HKBN
ENTERPRISE SOLUTIONS

CLOUD VOICE S Service
Mobility Apps S
for Android
User Guide

(Version 5.0)

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Table of Content

1. Download Mobility Apps S 3
   1.1 Cisco Jabber 3
2. Configuration of Mobility Apps S 4
   2.1 Cisco Jabber Account Configuration 4
3. Start Using Mobility Apps S 6
4. Call Management Features 8
   4.1 Features Buttons 8
   4.2 How to Place a Call 8
   4.3 How to Use Call Waiting 10
   4.4 How to Create a Conference Call 10
   4.5 How to View Conference Participants 10
   4.6 How to Transfer a Call 10
   4.7 How Park and Retrieve a Call 10
   4.8 How to Answer an Incoming Call 10
5. Contact Management 11
   5.1 To Add Contact to Favorites 11
6. Voicemail Management 12
   6.1 Use Visual Voicemail 12
   6.2 Message Icons 12
7. Call History Management 13
   7.1 Check Call History 13
   7.2 Call History Indicators 13
8. Change the Cloud Voice Password 14

Mobility Apps S is an innovative communications application for your Android device and turns it into a fully featured IP telephone. It allows you to display your Cloud Voice number when making outbound calls to your business partner, no matter where you are.

Important Note:
Your Android device must be

- *Android Operating System - 4.1.2 or later.*
- *CPU - 1.5-GHz dual-core, 1.2-GHz quad-core or later (quad-core is recommended).*
- *Display - For two-way video, the minimum display resolution requirement is 480 x 800 or higher. For IM only, the minimum display resolution requirement is 320 x 480 or higher*
- *Operated in a Wi-Fi/4G/3G environment connected with Internet without any blocking of port '80' & '443'.*

Cisco Jabber for Android is not supported on Android devices that are based on an Intel chipset and Android devices with Tegra 2 chipset

1. Download Mobility Apps S

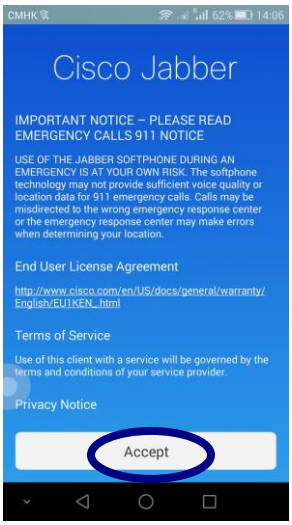
1.1 Cisco Jabber

1. Go to **Play Store** in Android
2. Go to Search and enter "**cisco jabber**"
3. Choose the **Cisco Jabber**
4. Tap **INSTALL**

