



Conway Corp SmartBiz Consumer Product Guide



Business
Solutions

ConwayCorp.com
(501) 450-6000



Going beyond connectivity to business productivity

Conway Corp SmartBiz gives you easy access to a snapshot view of your small business network. Through the app you can manage your WiFi networks, configure a backup internet connection, and more. Conway Corp SmartBiz puts you in charge!

Table of contents

- Installing the app 2
- App setup..... 3
- Understand the main dashboard..... 7
- Settings 8
- View your networks 9
- Enable the Customer Portal 10
- Configure Network Resilience..... 11
- Network usage 12
- Network map..... 13
- Bandwidth test 14
- Monitor network security 15
- Configure content restrictions 16
- Manage the Staff network..... 17
- Device list..... 19
- Device details..... 20



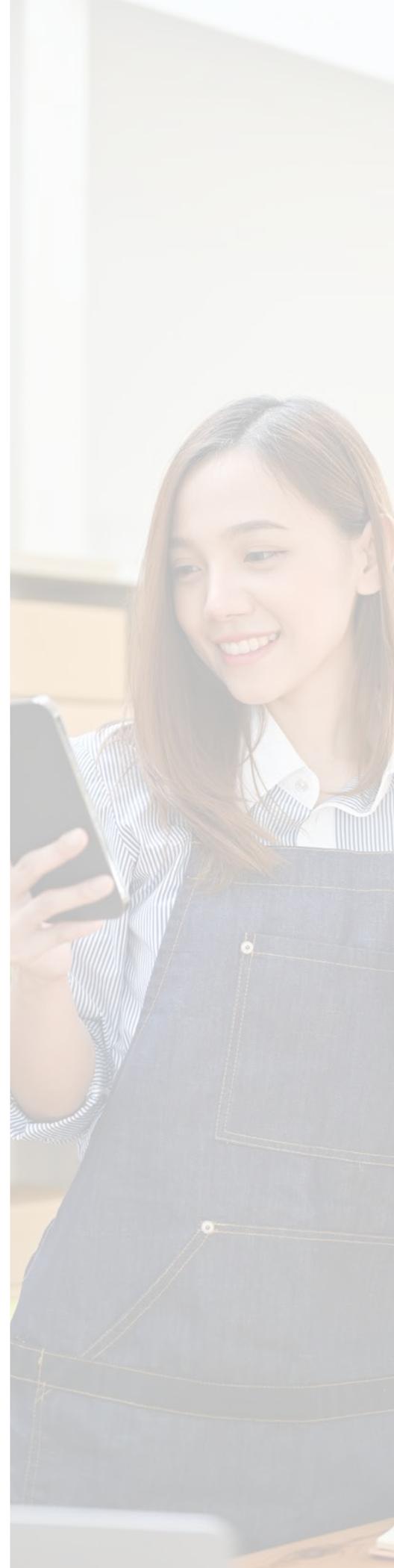
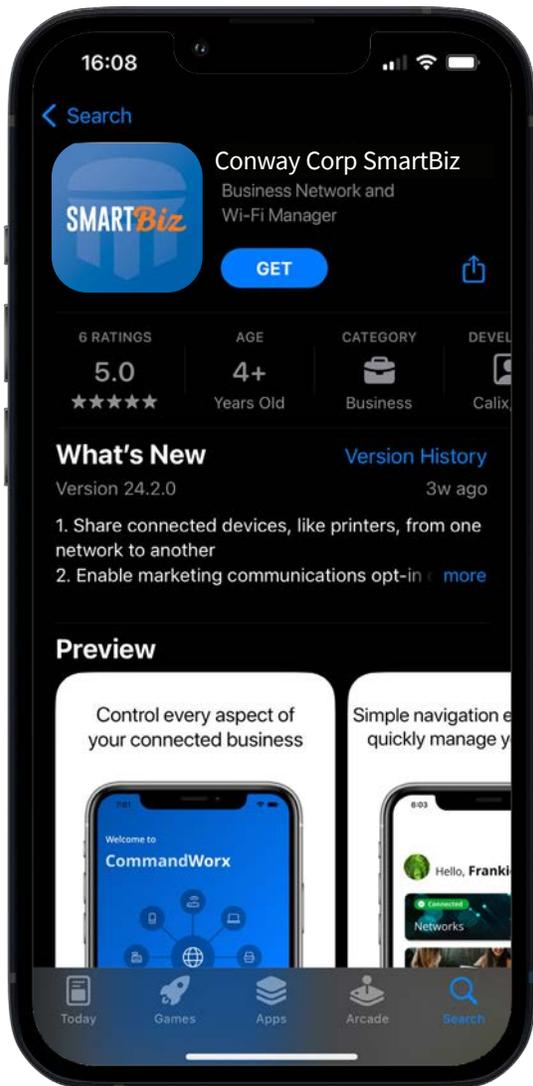


SET-UP GUIDE

Conway Corp SmartBiz

One app to rule them all

Welcome to the future! Conway Corp SmartBiz is the ultimate WiFi system. To begin, download the Conway Corp SmartBiz app from the Apple® App Store® or the Google Play™ Store and install onto your phone or tablet.



SET-UP GUIDE

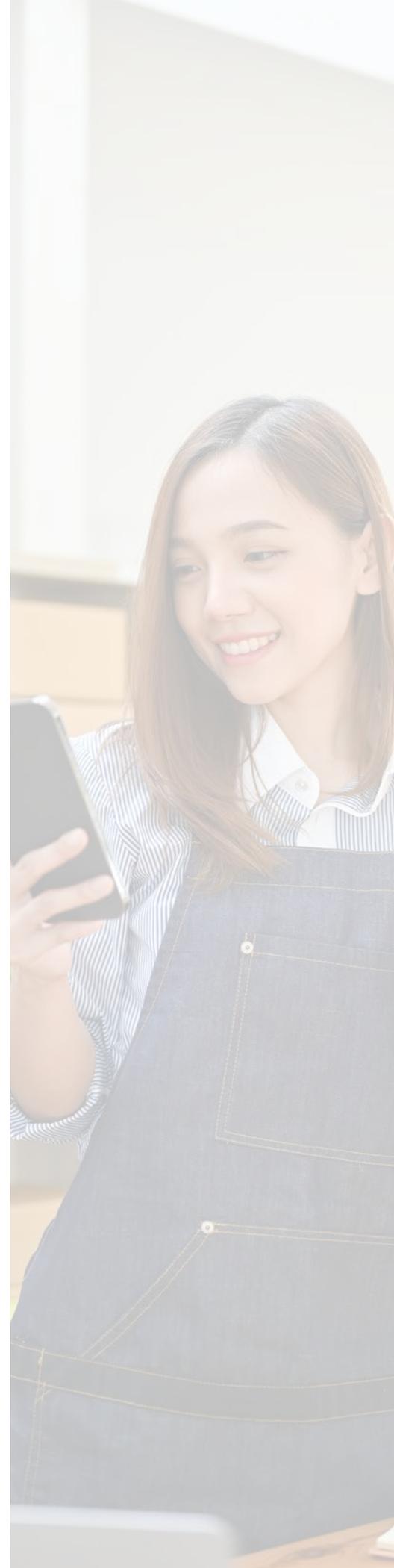
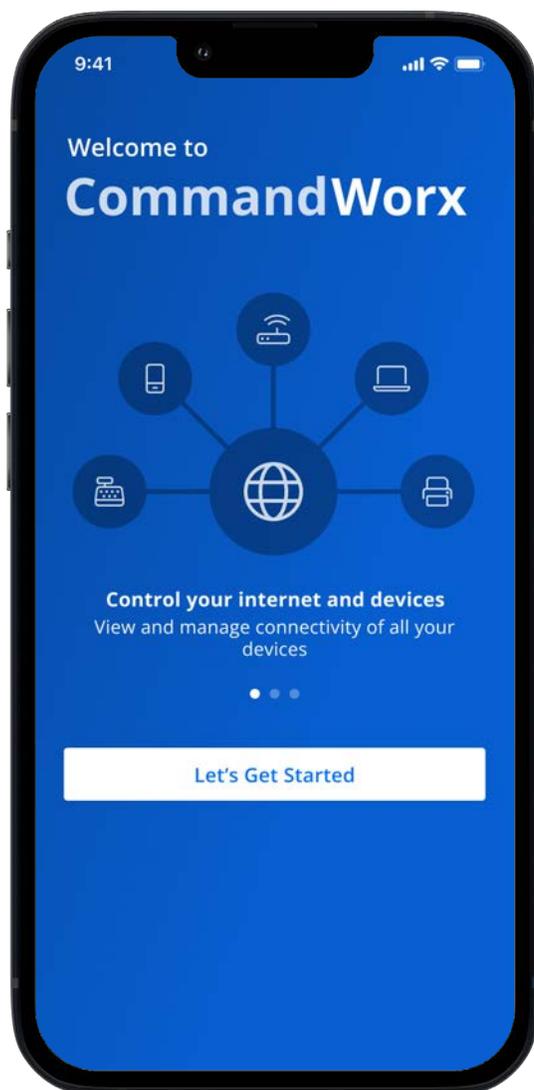
App setup

