

# Welcome to iStatus!

## Quick Start Guide

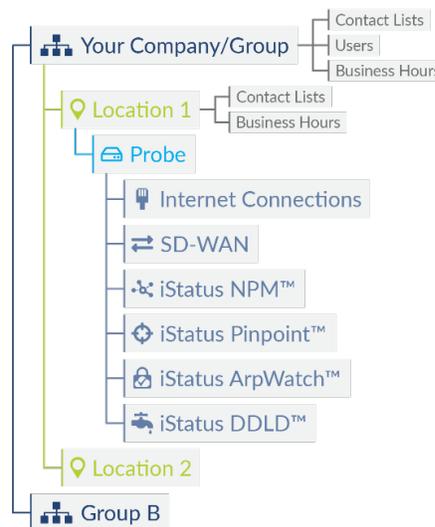
Thank you for purchasing iStatus®. This document contains instructions for getting started in iStatus and learning about your new features. If you need any assistance, please contact our support team below.

[support@akative.com](mailto:support@akative.com) | 1-866-950-3392 | <https://dashboard.istatus.com/>

## Before You Get Started

Please take a moment to look at the diagram below to better understand the organization and hierarchy of iStatus. This will give you an idea of how your company, groups, and locations will appear in your iStatus Dashboard. Your dashboard will include features depending upon your selected iStatus service plan. For questions about your iStatus service plan please reach out to [sales@akative.com](mailto:sales@akative.com).

iStatus Dashboard Organization & Hierarchy



**iStatus NPM (Network Performance Monitoring):** iStatus feature that can monitor network targets for congestion, latency, and other connectivity issues. Targets can be LAN or WAN segments. Helps provide better insight into network issues.

**iStatus Pinpoint:** iStatus feature that identifies the exact point of connectivity failure.

**iStatus ArpWatch:** iStatus feature that adds a layer of security by detecting new/rogue devices accessing a businesses network. Also detects gateway changes, which can indicate a man-in-the-middle attack.

**iStatus DDLD (Dynamic Data Leak Detection):** Tests network targets that should not be reachable to indicate potential misconfiguration or security risks to the network.

**NOTE:** Each iStatus Probe can monitor any combination of iStatus NPM and DDLD targets up to a total of 20 targets depending on your selected iStatus Service Plan.

## **To Get Started**

### **1. Register Your iStatus Probe & Setup Your iStatus Account (additional details available in Probe Registration Guide)**

Please ensure that you have plugged in and registered probe using the setup guide included with your iStatus probe. To have completed this step, you should have visited [iStatus.com/register](https://iStatus.com/register) and completed the prompts. If you have not done that yet, please complete your probe setup prior to reading the following steps.

**OR**

### **Plug In Your Already Registered iStatus Probe & Setup Your iStatus Account**

Please ensure that you have plugged in your probe using the setup guide included with your iStatus probe. To have completed this step, you should have received an iStatus account invite and completed the prompts to access your dashboard. If you have not done that yet, please complete your probe setup prior to reading the following steps.

### **2. Download Your iStatus App**

Please download the iStatus app for your Apple or Android device if you have not already. You may do so by visiting: [iStatus.com/ios](https://iStatus.com/ios)    [iStatus.com/android](https://iStatus.com/android)

