



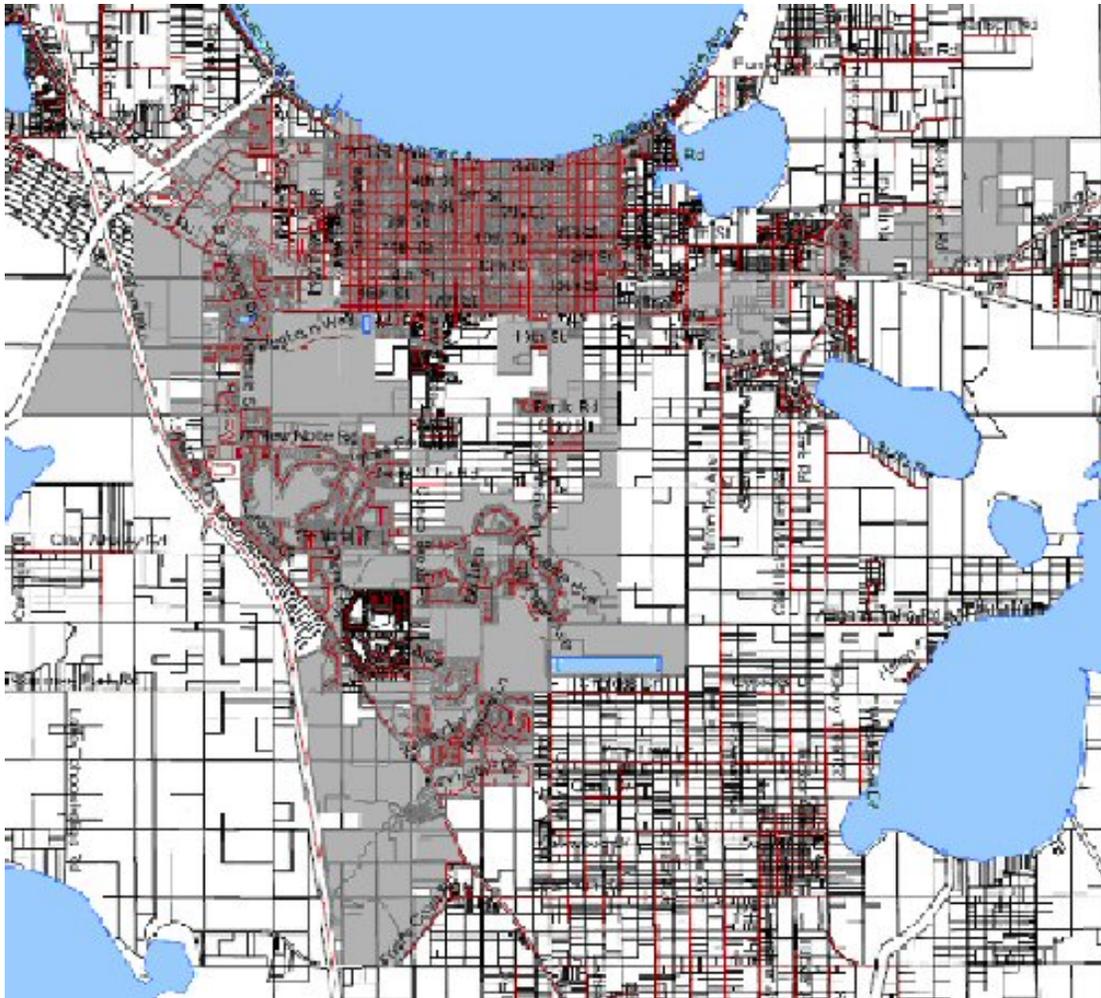
## Frequently Asked Questions

**Q – What is the Cyber Spot?**

**A –** The Cyber Spot is a municipal high-speed wireless or WiFi network, provided by the City of St. Cloud as a public service to residents, businesses and visitors within the City limits of St. Cloud. The Cyber Spot is provided 100% free as a public Service.

