



Conway Corp SmartBiz Frequently Asked Questions

App Setup

- Where can I download the Conway Corp SmartBiz app? 2
- What languages does SmartBiz support? 2
- How do I add another admin to SmartBiz app? 2
- How do I change or remove the secondary admin in the app? 2
- How do I change the Primary user of SmartBiz to a different user? 2

Network Setup

- How do I set up the Primary network? 2
- How do I set up the Point of Sale network? 2
- How do I set up the Staff network? 3
- How do I set up the Customer Portal network? 3
- How do I set up a Custom network? 4
- What does the Security Type (WPA) setting mean? 5
- How do I edit a Network Name (SSID) or Wi-Fi Password? 5

Additional Network Settings

- How do I set up Content Restrictions? 5
- What is the Trusted List? 5
- How do I set up the Trusted List? 5
- What is the Skip Devices feature? 6
- How do I set up Skipped Devices? 6
- What are Intrusion Settings? 6
- How do I set up Intrusion Settings? 6
- What information is available in Additional Details? 6

Customer Portal

- What are the Customer Portal Terms of Service for? 6
- What is the Retention Period in the Customer Portal? 6

Staff Management

- How do I add or remove a Staff profile from the Staff network? 6
- How do I pause Internet access for a Device or Staff member? 7

Alerts

- What information will I see in Alerts? 7
- How do I customize my Alerts? 7
- What happens when I get a Security Alert? Should I be worried? 7
- My device appears to be working normally, but I keep seeing a Security Alert. What do I do? 7

Devices

- What details can I see about a Device on my network? 8
- How do I add a new Device? 8
- How do I approve a wired Device on my Primary or Point of Sale network? 8
- How do I rename a Device? 8
- How do I view how Devices are connected and mapped in my network? 8
- How do I reboot my gateway or mesh satellite? 8

Network Resilience

- What is Network Resilience? 9
- What devices can be used for Network Resilience? 9
- How do I change my Network Resilience back-up device? 9

Conway Corp SmartBiz Frequently Asked Questions

App Setup

Where can I download the Conway Corp SmartBiz app?

- From the **Apple App Store** or **Google Play Store**

What languages does SmartBiz support?

- English, French (Canadian), Spanish and German

How do I add another admin to SmartBiz app?

- Go to **Settings**, tap **Account and Admins** and tap **Invite Admin**
- Enter their **name** and **email address**
- Tap **Send Invite**

How do I change or remove the secondary admin in the app?

- Go to **Settings** and tap **Account and Admins**
- Tap the **Secondary Admin** to view their profile
- Tap **Delete Person** and confirm the deletion

How do I change the Primary user of SmartBiz to a different user?

- Reach out to your service provider to request a Primary user change

Network Setup

How do I set up the Primary network?

- Go to **Networks**, tap the **Primary** network, and tap **Edit**
 - Enter a **Network Name (SSID)** and **Wi-Fi Password** and select a **Security Type**
 - Tap **Save**
- Tap **Network Security**
 - *See How do I set up the Trusted List?*
 - *See How do I set up Skipped Devices?*
 - *See How do I set up Intrusion Settings?*
- Tap **Content Restrictions**
 - *See How do I set up Content Restrictions?*

How do I set up the Point of Sale network?

- Go to **Networks**, tap the **Point of Sale** network, and tap **Edit**
 - Tap to enable **Wired** and/or **Wireless Network Access**
 - When **Wired Network Access** is enabled, both Primary and Point of Sale wired devices will require manual approval when first connected
 - Enter a **Network Name (SSID)** and **Wi-Fi Password** and select a **Security Type**
 - Tap to enable or disable the following options:
 - **Broadcast SSID:** allows devices to discover the Wi-Fi network
 - **Intra-Isolation:** prevents devices on the Point of Sale network from connecting to each other. Only enable if all devices connect to the Internet independently and don't communicate with other devices on the network.

- **Inter-Isolation:** prevents devices on the Point of Sale network from seeing or being seen by devices on other networks, cannot be disabled
 - Tap **Save**
- Tap **Network Security**
 - See *How do I set up the Trusted List?*
 - See *How do I set up Skipped Devices?*
 - See *How do I set up Intrusion Settings?*
- Tap **Content Restrictions**
 - See *How do I set up Content Restrictions?*

How do I set up the Staff network?

