MANAGED WIFI

Portal User Guide

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Introduction
Managed WiFi overview
Managed WiFi from Spectrum Enterprise is a fully supported wireless network service that provides a simple, turnkey solution without the need to own or manage equipment. Managed WiFi allows you to have improved visibility, management and control of your services with a secure online portal. The information displayed in the customer portal includes:

• **Regional Map** – displays all properties associated to the customer with weather overlay

• **Location Details** – address, product and bandwidth information

• **Network Health** – displays current installed equipment status

• **Active Client Count** – displays current and historical client count

• **Bandwidth Utilization** – displays current and historical bandwidth usage

• **Trouble Ticket Visibility** – displays active and completed ticketing information

• **Client Reporting Details** – displays the length of time each client is connected, the amount of traffic they send and receive, and details about the device and browser type

• **Network Activation Documentation**

• **Customer Portal Dashboard**

User guide overview
This user guide is divided into four main sections to allow you to find the most useful information when you need it.

• **Introduction** – An overview of features and how to login

• **Dashboard** – How to use the dashboard

• **Client Reporting** – A sampling of the types of reports and analysis available and how to access them

• **Conference Scheduling** – How to schedule and manage conferences

As part of your Spectrum Enterprise Managed WiFi Service, you have access to a free, web-based portal where you can view information and generate reports on your services. This user guide is intended to be used by account administrators. It provides information about how to access the portal, the types of information available and how to generate reports.

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Supported browsers

The Managed WiFi portal is best viewed in the following browsers:
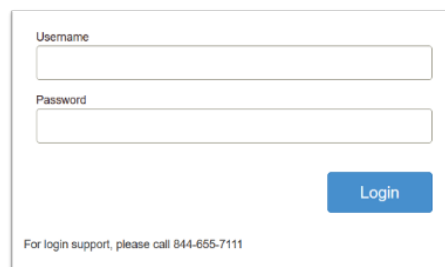
- Chrome®

- Firefox®

- Internet Explorer® (PC only)

- Safari® (MAC only)

Account access

Account access to the Managed Services portal provides access to the Managed Wifi Digital Experience dashboard, reporting tools and conference scheduler.

Access your account by logging in with your username and password.

Link: https://spectrumenterprise.neatapp.net/login

Enter the username and password given to you by your Project Manager or Community Account to change your password.

User Dashboard

Once logged in, you will have access to the dashboard where you can view network health, current and historical client count and bandwidth utilization, as well as current and historical trouble ticket activity.
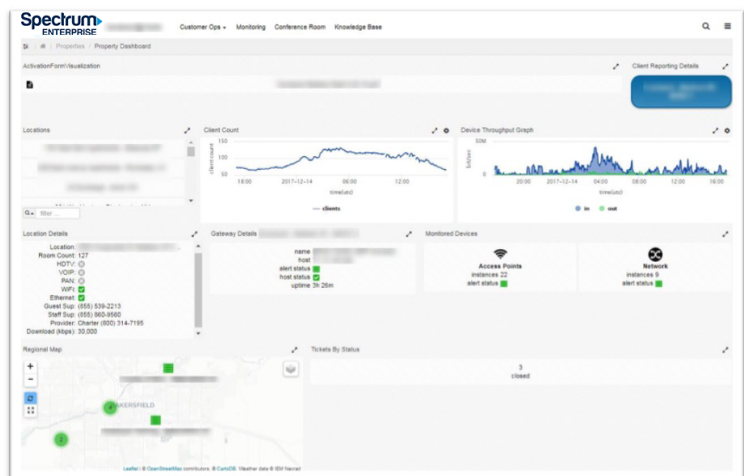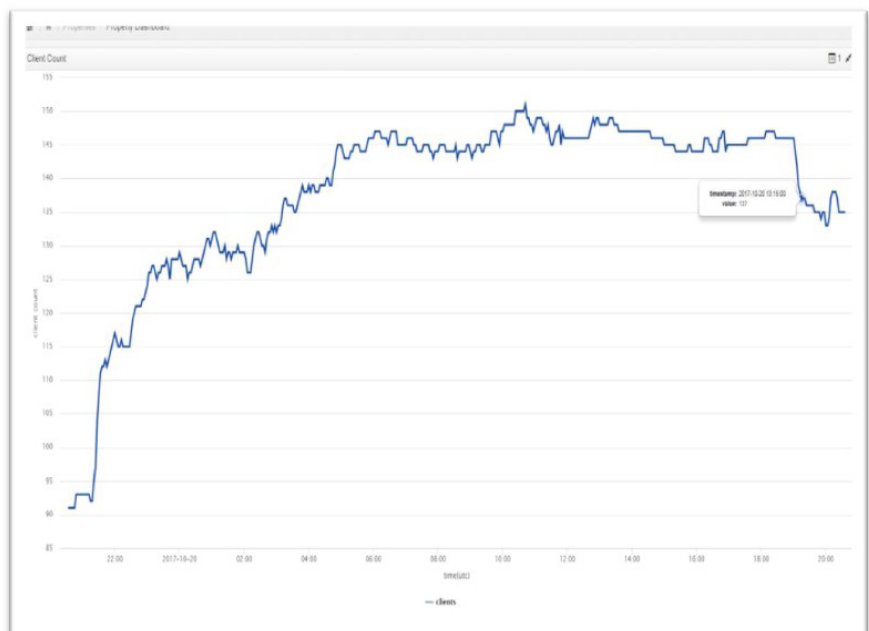
Real Time Information

