User Guide
(iPhone Version)

Infinite Voice – MobileOffice Plus

Dec 2016

Table of Contents

1 MobileOffice Plus Overview 3
2 Download MobileOffice Plus App 3
3 Sign in to your account 4
4 Forgot Password 4
5 User Portal 5
5.1 Change User Password 6
5.2 Change Voice Mail Password 6
6 Language Settings 7
7 Register Mobile Number 8
8 Configure Mobility 9
9 Internet Call Mode and Mobile Call Mode 11
9.1 Internet Call Mode 11
9.2 Mobile Call Mode 12
9.3 Quick Comparison 12
10 Placing a Call 13
10.1 Internet Call Mode 13
10.2 Mobile Call Mode 13
11 Placing a Call with Office Number 14
12 Call Voicemail 15
13 Call Pull 15
14 Call Forwarding 16
14.1 Call Forwarding – Not Reachable 16
14.2 Call Forwarding – Busy 16
14.3 Call Forwarding – Always 17
14.4 Call Forwarding – No Answer 17
15 Do Not Disturb 18
16 Hide Number 18
17 Browsing Call History 19
18 Searching for Contacts 19
19 Answer Confirmation 20
20 Call Transfer and Three-way Conference 20
20.1 Internet Call Mode 20
20.2 Mobile Call Mode 22

21 Calling HK from Overseas 23
21.1 Internet Call Mode 23
21.2 Mobile Call Mode 23
22 Calling Abroad from Overseas 25
22.1 Internet Call Mode 25
22.2 Mobile Call Mode 25
23 Sign Out 26
24 Error Message 27
25 Troubleshooting 27

1 MobileOffice Plus Overview

MobileOffice Plus is a simple and advanced application that enables you to make and receive calls (via either local mobile or internet networks) using your business identity over your Smartphone. Once installed, you can perform the following functions through the MobileOffice Plus app:

- Make and receive calls over either local mobile or internet (eg. mobile data, Wi-Fi) networks presenting your office phone number
- Access call history for all call activities linked to your business line (both mobile and fixed)
- Search for contacts in your local phone directory
- Set up call features such as Call Forwarding, Do Not Disturb, Hide Number, Mobility, etc.
- Alleviate roaming charges by choosing ***"Internet Call"*** or ***"Mobile Call"*** >> ***Office No (Call Back)*** feature when you are travelling outside your calling area

Tips:

- *A data connection is required for your mobile device to set up outbound calls (under "Mobile Call" mode), set up call features, access call history, search for contacts and use VoIP call (under "Internet Call" mode).*
- *For having phone conversations under "Mobile Call" mode, only GSM network (calling minutes) is required without any data usage.*
- *We recommend always using "Mobile Call" mode unless users want to use VoIP calls (internet calling)*

2 Download MobileOffice Plus App

The latest iOS version of MobileOffice Plus for mobile devices is available on App Store *(Supports English, Traditional and Simplified Chinese)*

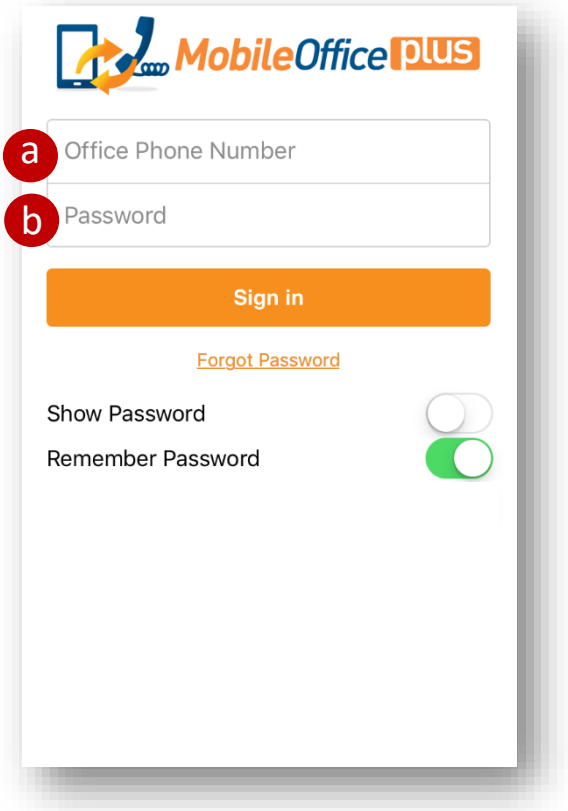
1. Type the keyword "**HKBN MobileOffice Plus**" on App Store of your iPhone
2. Select and tap "**GET**", then "**INSTALL**" to install

3 Sign in to your account

1. Once installed, tap the icon on your iPhone screen to launch the app
2. Accept the End-User License Agreement
3. The Login page will be shown automatically. Enter the following information:

   a. **Office Phone Number:** Your Infinite Voice phone number (e.g. 39998000)

   b. **Password:** Please refer to your Service Notification email for your password details ***(Please change your password on*** *https://iv.hkbnes.net/user* ***for enhanced security)***
4. Click "**Sign in**"



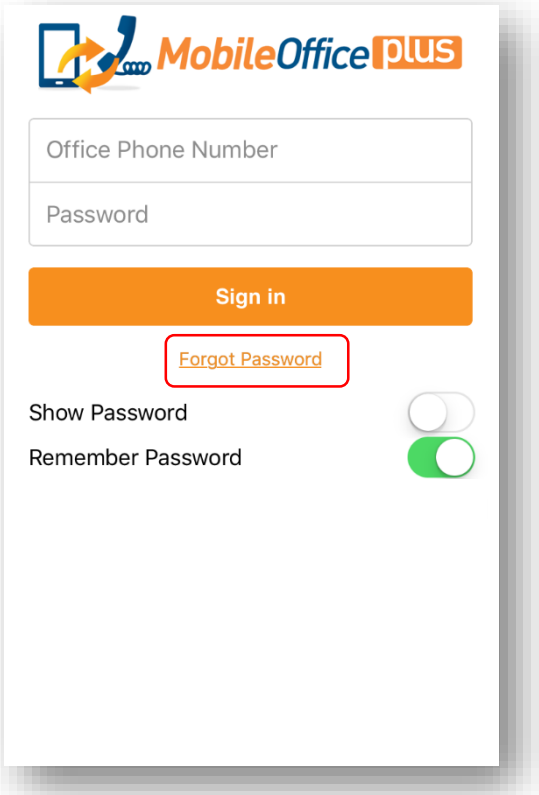
Tips:

- *Password rule: (1) At least 8 digits; (2) Contains at least 1 number; (3) Must not be the same as Office Phone Number.*

4 Forgot Password

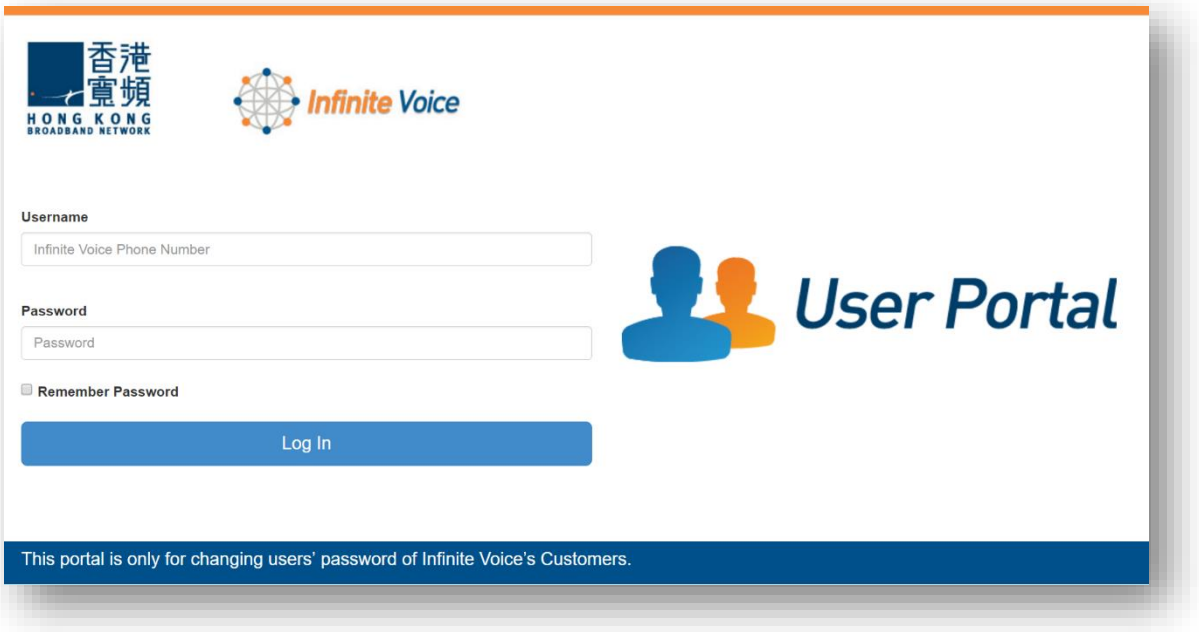
If you forget your password for MobileOffice Plus, you can press "**Forgot Password**" on the login page and be directed to a "Password Reset Form"

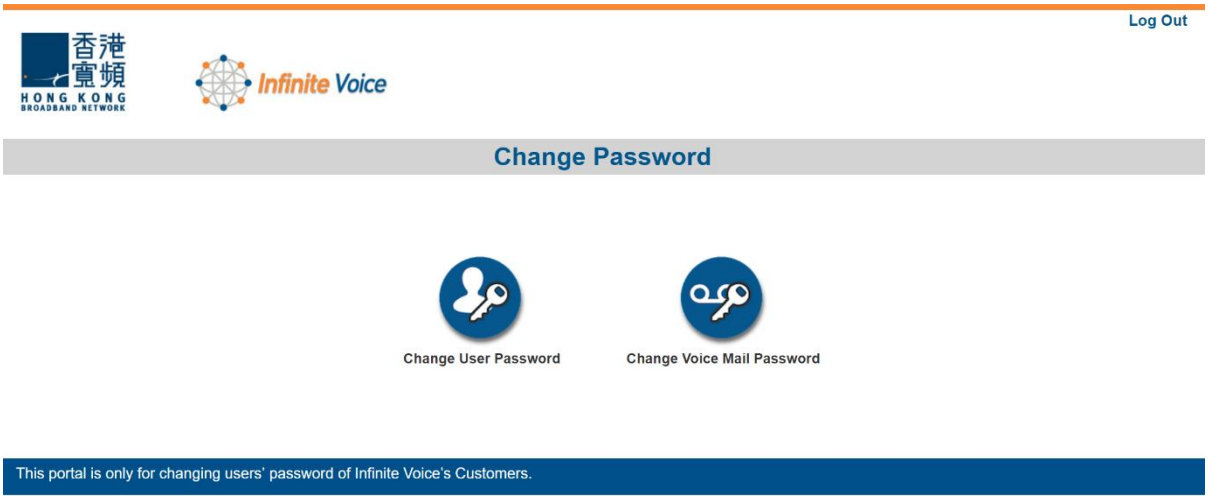
Please complete the form and return by fax to **3999 7800** to reset your password.



