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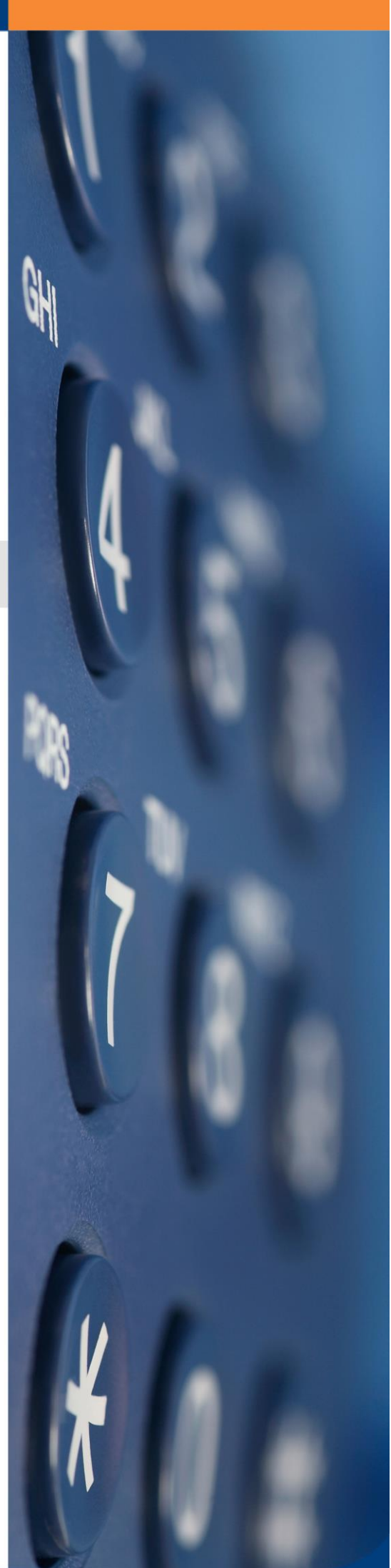
Infinite Voice
Admin Portal User Guide

iPad Version

August 2016

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1 Welcome

HKBN Infinite Voice Admin Portal (iPad 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 an iPad.

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 iPad.

Device Requirements

The Infinite Voice Admin Portal App is compatible with iPad running iOS 6.0 or later. Currently, this app does not support iPhones.

2 Download Infinite Voice Admin Portal App

Download the latest version of Infinite Voice Admin Portal to your iPad from the App Store.
(Currently supports English only)

a)   Select the App Store icon from your iPad

b)   Search for the **"Infinite Voice Admin Portal"** from the App Store

c)   In the results window, select **"Infinite Voice Admin Portal"**

d)   Tap **"GET"**, then **"INSTALL"**
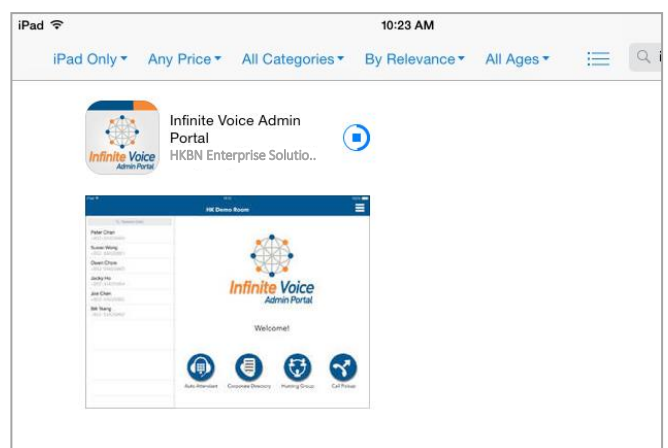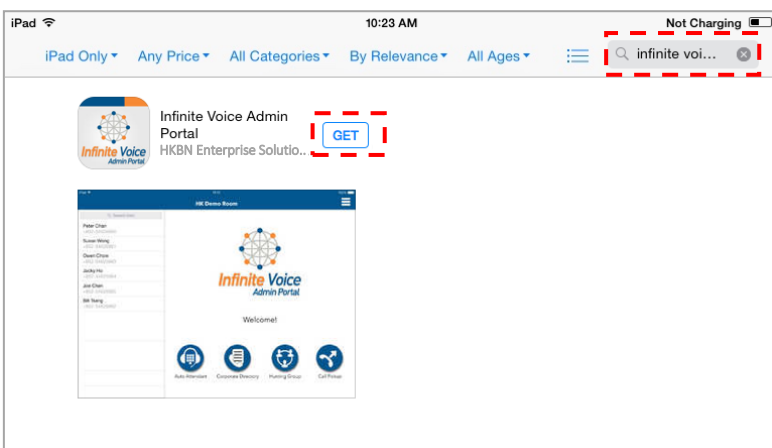
3 Log into Infinite Voice Admin Portal

