



Control Center Guide

User Guide for HotSpotSystem.com Operators

version 4.4



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1. CONTROL CENTER MAIN PAGE (SUMMARY)

After log in from the main page you can see the main page of the Control Center. On the top you can find the main menu, below you can see a summary of purchases/profit and a list of the last 10 transactions. You may also see a Profile section which contains steps to have a complete profile. After you complete your profile this section will disappear.

HINT: All reports based on GMT time (for example Today means 00:00-23:59 GMT +00:00). However you can display the date in your local time if you've filled out your local time zone settings in the 'Settings' menu. Once it's filled, dates are displayed in your local time. You can switch between the GMT and local time if you click on the appropriate link near 'Date'.

NOTE: Statistics are coming from a reporting server and it may not show real-time information. There can be a slight delay (1-2 minutes) compared to the real-time data.

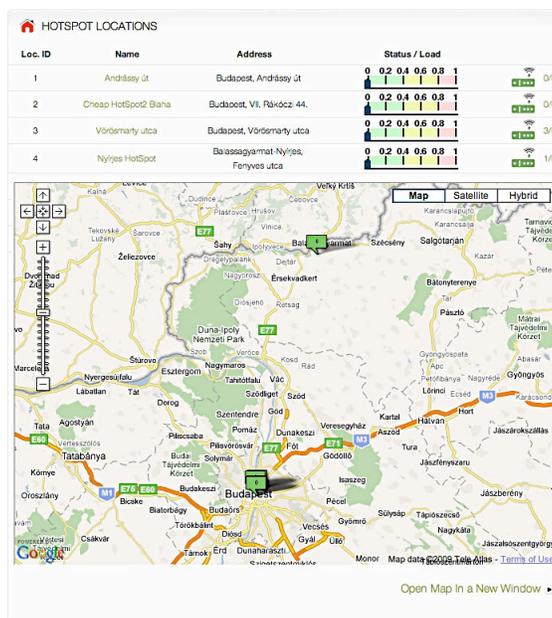
ACTIONS YOU CAN DO HERE:

- Complete your Profile
- Click on the transaction's date to see transaction's details
- Click on the user's name to see user's details and usage statistics
- Click on "Show all transactions" to go to the "Transactions" menu

You can see and filter all transactions in more details if you click on "Transactions" menu.

You can also find your own RSS Stats page so you can view your transactions real-time in your favourite RSS viewer.

2.1. MANAGE > LOCATIONS



Here you can manage your HotSpot locations. The system is capable of handling multiple locations from one centralized interface. Here you can see the list of all your locations with location's name, address and their status/load. You can also check the locations on a map.

After you install a router, it starts sending life signals to our servers in every hour (this is our 'Router-Alert' feature). If our servers are not receiving signals from a router for more than 2 hours, the Status will say 'Down', meaning that the router is not working, or something is wrong with the internet connection at the location. If a router is working correctly, you can see it's load on a 0-1 scale. Basically, the load represents the number of processes waiting in the run-queue on the router plus the number currently executing over a 5 minute time period. If a router's load often reaches the red area, you should consider expanding the hotspot by adding a new router or changing it to a router which can handle more simulta-



neous connections.

(For more information about loads please visit: http://en.wikipedia.org/wiki/Load_%28computing%29)

NOTE: If you see 'Down' but you are sure that the hotspot is working properly, then be sure to turn off any firewalls, especially any SPI firewalls, as it can block the call to our servers.

On the right side, you can see a router along with 2 numbers assigned to it. The first number represents the number of accesses that are currently valid at the location (and were bought / got there), the second is the number of users that are currently logged in to the Hotspot and on to that specific router (including master accounts and roaming users).

You can get more information about a location also if you click on the location's icon on the interactive map. The interactive map is the default map if you're using Firefox or Safari, if your are using IE then you will see a static map first, which takes you to the interactive map if you click on it.

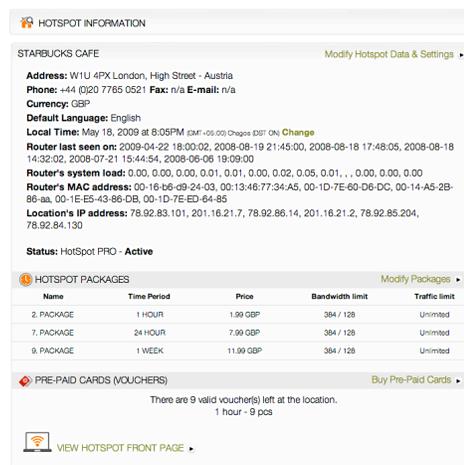
ACTIONS YOU CAN DO HERE:

- Click on the name of the location to go to "HotSpot Information" page
- Add a new HotSpot location to register an other HotSpot location
- Click on the number next to the router icon to list valid / logged in users

HotSpot Information

After clicking on the Hotspot's name you can see a brief summary of your HotSpot.

- On the top you can see the core data of your HotSpot (address, phone, fax, email). Please note that this information will be visible on your HotSpot Start Page and can be seen by your customers and used on the Customer Service page.
- Default language is the default language of your HotSpot Start Page. Users can modify this by clicking on the flags on the top of your start page.
- Status shows the HotSpotSystem.com service that you've chosen for the location and whether the service is active (we have the right to suspend the service if you don't pay the monthly service fee of the FREE service or violate our terms and conditions).
- Local time is the time at the location. You can also modify/set the location's time zone and DST setting if you click on '**Change**'. This is the information that we use to inform users about their expiration date and time in your time zone.
NOTE: users will get the access for the period that they've paid for independently of this setting, but it is important to display the date and time of a user in the proper time zone.
- Last seen is what our system sees about your router. All HotSpotSystem.com powered router send a signal to our server in every hour. If we don't get a signal from your router for 2 hours we'll send you an email via HotSpot Alert.
- Router's system load shows your router's load average. The first number is the current load, the second is the load average for the last 5 minutes, the third is the load average for the last 15 minutes. Normally all numbers should be between 0 and 1. If it goes higher you may think about



