

WELCOME TO CONNEXIN SMARTHOME

LET'S GO





INTRODUCING



SMARTHOME

Our base app. This allows full control of your network so you can say goodbye to complex router interfaces.

We've made it simple to manage your network and make the most out of Connexin Broadband.



PROTECTIQ

Protect your entire network. If it's connected, it's protected with ProtectIQ.

With more devices connecting to our routers, it's important we protect these.

ProtectIQ is included as standard in all packages



EXPERIENCEIQ

ExperienceIQ is a unique add-on that gives you more control over your network.

This feature is great for parents who want to limit their children's screen-time, or set priorities for bandwidth in certain rooms.

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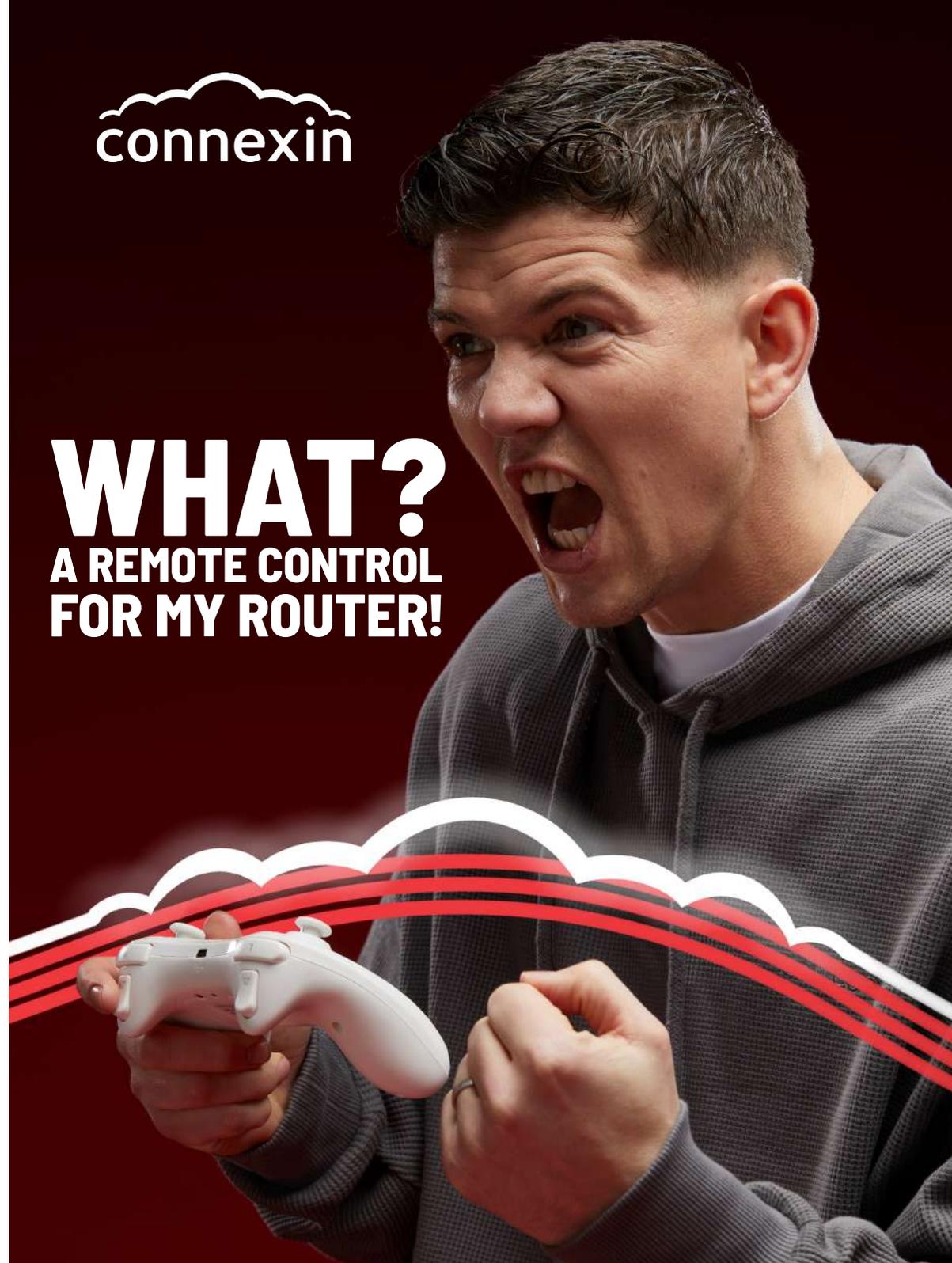
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WHAT?
A REMOTE CONTROL
FOR MY ROUTER!



01

WELCOME Your New House Guest!

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Don't worry our engineers aren't expecting a **"Welcome Home Connexin Router"** party. But they won't say no to some party rings if you're offering!

Shortly, you'll be wishing you threw a party for your new house guest. Our routers will bring you more features than you've experienced before.

They can also handle hyperfast speeds

...and give you even more WiFi Range.

*Who has time to wait for buffering?
Not you. That's who.*



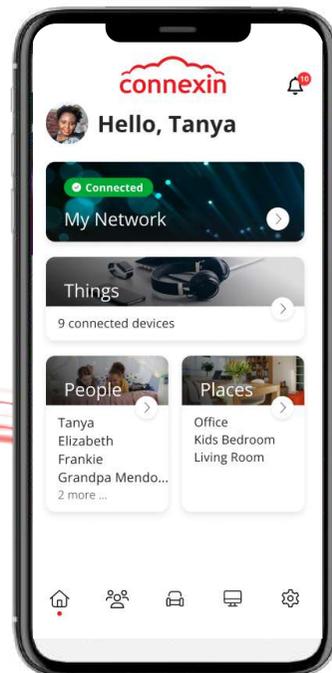
A remote control for my router?!

Yes! Well, kind of. Gone are the days of infrared sensors. Our router can be managed directly from your phone!

Simply download the **Connexin SmartHome App** for Android or Apple devices and start managing your network from the sofa, bedroom, or on holiday!

There is too much the app can do, so keep reading and we'll show you how to do it all!

*Keeping you connected.
One byte at a time.*



02

A Remote Control... For MY ROUTER?

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Here's To The FUTURE

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With our future-proof routers we're offering customers more.

