HKBN ENTERPRISE SOLUTIONS

Infinite Voice – MobileOffice Plus
Quick User Guide (For Android Smartphone)

MobileOffice plus

### ① First-time Login

Enter the following information on login screen:

- **Office Phone Number**: Your Infinite Voice phone number
- **Password**: Please refer to your Service Notification email.
  (For enhanced security, please change your password via
  https://iv.hkbnes.net/user)

A data connection is required for your mobile device to set up call features, access call history and search for contacts.

② Register Mobile Number

Go to **"Call Settings"** page by sliding the screen to the right.

- **Enter** your mobile number in **"Mobile Phone Number"**
- Scroll up and select **"Mobility"**
- Press **"+"** and re-enter your mobile number in **"Telephone number"** (must be same as step 1's mobile number)
- Tick **"Enable location"**
- Press **"Add"**
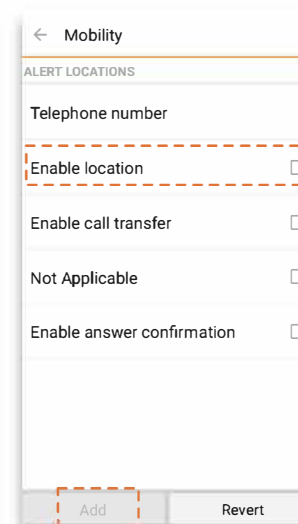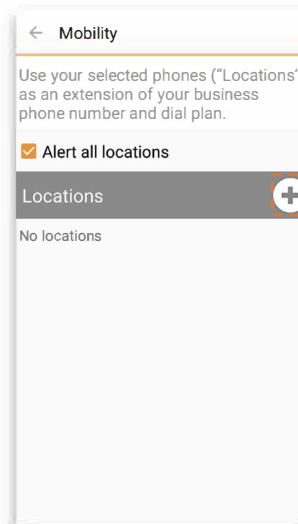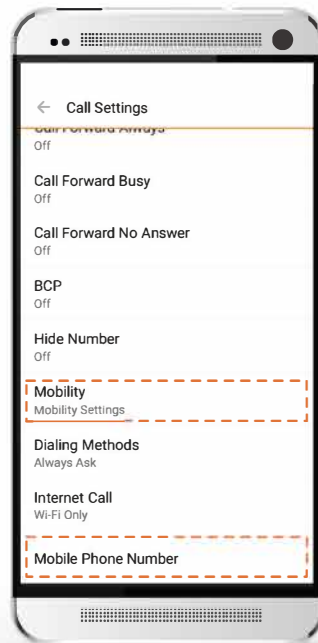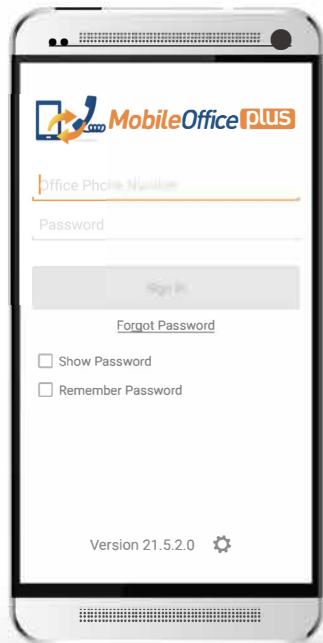
Install the App
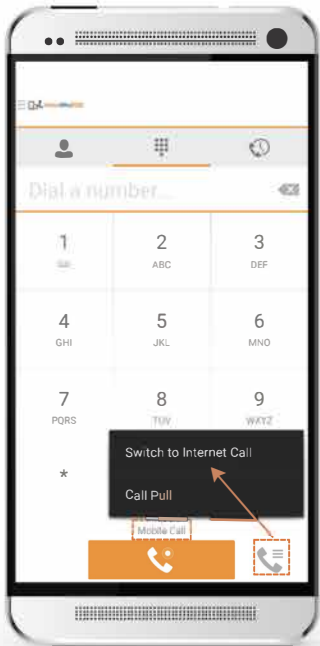
Scan the QR code to download the app

