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Cloud Voice S Service
Remote Extension S for Cisco Unified IP Phone 8961 User Guide

(Version 5.0)

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Table of Content

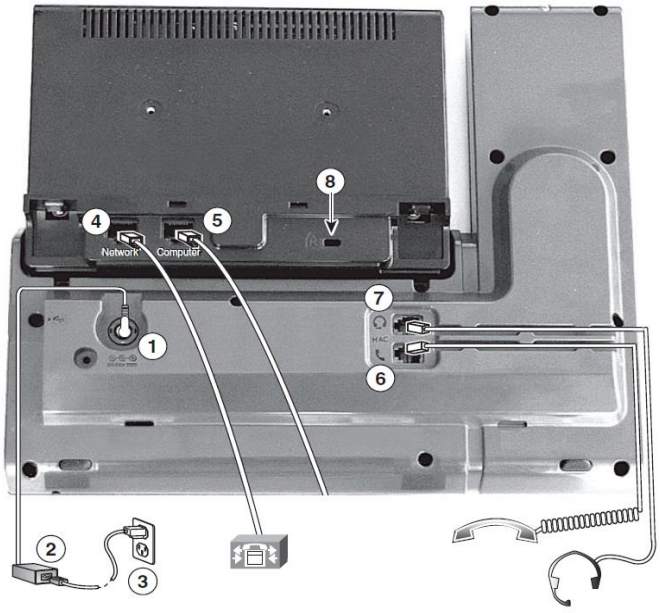
1 Phone Set Features and Functions **3**
1.1 Operation for IP Phone 8961 3
1.2 Location of Control 4
2 Preference Setup **7**
2.1 Adjust Brightness 7
2.2 Adjust Ringtone 7
2.2.1 Change Volume 7
2.2.2 Change Ringtone 7
2.3 Adjust Wallpaper 8
3 Basic Features **9**
3.1 Placing a Call 9
3.2 Answering a Call 9
3.3 Ending a Call 9
3.4 Muting a Call 10
4 Call Management Features **10**
4.1 Putting a Call on Hold 10
4.2 Using Call Waiting 10
4.3 Transferring a Call to another Party 11
4.4 Redialing the Last Number Dialed 11
4.5 Forwarding Calls to another Phone 11
4.5.1 Setting up Call Forwarding from your IP Phone 11
4.5.2 Setting up Call Forwarding from your mobile 12
4.5.3 Setting up Call Forwarding via Internet 12
4.6 Placing a Conference Call 13
4.7 Call Pickup 13
4.7.1 Call Pickup within your Group 13
4.7.2 Directed Call Pickup (Specific Group Member) 14
4.8 Sim-Ring 14
4.8.1 Enable/ Disable Sim-Ring 14
4.8.2 Switching Phone Conversation to Mobile 14
4.8.3 Switching Phone Conversation from Mobile back to IP Phone 15
5. VoiceMail Service (iVoiceMail Plus) **16**
5.1 Activating VoiceMail 16
5.1.1 Activating VoiceMail on your IP Phone 16
5.1.2 Remote Activation of VoiceMail 16
5.2 Accessing VoiceMail 16
5.3 Remote Access to VoiceMail 17
5.4 Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013 17
6. VoiceMail Service (eVoiceMail) **18**
6.1 Activating VoiceMail 18
6.11 Activating VoiceMail on your IP Phone 18
6.12 Remote Activation of VoiceMail 18
6.2 Accessing VoiceMail 18
6.3 Remote Access to VoiceMail 19
7 Using Phone Log **20**
7.1 Viewing and Dialing from the Phone Log 20
7.2 Deleting Call Record from Phone Log 20
8 Extension Mobility **21**
8.1 Login 21
8.2 Logout 21
9 Password Management **22**
9.1 Change The Cloud Voice Password 22
9.2 Change The IP Phone PIN 23

Cloud Voice S service enabled by Cisco Unified IP Phone 8961 is an advanced professional media endpoint that delivers an enhanced user experience with an easy-to-use and eco-friendly ergonomic design.

