



## CITIZENS Connected CommandIQ App User Guide

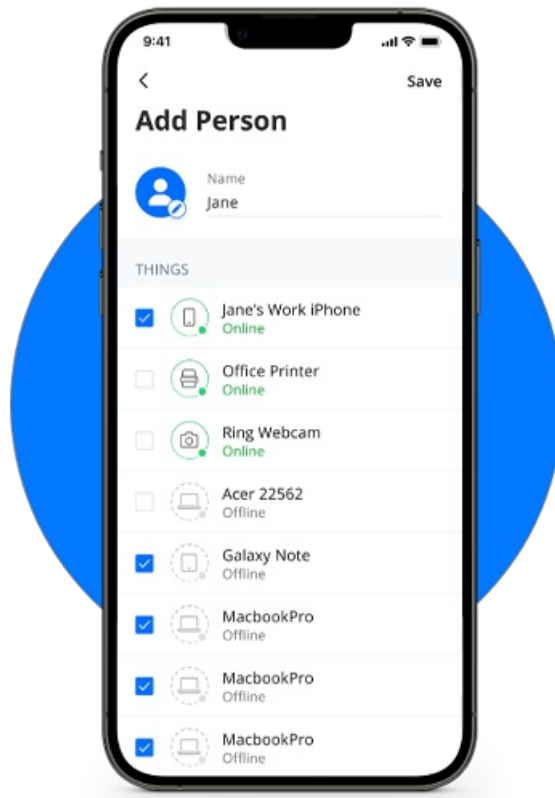
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**CITIZENS Connected CommandIQ App**



## Product Information

The Connected product is a home network management system that provides users with easy access to their home or small business network. With the CommandIQ™ app, users can view all connected devices, set up parental controls or a guest network, change SSID and password, and more. The product puts users in control of their network performance and provides a snapshot view of their network. The product is designed to be user-friendly and offers various customization options to enhance the user experience. It allows users to update their account name, set a passcode, change their login password, receive push notifications, update their Wi-Fi network name and security settings, try Alexa skills with the GigaSpire Max, uninstall applications, change login email address, select preferred language for the app, and remove the account if directed by the service provider.

## Product Usage Instructions

### App Set Up:

1. Tap on "SIGN UP" to begin the app set up process.
2. Enter your basic personal information. The password you enter here will be used to log in to the app.
3. If your system is not plugged in and connected, complete steps 1-4 of the GigaSpire Quick Start Guide.
4. Scan the QR code located on the metal plate of your system. Alternatively, you can enter the MAC Address and Serial Number also found on the metal plate.
5. Name your network and create a password. If it's your first time setting up your home network, assign a name and password for your Wi-Fi network. If your Wi-Fi is already set up, select "Click here to skip" and enter the existing Wi-Fi password for your network.

### Main Dashboard:

Upon opening the app, you will see the Main Dashboard, which gives you complete control over the devices in your home. Menu items are located in the upper left-hand corner of the screen, while any notifications will be displayed in the upper right-hand corner. All devices are categorized, and you can access a list of 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.

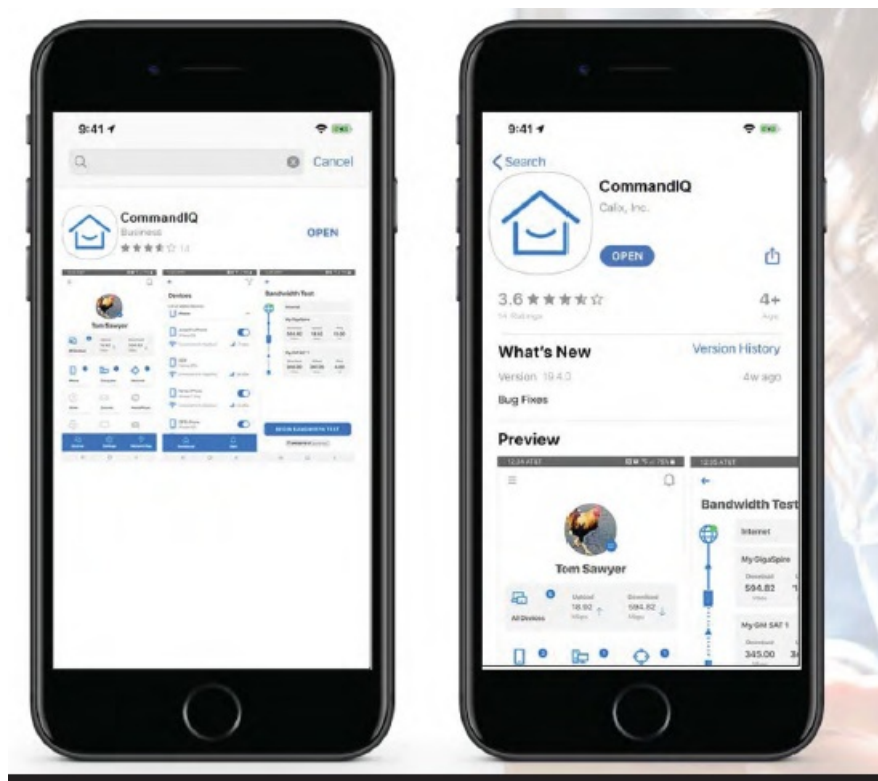
### Settings:

The Settings menu provides various customization options for the app.

