



SmartBiz & CommandWorx

USER GUIDE

GOING BEYOND CONNECTIVITY TO BUSINESS PRODUCTIVITY

CommandWorx® 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. SmartBiz and CommandWorx put you in charge!

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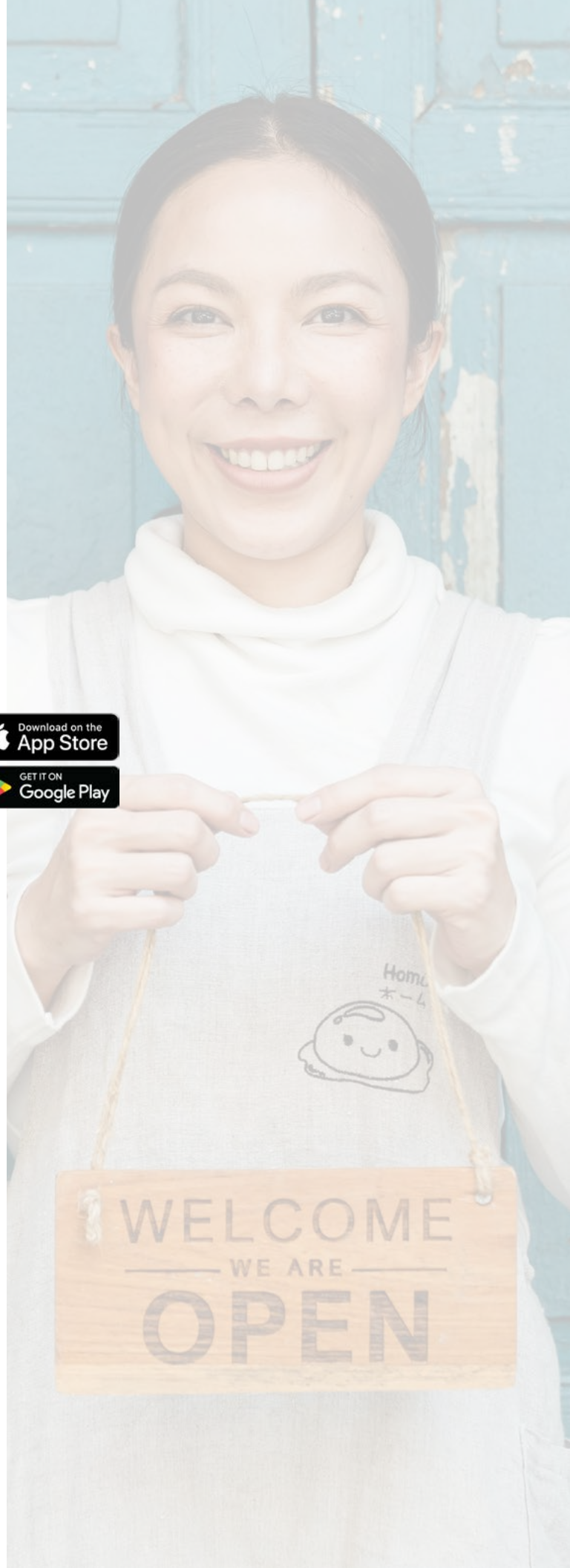
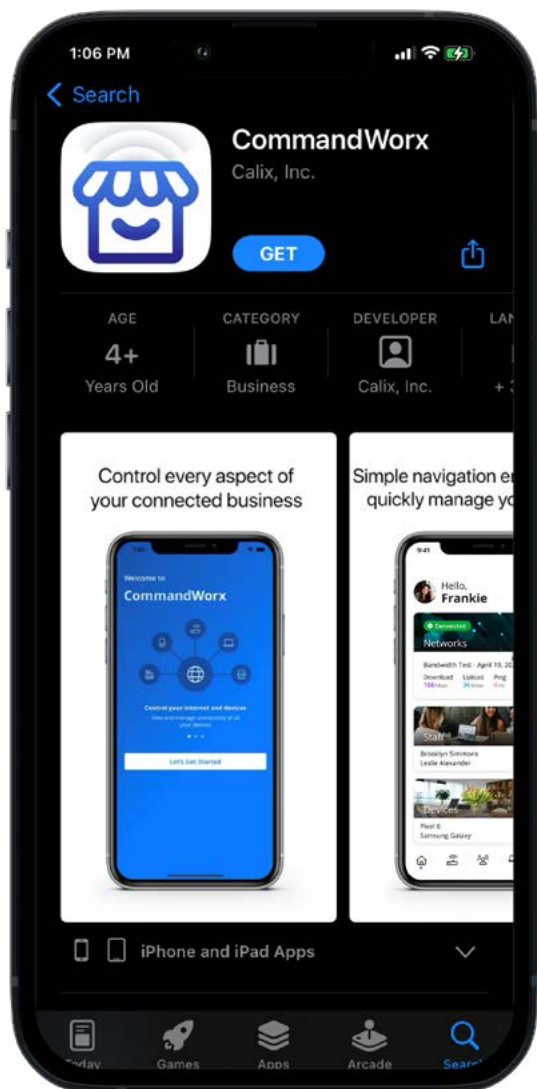
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SET UP GUIDE

