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3 HK Wi-Fi Frequently Asked Questions

1. What is 3 HK Wi-Fi hotspot?

3 HK Wi-Fi hotspots provide Wi-Fi wireless broadband Internet service in public locations such as shopping malls, restaurants, fast food chains etc. This robust network has up to 6Mbps connection speed at every location. Using either a notebook computer or PDA that is Wi-Fi 802.11b/g enabled, you can access the Internet or your corporate intranet at speeds up to 100 times faster than dial-up.

2. What do I need to access the service?

You will need three things to begin using 3 HK Wi-Fi hotspots.

First, you need to be a 3 HK Wi-Fi Service Subscriber.

Second you will need a notebook computer or a PDA with Wi-Fi 802.11b/g wireless capability. Your existing device may already have this capability built-in. If not, you can purchase a Wi-Fi 802.11b/g wireless networking card for most notebook computers or PDAs from computer retail shops, major electronics retailers or direct from the manufacturer. When your device is wireless-enabled, you will need to set your SSID (or network identifier) to '3HKWi-FiService'. Refer to our user guides or your wireless network card documentation for specific instructions on how to make this change.

If customer cannot find the Network Name (SSID) "3HKWi-FiService", you can set the Network Name (SSID) to "Y5ZONE" and add a suffix "@3wifi.com" to your username, which is "mobile_number@3wifi.com" and then input your password to login, you can enjoy the 3 HK Wi-Fi service.

Third, you will need a standard Internet-ready browser on any operating system. No additional software is required.

3. How does the service work?

3 HK Wi-Fi installs access points throughout each service location, which transmit a radio signal to a user's Centrino ready notebook computer or Wi-Fi 802.11b/g wireless network card. With a properly installed wireless network card, a customer launches their browser from within a 3 HK Wi-Fi service location and receives a login page to enter their user name and password. Once their account information is verified, they are able to connect to the Internet. With full connectivity to the Internet, customers can access any Internet resources, as well as any corporate networks to which they have access from the Internet. Please refer to the user guides for detail login instructions.

4. Usage

System requirements for notebook computer and PDA users.

Microsoft Windows Based Systems

1. Pentium 233 MHz CPU (Pentium II 400 MHz or above
2. recommended) IBM compatible personal computer/ notebook.
3. 64MB RAM (128MB or above recommended) IEEE 802.11b/g WiFi compatible Wireless LAN card (can be built-in, Centrino ready, PCMCIA or USB)
4. Windows 98SE, ME, 2000 Professional, XP Home/ Professional
5. Internet Explorer 5.5 or above

Mac OS Based Systems

1. iMac, iBook, PowerMac and PowerBook or above
2. 64MB RAM (128MB or above recommended)
3. IEEE 802.11b/ WiFi compatible Wireless LAN card (can be built-in, PCMCIA or USB)
4. MacOS 8.5 or above
5. Internet Explorer 5.0 or above

Palm OS Based Devices

1. Palm OS 5
2. IEEE 802.11b/g Wi-Fi compatible Wireless LAN Card

Pocket PC based Devices

1. PocketPC 2002 or above
2. IEEE 802.11b/g Wi-Fi compatible Wireless LAN Card
3. Internet Explorer 5.5 or above.

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

Your wireless LAN card should come with some utility programs that allow you to monitor link quality and signal strength. Please refer to the user manual of your wireless LAN card for details.

Windows XP users may use Wireless Zero Configuration that is built-in with the Windows XP operating system.

Centrino users may use Intel PROSet for Wireless that is shipped with the Centrino notebooks.

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

The wireless signal of the Access Point usually can cover users within 50m range in a closed environment. The data rate will drop as the user is further away from the access point and wireless signal strength becomes weaker.

7. What factors will affect the signal strength?

Signal strength will be affected if the wireless LAN card or Access Point is placed near metal surfaces and solid high-density materials. If there are obstacles in the radio signal path between the Access Point and wireless LAN card, radio signal may either be absorbed or reflected. The coverage will hence be decreased. In addition, other products that operate in the 2.4GHz 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.

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

The downstream bandwidth is up to 6Mbps 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.

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

Generally speaking, IEEE 802.11g / IEEE 802.11b / WiFi certified wireless LAN cards (with the logo) are compatible with our wireless service.

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

Yes. There is an idle timeout of 10 minutes. You will be disconnected from the 3 HK Wi-Fi when there is no data transfer between your device and the access points.

11. I have accidentally close the Login status pop-up window. How can I disconnect the session?

Please go to the web page <http://hotspot.status.y5zone.net:8080/session.asp> and then click the "Logout" button to disconnect.

12. While I am using a PDA, how can I disconnect from 3 HK Wi-Fi if I forgot to bookmark the Welcome Page?

Please go to the web page <http://hotspot.status.y5zone.net:8080/session.asp> and then click the "Logout" button to disconnect.

13. I forget to logout before turning off my notebook or PDA. Am I already disconnected?

Turning off your notebook computer or PDA does not disconnect your connection, you will be automatically be logged out after a 10 minutes idle period.

14. My notebook computer is idle and go 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 10 minutes timeout session is reached, you need to login again before you can access the Internet.

15. My notebook computer or PDA hangs while I am using 3 HK Wi-Fi. Should I re-connect after reboot?

No, you are still connecting to our service. After you restart your device, you should be able to access the Internet.

16. My connection to the Internet was lost. What should I do?

First of all, please check if you are connecting to a VPN. As some companies block access to the Internet after connecting to their VPN.

Otherwise, this situation is usually due to poor wireless connectivity between your computer and the Access Point. You may need to change the position in order to improve the link quality. If it still does not work, please restart your device and try again. Please note that you are not required to re-login after reboot.

17. 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 3 HK Wi-Fi?

Yes, you cannot use 3 HK Wi-Fi without changing your system IP setting.

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 changes.

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

It is not required to change any configuration on the e-mail client to send / receive e-mail when using 3 HK Wi-Fi at public access locations. However, users may use smtp.y5zone.net to send outgoing e-mail if their original e-mail server do not allow open mail relay from third party networks.

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

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

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

If your employer has provided you with a virtual private network (VPN) client and a firewall, you can seamlessly access your corporate network. 3 HK Wi-Fi strongly recommends that its users take measures to ensure the security of their wireless connections, such as VPNs, encryption and firewalls. As with any wireless communication, the 3 HK Wi-Fi service is not inherently secure and you should ensure you have adequate security safeguards in place.

21. Troubleshooting

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-FiService" (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".

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

Make sure you have entered the correct login ID (mobile) and password. Note that login ID and password is case-sensitive.