

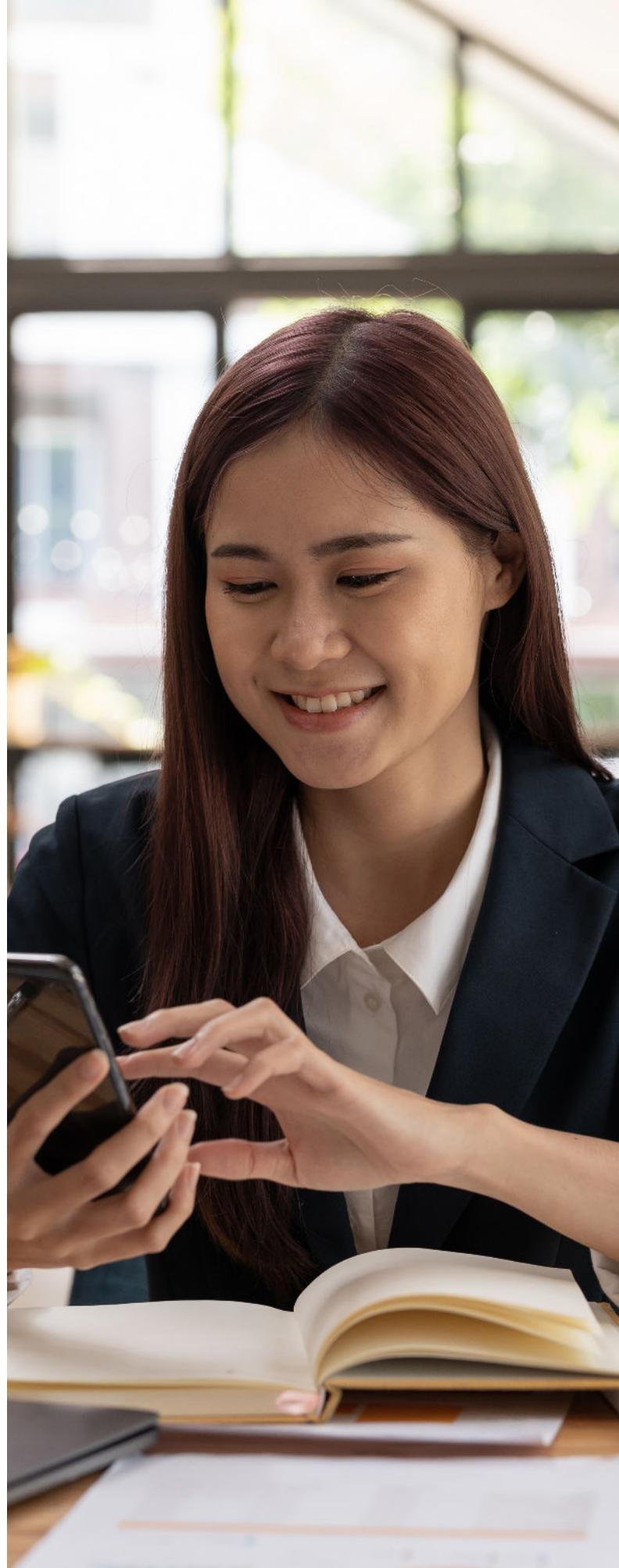


# Going beyond connectivity to business productivity

CCFiber BusinessIQ, included with the Business Pro package, gives you easy access to a snapshot view of your small business network. Through the app, you can manage your Wi-Fi networks, configure a backup internet connection, and more. BusinessIQ puts you in charge!

## Table of contents

Installing the app.....	2
App setup.....	3
Understanding the main dashboard.....	6
Settings.....	7
View your networks.....	8
Enable the Customer Portal.....	9
Configure Network Resilience.....	11
Device list.....	12
Device details.....	13
Network usage.....	14
Network map.....	15
Bandwidth test.....	16
Monitor security trends.....	17



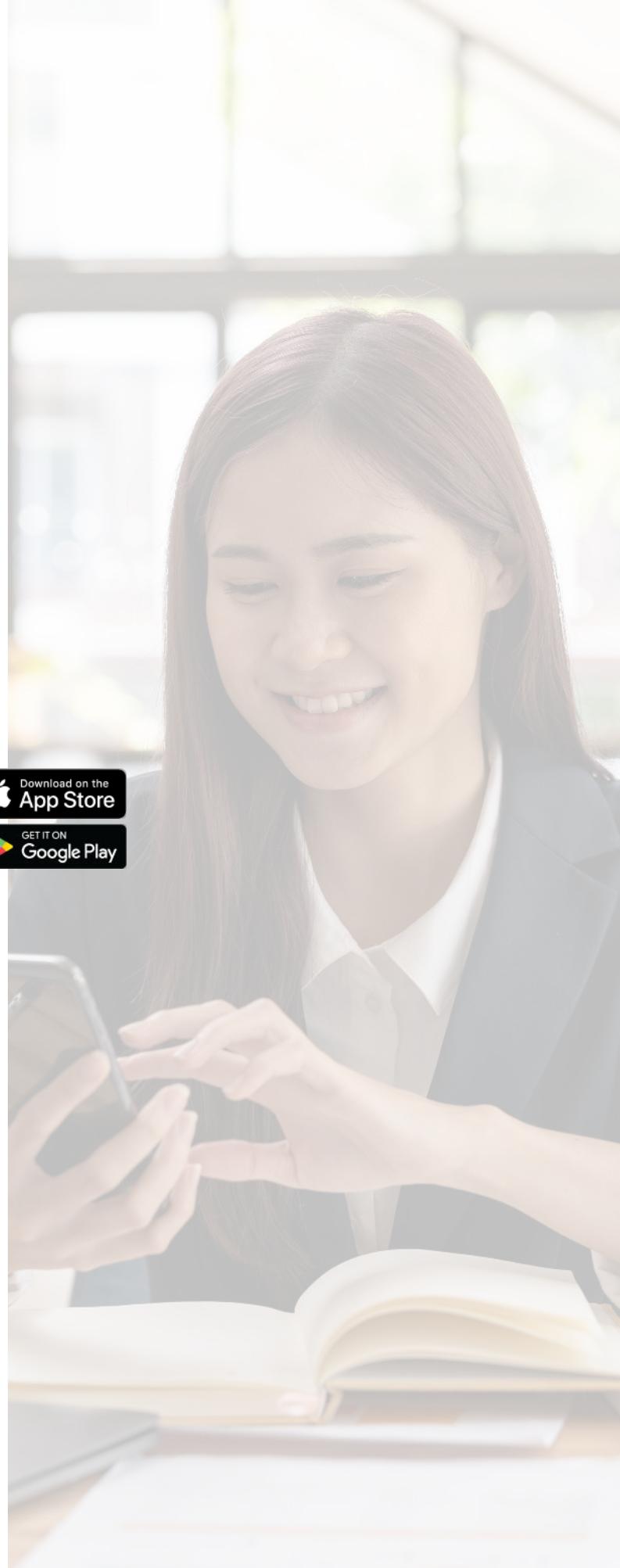
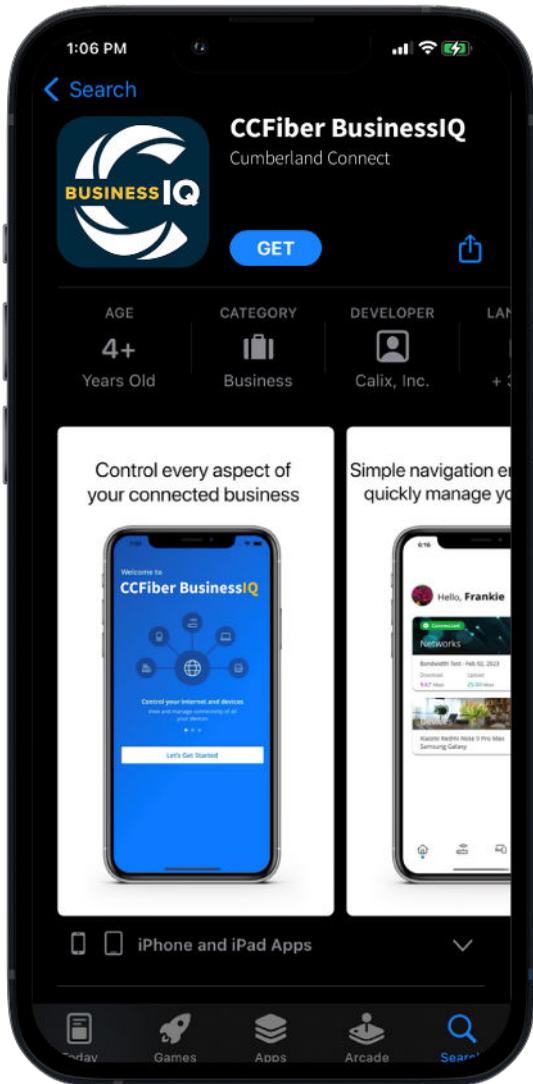