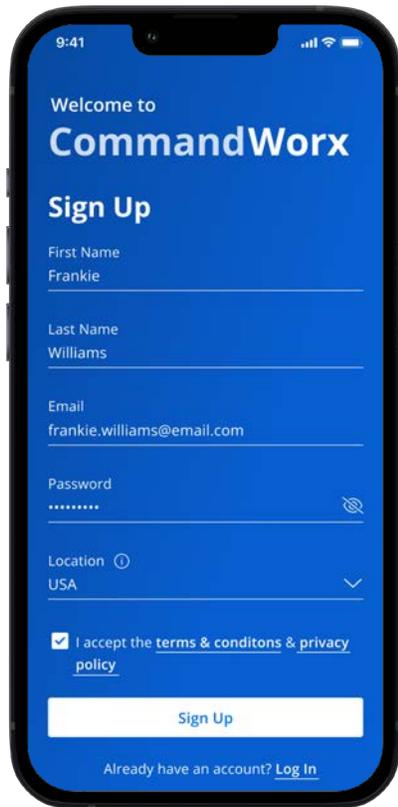
Setting up your app has never been easier!

STEP 1

Tap Let's Get Started

If you forget the password to access your **Conway Corp SmartBiz**, tap **Forgot Password?** to reset and access your account.





STEP 2

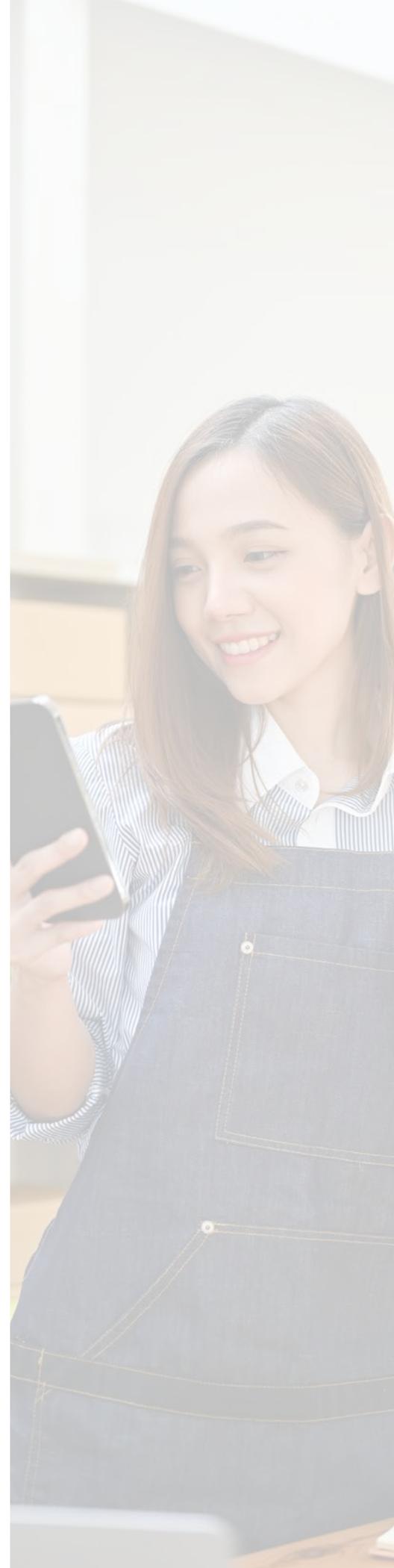
Enter basic personal information

The password you enter here is the password you use to log in to the app.

STEP 3

New system setup

Now plug your new system into a power outlet. It may take several minutes for the unit to be ready. You'll know once the light turns solid green.





STEP 4

Scan the QR code

Your system has a QR code on the side or bottom. Simply open the app, tap OK and scan the QR code.

Alternately, you can tap Issues Scanning? to manually enter the MAC Address and Serial Number.

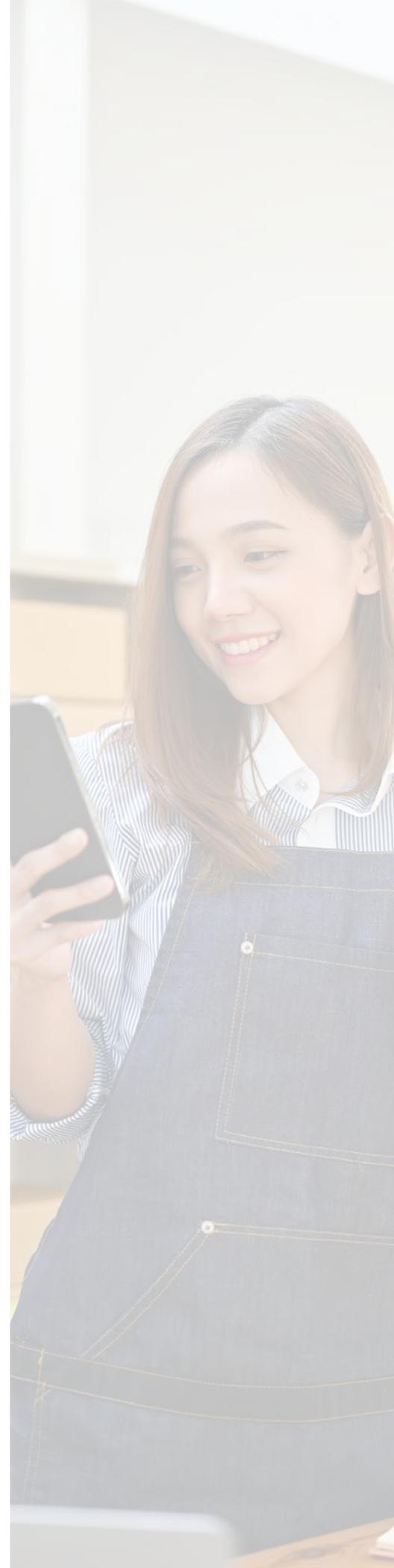
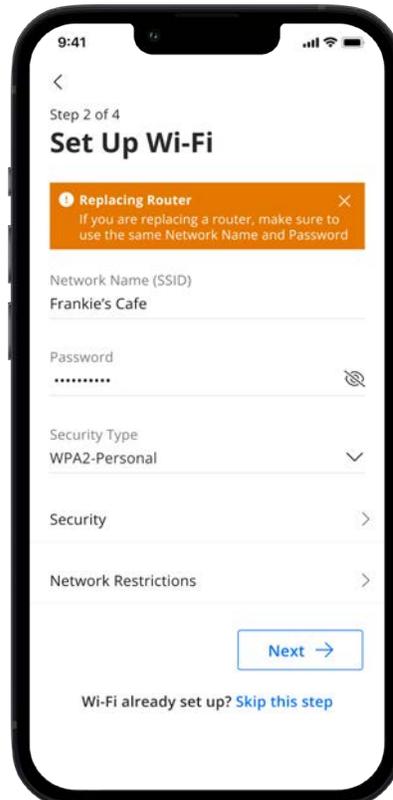
After you tap Ok, you may be asked to enter your account number.

