3 Wi-Fi Roaming Service FAQ

About the Service

Q1 **What is 3 Wi-Fi Roaming Service?**

3 Wi-Fi Roaming Service is a service provided by Y5ZONE for travelers who need high speed Internet access while they are overseas. Y5ZONE partners with iPass, Inc. (NASDAQ:IPAS) to provide this service. iPass manages a global virtual network allowing mobile users to enjoy high quality Internet connection around the world. Once subscribe the service, users can connect to the Internet through iPass' global virtual network which covers airports, hotels, convention centres, coffee shops etc. This service is provided with 3 connection methods which suit your needs:

(i) wireless connection (at Wi-Fi hotspots),
(ii) wired broadband connection (e.g. LAN connections at hotels) and
(iii) dial up connection via telephone lines.

Q2 **In which countries can I use 3 Wi-Fi Roaming Service?**

iPass' global virtual network has access points covering over 175 countries, including dial up, wired (Ethernet) broadband and Wi-Fi access points. Currently, there are over 131,000 Wi-Fi hotspots in 70 countries, among which 48,122 are in over 30 countries in Europe.

Q3 **What is the rate of 3 Wi-Fi Roaming Service?**

The service will be charged in a pre-paid basis. 3HK provides the following plan, suitable for users with different usage needs:

(1) 50 minutes HK$98
(2) 160 minutes HK$298

Usage will be counted in minutes. Usage less than a minute will be counted as one minute and deducted from the account.

As the Internet usage is counted on your connection time, after using the service, please remember to disconnect from iPassConnect software, otherwise the minutes will continue to be deducted from your account.

To disconnect from iPassConnect , right click on iPassconnect icon in your Windows system tray and click "Disconnect".

Q4 **How to use the service?**

Once you have purchased any of the above service plans, you will receive a set of Login ID and password. All you need is to install iPassConnect™ Mobility Manager (software) in your mobile device (e.g. notebook computers, PDAs, smart phones etc). You can download the latest iPassConnect™ Mobility Manager at https://www.y5zone.net/threeroaming/en/download.aspx. This software has a point-and-click interface, which will allow you to search available networks (Wi-Fi, LAN, dialup access numbers) at your location. Run this iPassConnect™ Mobility Manager with your Login ID and password to enjoy high speed Wi-Fi or wired broadband.

About Installation and System Requirements

Q5 Where can I download iPassConnect™ Mobility Manager?

User can download the latest iPassConnect™ Mobility Manager at
https://www.y5zone.net/threeroaming/en/download.aspx

Q6 Which operation system does iPassConnect™ support?

Windows 7 (32 bit), Vista, XP and Windows 2000
Windows Mobile 5, 6 & 6.1
MacBook
iPhone / iTouch
Nokia S60

Q7 Does iPassConnect™ supports Windows 7?

iPassConnect™ supports Windows 7 (32-bit).

**Q8 Which version of iPassConnect™ Mobility Manager shall I download and install?
What is the minimum requirement for hardware and operation system?**

Please visit iPass' website to view the details:
http://www.ipass.com/support/support_sysrequirements.html

General Questions

Q9   Does 3 Wi-Fi Roaming account support multiple login?

No. Same account can only be used in one laptop computer or mobile device at a time.

Q10 How can I check the usage of my account?

You can log onto http://3roaming.y5zone.net to check the remaining usage balance,
expiry date of your account, as well as the transactions associated with your account
and change your password anytime online.

Q11 Can I top up the minutes in my account?

Yes, we provide top up services. If the remaining minutes in your account is little, you
can log onto http://3roaming.y5zone.net > Subscriptions section to top up your personal
Wi-Fi account anytime.

Q12 Is there a valid period for the account?

Yes. The valid of the usage in card will be 3 months from the date of purchase.

Q13 Before I travel aboard to use 3 Wi-Fi Roaming Service, is there anything I need to be aware of?

Prior to travelling, please make sure:

(i) You have installed the correct version of iPassConnect™ Mobility Manager in your laptop computer or your mobile device.
(ii) You have the User ID and password of your 3 Wi-Fi Roaming account (Note: User ID and passwords are case sensitive)
(iii) There is enough remaining minutes in your 3 Wi-Fi Roaming account (You can top up anytime at the destination.)

