clearwave ● fiber ™

Congratulations! Advanced Network Security & Parental Controls Are Now At Your Fingertips

We've created this guide to help you get the most out of this service.

Clearwave Fiber Wi-Fi App Download & Setup

1

Download the app
You can search either the Apple App Store or Google Play Store for: "Clearwave Fiber" or scan here, then install it on your mobile device.

Download on the App Store

GET IT ON Google Play

2

Select "SIGN UP"
Toward the bottom of the screen, click the Sign Up link.

3

Enter your personal information.
The password you enter here will be used to access the app.

4

Select "Yes"
to continue.

5

Point your camera at the QR code found on your Clearwave Fiber router (example shown).
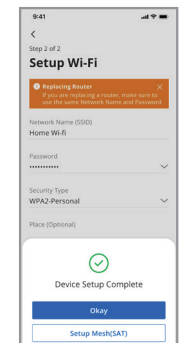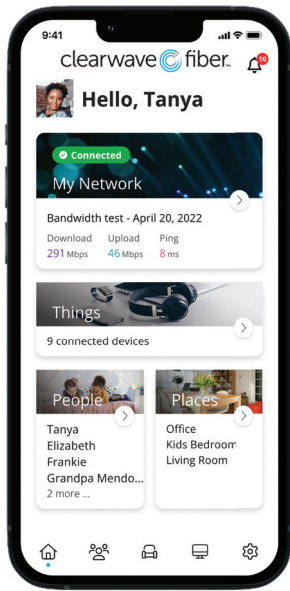
Select OK.

6

Tap the "Skip this step" text since your Wi-Fi is already working.

Click Submit and you're done!

If you are using the CommandIQ® version of the app, please follow the instructions above to download the Clearwave Fiber Wi-Fi version of the app using your same log-in credentials.

Get The Most Out of Your Experience

Main Dashboard

The Dashboard gives you complete control over the devices in your home.

My Network – located at the top of the dashboard, this is where you can:

- Access your Wi-Fi network settings
- View all connected devices
- Disable services
- View device usage
- Add a guest network

Things – Connect your devices to your Wi-Fi network, and you'll be able to view them from the "Things" section. Want more info & control of a device? Just tap into it!

People – Give your profile a name, picture and select all devices that belong to this person. This allows you to set parental controls, content filters, time limits and so much more. Add as many profiles as you want!

Places – Places are a great way to tailor your Wi-Fi to devices connecting to a specific area in your home like an office, family room, or game room. This allows you to optimize your Wi-Fi performance by being able to pause Internet access to devices in locations that don't need to be on. Give your place a name, picture and select all devices associated with it.

Parental Controls

Parental controls function while devices are connected to your Wi-Fi network.

To create a parental control profile:

1. From the home screen, select the "People" tab to create a new profile
2. Enter the name for the profile; select the devices you would like to add
3. Select "Done" (at the top of the screen)

Once the profile is created, you can do the following:

Profile Picture – Tap "Edit" in the profile and add a picture if desired

Add More Devices – Tap "Edit" and "Add" to add more devices to this profile
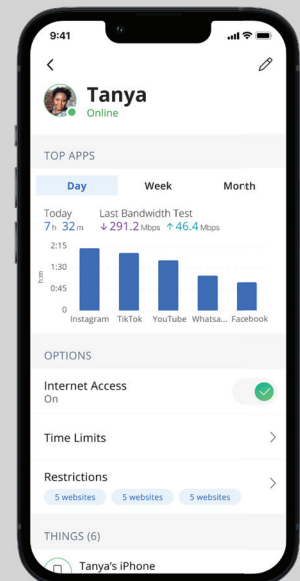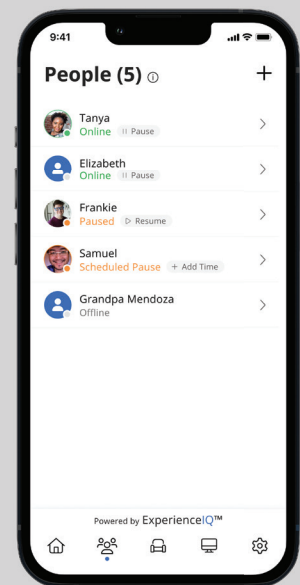
Remove Devices – Tap the red minus icon to remove devices from this profile
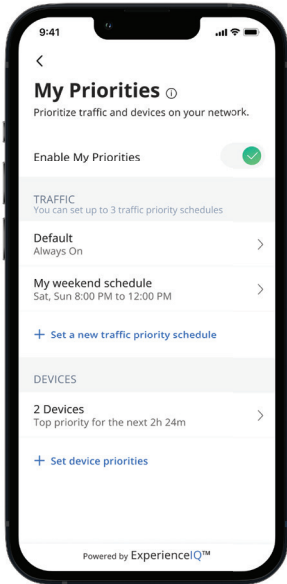
Pause Devices – Swipe the Internet Access toggle off to pause all devices connected to this profile. To bring devices back online, swipe the toggle back on

