

TPG WIRELESS@SG

FREQUENTLY ASKED QUESTIONS

1. How do I connect to Wireless@SG network?

You will need to download and install Wireless@SGx App to set up your device for auto connection to Wireless@SG network. For more comprehensive guide on how to set up your device, click on the links below according to your device type:

- [Android devices with TPG SIM card](#)
- [Android devices without SIM card, for instance tablets](#)
- [Apple iOS devices with TPG SIM card](#)
- [Apple iOS devices without SIM card, for instance iPad](#)
- [Windows Setup Guide](#)
- [MacOS Setup Guide](#)

2. Is Wireless@SG free?

Yes, it is free for all TPG customers.

3. Where can I find more information about Wireless@SG?

You can visit IMDA's website - <https://go.gov.sg/ConnectWSGx> for more details.

4. Why is Wireless@SGx App on Android prompting duplicate profile when trying to setup?

Go to Android Wi-Fi settings, find an existing Wireless@SGx saved Wi-Fi profile or configuration and "Forget" the network (usually achieved by long-press on the Wireless@SGx profile).

5. On iOS device, still unable to connect to Wireless@SGx network even after completed setup procedure in Wireless@SGx app.

Go to Settings, General and Profile.

Remove all Downloaded and Installed Profile and re-do the setup procedure again.

Ensure new Wireless@SGx profile is installed by going to Settings, General, Profile and installing the downloaded profile as shown below.

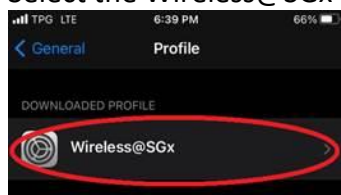
- a. Go to iPhone Settings and General.



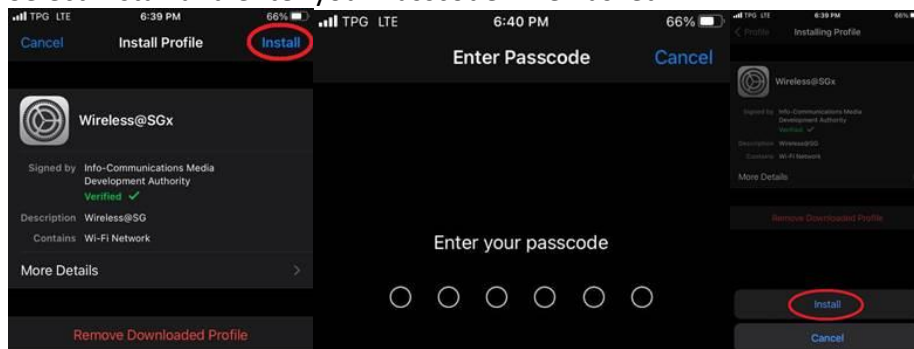
- b. Select "Profile".



- c. Select the Wireless@SGx downloaded profile.



- d. Select Install and enter your Passcode when asked.



- e. Go to iPhone WiFi settings and you should be automatically logged onto any public Wireless@SGx hotspots from now on.

