



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
Main menu	8
Parental control (basic).....	9
Guest network	10
Device list.....	11
Device details.....	12
Network Usage.....	13
Network Map.....	14
Speed Test.....	15
Enabling and disabling rules.....	16
ExperienceIQ™: Enhanced Parental Control	17
ProtectIQ™: Network Security.....	19



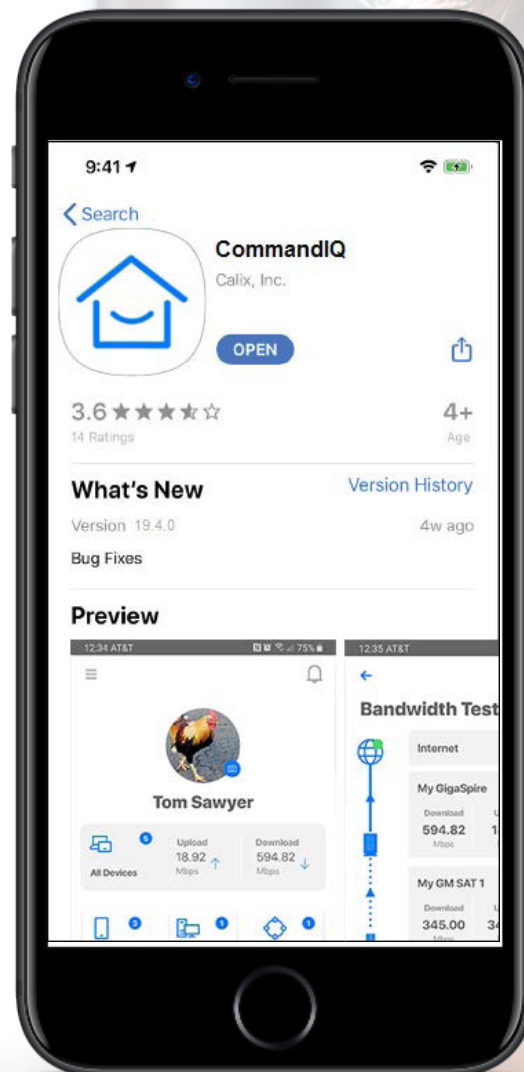
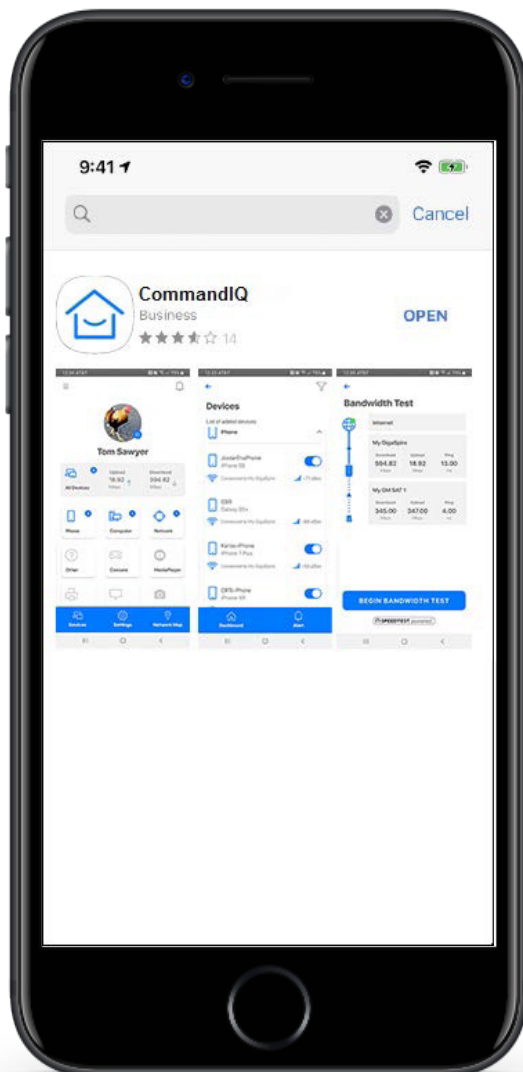
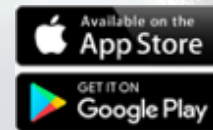


SET-UP GUIDE

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.





