

# Command IQ

## Router Management App

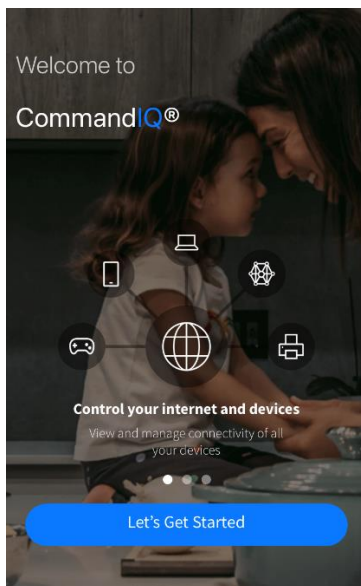
### Initial Router Setup

The first time you open CommandIQ, you will be prompted to complete an initial setup to manage the router, starting with setting yourself up as an authorized CommandIQ user by establishing a personal login ID and password. This is a one-time activity only.



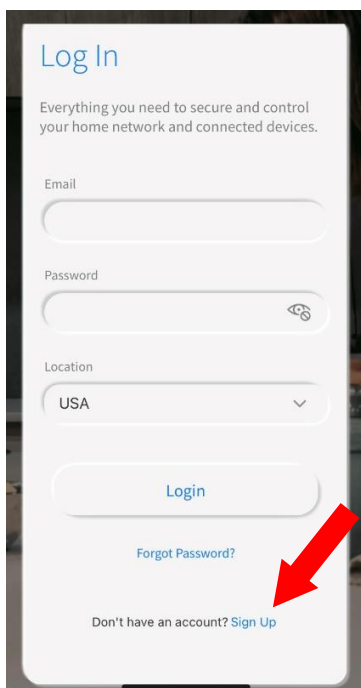
#### Step 1 - Download CommandIQ App:

On your mobile device, download the CommandIQ app from the App Store.



#### Step 2 - Launch and User Setup:

When you open the CommandIQ app this screen will appear. Tap **Let's Get Started** to set up your user account.



#### Step 3 - Tap Sign Up to set up your user account.

Step 1 of 3

## Sign Up

First Name

Last Name

Email

Password

Location ⓘ  
USA

☐ I accept the [terms & conditions](#) & [privacy policy](#).

Sign Up

Already have an account? [Log In](#)

**Step 4** - On the account create screen, tap each field and fill in the following information:

**First Name:** Your first name

**Last Name:** Your last name

**Email Address:** Your email address, which serves as your app login username.

**Password:** This serves as your app password on this device.

Tap the **Sign Up** button when finished to save the information.

## Log In

Everything you need to secure and control your home network and connected devices.

Email

Password

Location  
USA

Login

[Forgot Password?](#)

Don't have an account? [Sign Up](#)


**Step 6** - Once your account is set up, **Log In** to the app to set up your router.

Enter the credentials you used to setup your account and tap the **Login** button.

Step 2 of 3

## Scan Device

Plug in your new device and scan the QR code to continue:



Issues scanning?

[Router Wiring Help](#)

Step 2 of 3

## Device Details

Enter your router details manually.

MAC Address

84:D3:43:6E:87:C6

Serial Number

422112073437

[Next](#)

### Step 7 - Add Router:

Once you **Login** you will be prompted to set up your router.

On the bottom of your router you will scan the QR code. (You will be asked to allow the app to access your camera) Point your camera at the QR Code found on the bottom of the router.

The QR code scan should automatically populate the MAC Address and Serial Number. If the scan does not auto-populate, you can enter this information manually. You will find the information on the bottom of the router.

