

COMMANDIQ:

WI-FI CONTROL FOR
THE WAY YOU LIVE





Welcome to **NEP CommandIQ**,
the complete Wi-Fi control app that
transforms your home Wi-Fi experience.

**Say goodbye to Wi-Fi stress. This app puts you in
control with simple tools and smart features that make your
home network fast, safe and totally yours.**

Whether you're a gamer chasing lag-free wins, a parent keeping the kids safe online or just tired of spotty connections, CommandIQ has your back. This guide walks you through setup and shows you how to unlock a Wi-Fi experience that's head and shoulders above those old-school providers. Let's get started!

Download CommandIQ on the App Store or Google Play.





WHY COMMANDIQ? YOUR WI-FI, YOUR WAY

Let's face it, Wi-Fi can be a headache. Kids streaming during your work call, lag ruining game night or that nagging concern about hackers—it's enough to make anyone groan. CommandIQ changes all that. We give you total control to make your Wi-Fi fast, safe and tailored to your home's needs.

No More Frustration: Fix buffering, lag and dropped calls with tools that prioritize what matters most.

Peace of Mind: Keep your network secure and everyone safe with built-in protections.

Easy as Pie: Manage everything from your phone—no tech degree required.

GETTING STARTED: SETUP IN A SNAP

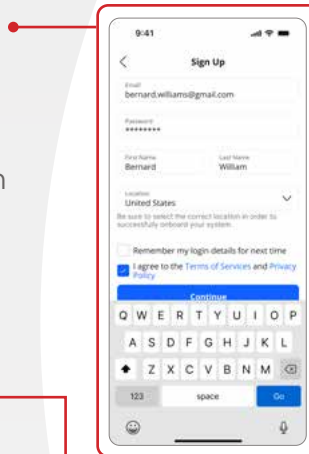
HERE'S HOW TO GET YOUR WI-FI UP AND RUNNING WITH YOUR GIGASPIRE SYSTEM:

1.Download the App: Grab CommandIQ from the App Store or Google Play and install it on your phone or tablet.

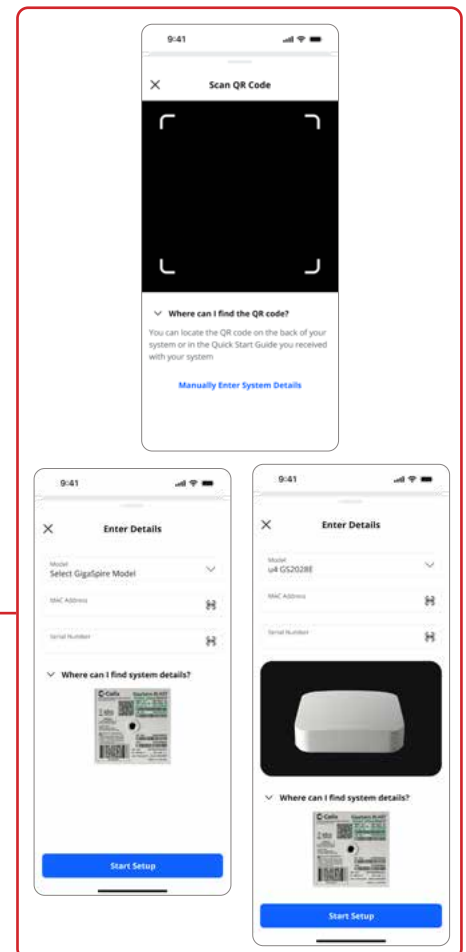


2.Tap “Let’s Get Started”: Open the app and hit the big button. Forgot your password? Use “Forgot Password?” to reset it.

3.Enter Your Info: Add basic personal details and create a password for logging in.



4.Scan the QR Code: Find the sticker on the side or bottom of your GigaSpire System, tap the scan icon and point your camera at the QR code. No QR? Enter the MAC address and serial number from the sticker. You might need your account number, too.