SET-UP GUIDE

# CCFiber BusinessIQ

One app to rule them all!

Welcome to the future! Cumberland Connect provides the ultimate Business Wi-Fi system. To begin, download the BusinessIQ app from the Apple® App Store® or the Google Play™ Store and install onto your phone or tablet.





## SET-UP GUIDE

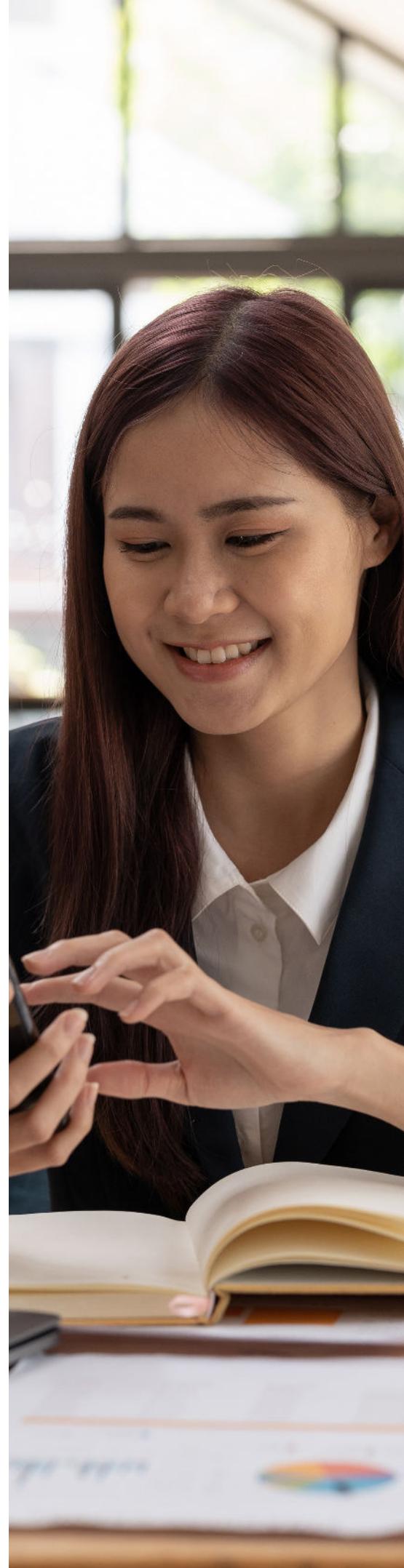
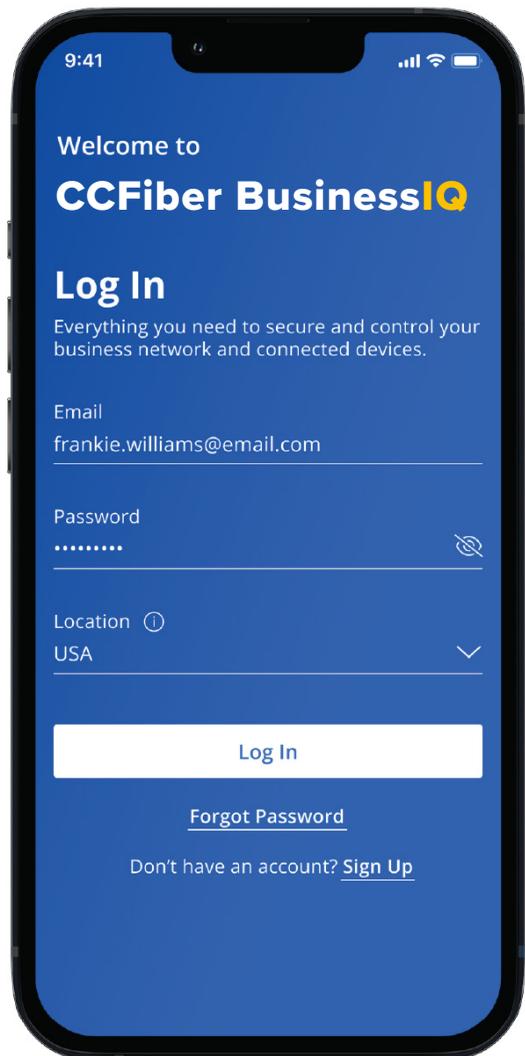
# App setup

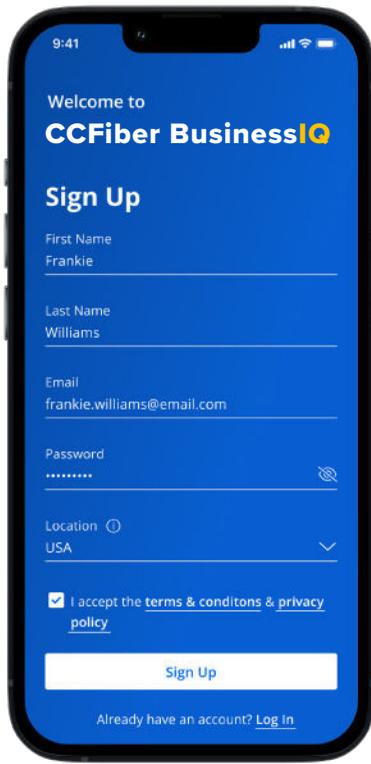
Setting up your app has never been easier!