### **3. Get Your Company Setup On iStatus (OPTIONAL)**

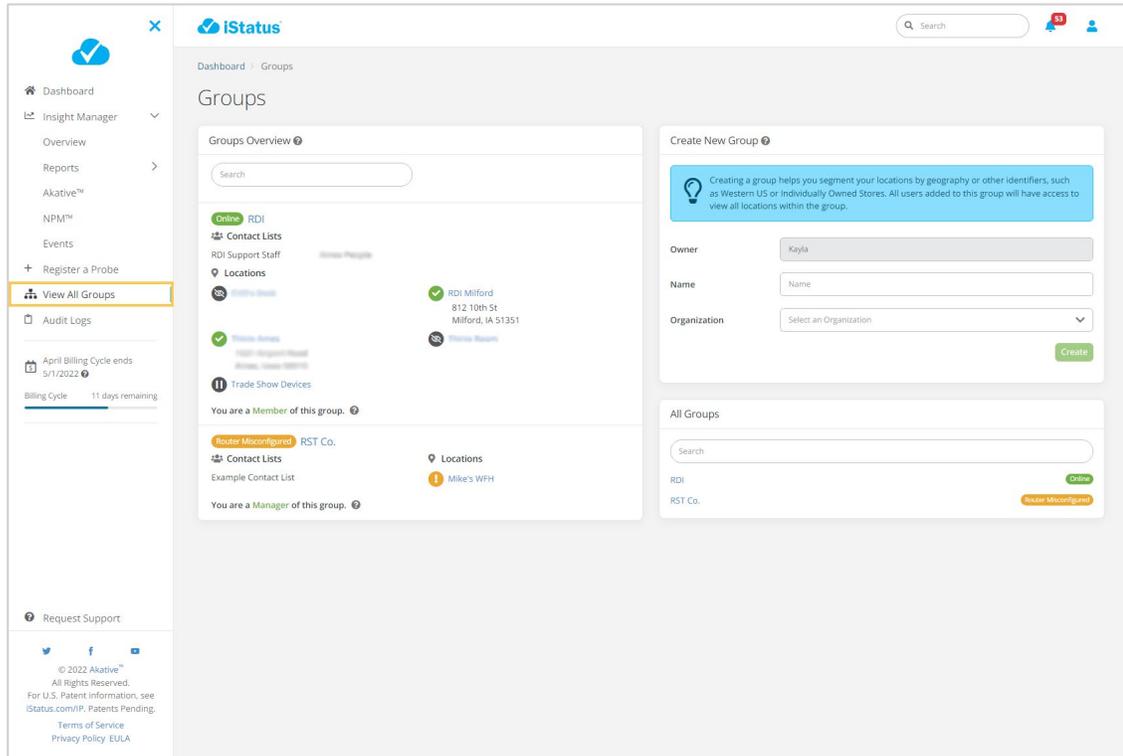
Log in using your secure iStatus account credentials. If the Akative Team has already set up your company, your dashboard should be populated with your company details, including your group and locations. You will see probes under your locations if you've plugged those in. If you do not see probes, you will need to register your probes by following the prompts at [iStatus.com/register](https://iStatus.com/register), or you may click on '+ Register a Probe' on the left-hand iStatus navigation menu.

### **4. Create Your iStatus Group(s)**

You need your team to have visibility to your iStatus dashboard. To add users you must first have a Group to add them to.

To view existing Groups and create a new Group, click 'View All Groups' on the left-hand navigation menu. There should be 3 sections on this Group page: 'Group Overview' (shows existing groups you are part of, basic information for each group, and your role (Owner, Manager, or Member) in that Group), 'Create New Group' (where you make new Groups), and 'All Groups' (a list of your Groups).

