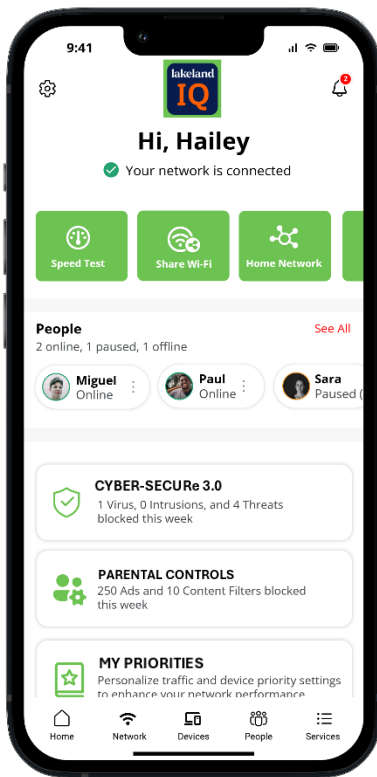




USAGE GUIDE



Once Lakeland Networks IQ has been downloaded and connected to your household's Internet/Wi-Fi system you can begin to use the App.



← Quick Links Carousel →

← People Carousel

← SMART Services

← Network Management

Realize all the benefits of the App!

First, you'll want to name & assign all devices connected to your internet. This is a critical one-time step that will enable you to take full advantage of the many features and Smart services...

Eg 1. Block adult-focused websites and content from a child's devices.

Eg 2. Prioritize bandwidth so work related activity like video calls take precedence during Work hours.

It will also expedite troubleshooting, should you need to call us for support.

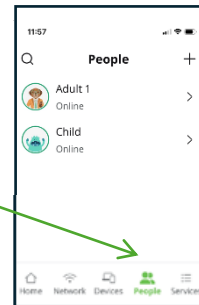
Device Naming & Classification – One-time Only

Name devices for clear visibility of your network, categorize them, and assign them to People in your household.

People Set-up

Set People profiles so you can assign devices to them.

- Tap the People icon in the bottom menu bar
- Tap the Plus sign
- Enter Name and tap an avatar to add a profile image
- Tap Save - continue adding all the people in your household




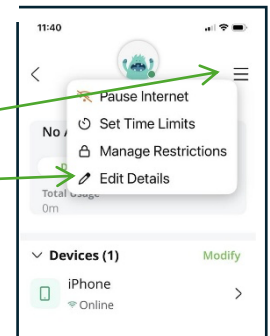
Device Set-up

Rename, classify, and assign to People – this will be worth it we

- Tap Devices icon in the bottom menu bar – the devices will be listed

Most devices are automatically detected and added to the app if they are connected to the internet.

- Tap on a device and tap the ‘hamburger’  menu in the top right
- Tap Edit Details
- Revise the name eg. from “iPhone 7” to “iPhone 7 – Steve” and check that the Type of the device is correct – if not tap the one that is, click Save
- Click Assign to Person - tap on the person whose device this is-click Save - tap X
- Keep doing this for all the devices



Tips:

- Name each device in a logical structure for easier identification and troubleshooting eg. TV Bedroom Master, TV Family Room, iPhone – John
- Some devices may not show up if they're not currently connected (or if they have been off-line for more than 7 days), are using a different Wi-Fi Network Name (SSID), or have been blocked by parental controls. Refresh the device list or restart the app to update your view.

Help - How do I match device names in the App to my devices?

It can sometimes be difficult to identify which device in your list corresponds to the physical device in your home—especially when the app displays only an alphanumeric MAC address (MAC = *Media Access Control*, the unique identifier for each device eg. CA:F6:8A:35:CF:AF).

Here are a few simple ways to figure out which device it is. For the full list of options, visit our FAQs.

1. **Check the Manufacturer Name:** Each device's manufacturer (eg. Apple, Samsung, LG, Amazon, Roku) is automatically displayed in the device list. This helps narrow down whether the device is a phone, TV etc.
2. **Turn Off Wi-Fi on the Suspected Device:** Turn off Wi-Fi on the device you think it might be, then refresh the device list in the app. If the device disappears—you've found it. Turn Wi-Fi back on and rename it in the app.
3. **Compare the MAC Address:** Every device has a unique MAC address, which the app displays in *Device Information* (Devices/ tap device/tap “hamburger” menu icon). Match this with the MAC address shown on the device itself or within its Wi-Fi/Network settings.

Examples of where to find MAC addresses (can also be referred to as Wi-Fi Address):

- a. Phones & tablets: *Settings* → *General* → *About* → *Wi-Fi Address*
- b. Smart TVs: *Network* → *About*
- c. Laptops: *Network Settings* → *Hardware/Properties*
- d. Smart home devices: Printed on the device label or in the companion app



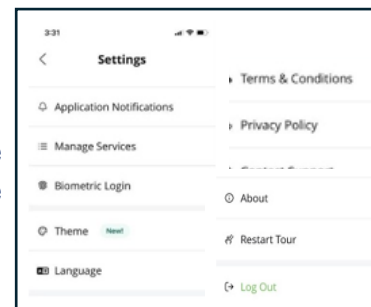
Now you can realize the full benefits of your App

We recommend you familiarize yourself with the app by exploring all the different features and menus before reviewing the instructions below.

