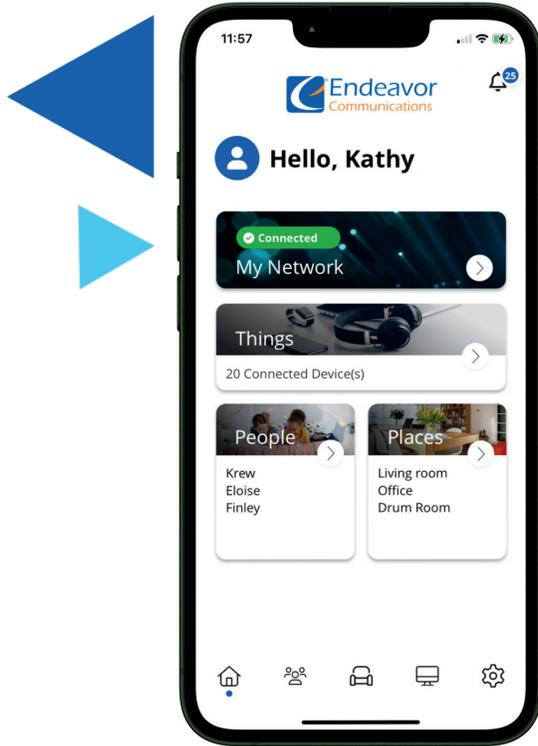


Command IQ Overview

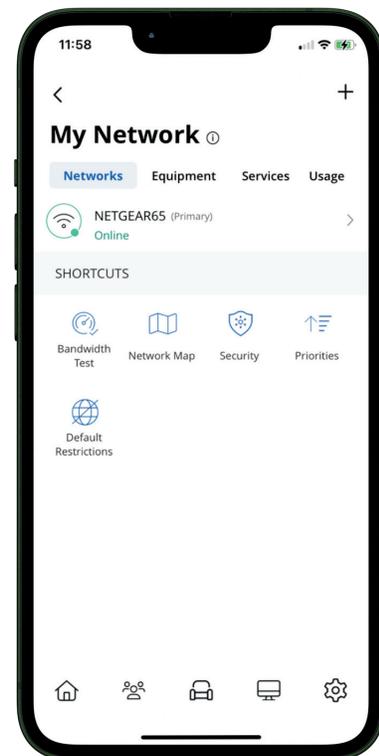


CommandIQ Dashboard

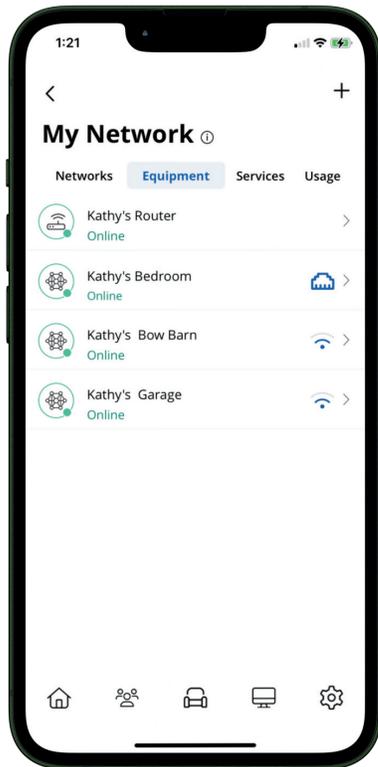
The image shows the CommandIQ app. From the dashboard, you can view networks, add devices, add people, and add locations.

My Network Tab

Clicking the Network tab gives you access to both the Primary SSID and Guest SSID. By selecting an SSID, you can view details such as security type and passwords. This screen also lets you generate QR codes to easily share Wi-Fi passwords for specific SSIDs. Additionally, you can perform Bandwidth Tests, view Network Maps, add new SSIDs, set Default Restrictions, check security status, and prioritize network traffic.



