

**CTC
COMPLETE
WIFI:**

**WIFI CONTROL
FOR THE WAY
YOU LIVE**



 **CTC**

Welcome to **CTC Complete WiFi**, the complete WiFi control app that transforms your home WiFi experience.

Say goodbye to WiFi stress. This app puts you in control with simple tools and smart features that make your home network fast, safe and totally yours.

Whether you're a gamer chasing lag-free wins, a parent keeping the kids safe online or just tired of spotty connections, CTC Complete WiFi has your back. This guide walks you through setup and shows you how to unlock a WiFi experience that's head and shoulders above those old-school providers. Let's get started!

Download CTC Complete WiFi on the App Store or Google Play.

CTC | goctc.com/complete-wifi

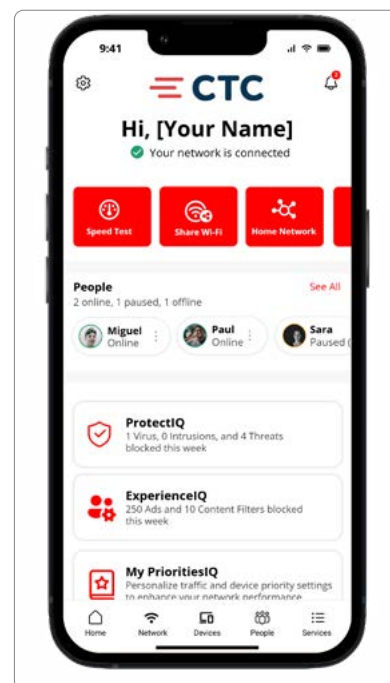


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Why CTC Complete WiFi? Your WiFi, Your Way

Let's face it, WiFi can be a headache. Kids streaming during your work call, lag ruining game night or that nagging concern about hackers—it's enough to make anyone groan. CTC Complete WiFi changes all that. We give you total control to make your WiFi fast, safe and tailored to your home's needs.

No More Frustration: Fix buffering, lag and dropped calls with tools that prioritize what matters most.

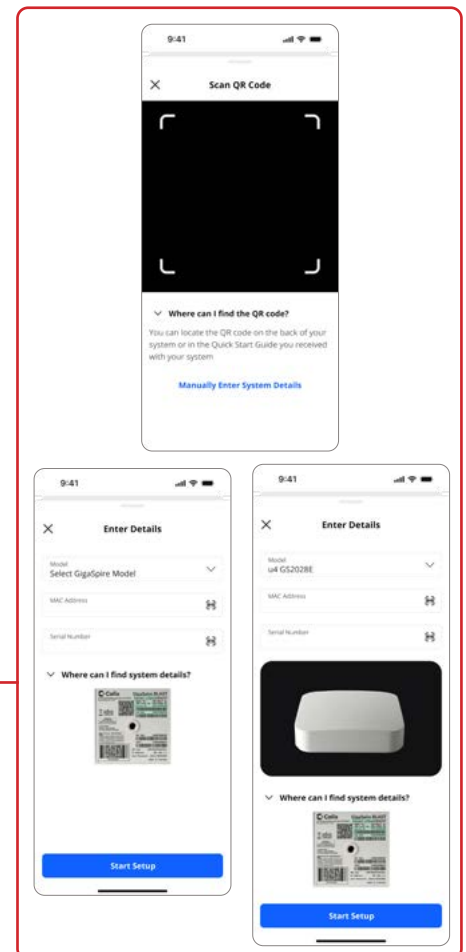
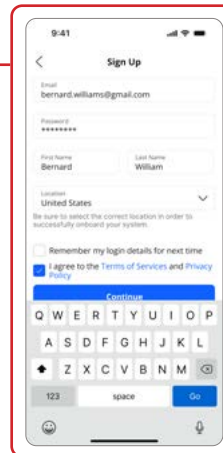
Peace of Mind: Keep your network secure and everyone safe with built-in protections.

Easy as Pie: Manage everything from your phone—no tech degree required.

Getting Started: Setup in a Snap

Here's how to get your WiFi up and running with your GigaSpire system:

1. **Download the App:** Grab CTC Complete WiFi from the App Store or Google Play and install it on your phone or tablet.
2. **Tap "Let's Get Started":** Open the app and hit the big button. Forgot your password? Use "Forgot Password?" to reset it.
3. **Enter Your Info:** Add basic personal details and create a password for logging in.
4. **Scan the QR Code:** Find the sticker on the side or bottom of your GigaSpire System, tap the scan icon and point your camera at the QR code. No QR? Enter the MAC address and serial number from the sticker. You might need your account number, too.
5. **Name Your Network:** Set a WiFi name (SSID) and password that's all yours. Make it fun—how about "NoFreeloadersNet?"