SET-UP GUIDE

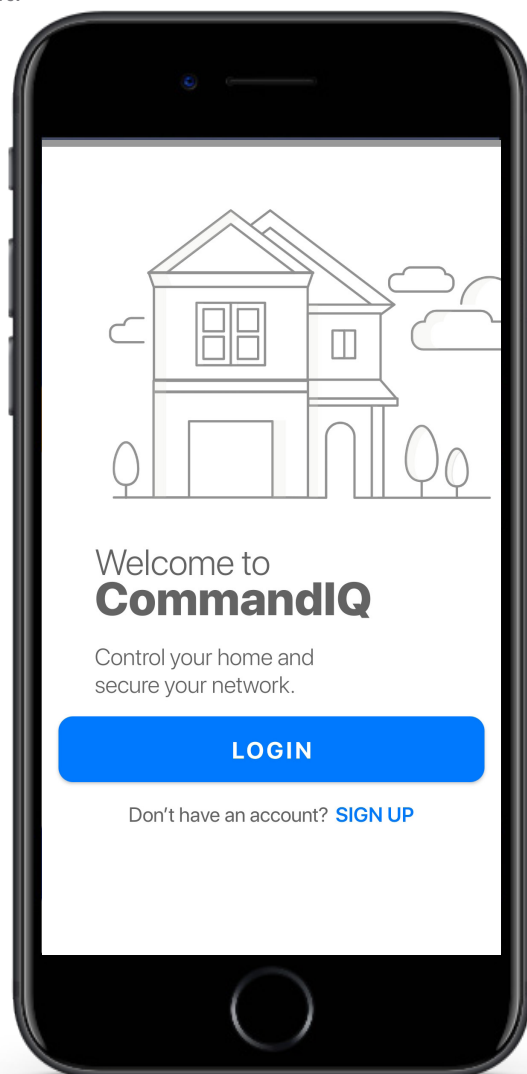
App set up

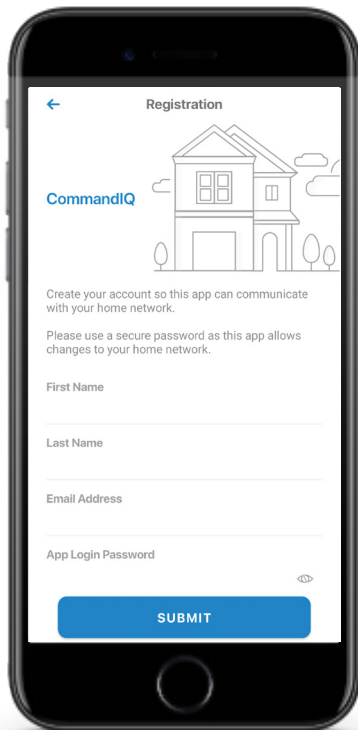
Setting up your app has never been easier!

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

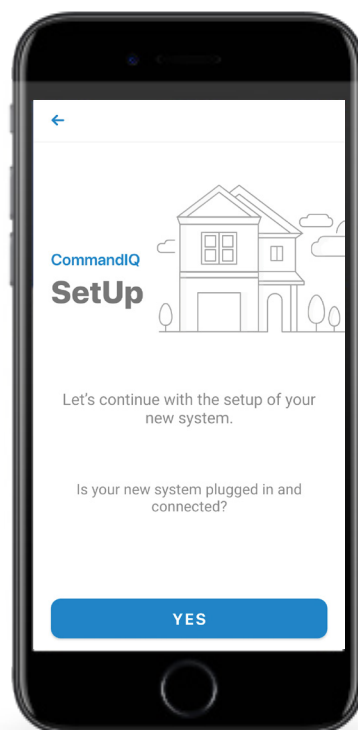
Enter basic personal information

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

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

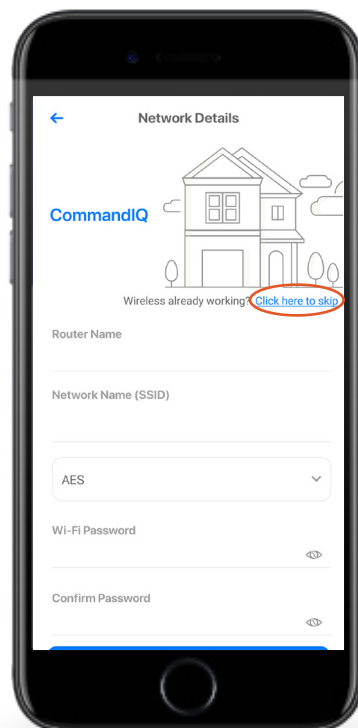
Your system will have a metal plate on the side or bottom. Simply tap the icon and scan the QR code.

