



# **CENTURYLINK® BUSINESS WI-FI USER GUIDE**

July 2019



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## Quick Reference

### Record your information here:

My username:

My password:

### CenturyLink Activation and Configuration Support

Contact us at 844-210-8826 to activate and configure your device(s).

### CenturyLink Business Wi-Fi Repair Support

Contact us at 844-210-8821 with any device or service issues.

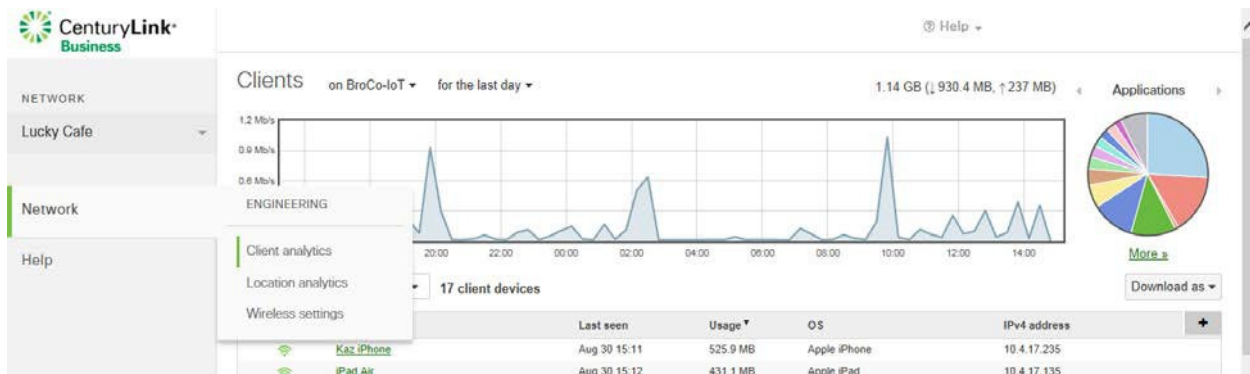
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## User Guide

Once logged in, you will see the CenturyLink Business Wi-Fi portal. On the Network tab, you will see three sub screens:

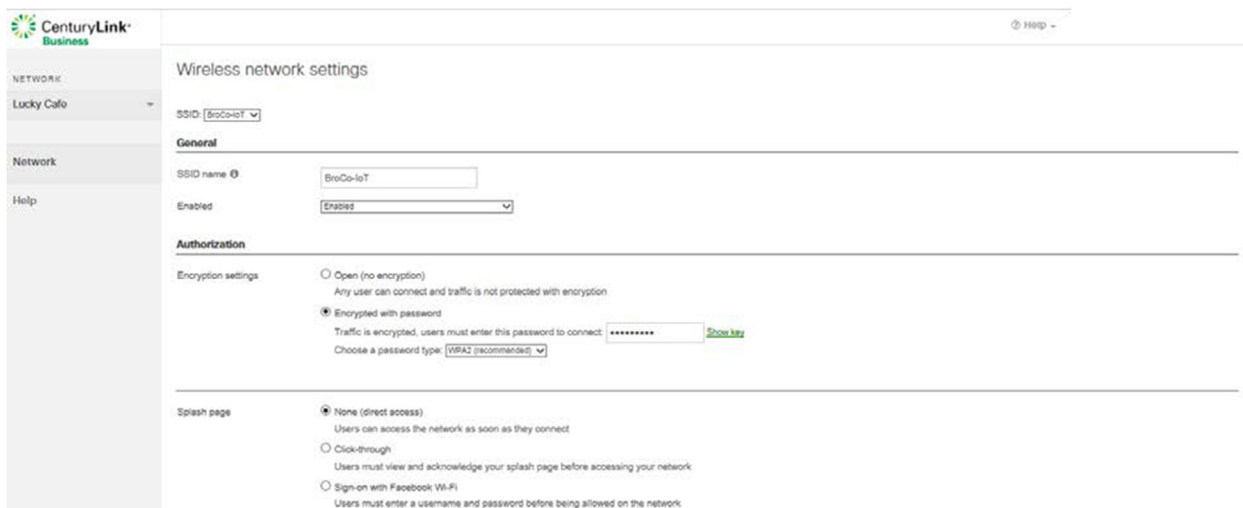
- Client Analytics
- Location Analytics
- Wireless Settings



## Wireless Settings

The Wireless Settings view allows you to set wireless LAN SSID, password to access the network, and splash page for your customer to login to your customer/guest wireless network.

