

# Hi! Let's get to work.

Your guide to getting started  
with the Attune@Work™ WiFi app.



[FidiumFiber.com](http://FidiumFiber.com)

# Welcome!

We're thrilled you chose Fidium@Work for your business — let's dig into Fidium's Attune@Work™ WiFi app and how to take advantage of all the benefits that come along with it.

Attune@Work gives you a 360° view of your business and turns your network into a source of business intelligence, while providing you, your employees, guests and customers the connectivity needed to get things done.

App overview.....	3
Using your Attune@Work™ WiFi app.....	4
Track employee engagement .....	8
Secure your business WiFi network .....	10
Ensure consistent business connectivity .....	12
Monitor your workspace .....	14
Manage guest WiFi .....	18
How do I run a speed test on the Fidium Attune@Work WiFi app? .....	22

## App overview

We've made the Fidium Attune@Work™ WiFi app easy to explore! Just tap the icon on the home screen of where you would like to go. View content by moving from left to right along the top to the desired section, then by scrolling up and down the list.



**Consistent connectivity:** Enjoy ultra-fast, reliable connectivity across every room across your entire space.



**Guest WiFi:** Offer a separate WiFi connection your guests can access and turn that customer usage into data insights so you can optimize your space.



**Small business security:** Always-on enterprise-grade security that's tailored to your small business. Filter suspicious activity, quarantine devices that are behaving strangely, and enjoy built-in ad blocking.



**Secure access:** Create secure employee-only access to your business WiFi and access workforce management tools.



**Movement detection:** Detect movement near each connected device or room on your network. Use it for premise security or to gather motion analytics about how your space is used to optimize your business.







## Using your Attune@Work™ WiFi app

### Learn how to manage your business network with our app

The Fidium Attune@Work WiFi app, gives you all the tools you need to manage your business network.

### How do I navigate the Main menu?

The majority of daily network admin and monitoring can be found in these four tabs at the bottom of the main screen.

-  **Home:** Overview of your network from the past 24 hours, including Guests, Security status, Employees at Work and Network Health. The Settings menu can be accessed from the gear icon on the top-right of the app.
-  **Zones:** Manage Zones, Devices, People and their WiFi access.
-  **Security:** Access security features such as: Online Protection, Advanced IoT™ Protection, Ad Blocking and Flow motion detection.
-  **Network:** Topology View, which illustrates the physical arrangement of WiFi connections between gateways and extenders in your network.

# Using your Attune@Work™ WiFi app

## What tools can I access on the Home screen?

On the **Home** screen, you will be able to access the following areas to manage the app features:

**Settings:** Location and network settings including SSIDs, Pods, Shield, Support, Account and Advanced Settings menus.

**Location:** Provides location information.

**Shield overview:** Contains a graph of Shield security events, which can be sorted by type.

**Guests:** Display a list of guests that have connected to the network today.

**Employees:** Displays employees currently at work (connected), including timestamp of when they arrived.

**Network health overview:** Shows current status of network and recent speed test results.

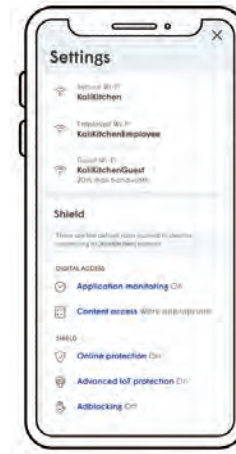
**Menu bar:** Switches between Home, Zones, Security and Network tabs.



1. Settings
2. Location
3. Shield overview
4. Guests



5. Employees
6. Network health overview
7. Menu bar



## How do I view and update Settings?

The **Settings** menu can be accessed from the Home tab using the **Gear** icon in the top right corner.

Settings contain several menus and controls that affect the entire network and are mostly configured during the initial onboarding flow.

Unless changes need to be made, the admin will rarely need to access these controls on a regular basis after they have been set up during installation.

