

wecomfiber

# WELCOME KIT

HOME OF HIGH-SPEED FIBER INTERNET



# CONTROLLING YOUR HOME NETWORK

## DOWNLOAD THE WECOMIQ APP

Our WecomIQ app allows you to take control of your internet, allowing you to easily manage your connectivity. You can find WecomIQ on the Google Play or Apple Store.



## OPEN THE WECOMIQ APP

1

Tap the WecomIQ app icon, then tap **Let's Get Started** to set up your account.



2

If you're new to WecomIQ, tap **Sign Up** and fill out each field accurately.

Note: Create a strong password to minimize security risks.

Welcome to WecomIQ Sign Up

First Name

Last Name

Email

Password

Location ○  
USA

I accept the [terms & conditions](#) & [privacy policy](#).

Sign Up

3

When you're finished, tap **Sign Up** and continue to begin setting up your new router.

3

# WIFI SETUP

## SETTING UP YOUR WI-FI

1

If you set up your router with the help of your Wecom Fiber technician, select **My Router is Already Set Up** to skip setup.

To set your router for the first time, tap **Setup or Replace Router** and select **Set Up a New Router**.

2

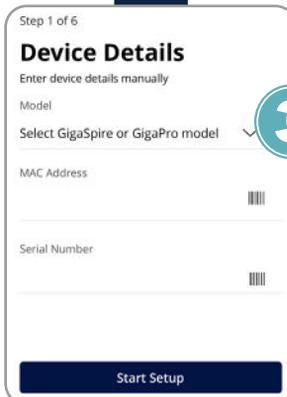
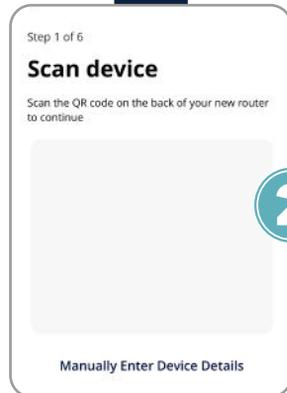
You can use your phone camera to scan the QR code found on the label at the bottom of your device.

Follow the on-screen instructions to set up your device.

3

If you can't scan the QR code, accurately fill in each field with the information found on the device's label.

When you're finished, tap **Start Setup** to continue.



# NETWORK CONFIGURATION

## CONFIGURING YOUR NETWORK

**1** On the Setup Wi-Fi screen, enter the name of your network. This is the Wi-Fi name that will appear for your devices.

**2** Select your security type. WPA3-Personal is one of the most widely used security types.

**3** Tap **Done** to save your input.

If you have changed your network name or password, you will need to reconnect your devices to the network.

Step 7 of 7

### Setup Wi-Fi

Network Name (SSID)  
Home Wi-fi

Password  
.....

Security Type  
WPA3-Personal

Place (Optional)  
Where is this equipment located in your home

Done

The screenshot shows a mobile interface for setting up Wi-Fi. It includes a title 'Setup Wi-Fi', a 'Network Name (SSID)' field with 'Home Wi-fi' entered, a 'Password' field with masked characters and a visibility toggle, a 'Security Type' dropdown set to 'WPA3-Personal', and an optional 'Place' field. A blue 'Done' button is at the bottom. Three numbered callouts (1, 2, 3) are overlaid on the right side of the screen, corresponding to the steps in the text.

# CONGRATULATIONS!

You're all set! Enjoy your new lightning-fast speed from the comfort of your own home - on any device!



# WECOMIQ DASHBOARD

## 1. Notifications

Shows you all available notifications in the app.

## 2. Profile

Your profile lets you customize your personal information as well as manage your account.

## 3. My Network

Run a speed test, add new networks, change your username and password, and see network utilization.

## 4. Things

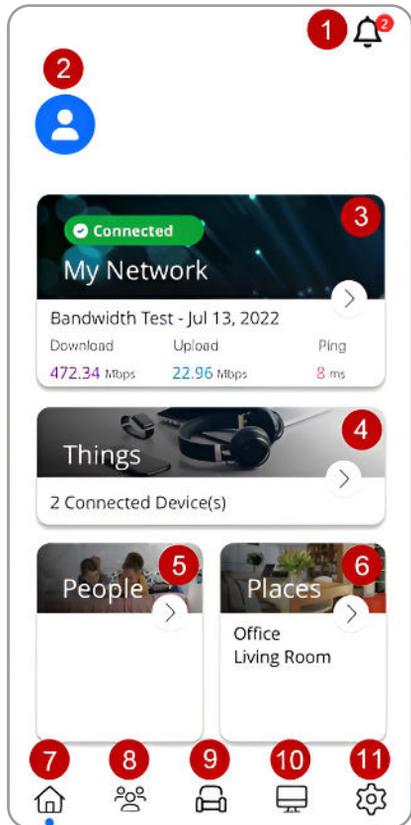
Displays all devices on the network and offers customization for how your devices access your network.

## 5. People

Assign settings and rules to specific people or devices in your network.

## 6. Places

Allows you to view and customize the places assigned to your network.



## THE BOTTOM BAR

**7. HOME** Tap to return to the **Home** screen.

**8. PEOPLE** Tap to manage personal devices in network.

**9. PLACES** Tap to manage the devices in your home.

**10. THINGS** Tap to see all devices on your network.

**11. SETTINGS** Tap to view WecomIQ app settings.

# MY SERVICE QUESTIONS

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## How can I upgrade my service plan?