Tap **Next**

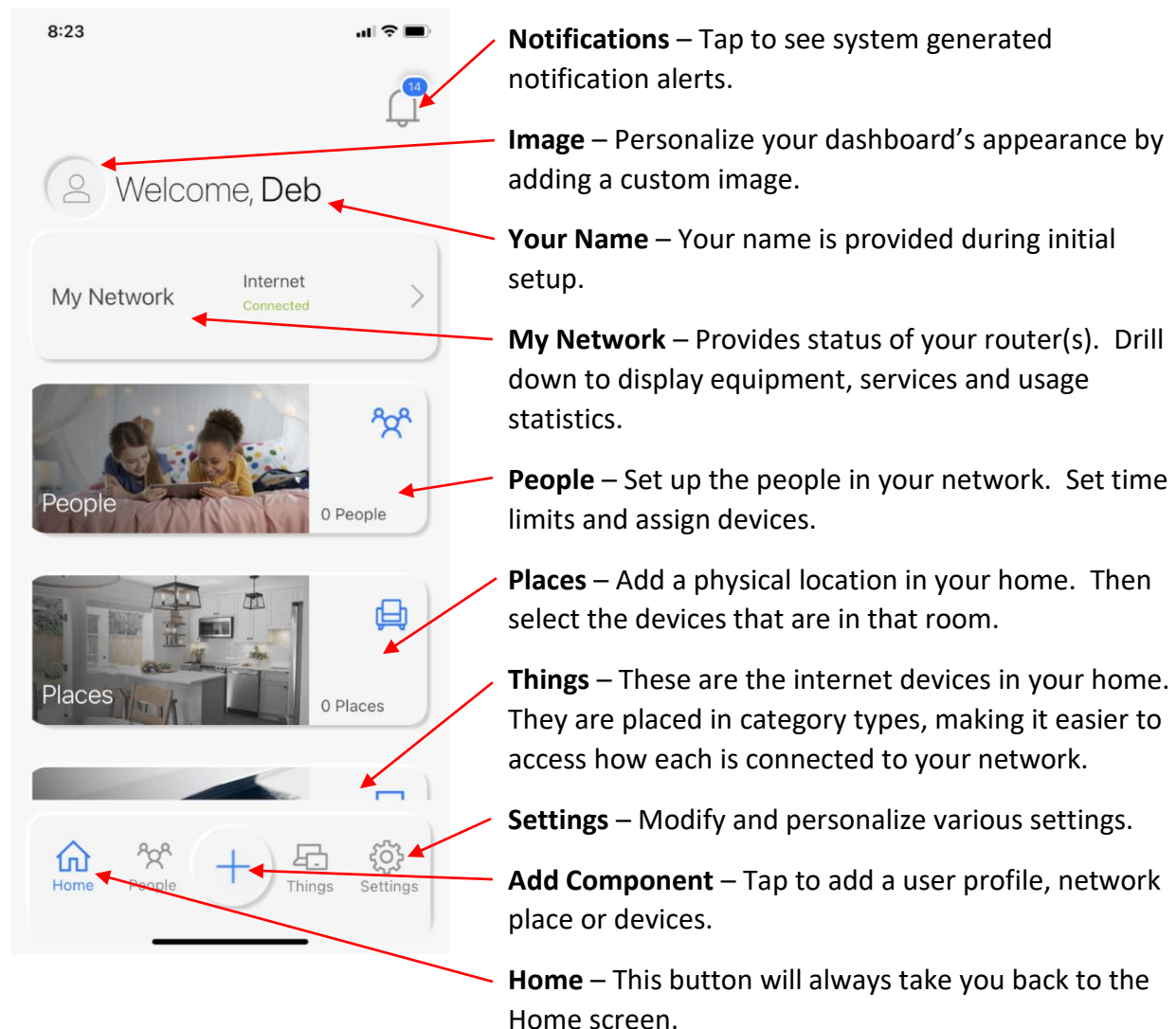
This completes the router setup.

## Dashboard (Home Screen)

### Main Menu

CommandIQ's main menu provides quick access to key features and functions. To view the main menu, tap the **Home** button on the bottom left of the screen.

The home screen for CommandIQ is called the dashboard. The dashboard provides quick access to all of the apps' functions and ties them together in a convenient single screen.



## Add Menu

The **Add Menu** provides an organized list of network tools that can be accessed with a single click. When setting up a new network, this page is the logical starting point to add any and all components.

From the **Home** page, tap the “+” sign on the bottom menu bar. The **Add** screen is displayed.

