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

Note: To ensure smooth operation, please make sure the browser does not use cache memory by following the procedure below:
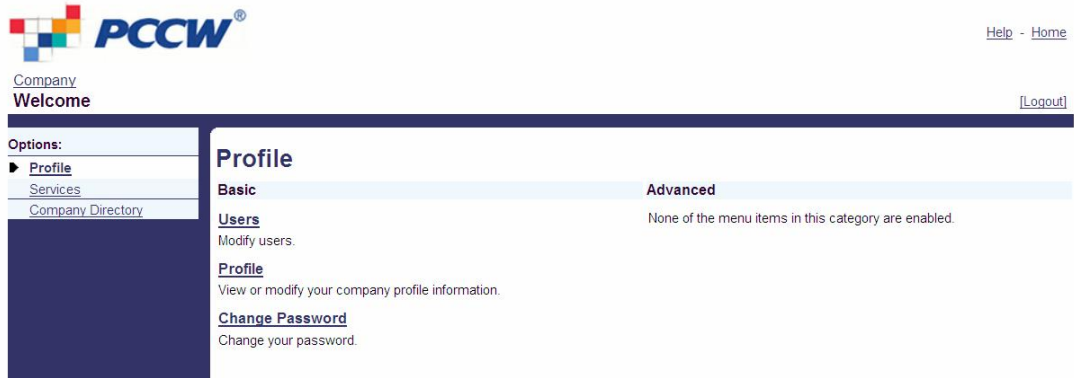
For Internet Explorer 8.0:
Under "Tools" -> "Internet Options" -> "General" -> "Browsing History" -> "Settings" -> "Temporary Internet Files", select "Every time I visit the web page"

For user with proxy server:
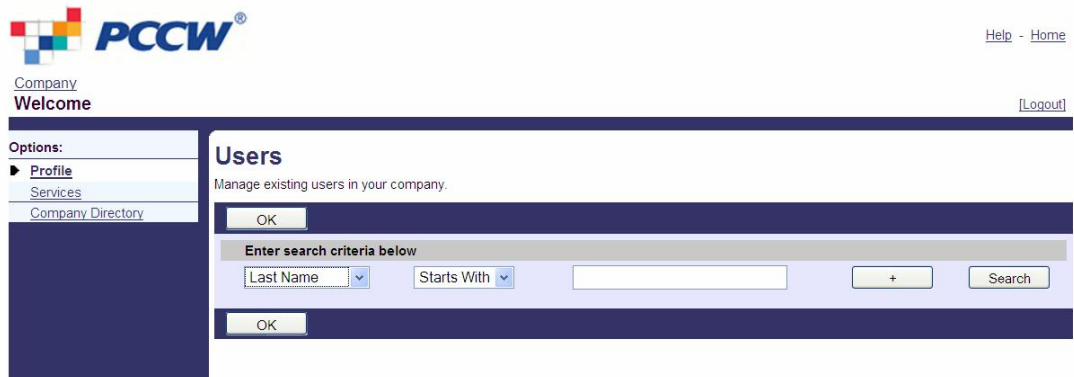Please ensure that cache memory is not used for visiting the web portal URL (at https://web.pccwone.com/)

2. User profile

2.1. Edit user calling-line display name and language preference
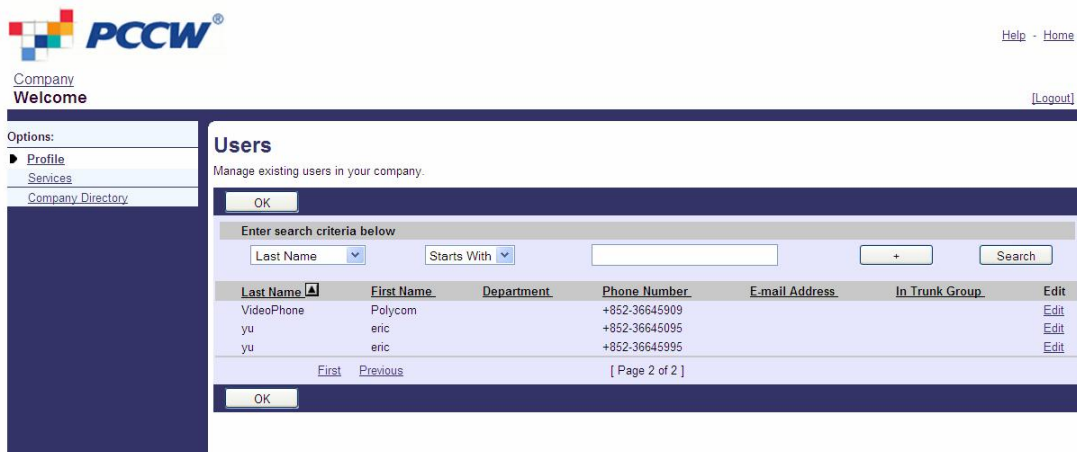
a) Click **Profile**, then **Users** to allow search of available users.

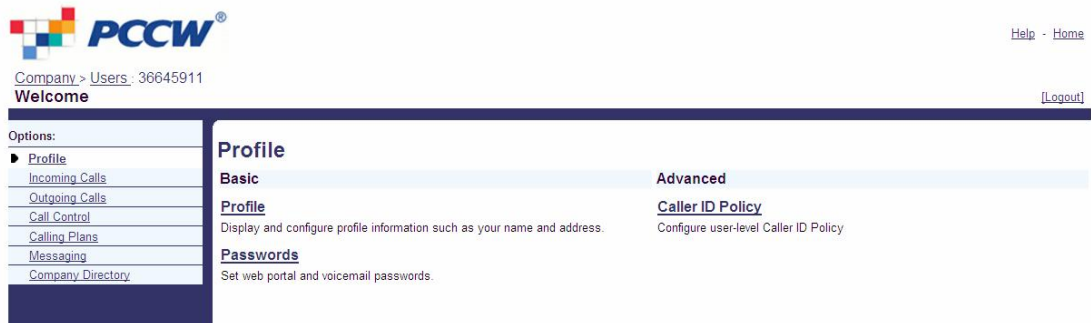b) Click **Search** to show a complete list of users or enter search criteria to search for specific contacts.

c) Click **Edit** to edit a particular user.
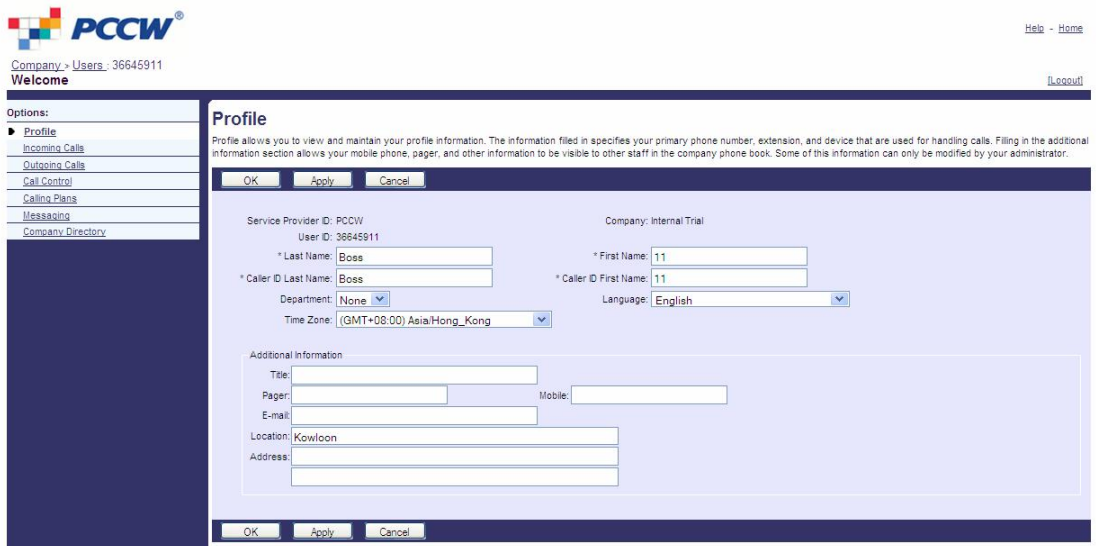
d) Click **Profile** to view the user profile.

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.

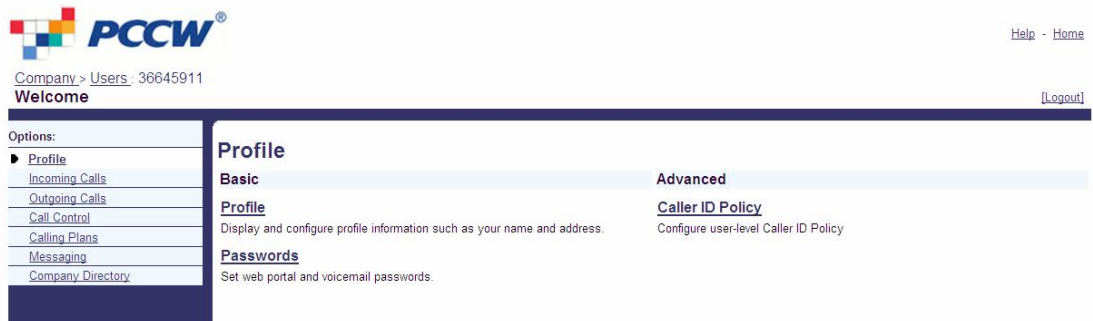2.2. Reset user password
   a) Follow procedures from 2.1 a) to c).

   b) Click **Passwords**.

c) Select whether user web portal password or user voicemail password will be reset.

d) Enter the new password.

e) 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

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

b) Click **Caller ID Policy** to access relevant page.

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 <u>or</u> 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)

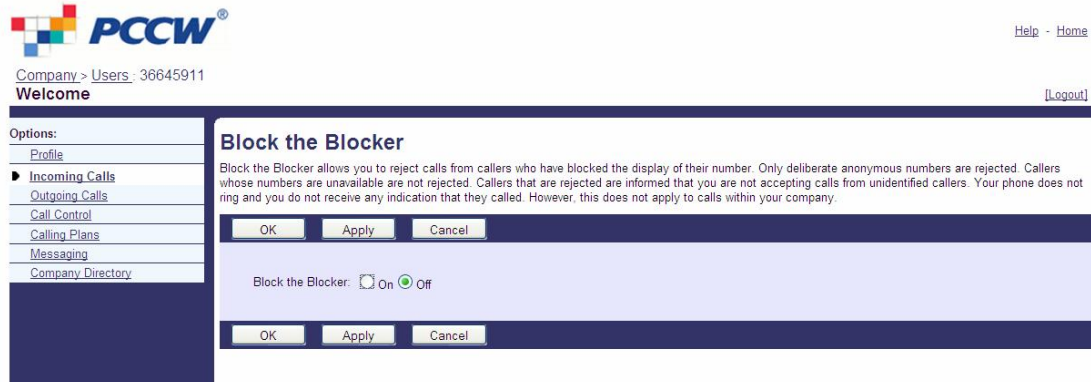## 3. Configure user settings

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.
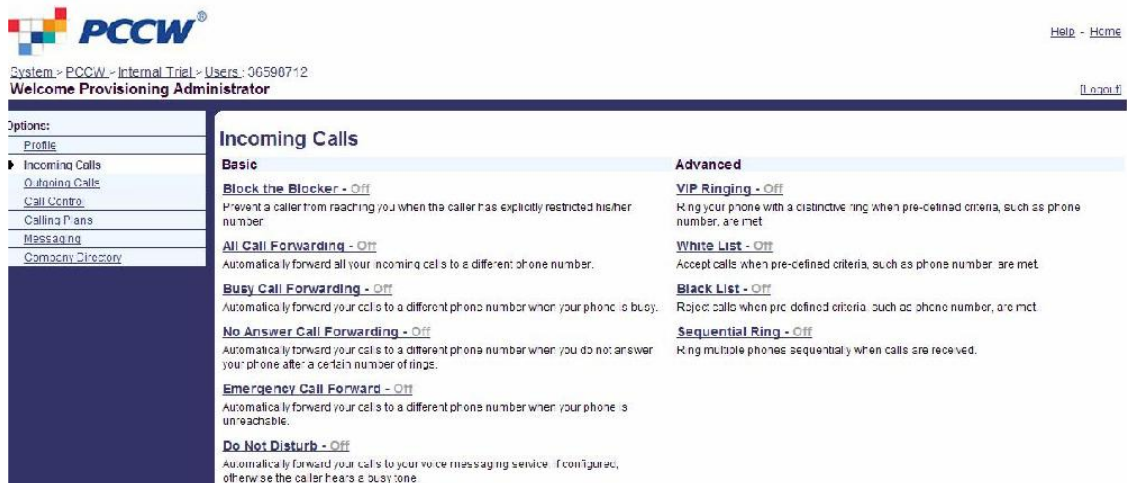

