

one communications

Web portal guide for administrator

Last update: Nov 2009

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1. Getting started

1.1. Software requirements

The software needs to run on a Microsoft Windows platform

1.1.1. Software requirements

- ❖ Windows 2000 with SP4 (or higher), Windows XP, or Windows Vista
- ❖ Internet Explorer 6.0, 7.0 or 8.0
- ❖ Mozilla Firefox 2.0 or 3.0

1.2. Web portal

- a) Access the web portal at <https://web.pccwone.com/>
- b) Login name is assigned by PCCW and included in the welcome letter.
- c) Password is assigned by PCCW and included in the welcome letter
- d) Auto logout occurs if idle for 10 minutes



User ID
Password

Login



Note: To ensure smooth operation, please make sure the browser does not use cache memory by following the procedure below:

For Internet Explorer 8.0:

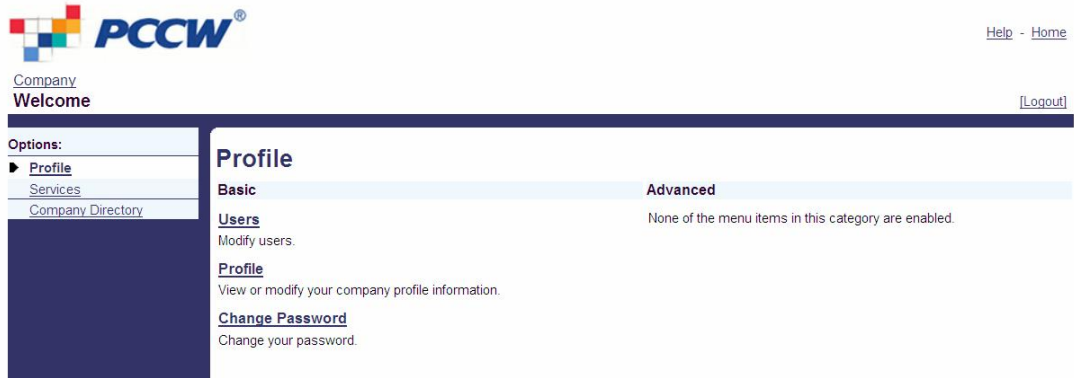
Under “Tools” -> “Internet Options” -> “General” -> “Browsing History” -> “Settings” -> “Temporary Internet Files”, select “Every time I visit the web page”

For user with proxy server:

Please ensure that cache memory is not used for visiting the web portal URL (at <https://web.pccwone.com/>)

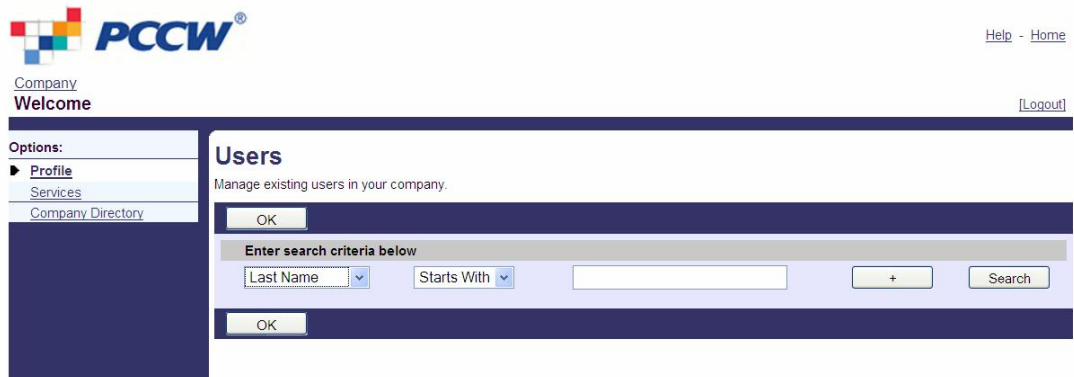
2. User profile

2.1. Edit user calling-line display name and language preference



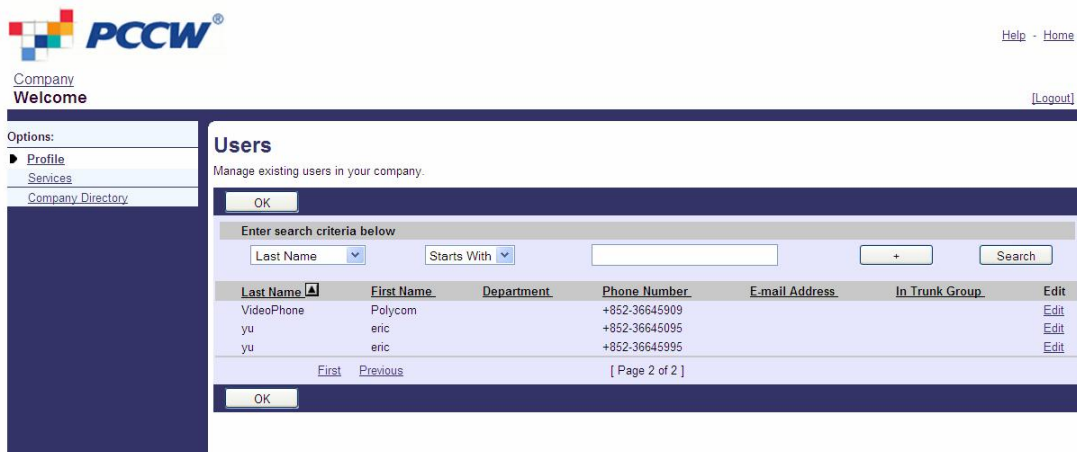
The screenshot shows the PCCW user profile page. The left sidebar contains 'Options:' with 'Profile' selected. The main content area is titled 'Profile' and has two tabs: 'Basic' (selected) and 'Advanced'. Under the 'Basic' tab, there are links for 'Users', 'Profile', and 'Change Password'. The 'Users' link is highlighted.

a) Click **Profile**, then **Users** to allow search of available users.



The screenshot shows the PCCW 'Users' page. The left sidebar has 'Options:' with 'Profile' selected. The main content area is titled 'Users' and contains a search form. The search form has a dropdown for 'Last Name', a dropdown for 'Starts With', a text input field, a '+' button, and a 'Search' button.

b) Click **Search** to show a complete list of users or enter search criteria to search for specific contacts.

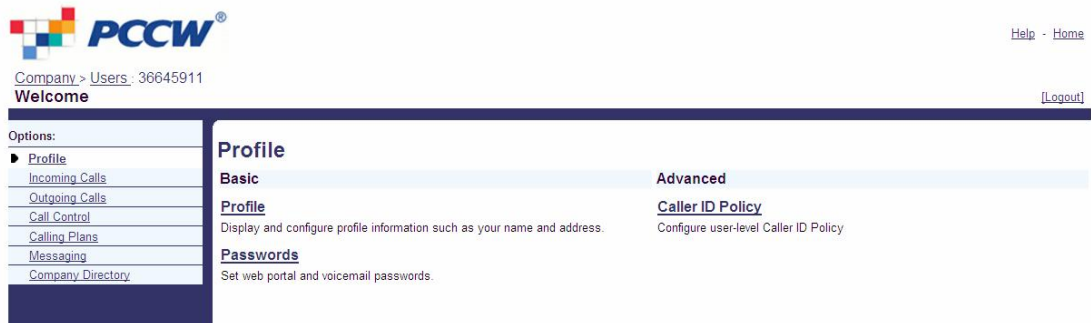


The screenshot shows the PCCW 'Users' page with a list of users. The search form is visible at the top. Below it is a table with the following data:

Last Name	First Name	Department	Phone Number	E-mail Address	In Trunk Group	Edit
VideoPhone	eric	Polycom	+852-36645909			Edit
yu	eric		+852-36645095			Edit
yu	eric		+852-36645995			Edit

At the bottom of the table, there are links for 'First' and 'Previous', and a page indicator '[Page 2 of 2]'.

c) Click **Edit** to edit a particular user.



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Profile

Basic **Advanced**

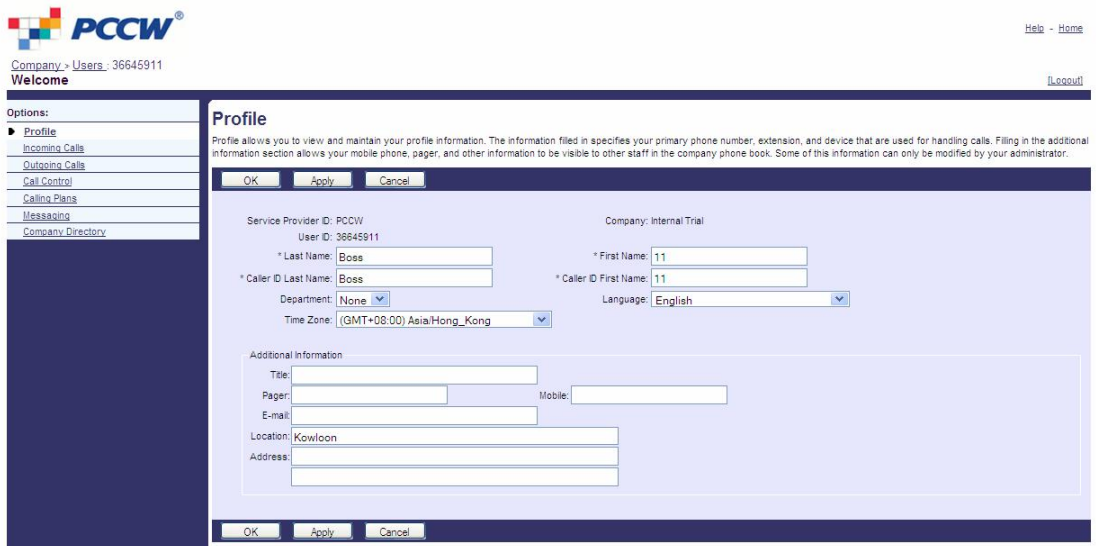
Profile **Caller ID Policy**

Display and configure profile information such as your name and address. Configure user-level Caller ID Policy

Passwords

Set web portal and voicemail passwords.

d) Click **Profile** to view the user profile.



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other staff in the company phone book. Some of this information can only be modified by your administrator.

OK Apply Cancel

Service Provider ID: PCCW Company: Internal Trial
User ID: 36645911

* Last Name: * First Name:
* Caller ID Last Name: * Caller ID First Name:
Department: Language:
Time Zone:

Additional Information

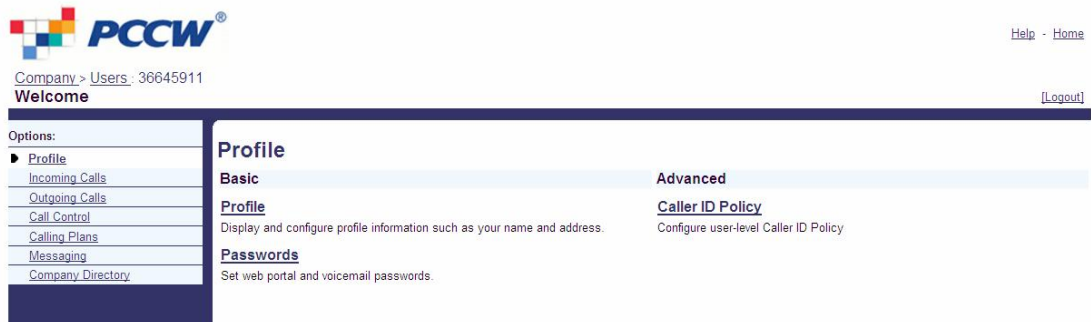
Title:
Pager: Mobile:
E-mail:
Location:
Address:

OK Apply Cancel

- e) Company administrator can update Calling ID Display Name user profile, as well as other additional information.
- f) Two language options are available: English (for voicemail and web portal) or Cantonese (for voicemail) and English (for web portal)
- g) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

2.2. Reset user password

- a) Follow procedures from 2.1 a) to c).



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Profile

Basic **Advanced**

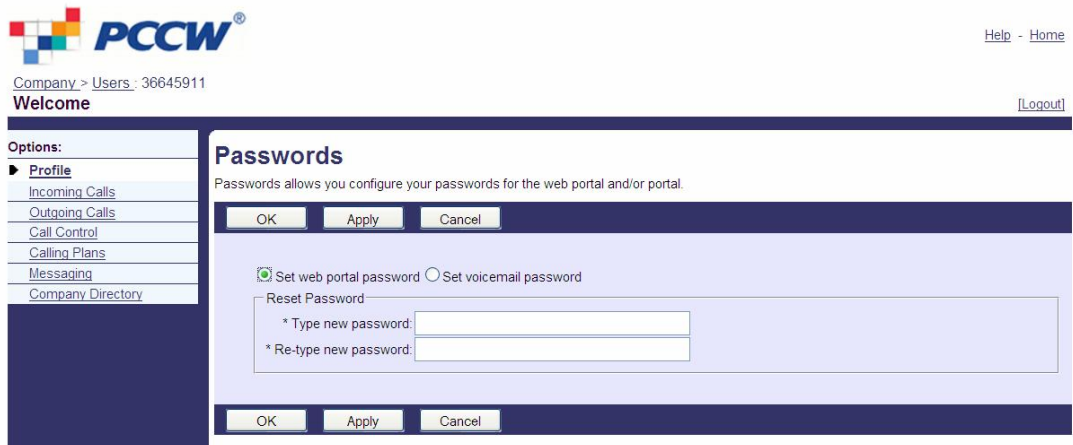
Profile **Caller ID Policy**

Display and configure profile information such as your name and address. Configure user-level Caller ID Policy

Passwords

Set web portal and voicemail passwords.

- b) Click **Passwords**.



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Passwords
 Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

Set web portal password Set voicemail password

Reset Password

* Type new password:

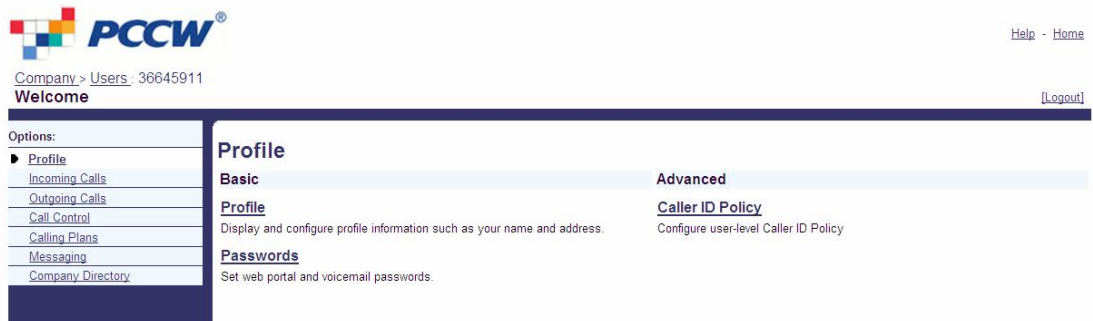
* Re-type new password:

OK Apply Cancel

- Select whether user web portal password or user voicemail password will be reset.
- Enter the new password.
- Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

2.3. Select user outgoing caller ID

- Follow procedures from 2.1 a) to c).



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Profile

Basic	Advanced
<p>Profile Display and configure profile information such as your name and address.</p> <p>Passwords Set web portal and voicemail passwords.</p>	<p>Caller ID Policy Configure user-level Caller ID Policy</p>

- Click **Caller ID Policy** to access relevant page.



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Caller ID Policy
 View or modify Caller ID Policy for the User

OK Apply Cancel

Caller ID

Non-Emergency Calls: Use user phone number for Caller ID
 Use company phone number for Caller ID

Emergency Calls: Use user phone number for Caller ID
 Use company phone number for Caller ID

Company Caller ID Number: 36645900
 Company Caller ID Name: Internal Trial

OK Apply Cancel

-
- c) Select whether particular user will use **user phone number for Caller ID** or **company phone number for Caller ID**, for Non-Emergency & Emergency Calls.
 - d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

Remarks: Emergency calls means dial “999” for emergency services (Police, Ambulance or Fire)

3. Configure user settings

3.1. Block the Blocker

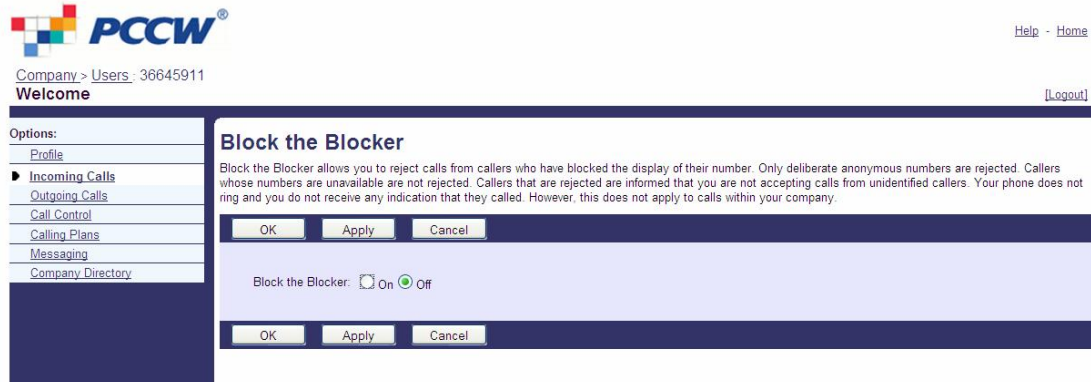
Block the Blocker enables you to reject calls from callers who have blocked their numbers from display. This feature does not apply to calls originating within your company and only rejects deliberately anonymous numbers.

a) Follow 2.1 a) to c) procedures, then select “**Incoming Calls**” option.



The screenshot shows the PCCW provisioning administrator interface. The left sidebar contains a menu with 'Incoming Calls' selected. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. Under the 'Basic' section, the 'Block the Blocker' option is highlighted, with a description: 'Prevent a caller from reaching you when the caller has explicitly restricted his/her number'. Other options include 'All Call Forwarding', 'Busy Call Forwarding', 'No Answer Call Forwarding', 'Emergency Call Forward', and 'Do Not Disturb'. The 'Advanced' section includes 'VIP Ringing', 'White List', 'Black List', and 'Sequential Ring'.

b) Click **Block the Blocker**.



The screenshot shows the PCCW provisioning administrator interface with the 'Block the Blocker' configuration dialog open. The dialog title is 'Block the Blocker'. It contains a description: 'Block the Blocker allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your company.' Below the description are 'OK', 'Apply', and 'Cancel' buttons. The 'Block the Blocker' option is currently set to 'On' (indicated by a green dot next to 'On').

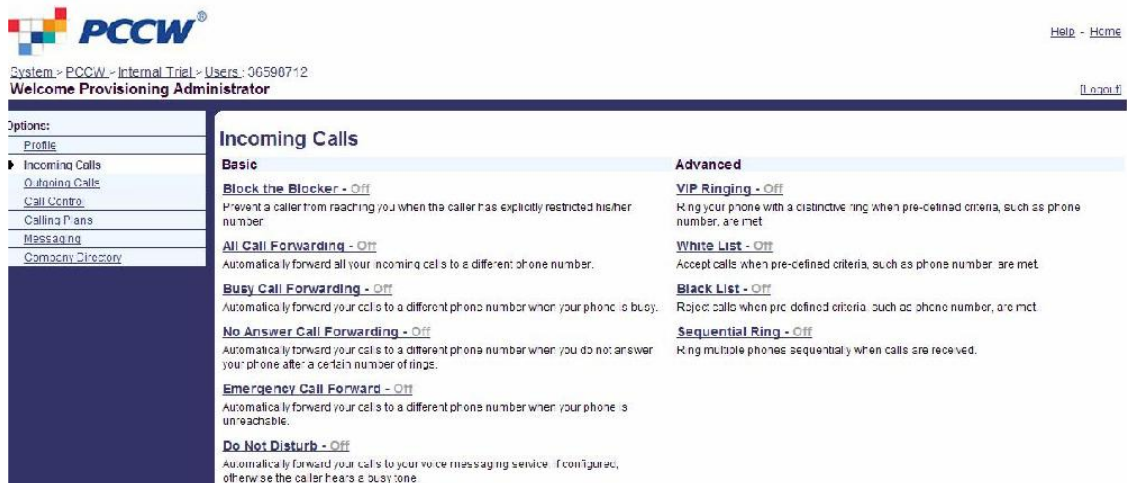
c) Turn Block the Blocker **On** or **Off**.

d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.2. All Call Forwarding

All Call Forwarding enables you to forward all incoming calls to a different phone number, such as your home office phone or mobile handset.

3.2.1. Follow 3.1 a) procedures



System > PCCW - Internal Trial > Users : 36590712
Welcome Provisioning Administrator

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Incoming Calls

Basic

Block the Blocker - Off
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
Automatically forward your calls to your voice messaging service. If configured, otherwise the caller hears a busy tone.

Advanced

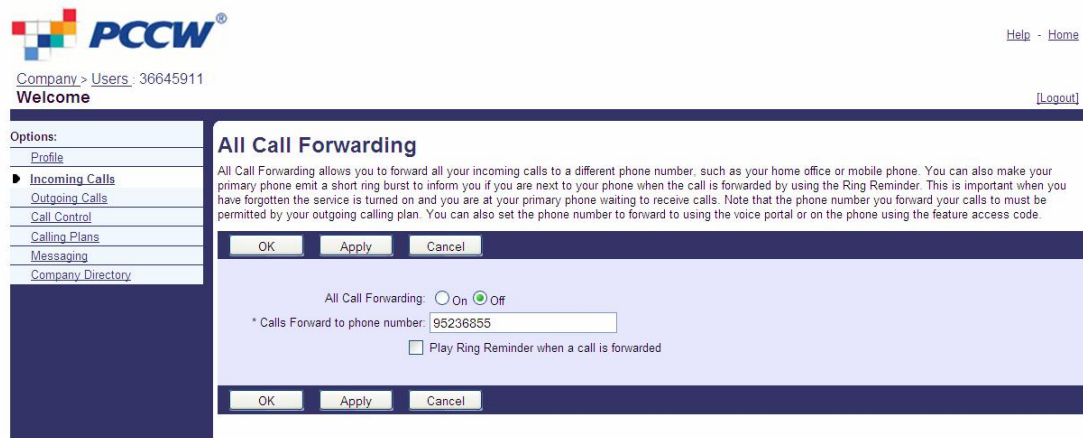
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
Accept calls when pre-defined criteria, such as phone number, are met.

Black List - Off
Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
Ring multiple phones sequentially when calls are received.

a) Click **All Call Forwarding**.



Company > Users : 36645911
Welcome

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

All Call Forwarding

All Call Forwarding allows you to forward all your incoming calls to a different phone number, such as your home office or mobile phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the phone number you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward to using the voice portal or on the phone using the feature access code.

OK Apply Cancel

All Call Forwarding: On Off

* Calls Forward to phone number:

Play Ring Reminder when a call is forwarded

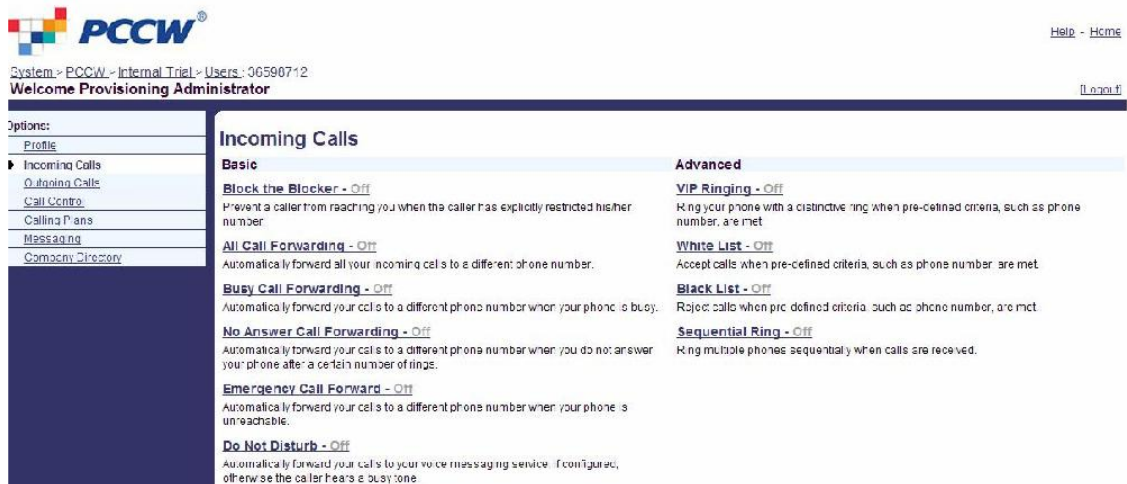
OK Apply Cancel

- Turn All Call Forwarding **On** or **Off**.
- Enter the **Phone Number** to which calls should be forwarded.
- Check the optional **“Play Ring Reminder when a call is forwarded”** box if needed.
- Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.3. Busy Call Forwarding

Busy Call Forwarding enables you to forward all incoming calls to a different phone number if your phone is busy.