Why it matters: A hassle-free start gets your WiFi running in minutes with no tech support calls needed, so you can focus on what you love.

Key Features: Everything from the Main Dashboard

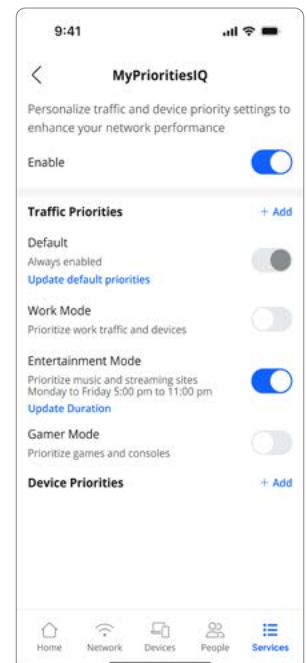
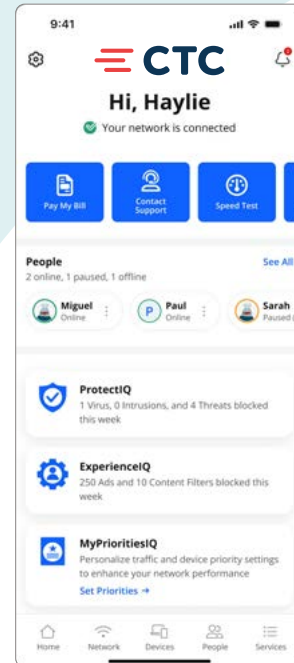
Scrollable Carousel and Tiles: Control at Your Fingertips

Tired of digging through menus to manage your WiFi? The scrollable carousel puts everything you need—speed tests, parental controls, device lists, bill payment—right on the main dashboard. Just swipe and tap to take charge.

myPrioritiesIQ Modes: WiFi That Fits Your Life

Your WiFi should know what's important. With MyPrioritiesIQ, tap “Gaming Mode” for lag-free battles, “Work Mode” for flawless video calls or “Entertainment Mode” for buffer-free streaming. It's like WiFi that reads your mind.

Why it matters: Enjoy a connection that adapts to your family's needs, whether it's work, play or relaxation.



ProtectIQ: A Safe Digital Home

The internet can be a wild place, but ProtectIQ keeps the bad stuff out. This built-in security blocks viruses, malware and sketchy web threats, so your family's devices stay safe. Check the "Security" tab to see threats stopped in real time. Three viruses zapped today? You're welcome!

Why it matters: Rest easy knowing your network is a fortress, protecting your family's digital life.

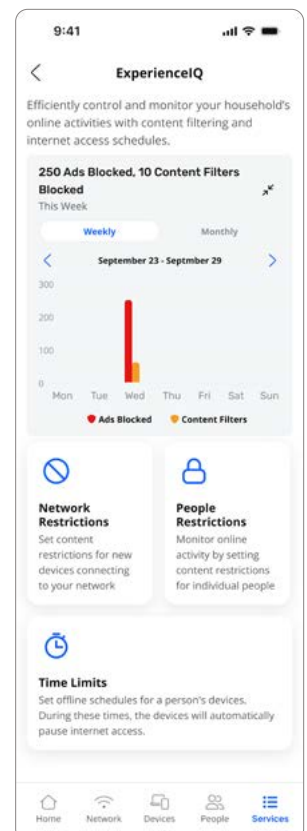
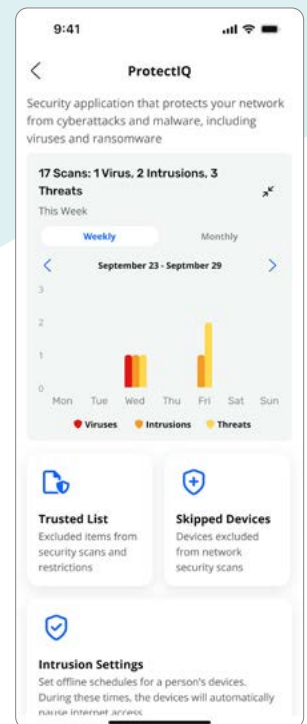
ExperiencelQ: Content Control Made Easy

ExperiencelQ lets you set content restrictions by age or category (goodbye violent games and online gambling), block specific apps or websites and pause WiFi for bedtime or homework. Safe Search and YouTube restrictions keep searches appropriate and ad-free, too.

