COMMANDIQ PARENT GUIDE

THE ULTIMATE PARENTS' GUIDE TO A SAFER, MORE CONNECTED HOME!

iPENN
BROADBAND
A DIVISION OF NEP

INTRODUCING THE **COMMANDIQ** APP THAT PUTS **YOU** BACK IN CONTROL

In today's digital world, it's more important than ever to ensure your children have a safe and age-appropriate online experience. That's where our new app comes in. It's designed to give you the tools you need to easily manage your family's internet access, so you can rest easy knowing your kids are protected.

Here's how it can help you create a worry-free internet experience:

- **Create a profile for each child:** You can easily set up a profile for each of your children and assign their devices to it. This allows you to customize their internet access based on their age and maturity level.

- **Set time limits:** Easily set limits on how much time your children can spend online each day. You can also schedule specific times when they can access the internet, such as after school or on weekends.

- **Filter content:** Protect your children from inappropriate content by blocking websites and apps that are not age appropriate. You can also enable safe searches to filter out harmful or offensive content from search results.

- **Monitor activity:** Keep an eye on your children's online activity by viewing their usage history. This can help you identify any potential problems or concerns.

- **Pause the internet:** Need a break from the digital world? You can pause the internet for a specific child's profile or for the entire household with just a few taps on your phone.

We're here to support you every step of the way!
We understand that navigating the online world with your children can be challenging. That's why we've created this app with your needs in mind. It's simple to use, yet powerful enough to give you complete control over your family's internet experience.

Ready to take charge?
Download our app today and start creating a safer, more age-appropriate internet experience for your children. You'll have peace of mind knowing that you're doing everything you can to protect them online.

Together, let's make the internet a more positive and productive place for your family.

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INSTALLING THE APP

PEACE OF MIND AT YOUR FINGERTIPS INTRODUCING FAMILY-FRIENDLY INTERNET

In today's digital age, it's only natural to want a safe and balanced internet experience for your family. That's where our new app comes in. It's designed to give you the control and oversight you need to make sure your kids' online world is both enriching and secure.

Here's how it empowers you:

• **See every device:** Get a clear picture of all the devices connected to your home network.

• **Set healthy boundaries:** Easily create profiles for each child and set time limits for their internet use.

• **Shield them online:** Filter out inappropriate content and websites, ensuring they only access age-appropriate material.

• **Create a guest network:** Have visitors? Set up a separate guest network to keep your personal home network safe and secure.

• **Stay in charge:** Easily change your network name and password whenever you need to.
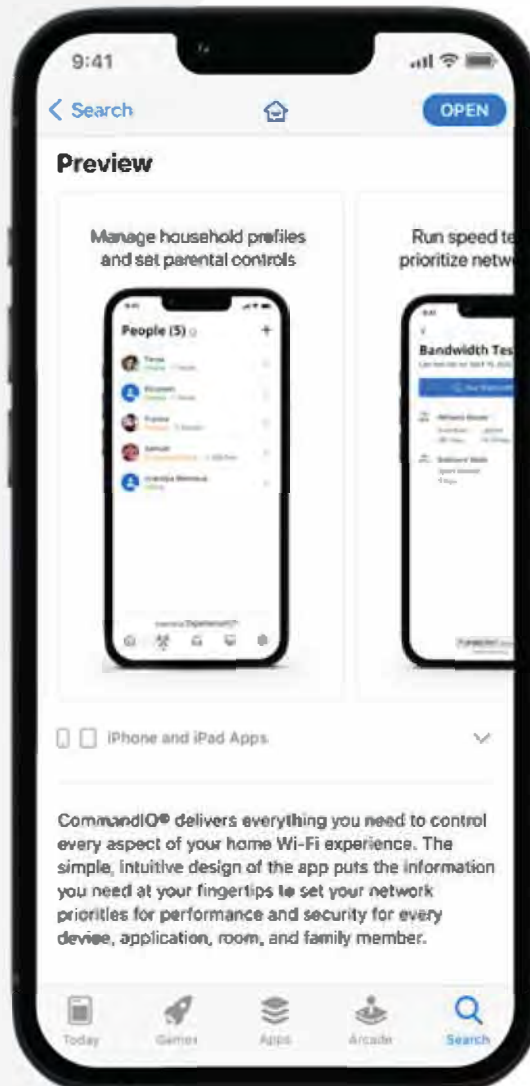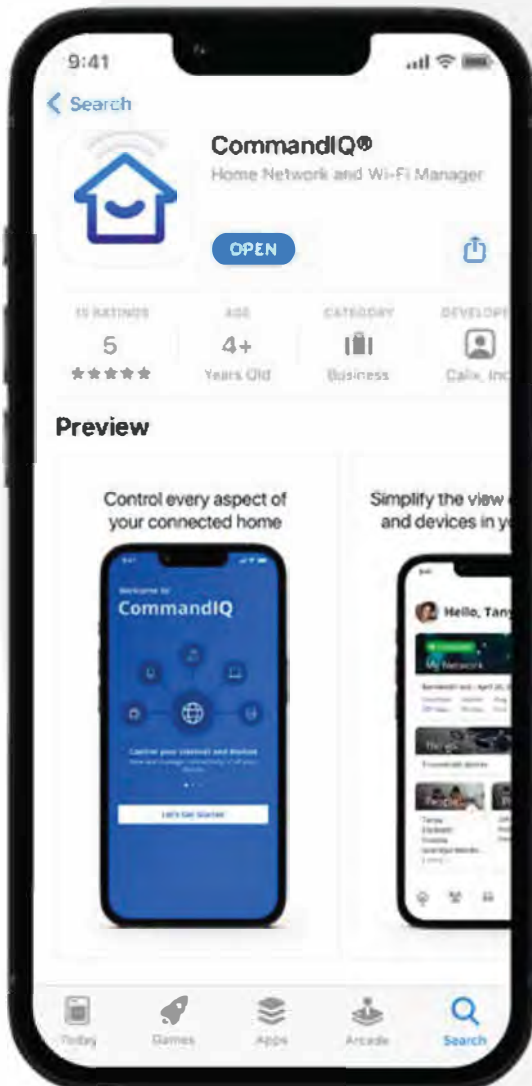
With our app, you're not just getting internet access, you're getting the tools to shape a positive online world for your family.
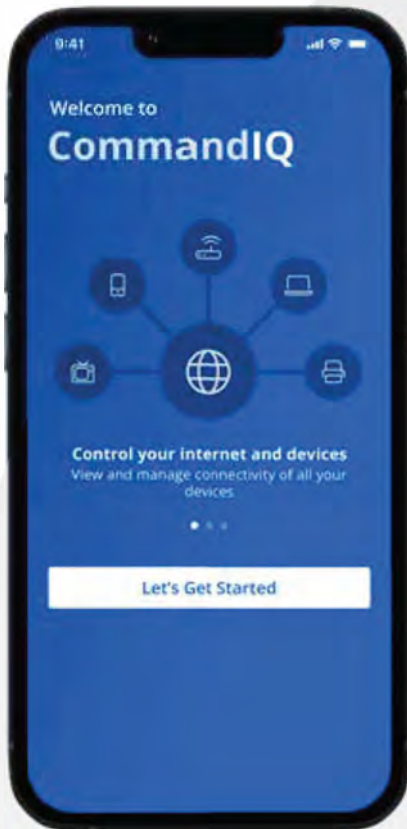
PENNBROADBAND COMMANDIQ®
ONE APP TO RULE THEM ALL!

