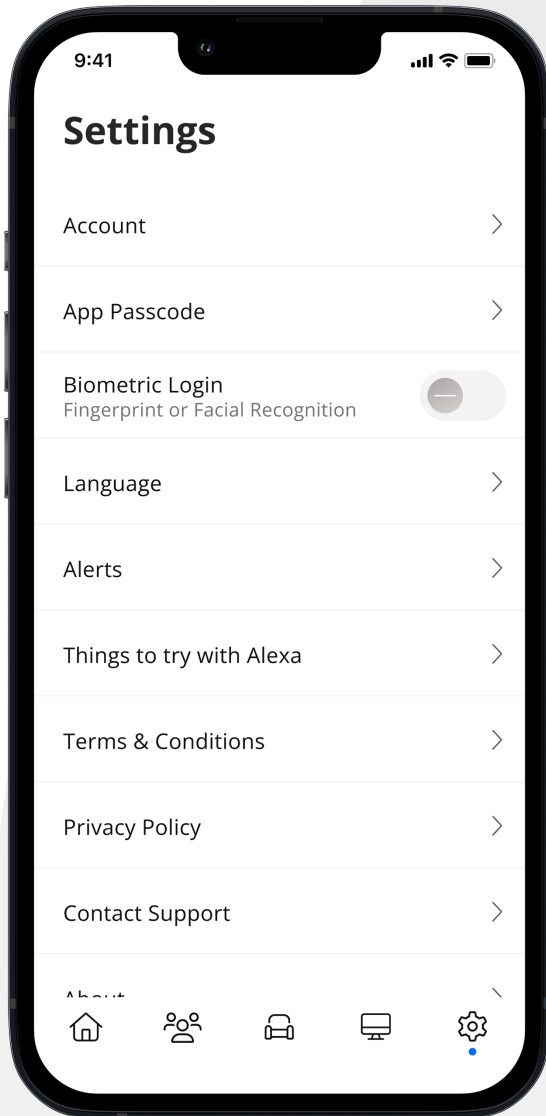
After you select “OK” you may be asked to enter your account number.

### 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 main dashboard or in the tool bar at the bottom.

**Note:** If you are using the app on a GigaCenter you will not have access to the bandwidth test.



# SETTINGS

## A WORLD OF CUSTOMIZATION IS AVAILABLE TO YOU.

### **ACCOUNT NAME**

This will allow you to update the name shown on your app and the login password.

### **LANGUAGE**

Choose your preferred language.

### **ALERTS**

To receive notifications from the app, leave this in the ON position.

### **SET PASSCODE**

You can set a PIN in lieu of an app login password.

### **CONTACT SUPPORT**

Gives you quick access to support contact details.

### **TERMS & CONDITIONS**

Provides the terms and conditions you acknowledge by using the app.

### **PRIVACY POLICY**

Provides the privacy policy of the app.

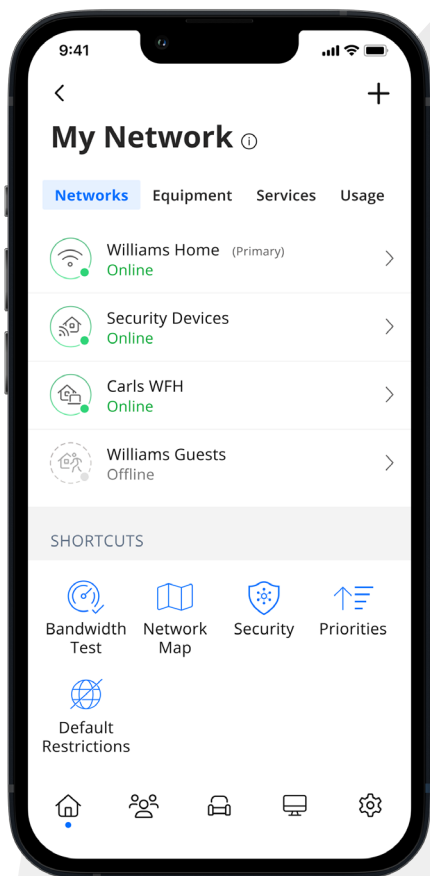
### **ABOUT**

Provides a brief summary of what the app does.

### **LOGOUT**

Provides the ability to log out of the app.