Every Connexin customer gets **Connexin Protect** as standard. Why? Because our customers' network security is important to us, besides, have you ever tried to install an anti-virus on a baby monitor?

Our routers protect every device on your network... Without the need to install applications on them.

*Where we're going,
we don't need slow downloads.*



Let's get started. First, search on either Google Play or the Apple app store for "**Connexin SmartHome**" ...we should be the first result.

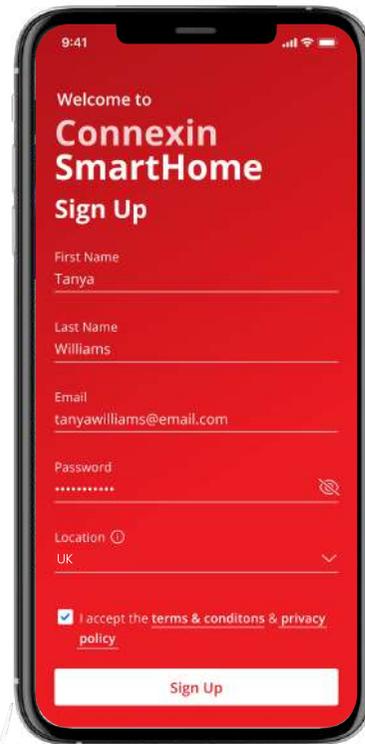
Download and install the app and when it's installed, **launch it!**



REGISTER YOUR ACCOUNT

First, we need to get you registered. Simply hit the register button and type in your details.

Please make sure you use the same e-mail address you used to sign up to Connexin Fibre!



SEARCH Connexin SmartHome



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LOG IN

That's the hard part done. Seriously. Kiss goodbye to complex UI's and say hello to your new friend.

YOU'RE ALMOST GOOD TO GO

Log in to your app using the e-mail address and password you just used to sign up.

THAT'S IT!



Juicy features time...



LET'S GO

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Once Registered/Logged In, plug your new system into a power outlet.

It will take several minutes for the unit to be ready with a solid blue light.

Once the system is powered on and ready to go, **scan the QR Code** on the bottom or side panel of your system. Alternatively, you can enter the **MAC Address** and Serial number of the plate in that location.



The scan will begin and may take 15-20 seconds to complete.

You may be asked to confirm your account number. You can find this on your statement.



If you are setting up Wi-Fi with this system for the first time, you will need to name your network and create your Wi-Fi password.

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SET UP

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NAVIGATION

Let's understand the navigation menu and what you can expect to find under each menu.



Home Screen - This is the screen your app will load by default.

Users - Set up users on your network.

Rooms - Allocate rooms (you can prioritise devices in certain rooms so that if you're working from home, you can get network priority!)

Devices - Register the devices on your network.

Settings - Access and customise all of the settings of the app.

If you have our ExperienceIQ package, you can even set time-limits for certain devices... you'll never have to hear "just five more minutes" again. We'll get into that shortly.

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First things first we're going to make sure your network is **protected**.

Click the settings button to navigate to your settings page.

From there, locate and press the **ProtectIQ** option.

Simply ensure your slider is to the right.

That's it, your network is now protected from intrusions, malware and any pesky viruses!



If it's connected,

It's protected!

PROTECT Your Network

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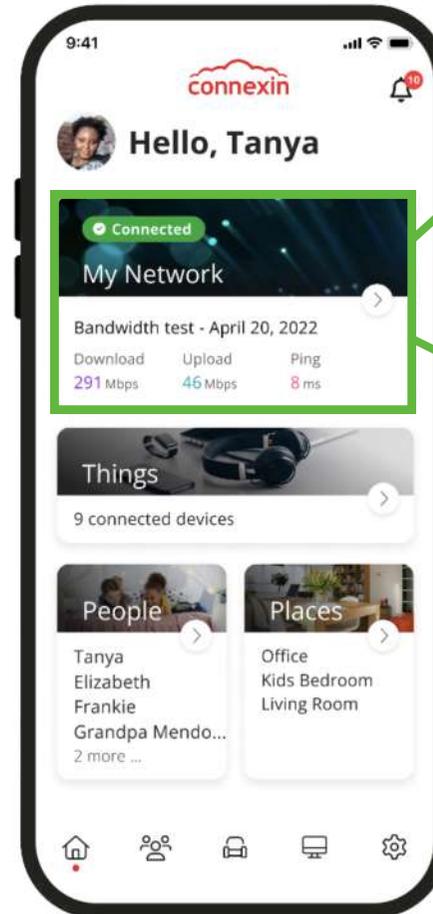
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WELCOME To Your Dashboard

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Creating and controlling the ultimate Wi-Fi experience happens from right here.



Everything begins with the My Network section. You'll be able to quickly check the status of your connection to the internet.

You can deep dive into your Wi-Fi and guest network, view equipment and bandage usage, and disable services.

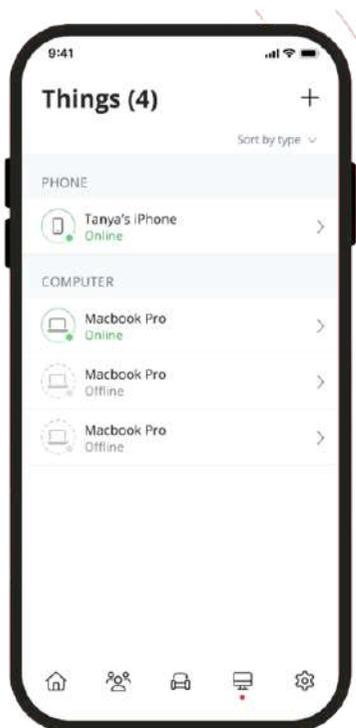
The main dashboard is already organised for you with dedicated tabs for:

- **People**
- **Places**
- **Things**

THINGS

Before you start adding People Profiles and Places, you'll want to get all your Things connected to the Wi-Fi.

To quickly find your Network Name and Password, tap the Things and then Plus button.



IM ALL CONNECTED!

Now that your devices are connected, you can view them at anytime from the Things section of the main dashboard.

Want more info and control of a particular device? Just tap into it!

