



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'.



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. Select 'Enterprise Solutions Users', enter your 'Username' and 'Password' on the login page, select 'Customer Type' and then click 'Login'. (System has selected 'Set Auto Login' as default)

香港寬頻
HONG KONG
BROADBAND NETWORK

HKBN
Wi-Fi

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General Users Enterprise Solutions Users

Welcome to HKBN Wi-Fi Service

Username:

Select Customer Type

Password:

☒ Set Auto Login* (Recommended)

*After selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.

Login

If you've forgotten the password, please contact Enterprise Solutions Customer Service Hotline at 128 180 to have it reset.

FAQ

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Residential 24-hr Customer Service: 3567 7777
Enterprise Solutions Customer Service: 128 180

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



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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



Set Auto-login Function

✔ Setting of auto-login has been completed.

You can auto-login to HKBN Wi-Fi with the following device(s):

| Name of device |
|----------------|
| My Phone |
| iPad |
| iPhone |
| Notebook |

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

Setting completion page of 1 Wi-Fi device



Set Auto-login Function

✔ Setting of auto-login has been completed.

You can auto-login to HKBN Wi-Fi with the following device(s):

| Name of device |
|----------------|
| 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

Back

Complete

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.)



Welcome to Y5ZONE Wi-Fi Service

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WI-FI LOGIN

| |
|-----------------------|
| Y5ZONE |
| -- Local Providers -- |
| Operator1 |
| HKBN |
| Operator2 |

☐ Remember me [Forget Password?](#)

LOGIN

Wi-Fi Service

Y5Easy
Auto-Login

SMS Wi-Fi

FAQ

Hotspot
Finder

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

If you've forgotten the password, please contact HKBN Enterprise Solutions Customer Service Hotline 128 180 to have it reset.

Section 4 Manage Your Auto Login Setting at HKBN Enterprise Solutions Website

Step 4.1 Manage Your Auto Login Setting

Go to HKBNES website hkbnes.net, click 'Solutions', 'Cloud Solutions', 'Infinite Wi-Fi' and then 'Login to HKBN Wi-Fi Service' (or directly input URL hkbnes.net/en/hkbn-wi-fi).

The screenshot displays the HKBN Enterprise Solutions website. The top navigation bar includes links for Residential, Enterprise Solutions, About Us, and a search icon. Below this, a secondary menu features 'Solutions', 'Why HKBN', 'Support', 'Account Services', and 'Contact Us'. The 'Solutions' link is highlighted with a red box. The main content area is divided into 'Business Size' (Enterprise and Small and Medium Businesses) and 'Solutions' (Broadband Network, Cloud Solutions, Data Connectivity, and Voice Communications). Under 'Cloud Solutions', 'Infinite Wi-Fi' is highlighted with a red box. Below the main content, there is a 'Case Studies' section featuring 'Gammon Construction Limited' and an 'Enquire Now' button. At the bottom, a 'Related Links' section contains three items: 'User Guide and FAQs', 'Product Catalogue', and 'Login to HKBN Wi-Fi Service', with the latter highlighted by a red box. The footer includes a sitemap, careers, terms & conditions, disclaimers, personal data & privacy statement, and copyright information for Hong Kong Broadband Network Limited 2014.

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)'.


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Set Auto Login Function

Username: @

Password:

Default password is your HKID card no.
Please do not include the digit in the bracket (e.g. a123456)

[Forget username / password \(For Residential customers only\)](#)

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



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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 / 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 |
| <input type="text" value="Notebook"/> | <div>78 - 94 - 53 - 41 - 35 -</div> <div>32</div> | Change Remove |
| | | Add |

[Cancel](#)
[Complete](#)

Setting page of 1 Wi-Fi device



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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.

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](#)
[Complete](#)

Step 4.4





Setting Completion

Select 'Complete' and the setting is completed.

