

Private (MAC) Address Setting Issue - iOS and Android

Problem: Some devices may encounter a problem connecting to the any SU wireless network(Su-Connect, SU-Guest, or Su-Secure).

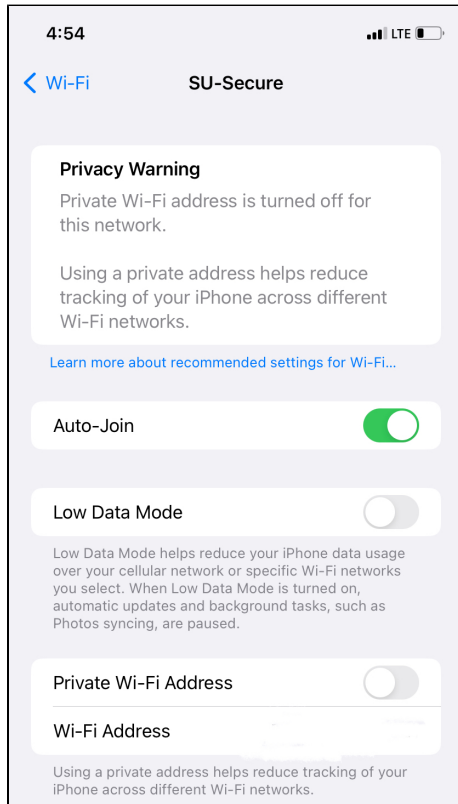
Solution: Many devices have updated their OS to include an option to randomize the mac address of the device. You must turn off the option in settings to connect to the network.

On an iPhone:

Go to **Settings>Wi-Fi**>select the **i** symbol by your wireless Network.

Turn off the **Private Address** option(turns grey).

Reconnect to wireless network.



On an Android:

Go to the Settings app on your Android device.

Tap on **Network & Internet or Connections > Wi-Fi**.

Tap the gear icon next to the Wi-Fi name of the Linksys router or node your device is connected to.

Tap on **MAC address type**.

Select **Use phone MAC**.

You may need to turn OFF your device's Wi-Fi and then ON again.