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A GUIDE TO People, Places and Things

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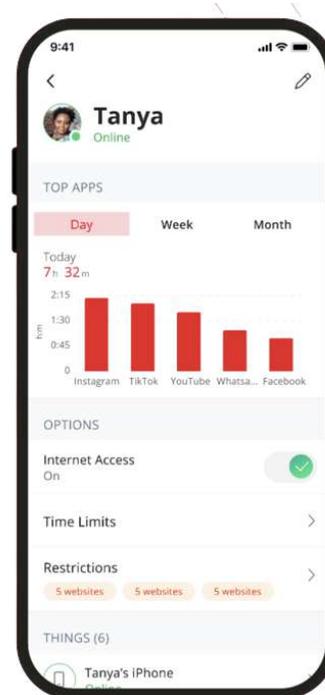
A GUIDE TO People, Places and Things

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PEOPLE

Now you're ready to tailor an experience for People in your home. Whether you are a parent, a work from home pro or a skilled gamer, profiles give you control over your Wi-Fi.

From the main dashboard tap People and then the Plus button to create a profile. You can add as many profiles as you want.



PROFILES HAVE BEEN CREATED! NOW WHAT?

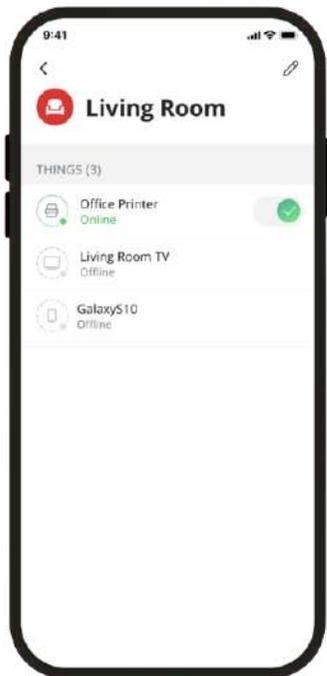
Give your profile a name, picture and select all the devices that belong to this person.

Once inside the profile you can view app usage, internet access restrictions and devices that are part of this profile.

PLACES

Places are a great way to organise your devices by location such as an office, media room or even outside.

From the main dashboard tap Places and then the Plus button. Give your Place a name, picture and select all the devices that are found in this Place.



BEDROOM CHECK, LIVING ROOM CHECK...

Want more info and control of a Place? Just tap into it!

Once inside the Place profile you can quickly view individual devices that are part of this Place and apply internet access restrictions if you choose to.

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A GUIDE TO People, Places and Things

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And that's it!

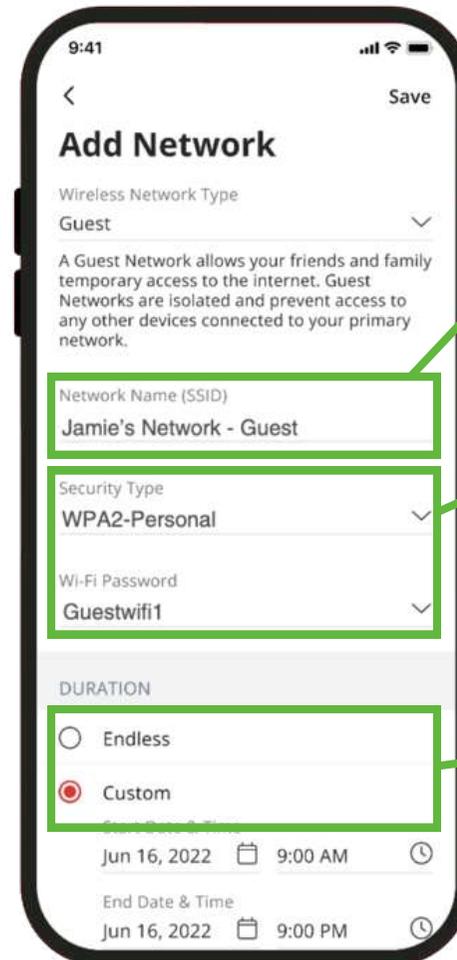
**Now you're
now ready to command
your network.**

Now that you've gotten to grips with the main features, below are some more guides for additional features within the Connexin SmartHome app.

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Setting Up A GUEST Network

Begin setting up a **Guest Network** by tapping into My Network from the Main Dashboard and tapping the Plus button.



To get started, You'll want to enter the name of your guest network in the **SSID Name field**.

Below this, you will see a dropdown box, giving you the option to select a **security type**. Select WPA, which will allow you to add a password which is highly recommended to keep your network safe.

In the center of the screen you will find the option to choose the **Duration** of the Network or a Endless option. If you select Endless, you guest network will remain available until you remove it.

Once setup is complete, you can choose to share your Wi-Fi network with guests by tapping share. You can also edit or delete the guest network.

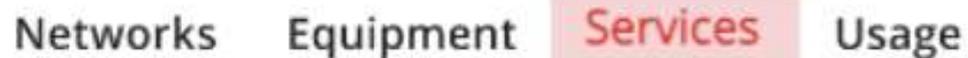
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In order to begin, you will need to have an Echo, Dot, Fire tablet or other Alexa-enabled device installed, an Amazon account and Alexa already set up and running.

From the main dashboard. Tap into My Networks, then tap Services. To enable Alexa, tap into the tab and turn on.



Networks Equipment **Services** Usage

CONNECT ALEXA

Once Alexa is installed, you will need go into your Alexa app and search for a skill called “**Calix Smart Router**” and enable it.

To use this skill you’ll need to sign in to the Connexin SmartHome app using your account information.

How To Set-up ALEXA

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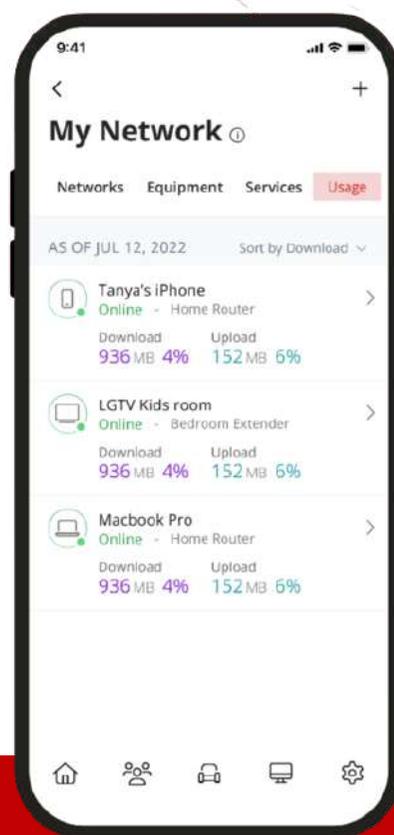
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View Network USAGE

You can easily determine the amount of bandwidth that each connected device on your network is using with the app.

