



FAQ for CommandIQ 3.0

Welcome to CommandIQ® 3.0 – Your Wi-Fi, Your Way

Introduction

CommandIQ® 3.0 is the latest version of the easy-to-use mobile app designed to help you take full control of your home Wi-Fi experience. Whether you're indoors or outdoors, CommandIQ puts powerful tools at your fingertips to manage, personalize, and secure your network.

What You Can Do with CommandIQ 3.0

- **Customize your network:** Change your Wi-Fi name and password anytime.
- **Run speed tests:** Check your bandwidth and performance instantly.
- **Manage devices with ease** – See who's connected, control access, and customize user settings in just a few taps.

SmartHome Features Built In

CommandIQ 3.0 includes advanced features to keep your home connected and protected:

- **ProtectIQ®:** Real-time cybersecurity protection.
- **ExperiencIQ®:** Parental controls and content filtering.

And it's built to support even more SmartHome features in the future.

General Information

What is CommandIQ 3.0?

CommandIQ® 3.0 is a powerful and easy-to-use mobile app that puts you in control of your home Wi-Fi. From your smartphone or tablet, you can:

- **Manage your network** – Change your Wi-Fi name and password anytime.
- **Monitor connected devices** – See what's online and manage access.
- **Set up parental controls** – Keep your family safe with content filters and usage limits.
- **Run speed tests** – Check your internet performance instantly.

CommandIQ 3.0 works seamlessly with GigaSpire systems and even supports many third-party routers and gateways. Whether you're a tech-savvy user or just want a simple way to manage your Wi-Fi, CommandIQ 3.0 is built to meet your needs.

What's New in CommandIQ 3.0?

CommandIQ® 3.0 brings exciting new features to help you personalize and control your home Wi-Fi experience like never before:

- **Quick Link Carousel**
Easily access your most-used features right from the home screen.
- **People and Avatars**
Create profiles for family members with avatars to manage devices and set controls.
- **Promotions and Announcements**
Stay informed with updates and special offers from your service provider.
- **SmartHome Solution Tiles**
One-tap access to SmartHome features like cybersecurity, parental controls, and camera integrations.
- **MyPrioritiesIQ**
Customize your network to prioritize what matters most—whether it's streaming, gaming, or work.
- **Network and Device Prioritization**
Choose which devices get the fastest speeds when it counts.

What is the Quick Link Carousel?

The **Quick Link Carousel** is a set of easy-access buttons located at the top of your CommandIQ® dashboard. You can swipe through these tiles to quickly reach your favorite

features—like running a speed test, managing devices, or checking network status—with just a tap.

It's designed to save you time and make navigating your Wi-Fi settings simple and intuitive.

What are People and Avatars?

People and Avatars is a helpful new feature in CommandIQ® 3.0 that lets you create user profiles for everyone in your household. Instead of uploading personal photos, you can choose from a variety of avatars to represent each person.

This feature is part of the **People Carousel**, making it easy to manage devices, apply parental controls, and personalize your Wi-Fi experience for each family member—all in a simple, visual way.

What are SmartHome Solutions Tiles?

SmartHome Solution Tiles are interactive buttons on your CommandIQ® home screen that give you quick access to powerful SmartHome services. With just a tap, you can:

- **Protect your network** with **ProtectIQ®** cybersecurity tools
- **Manage content and screen time** using ExperienceIQ® parental controls
- **Prioritize your devices** with **MyPrioritiesIQ** for smoother streaming, gaming, and work

These tiles make it easy to personalize and secure your home Wi-Fi experience—all in one place.

What is MyPrioritiesIQ?

MyPrioritiesIQ is a feature within the CommandIQ® app that gives you more control over your home Wi-Fi experience. It allows you to prioritize bandwidth for specific activities—such as **Gaming**, **Work**, or **Entertainment**—based on what matters most to you at any given time.

Using a simple interface, you can select a mode that fits your current needs:

- **Gaming Mode:** Optimizes your connection for smooth, lag-free gameplay.
- **Work Mode:** Ensures reliable video calls and fast uploads for remote work.

- **Entertainment Mode:** Delivers uninterrupted streaming for movies and shows.

This feature helps ensure that your Wi-Fi performs at its best, no matter what you're doing.

What are MyPrioritiesIQ Modes?

MyPrioritiesIQ Modes are a key feature of the third-generation CommandIQ® app. They allow you to optimize your home Wi-Fi by prioritizing bandwidth based on your current activity.

Work Mode

- Prioritizes bandwidth for tasks like video calls, file uploads, and cloud collaboration tools.
- Minimizes lag and interruptions during Zoom or Teams meetings.
- Speeds up syncing and sharing of work documents.
- Helps create a smoother, more reliable connection for remote work.

Entertainment Mode

- Prioritizes bandwidth for streaming services, music, and media apps.
- Improves video quality and reduces buffering on platforms like Netflix, YouTube, and Spotify.
- Helps ensure smooth playback—even during peak hours.
- Ideal for movie nights, music sessions, and binge-worthy shows.

Gamer Mode

- Prioritizes gaming traffic for faster, more responsive gameplay.
- Minimizes lag and latency during online matches.
- Reduces interference from background devices and apps.
- Helps deliver smoother, uninterrupted gaming sessions.

What is Network and Device Prioritization?

