HKBN
ENTERPRISE SOLUTIONS

Cloud Voice S Service

Remote Extension S on
Cisco Unified IP Phone 8845

User Guide

(Version 5.0)

Table of Content

Cloud Voice S Service enabled by IP Phone 8845 includes a higher-resolution, fully backlit (VGA) color display, Gigabit Ethernet network and pc switch ports, and High-definition (HD) voice support, creating a more productive user experience for multimedia application engagement.

1   Phone Set Features and Functions

1.1   Operation for IP Phone 8845

Item	Description
1	DC adaptor port (DC48V).
2	AC-to-DC power supply.
3	AC power wall plug.
4	Network port.
5	Reserved.
6	Auxiliary port.
7	Handset connection.
8	Analog headset connection.

Notes: IP Phone 8845 cannot function properly when there is a failure in power supply.

1.2 Location of Control

	Item	Description
1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone, including directory number, call information (for example caller ID, icons for an active call or call on hold) and available softkeys.
3.	Video Camera	Use the camera for video calls.
4	Programmable Feature buttons and Session buttons	Depends on the features programmed on the buttons. Buttons illuminate to indicate status: • Flashing amber — Ringing call. Pressing this button answers the call. • Solid green — May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call. •Pulsing green — Held call. Pressing this button resumes the held call. •Solid red — Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled). •Pulsing red — Shared line call put on hold remotely. Pressing this button resumes the held call.
5	Softkey buttons	Depends on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
6	Release buton	Ends a connected call or session.

7	Transfer button	Transfers a call.
8	Hold/Resume button	Places an active call on hold and resumes the held call.
9	Conference button	Creates a conference call.
10	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
14	Contacts button	Opens/closes the Directories menu. Use it to access personal and corporate directories.
15	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
16	Applications button	Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information.
17	Messages button	Dials to retrieve your Voicemail messages.
18	Back button	Returns to the previous screen or menu.
19	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.

2   VPN Setup

1.   Press the **Application** button

2.   Select the **VPN** application
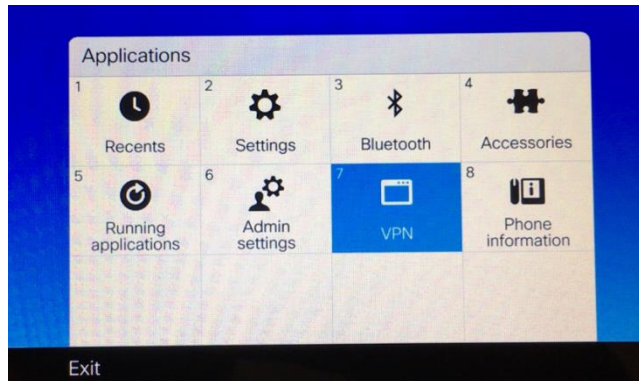
3.   Turn on the **VPN**
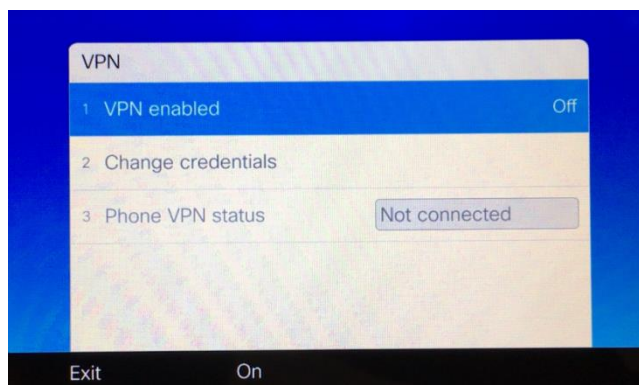
4.   Enter your **User ID**

   (cv + your Cloud Voice Number, e.g. your Cloud Voice Number is

   31234567, your User ID is cv31234567)

