

HKBN myWiFi App User Guide



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1. Introduction

Your All-in-one WiFi 6 Gateway provides a HKBN myWiFi mobile App for you to quickly configure the gateway and manage your gateway settings anytime and anywhere, such as:


- A Single Account Manage Multiple WiFi 6 Gateways
- Wi-Fi SSID and Password Settings
- List of Connected Devices
- Guest Wi-Fi Setup
- Wi-Fi Sharing
- Mesh Wi-Fi Configuration
- Parental Controls Function (connected with HKBN HomeGuard App)
- Advanced Settings: Virtual Server/Port Forwarding, DMZ

2. Download HKBN myWiFi App

- Search and download “HKBN myWiFi” App in Apple App Store OR Google Play Store
- Scan the QR code below



3. Language Settings

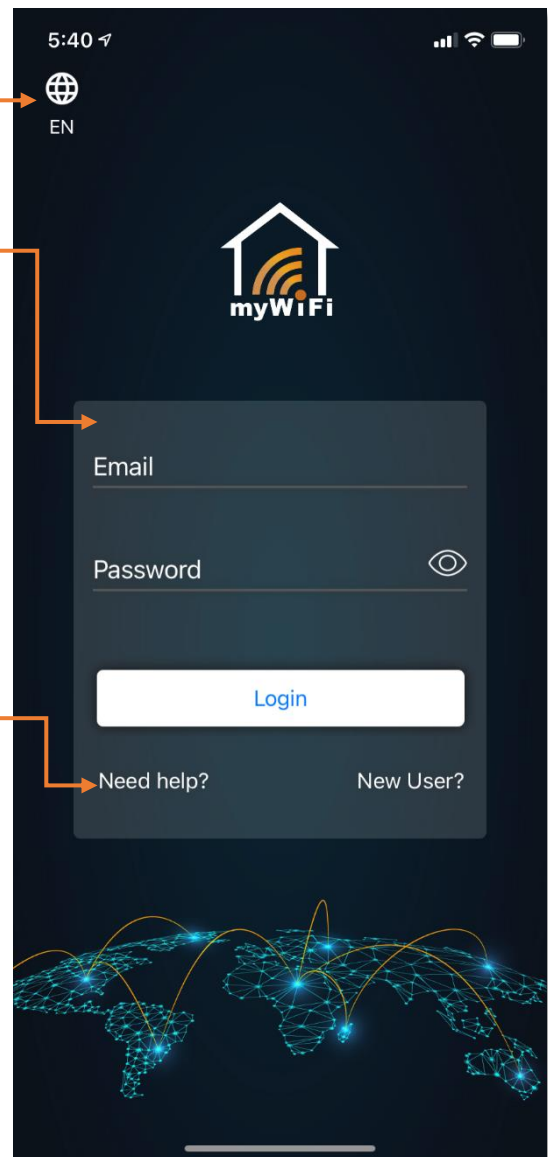
- Tap  in the top left corner to select Chinese or English

4. Login

- Enter “Email” and “Password”, and then tap the “Login” button (If you are already Wi-Fi Concierge App user, you can login by the same account)

5. Forgot Password/Email

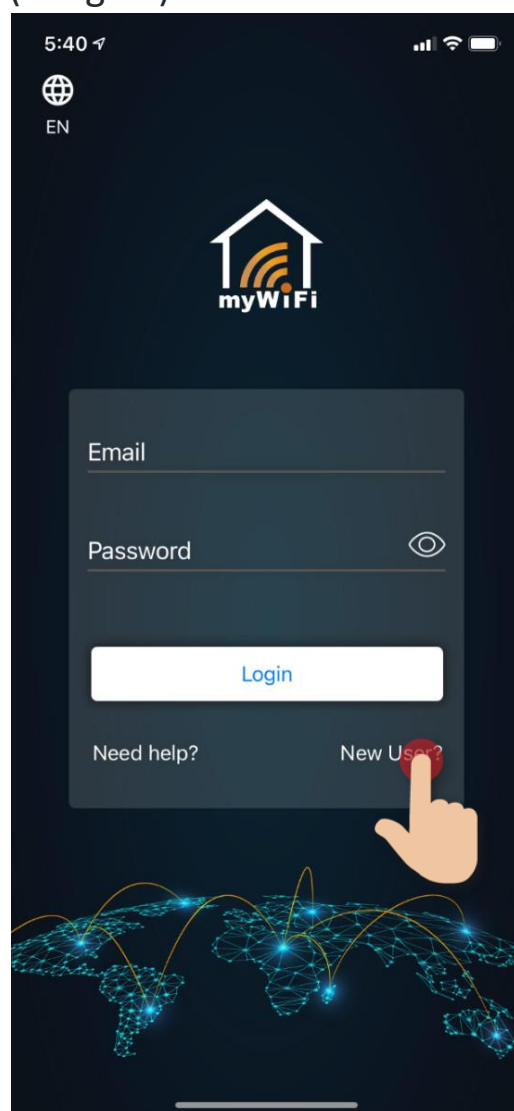
- If you forget your login password and email, you can tap “**Need Help?**”
- **Forgot Password:** Tap “Forgot Password”, then enter your registered email address to receive the password reset link.
- **Forgot Email:** Tap “Forgot E-mail?” and enter your WiFi 6 Gateway’s serial number, then tap “Submit”. Tips about your email address will be displayed accordingly.