- Go to **Networks**, tap the **Staff** network, and tap **Edit**
 - Choose the **Network Configuration:**
 - **Shared Password:** all employees connect to the network using the same password, individual Staff profiles are not available
 - Enter a **Network Name (SSID)** and **Wi-Fi Password** and select a **Security Type**
 - **Individual Passwords:** create individual Staff profiles with unique auto-generated passwords, connected devices are associated with a specific profile
 - Enter a **Network Name (SSID)**
 - Tap **Save**
- Tap **Network Security**
 - See *How do I set up the Trusted List?*
 - See *How do I set up Skipped Devices?*
 - See *How do I set up Intrusion Settings?*
- Tap **Content Restrictions**
 - See *How do I set up Content Restrictions?*
- Tap **Network Access Hours**
 - Tap the **Network Hours** dropdown, and select a schedule:
 - **Always On:** network is always available
 - **Every Day:** network is available for the same hours every day
 - **Custom:** network availability can be customized with a variety of time periods throughout the week
 - Tap **Save**

How do I set up the Customer Portal network?

- Go to **Networks**, tap the **Customer Portal** network, and tap the **toggle** to **Enable Customer Portal**
- Tap **Page Content**
 - Enter a **Network Name (SSID)**
 - Enter a **Page Heading**
 - Tap **Upload** and select a Cover Photo
 - Select the **Login Requirements**
 - **Email, First Name, Last Name:** collect personal information for marketing purposes
 - **None:** will not collect personal information
 - Tap the **Anti-spam Content toggle** to enable or disable **marketing communications opt-in**

- When enabled, tap the **Anti-spam Consent dropdown** to select the **Anti-spam Consent type**
 - Enter the **Anti-spam Consent webpage URL** or **plain text**
 - Please check if **Anti-spam Consent** is **legally required** in your locality
 - Tap the **Terms of Service dropdown** to select the **Terms of Service type**
 - Enter the **Terms of Service webpage URL** or **plain text**
 - Enter **Button Text**
 - Tap **Save**
- Tap **Branding**
 - Tap **Upload** to select a **Logo image**
 - Enter a **Background Color hex code** or tap the **color block** and select a color
 - Enter a **Font Color hex code** or tap the **color block** and select a color
 - Enter a **Primary Button Color hex code** or tap the **color block** and select a color
 - Enter a **Button Font Color hex code** or tap the **color block** and select a color
 - Tap **Save**
- Tap **Network Access Hours**
 - Tap the **Network Hours** dropdown, and select a schedule:
 - **Always On:** network is always available
 - **Every Day:** network is available for the same hours every day
 - **Custom:** network availability can be customized with a variety of time periods throughout the week
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 - *See How do I set up the Trusted List?*
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 - *See How do I set up Intrusion Settings?*
- Tap **Content Restrictions**
 - *See How do I set up Content Restrictions?*
- Tap **Customer Portal Visitors**
 - To adjust the **Login Retention period**:
 - Tap **Edit**
 - Tap the **Login Retention dropdown** and select a **retention period**
 - Tap **Save**
 - To **receive a list of customers** who accessed the Customer Portal:
 - Tap **Email Customer List File**

How do I set up a Custom network?

- Go to **Networks**, tap the **+** button, and tap **Add Network**
 - Enter a **Network Name (SSID)** and **Wi-Fi Password**
 - Select the broadcasting **WiFi Bands** and a **Security Type**
 - Tap to enable or disable the following options:
 - **Broadcast SSID:** allows devices to discover the Wi-Fi network
 - **Intra-Isolation:** prevents devices on the Custom network from connecting to each other. Only enable if all devices connect to the Internet independently and don't communicate with other devices on the network.

- **Inter-Isolation:** prevents devices on the Custom network from seeing or being seen by devices on other networks, cannot be disabled
- Tap **Save**

What does the Security Type (WPA) setting mean?

- WPA (Wi-Fi Protected Access) is an **encryption protocol** for Wi-Fi network security
- It is recommended to **use the most recent version** of WPA that is **supported by connected devices**
 - WPA2 was ratified in 2004 and will be supported by nearly all devices
 - WPA3 was ratified in 2018 and will be supported by modern devices

How do I edit a Network Name (SSID) or Wi-Fi Password?

