HKBN Wi-Fi Service User Guide

Content

Section 1   Required Device

You can use HKBN Wi-Fi with devices supporting Wi-Fi and web browsing functions. Examples are laptops, smart phones, tablets, (e.g. iPad), iPod touch, etc. For details, please refer to the user guide of the device.

Section 2   Login Procedures and Auto Login Settings

Step 2.1	<u>Select HKBN Wi-Fi Network (SSID)</u> a. Computer (e.g. Windows) Select 'Networks' icon at the lower right corner of your screen and select network (SSID) **'HKBN Wi-Fi'** from 'Wireless Network Connection' and then click 'Connect'. b. Mobile (e.g. iPhone) or tablet Select 'Wi-Fi Networks' from 'Settings' and activate Wi-Fi. Select network (SSID) **'HKBN Wi-Fi'** from 'Wi-Fi Networks'. For details on connecting Wi-Fi network, please refer to the user guide of the device.

Step 2.2	Login
	Open web browser and connect to any website, the page will be redirected to HKBN Wi-Fi login page. Enter your 'Username' and 'Password' on the login page, select 'Customer Type' and then click 'Login'. (System has selected 'Set Auto Login' as default)

Step 2.3	Set Auto Login
	Set a name for your Wi-Fi device, and then select 'Complete'.

Setting of 4 Wi-Fi devices

Set Auto-login Function

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of 4 Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

Please set a name for your Wi-Fi device(s), e.g. My PC

Name of device	Wi-Fi MAC Address	
My Phone	74:e5:0b:db:99:46	

Cancel   Complete

Setting of 1 Wi-Fi device

Set Auto-login Function

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of **1** Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

Please set a name for your Wi-Fi device(s), e.g. My PC

Name of device	Wi-Fi MAC Address	
My Phone	74:e5:0b:db:99:46	

Cancel   Complete

If you want to set auto login for more devices, you have to remove one of the devices before adding the new device, and then select 'Complete'.

Example: 4 devices auto login setup page

Set Auto-login Function

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of 4 Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

You can change / remove your device(s).
If you wish to set auto-login for the 5th Wi-Fi device, please remove one of the following device(s).

Name of device	Wi-Fi MAC Address		
My Phone	75:56:43:53:43:54	Change	Remove
iPad	45:76:76:13:45:74	Change	Remove
iPhone	48:78:43:51:34:12	Change	Remove
Notebook	78:94:53:41:35:32	Change	Remove

Cancel   **Complete**

Customers with '1 device Wi-Fi plan' can also manage their auto login device via the above page.

Step 2.4	Setting Completion
	Select 'Complete' to enjoy HKBN Wi-Fi service.

Setting completion page of 4 Wi-Fi devices   Setting completion page of 1 Wi-Fi device

When using the same device to activate Wi-Fi at HKBN Wi-Fi hotspots again, please select network (SSID) 'HKBN Wi-Fi' and your device will be connected to Wi-Fi automatically. You may need to open browser and enter any URL in order to get connected at some hotspots. (For Universities and Institutions, please select network (SSID) 'Y5ZONE' to login.)

At Y5ZONE login page, select 'HKBN' as operator and you will be automatically directed to HKBN Wi-Fi login page.

Section 3   Forget Username / Password

Step 3.1	<u>Forget Username / Password</u> If you forget your username or password, please click 'Forget username / password (For residential customers only)' at the login page to reset. Remarks: You can also retrieve your HKBN Wi-Fi username or reset password via hkbn.net/wfadmin/en.

Step 3.2	Customer Information Verification
	Enter HKID card number, e.g. a123456, and one of the following options: correspondence email / telephone number (home) / telephone number (mobile), and input the verification code shown, then select 'Confirm'. The entered information must be consistent with our company records.
Step 3.3	Showing HKBN Wi-Fi Username and 'Reset Password'
	Upon verification of customer information, all HKBN Wi-Fi accounts will be shown on the page. If you wish to reset password, please click 'Reset password' for corresponding username. If you do not wish to reset your password, please select 'click here' to return to the login page.