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

STEP 5

Finish Set Up

Since Yucca Telecom sets up your Wi-Fi remotely, select "Click here to skip" towards the top right of the screen. Once the network has been detected, enter the existing Wi-Fi password for your network.

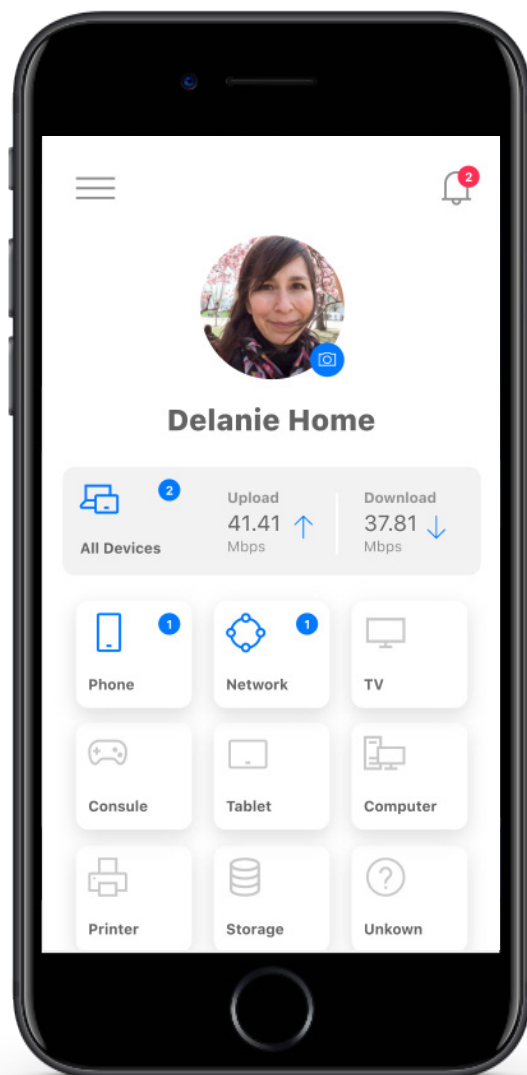




SET-UP GUIDE

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. 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.

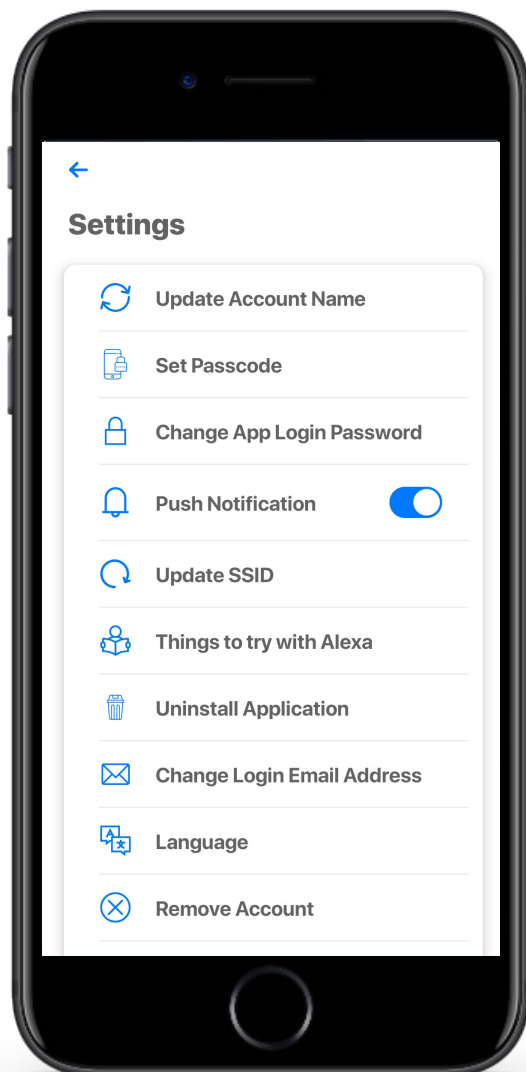
Note: If you are using the app on a GigaCenter you will not see the section showing the last speed test results. If you are using the app on a GigaSpire, this section will not appear until you run your first bandwidth test through the Main Menu.