Setting of 4 Wi-Fi devices

Setting of 1 Wi-Fi device

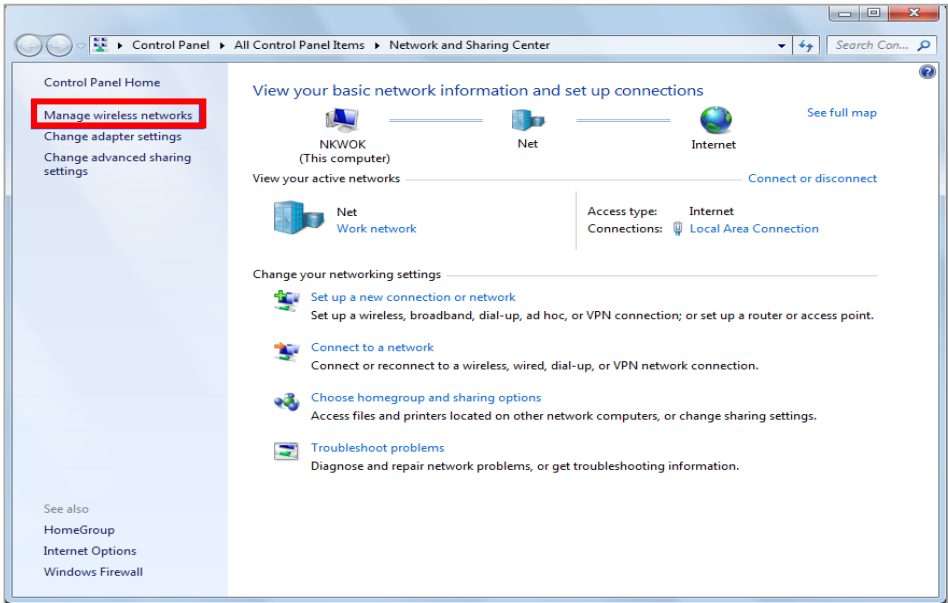


| | <div><div></div><div><h3>Set Auto-login Function</h3><p>✔Setting of auto-login has been completed.</p><p>You can auto-login to HKBN Wi-Fi with the following device(s):</p><table><tr><th>Name of device</th></tr><tr><td>My Phone</td></tr><tr><td>iPad</td></tr><tr><td>iPhone</td></tr><tr><td>Notebook</td></tr></table><p>Auto-login Tips:</p><ul style="list-style-type: none">• 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<div><div>Back</div><div>Complete</div></div></div><div><div></div><div><h3>Set Auto-login Function</h3><p>✔Setting of auto-login has been completed.</p><p>You can auto-login to HKBN Wi-Fi with the following device(s):</p><table><tr><th>Name of device</th></tr><tr><td>My Phone</td></tr></table><p>Auto-login Tips:</p><ul style="list-style-type: none">• 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<div><div>Back</div><div>Complete</div></div></div></div></div> | Name of device | My Phone | iPad | iPhone | Notebook | Name of device | My Phone |
|----------------|---|----------------|----------|------|--------|----------|----------------|----------|
| Name of device | | | | | | | | |
| My Phone | | | | | | | | |
| iPad | | | | | | | | |
| iPhone | | | | | | | | |
| Notebook | | | | | | | | |
| Name of device | | | | | | | | |
| My Phone | | | | | | | | |
| Step 4.5 | <p>Auto-login at HKBN Wi-Fi Hotspots</p> <p>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.</p> <p>(For Universities and Institutions, please select network (SSID) 'Y5ZONE' to login.)</p> | | | | | | | |

