



TELUS Business Wi-Fi user guide

Quick reference

Record your account information below:

Name: _____

Login: _____

Password: _____

Please refer to Meraki documentation for any detailed configuration procedures: <https://documentation.meraki.com/MR>

Customer support number: **1-888-611-9988**

Note: Your TELUS Business Wi-Fi service has been pre-configured. You can make changes to your service via the TELUS Business Wi-Fi Cloud portal. Should you require TELUS to make an extensive change to your TELUS services, it may be classified as an Additional Service. In this event, we would provide the costing and ensure we're aligned on the work and price before starting any activities.

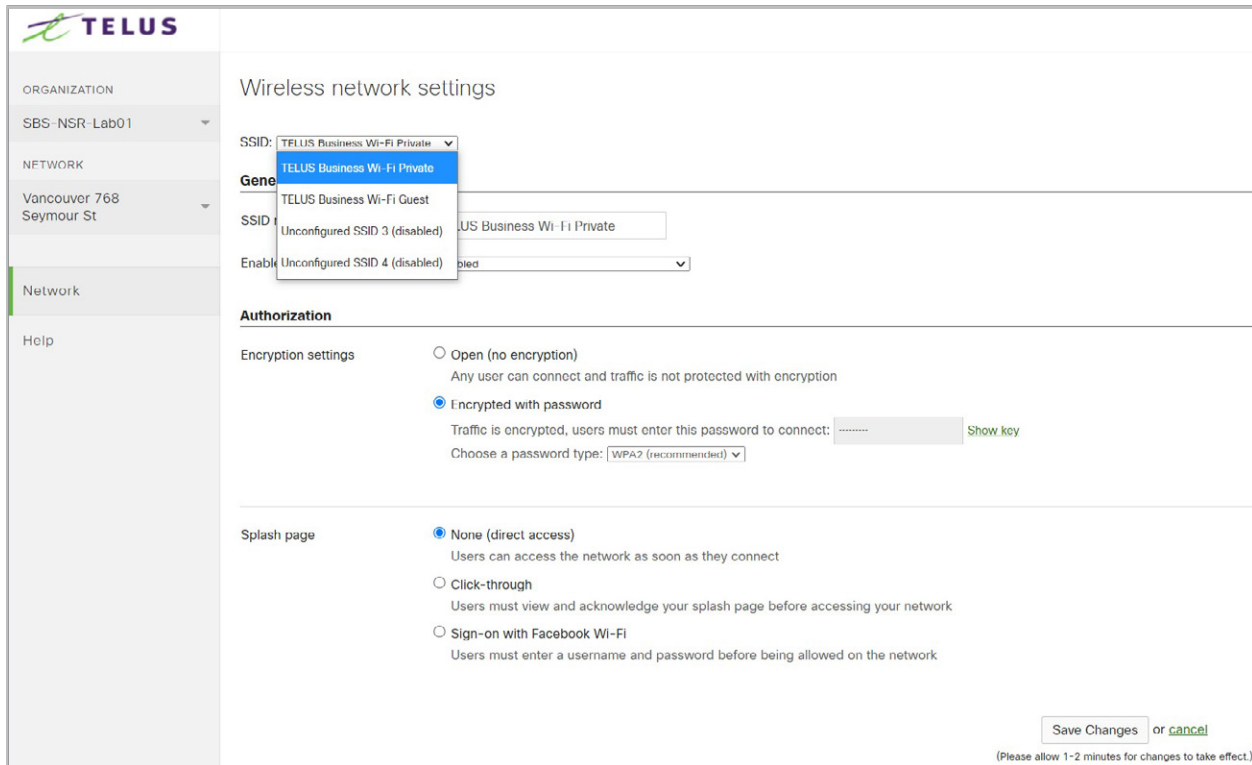
Account set-up

To create your account, follow these steps:

- 1.** You'll receive an email from Cisco Meraki that you've been provided an administrator account for your network. Your username will be the email address that you provided to TELUS.
- 2.** In the email, there will be a link to set your administrator password. Click the link.
- 3.** You'll then be directed to the TELUS account page to enter your password. Create a password for your admin account. Once the password is complete, you'll be able to administer your Wi-Fi networks through <http://dashboard.meraki.com>. Use the email address and password you created previously.
- 4.** Once your password is created, you can log in to the dashboard portal.

Wireless settings

With TELUS Business Wi-Fi, you're able to create up to 4 dedicated networks. The TELUS Technician who installs your Business Wi-Fi will configure a password for encrypted private and guest networks. If you need to add or edit a password following the installation, you can do so by selecting **Network** and **Wireless Settings** in your dashboard or by calling Customer Support at **1-888-611-9988**.



