

Dear Residents,

We want to ensure you have the best internet experience at United Apartments. To address some recent connectivity issues, please take note of the following:

1. **Disable Private Wi-Fi Addresses:**

iOS devices have a feature that uses random private Wi-Fi addresses, which may disrupt your internet connection. To fix this:

- Go to **Settings > Wi-Fi**, tap the ( **i** ) next to the network name, and toggle off **Private Wi-Fi Address** (further overview and instructions below).

2. **Avoid Saving Both SSIDs:**

United Apartment's Tenant network provides two SSIDs: one for **5GHz** and one for **2.4GHz**. Saving both on your device can cause auto-join to switch between them, leading to loading issues.

- Please choose **only one SSID** to save and connect to consistently:
  - Use **5GHz (UNITED)** for faster speeds and shorter range.
  - Use **2.4GHz (UNITED-LEGACY)** for better coverage in larger or obstructed spaces. Just note, that 2.4GHz is prone to interference. You only need to use this if your device cannot see the UNITED SSID.

### Overview of the iOS 18 Issue

Recent iOS updates introduced the use of private Wi-Fi addresses, which masks the device's MAC address with a randomly generated one for added privacy. By default, these private addresses can periodically rotate, particularly when connecting to the same SSID (UNITED/UNITED-LEGACY). While this enhances privacy, it causes issues in setups like yours where MAC address authentication is used to grant internet access. This behavior disrupts connectivity, leading to tenant frustration.

Further instructions for disabling rotating MAC on the next page.



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## Instructions to Disable Private Wi-Fi Address

To turn off private Wi-Fi addresses for a specific network on an iPhone or iPad:

1. **Open Settings:**
  - Go to the **Settings** app on the device.
2. **Select Wi-Fi:**
  - Tap **Wi-Fi** to see the list of available networks.
3. **Access Network Settings:**
  - Tap the information icon ( **i** ) next to the network's name (SSID) where you are experiencing connectivity issues (UNITED or UNITED-LEGACY).
4. **Disable Private Wi-Fi Address:**
  - Toggle off **Private Wi-Fi Address**.
  - Tap "**Allow Tracking**".
5. **Reconnect:**
  - The device will briefly disconnect and reconnect using its true hardware MAC address.
  - Proceed with registration of the device.

Once this is done, the network can recognize the device's real MAC address for authentication, resolving the connectivity problem.

Following these steps will help ensure a smoother and more reliable internet experience.

If you have any questions, please reach out to CMS Support: 989-779-1800.

Thank you for your cooperation!



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