checkbox

Wireless Systems

SET UP & USER GUIDE

HSv726

WiFi Controller





CheckBox Wireless Systems[tm] are designed to be Easy to Install, Easier to Manage and Easiest to Afford. To make set up as easy as possible, please take a moment to completely read through these instructions before you begin.

checkbox

Wireless Systems

Welcome

Thank you for choosing CheckBox. This guide shows you how to set up your HSv726 and use its features.

Start with **Part 1, Get started**. Most answers to common questions are in here.

We add new features through automatic updates, so some screens may change over time. You can download the latest version of this guide at **www.CheckBoxSystems.net**.

Thank you for purchasing a CheckBox System!

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PART 1

Get started

Connect your CheckBox, log in and set up your WiFi networks.

1 Connect your CheckBox
2 Log in to your control panel
3 Assign your ports
4 Check your internet connections
5 Set up your WiFi networks
6 Test your WiFi speed

1.1 Connect your CheckBox

Place the HSv726 indoors, somewhere clean and dry, near a power outlet and your internet connection(s).



The HSv726 can use up to seven internet connections at once. It shares traffic between them automatically, and if one connection fails, it switches to the others.

Port	What it's for
ETH0	Local port. Connects to your access points, or to the network switch that serves them.
ETH1 to ETH4	Flexible ports. You can set each one as Local or Internet (see 1.3).
ETH5	Internet port. Connects to your first internet connection.

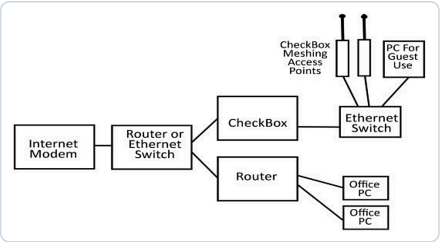
Port	What it's for
X0 and X1	10 Gb SFP+ fiber ports. Use them with SFP fiber adapters, set as Local or Internet.

1. Connect **ETH5** to your modem (DSL, fiber, satellite or cable) with a network cable.
2. Connect your access points and wired devices, such as computers, point-of-sale systems and security cameras, to **ETH0**. You can connect them directly or through a network switch.
3. Connect any other internet connections to the flexible ports or fiber ports. Flexible ports start out as Local, so set these ports to Internet in 1.3.
4. Power each access point with the PoE adapter that came with it, or with a PoE switch. PoE sends power and data through one cable.
5. Connect the HSv726 to power.

> FOR THE BEST SPEED
> The HSv726's network ports run at 2.5 Gigabit. It works with ordinary Gigabit switches and modems, but for the best performance use devices with 2.5 Gigabit or faster ports.

> IMPORTANT
> Never put a router between your guests and the CheckBox. Use a network switch instead. A router stops the CheckBox from recognizing and logging in each guest device.

For best results, connect the CheckBox directly to your internet connection. You can also connect it through a switch or firewall, but that may need extra setup on those devices.



A typical setup

> **NOTE**
> If you use the private admin network, any device plugged into the CheckBox joins that private network, not a guest network.

Protect your system from power surges

Power spikes and nearby lightning can damage any electronic equipment, right away or over time. To reduce the risk:

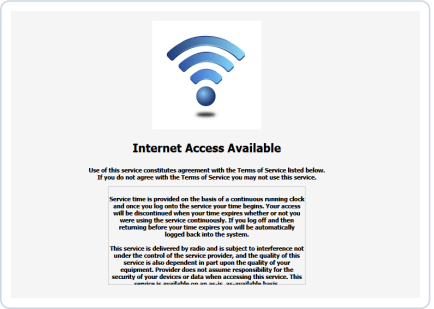
- Use an outlet that doesn't share a circuit with air conditioners, coolers or other large motors.
- Plug the CheckBox, modem, switches and firewall into the same good-quality surge protector.
- If you often lose power or see power glitches, add a UPS (battery backup).
- For long outdoor cable runs, or cables between buildings, use fiber optic cable instead of network cable. Fiber doesn't carry power spikes.

1.2 Log in to your control panel

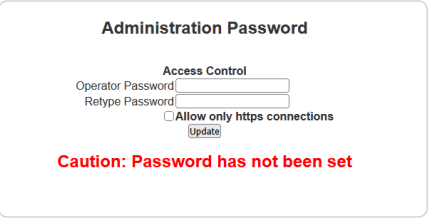
You manage everything, including guest access, tickets and settings, from your control panel in a web browser.

1. Connect your computer to the CheckBox, either by WiFi (network name: **hotspot**) or with a network cable.
2. Open your web browser. You'll see the guest welcome page.
3. In the address bar, type http://192.168.17.1:3456/admin

4. The first time, you'll be asked to create a password. Use letters and numbers only, with no spaces or symbols. Enter it twice and click **Set Password**.
5. If you're asked for a user name, leave it blank.



The guest welcome page



Setting your password

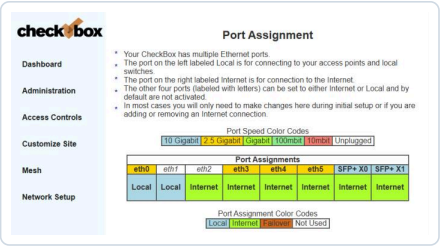
> **TIP**
> You can also log in from anywhere over the internet. See **3.6 Manage your system remotely**.

