HKBN
ENTERPRISE SOLUTIONS

Infinite Voice
Admin Portal User Guide

Android Tablet Version

August 2016

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1 Welcome

HKBN Infinite Voice Admin Portal (Android Tablet version) is a simple and unified management platform that enables administrators to take full control of the enterprises' voice communications system and configure phone-based features via Android tablets.

In this manual, we will show you how to monitor and manage **Group features** which include assigning users to groups and setting up corporate telephony features as well as **User features** for configuring personal profiles and individual call handling options. You can also manage features for the MobileOffice app and set up Mobility for each user, allowing them to make and receive calls using their business identity on their Smartphone.

Device Requirements

The Infinite Voice Admin Portal App is compatible with mobile devices running Android OS 4.0 or later. For best viewing, this app only supports tablets with screens 7-inches or larger.

2 Download Infinite Voice Admin Portal App

Download the latest version of Infinite Voice Admin Portal to your Android tablet from the Google Play Store. (Currently supports English only)

a) Select the Play Store icon from your Android tablet
b) Search for **"Infinite Voice Admin Portal"** from the Play Store
c) In the results window, select **"Infinite Voice Admin Portal"**
d) Tap **"INSTALL"**, then **"ACCEPT"**
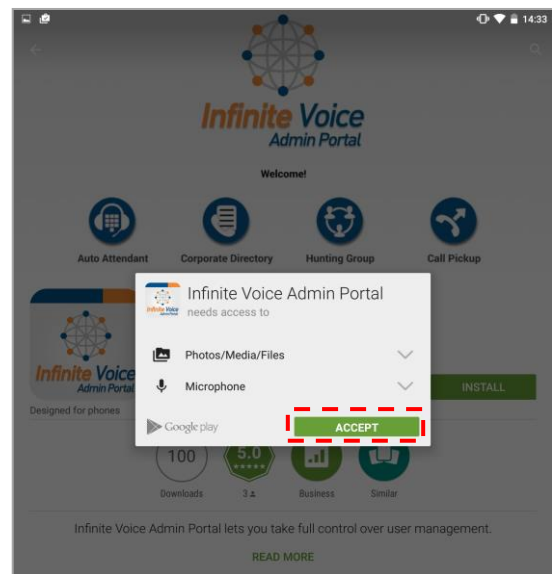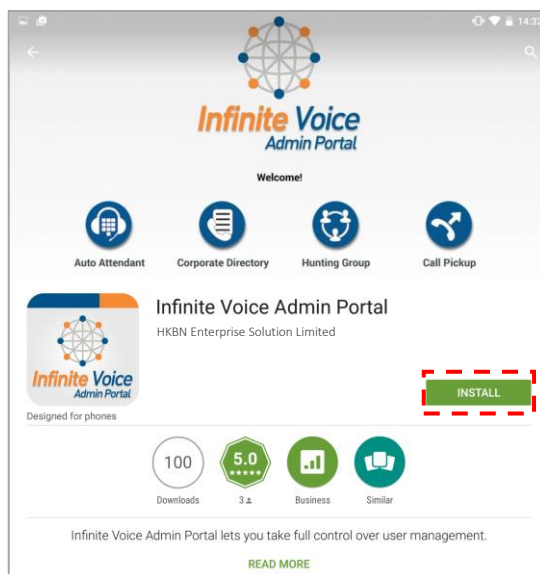
3 Log into Infinite Voice Admin Portal

To log into the Infinite Voice Admin Portal:

a) Once installed, tap the icon on the application menu on your tablet to launch the app

b) Enter your **"Username"** (Your 9-digit PPS number, e.g. 009912345)

c) Enter your **"Password"** (The password will be sent separately to your registered email address upon successful service application)

d) Tap **"Login"**

Note: Auto logout if idle for 30 minutes.

4 The Main Menu

After successful login, you can manage the four corporate telephony **Group Features**. You can also tap on the **User Name Column** to change or update settings for each user.
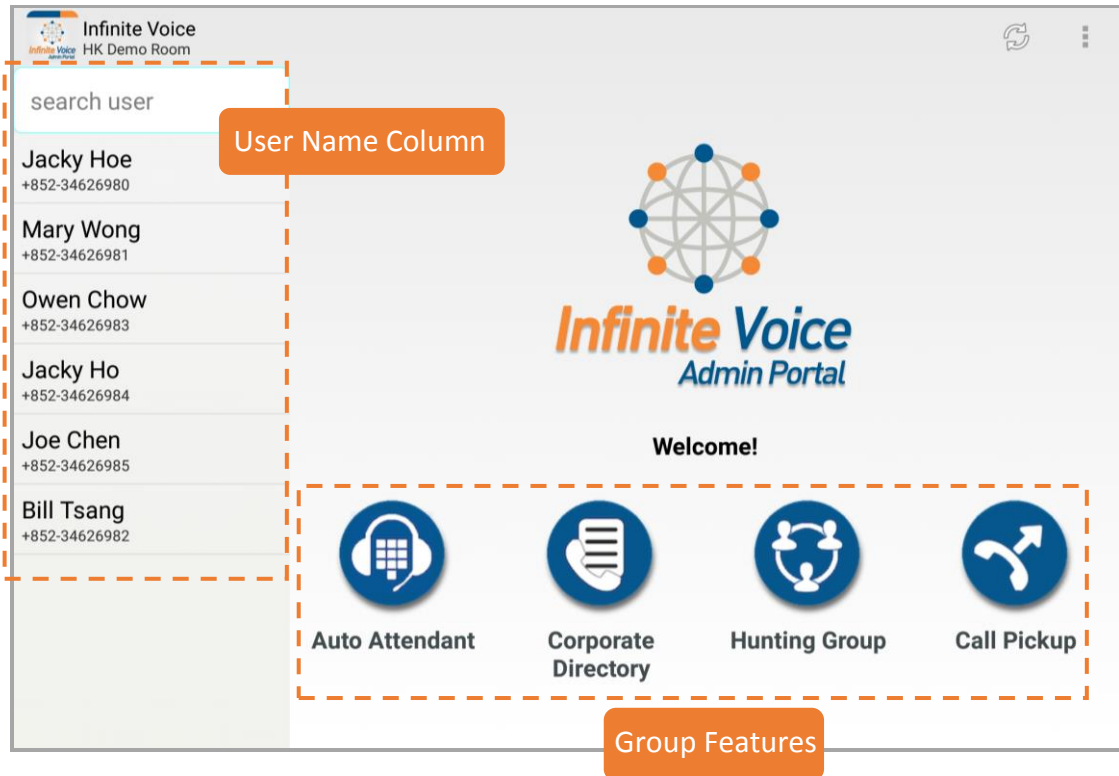

