



SIMPLIFI CONNECT + CAPTIVE PORTAL USER GUIDE



Advanced Connectivity
For Vacation Rentals

Find out more at www.simplifistay.com • Email us at hello@simplifistay.com • Call us at 239.300.2165

More Branding and Revenue Opportunities Create a Better Customer Experience

The Simplifi Connect Captive Portal feature captures missed opportunities by turning all property visitors into Pro-Active Leads with a branded WiFi network access point. The captive portal requires that customers enter an active email address to gain internet access. When guests log into the WiFi we can also link to a landing page of your choosing.

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Getting Started With This Guide

Step 1 - Identify your existing network layout using the 'Failover + IoT Configuration Guide' on page 3 of this document. Remember to identify any smart devices that are currently connected to your existing network.

Step 2 - Plug in your Simplifi according to your network layout.

- Internal IoT enabled or smart devices stay on your existing network.
- New guest devices will be directed to login into the new Simplifi SSID

Step 3 - Update WiFi name (SSID) and password instructions on all forward-facing customer documentation including welcome books, tablets, stickers, etc.

Top Frequently Asked Questions

1. What if I want failover on my Smart Devices & guest devices?

Send an email to support@simplifistay.com to help configure a dual network WiFi connection using Simplifi. This has to be done locally while connected to Simplifi and typically requires someone with a little more technical knowledge. Overall, you would be setting up two networks within Simplifi;

- A secured network for your internal devices with a special password that the guest can't access.
- A second secured network with the captive portal enabled for guest access.

2. What if I want to change my SSID and/or password names?

A: If using the Simplifi Lines Call Center solution, your agents have the ability to change these remotely using our Agent Console.

B: If you are not using the Simplifi Lines Call Center, you will have access to a dashboard to log in and remotely configure and manage your devices including checking device health and updating network name and password.

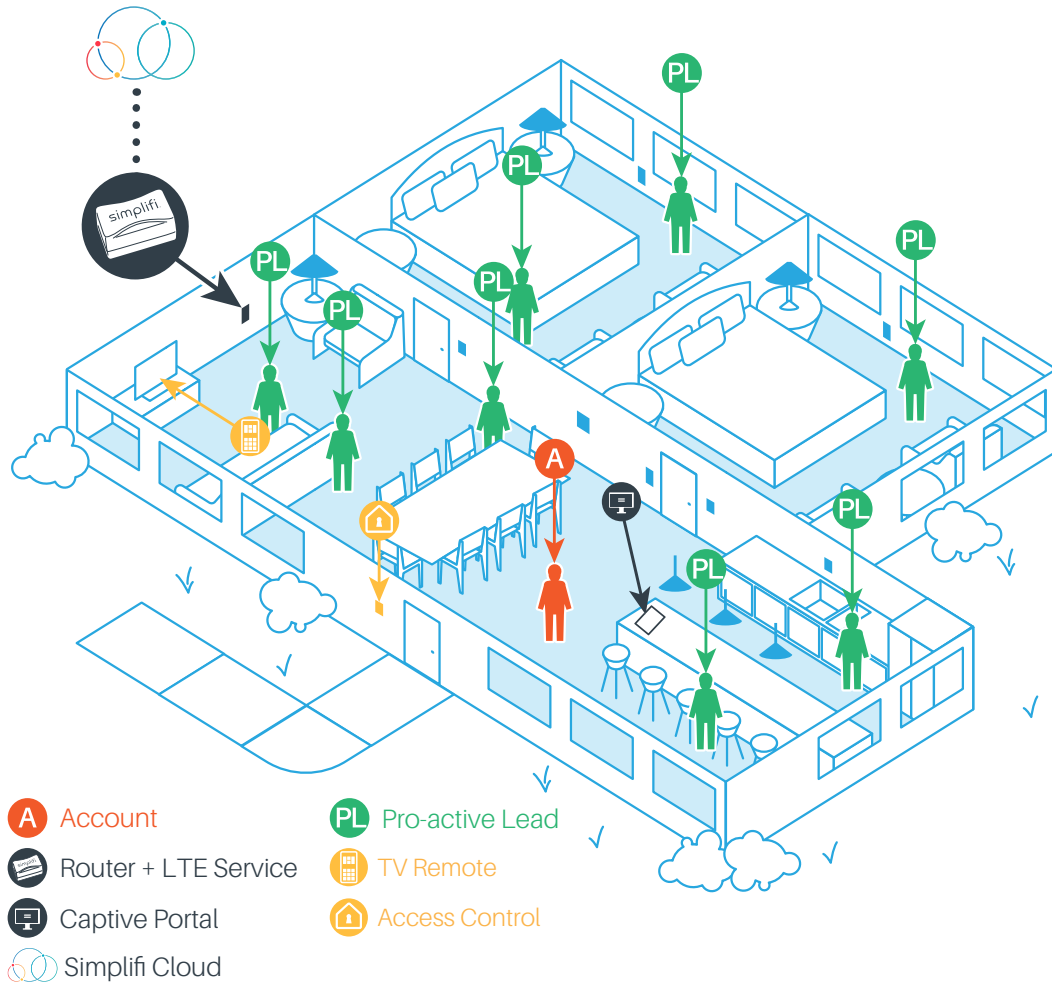
- Keep in mind that once the SSID and passwords are changed, you will need to update your printed materials.

