



Advantages of Managed Wi-Fi

Many of our subscribers ask “What is managed Wi-Fi?” and we would be happy to answer that question! Managed Wi-Fi is a network tool that enables OEConnect to provide seamless access and strong connections to your home or business Wi-Fi connection.

Managed Wi-Fi allows us to actively manage subscriber Wi-Fi performance from our router, ensuring you enjoy your expected speed, optimize for best performance, and analyze Wi-Fi coverage throughout your home or business. Our equipment provides a “whole-home” Wi-Fi experience and our app suite, Command IQ, allows you to complete tasks and control your network from the palm of your hand.

If a subscriber decides not to take managed Wi-Fi and then calls with network issues or concerns, it is necessary for our team to send a truck to the house for troubleshooting instead of maybe being able to handle it remotely. This can cause a subscriber to incur costs and have delays in response time based on support demand at that time. Managed Wi-Fi only costs \$2 per month so please call us if you want it added to your service.

OECONNECT

PO BOX 128
Hartwick, NY 13348
607-293-6622

Office Hours
7:30 - 4:00
Monday– Friday

Pay-By-Phone
1-844-843-6842

Call UDIG NY
Before you dig at
811 or
1-800-962-7962

OEConnect Frequently Asked Questions

I am moving, what steps do I need to take to disconnect my service with you?

- If you are moving, please contact our office to initiate a transfer of service from you to the landlord, new tenant or new owner of the property. Both parties will need to make contact with us to complete this step. If you are not moving but would like to disconnect service all together, you will need to return your equipment to the office prior to a disconnect being processed.

How do I upgrade my service to a higher speed?

- Simply call the office and let one of our Customer Service Representatives know which package you would like to switch to and we can make that change for you directly from the office.

Do you have parental controls available?

- Yes we do! Users who download our Command IQ app will have the ability to utilize parental controls to help control your network and the devices connected to it.

Do you have Wi-Fi extenders available and how do I request one?

- We do have extenders available through our Hartwick office. If you would like one, please call the office to request one. We will get it ready for you to pick up in the office. Extenders are \$5 monthly added to your bill.

What numbers should I call if I need tech support services?

- If a problem occurs, please call our office at 607-293-6622 or utilize our 24-hour tech support line at 833-244-8764.

How do I change my Wi-Fi Password?

- If you utilize our Managed Wi-Fi added service, you can simply call the office and request a password update. If you prefer to do this on your own, you can download our Command IQ app which not only allows you to update your SSID (Wi-Fi network name) and password, but also allows you control over your whole home network.

Experience IQ

Control your whole home network with Command IQ and the **Experience IQ** application within. You can use content filtering to ensure online safety for children. You can schedule times to prevent family members from accessing the internet or specific applications. You can even set the duration for how long individual apps can be used!

**Older modems do not provide this functionality. Contact us with questions or to upgrade.*

Follow us

Please follow us on Facebook! Visit our website at oeconnect.coop or go directly to <https://www.facebook.com/OECONNECTNY>.

Give us a follow and stay up-to-date with the most recent updates on outages, new services, and everything we have going on!

During a storm, follow Otsego Electric Cooperative at <https://www.facebook.com/otsegoelectriccooperative>, for updates or check out our outage map at <https://otsegoec.coop/>.

VoIP Phone Lines!

- We provide high quality Voice-over-internet-protocol phone services if interested.
- Unlimited local calling and 2,000 minutes a month long distance.
- Monthly charges for phone are \$29.95 a month* plus taxes.
- You can keep (port) your existing phone number from your current carrier.
- *\$5 monthly discount for bundling with our internet services!