Real-Time Alerts: Stay Ahead of Trouble

No more guessing why your WiFi's acting up. Real-time alerts ping you if there's a slowdown, and the app's bandwidth tests show your network's performance. Keep everyone—gamers, streamers, work pros—connected without a hitch.

Why it matters: Catch issues before they ruin your day, ensuring a smooth WiFi experience.



Key Features: **Bottom Tool Bar** **Network:**

Manage Your WiFi Networks

At the bottom of the dashboard, you'll see tiles of SmartHome features tailored to your experience. This is where things get even smarter.

These tiles provide access to enhanced tools and features like security settings (ProtectIQ), performance optimizations (MyPrioritiesIQ), device engagement monitoring (ExperienceIQ) and more—all tailored to how you use the internet in your home every day.

Whether you're keeping your family protected from online threats or making sure your internet holds up in those important meetings, this section helps you stay in control with ease.

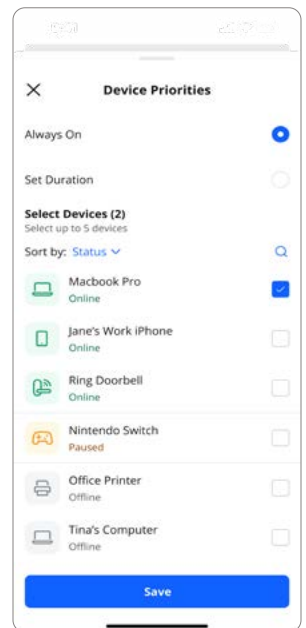
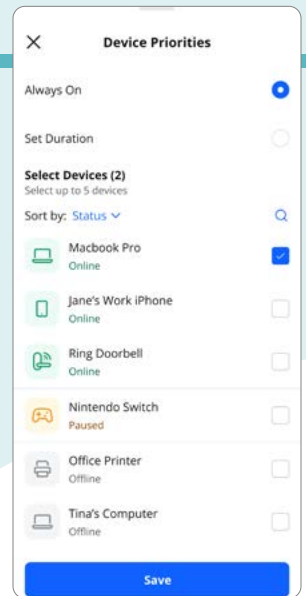
Devices:

Manage Devices and view network usage

The device details screen will show 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.

By tapping into the edit function in the upper right corner, you can 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. The bottom box shows additional connection details for this device. By toggling the On/Off button in the internet access section you can turn on or off WiFi for this device.

Network priority is available with ExperienceIQ and allows you to prioritize traffic and devices on your network.

People:

Create People Profiles & Know Who's on your WiFi

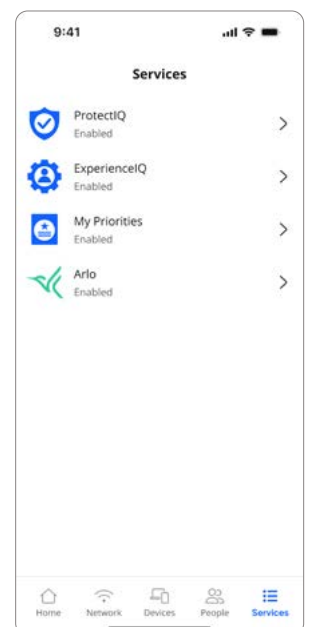
Wondering who's on your WiFi? CTC Complete WiFi shows every connected device, from Haylie's tablet to Grandpa's smart TV. Create People profiles to easily assign devices, pause the internet, control content access and more. Knowing who is on your WiFi and having the ability to boot freeloaders has never been easier or more fun.

Why it matters: Feel confident knowing exactly who's using your WiFi, with a touch of fun.

Services:

Enabling Apps & Services: Customize Your Experience

Want to level up your WiFi? Head to the "Services" tab to add or disable apps like ProtectIQ (security) and ExperienceIQ (parental controls). Just follow the prompts to turn them on or off. Check with CTC for available services—it's all about making your WiFi work for you.



What's New and Awesome



Scrollable Carousel:

Swipe to your favorite features—bandwidth tests, parental controls, you name it—right from the dashboard.

Fun Avatars and Device Recognition:

Personalize profiles and spot strangers on your network in a snap.

myPriorities Modes:

Pick “Gaming,” “Work” or “Entertainment” to optimize WiFi for what you’re doing.

Easy-Peasy Setup:

Self-install and onboarding so simple, you’ll wonder why it was ever hard.

