On The App Store
RTC Networks

myRTCnetPRO On The App Store RTC Networks User Guide

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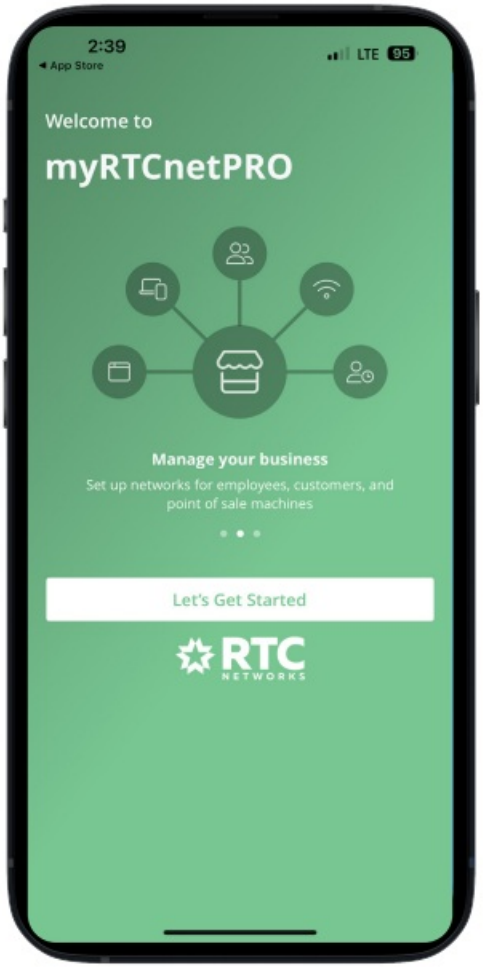
myRTCnetPRO On The App Store RTC Networks



Product Information

Specifications:

- Product Name: myRTCnetPRO
- Website: myRTCNetworks.com/smartbiz
- Contact Number: 701.862.3115

Product Usage Instructions

App Setup

1. **Step 1:** Tap “Let’s Get Started”. If you forgetthe password, tap “Forgot Password?” to reset it.
2. **Step 2:** Enter basic personal information. The password entered here will be used for app login.
3. **Step 3:** Plug the system into a power outlet. Wait for the solid blue light indicating readiness.
4. **Step 4:** Scan the QR code on the system.Alternatively, manually enter MAC Address and Serial Number ifneeded.
5. **Step 5:** Set up the Primary Wi-Fi network byassigning a name and password.
6. **Step 6:** Set up the Staff Wi-Fi network. You can skip this step if needed.
7. **Step 7:** Set up the Point of Sale Wi-Fi network. You can skip this step as well.

Main Dashboard

The Dashboard is your home screen providing control over networks and devices:

- Tap the Staff tile to manage staff members with individual passwords.
- Tap the Devices tile to view connected devices and their details.
- Use the bottom menu bar for quick navigation.

Settings

Customize your app with various settings:

- Update Account and Admin details.
- Set an App Passcode for security.
- Enable Biometric Login for convenience.
- Choose preferred Language.
- Manage Alerts, Terms & Conditions, Privacy Policy, Support Contacts, and App Info.
- Log out when needed.

Customize Features

Tailor your internet experience with advanced features:

- Enable or disable Wi-Fi networks.
- Add devices and share Wi-Fi credentials.
- Create a custom landing page for customer Wi-Fi access.
- Select mobile devices for backup internet service during disruptions.

Frequently Asked Questions

- **Q: How do I reset my password for myRTCnetPRO?**
  - A: To reset your password, tap “Forgot Password?” on the login screen and follow the instructions.
- **Q: Can I set up Wi-Fi networks later if I skip during initial setup?**
  - A: Yes, you can set up Wi-Fi networks later by accessing the settings menu within the app.
- **Q: What should I do if I have trouble scanning the QRcode?**
  - A: If you face issues scanning the QR code, you can manually enter the MAC Address and Serial Number located on the system’smetal plate.

S E T- U P-G U I D E

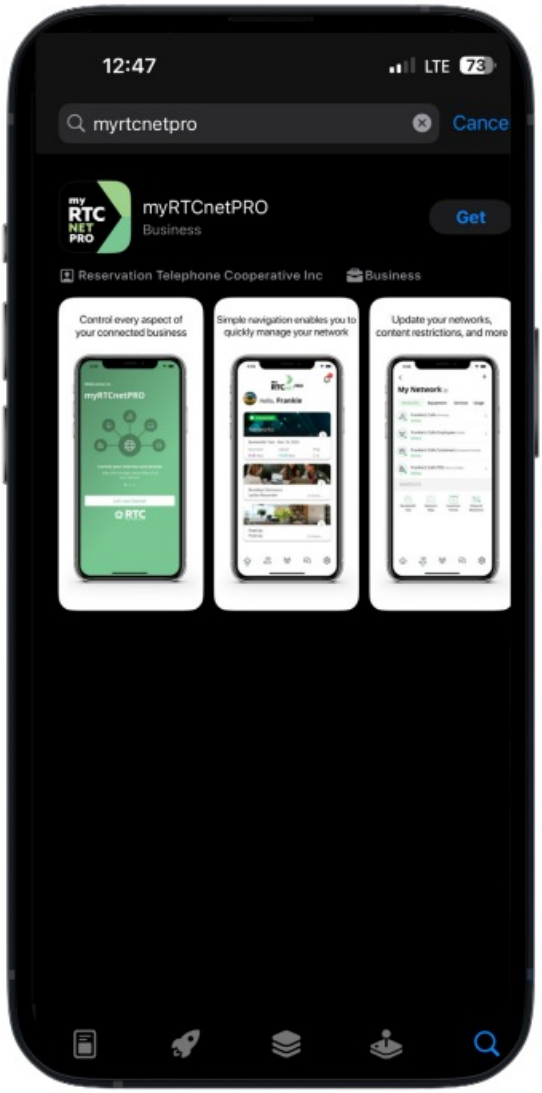
Going beyond connectivity to business productivity