- Follow 3.1 a) procedures.



System > PCCW - Internal Trial > Users : 36590712
Welcome Provisioning Administrator

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Incoming Calls

Basic

Block the Blocker - Off
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
Automatically forward your calls to your voice messaging service (if configured), otherwise the caller hears a busy tone.

Advanced

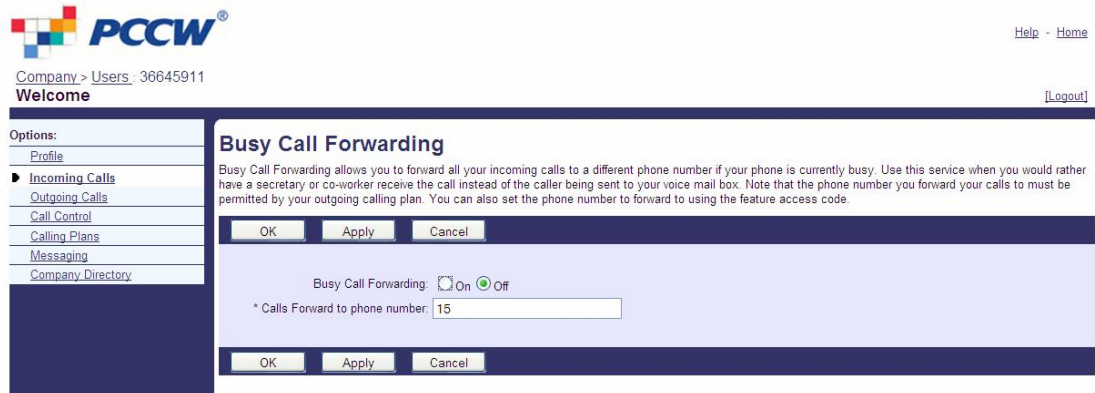
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
Accept calls when pre-defined criteria, such as phone number, are met.

Black List - Off
Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
Ring multiple phones sequentially when calls are received.

b) Click **Busy Call Forwarding**.



Company > Users : 36645911
Welcome

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Busy Call Forwarding

Busy Call Forwarding allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail box. Note that the phone number you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward to using the feature access code.

OK Apply Cancel

Busy Call Forwarding: On Off

* Calls Forward to phone number:

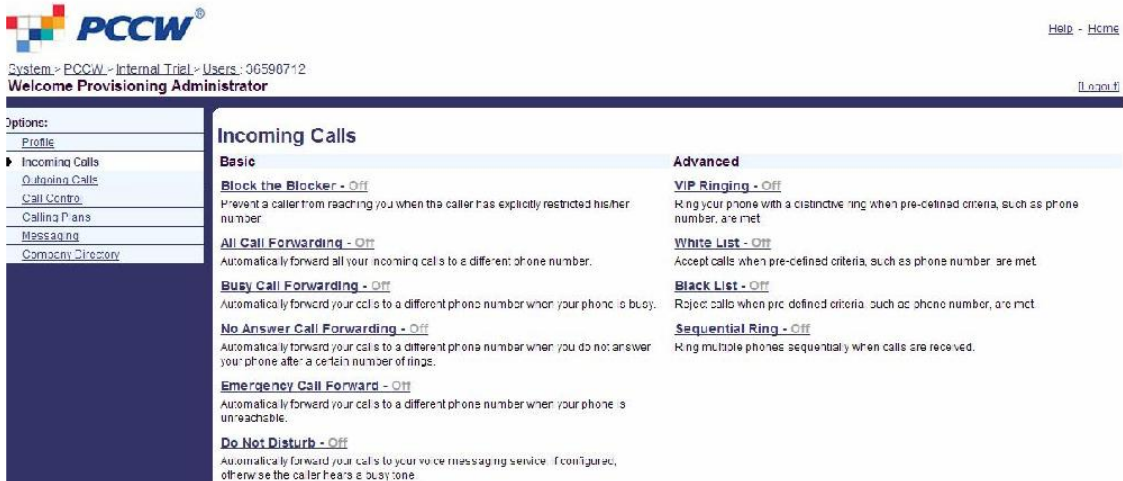
OK Apply Cancel

- c) Turn Busy Call Forwarding **On** or **Off**.
d) Enter the **Phone Number** to which calls should be forwarded.
e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.4. No Answer Call Forwarding

No Answer Call Forwarding enables you to forward all calls to a different phone number when you do not answer your phone.

- a) Follow 3.1 a) procedures.



System > PCCW - Internal Trial > Users : 36590712
Welcome Provisioning Administrator

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Centre](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Incoming Calls

Basic

Block the Blocker - Off
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
Automatically forward your calls to your voice messaging service (if configured), otherwise the caller hears a busy tone.

Advanced

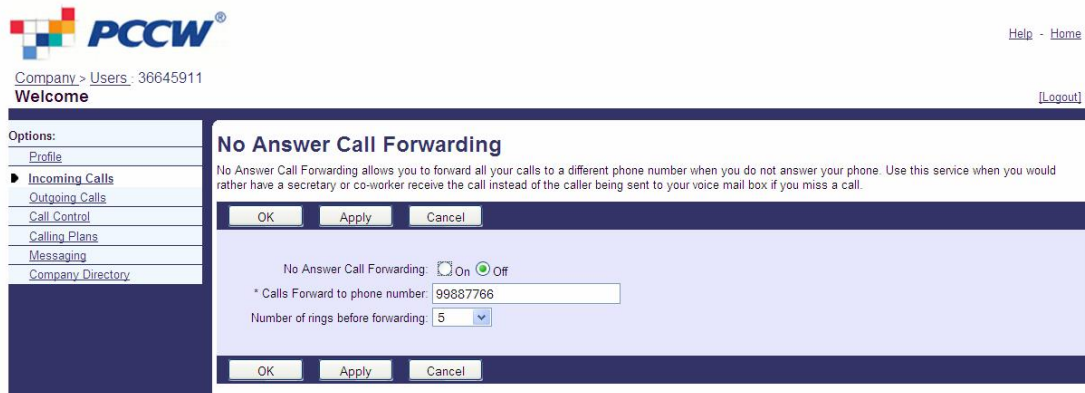
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
Accept calls when pre-defined criteria, such as phone number, are met.

Black List - Off
Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
Ring multiple phones sequentially when calls are received.

b) Click **No Answer Call Forwarding**.



Company > Users : 36645911
Welcome

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

No Answer Call Forwarding

No Answer Call Forwarding allows you to forward all your calls to a different phone number when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail box if you miss a call.

OK Apply Cancel

No Answer Call Forwarding: On Off

* Calls Forward to phone number:

Number of rings before forwarding:

OK Apply Cancel

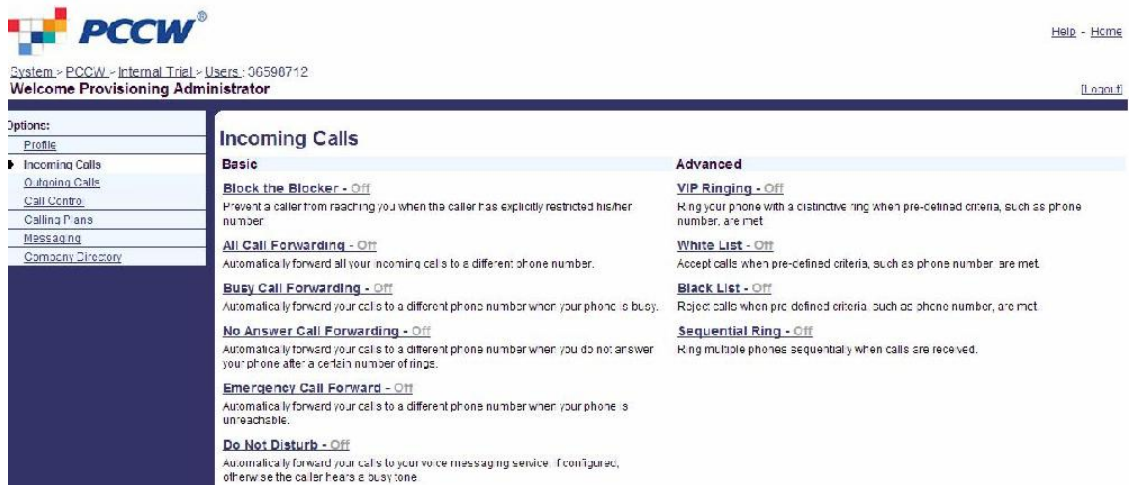
- c) Turn No Answer Call Forwarding **On** or **Off**.
- d) Enter the **Phone Number** to which calls should be forwarded.
- e) Select **Number of rings before forwarding**.
- f) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.5. Emergency Call Forwarding

Emergency Call Forwarding is a paid-for feature. To subscribe, please contact your PCCW account manager or ONE communications service hotline on 1833111.

Emergency Call Forwarding enables you to forward all your incoming calls to a different phone number when your device is not accessible via the telephone network.

- a) Follow 3.1 a) procedures.



System > PCCW - Internal Trial > Users: 36590712
Welcome Provisioning Administrator [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Incoming Calls

Basic

Block the Blocker - Off
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
Automatically forward your calls to your voice messaging service (if configured), otherwise the caller hears a busy tone.

Advanced

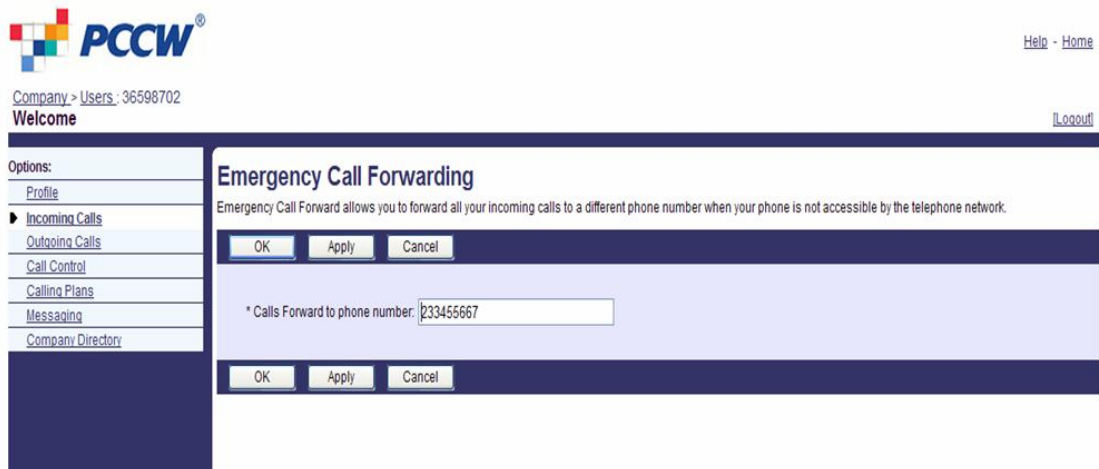
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
Accept calls when pre-defined criteria, such as phone number, are met.

Black List - Off
Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
Ring multiple phones sequentially when calls are received.

b) Click **Emergency Call Forwarding**.



Company > Users: 36590702
Welcome [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Emergency Call Forwarding

Emergency Call Forward allows you to forward all your incoming calls to a different phone number when your phone is not accessible by the telephone network.

OK Apply Cancel

* Calls Forward to phone number:

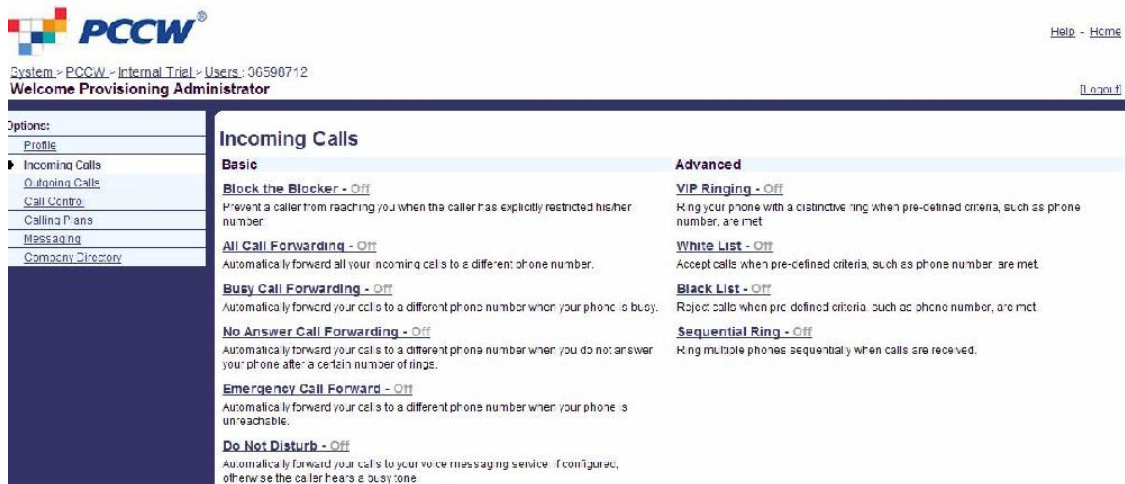
OK Apply Cancel

- c) Enter the **phone number** to which calls should be forwarded.
 d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.6. Do Not Disturb (DND)

Do not disturb enables you to send calls directly to your voice mailbox without your phone ringing. In addition, Ring Reminder makes your primary phone emit a short ring to inform you when a call is being sent to voicemail.

a) Follow 3.1 a) procedures.



The screenshot shows the 'Incoming Calls' configuration page in the PCCW Provisioning Administrator. The 'Do Not Disturb' option is listed under the 'Basic' settings, currently set to 'Off'. Other settings include 'Block the Blocker', 'All Call Forwarding', 'Busy Call Forwarding', 'No Answer Call Forwarding', 'Emergency Call Forward', and 'Do Not Disturb'.

b) Click **Do Not Disturb**.



The screenshot shows the 'Do Not Disturb' configuration page. The 'Do Not Disturb' option is turned 'On' (indicated by a green dot). The 'Play Ring Reminder when a call is blocked' checkbox is also checked. The page includes 'OK', 'Apply', and 'Cancel' buttons at the top and bottom.

c) Turn Do Not Disturb **On** or **Off**.

d) Select optional **Play Ring Reminder when a call is blocked**.

e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level

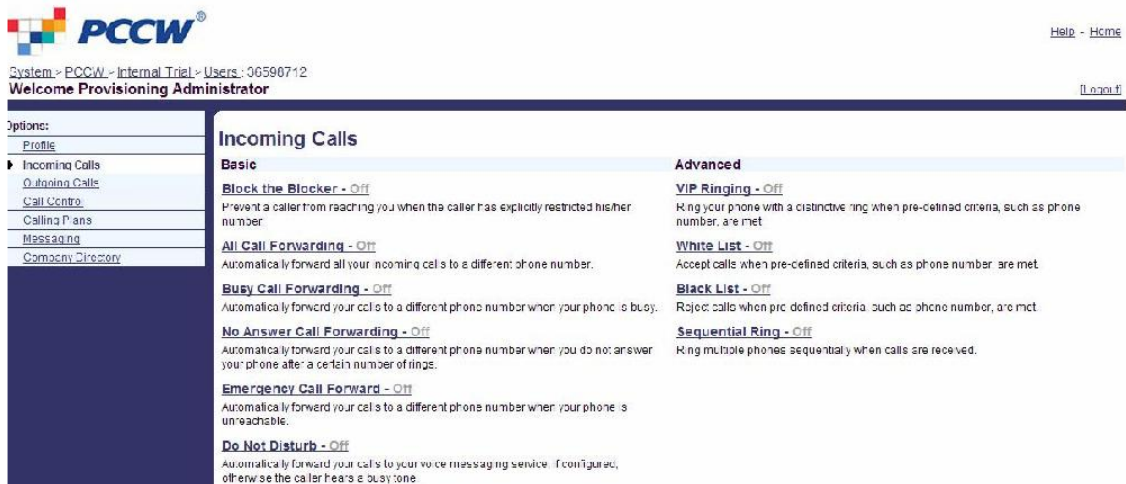
Note: When Do Not Disturb is turned On, incoming calls will follow the busy call-handling procedure and go to voicemail by default.

3.7. VIP Ringing

VIP Ringing enables you to make your phone use a different ringtone, based on your pre-defined criteria.

3.7.1. Add VIP Ringing Entry

a) Follow 3.1 a) procedures.



System: PCCW -> Internal Trial -> Users: 36590712
 Welcome Provisioning Administrator [Help](#) - [Home](#) [Logout](#)

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Incoming Calls

Basic

Block the Blocker - Off
 Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
 Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
 Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
 Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
 Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
 Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

Advanced

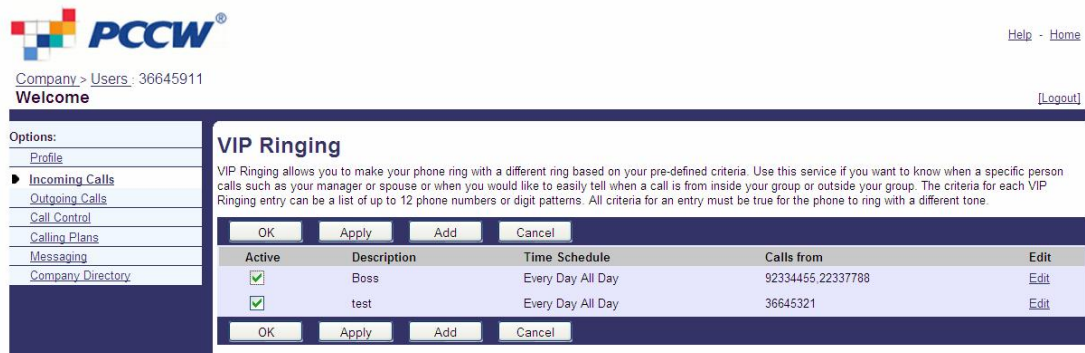
VIP Ringing - Off
 Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
 Accept calls when pre-defined criteria, such as phone number, are met.

Black List - Off
 Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
 Ring multiple phones sequentially when calls are received.

b) Click **VIP Ringing**.



Company: Users: 36645911
 Welcome [Help](#) - [Home](#) [Logout](#)

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

VIP Ringing

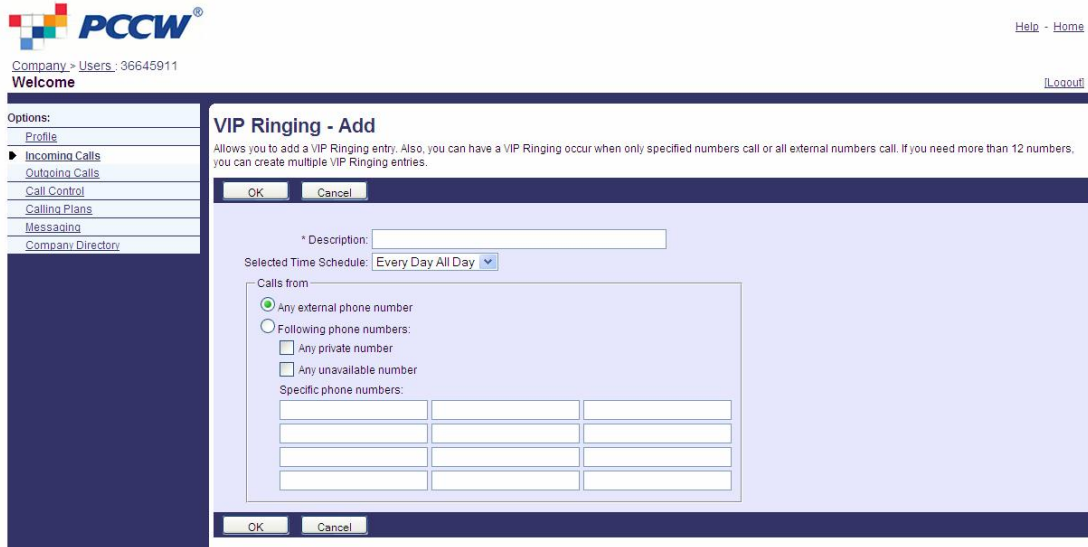
VIP Ringing allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each VIP Ringing entry can be a list of up to 12 phone numbers or digit patterns. All criteria for an entry must be true for the phone to ring with a different tone.

OK Apply Add Cancel

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	92334455,22337788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	36645321	Edit

OK Apply Add Cancel

c) Click **Add**.



VIP Ringing - Add

Allows you to add a VIP Ringing entry. Also, you can have a VIP Ringing occur when only specified numbers call or all external numbers call. If you need more than 12 numbers, you can create multiple VIP Ringing entries.

* Description:

Selected Time Schedule:

Calls from:

Any external phone number

Following phone numbers:

Any private number

Any unavailable number

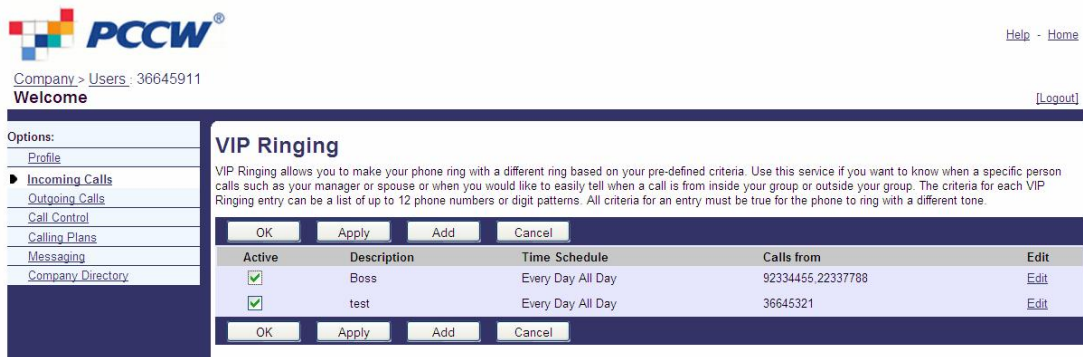
Specific phone numbers:

- d) Enter description for the entry.
- e) Select criteria for VIP Ringing.
- f) Enter phone numbers that will be included (if applicable).
- g) Click the **OK** button to save and go back to the previous level.

Note: Selecting "Any external phone number" will distinguish calls originating outside the company from internal calls.

3.7.2. Activate VIP Ringing Entry

- a) Follow 3.7.1 a) to b) procedures.



VIP Ringing

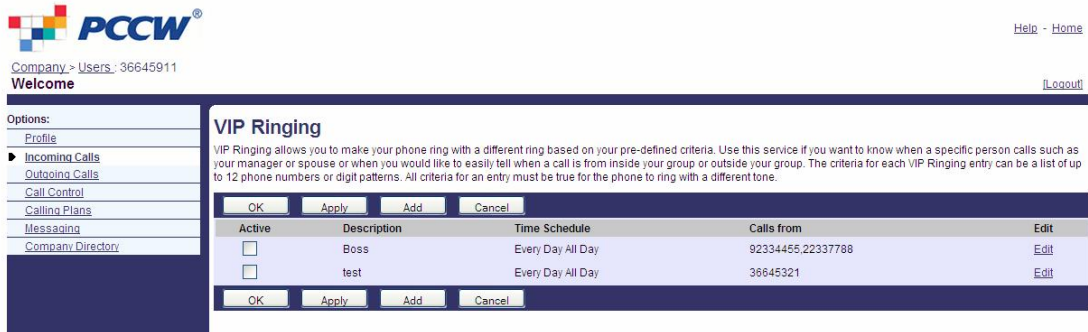
VIP Ringing allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each VIP Ringing entry can be a list of up to 12 phone numbers or digit patterns. All criteria for an entry must be true for the phone to ring with a different tone.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	92334455,22337788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	36645321	Edit

- b) To activate VIP Ringing Entry, check the **Active** box on VIP Ringing page.
- c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.7.3. Deactivate VIP Ringing Entry

- a) Follow 3.7.1 a) to b) procedures.



