



# **Cox Business Managed WiFi Portal**

## **Getting Started Guide**

**September, 2016**

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## Overview

The Cox Business WiFi Portal is a secure online portal designed for Managed WiFi Customers to manage the feature/functionality available with the Managed WiFi product. At a high level, the WiFi portal enables customers manage WiFi Network names (SSIDs); the look and feel of Guest Splash Pages. In addition a Reporting Dashboard provides analytics regarding the number of users, sessions, and bandwidth consumed during specific times of the day and days of the week.

### Logging In

Use the following steps to log in to the Managed WiFi client.

#### From MyAccount:

1. Enter <https://myaccount.coxbusiness.com> in your web browser.  
**Result:** The **Cox Business MyAccount** log in page appears.
2. Enter your **User ID** and **Password** and click the **Sign In** button.  
**Result:** The **MyAccount** home page appears.
3. From the left navigation bar, click the **Data Tools** menu to expand.
4. Click the Managed WiFi Administration link.

**Figure 1.** **MyAccount Managed WiFi Administration link**



## From Web Browser

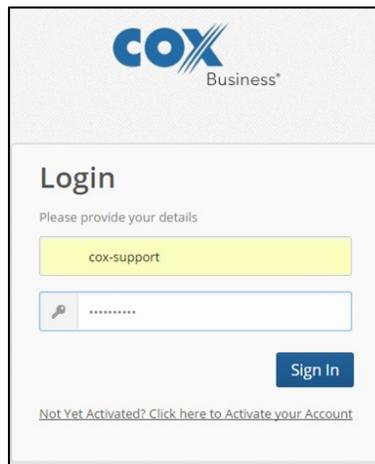
Before you, as the Cox Business system administrator, can activate your Managed WiFi account, you must activate it. Without activation, you will not have any username and password to log into the website.



**Important:** A Single Sign On functionality is not available currently; therefore, your **MyAccount** User Name and password will not work.

1. Enter the Managed WiFi URL you have been given in your browser.  
**Result:** The **Login** dialog box appears.
2. Enter your username and password in the corresponding fields and click the **Not Yet Activated? Click here to Activate your Account** link.  
**Result:** The **Activate Account dialog box** appears.
3. Enter the **ICOMS Number** and click the **Sign In** button. (**Note:** You can find the ICOMS number on your bill [listed as Account Number] in MyAccount. See Figure 4.)  
**Result:** The **Login** dialog box appears.

**Figure 2.** [Login dialog box](#)



The screenshot shows the 'Login' dialog box for COX Business. At the top is the COX Business logo. Below it, the title 'Login' is displayed. A sub-header reads 'Please provide your details'. There are two input fields: the first contains the text 'cox-support' and is highlighted in yellow; the second is a password field with a key icon and masked characters. A blue 'Sign In' button is positioned to the right of the password field. At the bottom, there is a link: 'Not Yet Activated? Click here to Activate your Account'.

**Figure 3.** [Activate Account dialog box](#)



The screenshot shows the 'Activate Account' dialog box for COX Business. At the top is the COX Business logo. Below it, the title 'Activate Account' is displayed. A sub-header reads 'Please provide your details.'. There is one input field with a person icon and the text 'ICOMS Number'. A blue 'Sign In' button is positioned to the right of the input field.

**Figure 4. Locate ICOMS Account**

**ACCOUNTS ASSOCIATED WITH YOUR ONLINE PROFILE**

Showing  entries Search:

Account	Account Name	Account Alias	Type	Status
001-099999999	TDS MAC CB1	mac111	Business	Active

**Figure 5. Login dialog box**



COX BI System Admin Forgot Password?

**COX Business**

**Login**

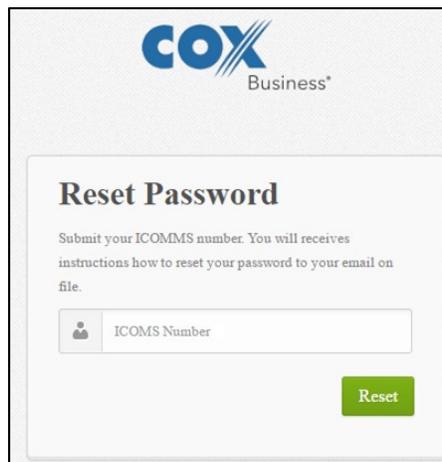
Please provide your details

**Sign In**

[Not Yet Activated? Click here to Activate your Account](#)

- Enter your Cox Business Username and Password in the text fields. (**Note:** If you can't remember your password, click the **Forgot Password?** link in the toolbar.)  
**Result:** The **Reset Password** dialog box appears.

