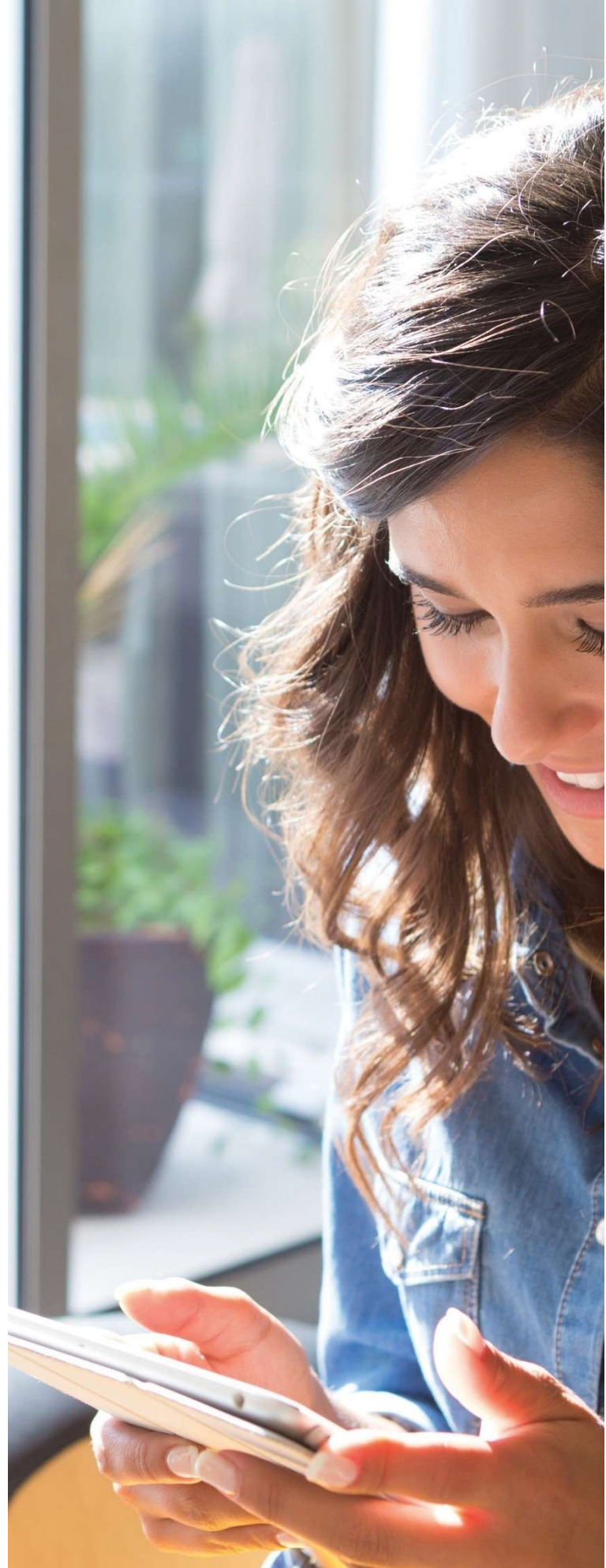


# Taking Home Network Performance and Control To Another Level

**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!

## Table of contents

Installing the app.....	2
App set up .....	3
Understanding the main dashboard.....	6
Settings .....	7
Adding People, Places and Things.....	8
Parental control (basic).....	9
Guest network.....	10
Device list.....	11
Device details .....	12
Network usage .....	13
Network map.....	14
Bandwidth test .....	15
Enabling and disabling rules .....	16
<b>ExperienceIQ</b> ™: Enhanced Parental Control .	17
<b>ExperienceIQ</b> ™: My Priorities .....	19
<b>ProtectIQ</b> ™: Network Security .....	20