1.3 Assign your ports

ETH0 is always Local and ETH5 is always Internet. The flexible ports, ETH1 to ETH4, X0 and X1, are set to Local by default. To use a flexible port for an internet connection, set it to Internet.

You usually only change these when you first set up, or when you add or remove an internet connection.

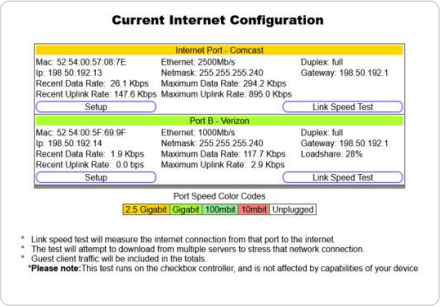
1. Go to **Network Setup › Port Assignment**.
2. Click a port to change its setting. Each click moves to the next one: **Not Used**, **Internet**, **Local**, then back to Not Used.
3. When every port is set, click **Update**.
4. If the change needs a restart, you'll be asked to confirm. The restart takes about 90 seconds.



1.4 Check your internet connections

Most internet providers set up the connection automatically, so you usually don’t need to change anything here.

Go to **Network Setup › Internet**. You’ll see a section for each port set as Internet, with its address and speed. Only ports you’ve turned on appear here. The HSv726 uses each connection’s speed to decide how much traffic it carries, and adjusts this as it goes.



If your provider gave you a fixed (static) IP address

1. Go to **Network Setup › Internet** and click **Setup** in that connection’s section.
2. Enter the IP address, netmask, gateway and DNS your provider gave you.
3. Click **Update**, then restart the CheckBox.

To check a connection’s speed, click **Link Speed Test** in its section.

> **IMPORTANT**
> Leave **Network Setup › Local** at its default (192.168.17.xxx). Never set it to the same range as your internet connection, or you'll lose contact with the CheckBox.

1.5 Set up your WiFi networks

MultiNet lets one CheckBox run up to four separate WiFi networks on the same access points.

Network type	What it's for
Guest networks up to 3	WiFi for guests. Each has its own login page, branding, rules, tickets and PermaCodes. For example, one for the property and one for the restaurant.
Admin networks up to 3	Private, password-protected (encrypted) WiFi for staff and office devices. No login page.

By default, only Guest Network 1 is turned on, named **hotspot**.

Name or add a network

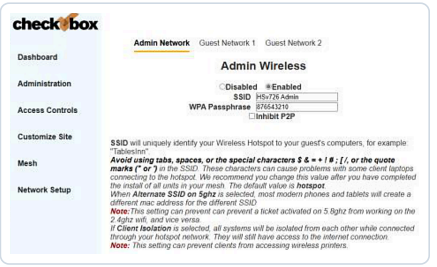
1. Go to **Network Setup › Wireless MultiNet**.
2. Choose the network tab, and select **Enabled** to turn it on.
3. Enter a network name (SSID). For admin networks, also enter a password (WPA2 key).
4. Choose **Client Isolation** (keeps guest devices from seeing each other) and **P2P Inhibit** (limits peer-to-peer file sharing) if you want them.
5. Click **Update** and wait a few minutes. If you're connected by WiFi, you may be disconnected.

RULES FOR NAMES AND PASSWORDS

- Use letters and numbers only, with no spaces or symbols.
- Give every network a different name.
- Admin passwords must be 8–63 characters. Longer is safer. Share them only with staff who need them.



A guest network tab



An admin network tab

IMPORTANT

If your access points connect to each other wirelessly (mesh), wait **10 minutes** after any network change before changing anything else, such as the local address or channel. Otherwise access points can lose their connection.

NOTE

MultiNet works only with CheckBox access points. Other brands must be set up and managed separately.

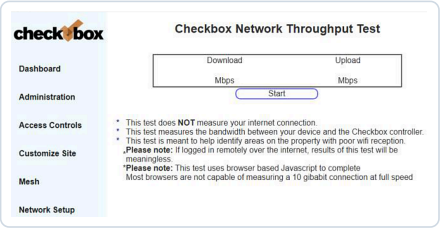
Each guest network gets its own welcome page and access options. Set them up under **Customize Site** and **Access Controls** (see Part 2).

1.6 Test your WiFi speed

See what speed your guests can expect around the property.

1. On a phone, tablet or laptop, connect to your WiFi and log in to your control panel.
2. Go to **Network Setup › Network Test** and click **Start**.

3 Repeat in different areas to find spots with weak coverage.



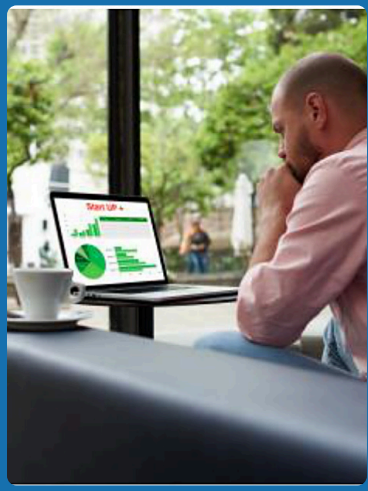
> **NOTE**
>
> This tests your WiFi, not your internet connection. Results are affected by other users, interference and your usage settings.

PART 2

Let guests online

Choose how guests get online and make the welcome page your own.

