

SmartBiz Networks

Easily set up and manage up to four business specific networks. Each dedicated network is protected with business-class cybersecurity and may be customized with restrictions and more.

Primary Network Set Up

1. Tap **Network** from the Home screen.
2. Tap the plus sign.
3. Select the desired network.
4. Enter the **Network Name** (SSID).
5. Enter a secure Wi-Fi password.
6. Tap **Options** to customize and view security and Network Restriction options.
7. Click **Save**.

Point of Sale Network Set Up

1. Tap **Network** from the Home screen.
2. Tap the plus sign.
3. Select the desired network.
4. Enter the **Network Name** (SSID).
5. Enter a secure Wi-Fi password.
6. Tap **Options** to customize and view security and Network Restriction options.
7. Follow steps 1 through 6 above.
8. To connect wireless point of sale (POS) devices, enable **Wireless Network Access**. To enhance business security, the POS network does not broadcast the POS SSID. Tap **Edit** and enable **Broadcast SSID** to connect a wireless POS device or tap **Connect Device via WPS** (Wi-Fi Protected Setup) to connect a POS device that requires WPS connectivity.
9. Contact your service provider to assist with connecting wired POS devices.

Staff Network

Protect your business by connecting staff to an isolated and protected network. Boost productivity with network access hours and content restrictions.

1. Tap **Network** from the Home screen.
2. Tap the plus sign.
3. Select **Staff** network.
4. Select **Staff Network Configuration**. See details below.

Shared Password for Staff

1. Select **Shared Password** to create one password all staff members will share to access the Staff Network.
2. Add a secure password.
3. Customize **Options** which will apply to all staff members.

Individual Passwords for Staff

1. Select **Individual Passwords** to maximize efficiency with staff changes, security and customization.
2. Customize **Options** that apply to entire staff network.
3. Tap the **Home** icon.
4. Tap the **Staff** tile on the **Home** screen.
5. Tap the plus sign to add a staff member(s).
6. Add the first name, last name and email address.
7. Select the **Device Registration Type**.
8. Click **Save**.
9. Customize **Options** for the staff member.
10. To remove a staff member, select the staff member, tap **Edit**, then **Delete**.

Customer Portal

Deliver a better customer experience, capture marketing contacts and attract new customers via a brandable customer Wi-Fi portal.

1. Tap **Network** from the Home screen.
2. Tap **Customer Portal** in Shortcuts.
3. Tap the toggle to enable the Customer Portal

1. Tap **Page Content** to customize the Wi-Fi splash page.
2. Enter the Network Name, Page Heading, upload a cover photo.
3. Select **Login Requirements**. Select name and email address if you wish to be able to view a list of users of your customer portal.
4. Select **URL** or **Text**, then add your terms of service for using your customer Wi-Fi.
5. Enter the Button Text, such as "Connect".
6. Click **Save**.

1. Tap **Branding**
2. Upload your logos or an image and add colors.
3. Click **Save**.
4. Tap **Preview Customer Portal** to view your Splash page. Edit as desired following the steps above.

1. Set **Network Access Hours** (see instructions on back panel).
2. Add **Network Restrictions** to block objectionable content or applications.
3. Tap **Customer Portal Visitors** to select the Login Retention Period. Login Retention Period indicates how often the customer will need to re-enter their information to connect and how data will be stored.
4. Tap **Email Customer List File** to send a list of unique visitors over the login retention period to your CommandWorx email address.

Network Resilience

Network Resilience ensures business critical devices remain connected, even in the event of an unexpected outage.

1. To enable, tap **Network**, then tap the **Network Resilience** Shortcut.
2. Tap the toggle to enable Network Resilience
3. Tap **Select Failover Device SSID** and select the hotspot name of the cellular or dedicated hotspot device. The device must be on and discoverable.
4. Enter the hotspot password.
5. Check the terms box.
6. Tap **Connect to Hotspot**.
7. You will be notified when the connection is successful.
8. Select which business-critical networks will connect to the hotspot in the event of an outage.

Network Restrictions

Built-in content restrictions can boost staff productivity and reduce liability by restricting distracting or dangerous internet content. Create a better customer and work experience by limiting content that may be objectionable to other patrons or staff members. Restrictions are customizable for each network and for individual staff members.

1. Tap **Network** from the Home screen.
2. Select the desired network.
3. Select **Network Restrictions** in Options.
4. Select Content Restrictions to restrict access to content categories.
5. Select **Applications** to block specific applications or add time limits on the staff network.
6. Select **Websites** to block specific websites.

Network Access Hours

You may set hours and days that Wi-Fi access is available for customer and staff networks.

Customer Portal Access Hours

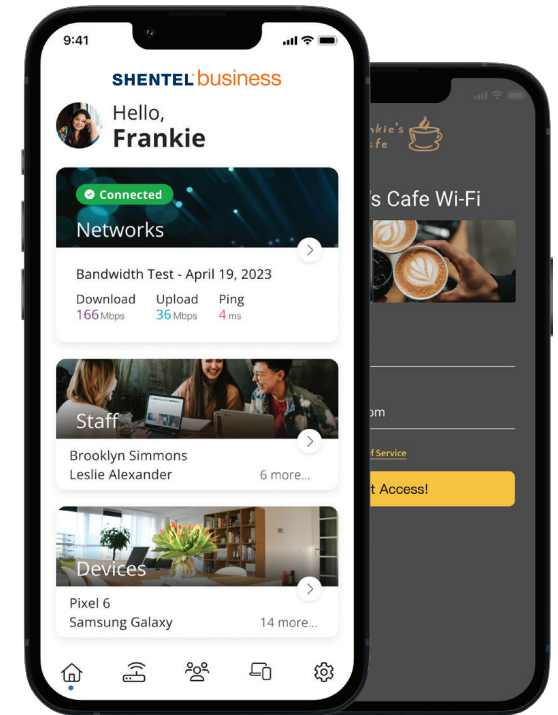
1. Select **Networks**. Select **Customer Portal** in Shortcuts.
2. Select **Network Access Hours** in Options.
3. Select **Every Day** to set a start and end time for all days of the week.
4. Select **Custom** to create custom start and end times or turn access off for specific days of the week.

Staff Network Access Hours

1. If the Staff Network is configured with a single shared password, select **Network Access Hours** in Options.
2. Select **Every Day** to set a start and end time for all days of the week that apply to all staff members.
3. Select **Custom** to create custom start and end times or turn access off for specific days of the week for all staff members.
4. If **Staff Network** is configured with individual passwords, select the individual staff member in the Staff tile from the Home screen. Set access hours for each staff member as desired.

SHENTEL[®]
business

Shentel Business SmartBiz Quick Start Guide



SHENTEL[®]
business

shentelbusiness.com