

pointHotspot.com Operator Guide



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E-mail: info@pointHotspot.com – www.pointHotspot.com – Version 1.2.7

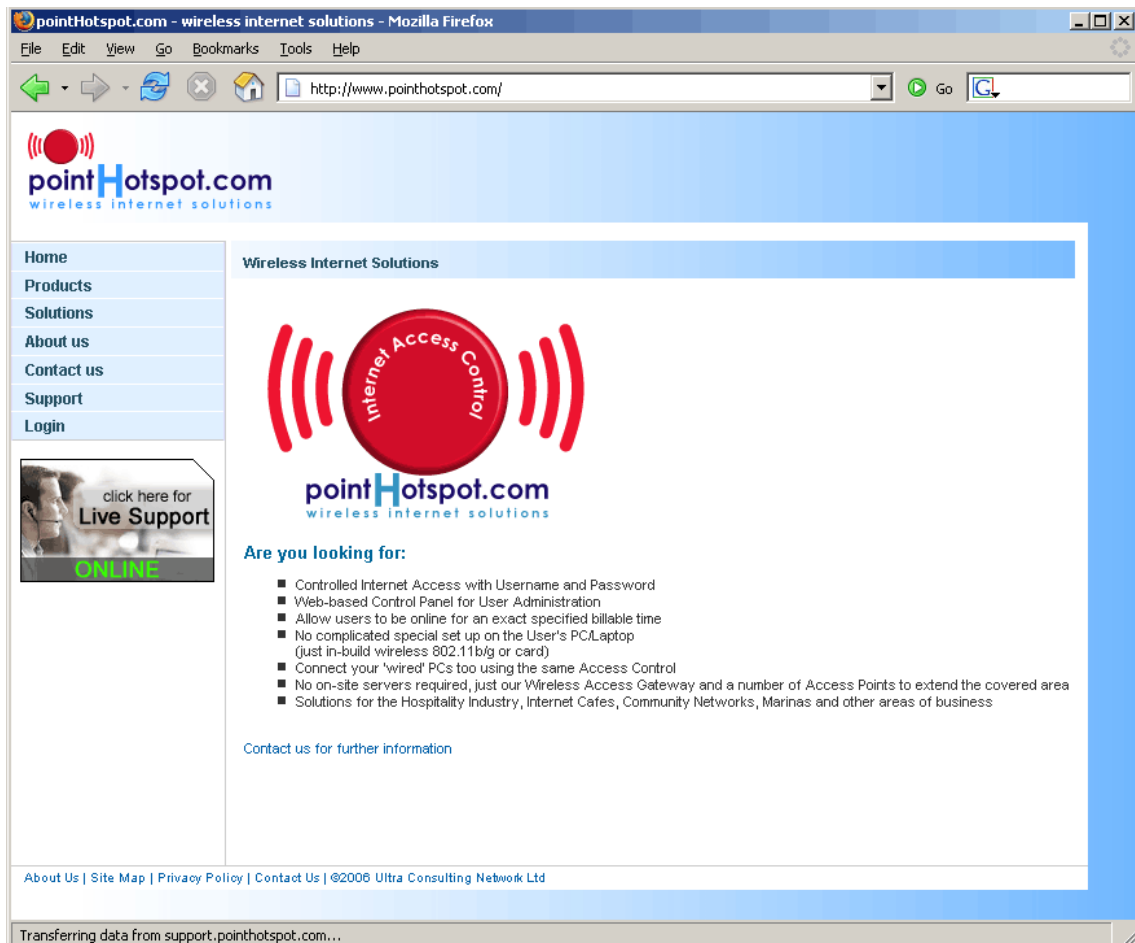
1. Introduction

pointHotspot is a web-based Wireless Internet Access Control Solution. It manages access for wireless (and wired) computers using a login page for each user connecting to the Internet. The login page will appear when a user tries to browse the Internet using a standard Internet browser like Internet Explorer, FireFox, Safari etc.

Access is granted via a username and password combination. The username and password is issued by the operator of pointHotspot.com at your e.g. hotel front desk, office etc. or from anywhere in the world.

pointHotspot is managed via the www.pointHotspot.com website.