Welcome to the future! The GigaSpire BLAST is the ultimate Wi-Fi system. To begin, download the PENNBROADBAND CommandIQ® App from the Apple App Store or Google Play and install it onto your phone or tablet.

STEP 1

TAP "LET'S GET STARTED"

If you forget the password to access your CommandIQ® app, 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 log in to the app.
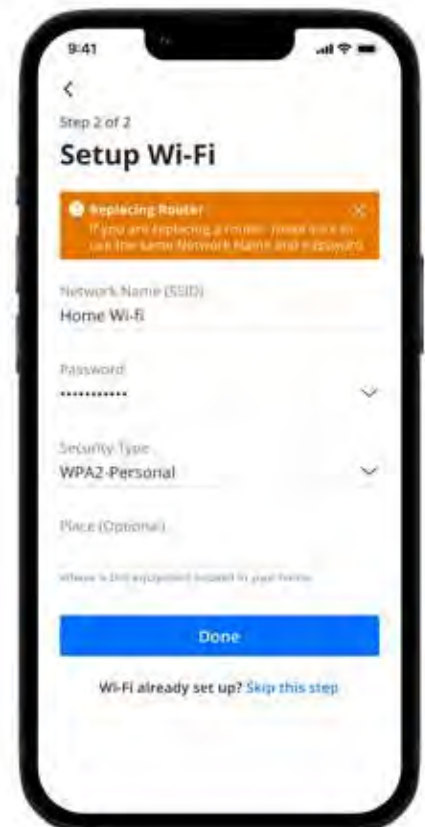
STEP 3
SCAN THE QR CODE

Your system will have a sticker on the side or bottom. Simply tap the icon and scan the QR code.
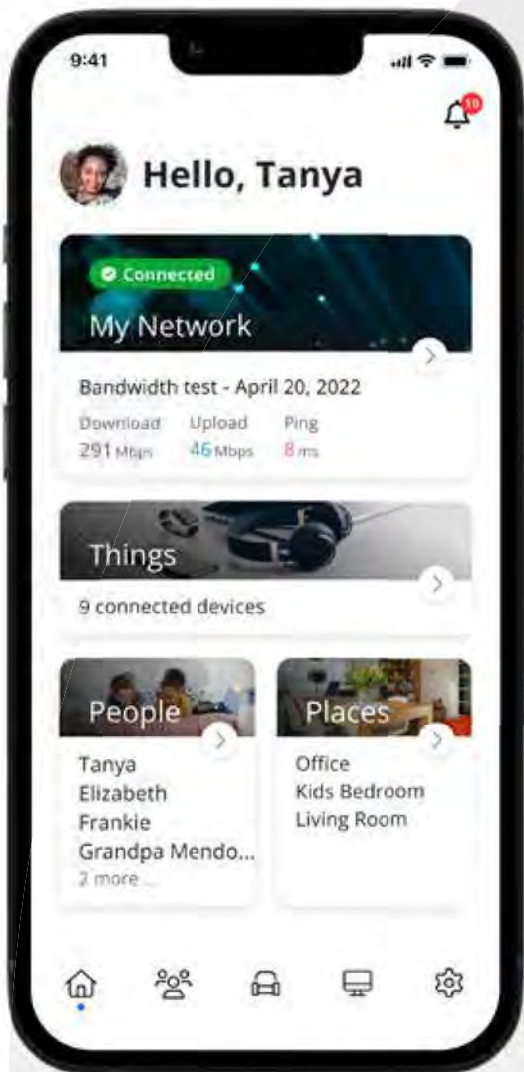
Alternately, you can enter the MAC address and serial number also found on that same sticker.

After you select "OK" you may be asked to enter your account number.

STEP 4
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.

