



Shaw Business

SmartWiFi

User Guide

Quick Reference

Record your information here:

My username _____

My password _____

My account number _____

SmartWiFi Customer Support

Phone: 1-877-742-9249

Email: technicalsupport@shawbusiness.ca

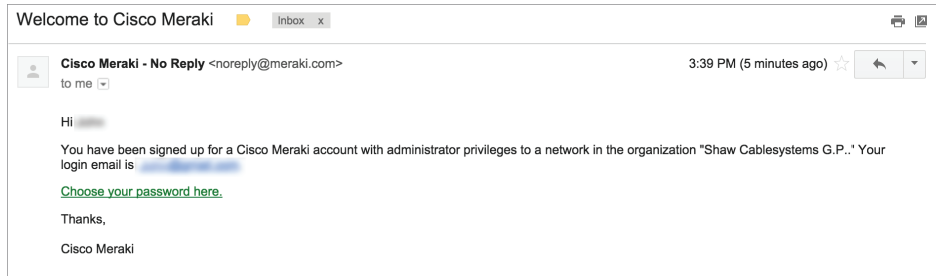
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Creating an account

To create your account, follow these steps:

1. You will receive an email notification informing you that you have been provided an administrator account for your network. Your username will be the email address that you provided the Shaw Business Sales team. You should receive this prior to on-site installation.



2. Within that email there will be a link to set your administrator password. [Click the link.](#)
3. Once you have clicked the link you will be directed to the SmartWiFi Portal to enter your password. Create a password for your administrator account. Once the password is set, you will be able to administer your WiFi networks and the respective network settings.

Shaw Business

Have an account? Log in

Welcome! Choose your password.

Password Strong

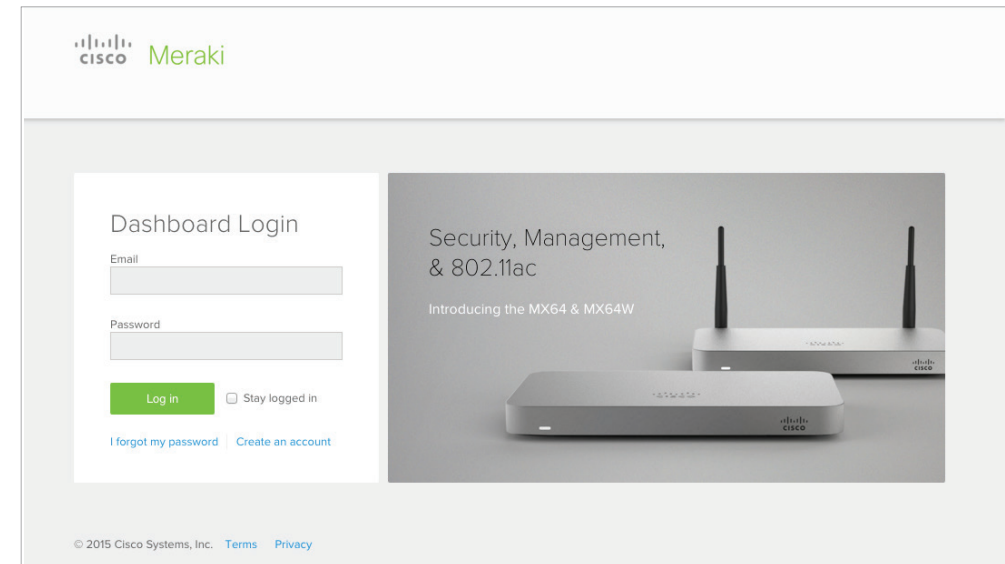
Confirm password OK

Set password

Your use of this account is subject to the Cisco Meraki End Customer Agreement.

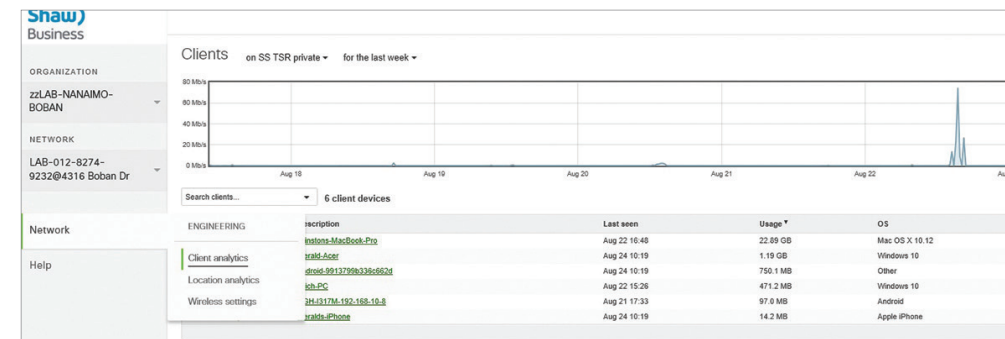
Privacy Terms © 2015 Cisco Systems, Inc.

