Please find HOTSPOT WIFI Zone details:-

192.168.4.250---Mumbai

192.168.41.250---North

192.168.12.6---South

192.168.4.150- Other cities- Bhopal, Jabalpur, Nagpur, Rajkot, Vadodara, Kolkata, Indore

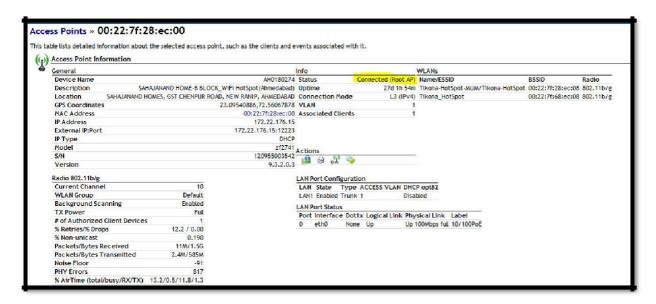
Userid:- monitor

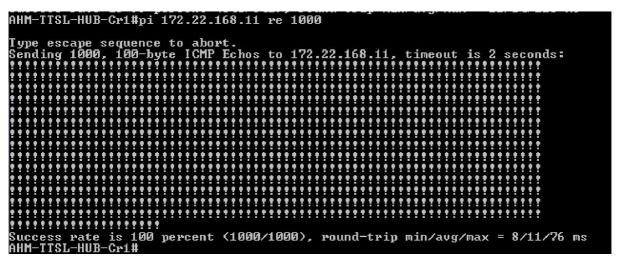
Password: - monitor

Troubleshooting Steps for Tikona Hotspot AP

1. Check the AP connectivity in Zone director

If it is showing disconnected, check Physical connectivity of the AP. If it is showing connected, please check the ping response of an AP.

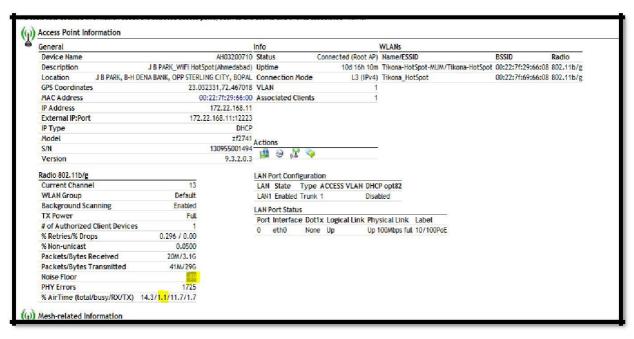




2. AP is having packet drops issue

If AP is having packet drops issue, then kindly check Noise floor and busy time of an AP.

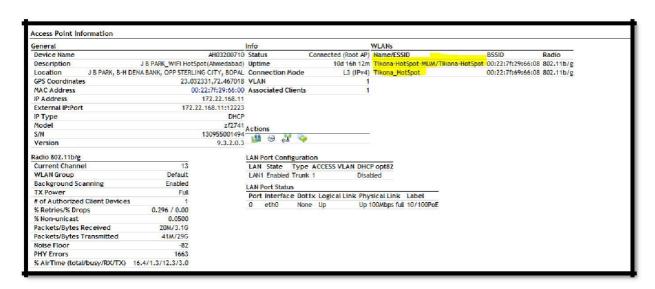
Standard AP Noise floor should be -80 to -105 AP Busy time should be less than 20



3. HOTSPOT AP SSID

Tikona-HotSpot-MUM/Tikona-HotSpot

Tikona_HotSpot



Tikona-HotSpot-MUM/Tikona-HotSpot

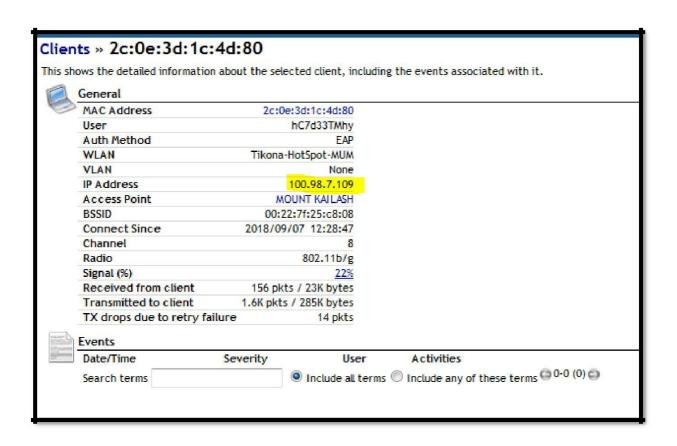
Customer connected through Tikona-HotSpot-MUM/Tikona-HotSpot SSID can able to use the internet services through Tikona Hotspot APP.

Tikona_HotSpot

This SSID is used for the advertisement of tikona hotspot services. If the customer is connected through this SSID, he/she can not be able to browse the internet services.

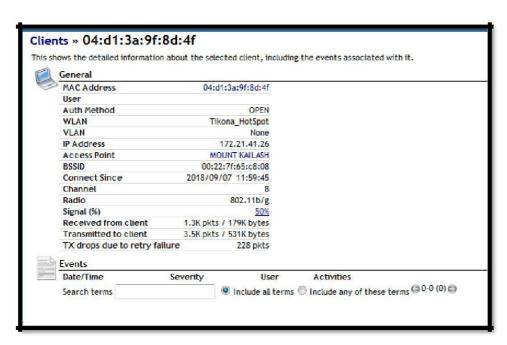
4. <u>Customer device connected through Tikona-HotSpot-MUM/Tikona-HotSpot</u> SSID

Devices connected through Tikona-HotSpot-MUM/Tikona-HotSpot SSID will get IP in 100.X.X.X



5. <u>Customer device connected through Tikona HotSpot SSID</u>

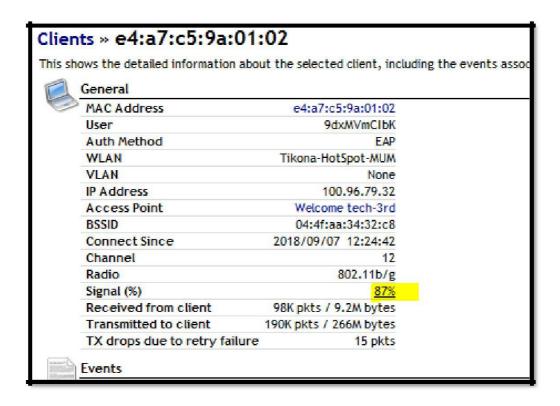
Devices connected through Tikona_HotSpot will get IP in 172.X.X.X Customer will not be able to use the internet services through 172 series IP.



6. <u>Device Signal Strength</u>

To use the proper services and speed through Hotspot AP, Customer devices needs to get proper signal strength.

Signal Strength should be more that 20dbi or 40%.



7. Troubleshooting Steps from customer end.

- -
- Uninstall app Delete Tikona-Hotspot SSID Install n registration of new app