5 User Portal

Users can log into Infinite Voice User Portal (*https://iv.hkbnes.net/user*) with the same set of login information of the App to **1)** change user password, and **2)** change voice mail password.

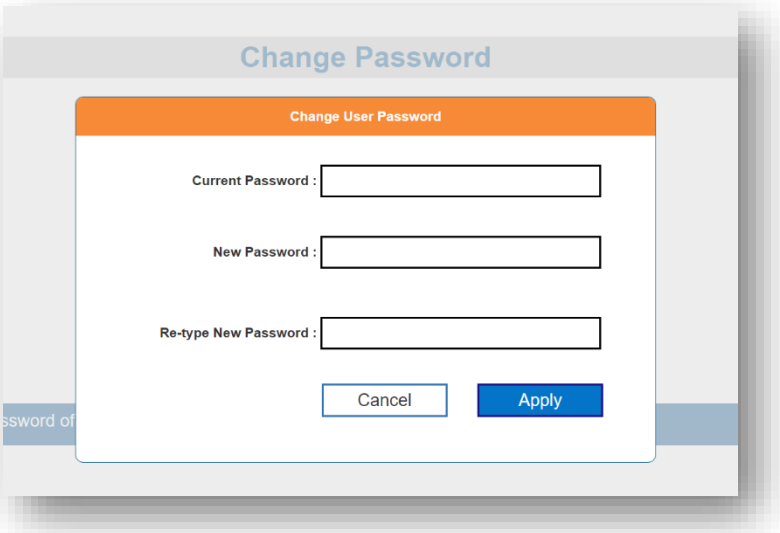




5.1 Change User Password

- Click “Change User Password”
- Enter your current password and new password.
- Re-type the new password then click “Apply”.

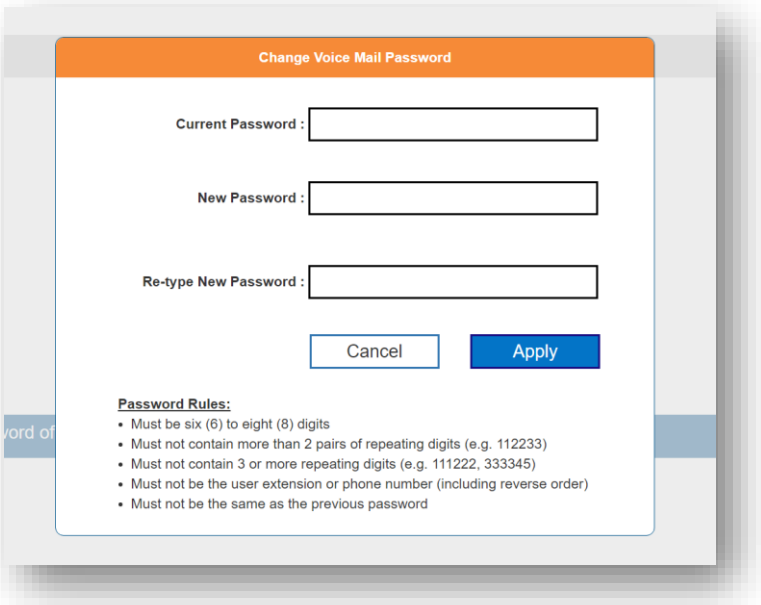
Upon successful change, a pop-up box will appear to confirm such a password change.



5.2 Change Voice Mail Password

- Click “Change Voice Mail Password”
- Enter your current password and new password following the Password Rules at the bottom.
- Re-type the new password then click “Apply”.

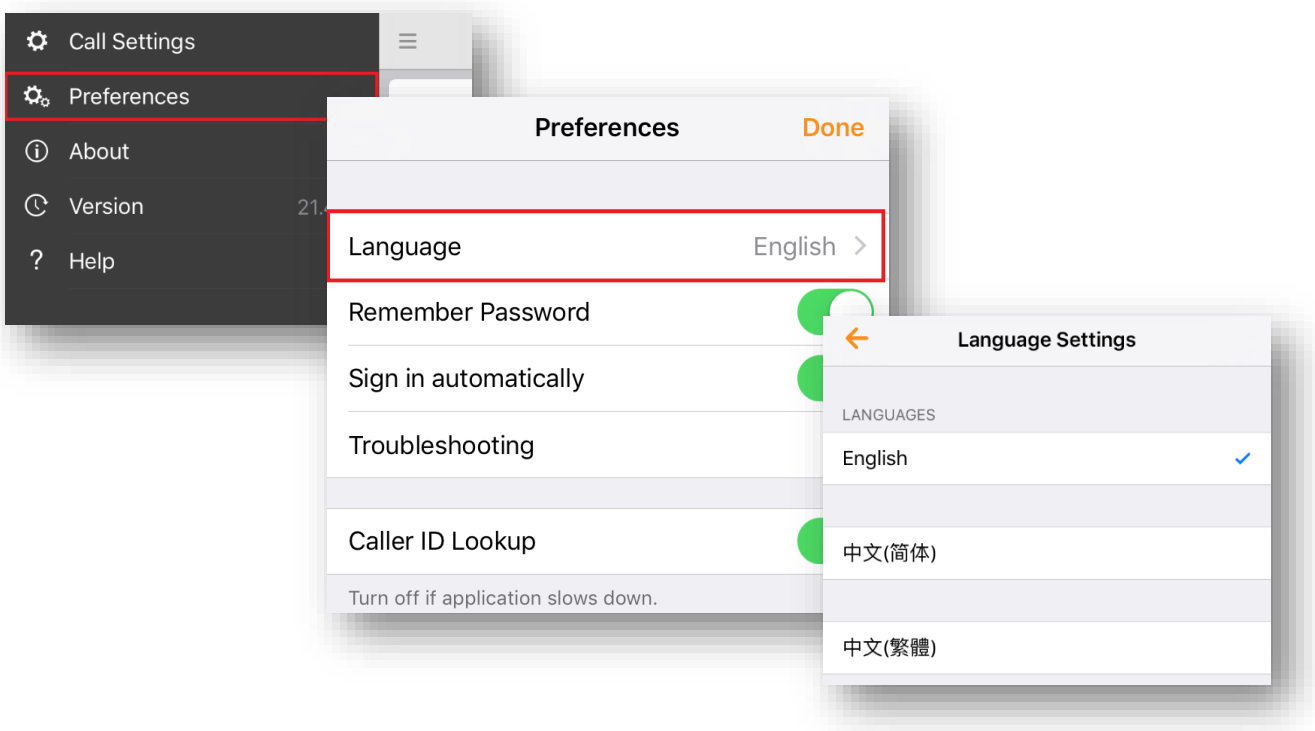
Upon successful change, a pop-up box will appear to confirm such a password change.



6 Language Settings

There are three (3) language options available on MobileOffice Plus: *English, Simplified Chinese and Traditional Chinese*.

To change language settings, swipe the screen to the right, select *"**Preferences**" >> "**Language**"*, and choose your preferred language option.

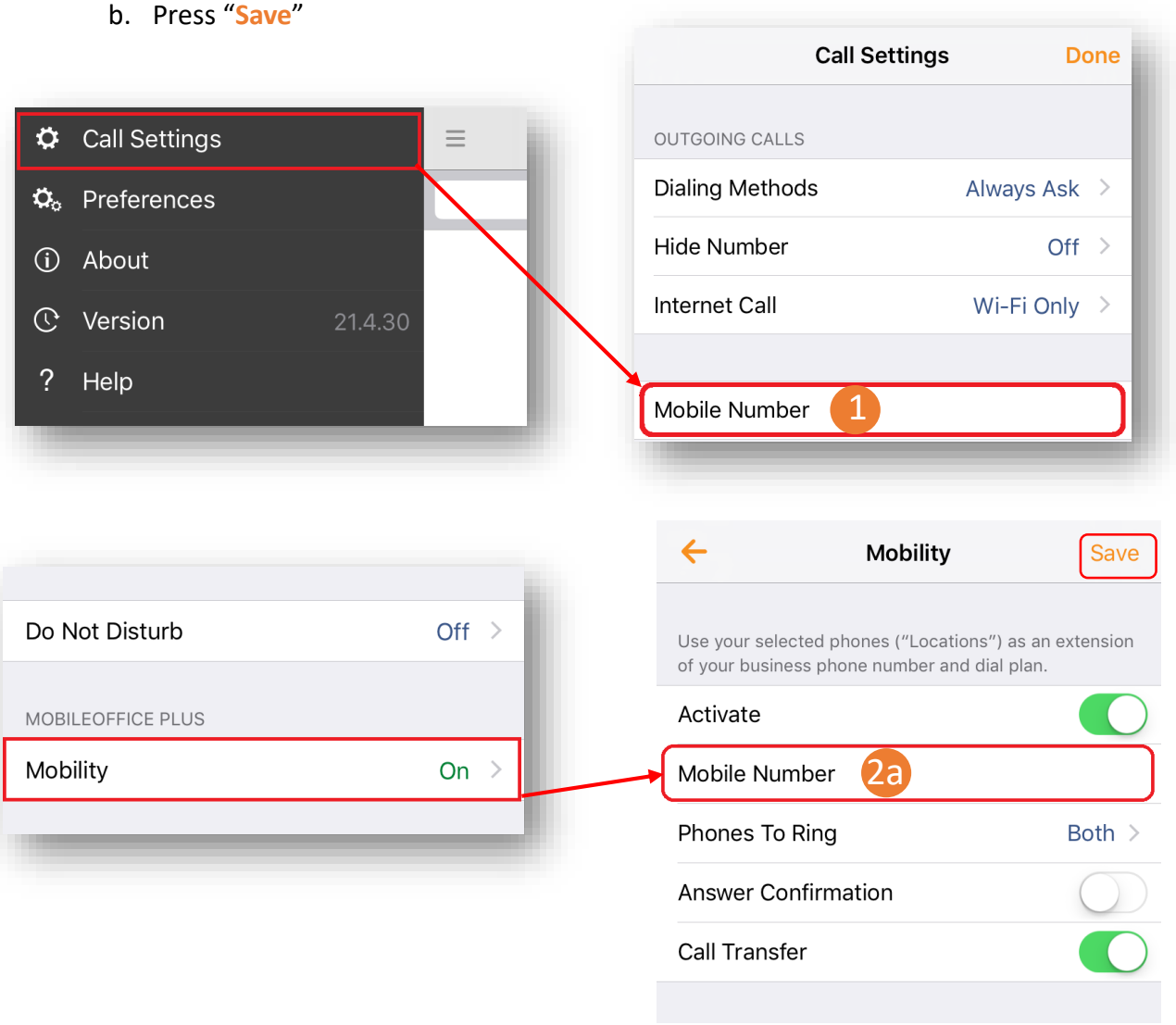


7 Register Mobile Number

Upon first sign-in, please register your mobile number with MobileOffice Plus to start enjoying different features of the App.