VIP Ringing

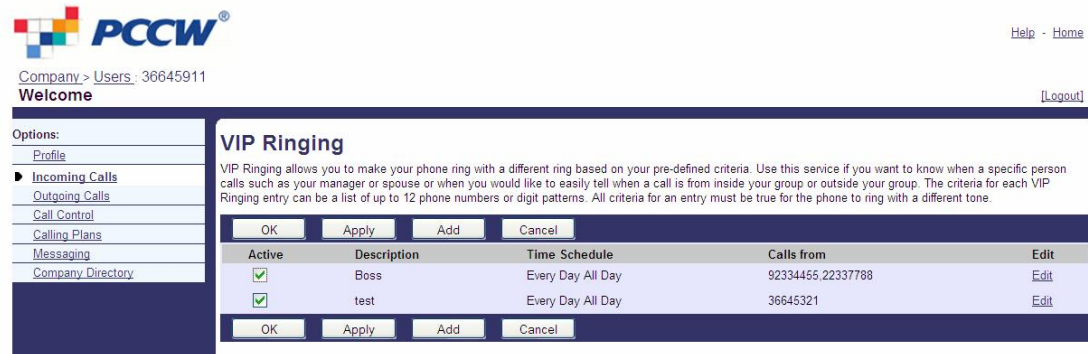
VIP Ringing allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each VIP Ringing entry can be a list of up to 12 phone numbers or digit patterns. All criteria for an entry must be true for the phone to ring with a different tone.

Active	Description	Time Schedule	Calls from	Edit
<input type="checkbox"/>	Boss	Every Day All Day	92334455,22337788	Edit
<input type="checkbox"/>	test	Every Day All Day	36645321	Edit

- b) To deactivate VIP Ringing Entry, uncheck the **Active** box on VIP Ringing page.
- c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.7.4. Modify VIP Ringing Entry

- a) Follow 3.7.1 a) to b) procedures.

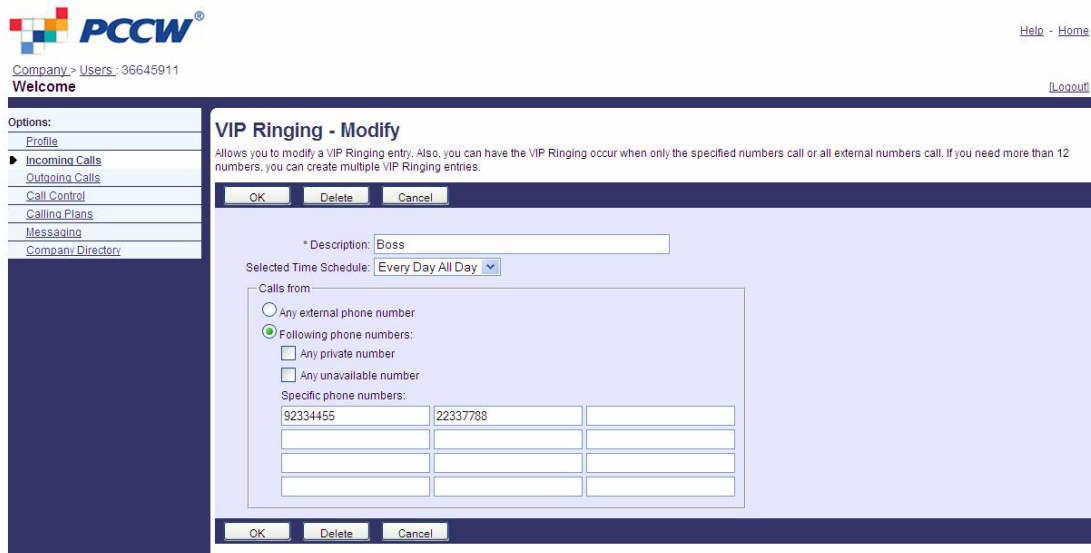


VIP Ringing

VIP Ringing allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each VIP Ringing entry can be a list of up to 12 phone numbers or digit patterns. All criteria for an entry must be true for the phone to ring with a different tone.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	92334455,22337788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	36645321	Edit

- b) Click **Edit** next to the entry that needs to be modified.



VIP Ringing - Modify

Allows you to modify a VIP Ringing entry. Also, you can have the VIP Ringing occur when only the specified numbers call or all external numbers call. If you need more than 12 numbers, you can create multiple VIP Ringing entries.

* Description:

Selected Time Schedule:

Calls from:

Any external phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

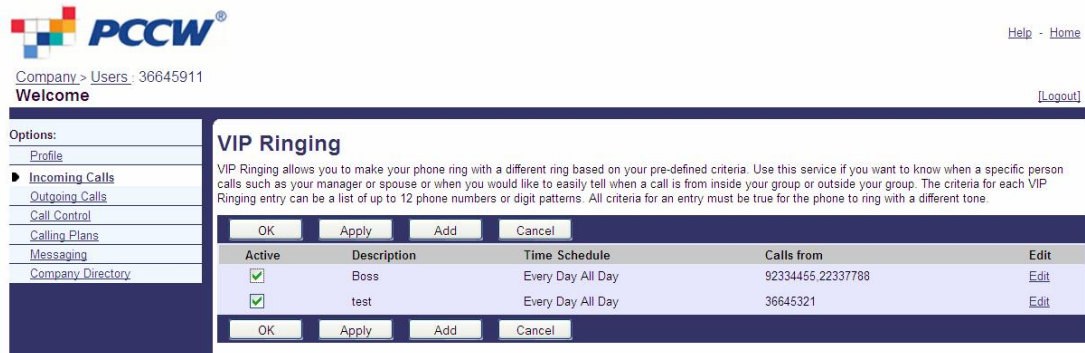
<input type="text" value="92334455"/>	<input type="text" value="22337788"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

- c) Edit description for the entry (if needed).
- d) Change criteria for VIP Ringing (if needed).
- e) Change phone numbers that will be included (if needed).

f) Click the **OK** button to save and go back to the previous level.

3.7.5. Delete VIP Ringing Entry

a) Follow 3.7.1 a) to b) procedures.



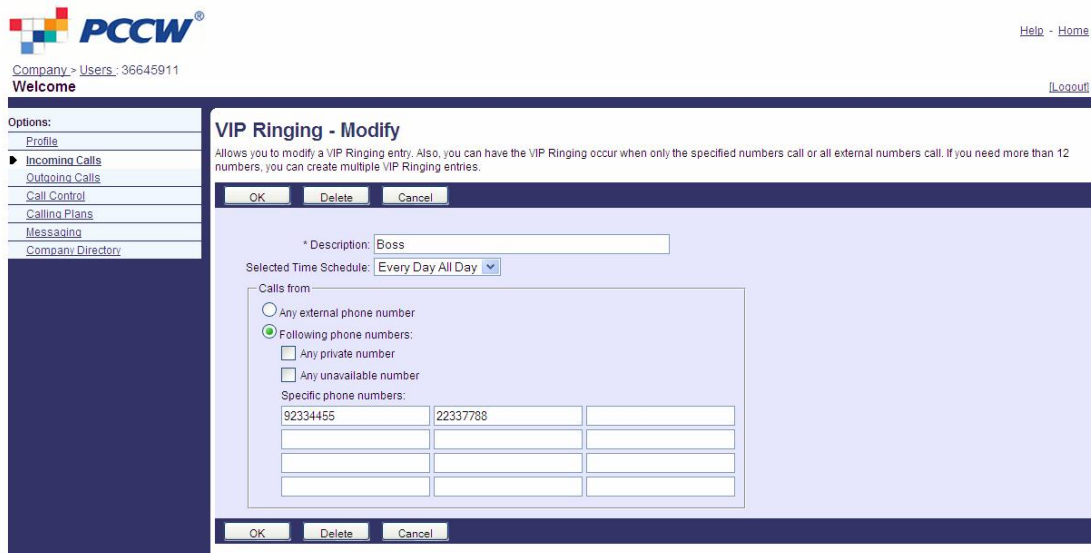
Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:
[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

VIP Ringing
 VIP Ringing allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each VIP Ringing entry can be a list of up to 12 phone numbers or digit patterns. All criteria for an entry must be true for the phone to ring with a different tone.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	92334455,22337788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	36645321	Edit

b) Click **Edit** next to the entry that needs to be modified.



Company > Users : 36645911
Welcome [\[Logout\]](#)

Options:
[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

VIP Ringing - Modify
 Allows you to modify a VIP Ringing entry. Also, you can have the VIP Ringing occur when only the specified numbers call or all external numbers call. If you need more than 12 numbers, you can create multiple VIP Ringing entries.

OK Delete Cancel

* Description:

Selected Time Schedule:

Calls from

Any external phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

<input type="text" value="92334455"/>	<input type="text" value="22337788"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Delete Cancel

c) Click the **Delete** button to delete and go back to the previous level.

Note: The delete action is not reversible.

3.8. White List

White List allows you to receive only calls that meet your pre-defined criteria.

3.8.1. Add White List Entry

a) Follow 3.1 a) procedures.



System > PCCW > Internal Trial > Users : 36590712
Welcome Provisioning Administrator

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Incoming Calls

Basic

Block the Blocker - Off
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

Advanced

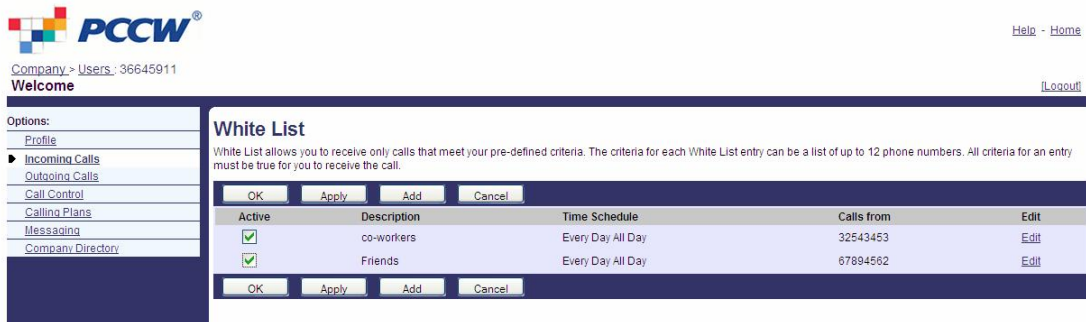
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
Accept calls when pre-defined criteria, such as phone number, are met.

Black List - Off
Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
Ring multiple phones sequentially when calls are received.

b) Click **White List**.



Company > Users : 36645911
Welcome

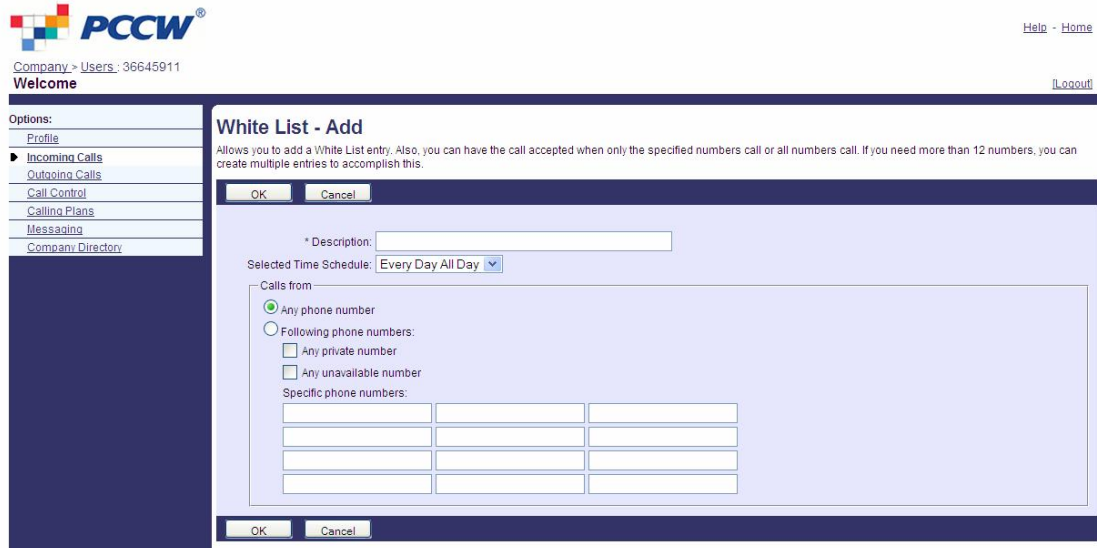
Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

White List

White List allows you to receive only calls that meet your pre-defined criteria. The criteria for each White List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true for you to receive the call.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	co-workers	Every Day All Day	32543453	Edit
<input checked="" type="checkbox"/>	Friends	Every Day All Day	67894562	Edit

c) Click **Add**.



Company > Users : 36645911
Welcome

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

White List - Add

Allows you to add a White List entry. Also, you can have the call accepted when only the specified numbers call or all numbers call. If you need more than 12 numbers, you can create multiple entries to accomplish this.

* Description:

Selected Time Schedule: **Every Day All Day**

Calls from:

Any phone number

Following phone numbers:

Any private number

Any unavailable number

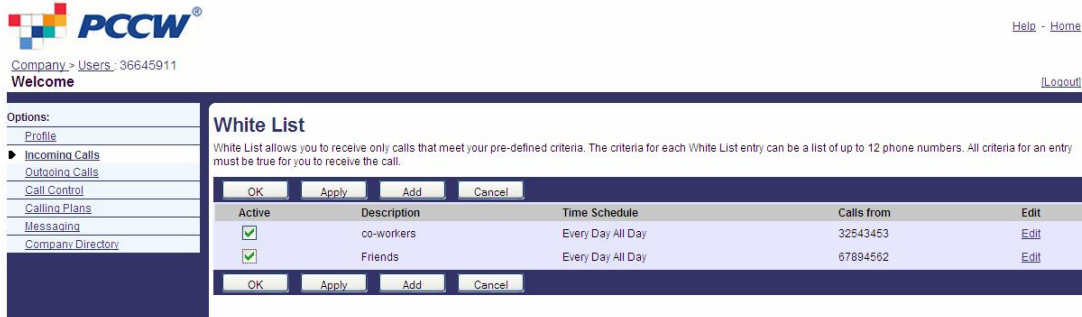
Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

- d) Enter description for the entry.
- e) Select criteria for the White List.
- f) Enter phone numbers that will be included (if applicable).
- g) Click the **OK** button to save and go back to the previous level.

3.8.2. Activate White List Entry

a) Follow 3.8.1 a) to b) procedures.



The screenshot shows the PCCW user interface for the White List configuration. On the left is a navigation menu with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, and Company Directory. The main content area is titled 'White List' and includes a brief description: 'White List allows you to receive only calls that meet your pre-defined criteria. The criteria for each White List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true for you to receive the call.' Below this is a table with columns for Active, Description, Time Schedule, Calls from, and Edit. Two entries are listed: 'co-workers' and 'Friends', both with the 'Active' checkbox checked. Buttons for OK, Apply, Add, and Cancel are visible at the top and bottom of the table.

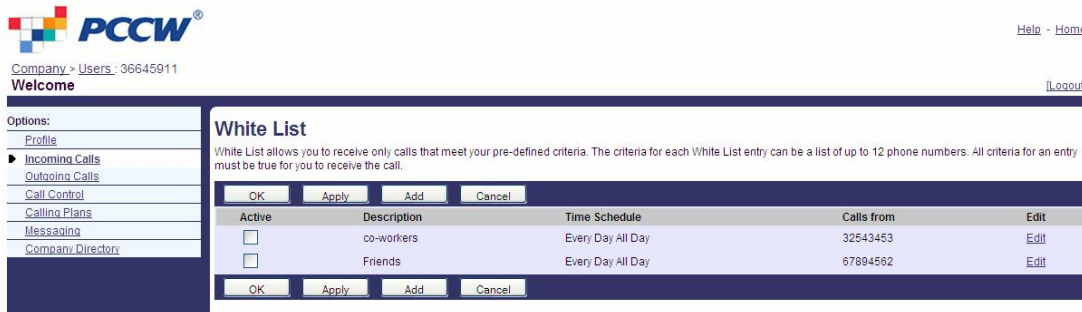
Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	co-workers	Every Day All Day	32543453	Edit
<input checked="" type="checkbox"/>	Friends	Every Day All Day	67894562	Edit

b) To activate White List Entry, check the **Active** box on White List page.

c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.8.3. Deactivate White List Entry

a) Follow 3.8.1 a) to b) procedures.



The screenshot shows the PCCW user interface for the White List configuration, similar to the previous one. However, the 'Active' checkboxes for both 'co-workers' and 'Friends' entries are now unchecked. The rest of the interface, including the navigation menu and table structure, remains the same.

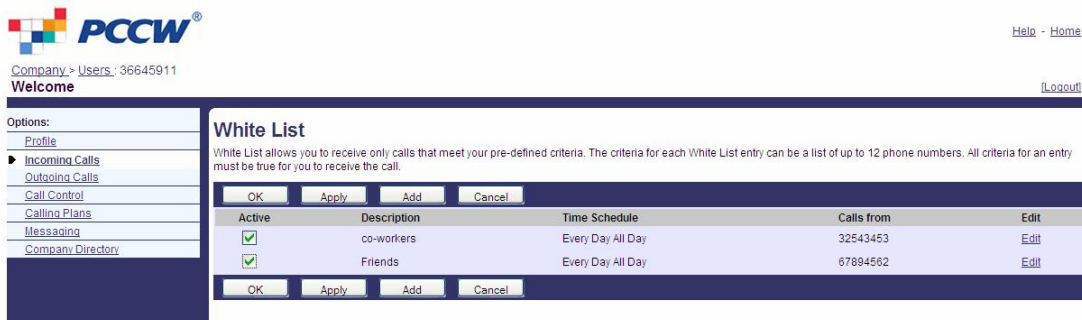
Active	Description	Time Schedule	Calls from	Edit
<input type="checkbox"/>	co-workers	Every Day All Day	32543453	Edit
<input type="checkbox"/>	Friends	Every Day All Day	67894562	Edit

b) To deactivate White List Entry, uncheck the **Active** box on White List page.

c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.8.4. Modify White List Entry

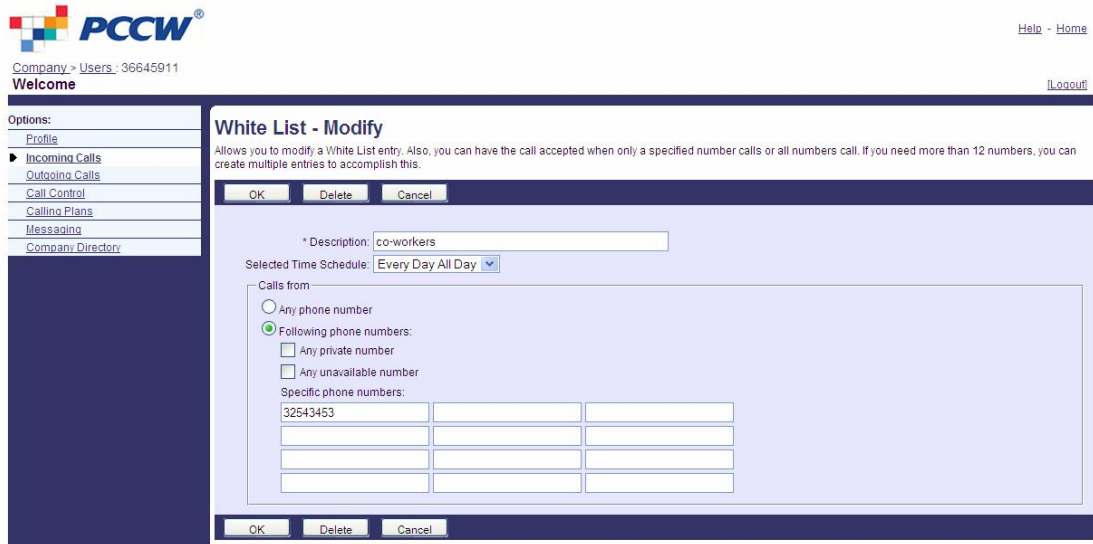
a) Follow 3.8.1 a) to b) procedures.



The screenshot shows the PCCW user interface for the White List configuration, identical to the previous one. The 'Active' checkboxes are checked, and the 'Edit' links are clearly visible next to each entry in the table.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	co-workers	Every Day All Day	32543453	Edit
<input checked="" type="checkbox"/>	Friends	Every Day All Day	67894562	Edit

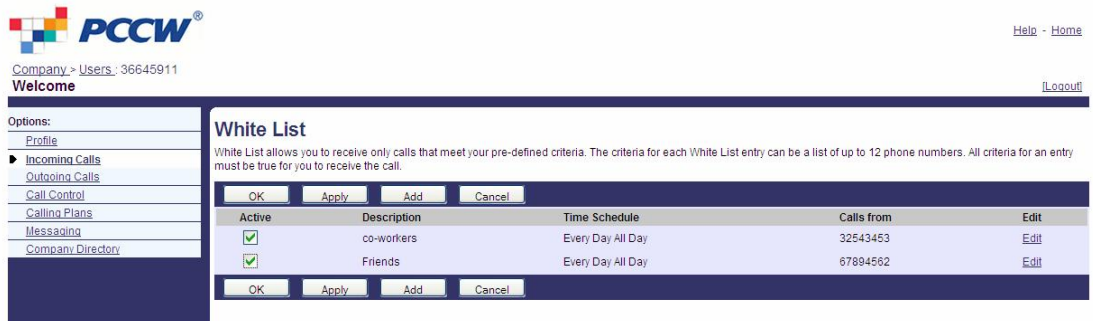
b) Click **Edit** next to the entry that needs to be modified.



- c) Edit description for the entry (if needed).
- d) Change criteria for the White List (if needed).
- e) Change phone numbers that will be included (if needed).
- f) Click the **OK** button to save and go back to the previous level.

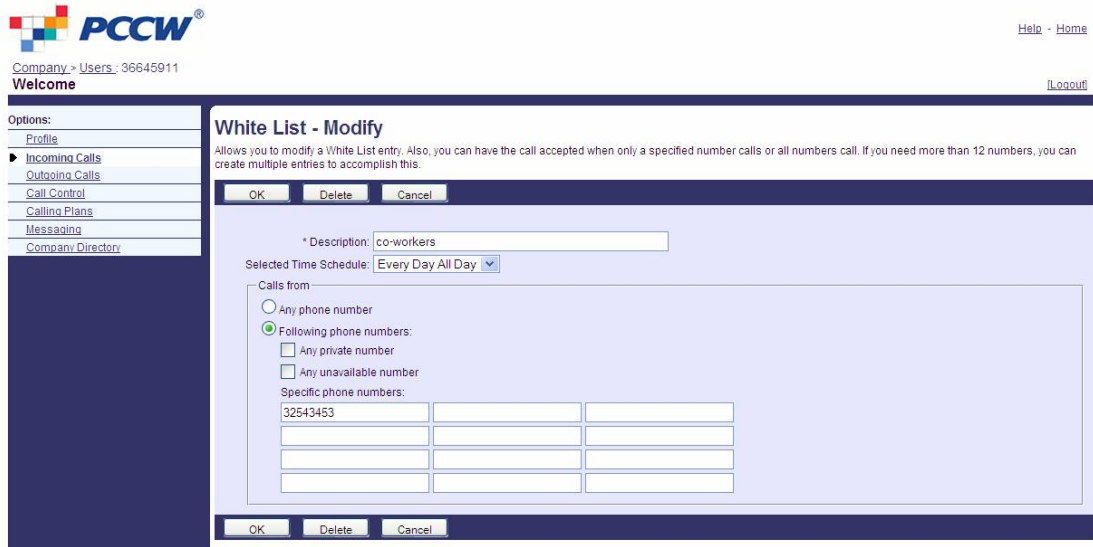
3.8.5. Delete White List Entry

a) Follow 3.8.1 a) to b) procedures.



Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	co-workers	Every Day All Day	32543453	Edit
<input checked="" type="checkbox"/>	Friends	Every Day All Day	67894562	Edit

- b) Click **Edit** next to the entry that needs to be modified.



