HKBN
ENTERPRISE SOLUTIONS

CLOUD VOICE Service
Cloud Communicator S
User Guide

(Version 5.0)

HKBN Enterprise Solutions is the brand / trading name of HKBN Enterprise Solutions Limited and/or HKBN Enterprise Solutions HK Limited

Table of Content

CLOUD VOICE S Service Cloud Communicator S

Cloud Communicator S (VM) is an advanced feature of Cloud Voice S (VM) Service.

To start using the service, you need to install Cisco AnyConnect VPN and Cisco IP Communicator software on your computer, which is now available at Cloud Voice S (VM) Service Web Page – https://www.hkbnes.net/en/support/download-faq.shtml . Please download the software and follow below steps for installation.

Important Note:
Your laptop or desktop PC must be
- *equipped with Microsoft Windows operating system (XP or above), with Internet Explorer 6.0 or above*
- *operated Internet connection without any blocking of port '80' & '443'*

1.0 Cloud Communicator S (VM) Installation Guide

1.1 Install Cisco AnyConnect VPN

1. Go to https://www.hkbnes.net/en/support/download-faq.shtml

2. Click **Cloud Voice Software Download**

3. Click **Cloud Voice – Cisco Any Connect VPN**

4. Run **CiscoAnyConnectVPN.exe** to start installation
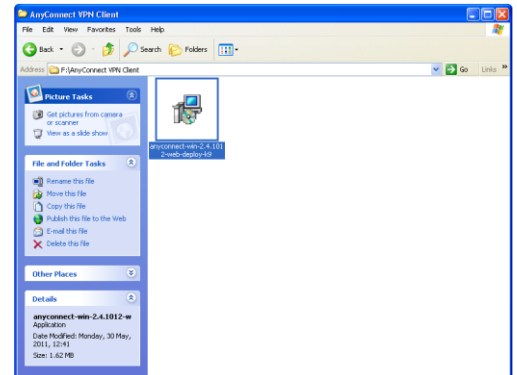
5. Click **Next** in the Installation Wizard to continue
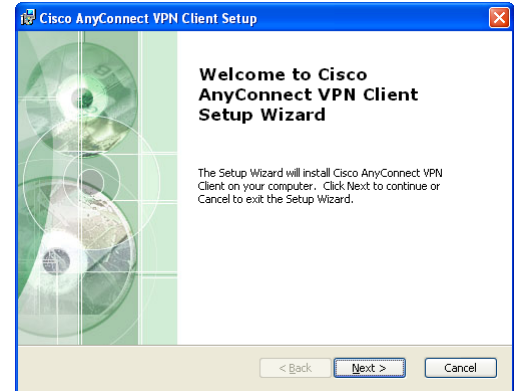
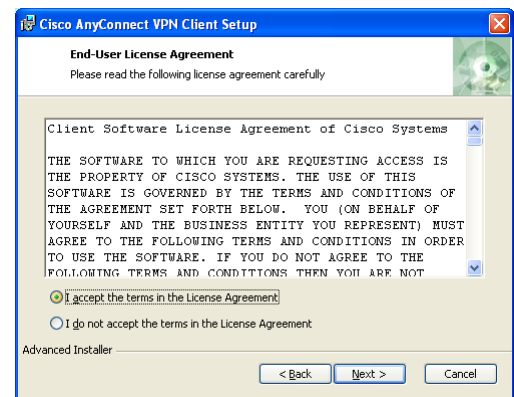**6.** Read the license agreement carefully. If you agree, please select **I accept the license agreement** and click   **Next** to continue.

7. Cisco AnyConnect VPN will be installed into the default location:

C:\Program Files\Cisco Systems\VPN Client

If you want the programme to be installed into a different folder, click **Browse** and choose an alternative location

Click **Next** to continue
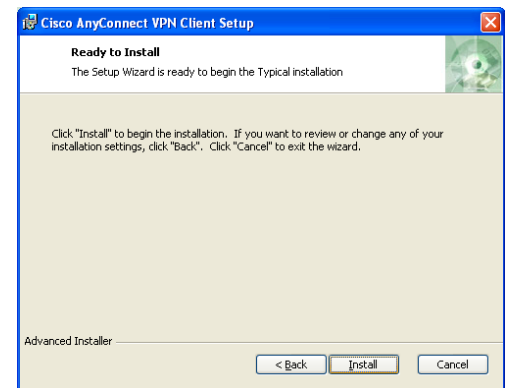
8. The Installation Wizard will start installing the required software on your computer. It may take a few minutes.

