konnekt Wi-Fi

Your Wi-Fi. Easy guide.

Stop paying too much for Wi-Fi. Fast, unlimited internet at home.

Look at the pictures. Read one line. That is all.

New Wi-Fi password?
Do it yourself in 2 minutes →

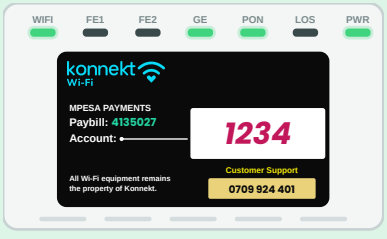
Konnekt Customer App
Tap here to open ↗

Max out your connection!
Free TV, courses & kids' shows →

Pay: M-Pesa Paybill
4135027

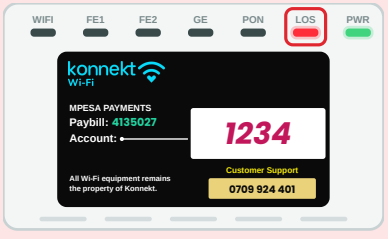
Call or WhatsApp
0709 924 401

This is your Wi-Fi box



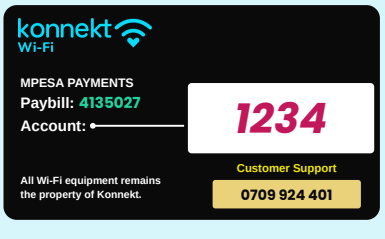
✓ Good

Green lights = **internet is OK.**



! Problem

Red **LOS** light = **call us.** 0709 924 401



The **sticker**: Paybill **4135027** and **your account number.** Use them to pay.



× No

Do not bend or pull the thin yellow cable.

Your Wi-Fi name and password are not on the sticker. Our technician sets them with you. Write them down.

Keep it ON



✓ Always

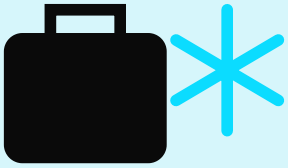
Keep the box **ON**, day and night. Konnekt sends it **updates** to keep it healthy.



It uses **very little power**, like one small bulb. It **won't chop your tokens**.



Not used for **2 months**? The box **resets**. Your Wi-Fi name and password are lost. **Call 0709 924 401** to set them again.



Travelling? **Call us to freeze**. We pause it and restart when you come back. **No lost days.**

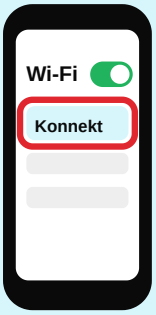
Connect your phone

1



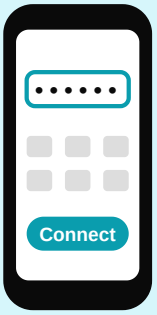
Open **Settings**.

2



Tap **Wi-Fi**. Tap **your Wi-Fi name**.

3



Type the **password**. Tap **Connect**.

4

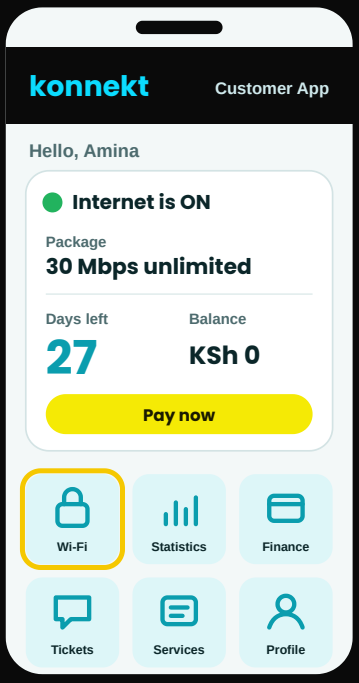


Done! Your phone uses Wi-Fi. No more bundles at home.

TV? Same steps: **Settings → Network → Wi-Fi.**

The Konnekt Customer App

Your Konnekt app. Do it **yourself**: change your Wi-Fi password, see who is connected, pay, get help. Any time, day or night.



1. Tap the **yellow button** below.
2. Type your **Login** and **Password**. We give them to you on the phone.
3. Tap **Sign in**. Done!

Open the Konnekt Customer App ↗

Copy link

What can I do there?

New Wi-Fi password

Change it yourself in 3 steps

Inventory

Who is connected?

Every device on your Wi-Fi now

Inventory

Days left & balance

Service days remaining and balance

Dashboard

Pay by M-PESA

Top up. Enter your PIN on the prompt.

Dashboard

Reboot your box
Restart it from your phone

Inventory

See your usage
Live, by day, or this month

Statistics

Payments & statement
What you paid. Download a statement.

Finance

Report a problem
Create ticket. Follow every reply.

Tickets

Who is on my Wi-Fi?

📱 **Amina-phone**	3h 12m
📺 **Living-room-TV**	23h 58m
❓ **Unknown-device**	0h 41m

Open the app. Tap **My products › Inventory**. Look at **Connected Wi-Fi clients**: every phone and TV on your Wi-Fi now. Don't know one? Change your password. Internet stuck? Tap **Reboot** on the same page.