UNDERSTANDING THE MAIN DASHBOARD

YOUR FAMILY'S DIGITAL COMMAND CENTER

Think of the main dashboard as your family's digital command center. It's the first thing you'll see when you open the app, and it gives you a clear view of everything that's happening on your home network.
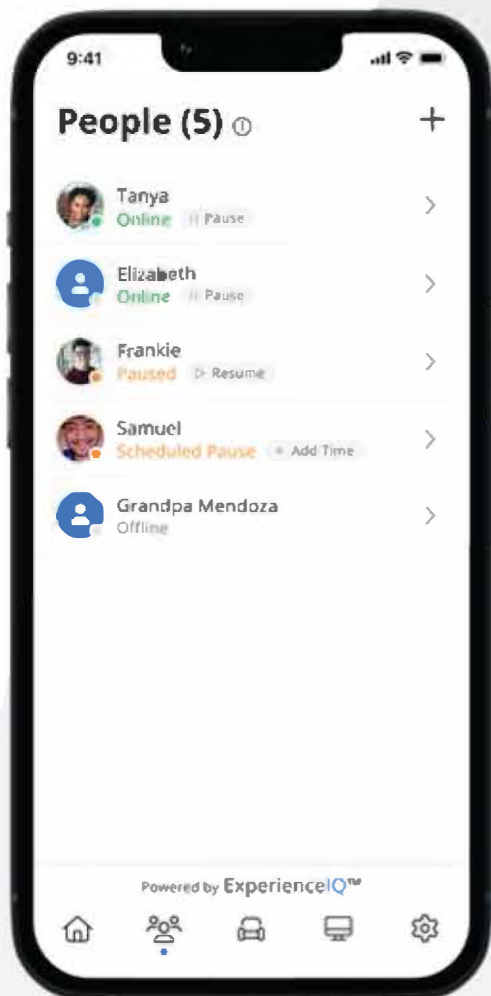
Here's what you can do right from the dashboard:

• **Create profiles for each child:** Give each child their own profile with customized settings for screen time, content filters and more. You can even assign devices to each profile, so you know exactly how each child is using the internet.

• **Add new devices:** Easily connect new devices to your network, whether it's a new phone, tablet or gaming console.

• **Welcome guests:** Set up a separate guest network for visitors so they can access the internet without compromising your family's security or privacy.

• **Explore new services:** Discover and enable additional services that can enhance your family's online experience, such as voice control with Alexa, enhanced parental controls with ExperienceIQ® and network security with ProtectIQ®.

Stay Connected with "My Network"

At the top of the dashboard, you'll find the "My Network" section. This is your go-to place for:

• **Managing your Wi-Fi:** Easily access and adjust your Wi-Fi network settings, including your network name and password.

• **Checking your speed:** Run a quick bandwidth test to see how fast your internet is performing.

• **Seeing who's online:** View a list of all connected devices and see who's currently using the internet.

• **Turning services on or off:** Enable or disable different services as needed.

• **Monitoring internet use:** Track how much data your family is using overall.

You can also access a detailed list of all connected devices by selecting "Things" from the main dashboard or the toolbar at the bottom of the screen.

PARENTAL CONTROLS
SET HEALTHY LIMITS, EFFORTLESSLY

Want an easy way to manage your kids' screen time and keep them safe online? Our app's basic parental controls make it simple! In just a few taps, you can create profiles for each child, set time limits and even pause the internet for specific devices. It's all about giving you the tools to create a healthy and balanced online experience for your family.
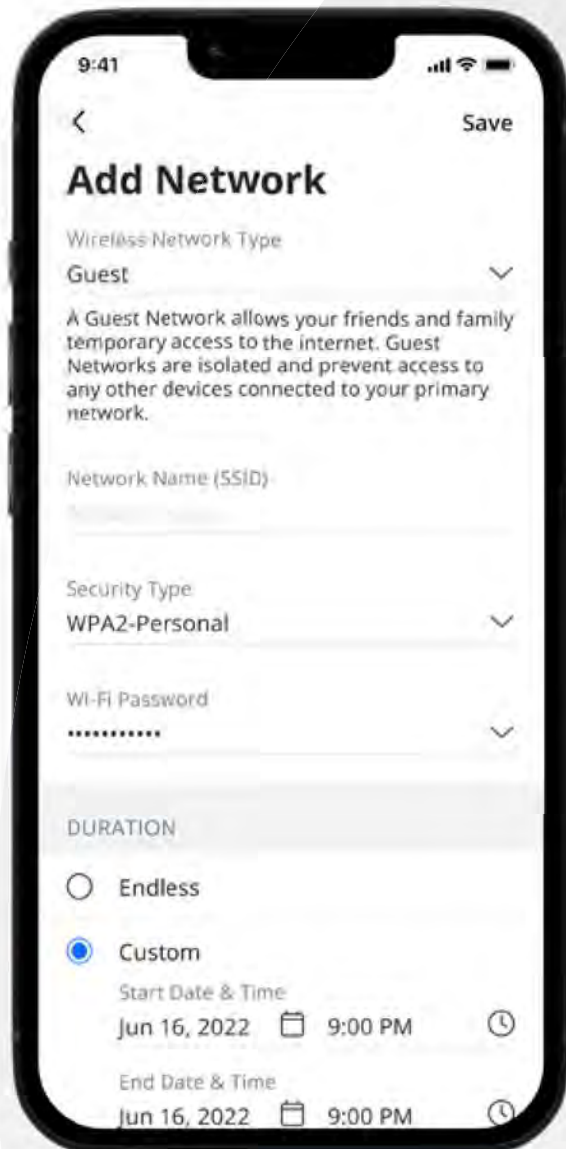
To create a content control profile:

1. From the home screen, select the "People" tab 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 "Done" at the top of the screen.