Click **Finish** after the Wizard indicates installation complete. You may need to restart your computer after the installation.

1.2 Install Cisco IP Communicator

1. Go to
https://www.hkbnes.net/en/support/download-faq.shtml

2. Click **Cloud Voice Software Download**

3. Click **Cloud Voice – Cloud Communicator S**

4. Run **CiscoIPCommunicatorSetup.exe** to start IP Communicator installation

5. Click **Run** in the Security Warning window

6. Click **Next** in the Installation Wizard to continue
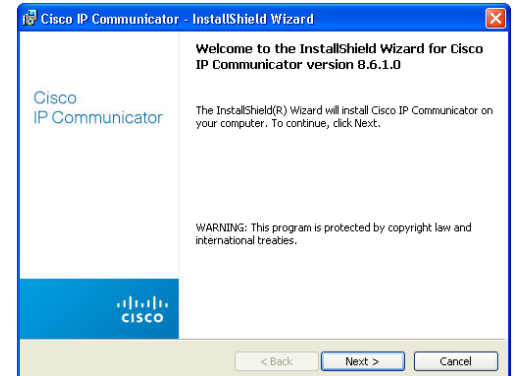
7. Read the license agreement carefully. If you agree, please select **I accept the license agreement** and click **Next** to continue.
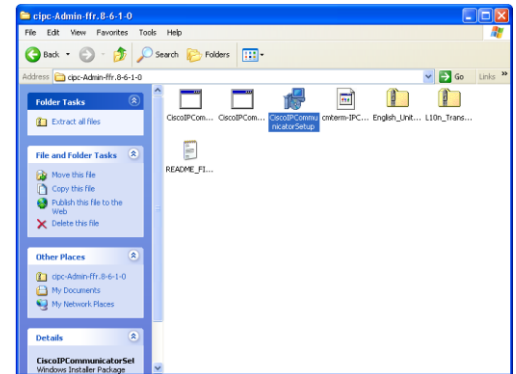
8.   Cisco IP Communicator will be installed into the default location:

C:\Program   Files\Cisco   Systems\Cisco   IP Communicator\

If you want the software to be installed into
a different folder, click the **Browse**
and choose an alternative location.

Click **Next** to continue
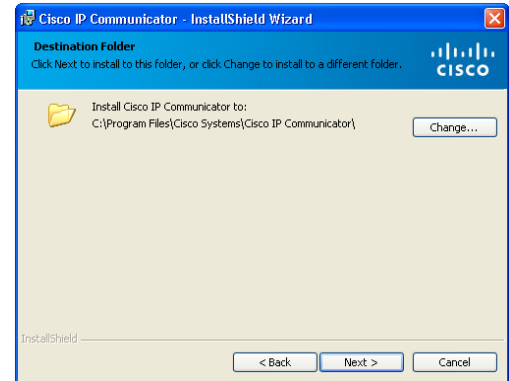
9.   Click the **Install** to start installation.
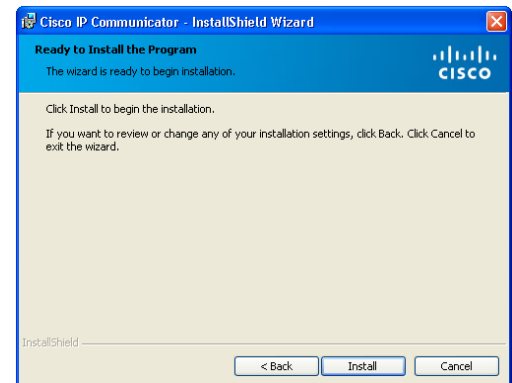
10.   The Installation Wizard will start installing the required software on your computer. It may take a few minutes.