4. Upon password creation, you will be redirected to the login portal. This portal can be found at <http://dashboard.meraki.com>. Use your email address and the password you set previously to log into the SmartWiFi Portal.



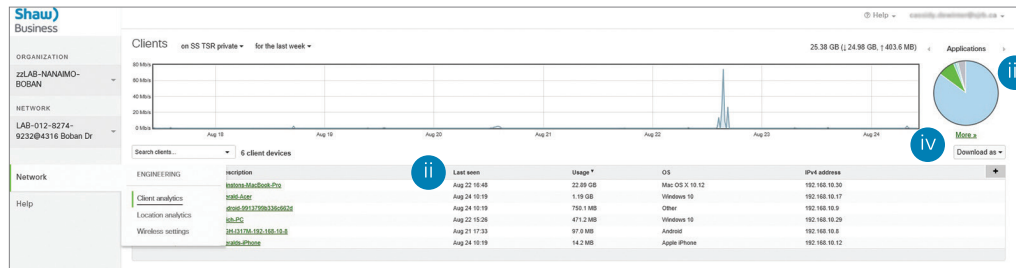
5. Once you have successfully logged into the SmartWiFi Portal, from the Network tab, you will see three main areas to view:

- Client analytics
- Location analytics
- Wireless settings



Client analytics

To view analytics about users on your network, proceed to select Network -> Client analytics.



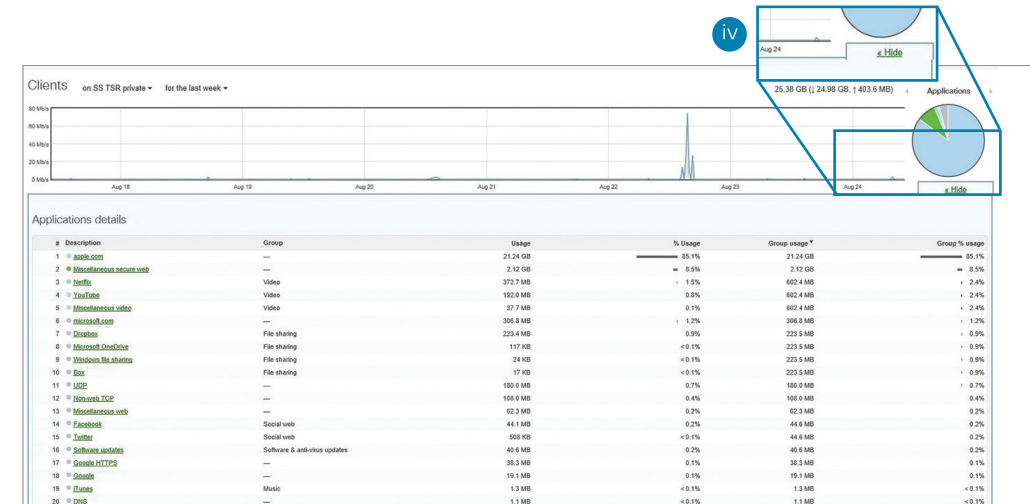
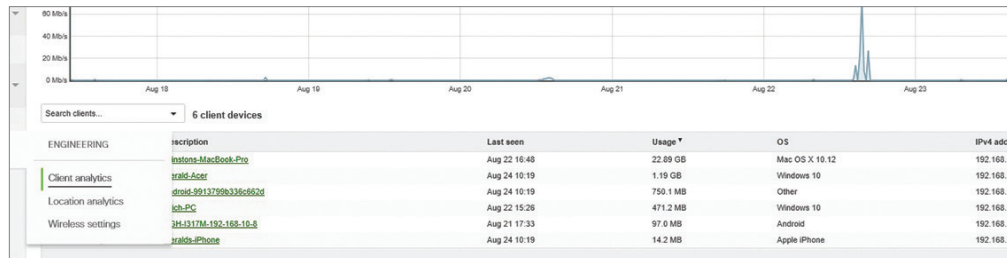
Once you have selected Client analytics, you will be able to view a tabulated list of all devices connecting to your network and what they are doing while on the network. The information can be filtered by various time intervals: two-hour, day, week or month and the table can be sorted by column, by clicking on the column name.

