



**Unified Communications  
Communication Manager Portal  
User Quick Guide**

# Overview

It is a simple quick reference guide of HKBN Unified Communications (UC) Communication Manager Portal. In this guide, it will mention the general usage of portal, and simple call management of HKBN UC lines.

For the full set of detail description of Communication Manager Portal, please refer to user manual.

## ***Recommended PC requirement for UC Communication Manager Portal and Add-on***

- PC (Intel P4 2.0G, 1G RAM or above)
- Microsoft Window XP SP2 or above
- Microsoft Internet Explorer 6.0 SP2 or above

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# 1. Open Communication Manager Portal

## Access Portal

### Open Portal by direct link



Open web browser and go to the link: <http://uc.hkbnes.net>.



Enter your 8-digit **Line Number** and **Password** in UC login field.

**Communication Manager**

Service Number

Password

[Forgot Password](#)

Remember Service Number

This site is best viewed with broadband and Microsoft Explorer 8.0.  
Screen resolution of 1024 x 768 or above is recommended.  
[HKBN Home](#) | [Privacy Policy](#) | [Disclaimer](#) | [Terms & Conditions](#)

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Press **Login**

**Note: The default password is BR first 6 digit, please change password once the first login.**

### Open Portal in HKBN website



Open web browser and go to the link: <http://hkbnes.net/en/accountservices>.  
Choose “Other Services” and click “Unified Communication”.

#### Account Login

MyAccount	>
Broadband Network	∨
Cloud Solutions	∨
Voice Communication	∨
Other Services	∧

Call Manager

**Unified Communications**

Webmail

#### Payment Methods

By Mail	∨
In Person	∨
By Autopay/ Credit Card	∨
PPS Payment By Phone Service (PPS)	∨
Through 7-Eleven/ Circle K Convenience Store/ VanGO Convenience Store/ CR Vanguard	∨
Through Internet Banking	∨
Through HSBC/ Hang Seng Bank Automatic Teller Machines (ATM)	∨
Through ATM with JET PAYMENT Service	∨
Cheque Deposit Machine	∨




Under Unified Communication, enter your 8-digit **Line Number** and **Password** to login UC Communication Manager Portal.

Retrieve your WebFax or Voice Mail and manage your settings for 009 Hong Kong Connect Service anywhere.

[Forget Password](#)

**Unified Communications**


 Username / Service Number:

Password:

To login your web portal of Unified Communications.

[Forget Username / Password](#)

**Webmail**

 Username:  @

@nwtbb.com

@gigalinkmail.com

Password:

Check your email anywhere with the convenient Webmail service.

**Note: The default password is BR first 6 digit, please change password once the first login.**

## UC Notifier

### Install the ActiveX Plugin



During the first time login by Internet Explorer (6.0 or above), HKBN UC will prompt user to install the ActiveX Notifier component through the user interface in below.





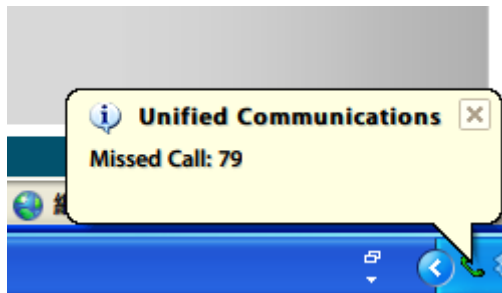
If user chooses to install the ActiveX control, the ActiveX control will be downloaded to user's PC and another alert prompt will be displayed.



Press 'run' to proceed with the installation, the ActiveX Notifier will be installed on user's PC.



With the successful installation, HKBN UC CM portal can now communicate with the ActiveX control and user will be notified of the number of new voicemail messages and missed called by the notifier.