3. How will I know the device health and/or captive portal email history?

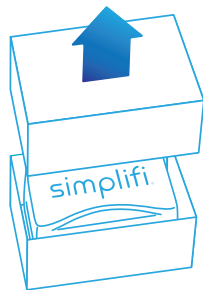
A: If using the Simplifi Lines Call Center solution, your agents have the ability to view the device health as well as view the login history of the captive portal in a list view and per property. You can also download this file into a CSV format.

B: If you are not using Simplifi Lines Call Center, you will have access to a dashboard to log in and view, search and export your email history.

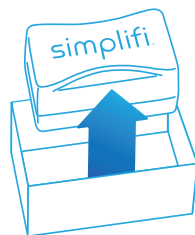
Take Control Of Your Vacation Rental When You Super-charge It With SimplifiStay



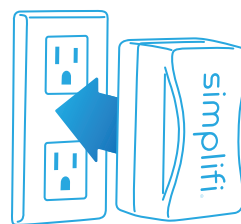
Reliable Internet Doesn't Have To Be Complicated



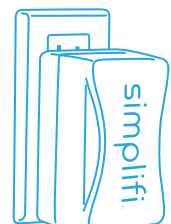
Open Your Box



Remove Simplifi



Plug Into The Wall



Get Connected

Failover + IoT Configuration Guide

Identifying Your Network For Failover Protection

Setting up your network with Simplifi's powerful built-in failover protection capabilities starts with properly identifying your current network structure and business needs. Answer the questions below to identify the proper configuration for your unique business needs.

What type of modem does your network use?

Determine what type of device is at the start of your network. Your ISP has provided you with either a standard modem or a modem with built-in WiFi capabilities.

Does your network utilize a secondary WiFi router?

If your network uses a secondary WiFi router for your wireless network you will use either Configuration C or Configuration D.

Does your network utilize a LAN/Ethernet switch?

Do you have multiple devices connected to your network through a standard LAN/Ethernet switch? Devices that are not connected through a wireless network?