The dashboard provides real time information including interactive graphs. Hover over the graphs for more details.
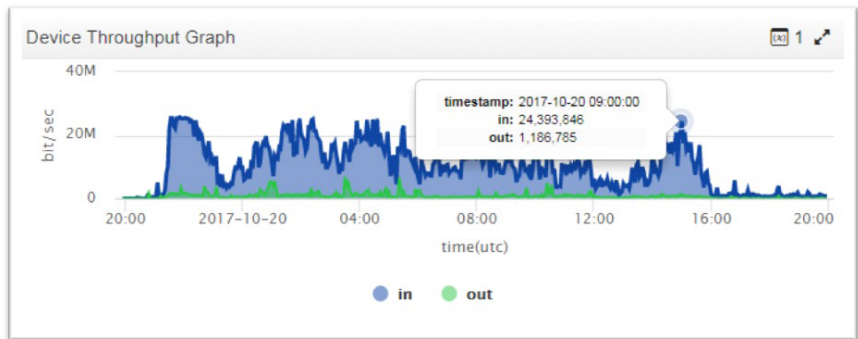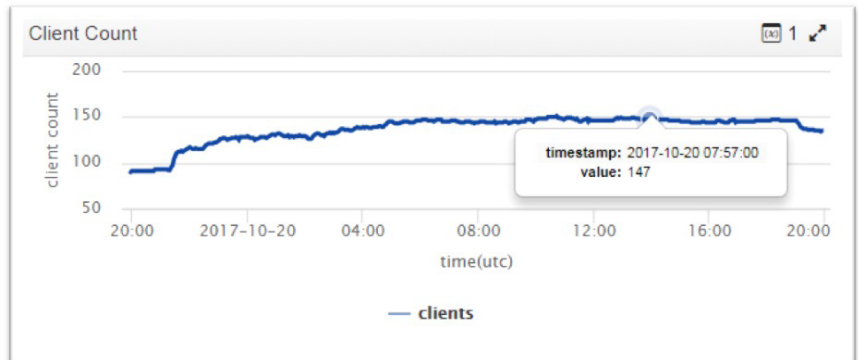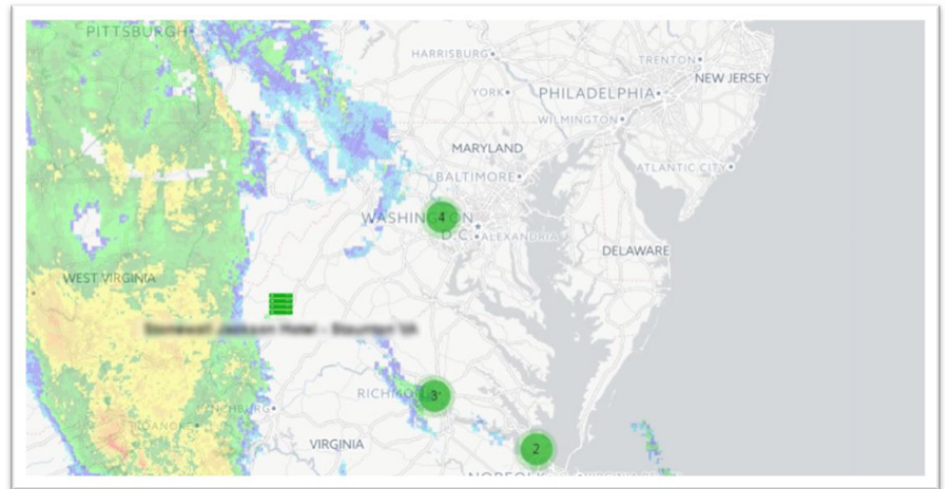

Expandable windows

Each of the graphs can be expanded to fill the full window.

Regional maps with weather overlay

Maps can be set to show a weather overlay to add additional context.