## 2. Portal Operation

### Click-to-Call

#### Click Number to Call



In portal, under **Call History / Phonebook** Tab;

Click the number / contact name can activate outgoing call;

Call Type	Name	IDD	Number	Date	Duration
<input type="checkbox"/>	Answered	Poly	801	2016/03/15 15:51:47	00:29:05
<input type="checkbox"/>	Answered			2016/03/15 15:51:31	00:00:10
<input type="checkbox"/>	Answered			2016/03/15 15:51:27	00:00:04

Name	Number	Position
<input type="checkbox"/> Weather E11 Report	[O] 18501	
<input type="checkbox"/> Weather Report	[O] 18503	

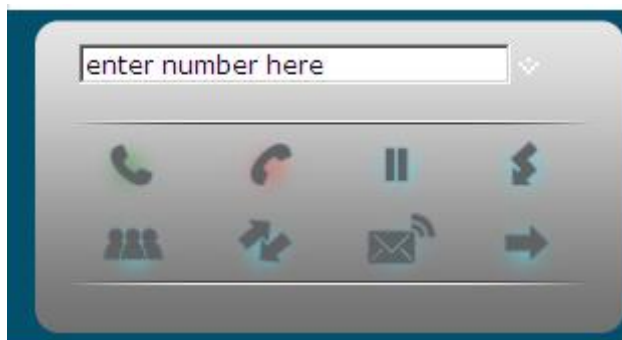





Your phone will ring first, then at the same time your phone will automatically call the receiver.

#### Dial a Number in Portal



In portal, enter the number in call panel;





Click  to dial the number, click  to end call, and click  to hold a call;




## Monitor Calling Status

### Show Line status

 In portal, under **Call Panel**, the active call is shown if any;


CALL PANEL			Phone Online	Office	Presence	Office
Name (Company)	Phone Number	Status (Duration)				
<input type="checkbox"/> Weather Report	918503	 ( 00:00:14 )				
<input checked="" type="checkbox"/> T65 TestPhone 5457		 ( 00:00:00 )				


### Manage Incoming Call


 Select the call by click the checkbox in front in call panel:



Click  to reject call;

Click  to conference to another call in line;

Click  to hold current call and switch to another number if any;

Click  to tranfer call to voice mail;

**Note: If you forgot your password, you may use the “Forgot password” function in the login page to get back your password in your registered email. If you forgot or didn’t register email in the portal, pls contact your administrator.**

## Portal Management

### Change Login Password



In portal, under **Service Profile** Tab;



Go to **My Profile, Change Password**;

Change Password

- User Login Password
- Voice Mail Password
- Long Distance Call Password
- Do Not Disturb Password
- Follow Me Password
- Remote Call Forward Activation and Presence Mode
- Change Password

User login password

New password:  (6~16 characters)

Re-type password:

Save Close



Enter your new password, and press **Save**.



Please notice that, there will have a confirm message after success

Change Password

- User Login Password
- Voice Mail Password
- Long Distance Call Password
- Do Not Disturb Password
- Follow Me Password
- Remote Call Forward Activation and Presence Mode
- Change Password

User login password

User login password saved

New password:  (6~16 characters)

Re-type password:

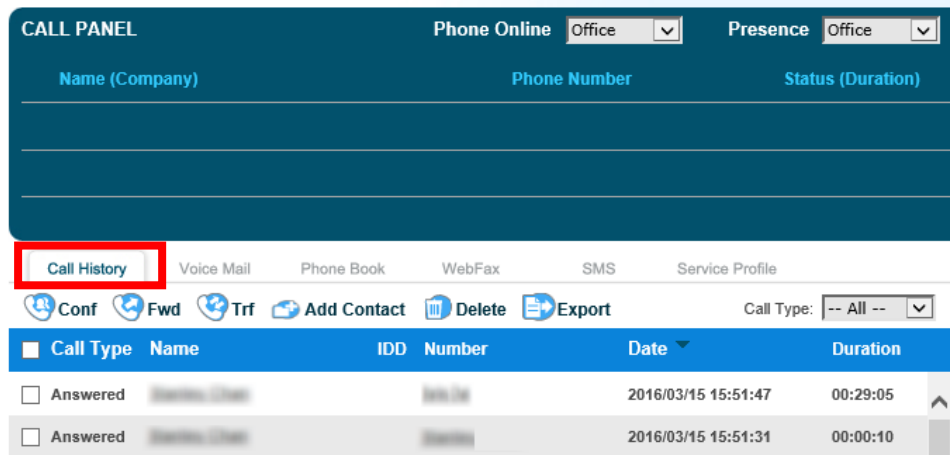
Save Close

### 3. Call History

#### Checking Call History

##### Open Call Logs History

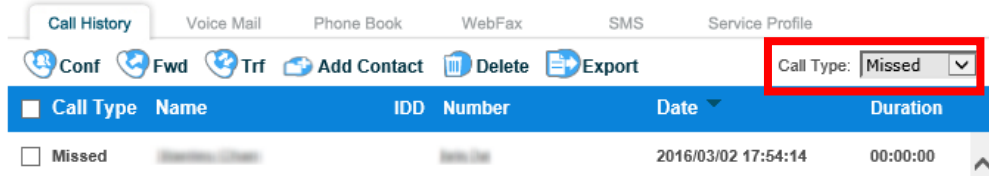
 Login portal, under **Call History** Tab;