**Q – Where in St Cloud is Cyber Spot service currently available?**

**A –** *The Cyber Spot covers the entire city limits of St. Cloud (15 square miles) providing service to anyone within the City limits.*



**Q – If I do not live within the city limits of St. Cloud (this means the residence you either own or rent pays property taxes to the City of St. Cloud) will I be able to use the Cyber Spot and will I have service at home?**

**A –** *Anyone can use the Cyber Spot within the city limits. Since this is provided and paid for by the City the service is not designed to expand beyond the city limits. If you do not live in the city but are close to the city limits you may be able to get a signal at home. However, the quality of your signal or your ability to get one is not guaranteed nor is the service supported in anyway.*

**Q – What do I need to access the St. Cloud Cyber Spot?**

**A -** *You will need one of the following devices:*

- *A Wi-Fi enabled Computer*
- *A Wi-Fi enabled Handheld device such as a PocketPC or Palm*
- *A Wi-Fi enabled phone.*

*Wi-Fi stands for Wireless Fidelity. Many new devices already have Wi-Fi 802.11b/g compliant devices built in. If your device is not already Wi-Fi enabled, you can contact your local computer store or buy online a Wi-Fi card.*

**Q – Do I need a special access code or account to log on?**

**A –** *Not at all. Launch your Internet browser. The Cyber Spot splash screen will display. You will be required to register as a user. There is no charge for this and you will only be asked to register the first time you log on with a device. After that point, the system will automatically recognize your device when you open your browser and you will be directed to the community portal (the community portal is still under development and until it is online you will go straight to the Internet).*

**Q – Is there a charge for the service?**

**A –** *No, the Cyber Spot is provided absolutely free as a public service by the City of St. Cloud.*

**Q – Will there be phone support if I am having a problem?**

**A –** *Yes, there is a 24/7 free help line for technical support related to connectivity and access issues.*

**888-499-4971**

**Pin # 600102**

**Q – How can I get more information?**

**A –** *There is public information being provided in a variety of formats including public workshops, newspaper ads, direct mail and informational shows on the government access channel.*

**Q – I am not that familiar with computers, will there be someone I can call that will come to my house to get me setup?**

**A –** *Yes, while this is not a service of the city there will be referral information available (through the helpline and the community portal) to companies that are familiar with the Cyber Spot and, for a fee which you will be responsible for, will come to your home on a service call to help you with any technical or equipment needs.*

**Q – My home or business is located within the boundaries of the Cyber Spot- will I be able to get service inside my building?**

**A –** *The system is designed to flood the outdoor areas with a strong signal. Depending on the construction of your building, you may get a strong signal inside. If you are not getting a strong or consistent signal you may need to install a PepLink wireless bridge available at local vendors: Sunshine PC Solutions or PC Zone. It is also available online from [www.peplink.com](http://www.peplink.com) . This device will, in essence, capture the outdoor signal and rebroadcast it inside your building as well as boost the signal from your computer back out to the street.*

*See article below for explanation:*

**Hey, what is this wireless bridge and why do I need it?**



The Cyber Spot operates by flooding the airwaves of St. Cloud with a WiFi signal. This signal will in most cases penetrate your home so that you have a sufficient signal to connect to indoors.

It is however effected by different construction materials in different ways. This can hamper your connection by either making it impossible to make a connection or reducing your performance. What is interesting is that in many cases it is not actually the ability of your computer to receive the Cyber Spot signal but rather the ability of the return signal of your computer to get out of your house.

This happens because the transmitter in most laptops and some that you might ad to make your desktop wireless, are extremely low power.

By adding the PepLink device, which is available at PC Zone, Sunshine PC Solutions, and [www.peplink.com](http://www.peplink.com) you not only amplify the Cyber Spot signal coming into your home but the return signal from your computer back to the Cyber Spot as well.

The device is totally self programming, plug and play. So get more power in your life and pick up the PepLink wireless bridge.