Frontier®
Simply Wi-Fi Secure
Frequently Asked Questions

How do I reset my Wi-Fi?

You should not need to reset your Wi-Fi with Frontier Simply Wi-Fi Secure. However, our technical support team will be happy to help you troubleshoot any issues you are experiencing. Simply give us a call at 1.888.522.4526.

How do I reset my password for the Meraki Dashboard?

Contact our technical support team at 1.888.522.4526 for assistance with passwords and related matters.

How do I reset or change my security key (aka "password") on my secured Wi-Fi network?

Contact our technical support team at 1.888.522.4526 for assistance with security and password related matters.

My clients/guests/patrons cannot log in to my Wi-Fi network. What can I do?

If you have a secured Wi-Fi network, make sure they are attempting to connect with the proper security code (aka "security key," or "password."). If the problem persists, please have your client/guest/patron call 1.888.522.4526 for assistance. Our team will help you troubleshoot and correct any issues.

I am noticing dead zones or areas with low or no Wi-Fi signal within my space. What should I do?

Please check to see that the LED indicator light on the wireless access point is lit. Note the color of this light and then call 1.888.522.4526 for assistance.

How do I access my analytics in the dashboard or app?

Go to dashboard.meraki.com and log in with your username and password. Or download the "Meraki Dashboard" app from the App Store or Google Play, then register the app with your username and password. Use the menus to view your network analytics and your location analytics. If you have specific questions or need assistance interpreting your analytics, please call 1.888.522.4526.

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Tech Support
1.888.522.4526
Mon – Sun, 8:00 AM – Midnight EST

Customer Service
1.888.522.4628
Mon – Fri 7:00 AM – 7 PM CST

What do the various LED light colors on the wireless access point mean?

Steady Green = available and working with no devices connected
Steady Blue = access point is working with one or more devices connected
Blinking Blue = access point is upgrading its firmware
Orange = access point is booting (steady orange indicated problem)
Blinking Orange = access point cannot find uplink
Multiple Colors Cycling "Rainbow" = access point is initializing/scanning

What's my Wi-Fi network name? Can I rename it or add a new one?

Your Wi-Fi network name is an SSID, or service set identifier. With Frontier Simply Wi-Fi Secure you can create up to 4 different SSIDs. In many cases, an SSID is configured for owners, staff and employees. Likewise, it is very common to configure a separate IP for guests/patrons/visitors with different levels of access and privileges. Additional SSIDs can be configured for other specific purposes like connected devices (cameras, point of sale systems, VoIP telephony, etc.). If you wish to rename it or add additional SSIDs, contact our technical support team at 1.888.522.4526 for assistance.

How can I block a specific website?

Please call our tech support team 1.888.522.4526 for assistance.

How can I prevent customers from using too much bandwidth?

Your initial setup was configured with a basic profile including rate-limiting parameters for customers/guests/patrons and other types of users. If you desire to change these profiles, contact our tech support team at 1.888.522.4526.

How do I connect other products or devices to my Wi-Fi network?

Once your new device is powered up, look for your Wi-Fi network name. Then, connect to that network, utilizing any established security codes (aka "network passwords").

Can you help me create a basic splash page, or modify my existing splash page?

Yes, we can help. Please call our technical support team at 1.888.522.4526.

Can I buy this equipment or change which Frontier Simply Wi-Fi Security I'm using (LT versus XT)?

Equipment purchase is not offered. If you wish to upgrade or change your service, please call customer service at 1.888.522.4628.

Who do I call if I have a technical issue that was not answered here?

Please contact our technical support team at 1.888.522.4526.

Who do I call if I have a billing question?

Please call customer service at 1.888.522.4628.

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