



# **Follow-Me Fixed Number User Guide**

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## TABLE OF CONTENTS

1	Introduction .....	3
2	Management Web Portal .....	3
2.1	System Requirement .....	3
2.2	Login.....	4
2.3	Management Web Portal.....	5
2.4	User Login Panel .....	6
2.5	Service and Profile Setting Panel .....	6
2.5.1	My Profile .....	6
2.5.1.1	Personal Data .....	6
2.5.1.2	Change Password .....	6
2.5.2	Follow-Me Fixed Number Diverting .....	7
3	Interactive Voice Response (IVR) System .....	8

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## 1 Introduction

HKBN's Follow-Me Fixed Number service provides Management Web Portal and Interactive Voice Response (IVR) System for users to perform forwarding number changing.

## 2 Management Web Portal

### 2.1 System Requirement

Recommended system requirement for Management Web Portal

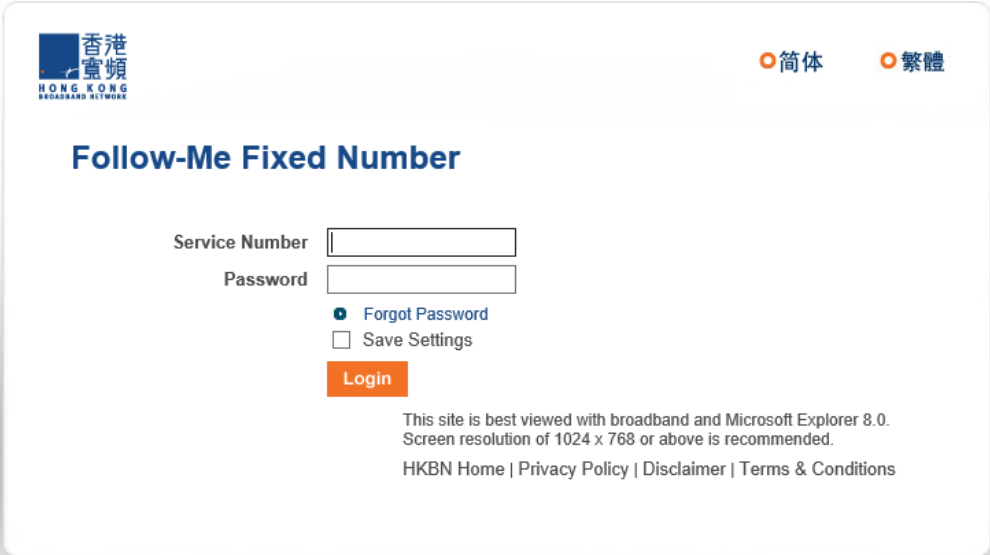
- Intel P4 2.0G, 1G Ram or above
- Microsoft Windows XP SP2 or above
- Microsoft Internet Explorer 6.0 SP2 or above

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## 2.2 Login

You can open the Follow-Me Fixed Number Management Web Portal by following steps:

