



Internet

All apartments are equipped with Wi-Fi points that broadcast the Current Midtown network. You may connect your devices via Wi-Fi nearly anywhere in the buildings using the username and password provided by the leasing office. This username and password combination is unique to each resident and should not be shared with other residents. **Please note that your use of this Internet connection must comply with IQ Machines' Acceptable Use Policy. You may obtain a copy of the policy for review from the property management office or by contacting our support staff below.**

When connecting to the *Current Midtown WiFi* network, you will be presented with a certificate from our central authentication server. Please ensure you accept or trust this certificate when connecting your device. Otherwise, your device may fail to join the network.

Though uncommon, some devices, such as Android, may ask you for additional information when connecting to *Current Midtown WiFi* such as the EAP method and certificate selection. In this case, please use the following settings:

EAP method: PEAP

CA Certificate: None/Don't validate

Identity: Your username provided by the leasing office

Password: Your password provided by the leasing office

There may be cases where a device supports Username and Password authentication but still fail to join the network for various reasons. In this case, we recommend following the instructions below and registering those devices for the PSK network.

Some devices, such as TVs, game consoles, streaming devices, printers, and digital assistants will require you to first add the device's unique wireless Media Access Control (MAC) address to the network before the device will connect to the Current Midtown network. Using our website below, you will be able to add your own devices to the Current Midtown network. Please note that this process is only required for devices that will not connect to *Current Midtown WiFi* using your regular username and password.

Visit <http://currentmidtown.igmachines.com> and sign in with your username and password. Please note that this is the same username and password you use to connect to *Current Midtown WiFi*. After inputting the wireless MAC address of your device to the website, please connect that device to the Wi-Fi titled *Current Midtown PSK* and use the word *password* as the password.

Additionally, some devices have a "Randomized MAC Address" or "Private Wi-Fi Address" feature. This feature must be disabled for the device to work on the PSK network properly. If you are unfamiliar with disabling this feature, you may need to contact your device manufacturer.

What if I need additional help?

At IQ Machines, our goal is to provide a truly superior experience for our customers. Our equipment is automatically monitored 24 hours every day to ensure it is working correctly. If you are experiencing difficulty with your internet, do not hesitate to contact us.

Our support hours and contact info are below:

Mon-Fri: 9 AM – 9 PM EST

Sat-Sun: 9 AM – 5 PM EST

Website: <https://igmachines.com/find-your-complex/support-request/>

Phone: (757) 378-6780

Email: support@igmachines.com

When contacting us, please provide:

- Your Name
- A phone number where you can be reached
- Your apartment complex and city
- Building number and apartment number
- A brief description of the problem