- Go to **Networks**, tap the **Network** you want to modify, and tap **Edit**
- Change the **Network Name** and/or **Wi-Fi Password**
- Tap **Save**

Additional Network Settings

How do I set up Content Restrictions?

- Tap the **toggle** of the following restrictions to enable or disable:
 - **Safe Search:** filters out potentially offensive and inappropriate search results
 - **YouTube Restrictions:** filters out potentially mature and inappropriate video content
 - **Block DNS over HTTPS:** prevents resolving encrypted DNS requests
 - Does *not* prevent encrypted website traffic (e.g., **https://abc.xyz**)
 - **Block iCloud Private Relay:** prevents routing web traffic through Apple's iCloud service
- Tap **Content Restrictions**
 - Tap the **dropdown menu** to select a **preset grouping** of content categories
 - Alternatively, tap the **toggle** of **individual categories** to enable restricting that type of content
- Tap **Applications**
 - **Search** for specific **mobile applications**
 - Tap the **mobile application** to set restrictions
 - **Block:** total restriction
 - **Always allow:** no restriction
 - **Allow for:** restricted after a set amount of usage
 - Tap the **X** to remove the **mobile application restriction**
- Tap **Websites**
 - Enter a **website URL** and tap the **+** button to set restrictions
 - Tap **Block** or **Always Allow**
 - Tap the **X** to remove the **website restriction**

What is the Trusted List?

- A list of **website URLs** that have been **designated as trusted** and **will not be monitored** for cyberthreats
- You should **only add URLs** to the **Trusted List** when you are confident that **they are safe**

How do I set up the Trusted List?

- Tap **Trusted Websites**
 - To add a website, tap the **+** button, enter the **website URL**, and tap **Save**

- Website URLs in the Trusted List **will not be monitored** for cyberthreats
- You should **only add URLs** when you are confident that **they are safe**

What is the Skip Devices feature?

- Selecting a Device **bypasses Network Security** by **disabling packet inspection** of its network traffic
- Skipped Devices **will not trigger** any **Security Alerts**

How do I set up Skipped Devices?

- Tap **Skipped Devices**
- To select or deselect a Device, tap the **checkbox** next to a Device

What are Intrusion Settings?

- The Intrusion Prevent System provides options that **enhance cybersecurity monitoring and protection**

How do I set up Intrusion Settings?

- Tap **Intrusion Settings**
- Tap the **checkbox** of the following Intrusion Settings:
 - **IPS Protocol Anomaly**: monitors your **network activity** for known behavior that **could be indicative of a cyberattack**
 - **IPS Port-Scan-Defense**: detects and **blocks malicious actors scanning your system** for open network ports
- Tap **Save**

What information is available in Additional Details?

- Total viruses detected
- Total intrusions
- Total web threats
- Network Security uptime
- Packets analyzed today
- Last updated date/time

Customer Portal

What are the Customer Portal Terms of Service for?

- Creating a **Terms of Service** helps **protect your business from legal liability** by outlining acceptable and unacceptable use of your Wi-Fi
- Customers will be **required to accept** your **Terms of Service**

What is the Retention Period in the Customer Portal?

- The period of time that a **user can connect** to the Customer Portal **without re-entering their information**

Staff Management

How do I add or remove a Staff profile from the Staff network?

- **Add a Profile**
 - Go to **Staff** and tap the **+** button
 - Enter the employee's name and email address

- Select a **Device Registration** type
 - **High Trust:** employee can connect any device
 - **High Control:** devices require approval through CommandWorx, limited to 3 devices
- **Delete a Profile**
 - Go to **Staff**, tap a **Staff Profile**, and tap **Edit**
 - Tap **Delete Staff** and **confirm deletion**

How do I pause Internet access for a Device or Staff member?

- Go to **Devices** or **Staff**, tap a **Device** or **Staff** profile
- Tap the **Internet Access** toggle to disable or enable access

Alerts

What information will I see in Alerts?

- SmartBiz offers a **variety of Alerts** relating to:
 - Client and mesh device connectivity
 - Internet service connectivity
 - Content restrictions
 - Network security
- Each **Alert** includes a **short description** and the **date/time** it was triggered
- Different **Alerts** provide **additional relevant information**, such as:
 - IP address and name of the Device
 - Website domain or URL that triggered the Alert
 - Action taken against the cyberthreat
 - Staff member's name
 - Content category
 - And more

How do I customize my Alerts?