1. Go to [vda.hkbnes.net/vda](http://vda.hkbnes.net/vda)



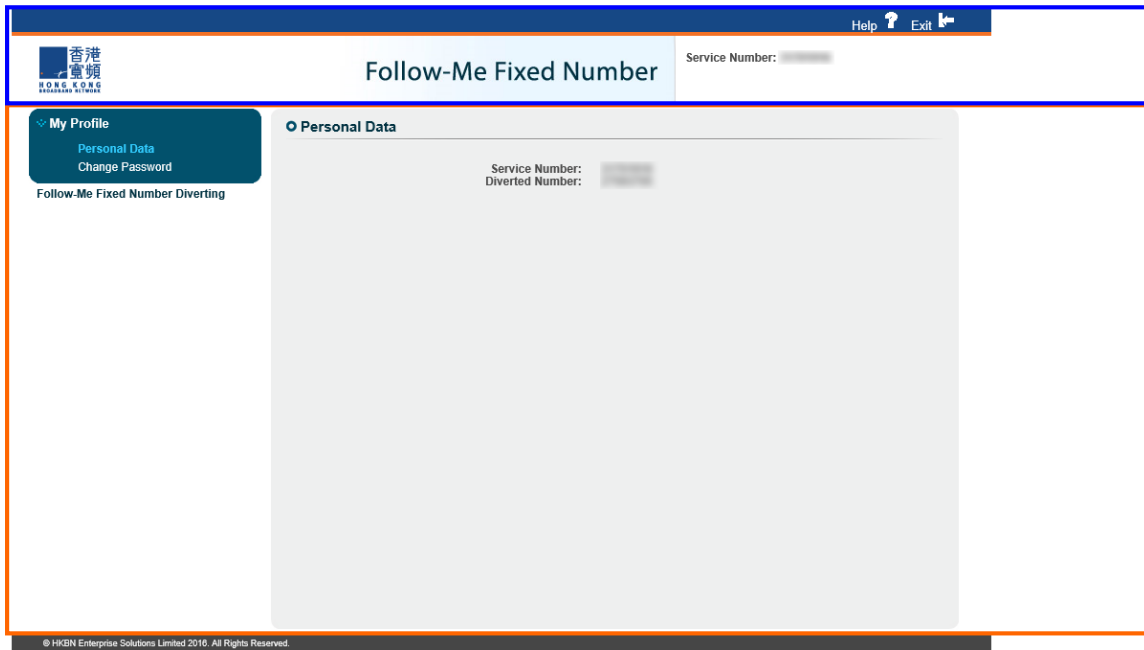
The screenshot shows the login page for the Follow-Me Fixed Number Management Web Portal. The page features the Hong Kong Broadband Network logo in the top left corner and language selection options for Simplified Chinese (简体) and Traditional Chinese (繁體) in the top right. The main heading is "Follow-Me Fixed Number". Below this, there are two input fields: "Service Number" and "Password". To the right of the "Password" field, there are two checkboxes: "Forgot Password" (checked) and "Save Settings" (unchecked). A blue "Login" button is positioned below these checkboxes. At the bottom of the page, there is a disclaimer: "This site is best viewed with broadband and Microsoft Explorer 8.0. Screen resolution of 1024 x 768 or above is recommended." and a footer: "HKBN Home | Privacy Policy | Disclaimer | Terms & Conditions". The copyright notice at the very bottom reads: "© HKBN Enterprise Solutions Limited 2016. All Rights Reserved."

2. Enter your
  - **Service Number**
  - **Password**

**Note: The default password is your HKID / Passport / Business Registration number first 4 digit. For security reason, please change the password once the first login.**

You can check the box “**save settings**”, and will be only requested to enter the Password in the next login. When you are using public PC, please do not check for security reason.

## 2.3 Management Web Portal



Upon successful login, you will enter the main panel of Web Portal. The main panel includes:

- User Login Panel
- Service & Profile Setting Panel

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## 2.4 User Login Panel

Within the User Login Panel, following information are displayed.

- Help** : Hyperlink to Userguide download page
- Exit** : Logout Management Web Portal
- Service Number** : Your Follow-Me Fixed Number

## 2.5 Service and Profile Setting Panel

### 2.5.1 My Profile

Within the “My Profile” menu, you can view/change your personal profile.

#### 2.5.1.1 Personal Data

Within the “My Profile” menu, you can view your current diverted phone number setting.

#### 2.5.1.2 Change Password

Within the “Change Password” menu, you can change your current password.

The screenshot shows a web interface for changing a password. At the top, there is a blue header with the '香港電訊' (HONG KONG TELECOM) logo on the left and 'Help' and 'Exit' links on the right. Below the header, the main content area is titled 'Follow-Me Fixed Number' and includes a 'Service Number' field. A sidebar on the left contains a 'My Profile' menu with 'Personal Data' and 'Change Password' options; the 'Change Password' option is highlighted with a red box. The main form area is titled 'Change Password' and contains the following text and fields: 'Apply to the Management Web Portal and Interactive Voice Response (IVR) System', 'Old password: [input field]', 'New password: [input field] (4 digits)', and 'Re-type password: [input field]'. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