**Your app version will show in the About tab.**



# CUSTOMIZATION

WITH THE ADVANCED FEATURES IN COMMANDIQ<sup>®</sup>, YOU CAN TAILOR YOUR INTERNET TO FIT YOUR LIFE.

## PEOPLE

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

## PLACES

Places are a great way to 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 by being able to pause internet access to devices in locations that don't need to be connected.

## 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. 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 unit.

## SERVICE

Use this screen to enable additional services if they were not already enabled by your service provider.

## 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 the usage for each profile.

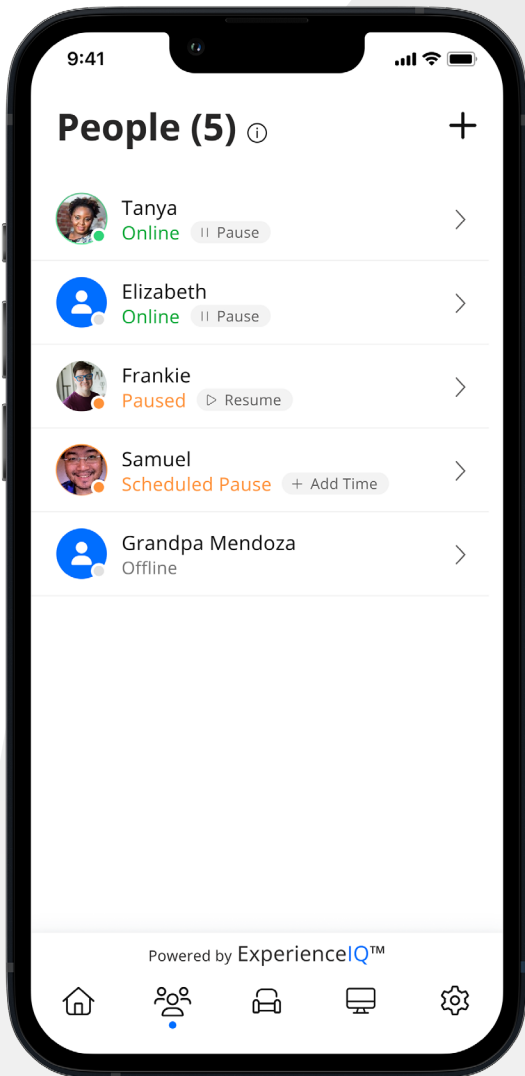
## PROTECTIQ: NETWORK SECURITY

Provides network level protection against malware, viruses, etc.

## BARK SOCIAL MEDIA MONITORING

Be in the know when your kids are on the go. Bark monitors over 30 social media and messaging apps to alert you of potential issues. Bark also makes knowing where you kids are easy with location sharing.





# PARENTAL CONTROL (BASIC)

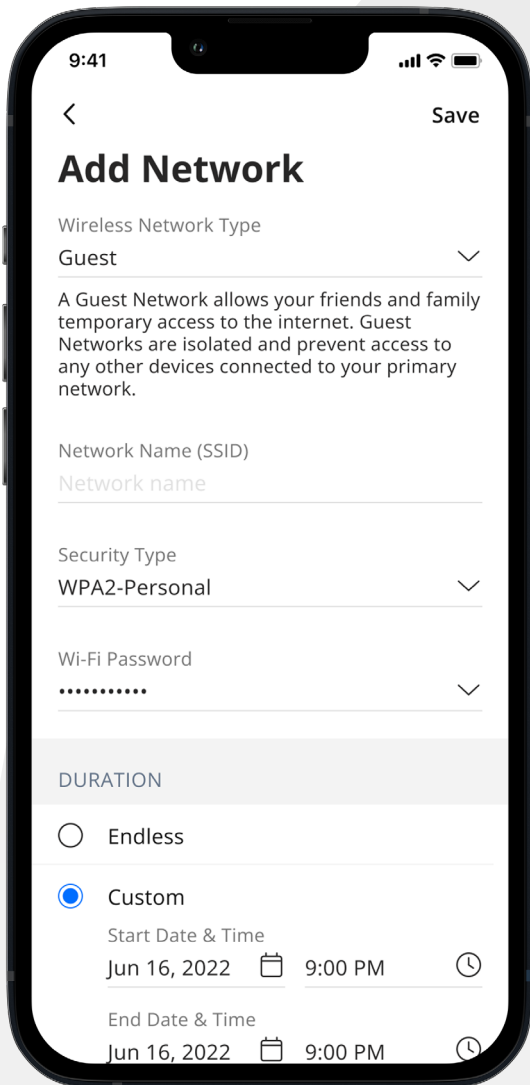
## To create a content control profile:

