Singing River Connect
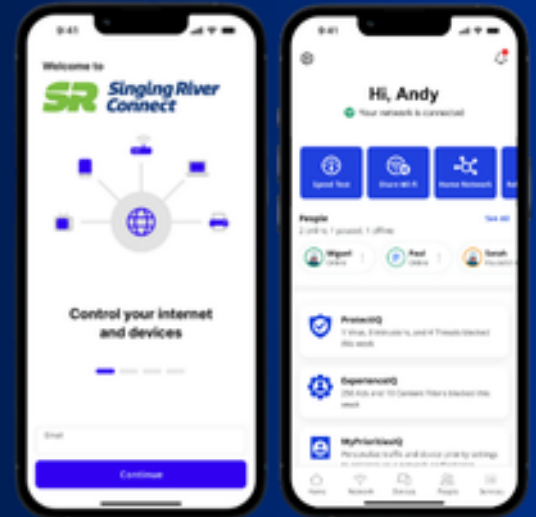
Make the most of your network with the *My SR Connect App*

Scrollable carousel, easy-to-manage profiles, and control of your network right at your fingertips!

Introduction

My SR Connect App 3.0 is the latest version of the easy-to-use mobile app designed to help you take full control of your home Wi-Fi experience. Whether you're indoors or outdoors, the My SR Connect App puts powerful tools at your fingertips to manage, personalize, and secure your network.

What you can do with My SR Connect App 3.0

- Customize your network: Change your Wi-Fi name and password anytime.
- Run speed tests: Check your bandwidth and performance instantly.
- Manage devices with ease: See who is connected, control access, and customize user settings in just a few taps.

My SR Connect App 3.0 includes advanced features to keep your home connected and protected:

- ProtectIQ: Real-time cybersecurity protection.
- ExperienceIQ: Parental controls and content filtering.
- Both features are included in the Speed Fanatic (2 Gig) and Entertainment Enthusiast (1 Gig) packages. They can be added to the Everyday Scroller (300 Mbps) package for $5 per month.

General Information

What is My SR Connect App 3.0?

My SR Connect App 3.0 is a powerful and easy-to-use mobile app that puts you in control of your home Wi-Fi. From your smartphone or tablet, you can:

- Manage your network – Change your Wi-Fi name and password anytime.
- Monitor connected devices – See what is online and manage access.
- Set up parental controls – Keep your family safe with content filters and use limits.
- Run speed tests – Check your internet performance instantly.

My SR Connect App 3.0 works seamlessly with GigaSpire routers. Whether you are a tech-savvy user or just want a simple way to manage your Wi-Fi, our app is built to meet your needs.

What's new in My SR Connect App 3.0?

My SR Connect App 3.0 brings exciting new features to help you personalize and control your home Wi-Fi experience like never before:

- Quick Link Carousel – Easily access your most-used features right from the home screen.
- People and Avatars – Create profiles for family members with avatars to manage devices and set controls.
- Promotions and Announcements – Stay informed with updates and special offers from Singing River Connect.
- SmartHome Solution Tiles – One-tap access to SmartHome features like cybersecurity and parental controls.
- MyPrioritiesIQ – Customize your network to prioritize what matters most – whether it's streaming, gaming, or work.
- Network and Device Prioritization – Choose which devices get the fastest speeds when it counts.

What is the Quick Link Carousel?

The Quick Link Carousel is a set of easy-access buttons located at the top of your My SR Connect App dashboard. You can swipe through these tiles to quickly reach your favorite features – like running a speed test, managing devices, or checking network status – just with a tap.

It's designed to save you time and make navigating our Wi-Fi settings simple and intuitive.

What are People and Avatars?

People and Avatars is a helpful new feature in My SR Connect App 3.0 that lets you create user profiles for everyone in your household. Instead of uploading personal photos, you can choose from a variety of avatars to represent each person.

This feature is part of the People Carousel, making it easy to manage devices, apply parental controls, and personalize your Wi-Fi experience for each family member – all in a simple, visual way.

