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

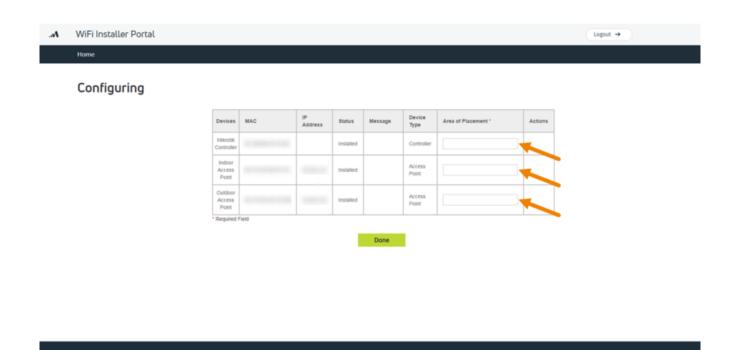


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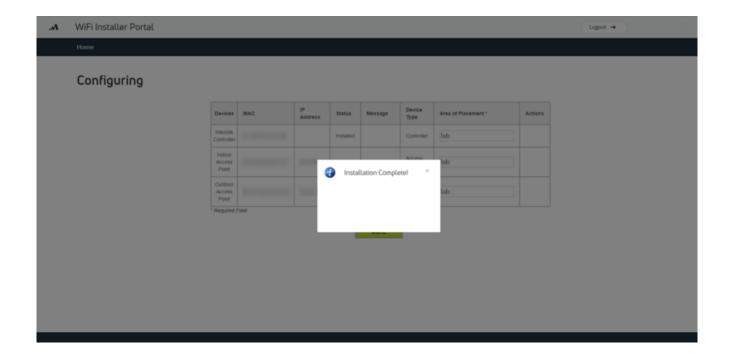
Hello,

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.



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



Please access the <u>Business Hotspots Installation Guide</u> 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.