To set the wireless network, select “Wireless Settings” on your portal. From here, you can set up your business wireless LAN network and/or customer/guest wireless LAN network.



The screenshot shows the 'Wireless network settings' configuration page. It includes fields for SSID, SSID name, and a dropdown for 'Enabled'. Under 'Authorization', there are radio buttons for 'Open (no encryption)', 'Encrypted with password', and 'Splash page'. The 'Encrypted with password' option is selected, and a password field is visible. The 'Splash page' section has radio buttons for 'None (direct access)', 'Click-through', and 'Sign-on with Facebook Wi-Fi'.

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### Set SSID name (network name)

To set up a wireless network one at a time for your business network and customer/guest network, enter your network name in the “SSID Name” field. This is your wireless network that users will see when they connect to the network from their devices such as laptops and smart phones.

### Enable/disable the network

Select this to either enable or disable the network. If a network is disabled, it will not be broadcast, and users will not be able to see the SSID or connect.

### Authorization/Encryption Settings

In the Authorization/Encryption Settings section, there are two options:

- Open: allow users (employees or customers) to connect to this network without a password. There will be no encryption enforced by the network. Note: this is not a recommended option for security reasons.
- Encrypted with password: you must set a password in the field to connect to the Wi-Fi network. Your employees or customers must use this password to connect to the network with this SSID.
- You also need to select a password type, WEP or WPA2.
  1. 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.
  2. Wi-Fi Protected Access (WPA2): it is recommended you use this option, as it features stronger encryption than WEP above.

### Splash Page

You have three options to choose in this section:

- None: users can access the network once they connect and they will not see a splash page.
- Click-through: this option will present a user with a splash page (customizable by you). The users 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 Wi-Fi terms of use. When the click-through option is selected, the following additional options will appear:
  1. 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 Wi-Fi network.
  2. Logo: here you can add a custom logo or image for your business.
  3. Language: from this drop-down menu you can select the native language that will be utilized by your splash page.
  4. 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.
- Sign-on with Facebook Wi-Fi: this option requires users to check in to your Facebook page before accessing the network. Please ensure your business has a Facebook page or follow the steps to create a new Facebook page. Steps to configure this option:

1. Select 'Sign-on with Facebook Wi-Fi' and press the 'Save changes' button at the bottom of the screen.
2. You will see "Click here to finish configuring your Facebook Wi-Fi settings."
3. Clicking this link will take you to your Facebook Wi-Fi Configuration page.
4. 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.
5. Once you have logged in to Facebook, you will see the following settings that will allow you to pair your wireless network with your Facebook page.



**Facebook Wi-Fi Configuration**  
Facebook SSID 2 (Facebook Demo)

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**Facebook Page**

To use Facebook Wi-Fi you need to be the admin of a local business Page that has a valid location associated with it.

By:    
Meraki, Inc.

Your customers always have the option to skip checking in. They can do this by clicking on a link that lets them skip check-in, or by entering a Wi-Fi code that you provide to them.

Skip check-in link [?]  
 Require Wi-Fi code [?]

[Visit Help Center](#) [Save Settings](#)

You can also select a choice for check-in: Allow your Wi-Fi 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).

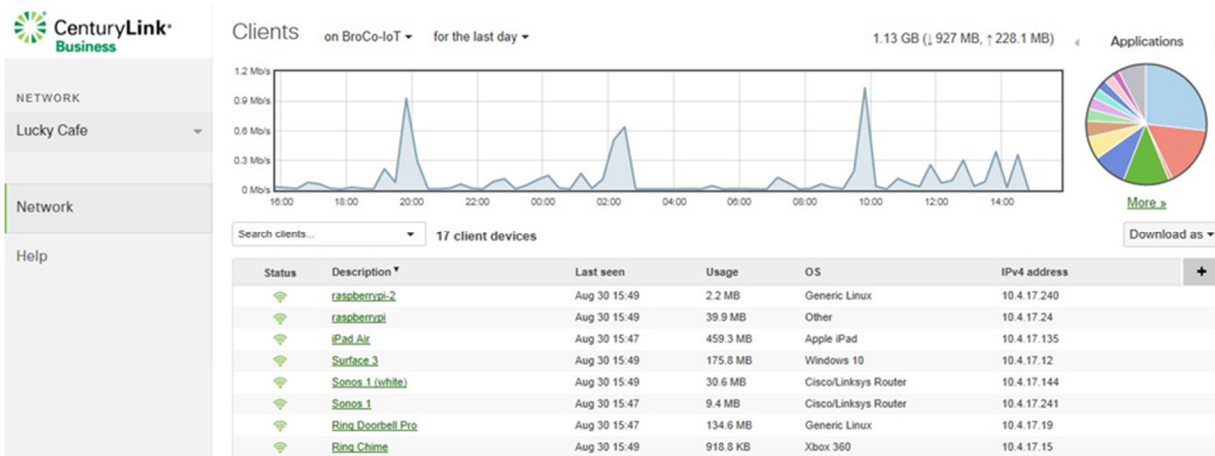
Now when users sign onto the Wi-Fi network, they will be redirected to your Facebook page and asked to check-in.