OR

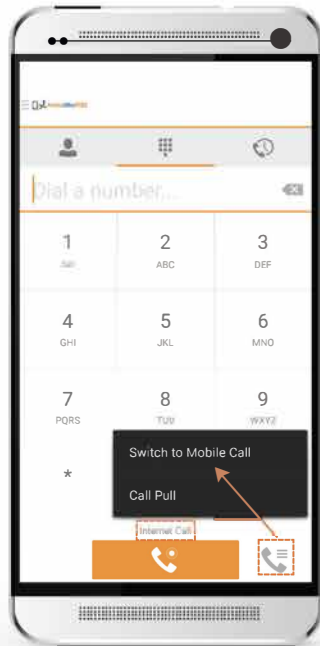Search keyword "**HKBN MobileOffice Plus**" from the Google Play Store on your Android device

GET IT ON Google Play

Tap "**INSTALL**" and "**ACCEPT**" to install

③ Select Calling Mode

From the **"Call"** page, tap 📞 button to switch between different calling modes.

Mobile Call Mode + Mobility
(Recommended mode for daily use)

Internet Call Mode

Tips 💡

1. For the app installation, one (1) office phone number can only be paired to one (1) mobile number.

2. You are recommended to always use Mobile Call Mode unless you wish to use Wi-Fi or a data connection to make/receive calls (Internet call).

Choose **Mobile Call** Mode and activate Mobility to make/receive calls with your office phone number on your mobile phone

To activate Mobility, go to **"Call Settings"**, then select **"Mobility"**

- Select your mobile number
- Tick **"Enable location"** and press **"OK"** to activate the feature

A data connection is required for your mobile device to set up outbound calls. For phone conversations, only mobile network [calling minutes] is required without any data usage.
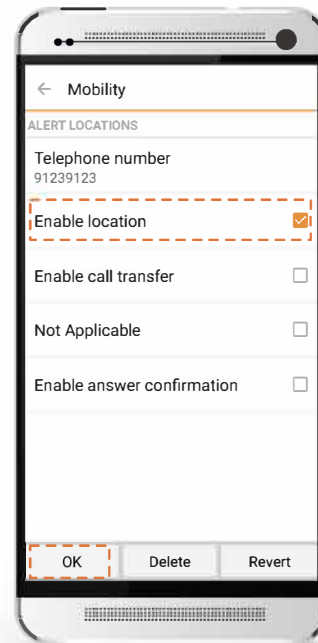
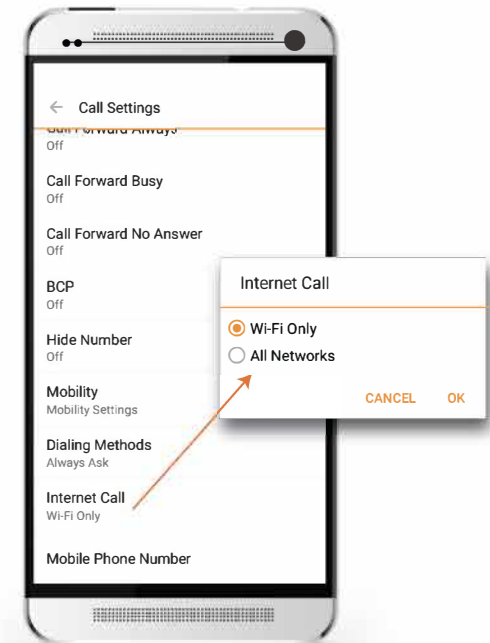Choose **Internet Call** Mode to make/receive calls using Wi-Fi or a data connection
On **"Call Settings"**, select **"Internet Call"**:

- **Wi-Fi Only** – you can make/receive calls using Wi-Fi only
- **All Networks** – you can make/receive calls using Wi-Fi or a data connection

You are recommended to turn **OFF** Mobility to receive calls via Wi-Fi or a data connection
(To avoid receiving simultaneous calls via both the App and mobile SIM card)

Please ensure you are using a stable Wi-Fi or a data connection for a better call experience under Internet Call Mode.

Internet Call over a data connection may incur additional charges from your mobile operator.

For any enquiries on the MobileOffice Plus app, please contact your dedicated Account Manager or call Customer Service Hotline at 128 180