Elevate Home Network Performance and Control To Another Level.
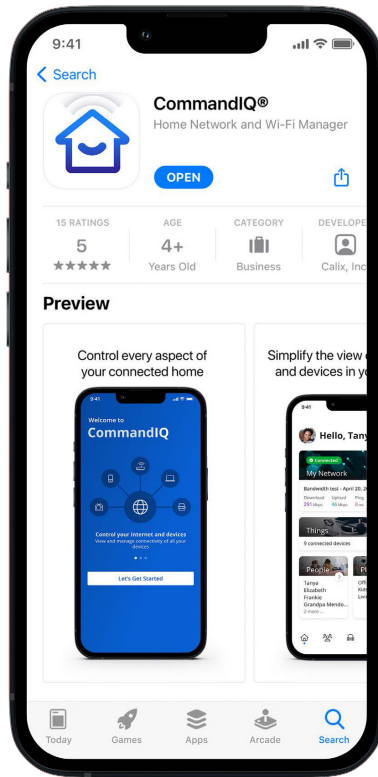
CommandIQ™ gives you easy access to a snapshot view of your home or small business network. Through the app, you can view usage on all the connected devices to your network, set up access controls or a guest network, and more!

SET-UP-GUIDE

Step 1

To begin, download the **CommandIQ**™ app from the Apple App Store or Google Play Store and install it onto your phone or tablet.
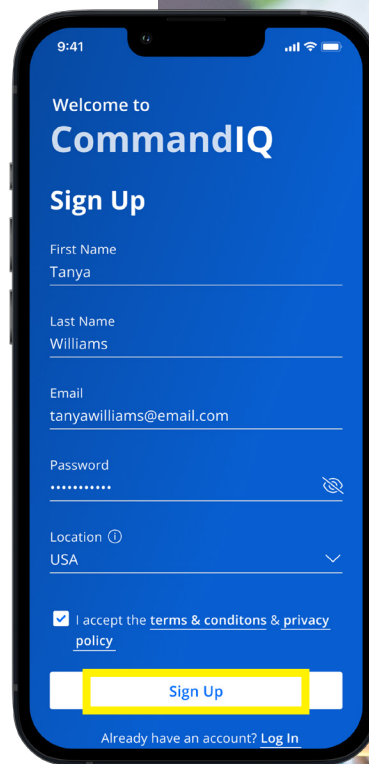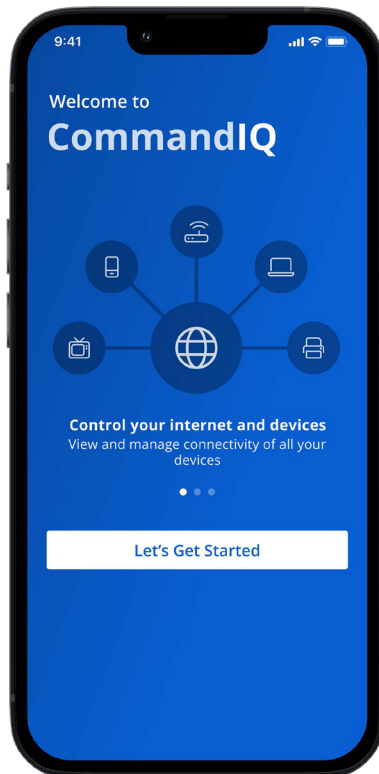
Step 2

Tap **Let's Get Started** on the *Welcome* screen.

Step 3

On the *Sign Up* screen, enter your personal information. Please note, the password you enter here will ONLY be used to access the app. This is NOT the login and password for your Wi-Fi.

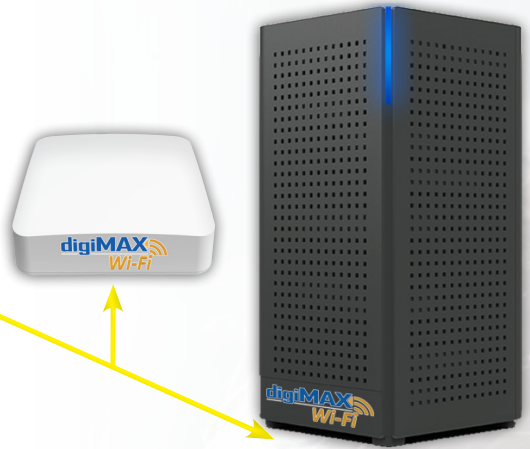Once your personal information is entered, tap "Sign Up".