CommandWorx App

Welcome to the future! Your SmartBiz router is the ultimate WIFI system. To begin, download CommandWorx from the Apple® App Store® or the Google Play™ Store and install onto your phone or tablet.



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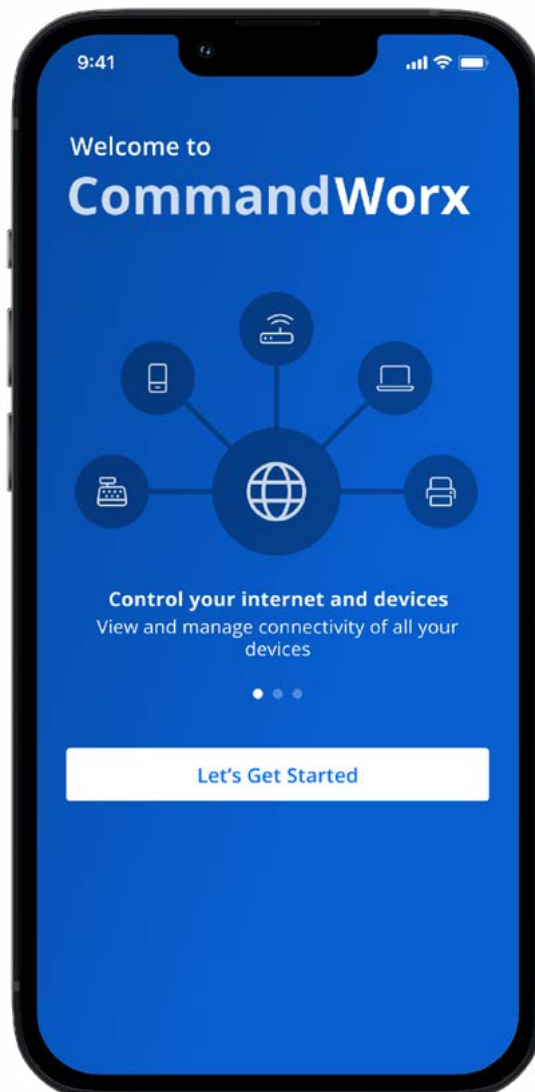
CommandWorx App Setup

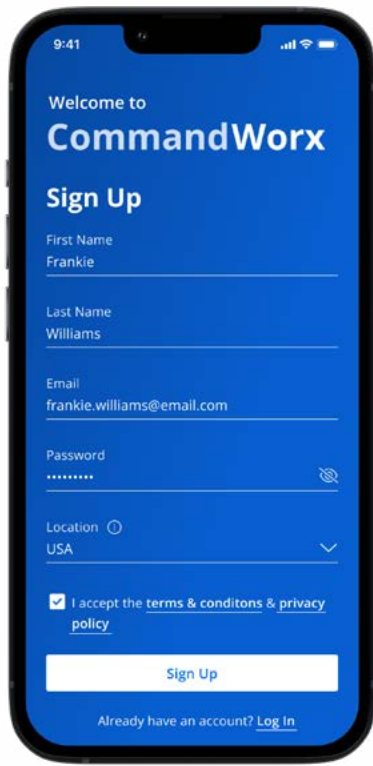
Setting up your app has never been easier!

STEP 1

Tap **Let's Get Started**

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





STEP 2

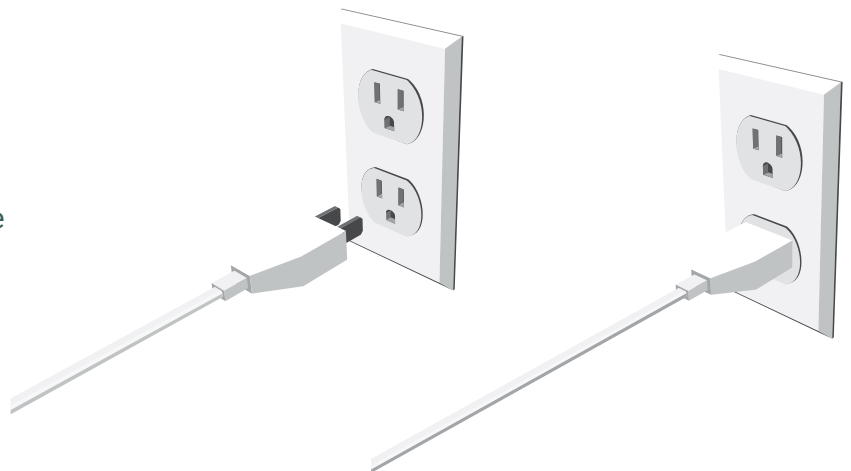
Enter basic personal information

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 blue.