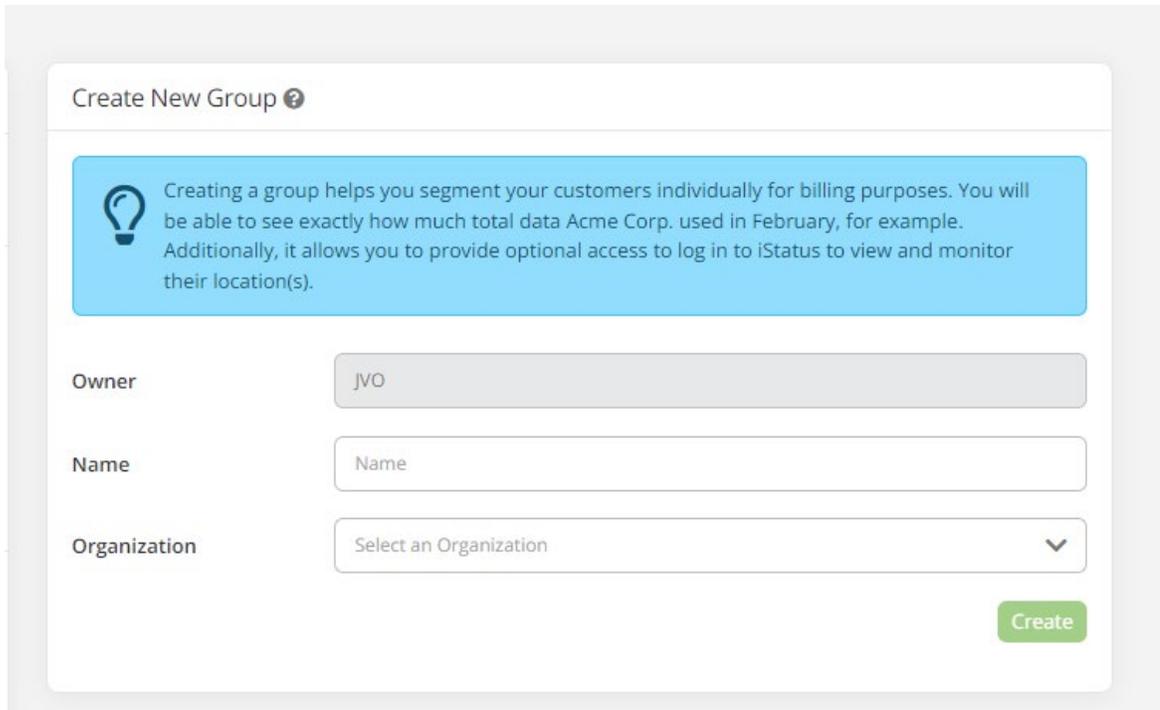
**NOTE: The Company that was set up in Step 3 will appear as a Group on this page under the**



The screenshot displays the iStatus Groups management interface. On the left is a navigation menu with 'View All Groups' highlighted. The main content area is titled 'Groups' and contains three panels: 'Groups Overview' (showing a list of groups like 'RDI Milford' and 'RST Co.'), 'Create New Group' (a form with fields for Owner, Name, and Organization), and 'All Groups' (a list of existing groups). The interface includes a search bar, a user profile icon, and a notification bell in the top right corner.

**Groups Overview, and you can add users to your Company and any new Groups you create using Step 5 below.**

To make a new Group, go to 'Create New Group' and type the name of your new group in the 'Name' field. The 'Owner' field is automatically filled in with your name as you are the group creator. Select an organization from the 'Organization Drop Down Menu' if applicable. Lastly, hit 'Create'.

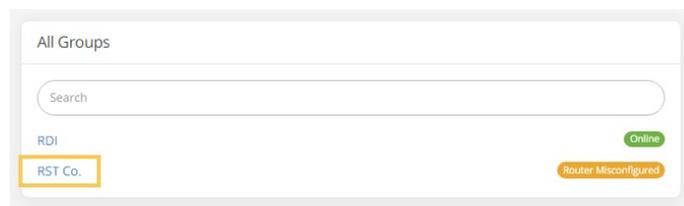


## 5. Add Members to Your iStatus Group(s)

First, you must have an Owner and Manager role within the Group you wish to add members to. To add members to a Group, you need to navigate to that Group's page. You can get to the Group's page in two different ways.