### STEP 1

## Tap Let's Get Started

If you forget the password to access your CCFiber BusinessIQ, tap **Forgot Password?** to reset and access your account.





## STEP 2

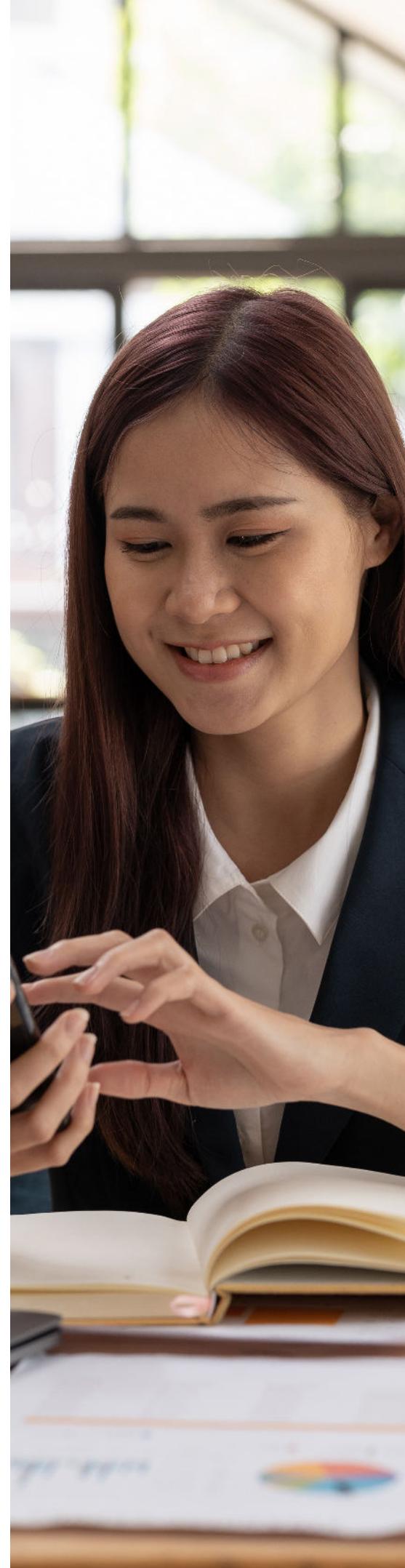
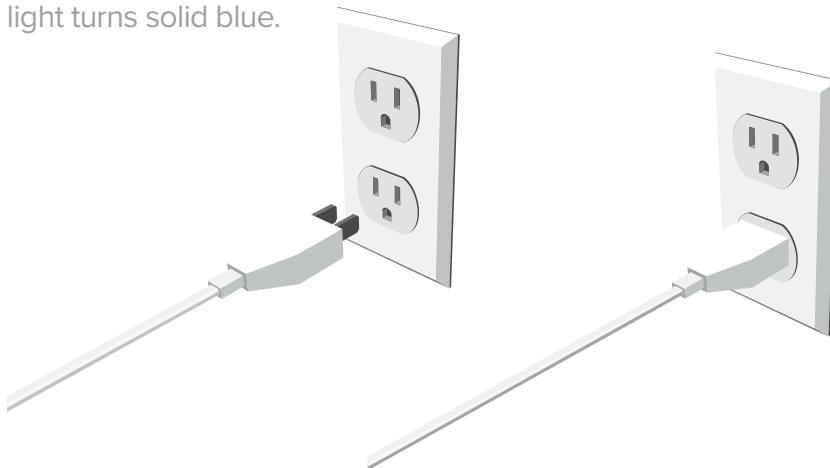
### Enter basic personal information

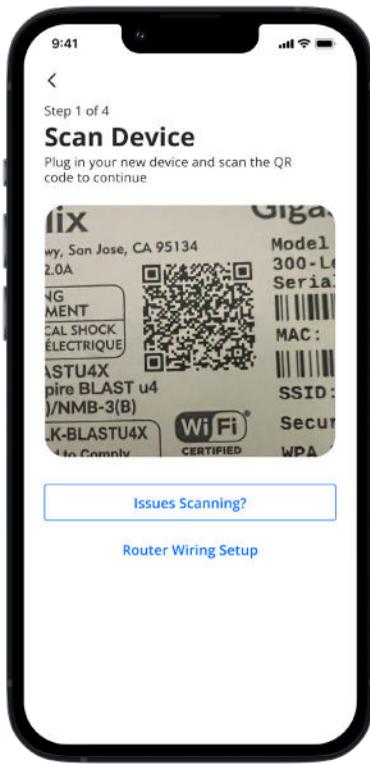
The password you enter here is the password you use to log in to the app.

## STEP 3

### New system setup

Now, plug your new system into a power outlet. It may take several minutes for the unit to be ready. You'll know once the light turns solid blue.





#### STEP 4

## Scan the QR code

Your system has a metal plate with a QR code on the side or bottom. Simply open the app, tap OK, and scan the QR code.

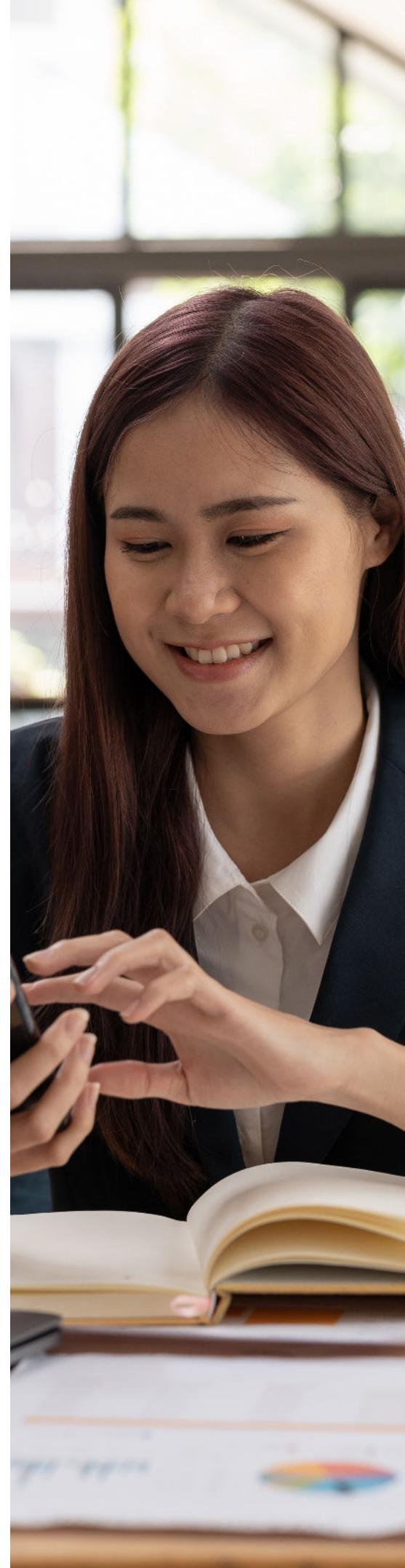
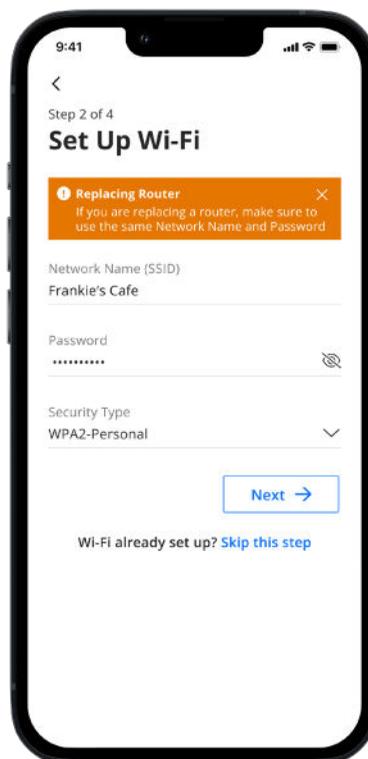
Alternately, you can tap **Issues Scanning?** to manually enter the MAC Address and Serial Number also found on that same metal plate.