6. Register a New Account

- Step 1: Tap “New User ?” in the login page (image 1)
- Step 2: Enter your email address and password to register your account (image 2). (If you already have Wi-Fi Concierge account, you can login to HKBN myWiFi App by the same account)
- Step 3: Tap “Submit”, the system will send you a verification code (OTP) to your email (image 3)
- Step 4: Connect your device to the WiFi 6 Gateway’s network via Wi-Fi (image 4)
- Step 5: Enter the last 4 digits of serial numbers and then tap “Pair Up with WiFi 6 Gateway” to complete (image 5)

(image 1)



(image 2)

Create New Account

Email

Password
User password must be at least 8 characters including 1 UPPERCASE letter, 1 lowercase letter and 1 alphanumeric character

Confirm Password

[Sign up](#)

(image 3)

Create New Account

Email verification code has been sent to registered email address. Please check your email and enter verification code to below.

[RESEND EMAIL VERIFICATION](#)

(image 4)

Connect to WiFi 6 Gateway's Network

Before pairing up with WiFi 6 Gateway, please be connected to the WiFi 6 Gateway's network via Wi-Fi.

Upon successful connection, press "Next" to proceed your Add WiFi 6 Gateway procedure.



[Next](#)

(image 5)

< Add WiFi 6 Gateway

Enter the Last 4 Digits of Serial Number

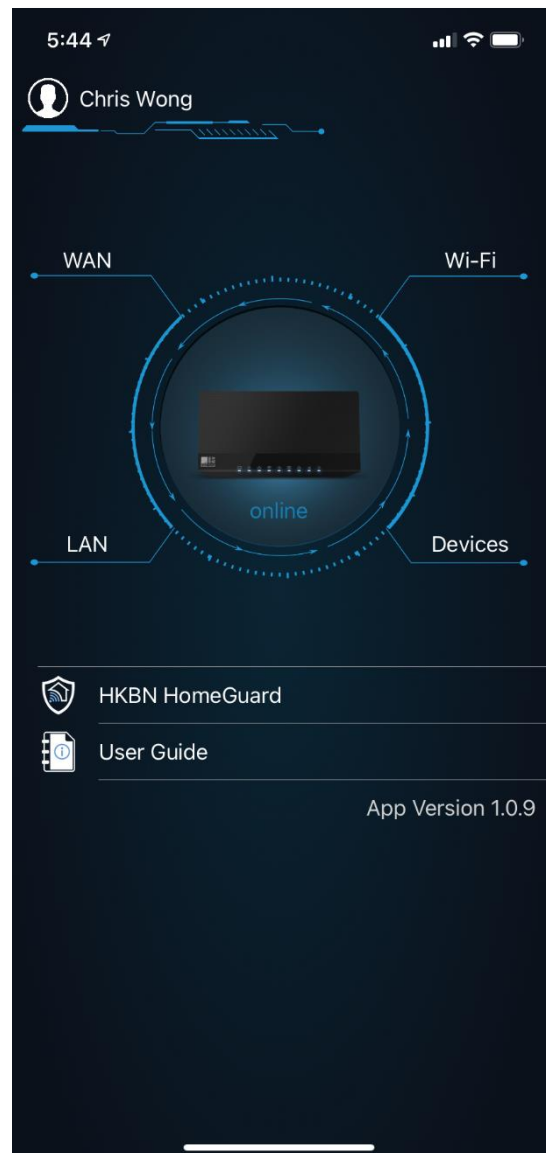
The serial number is labelled at the bottom of your gateway.