9.15.22

Step 4

The next screen is the **Scan Device** Screen. First, go to your Wi-Fi router and locate the sticker that includes the router information and a QR code. The sticker with the QR code is <u>located under the base of your router.</u>
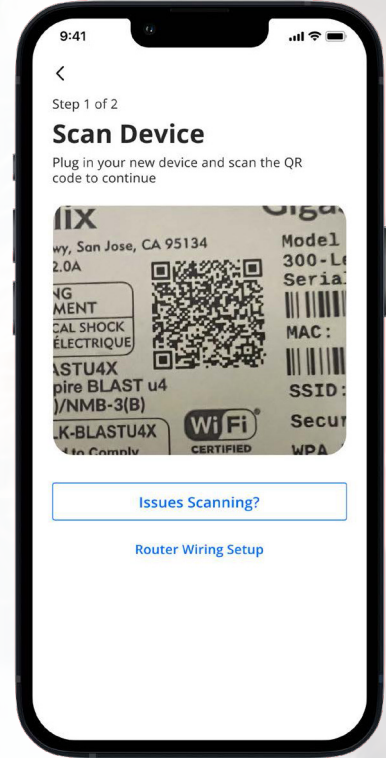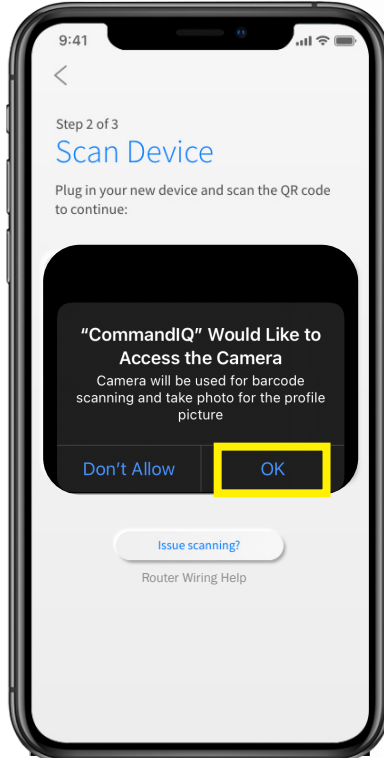
Sample sticker on the bottom of the router.

QR Code is highlighted.

Step 5

Tap "OK" to allow CommandIQ to access the camera function on your phone, and then simply tap the icon and point the camera at the QR code to scan it.

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

Step 6

On the next screen, the MAC Address and Serial Number will auto populate so tap "Next" to continue.

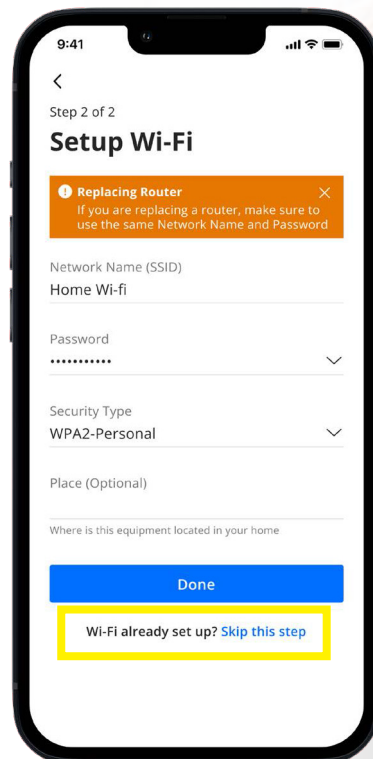If you see another screen regarding **Setup Mesh (SAT)**, select "OK" to complete the setup.

Step 7

Given that MTCO preconfigures your wireless Internet, **select "Skip this step" on the Setup Wi-Fi screen.**

That's it! You're all set to start using **CommandIQ**™.

For instructions on how to navigate and utilize all the features in the app, click on **Mobile Apps** under the **My Account** tab at *mtco.com* to view the **CommandIQ** User Guide, or download the PDF by scanning the QR code to the right.