Equipment health summary views

There are a variety of different views that provide information on the health of your network. Installed equipment is periodically monitored and the status of each device is presented in the portal.

| Alert Status	Device Name	Location
	ABT-SN-MI-MDF-E2	SPC Cabinet By Clubhouse
	ABT-SN-MI-MDF-E3	SPC Cabinet By Clubhouse
	ABT-SN-MI-IDF1-E4	CC Cabinet By Bldg 11
	ABT-SN-MI-IDF1-E5	CC Cabinet By Bldg 11
	ABT-SN-MI-IDF2-E6	CC Cabinet By Bldg 9
	ABT-SN-MI-IDF2-E7	CC Cabinet By Bldg 9
	ABT-SN-MI-IDF3-E8	CC Cabnet By Bldg 7
	ABT-SN-MI-IDF4-E9	CC Cabinet By Bldg 6
	ABT-SN-MI-IDF5-E10	CC Cabinet By Bldg 4
	ABT-SN-MI-IDF5-E11	CC Cabinet By Bldg 4
	ABT-SN-MI-IDF6-E12	CC Cabinet By Bldg 2
	ABT-SN-MI-IDF6-E13	CC Cabinet By Bldg 2
	ABT-SN-MI-MDF-ISP	SPC Cabinet By Clubhouse
	ABT-SN-MI-MDF-W1E1	SPC Cabinet By Clubhouse
	ABT-SN-MI-MDF-PDU	SPC Cabinet By Clubhouse

Client Reporting
Individual Data

WiFi analysis provides actionable insights into your WLAN usage patterns. This information can be used to identify peak usage times, report on types of devices that connect to the network (smartphone, laptop), and total upload/download data during the session.

Client Reporting: Individual Data Features

• Session Start Time

• Session End Time

• Total Session Active Time

• Total Session Data Downloaded

• Total Session Data Uploaded

• Device Type

• Device Platform

Client reporting can be accessed from the main screen of the customer portal, in the upper right-hand corner of the dashboard.
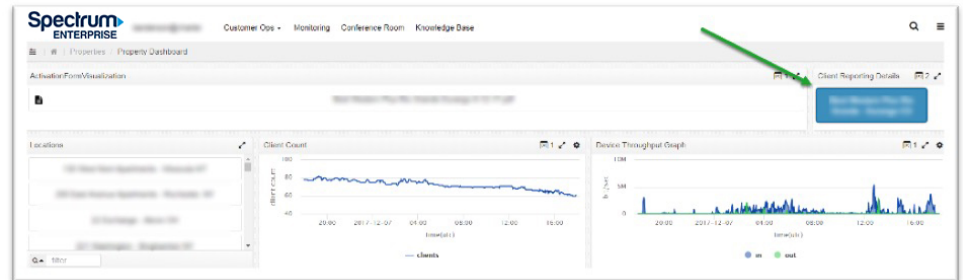
Session Start column is the default sorting option. Data is displayed for the past 24 hours or past 7 days.

Summary Data

Aggregate/Average Data

Aggregate and Average client reporting provides an additional layer of actionable insights. This information can be used to identify how many devices are connected, total client data usage, average data use per client and average client session time. Combining this information with customer loyalty metrics and connected device type can help you determine your users WiFi usage patterns.

Total Data

Total Data is the combined upload and download data usage for all connected devices over the past 24 hours, seven days or month. The information is displayed in megabytes for values below 1000MB and gigabytes for values exceeding 1000MB.

1.02 GB

Average Data Usage Per Client

Average Data Usage Per Cient is the average upload and download data for all connected guests over the past 24 hours, seven days or month. The information is displayed in megabytes for values below 1000MB and gigabytes for values exceeding 1000MB.
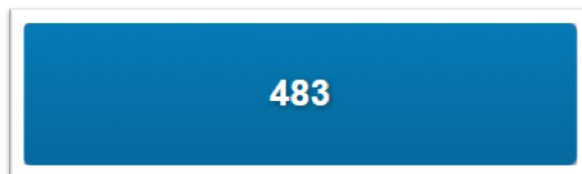

84.67 MB

Unique Connected Devices

This represents the total connected unique device count for the past 24 hours, seven days or month.


483

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Guest Type

Guest Type (new/return) information helps you identify percentages of new vs return guests. The information is displayed for the past 24 hours, seven days or month.