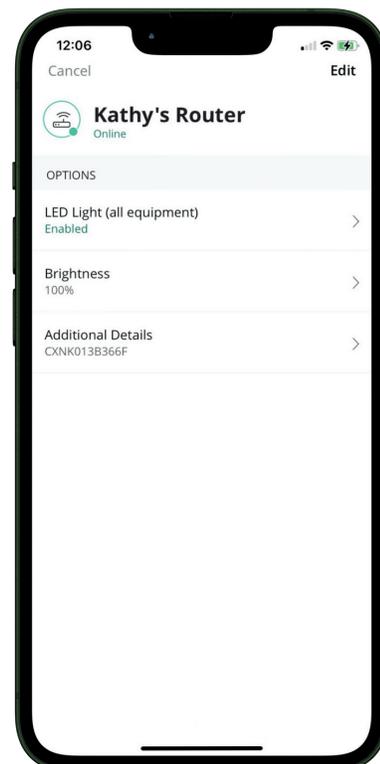
Command IQ Overview



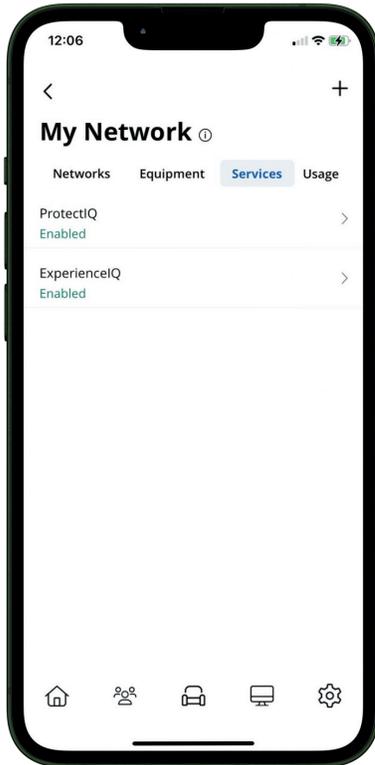
Equipment Tab

The equipment tab will allow you to view the physical internet 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

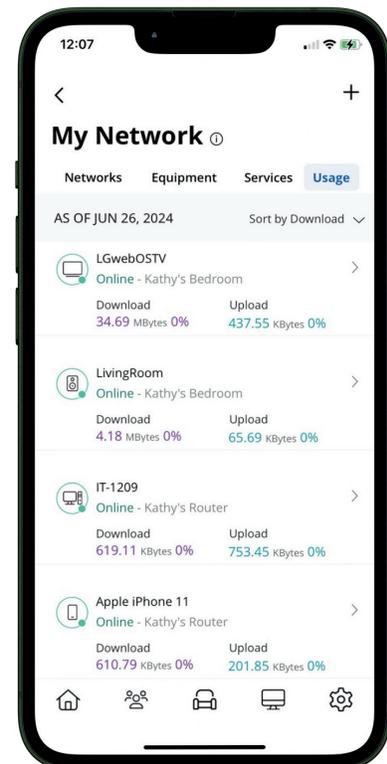


Services Tab

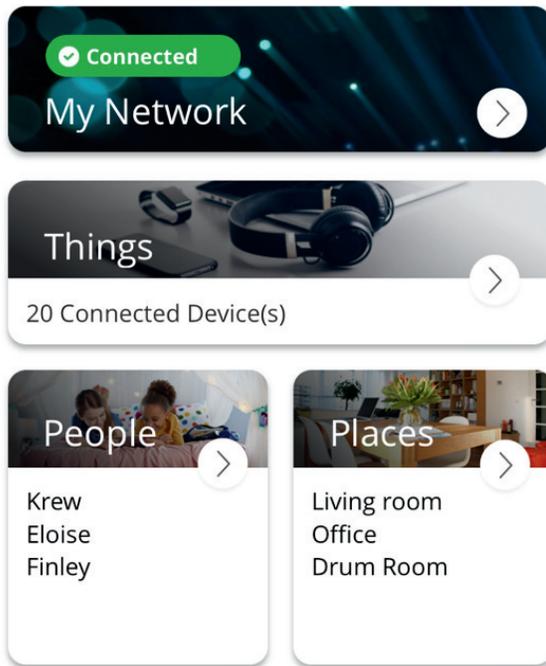
Any services you are subscribed to will appear under the services tab. From this tab, you have the option to enable or disable services.

