

Awkward Phones

Of all the tips and tricks I can give you these are probably the most valuable.

It is well worth 5 mins of your time to understand the principle of how phones interact with the SW..!!

Make the guest experience of using the SW as smooth and seamless as possible and it will increase guest participation and ultimately your future bookings.

Background

All phones when connecting to any Wi-Fi network will automatically 'test' the connection for its quality and internet access. The SW is essentially a dead end Wi-Fi Hot Spot, router and local webserver. With no external connection to the wider web the phone will report 'no internet access'.

Some phones may then try to be helpful and route all url and web requests over the Data Network instead. This will completely bypass the SW and won't work.

Standard procedure

1. Connect to the SW Wi-Fi
2. In a web BROWSER type: Selfie/

Didn't work..?

3. Check the phone is connected to the SW Wi-Fi..?
4. Did they use a Web Browser..?

Goggle is NOT a web browser

5. Turn OFF mobile data
6. Try 10.10.10.10 in a Web Browser

Still not working..?

7. If you get to this far go back to Step 1 as you missed something.

iPhone

- iPhone are normally trouble free.
- Must be iPhone5 or newer.
Older iPhones will connect to the SW Wi-Fi but do not support the coding used in the Guest Upload script.
- The image to upload **must actually be on the phone** and not on iCloud.
- Some reports of issues with the new iPhone X not loading the access url e.g. Selfie/ however turning Mobile Data OFF or the 10.10.10.10 method both work fine.

Android

Google is NOT a web browser.

The Google search box will try to connect directly to Google webservers and return a search of the term entered. It will completely bypass the SW and will not display the Upload page.

Instruct the Guest to use Chrome, Firefox or whichever browser they have installed on their device.

Huawei – OneTel - Sony

Some phone models from these manufacturers feature a custom Android system which does not conform to standard internet request protocols. They will forcibly ignore the Selfie Wizard's built-in DNS (domain name server). The only work around at the moment seems to be to use the Selfie Wizard IP address for access.

Enter: **10.10.10.10** into the web browser.