

# FiberFirst Intellifi App Guide



**FiberFirst**<sup>®</sup>

Connecting you with internet at the **speed-of-light.**



To make sure your Wi-Fi is working at its best, we need you to complete a quick setup in the Intellifi app.

This will let you:

1. Control your Wi-Fi name and password.
2. Keep your network secure and running smoothly.
3. Allow our agents to troubleshoot further with you on a call.

What you need to do:

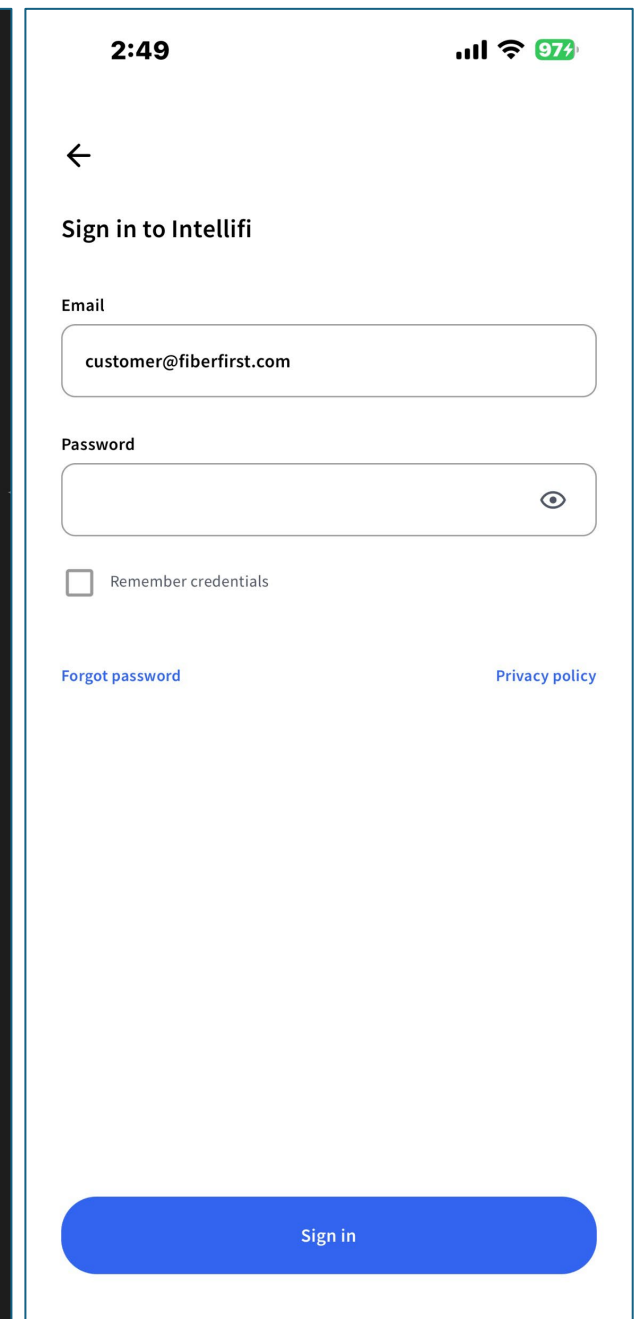
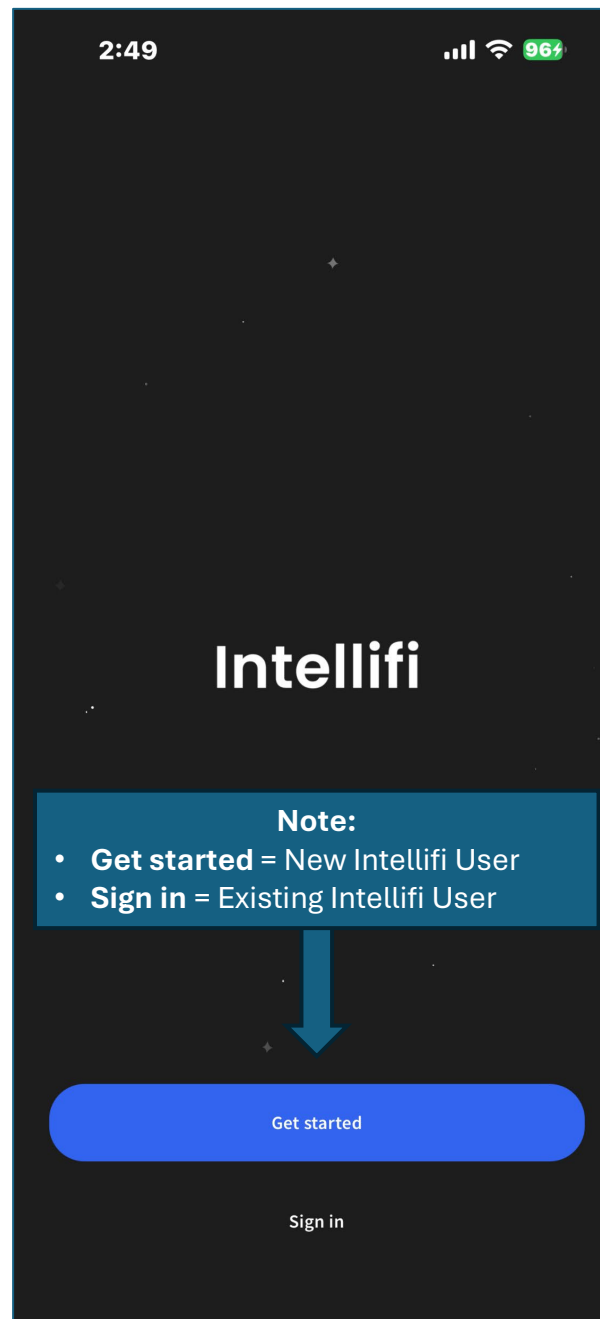
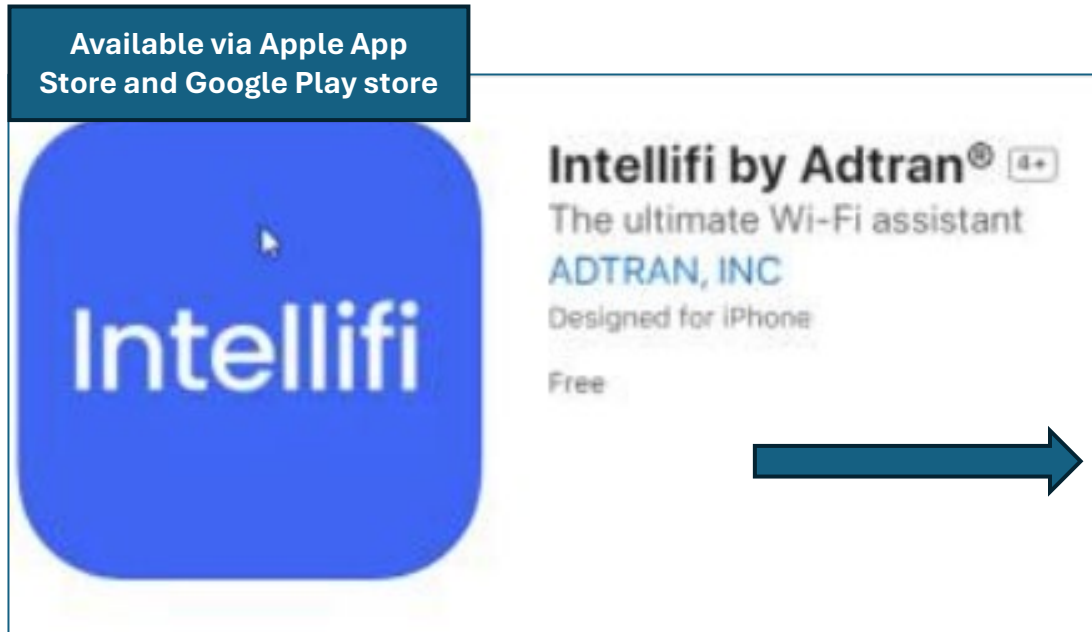
**Step 1:** Factory reset your router (red button behind the device).