Device Type

The device type and platform are consolidated and displayed to help you identify your guest's device preferences. The information is displayed for the past 24 hours, seven days or month.
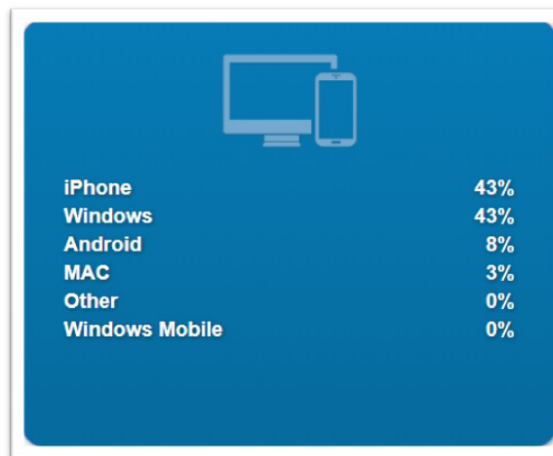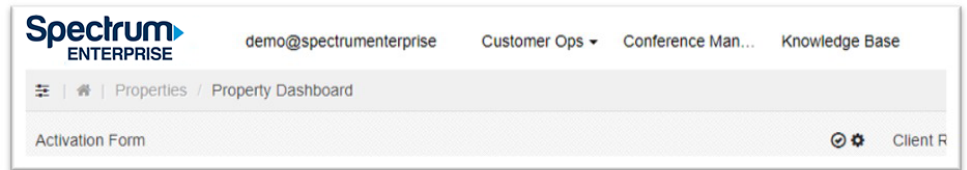

Conference Room Scheduler

The Conference Room Scheduler is perfect for businesses that host meetings and conferences. Users can create and manage specific customized landing pages for individual conferences or groups.

Options include:

• Conference specific login credentials

• Access time limits

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- Bandwidth allocations for individual conferences

- Traffic prioritization

If you have purchased the Conference Room Scheduler, there will be a link to access it that visible in the top level navigation.


Dashboard

The Conference Manager dashboard provides a high-level view of active and upcoming conferences, active and scheduled users, bandwidth allocation and active conference bandwidth usage. Below is a brief overview of each of the dashboard sections:
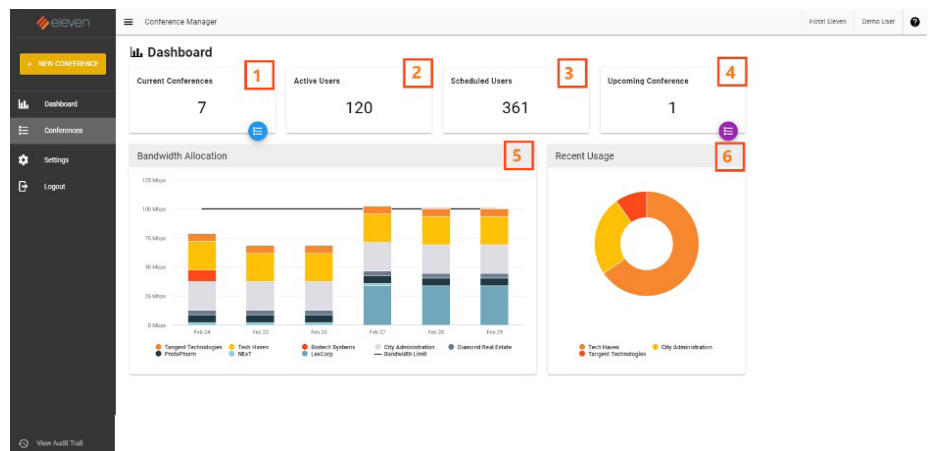

1. **Current Conferences** - This is the number of active conferences. To view the full listing of active conferences, click the blue list icon or the "Conferences" menu item in the left-hand navigation menu.

2. **Active Users** – This is the number of devices that have actually connected through all of the ongoing conferences.

3. **Scheduled Users** – This is the maximum number of devices that can connect for all active and upcoming/scheduled conferences.

4. **Upcoming Conferences** – This is the number of upcoming/scheduled conferences. To view the full listing of upcoming conferences, click the purple list icon or the "Conferences" menu item in the left-hand navigation menu.

5. **Bandwidth Allocation graph** – This graph visualizes the total bandwidth allocation of all upcoming/scheduled conferences by day. This graph does not pull live data but instead uses two data points to compare the allocated bandwidth of all scheduled conferences to the property's overall Internet circuit bandwidth.

