

CLOUDTRAX USER GUIDE

Using Vouchers in CloudTrax

CloudTrax is a free cloud-based network controller that helps you build, manage and monitor your wireless networks from anywhere in the world. This guide will help you control network access using vouchers in CloudTrax.



Using Vouchers in CloudTrax

Overview: what we're doing

This guide is intended to help you set up your CloudTrax wireless network to generate and accept vouchers. With vouchers, you control access on a per-user basis by generating unique codes you can provide to users.

Vouchers can be set to specific time increments or bandwidth tiers, ideal for hotels, coffee shops, apartments, etc. where you want to limit access to users who you authorize to use the network for a specific period of time.

Key features include:

- You keep control of the look and feel of your splash page.
- You create business card-sized vouchers that can be customized with your text and logo.
- You can offer multiple bandwidth tiers, or offer a free lower-speed service tier and one or more paid tiers at higher speeds.
- You can combine vouchers with an open network by keeping the standard “Enter” button and the new voucher button access. This enables a free service level with low bandwidth (the bandwidth options you specify on the SSID#1 tab) plus additional higher speed options you can charge for.
- You can set the number of users per voucher to support multiple devices—laptops, smart phones, etc.—under one voucher. In a hotel room or apartment, for example, you may want to allow five or so users per voucher.
- You can use the “Lobby Assistant” login to allow hotel or apartment managers to create vouchers without giving access to your full network.
- With automatic MAC Authentication, you can allow users to roam between nodes without seeing the splash page again.

Here's what's about to happen:

1. We'll edit a voucher-compatible splash page
2. We'll adjust the settings for your vouchers
3. We'll create your vouchers
4. We'll enable your splash page and test a voucher

This guide is intended to be used with existing networks. If you haven't set up your network yet, download the *CloudTrax Quick Start Guide* at www.cloudtrax.com/docs/quick_start_guide.pdf.

To learn more about CloudTrax's splash page feature, download the guide at www.cloudtrax.com/docs/using_the_splash_page_editor.pdf.

If you want to integrate vouchers with PayPal, download the guide at www.cloudtrax.com/docs/using_paypal_in_cloudtrax.pdf.

To allow front-desk staff to generate vouchers in real-time, download the guide at www.cloudtrax.com/docs/using_lobby_assistant.pdf.



Quick Tip: Add PayPal

CloudTrax integrates with PayPal to provide users with automatic online payment options for network access.

What you'll need

To set up PayPal on your network, you'll need the following:

1. A CloudTrax network running on Firmware NG 299 or later.
2. A computer with a browser pointed to www.cloudtrax.com.

Step 1: Edit a splash page

Log in to CloudTrax and select the network you wish to implement vouchers on. Select "Edit Network" and go to "SSID #1". Click "Edit Splash Page" to open the splash page editor.

To use the vouchers feature, we need to first select a splash page template with voucher support. This will include the input field needed to request the voucher from the user. Currently, the Default, Apartments, Hotels, and Coffee Shop splash page templates have a voucher option.

At this point, you should decide if you will require vouchers for all users or if you will provide a base level of service without vouchers. This is commonly done to provide a low amount of bandwidth for checking email and light web browsing without a voucher, and offer higher amounts of bandwidth with a voucher.

To provide base bandwidth voucher-free: Keep the standard "Enter" button in addition to the voucher field.

To require vouchers for all access: Delete the standard "Enter" button, leaving only the voucher field.

Edit the splash page as you'd like (being careful to leave the voucher input field and button) and save the splash page.

Step 2: Adjust voucher settings

CloudTrax allows you to change a number of settings to customize access. Still within the "SSID #1" tab and under the "Splash Page" heading, you have two options:

Block Pre-Authenticated Users: This option will block all ports until your splash page has been successfully clicked-through. If unchecked, only browsing is blocked. Checking initially disables services such as email, instant messengers, VoIP, etc., but will require first opening a browser to use any Internet services.

Require Vouchers: This option requires a valid voucher on splash pages. If unchecked, allows you to provide a basic tier of service at the rates and durations below and (optionally) faster service using vouchers or PayPal.

If the "Require Vouchers" box is left unchecked to allow voucher-free access, you can edit four additional options:

Client Idle Timeout: Minutes client is idle before showing splash page for non-voucher access. 1 day=1440.

