

# 009 Hong Kong Connect – User Tips

## Before first time usage

- Please use your Designated Telephone Number to dial 009 Hong Kong Connect Access Number 31100995 to activate 009 Hong Kong Connect Service and to set the Designated Overseas Telephone Number.

## Calling from overseas countries to Hong Kong / overseas countries

1. Dial the local IDD access number + “852” + 009 Hong Kong Connect Service Number.\*  
\* No need to enter “009” before the 009 Hong Kong Connect Service Number.

e.g. The IDD access no. in US is “1xxx”, your 009 HKC service no. is “3xxxxxxx”,  
Dialing method: “1xxx” + “852” + “3xxxxxxx”.

2. Please wait patiently after the call is connected and only hang up after you have heard the confirmation message.
3. System will call your pre-set Designated Overseas Telephone Number automatically.\*\*  
\*\* If you have not received the call made by system after hanging up, please try again after 2 minutes.  
\*\* If you have not picked up the call, system will redial to you (maximum twice). Please do not dial your 009 Hong Kong Connect Number again during this period.  
\*\* If you have not picked up the call and the incoming call has been forwarded to voice mail, system will not redial to you. Since your 009 Hong Kong Connect Service is in use by voice mail during this period, you are recommended to try again later.
4. Pick up the call when the phone rings, and follow the voice instructions, enter
  - Country Code + Area Code (if any) + Telephone Number + “#” \*\*\*
  - \*\*\* If making calls to Hong Kong, please enter “852” + HK telephone number + “#”
  - \*\*\* If making calls in China, please do not enter “00” before “852”

E.g. You wish to call a Hong Kong telephone no. “2xxxxxxx”,  
Dialing method: “852” + “2xxxxxxx” + “#”.

(The same dialing method applies when making calls in China)

## Other tips

- After finishing a conversation, press “#” twice to make another call.
- When you are using 009 Hong Kong Connect Service or connecting to 009 Hong Kong Connect Access Number 31100995, you cannot login to Call Manager web portal at the same time.
- For security reasons, please change your PIN on a regular basis.