To register your **Mobile Number**,
Go to "**Call Settings**" page by sliding the screen to the right.

1. Input your "**Mobile Number**"
2. Scroll down to the bottom and press "**Mobility**"
    a. Input "**Mobile Number**" field (must be same as the "**Mobile Number**" in 1.)
    b. Press "**Save**"



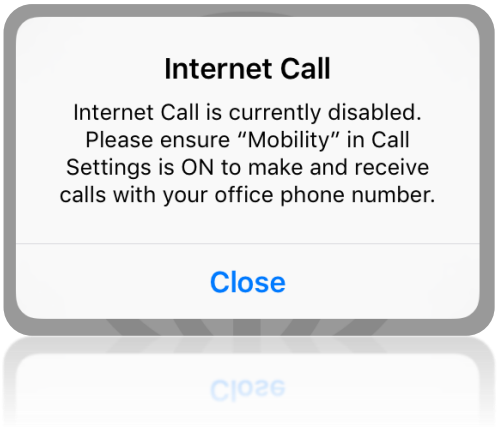
8 Configure Mobility

Mobility is the feature that allows users to make and receive calls with your office phone number *under Mobile Call Mode*.

	Internet Call Mode	**Mobile Call Mode**
Mobility	OFF	ON
Answer incoming calls	Via App	Via Mobile SIM

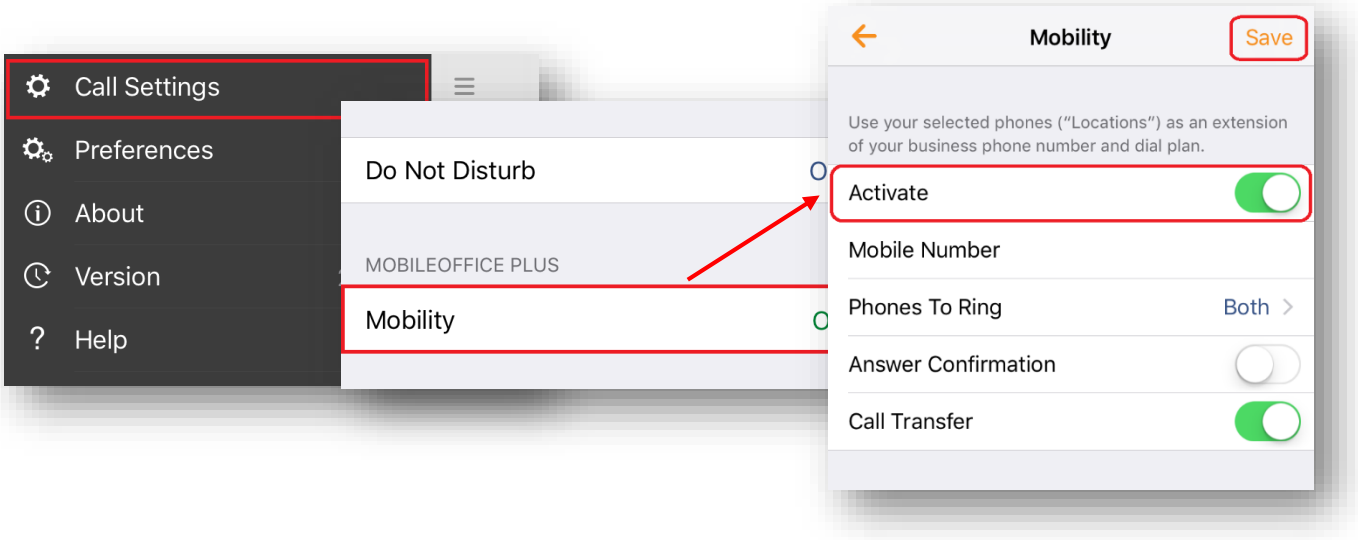
Upon first sign-in, Internet Call Mode (VoIP) is turned ON and Mobility is turned OFF to avoid receiving simultaneous calls from both the app and mobile SIM card.

- *If you switch to **Mobile Call** Mode*, a message will be popped up (shown as right) to remind you to activate "**Mobility**" feature in "**Call Settings**" in order to make and receive calls with your office phone number.

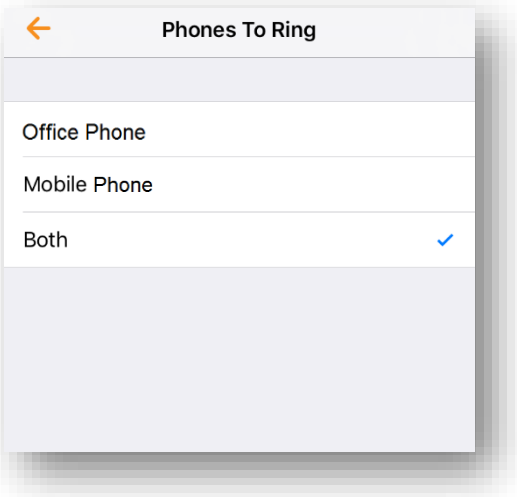


To enable "**Mobility**",
Go to "**Call Settings**" page by sliding the screen to the right, scroll down to the bottom and press "**Mobility**"

a. Turn "**Activate**" to "**On**", press "**Save**"



b. Select "**Phones to Ring**" option:
    a. **Office Phone** – ring office phone only if called to your office phone number
    b. **Mobile Phone** – ring mobile phone only if called to your office phone number
    c. **Both** – ring both office and mobile phones if called to your office phone number (Recommended to select this option)



- On the contrary, *if you switch to **Internet Call** Mode*, another message will be popped up to remind you to de-activate "**Mobility**" to avoid receiving simultaneous incoming calls.

Tips:

- *Please make sure you have registered your mobile number (Session 6) with MobileOffice Plus to enjoy the Mobility feature*

9 Internet Call Mode and Mobile Call Mode

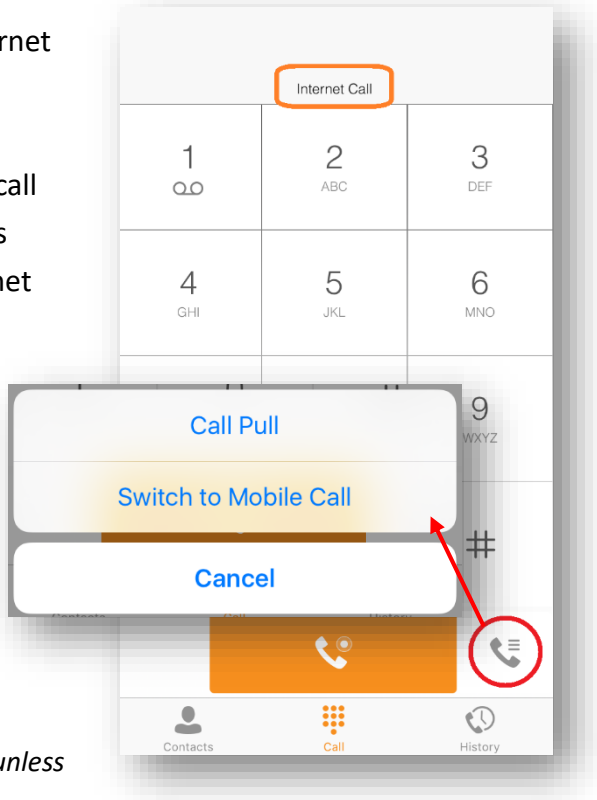
A major feature of MobileOffice Plus app is that users can now choose to make and receive calls under two (2) Modes:

*1). **Internet Call** Mode or 2). **Mobile Call** Mode*

9.1 Internet Call Mode

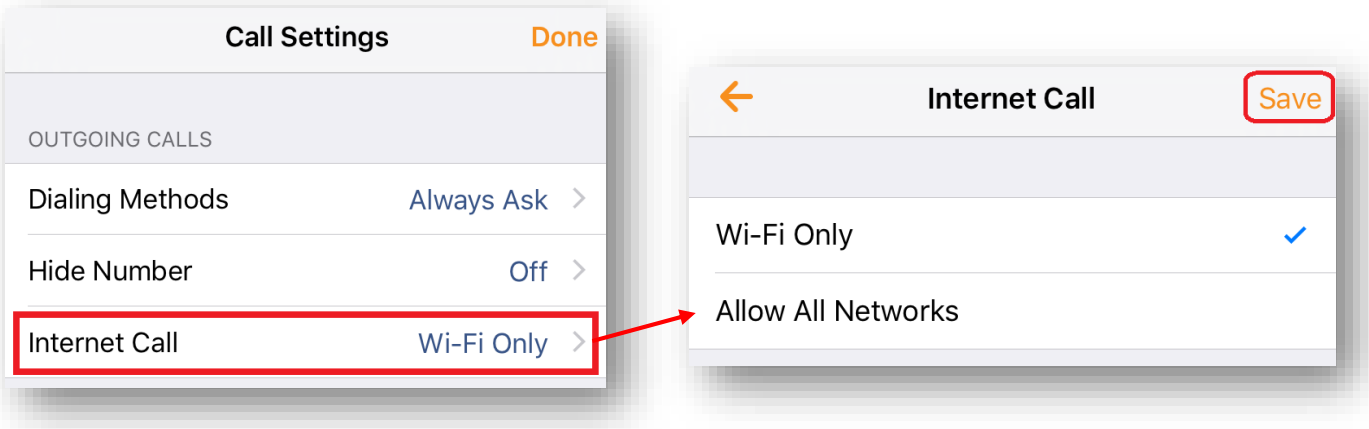
Internet Call Mode = VoIP Call Mode **Please de-activate Mobility to avoid receiving simultaneous incoming calls from both the app and the mobile**

- Calls can be made and received over the internet (eg. Wi-Fi network or mobile data) with your office phone number
- Mobile SIM card is NOT required to perform call functions under Internet Call Mode as long as your mobile device is connected to the internet



Tips:

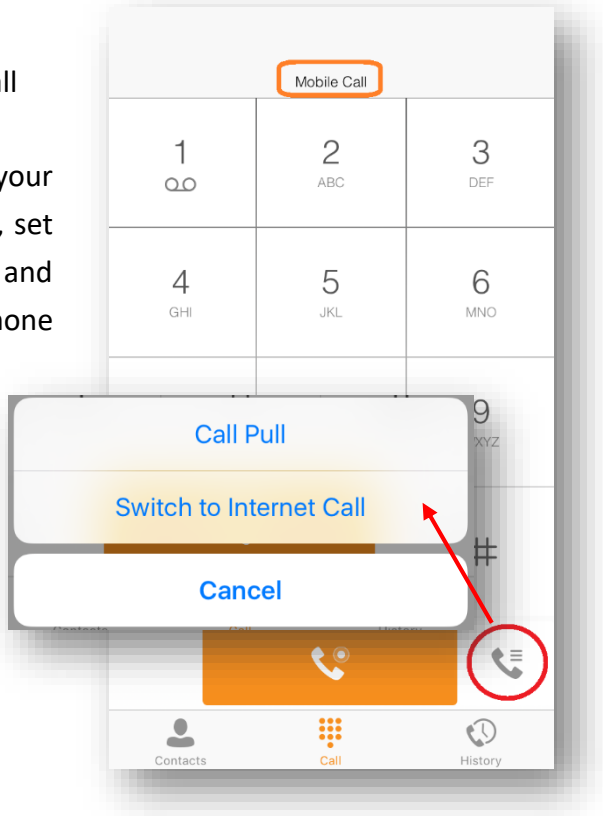
- *"**Allow All Networks**" is the default setting for Internet Call. If you do NOT want to use mobile data for Internet Call, please choose "**Wi-Fi Only**" in **Call Settings** >> **Internet Call** >> "**Wi-Fi Only**" >> Save*
- *Internet Call over mobile data network may incur additional charges or roaming fees*
- *We recommend always using "Mobile Call" mode unless users want to use VoIP calls (internet calling)*



9.2 Mobile Call Mode

Mobile Call Mode = non-VoIP Call Mode **Please activate Mobility to make and receive calls with your office phone number**

- A SIM card is required to perform any call functions under Mobile Call Mode
- A data connection is required for your mobile device to set up outbound calls, set up call features, access call history, and search for contacts. For phone conversations under Mobile Call Mode, only GSM network (calling minutes) is required without any data usage.



