



# InfiniteConnect









User Guide



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# System Requirements

Review these system requirements to verify that you can use Webex App on your computer, mobile device, or web browser.

<p><b>Desktop</b></p> 	<p><b>Mobile</b></p> 	<p><b>Browsers</b></p> 
<p><b>Windows</b></p> 	<p>iPhone</p> <p>Android</p>	 Edge  Chrome  Firefox  Safari
<p><b>Mac</b></p>		

- **Client download:** Cisco Webex | Download or Scan below QR code

**Download Webex**

Download for Windows (64 bit)

For windows: Download for Windows (32 bit)

For mac: Download for macOS (Intel chip)  
Download for macOS (M1 chip)

Also available on app store and google play

Download on the App Store

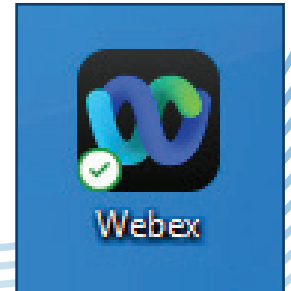
GET IT ON Google Play



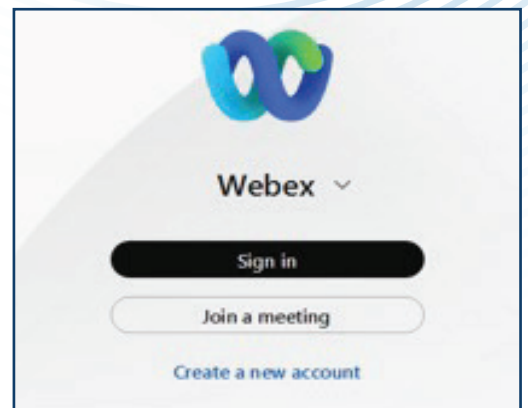
# InfiniteConnect Installation

The instructions below illustrate how to launch and sign into InfiniteConnect (Webex).

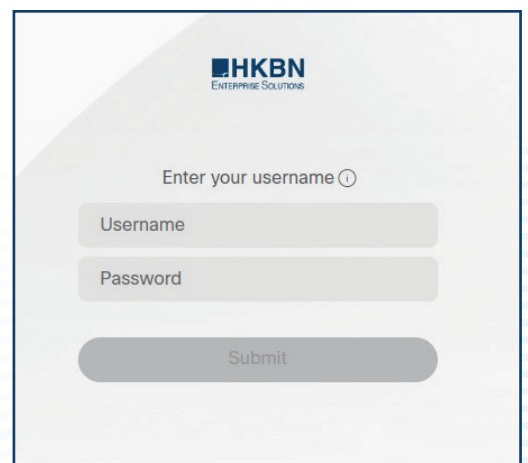
- To Start InfiniteConnect, double check the desktop icon named Webex.



- When presented with the first screen, please sign in with **your email address**, then **'Sign in'**.



- **Then enter your username:**  
your telephone number@hkbninfi.com; and then password,  
then **'Submit'**.



## Emergency Calling Notification

IMPORTANT EMERGENCY DIALING (e.g. 911, 999, 112, 119)


### WARNING:

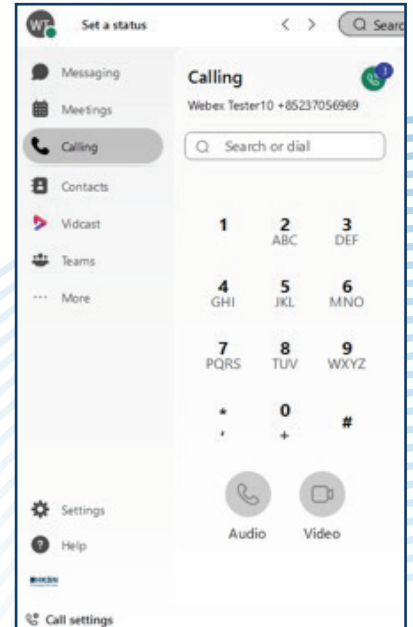
Only use your soft phone to dial emergency services from your registered physical location. Dialing from other than the registered physical location may route emergency calls to an incorrect dispatch center or provide incorrect location information, potentially delaying or preventing emergency services. Please review and update your emergency location according to the tools, instructions, and methods provided by your service provider. Your service provider may not support access to emergency services outside of your home country

# Basic Function



## Placing Call

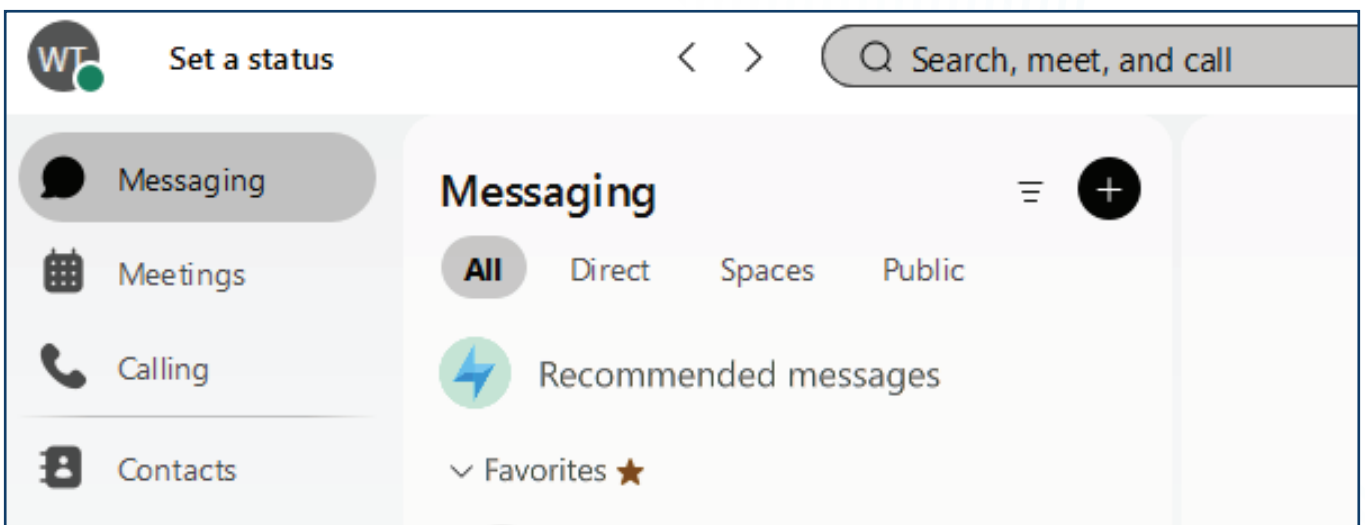
To dial a number from Webex, go to **Calling**, enter the number of the person you want to reach by using the dial pad. Then click **Audio** .

