HKBN
ENTERPRISE SOLUTIONS

Infinite Voice
Admin Portal User Guide

Web Version

May 2017

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1 Welcome

HKBN Infinite Voice Admin Portal (Web 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 at their computers.

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.

2 Log into Infinite Voice Admin Portal

To log into the Infinite Voice Admin Portal:

a) Launch your web browser and access the web portal at https://www.hkbninfi.net/ivadmin

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) Click "**Log In**"

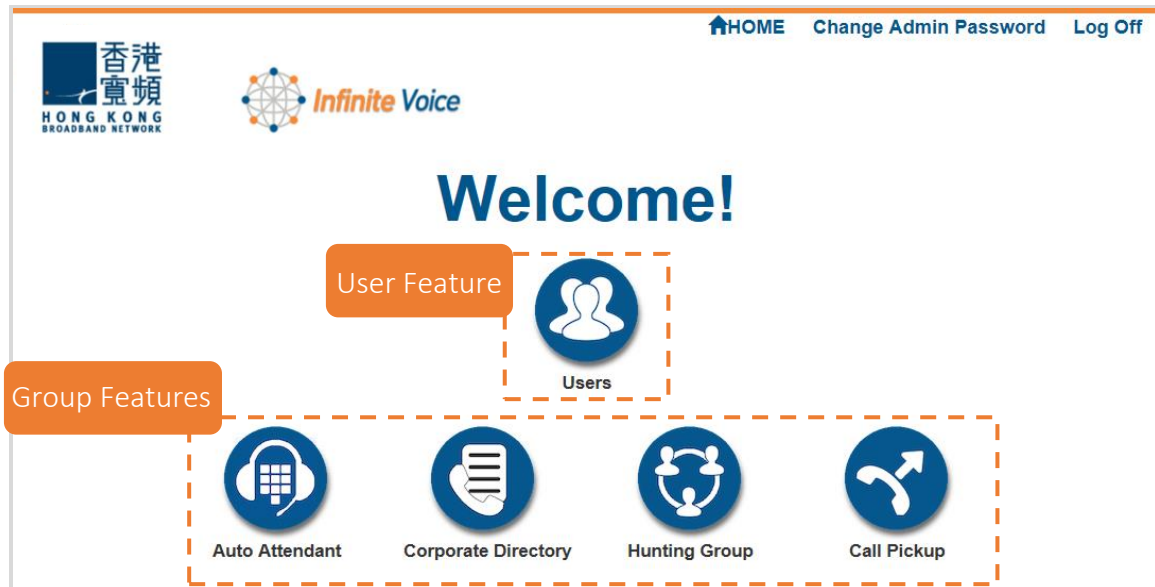

Note: Auto logout if idle for 30 minutes.

3 The Main Menu

After successful login, you can manage the four corporate telephony **Group Features**. You can also change or update settings for each user through **User Feature**.
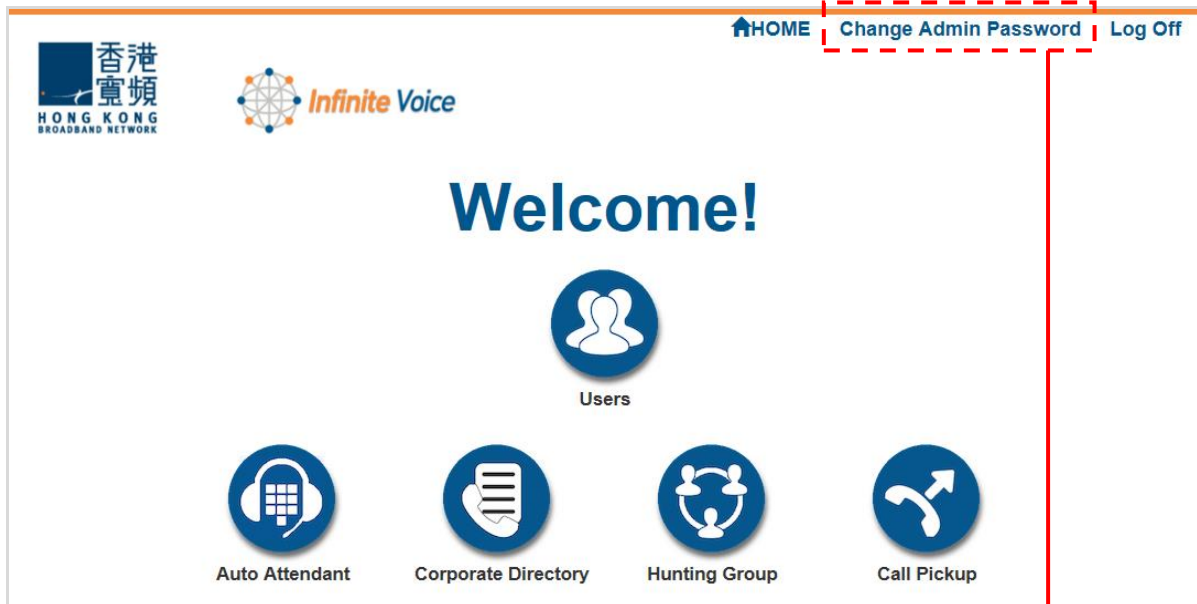

