CLOUD VOICE S Service

Remote Extension S on

Cisco Unified IP Phone 8851

User Guide

(Version 5.0)

HKBN Enterprise Solutions is the brand / trading name of HKBN Enterprise Solutions Limited and/or HKBN Enterprise Solutions HK Limited

Table of Content

Cloud Voice S service enabled by Cisco Unified IP Phone 8851 is ideal for any mid-sized to large enterprise company that wants to update its phone system from a traditional analog or digital-based system to an IP Communications system.

1   Phone Set Features and Functions

1.1   Operation for IP Phone 8851

Item	Description
1	DC adaptor port (DC48V).
2	AC-to-DC power supply (optional).
3	AC power wall plug (optional).
4	Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.
5	Access port (10/100/1000 PC) connection..
6	Auxiliary port.
7	Handset connection.
8	Analog headset connection (optional).
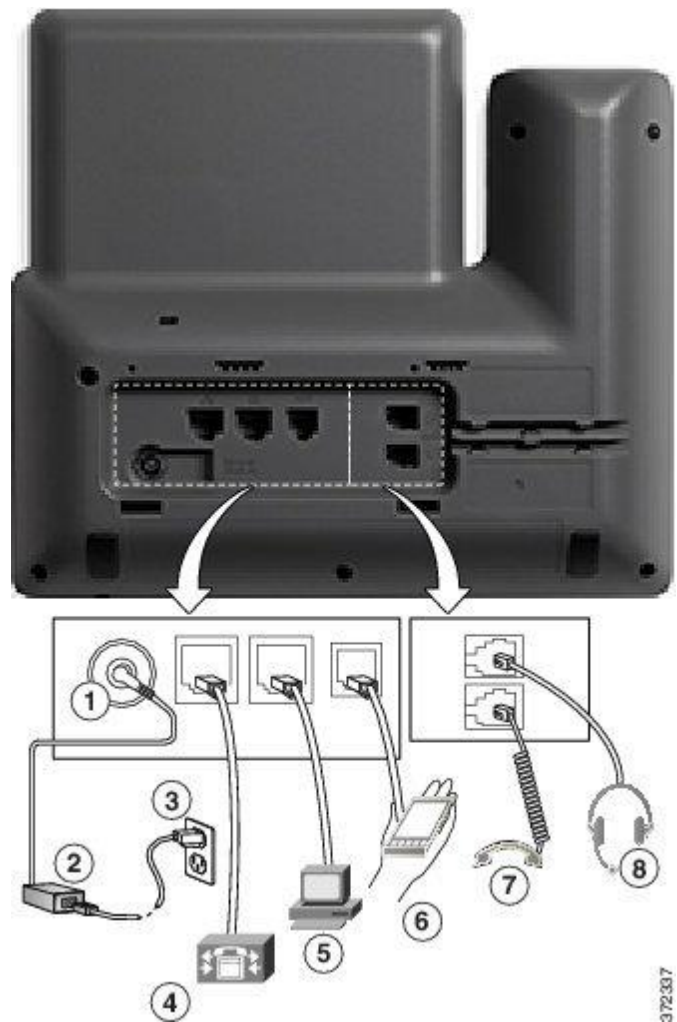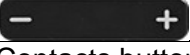
Notes: IP Phone 8851 cannot function properly when there is a failure in power supply.

2   Location of Control

	Item	Description
1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Programmable Feature buttons and Session buttons	Depending on the features programmed on the buttons. Buttons illuminate to indicate status: • Green, steady—Active call • Green, flashing—Held call • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line) • Red, flashing—Remote line on hold
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Release buton	Ends a connected call or session.

7	Hold/Resume button	Places an active call on hold and resumes the held call.
8	Conference button	Creates a conference call.
9	Transfer button	Transfers a call.
10	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
14	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
15	Contacts button	Opens/closes the Directories menu. Use it to access personal and corporate directories.
16	Applications button	Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.
17	Messages button	Dials to retrieve your Voicemail messages.
18	Back button	Returns to the previous screen or menu.
19	Handset	Phone handset.