Call Type	Name	IDD	Number	Date	Duration
<input type="checkbox"/> Answered	XXXXXXXXXX	866	XXXXXXXXXX	2016/03/15 15:51:47	00:29:05
<input type="checkbox"/> Answered	XXXXXXXXXX	866	XXXXXXXXXX	2016/03/15 15:51:31	00:00:10



##### Find Missed Calls

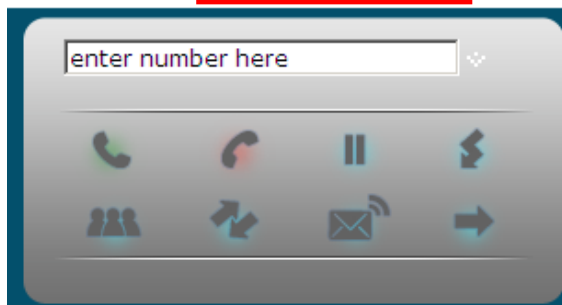
 Select **Missed** in Call Type;



Call Type	Name	IDD	Number	Date	Duration
<input type="checkbox"/> Missed	XXXXXXXXXX	866	XXXXXXXXXX	2016/03/02 17:54:14	00:00:00

**Note:** If there is unchecked missing call(s), it will have an alert in top-right corner of portal:

Welcome, Ivan Leung  
Tel: (XXXXXXXXXX) XXX-XXXX-XXXX  
 **New Voicemail: (0)**  
 **Missed Call: (1)**



# Manage Call History

## Delete Unwanted Records



Click checkbox in the front of corresponding log records;



Press **Delete** to erase log records;

Call History | Voice Mail | Phone Book | WebFax | SMS | Service Profile

Conf | Fwd | Trf | Add Contact | **Delete** | Export | Call Type: -- All --

<input type="checkbox"/>	Call Type	Name	IDD	Number	Date	Duration
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:51:47	00:29:05
<input checked="" type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:51:31	00:00:10
<input checked="" type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:51:27	00:00:04
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:50:55	00:00:07
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:50:47	00:00:08
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:46:00	00:00:29
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:38:56	00:01:11
<input checked="" type="checkbox"/>	Outgoing	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 14:32:32	00:00:01

## Export Call Records



Press **Export** to download zipped logs file in form of CSV;

CALL PANEL | Phone Online | Office | Presence | Office

Name (Company) | Phone Number | Status (Duration)

Call History | Voice Mail | Phone Book | WebFax | SMS | Service Profile

Conf | Fwd | Trf | Add Contact | Delete | **Export** | Call Type: -- All --

<input type="checkbox"/>	Call Type	Name	IDD	Number	Date	Duration
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:51:47	00:29:05
<input type="checkbox"/>	Answered	XXXXXXXXXX		XXXXXXXXXX	2016/03/15 15:51:31	00:00:10

## Add number to Personal Phonebook



Select number record you want to add;

CALL PANEL Phone Online Office Presence Office

Name (Company)	Phone Number	Status (Duration)

Call History Voice Mail Phone Book WebFax SMS Service Profile

Conf Fwd Trf **Add Contact** Delete Export Call Type: -- All --

Call Type	Name	IDD	Number	Date	Duration
<input type="checkbox"/>	Answered			2016/03/15 15:51:47	00:29:05
<input checked="" type="checkbox"/>	Answered			2016/03/15 15:51:31	00:00:10



Press **Add Contact** and enter the name of record;

Call History Voice Mail **Phone Book** WebFax SMS Service Profile

**Add to Personal Phone Book**

<input checked="" type="checkbox"/>	Full Name	First Name	Last Name	Phone Number	Phone Type	Fax Number	Email
<input checked="" type="checkbox"/>				18503	Office		




Press **Save** to store the personal phonebook;

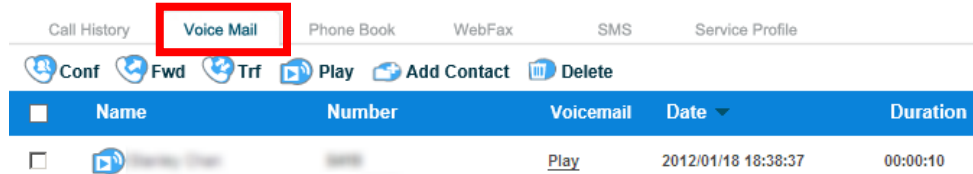
**Note:** For more description on usage of Phonebook, please refer to section 4 following.