Tips:

- *We recommend always using "Mobile Call" mode unless users want to use VoIP calls (internet calling)*

9.3 Quick Comparison

	Mobile Call Mode	Internet Call Mode
VoIP Feature	✗	✓
Office number as Caller ID Display	✓	✓
Mobile network calling minutes counted?	✓	✗
Data connection required for calls?	✓ • Only for setting up outbound calls	✓ • Required for entire phone conversation^
When to use?	• In Hong Kong	• When traveling overseas • When under a stable network connection

10 Placing a Call

Before making calls, you can select which number to present as your identity.
Go to "Call Settings" page and tap "**Dialing Methods**" button.

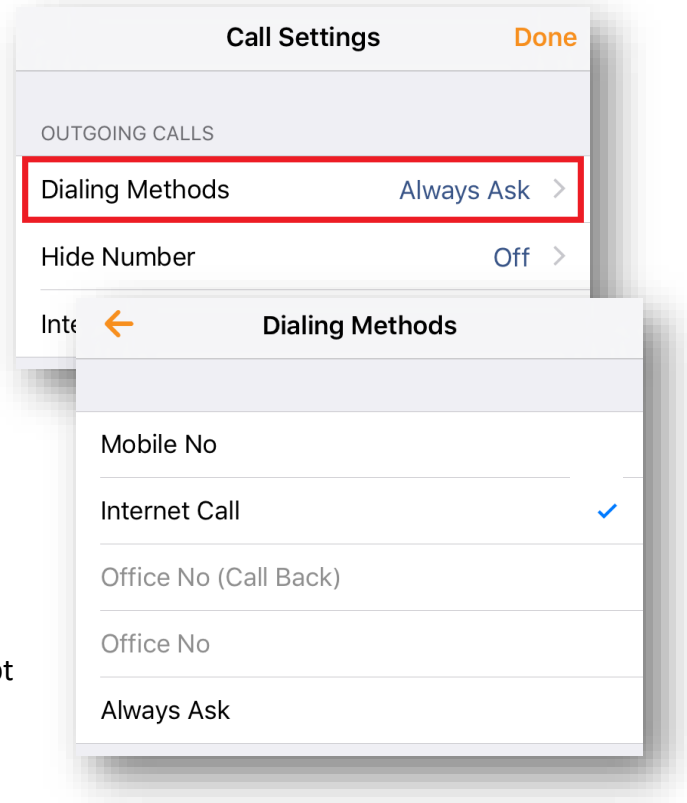
10.1 Internet Call Mode

Internet Call Mode, three (3) Dialing Methods are available:

a) **Mobile No** – select this option if you want to use your mobile to call out (please note this is NOT VoIP call)

b) **Internet Call** ***[default setting]*** – select this option to show your office phone number and make calls over the internet via mobile data or Wi-Fi networks **(Recommend using Internet Call Mode when traveling overseas)**

c) **Always Ask** ***[default setting when first logged in]*** – select this option to prompt the dialing methods menu for every outgoing call



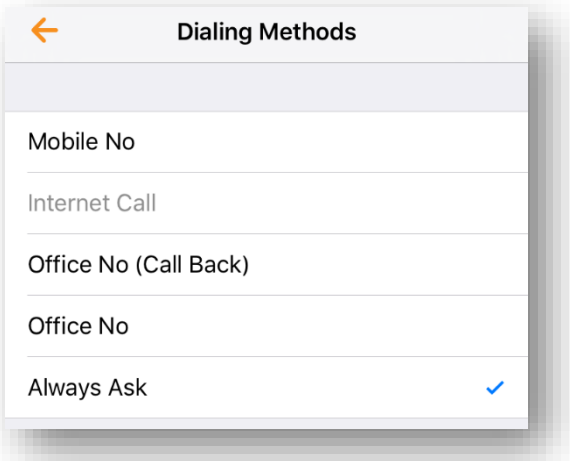
10.2 Mobile Call Mode

Mobile Call Mode, four (4) Dialing Methods are available:

a) **Mobile No** – select this option to show your mobile phone number

b) **Office No** – select this option to show your office phone number (**Recommended** option)

c) **Office No (Call Back)** – select this option to show your office phone number **(Recommend using Mobile Call Mode when traveling overseas without internet access)**

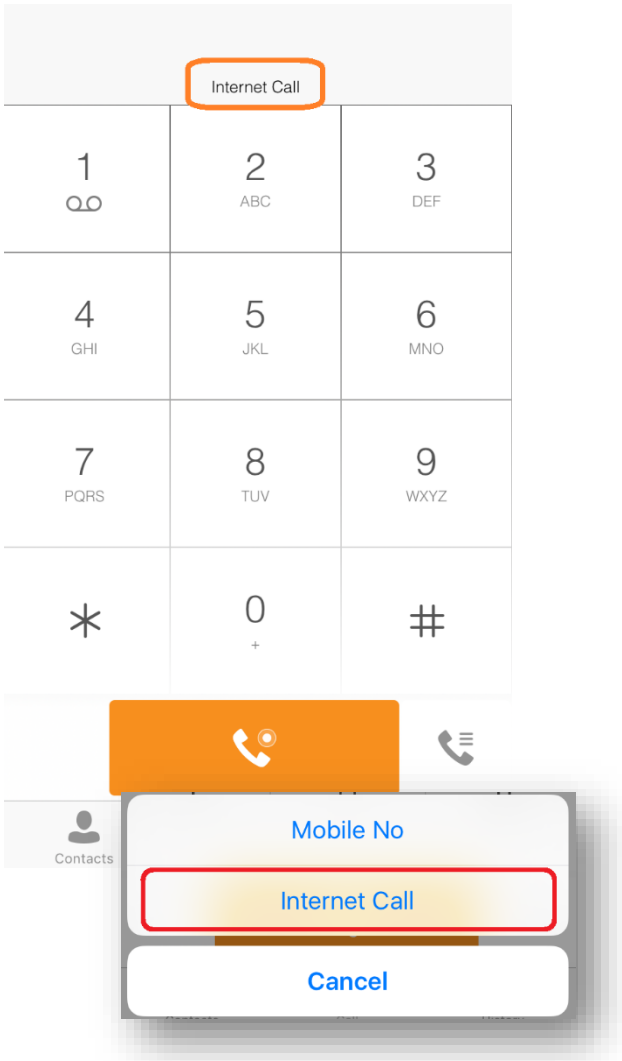


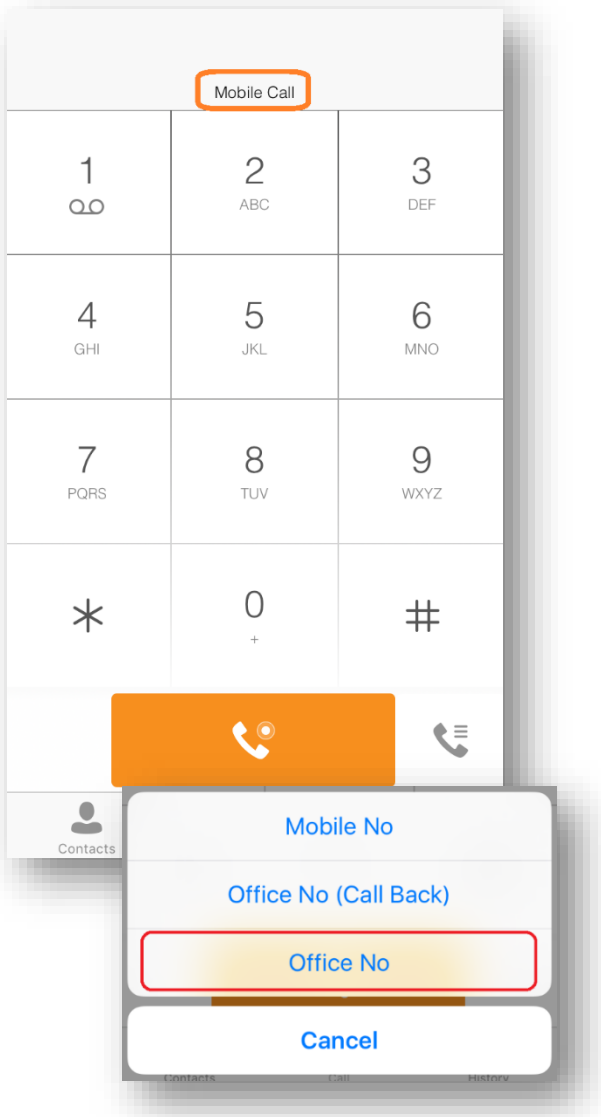
d) **Always Ask** ***[default setting]***– select this option to prompt the dialing methods menu for every outgoing call

11 Placing a Call with Office Number

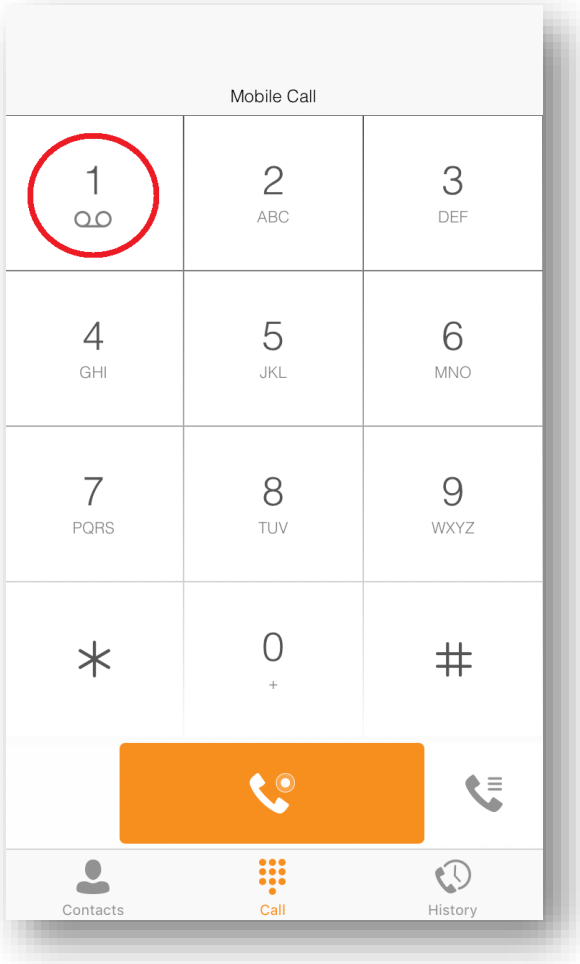
You can now place calls from either your local mobile or internet networks by using your business identity (office phone number).

