



**HKBN**

**Voice Mail**

**Communication Manager Portal  
User Guide**

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# 1 SYSTEM REQUIREMENT

## **Introduction**

HKBN provides a management web portal, Communication Manager (CM), for customers to manage their Voice Mail Service.

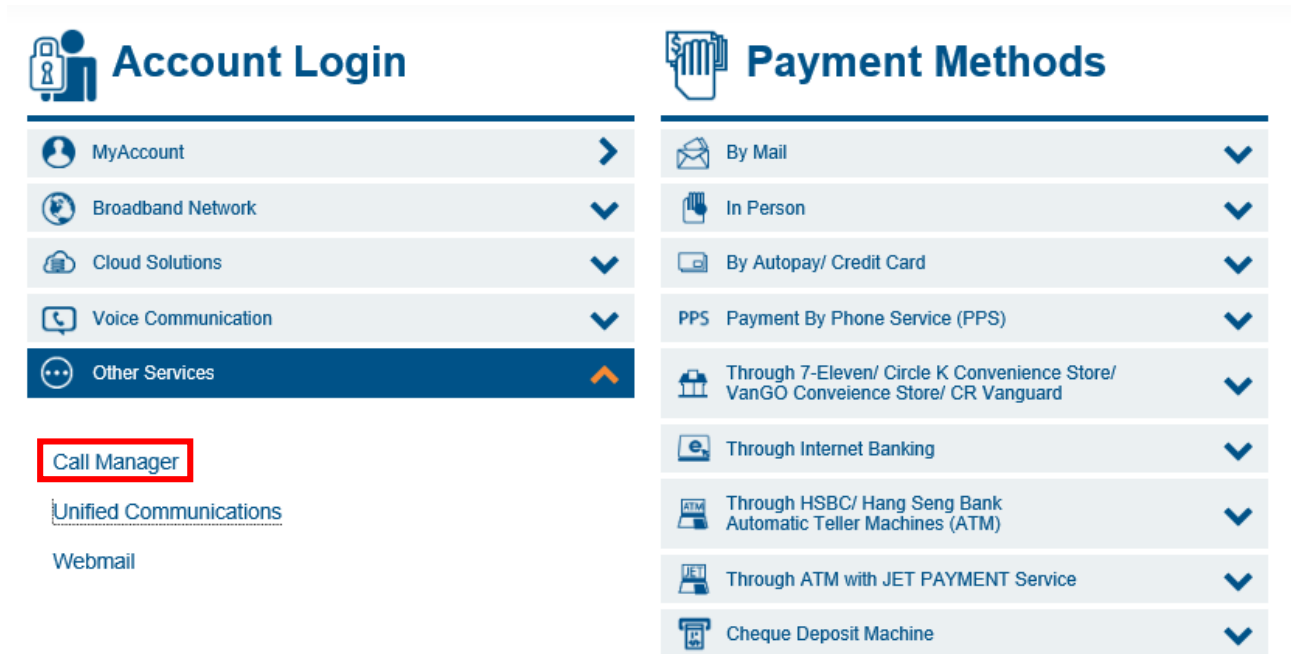
Recommended PC requirement for accessing HKBN Voice Mail Communication Manager:

System Requirement	PC (Intel P4 2.0G or above) 1G Ram .Net Framework 3.5 or above
Operating System	Microsoft Windows XP SP2 Windows Vista Windows 7
Internet Browser	Internet Explorer 6 Internet Explorer 7 Internet Explorer 8 Internet Explorer 9 (For Windows 7) Internet Explorer 10 (For Windows 7)