STEP 4

Scan the QR code

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

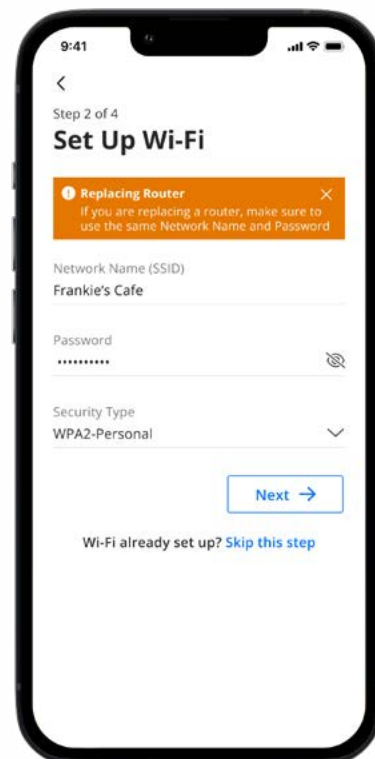
Alternately, you can tap **Issues Scanning?** to manually enter the MAC Address and Serial Number also found on that same metal plate.

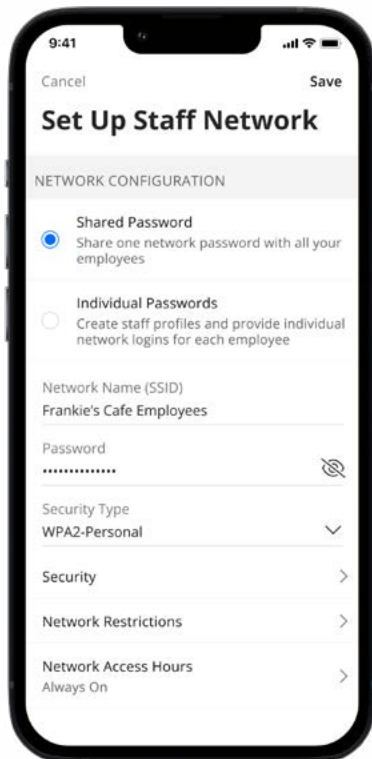
After you tap **OK**, you may be asked to enter your account number.

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.





STEP 6

Set up the Staff network

You can set up a WIFI network for your staff. Simply assign a name and a password for the network.

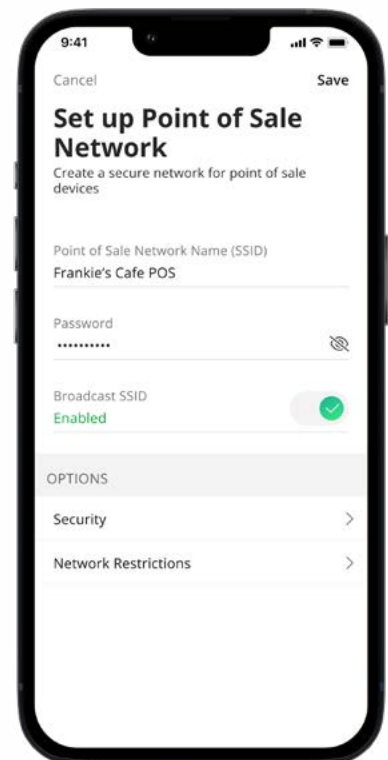
If you'd like to set up this network later, tap **Skip** this step.

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.