5.   Enter your **Password** (your Cloud Voice Number)
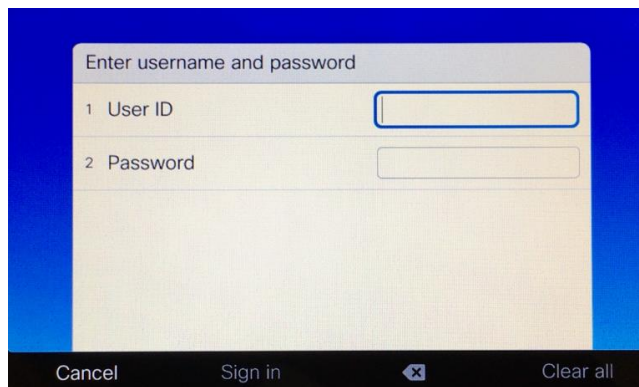
6.   Press **Sign in** soft key

3   Preference Setup

3.1   Adjusting Brightness

1. Press the **Applications** button [⚙].
2. Select **Setting**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **Brightness**.
    - To increase brightness, press the up on the **Navigation and Select button**
    - To decrease brightness, press the down on **Navigation and Select button**
4. Press the **Save** softkey to confirm the contrast level, or just press the **Cancel** softkey to exit without changing the setting.

3.2   Adjusting Ringer Volume and Ringtone

3.2.1   Change Volume

1. Press the **Volume** button [− +] right or left to adjust the loudness of the ringtone.

3.2.2   Change Ringtone

1. Press the **Applications** button [⚙].
2. Select **Setting**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **Ringtone** and different types of ringing tone are displayed.
4. Press the **Play** softkey to play a sample.
5. Press the **Set** softkey to select the ringtone.
6. Press the **Apply** softkey to confirm your selection, or press the **Back** to go back to the Ringtone selection screen.

4   Basic Features

4.1   Placing a Call

There are 4 options for placing a new call:

1. When using the handset, lift the handset and dial the number.
2. Press the **Session** button and enter the number of keypad.
3. Press the **Speakerphone** button and enter the number of keypad.
4. If you wish to place a new call during conversation, press **New Call** soft key and dial the number.

4.2   Answering a Call

There are 3 options for answering a call:

1. Lift the handset.
2. Press the **Answer** softkey.
3. Press the **Speakerphone** button .

4.3   Ending a Call

There are 3 options for ending a call:

1. Hang up the handset.
2. Press the **End Call** softkey
3. Press the **Speakerphone** button , when using hand-free conversation mode

4.4   Muting a Call

4. Press the **Mute** button .
5. To disengage mute, press **Mute** button again.

Note: If you are using mute along with the speakerphone, lifting the handset will
    disengage mute function.

5 Call Management Features

5.1 Putting a Call on Hold

1. To put a call on hold,

   - Press the **Hold** button .
   - The Hold icon will be displayed and the **Line** button will be pulsed to green color.

2. To resume the highlighted call, you can

   - Press the **Resume** softkey.

5.2 Call Waiting

1. Press **Answer** to answer the new call. When you do so, the original call will be put on hold.
2. To return to the original call, press the **Resume** button.
3. When you return to the original call, if the 2nd call is not finished, the call will be on hold.
4. You can use the **Hold** button to switch between calls.

5.3 Transferring a call

1. Press the **Transfer** button .
2. Enter an 8-digits local number / a 4-digits extension number of the recipient
3. Press the **Transfer** button again or the **Transfer** softkey.

   Note: If you wish to transfer the call to an external party, please remember to add "9" before the 8-digits telephone number

5.4 Redialing the Last Number Dialed

1. Press the **Redial** soft key.

5.5 *Forwarding Calls to another Phone*

5.5.1 Setting up Call Forwarding from your IP Phone

Activate - Press the **Forward All** soft key +destination number

Cancel - Press the **Forward Off** soft key.

Note: If you wish to forward the call to an external telephone number, please remember to add "9" before the 8-digits telephone number

5.5.2 Setting up Call Forwarding from other phone

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice number and Cloud Voice password accordingly.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
5. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number. For security reason, please change your password on a regular basis.

5.5.3 Setting up Call Forwarding via Internet

1. Visit https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp.
2. Click **Cloud Voice User Portal**.
3. Enter your Cloud Voice number and Cloud Voice Password to log onto Cloud Voice User Portal.
4. Click **Call Management** to activate the Call Forwarding function.
5. Enter the destination of number to which you want to forward all your calls (e.g. your mobile).
6. To cancel call forwarding, please log onto **Cloud Voice User Portal** again to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number. For security reason, please change your password on a regular basis.