## Client Analytics

To view analytics about users on your network, select Network, then Client Analytics.

### Navigating the Client List

The client analytics view displays helpful information about client status, network usage, operating system, IP and MAC addressing, and additional statistics that you can choose to display by adding columns.



**Status** – This shows whether the user is currently on the network or offline. The activity threshold for a client is one minute. If a client does not pass traffic for longer than one minute, then the client will no longer be considered active. A green wireless icon indicates the user is connected to Wi-Fi. A grey icon indicates the user was connected to Wi-Fi previously but is currently offline.

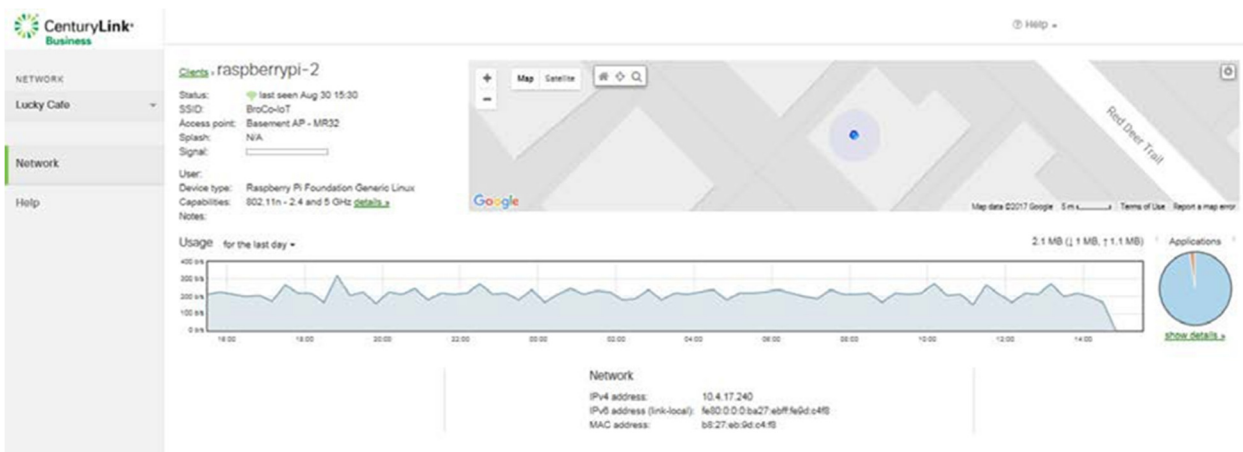
**Description** – This shows the client names and links to find more detailed information about the client.

**Last seen** – This displays the last time the user was seen on the Wi-Fi network.

**Download as** – This menu allows you to download the client list to a CSV or XML file.

## Finding more information about users

Click “Description”, you can find more information about a specific user on your network.



**This user information page provides:**

### 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.

## Usage

This includes a usage graph and pie chart of applications used. You can select the usage data time period you want to see from the dropdown menu on the top left of the graph. You can find out the user's detailed application usage data by click "show details" under the pie chart.

