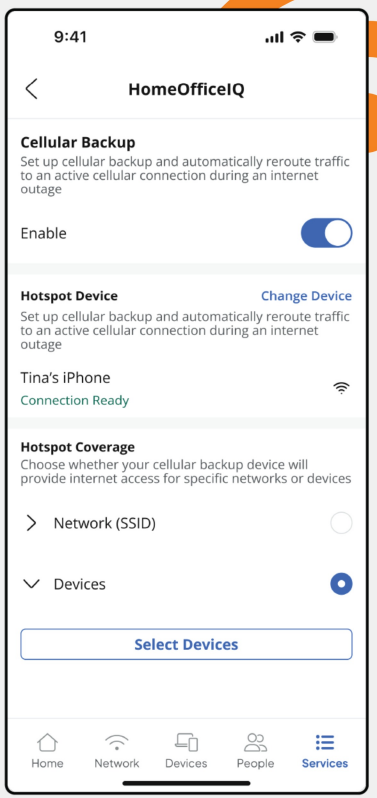
Step 5

Test Your Backup Connection

Once setup is complete:

• Disconnect the fiber/primary WAN temporarily
• Wait 60-90 seconds for automatic failover
• Confirm that designateddevices remain connected through cellular backup
• HomeOfficeIQ will quickly return to the normal network as soon as service is restored



Step 6

What Happens During an Outage?

• Your router detects the loss of network
• It automatically switches to your hotspot connection -- or -- you disconnect the WAN cable

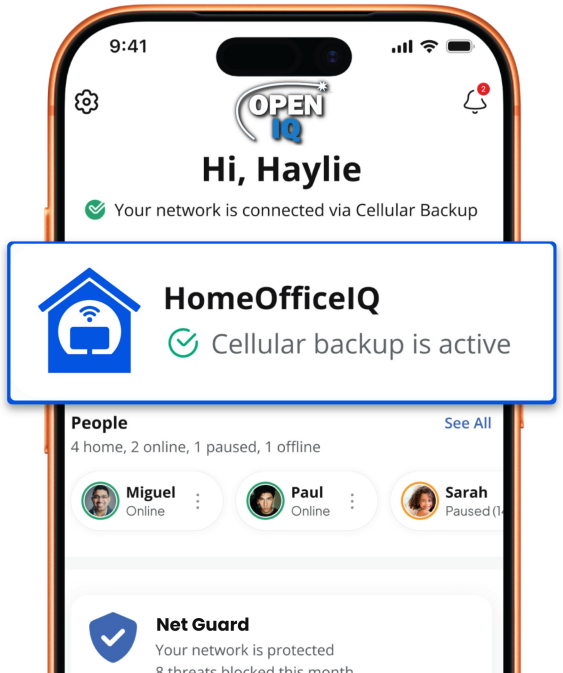
You stay connected to critical apps, such as:

• Video calls
• Emails
• Medical equipment
• Security cameras

Failover Network Information

SSID: _____

Password: _____



HomeOfficeIQ™

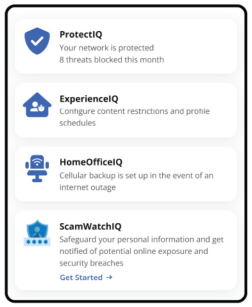
Your Internet Safety Net. Stay connected – even when life gets chaotic.

HomeOfficeIQ keeps your home Wi-Fi running – even during unexpected network disruptions by quickly switching to a cellular hotspot. Set-up is quick, simple, and done entirely through the OPEN IQ app.