HOTSPOT INFORMATION

STARBUCKS CAFE Modify Hotspot Data & Settings ▶

Address: W1U 4PX London, High Street - Austria
Phone: +44 (0)20 7765 0521 **Fax:** n/a **E-mail:** n/a
Currency: GBP
Default Language: English
Local Time: May 18, 2009 at 8:05PM (GMT+05:00) [Change](#)
Router last seen on: 2009-04-22 18:00:02, 2008-08-19 21:45:00, 2008-08-18 17:48:05, 2008-08-14 14:32:02, 2008-07-21 15:44:54, 2008-06-06 19:09:00
Router's system load: 0.00, 0.00, 0.00, 0.01, 0.01, 0.00, 0.02, 0.05, 0.01, . . . 0.00, 0.00, 0.00
Router's MAC address: 00-16-b8-09-24-03, 00-13-46-77-34-A5, 00-1D-7E-60-D6-DC, 00-14-A5-2B-86-8a, 00-1E-85-43-86-DB, 00-1D-7E-ED-64-85
Location's IP address: 78.92.83.101, 201.16.21.7, 78.92.86.14, 201.16.21.2, 78.92.85.204, 78.92.84.130

Status: HotSpot PRO - Active

HOTSPOT PACKAGES Modify Packages ▶

Name	Time Period	Price	Bandwidth limit	Traffic limit
2 PACKAGE	1 HOUR	1.99 GBP	384 / 128	Unlimited
7 PACKAGE	24 HOUR	7.99 GBP	384 / 128	Unlimited
9 PACKAGE	1 WEEK	11.99 GBP	384 / 128	Unlimited

PRE-PAID CARDS (VOUCHERS) Buy Pre-Paid Cards ▶

There are 9 valid voucher(s) left at the location.
1 hour - 9 pcs

[VIEW HOTSPOT FRONT PAGE ▶](#)



setting up another router or access points to decrease system load.

- Router's MAC address: the MAC address of the router
- Location's IP address: the IP address of the location

FREE Hotspot Package (In FREE Hotspots only)

Here you can see the validity and the limits of accesses issued in your Free Hotspot. If you want to modify it, click on 'Modify Free Package'. NOTE: existing vouchers' validity will not change. However if your vouchers were generated using a default package, those limits will be modified if you modify the limit(s) of default packages.

HotSpot PRO Packages (In Pay-Per-Use Hotspots only)

Here you can see the list of packages that are currently active on your Hotspot Start Page. These packages are used for credit card payments. To modify the packages, click on 'Manage Custom Packages'.

View HotSpot Start Page

Here you can test how does your Hotspot Start page look like with the packages you've activated. NOTE: If you are using a combined splash+login page, links may work only if you see the pages through the hotspot router.

Pre-Paid Cards (Vouchers)

Here you can see how many valid Pre-Paid cards left at the location grouped by validity time.

Router Setup Command

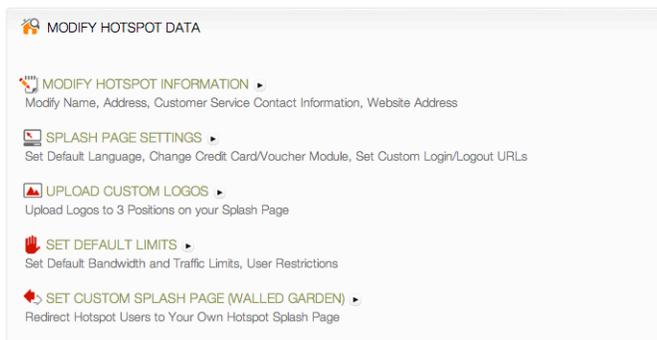
This is the command that you'll need to install/update your Hotspot. There are several options that you can change here. First you can select the router type you're using. You can also change the internal IP address of the router. By default we will change the router's internal IP to 192.168.20.1. If this IP address are already used in your network, you can change the subnet. If you install multiple routers in a location, you can also select which one you're currently installing. For more information please view the [Install Guide](#).

ACTIONS YOU CAN DO HERE:

- Modify HotSpot Data
- Modify HotSpot Packages
- View your HotSpot Start Page
- Copy the setup command when installing/updating your router

Modify HotSpot Data

Here you can modify the Hotspot Information (Location's name, address, phone, email, type of location, URL, default language, time zone), default limits, turn on/off modules and upload custom logos.





Modify HotSpot Information

Here you can modify HotSpot information. Most of the information provided here will be visible on your Hotspot Start Page, therefore we recommend to use a phone or email here where your Hotspot users can contact you if they have questions or problems regarding your service.

Splash Page Settings

You can turn modules here or change their orders, set hotspot's default language, etc. You can also set custom internal login/logout URLs if your router is using other URLs than the ones that are used in DD-WRT, Coova, Mikrotik or Open-Mesh.

Currently we have 3 main modules: Primary Payment module, PayPal and Prepaid module, and one special module: the SMS module which can be used for various tasks.

PayPal is optional, you can use it besides the Primary Payment module.

NOTE: Using PayPal only for credit card transactions is not possible. You can read more about the reasons [here](#).

If you turn off both Primary Payment module / PayPal then users cannot sign up by credit card (this way you can close your HotSpot so no new users can sign up but your existing users can still use it. You can also turn off all the 3 modules.)

Pre-Paid Voucher module is for locations that are selling prepaid cards for cash (or for FREE locations). If you're using Vouchers mostly, you can change the display order of the modules so Voucher option will appear on the top of the page.

You can also turn on the **registration of vouchers**. This will require users with a voucher code to register themselves after they enter the voucher code. They will be taken to a registration page where they have to enter their personal information (name, address, e-mail) and they can choose a username and password so they can use their own username to log in to the hotspot instead of the voucher code (more secure).



You can use the SMS module for various purposes.

1. **Send authentication SMS to the user's mobile phone:** the system sends a 4 digit code to the user's mobile phone and the user has to enter this code back to the splash page. This way you will have a valid phone number associated with the user. You can use this as an additional "protection" in case of illegal activity in your hotspot OR you can use this data for marketing purposes. You can turn this module on/off separately for online payments and for vouchers too. ("SMS Authentication Required for Online Payments" and "SMS Authentication Required for Vouchers" option).
2. **Send Voucher Code to Phone via SMS (Hotspot FREE only):** if you want to send out free voucher codes but you cannot or don't want to give it to the customer personally, you can send out free codes via SMS. That way you will have a valid phone number of your users which can be used as an additional "protection" in case of illegal activity in your hotspot OR you can use this data for marketing purposes. ("Send Voucher Code to Phone via SMS" option)

You can also set the time period from within the user can request an other voucher code to the same mobile number.

