

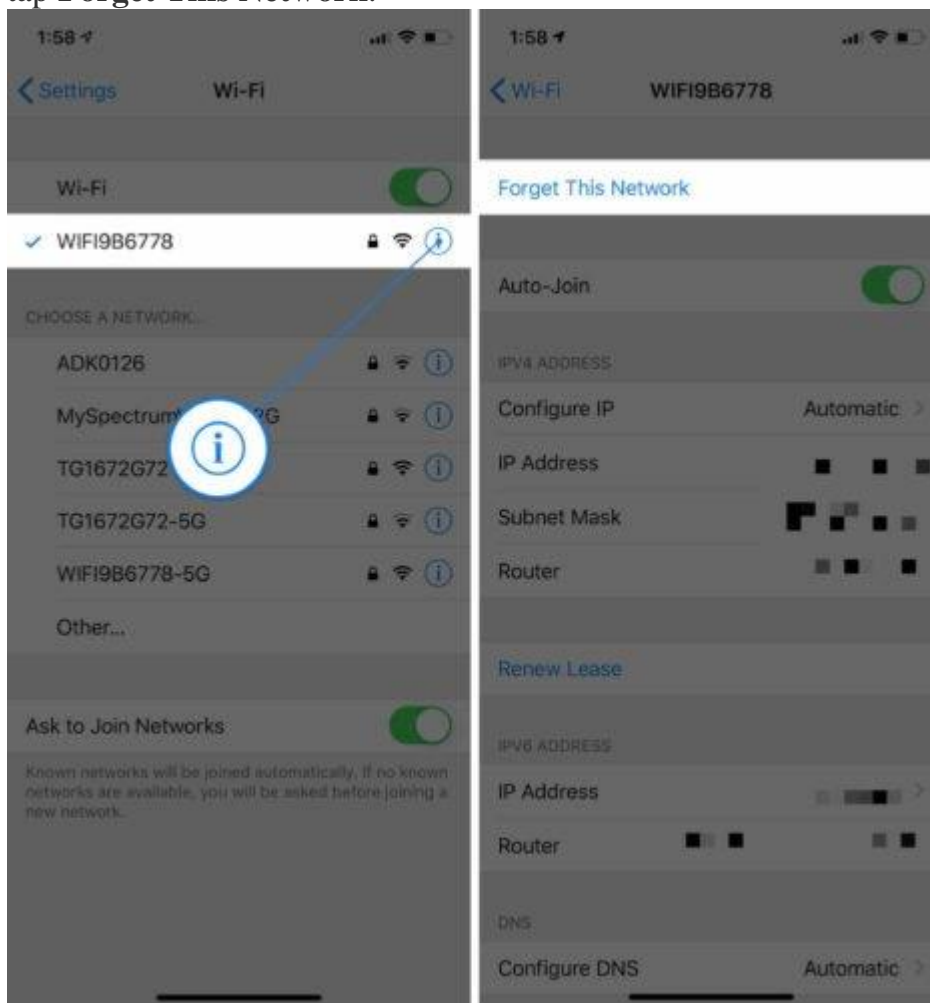
## Troubleshooting steps for FAME Wifi:

### iPhone

#### Forget Your WiFi Network & Reconnect

Your iPhone saves information about your WiFi network and how to join to your WiFi network when you connect to it for the first time. When the way your iPhone connects to your WiFi network changes, it can cause a variety of problems. First, we'll forget your WiFi network, which completely erases it from your iPhone. When you reconnect your iPhone to your WiFi network, it'll be as if you're connecting to it for the very first time!

To forget your WiFi network on your iPhone, go to **Settings -> Wi-Fi** and tap the information button (look for the blue i) next to the name of your WiFi network. Then, tap **Forget This Network**.