### A. Go to the Groups Page

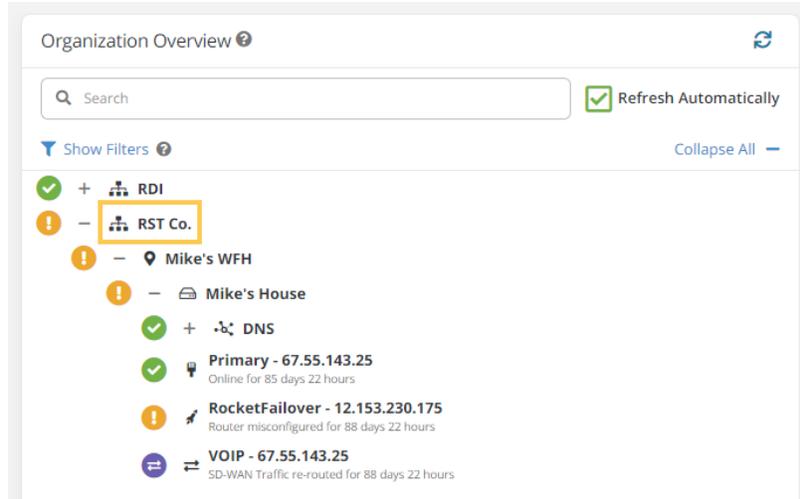
You can get to the 'Groups' page by clicking 'View All Groups' in the left-hand navigation menu. From here click on the name of the Group in the 'Group Overview' or in the 'All Groups' section.



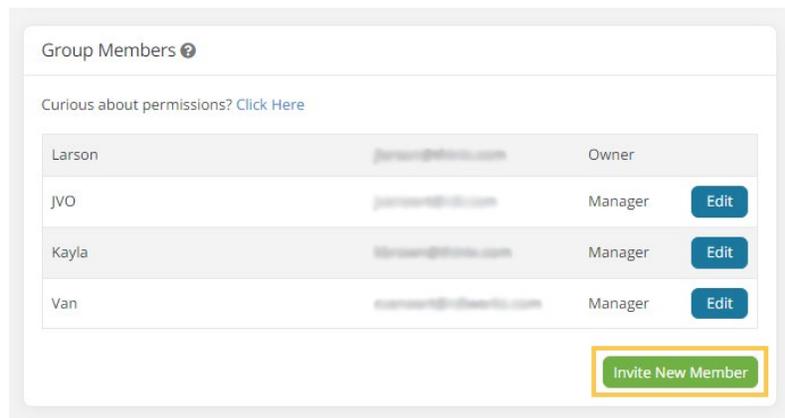
OR

### B. Go to the Dashboard

You can get to the 'Dashboard' by clicking 'Dashboard' in the left-hand navigation menu. From here click on the name of the Group in the 'Organization Overview' section.



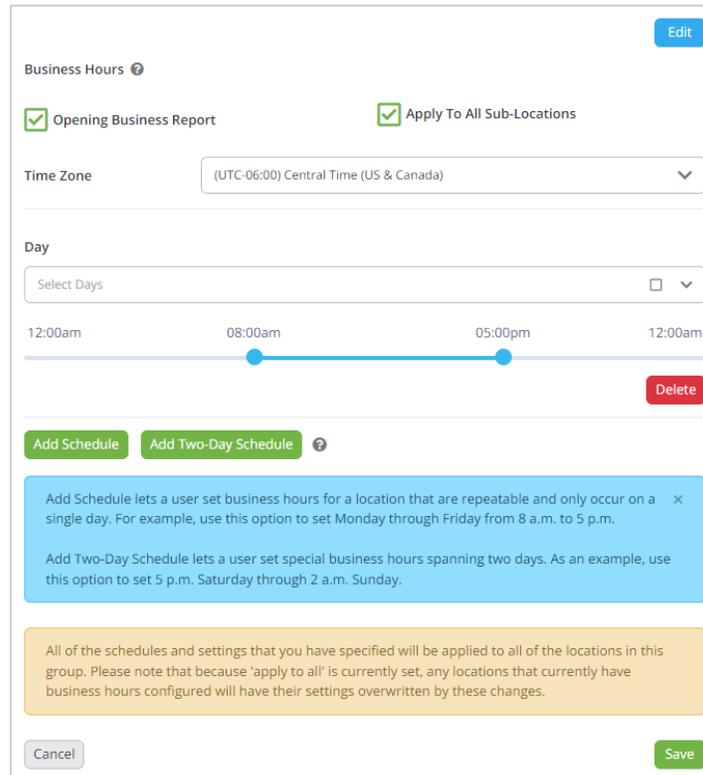
Once on the selected group page, scroll to the very bottom and look for the 'Group Members' box. Click the 'Invite New Member' button, type the member's email in the 'Member Email' field that appears, select the role/permission of the member in the 'Permission of Member' drop down menu, and click 'Send Invite'.



