

one comm App
User Guide

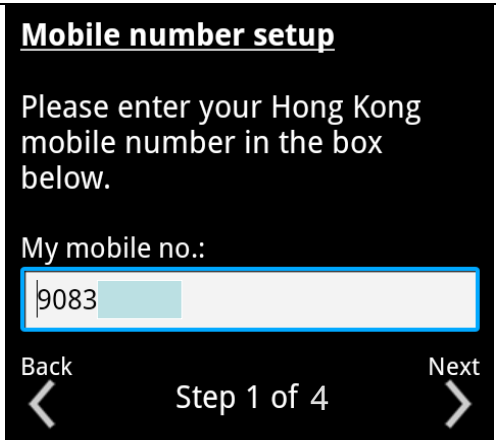
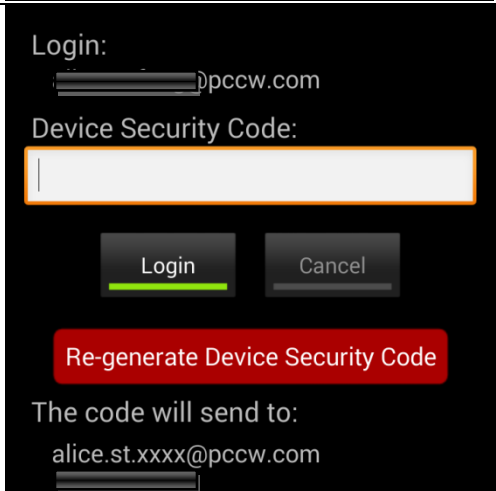
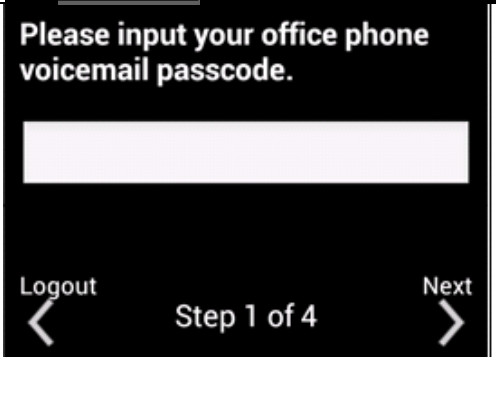
Android version

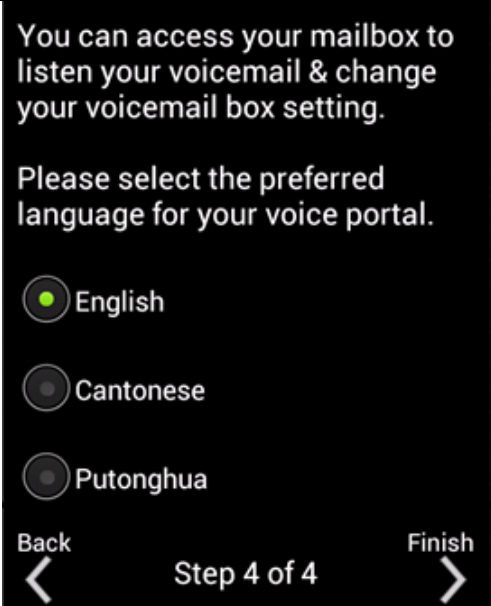
Updated July 20, 2016

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1. How to login to the ONE comm App