## 2 LOGIN HKBN VOICE MAIL COMMUNICATION MANAGER PORTAL

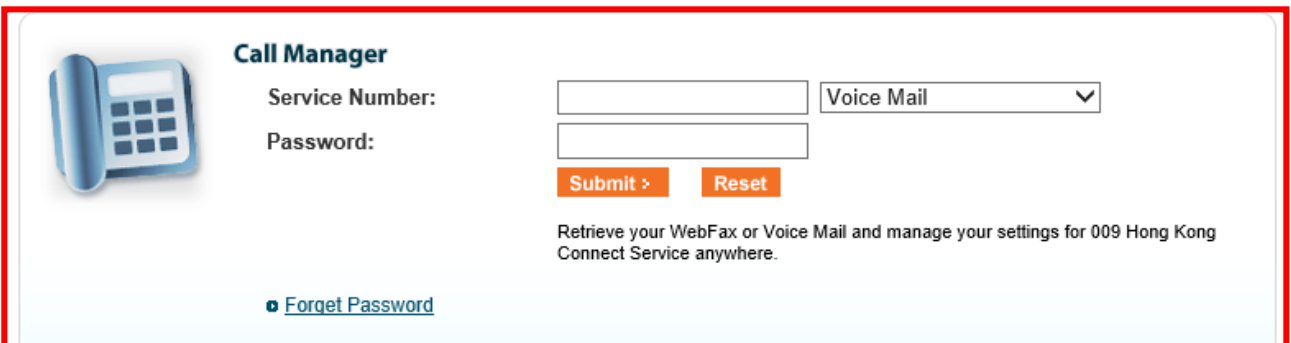
### Method 1:

1. On our website [hkbnes.net/en/accountservices](http://hkbnes.net/en/accountservices), select “Other Services” and click “Call Manager”

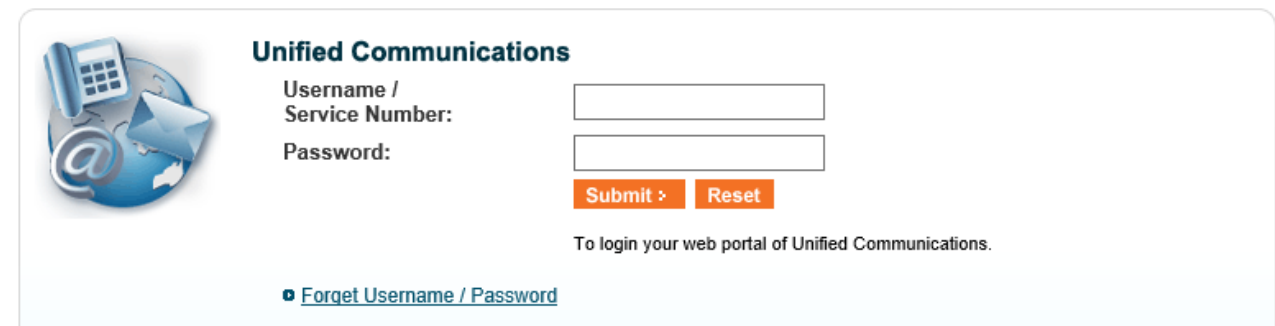


The screenshot shows the top navigation area of the HKBN website. On the left, under 'Account Login', there is a list of services: MyAccount, Broadband Network, Cloud Solutions, Voice Communication, and Other Services. The 'Other Services' item is highlighted in blue and has an orange arrow pointing right. Below this list, 'Call Manager' is highlighted with a red box, followed by 'Unified Communications' and 'Webmail'. On the right, under 'Payment Methods', there is a list of options: 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, and Cheque Deposit Machine.

2. Select **Call Manager** box > **Voice Mail**



The screenshot shows the 'Call Manager' login form. It features a blue telephone icon on the left. The form has two input fields: 'Service Number:' and 'Password:'. The 'Service Number:' field has a dropdown menu set to 'Voice Mail'. Below the input fields are two orange buttons: 'Submit >' and 'Reset'. A link for 'Forget Password' is located below the 'Reset' button. A note at the bottom of the form reads: 'Retrieve your WebFax or Voice Mail and manage your settings for 009 Hong Kong Connect Service anywhere.'



The screenshot shows the 'Unified Communications' login form. It features a blue icon of a telephone, a globe, and an '@' symbol on the left. The form has two input fields: 'Username / Service Number:' and 'Password:'. Below the input fields are two orange buttons: 'Submit >' and 'Reset'. A link for 'Forget Username / Password' is located below the 'Reset' button. A note at the bottom of the form reads: 'To login your web portal of Unified Communications.'