To log into the Infinite Voice Admin Portal:

a) Once installed, tap the icon on the application menu on your iPad 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 a 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 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 ▤ 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 "** to save change
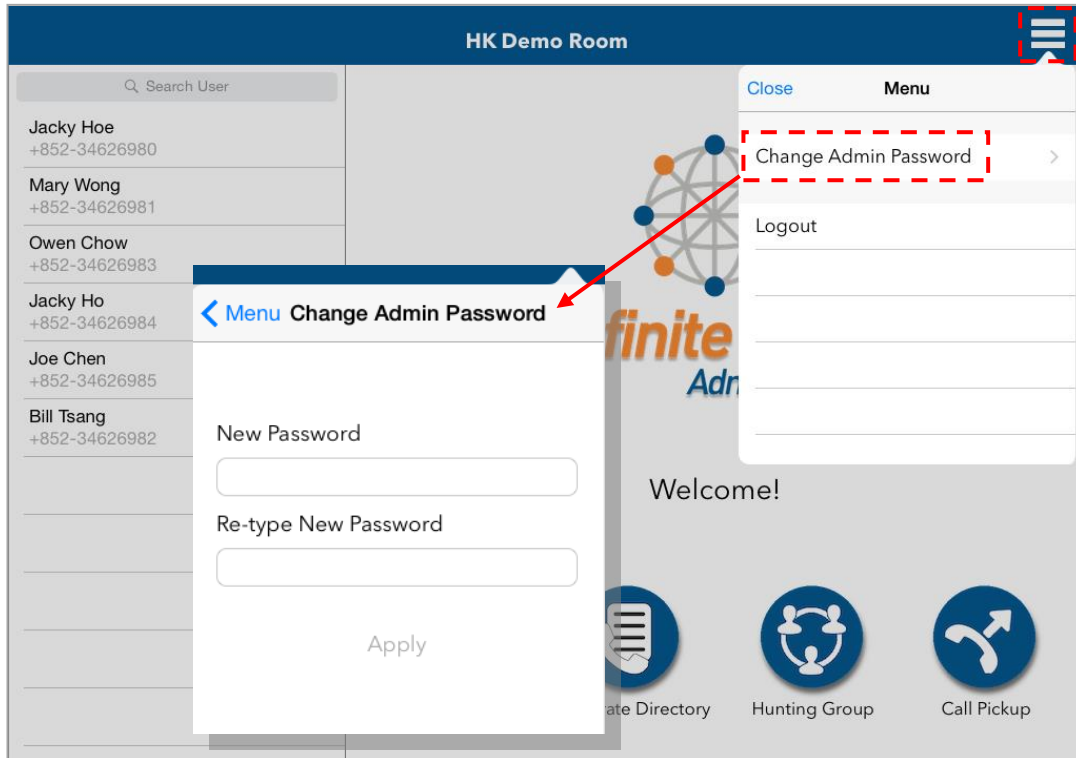
Note:

