**CREATING VENUES**

You will need to be at Customer level in order to create new venues. Impersonate the Customer you want to create a venue for (or create a new customer first).

1. Clicking the ▤ option at the top left of the screen.

2. The side menu will expand, click **Management** from the list.

3. The sub-menu will appear, select **Venues** (**Locations**).

4. The page will load, by default the Details tab will load first.
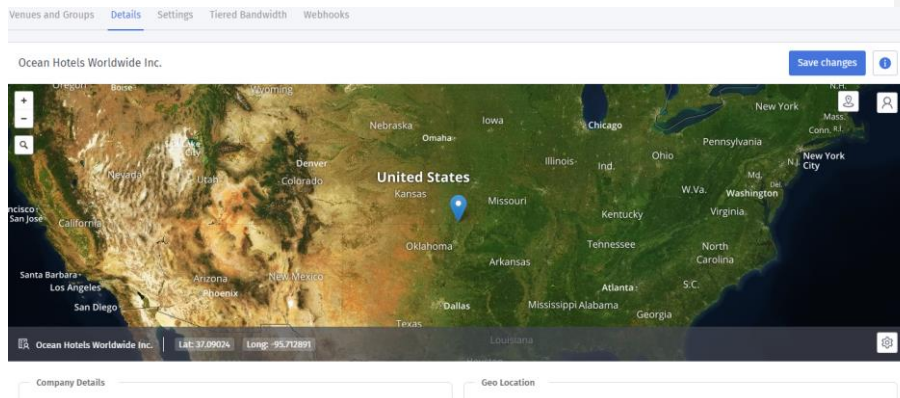
5. Click the Venues and Groups tab.
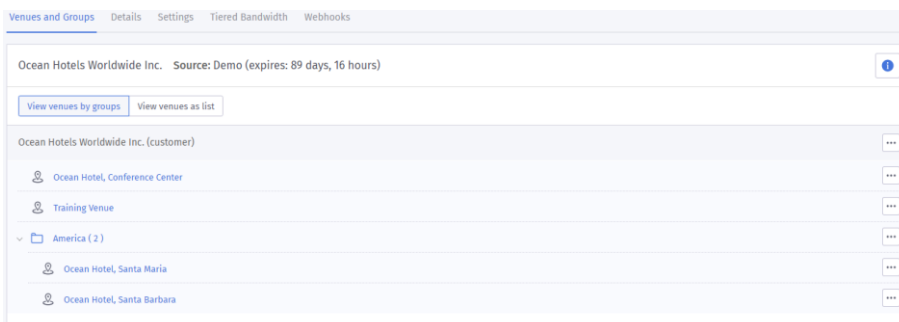
6. By default, the page will load showing **View venues by groups**, this will show any venues currently created and any groups. Also showing how many venues are in certain groups.

7. On the right-hand side, you will see the menu [...] button, there will be a menu option for each level created, so for Customer, Groups and Venues. Each button has specific options for that level, these are as follows.
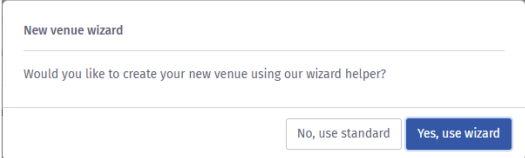
- Customer
  - Add venue
  - Add group

- Group
  - Impersonate
  - Add venue
  - Add group
  - Edit
  - Delete

- Venue
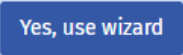 - Impersonate
  - Duplicate
  - Edit
  - Delete

8. To create a new venue, you have two options. To either create a venue under the customer but not in a group or create a venue within a group. You can always add or remove venues from groups.

9. To create outside of the group, select **Add venue** from the Customer menu.

10. To create within a group, if more than one group created, click the menu button for the appropriate group and select **Add venue**. This will then automatically assign the venue within this group.

11. A window will appear, you have two option to create the venue, either using the wizard which will take you through a number of steps in order to capture all the information needed. Or the standard way which will load just the details tab but with empty fields. You would then need to manually go to the different tabs to complete all the required areas.