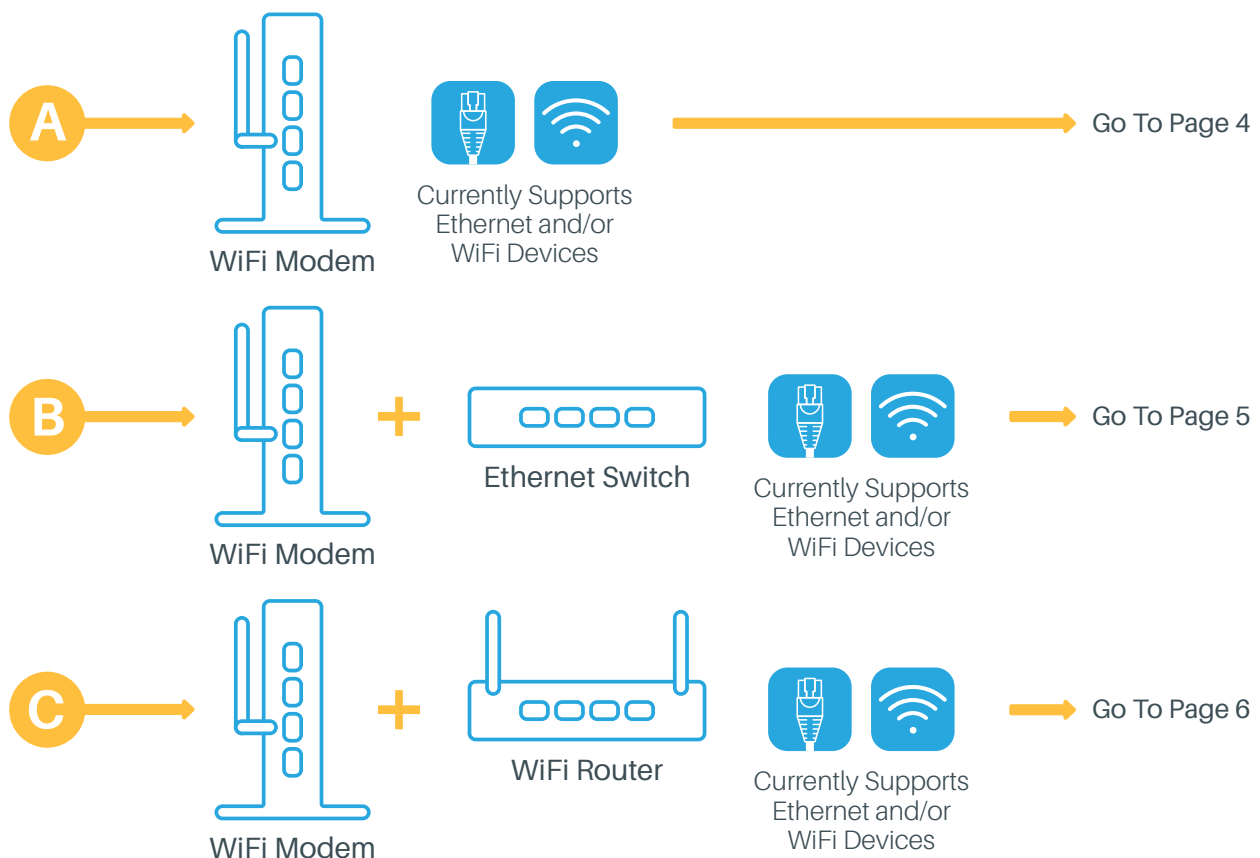
ADVANCED NETWORK CONFIGURATION

Advanced network configurations could include installing Simplifi on a Firewall in a network, PBX or VoIP failover situation. If your network is setup with advanced functionality, than special assistance may be necessary.

Please contact your IT or network administrator for help in setting up Simplifi on your business network.

Note, to use the Network Insurance feature of your Simplifi you will need to have an existing cable internet service provider to act as a primary internet connection.