The screenshot shows the 'White List - Modify' web interface. On the left is a navigation menu with options like Profile, Incoming Calls, and Outgoing Calls. The main content area has a title 'White List - Modify' and a description: 'Allows you to modify a White List entry. Also, you can have the call accepted when only a specified number calls or all numbers call. If you need more than 12 numbers, you can create multiple entries to accomplish this.' Below the description are 'OK', 'Delete', and 'Cancel' buttons. The form includes a '* Description:' field with 'co-workers', a 'Selected Time Schedule:' dropdown set to 'Every Day All Day', and a 'Calls from:' section with radio buttons for 'Any phone number' and 'Following phone numbers:'. Under 'Following phone numbers:', there are checkboxes for 'Any private number' and 'Any unavailable number', and a 'Specific phone numbers:' section with a table containing the number '32543453' in the first row.

c) Click the **Delete** button to delete the entry and go back to the previous level.

Note: The delete action is not reversible.

3.9. Black List

Black List enables you to reject calls that meet your pre-defined criteria.

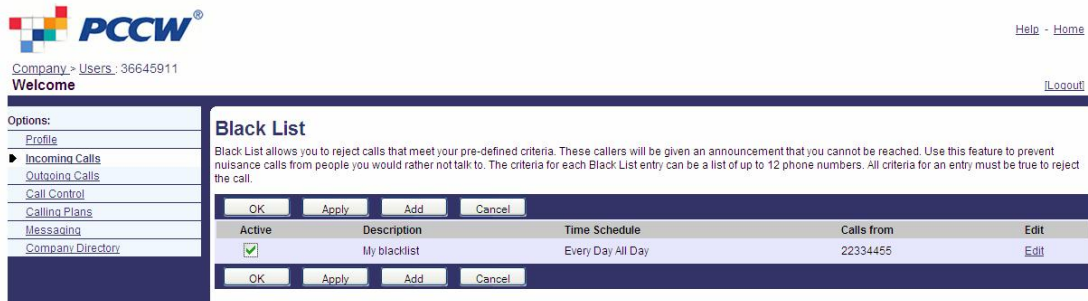
3.9.1. Add Black List Entry

a) Follow 3.1 a) procedures.



The screenshot shows the 'Incoming Calls' configuration page in the PCCW provisioning administrator. The left navigation menu is visible. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. Under 'Basic', there are several options, all currently set to 'Off': 'Block the Blocker', 'All Call Forwarding', 'Busy Call Forwarding', 'No Answer Call Forwarding', and 'Emergency Call Forward'. Under 'Advanced', there are also several options, all set to 'Off': 'VIP Ringing', 'White List', 'Black List', and 'Sequential Ring'. Each option has a brief description of its function.

b) Click **Black List**.



Company > Users : 36645911
 Welcome [Logout](#)

Options:
 Profile
 Incoming Calls
 Outgoing Calls
 Call Control
 Calling Plans
 Messaging
 Company Directory

Black List

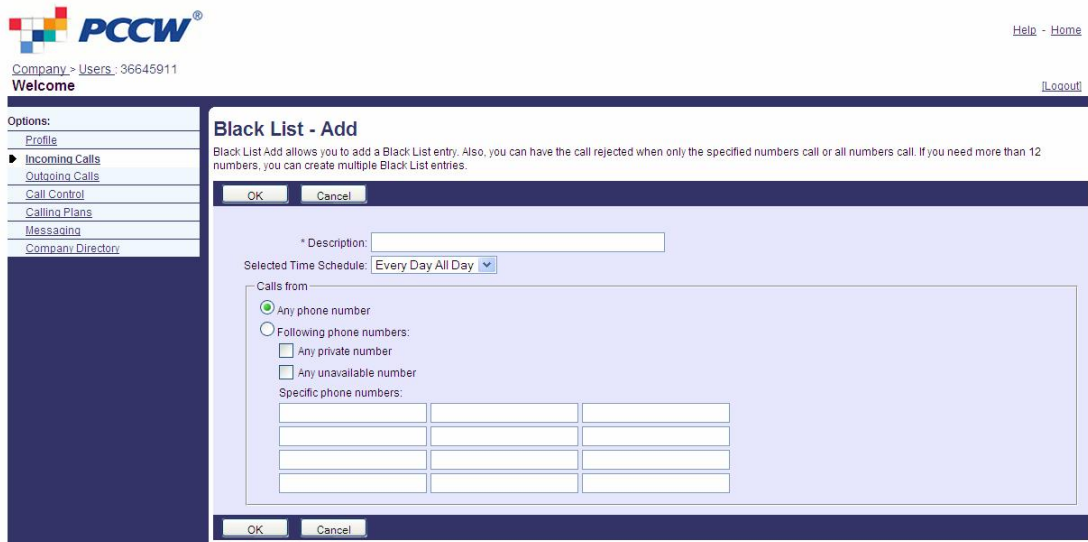
Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true to reject the call.

OK Apply Add Cancel

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	My blacklist	Every Day All Day	22334455	Edit

OK Apply Add Cancel

c) Click **Add**.



Company > Users : 36645911
 Welcome [Logout](#)

Options:
 Profile
 Incoming Calls
 Outgoing Calls
 Call Control
 Calling Plans
 Messaging
 Company Directory

Black List - Add

Black List Add allows you to add a Black List entry. Also, you can have the call rejected when only the specified numbers call or all numbers call. If you need more than 12 numbers, you can create multiple Black List entries.

OK Cancel

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

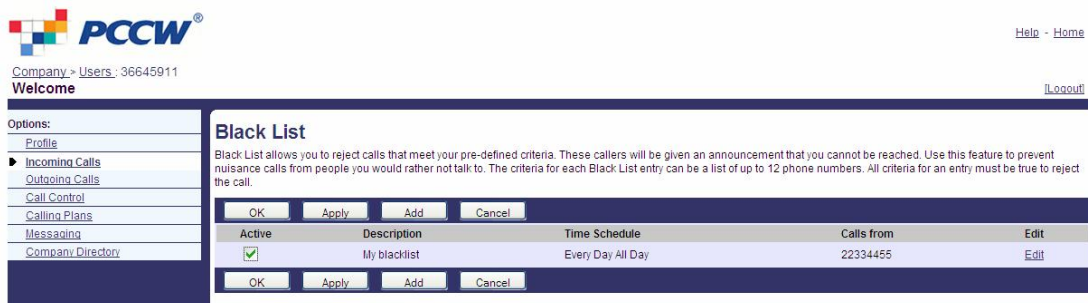
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Cancel

- d) Enter description for the entry.
- e) Select criteria for the Black List.
- f) Enter phone numbers that will be included (if applicable).
- g) Click the **OK** button to save and go back to the previous level.

3.9.2. Activate Black List Entry

- a) Follow 3.9.1 a) to b) procedures.



Company > Users : 36645911
 Welcome [Logout](#)

Options:
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 Incoming Calls
 Outgoing Calls
 Call Control
 Calling Plans
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 Company Directory

Black List

Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true to reject the call.

OK Apply Add Cancel

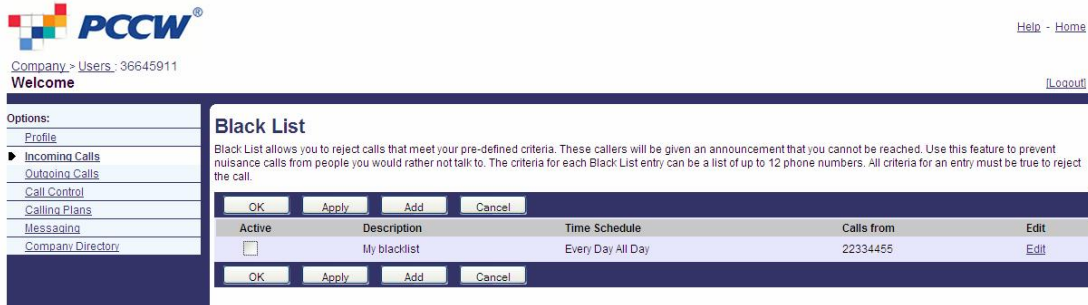
Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	My blacklist	Every Day All Day	22334455	Edit

OK Apply Add Cancel

- b) To activate Black List Entry, check the **Active** box on Black List page.
- c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.9.3. Deactivate Black List Entry

a) Follow 3.9.1 a) to b) procedures.



Company > Users : 36645911
Welcome [Logout](#)

Options:
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Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Black List

Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true to reject the call.

OK Apply Add Cancel

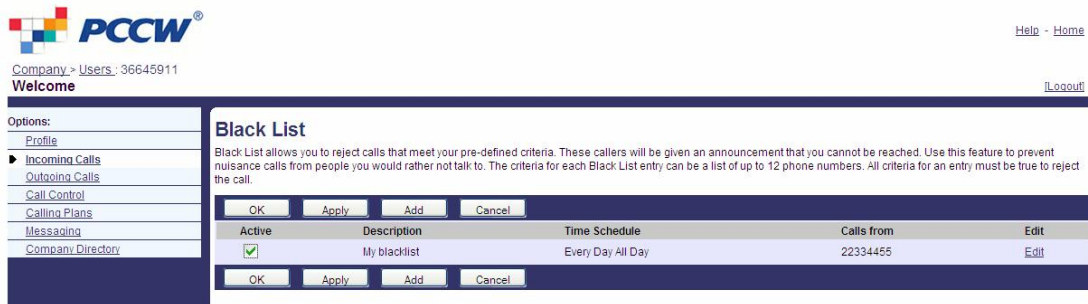
Active	Description	Time Schedule	Calls from	Edit
<input type="checkbox"/>	My blacklist	Every Day All Day	22334455	Edit

OK Apply Add Cancel

b) To deactivate Black List Entry, uncheck the **Active** box on Black List page.
 c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.9.4. Modify Black List Entry

a) Follow 3.9.1 a) to b) procedures.



Company > Users : 36645911
Welcome [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Black List

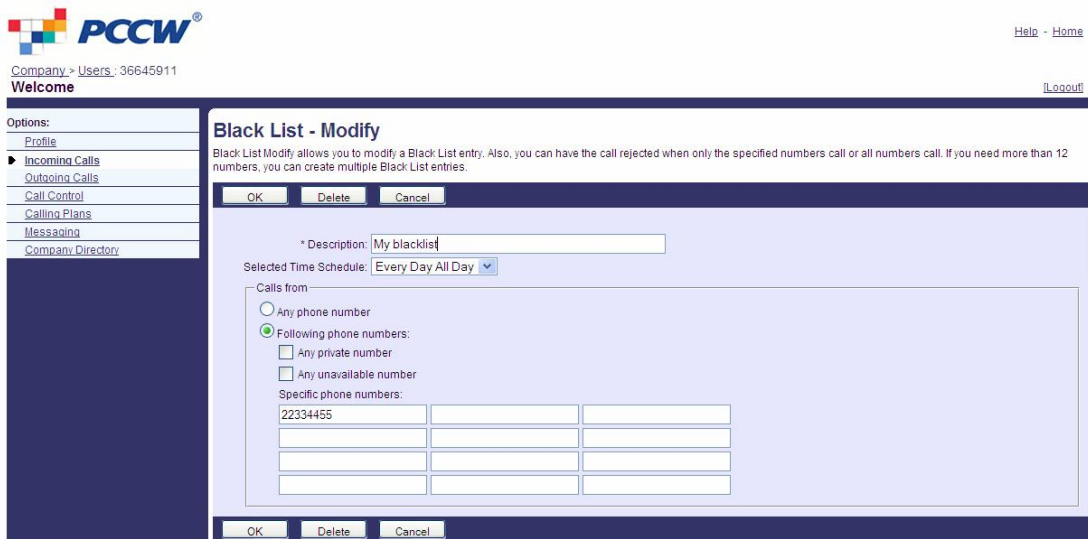
Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true to reject the call.

OK Apply Add Cancel

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	My blacklist	Every Day All Day	22334455	Edit

OK Apply Add Cancel

b) Click **Edit** next to the entry that needs to be modified.



Company > Users : 36645911
Welcome [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Messaging](#)
[Company Directory](#)

Black List - Modify

Black List Modify allows you to modify a Black List entry. Also, you can have the call rejected when only the specified numbers call or all numbers call. If you need more than 12 numbers, you can create multiple Black List entries.

OK Delete Cancel

* Description:

Selected Time Schedule:

Calls from:

Any phone number

Following phone numbers:

Any private number

Any unavailable number

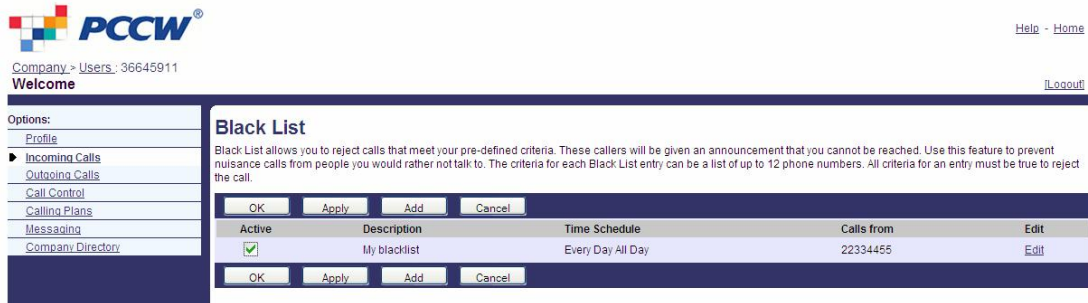
Specific phone numbers:

OK Delete Cancel

c) Edit description for the entry (if needed).
 d) Change criteria for the Black List (if needed).
 e) Change phone numbers that will be included (if needed).
 f) Click the **OK** button to save and go back to the previous level.

3.9.5. Delete Black List Entry

d) Follow 3.9.1 a) to b) procedures.

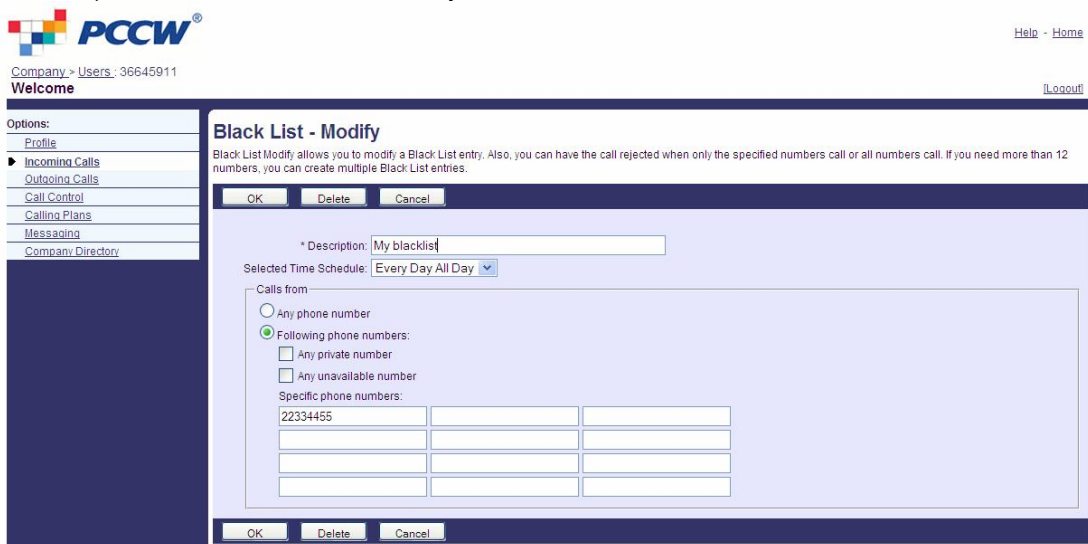


The screenshot shows the PCCW web portal interface. At the top left is the PCCW logo and the user's name 'Company > Users : 36645911'. On the right are links for 'Help - Home' and 'Logout'. A left-hand navigation menu lists options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, and Company Directory. The main content area is titled 'Black List'. It contains a descriptive paragraph: 'Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true to reject the call.' Below the text are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. A table lists the current entries:

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	My blacklist	Every Day All Day	22334455	Edit

At the bottom of the table are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

e) Click **Edit** next to the entry that needs to be modified.



The screenshot shows the 'Black List - Modify' interface. It includes the same header and navigation menu as the previous screenshot. The main content area is titled 'Black List - Modify' and contains a descriptive paragraph: 'Black List Modify allows you to modify a Black List entry. Also, you can have the call rejected when only the specified numbers call or all numbers call. If you need more than 12 numbers, you can create multiple Black List entries.' Below the text are buttons for 'OK', 'Delete', and 'Cancel'. The form fields are as follows:

- * Description:
- Selected Time Schedule:
- Calls from:
 - Any phone number
 - Following phone numbers:
 - Any private number
 - Any unavailable number
- Specific phone numbers:

<input type="text" value="22334455"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

At the bottom of the form are buttons for 'OK', 'Delete', and 'Cancel'.

f) Click the **Delete** button to delete the entry and go back to the previous level.

Note 1: The delete action is not reversible.

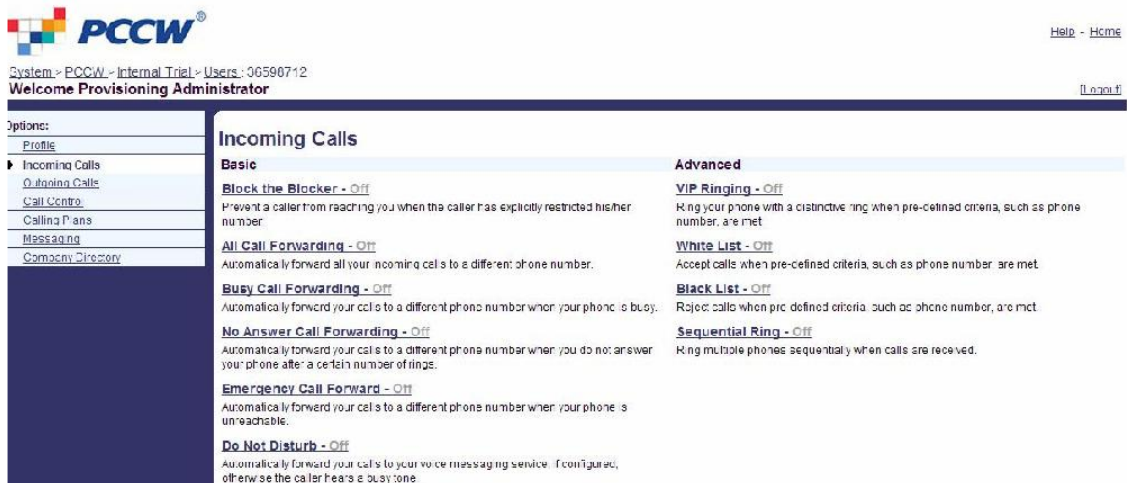
Note 2: If a phone number is included in BOTH the Black List and the White List, it will default to Black List performance.

3.10. Sequential Ring

Sequential Ring is a paid-for feature. To subscribe, please contact your PCCW account manager or **ONE communications service hotline on 1833111.**

Sequential Ring enables you to sequentially ring up to 5 locations in addition to the base location phone (desk phone) according to a specified number of rings.

a) Follow 3.1 a) procedures.



System > PCCW > Internal Trial > Users : 36590712
Welcome Provisioning Administrator

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Incoming Calls

Basic

Block the Blocker - Off
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - Off
Automatically forward your calls to a different phone number when your phone is busy.

No Answer Call Forwarding - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Emergency Call Forward - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off
Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

Advanced

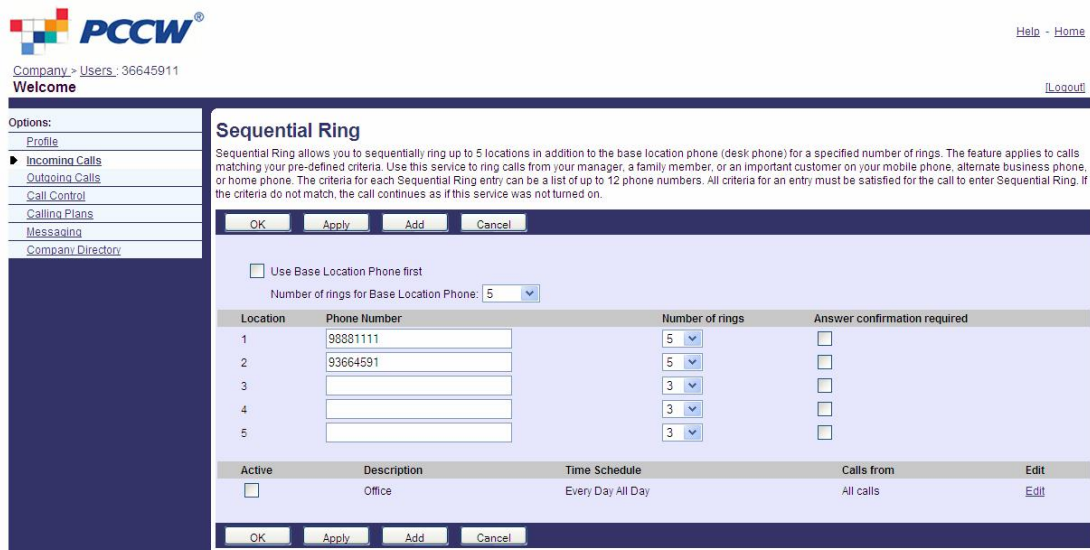
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

White List - Off
Accept calls when pre-defined criteria, such as phone number are met.

Black List - Off
Reject calls when pre-defined criteria, such as phone number, are met.

Sequential Ring - Off
Ring multiple phones sequentially when calls are received.

b) Click **Sequential Ring**.



Company > Users : 36645911
Welcome

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Company Directory

Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location phone (desk phone) for a specified number of rings. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your mobile phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers. All criteria for an entry must be satisfied for the call to enter Sequential Ring. If the criteria do not match, the call continues as if this service was not turned on.

OK Apply Add Cancel

Use Base Location Phone first
Number of rings for Base Location Phone: 5

Location	Phone Number	Number of rings	Answer confirmation required
1	98881111	5	<input type="checkbox"/>
2	93664591	5	<input type="checkbox"/>
3		3	<input type="checkbox"/>
4		3	<input type="checkbox"/>
5		3	<input type="checkbox"/>

Active	Description	Time Schedule	Calls from	Edit
<input type="checkbox"/>	Office	Every Day All Day	All calls	Edit

OK Apply Add Cancel

3.10.1. Add Sequential Ring Entry

a) Click **Add** on the Sequential Ring page.

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Messaging](#)
- [Company Directory](#)

Sequential Ring - Add

Allows you to add a sequential ring entry. Specify the time schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time periods, you can create multiple sequential ring entries.

OK Cancel

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Cancel

- b) Enter description for the entry
- c) Select criteria for the calls that will follow the Sequential Ring.
- d) Enter phone numbers that will be included (if applicable).
- e) Click the **OK** button to save and go back to the previous level.

3.10.2. Activate Sequential Ring Entry

- a) On the Sequential Ring page, select whether your desk phone (base location phone) will ring first.

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Messaging](#)
- [Company Directory](#)

Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location phone (desk phone) for a specified number of rings. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, a family member, or an important customer on your mobile phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers. All criteria for an entry must be satisfied for the call to enter Sequential Ring. If the criteria do not match, the call continues as if this service was not turned on.