Once the profile is created you can do the following:

1. Tap "Edit" in the profile and add a picture if desired.

2. Swipe the internet access toggle off to pause all devices connected to this profile.

3. Set time limit schedules to turn internet access of for all devices in a profile during specific times and days.

4. To bring devices back online swipe the toggle back on.

5. Tap "Edit" and "Add" to add more devices to this profile.

6. 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.
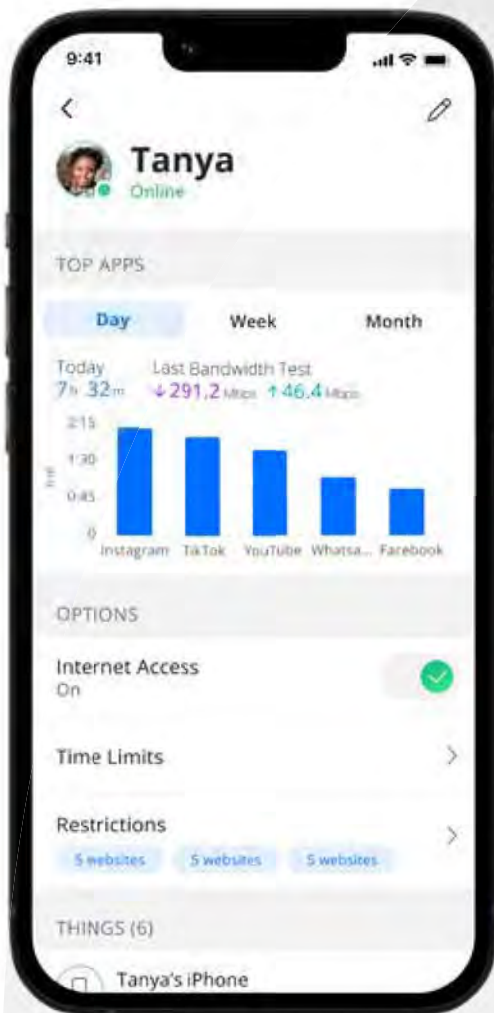
KIDS, FRIENDS AND DEVICES

KEEP THE CONNECTIONS SAFE

Want to give your kids' friends access to the internet without giving them access to your family's personal files or devices? It's easy with our app! You can set up a separate guest network in just a few taps.

Why a guest network is a great idea:

• **Peace of mind:** Your kids can have friends over without you worrying about them accidentally accessing private information or sensitive files.

• **Device protection:** Keeps your family's computers, phones and tablets isolated from potential security risks that could come from guest devices.

• **Easy control:** You can easily see who is connected to the guest network and control access as needed.

• **Privacy for everyone:** Gives your guests internet access while maintaining privacy for both your family and your visitors.

EXPERIENCEIQ®: ENHANCED PARENTAL CONTROLS

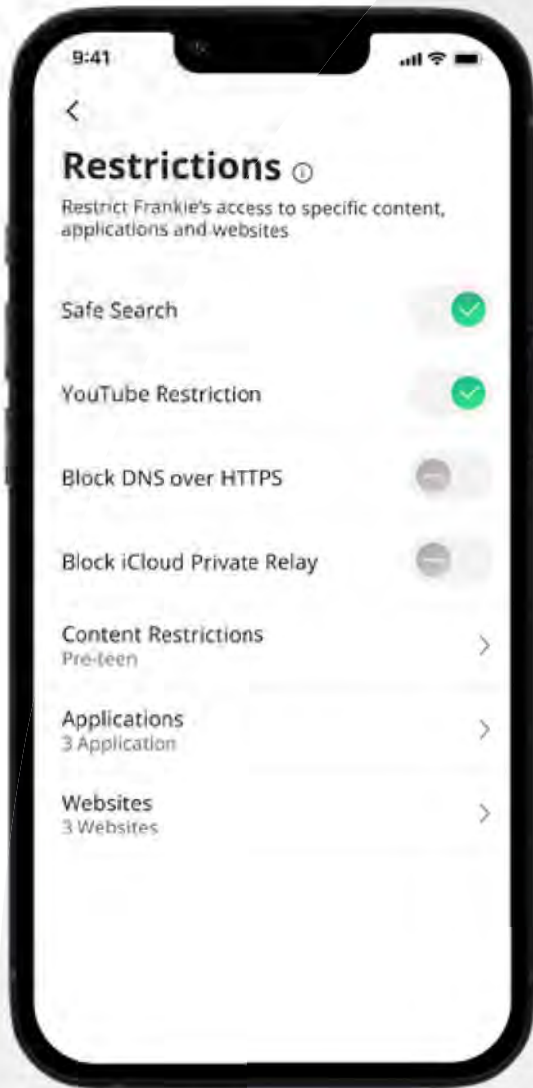## ADVANCED FILTERING & MONITORING

ExperienceIQ® gives you even more control over your child's internet experience. It's like having a super-smart parental assistant right in your pocket!
Here's how it helps you create a safer, more age-appropriate online experience:

• **Personalized profiles:** Create a unique profile for each child and assign their devices to it. This lets you customize settings for each child based on their age and maturity level.

• **Pause internet access:** Instantly pause the internet for a specific child's profile or for the entire household. Perfect for dinner time, homework sessions or when it's time to unplug and recharge.

• **Set time limits:** Easily set daily time limits for how long each child can be online. You can also schedule specific times when internet access is allowed or blocked.

• **Filter content:** Protect your children from inappropriate content by blocking specific websites and apps. You can also enable Safe Search to filter out harmful or offensive content from search results.