    a. **Bandwidth Limit (horizontal line)** – This line represents the property's overall Internet circuit bandwidth. This limit is configured inside of ElevenOS. Please contact the property's ElevenOS administrator or Service Provider for configuration assistance.
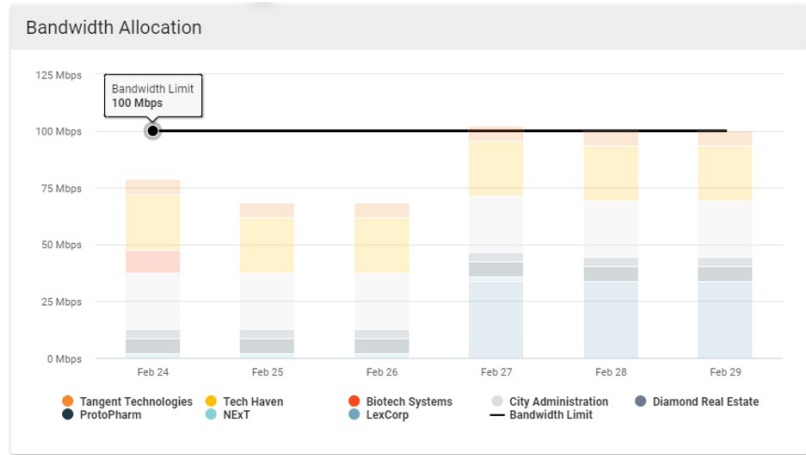
    b. **Scheduled Conferences (vertical bars)** – Each color in the vertical bars represent a single conference to visualize the allocated bandwidth. The larger the colored bar, the more bandwidth that was allocated to that conference.
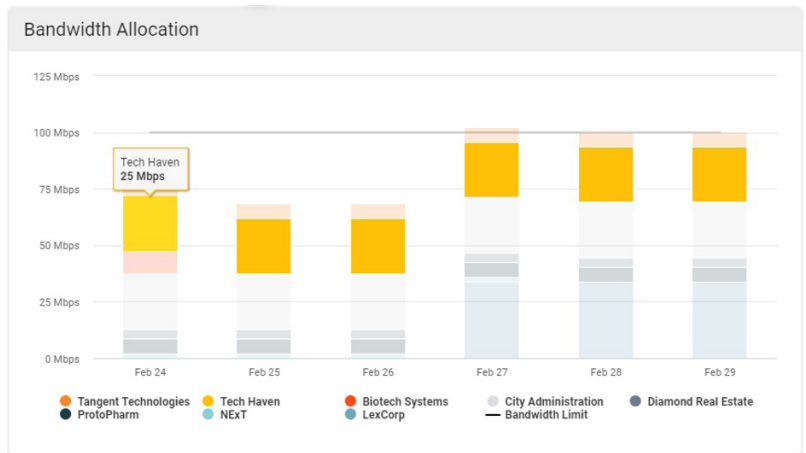
6. **Recent Usage graph** – This graph measures the total data downloaded per active conference. Hovering over each colored section of the graph will show how much data has been downloaded.
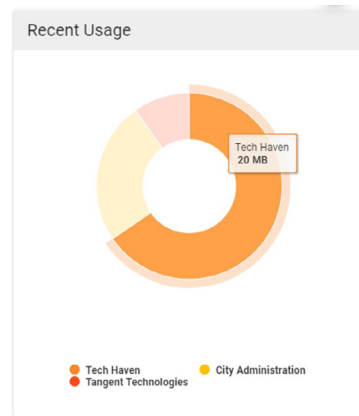

Conference Room Dashboard view

The Conferences menu is where all conferences can be viewed, edited, deleted, and archived. Below is a brief overview of the different sections of the Conferences menu.
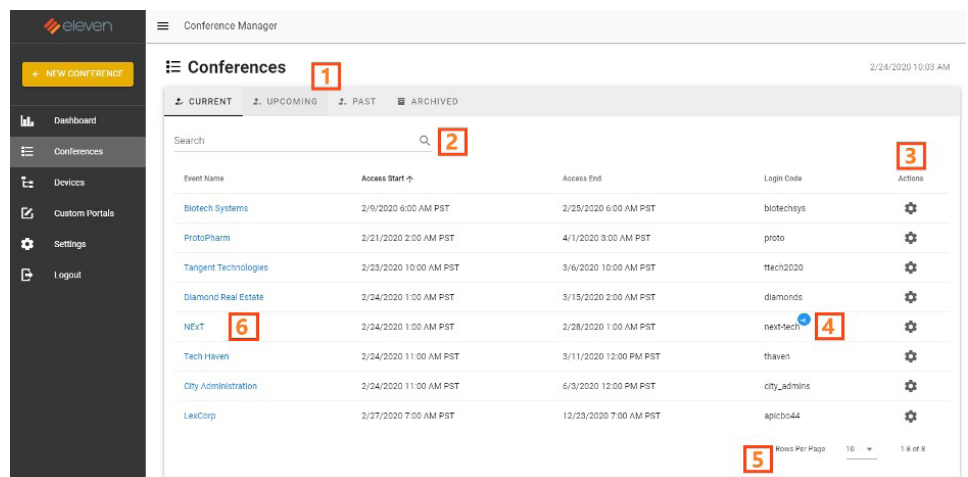

1. **Conference Tabs** - These tabs display all configured conferences of their type:

   a. **Current** – Active or currently ongoing conferences.

   b. **Upcoming** – Upcoming or scheduled conferences.

   c. **Past** – Conferences that have expired naturally and that have not been deleted. Past conferences are not persistent and start to get removed once 250 past conferences have been reached.

   d. **Archived** – Archived conferences act as a copy of another conference that can be re-used at another time. This is beneficial for complex conference configurations that happen on occasion.

e. Deleted Conferences are removed from the Conference Manager entirely and cannot be recovered.