b) Click **Block the Blocker.**

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

d) Click the **Apply** button to save <u>or</u> 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
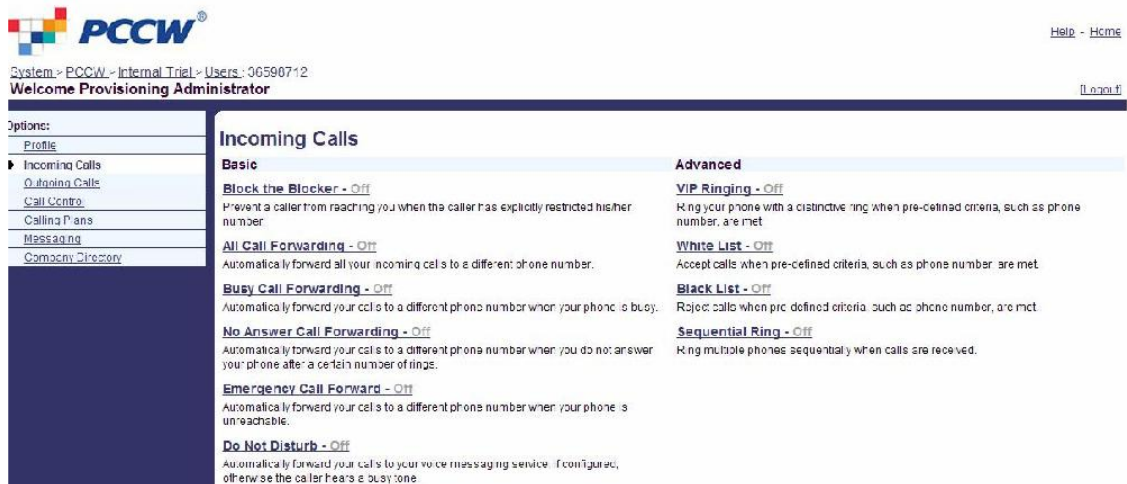
a) Click **All Call Forwarding.**

b) Turn All Call Forwarding *On* or *Off*.
c) Enter the *Phone Number* to which calls should be forwarded.
d) Check the optional "**Play Ring Reminder when a call is forwarded**" box if needed.
e) Click the **Apply** button to save <u>or</u> 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.
   a) Follow 3.1 a) procedures.

b) Click **Busy Call Forwarding.**

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.

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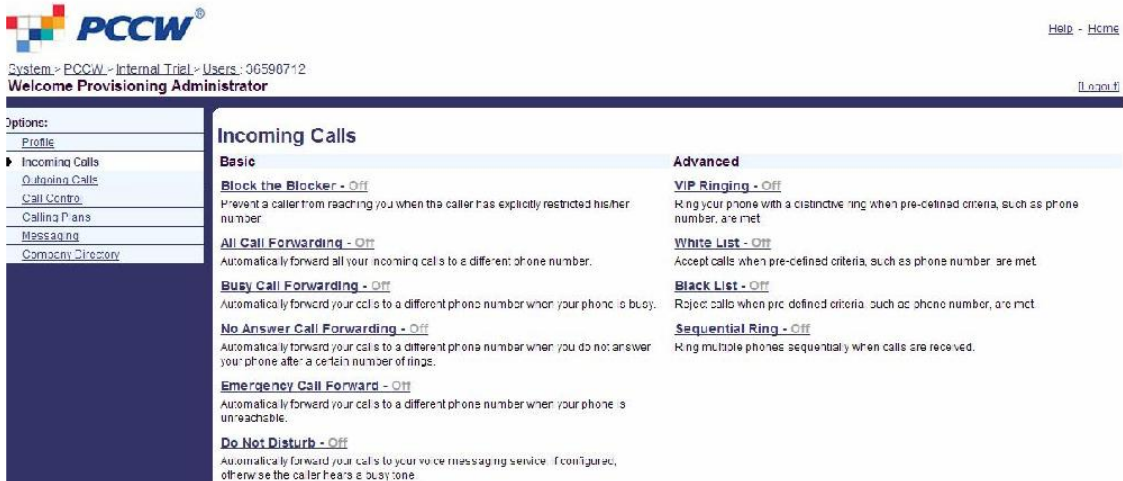

c) Turn No Answer Call Forwarding *On* or *Off*.
d) Enter the *Phone Number* to which calls should be forwarded.
e) Select *Number of rings before forwarding*.
f) Click the **Apply** button to save **or** click the **OK** button to save and go back to the previous level.

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.

b) Click **Emergency Call Forwarding**.

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.

b) Click **Do Not Disturb.**

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. <u>VIP Ringing</u>
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.

b)   Click **VIP Ringing.**

c)   Click **Add.**

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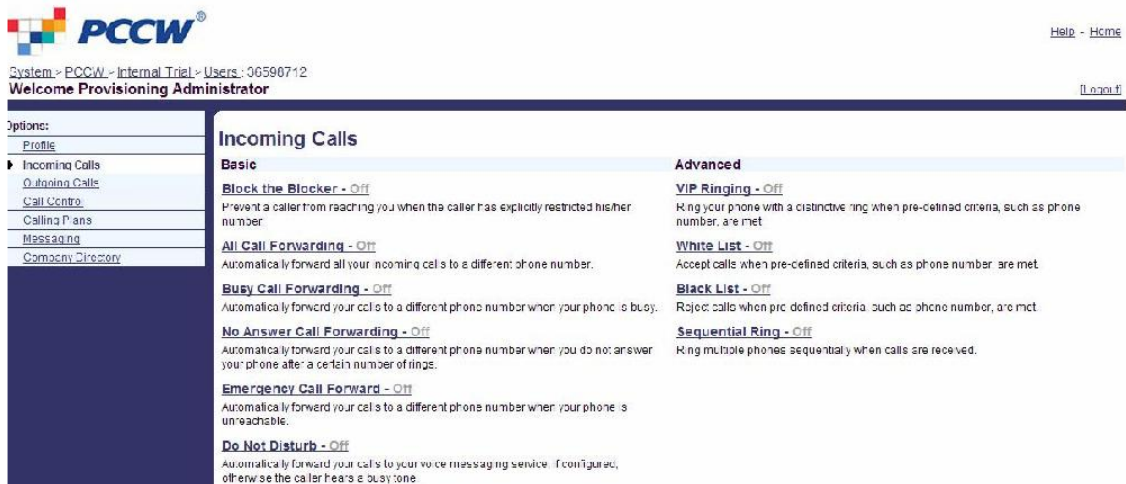**Note: Selecting "Any external phone number" will distinguish calls originating outside the company from internal calls.**

3.7.2. Activate VIP Ringing Entry
a) Follow 3.7.1 a) to b) procedures.

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.

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.

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

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.

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

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.

PCCW®

Help - Home

System > PCCW - Internal Trial > Users : 36598712
Welcome Provisioning Administrator

[Logout]

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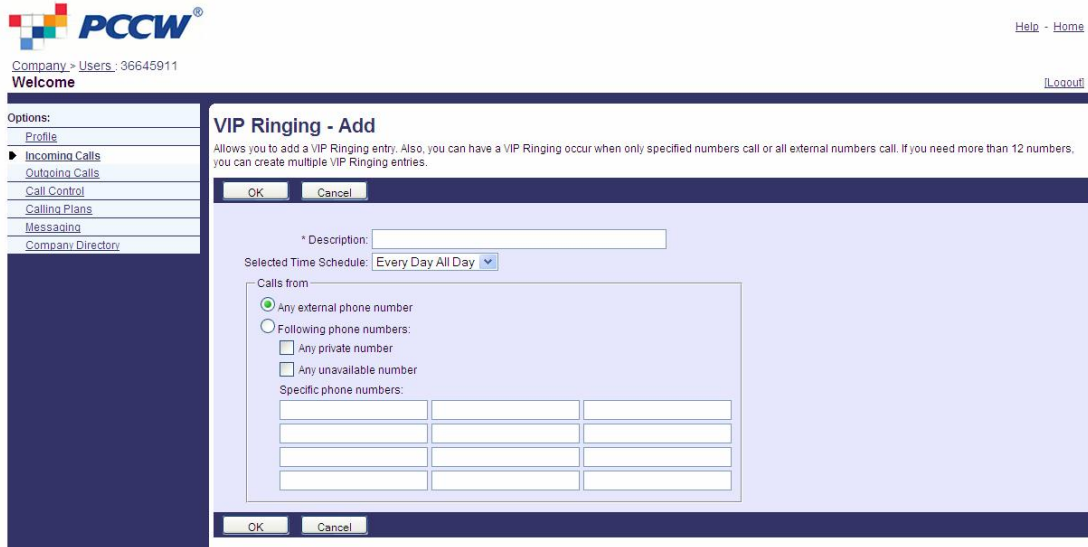Calling Plans
Messaging
Company Directory

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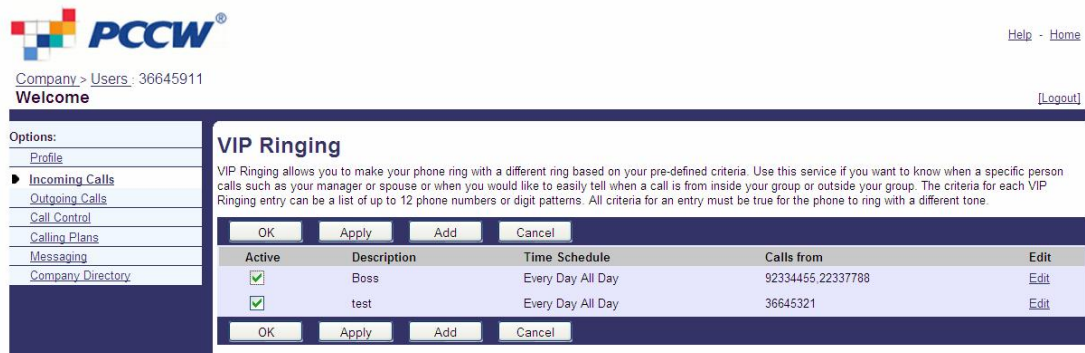
VIP Ringing - Off
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

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 **White List.**

PCCW®

Help - Home

Company > Users : 36645911
Welcome

[Logout]

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.

| OK | Apply | Add | Cancel |
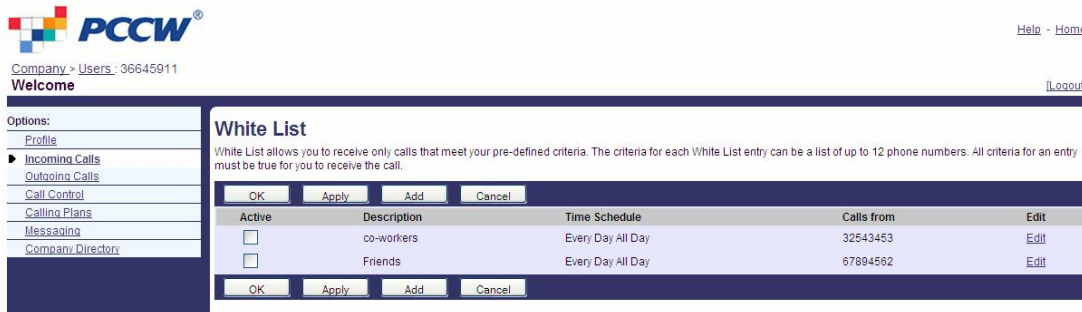
Active	Description	Time Schedule	Calls from	Edit
☑	co-workers	Every Day All Day	32543453	Edit
☑	Friends	Every Day All Day	67894562	Edit

| OK | Apply | Add | Cancel |

c)   Click **Add.**

PCCW®

Help - Home

Company > Users : 36645911
Welcome

[Logout]

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.