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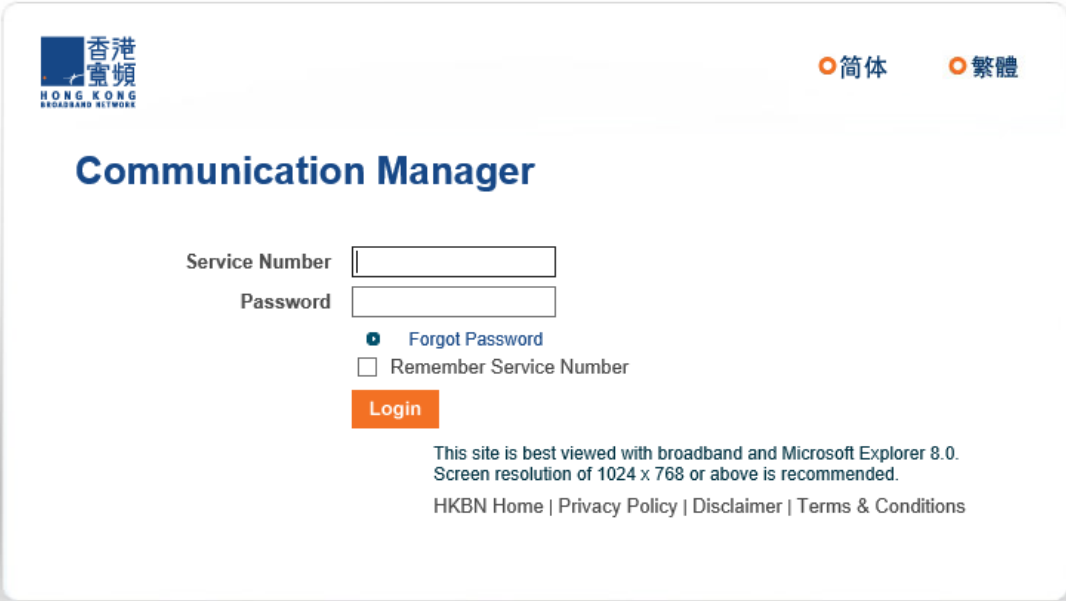
Enter your

- **Service Number** (Registered Phone number or Global Call Forward number), and **Password**
- Press **Submit**

***Note: The default password is preset as the first six digits of your HKID Card / Passport / Business Registration number. For security reasons, please change your password after first time login.***

## Method 2:

You can also access the login page via <http://uc.hkbnes.net>



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Enter your


- **Service Number** (same as above) and **Password** (same as above)
- Press **Login**

You can select the check box **“Save Settings”** so that it is only required to enter the Password in the next login. When you are using public PC, please do not select for security reasons.

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## 3 COMMUNICATION MANAGER PORTAL

### 3.1 Voice Mail

Under “Voice Mail” , you can check and manage your Voice Mail records.

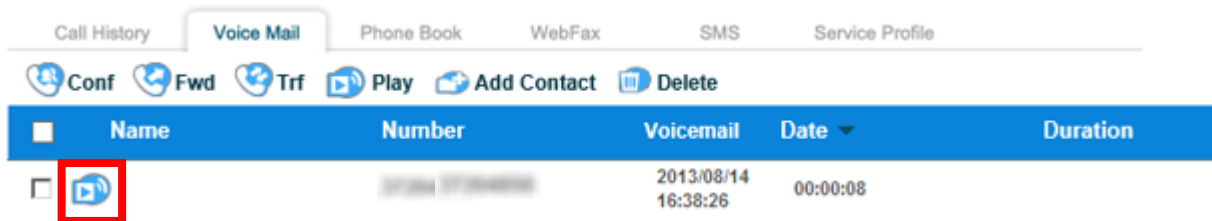
#### 3.1.1 Voice Mail Indicator

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



#### 3.1.2 Listen Voice Mail

- Click  of the voice message that you want to listen.