- Visit [wecomfiber.com/support](https://wecomfiber.com/support) or give us a call at **928-753-3829**. Our rep will walk you through potential plans that fit your speed needs.

## How do I view and pay my bill?

- Visit [my.wecomfiber.com](https://my.wecomfiber.com) to view your account information, view invoices, make a payment, or contact support.

## What should I do if I need to move my service to a new address?

- Visit [wecomfiber.com/support](https://wecomfiber.com/support) or give us a call at **928-753-3829** and provide your expected new address. Our rep will be able to assist with transferring your service to a new location.

## How can I check for outages in my area?

- You can call our service representatives at **928-753-3829** or visit our website at [wecomfiber.com/support](https://wecomfiber.com/support)

## What should I do if I forget my Wi-Fi password?

- You can view or change your Wi-Fi network settings in the WecomIQ app. If you need help, our support team is ready to assist at [wecomfiber.com/support](https://wecomfiber.com/support).

# FREQUENTLY ASKED QUESTIONS

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## What do the lights on my router mean?

- If it displays as **green**, that means you are online. If your light displays in a **slow flashing red**, it means you are offline. If your light displays in a **fast flashing red**, please contact us at [wecomfiber.com/support](https://wecomfiber.com/support).

## How do I reboot my router?

- If you're experiencing connectivity issues, unplug your router's **power cable** (not fiber cable) for 10 seconds before plugging it back in.

## How can I check my internet speed?

- You can use the WecomIQ app and run a speed test from the dashboard to determine your active speeds!

## Why is my speed sometimes slower?

- Your speed can vary based on a number of factors, including network traffic, active downloads, as well as proximity to your router or network device.

## What should I do if my internet stops working?

- Check your WecomIQ app to see if your network is connected or if there is trouble with the device.
- Check the status lights on your router. A red light indicates a problem.
- If your problem persists, please visit [wecomfiber.com/support](https://wecomfiber.com/support) or give us a call at 928-753-3829.

# EMPOWER YOUR DIGITAL EQUITY

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## USE STRONG PASSWORDS

- Create complex passwords with a mix of letters, numbers, and symbols.

## ENABLE TWO-FACTOR AUTHENTICATION

- Add an extra layer of security by requiring a second form of verification. This can come in the form of email verification, text verification, and so on.

## UPDATE YOUR SOFTWARE REGULARLY

- Keep your operating system and apps up to date. Updates often include security patches that protect against new threats.

## USE SECURE WI-FI NETWORKS

- Avoid using public Wi-Fi for sensitive transactions, such as logging into your banking or email applications. Public networks can be less secure and more prone to hacking. A secure Wi-Fi network should have a lock icon.

## BACK UP YOUR DATA

- Regularly back up important files to an external drive or cloud service. This ensures that your data is recoverable even if it's lost or compromised on your main device.

# EMPOWER YOUR **DIGITAL EQUITY**

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## **USE PRIVACY SETTINGS**

- Adjust privacy settings for your social media accounts and use the WecomIQ app to manage individual user settings.

## **BE CAUTIOUS WITH DOWNLOADS**

- Only download files and software from trusted sources. Malicious downloads can infect your computer with malware.

## **DON'T TRUST UNSOLICITED EMAILS**

- Don't trust unsolicited messages or emails asking for your personal information. Many online scammers and hackers pose as legitimate entities.

## **USE STRONG SECURITY QUESTIONS**

- Choose security questions with answers that are hard to guess. Avoid using easily accessible information or generic answers, as hackers can bypass these to get into your accounts.

## **WHERE CAN I LEARN MORE ABOUT INTERNET SAFETY AND DIGITAL EQUITY?**

- You can find more information on how to protect and educate yourself and your family on how to navigate the web by visiting:

[wecomfiber.com/wecom-in-the-community](https://wecomfiber.com/wecom-in-the-community)

# HOW TO REACH US

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## SOCIAL MEDIA



[facebook.com/wecomfiber](https://facebook.com/wecomfiber)



[x.com/wecomfiber](https://x.com/wecomfiber)



[instagram.com/wecomfiber](https://instagram.com/wecomfiber)



[youtube.com/@WecomFiber](https://youtube.com/@WecomFiber)



[linkedin.com/company/wecomfiber](https://linkedin.com/company/wecomfiber)

## CONTACT US!



928-753-3829



[customer care@wecomfiber.com](mailto:customer care@wecomfiber.com)

## CUSTOMER RESOURCES

Find your account documents and customer resources at [wecomfiber.com/legal](https://wecomfiber.com/legal)



# ABOUT **WECOM FIBER**

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## **ARIZONA-BASED**

Established in 1958, Wecom Fiber has remained dedicated to providing innovative solutions for the communities we service.

## **COMMUNITY-FIRST**

In addition proven track record of successful collaborations with rural county and tribal governments, Wecom Fiber has completed and is in the process of planning several pilot projects to set the foundation for fiber infrastructure.

## **QUALITY-DRIVEN**

Recognized for our commitment to quality and our ability to deliver consistent, high-performance fiber optic internet, Wecom Fiber sets the gold standard for the industry.









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