1. Select "Call" page at the bottom
2. Enter the phone number you wish to call (e.g. 39991000 or extension 1000)
3. Tap button
    a. **Internet Call** Mode
        - If your "Dialing Methods" option is "Always Ask", tap "**Internet Call**"
    b. **Mobile Call** Mode
        - If your "Dialing Methods" option is "Always Ask", tap "**Office No**"
4. Your office number will be used as the caller number display





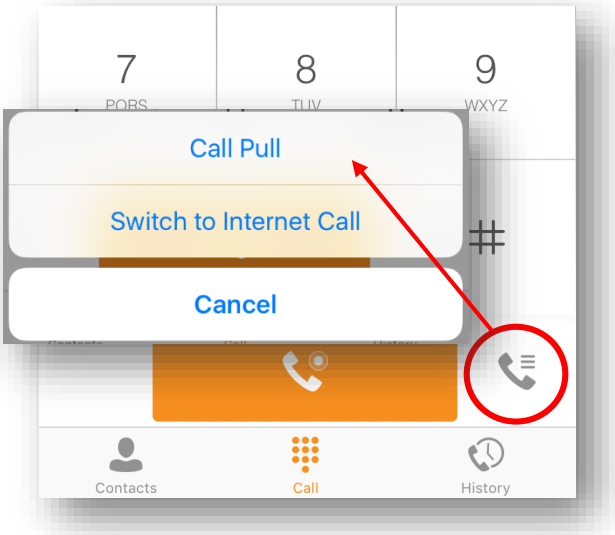
12 Call Voicemail



There are 2 methods to access your voicemail:

1. Select "**Call**" page
2.
   a. Hold "**1**" button on the dial pad for 2 seconds or;
   b. Dial **3999 0799** and press button
3. Follow the voice prompt to check voicemail on your office number

13 Call Pull

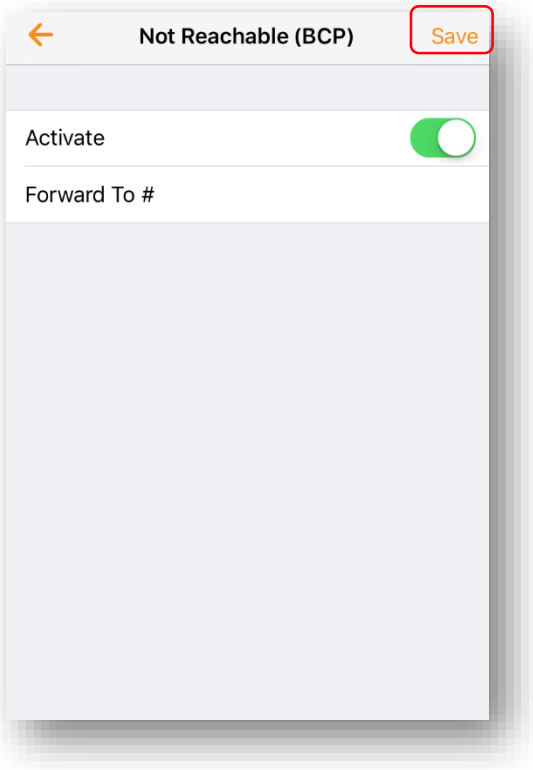


Between your Office Phone & Mobile Phone, you may use the "Call Pull" function to pull your current call from mobile device to your office phone, or vice versa

1. Select "**Call**" page on MobileOffice Plus App
2. When you are on a call with your office phone
3. Tap button and select "**Call Pull**" to pull the call seamlessly from your office phone to your mobile phone
4. To pull back the call to your office phone, just press the "**Mobile**" soft key on your office phone screen and the call will be pulled back seamlessly

14 Call Forwarding

14.1 Call Forwarding – Not Reachable



Once activated, your calls will be automatically forwarded to your designated phone number when your office phone is unreachable if you turn off the "**Mobility**" feature.

Go to "**Call Settings**" page.

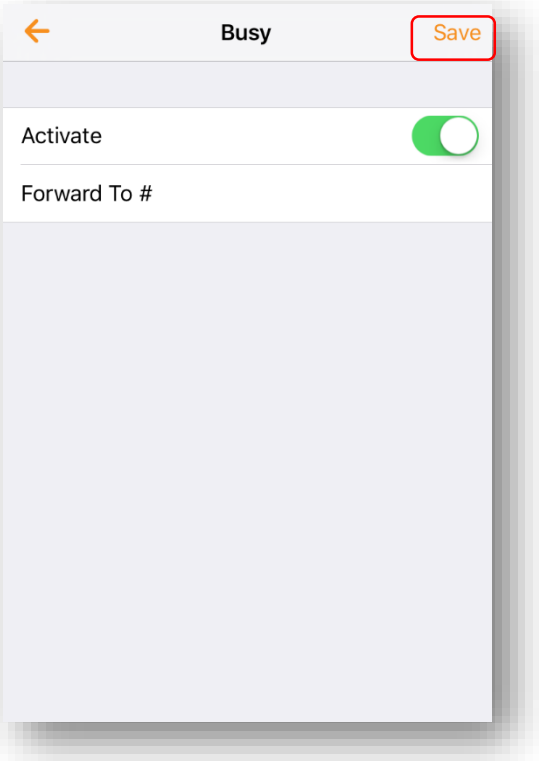
Activation:

1. Turn "**Activate**" to "**On**"
2. Enter designated phone number in "**Forward To #**"
3. Press "**Save**" to activate the feature

Deactivation:

Turn "**Activate**" to "**Off**" and press "**Save**" to deactivate the feature

14.2 Call Forwarding – Busy



Once activated, your calls will be automatically forwarded to your designated phone number when your office phone is busy.

Go to "**Call Settings**" page.

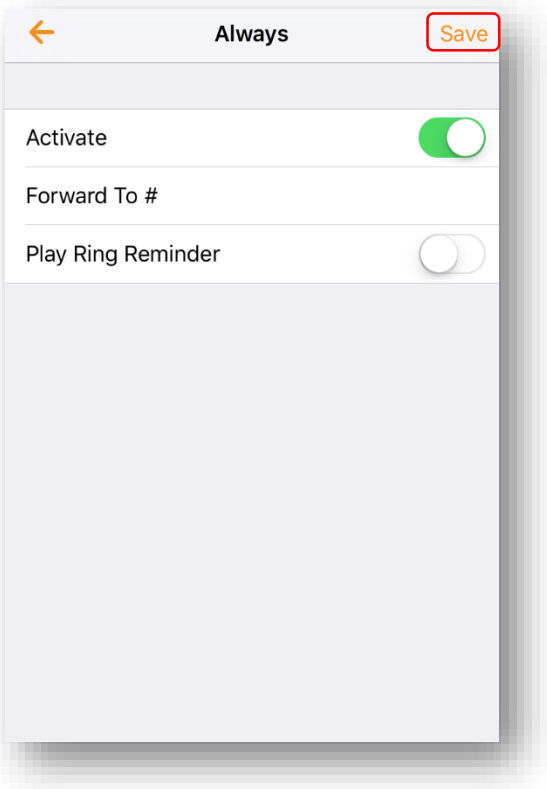
Activation:

1. Turn "**Activate**" to "**On**"
2. Enter designated phone number in "**Forward To #**"
3. Press "**Save**" to activate the feature

Deactivation:

Turn "**Activate**" to "**Off**" and press "**Save**" to deactivate the feature

14.3 Call Forwarding – Always



Once activated, all of your calls will be automatically forwarded to your designated phone number directly.

Go to "**Call Settings**" page.

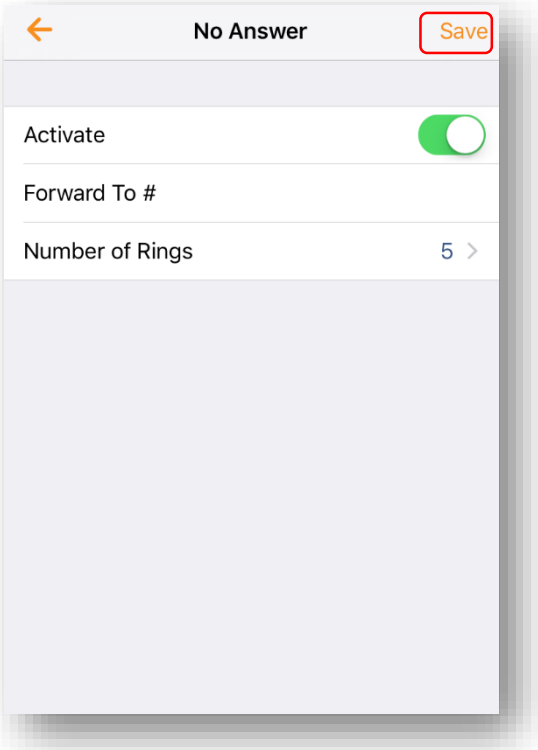
Activation:

1. Turn "**Activate**" to "**On**"
2. Enter designated phone number in "**Forward To #**"
3. Press "**Save**" to activate the feature

Deactivation:

Turn "**Activate**" to "**Off**" and press "**Save**" to deactivate the feature

14.4 Call Forwarding – No Answer



Once activated, your calls will be automatically forwarded to your designated phone number when you do not answer your office phone after a certain number of rings.

Go to "**Call Settings**" page.

Activation:

1. Turn "**Activate**" to "**On**"
2. Enter designated phone number in "**Forward To #**"
3. Press "**Save**" to activate the feature

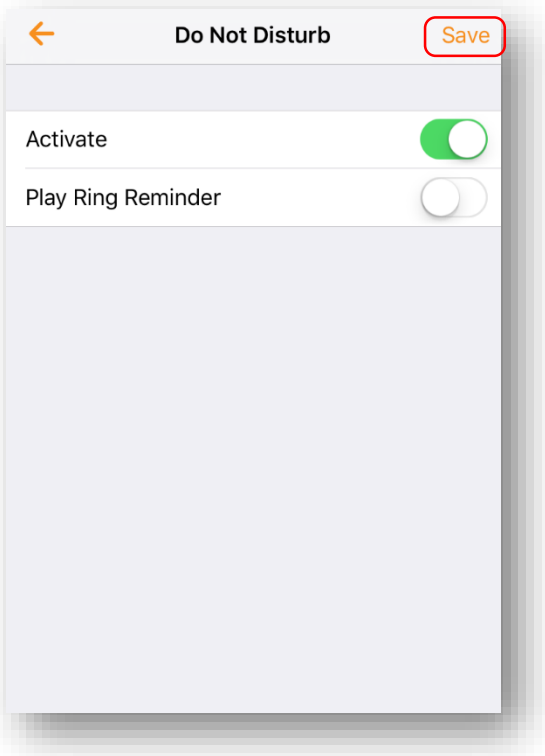
Deactivation:

Turn "**Activate**" to "**Off**" and press "**Save**" to deactivate the feature

Tips:

*You may call forward to voicemail by inputting **39990799** as the designated phone number* in "***Forward To #***"

15 Do Not Disturb



Once activated, your calls will be automatically forwarded to your voicemail (if any); otherwise the caller hears a busy tone.