2. Configuration of Mobility Apps S

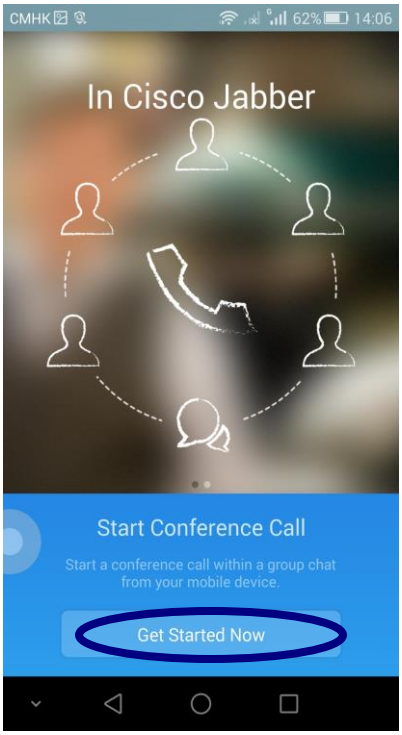
2.1 Cisco Jabber Account Configuration

1. Tap icon to launch the Mobility Apps S service.

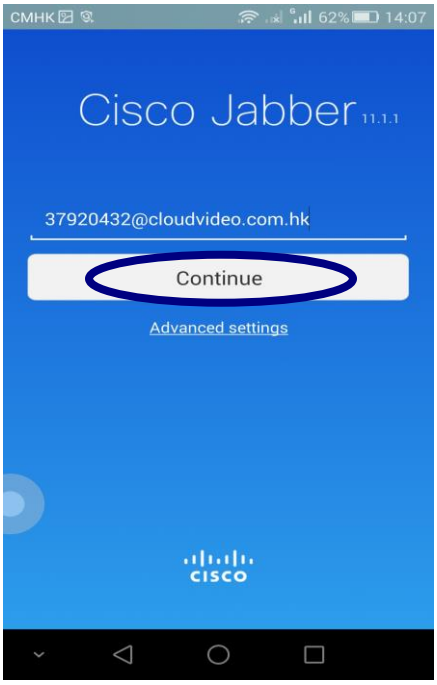


2. Tap **Accept**

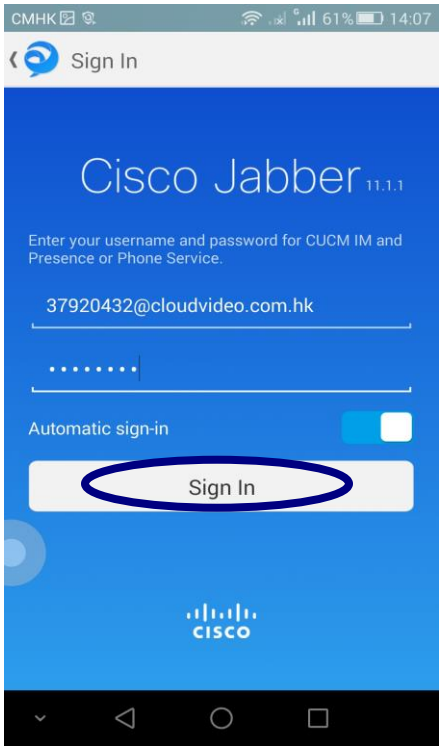
3. Tap **Get Started Now** to go to setup screen.



5. Input user name and press **Continue**.
   (User name is the Cloud Voice S number + "@cloudvideo.com.hk")



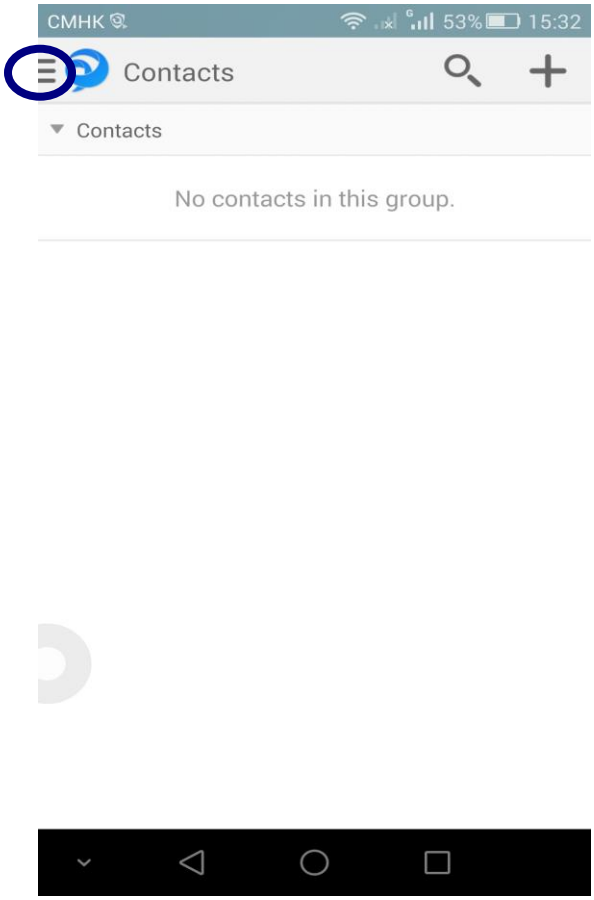
6. Input password and press **Sign In**.

