

Infinite Voice

Admin Portal User Guide

Android Tablet Version

August 2016



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1 Welcome

HKBN Infinite Voice Admin Portal (Android Tablet version) is a simple and unified management platform that enables administrators to take full control of the enterprises' voice communications system and configure phone-based features via Android tablets.

In this manual, we will show you how to monitor and manage **Group features** which include assigning users to groups and setting up corporate telephony features as well as **User features** for configuring personal profiles and individual call handling options. You can also manage features for the MobileOffice app and set up Mobility for each user, allowing them to make and receive calls using their business identity on their Smartphone.

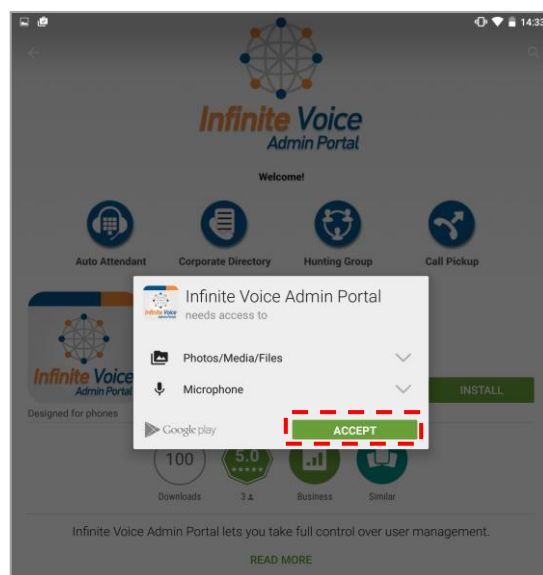
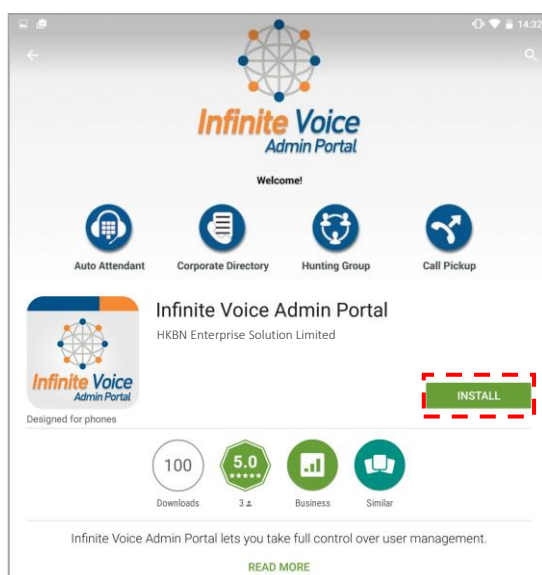
Device Requirements

The Infinite Voice Admin Portal App is compatible with mobile devices running Android OS 4.0 or later. For best viewing, this app only supports tablets with screens 7-inches or larger.

2 Download Infinite Voice Admin Portal App

Download the latest version of Infinite Voice Admin Portal to your Android tablet from the Google Play Store. (Currently supports English only)

- Select the Play Store icon from your Android tablet
- Search for **"Infinite Voice Admin Portal"** from the Play Store
- In the results window, select **"Infinite Voice Admin Portal"**
- Tap **"INSTALL"**, then **"ACCEPT"**



3 Log into Infinite Voice Admin Portal

To log into the Infinite Voice Admin Portal:



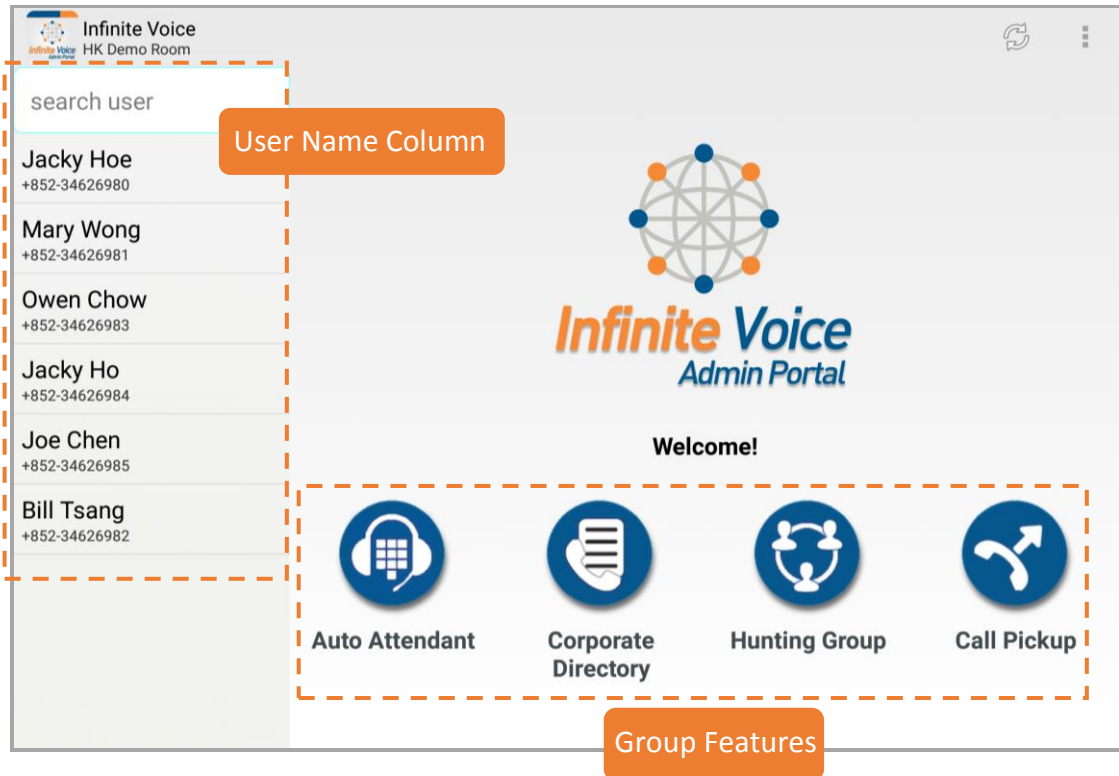
- a) Once installed, tap the icon on the application menu on your tablet to launch the app
- b) Enter your **“Username”** (Your 9-digit PPS number, e.g. 009912345)
- c) Enter your **“Password”** (The password will be sent separately to your registered email address upon successful service application)
- d) Tap **“Login”**