To dial a person by name, type the name of a person into the dial pad. Then click **Audio** .



You can also go to your chat list from **Messaging** to place your call.

Type the name or names into the To field at the top of your new chat, then select by **Audio call**  or **Video call**  (call on Webex) from the right-hand corner to start a call.



Note: default one to one for video call for internal use.

# Basic Function

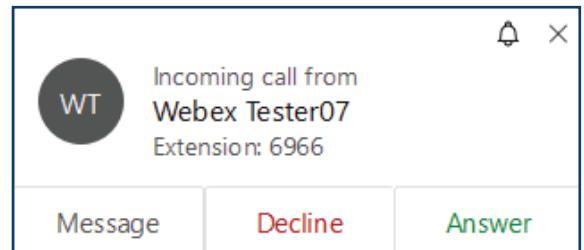
## Answering Call

When you receive a call, you will get a notification that lets you **Answer**, **Decline** or **Message**.

**Answer:** To answer the call.

**Decline:** If you cannot answer now.

**Message:** If you want to answer with a chat message instead.



## Call Waiting

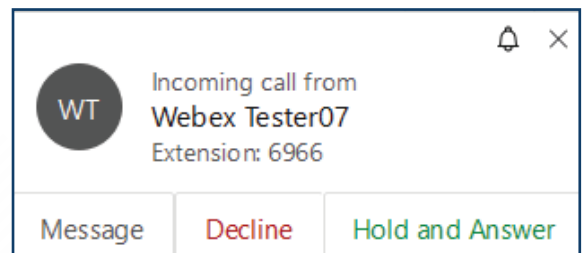
While on an active phone call, you can hold the call you are on and answer the incoming call.

If you get a phone call from someone, you will see:

**Hold & Answer:** To answer the call.

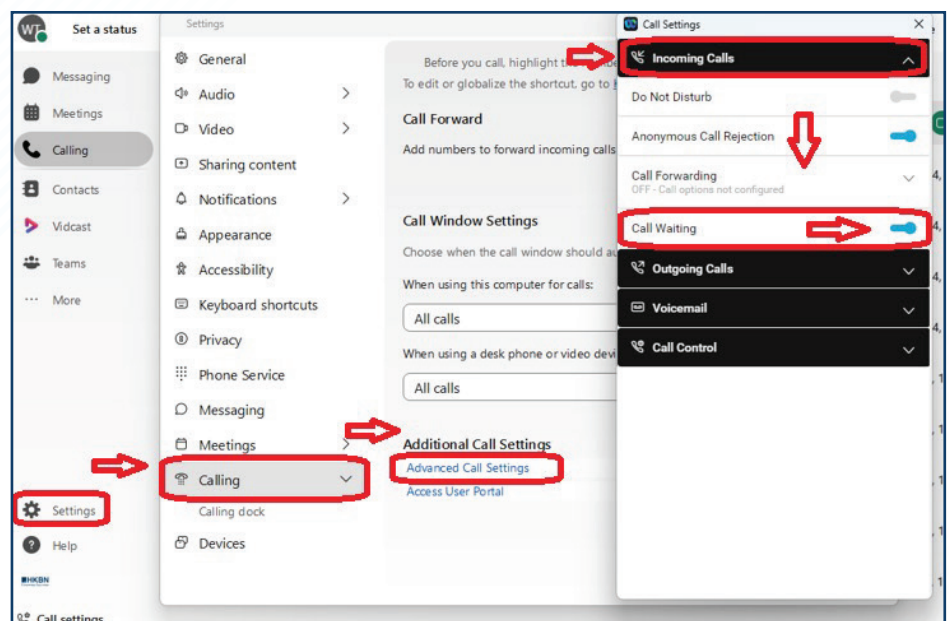
**Decline:** If you cannot answer now.

**Message:** If you want to answer with a chat message instead.



You can enable/disable Call Waiting by Calling Settings:

Select **Incoming Calls**, then turn on/off the **Call Waiting** toggle.



# Basic Function

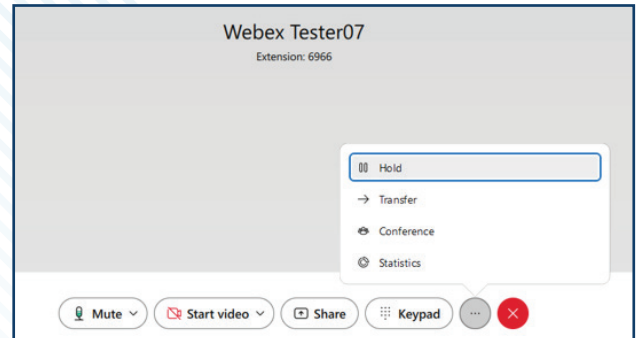
## Call Hold

To place a call on hold, choose **More options** (⋮) in your call window and select **Hold**.

Everyone in the call will be notified that they have been put on hold, and you can continue your call by clicking **Resume**.

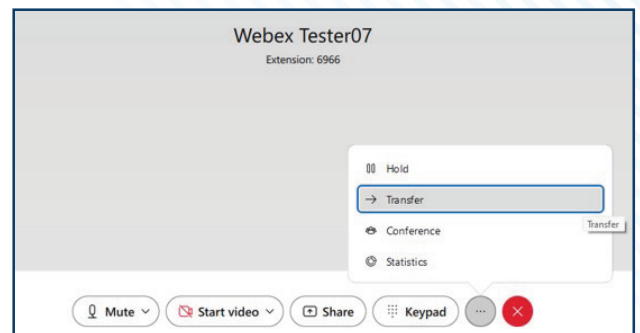
People on hold (including you) will not be able to see or hear anyone else on the call. Screen sharing will stop temporarily. Everything will return to normal once you resume your call.