LCI Lincolnville Communications, Inc. | TIDEWATER TELECOM | Lincolnville Telephone Company

What You Need Before You Start:

- A router provided by LCI/Tidewater as part of your OPEN service
- The OPEN IQ app installed
- A mobile hotspot or smartphone with an active data plan. (Standard carrier data rates apply).
- HomeOfficeIQ enabled for your account

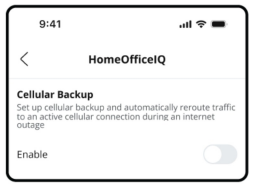


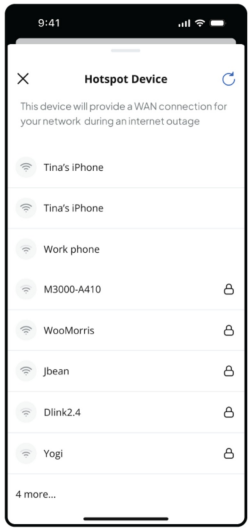
Step 1

To Configure HomeOfficeIQ:

From the main OPEN IQ app dashboard, navigate to HomeOfficeIQ

Tap “Set Up Cellular Backup” to begin



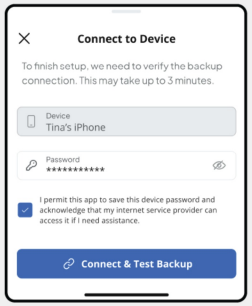


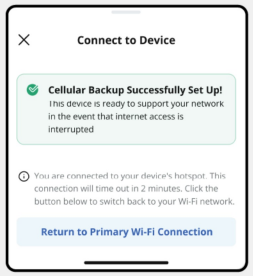
Step 2

Add Your Hotspot:

- Select “Add Hotspot Device”
- Enter your hotspot’s SSID and Password
- Tap Save

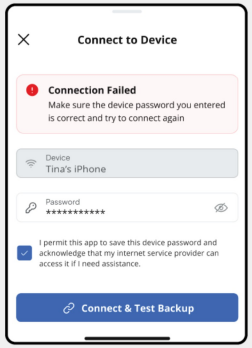
Tap Connect & Test Backup and the system will test the connection





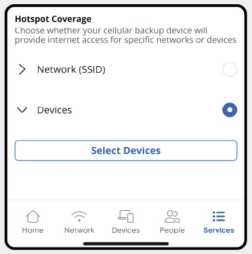
If successful, your hotpsot is now paired

If not, confirm the hotspot is broadcasting and within range



Step 3

Select Which Devices Stay Online During an Outage



HomeOfficeIQ allows you to select which Wi-Fi networks or devices should stay online if the network goes down.

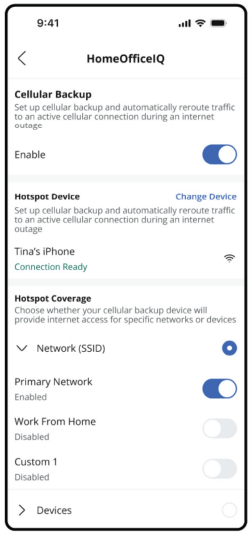
Step 4

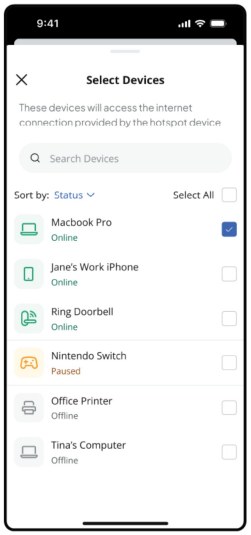
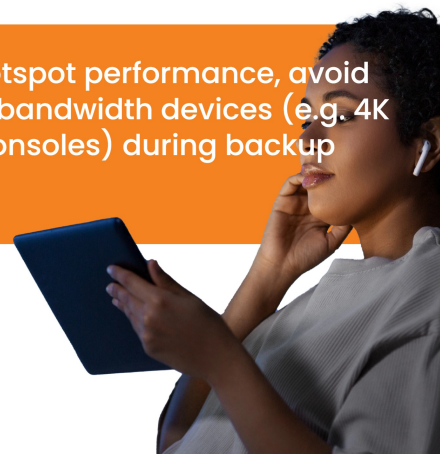
Choose Hotspot Coverage

In the HomeOfficeIQ settings, choose:

- Primary Network
- Guest Network
- Work from Home Network (if applicable)

Or choose specific devices to stay active – helpful for laptops, VoIP phones, security devices, and telehealth equipment.





Tip: For best hotspot performance, avoid selecting high bandwidth devices (e.g. 4K TVs, gaming consoles) during backup mode.