The operator/manager has to login using the assigned username and password. Each operator should use their own username and password combination. Operator username and passwords cannot be used for online user access and are only for the purpose of managing the hotspot site.



pointHotspot.com Main Page



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2. pointHotspot Components:

The pointHotspot components at your location are:

- Internet Access via your preferred Internet Service Provider (ISP)
- One pointHotspot Gateway (GW) e.g. Linksys WRT54GL, RouterOS, etc.
- Additional pointHotspot wireless Access Points (AP) to extend range, e.g. Linksys WRT54GL

The pointHotspot components on our servers in the US are:

- pointHotspot management website
- Authentication servers (main & backup server)
- Online Database

3. Operator/Admin User Accounts:

In order to manage the pointHotspot user accounts, prepaid cards, view the system status, reports etc., the operator needs an administrative username and password. The standard package includes up to 10 Admin User accounts, more accounts can be added. There are different access levels defined:

- **Admin**
- **PowerOp** (Operator plus accounting features)
- **Operator**
- **Disabled** (Admin user account is disabled)

The '**Admin**' level is the highest level and allows creating, deleting and modifying user and admin accounts, view reports, change profile settings, display System Status (users online and device status) etc.

The '**Operator**' level allows modifying user accounts (no create or delete), view reports, change profile settings, display System Status (users online and device status) etc.

The '**PowerOp**' level is the same as 'Operator', but allows additional access to Accounting information.

List Admin User Accounts

pointHotspot.com - wireless internet solutions - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.pointhotspot.com/adminusers.php

pointHotspot.com
wireless internet solutions

Tue, 11 Nov 2008 0:30

Account ID: demo
logout

Help ?

Admin Login Id added

Admin User Management (5)

Search: []

Add New Admin User

Last Name	First Name	Login Id	Permissions	Last Login	Edit	Del
De La Rosa	Manuel	mdalarosa	Operator	Never		
Demo	Hotspot	demoadmin	Admin	2008-11-11 00:24:08		
Doe	John	johndoe	Operator	Never		
Operator	Demo	demoop	Operator	Never		
Power Operator	Demo	demopowerop	PowerOp	Never		

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Done



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Edit Admin User Account

pointHotspot.com - wireless internet solutions - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.pointhotspot.com/admuseredit.php? Google

pointHotspot.com
wireless internet solutions

Mon, 10 Nov 2008 23:11

Account ID: demo

logout

Help ?

Home

User Management

Prepaid Cards

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My Profile

Accounting

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Customer Support

Profile for: admin

First Name: John

Last Name: Doe

Tel: 555-5555

Fax: 555-5556

Mobile:

E-Mail: mymail@nomail.com

Language: English

Time Format: 24 Hour

Password:

Re-Password:

Permission Level: Admin

submit

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Done

Each admin user can set their password, First and Last Name, Tel, Fax, Mobil, Email Address, preferred Language (currently English only), Display Time format (either 12 or 24 hour format). The main Administrator can assign permission levels for all admin users.

Please note that there is a timeout of 60 minutes for inactivity. After 60 minutes of inactivity the admin user needs to log in again.



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4. User Management:

Each user connected to the network (wireless or wired) needs to have a username and a password to get access to the Internet.

List User Accounts

The screenshot shows the 'Registered Internet Users (85)' page in the pointHotspot.com web application. The interface includes a sidebar with navigation links like Home, User Management, Prepaid Cards, System Status, Reports, My Profile, Accounting, Administration, and Customer Support. The main content area displays a table of users with columns for Status, Type, Room, Login Id, Name, Edit, and Del. The table lists several users with various statuses (Expired, Online, Ready, Offline) and room numbers. A search bar and a 'logout' button are also visible.

Status	Type	Room	Login Id	Name	Edit	Del
Expired	Start/Stop Time	room239	room239			
Expired	Start/Stop Time	room241	room241			
Expired	Start/Stop Time	room242	room242			
Expired	Start/Stop Time	room243	room243			
Online	Start/Stop Time	room244	room244			
Ready	Start/Stop Time	room245	room245			
Expired	Start/Stop Time	room246	room246			
Offline	Start/Stop Time	room247	room247			
Offline	Start/Stop Time	room	sali			
Ready	Start/Stop Time	room	sharon	Sharon		

The **Status** column shows the current **Status** of the user account:

- Ready – Account is ready and was not yet in use
- Online – User is currently online
- Offline – Account is active, but user is offline
- Expired – Account expired
- Suspended – Account suspended

The **Type** column shows the selected Internet Service Plan.

The **Login Id** column shows the username of the user account.

