

Wireless Question and Answer Sheet

Q. Unable to connect errors

A. It may be that you are:

- Out of range of the wireless access point. *You can see it but it can't see you. (The wireless access point has a far stronger signal than your device).*
- You don't have DHCP enabled on your wireless device.
- Your Anti-Virus software is blocking you.
- Your firewall rules are blocking you.



Connection Process:

When you first connect to the SSID you should open a browser at which point you should see the splash page.

This is the screen that you accept the terms and conditions of use and once accepted you will be directed to the landing page that displays your allowed usage of the service.

*N.B. A customer must see a splash page or they **will not** access the internet via Wi-Fi.*

They could be connected to the Wireless access point but they will not get to the internet until the splash page has been seen and accepted.

Q. What sort of bandwidth can I expect?

A. The Wi-Fi provider tries to ensure that the wireless service is available equally to all users. Therefore every user that connects gets a minimum of 512Kbps but this could be higher depending on the amount of users being supported at the time.

Q. What sort of devices are supported?

A. All wireless devices such as notebooks, iPhones, iPads and Android products are supported. Please be aware at times various devices have wireless issues with their operating systems which are beyond the scope of this service.

Q. Quarantine message.

A. You may receive the quarantine message as you commence using the service or it may appear as you start using the service. In both cases on the page you will see a message indication "Max Connections X < 500". What this means is that your device is issuing more than 500 sessions which is not typical for normal machine use. Some of the typical reasons why this would occur are:

- You have a bit-torrent client running on your device.
- You may have a virus that is sending lots of data from your device.
- You are attempting to complete many downloads at one time.
- You have lots of browser windows open that may be downloading data.

In all cases the error means abnormal activity has been identified on your machine. The service will block you for a period of 15 minutes and you can then retry your connection. It is recommended you close all applications and reboot your device to ensure you don't have any of those services, mentioned above, running. If the error persists then we recommend you update your virus scanner, complete a full scan and also verify that no bit-torrent services are automatically starting.

Q. Denied message.

A. If you receive a denied message when browsing then the service has identified that the content you have tried to access is not appropriate for a public location. Simply close your browser and avoid accessing those sites.

The specific site you are being denied access to is listed underneath the denied image.



Q. Can I get support if I have further problems?

A. Yes, phone support is available by contacting Acurix Networks, the supplier of the service, on 1800 113 582 during business hours only.