Set Time Limits – Set time limit schedules to turn Internet access off for all devices in a profile during specific times and days

Restrictions – Restrict access to specific content, applications and websites and enable Safe Search and YouTube restrictions. Simply tap into it for the following:
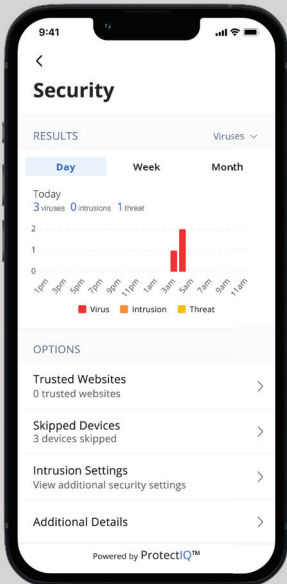
- **Safe Search** blocks harmful or offensive content when searching Google, Bing and YouTube.
- **YouTube Restriction** also blocks all comments on videos which often include inappropriate language.
- **Content Restrictions** allows you to block content by age or specific categories such as violence.
- **Applications** allows you to block access, approve access or set time limits for specific applications by entering the name of the application.
- **Websites** is where you can allow or block specific websites.

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Activity & Device Prioritization

- From any profile or the Things tab, tap into a device to access Network Priority to view activity and device prioritization settings.
- By default, activity priorities on the Wi-Fi network are organized according to a combination of common activities. You can prioritize the activities by ordering them from top to bottom with the most important activities on top. Once set, My Priorities will do all the work to prioritize traffic to your activities.
- You can schedule an alternative activity list during certain times and days of the week. Up to three different schedules are supported.
- Prefer to prioritize by device regardless of what activity those devices are performing? By tapping Devices, you can select up to 5 devices to prioritize over all others on Wi-Fi. You can even set a timer to reset the priority once the time is expired. For example, if you want to use your surround-sound while streaming on your smart TV for family movie night, you can set priority to just those devices.
- Device priorities can also be made permanent. Device priorities work in conjunction with the activity priorities and share the fastest network traffic queue. This means you get the most bandwidth and lowest latency on the devices and activities you set.

Network Security

Great news! Network security is working quietly in the background for connected devices, to provide an extra layer of protection against malicious traffic.

- Data coming into your network will be scanned for viruses and other malicious content and you will receive an in-app notification if content was blocked for some reason.
- No action is needed when you receive an alert. These threats are automatically blocked from entering your network.
- To view your security status, select "My Network" from the dashboard. Select "Networks" and your home network. On the Security tab, you will see the last update.
- Select "Security" to view the latest results. You can also select Options including:
  - **Trusted List** shows items you have selected as trusted in your notifications screen.
  - **Skipped Devices** allows you to select devices that will be skipped during security scans.
  - **Intrusion Settings** allow you to enable an added layer of protection. Enable both options for the ultimate protection.
  - **Additional Details** provides additional information, including packets analyzed and the total number of threats detected and blocked.

Thank you for choosing Clearwave Fiber! We are honored to provide your home with fast, reliable Fiber Internet and deliver advanced network security and parental controls to keep your connected devices protected.