3   VPN Setup

1.   Press the **Application** button

2.   Select the **VPN** application
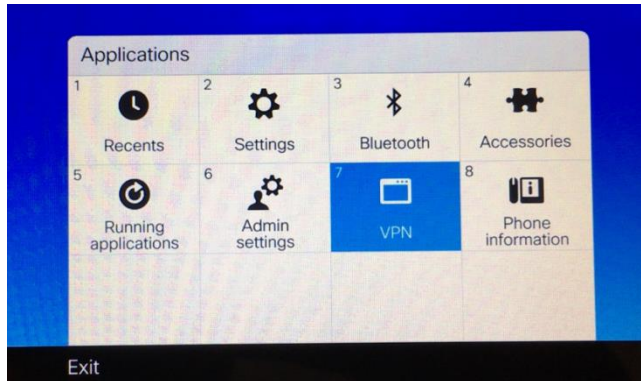
3.   Turn on the **VPN**
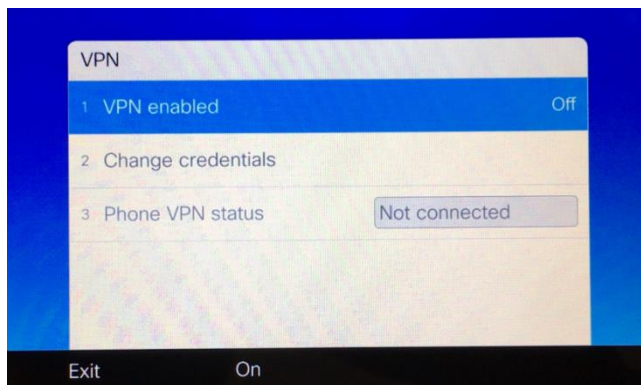
4.   Enter your **User ID**

(cv + your Cloud Voice Number, e.g. your Cloud Voice Number is

31234567, your User ID is cv31234567)

5.   Enter your **Password** (your Cloud Voice Number)
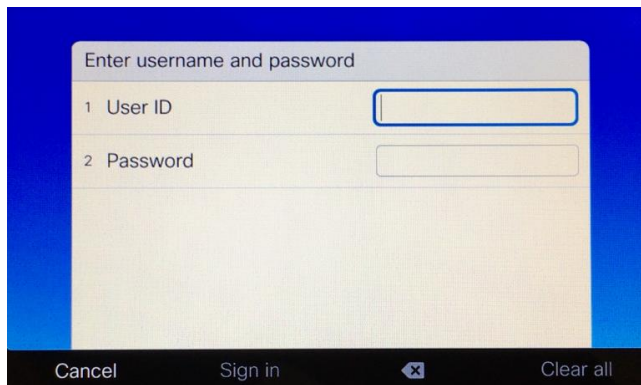
6.   Press **Sign in** soft key

4   Preference Setup

4.1   Adjusting Ringer Volume and Ringtone

4.1.1   Change Volume

1. Press the **Volume** button   right or left to adjust the loudness of the ringtone.

4.1.2   Change Ringtone

1. Press the **Applications** button   .
2. Select **Setting**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **Ringtone** and different types of ringing tone are displayed.
4. Press the **Play** softkey to play a sample.
5. Press the **Set** softkey to select the ringtone.
6. Press the **Apply** softkey to confirm your selection, or press the **Back**

   softkey   to go back to the Ringtone selection screen.

4.2   Adjusting Brightness

1. Press the **Applications** button   .
2. Select **Setting**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **Brightness**.
   - To increase brightness, press the up on the **Navigation and Select button**
   - To decrease brightness, press the down on **Navigation and Select button**
4. Press the **Save** softkey to confirm the contrast level, or just press the **Cancel** softkey to exit without changing the setting.

5   Basic Features

5.1   Placing a Call

There are 4 options for placing a new call:

1. When using the handset, lift the handset and dial the number.

2. To make a new call on the current line, press the **New Call** softkey and dial the number.

3. To dial with the phone on hook, from the main screen, perform either of these actions:

   ▪ Dial the number and lift handset or press the **Call** soft key. The phone will not produce the dial tone until after you lift the handset or press the **Call** soft key.

   ▪ Press the **New Call** soft key and dial the number.

4. To dial the last dialed number, press the **Redial** soft key.

5.2   Answering a Call

There are 3 options for answering a call:

1. Lift the handset.

2. Press the **Answer** softkey.

3. Press the **Speakerphone** button .

5.3   Call Waiting

1. To answer the new call, press the **Session** button . When you do so, the original call will be put on hold.
2. To return to the original call, press the **Session** button**.**

5.4   Ending a Call

There are 3 options for ending a call:

1. Hang up the handset.

2. Press the **End Call** softkey

3. Press the **Speakerphone** button , when using hand-free conversation mode

5.5   Muting a Call

1. Press the **Mute** button .
2. To disengage mute, press **Mute** button again.

5.6   Putting a Call on Hold

1. To put a call on hold,

    ▪ Press the **Hold** button .

    ▪ The **Hold** icon will be displayed and the Line button will be pulsed to green color.

2. To resume the highlighted call, you can
    ▪ Press the **Resume** softkey.

5.7   Transferring a Call to another Party

1. Press the **Transfer** button .
2. Enter an 8-digits local number / a 4-digits extension number of the recipient
3. Press the **Transfer** button again or the **Transfer** softkey.

Note: If you wish to transfer the call to an external party, please remember to add "9" before the 8-digits telephone number

5.8   Redialing the Last Number Dialed

Press the **Redial** soft key.