SET-UP GUIDE

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

Uninstall Application

Allows you to uninstall applications

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

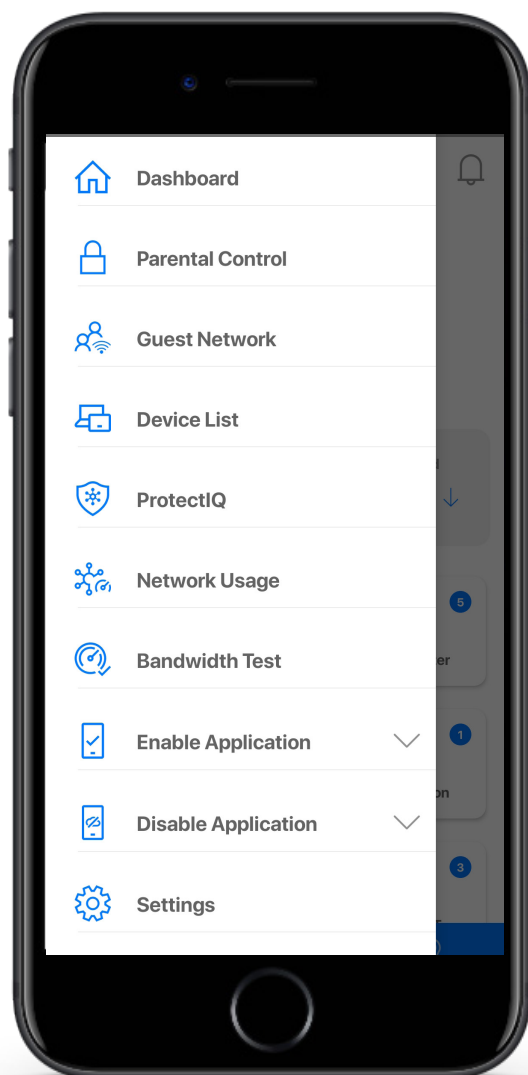
Your App Version will show at the very bottom of this screen.



SET-UP GUIDE

Main menu

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



Available to all CommandIQ 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 GigaSpire:

Network Usage

Shows how much bandwidth each device on your network is using after running a bandwidth test

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

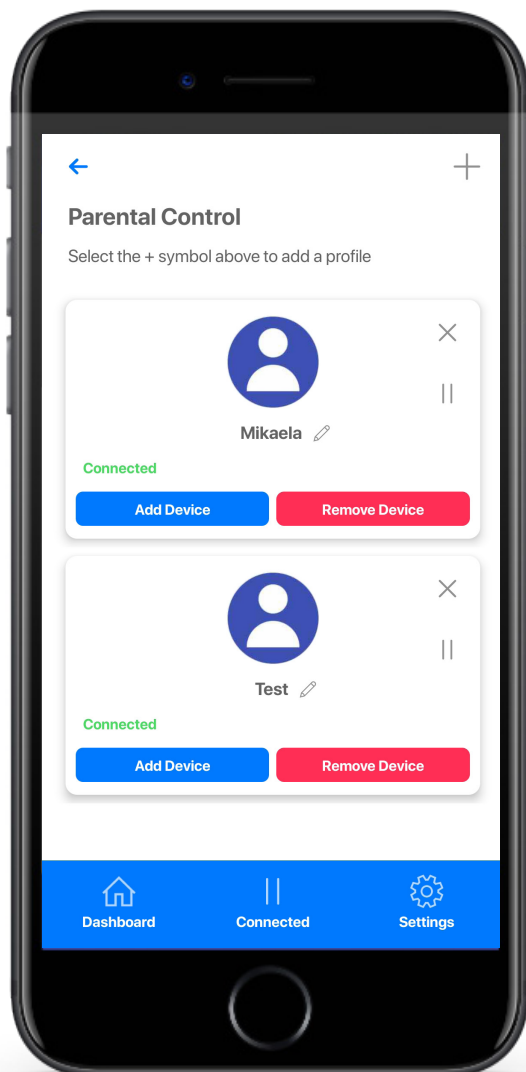
Provides network level protection against malware, viruses, etc.

*Available when you subscribe to **Premium Wi-Fi**



SET-UP GUIDE

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 “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 “||” 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

