

Meraki Go Guide

“Buy it, Tweak it, Control it”

**A simple, mobile and secure
networking solution purpose-
built for small businesses**



CNI

Comstor Networking Initiative

Meraki 



Comstor



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Welcome Comstor Partner...

To the simple world of Cisco Meraki Go! We're looking forward to growing your business with you.

Meraki Go is designed with small businesses in mind. The cloud-based networking solution provides the power of enterprise networking to the ever-changing needs of small businesses, giving owners and office managers control over their internet and WiFi.



Cisco Meraki Go is a low touch product that is fast and easy to sell

Meraki Go access points, security gateway, and network switches can be installed in minutes with minimal time, resources, and expertise. Managed through the intuitive Meraki Go Mobile App, it's easy to create a complete network that's enjoyable to use, shows what's happening on the network, and places control back into your customers' hands.



Expand your offering and revenue stream

New resellers will have the opportunity to expand their offering to the Small Business market and current Cisco Meraki partners will have the opportunity to gain a bigger prominence in this space.



Are your customers looking for a “Buy it, tweak it, control it” solution?

Comstor have positioned Meraki Go as the ideal set of solutions that fit within this category:

- Price sensitive
- App-based management
- Integration with Cloud Security



An opportunity to expand your addressable market

Target the growing segment of small businesses that seek simplicity and app based management with Cisco Meraki Go.

Cisco Meraki Go is perfect for end users with sub 50 employees. These end user companies will be across different verticals, but generally will not have any dedicated IT staff and will only have one site. Specific customers that may be a good fit include small offices, independent retailers, or local hospitality businesses.

Additionally, these customers will not have complex IT requirements like an external data center and they will likely leverage other cloud applications. Lastly, these customers

are likely more price sensitive, and may have ruled out existing Cisco Meraki products due to cost restrictions.

We hope that this document will kick start your Meraki Go business and drive growth and profitability for your company for many years to come.

Sincerely,

The Comstor Networking Initiative





Customer Profiling

A simple, mobile, and secure networking solution purpose-built for small businesses



Small Office

Single-site offices with sub 50 employees

- Law Office
- Architecture Studio
- Independent Real Estate Office
- Medical/Dental Office
- Accounting Office
- Design Studio



Independent Retail

Local and independently owned storefronts

- Single-location Retail
- Independent Gym
- Locksmith
- Hair Salon
- Niche Retail



Hospitality

Local shops with less than 50 employees

- Cafe
- Coffee Shop
- Bar
- Restaurant
- Inn/B&B



3 Easy Steps To Start Selling Cisco Meraki Go

The steps to opening an account with Comstor and Cisco

1

Before you begin

A Cisco ID is required for Partner Registration and to gain access to Meraki Go Support.
If you do not already have a Cisco ID, register for one now.



Register for a
Cisco ID

2

If your company is new to Cisco

Complete the Partner Registration online. You'll be asked to provide your Cisco Distributor name and Distributor Reseller Account Number. If you haven't partnered with Comstor yet, use the Disti Locator tool to find your local Comstor office.

3

Register with Comstor



Register here



Become a
Comstor Partner

Start Purchasing

If you have completed the steps above now all you need to do is visit our ecommerce platform.



1. If you are a Westcon-Comstor customer, please click below to register for access to PartnerView, Westcon-Comstor's partner self-service portal.



2. To become a customer, please contact your local Westcon-Comstor office.



3. Once signed in click 'Browse Products' or 'Order by Part Numbers' and search for the Meraki Go SKU codes and start purchasing.

For additional help, contact us.



Customer steps for setting up Meraki Go

If your customers have not yet added hardware to their account and configured it, they will need to go through onboarding. Onboarding will require them to perform the following steps:

Set up your account

- Go to meraki-go.com, and create an account

Start the Meraki Go app

- If you do not have the Meraki Go app yet, open it now

Log In

- If you do not have an account, you must first make one by going to meraki-go.com
- If you've already created an account on meraki-go.com, you'll use the same credentials to log into the app

