HomeOfficeIQ™

FAQ & Support Guide

Keep Your Professional Cool.

- GigaSpire system
- CommandIQ app
- HomeOfficeIQ is enabled by YK
- A mobile hotspot or smartphone with an active data plan*

Standard cellular data rates and hotspot rules apply

How does HomeOfficeIQ work?

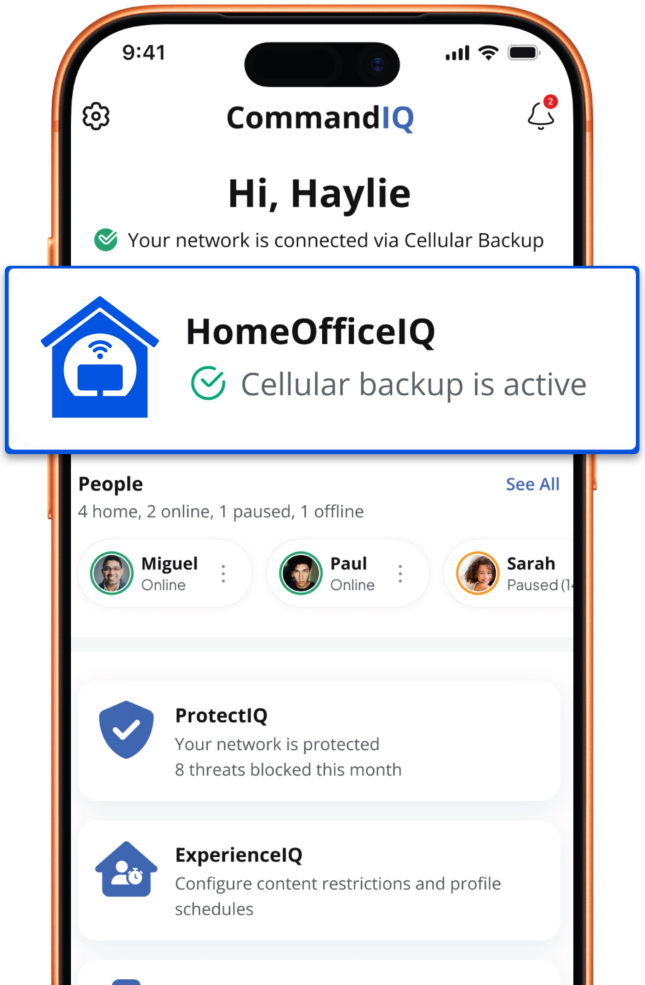
The GigaSpire system continuously monitors your internet connection.

When an outage is detected, you'll receive an alert to turn on your cellular hotspot. Backup connects in about 90 seconds, and once service is restored, the system automatically switches you back — no action required. You'll receive a CommandIQ alert when backup is active.

Support Note: The delay confirms the outage is real and avoids unnecessary switching.

How long does it take to switch to the cellular backup?

Failover activates in approximately 90 seconds after an internet disruption is detected and the Mobile hotspot is toggled on.



What happens during an outage?

While running on mobile backup, internet traffic flows through your hotspot. Performance depends on cellular signal strength and congestion.

Supported activities include:

- Email and messaging
- Web browsing
- Video calls (quality may be reduced)

High bandwidth activities like HD streaming, gaming, or large downloads may be degraded.

> Support Note: Recommend pausing streaming devices to preserve data and performance.

What if the hotspot isn't available?

HomeOfficeIQ continues searching and automatically connects once the hotspot becomes available.

Which hotspot units are recommended?

While personal cellular hotspots are supported, a dedicated hotspot unit is recommended to ensure the most reliable and stable experience.

Will I receive notifications?

Yes. CommandIQ sends alerts when backup activates, fails to activate, and when your primary connection is restored.

Can two hotspot units be used?

Two wireless units are not supported, at this time.

Which devices are backed up?

HomeOfficeIQ supports wired and wireless devices connected to your GigaSpire system. You can choose which Wi-Fi networks or devices to prioritize, such as:

- Work from home devices
- Online learning
- Security systems
- Medical equipment

Can I use HomeOfficeIQ as my primary source of connectivity?

While HomeOfficeIQ is a great temporary solution, it is not a whole home connectivity solution. It is limited to essential devices for a short time, allowing for continuity to keep you up and running during an unexpected outage.

Will this affect my data usage?

Yes. Cellular backup uses your mobile data plan. Check with your mobile provider for data limits and potential hotspot charges.

Where can I learn more or get help?

- CommandIQ app setup guides
- The YK website
- Contact for technical support

361.771.3334 • ykc.com

YK

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