HKBN	Rev: P01	WPA Key 2.4G: XXXXXXXXXXXXX
Model: HKBN-HG IAD819	SSID 2.4G: XXXXXXXXXXXXX	WPA Key 5G: XXXXXXXXXXXXX
S/N: T3800000000	SSID 5G: XXXXXXXXXXXXX	
MAC: 00:00:00:00:00:00	TMUC: XXXXXXXXXXXXX	

7. Homepage Introduction

You can easily access to below functions and information through the shortcuts in homepage:

- Profile Settings and WiFi 6 Gateway Management
- Status of WiFi 6 Gateway and Network Map
- Wi-Fi Settings and Guest Wi-Fi
- WAN (Wide Area Network)
- LAN (Local Area Network)
- Connected Devices
- HKBN HomeGuard
- User Guide
- App Version

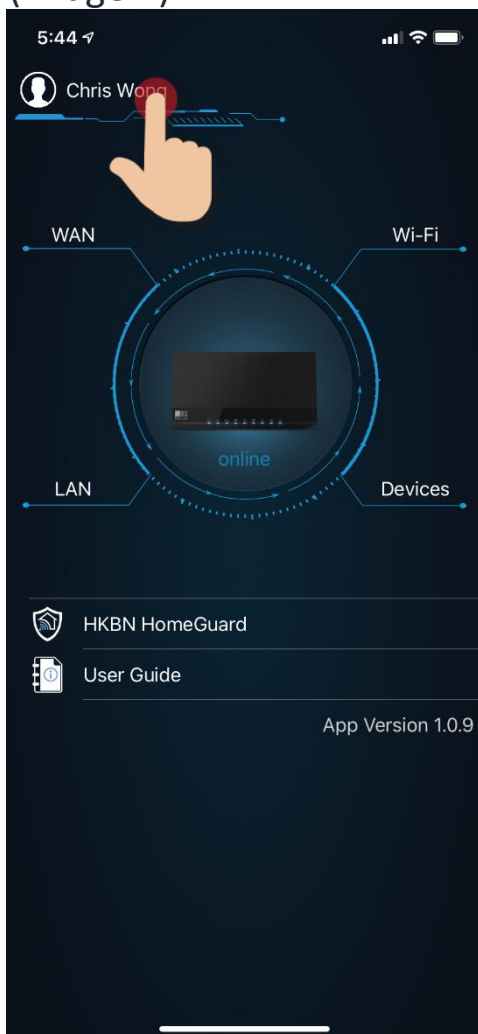


8. Profile Settings and WiFi 6 Gateway Management

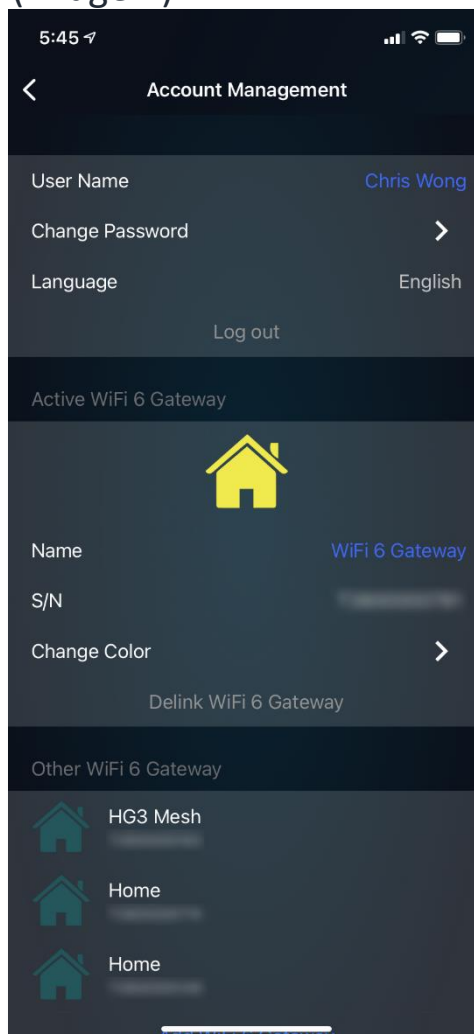
Tap the user name (image 1) on the top left corner in home page to access below information and settings:

- Edit User Name and Change Password
- Change Language
- Log Out
- Edit the Name or Colour of WiFi 6 Gateway
- Serial Number of WiFi 6 Gateway
- Add or Delink WiFi 6 Gateway

(image 1)



(image 2)