New venue wizard

Would you like to create your new venue using our wizard helper?
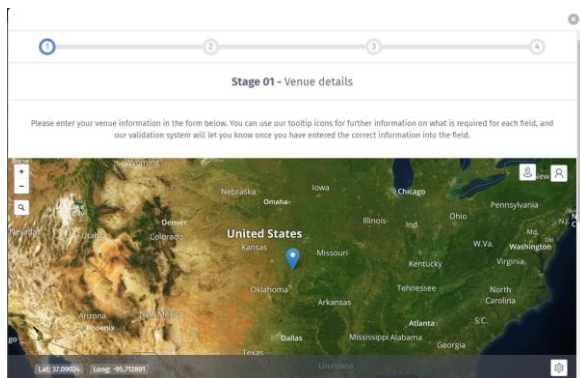
| No, use standard | Yes, use wizard |

12. Click the [Yes, use wizard] button.

13. Another new window will open.
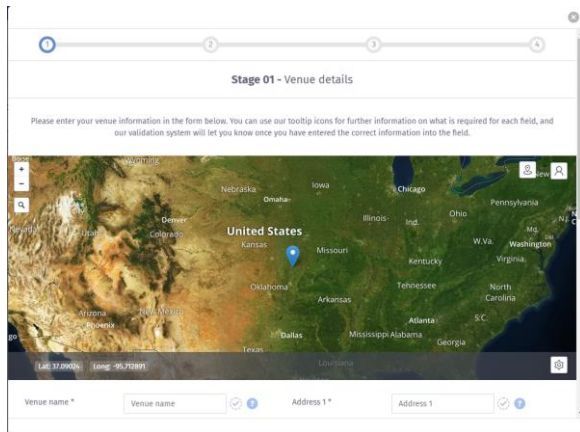
14. There are 4 stages to complete in order to get the venue set up fully.

15. You can cancel the wizard at any point by clicking the button at the top of the new window.

Stage 1 - Location details

1. Fields with a green tick ✓ icon are fields that have valid information already entered.

2. Fields with a grey tick ✓ icon are fields that are empty but will need to be populated.

3. Fields with a red cross ✗ icon are fields that have been missed or the information entered is not valid.

4. Enter the information for the fields that have the ✓ icon, they will then change to ✓ icons once populated.

5. There is a toggle button to specify if this venue is a moving venue or not. The drop-down menu below will display the location type dependant on the select made here. An example of a moving venue is a Bus or Aircraft. **Note: BT Wifi not providing service to these at present.**

6. Click the toggle to either ⬭ or ⬮

7. The Location drop-down as advised is specific to the above choice.

8. Moving venue options:

   - Aircraft
   - Boat
   - Bus
   - Car
   - Ferry
   - Taxi
   - Train
   - Tram

9. Static Venue options:

- Airport
- Bar
- Building
- Café
- Cinema
- Event
- Gallery
- Healthcare building
- Market
- Museum
- Nursery
- Office
- Park
- Religious building
- Restaurant
- Retail outlet
- School
- Shopping mall
- Sports arena
- Theme part
- University

10. Select the location type from the drop-down.

11. The next two fields are the Latitude and Longitude of the venue location; these fields will be prepopulated by the system but you are able to override if required.

12. The last three fields boxes (if a static venue) will be unavailable to change at this point.

13. If the venue is a moving venue then a fourth field box will be present, here you can set **the Max passenger threshold**. This is the maximum number of passengers that the moving venue can accommodate.

14. Scroll down the window, click the [Next] button once all the required fields have been populated.
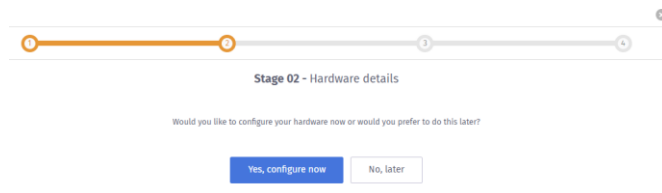
Stage 2 – Hardware details

1. You have two options to select, these are:

2. [Yes, configure now] - Will go to the hardware setup screen.

3. **No, later** - Will skip Hardware and go to the next section of the wizard.

4. Select **Yes, configure now** .

5. Two fields will appear that need data entering, these are:

    - **Router Type** – All supported hardware models are listed.