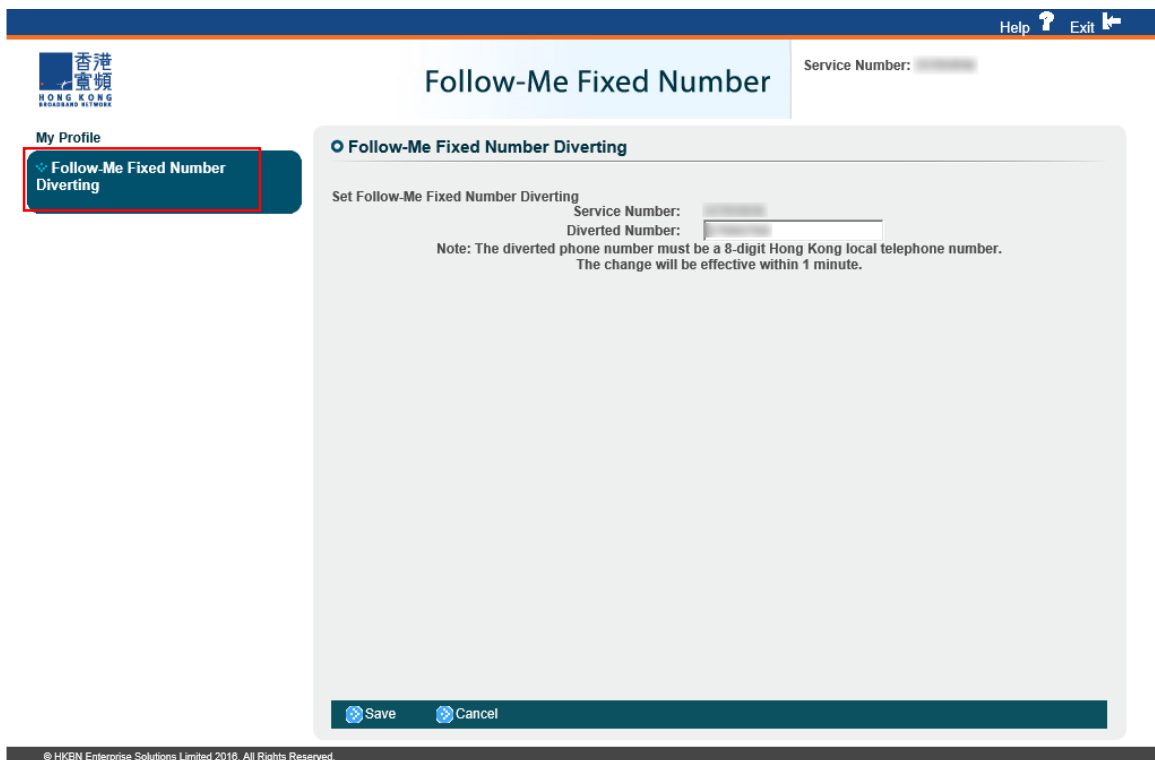
- 
- Old Password** : Input the existing login password
  - New Password** : Input the new login password
  - Re-type Password** : Input the new login password again to confirm

After inputting the password, click  to store the new password.

Note: Password must be a 4-digit numeric password. The change will apply to the Interactive Voice Response (IVR) system as well (Access No. 3116 0606)


## 2.5.2 Follow-Me Fixed Number Diverting

Within the “Follow-Me Fixed Number Diverting” menu, you can update your diverted phone number.