## What to do if you forget your app password

You will sign into the app using your Fidium Insider Portal username and password, but if you've forgotten your password, simply select, "Forgot your password?" for you to receive a password reset link via email.



# Track employee engagement

## Ways to manage your employees

As a business owner, you need the tools to manage employee access to business WiFi and help everyone stay productive.

## Access employee activity

Check out your **Employee Zone** features through the **devices** menu. There, you can get employee productivity insights to better understand WiFi usage patterns, quickly onboard new employees, and improve workplace safety and engagement.



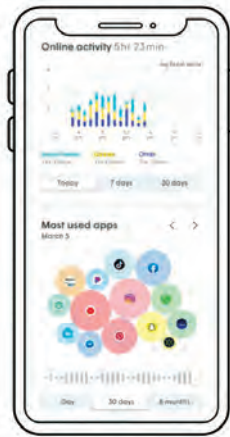
### View employee time

See who is at work and the times when your employees arrive and leave.



### Data usage

See how much data your employees are using for various applications.



### Most active apps

Check how online usage and apps used by the employee can help manage productivity.

## Employee network access

Visit the **Employee Zone** in your Attune@Work WiFi app to help you identify employee internet usage patterns, quickly provide new staff with WiFi access, and improve workplace safety and engagement. To do this, simply tap on the device icon on the bottom of the app to access **Employee Zone**, where you can manage these features:

- **Create individual profiles for each employee**, allowing you to easily manage local network access and security.
- **Assign connected devices to a specific employee**, so you'll know when employees come and go. This acts as a timecard, so there is no need for anyone to sign in or out of the office.
- **Limit network access for new devices** attempting to connect to the employee WiFi zones, so you know who and what devices are using your network at all times.
- **Quickly block network access** for ex-employees, protecting your network without major changes to current employee access.
- **Track employee data consumption** with application monitoring to learn about application and website use, so you can ensure that your employees are staying on task.
- **Gain productivity insights** based on application usage, so you know what apps are being used most often and which ones are affecting employee productivity.
- **Set time outs or freeze employee access** during certain time periods to improve offline productivity and help keep work/life balance.

# Secure your business WiFi network

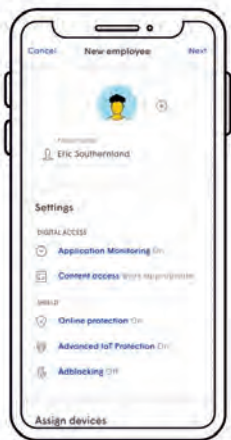
## Learn how to protect your network from threats

When you're managing a business, you need to make sure malicious links or websites don't infiltrate your devices and impact performance. The Attune@Work WiFi app provides online protection to keep your connection safe and block your devices from reaching suspicious websites. The app can also monitor unusual behavior and block disruptive ads that pop up and prevent you and your employees from working efficiently.

## How to manage online risks

If you want to protect your business from malware, phishing, spyware, spam Adware, keyloggers and more, you need to set up **Online Protection**. This can be done at the network, device or employee level to ensure that your system is protected from these dangerous websites that could cripple your operations.

In addition, the Attune@Work app secures your network by blocking connections to harmful IP addresses. Proxy avoidance and anonymizers are also blocked to ensure employees are not bypassing your network protection.

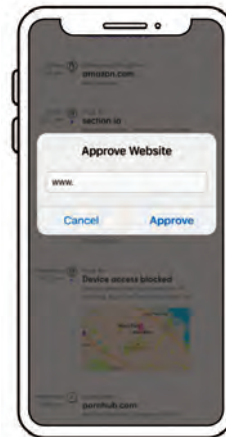


## How to manage security events in my network

When you're in the Attune@Work app **Home** tab, you will see an overview of all the security events. In the **Settings** menu, you'll be able to access employee level security settings as well. Here you can choose to turn on **Online Protection**, **Adblocking** and **Advanced IoT Protection**, which monitors and automatically quarantines smart devices if unusual behavior is detected.