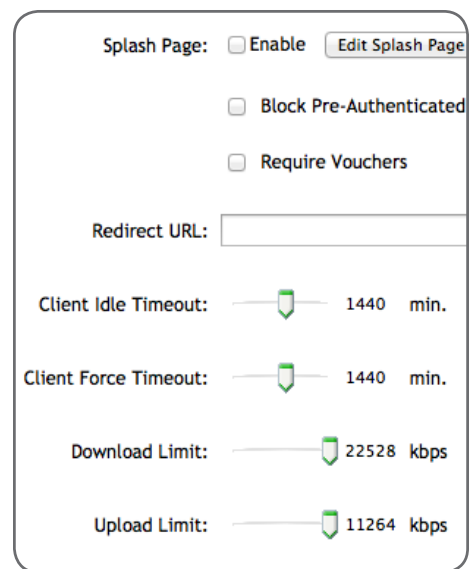
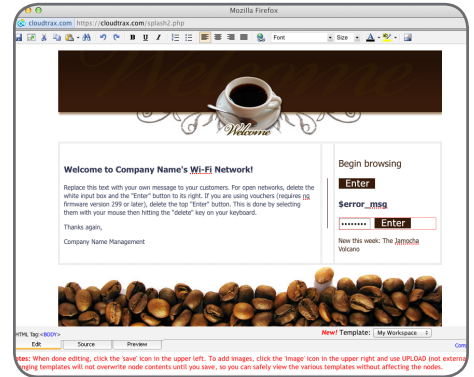
Client Force Timeout: Minutes between showing splash page regardless of activity for non-voucher access. 1 day=1440.

Download Limit: Download limit in kbits/sec for non-voucher access.

Upload Limit: Upload limit (throttling) in kbits/sec for non-voucher access.

Quick Tip: Check your firmware version

You can see which firmware version you are running by logging into CloudTrax. Click on your node list, then click "More node details". Your firmware version appears in the "version" column.



Step 3: Create vouchers

Next, click the “Vouchers” button on the “General” tab in the dashboard. This will open a window showing your existing vouchers, which you can edit, renew or delete as needed. Since we haven’t created any vouchers yet, this page should be empty. Click the “Create Vouchers” link in the top right corner of the screen. This will open a page asking you to enter several options, including:

Voucher Quantity: Number of vouchers you would like to create/print.

Paper Size: Select the size of paper you’d like to print on.

Duration (hours): The number of hours each voucher will be valid (starting from first use).

Max Devices: The maximum number of devices (computers, smart phones, gaming consoles, etc.) that can use this one voucher. Allowed values are 0-9. Use 0 for unlimited devices.

Bandwidth Down: Download limit in Mbits/sec, per user, for this voucher batch. Use the slider or enter a value such as .375 for 375kbps.

Bandwidth Up: Upload limit in Mbits/sec, per user, for this voucher batch. Use the slider or enter a value such as .125 for 125kbps.

Duration Text: Text to print to indicate how many hours voucher is valid.

Access Text: Text to print on each voucher before the voucher code.

Draw Border: Check to draw a border around each voucher. Useful if you are not printing on business card stock.

Show Logo: Include your dashboard logo on each voucher.

Save Defaults: Select to save these settings as your defaults for this network. These settings will be used by the Lobby Assistant login.

When your settings are correct, click “Create Vouchers” and a PDF file of your vouchers will open. Print this file to hand out to guests.

Note that vouchers can be created for a duration of up to 1 year, however they must be used for the first time within 90 days of creation or they will be automatically deleted.

Vouchers for:

Note: Vouchers require firmware ng 299 or later

Voucher Quantity:

Paper Size:

Duration (hours):

Max Devices:

Bandwidth Down: Mbits.

Bandwidth Up: Mbits.

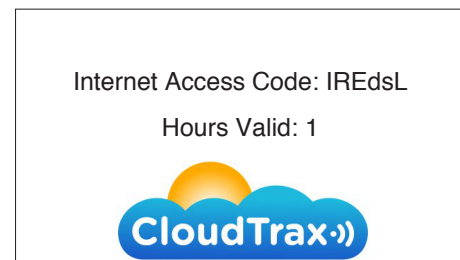
Duration Text:

Access Text:

Draw Border:

Show Logo:

Save Defaults:



Quick tip: custom logos

If you replace the CloudTrax logo in the top left corner of the screen with your own, that logo can be used on vouchers.