## 4. Voice Message

### Checking Voice Message


#### Open Voice Mail Logs

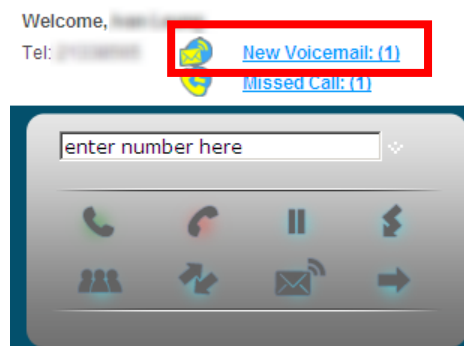
 Login portal, under **Voice Mail Tab**;




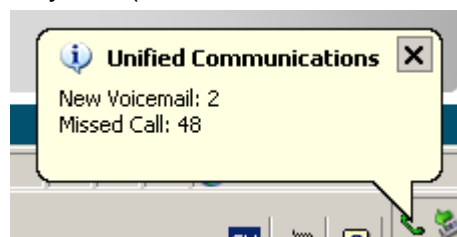
Name	Number	Voicemail	Date	Duration
		<a href="#">Play</a>	2012/01/18 18:38:37	00:00:10

#### Voice Message Alert

 If there is a voice message, there will have an alert in top-right corner of portal



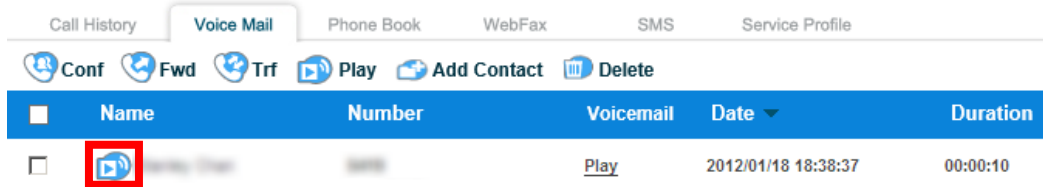
 The New Voicemail will be also alerted in the UC Notifier in Windows tray bar (Please refer to UC Notifier in section 1)




## Manage Voice Message

### Click-to-listen Voice Message (in Web)

 Under the voice mail list, click 



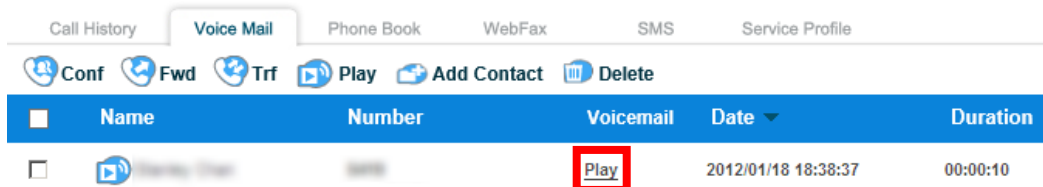
<input type="checkbox"/>	Name	Number	Voicemail	Date	Duration
<input type="checkbox"/>			<a href="#">Play</a>	2012/01/18 18:38:37	00:00:10


The voice mail will be played by your Windows default Media Player.




### Click-to-listen Voice Message (by phone set)

 Under the voice mail list, click **Play**



<input type="checkbox"/>	Name	Number	Voicemail	Date	Duration
<input type="checkbox"/>			<a href="#">Play</a>	2012/01/18 18:38:37	00:00:10

 Your phone rings with Caller Name **VoiceMail**

 The record voice will be played after the call is picked.

