

## Things you CAN do!

You can read and send emails!  
You can contact your work place by any means necessary.  
You can surf the web (Facebook & Others)  
View short videos (up to 2-3 mins. but not continuously!)  
You MUST CLOSE DOWN or SHUT OFF your WiFi, when not in use!  
You can help us by reading and following the WiFi rules!

## Things you CAN'T do!

No on-line streaming of games, movies, music or audio!  
No Creating a private Hot Spot through our WiFi service!  
No Hosting a Web Server through our WiFi service!  
Do NOT place a secondary password on our WiFi service!  
If we experience a repeat of activities and misuse like we did in 2014 we will shut OUR WiFi Service down!  
Do not download the 30+ updates on your devices, if they were so important you would have done them at home already!  
Don't conduct any other high volume data server activity.  
DO NOT set your WiFi Connections to connect automatically while you are here. Don't do anything illegal! Don't reward us with a subpoena because of something you did through our service provider!

Most of all don't goof with our WiFi!

WISBONE RESORTS SHARED WI-FI SYSTEM IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT WARRANTIES OF ANY KIND.

WISBONE RESORT DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS.

## Updated WiFi Information

None Yet!



## Wishbone Resort

If you are a Registered Guest and need help connecting to our WiFi you should read this!

## Wi-Fi Help & FAQ

## How To Log on to our WiFi

You can use any WiFi service that broadcasts the (SSID) beginning with **Guest\_\***. (The \* representing numbers eg: 1, 2, 3).

There is NO Password needed for these services.

**Guest\_4 DOES require a password it is: 1234**

The signal strength will vary as you move around the resort as we have many routers in different locations.

That is it! You should be logged onto the WiFi and ready to surf the web.

For recent changes to the WiFi Names or Passwords please refer to the back of this brochure for updated information.

## WiFi FAQ's

**Q. I can't get my wireless device to connect or log-on, no matter what I have tried?**

A. First slow down and take a deep breath! Have you shut off your device recently or just put it into sleep mode? Shut it down completely then turn it back on.

Shut off your WiFi settings wait 10 seconds and turn WiFi settings back on. Clear your device of unused or older/corrupted or spotty WiFi connections.

On Apple devices you might need to "Forget This Network" to get a refreshed network list. Secondly Move Around while trying to connect, don't just sit in one spot as we have many dead areas around here!

Eg: Don't sit behind the rock fireplace and think a signal is going to get through that!

**Q. Why can't I get WiFi in my cabin?**

A. Our system is not strong enough to reach all our cabins, you will have to come closer to the lodge.

**Q. My Device is asking that the router be rebooted or reset; will you do that for me?**

A. NO! Our our router is set to reboot every night and if our resort devices are working, we will NOT reboot/reset the router. This is actually a setting or glitch on your device, not ours.

**Q. My networking center is asking if this is a Home, Public or Work network?**

A. This is a Public Network. You are sharing this connection with everyone in the resort. The decision is solely up to the user as to which network you should use.

**Q. The WiFi service is running very slow and I can't connect or surf the web. WHY?**

A. The WiFi service is shared by ALL guests at the resort. If a lot of guests are on-line at the same time, the service may be slow depending on the time of day, the number of users accessing on our system. During the summer when the families are here our WiFi system really gets bogged down.

At any given time there can be as many as 80 to 150 devices trying to connect or are already connected. There is nothing we can do about our bandwidth limitations.

**To HELP US combat this PROBLEM we REQUIRE that you SHUT OFF your WiFi CONNECTIONS when NOT IN USE!**

**FYI:** Otherwise every time you walk around the resort or leave the device lying on a table while taking a nap your device is trying to connect, or is connected and you have Apps running in the background. You are needlessly wasting space and bandwidth!

**Remember this is NOT your personal home WiFi network, it has to be SHARED by everyone!!**

**Q. Can I do on-line gaming, stream movies and/or music?**

A. NO! These activities (Gaming, Netflix, YouTube) require the use of too much bandwidth and slow down our entire WiFi system thus interfering with everyone's usage. Please be considerate of us and other guest while using our WiFi bandwidth.

**Q. What good is it if I can't play games, stream movies, music or do ANYTHING**

A. Our WiFi is offered as a FREE service for the ability to do business/work and so guests can keep in touch with the office, employees and family & friends while on vacation.

We encourage you to have your own Hot Spot enabled on your own devices for those high bandwidth usage applications!

**Q. I need technical help with my device, can you help me?**

A. Technically NO! We are not technicians!

**Q. I can't get my laptop to connect?**

A. These are a completely different type of beast compared to other devices!

But you can try this: Go to your Control Panel, Manage Wireless Settings and disable or remove WiFi connections that are set to connect automatically. These are commonly set to your home WiFi network and they seem to interfere with being able to connect to ours. Follow the prompts and instructions on your laptop, all laptops and operating systems are different along with different firewall protections and settings and we cannot help you.

**FYI:** Our WPS (WiFi Protected Setup) feature is disabled and will not be used on our routers.

**Thank You!**