1. From the home screen, select the “People” tab 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:

1. Tap “Edit” in the profile and add a picture if desired.
2. Swipe the internet access toggle off to pause all devices connected to this profile.
3. Set time limit schedules to turn internet access off for all devices in a profile during specific times and days.
4. To bring devices back online swipe the toggle back on.
5. Tap “Edit” and “Add” to add more devices to this profile.
6. Tap the red minus icon 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.



# GUEST NETWORK

## CREATING A GUEST NETWORK HAS NEVER BEEN EASIER!

**When you tap the “My Network” section from the top of the main menu you will have the option to create a guest network by selecting “Networks.”**

In the “Add Network” screen, do the following:

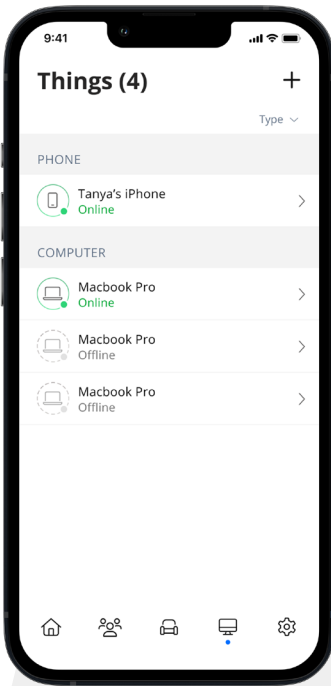
1. Set the name of the wireless guest network as you want it to appear for your guests.
2. In the drop-down box, you can choose to set a password for this guest network, which is highly recommended to keep your network safe.
3. This will bring up additional boxes for you to set and confirm your password.
4. If you set this network to endless, it will stay available.
5. The alternative is to set a start and end time for this guest login to be valid.
6. Once you have set the parameters for your guest network, select “Done” at the top of the screen.
7. Press “Done” to complete setup. You have the option to share your new network with your guests via text, email or other messaging service.
8. To edit your guest network, select “My Network” from the home screen. Select “Networks” and select the network you wish to edit or delete.

# DEVICE LIST

## CREATING AND MANAGING A LIST OF DEVICES IS AS EASY AS 1-2-3.

“Things” allows you to see the devices connected to your network. Tap on a device to see additional details including:

1. Device name
2. Signal strength
3. Internet usage



# 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.

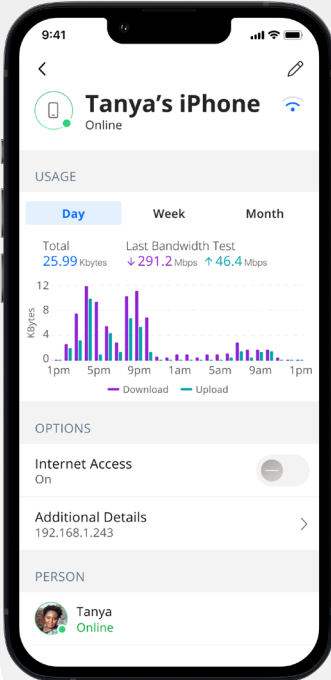
You can also change the category for this device by selecting the drop-down button found within “Additional Details.”

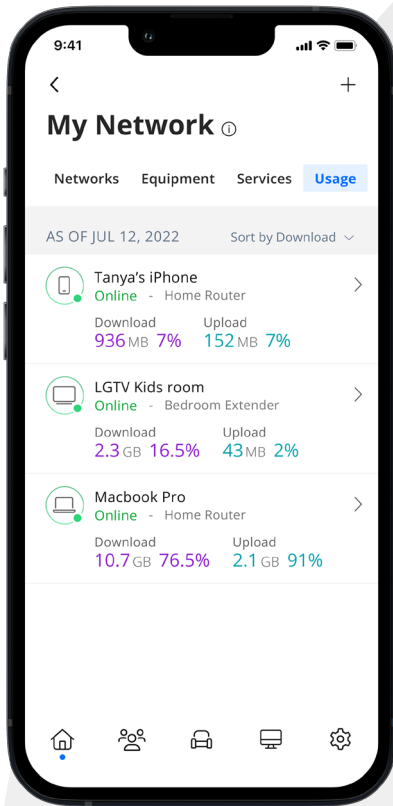
Data usage shows data used by this specific device.