## Delete Unwanted Message



Click checkbox in the front of corresponding message;



Press **Delete** to erase log records;

Call History   **Voice Mail**   Phone Book   WebFax   SMS   Service Profile

Conf   Fwd   Trf   Play   Add Contact   **Delete**

<input checked="" type="checkbox"/>	Name	Number	Voicemail	Date	Duration
<input checked="" type="checkbox"/>	[Name]	[Number]	<a href="#">Play</a>	2012/01/18 18:38:37	00:00:10



## 5. Phone Book

### View Phone Book

#### Open Personal Phone Book



Under **Phone Book** Tab;



Select **Personal** in Category

The screenshot shows the 'Phone Book' tab selected in the top navigation bar. Below the navigation bar, there are several action buttons: Conf, Fwd, Trf, Add, Delete, Import, and Export. To the right of these buttons is a 'Category' dropdown menu with 'Personal' selected, highlighted by a red box. A search field is located to the right of the dropdown menu. Below the search field, there is a 'Page: 1' dropdown menu. The main content area is a table with the following columns: Name, Number, Position, Company, and Department. The table contains one entry: 'Weather Report' with a phone icon and a number '18503' in a dropdown menu.

#### Open Corporate Phone Book



Under **Phone Book** Tab;



Select **Company** in Category

The screenshot shows the 'Phone Book' tab selected in the top navigation bar. Below the navigation bar, there are several action buttons: Conf, Fwd, Trf, Add, Delete, Import, and Export. To the right of these buttons is a 'Category' dropdown menu with 'Company' selected, highlighted by a red box. A search field is located to the right of the dropdown menu. Below the search field, there is a 'Page: 1' dropdown menu. The main content area is a table with the following columns: Name, Number, Position, Company, and Department. The table contains four entries, each with a phone icon and a number in a dropdown menu.

# Manage Phone Book

## Add Personal Contact



In **Personal** Category, press **Add**;



Enter Contact Name, Contact Numbers, and Contact Information;

Call History   Voice Mail   **Phone Book**   Service Profile

Contact Name:

First Name:

Last Name:

Contact Numbers

[O] Office:

[M] Mobile:

[H] Home:

[P] Other:

[E] Intercom:

Fax Number:

Contact Information

Title:

Email:

Company:

Department:

Office Name:

Address:

Notes:



Press **Save**;

## Edit Personal Contact



In **Personal** Category, click 

Call History   Voice Mail   **Phone Book**   Service Profile

Contact Name: Weather EN Report

First Name:

Last Name:

Contact Numbers

[O] Office:

[M] Mobile:

[H] Home:

[P] Other:

[E] Intercom:

Fax Number:

Contact Information

Title:

Email:

Company:

Department:

Office Name:

Address:

Notes:



Press **Save** to update the contact

## Search Personal Contact



In any Category, go to **Find** field;

Enter keyword to search Contact Name

Call History Voice Mail **Phone Book** WebFax SMS Service Profile

Conf Fwd Trf Add Delete Import Export Category Personal Search: Al

Page: 1

Name	Number	Position	Company
<input type="checkbox"/> <a href="#">Weather Report</a>	[O] 18503		

Al - Cheng  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang  
Al - Wang



Or, enter number to search tel. Number;

Call History Voice Mail **Phone Book** WebFax SMS Service Profile

Conf Fwd Trf Add Delete Import Export Category Search Result Search: 185

Page: 1

Name	Number	Position	Company	Department
<input type="checkbox"/> <a href="#">Weather Report</a>	[O] 2185			



Press to generate the result

## Massive Management Contact

### Export Personal Contact



In **Personal** Category, press **Export**;

Call History Voice Mail **Phone Book** Service Profile

Conf Fwd Trf Add Delete Import **Export** Category Personal Find:

Page: 1

Name	Number	Title	Company
<input type="checkbox"/> <a href="#">Weather Report</a>	[O] 18503		



The phone book will be saved as zipped CSV file. Press **Export ZIP** to download the file;

