

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)

The screenshot shows the HKBN Wi-Fi login interface. At the top left are the logos for '香港寬頻 HONG KONG BROADBAND NETWORK' and 'HKBN Wi-Fi'. A language selector '中文' is in the top right. Below the logos are two tabs: 'General Users' and 'Enterprise Solutions Users', with the latter being selected. The main heading is 'Welcome to HKBN Wi-Fi Service'. The login form includes a 'Username:' field, a 'Select Customer Type' dropdown menu (with options: Infinite Wi-Fi, @hkbnwifi (Enterprise Solutions Customer), @HKBN Wi-Fi partner(Partner)), and a 'Password:' field. A checkbox for 'Set Auto Login* (Recommended)' is checked. Below the form is an orange 'Login' button. At the bottom, there is a note: 'If you've forgotten the password, please contact Enterprise Solutions Customer Service Hotline at 128 180 to have it reset.' The footer contains links for 'General Terms & Condition', 'Disclaimers', and 'Privacy Policy Statement', along with copyright information for Hong Kong Broadband Network Limited 2014 and contact numbers for residential and enterprise customer services.

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



中文

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



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

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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

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[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

[中文](#)

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 shows the HKBN Enterprise Solutions website. The 'Solutions' menu item is highlighted with a red box. Under 'Solutions', the 'Cloud Solutions' category is selected, and 'Infinite Wi-Fi' is highlighted with a red box. Below this, the 'Login to HKBN Wi-Fi Service' link is highlighted with a red box. The page also features a 'Business Size' section, a 'Case Studies' banner for Gammon Construction Limited, an 'Enquire Now' button, and an 'HKBN Community' link. At the bottom, there is a 'Related Links' section with three items: 'User Guide and FAQs', 'Product Catalogue', and 'Login to HKBN Wi-Fi Service' (highlighted with a red box). The footer contains a sitemap 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)'.



中文

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 \(For Residential customers only\)](#)

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 to allow the same device to login automatically.

Setting of 4 Wi-Fi devices



中文

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"/>	78 - 94 - 53 - 41 - 35 - 32	Change Remove
		Add

Cancel

Complete

Setting page of 1 Wi-Fi device



中文

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



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

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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

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[Complete](#)

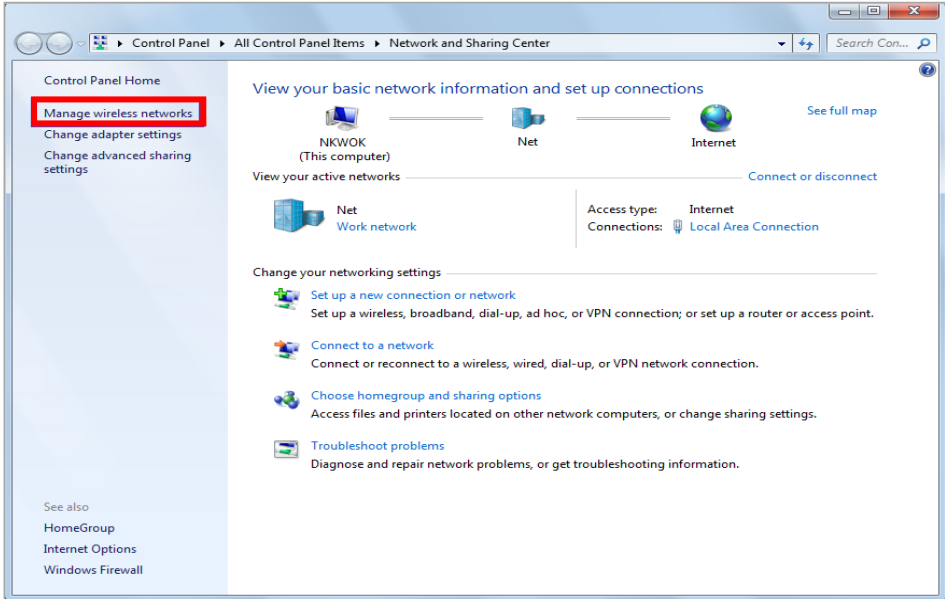
Step 4.5 Auto-login at HKBN Wi-Fi Hotspots

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 (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.

