

# Infinite Voice

## Admin Portal User Guide

Web Version

May 2017



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# 1 Welcome

HKBN Infinite Voice Admin Portal (Web 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 at their computers.

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.

## 2 Log into Infinite Voice Admin Portal

To log into the Infinite Voice Admin Portal:

- a) Launch your web browser and access the web portal at <https://www.hkbninfi.net/ivadmin>
- 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) Click **"Log In"**

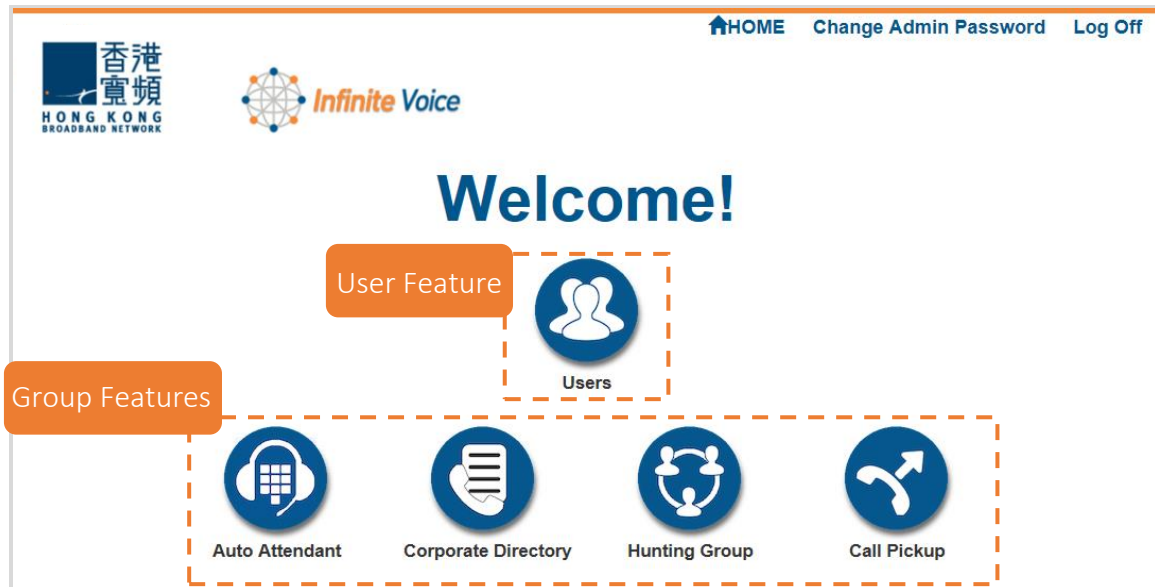


The screenshot shows the login interface of the Infinite Voice Admin Portal. At the top, there are two logos: the Hong Kong Broadband Network logo (with Chinese characters '香港寬頻' and 'HONG KONG BROADBAND NETWORK') and the Infinite Voice logo (with a globe icon and the text 'Infinite Voice'). Below the logos, there are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember Password'. At the bottom of the form is a large blue button labeled 'Log In'.

**Note:** Auto logout if idle for 30 minutes.

### 3 The Main Menu

After successful login, you can manage the four corporate telephony **Group Features**. You can also change or update settings for each user through **User Feature**.