Definitions of columns:

i. Status – This shows whether the user is currently on the network or offline. A green wireless icon indicates the user is connected to WiFi. A grey icon indicates the user was connected to WiFi previously but is currently offline.

ii. Last seen – This displays the last time the user was logged into the WiFi network.

iii. Pie chart – The pie chart displays a breakdown of the applications that have been used on the WiFi network over the selected time period. Hovering your cursor over the pie chart segments will display more details. More details about the applications can be viewed by clicking 'More'.



How the WiFi network is being used

iv. More – Once 'More' is clicked, you will view a tabulated report of the applications that have been used with details about their specific usage by data and grouping (ie. video, music, social web etc). The information can also be sorted by column, by clicking on the column name.

To learn more information about a particular application, click on the name of the application in the 'Description' column.

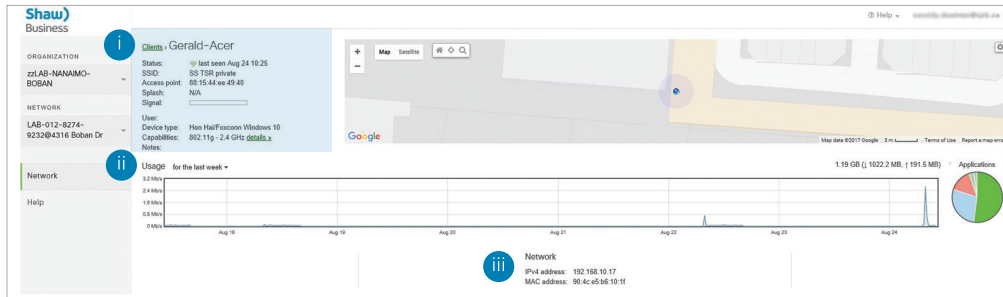
You will then be directed to a page showing a table of the users who have been using the application you clicked on. The table provides details on the user's device – manufacturer and operating system. There are also columns showing the amount of data the user consumed for the specific application and the proportion of the total usage for the application.

Also on this page, on the top right, is a chart showing when the application was used and how much data was used

Obtain additional information about users on your network

Information about specific users on your network can be accessed by clicking their description on the clients page or application details page.

This page provides detailed information about the user, the device and the device's network usage.



i. The top of the page - device status information:

Client name – name of the user's device.

Status - shows whether the client is currently connected and if not, when they were last connected.

SSID (wireless network) the user was last connected to or is currently connected to.

Device type.

Capabilities – this shows the wireless standard this user's device is capable of connecting to.

ii. Usage

The centre of the page provides user-specific usage data similar to what is found on the Clients page in the prior section. This includes a usage graph and pie chart of applications used. You can select the time period you want to see usage data for (from the dropdown menu on the top left of the graph).

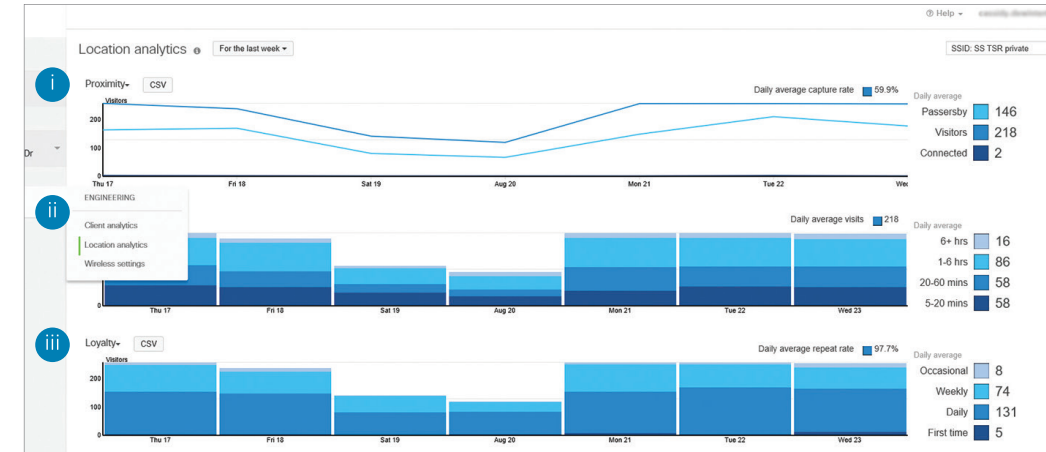
iii. Network

This section provides basic network information about the client.