5.6   Placing a Conference Call

1. During an active call conversation, press the **Conference** button .
2. Enter 8-digits local number / 4-digits extension number of the other invited party.
3. Press the **Conference** button again or the **Conf** softkey.
4. The conference call with 3 parties will begin.
5. Repeat these steps to add more parties, if desired.

Note: If you wish to make a conference with an external party, please remember to add "9" before the 8-digits telephone number

*Tips: You can press **ConfList** to view and press **Remove** to remove conference participants.*

5.7   Call Pickup

5.7.1   Call Pickup within your Group

1. Press the **PickUp** softkey to transfer a ringing call within your pickup group to your phone.
2. When your phone rings, press the **Answer** softkey to pick up and connect to the call.

5.7.2   Directed Call Pickup (Specific Group Member)

1. Press the **GPickup** softkey.
2. Enter the extension number of the phone line with the call that you want to pick up.
   (For example, if the call is ringing on line extension number '2345', please enter '2345'.)
3. When your phone rings, press the **Answer** softkey to pickup and connect to the call.

5.8   Sim-Ring Mobility

The simultaneous ringing features allow you to bring any incoming call to your Cloud Voice number to both your desk IP phone and mobile.

5.8.1   Enable / Disable SIM-Ring Mobility

1. Press the **Mobility** button to display the current status (**Enable Mobile Connect/ Disable Mobile Connect**)
2. Press **Select** softkey to toggle the status.
3. Press the **Exit** softkey once you confirm the SIM-Ring Mobility status.

Note:
1. *Please remember to submit your mobile phone number to HKBNES before you can enjoy SIM-Ring Mobility.*
2. *If the call is not answered in desk IP Phone and you have Enable Mobile Connect, the incoming call will be diverted to your mobile phone normally after 4 rings.*

5.8.2   Switching Call Conversation to Mobile

When you are using IP Phone for call conversation with your business partner and wish to leave from your desk, you can continue the call conversation by using switching call to mobile.

1. During the call conversation on IP Phone, press the **Mobility** softkey.
2. Select **Send call to Mobile Phone.**
3. The call will be in 'Hold' status and transferred to your mobile within few seconds.
4. Answer the call from your mobile to continue the call conversation.

Note: During the switching of call to mobile, the call will be in 'Hold' status. Suggest you to inform the other call party 'Just a moment, please'.

5.8.3   Switching Call Conversation from Mobile Back to IP Phone

If you pick up the call by your mobile via Sim-Ring Mobility and back to your desk, you can continue the call conversation by using switching call to your IP Phone.

1. During the call conversation on mobile, hang up the call on your mobile phone to disconnect the call.
2. The call will be in "Hold" status.
3. Within few seconds, **Resume** button will be lighted up on your IP phone.
4. Press the **Resume** button.

6. VoiceMail Service (iVoiceMail Plus)

6.1 Activating VoiceMail

6.1.1 Activating VoiceMail on your IP Phone

6.1.1   Press the **Message** button [image] on your IP Phone

6.1.2   Enter your VoiceMail PIN followed by "**#**"

6.1.3   Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

6.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "**#**"
4. Enter your VoiceMail PIN followed by "**#**"
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.

2. To access the voice messaging system, press the **Message** button [image] and follow the voice instructions.

6.3 Remote Access to VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.

3. Enter your User ID (your Cloud Voice Number) followed by "#"

4. Enter your VoiceMail PIN followed by "#"

5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.2 Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013

1. Open your Microsoft Outlook.

2. Click **Tools.**

3. Select **Accounts.**

4. Click **New.**

5. Select **Microsoft Exchange, POP3, IMAP, or HTTP**" and click **Next.**

6. Enter Account Information * and click **Next.**

7. Select **Internet E-mail** and click **Next.**

8. **Enter** Server Information ** and click **Next.**

9. Click **Finish.**

*   When entering the Account Information, please input the following*
    - *Your Name: Name wish to be displayed in email*
    - *E-mail Address: 3xxxxxxx@cloudvideo.com.hk ; '3xxxxxxx' is your Cloud Voice Number*
    - *Username: Your Cloud Voice Number (e.g. 3xxxxxxx)*
    - *Password: Your Cloud Voice Password*