    - **Router MAC address** – The unique MAC for this specific piece of hardware.
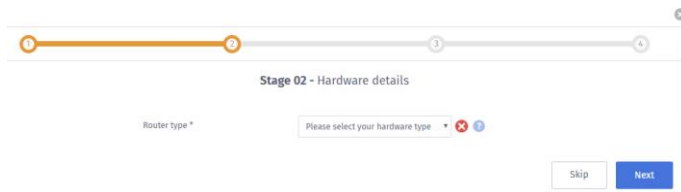
6. Click the Router type drop-down menu and select the correct make and model.

7. Now enter the unique MAC address for this make and model (usually under the device)

8. Once both have had data entered and additional field will appear called **Name**, by default the make and model of the device will appear in this field but you can change this to something more relevant. (this will become useful when applying splash pages to AP's)

9. A number of buttons will also appear at the bottom of the screen, these will vary depending on the hardware selected. If enterprise kit was selected then two buttons will appear, these are:

    - **Download instructions** – this will download pdf step by step instructions on how to activate and setup via the cloud for the selected make and model.

    - **View online instruction** – this option is similar to the above except it will open up an internet browser window and display the relevant instruction for the selected make and model.

Commented [MR1]: 30/03 – Enterprise kit i.e. Kit vendors such as Meraki, Cisco etc. BT only use Cisco at moment, though Guest and Merkai solution may change this.

10. If the hardware selected was non-enterprise then there would be 3 buttons, these are:

- **Download instructions** – this will download pdf step by step instructions on how to flash the specific make and model selected using the Purple WiFi firmware.

- **Download firmware** – this will download to your PC or network the specific firmware file for flashing the selected make and model.

- **View online instruction** – this option is similar to the above except it will open up an internet browser window and display the relevant instruction and download link for the firmware for the selected make and model.
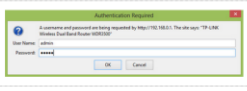
11. Select the relevant button and follow the instructions.

12. Once completed click the **Next** button.

13. If the hardware was flashed, a second set of hardware options will appear back in the portal. (You do not get these options if the hardware is Enterprise, these options would need to be done via its own user interface)

14. You can select and set the following:

- **Public Network 1** - This SSID is always set to Purple WiFi and cannot be edited. This public network SSID can be switched off if required but at least one of the public SSID's would need to be turned on.

- **Public Network 2** - This SSID will be set to the name of the venue and this SSID can be edited to be called anything. As with the other public network it can be switched off if required.

- **Private network** - This is an additional but private network and is aimed for staff use, personal use etc. When switched on, the system will automatically assign an SSID and WPA2 key but these are editable.

15. Click **Next** when ready to continue.

Stage 3 – Social configuration
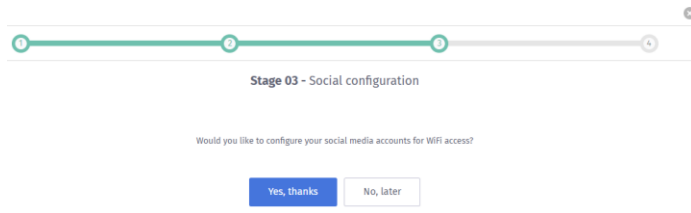
1. You can configure your social media now or skip and complete at a later date as you could with the Hardware stage.
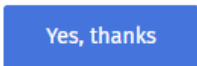
2. Click **Yes, thanks** to complete now.

3. The screen will update, a drop-down list will appear.
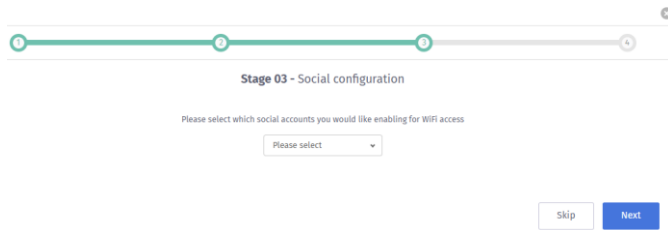
4. Click the drop-down and choose your first social media to enable. The available Social media are:

- Facebook
- Twitter
- LinkedIn
- Instagram
- Vkontakte **(Russian Social Media)**
- Weibo **(Region Specific)**
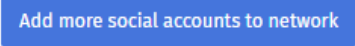
5. You can now add the page URL, Name or ID. (this example is Facebook) You can leave blank if required.