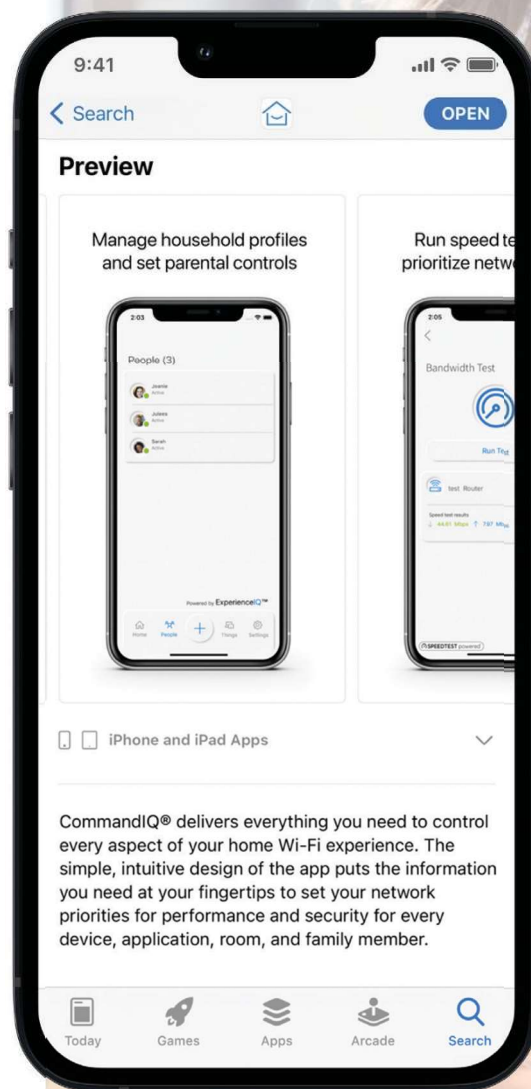
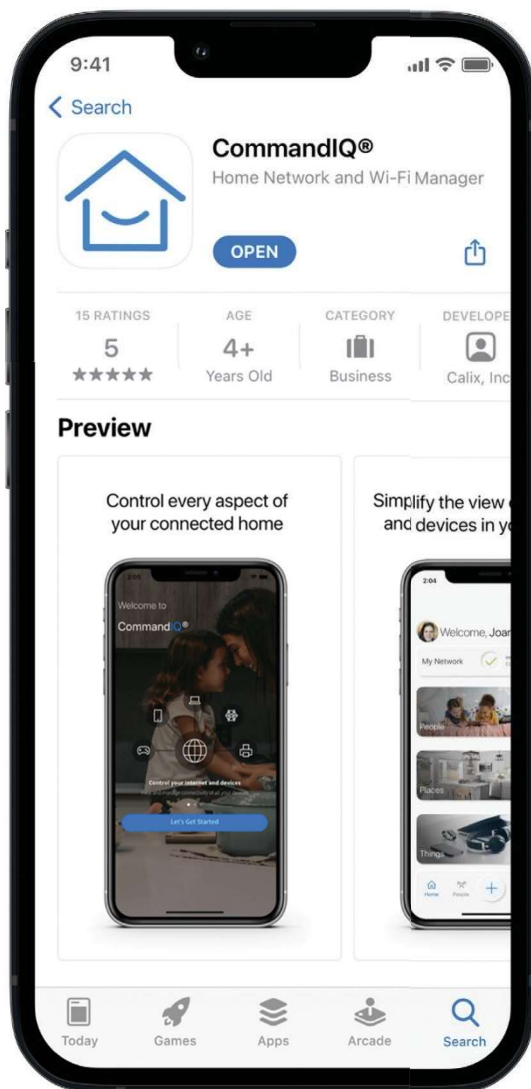


SET-UP GUIDE

# 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 the Google Play Store and install onto your phone or tablet.





SET-UP GUIDE

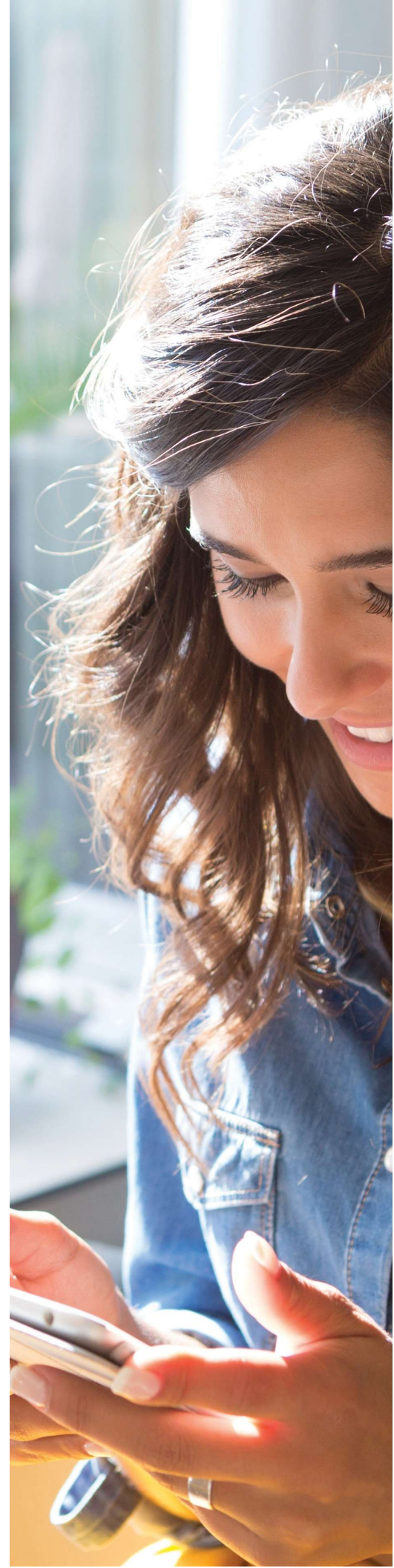
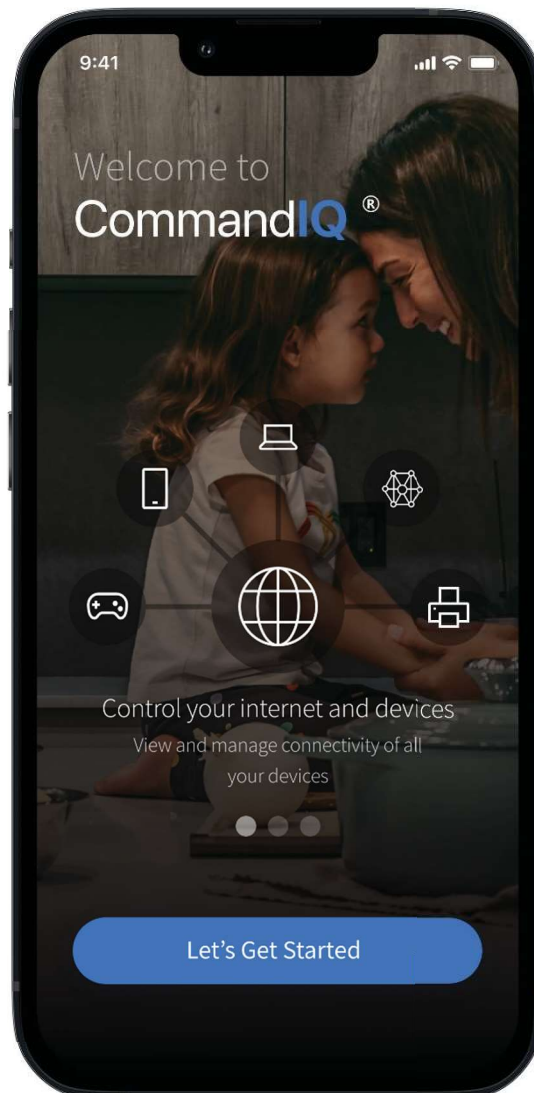
# App set up