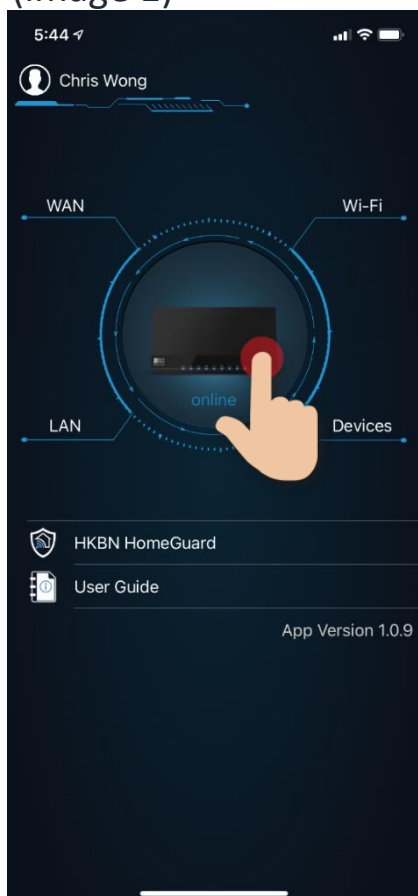
9. Status of All-in-one WiFi 6 Gateway and Network Map

The current network status will be displayed under the WiFi 6 Gateway icon on the homepage. It will be displayed in **blue** when it is online, and in **red** if it is offline. After tapping the WiFi 6 Gateway icon (image 1), you can perform below:

- View the Network Map
- Tap the WiFi 6 Gateway icon (image 2) to view the model number, firmware version, uPnP status, reboot device, re-apply all settings, factory reset etc.
- Tap the Mesh Satellite icon (image 2) to view the model number, firmware version, signal strength, reboot device etc.

Notice: Customer needs to subscribe HKBN Mesh Wi-Fi service separately.

(image 1)



(image 2)

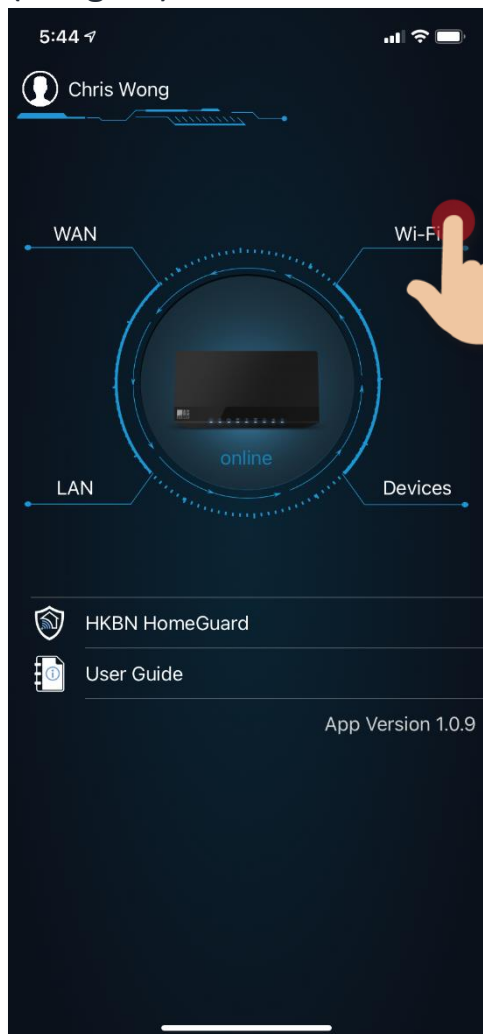


10. Wi-Fi Settings

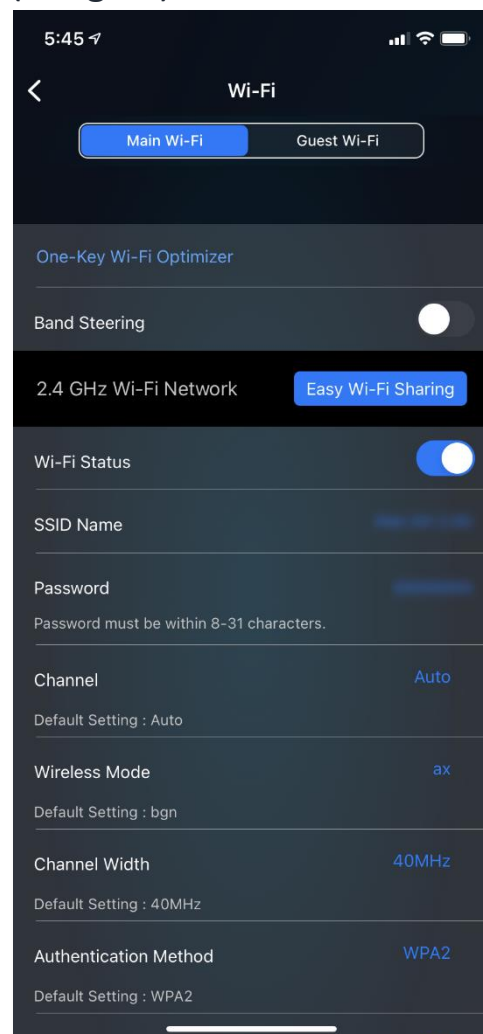
Tap “Wi-Fi” (image 1) in the top right corner to perform below:

- “One Key Wi-Fi Optimization”: Optimize the usage of Wi-Fi channels
- “Band Steering”: Automatically connects your devices to the best Wi-Fi frequency (only available when enabled Mesh Wi-Fi function)
- “Wi-Fi Sharing”
- 2.4GHz and 5GHz Wi-Fi network settings included: Wi-Fi status, SSID Name, password, channel, wireless mode, channel width, authentication method and encryption mode
- Guest Wi-Fi Settings

(image 1)



(image 2)



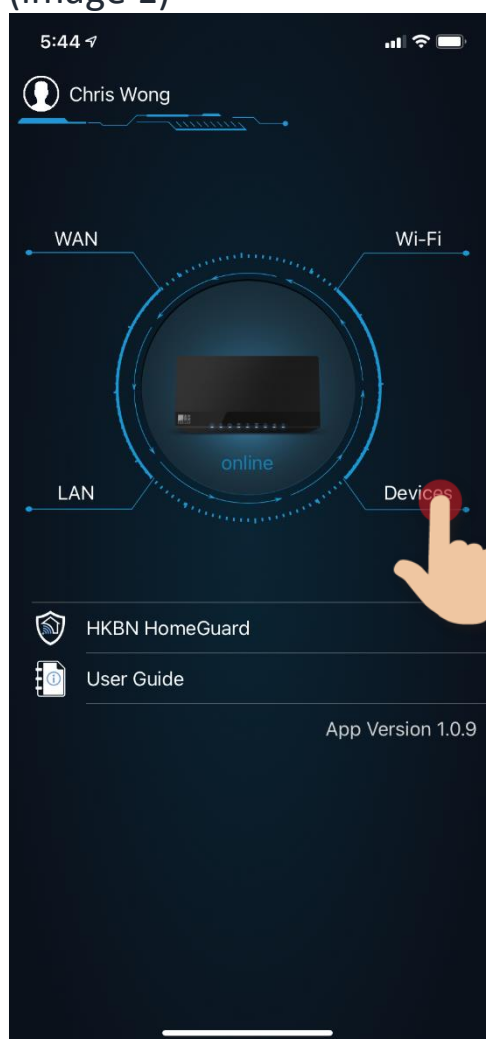
11. View the Connected Devices

Tap “Devices” (image 1) in the homepage to view all the connected devices and their information, included:

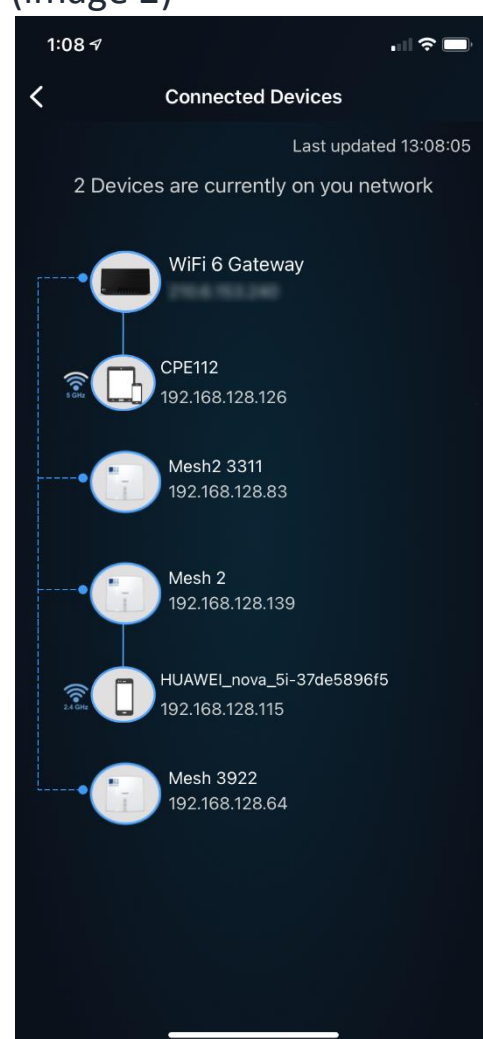
- Device Name
- Internet Connection Type
- MAC Address
- IP Address
- Device Type
- Address Source
- DHCP Reserved

Notice: Swipe down to refresh and get the latest information.