Usage Tab

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



Command IQ Overview

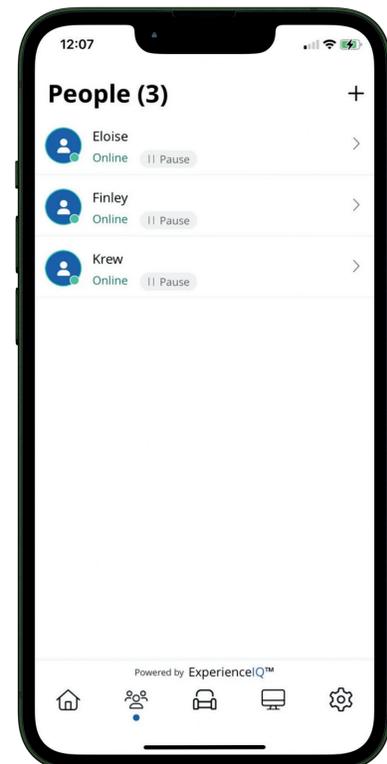


The Center Menu

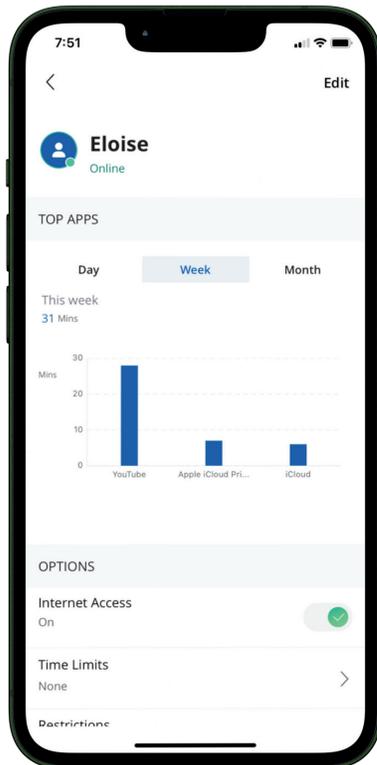
The Center Menu makes it easy to find people, devices, and the device locations within the home.

People

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



Command IQ Overview

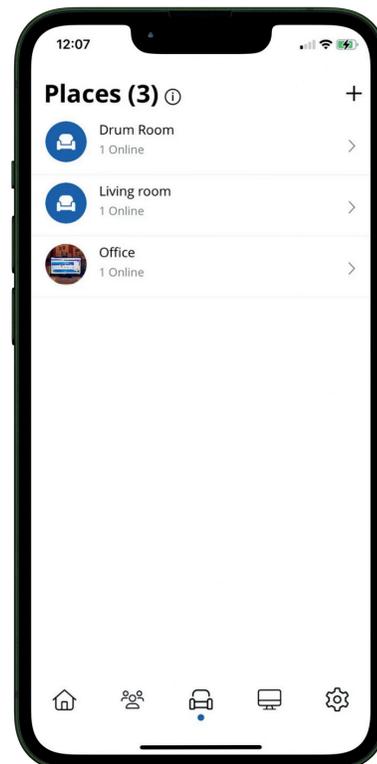


People's Profile

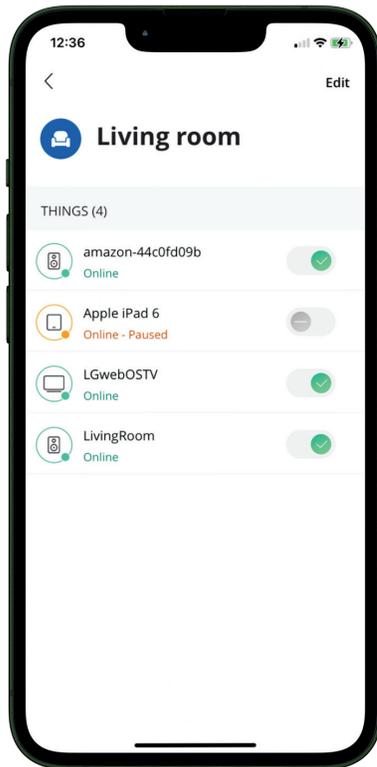
By clicking the profile, you can associate user devices to a specific person, control access to the internet, and restrict the user from viewing various types of content. At the top of the user's profile page, you will find a list of the most commonly used apps (and bandwidth consumed as well as time spent on each app).