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

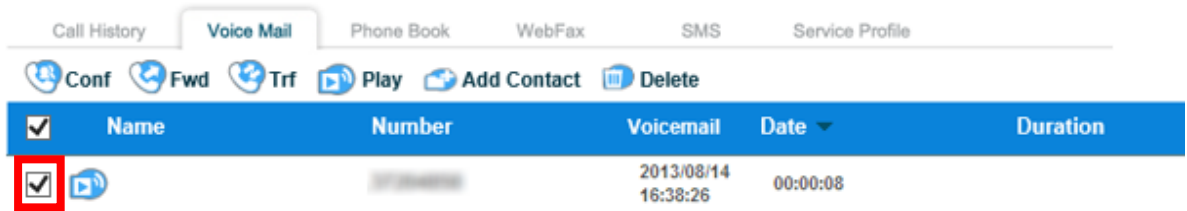


#### **Remarks:**

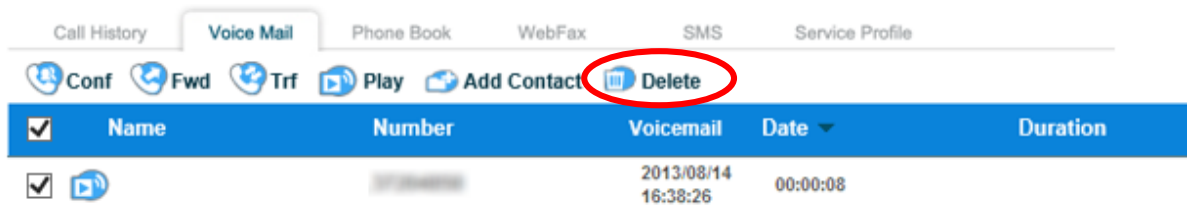
The new Voice Mail indicator will still be shown even if customer had listen the voice message in portal. The counter only indicates the number of voice message that has not been listen via Interactive Voice Response (IVR) System.

### 3.1.3 Delete Voice Mail

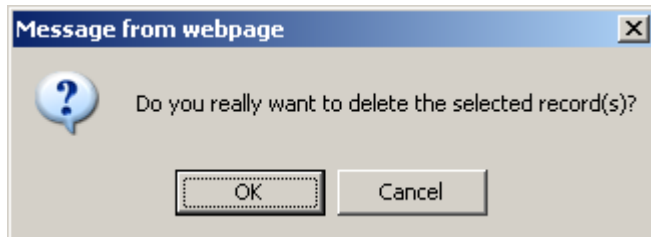
- Select the check box of the voice message that you want to delete.



- Press  Delete



- Press “OK” to confirm the deletion.



## 3.2 Phone Book

A maximum of 500 contact record can be stored in the personal phone book.

### Phone Book View

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

Conf Fwd Trf Add Delete Import Export Category Personal Search: [ ]

Page: 1

Name	Number	Position	Company	Department
<input type="checkbox"/> TEST				

### 3.2.1 Directly Add, Edit or Delete Function

#### 3.2.1.1 Add/Edit Personal Phone Book Entry

- Press the **Add** or icon.
- Input or modify the information.
- When finish editing, press **Save** to store.

Voice Mail **Phone Book** Service Profile

Add Delete

Contact Name: test test

First Name:  Last Name:

Contact Numbers

[O] Office:

[M] Mobile:

[H] Home:

[P] Other:

[F] Fax:

Contact Information

Position:

Email:

Company:

Department:

Office Name:


Address:

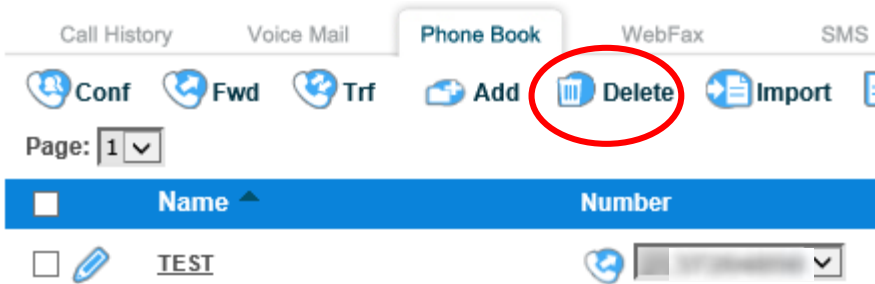
Notes:

Save Cancel



### 3.2.1.2 Delete Personal Phone Book Entry

- Select the left check box of the phone book entry that you want to delete.
- Press  Delete