1 Ways guests can get online
2 Print access tickets
3 Use PermaCodes
4 Offer free WiFi
5 Accept credit cards with PayPal
6 Ask for a room or site number
7 Customize your welcome page



2.1 Ways guests can get online

Guests must log in before they can use the internet. You can offer any mix of these options:

Option	How it works
Access tickets	Printed codes, each for one device and a set amount of time.
PermaCodes	Reusable codes many guests can share, such as for an event.
Free access	A set amount of free time, such as 15 minutes a day.
Credit cards and PayPal	Guests pay online. No staff needed.

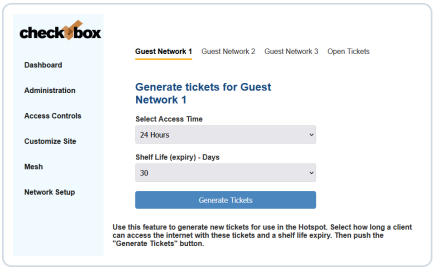
Option	How it works
Other systems	Link to reservation, point-of-sale or loyalty programs. Contact CheckBox Support to set this up.

The welcome page shows only the options you've turned on. For example, if you haven't printed tickets, guests won't see a ticket box.

2.2 Print access tickets

Tickets give a guest online time you choose, from 15 minutes to one year. You can give them away or sell them. Each ticket works on one device only and can't be shared or reused.

1. Go to **Access Controls › Generate Tickets**.
2. If you have more than one guest network, choose the network.
3. Choose how long each ticket lasts, and how many days it stays valid before it's used (shelf life).
4. Click **Generate Tickets**. A sheet of ten tickets opens. Print it on plain paper and cut it up, or use business card stock (Avery 5870 or equivalent).





A printed ticket

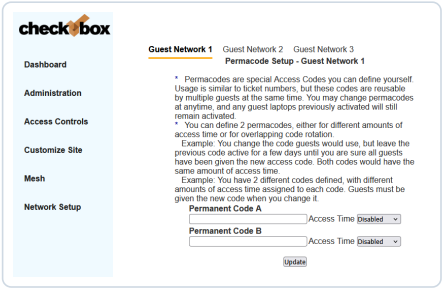
> **TIP**
> If the ticket sheet doesn't open, allow pop-ups for the control panel in your browser. To change the picture on your tickets, go to **Customize Site**.

2.3 Use PermaCodes

PermaCodes are reusable codes many guests can use at the same time. They're great for group events and promotions, and save printing lots of tickets.

1. Go to **Access Controls › PermaCode**.
2. If you have more than one guest network, choose the network.
3. Enter up to two codes, choose how long each one lasts, and click **Update**.

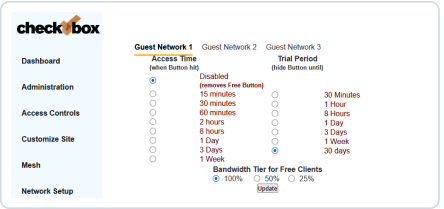
Guests type the code on the welcome page to get online. Codes can use letters and numbers, with no spaces or symbols, and aren't case sensitive. If you change a code, devices already online stay connected until their time runs out.



2.4 Offer free WiFi

Give guests a set amount of free time, such as 15 minutes a day or 1 day a week. This is great for cafés that want to offer WiFi without guests holding a table for hours.

1. Go to **Access Controls › Free Access Setup** and choose the guest network.
2. Choose the **Access Time**, how long guests can stay online.
3. Choose the **Trial Period**, how long before they get free time again.
4. Click **Update**.



When a guest's free time runs out, they need a ticket or credit card to stay online (if you offer those).

> **TIP**
> For unlimited free WiFi that still shows your welcome page, set both times to the same value. For example, 60 minutes and 60 minutes means guests see your welcome page once an hour.

> **SPEED FOR FREE USERS**
> Use **Bandwidth Tier for Free Clients** to give free users 100%, 50% or 25% of the speed other guests get. You can change the free access message under **Customize Site › Free Access Text**.

2.5 Accept credit cards with PayPal

Guests can pay by credit card on the welcome page, so no staff are needed. This is great for unattended places such as marinas. Payments go through PayPal into your account.

> **NOTE**
> PayPal is available on Guest Network 1 only. You need a PayPal Business account. A personal account can be upgraded at www.paypal.com.

Step A: Set up your PayPal account

1. Log in to PayPal. Click your account name (top right), then go to **Account Settings › Website Payments › Website Preferences**.

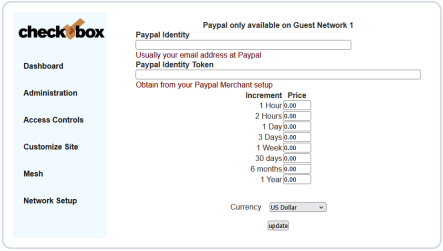
2. Set these options:

   Auto Return: On
   Return URL:
   https://checkboxadmin.com/paypalreturn
   Payment Data Transfer (optional): On
   Encrypted Website Payment: Off
   PayPal Account Optional: On
   Contact Telephone Number: Off
   Express Checkout Settings: No

3. Click **Save**. Then go back to **Payment Data Transfer** and copy your **Identity Token**. Paste it into a document and keep it safe.

Step B: Connect PayPal to your CheckBox

1. In your control panel, go to **Access Controls › PayPal Setup**.
2. Enter your PayPal ID (usually your email address).
3. Paste your Identity Token.
4. Set your prices. Leave any time options you don't want to offer at zero.
5. Click **Update**.