Click **Finish** after the Wizard indicates installation complete. You may need to restart your computer after the installation.
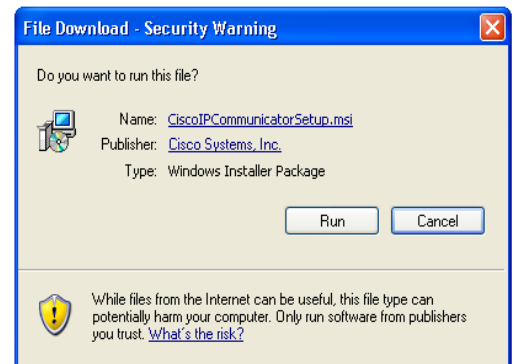
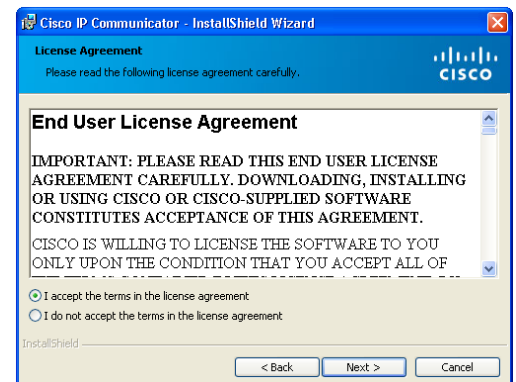### 1.3   Set up Cloud Communicator S

1.   Click **Cisco IP Communicator** on your desktop to run your Cloud Communicator S.

2.   Click **Menu** on the top right hand corner and select **Preference**.

3.   Choose the **Network** tab.

Under **Device Name,** choose **'Use Network Adaptor to generate Device Name'** and choose the Ethernet adaptor where you have registered the MAC address for your Cloud Communicator S service. Please refer to last section of this guide for more details on retrieving the MAC address information.

Under **TFTP Servers**, choose '**Use these TFTP servers:'** and enter TFTP Servers information:

TFTP Server 1: 10.226.32.1
TFTP Server 2: 10.226.33.1
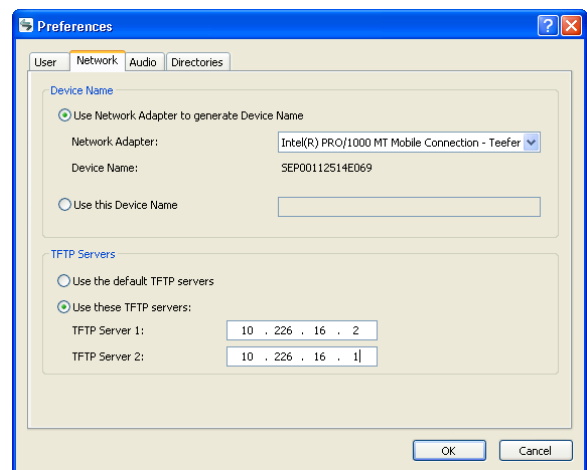
1.4   Set up VPN Client and Launch Cloud Communicator S

1.   Open Cisco AnyConnect VPN and press **Connect**.
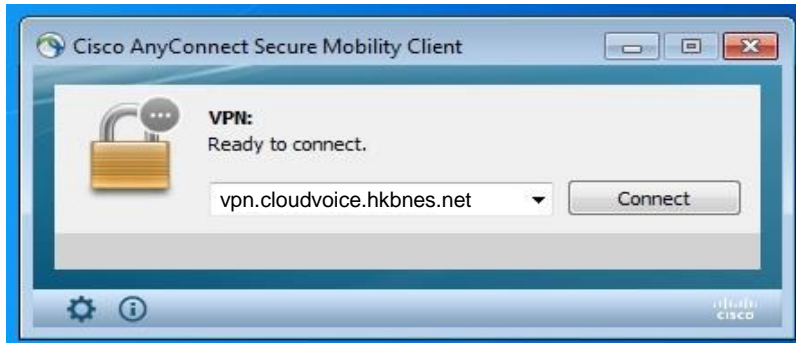
2.   Enter 'cv' + your Cloud Voice number in the field of **Username** (e.g. if your Cloud Voice number is '31234567', please input 'cv31234567')

3.   Enter your Cloud Voice number in the field of **Password**

   Note:
   The Password of AnyConnect VPN cannot be changed.