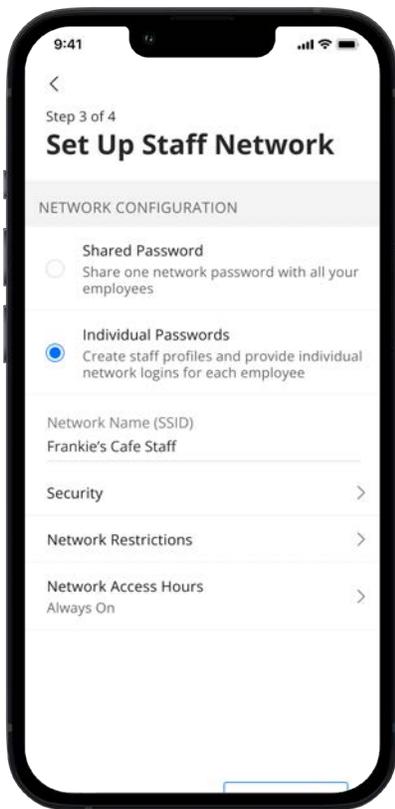
STEP 5

Set up the Primary network

If you are setting up your Primary WiFi network for the first time, you can assign a name and password for the network.

Optionally, configure security settings and content restrictions for the network.





STEP 6

Set up the Staff network

You can set up a WiFi network for your staff. Assign a name and select whether staff should use a shared password or individual passwords to join the network.

Optionally, configure security settings, content restrictions and time limits for network access.

If you'd like to set up this network later, tap Skip this step.

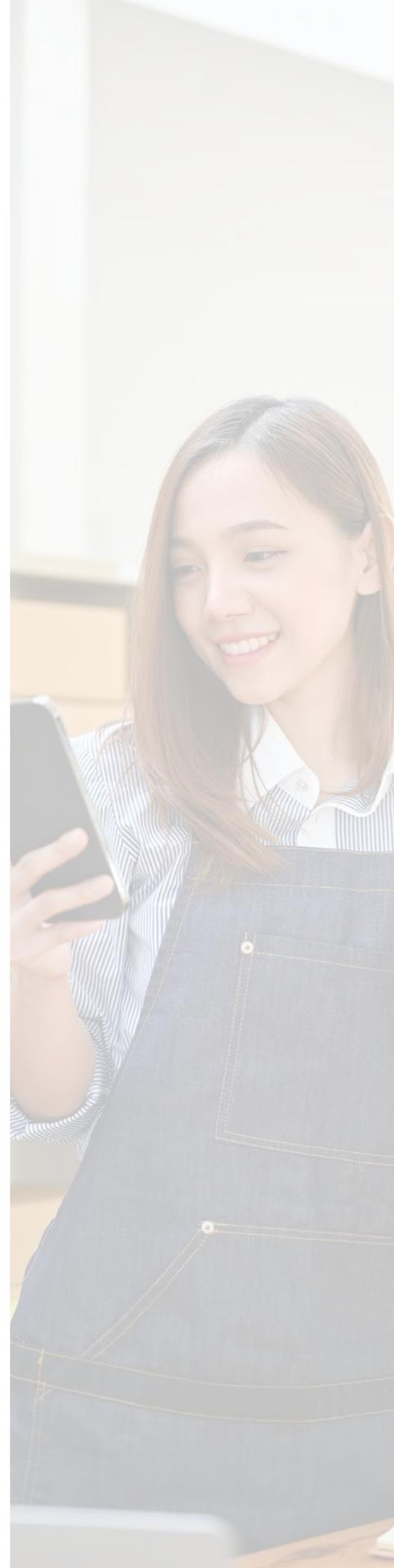
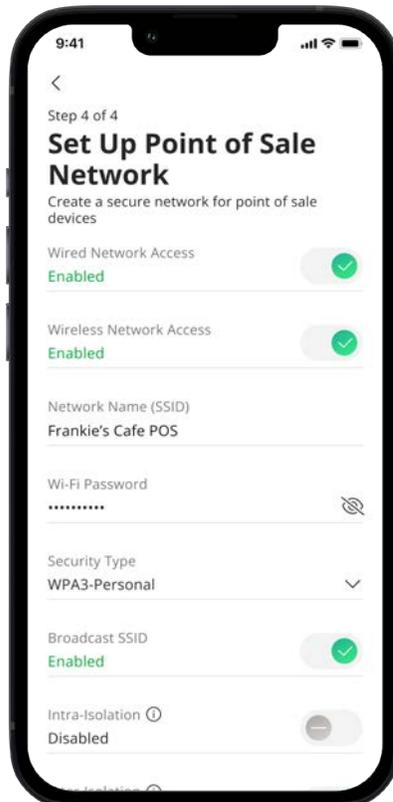
STEP 7

Set up the Point of Sale network

You can set up a WiFi network specifically for point of sale devices such as card readers. Simply assign a name and a password for the network and enable access for the desired wired or wireless configuration.

Optionally, configure security settings and content restrictions for the network.