Prior to travelling, we suggest you to update the phonebook in the iPassConnect™ Mobility Manager via the Internet (In the menu, select Settings > Update iPassConnect > Phonebook) to ensure it contains the most up-to-date access points.

Q14 I can connect the Wi-Fi network, but the connection is unstable and I always get disconnected from the network. What should I do?

Please check whether your location at the Wi-Fi hotspot is too remote (e.g. corners of restaurants or hotel rooms) or surrounded by walls or obstacles. These are usually places with weaker wireless signal. We suggest you to move to a better location and try again.

Q15 There is a password error message, what can I do?

1. Make sure that your account is valid and not yet expired. If you are not sure, please log onto http://3roaming.y5zone.net to check the validity of your roaming account, or call 3Hotline at (+852) 31623333 to enquire.
2. Make sure you've entered your user name, domain and password correctly (Caps Lock key should be turned off).
3. Check that your iPassConnect™ phonebook is up to date. It's a good idea to update the phonebook at least once before traveling to make sure your phonebook contains the latest access points.
4. Check that an iPass access point is available. If necessary, try another access location or number.

Q16 I forget the password of my 3 Wi-Fi Roaming account, what can I do?

Please call 3Hotline(3G): 31623333, our service representative will help you to reset your password.

Q17 I encounter problem in dialup connection, what can I do?

Make sure you dial the required prefixes and local dial code for the region. Many hotels require you to dial a number (e.g. 0 or 9) to get an outside line. Also, please check the settings of your modem. This will also affect the dialup connection. If a number is busy, please select another number within the same region of your location from the iPassConnect™ Mobility Manager.

3 Wi-Fi Roaming Service 常見問題

有關服務問題

Q1 **甚麼是 3 Wi-Fi Roaming Service**？

3 Wi-Fi Roaming Service 是專為經常來往世界各地的商業用戶提供的高速漫遊上網服務。此服務是透過 Y5ZONE 的合作伙伴 iPass (NASDAQ：IPA)提供的。iPass 主要業務為行動工作者於世界各地提供高質素的互聯網連接服務。一經申請，用戶便可在世界各地設有 iPass 網絡的'連接點'或'無線熱點'(Hotspots) 如機場、酒店、會議中心、咖啡廳等，隨時享用寬頻漫遊服務。此服務提供三種上網方式：

(i) 無線（Wi-Fi），
(ii) 有線寬頻（Wired Broadband）及
(iii) 電話線撥號（Dial Up）。

Q2 **在哪些國家可以使用 3 Wi-Fi Roaming Service**？

Pass 網絡的'連接點'覆蓋全球 175 多個國家，包括撥號式、有線寬頻及無線寬頻的連接點。當中，有 70 多個國家設有超過 131,000 個無線熱點，其中 48,122 個遍布歐洲 30 多個國家。

Q3 **3 Wi-Fi Roaming Service** 的費用如何計算呢？

服務收費為預付形式。目前提供以下收費計劃，適合不同上網用量的客戶：

(1) 50 分鐘 港幣 98 元
(2) 160 分鐘 港幣 298 元

每次上網用量以分鐘計，每一分鐘為一單位，不足一分鐘者以一分鐘計算。

由於上網用量是以連線時間來計算，客戶在使用完服務後，請記得中斷 iPass 連線，否則帳戶分鐘會繼續被扣除。

如欲中斷 iPass 連線，請在視窗系統匣右擊 iPassconnect 圖示，然後按 "中斷連線"。

Q4 **如何可以使 3 Wi-Fi Roaming Service?**

購買任何上述服務計劃，便會給用戶提供一組上網用的帳號及密碼。用戶只需在支援有線或無線網路連線的行動通訊裝置（如手提電腦、個人手賬、手提電話等）上安裝『iPassConnect™』連線軟件，便可於世界各地 iPass 網絡的覆蓋範圍內，打開裝置，在軟件中輸入帳號與密碼，透過有線或無線網絡，享用高速寬頻上網服務。

安裝及系統問題

Q5 在哪兒可下載連線軟件『**iPassConnect™**』？

用戶可以下載最新版本的『iPassConnect™』連線軟件。
https://www.y5zone.net/threeroaming/tc/download.aspx

