



企業方案
Enterprise Solutions

Cloud Video Service

Mobility Apps S for Android User Guide

(Version 2.0)

HKBN Enterprise Solutions is the brand / trading name of HKBN Enterprise Solutions Limited and/or HKBN Enterprise Solutions HK Limited

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HKBNES Cloud Video service is an advanced, state-of-the-art unified communications service. Apart from voice services which consists of full-featured IP telephony and performs all the functions of a traditional telephone with the added advantages of Mobility Apps S, Sim-Ring, Extension Mobility, Remote Extension, Presence Communicator S and Cloud Communicator S (softphone), it also provides multiple parties video call conference. It helps to enhance the operational efficiency of your business and assures that your colleagues can always stay in touch with your business partners anytime, anywhere.

Mobility Apps S is an innovative communications application for your Android device and turns it into a fully featured IP telephone. It allows you to display your Cloud Video number as well as multiple parties video calls when making outbound calls to your business partner, no matter where you are.

Important Note:

Your Android device must be

- *operated with Android OS 4.0 or above*
- *operated in a Wifi/4G/3G environment connected with Internet without any blocking of port '80' & '443'.*

1. Download Mobility Apps S

1.1 Cisco Jabber

1. Go to **Play Store** in Android
2. Go to Search and enter "**cisco jabber**"
3. Choose the **Cisco Jabber**
4. Tap **INSTALL**



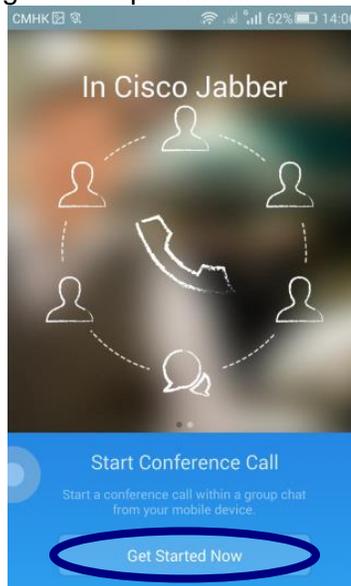
2. Configuration of Mobility Apps S

2.1 Cisco Jabber Account Configuration

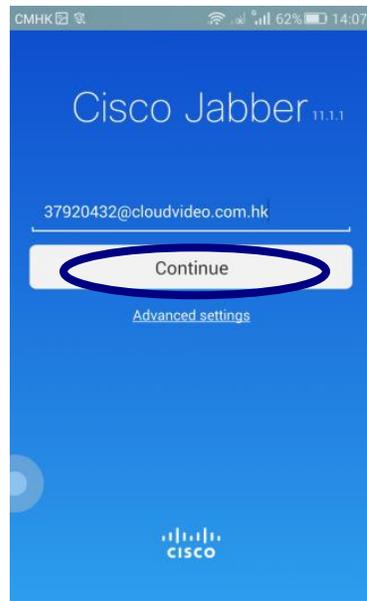
1. Tap icon  to launch the Mobility Apps S service.