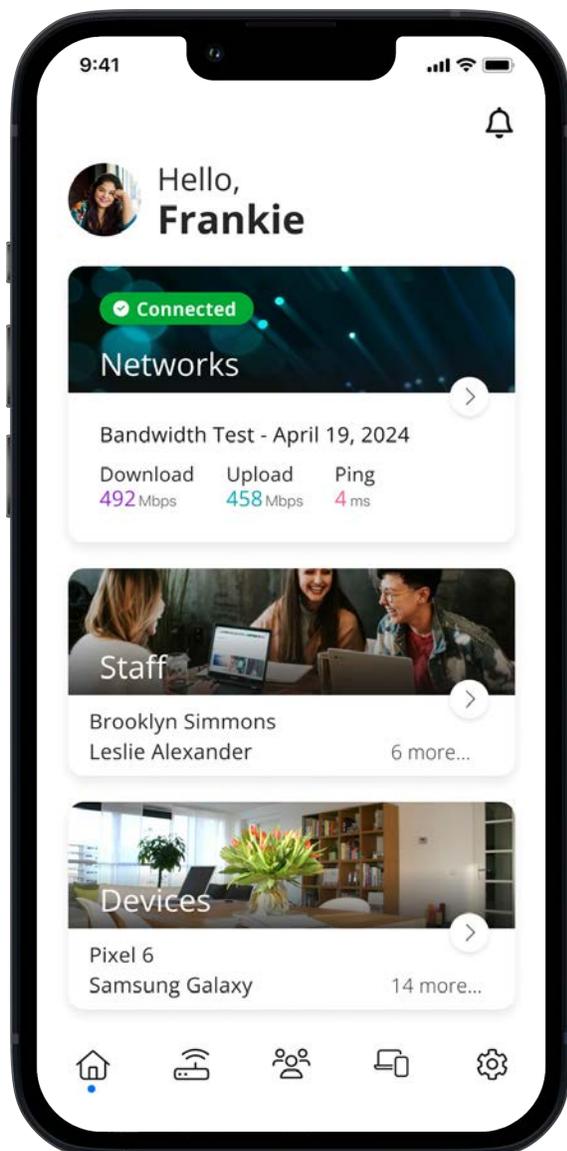
If you'd like to set up this network later, tap Skip this step.



SET-UP GUIDE

Main Dashboard

This is the home screen you'll see every time you open the app



The Dashboard gives you complete control over your networks and devices.

Tap the *bell* icon to view a list of network alerts.

Tap the Networks tile to:

- Access your WiFi network settings
- Run a bandwidth test
- Configure the Customer Portal
- Configure Network Resilience
- View all connected devices and device usage

Tap the Staff tile to view a list of staff user profiles.

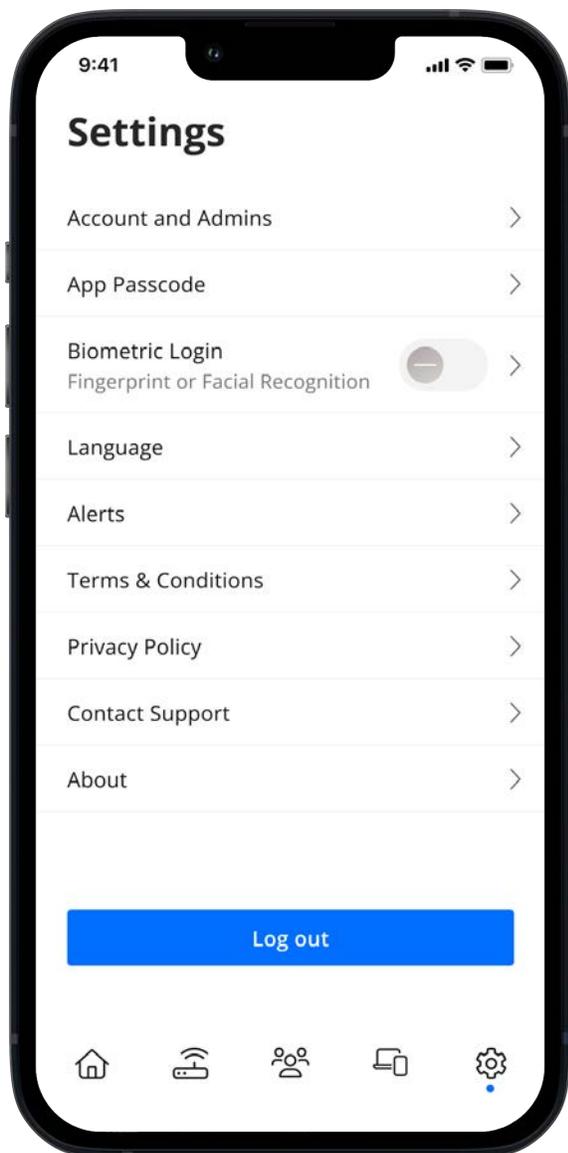
Tap the Devices tile to access a list of connected devices and view device details.

Use the bottom menu bar to navigate quickly throughout the app.

SET-UP GUIDE

Settings

A world of customization is available to you



Account and Admins

Update your name, email address and account password, or add a secondary administrator.

App Passcode

Set a PIN in lieu of an app login password.

Biometric Login

Setup biometric login in lieu of an app login password.

Language

Choose your preferred language (English, French Canadian, Spanish, German).

Alerts

Manage your alert settings.

Terms & Conditions

View the terms and conditions you acknowledge by using the app.

Privacy Policy

View the Privacy Policy of the app.

Contact Support

Access support contact details and the billing portal.

About

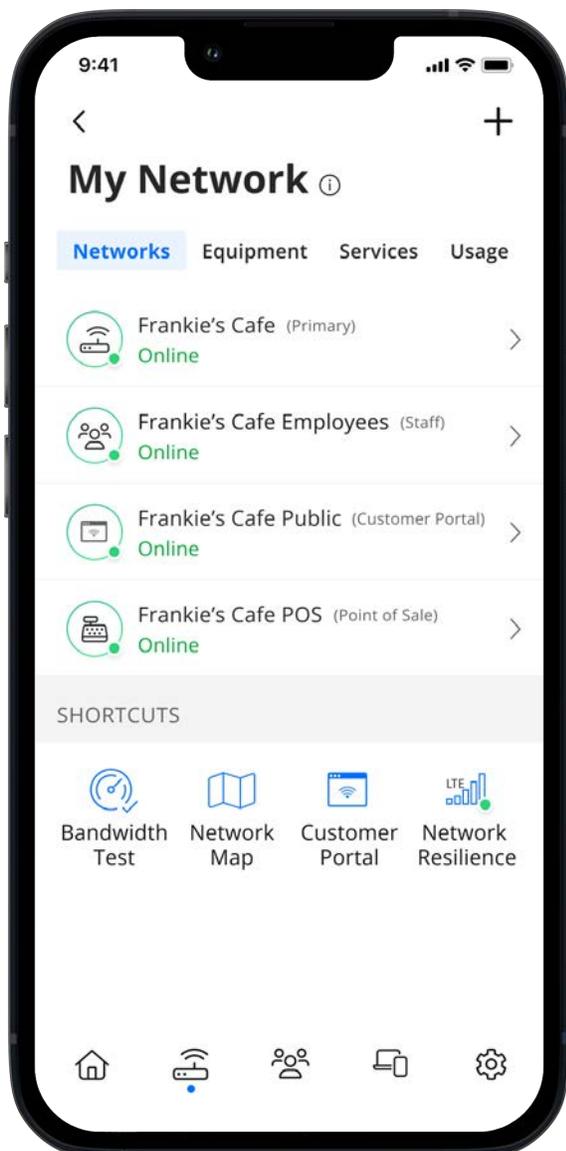
View the app version and a brief summary of what the app does.

Log out

Tap to log out of the app.

Your Networks

SmartBiz enables you to tailor your network to fit your business



Networks

Enable or disable WiFi networks, add devices and even share WiFi credentials.

Customer Portal

Create a custom splash page for customers who wish to join your customer WiFi network. You can configure content restrictions, login and marketing opt-in, network access hours, terms and conditions, and security settings.

Additionally, business owners can download a CSV file of visitors over a set retention period.