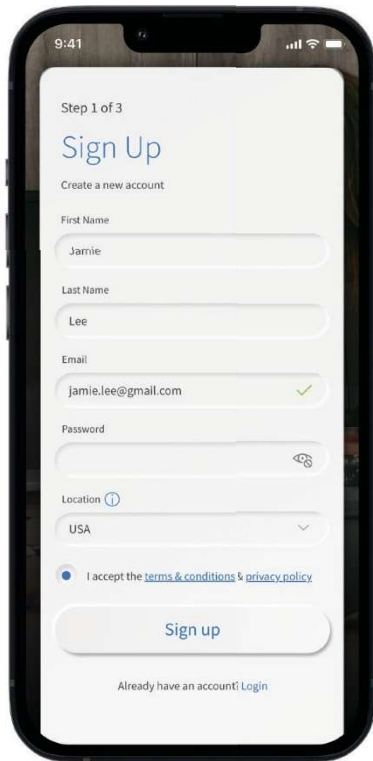
Setting up your app has never been easier!

**STEP 1**

Tap “Let’s Get Started”

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





## STEP 2

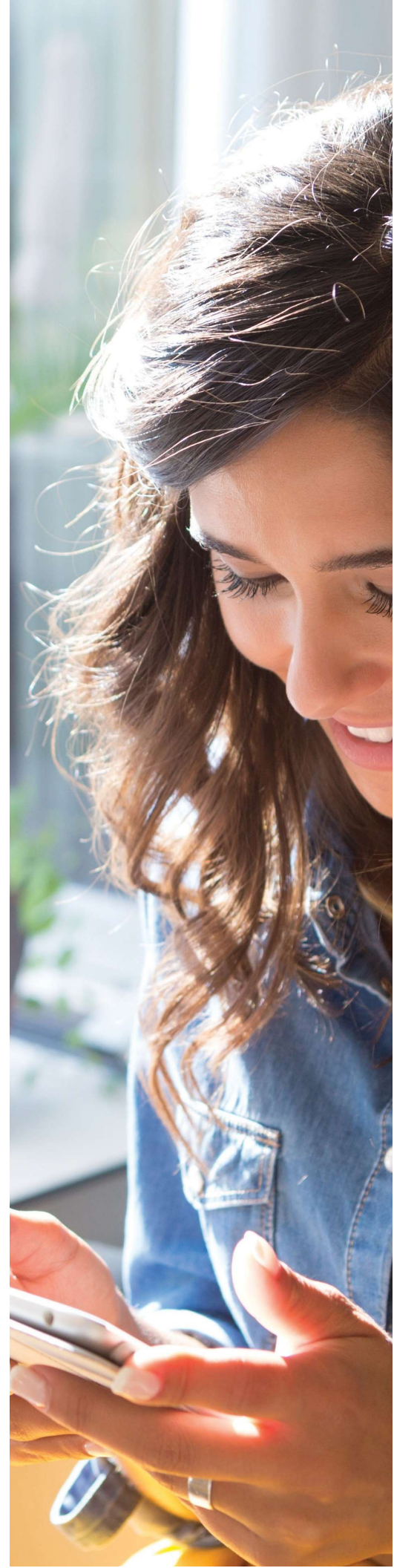
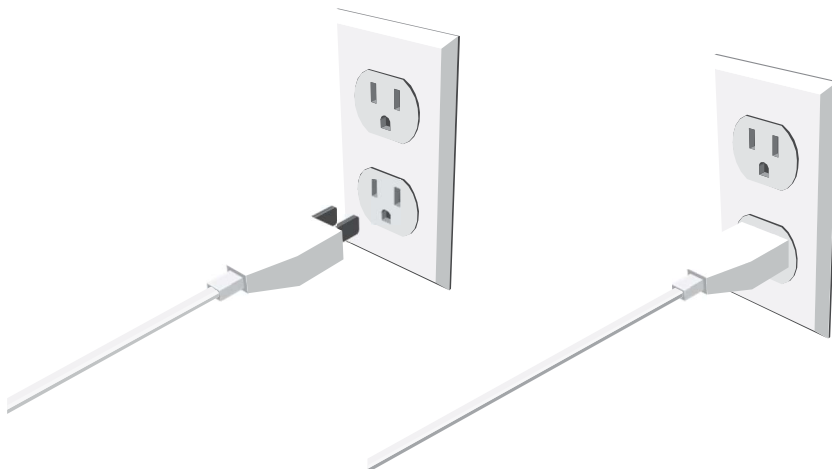
### Enter basic personal information