Group Features include:

- **Auto Attendant** – Enables the automatic transfer of incoming calls to an intended destination via up to twelve caller options

- **Corporate Directory** – A list of contacts that allows users to look up phone numbers for co-workers

- **Hunting Group** – A group of extension numbers that allows incoming calls from a pilot number to be directed to multiple users

- **Call Pickup** – Allows users to answer calls that are directed to other lines

4.1 Change Admin Password

To change the Admin Portal Password:

a) Tap [icon] on the top right corner of the tool bar

b) Tap **"Change Admin Password"**

c) Enter your **"New Password"**, then **"Re-type New Password"** to confirm the change

d) Tap **"Apply New Password"** to save change
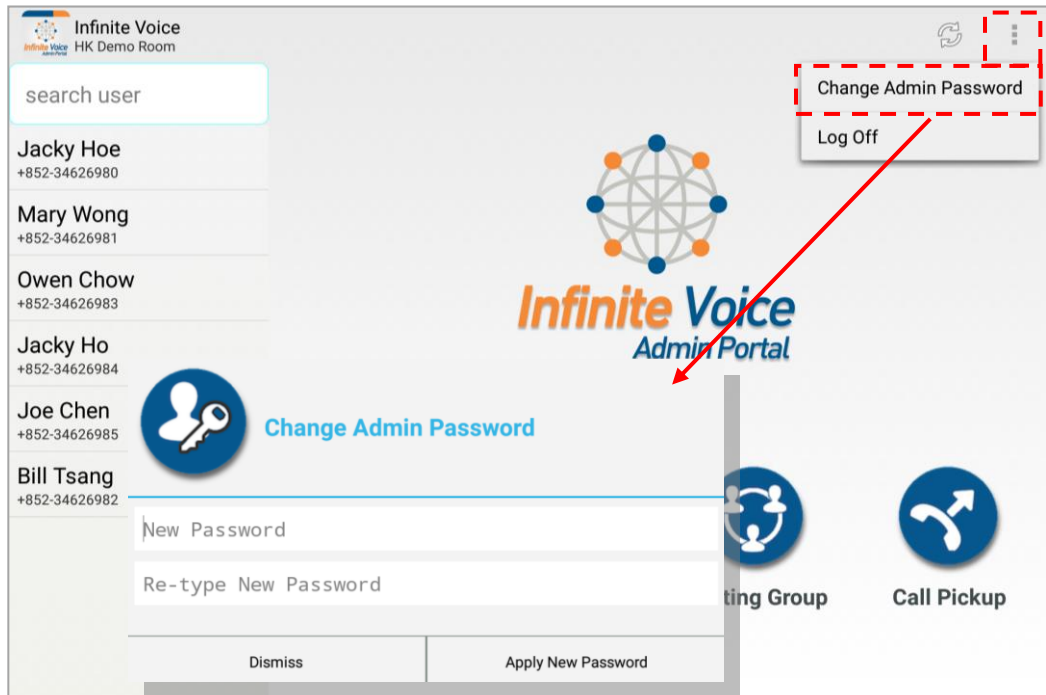
Note:

● Please change your password upon first login and at regular intervals for enhanced security.

● Password must be (1) at least 8 digits; and (2) contain at least 1 number.

● If you have forgotten your password, please call Customer Service Hotline at 128 180 or by fax at 128 1688 to have it reset.