Logo files should be sized to 175 pixels wide by 75 pixels tall for the best results.

Step 4: view the Edit/View Vouchers page

Use the Back button on your browser to return to the Create Vouchers page (to create additional vouchers) or the Edit/View Vouchers page.

From the Edit/View Vouchers page, you’ll see a list of all existing vouchers. These can be edited, renewed, or deleted at any time.

When you generate a voucher, it is added to your network on CloudTrax. Vouchers are good for the specified period beginning with their first use. So a 1 day voucher is good for 24 hours from first use, not 24 hours of actual online activity over a longer period. You can view a list of your vouchers and their status by selecting the “Vouchers” button at any time on the General Settings tab in CloudTrax. Note that expired vouchers will be periodically auto-removed so you don’t have to delete them manually.

Quick tip: use your vouchers within 90 days

Vouchers can be created for a duration of up to 1 year, however they must be first used within 90 days of creation or they will be automatically deleted.

Quick tip: mind the cap

CloudTrax imposes a cap of 1,000 unused and active vouchers. Be sure to use all vouchers you create within 90 days to avoid the cap.

Step 5: enable and test vouchers

If you're satisfied with your splash page and vouchers, it's time to enable them. Simply enable your new splash page in the "SSID #1" tab.

When you connect to the SSID you just enabled vouchers on, you should see your new splash page. To test the system, simply enter one of the voucher codes you created and connect.

Step 6 (optional): use Lobby Assistant

As noted in the introduction, Lobby Assistant gives you a separate login for lobby or apartment managers to create vouchers in real-time without giving access to the full network. These vouchers can be printed on a 3" receipt printer (shown right). CloudTrax has tested the Star TSP100

To enable Lobby Assistant, simply set a unique password for "Lobby Password" in the "General Settings" tab of CloudTrax.

To login to Lobby Assistant, use your network name and Lobby Assistant password at either CloudTrax.com or at lobby.cloudtrax.com (provide the second link to the lobby or apartment manager).

When you log in to Lobby Assistant, you'll see a list of all existing vouchers identical to the list you saw in the full version of CloudTrax under the "Vouchers" link. As in CloudTrax, these can be edited, renewed, or deleted at any time (and will be removed automatically 90 days after they are created if they have not been used).

To edit or renew a voucher, select the "Edit/Renew" link next to the voucher you'd like to edit or renew.

To create new vouchers, select the "Create Vouchers" link in the top right corner of the screen. Most of these fields are identical to those in CloudTrax; however, there are some differences:

Voucher code: When using unique codes for each guest, we recommend leaving this blank to auto-generate each voucher code. You can also enter a unique voucher code (letters or numbers) up to 16 characters in length.

Comment: This field can be used for any information you'd like to associate with the voucher such as guest/resident name or room number.

Max devices: This field was explained earlier; however, if you are entering a custom voucher code to be used by multiple guests, ensure this value is set to 0.

Creating vouchers in Lobby Assistant is the same as in CloudTrax. Click "Create Vouchers" to create a PDF file containing your vouchers. Print as needed.

Next steps

To enable automatic online payments for your network using vouchers, download the *Using PayPal in CloudTrax Guide* at www.cloudtrax.com/docs/using_paypal_in_cloudtrax.pdf

To use Lobby Assistant or train others, download the *Using Lobby Assistant Guide* at www.cloudtrax.com/docs/using_lobby_assistant.pdf. This guide is written specifically for hotel and apartment front-desk staff.



Vouchers for:

Voucher Code:	<input type="text"/>
Comment:	<input type="text"/>
Duration (hours):	<input type="text" value="24"/>
Max Devices:	<input type="text" value="5"/>
Bandwidth Down:	<input type="text" value="5"/> Mbits.
Bandwidth Up:	<input type="text" value="0.5"/> Mbits.
Duration Text:	<input type="text" value="Hours Valid:"/>
Access Text:	<input type="text" value="Access Code:"/>
Draw Border:	<input checked="" type="checkbox"/>
Show Logo:	<input checked="" type="checkbox"/>
<input type="button" value="Create Vouchers"/>	