**Service Number** : Follow-Me Fixed Number

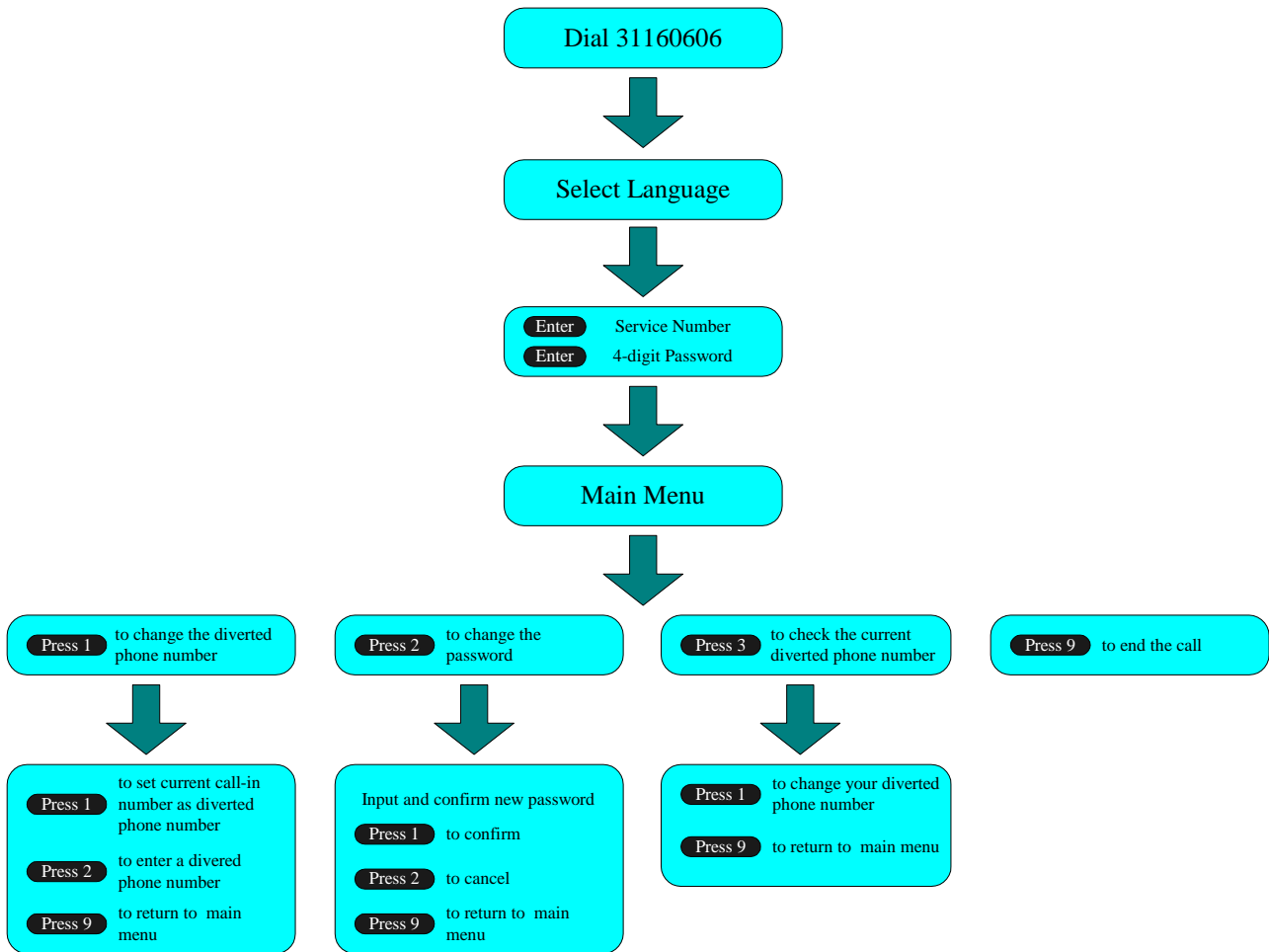
**Diverted Number** : Input the new diverted phone number here

After inputting the diverted number, click  to store the setting.

Note: The diverted phone number must be a 8-digit Hong Kong local telephone number. The change will be effective within 1 minute.

### 3 Interactive Voice Response (IVR) System

Besides Management Web Portal, you can also change your diverted number via Interactive Voice Response (IVR) System.



Note: Password must be a 4-digit numeric password. The change will apply to the Management Web portal as well.

The diverted phone number must be a 8-digit Hong Kong local telephone number. The change will be effective within 1 minute.

-END-