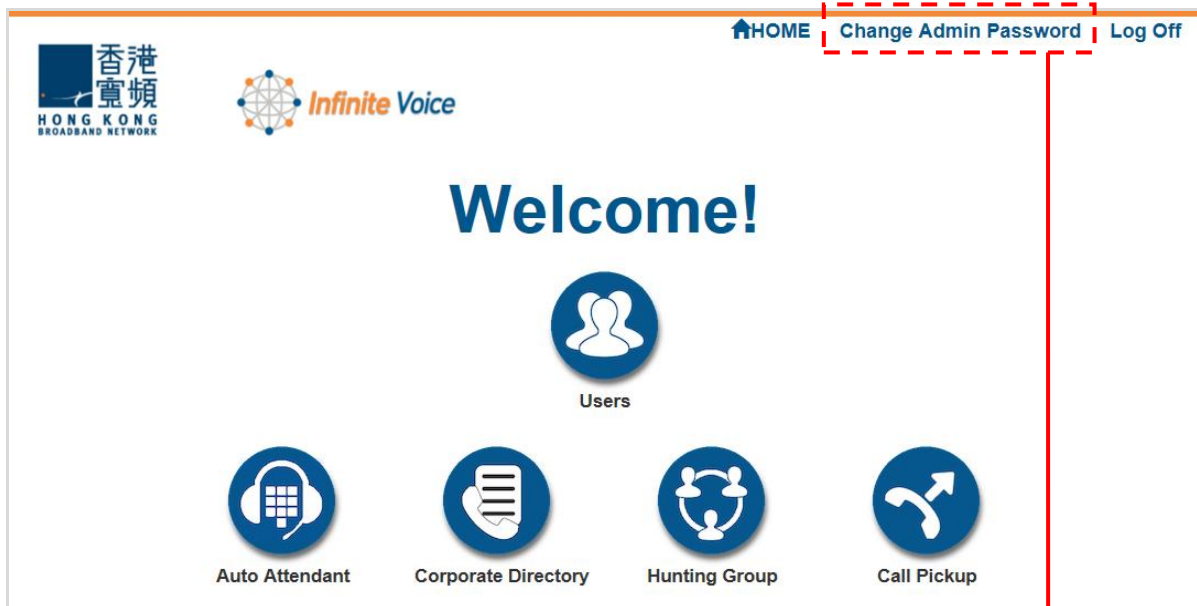
#### Group Features include:

- **Auto Attendant** – Enables the automatic transfer of incoming calls to 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 simultaneously directed to other lines

## 3.1 Change Admin Password

To change the Admin Portal Password:

- Click “Change Admin Password”
- Enter your “New Password”, then “Re-type New Password” to confirm the change
- Click “Apply” to save change



**New Password**

**Re-type New Password**

**Apply**

**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

## 3.2 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 below:

The screenshot shows the 'Hunting Group' configuration page. On the left, a sidebar titled 'Hunt Group Name' contains a search bar and a list of groups. Callout box A1 points to the 'Marketing Team - Tsuen Wan' entry in the list. The main area on the right contains various configuration fields. Callout box A2 points to the 'Group Name' field, which is set to 'Marketing Team - Tsuen Wan'. Callout box A3 points to the 'Calling Line ID Name' field, which has two options: 'Marketing' and 'Team A'. Other fields include 'Group Pilot Number' (34626989), 'Extension Number' (989), 'Language' (English), 'Group Policy' (Circular, Regular, Simultaneous), 'Skip to next user' (toggle), 'After Number of Rings' (5), 'Allow Call Waiting on Users' (toggle), 'No Answer Setting for the Hunting Group' (toggle), 'Call Forward (Skip All Users)' (toggle), 'Forward to Phone Number' (\*4598765432), 'Business Continuity Plan (BCP)' (toggle), 'Forward to Phone Number' (97209814), 'Group Pilot Number Voicemail' (toggle), and a checkbox for 'Email a carbon copy of the message to' with the email address 'abc.voicemail@abc.com'.

### A Select and rename Hunt Group

A1) Click on the target group under “Hunt Group Name”

- 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

Click to turn **“On”**  or **“Off”**  the preference settings below to manage 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 **“After Number of Rings”** field (The default number is 3 and the duration is around 6 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.



## E Add/Remove members from Hunt Group

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

Click on the target group under “**Hunt Group Name**” and scroll to the bottom of the page to view and add/remove members.

Hunt Group Name
Search Group Name <input type="text"/>
Marketing Team - Tsuen Wan
Sales Dept
Sales Team A

### 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) Select the desired user under “**Available Members**”, and click

Add ➤

Or,

add all users at once

by clicking

Add All ➤➤

E2) The newly added user

is now listed under

“**Assigned Members**”