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 priority is available with ExperienceIQ® and allows you to prioritize traffic and devices on your network.





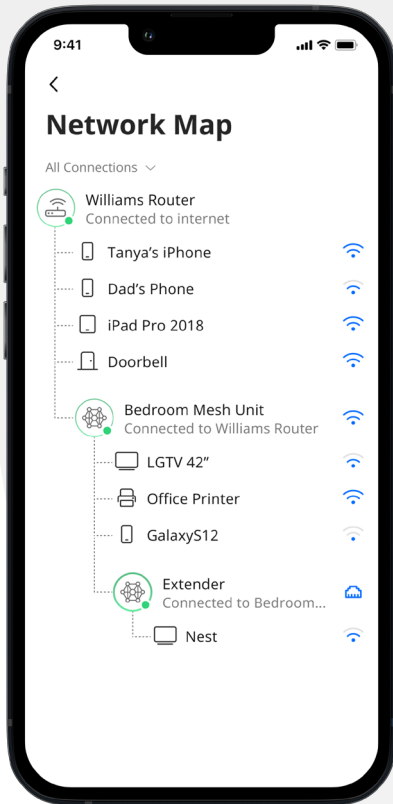
# NETWORK USAGE

## 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:

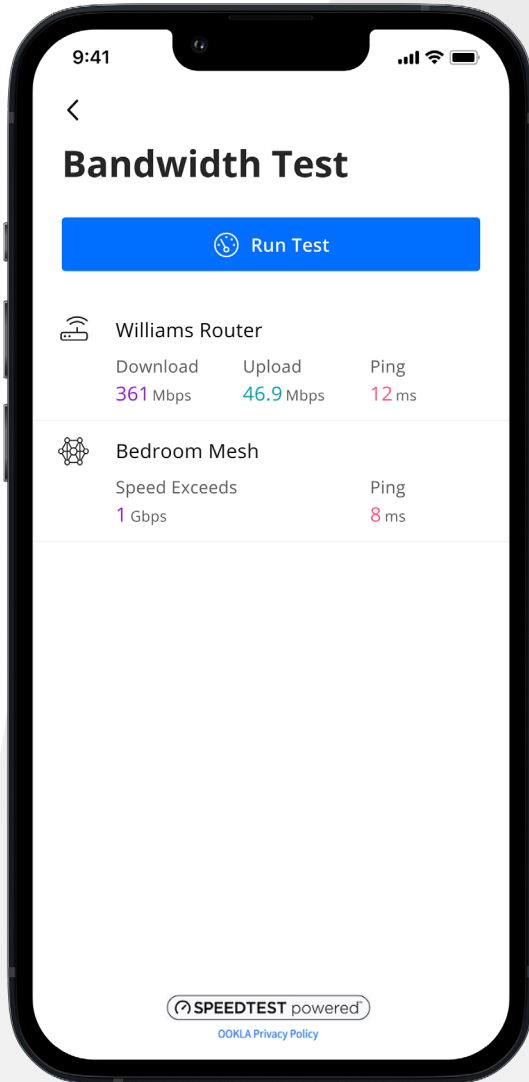
1. Device identification and whether the device is connected to Wi-Fi.
2. What network device it is connected to.
3. Network usage.
4. The amount of data that has been used by this device.
5. Network usage is updated each time you run a bandwidth test through the app.

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



# NETWORK MAP

From the dashboard, you can select “My Network.” This will show any units connected in your network. Next, tap into your Wi-Fi network from 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 get performance information and devices connected at that mesh unit.



# BANDWIDTH TEST

## SPEED TEST INTERNET BANDWIDTH

The easiest way to run a bandwidth test is by tapping into “My Network” and then “Bandwidth Test” icon. Then simply tap the Run Test button.

The speed test will first run between the GigaSpire BLAST and the Internet and then will conduct a speed test between any mesh units and the GigaSpire BLAST. Results will show as a notification and update at this location.

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



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