

# Tech Bulletin: Business Hotspots Wi-Fi Installer Portal: Area of Placement



## Business Hotspots Wi-Fi Installer Portal: Area of Placement

Hello,

The Business Care team has received an increase in calls from Business Hotspots customers who are unable to access their Customer Management Portal. This is a result of incomplete installations in the Wi-Fi Installer Portal.

The Wi-Fi Installer Portal requires that the Area of Placement be added as a final step in the configuration process. If this is not completed, it results in no portal connectivity for the customer. Please ensure when using the Wi-Fi Installer Portal

that the installation is completed successfully by entering the Area of Placement for each piece of equipment listed.

WiFi Installer Portal Logout →


Home

### Configuring

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller	[blurred]	[blurred]	Installed		Controller	<input type="text"/>	
Indoor Access Point	[blurred]	[blurred]	Installed		Access Point	<input type="text"/>	
Outdoor Access Point	[blurred]	[blurred]	Installed		Access Point	<input type="text"/>	

\* Required Field

Done



After this information is entered, click **done**. A pop-up box will appear indicating the installation has completed successfully.

WiFi Installer Portal Logout →

Home


### Configuring

Devices	MAC	IP Address	Status	Message	Device Type	Area of Placement *	Actions
Mikrotik Controller	[blurred]	[blurred]	Installed		Controller	lab	
Indoor Access Point	[blurred]	[blurred]			Access	lab	
Outdoor Access Point	[blurred]	[blurred]				lab	

\* Required Field

Installation Complete! ✕

Done



Please access the [Business Hotspots Installation Guide](#) for complete installation instructions.

Should you have any issues completing the Business Hotspots installation, please contact **Installer Relations at (888)278-6869 (Option 1 for Hotspots)** for additional support.