

Wi-Fi Concierge User Guide

Can I remote control the Wi-Fi settings both in my home and my mum's home at one point in a single platform?

Always forget my household Wi-Fi password?

Can I block the Internet access when my children are doing homework?

Want to check if there is any unknown device connected to my Wi-Fi network?

Don't want to disclose my household Wi-Fi password to visitors, by what means?

Why my Wi-Fi signal is so weak even next to the router?

HKBN is devoted to provide comprehensive network management services to you. Download the Wi-Fi Concierge Mobile App immediately to resolve the above problems at one go. You may use your email address to create an account via the App which enables you to manage the Wi-Fi issues anytime and anywhere at your fingertips.

Scan the QR Code to download the App

Or search for **Wi-Fi Concierge** in the App Store/Google Play



Wi-Fi Concierge

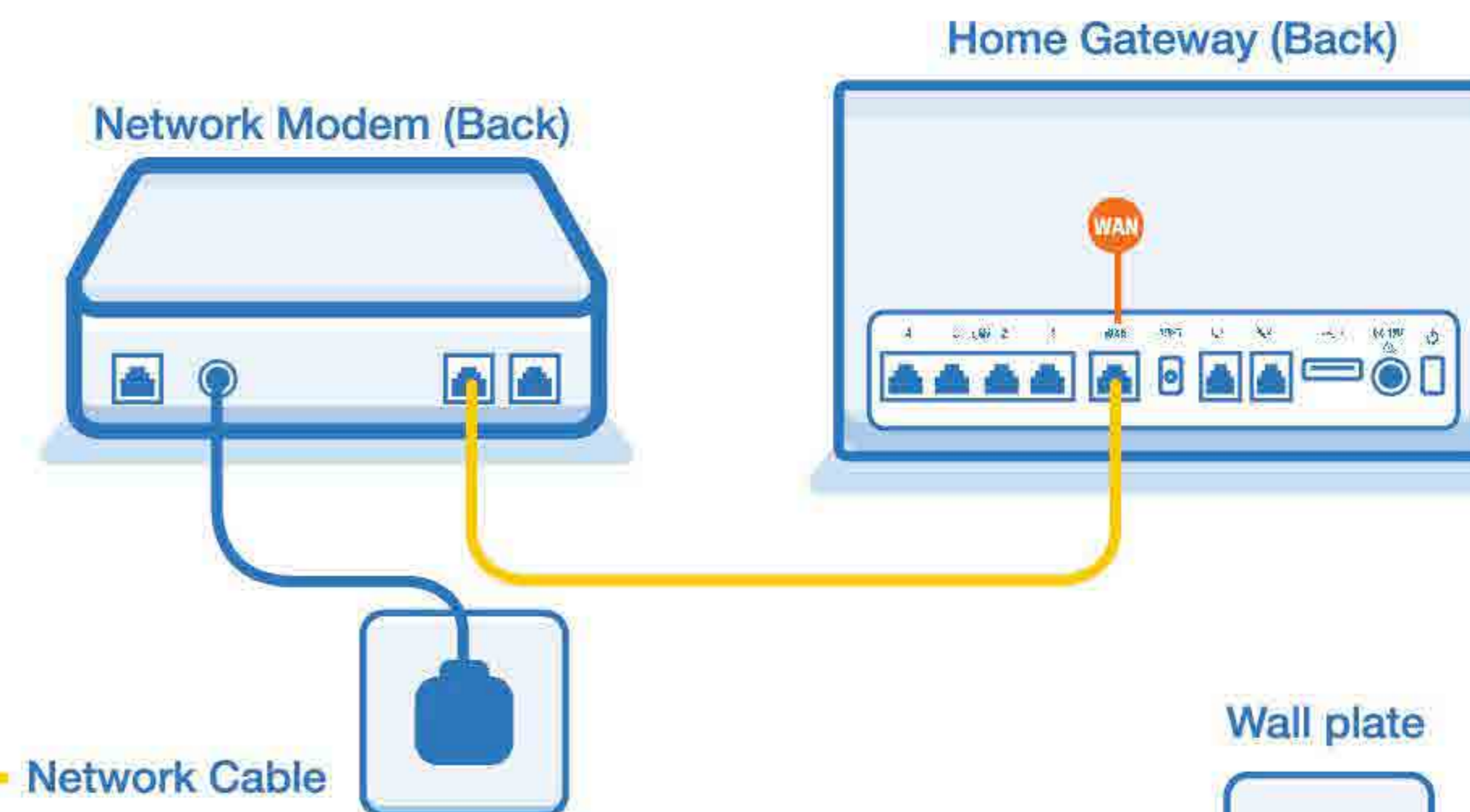


24-hour customer service hotline: 128 100

Step 1: Connect your Gateway

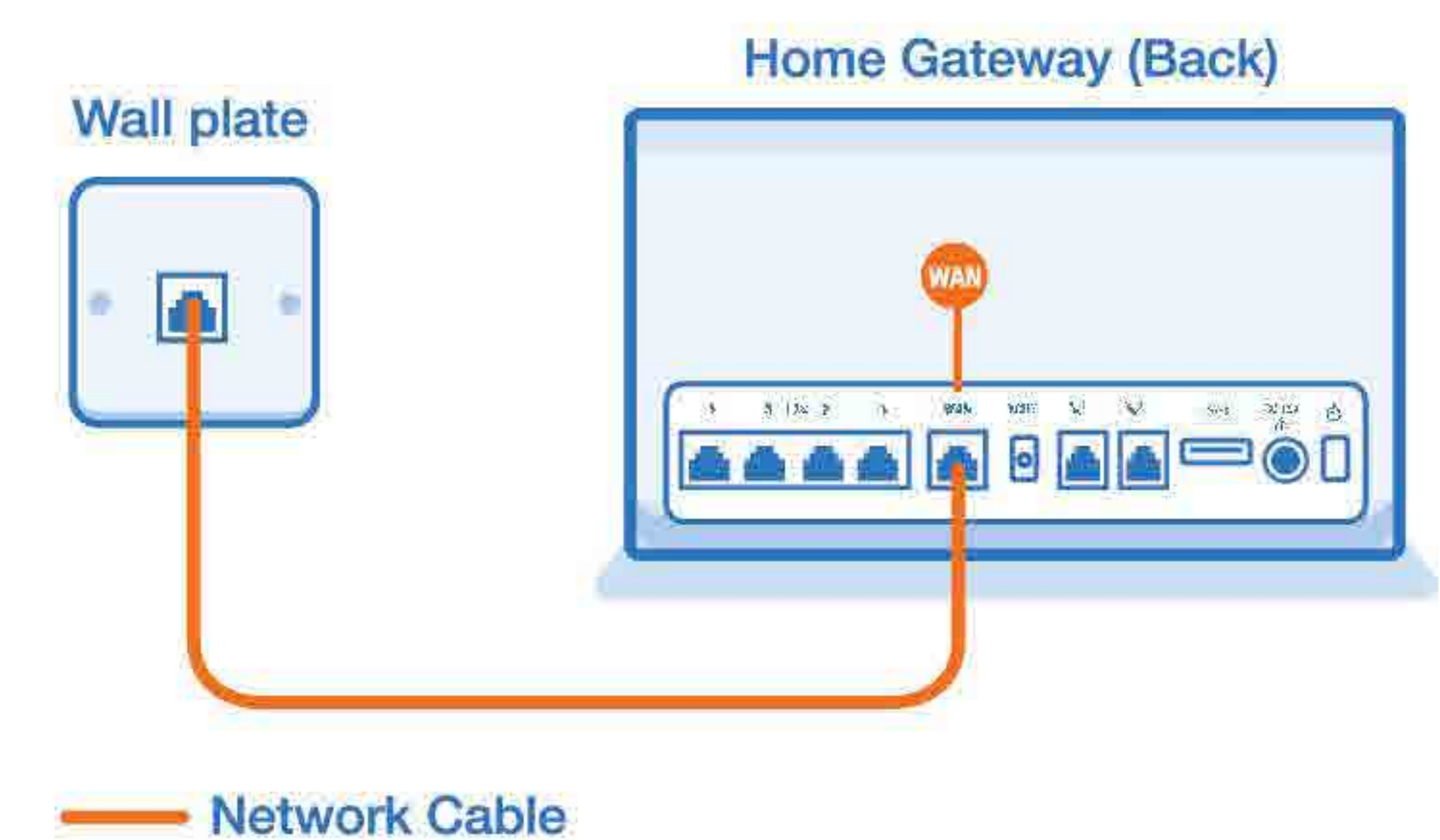
Customer who need to connect with Network Modem

Connect the network cable from GE1/LAN1* of your modem to the WAN port of the Gateway



Customer who doesn't need to connect with Network Modem

Connect the network cable from the wall plate to the WAN port of the Gateway.



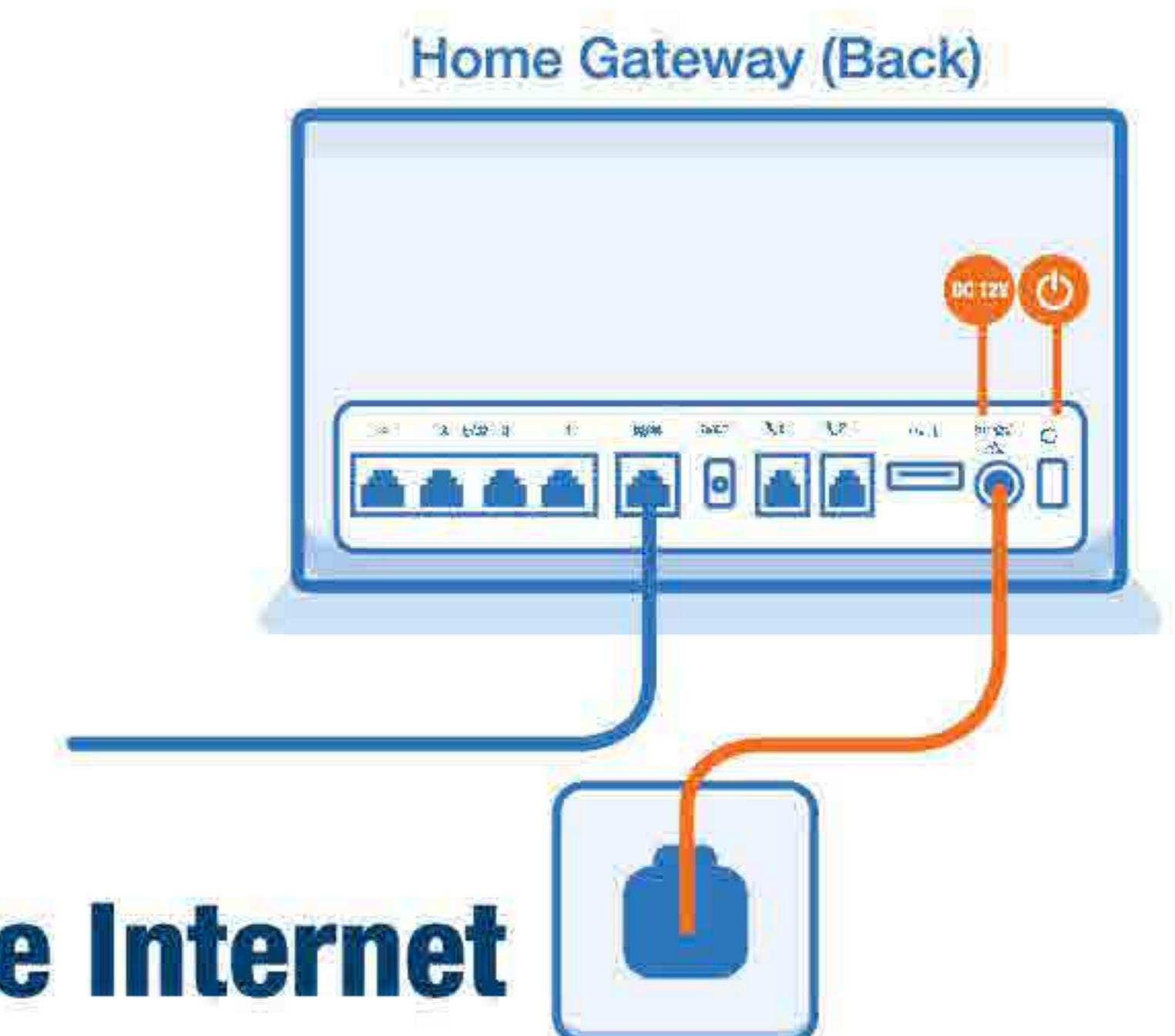
*For customer who is using broadband service provided by other network operator, you may connect the network cable from GE1/LAN1 of your network modem to the WAN port of the Home Gateway in normal situation. If customer can't set up successfully, please contact your network operator to enquire about the correct modem port for accessing Internet service.