From the **Home** tab, you can access the **Shield** screen to see more details on the security events. You will see a list showing all blocked events for 30 days and how many events occurred during each day. You can filter by event or person. Under each event you will see a description as to why it was blocked and the device that was trying to access the site. This allows you to better monitor and manage some of the actions going on in your network like who is trying to reach certain sites.



## How can I control access to website content?

You can make rules to who has access to what content to ensure a secure experience.

In the **Setting** menu, you can set **Content Access**. You can choose No limits, which has no restrictions except what is applied by **Shield** at a network level. You can also choose **Work Appropriate**, which filters out sites that can cause potential liability. On a blocked site, a message will appear that says, "Access to this site is blocked."

Admins can approve domains or IP addresses that have been blocked by **Content Access**, **Online Protection** or **Adblocking**. You can choose up to 20 entries for manual approval at the network, person or device level. Device level settings supersede person and network level settings. Tapping on a security event in the **Shield** pages lets you manually approve or block a domain or IP and enters it on the block or approve list.

# Ensure consistent business connectivity

## How your network delivers high quality WiFi service

When you're managing a business, you need fast reliable connectivity to keep you up and running 24/7 without interruptions. That is where the Attune@Work WiFi app comes in.

## Cloud-based adaptive WiFi

Our smart WiFi is a scalable and not hardware dependent cloud-based WiFi to deliver high quality service, so your business will have consistent connectivity and a strong signal across every room.

No buffering! Here's how it works:

- Continuous monitoring with no interference from surrounding networks.
- Multiple, non-interfering channels to operate your network so you can increase capacity.
- Algorithms that are designed to balance the network load, maximize capacity, and optimize performance based on device requirements.
- Traffic shaping and prioritization for the applications you use most.
- Optimizing the network performance by steering clients to different connectivity points in the network.
- Fast hand-off across nodes to ensure applications perform at their highest level of quality.

All this means is that our smart WiFi will proactively adjust to your needs.



## How to monitor connections

In the Fidium Attune@Work WiFi app you will see four-tab options on the bottom of the screen. The last one is the **Network** tab. Here you can see the topology view of your network.

The primary WiFi gateway is connected to the network by the Ethernet cord and is shown as a globe in the topology view.

You may have one or more wireless network extenders, which are connected to the rest of the network by WiFi and plugged directly into a power source. If an extender doesn't have any connected devices, it will be slightly darker than the rest.

You'll also see any offline WiFi extenders in red if they are not connected to the network.

Lines will show the connection from the WiFi to the parent gateway. The connected devices will orbit around the gateway or any extenders they are connected to. As more devices connect to the same gateway or extender, their orbit will increase.

If you tap on any one of the gateway or extender icons, you can see the details. It will be easy to interact with the topology view if you name the WiFi extenders in your network, so if there are any issues you can easily troubleshoot.

This network topology helps provide continuous connectivity and maximum performance to ensure a seamless network connection.

# Monitor your workspace

## See how to manage physical security and detect movement to ensure peace of mind

When you have a business to take care of you want to make sure that it's secure and protected. The features on the Fidium Attune@Work™ WiFi app allow you to manage your devices and network, but what about your physical security? No worries, we've got that covered, too.

### Using WiFi to help detect movement

Customer density and dwell time data helps businesses understand activity trends, predict business demand, and optimize space.

#### Key attributes:

- Motion alerts for added peace of mind.
- Uses disturbances in the WiFi connections to detect movement using your existing WiFi connected gateways and devices.

### Physical security for your business

Your WiFi gateway acts as physical security device for your business without the need for new hardware.

Fidium uses disturbances in the WiFi connections to detect movement within the environment. By monitoring changes in the WiFi fields, we can determine which changes represent movement. When movement is sensed, alerts can be sent to the user's phone.