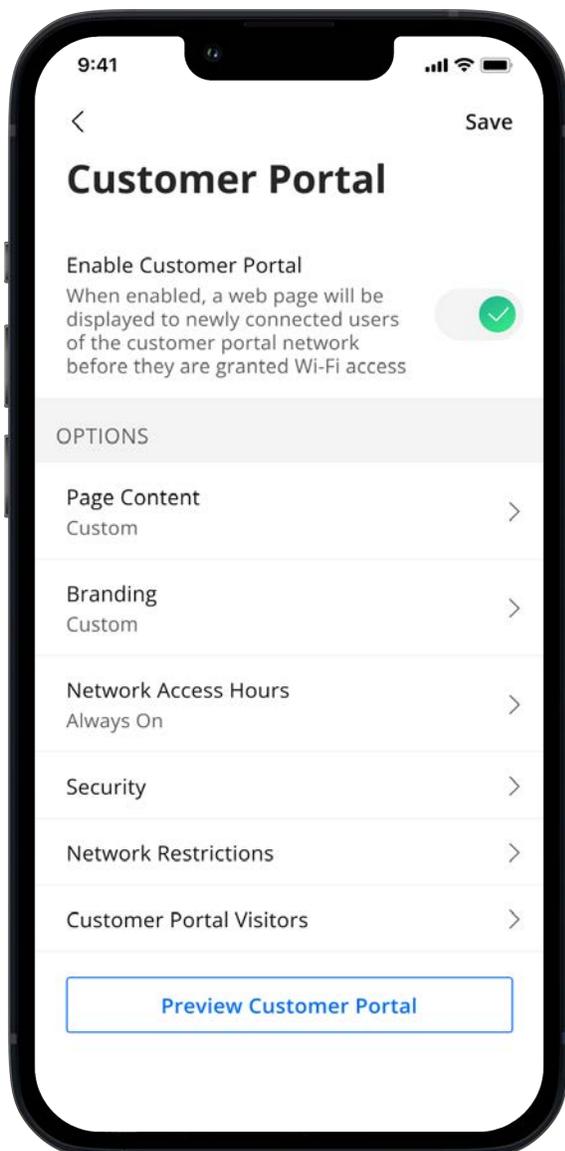
Network Resilience

Select a mobile device to provide mobile cellular/LTE service during internet service disruptions, preventing downtime and ensuring continued business operations.

SET-UP GUIDE

Customer Portal

Providing WiFi for your customers has never been easier



From the My Network screen, tap Customer Portal to create a custom welcome page for your patrons.

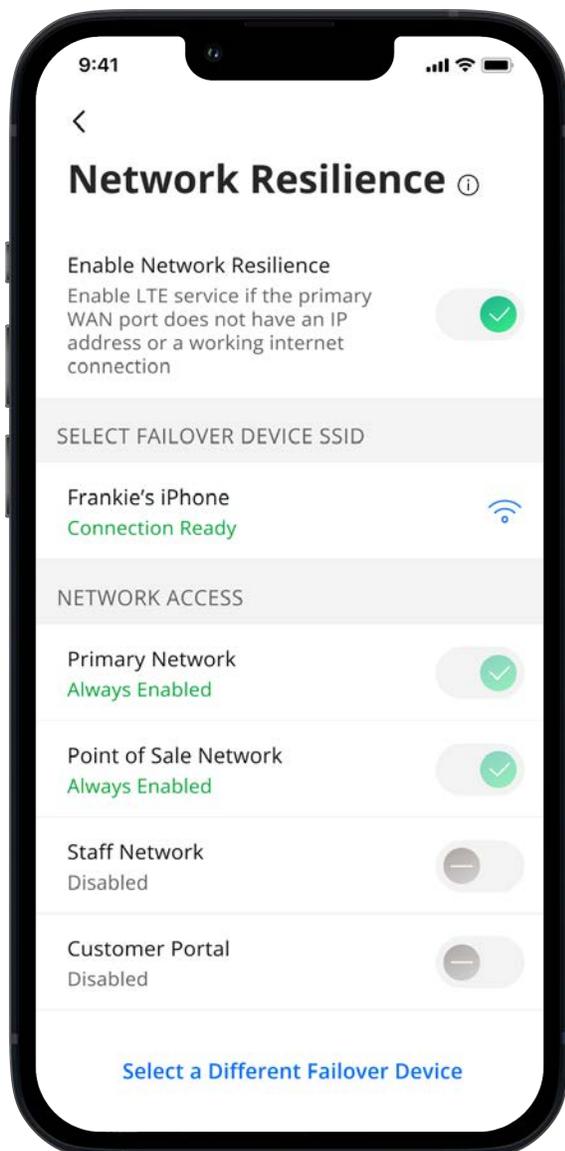
On the Customer Portal screen, do the following:

1. Tap the toggle to enable the customer portal. The toggle turns green when enabled.
2. Tap Page Content to add a network name and page heading, add a cover photo, link your terms of service and configure button text. You can enable marketing opt-in consent if your region contains anti-spam legislation.
3. Tap Branding to upload your business's logo and select the page background and font colors.
4. Tap Network Access Hours to set time limits for the customer network.
5. Tap Security to configure security settings.
6. Tap Network Restrictions to configure content restriction settings.
7. Tap Customer Portal Visitors to select how long to store visitor login information (1, 15, 30, 60 or 90 days) and retrieve a list of patrons who have accessed the network.
8. Tap Preview Customer Portal at any time to see how the page appears to your patrons.

SET-UP GUIDE

Network Resilience

Keep your business running during outages



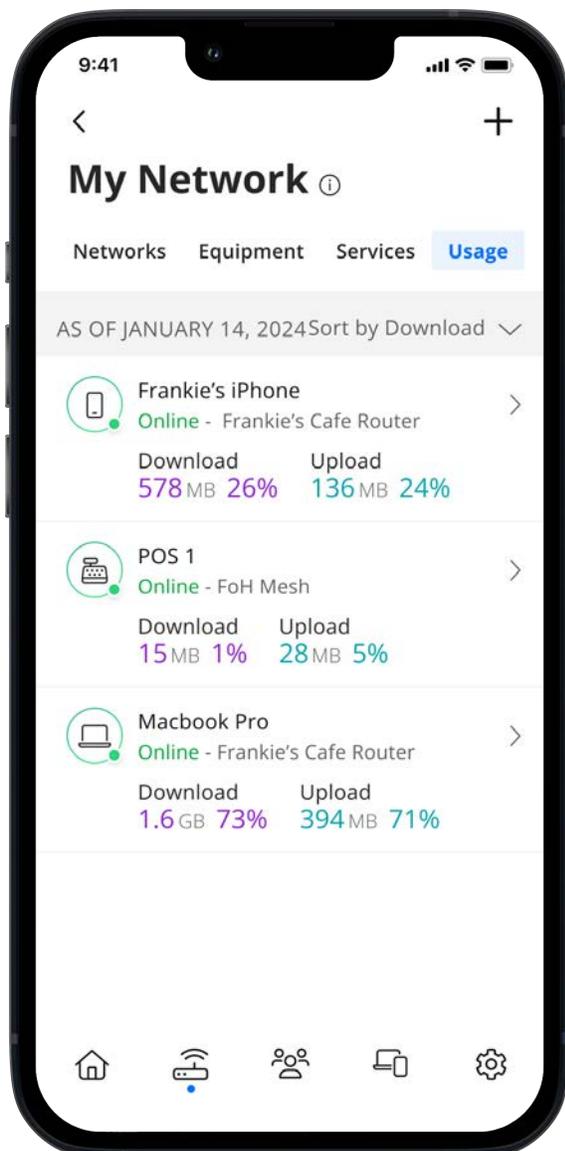
From the My Network screen, tap Network Resilience to select a mobile device to provide secondary cellular/LTE service for your most critical networks during internet outages.