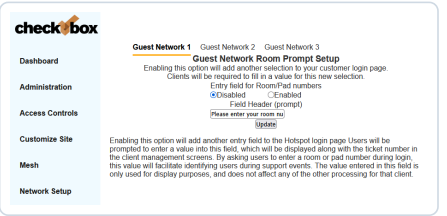
> **TIP**
> Run a few test payments, then refund them in PayPal's merchant tools.

> **PAYPAL SUPPORT**
> The PayPal software module is provided to process credit card transactions securely through PayPal utilizing PayPal's systems. CheckBox Systems is not affiliated with PayPal and does not offer support for managing PayPal merchant accounts.

2.6 Ask for a room or site number

Room Prompt adds a box to the welcome page asking guests for their room number, campsite or boat slip. It works with any login option, and the answer appears next to the guest in your Active Clients list.

1. Go to **Customize Site › Room Prompt Setup**.
2. If you have more than one guest network, choose the network.
3. Select **Enabled**. You can also change the text shown above the box.
4. Click **Update**.



> **TIP**
> The CheckBox can't check what guests enter. If staff spot a fake room number in Active Clients, they can disconnect that guest.

2.7 Customize your welcome page

Add your logo and your own messages to the pages guests see.

1. Go to **Customize Site**. If you have more than one guest network, choose the network.

2. Choose what to change: **Site Logo**, the **Login Screen** message, the **Welcome Screen** message, or the messages guests see if login fails or the service is misused.
3. Make your changes and click **Update**.



A custom login page



A custom welcome page

> **TIP**
> The default text contains some HTML code. If you're not familiar with HTML, just change the words. If you link to pictures or pages on another website, add that site to the whitelist under **Administration › Open Systems**.

Picture sizes

Picture	Best size	File size
Welcome page logo	Up to 320 × 120 pixels (wide × tall)	20–60 KB, 100 KB max
Ticket logo	200 × 110 pixels	About 20 KB

Use .jpg, .bmp or .gif files. Keep pictures small so they fit on phones and load quickly. You can resize them with tools such as Adobe Photoshop or IrfanView (www.irfanview.com).

PART 3

Run your system

Everyday tasks: see who's online, manage devices and keep an eye on your system.

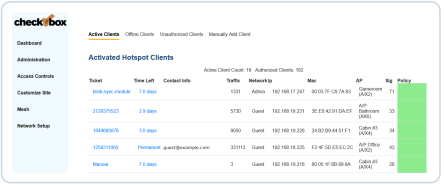


1 See who's connected
2 Approve a device manually
3 Set data limits
4 Check data usage
5 Check your access points
6 Manage your system remotely
7 Get outage alerts
8 Message guests with S/A/F/E

3.1 See who's connected

Guests normally get online, use their time and are logged off automatically. You don't need to do anything. When you do need to check, go to **Administration** and choose a list:

List	Shows
Active Clients	Devices online now, with their time left, data used, access point and signal strength.
Offline Clients	Devices with time left that aren't online. They can rejoin without the welcome page.
Unauthorized Clients	Devices that found your WiFi but aren't logged in. It's normal to see several here.



Active Clients

Click a guest's ticket number or time left to add time, remove the guest, or rename them. Data used is counted from when they logged in. A signal above 15 usually means a good connection. Signals are averaged over 5 minutes, so they move up and down.

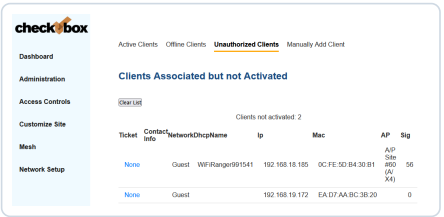
Label users and office devices

Give a device a name, such as an employee or office computer, so it's easy to find. Click its ticket number (or "PayPal," "Free" or "Manual"), type a name in the **Identity** box, and click **Update**. Use no spaces or symbols.

3.2 Approve a device manually

Some devices, like credit card terminals and game consoles, can't use a login page. You can let them online yourself.

1. Go to **Administration › Unauthorized Clients**.
2. Click the device's ticket column (it shows "None").
3. Choose how long it can stay online.



Unauthorized Clients

Can't tell which device it is?

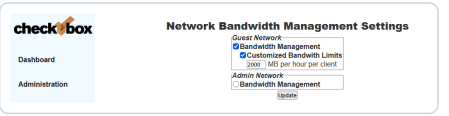
1. Turn the device off.

2. Click **Clear List** on the Unauthorized Clients screen.
3. Turn the device on and connect it to your WiFi.
4. Refresh the screen. Your device should now be the only one listed.

3.3 Set data limits

The Client Usage Policy stops one guest from slowing everyone down, or using up your data allowance if you have satellite internet or a data cap. It's off by default.

1. Go to **Administration › Client Usage Policy**.
2. Turn on **Bandwidth Management** for each network you want to limit.
3. Use the **Min** to **Max** slider to set a relative limit, or set a specific limit per hour.



With the slider, each guest's share depends on your total internet speed and how many people are online. A network set to Max gets several times more than one set to Min.

Guests aren't cut off. As they near the limit, their speed slows. Some apps, like video streaming, may stop if it gets too slow. Speed returns to normal a few minutes after they use less.

