



3HK Wi-Fi Service Frequently Asked Questions

1. What is 3HK Wi-Fi Service?

3HK Wi-Fi Service provides Wi-Fi wireless broadband Internet service in public locations such as shopping malls, restaurants and retail chain stores etc. Using either a notebook computer or mobile device that is Wi-Fi 802.11b/g/n/ac enabled can support the service.

2. Where can I use 3HK Wi-Fi Service?

When you are within 3HK Wi-Fi hotspot coverage, you will be able to access to the Internet by a Wi-Fi 802.11 b/g/n/ac enabled electronic device (e.g. notebook, tablet or smartphone). For the latest 3HK hotspot coverage, please visit <http://www.three.com.hk/WiFiHotSpot/>

3. What do I need to access 3HK Wi-Fi Service?

Firstly, you need to be a 3HK Wi-Fi Service subscriber. Secondly, a Wi-Fi 802.11 b/g/n/ac enabled electronic device (e.g. notebook, tablet or smartphone) is required. Then subscribers will be able to access to Wi-Fi by setting their SSID (or network identifier) to '3HKWi-Fi Service' and inputting their 3HK mobile number and Wi-Fi service password to login.

4. Forgot my Wi-Fi Password?

If you have forgotten your Wi-Fi login password, you can reset it via the following ways:

- 1) Reset the password via <http://www.three.com.hk>
- 2) Dial [*] + [335] + [*] + [(4-8 digits password)] using 3HK registered mobile number. You will then receive confirmation SMS with your new Wi-Fi password from us.

5. How does the service work?

3HK provides access points throughout each service location, which transmit a radio signal to a subscriber's notebook computer or mobile device with wireless network. Subscribers launch their browser from within a service location and receive a login page to enter their 3HK mobile number and Wi-Fi service password. Once their account information is verified, they are able to connect to the Internet. With full connectivity to the Internet, they can access any Internet resources, as well as any corporate networks to which they have access from the Internet.

6. Should my electronic device meet certain minimum system requirements for using 3HK Wi-Fi Service?

Yes. Your electronic device should meet the minimum system requirements as below:

Hardware

IEEE 802.11b/g/n/ac Wi-Fi compatible Wireless LAN Card

Operating system of handset device

- iOS
- Android
- Windows Phone
- Windows Mobile 6.0 or above
- Symbian S60 (3rd Edition) or above

Operating system of notebook

- Windows 10
- Windows 8.x
- Windows 7
- Windows Vista
- Windows XP SP2 or above
- Mac OS X 10.5 or above

*Some mobile handsets may automatically switch from Wi-Fi connection to mobile data connection under some circumstances.

7. How can I know the quality of wireless connectivity between my wireless LAN card and the Access Point?

Your computer or mobile device should have the utility programs that allow you to monitor link quality and signal strength. For Windows users, please check from Wireless Network Connection wizard that is built-in within system. For Mac users, please go on the Preferences > Network > AirPort section for details.

8. What will be the coverage of the wireless signal within the hotspot?

The wireless signal of the Access Point usually can cover subscribers within 50 meters range in a closed environment. The data rate will drop as the subscriber is further away from the access point and wireless signal strength will be affected and become weaker.

9. What factors will affect the signal strength?

Signal strength will be affected if the Wi-Fi enabled device or Access Point is placed near metal surfaces and solid high-density materials. If there are obstacles in the radio signal path between the Wi-Fi enabled device or Access Point, radio signal may either be absorbed or reflected. The coverage will hence be decreased. In addition, other products that operate in the 2.4GHz or 5GHz radio spectrum, including microwave ovens and some cordless phones, may cause interference. As a result, please keep away from microwave ovens when you are using our service.

10. What is the bandwidth / throughput of this service?

The downstream bandwidth is up to 150Mbps provided that the wireless signal between the wireless LAN card and Access Point is satisfactory. Data rate will drop if the signal strength is weak.

11. What wireless LAN cards are compatible with 3HK Wi-Fi Service?

Generally speaking, IEEE 802.11b / IEEE 802.11g / IEEE 802.11n or IEEE 802.11ac WiFi certified wireless LAN cards are compatible with our wireless service.

12. Is there any connection timeout for 3HK Wi-Fi Service?

Yes. There is an idle timeout of 15 minutes. You will be disconnected from 3HK Wi-Fi Service when there is no data transfer between your device and the access points.

13. I forget to logout before turning off my electronic device. Am I already disconnected?

Turning off your electronic device (e.g. notebook, tablet or smartphone) does not disconnect the Wi-Fi connection. But, if the connection is idled for 15 minutes, the connection will be disconnected automatically.

14. My notebook computer is idle and goes into sleep mode automatically. Am I still connecting to the service?

Yes, you are still connecting to our service. After you have waked your device up, you should be able to access the Internet without going through the login procedure. If not, please restart your device and try again. However, if the 15 minutes timeout session is reached, you need to login again before you can access the Internet.

15. I have a fixed IP address assigned to my wireless LAN card for my office LAN use. Do I need to change the setting to use 3HK Wi-Fi Service?

Yes, you have to change your system IP setting to use 3HK Wi-Fi Service.

Please refer to the user guide on how to configure your wireless LAN card to obtain IP addresses from remote server. For your own reference, please note down the original information before making any change.

16. What have to change if I want to send / receive e-mail when using 3HK Wi-Fi Service at public access locations?

It is not required to change any configuration on the e-mail client to send / receive e-mail when using 3HK Wi-Fi Service at public access locations.

17. Are there any security measures when I use 3HK Wi-Fi Service at public access locations?

To increase the security level, your Login ID and password are encrypted and sent via SSL to the server.

18. Can I access my corporate network using 3HK Wi-Fi Service hotspots?

If your employer has provided you with a virtual private network (VPN) client and a firewall, you can seamlessly access your corporate network.

3HK strongly recommends that subscribers take measures to ensure the security of their wireless connections, such as VPNs, encryption and firewalls. As with any wireless communication, the

3HK Wi-Fi Service is not inherently secure and you should ensure you have adequate security safeguards in place.

19. The web browser does not bring me to the login page. What should I do?

First of all, please check the SSID setting on your wireless LAN card. Make sure the SSID is set to "3HKWi-Fi Service" (all capital letters without double quote). Some wireless LAN card requires you to reboot your computer after network name change. Next, check the quality of the wireless connectivity between your wireless LAN card and the Access Point. If the link quality and signal strength is low, you may need to change the position in order to improve the link quality. Some wireless LAN card allows you to install an external antenna. It can improve the link quality to some extent after installing an external antenna.

If the problem persists, please make sure your computer meets our minimum system requirement of wireless Broadband service.

Please make sure you have disabled the proxy server setting on your Internet Explorer by going to "Tools" menu → "Internet Options" → "Connections" → "LAN Setting". Uncheck the checkbox of "Use a proxy server" and click then "OK".

If it still does not work, check if your wireless LAN card is using a fixed IP address. If so, please configure your wireless LAN card, Gateway and DNS to obtain IP addresses from remote server. In some rare cases, the built-in LAN card of your notebook computer may interfere with your wireless LAN card. You may need to temporarily disable the built-in LAN card before you can use our service. To disable it, click "Start" → "Settings" → "Control Panel" to open the Control Panel. Next, open "System" from the Control Panel. Click the "Device Manager" tab and then double-click the built-in LAN card icon. Click "Disable in this hardware profile" and then click "OK".

20. I cannot login successfully. What should I do?

Make sure you have entered the correct 3HK mobile number and Wi-Fi service password