2. **Search** – Use this field to search for conferences. Search criteria can include, Event Name, Login Code, Access start and end dates.

3. **Actions** – Click the gear icon to Edit, Copy, Archive and Delete a conference.
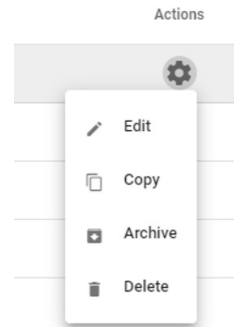
4. **Additional Codes** – When additional codes are created for a conference, a blue bubble icon appears indicating the number of additional codes. Mouse-hover over the icon to see the additional codes.
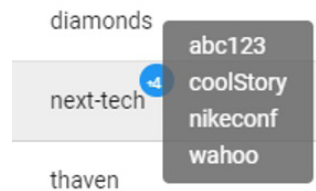
5. **Pagination** – For busy conference spaces, pagination helps make viewing numerous conferences more convenient. Use the page buttons to navigate through multiple pages of conferences.

Use the Rows Per Page drop-down menu to select the desired amount of conferences that are visible per page.
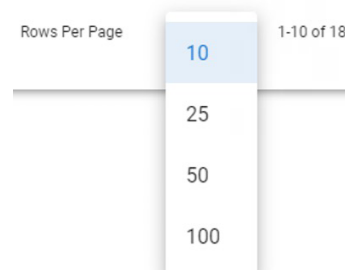
6. **Conference Details** – Clicking on an entry in the Event Name column will navigate to the Conference Summary page of that conference.
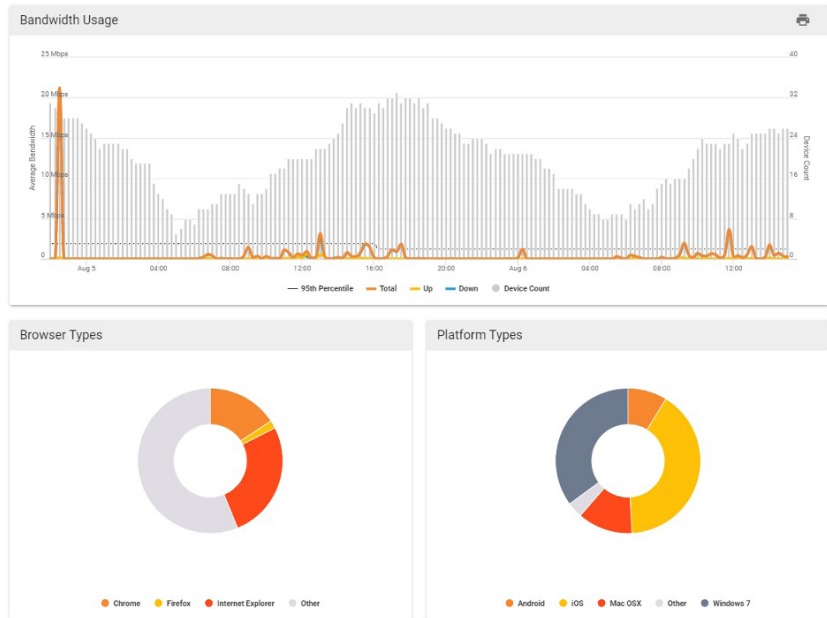

The conference summary page also includes graphs visualizing conference bandwidth usage, Internet browser types and device platform types used by individual conference attendees.
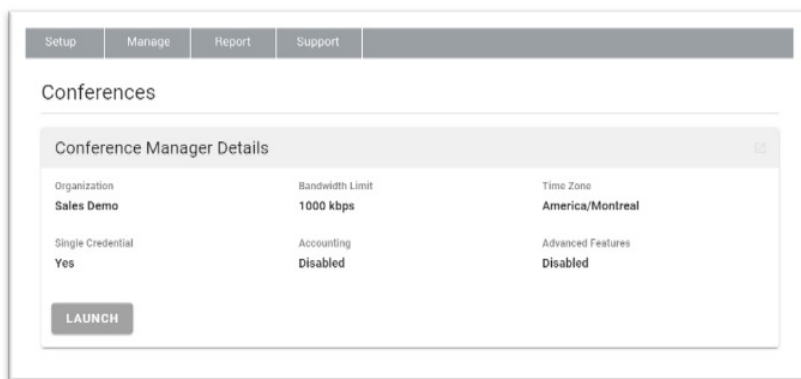
Opening the Scheduler

The Conference Room Scheduler and Management Tool will allow authorized users to create new passwords for guest Internet access. Passwords can be set to last up to three years, depending on your preferences.