| OK | Cancel |

* 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:
   [_____] [_____] [_____]
   [_____] [_____] [_____]
   [_____] [_____] [_____]
   [_____] [_____] [_____]
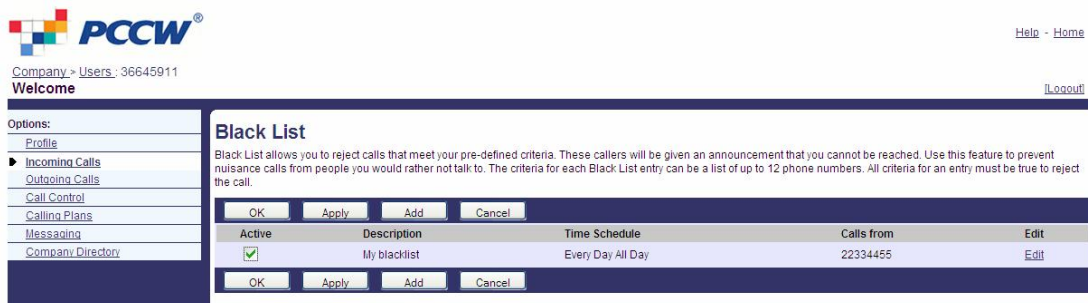
| OK | Cancel |

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
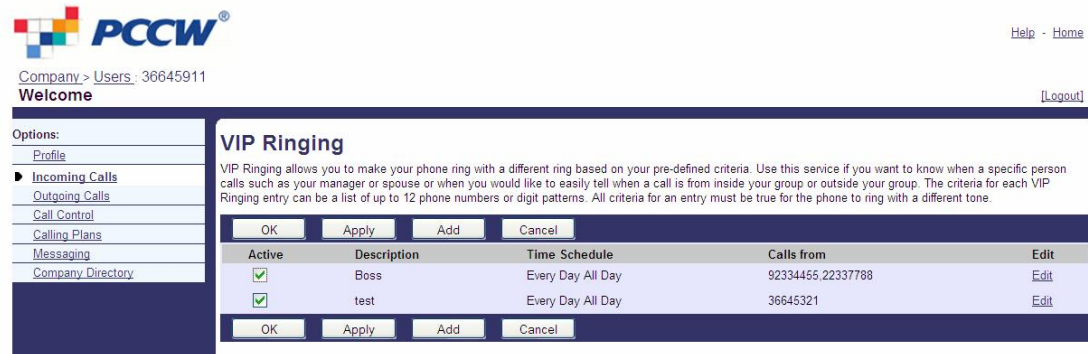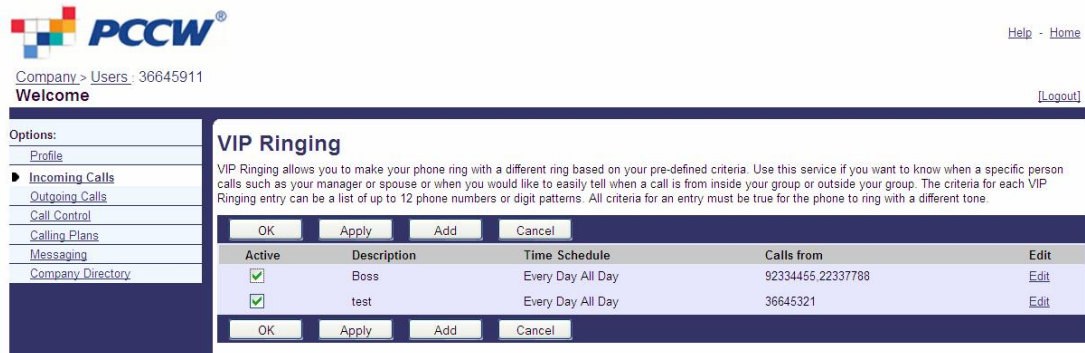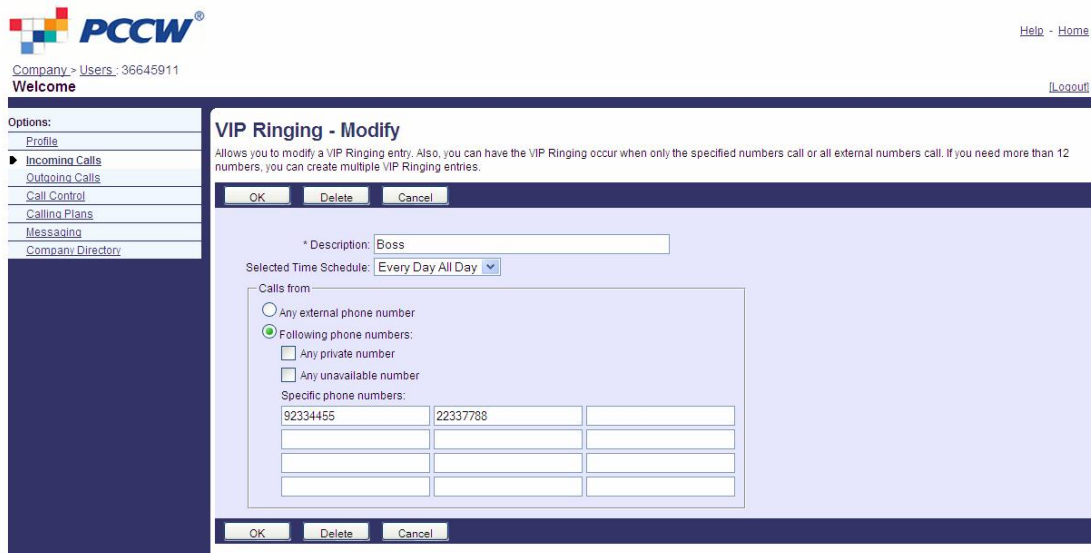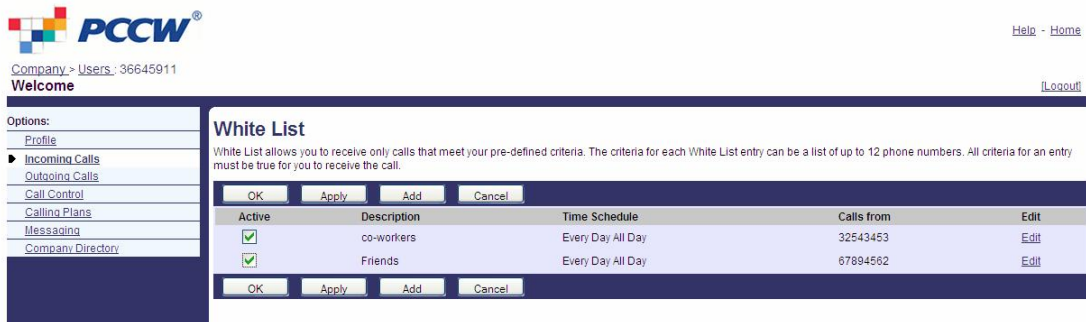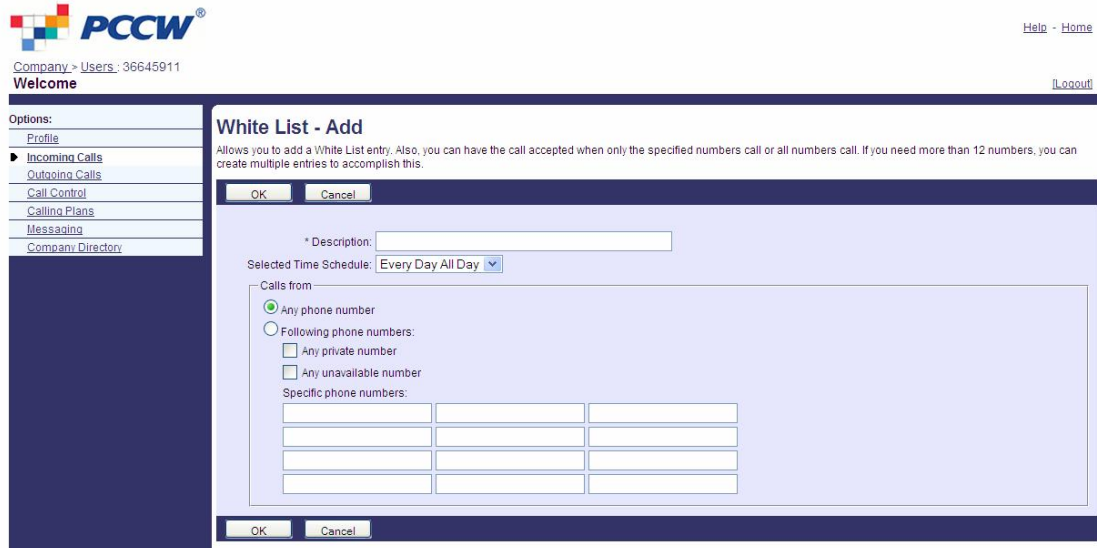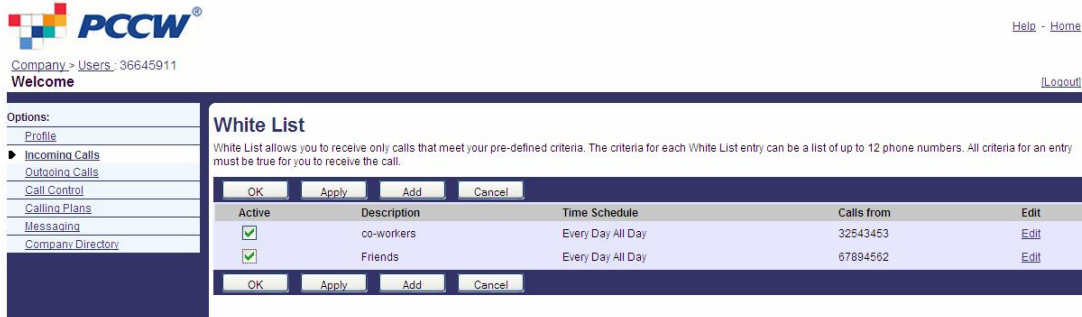a) Follow 3.8.1 a) to b) procedures.

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.

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.
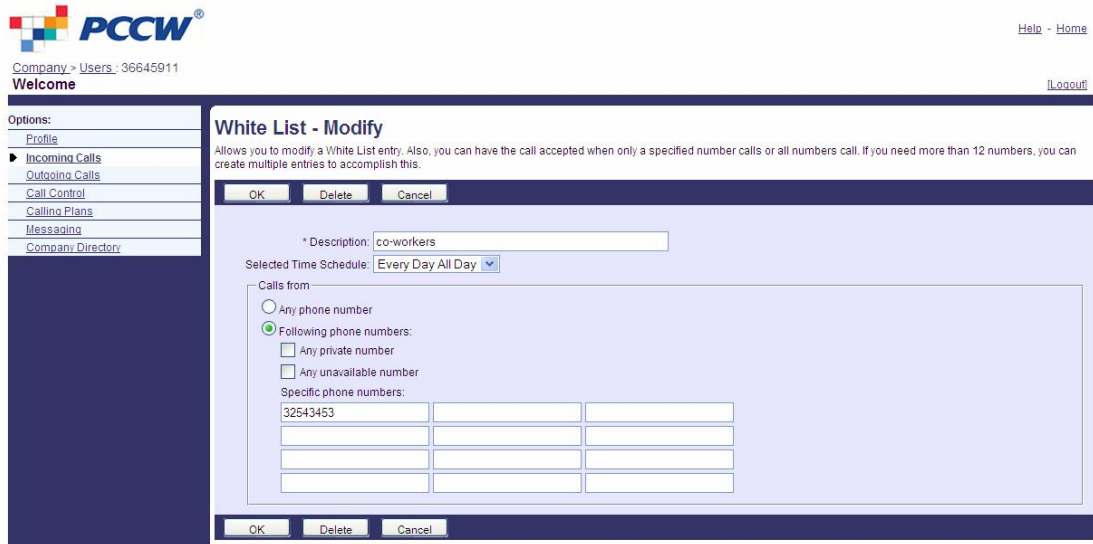
3.8.4. Modify White List Entry
a) Follow 3.8.1 a) to b) procedures.
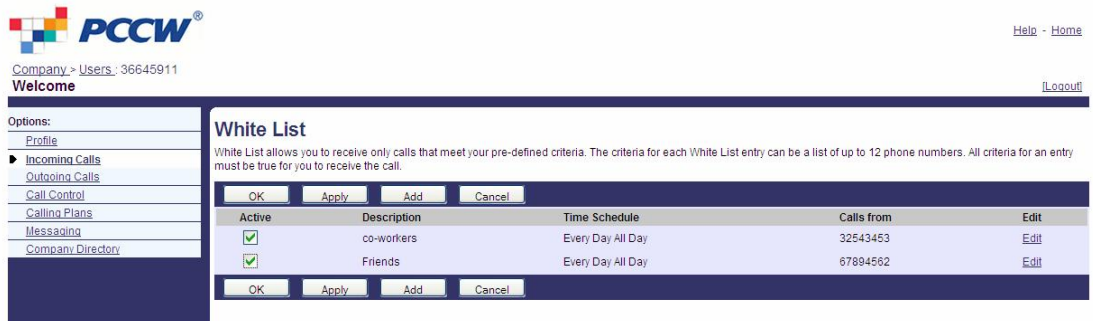

b) Click **Edit** next to the entry that needs to be modified.

