Wifi Troubleshooting

KUDUCOM

Can you connect on any device?

- **On the current device, look for Unit - (your #) in available networks.**
  - Attempt to connect.
  - If you can connect, proceed to "can you get to the internet?"

- **On a different device, repeat the steps above.**

If you cannot find the network on either device, please submit a service request.

Can you get to the internet?

- **Make sure you're connected to the Wifi network. Refer to step one if needed.**

- **Go to www.kuducom.com/test.**
  - If the page loads, click play on the video.
  - If the video plays, proceed to "Do you have a slow connection?"

- **Go to www.google.com.**
  - If the page loads, proceed to "Do you have a slow connection?"

If you cannot find the network on either device, please submit a service request.

Do you have a slow connection?

Although KUDUCOM provides a 1GB connection, some devices may limit their speed.

- **Go to speed.kuducom.com.**

- **Click "Start" and allow the full speed test to finish.**
  - If your speed is less than 75Mbps, please submit a service request.

Submitting a service request.

- You may submit any service request for KUDUCOM internet through your property manager or by going to www.kuducom.com/servicerequests.

www.kuducom.com/servicerequests