6. Once entered click the **Lookup** button.

7. The system will search for the details entered and return the results.

8. Click **OK** if the search result were correct or **Cancel** if incorrect and you can re-enter the details and try again.

9. Then click **Next**.

10. The screen will now show the social media account that has just been added but as numbers, this is the unique customer ID against this specific company Facebook page. You can click the pencil ✏ icon to edit the account or the ✖ icon to delete it.
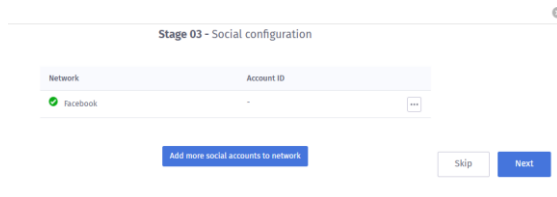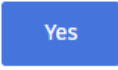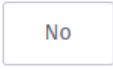
11. You can now also click the button to add any further social media accounts, following the instructions as documented in the previous steps. When the drop-down list appears, any social accounts already added will be greyed out.

12. Once you have finished adding the social media accounts, click .

Stage 4 – Venue Wizard Finished

1. You will now be advised that you have successfully created a venue.

2. You will also be asked if you wish to create another venue using the wizard.

3. Select either or .
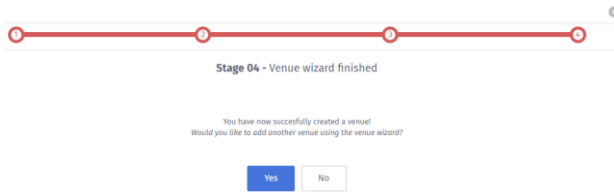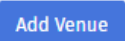
4. If you selected No you will then be redirected back to the venue management area. If you selected Yes you will be taken through the wizard again.

Creating a venue manually

If you do not want to use the wizard you can add venues manually. Follow the above instructions but when you are presented with the wizard option select **No, use standard**.

New venue wizard
Would you like to create your new venue using our wizard helper?
No, use standard   Yes, use wizard

5. The screen will update; the **Details** tab will appear at the top of the map.

6. Enter the venue's details.

7. Once completed, click the **Add Venue** button.

8. The screen will again update and the Map will change to the location of the venue.

9. A number of tabs will also have appeared above the map. You will need to go through each and setup as required.

10. The tabs are:

- **Details** - This displays the venue information; this can be edited if required.

- **Hardware** - This displays any hardware assigned to the venue and the ability to add further hardware if required.

- **Access Methods** - This will display the 7 social media platforms you can use for the authentication process.

- **Linked Networks –** This is where the venue/customer owner adds their social media details to allow social feed on the access journey, Facebook reports and sending social updates

- **Settings** - This is where you can set your venue specific options.

- **Tiered Bandwidth** – This is where you can turn on and set the required options.

Details Tab

1. To edit the **Details** captured initially and set additional options, click the **Details** tab.

2. Edit or enter the new information into the required fields.

3. On the right of the screen are the **Geo Location** options, from here you can set the following:

Geo location

[ ] Moving

Location type   Choose... ▾

Latitude   37.09024

Longitude   -95.712891

- **Moving** – This option can be switched on or off if the venue is a moving venue or not. Depending on what is selected here will determine the content of the next drop-down menu.

- **Location type** – As per above the contents of this drop down will be determined by the selection above.

- **Latitude** – The ability to manually set the latitude details for the venues location

- **Longitude** - The ability to manually set the longitude details for the venues location

4. We then have **Tags**, this is where you can create custom tags for your venue. By utilising these tags, you can easily filter your reports and gather valuable venue data tailored to your needs.

5. To create a **Tag**, click into the empty field box and type the details for the name of the first tag. Tags always appear in lowercase and cannot contain spaces, but you can separate words with dashes.

Tags

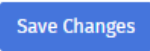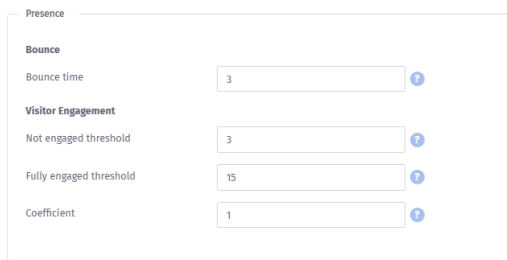[   ]

6. Press **Enter** or **Space bar** to create, the new tag will then appear.
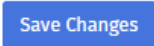
Tags

[training ✕ |]

7. If you wish to create another tag, simply follow the above instructions again. There is no limit to the number of tags you can create.