### Menu Item:

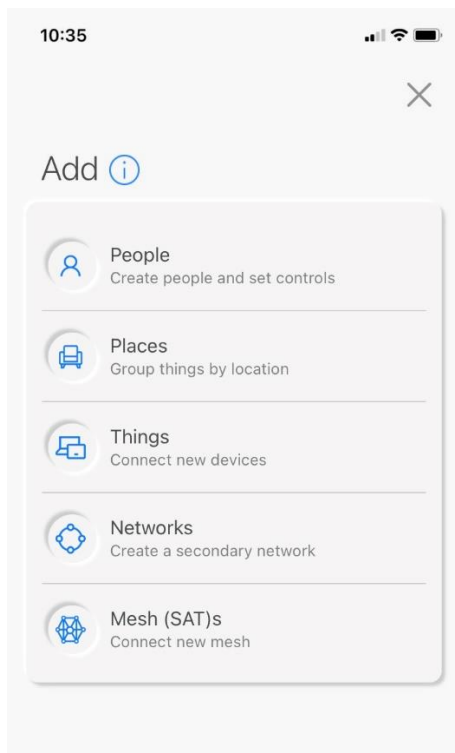
**People** – When you create a profile for a person on your network you can set content restrictions and time limits for specific apps and sites that will automatically be applied to all devices assigned to that person.

**Places** – When you create a location in your home and assign devices to that location, you can control internet access for all devices in that location.

**Things** – Add devices to your network quickly using their SSID and password, or use our mobile WPS capability to connect WPS enabled devices.

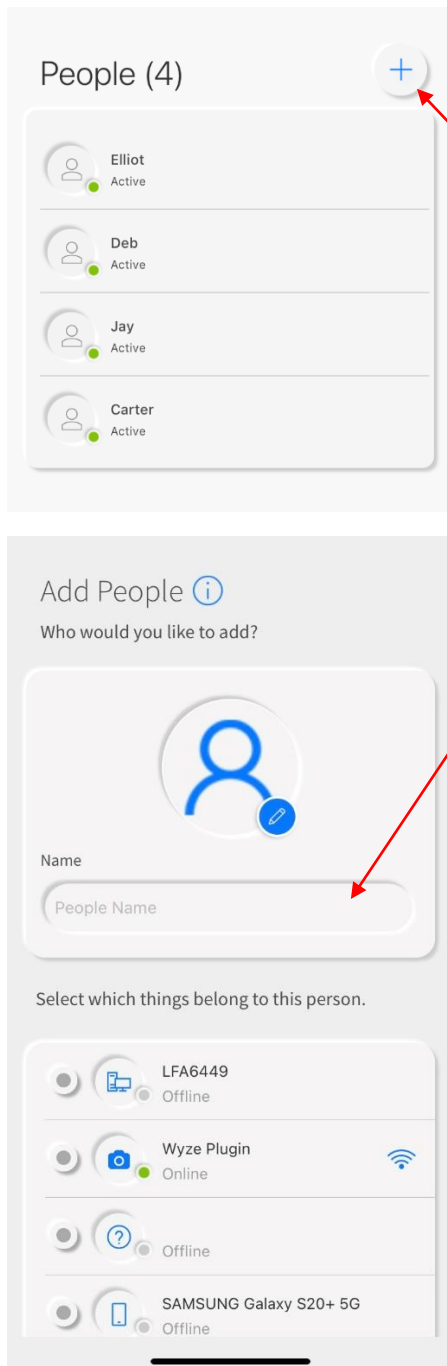
**Networks** – In addition to your primary network, you can add additional networks for things such as providing temporary internet access to your guests so that they may not introduce viruses into your devices.

**Mesh (SAT)s** – Expand your home’s Wi-Fi coverage by adding access points to your network. KMTelcom would assist with this.



## Add People (User Profiles)

**People Profiles** are designed to store network preferences including parental controls, security threats and equipment/service usage.