Q6 哪些作業系統支援連線軟件『**iPassConnect™**』？

Windows 7 (32 bit), Vista, XP and Windows 2000
Windows Mobile 5, 6 & 6.1
MacBook
iPhone / iTouch
Nokia S60 (please add)

Q7 『**iPassConnect™**』支援 **Windows 7** 作業系統嗎？

『iPassConnect™』是支援 Windows 7 (32-bit) 作業系統的。

Q8 應該安裝哪一個版本的『**iPassConnect™**』連線軟件，硬體或作業系統的基本要求是甚麼**?**

請瀏覽 iPass 網站查看系統要求：
http://www.ipass.com/support/support_sysrequirements.html

一般使用問題

Q9 同一個帳戶可以讓多人同時使用嗎？

不可以。 同一帳戶，同一時間只能在一部電腦或行動通訊裝置上使用。

Q10 怎樣查核使用量**?**

您可登入網頁內的我的帳戶 http://3roaming.y5zone.net 查閱剩餘的 Wi-Fi 用量、帳戶有效日期，以及有關帳戶的交易詳情，亦可隨時於網上更改個人的帳戶密碼。

Q11 我可以爲我的帳戶增值嗎**?**

3 Wi-Fi Roaming Service 均設有帳戶增值服務! 如果您帳戶內的分鐘差不多用完，請登入網頁內的 我的帳戶 http://3roaming.y5zone.net > 服務詳情裡，隨時為您的個人帳戶增值。

Q12 帳戶有沒有使用期限?

有。有效期: 由購買日起連續 3 個月內用戶可使用此服務。

Q13 出外使用 3 Wi-Fi Roaming Service 前,應該注意哪些事項?

旅行前,請確定:

(i) 在您的電腦或行動通訊裝置上安裝好合適版本的 iPassConnect™ 連接軟件
(ii) 知道您的帳號與密碼 (注意:帳號與密碼的大小寫)
(iii) 確認購買足夠的上線分鐘(您亦可隨時在目的地,透過互聯網在網上購買新的分鐘)

我們建議在您旅行前,透過互聯網更新 iPassConnect™ 連接軟件內的電話簿(在主畫面上按設定> 更新 iPassConnect> 電話簿),以確定您的電話簿列有最新的連線電話號碼。

Q14 我可以連接到無線網絡,但是連接不穩定或是經常斷線,應該怎麼辦?

如果您連接了無線網絡,請檢查您的位置是否太過偏遠又或者周圍比較多牆壁等障礙物,如餐廳或酒店的角落位置,這些通常都是無線網絡訊號比較弱的位置。我們建議您移步到其他位置再嘗試連接。

如果您是透過電話線接撥上網,酒店內的電話交換機或電話線路品質不良,亦會導致上述情形發生,我們建議您將連線速率的部分調低。讓連線仍能在較差的線路品質穩定的提供服務。

Q15 如果出現密碼錯誤訊息,怎麼辦?

1.　請確定您的帳戶未過有效期。如您不肯定,可登入網頁內的 我的帳戶 http://3roaming.y5zone.net 查閱帳戶有效日期。
2.　請您輸入的是正確的帳號及密碼。(請關掉 CAPS LOCK 鍵功能).
3.　請檢查 iPassConnect™軟件內電話簿是否最新。我們建議在您旅行前,透過互聯網更新 iPassConnect™ 連接軟件內的電話簿(在主畫面上按設定> 更新 iPassConnect> 電話簿),以確定您的電話簿列有最新的連線電話號碼。
4.　如您未能連接某個連接點,嘗試選擇另一個連接點或撥號號碼。

Q16 我忘記了密碼,怎麼辦?

致電 3 客戶熱線(3G): 31623333, 客戶服務員會協助您重新設定密碼。

Q17 如果我在使用電話撥號連接時遇到困難，我應該怎麼辦？

請確定您已撥了連接地區所需的電話號碼首字和該區之撥號區碼。例如在酒店內撥出電話時，通常會要求客人撥一個號碼(如０或９字）才可以取得外線（街線）。此外，請確定您所使用的數據機正確無誤，否則可能會影響到電腦之連線。

您亦嘗試用相同地區其他不同的連線號碼。若一個連線號碼打不通，請您從 iPassConnect™軟件中的電話簿選擇另一個電話號碼。您可能很快就可接通連線。