HKBN
香港寬頻

Unified Communications

# Technical Support and Trouble Shooting Guide

Content

1. Setup / Connection / Installation

Q1.   How to setup / Install Unified Communications IP Phone
A1.

Please connect the Unified Communications IP Phone with Power and Internet as below
  i. Connect the "Internet" port to the broadband socket or your network router (if any)
  ii. Connect the "PC" port to local personal computer (optional). It would be subject to Customer's Broadband connection and network equipment.
  iii. Connect the Power Adapter to the "DC" port, while the other end connects to the power socket.
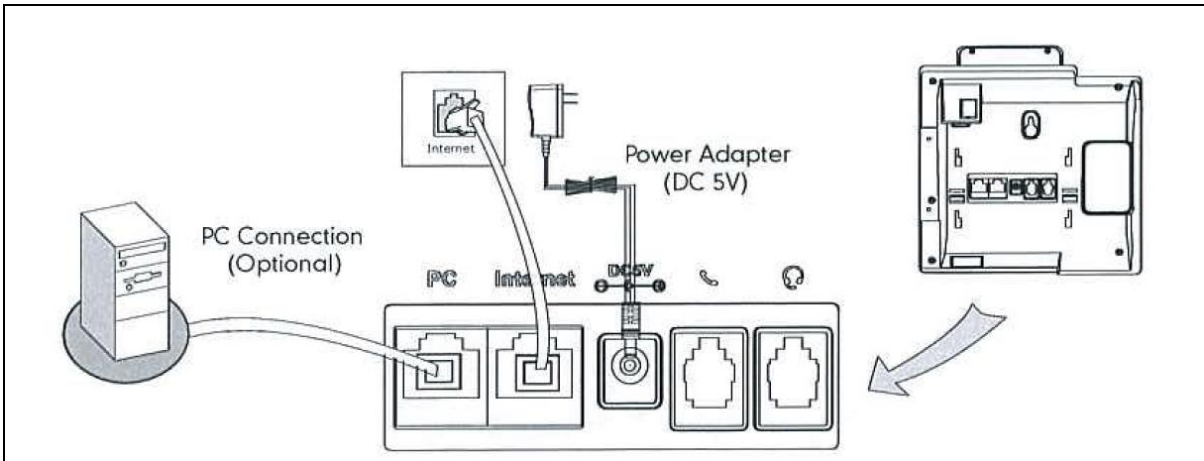
Q2.   What kind of network connection supported in Unified Communications service? Can I connect Unified Communications IP phone via DHCP or PPPoE broadband connection?
A2.   HKBN Unified Communications must be connected with DHCP broadband connection. If you are using PPPoE broadband, it is suggested to connect it to an IP sharer or router to provide DHCP connection to our Unified Communications IP Phone.
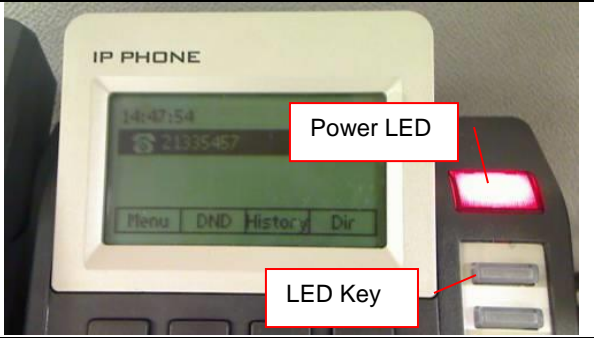
Q3.   What is the IP Phone Screen Display & LED indicators under normal situation?
A3.