OK Apply Add Cancel

Use Base Location Phone first

Number of rings for Base Location Phone:

Location	Phone Number	Number of rings	Answer confirmation required
1	<input type="text" value="992668606"/>	<input type="text" value="5"/>	<input type="checkbox"/>
2	<input type="text" value="936645915"/>	<input type="text" value="3"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Office	Every Day All Day	All calls	Edit

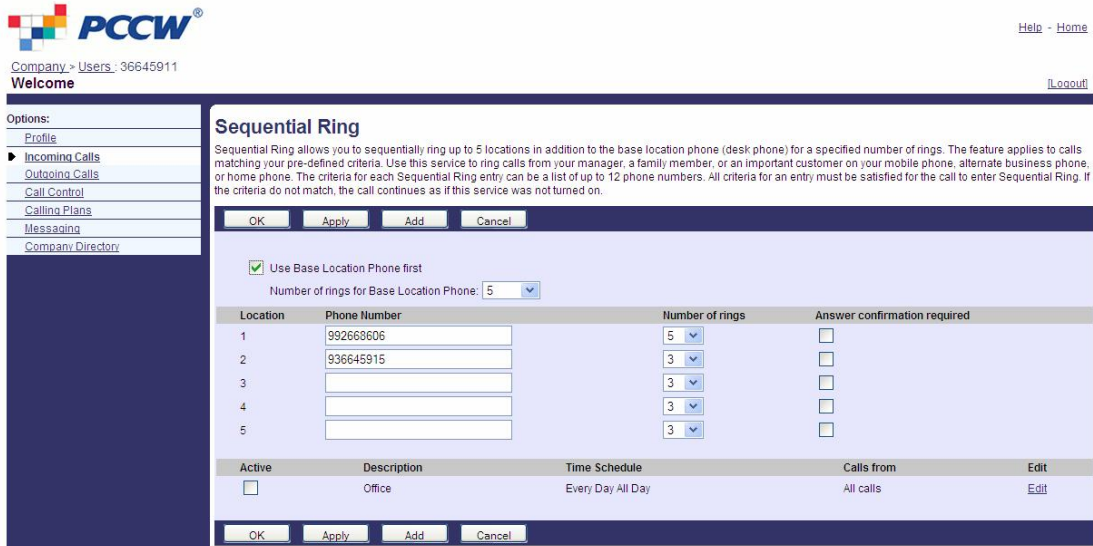
OK Apply Add Cancel

- b) Select number of rings at your desk phone (base location phone).
- c) Select whether to allow the caller to continue the search sequence if your desk phone (base location phone) is busy.
- d) Select whether to allow the caller to interrupt the search sequence and go to voicemail.
- e) Enter the phone number (up to 5 phone numbers) in the desired ringing sequence.

- f) To activate Sequential Entry, check the **Active** box next to the Sequential Ring entry.
- g) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.10.3. Deactivate Sequential Ring Entry

- a) To deactivate Sequential Ring Entry, uncheck the **Active** box next to the Sequential Ring Entry on Sequential Ring page.



Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location phone (desk phone) for a specified number of rings. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your mobile phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers. All criteria for an entry must be satisfied for the call to enter Sequential Ring. If the criteria do not match, the call continues as if this service was not turned on.

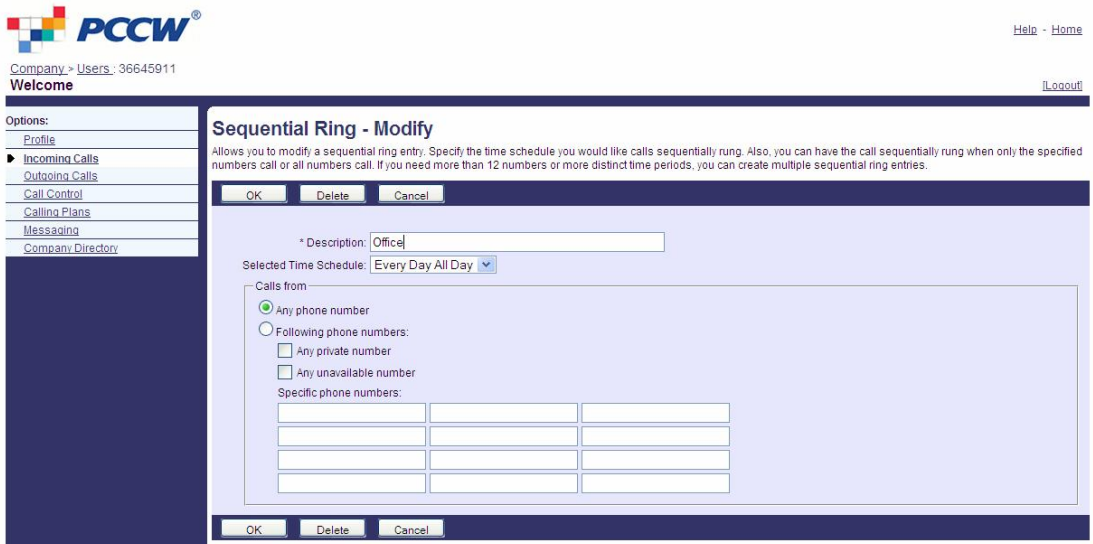
Location	Phone Number	Number of rings	Answer confirmation required
1	992668606	5	<input type="checkbox"/>
2	936645915	3	<input type="checkbox"/>
3		3	<input type="checkbox"/>
4		3	<input type="checkbox"/>
5		3	<input type="checkbox"/>

Active	Description	Time Schedule	Calls from	Edit
<input type="checkbox"/>	Office	Every Day All Day	All calls	Edit

- b) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.10.4. Modify Sequential Ring Entry

- a) On the Sequential Ring page, click **Edit** next to the entry that needs to be modified.



Sequential Ring - Modify

Allows you to modify a sequential ring entry. Specify the time schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time periods, you can create multiple sequential ring entries.

* Description:

Selected Time Schedule:

Calls from:

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

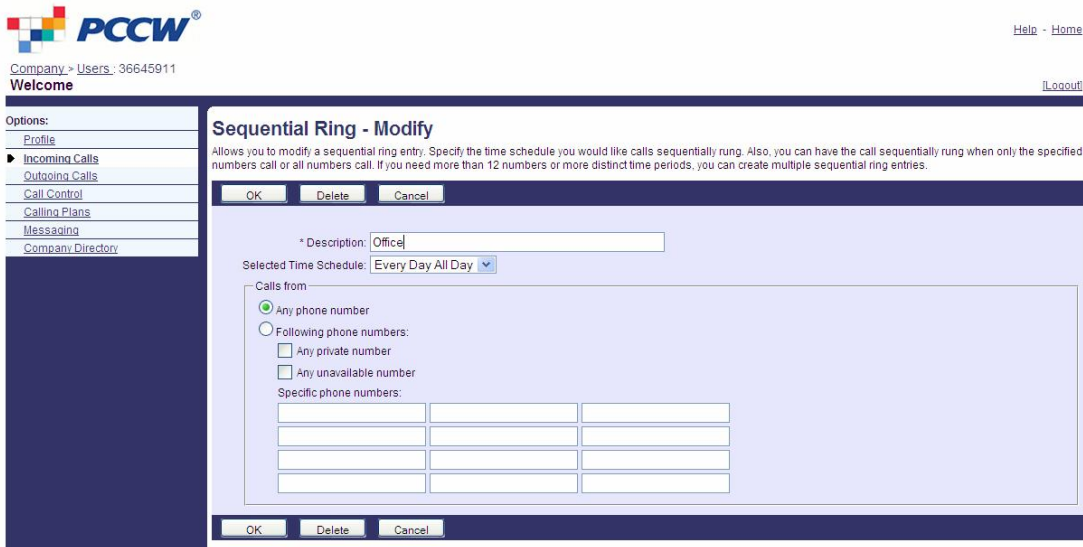
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

- b) Edit description for the entry (if needed).

- c) Change criteria for the Sequential Ring Entry (if needed).
- d) Change phone numbers that will be included (if needed).
- e) Click the **OK** button to save and go back to the previous level.

3.10.5. Delete Sequential Ring Entry

- a) On Sequential Ring page, click **Edit** next to the entry that needs to be deleted.



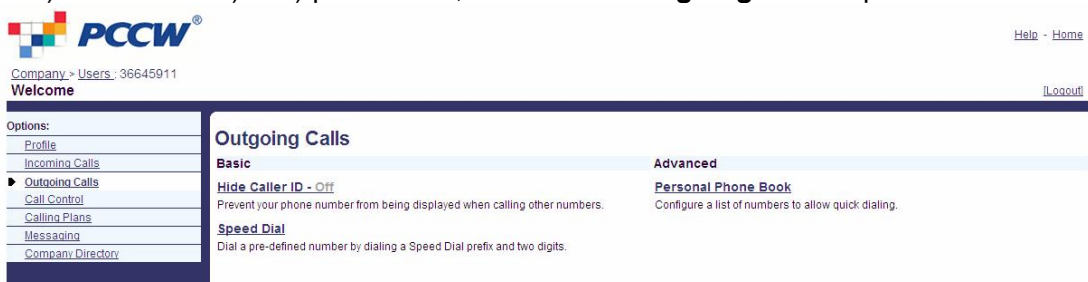
- b) Click the **Delete** button to delete the entry and go back to the previous level.

Note: The delete action is not reversible.

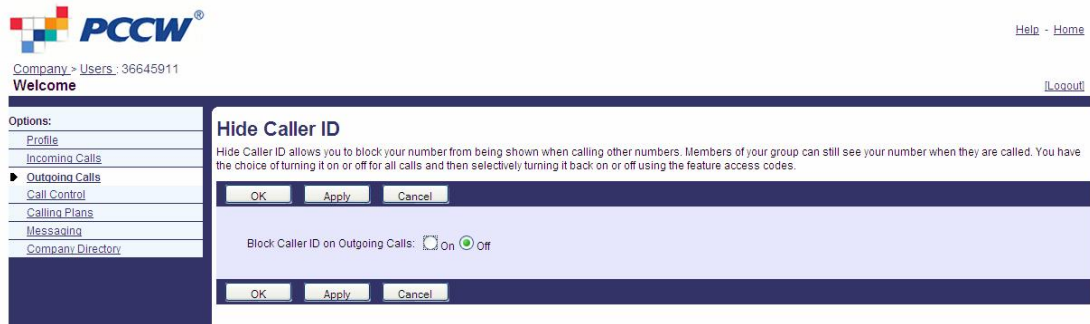
3.11. Hide Caller ID

Hide Caller ID enables you to block your number from being shown when calling other numbers.

- a) Follow 2.1 a) to c) procedures, then select “**Outgoing Calls**” option.



- b) Click **Hide Caller ID**.



- c) Turn **Hide Caller ID** *On* or *Off*.
- d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.12. Speed Dial

Speed Dial enables you to set up to 100 speed-dial phone numbers that can be called by pushing a few buttons.

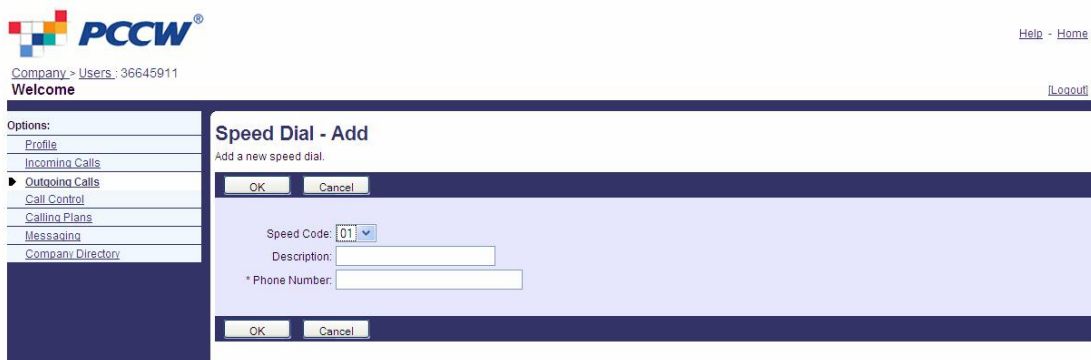
3.12.1. Add Speed Dial Entry

- a) Follow 3.11 a) procedures, then click **Speed Dial**.



Delete	Speed Code	Phone Number	Description	Edit
<input type="checkbox"/>	00	23456789	Mom	Edit
<input type="checkbox"/>	11	93456789	Andy Tam	Edit

- b) Click **Add**.



- c) Choose Speed Dial Code (from 00 to 99).
- d) Enter description for the entry.
- e) Enter phone number.
- f) Click the **OK** button to save and go back to the previous level.

3.12.2. Modify Speed Dial Entry

a) Follow 3.11 a) procedures, then click **Speed Dial**.

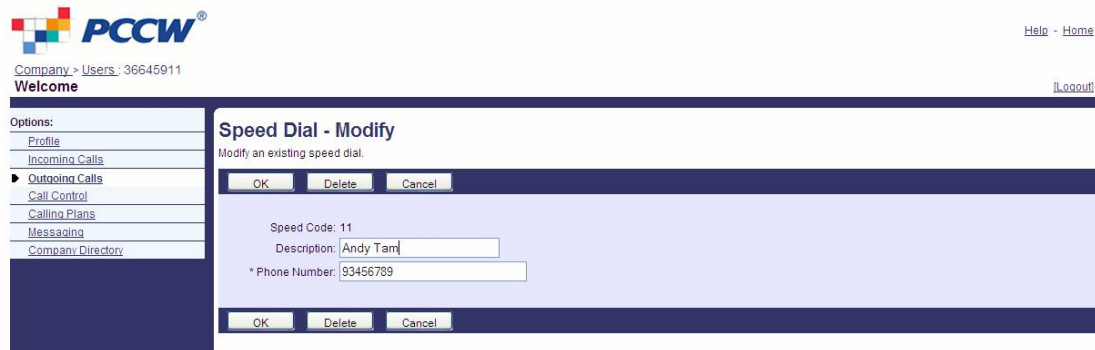


The screenshot shows the PCCW user interface for Speed Dial configuration. The left sidebar contains navigation options: Profile, Incoming Calls, Outgoing Calls (selected), Call Control, Calling Plans, Messaging, and Company Directory. The main content area is titled "Speed Dial" and includes a description: "Speed Dial allows you to set up to 100 speed dial phone numbers that can be called with the push of a few buttons. Enter the number as you would normally dial it and then just hit the speed code prefix and number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial." Below the description are buttons for "OK", "Apply", "Add", and "Cancel". A section for "Speed Dial Dialing Prefix: **" is followed by a table of existing entries:

Delete	Speed Code	Phone Number	Description	Edit
<input type="checkbox"/>	00	23456789	Mom	Edit
<input type="checkbox"/>	11	93456789	Andy Tam	Edit

At the bottom of the table are buttons for "OK", "Apply", "Add", and "Cancel".

b) Click **Edit** next to the entry that needs to be modified.



The screenshot shows the "Speed Dial - Modify" page. The left sidebar is the same as in the previous screenshot. The main content area is titled "Speed Dial - Modify" and includes the instruction: "Modify an existing speed dial." Below this are buttons for "OK", "Delete", and "Cancel". The form contains the following fields:

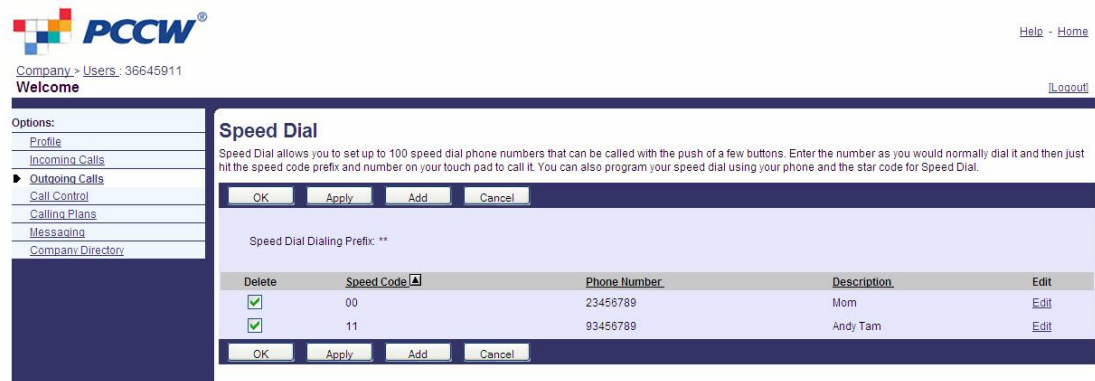
- Speed Code: 11
- Description:
- * Phone Number:

At the bottom of the form are buttons for "OK", "Delete", and "Cancel".

- c) Edit description for the entry (if needed).
- d) Change phone number (if needed).
- e) Click the **OK** button to save and go back to the previous level.

3.12.3. Delete Speed Dial Entry

a) Follow 3.11 a) procedures, then click **Speed Dial**.



The screenshot shows the PCCW user interface for Speed Dial configuration. The left sidebar is the same as in the previous screenshots. The main content area is titled "Speed Dial" and includes the same description as before. Below the description are buttons for "OK", "Apply", "Add", and "Cancel". A section for "Speed Dial Dialing Prefix: **" is followed by a table of existing entries:

Delete	Speed Code	Phone Number	Description	Edit
<input checked="" type="checkbox"/>	00	23456789	Mom	Edit
<input checked="" type="checkbox"/>	11	93456789	Andy Tam	Edit

At the bottom of the table are buttons for "OK", "Apply", "Add", and "Cancel".

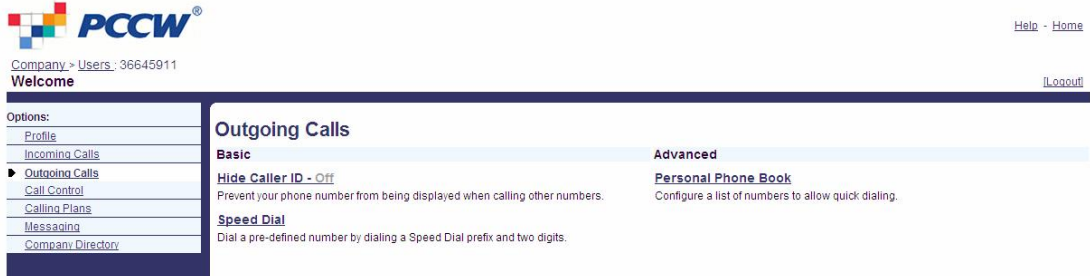
- b) Check the **Delete** box next to the entry that needs to be deleted.
- c) Click the **Apply** button to delete or click the **OK** button to delete and go back to the previous level.

Note: The delete action is not reversible.

3.13. Personal Phone Book

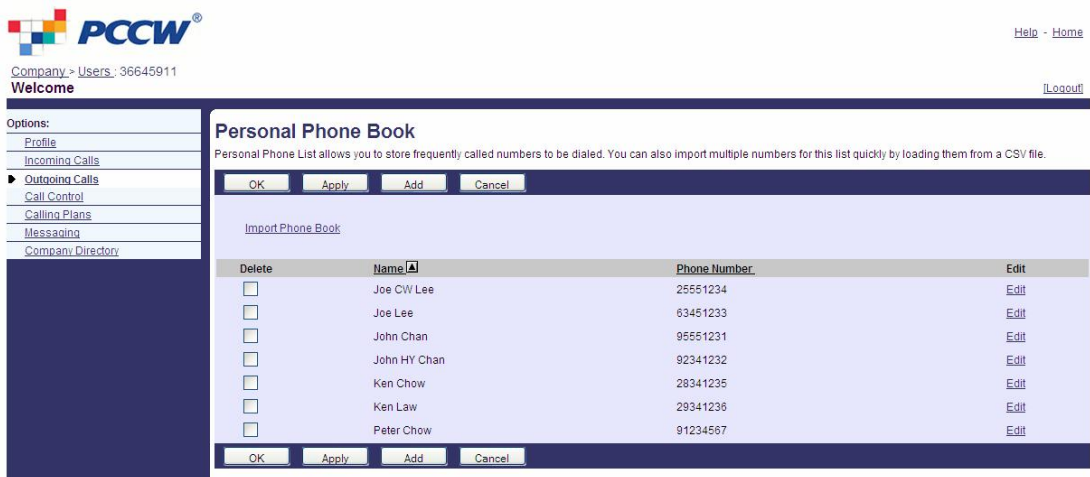
3.13.1. Add contact to Personal Phone Book

a) Follow 3.11 a) procedures.



The screenshot shows the 'Outgoing Calls' settings page. On the left is a navigation menu with 'Personal Phone Book' highlighted. The main content area has two tabs: 'Basic' and 'Advanced'. The 'Advanced' tab is selected, showing the 'Personal Phone Book' section with the instruction: 'Configure a list of numbers to allow quick dialing.'

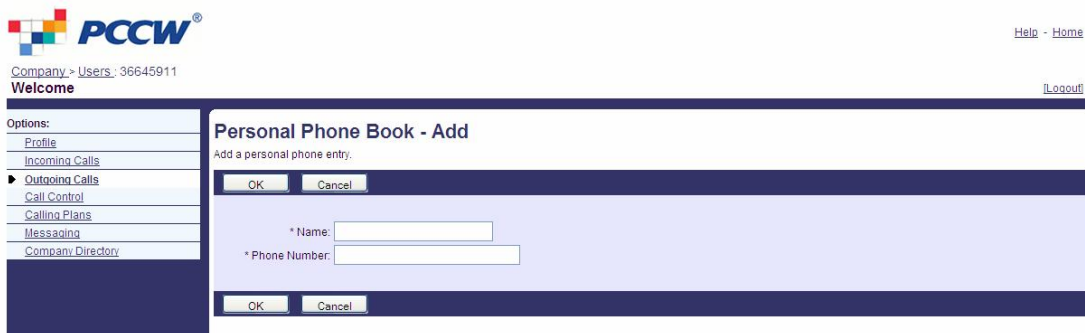
b) Click **Personal Phone Book**.



The screenshot shows the 'Personal Phone Book' list page. It features a table with columns for 'Delete', 'Name', 'Phone Number', and 'Edit'. The table contains the following data:

Delete	Name	Phone Number	Edit
<input type="checkbox"/>	Joe CW Lee	25551234	Edit
<input type="checkbox"/>	Joe Lee	63451233	Edit
<input type="checkbox"/>	John Chan	95551231	Edit
<input type="checkbox"/>	John HY Chan	92341232	Edit
<input type="checkbox"/>	Ken Chow	28341235	Edit
<input type="checkbox"/>	Ken Law	29341236	Edit
<input type="checkbox"/>	Peter Chow	91234567	Edit

c) Click **Add**.



The screenshot shows the 'Personal Phone Book - Add' form. It contains two input fields: '* Name:' and '* Phone Number:'. Below the fields are 'OK' and 'Cancel' buttons.

d) Enter name of contact.

e) Enter phone number.

f) Click the **OK** button to save and go back to the previous level.

3.13.2. Modify contact in Personal Phone Book.

a) Follow 3.13.1 a) to b) procedures.



Company > Users : 36645911 [Help - Home](#)

Welcome [Logout](#)

Options:

- Profile
- Incoming Calls
- ▶ **Outgoing Calls**
- Call Control
- Calling Plans
- Messaging
- Company Directory

Personal Phone Book

Personal Phone List allows you to store frequently called numbers to be dialed. You can also import multiple numbers for this list quickly by loading them from a CSV file.

OK Apply Add Cancel

Import Phone Book

Delete	Name	Phone Number	Edit
<input type="checkbox"/>	Joe CW Lee	25551234	Edit
<input type="checkbox"/>	Joe Lee	63451233	Edit
<input type="checkbox"/>	John Chan	95551231	Edit
<input type="checkbox"/>	John HY Chan	92341232	Edit
<input type="checkbox"/>	Ken Chow	28341235	Edit
<input type="checkbox"/>	Ken Law	29341236	Edit
<input type="checkbox"/>	Peter Chow	91234567	Edit

OK Apply Add Cancel

b) Click **Edit** next to the contact that needs to be modified.



Company > Users : 36645911 [Help - Home](#)

Welcome [Logout](#)

Options:

- Profile
- Incoming Calls
- ▶ **Outgoing Calls**
- Call Control
- Calling Plans
- Messaging
- Company Directory

Personal Phone Book - Modify

Modify or delete a personal phone entry.

OK Delete Cancel

* Name:

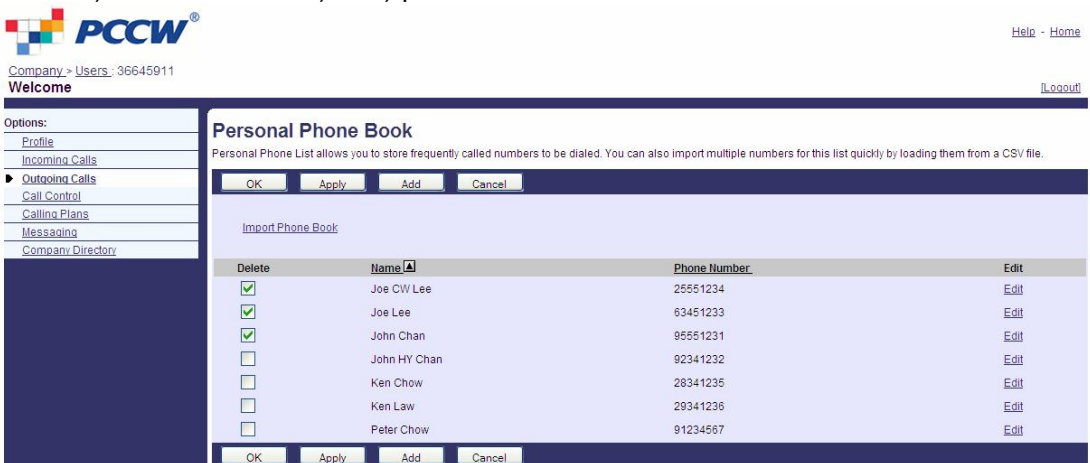
* Phone Number:

OK Delete Cancel

- c) Edit name of contact (if needed).
- d) Edit phone number (if needed).
- e) Click the **OK** button to save and go back to the previous level.