**Step 2:** Download and register in the Intellifi app

**Step 3:** Follow the setup instructions in the app

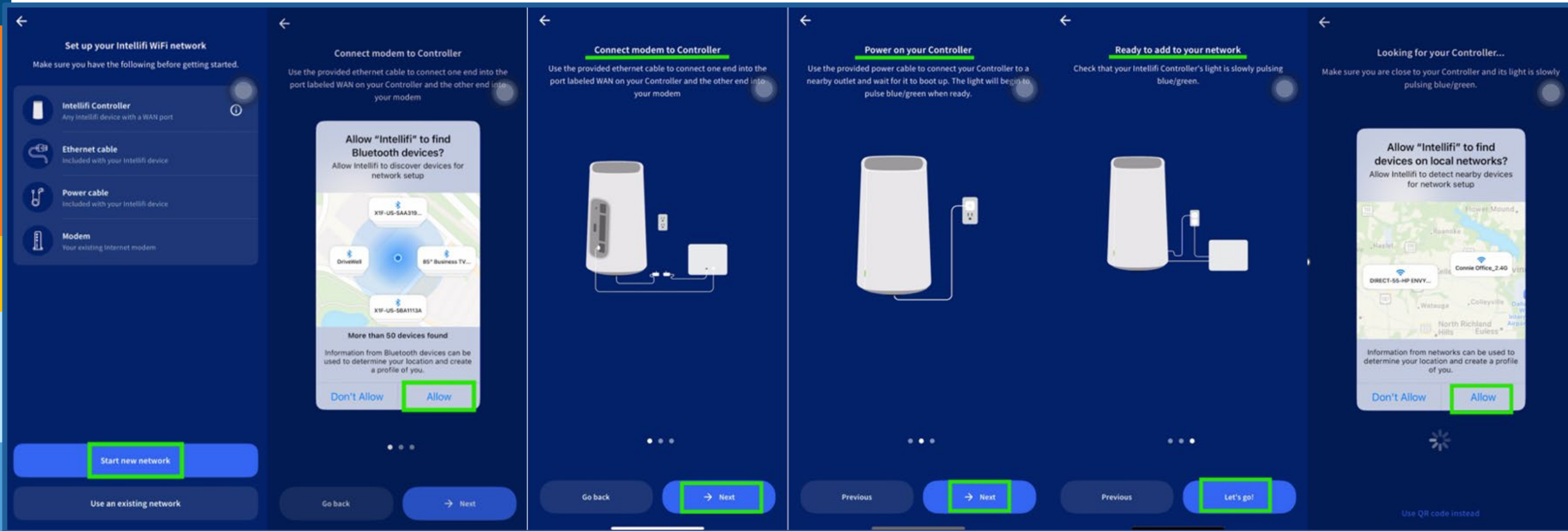
# Intellifi App Setup

- Step 1:** Download the Intellifi app.
- Step 2:** Create an Intellifi account.



# Intellifi App Setup

## Step 3: Connect to the controller via Bluetooth



# Intellifi App Setup

## Step 4: Finalize the network setup (Wi-Fi name and password, and add satellites if applicable)

**Let's setup your Intellifi WiFi network**  
Choose a name and password for your primary WiFi network.

Name

Password

**Continue**

**Push notifications**  
Choose the alert messages you would like to receive for your network

**Permission**

- Allow notifications**  Receive notifications from this app

**Alerts for Home**

- Profile alerts**  Notify when a household member leaves or returns to the premises
- New device alerts**  Notify when a new device connects to the network
- Offline alerts**  Notify when network goes offline and re-connects. Also notify for firmware upgrade events.
- Satellite alerts**  Notify when Satellites go offline and re-connect

**Continue**

**One last thing: your Admin Password**  
Don't worry, you most likely won't need this password if you use this app.

The Admin Password is used for advanced network management. You can use this password to access more advanced settings by going to <http://router.local> in a web browser.

**%J8Lwwoh**

**Make a note of this password if you want. You can also reset your Admin Password by going to your account settings within this app.**

**OK, got it**

**Set up an Intellifi Satellite?**  
Now that your Intellifi network has been set up, you can add Intellifi Satellite devices to expand your WiFi network coverage.