Unbox and scan your hardware

- Use your phone/tablet's camera to scan the QR code on the back of your hardware
- If you still have the metal mounting plate attached to your hardware, you will need to slide that off first
- You may need to give the Meraki Go app permissions to use your camera. This can generally be done under Settings > Applications > Meraki Go on your device
- If the QR code does not work, you may need to select Enter serial number instead, to manually add the serial number of your Meraki Go hardware, which can be found on the back of the hardware, or on the side of the box it came in

Connect your hardware

- Once your hardware has been scanned and added to your account, you will be prompted to connect it to the internet
- Your Meraki Go WiFi access point hardware has two ways it can be powered
- AC Adapter: Your hardware comes with an AC adapter in the box. This can simply be plugged in to power your device. You will also need to connect an ethernet cable from your Access Point to an internet uplink for data
- PoE (Power over Ethernet): If you have a PoE capable device, or an ethernet power injector, you can connect a PoE ethernet cable to the hardware alone
- Your WiFi access point will need to have its ethernet/data cable connected to some kind of internet uplink. This is generally an internet modem or router. A modem is often provided by your internet service provider (BT, Sky, Virgin, Comcast, AT&T, etc.)
- Once your hardware is connected, make sure the ethernet port has lights on it, to make sure it's connected
- There should be green lights right where the cable connects to the hardware

Customer steps for setting up Meraki Go Cont.

Update your hardware

- After your hardware has connected, it will attempt to find a path to the internet. If it is successful, the light on the front of the hardware will turn green
- If your hardware does not successfully find an internet connection and display a green light, refer to our Meraki Go Troubleshooting Guide
- Your hardware will then update itself automatically, and will eventually come online. Once it does, your app will proceed to the Home screen

Configure a network

- Once you are in the app and your device is connected, the only thing left to do is to create a WiFi network for your account
- Give your network a name, and then a password (or leave it blank if you'd like it left open)
- If you want the network to be for guests, select 'Check this' if this is a guest network to enable client isolation, which prevents clients from communicating with each other, or with devices on your local network

Success!

- Your network is all set and ready to use. Try it out by connecting with a client device



Note that once you've created a WiFi network and configured your settings, the Meraki Cloud will automatically apply these settings to any other devices you add to your Meraki Go account.

Meraki Go Information / Conversation Starters

Is Meraki Go interoperable with the Meraki Enterprise products (MR, MS, MX, MV, etc.)?

None of the existing Cisco Meraki product lines will interoperate with Meraki Go, and users will not be able to manage them through the same console. Meraki Go will be configured and managed directly through the Meraki Go smartphone app, whereas the Meraki Enterprise products will be managed through the existing Meraki dashboard.

How will customers use the Meraki Go access points? Do they still need a router/modem?

The Meraki Go access points will operate in a similar manner to other standalone wireless access points. They can be plugged into switches or routers, and used to translate a wired ethernet network to wireless. If a customer does not have a device performing Network Address Translation (NAT) upstream, such as a network router or modem/router combo, the Meraki Go access point will be able to provide limited NAT functionality for wireless clients.

What is the support model for Meraki Go?

Customers will be able to submit a ticket to a Meraki Go support engineer through the app or account portal. Meraki Go engineers will be available from Monday-Friday, 7am-7pm (PST). Other forms of support include the Meraki Go Community and Meraki Go Documentation websites.

Meraki Go Information / Conversation Starters

What is the returns and warranty policy?

Meraki Go hardware is covered by a 12 month warranty from time of purchase. If a customer is unhappy with Meraki Go, they may return the hardware up to 30 days from the date of purchase for a full refund.

How do I know if Meraki Go is right for my customer?

Meraki Go has a feature set specifically built for small customers. Customers with requests beyond this set should be using Cisco Meraki Enterprise products.

Feature	Meraki Go	Meraki Enterprise
Ideal Customer Size	Under 50 employees	Any size
Number of physical locations	1	Any number of locations
Main Use Case	Standard business use, guest WiFi	Standard business use, guest WiFi, significant video streaming, collaboration, advanced security requirements
Management	App-based, iOS and Android	Browser-based dashboard. App also available but with limited functionality
Optional Security Subscription	1,3, or 5 years upfront payment	1,3,5,7 or 10 years upfront payment
Wireless Standard	802.11ac Wave 2, up to 1.3 Gbps	802.11ac (802.11ax is also available) Wave 2, up to 2.5 Gbps
Security Features	Website blocking, out of box guest network	Layer 3 and 7 Firewall
Power Options	PoE or power cable	PoE or power cable
Support	In-app chat	24/7 phone and email



Product information

Cisco Meraki Go offers four product lines: indoor and outdoor access points, switches, security gateways and optional security subscriptions,

Each product line includes unique features that differentiate Cisco Meraki from any other networking vendor. In the next few pages, we'll take you on a tour of all our products.