Real-Time Insights:

WiFi status, performance stats and alerts keep you in the know.

Everything You Loved But Better:

All the old features—guest networks, WPS setup, security tools—now easier to use and more accessible.

Why You’ll Love It:

This is not just an app—it’s your WiFi sidekick. With CTC Complete WiFi app, you’re in control, your connection’s secure and your whole household’s happy.

Your Intelligent Control Hub

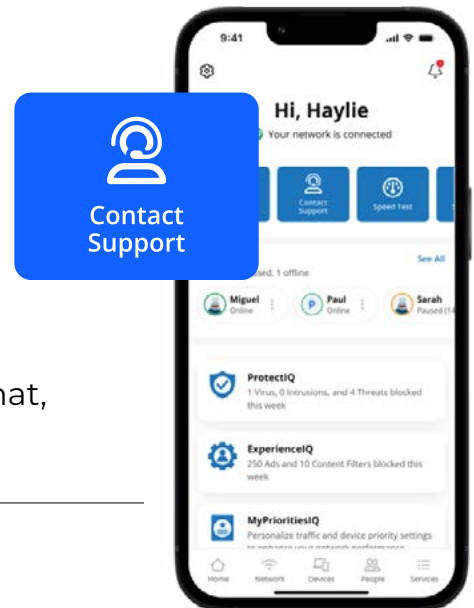
Bring Your WiFi to Life Your Dashboard, Your Way

Swipe through the app's scrollable carousel to:

- Contact Support
- Test Your Speed
- Share Your WiFi
- Manage Your Home Network

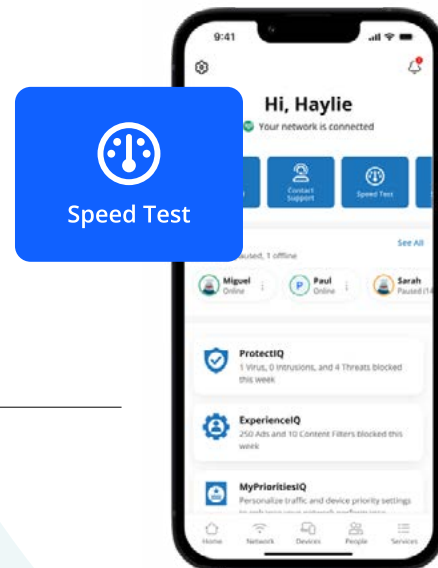
Contact Support

Instant support when you need it. With the CTC Complete WiFi app, help is just a tap away. Whether you prefer live chat, email or a good old-fashioned phone call, we've got your back—fast.



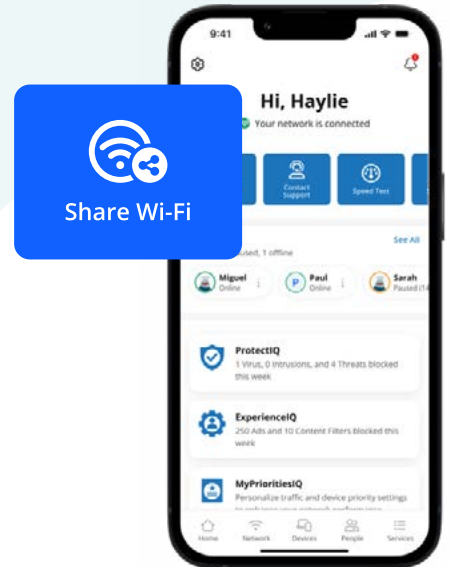
Speed Test

With the CTC Complete WiFi app, you can run a speed test right from your dashboard—no tech degree required. Swipe, tap and boom! Instant performance stats.



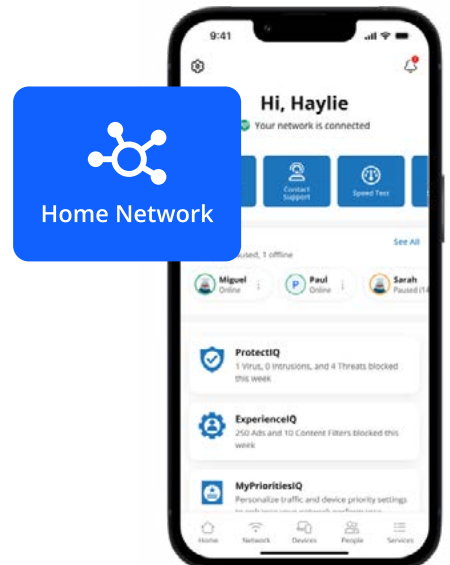
Share Your WiFi

With the CTC Complete WiFi app, you can share your network in seconds—no sticky notes, no awkward spelling of your password out loud. Just tap, share and done.