When the IP Phone is connecting with power and internet, its screen and LED will display as below:

Phone Model	T60P
Screen	Service No. will be shown
Power LED	RED = Power connected
LED Key	No light = line ready for use
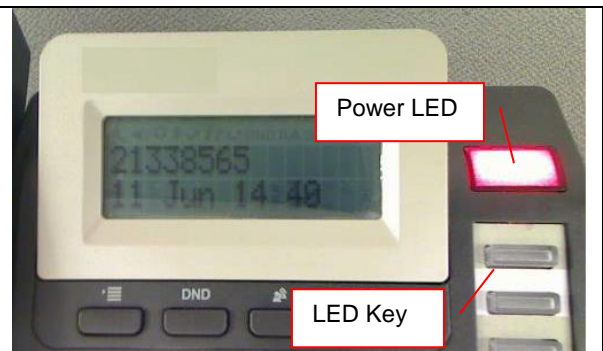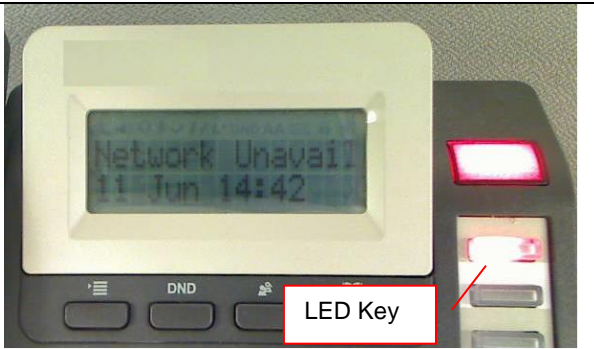
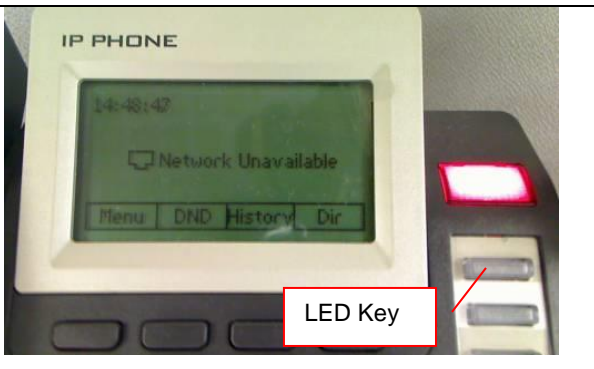| Phone Model	T65P	
Screen	Service No. will be shown	
Power LED	RED = Power connected	
LED Key	No light = line ready for use	

2. Common Fault / Quality Problem

Q4.   All Lines cannot be used for Incoming and Outgoing Call – phone screen display message "Network unavailable" / "Network Unavail."

A4.

    i.   IP Phone screen display **Network Unavail / Network Unavailable**, it means your IP phone set did not connect to internet.

Phone Model	T60P	
Screen	**Network Unavail**. = Phone set did not connect to internet	
LED Key	**RED light =** Phone cannot be used	

Phone Model	T65P	
Screen	**Network Unavailable** = Phone set did not connect to internet	
LED Key	**RED light =** Phone cannot be used	

    ii.   Please check whether the network cable is connected to the "Internet" port of the IP phone. Unplug and plug in the network cable again. Then, unplug and re-plug the Power Adapter to restart the IP phone.

    iii. If the problem still exists, please unplug your broadband / internet cable and connect it to your PC directly to test the internet connectivity
- If your PC is able to connect to Internet, please contact our customer service hotline.
- If your PC still failed to connect to Internet, please contact your internet service provider to check the broadband connection.

Q5. All Lines cannot be used for Incoming and Outgoing Call – phone screen display message "No Service".

A5.

i. IP Phone screen display **No Service**, it means your IP phone set cannot connect to HKBN Network.