The login screen for the Infinite Voice Admin Portal. It features a teal background with a white central panel. At the top of the panel is the Infinite Voice Admin Portal logo, which consists of a globe icon with orange and blue nodes and the text "Infinite Voice Admin Portal". Below the logo are two white input fields with blue borders, labeled "username" and "password". Below these fields is a white "Login" button with a blue border. At the bottom of the panel, there is a blue section with white text that reads: "This app is intended for Group Administrators of Infinite Voice's customers." and "Powered by AXIOM IT SOLUTIONS PTE LTD".

Note: Auto logout if idle for 30 minutes.

4 The Main Menu

After successful login, you can manage the four corporate telephony **Group Features**. You can also tap on the **User Name Column** to change or update settings for each user.




Group Features include:

- **Auto Attendant** – Enables the automatic transfer of incoming calls to an intended destination via up to twelve caller options
- **Corporate Directory** – A list of contacts that allows users to look up phone numbers for co-workers
- **Hunting Group** – A group of extension numbers that allows incoming calls from a pilot number to be directed to multiple users
- **Call Pickup** – Allows users to answer calls that are directed to other lines

4.1 Change Admin Password

To change the Admin Portal Password:

- Tap  on the top right corner of the tool bar
- Tap **"Change Admin Password"**
- Enter your **"New Password"**, then **"Re-type New Password"** to confirm the change
- Tap **"Apply New Password"** to save change



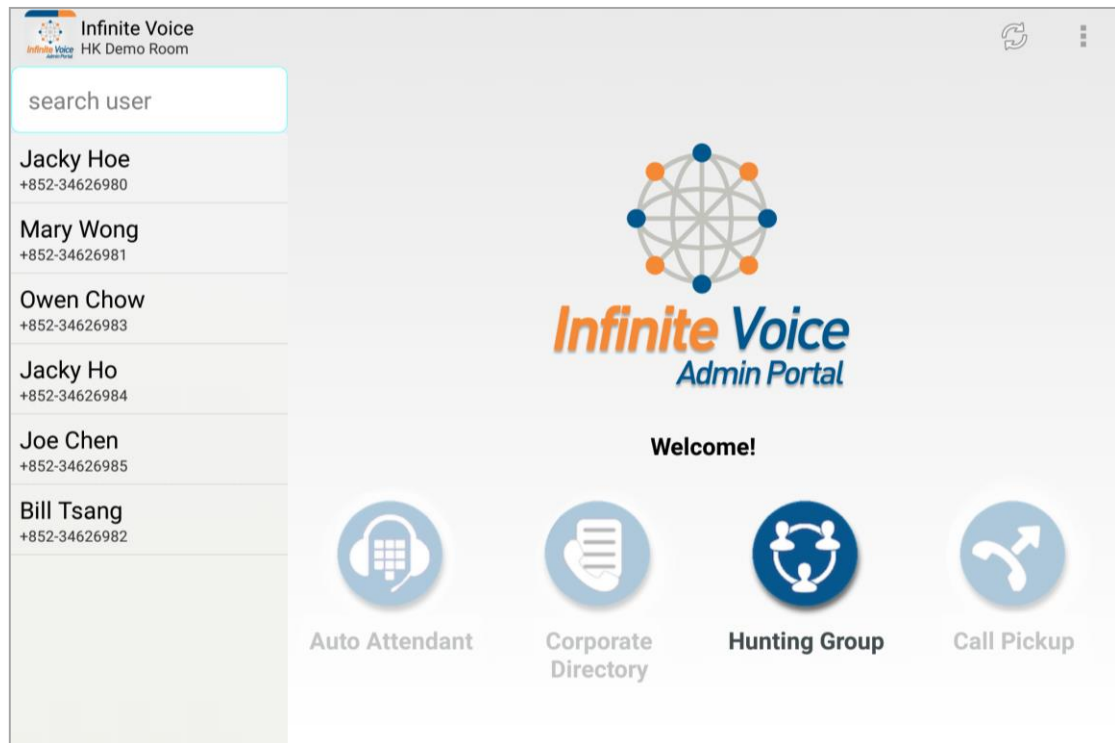
Note:

- Please change your password upon first login and at regular intervals for enhanced security.
- Password must be (1) at least 8 digits; and (2) contain at least 1 number.
- If you have forgotten your password, please call Customer Service Hotline at 128 180 or by fax at 128 1688 to have it reset.

Managing Group Features

4.2 Hunting Group

(Home > Hunting Group)



Hunting group enables a user to redirect calls to another destination from a pilot number. If activated, a user must specify the forwarding number. Call route is set up by group policy with the interface shown on the next page:

Hunting Group

Select the Number for Caller ID Presentation

Bill Tsang
34626989 34626982
Group Pilot Num... User Phone Num...