Location analytics

Location Analytics

To review and manage your location analytics, proceed to select Network->Location analytics



The Location Analytics section of the portal displays intuitive graphs that visualize capture rate, engagement, and loyalty.

Location analytics charts

i. Proximity chart

Capture rate - is the percentage of passersby who become users of your network.

Passerby – a passerby is any device that is detected by SmartWiFi but does not connect to the network.

Visitor – a visitor is a device that has been detected by SmartWiFi in close vicinity for more than five consecutive minutes.

Connected – is a device that has connected to the network.

ii. Engagement chart

This chart groups your unique network "visitors" by the length of their longest visit. A single visitor who leaves and returns multiple times will only be counted once.

iii. Loyalty chart

The loyalty chart allows you to see how often visitors come by your network and hence, your organization. While the identities of these visitors are anonymous, you can compare the amount of each type of visitor. Visitors are classified as Occasional, Weekly, Daily and First Time users. For example, you can track the days and hours during which you have more first timers than loyal customers.

At the top of the location analytics page you can select the time period to view data for as well as which wireless network to view. The time period and wireless network filters apply to all the charts on the page.

The data from each graph can be downloaded as a .csv file that can be reviewed, analyzed and manipulated through a spreadsheet program.

Wireless Settings

To set and manage your wireless network settings, proceed to select Network->Wireless settings.

Once you have selected Wireless settings, you will be able to manage your business wireless networks and the respective settings for each network. Select the SSID you want to manage settings for in the SSID dropdown menu. You can then edit the following settings:

i. SSID name (Network name)

Choose and enter your network name in the field marked SSID Name. SSID name is the name of your wireless network that users will see when they connect.

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ORGANIZATION

zzLAB-NANAIMO-BOBAN

NETWORK

LAB-012-8274-9232@4316 Boban Dr

Network

Help

Wireless network settings

SSID: SS TSR private

General

SSID name: SS TSR private

Enabled: Enabled

ENGINEERING

Client analytics

Location analytics

Wireless 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: WPA2 (recommended)

ii. Enable/disable the network

In the drop down list in the General section, select either Enabled or Disabled. If the network is Disabled, it will not be broadcast and users will not be able to connect.

iii. Authentication/Encryption Settings

In the Authorization section there are two main options – either Open (no encryption) or Encrypted with password.

If you select Open (no encryption), no password will be required for employees or customers to access your WiFi network and anyone will be able to use it. NOTE: This is not a recommended option.

If you select “Encrypted with password,” you must choose a password to connect to the WiFi network and enter it into the field. If your employees or customers want to use your network, they will need to enter this password as prompted, prior to use.

Next, you must select a password type, WEP or WPA2:

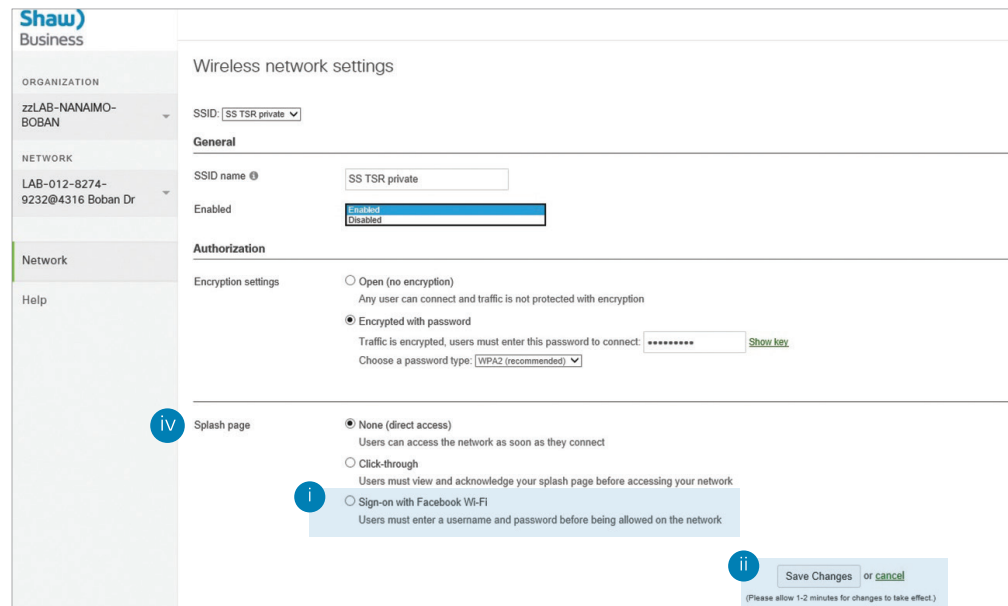
a. Wired Equivalent Privacy (WEP) – This option is the original password type, but is vulnerable to being hacked as the encryption key can be derived by an eavesdropper who sees enough traffic. Older devices that only support WEP are very rare, so it is recommended that you select WPA2.