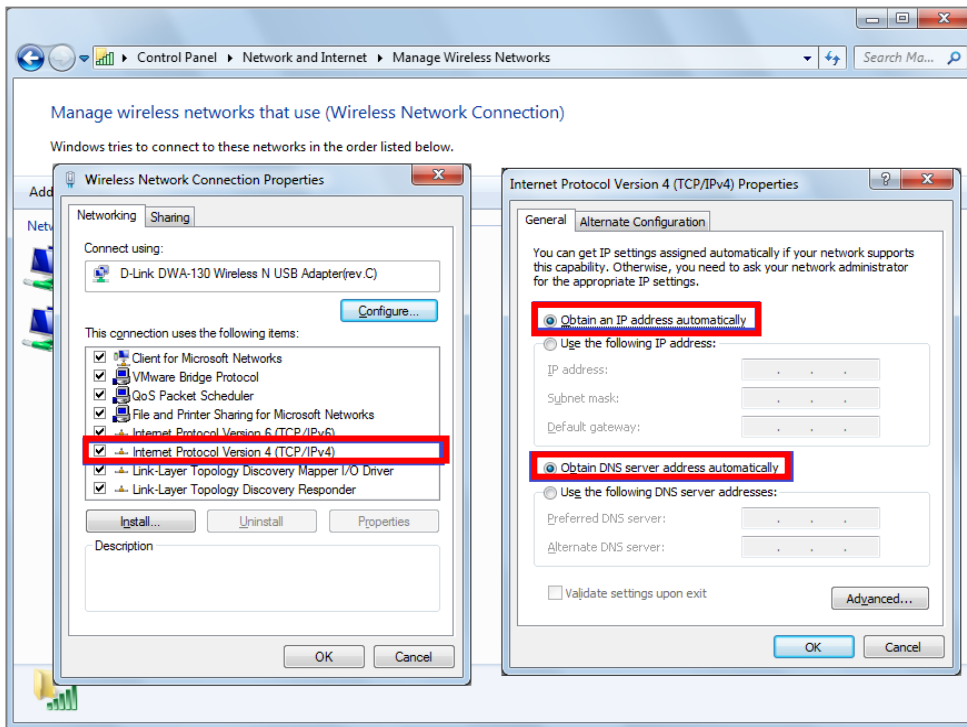


Section 5 Technical Support

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 | <p>(The following are only applicable to Windows or Mac)</p> <p>a. Computer (Windows)</p> <p>Examine whether it is set to obtain an IP address and DNS server address automatically.</p> <p>Set to obtain an IP address and DNS server address automatically</p> <p>Select 'Network and Sharing Center' in Control Panel, then open 'Manage wireless networks'.</p>  |

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'.

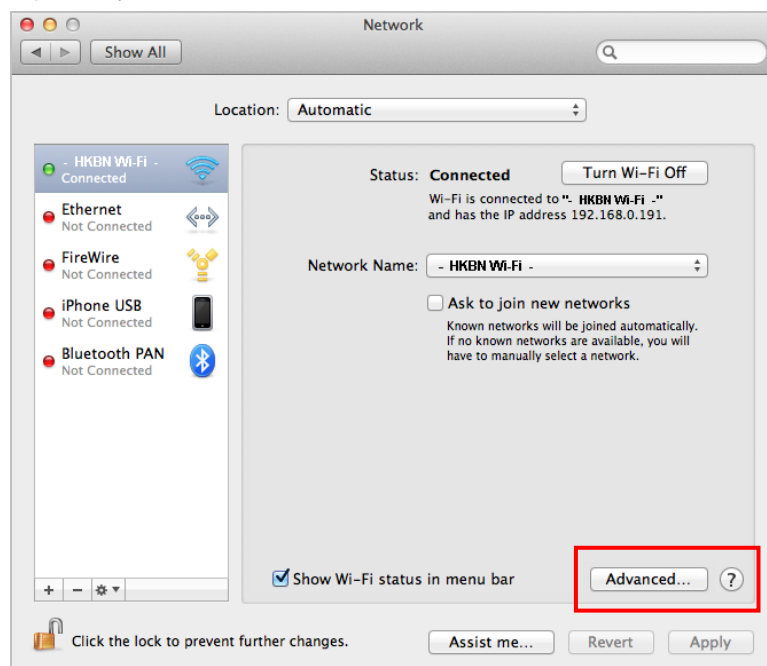


b. Computer (Mac)