The screenshot shows the Hunt Group management interface. On the left, the 'Available Members' section has a search bar and a list of users: Jacky Ho, +852-34626984; Jacky Hoe, +852-34626980; Joe Chen, +852-34626985; and Mary Wong, +852-34626981. A red dashed box highlights the 'Add ➤' button, and a red dashed box highlights the 'Add All ➤➤' button. A red dashed box highlights the 'Remove' button. A red dashed box highlights the 'Add All ➤➤' button. A red dashed box highlights the 'Remove All' button. A red dashed box highlights the 'Save' button. A red dashed box highlights the 'Cancel' button. On the right, the 'Assigned Members' section has a search bar and a list of users. A red dashed box highlights the 'Tsang' user, showing their 'Group Pilot Number' (34626989) and 'User Phone Number' (34626982). A red dashed box highlights the 'Owen Chow' user, showing their 'Group Pilot Number' (34626989) and 'User Phone Number' (34626983). A red dashed box highlights the 'Save' button. A red dashed box highlights the 'Cancel' button.



### 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**”)

E3) Click “**Save**”

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.

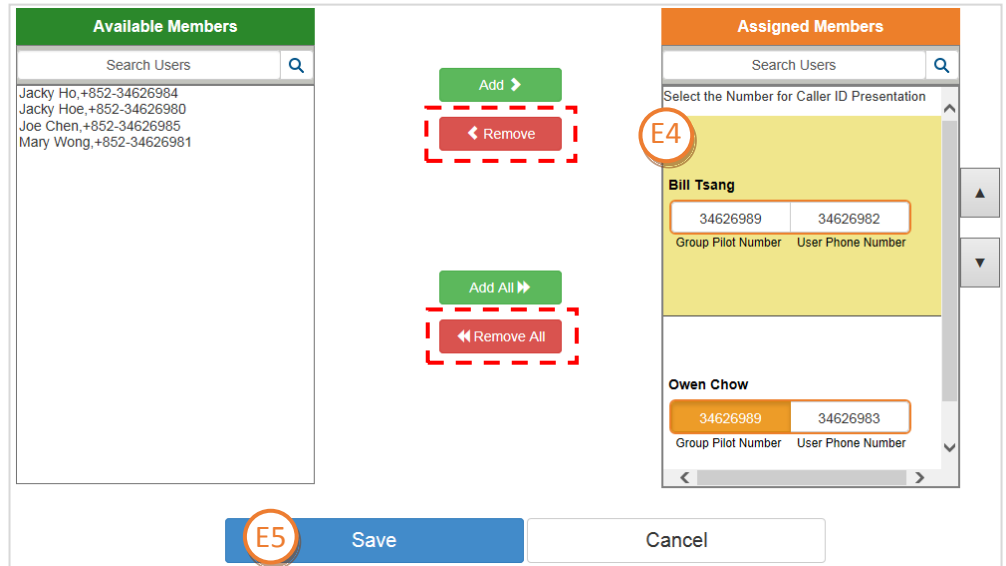
E4) Select the target user under **"Assigned Members"**, and click 

Or,

remove all users at once by

clicking 

E5) Click **"Save"**



The screenshot displays the Hunt Group configuration interface. It is divided into two main panels: **Available Members** (green header) and **Assigned Members** (orange header). The **Available Members** panel contains a search bar and a list of users: Jacky Ho, +852-34626984; Jacky Hoe, +852-34626980; Joe Chen, +852-34626985; and Mary Wong, +852-34626981. The **Assigned Members** panel features a search bar, a dropdown for "Select the Number for Caller ID Presentation", and a list of assigned users. Two users are visible: **Bill Tsang** and **Owen Chow**, each with fields for "Group Pilot Number" and "User Phone Number". A red dashed box highlights the **Remove** button in the **Assigned Members** panel, with a red circle labeled **E4** next to it. Another red dashed box highlights the **Remove All** button in the **Assigned Members** panel. At the bottom, a blue **Save** button is highlighted with a red circle labeled **E5**, and a **Cancel** button is also present.