Hints: If customer's broadband service is using PPPoE for Internet connection, please go to the WAN section to set PPPoE as the Internet connection type via the Wi-Fi Concierge Mobile App and then input the username and password to successfully connect the service.

Step 2: Power your Gateway

Plug the provided power adaptor to the DC 12V port and press button. Verify the Power , WAN , LAN , Wi-Fi and Voice (For HKBN Home Telephone Service Customer) LEDs are in green before use.



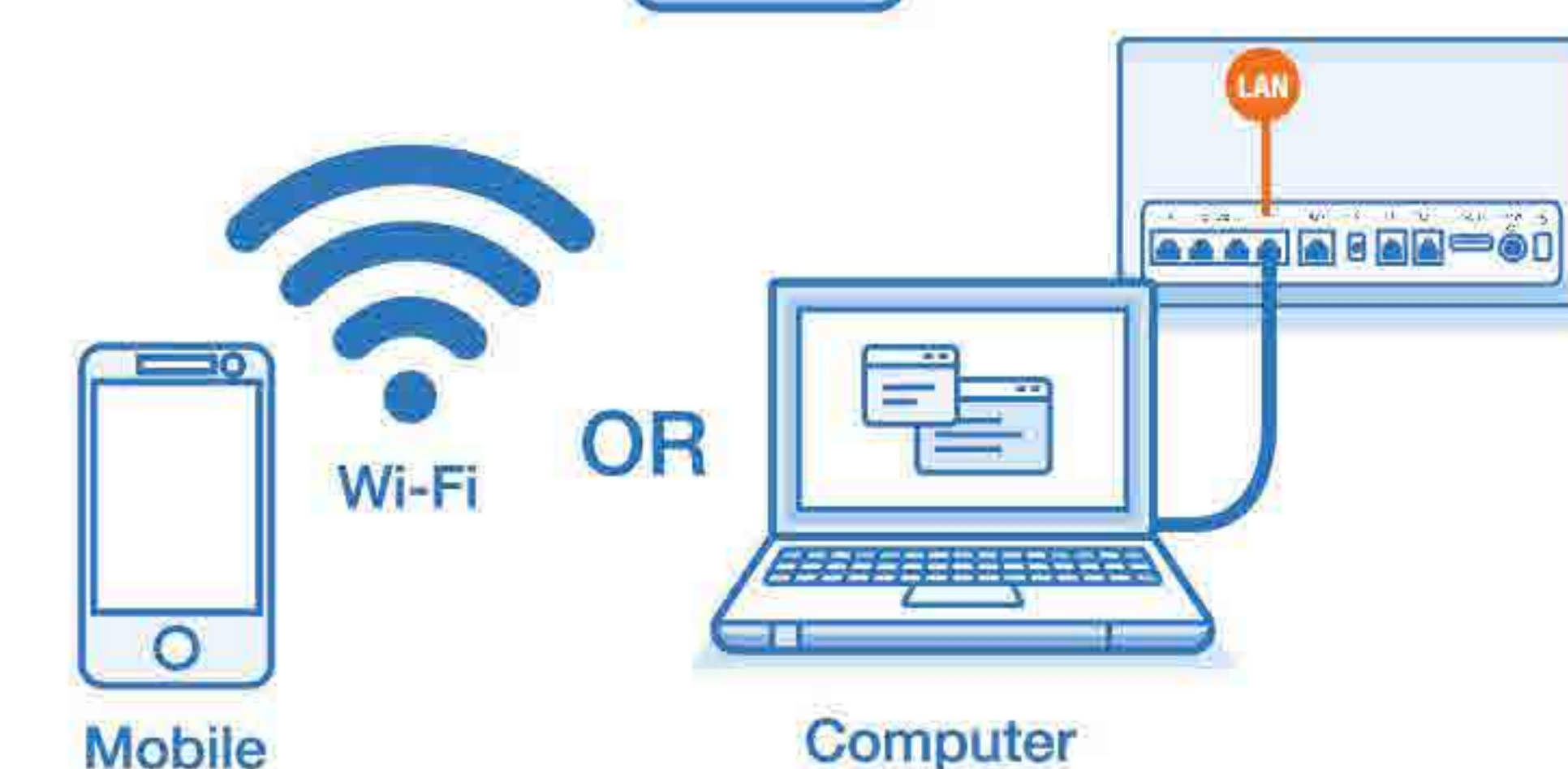
Step 3: Connect your devices to the Internet