Group Features include:

- **Auto Attendant** – Enables the automatic transfer of incoming calls to 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 simultaneously directed to other lines

3.1 Change Admin Password

To change the Admin Portal Password:

a) Click **"Change Admin Password"**

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

c) Click **"Apply"** 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

3.2 Hunting Group

(Home > 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 below:

A   Select and rename Hunt Group

A1)   Click on the target group under **"Hunt Group Name"**

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**

Click to turn **"On"** or **"Off"** the preference settings below to manage 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 **"After Number of Rings"** field (The default number is 3 and the duration is around 6 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.

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

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

Click on the target group under **"Hunt Group Name"** and scroll to the bottom of the page to view and add/remove members.

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)   Select the desired user under **"Available Members"**, and click ![Add >]

Or,

add all users at once

by clicking

![Add All]

E2)   The newly added user is now listed under **"Assigned Members"**

![lightbulb] **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"**)
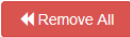
E3)   Click **"Save"**

Notes: If different calling identities are selected for the same user in different hunt groups, the last selected identity will be displayed.
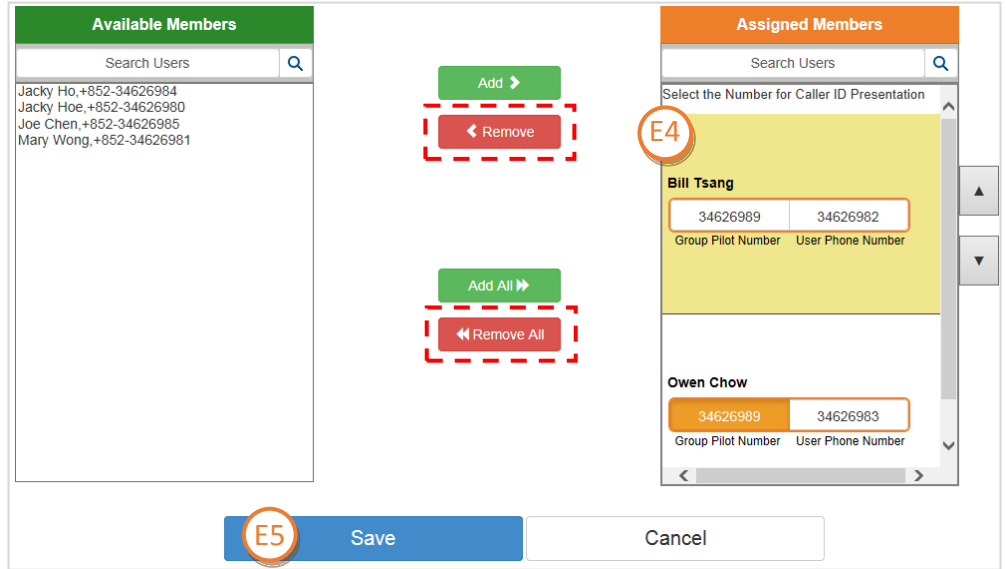
Remove assigned user from a Hunt Group

By removing a user from a hunt group, no incoming call from the group pilot number will be automatically directed to him/her.