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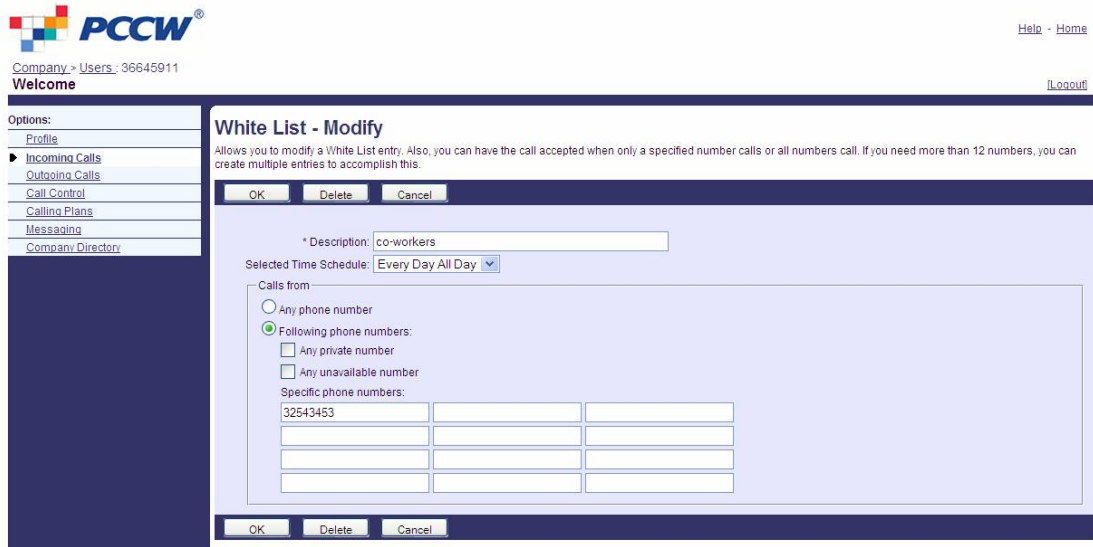f) Click the **OK** button to save and go back to the previous level.

3.8.5. Delete White List Entry
a) Follow 3.8.1 a) to b) procedures.

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

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

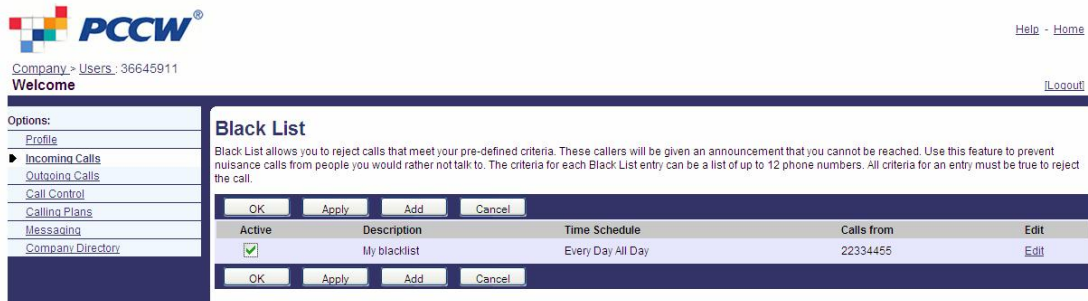Black List enables you to reject calls that meet your pre-defined criteria.

3.9.1. Add Black List Entry

a) Follow 3.1 a) procedures.

b) Click **Black List.**

c) Click **Add.**

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.
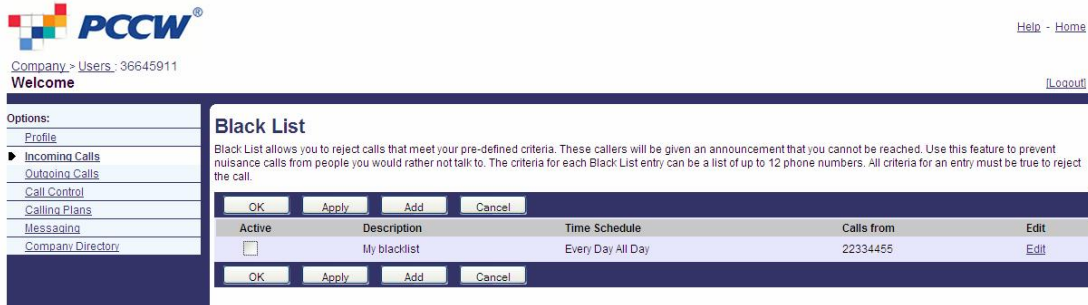
3.9.2. Activate Black List Entry
a) Follow 3.9.1 a) to b) procedures.

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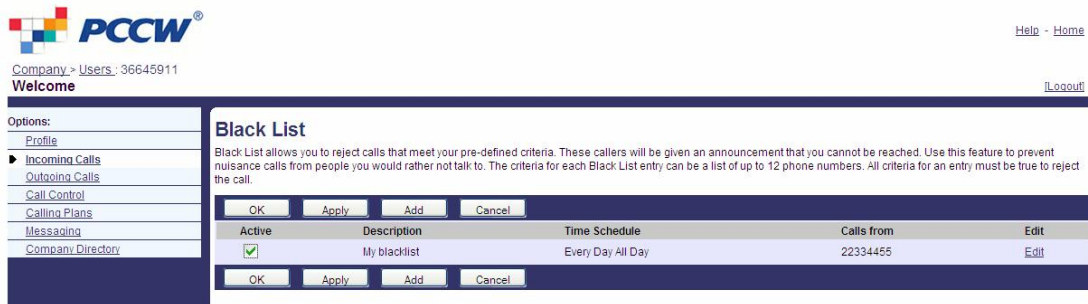
b) To deactivate Black List Entry, uncheck the **Active** box on Black List page.
c) Click the **Apply** button to save **or** click the **OK** button to save and go back to the previous level.

3.9.4. Modify Black List Entry
a) Follow 3.9.1 a) to b) procedures.

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 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.

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

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.
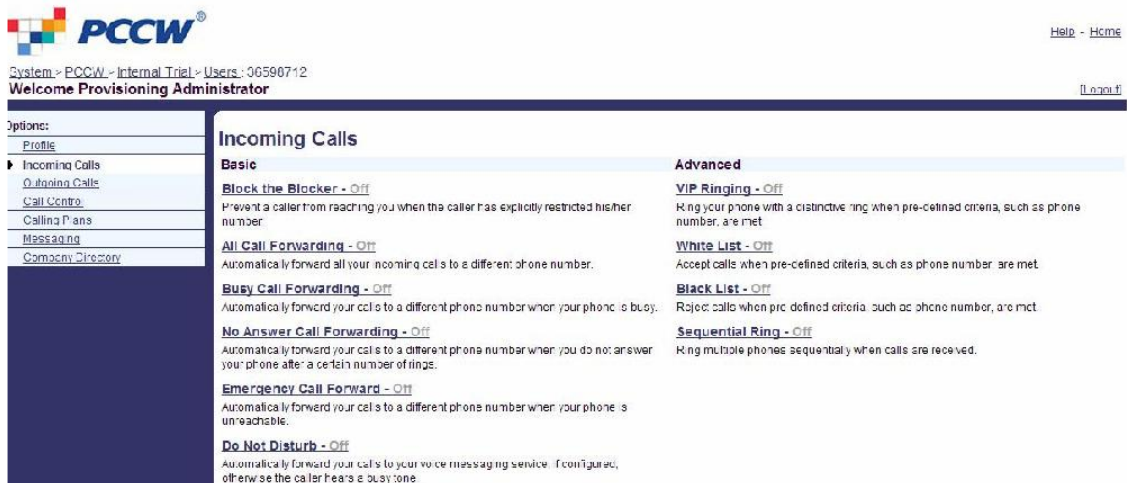
3.10. Sequential Ring

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.

b) Click **Sequential Ring**.

3.10.1. Add Sequential Ring Entry

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

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.

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

OK   Cancel

* 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:

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.

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.

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

OK   Apply   Add   Cancel

☑ Use Base Location Phone first
   Number of rings for Base Location Phone: [5 ▾]
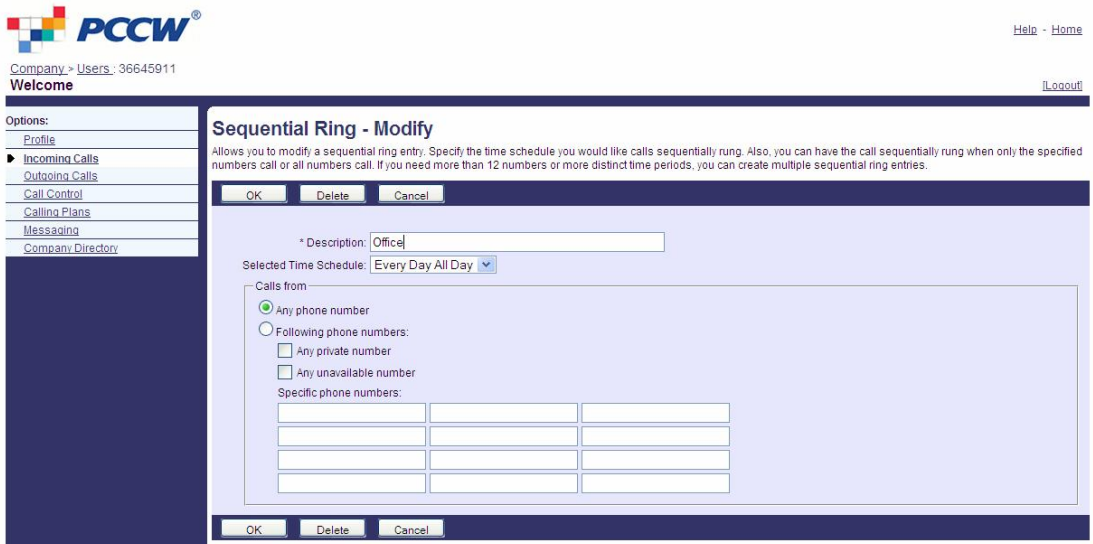
Location	Phone Number	Number of rings	Answer confirmation required
1	992668606	5 ▾	☐
2	936645915	3 ▾	☐
3		3 ▾	☐
4		3 ▾	☐
5		3 ▾	☐

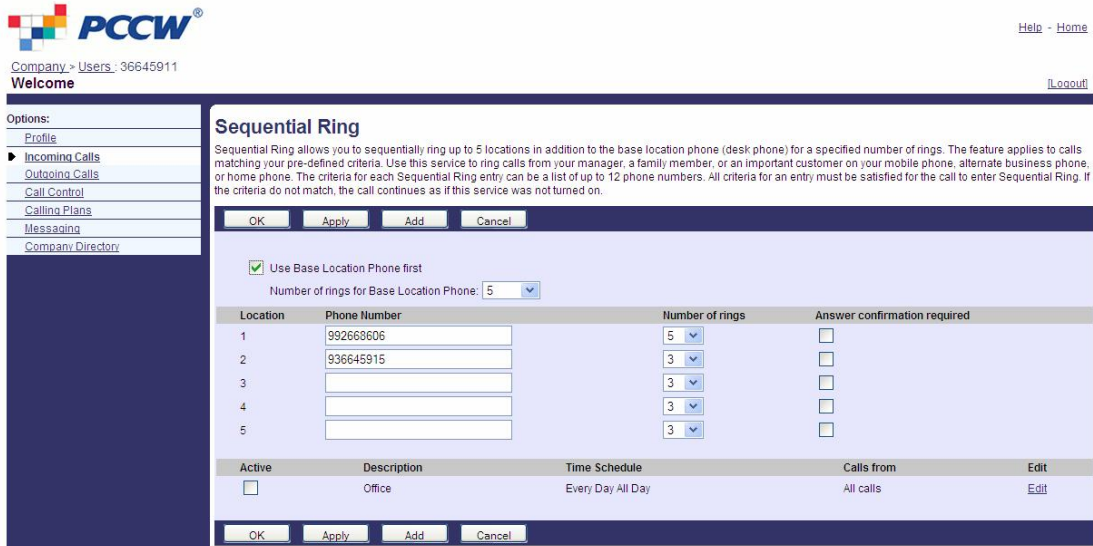| Active	Description	Time Schedule	Calls from	Edit
☑	Office	Every Day All Day	All calls	Edit

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 <u>or</u> 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.

b) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.