1 Phone Set Features and Functions

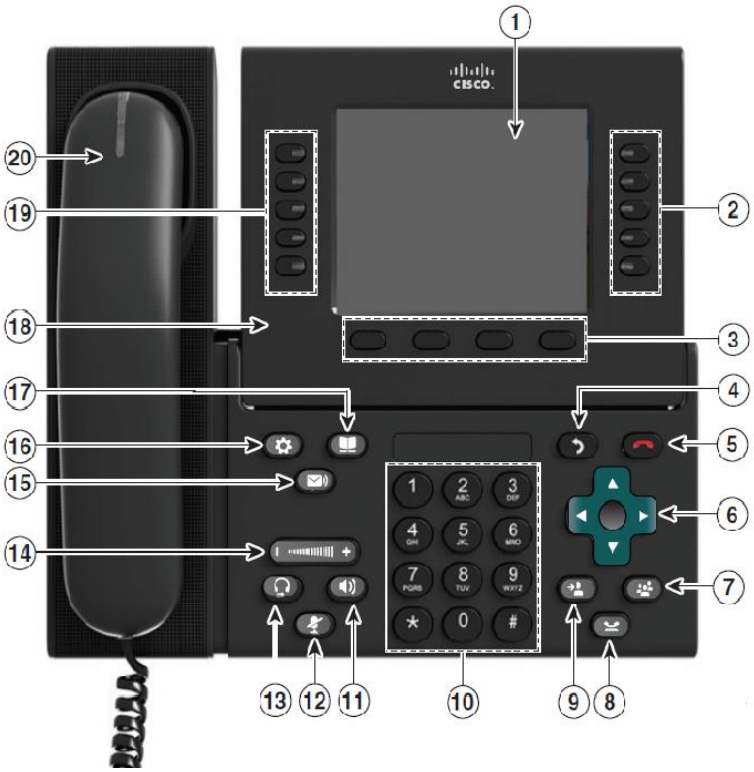
1.1 Operation for IP Phone 8961

Item	Description
1	DC adaptor port (DC48V).
2	AC-to-DC power supply.
3	AC power wall plug.
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled.
5	Computer port (10/100/1000 PC) connection
6	Headset connection (optional).
7	Analog headset connection
8	Anti-theft security lock connector



Notes: IP Phone 8961 cannot function properly when there is a failure in power supply.

1.2 Location of Control



	Item	Description
1	Phone screen	Shows information about your phone, including directory number, call information (for example caller ID, icons for an active call or call on hold) and available soft keys.
2	Session buttons	Each corresponds with an active call or a call function. Pressing the button takes the default action: • Active calls—Pressing the button takes the default action for an active call. For example, pressing the session button for a ringing call answers the call and pressing the button on a held call resumes the call. Session information, such as caller ID and call duration, appears on the phone screen next to the session button. • Call functions—When a session button is not being used for an active call, it can be used to initiate functions on the phone, as indicated by the adjacent phone screen icons. For example, pressing the session button can display missed calls, take the phone off hook, or dial your voice-messaging system (with a Voicemail icon). Color LEDs reflect the call state. LEDs can *flash* (blink on and off rapidly), *pulse* (alternately dim and brighten), or appear *solid* (glow without interruption). • Flashing amber —Ringing call. Pressing this button answers the call. • Solid green —May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call.

		• Pulsing green —Held call. Pressing this button resumes the held call. • Solid red —Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled). • Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call. (The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)
3	Soft key buttons	Allow you to access the soft key options (for the selected call or menu item) displayed on your phone screen.
4	Back button	Returns to the previous screen or menu.
5	Release button	Ends a connected call or session.
6	Navigation pad and Select button	The four-way Navigation pad allows you to scroll through the menus, highlighted items, and move within a text input field. The Select button (center of the Navigation pad) allows you to select a highlighted item. The Select button is lit (white) when the phone is in power-save mode.
7	Conference button	Creates a conference call.
8	Hold button	Places a connected call on hold.
9	Transfer button	Transfers a call.
10	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset). If external speakers are connected, the Speakerphone button selects them as the default audio path.
12	Mute button	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
13	Headset button	Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. A headset icon in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).
14	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook). Silences the ringer on the phone if an incoming call is ringing.
15	Messages button	Dials to retrieve your Voicemail messages.