5.Name Your Network: Set a Wi-Fi name (SSID) and password that's all yours. Make it fun—how about “NoFreeloadersNet?”

Why it matters: A hassle-free start gets your Wi-Fi running in minutes with no tech support calls needed, so you can focus on what you love.



KEY FEATURES: EVERYTHING FROM THE MAIN DASHBOARD

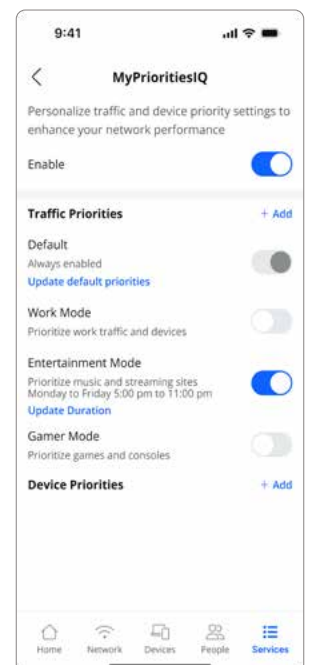
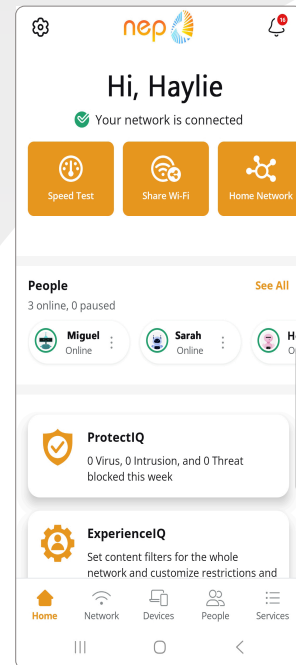
SCROLLABLE CAROUSEL AND TILES: CONTROL AT YOUR FINGERTIPS

Tired of digging through menus to manage your Wi-Fi? The scrollable carousel puts everything you need—speed tests, parental controls, device lists, bill payment—right on the main dashboard. Just swipe and tap to take charge.

MYPRIORITIESIQ MODES: WI-FI THAT FITS YOUR LIFE

Your Wi-Fi should know what's important. With MyPrioritiesIQ, tap “Gaming Mode” for lag-free battles, “Work Mode” for flawless video calls or “Entertainment Mode” for buffer-free streaming. It's like Wi-Fi that reads your mind.

Why it matters: Enjoy a connection that adapts to your family's needs, whether it's work, play or relaxation.



PROTECTIQ: A SAFE DIGITAL HOME

The internet can be a wild place, but ProtectIQ keeps the bad stuff out. This built-in security blocks viruses, malware and sketchy web threats, so your family's devices stay safe. Check the "Security" tab to see threats stopped in real time. Three viruses zapped today? You're welcome!

Why it matters: Rest easy knowing your network is a fortress, protecting your family's digital life.

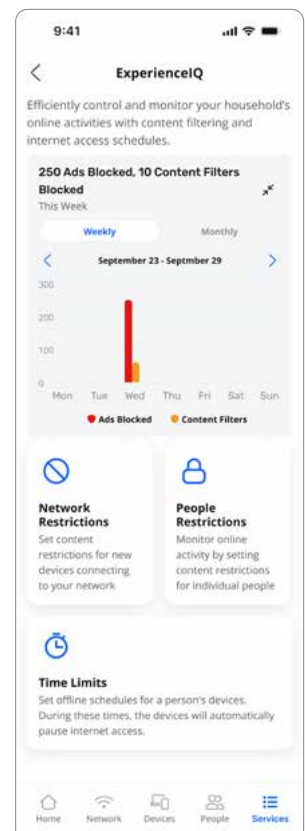
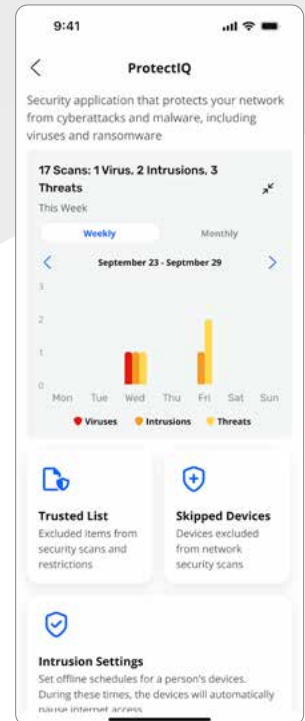
EXPERIENCEIQ: CONTENT CONTROL MADE EASY

