



**HKBN**

香港寬頻

**Unified Communications**

**Value Added Service User Guide**

# Overview

HKBN Unified Communications (UC) service supports following call features with pressing corresponding access codes on the IP phone keypad.

## ***Call Features***

- ✓ Voice Mail
- ✓ Caller Number Display
- ✓ Call Waiting
- ✓ Call Conference
- ✓ Call Transfer
- ✓ Call Forward
- ✓ Block-the-blocker
- ✓ Do-not-disturb
- ✓ Call Pick Up
- ✓ IDD Security
- ✓ Speed Dialing
- ✓ Appointment Reminder
- ✓ Call Hold
- ✓ Intragroup Ring Back
- ✓ Call Filtering
- ✓ Call Pull
- ✓ Sequential Ring
- ✓ Calling Line Restriction
- ✓ Call Park
- ✓ Call Hunting

# 1. Basic Calling Operation

## To make outgoing call



Pick up the phone and hear dial tone.



Dial the telephone number (no need to enter prefix "852").



Hang up the phone to end call.

*Note:*

*For Centrex user (with Extension setting), to call an extension number, you are just need to enter the target extension number. To call non-extension number, you need to add "9" before telephone number, for example, 9+61234567.*

## Make IDD call\*



Pick up the phone and hear dial tone.



Dial the telephone number: "009" + Country code + Area code + Telephone number + "#"



Hang up the phone to end call.

- \* To apply for IDD 009, please register after service activation. You may call Business Customer Service Hotline at 128 180 for registration.

## To answer incoming call



Pick up the phone after hearing ring tone.





Hang up the phone to end call.




## 2. Call Feature

### Voice Mail




#### Using HKBN Unified Communication service

-  Dial “\*90” / “21331238”
-  Enter your password + “#”;

#### Using Other Telephone Service

-  Dial “21331238”;
-  Enter your telephone number + “#”;
-  Enter your password + “#”;

#### Voice Mailbox Main Menu

-  Press "1" to listen to message;
  - Then, {
    - Press "1" to rewind to the beginning of message;
    - Press "3" to go to the end of message;
    - Press "4" to replay message;
    - Press "5" to listen message information;
    - Press "6" to record message to reply;
    - Press "7" to delete message;
    - Press "8" to forward message to other mailbox;
    - Press "9" to save message;
    - Press "\*" to go back to main menu;
  
-  Press “2” to change mailbox feature;
  - Then, {
    - Press "1" to change password;
    - Press "2" to select greeting;
      - Then, {
        - Press “1” to select system greeting;
        - Press “2” to select name announcement greeting;
        - Press “3” to select personalized greeting;
    - Press "9" to activate / cancel password;
    - Then, {
      - Press “1” to skip password feature;
      - Press “2” to activate password feature
  - Press "\*" to go back to main menu;
  
-  Press “5” to retrieve message(s) from other voice mailbox;



Press "8" to change mailbox language;  
Then, {  
Press "1" to select Cantonese;  
Press "2" to select English;  
Press "3" to select Mandarin;  
Press "\*" to go back to main menu;



Press "9" to change system greeting language for caller;  
Then, {  
Press "1" to establish / change 1<sup>st</sup> language;  
Press "2" to establish / change 2<sup>nd</sup> language;  
Press "\*" to go back to main menu;

### Reply Message



Follow instruction to record the reply message;  
Then, {  
Press "\*" to erase message and record again;  
Press any key to confirm the record;



After recorded message is confirmed:  
Then, {  
Press "1" to send message;  
Press "2" to replay recorded message;  
Press "3" to erase and record message again;

### Forward Message



Enter voice mailbox number you forward;



After number is entered:

Then, {  
Press "1" to send message;  
Press "2" to forward message to other number;

## **Caller Number Display**

It enables you to recognize the caller before answering the call. Even when your phone has been unanswered or no message has been left in your voice mail, the caller's number and time of call are still recorded for re-dialing convenience.

### **Caller Number Display Per Call Blocking**



“133” + telephone number;

For the line default do not provide Caller number:

### **Release Caller Number Display Blocking**



“1357” + telephone number;

*Note: For Centrex user (with Extension setting), pls press “9” before press “133” or “1357”.*

## **Call Waiting**

Whenever you detect a Call Waiting Tone during a telephone conversation, an incoming call is waiting to be answered.


