## Frquently Asked Questions

- This normally happens when many users are connected to the network. So the router will try to balance the time which may sometimes have delayed reconnect. We call this DHCP lease time frame.
- Always avoid sharing your password with many people because this will lead to poor performance.

10. **My friend is connected but when I try to connect it tells me that I cannot connect to this network. Is it my phone or the internet?**

Yes! This is because of the following reasons:
- Your device has been blacklisted or blocked by network administrator following their set rules.
- DHCP Server can sometimes fail to assign your device an IP maybe due DHCP pool limits.

Internet
Antenna
Access Point
Client   Client   Client
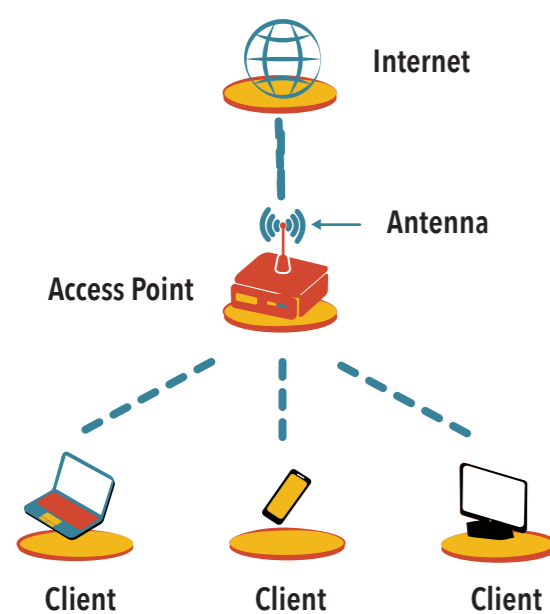
3. **Access Layer:** This is the last segment that allows for user sto connect to teh network or intranet. This layer allows both wireless and wired access. Equipment in this layer can be handle without special training or expertise. These include:
- Desktop switch
- TPLink Wireless Router
- Unifi Access Point HD
- Unifi Mesh Access Point

Frquently Asked Questions

- Check internet/WAN cable if there is loose connection or breakage.
- Check if Modem / WAN switch is connected and functional.
- Check if there any kind of IP conflict / Proper configurations in the router.

7. **Can I change my password anytime I want?**

Yes! We will give router login credentials and show you how to play around with passwords.

8. **My Wifi name has disappeared, what can be the problem?**

This happens when you accidentally reset your router to its defaults. Always avoid resetting the router for you will need to contact network administrator for help.

9. **My wifi keeps on disconnecting and reconnecting me. What is wrong?**

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Frquently Asked Questions

5. **My Internet is slow, what is the problem?**

Internet can sometimes be slow due to the following issues:
- Too many people connected to the internet
- Some users are using heavy sites such as torrent , YouTube , Facebook live etc.
- Weather issues that can lead to link interference
- Running outdated firmware on the access point device.

To solve this, change password to kick users out of the network and also check device firmware version and update.

6. **When I try to connect, it is telling me to sign in to the network. What is the problem?**

Yes sometimes when we use Dlink routers, they will ask you to sign in if there is no internet access. This is the default Captive portal for DLink. Whenever you see this , just know that router is not connected to internet .

So do the following checks:

KPSPIN
Network Troubleshooting Guide

Frquently Asked Questions

1. **How do I connect to the Internet using my phone?**

Go to your smartphone (must have Wi-Fi capability), select settings, then go to Network and Internet, Select Wi-Fi and choose the name of your Wi-Fi in the list the enter password to connect.

2. **Can any phone connect to Wi-fi?**

No! Only phones with Wi-Fi enabled functions can connect. Cell phones do not connect to Wi-Fi.

3. **If my phone goes off wil it connect again or do I just call you to connect it for me?**

Yes! It will reconnect automatically so long as you did not forget the network.

4. **How many Mbps are you giving me and how can I check the speed?**

Normally the speed you get is what you request or subscribed to such as 5Mbps. However, this speed can vary due some network wireless issues such interference.

How to Use this Manual

This guide will give you a basic overview of the network and how tyou can perform basic network operatiosn such as troubleshooting, maintenance and reporting.

We have divided this manual inot two segments:
1. Frequently Asked Questions
2. Equipment Overview

Tunapanda Three-Layered Architecture

1. **Core Layer:** This segment of teh network forms the highest level of teh netwokr form which we get the main internet connectivity. Only Tunanpanda network administrators can understand this level and maintain it.
2. **Distribution Layer:** This layer includes all teh wireless transmission link from our main Centre all the way to other substations (nodes). Equipment in this layer are all provided to you. Working in this layer require proper training. These include:
- PowerBeam 5AC Gen2 (Ubiquiti Product)
- LiteAP 5AC – Sector Antenna (Ubiquiti product)
- LiteBeam AC Gen2 – Receiver antenna (Ubiquiti)

EQUIPMENT GUIDE

Complex Network Structure
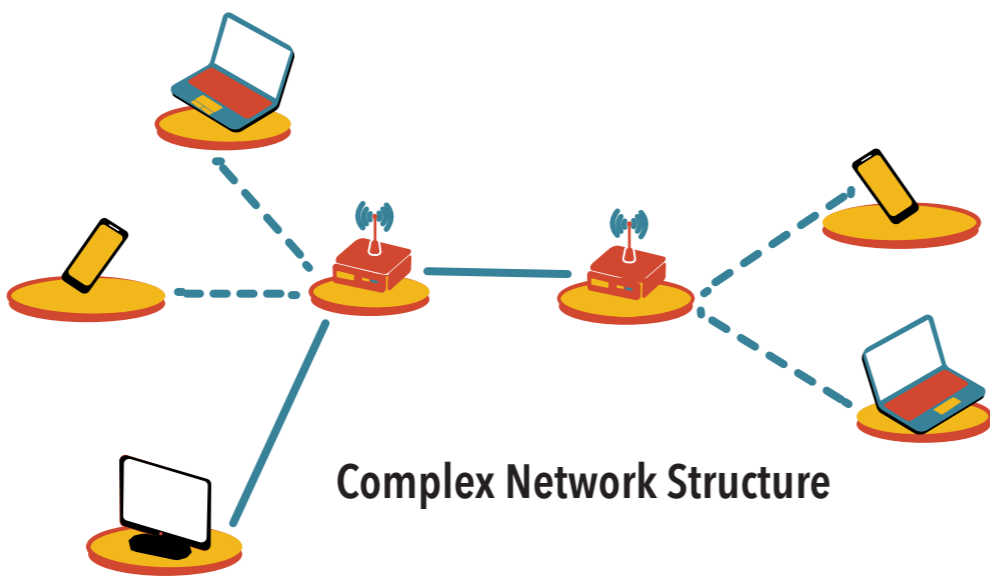
TP Link Wireless Router
Barrier 1: Line of Sight

Unifi (Mesh) Access Point HD
Barrier 2: Weather

Power Beam 5AC Gen2
Barrier 3: Power

LiteAP 5AC - Sector Antenna
Barrier 4: Interference

LiteBeam AC Gen2
Barrier 5: Distance

Desktop Switch
Barrier 2: Weather