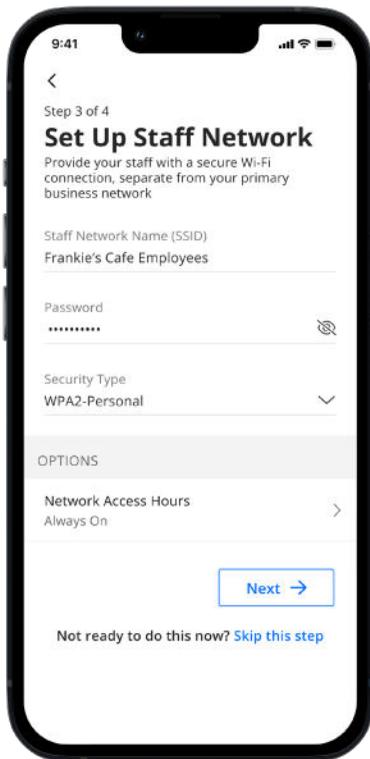
After you tap **Ok**, you may be asked to enter your account number.

#### STEP 5

## Set up the Primary network

If you are setting up your primary Wi-Fi network for the first time, you can assign a name and password for the network.





## STEP 6

### Set up the Staff network

You can set up a Wi-Fi network for your staff. Simply assign a name and a password for the network.

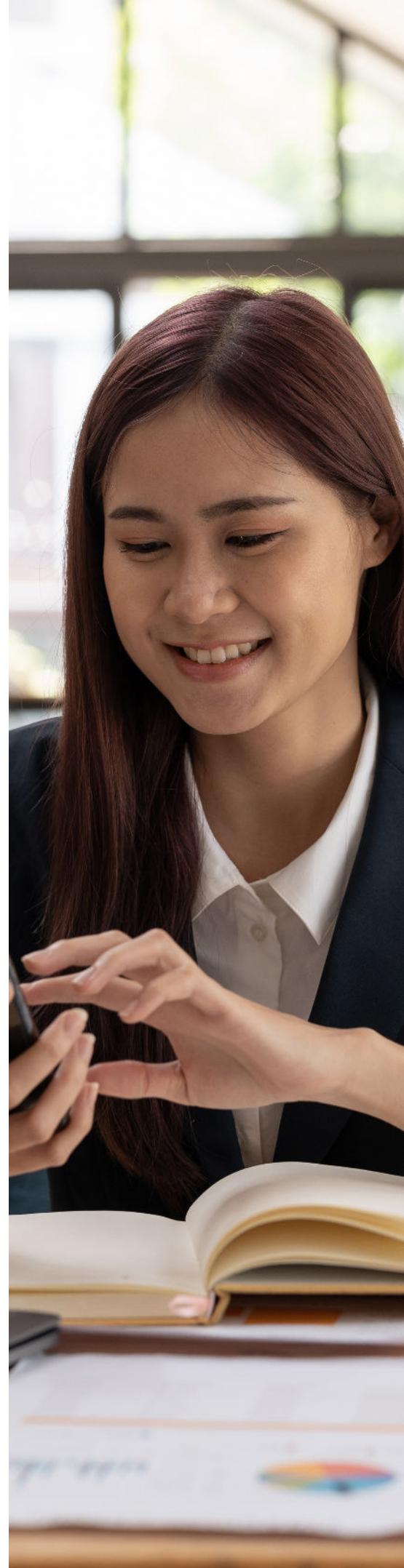
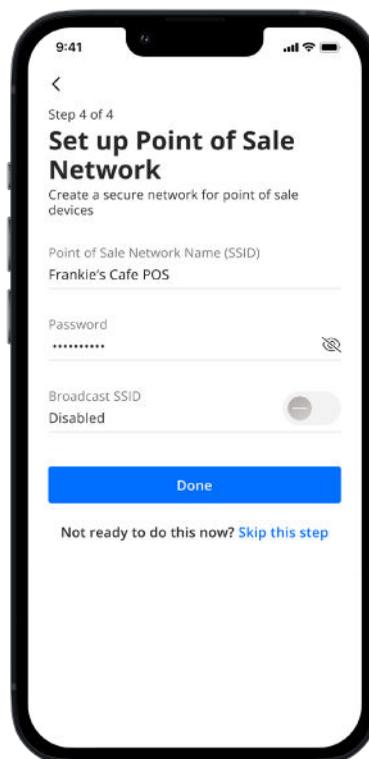
If you'd like to set up this network later, tap **Skip this step**.

## STEP 7

### Set up the Point of Sale network

You can set up a Wi-Fi network specifically for point of sale devices such as card readers. Simply assign a name and a password for the network.