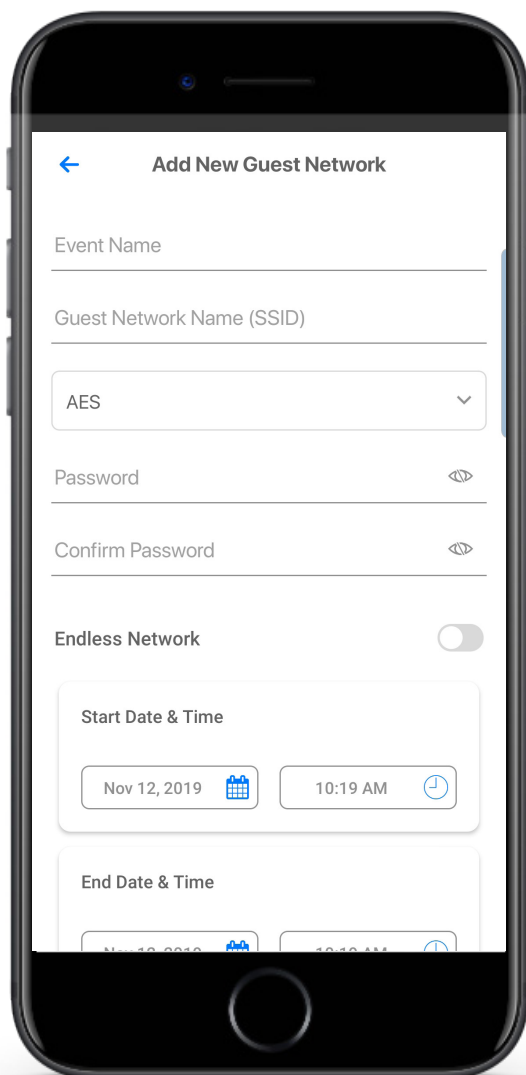
Note: If a device has the CommandIQ App, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data, to restart the profile with your app device.



SET-UP GUIDE

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:

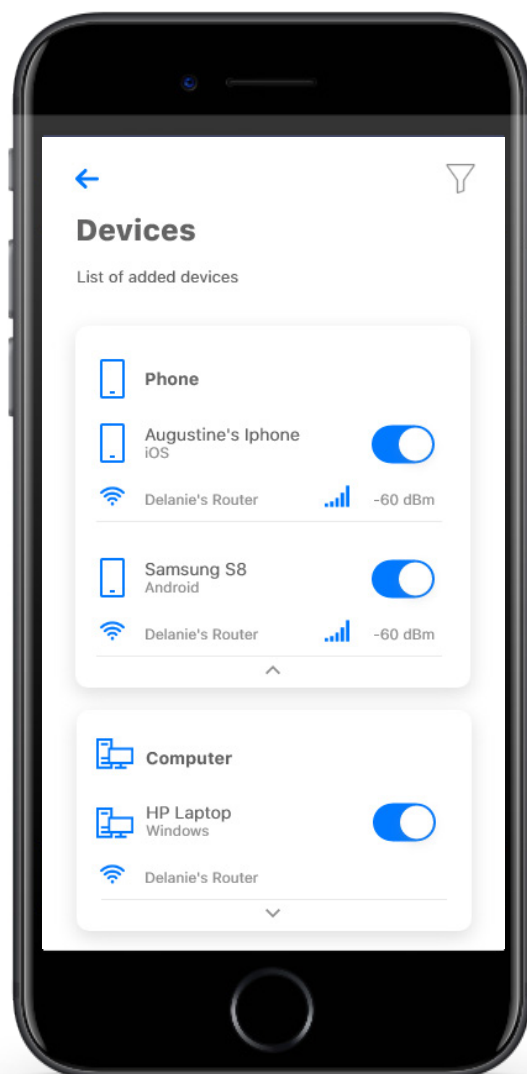
1. Enter the event name: ex. family visit
2. Set the name of the wireless guest network as you want it to appear for your guests
3. In the drop down box, you can choose to set a password for this guest network, which is highly recommended to keep your network safe
4. This will bring up additional boxes 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



SET-UP GUIDE

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.

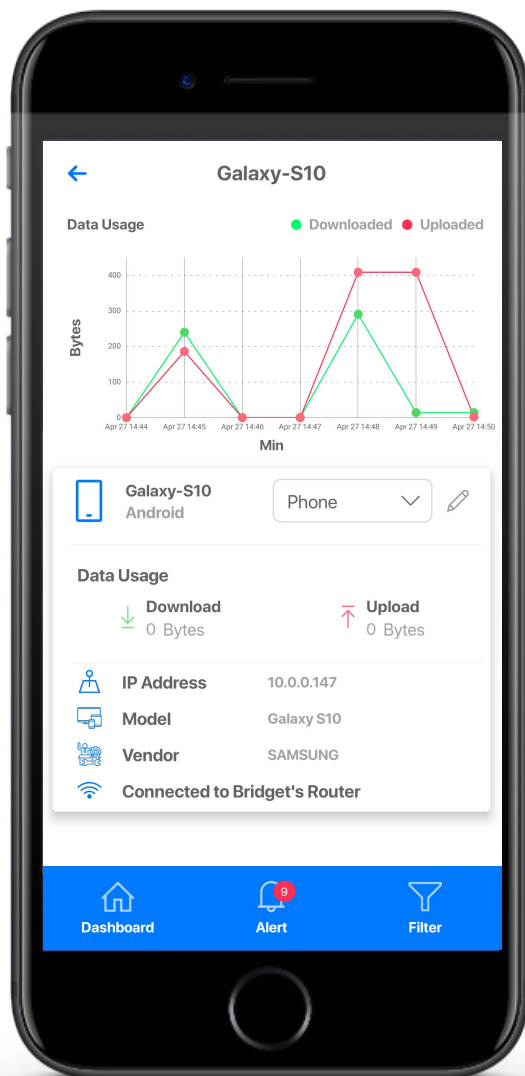
If you tap on a device from this screen it will bring up additional details for that device.