Note:

- The User Management does not include any Prepaid Cards.
- Usernames should be generated generically e.g. user01, user02 as usernames are **re-used**.
- The standard package includes a maximum of 50 User Accounts. Additional accounts can be added at an additional charge.
- The time starts ticking **after the first login** (not for Start/Stop Plan)
- Avoid deleting usernames (deleted accounts remain in the system until maintenance time)



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Edit User Account

pointHotspot.com - wireless internet solutions - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.pointhotspot.com/use

pointHotspot.com
wireless internet solutions

Mon, 15 Sep 2008 11:08

Account ID:

[Help ?](#)

[Home](#)

[User Management](#)

[Prepaid Cards](#)

[System Status](#)

[Reports](#)

[My Profile](#)

[Accounting](#)

[Administration](#)

[Customer Support](#)

Internet User Information

Login Id:*

Internet Service Plan:*

Start Date:

Stop Date:

Start Time:*

Stop Time:*

Password:*

Location:*

Amount:*

Billing Cycle:*

Billing Notes:

First Name:

Last Name:

E-Mail:

Telephone:

Address:

Payment Method:

Online Status:

Notes:

☐ Print Ticket

How to extend Online Time?

For the Start/Stop Time Internet Service Plan:

- Simply modify the Stop Time to the Date/Time the user likes to be online

For all other Internet Service Plans:

- Select the Service Plan and click submit
- Time starts running after first login

* Mandatory Information

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Done

There are several **Internet Service Plans** defined: (Additional plans can be added)

- 1 Hour
- 24 Hours
- 1 Week
- Start/Stop Time

Only the Start/Stop Time package will show the start and stop time. The start time is automatically set to the current time, while the stop time is set to the next day (current time + 24 hours). The operator can modify the start and stop time to the required date and time.

For the other packages (1h, 24h, 1 Week etc.) the time will start after the Internet user logs in for the first time.

Whenever a user account is edited, the Billing Cycle has to be specified (except for free packages)

- Start New Cycle - New customer paid for online time (requires Amount)
- Extend Cycle - Existing customer extends online time (requires Amount)
- No Billing - All other, like password change, correction or input error etc. (requires Notes)
- Refund - Refund charges to customer

To print a User Account Ticket, please tick '**Print Ticket**' (Adobe Acrobat Reader required)



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5. Prepaid Cards/Tickets [optional feature]

Prepaid tickets are working in a way like prepaid cell-phones. A ticket with a certain time nomination e.g. 30min, 1h, 2h, 5h etc. can be purchased and the Internet user can use this ticket over a period of three (3) months after the first usage. Only the online time used will be deducted from the total time of the ticket.

Prepaid tickets are preferred over other Internet Access Plans when operator less operation is required. The tickets can simply be sold at the front desk without using the pointHotspot management site.

To create prepaid tickets, the administrator has to log in and select Prepaid Cards/Create Cards.

Prepaid Card Example

pointHotspot.com Prepaid Internet Card
Username: testcard17
Password: testcard17
Access Plan: Prepaid 60 Min
Card by: Admin's House

(10 cards per letter size sheet)

Create Prepaid Cards

Select the number of cards to be created and the online time and click on 'Create Cards'. Wait until the card creation process is finished.

Optional Feature: 'Mac restricted client group' – Restrict cards to one group of computers with known MAC addresses.



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Prepaid Cards Created

The screenshot shows a web browser window with the address bar displaying <http://www.pointhotspot.com/prepaid.php?create>. The page header includes the pointHotspot.com logo and the date/time: Thu, 5 Oct 2008 13:59. A red banner at the top of the main content area reads "10 Cards successfully created". Below this, a section titled "Prepaid Card Creation" contains a link "Print these Cards". A table lists 10 cards with their usernames and passwords.

Username	Password
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12
ludlow12	ludlow12

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After you see '.. Cards successfully created' you can print the cards using '**Print these Cards**'. It is recommended to first save these cards (PDF file) onto your PC disk drive and then print them. Please note that our servers are keeping a copy of each printed page.

Important: Please make sure that a card can only be sold once!