Here's how to get started:

1. Tap on the "People" tab from the home dashboard.

2. Create a profile for each child. You can even add a photo to personalize it!

3. Assign devices to each profile.

4. Set time limits and content restrictions as needed.

With ExperienceIQ®, you'll have peace of mind knowing that your children are enjoying a safer, more age-appropriate online experience.

EXPERIENCEIQ®:
CONTENT RESTRICTIONS

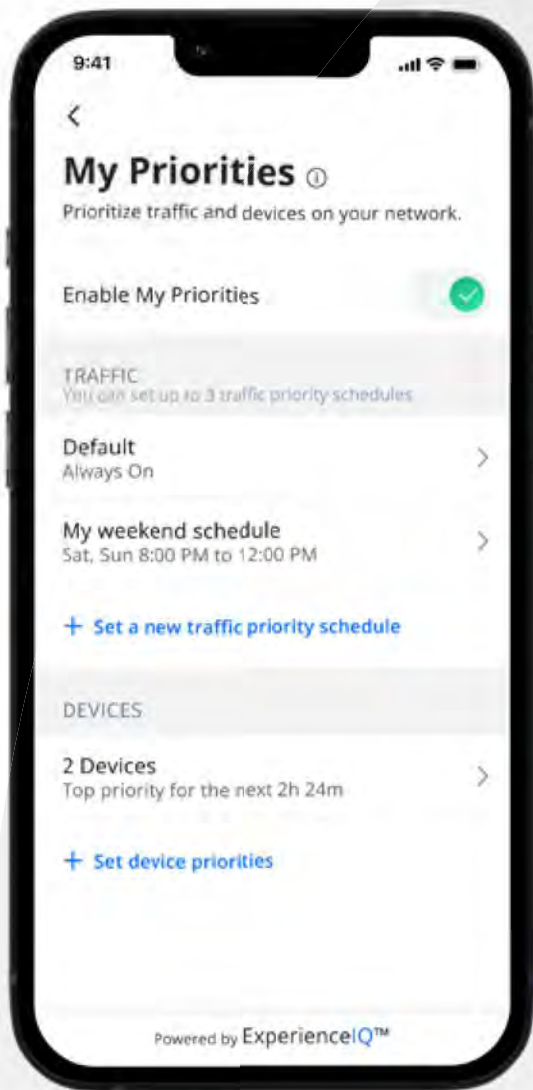## GUIDING YOUR CHILD'S DIGITAL JOURNEY

We understand that as a parent, you want to protect your children from inappropriate online content. But with the internet constantly evolving, it can be a challenge to keep up with all the latest apps, sites and trends.

That's why we created ExperienceIQ® with enhanced parental controls. It gives you the power to set age-appropriate limits and restrictions, so you can feel confident that your children are exploring the digital world safely.

Here's how it helps you create a worry-free online experience:

• **Safe Search:** Automatically blocks harmful or offensive content when your children search on Google, Bing and YouTube.

• **YouTube Restrictions:** Blocks all comments on YouTube videos, which often contain inappropriate language.

• **Content Restrictions:** Allows you to block content by age range or specific categories, such as violence, gambling or adult content.

• **App Control:** Block or approve access to specific apps, or even set time limits for how long your children can use them each day.

• **Website Filtering:** Easily allow or block access to specific websites.

With ExperienceIQ®, you're not just giving your children internet access, you're giving them a safe and age-appropriate online experience.

EXPERIENCEIQ®: MY PRIORITIES

FAMILY HARMONY ONLINE AND OFF

Ever feel like your home internet is a constant battle for bandwidth? Kids gaming while you're trying to work from home? Movie night buffering because someone's downloading a huge file?

With ExperienceIQ® and "My Priorities," you can bring peace to your online world (and your family). It's like having your own internet traffic controller, ensuring everyone gets the bandwidth they need, when they need it.
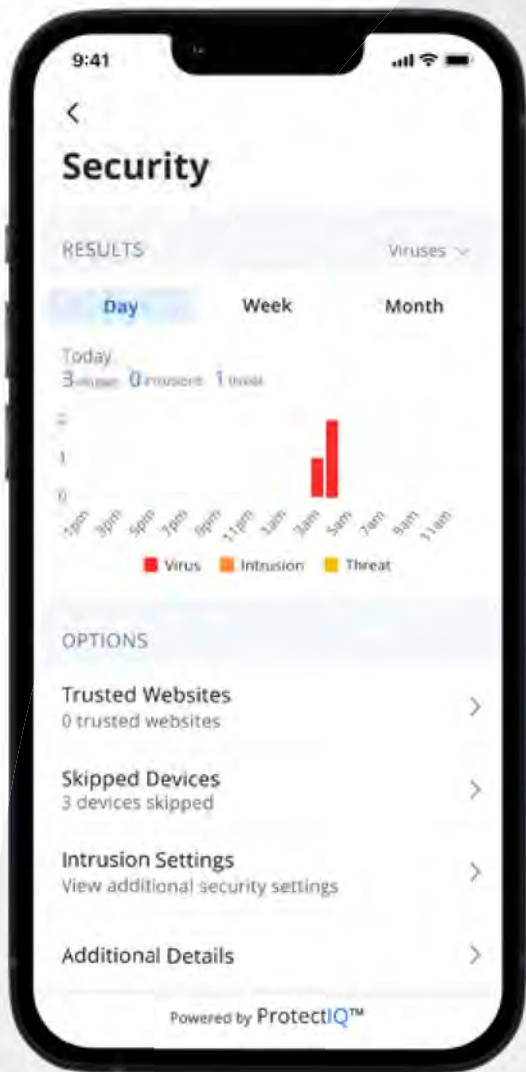
Here's how it works:

• **Prioritize activities:** Decide which online activities are most important to your family. Whether it's work calls, online learning or streaming your favorite shows, you can prioritize them to ensure they always have the smoothest connection.

