

HKBN Wi-Fi Service User Guide

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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	Select HKBN Wi-Fi Network (SSID)		
	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'.		
	Wi-Fi Networks		
	WI-FI ON		
	Choose a Network		
	-YSZONE-		
	-HKBN Wi-Fi-		
	RCCW Free V		
	- HKBN WI-FI - 🗢 😧		
	3FixedBissedbandWi-FiService		
	For details on connecting Wi-Fi network, please refer to the user guide of the device		





Step 2.3	Set Auto Login					
	Set a name for your Wi-Fi device, and then select 'Complete'.					
	Setting of 4 Wi-Fi devices					
	BROADBAND NETWORK					
	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	1				
	My Phone 74:o5:0b:db:QQ:46					
	74.63.00.00.99.40					
	Canaal					
	Cancer					
	Setting of 1 Wi-Fi device	Setting of 1 Wi-Fi device				
	■ 重 頭 ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■					
	BROADBAND NETWORK					
	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	1				
	My Phone 7/1:e5:0b:db:00:46					
	14.83.00.00.99.40					
	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'.

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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.

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



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
	香港 童頻 HONGKONG	香港
	Set Auto-login Function	₩ HONGKONG BROADBAND NETWORK
	✓Setting of auto-login has been completed.	
	You can auto-login to HKBN Wi-Fi with the following device(s):	Set Auto-login Function
	Name of device	Setting of auto-login has been completed.
	My Phone	You can auto login to HKPN Wi Ei with the following device/c):
	iPad	Name of device
	IPhone Notebook	My Phone
	TOTODON	Auto-login Tips:
	Auto-login Tips: • Please ensure Wi-Fi is always switched on • Select Wi-Fi network (SSID) "HKBN Wi-Fi" • At some hotspot locations, internet browser must be opened in order to connect to	Please ensure Wi-Fi is always switched on Select Wi-Fi network (SSID) "HKBN Wi-Fi" At some hotspot locations, internet browser must be opened in order to connect to the internet
	the internet Complete	Back Complete
	When using the same device to activate Wi-Fi at	HKRN Wi-Fi botspots again, please select
	network (SSID) 'HKBN Wi-Fi' and your device wi	Il be connected to Wi-Fi automatically. You may
	need to open browser and enter any URL in orde	er to get connected at some hotspots.
	(For Universities and Institutions, please select r	etwork (SSID) 'Y5ZONE' to login.)
	Welcome to Y5ZONE Wi-Fi Service 中文	
	WI-FI LOGIN	
	Y5ZONE	
	Local Providers Operator1	
	HKBN Operator2	
	Remember me Forget Password?	
	Wi-Fi Service Y5Easy SMS Wi-Fi FAQ Hotspot Auto-Login Finder	
	At Y5ZONE login page, select 'HKBN' as operated	or and you will be automatically directed to HKBN
	Wi-Fi login page.	



Section 3 Forget Username / Password

ep 3.1	Forget Username / Password			
	If you forget your username or password, please click 'Forget username / password (For			
	residential customers only)' at the login page to reset.			
	香港 宮頻 BROADBAND NETWORK			
	中文			
	Welcome to HKBN Wi-Fi Service			
	Username: @ Select Customer Type			
	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.			
	FAQ			
	General Terms & Condition Disclaimers Privacy Policy Statement © Hong Kong Broadband Network Limited 2014. All Rights Reserved.			
	Residential 24-hr Customer Service: 3567 7777 Enterprise Solutions Customer Service: 128 180			
	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. Image: Confirm information information information must be consistent with our company records. Image: Confirm information i		
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. Forget username / password You have 1 HKBN Wi-Fi account(s). If you wish to reset your password, please click "Reset password" for corresponding username. After the reset, the reset password will be sent to your registered mobile number 9123 9123 via SMS.		
	Example@hkbn.net Reset password		
	Important Note: Your password of above email at "My Account" will also be reset upon above password reset.		
	If you do not wish to reset your password, please <mark>click here</mark> to return to the login page. If you wish to reset your registered mobile number, please contact us via below customer service hotline(s).		
	Residential 24-hr Customer Service: 3567 7777 Enterprise Solutions Customer Service: 128 180		



Step 3.4	Successful Password Reset				
5tep 5.4	Upon password reset, click 'Back to login page' to return				
	Forget username (password				
	rorger aschianie / passworu				
	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: CHaSa4_Select Wi-Fi network				
	(SSID) "HKBN Wi-Fi" under your				
	device settings and login through browser Visit bkbn pet/wfbs/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 宜頻 HONGKONG				
	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* (Pecommended)				
	Login				
	*After selecting Auto Login, the login procedure will be processed automatically whenever the same				



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).			
	香港 一宜頻 HONG KONG Residential Enterprise Solutions Register / Enquire Now			
	Access Communication Entertainment Other Services			
	Wireless Broad Home Telephone bbTV 2b App Wireless Broad Service MusicOne IDD 1666			
	Tell me more			
	Latest Hotspot			
	User Guide Register Now			
	Manage Your Auto Login Setting FAQ			
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)'.			
	香港 宜頻 HONGKONG BROADBAND NETWORK			
	中文			
	Set Auto Login Function			
	Username: @ Select Customer Type -			
	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)			
	Login			



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

Setting of 4 Wi-Fi devices



Set Auto-login Function

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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.

to allow the same device to login automatically.

You can change / remove / add your device(s).

Name of device	Wi-Fi MAC Address	
My Phone	75:56:43:53:43:54	Change Remove
iPhone	48:78:43:51:34:12	Change Remove
Notebook	78 - 94 - 53 - 41 - 35 - 32	Change Remove
		Add
Cancel	Con	nplete

Setting page of 1 Wi-Fi device



Set Auto-login Function

中文

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.