Go to "**Call Settings**" page.

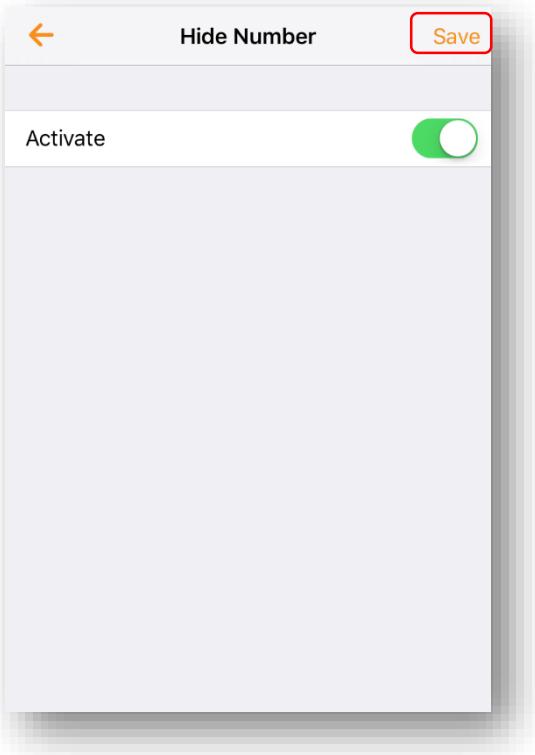
Activation:

1. Turn "**Activate**" to "**On**"
2. Press "**Save**" to activate the feature

Deactivation:

Turn "**Activate**" to "**Off**" and press "**Save**" to deactivate the feature

16 Hide Number



Once activated, you can prevent your office phone number from being displayed when calling other numbers.

Go to "**Call Settings**" page.

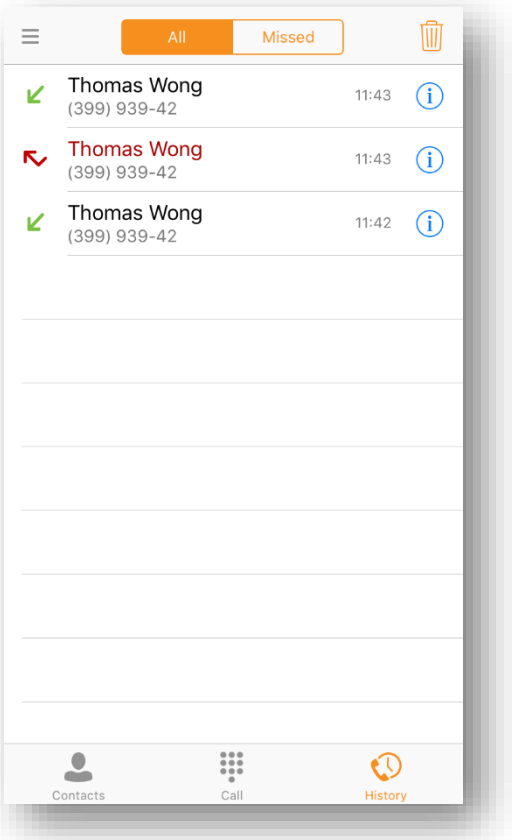
Activation:

Turn "**Activate**" to "**On**" and press "**Save**" to activate the feature

Deactivation:

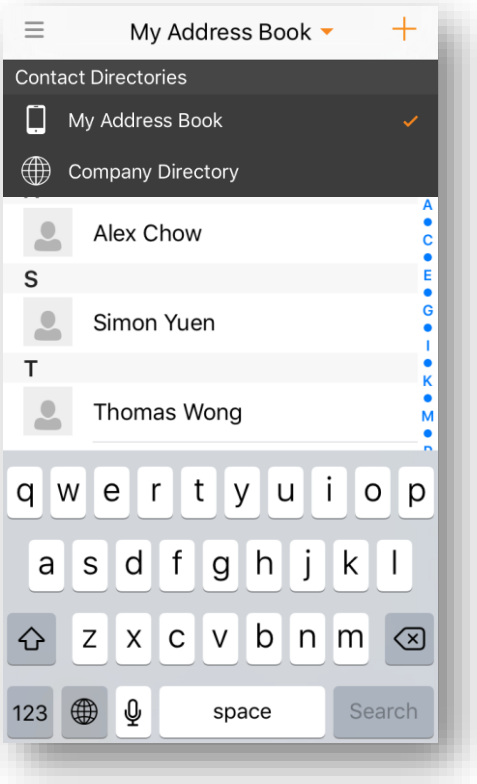
Turn "**Activate**" to "**Off**" and press "**Save**" to deactivate the feature

17 Browsing Call History



1. Select "**History**" page at the bottom to view your call history (maximum 60 records) of your office phone
2. You can tap "**All**" or "**Missed**" to sort out call history for all calls and missed calls

18 Searching for Contacts



Select "**Contacts**" page and enter keywords (e.g. name) in the "**Search**" field

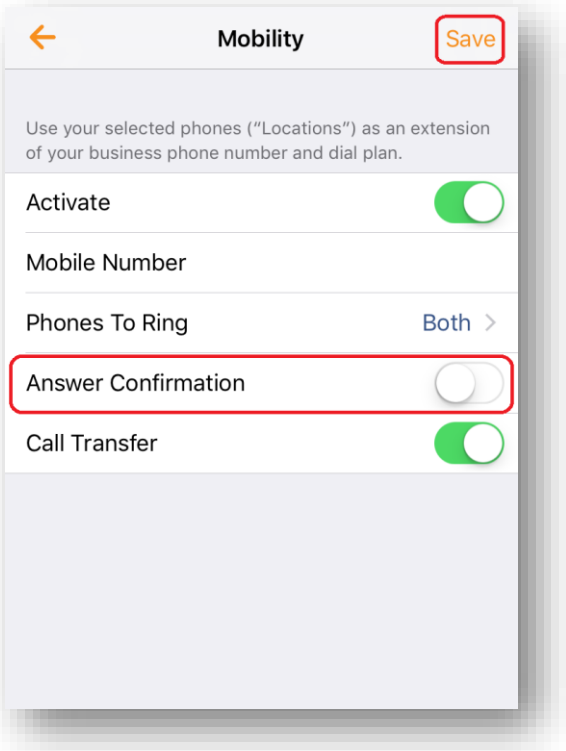
You can search for contacts by tapping "**My Address Book**" on top and choose:

- **My Address Book** – search for all contacts in your local smartphone directory
- **Company Directory** - search for contacts in your Company Directory only

19 Answer Confirmation

The "**Answer Confirmation**" option will prompt you to enter any digit on your mobile phone's keypad to accept an incoming call (Recommended to select this if you wish to distinguish an incoming call from mobile network or fixed line network)

Press "**Save**" to activate the feature



20 Call Transfer and Three-way Conference

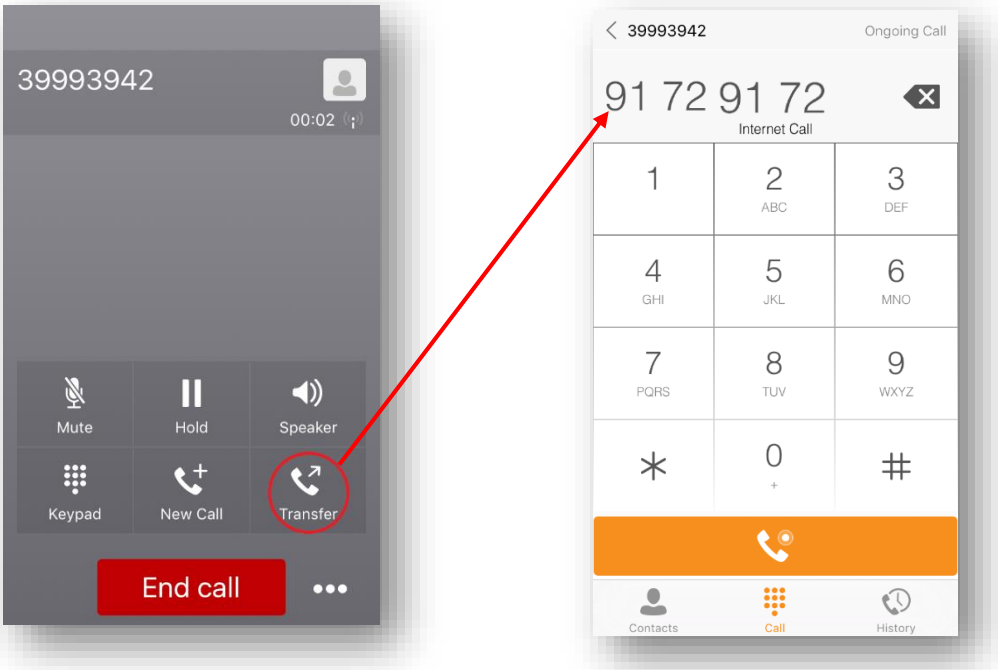
20.1 Internet Call Mode

Call Transfer:

I. While on a call with a contact, press "**Transfer**" on the screen

II. Enter the phone number you wish to add on "**Call**" or "**Contact**" Page, then tap button to call

III. After the transfer request has been accepted, your current call will be transferred to the phone number you entered



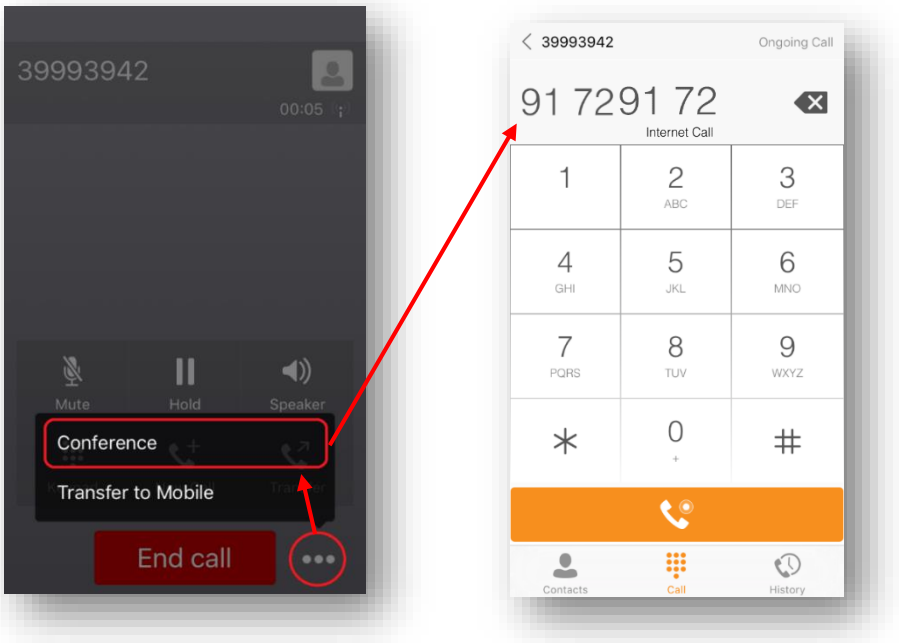
Initiate Three-Way Conference:

b. Using "Conference" button

I. While on a call with a contact, press "**Conference**" on the screen

II. Enter the phone number you wish to add on "**Call**" or "**Contact**" Page, then tap button to call

III. The third party will join the conference automatically when he/she answers the call

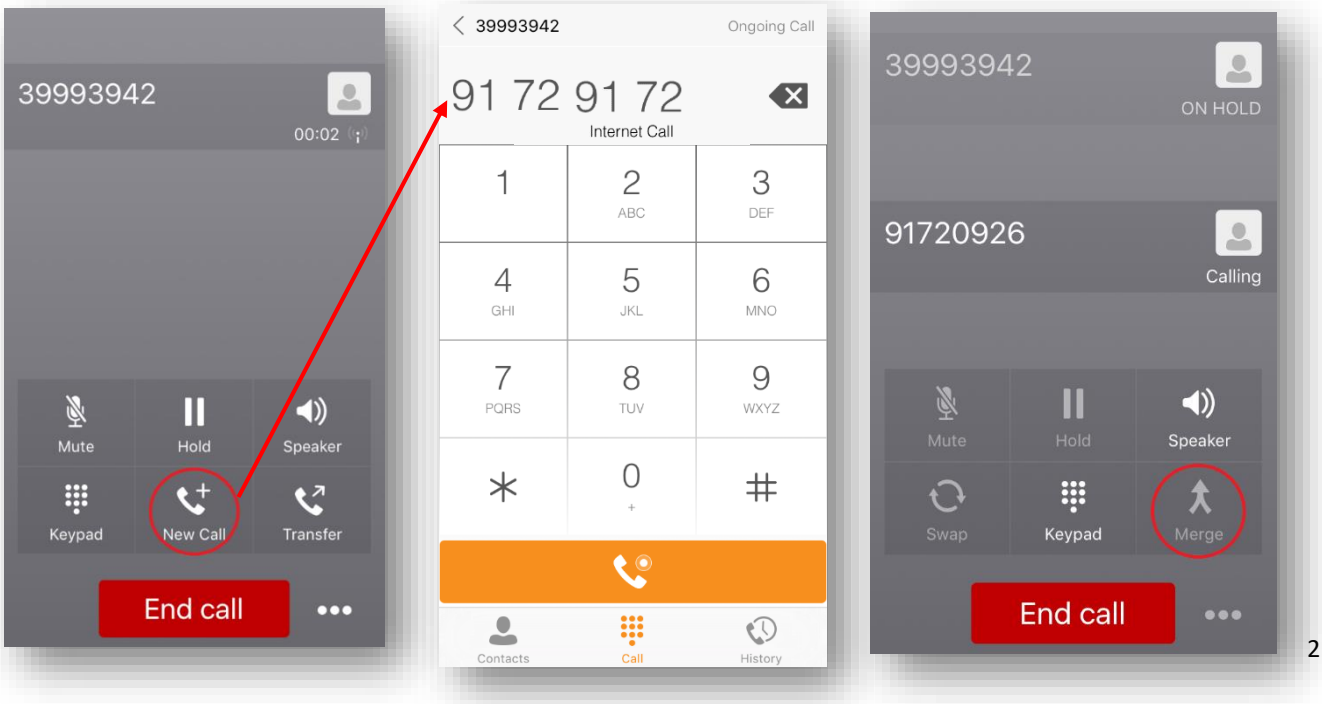


c. Using "New Call" and "Merge" Call

I. While on a call with a contact, press "**New Call**" on the screen

II. Enter the phone number you wish to add on "**Call**" or "**Contact**" Page, then tap button to call

III. You are now in a phone conversation with the 3rd party, if you would like to connect all 3 parties, press "**Merge**" to initiate the three-way conference



20.2 Mobile Call Mode

Call Transfer:

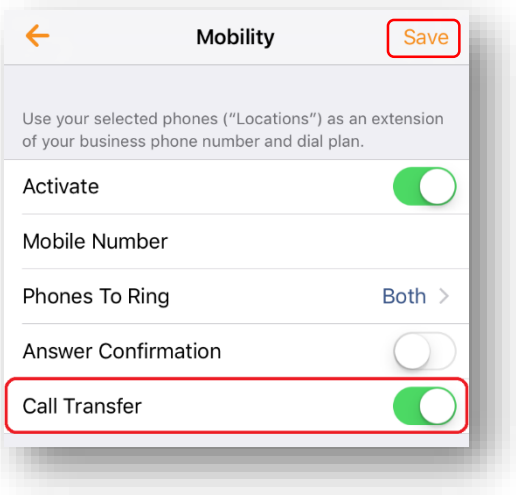
1. While on the call with a contact, press "##" on the keypad [this will act as flash key]
2. Enter the phone number you wish to transfer, followed by a "#" key [this will act as dial out]
3. When the call is successfully established, please hang up
4. Your call is transferred to the selected contact

Initiate Three-Way Conference:

1. While on a call with a contact, press "##" on the keypad [this will act as flash key]
2. Enter the phone number you wish to add, followed by a "#" key [this will act as dial out]
3. When the call is successfully established, press "##" again to connect all parties
4. The third party will join the conference automatically when he/she answers the call

Tips:

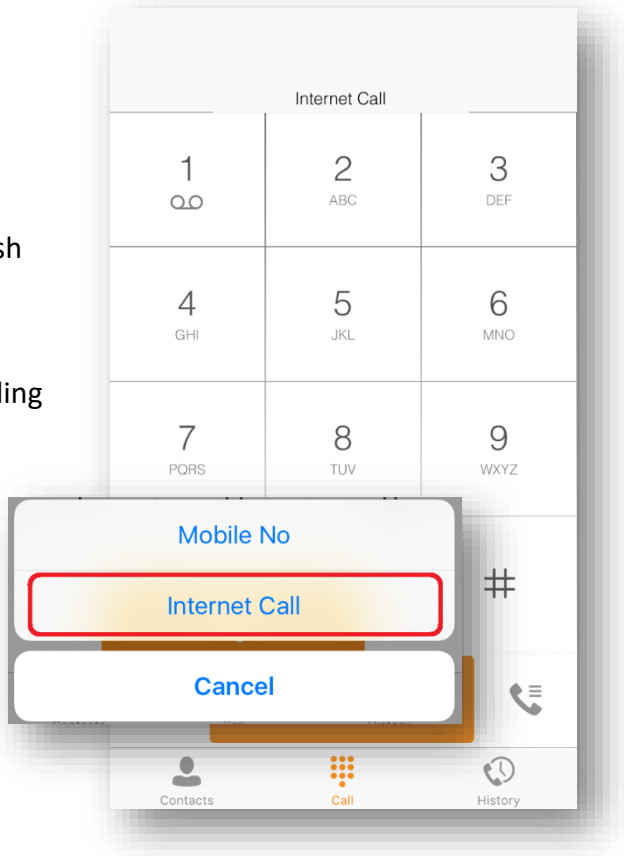
- *The "**Call Transfer**" (In "**Call Settings**" page and tap "**Mobility**" button), option must be "**On**" to perform the above functions.*
- *Call waiting on your mobile phone will be disabled if this feature is activated.*



21 Calling HK from Overseas

21.1 Internet Call Mode

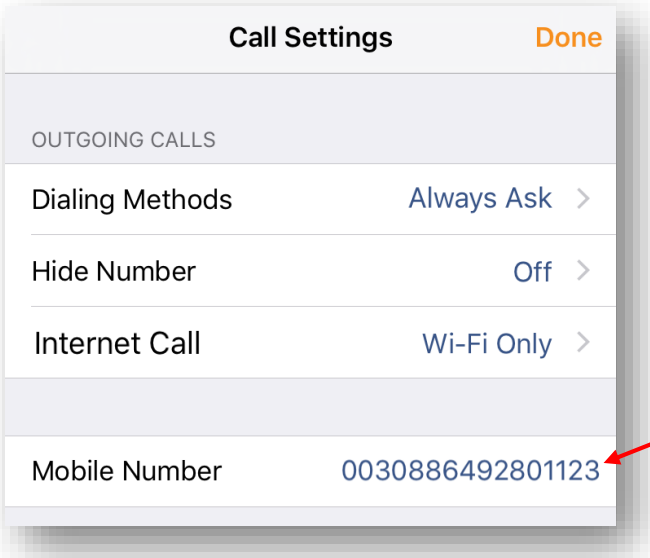
1. Select "**Call**" page
2. Enter the **Hong Kong phone number** you wish to call
3. Tap button
   - Tap "**Internet Call**" button if your dialing method is "Always Ask"
4. Your office number will be used as caller number display
5. Select "**Answer**" when your phone rings

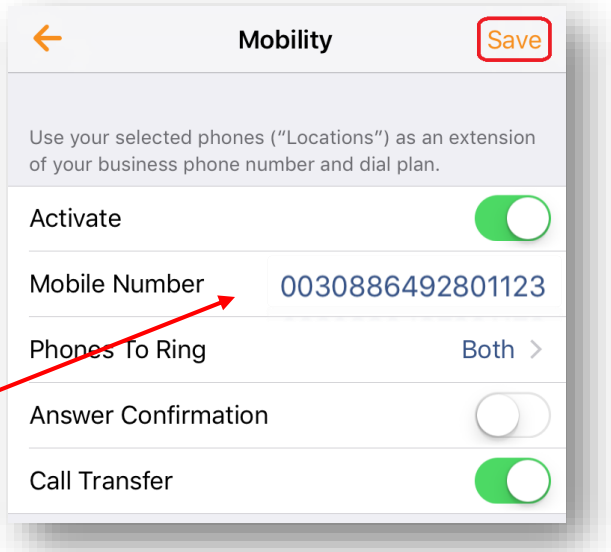


21.2 Mobile Call Mode

a. Set up your overseas mobile number in the app:

1. Go to "**Call Settings**" page
2. Enter your overseas number *(e.g. 0030 + country code + area code + overseas mobile no.)* in "**Mobile Number**" field
3. Go to the bottom and tap "**Mobility**" button
4. Enter your overseas number again in "**Mobile Number**" text box (must be same as 2.)
5. Press "**Save**" to set up the overseas number