E4) Select the target user under **"Assigned Members"**, and click [**‹ Remove**]

Or,

remove all users at once by

clicking [**‹‹ Remove All**]

E5) Click **"Save"**

Available Members		Assigned Members
Search Users 🔍	Add ›	Search Users 🔍
Jacky Ho,+852-34626984	**‹ Remove**	Select the Number for Caller ID Presentation
Jacky Hoe,+852-34626980		
Joe Chen,+852-34626985		**Bill Tsang**
Mary Wong,+852-34626981		34626989 / 34626982
		Group Pilot Number / User Phone Number
	Add All ››	
	‹‹ Remove All	**Owen Chow**
		34626989 / 34626983
		Group Pilot Number / User Phone Number

[**Save**] [Cancel]

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

A2) Select the desired user under **"Available Members"**, and click
 Add ▶

Or,

add all users at once by clicking Add All ▶▶

A3) Click **"Save"**

A4) Click **"Add"** and repeat steps to create another group

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

B1) Click on the relevant group under **"Pickup Group Name"**

B2) Select the target user under **"Pickup Group Members"**, and click
 ◀ Remove

Or,

remove all users at once by clicking ◀◀ Remove All

B3) Click **"Save"**

C **Delete a Call Pickup group**

C1) Select the target group under **"Pickup Group Name"**

C2) Click **"Delete"** and then **"OK"** to confirm

3.4 Corporate Directory

(Home > Corporate Directory)

Service Coming Soon!

3.5 Auto Attendant

(Home > Auto Attendant)

Service Coming Soon!

Managing User Features

Customise all the phone-based features for individual users on the **Users** page. Go to **"Home"** page and click **"Users"** to view and change the following options:

3.6   Main

(Home > Users)

3.6.1 Search User

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

b) Click on the relevant user under **"Users Name"**

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

3.6.2 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.

3.6.3 Language

Language currently supports English only

3.6.4 Reset Password

a) Click 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) Click **"Apply"** to save changes

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.

3.6.5 Call Forwarding

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

a) Click 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 6 seconds per ring)

b) Click **"Save"**

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

3.6.6 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) Click **"Save"**

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

3.6.7 Advanced Call Handling

a) Click 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) Click **"Save"**

3.6.8 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 –** <u>Rings office phone only</u> if the office phone number is called

- **Mobile** – <u>Rings mobile phone only</u> if the office phone number is called

- **Both** – <u>Allows simultaneous ringing to both office and mobile phone</u> if the office number is called

c) Click **"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.

3.6.9 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) Click **"Save"**

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

3.7 VIP Ringtone

Service coming soon!

3.8 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) Click on the relevant user under **"Users Name"**

A2) Turn **"On"** to activate the feature

A3) Select preferred **"Number of rings"** (The default number is 3 and the duration is around 6 seconds per ring)

B Edit the Sequential Ring list

B1) Enter numbers in the **"Phone Number"** field, which will be called sequentially when there are incoming calls

B2) Select checkbox to activate the answer confirmation requirement. When this is activated, the called user is required to hit any number on the keypad to answer calls

B3) Click **"Save"**

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

3.9 Speed Dial

(Home > Users > Speed Dial)

The Speed Dial feature allows users to quickly dial a number from a list of contacts. Set up to 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.

Ⓐ Add a new entry

A1) Click on a user under **"Users Name"**

A2) Enter the **"Description"** (e.g. ABC Bank, Partner AA) and **"Phone Number"**

A3) A speed code is automatically assigned in numerical order.

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

A4) Click **"Save"**

A5) Click **"Add New Entry"** and repeat steps to create another entry

Ⓑ Modify/Delete existing entry

B1) Click on a user under **"Users Name"**

B2) Select the target entry under **"Speed Code"**

B3) Edit features and click "**Save**".

