Using Pointe Santo's Wi-Fi Network

Pointe Santo's Wi-Fi network is managed by Innflux, which provides 24x7 customer support for Pointe Santo users. To connect, do the following:

1) Associate your Wi-Fi enabled device with the network name (SSID) **"PSWiFi"**

2) Open a web browser *(Internet Explorer, Firefox, Safari, etc.)*

3) You will automatically be redirected to a login page

4) Enter the login information *(Please include information for all fields. This information is used to support the network, enabling property staff to troubleshoot problems and contact users should an issue arise. This information will not be shared with anyone outside.).*

You are now online!

If you are experiencing difficulties, please review the following recommended procedures:

Make sure your wireless device is enabled. Some laptops have a button to turn off the wireless capability to conserve battery life. Please ensure your wireless is activated.

Enable the network connection. Verify that your Wireless Connection is enabled in your network settings.

Set your computer to "Obtain IP Address Automatically". Make sure your device is set to get its IP and DNS information from DHCP.

Enable "Automatically Detect Settings" in your browser connection settings. If you have a proxy server setup in your web browser (or have it set to automatically detect the proxy), you may be unable to reach the login screen, as it will appear to hang. Disabling the proxy and restarting the web browser should take care of the problem.

Check Firewall settings. If you have a Firewall enabled on your laptop, please ensure it has been configured correctly to allow you to join the network.

VPN pass-through. Our wireless network seamlessly supports a wide variety of VPN clients, however, if you do experience difficulties connecting through your VPN, please contact your IT department to determine any additional settings your corporate network requires. Our technical support team will assist in any way possible to help you meet your VPN needs.

Wi-Fi Signal Strength: Our Wi-Fi network is designed to provide a strong signal around the lagoon and on the beach. *The Wi-Fi signal is strongest on the lanai of each condo unit*, and gets weaker further inside.

For further assistance, please contact **Innflux Tech Support at 877.840.1784**. Say you're at "**Sanibel Pointe Santo**".