8. Once you have finished creating your tags, you will need to save the changes. Click the **Save Changes** button. The tag will now be able to use for filtering when at **Customer level**.

9. You can also set the **Presence** options for all the venues (if a live license and supported hardware), this option will be greyed out unless activated at customer level and the venue given the access to change the details.

10. If accessible, then the Bounce and Visitor Engagement settings can be set.

11. The area is broken down into two areas, **Bounce** and **Visitor Engagement**. Each area has fields to enter the required details.

12. The first is **Bounce**, from here you can set the time in minutes that a device must have dwelled for to be considered **seen** at a venue.

13. Click into the field and enter the required time.

14. Next is **Visitor Engagement**, here you can set the dwell limit again in minutes for a device to be considered **not engaged** and **fully engaged** within a venue.

15. Click into the two separate fields and enter the required time.

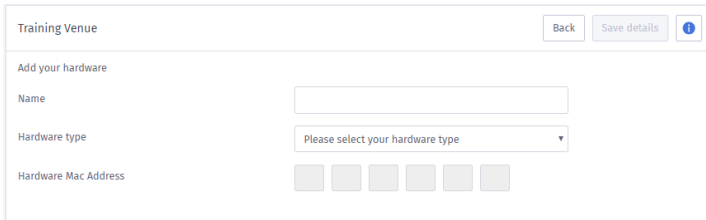16. Click the **Save Changes** button

Hardware tab

1. Click the **Hardware** tab

2. All hardware will be listed, click the ··· icon

3. Depending on the hardware installed will determine what options are available

4. The available options are:

- **Edit** - Allows you to edit the name, router type and Mac address.

- **Config** - Will bring up the second set of network options.

- **Status** - Gives current router status, last polled, external IP, internal WAN IP, Model, firmware version, MAC address, VPN status, any connectivity outages and active WiFi users.

- **Diagnostics** – Shows the router status, MAC address of logged in users and a number of diagnostic options. (This is for non-enterprise hardware so only routers flashed with the Purple firmware)

- **Delete** - The ability to delete the hardware.

5. To add new **Hardware** to the venue, click the [Add hardware] button. The screen will change, allowing you to add the hardware details.

Training Venue		Back	Save details	ⓘ
Add your hardware				
Name				
Hardware type	Please select your hardware type ▾			
Hardware Mac Address	▢ ▢ ▢ ▢ ▢ ▢			

6. First, we need to add a name for the hardware (if this field is left blank the model number will be added as default).

7. Select the **Router type** by clicking the drop-down menu, all supported routers will be displayed. If your hardware is not in this list please contact your account manager.

8. Now enter the **Router Mac Address** into the available boxes (you can find this underneath the hardware itself).

9. When all details have been added, three additional buttons will appear, these are:

- View Manual Online
- Download Manual
- Download Firmware (Flashed Routers only)

10. Clicking the **Download Manual** button, this will take you to the support site and specifically to instructions on your hardware. The make of the hardware will determine the instructions. If the hardware can be flashed with our firmware you will get instructions on how to flash your router and also a link for you to download the firmware. If it cannot

be flashed the instructions will be specific on how to activate via the cloud and the hardware own user interface.

11. You will now need to complete the setup process for the hardware, this will either be flashing the hardware or setting up within the cloud using the instructions just given.

12. Click the **Save details** button.

13. If the hardware is Enterprise and has been configured within the cloud for that make and model, the screen will return to the Hardware tab default page.

14. If the hardware was flashed with the Purple firmware, then a second screen will appear.

15. This will first display the available SSID's, there will be two public SSID's and one Private.
16. The two public SSID's names will be automatically added, the first being Purple WiFi. This is not editable but can be turned off using the toggle button.

Purple WiFi

Commented [MR3]: 30/03 – BT need to configure the controller with all SSiD details for them to work.

17. The second will pick up the venue name and use this information, but this is editable so can be named as required. Or again turned off using the toggle button.