Once done, tap back and select the **USAGE** tab from the My Network screen.



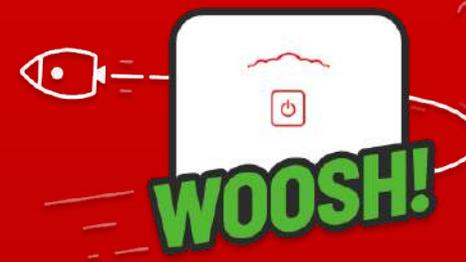
You can see how much bandwidth is being used by download and upload and the percentage of usage that device is consuming.

Understanding which devices are using the most bandwidth in your home can help you manage your home's network for a more enjoyable experience.

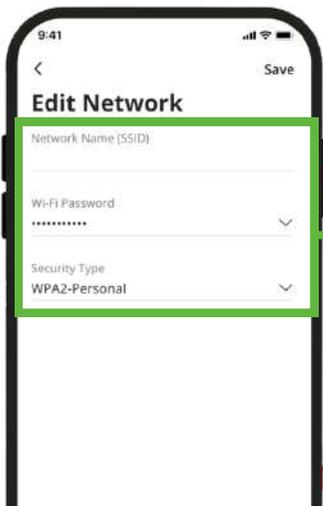
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From the Networks screen, tap into your home Wi-Fi network and press edit.



To rename your Wi-Fi network, set security options, or reset your Wi-Fi password, simply tap the prompts offered to make changes.

When you're done, tap Save.

In just a few moments, you will see the new SSID show up in your Wi-Fi settings and then you can connect your devices to it.

All your connected devices will need to be reconnected with this new information.

CHANGING Network Name And Password

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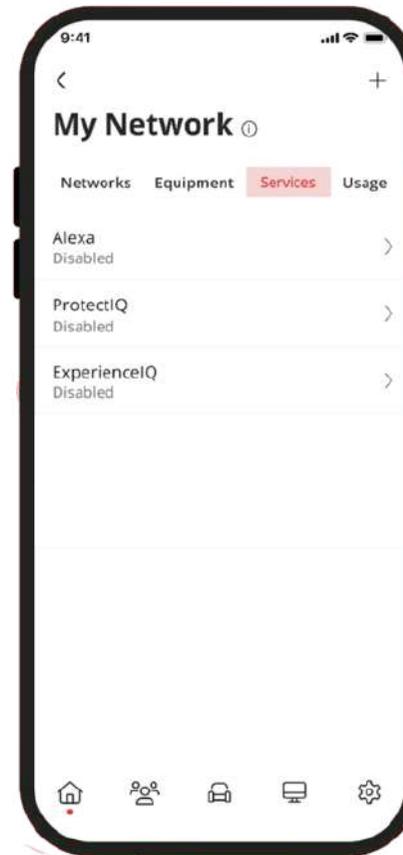
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Enabling & Disabling APPLICATIONS

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To add new services available to you, you'll need to tap into the **Services** tab within My Network from the dashboard.

You will discover a list of applications that are eligible for download into your app.



To enable one, simply select it and follow the instructional prompts to add the functionality. It will download and let you know when it is ready to use.



Should you choose to disable an application, this can simply be done by tapping on the one you wish to disable and swiping to uninstall it.



Enable Service



Using the **Restrictions** feature within the ExperienceIQ service can help you control the type of content a person can access on the internet.

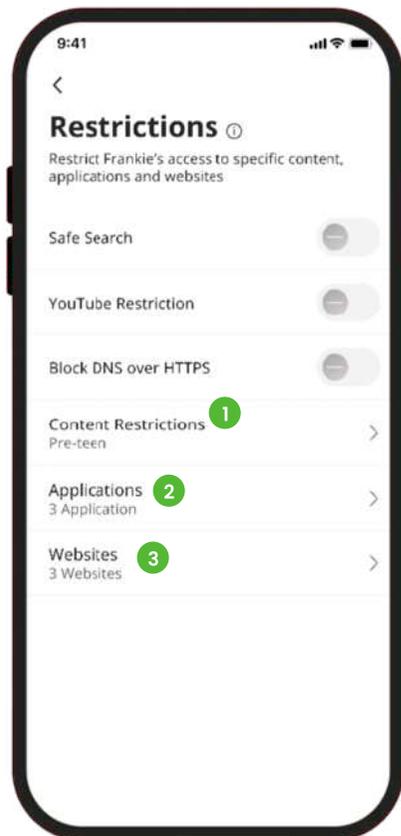
Within the app, locate and tap Restrictions from inside a persons profile.



1 Content Restrictions

filter prevents users from accessing entire sections of the internet and easily tailor appropriate content.

You can also turn on Safe Search for Google, Bing and YouTube Restrictions directly from within the app.



2 **Applications** is where you can block or allow a profile access to specific applications.

3 **Websites** section gives you the option to block or allow specific websites.

Adding Content RESTRICTIONS

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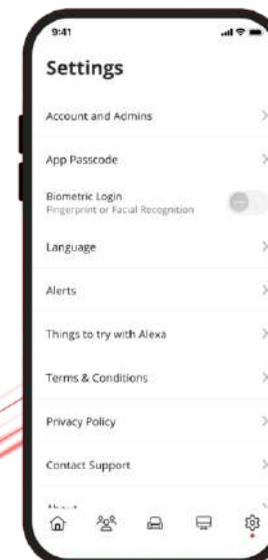
SETTINGS

Set up your connectivity experience exactly the way you want it, by visiting the settings menu of your app. There, you can adjust everything from passwords to alerts.

Simply tap **Settings** from the dashboard.

Here you can:

- **Update Account** Name, Email, app login password, and give secondary admin access to another user.
- **App Passcode.**
- Activate you phones **Biometric Login** feature.
- **Alerts** notification customisation.
- Change **Language** to French, Canadian or Spanish.