Useful features and services:

Settings

Click on the cog in the top left of your home screen and review all the menu items – Note there is Contact Us that provides you with our phone # and email for whenever you need us!



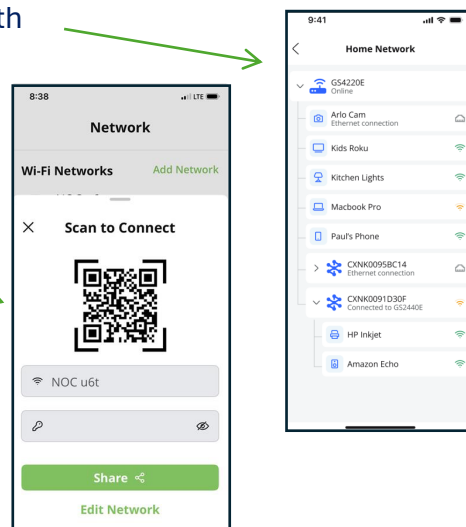
Quick Links Carousel

- View your Home Network, to see device status and signal strength
- Run a speed test
- Reboot your system
- Share your Wi-Fi with someone outside the household
 - Tap Share Wi-fi
 - Tap the Select Network box & choose the one you want to share
 - A QR code will pop up that when scanned with the camera of another device will connect it to the wi-fi
 - Or you can share the link by clicking on Share and choosing the method from the options presented

Want to find your Wi-Fi password quickly?

In this box click the “eye” to reveal your password – click again to hide

Tip: For large gatherings you can print the QR code and have it available around the house for easy access

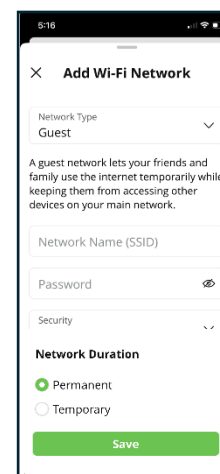


Create a Guest network

Create to keep guests’ devices/activity separate from your main network for added security and peace of mind. This can be particularly useful when having many people over – print out the QR codes and put it around the house.

- Tap Network from menu at bottom - click Add Network.
- Tap Select Type, tap Guest
- Enter a new Network Name (SSID) eg. Thompson Guests, and new Password
- Select a Security Type - for this scenario we typically recommend WPA2-Personal
- Tap toggle button to disable Isolation (button will turn grey)
- Scroll down to Network Duration and choose Permanent or Temporary, which reveals the option to set Start and End day/time.
- Tap Save when finished

Tip: Other types of networks can be added– for more detailed info on this check the FAQ’s.



CYBER-SECURE 3.0

If it's connected, it's better protected!

In addition to the security provided at the router, this powerhouse provides additional security at the device level helping to protect against malicious websites, viruses, and intrusions.

From the Home screen tap the CYBER-SECURE 3.0 tile

1. To view security events and threat history:

- Tap the expand arrow graphic to view your Week or Month history
- You'll see the number of viruses, threats, and intrusion attempts blocked.

2. Key Features & How to Use Them

A. Trusted List

Used when CYBER-SECURE 3.0 blocks something you know is safe.

- Tap [Trusted List](#) and Add or remove items you trust

B. Skip Devices

Lets you turn off security scans for selected devices (helpful for printers, game consoles etc, that require a lower level of WAP security setting), while intrusion detection remains active.

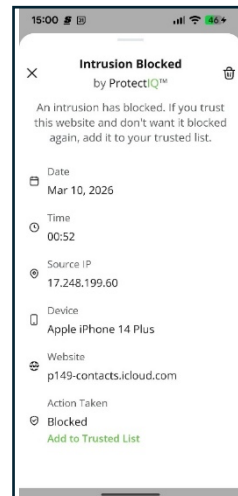
- Tap [Skipped Devices](#) and Click on the box of the device(s) you want to exclude

C. Intrusion Settings

These features protect your network from both outside attacks and problematic traffic inside your home network.

- Tap [Intrusion Settings](#)

- Toggle on IPS Protocol Anomaly and IPS Port-Scan Defence and Tap [X](#) to save



PARENTAL CONTROLS

We don't make the rules, we just help you enforce yours!

Set Internet usage limits to reduce screen time, keep family safe with content filters & restricting apps/websites, and track activity.

(Applicable to All Plans)



Manage People's Internet Time Limits

-In the People Carousel click on the person you want to set time limits for- Review overall on-line Activity by day, week, month (to review by device tap on the device name – you can tap arrows in top right to see a graph – return to previous screen)

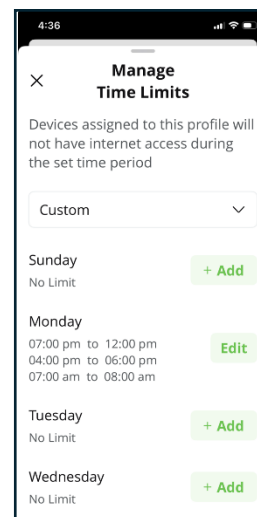
- Click on the hamburger menu in the top right

A. Tap [Pause Internet](#) to turn wi-fi immediately off and on for all that person's devices (like if you want to get a teenager out of their bedroom!)