In both cases you can restrict countries where the SMS can be sent (for example in Italy you can set the system to accept only italian mobile numbers which is required by the law).

Display Login Box on Main Splash Page: you can have the login box displayed on the main splash page (default option for Open-Mesh and the Hotspot SPLASH service). Recommended option is to keep them separated to make it more straight-forward to hotspot users.



Upload Custom Logos

You can upload your own logos here. You can use jpeg,gif and png images. Currently you can upload logos to 3 different areas, the first is the main logo (this will replace the main HotSpotSystem.com logo), the second is an upper (upper-right in some Skins) logo, this will be visible under the language selection page, the third is the bottom (bottom-left in some Skins) logo that will be displayed under the 'Guide' section.

NOTE: If you change the main HotSpotSystem.com logo you must include the 'Powered by HotSpotSystem.com' text on it. If you want to remove our brand, then you can purchase the White Label option so you can use the system under your own domain and use your own branding. If you need further customization, you can create a new Skin in the Customize > Skins menu.

Set Default Limits

Allow Logins from your other Locations (Roaming): If you are using multiple locations you can allow users who purchased an access at one of your other locations to log in (if their access is still valid).

You can also change the location's default bandwidth and traffic limits. You can override these settings if you create a package with different limits. These settings are for default packages, or custom packages which are defined with 'Use Location's Defaults' setting.

You can also set a time limit (in hours) to restrict users to change computers. By default, the system doesn't allow users to log in with the same login/password from different computers simultaneously, but after they log out from a computer, they can log in on an other machine. You can further restrict this by setting a limit here. For example if you set this limit to 48 hours, users won't be able to log in from a different machine for 48 hours after they log out. This feature is to avoid sharing of accounts.

Disable counting of simultaneous minutes for a device: Disabling counting of simultaneous minutes for a device is recommended where there are multiple access points and each is running the hotspot module AND you are using packages where users can pause time and reuse it later. In



these setups user's laptops can choose a different signal automatically so a time period may be counted multiple times which result incorrect session time information for a user.

Customize Data Capture

Here you can turn input fields on/off so you can control what information you would like to get from the user. Some fields are mandatory and cannot be modified. If you check 'Required' it means that the user must fill out that field.

Custom Splash Page (Walled Garden)

Walled Garden allows visitors to visit a predefined URL or set of URLs for free. Normally your hotspot users can only see the registration and payment pages for free, but you may want to add additional info pages (local information, maps, etc.)

You can fill out the start URL which will be shown to the hotspot user first when he/she tries to access a web site. All files have to come from the same domain name. If you'd like to use external links or embed text or graphics from an external site, you have to add the additional URLs to your chillispot configuration manually in the router's admin panel. For more information please [visit this page](#).

If you use this setting you must link back to hotspotssystem.com, so so the user can continue to get access to the hotspot and log in.

You'll find a sample HTML code at the bottom, just copy and paste to your custom page. Be sure that the text (or graphics) and the link is highly visible by your user, so he/she can find it easily.

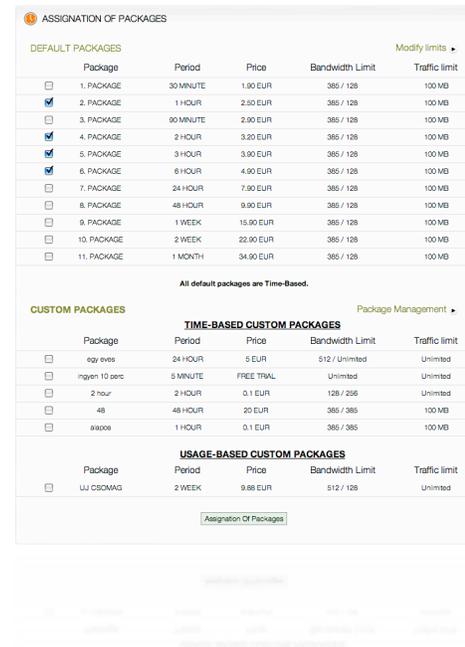
NOTE: After you modify this setting you may have to update your firmware settings, otherwise it won't work. (just run the setup command again from the router's admin panel)

[PLEASE VISIT THIS PAGE](#) to get more information of the router's settings as it can be different based on the hardware and the service you are using.

Modify Packages

Here you can select which packages you would like to use in your HotSpot. You can see all default packages which was set up by us, and all custom packages that you may have created in the location's currency (custom packages that were defined in another currency are not listed).

Default packages are using the location's default bandwidth and traffic limits, so if you only have to create a new package when you'd like to change the price of a package. Default limits can be changed by clicking on 'Modify Limits'.



ASSIGNATION OF PACKAGES

DEFAULT PACKAGES Modify limits ▶

Package	Period	Price	Bandwidth Limit	Traffic limit
<input type="checkbox"/> 1. PACKAGE	30 MINUTE	1,00 EUR	385 / 128	100 MB
<input checked="" type="checkbox"/> 2. PACKAGE	1 HOUR	2,50 EUR	385 / 128	100 MB
<input type="checkbox"/> 3. PACKAGE	90 MINUTE	2,90 EUR	385 / 128	100 MB
<input checked="" type="checkbox"/> 4. PACKAGE	2 HOUR	3,20 EUR	385 / 128	100 MB
<input checked="" type="checkbox"/> 5. PACKAGE	3 HOUR	3,90 EUR	385 / 128	100 MB
<input checked="" type="checkbox"/> 6. PACKAGE	6 HOUR	4,90 EUR	385 / 128	100 MB
<input type="checkbox"/> 7. PACKAGE	24 HOUR	7,50 EUR	385 / 128	100 MB
<input type="checkbox"/> 8. PACKAGE	48 HOUR	9,90 EUR	385 / 128	100 MB
<input type="checkbox"/> 9. PACKAGE	1 WEEK	15,90 EUR	385 / 128	100 MB
<input type="checkbox"/> 10. PACKAGE	2 WEEK	23,90 EUR	385 / 128	100 MB
<input type="checkbox"/> 11. PACKAGE	1 MONTH	34,90 EUR	385 / 128	100 MB

All default packages are Time-Based.