Via Wi-Fi:

Use the pre-assigned Wi-Fi network name (SSID) and password on the label printed at the bottom of the Gateway to connect to the Wi-Fi network.

Via an Ethernet cable:

Use an Ethernet cable to connect your device to the LAN port of the Gateway.



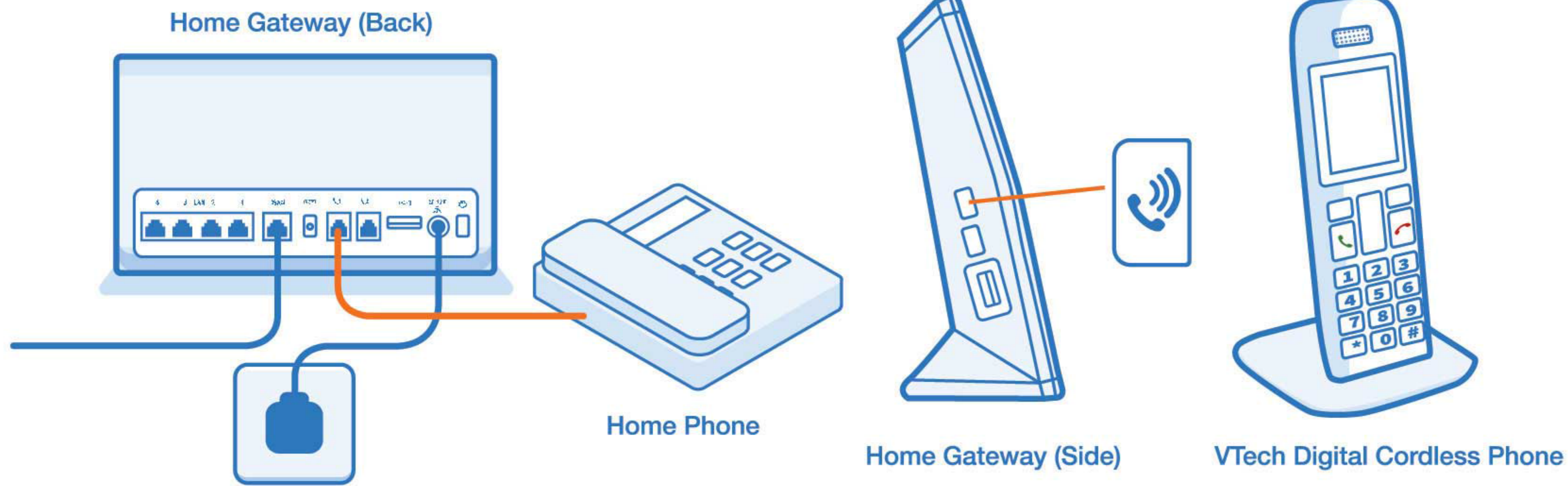
Step 4: Connect your home phone (For HKBN Home Telephone Service Customer)

Link your home phone with
PHONE 1 port 

OR

Pair up your VTech Digital
Cordless Phone by pressing 

(Please refer to the Quick Installation Guide at the
latter page for the registration details)



Hints: To ensure a stable and clear voice quality, we do not recommend customer to connect the Home Gateway behind the other router.

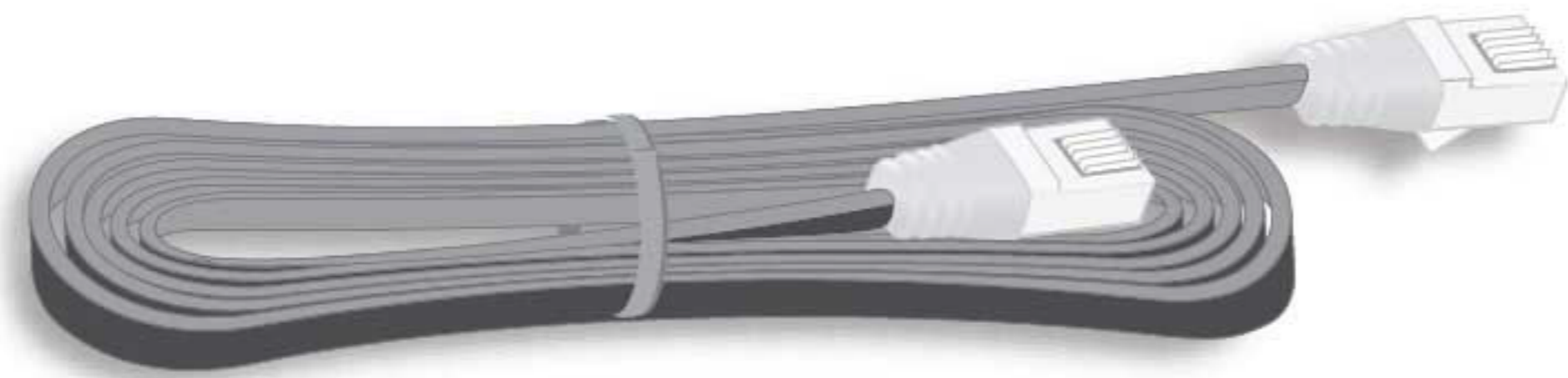
Package Contents:



Home Gateway



Network Cable (RJ45)

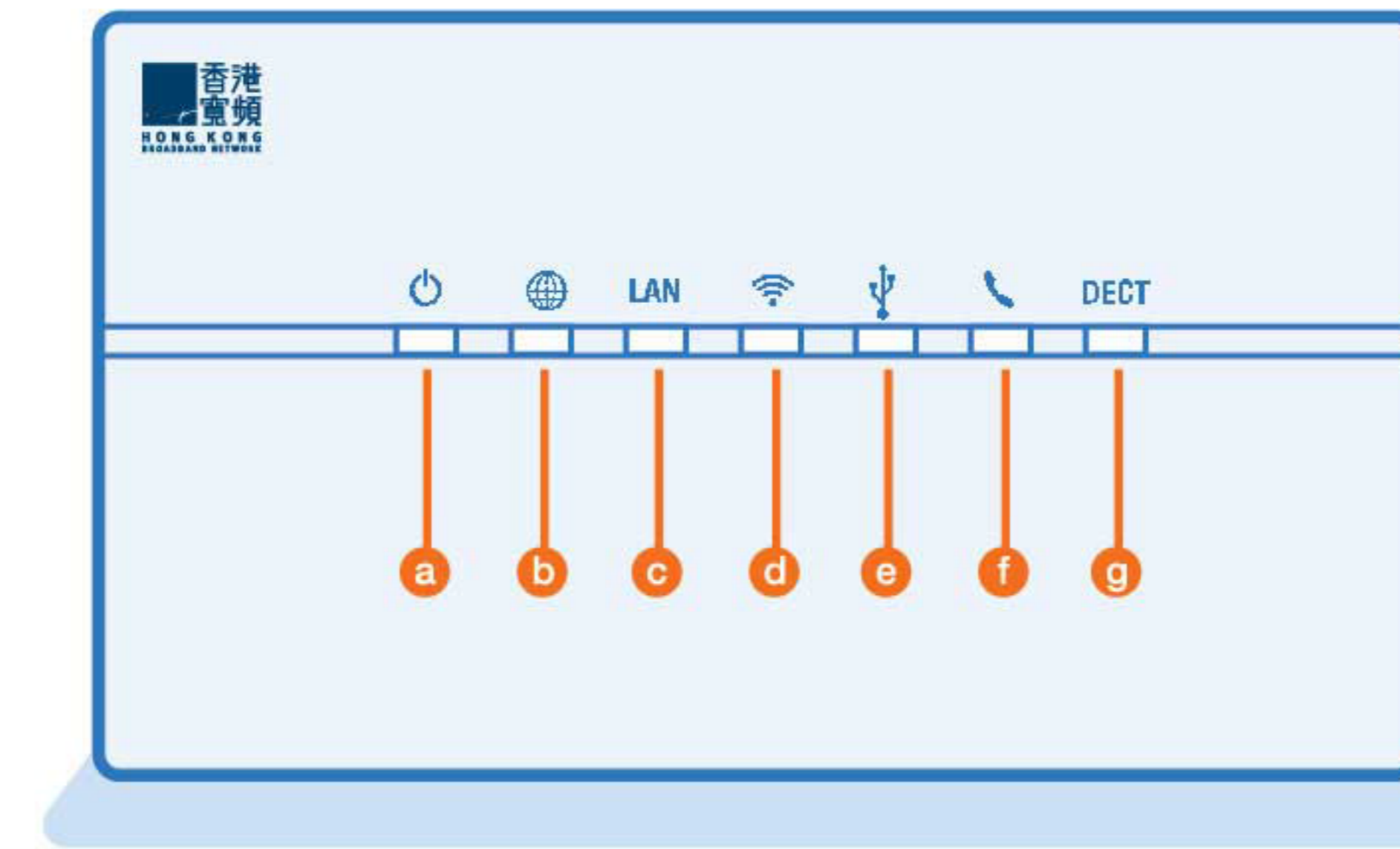


Phone Cable (RJ11)