To set up a conference, navigate to "Manage" then "Conferences" under your property in the portal.

Select "Launch"


Menu and Navigation

The Conference Room Scheduler offers a new interface to manage the creation and management of conferences at your property. The tool's interface consists of a main header, navigation sidebar and content section. Key elements of the interface are highlighted below.

1. **New Conference Button** – Click here to launch the New Conference Wizard to create a new conference

2. **Help Button** – The help menu is available by clicking the help button

3. **Side Navigation Pane** – The main navigation options are displayed here

4. **Content Section** – When navigation choices are made, the content section is updated to reflect the selected option
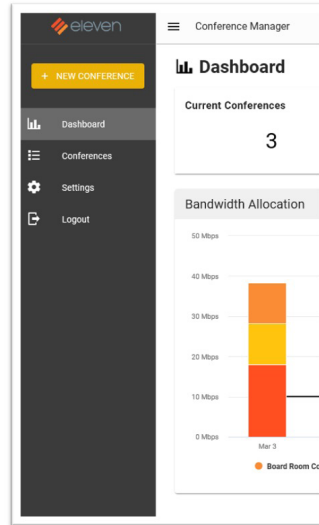
Creating a New Conference

To create a conference, click the "New Conference" button in the upper-left corner of the page. This button will launch the New Conference Wizard, a step-by-step guide for creating a new conference.
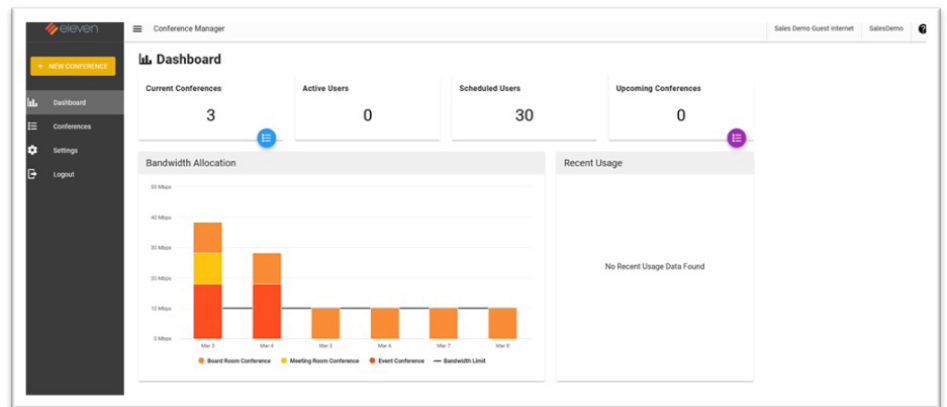
Step 1 - The Basics

The first step contains basic information for setting up a conference.

All of these fields are required:

• **Event Name** – The name used to identify the conference itself

• **Event Start** – The start time/date of the conference in the site's local time (time zone is displayed on field label)

• **Event End** – The end time/date of the conference in the site's local time

• **Login Code** – Depending on your site configuration, you will create either a single access code or a Username and Password for conference users to log in with

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• **Landing Page** – This is the web page conference attendees will see after they log in to the conference. There are 3 landing page options.

• **Default** – Uses the site's default landing page (usually the hotel's website)

Step 2 - The Location

The second step is a location selection tree for choosing which service areas this conference can access with at least one access location required. Skip the Contact form of the Conference.

Access Location(s) – One or more zones that conference attendees can log in from.

Step 3 - Network

The third step is where the Network settings for the conference are set up. This step has both a Basic View and an Advanced view. The basic view hides some of fields, but all fields are listed below.

- **Upload/Download Speed** – Bandwidth limit for maximum upload/download speed in Kbps/Mbps

- **Apply Bandwidth Limits to** – You can choose to either apply the specified bandwidth limit to the entire group as a whole ("Group"), or to each individual user who logs in ("Individual").

- **Concurrent User Limit** – The maximum number of users who can be logged into the conference simultaneously

- **Email Address for Alerts** – An email address to be notified for bandwidth

- **Conference Traffic Priority** – A value for enabling certain levels of Quality of Service for a given conference. The "Premium" enabled conferences will have their traffic prioritized over others. (Functionality is for Marriott properties only)

- **Idle User Timeout** – Once a conference user shows no network activity for the set amount of minutes they will be automatically logged out to make room for other users. If set to "0", users will never be logged out automatically.

Basic View

Advanced View

Step 4 - Review

Codes Tab: This tab will show you the code(s) that have been set up for that particular conference.