CUSTOM PACKAGES Package Management ▶

TIME-BASED CUSTOM PACKAGES

Package	Period	Price	Bandwidth Limit	Traffic limit
<input type="checkbox"/> egg over	24 HOUR	5 EUR	512 / Unlimited	Unlimited
<input type="checkbox"/> ingen 10 perc	5 MINUTE	FREE TRIAL	Unlimited	Unlimited
<input type="checkbox"/> 2 hour	2 HOUR	0,1 EUR	128 / 256	Unlimited
<input type="checkbox"/> 48	48 HOUR	20 EUR	385 / 385	100 MB
<input type="checkbox"/> avasoo	1 HOUR	0,1 EUR	385 / 385	100 MB

USAGE-BASED CUSTOM PACKAGES

Package	Period	Price	Bandwidth Limit	Traffic limit
<input type="checkbox"/> LW CSOMAG	2 WEEK	9,98 EUR	512 / 128	Unlimited

Assignment Of Packages

There are two types of packages, Time-Based and Usage-Based. You can read more about this in the 'Manage Custom Packages' section.

ACTIONS YOU CAN DO HERE:

- Select the packages and click on 'Assignment of Packages' to have a new package combination
- Click on 'Modify limits' to modify the bandwidth and traffic limits of the default packages (these will be the default bandwidth/traffic limit values on your HotSpot Start Page)
- Go to the "Package Management" menu where you can manage your Custom Packages



Add a New HotSpot Location

Here you can add a new HotSpot location, set all the important information and choose a HotSpotSystem.com service.

2.2. MANAGE > LOCATION GROUPS

With Location Groups you can create a group from your location.

It can be a group for statistical purposes (for example City1 or City2), or it can be a Roaming subgroup where users can only roam within the group only (if they bought an access in one of the locations in the group).

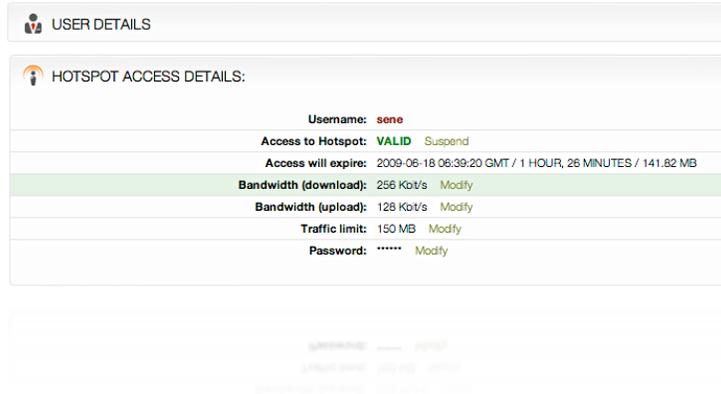
Let's say an example:

You have four locations: Cafe 1, Cafe 2, Hotel 1, Hotel 2

By default, users who bought an access in one of these locations can log in with the same account in any of your other locations. But you want to create a purchase report for Hotels, so you create a Location Group from Hotel 1 and Hotel 2. Then in the Purchase Report you can select this group as the location and the result would be the summarized purchases from those two locations.

Furthermore you want to separate users of Hotel 1 and Hotel 2, where users from Hotel 1 can log in to Hotel 2, but cannot log in to Cafe 1. So you enable the Roaming Group Checkbox so users would only be able to roam between Hotel 1 and Hotel 2 and your other users (from Cafe 1 for example) will not be able to log in to the Hotel Group.

2.3. MANAGE > USERS

The screenshot shows a web interface for user management. At the top, there is a header "USER DETAILS" with a user icon. Below it is a section titled "HOTSPOT ACCESS DETAILS:" with a hotspot icon. The details are listed in a table-like format with the following rows:

Username:	sene
Access to Hotspot:	VALID Suspend
Access will expire:	2009-06-18 06:39:20 GMT / 1 HOUR, 26 MINUTES / 141.82 MB
Bandwidth (download):	256 Kbit/s Modify
Bandwidth (upload):	128 Kbit/s Modify
Traffic limit:	150 MB Modify
Password:	***** Modify

Here you can search for users by their Username or Voucher code, Transaction ID, Name or E-Mail. You can use partial searches. If multiple users are found you have to select one to see detailed information about the user.

There are 4 sections on the detailed information page, in the 1st section you can **modify the user's limits, change their password or suspend the user**. Please note that these modification won't affect those users who already logged in as these information will be valid after they log in to the hotspot next time.

In the 2nd section you can see all data which was captured from the user during the registration.

3rd section is the Log where you can see the history of user's account and activity. The following actions are recorded:

- **Add:** account creation with the specified attributes (limits, expiration date, etc.)
- **Modify:** if you modify one of the attributes of the user
- **Block:** login was blocked, because of bad password, multiple devices, etc. (you can see the reason there)
- **Delete:** account was deleted because it expired (you can see the reason there)



The 4th section is the session information of the user, including login and logout time, downloaded/uploaded data amount, MAC address, reason of logout, etc.

2.4. MANAGE > MASTER ACCOUNTS

Master Accounts are owner's accounts that can be used to log in to your hotspot locations without restrictions.

Master accounts have a validity of 6 months, after then they can be renewed. You can also suspend or delete them any time. You can use the same master account to log in to all locations. You can have 2 master accounts per location for free, if you need more, please contact us.

2.5. MANAGE > SECONDARY OPERATORS

With Secondary Logins you can create sub-accounts in the system. These accounts will have limited access to Operator functions. Secondary Logins are very useful for those operators who "resell" the system to their local partners, and they don't want to give them a full access, just a limited access related to their location. Currently these functions can be enabled for Secondary Logins:

- All transactions (successful & unsuccessful)
- View Hotspot Locations and basic information
- Users Personal Data, User Search
- Transactions, Purchases
- Purchase Report (Gross amounts only)
- Usage Report
- Voucher System

All financial information contains gross amounts only without any profit related information.