On the Network Resilience screen, do the following:

1. Tap the toggle to enable Network Resilience. The toggle turns green when enabled. CommandWorx automatically searches for mobile hotspots.
2. Select a hotspot from the list.
3. Enter the password for the hotspot network.
4. Select which network(s) should use the secondary cellular/LTE service.

Network Usage

Keep track of and monitor the usage for each device



Network Usage is organized by device.

From this view, you can see basic usage information for each WiFi connected device on your network, including:

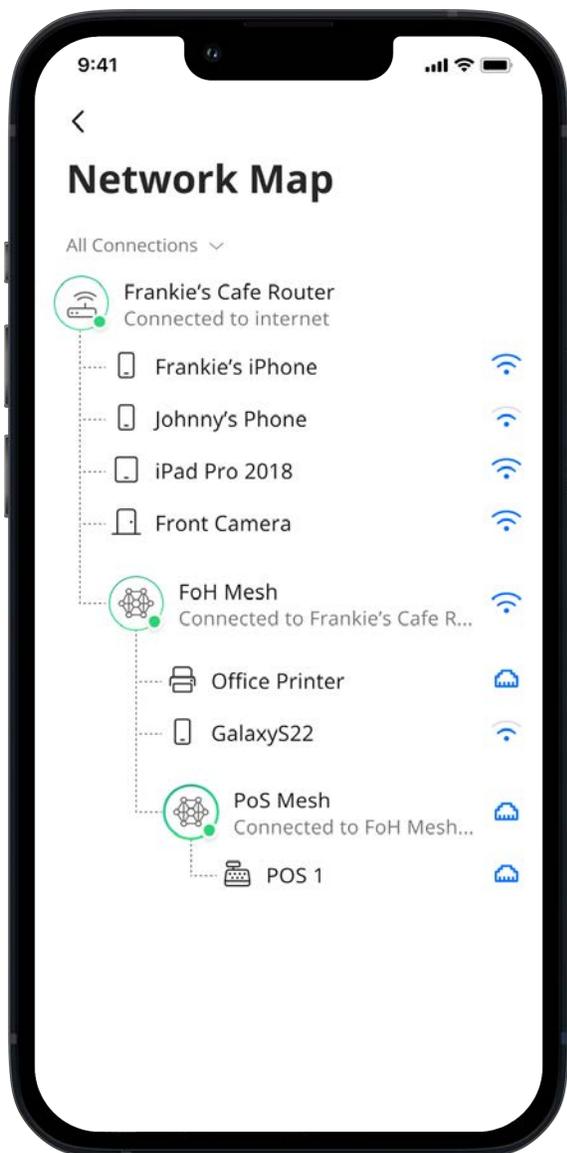
- Device identification and whether the device is connected to WiFi
- What network device it is connected to
- Network usage
- The amount of data that has been used by this device

Network usage is updated each time you run a bandwidth test through the app.

SET-UP GUIDE

Network Map

Your connected devices at a glance

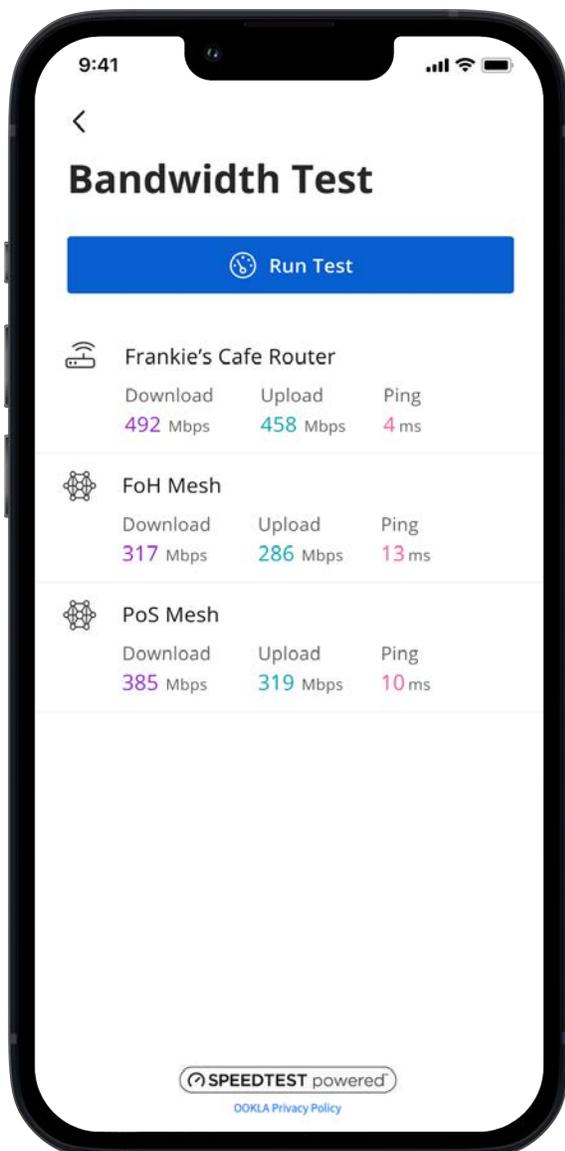


The Network Map provides a topological view of your network. To view the Network Map, tap Networks on the dashboard. Next, tap Network Map to view devices connected to your system. Tap on the Mesh icon to view performance information and devices connected at that Mesh unit.

SET-UP GUIDE

Speed Test

Ensure you're getting the speeds your business needs



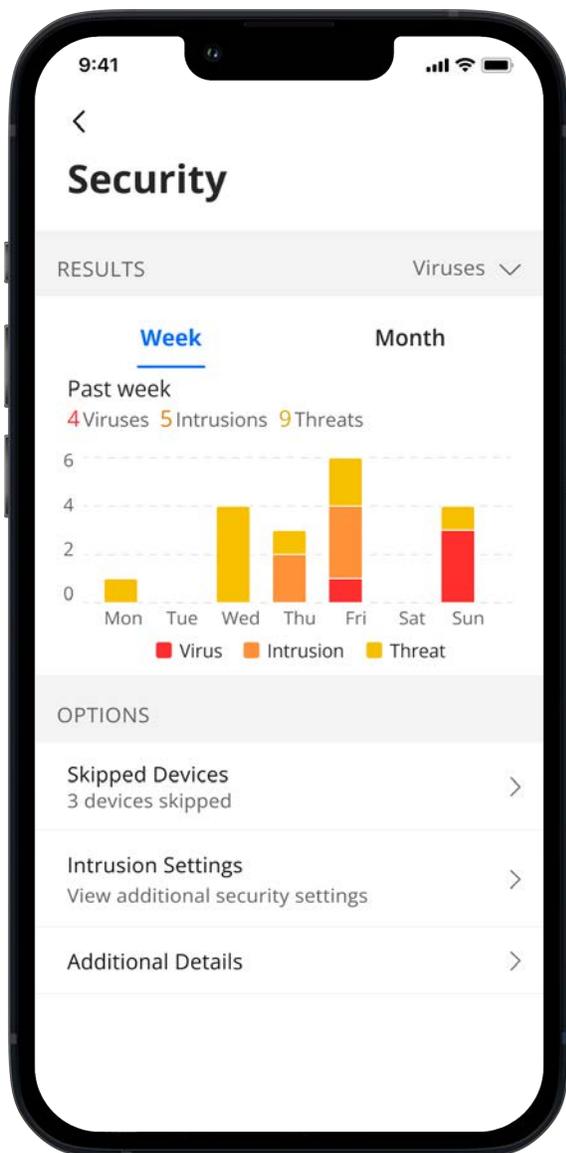
The easiest way to run a bandwidth test is to tap Networks and then tap the Bandwidth Test icon. Then simply tap the Run Test button.