B. Tap on [Set Time Limits](#), choose [Every Day](#) (select start and end times that apply to all days) or [Custom](#) (to set different times for different days)

- To set [Custom](#) limits tap on [+Add](#) and set a start time, tap [X](#), choose an end time, tap [X](#) – then tap [X](#) to save OR if you would like to add additional windows of time limits, up to 5 for that same day, choose the [+Add](#) button

- To remove limitations that have already been set tap on [No Time Limits](#)



Parental Controls cont'd...

(Applicable only to Connected Home and Tech Guru Plans)



Manage Restrictions for On-line Usage

To set restrictions for what and when can be accessed when using the Wi-Fi

-From the Home screen click on the Parental Controls tile

-to set restrictions that will apply to anyone using the wi-fi tap the Network Restrictions tile and follow the instructions below

-to set restrictions for a specific person tap the People Restrictions tile and then tap the person you want to set restrictions for (these will override the Network Restrictions during the day/time you set)

1. Under **Security** toggle on

- Google SafeSearch
- YouTube Restricted Mode
- Block DNS over HTTPS
- Block iCloud Private Relay

TIP: **Google SafeSearch** restricts explicit, violent, and adult-oriented content from appearing in search results, images, and videos. It filters out pornography, nudity, sexual acts, and graphic violence, with options to either blur explicit images or block them entirely along with associated text and links.

YouTube Restricted Mode acts as a safety filter that hides potentially mature content, including videos with sexual situations, excessive violence, detailed discussions of drugs/alcohol, and profanity. It also blocks all user comments on videos, hides music marked "Explicit," and restricts access to certain news or sensitive educational content.

2. Tap **Content** – here you can use pre-set Custom filters by age, restrict specific types of sites under these categories: Entertainment & Leisure, Privacy & Security, and Sensitive Content

-you can click on No Restrictions and from the drop-down menu you can choose pre-set restrictions by age group – when you do this you can see in the list below what has been restricted

– if you want to adjust these pre-sets just use the toggle on and off buttons for each one

-Or you can simply go straight to toggling on what you want to restrict from all the categories listed

Note, these are blanket restrictions across categories - in the next 2 sections you will learn how to override specific Apps and Websites that you DON'T want restricted to customize it your way.

3. Tap **Apps**

-type the name of any app you want to restrict eg Snapchat and it will pop up, tap on it

-then choose by clicking on the circle, Block, Always Allow (to override restrictions set in the Content section), or Allow for Limited Time (you can choose how long you will allow the app to be used within a 24-hour period eg. set 1hr time limit for Snapchat, and when usage of the app has accumulated to one hour over the day the app will no longer be accessible until the next day)

4. Tap **Websites**

-type the website you want to restrict, tap Add

-then choose Block or Always Allow (to override restrictions set in the Content section)

My Priorities IQ

Bandwidth Prioritization for how you work and play

It lets you **give priority to certain activities or devices** so whether you're working, gaming, or streaming your most important tasks get the strongest connection... Like so your work video calls aren't affected by someone Gaming!

-From the Home screen tap the MyPrioritiesIQ tile

Modes focus on **what you're doing** (for example: Work = video calls, email, Teams/Slack). Device Priority focuses on **what you're using** (for example: a specific computer or game console).

Default Priorities – your everyday (all-day) traffic category order.

Priority Modes – preset Modes (Work, Entertainment, Gamer) you can turn on immediately or schedule for certain days/times. These temporarily override Default Priorities during those times.

Custom Traffic Priorities – your own custom “mode-like” priority plan (your ranked list of categories), scheduled by days/times. These temporarily override Default Priorities during those times.

Device Prioritization – choose up to 5 devices to get top priority on your network.

Enable – toggle this off if you don't want any priorities applied.

1) Default Priorities (Everyday setup)

Default Priorities are your “normal” all-day traffic category order.

-Tap **Update Default Priorities** to view the current order, and drag categories to reorder.

Tip: tap the (i) beside Default to see examples of what is included in each category.

2) Priority Modes - listed below the Default section (Quick & Easy)

Use Priority Modes when: you want a simple schedule, like:

- Work Mode during office hours
- Entertainment Mode in the evenings
- Gamer Mode on weekends

-Toggle on a Mode, set days/times, tap Save

3) Custom Traffic Priorities (More Control)

Use Custom Traffic when you need something more specific than the presets. Rank: Work, Video & Music, Gaming, Browsing, File Transfers, P2P File Sharing.

-Tap +Add beside Traffic Priorities, name it, drag categories into your preferred order, set days/times, tap Save. Repeat for more schedules.

4) Device Prioritization (prioritize a device)

Choose up to **five devices** to get top priority on your network (great for work laptops, gaming consoles, or home office gear).

-Beside Device Priorities tap +Add, select the device, tap Always On, or Set Duration (for a temporary boost), tap Save