**Figure 6. Reset Password dialog box**



**COX Business**

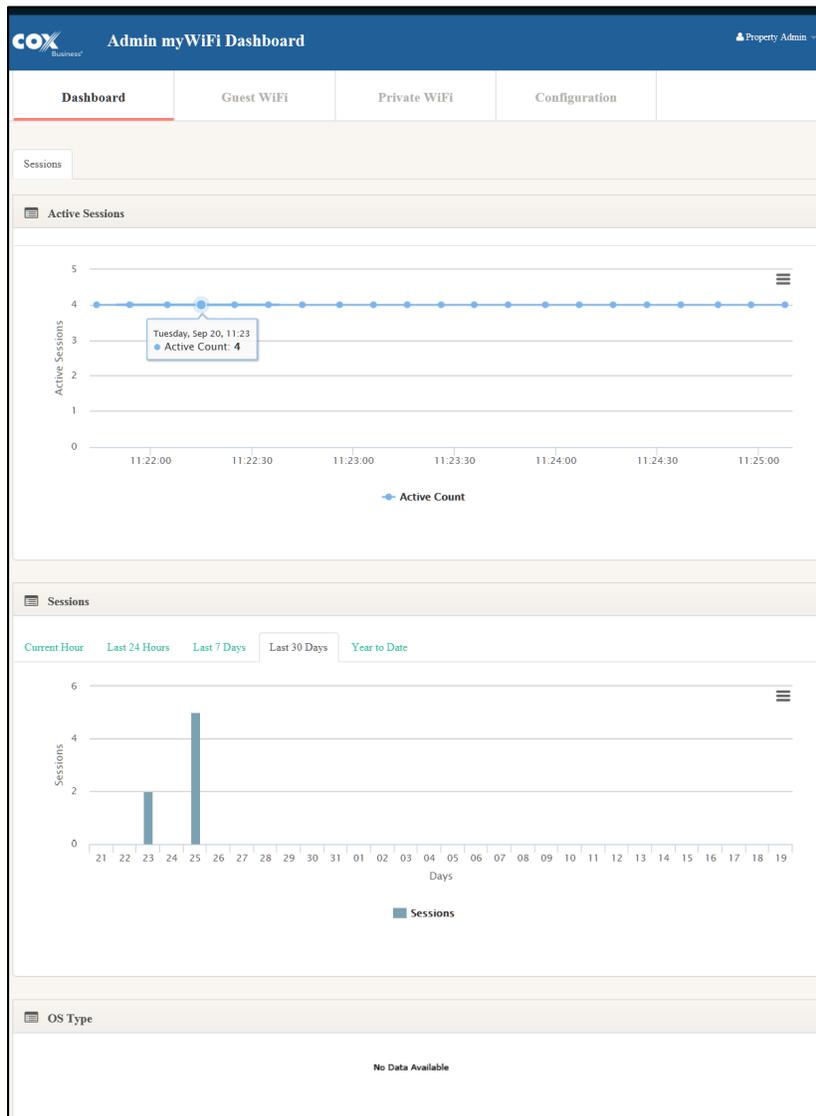
**Reset Password**

Submit your ICOMMS number. You will receives instructions how to reset your password to your email on file.

**Reset**

5. Enter your **ICOMS Number** and click the **Reset** button.  
**Result:** You will receive an email with instructions on how to reset your password.
6. Enter your Username and Password.  
**Result:** The **Admin myWiFi Dashboard** window appears.

**Figure 7. Admin myWiFi Dashboard**



## Managed WiFi Home Page

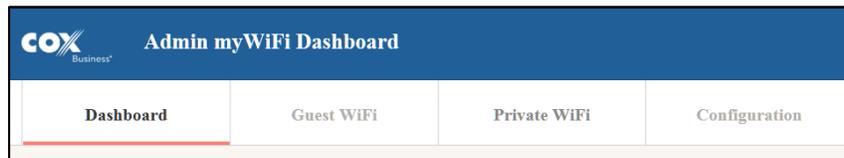
There are three modules on the home page. They are:

- Dashboard
- Guest WiFi
- Private WiFi



**Note:** In this guide, we will review the *Dashboard* and *Guest WiFi* functionalities only.

**Figure 8.** Module tabs



## Dashboard

### Sessions Tab

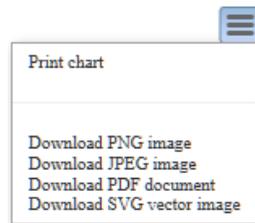
The dashboard module provides insights about Internet sessions of your customers. For example, you can view:

- Total sessions shown by “new users,” define a MAC address (as a device) that has never been associated with your property’s WiFi network, and “return” users.
  - Sessions initiated and active during the last hour, 24 hours, 7-days, 30-days, and Year to Date
- Top 10 users (device MAC address) by total sessions during last 24 hours, 7-days and 30-days
- Sessions based on the type of operating system used

### Accessing Session Types

Use the following steps to access each type of *Total Sessions*.

1. Log in to the myWiFi Dashboard.
2. Click the **Sessions** tab.
3. Click any of the links in the session type toolbar; e.g., **Last 7 Days**, **Last 30 Days**, etc. to view statistics for the timeframe selected. (See Figures below.)
4. (Optional) Click the menu icon  to download and print a chart in the following formats:



**Figure 9. Total Sessions (Last 7 Days shown below)**



**Figure 10. Total Sessions by Hour (Last 7 Days shown below)**



**Figure 11. Total Sessions by Weekday (Last 7 Days shown below)**



**Figure 12. Total Sessions by Month**



The last panel on the page depicts the type of operating system (OS) used in the sessions. In Figure 7, Android and Windows have been used, but iOS has not.

**Figure 13. Operating System Type [Android and Windows shown below]**



### Sessions and Bandwidth Tab

The dashboard module also provides insights about sessions and bandwidth usage in your business, including:

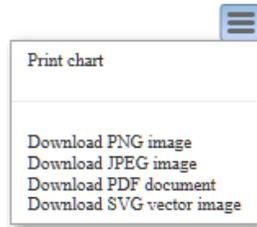
- Total bandwidth by all users (device MAC address)
  - Sessions initiated and active during the last hour, 24 hours, 7-days and 30-days
- Top 10 users (device MAC address) by total bandwidth usage during the last 24 hours, 7-days and 30-days.

### Accessing Session & Bandwidth Data

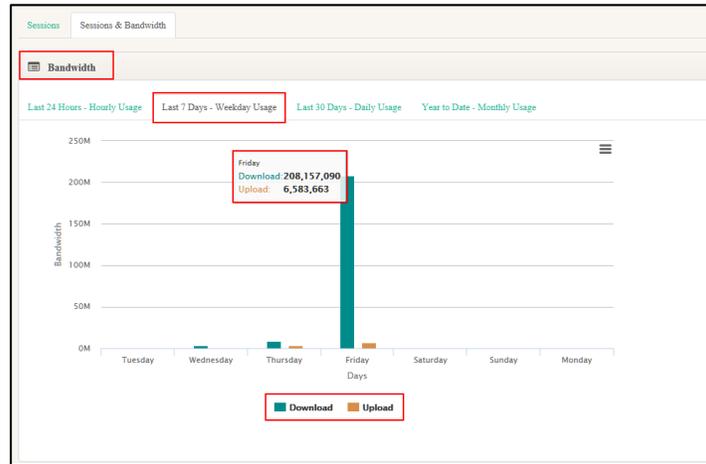
Use the following steps to access each type of *Sessions & Bandwidth*.