What are Promotion and Announcement Tiles?

Promotion and Announcement Tiles are visual banners that appear right on your My SR Connect App home screen. These tiles help keep your informed and connected with Singing River Connect. You might see:

- Special offers and services, like SmartTown Community Wi-Fi.
- Community updates including local events, service alerts, and new product launches.
- Plan upgrades and seasonal campaigns tailored to your needs.

What are SmartHome Solution Tiles?

SmartHome Solution Tiles are interactive buttons on your My SR Connect App home screen that give you quick access to powerful SmartHome services. With just a tap, you can:

- Protect your network with ProtectIQ cybersecurity tools.
- Manage content and screen time using ExperienceIQ parental controls.
- Prioritize your devices with MyPrioritiesIQ for smoother streaming, gaming, and work.

What is MyPrioritiesIQ?

MyPrioritiesIQ is a feature within the My SR Connect App that gives you more control over your home Wi-Fi experience. It allows you to prioritize bandwidth for specific activities – such as gaming, work, and entertainment – based on what matters most to you at any given time.

Using a simple interface, you can select a mode that fits your current needs:

- Work mode – Ensures reliable video calls and fast uploads for remote work.
- Gaming mode – Optimizes your connection for smooth, lag-free gameplay.
- Entertainment mode – Delivers uninterrupted streaming for movies and shows.

This feature helps ensure that your Wi-Fi performs at its best, no matter what you are doing.

What are MyPrioritiesIQ Modes?

MyPrioritiesIQ Modes are a key feature of My SR Connect App 3.0. They allow you to optimize your home Wi-Fi by prioritizing bandwidth based on your current activity.

Work Mode

- Prioritizes bandwidth for tasks like vide calls, file uploads, and cloud collaboration tools.
- Minimizes lag and interruptions during Zoom and Teams meetings.
- Speeds up syncing and sharing of work documents.
- Helps create a smoother, more reliable connection for remote work.

Gaming mode

- Prioritizes gaming traffic for faster, more responsive gameplay.
- Minimizes Lag and latency during online matches.
- Reduces interference from background devices and apps.
- Helps deliver smoother, uninterrupted gaming sessions.

Entertainment mode

- Prioritizes bandwidth for streaming services, music, and media apps.
- Improves video quality and reduces buffering on platforms like Netflix, YouTube, and Spotify.
- Helps ensure smooth playback – even during peak hours.
- Ideal for movie nights, music sessions, and binge-worthy shows.

What is Network and Device Prioritization?

My SR Connect App 3.0 gives you smarter control over your home Wi-Fi by intelligently managing how bandwidth is shared across devices and activities. Whether you're working, gaming, or streaming, the app helps ensure your most important tasks get the strongest connection.

With My SR Connect App 3.0, you can assign devices to individual household members using custom user profiles. Doing this gives you more control over how each person connects to your home network.

- Set internet time limits to manage screen time for kids and teens.
- Filter content to block inappropriate websites and keep browsing safe.
- Track activity to see how and when devices are being used.

By organizing devices by user, you can indirectly prioritize bandwidth – making sure work calls, homework, and streaming get all the connection they need, when they need it.

Where can I download My SR Connect App 3.0?

The app is available for download on both the Apple App Store and GooglePlay Store. Search for "My SR Connect."

Is there a cost to use My SR Connect App 3.0?

No, the app is free for Singing River Connect subscribers.

The ProtectIQ and ExperienceIQ enhanced app features are included in the Speed Fanatic (2 Gig) and Entertainment Enthusiast (1 Gig) packages. These can be added to the Everyday Scroller (300 Mbps) package for $5 per month.

Getting Started

How do I set up My SR Connect App?

- Download and install the My SR Connect App from your device's app store.
- Open the app and sign in or create a new account.
- Follow the on-screen instructions to connect the app to your Gigaspire router.
- Once connected, you can begin customizing your network, adding user profiles, and setting up controls.

How do I reset my password?