The speed test first runs between the router and the Internet, and then conducts a speed test between any mesh units and the router. Results display on the Networks tile on the Home dashboard.

SET-UP GUIDE

Network Security

Proactive cybersecurity keeps your business safe



Your router automatically scans data coming into each network for viruses and other malicious content to provide an extra layer of protection against malicious traffic. Threats are automatically blocked from entering the network.

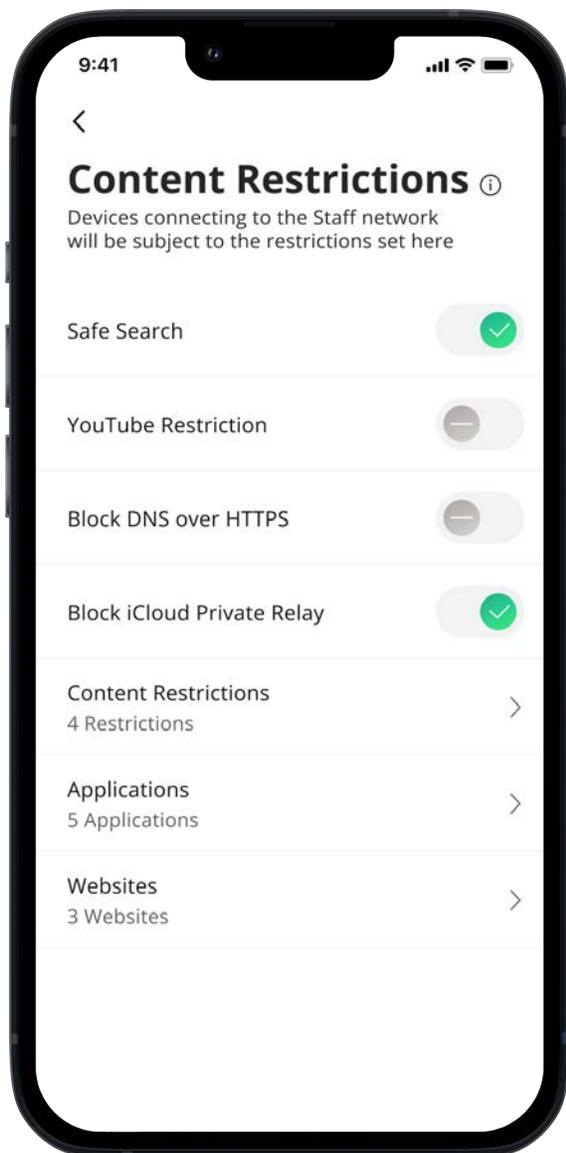
To view a network's security status, tap Networks from the home dashboard, tap on the desired network, then tap Security. You can track security trends over the previous week or the previous month.

Additional Details provides additional information including packets analyzed and the total number of threats detected and blocked.

Note: Do not remove device level protection for anti-virus and malware.

Content Restrictions

Protect your business, staff, and customers from harmful content



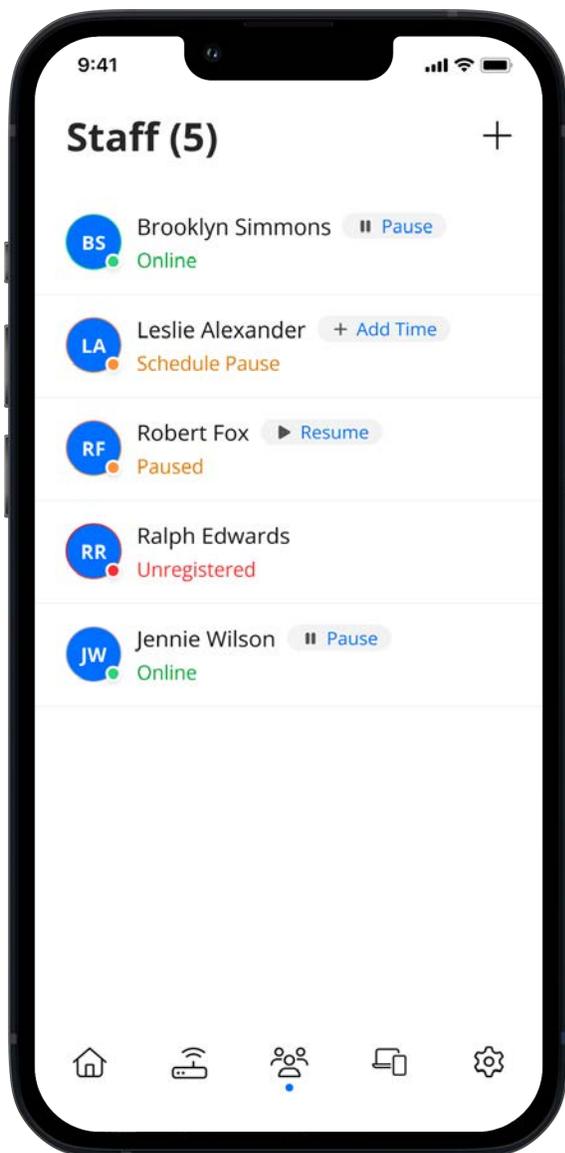
You can configure content, application and website restriction settings for the Primary, Customer, Staff and Point of Sale networks.

To configure restrictions:

1. Tap the Networks tile on the Home screen.
2. Tap on the desired network.
3. Tap Content Restrictions.
4. Tap the toggles to enable or disable restriction options.
5. Tap on Content Restrictions to configure restrictions by content category.
6. Tap on Applications to block access to specific applications.
7. Tap on Websites to block access to specific websites.

Staff List

Easily add or remove Staff and manage their device access



The Staff screen shows a list of staff user profiles.