Put the app on your phone

Do it once. Then tap the **Konnekt** icon, like WhatsApp.

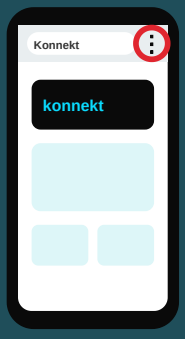
Android: you need Chrome

Look for this icon on your phone. No Chrome? Open **Play Store**, search **Chrome**, tap **Install**. Free. No bundles on Konnekt Wi-Fi.

iPhone: use **Safari**. It is already on your phone.

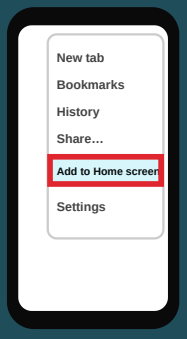
Android | iPhone

1



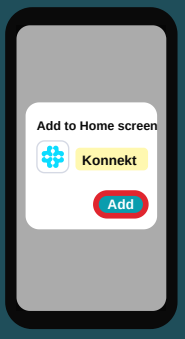
Tap the yellow button. It opens in **Chrome**. Tap ⋮.

2



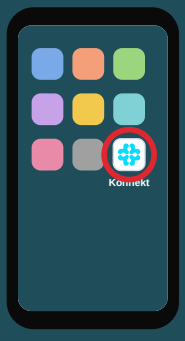
Tap **Add to Home screen**.

3



Type **Konnekt**. Tap **Add**.

4



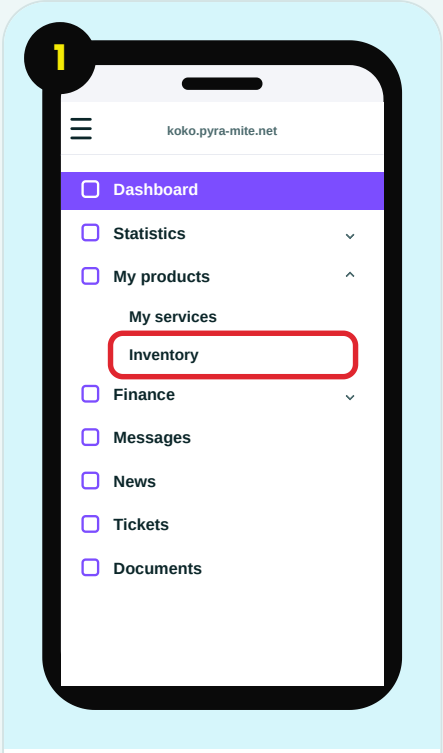
Done! Tap the **Konnekt** icon.

Need help? We do it with you on the welcome call.

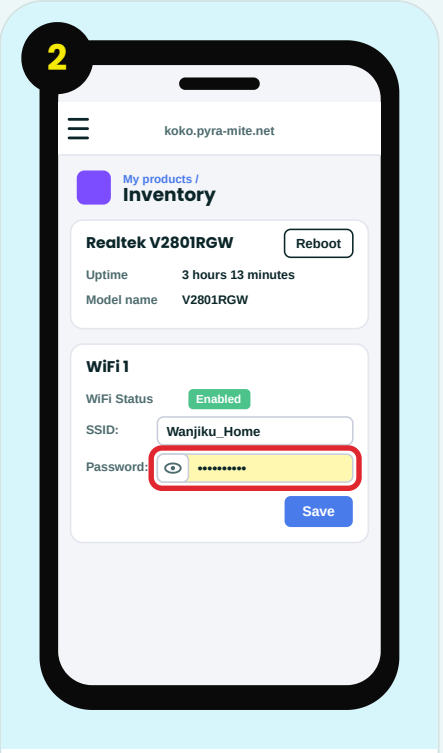
Change your Wi-Fi password yourself

3 steps | Any time | No waiting

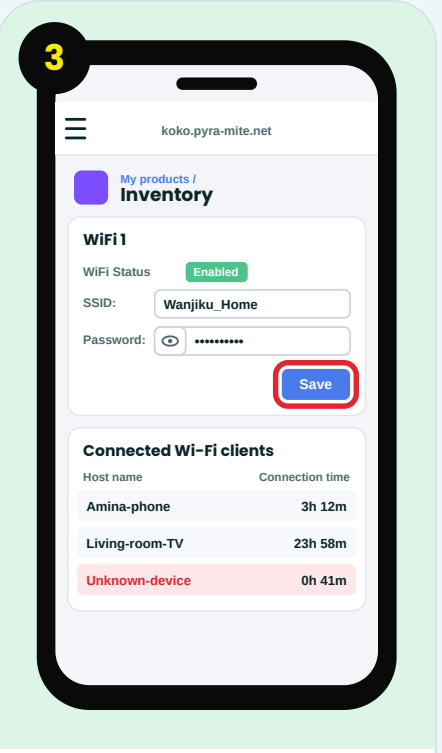
Neighbours on your Wi-Fi? Internet slow? Change the password. Only your family can connect.