Owen Chow
34626989 34626983
Group Pilot Num... User Phone Num...

Group Name Marketing Team - Tsuen Wan

Calling Line ID Name Marketing Team A

Group Pilot Number 34626989

Extension Number 989

Language English

Group Policy ☒ CIRCULAR ☐ REGULAR ☐ SIMULTANEOUS

Skip to Next User after 5 rings ☐ OFF ☐ ON

Allow Call Waiting on Users ☐ OFF ☒ ON

No Answer Setting for the Hunting Group

Call Forward (Skip All Users) ☐ OFF ☐ ON

Forward to Phone Number 97209814
(To forward calls to user's voicemail please input *45 + User Tel No.)

Business Continuity Plan (BCP) ☐ OFF ☒ ON

Forward to Phone Number 97209814

Group Pilot Number Voicemail ☐ OFF ☒ ON

☒ Email a carbon copy of the message to abc.voicemail@abc.com

A Select and rename Hunt Group

A1) Tap [Choose Hunting Group] on the tool bar to select the target group

A2) You can rename the hunt group by typing the new name in the “Group Name” field (e.g. Marketing Team – Tsuen Wan)

A3) You can change the ID name, which will be displayed to callers, in the “Calling Line ID Name” field (e.g. Marketing / Team A)

B Language


Language currently supports English only.

C Select “Group Policy” option

- **CIRCULAR** – Sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off

- **REGULAR** – Sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list
- **SIMULTANEOUS** – Rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected

D Preference settings

Tap to turn **“On”**  or **“Off”**  the preference settings below to manage your call groups:

- **Skip to Next User** – Turn **On** to allow the incoming call to be routed to the next phone line after a number of rings
Select preferred number of rings in the **“rings”** field (The default number is 3 and the duration is around 2 seconds per ring)
- **Allow Call Waiting on Users** – Turn **On** to allow users who are on a call to receive a call waiting indication when another call is waiting to be answered
- **Call Forward (Skip All Users)** – Turn **On** to allow calls to be automatically forwarded to the designated phone number directly
Enter the number in the **“Forward to Phone Number”** field
- **Business Continuity Plan (BCP)** – Turn **On** to allow calls to be automatically forwarded to the designated phone number when the phone is unreachable due to an outage
Enter the number in the **“Forward to Phone Number”** field
Note: It is recommended to **enable the Business Continuity Plan (BCP)** to avoid missing any calls.
- **Group Pilot Number Voicemail** – Turn **On** to allow callers to access the voice mailbox when the group pilot line is busy or unanswered
Select the checkbox and enter email address in the **“Email a carbon copy of the message to”** field

Note: Only available to numbers that are registered in the Infinite Voice service.

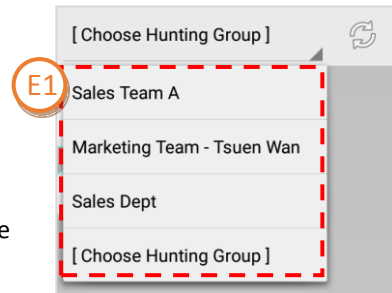
Once you have made any changes, a yellow tool bar will appear at the top of the screen. Tap **SAVE CHANGES** to save, or tap **DISCARD CHANGES** to undo all changes.

E Add/Remove members from Hunt Group


You can choose to add any user to a hunt group or remove users from it.


Add available user to a Hunt Group

By adding a user to a hunt group, he/ she can pick up calls from the pilot number according to the group policy.

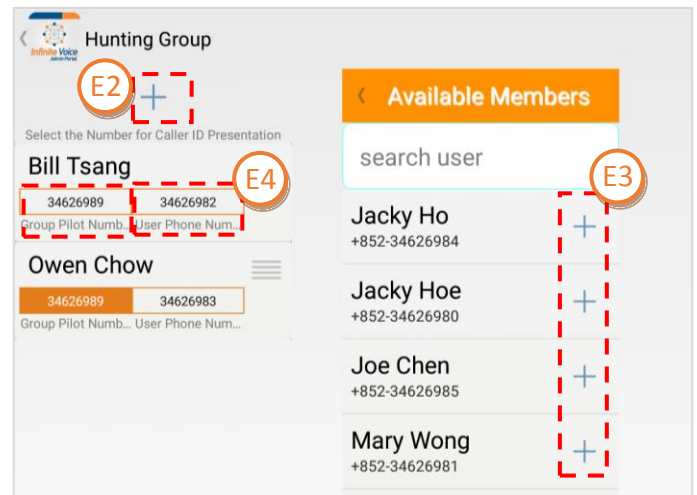


E1) Tap [Choose Hunting Group] on the tool bar to select the target group

E2) Tap  to view the users in the “Available Members” column

E3) Tap  next to the desired user to add them to the members’ name column on the left

E4) The newly added user is now listed in the members’ name column



SPECIAL TIPS

Select the Caller ID for each member

This will become his/her caller display when making a call:

- **Group Pilot Number** – Select if you want the pilot number to become the user’s caller ID
- **User Phone Number** – Select if you want the individual number to become the user’s caller ID


Each user can be a member of more than one hunt group, but he/she can only have one calling identity (either “group pilot number” or “user phone number”)

Tap **SAVE CHANGES**

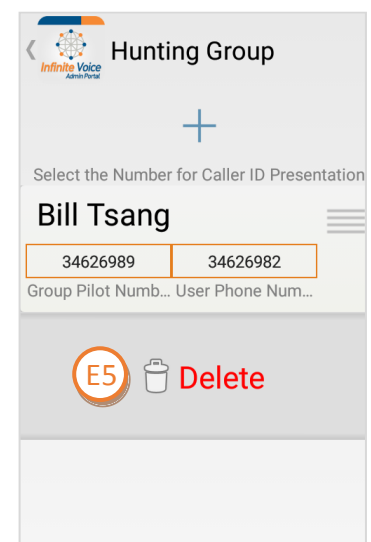
Notes: If different calling identities are selected for the same user in different hunt groups, the last selected identity will be displayed.