1. Log in to the myWiFi Dashboard.
2. Click the Sessions & Bandwidth tab.
3. Click any of the links in the *Bandwidth, Sessions, Bandwidth Average, Top Ten Users Bandwidth, and Top Ten Users vs Total Users Bandwidth* panels; e.g., **Last 7 Days, Last 30 Days**, etc. to view statistics for the criteria selected. (See Figures below.)

4. (Optional) Click the menu icon  to download and print a chart of the data in the following formats:



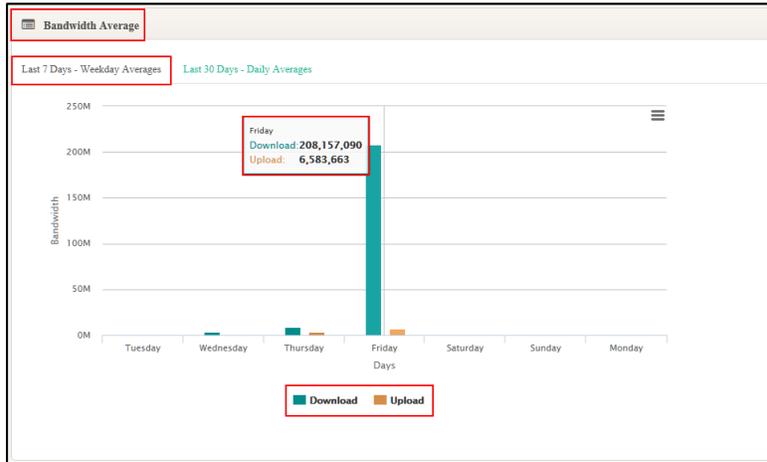
**Figure 14. Bandwidth (Last 7 Days - Weekday Usage shown below)**



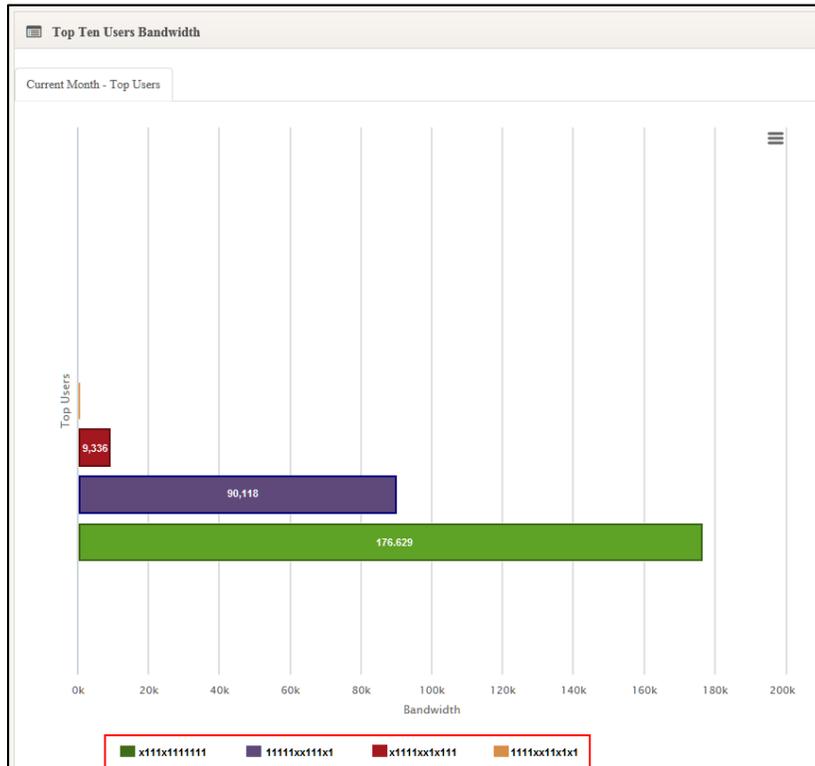
**Figure 15. Sessions (Last 7 Days – Weekday Sessions shown below)**



**Figure 16. Bandwidth Average (Last 7 Days – Weekday Averages shown below)**

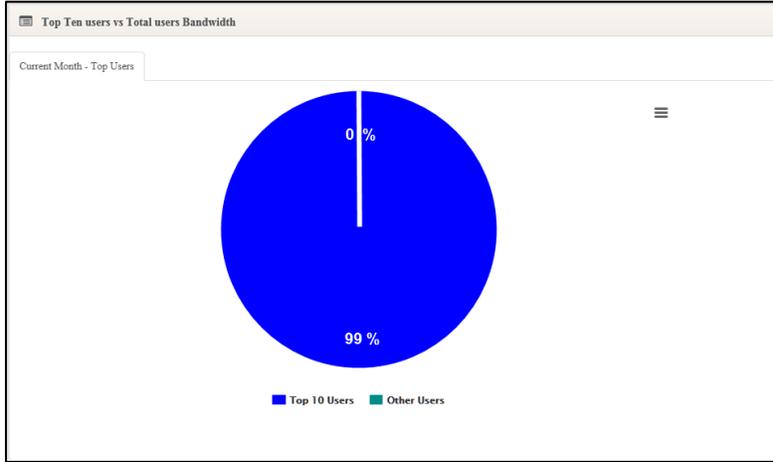


**Figure 17. Top Ten Users\* Bandwidth**



\*Color legend represents MAC addresses of the users. Bars represent usage amounts in kilobytes (KB).