Step 3.4	**Successful Password Reset**
	Upon password reset, click 'Back to login page' to return.
	Forget username / password
	Corresponding password for the username example@hkbn.net has been reset and will be sent to your registered mobile number 9123 9123 via SMS soon.
	Back to login page
	You will receive an SMS with the updated password soon.
	HKBN: HKBN Wi-Fi Username: c*******@hkbn.net Password: CHqSq4. Select Wi-Fi network (SSID) "HKBN Wi-Fi" under your device settings and login through browser. Visit hkbn.net/wfhs/en for hotspot search. Enquiry 35677777
Step 3.5	**Login to get online**
	After clicking 'Back to login page', your username and customer type will be saved & shown automatically. You only need to enter the password from the SMS and click 'Login' to get online with HKBN Wi-Fi.
	香港寬頻 HONG KONG BROADBAND NETWORK HKBN Wi-Fi
	中文
	Welcome to HKBN Wi-Fi Service
	Username: example @ hkbn.net (Residential)
	Password:
	Default password is your HKID card no. Please do not include the digit in the bracket (e.g. a123456)
	Forget username/password (For Residential customers only)
	☑ Set Auto Login* (Recommended)
	Login
	*After selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.

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Section 4   Manage Your Auto Login Setting at HKBN Website

Step 4.1	Manage Your Auto Login Setting
	Go to HKBN website hkbn.net, click 'Residential', 'HKBN Wi-Fi' and then 'Manage Your Auto Login Setting' (or directly input URL hkbn.net/wfadmin/en).
Step 4.2	Login
	Enter 'Username' & 'Password' on 'Auto Login Setting' page, select 'Customer Type' and then click 'Login'. If you forget your username or password, please click 'Forget username/password (For residential customers only)'.

Step 4.3	Add, Change or Delete Devices
	The system will automatically display the auto login device(s). You can change the name or MAC address of your device(s), and delete or add any device(s). System will record the MAC address to allow the same device to login automatically.

Setting of 4 Wi-Fi devices

Setting page of 1 Wi-Fi device

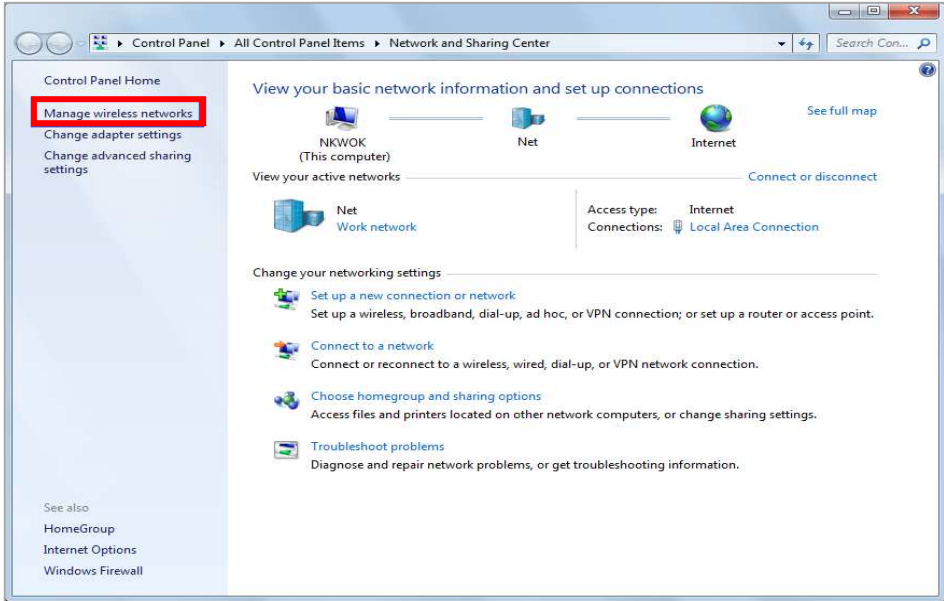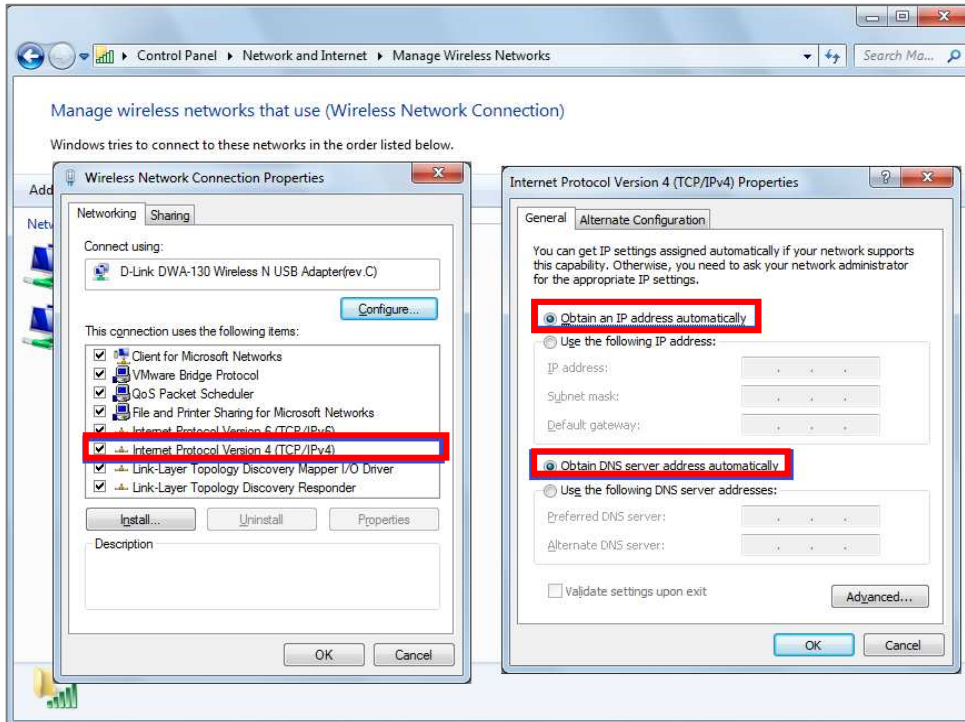| Step 4.4	Setting Completion
	Select 'Complete' and the setting is completed.
	Setting of 4 Wi-Fi devices Setting of 1 Wi-Fi device
Step 4.5	Auto-login at HKBN Wi-Fi Hotspots
	Upon completion of the auto login setup, when using the same device to activate Wi-Fi at HKBN Wi-Fi hotspots again, please select network (SSID) 'HKBN Wi-Fi' and your device will be connected to Wi-Fi automatically. You may need to open browser and enter any URL in order to get connected at some hotspots.
	(For Universities and Institutions, please select network (SSID) 'Y5ZONE' to login.)