Enable or disable network

To enable or disable a dedicated Wi-Fi network, select **Network** and **Wireless Settings** from the left navigation bar. Then, select the **SSID** from the dropdown, choose either **Enabled** or **Disabled**, and hit **Save Changes**. When the network is disabled, your users will be unable to detect or connect to that network. If your encryption setting is left open (no encryption), users won't be required to enter a password when accessing your network.

Encryption settings/change password

To change the password of a network, first select the desired network in the SSID drop-down menu. Then, select **Encrypted with password** and enter the password of your choice. Finally, choose the password of type either WPA2 (recommended) or WEP and hit **Save Changes**.

When **Encrypted with password** is selected, your users will be required to enter the password prior to connecting to the network.

Splash page

You can customize the splash landing page for customers connecting to your network. By default, the splash page is disabled. You can either enable **Click-through** or **Sign-on with Facebook Wi-Fi**.

Splash page

- None (direct access)
Users can access the network as soon as they connect
- Click-through
Users must view and acknowledge your splash page before accessing your network
- Sign-on with Facebook Wi-Fi
Users must enter a username and password before being allowed on the network

[Save Changes](#) or [cancel](#)

(Please allow 1-2 minutes for changes to take effect.)

None (direct access)

- With this default option, users will be able to connect to your network without having to go through your splash page

Click-through

- Users will be required to visit your splash page and click to connect in order to access to your network
- With this option, you can customize a message on the splash page, upload a logo of your company and select the desired language
- Splash frequency sets the number of times the splash page will be presented to the same user

Splash page

- None (direct access)
Users can access the network as soon as they connect
- Click-through
Users must view and acknowledge your splash page before accessing your network
- Sign-on with Facebook Wi-Fi
Users must enter a username and password before being allowed on the network

Message ⓘ

Splash logo

[Upload a logo](#)

Splash language: English

Splash frequency: Every day

Sign-on with Facebook Wi-Fi

- Select this option if you would like your users to visit your Facebook page when accessing your network.
- First, select **Sign-on with Facebook Wi-Fi** and you will see a prompt near the top to finish configuring your Facebook Wi-Fi settings. Select **click here** to continue.

https://documentation.meraki.com/General_Administration/Cross-Platform_Content/Facebook_Login

TELUS

ORGANIZATION
SBS-NSR-Lab01

NETWORK
Vancouver 768 Seymour St

Wireless network settings

SSID:

Click [here](#) to finish configuring your Facebook Wi-Fi settings.

General

SSID name ⓘ

Enabled

Authorization

Encryption settings

Open (no encryption)
Any user can connect and traffic is not protected with encryption

Encrypted with password
Traffic is encrypted, users must enter this password to connect: [Show key](#)
Choose a password type:

Splash page

None (direct access)
Users can access the network as soon as they connect

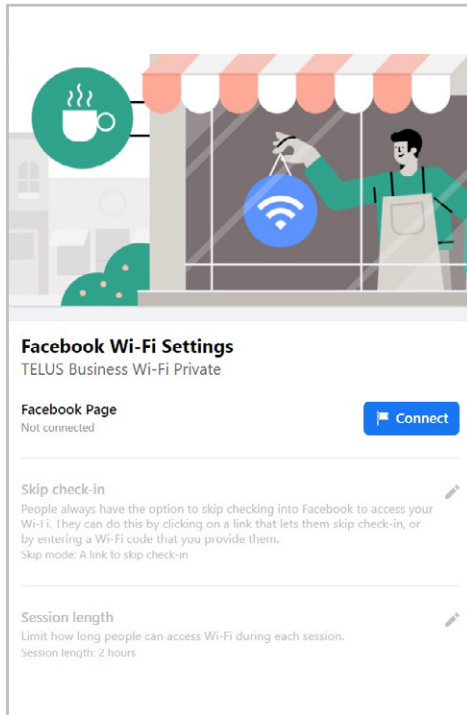
Click-through
Users must view and acknowledge your splash page before accessing your network

Sign-on with Facebook Wi-Fi
Require users to check in to your Facebook Page before accessing your network. ⓘ
Click [here](#) to finish configuring your Facebook Wi-Fi settings.

