Midco Wi-Fi Pro
Quick Start Guide

Get the most out of Midco Business® Wi-Fi Pro with these handy instructions on using and managing your new business Wi-Fi system through the intuitive app.

Contents

The right connection for your business.

Thank you for choosing Midco® for your business Wi-Fi service. Your Midco Business Wi-Fi Pro is set up and ready to go!

We hope you find this quick start guide to be a helpful resource. More helpful tips and tools can be found at **Midco.com/Business/Support**. Our website offers step-by-step instructions, advanced setting information, answers to frequently asked questions, common troubleshooting solutions and so much more.

Your experience matters to us. If you have additional questions or need further assistance, contact our business support team at **1.800.888.1300**.
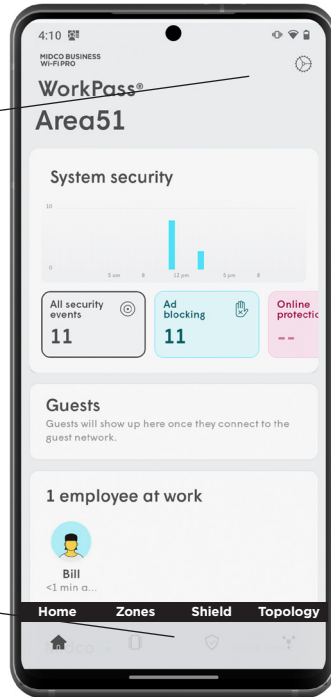
Midco Business Wi-Fi Pro App

Compatible with most iPhone and Android smartphones. App not working? It is frequently updated. Make sure you have the latest version on your phone.

iOS

Android

Settings

Navigation Bar

Downloading the App

The Midco Business Wi-Fi Pro app is available on the App Store and Google Play.

In-app Customer Support

Contact our team from the app!
1. Navigate to the **Settings page**.
2. Tap **Contact us** to send an email, or tap **Call us** to call or send a text.

Web App

Need to manage your Wi-Fi Pro system on a computer or device without the Wi-Fi Pro app? Visit **https://web.workpass.plume.com/**.

Note: Co-admins (created by the admin) cannot access the web app. Not all Wi-Fi Pro mobile app features are available.

Login and Account Management

Changing Your Location Name
1. Navigate to the **Settings page**.
2. Scroll down and tap **Account**.
3. Tap on the ⋮ icon next to the location you want to rename.
4. Tap **Rename** location.
5. Enter the new location name and tap on **Save**.

Logging In by Password or Magic Link

Passwords are not required to sign in. You can have a **Magic Link** sent to your email each time you or an account manager log in. To use a password, select the small print that says you prefer to sign in by password on the login screen.

If you manage multiple locations, you will be prompted to choose a location when you log in.

Updating Your Login Password
1. From the login screen, select the small print that says you prefer to sign in by password.
2. Tap **Forgot password**.
3. Follow the instructions to update your password.

Inviting a New Admin

You can easily invite other managers or supervisors to help you administer your network – without needing to share your own credentials.
1. Navigate to the **Settings page**.
2. Scroll down and tap on the **Account** section.
3. Tap on **Invite new admin** under your desired location..
   – The invite is to manage a single location only. An admin can be assigned to multiple locations, but you must submit an Invite new admin request for each location individually.
4. Enter the **first and last name** and email of the person you want to be your new admin. Tap on **Done**.

5. An email invitation will be sent to your new admin containing a single-use Magic Link. Until the invitation is accepted, the admin will be shown as **Invitation pending**.

Once the invitation is received, clicking on the link will prompt the user to download the Midco Business Wi-Fi Pro app if they do not already have it installed. They will also need to accept the terms and conditions to manage the network.

Pods

Naming Pods

By default, pods are assigned Room 1, Room 2 and so on. You can rename pods to differentiate their location. There is an 18-character limit. Emojis can be used.
1. Navigate to the **Settings page**.
2. Tap the ⋮ icon beside the pod you want to rename.
3. Enter your new pod name and tap **Save**. You can also add and delete pods from the ⋮ dropdown menu.

While being renamed, the LED on the pod will blink, making it easier to identify.