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 selecting the pencil icon on the right side, 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.

Data Usage shows data used by this specific device.

The bottom box shows additional connection details for this device.

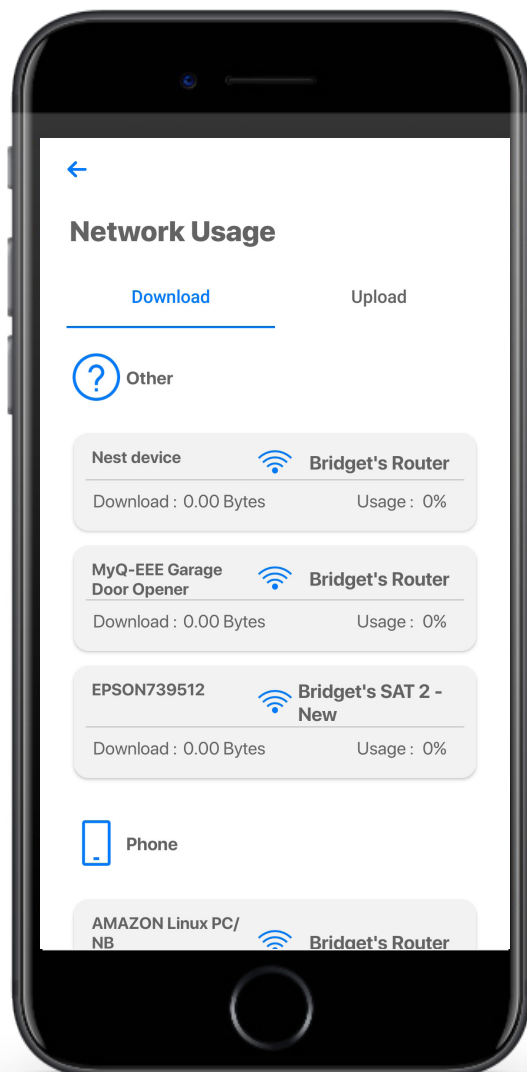
By toggling the On/Off button you can turn off or on Wi-Fi for this device.



SET-UP GUIDE

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

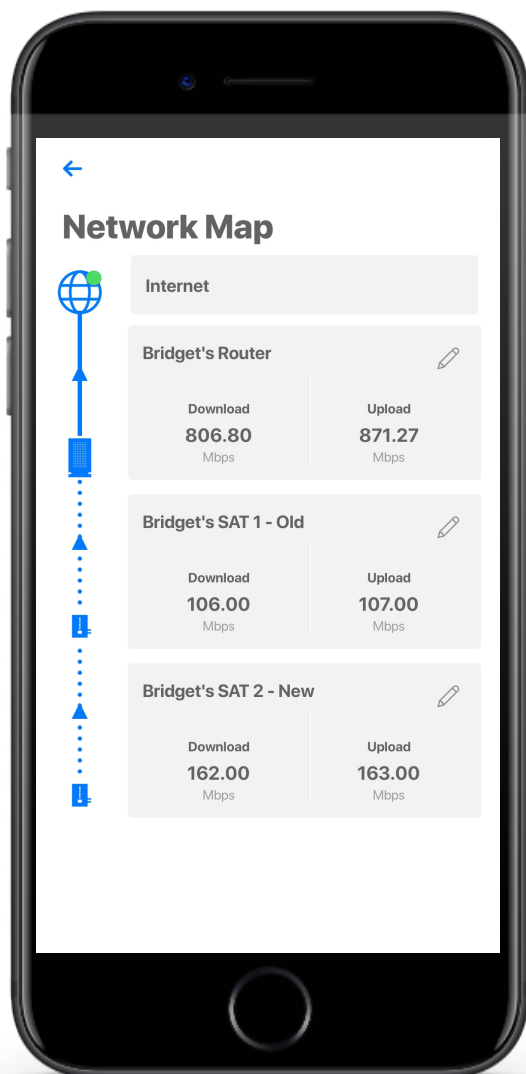
Network Usage is updated each time you run a bandwidth test through the app.