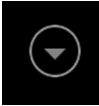

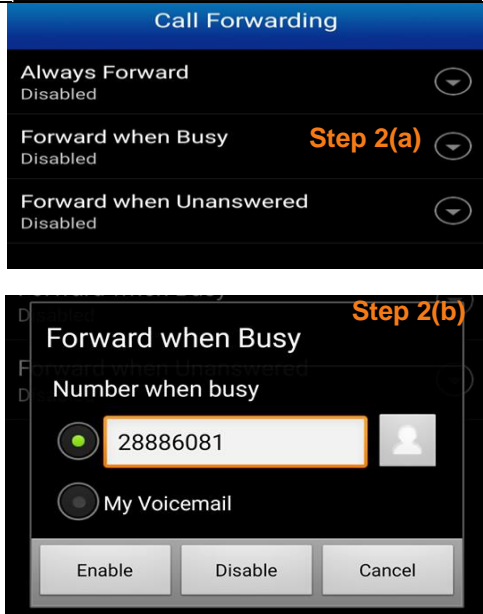
<p>Step 1</p>	<p>Enter your mobile number (for example: 9083xxxx)</p>	 <p>Mobile number setup</p> <p>Please enter your Hong Kong mobile number in the box below.</p> <p>My mobile no.:</p> <input type="text" value="9083"/> <p>Back < Step 1 of 4 > Next</p>
<p>Step 2</p>	<p>(a) You will receive an email containing a device security code. Enter it and press “Login”.</p> <p>Remarks: (b) If you cannot receive the email, press “Re-generate Device Security Code”. An email containing a new device security code will be sent to your email account.</p>	 <p>Login: <input type="text" value="pccw.com"/></p> <p>Device Security Code: <input type="text"/></p> <p>Login Cancel</p> <p>Re-generate Device Security Code</p> <p>The code will send to: alice.st.xxxx@pccw.com <input type="text"/></p>
<p>Step 3</p>	<p>(a) Enter the voicemail passcode.</p> <p>(b) Press “Next”.</p> <p>Remarks: Update your voicemail passcode by dialing *90 on your office phone after accessing the voice portal.</p>	 <p>Please input your office phone voicemail passcode.</p> <input type="text"/> <p>Logout < Step 1 of 4 > Next</p>

<p>Step 4</p>	<p>(a) Select the desired language for your voice portal.</p> <p>(b) Press “Next”.</p>	
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2. How to make and receive a call via the Internet

<p>Step 1</p>	<p>(a) Select “Presence Management” from the menu bar.</p> <p>(b) Select “Profile”.</p>	
<p>Step 2</p>	<p>Press “ON/Off” for “Ring my Mobile Phone”.</p>	

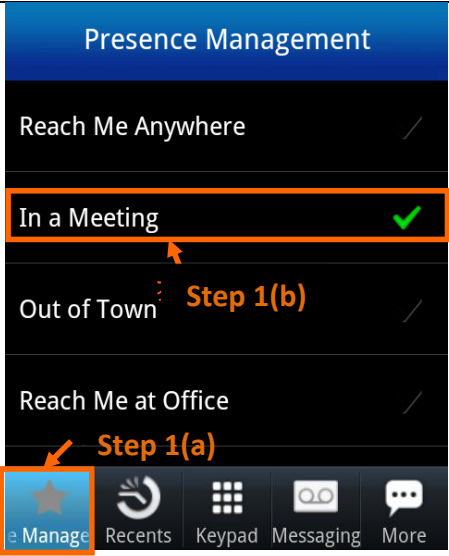
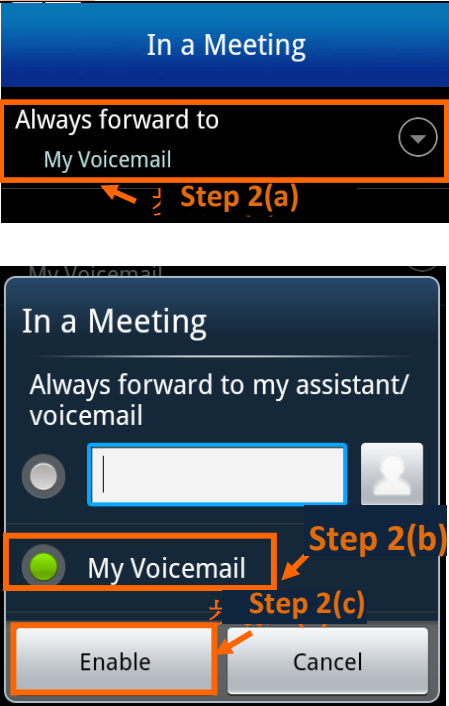
3. How to set the Call Forward function

<p>Step 1</p>	<p>Select the “Call Forwarding” button.</p> 	
<p>Step 2</p>	<p>You can change the call forwarding setting here:</p> <p>Forward when busy – forward calls when your office line is engaged.</p> <p>Forward when unanswered – forward an office call when it is not answered.</p> <p>(a) Press the call forwarding option.</p> <p>(b) Select to forward all your office calls to another phone number, or voicemail box, or to disable it.</p>	