You can change / remove your device(s). If you wish to set auto-login for the 2nd 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
Cancel	Compl	ete



Step 4.4	Setting Completion		
0100 4.4			
	Select 'Complete' and the setting is completed.		
	Setting of 4 Wi-Fi devices	Setting of 1 Wi-Fi device	
		, , , , , , , , , , , , , , , , , , ,	
	香港 重頻 BROADBAND NETWORK	香港	
	Set Auto-login Function		
	✓Setting of auto-login has been completed.		
	You can auto-login to HKBN Wi-Fi with the following device(s):	Set Auto-login Function	
	Name of device	Setting of auto-login has been completed	
	My Phone	You can auto login to HKDN Wi Fi with the following dovice/s):	
	iPad	Name of device	
	Notebook	My Phone	
	Auto-login Tips: • Please ensure Wi-Fi is always switched on • Select Wi-Fi network (SSID) "HKBN Wi-Fi" • At some hotspot locations, internet browser must be opened in order to connect to the internet	Auto-login Tips: Please ensure WI-Fi is always switched on Select WI-Fi network (SSID) "HKBN WI-Fi" At some hotspot locations, Internet browser must be opened in order to connect to the internet	
	Back Complete	Back Complete	
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 (SS	SID) 'HKBN Wi-Fi' and your device will be	
	connected to Wi-Fi automatically. You may nee	d 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.)	
	· · · · · · · · ·		



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	 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'. Set or obtain an IP address and DNS server address automatically Select 'Network and Sharing Center' in Control Panel, then open 'Manage wireless networks'. Set or obtain an IP address and the star star star star star star star star
	See also HomeGroup Internet Options Windows Firewall



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'.

anage wireless networks that use (Wireless Network	(Connection)
ndows tries to connect to these networks in the order listed below. Wireless Network Connection Properties	Internet Protocol Version 4 (TCP/IPv4) Properties
Networking Sharing	General Alternate Configuration
Connect using:	You can get TP settings assigned automatically if your network support
D-Link DWA-130 Wireless N USB Adapter(rev.C)	this capability. Otherwise, you need to ask your network administrator for the appropriate ID settings
	ion one appropriate an settings.
This connection uses the following items:	Obtain an IP address automatically
Client for Microsoft Networks	Set the following IP address:
VMware Bridge Protocol	IP address:
QoS Packet Scheduler	Sybnet mask:
Internet Protocol Version & (TCP/IPv6)	Default gateway:
Internet Protocol Version 4 (TCP/IPv4)	Ohtaia DNS convex address avternationly
Link-Layer Topology Discovery Mapper I/O Driver Link-Layer Topology Discovery Responder	Use the following DNS server addresses:
	Preferred DNS cerver
Properties	Alexandre SAIC service
Description	Alternate bito server:
	Validate settings upon exit

b. Computer (Mac)

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

	Location: Automatic		a T
HKEN Wi-H Connected Ethernet Not Connected	Stal	us: Connected (Wi-Fi is connected to and has the IP address	Tum Wi-Fi Off - IROH W-Fi -" 192.158.0.191.
 FireWire Not Connected iPhone USB Not Connected Bluetooth PAN Not Connected 	۲ Network Nat ۱ ۱ ۱ ۱	THE: - HKBN VYI-FI - Ask to join new i Known networks will if no known networks have to manually sele	÷ networks se joined automatically. are available, you will ct a network.
+ - # *	⊠ Show Wi–Fi st	atus in menu bar	Advanced

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



Show All	Network	Q	
🛜 Wi-Fi	Teacher I. A. A. Anna M.	1	
Wi-Fi	TCP/IP DNS WINS 802.1X	Proxies Hardware	
Configure IBr	4: Using DHCP	Turn to - 4 cm	
IPv4 Addres	5: 192.168.1.198	Renew DHCP Lease	
Subnet Mas	k: 255.255.255.0 DHCP Clie	ent ID:	
Route	r: 192.168.1.1	(If required)	
Configure IPv	6: Automatically	•	
Route	r:		
IPv6 Addres	s:		
Prenx Lengt	n;		
(7)		Cancel OK	
	in farming and the	Real Beat I have	
Select 'DNS' and	d check if 'DNS Server	' and 'Search Domain' I	have been applied.
Select 'DNS' and	d check if 'DNS Server Network	and 'Search Domain' I	have been applied.
Select 'DNS' and	d check if 'DNS Server Network	and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi Wi-Fi	CP/IP DNS WINS 802.1X	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi US2 168 1 1	d check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Show All Wi-Fi UNS Servers: 192.168.1.1	d check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi Wi-Fi 192.168.1.1	d check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi UNS Servers: 192.168.1.1	d check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do VS.2016.19	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi UNS Servers: 192.168.1.1	CP/IP DNS WINS 802.1X Search Do VS 2019.P	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi Wi-Fi 192.168.1.1	Check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do yS.cone.m	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi UNS Servers: 192.168.1.1	CALL CONTRACTOR OF	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Show All Wi-Fi UNS Servers: 192.168.1.1	ticp/IP DNS WINS 802.1X	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi Wi-Fi UNS Services 192.168.1.1	A check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do ySzona.P	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Wi-Fi Wi-Fi 192.168.1.1	A check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do Search Do	' and 'Search Domain' I	have been applied.
Select 'DNS' and Show All Show All Wi-Fi UNS Servers: 192.168.1.1 + - IPv4 or IP	A check if 'DNS Server Network TCP/IP DNS WINS 802.1X Search Do Siddresses v6 addresses + -	' and 'Search Domain' I	have been applied.