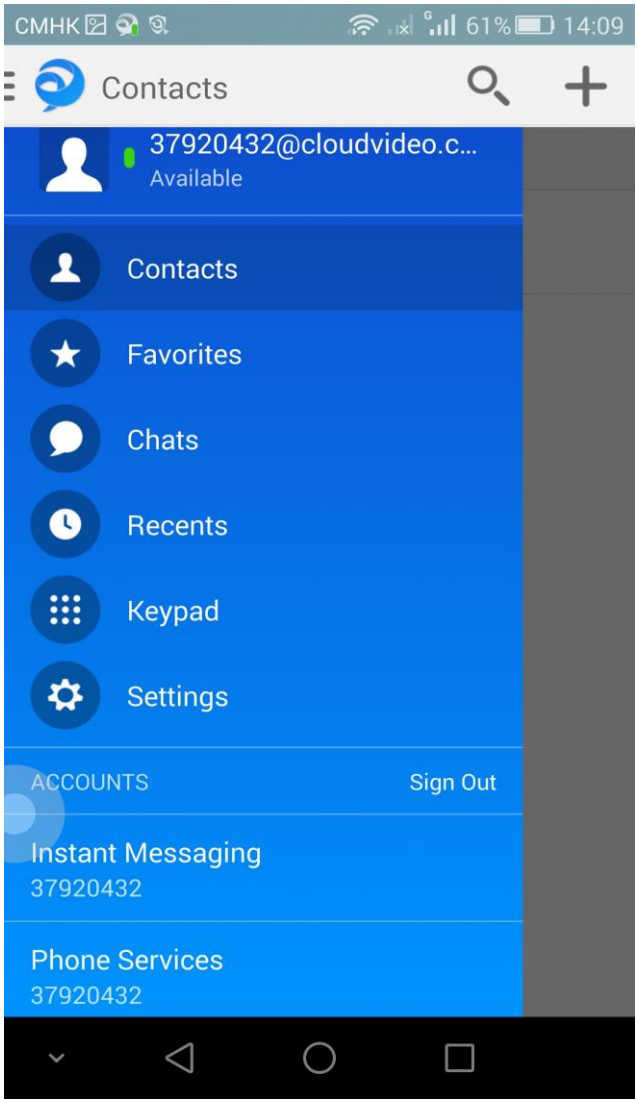


3. Start Using Mobility Apps S

Launch **Cisco Jabber** by tapping the icon of

Press the menu key to display the apps menu.

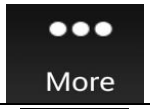
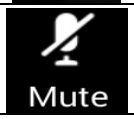
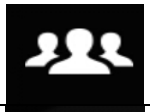



CMHK
61%
14:09
Contacts
37920432@cloudvideo.c...
Available
Contacts
Favorites
Chats
Recents
Keypad
Settings
ACCOUNTS
Sign Out
Instant Messaging
37920432
Phone Services
37920432

4. Call Management Features

4.1 Features Buttons

Besides placing and receiving a call, some call features can be used similar to your desk phone.

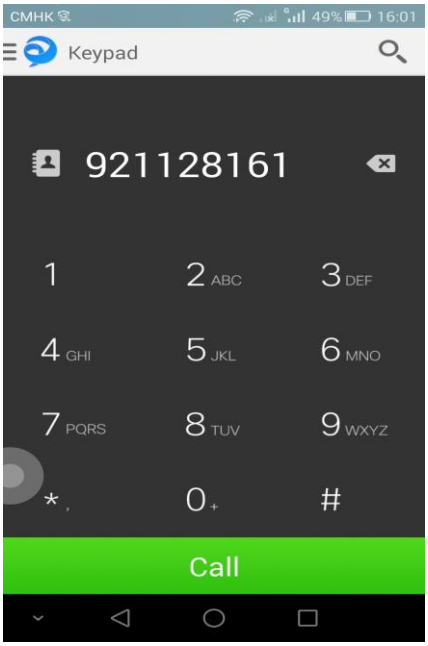
Icon	Description
	Open more call features
	Put active call into held state
	Block audio input so caller cannot hear you
	Use speakerphone
	Conference / Merge calls
	Transfer a Call
	Park a Call
	End a Call

