IUKL HOTSPOT USER MANUAL

INFOTREE Sdn. Bhd.
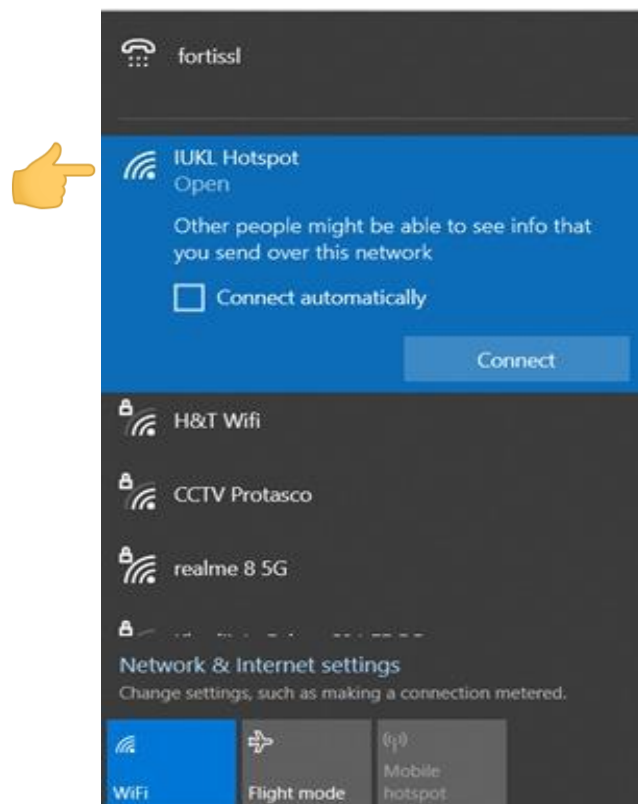199901016302 (491202-P)

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![infotree logo]