3.13.3. Delete contact in Personal Phone Book

a) Follow 3.13.1 a) to b) procedures.



Company > Users : 36645911 [Help - Home](#)

Welcome [Logout](#)

Options:

- Profile
- Incoming Calls
- ▶ **Outgoing Calls**
- Call Control
- Calling Plans
- Messaging
- Company Directory

Personal Phone Book

Personal Phone List allows you to store frequently called numbers to be dialed. You can also import multiple numbers for this list quickly by loading them from a CSV file.

OK Apply Add Cancel

Import Phone Book

Delete	Name	Phone Number	Edit
<input checked="" type="checkbox"/>	Joe CW Lee	25551234	Edit
<input checked="" type="checkbox"/>	Joe Lee	63451233	Edit
<input checked="" type="checkbox"/>	John Chan	95551231	Edit
<input type="checkbox"/>	John HY Chan	92341232	Edit
<input type="checkbox"/>	Ken Chow	28341235	Edit
<input type="checkbox"/>	Ken Law	29341236	Edit
<input type="checkbox"/>	Peter Chow	91234567	Edit

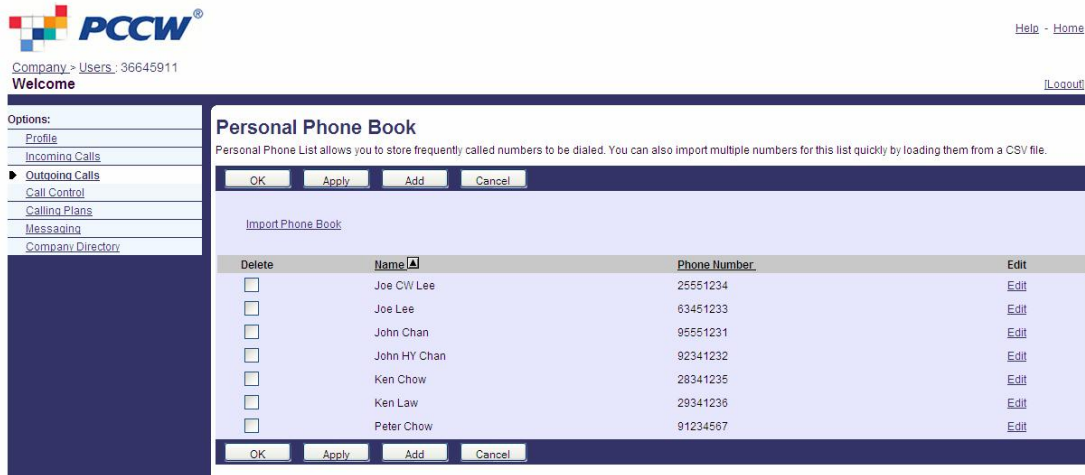
OK Apply Add Cancel

- b) Check the **Delete box** of the contact to be deleted.
- c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

Note: The delete action is not reversible.

3.13.4. Import contact list to Personal Phone Book

a) Follow 3.13.1 a) to b) procedures.



The screenshot shows the PCCW Personal Phone Book interface. On the left is a navigation menu with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, and Company Directory. The main area is titled "Personal Phone Book" and contains a table of contacts. Below the table are buttons for "OK", "Apply", "Add", and "Cancel".

Delete	Name	Phone Number	Edit
<input type="checkbox"/>	Joe CW Lee	25551234	Edit
<input type="checkbox"/>	Joe Lee	63451233	Edit
<input type="checkbox"/>	John Chan	95551231	Edit
<input type="checkbox"/>	John HY Chan	92341232	Edit
<input type="checkbox"/>	Ken Chow	28341235	Edit
<input type="checkbox"/>	Ken Law	29341236	Edit
<input type="checkbox"/>	Peter Chow	91234567	Edit

b) Click **Import Phone Book**.



The screenshot shows the PCCW Personal Phone Book Import interface. It features a "Personal Phone Book Import" section with a "Browse" button to select a CSV file. Below the file selection area are buttons for "OK", "Apply", and "Cancel".

c) Click **Browse** to select the CSV file that contains contacts (in the format below) to upload.

“Name”, “Number”

For example:

“John Chan”, “95551231”

“John HY Chan”, “92341232”

“Joe Lee”, “63451233”

“Joe CW Lee”, “25551234”

“Ken Chow”, “28341235”

“Ken Law”, “29341236”

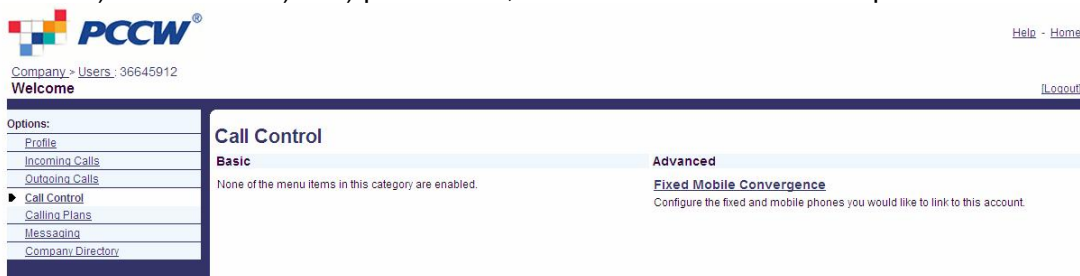
d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

Note: Import Phone Book will append existing Phone Book. If the same contact exists in the newly-imported phone book, it will be stored again.

3.14. Fixed-mobile convergence
(Only applicable to Boss/Secretary plan. Executive/Operator plan users should contact their PCCW account manager or ONE communications service hotline 1833111 for subscription)

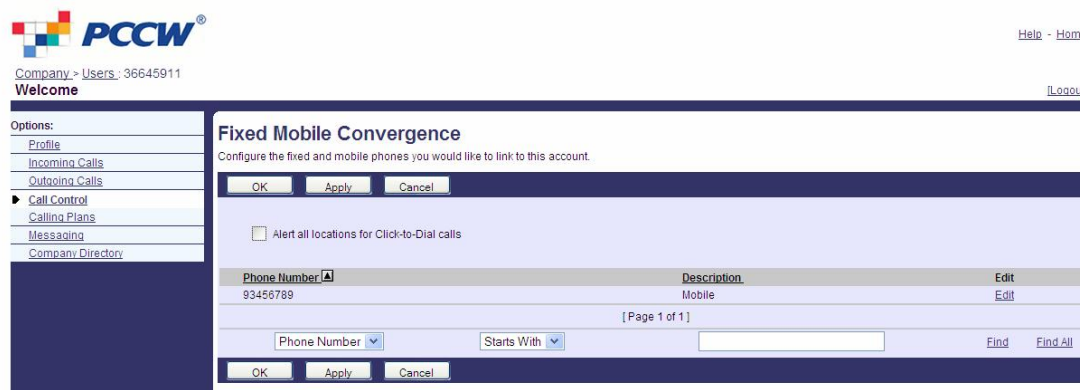
Fixed-mobile convergence enables your mobile number to be called simultaneously when an incoming call rings your desk phone. With this arrangement, you can pick up the call using either your desk phone or mobile. You can also “pull” a call from your mobile to a desk phone, or vice versa, without interrupting the call (Call Pull).

a) Follow 2.1 a) to c) procedures, then select “**Call Control**” option.



The screenshot shows the PCCW web portal interface. The left sidebar contains a menu with options: Profile, Incoming Calls, Outgoing Calls, **Call Control** (highlighted), Calling Plans, Messaging, and Company Directory. The main content area is titled 'Call Control' and has two tabs: 'Basic' and 'Advanced'. Under the 'Advanced' tab, the 'Fixed Mobile Convergence' option is visible, with a description: 'Configure the fixed and mobile phones you would like to link to this account.'

b) Click **Fixed Mobile Convergence**.

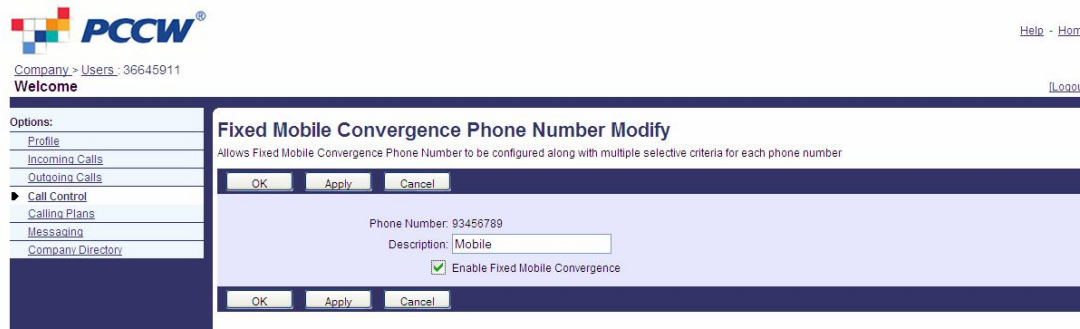


The screenshot shows the 'Fixed Mobile Convergence' configuration page. It includes a table with the following data:

Phone Number	Description	Edit
93456789	Mobile	Edit

Below the table, there are search filters for 'Phone Number' and 'Starts With', and buttons for 'Find' and 'Find All'. The page also includes 'OK', 'Apply', and 'Cancel' buttons at the top and bottom.

c) Click **Edit** next to the mobile phone number entry.



The screenshot shows the 'Fixed Mobile Convergence Phone Number Modify' dialog box. It displays the following information:

- Phone Number: 93456789
- Description: Mobile
- Enable Fixed Mobile Convergence

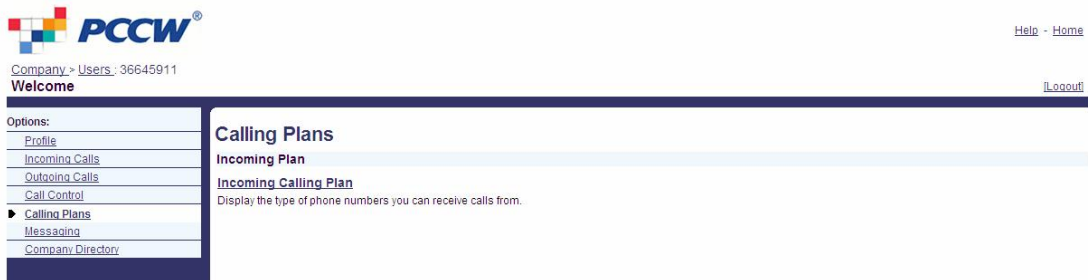
The dialog box includes 'OK', 'Apply', and 'Cancel' buttons at the top and bottom.

d) Check the “**Enable Fixed Mobile Convergence**” box to turn ON the function (or uncheck to turn OFF).

- e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

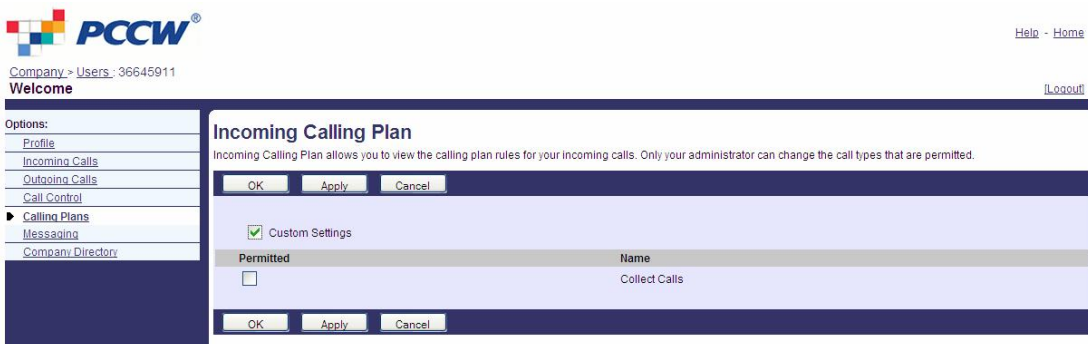
3.15. Collect Calls

- a) Click **Calling Plans** under Options Menu on the left.



The screenshot shows the PCCW web portal interface. The left sidebar contains a menu with the following items: Profile, Incoming Calls, Outgoing Calls, Call Control, **Calling Plans** (highlighted), Messaging, and Company Directory. The main content area displays the 'Calling Plans' section, which includes a sub-section for 'Incoming Calling Plan' with a description: 'Display the type of phone numbers you can receive calls from.'

- b) Click **Incoming Calling Plan**.

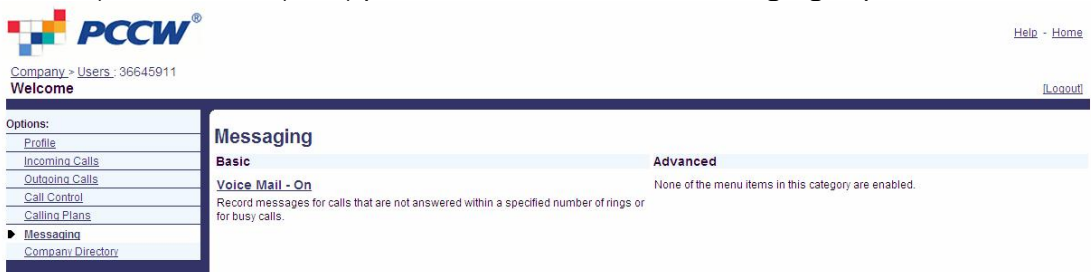


The screenshot shows the 'Incoming Calling Plan' configuration page. The left sidebar is the same as in the previous screenshot. The main content area has the title 'Incoming Calling Plan' and a subtitle: 'Incoming Calling Plan allows you to view the calling plan rules for your incoming calls. Only your administrator can change the call types that are permitted.' Below the subtitle are three buttons: 'OK', 'Apply', and 'Cancel'. A checkbox labeled 'Custom Settings' is checked. Below this is a table with two columns: 'Permitted' and 'Name'. The table contains one row with an unchecked checkbox in the 'Permitted' column and 'Collect Calls' in the 'Name' column. At the bottom of the table are three buttons: 'OK', 'Apply', and 'Cancel'.

- c) To change the default setting, check the **Custom Setting** box.
 d) To allow Collect Call, check the **Collect Calls Permitted** box.
 e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

3.16. Voicemail

- a) Follow 2.1 a) to c) procedures, then select "**Messaging**" option.



The screenshot shows the PCCW web portal interface. The left sidebar contains a menu with the following items: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, **Messaging** (highlighted), and Company Directory. The main content area displays the 'Messaging' section, which includes a sub-section for 'Voice Mail - On' with a description: 'Record messages for calls that are not answered within a specified number of rings or for busy calls.' To the right of this section, it says 'None of the menu items in this category are enabled.'

- b) Click **Voicemail**.

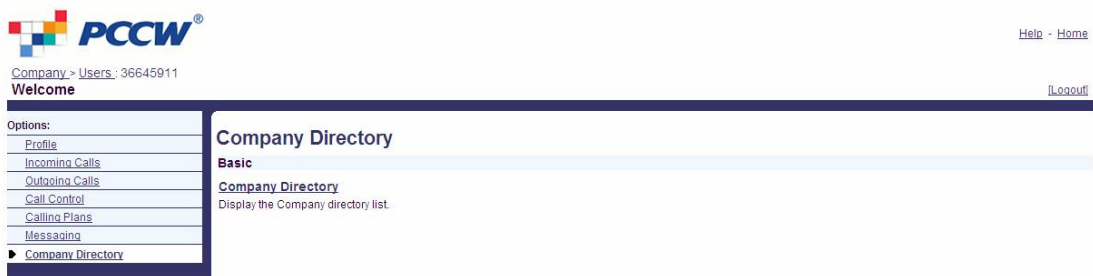


- c) Turn **Voicemail On** or **Off**.
- d) Select types of calls that will be sent to voicemail (all calls, busy calls, unanswered calls).
- e) Select option to allow voicemail to send a copy in wave format to user's dedicated email address.
- f) Select option to allow the caller to press "0" at your voicemail and forward to another phone number (User is advised to record his / her own busy greeting at the voicemail to mention this feature)..
- g) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

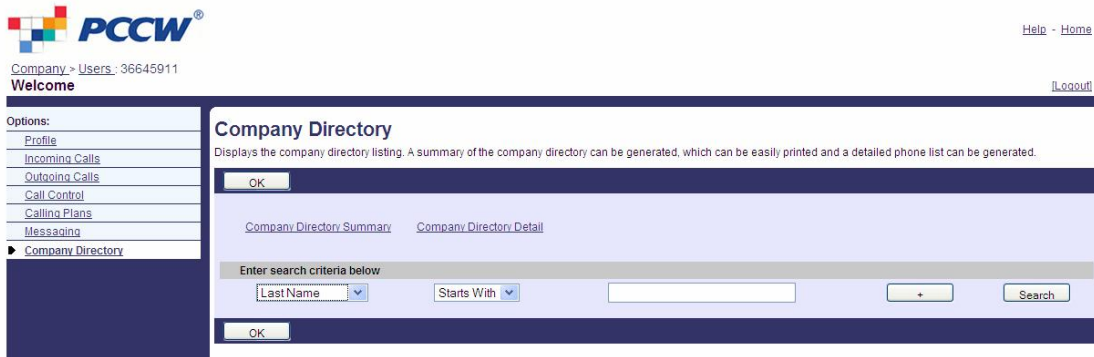
Note: To set voicemail language, please refer to section 2.1 – "Edit user calling-line display name and language preference".

3.17. Company Directory

- a) Follow 2.1 a) to c) procedures, then select **"Company Directory"** option.



- b) Click **Company Directory**.



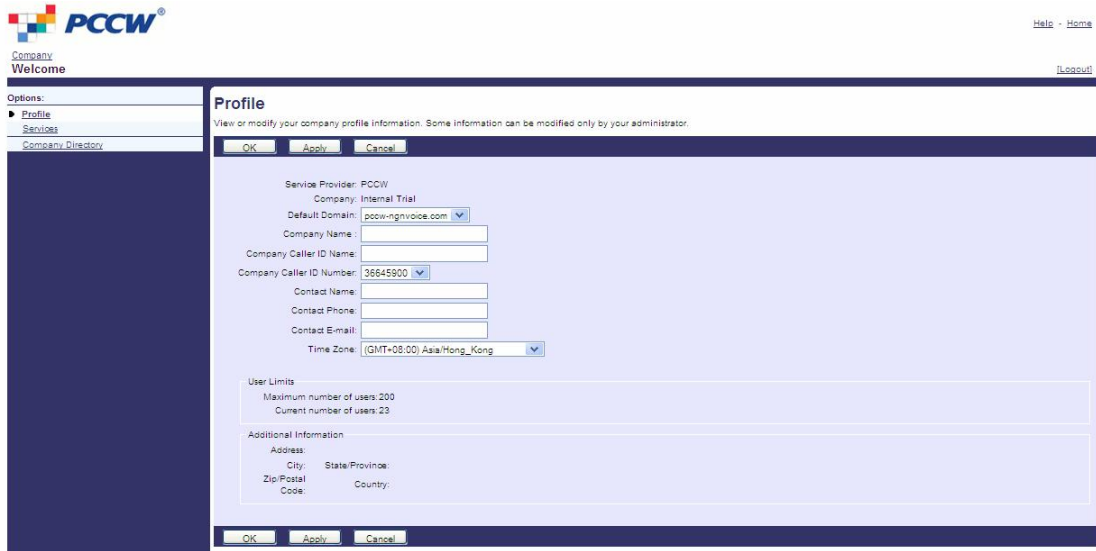
- c) Click Company Directory Summary to view basic contact information within the company.
- d) Click Company Directory Detail to view details of contact information within the company.
- e) Select option to send copy of voicemail by email.
- f) Click the **OK** button to go back to the previous level.

4. Configure group settings

4.1. View Group Profile



- a) Click **Profile** under Options, then **Profile** to view and modify company profile information.



[Help](#) - [Home](#)
[Logout](#)

Options:
 Profile
 Services
 Company Directory

Profile
 View or modify your company profile information. Some information can be modified only by your administrator.

Service Provider: PCCW
 Company: Internal Trial
 Default Domain: pccw-ngnvoice.com
 Company Name:
 Company Caller ID Name:
 Company Caller ID Number: 36645900
 Contact Name:
 Contact Phone:
 Contact E-mail:
 Time Zone: (GMT+08:00) Asia/Hong_Kong

User Limits
 Maximum number of users: 200
 Current number of users: 23

Additional Information
 Address:
 City: State/Province:
 Zip/Postal Code: Country:

4.2. Change Company Caller ID



[Help](#) - [Home](#)
[Logout](#)

Options:
 Profile
 Services
 Company Directory

Profile
 View or modify your company profile information. Some information can be modified only by your administrator.

Basic
 View or modify your company profile information.

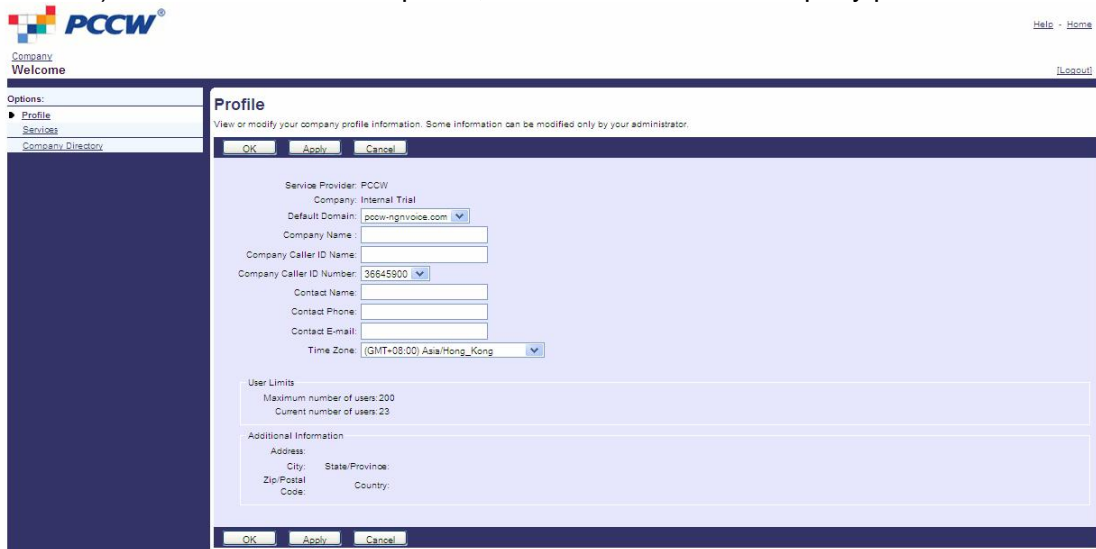
Advanced
 None of the menu items in this category are enabled.

Users
 Modify users.

Profile
 View or modify your company profile information.

Change Password
 Change your password.

b) Click **Profile** under Options, then **Profile** to view company profile information.



[Help](#) - [Home](#)
[Logout](#)

Options:
 Profile
 Services
 Company Directory

Profile
 View or modify your company profile information. Some information can be modified only by your administrator.

Service Provider: PCCW
 Company: Internal Trial
 Default Domain: pccw-ngnvoice.com
 Company Name:
 Company Caller ID Name:
 Company Caller ID Number: 36645900
 Contact Name:
 Contact Phone:
 Contact E-mail:
 Time Zone: (GMT+08:00) Asia/Hong_Kong

User Limits
 Maximum number of users: 200
 Current number of users: 23

Additional Information
 Address:
 City: State/Province:
 Zip/Postal Code: Country:

- c) Under “**Company Caller ID Number**”, select any phone number to display whether a particular user chooses to follow the company caller ID number.