4.2 How to Place a Call

1. Select **Keypad** in the navigation area

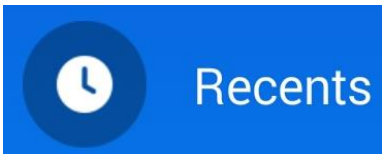
2. Enter extension number or “**9**” with 8-digits telephone number

3. Tap **Call**



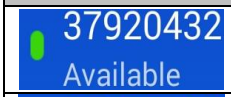
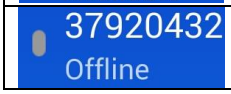
If you wish to dial out a call, which has been made previously, you can make use of following procedures accordingly.

1. Select **Recents** in the navigation area



2. Select a history to dial a call

Note: When you wish to make outbound call or waiting for an incoming call, please closely monitor the WIFI/4G/3G connectivity by means of the phone status displayed in the top of phone display.
For incoming call history, external call records are showing 8-digits number. It is not recommended use call history to call back directly. Please use Keypad to enter "9" with 8-digits telephone number to make a call.

Icons	Description
	The phone is connected to the network. It is available to place and receive calls.
	The phone is disconnected from the network. It is unavailable to place and receive calls.

4.3 How to Use Call Waiting

1. While on a call, tap **Answer** when there is a 2nd call incoming.
2. Cisco Jabber automatically places your first call on hold.
3. Tap **Hold** to toggle between connected calls.

4.4 How to Create a Conference Call

1. While on a call, tap **More**.
2. Tap **Conference**.
3. Make the new call and wait for it to connect.
4. Tap **Merge**

.

4.5 How to View Conference Participants

1. To view a list of conference participants, tap at the top of the screen.

4.6 How to Transfer a Call

1. While on a call, tap **More**.
2. Tap **Transfer**.
3. Make the new call and tap **Transfer**

after the call is answered.

4.7 How Park and Retrieve a Call

1. While on a call, tap **More**.
2. Tap **Park** to place the current call on hold. Note the number on your screen. This is where your call is parked.
3. Tap **OK** to retrieve the call from any other phone in your office.
4. Or, tap **Resume** to continue the call on Cisco Jabber.

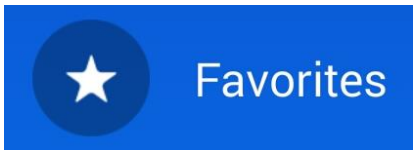
4.8 How to Answer an Incoming Call

1 Tap **Answer** to retrieve the call with Cisco Jabber.
2 Or, answer the call from your desk IP phone.

5. Contact Management

5.1 To Add Contact to Favorites

1. Select **Favorites** in the navigation area



2. Tap **Add**

3. Choose a Contact and add to Favorites

6. Voicemail Management (applicable for iVoiceMail Plus)

6.1 Use Visual Voicemail

1. Select **Voicemail** in the navigation area

2. All the voicemail will be displayed

3. After you have chosen a voicemail, you can:
   - Play the voicemail
   - Call Back
   - Delete the voicemail

6.2 Message Icons

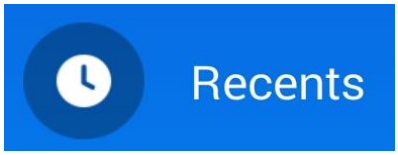
The icons indicate messages by different meanings.

Icon	Description
	New voice message
	Private voice message
	Urgent voice message

7. Call History Management

7.1 Check Call History

1. Select **Recents** in the navigation area



2. For the history, you can:

- Sort out all Missed Calls
- Clear all call history
- Call back
- Add to new Contact

7.2 Call History Indicators

The indicators help user to identify different types of call history.

Icons	Description
Incoming	Received Incoming Call
Outgoing	Dial Out
Missed	Missed Calls

8. Change the Cloud Voice Password

1. Visit **Cloud Voice User Portal** at https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp
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**
8. Click **Submit**

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 – Cisco Unified Personal Communicator (Account and VoiceMail Login)*
- *Mobility Apps S – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*
- *Retrieval of VocieMail via Outlook 2000*