Home Network

Your personal command center, CommandIQ gives you instant visibility into every connected device and the power to add new ones with just a few taps.



Settings

A world of customization is available to you by tapping into the “Gear” icon.



ACCOUNT NAME

This will allow you to update the name shown on your app and the login password.

LANGUAGE

Choose your preferred language.

ALERTS

To receive notifications from the app, leave this in the ON position.

SET PASSCODE

You can set a PIN in lieu of an app login password.

CONTACT SUPPORT

Gives you quick access to support contact details.

TERMS & CONDITIONS

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

PRIVACY POLICY

Provides the privacy policy of the app.

ABOUT

Provides a brief summary of what the app does.

LOGOUT

Provides the ability to log out of the app.

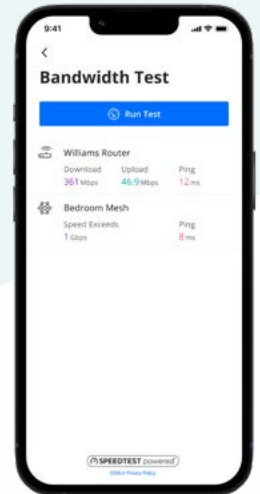
Bandwidth Test

Check your internet speed and connection

The easiest way to run a bandwidth test is by tapping into “My Network” and then “Bandwidth Test” icon. Then simply tap the Run Test button.

The speed test will first run between the GigaSpire and the internet and then will conduct a speed test between any mesh units and the GigaSpire. Results will show as a notification and update at this location.

NOTE: THIS FEATURE IS ONLY AVAILABLE WITH A GIGASPIRE BLAST.



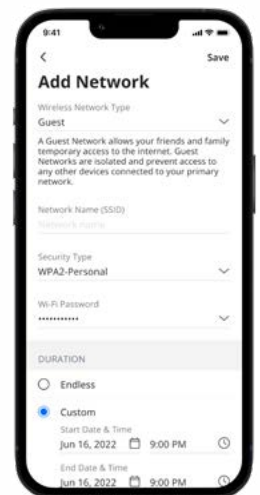
Guest Network

Create and share a safe WiFi network for your guests

When you tap the “My Network” section from the top of the main menu, you will have the option to create a guest network by selecting “Networks.”

In the “Add Network” screen, do the following:

1. Set the name of the wireless guest network as you want it to appear for your guests.
2. In the drop-down box, you can choose to set a password for this guest network, which is highly recommended to keep your network safe.
3. This will bring up additional boxes for you to set and confirm your password.
4. If you set this network to endless, it will stay available.
5. The alternative is to set a start and end time for this guest login to be valid.
6. Once you have set the parameters for your guest network, select “Done” at the top of the screen.
7. Press “Done” to complete setup. You have the option to share your new network with your guests via text, email or other messaging service.
8. To edit your guest network, select “My Network” from the home screen. Select “Networks” and select the network you wish to edit or delete.



Adding an indoor or outdoor extender

Adding a Network Extender with CTC Complete WiFi

Indoor and Outdoor Extender Setup Guide

Extending your network coverage with CTC Complete WiFi is a seamless process whether you're aiming to improve your indoor or outdoor connectivity. Here's a step-by-step guide to help you add extenders efficiently:

1. Open your CTC Complete WiFi app.
2. Click on Network.
3. Click on Add New System.
4. Scan the QR code on the back of your system to connect.
5. Follow setup instructions.

By following these straightforward instructions, you can enhance your network performance and enjoy seamless connectivity indoors and outdoors with CTC Complete WiFi.

With CTC Complete WiFi, your WiFi isn't just fast—it's smart, safe and built for your family. From lag-free gaming to kid-friendly browsing, this app solves the headaches legacy ISPs ignore. Download it, set it up and enjoy a WiFi experience that feels like home.

Need Help? We're Here for You

Got questions? We've got answers. You can access support from the app. Or you can contact CTC at 218-454-1234 or visit goctc.com/complete-wifi for support, FAQs or to explore more ways CTC Complete WiFi can make your WiFi awesome. You deserve a WiFi experience that just works—let's make it happen!



Get CTC Complete WiFi on the App Store or Google Play
goctc.com/complete-wifi



CTC | Powered by Calix
Connecting Families, One Network at a Time