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Prepaid Cards Unused

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File Edit View Go Bookmarks Tools Help

http://www.pointhotspot.com/prepaid.php?unused

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wireless internet solutions

Thu, 5 Oct 2006 13:36

Account ID:

Prepaid unused Cards (106)
Search:

Status	Type	Login Id	Created
Ready	Prepaid 60 Min	btcoug07	2006-09-27 12:25:26
Ready	Prepaid 2 Hours	barnes07	2006-03-29 15:28:20
Ready	Prepaid 60 Min	batsun07	2006-09-27 12:25:23
Ready	Prepaid 2 Hours	batsun07	2006-03-29 15:28:24
Ready	Prepaid 60 Min	barnes07	2006-09-27 12:25:21
Ready	Prepaid 60 Min	batsun07	2006-09-27 12:25:24
Ready	Prepaid 2 Hours	batsun07	2006-09-27 12:26:24
Ready	Prepaid 5 Hours	barnes07	2006-03-29 15:05:27
Ready	Prepaid 2 Hours	barnes07	2006-09-27 12:26:21
Ready	Prepaid 60 Min	coghen07	2006-09-27 12:25:23
Ready	Prepaid 2 Hours	carnes07	2006-09-27 12:26:28
Ready	Prepaid 60 Min	coghen07	2006-09-27 12:25:20
Ready	Prepaid 2 Hours	coghen07	2006-07-05 17:03:10
Ready	Prepaid 2 Hours	coghen07	2006-09-27 12:26:25
Ready	Prepaid 2 Hours	coghen07	2006-07-05 17:03:20

1 | 2 | 3 | 4 | 5 | [8]

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Done

Unused prepaid cards are either available for sale or the use has not yet logged in for the first time.



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6. System Status

User Online Status

pointHotspot.com - wireless internet solutions - Mozilla Firefox

http://www.pointhotspot.com/main.php

Mon, 10 Nov 2008 23:03

Account ID: demo [logout](#)

[Help ?](#)

- Home
- User Management
- Prepaid Cards
- System Status
- Reports
- My Profile
- Accounting
- Administration
- Customer Support

System Status (14)

Authentication Server Status: Server up and running

Wireless Network Info: CH: 3 - SSID: pointHotspot.com

Status	Off	Login Id	Name	Room	Online Since	Upload	Download	
Online		room117		Rm 117	2008-11-10 22:58:40	7.96 KB	16.08 KB	
Online		room238		room238	2008-11-10 22:51:23	0.35 MB	1.56 MB	
Online		lobby1		Guest	2008-11-10 22:47:58	0.36 MB	0.67 MB	Lobby PC (right)
Online		room217		Rm 217	2008-11-10 22:41:58	0.9 MB	9.81 MB	
Online		room222		Rm 222	2008-11-10 22:30:52	0.27 MB	0.94 MB	
Online		room124		room124	2008-11-10 22:17:39	2.45 MB	2.94 MB	
Online		room215		Rm 215	2008-11-10 21:48:52	1.91 MB	10.24 MB	
Online		room105		room105	2008-11-10 21:05:56	0.69 MB	1.74 MB	
Online		room205		room205	2008-11-10 20:42:17	2.5 MB	7.7 MB	
Online		room244		room244	2008-11-10 20:26:13	2.82 MB	13.26 MB	
Online		room119		room119	2008-11-10 20:23:49	1.92 MB	6.65 MB	
Online		room102		Room 102	2008-11-10 17:06:33	6.76 MB	43.99 MB	
Online		room214		Rm 214	2008-11-10 16:48:37	8.92 MB	337.85 MB	
Online		room120		room120	2008-11-10 15:08:41	2.53 MB	12.19 MB	

[Add New User](#)

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Wireless Access Point Status (not available for all devices, controllers)

pointHotspot.com - wireless internet solutions - Mozilla Firefox

http://www.pointhotspot.com/unitstatus.php

Fri, 13 Apr 2007 15:03

Account ID: [logout](#)

- Home
- User Management
- Prepaid Cards
- System Status
- Reports
- My Profile
- Administration
- Customer Support

Wireless Access Point Status (3)

Search:

Status	Unit Name	Description	Last Status
	alkind01	pointHotspot.com main Gateway	2007-04-13 15:00:46
	alkind02	Access point, depends on alkind01, WDS	2007-04-13 15:01:45
	alkind03	Access point, depends on alkind01, WDS	2006-07-05 16:56:13

Note

- Status update every 10 minutes
- If device is not responding within 30 minutes, the status will change to

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7. Reports

User Report

pointHotspot.com - wireless internet solutions - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.pointhotspot.com/userreport.php?period=week&filter=€

pointHotspot.com
wireless internet solutions

Tue, 11 Nov 2008 1:32

Account ID: demo

logout

Help ?