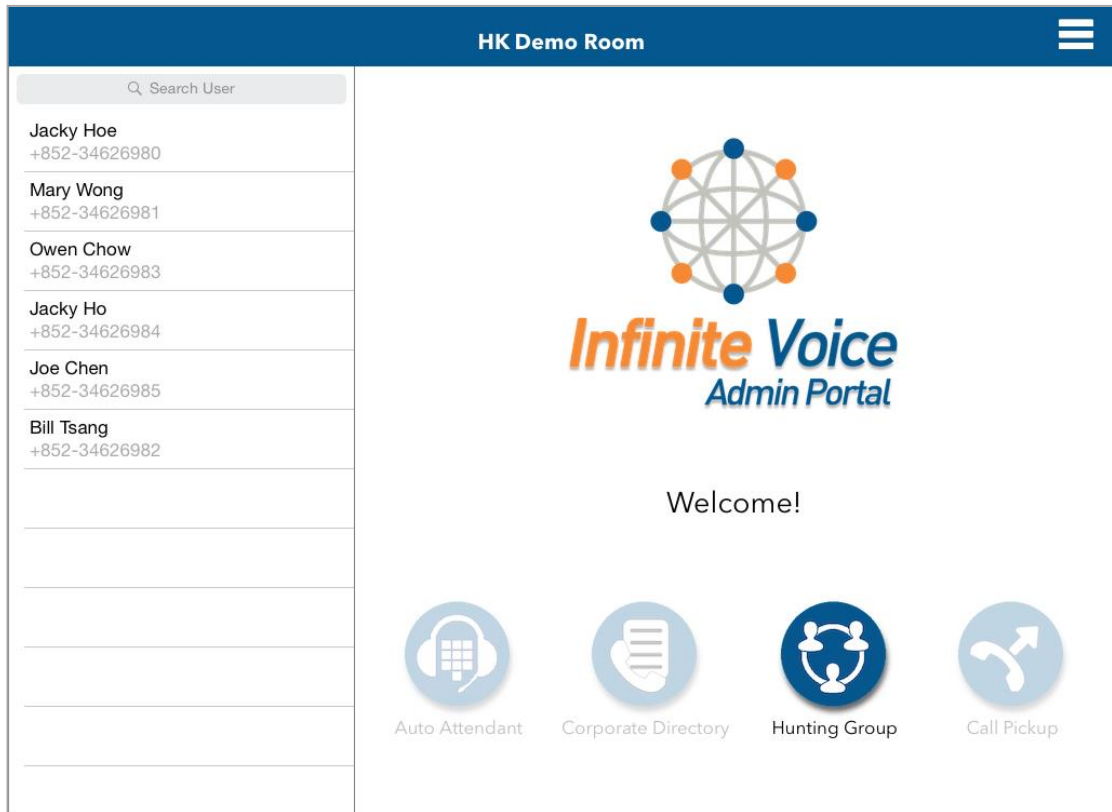● Please change your password upon first login and at regular intervals for enhanced security.

● 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 ⬤ on the home page 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"** or **"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 an 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.

Add available user(s) 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   on the home page to select the target group

E2) Tap **"ADD"** to view available users

E3) Select user(s), and tap **"APPLY ADDITIONS"** to add 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"**)