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

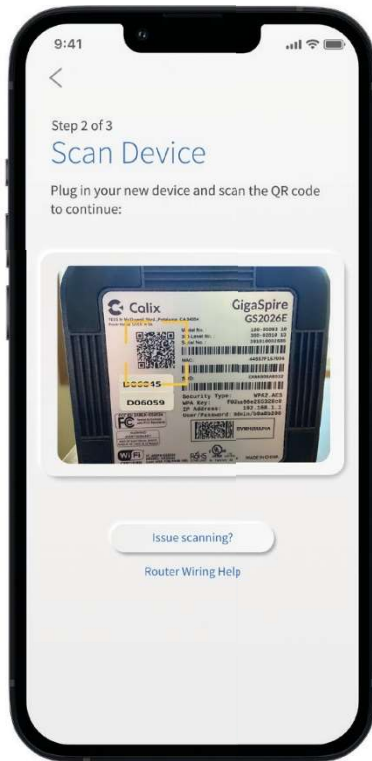
## STEP 3

### New system setup

Now, plug your new system into a power outlet. It may take several minutes for the unit to be ready. You'll know once the light turns solid blue.







#### 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.

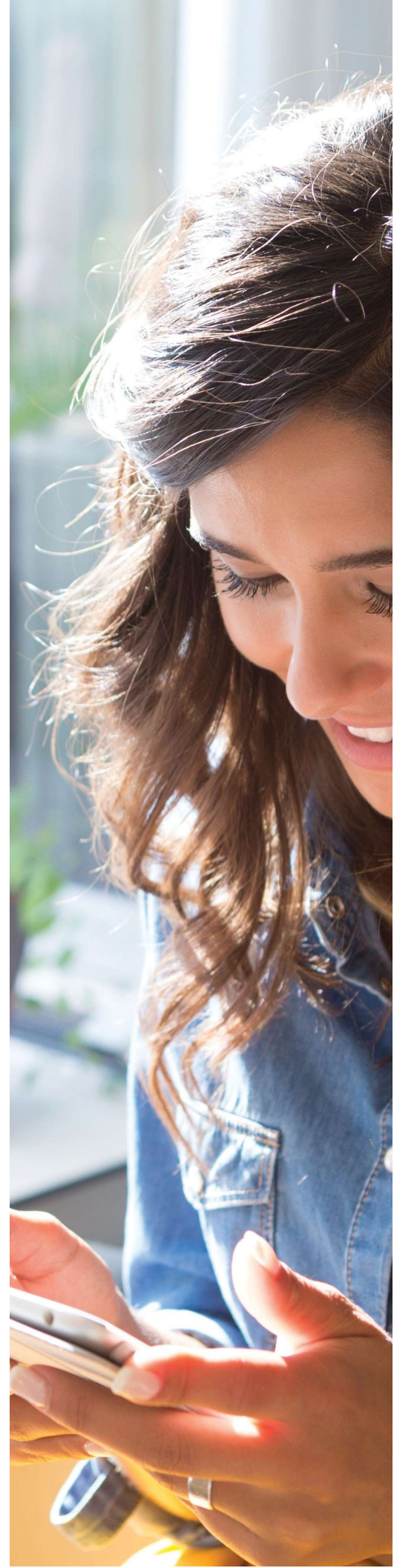
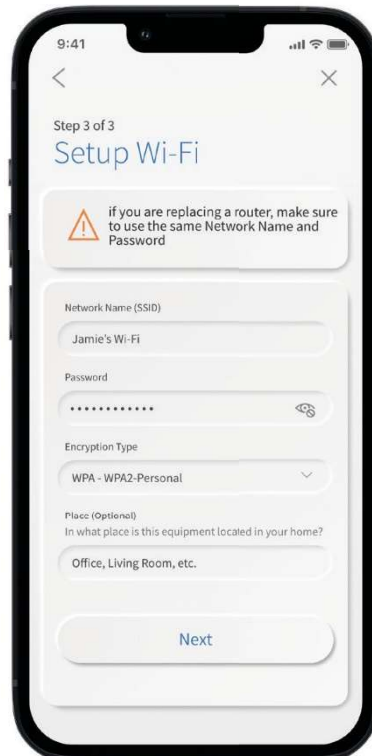
Alternately, you can enter the MAC Address and Serial Number also found on that same metal plate.