- **Update Account Name:** Allows you to update the name shown on your app.
- **Set Passcode:** Enables you to set a passcode in addition to your login password.
- **Change App Login Password:** Allows you to change your app login password.
- **Push Notification:** Toggle this option to receive notifications from the app.
- **Update SSID:** Allows you to rename your Wi-Fi network, set network security, and reset your Wi-Fi password.
- **Things to try with Alexa:** Provides examples of Alexa skills you can try with the GigaSpire Max.
- **Uninstall Application:** Allows you to uninstall applications.
- **Change Login Email Address:** Select this option if you want 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.

### 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.



### 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!

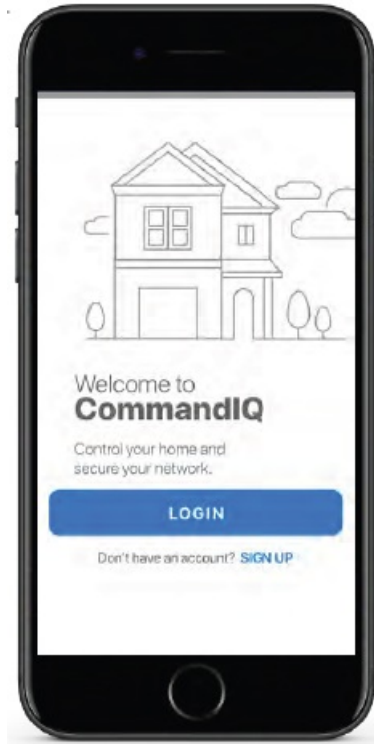
## App set up

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.

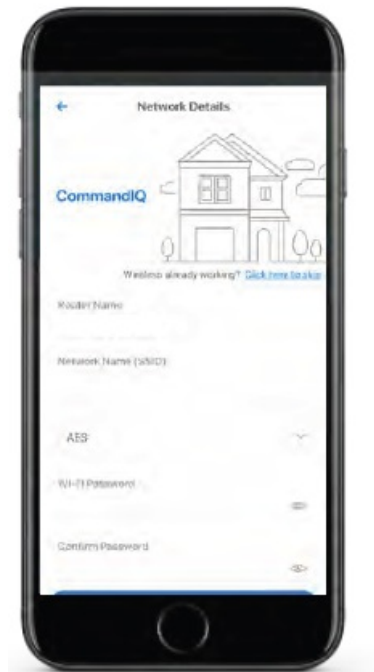


### STEP 5

#### Name the network and create a password

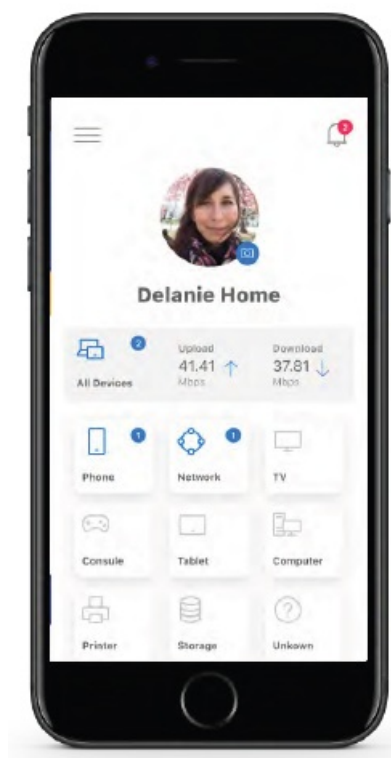
If you are setting up your home network for the first time, you can assign a name and password for your Wi-Fi network.