Note: caller will hear music when they're put on hold.



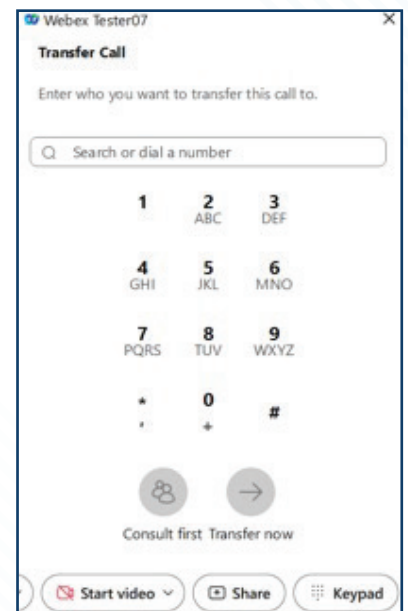
## Transfer Call

When you are in a call, choose **More options** (⋮) → **Transfer** in your call controls.



Start typing the phone number or name of the person you want to transfer the call to and select them when they appear.

To finish, select → **Transfer now**.



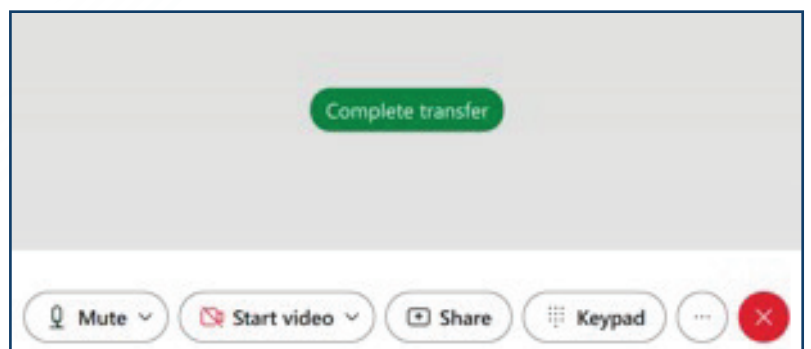
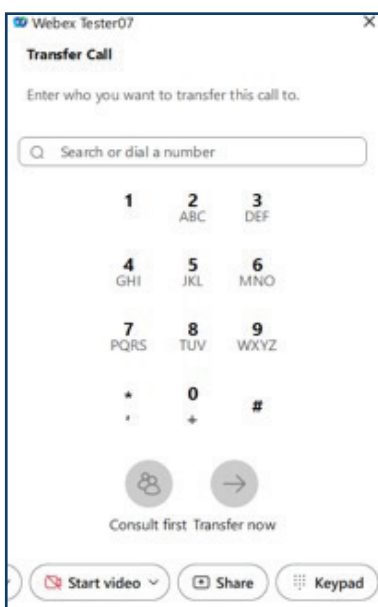
# Basic Function

## Consult then Transfer

You may want to check in with someone before you transfer a call. When you are in a call, select **More options** (⋮) → **Transfer**. Start typing the phone number or name of the person you want to transfer the call to and select them when they appear.

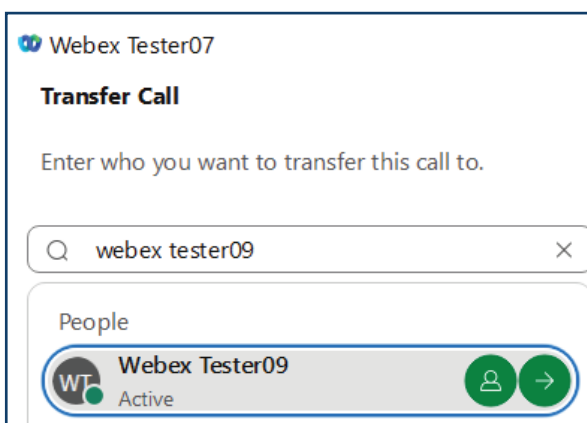
Then, select → **Consult first**.

To finish, select → **Complete transfer**.



Under **Search or dial a number**, start typing the phone number or name of the person you want to reach and select them when they appear. You can call them or consult with them over chat.

To finish, select **Consult First** (👤) again.



Note: anyone who's on a line will hear music when you initiate Consult then transfer.

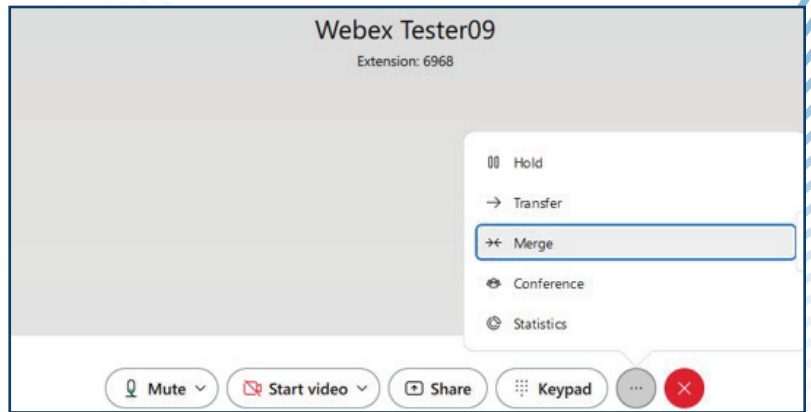




# Basic Function

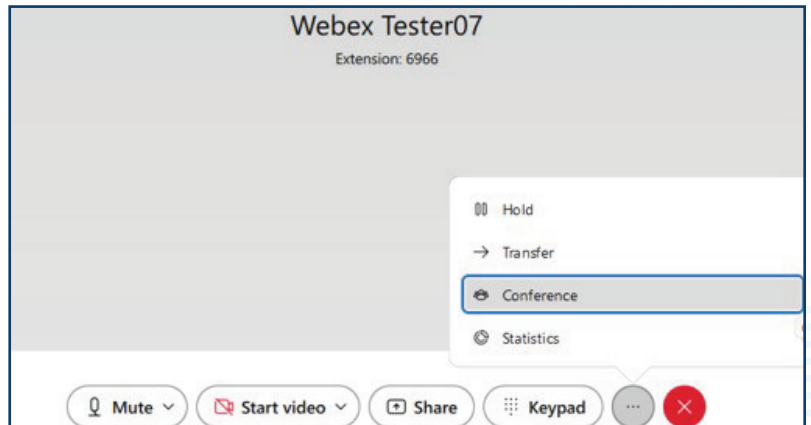
## Merge Calls (Conference Call)

When the second call connects, you can merge it with your first call. Or, when you **receive the new call**, your other call will automatically be put on hold. Then you can choose to merge the new call with your first call.