**Figure 18. Top Ten Users vs Total Users Bandwidth**



## Guest WiFi

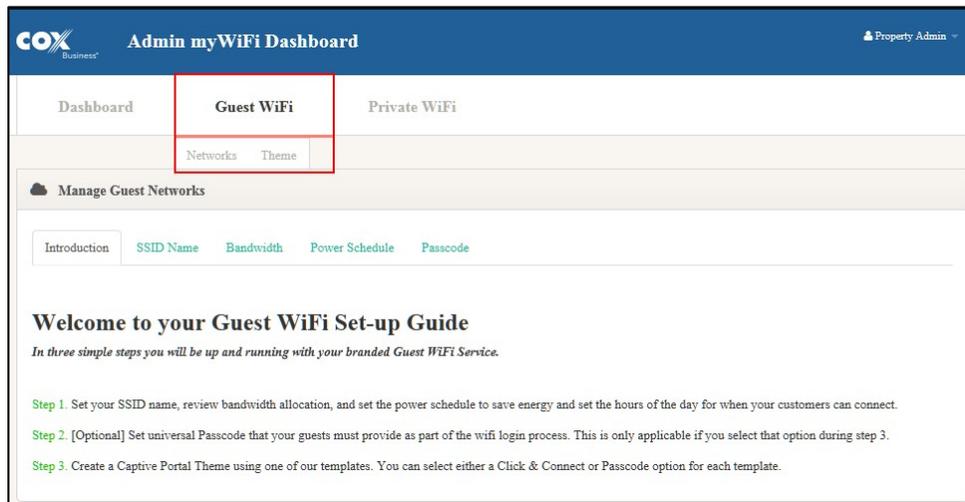
The Guest WiFi section instructs you on how to set up your branded Guest WiFi service in three steps.

This component has two sub-sections:

- Network
- Theme

We will start with the Network configuration.

**Figure 19. Guest WiFi**



## Network

The Networks link enables you to:

- Set your SSID name, review bandwidth allocation, and set the power schedule to save energy and set the hours of the day for when your customers can connect.
- Set a universal Passcode that your guests must enter before they can log in to your WiFi. (Optional.)

Use the following steps to access the Network configuration.

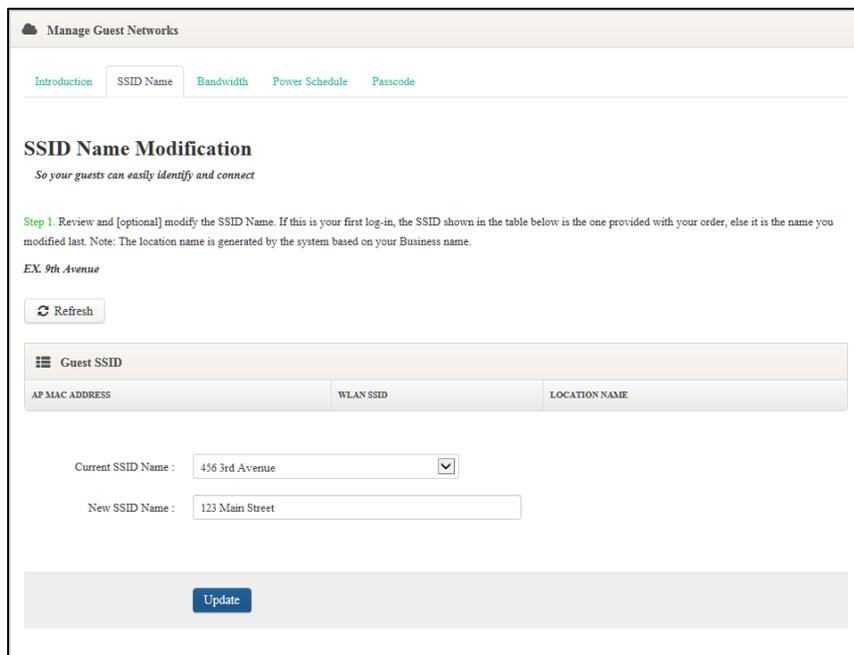
1. Log in to the myWiFi Dashboard.
2. Hover your mouse over the **Guest WiFi** heading and click the **Networks** link.  
**Result:** The **Manage Guest Networks** dialog appears.
3. Click the **SSID Name** link.

### SSID Name

Your end users will be able to access your WiFi service by connecting to your network using the Service Set Identifier, or SSID. The SSID is the network name that you want to broadcast to your end users to help them identify and join the correct network.

This section allows you to modify the SSID Name broadcast by the Access point(s) located at your premise. The Guest SSID table contains the unique MAC Address of the Access Point, WLAN SSID and current SSID Name and Location Name. These values are obtained by Arris BI from the Access Point Controller.

**Figure 20. Modify SSID Name**



In the Simple use case, only one SSID can be modified across all Access Points.

## How to Modify the SSID Name



**Note:** Ensure the Access Point is online and has Internet access since the Access Controller is located in the Cloud.

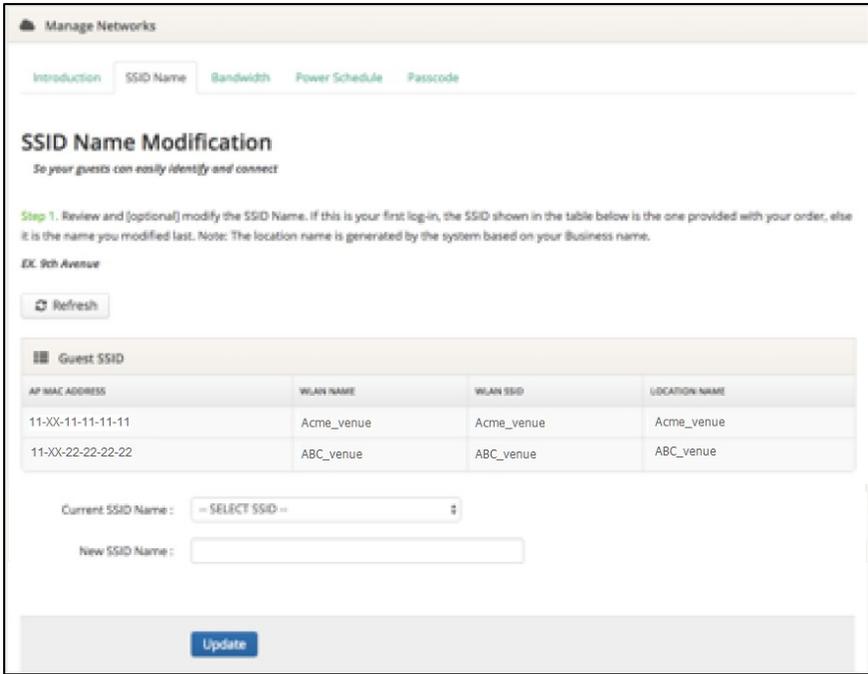
1. Repeat steps 1-3 on the previous page to sign in.
2. Enter a new SSID name in the **New SSID Name** field.
3. Click the **Update** button.