Or, click "**Delete**" and then "**OK**" to confirm the deletion

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

3.10 Simultaneous Ring

(Home > Users > 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) Click on the relevant user under **"Users Name"**

A2) Click to turn **"On"** or **"Off"** each of the feature options:

- **Set Simultaneous Ringing as Active** – Turn **On** to activate the feature
- **Don't ring the simultaneous numbers when I'm on call** – Turn **On** to activate the feature

B Edit the Simultaneous Ring list

B1) Enter numbers in the **"Phone Number"** field, which will be called simultaneously when there are incoming calls

B2) Select checkbox to activate the answer confirmation requirement. When this is activated, the called user is required to hit any number on the keypad to answer calls

B3) Click **"Save"**

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

3.11 Keyline Operation

(Home > Users > Keyline Operation)

The Keyline Operation feature allows users to view the call status of other extensions within the hunting 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)   Click on the relevant user under **"Users Name"**

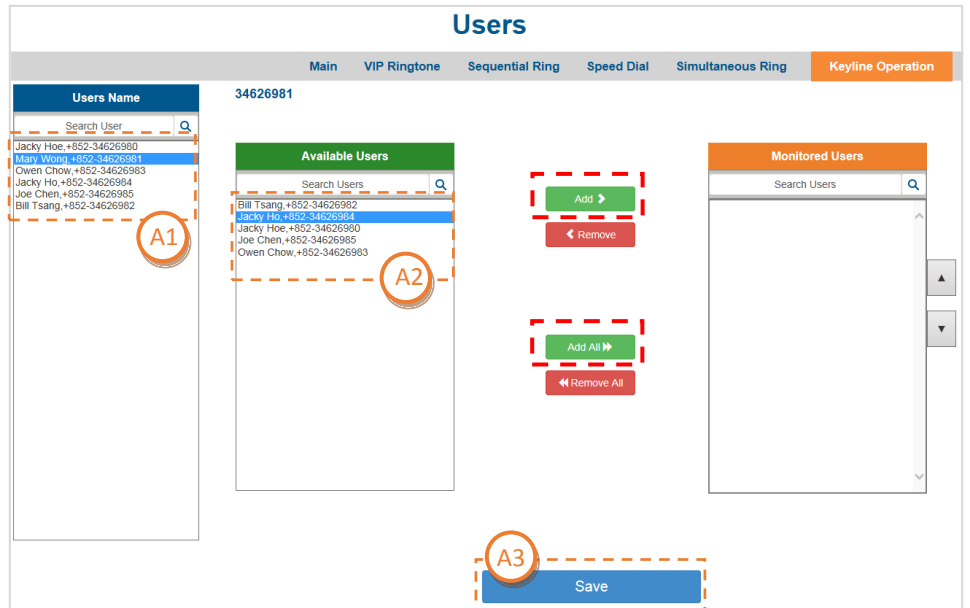A2)   Select the desired user under **"Available Users"** and click [Add ➤]

Or,

add all users at once by clicking [Add All ▶▶]

A3)   Click **"Save"**

B.   Remove assigned user from the Keyline Operation list

B1)   Click on the relevant user under **"Users Name"**
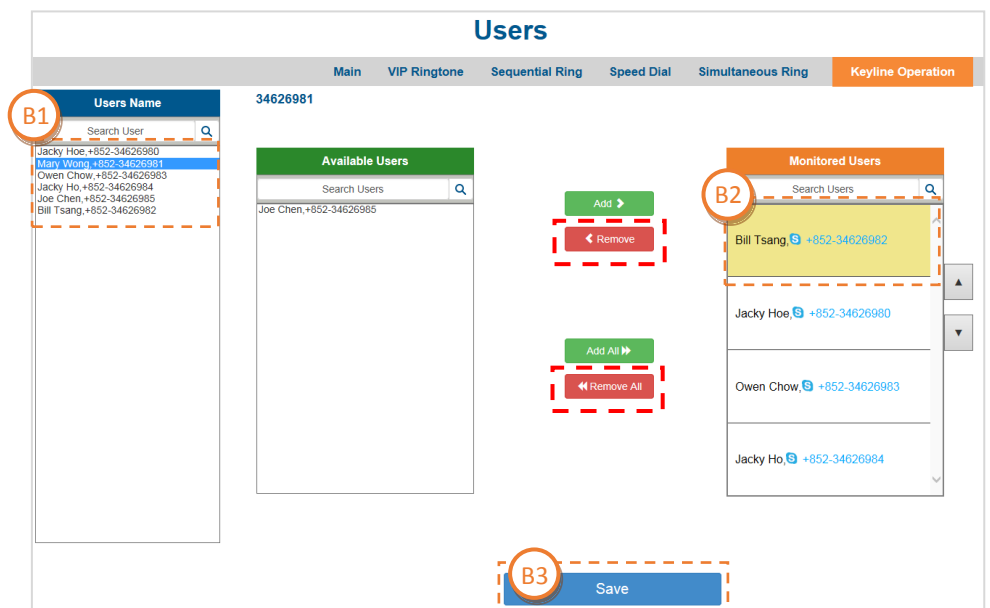
B2)   Select the target user under **"Monitored Users"** and click [◀ Remove]