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User Report (42)

Search:

Select reporting period:

☐ Today ☒ This week ☐ This month ☐ Last month ☐ Specify time period ☐ All Filter

Details	Login Id	Total	Upload	Download	Session End
	lobby1	3 h 30 min	2.54 MB	12.82 MB	2008-11-10 23:18:01
	meeting1	7 h 33 min	9.35 MB	19.48 MB	2008-11-10 16:39:39
	meeting2	3 h 17 min	2.33 MB	26.46 MB	2008-11-10 16:55:57
	meeting3	2 h 59 min	0.88 MB	2.95 MB	2008-11-10 17:41:42
	meeting5	3 h 22 min	3.17 MB	4.18 MB	2008-11-10 16:05:33
	meeting6	3 h 13 min	7.36 MB	34.18 MB	2008-11-10 16:38:33
	meeting7	4 h 16 min	2.91 MB	28.6 MB	2008-11-10 17:48:15
	room102	17 h 48 min	19.83 MB	101.82 MB	Online
	room103	12 h 39 min	7.84 MB	71.52 MB	2008-11-09 20:27:48
	room104	1 h 9 min	0.26 MB	5.43 MB	2008-11-10 18:40:33
	room105	23 h 41 min	18.11 MB	94.14 MB	2008-11-11 01:07:54
	room107	6 h 40 min	1.47 MB	5.45 MB	2008-11-10 20:40:57
	room109	48 min	1.54 MB	8.75 MB	Online
	room112	3 h 40 min	3.86 MB	27.09 MB	2008-11-09 07:17:57
	room114	14 h 21 min	7.3 MB	43.71 MB	2008-11-10 19:43:16

1 | 2 | 3

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Done

Above report shows the accumulated time, upload and download values for 'This week's online users.

To get further details about each **Login Id** simply click on the '**Details Folder**'



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User Detail Report

Account ID: demo [logout](#)

User Report (4)
Search:

Select reporting period:
☐ Today ☒ This week ☐ This month ☐ Last month ☐ Specify time period All Filter

Login Id	Total	Upload	Download	Session Start	Session End	Termination	MAC
room214	8 h 47 min	10.76 MB	435.86 MB	2008-11-10 16:48:37	Online		00-16-EA-2F-36-68
room214	2 h 4 min	1.6 MB	46.23 MB	2008-11-10 06:02:35	2008-11-10 08:07:33	Idle-Timeout	00-16-EA-2F-36-68
room214	6 h 42 min	6.72 MB	280.06 MB	2008-11-09 18:33:42	2008-11-10 01:15:54	Idle-Timeout	00-16-EA-2F-36-68
room214	10 h 25 min	18.03 MB	612.77 MB	2008-11-08 22:33:21	2008-11-09 08:59:05	User-Request	00-16-EA-2F-36-68

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Detailed list about all sessions for 'This Week' for selected user.

8. Billing

Billing can be enabled or disabled for each pointHotspot installation.

In order to enable billing support, simply contact pointHotspot support.

Each Internet Access Plan will need the following assignments:

- Name of Internet Service Plan (e.g. 60 Min, 30 Min Free, 1 hour prepaid etc)
- Currency
- Amount in local currency (0.00 for Free plans)

Each time a user gets a user account, the 'Billing Cycle' has to be assigned (also shown on page 7).

- Start New Cycle - New customer paid for online time (requires Amount)
- Extend Cycle - Existing customer extends online time (requires Amount)
- No Billing - All other, like password change, correction or input error etc. (requires Notes)
- Refund - Refund charges to customer

The amount for each Internet Access Plan can be modified by the operator if required.

Please note that whenever the Billing Cycle is submitted, it is registered into the accounting cycle.

Password changes and other non-billable changes to the account should use 'No Billing' and write the reason for no billing into the Notes field, e.g. 'password changed'.



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Accounting Report

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File Edit View History Bookmarks Tools Help

http://www.pointhotspot.com/accounting.php?period=week&filter=

Google

pointHotspot.com
wireless internet solutions

Tue, 11 Nov 2008 2:18

Account ID: demo

logout

Help ?