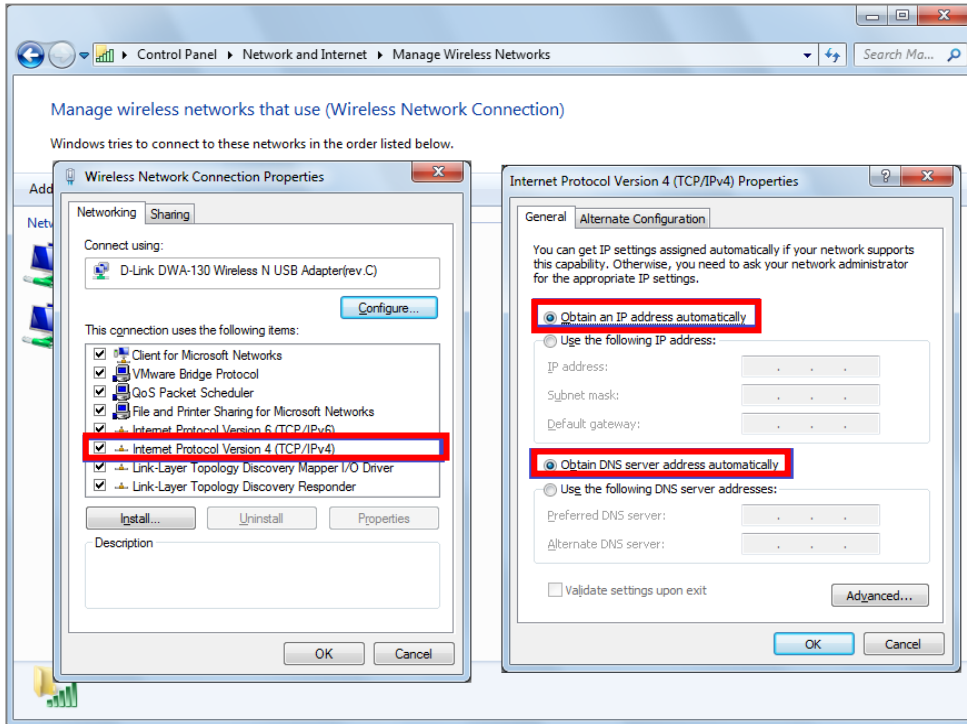
(For Universities and Institutions, please select network (SSID) 'Y5ZONE' to login.)

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>  <p>The screenshot shows the Windows Control Panel window for 'Network and Sharing Center'. The left-hand navigation pane is visible, with 'Manage wireless networks' highlighted by a red rectangular box. Other options in the pane include 'Change adapter settings', 'Change advanced sharing settings', 'HomeGroup', 'Internet Options', and 'Windows Firewall'. The main content area displays network information for 'NKWOK (This computer)', showing an active 'Net' work network and an 'Internet' connection type. Below this, there are sections for 'Change your networking settings' with links for setting up new connections, connecting to networks, choosing homegroup options, and troubleshooting problems.</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'.

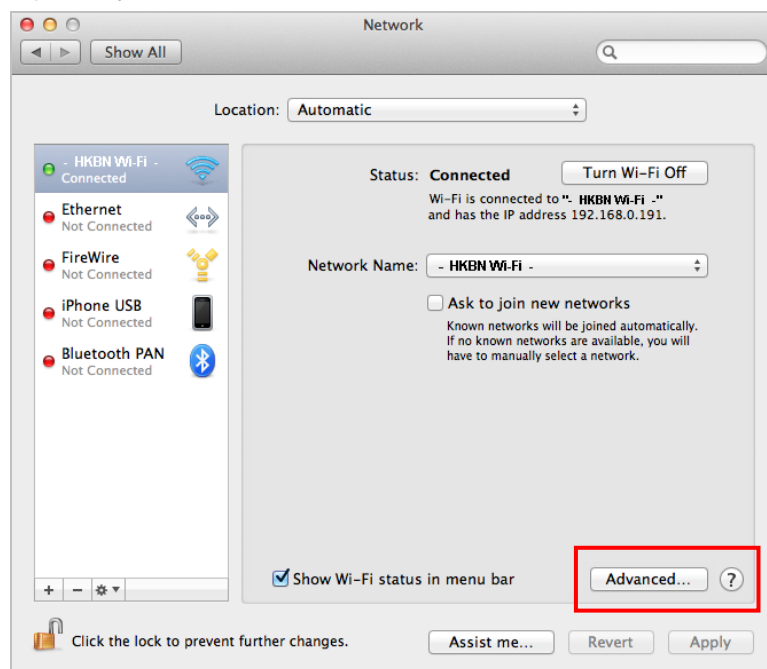


b. Computer (Mac)