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

#### STEP 5

### Name the network and create a password

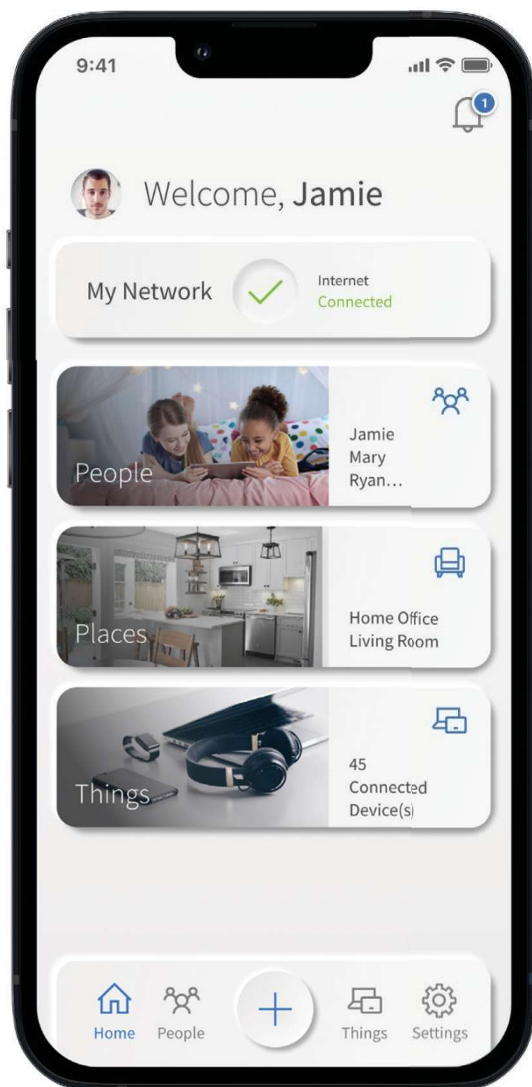
If you are setting up your home network for the first time, you can assign a name and password for your Wi-Fi network.



## 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. The “+” icon at the bottom on the screen allows you to:

- Create profiles for people and places in your home
- Connect new devices
- Set up a guest network
- And enable new services like Alexa, Protect<sup>Q</sup> Network Security, Experience<sup>Q</sup>, Arlo Secure, and more!

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

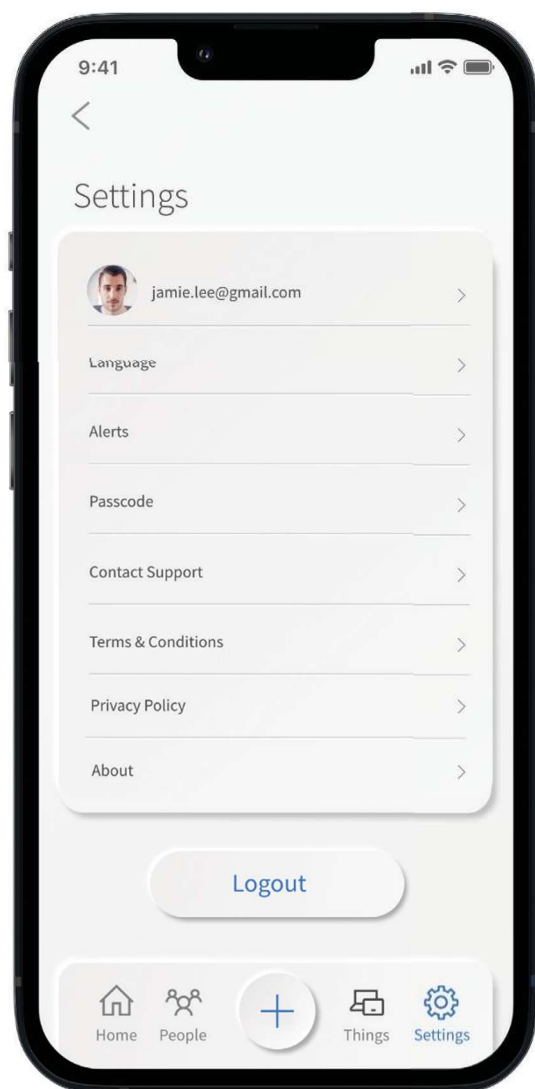
You can also access a list of these connected devices, by selecting “Things” from main dashboard or in the tool bar at the bottom.

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

SET-UP GUIDE

# 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

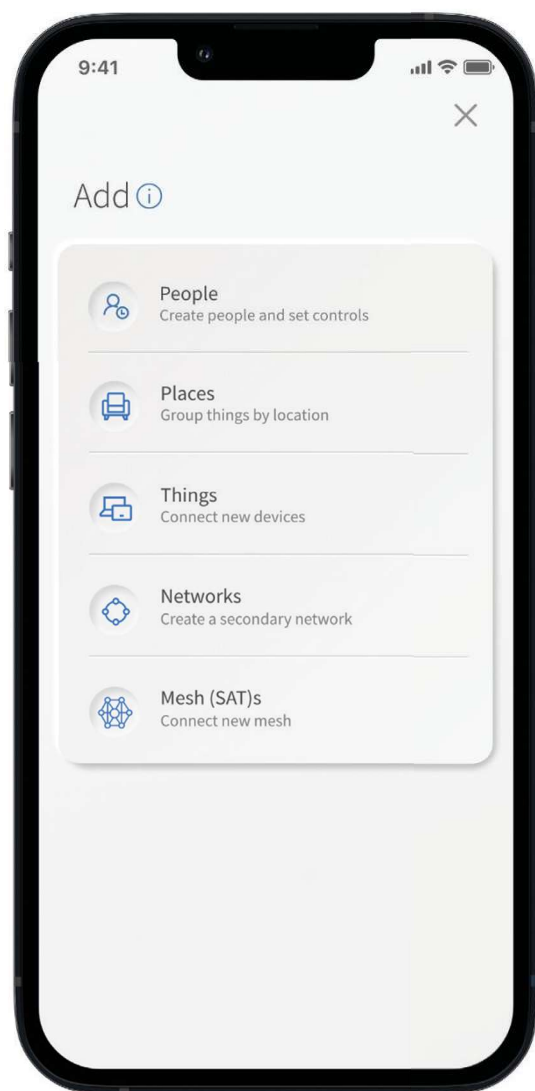
**Your App Version will show in the about tab.**