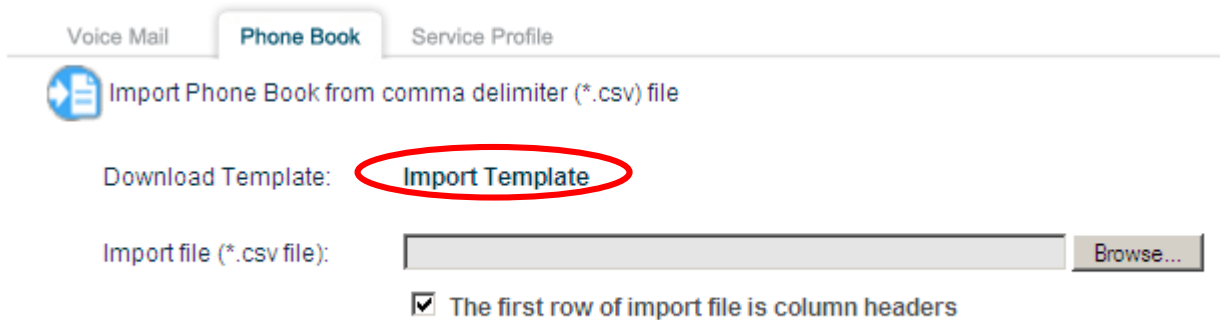
### 3.2.2 Use Import/Export Feature to Add or Edit Phone Book Entry

#### 3.2.2.1 Use "Import template" to Add New Entry

- Press  Import



- Press **Import Template**

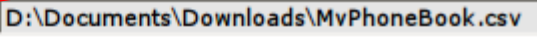



- Download and save the ZIP file in your PC
- Extract the CSV file from the ZIP file for adding or editing contact information

- Save the file, then press  to upload

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

Download Template: **Import Template**

Import file (\*.csv file):  

The first row of import file is column headers



- After successful upload, you can preview the corresponding contact. If necessary, you can also change the information.

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

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

- After previewing, press 



- System will have statistics on the change



**Total records in CSV : 19**  
**Total records without errors : 19**  
**Total records that have errors : 0**

Line no.      Error Description

- Press 




### 3.2.2.2 Export Existing Phone Book to Edit


- Press 



- Preview the description of header, amend if necessary.

Phone Book			WebFax	Service Profile	
 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	Position	Title	11	Home Phone	Home Phone
4	Company	Company	12	Other Phone	Other Phone
5	Department	Department	13	Fax Number	Fax Number
6	Office Name	Office Name	14	Address	Address
7	Email	Email	15	Notes	Notes
8	Default Phone	Default Phone			



- Then click . The data will be saved as zipped CSV file.
- System will have statistics on the result

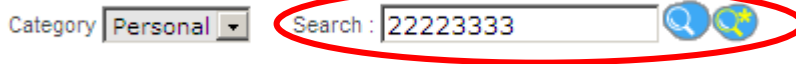




There are total 2 record(s) to be downloaded. Simple click the dialog box to save or open the zipped CSV file.

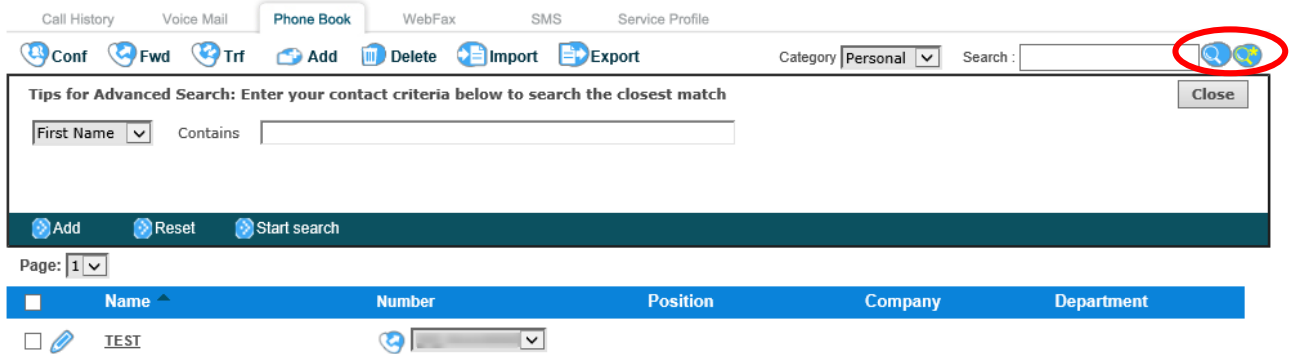
- Download and save the ZIP file in your PC.
- Open CSV file for editing if necessary.