Managing Group Features

4.2   Hunting Group
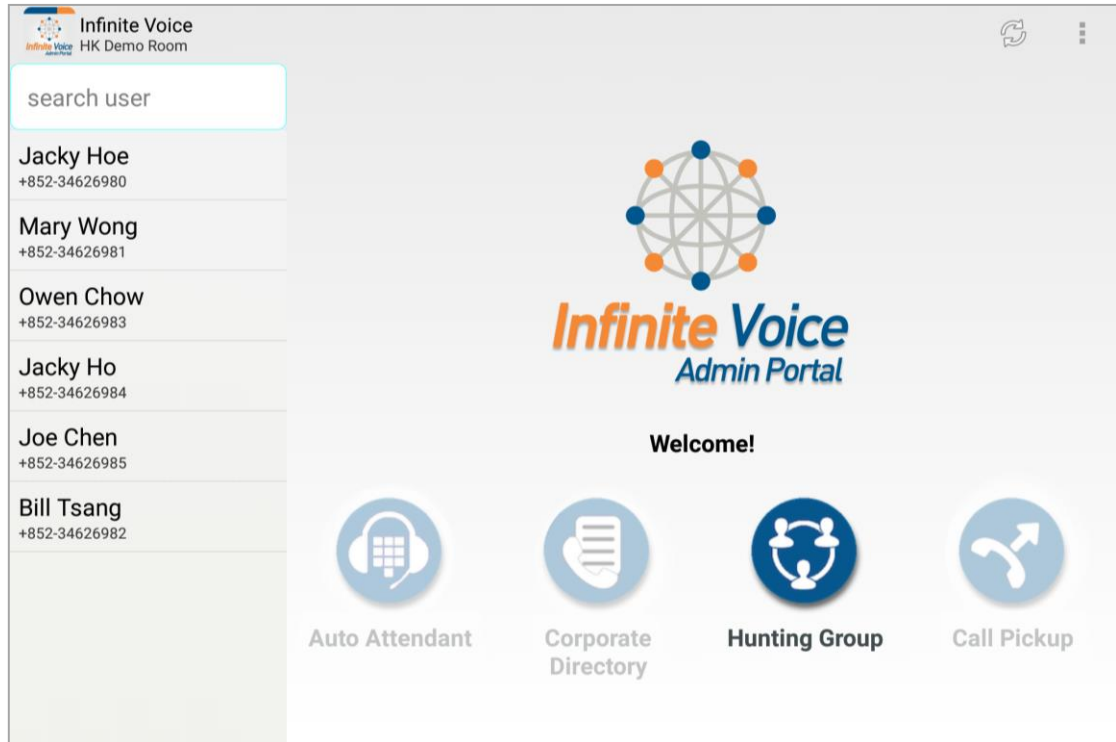
Hunting group enables a user to redirect calls to another destination from a pilot number. If activated, a user must specify the forwarding number. Call route is set up by group policy with the interface shown on the next page:

A **Select and rename Hunt Group**

A1) Tap [Choose Hunting Group] on the tool bar to select the target group

A2) You can rename the hunt group by typing the new name in the **"Group Name"** field (e.g.

Marketing Team – Tsuen Wan)

A3) You can change the ID name, which will be displayed to callers, in the **"Calling Line ID Name"**

field (e.g. Marketing / Team A)

B **Language**

Language currently supports English only.

C **Select "Group Policy" option**

- **CIRCULAR** – Sends calls in a fixed order. The call is sent to the first available person

  on the list, beginning where the last call left off

- **REGULAR** – Sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list

- **SIMULTANEOUS** – Rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected

D Preference settings

Tap to turn **"On"** [ON] or **"Off"** [OFF] the preference settings below to manage your call groups:

- **Skip to Next User** – Turn **On** to allow the incoming call to be routed to the next phone line after a number of rings
  Select preferred number of rings in the **"rings"** field (The default number is 3 and the duration is around 2 seconds per ring)

- **Allow Call Waiting on Users** – Turn **On** to allow users who are on a call to receive a call waiting indication when another call is waiting to be answered

- **Call Forward (Skip All Users)** – Turn **On** to allow calls to be automatically forwarded to the designated phone number directly
  Enter the number in the **"Forward to Phone Number"** field

- **Business Continuity Plan (BCP)** – Turn **On** to allow calls to be automatically forwarded to the designated phone number when the phone is unreachable due to an outage
  Enter the number in the **"Forward to Phone Number"** field
  Note: It is recommended to **enable the Business Continuity Plan (BCP)** to avoid missing any calls.

- **Group Pilot Number Voicemail** – Turn **On** to allow callers to access the voice mailbox when the group pilot line is busy or unanswered
  Select the checkbox and enter email address in the **"Email a carbon copy of the message to"** field
  Note: Only available to numbers that are registered in the Infinite Voice service.

Once you have made any changes, a yellow tool bar will appear at the top of the screen. Tap SAVE CHANGES to save, or tap DISCARD CHANGES to undo all changes.

E **Add/Remove members from Hunt Group**

You can choose to add any user to a hunt group or remove users from it.

Add available user to a Hunt Group

By adding a user to a hunt group, he/ she can pick up calls from the pilot number according to the group policy.
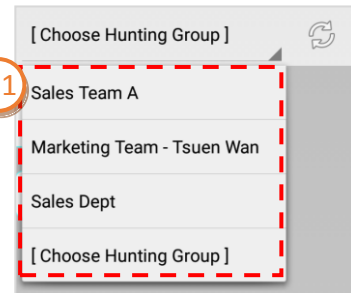
E1) Tap [Choose Hunting Group] on the tool bar to select the target group

E2) Tap ＋ to view the users in the **"Available Members"** column

E3) Tap ＋ next to the desired user to add them to the members' name column on the left

E4) The newly added user is now listed in the members' name column
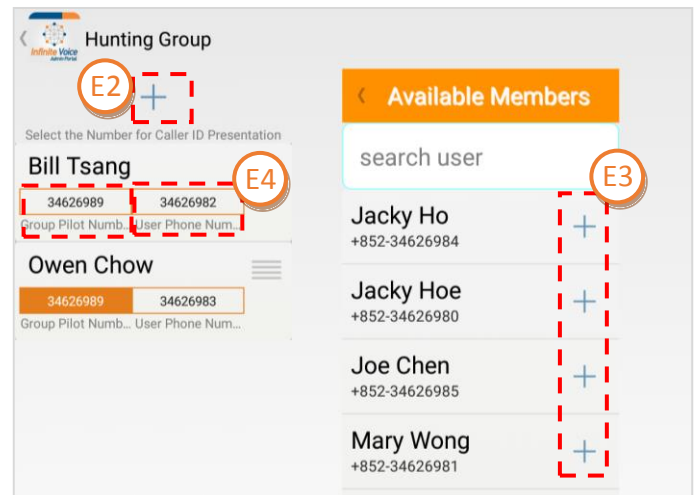
SPECIAL TIPS

Select the Caller ID for each member

This will become his/her caller display when making a call:

● **Group Pilot Number** – Select if you want the pilot number to become the user's caller ID

● **User Phone Number** – Select if you want the individual number to become the user's caller ID

Each user can be a member of more than one hunt group, but he/she can only have one calling identity (either **"group pilot number"** or **"user phone number"**)

Tap **SAVE CHANGES**

Notes: If different calling identities are selected for the same user in different hunt groups, the last selected identity will be displayed.