Go to the call controls and select **More actions**  **→<- Merge**.



Or you can go to the call controls and select **More actions**   **Conference** to make another call.



Then select **Merge Merge** to put the calls conference.

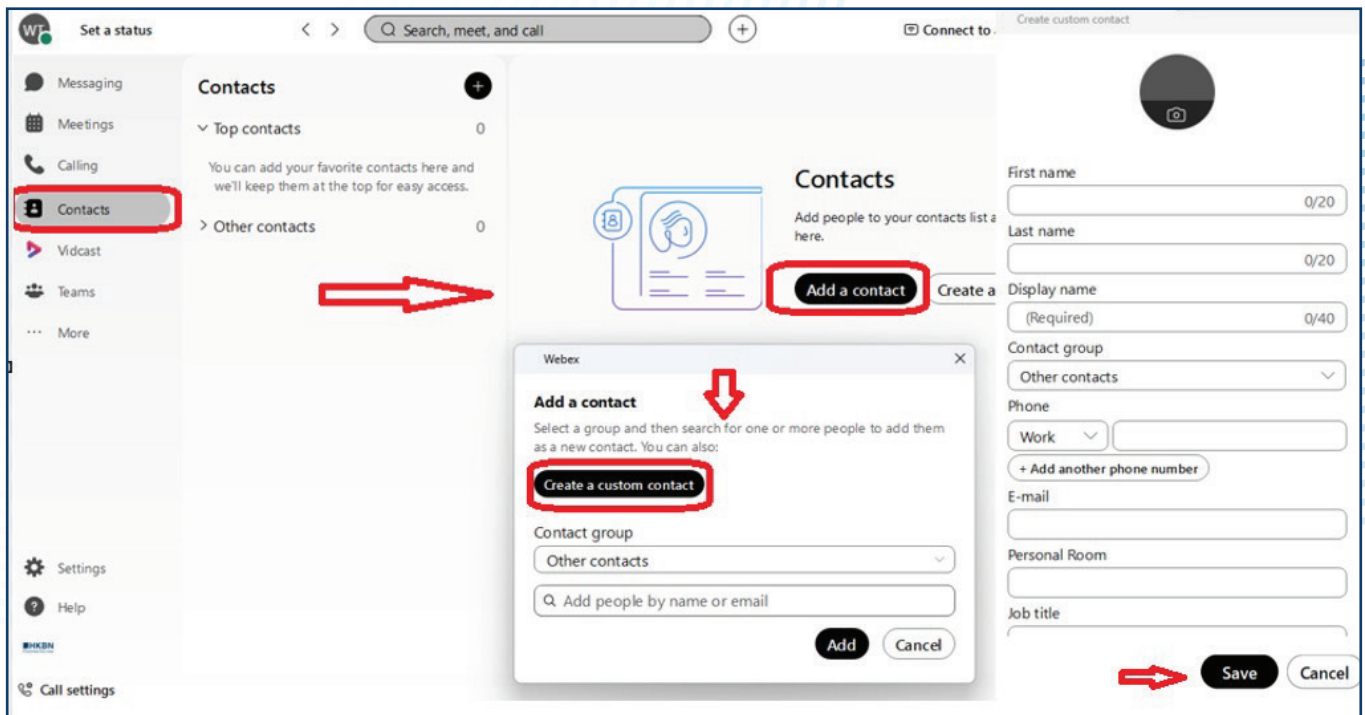
Note: The first call will automatically be put on hold when you make another call.

# Basic Function

## Add Contacts (Address Book)

To add your contacts, go to  **Contacts**, and click  at the top of your **Contacts** list, then select **Add a contact**.

Select **Create a custom contact**, and input the information and number, **Save** them as a contact from there.




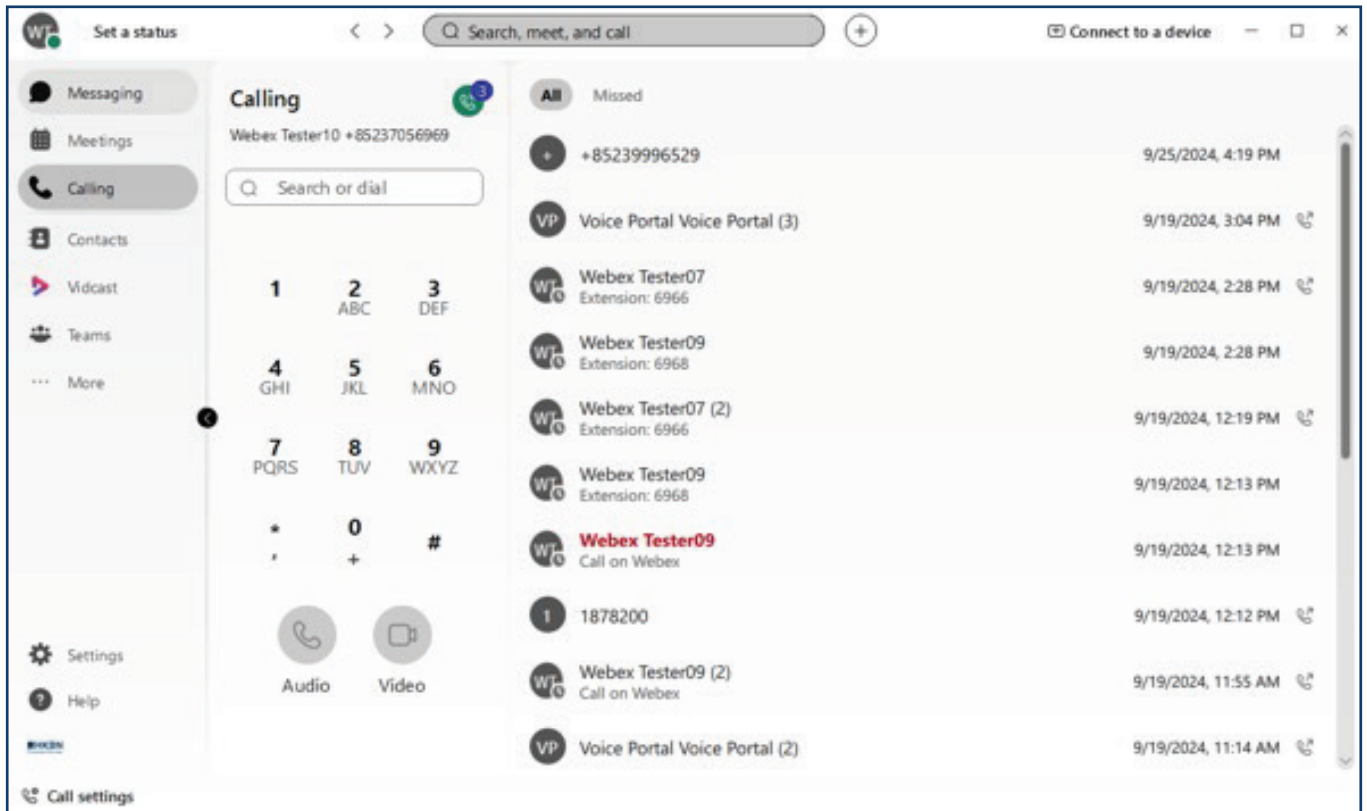
The person now appears in your **Contacts** list  under the appropriate group and you can send them a message or call them right from there.