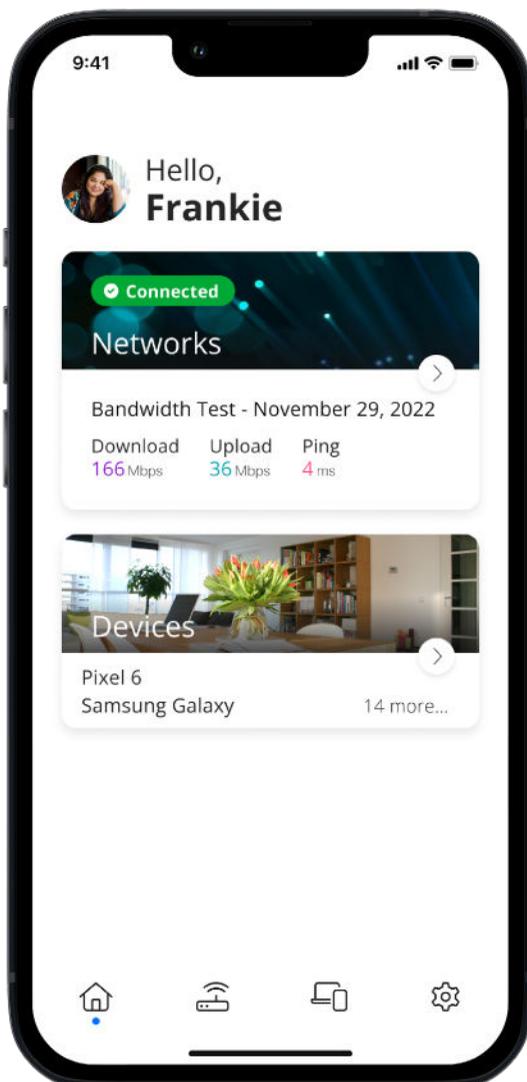
If you'd like to set up this network later, tap **Skip this step**.



SET-UP GUIDE

# Main Dashboard

This is the home screen you'll see every time you open the app



The Dashboard gives you complete control over your networks and devices.

Tap the **Networks** tile to:

- Access your Wi-Fi network settings
- Run a bandwidth test
- Configure the Customer Portal
- Configure Network Resilience
- View all connected devices and device usage

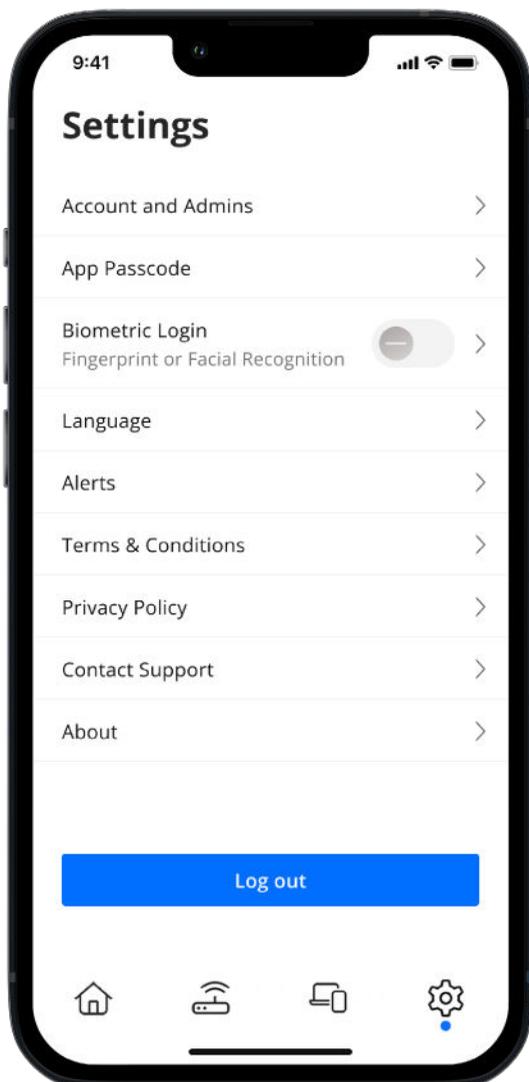
Tap the **Devices** tile to access a list of connected devices and view device details.

Use the bottom menu bar to navigate quickly throughout the app.

SET-UP GUIDE

# Settings

A world of customization is available to you



## **Account and Admins**

Update the name shown on your app and the login password.

## **App Passcode**

Set a PIN in lieu of an app login password.

## **Biometric Login**

Enable login via your phone's biometric capabilities.

## **Language**

Choose your preferred language.

## **Alerts**

Manage your alert settings.

## **Terms & Conditions**

View the terms and conditions you acknowledge by using the app.

## **Privacy Policy**

View the Privacy Policy of the app.

## **Contact Support**

Access support contact details and the billing portal.

## **About**

View the app version and a brief summary of what the app does.

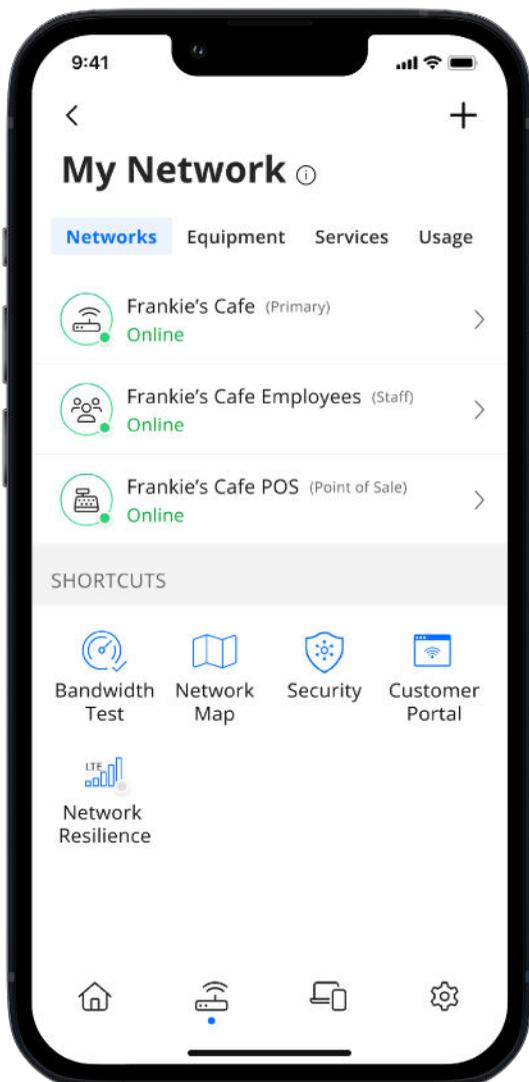
## **Log out**

Tap to log out of the app.

SET-UP GUIDE

# Customize

With the advanced features in CCFiber BusinessIQ, you can tailor your internet to fit your business.



## Networks

Enable or disable Wi-Fi networks, add devices, and even share Wi-Fi credentials.

## Customer Portal

Create a custom landing page for customers who wish to join your customer Wi-Fi network.