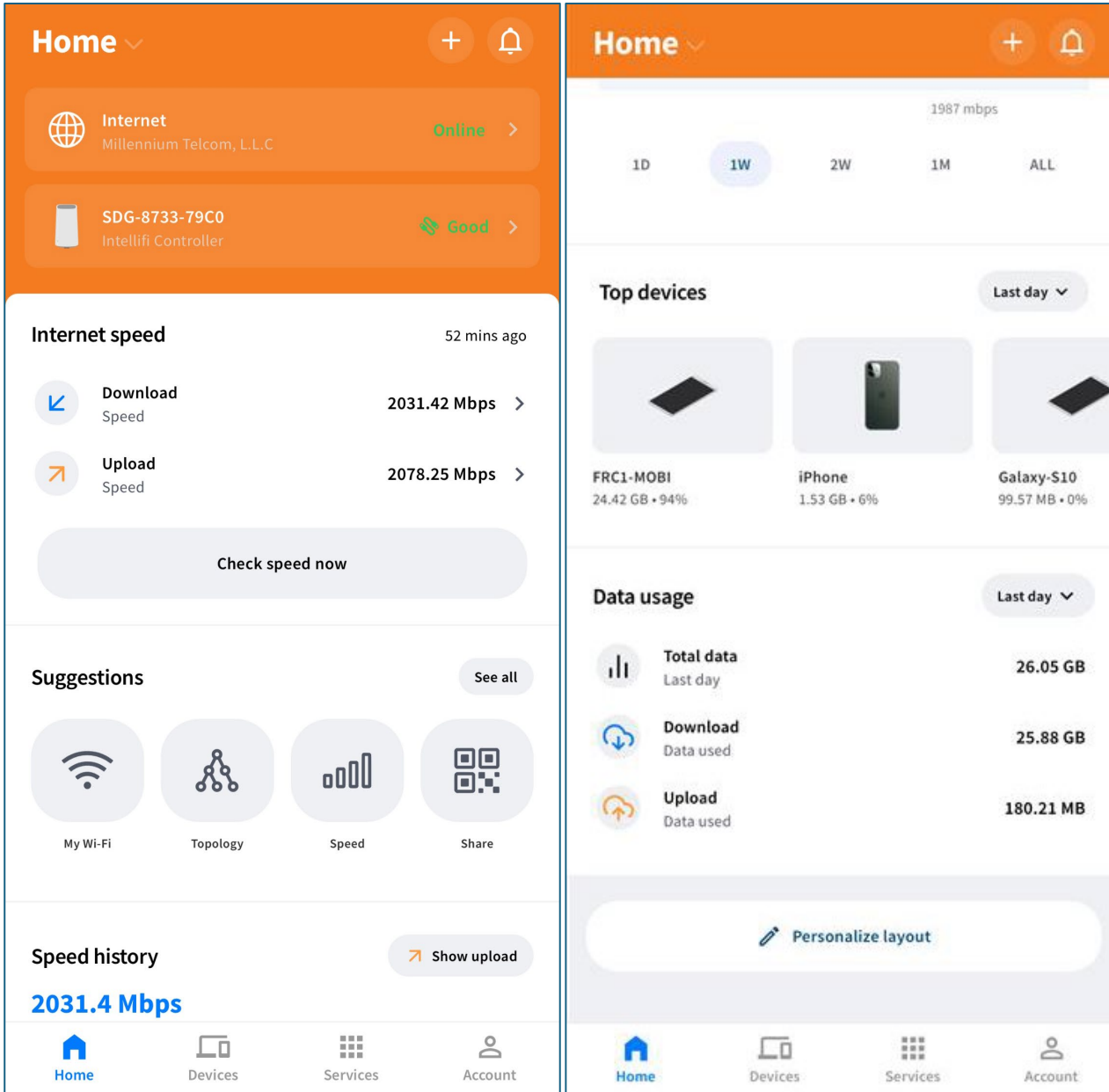
**Add Intellifi Satellite**

**Finish setup**

**Setup complete**  
Your Intellifi network is ready for action. You can now connect and manage your household devices.

**Let's go!**

# Intellifi App



## Home Section (Top to Bottom):

- **Controller Connection** shows your main controller. Any connected satellites will also appear here.
- **Internet Speeds** displays your current speed performance.
- **Suggestions** provides shortcuts to specific areas under Services.
- **Speed History** lets you toggle between download and upload speeds using the top-right switch. Data is shown by timeframe, such as days, weeks, or months.