Note: You can create a Contacts list, add up to 500 contacts of your choosing (including contacts that are locate to your device), and then group them and customize the contact information.

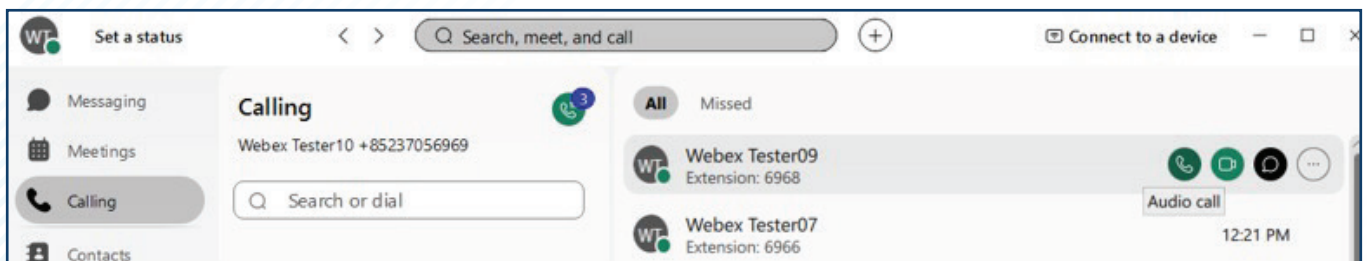
# Basic Function

## View your Call History

Go to **Calling**  and select **All** to see all the calls you have had or select **Missed** to filter by the ones you have missed.



You can call someone back right from your call history by hovering over an entry and choosing whether to make it an **Audio**  or **Video**  call.



Note: You can see up to 200 of the calls you've made, received, and missed in the last 30 days.

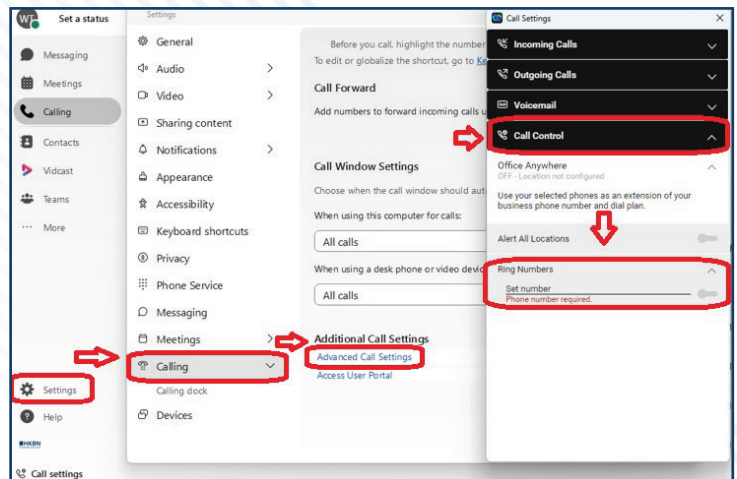
# Basic Function

## Set Up Simultaneous Ring

If you want your incoming calls to ring you and someone else (such as a delegate) at the same time, you can go to **Settings**, then select **Calling**.

Under **Advanced Call Settings**, choose **Call Control**, and select **Office Anywhere**.

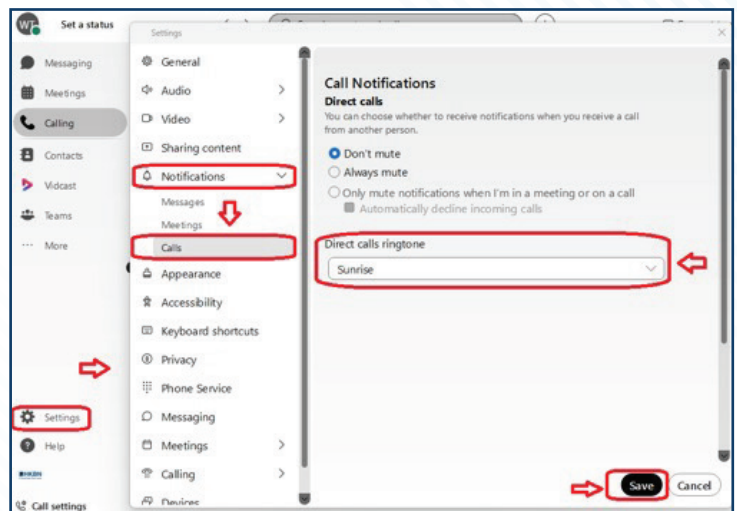
Enter a phone number if you want to ring at the same time.



## Choose Ringtones

To set your preferred ringtones, select **Settings** under your profile picture at the top and then choose **Notifications > Calls**.