Training Venue Free Wifi
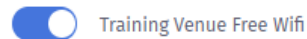
18. The private SSID will again pick up the venue name but will add the word private to the end. It will also add a WPA2 key. Both these again can be edited and turned off as required.

Private network

Training Venue Private

| Private SSID | Training Venue Private |
| WPA2 key | 73xZjF@b |

19. Next, we have the **Hotspot Settings**:

- **Download speed limit** - The maximum download speed the user will be limited to.

- **Upload speed limit** - The maximum upload speeds the user will be limited to.

- **Allow HTTPS redirection** - Setting to Yes will force quest users to be redirected to the splash page if they try to access a HTTPS (SSL) website whilst not yet authenticated.

- **Guest IP subnet** - If you require a different network subnet to be provided to guest users, please change it here. We recommend you do not change from the default 10.1.0.1

- **Guest IP subnet Mask/CIDR** - If you require a different subnet mask, please change it here. We recommend you do not change from the default 255.255.255.0

- **Primary DNS Server –** Please enter the primary DNS server you wish to use. Please note, by default this is 8.8.8.8. If you have content filtering from us this will be set here so please do not modify.

- **Secondary DNS Server -** Please enter the secondary DNS server you wish to use. Please note, by default this is 8.8.4.4. If you have content filtering from us this will be set here so please do not modify.

- **MAC blacklist** - Enter any device MACs here (one per line) which you wish to block from accessing the network. i.e. AA-AA-AA-AA-AA-AA, BB-BB-BB-BB-BB-BB.

20. We then have the **Wireless Radio settings**,

- **2.4 GHz Channel** - This is the 2.4 GHz wireless channel that the router will broadcast on. This should typically be changed if you are experiencing interference on due to too many other wireless routers in the area. Channels 1, 6 and 11 are the best to choose from.

- **2.4 GHz TX Power** - This is the 2.4 GHz wireless transmit power that the router will be using. We do not recommend this is modified unless advised by our support team.
- **5 GHz Channel** - This is the 5 GHz wireless channel that the router will broadcast on. This should typically be changed if you are experiencing interference on due to too many other wireless routers in the area.

- **5 GHz TX Power** - This is the 5 GHz wireless transmit power that the router will be using. We do not recommend this is modified unless advised by our support team.

21. At the very bottom of the page are the new login details for the flashed hardware. Now it has been flashed with the Purple firmware it has a new user interface, new HTTP address and so the user name and password will have changed.

22. Once you have set these additional options, click the **Save settings** button.
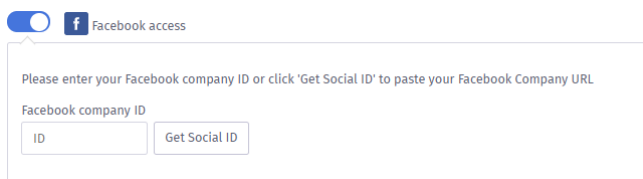
23. The screen will update, advising that your hardware was successfully added. You can now add further hardware if required.
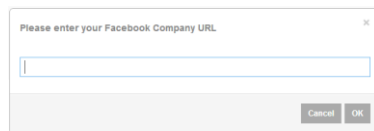
Access Methods tab
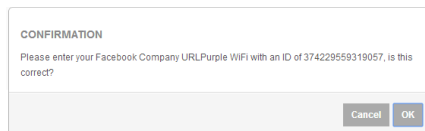
1. To enable a **Social** link, click the Social tab.

2. Click the toggle button from to for social media to enable.

3. The area will expand; you can now enter the details of the social account you are to add.

4. To enter the details click **Get Social ID**.

5. Enter the details and click .

6. A confirmation message will appear giving the ID. If the profile could not be found the message would advise this.
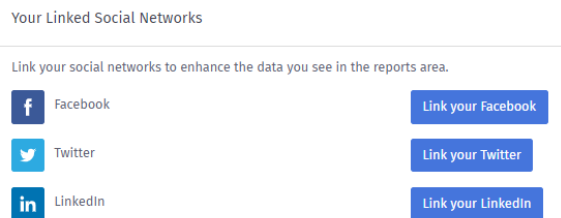