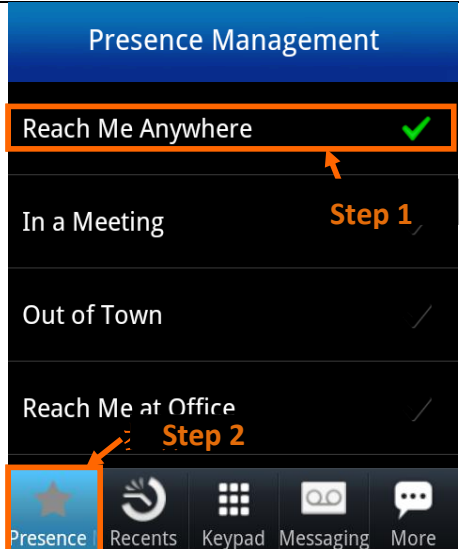
4. How to dial and receive VoIP calls

Dialing a VoIP call		
<p>Step 1</p>	<p>Select “Keypad” from the menu bar and enter the HK number you want to dial (eg 2888 1888).</p>	
<p>Step 2</p>	<p>Press “Call”</p> <p>Remarks: You can check Internet call status via the Internet quality indicator.</p>	
Receiving a VoIP call		
<p>Step 1</p>	<p>Someone calls you at your office number...</p> <p>Remarks: Make sure your phone is in “Presence Management” mode and select “Reach Me Anywhere” mode.</p>	

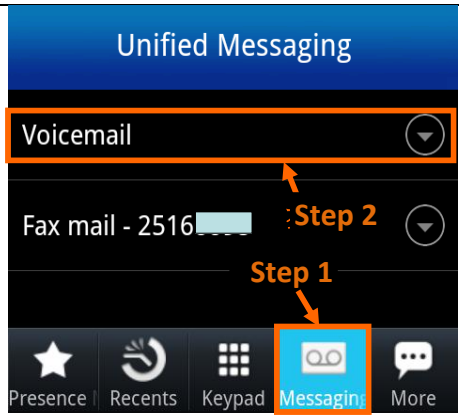
5. How to forward calls to voicemail

<p>Step 1</p>	<p>a) Select “Presence Management” from the menu bar.</p> <p>(b) Select “In a Meeting”.</p>	
<p>Step 2</p>	<p>(a) Select to forward all your office calls to another phone number or voicemail box. Press “Enable”.</p> <p>Remarks: (b) If you want to update the forward-to-number function, change the number in the entry field.</p>	

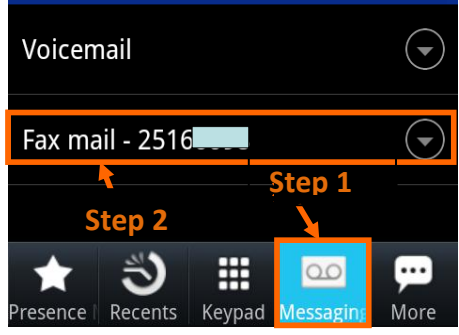
6. How to forward a call to a mobile number

<p>Step 1</p> <p>a) Select “Presence Management” from the menu bar.</p> <p>(b) Select “Profile”.</p>		 <p>The screenshot shows the 'Presence Management' menu. The 'Reach Me Anywhere' option is highlighted with an orange box and a green checkmark. An orange arrow points to it with the label 'Step 1'. Below it, the 'Profile' icon (a star) is highlighted with an orange box and an orange arrow with the label 'Step 2'. Other options include 'In a Meeting', 'Out of Town', and 'Reach Me at Office'. The bottom navigation bar shows 'Presence', 'Recents', 'Keypad', 'Messaging', and 'More'.</p>
<p>Step 2</p>	<p>Select “Reach Me Anywhere”.</p>	

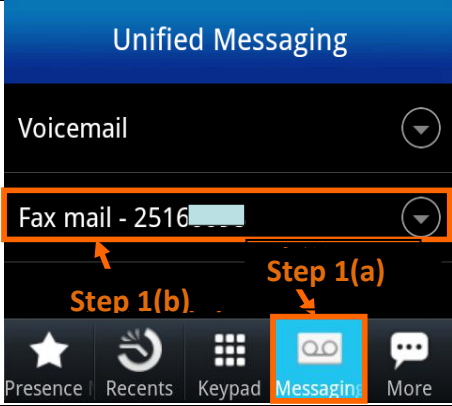
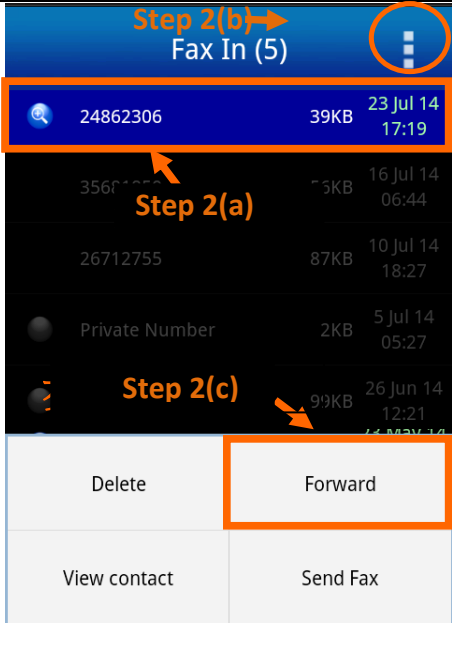
7. How to listen to a voicemail