   *** When entering Server Information, please input the following:*
- *Account Type: IMAP*
- *Incoming mail server: imaps12.cloudvoice.hkbnes.net;*
- *Outgoing mail server: (Your ISP smtp or Google smtp)*

Note: Starter Cloud Voice PIN is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

7. VoiceMail Service (eVoiceMail)

7.1 *Activating VoiceMail*

7.11 Activating VoiceMail on your IP Phone

1. Press the **Message** button [ ] on your IP Phone
2. Enter your VoiceMail PIN followed by "**#**"
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

7.12 Remote Activation of VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by "**#**"
4. Enter your VoiceMail PIN followed by "**#**"
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

7.2 *Accessing VoiceMail*

1. The red light on your Handset will light up when you have a voicemail message.

2. To access the voice messaging system, press the **Message** button [ ] and follow the voice instructions.

7.3　Remote Access to VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced.

3. Enter your User ID (your Cloud Voice Number) followed by "#"

4. Enter your VoiceMail PIN followed by "#"

5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

8. Using the Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

8.1 Viewing and Dialing from the Phone Log

1. Press the **Applications** button [⚙].
2. Select **Call History (**or **Recents)**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. From the Call History list, select the call you want to dial and do one of the following:
   - Press the **Call** softkey.
   - Press the line key.
   - Pick up the handset.
   - Press the **speakerphone** or **headset** button.

   Note: If you wish to transfer the call to an external party, please remember to add "9" before the 8-digits telephone number

8.2 Delete Call Record from the Phone Log

1. Press the **Applications** button [⚙].
2. Select **Call History (**or **Recents)**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select the call record you want to delete.
5. Press the **Delete** softkey (you may need to press the **More** softkey first.
6. Press the **Delete** softkey to delete the record, or press the **Cancel** softkey to go back to the Call History screen.

9. **Extension Mobility**

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your IP Phone Personal Identification Number (PIN) to login an IP Phone, your assigned telephone number, and the settings that you have established will be associated with that phone.

Extension Mobility is useful particularly for those who do not routinely conduct business in the same office. However, you can only login one phone at a time. If you want to use another phone, you must logout of the first phone.

9.1 *Login*

1. Press the **Applications** button .
2. Select **Extension Mobility**.
3. Enter your User ID (your Cloud Voice Number) and IP Phone PIN.
4. You can use the IP Phone from now on.

Note: Starter IP Phone PIN is your Cloud Voice Number. For security reason, please change your IP Phone PIN regularly.

9.2 *Logout*

1. To sign out, press the **Applications** button .
2. Select **Extension Mobility**.
3. When prompted to sign out, press the **Yes** softkey.

10. Password Management

10.1   Change the Cloud Voice Password

1.   Visit https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp
2.   Click **Cloud Voice User Portal** (Scroll down the page).
3.   Enter your **Cloud Voice Number** and **Password**
4.   Click **Login**
5.   Click **Password Management**
6.   Enter **Existing Password**
7.   Enter **New Password**
8.   Re-enter **New Password**
9.   Click **Submit**

Note:

i.   *Starter Cloud Voice Password is your Cloud Voice Number.*

ii.   *New Cloud Voice Password will be applied to the following services:*

   - *Cloud Voice User Portal*

   - *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*

   - *Mobility Apps Services – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*

   - *Retrieval of VoiceMail via Outlook 2000/2003/2007/2010/2013*

10.2   Change the IP Phone PIN

1.   Visit https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp

2.   Enter your **Cloud Voice Number** and **Password**

3.   Click **Login**

4.   Click **Password Management**

5.   Choose **IP Phone PIN.**

6.   Enter **New PIN**.

7.   Confirm **PIN.**

8.   Click **Save**

Note:

i.   Starter IP Phone PIN is your Cloud Voice Number

ii.   The New IP Phone PIN will be applied to the following services

-    *Personal Directory*

-    *Extension Mobility*