E5) Tap **"SAVE"** at the top of the members' name column to confirm 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(s) 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.
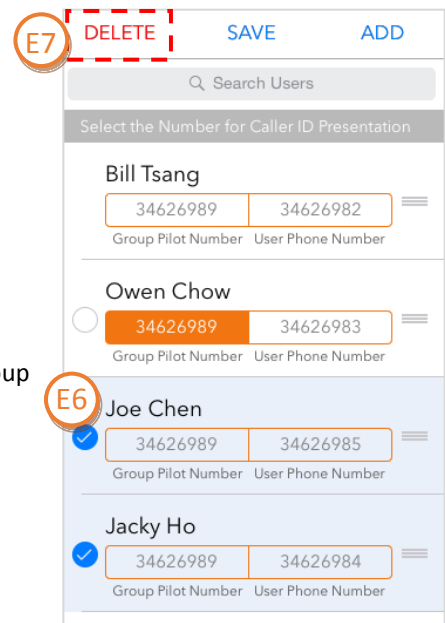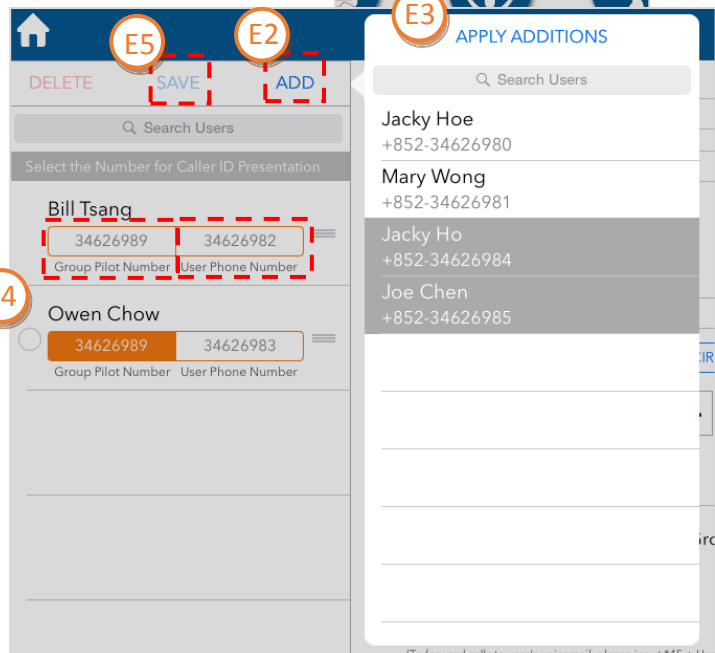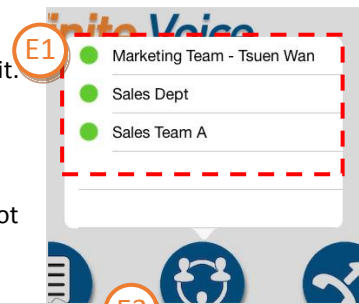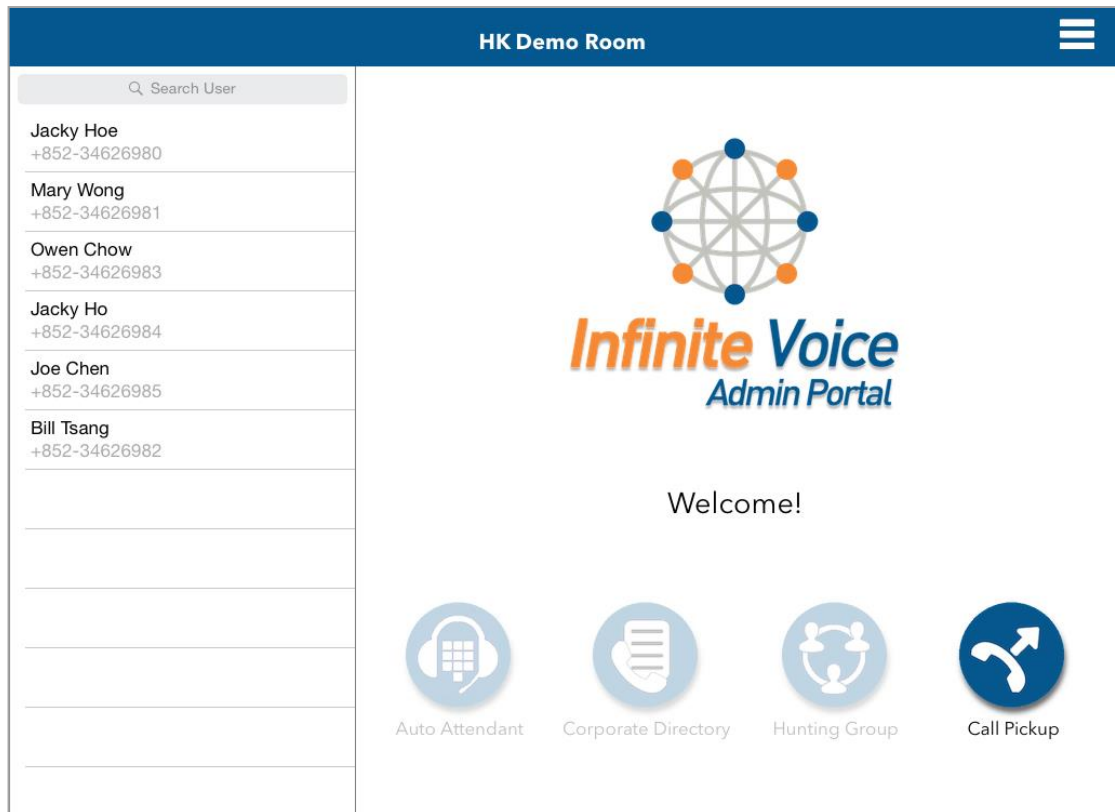
E6) Tap to select user(s) in the members' name column on the left

E7) Tap **"DELETE"** at the top left corner and then **"DELETE"** to confirm the action