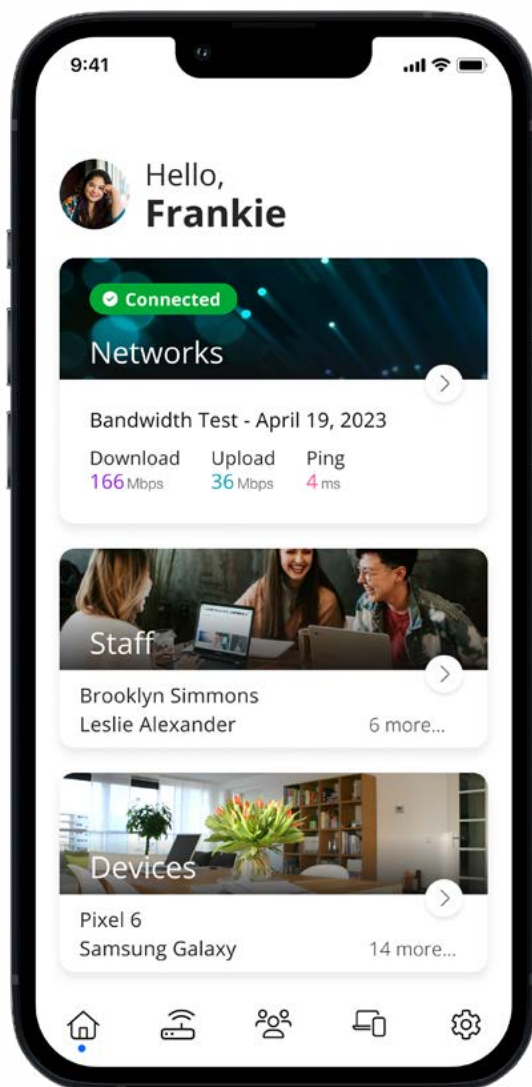
If you'd like to set up this network later, tap **Skip** this step.



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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 **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 add, view and edit staff members with individual passwords.

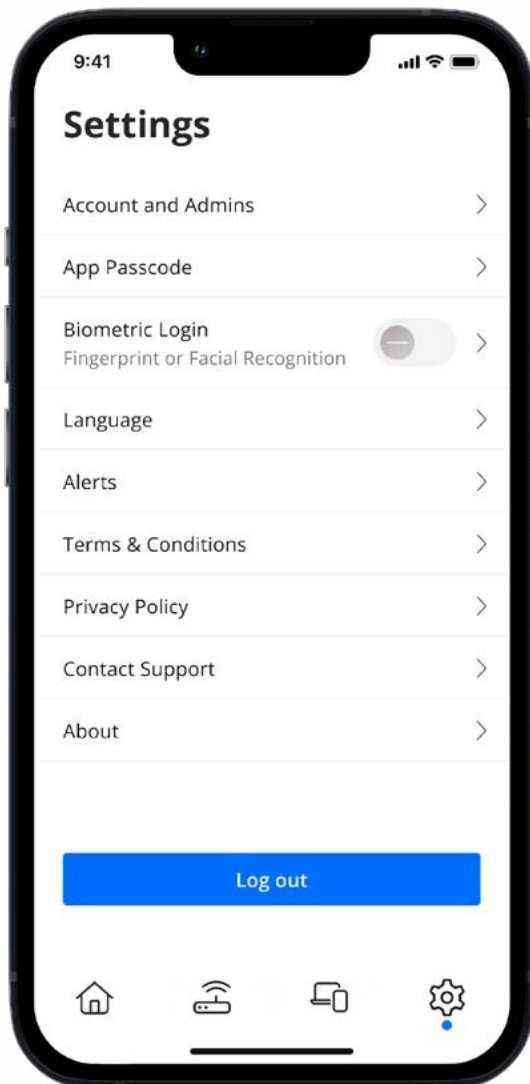
Tap the **Devices** tile to access a list of connected devices and view device details.

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

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Settings

A world of customization is available to you.



Account & Admins

Update the name shown on your app and the login password.

App Passcode

Set a PIN in lieu of an app login password.

Biometric Login

Enable login via your phone's biometric capabilities.

Language

Choose your preferred language.

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.

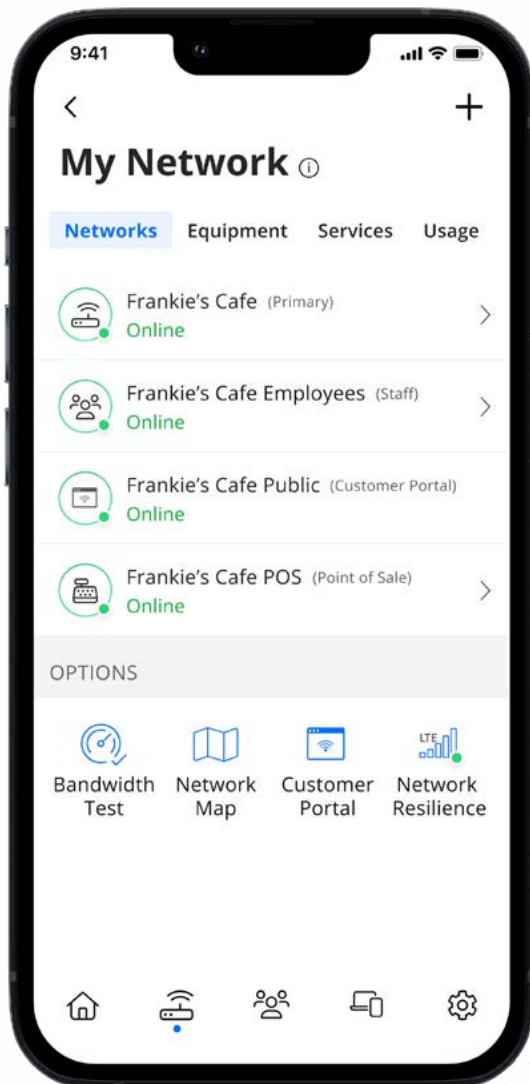
Log Out

Tap to log out of the app.