3.10.4. Modify Sequential Ring Entry

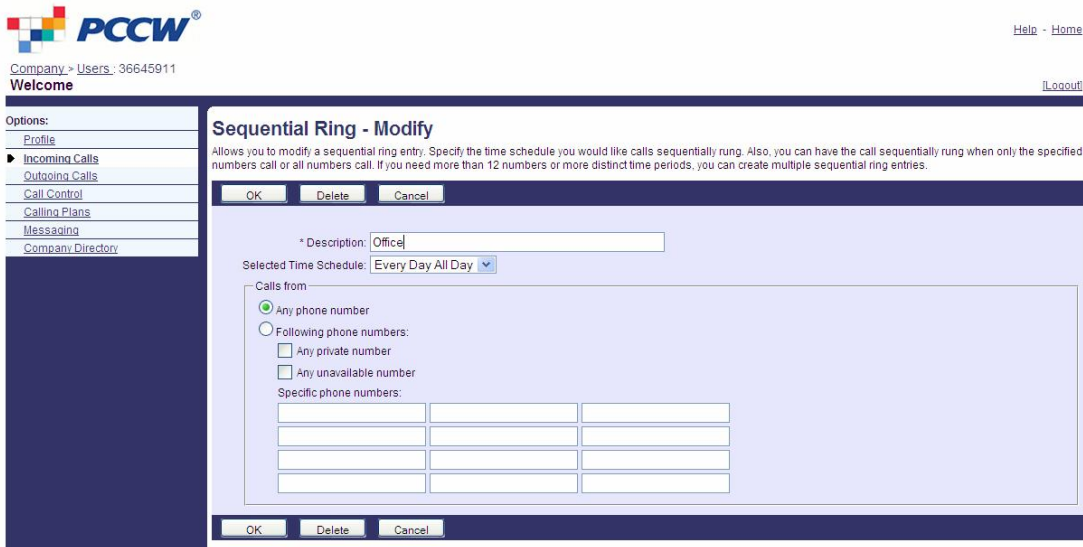a) On the Sequential Ring page, click **Edit** next to the entry that needs to be modified.

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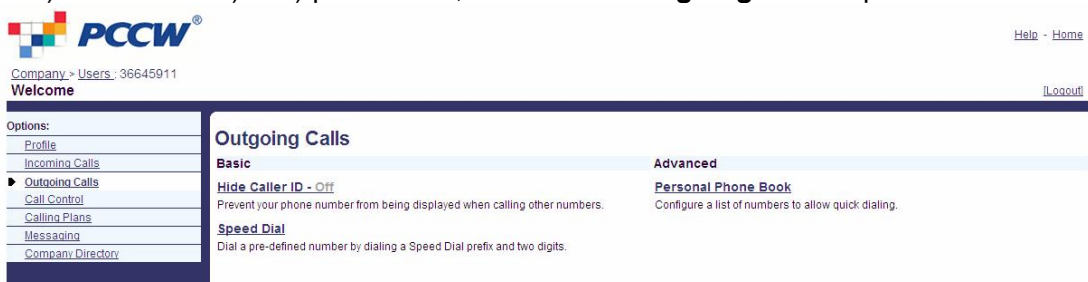a) On Sequential Ring page, click **Edit** next to the entry that needs to be deleted.

b) Click the **Delete** button to delete the entry and go back to the previous level.
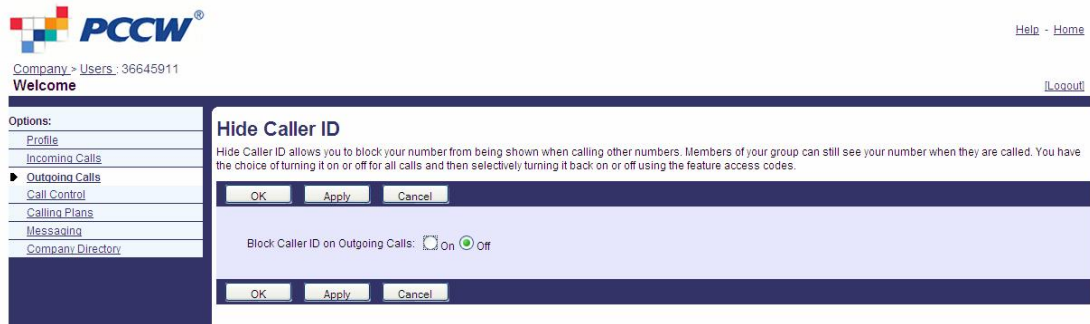
Note: The delete action is not reversible.

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.
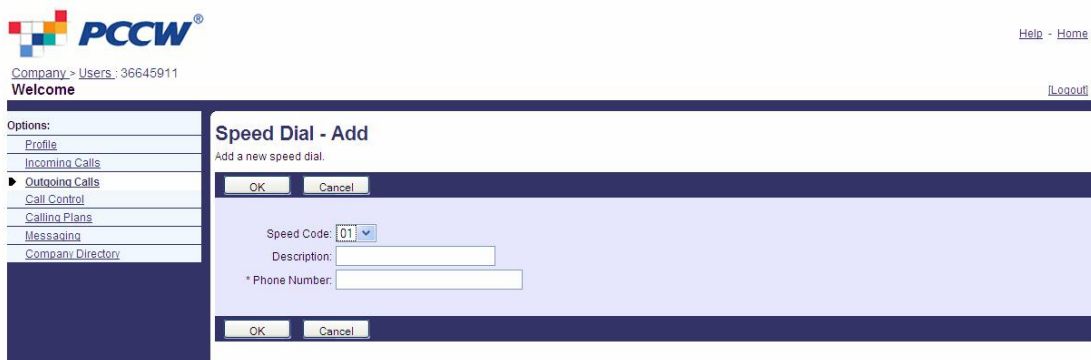
3.12.1. Add Speed Dial Entry

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

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

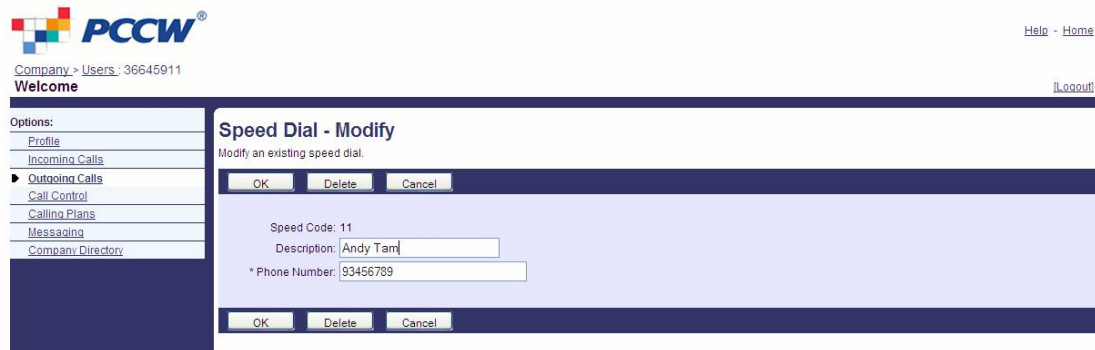a) Follow 3.11 a) procedures, then click **Speed Dial.**

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

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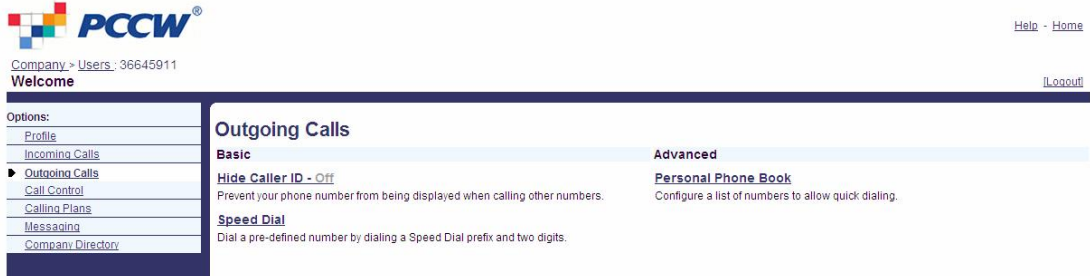a) Follow 3.11 a) procedures, then click **Speed Dial.**

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.
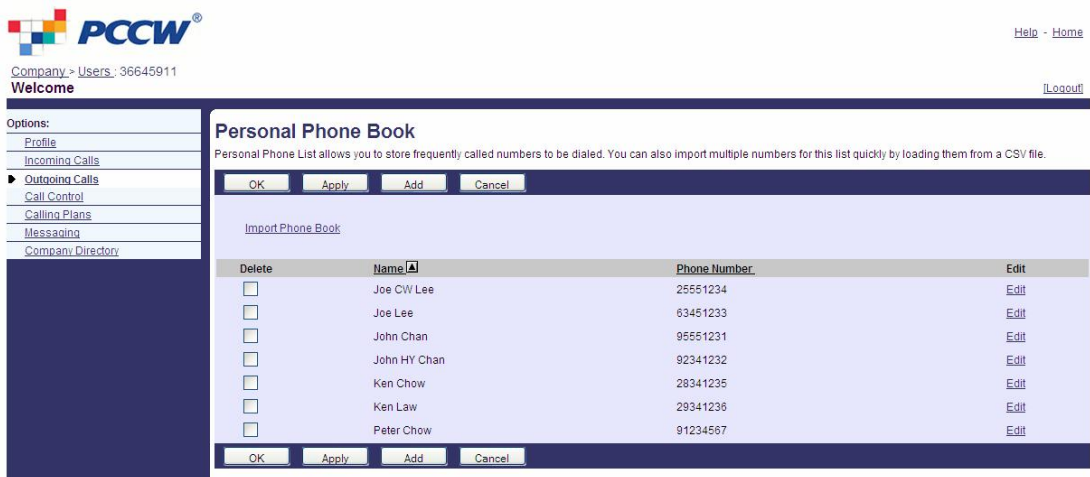
3.13. Personal Phone Book

3.13.1. Add contact to Personal Phone Book
a) Follow 3.11 a) procedures.
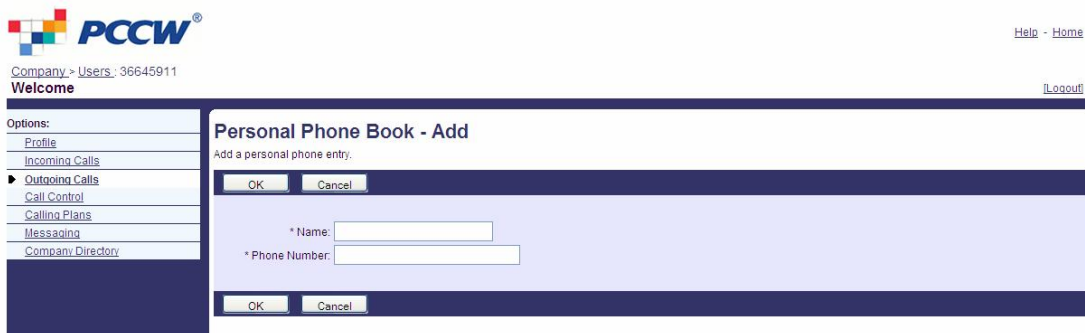
b) Click **Personal Phone Book.**

c) Click **Add**.

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.

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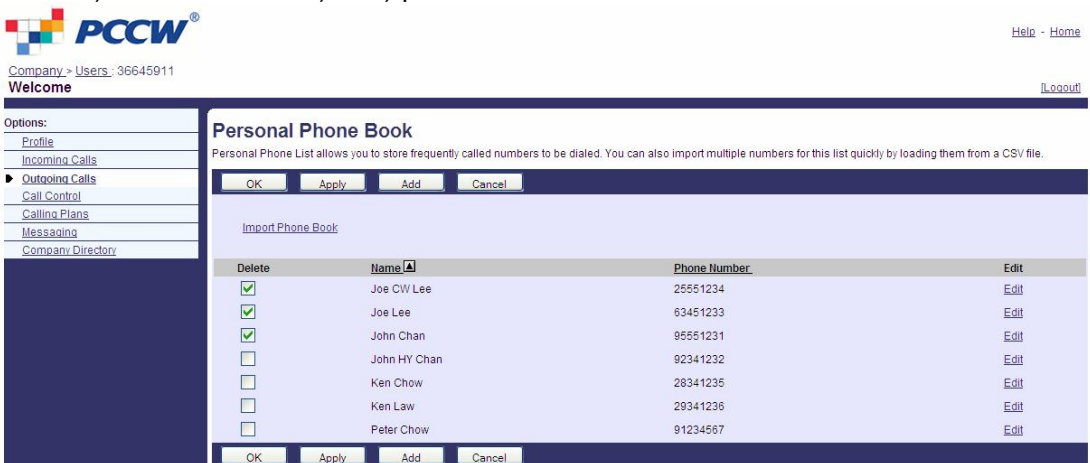

c) Edit name of contact (if needed).
d) Edit phone number (if needed).
e) Click the **OK** button to save and go back to the previous level.