Remove assigned user from a Hunt Group

By removing a user from a hunt group, no incoming call from the group pilot number will be automatically directed to him/her.

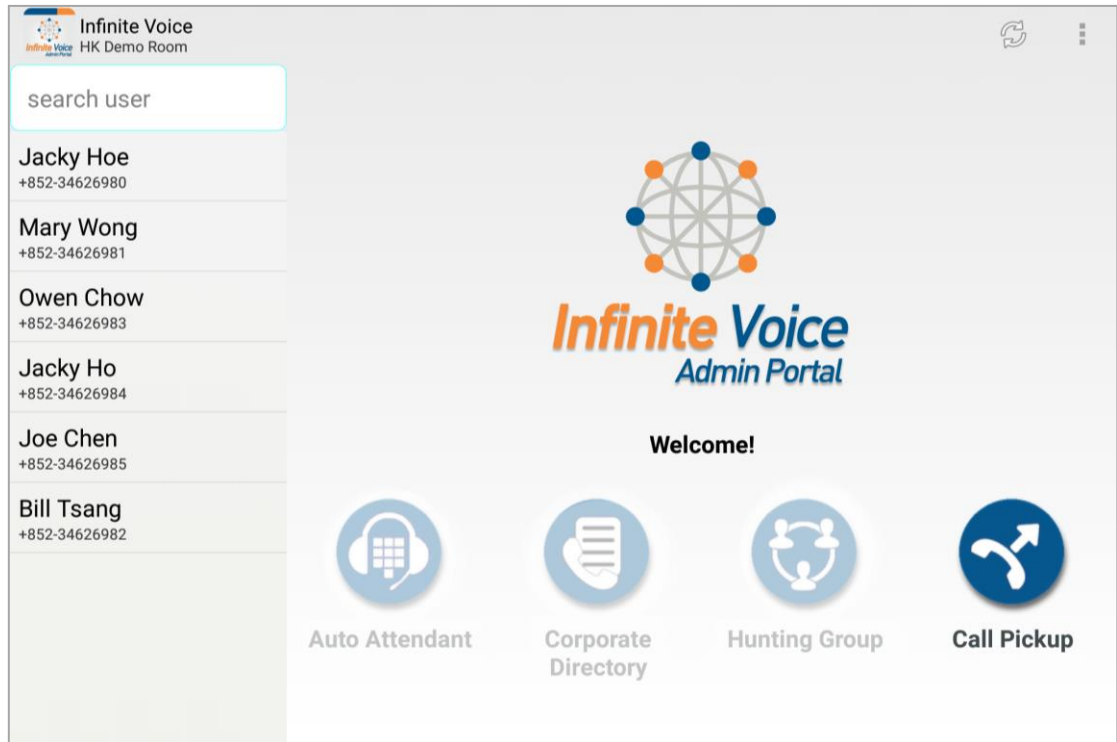
E5) Swipe left or right and tap  **Delete** to remove the target user from the members’ name column on the left

Tap **SAVE CHANGES** to confirm the deletion



4.3 Call Pickup


(Home > Call Pickup)




The Call Pickup feature enables users to answer any call directed to their pickup group. Each user can only belong to one pickup group.

A

Add a Call Pickup group

A1) Tap  to create a new group

A2) Enter a **“Pickup Group Name”** (e.g. Sales Team, Technical Team A)