SET-UP GUIDE

# The + button

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



## 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 on

## Things

You can easily find your network details here to connect a new device to your Wi-Fi

## Network

Add a guest network at anytime 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

## 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 profile usage

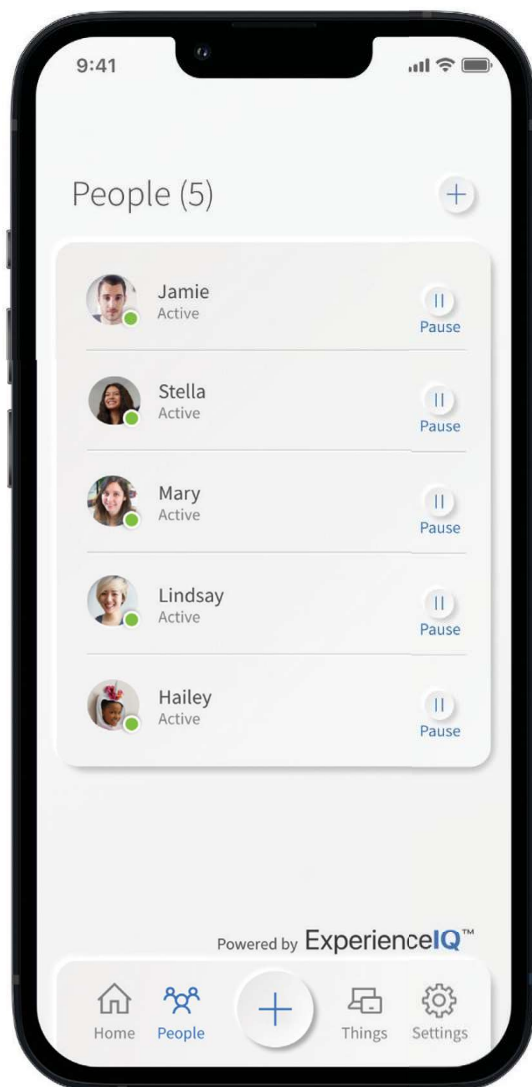
### ProtectIQ: Network Security

Provides network level protection against malware, viruses, etc.



SET-UP GUIDE

# Parental Control (basic)



### To create a parental control profile:

1. From the home screen, select the “+” symbol and select “People” 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
- Set time limit schedules to turn Internet access off for all devices in a profile during specific times and days
- To bring devices back online swipe the toggle back on
- Tap “Edit” and “Add” to add more devices to this profile
- 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.

SET-UP 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 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

SET-UP GUIDE

# 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:

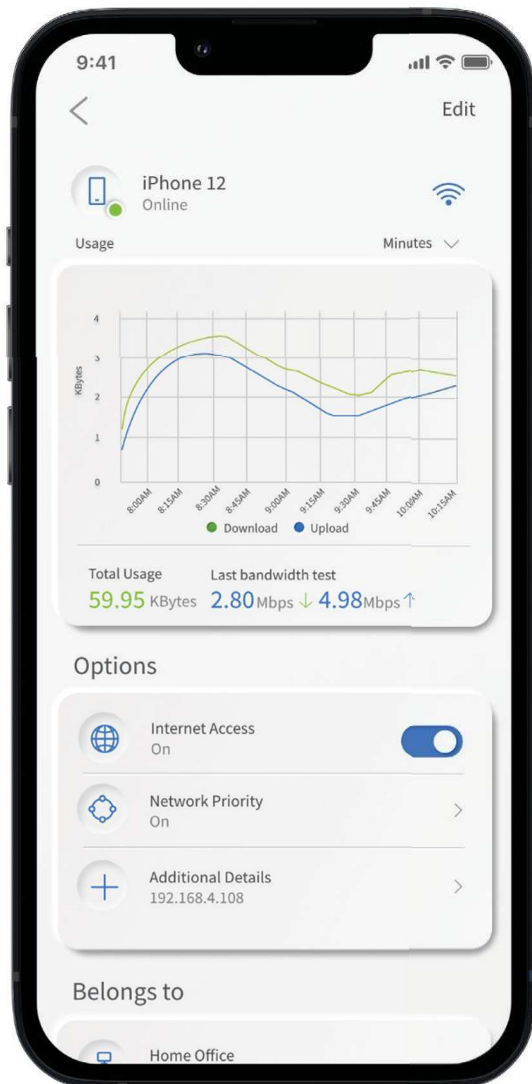
1. Device name
2. Signal strength
3. Internet usage



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 tapping into the edit function in the upper right hand 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.

