

## Course Description

This eLearning course focuses on using version two of CommandIQ and how CommandIQ interacts with Calix Cloud and GigaFamily devices to provide a seamless home network experience for subscribers.

## Objectives

- Describe how CommandIQ interacts with Calix Cloud and GigaFamily devices.
- Describe CommandIQ differences between GigaFamily devices.
- Locate where to download the CommandIQ mobile app.
- Describe the process to onboard a GigaSpire or GigaCenter.
- Describe the process to set up a subscriber's primary and guest networks.
- Describe how to use Calix Cloud to support subscribers using CommandIQ.
- Describe how to enable ExperienceIQ and ProtectIQ mobile services for subscribers.

## Prerequisite Training and Skills

- Introduction to GigaSpire BLAST Systems
- Calix Cloud for Customer Support

## Who should attend?

- Network Operations
- Customer Support
- Field Technicians
- Engineering/Planner

## Delivery Mode

This interactive online eLearning course consists of content delivered as video clips, simulations, demonstrations, and other self-paced formats. Learners are prompted to interact with the content as they progress through the course. Calix eLearning courses are often accompanied by voice-over audio. To get the most out of your learning experience, Calix recommends accessing your eLearning course through Chrome or Firefox.

Course Duration: 30 minutes

Lessons	Topics
<b>01</b> Getting Started Using CommandIQ	CommandIQ Interactions with Calix Cloud Applications CommandIQ Differences Between GigaFamily Devices Accessing the CommandIQ Mobile App Sign-up as a New User

		<ul style="list-style-type: none"> <li>Dashboard View</li> <li>Navigating CommandIQ</li> </ul>
<b>02</b>	Performing Common Tasks in CommandIQ	<ul style="list-style-type: none"> <li>Update User Information in CommandIQ</li> <li>Add Mesh Satellites</li> <li>Add Subscriber Devices</li> <li>Performing a Bandwidth Test</li> <li>Create One or More Guest Networks</li> </ul>
<b>03</b>	Supporting CommandIQ Remotely	<ul style="list-style-type: none"> <li>ExperienceIQ and ProtectIQ Services: Demo</li> <li>Smart Home Admin Dashboard (SHAD): Demo</li> </ul>
<b>04</b>	Using ExperienceIQ	<ul style="list-style-type: none"> <li>Enabling ExperienceIQ</li> <li>Blocking Content, Websites, and Applications</li> <li>Setting Time Limits on Internet Usage</li> <li>Parental Notifications</li> <li>My Priorities</li> </ul>
<b>05</b>	Using ProtectIQ	<ul style="list-style-type: none"> <li>Enabling ProtectIQ</li> <li>ProtectIQ Alerts</li> </ul>