**Result:** A confirmation dialog box appears asking you to confirm the update.

4. Click the **Confirm** button.

**Result:** The Guest SSID table will automatically refresh itself and display the new name.

**Figure 21. SSID Name Modification (with WLAN Name column)**



Manage Networks

Introduction SSID Name Bandwidth Power Schedule Passcode

### SSID Name Modification

So your guests can easily identify and connect

**Step 1.** Review and (optional) modify the SSID Name. If this is your first log-in, the SSID shown in the table below is the one provided with your order, else it is the name you modified last. Note: The location name is generated by the system based on your Business name.

EX: 9th Avenue

Refresh

AP MAC ADDRESS	WLAN NAME	WLAN SSID	LOCATION NAME
11-XX-11-11-11-11	Acme_venue	Acme_venue	Acme_venue
11-XX-22-22-22-22	ABC_venue	ABC_venue	ABC_venue

Current SSID Name: -- SELECT SSID --

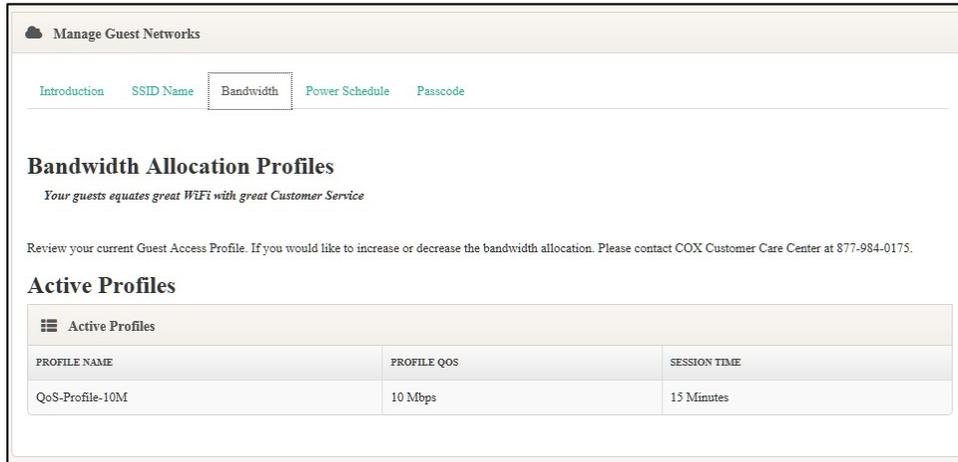
New SSID Name:

Update

## Bandwidth

The bandwidth section contains information about the Guest Access Profile. The Active Profile table contains the Profile Name, the profile Quality of Service (QoS)—in Mbps—and Session Time allocation in hours or days.

**Figure 22. View Bandwidth/QoS**



### How to View a Bandwidth Allocation Profile

Use the following steps to see the bandwidth of your guest access profile.

1. Repeat steps 1-2 on page 14 to sign in.
2. Click the **Bandwidth** link.

### How to Update a Bandwidth Allocation Profile

Use the following steps to modify the QoS plan.

1. From the **Bandwidth Allocation Profiles** page, contact the Customer Service number displayed on the Bandwidth page: 877-984-0175. They will guide you on how to update.

## Power Schedule

This section allows you to control the hours at which the SSID will broadcast its name. When the broadcast is off, the ability to connect to the Access Point is disabled. In addition, the Access Point will go into a low power mode that will save energy. We recommend setting the Power Schedule to coincide with the hours of operations.

If you do not choose to have a Power Schedule, or you delete an existing Power Schedule, your SSID will broadcast in high power mode 24/7.

**Figure 23. SSID Broadcast Power Schedule**

Manage Guest Networks

Introduction
SSID Name
Bandwidth
Power Schedule
Passcode

### SSID Broadcast Power Schedule

*Conserve energy and control access to your network*

**You can help !**

Through Cox Conserves, we have a goal to be carbon neutral by 2044. We're looking at every possible way - big and small - to lessen our impact on the environment. Our focus on carbon reduction takes place through alternative energy, energy conservation and fleet operations.



With the Power Scheduler you control the hours that your guests will be able to connect to your network as well as the energy consumed. This is accomplished by automatically turning the SSID Name broadcast on and off. Turning off the SSID puts the Access Point in "low power mode" significantly reducing the power consumption from an already low 10W to an almost insignificant 2.5W

*EX. Set the broadcast schedule to coincide with your opening hours.*

Name:

Description:

Monday  24h or From:  to  or  Closed

Tuesday  24h or From:  to  or  Closed

Wednesday  24h or From:  to  or  Closed

Thursday  24h or From:  to  or  Closed

Friday  24h or From:  to  or  Closed

Saturday  24h or From:  to  or  Closed

Sunday  24h or From:  to  or  Closed

### Active Power Schedule

Having no power schedule or deleting an existing power schedule results in your SSID broadcast will be active 24/7.

Active Power Schedule			
SCHEDULER NAME	DAYS ACTIVE	TIMES ACTIVE	DELETE

## How to Create a Power Schedule

Use the following steps to create a power schedule for your business.

1. Log in to the myWiFi Dashboard.
2. Enter a **Name** and a **Description** of the power schedule in the corresponding fields.
3. For each day, set the hours you want the SSID to broadcast, using AM/PM format.
4. Click the **Set** button to apply the Power Schedule.

**Result:** The new Power Schedule appears in the **Active Power Schedule** table.

## How to Modify an Existing Power Schedule

1. From the **Active Power Schedule** panel (see Figure 17) delete the existing Power Schedule by clicking the **Delete** button in the Active Power Schedule table and repeat steps 1-3 on the previous page.

## How to Delete an Existing Power Schedule

1. Click the **Delete** button in the **Active Power Schedule** table.

## Passcode

The Arris BI platform comes with portal themes that your guests see to access free WiFi Internet. Each of the templates comes as a *Click and Connect* or *Passcode* configuration. The passcode configuration requires all Guests to enter a common passcode before they can activate their WiFi Internet connection.