## 3.3 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) Enter a **"Pickup Group Name"** (e.g. Sales Team, Technical Team A)

A2) Select the desired user under **"Available Members"**, and click

**"Add >"**

Or,

add all users at once by clicking **"Add All >>"**

A3) Click **"Save"**

A4) Click **"Add"** and repeat steps to create another group

### B Remove assigned user from a Call Pickup group

B1) Click on the relevant group under **"Pickup Group Name"**

B2) Select the target user under **"Pickup Group Members"**, and click

**"Remove <"**

Or,

remove all users at once by clicking **"Remove All <<"**

B3) Click **"Save"**

### C Delete a Call Pickup group

C1) Select the target group under **"Pickup Group Name"**

C2) Click **"Delete"** and then **"OK"** to confirm

## 3.4 Corporate Directory

(Home > Corporate Directory)

Service Coming Soon!

## 3.5 Auto Attendant

(Home > Auto Attendant)

Service Coming Soon!

# Managing User Features

Customise all the phone-based features for individual users on the **Users** page. Go to **“Home”** page and click **“Users”** to view and change the following options:

## 3.6 Main

(Home > Users)

### Users

3.6.1

Users Name

Search User

Jacky Hoe,+852-34626980

Mary Wong,+852-34626981

Owen Chow,+852-34626983

Jacky Ho,+852-34626984

Joe Chen,+852-34626985

Bill Tsang,+852-34626982

Main

VIP Ringtone

Sequential Ring

Speed Dial

Simultaneous Ring

Keyline Operation

34626981

3.6.2

First Name :

Mary

Last Name :

Wong

Phone Number :

34626981

Ext :

981

Language :

English

3.6.4

Reset User Password

Reset Voice Portal Password

3.6.5

Call Forwarding Always

Forward to Phone Number :

Call Forwarding Busy

Forward to Phone Number :

Call Forwarding No Answer

Forward to Phone Number :

Number of Rings :

5

3.6.6

Business Continuity Plan (BCP)

Forward to Phone Number :

93174321

3.6.7

Do Not Disturb

Hide Caller ID

Call Waiting

3.6.8

Mobility

Phone to Ring

Office

Mobile

Both

Mobile Number :

67897899

3.6.9

Voice mail

Email a carbon copy of the message to :

maryw.voicemail@abc.com

Save

14

### 3.6.1 Search User

- Enter keywords (e.g. name, phone number) in the **"Search User"** field to search
- Click on the relevant user under **"Users Name"**
- The user's basic information and call features will display on the right

### 3.6.2 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.

### 3.6.3 Language

Language currently supports English only

### 3.6.4 Reset Password

- Click the icon to reset the user password



: MobileOffice Password



: Voicemail Password

- Enter your **"New Password"**, then **"Re-type New Password"** to confirm the change
- Click **"Apply"** to save changes

**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.

### 3.6.5 Call Forwarding

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

- Click 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 6 seconds per ring)
- b) Click **"Save"**

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

### 3.6.6 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
- Click **"Save"**

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


### 3.6.7 Advanced Call Handling

- Click 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) Click **"Save"**


### 3.6.8 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 phone if the office number is called
- c) Click **"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.

- 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) Click **"Save"**

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

### 3.6.9 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.



## 3.7 VIP Ringtone

(Home > Users > VIP Ringtone)

Service coming soon!

## 3.8 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.

The screenshot shows the 'Users' management page with the 'Sequential Ring' tab selected. On the left, a 'Users Name' list contains several users, with 'Mary Wong, +852-34626981' highlighted. Callout A1 points to this list. In the center, the 'Set Sequential Ring as Active' section has a toggle switch (callout A2) and a 'Number of rings' dropdown set to 5 (callout A3). Below this is a table with 5 rows for adding phone numbers. The first row has '21232123' entered (callout B1) and the 'Answer Confirmation required' checkbox is checked (callout B2). At the bottom right, a 'Save' button is highlighted with callout B3.

Phone	Phone Number	Answer Confirmation required
1	21232123	<input checked="" type="checkbox"/>
2		<input type="checkbox"/>
3		<input type="checkbox"/>
4		<input type="checkbox"/>
5		<input type="checkbox"/>

### A Activate the Sequential Ring feature for a user

A1) Click on the relevant user under “Users Name”

A2) Turn “On”  to activate the feature

A3) Select preferred “Number of rings” (The default number is 3 and the duration is around 6 seconds per ring)

### B Edit the Sequential Ring list

B1) Enter numbers in the “Phone Number” field, which will be called sequentially when there are incoming calls

B2) Select checkbox to activate the answer confirmation requirement. When this is activated, the called user is required to hit any number on the keypad to answer calls

B3) Click “Save”

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

# 3.9 Speed Dial

(Home > Users > Speed Dial)

The Speed Dial feature allows users to quickly dial a number from a list of contacts. Set up to 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.