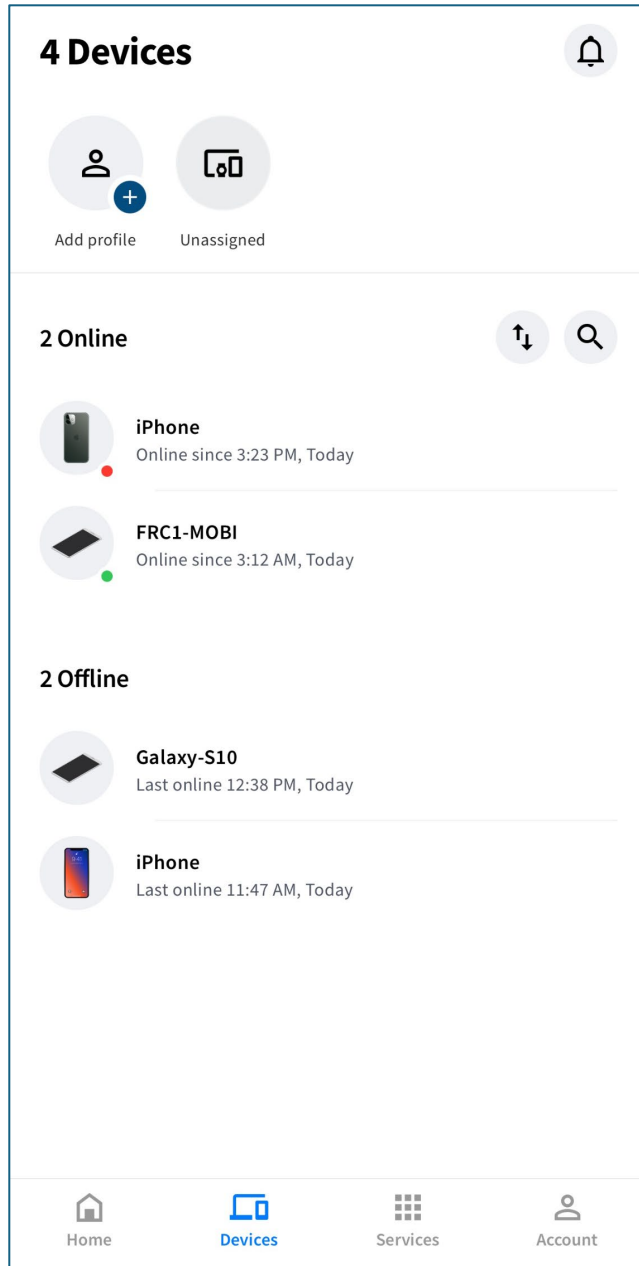
## **As you scroll further down the app:**

- **Top Devices** lists your most active devices and their usage percentage. The top-right toggle allows you to change timeframes (15 minutes, last hour, day, or week).
- **Data Usage** shows total data usage for uploads and downloads.
- **Personalize Layout** allows you to change the list view of sections one through six based on your interests.

# Intellifi App

## Devices Section (Top to Bottom):

- **Connected Devices (Top Left):** Displays the total number of devices connected to your network, including both online and offline devices.
- **Notification Bell (Top Right):** This section shows notifications related to your network. Notifications can be turned off by clicking the **bell icon** and then selecting the **gear icon** to update your notification settings.
- **Add Profile:** Create profiles to assign specific devices. This feature is commonly used for **parental controls**, allowing you to manage internet access for certain devices.
- **Devices Online:** Shows the total number of devices that are currently connected to your Wi-Fi.
- **Devices Offline:** Shows the total number of devices that have connected to your Wi-Fi before but are **not currently connected**.