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

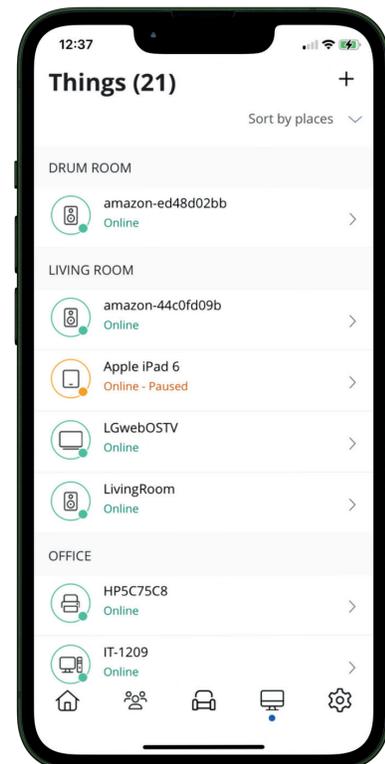


Specific Location

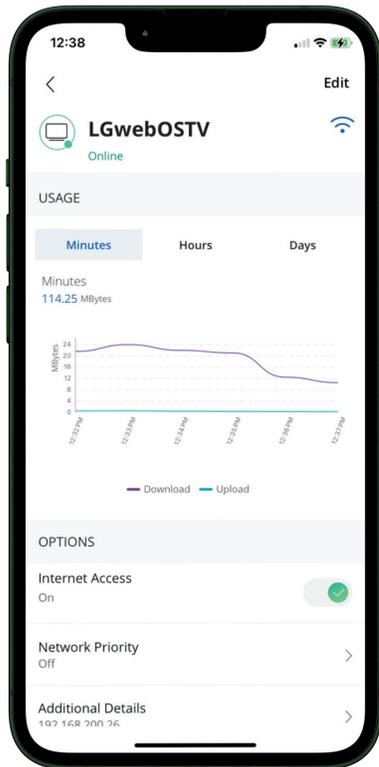
Internet access can be shut off in a specific location by tapping the toggle. Tapping edit will allow you to add or remove devices attached to a location or change the name of the location.