## A Add a new entry

A1) Click on a user

under “Users Name”

A2) Enter the

“Description” (e.g. ABC

Bank, Partner AA) and

“Phone Number”

A3) A speed code is

automatically assigned

in numerical order.

Or, select any of the

available speed codes from 00 to 99

A4) Click “Save”

A5) Click “Add New Entry” and repeat steps to create another entry

## B Modify/Delete existing entry

B1) Click on a user under “Users Name”

B2) Select the target

entry under “Speed

Code”

B3) Edit features and

click “Save”.

Or, click “Delete” and

then “OK” to confirm

the deletion

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

## 3.10 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.

The screenshot shows the 'Users' management interface with the 'Simultaneous Ring' tab selected. A search bar (A1) is used to find a user. The user '34626981' is selected, and their settings are shown in a table. The table has columns for 'Phone' (1-10), 'Phone Number', and 'Answer Confirmation required'. Callout A2 points to the 'Set Simultaneous Ringing as Active' and 'Don't ring the simultaneous numbers when I'm on call' toggles. Callout B1 points to the 'Phone Number' input field for phone 1. Callout B2 points to the 'Answer Confirmation required' checkbox for phone 1. Callout B3 points to the 'Save' button at the bottom.

Phone	Phone Number	Answer Confirmation required
1	21112222	<input checked="" type="checkbox"/>
2		<input type="checkbox"/>
3		<input type="checkbox"/>
4		<input type="checkbox"/>
5		<input type="checkbox"/>
6		<input type="checkbox"/>
7		<input type="checkbox"/>
8		<input type="checkbox"/>
9		<input type="checkbox"/>
10		<input type="checkbox"/>

### A Activate the Simultaneous Ring feature for a user

A1) Click on the relevant user under “Users Name”

A2) Click to turn “On”  or “Off”  each of the feature options:

- Set Simultaneous Ringing as Active – Turn On to activate the feature
- Don't ring the simultaneous numbers when I'm on call – Turn On to activate the feature

### B Edit the Simultaneous Ring list

B1) Enter numbers in the “Phone Number” field, which will be called simultaneously when there are incoming calls

B2) Select checkbox to activate the answer confirmation requirement. When this is activated, the called user is required to hit any number on the keypad to answer calls

B3) Click “Save”

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

## 3.11 Keyline Operation

(Home > Users > Keyline Operation)

The Keyline Operation feature allows users to view the call status of other extensions within the hunting 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) Click on the relevant

user under “Users Name”

A2) Select the desired

user under “Available Users”

and click

Add ➤

Or,

add all users at once by

clicking

Add All ➤➤

A3) Click “Save”

Users

Main VIP Ringtone Sequential Ring Speed Dial Simultaneous Ring Keyline Operation

34626981

Users Name

Search User

Jacky Hoe, +852-34626980  
Mary Wong, +852-34626981  
Owen Chow, +852-34626983  
Jacky Ho, +852-34626984  
Joe Chen, +852-34626985  
Bill Tsang, +852-34626982

Available Users

Search Users

Bill Tsang, +852-34626982  
Jacky Ho, +852-34626981  
Jacky Hoe, +852-34626980  
Joe Chen, +852-34626985  
Owen Chow, +852-34626983

Add ➤

Remove

Add All ➤➤

Remove All

Monitored Users

Search Users

Save

### B Remove assigned user from the Keyline Operation list

B1) Click on the

relevant user under

“Users Name”

B2) Select the target

user under “Monitored

Users” and click

Remove

Or,

remove all users at once

by clicking

Remove All

B3) Click “Save”

Users

Main VIP Ringtone Sequential Ring Speed Dial Simultaneous Ring Keyline Operation

34626981

Users Name

Search User

Jacky Hoe, +852-34626980  
Mary Wong, +852-34626981  
Owen Chow, +852-34626983  
Jacky Ho, +852-34626984  
Joe Chen, +852-34626985  
Bill Tsang, +852-34626982