A3) Tap  next to the desired user under **“Available Members”**

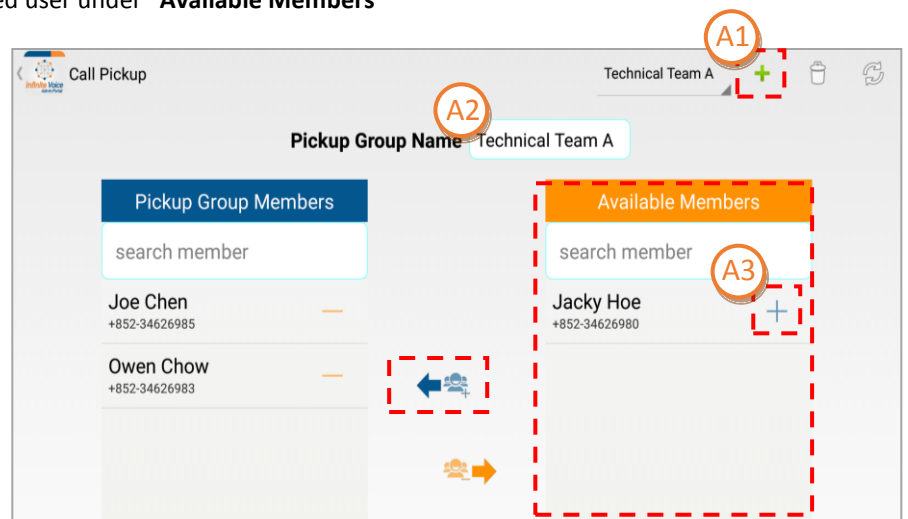
Or,

add all users at once by

tapping 


A4) Tap **SAVE CHANGES**

A5) Repeat steps to create another group



B Remove assigned user from a Call Pickup group

B1) Tap [Choose Call Pickup] on the tool bar to select the relevant group

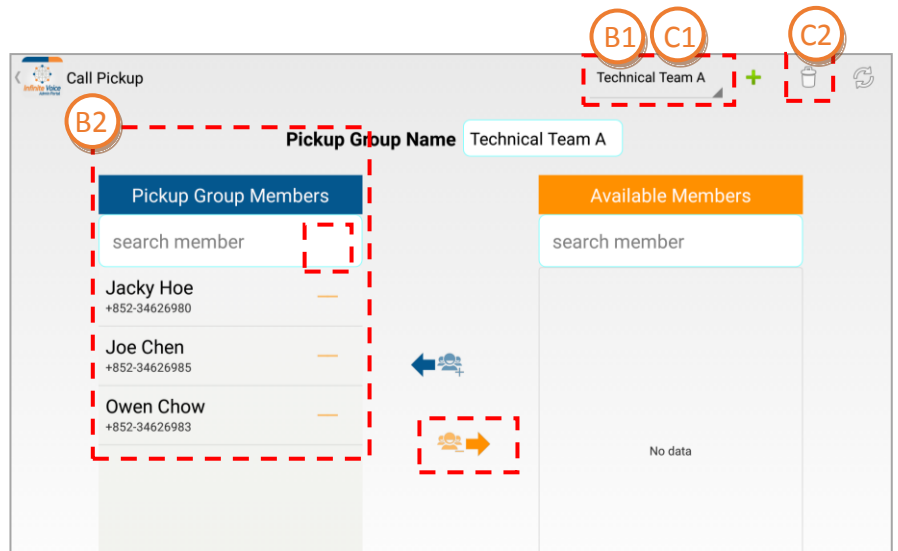
B2) Tap  next to the target user to remove them from the “Pickup Group Members” column

Or,

remove all users at once


by tapping 

B3) Tap **SAVE CHANGES**



C Delete a Call Pickup group

C1) Tap [Choose Call Pickup] on the tool bar to select the target group

C2) Tap  at the top right corner of the screen and then “YES” to confirm the deletion

4.4 Corporate Directory

[\(Home > Corporate Directory\)](#)

Service Coming Soon!

4.5 Auto Attendant

[\(Home > Auto Attendant\)](#)

Service Coming Soon!

Managing User Features

Customise all the phone-based features for individual users under **User Features**. Go to **“Home”** page and tap on the target users in the **User Name Column** on the left to view and change the following feature options:

4.6 Main

The screenshot displays the 'Infinite Voice HK Demo Room' interface. On the left, a 'User Name Column' lists several users. The main area shows the configuration for a selected user, with various features and settings that can be customized. Callouts 4.6.1 through 4.6.9 point to specific elements:

- 4.6.1** points to the user list on the left.
- 4.6.2** points to the 'First Name' and 'Last Name' input fields.
- 4.6.3** points to the 'Language' dropdown menu.
- 4.6.4** points to the 'Reset User Password' button.
- 4.6.5** points to the 'Call Forwarding Always', 'Call Forwarding Busy', and 'Call Forwarding No Answer' sections.
- 4.6.6** points to the 'Business Continuity Plan (BCP)' section.
- 4.6.7** points to the 'Do Not Disturb' and 'Hide Caller ID' sections.
- 4.6.8** points to the 'Call Waiting' and 'Mobility' sections.
- 4.6.9** points to the 'Voicemail' section.

The configuration page includes the following fields and options:

- Home** button and **Save** button.
- First Name**: Mary
- Last Name**: Wong
- Phone Number**: 34626981, **Ext**: 981
- Language**: English
- Reset User Password** button
- Reset Voice Portal Password** button
- Call Forwarding Always**: OFF
- Forward to Phone Number**: [input field]
- Call Forwarding Busy**: OFF
- Forward to Phone Number**: [input field]
- Call Forwarding No Answer**: OFF
- Forward to Phone Number**: [input field]
- Number of Rings**: 5
- Business Continuity Plan (BCP)**: ON
- Forward to Phone Number**: 93174321
- Do Not Disturb**: OFF
- Hide Caller ID**: OFF
- Call Waiting**: ON
- Mobility**: ON
- Phone to Ring**: Office, Mobile, Both (selected)
- Mobile Number**: 67897899
- Voicemail**: ON
- Email a carbon copy of the message to**: maryw.voicemail@abc.com

4.6.1 Search User

- Enter keywords (e.g. name, phone number) in the “**search user**” field to search
- Tap on the relevant user in the user name column
- The user’s basic information and call features will display on the right



4.6.2 Change First Name & Last Name

Configure the user’s first name and last name. This information will also be used for the user’s Calling Line ID.

4.6.3 Language

Language currently supports English only.



4.6.4 Reset Password

- Tap the icon to reset the user password
 MobileOffice Password
 Voicemail Password
- Enter your “**New Password**”, then “**Re-type New Password**” to confirm the change
- Tap “**Apply**” to save change
- Tap “**Save**”

Note: Password must be (1) at least 8 digits; (2) contain at least 1 number; and (3) must not be the same as office phone no.

4.6.5 Call Forwarding

Call Forwarding enables users to redirect calls to a designated phone number automatically.

