

Infinite Voice

Connect without limits

Infinite Voice, leveraging cloud technology and HKBN's state-of-the-art fibre network, is an enterprise-grade hosted voice solution with a full set of cloud-based unified communications features. It can greatly minimise the upfront installation and maintenance costs through one monthly fee that includes a brand new business phone, telephone line services, all maintenance charges and value-added services. More than just a communication service, Infinite Voice extends a fixed network to the mobile network, enhancing constructive connections between people. All applications reside in the cloud, enabling clients to benefit from the latest features without establishing and maintaining communications infrastructure at different locations.



Address Your Business Needs For

No Upfront Investment

Reduce investment for telephone systems (PABX and Keyline) and phones so more capital is channelled towards business growth

No Maintenance Cost

One monthly fee includes all maintenance charges within the contract period

Scale On-demand

Highly flexible system adds new extensions as needed within a short period of time to mirror business growth

Enterprise-grade Features

Complete set of features delivers high operation efficiency such as mobility and auto-attendant functions

Carrier-grade Reliability

Located in geographic redundant, secure, carrier-grade data facilities

Evergreen

Keep phone features up-to-date without the hassle of upgrading phone equipment and software

Simple Management

Single vendor for comprehensive solutions with self-administrative portal

Manage Multi-location with Ease

Treat all locations as one centrex group for easier management

Features and Advantages

Mobility

One business number for business phones and mobile devices

Business identity is the face of every enterprise. MobileOffice is a powerful mobile app that allows calls to be made and received on a unified business number via mobile phone, offering superior convenience to users with multiple mobile devices. The featured app allows simultaneous ringing to multiple devices, so users never miss the call of a business opportunity. The Call Pull feature enables connected calls to be swapped seamlessly from a business desk phone to a mobile phone, and vice versa.



Receive Call



Make Call



Call Pull



Business Continuity Plan

Peace of mind without missing any important calls

When a disruption such as a power outage, cable disconnection, equipment malfunction, flooding or fire occurs, a trustworthy continuity plan and disaster recovery service help mitigate the risks of business downtime and missing any important calls. With Infinite Voice, an incoming call can be automatically and seamlessly forwarded to a designated number during an outage to maintain business operations and productivity. An outgoing call can be displayed as a business number even it is dialled from personal mobile phones.



Premium Voice Quality

Crystal clear HD Voice™ for every call and conference

Feature-rich Polycom phones offer more than twice the clarity of traditional voice over HKBN's fully symmetrical and reliable fibre network to deliver absolutely clear communication. Its high-performing HD Voice^ of up to 7KHz simulates "face-to-face conversation" during calls, powering enterprise communications to the next level.



Scan to hear the difference :

HD Voice Call



Traditional Phone Call

^HD Voice is only applicable to voice call between Infinite Voice user

Or visit: <http://hkbnes.net/en/infinitevoice>





Simple Self-administration

Easy management via multi-platform access



Workforce automation creates new capabilities for enterprises to streamline their workflow and operations. Infinite Voice offers a simple and unified service and user management solution for the web, Android and iOS. The self-administration portal allows administrators to take full control over user profile configuration and password changes; instant editing of members in hunting and pickup groups; easy management of service features for each business number; and flexible Auto-Attendant administration that enables the automatic transfers of incoming calls to a designated destination with a self-recorded greeting.

Service Plans

Phone Set Model				
	Standard Plan Polycom® VVX® 300 <ul style="list-style-type: none"> Backlit grayscale graphical LCD (208 x 104) 6 lines or speed dial keys HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset) 	Executive Plan Polycom® VVX® 400 <ul style="list-style-type: none"> Backlit 3.5" color LCD (320 x 240) 12 lines or speed dial keys HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset) 	Operator Plan Polycom® VVX® 400 + Paper Expansion Module <ul style="list-style-type: none"> Dual-color illuminated LEDs for line status Support 40 multifunctional line keys 	Conference Plan Polycom SoundStation IP 6000 <ul style="list-style-type: none"> Pick up voices from up to 3.5M away HD Voice up to 14kHz Support N-Way Conference up to 6 participants
Productivity Enhancement <ul style="list-style-type: none"> Admin & User Portal (iPad/ Android/ Web) Keyline Operation Boss and Secretary 	✓	✓	✓	✓
Business Continuity Plan (BCP)	✓	✓	✓	✓
Mobility <ul style="list-style-type: none"> MobileOffice App for business identity and call control 	✓	✓	✓	

Basic Features

- | | | | |
|--|---|--|---|
| <ul style="list-style-type: none"> Dedicated Phone Number Extension Dialing Call Forwarding 3-way Conference | <ul style="list-style-type: none"> Caller Display Call Waiting Call Transfer Do Not Disturb | <ul style="list-style-type: none"> Call Log Corporate Directory Call Pickup Speed Dial | <ul style="list-style-type: none"> Voicemail Voice Portal (voicemail + remote call forwarding) Hunting Group (1 group/company) HD Voice |
|--|---|--|---|

Value-added Features (Optional)

- | | | | |
|--|---|--|--|
| <ul style="list-style-type: none"> N-way Conference Additional Hunting Group | <ul style="list-style-type: none"> Directed Call Pickup Sequential Ring | <ul style="list-style-type: none"> Simultaneous Ring Multiline | <ul style="list-style-type: none"> Auto-attendant Web-based Receptionist |
|--|---|--|--|

Discover how HKBN's Enterprise Solutions can meet your business needs by contacting us at **128-1111** or **hkbnes.net/en**

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to HKBN's respective standard conditions of contract. Nothing in this publication forms any part of any contract.
 © HKBN Enterprise Solutions Limited 2016. All Rights Reserved. | ES/PC/IV/0816