# Intellifi App

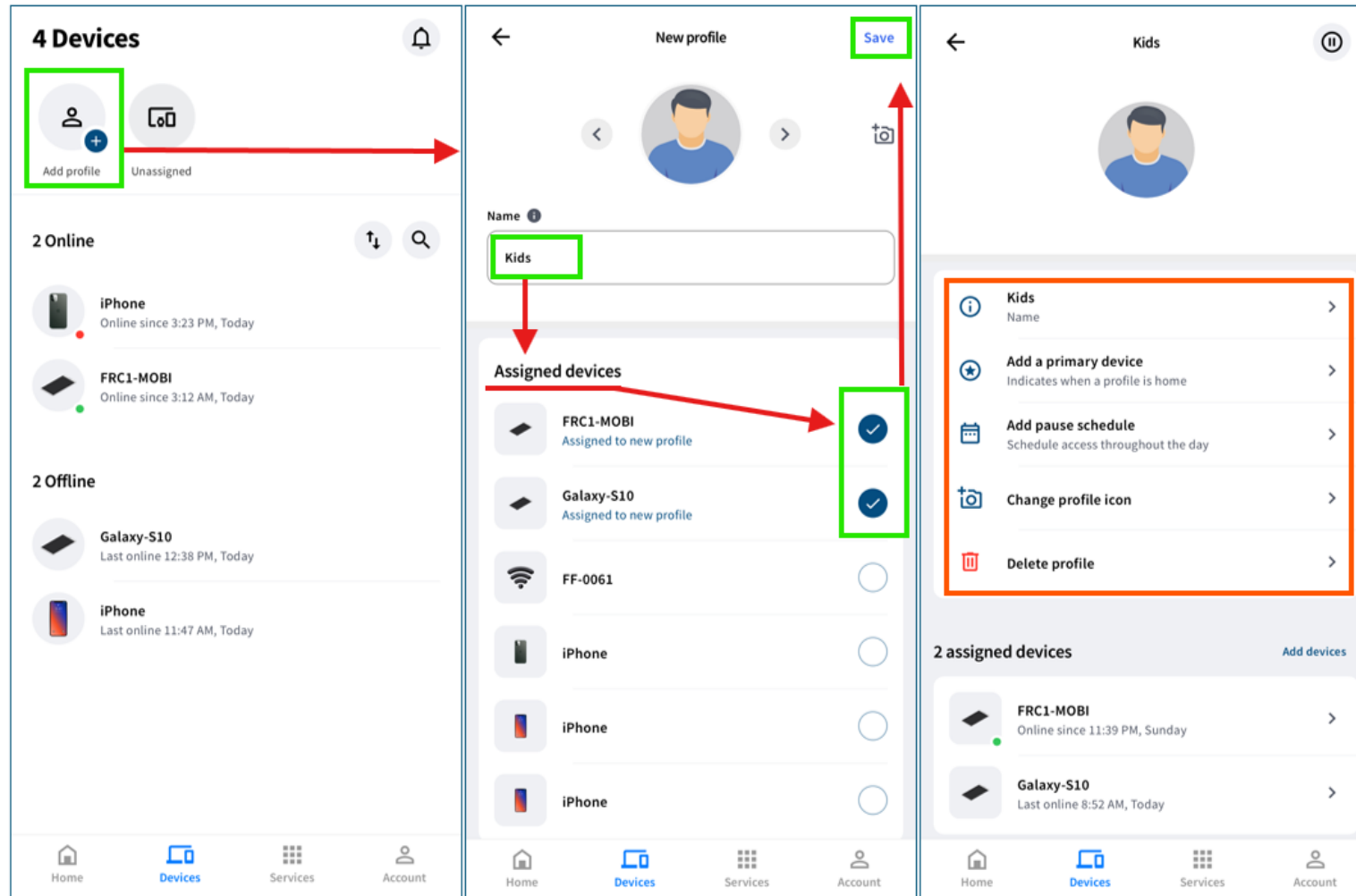
## Devices Section Cont.: Creating a Profile

Step 1: On the top left click on “Add Profile”

Step 2: Enter a profile “Name”

Step 3: Select the device(s) to be assigned to the profile.

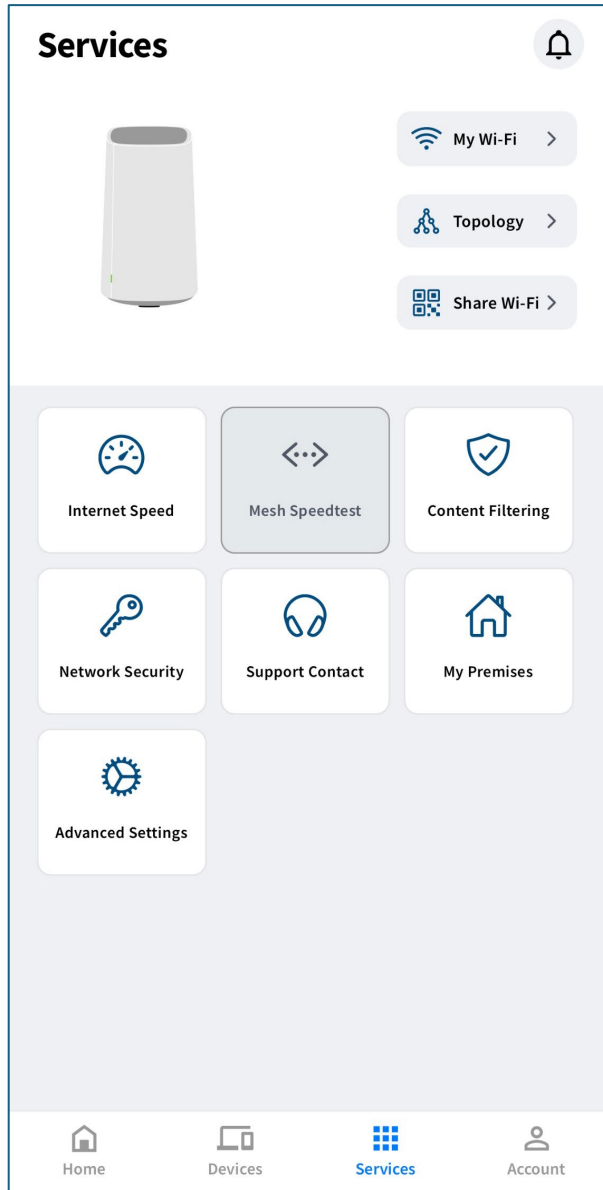
Step 4: Click “Save” (top left)