Remove assigned user from a Hunt Group

By removing a user from a hunt group, no incoming call from the group pilot number will be automatically directed to him/her.
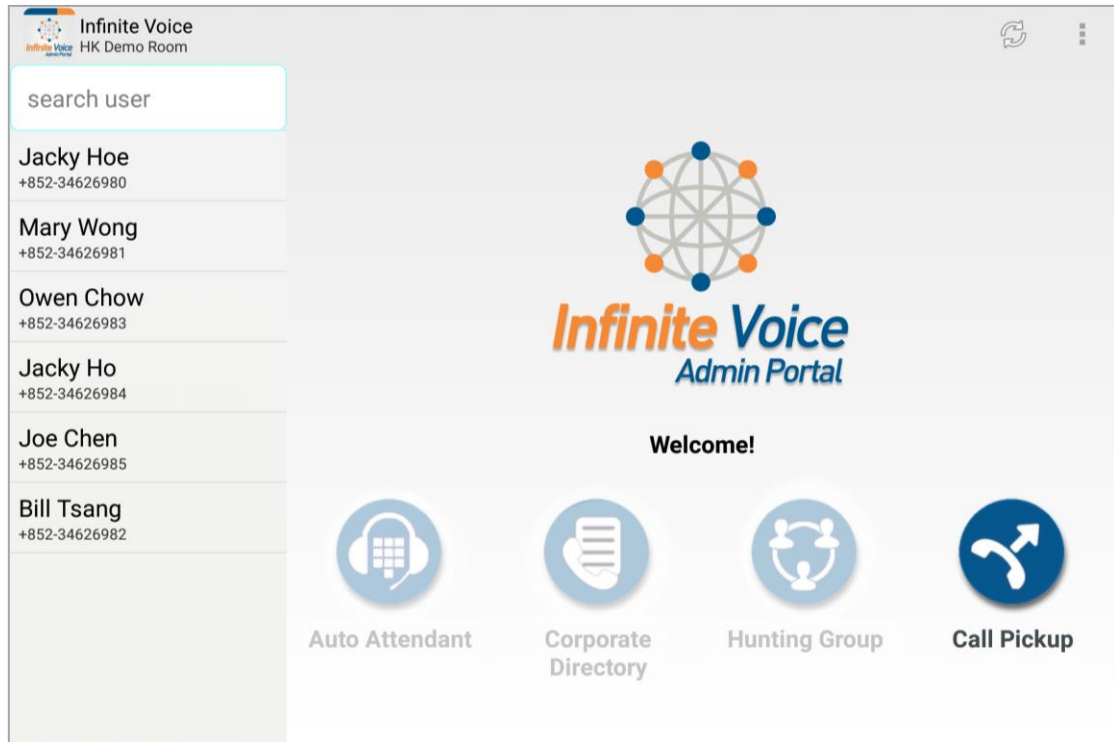
E5) Swipe left or right and tap 🗑 Delete to remove the target user from the members' name column on the left

Tap **SAVE CHANGES** to confirm the deletion
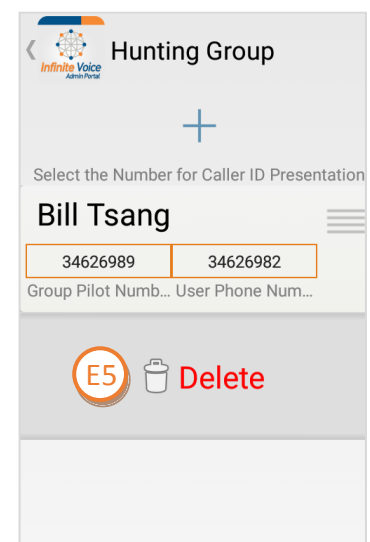
4.3 Call Pickup

(Home > Call Pickup)

The Call Pickup feature enables users to answer any call directed to their pickup group. Each user can only belong to one pickup group.

A **Add a Call Pickup group**

A1) Tap ➕ to create a new group

A2) Enter a **"Pickup Group Name"** (e.g. Sales Team, Technical Team A)