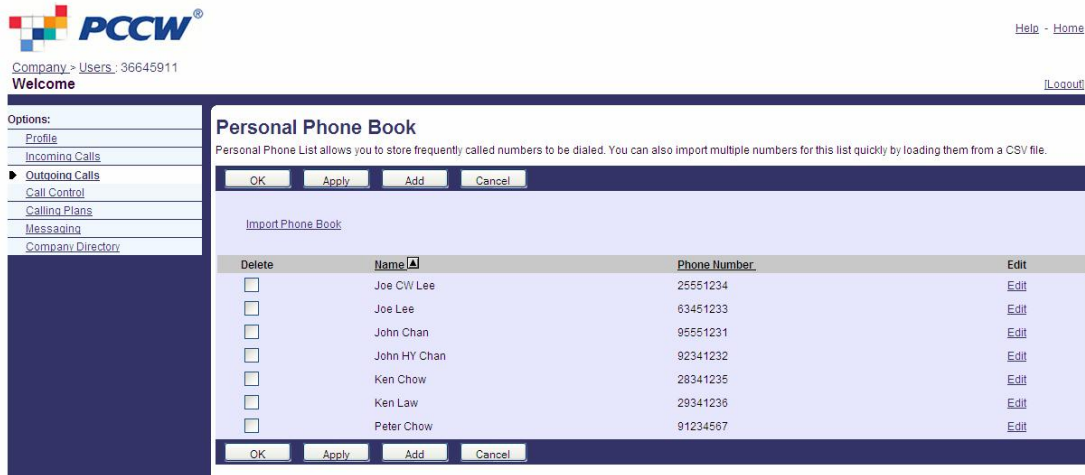3.13.3. Delete contact in Personal Phone Book
a) Follow 3.13.1 a) to b) procedures.

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.

b) Click **Import Phone Book**.

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"
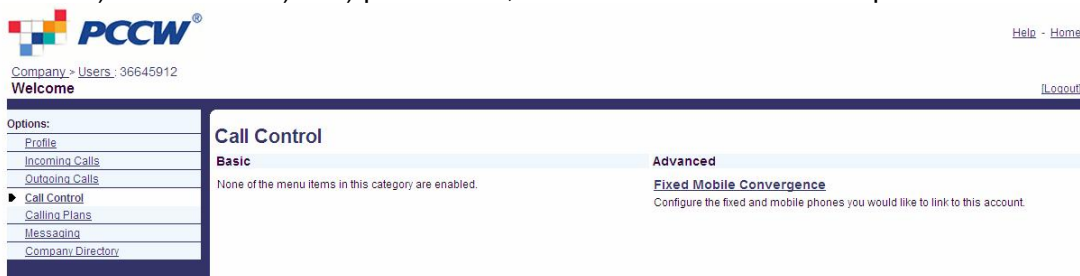"Ken Chow", "28341235"
"Ken Law", "29341236"

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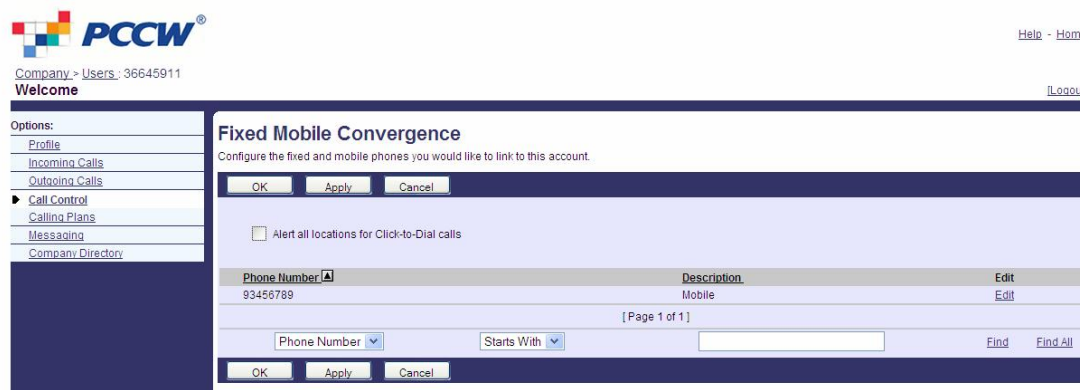
Fixed-mobile convergence enables your mobile number to be called simultaneously when an incoming call rings your desk phone. With this arrangement, you can pick up the call using either your desk phone or mobile. You can also "pull" a call from your mobile to a desk phone, or vice versa, without interrupting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

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

b) Click **Fixed Mobile Convergence.**
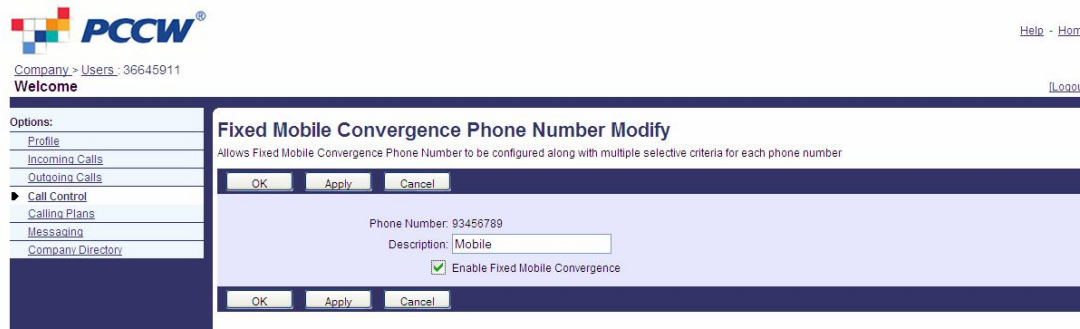
c) Click **Edit** next to the mobile phone number entry.

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

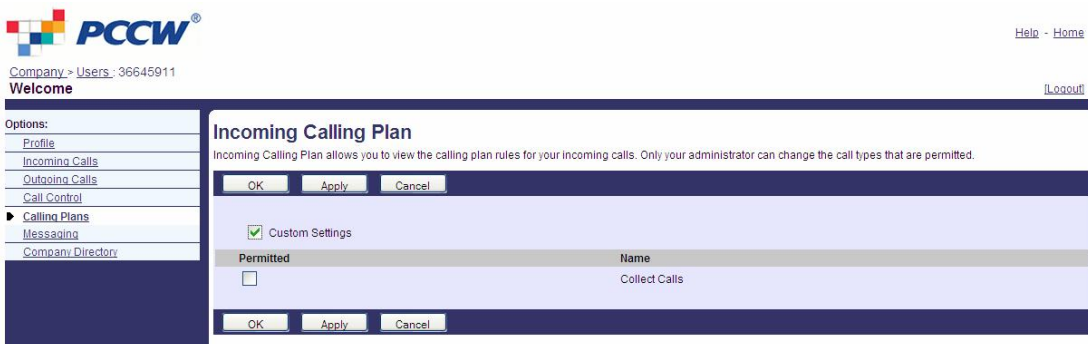e) Click the **Apply** button to save **or** click the **OK** button to save and go back to the previous level.

3.15. Collect Calls

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

b) Click **Incoming Calling Plan**.

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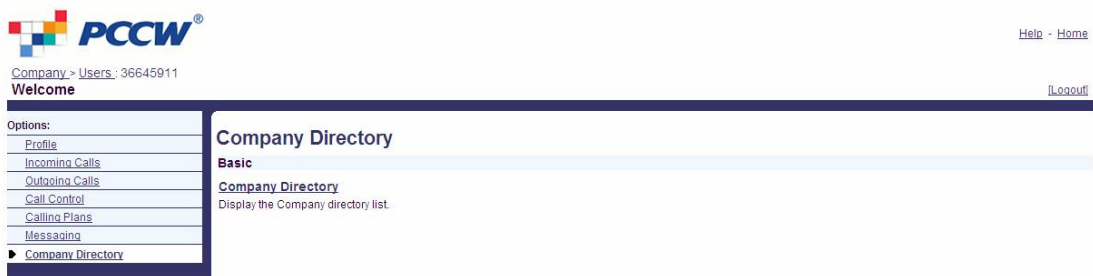a) Follow 2.1 a) to c) procedures, then select "**Messaging**" option.

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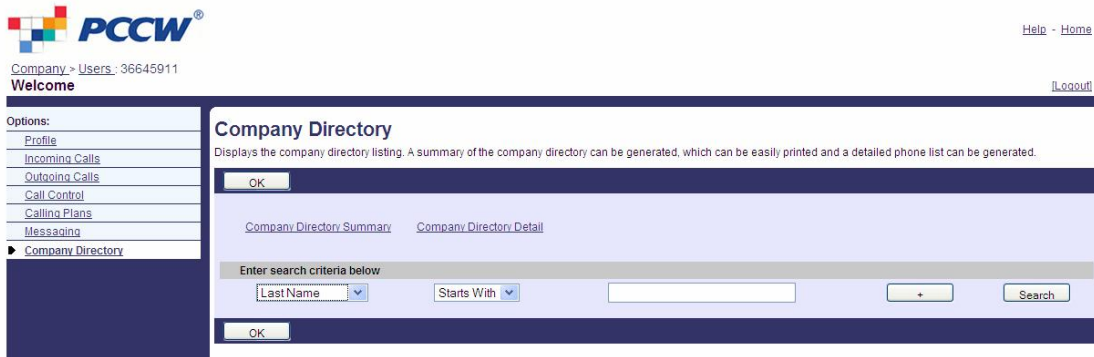
   Note: To set voicemail language, please refer to section 2.1 – "Edit user calling-line display name and language preference".

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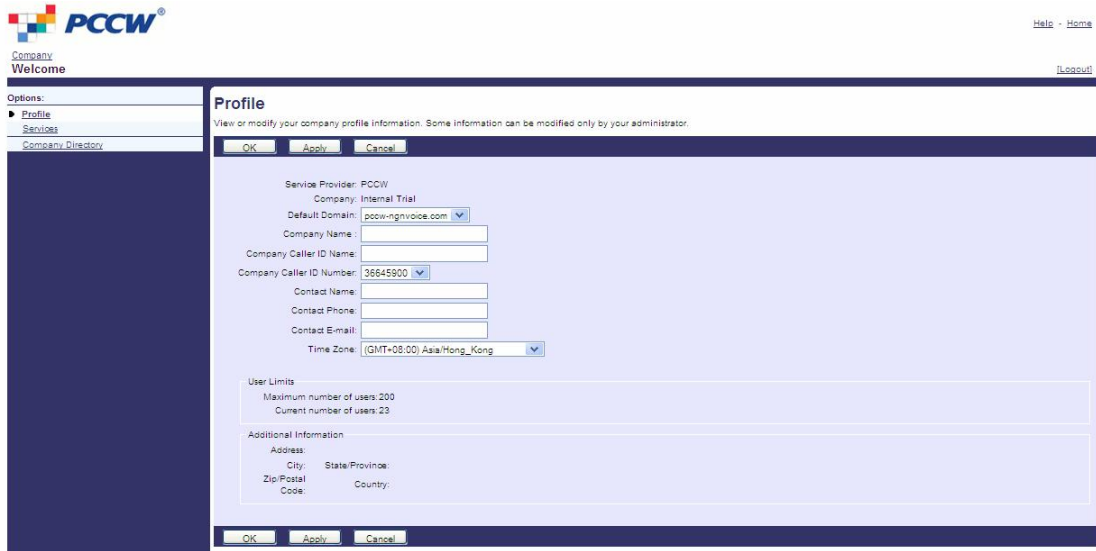

b) Click **Company Directory**.

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.