2. Tap **Accept**
3. Tap **Get Started Now** to go to setup screen.



4. Input user name and press **Continue**.
(User name is the Cloud Video number + “@cloudvideo.com.hk”)



5. Input password and press **Sign In**.

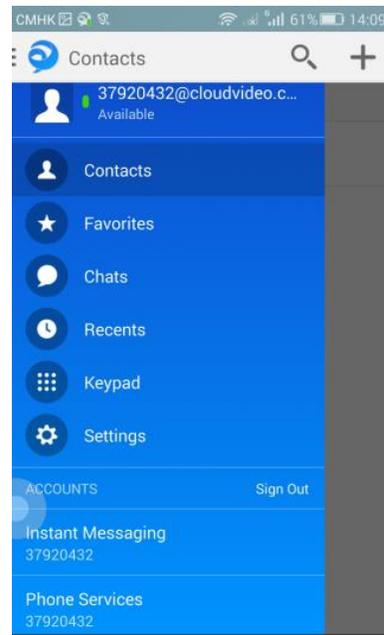
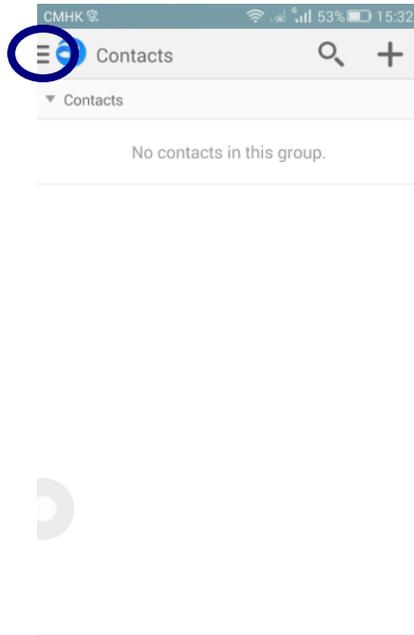


3. Start Using Mobility Apps S

- Launch **Cisco Jabber** by tapping the icon of



- Press the menu key to display the apps menu.



4. Call Management Features

4.1 Features Buttons

Besides placing and receiving a call, some call features can be used similar to your desk phone.

Icon	Description
	Open more call features
	Put active call into held state
	Block audio input so caller cannot hear you
	Use speakerphone
	Conference / Merge calls
	Transfer a Call
	Park a Call
	End a Call

4.2 How to Place a Video Call

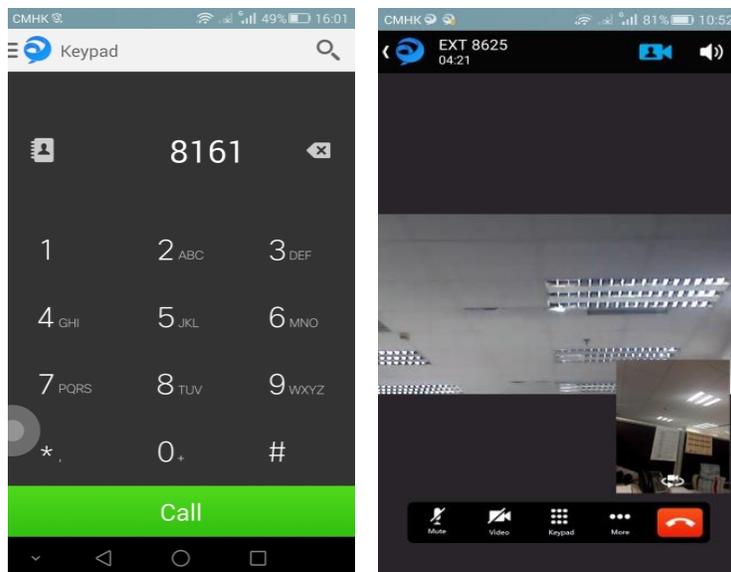
1. Select **Keypad** in the navigation area



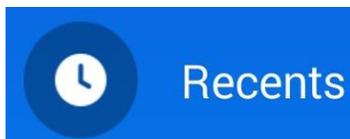
2. Enter extension number for video call.

3. Tap Call

- Enter the name, number, or URI address (e.g. 34567890@cloudvideo.com.hk) of the recipient.



