

HomeOfficeIQ User Guide

Stay Connected When it Matters Most

What is HomeOfficeIQ?

HomeOfficeIQ helps keep your most important devices connected during unexpected internet outages by using a cellular hotspot or backup connection. Through the **CommandIQ** app, you can choose which devices receive priority access when your primary internet service is unavailable.



With HomeOfficeIQ, you can:

- Connect a cellular hotspot as a backup internet source
- Automatically switch to backup connectivity during outages
- Prioritize critical devices
- Keep work, school, and medical devices online
- Maintain **ProtectIQ** cybersecurity protection
- Continue using **ExperienceIQ** parental controls
- Manage everything through the **CommandIQ** app

GETTING STARTED

Before You Begin

You'll need:

- An active **HomeOfficeIQ** subscription
- A compatible cellular hotspot or backup internet device
- The **CommandIQ** app installed on your smartphone or tablet
- Access to your home Wi-Fi network

CONNECT YOUR BACKUP INTERNET SOURCE

How to Configure Cellular Failover

1. Open the **CommandIQ** app.
2. Select **My Network**.
3. Navigate to **Services**.
4. Select **HomeOfficeIQ**.
5. Follow the prompts to connect your cellular hotspot or backup device.
6. Confirm settings and save.

Once configured, **HomeOfficeIQ** will be ready to activate during an internet interruption.



SET DEVICE PRIORITIES

How to Prioritize Important Devices

1. Open **HomeOfficeIQ** within **CommandIQ**.
2. Select **Prioritized Devices**.
3. Tap **Add Device**.
4. Choose the devices that should remain connected during an outage.

Examples of priority devices:

- Work laptops
- School computers
- Telehealth devices
- Security systems
- Smart home monitoring equipment
- Voice-over-IP phones

PRIORITIZE WI-FI NETWORKS (SSIDS)

How to Prioritize a Specific Network

If your home uses multiple Wi-Fi networks:

1. Open **HomeOfficeIQ**.
2. Select **Prioritized Networks**.
3. Choose the Wi-Fi network you want to remain active.
4. Save your settings.

This allows essential traffic to receive available backup bandwidth first.

VERIFY BACKUP CONNECTIVITY

Test Your Setup

1. Open **CommandIQ**.
2. Navigate to **HomeOfficeIQ**.
3. Review the status screen.
4. Confirm your backup connection shows as available.
5. Verify priority devices appear correctly.

WHAT HAPPENS DURING AN OUTAGE?

When your primary internet connection becomes unavailable:

- **HomeOfficeIQ** automatically detects the interruption.
- The system activates your backup cellular connection.
- Priority devices remain connected.
- **ProtectIQ** security services continue operating.
- **ExperienceIQ** parental controls remain active.
- Non-priority devices may have limited or no access depending on available bandwidth.

MANAGE YOUR PRIORITY DEVICES

Add a Device

1. Open **HomeOfficeIQ**.
2. Select **Priority Devices**.
3. Tap **Add Device**.
4. Select the device.
5. Save.

Remove a Device

1. Open **Priority Devices**.
2. Select the device.
3. Choose **Remove Priority**.
4. Save changes.

BEST PRACTICES

For Remote Workers

- Prioritize work computers.
- Prioritize video conferencing devices.
- Keep business communication tools connected.

For Students

- Prioritize school laptops and tablets.
- Ensure learning applications remain accessible.

For Families

- Prioritize security cameras and alarm systems.
- Prioritize medical monitoring equipment.
- Review priority settings regularly.



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