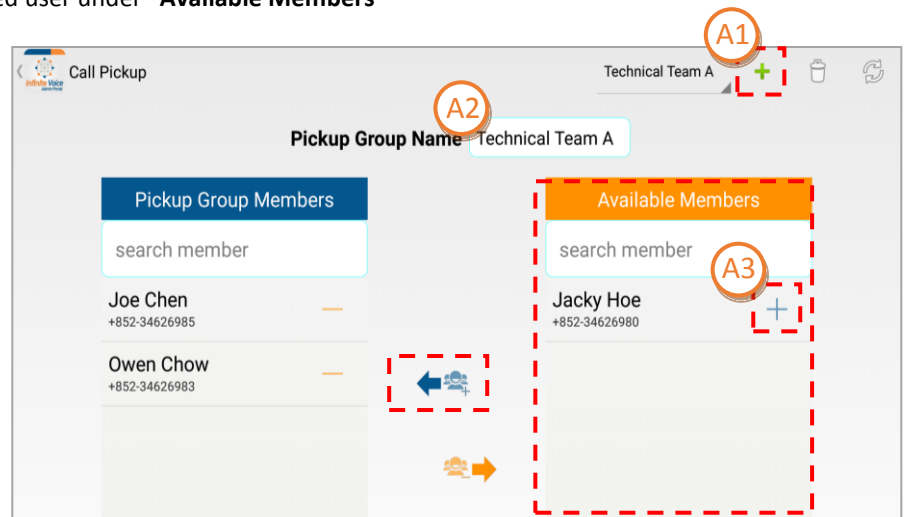A3) Tap ➕ next to the desired user under **"Available Members"**
Or,
add all users at once by

tapping

A4) Tap **SAVE CHANGES**

A5) Repeat steps to create another group

B **Remove assigned user from a Call Pickup group**

B1) Tap [Choose Call Pickup] on the tool bar to select the relevant group
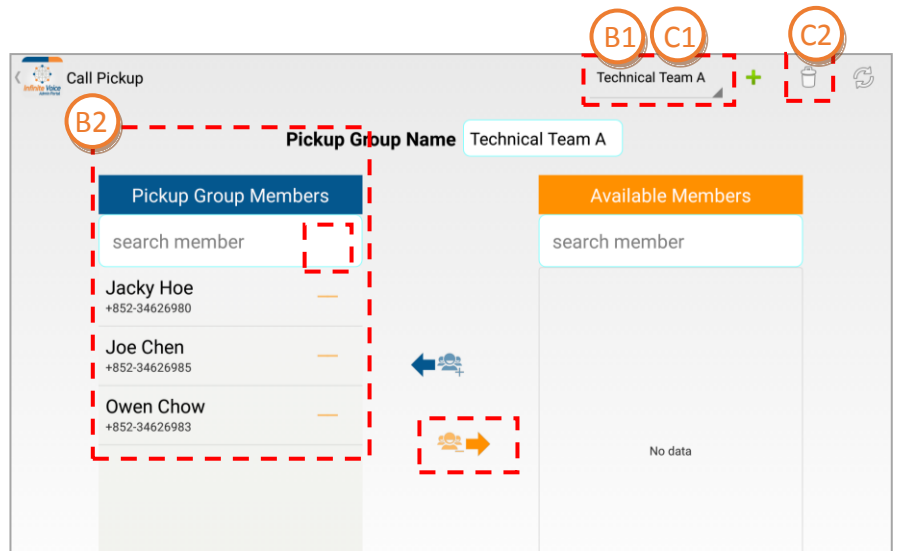
B2) Tap ___ next to the target user to remove them from the **"Pickup Group Members"** column

Or,

remove all users at once

by tapping 👥➡️

B3) Tap **SAVE CHANGES**

C **Delete a Call Pickup group**

C1) Tap [Choose Call Pickup] on the tool bar to select the target group

C2) Tap 🗑️ at the top right corner of the screen and then **"YES"** to confirm the deletion

4.4 Corporate Directory

Service Coming Soon!

4.5 Auto Attendant

Service Coming Soon!

Managing User Features

Customise all the phone-based features for individual users under **User Features**. Go to **"Home"** page and tap on the target users in the **User Name Column** on the left to view and change the following feature options:

4.6   Main

4.6.1 Search User

a) Enter keywords (e.g. name, phone number) in the **"search user"** field to search

b) Tap on the relevant user in the user name column

c) The user's basic information and call features will display on the right

4.6.2 Change First Name & Last Name

Configure the user's first name and last name. This information will also be used for the user's Calling Line ID.

4.6.3 Language

Language currently supports English only.

4.6.4 Reset Password

a) Tap the icon to reset the user password

    MobileOffice Password

    Voicemail Password

b) Enter your **"New Password"**, then **"Re-type New Password"** to confirm the change

c) Tap **"Apply"** to save change

d) Tap **"Save"**

Note: Password must be (1) at least 8 digits; (2) contain at least 1 number; and (3) must not be the same as office phone no.

4.6.5 Call Forwarding

Call Forwarding enables users to redirect calls to a designated phone number automatically.

a) Tap to turn **"On"** or **"Off"** each of the preference settings below for different occasions:

- **Call Forwarding Always** – Turn **On** to redirect all calls to the designated phone number automatically

- **Call Forwarding Busy** – Turn **On** to redirect incoming calls when the extension is busy and the Call Waiting feature is not activated

- **Call Forwarding No Answer** – Turn **On** to redirect incoming calls when the extension is not answered after a number of rings
Select preferred **"Number of Rings"** (The default number is 3 and the duration is around 2 seconds per ring)

b) Tap **"Save"**

Note: Phone number is required in the "Forward to Phone Number" field to activate the Call Forwarding feature.

4.6.6 Business Continuity Plan (BCP)

With BCP, calls can be automatically forwarded to a designated number when the extension is unreachable due to power outages, cable disconnections and equipment malfunctions.

a) Turn **"On"** to activate the feature

b) Enter the number in the **"Forward to Phone Number"** field

c) Tap **"Save"**

Note: It is recommended to enable the Business Continuity Plan (BCP) to avoid missing any calls.