Things

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



Command IQ Overview

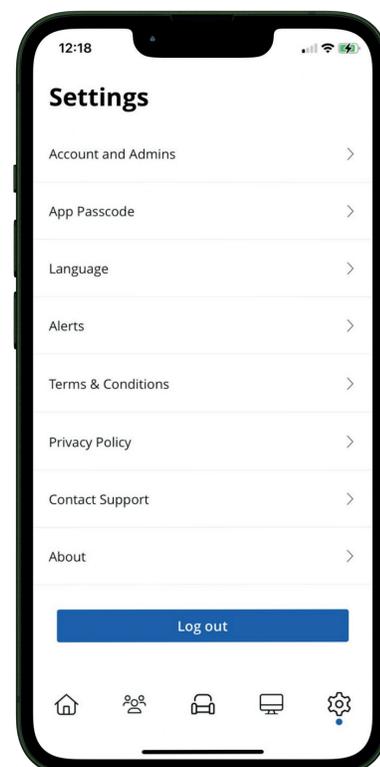


Each Thing

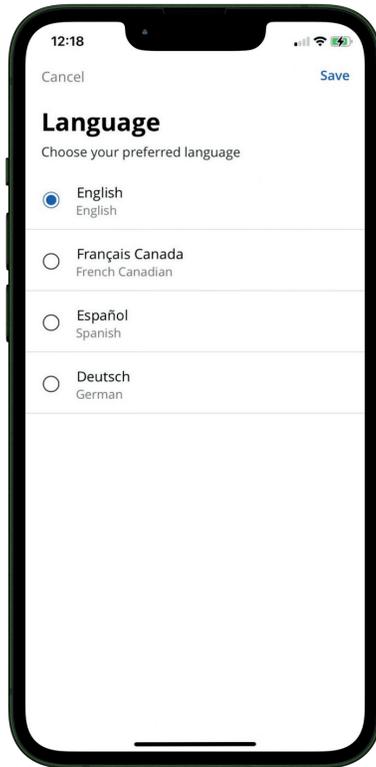
Tap any of the devices to view more details. Bandwidth usage is provided at the top of the screen. You have access to view bandwidth usage in minutes, hours, or the past week. You can also restrict internet usage or prioritize internet traffic for a device. Tapping edit will allow you to change the name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

For example: To save a different language in the settings menu, select “Language” in the menu, when the prompt appears choose a new language, then hit the save button at the top right.

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 for older devices, or WPA3 for 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.

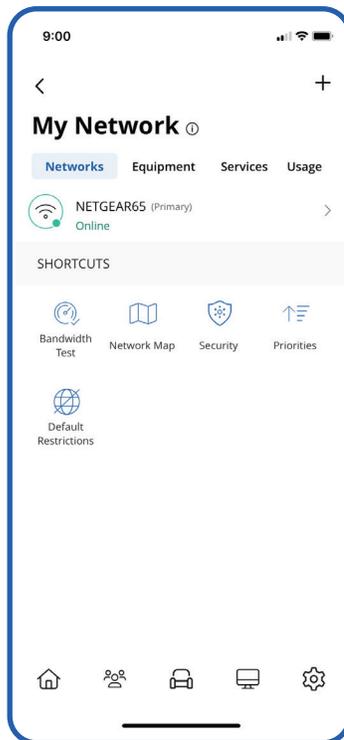
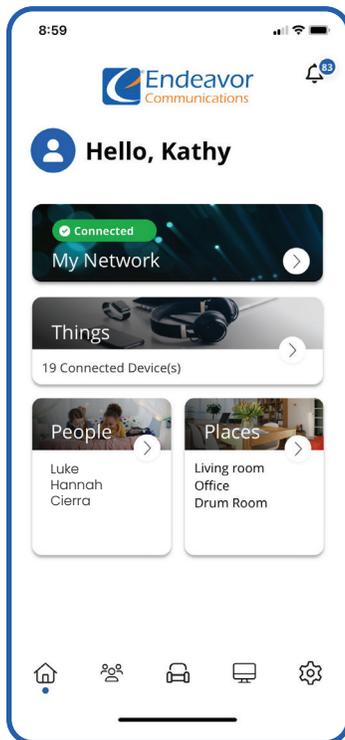
Creating a Secondary Administrator

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.

ExperienceIQ Features

The ExperienceIQ add-on allows subscribers to create an even more customizable network than running CommandIQ alone, including the addition of enhanced parental controls and network prioritization.

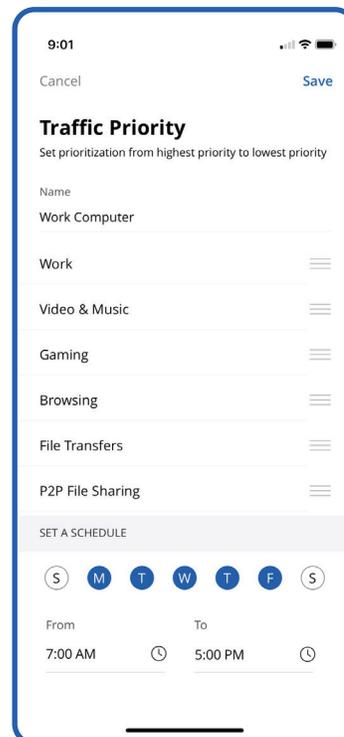
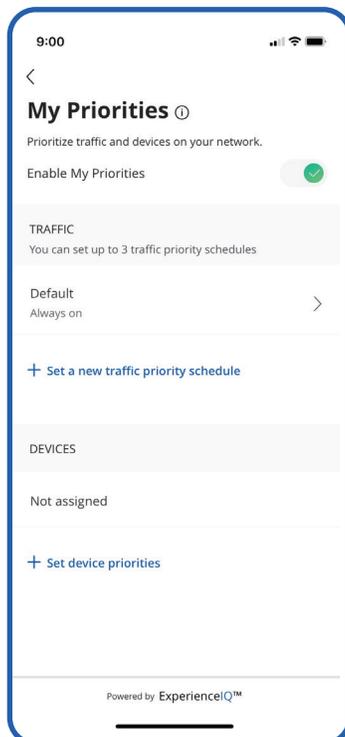