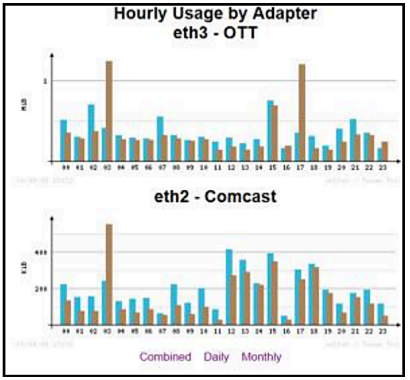


In Active Clients, the last column shows each guest's status. **Green** means full speed. **Yellow** means they've been slowed, with their current speed shown. To remove the limit for a device, such as an office computer, click its green or yellow box and select **Unrestricted Usage**. This lasts until its ticket expires. For office computers, consider a **Permanent** ticket.

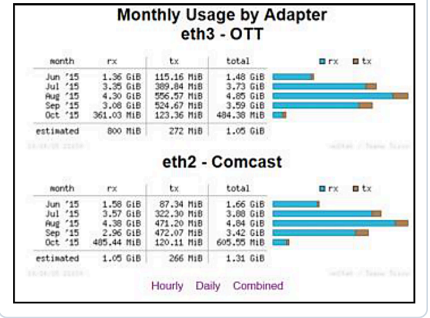
3.4 Check data usage

Go to **Network Setup › Statistics** to see how much data your system used in the past 30 days and the past twelve months.

- **rx** (blue) is data downloaded from the internet.
- **tx** (brown) is data uploaded.
- Click **Hourly** to see usage by hour, for all connections or for each internet connection (“adapter”).
- Click **Monthly** for a summary.



Hourly usage by connection



Monthly usage by connection

3.5 Check your access points

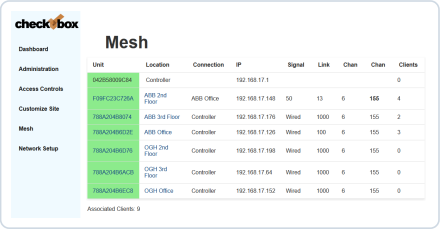


CheckBox access points set themselves up. They can connect to the CheckBox by cable (wired) or wirelessly (mesh). In mesh mode they still need power nearby, and speed depends on signal strength and interference. Wired is faster, so use mesh only where you can’t run a cable.

IMPORTANT

The first time a new access point connects, it appears in **blue** on **Mesh › Mesh Nodes**. Click it to accept it. Until you do, it can’t serve guests. You only need to do this once.

Go to **Mesh › Mesh Nodes** to check each access point:



Column	What it shows
Unit	The access point’s MAC address (its serial number).
Location	Its name. Click to rename it, for example “Pool.” Shows “*****” until you name it.
Connection	What it connects through: the controller or another access point. This can change as the system finds the best route.
Signal	Signal strength, averaged over 5 minutes. Wired units show “wired.” **Yellow** means slow and unreliable. **Red** means it can’t serve guests, often due to power or wiring.
Link	The maximum speed of the link. Real speed may be lower.
Chan	The channels it uses. To change a wired unit’s channel, click its name.
Clients	How many devices are using it.

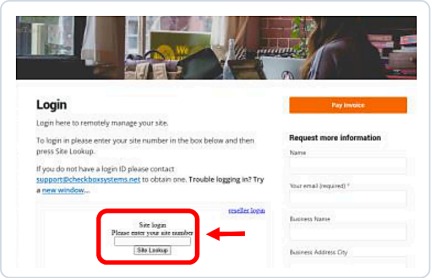
3.6 Manage your system remotely

You can manage your CheckBox from anywhere. The easiest way is Remote Site Login. It's free for systems under the original warranty or an extended support agreement.

The easy way: Remote Site Login

You need your 4-digit site ID, user name and password. CheckBox Support assigns your site ID and user name. Your password is the same one you use for your control panel. Need a site ID? Email Support@CheckBoxSystems.net.

1. Go to **MyCheckBoxLogin.com**.
2. Enter your site ID in the Site Login box and click **Site Lookup**.
3. Enter your user name and password and click **OK**.
4. You'll see your system status. Click your site name (the first item under **Location**) to open your control panel.



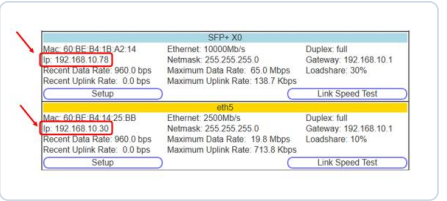
Hotspots

Location	Status	Version	
Oasis GH	0:03	4.400MCx	Statistics
ABB 2nd Floor	0:00	4.400Sa	
ABB 3rd Floor	0:03	4.400Sa	
ABB Office	0:01	4.400Sa	
OGH 2nd Floor	0:03	4.400Sa	
OGH 3rd Floor	0:01	4.400Sa	
OGH Office	0:04	4.400Sa	

Status updates about every 10 minutes. **Green** means working. **Yellow**, **pink** or **red** means a problem. **Blue** means a software update is in progress. If you get an error when you click your site, the system may be offline, its internet may be down, or it may be behind a firewall.

From your office network

If the CheckBox is connected to your company network, any device on that network can reach it. Find its IP address under **Network Setup › Internet**. Each internet connection has its own section and address. Type the address in your browser with **http://** before it and **:3456/admin** after it. For example: **http://192.168.10.78:3456/admin**



The CheckBox IP addresses

From the internet by IP address

You can also reach the CheckBox using the IP address your internet provider gave it, for example **http://66.23.124.9:3456/admin**. Most providers change this address from time to time. Some offer a fixed (static) address, sometimes for a fee.