4.   Click the icon **Cisco IP Communicator** on your desktop and your Cloud Communicator S is ready for use.

CLOUD VOICE S Service Cloud Communicator S

2.0 Cloud Communicator S Usage Guide

The main dialing window as shown below, contains call blocks, icons and buttons with which you can use to answer, place and control calls. This section describes how to use buttons in the main dialing window.
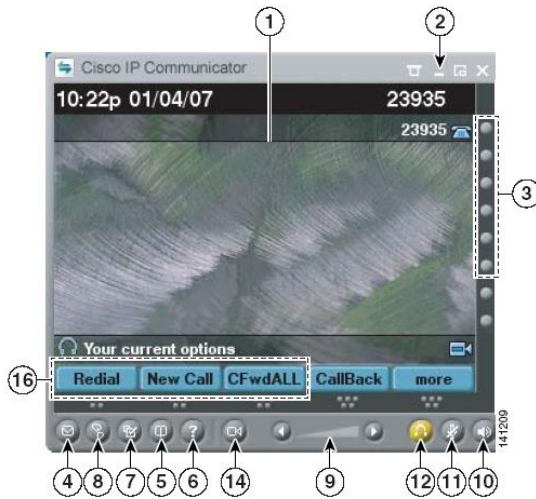
2.1 Buttons and Other Components

Figure 1. Cloud Communicator S
with the compact mode selected

Figure 2. Cloud Communicator S
with the default mode selected

	Component	Description
1.	Phone screen	Allows you to view call status and feature menus, and activate items.
2.	Window control buttons	Allows you to view the menu, hide Cloud Communicator S, toggle between skins, or quit the application.
3.	Line buttons and speed-dials buttons	Each button opens or closes a line or speed dials a number. (Ctrl + numbers 1 – 8 are keyboard shortcuts). Line buttons indicate line status as follows: Green, steady – Active call on this line (off-hook) Green, blinking – Call on hold on this line Orange, blinking – Incoming call ringing on this line Red – Shared line, currently in use No color – No call activity on this line (on hook) You can convert extra line buttons into speed-dial buttons.
4.	Messages button	Typically auto-dials your voice message service (varies by services). (Ctrl + M is the keyboard shortcut).
5.	Directories button	Opens or closes the Directories menu. Use it to view and dial from call logs and a corporate directory. (Ctrl + D is the keyboard shortcut.) Alternatively, you can use the Quick Search feature (Alt + K) to search directories.
6.	Help button	Activates the Help menu. (Ctrl + I is the keyboard shortcut.)

7.	Settings button	Opens or closes the Settings menu. Use it to control phone screen appearance and ring sounds. (Ctrl + S is the keyboard shortcut.)
8.	Service button	Opens or closes the Services menu. (Ctrl + R is the keyboard shortcut)
9.	Volume button	Controls audio mod volume and other settings. (Page up/Page down are keyboard shortcuts)
10.	Speaker button	Toggles speakerphone mode on or off. (Ctrl + P is the keyboard shortcut)
11.	Mute button	Toggles the Mute feature on or off. (Ctrl + T is the keyboard shortcut)
12.	Headset button	Toggles headset mode on or off. (Ctrl + H is the keyboard shortcut)
13.	Navigation button	Allows you to scroll through menus and highlight items. Use with softkeys to activate highlighted items. Also while the Cloud Communicator S is on-hook, click the Navigation button to access phone numbers from your Placed Calls log.
14.	Cisco Unified Video Advantage button	Launches Cisco Unified Video Advantage (subscription to Cisco Unified Video Advantage service is required)
15.	Dial Pad	Allows you to enter numbers and letters, and choose menu items. (Not available on the optional skin) Alternatively, you can use your computer keyboard.
16.	Softkey buttons	Each activates a softkey. You can click softkey labels (instead of buttons) to activate softkeys, as well. (F2 – F6 are the keyboard shortcuts)
17.	Voice message and ring indicator	Indicates an incoming call and new voice message.

