

Our Ref.: JLL/CYBT/2023/C/031

10<sup>th</sup> January 2023

**Notice to  
All Tenants at Entrepreneur Centre**

Dear Sir/Madam,

**Cyberport – Disable of in-room Access Point Wi-Fi connection in Entrepreneur Centre**

Cyberport is upgrading our existing Wi-Fi network with Wi-Fi 6 technologies to provide a stable network service plus better Internet access experiences to all our tenants. We are planning to disable all existing in-room Access Point Wi-Fi connection to reduce the radio interference. Please be reminded that the wired connection of in-room Access Point will not be affected. Tenants are recommended to use the new secured Wi-Fi named 'Cyberport\_SS\_Tenant' (802.1x) and 'SmartSpace' (WPA2/WPA3-Personal) for the Wi-Fi service.

Details shown as below:

<b>Date</b>	9 <sup>th</sup> February 2023 (Thursday)
<b>Time</b>	17:00 – 18:00hrs
<b>Affected Location</b>	Entrepreneur Centre, Level 5, Core F, Cyberport 3

We have already visited some of the in-room tenants for on-site upgrade work. They can already enjoy the new Wi-Fi service and no further arrangement is needed. For the rest of the tenants, please make the appointment with the reception or directly contact our customer service hotline for any further arrangement before 8th February 2023. During the upgrade period, you can use the new Wi-Fi SSID named 'Cyberport\_SS\_Tenant' (802.1x) and 'SmartSpace' (WPA2/WPA3-Personal) for internet access, however, wired connection access will be suspended until upgrade work completed.

Please be reminded that the original in-room access point will be reset as a switch and tenants can still use the switch ports for connecting to network after the mentioned maintenance work. As for the Wi-Fi service, tenants are recommended to use the new secured Wi-Fi SSID named 'Cyberport\_SS\_Tenant' (802.1x) and 'SmartSpace' (WPA2/WPA3-Personal). Please contact our customer service for the new Wi-Fi login information and any further on-site support.

Over the past few months, we received comments from SmartSpace / Entrepreneur Centre tenants about the Wi-Fi performance and radio interference. We would like to take this opportunity to remind all SmartSpace / Entrepreneur Centre tenants that Cyberport SmartSpace / Entrepreneur Centre is designed for 'Shared Space' purpose with highly secured carrier class free of charge Wi-Fi services provided. Tenants are not recommended to setup your own Wi-Fi router as it may create interference to the provided Wi-Fi services and affect other tenants. If self-owned Wi-Fi setup is really required due to business needs, tenants are highly recommended to adjust the radio transmit power to minimum power level

to minimize the interruption to others. Cyberport reserves the right to restrict self-owned Wi-Fi router connecting to Cyberport network if Cyberport Wi-Fi service is affected.

We apologize for any inconvenience that may have caused and thank you for your kind support to make Cyberport a better place. Should you have any enquiries, please feel free to contact our Customer Services hotline at 3166 3111.

Yours faithfully,

**Cyberport Facilities Management Office**

T: +852 3166 3111

[facility@cyberport.hk](mailto:facility@cyberport.hk)



Welcome to use Cyberport Customer Service Portal!

<https://service.cyberport.hk/csp>