Phone Model	**T60P**	
Screen	**No Service** = SIP phone cannot connect to HKBN network	
LED Key	**RED light =** Phone cannot be used	

Phone Model	**T65P**	
Screen	**No Service** = SIP phone cannot connect to HKBN network	
LED Key	**RED light =** Phone cannot be used	

ii. Please check the network cable connected to the "Internet" port of the IP phone to see whether it is connected. Unplug and plug in the network cable again. Then, unplug and re-plug the Power Adapter to restart the IP phone.

iii. If problem still exist, please unplug your broadband / internet cable and connect it to your PC directly to test the internet connectivity
   - If your PC is able to connect to Internet, please check and make sure that following ports are not blocked in your Firewall / Router / Network. Please check with your system or network administrator if needed:

Phone SIP* Port	SIP Service Port min	19060
	SIP Service Port max	19099
Phone RTP^ Port	RTP port min	11780
	RTP port max	11800
Remote SIP Service IP		203.176.254.230
Remote SIP Service Port		9060
Remote RTP IP		203.176.254.230
Remote RTP port range		50000~65535

IP Address / Port	Major purpose
Remote SIP Service IP	To connect HKBN Unified Communications server and SIP registration.
SIP Service Port (Max/Min)	
Remote SIP Service Port	
Remote RTP IP	RTP connection, for voice traffic transmission.
RTP Port (Max/Min)	
Remote RTP port range	

* Session Initiation Protocol (SIP)
^ Real-time Transport Protocol (RTP)

   - If your PC still failed to connect to Internet, please contact your internet service provider to check the broadband connection.

Q6. Part of telephone lines cannot be used for make / receive call, what should I do?

A6.

    i. Please check whether the network cable is connected to the "Internet" port of the IP phone. Unplug and plug in the network cable again. Then, unplug and re-plug the Power Adapter to restart the IP phone.

    ii. Try to connect the telephone to another network socket

    iii. If problem still exist, please unplug your broadband / internet cable and connect it to your PC directly to test the internet connectivity

- If your PC is able to connect to Internet, please contact our customer service hotline.
- If your PC still failed to connect to Internet, please contact your internet service provider to check the broadband connection.

Q7. If I can make call, but fail to receive call…

A7.

    i. Please check whether IP phone feature **Do Not Disturb** is activated or not. If it is enabled, you would see "**DND**" indicator on the phone LED screen. You can disable it by press "**DND**" button once.
If there is no "**DND**" indicator, you may press short code #96 to cancel the Do Not Disturb (in case the **Do Not Disturb** is activated thru short code *96)

    ii. Please check whether **Call Forward** is activated or not. You can disable it by press short code #81 or #77

    iii. Please check whether **Black list / White list** feature enable or not. (via Communication Manager user portal*: Communication Manager user portal > Service Profile > Incoming Feature)

    iv. Please check **Phone Online** status via Communication Manager user portal*

    v. Please check **Phone Presence** status via Communication Manager user portal*

* For details setting of Communication Manager User Portal, please refer to our Communication Manager Portal User Quick Guide.

Q8. If I can receive the extension call, but fail to receive outside call…

A8. Please check the **White List** in the Communication Manager user portal (Portal>Service profile>Incoming feature>White list). Whenever the **White List** is enabled, only the number in **White List** and extension number can call-in.

Q9. I cannot make any call (internal and external), the dialing number is correct. The phone set does not have any respond / sound

A9.

    i. Please check what is the IP phone screen display and the indicator and refer to the answer of Q3 & Q4.

    ii. If the IP phone screen & LED signal is normal, please check whether the problem happen in using Handset, Speaker or Headset. Please test to make call by using Handset, Speaker and Headset

    iii. If problem happens on using Handset only, please contact our Customer Service Hotline to arrange Handset replacement.

    iv. If problem found on Speaker and Headset, please contact our Customer Service Hotline to arrange further test.