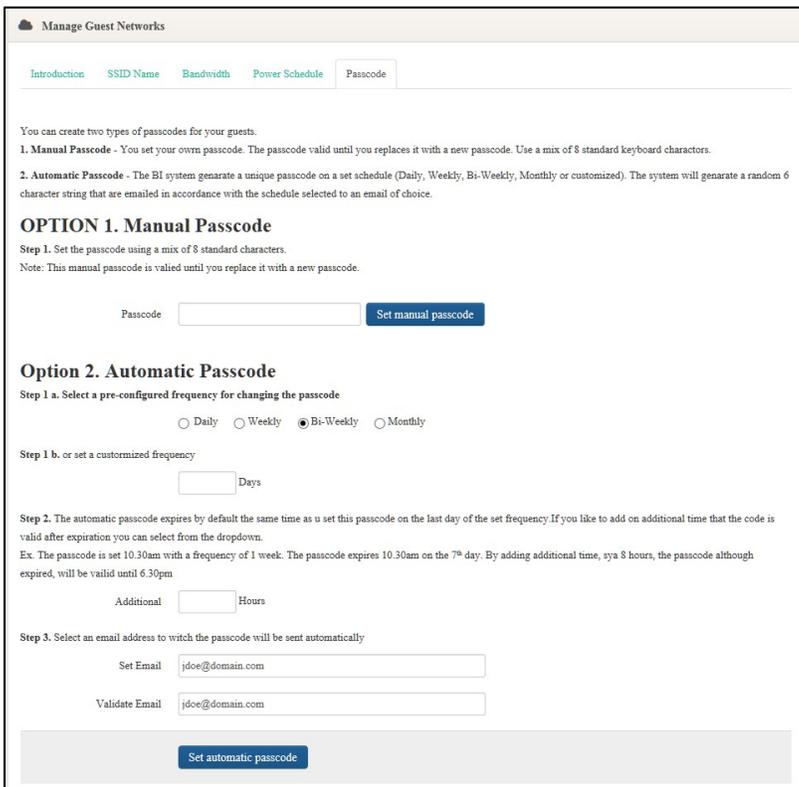


**Note:** You have the option to set a common passcode that will be associated with all Passcode Theme templates.

**Figure 24. Passcode**

### Passcode Guidelines

- 32-character limit
- Special characters including commas and spaces are prohibited
- Underscore and hyphen ( “ \_ ” and “ - ” ) may be used
- Words like “guest,” “administrative,” “admin,” “test,” “demo” or “production” cannot be used without other descriptive words
- Use the business name with location information (for example: “Main\_Street\_Hotel-Guest”)
- No more than 8 SSIDs per AP (for optimal network performance)



### How to Set a Passcode

Use the following steps to create or update your Guest WiFi passcode.

1. Log in to the myWiFi Dashboard.
2. From the **Guest WiFi** tab, select **Networks** and click the **Passcode** tab.
3. You have two options to set a passcode. You can enter one manually in the **OPTION 1** section and click the **Set manual passcode** button *or* you can set up the system to automatically establish a code.
4. If you elect to have the system automatically generate a passcode, choose the frequency you want the code to change by selecting one of the radio buttons.
5. Populate the remaining fields as appropriate and click the **Set automatic passcode** button.

## Guest Splash Page Themes

When your guests open a Web browser, the captive portal feature of your WiFi service automatically redirects them to a splash page where they can log in for Internet access.

Several elements of this splash page are customizable, including text and photo options. You can provide your own photos and logos to give your page a strong brand identity and write a welcome message for your guests, or Cox can provide default text and stock photo options.

Each Theme created is stored in the local database. You can elect which Themes are “live” and visible by the Guests.

Figure 25. Theme Templates



## How to Create a Theme

This section instructs you on how to create, modify, manage and delete portal themes for a location. You can create a captive portal theme by modifying a Theme Template that comes standard with the Simple use case.

- Standard
- Modern Horizontal
- Block

**Figure 26. Theme Creator**

View and Manage Theme

Introduction
Create
Manage
Preview

### Theme Creator

*The face of your Guest WiFi Service.*

**Step 1.** Give your Theme a name, select your Location, select which Language (you can create multiple versions), and choose a Template. You can either choose the Click & Connect or Passcode option for each template.

Theme Name

Group Tag / Location

Language

Browser Title

Loading text

No Loader

Template name

Registration Type



**Step 2.** Upload your business logo, and a background image to give the Theme a familiar look & feel for your guests.

**Image Upload**

Logo  (GIF, JPEG or PNG, Recommended 160px\*60px)

Verticle Image






Default Welcome text using recommended Font Size 14, Font Family "Arial", Font Color "White"

White

Arial
14pt
A

Enjoy Our Free WiFi!

Active

Use the following steps to create a theme for your WiFi splash page.

1. Log in to myWiFi Dashboard.
2. Click the **Guest WiFi** tab.
3. Click the **Theme** link.
4. Select the **Create** tab. The first seven (7) fields and dropdowns are mandatory for each template.

Field Name	Description
Theme Name	Give your theme an easy and descriptive name so you can distinguish one theme from the other
Group Tag/Location	System-generated value that is based on your business name used when ordering the Arris BI service.
Language	English only
Browser Title	Information that displays in the browser window or browser tab; for example, "Enjoy your free WiFi access."
Loading Text	During the registration process there are a few different screens that the Guest will pass through, depending on the speed of the internet and the processor of the device, the screens will load at different speeds. If the next screen is slow to load, a text message (ex. ...Loading) can appear so the Guest does not close the window.
Template Name	There are templates to choose from and each has different layouts and areas that can be modified. When a template is selected, the image below the "Registration Type" changes to give a sample image of the layout on a monitor.
Registration Type	<i>Passcode Authentication</i> or <i>Click and Connect</i> . Either option requires the Guest to accept the Terms of Use for Internet Access. If you select <i>Passcode Authentication</i> , guests must enter the correct value before they can connect to the Internet.