myRTCnetPRO® gives you easy access to a snapshot view of your small business network. Throughthe app you can manage your Wi-Fi networks, configure a backup internet connection, and more.MyRTCnetPRO puts you in charge

myRTCnetPro

One app to rule them all!

Welcome to the future! The RTC Networks GigaSpire BLAST is the ultimate Wi-Fi system. To begin, download myRTCnetPro from the Apple® App Store® or the Google Play™ Store and install onto your phone or tablet.



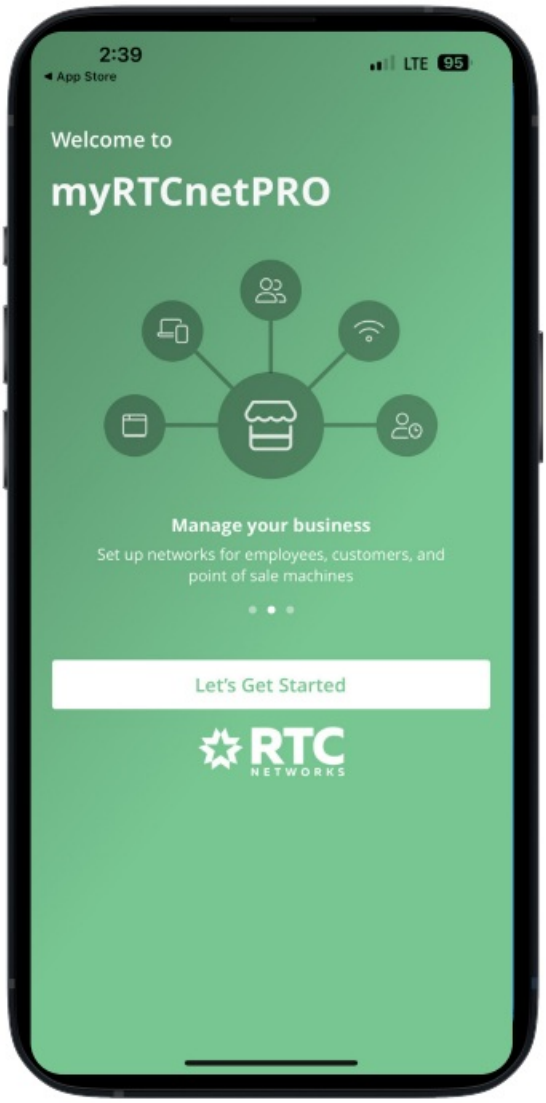
App setup

Setting up your app has never been easier!

STEP 1

Tap Let's Get Started

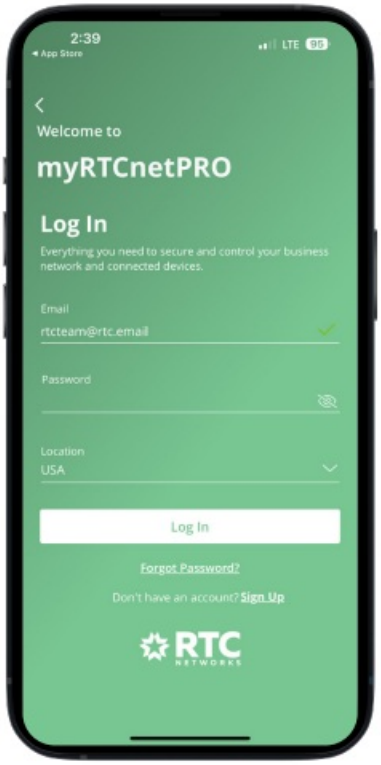
If you forget the password to access your myRTCnetPRO, tap Forgot Password? to reset and access your account.



STEP 2

Enter basic personal information

The password you enter here is the password you use to log into the app.



STEP 3

New system setup

Now, plug your new system into a power outlet. It may take several minutes for the unit to be ready. You'll know once the light turns solid blue.