There, under Direct calls ringtones, you can choose an option from the Ringtone list, and then click Save.




# Basic Function

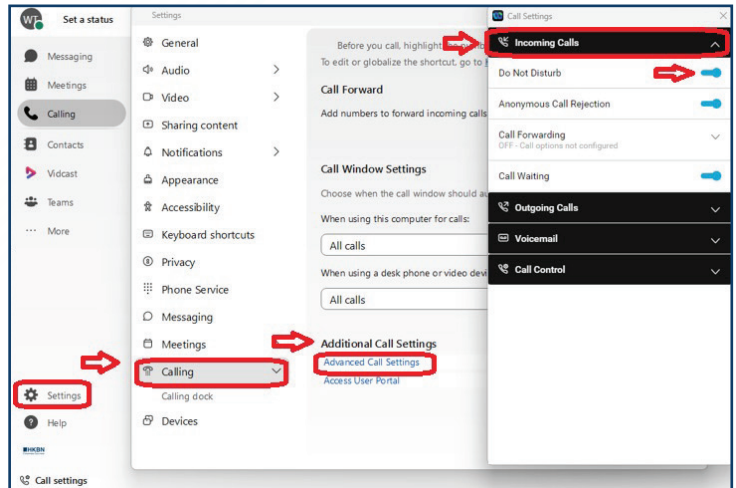
## Do Not Disturb

If you want to block all your incoming calls, you can go to Calling Settings, then select **Calling**.

Under **Advanced Call Settings**, choose **Incoming Calls**. Turn on the toggle then **Do Not Disturb**.

However, you will always receive paging, intercom, and emergency calls, even when DND is turned on

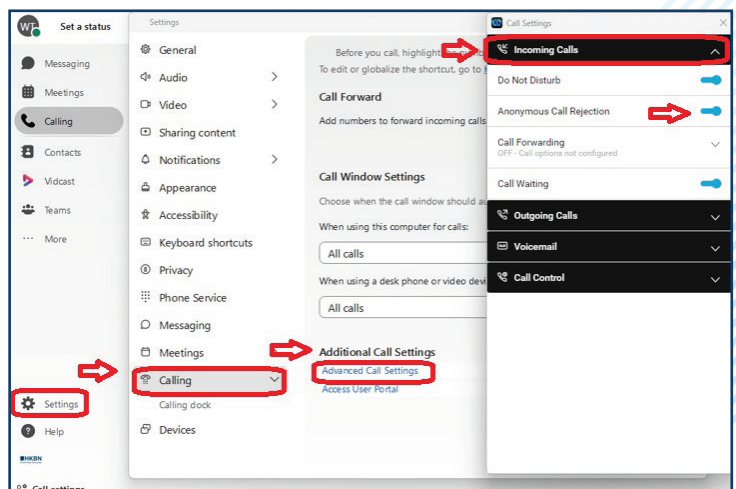
When your phone is in DND mode, you can see a red bar and the DND icon  in the header.



## Anonymous Call Rejection

The Anonymous Call Rejection feature enables business and individuals to reject all calls that have an unidentified Caller ID. You can go to Calling Settings, then select **Calling**.

Under **Advanced Call Settings**, choose **Incoming Calls**. Turn on the toggle then **Anonymous Call Rejection**.



# Basic Function

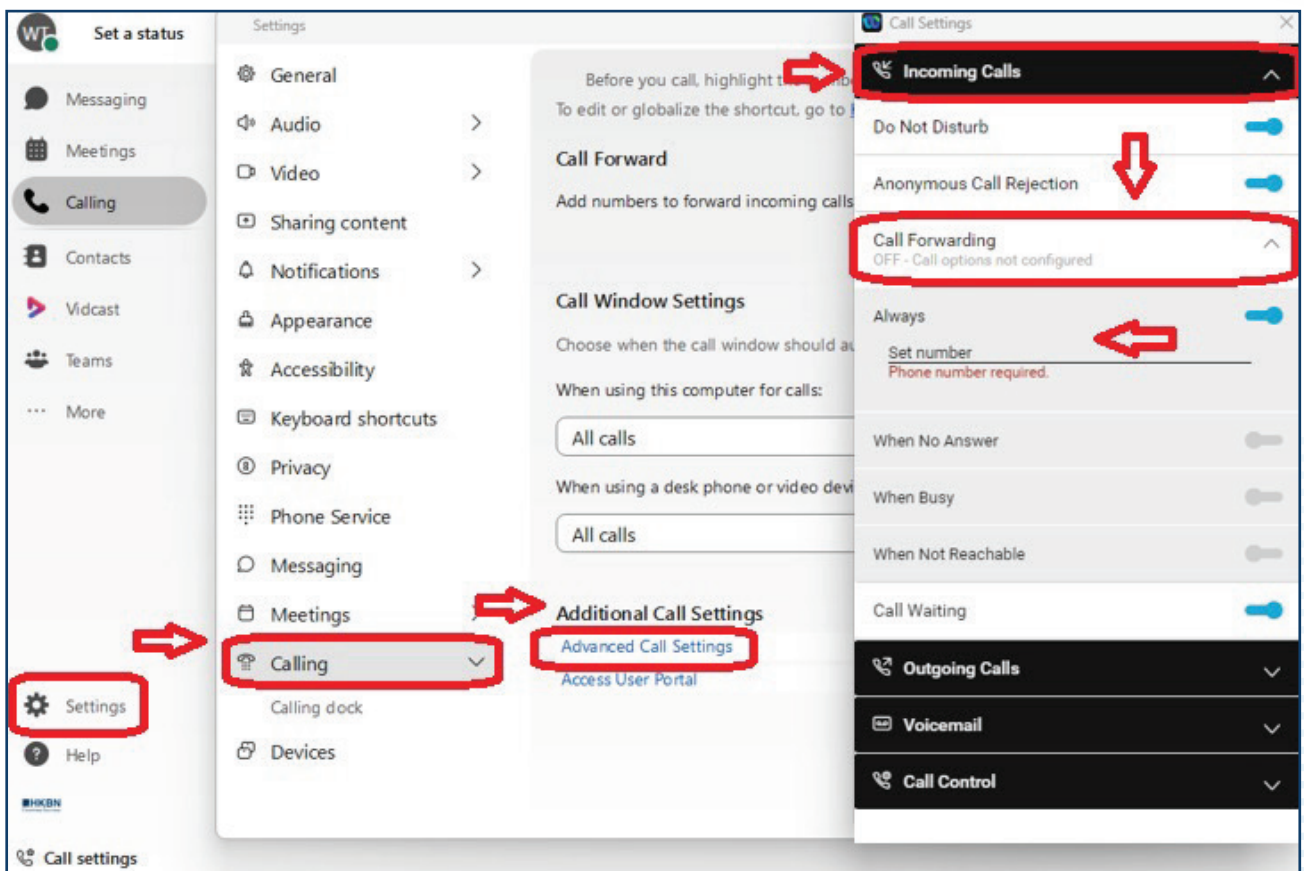
## Call Forwarding

To start forwarding your calls, you can go to Calling Settings, then select **Calling**.