4.3. Change company administrator password



- d) Click **Profile** under Options, then **Change Password** to change company administrator password.

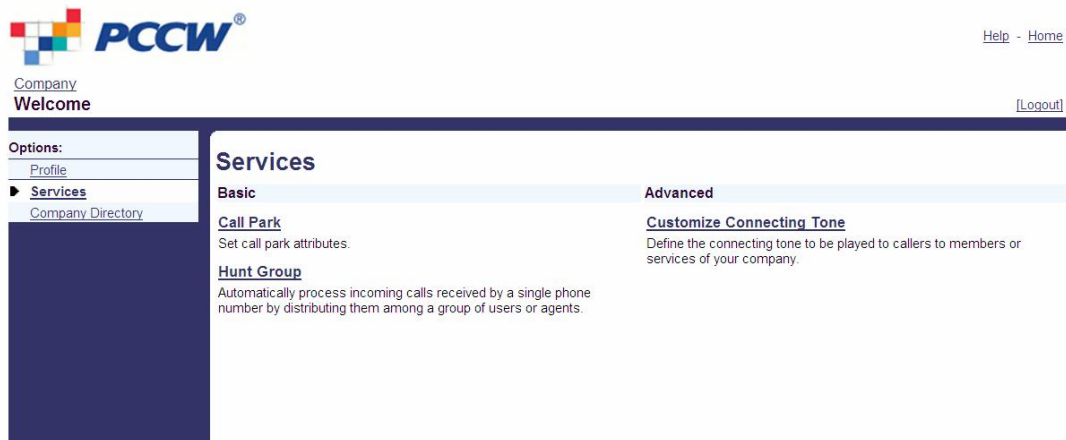


- e) Administrator needs to enter the current password, then
 f) Enter new password, then
 g) Re-enter new password to confirm
 h) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

Remarks: Password must be 6-digit numeric.

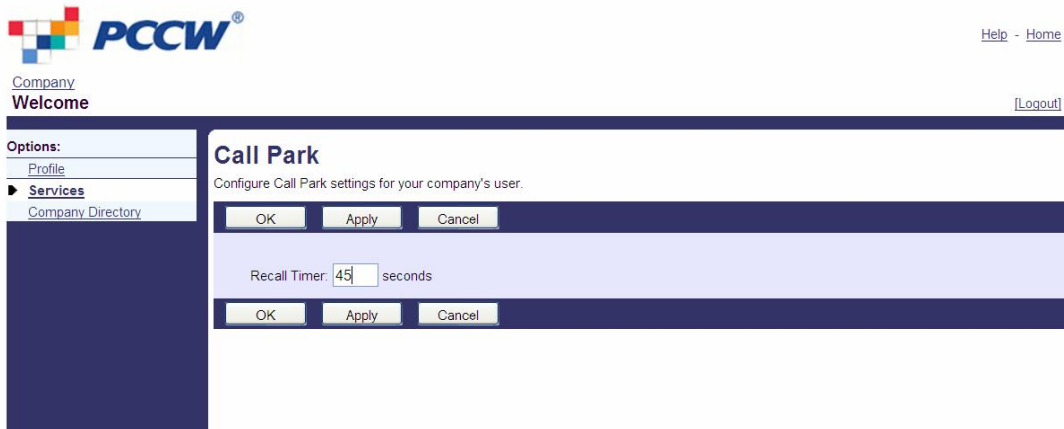
4.4. Set Call Park Recall Timer

Call Park Recall Timer is the time a call is “parked” in the system before returning to the user’s phone set. Company administrator can set duration to ensure sufficient time for the user to retrieve the call.



The screenshot shows the PCCW One Communications administrator interface. At the top left is the PCCW logo. To the right are links for "Help - Home" and "[Logout]". Below the logo is a "Company" link and a "Welcome" message. A left-hand navigation menu titled "Options:" contains "Profile", "Services" (which is selected and expanded to show "Company Directory"), and "Company Directory". The main content area is titled "Services" and is divided into two tabs: "Basic" and "Advanced". Under the "Basic" tab, there are two sections: "Call Park" with the description "Set call park attributes." and "Hunt Group" with the description "Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents."

- a) Click **Services** under Options, then **Call Park** to change recall timer time.



The screenshot shows the "Call Park" configuration dialog box. At the top left is the PCCW logo. To the right are links for "Help - Home" and "[Logout]". Below the logo is a "Company" link and a "Welcome" message. A left-hand navigation menu titled "Options:" contains "Profile", "Services" (which is selected and expanded to show "Company Directory"), and "Company Directory". The main content area is titled "Call Park" and contains the text "Configure Call Park settings for your company's user." Below this text are two rows of buttons: "OK", "Apply", and "Cancel". In the center, there is a text input field labeled "Recall Timer:" with the value "45" and the unit "seconds". Below the input field are another set of buttons: "OK", "Apply", and "Cancel".

- b) Enter time (any time between 30 to 600 seconds) for Call Park Recall Timer.
c) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

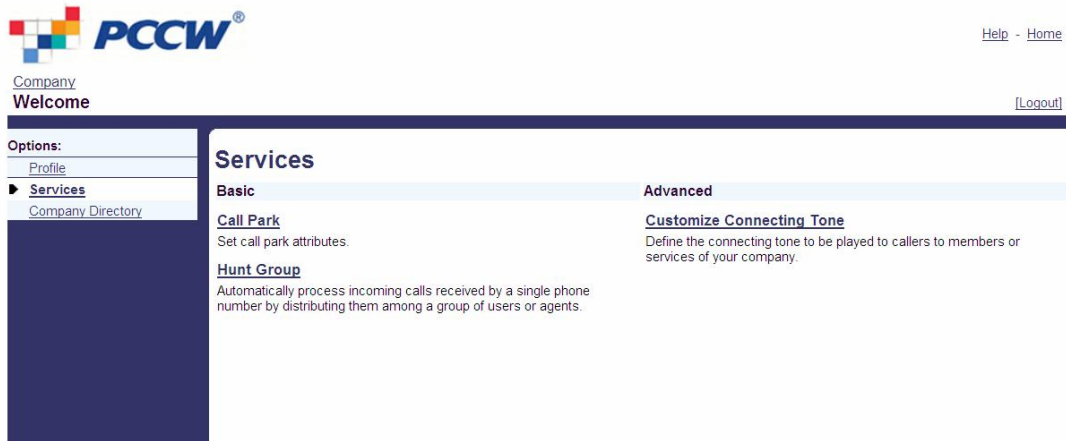
4.5. Hunt Group Configuration

Hunt Groups enable you to redirect overflow calls to a destination when the group cannot accept calls.

Note: To form a new/additional Hunt Group, please contact your PCCW account manager or **ONE** communications service hotline on 1833111.

4.5.1. View/Modify Hunt Group Profile

- a) Click **Services** under Options.



Company [Help - Home](#)
Welcome [\[Logout\]](#)

Options:
[Profile](#)
► Services
[Company Directory](#)

Services

Basic

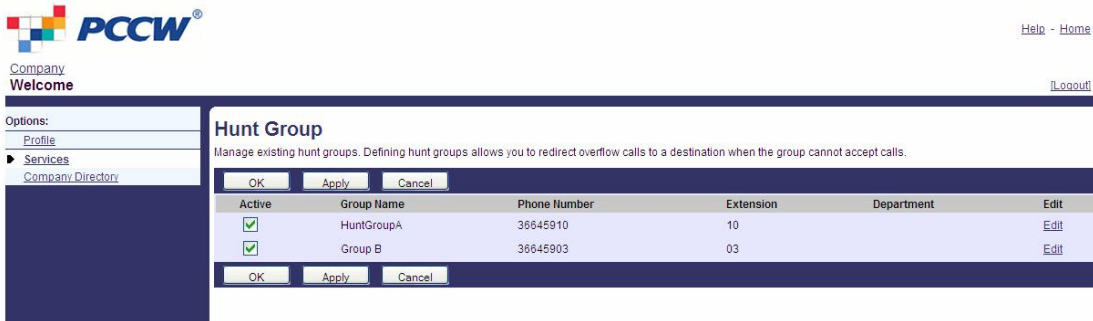
Call Park
 Set call park attributes.

Hunt Group
 Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Advanced

Customize Connecting Tone
 Define the connecting tone to be played to callers to members or services of your company.

b) Click **Hunt Group**.



Company [Help - Home](#)
Welcome [\[Logout\]](#)

Options:
[Profile](#)
► Services
[Company Directory](#)


Hunt Group

Manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

Active	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	HuntGroupA	38645910	10		Edit
<input checked="" type="checkbox"/>	Group B	38645903	03		Edit

c) To temporarily suspend the Hunt Group, uncheck the **Active box** next to the group.

d) To modify the Hunt Group, click **Edit** next to the chosen group.



Company [Help - Home](#)
 Company > [Hunt Groups](#): HuntGroupA
Welcome [\[Logout\]](#)

Options:
► Profile
[Incoming Calls](#)
[Calling Plans](#)

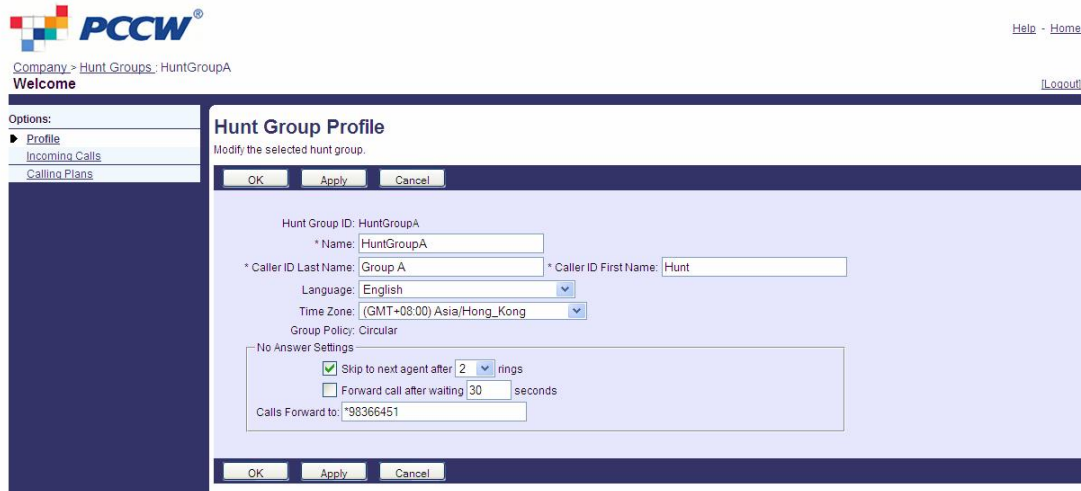
Profile

Basic

Profile
 Display and configure information such as, Caller ID display name and No Answer settings for this hunt group.

Advanced
 None of the menu items in this category are enabled.

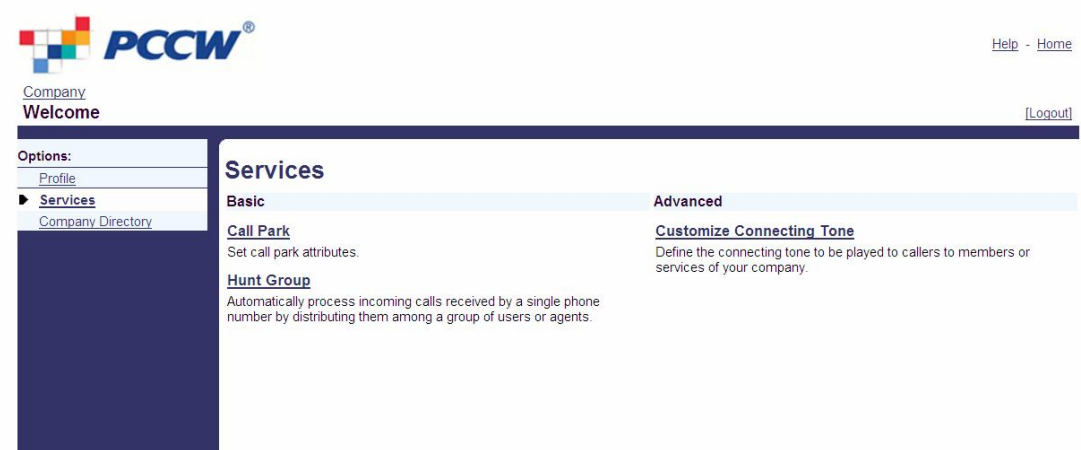
e) To view or modify the Hunt Group profile, Click **Profile**.



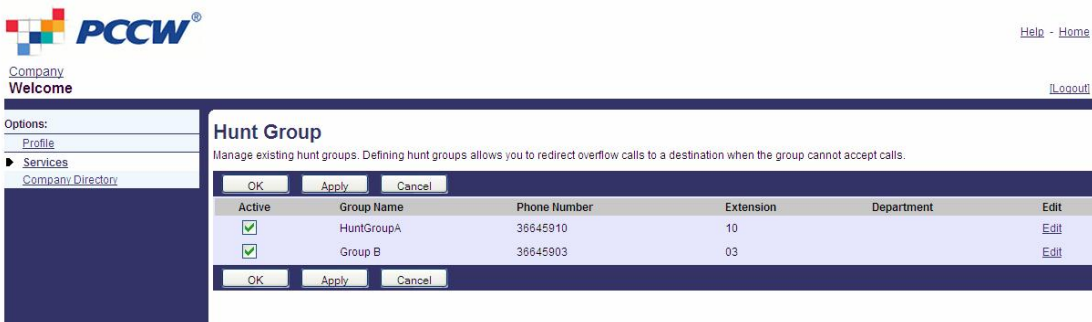
- f) Edit Hunt Group name and Caller Line Display name.
- g) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.5.2. Call Waiting and No Answer Settings

- a) Click **Services** under Options.

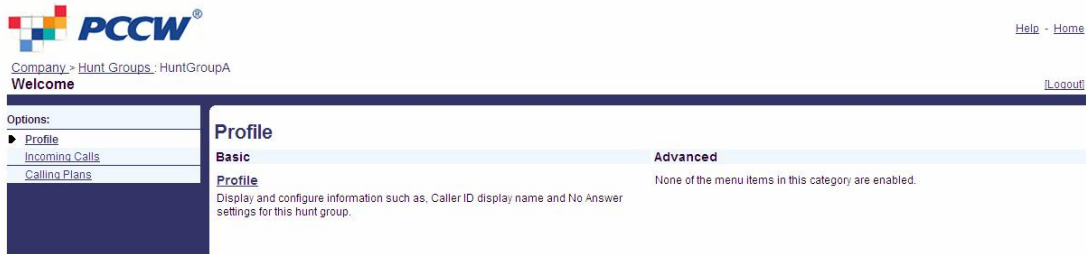


- b) Click **Hunt Group**.



Active	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	HuntGroupA	36645910	10		Edit
<input checked="" type="checkbox"/>	Group B	36645903	03		Edit

- c) To modify the Hunt Group, click **Edit** next to the chosen group.



Company > Hunt Groups; HuntGroupA
Welcome [Help](#) - [Home](#) [Logout](#)

Options:
 ▶ Profile
 Incoming Calls
 Calling Plans

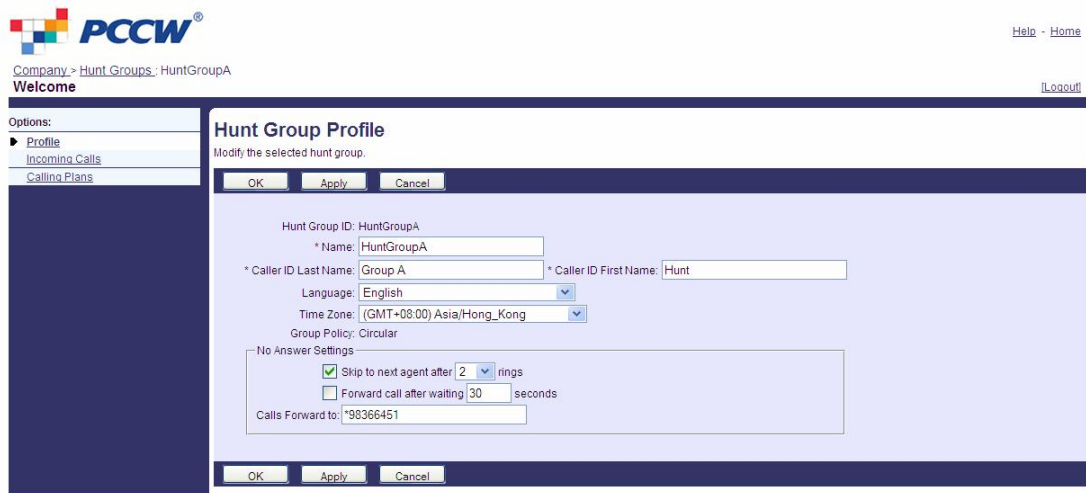
Profile

Basic **Advanced**

Profile
 Display and configure information such as, Caller ID display name and No Answer settings for this hunt group.

None of the menu items in this category are enabled.

d) To view or modify Call Waiting or No Answer settings, click **Profile**.



Company > Hunt Groups; HuntGroupA
Welcome [Help](#) - [Home](#) [Logout](#)

Options:
 ▶ Profile
 Incoming Calls
 Calling Plans

Hunt Group Profile
 Modify the selected hunt group.

Hunt Group ID: HuntGroupA
 * Name:
 * Caller ID Last Name: * Caller ID First Name:
 Language:
 Time Zone:
 Group Policy: Circular

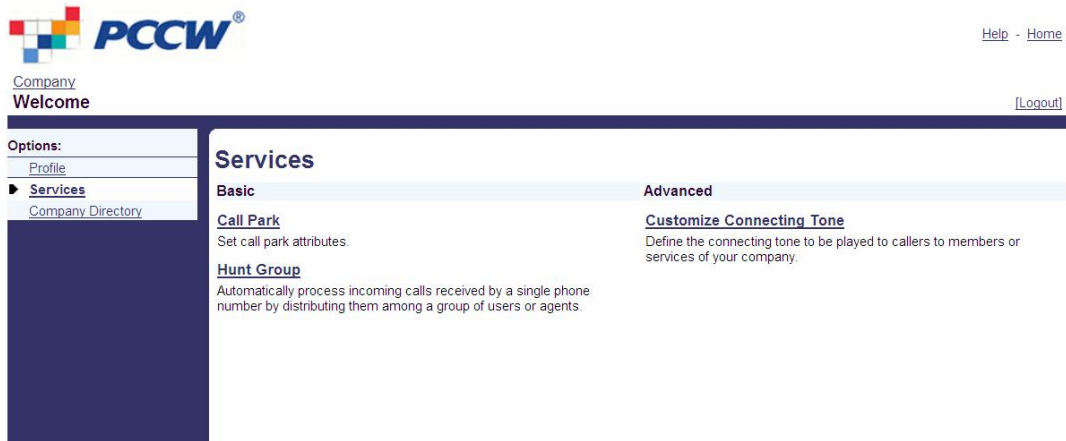
No Answer Settings

Skip to next agent after rings
 Forward call after waiting seconds
 Calls Forward to:

- e) To enable Call Waiting on agents under Hunt Group, check the **“Allow Call Waiting on agents”** box.
- f) Ensure the **“Skip to next agent after x rings”** box is checked. Number of rings can be set according to user needs.
- g) To forward incoming calls to other phone numbers (or voicemail) after completing the hunting sequence, check the **“Forward call after waiting x seconds”** box and enter the phone number (or voicemail box number) to which calls should be forwarded.
- h) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.5.3. Hunt Group All Call Forwarding

- a) Click **Services** under Options.



Company > **Welcome** [Help - Home](#) [\[Logout\]](#)

Options:

- Profile
- **Services**
- Company Directory

Services

Basic

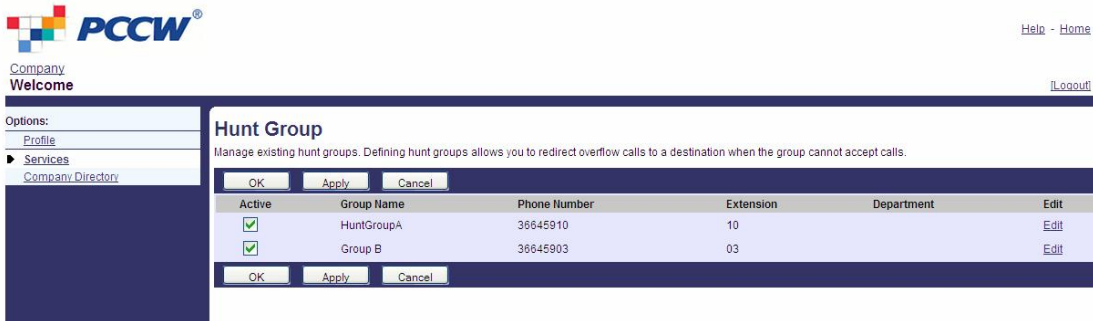
Call Park
Set call park attributes.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Advanced

Customize Connecting Tone
Define the connecting tone to be played to callers to members or services of your company.

b) Click **Hunt Group**.



Company > **Welcome** [Help - Home](#) [\[Logout\]](#)

Options:

- Profile
- **Services**
- Company Directory

Hunt Group

Manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

Active	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	HuntGroupA	38645910	10		Edit
<input checked="" type="checkbox"/>	Group B	38645903	03		Edit

c) To modify the Hunt Group, click **Edit** next to the chosen group.



Company > Hunt Groups: HuntGroupA [Help - Home](#) [\[Logout\]](#)

Options:

- **Profile**
- Incoming Calls
- Calling Plans

Profile

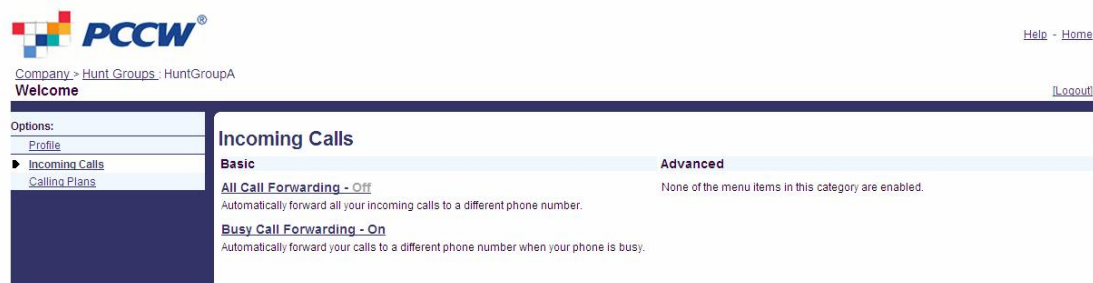
Basic

Profile
Display and configure information such as, Caller ID display name and No Answer settings for this hunt group.

Advanced

None of the menu items in this category are enabled.

d) Click **Incoming Calls** under Options.



Company > Hunt Groups: HuntGroupA [Help - Home](#) [\[Logout\]](#)

Options:

- Profile
- **Incoming Calls**
- Calling Plans

Incoming Calls

Basic

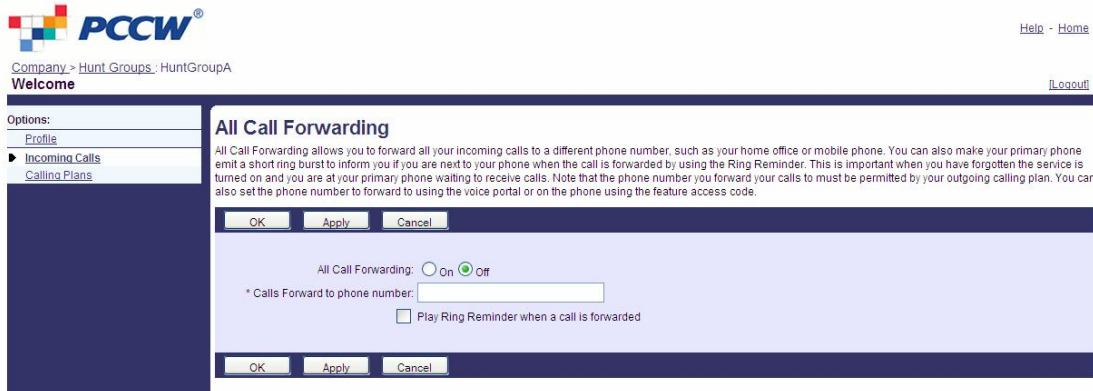
All Call Forwarding - Off
Automatically forward all your incoming calls to a different phone number.

