HKBN
ENTERPRISE SOLUTIONS

Direct Business Line Value-added Service User Guide

Duplex Number Ringing △

This service provides you 2 different telephone numbers for a single telephone line. The ringing tones of the 2 numbers are different which allow you to distinguish the nature of calls. e.g. phone or fax calls.

Prime Number Ringing Pattern   : 2 short bursts with a pause between the cycles
Duplex Number Ringing Pattern : 1 long burst with a pause between the cycles

Voice Mail △ø

This service enables you to receive and record messages for 24 hours all around the day. It ensures you never miss a call no matter where you are.

Operating Step

Forward all incoming calls to Voice Mail
Activate : Press [*] [0] [5] + 3565 8888
Cancel : Press [#] [0] [5]
Forward all incoming calls when the line is in use
Activate : Press [*] [2] [5] + 3565 8888
Cancel : Press [#] [2] [5]
Forward all incoming calls when no one answers:
Activate : Press [*] [3] [5] + 3565 8888
Cancel : Press [#] [3] [5]
Listen to the voice mail
Press 3565 8888 (on your local telephone, press [*] [2] [8]) +
user's phone number + 4-Digit PIN ^

^ The PIN is defaulted as 0000.
Remarks : 1. If user wants to divert the phone number, which has already been diverted to another number, to the Voice Mail, deactivation must be done before diverting calls to the Voice Mail.
2. If user is away from office, he/she can use Remote Call Forwarding service to divert incoming calls to the Voice Mail. For details, please refer to the Remote Call Forwarding service section.
3. Please change the PIN right after the service is activated. If user forgets the PIN, please call Customer Service Officer at 128 180.

Appointment Service

User can programme the phone to call at a specific time to alert you with any important appointment.

Operating Step
Pre-set alert: Press [*] [9] [0] + the calling time according to 24-hour clock setting + [#]
Cancel alert : Press [#] [9] [0]

△ The Duplex number provided by the Duplex Ringing feature cannot be used with Voice Mail service simultaneously.
ø Please dial "9" first for the number outside your Centrex group.

Call Pick-up

User can answer any ringing phone in your Pick-up group without leaving your desk.

Operating Step
Pick up a call within the same Pick-up group :
Press [*] [7] [4]
Pick up a specific call : Press [#] [3] [0] + the extension number to which calls are to be picked up

Call Transfer ø

User can transfer an existing call to any other phone number in Hong Kong.

Operating Step
Press "Flash" or "Hold" button during the call + 3rd party phone number + inform the 3rd party of the call, the 2nd and 3rd party continue their call after you hanged up the call.

Voice Email

User can receive incoming messages via the designated email. Before using "Voice Email", user have to activate his or her "Voice Email".

Incoming message forwarded to designated email
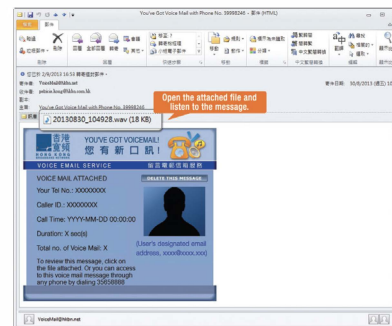
Caller Number Display

User can identify the caller before answering the phone. Callers' names, telephone numbers, times and dates will be displayed on the screen so user can decide whether to answer the call or not.

Remarks: The service cannot display caller's information in the case of:
- Call from public phone; or,
- Call from some connecting networks including calls from overseas networks; or,
- Caller chooses not to display his/her number or name

Call Waiting

User can answer other calls in the middle of a phone conversation. A distinctive beep tone will alert you when someone else is calling you while you are on the phone.

Operating Step (Retrieve new incoming call : Press "Flash" or "Hold" button Deactivate : Press

Restore : Press `#` `1` `7`
`*` `1` `7`

Per-Call Deactivate
Deactivate before making the call: Press `#` `0` `7`
Deactivate during the call: Press "Flash" or "Hold" button + `#` `0` `7`

Pre Call Blocking

"Per Line Blocking" prevents user from showing his or her caller's information to the called party for each outgoing call. If user does not want his or her caller's information to be displayed for a particular call, user can prevent by pressing `1` `3` `3` before dialing the number.

CND Pre Line Blocking #ø

User can keep his or her caller's information confidential as a call is made.

Remarks: User can also follow the following step to disable the Per Line Blocking function on a call-by-call basis :
- Press `1` `3` `5` `7` + phone number

Speed Dial ø

User can store up to 10 frequently used local or overseas phone numbers.
User can press the code to dial the stored phone number.

Operating Step
Pre-set telephone numbers
Press `*` `9` `2` + Code (0-9) + phone number (with maximum 16 digits) + `#`
Dial the stored phone number
Press `*` + Code (0-9) + `#`
Change the stored phone number
Simply repeat the above Speed Dial Code steps and re-enter a new phone number. The former number will be replaced automatically.

Conference Calling ø

User can connect up to 2 lines simultaneously for a 3-way conference call.

Operating Step
Press "Flash" or "Hold" button during the call + 3rd party phone number + Press "Flash" or "Hold" button again upon line connected, all three parties are now linked together for a 3-way conversation

Block–the-Blocker

User can reject any anonymous calls without caller displays.

Operating Step
Activate : Press `*` `7` `6`
Cancel : Press `#` `7` `6`

Call Forwarding ø

User can forward incoming calls to any local phone number.

Operating Step
Forward all incoming calls:
Activate : Press `*` `0` `5` + the phone number to which calls are to be forwarded + `#`
Cancel : Press `#` `0` `5`
Forward all incoming calls when the line is in use:
Activate : Press `*` `2` `5` + the phone number to which calls are to be forwarded + `#`
Cancel : Press `#` `2` `5`
Forward all incoming calls when no one answers:
Activate : Press `*` `3` `5` + the phone number to which calls are to be forwarded + `#`
Cancel : Press `#` `3` `5`

Remote Call Forwarding ø

User can forward incoming calls to designated local phone number even if he or she is away from home.

Operating Step
Activate : Press 3493 4400 + user's phone number + 4-Digit PIN` + `#`
+ `*` `0` `5` `#` + the phone number to which calls are to be forwarded + `#` + `1`
Cancel : Press 3493 4400 + user's phone number + 4-Digit PIN + `#` + `#` `0` `5`
Change the PIN : Press `*` `1` `2` + `*` `5` `5` `#` + old 4-Digit PIN + `#` +
new 4-Digit PIN + `#` + re-enter new 4-Digit PIN + `#`

^ The PIN is defaulted as 0000
Remarks: 1. If the phone number is forwarded to another phone number, cancellation must be done before forwarding to a new phone number.
2. If the phone line carries Duplex Number Ringing feature, Remote Call Forwarding can be forwarded to the prime number only.
3. Please change the PIN right after the service is activated. If user forgets the PIN, please call Customer Service Officer at 128 180.

Do-Not-Disturb

User can choose to use "Do-Not-Disturb" function if user would like to be not disturbed at some moments. The caller will get the busy tone. User will get a ring tone in order to remind user that there is an incoming call. On the other hand, user can still make outgoing calls.

Operating Step
Activate : Press `*` `2` `9`
Cancel : Press `#` `2` `9`

When a 999 emergency call is being made, user's telephone number will be displayed even if he/she has activated blocking functions.
ø Please dial "9" first for the number outside your Centrex group.