Q10. When I was on the phone, the call suddenly dropped…

A10. Please check the connection of broadband. Mark down the timestamp and report to HKBN.

    i. Please check what is the IP phone screen display and the indicator and refer to the answer of Q3 & Q4.

    ii. If the IP phone screen & LED signal is normal, please check and make sure that following ports are not blocked in your Firewall / Router / Network:

Phone SIP* Port	SIP Service Port min	19060
	SIP Service Port max	19099
Phone RTP^ Port	RTP port min	11780
	RTP port max	11800
Remote SIP Service IP		203.176.254.230
Remote SIP Service Port		9060
Remote RTP IP		203.176.254.230
Remote RTP port range		50000~65535

IP Address / Port	Major purpose
Remote SIP Service IP	To connect HKBN UC server and SIP registration.
SIP Service Port (Max/Min)	
Remote SIP Service Port	
Remote RTP IP	RTP connection, for voice traffic transmission.
RTP Port (Max/Min)	
Remote RTP port range	

* Session Initiation Protocol (SIP)

^ Real-time Transport Protocol (RTP)

Q11.   No matter handset or speaker I use, there is an echo / voice quality problem.

A11.   Please check the bandwidth of your broadband service and please note our UC service required bandwidth: The bandwidth for voice call is about 100kbps. The bandwidth for video call is about 700kbps.

Q12.   What is the bandwidth needed for voice call and video call?

A12.   The bandwidth for voice call is about 100kbps.
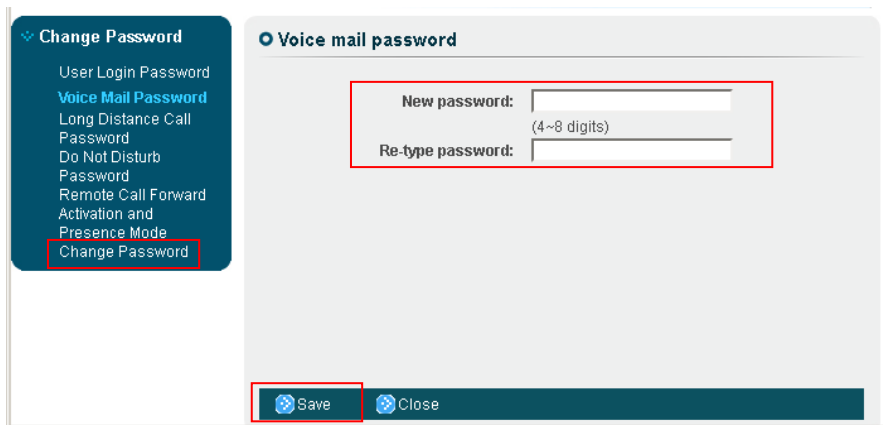The bandwidth for video call is about 700kbps.

3. Common Problems of Value Added Service

Q13.   What should I do if I forgot Voice Mail password?