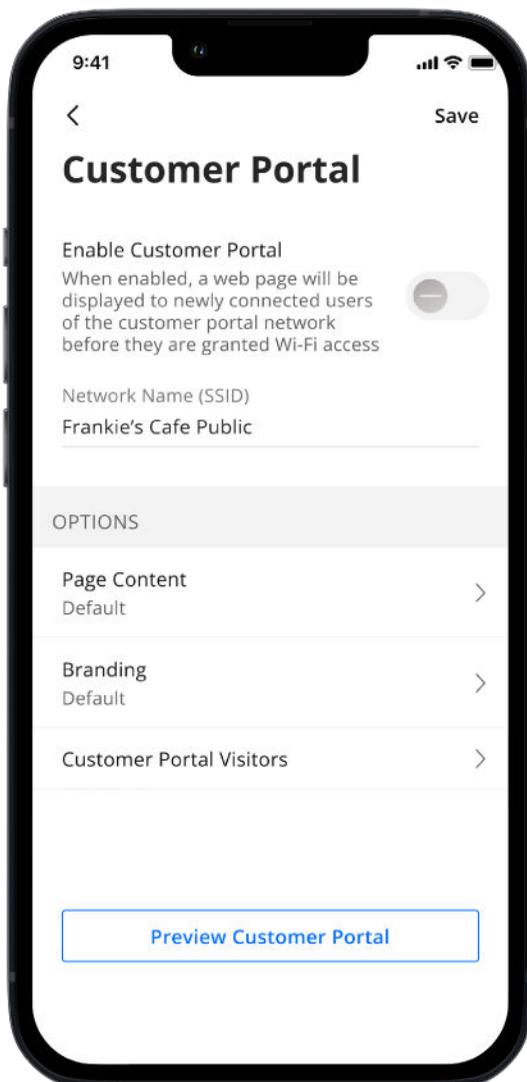
## Network Resilience

Select a mobile device to provide mobile cellular/LTE service during internet service disruptions, preventing downtime and ensuring continued business operations.

SET-UP GUIDE

# Customer Portal

Providing Wi-Fi for your customers has never been easier!



From My Network screen, tap **Customer Portal** to create a custom welcome page for your patrons.

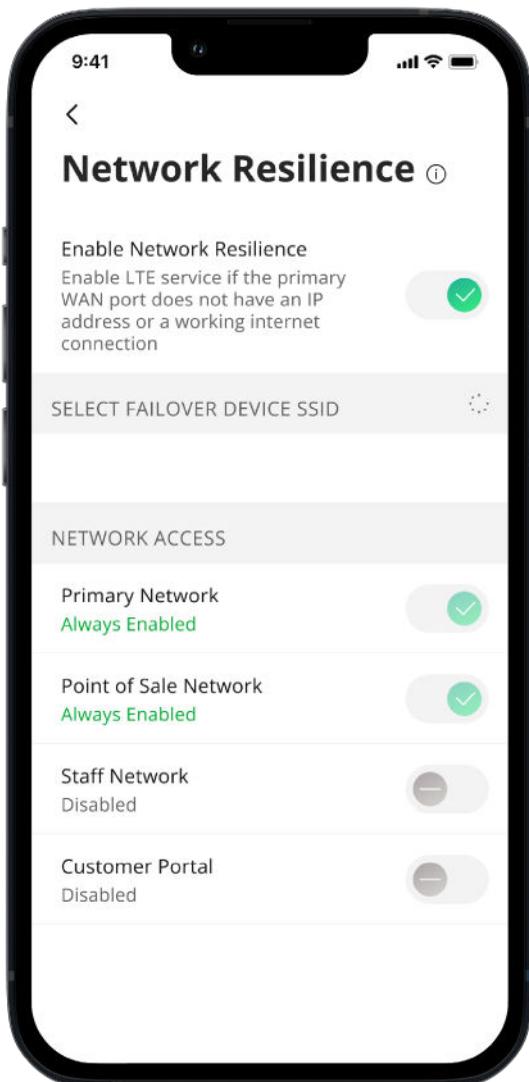
On the Customer Portal screen, do the following:

1. Tap the toggle to enable the customer portal. The toggle turns green when enabled.
2. Set the name of the wireless customer network as you want it to appear for your guests
3. Tap **Page Content** to add a page heading, add a cover photo, link your terms of use, and configure button text.
4. Tap **Branding** to upload your business's logo and select the page background and font colors.
5. Tap **Customer Portal Visitors** to select how long to store visitor login information (30, 60, or 90 days).
6. Tap **Preview Customer Portal** at any time to see how the page appears to your patrons.

SET-UP GUIDE

# Network Resilience

Keep your business running during internet outages



From the My Network screen, tap **Network Resilience** to select a mobile device to provide cellular/ LTE service for your most critical networks.

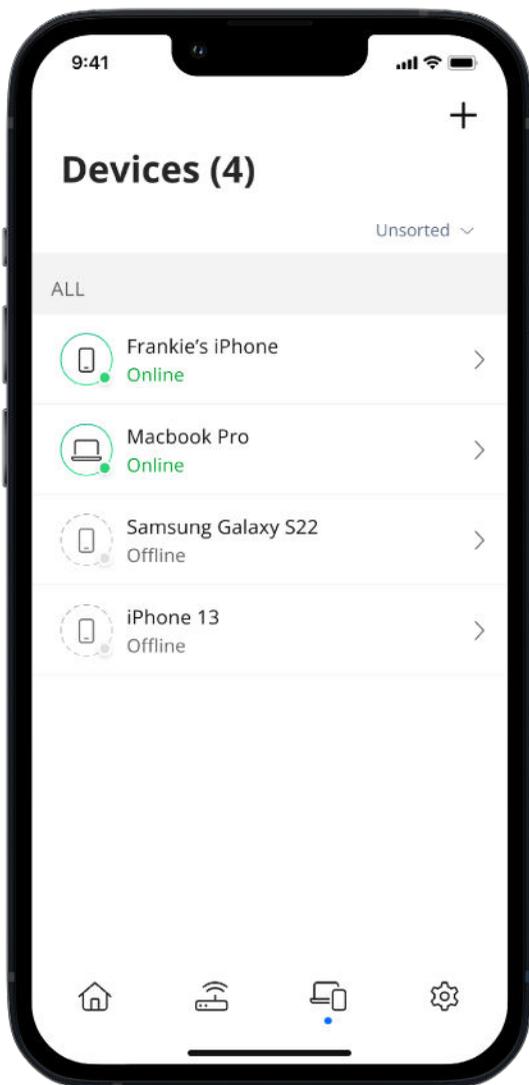
On the Network Resilience screen, do the following:

1. Tap the toggle to enable Network Resilience. The toggle turns green when enabled. CCFiber **BusinessIQ** automatically searches for mobile hotspots.
2. Select a hotspot from the list.
3. Enter the password for the hotspot network.
4. Select which networks should use the cellular/LTE service.