Identify Your Existing Network



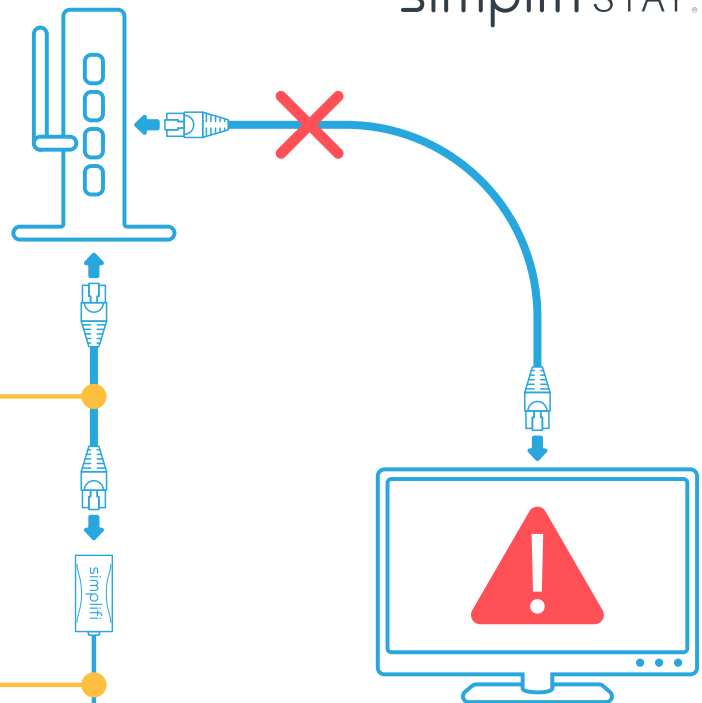
Failover Configuration A

Follow the steps below if your current network is comprised of a modem without WiFi capabilities built-in. These steps will walk you through setting up Simplifi to act as your WiFi router. This solution is great for networks that do not need LAN/Ethernet connections.

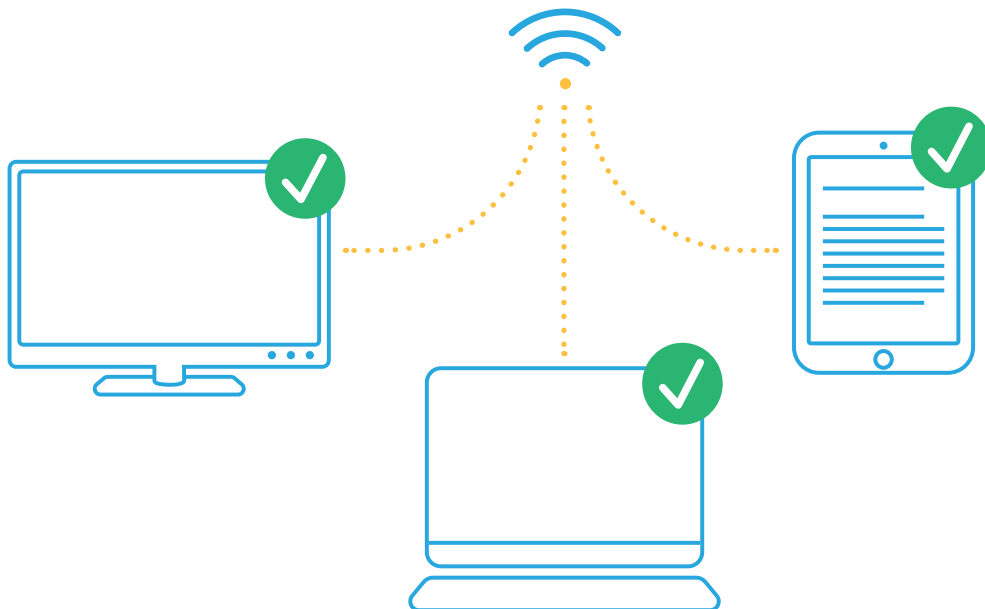
- 1 Ethernet Cable From Modem**
 Plug in an ethernet cable from your existing modem to the ethernet port on the Simplifi USB dongle.

- 2 Simplifi USB Dongle**
 Plug in the Simplifi USB dongle into the USB port on the side of the Simplifi router.

- 3 Simplifi WiFi Connections (PROTECTED)**
 Connect any devices needing failover protection to the Simplifi WiFi network.



Any devices connected directly to the modem will not be protected from failover.



Failover Configuration B

Follow the steps below if your current network is comprised of a WiFi enabled modem and utilizes a switch downstream. This solution is great for networks that need LAN/Ethernet connections.