5. From the **Image Upload/Text** Field, you can select from the available options based on the template you select. You can upload your own logo image (preferably in PNG format with a transparent background for best visual result); or you can select an image from a gallery of royalty free images.
6. Click an image.  
**Result:** A red frame appears indicating the image has been selected:
  - The **Standard** format includes one (1) logo image, one (1) vertical image, one (1) horizontal image, and one (1) text field.
  - The **Block** format includes two (2) logo images, one (1) vertical image, and one (1) text field.
  - The **Modern** format includes one (1) logo image, one (1) vertical image, and one (1) text field.

7. Check the **Active** box if you want to launch the theme before you preview. (**Tip:** We recommend that you leave this box unchecked before you click the **Preview** tab to confirm that the changes are approved.)
8. Click the **Save** button to add the modified theme to your inventory. (**Note:** You can review/edit and remove and activate or deactivate a theme by selecting the **Manage** tab.)

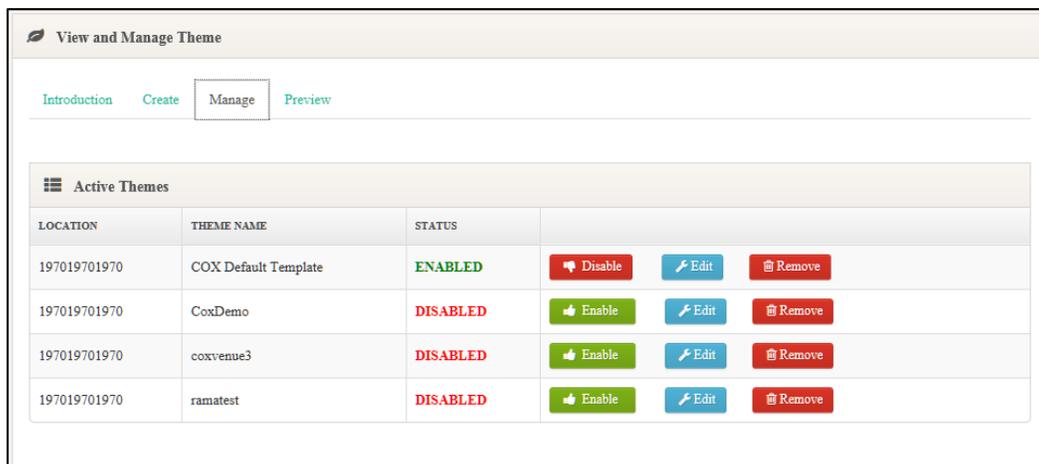
## Manage

This section showcases your saved themes in the Active Themes table. The table headings give you an overview of the theme; the location in which it is active; the descriptive name you gave it; the language used (only English in Simple use case); the date it was last modified; and whether or not it is active or deactivated (only one theme can be active at a time).

### How to Disable/Enable a Theme

If you have more than one theme in your inventory, click the **Enable** button of the theme you want to become active. The current active theme will automatically become Disabled. (**Note:** Always have one active theme in your inventory to ensure your Guests can get online.)

**Figure 27. Theme / Guest WiFi**



View and Manage Theme			
Introduction Create <b>Manage</b> Preview			
Active Themes			
LOCATION	THEME NAME	STATUS	
197019701970	COX Default Template	ENABLED	Disable Edit Remove
197019701970	CoxDemo	DISABLED	Enable Edit Remove
197019701970	coxvenue3	DISABLED	Enable Edit Remove
197019701970	ramatest	DISABLED	Enable Edit Remove

### How to Edit a Theme

1. Log in to myWiFi Dashboard.
2. Click the **Guest WiFi** tab.
3. Click the **Theme** link followed by the **Manage** tab.
4. Click the **Edit** button for the theme you want to review/modify.  
**Result:** A **Manage Theme** dialog box appears asking you to confirm your intent to edit.
5. Click **Confirm**.  
**Result:** The theme will load with the latest modifications. (See Figure 20)
6. Review or change any of the fields, upload new logo images and select an image from the gallery.
7. If you do not make any changes to theme, click the **Cancel** button to close the editor.
8. If you have modified any aspect of the theme, an **Update** button will appear.
9. Click the **Update** button.

## How to Remove a Theme

2. Log in to myWiFi Dashboard.
3. Click the **Guest WiFi** tab.
4. Click the **Theme** link.
5. Click the **Remove** button of the theme you want to remove. (**Note:** Always have one active theme in your inventory to ensure your Guests can get online.)

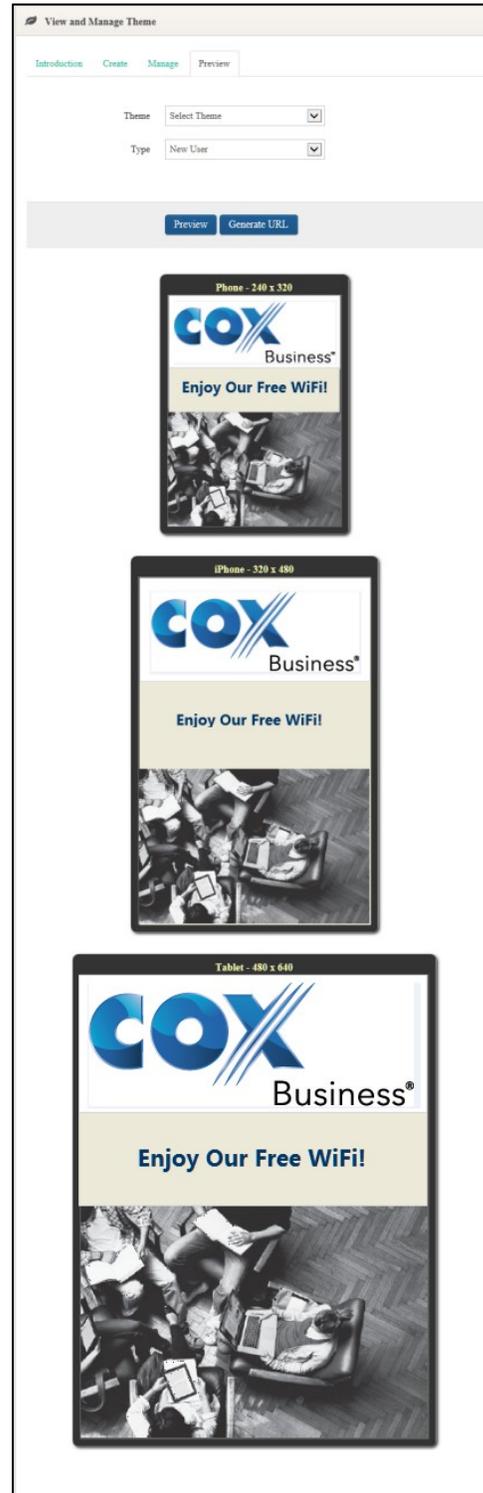
## Preview

This section allows the Property Admin to review the modifications of a theme visually. The inspection can be done inside Arris BI using the Preview Frames or using a system generated URL that can mimic the Guest experience on any device by opening the URL with your browser.