### **Enable Call Waiting**



Press “\*68” to enable call waiting;

### **Answer the waiting call**




Press  / “answer” soft key during conversation;



Begin the conversation with the Call Waiting party with existing party in held;

### **Alternate between two calls**




Press up or down arrow button and press  / “swap” soft key to put talking party in held and start conversation with another party;

### **Disable Call Waiting**




Press “#68” to disable call waiting;

### **Cancel Call Waiting per call before making a call**

 Dial “\*87” + telephone number;

### **Cancel Call Waiting per call during a call**



 Press “transfer” soft key /  ;


 Dial “\*87”, and confirmation tone is heard;

## **Call Conference**

Conference calling facilitates the communication between various parties. Choose to add third party anytime you wish.

### **Call Conference – Add a third party to existing conversation**

 Press  “conference” soft key during conversation;

 Dial the telephone number / extension number of third party

 After connection, press  “conference” soft key to link up 3 parties.


### **Call Conference – split conversation (T60P)**

 Press “” button during conference, to hold all parties;

 Select one party and press “”;

 Selected party will be in conversation, with another party in held;


### **Call Conference – split conversation (T65P)**

 Press “split” button during conference, to hold all parties;

 Select one party and press “resume”;

 Selected party will be in conversation, with another party in held;

### **Call Conference – split conversation (VP530)**

 Press “split” button during conference, to hold all parties;

 Select one party and press “resume”;




 Selected party will be in conversation, with another party in held;

*Note: For Centrex user (with Extension setting), pls press “9” before the external call.*

## Call Transfer

Call Transfer is to transfer the current call to third party as you wish.

### Call Transfer



-  Press  / “transfer” soft key during conversation to hold the existing party;
-  Dial the transfer destination telephone number;
-  After connection, press  / “transfer” soft key to transfer call.

*Note: For Centrex user (with Extension setting), pls press “9” before the external call.*



## Call Forward

Use Call Forward to direct your calls to voice mail or any telephone numbers.



### All Calls Forward

-  Activate: Press “\*81” + telephone number
-  Cancel: Press “#81”



### Busy Calls Forward

-  Activate: Press “\*82” + telephone number
-  Cancel: Press “#82”



### No-answer Calls Forward

-  Activate: Press “\*83” + telephone number
-  Cancel: Press “#83”

### All Calls Forward to Voice Mail

-  Activate: Press “\*77”
-  Cancel: Press “#77”

### Busy Calls Forward to Voice Mail

-  Activate: Press “\*78”
-  Cancel: Press “#78”



## **No-answer Calls Forward to Voice Mail**



Activate: Press “\*79”



Cancel: Press “#79”

### *Note:*

*For Centrex user (with Extension setting), pls press “9” between \*xx and the external call.  
e.g. \*81 + 9 + 21332138.*

## **Block-the-blocker**

With Block-the-blocker, your telephone will not ring and disturb you in case of anonymous calls. Instead, the rejected call will be routed to an announcement advising the caller that you do not wish to receive anonymous calls.



Activate: Press “\*76”



Cancel: Press “#76”

## **Do-not-disturb**

There are times when you just do not want to be interrupted. With Do-not-disturb, you are still able to make outgoing calls.



Activate: Press “\*96”



Cancel: Press “#96”

## **Call Pick Up**

Give your colleagues a hand by picking their phones at your own telephone.

### **Pickup a call within same pickup group**



Activate: Press “\*84”

### **Pickup a special call**



Activate: Press “\*85” + ringing extension number

## **IDD Security**

Once IDD Security is registered, you may avoid unwarranted charges by blocking unauthorized IDD calls. The default password is 0000.

### **Activate & Cancel**



Activate: Press “\*72” + password + #



Cancel: Press “#72” + password + #

### **Make IDD Call**



Press “\*63” + #;



Dial the password + #;






After you heard dial-tone again, dial IDD number;



## **Speed Dialing**

Speed dialing allows you to store up your most frequently called numbers in memory. Calls can be connected more quickly by dialing codes with either one or two digits.