See the Flow tab in the Attune@Work app to manage the following movement detection features:

- Adjust the sensitivity level that triggers alerts.
- See a live view and history of up to 7 days.
- Use the WiFi connections between gateways and devices to detect motion.
- Set motion sense alerts to turn on and off automatically, based on when employees are present.



### How to activate

Motion detection and alert features need to be enabled:

- From the Security Screen, tap on the Motion option and switch the Flow toggle on.
- It can take up to 3 minutes for Flow to start and be able to detect motion.
- During this time, devices that are currently connected to gateways will be added to the Flow device list and selected devices are chosen to detect motion.



# Monitor your workspace



## Changing your settings

Once the Motion option is activated, the settings screen can be found further down the page.

Scrolling down provides access to the following settings:

- Live motion view
- Flow Alerts
- Motion today and Motion last 7 days views
- Flow devices
- Flow Settings

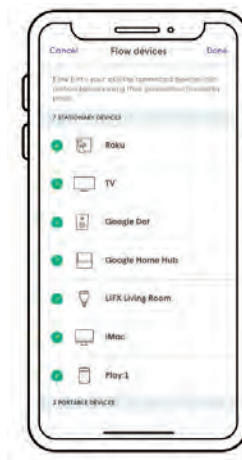


## Setting up motion alerts

Alerts can be manually turned off to disable all Flow push notifications. When enabled, alerts are only sent for motion events based on the Smart activation mode.

Push notifications for Flow can be disabled separately from other Attune@Work app notifications.

A specific amount of motion intensity and duration is required (2 minutes).



## Assign your devices

Once Flow is activated for the first time and motion devices are populated, a Stationary Devices card will appear below the Live view.

This list of devices consists of WiFi connected devices in the Secure zone.

Until devices are assigned, Flow will only show gateways detecting motion in the Live view.



## Manage your detection settings

### Motion Sensitivity:

Adjusts how sensitive (Low, Medium, High) the system is to the changes in WiFi fields. Motion Sensitivity adjusts how much motion intensity is needed to trigger motion detection. Increasing sensitivity can help if the system has a limited amount of gateways and/or sounding devices available.

### Smart Activation:

Turning on this option mutes Flow Alerts (push notifications) when employees are present. When Flow Alerts are enabled, they will only be sent when all employee primary devices are disconnected.

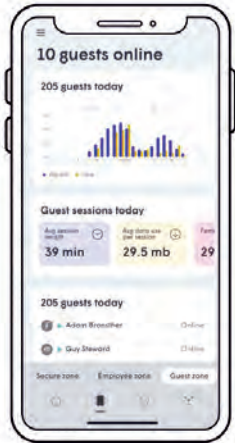
### Time between alerts:

The intervals between each push notification can be adjusted.

# Manage guest WiFi

## Learn how to customize your business network access

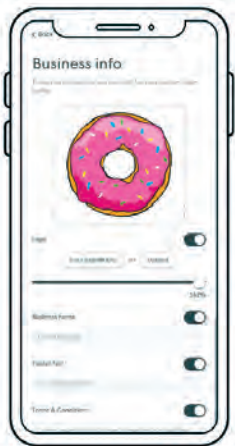
Alongside your secure Fidium employee WiFi network, you can also create a custom-branded customer WiFi network that turns guest usage data into opportunities that can optimize your business and boost margins.



### Improving customer relationships

One of the key features of the Attune@Work™ WiFi app is the ability to gain knowledge about your audience to make their experience better:

- Provide your customers and clients with dedicated guest WiFi access through a personalized, branded portal.
- Turn guest analytics into opportunities.
- React to visit frequency, data usage and length of stay. Optimize scheduling or reward repeat customers.
- Gain insights (App time) based on application usage to better understand your customers.