Use the following steps to preview a theme on a device.

1. Log in to myWiFi Dashboard.
2. Click the **Guest WiFi** tab.
3. Click the **Theme** link followed by the **Preview** link.
4. Select the theme you want to review from the **Theme** drop-down.
5. Select the Guest experience you want to review (New or Return user) from the **Type** drop-down.
6. Click the **Preview** button and the theme will load inside each of the preview frames.
7. The system comes with three (3) generic size preview frames mimicking a small smartphone, an iPhone 5, and a tablet. You can test the end-to-end interaction in the preview frames. (**Note:** The preview frames are representative of the screen size, but will not accurately represent operating system and different browser types. To perform such a test, click the **Generate URL** button).

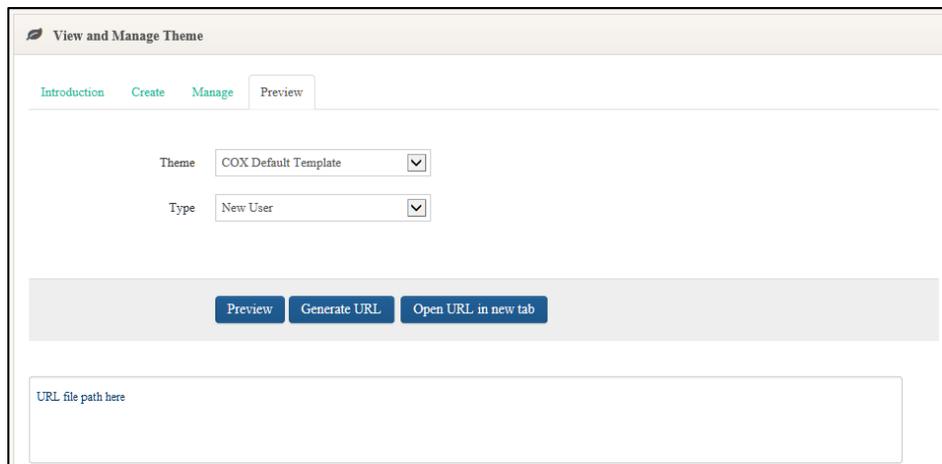
Figure 28. Preview Screen



## How to Generate a URL

1. Select the theme you want to review from the **Theme** drop-down.
2. Select the Guest experience you want to review (**New or Return user**) from the **Type** drop-down.
3. Click the **Generate URL** button.  
**Result:** A text field will appear that contains the URL as well as an **Open URL in new tab** button.
4. To review the theme on other devices, copy the URL from the text field and send it in an email.
5. Open the email on the device you want to test the URL. Click or copy and paste the URL into your browser.  
**Result:** You can test the end-to-end Guest experience without being at the location.
6. To review the theme on the device you are using to access this page, click the **Open URL in new tab** button.  
**Return:** The theme will launch in a new tab inside the browser you are using. You can test the end-to-end Guest experience without being at the location.
7. After you have previewed the theme, you can return to the **Manage** tab and either **Enable** or **Edit** the theme or **Edit**.

**Figure 29. Generate a URL**



The screenshot shows a web interface titled "View and Manage Theme". At the top, there are four tabs: "Introduction", "Create", "Manage", and "Preview". The "Preview" tab is currently selected. Below the tabs, there are two dropdown menus: "Theme" with "COX Default Template" selected, and "Type" with "New User" selected. Below these menus is a grey bar containing three buttons: "Preview", "Generate URL", and "Open URL in new tab". At the bottom of the interface is a large text input field with the placeholder text "URL file path here".

## Additional Support

Please refer to the following sections for help with questions.

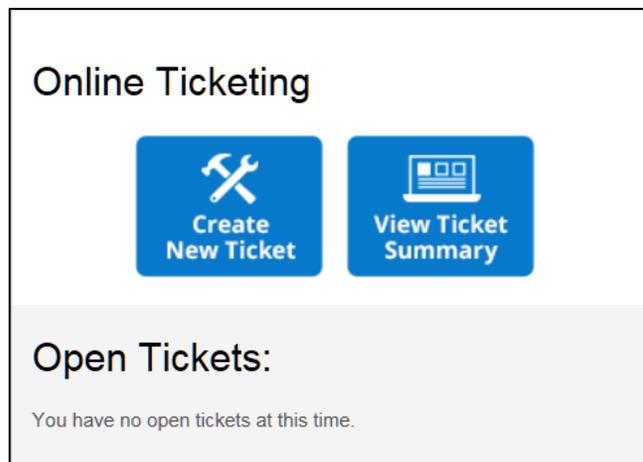
Enter [www.coxbusiness.com](http://www.coxbusiness.com) in your web browser and click the [Support & Resources](#) header. Here, you will find:

- User Guides
- Administrator Guides
- Quick Reference Guides
- Frequently Asked Questions
- How-To, Troubleshooting, and Helpful Info articles

For technical support, call our Managed WiFi Customer Service number at 1-877-984-0175.

You can also log a ticket online by signing in to [Cox Business MyAccount](#) and clicking the [Cox Business Online Ticketing](#) link or the **Create New Ticket** button. Once you have entered a ticket, press the **View Ticket Summary** button to track the status.

**Figure 30. Generate a URL**



*End of Document*