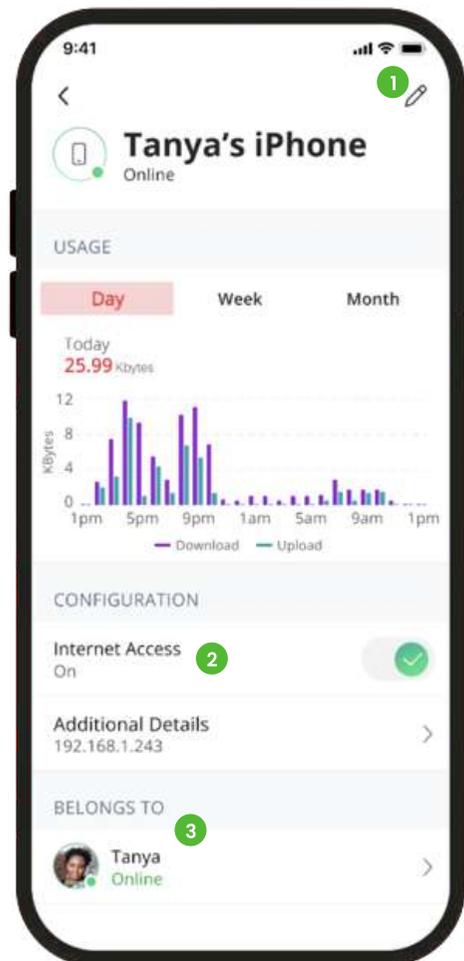
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To view your devices, tap Things from the main dashboard and select one.

From this screen you can learn the signal strength your device is receiving.



- 1 Tapping **Edit** will give you the ability to rename the device and even add it to a People or Places profile.
- 2 Your app also gives you the ability to remove **Wi-Fi access** from individual devices by moving the toggle button On to Off. This will come in handy if you find an unknown device using your network.
- 3 If a device is part of a People or Places **profile** you can see who or where it belongs to.

Connected DEVICES

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Share Your Wi-Fi GUEST Password

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Sharing Wi-Fi access with visitors is easy with a Guest Network and the Connexin SmartHome app.

With an existing Guest Wi-Fi network already set up, tap My Network from the main dashboard and tap into the Guest Network you wish to share.

Tap into the **Share Network button** to get access to your unique QR Code.

A rectangular button with a red border. On the left is a red icon of a Wi-Fi signal. To the right of the icon, the text "Share Network" is written in red.

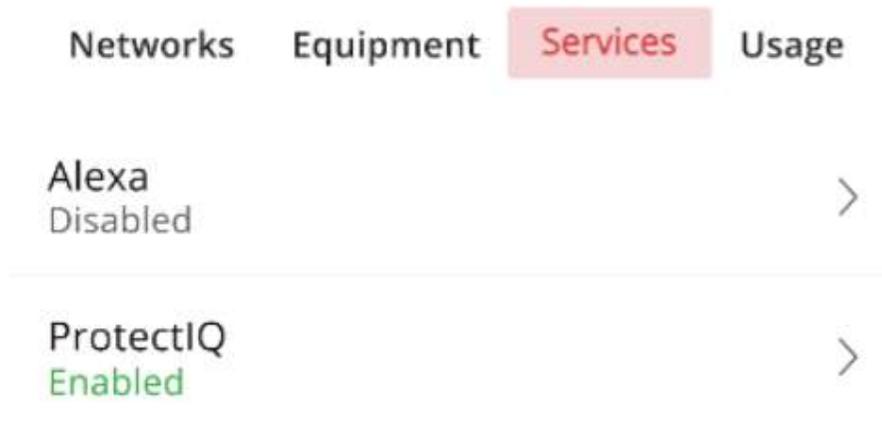
 Share Network

Then tap the share via text button.

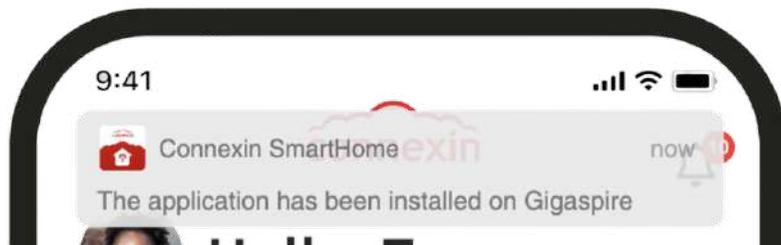


Your service provider may have already enabled this application for you. If so you can go directly to **ProtectIQ** by tapping into My Network, then tap **Services**.

If your service provider indicated you'll need to enable the application through the app, and they have turned this service on for you, then go into Services from the My Network tab and select ProtectIQ from this list to get started.



You will receive an alert that ProtectIQ is ready to use.



Learn More About PROTECT IQ

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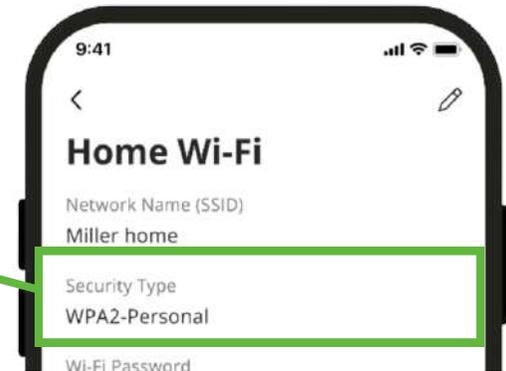
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ProtectIQ DASHBOARD

Once ProtectIQ is actively running you will receive notifications alerting you with information about any security threats that have been detected and blocked.

No action is required, threats are automatically blocked.

You can find detailed network information from the ProtectIQ Security tab.



You will see details about the status of the service, how many Viruses, Intrusions and Threats have been blocked, and other settings.