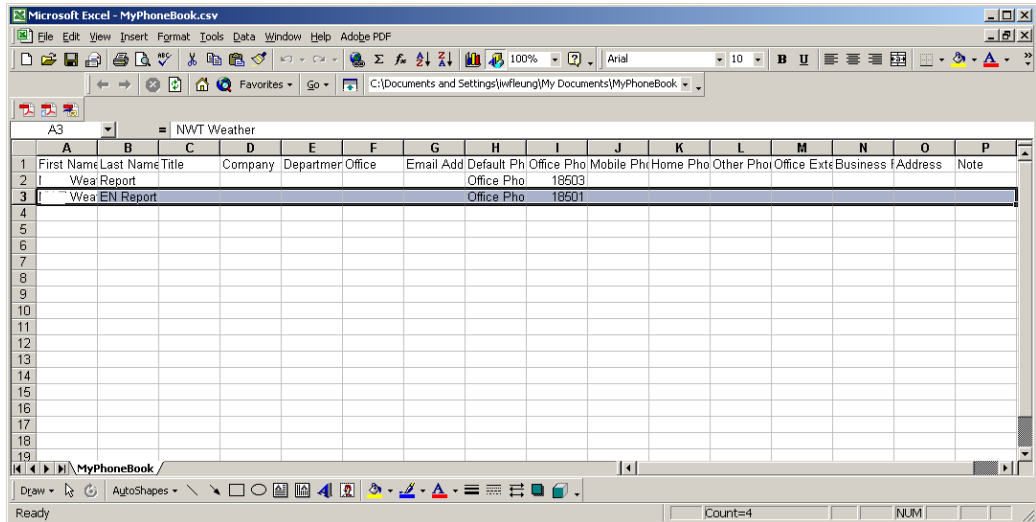
Export Phone Book

No.	Personal Header	CSV Header	No.	Personal Header	CSV Header
1	First Name	First Name	9	Office Phone	Office Phone
2	Last Name	Last Name	10	Mobile Phone	Mobile Phone
3	Title	Title	11	Home Phone	Home Phone
4	Company	Company	12	Other Phone	Other Phone
5	Department	Department	13	Office Extension	Office Extension
6	Office	Office	14	Business Fax	Business Fax
7	Email Address	Email Address	15	Address	Address
8	Default Phone	Default Phone	16	Note	Note

**Export ZIP** Cancel



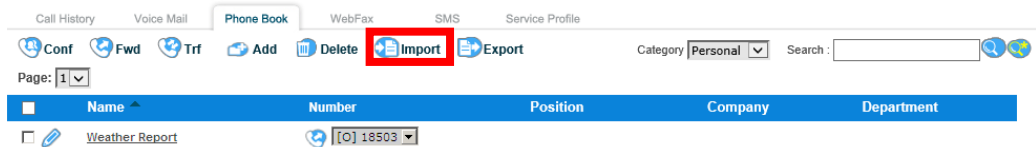
You can use Excel to update contact, after unzip the file



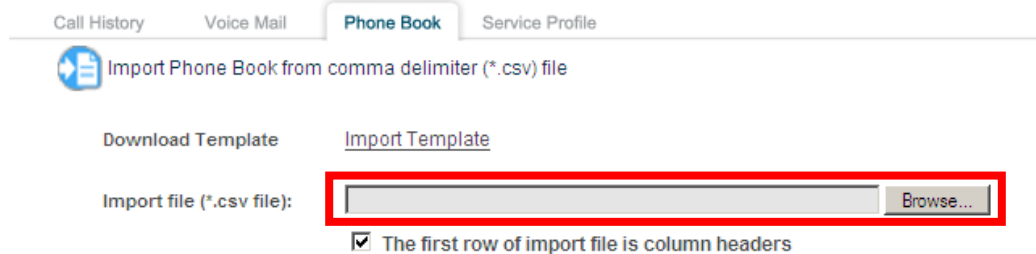
## Import Personal Contact




In **Personal** Category, press **Import**;



Select CSV file you had modified above (exported phonebook), press **Upload**;




You can check the records you added, and press **Save**.

 Import Phone Book from comma delimiter (\*.csv) file


No.	CSV Header	Personal Header	Record No. 2
1	First Name	First Name	NWT Weather
2	Last Name	Last Name	EN Report
3	Title	Title	
4	Company	Company	
5	Department	Department	
6	Office	Office	
7	Email Address	Email Address	
8	Default Phone	Default Phone	Office Phone
9	Office Phone	Office Phone	18501
10	Mobile Phone	Mobile Phone	
11	Home Phone	Home Phone	
12	Other Phone	Other Phone	
13	Office Extension	Office Extension	
14	Business Fax	Business Fax	
15	Address	Address	
16	Note	Note	

 Save  Cancel



**Note: You can export the existing phone book for editing. Otherwise, you can download the “Import Template” to update:**

 Import Phone Book from comma delimiter (\*.csv) file

Download Template 

Import file (\*.csv file):  

The first row of import file is column headers

 Upload  Cancel

## 6. Call Feature Management

In this section, it will mention basic operation of the major call features management. For the detail of feature description and description, please refer to HKBN UC Communication Manager Portal User Guide.