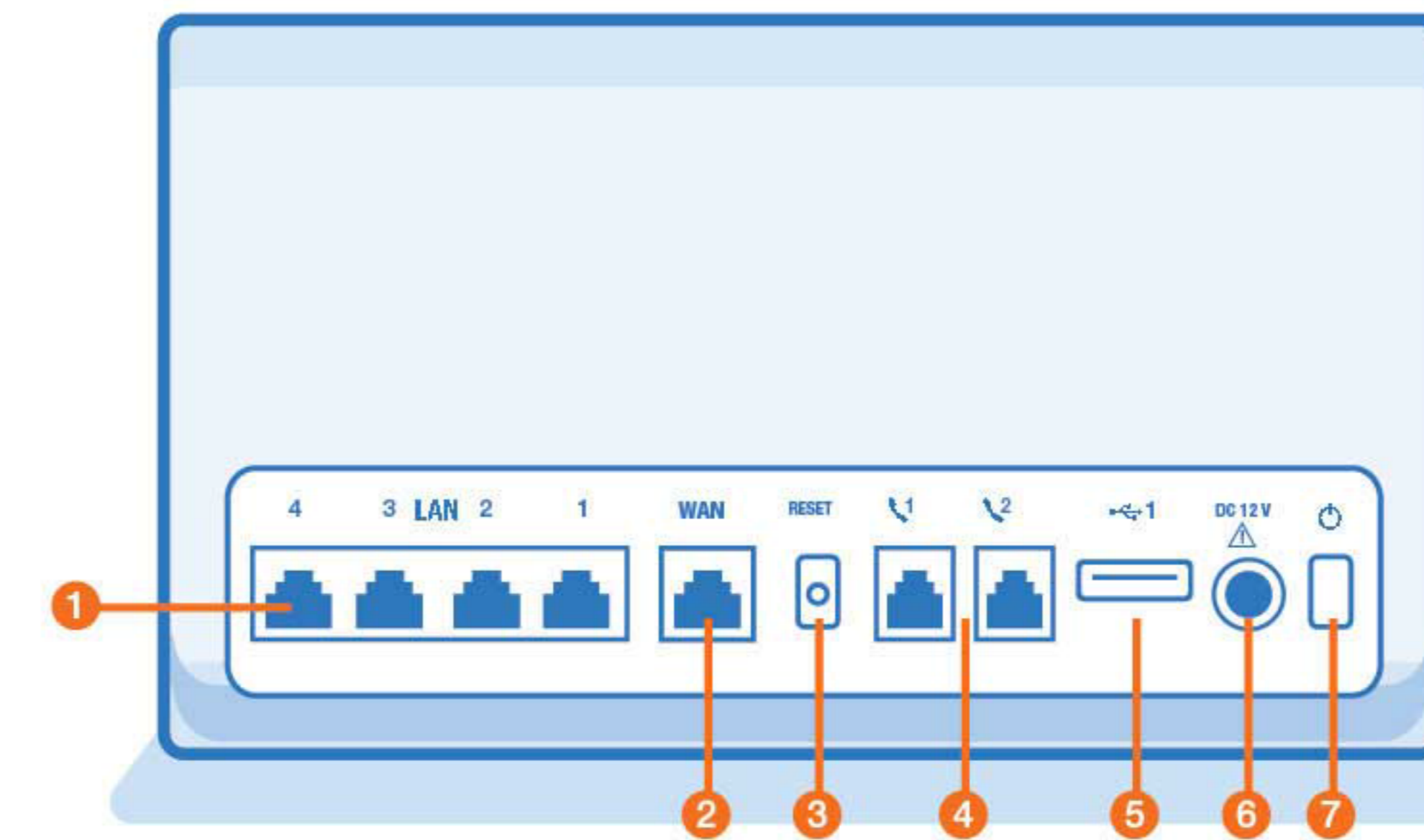


Power Adapter

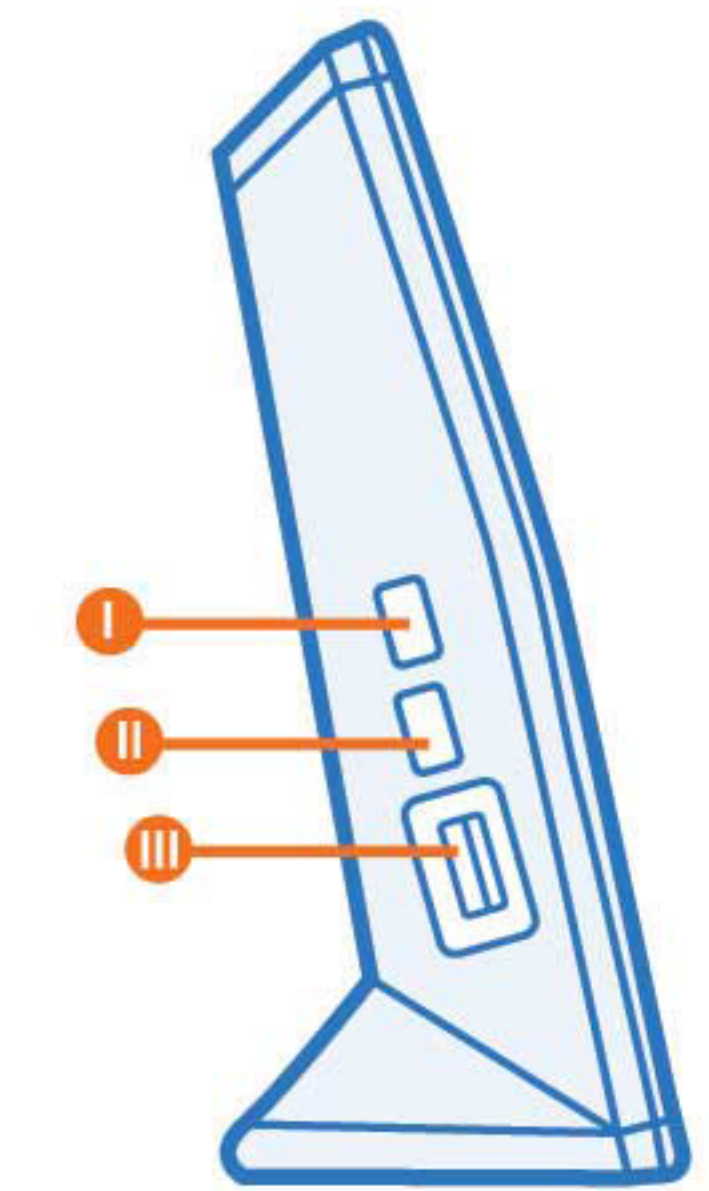
Gateway Overview:



Home Gateway (Front)



Home Gateway (Rear)



Home Gateway (Side)

Front

LED	Status	Description
a	Power Green ON Green Flash OFF	Power ON Firmware upgrade / Configure update Power OFF
b	WAN Red ON Green ON Green Flash	No cable connected Internet connected Internet connecting
c	LAN Green ON Green Flash OFF	LAN connected Data traffic detected on LAN connection No cable connected
d	Wi-Fi Green ON Green Flash OFF	Wi-Fi ON WPS in progress Wi-Fi OFF
e	USB Green ON OFF	USB connected No USB connected
f	Voice Green ON Green Flash OFF	HKBN voice service ready HKBN voice service in use No HKBN voice service registered
g	DECT Green ON Green Flash OFF	DECT phone registered DECT phone registering No DECT phone connected


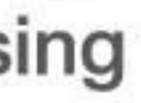
Rear

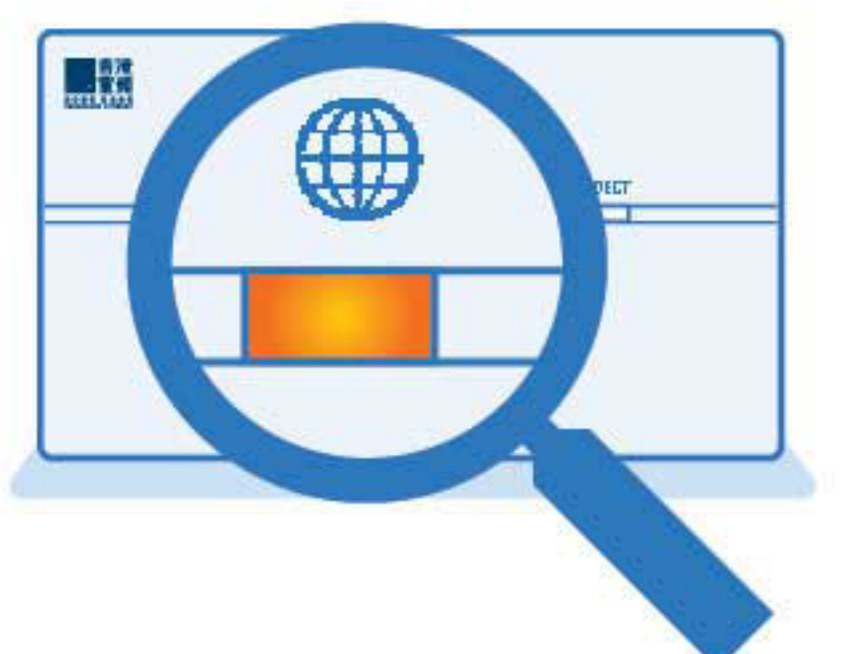
- 1 LAN 1-4
- 2 WAN
- 3 Reset
- 4 Voice Service
- 5 USB
- 6 Power
- 7 ON / OFF Power

Side

- I DECT Phone Registration Button
- II WPS Button (Press and hold until Wi-Fi LED flashes)
Wi-Fi ON/OFF Button (Press and release)
- III USB

Basic Troubleshoot Tips:

If customer can't access Internet and/or use HKBN Home Telephone Service through the Home Gateway, please check the LED status of the  . If the LED is orange, we recommend you to reboot your Home Gateway by pressing the  Power button until the LED changes to green for a normal connection status.



Digital Cordless Phone (model# VTech FS6608A)* Quick Installation Guide (For HKBN Home Telephone Service Customer)

Quick installation

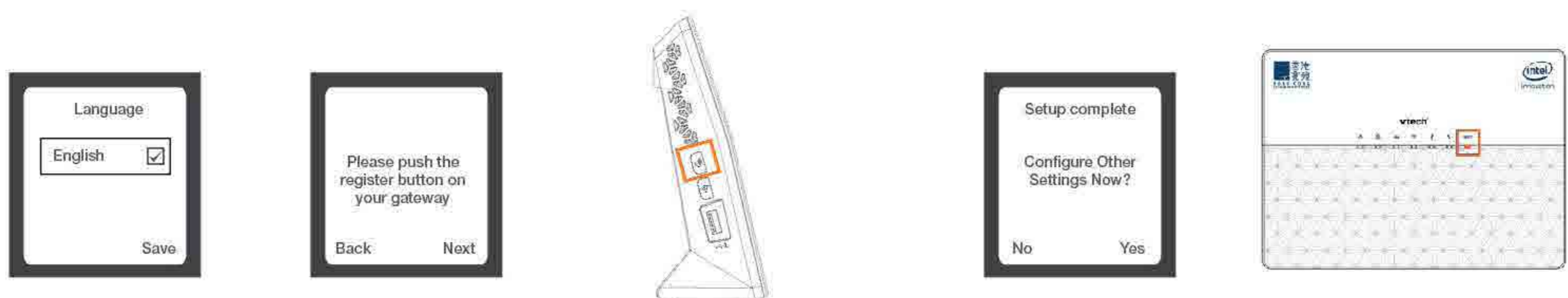
Plug the charger adapter into the mains power wall socket