### **Store a number and assign a code to personal list**

-  Press “\*92”
-  Enter 1-digit code (2-9)
-  Dial a telephone number + “#”



### **Dial outgoing call to personal list**

-  Press “\*”
-  Enter 1-digit code (2-9) + “#”

### **Store a number and assign a code to system list**

-  Press “\*91”
-  Enter 2-digit code (20-39)
-  Dial a telephone number + “#”


### **Dial outgoing call to system list**

-  Press “\*”
-  Enter 2-digit code (20-39) + “#”



## **Appointment Reminder**

You can use your telephone to remind you of important appointments by ringing at specified times. The appointment should be within 24 hours from current, and this setting lasts for 24 hours.

### **Activate**


-  Press “\*93” + HHMM
- For example:  
“\*931320” will ring at 1:20 p.m.

### **Cancel Appointment Reminder before the preset time**

-  Press “#93”
-  Enter the time in 24-hour format

## **Call Hold**

Put an ongoing telephone conversation on hold. During the conversation:

 Press  / “hold” soft key

## **Intragroup Ring Back**

When you reach a busy extension number within your company, you can instruct the line to call you back as soon as the line becomes free.

### **Activate**

 Dial to extension number and hear a busy tone;

 Hang up

 Press “\*94”;

### **Cancel**

 Press “#94”

*Note: For Centrex user (with Extension setting) only*

## **Call Filtering**

You can selectively reject the incoming call based on calling line number through the use of black list and white list. The black-list and white list number can be set in the user web portal.

### **Black-list**

All calls with CLI inside the black list are to be rejected, if black list selective call rejection is activated.

 Activate: Press “\*64”

 Cancel: Press “#64”

### **White-list**

All calls will be rejected except that with CLI inside the white list, if white list selective calls acceptance is activated.

 Activate: Press “\*65”



 Cancel: Press “#65”

## **Call Pull**

When you leave or arrive your desk, you can seamless shift your existing conversation between your UC phone set and your mobile or other fixed telephone service without dropping call. To perform call pull, the subscriber must have registered the mobile phone or other fixed telephone number in the Phone Online function via personal setting of Communication Manager. For details setting of Communication Manager, please refer to our Communication Manager Portal User Guide.



### **Switch to your UC phone**

When you are not in office, you may use you mobile or other fixed telephone no. as remote extension. If your mobile or other fixed telephone no. pick up a call and want to switch to your UC phone set:

-  Press “\*66” in your UC phone set;
-  Pickup the UC phone set to continue the conversation;



### **Switch from your UC phone set**

When you had started conversation with UC phone set, and want to switch the call in your mobile or other fixed telephone no. :

-  Use the registered mobile / fixed telephone to call to your UC phone no.;
-  Continue the conversation in mobile / fixed telephone no., and hang up the UC phone set;

## **Calling Line Restriction**

You can define you phone default not sending out your Caller Number when you make outgoing call, similar to “133”. You can bypass the restriction per call by using “1357”.


-  Activate Caller number restriction: Press “\*88”
-  Cancel Caller number restriction: Press “#88”

## Call Park

During conversation, you can temporary hold this call and “park” in system. You can then hang up your phone. You or your colleague can then pick up this “parked” call with **OTHER** phone and continue the conversation.

### **Park a call**



Press  / “transfer” soft key;



Press “\*978” + 5 digits orbit number;



You can then hang up the phone;

### **Pickup parked call**



Press “\*978” + 5 digits orbit number;



Continue the conversation;

## Call Hunting

Call hunting is a feature helps you transfer the new incoming call to others within the same hunting group immediately.

### **Serial busy call hunting**



In each hunting group, only 1 member can be the pilot and 2047 members can be the aux;



Each user cannot appear in two or more hunting groups;



When there is an incoming call to the pilot and the pilot is on the phone, the incoming call will forward to the next member. If the followed member is also on the phone, the call will transfer to the another member;

## 3. Support

### **Contact Us**

Business Customer Service Hotline:	128 180
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Website:	<a href="http://hkbnes.net">http://hkbnes.net</a>

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