### After the profile is created:

- **Name:** Easily update the profile name anytime.
- **Primary device:** Choose a main device to associate with the profile.
- **Add pause schedule:** Set specific times when the device’s Wi-Fi connection will automatically pause.
- **Change profile icon:** Personalize the profile with a different icon.
- **Delete profile:** Remove the profile whenever it’s no longer needed.
- **Add devices (bottom right):** Tap to add as many devices needed to the profile.

# Intellifi App



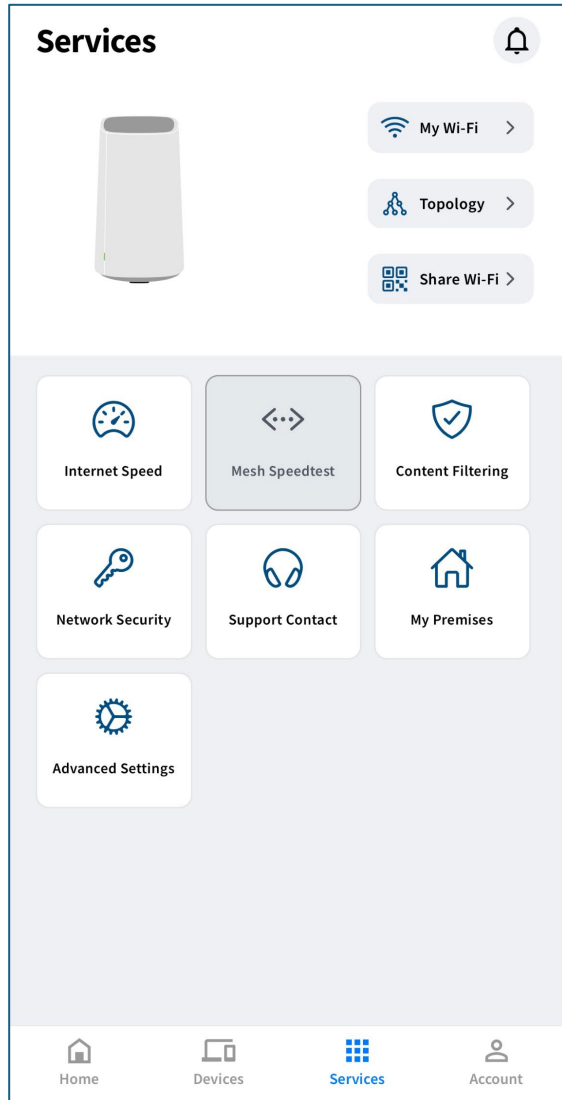
## Service Section

### Top Menu Options

<p><b><u>My Wi-Fi:</u></b> Manage your wireless network settings.</p>	<ul style="list-style-type: none"><li>• Rename your Wi-Fi network.</li><li>• Change your Wi-Fi password.</li><li>• Split bands into separate 2.4 GHz and 5 GHz networks.</li><li>• Enable or manage a Guest Network for visitors.</li><li>• Turn on Band Steering to automatically connect devices to the best signal.</li></ul>
<p><b><u>Topology:</u></b> View and manage devices connected to your network.</p>	<ul style="list-style-type: none"><li>• See all devices connected to your main Wi-Fi device.</li><li>• View a visual layout of your network connections.</li><li>• Add satellites (Wi-Fi extenders) to improve coverage in your home.</li></ul>
<p><b><u>Share Wi-Fi:</u></b> Easily share your Wi-Fi with guests.</p>	<ul style="list-style-type: none"><li>• Generate a QR code for your network.</li><li>• Guests can scan the code to automatically connect without entering a password.</li></ul>