ExperienceIQ lets you set content restrictions by age or category (goodbye violent games and online gambling), block specific apps or websites and pause Wi-Fi for bedtime or homework. Safe Search and YouTube restrictions keep searches appropriate and ad-free, too.

REAL-TIME ALERTS: STAY AHEAD OF TROUBLE

No more guessing why your Wi-Fi's acting up. Real-time alerts ping you if there's a slowdown, and the app's bandwidth tests show your network's performance. Keep everyone—gamers, streamers, work pros—connected without a hitch.

Why it matters: Catch issues before they ruin your day, ensuring a smooth Wi-Fi experience.





KEY FEATURES: BOTTOM TOOL BAR

NETWORK: MANAGE YOUR WI-FI NETWORKS

At the bottom of the dashboard, you'll see tiles of SmartHome features tailored to your experience. This is where things get even smarter.

These tiles provide access to enhanced tools and features like security settings (ProtectIQ), performance optimizations (MyPrioritiesIQ), device engagement monitoring (ExperienceIQ) and more—all tailored to how you use the internet in your home every day.

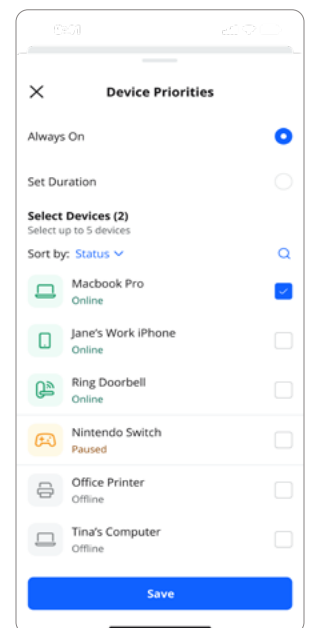
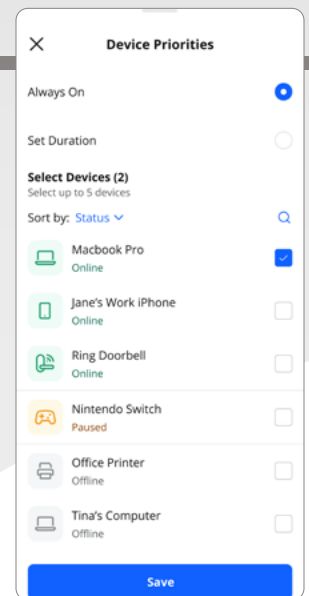
Whether you're keeping your family protected from online threats or making sure your internet holds up in those important meetings, this section helps you stay in control with ease.

DEVICES: MANAGE DEVICES AND VIEW NETWORK USAGE

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 on or off Wi-Fi for this device.

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

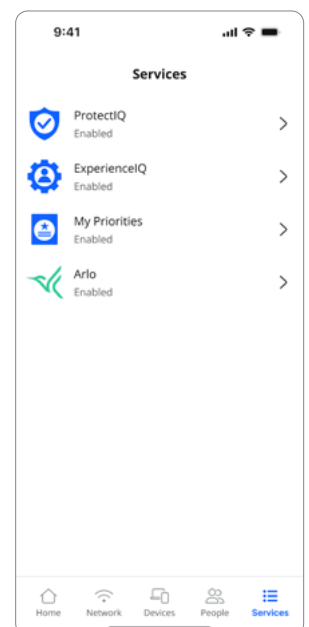
PEOPLE: CREATE PEOPLE PROFILES & KNOW WHO'S ON YOUR WI-FI

Wondering who's on your Wi-Fi? CommandIQ shows every connected device, from Haylie's tablet to Grandpa's smart TV. Create People profiles to easily assign devices, pause the internet, control content access and more. Knowing who is on your Wi-Fi and having the ability to boot freeloaders has never been easier or more fun.