• **Create schedules:** Set different priorities for different times of day. Maybe gaming gets top priority after school, but work calls take precedence during the day. You can even create special schedules for weekends or evenings.

• **Prioritize devices:** Give specific devices priority access to the internet. This is perfect for ensuring your work laptop or streaming device always has the best connection, even if other devices are online.

Imagine this:

• No more buffering during family movie night.

• Seamless video calls for work, even with the kids online.

• Lag-free gaming for the kids, without interrupting your streaming.

With "My Priorities," you can make the most of your internet connection and keep everyone happy online. It's the secret to a harmonious digital home!

PROTECTIQ®: NETWORK SECURITY

INVISIBLE ARMOR FOR YOUR FAMILY'S ONLINE WORLD

In today's world, online security isn't just about computers and phones anymore. Everything from your smart TV to your thermostat can be a potential entry point for cyber threats. That's why we created ProtectIQ® — your family's always-on, invisible armor against online dangers.
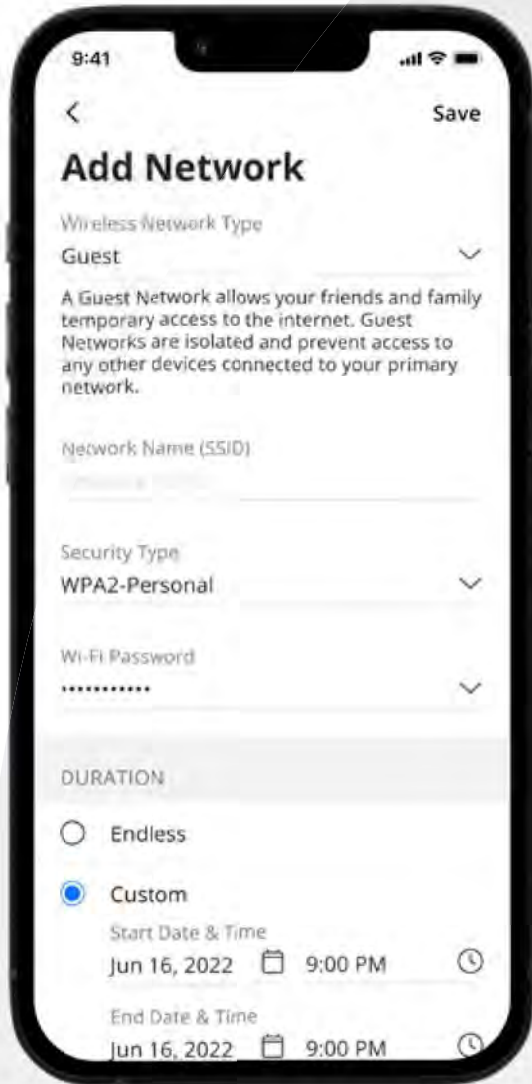
Here's how it keeps your family safe:

• **Built-in protection:** ProtectIQ® is built right into your router, so every device connected to your home network is automatically protected.

• **Always vigilant:** It works quietly in the background, scanning incoming data for viruses, malware and other threats.

• **Daily updates:** ProtectIQ® is constantly updated to defend against the latest online threats, so you can rest assured your family is always protected.

• **Peace of mind:** You'll receive notifications if any threats are detected and blocked, so you can stay informed without having to constantly monitor your network.

Simple to use, powerful protection:

• No complicated setup or software to install.

• Protects all your connected devices, even the ones you might not think about (like smart appliances and gaming consoles).

• Gives you peace of mind while your kids browse, learn and play online.

With ProtectIQ®, you can relax and let your family enjoy the internet, knowing they're shielded from online threats. It's like having a security guard for your home network, working tirelessly to keep your family safe.

GUEST NETWORK
CREATING A GUEST NETWORK HAS NEVER BEEN EASIER!

When you tap the "My Network" section from the top of the main menu you will have the option to create a guest network by selecting "Networks."

In the "Add Network" screen, do the following:

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

2. 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.

3. This will bring up additional boxes for you to set and confirm your password.

4. If you set this network to endless, it will stay available.

5. The alternative is to set a start and end time for this guest login to be valid.

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

7. Press "Done" to complete setup. You have the option to share your new network with your guests via text, email or other messaging service.

8. To edit your guest network, select "My Network" from the home screen. Select "Networks" and select the network you wish to edit or delete.
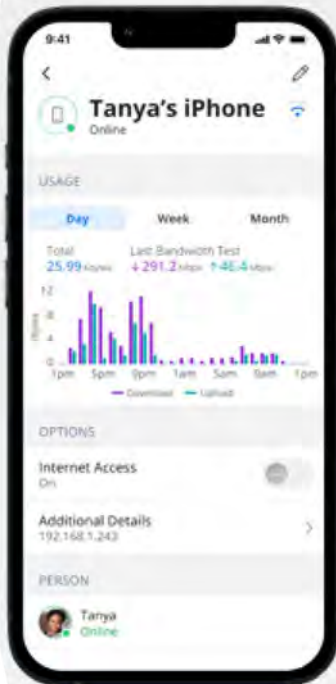
DEVICE LIST

CREATING AND MANAGING A LIST OF DEVICES IS AS EASY AS 1-2-3.

"Things" allows you to see the devices connected to your network. Tap on a device to see additional details including:

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

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 tapping into the edit function in the upper right 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 "Additional 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 for this device.