Busy Call Forwarding - On
Automatically forward your calls to a different phone number when your phone is busy.

Advanced

None of the menu items in this category are enabled.

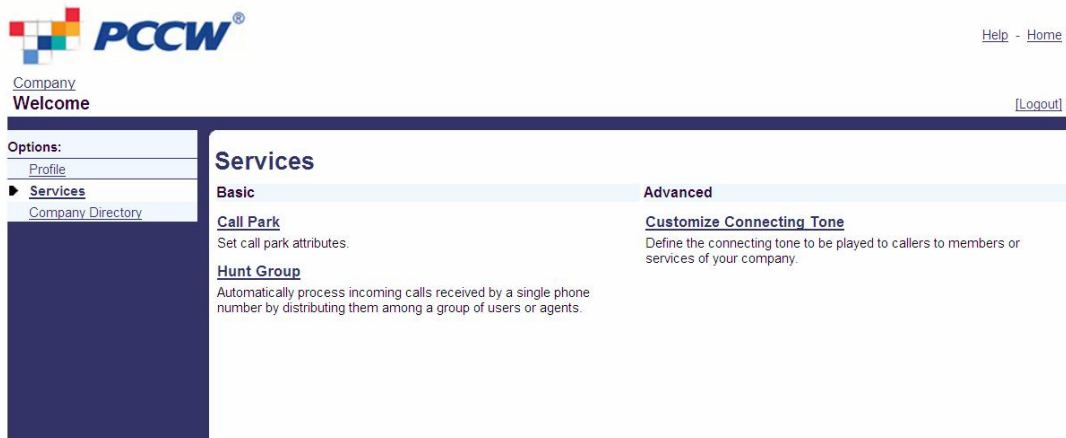
e) To view or modify All Call Forwarding, click **All Call Forwarding**.



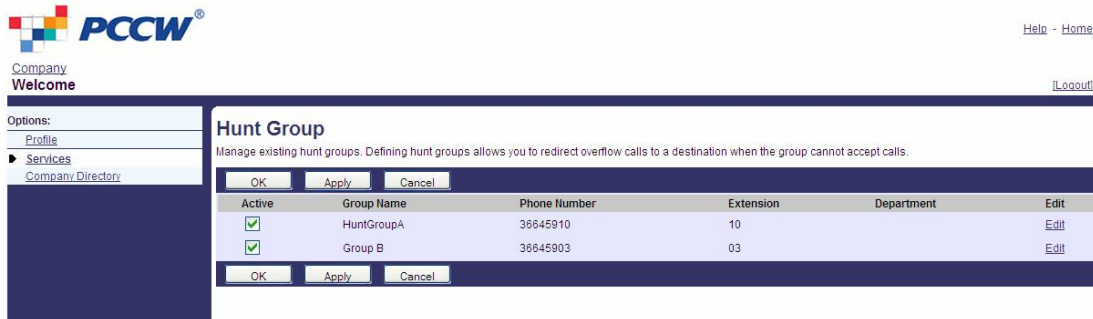
- f) If All Call Forwarding is turned **On**, no Hunt Group agent will be ringed and the call will be forwarded to the designated phone number.
- g) Phone number must be entered in “**Calls Forward to phone number**” if All Call Forwarding is turned **On**.
- h) An optional ring reminder can be set to ring the first agent once when Call Forward Unconditional is turned on. If this feature is needed, checked the “**Play Ring Reminder when a call is forwarded**” box.
- i) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.5.4. Hunt Group Busy Call Forwarding

- a) Click **Services** under Options.



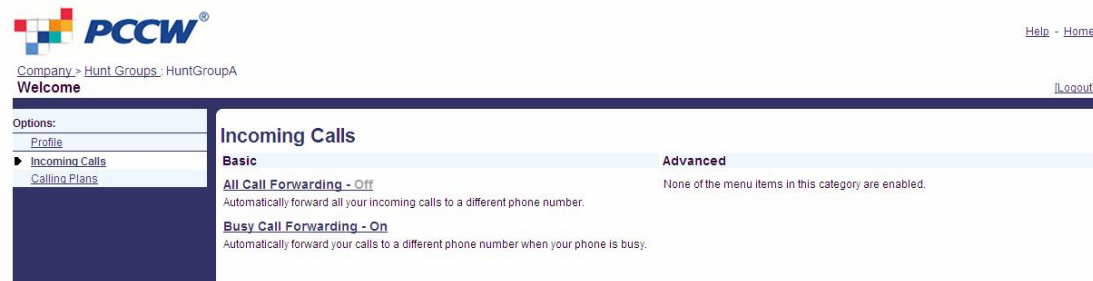
- b) Click **Hunt Group**.




c) To modify the Hunt Group, click **Edit** next to the chosen group.



d) Click **Incoming Calls** under Options.



e) To view or modify Busy Call Forwarding, click **Busy Call Forwarding**.

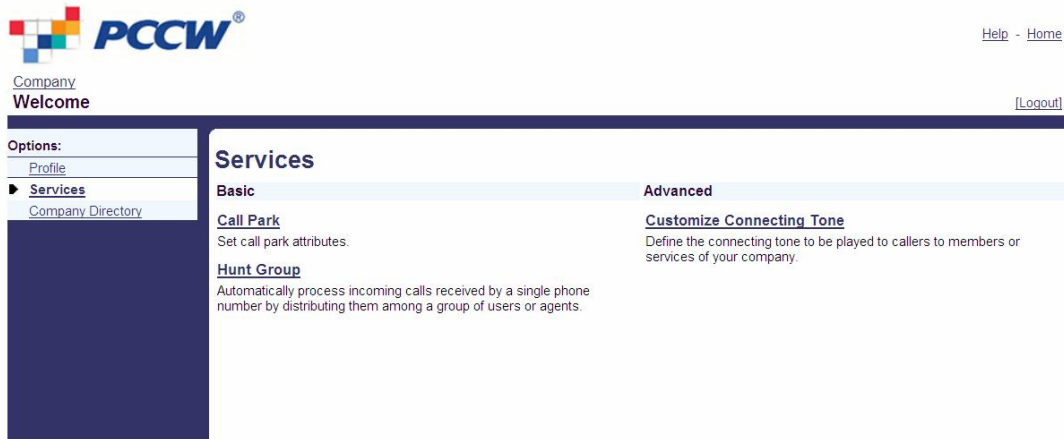


- f) If Busy Call Forwarding is turned **On**, and when **ALL** agents in the Hunt Group are busy, the call will be forwarded to the designated phone number.
- g) Phone number must be entered in “**Calls Forward to phone number**” if Busy Call Forwarding is turned **On**.
- h) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.6. Customize Connecting Tone

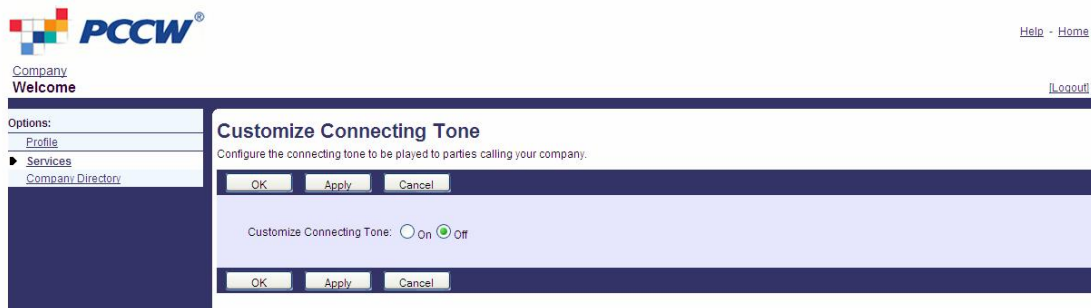
Customize Connecting Tone is a paid-for feature. To subscribe, please contact your PCCW account manager or ONE communications service hotline on 1833111.

- a) Click **Services** under Options.



The screenshot shows the PCCW web portal interface. At the top left is the PCCW logo. Below it, the text "Company Welcome" is displayed. In the top right corner, there are links for "Help - Home" and "[Logout]". On the left side, there is a navigation menu under "Options:" with items: "Profile", "Services" (which is selected and has a dropdown arrow), and "Company Directory". The main content area is titled "Services" and is divided into two columns: "Basic" and "Advanced". Under "Basic", there are two items: "Call Park" (with a description: "Set call park attributes.") and "Hunt Group" (with a description: "Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents."). Under "Advanced", there is one item: "Customize Connecting Tone" (with a description: "Define the connecting tone to be played to callers to members or services of your company.").

- b) Click **Customize Connecting Tone**.



The screenshot shows the "Customize Connecting Tone" configuration page in the PCCW web portal. At the top left is the PCCW logo. Below it, the text "Company Welcome" is displayed. In the top right corner, there are links for "Help - Home" and "[Logout]". On the left side, there is a navigation menu under "Options:" with items: "Profile", "Services" (which is selected and has a dropdown arrow), and "Company Directory". The main content area is titled "Customize Connecting Tone" and has a subtitle: "Configure the connecting tone to be played to parties calling your company." Below the subtitle, there are three buttons: "OK", "Apply", and "Cancel". Underneath, there is a radio button selection: "Customize Connecting Tone: On Off". At the bottom, there are three buttons: "OK", "Apply", and "Cancel".

- c) Turn Customize Connecting Tone **On** or **Off**.
d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.7. Common Phone Book

4.7.1. Add contact to Common Phone Book

- a) Click **Company Directory** under Options.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
► [Company Directory](#)

Company Directory

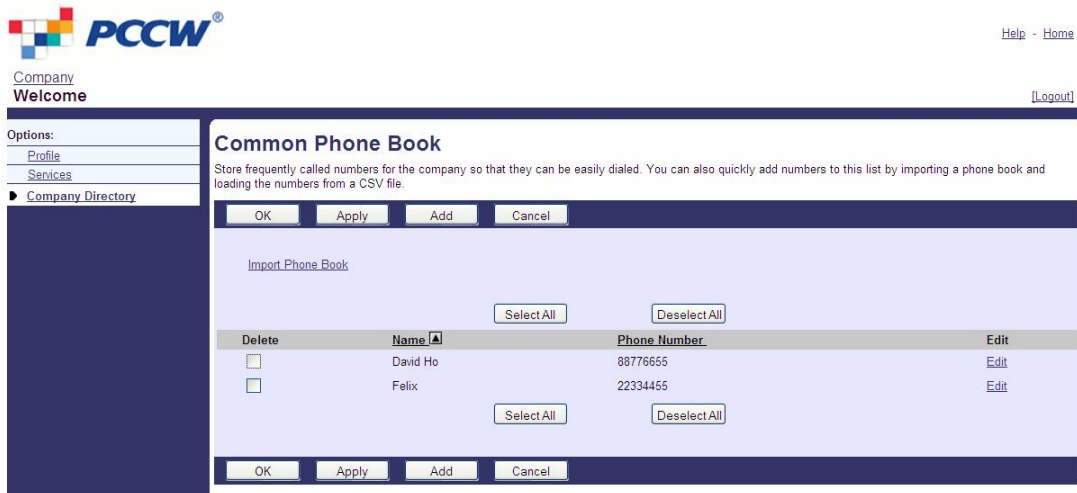
Basic **Advanced**

Common Phone Book
 Display or modify common company phone lists.

Company Directory
 Display the company directory listing.

None of the menu items in this category are enabled.

b) Click **Common Phone Book**.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
► [Company Directory](#)

Common Phone Book

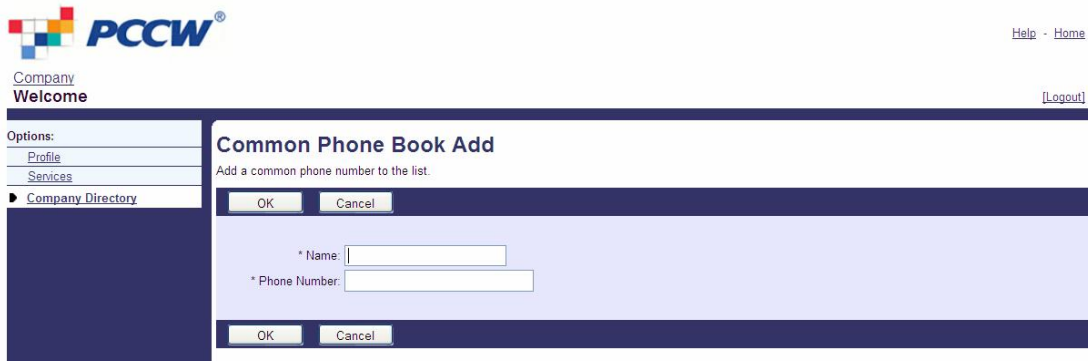
Store frequently called numbers for the company so that they can be easily dialed. You can also quickly add numbers to this list by importing a phone book and loading the numbers from a CSV file.

[Import Phone Book](#)

Delete	Name ▲	Phone Number	Edit
<input type="checkbox"/>	David Ho	88776655	Edit
<input type="checkbox"/>	Felix	22334455	Edit

Buttons: OK, Apply, Add, Cancel

c) Click **Add**.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
► [Company Directory](#)

Common Phone Book Add

Add a common phone number to the list.

* Name:

* Phone Number:

Buttons: OK, Cancel

- d) Enter **Name** and **Phone Number** for the contact.
- e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.7.2. Modify contact in Common Phone Book

- a) Click **Company Directory** under Options.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
▶ [Company Directory](#)

Company Directory

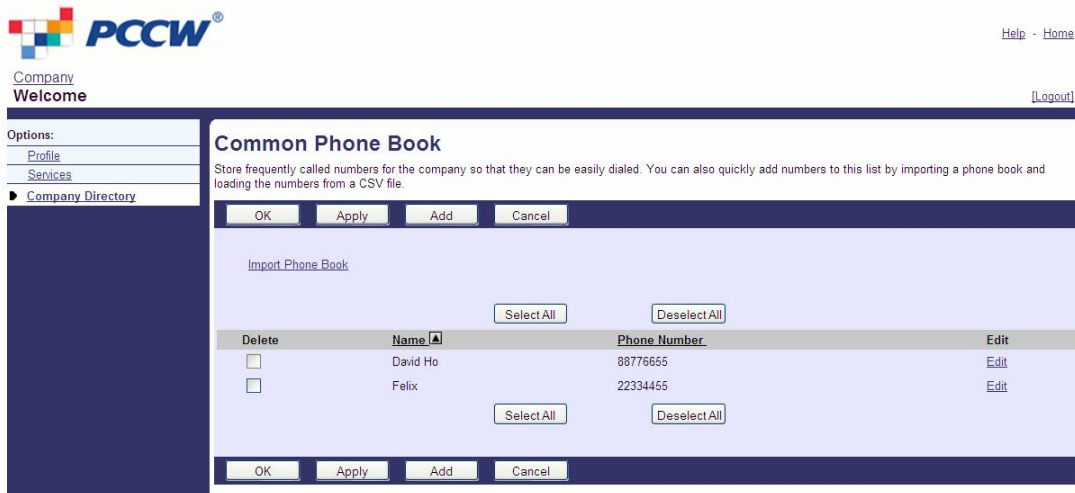
Basic **Advanced**

Common Phone Book
 Display or modify common company phone lists.

Company Directory
 Display the company directory listing.

None of the menu items in this category are enabled.

b) Click **Common Phone Book**.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
▶ [Company Directory](#)

Common Phone Book

Store frequently called numbers for the company so that they can be easily dialed. You can also quickly add numbers to this list by importing a phone book and loading the numbers from a CSV file.

OK Apply Add Cancel

[Import Phone Book](#)

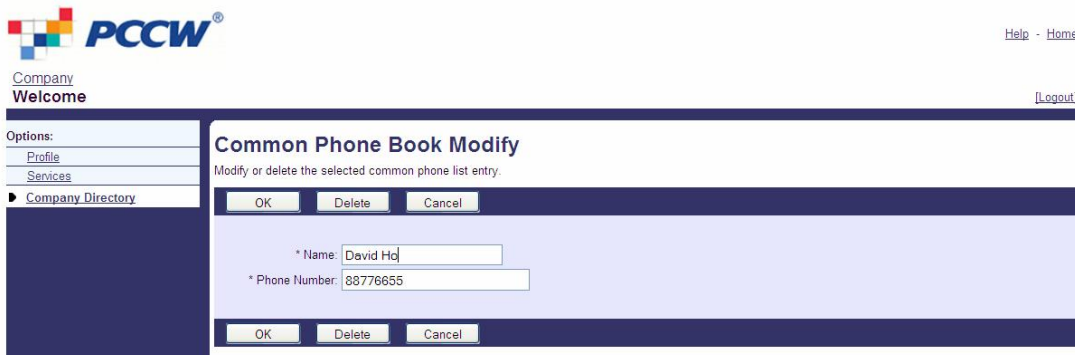
Select All Deselect All

Delete	Name ▲	Phone Number	Edit
<input type="checkbox"/>	David Ho	88776655	Edit
<input type="checkbox"/>	Felix	22334455	Edit

Select All Deselect All

OK Apply Add Cancel

c) Click **Edit** next to the contact that needs to be modified.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
▶ [Company Directory](#)

Common Phone Book Modify

Modify or delete the selected common phone list entry.

OK Delete Cancel

* Name:

* Phone Number:

OK Delete Cancel

d) Edit **Name** and **Phone Number** for the contact.

e) Click the **OK** button to save and go back to the previous level.

4.7.3. Delete contact in Common Phone Book

a) Click **Company Directory** under Options.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
► [Company Directory](#)

Company Directory

Basic **Advanced**

Common Phone Book
 Display or modify common company phone lists.

Company Directory
 Display the company directory listing.

None of the menu items in this category are enabled.

b) Click **Common Phone Book**.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
► [Company Directory](#)

Common Phone Book

Store frequently called numbers for the company so that they can be easily dialed. You can also quickly add numbers to this list by importing a phone book and loading the numbers from a CSV file.

OK Apply Add Cancel

[Import Phone Book](#)

[Select All](#) [Deselect All](#)

Delete	Name ▲	Phone Number	Edit
<input type="checkbox"/>	David Ho	88776655	Edit
<input type="checkbox"/>	Felix	22334455	Edit


[Select All](#) [Deselect All](#)

OK Apply Add Cancel

- c) Check the **Delete** box next to the contact to be deleted.
- d) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

4.7.4. Import Contact List to Common Phone Book

a) Click **Company Directory** under Options.



Company
Welcome [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
► [Company Directory](#)

Company Directory

Basic **Advanced**

Common Phone Book
 Display or modify common company phone lists.

Company Directory
 Display the company directory listing.

None of the menu items in this category are enabled.

b) Click **Common Phone Book**.



Company [Welcome](#) [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
Company Directory

Common Phone Book

Store frequently called numbers for the company so that they can be easily dialed. You can also quickly add numbers to this list by importing a phone book and loading the numbers from a CSV file.

[OK](#) [Apply](#) [Add](#) [Cancel](#)

[Import Phone Book](#)

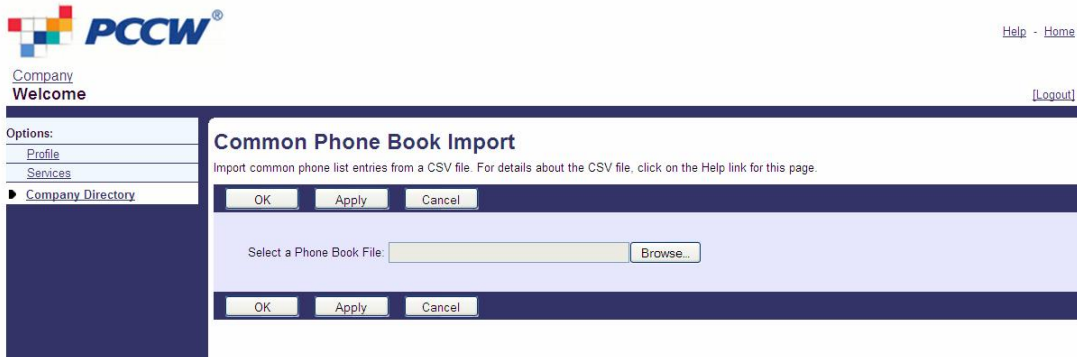
[Select All](#) [Deselect All](#)

Delete	Name	Phone Number	Edit
<input type="checkbox"/>	David Ho	88776655	Edit
<input type="checkbox"/>	Felix	22334455	Edit

[Select All](#) [Deselect All](#)

[OK](#) [Apply](#) [Add](#) [Cancel](#)

c) Click **Import Phone List**.



Company [Welcome](#) [Help](#) - [Home](#) [\[Logout\]](#)

Options:
[Profile](#)
[Services](#)
Company Directory

Common Phone Book Import

Import common phone list entries from a CSV file. For details about the CSV file, click on the Help link for this page.

[OK](#) [Apply](#) [Cancel](#)

Select a Phone Book File: [Browse...](#)

[OK](#) [Apply](#) [Cancel](#)

d) Click **Browse** to select the contact list in CSV format.
 Required file format:

“Name”, “Number”

For example:

“Andy Chan”, “21118899”

“Andy CK Chan”, “22445566”

“David Lee”, “66554422”

“Eddie Ng”, “98765432”

e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

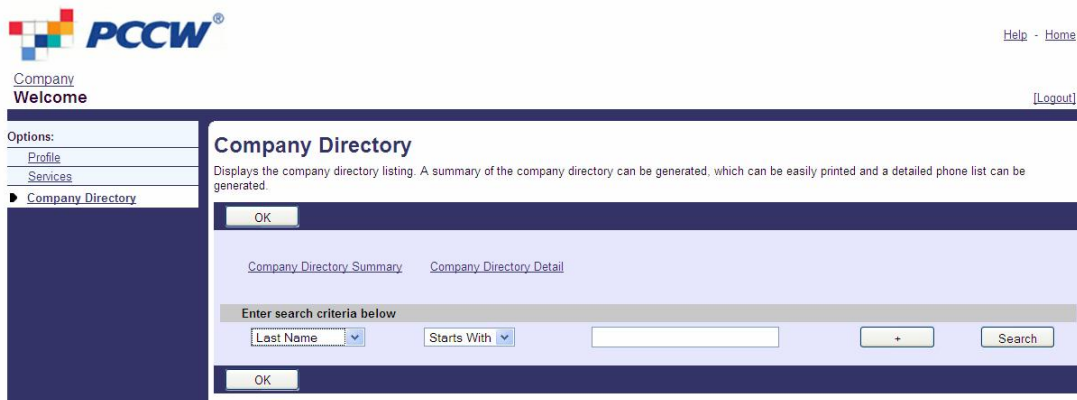
4.8. Company Directory

a) Click **Company Directory** under Options.



The screenshot shows the PCCW Company Directory page. At the top left is the PCCW logo. To the right are links for 'Help - Home' and '[Logout]'. Below the logo is a 'Company Welcome' message. On the left, there is a navigation menu with 'Options:' and sub-items: 'Profile', 'Services', and 'Company Directory' (which is selected). The main content area is titled 'Company Directory' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, there are two sections: 'Common Phone Book' (with a description: 'Display or modify common company phone lists.') and 'Company Directory' (with a description: 'Display the company directory listing.'). The 'Advanced' tab is currently empty, showing the message: 'None of the menu items in this category are enabled.'

b) Click **Company Directory**.



The screenshot shows the PCCW Company Directory search page. At the top left is the PCCW logo. To the right are links for 'Help - Home' and '[Logout]'. Below the logo is a 'Company Welcome' message. On the left, there is a navigation menu with 'Options:' and sub-items: 'Profile', 'Services', and 'Company Directory' (which is selected). The main content area is titled 'Company Directory' and has a description: 'Displays the company directory listing. A summary of the company directory can be generated, which can be easily printed and a detailed phone list can be generated.' Below this, there are two links: 'Company Directory Summary' and 'Company Directory Detail'. A search section is titled 'Enter search criteria below' and contains two dropdown menus: 'Last Name' and 'Starts With', followed by a text input field, a '+' button, and a 'Search' button. There are 'OK' buttons at the top and bottom of the search section.

- c) Click **Search** to list all contacts in the company or enter search criteria to search for specific contacts.
- d) Click **Company Directory Summary** to view basic contact information within the company.
- e) Click **Company Directory Detail** to view details of contact information within the company.
- f) Click the **OK** button to go back to the previous level.