



CommandWorx Quick Start Guide

Primary Network Set Up

- Tap Network from the Home screen.
- Tap the plus sign.
- Select the desired network.
- Enter the Network Name (SSID).
- Enter a secure Wi-Fi password.
- Tap Options to customize and view security and Network Restriction options.
- Click Save.

Point of Sale Network Set Up

- Tap Network from the Home screen.
- Tap the plus sign.
- Select the desired network.
- Enter the Network Name (SSID).
- Enter a secure Wi-Fi password.
- Tap Options to customize and view security and Network Restriction options.
- To connect wireless point of sale (POS) devices, enable Wireless Network Access. To enhance business security, the POS network does not broadcast the POS SSID.
- Tap Edit and enable Broadcast SSID to connect a wireless POS device or tap Connect • Device via WPS (Wi-Fi Protected Setup) to connect a POS device that requires WPS connectivity.
- Contact your service provider to assist with connecting wired POS devices.
- After Wired Network Access is enabled and set up, both Primary and Point of Sale wired devices will require manual approval when first connected.

Staff Network Set Up

- Tap Network from the Home screen.
- Tap the plus sign.
- Select Staff network.
- Select Staff Network Configuration.
- See details below.

Shared Password for Staff

- Select Shared Password to create one password all staff members will share to access the Staff Network.
- Add a secure password.
- Customize Options which will apply to all staff members.

Individual Passwords for Staff

- Select Individual Passwords to maximize security and customization.
- Customize Options that apply to entire staff network.
- Tap the Home icon.
- Tap the Staff tile on the Home screen.
- Tap the plus sign to add a staff member(s).
- Add the first name, last name and email address.
- Select the Device Registration Type.
- Click Save.
- Customize Options for the staff member.
- To remove a staff member, select the staff member, tap Edit and select Delete Staff.

Customer Portal Set Up

- Tap Network from the Home screen.
- Tap Customer Portal in Shortcuts.
- Tap the toggle to enable the Customer Portal
- Tap Page Content to customize the Wi-Fi splash page.
- Enter the Network Name, Page Heading, upload a cover photo.
- Select Login Requirements. Select name and email address if you wish to view a list of users of your customer portal.
- Select URL or Text, then add your terms of service for using your customer Wi-Fi.
- Enter the Button Text, such as “Connect”.
- Click Save.
- Tap Branding
- Upload your logos or an image and add colors.
- Click Save.
- Tap Preview Customer Portal to view your Splash page. Edit as desired following the steps above.
- Set Network Access Hours (see instructions on back panel).
- Add Network Restrictions to block objectionable content or applications.
- Tap Customer Portal Visitors to select the Login Retention Period. Login Retention Period indicates how often the customer will need to re-enter their information to connect and how data will be stored.
- Tap Email Customer List File to send a list of unique visitors over the login retention period to your CommandWorx email address.

Network Resilience Set Up

- To enable, tap Network, then tap the Network Resilience Shortcut.
- Tap the toggle to enable Network Resilience
- Tap Select Failover Device SSID and select the hotspot name of the cellular or dedicated hotspot device. The device must be on and discoverable.
- Enter the hotspot password.
- Check the terms box.
- Tap Connect to Hotspot.
- You will be notified when the connection is successful.
- Select which business-critical networks will connect to the hotspot in the event of an outage.

Network Restrictions

- Tap Network from the Home screen.
- Select the desired network.
- Select Network Restrictions in Options.
- Select Content Restrictions to restrict access to content categories.
- Select Applications to block specific applications or add time limits on the staff network.
- Select Websites to block specific websites.

Customer Portal Access Hour Set Up

- Select Networks. Select Customer Portal in Shortcuts.
- Select Network Access Hours in Options.
- Select Every Day to set a start and end time for all days of the week.
- Select Custom to create custom start and end times or turn access off for specific days of the week.

Staff Network Access Hours

- If Staff Network is configured with a single shared password, select Network Access Hours in Options.
- Select Every Day to set a start and end time for all days of the week that apply to all staff members.
- Select Custom to create custom start and end times or turn access off for specific days of the week for all staff members.
- If Staff Network is configured with individual passwords, select the individual staff member in the Staff tile from the Home screen. Set access hours for each staff member as desired.