STEP 4

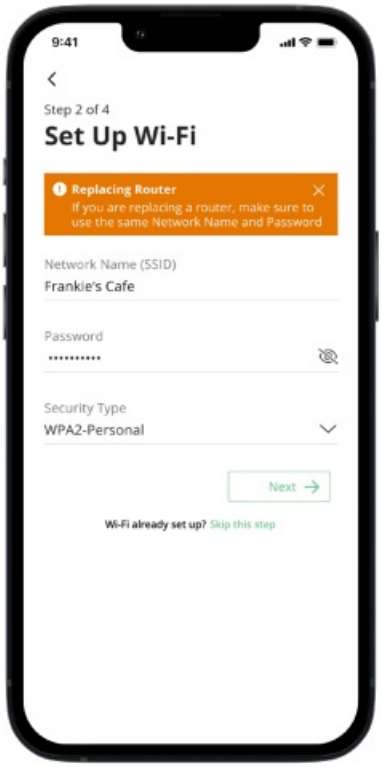
Scan the QR code

Your system has a metal plate with a QR code on the side or bottom. Simply open the app, tap OK, and scan the QR code. Alternatively, you can tap Issues Scanning? to manually enter the MAC Address and Serial Number also found on that same metal plate. After you tap Ok, you may be asked to enter your accountnumber.

STEP 5

Set up the Primary network

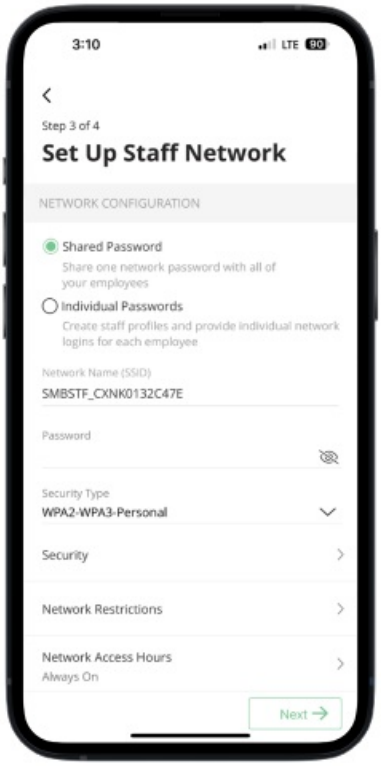
If you are setting up your primary Wi-Fi network for the first time, you can assign a name and password for the network.



STEP 6

Set up the Staff network

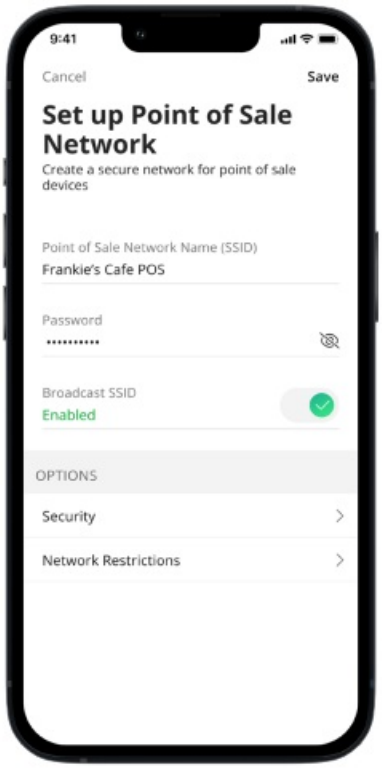
You can set up a Wi-Fi network for your staff. Simply assign a name and a password for the network.If you’d like to set up this network later, tap Skip this step.



STEP 7

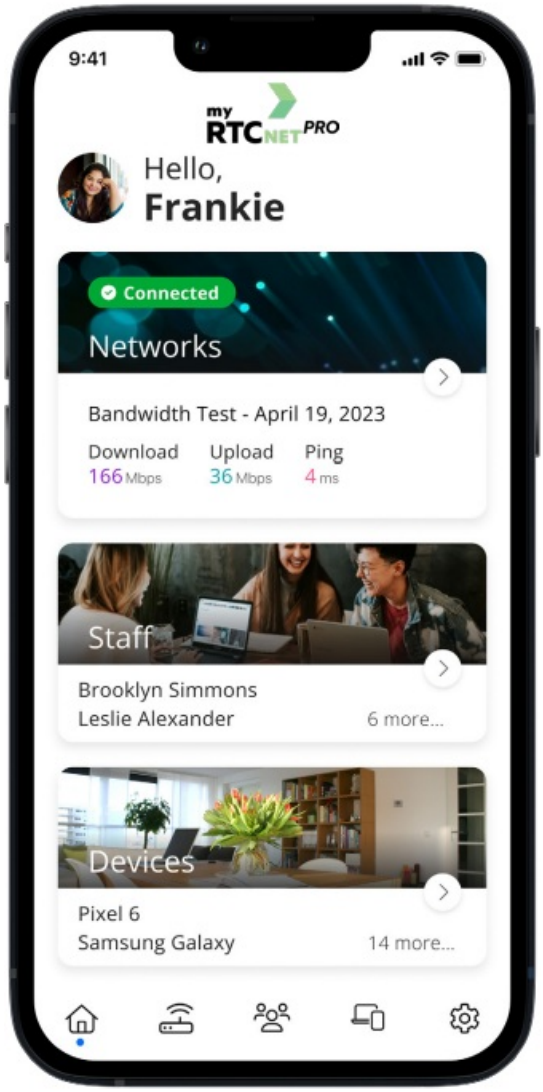
Set up the Point of Sale network

You can set up a Wi-Fi network specifically for point-of-sale devices such as card readers. Simply assign a name and password for the network.If you’d like to set up this network, tap Skip this step



Main Dashboard

This is the home screen you'll see every time you open the app



The Dashboard gives you complete control over your networks and devices.