**NOTE: When a new user is added, it will add said new user to your 'Default Contact List' for alerts and notifications. You can modify the 'Default Contact List' or add a new one at the Group or Location level. You add users/members to your Company, Locations, Probe, etc. in the same way you would to a Group.**

## 6. Setup Business Hours (Optional)

If you want to mute alerts outside of your business hours (hours of operation), scroll down on your Group/Company/Location page to the 'Group Settings' box where you can click the 'Add Business Hours' button to configure your Business Hours.



Business Hours ⓘ Edit

Opening Business Report  Apply To All Sub-Locations

Time Zone: (UTC-06:00) Central Time (US & Canada) ▼

Day: Select Days □ ▼

12:00am 08:00am 05:00pm 12:00am Delete

Add Schedule Add Two-Day Schedule ⓘ

Add Schedule lets a user set business hours for a location that are repeatable and only occur on a single day. For example, use this option to set Monday through Friday from 8 a.m. to 5 p.m.

Add Two-Day Schedule lets a user set special business hours spanning two days. As an example, use this option to set 5 p.m. Saturday through 2 a.m. Sunday.

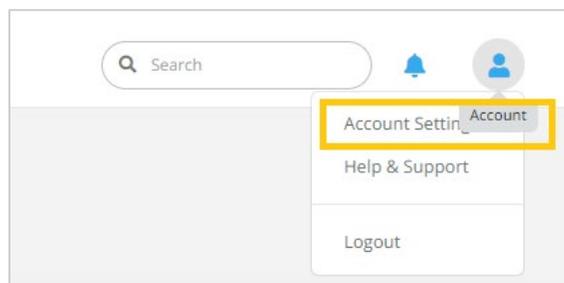
All of the schedules and settings that you have specified will be applied to all of the locations in this group. Please note that because 'apply to all' is currently set, any locations that currently have business hours configured will have their settings overwritten by these changes.

Cancel Save

## 7. Customize Your Personal Account Settings (additional information can be found in the 'Additional Alert Settings Guide')

Access the user icon in the top right corner of your iStatus dashboard and select 'Account Settings' from the menu dropdown. This page will allow you to change your password, set your notification preferences and time zone.