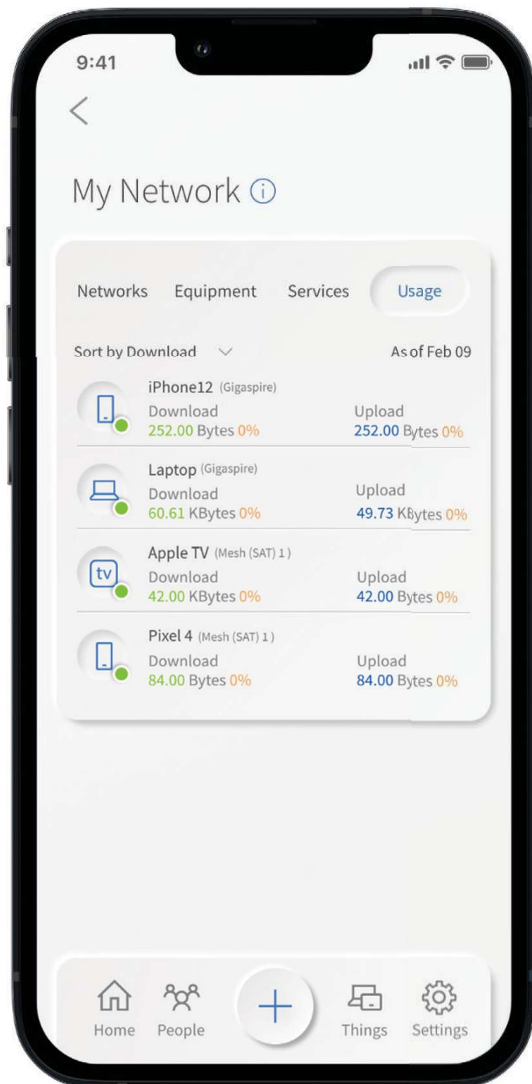
By toggling the On/Off button in the Internet Access section you can turn off or on Wi-Fi for this device.

Network Priority is available with ExperienceIQ and allows you to prioritize traffic and devices on your network.

SET-UP GUIDE

# 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:

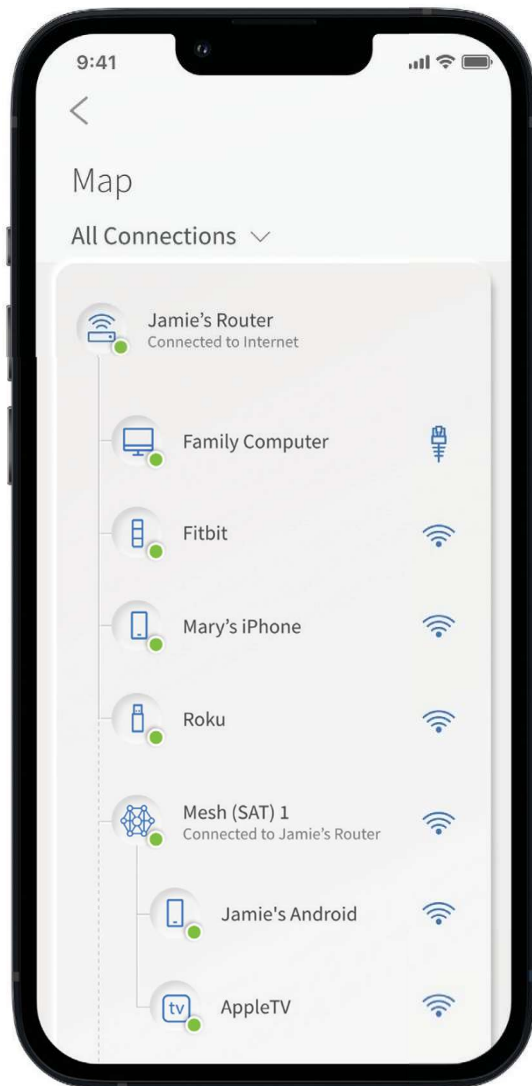
1. Device identification and whether the device is connected to Wi-Fi
2. What network device it is connected to
3. Network usage
4. The amount of data that has been used by this device

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

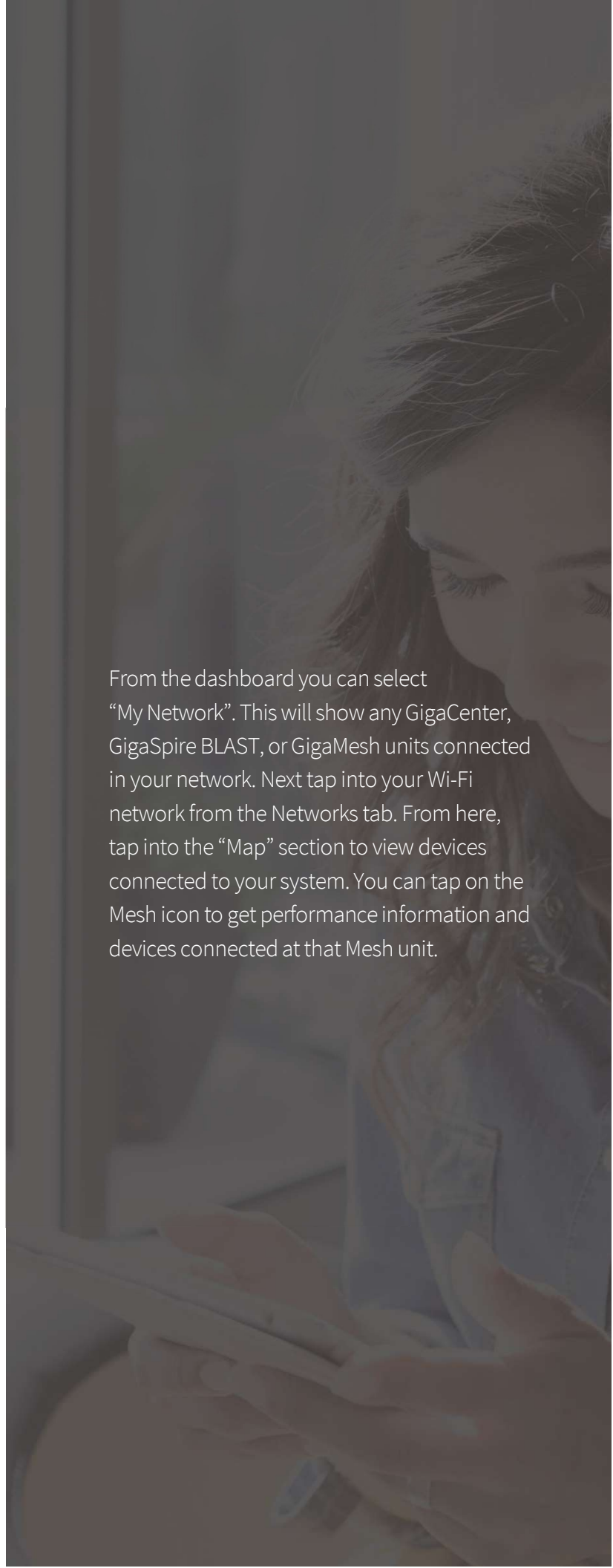
**Note:** This feature is only available with a GigaSpire BLAST.