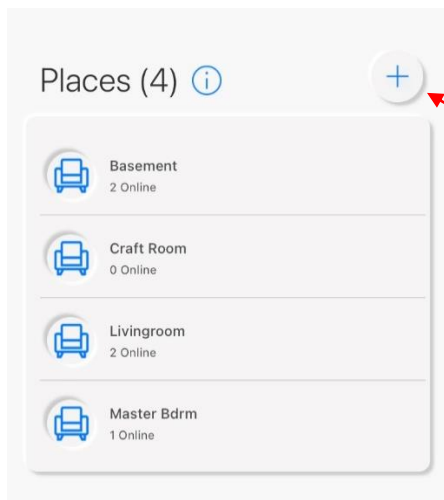


### To configure People Profiles:

1. From the **Home** page, tap **People**
2. Tap the **“+”** to add a person
3. In the **Name** field, enter their name
4. Tap the radio buttons in the equipment list at the bottom of the screen. These are devices that belong to this user.
5. Tap **Done** when complete. A **People created successfully** message is displayed.
6. With the profile completed, you can now establish parental controls to ensure the internet experience is in sync with the appropriate user.

## Add Places

Places can be configured from the home page allowing devices to be attached to a place.

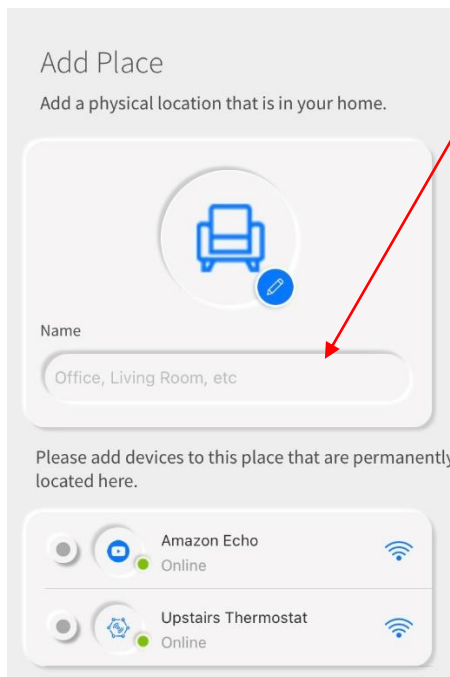


### To configure Places:

1. From the **Home** page, tap **Places**
2. Tap the **“+”** to add a place
3. In the **Name** field, enter the place name
4. Tap the radio buttons, to the left of the devices, in the equipment list at the bottom of the screen to add the devices in this room.
5. Tap **Done** when complete. A ***Place created successfully*** message is displayed.

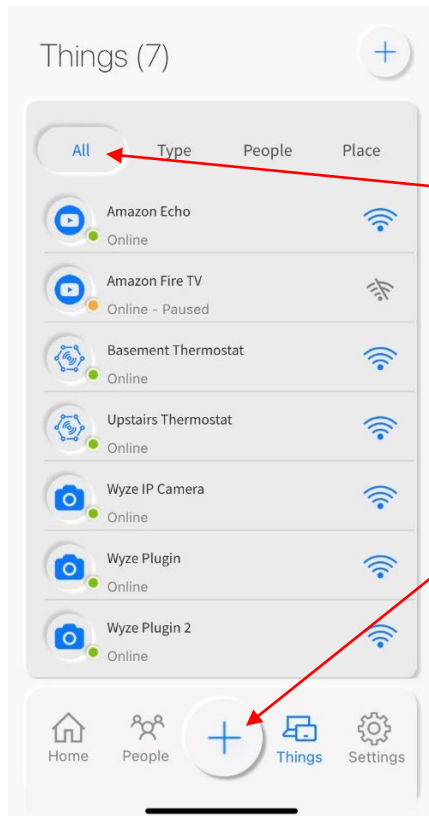
To make changes, tap the Place on the **Places** page and do one of the following.

1. **Add a Thing:** Tap **Edit**, **“+” Add**. Select the radio button next to the devices you want to add.
2. **Delete a Place:** Tap **Edit**, tap **Delete Place** if you would like to remove that place.