Underneath are your security options:

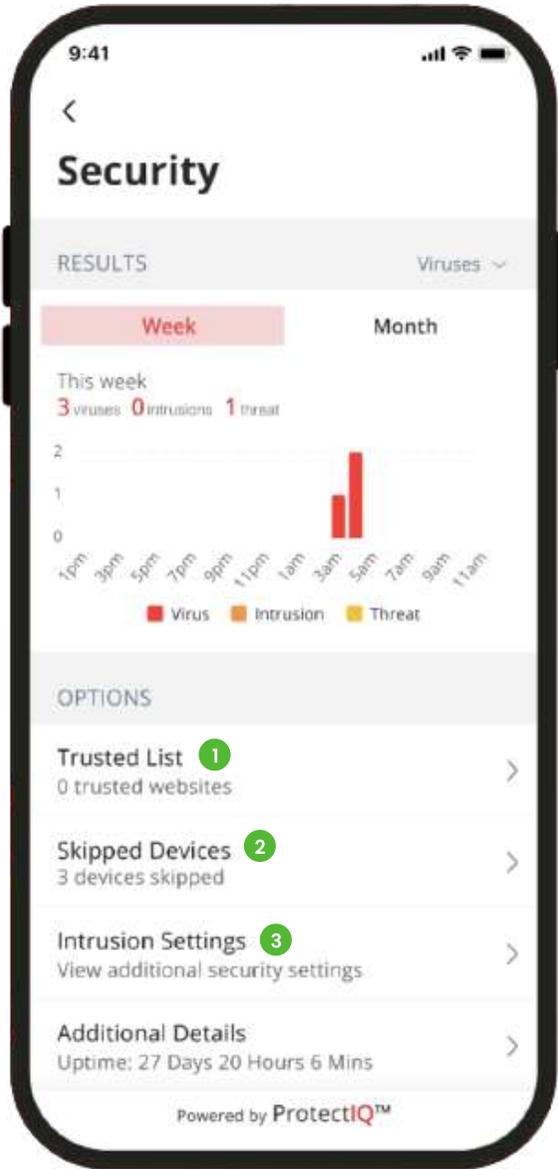
- **Trusted List**
- **Skipped Devices**
- **Intrusion Settings**

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ProtectIQ SECURITY OPTIONS



1 Trusted List - If for any reason legitimate content was blocked you can select -add to trust list- to add it to your trusted content list.

At any time, you can enter the Trusted List to remove it.

2 Skip Devices - This allows you to skip network security scans on specific devices.

You can select a specific device or Select All if you do not want any device scanned by ProtectIQ.

This may allow known threats into your network that may otherwise have been blocked.

3 Intrusion Settings - ProtectIQ comes with an additional intrusion prevention system that you control.

This service protects your home network at the system level, but we encourage you to keep your device-level protection in place to keep your network secure.

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View Usage With EXPERIENCEIQ

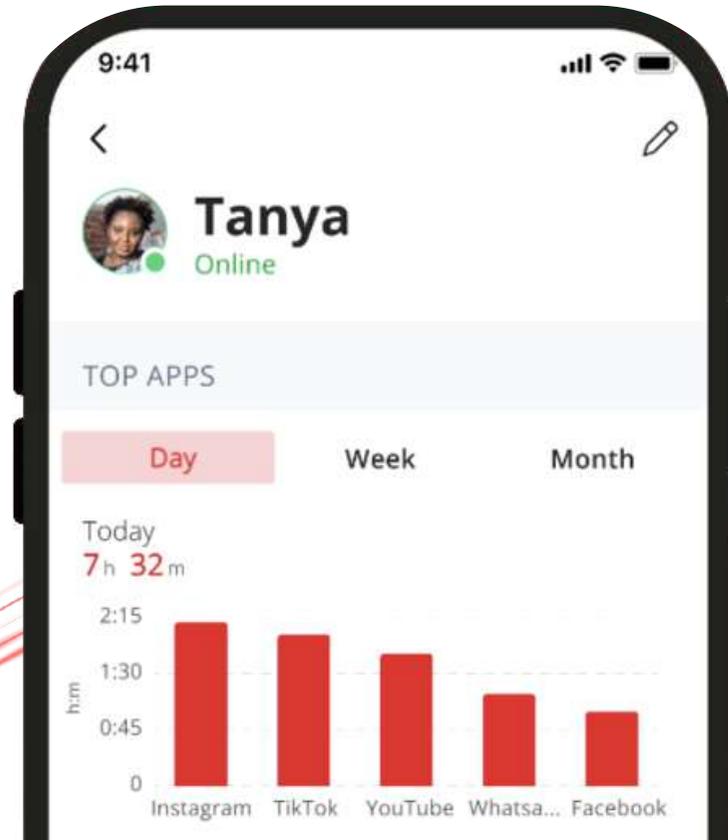
ExperienceIQ Only

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From the main dashboard select **People** to access a profile and tap the profile you want to view usage for.

Once in the Profile, you can view usage of top apps by minutes.

Tapping Day, Week, or Month from the chart give you the option to see usage over the last 7 or 30 days and a breakdown of how long a profile spends on particular apps and websites.

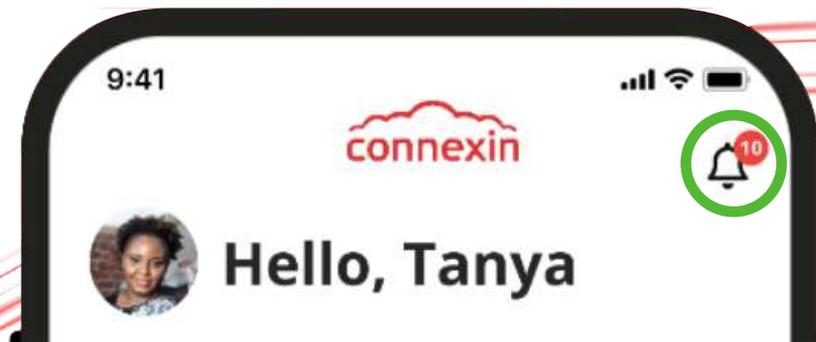


From the main dashboard select Settings and tap Alerts.

You can simply toggle **Alerts** on and off at any time.

Now with Alerts activated, you can view them at anytime from the main dashboard.

If there are alerts to view, you'll see them in the bell.



These alerts are based on filters set with the Content Restrictions feature in ExperienceIQ.

Notifications for EXPERIENCEIQ

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Setting Up ENHANCED Parental Control Profiles

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Enhanced Parental Controls gives you the ability to:

- **Set profiles**
- **Add filters**
- **Create time limits**
- **View network usage**

INSTALL EXPERIENCEIQ

To Enable ExperienceIQ tap My Network from the Main Dashboard, then tap Services.

Tap into ExperienceIQ and toggle on to activate.

You'll receive a notification that the application has been installed.