4.6.7 Advanced Call Handling

a) Tap to turn **"On"** or **"Off"** each of the feature options below to manage your call handling:

- **Do Not Disturb** – Turn **On** to forward all calls directly to voicemail without phone ringing. If no voicemail is set, the caller will hear a busy tone

- **Hide Caller ID** – Turn **On** to block user's number from being displayed through Caller ID for outgoing calls

- **Call Waiting** – Turn **On** to allow users who are on a call to receive a call waiting indication when another call is waiting to be answered

b) Tap **"Save"**

4.6.8 Mobility

Mobility enhances the flexibility of directing incoming calls to ring on users' office phone and/or mobile phone, which allows simultaneous ringing to multiple devices.

a) Turn **"On"** to activate the feature

b) Select Phone(s) to Ring option:

- **Office** – Rings office phone only if the office phone number is called

- **Mobile** – Rings mobile phone only if the office phone number is called

- **Both** – Allows simultaneous ringing to both office and mobile phones if the office number is called

c) Tap **"Save"**

Note:
- A mobile number is required for the **"Mobile"** and **"Both"** options to activate.
- It is recommended to enable **"Both"** to avoid missing any calls.

4.6.9 Voicemail

Voicemail allows callers to have their voice messages delivered to a specified email address in the form of an email message with a .wav file attachment.

a) Turn **"On"** to activate the feature

b) Select the checkbox and enter the designated email address to receive a carbon copy of the message

c) Tap **"Save"**

Note: Only available to users upon reserving this feature during registration for Infinite Voice service.
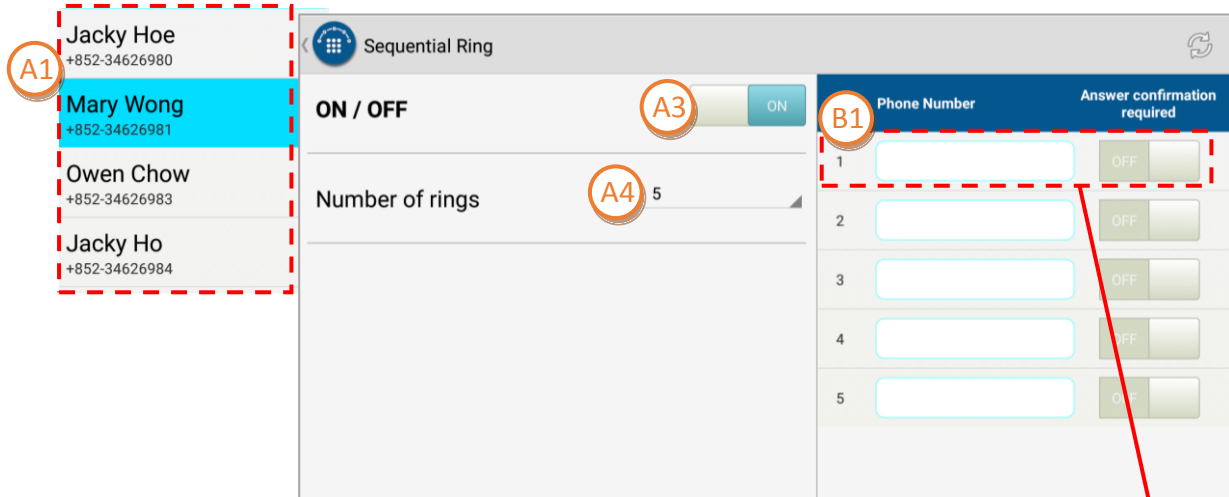
4.7 VIP Ringtone

Service coming soon!

4.8   Sequential Ring

(Home > Users > Sequential Ring)

The Sequential Ring feature allows incoming calls to be routed to extensions in a specified order until answered. Enable or disable the ring feature for users within the group and edit the phone numbers included in the Sequential Ring list.

A   **Activate the Sequential Ring feature for a user**

A1) Select the target user in the user name column on the left

A2) Scroll to the bottom of the user page, and tap

A3) Turn **"On"** to activate the feature

A4) Select preferred **"Number of rings"** (The default number is 3 and the duration is around 2 seconds per ring)
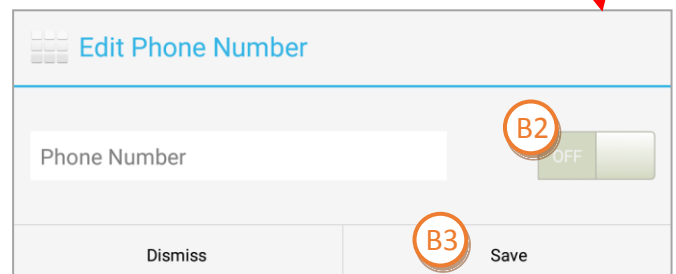
B   **Edit the Sequential Ring list**

B1) Tap on the **"Phone Number"** field to add numbers, which will be called sequentially when there are incoming calls

B2) Turn **"On"** to activate the answer confirmation requirement. When this is activated, the called user is required to hit a number on the keypad to answer calls

B3) Tap **"Save"** to save the phone number

B4) Tap SAVE CHANGES

Note: You can add up to 5 phone numbers to the Sequential Ring list.

4.9 Speed Dial

(Home > Users > Speed Dial)

The Speed Dial feature allows users to quickly dial a number from a list of contacts. Set a maximum of 99 speed dial entries for each user and assign speed codes to the frequently called numbers, creating a custom contact list for each individual.