A13.   You can change the voice mail password in Communication Manager User portal*.
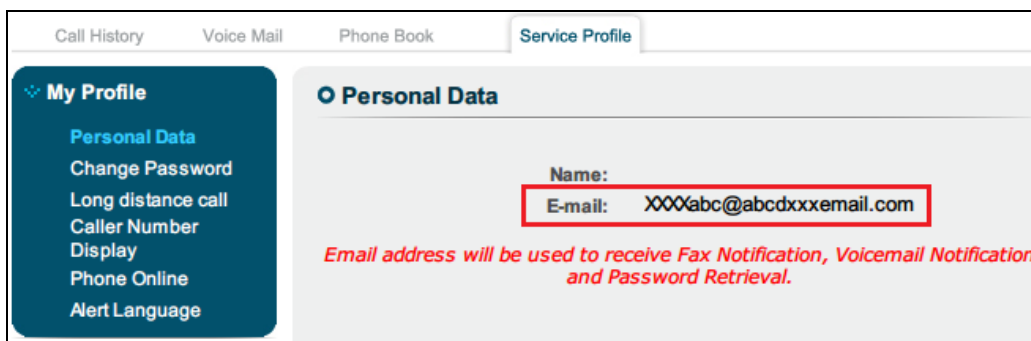Login Portal > Service Profile > Change Password
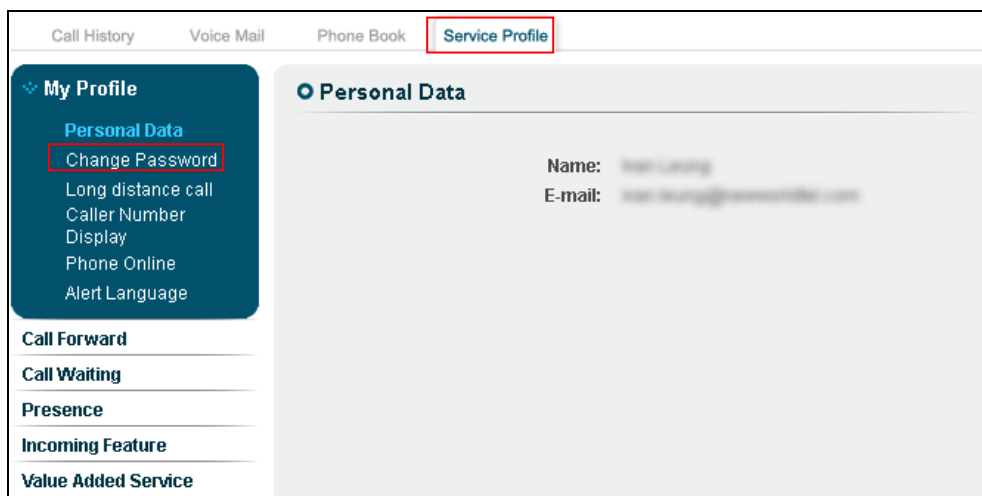
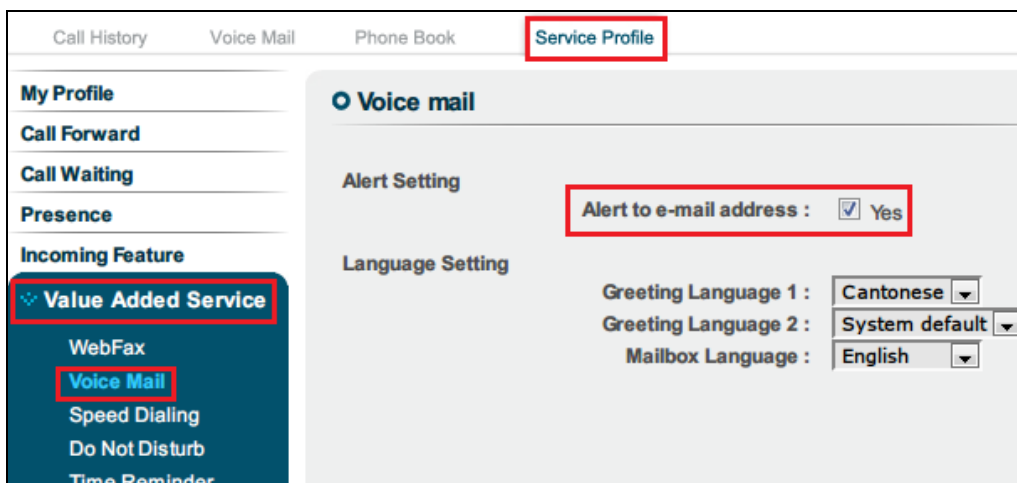Click Voice Mail Password > enter the new passwords and Save

* For details setting of Communication Manager User Portal, please refer to our
Communication Manager Portal User Quick Guide.

Q14. What should I do if I cannot receive the Voice mail notification by email?
A14. You can check if any email address has been registered with your service in Communication
Manager User Portal. (Login Portal > Service Profile)
If no email registered, please contact your Administrator to setup email address in
Communication Administrator Portal.

If there is email registered, please check whether you have select the option "Alert to e-mail
address" (Login Portal > Service Profile > Value Added Service > Voice Mail)

* For details setting of Communication Manager User Portal, please refer to our
Communication Manager Portal User Quick Guide.

If there is no problem found on above setting, please contact HKBN Customer Service
Hotline for further follow up.