If your Wi-Fi is already set-up and working: select 'Click here to skip' towards the top right of the screen. Once the network has been detected, enter the existing WI-Fi password for your 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. Menu items are located in the upper-left hand 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

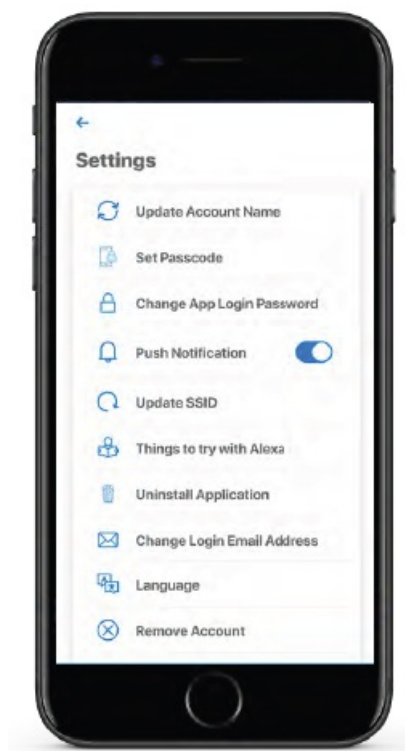
- Computer
- Console
- Camera
- Television
- Network

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.

## 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

## Things to try with Alexa

Includes examples of Alexa skills you can try with the GigaSpire Max

## 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

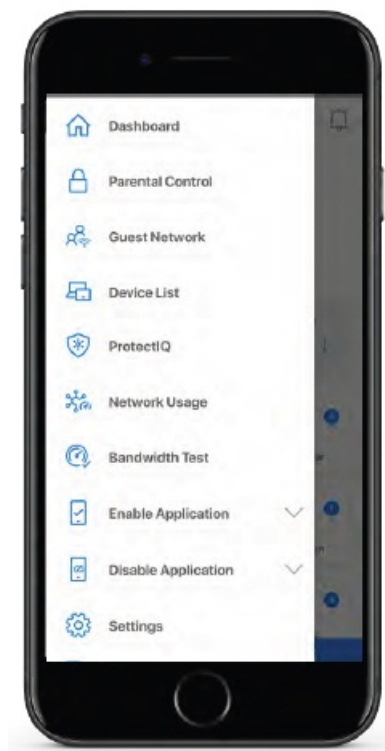
Provides a brief summary of what the app does

## 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.

## 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 GigaSpires:

## Network Usage

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

## Enable Application

Allows you to enable Alexa or other applications that you have signed up for through your service provider

## 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

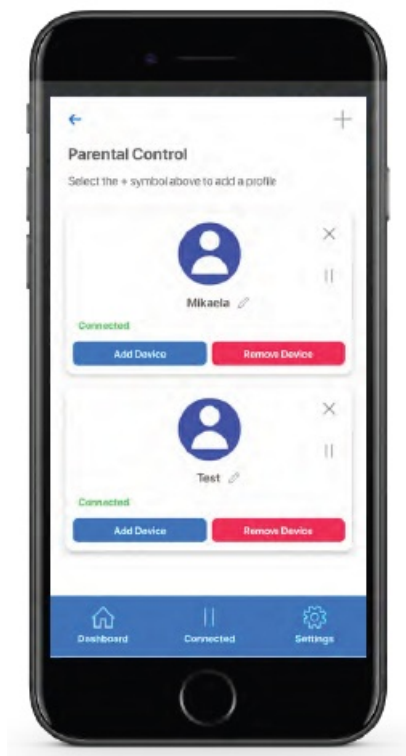
## ExperienceIQ: Parental Control (Enhanced)

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.

## 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)

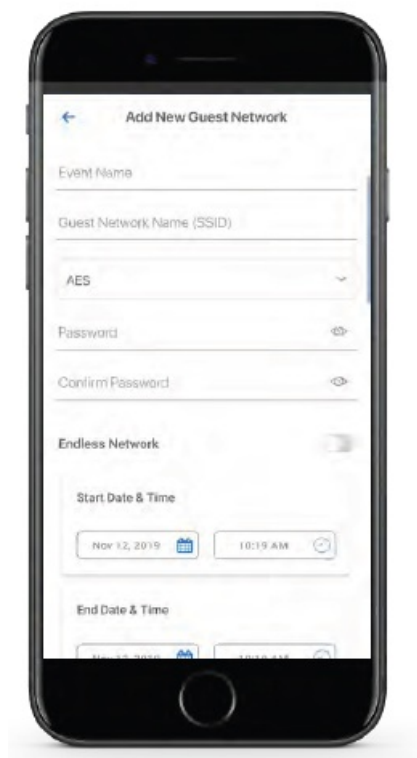
**Once the profile is created you can do the following:**

- Use the pencil icon to edit the profile and add a picture if desired
- Select the Pause “II” 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.