- Go to **Settings** and tap **Alerts**
- Tap the **Push Notifications** toggle to enable or disable Alerts
- Tap an **Alert's toggle** to enable or disable that Alert

What happens when I get a Security Alert? Should I be worried?

- You will **receive a Security Alert** when SmartBiz has **automatically blocked a cybersecurity threat**
- You **do not need to take any immediate action**, but it's recommended that you use the information in the Alert to **investigate what triggered the threat** and **take any further action** to prevent another occurrence

My device appears to be working normally, but I keep seeing a Security Alert. What do I do?

- **Review the details** of the Security Alert to better **understand what is triggering** the Alert
- If you **trust the website** that is triggering the Alert, you can tap **Add to Trusted List** to stop scanning traffic from that URL
- If you are **concerned about the website or associated device**, it's recommended that you **disconnect or power off the device** and seek additional help

Devices

What details can I see about a Device on my network?

- Device Type
- Gateway/Mesh it's connected to
- Download and Upload speed from most recent Bandwidth Test
- Wi-Fi protocol, Band, Channel, and Efficiency/Quality
- IP Address
- Vendor (Manufacturer)
- Model

How do I add a new Device?

- Go to **Devices** and tap the **+** button
- Devices can be added by entering the **Network's Wi-Fi credentials** on the Device or using **WPS**
- To add via Wi-Fi credentials:
 - Tap the **dropdown** and select which **Network** you want to add the Device to
 - Connect the Device using the **Network Name (SSID)** and **Password**
- To add via WPS (Devices page):
 - Tap the **dropdown** and select which **Network** you want to add the Device to
 - Tap the **Connect** button to **enable WPS** for 2 minutes
 - Press the **WPS button** on the **Device** you want to add to the selected Network
- To add via WPS (Point of Sale Network)
 - Go to **Networks** and tap the **Point of Sale** network
 - Tap the **Connect Device via WPS** button to **enable WPS** for 2 minutes
 - Press the **WPS button** on the **Device** you want to add to the Point of Sale network

How do I approve a wired Device on my Primary or Point of Sale network?

- Go to **Devices** and tap the **unapproved Device**
- Tap **Approve Device** and tap **Okay**
- If the approval was **successful**, it's recommended to **unplug and reinsert the Device's Ethernet cable** to ensure it's working properly
- If the approval was **unsuccessful**, tap **Approve Device again** or **unplug the Device's Ethernet cable** for a few minutes and plug it back in to trigger another approval request

How do I rename a Device?

- Go to **Devices**, tap the **Device**, and tap **Edit**
- Enter a new **Name** and tap **Save**

How do I view how Devices are connected and mapped in my network?

- Go to **Networks** and tap **Network Map** under **Shortcuts**

How do I reboot my gateway or mesh satellite?

- Go to **Networks** and tap the **Equipment** tab
- Tap the **Gateway** or **Mesh Satellite** device
- Tap **Reboot** and tap **Yes, Reboot** to initiate rebooting the device

Network Resilience

What is Network Resilience?

- Network Resilience enables support for a **secondary Internet connection** that can be used if there is an **unexpected and extended outage** of the primary connection
- A **secondary device is required**, most commonly a **cellular hotspot** or **smartphone**
- Network Resilience will detect when the **primary connection stops responding** and **automatically switch to the secondary connection** in approximately 90 seconds
- When the **primary connection is restored**, Network Resilience will **automatically switch back** in approximately 90 seconds

What devices can be used for Network Resilience?

- Any device that offers a **Wi-Fi connection**, such as a **cellular hotspot**, a **smartphone** with hotspot support, or a **nearby Wi-Fi router** with a separate Internet connection
- SmartBiz also supports a **wired secondary connection**, reach out to your service provider to learn if this is an option for you

How do I change my Network Resilience back-up device?

- Go to **Networks**, tap on **Network Resilience**, tap on **Select a DiGerent Failover Device**
- Tap a different **Failover Device SSID**, input its **Wi-Fi credentials**, and tap **Connect to Hotspot**