1.   INTRODUCTION

This guide is designed to help you seamlessly connect to and make the most of your Wi-Fi hotspot experience in IUKL. Whether you're at hostel, on the go, or in a public space within De Centrum City, our hotspot provides a convenient way to access the internet and stay connected.
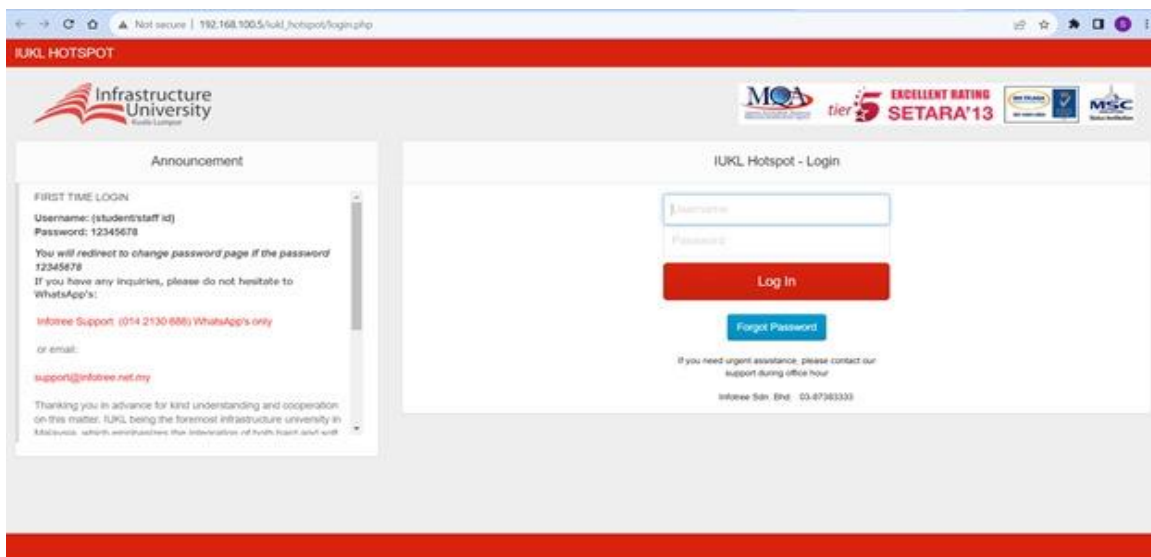
By following the steps outlined in this manual, you'll be surfing the web, streaming content, and staying connected with ease.
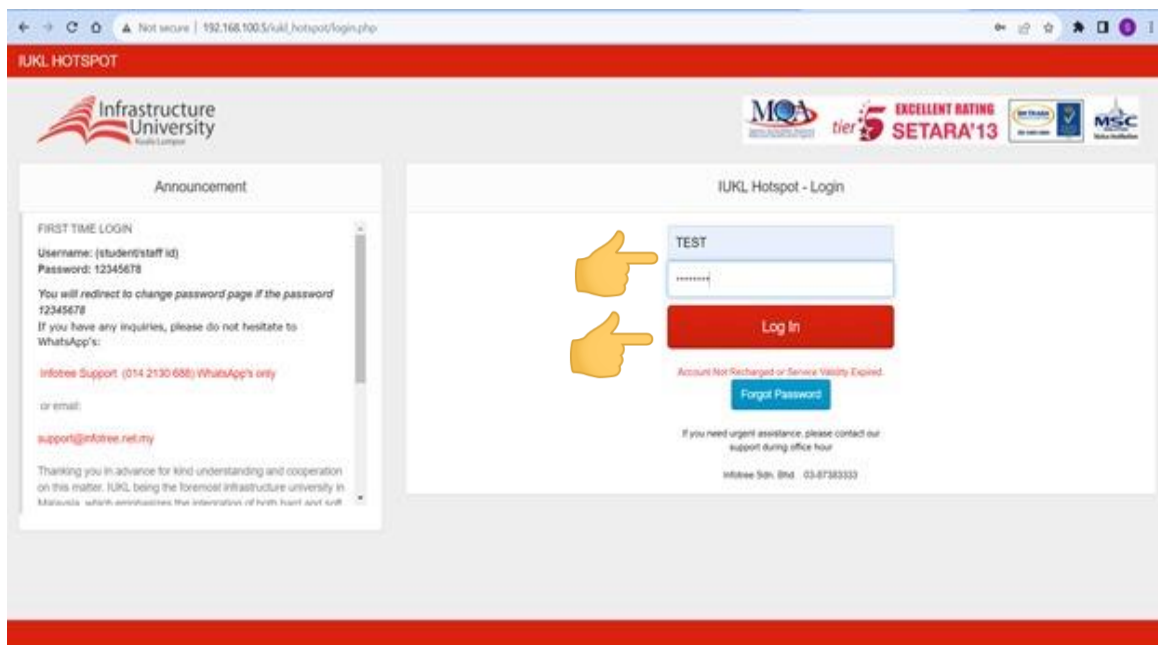
2.   GETTING STARTED

Step 1:   Request your Username and Password via support@infotree.net.my
Step 2:   Meanwhile, on your Wi-Fi-enabled device (such as a smartphone, laptop, or tablet), open the Wi-Fi settings. You should see the hotspot's SSID (IUKL Hotspot) listed among the available networks.

Step 3: Choose 'IUKL Hotspot' and click 'Connect'. You will be directed to the hotspot landing page as shown below.
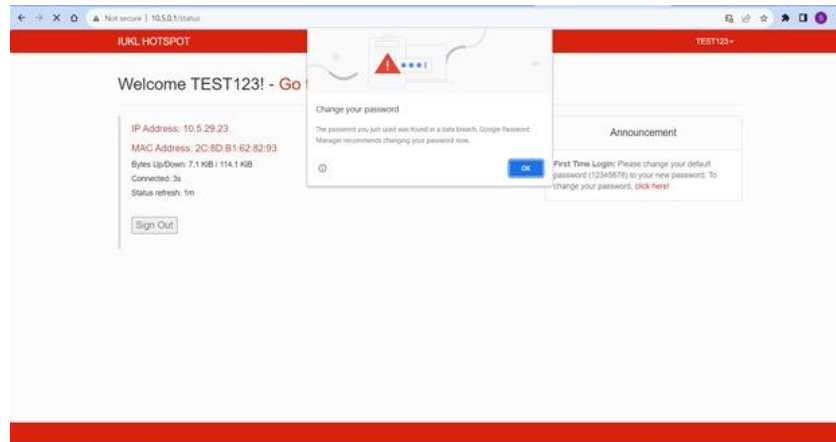