7. Click

8. The ID will appear in the empty field box.

9. Once completely finished adding accounts, click at the bottom of the page.

10. To disable a **Social** link, click the Social tab.

11. Click the toggle button off

12. The social access will now be disabled.

Linked Networks tab

1. To link your **Social Network**, click the relevant social media link option. You have three options, these are:

   - Facebook
   - Twitter
   - LinkedIn

2. You will be taken to the relevant site and asked to login and Allow Access.

3. Follow the instructions and you will then be redirected back to the portal.

4. Your social network is now linked to the portal
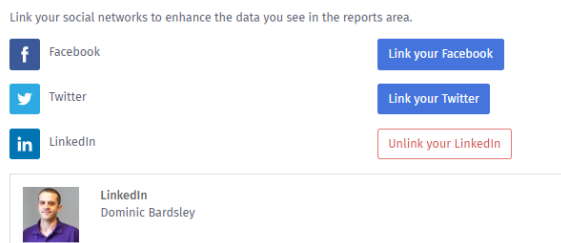
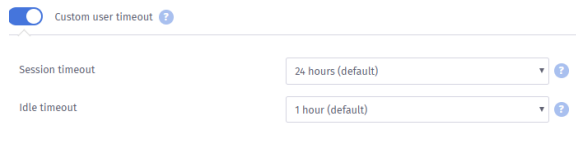5. Click the [Unlink your LinkedIn] button to unlink the account.

Settings tab

There are numerous options to set, these are:

- Custom user timeout
- MAC Authentication
- Enable Profile Portal
- Add custom splashpage SSIDs
- Speed Capping

Custom user timeout

1. Click the toggle button to on .

2. The area will expand and display two drop-down menus', these are:
    - Session timeout
    - Idle timeout

3. You can set the Session timeout from 30 minutes to 24 hours, the default is 24 hours.

4. The Idle timeout can be set from 5 minutes to 24 hours, the default is 1 hour.

MAC authentication
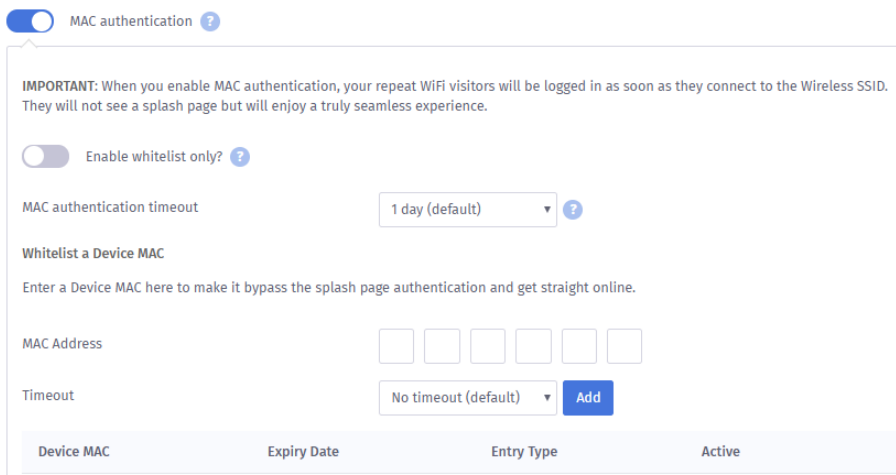
Turning this option to 'On' will authenticate repeat WiFi visitors as soon as they connect to the Wireless SSID. They will bypass the splash page authentication and get straight online.

1. Click the toggle button to on .

2. The screen will expand and the following options will appear:

3. **Enable whitelist only** - turning this option on will only allow devices that you manually enter to use MAC authentication, rather than user who logged in through the splash page.

4. **MAC authenticated timeout** – Clicking the drop-down will allow you to set the timeout, if set to 'No timeout' repeat visitors get straight online every time. Setting a time-based option will take them to the splash page once the MAC authentication entry has expired.