- Tap to turn “**On**”  or “**Off**”  each of the preference settings below for different occasions:


- **Call Forwarding Always** – Turn **On** to redirect all calls to the designated phone number automatically
- **Call Forwarding Busy** – Turn **On** to redirect incoming calls when the extension is busy and the Call Waiting feature is not activated
- **Call Forwarding No Answer** – Turn **On** to redirect incoming calls when the extension is not answered after a number of rings
Select preferred “**Number of Rings**” (The default number is 3 and the duration is around 2 seconds per ring)

- Tap “**Save**”

Note: Phone number is required in the “**Forward to Phone Number**” field to activate the Call Forwarding feature.


4.6.6 Business Continuity Plan (BCP)

With BCP, calls can be automatically forwarded to a designated number when the extension is unreachable due to power outages, cable disconnections and equipment malfunctions.

- Turn “**On**”  to activate the feature
- Enter the number in the “**Forward to Phone Number**” field
- Tap “**Save**”

Note: It is recommended to enable the Business Continuity Plan (BCP) to avoid missing any calls.

4.6.7 Advanced Call Handling

- a) Tap to turn “On”  or “Off”



each of the feature options below to manage your call handling:

- **Do Not Disturb** – Turn **On** to forward all calls directly to voicemail without phone ringing. If no voicemail is set, the caller will hear a busy tone
- **Hide Caller ID** – Turn **On** to block user’s number from being displayed through Caller ID for outgoing calls
- **Call Waiting** – Turn **On** to allow users who are on a call to receive a call waiting indication when another call is waiting to be answered

- b) Tap “Save”

4.6.8 Mobility

Mobility enhances the flexibility of directing incoming calls to ring on users’ office phone and/or mobile phone, which allows simultaneous ringing to multiple devices.

- a) Turn “On”  to activate the feature

- b) Select Phone(s) to Ring option:

- **Office** – Rings office phone only if the office phone number is called
- **Mobile** – Rings mobile phone only if the office phone number is called

- **Both** – Allows simultaneous ringing to both office and mobile phones if the office number is called


- c) Tap “Save”

Note:

- A mobile number is required for the “**Mobile**” and “**Both**” options to activate.
- It is recommended to enable “**Both**” to avoid missing any calls.

4.6.9 Voicemail

Voicemail allows callers to have their voice messages delivered to a specified email address in the form of an email message with a .wav file attachment.

- a) Turn “On”  to activate the feature
- b) Select the checkbox and enter the designated email address to receive a carbon copy of the message
- c) Tap “Save”

Note: Only available to users upon reserving this feature during registration for Infinite Voice service.

4.7 VIP Ringtone

[\(Home > Users > VIP Ringtone\)](#)

Service coming soon!

4.8 Sequential Ring

(Home > Users > Sequential Ring)

The Sequential Ring feature allows incoming calls to be routed to extensions in a specified order until answered. Enable or disable the ring feature for users within the group and edit the phone numbers included in the Sequential Ring list.

	Phone Number	Answer confirmation required
1		OFF
2		OFF
3		OFF
4		OFF
5		OFF

A Activate the Sequential Ring feature for a user

A1) Select the target user in the user name column on the left

A2) Scroll to the bottom of the user page, and tap

A3) Turn **"On"** ☒ to activate the feature

A4) Select preferred **"Number of rings"** (The default number is 3 and the duration is around 2 seconds per ring)

B Edit the Sequential Ring list

B1) Tap on the **"Phone Number"** field to add numbers, which will be called sequentially when there are incoming calls

B2) Turn **"On"** ☒ to activate the answer confirmation requirement. When this is activated, the called user is required to hit a number on the keypad to answer calls

B3) Tap **"Save"** to save the phone number

B4) Tap **SAVE CHANGES**

Phone Number

Dismiss Save

Note: You can add up to 5 phone numbers to the Sequential Ring list.

4.9 Speed Dial


(Home > Users > Speed Dial)

The Speed Dial feature allows users to quickly dial a number from a list of contacts. Set a maximum of 99 speed dial entries for each user and assign speed codes to the frequently called numbers, creating a custom contact list for each individual.

The screenshot shows the 'Speed Dial' interface. On the left, a list of users is displayed: Jacky Hoe (+852-34626980), Mary Wong (+852-34626981), Owen Chow (+852-34626983), and Jacky Ho (+852-34626984). The 'Mary Wong' user is selected. The main area is titled 'Speed Dial' and contains a 'search speed code' bar. Below this is a list of speed codes with columns for the code, description, and phone number. A red dashed box highlights the list, with a label 'Speed code column' pointing to it. To the right of the list are two sections: 'ADDING A SPEED CODE' (labeled A) and 'EDITING THE SPEED CODE' (labeled B). The 'ADDING A SPEED CODE' section has fields for 'Speed Code' (05), 'Description' (Partner AA), and 'Phone Number' (93334321), with an 'ADD' button. The 'EDITING THE SPEED CODE' section has fields for 'Speed Code', 'Description', and 'Phone Number' (with a 'required' warning), and a 'SAVE' button.