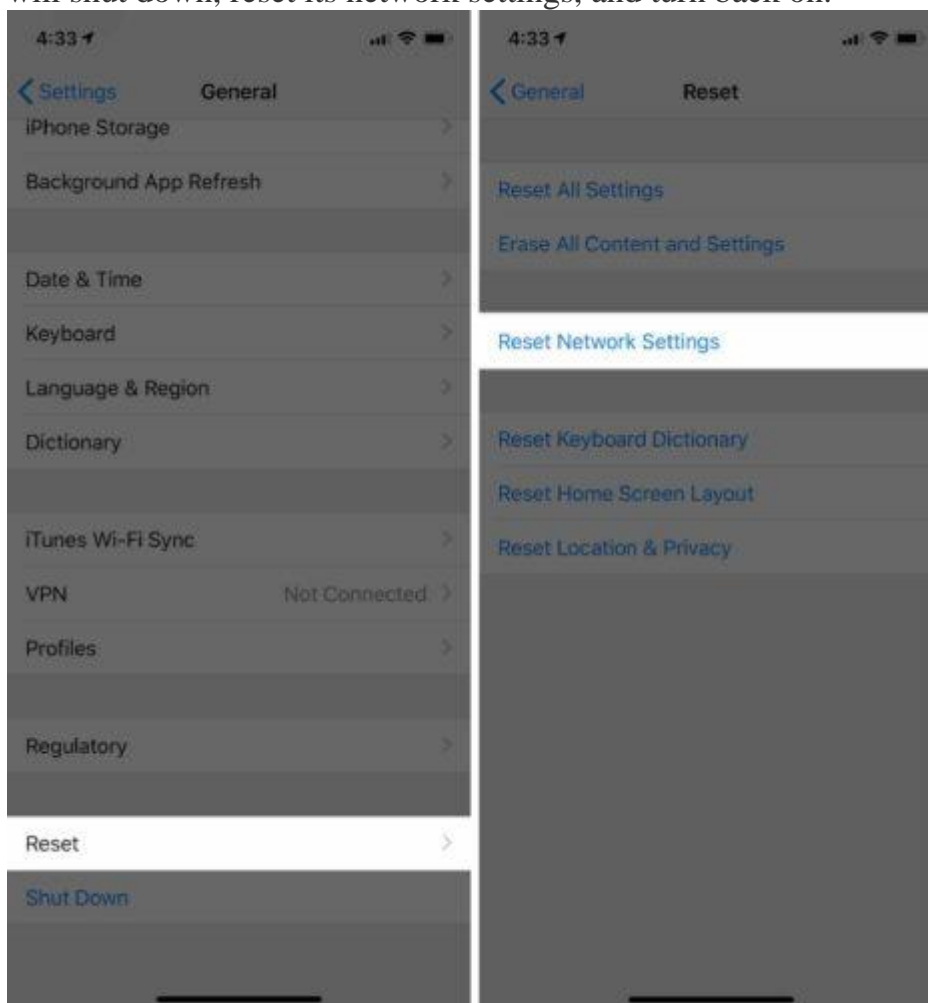


Now that your Wi-Fi network has been forgotten, go back to **Settings** -> **Wi-Fi** and find the name of your network under **Choose A Network**. Tap on your network's name, then enter your WiFi password to reconnect to your WiFi network.

## Reset Network Settings

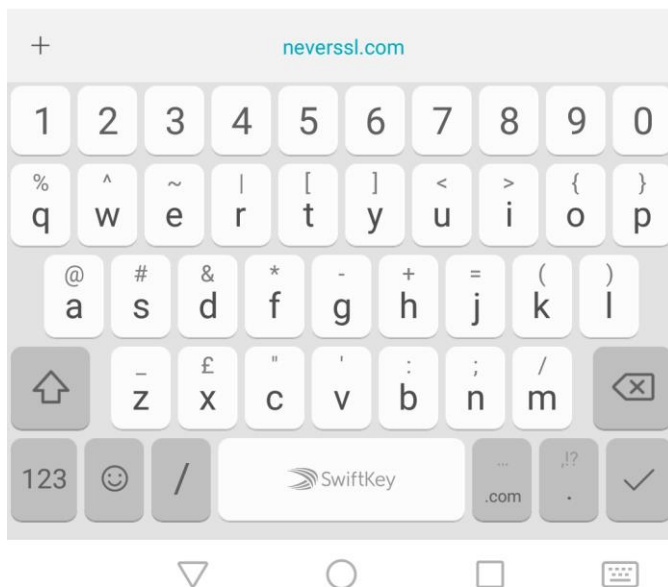
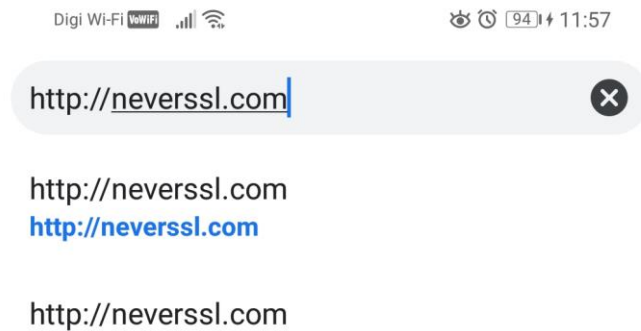
Resetting the network settings on your iPhone erases all of its Wi-Fi, Bluetooth, Cellular, and VPN settings and restores them to factory defaults. This means you'll have to reenter Wi-Fi passwords, reconnect your Bluetooth devices, and set up your VPN again if you have one.

If there's a software problem with your iPhone's Wi-Fi settings, resetting network settings will usually fix it. Go to **Settings** -> **General** -> **Reset** and tap **Reset Network Settings**. Then, tap Reset Network Settings again to confirm. Your iPhone will shut down, reset its network settings, and turn back on.



## Android

If the page to enter your Wifi access code does not open automatically, open your browser (for example: Chrome) and try to open one of the links below:



<http://neverssl.com/>

<http://www.bceck.com.my>