SET UP GUIDE

Customize

With the advanced features in CommandWorx, you can tailor your internet to fit your business.



Networks

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

Customer Portal

Create a custom landing page for customers who wish to join your customer WIFI network.

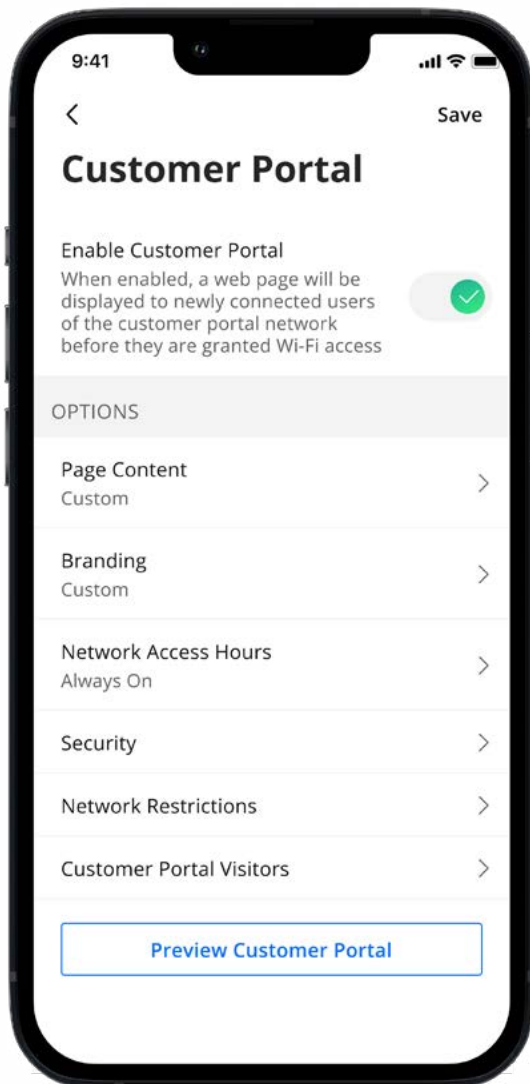
Network Resilience

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

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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.

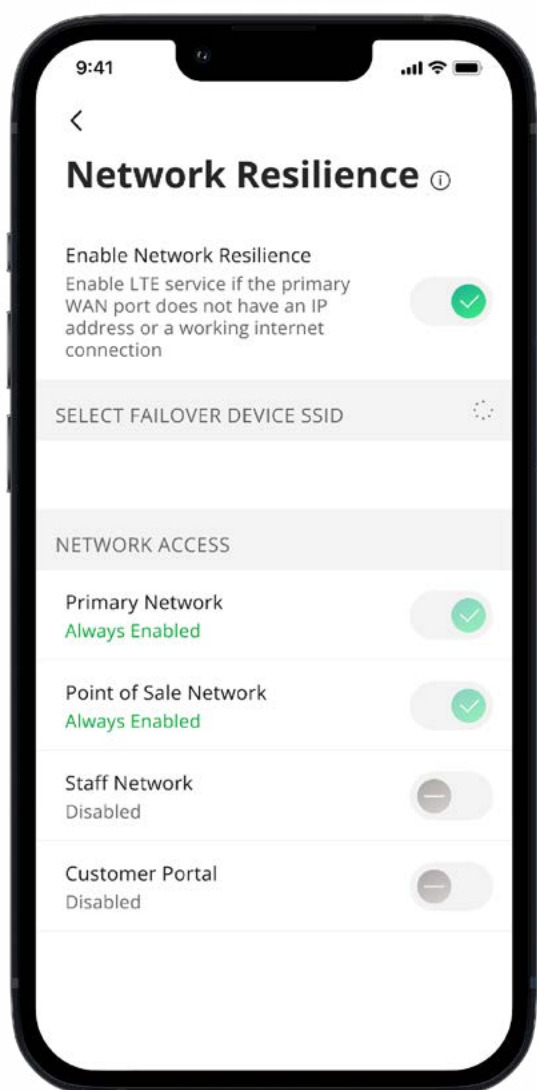
On the Customer Portal screen, do the following:

1. Tap the toggle to enable the customer portal. The toggle turns green when enabled.
2. Tap **Page Content** to add the network name as you want it to appear to guests. Add a page heading, cover photo and link to your terms of use (should be a text-based HTML URL) and add button text such as "Connect".
3. Tap **Branding** to upload your business logo and select background and font colors.
4. Tap **Network Access Hours** to customize when the customer portal will be turned on and accessible.
5. Tap **Security** to edit security level.
6. Tap **Network Restrictions** to customize content that is available to guests.
7. Tap **Customer Portal Visitors** to select how frequently customers must enter their name and email address to access the customer portal.
8. Tap **Preview Customer Portal** at any time to see how the page appears to your guests.

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Network Resilience

Keep your business running during internet outages.



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

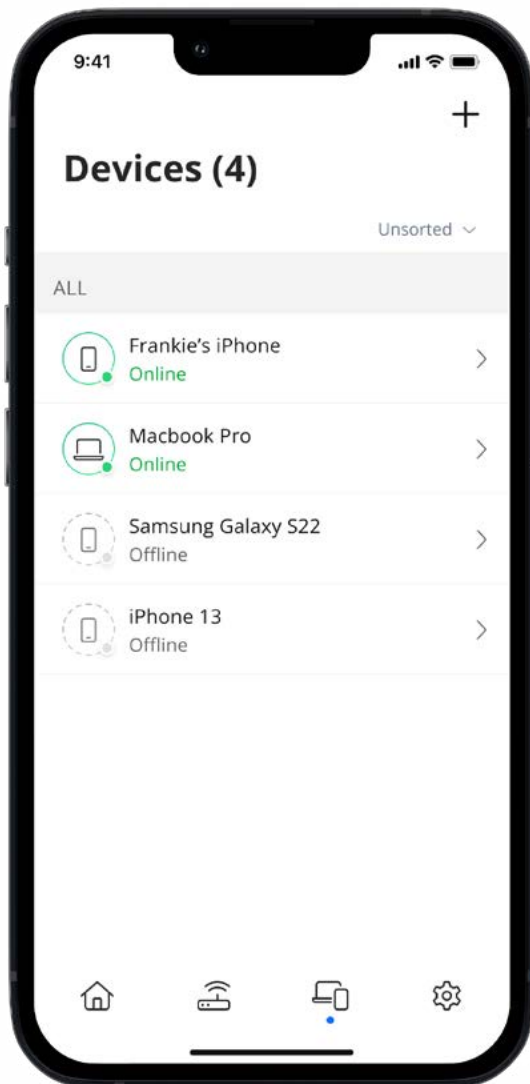
On the Network Resilience screen, do the following:

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 networks should use the cellular/LTE service.

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Device List

Creating and managing a list of devices is as easy as 1-2-3.



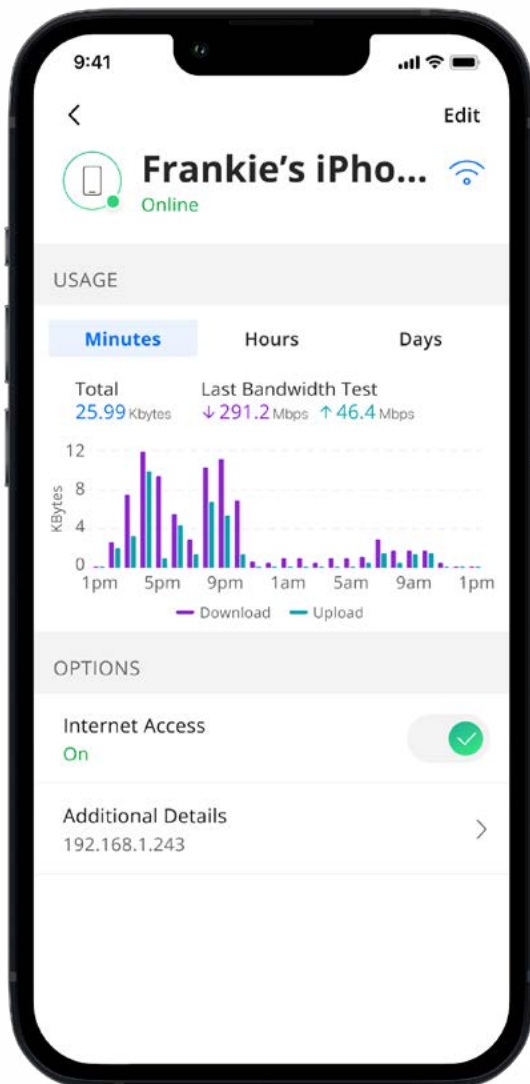
The devices list allows you to see the devices connected to your network. Tap on a device to see additional details including:

1. Device name
2. Signal strength
3. Internet usage

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Device Details

Manage all your devices.