### 3.2.2.3 Search Phone Book Entry

- You can enter the contact's name or phone number in the search bar



- Press  to start searching. If necessary, press  to do advanced search (contact criteria include first name, last name, company, department, title, office phone number, fax number, mobile phone number and email address)

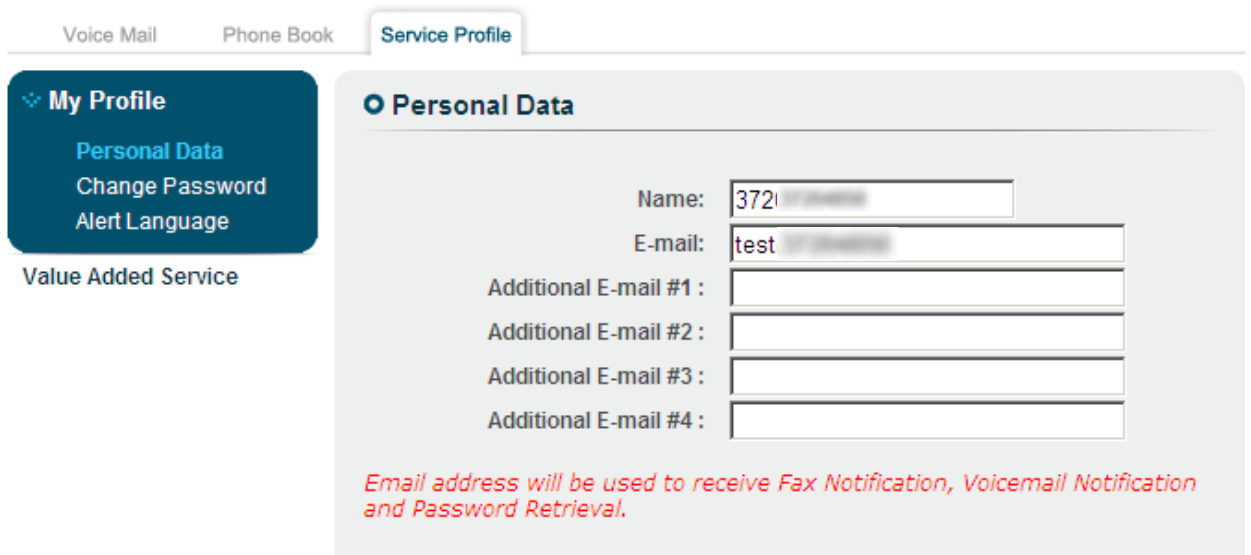


## 3.3 Service Profile

Under "Service Profile", you can view/change your personal profile and settings of the service.

### 3.3.1 My Profile

#### 3.3.1.1 Personal Data



- [Name]:** Your name for system greeting
- [Email]:** Your email address for receiving voice message notification (with voice file attached) and receiving password reset notification
- [Additional Email]:** Additional email address for receiving voice message notification (with voice file attached) and receiving password reset notification (if necessary)

Click 

### 3.3.1.2 Change Password

Under “My Profile”, click “Change Password”



The screenshot shows a web browser window with the URL <https://203.176.254.219/?func=33&cat=111&mtab=0>. The page title is "Communication Manager Portal (v3.1.4b) - Serv - Win...". The main content area is titled "Unified Communications Communication Manager". On the left, there is a sidebar with a "Change Password" button, which is expanded to show "User Login Password" and "Voice Mail Password". The main form area is titled "User login password" and contains two input fields: "New password:" (with a note "(6~16 characters)") and "Re-type password:". At the bottom of the form, there are "Save" and "Close" buttons.

Click  to store the new password or  to cancel the operation.

**User Login Password:**

The password for login Voice Mail Communication Manager portal.