### Long Distance Call

#### Lock IDD call



In portal, under **Service Profile** Tab;



Go to **My Profile, Long distance call**

Call History Voice Mail Phone Book Service Profile

My Profile

- Personal Data
- Change Password
- Long distance call
- Caller Number Display
- Phone Online
- Alert Language

Call Forward

Call Waiting

Presence

Incoming Feature

Value Added Service

Long distance call

Long distance call preference

Voice: 009

Long distance call: Lock



Set **Voice** to preferred IDD carrier code, please set to be “009”.



Select **Lock** in Long distance call, and press **Save**.

### Caller Number Display

#### Alter CLI delivery



In portal, under **Service Profile** Tab;



Go to **My Profile, Caller Number Display**

Call History   Voice Mail   Phone Book   **Service Profile**

**My Profile**

- Personal Data
- Change Password
- Long distance call
- Caller Number Display**
- Phone Online
- Alert Language

Call Forward

Call Waiting


Presence

Incoming Feature

Value Added Service

**Caller Number Display**

Show your phone number when dial out **Yes** ▾

 Select **No** to stop sending your number to receiver, and press **Save**.

## Call Forward

### Set Call forward in Portal

 In portal, under **Service Profile** Tab;

 Go to **Call Forward**

Call History   Voice Mail   Phone Book   **Service Profile**

**My Profile**


- Call Forward**
- Call Waiting
- Presence
- Incoming Feature
- Value Added Service

**Call Forward**


- Call Forward settings saved.



All incoming calls... **Do not forward** ▾

When my phone is **busy...** **Forward to voice mail** ▾

When my phone is **no answer...** **Forward to** ▾  

**Save** **Cancel**

 Please select to forward the call toward Voice mail or specific number. For Centrex user, please add “9” in front the external number.

 Beside enter the number in the forward destination field, it is allowed to select contact in phonebook by press 

# Call Waiting

## Enable / Disable Call waiting in Portal



In portal, under **Service Profile** Tab;



Go to **Call Waiting**, you can enable or disable call waiting here

Call History Voice Mail Phone Book **Service Profile**

My Profile  
Call Forward  
**Call Waiting**  
Presence  
Incoming Feature  
Value Added Service

### Call Waiting

enable call waiting Yes ▾

No call waiting if match one of the conditions below:

- Talking with ...
  - Enter phone number
- Long distance call
- Second incoming call is anonymous

Save Cancel



You can specific the numbers to cancel call waiting, while you are talking with.



Press **Enter Phone number** and open the dialog

Tips: Enter a phone number or search an entry from the phone book.

Phone Number:

Personal Search

Page: 1

Name

- Weather Report
- Weather EN Report

Close



You can enter telephone number / extension in **Phone Number** field, then press . You can also click the contact listed to add the number.



## Anonymous Rejection

### Reject Anonymous Call



In portal, under **Service Profile** Tab;



Go to **Incoming Feature, Anonymous Rejection**;

Call History Voice Mail Phone Book **Service Profile**

My Profile  
Call Forward  
Call Waiting  
Presence

**Incoming Feature**

- Anonymous Rejection
- Simultaneous Ring
- Black List
- White List

Value Added Service

**Anonymous Rejection**

Reject all anonymous incoming calls : No

Save Cancel



Click **Yes** in **Reject all anonymous incoming calls**

## Simultaneous Ring

### Make your mobile / fixed line ring with desk phone



In portal, under **Service Profile** Tab;



Go to **Incoming Feature, Simultaneous Ring**;

Call History Voice Mail Phone Book **Service Profile**

My Profile  
Call Forward  
Call Waiting  
Presence

**Incoming Feature**

- Anonymous Rejection
- Simultaneous Ring
- Black List
- White List

Value Added Service

**Simultaneous Ring**

Answer Confirmation : No

Simultaneous ring phone numbers:

Phone 1:

Phone 2:

Save Cancel



For Centrex user, please add “9” in front the external number, and press **Save**.

- END -