ACTIONS YOU CAN DO HERE:

- Create a new Secondary Login
- Click on the name of a Secondary Login to modify it
- Delete a Secondary Login

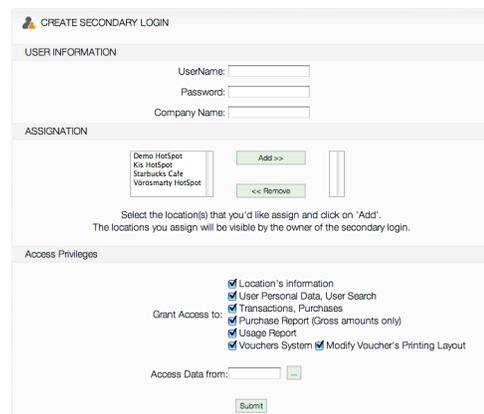
Create a New Secondary Login

Here you have to fill out the username, password and company name of the secondary operator. The username must be a unique operator name in our system.

You also have to choose which location(s) you would like to assign to the Secondary Login. Then you can grant access for them for different parts of the Control Center, restrict them to access data before a specified date, restrict them so they cannot modify location, vouchers, etc.

NOTE: One location can only have one Secondary Login. So only those location names will appear in the left box which have no Secondary Logins assigned.

After you have created a Secondary Login, it'll appear on the Manage Secondary Logins page where you can modify or delete it later.



TIP: Secondary Login owners can use <http://www.hotspotadmin.com> domain to log in. This is a domain for hotspot administration only, without our brand.

2.6. VOUCHER SYSTEM

With the help of the Voucher System you can view, print or export your own Vouchers.

On the first page, you can see filters and the last 20 Voucher Groups (groups are created from those Vouchers which were ordered/generated on the same day). You can click on any Voucher groups to see the list of the Vouchers, or you can use the filters to create a list of your Vouchers.



The following filters can be used:

- **Generation date:** you can select the dates when the vouchers were created
- **Validity:** you can select the validity period (f.e. 30 minutes, 1 hour, etc.)
- **Location Filter:** you can choose a location where the Vouchers are valid. “Any locations” will list those Vouchers which are valid in all of your locations (this option is available by request)
- **Package filter:** if you’re using custom packages, then you can select the package type here
- **Activation filter:** you can filter the list to show only those vouchers which were not activated, or you can list only those which were already used (expired).

Once you set the filters, click on “Show” and you will get the list of the Vouchers. You can see a serial number in the list, that is for internal use only. Note that a number is increasing at the end of the serial number, you can use that number for administration purposes (if you want to administrate the people who buy vouchers).

ACTIONS YOU CAN DO HERE:

- Print Vouchers
- Export the list to CSV
- Modify Printing Preferences

Print Vouchers

If you click on “Print Vouchers” on the bottom of the page, you will get a list where you can select which page would you like to print (based on the Printing Preferences you can print 8 or 10 Vouchers on 1 page), or if your selection contains more pages, you can create multi-page PDF files. When you click on a link, a high quality PDF will be generated which you can print out directly to a plain paper or onto Avery Business Cards.

Export to CSV

This option is very useful for those who want to manage or print the codes outside the Control Center. For example you can export the codes, then import them into MS Access. Or if you would like to print the voucher codes onto a receipt, you can import the codes into the software which prints the receipts.

The following columns are exported in the CSV file:

1. **PIN/UserName:** this is the code which the user has to enter into the activation box. Once activated, the same code can be used as a login and password to log in to the Hotspot.
2. **Download bandwidth limit in Kbytes**
3. **Upload bandwidth limit in Kbytes**
4. **Traffic limit in Kbytes**

5. End-User Price (amount only)
6. Name of the location where the user has to activate the card
7. Serial number (internal use only)

Modify Printing Preferences

You can change the format, color, background and text layout of the vouchers here.

There are 4 different paper size/layout that you can use. EU layouts can be printed on any A4 size papers, US layouts are for letter size papers.

You can use your own custom background, which will also replace the logo.

You can also change all text lines, for example if you need to print out vouchers in your own language. Dynamic tags (words within {}) are automatically replaced by the appropriate parameters. For example {PIN} will be replaced by the code of each vouchers (f.e. 1h-785645). {VALIDITY} tag is a bit different because it is replaced by the validity period plus the name of the periods. If you need to translate the name of the periods, you can do that by replacing the period words.

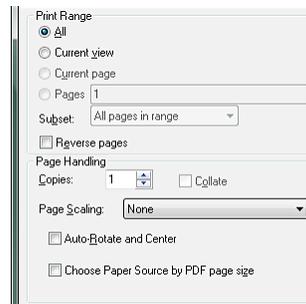
Printing Tips

- All sizes are optimized for Avery Business Cards, so if you can get those you'll get high quality perforated prints
- EU and USA card sizes are different. If you would like to use your own custom background, you have to use the following image sizes:

EU 91x60 mm (85x54 mm without bleeds): 1075 x 710 pixels

USA 95x57 mm (90x52 mm without bleeds): 1 122 x 673 pixels

- You should always use unicolor backgrounds if you are printing 10 vouchers on a paper. If you would like to use multi-color backgrounds, you should always use the 8 vouchers/ paper setup
- Be sure to turn off Page-Scaling, Auto-Rotate / Center and any other automatic formatting options when you print the PDF files. For example In Windows XP:



3.1. CUSTOMIZE > PACKAGES

ACTIONS YOU CAN DO HERE:

- Define a new custom package
- Click on the name of the package to modify the package

Types of Packages

There are two types of packages that you can use when you create a custom package:

- **Time-Based Package:** this is our default and recommended type. When a user buys a Time-Based Package, his/her access will start from the moment of purchase and will end after the purchased time period, no matter how long the user effectively stays connected. We recommend to use this because user will have an exact end date, so it's simply to understand how long the access can be used and they don't require to log out to pause their time.
- **Usage-Based Package:** this type of package means that user's access will start from the first login, only logged-in minutes count. User can logout and continue the access later within the given expiration date. These type of packages usually have higher prices because unused minutes can be used later (within the given expiration date).