CommandIQ® 3.0 gives you smarter control over your home Wi-Fi by intelligently managing how bandwidth is shared across devices and activities. Whether you're working, gaming, or streaming, the app helps ensure your most important tasks get the strongest connection.

User Profiles for Device Management

With CommandIQ® 3.0, you can assign devices to individual household members using custom user profiles. This gives you more control over how each person connects to your home network.

Here's what you can do:

- **Set internet time limits** to manage screen time for kids or teens.
- **Filter content** to block inappropriate websites and keep browsing safe.
- **Track activity** to see how and when devices are being used.

By organizing devices by user, you can indirectly prioritize bandwidth—making sure work calls, homework, and streaming all get the connection they need, when they need it.

Where can I download CommandIQ 3.0?

CommandIQ 3.0 is available for download on both the Apple App Store and Google Play Store. Simply search for “CommandIQ”.

Is there a cost to use CommandIQ 3.0?

No. CommandIQ is included with our Managed Wi-Fi service. The app is free to download and use with our equipment.

Getting Started

How do I set up CommandIQ 3.0?

- Download and install the CommandIQ 3.0 app from your device's app store.
- Open the app and sign in or create a new account.
- Follow the on-screen instructions to connect the app to your supported Wi-Fi router or gateway.
- Once connected, you can begin customizing your network, adding user profiles, and setting up controls.

How do I reset my password?

If you forget your CommandIQ password, tap the “Forgot Password?” link on the login page. Follow the instructions to receive a reset link via email or SMS.

Features & Functionality

What are user profiles and how do they work?

User profiles let you assign devices to individual household members. This allows tailored controls such as internet time limits, content filtering, and activity tracking for each person.

How can I set up parental controls?

Set Up Parental Controls in the App

1. **Open the app** and go to the “**Profiles**” or “**Parental Controls**” section.
2. **Create a profile** for your child or select an existing one.
3. **Customize settings** like internet access schedules, content filters, and device restrictions to fit your family’s needs.
4. Your changes take effect right away and can be updated anytime.

What device management options are available?

Easily manage your home network—see which devices are connected in real time, assign them to family profiles, pause or resume their internet access, and prioritize bandwidth to keep your most important devices running smoothly.

How do I run a speed test?

From the main dashboard Quick Links, tap “Speed Test” to measure your internet connection’s upload and download speeds. Results are displayed in real time and stored for future reference.

The CommandIQ app makes it easy to run speed tests for individual devices, giving you clear insights into Wi-Fi strength, download and upload speeds, and latency. Each device is rated as Strong, Good, or Weak, helping you quickly spot and resolve connectivity issues.

What security features are included?

Enjoy peace of mind knowing your home network is protected with built-in WPA3 encryption, advanced firewall controls, and device-level access management. CommandIQ also gives you automatic security updates, tools to monitor threats, and real-time alerts if anything suspicious is detected—so you stay informed and in control.

Can I create a guest network?

Create a guest network in just a few taps—customize the name and password, set how long guests can stay connected, and keep their activity separate from your main network for added security and peace of mind.

Does CommandIQ 3.0 support mesh Wi-Fi systems?

CommandIQ 3.0 is fully compatible with mesh Wi-Fi setups, allowing you to manage multiple access points and ensure seamless coverage throughout your home.

Account & Privacy

Who can access my CommandIQ 3.0 data?

Only authorized users with login credentials can access your CommandIQ app and network settings. The app uses encryption and privacy best practices to protect your personal information.

How is my personal information used?

Your data is used solely to provide and improve CommandIQ services. Refer to the app's privacy policy for details on data collection, storage, and sharing practices.

How do I delete my CommandIQ account?

Within the app, go to Account Settings, then select “Delete Account.” Follow the prompts to permanently remove your data and close your account.

Troubleshooting

The app won't connect to my router. What should I do?

- **Check your router** – Make sure it's powered on and broadcasting a Wi-Fi signal.

- **Verify your connection** – Ensure your mobile device is connected to the correct Wi-Fi network.
- **Restart your router** – A quick reboot can often resolve connection issues.
- **Update your software** – Make sure both the app and your device’s operating system are up to date.
- **Need more help?** – Visit Support, then Resources on our website or contact NEP’s support team for personalized assistance.

Why are my devices not showing up in the app?

Some devices may not show up if they’re **not currently connected**, are using a **different Wi-Fi network name (SSID)**, or have been **blocked by parental controls**. Refresh the device list or restart the app to update your view.

How do I report a bug or offer feedback?

Use the **“Contact Support”** or **“Feedback”** option in the app to report bugs, request new features, or share your thoughts directly with our development team.

Security & Updates

How often is CommandIQ 3.0 updated?

Updates are released regularly to enhance features, improve security, and address bugs. Enable automatic updates on your device to ensure you always have the latest version.

What should I do if I suspect a security issue?

Immediately change your account password, check your device list for unauthorized access, and contact NEP Penn Broadband support through the app.

Support & Documentation

Where can I find more help?

- **Visit our website www.nep.net or www.pennbroadband.com** – Get step-by-step guidance under Support, Resources.
- **Support from Us!**– Reach out for personalized troubleshooting and assistance.

Conclusion

CommandIQ® 3.0 puts you in charge of your home internet experience. With **easy setup, advanced controls, and built-in support**, it's the smarter way to manage everything from streaming and gaming to security and device access. Need help? Visit the **nep.net**, **pennbroadband.com** or contact **NEP Penn Broadband Support** directly for personalized assistance.