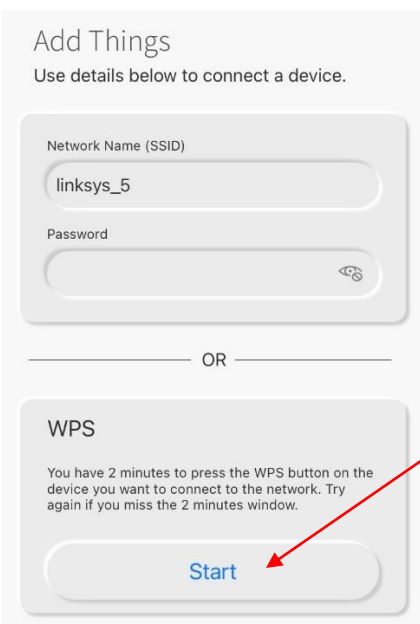
## Add Things

The **Things** tab stores information on all devices connected to the network. Each device displays its network status (Online or Not Online). When querying any Thing in the network, easy to read statistics and graphs are provided to optimize Things in the network.



### To view Things and detailed statistics:

1. From the **Home** page, tap **Things**
2. From the **Things** page, tap **All** to view all devices in a single list or tap **Type** to sort Things by device type.
3. Tap the “+” icon on the bottom footer to add a new **Thing** (see below).
4. Tap any of the **Things** in the list to view detailed statistics.

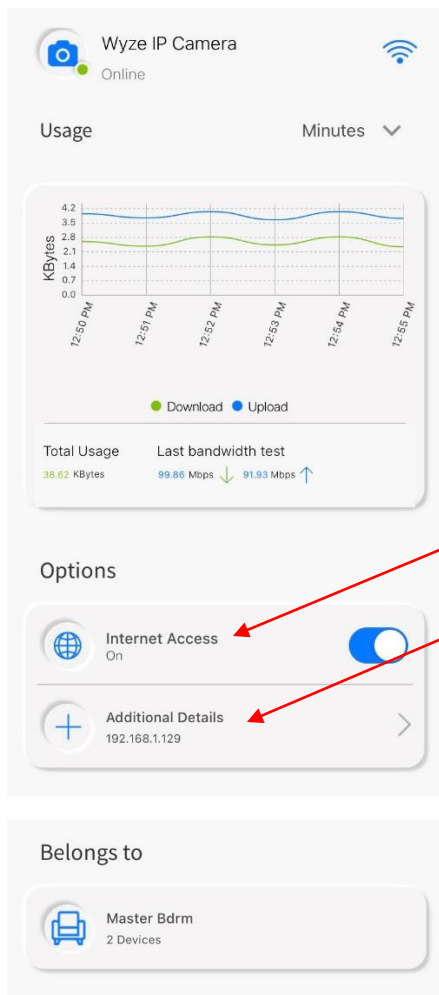


### To add Things to a network:

5. Verify your selection for which network (SSID) you want to add things to.
6. Tap the **Start** button on the bottom of the screen to begin a 2-minute WPS session. The device to be connected will listen for a signal from the network and will continue to try to connect.

**Note:** If a connection is not established within the two minutes, tap the **Start** button again to retry. If the device has WPS capability, it eliminates the need to enter the password on the device.



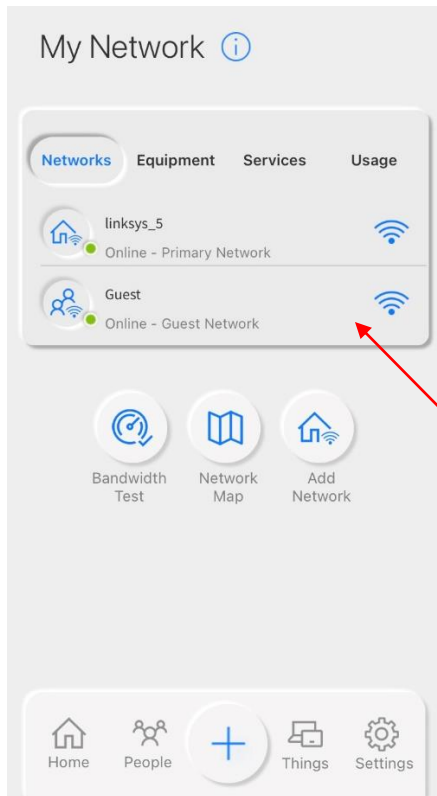


### To view Thing statistics:

7. From the **Things** page, tap any of the devices in the list.
8. Device details are displayed including a graphical depiction of usage for this device and two additional options:
  - a. **Internet access** – Displays the status of internet access.
  - b. **Additional Details**
    - i. Displays what this device is connected to.
    - ii. D/L and U/L Kbytes on what Wi-Fi protocol.
    - iii. Displays efficiency, radio band (2.4 or 5 GHz), and Wi-Fi channel being used.
    - iv. Includes IP and MAC Addresses.
    - v. Provides ability to re-categorize the device.