4.2. Change Company Caller ID
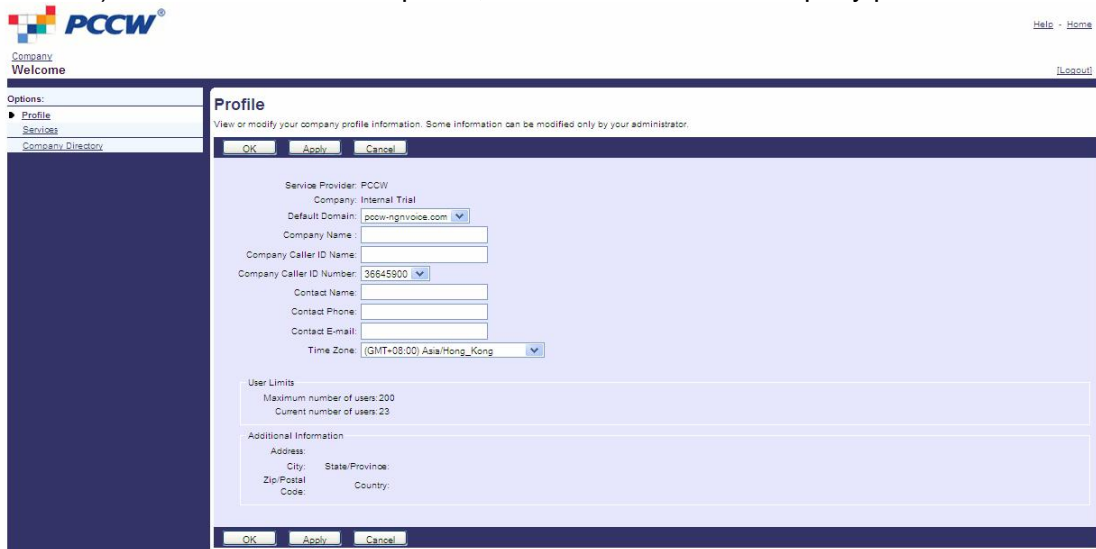
b) Click **Profile** under Options, then **Profile** to view company profile information.

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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

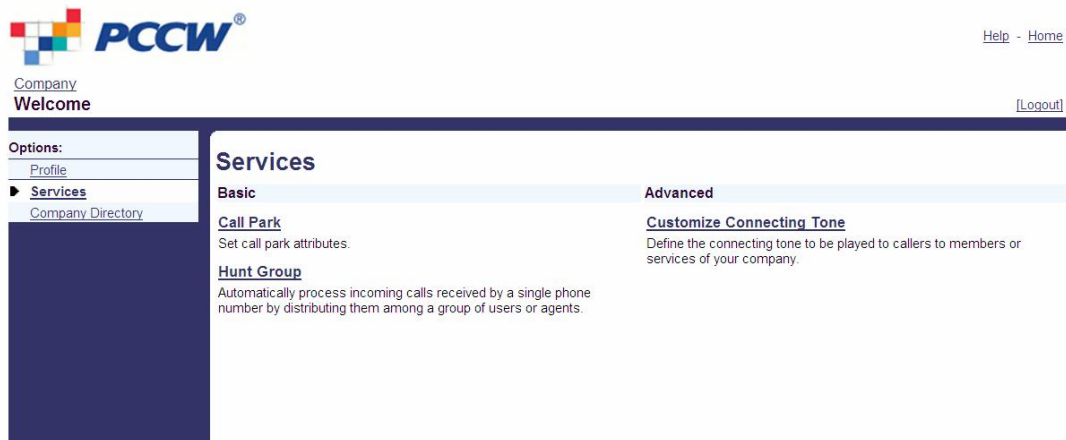d) Click **Profile** under Options, then **Change Password** to change company administrator password.

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.
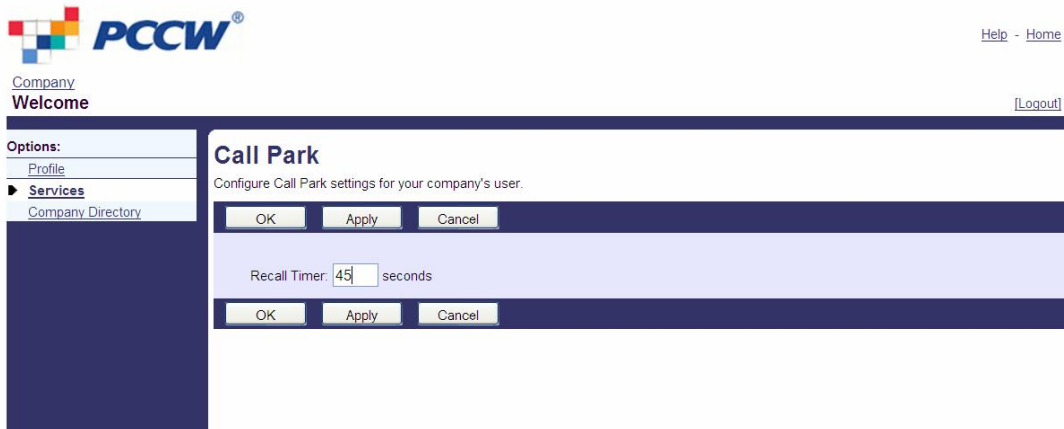
4.4. Set Call Park Recall Timer

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.

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

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.
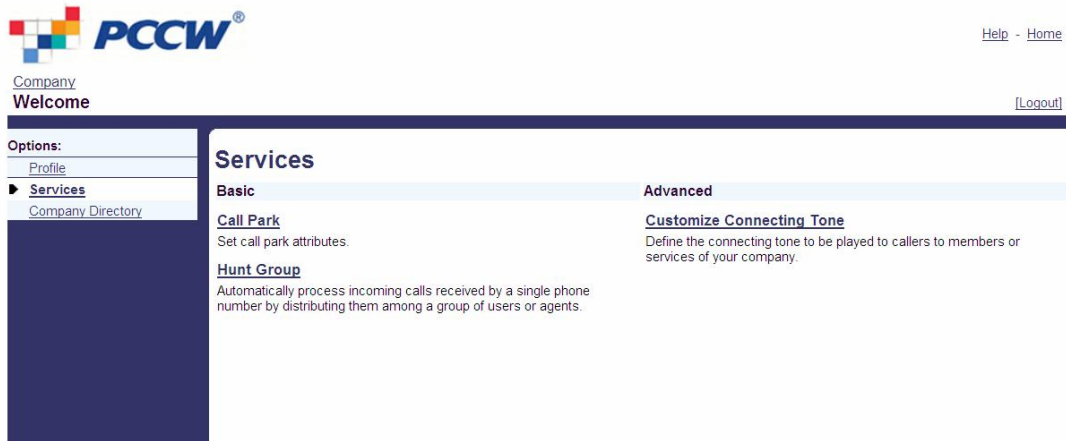
4.5. Hunt Group Configuration
Hunt Groups enable you to redirect overflow calls to a destination when the group cannot accept calls.
Note: To form a new/additional Hunt Group, please contact your PCCW account manager or one communications service hotline on 1833111.

4.5.1. View/Modify Hunt Group Profile
a) Click **Services** under Options.

b) Click **Hunt Group.**

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

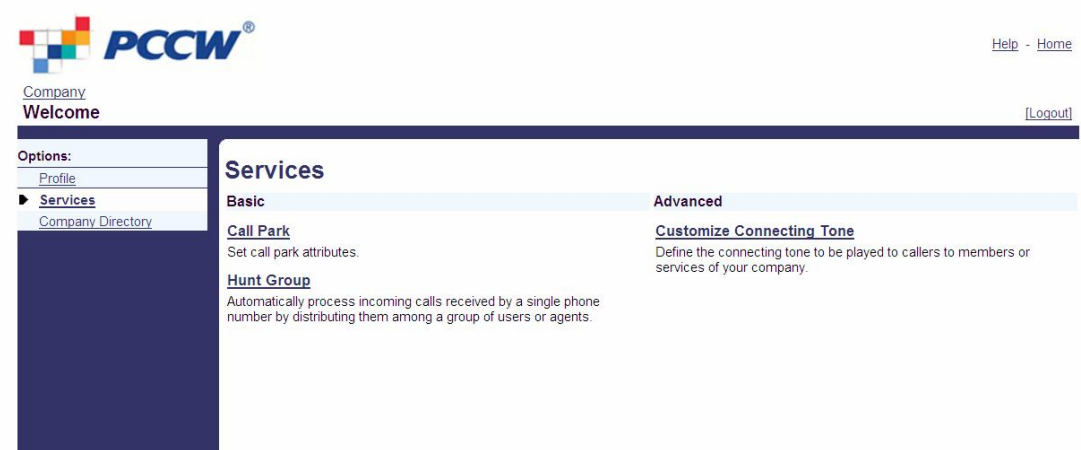d) To modify the Hunt Group, click **Edit** next to the chosen group.
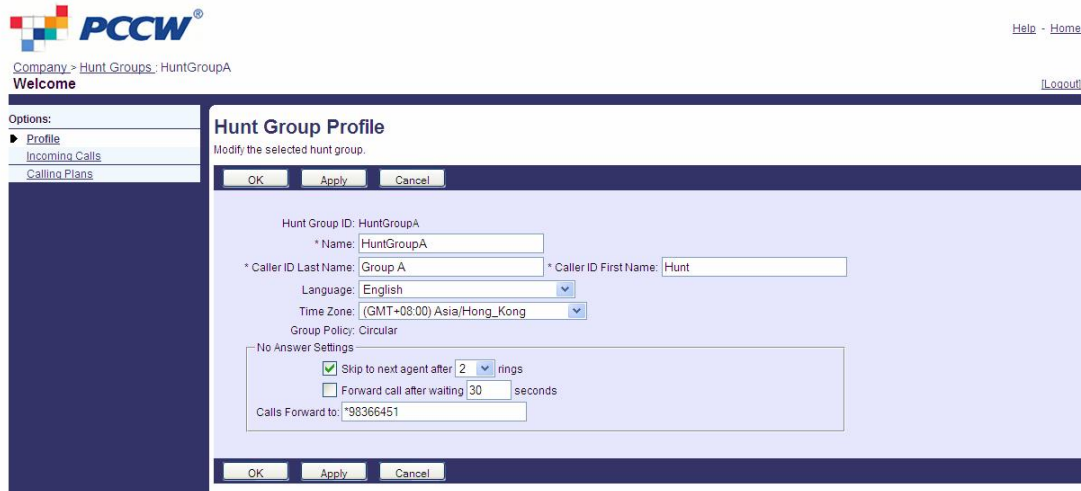
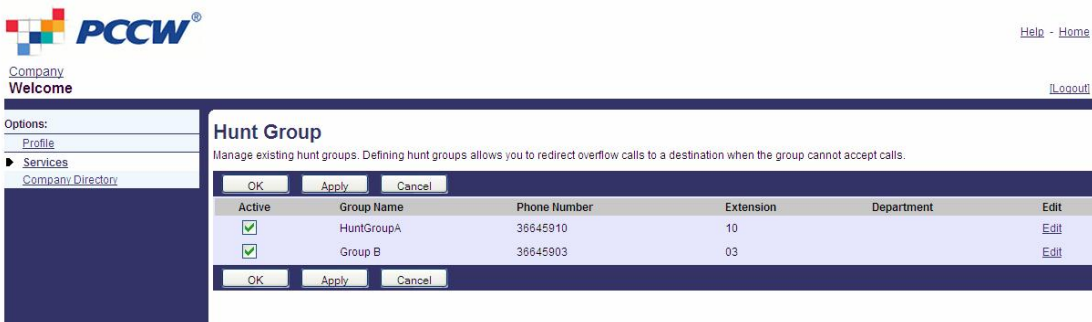e) To view or modify the Hunt Group profile, Click **Profile**.