If your CheckBox connects through a router, you'll need to set up static routing, DMZ or virtual servers on that router. Check your router's instructions. CheckBox Support can't help with office router settings.

3.7 Get outage alerts



Get an email or text if your controller, an access point or your internet goes offline. Alerts are included in your first-year warranty and the Extended Warranty Program. You need a Remote Site Login. To request one, email Support@CheckBoxSystems.net.

1. Log in to the CheckBox support portal.
2. Click **Site Info**, then **Update Site Information**.
3. Choose an alert level (see below), or turn alerts off.
4. Enter the email address for alerts.
5. Click **Update Site Information**.

Level	Alerts you when a unit…
Aggressive	Is late for any check-in. Can send many alerts on slow connections such as satellite or older DSL.
Normal	Misses two check-ins. Best for most systems.
Relaxed	Misses four check-ins. Good if you often have power or internet problems.

The first time you turn on alerts, setup can take up to 4 hours.

> **TIP**
> To get alerts as texts, ask your phone company for its email-to-text address (often like yourphonenumber@cellphoneprovider.net). Your phone company may charge for texts.

3.8 Message guests with S/A/F/E

S/A/F/E, the Survey And Feedback Engine, lets you and your guests message each other by text or email.



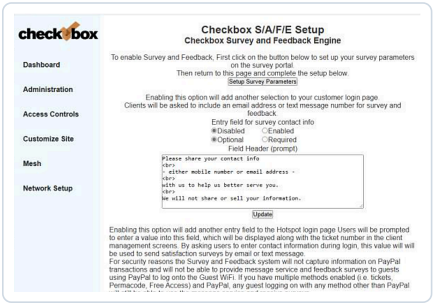
- When guests log on, they automatically get your welcome message.
- Guests can reply with questions or requests, and you reply from your email.
- After guests leave, they can get a thank-you note and a short survey.

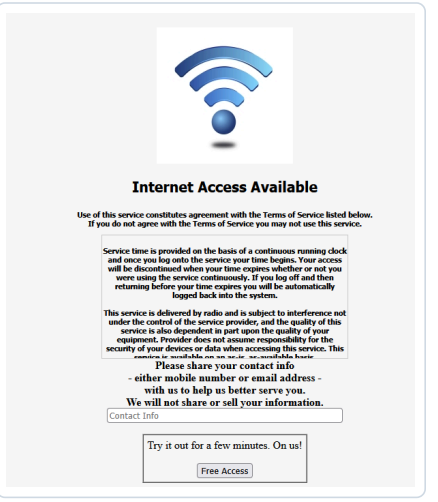
S/A/F/E is included at no additional charge for customers on a current support plan or under their original warranty.

Turn on S/A/F/E

You need your Remote Site Login site ID, user name and password. If you don't have them, email Support@CheckBoxSystems.net.

1. In your control panel, go to **Customize Site › Survey and Feedback Setup**.
2. Under **Entry Field for Survey Contact Info**, select **Enabled**.
3. Choose whether guests must enter their contact info (**Required**) or not (**Optional**).
4. Edit the message guests see when asked for their email or mobile number, and click **Update**.



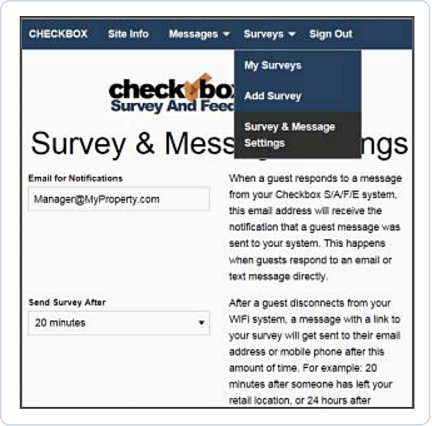


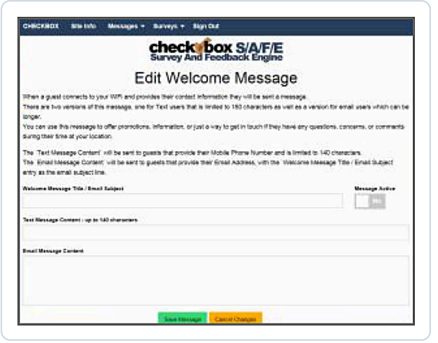
What guests see

Set up your welcome message

1. On the S/A/F/E setup page, click **Setup Survey Parameters**. This opens the portal (also at https://portal.checkboxsystems.net).
2. Log in with your site number, user name and password. You'll see your system status. Anything in red is offline.
3. Go to **Surveys › Survey & Message Settings**. Enter the email address where guest messages should go, and choose how long after guests leave to send the survey.
4. Go to **Messages › My Messages** and click **Add New Message**.
5. Enter a title (the email subject), a text version (up to 140 characters including spaces) and an email version.

6. Turn the message on. Only one message can be active at a time, or none.





Reply to guests

Guest replies, by text or email, all go to the email address you entered. Reply to emails directly. For a text, click the link in the email to reply in the portal. You can also read and answer texts on the portal's messages page, newest first.