Under **Advanced Call Settings**, choose **Incoming Calls**, then **Call Forwarding**.

Turn on the toggle and enter a phone number for the types of calls that you want forwarded:

- **Always** – you can forward your calls to another phone number.
- **When No Answer** – Calls that are not answered after a set number of rings are forwarded.
  - **Number of rings** to set how many times you want the call to ring before it is forwarded.
- **When Busy** – When you are already on a call, all other calls are forwarded.
- **When Not Reachable** – All unanswered and busy calls are forwarded.



# Basic Function

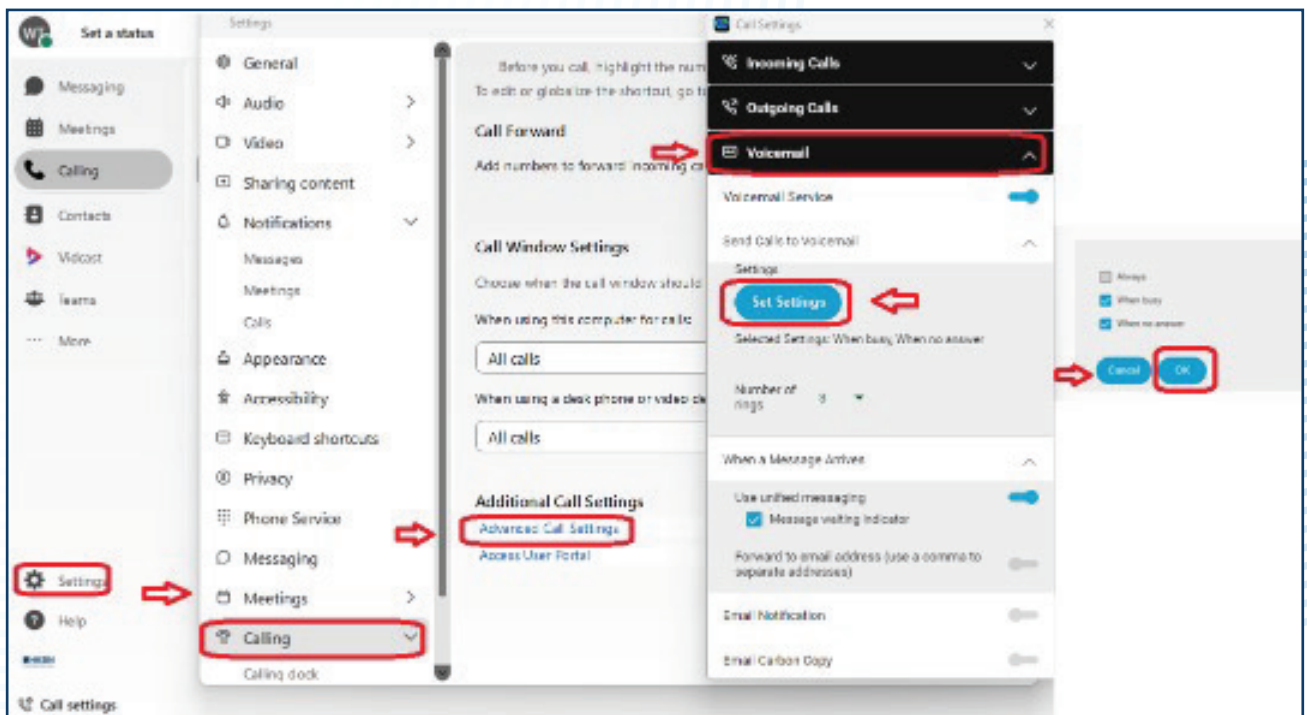
## Call Forwarding to Voice Mail

To forward your calls to Voice Mail, you can go to Calling Settings, then select **Calling**.

Under **Advanced Call Settings**, choose **Voicemail**, then **Voicemail Service**.

Turn on the toggle and select **Set Settings** for the types of calls that you want forwarded:

- **Always** – You can forward your calls to Voicemail.
- **When Busy** – When you are already on a call, all other calls are forwarded to Voicemail.
- **When No Answer** – Calls that are not answered after a set number of rings are forwarded – **Number of rings** to set how many times you want the call to ring before it is forwarded.

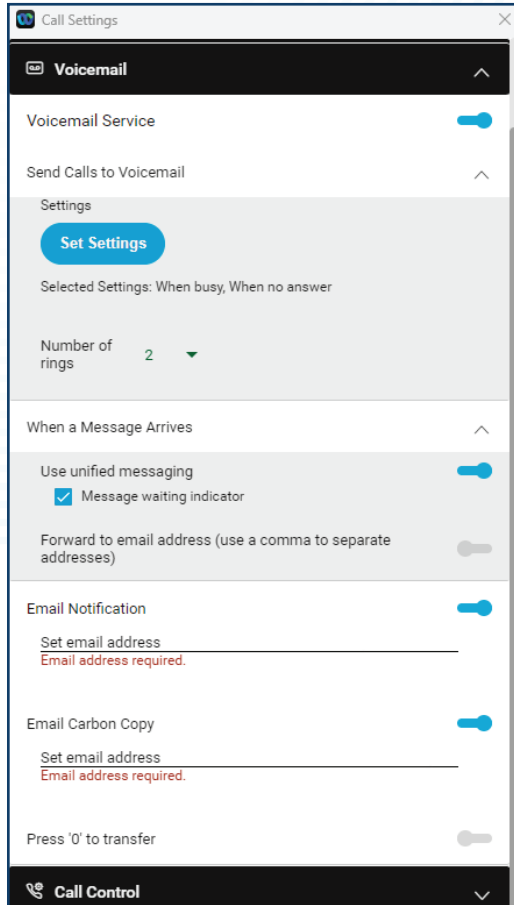


# Basic Function

## Call Forwarding to Voice Mail

You can turn on the toggle to select the notification by **Message waiting indicator** or **Email Notification with / without Carbon Copy** when a Message Arrives.