Product Portfolio

Cisco Meraki operates the industry's largest-scale cloud networking solution. With over twelve years of experience in the cloud, the Cisco Meraki technology has been continuously active and evolving to meet customers' needs. Today, the platform is trusted by tens of thousands of IT professionals, from enterprises to hospitals, schools, banks, and retailers, powering global deployments with tens of thousands of active devices.

Cisco Meraki Go products provide a networking hardware suite that increases reliability through better connections across network-connected devices.

Faster Networks Start with Dependable Hardware

Meet the networking hardware suite that increases reliability through better connections across network-connected devices.

Product Line Overview

The Cisco Meraki Go product line includes:

- Meraki Go Indoor WiFi Access Point - GR10
- Meraki Go Outdoor WiFi Access Point - GR60
- Meraki Go Security Gateway - GX20
- Meraki Go Network Switch - GS110
- Meraki Go Mobile App





MERAKI GO WIFI

Simplified WiFi that can be securely segmented for business and guest use, providing visibility and insights into users, devices, and applications.



MERAKI GO SECURITY GATEWAY

Powerful router and firewall that keep devices on the network private and secure, while providing control over network usage limits and website access.

MERAKI GO SWITCHING

Multi-functional switching providing power (PoE) and connectivity to plugged in devices, alongside built in troubleshooting tools and remote port security.



MERAKI GO SECURITY SUBSCRIPTION (OPTIONAL)

Optional security subscription on the Security Gateway for added protection against malicious sites, phishing, and malware which could allow your network to be hacked.



Access Points

Cisco Meraki Go offers two access point models, including indoor and outdoor. These APs include RF optimisation, PoE, voice / video support, and many other built-in features.

Your customers can increase their coverage to make the most of every WiFi-enabled action at their business. Plus, IP67 rating ensures rain or dust won't mess with their WiFi.

Key Features

- Adjust usage limits to ensure performance of business critical apps in just a few taps
- Secure WiFi network for guests with single toggle
- Available models for indoor or outdoor use
- Includes mounting hardware to install on wall or ceiling—it's a breeze to add more APs to scale as business grows
- Visibility to network data so actions can be taken to stop business being slowed down by bad WiFi
- Instant updates via the Meraki Go Mobile App

Read more at:
www.meraki-go.com/meet-meraki-go/wi-fi/



IN THE BOX



- Meraki Go Indoor WiFi Access Point - GR10
- OR
- Meraki Go Outdoor WiFi Access Point - GR60
- Quick start guide
- Wall mount and screw kit
- Power supply - US/UK/EU depending on region
- Ethernet cable

RADIOS

- 2.4 Ghz 802.11b/g/n client access radio
- 5 Ghz 802.11a/n/ac client access radio
- 2 x 2 MIMO with two spatial streams

INTERFACES

- 1x 10/100/1000 BASE-T Ethernet (RJ45)
- 1x DC power connector (5.5 mm x 2.5 mm, center positive)

PHYSICAL SPECIFICATIONS

INDOOR ACCESS POINT

- 7.95" x 4.8" x 1" (202 mm x 123 mm x 26 mm), not including mount
- 9.6 oz (272 g)
- Operating temperature: 32°F to 104°F (0°C to 40°C)
- Humidity: 5 to 95% non-condensing

OUTDOOR ACCESS POINT

- 9.65" x 4.53" x 1.18" (245 mm x 115 mm x 30 mm)
- 15.87 oz (0.45 kg)
- Operating temperature: -4 °F to 131 °F (-20 °C to 55 °C)
- Humidity: 5 to 95% non-condensing
- IP67 environmental rating