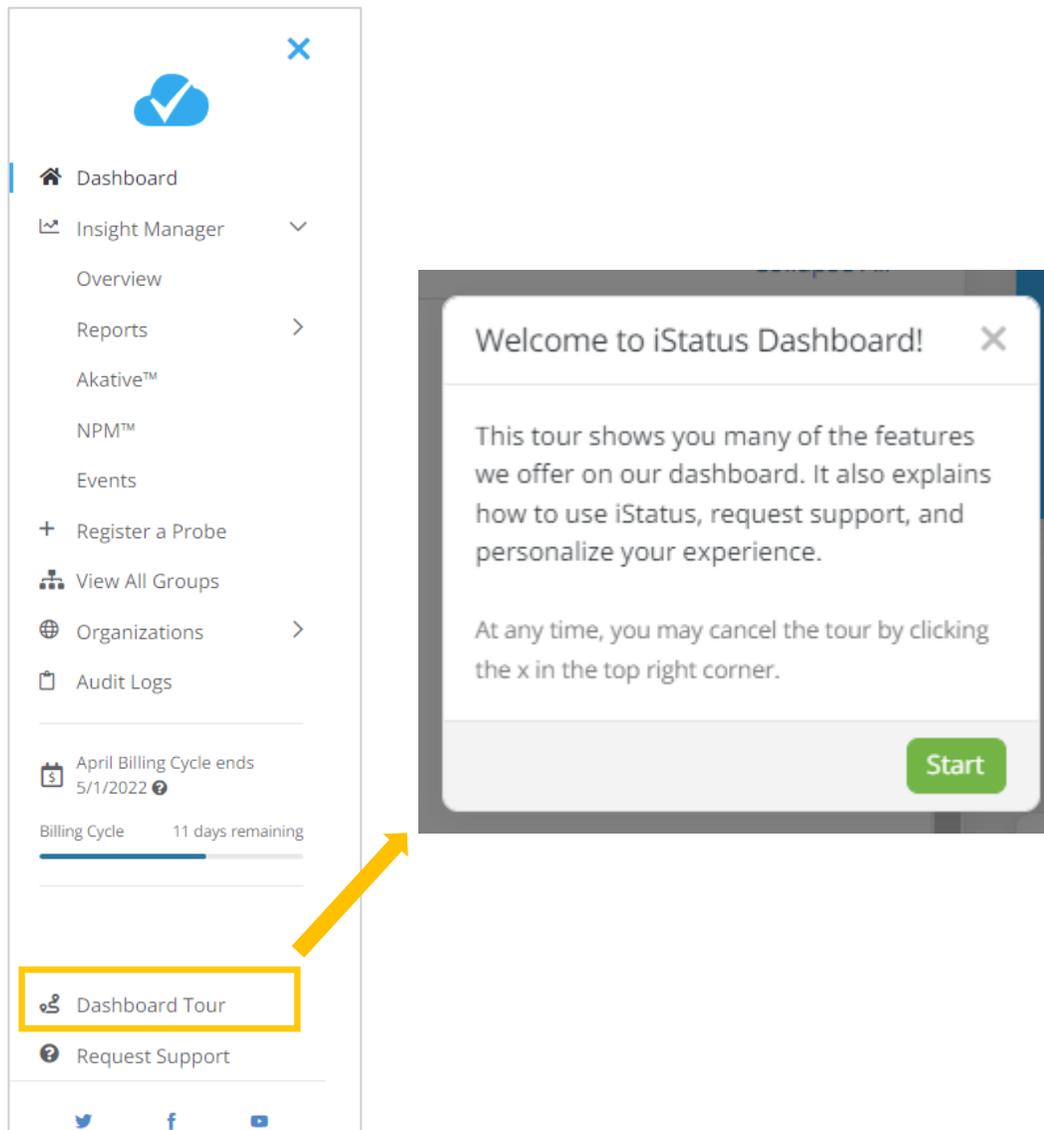
**NOTE: if you utilize the Bulk Email/Notification Frequency setting, it will bundle your notifications and/or alerts together to help decrease your inbox clutter.**



## 8. Familiarize Yourself With the iStatus Dashboard

Now that you've set up your iStatus basics, it's time to get familiar with the iStatus features. iStatus has a number of great built-in features to get you started with your monitoring and network management. Across the dashboard, you will find help text to explain features and help you set up your custom settings. iStatus also has a built-in tour feature to walk you through crucial portions of your iStatus experience. You may access the tour feature on the left-hand navigation menu at any time.

**NOTE: Not every iStatus page will have a tour button on the left-hand navigation menu, but all pages do have forms of help text such as  throughout, or hyperlinks that say 'What is this?'.**