Connecting Devices Into the Pod Ethernet Port

You will enjoy slightly faster speeds on your device when you hardwire them to a pod by an Ethernet cable. Each pod has extra Ethernet ports available for connecting devices. If additional ports are required, you can add an 8-port unmanaged switch for a one-time charge. You can also create networks with multiple gateways and pod-to-pod Ethernet connections.

Enabling or Disabling a Pod's Ethernet Port

We recommend disabling the Ethernet ports for LAN connections if the pod is physically accessible to guests or employees since Ethernet-connected devices are always connected to the Secure zone.
1. Tap the ⋮ icon beside the pod you want to enable or disable.
2. Move the toggle.
3. Select **Disable** or **Enable**.

Security

How Shield Protects Users and Guests

When Shield™ features are applied at the network level, all devices connected to your Wi-Fi Pro network will be protected – including your guests. There is no way to provide protection to only your guests without applying the same protection to your Secure and Employee zone devices.

Shield Feature	Network Level (Guest, Secure and Employee)	Employee Level	Device Level (Secure and Employee)
Content Access	✔	✔	✔
Online Protection	✔	✔	✔
Advanced IoT Protection	✔		
Adblocking	✔	✔	✔

Access Zones

All access zones provide internet access, although the local access requirements and your business needs determine which zone should be used for each device.

Secure Zone
– Point of sale (POS)
– Ethernet-connected devices
– File servers and network-attached storage (NAS)
– Security cameras and other security equipment
– IoT devices
– Smart displays

Ethernet-connected devices are automatically placed in the Secure zone. Devices in the Secure zone can access each other over the local network.

Employee Zone
– Employee laptops
– Employee mobile phones
– Employee tablets and smart devices

Guest Zone
Only screen-enabled devices, such as mobile phones, tablets, and laptops, can connect to the Guest zone because they need to sign in.

Updating Access Zone Names and Passwords
1. Navigate to the **Settings page**.
2. Tap the **>** icon next to the network you wish to edit (Secure Wi-Fi, Employee Wi-Fi or Guest Wi-Fi).
3. Tap the icon next to the Wi-Fi name or password.
4. Update and tap **Save**.

Secure Zone Support

About Device Groups

- Device groups make it easier to share local access to multiple devices in the Secure zone at the same time with your employee(s).
- Device groups in the Secure zone help organize devices but do not designate local network access within the zone.
- Once a device is blocked, all group assignments will have to be redone once it is unblocked.
- A device cannot be added to more than one group at a time. Although while in a group, a device can still be shared with employees as an individual device if needed.

Creating Device Groups

1. Navigate to the **Secure zone**.
2. Tap on the **+** icon at the top right of the **Secure zone screen** and then select **Create a device group**.
   - You can also create the group directly from a device by tapping on the ⋮ icon next to the device and then selecting **New group...**
3. Enter the new name for the group and tap **Save**.
4. Tap on the ⋮ icon next to the device you want to add to the group and then tap **Change group...**
5. Choose a group and then tap the **<** icon to finish.
6. Repeat the last two steps as needed to add more devices to the group.

Sharing Secure Zone Devices with Employees

1. Navigate to the **Secure zone**.
2. Tap on the ⋮ icon next to the **Device** or **Device group** you wish to share. Unapproved devices must be approved before being shared.
3. Tap on the **Share access...** option and then choose the **employee** or specific device you want to have access.
4. Tap on **Done** to save.

Enabling Limited Network Access to New Devices

It is recommended that you enable the **Limited network access for new devices** option. This setting prevents any new devices from connecting to other local devices until manually approved by an administrator. Unrecognized devices will still connect but only have access to the internet until approved.

1. Navigate to the **Settings page**.
2. Tap on the **Secure Wi-Fi** to bring up the additional options.
3. Slide the **Limited network access for new devices** toggle to **On**.

Blocking Devices

1. From the **Secure Zone**, navigate to the **Devices** section.
2. Tap **View all**. This will take you to a new screen.
3. Tap the ⋮ icon next to the device you want to block from the list.
4. Select **Block device** from the list. That device will move to your **Blocked Devices list**.

