



How to connect to the Wi-Fi

How to download the application – (ANDROID):

- Open the Play store icon on your mobile device
- Search for the Rise Wi-Fi internet application
- Install the Rise Wi-Fi application

Once the Rise Mobile application is installed on your mobile device you may register your personal details on the application and use the mobile application to access the network.

- Switch on the WIFI on your mobile device and select the Fibre hotspot of your building.
 - There may be two options, one *Rise WiFi* and the other *Rise WiFi Superfast*. If the device is able to see *Rise WiFi Superfast*, please connect to it.

Here is how you connect a hotspot connection with your Android/iPhone:

- Open the **Settings** app.
- Tap the **Wireless & Network** option.
- Tap on Wi-Fi.
- Switch **ON** the Wi-Fi icon.
- Select the available networks *Rise WiFi* or *Rise WiFi Superfast*
- Follow instructions to customize the hotspot feature to your liking

Here is how you connect a hotspot connection with your Laptop:

- Restart the laptop
- Switch on the WIFI on your device and select the Fibre hotspot of your building.
- There may be two options, one *Rise WiFi* and the other *Rise WiFi Superfast*. If the device is able to see *Rise WiFi Superfast*, please connect to it.
- Go to Google Chrome and open a new tab
- Navigate to gateway.maboneng.co or hotspot.mabong.co/hotspot/login
- Follow instructions to customize the hotspot feature to your liking

Here is how you connect a hotspot connection with your Smart TV:

1. **Open your smart TV's menu.** Hit the Menu button on your TV remote to view your menu options on your TV screen



2. **Go to Network Settings.** This option will allow you to select a connection type and set up a new connection to the internet.

- On some TVs, you may need to first open **Settings** from the menu, and then look for Network Settings here.
- Depending on your TVs make and model, this option may also have a different name like **Wireless Settings** or **Internet Connection**.

3. **Set up a new wireless connection.** Find and select the option to set up a new wireless network connection on your TV screen. This should open a list of all the Wi-Fi networks around you.

- **Select your Wi-Fi network's name.** Use your TV remote to select the Wi-Fi you want to connect. You will be prompted to enter your wireless password.
- **Enter your Wi-Fi password.** You will have to use your TV remote to type your wireless password. Once your password is confirmed, your TV will automatically [connect to the internet](#).

Rise Support Details:

Email Address: support@ristelecoms.co.za

Support Hours: 8am to 5pm Monday to Friday (Excluding Public Holidays)

Mobile: 066 209 2660 (WhatsApp capable)

Mobile: 066 109 9372 (WhatsApp capable)

Mobile: 060 602 8745 (WhatsApp capable)

Landline: 087 245 0010

After Hours: 6pm to 9pm Monday to Friday, 10am to 3pm Saturday and Sunday (Excluding Public Holidays)

Mobile: 060 601 9599 (WhatsApp capable)

- Android/ iPhone/ Laptops/ Desktop
Use link for data purchases and follow instructions
ie: please make sure your card can purchase online.
<http://gateway.maboneng.co>

- Use the following link : <https://hotspot.maboneng.co/hotspot/login>

When the following link does not go through type the link on Google and pick the first option of the results you get.