## 9. Access Additional iStatus Resources

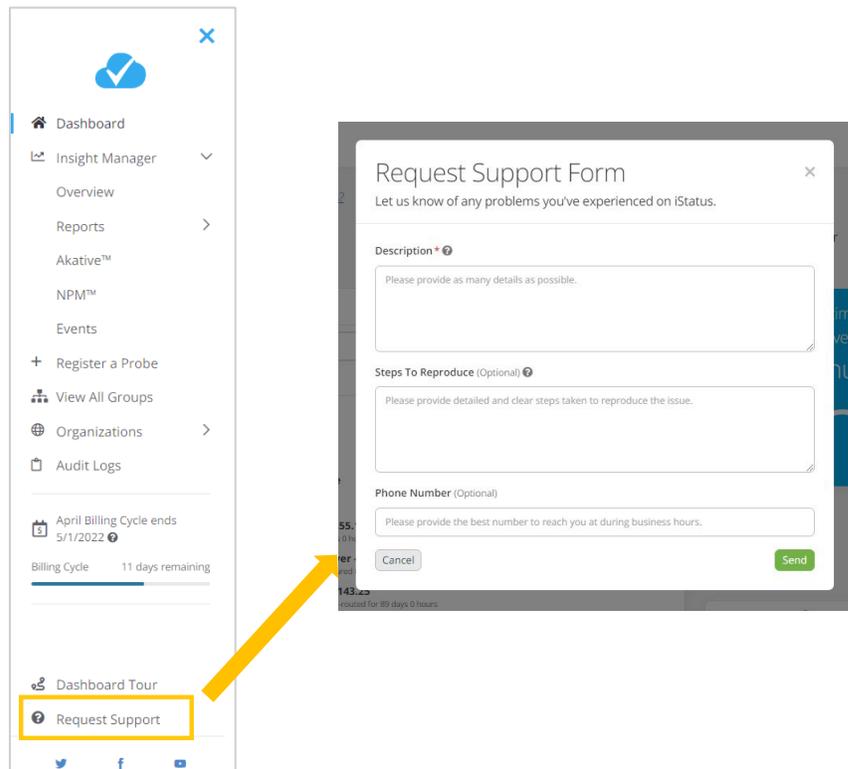
Depending on your selected monthly iStatus plan, your dashboard comes preconfigured with a number of great features. Akative offers useful videos to help you understand those features and help you better utilize your visibility, monitoring, and management. To access available videos, please visit [Akative's YouTube Channel](#).

## 10. Setup Your Additional iStatus Features

With your selected monthly iStatus plan, you will need to configure additional details to activate the full potential of your iStatus experience. Follow the additional quick start guides for additional connections, SD-WAN FlowTracking™, iStatus ArpWatch™, iStatus NPM™ (Network Performance Monitoring), iStatus Pinpoint™, and iStatus DDLD (Dynamic Data Leak Detection).

## 11. Utilize The Built-In Support Feature When Needed

We want to ensure you understand and get the most from your iStatus experience. If any of your questions are not covered in our quick start guides, FAQ, or in the help text, please reach out to our support team using your iStatus built-in support feature on the left-hand navigation menu. We're happy to help!



## Frequently Asked Questions

**Question:** My iStatus Probe doesn't work. How do I fix it?

**Answer:** For troubleshooting and support, please go to <https://www.akative.com/support>, and a support specialist will assist you shortly.

**Question:** Do I need to update my iStatus Probe?

**Answer:** No, iStatus comes fully configured and is fully managed with firmware and software updates. You should never need to update the probe after it's been installed.

**Question:** Does iStatus Probe support IPv6?

**Answer:** Not at this time. Please contact support if you require this functionality.

**Question:** Can I move my iStatus probe to a different business location?

**Answer:** Yes, you can move the iStatus probe to a different physical location. If you do so, you will need to make a few updates in your iStatus Dashboard to reflect the move. In order to make these updates, you must have a Manager position or above and then you should do one of the following:

- Create a new location (to represent the new physical location of the probe) in iStatus and move the probe via the probe settings.

OR

- Move the probe via the probe settings to an existing location in iStatus that represents the new location you moved the probe to.

**NOTE:** If you have iStatus with an Akative™ failover solution (such as RocketFailover®), you need to inform Akative of the move so that your records and billing are updated to reflect the change. This ensures that Location A doesn't continue to get billed for services when you moved things to Location B.