5. **Whitelist a Device MAC** – Enter a Device MAC to make it bypass the splash page authentication and get straight online. Below this heading will be an area to add the MAC address and set the timeout. Once the MAC address has been added it will appear at the bottom displaying the relevant details set

Enable Profile Portal (Inherits:Enabled)

This enables the Profile Portal for this Venue, you have the options to either:

- **Disable** – Turns off the Profile portal for customers
- **Inherit** – Will pick up what is set at the level above
- **Enable** – Enables the Profile portal

Add custom splashpage SSIDs

For use with integrations where you have more than one SSID set to the AP. You can use this toggle to add another SSID to our systems so that you might assign a specific Access Journey to your secondary SSID. To turn on:

1. Click the **Add custom SSID** toggle button to .

2. The area will expand.

3. Enter the name of the SSID.

4. Click the **Add** button.

5. The new SSID will appear at the bottom of that area.

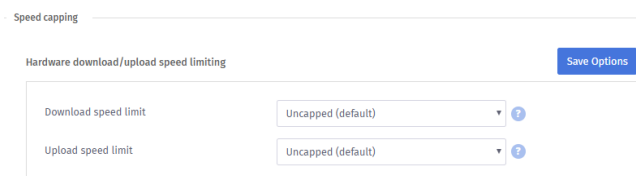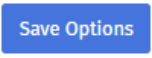**Your current splashpage SSIDs**

Training SSID   [...]

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6. Clicking the menu [...] button will give you options to edit or delete the new SSID created.

Any SSID's created at customer level will not be visible at venue level, the venue would need to turn the option on following the above instructions and create their own SSID's for that venue. If the venue is accessed using a customer login, then all SSID's created at any level will be visible.

Speed capping

You can cap the speed the users can access, you have options to cap the upload and download speed limit.
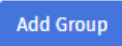

1. To cap the Download speed limit, click the drop-down. By default, it is set at **Uncapped**.

2. The options to set for the download capping, range from 256 kbps to 8 Mbps, select the required speed from the drop-down.

3. To cap the Upload speed limit again click the drop-down. By default, it is also set at **Uncapped**.

4. The options to set for the upload capping, range from 128 kbps to 8 Mbps, select the required speed from the drop-down.

5. To save the changes click the [Save Options] button.
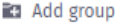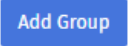
Creating Groups

1. To create a group, click the Customer menu [...] button. Then select Add group
   [Add group]

2. The screen will update and you will be taken to the details area for the new group.

3. You can now fill out the details for the group. The fields are not mandatory so you do not need to complete all. But a group name is required.

4. Once you have added the required fields click the **Add Group** button.

5. The group will be created and appear in the list at the bottom of the venues.
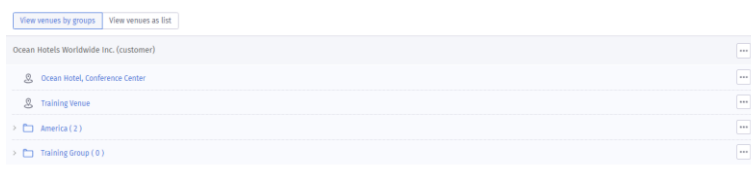
6. To add venues to the group, drag and drop the required venue onto the top of the group, the venue will then be added and a number will appear next to the group to show the number of venues within that group.

7. To remove a venue, again drag and drop the venue outside of the group. The venue will then be removed.

8. You can create as many groups as required and can create groups within groups.

9. To add a group within a group, click the menu **...** button for the group you wish to add a group to and select **Add group**. Follow the above instructions and once **Add Group** is clicked, the group will be created within the first group.

Menu options

1. You can edit the details by clicking the menu ⋯ button next to the venue you want to edit and then selecting the edit ✎ Edit option.

2. This will then take you back to the Details screen, where you can make your amendments.

3. You can delete either a group or venue by again clicking the menu ⋯ button and selecting the delete 🗑 Delete option.

4. A window will open asking you to confirm the deleting the venue
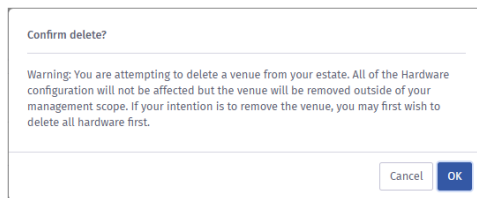
5. Click the OK button.

6. You can also duplicate an existing venue, this will make the process of creating a lot quicker as the majority of the information will already be added.

7. Once clicked, you will jump to the details tab for the new duplicated venue, you can now edit these details, delete and add as required

8. To impersonate a venue or group view, select the Impersonate option from the menu, you will then be taken to the dashboard for the venue or group.