

JUNE 2022

# MIDWEST MINUTE

## COMMANDIQ

*Did you know different devices have different internet capabilities? Your phone probably doesn't reach the same speeds as your laptop – and if you have two phones, their speeds might even be different from each other.*

If you have our blazing-fast fiber internet, there's an easy way to tell what your devices are capable of. First, simply open up your free CommandIQ app. Next, follow the directions below:



- 1 From the main dashboard, tap **"My Network."**
- 2 Select **"Bandwidth Test."**
- 3 Choose **"Run Test"** to begin your network test. CommandIQ will display your network's download and upload speeds.
- 4 Once you're done, tap the back arrow and select the **"Usage"** tab from the **"My Network"** screen.

On this page, CommandIQ will show you each device that's connected to your network, along with their individual download and upload speeds. You can also see the percentage of bandwidth each device is consuming.

Don't know what CommandIQ is? Visit [teammidwest.com/commandiq](https://teammidwest.com/commandiq) to learn more. You have to use your MEC router to take advantage of CommandIQ.

**If your router looks like the one to the right,** you'll need to upgrade to use the bandwidth test – don't worry, it's free. Give us a call at 800-492-5989 or follow the steps to the right to submit your request through SmartHub.



### Via a Web Browser:

- Log into [teammidwest.smarthub.coop](https://teammidwest.smarthub.coop)
- Under Contact Us, go to:
  - > Service Orders/Inquiries
  - > Other Issues/General Inquiry
  - > New Router Request
- Select Internet Account Number
- Select Requested Date
- Click Submit

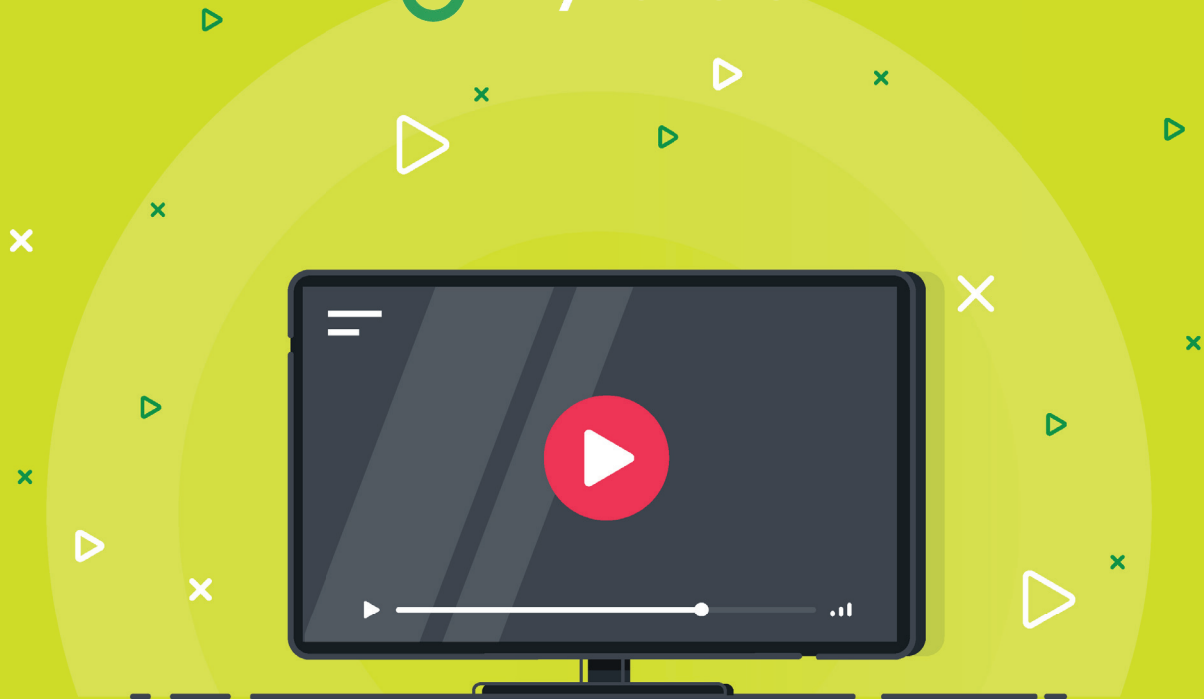
### Via the SmartHub Mobile App:

- Log in
- Go to More, then:
  - > Contact Us
  - > Service Orders/Inquiries
  - > Other Issues/General Inquiry
  - > New Router Request
- Select Internet Account Number
- Select Requested Date
- Tap Send

### HAPPY INDEPENDENCE DAY

Our offices will be closed Monday, July 4 in honor of Independence Day. Make a payment or report an outage via SmartHub or call 800-492-5989.

Dropbox payments made while we are closed will be processed on Tuesday, July 5. Have a safe and happy Fourth of July!



## Struggling to find the best streaming service for you?

MEC CAN HELP!

We have partnered with **MyBundle.TV** to make choosing a streaming service-*or three*-easy. Best of all, the tool is completely free.

### HERE'S HOW TO GET STARTED

- 1 Get a fast, reliable internet connection.**  
Before you can start streaming, you need to make sure you have fast, reliable internet. Luckily our fiber internet is built for binge-watching. Review our packages at [teammidwest.com/internet](http://teammidwest.com/internet)
- 2 Select a streaming device.**  
Most of today's TVs have smart technology that supports streaming apps. However, streaming devices from companies such as Roku, Amazon, and Apple are available as well. You can even use some gaming devices.
- 3 Pick your streaming services.**  
Streaming channels and networks have exploded in recent years, making it hard to narrow down your choices. With the **FREE MyBundle.TV** tool, you can get recommendations, browse channels, even search for your favorite show. No need to visit dozens of different sites and spend hours researching.



### Get Free Personalized Recommendations

Use the Bundle Builder tool to answer a few questions about your household and favorite shows. The tool will recommend the best streaming services and channels for you.

GET STARTED AT  
[teammidwest.com/cut-the-cord](http://teammidwest.com/cut-the-cord)

# MEC