Install and Charge the Handset Batteries

- 1) Slide open the battery compartment cover of the DECT phone
- 2) Place the supplied rechargeable battery in the battery compartment, with the correct polarity orientation
- 3) Slide the battery compartment cover back on until it clicks into place
- 4) Place the handset on the base to charge the battery
- 5) A tone indicates that the handset is properly placed on the base or charger

Register DECT phone & pair up with the Home Gateway

Before registration, please make sure the  LED located on the Home Gateway front panel is green




- 1) Click **Save**
- 2) Click **Next** on the Phone
The handset will display **Please wait...**
- 3) Press and hold the register button on the side of Home Gateway for 3-5 seconds until **DECT** LED flashes
- 4) Select **No** to complete the pairing up
The handset will display **Enjoy your phone** and registration is completed
- 5) After successful registration, the **DECT** LED located on the Home Gateway front panel is green

Deregister DECT phone

- 1) Press **Menu**
- 2) Press **▲/▼** to highlight **Settings**, then press **OK**
- 3) Press **▲/▼** to highlight **Base Settings**, then press **OK**
- 4) Press **▲/▼** to highlight **Deregister HS**
- 5) Press **▲/▼** to highlight the handset to be deregistered
The asterisk ** indicates the Home Gateway you are pairing with
- 6) Press the dialing keys to enter the 4-digit system PIN (default: 0000), then press **OK**. The screen will display **Deregister?**
- 7) Press **YES** to confirm
- 8) The handset will display **Please Register** and you hear a confirmation tone

Re-register DECT phone & pair up with the Home Gateway

Before registration, please make sure the  LED located on the Home Gateway front panel is green

- 1) Press **Register**
- 2) Press **▲/▼** to highlight the base to be registered (select Base 1 in normal situation, then press **OK**)
- 3) Press and hold the register button  on the side of the Home Gateway for 3-5 seconds until **DECT** LED flashes. The handset will display **Registering...** and registration is completed
After successful registration, the **DECT** LED located on the Home Gateway front panel is green

Turn On / Off Wifi

- 1) Click **Wi-Fi**
- 2) Click **OK** to turn on/off Wi-Fi
- 3) Click **Save**

Value-added Services for Digital Cordless Phone (model# VTech FS6608A) (For HKBN Home Telephone Service Customer)

Hong Kong Broadband Network Limited is committed to provide quality and reliable Home Telephone Service to our subscribers. At the same time, we also provide a series of value added services to meet your needs.

Caller Display

User can identify the caller before answering the phone. Callers' names and call time will be displayed on the screen so user can decide whether to answer the call or not.

Remarks: The service cannot display caller's information in the case of:

- Call from public phone; or;
- Call from some connecting networks including calls from overseas networks; or;
- Caller chooses not to display his/her name

Call Waiting

Users can answer other calls in the middle of a phone conversation. A distinctive beep tone will alert you when someone else is calling you while you are on the phone.

Operating Step

Retrieve new incoming call : Press **OPTION** and select **TAKE CALL** .

Deactivate : Press # 1 7
Restore : Press * 1 7

Per-Call Deactivate
Deactivate before making the call: Press # 0 7

Call Forwarding

User can forward incoming calls to any local phone number

Operating Step

Forward all incoming calls:
Activate : Press * 0 5 + the phone number to which calls are to be forwarded + #

Cancel : Press # 0 5
Forward all incoming calls when the line is in use:
Activate : Press * 2 5 + the phone number to which calls are to be forwarded + #
Cancel : Press # 2 5

Forward all incoming calls when no one answers:
Activate : Press * 3 5 + the phone number to which calls are to be forwarded + #
Cancel : Press # 3 5

Per Call Blocking*

"Per Line Blocking" prevents user from showing his or her caller's information to the called party for each outgoing call. If user does not want his or her caller's information to be displayed for a particular call, user can prevent by pressing 1 3 before dialling the number.

Per Line Blocking*

User can keep his or her caller's information confidential as a call is made.

Remarks : User can also follow the following step to disable the Per Line Blocking function on a call-by-call basis :

- Press 1 3 5 7 + phone number

Conference Call

User can connect up to 2 lines simultaneously and enjoy a 3-way conference call.

Operating Step

Press **OPTION** and **▲/▼** to highlight **ANOTHER CALL** during the call, then press **OK** + 3rd party phone number, Press **OPTION** and **▲/▼** to highlight **CONFERENCE** upon line connected, then press **OK** , all three parties are now linked together for a 3-way conversation

Block-the-Blocker

User can reject any anonymous calls without caller displays

Operating Step

Activate: Press * 7 6
Cancel: Press # 7 6

Remark: "Block-the-Blocker" cannot block the calls from overseas, public payphone and the "Unavailable Calls".

Speed Dial

User can store up to 10 frequently used local or overseas phone numbers and fax numbers

User can press the code to dial the stored number.

Operating Step

Pre-set telephone numbers
Press * 9 2 + Code(0-9) + phone number (with maximum 16 digits) + #

Dial the stored phone number
Press * + Code(0-9) + #

Change the stored phone number

Simply repeat the above Speed Dial Code steps and re-enter a new number
The former number will be replaced automatically.

Do-Not-Disturb

User can choose to use "Do-Not-Disturb" function if user would like to be not disturbed at some moments. On the other hand, user can still make outgoing calls.

Operating Step

Activate : Press * 2 9
Cancel : Press # 2 9



* When a 999 emergency call is being made, user's telephone number will be displayed even if he/she has activated blocking functions.

The provided Value-Added service(s) is subject to the plan being registered. For details, please refer to the Service Confirmation Notification letter or visit our "My Account" website hkbn.net/MyAccount.