# Intellifi App

## Service Section Cont.



Mid Menu Options	
<p><b>Internet Speed:</b> Check the performance of your main internet connection.</p>	<ul style="list-style-type: none"> <li>• Run a speed test anytime</li> <li>• View <b>Download Speed, Upload Speed, Latency, and Jitter</b></li> <li>• Review previous speed test history</li> </ul>
<p><b>Mesh Speed Test:</b> Test the performance of your Wi-Fi satellites (extenders).</p>	<ul style="list-style-type: none"> <li>• Run speed tests for connected satellites</li> <li>• View <b>Download Speed, Upload Speed, Latency, and Jitter</b></li> <li>• Monitor previous mesh speed test results</li> </ul>
<p><b>Content Filtering:</b> Protect your home network while browsing.</p>	<ul style="list-style-type: none"> <li>• Block <b>malicious or harmful websites</b></li> <li>• Block <b>adult content</b></li> <li>• Create a safer browsing experience for your household</li> </ul>
<p><b>Network Security:</b> Help keep your network secure.</p>	<ul style="list-style-type: none"> <li>• Pause internet access for devices not assigned to a profile</li> <li>• Prevent unknown or unauthorized devices from using your network</li> </ul>
<p><b>Support Contact:</b> Get help when you need it.</p>	<ul style="list-style-type: none"> <li>• Contact <b>FiberFirst Support</b> via:                             <ul style="list-style-type: none"> <li>○ Phone</li> <li>○ Email</li> <li>○ Website</li> </ul> </li> <li>• Send feedback directly to <b>Intellifi</b></li> </ul>
<p><b>My Premises:</b> Manage your main Wi-Fi controller.</p>	<ul style="list-style-type: none"> <li>• Edit the name of your controller</li> <li>• Remove the controller from your Intellifi account</li> <li>• Perform a <b>factory reset</b> to restore default settings</li> </ul>
<p><b>Advanced Settings:</b> Access additional network configuration options.</p>	<ul style="list-style-type: none"> <li>• <b>WAN Settings</b> – Manage your internet connection configuration</li> <li>• <b>UPnP Settings</b> – Allow compatible devices to automatically configure network ports</li> <li>• <b>LAN Settings</b> – Manage your local network setup</li> <li>• <b>Guest Network Settings</b> – Customize your guest Wi-Fi network</li> </ul>

# Account



## Premises

Add new +



## Settings

- Email**  
@fiberfirst.com
- Name**  
Field Office >
- Notifications**  
Manage notifications for your current premises >
- Language**  
Select app language >
- Privacy policy** >
- About app** >

## Security

- Remember password**  
Store login credentials on this device
- Unlock methods**  
PIN or FaceID/Fingerprint >
- Reset admin password**  
Change your Controller's admin password >
- Delete account** >

Sign out

# Intellifi App

## Account Section

### Settings List

<b>Email/Name</b>	The email and name associated with creating the Intellifi Account
<b>Notifications</b>	Allows users to receive notifications about the internet connection and network activity. <ul style="list-style-type: none"><li>• <b>Profile Alerts:</b> Notify when a household member leaves or returns.</li><li>• <b>New Device Alerts:</b> notify when a new device connects to the network.</li><li>• <b>Offline Alerts:</b> Notify when the network goes offline or reconnects and during firmware upgrade events.</li><li>• <b>Satellite Alerts:</b> Receive notifications when satellites go offline or reconnect.</li></ul>
<b>Language</b>	Allows users to change the language of the app.
<b>Privacy Policy</b>	Brings users to the web to view the Intellifi Privacy Policy
<b>About App</b>	Allows users to view the details of the app

### Security List

<b>Remember Password</b>	Allows users to store login credentials on the device used to access the Intellifi app.
<b>Unlock Methods</b>	Allows users to set up a PIN, Face ID, or fingerprint method to unlock the Intellifi app.
<b>Reset Admin Password</b>	Allows users to change the admin password for the Intellifi Controller. (This is not the WiFi password)
<b>Delete Account</b>	Allows users to completely delete their Intellifi app account.
<b>Sign Out</b>	Signs users out of the Intellifi app.