16	Applications button	Opens/closes the Applications menu. Depending on how your system administrator sets up the phone, use it to access applications such as call history, preferences, and phone information.
17	Contacts button	Opens/closes the Contacts menu. Depending on how your system administrator sets up the phone, use it to access personal directory, corporate directory, or call history.
18	Phone display	Can be positioned to your preferred viewing angle.
19	Programmable feature buttons (also called feature buttons)	Each corresponds with a phone line, speed dial, and calling feature. Pressing a button for a phone line displays the active calls for that line. If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). Then it is recommended that you keep your phone in the All Calls view. Color LEDs indicate the line state: • Amber —Ringing call on this line • Green —Active or held call on this line • Red —Shared line in-use remotely (The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)
20	Handset with light strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

2 Preference Setup

2.1 Adjust Brightness

As the display of IP Phone may be affected by the lighting of office environment, you can adjust the brightness in order to have best performance on the display accordingly.

1. Press the **Applications** button
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select **Brightness**.
   - To increase brightness, press the **Right** arrow on the **Navigation** bar
   - To decrease brightness, press the **Left** arrow on **Navigation** bar
4. Press the **Save** soft key to confirm the brightness level, or just press the **Cancel** soft key to exit without changing the setting.

2.2 Adjust Ringtone

You can change the volume or ringing tone to suit your business environment by means of following procedures.

2.2.1 Change Volume

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

2.2.2 Change Ringtone

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select Ringtone and different types of ringing tone are displayed.
4. Press the **Play** soft key to play a sample.
5. Press the **Set** soft key to select the ringtone.
6. Press the **Apply** soft key to confirm your selection, or press the **Cancel** soft key to go back to the Ringtone screen.

2.3 Adjust Wallpaper

There are some standard IP phone wallpaper background templates prepared by HKBNES . You can easily change it accordingly.

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Wallpaper** and it will display different wallpaper in your IP phone. Select the wallpaper you preferred.
4. Press the **Preview** soft key to preview the wallpaper.
5. Press the **Set** soft key to apply the wallpaper to your IP phone.

3 Basic Features

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

3.2 Answering a Call

There are 3 options for answering a call:

1. Lift the handset.
2. Press the **Answer** soft key
3. Press the **Speakerphone** button

3.3 Ending a Call

There are 3 options for ending a call:

1. Hang up the handset.
2. Press the **EndCall** soft key
3. Press the **Speakerphone** button , when using hand-free conversation mode

3.4 Muting a Call

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

Note: If you are using mute along with the speakerphone, lifting the handset will disengage the mute function.

4 Call Management Features

4.1 Putting a Call on Hold

During the call conversation, you can put the other call party temporarily 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 colour.
2. To resume the highlighted call, you can press the **Resume** soft key.

4.2 Using Call Waiting

If you are enabled with call waiting for your phone and you are on a call, you will hear a call waiting tone and the caller ID information will be shown on the phone's LCD screen if a new call comes in when you are on the phone.

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**.
3. If the second call is still active, the call will be put on hold when you return to the original call.
4. You can continue to use the **Session button** to switch between the calls.

4.3 Transferring a Call to another Party

During the call conversation (not 'On-hold' mode), if you wish to transfer your call conversation to another party, you can:

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

* *If you wish to transfer the call to external partner, please remember to add "9" before the 8-digits telephone number*

4.4 Redialing the Last Number Dialed

To redial the most recently dialed number, press the **Redial** soft key. If you have not lifeted up the handset, it will be in speakerphone mode and automatically activate speaker.

4.5 Forwarding Calls to another Phone

4.5.1 Setting up Call Forwarding from your IP Phone

1. Press the **Forward All** soft key. You will hear two beeps.
2. Enter the destination number to which you want to forward all of your calls, exactly as you were placing a call to that number.
3. To cancel all call forwarding, press the **Forward Off** soft key.

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

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

4.5.2 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. Similarly, to cancel all call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice number. For security reason, please change your password in a regular basis.

4.5.3 Setting up Call Forwarding via Internet

1. Browse to website https://adp.cloudvoice.hkbnes.net.
2. Enter your Cloud Voice number and Cloud Voice Password to login Cloud Voice User Portal.
3. Click ‘**Call Management**’ to activate the Call Forwarding.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
5. Similarly, to cancel all call forwarding, please login to ‘Cloud Voice User Portal’ again to deactivate the call forwarding accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice number. For security reason, please change your password in a regular basis.

4.6 Placing a Conference Call

During the phone conversation, you can invite more business partners to join the conversation by means of N-way 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 Conference soft key.
4. The conference call with 3 parties will be begun.
5. Repeat these steps to add more parties, if desired.