## 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.

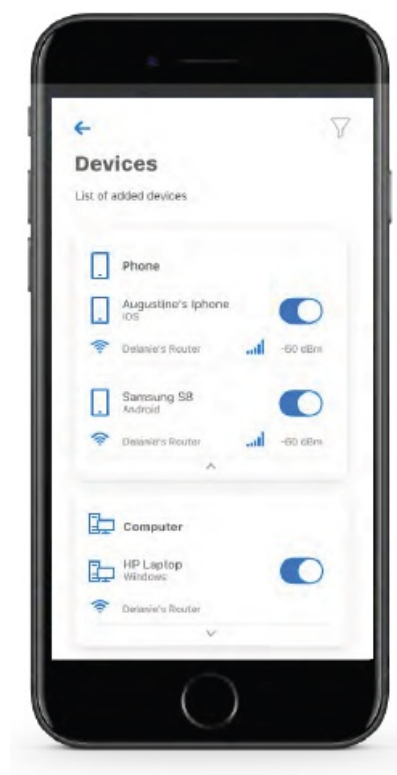
In the Setup a Guest Network screen, do the following:

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

## 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.

## 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.

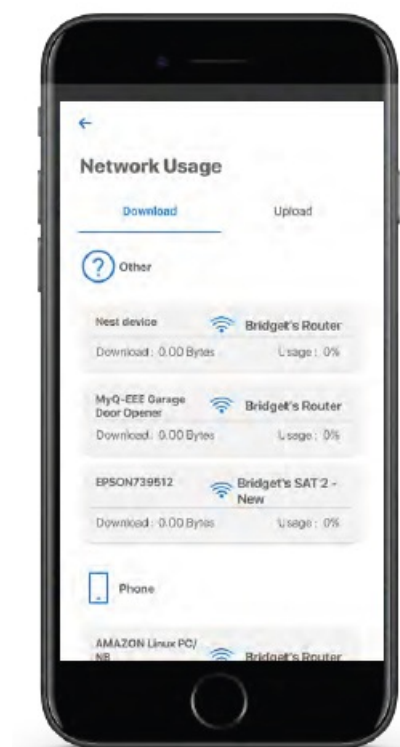
Data Usage shows data used by this specific device.

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.

## Network Usage

Keep track and monitor the usage for each device



## Network Usage is organized by category.

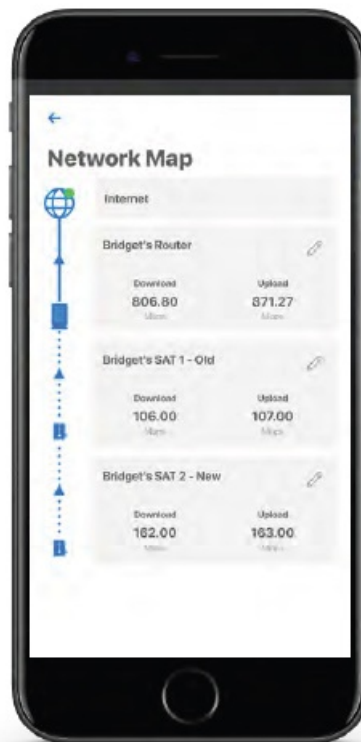
From this view, you can see basic information about usage from each Wi-Fi connected device on your network, including:

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.

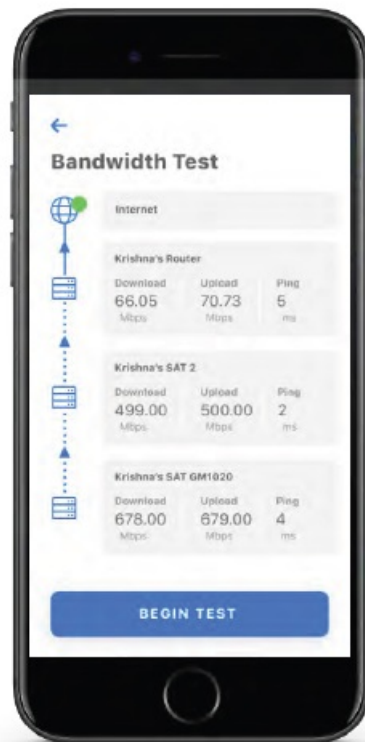
## Network Map



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.

## Speed Test

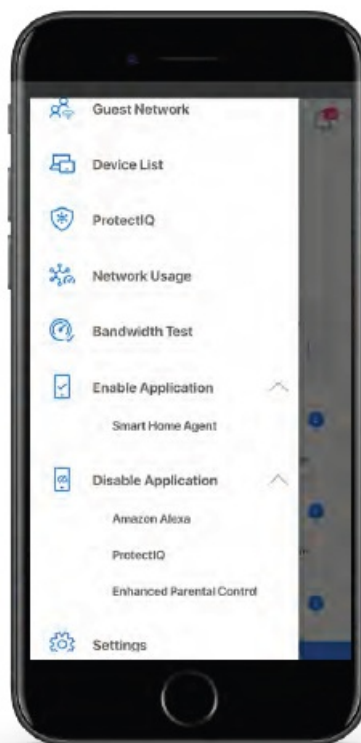
Internet bandwidth test



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.

## Enable and Disable Applications



When you select Enable Application, 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.

**Documents / Resources**

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Manuals+.