



# **Global Direct Service**

## **User Guide**

(Version 2.0)

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

## Global Direct Quick Reference Guide

### Step 1 To Set/ Change preset Overseas Telephone Number

- Call **2112-0852**
- Press **2** to choose **GLOBAL DIRECT**
- Enter your GLOBAL DIRECT Number (3XXX-XXXX)
- Enter your password
- Press **1** to change the Preset Overseas Telephone Number
- Press **1** to confirm

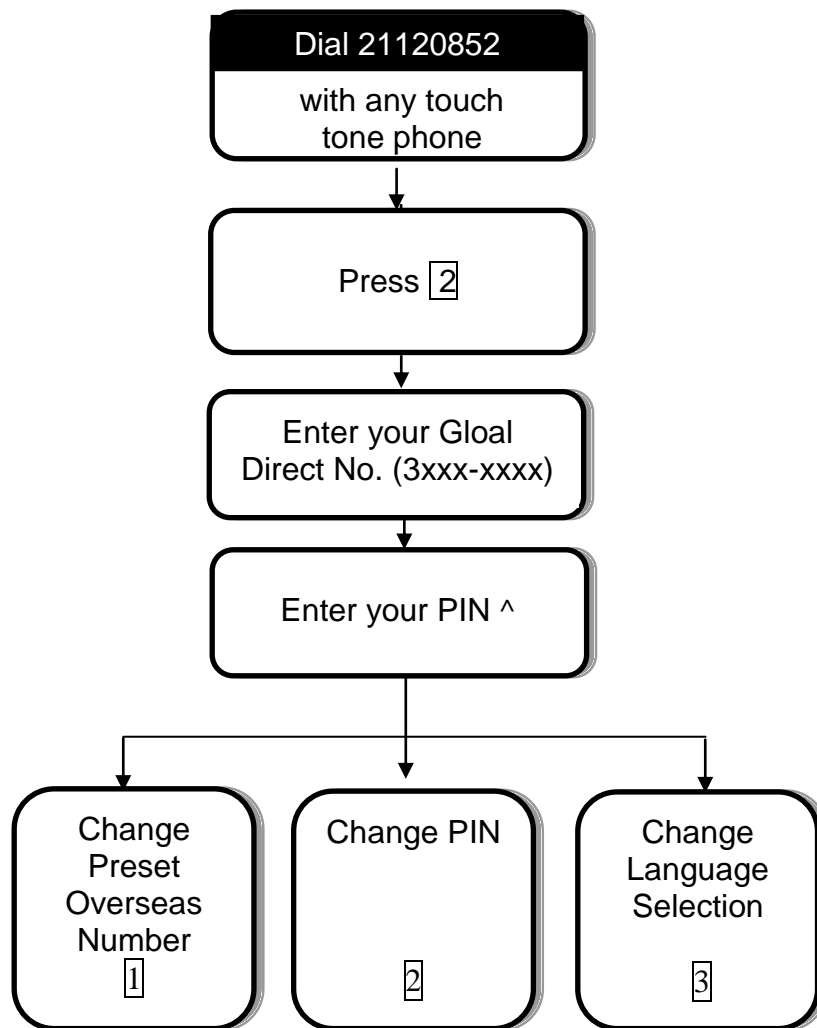
### Step 2 Calling from Overseas to Hong Kong/Overseas Country

- Use Preset Overseas Fixed Line/ Mobile Phone
- Enter **Local IDD access no. + 852 + GLOBAL DIRECT Number**
- Follow the instruction to hang up after the call is connected
- System will call your Preset Overseas Telephone Number
- Pick up the call when the phone rings and follow the instruction to enter **007 + Country Code + Area Code + Telephone Number + #**

### Global Direct Tips

- *Customer can change the preset overseas number/ password/ language and set up call options through our online service.*
- *Please visit <https://www.hkbnes.net/> for more detailed information.*
- *The Starter PIN for business customer is preset as the first 6 digits of the Business Registration Certificate Number. For security purpose, you are advised to change your Starter PIN immediately.*

## Global Direct Service User Guide



**^ The Starter PIN For business customer is preset as the first 6 digits of the Business Registration Certificate Number (e.g: 12345678-000-12-34-5, Starter PIN: 123456)**