(image 1)



(image 2)

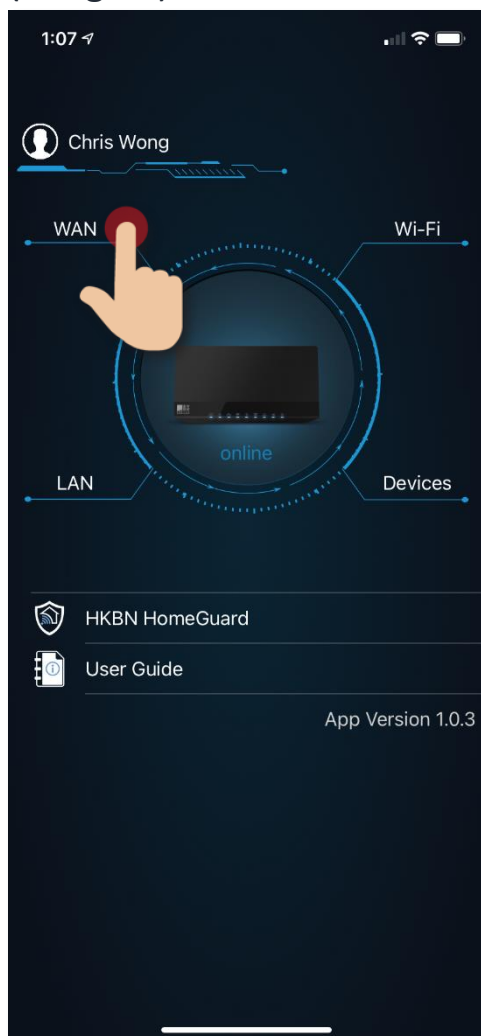


12. WAN (Wide Area Network)

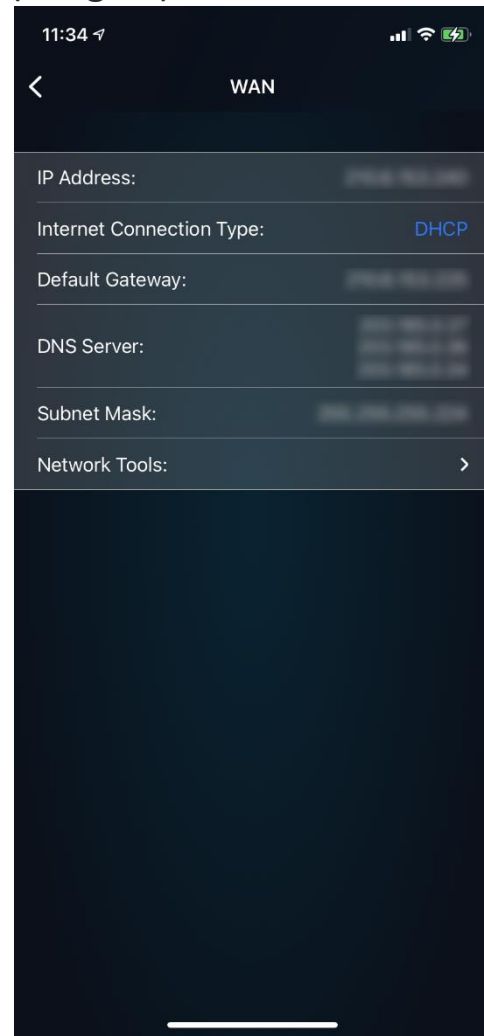
Tap “WAN” in the homepage to perform below controls and view the information:

- IP Address
- Internet Connection Type: DHCP or PPPoE
- Default Gateway
- DNS Server
- Subnet Mask
- Network Tools: Ping or Traceroute

(image 1)



(image 2)



13. LAN (Local Area Network)

Tap “LAN”(image 1) in the homepage to perform below and view the related information.