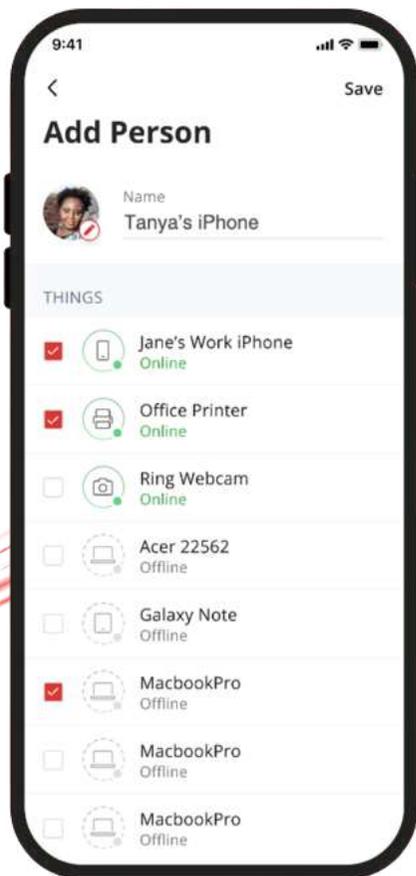


Now you're ready to create your first People profile.

From the main dashboard tap **People** and then the Plus button.

From here, you can name the profile, add a picture and add connected devices to this person.

Once finished, tap done.



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Setting Up ENHANCED Parental Control Profiles

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Setting Up ENHANCED Parental Control Profiles

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Your new profile is ready to customise for the Ultimate Wi-Fi experience.

From the main dashboard tap into the People section and then into the profile you created.

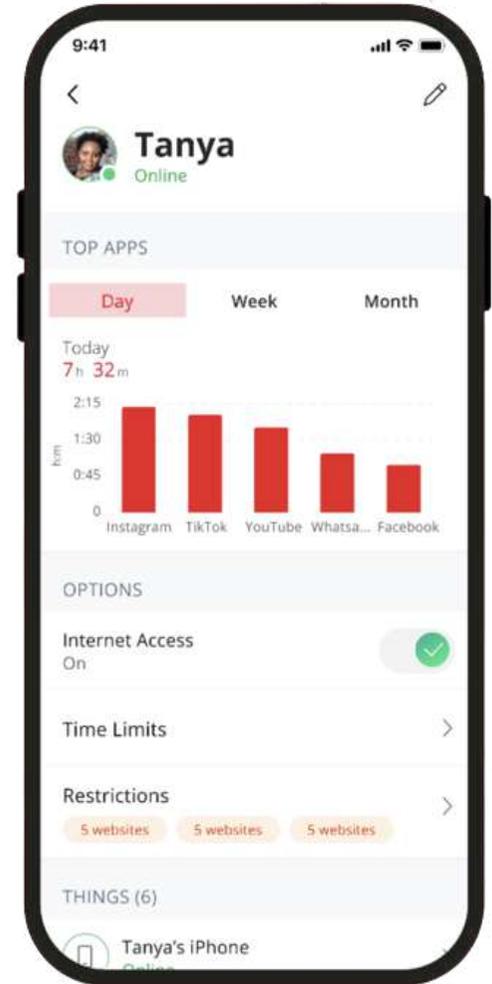
- 1 Control **Internet Access** with just a swipe.

If you swipe off, all devices in this profile will be disconnected from the internet.

To restore, simply swipe back on.

- 2 You can use **Time Limits** and offline hours to limit profiles from internet access within a specific timeframe.

- 3 By selecting **Restrictions**, you can manage content by category, application or by website.



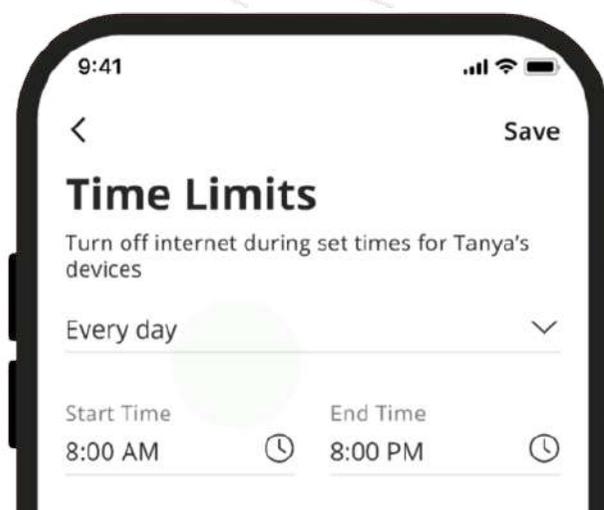
We don't make the rules, we just help you enforce them.

First, select the People tab on the main dashboard. Next, select a profile you want to set a Time Limit for.

Once within the profile, select the **Time Limits** option.



Now that you've selected Time Limits, you'll see this timeline interface.



The **Everyday** button allows you to impose the same offline hours everyday for any device connected to his profile.

Alternatively, you can select the **Custom** button in the dropdown to select individual days and set different offline ranges.

Please note, with ExperienceIQ you have the added ability to set content restrictions, block or allow specific applications and websites, limit the amount of time spent on an application and view usage information.

Setting Screen TIME LIMITS With Parental Control

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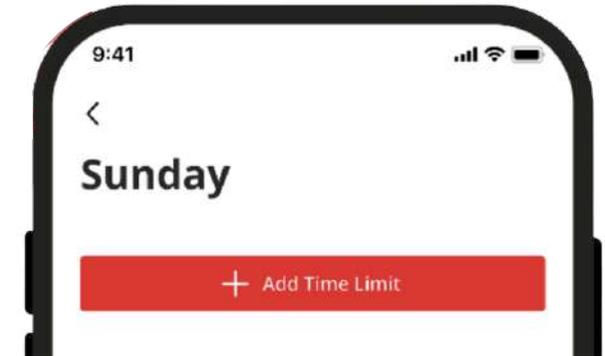
Setting CUSTOM Time Limits

ExperienceIQ Only

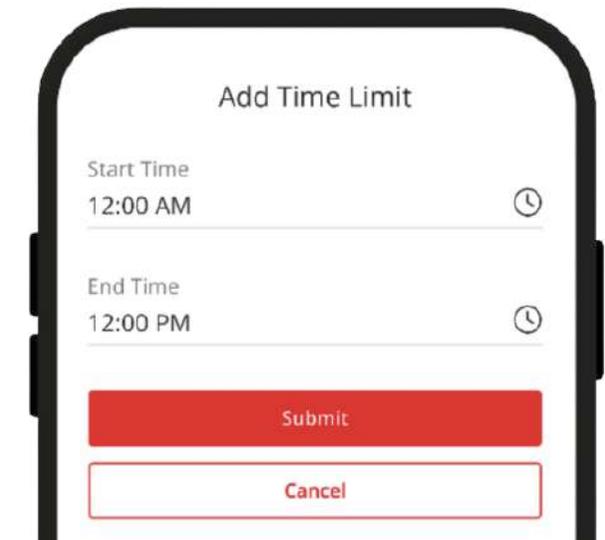
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Tap the **Custom** button, then select a day of the week you wish to create new offline time range for.