Note: This feature is only available with a GigaSpire.



SET-UP GUIDE

Network Map



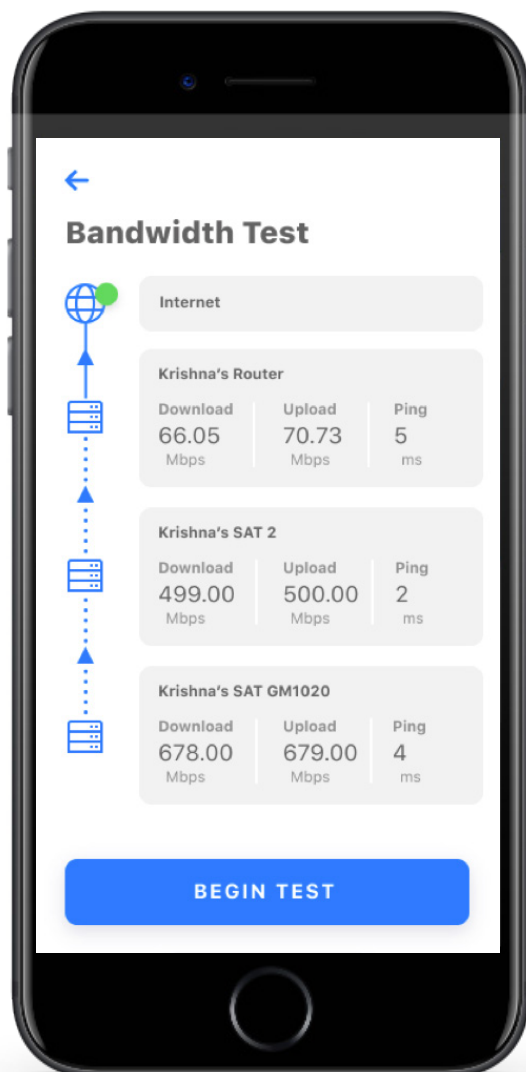
From the dashboard you can select Network Map from the bottom-righthand side of the screen. This will show any GigaCenter, GigaSpire, or GigaMesh units connected in your network. You can tap on the Mesh icon to get performance information.



SET-UP GUIDE

Speed Test

Internet bandwidth test



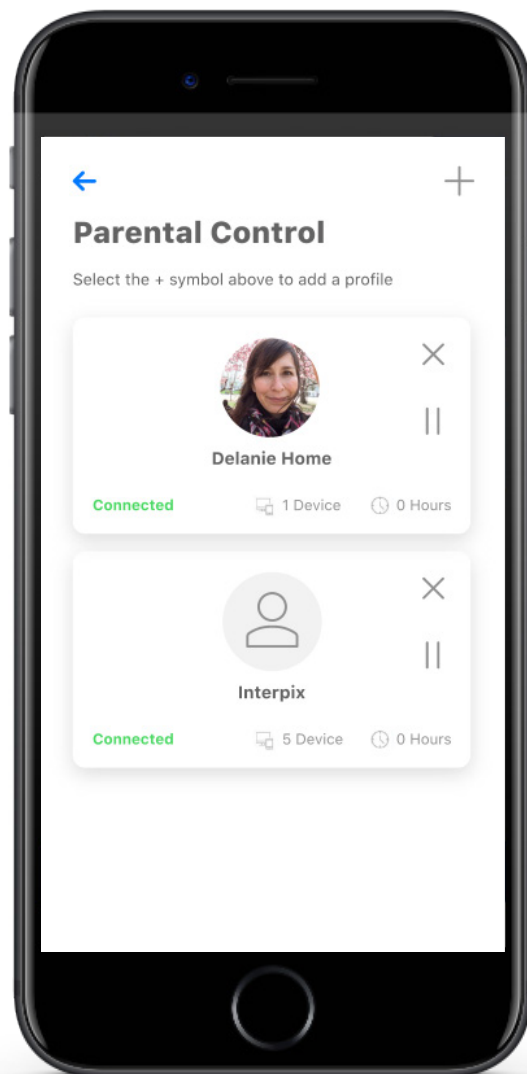
To run a bandwidth test simply select the “Begin Test” button at the bottom of the screen. The speed test will first run between the GigaSpire and the Internet and then will conduct a speed test between any mesh units and the GigaSpire. Results will show as a notification, update at this location, and on your main dashboard.