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Section 5   Technical Support

If you cannot use HKBN Wi-Fi service, please try the following procedures to examine Wi-Fi status or device settings. Please begin with Step 5.1 until the problem is resolved.

Step 5.1	Examine whether the Wi-Fi function is enabled on your device (For details, please refer to the user guide of such device).
Step 5.2	Examine whether the network (SSID) '**HKBN Wi-Fi**' has been successfully connected (Please make sure you are within the hotspot coverage area of HKBN Wi-Fi, otherwise HKBN Wi-Fi network cannot be detected).
Step 5.3	Examine whether you can login to 'HKBN Wi-Fi' successfully. Please open web browser and connect to any website as the page will be redirected to HKBN Wi-Fi landing page automatically. You will login to HKBN Wi-Fi after you have entered all the information. For details, please refer to Step 2.2.
Step 5.4	Please restart your device if necessary.
Step 5.5	(The following are only applicable to Windows or Mac) a. Computer (Windows) Examine whether it is set to obtain an IP address and DNS server address automatically. **Set to obtain an IP address and DNS server address automatically** Select 'Network and Sharing Center' in Control Panel, then open 'Manage wireless networks'.

Open 'Internet Protocol Version 4' from 'Manage Wireless Networks' and click 'Properties'.

Select 'Obtain an IP address automatically' and 'Obtain DNS server address automatically', then click 'OK'.
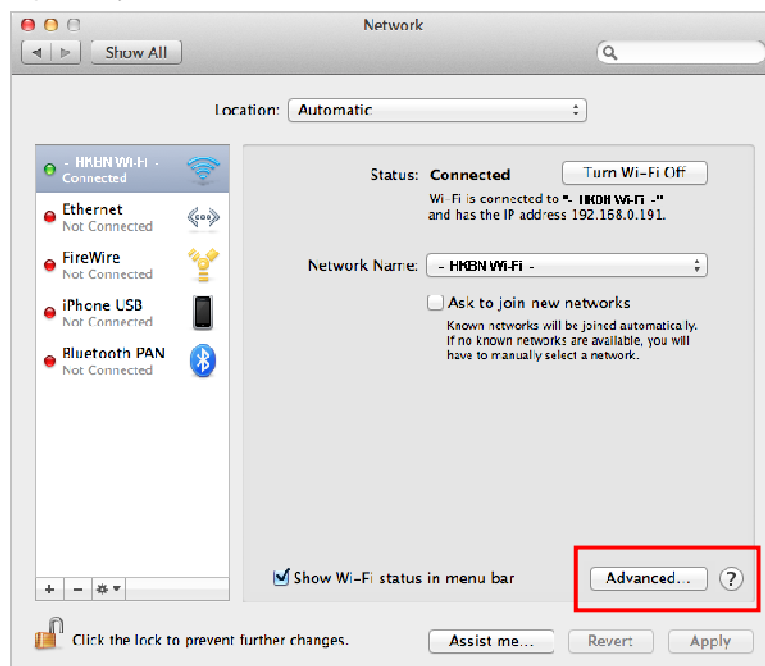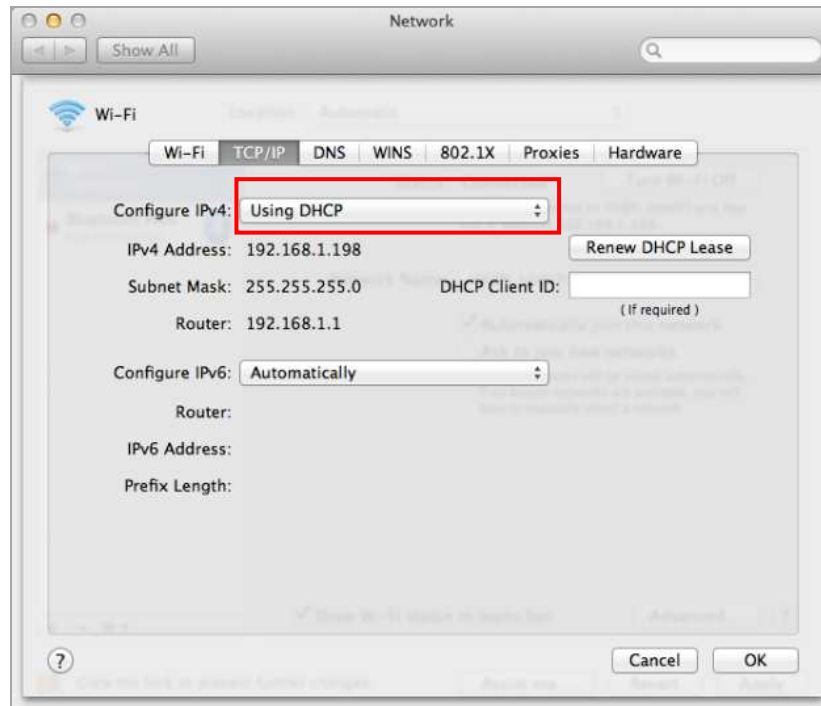

b. Computer (Mac)

Examine whether it is set to obtain an IP address and DNS server address automatically.
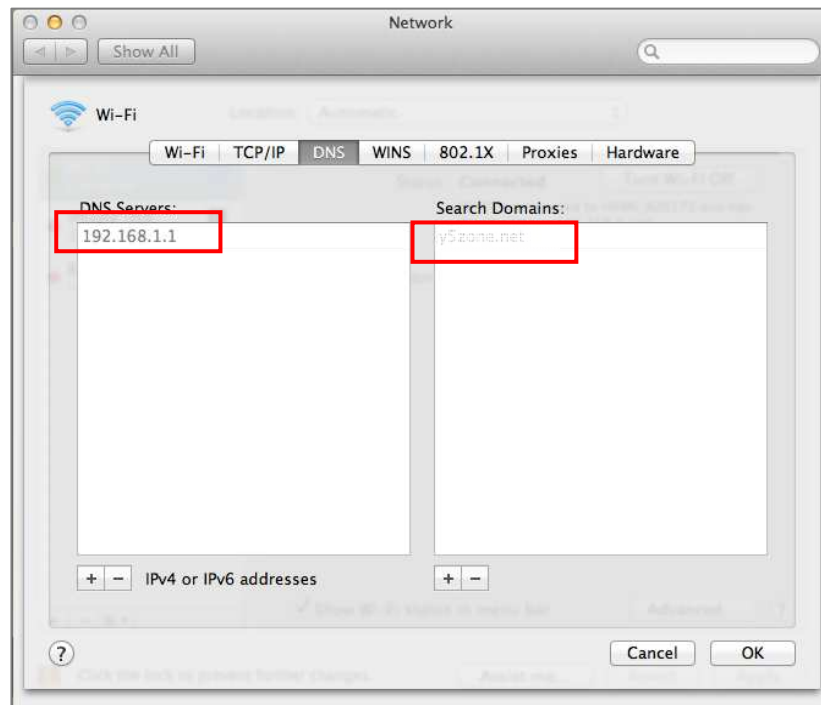
Details are as follows:

Open 'System Preferences', select 'Network', then 'Wi-Fi'.

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Click 'Advanced' and select 'Using DHCP' from 'TCP/IP' in the settings.

Select 'DNS' and check if 'DNS Server' and 'Search Domain' have been applied.

Step 5.6	After attempting the methods above, if you are still unable to use HKBN Wi-Fi service, please contact our technical support team at 3567 7777.

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