## Network

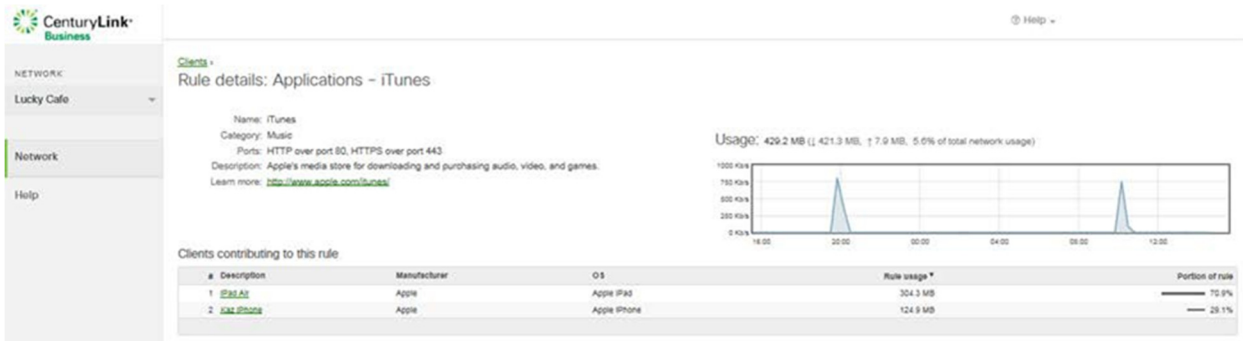
This section provides basic network information about the client.

## Finding more information about applications

1. Application Pie chart – The pie chart displays a breakdown of the applications that have been used on the Wi-Fi network over the selected time period. Hover your cursor over the pie chart segments to display more details.
2. "More" - More details about the applications can be viewed by clicking 'More'. You will view a tabulated report of the applications that have been used with details about their specific usage by data and grouping (video, social, web, etc.). The information can also be sorted by column by clicking on the column name.



To get more information about an 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.



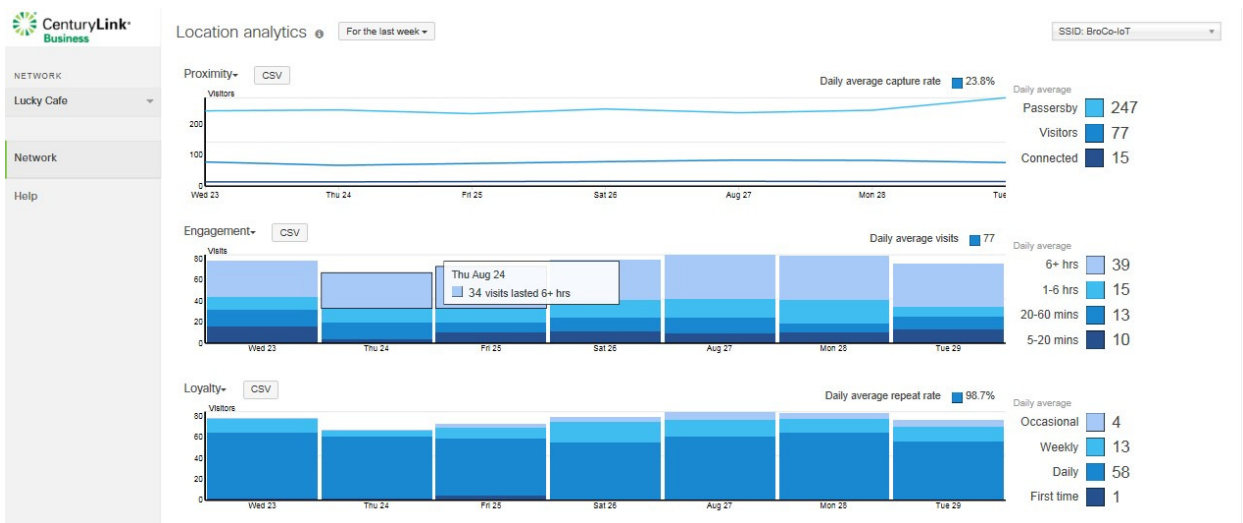
## Location Analytics

To view location analytics, select Network, then Location analytics.

The location analytics view displays intuitive graphs that visualize capture rate, engagement, and loyalty.

A time calendar menu is available to let you select specific time periods for viewing; this lets you adjust the x-axis of the above graphs to view the data for a specific time period, e.g. how the number of visitors changed over the course of a specific day or week.

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





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### **Proximity Graph**

'Capture rate' is the % of passersby who become visitors of your network.

'Visitors' are wireless devices that have been detected by your Wi-Fi network in close vicinity for more than 5 minutes within a 20-minute period.

'Passersby' are the wireless devices detected by your network, but the dwell time did not meet the requirements to be considered a visitor.

### **Engagement Graph**

This graph shows the amount of time “visitors” spent within range of the Wi-Fi network.

### **Loyalty Graph**

This graph shows visitors based on how frequently they return. For example, a weekly visitor is someone who returned between 2 and 6 times in the last month.

### **Running Comparison**

Select “compare to” on the top right to run a comparison. The location analytics view allows you to compare location analytics between two different sites (networks).