5.9   Forwarding Calls to another Phone

5.9.1   Setting up Call Forwarding from your IP Phone

Activate - Press the **Fwd All** soft key + destination number

Cancel - Press the **Fwd All** soft key.

Note: If you wish to forward the call to an external telephone number, please remember to add "9" before the 8-digits telephone number

*Tips: To forward all incoming calls to your voicemail, just simply press **Fwd All** and **Message** button.*

5.9.2   Setting up Call Forwarding from your Mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice number and Cloud Voice password accordingly.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
5. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number

5.9.3   Setting up Call Forwarding via Internet

1. Visit https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp.
2. Click **Cloud Voice User Portal** (Scroll down the page).
3. Enter your Cloud Voice number and Cloud Voice Password to log onto Cloud Voice User Portal.
4. Click **Call Management** to activate the Call Forwarding function.
5. Enter the destination of number to which you want to forward all your calls (e.g. your mobile).
6. To cancel call forwarding, please log onto **Cloud Voice User Portal** again to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number

5.10   Placing a Conference Call

1. During an active call conversation, press the **Conference** button.

2. Enter 8-digits local number / 4-digits extension number of the other invited party.

3. Press the **Conference** button again or the **Conf** softkey.

4. The conference call with 3 parties will begin.

5. Repeat these steps to add more parties, if desired.

Note: If you wish to make a conference with an external party, please remember to add "9" before the 8-digits telephone number

*Tips: You can press **ConfList** to view and press **Remove** to remove conference participants.*

5.11   Call Pickup

5.11.1   Call Pickup within your Group

1. Lift up the handset and press the **More** (or   ) softkey

2. Press the **PickUp** softkey to transfer a ringing call within your pickup group to your phone.

3. When your phone rings, press the **Answer** softkey to pick up and connect to the call.

5.11.2   Directed Call Pickup (Specific Group Member)

1. Lift up the handset and press the **More** (or   **)** softkey

2. Press the **GPickup** softkey.

3. Enter the extension number of the phone line with the call that you want to pick up.

   (For example, if the call is ringing on line extension number '2345', please enter '2345'.)

4. When your phone rings, press the **Answer** softkey to pickup and connect to the call.

6. VoiceMail Service (iVoiceMail Plus)

6.1 Activating VoiceMail

6.1.1   Activating VoiceMail on your IP Phone

6.4.1   Press the **Message** button [image: Message button icon] on your IP Phone

6.4.2   Enter your VoiceMail PIN followed by "**#**"

6.4.3   Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

6.1.2   Remote Activation of VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "**#**"
4. Enter your VoiceMail PIN followed by "**#**"
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

   Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.

2. To access the voice messaging system, press the **Message** button [image: Message button icon] and follow the voice instructions.

6.3 Remote Access to VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.

3. Enter your User ID (your Cloud Voice Number) followed by "#"

4. Enter your VoiceMail PIN followed by "#"

5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.4 Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013

1. Open your Microsoft Outlook.

2. Click **Tools.**

3. Select **Accounts.**

4. Click **New.**

5. Select **Microsoft Exchange, POP3, IMAP, or HTTP**" and click **Next.**

6. Enter Account Information * and click **Next.**

7. Select **Internet E-mail** and click **Next.**

8. **Enter** Server Information ** and click **Next.**

9. Click **Finish.**

*   When entering the Account Information, please input the following*
- *Your Name: Name wish to be displayed in email*
- *E-mail Address: 3xxxxxxx@cloudvideo.com.hk ; '3xxxxxxx' is your Cloud Voice Number*
- *Username: Your Cloud Voice Number (e.g. 3xxxxxxx)*
- *Password: Your Cloud Voice Password*

**   *When entering Server Information, please input the following:*
- *Account Type: IMAP*
- *Incoming mail server: imaps12.cloudvoice.hkbnes.net;*
- *Outgoing mail server: (Your ISP smtp or Google smtp)*

Note: Starter Cloud Voice PIN is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

7. VoiceMail Service (eVoiceMail)

7.1 Activating VoiceMail

7.11   Activating VoiceMail on your IP Phone

1. Press the **Message** button [oo] on your IP Phone
2. Enter your VoiceMail PIN followed by "**#**"
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

7.12   Remote Activation of VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by "**#**"
4. Enter your VoiceMail PIN followed by "**#**"
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

7.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.

2. To access the voice messaging system, press the **Message** button [oo] and follow the voice instructions.

7.3   Remote Access to VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced.

3. Enter your User ID (your Cloud Voice Number) followed by "#"

4. Enter your VoiceMail PIN followed by "#"

5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

8   Using the Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

8.1   Viewing and Dialing from the Phone Log

1. Press the **Applications** button ⚙ .
2. Select **Call History (**or **Recents)**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. From the Call History list, select the call you want to dial and do one of the following:
   ▪ Press the **Call** softkey.
   ▪ Press the line key.
   ▪ Pick up the handset.
   ▪ Press the **speakerphone** or **headset** button.