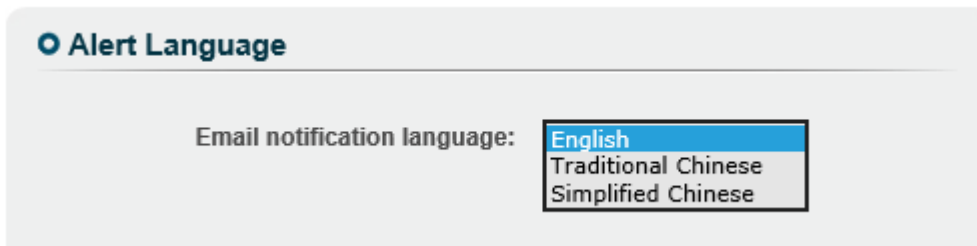
**Voice Mail Password (Not applicable for Global Call Forward service user):**

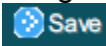
The password for accessing our Voice Mail Interactive Voice Response (IVR) System

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### 3.3.1.3 Alert Language

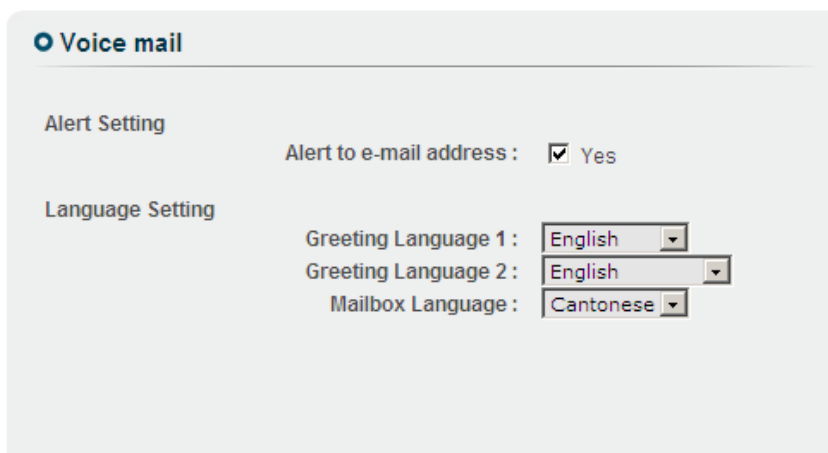
Under “My Profile”, click “Alert Language”



To change the language of voice message notification received via email, select the desired language and then click  .

## 3.3.2 Value Added Service

### 3.3.2.1 Voice Mail



#### Alert Setting

User can select whether to receive email for voice message notification

#### Language Setting

**[Greeting Language 1]** : Set the first greeting language for Voice Mail deposit

**[Greeting Language 2]** : Set the second greeting language for Voice Mail deposit

**[Mailbox Language]** : Set the language for Voice Mail retrieval when you access our Voice Mail Interactive Voice Response (IVR) System

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## 4 APPENDIX

### 4.1 Appendix 1 – FAQ

#### 1. **Fail to login Communication Manager Portal**

Make sure you have correct service number and password to login. The default password is the first six digits of your HKID Card, Passport or Business Registration number. If necessary, you can press "Forgot Password" under login page to reset the password.

#### 2. **Fail to install Active X**

Make sure you are using Internet Explorer to login Communication Manager Portal and our domain's pop-up is not blocked. Besides, please ensure your Windows Login account has authority to install Active X for your Internet Explorer.

#### 3. **How to check whether the required component is installed or not?**

Open Control Panel, click the "Uninstall or change a program". You can find an item named "IPCP Notifier" is installed.

#### 4. **Why the VM counter didn't reset to 0 even I listen all VM via your portal?**

The counter will only be updated if the voice message had been listen via our Voice Mail Interactive Voice Response (IVR) System of respective service.

#### 5. **Can it run in Windows 8?**

Sorry, Windows 8 is not supported.

#### 6. **Can I access Communication Manager Portal through iOS or Android operating system?**

Sorry, iOS and Android is not supported.

#### 7. **Can I access Communication Manager Portal by Firefox, Chrome or other web browser?**

Sorry, only Internet Explorer is supported.

#### 8. **Why there is no response after I click to play the Voice Mail?**

Make sure your PC or Notebook is installed with Windows Media Player.

#### 9. **Any housekeep or auto-delete function of Voice Mail service?**

The voice message can be kept for 30 calendar days from the voice message received date. After that, system will then remove the message automatically.

-END-