# My Network

The **My Network** screen provides valuable information on equipment, services, and related usage for individual network components.



From the dashboard, tap the **My Network** tab from the home screen. From this screen you can access:

1. A list of routers in the network with links to equipment, services, and usage for the chosen router.
2. Links to Bandwidth Test, Network Map and ability to Add Network (new SSID).
3. Static bottom menu available on all **My Network** major pages.

< Done

## Edit Network

Wireless Network Type

Guest

A Guest Network allows your friends and family temporary access to the internet. Guest Networks are isolated and prevent access to any other devices connected to your primary network.

Network Name (SSID)

Guest

Security Type

None

Isolation ☒

Duration

Endless

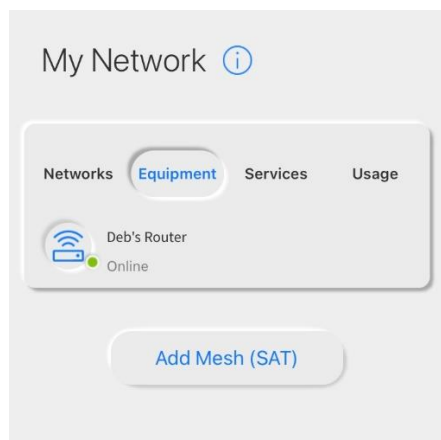
### Edit Network naming:

4. Under networks, tap the router (SSID) you want to edit.
5. Tap the **Edit** link in the upper right hand corner.
6. From the **Edit Network** screen, update the Network Name (SSID), and Security Type as needed. You can also change the **Duration** on the **Guest** network (endless or custom).
7. Once changes are complete, tap **Done** to return to the Network screen. A **Network updated successfully** message is displayed.

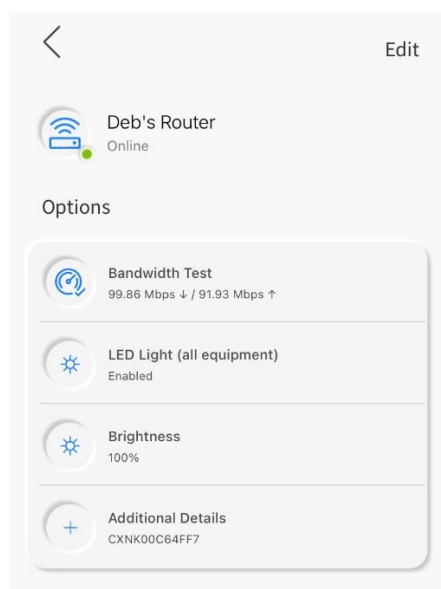
**NOTE:** If you change the SSID, all devices need to change/reconnect.

# Equipment

The **Equipment** tab provides a list of equipment attached to this network.



1. From the **My Network** page, tap **Equipment**
2. A list of equipment connected to this SSID is displayed.
3. An **Add Mesh (SAT)** component is included to add an additional access point. KMTelecom would need to provide the equipment.

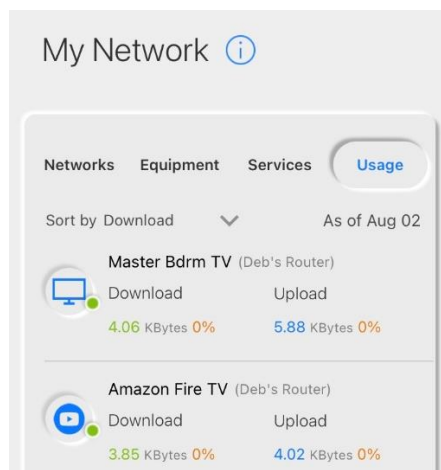


The **Equipment** tab displays:

1. The component status (Online/Offline)
2. Bandwidth Test
3. LED Light control. **Note:** this should stay turned on for monitoring purposes.
4. Brightness control
5. Additional Details, the following items are stored and displayed.
  - a. Router Name
  - b. WAN IP Address(es)
  - c. LAN IP Address(es)
  - d. MAC Address
  - e. FSAN Serial Number
  - f. Serial Number
  - g. Firmware Version
  - h. Model Number

## Usage

The **Usage** page provides usage statistics for devices in the network.