Or,
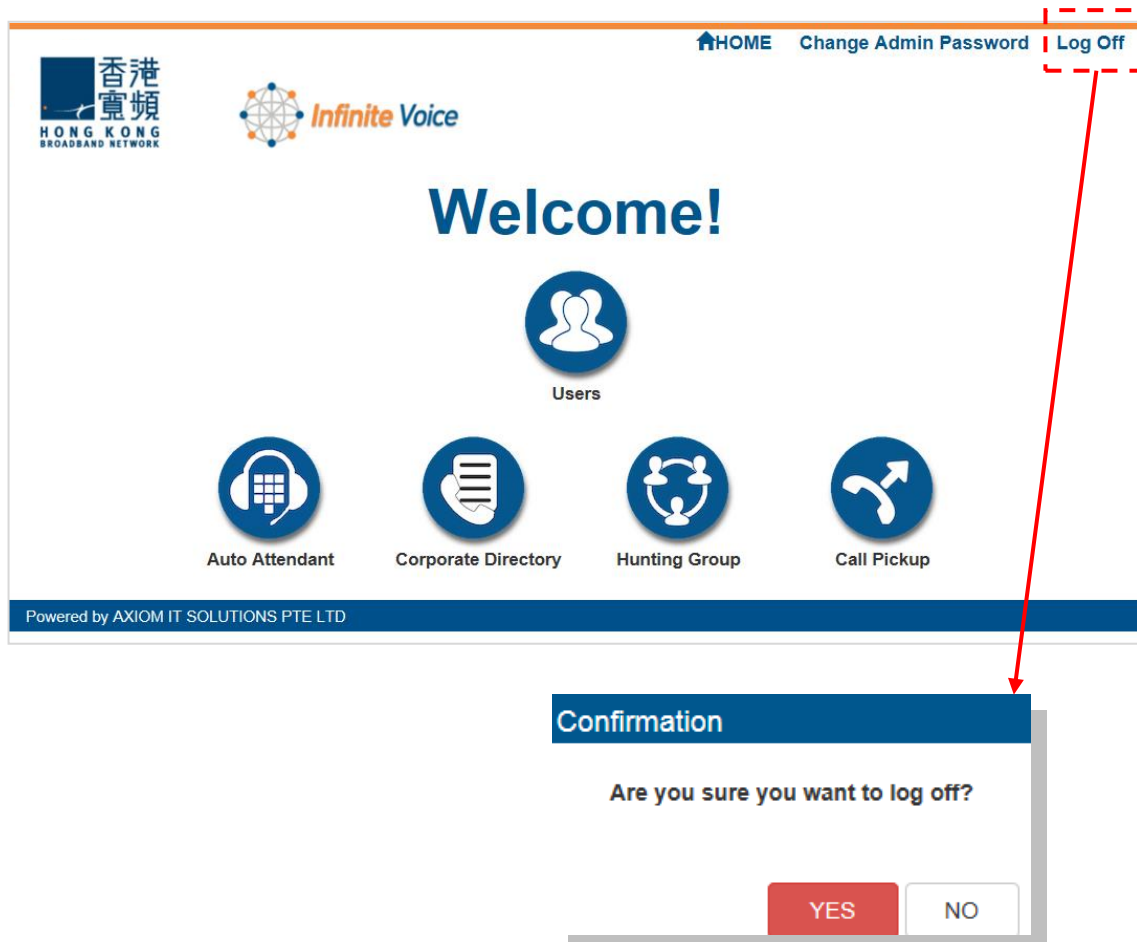
remove all users at once by clicking [◀◀ Remove All]

B3)   Click **"Save"**

4 Log Off

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

a) Click "**Log Off**" at the top right corner of the screen

b) Click "**YES**" to confirm

5 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**.