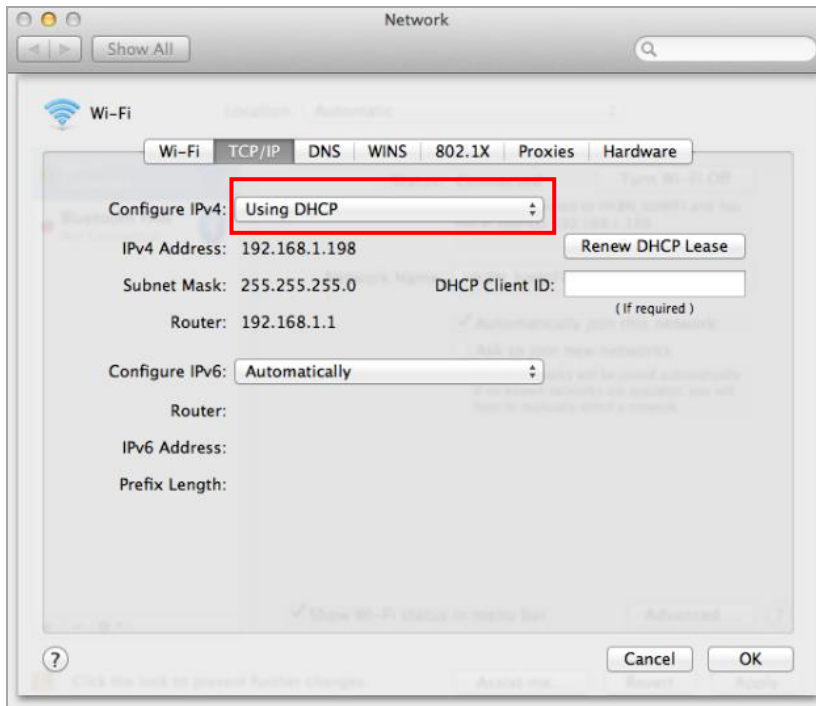
Examine whether it is set to obtain an IP address and DNS server address automatically.

Details are as follows:

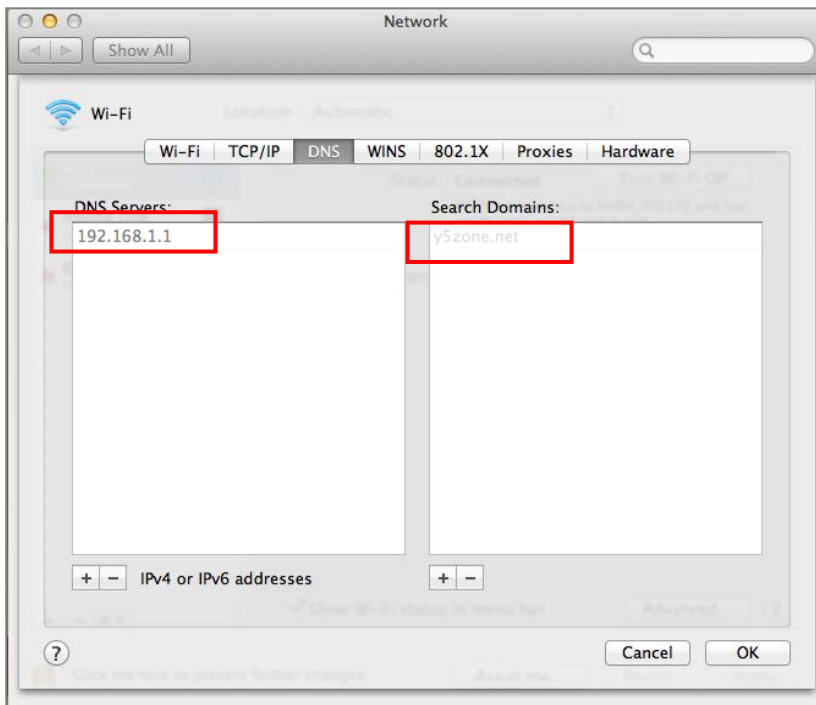
Open 'System Preferences', select 'Network', then 'Wi-Fi'.



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.