Before using ExperienceIQ:

1. From the **My Network** screen, tap Services.
2. Tap **ExperienceIQ**.
3. Tap the **Enable Services** toggle to enable (turns the toggle green).

My Priorities

My Priorities allows a user to prioritize network traffic based on application type and prioritize devices on the network. Before enabling My Priorities, a bandwidth test must be run on the BLAST system. The user can then rank the priority of applications on the network.



Setting Traffic Priorities:

1. From the **My Network** screen, tap **Priorities**.
2. Tap Set a new **traffic priority schedule**.
3. Enter a name for the traffic priority into the **Name** field.
4. Drag and drop the various categories of traffic to reflect the priority you wish to give them.
5. Select the day(s) of the week that you want the traffic priority applied.
6. Tap into the **From** field to set the start time.
7. Tap into the **To** field to set the end time.
8. Tap **Save**.
9. Tap **OK**.

Deleting Priorities:

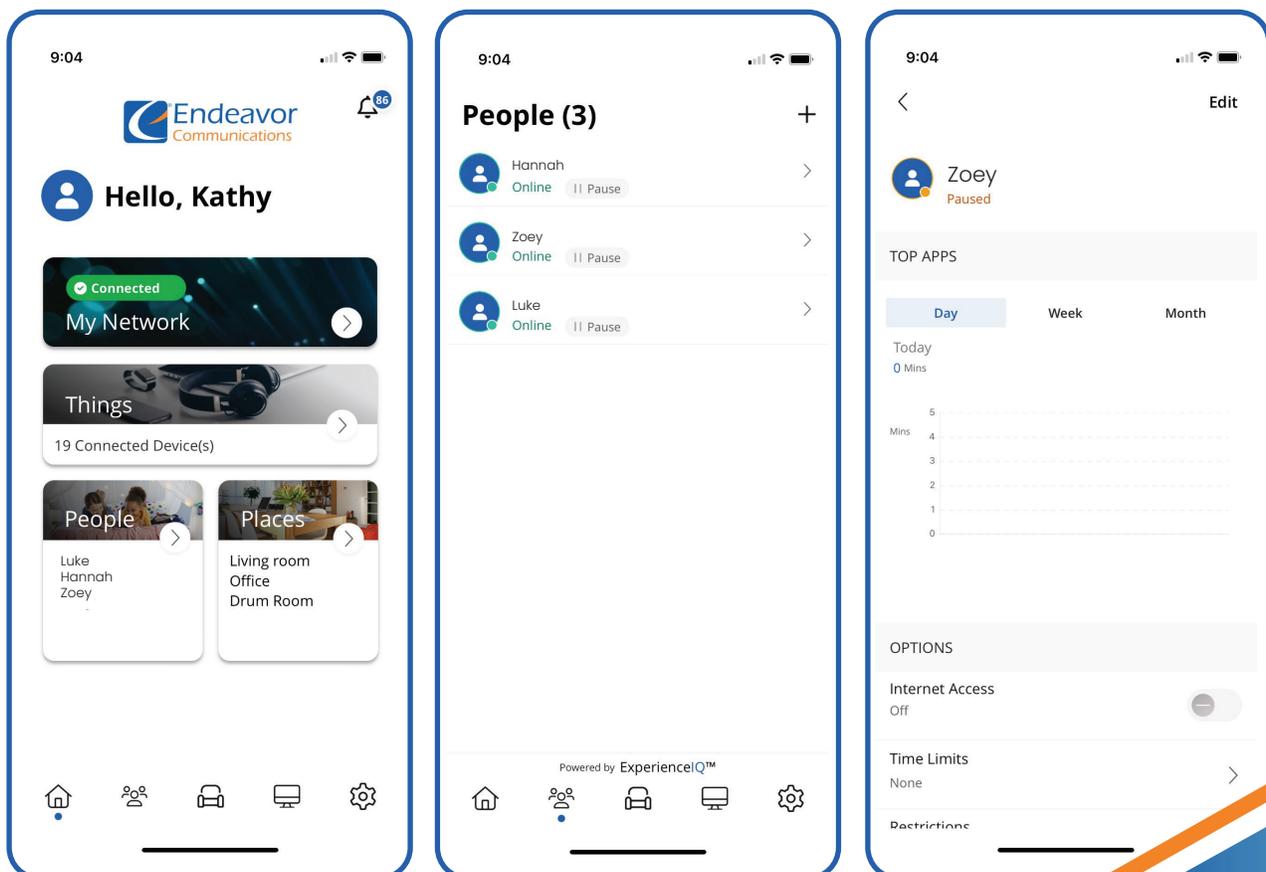
1. From the My Network screen, tap [Priorities](#).
2. Select the desired schedule.
3. Tap [Delete Priority](#).
4. Tap [OK](#).