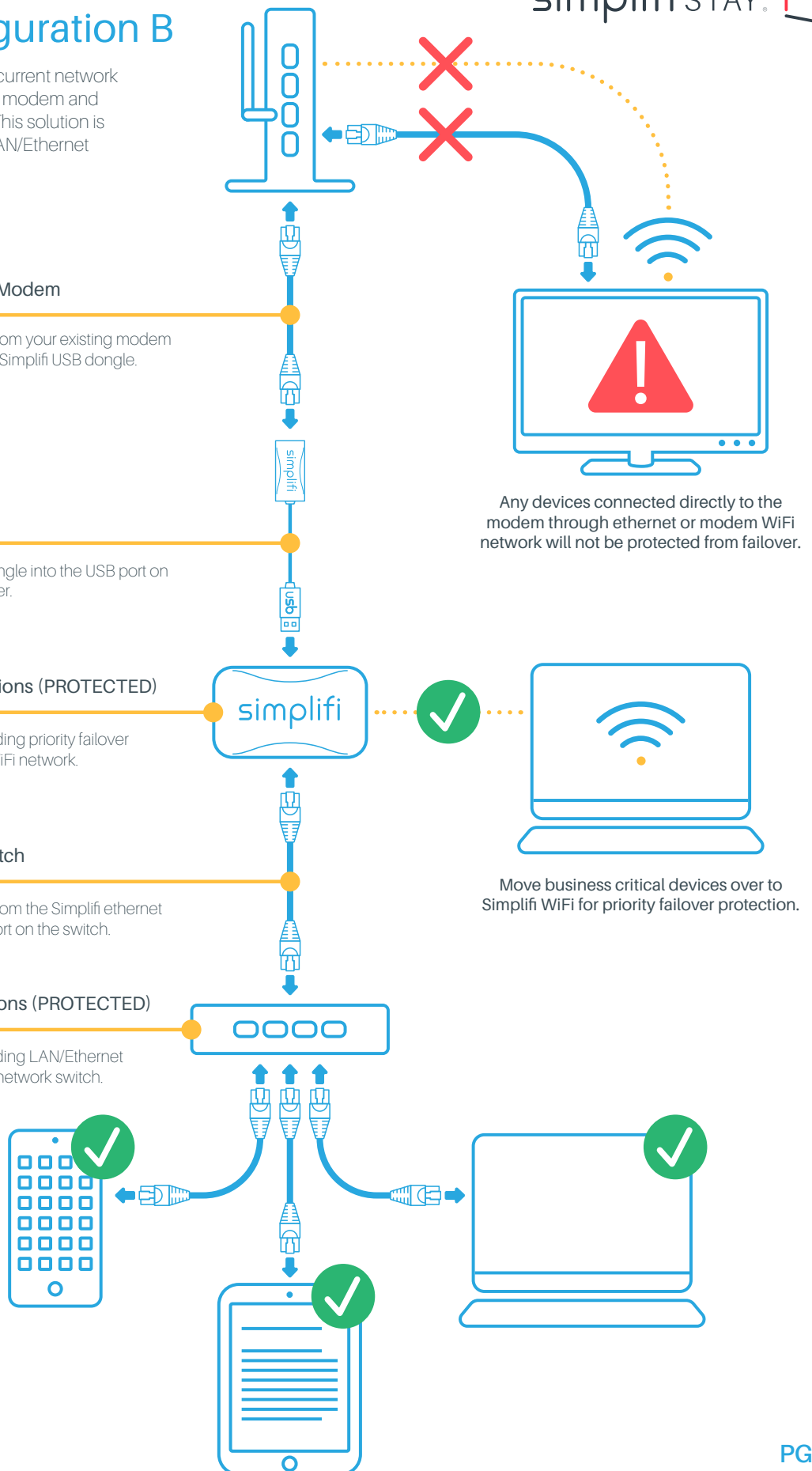
- 1 Ethernet Cable From Modem**
Plug in an ethernet cable from your existing modem to the ethernet port on the Simplifi USB dongle.

- 2 Simplifi USB Dongle**
Plug in the Simplifi USB dongle into the USB port on the side of the Simplifi router.

- 3 Simplifi WiFi Connections (PROTECTED)**
Connect any devices needing priority failover protection to the Simplifi WiFi network.

- 4 Ethernet Cable to Switch**
Plug in an ethernet cable from the Simplifi ethernet port the ethernet supply port on the switch.

- 5 Switch LAN Connections (PROTECTED)**
Connect any devices needing LAN/Ethernet failover protection to your network switch.



Failover Configuration C

Follow the steps below if your current network is comprised of a WiFi enabled modem but utilizes a secondary WiFi router as a primary network connection. This solution is great for networks that need LAN/Ethernet connections and a WiFi network.