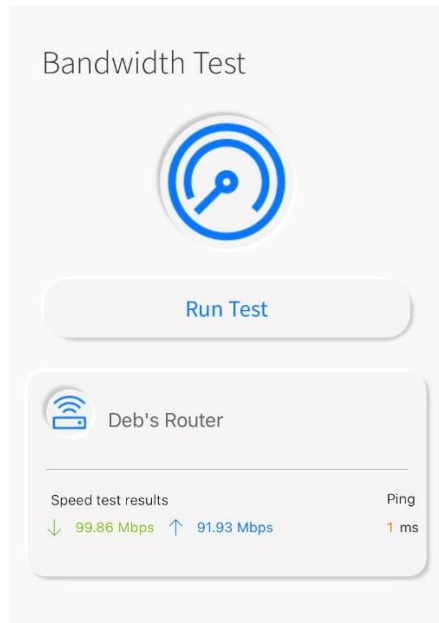


Tap **Usage** from the **My Network** page. The following usage statistics is displayed:

1. Device Name
2. Router the device is connected to
3. Download and Upload usage (Kbytes)
4. Download and Upload percent usage for each device.

## Bandwidth Test

Results of the **Bandwidth Test** can be viewed from this link. Note that the initial displayed numbers reflect the previous bandwidth test.



1. From the **My Network** page, select **Bandwidth Test** tab.
2. Tap **Run Bandwidth Test**
3. Upon completion of the test, results for all equipment in this network are displayed.
  - a. Download Speed
  - b. Upload Speed
  - c. Ping Speed

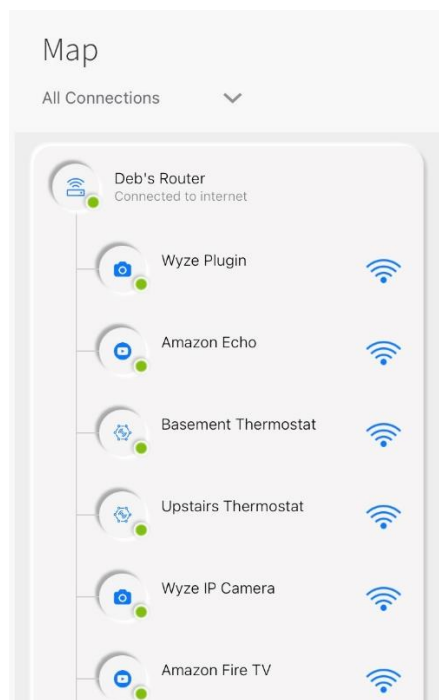
### Additional Notes:



Spinning icon provides visual confirmation that the bandwidth test is in progress. The spinning icon will disappear when the test is complete.