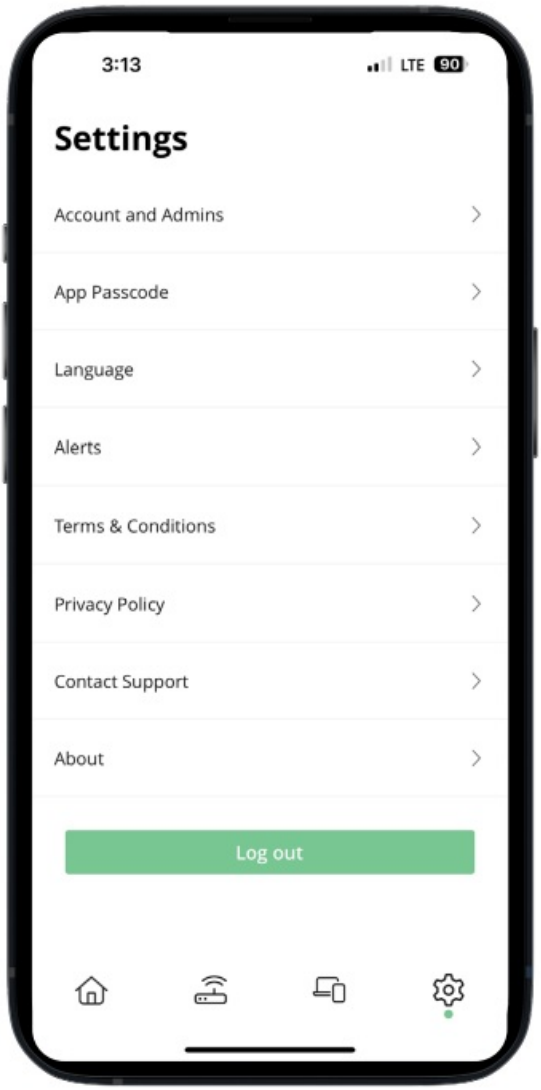
Tap the Networks tile to:

- Access your Wi-Fi network settings
- Run a bandwidth test
- Configure the Customer Portal
- Configure Network Resilience
- View all connected devices and device usage

Tap the Staff tile to add, view and edit staff members with Individual Passwords. Tap the Devices tile to acces a list of connected devices and view device details. Use the bottom menu bar to navigate quickly throughout the app.

Settings

A world of customization is available to you

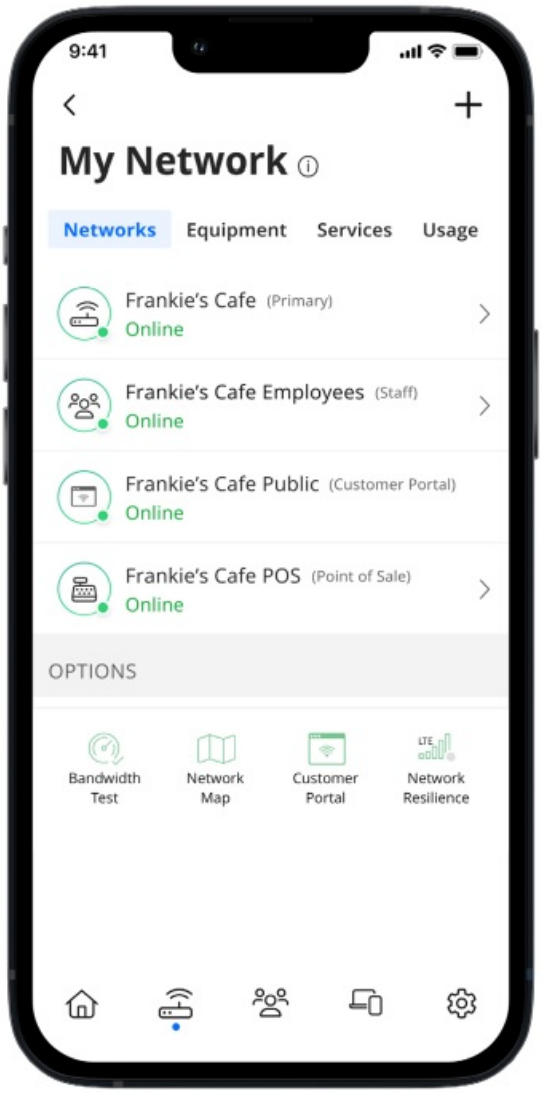


- Account and Admins
  - Update the name shown on your app and the login password.
- App Passcode
  - Set a PIN in lieu of an app login password.
- Biometric Login
  - Enable login via your phone’s biometric capabilities.
- Language
  - Choose your preferred language.
- Alerts
  - Manage your alert settings.
- Terms & Conditions
  - View the terms and conditions you acknowledge by using the app.
- Privacy Policy
  - View the Privacy Policy of the app.
- Contact Support
  - Access support contact details and the billing portal.
- About
  - View the app version and a brief summary of what the app does.
- Log out

- Tap to log out of the app.