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 on the home page and **"Add New Pickup Group"** to create a new group
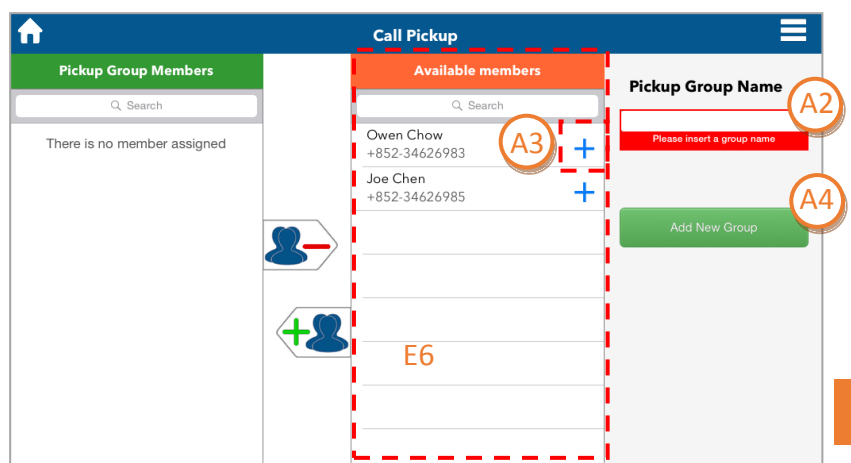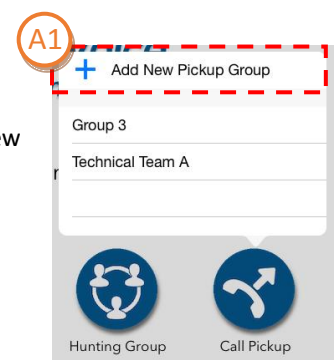
A2) Enter a **"Pickup Group Name"** (e.g. Sales Team, Technical Team A)

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

A4) Tap **"Add New Group"**

A5) Repeat steps to create another group
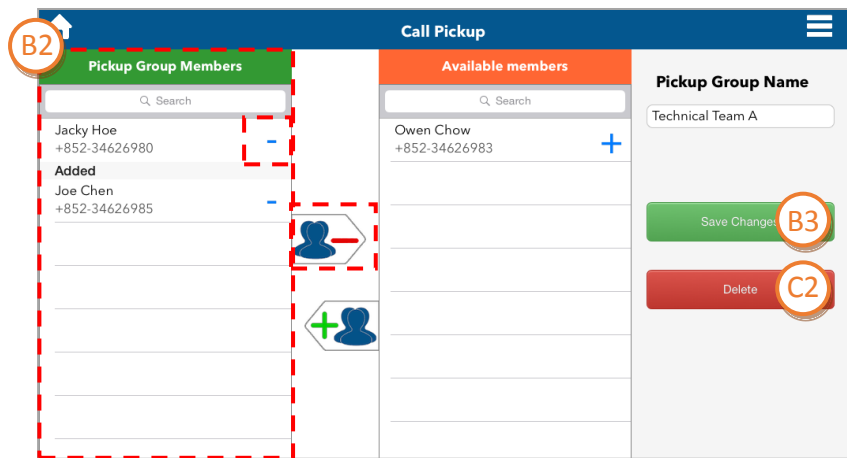
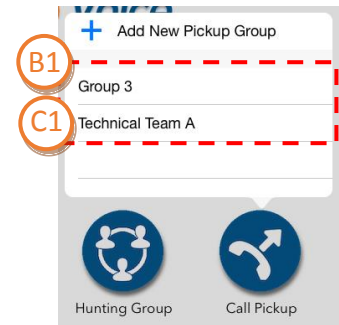**B** **Remove assigned user from a Call Pickup group**

B1) Tap on the home page 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 on the home page to select the target group

C2) Tap **"Delete"** and then **"DELETE"** to confirm the action

4.4 Corporate Directory

Service Coming Soon!