## Map

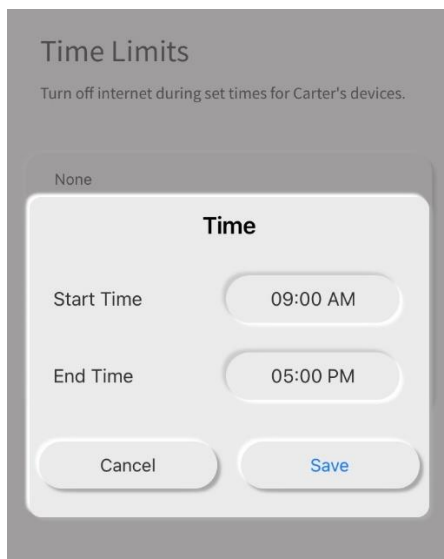
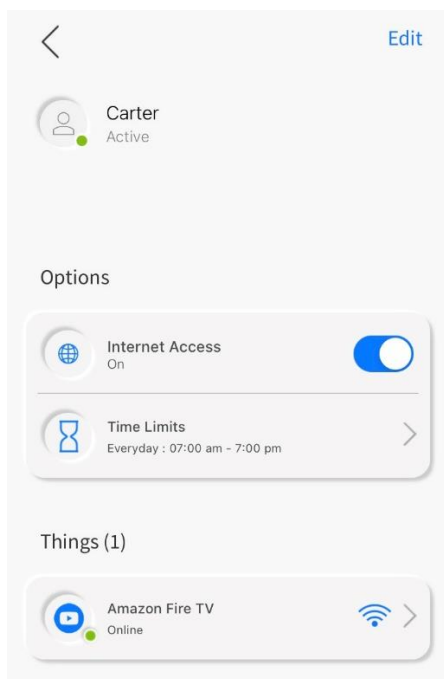
The network mapping features provide a visual indication of what things (devices) are connected to what equipment.



1. From the **My Network** page, tap **Network Map** from the menu bar.
2. The page displays:
  - a. List of equipment connected to this router (SSID) with its current connection strength.
  - b. Connection type of the things on the network.

## Parental Controls

After creating user profiles, time limits can be configured and screen time limits are observed.



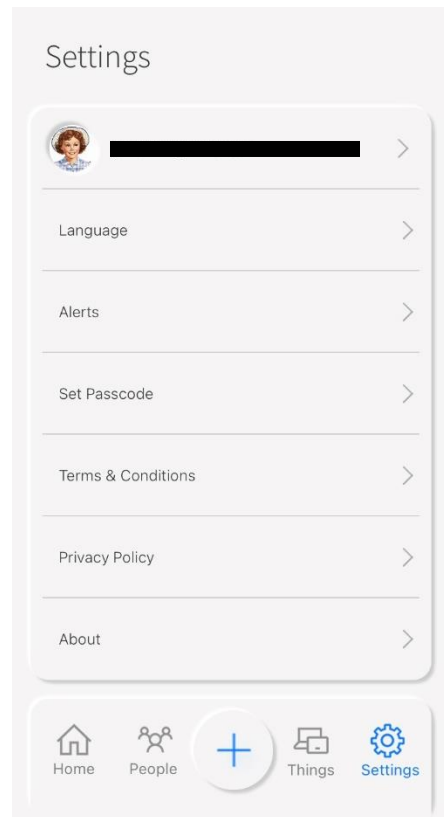
### Configure a Parental Control Profile:

**Note:** It is assumed that a new user (People) has been previously added with equipment assigned to this user.

1. From the **People** screen, select the user you want to add a parental control.
2. Ensure the **Internet Access** tab is set to on (slider to the right).
3. Tap **Time Limits**. Select **Everyday** or **Custom**. Tap on the **From** and **To** time to set the limits.
4. Once time limits are established, tap **Save**. Time limits are created.

# Settings

From the **Settings** menu, you can modify and personalize app settings and your home broadband Wi-Fi experience. The **Settings** menu is accessible directly from the bottom menu bar.



## Options on the Settings tab:

1. From the **Home** screen, tap the **Settings** icon on the bottom menu bar.
2. On the **Settings** page, tap to select the available options.
  - a. **Update Account Info** – You can change your account (user) name, email address, and password by tapping the Avatar image or the email address at the top of the screen.
  - b. **Language** – CommandIQ supports screen display language in English, Spanish and French Canadian, with English being the default. You can change the language from this screen.
  - c. **Alerts** – The **Alerts** screen allows for enabling or disabling **Push Notifications** to/from the CommandIQ app.
  - d. **Set Passcode** – CommandIQ supports the use of a numeric Personal Identification Number (PIN) option in lieu of a password to log into the app. Tap **Set Passcode** to establish or update a PIN for login.
  - e. **Terms & Conditions** - This screen is updated often based on new features being added.
  - f. **Privacy** – View the developer’s privacy policy.
  - g. **About** – See the developer’s high-level description of the CommandIQ app.
  - h. **Logout** – Log out of the app by tapping the **Logout** button.