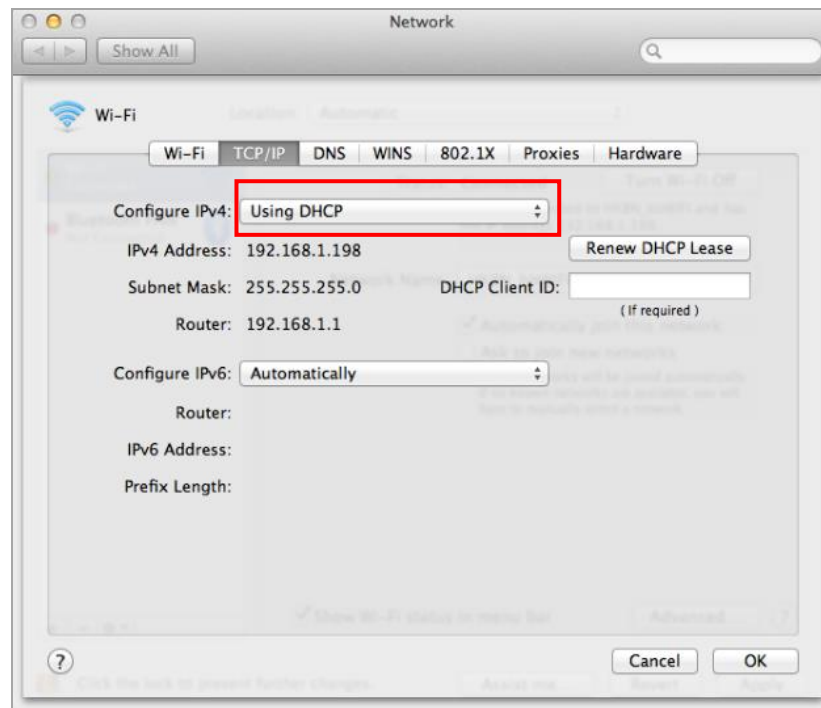
Examine whether it is set to obtain an IP address and DNS server address automatically.

Details are as follows:

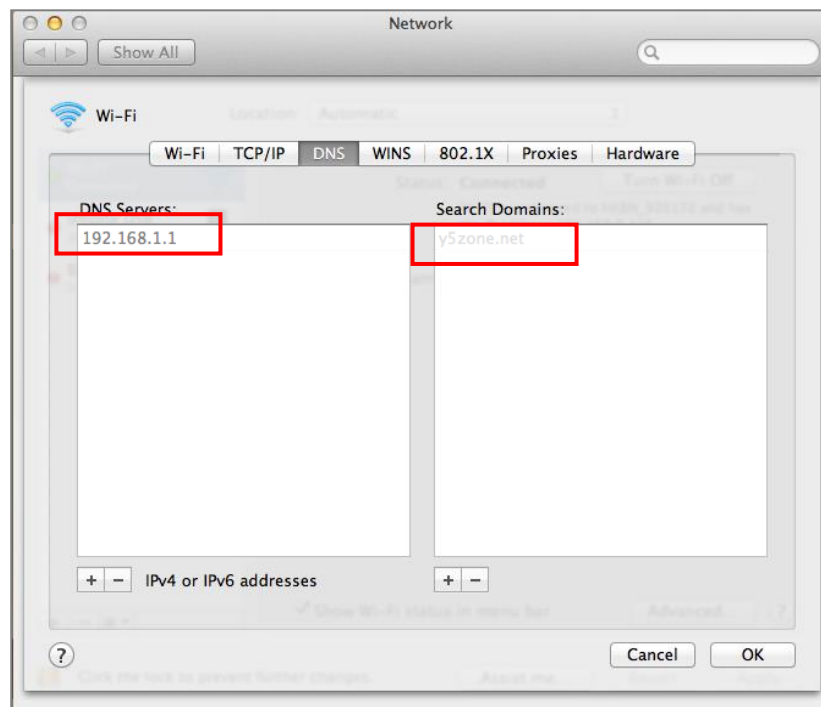
Open 'System Preferences', select 'Network', then 'Wi-Fi'.



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.