Figure 3. Phone Screen Features

	Component	Description
1.	Primary phone line	Displays the phone number (extension number) for your primary phone line.
2.	Icons for programmable buttons	Icons indicate how programmable buttons are set up on your phone: Phone line icon – Corresponds to a phone line. Line icons can vary. Speed-dial icon – If available, corresponds to a speed-dial button. Phone service icon – If available, corresponds to a web-based phone service, such as the Personal Address Book. Feature icon – If available, corresponds to a feature, such as Privacy.
3.	Softkey labels	Each displays a softkey function.
4.	Status line	Displays audio mode icons, status information and prompts.
5.	Call activity area	Displays calls and call information for the highlighted line (standard view).
6.	Phone tab	Indicates call activity. Click this tab to return to the call activity area, if needed.
7.	Feature tabs	Each indicates an open feature menu.

2.2   Icons, Call and Line States

Icon	Call or line state	Description
☎	On-hook line	No call activity on this line. If you are dialing on-hook (pre-dial), the call is not in-progress until you go off-hook.
🖒	Off-hook line	You are actively dialing a number, or an outgoing call is ringing.
🖒	Connected call	You are connected to the other party.
☎	Ringing call	A call is ringing on one of your lines.
🖒	Call on hold	You have put this call on hold.
🖒	Remote-in-use	Another phone that shares your line has a connected call.
🖒	Authenticated call	The connected call is secured.
☎	Idle line (BLF)	Line is idle.
🖒	Busy line (BLF)	Line is in-use.
▦	Speed Dial or BLF unavailable	Speed dial is available or Busy Lamp Field not available for this line.
◉	Privacy (on)	Privacy is turned on.
◯	Privacy (off)	Privacy is turned off.

2.3 Handling Calls with Cloud Communicator S

2.3.1 Placing a Call

To place a call, you can
- Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your Placed Calls log)
- Or click the Navigation button to display phone numbers from your Placed Calls log

Next, click the phone number appearance on your phone screen to dial. Or do one of the following actions to go off-hook and dial the highlighted phone number:

- Click ⊙ or ⊙
- Click **Dial** or the **Enter** key on your keyboard
- Click ⊙ (a line button)

To redial the most recently dialed number, click **Redial**.

*Note: By default, Redial uses your primary line. However you can open a secondary line and then click **Redial**. To open a line, click ⊙. (If you have already subscribed a secondary line)*

2.3.2 Answering a Call

- Answer with headset mode - Click the **Headset** button⊙, if unlit. Or, if the **Headset** button is already lit, click **Answer** or a **flashing line** button⊙.

2.3.3 Switching Between Calls

- Switch from a connected call to answer a ringing call - click **Answer** or ⊙ (a flashing line button).

- Switch between connected calls on one line - select the call you are switching to and click Resume. The other call is automatically placed and held.

2.3.4 Ending a Call

To end a call, hang up.
- While using a handset - click⊙, if lit. Click **EndCall** or press the **Esc** key on your keyboard.

- While using the speakerphone mode - click ⊙or **EndCall** or press the **Esc** key on your keyboard.

- To hang up one call but preserve another call on the same line - click **Resume** to remove the call from hold first.

2.3.5 Using Hold and Resume

- Put a call on hold - make sure the call you want to put on hold is selected and click **Hold**.

- Remove a call from hold on the current line - make sure the appropriate call is highlighted, and click **Resume**.

- Remove a call from hold on a different line - click 🟢 . If there is a single call holding on this line, the cal automatically resumes. If there are multiple calls holding, make sure that the appropriate call is highlighted and click **Resume**. A held call is indicated by the call-on-hold icon 📞.

2.3.6 Using Mute

- Click ⚫ to toggle Mute on and click 🔴 to toggle Mute off.

2.3.7 Transferring a Connected Call

Transfer redirects a connected call. The target is the number to which you want to transfer the call.

- Transfer a call without talking to the transfer recipient - during a connected call, click **Transfer**, and enter the target number. When you hear the call ringing, click **Transfer** again.

- To talk to the transfer recipient before transferring a call - during a connected call, click **Transfer**, and enter the target number. Wait for the transfer recipient to answer, if the recipient accepts the transferred call, click **Transfer** again. If the recipient refuses the call, click **Resume** to return to the original call.

2.3.8 Forwarding Your Calls to Another Number

- Set up call forwarding on your primary line - click **CFwdALL** and enter a target phone number.

- Cancel call forwarding on your primary line - click **CFwdALL**.

2.3.9 Make Conference Calls

- **Confrn** – Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.