SET-UP GUIDE

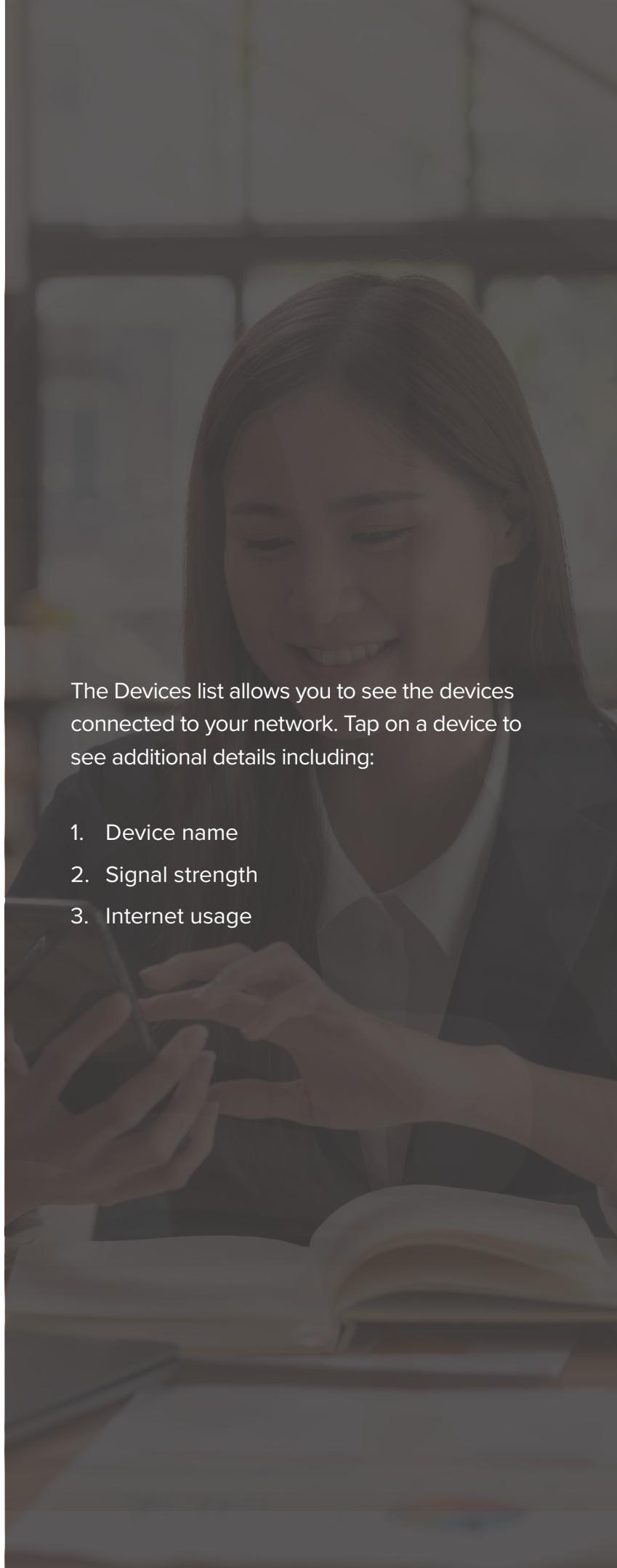
# Device list

Creating and managing  
a list of devices is as  
easy as 1-2-3



The Devices list allows you to see the devices connected to your network. Tap on a device to see additional details including:

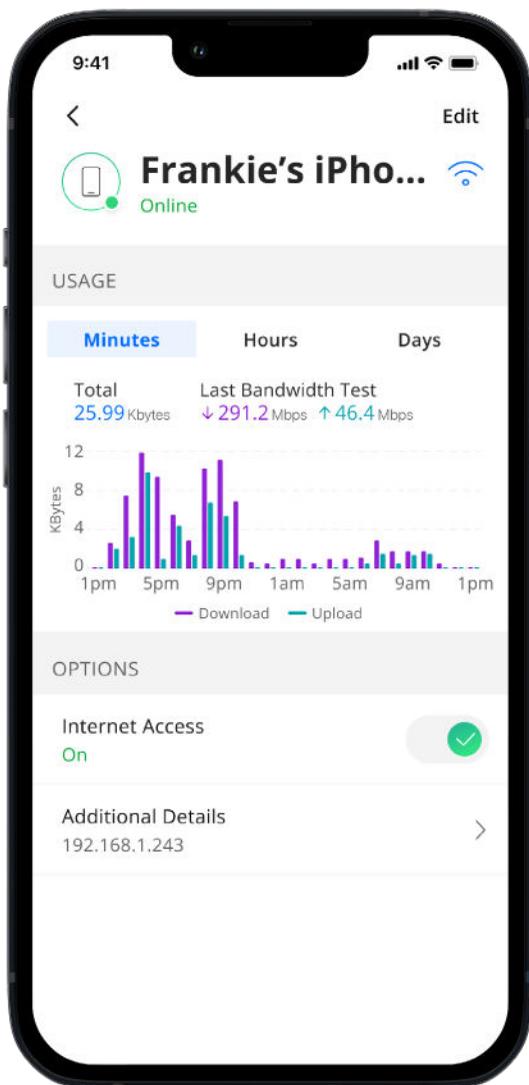
1. Device name
2. Signal strength
3. Internet usage



SET-UP GUIDE

# Device details

## Manage all your devices



The Device details screen shows 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.

Tap **Edit** in the upper right-hand corner to 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.

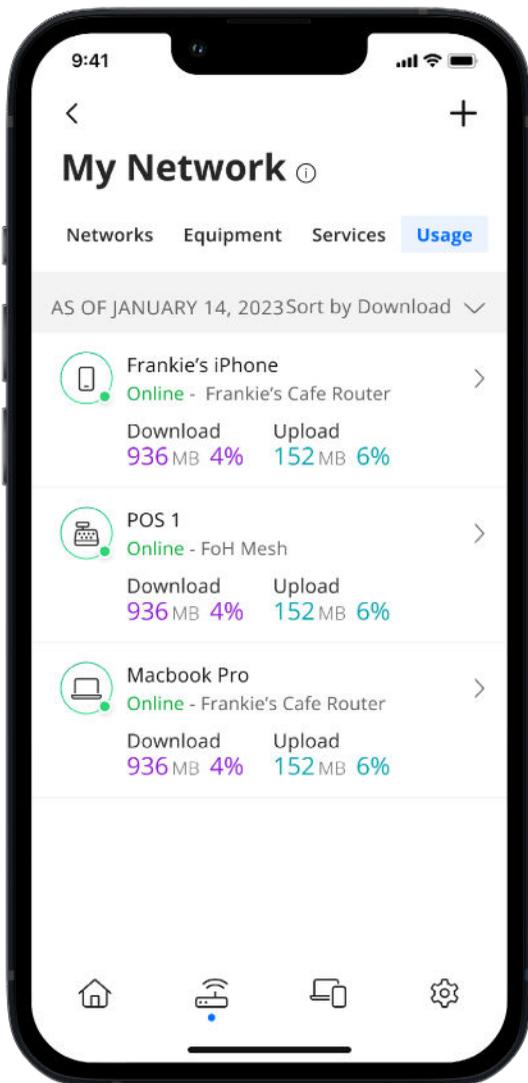
Tap **Additional Details** to view additional information for this device.

Toggle the **On/Off** button in the Internet Access section to turn Wi-Fi off or on for this device.

SET-UP GUIDE

# Network Usage

Keep track of and monitor the usage for each device



Network Usage is organized by device.