- If the call is dialed to a phone without video, the call will be changed to a normal voice call.
- If you wish to dial out a call, which has been made previously, you can make use of following procedures accordingly.
 - Select **Recents** in the navigation area



- Select a history to dial a call

*Note: When you wish to make outbound call or waiting for an incoming call, please closely monitor the WIFI/4G/3G connectivity by means of the phone status displayed in the top of phone display.
For incoming call history, external call records are showing 8-digits number. It is not recommended use call history to call back directly. Please use Keypad to enter "9" with 8-digits telephone number to make a call.*

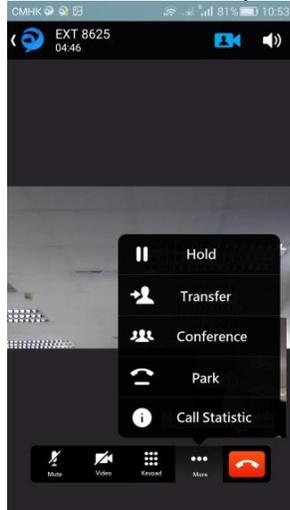
Icons	Description
 37920432 Available	The phone is connected to the network. It is available to place and receive calls.
 37920432 Offline	The phone is disconnected from the network. It is unavailable to place and receive calls.

4.3 How to Use Call Waiting

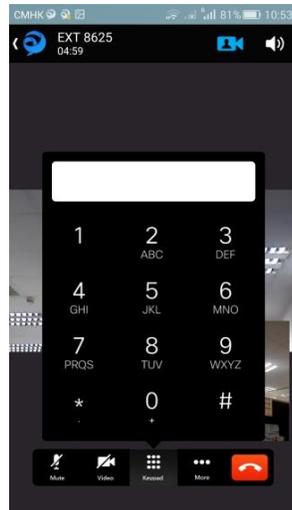
1. While on a call, tap **Answer** when there is a 2nd call incoming.
2. Cisco Jabber automatically places your first call on hold.
3. Tap **Hold** to toggle between connected calls.

4.4 How to Create a Conference Call

1. While on a call, tap **More**.



2. Tap **Conference**.
3. Make the new call with the **Keypad** and wait for it to connect.





4. Tap **Merge**.
5. Repeat step 1 to 4 to add more conference participants.

4.5 How to View Conference Participants



1. To view a list of conference participants, tap  at the top of the screen.
2. Press  to end the conference.

4.6 How to Transfer a Call

1. While on a call, tap **More**.
2. Tap **Transfer**.



3. Make the new call and tap **Transfer**  after the call is answered.

4.7 How Park and Retrieve a Call

1. While on a call, tap **More**.
2. Tap **Park** to place the current call on hold. Note the number on your screen. This is where your call is parked.
3. Tap **OK** to retrieve the call from any other phone in your office.
4. Or, tap **Resume** to continue the call on Cisco Jabber.

4.8 How to Answer an Incoming Call

- 1 Tap **Answer** to retrieve the call with Cisco Jabber.



If the calling party is called from a video phone, the call will be changed to video call automatically.

5. Contact Management

5.1 To Add Contact to Favorites

1. Select **Favorites** in the navigation area



2. Tap **Add**



3. Choose a Contact and add to Favorites

5.2 Corporate Directory

1. Select **Contacts** in the navigation area



2. Select **Directory**

3. Enter a number or name and tap **search**

4. If you wish to copy a contact from Corporate Directory to the Android device, please choose a contact and tap Copy to Contacts.

6. Voicemail Management

6.1 Use Visual Voicemail

1. Select **Voicemail** in the navigation area



2. All the voicemail will be displayed
3. After you have chosen a voicemail, you can:
 - Play the voicemail
 - Call Back
 - Delete the voicemail

6.2 Message Icons

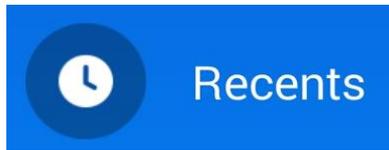
The icons indicate messages by different meanings.

Icon	Description
	New voice message
	Private voice message
	Urgent voice message

7. Call History Management

7.1 Check Call History

1. Select **Recents** in the navigation area



2. For the history, you can:

- Sort out all Missed Calls
- Clear all call history
- Call back
- Add to new Contact

7.2 Call History Indicators

The indicators help user to identify different types of call history.

Icons	Description
Incoming	Received Incoming Call
Outgoing	Dial Out
Missed	Missed Calls