- **Join** – Use this softkey to establish a standard conference among several calls already on one line.

2.3.10 Activating VoiceMail

2.3.10.1 iVoiceMail Plus
- Dial the access number **2112-2345** (Please dial **(852) 2112-2345** when you access VoiceMail service from overseas)

- Select the language by pressing "1" for Cantonese and "2" for English

- Enter your User ID (your Cloud Voice Number) followed by '#' and your VoiceMail PIN followed by '#'

- Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

  Note: The starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

2.3.10.2 eVoiceMail
- Dial the access number **2112-1288** (Please dial **(852) 2112-1288** when you access VoiceMail service from overseas)

- Enter your User ID (your Cloud Voice Number) followed by '#' and your VoiceMail PIN followed by '#'

- Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

  Note: The starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

2.3.11 Accessing VoiceMail on Cloud Communicator S (applicable for iVoiceMail Plus & eVoiceMail)
- Set up and personalise VoiceMail – Click and follow the voice instructions.

- Check new VoiceMail – Look at your Cloud Communicator S for these indicators:
  - A steady red light on the default skin
  - A flashing envelope icon and text message on your phone skin

- Listen to VoiceMail – Click .

2.3.12 Accessing VoiceMail Remotely

2.3.12.1 iVoiceMail Plus

- Dial the access number **2112-2345**. (Please dial **(852) 2112-2345** when you access VoiceMail service from oversea)

- Follow the voice instructions for VoiceMail service.

2.3.12.2 eVoiceMail

- Dial the access number **2112-1288**. (Please dial **(852) 2112-1288** when you access VoiceMail service from oversea)

- Follow the voice instructions for VoiceMail service.

2.3.13 Using Call Logs and Directories

- View call logs – Choose > **Missed Calls**, **Received Calls**, or **Placed Calls**. Each log can store up to 100 records. To obtain information about the call, select a record, and press **Details**.

- Dial from call log – Choose a listing, click **Dial** or press **Enter** on your keyboard

- Erase call log – Choose , and press **Clear**.

- Dial from corporate directory – Choose > **Corporate Directory**, search for a listing by entering the key words with your keyboard. To dial from a listing, click it and go off-hook.

2.4   Customising Settings on Cloud Communicator S

Most settings are accessible by choosing **Preferences** from the menu. Please access the menu from the menu icon in the window control button bar, by right-clicking anywhere on the interface or by pressing **Shift** + **F10**.

2.4.1   Adjusting the Volume for a Call

- To adjust the volume level during a call, click or click **Page Up/ Page Down** on your keyboard during a call or after invoking a dial tone. Click **Save** to preserve the new volume as the default level for the currently active audio mode. You can also adjust the volume level by using the computer volume controls or any volume controls available on the audio device.

- To adjust the volume level for the ringer, click while Cloud Communicator S is on-hook (no calls or dial tone active). The new ringer volume is automatically saved.

2.4.2   Rings and Message Indicators

- Choose > User Preferences > Rings, and select a phone line or the default ring setting.

- Choose a ring type to play a sample of it.

- When you have selected the ring you want, click **Select** and **Save**.

- Click **Default** to rest the ring sound to the original default setting.

2.4.3   Phone Screen

- To change the background image on the phone screen, choose > User Preference > Background Images.

- Click the button to the left of the image you want, click **Select**.

- Click **Preview** if you want to see how the background will look.

- Click **Exit** to return to the selection menu.

- Click **Save** to accept the image, or click **Cancel** to revert to the previously saved setting.

2.5   User Settings

Item	Description
Hide and Minimize	When you enable this feature and minimize the application, Cloud Communicator S does NOT appear as a taskbar button but appears in the system icon tray. Double-click the icon in the system tray to restore the application.
Bring to Front on Active Call	When enabled, the application appears on top of all other applications when an incoming call is received. If disabled, the application does not appear on the top when an incoming call is received. The only indication of the incoming call is the ringer sound and the notification pop-up window.