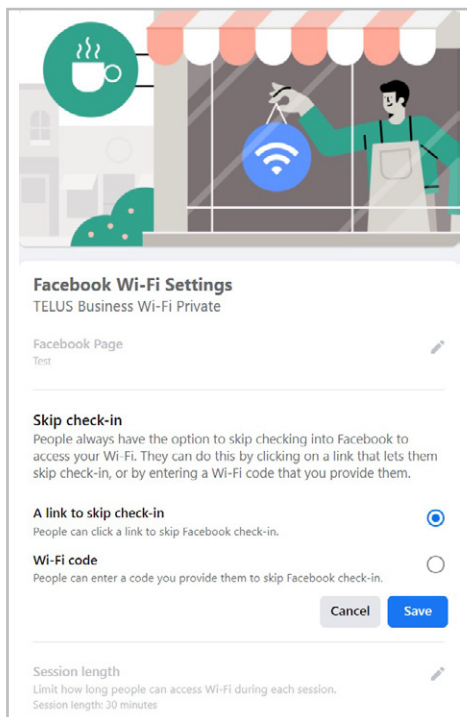
or

(Please allow 1-2 minutes for changes to take effect.)

- Next, you'll link your Facebook page to your TELUS Business Wi-Fi. Select **Connect** and select your Facebook page. You'll be required to log in to your Facebook account to select your Facebook page.



- Once you have selected your Facebook page, you'll see options for users to skip check-in. You have the option for the user to select a link to skip check-in or require the user to enter a Wi-Fi code.
- Lastly, you can select the session length or how long users can stay connected to your network.

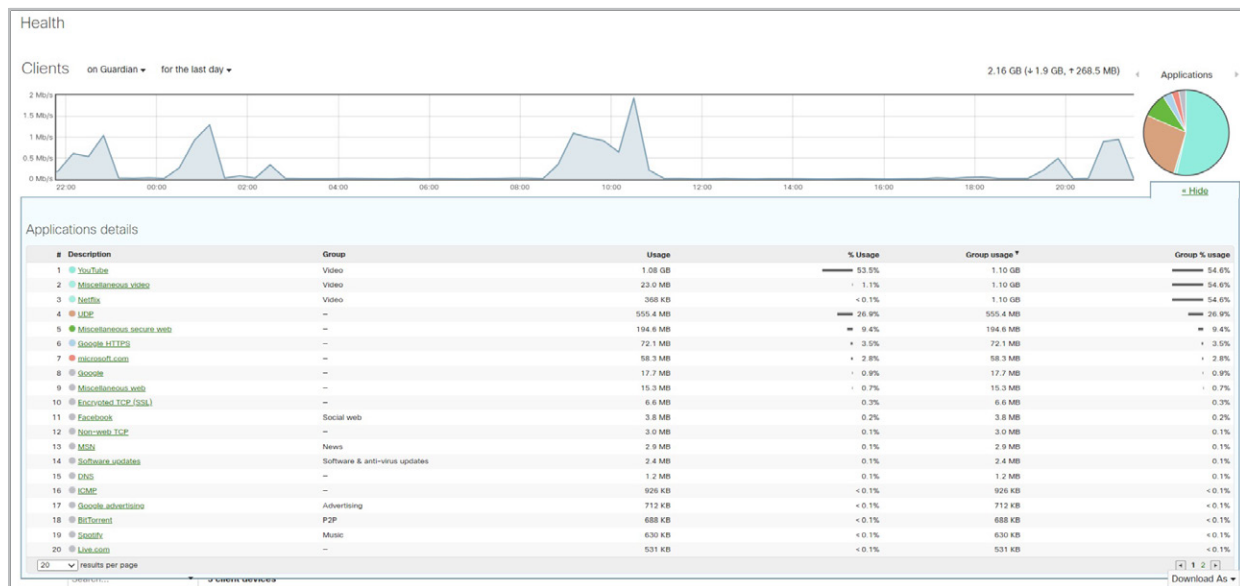


Client analytics

Client analytics allow you to see the types of websites and applications your users consume when connected to your network. To access this feature, select **Network** and then **Client Analytics**.

By selecting the pie chart, a tabulated report will appear that shows the applications that have been used with details around the specific usage by data and grouping. Knowing this information will allow you to understand the data consumption behaviours of your users.

This information may be useful when considering where to focus your marketing investments on different digital platforms. For instance, if you notice most of your users visit Facebook, you may wish to run more targeted advertisements accordingly.



Location analytics

Location analytics allows you to see the traffic and flow of users in your network. To access this, select **Network** and then **Location Analytics**. This information allows you to know how long your users stay at your location and how often your visitors come back.

Proximity chart

- **Capture rate** – the percentage of passersby who become users of your network
- **Passerby** – any device that is detected but does not connect to your network
- **Visitor** – a device that has been detected for more than five consecutive minutes (within a 20-minute period) but does not connect to your network
- **Connected** – the devices that have connected to the network

Engagement chart

- Shows the amount of time visitors spent within your network grouped by the length of their visit

Loyalty chart

- Shows how frequently your visitors connect to your network
- Visitors are classified as Occasional, Weekly, Daily and First-time users