Customize

With the advanced features in myRTCnetPRO, you can tailor your internet to fit your business.

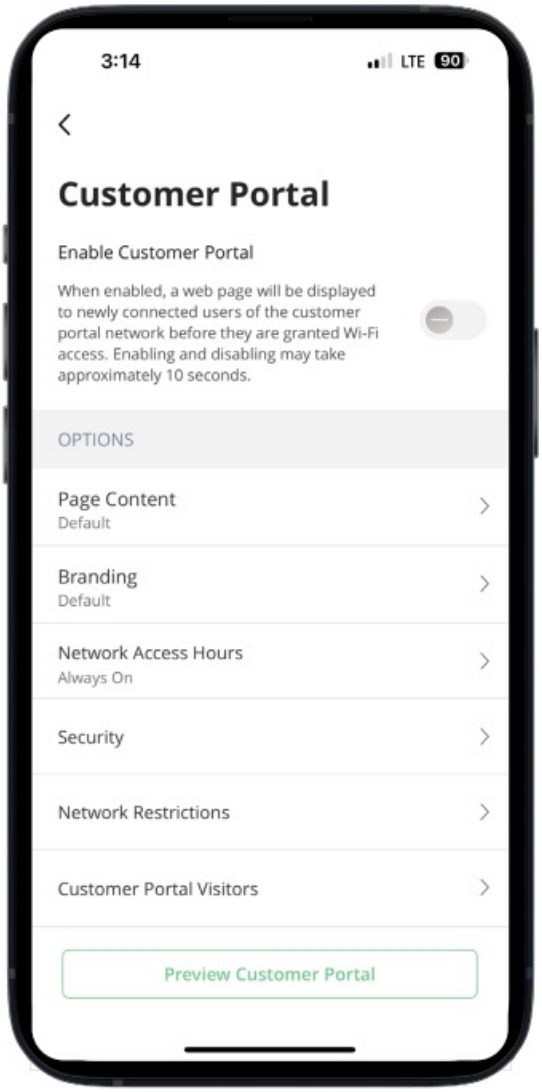


Networks

Enable or disable Wi-Fi networks, add devices, and even share Wi-Fi credentials.

Customer Portal

Create a custom landing page for customers who wish to join your customer Wi-Fi network.

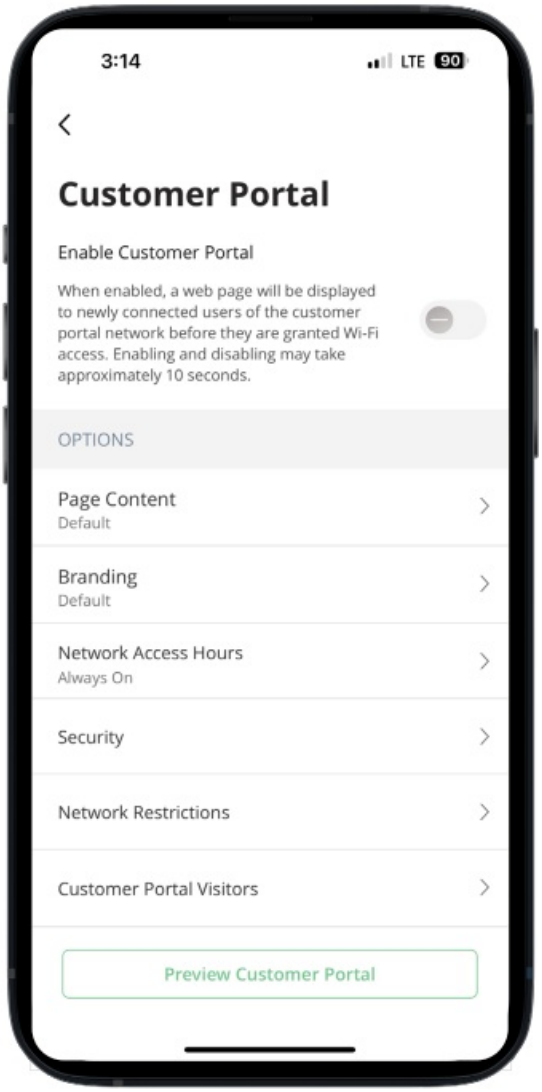


Network Resilience

Select a mobile device to provide mobile cellular/LTE service during internet service disruptions, preventing downtime and ensuring continued business operations.

Customer Portal

Providing Wi-Fi for your customers has never been easier!



From My Network screen, tap Customer Portal to create a custom welcome page for your patrons.