SET-UP GUIDE

# Network Map



From the dashboard you can select “My Network”. This will show any GigaCenter, GigaSpire BLAST, or GigaMesh 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.

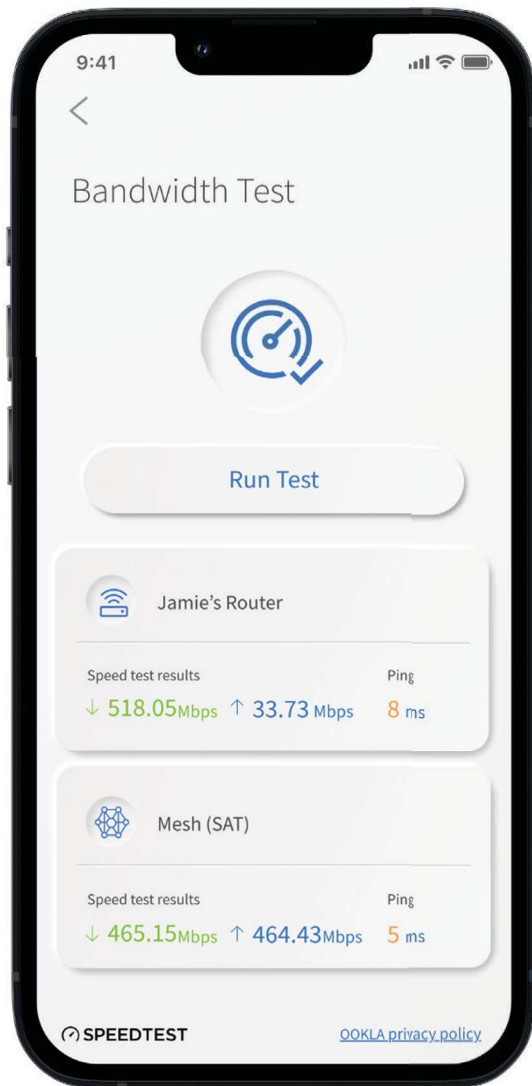




SET-UP GUIDE

# Speed Test

## Internet bandwidth test



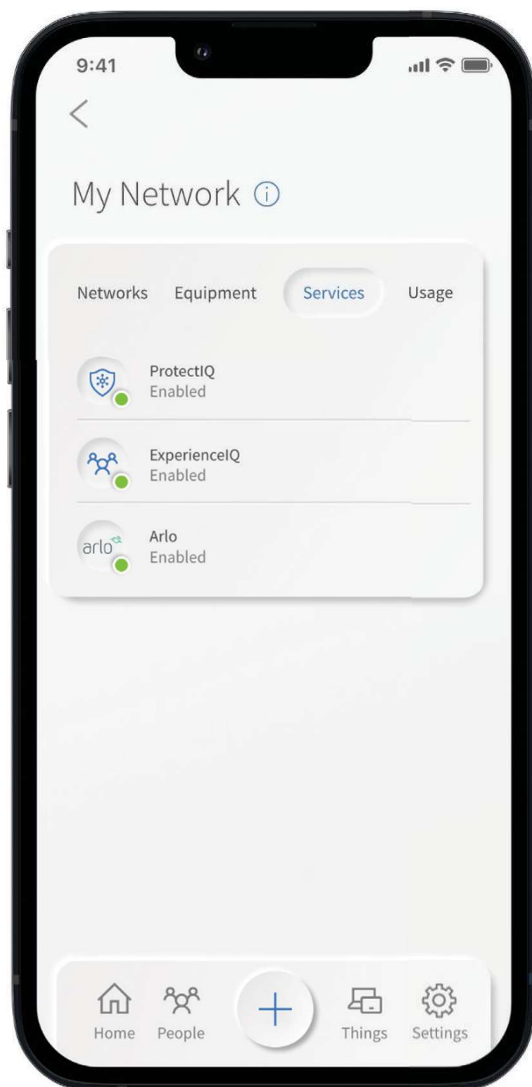
The easiest way to run a bandwidth test is by tapping into “My Network” and then “Bandwidth Test” icon. Then simply tap the Run Test button.

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.

SET-UP GUIDE

# Enable and Disable Applications



**When you select the “+” icon from the dashboard and then tap into “Services”, 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 BLAST. Alexa is not available with all models.