3.0 Hardware and Software Requirements for Cloud Communicator S

| Requirement	Operating System	Disk Space	RAM	Network Speed	Screen Resolution
Minimum Requirement	• Microsoft Window 7 Professional, Enterprise and Ultimate 32-bit and 64-bit • Microsoft Window 7 SP1	200MB free disk space	2GB RAM	128kbps	800 X 600 X 16-bit
Minimum Requirement	• Microsoft Window Vista Business Edition, Enterprise Edition and Ultimate • Microsoft Window Vista SP1 and SP2	200MB free disk space	2GB RAM	128kbps	800 X 600 X 16-bit
Minimum Requirement	• Microsoft Window XP Professional SP2 and SP3	100MB free disk space	1GB RAM	128kbps	800 X 600 X 16-bit
Recommended Requirement	• Microsoft Window 7 Professional, Enterprise and Ultimate 32-bit and 64-bit • Microsoft Window 7 SP1	200MB free disk space	3GB (recommended for 64-bit OS)	384kbps	1024 X 768 X16-bit
Recommended Requirement	• Microsoft Window Vista Business Edition, Enterprise Edition and Ultimate • Microsoft Window Vista SP1 and SP2	200MB free disk space	3GB (recommended for 64-bit OS)	384kbps	1024 X 768 X16-bit
Recommended Requirement	• Microsoft Window XP Professional SP2 and SP3	100MB free disk space	3GB (recommended for 64-bit OS)	384kbps	1024 X 768 X16-bit

Note:
  ▪ *Cloud Communicator S is not supported in VMWare, Citrix, Terminal Services, Remote Desktop or other thin client environment.*
  ▪ *Cloud Communicator S does not support Windows XP or Windows Vista Fast User Switching*
  ▪ *Cloud Communicator S supports 64-bit OS only on Windows 7. All other operating systems are 32-bit only.*

4.0 Check your Computer MAC Address

Every Cloud Communicator S is mapped to an individual computer. If you wish to install the Cloud Communicator S to another computer, you need to inform us for the new MAC Address. Please follow below steps to check your MAC Address:

Step 1 From the Start Menu, choose **Program** > **Accessories** > Open the **Command Prompt**
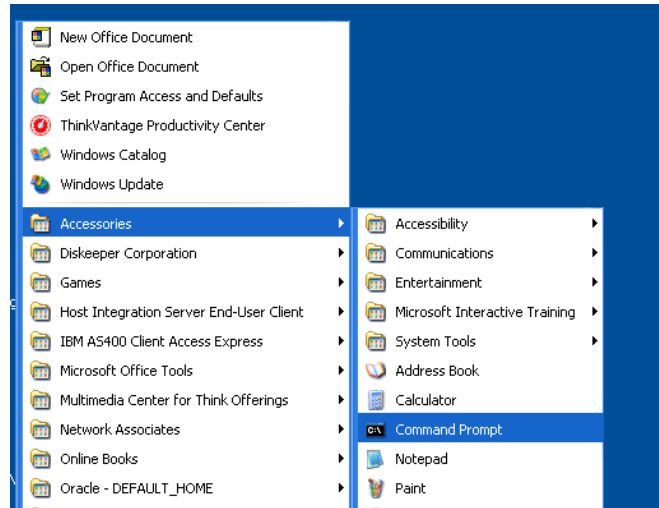
Step 2 At the command prompt type *ipconfig /all* and press **Enter**
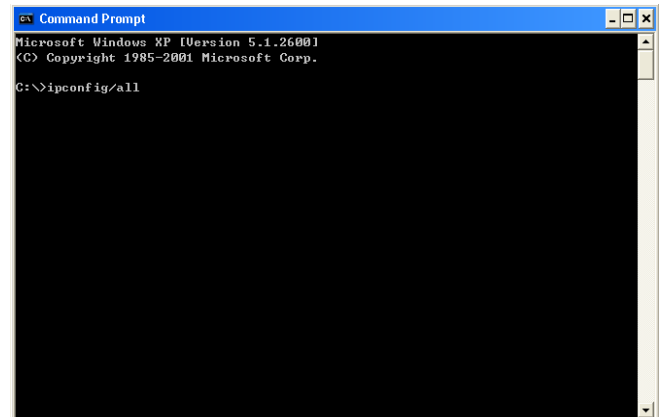
Step 3 Choose the **Ethernet adaptor** connected to the Internet.

The number next to **Physical Address** is your MAC address

The MAC Address will be displayed in the form of **00-01-6C-95-F5-0C**.