

## **SmarTone WiFi Frequently Asked Questions**

### **1. What do I need to access SmarTone WiFi service?**

To access SmarTone WiFi Service you will need a subscription to our service, a smartphone with WiFi 802.11b/g wireless capability and select the "Y5Zone" SSID setting when located in a WiFi hotspot.

### **2. How to subscribe to SmarTone WiFi Service?**

To subscribe, please call our hotline 2880 2688

### **3. How long must I wait after subscribing before I can use the service?**

After subscribing, you will receive an SMS, including your username and password, almost immediately. You can then use this information to connect to our WiFi service.

### **4. How do I turn on WiFi on my smartphone?**

These steps vary for different smartphones models. Please refer to the User Guide for specific information relating to your smartphone.

### **5. Where can I use SmarTone WiFi Service? How many hotspots are available?**

SmarTone WiFi Service is provided by Y5 ZONE Limited with a total of 2,000 access points across Hong Kong (including designated coffee shops, restaurants and major shopping centres)

Please click <http://www.y5zone.net/en/hotspot.aspx> for more specific details of WiFi hotspots.

### **6. Why do I see the brand name "Y5Zone"?**

SmarTone WiFi Service is provided by our service partner, Y5 ZONE Limited.

### **7. How wide is the coverage at each WiFi hotspot?**

The wireless signal at the access point can usually cover users within a 50m range in a closed environment. The signal strength becomes weaker and data rate will drop as the user moves further away from the access point, or can be affected by external factors.

### **8. What factors can 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, the 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.

### **9. Why has my WiFi connection suddenly been disconnected?**

Your WiFi connection will be automatically disconnected when there has been no Internet usage from your device after 10 minutes. You will have to login again to reconnect to the Internet.

### **10. How can I logout from my WiFi connection?**

Go to "<http://logout.y5zone.net>" and click "Logout" to disconnect your WiFi connection. Your WiFi connection will be automatically disconnected when there has been no Internet usage from your device after 10 minutes.

### **11. I forgot to logout before turning off my PC or smartphone. Am I still connected?**

Turning off your smartphone does not disconnect your WiFi connection. Your WiFi connection will be automatically disconnected after a 10-minute period of no Internet usage.

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

First of all, check the SSID settings on your wireless LAN card. Make sure the SSID is set to "Y5ZONE" (all upper case letters). Some wireless LAN cards require you to reboot your computer after network name change.

**13. Can I change my WiFi username and password? If so, how?**

The username cannot be changed. You can change your password at Y5Zone's My Account web page:

<https://www.y5zone.net/en/Service/myacctLogin.aspx>