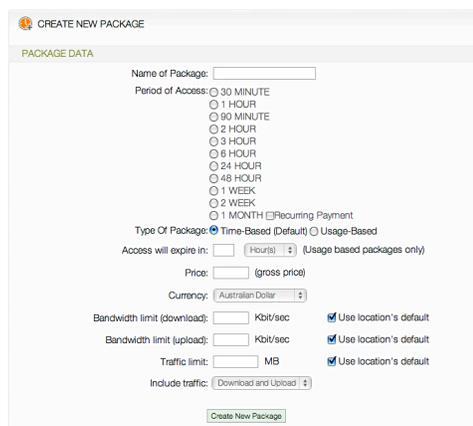
This also requires more 'knowledge' from the user because he/she must learn how to logout properly. While we make efforts to make this simple to understand, there will be cases maybe when a user states that he logged out while the account shows the opposite. After 15 minutes of idle time we log out the user automatically, however it doesn't certainly mean that the user will be logged out if he/she just close the browser window, because Windows and other operating sys-

tems are communicating with remote computers in the background (typical examples are Windows' auto update system, or mail clients that check e-mails in every 5 minutes).

Create New Package

You can define the time period of access, price, currency, bandwidth and traffic limits and the type of the package.

If you're creating a Usage-Based package you also have to define how long the access will be valid, for example if you define a 1-hour Usage-Based Custom Package with a 1-week expiration it means that within 1 week the user can use the internet for 1 hour and only the logged-in minutes count.



Allow logins from X devices simultaneously: By default users can log in from one device at the same time to prevent sharing of accesses. You can change this by allowing up to 5 devices to login simultaneously with the same access. This means that a user who buys this package can use up to 5 times more bandwidth AND up to 5 times more data traffic. This option is not recommended with traffic limit packages, because it can be confusing for users.

NOTES:

- If you don't fill out the limits, the package will use the location's default limits (which can be changed at Hotspot Locations > click on hotspot > Modify Hotspot Data)
- If you set any limit to 0 then it means unlimited
- The price has to include any sales taxes



- The new custom package will only be visible on your Start Page after you assign it to the location (you can do that at Manage > Locations > click on name > Modify Packages)

You can also set a **recurring payment** option for monthly accesses (currently working with PayPal only). This is very useful if you have long-term paying customers. Users who buy a recurring package will automatically be charged with the same amount in each month. Your users can cancel the subscription any time on PayPal's website, or we can cancel it for them too.

NOTE: credit card companies don't charge recurring users on an exact time when 1 month expires. So to ensure continuous hotspot access, users will get 1 month access until the end of the day. For example if they buy the monthly access at 13:00 PM on 26th March, 2009, they will have access until 23:59PM on 26th April, 2009. Their card will be charged at some time on 26th, April 2009 which will add an other month for them.

Modify a Custom Package

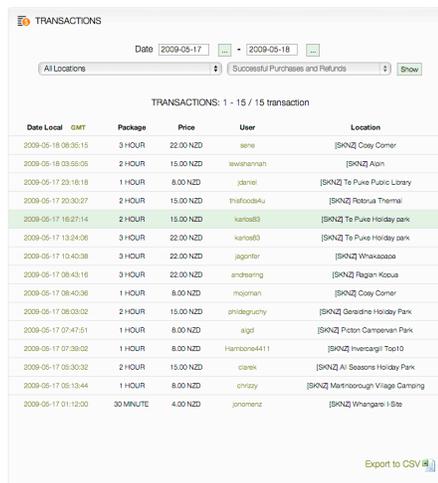
You can modify all values of the custom package here. The package will be changed immediately on all assigned locations.

3.2. CUSTOMIZE > SKINS

Here you can create your own Skin. You have to choose a 'base skin' which will be copied to your own template files, after then you can edit all template files, insert HTML code, use your own graphics, etc. Please read the [Skin Guide](#) for complete instructions.

4.1. REPORTS > TRANSACTIONS

Here you can see the list of all completed and not completed transactions. Unpaid transactions have red color. You can filter transactions by location and by the result of transactions. You can also export this filtered list in a CSV format with all the important information you need, including transaction's and customer's details.



The screenshot shows a web interface for viewing transactions. At the top, there are filters for 'Date' (2009-05-17 to 2009-05-18) and 'All Locations'. Below the filters, it says 'TRANSACTIONS: 1 - 15 / 15 transaction'. The main content is a table with the following columns: Date Local, GMT, Package, Price, User, and Location. The table contains 15 rows of transaction data. The 5th row is highlighted in green, and the 15th row is highlighted in red. At the bottom right of the table, there is an 'Export to CSV' button.

Date Local	GMT	Package	Price	User	Location
2009-05-18 08:35:15		3 HOUR	22.00 NZD	some	[SKNZ] Cozy Corner
2009-05-18 03:55:05		2 HOUR	15.00 NZD	lowanannan	[SKNZ] Alpin
2009-05-17 23:18:18		1 HOUR	8.00 NZD	jdanel	[SKNZ] Te Puke Public Library
2009-05-17 20:30:27		2 HOUR	15.00 NZD	thofood&4	[SKNZ] Rebrau Thermal
2009-05-17 16:27:14		2 HOUR	15.00 NZD	karoo83	[SKNZ] Te Puke Holiday park
2009-05-17 13:24:06		3 HOUR	22.00 NZD	karoo83	[SKNZ] Te Puke Holiday park
2009-05-17 10:40:38		3 HOUR	22.00 NZD	pagotter	[SKNZ] Whakaosapa
2009-05-17 08:43:16		3 HOUR	22.00 NZD	andrasng	[SKNZ] Reigan Koaue
2009-05-17 08:40:36		1 HOUR	8.00 NZD	mjosman	[SKNZ] Cozy Corner
2009-05-17 08:03:02		2 HOUR	15.00 NZD	phidgrucmy	[SKNZ] Seaside Holiday Park
2009-05-17 07:47:51		1 HOUR	8.00 NZD	algt	[SKNZ] Picton Cameron Park
2009-05-17 07:39:02		1 HOUR	8.00 NZD	Hambone4411	[SKNZ] Invercargill Top10
2009-05-17 05:30:32		2 HOUR	15.00 NZD	clarek	[SKNZ] All Seasons Holiday Park
2009-05-17 05:13:44		1 HOUR	8.00 NZD	chrissy	[SKNZ] Marlborough Village Camping
2009-05-17 01:12:00		30 MINUTE	4.00 NZD	jomencz	[SKNZ] Whangarei I Site

If you click on the user's name you can see details of the user (shows only information that the user filled in), and usage statistics (login and session times, uploaded/downloaded data). Please note that usage statistics are approximate, the real usage can be different.