Device Priorities:

1. From the My Network screen, tap [Priorities](#).
2. Tap [Set device priorities](#).
3. Select either Always On or Set Duration.
 - * If Set Duration is selected, tap into the [Duration](#) field to set the length of time the traffic will be affected.
4. Tap [+ Add Device](#).
5. Select the device(s), than tap [Save](#).
6. Tap [OK](#).
7. Tap [Save](#) after all selections are complete.

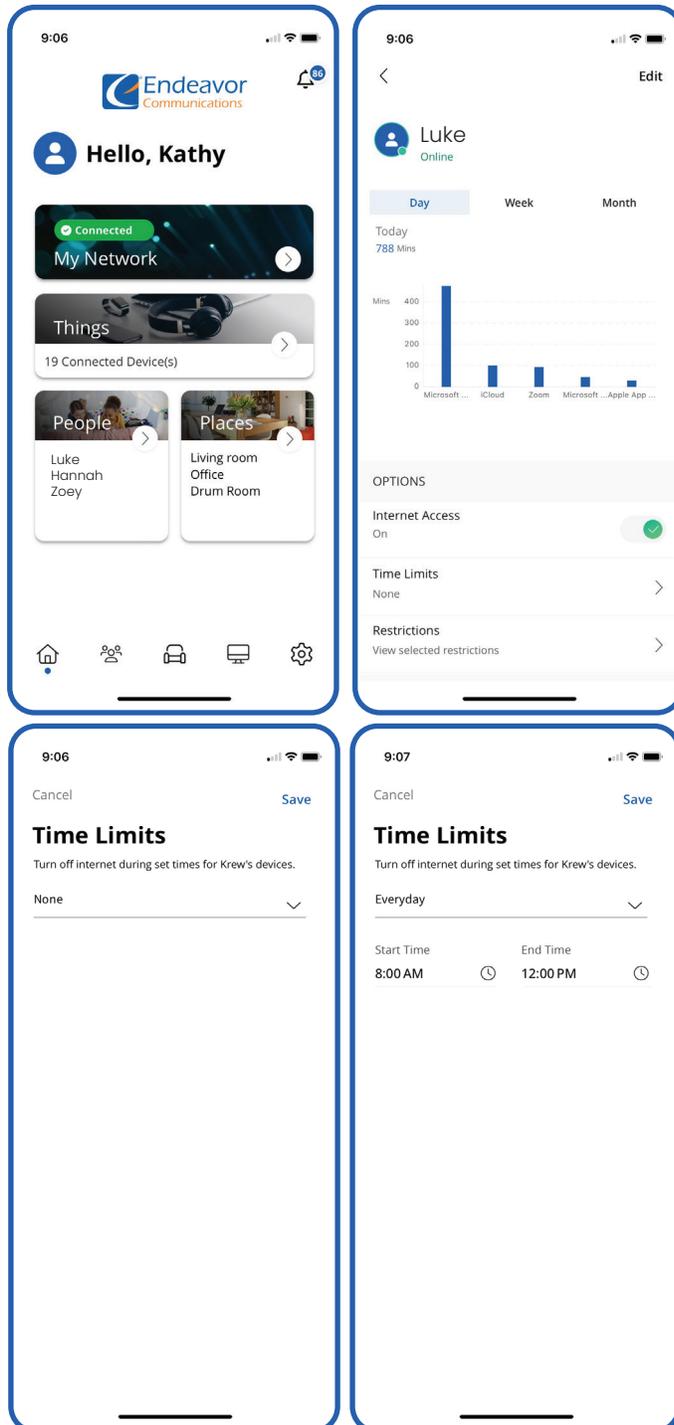
Parental Control Profiles:

After creating user profiles, time limits, account restrictions, and content/website restrictions can be configured to ensure age-appropriate and screen time limits are observed.



Enable or Disable Internet Access for a Person:

1. Tap the **People** icon in the bottom menu bar. Alternately, tap the **People** tile from the Home screen.
2. Tap on the desired person.
3. Tap the toggle to enable (On) or disable (Off) internet access for the person. After internet access is disabled for a person, none of the devices associated with the person will be able to access the internet.

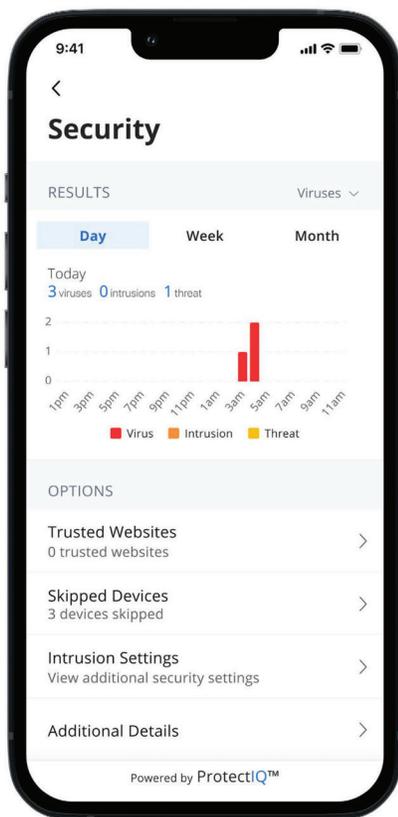


Setting Internet Time Limits for a Person:

1. Tap the **People** icon in the bottom menu bar. Alternately, tap the **People** tile from the Home screen.
2. Tap on the desired person.
3. Tap **Time Limits**.
4. Select one of the following options:
 - None (default):** Allows the person unrestricted internet access.
 - Everyday:** Set a daily time limit for internet access. Any thing(s) associated with the person will not be able to access the internet outside of the selected hours.
 - ✓ Select a **Start Time** and an **End Time**.
 - ✓ Tap **Save**.
 - Custom:** Set a different time limit for each day of the week.
 - ✓ Tap on a day.
 - ✓ Tap **+ Add Time Range**.
 - ✓ Select a **Start Time** and an **End Time**.
 - ✓ Tap **Submit**.
 - ✓ Repeat for the remaining days.
5. Tap **Save**.

Protect IQ Network Security

If you subscribe to ProtectIQ Network Security from Endeavor Communications it is working quietly in the background on your GigaSpire BLAST 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.



No action is needed when you receive an alert. These threats are automatically blocked from entering your network. To view your security status, select “My Network” from the dashboard. Select “Networks” and your home network.

On the Security tab, you will see the last update. Select “Security” to view the latest results. You can also select Options including:

[Trusted List](#) shows items you have selected as trusted in your notifications screen.

[Skipped Devices](#) allows you to select devices that will be skipped during security scans.

[Intrusion Settings](#) allow you to enable an added layer of protection. Enable both options for the ultimate protection.

Additional Details provides additional information including packets analyzed and the total number of threats detected and blocked.

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