<p>Step 1</p>	<p>Select “Messaging” at the bottom.</p>	
<p>Step 2</p>	<p>Select “Voicemail”, then you can see a list of voicemail messages.</p>	 <p>The screenshot shows the 'Unified Messaging' screen. The 'Voicemail' option is highlighted with an orange box and a dropdown arrow. An orange arrow points to it with the label 'Step 2'. Below it, the 'Messaging' icon (two speech bubbles) is highlighted with an orange box and an orange arrow with the label 'Step 1'. Other options include 'Fax mail - 2516...'. The bottom navigation bar shows 'Presence', 'Recents', 'Keypad', 'Messaging', and 'More'.</p>

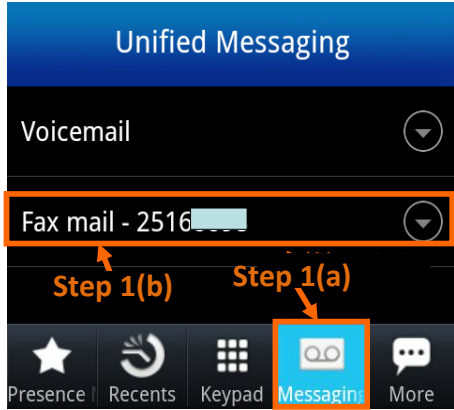
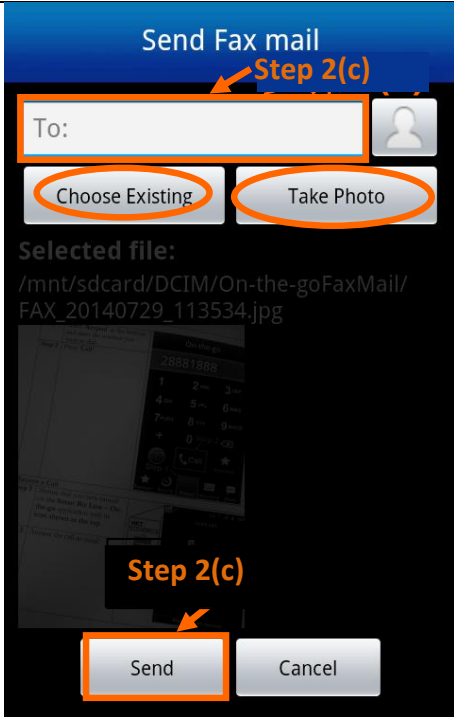
8. How to receive a fax

<p>Step 1</p>	<p>Select “Messaging” at the bottom.</p>	
<p>Step 2</p>	<p>Select “Fax mail”, then you can see a list of fax messages.</p>	 <p>The screenshot shows the 'Unified Messaging' screen. The 'Fax mail - 2516...' option is highlighted with an orange box and a dropdown arrow. An orange arrow points to it with the label 'Step 1'. Below it, the 'Messaging' icon (two speech bubbles) is highlighted with an orange box and an orange arrow with the label 'Step 2'. Other options include 'Voicemail'. The bottom navigation bar shows 'Presence', 'Recents', 'Keypad', 'Messaging', and 'More'.</p>