HINT: If the transaction was a credit card transaction you can see the payment processor of the transaction if you move the mouse pointer above the transaction's date. If the transaction was unpaid and no processor appears when you stay on the date with the pointer it means that the user didn't push the PAY NOW button so he never reached the payment page.

Transaction's Filters

Currently these filters are available in the 'Transactions' menu:

- Successful Purchases and Refunds
- Successful Credit Card Payments (this list will not show Pre-paid card activations)



- **Successful Pre-Paid Activations**
- **Cancelled Purchases** (when a user reached the payment page but cancelled the transaction)
- **All Completed Transactions** (this list includes all transactions which have been completed (successful purchases, free trials or cancelled purchases)
- **All Completed+Not Completed Transactions** (includes the list above + all transactions that haven't been completed, for example the user registered but never completed the payment for some reason (credit card was declined or the user didn't push the PAY NOW button, etc.)

If a transaction was not completed it doesn't necessary mean that the user couldn't pay. Some of the possible reasons of not completed transactions:

- The user registers just to see how the system works and pays at a later time (sometimes he never reaches the payment page)
- The user's credit card is declined, then he comes back later and tries an other card
- The user re-registering instead of logging in with his previously registered username
- The user's cannot finish the transaction with PayPal (you can read more about PayPal's 'security' features here:
http://www.hotspotssystem.com/deskpro/kb_article.php?ref=5355-YHKC-5090)

So there are a lot of cases when some 'not finished' transactions are followed by a successful one which means the user could pay for the service successfully.

GMT & LOCAL TIME USAGE

All of our reports and lists are in GMT +00:00 time. If you set your local time in the 'Settings' menu you can have the transactions displayed in your local time. GMT and local times are included in your exported CSV file, but please note that when you select a date period it will filter transactions based on GMT time.



CSV FILE FORMAT

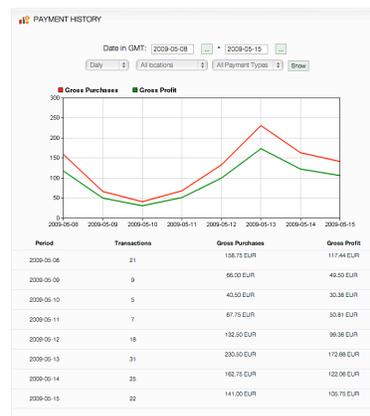
The following columns are exported in the CSV file:

1. **Date GMT:** transaction's date in GMT +00:00
2. **Date Local:** transaction's date in your local time if it's set in 'Settings' menu
3. **Username:** customer's username or voucher code
4. **Username:** username of user if they registered with a voucher code
5. **Package:** access period
6. **Amount:** amount of purchase
7. **Currency:** amount's currency
8. **Transaction ID:** transaction ID in case of credit card payments
9. **Code:** authorization code (0: successful purchase, C: cancelled purchase, RF: refund)
10. **Message:** authorization message (by 3rd party payment processor)
11. **Processor:** chosen processor (if it was a not completed transaction it means that the user pushed the PAY NOW button and reached the payment processor, if it's blank it means that he didn't choose a processor)
12. **Name:** customer's name
13. **Company Name:** customer's company name
14. **Address**
15. **City**
16. **State**
17. **ZIP**
18. **Country**
19. **Phone**
20. **E-mail**
21. **Location:** name of the location where the transaction's happened
22. **Agent:** user's operating system and browser version
23. -32. **Custom data captured:** custom questions and answers if defined and answered

4.2. REPORTS > PURCHASE REPORT

Here you can see purchases' sum in the given time period.

- You can do a summary or you can break down by days, months and years
- You can summarize purchases coming from all locations, or have a summary of one location only
- You can also filter purchases by payment type: Credit Card / PayPal and Pre-Paid cards



4.3. REPORTS > USER REPORT

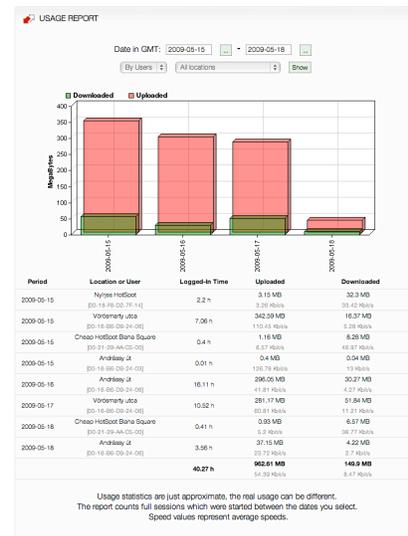
With the User Report you can list and export your users or vouchers or MAC addresses (if you are using Hotspot FREE SPLASH). For every user the number of transactions, money spent, number of logins and total traffic is summarized between the dates you select. This way you can see who are the most valuable users in your hotspots and who are the most traffic eaters.

4.4. REPORTS > USAGE REPORT

Here you can see the traffic on your routers within a period which you can define.

You can break down by days or months, or by users and you can also have a location filter.

NOTE: usage statistics are just approximate, the real usage can be different. What the script does is to count sessions (every time a user logs in, a new session will be generated), which was started between the dates you select. For example if you select 2011-06-01 as a start date, it will count all users who logged in after 2011-06-01 00:00:00. It won't count those sessions that were started before this date, even if the user actually logged out after the start date. The same is true for the end date.



4.5. REPORTS > START PAGE CONVERSIONS

This tool gives you information about how many page views you got in each locations to your HotSpot Start page and how many of these were converted into sales.

Please note that these are not unique hits so all reloads will count and also you're returning customers who have valid access and using your Wi-Fi hotspot. If you see that you got a lot of hits but small amount of conversions you might consider lowering your prices.