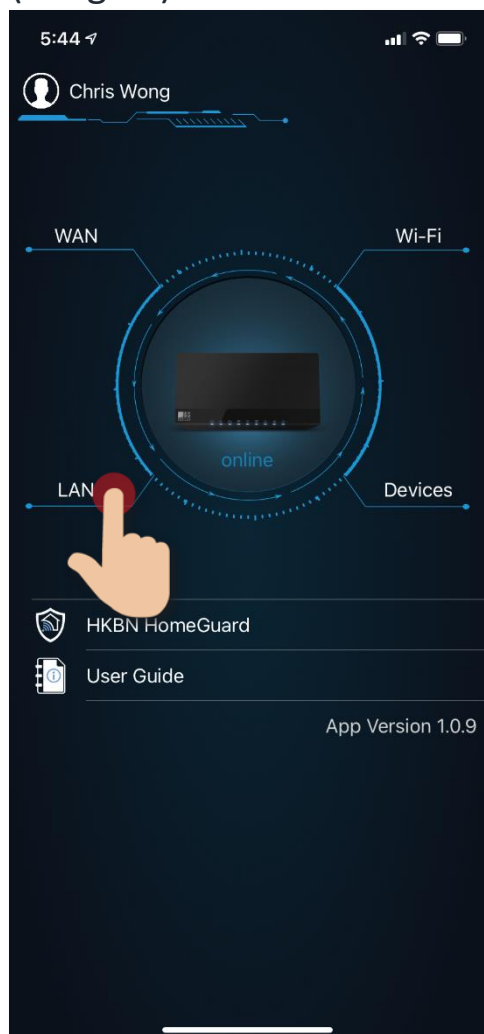
General:

- IP Address, Subnet Mask, IP Pool Starting and Ending Address, DNS Server 1 and 2, Lease Time (sec), Enable DHCP Server

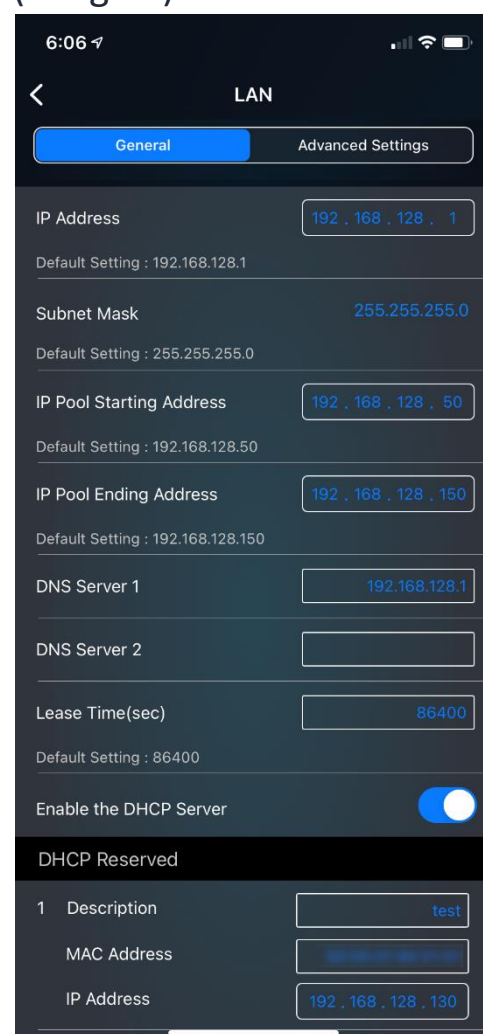
Advanced Settings:

- Virtual Server/ Port Forwarding Settings, Enable DMZ/UPnP

(image 1)



(image 2)