INTEGRATED OMNI-DIRECTIONAL ANTENNAS

INDOOR ACCESS POINT

- 5.6 dBi gain at 2.4 GHz, 5.3 dBi gain at 5 GHz

OUTDOOR ACCESS POINT

- 4.5 dBi gain at 2.4 GHz, 4.7 dBi gain at 5 GHz

POWER

- Power over Ethernet: 37 - 57 V (802.3af compatible)
- Alternative 12 V DC input
- Power consumption: 11W max (802.3af)



Indoor Access Point



ACCESSORIES

- Spare Power Adapter for WiFi Access Point (US) - GA-PWR-12W-US
- Spare Power Adapter for WiFi Access Point (UK) - GA-PWR-12W-UK
- Spare Power Adapter for WiFi Access Point (EU) - GA-PWR-12W-EU
- Spare Mount Plate for Indoor WiFi Access Point - GA-MNT-GR-1
- Spare Mount Plate for Outdoor WiFi Access Point - GA-MNT-GR-2



Outdoor Access Point



Switches

Multi-functional switching providing power (PoE) and connectivity to plugged in devices, alongside built in troubleshooting tools and remote port security.

The Meraki Go GS Switches come in 3 flavors with regards to how many ports they have: 8, 24, and 48 port variants. The Meraki Go App gives your customers the ability to configure these switch ports to suit their needs.

Key features for customers:

- Get the connectivity status of all the devices plugged-in to their Network Switch
- Know how much of the internet is being consumed by their network-connected devices
- View alerting ports and enable or disable them remotely
- With PoE there's no additional expense or trouble of installing additional electrical outlets, wires or clunky power bricks
- Apply bulk settings to their ports
- View power and current consumption



IN THE BOX



- Meraki Go Network Switch - GS110
- Mounting and screw kit
- Quick start guide
- Power Cable / Power Supply - US/UK/EU depending on region

ETHERNET SWITCHING CAPABILITIES

- 802.1p Quality of Service, 8 queues
- 802.1Q VLAN and trunking support for up to 4,094 VLANs
- 802.1w, 802.1D Rapid Spanning Tree Protocol (RSTP, STP)
- 802.1ab Link Layer Discovery Protocol (LLDP) and Cisco Discovery Protocol (CDP)
- MAC forwarding entries: 16K on 24-port models, 32K on 48-port models

SWITCHING CAPACITY

- GS110-8/8P
- 20 Gbps
- GS110-24/24P
- 56 Gbps
- GS110-48/48P
- 104 Gbps

INTERFACE

GS110-8/8P

- 8 x 10/100/1000BASE-T Ethernet RJ45 with auto negotiation and crossover detection (auto-MDIX crossover)
- 2 x 1G SFP uplink



GS110-24/24P

- 24 x 10/100/1000BASE-T Ethernet RJ45 with auto negotiation and crossover detection (auto-MDIX crossover)
- 2 x 1G SFP uplink
- RJ45 Management port



GS110-48/48P

- 48 x 10/100/1000BASE-T Ethernet RJ45 with auto negotiation and crossover detection (auto-MDIX crossover)
- 2 x 1G SFP uplink
- RJ45 Management port

MOUNTING

GS110-8

- Wall or utility board mountable with included mount hardware
- Desktop-mountable with included feet
- Kensington lock slot included

GS110-24/48

- 1U Rack-mountable with included rack mount hardware
- 2-post front mounting options available
- Desktop-mountable with included feet



POWER

GS110-8/8P

- Power input: 100 - 240 VAC, 47-63 Hz
- Power consumption: 5 - 161W
- External power supply

GS110-24/24P/48/48/P

- Power input: 100 - 240 VAC, 47-63 Hz
- Power consumption: 8 - 908W

AVAILABLE POE / POE+ POWER

GS110-8P

- 67W

GS110-24P

- 195W

GS110-48P

- 370W

PHYSICAL DIMENSIONS

GS110-8/8P

1.1 x 8.74 x 5.91" (2.8 x 22.2 x 15cm)

GS110-24/24P

1.73 x 17.32 x 9.84" (4.40 x 44 x 25cm)

GS110-48

1.73 x 17.32 x 9.84" (4.40 x 44 x 25cm)

GS110-48P

1.73" x 17.32" x 13.39" (4.40 x 44 x 34cm)

ENVIRONMENT

- Operating temperature: 32 °F to 104 °F (0 °C to 40 °C)
- Humidity: 5 to 95% non-condensing
- GS110-8, GS110-8P, GS110-24, GS110-48 feature fanless operation