Step 3: Key in your username and password accurately once you have received them from the IT support team.
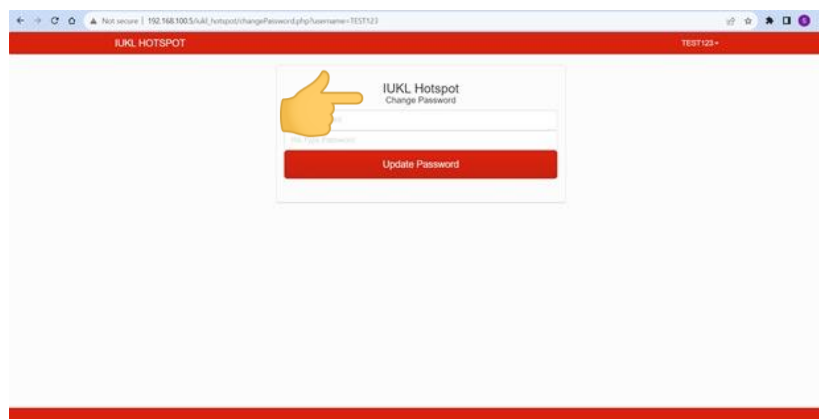

Step 4: Click log in

Step 5:   Wait for connection. Your device will attempt to connect to the hotspot. After a while, your device should successfully connect to the hotspot. You will be prompted to Change your Password.

Step 6:   For First Time Login, please change your default password to your new Password.

After completing the steps, you will receive a prompt confirming the successful update of your password, as shown below.

Note:
Disconnect and Turn Off (if needed)*: When you're done using the hotspot, you can disconnect from it by turning off Wi-Fi on your device or select a different network.*

3. TROUBLESHOOTING

Some of the common issues that you might encounter are as follows:

- **Incorrect Password Entry**: You might enter the Wi-Fi password incorrectly, leading to failed connection attempts.

- **Network Visibility Issues**: Sometimes, the hotspot's SSID (network name) might not be visible on the list of available networks. This can happen due to signal strength or interference.

- **Device Compatibility**: Some devices might not support the network standards used by the hotspot. For instance, an older device might not be compatible with a hotspot broadcasting on the 5GHz frequency band.

- **Distance and Signal Strength**: If the device is too far away from the hotspot or there are physical obstacles in between, the signal strength might be too weak for a stable connection.

- **Full Device Queue**: If the hotspot has a limited number of connections allowed and is already at capacity, new devices won't be able to join until a slot opens up.

If you encounter any of the above issue, please contact our support team.

4. SAFETY AND SECURITY

Use Strong Passwords: Set a strong and unique password for your hotspot to prevent unauthorized access. Avoid using common passwords or personal information.

Regularly Update Passwords: Change your hotspot's Wi-Fi password periodically to enhance security. Avoid sharing your password.

5. CONTACT INFORMATION

If you encounter any issues or have questions about your hotspot, our dedicated customer support team is here to help. Please don't hesitate to reach out to us using any of the following methods:

Customer Support Email	:	support@infotree.net.my
Customer Support Phone	:	03-89200551 or 014-2130 688 (Whatsapp ONLY)

Our support team is available from Mondays – Fridays, 9am – 5pm, excluding weekends/public holidays.

We strive to provide prompt assistance and solutions to ensure you have a seamless hotspot experience.

The End