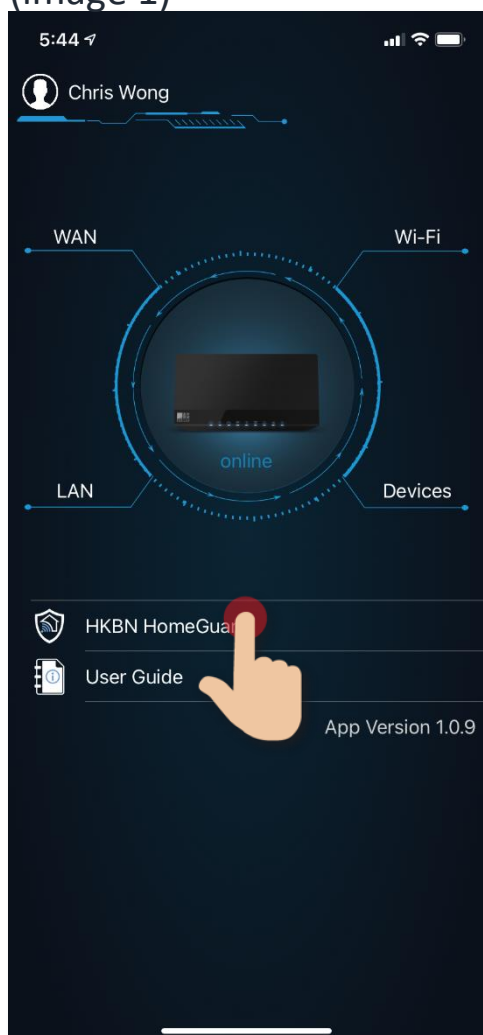


14. HKBN HomeGuard

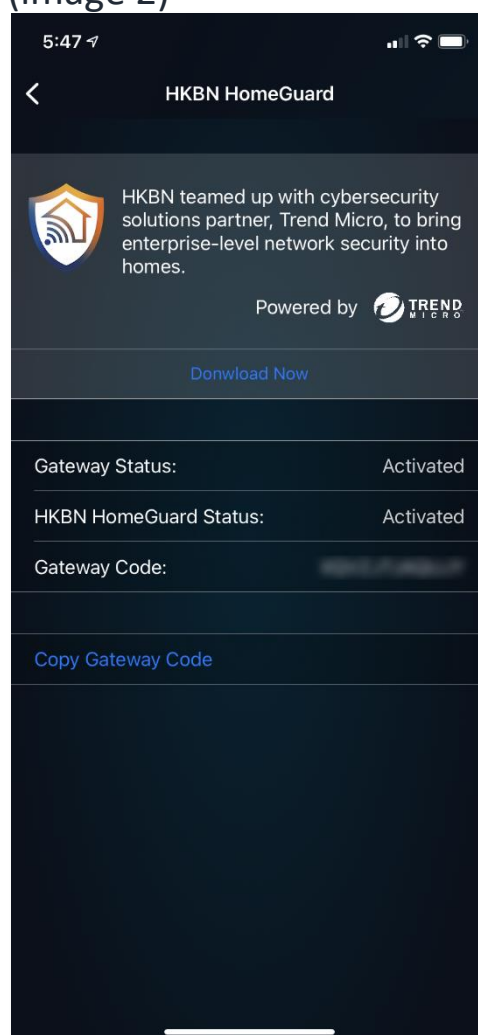
Tap “HKBN HomeGuard” in the homepage to perform below:

- Connect to App Store/ Google Play to download HomeGuard App
- View “HKBN HomeGuard Status”, “Gateway Code”, “Copy Gateway Code”

(image 1)



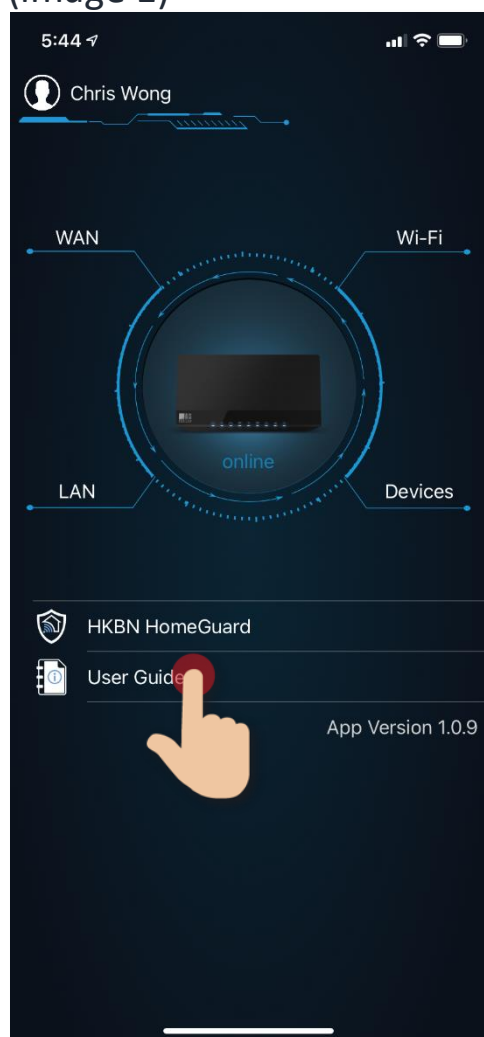
(image 2)



15. User Guide

Tap “User Guide” (image 1) in the homepage to access the user guide document of HKBN myWiFi App.

(image 1)



Should you have any query, please call our Customer Service Hotline at 128 100.