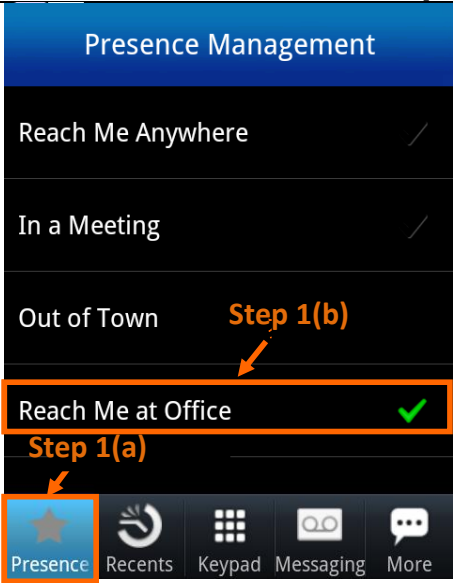
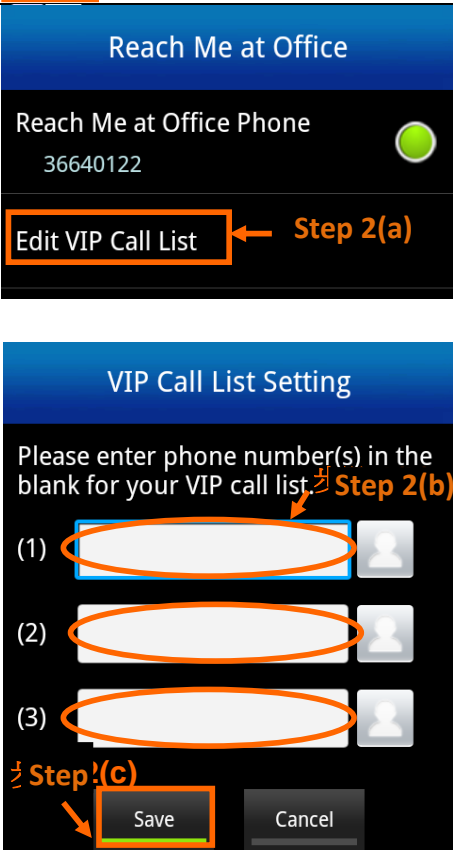
9. How to forward a fax mail

<p>Step 1</p>	<p>(a) Select “Messaging” at the bottom.</p> <p>(b) Select “Fax mail”.</p>	
<p>Step 2</p>	<p>(a) Select fax mail from the list.</p> <p>(b) Press the function key on your mobile.</p> <p>(c) Select the forwarding number.</p> <p>(d) Enter the forward-number-to-email address.</p> <p>Press “Send”.</p>	

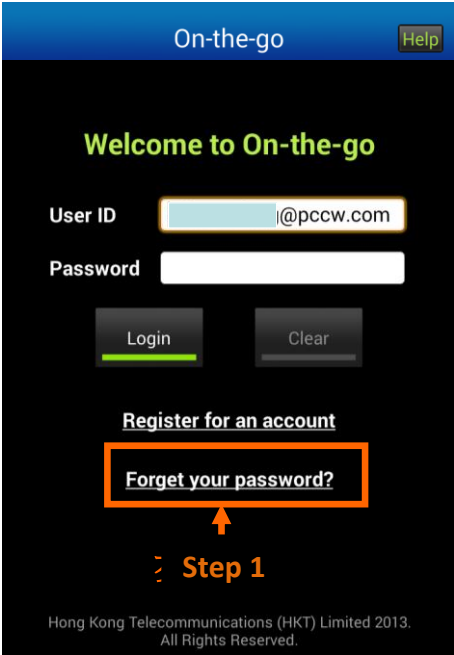
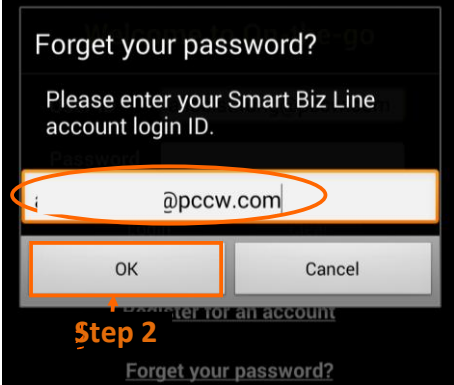
10. How to send a fax

<p>Step 1</p>	<p>(a) Select “Messaging” at the bottom.</p> <p>(b) Select “Fax mail”.</p>	
<p>Step 2</p>	<p>(a) Press the function key on your mobile.</p> <p>(b) Select “Send Fax”.</p> <p>(c) Enter the fax number and select “Choose existing Photo” or “Take Photo”.</p> <p>Press “Send”.</p>	