If you have any questions or need assistance, please call MTCO at 800-859-6826.
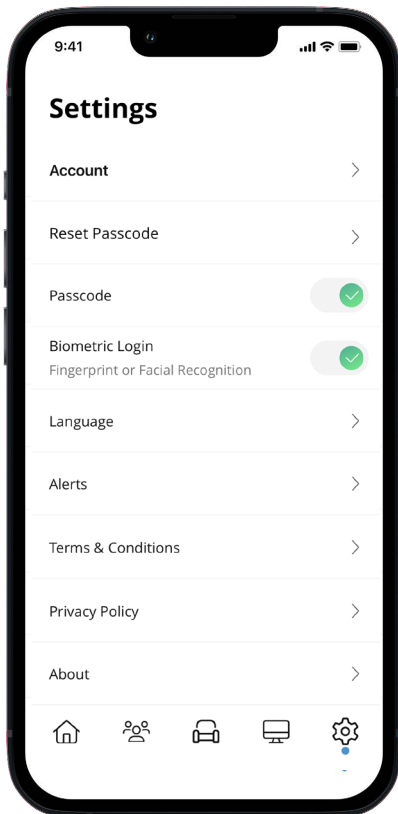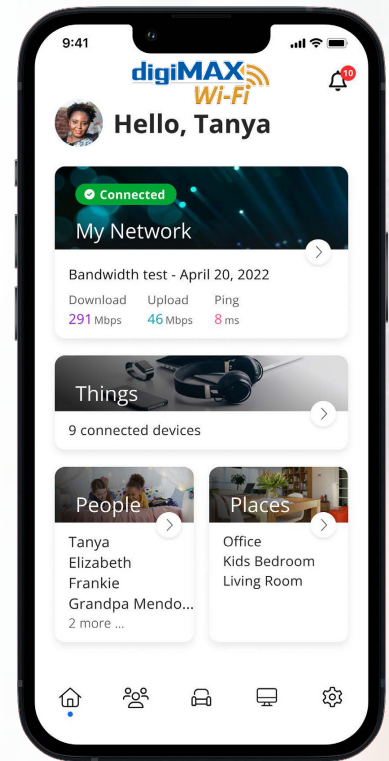
Main Dashboard

The Main 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

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 the main dashboard or in the toolbar at the bottom.

Settings

Account Name
This will allow you to update the name shown on your app and the login password. You can also invite a secondary admin user by pressing on your account name, clicking "Invite Admin" and then entering the name and email address of the person you want to add.

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 instead 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.

My Network

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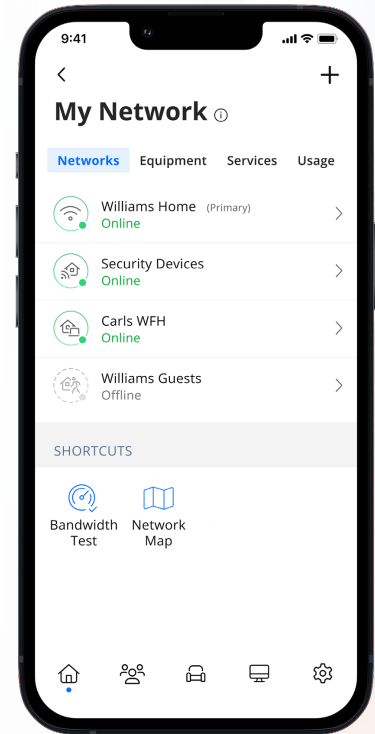
Things
You can easily find your network details here to connect a new device to your Wi-Fi.

Network
Add a guest network at any time 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.
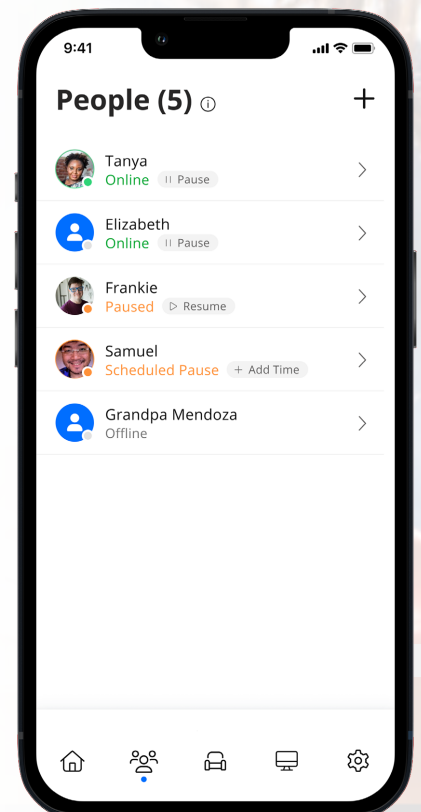
Device Control - People

To create a device control profile:

1. From the home screen, select the "People" tab to create a new profile.

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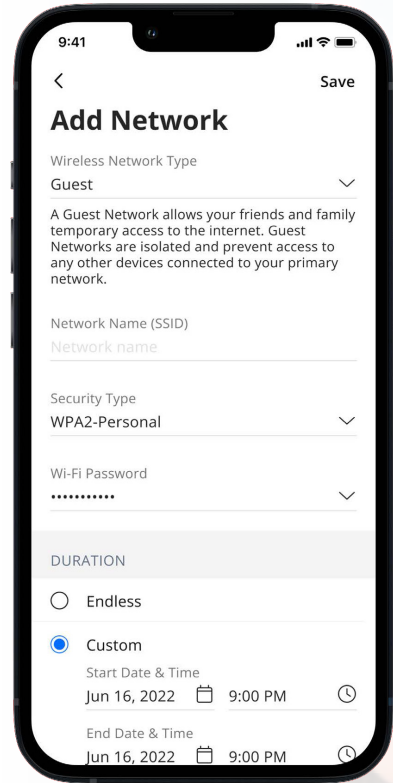
Note: If a device has the CommandIQ App, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data to restart the profile with your app device.

Guest Network

From the Main Dashboard screen, tap on "My Network" and then tap the " + " icon in the upper right-hand corner. Then select "Add Network" and then under *Wireless Network Type* select "Guest".

1. Set the name of the wireless guest network as you want it to appear for your guests.

2. Select the *Security Type* (None/WPA2-Personal/WPA - WPA2-Personal/WPA2-WPA3-Personal/WPA3-Personal); MTCO recommends WPA/WPA2-Personal as it's the most universal security type.

3. Under *Wi-Fi Password*, enter the password you want to assign to the network.

4. **Isolation** is enabled by default to prevent access to any other devices to your primary network.

5. If you set this network to **Endless**, it will stay available.

6. The alternative is to set a Start and End time by selecting "Custom".

7. Once you have set the parameters for your guest network, select "Save" at the top of the screen.

8. Next, *MTCO Network added successfully* will appear on your screen. Press "OK"

9. The setup is now complete. You will have the option to share your new network with your guests via text, email, or other messaging services by selecting "Share" or pressing "Skip."
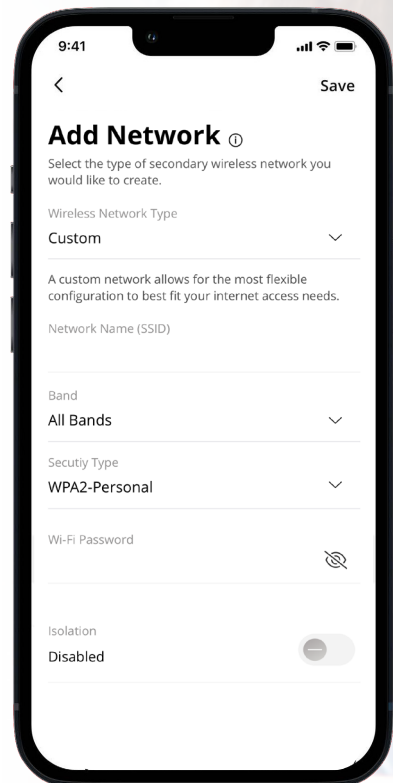
Custom Network

A Custom Network is a great solution to connect IoT (Internet of Things) devices that require a standalone 2.4G network. Examples of IoT devices include Smart Home Devices such as lightbulbs, smart thermostats, doorbell cameras, security cameras, etc. Anything beyond standard devices such as computers, laptops, tablets, smartphones, or Smart TVs qualify as an IoT device.

From the Main Dashboard screen, tap on "My Network" and then tap the " + " icon in the upper right-hand corner. Then select "Add Network" and then under *Wireless Network Type* select "Custom."

1. Set the name of the wireless custom network as you want it to appear.

2. Choose a *Band* (All/2.4G/5G) in the drop-down. These options provide maximum flexibility to assign devices to the wireless network that best matches your device preference.

3. Select the *Security Type* (None/WPA2-Personal/WPA - WPA2-Personal/WPA2-WPA3-Personal/WPA3-Personal); MTCO recommends WPA/WPA2-Personal as it's the most universal security type.

4. Under *Wi-Fi Password*, enter the password you want to assign to the network.

5. You will also have the option for **Isolation** (This feature isolates your custom wireless network from your primary wireless network).

6. Press "Save" to complete set up. You have the option to share your new network with your guests via text, email, or other messaging services.