Why it matters: Feel confident knowing exactly who's using your Wi-Fi, with a touch of fun.

SERVICES: ENABLING APPS & SERVICES: CUSTOMIZE YOUR EXPERIENCE

Want to level up your Wi-Fi? Head to the "Services" tab to add or disable apps like ProtectIQ (security), ExperienceIQ (parental controls). Just follow the prompts to turn them on or off. Check with NEP for available services—it's all about making your Wi-Fi work for you.

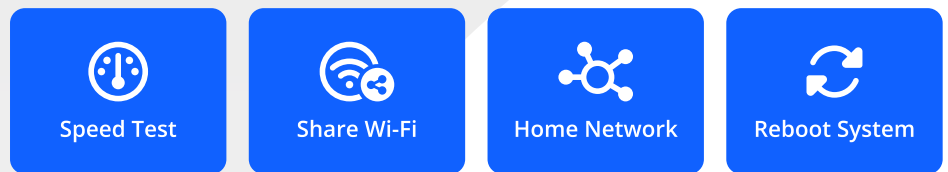




WHAT'S NEW AND AWESOME

SCROLLABLE CAROUSEL:

Swipe to your favorite features—bandwidth tests, parental controls, you name it—right from the dashboard.



FUN AVATARS AND DEVICE RECOGNITION:

Personalize profiles and spot strangers on your network in a snap.

MYPRIORITIES MODES:

Pick “Gaming,” “Work” or “Entertainment” to optimize Wi-Fi for what you’re doing.

EASY-PEASY SETUP:

Self-install and onboarding so simple, you’ll wonder why it was ever hard.

REAL-TIME INSIGHTS:

Wi-Fi status, performance stats and alerts keep you in the know.

EVERYTHING YOU LOVED BUT BETTER:

All the old features—guest networks, WPS setup, security tools—now easier to use and more accessible.

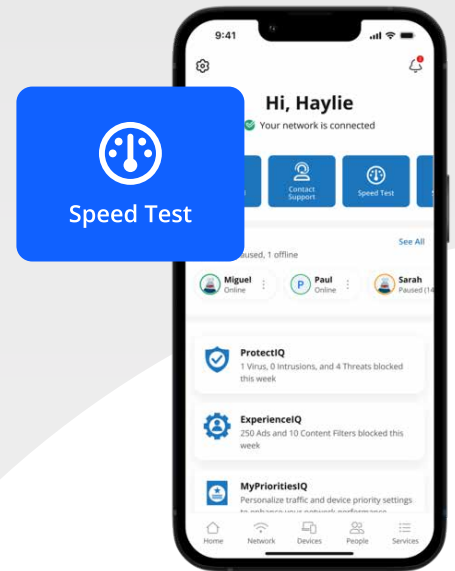
WHY YOU’LL LOVE IT:

This is not just an app—it’s your Wi-Fi sidekick. With NEP’s CommandIQ app, you’re in control, your connection’s secure and your whole household’s happy.



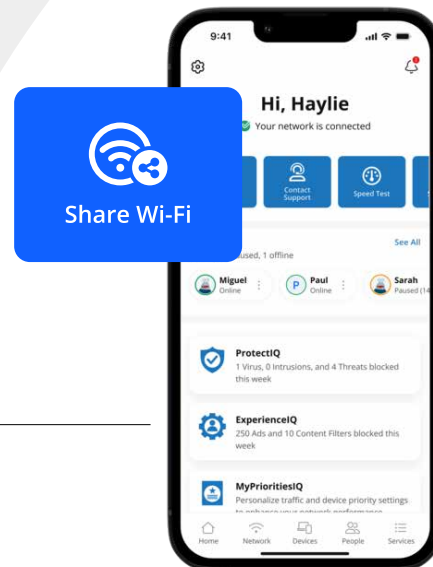
SPEED TEST

With the CommandIQ app, you can run a speed test right from your dashboard—no tech degree required. Swipe, tap and boom! Instant performance stats.