4.5 Auto Attendant

(Home > 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 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

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 changes

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

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 this 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"**

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

4.9 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"** in the new entry 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 in the editing section

c) Tap **"MODIFY"**

C   **Delete existing entry**

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

b)   Tap **"Delete"** and then **"DELETE"** to confirm the action

00	28008000 ABC Bank
01	21123456 Building management office
65465 work supplier	Delete
03	39882345 KK Express

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

4.10   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.
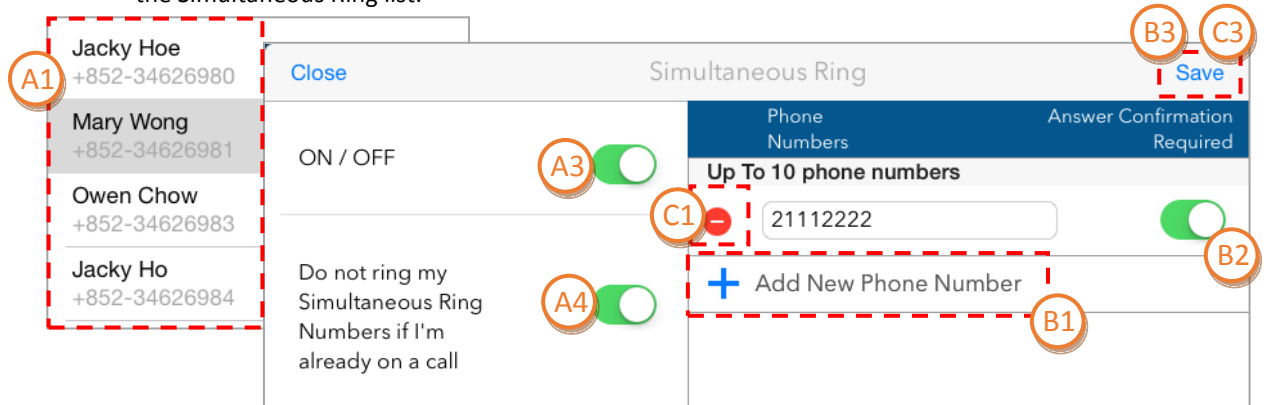
A   Activate the Simultaneous Ring feature for a user

A1) 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 **"Add New Phone Number"** 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
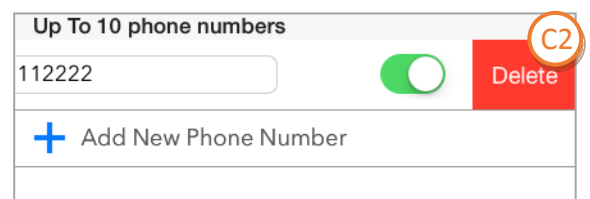
B3) Tap **"Save"**

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 **"Delete"**

C3) Tap **"Save"** to confirm the action

4.11　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 tap

A3) Tap ➕ next to the desired user under **"Available Users"**
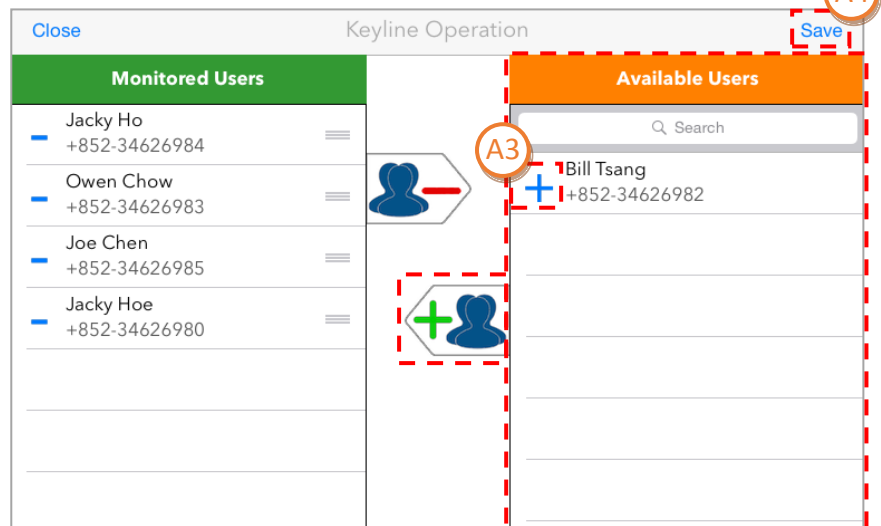
Or,