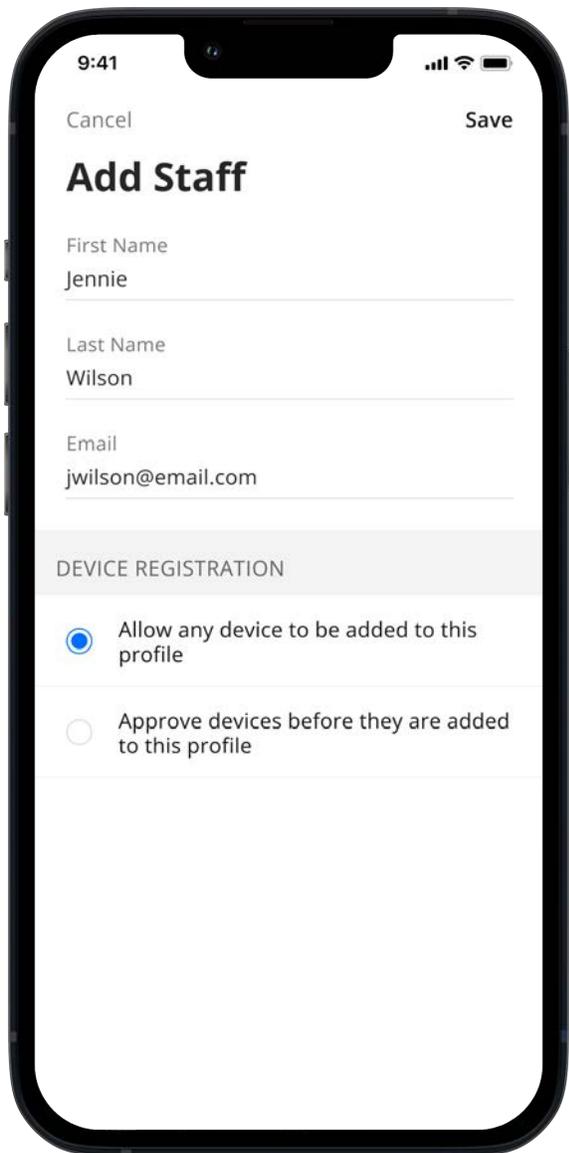
From the Staff screen, you can:

- Create staff user profiles
- View a staff user's devices
- Set network access hours
- Share network access
- Register devices

SET-UP GUIDE

Staff Profiles

Control who has network access and how they add devices



9:41

Cancel Save

Add Staff

First Name
Jennie

Last Name
Wilson

Email
jwilson@email.com

DEVICE REGISTRATION

Allow any device to be added to this profile

Approve devices before they are added to this profile

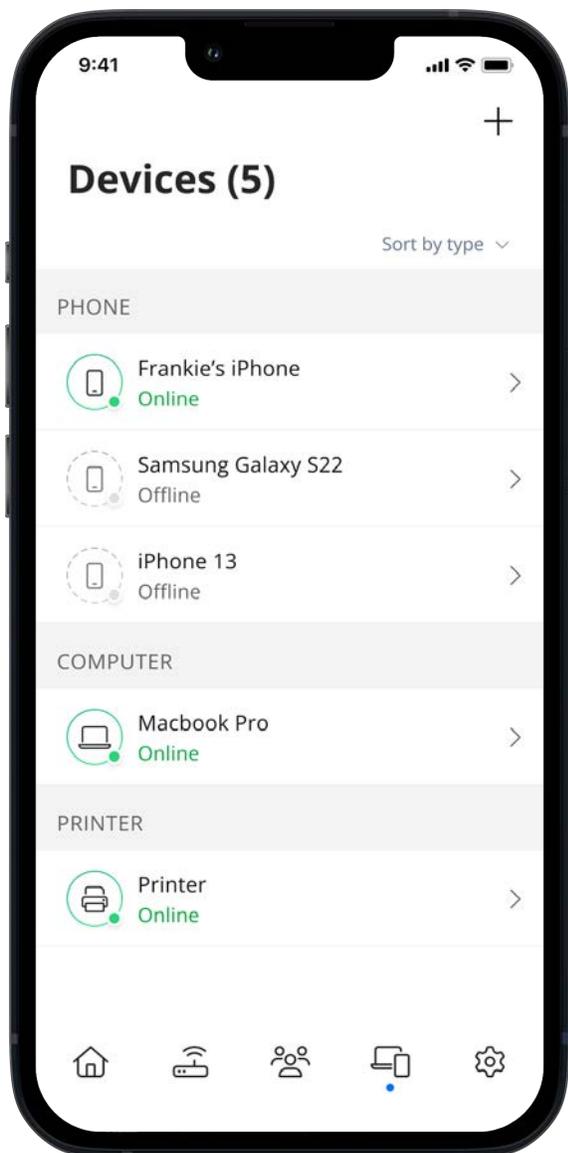
Staff profiles allow you to control which employee devices can connect to the Staff network.

To create a staff profile:

1. From the Home screen, tap on the Staff tile.
2. Tap the plus sign.
3. Enter the user's first name, last name and email address.
4. Select a trust level for the user's devices. You can choose automatic (high trust) or manual (low trust) device approval and registration.
5. Tap Save.

Device List

Managing your
connected devices
is as easy as 1-2-3



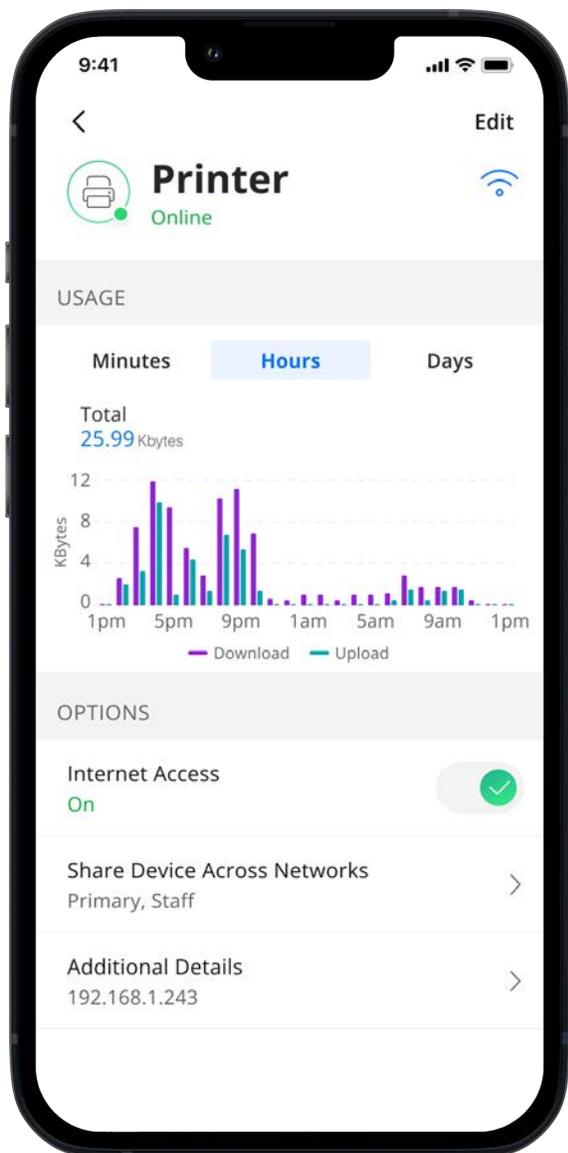
The Devices list allows you to manage the devices connected to your network. Tap on a device to enable/disable internet access or to see additional details including:

- Device name
- Signal strength
- Internet usage

SET-UP GUIDE

Device Details

Monitor and configure a connected device



The Device details screen shows the device name at the top of the screen followed by a chart that indicates the amount of data that was used by the device over a period of time.

Tap the *pencil* icon in the upper right-hand corner to rename the device to something easier for you to identify.

Data usage shows data used by this specific device.

Toggle the On/Off button in the Internet Access section to enable or disable internet access for this device.

Tap Share Device Across Networks to select which networks you'd like this device to also be accessible from.

Tap Additional Details to view additional information or to change the category of the device.