- Home
- User Management
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- Accounting
- Administration
- Customer Support

Accounting (7)

Select reporting period:

☐ Today ☒ This week ☐ This month ☐ Last month ☐ Specify time period ☐ All Filter

Package Type	Qty	Price	Total	
60 Minutes	1	0.00	0.00	
2 Hours	9	0.00	0.00	
30 Minutes	5	0.00	0.00	
30 Minutes	2	41.40	82.80	Start New Cycle
60 Minutes	1	82.80	82.80	Start New Cycle
10 Hours	3	103.50	310.50	Start New Cycle
3 Days	1	310.50	310.50	Start New Cycle
Total	22		786.60	

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Done



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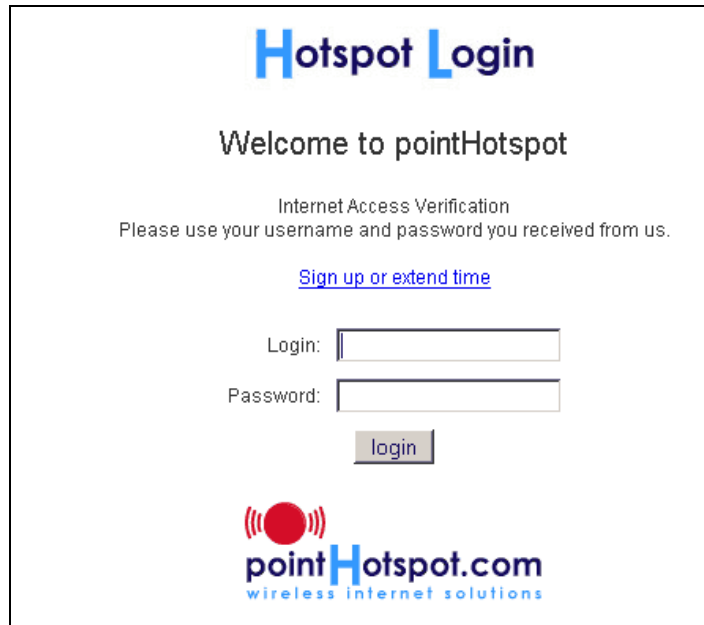
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9. Online Login Page

Internet access for online users is controlled via a username and password combination. In order to gain Internet access a user has to do the following:

- Get username and password (from front desk, online purchase etc.)
- Join the wireless SSID of your wireless network (not required for wired connections)
- Open a web browser and visit any site on the Internet e.g. www.google.com. This will redirect the user to the pointHotspot login page (this usually requires that the online users' computer has to 'obtain the IP address dynamically and the web browsers proxy settings have to be disabled).
- Enter the username and password and press submit.
- The user will get information about the remaining online time immediately
- The user has full Internet access until the assigned session time expires



The image shows a sample login page for pointHotspot.com. At the top, it says "Hotspot Login" in blue. Below that, it says "Welcome to pointHotspot". Then, it says "Internet Access Verification" and "Please use your username and password you received from us." There is a link "Sign up or extend time" in blue. Below that, there are two input fields: "Login:" and "Password:". Below the password field is a "login" button. At the bottom, there is a logo for pointHotspot.com with the tagline "wireless internet solutions".

Sample Login Page

10. Online Payments (beta)

The pointHotspot online Internet Access Control System has an optional online payment module where customers can make payments via one or more payment gateways and get instant Internet access. Users can select between the different Internet Plans and pay online using credit cards or other accepted means (depending on payment gateway provider). At current we support online payment modules using PayPal. Other payment gateways will be added in time.



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11. Miscellaneous

- The Internet connection must be present when booting the wireless router (pointHotspot Gateway)! Otherwise the Hotspot module will not start due to the missing DNS access and the wireless clients will not get a proper IP address from the Hotspot DHCP server. Reboot
- Disconnect online users remotely via pointHotspot.com website – This optional feature requires direct remote access from our servers to your pointHotspot gateway (via port 3799) and is not available for all pointHotspot gateways.
- In order to print User Account Tickets Adobe Acrobat Reader must be installed and 'Allow www.pointhotspot.com' must be added to your Internet browser popup blocker.
- A default printer for User Account Tickets can be defined (Admin Settings).
- MAC Address restriction (optional feature) – Access for certain PCs (Lobby etc.) can be controlled differently than for other online users. The identification is done using the PCs MAC address.
- Other features on request
- This pointHotspot Operator guide is for pointHotspot version 1.3.2 and higher (Nov 2008)

12. Documentation

- This pointHotspot Operator guide is available online in the Help section of the www.pointhotspot.com administration site.
- pointHotspot Quick Setup Guide – Configure your pointHotspot Gateway (router etc.)
- pointHotspot Troubleshooting Guide



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