add all users at once by

tapping

A4) Tap **"Save"**

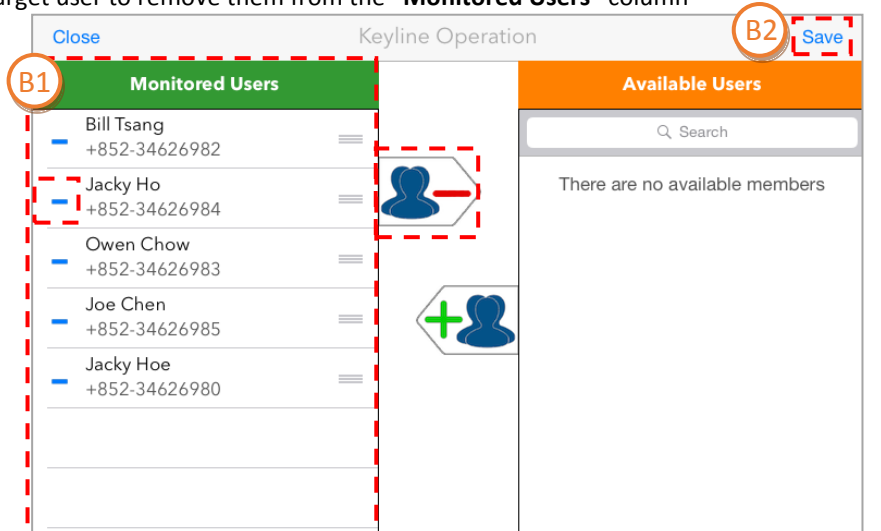**B** **Remove assigned user from the Keyline Operation list**

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

Or,

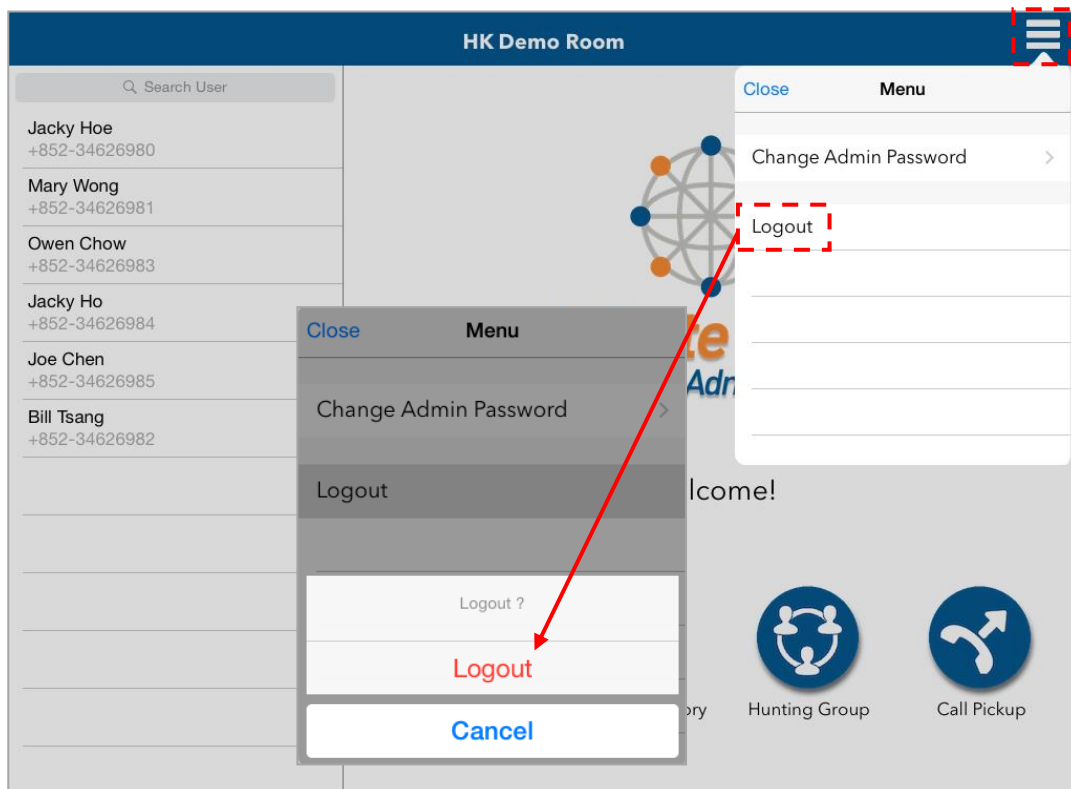remove all users at once

by tapping

B2) Tap **"Save"**

5   Log Off

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

a)   Tap on the top right corner of the tool bar and select **"Logout"**

b)   Tap **"Logout"** 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**.