b. WiFi Protected Access (WPA2) – It is recommended to use this option, as it features stronger encryption than WEP above.

iv. Splash Page

You have three options to choose from in this section:

a. None (direct access) - This option is not recommended.



The user will have direct access to the WiFi network without seeing a splash page.

b. Click-through

Choosing this option will present the user a message (customizable by you) which they must acknowledge before they are granted access to the wireless network.

This option is strongly recommended especially for the guest network, as it presents the users with the WiFi terms of use.

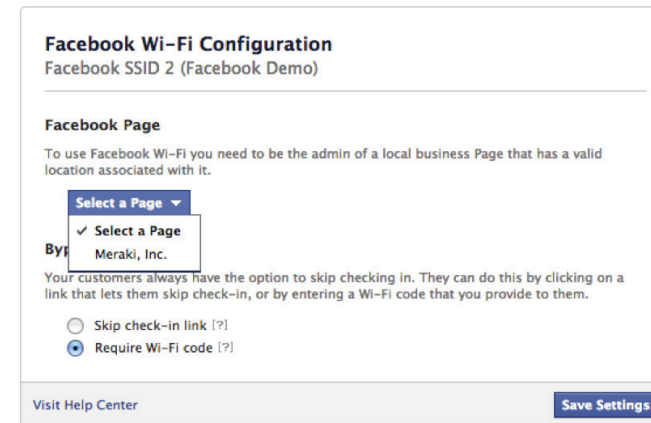
When the Click-through option is selected, the following additional options will appear:

- Message - This can be a greeting or a place to list the terms and conditions of wireless access for guest users who wish to access the WiFi network
- Logo - Here you can add a custom logo or image for your business
- Language - From this drop down menu you can select the native language that will be utilized by your splash page
- Frequency - This menu allows you to set how often a user will be shown the splash page for access to the wireless network. For example, if you select 'every day' as the frequency, a user who accesses the network multiple times in one day would only see the splash page the first time they connect. If the same user accessed the network the following day, they would see the splash page again.

c. Sign-on with Facebook WiFi

To select this choice, ensure your business has a Facebook page or follow the steps to create a new Facebook page. Steps to configure this option:

i. Select 'Sign-on with Facebook Wi-Fi' and press the 'Save changes' button at the bottom of the screen:



ii. You will see a link under the 'Sign-on with Facebook Wi-Fi' tab labelled 'Configure Facebook settings here'. Clicking on this link will take you to your Facebook Wi-Fi settings page.

(as seen in the image on page 13)

iii. If you are not logged into Facebook, you will be prompted to log into Facebook. Log in with the same admin credentials that are used to manage your Facebook Page.

iv. Once you have logged in to Facebook, you will see the following settings that will allow you pair your SmartWiFi network with your Facebook Page.

1. You can also select a choice for check-in: allow your WiFi network users to skip check-in with their Facebook credentials, or allow them to use Wi-Fi codes that can be issued from your Facebook admin panel (more info on that available [here](#)).

v. Now when users sign onto the WiFi network, they will be redirected to your Facebook Page and asked to check-in.

For information on the SmartWiFi features that are managed by your Shaw Business Customer Support Team team, please contact us at 1-877-748-9249



For customer care and technical support

Call 1-877-742-9249

Email inquiries@shawbusiness.ca

Follow us on LinkedIn: [linkedin.com/company/shaw-business](https://www.linkedin.com/company/shaw-business)