From this view, you can see basic usage information for each Wi-Fi connected device on your network, including:

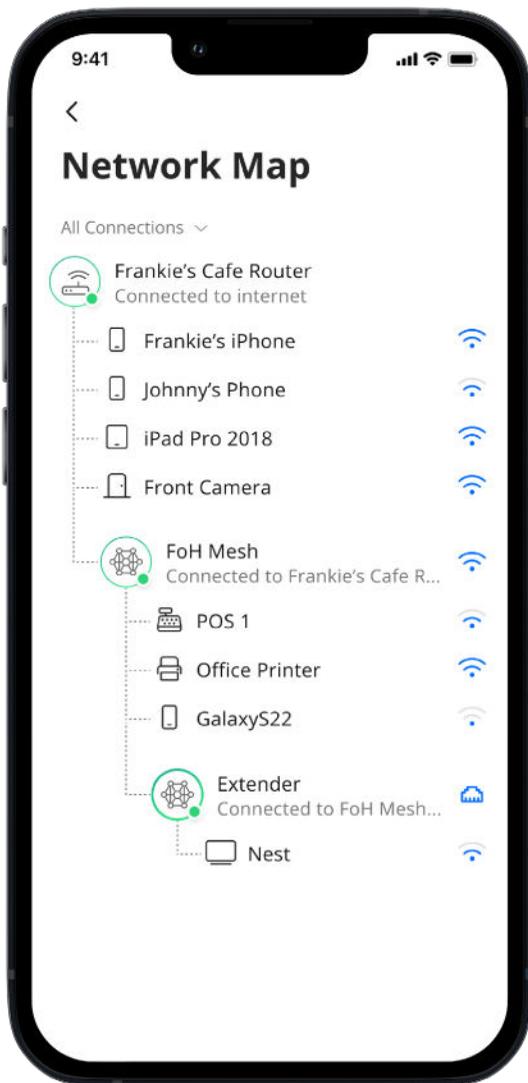
- Device identification and whether the device is connected to Wi-Fi
- What network device it is connected to
- Network usage
- The amount of data that has been used by this device

Network usage is updated each time you run a bandwidth test through the app.

SET-UP GUIDE

# Network Map

Your network at a glance



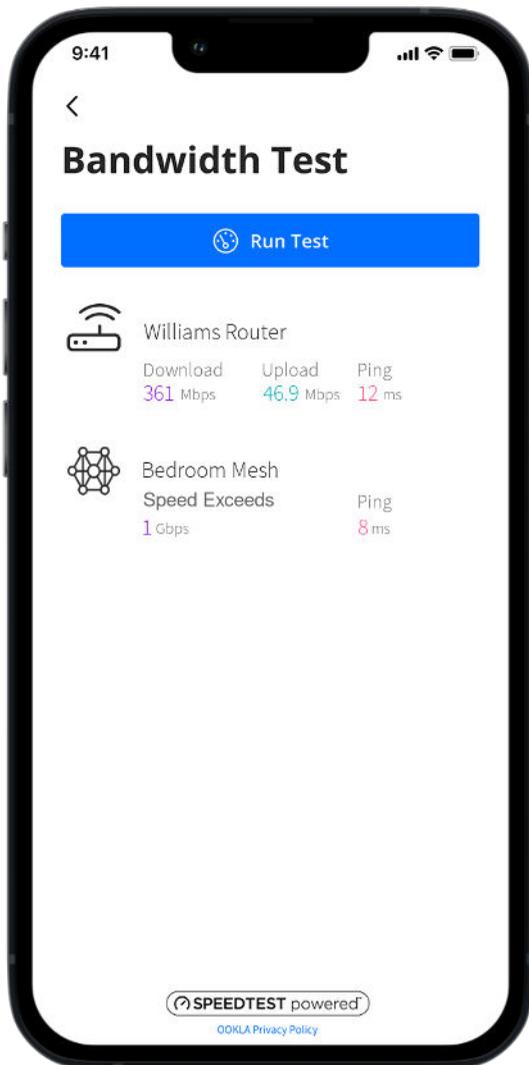
The Network Map provides a topological view of your network. To view the Network Map, tap **Networks** on the dashboard. Next, tap **Network Map** to view devices connected to your system.

Tap on the Mesh icon to view performance information and devices connected at that Mesh unit.

SET-UP GUIDE

# Speed Test

Internet bandwidth test



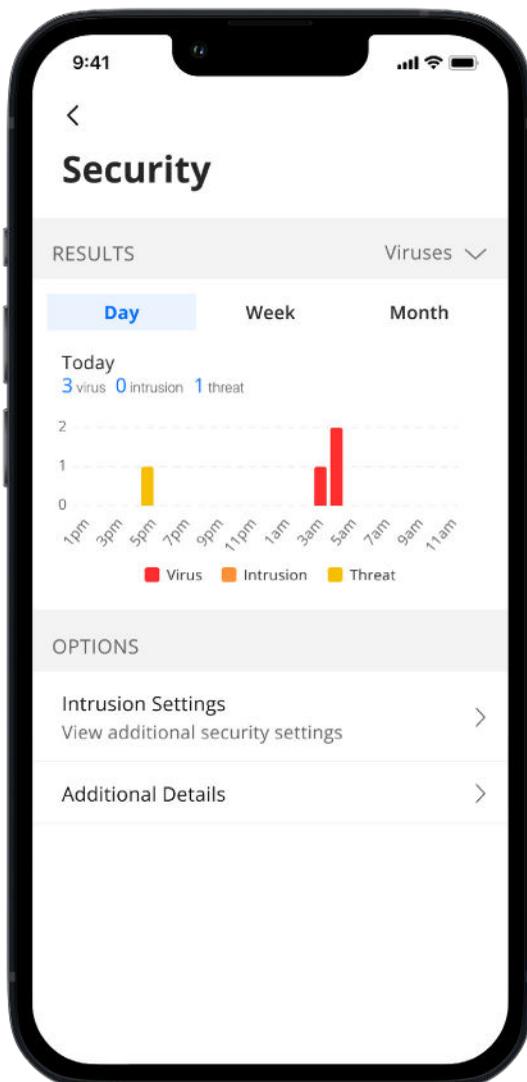
The easiest way to run a bandwidth test is to tap **Networks** and then tap the **Bandwidth Test** icon. Then, simply tap the **Run Test** button.

The speed test first runs between the GigaSpire Router and the Internet, and then conducts a speed test between any mesh units and the GigaSpire. Results display on the Networks tile on the Home dashboard.

SET-UP GUIDE

# Network Security

Proactive cybersecurity keeps your business safe



Your GigaSpire router scans data coming into your network for viruses and other malicious content to provide an extra layer of protection against malicious traffic. Threats are automatically blocked from entering your network.

To view your security status, tap **Networks** from the home dashboard, then tap the **Security** icon. You can also track security trends over the previous week or the previous month.

Additional Details provides additional information including packets analyzed and the total number of threats detected and blocked.

**Note:** Do not remove device level protection for anti-virus and malware.