On the Customer Portal screen, do the following:

1. Tap the toggle to enable the customer portal. The toggle turns green when enabled.
2. Tap Page Content to add the Network name as you want it to appear to guests. Add a page heading, cover photo and link to your terms of use (should be a text-based HTML URL) and add button text such as “Connect”.
3. Tap Branding to upload your business logo and select page background and font colors.
4. Tap Network Access Hours to customize when the customer portal will be turned on and accessible.
5. Tap Security to edit the security level.
6. Tap Network Restrictions to customize content that is available to guests.
7. Tap Customer Portal Visitors to select how long to select how frequently customers must enter their name and email address to access the customer portal.
8. Tap Preview Customer Portal at any time to see how the page appears to your guests.

Network Resilience

Keep your business running during internet outages

From the My Network screen, tap Network Resilience to select a mobile device to provide cellular/ LTE service for

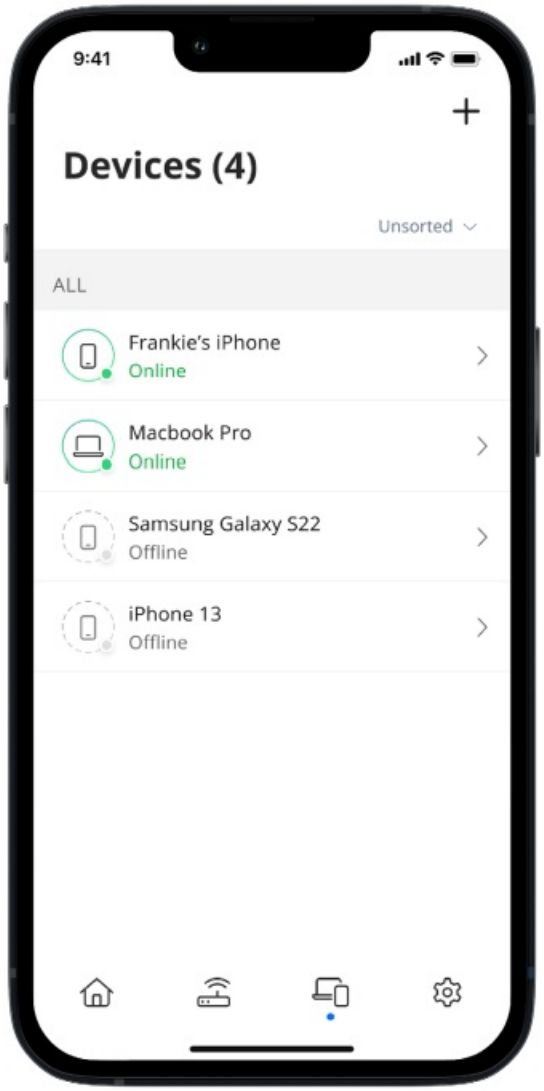
your most critical networks.

On the Network Resilience screen, do the following:

1. Tap the toggle to enable Network Resilience. The toggle turns green when enabled. CommandWorx automatically searches for mobile hotspots.
2. Select a hotspot from the list.
3. Enter the password for the hotspot network.
4. Select which networks should use the cellular/LTE service.

Device list

Creating and managing a list of devices is as easy as 1-2-3

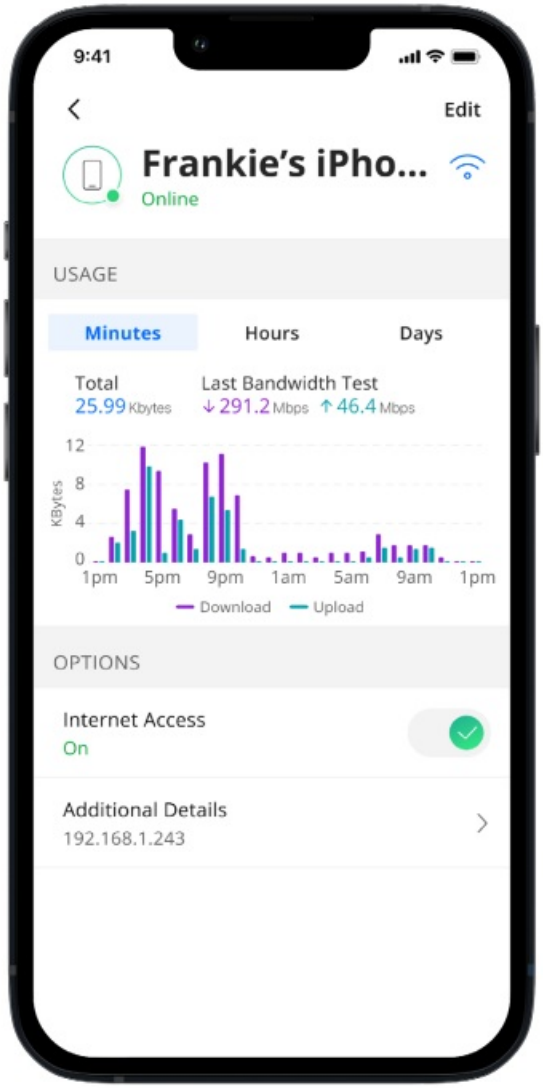


The Devices list allows you to see the devices connected to your network. Tap on a device to see additional details including:

1. Device name
2. Signal strength
3. Internet usage

Device details

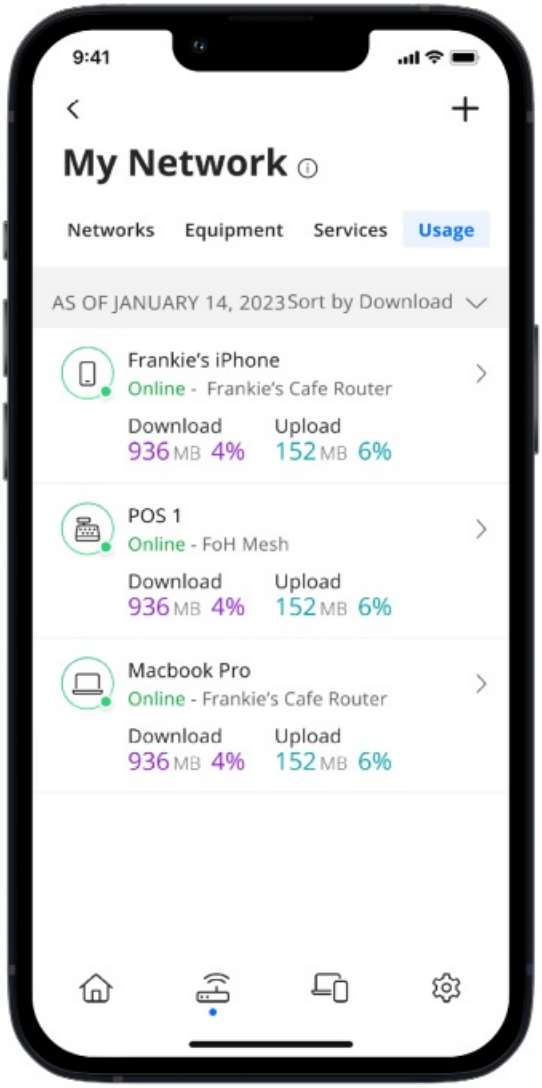
Manage all your devices



- The Device details screen shows the device name at the top of the screen followed by a chart that indicates the amount of data that was used by the device over a period of time.
- Tap Edit in the upper right-hand corner to rename the device to something easier for you to identify.
- You can also change the category for this device by selecting the drop-down button found within Additional Details.
- Data usage shows data used by this specific device.
- Tap Additional Details to view additional information for this device.
- Toggle the On/Off button in the Internet Access section to turn Wi-Fi off or on or this device

Network Usage

Keep track of and monitor the usage for each device



Network Usage is organized by device.

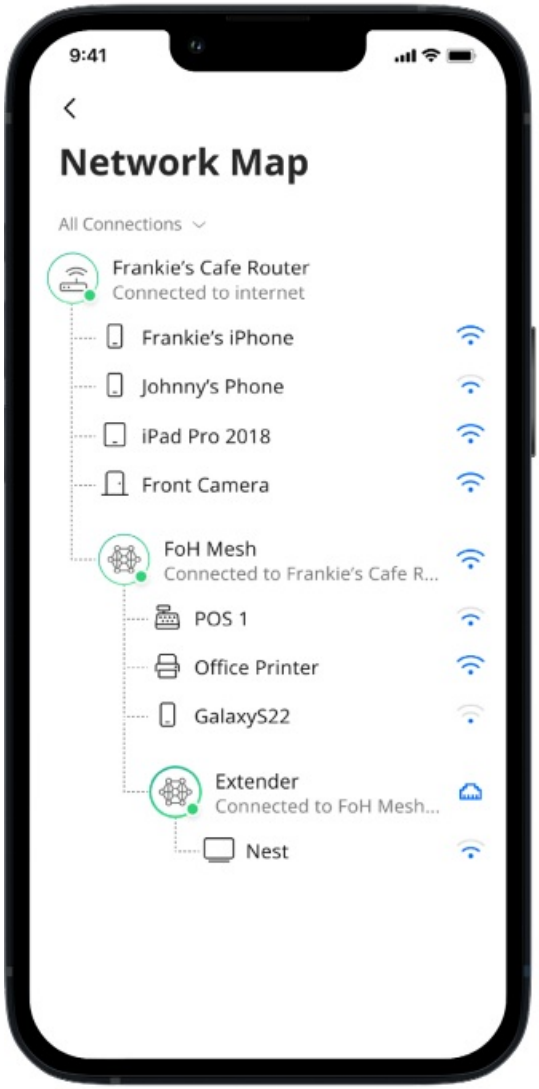
From this view, you can see basic usage information foreach Wi-Fi-connected device on your network, including:

- Device identification and whether the device is connected to Wi-Fi
- What network device it is connected to
- Network usage
- The amount of data that has been used by this device

Network usage is updated each time you run a bandwidth test through the app.