Tap the menu ☰. Tap **My products › Inventory**.



In **WiFi 1**, type a new **Password**.



Tap **Save. Log every phone and TV back in** with the new password.

No WiFi 1? Send a ticket or WhatsApp us. We change it for you within 72 hours.

A good password

✓ Yes

8–20	letters and numbers
A a	Big and small letters are different
0–9	Numbers
@ # _ - !	Only these symbols

× No

␣	No spaces
😀	No emoji
é ñ	No accents
1234	No name, phone number or 12345678

✓ Mango#Chai47 ✗ my wifi 😀 ✗ 12345678

Change my password now

Max out your connection!

Free content. All unlimited.

You pay for unlimited, so use it! Free TV, courses, ways to earn and kids' shows on **konnekt recommends**.

Learn | Earn | Watch | Kids

Open Konnekt Recommends ↗

Pay with M-Pesa

Business number (Paybill)

4135027

Copy

Account number

Your account number

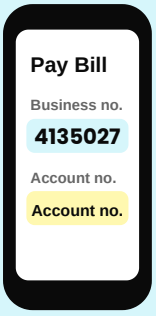
On the sticker on your box, next to “Account”.

1



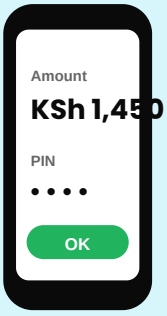
Open **M-Pesa**. Tap **Lipa na M-Pesa**.

2



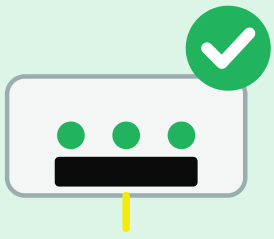
Tap **Pay Bill**. Type **4135027** and your **account number**.

3



Type the **amount**. Type your **PIN**. Press **OK**.

4



Wait **5 minutes**. Your internet is on for 30 more days.

Pay every 30 days. We send an SMS 3 days before.

Choose your speed

All plans are **unlimited**. No bundles. Use it all day.

2 Mbps

KSh 800

1–2 phones. WhatsApp, calls, Facebook.

3 Mbps

KSh 1,000

2–3 phones. WhatsApp, YouTube, video calls.

5 Mbps

KSh 1,200

A few phones. YouTube, TikTok, calls.

BEST VALUE

30 Mbps

KSh 1,450

Family + TV. Many phones.

50 Mbps

KSh 2,000

Big family. 2 TVs, work from home.

Konnekt Easy

Your own line for 1 device. Not shared with your home Wi-Fi.

KSh 10	KSh 20
4 hours	24 hours

📞 Work calls ⚽ Watch a match 📚 Online class

1. Open **Wi-Fi settings**
2. Tap **konnekt easy Wi-Fi**
3. Choose a pass
4. Pay with the **M-Pesa prompt**
5. Type the **code** from your SMS
6. Enjoy!

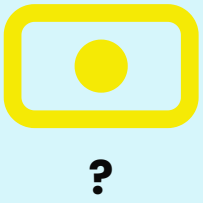
Short on money? Pay for a few days.

1 day **KSh 50** | 3 days **KSh 150** | 1 week **KSh 375** | 2 weeks **KSh 750**

Plan prices are for 30 days. Short plans cost the same per day as KSh 1,500 a month.

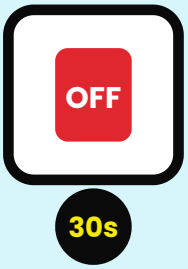
No internet? Try this

1



Did you **pay**? Check your M-Pesa SMS.

2



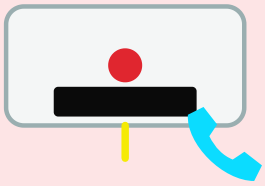
Switch the box **OFF** at the wall. Count to **30**.

3



Switch it **ON**. Wait **3 minutes**.

4



Still not working? Red light? Report it in the **Konnekt app → Tickets**, or **call 0709 924 401**.

Slow? Lots of videos or video calls at once slow it down. **Turn off devices you are not using.** Everyone streaming? Get Konnekt Easy for 1 or 2 devices.

Stay safe



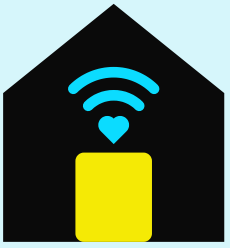
× Never

Konnekt **never** asks for your M-Pesa PIN.



✓ Only

Pay **only** to Paybill 4135027.



Give the password **only** to your family.



“You won!” message? It is a **trick**. Delete it.

Need help? Talk to us

Call or WhatsApp

0709 924 401

Every day. 8 in the morning to 12 at night.

Copy number

Or write to us in the Konnekt app: **Tickets → New ticket**. You see our answer there.

Open the Konnekt Customer App ↗

konnekt Wi-Fi

Konnekt Wave Digital Networks (Kenya) Limited · Paybill 4135027 · 0709 924 401