

Meraki Go Partner FAQ

General Product Questions

What is Meraki Go?

Meraki Go is a hardware product line targeted at small businesses under 50 employees. At launch, it will include an Indoor and Outdoor Access Point. Customers will purchase the hardware access points and a subscription per access point that will provide management through a smartphone application.

Who is the target audience?

The target audience is small businesses under 50 employees, with a specific focus on businesses under 20 employees. These 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.

Will Meraki Go interoperate with Meraki Enterprise products (MR, MS, MX, SM, 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 does the subscription include?

Each Indoor and Outdoor Access Point requires an active Meraki Go subscription, which provides all of the features within the Meraki Go app, such as alerts and monitoring network usage, plus security updates, and in-app support.

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 and subscription up to 30 days from date of purchase for a full refund.

Sales Questions

Will Meraki representatives be able to offer custom discounts/bundles?

No, Meraki representatives will not be able to offer custom discounts.

How do I order Meraki Go?

At launch, Meraki Go has a number of authorized distributors (Techdata + D&H for the US, Techdata Azlan for the EU) that will be fulfilling all orders for Meraki Go products.

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	Go	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
Subscription Options	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 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
Number of Models	2	11
Hardware Price Range	\$129 - \$179 USD	\$549 - \$2399 USD

Other Questions

What is Meraki Go's support model?

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.

Who do I reach out to if I have other questions?

partners@meraki-go.com