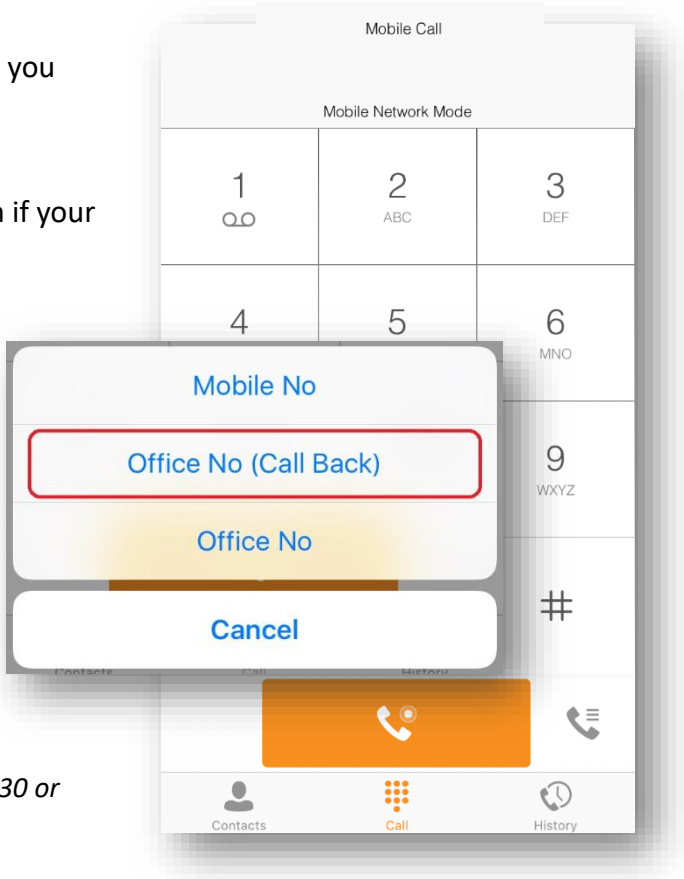


Tips:

- *You must have a local SIM card with voice and data connection in order to make and receive calls with your office number under Mobile Call Mode.*
- *For overseas mobile number, please enter your "Registered HKBN IDD Dialing Code (0030/1666) + Country Code + Area Code + Overseas Mobile Number"*

b. Make calls using the "**Office No (Call Back)**" feature:

1. Select "**Call**" page
2. Enter the **Hong Kong phone number** you wish to call
3. Tap button
   - Tap "**Office No (Call Back)**" button if your dialing method is "Always Ask"
4. Your office number will be used as caller number display
5. Select "**Answer**" when your phone rings

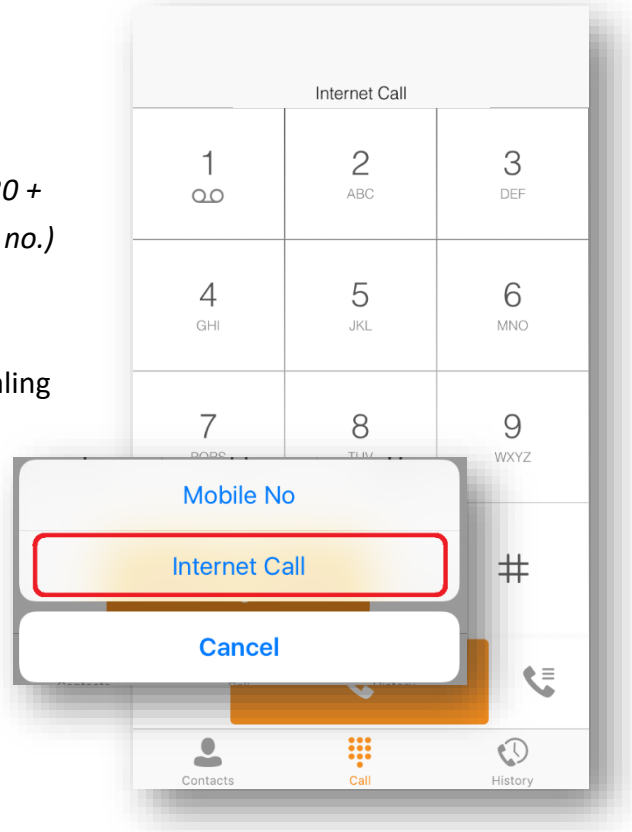


Tips:

- *Your call will be charged at your company IDD rate (call initiated from office phone number to your overseas mobile phone number) based on your registered 0030 or 1666 IDD rate table*

22 Calling Abroad from Overseas

22.1 Internet Call Mode



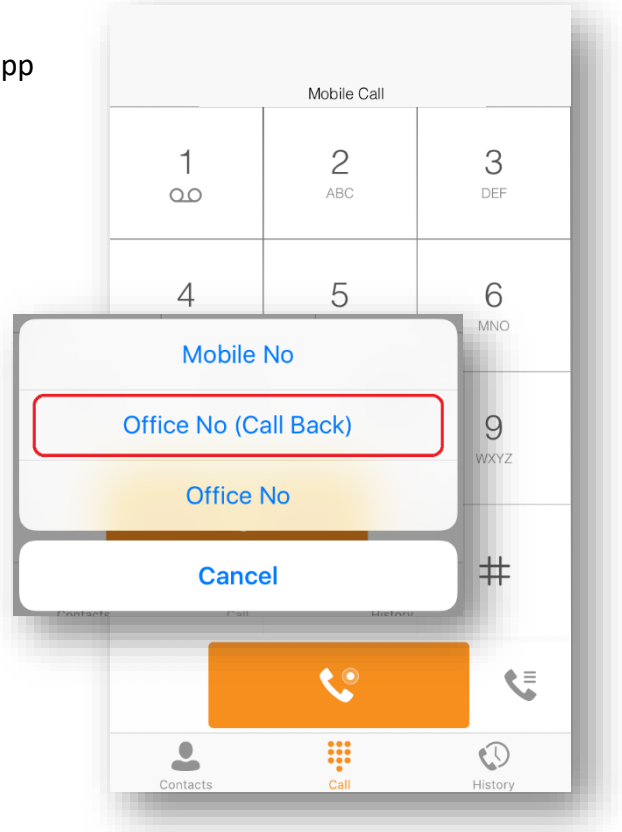
1. Select "**Call**" page
2. Enter the **overseas phone number** *(e.g. 0030 + country code + area code + overseas mobile no.)* you wish to call
3. Tap button
   - Tap "**Internet Call**" button if your dialing method is "Always Ask"
4. Your office number will be used as caller number display
5. Select "**Answer**" when your phone rings

Tips:

- *Your call will be charged at your company IDD rate based on your registered 0030 or 1666 IDD rate table:*
  - *Charge: From office phone number to your destination overseas phone*

22.2 Mobile Call Mode

a. Set up your overseas mobile number in the app *(same as 21.2.a)*



b. Make calls using the "**Office No (Call Back)**" feature:

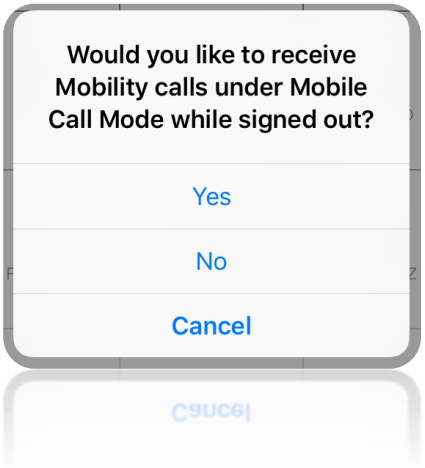
1. Select "**Call**" page
2. Enter the **overseas phone number** *(e.g. 0030 + country code + area code + overseas mobile no.)* you wish to call
3. Tap button
   - ➢ Tap "**Office No (Call Back)**" button if your dialing method is "Always Ask
4. Your office number will be used as caller number display
5. Select "**Answer**" when your phone rings

Tips:

- *Your call will be charged at your company IDD rate based on your registered 0030 or 1666 IDD rate table:*
  - *First charge: From office phone number to overseas mobile phone number*
  - *Second charge: From office phone number to your destination overseas phone number*

23 Sign Out

If you ***sign out under Internet Call Mode***, a message will be popped up to ask whether you would like to receive calls under Mobile Call Mode.



- Please press "***Yes***" if you would like to receive calls while you are signed out, the app will automatically turn on Mobility setting and Mobile Call Mode for you.

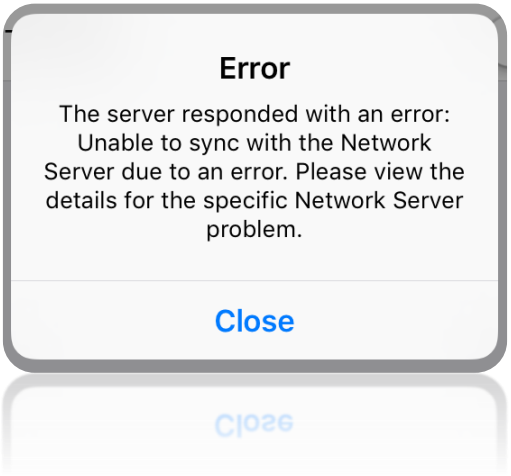
Tips:

- *When you sign in with MobileOffice Plus again, you will be automatically placed under Internet Mode and Mobility will also be turned OFF for you.*

If you ***sign out under Mobile Call Mode***, you will still be able to receive calls as long as Mobility setting is turned ON before signing out.

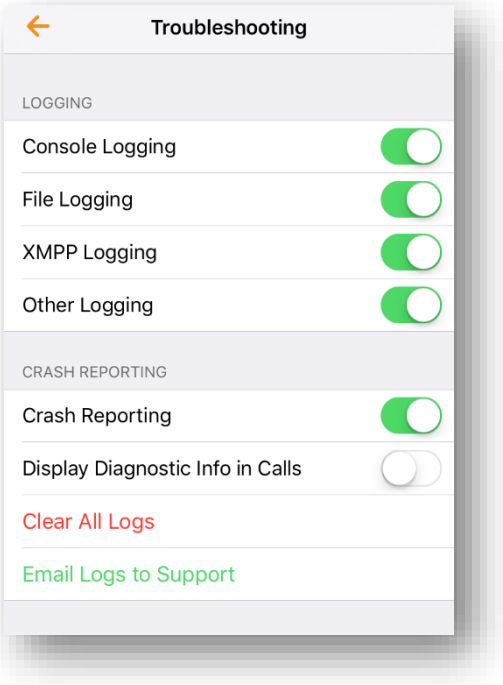
24 Error Message

One office number can only be matched with ONE mobile number; otherwise, the following error will occur.



25 Troubleshooting

If you encounter technical issues with MobileOffice Plus, you may use the *"Preferences"* >> *"Troubleshooting"* option to record the logs and reports for our Support team for better investigation.



1. Turn **ON** ALL Loggings and Crash Reporting Options, except "Display Diagnostic Info in Calls"
2. Repeat the scenario(s) where you encountered technical issues
3. Press "**Email Logs to Support**"
4. Contact Customer Service at 128-180

~ END ~