A Add a new entry

a) Select the target user in the user name column on the left

b) Scroll to the bottom of the user page, and tap

c) Enter the **"Description"** (e.g. ABC Bank, Partner AA) and **"Phone Number"** of the entry under the **"ADDING A SPEED CODE"** section

d) A speed code is automatically assigned in numerical order

Or, select any of the available speed codes from 00 to 99

e) Tap **"ADD"**

B Modify existing entry

a) Select the target entry in the speed code column

b) Edit features under the **"EDITING THE SPEED CODE"** section
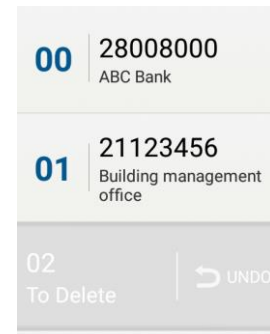
c) Tap **"SAVE"**

C **Delete existing entry**

a) Swipe left or right to delete the target entry in the speed code column

Or, tap **"UNDO"** to bring back the deleted entry

b) Once you have done the swipe-to-delete action, a yellow will appear at the top of the screen.

Tap <mark>**CONFIRM DELETIONS**</mark> to confirm, or tap <mark>**DISCARD CHANGES**</mark> to discard the deletion

00	28008000 ABC Bank
01	21123456 Building management office
02 To Delete	↩ UNDO

Note: To place a call, simply press the key of the Speed Dialling Prefix (#) and the designated speed code.

4.10   Simultaneous Ring

The Simultaneous Ring feature enables incoming calls to ring multiple phones simultaneously. Activate the ring feature for users and edit the phone numbers included in the Simultaneous Ring list.
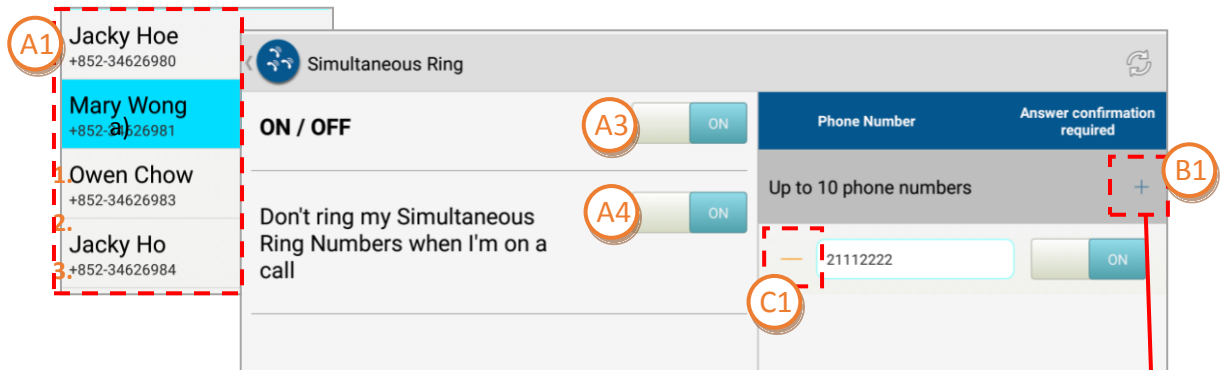
A   **Activate the Simultaneous Ring feature for a user**

A1) Select the target user in the user name column on the left

A2) Scroll to the bottom of the user page, and tap

A3) Turn **"On"**　　　　to activate the feature

A4) Turn **"On"**　　　　to disable simultaneous ringing when the user is on call

B   **Add number to the Simultaneous Ring list**

B1) Tap 　　　　to add the phone numbers which will be called simultaneously when there are

incoming calls

B2) Turn **"On"**　　　　to activate the answer confirmation requirement. When this is activated, the called user is required to hit a number on the keypad to answer calls

B3) Tap **"Save"** to save the phone number
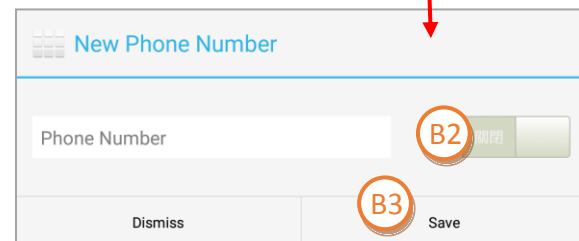
B4) Tap 　SAVE CHANGES

Note: You can add up to 10 phone numbers to the Simultaneous Ring list.

C   **Delete number from the Simultaneous Ring list**

C1) Tap 　　　to delete the target phone number

C2) Tap 　SAVE CHANGES　to confirm the deletion

4.11 Keyline Operation

(Home > Users > Keyline Operation)

The Keyline Operation feature allows users to view the call status of other extensions within the hunt group. Configure the operation list for each user, so that they can view the call status of the assigned users and perform call transfer and call pickup via the operator.

A **Add available user to the Keyline Operation list**

A1) Select the target user in the user name column on the left

A2) Scroll to the bottom of the user page, and

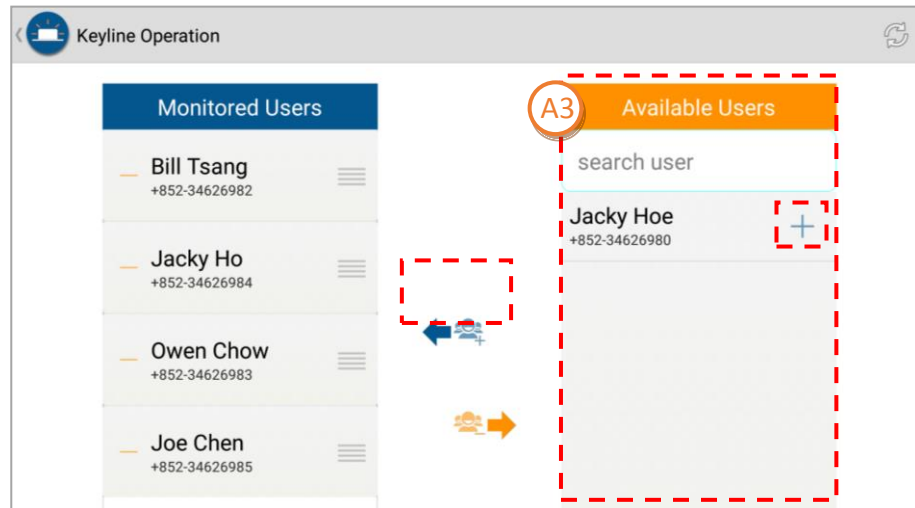A3) next to the desired user under **"Available Users"**