If you forget your My SR Connect App password, tap the "Forgot Password" link on the login page. Follow the instructions to receive a reset link via email or SMS text.

Features and Functionality

What are user profiles and how do they work?

User profiles let you assign devices to individual household members. This allows tailored controls such as internet time limits, content filtering, and activity tracking for each person.

How to set up parental controls in the My SR Connect App

- Open the app and go to the "Profiles" or "Parent Controls" section.
- Create a profile for your child or select an existing profile.
- Customize settings like internet access schedules, content filters, and device restriction to fit your family's needs.
- Your changes take effect right away and can be updated anytime.

What device management options are available?

Easily manage your home network – see which devices are connected in real time, assign them to family profiles, pause or resume their internet access, and prioritize bandwidth to keep your most important devices running smoothly

How do I run a speed test?

From the main dashboard Quick Links, tap "Speed Test" to measure your internet connection's upload and download speeds. Results are displayed in real time and stored for future reference.

The My SR Connect App makes it easy to run speed tests for individual devices, giving you clear insights into Wi-Fi strength, download and upload speeds, and latency. Each device is rates as Strong, Good, or Weak, helping you quickly spot and resolve connectivity issues.

What security features are included?

Enjoy peace of mind knowing your home network is protected with built-in WPA3 encryption, advanced firewall controls, and device-level access management. The My SR Connect App also gives you automatic security updates and with the ProtectIQ enhanced app feature, also monitors threats and provides real-time alerts if anything suspicious is detected – so you stay informed and in control.

Can I create a guest network?

Yes, create a guest network in just a few taps – customize the name and password, set how long guests can stay connected, and keep their activity separate from your main network for added security and peace of mind.

Does My SR Connect App 3.0 support Wi-Fi extenders?

Yes, the My SR Connect App is fully compatible with extenders issued by Singing River Connect, allowing you to manage multiple access points and ensure seamless coverage throughout your home.

Can I integrate the My SR Connect App with smart home devices?

Yes, connect your favorite smart home assistants – like Amazon Alexa and Google Assistant – directly through the app. You can also manage select smart devices with ease, giving you more control and convenience right from your phone.

Account & Privacy

Who can access My SR Connect App data?

Only authorized users with login credentials can access your My SR Connect App and network settings. The app uses encryption and privacy best practices to protect your personal information.

How is my personal information used?

Your data is used solely to provide and improve My SR Connect App services. Refer to the app's privacy policy for details on data collection, storage, and sharing practices.

How do I delete my My SR Connect App?

Within the app, go to Account Settings, then select "Delete Account." Follow the prompts to permanently remove your data and close your account.

Troubleshooting

The app won't connect to my router. What should I do?

- Check your router – Make sure it is powered on and broadcasting a Wi-Fi signal.
- Verify your connection – Ensure your mobile device is connected to the correct Wi-Fi network.
- Restart your router – A quick reboot can often resolve connection issues.
- Update your software – Make sure both the app and your device's operating system are up to date.
- Need more help? Contact our 24/7 tech support at 877-636-1702 for personalized assistance.

Why are my devices not showing up in the app?

Some devices may not show up if they're not currently connected, are using a different Wi-Fi network name (SSID), or have been blocked by parental controls. Refresh the device list or restart the app to update your view.

How do I report a bug or offer feedback?

Use the "Feedback" option in the app to report bugs or request new features.

Security & Updates

How often is the My SR Connect App updated?

Updates are released regularly to enhance features, improve security, and address bugs. Enable automatic updates on your device to ensure you always have the latest version.

What should I do if I suspect a security issue?

Immediately change your account password, check your device list for unauthorized access, and contact our 24/7 tech support at 877-636-1702.

Advanced Topics

Does My SR Connect App 3.0 support IPv6?

Yes, the app is built to support both IPv4 and IPv6 addressing schemes, future-proofing your home network.

Conclusion

The My SR Connect App puts you in charge of your home internet experience. With easy setup, advanced controls, and built-in support, the app is the smarter way to manage everything from streaming and gaming to security and device access.