Speed Code	Description	Phone Number
00	28008000 ABC Bank	
01	21123456 Building management office	
02	33665465 Network supplier	
03	39882345 KK Express	
04	34561233 Supplier ABC	
06	35557777 Partner B	

A Add a new entry

- Select the target user in the user name column on the left
- Scroll to the bottom of the user page, and tap 
- Enter the **"Description"** (e.g. ABC Bank, Partner AA) and **"Phone Number"** of the entry under the **"ADDING A SPEED CODE"** section
- A speed code is automatically assigned in numerical order
Or, select any of the available speed codes from 00 to 99
- Tap **"ADD"**

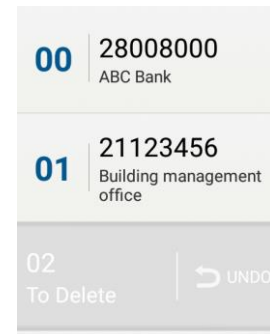
B Modify existing entry

- Select the target entry in the speed code column
- Edit features under the **"EDITING THE SPEED CODE"** section
- Tap **"SAVE"**



Delete existing entry

- a) Swipe left or right to delete the target entry in the speed code column
Or, tap **“UNDO”** to bring back the deleted entry
- b) Once you have done the swipe-to-delete action, a yellow bar will appear at the top of the screen.
Tap **CONFIRM DELETIONS** to confirm, or tap **DISCARD CHANGES** to discard the deletion

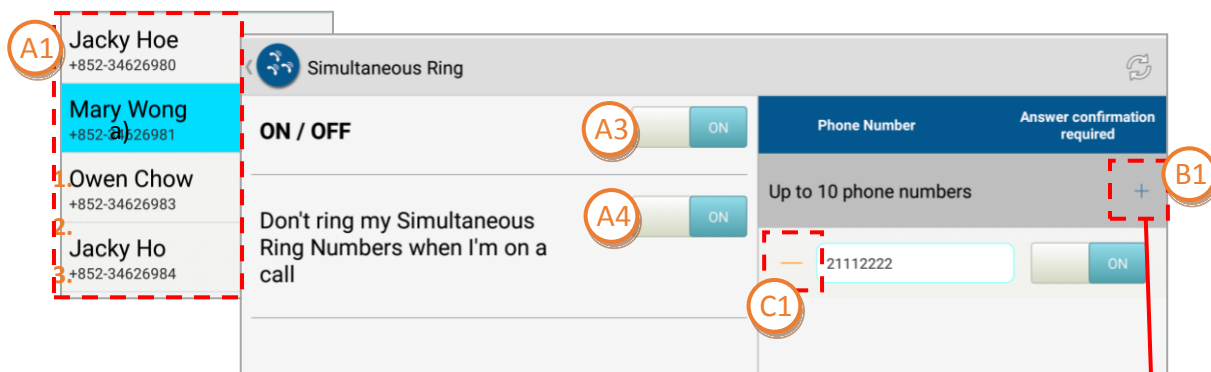


Note: To place a call, simply press the key of the Speed Dialling Prefix (#) and the designated speed code.

4.10 Simultaneous Ring

(Home > Users > Simultaneous Ring)

The Simultaneous Ring feature enables incoming calls to ring multiple phones simultaneously. Activate the ring feature for users and edit the phone numbers included in the Simultaneous Ring list.



A Activate the Simultaneous Ring feature for a user


A1) Select the target user in the user name column on the left

A2) Scroll to the bottom of the user page, and tap

A3) Turn **"On"** to activate the feature

A4) Turn **"On"** to disable simultaneous ringing when the user is on call

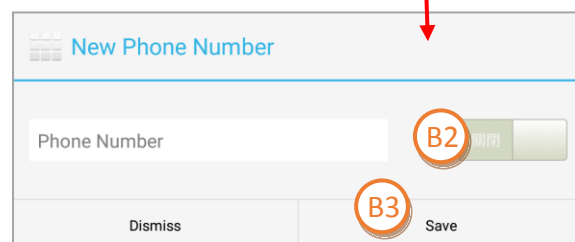
B Add number to the Simultaneous Ring list

B1) Tap  to add the phone numbers which will be called simultaneously when there are incoming calls


B2) Turn **"On"** to activate the answer confirmation requirement. When this is activated, the called user is required to hit a number on the keypad to answer calls

B3) Tap **"Save"** to save the phone number

B4) Tap **SAVE CHANGES**



C Delete number from the Simultaneous Ring list

C1) Tap  to delete the target phone number

C2) Tap **SAVE CHANGES** to confirm the deletion

Note: You can add up to 10 phone numbers to the Simultaneous Ring list.


4.11 Keyline Operation


(Home > Users > Keyline Operation)

The Keyline Operation feature allows users to view the call status of other extensions within the hunt group. Configure the operation list for each user, so that they can view the call status of the assigned users and perform call transfer and call pickup via the operator.

A Add available user to the Keyline Operation list

A1) Select the target user in the user name column on the left

A2) Scroll to the bottom of the user page, and 

A3)  next to the desired user under “Available Users”