Network priority is available with ExperienceIQ® and allows you to prioritize traffic and devices on your network.
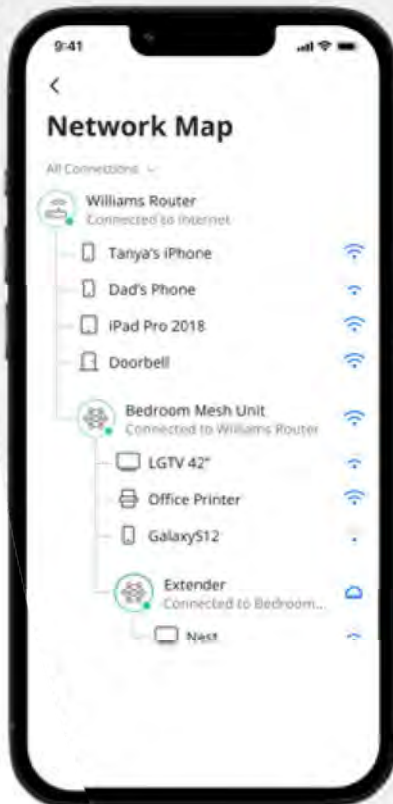
NETWORK USAGE

KEEP TRACK AND MONITOR THE USAGE FOR EACH DEVICE.

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:
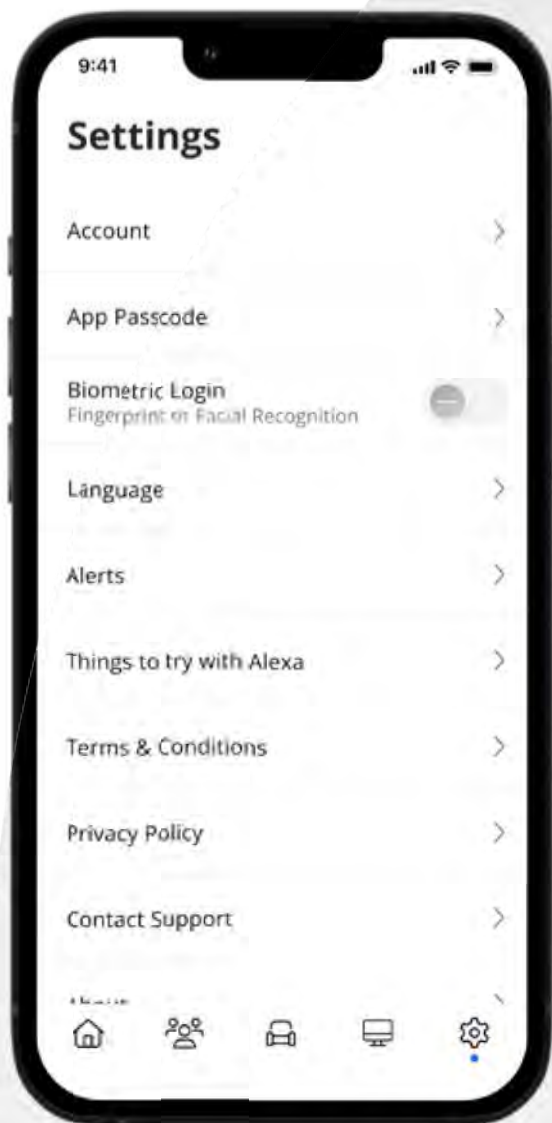
1. Device identification and whether the device is connected to Wi-Fi.
2. What network device it is connected to.
3. Network usage.
4. The amount of data that has been used by this device.
5. Network usage is updated each time you run a bandwidth test through the app.

Note: This feature is only available with a GigaSpire BLAST.

NETWORK MAP

From the dashboard, you can select "My Network." This will show any units connected in 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 at that mesh unit.

SETTINGS

A WORLD OF CUSTOMIZATION IS AVAILABLE TO YOU.

ACCOUNT NAME
This will allow you to update the name shown on your app and the login password.

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 in lieu 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
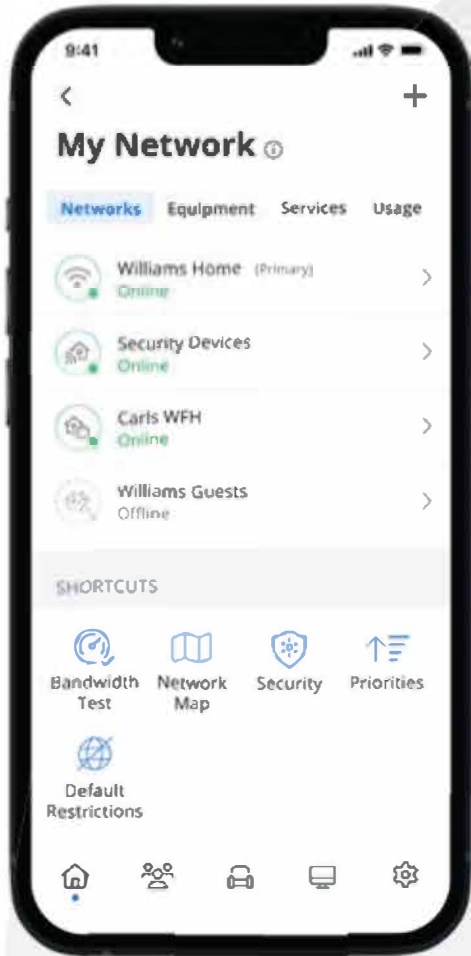Provides the privacy policy of the app.

ABOUT
Provides a brief summary of what the app does.

LOGOUT
Provides the ability to log out of the app.