8.2   Delete Call Record from the Phone Log

1. Press the **Applications** button ⚙ .
2. Select **Call History (**or **Recents)**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select the call you want to delete.
5. Press the **Delete** softkey (you may need to press the **More** (or ⬛ **)** softkey first).
6. Press the **Delete** softkey to delete the record, or press the **Cancel** softkey to go back to the Call History screen.

9 Extension Mobility

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your IP Phone Personal Identification Number (PIN) to login an IP Phone, your assigned telephone number, and the settings that you have established will be associated with that phone.

Extension Mobility is useful particularly for those who do not routinely conduct business in the same office. However, you can only login one phone at a time. If you want to use another phone, you must logout of the first phone.

9.1 Login

1. Press the **Applications** button .
2. Select **Service**.
3. Select **Extension Mobility**.
4. Enter your User ID (your Cloud Voice Number) and IP Phone PIN.
5. You can use the IP Phone from now on.

Note: Starter IP Phone PIN is your Cloud Voice Number. For security reason, please change your IP Phone PIN regularly.

9.2 Logout

1. To sign out, press the **Applications** button .
2. Select **Service**.
3. Select **Extension Mobility**.
4. When prompted to sign out, press the **Yes** softkey.

10   Sim-Ring Mobility

The simultaneous ringing features allow you to bring any incoming call to your

Cloud Voice number to both your desk IP phone and mobile.

10.1   Enable/ Disable SIM-Ring Mobility

1. Press the **Mobility** button to display the current status (**Enable Mobile Connect/ Disable Mobile Connect**)
2. Press **Select** softkey to toggle the status.
3. Press the **Exit** softkey once you confirm the SIM-Ring Mobility status.

Note:
1. *Please remember to submit your mobile phone number to HKBNES before you can enjoy SIM-Ring Mobility.*
2. *If the call is not answered in desk IP Phone and you have Enable Mobile Connect, the incoming call will be diverted to your mobile phone normally after 4 rings.*

10.2   Switching Call Conversation to Mobile

When you are using IP Phone for call conversation with your business partner and wish to leave from your desk, you can continue the call conversation by using switching call to mobile.

1. During the call conversation on IP Phone, press the **Mobility** button.
2. Select **Send call to Mobile Phone.**
3. The call will be in 'Hold' status and transferred to your mobile within few seconds.
4. Please answer the call in your mobile & you can continue the call conversation via your mobile.
5. Lastly, put back your handset back to IP phone.

Note: During the switching of call to mobile, the call will be in 'Hold' status. Suggest you to inform the other call party 'Just a moment, please'.

10.3   Switching Call Conversation from Mobile Back to IP Phone

Similarly, if the call received by your mobile via SIM-Ring Mobility and back to your desk, you can continue the call conversation by using switching call to your IP Phone.

1. During the call conversation on mobile, hang up the call on your mobile phone to disconnect the call via mobile phone (it will terminate the call).
2. The call will be in " Hold" status.
3. Within few seconds, **Programmable Line** button will be lighted up on your IP phone.
4. Press the **Programmable Line** button.
5. The call will be transferred to IP phone & you can continue the call conversation.

Note: During the switching of conversation call back to IP phone, the call will be in 'Hold' status. Suggest you to inform the other call party

11   Password Management

11.1   Change The Cloud Voice Password

1.   Visit https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp

2.   Click **Cloud Voice User Portal** (Scroll down the page).

3.   Enter your **Cloud Voice Number** and **Password**

4.   Click **Login**

5.   Click **Password Management**

6.   Enter **Existing Password**

7.   Enter **New Password**

8.   Re-enter **New Password**

9.   Click **Submit**

Note:

i.   Starter Cloud Voice Password is your Cloud Voice Number.

ii.   New Cloud Voice Password will be applied to the following services:

- *Cloud Voice User Portal*

- *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*

- *Mobility Apps Services – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*

- *Retrieval of VoiceMail via Outlook 2000*

11.2   Change The IP Phone PIN

1.   Visit https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp

2.   Click **Cloud Voice User Portal** (Scroll down the page)

3.   Enter your **Cloud Voice Number** and **Password**

4.   Click **Login**

5.   Click **here** in the foot note

6.   Enter your **Cloud Voice Number** and **Password**

7.   Click **Login**

8.   Click **User Option** and choose **User Setting**

9.   Enter **Current PIN**

10.   Enter **New PIN** and **Confirm PIN**

11.   Click **Save**

Note:

i.   *Starter IP Phone PIN is your Cloud Voice Number*

ii.   *The New IP Phone PIN will be applied to the following services*

-   *Personal Directory*

-   *Extension Mobility*