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

You can also change the category for this device by selecting the drop down button found within **Additional Details**.

Data usage shows data used by this specific device.

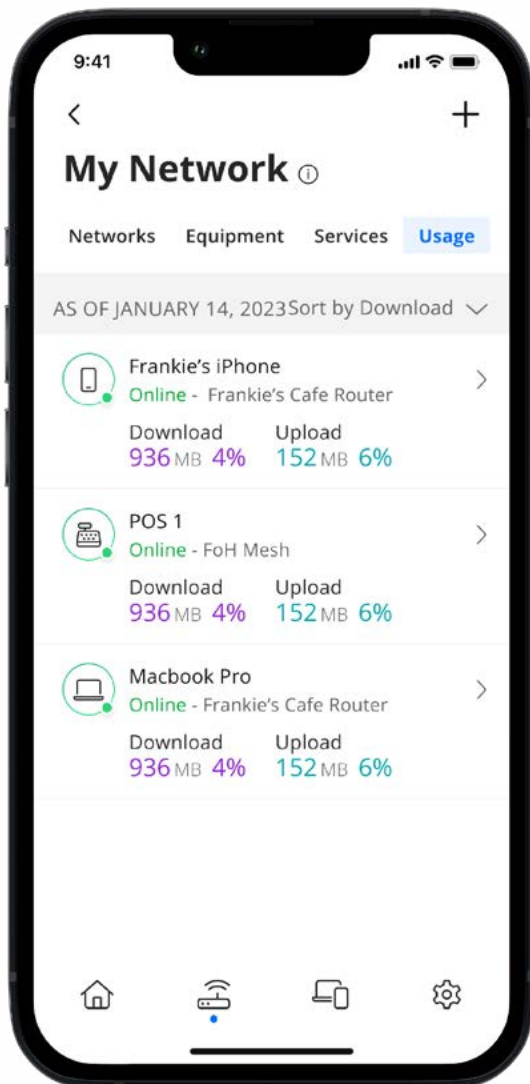
Tap **Additional Details** to view additional information for this device.

Toggle the **On/Off** button in the Internet Access section to turn WIFI off or on for this device.

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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:

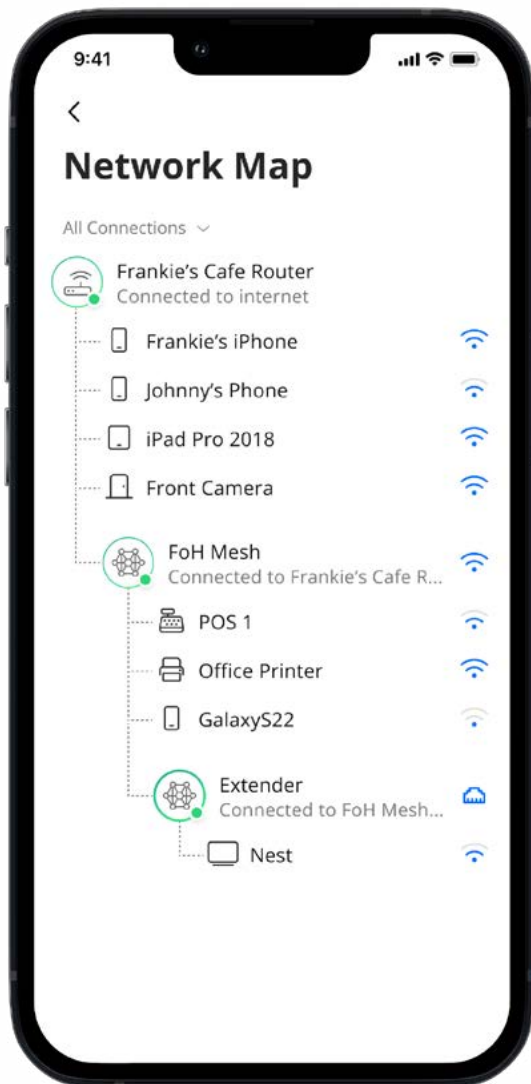
- Device identification and whether the device is connected to WIFI.
- What network device it is connected to.
- Network usage.
- The amount of data that has been used by the device.

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

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Network Map

Your network at a glance.