- If you want to receive new voice messages in your Webex App, turn on the **Use unified messaging** toggle. Check **Message waiting indicator** if you want to see a notification badge when you have new voice message.
- If you want to receive new voice messages by email, turn on the **Forward to email address** toggle, and enter an email address.
- Turn on the **Email Carbon Copy** toggle button if you want a copy of the notification sent to another email address.
- If you want to allow callers to skip your voicemail greeting, turn on the **Press '0' to transfer** toggle and enter an alternate phone number.





# Basic Function

## Check your Voicemail

There are 2 ways you will get voicemail notifications.

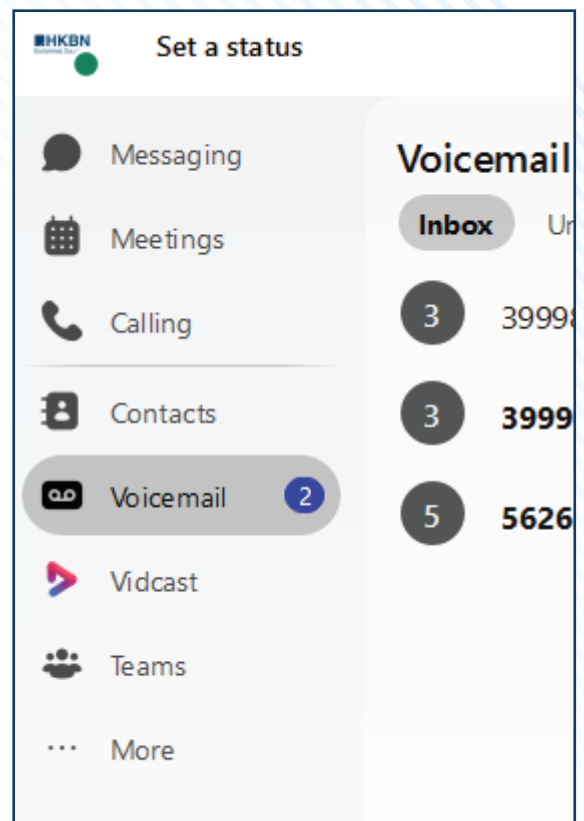
### 1. Email Notification with / without Carbon Copy:

Message push to your email with wav. format.

IC_voicemail@infintecon... Voice Message Attached from 6968 - Webex Tester09 CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe.	Tue 8/20/2024 5:01 PM	69 KB
IC_voicemail@infintecon... Voice Message Attached from 39998641 - name unavailable CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe.	Tue 8/20/2024 5:01 PM	60 KB
IC_voicemail@infintecon... Voice Message Attached from 39998641 - name unavailable CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe.	Tue 8/20/2024 4:52 PM	70 KB

### 2. Message Waiting Indicator:

A number will appear as an indicator on the button under **Voicemail**.



# Basic Function


## Listen your Voicemail

To listen your voice message, you can access Voicemail platform.

### By Webex Apps from mobile phone:

1. Press the **Voicemail** button under **Calling** on your Webex Apps.
2. Choose a message.
3. Tap **Play** in the **Voicemail** information window.

### By Webex Apps from computer:

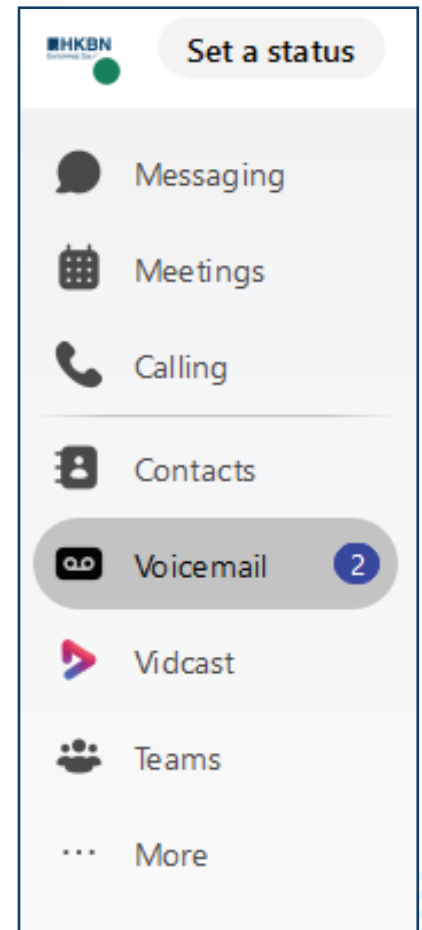
1. Press the  button under **Voicemail** on your Webex Apps.
2. Choose a message.
3. Tap **Play** in the **Voicemail** information window.

### By desk phone:

1. Press the **Message** button on your desk phone.
2. Enter your password.
3. Follow the prompts to listen your voice message.

### By another local phone:

1. Dial Voicemail access number **35659888**.
2. Enter your password.
3. Follow the prompts to listen your voice message.












# Basic Function

## User Status

### Webex App on Desktop, Mobile, and Web

The following is the availability information that you see on the profile picture on Webex App for desktop, mobile, and web, in the order of precedence in which availability states appear.

For example, in a Meeting takes precedence over active.

-  Airplane—The out of office reply is set in Microsoft Outlook.
-  Orange icon—Busy.
-  Red icon—Do not disturb.
-  Moon—In quiet hours.
-  Arrow—Sharing a screen or application.
-  Meeting—In a meeting.
-  Call—On a call.
-  Green icon—Active in the last 10 minutes.
-  Clock—Not active.

# Technical Support

In case you have any issues about InfiniteConnect, please feel free to contact our Customer Hotline 128-180.