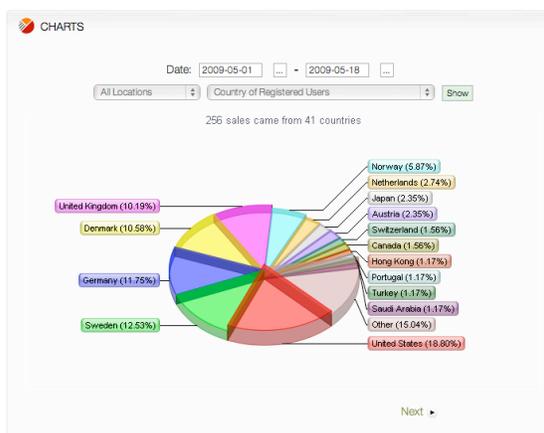
4.6. REPORTS > CHARTS

Charts are very useful to analyze your hotspot locations.

You can see useful information about your customers' country, language, payment methods, type of credit cards.

You can also see charts about your location(s) income and sales by purchased access length, package and currency.

You can generate charts for all locations or for just one location within a given time period.



5.1. TOOLS & SETTINGS > YOUR PROFILE

Here you can modify your personal information.

- If your company resides in EU and you don't have an EU VAT number or it's not filled in, we'll add 25% VAT to our commission.

5.2. TOOLS & SETTINGS > PAYOUT INFORMATION

Here you can select the payout methods in case you are using Hotspot PRO. You can read more about different payout options in our [Knowledgebase](#).

- If you use the Primary Payment module you have to fill out the wire transfer information and minimum payment amount (must be higher than 150 USD in case of wire transfer). You can also choose a Payoneer-based method (PrePaid Mastercard, ACH, etc). **Please verify your bank details twice because we do not accept any responsibility for the supply of incorrect details, and we reserve the right to charge you for any costs incurred by us, due to incorrect bank details being held against your account.**
- Changing minimum payout will only affect next month's payment periods (closed periods payout limit won't changed).
- If you use PayPal we'll need your PayPal email for payouts. The minimum payout amount is 20 USD with PayPal.

Once you enter your banking information, these settings will be locked and cannot be changed. If you'd like to change the payout information you have to send us a signed request via our Help Desk or via fax. This is for your protection, we want to make sure that we payout the owner of the account.

For more information about payouts, please visit these articles:

[When and how do I get paid?](#)

[What payment processors does your system use to charge users?](#)



5.2. TOOLS & SETTINGS > PAYMENT HISTORY

Here you can see your paid/rolled over/pending payments. Periods are closed at the beginning of each month. You can lower/raise your payout limit for wire transfer/Payoneer in the 'Personal / Payout Info' menu.

For more information please visit this page:

[When and how do i get paid?](#)

5.3. WI-FI SHOP

Here you can buy Pre-Paid hotspot vouchers or calling cards for your locations and can also order a HotSpot In a Box package from us. This is a Pre-installed LinkSys WRT54GL configured by us so you just have to connect the router to the internet and it'll work instantly, no configuration is required by you.

Before you can see the product's list you have to select the location which you would like to order the products for.

You can buy Pre-Paid cards in your own currency unless you're using a currency which is not available by our Primary Gateway. If that's the case, the amounts will be converted into U.S. Dollars. Prices of Pre-Paid cards are set manually in our system. You have to fill out the [Price-Definition Appendix](#) in order to have them set so you can order them and pay online from the Wi-Fi Shop.



If you purchased Pre-Paid Cards, they are automatically available using the Voucher System.

Pre-Paid cards can only be validated at the location where you've ordered it to. After the user validated a card, the user can log in and use the internet at all of your locations (roaming). You can also have global vouchers if you are using the same pricing in all locations. Global vouchers can be activated in any location of yours, but it is not recommended, because you'll lose the ability to track how many vouchers left at each locations.

5.4. TOOLS & SETTINGS > SYSTEM PREFERENCES

Here you can enable/disable e-mail notifications.

- **Router Alert:** if your router cannot send signals to our server (which means it is down or not connected to the internet) for more than 2 hours, we'll notify you.
- **New Credit-Card Sales:** upon successful purchases we'll send you an e-mail
- **New Pre-Paid Card Activations:** we'll send you an e-mail if someone activates a Pre-Paid card.

You can also set your local time zone, so you can see the transactions list in your local time.

5.5. ASK A QUESTION

You can send us a support ticket directly from the Control Center. You can track your tickets at <http://help.hotspotsystem.com> by logging in with your Operator Username and password (same as you use to log in to the Control Center).

6. CALLING CARDS

What are Calling Cards? When people are away from home they need a solution to call their friends or family on a cheap rate, because mobile roaming is an expensive thing. You can now setup a phone service for them so they can make cheap international phone calls.

To start a phone service in your location, you only need to have an internet connection, a SIP gateway/adaptor (for example Linksys PAP2), and an analogue touch tone phone so people can make calls.

For more information please visit our [“Start a Calling Card Service”](#) page.

6.1. CALLING CARDS > SIP DEVICES

You need a unique username and password for every SIP device you will use. Here you can create your SIP locations and the system will generate credentials for it. You can use the address of an existing hotspot location or you can define a new address.

SIP locations will be visible on a map just like your hotspot locations.

6.2. CALLING CARDS > CUSTOMIZE PLANS

Here you can define the calling cards value you wish to sell in a currency we support. For example you can define a calling card with a value of 5 EUR, with 6 months of expiration. After you defined a card you can buy it from the Wi-Fi Shop.



6.3. CALLING CARDS > MANAGE CALLING CARDS

You can print, list and export your existing calling cards here, just like the prepaid vouchers.

6.4. CALLING CARDS > MANAGE RATESHEETS

You may want to create a paper where your users see how much money will be deducted from their calling card per minute if they call a certain number. These prices are different for every country and every route so the list would be huge. So you can add sample countries and routers which your users will probably call.

You can also define multiple ratesheets to use with multiple locations.

7. LOG OUT

FOR MORE INFORMATION, PLEASE VISIT OUR KNOWLEDGEBASE AT

<http://www.hotspotsystem.com/deskpro/kb.php>