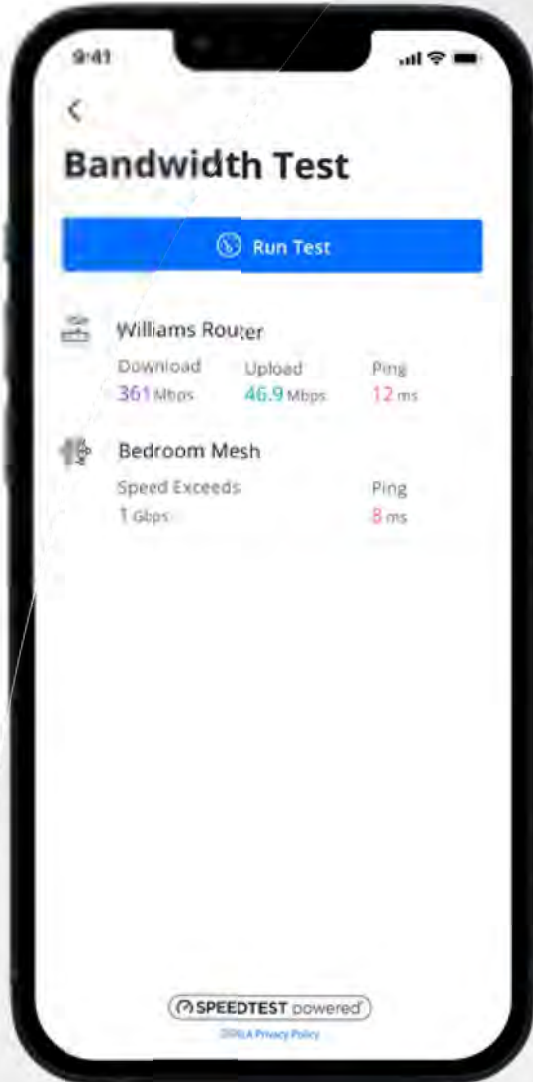**Your app version will show in the About tab.**

CUSTOMIZATION
YOUR HOME, YOUR NETWORK, YOUR WAY

With our app, you're not just getting internet access, you're getting the power to personalize your online experience. It's like having a digital toolbox filled with options to make your internet work exactly how your family needs it to.

Here's how you can customize your family's online world:

• **People:** Connect your devices with the people in your home. This allows you to set parental controls, content filters and time limits for each child, ensuring a safe and age-appropriate online experience.

• **Places:** Create personalized Wi-Fi zones for different areas of your home. Boost the signal in the game room, prioritize the home office or pause the internet in the kids' rooms during homework time.

• **Things:** Easily manage all the devices connected to your network. See who's online, monitor usage and troubleshoot any issues.

• **Network:** Keep your family's data safe by creating a separate guest network for visitors. You can even set a time limit for guest access and easily share the network name and password with them.

• **Mesh (SAT):** Extend the reach of your Wi-Fi network by adding mesh units. This ensures a strong and reliable signal throughout your home, even in those hard-to-reach corners.

• **Service:** Explore and enable additional services to enhance your family's online experience, such as enhanced parental controls with ExperienceIQ® and network security with ProtectIQ®.

• **BARK SOCIAL MEDIA MONITORING:** Be in the know when your kids are on the go. Bark monitors over 30 social media and messaging apps to alert you of potential issues. Bark also makes knowing where you kids are easy with location sharing. Contact **P**ennBroa**d**ban**d** to learn how to add Bark.

With our app, you have the flexibility to tailor your internet experience to your family's unique needs. It's all about giving you the control and peace of mind you deserve.
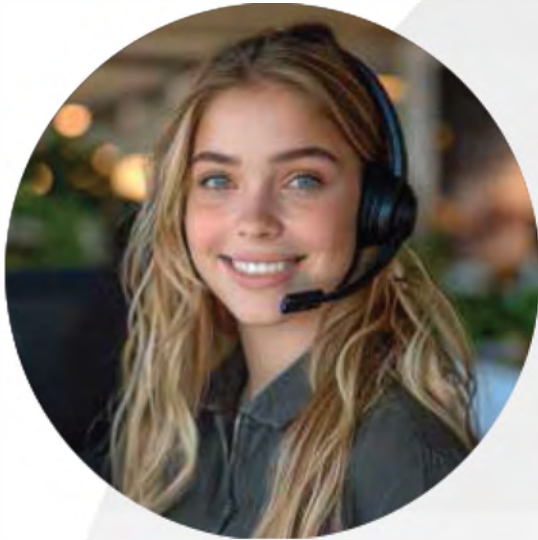
BANDWIDTH TEST
SPEED TEST INTERNET BANDWIDTH

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

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

Note: This feature is only available with a GigaSpire BLAST.

NEED MORE HELP?
WE'RE HERE FOR YOU!

We understand that digital parenting is an ongoing journey. That's why we're committed to providing you with the resources and support you need to navigate the online world with your children.

Here are some ways to learn more:

• **Visit our website:** Our website is packed with helpful information about digital parenting, including articles, tips and advice from experts.

• **Explore our blog:** Our blog features regular posts about the latest trends in online safety, as well as helpful how-to guides and resources for parents.

• **Search our knowledge base:** Our comprehensive knowledge base provides answers to frequently asked questions about digital parenting and online safety.

• **Watch our video tutorials:** Our video how-to gallery offers step-by-step instructions on a variety of topics, including setting up parental controls, managing screen time and protecting your children from online threats.

Still have questions?

Our friendly customer support team is always here to help. You can reach us by phone, email, or chat. We're available 24/7 to assist you with any questions or concerns you may have.

Our Commitment to Your Family's Online Safety

We're dedicated to providing you with the tools and resources you need to create a safe and age-appropriate online experience for your children. That's why we're constantly innovating and adding new features to our parental controls. We want to empower you to stay ahead of the curve and keep your kids safe in the ever-evolving digital world.