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.
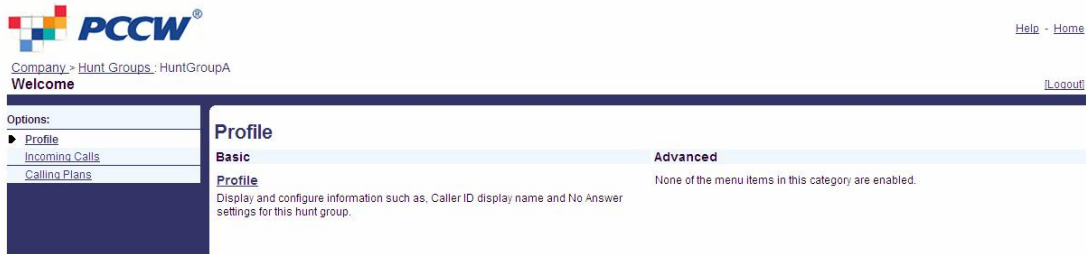
4.5.2. Call Waiting and No Answer Settings

a) Click **Services** under Options.

b) Click **Hunt Group.**

c) To modify the Hunt Group, click **Edit** next to the chosen group.
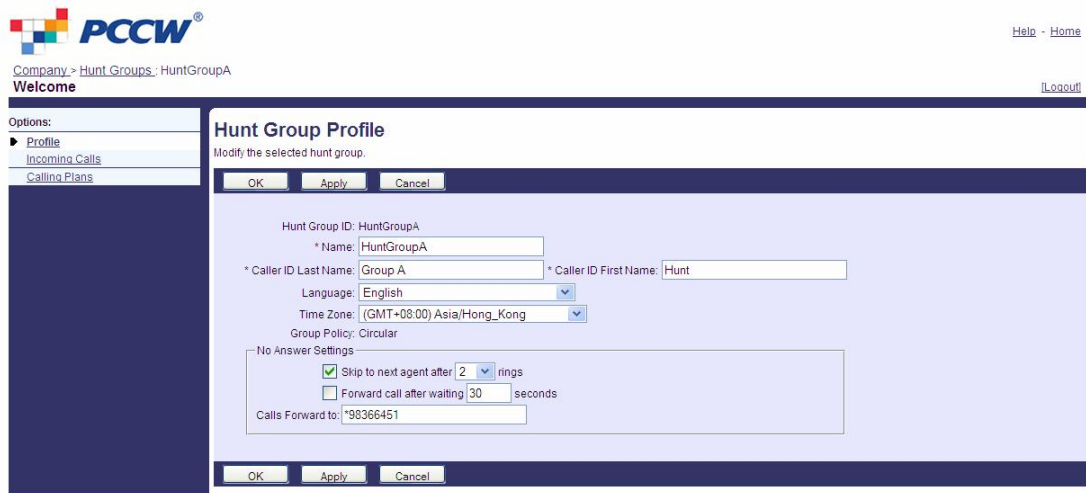
d) To view or modify Call Waiting or No Answer settings, click **Profile**.
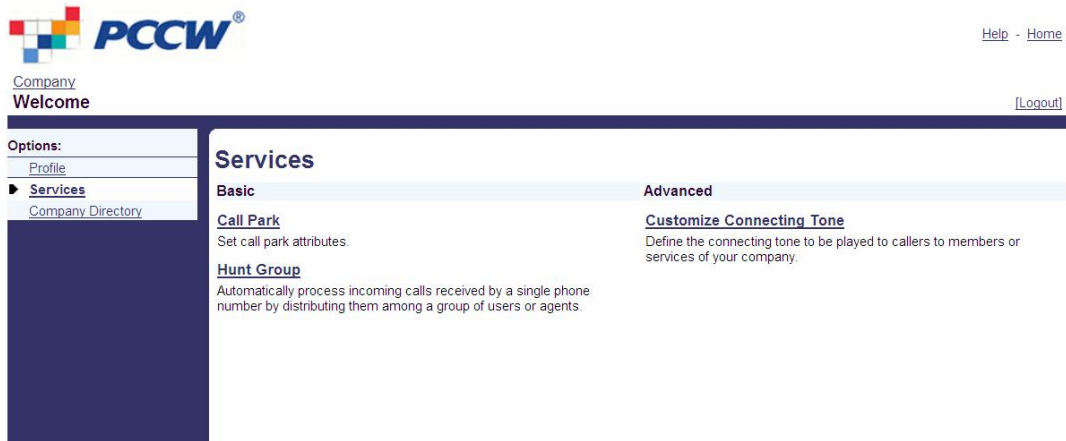
e) To enable Call Waiting on agents under Hunt Group, check the "**Allow Call Waiting on agents**" box.
f) Ensure the "**Skip to next agent after x rings**" box is checked. Number of rings can be set according to user needs.
g) To forward incoming calls to other phone numbers (or voicemail) after completing 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.

b) Click **Hunt Group.**

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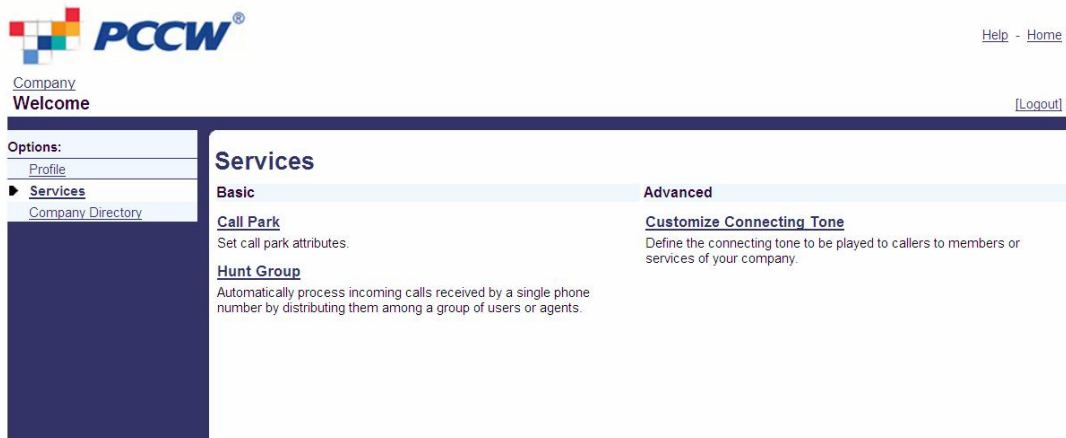

d) Click **Incoming Calls** under Options.

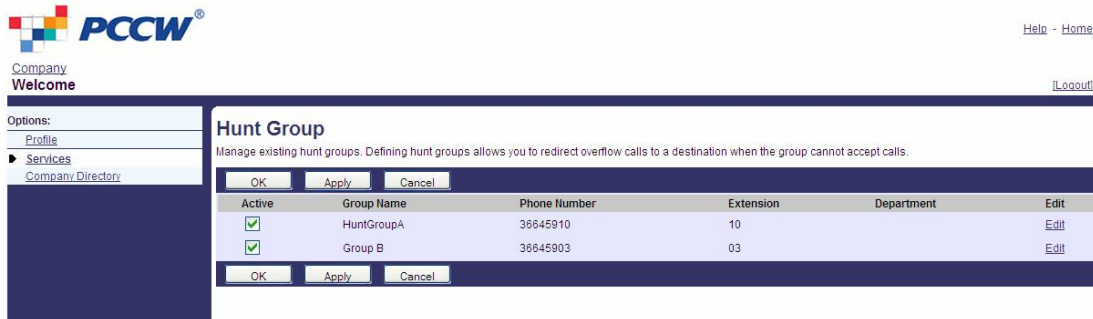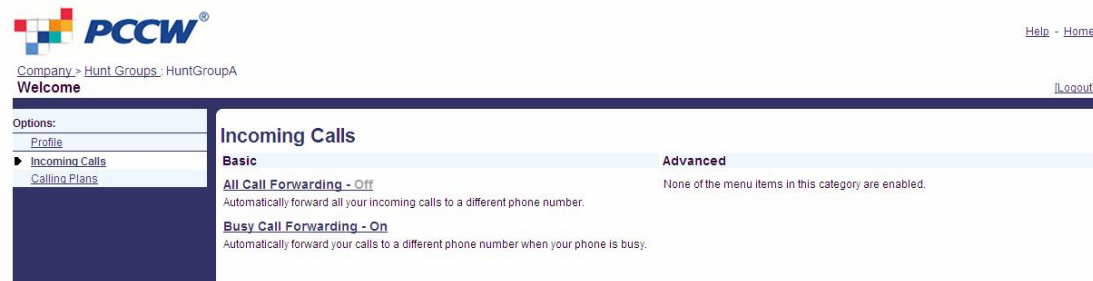e) To view or modify All Call Forwarding, click **All Call Forwarding**.

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.

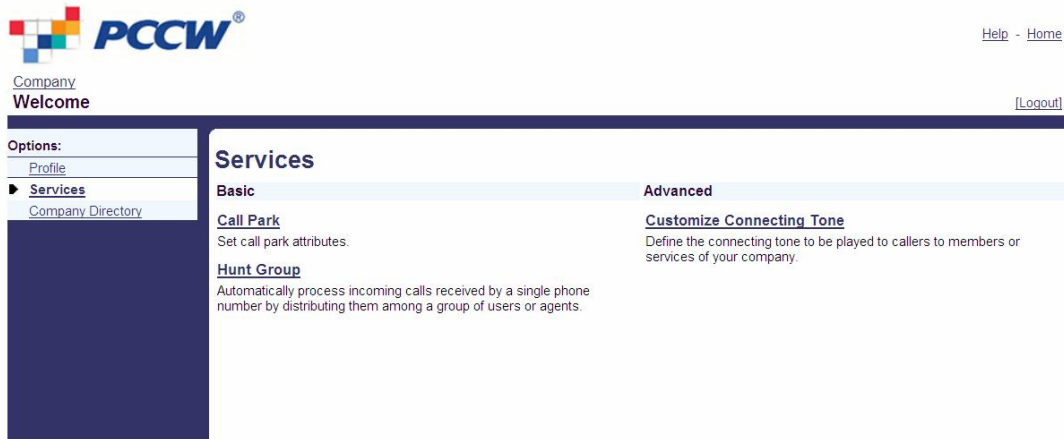e) To view or modify Busy Call Forwarding, click **Busy Call Forwarding**.

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 <u>or</u> click the **OK** button to save and go back to the previous level.

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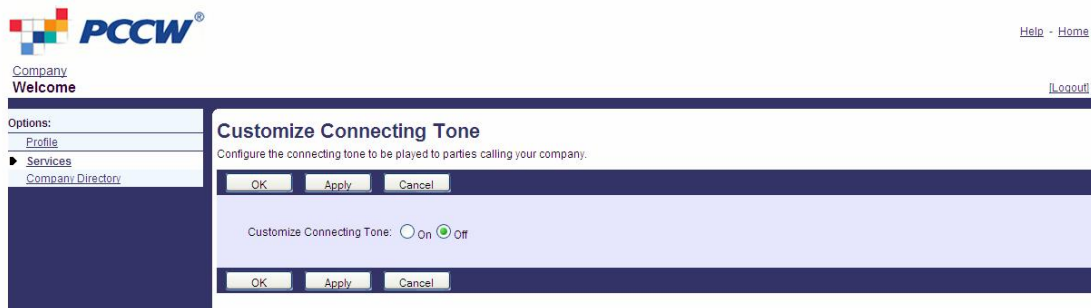
Customize Connecting Tone is a paid-for feature. To subscribe, please contact your PCCW account manager or one communications service hotline on 1833111.

a) Click **Services** under Options.

b) Click **Customize Connecting Tone.**

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.

b) Click **Common Phone Book.**

c) Click **Add.**

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.

b) Click **Common Phone Book.**

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

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.

b) Click **Common Phone Book.**

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.

b) Click **Common Phone Book.**

c) Click **Import Phone List.**

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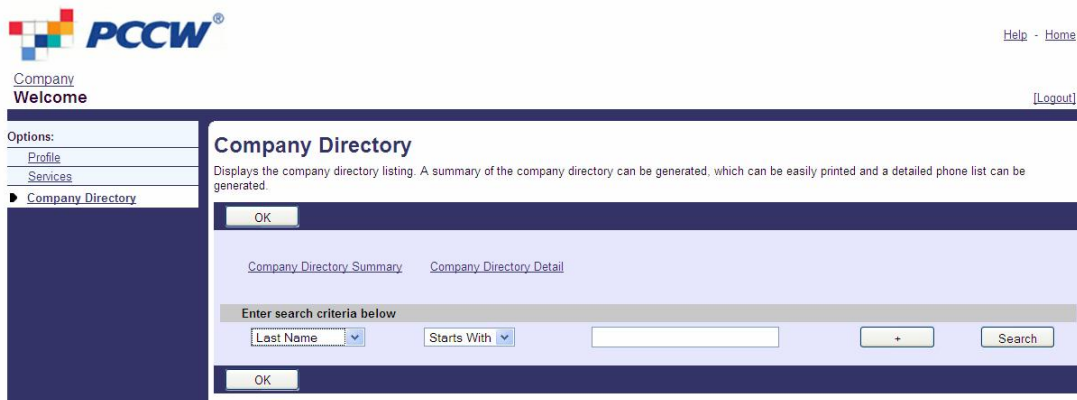
4.8. Company Directory
   a) Click **Company Directory** under Options.

b) Click **Company Directory.**

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.