Review Tab: The last step displays a review of the conference settings. Make sure to verify all of the information is correct before clicking the "Create" button. You may go back and change any information at this step.

Editing and Managing Conferences

To edit and manage existing conferences, go to the "Conferences" section on the left-hand side navigation pane.

1. **View Filters** – The conference listing view filters allow you to filter your view based on whether the conference is currently active ("Current"), going to be active in the future ("Upcoming") or is no longer active ("Past"). You may also filter by "Archived" status. This is a special designation that allows conferences to be deactivated and saved for later regardless of their start/end dates.

2. **Search** – Typing in the conference search field will filter the visible conferences in real time based on the query. Note that the search only filters conferences in the current selected view filter.

3. **Conference Summary Link** – The event name of each conference is a link that will take you to the conference summary page. The summary page features conference information, bandwidth usage and device summaries.

4. **Actions Menu** – Each conference has an Actions dropdown that allows you to make changes to existing conferences. The following actions are available from this menu:

    a. **Edit** – Change the settings of an existing conference

      b. **Copy** – Duplicate every setting in a conference except for the Event Name and Login code. This allows you to quickly create conferences from a "Template" conference.

      c. **Archive** – Deactivate the conference and save it for later (only visible for unarchived conferences)

      d. **Delete** – Permanently remove the conference (this cannot be undone)

      e. **Unarchive** – Change a conference back from an Archived state to Active (only visible for archived conferences)

5. **Pagination** – This pagination menu lets you control how many conferences appear at once in a given view. If there are more conferences in a selected filter than can be displayed, page navigation controls will appear in the bottom left hand corner.
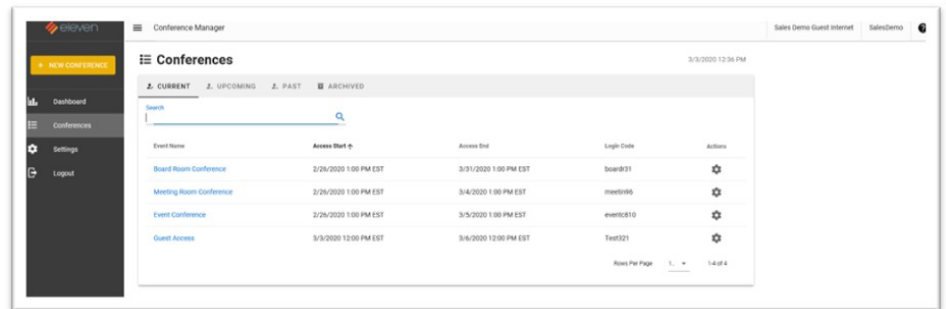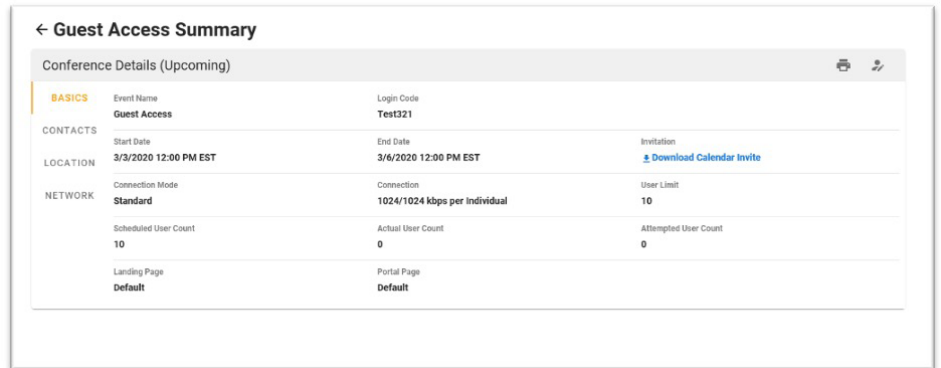

Conference Details

View/Print/Export

To view the details for a particular conference, select the underlined event name link on the conference listing page. This will take you to the conference summary page where you can view conference settings, usage information and printing/exporting options.

1. **View Menu** – The view menu allows you to easily navigate to the different sections of the conference summary page. You can also scroll to these sections. The sections are:

      a. **Details** – A basic overview of the conference setting

      b. **Bandwidth** – A real time graph of the conference's total bandwidth usage (up and down) over the length of the conference

2. **Calendar Invite** – This button will allow you to download an "event.ics" file compatible with Microsoft Outlook and other calendar systems. It gives you the ability to send conference attendees a calendar invite based on the conference details.

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3. **Print Menu** – The print menu provides you with the ability to access a printable view of the information on the summary page to distribute to conference staff and attendees.

   a. **Print Connection Details** – Print a simple summary of the conference information including the login code, conference location and connection speed.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.

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