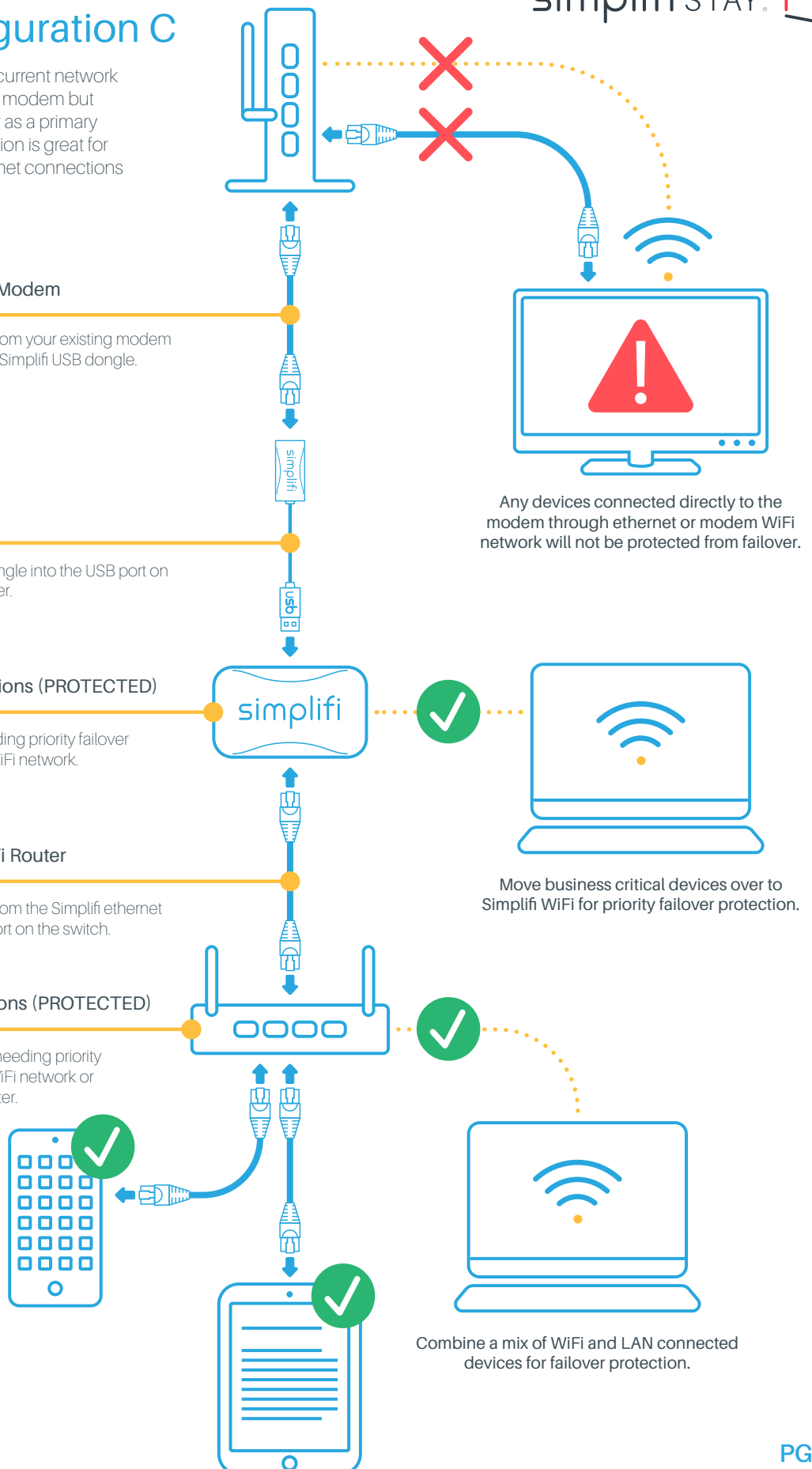
- 1 Ethernet Cable From Modem**
Plug in an ethernet cable from your existing modem to the ethernet port on the Simplifi USB dongle.

- 2 Simplifi USB Dongle**
Plug in the Simplifi USB dongle into the USB port on the side of the Simplifi router.

- 3 Simplifi WiFi Connections (PROTECTED)**
Connect any devices needing priority failover protection to the Simplifi WiFi network.