7. Next, *MTCO Network added successfully* will appear on your screen. Press "OK"

8. The Setup is now complete. You will have the option to share your new network via text, email, or other messaging services by selecting "Share" or press "Skip".
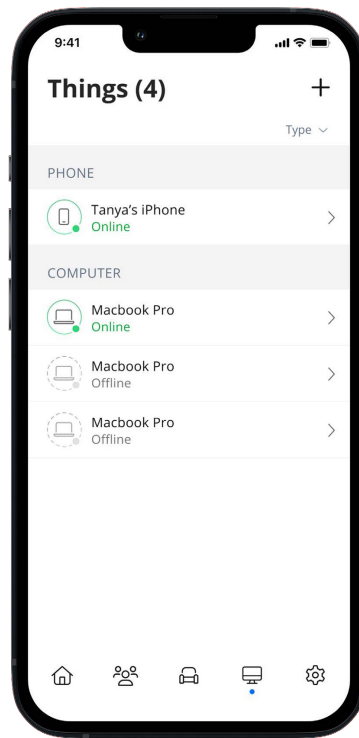
Device List - Things

Creating and managing a list of devices is as easy as 1-2-3! Pressing "Things" allows you to see the devices connected to your network and allows you to sort by All, Type, People, or Place.

Tap on a device to see additional details including:

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

Device Details

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 A**dditional Details**.

Data usage shows data used by this specific device.

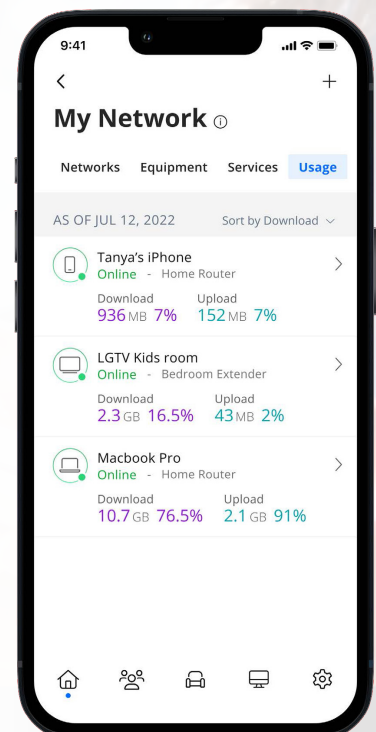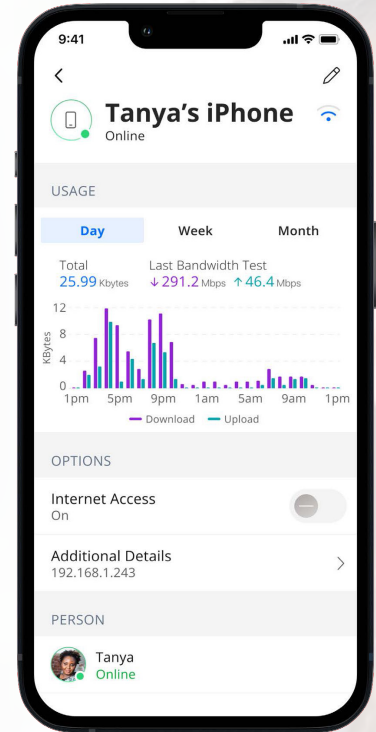The bottom box shows additional connection details for this device.

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

Network Usage

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:
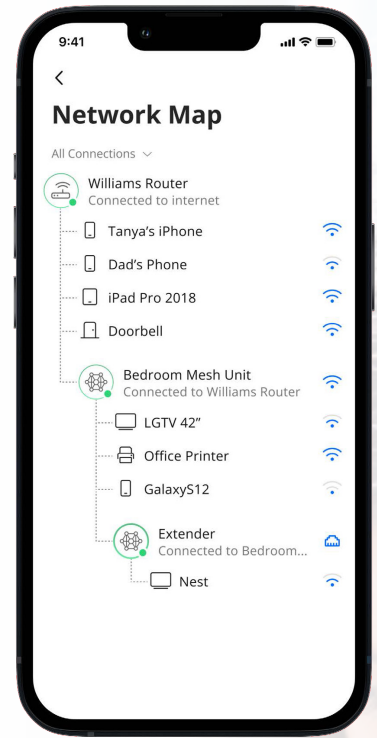
1. Device identification and whether the device is connected to Wi-Fi

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.

Network Map

From the Main Dashboard, you can select "My Network". This will show any Managed Wi-Fi units connected to 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 to that Mesh unit.

Speed Test

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

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

Devices currently utilizing the Internet on your home network will affect the results of your speed test.