Available Users

Search Users

Joe Chen, +852-34626985

Add ➤

Remove

Add All ➤➤

Remove All

Monitored Users

Search Users

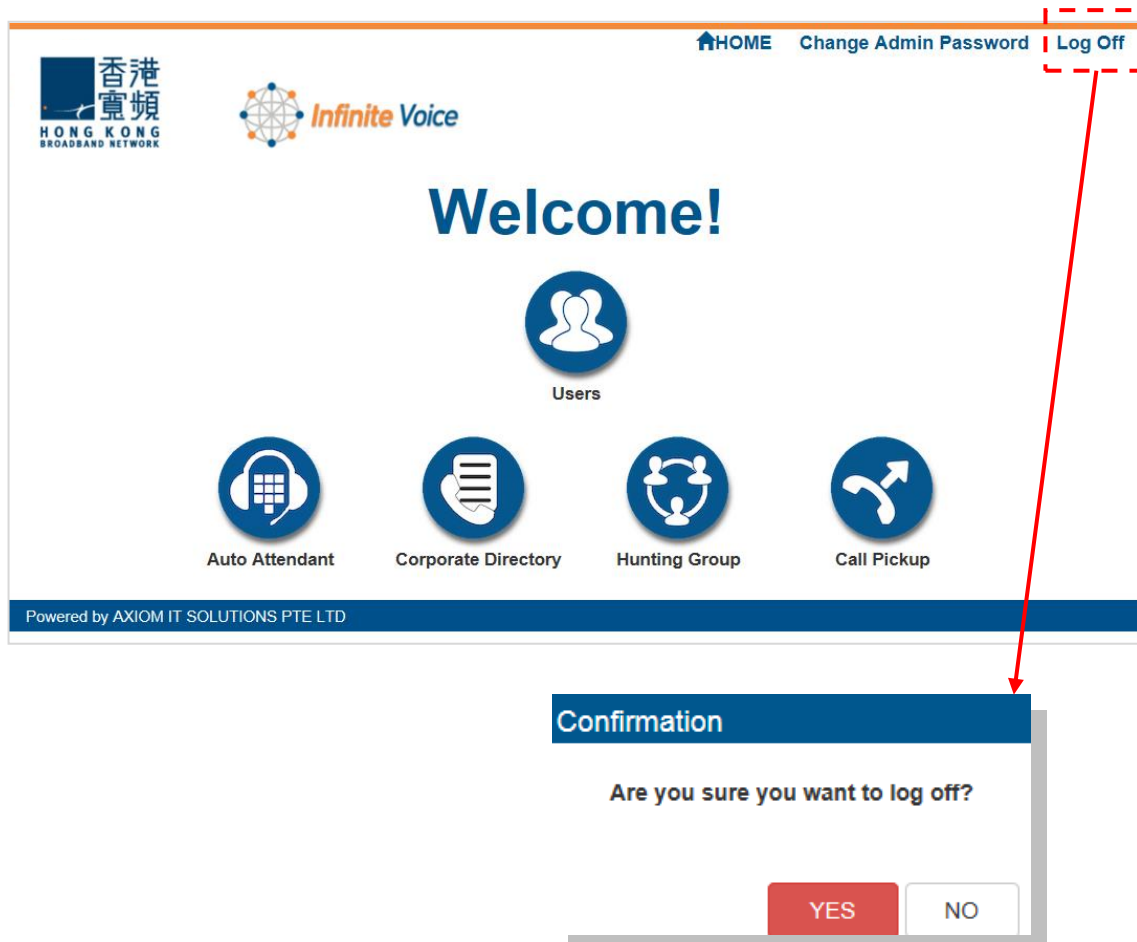
Bill Tsang, +852-34626982  
Jacky Hoe, +852-34626980  
Owen Chow, +852-34626983  
Jacky Ho, +852-34626984

Save

## 4 Log Off

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

- a) Click “Log Off” at the top right corner of the screen
- b) Click “YES” to confirm



## 5 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**.