### Setting up your guest portal

Unlike the Secure WiFi and Employee WiFi zone, the Guest WiFi zone does not use a password. Guests use a captive portal\*. The set-up process of the guest portal will open a new browser window to enter the business info:

- Business name
- Footer text
- Logo
- Terms and conditions

If your business has a website, the information can be imported from the URL.

If there is no website, the logo can be imported from the phone's gallery and the other information can be manually entered.



### Determine how your guest will get WiFi access

Login options allow Fidium@Work customers to choose how their guests can sign into the portal and get internet access.

Choose to enable free WiFi access, require an email or passcode, or sign on with Facebook options. The free WiFi or passcode options do not require the guest to register and will show their name as "Unavailable" in the app.



Your guest WiFi access portal can even be customized to include a background and text color that matches your brand. (See Advanced settings.)

Choose where you want guests to be directed after they sign in using the Redirect URL setting. This can be set to the business website home page, Facebook page, etc.

The Redirect time duration customizes how long it takes for the user to be redirected to the redirect URL.

\* This is just a web page where your guests will acknowledge or provide information in order to gain access to the WiFi network.

# Manage guest WiFi

## Previewing and publishing the portal

The portal can be Previewed and if everything looks okay, it can be Published.

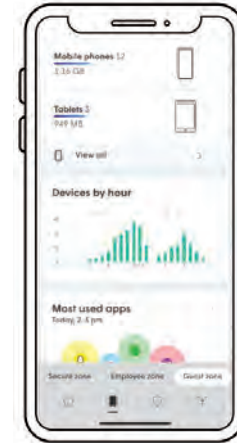
Any changes made to the guest portal after initial setup must always be published before they can take effect.



### See how guests navigate their experience

From the Guest zone in the Device menu, you can view metrics about how your guests are using their access:

- Total number of guests, including new and repeat customers.
- Session information including average session length and average Data usage.
- Device types and popularity.
- Most popular apps used by guests.

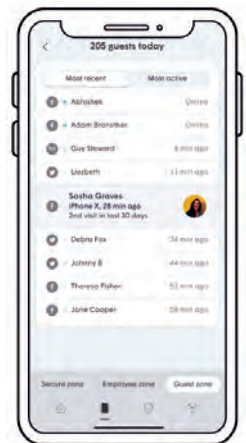


## Viewing other guest metric features

The guest metrics also include:

- Device popularity
- Devices per hour
- Most used apps
- Data usage
- Online activity

These metrics can be used to understand which apps are most commonly used by your customers or the amount of time a user spends on specific activities (such as games, social media, etc.).



### View your most recent and active guests

The guest metrics can be broken down even further to display the Most recent or Most active guests.

Additional information for these highlighted guests also includes how many recent visits they've had and how much data they have used so far.

# How do I run a speed test on the Fidium Attune@Work WiFi app?

There are two types of speed tests you can perform from the app.

## Device Speed Test over WiFi:

Follow these steps to test the WiFi speed from a specific connected device on your network to the speed test server. Keep in mind that this may not be indicative of the actual speed Fidium is delivering to your home. There are lots of factors, including the use of WiFi, the capability of the device, interference, and other things that could impact your speed test results.

- From the main screen, tap **Your device** icon.
- Tap on **Device Speed Test** and the test will run automatically.
- If the **Device Speed Test** fails, wait a few moments and tap the **Retry** button to try again.

## Direct Internet Connection Speed Test:

Follow these steps to test the internet speed coming directly into your home. This test is more indicative of the speed Fidium is providing to your location and is run directly from your pod to the speed test server.

- Click on the **Gateway Extender** image on the Attune app home page.
- This brings up a history of your **ISP Speed Tests**.
- Tap on **Check Speed Now** (this will kick off a speed test).
- You can turn off the **Auto-run ISP Speed Test** using the toggle switch (on iOS, the toggle is found in the **More** menu).



## Finding the Fidium Attune@Work™ WiFi app

Go to the Apple App Store or Google Play App Store to download Attune@Work when your Fidium Network Expert arrives for installation.

