

ExperienceIQ User Guide

Take Control of Your Home Wi-Fi Experience

What is ExperienceIQ?

ExperienceIQ gives you powerful tools to manage internet access for your family.

Using the CommandIQ app, you can:

- Create profiles for family members
- Set screen time limits
- Pause internet access
- Filter inappropriate content
- Block specific applications
- View online activity and usage
- Prioritize important devices and applications



GETTING STARTED

STEP 1: Open the CommandIQ App

Launch the **CommandIQ** app on your smartphone or tablet.

STEP 2: Access ExperienceIQ

1. Tap **My Network**
2. Select **Services**
3. Choose **ExperienceIQ**

CREATE USER PROFILE

Profiles allow you to manage internet access for individual family members.

How to Create a Profile

1. Select **People**
2. Tap the **+** (Add) button
3. Enter the person's name
4. Assign devices to that profile
5. Save your changes

Tip: Assign all devices used by a family member to the same profile for easier management.

PAUSE INTERNET ACCESS

Need an instant break from screen time?

How to Pause Internet

1. Open the desired profile
2. Locate **Internet Access**
3. Toggle Internet Access to **OFF**

All devices assigned to that profile will immediately lose internet access until re-enabled.

SET SCREEN TIME SCHEDULES

Automatically limit internet access during homework, dinner, or bedtime.

How to Schedule Offline Time

1. Open a profile
2. Select **Time Limits** or **Schedules**
3. Choose the days of the week
4. Select start and end times
5. Save the schedule

Example:

- Sunday–Thursday
- Internet Off: 9:00 PM
- Internet On: 7:00 AM



FILTER CONTENT

Protect family members from inappropriate online content.

How to Enable Content Filtering

1. Open a profile
2. Select **Content Filters**
3. Choose filtering categories
4. Save your selections

Common Categories Include:

- Adult Content
- Violence
- Gambling
- Social Media
- Streaming Media
- Gaming

ExperienceIQ can block content across multiple pre-defined categories to help create a safer online experience.

BLOCK SPECIFIC APPLICATIONS

Control access to popular apps and online services.

How to Block Apps

1. Open a profile
2. Select **Application Filtering**
3. Search for the desired app
4. Choose **Block** or **Allow**
5. Save your settings

Examples:

- TikTok
- YouTube
- Instagram
- Snapchat
- Discord
- Roblox
- WhatsApp

VIEW INTERNET USAGE

Monitor how much time family members spend online.

How to View Usage Reports

1. Open a profile
2. Select **Usage**
3. Review activity by daily, weekly or monthly usage

This helps identify trends and manage screen time more effectively.

PRIORITIZE DEVICES AND APPLICATIONS

Give important activities priority on your network.

How to Set Priorities

1. Open **ExperienceIQ**
2. Select **My Priorities**
3. Drag activities into your preferred order
4. Save changes

Common Priorities Include:

- Work From Home
- Video Conferencing
- Online Learning
- Gaming
- Streaming

The network automatically prioritizes traffic based on your preferences.

BEST PRACTICES

For Families

- Create a profile for each child.
- Set bedtime schedules.
- Enable age-appropriate content filters.
- Review usage reports regularly.

For Remote Workers

- Prioritize video conferencing applications.
- Prioritize work devices during business hours.

For Students

- Schedule study hours with limited distractions.
- Prioritize educational applications.



info@coloradovalley.com
979.242.5911 | 800.242.5911
cvctx.com



ExperienceIQ is a feature of CVCTX SmartHome suite of services. SmartHome requires 1+ Gig plans or higher and certain CVCTX equipment.