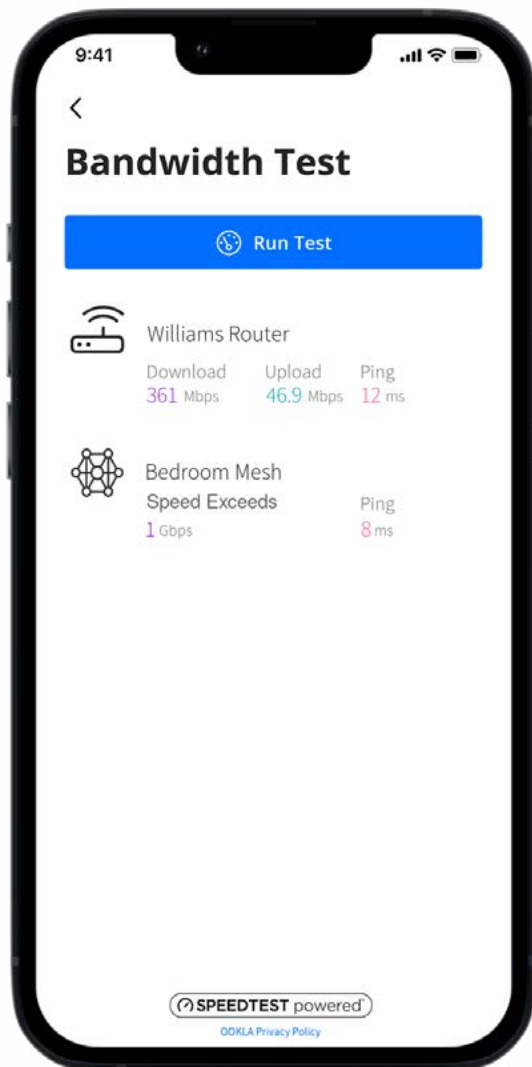
The Network Map provides a topological view of your network. To view the Network Map, tap **Networks** on the dashboard. Next, tap **Network Map** to view devices connected to your system.

Tap on the mesh icon to view performance information and devices connected at that mesh unit.

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Speed Test

Test your internet bandwidth.



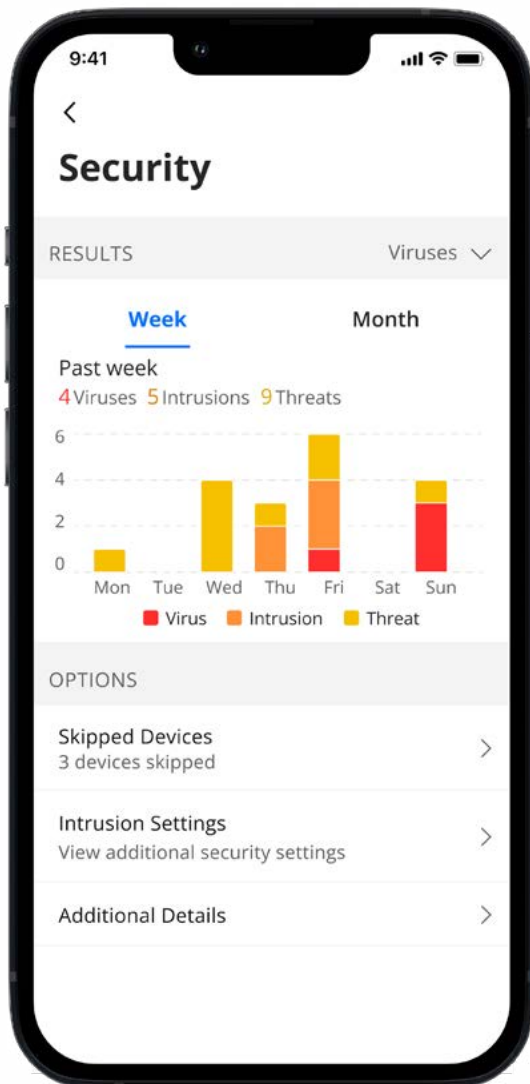
The easiest way to run a bandwidth test is to tap **Networks** and then tap the **Bandwidth Test** icon. Then, simply tap the **Run Test** button.

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.

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Network Security

Proactive cybersecurity keeps your business safe.



Your WIFI router scans data coming into your network for viruses, malware and other content to provide an extra layer of protection against malicious traffic.

Threats are automatically blocked from entering your network.

To view your security status, tap Networks from the home dashboard, then tap Primary Network. Tap Security. You can also add a website to a trusted list and select devices to be skipped by the security scan if they are triggering false security triggers.

Enable Intrusion Settings to add an additional level of defense.

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

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

Locations

Headquarters (Cable)

43705 US Highway 63
Cable, WI 54821

Phillips Office

105 N Avon Ave
Phillips, WI 54555

Business Hours

Monday - Friday: 8:00 AM - 4:30 PM

Saturday: Closed

Sunday: Closed

Contact Us

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