4. Communication Manager User Portal (For General User)

Q15. What should I do if I forgot the Communication Manager portal password?

A15. There are 3 ways to reset / retrieve the password:
   i.   Please contact your Unified Communications Administrator to reset your password at Communication Manager Administrator Portal.

   ii. If your Unified Communications Administrator already registered email address for you, you can simply get back the password via Communication Manager portal:
   - Access Communication Manager User Portal
   - Click the link of "Forgot Password"
   - Enter your either your service number or the registered email address in the portal.
   - Press "Submit"
   Your password will be sent to your registered email address.

   iii. If your Unified Communications Administrator didn't register your email address in the portal or you forgot the email address, please visit our website and follow below steps to reset your password.
   a) Access hkbnes.net/en/accountservices
   b) Choose **Other Services** and click **Unified Communication**
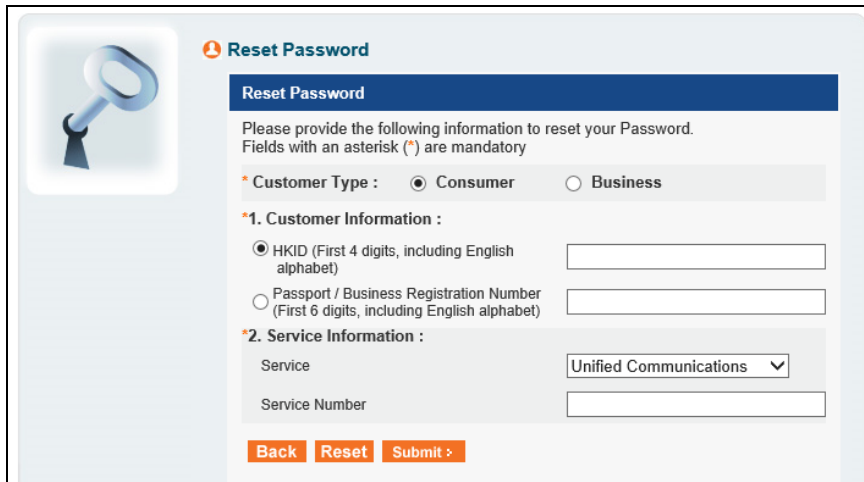   c) In the **Unified Communications** section, click **Forget Username / Password**

   d) Select Customer Type as "Business"
   e) Select and enter your "Business Registration Number" first 6 digits
   f) Select Service Type as "Unified Communication"
   g) Enter your Unified Communication service number, and then click "Submit".
   h) Our customer service will follow up your request by next working day.

5. Communication Manager For Administrator (For Admin only)

Q16.   What should I do if I forgot the Communication Manager Administrator portal password?
A16.   There are 2 ways to reset / retrieve the password:

    i.   If you had already registered email address in the Communication Manager Administrator portal, you can get back the password in the Communication Manager Administrator portal:
- Access Communication Manager Administrator portal
- Click the link of "Forgot Password"
- Enter your either your Login Name or the registered email address in the portal.
- Press "Submit"

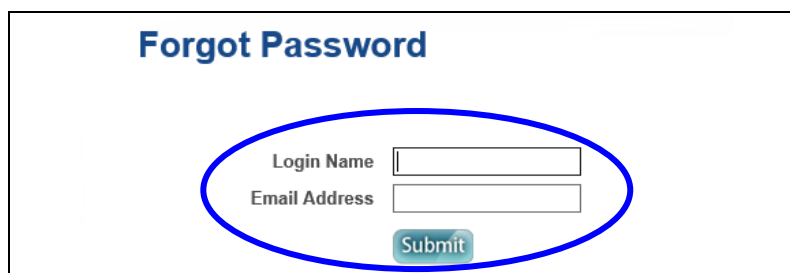   Your password will be sent to your registered email address.

    ii.   If you didn't register email address in the Communication Manager Administrator portal or forgot the email address. Please contact HKBN Customer Service Hotline for reset password.

- End -