Or,

add all users at once by

tapping

A4) Tap **SAVE CHANGES**

B **Remove assigned user from the Keyline Operation list**

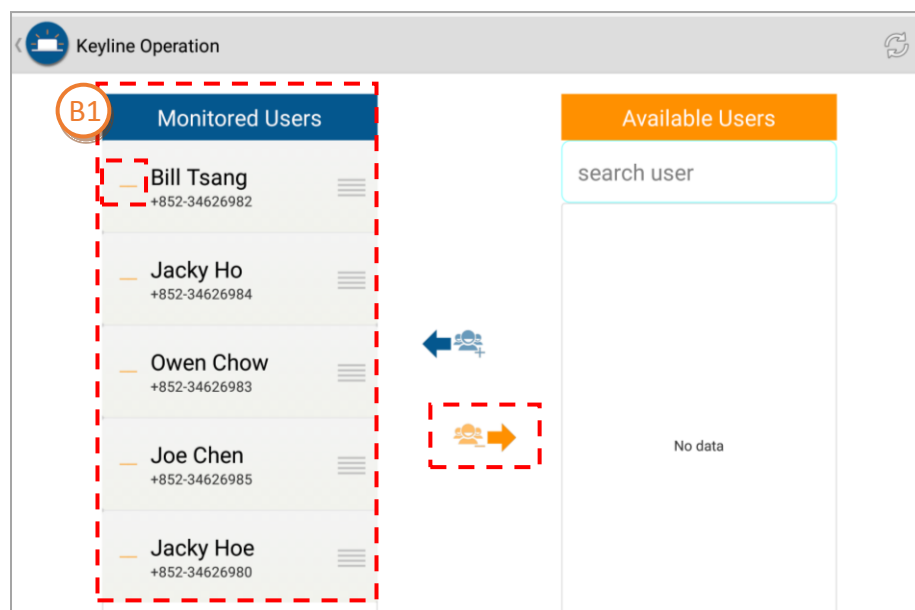B1) Tap ─ next to the target user to remove them from the **"Monitored Users"** column
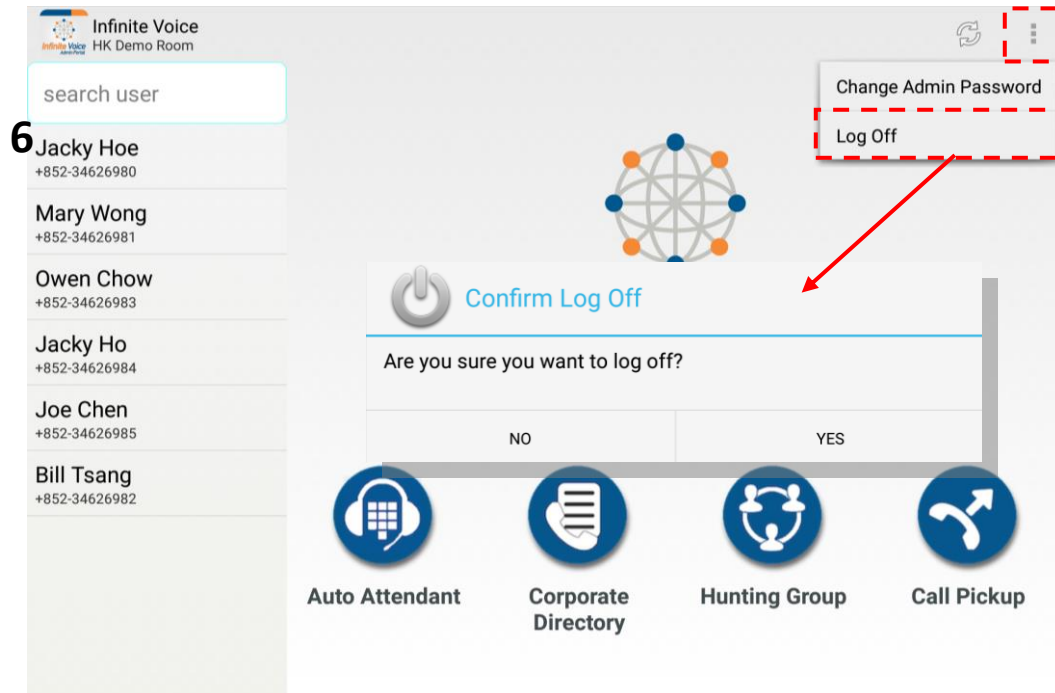
Or,

remove all users at once by tapping

B2) Tap **SAVE CHANGES**

5 Log Off

Always log off from the Infinite Voice Admin Portal after use to prevent unauthorised access.

a) Tap ⁞ at the top right corner of the tool bar on the home page

b) Tap **"Log Off"** and **"YES"** to confirm

6 Support

If you have any questions about using the Infinite Voice Admin Portal, please contact your dedicated Account Manager or call Customer Service Hotline at **128 180**.