Note: This feature is only available with a GigaSpire.



SET-UP GUIDE

ExperienceIQ: Enhanced Parental Control



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.

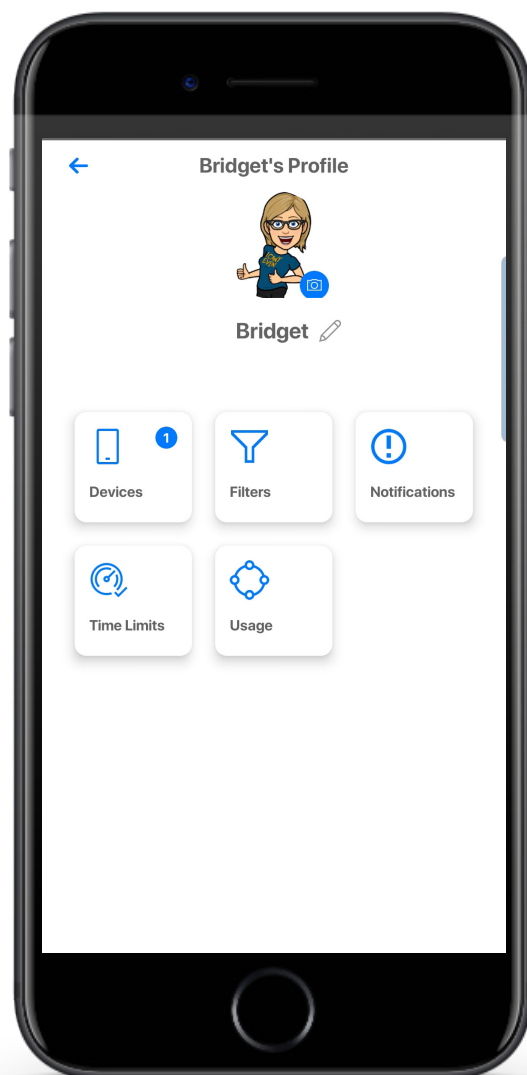
*Available with **Premium Wi-Fi**



SET-UP GUIDE

ExperienceIQ: 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, 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.

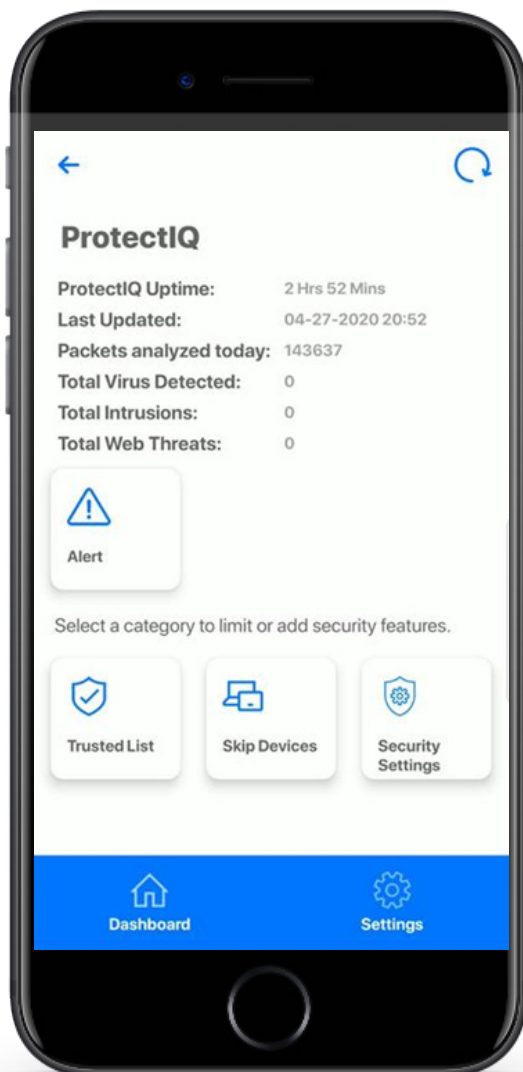
The Usage category shows daily, weekly, and monthly cumulative usage for devices within the profile.

*Available with **Premium Wi-Fi**



SET-UP GUIDE

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.

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 anti-virus and malware.

*Available with **Premium Wi-Fi**