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

*Tips: To view and remove conference participants, you can press **Details** button and press **Remove** to remove a conference participant.*

4.7 Call Pickup

4.7.1 Call Pickup within your Group

When one of your pickup group member's phone rings, you can use your own phone to pick up and answer the call directly.

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone.
2. When your phone rings, press the **Answer** soft key to pickup and connect to the call.

4.7.2 Directed Call Pickup (Specific Group Member)

1. Press **Group Pickup**.
2. 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'.)
3. When your phone rings, press the **Answer** soft key to pickup and connect to the call.

4.8 Sim-Ring

The simultaneous ringing feature allows you to bring any incoming call to your Cloud Voice number to both your desk IP phone and mobile.

4.8.1 Enable/ Disable Sim-Ring

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

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

4.8.2 Switching Phone Conversation to Mobile

When you are talking to your business partner on your IP phone and wish to leave your desk, you can continue the phone conversation by using switching call to your mobile.

1. During the phone conversation, press the **Mobility** soft key.
2. Select **Send call to Mobile Phone.**
3. The call will be in 'Hold' status and transferred to your mobile within a few seconds.
4. Pickup the call on your mobile and you can continue the phone conversation on your mobile.

4.8.3 Switching Phone Conversation from Mobile back to IP Phone

If you pickup the call dialed at your Cloud Voice Number on your mobile, you can switch the call back to your IP phone.

1. During the phone conversation, hang up the call on your mobile phone to disconnect the call from your mobile phone.
2. The call will be in 'Hold' status.
3. Within few seconds, the **Resume** soft key will be displayed on your IP phone.
4. Press the **Resume** soft key on your IP phone.
5. The call will be transferred to your IP phone and you can continue the phone conversation.

5. VoiceMail Service (iVoiceMail Plus)

5.1 Activating VoiceMail

5.1.1 Activating VoiceMail on your IP Phone

i. Press the **Message** button on your IP Phone
ii. Enter your VoiceMail PIN followed by "#"
iii. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

5.1.2 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.

5.2 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 and follow the voice instructions.

5.3 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.

5.4 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.

6. VoiceMail Service (eVoiceMail)

6.1 Activating VoiceMail

6.11 Activating VoiceMail on your IP Phone

1. Press the **Message** button 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.

6.12 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.

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 and follow the voice instructions.

6.3 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.

7 Using 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 that you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

7.1 Viewing and Dialing from the Phone Log

1. Press the **Applications** button
2. Select **Call History**. (Use the Navigation bar and 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** soft key.
   - Press the line key.
   - Pick up the handset.
   - Press the **speakerphone** or **headset** button.

7.2 Deleting Call Record from Phone Log

1. Press the **Applications** button
2. Select **Call History**. (Use the Navigation bar and 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 **Del Call** soft key (you may need to press the **more** soft key first).
6. Press the **Delete** soft key to delete the call, or press the **Cancel** soft key to go back to the Call History screen.

*Tips: For dialing Missed call from external parties, you should press **More** and **EditDial** to add "9" to the contact number*

8 Extension Mobility

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your Extension Mobility Personal Identification Number (PIN) to log into 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 log into one phone at a time. If you want to use another phone, you must log out of the first phone.

8.1 Login

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

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

8.2 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** soft key.

9 Password Management

9.1 Change The Cloud Voice Password

1. Visit **Cloud Voice User Portal** at https://adp.cloudvoice.hkbnes.net
2. Enter your **Cloud Voice Number** and **Password**
3. Click **Login**
4. Click **Password Management**
5. Enter **Existing Password**
6. Enter **New Password**
7. Re-enter **New Password**

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*

9.2 Change The IP Phone PIN

1. Visit **Cloud Voice User Portal** at https://adp.cloudvoice.hkbnes.net
2. Enter your **Cloud Voice Number** and **Cloud Voice Password**
3. Click **Login**
4. Click **here** in the foot note of the **Call Management** page
5. Enter your **Cloud Voice Number** and **Cloud Voice Password**
6. Click **Login**
7. Click **User Option** and choose **User Setting**
8. Enter **Current PIN**
9. Enter **New PIN** and **Confirm PIN**
10. Click **Save**

Note:

i. Starter IP Phone PIN is your Cloud Voice Number

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

- *Personal Directory*
- *Extension Mobility*