

Dear Sir

We've received your feedback regarding users accessing free internet without encountering the expected login page from your Hotspot Server. We understand this can be concerning, and we're here to help!

Three common (mis)configuration issues can lead to this behavior. Please review your setup to ensure they're not present:

1. Bypassing the Hotspot Server:

Hotspot Servers require all internet traffic to flow through them to insert the login page. If your access points are directly connected to your ISP router (internet source), users access the internet without encountering the login.

Solution: Double-check that your users' mobile devices receive dynamic IP addresses from the Hotspot Server (e.g., 192.168.96.x) and not from your ISP router's gateway.

2. Using WiFi Routers as Clients:

Using WiFi Routers instead of Access Points can cause unintentional client sharing. When one device logs in, the entire router acts as a single client, granting internet access to all connected devices.

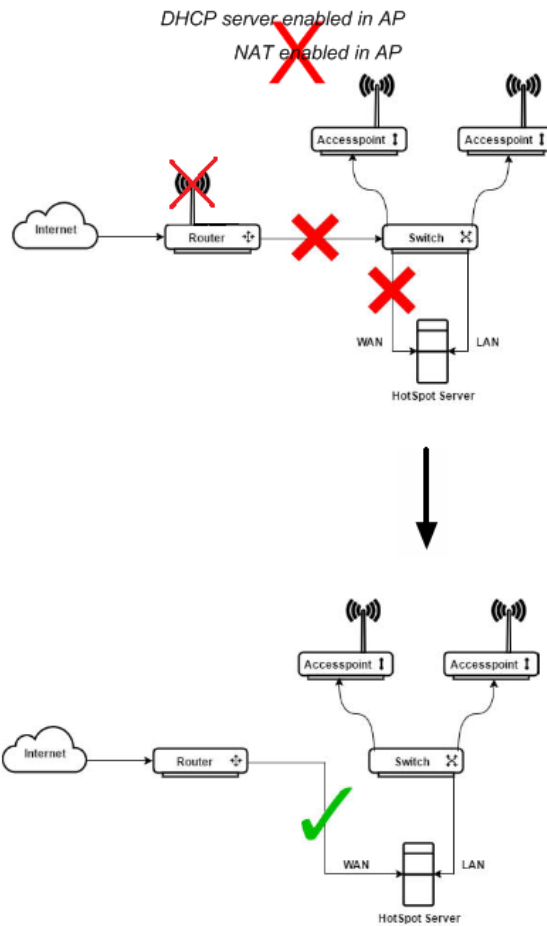
Solution: Configure your WiFi Router as a WiFi Access Point. This ensures each device connects directly to the Hotspot Server, requiring individual logins.

3. UnSecured WiFi in ISP Router:

If your ISP router has built-in Wi-Fi, with its default configuration, it can offer open WiFi access to your user mobile devices.

Solution: Disable it or password-protect it to prevent unauthorized access.

COMMON MISTAKE DURING HOTSPOT INSTALLATION



When you bought WiFi Router instead of WiFi Access Point, use it as above

Thanks
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