Network Map

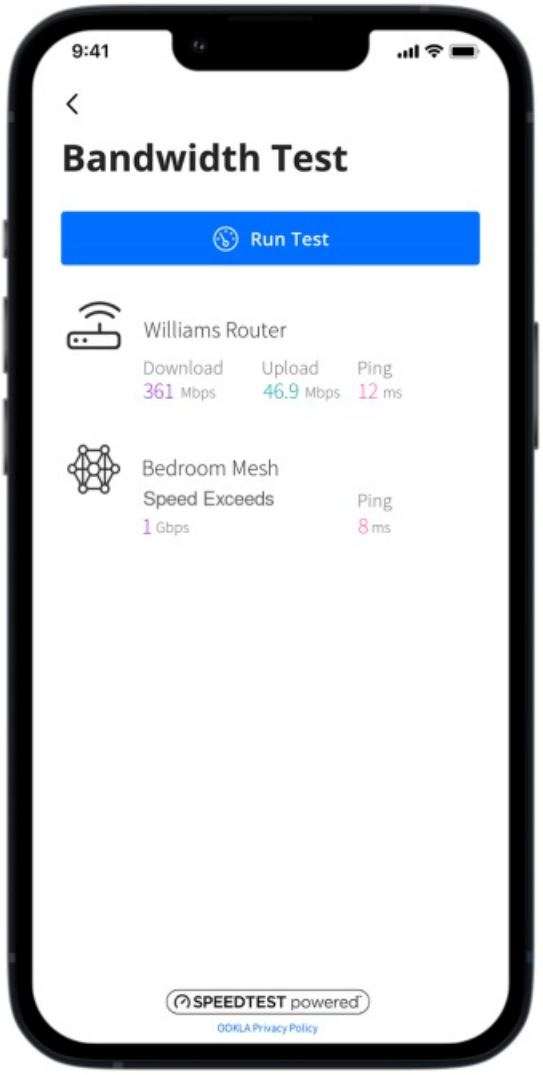
Your network at a glance



The Network Map provides a topological view of your network. To view the Network Map, tap Networks on the dashboard. Next, tap Network Map to view devices connected to your system. Tap on the Mesh icon to view performance information and devices connected at that Mesh unit.

Speed Test

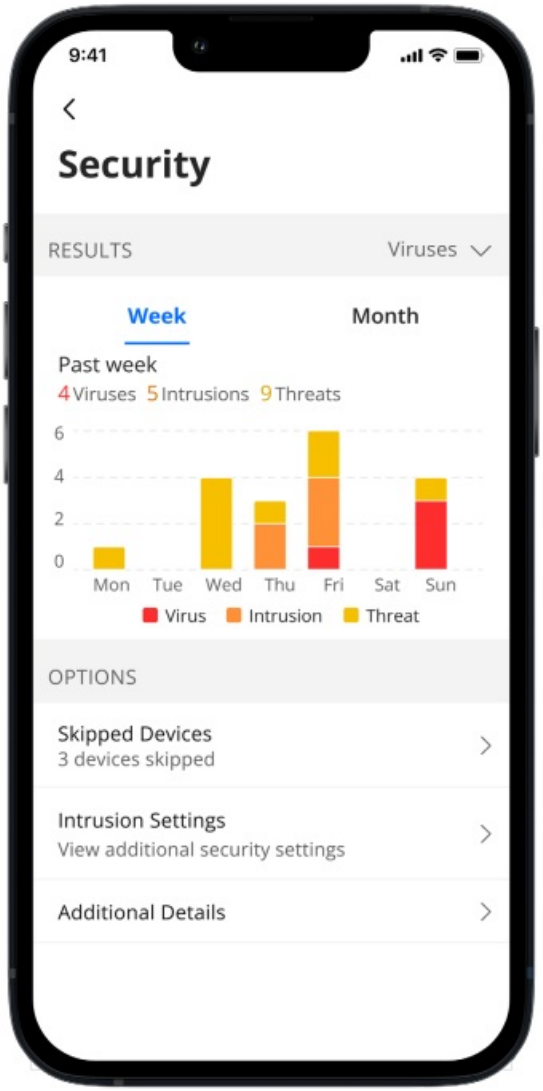
Internet bandwidth test



The easiest way to run a bandwidth test is to tap Networks and then tap the Bandwidth Test icon. Then, simply tap the Run Test button.The speed test first runs between theGigaSpire BLAST and the Internet, and then conduct a speed test between any mesh units and the RTC Networks GigaSpire BLAST. Results display on the Networks tile on the Home dashboard.

Network Security

Proactive cybersecurity keeps your business safe



Your GigaSpire Blast scans data coming into your network for viruses, malware and other content to provide an extra layer of protection against malicious traffic. Threats are automatically blocked from entering your network. To view your security status, tap Networks from the home dashboard, then tap Primary network. Tap Security. You can also add website to a Trusted list and select devices to be skipped by the security scan if they are triggering false security triggers. Enable Intrusion Settings to add an additional level of defense. Additional Details provides additional information including packages analyzed and the total number of threats detected and blocked by type. Note: Do not remove device-level protection for anti-virus and malware

Documents / Resources

	myRTCnetPRO On The App Store RTC Networks [pdf] User Guide On The App Store RTC Networks, On The App Store RTC Networks, App Store RTC Networks, RTC Networks, Networks

References

- SmartBiz | RTC Networks
- User Manual

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