- 4 Ethernet Cable to WiFi Router**
Plug in an ethernet cable from the Simplifi ethernet port the ethernet supply port on the switch.

- 5 WiFi Router Connections (PROTECTED)**
Connect any devices not needing priority failover protection to the WiFi network or LAN ports on the WiFi Router.



Build Your Brand With A Unique Captive Portal Design That Speaks To Your Guests

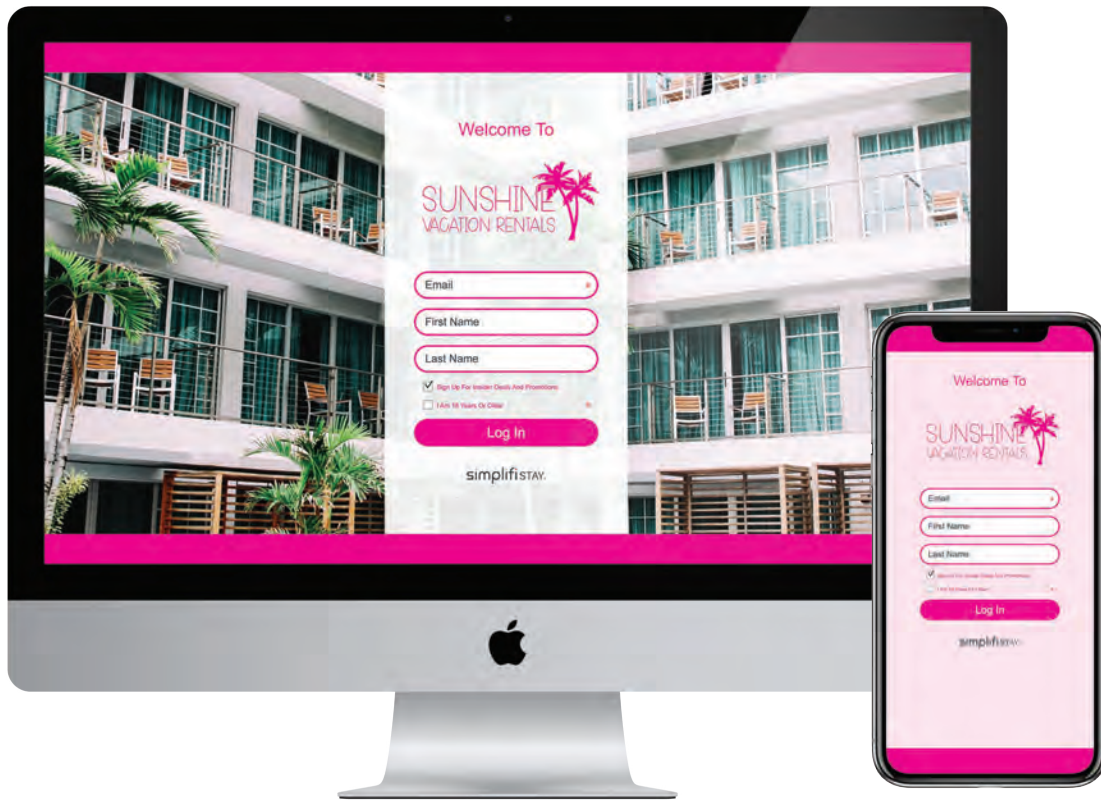


Plus, automatically redirect your guests to your website or a website of your choosing after logging on to the rental property guest WiFi network.

Captive Portal Customization Workflow

- Phase 1 - Collect your logo, image, text, and terms to send to Simplifi.** Also include a list of addresses and WiFi passwords for each property location.
- Phase 2 - After submitting required files, we'll send you a final design for review and approval.**
 - During this phase we'll visually lay out the design and code your unique captive portal.
- Phase 3 - Once the final design of your captive portal is approved we'll prepare your devices for deployment to your rental properties.**
 - During this phase we'll test and configure your devices.
- Phase 4 - Lastly, we'll send your devices to you for installation into your rental properties.**
 - Please remember to review the entirety of this document as it contains important information such as how to deploy your device and captive portal into your existing WiFi network.

Example Captive Portal Designs



Example Captive Portal Designs