LED INDICATORS

- Ethernet status per port
- 1 power/booting/firmware upgrade status

MODEL LIST

- 8 Port Switch - GS110-8-HW-XX
- 8 Port POE Switch - GS110-8P-HW-XX
- 24 Port Switch - GS110-24-HW-XX
- 24 Port POE Switch - GS110-24P-HW-XX
- 48 Port Switch - GS110-48-HW-XX
- 48 Port POE Switch - GS110-48P-HW-XX
- XX = US/UK/EU Power

ACCESSORIES

- Spare Power Adapter for GS110-8 - GA-PWR-30WAC
- Spare Power Adapter for GS110-8P - GA-PWR-90WAC
- Mid Mount for GS110-48/48P - GA-MNT-MID-1
- Spare US Power Cord - GA-PWR-CORD-US
- Spare UK Power Cord - GA-PWR-CORD-UK
- Spare EU Power Cord - GA-PWR-CORD-EU





Security Gateway and Optional Security Subscription

Powerful router and firewall that keep devices on the network private and secure, while providing control over network usage limits and website access.

Optional security subscription on the Security Gateway for added protection against malicious sites, phishing, and malware which could allow your network to be hacked.

Security Gateway Key Features

- Firewall and Router combo
- Block websites, prioritize bandwidth and set usage limits across the entire network
- PoE port and 3 additional LAN ports
- Cloud managed with the Meraki Go mobile app
- All updates and tech support included

Optional Subscription Features

- Automatically reviews and blocks malicious sites
- Protects against attempts which could allow your network to be hacked
- Anti-phishing
- Anti-malware
- Prevents C2 callbacks
- Single-tap Security Configuration

IN THE BOX



- Meraki Go Security Gateway - GX20
- Wall mount and screw kit
- Quick start guide
- Power supply
- Ethernet cable

PERFORMANCE

- Firewall Throughput - 250 Mbps
- Recommended for 50 clients or fewer

INTERFACES

- WAN Interface: 1x 10/100/1000 BASE-T Ethernet (RJ45)
- LAN interfaces: 4x 10/100/1000 BASE-T Ethernet (RJ45)
- PoE: 1x 802.3af enabled port (15.5W)

NETWORK AND SECURITY SERVICES

- Stateful firewall
- Port Forwarding
- DHCP services
- Malware and phishing protection powered by Cisco Umbrella (Requires Subscription)

POWER

- 50W (54V / 0.92 A) Power Supply Included

ENVIRONMENT

- Operating temperature: 32 °F to 104 °F (0 °C to 40 °C)
- Humidity: 5 to 95% non-condensing
- Kensington lock hard point

PHYSICAL DIMENSIONS

- 6.83" x 4.41" x 1.04" (173.4mm x 112mm x 26.3mm), not including desk mount feet or mount plate



POWER

- 2 Ethernet status
- 1 power/booting/firmware upgrade status

AVAILABLE POE / POE+ POWER

- Security Gateway Router - GX20-HW-XX
- XX = US/UK/EU Power
- Spare 50W Power Supply for GX20 - GA-PWR-50WAC
- Meraki Go Security Subscription, 1 year - LIC-GX-UMB-1Y
- Meraki Go Security Subscription, 3 year - LIC-GX-UMB-3Y
- Meraki Go Security Subscription, 5 year - LIC-GX-UMB-5Y





Meraki Go Resources

Meraki Go Partner Resources

Join the Meraki Go Community

Once you've registered with Cisco you can join the Meraki Go community where you can find partner resources, assets and join the conversation.



Looking for some 'how to' videos and animated explainers?



Comstor make it simple!

Wondering what the differences are between Meraki and Meraki Go?
Watch these Comstor videos for simple information that you can use to inform your customers.

Meraki vs Meraki Go Video



Meraki Go- what's included?



Keep your knowledge up-to-date

With Comstor's CNI team always adding new assets and downloads to their dedicated page, to accompany their ever expanding product portfolio, we advise you to keep your knowledge up-to-date by visiting the page via the QR code below.

We know that it isn't easy to combine with your day-to-day work which is why we do our best to keep you updated through our website.





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