

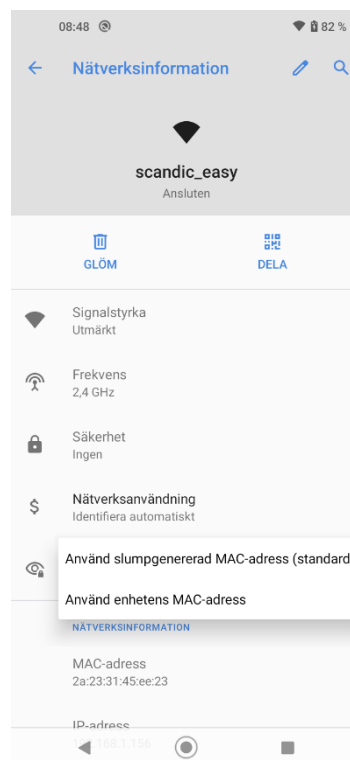
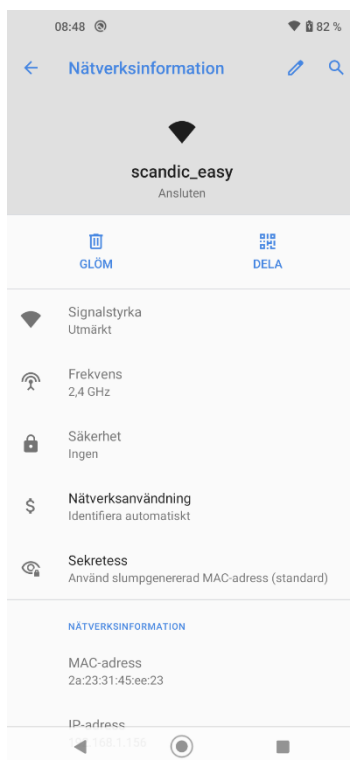
Keeping the Mac address constant

The smartphone and tablet are connected to the customer's own wireless network. Devices do not gain free network access until Scandic's ICT support has added their MAC addresses to the whitelist of the wireless network. Each mobile device has a unique MAC address. The addresses have been delivered to the customer in connection with the equipment deliveries.

Some Android phone models (such as Nokia 3.4) have a security feature that allows the user to choose whether to use the correct MAC address of the device on the wireless network or to assign an invented (random) MAC address to the network.

Check this setting if your mobile device does not work on the network:

1. Open phone settings
2. Click on "Nätverk och internet"
3. Choose Wi-Fi
4. Select your company's wireless network to open a view like this. Select "Avancerat" to expand all selections.



Note! The user will not be able to change this setting on all Android phone models.

5. If "Sekretess" appears in the settings, check that "Använd enhetens MAC-adress" is selected. If "Använd slumpgenererad MAC-adress" is selected, pressing the text field will display a selection like the one above. Select "Använd enhetens MAC-adress".