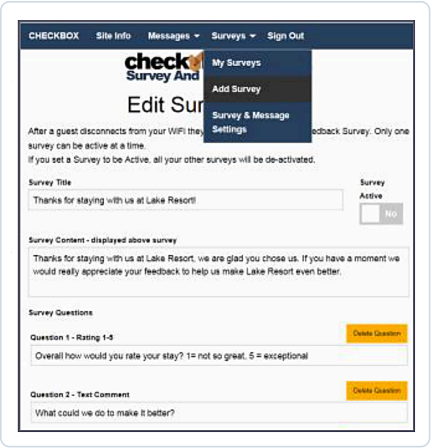


Text messages in the portal

Send surveys

1. Go to **Surveys › Add Survey**.
2. Give the survey a title and a short message.
3. Add questions. Each can be a 1–5 rating or a comment box.
4. Turn the survey on and save. Only one survey can be active at a time.

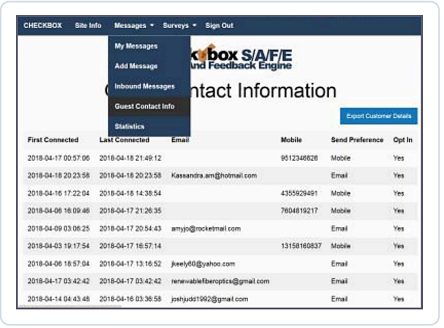
Guests get a link to the survey by text or email after they leave. See responses under **Surveys › My Surveys** by clicking **View**.





Download guest contacts

Go to **Messages › Guest Contact Info** to see each guest's email or mobile number and when they first and last connected. Click **Export Customer Details** to download a .CSV file for a spreadsheet or marketing program.

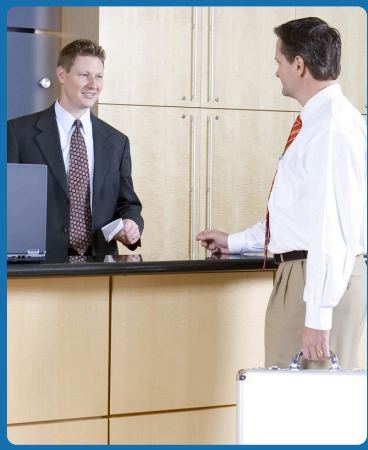


PART 4

Reference

Coverage tips, a final checklist, terms, support and policies.

1 Get the best coverage
2 Final installation checklist
3 Glossary
4 Support and warranty
5 Privacy policies



4.1 Get the best coverage

WiFi is a two-way conversation. A guest's phone may "see" a strong signal but be too weak to answer back. Phones and laptops have small antennas and low power, so the best fix is **more access points, closer together**.

- On an open field with no interference, a signal can travel up to 1000 feet. Walls, other devices and users shorten that.
- Building materials matter. A hotel with two 200-foot, three-floor wings might need 16 or more access points if built of concrete, but only 8 if built of wood.
- RVs are hard to reach. A campground may need access points every 200 feet, so no RV is more than 100 feet from one.
- Nearby radar or cell towers can cause interference and mean you need more units.
- Signal bars are only a rough guide. What matters is whether guests can connect, and whether it's fast enough.

About antennas and amplifiers

- Long-range antennas can add 10–30% range, but can also send the signal over guests' heads, or reach devices that can't answer back.
- Pinpoint (point-to-point) antennas are for linking buildings or remote units, not for guests.
- CheckBox already uses the maximum legal power. WiFi amplifiers are not legal, and owners can be fined.

4.2 Final installation checklist

Controller

- [ ] Connected to power.
- [ ] Connected to your internet connection(s).
- [ ] Any flexible ports used for internet connections set to Internet.
- [ ] Network cables aren't stapled to walls or tied to power lines.

Access points

- [ ] Connected to power.
- [ ] Outdoor units are mounted at least 20 feet above the ground.
- [ ] Mounted at least 4 feet from other antennas.
- [ ] Serial number of each unit noted, so you can name it in the Mesh display.

Setup

- [ ] Control panel password set.
- [ ] Access points accepted on the Mesh page.
- [ ] Welcome page and ticket pictures uploaded.
- [ ] Welcome page messages edited (see 2.7).
- [ ] WiFi network names (SSIDs) changed.
- [ ] Tickets printed (if you use tickets).
- [ ] Free access set up (if you offer it).
- [ ] PayPal set up (if you take credit cards).

4.3 Glossary

Access point	The device that broadcasts your WiFi signal.
Controller	The CheckBox HSv726. It connects to your internet and runs your WiFi networks.
DHCP	The way most internet providers set up your connection automatically.
Flexible port	A port you can set as Local, Internet or Not Used. On the HSv726 these are ETH1–ETH4, X0 and X1.
IP address	A number that identifies a device on a network, like a phone number.
MAC address	A device's unique serial number, used to identify it on a network.
Mesh	Access points that connect to each other wirelessly, without cables.
PermaCode	A reusable code many guests can use to get online.
PoE (Power-over-Ethernet)	Power and data through one network cable.
SFP+ port	A port for a fiber optic adapter. The HSv726's X0 and X1 are 10 Gb SFP+ ports.
SSID	Your WiFi network's name, the one guests see on their device.

Switch	A device that adds more network ports. Use a switch, not a router, between the CheckBox and guests.
WPA2 key	The password for an encrypted admin network.

4.4 Support and warranty

Your CheckBox includes a one-year warranty from the date of purchase. It includes:

- A hardware warranty with advance exchange replacement
- Phone and email support for management and staff
- Automatic software updates
- Access to the remote management portal
- Automatic email and text outage alerts
- S/A/F/E, the Survey And Feedback Engine

You can extend your warranty and support each year. About two months before it ends, you'll receive renewal information.