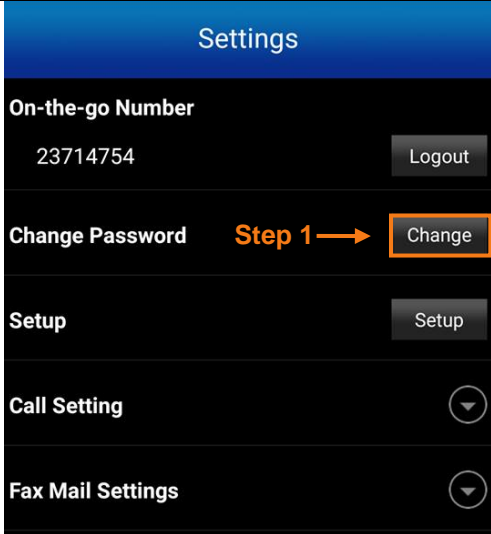
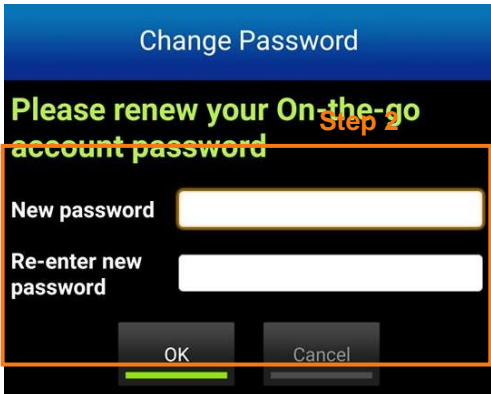
11. How to edit a VIP call list to receive calls solely from VIPs on a mobile phone

<p>Step 1</p>	<p>(a) Select “Presence Management” at the bottom.</p> <p>(b) Select “Reach Me at Office”.</p>	
<p>Step 2</p>	<p>(a) Press “Edit VIP Call List”.</p> <p>(b) You can enter up to 10 phone numbers to appear in the list. Press “Save”.</p>	

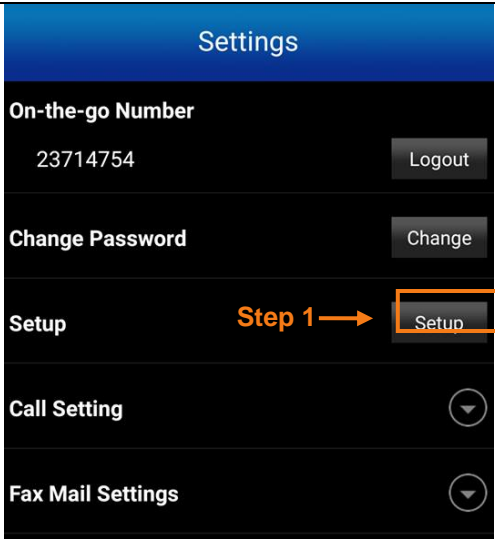
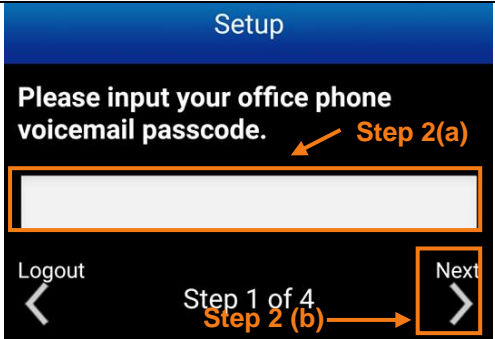
12. How to reset after forgetting your password

<p>Step 1</p>	<p>Select “Forget your password?” on the login page.</p>	
<p>Step 2</p>	<p>Enter your registered email address and select “OK”. An email will be sent to your registered email address to help you reset your password.</p>	

13. How to change your password

<p>Step 1</p>	<p>In the settings panel, press “Change” in “Change Password”.</p>	 <p>The screenshot shows the 'Settings' menu. The 'Change Password' option is highlighted with an orange box, and an orange arrow points to the 'Change' button next to it. Other options like 'On-the-go Number', 'Setup', 'Call Setting', and 'Fax Mail Settings' are visible below.</p>
<p>Step 2</p>	<p>Enter the password and press “OK”.</p>	 <p>The screenshot shows the 'Change Password' dialog box. It contains the text 'Please renew your On-the-go account password' and two input fields: 'New password' and 'Re-enter new password'. The 'OK' and 'Cancel' buttons are at the bottom. An orange box highlights the input fields and buttons, with an orange arrow pointing to the 'OK' button.</p>

14. How to update an office phone voicemail passcode, or your mobile number in the app in the event of any change

<p>Step 1</p>	<p>In the settings panel, press “Setup”.</p>	
<p>Step 2</p>	<p>(a) Enter your new voicemail passcode. (b) Press “Next”.</p>	
<p>Step 3</p>	<p>(a) Update the mobile number to be mapped to your office number. (b) Update your first name. (c) Update your last name. (d) Press “Next”.</p>	