Approving Blocked Devices

1. From the **Secure Zone**, navigate to the **Blocked devices** section.
2. Tap the ⋮ icon next to the device you want to approve.
3. Select **Approve device** from the list.

Guest Zone Support

Guest Portal Setup Requirements

– An image or your business logo

   – Less than 1 MB size (.gif, .png and .jpg)

   – Less than 100KB and 400x200 to 400x400 pixel size
recommended for .png images

– A text file of the **terms and conditions** for your guest access

– The Midco Business Wi-Fi Pro app

– Optional: Company website (Your company logo can be pulled
from here.)

– Optional: HTML color codes for your test and background

Guest Portal Setup

1. Navigate to the **Settings page**.
2. Tap on the **Guest Wi-Fi**.
3. Enter the **Guest Wi-Fi name**, **enable Guest access** and set a **Guest speed limit**.
4. Tap on **Set up guest login portal**.
5. Tap on **Business info**.
6. Under **Logo**, use the **Upload** button to upload an image from your phone. If you have a company website, you can use the **Scan website URL** option to automatically search your website for an appropriate photo. Then, use the slider to resize the image.
7. Tap on the fields to enter your **Business name** and **Footer text**.
8. Open the file with your **Terms & Conditions** copy and paste it into the **Terms & Conditions** field.
9. Scroll up and tap on the **< Back** button. Do not tap on the **Done button** in your browser bar. This will close the browser without saving your changes.

10. Tap on **Login options** and choose the methods you want to be used by your guest(s) when logging into the guest network:
   – **Enable Free Wi-Fi**: Allows guests to log in without providing any information.
   – **Email**: Requires the guest to provide an email address.
   – **Connect with Facebook**: Requires the customer to login using Facebook Connect.
11. Tap on **Advanced** to change your **text color**, **background color** and set a **redirect URL**.
12. When finished with these options, tap on the **< Back** button.
13. Use the **Preview** button to give your guest portal a try. If satisfied with your selections, tap on the **Publish** button to activate the Guest portal, or use the **< Back** button to continue making changes.

Changing the Internet Speed for Guests

You can limit the internet speed available to your guests so they do not impact the internet bandwidth available for your critical business applications or your employees.

1. Navigate to the **Settings page**.
2. Tap on the **>** icon next to the **Guest Wi-Fi**.
3. In **Limit Internet usage**, choose the **percentage** you wish to allocate for all your guests.
4. Confirm your choice by tapping **OK**.

> **A guest's login lasts 24 hours before automatically resetting.**

Employee Zone Support

Adding an Employee

1. Navigate to the **Employee zone**.
2. Tap on the **+** icon in the top right corner of the **Employee zone** detail screen.
3. Select **Add employee** and type in the person's name.
   – You can choose a profile image or tap on the **camera** icon to **take a photo** or **access your phone's photos**.
4. By default, **Content access**, **Online Protection** and **Ad Blocking** settings will be inherited from the network-wide settings, although you can choose custom settings for the person and their assigned devices.
5. Under **Assign devices**, select the devices that belong to that person.
6. Tap on **Next** and then choose that person's **primary device**. The connection status of the primary device indicates when the employee is at work. That's why it's important to choose a device they keep on their person.

Once a device is assigned to an employee, it is automatically removed from the **Unapproved devices** list.

Employees at Work Feature Not Working

The **Employees at work** feature needs your employees to have a primary device assigned to them. If you have assigned a primary device to your employee, check for a duplicate of the device in the Employee zone, which may occur if the device uses a private address. Visit **Midco.com/Business/Support** for more information.

Online Resources

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many resources at **Midco.com/Business**.

Midco.com/Business/Support
– Step-by-step instructions
– Product, equipment and service support
– Troubleshooting solutions
– Answers to frequently asked question

Midco.com/Business/MyAccount
– Billing and statements
– Auto pay setup and one-time payments
– Paperless billing enrollment

Midco.com/Legal
– Acceptable Use Policy
– Internet Service Terms and Conditions
– Cable, Internet and Phone Subscriber Privacy Notice
– Online Privacy Policy
– Other policies

24/7 Support
Have a question? Contact our team.
Midco.com/Business/Contact
1.800.888.1300

MIDCO BUSINESS®