Guest Support (optional)

Live, professional support for your guests, 24/7, on a dedicated toll-free number. Staff help guests connect and log on, can check and restart your system, alert you to problems and escalate serious issues. Support incidents are tracked. Priced per room, campsite or boat slip per month, with no long-term contract, so it can be used seasonally. Contact CheckBox Support or your reseller to order.

	Hardware Warranty & Standard Support	Guest Support
For staff and management	Yes	Yes
For guests	No	Yes

	Hardware Warranty & Standard Support	Guest Support
Hours (Eastern)	9am to 7pm, Mon–Fri	24/7/365
Cost	First year included free. Can be extended after the first year. Annual fee varies by system size.	$1.90 per guest unit per month (requires Hardware Warranty & Support if not under original warranty)

Warranty terms

We have worked hard to design the best possible system for you and your guests. If you are not completely satisfied, please let us know and we will try to make it right. If you are still not satisfied you may return the system in its original condition within 30 days from the date of purchase for a full refund, less shipping and installation.

This system includes a one year warranty from the date of purchase and one year of standard support. This warranty covers repair or replacement of the components of the system as we determine necessary. The warranty does not cover damage due to improper installation, use of unauthorized accessories (including, but not limited to external antennas and power amplifiers), lightning, vandalism or physical abuse. Standard support is for use by the site management and employees and is provided via telephone or email at our option delivered during standard business hours. Standard support does not include guest support, on-site visits, after hours calls, or assistance with other network issues and items not related to this system. In no event shall CheckBox Systems be responsible for consequential damages due to the failure of this system or any of its components. We reserve the right to terminate support in the unlikely event of excessive, or abusive calls. Under no circumstances will CheckBox Systems' liability exceed the original purchase price of the product. This is a network access device, and the end user is ultimately responsible for network and data security.

4.5 Privacy policies

The following notice discloses the CheckBox Personal Data Collection and Handling policies.

CheckBox Systems LLC (hereafter referred to as CheckBox) is a provider of hardware and service solutions for certain sectors of businesses operating exclusively in the United States and U.S. territories.

During the course of normal business activity CheckBox or its agents on behalf of CheckBox may receive information from or about individuals, including but not limited to names, addresses and other contact information.

CheckBox may use the information it has received to market products and services to current and prospective clients.

CheckBox may use the information it has received to provide services to clients or to client's customers on behalf of clients.

CheckBox will not provide or share this information to any individual or organization outside of our business partners and will only do so for use as needed to provide services to our clients and to market to potential clients. CheckBox does not sell any client information and does not share information outside of normal business operations (unless compelled by law).

Individuals wishing to have CheckBox remove their information should submit their request in writing to Support@CheckBoxSystems.net.

> **The following notice discloses the privacy policy for the CheckBox Survey And Feedback Engine service.**

CheckBox Systems LLC and its partners (hereafter collectively referred to as CheckBox) provide an optional service to its clients known as the CheckBox Survey And Feedback Engine (hereafter referred to as SAFE or S/A/F/E).

CheckBox clients can opt to use SAFE to collect certain information, specifically email and/or mobile telephone numbers, at the request of and solely for use by our clients. Clients or their designated employees or agents may activate the SAFE service by selecting options inside of their CheckBox system that begin the collection process.

CheckBox will only collect information that is voluntarily provided by client's guests via the SAFE portal on the CheckBox WIFI system.

CheckBox employs industry standard best practices to protect this information both online and offline. The servers storing personally identifiable information are maintained in a secure environment.

In addition to technical protections only CheckBox employees who need access to the information to perform job specific tasks are granted access to guest information.

CheckBox claims neither ownership over this information nor makes any claim as to the validity of the information provided by client's guests. CheckBox will not provide, sell or rent this information to anyone outside of the client property (unless compelled by law). This information is only available to the client property that owns or operates the CheckBox System from which the information was collected. This information is only available via the CheckBox portal and the client or their designated employees or agents must initiate retrieval of this information via the CheckBox portal. CheckBox employees and agents are not allowed to furnish this information directly.

It is at the discretion of the client property that receives this information how to use it. It is the responsibility of the client property that receives this information to use it in accordance with applicable laws.

> **The following notice discloses what information CheckBox collects and tracks on individuals during data sessions using services provided by CheckBox Systems:**

CheckBox Systems LLC (hereafter referred to as CheckBox) is a provider of hardware and service solutions for organizations to provide Internet connectivity to the public, typically, but not exclusively via WiFi.

CheckBox is designed to limit access to authorized users, limit data consumption and limit access to peer-to-peer file sharing services. Some or all of these features may be enabled or disabled by the property as the property sees fit for their needs.

In order to accomplish the above objectives CheckBox validates users by methods selected by the property that may or may not include disclosure of personal information and tracks user's device data consumption for the duration of the session. CheckBox does not store or record URLs, IP addresses accessed, or data sent or received by the device.

CheckBox does not collect or store any user data from these sessions beyond the duration of the data session.

Properties may opt to use additional hardware from other vendors that filters, tracks or restrict access to certain URLs or IP addresses. Websites, apps or other services accessed by users may also track or otherwise record activity. End users assume responsibility for the security of their data and devices.

Revised 8/26/2021
These policies are subject to change.

Your suggestions are welcome

Many features and improvements came from our users' suggestions.
We welcome your feedback.

System builds 4.600 & higher

CheckBox Systems, Copyright 2026