Tap the **Plus** sign to add a time limit range to the selected day.



After selecting your start and end time simply tap **Save**.

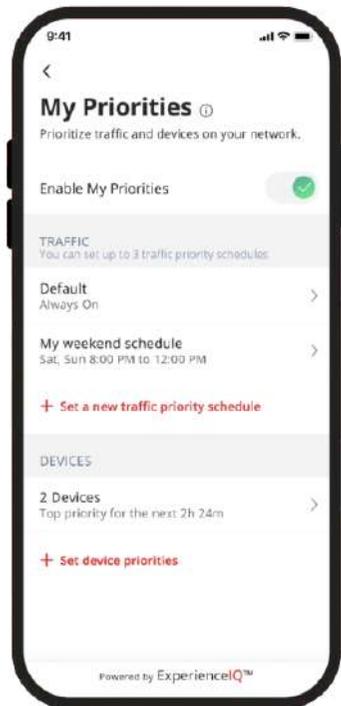


You can set up to five offline blocks of time each day. And don't worry, you can come back in to edit these time blocks at any time.

My Priorities, part of ExperienceIQ allows you to prioritise your devices and optimise your Wi-Fi for work, gaming, streaming and so much more!

From the main dashboard, tap in My Network and select **Priorities**.

You'll find Network Priority. To enable My Priorities toggle it on.



My Priorities allows you to set priority by activity traffic or by devices.

Let's start with activity traffic.

Tap set a new traffic priority schedule.

You can set up to five offline blocks of time each day. And don't worry, you can come back in to edit these time blocks at any time.

Setting Up MY PRIORITIES In ExperienceIQ

ExperienceIQ Only

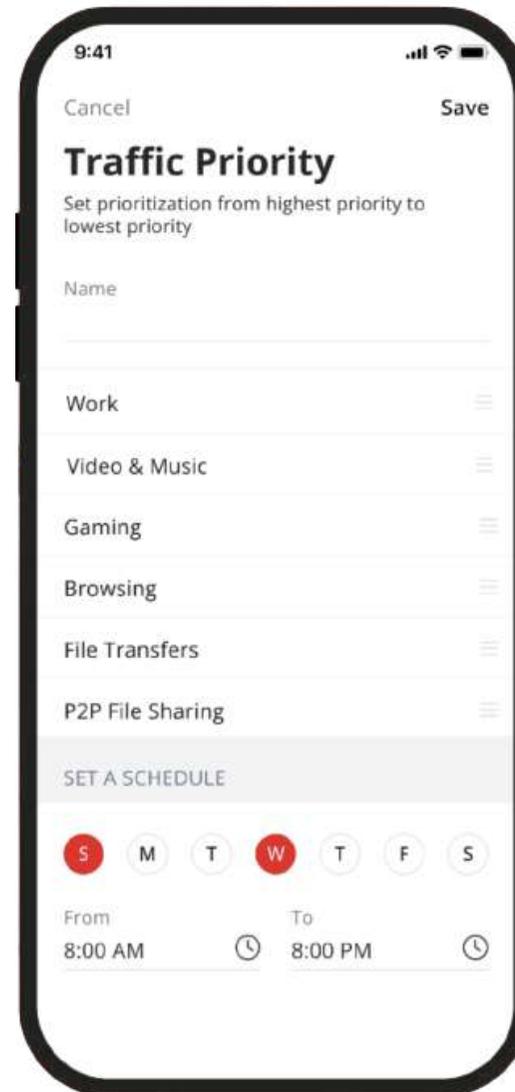
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Setting TRAFFIC Priorities

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The default order of activity prioritization is set as follow.



You can reorder the activities by holding and dragging the category in the order you wish that traffic to be prioritised.

To create a prioritisation schedule for your preferred activities, set your highest priority first.

Then set a time range and days you want that activity prioritised.

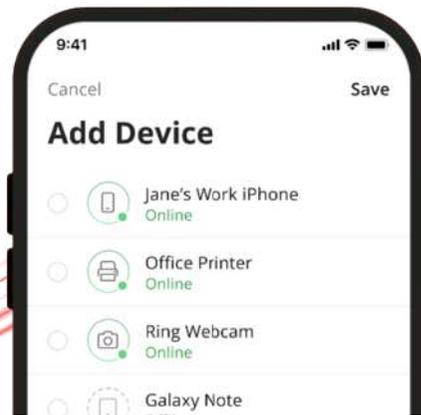
Give your schedule a name and tap Save when you're done.

If you'd rather **prioritise by device**, we've got you covered.

Tap **'Set device priorities.'**

Next tap **Add device** to select from the connected devices on your network you want to prioritise.

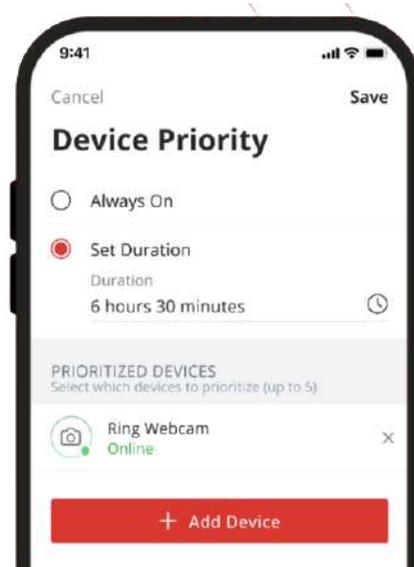
You can select up to 5 devices you wish to prioritise.



Once added, you will see the devices you're prioritising here.

You can leave this set to Always On or set a duration for how long you want these devices to be prioritised on the network.

Tap Save to save your Priority settings.



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Prioritise by DEVICE

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