Or,

add all users at once by

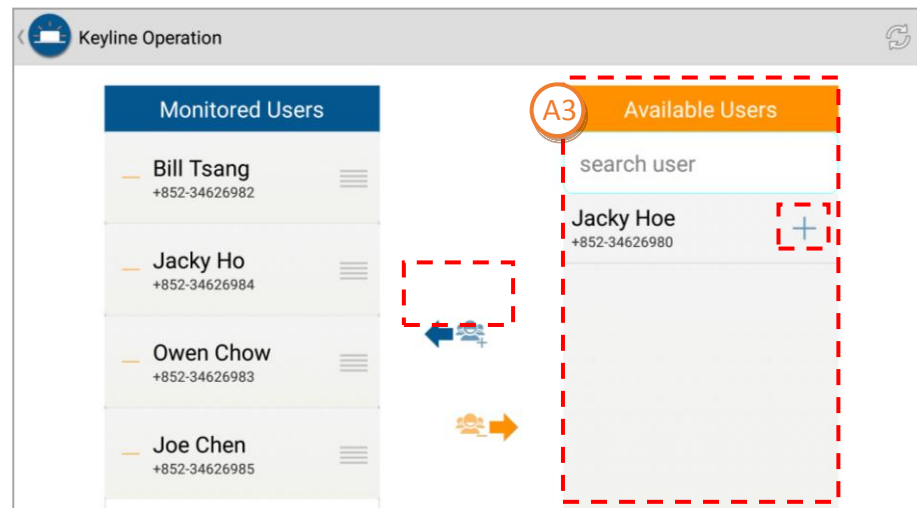
tapping 

A4) Tap **SAVE CHANGES**


A1 Mary Wong
+852-34626981

Owen Chow
+852-34626983

Jacky Ho
+852-34626984



B Remove assigned user from the Keyline Operation list

B1) Tap  next to the

target user to remove


them from the

“Monitored Users”

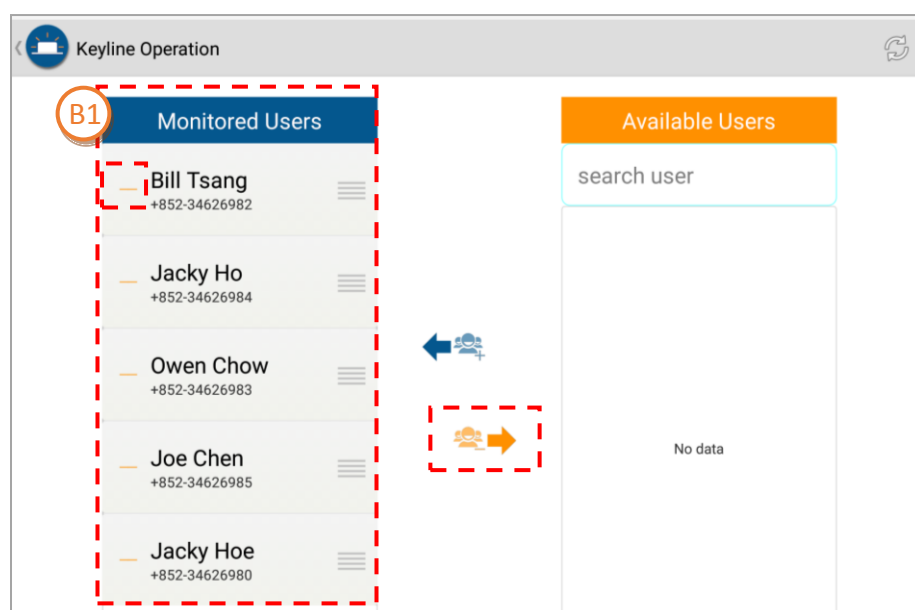
column

Or,

remove all users at once


by tapping 

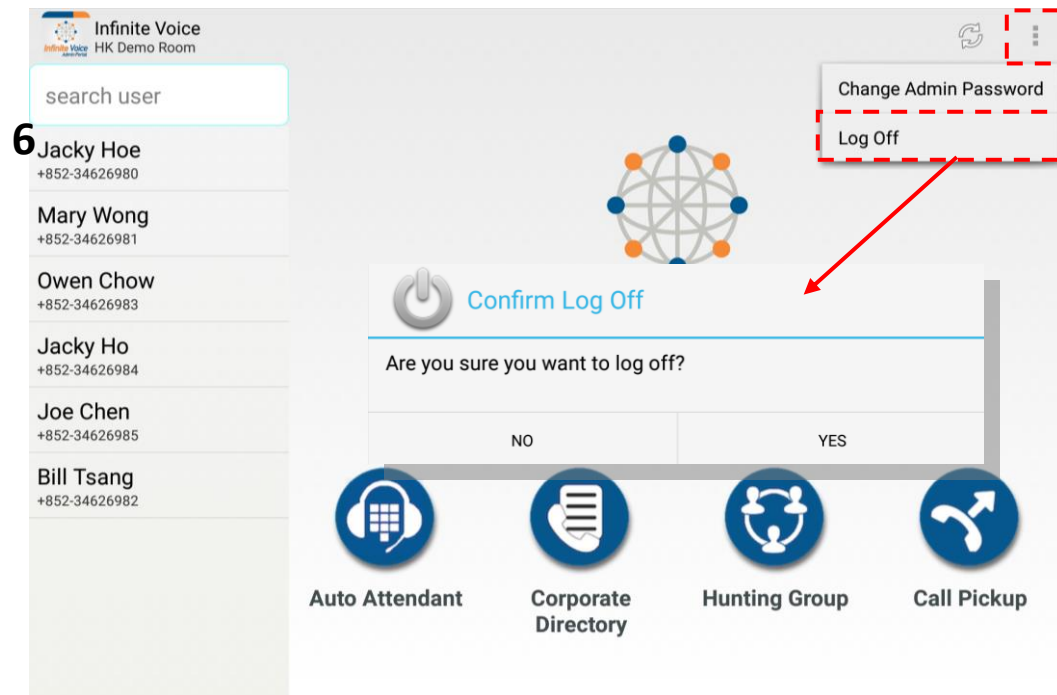
B2) Tap **SAVE CHANGES**



5 Log Off

Always log off from the Infinite Voice Admin Portal after use to prevent unauthorised access.

- Tap  at the top right corner of the tool bar on the home page
- Tap **“Log Off”** and **“YES”** to confirm



6 Support

If you have any questions about using the Infinite Voice Admin Portal, please contact your dedicated Account Manager or call Customer Service Hotline at **128 180**.