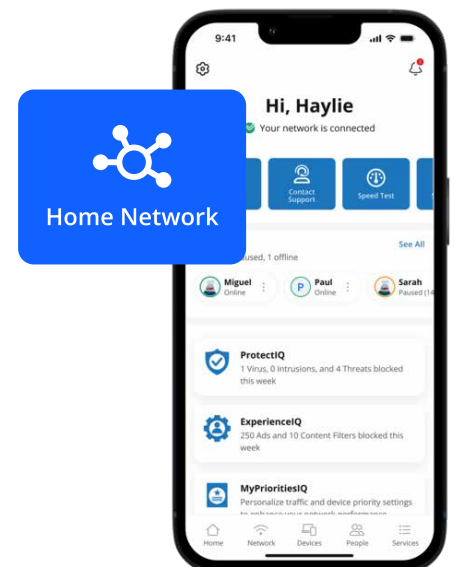
SHARE YOUR WI-FI

With the CommandIQ app, you can share your network in seconds—no sticky notes, no awkward spelling of your password out loud. Just tap, share and done.



HOME NETWORK

Your personal command center, CommandIQ gives you instant visibility into every connected device and the power to add new ones with just a few taps.



SETTINGS

A WORLD OF CUSTOMIZATION IS AVAILABLE TO YOU BY TAPPING INTO THE “GEAR” ICON.



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.

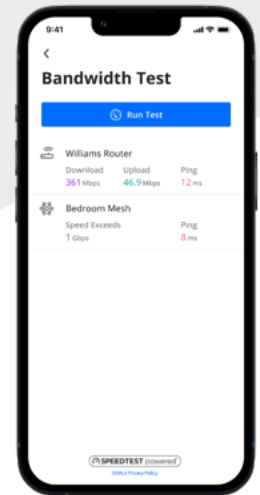
BANDWIDTH TEST

CHECK YOUR INTERNET SPEED AND CONNECTION

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 and the internet and then will conduct a speed test between any mesh units and the GigaSpire. Results will show as a notification and update at this location.

NOTE: THIS FEATURE IS ONLY AVAILABLE WITH A GIGASPIRE BLAST.



GUEST NETWORK

CREATE AND SHARE A SAFE WI-FI NETWORK FOR YOUR GUESTS

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.





ADDING AN EXTENDER

ADDING A NETWORK EXTENDER WITH CALIX COMMANDIQ

Extender Setup Guide

Extending your network coverage with Calix CommandIQ is a seamless process if you're aiming to improve your connectivity. Here's a step-by-step guide to help you add extenders efficiently:

1. Open your CommandIQ app.
2. Click on Network.
3. Click on Add New System.
4. Scan the QR code on the back of your system to connect.
5. Follow setup instructions.

By following these straightforward instructions, you can enhance your network performance and enjoy seamless connectivity indoors and outdoors with Calix CommandIQ.

With CommandIQ, your Wi-Fi isn't just fast—it's smart, safe and built for your family. From lag-free gaming to kid-friendly browsing, this app solves the headaches legacy ISPs ignore. Download it, set it up and enjoy a Wi-Fi experience that feels like home.

NEED HELP? WE'RE HERE FOR YOU

Got questions? We've got answers. You can access support from the app. Or you can contact NEP at 866-785-3131 or visit nep.net or pennbroadband.com for support, FAQs or to explore more ways CommandIQ can make your Wi-Fi awesome. You deserve a Wi-Fi experience that just works—let's make it happen!



Get CommandIQ on the App Store or Google Play



NEP & Penn Broadband | Powered by Calix
Connecting Families, One Network at a Time