
one communications

Web portal user guide

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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 your phone number.
- c) Password is available from your company administrator (BR number/first 6 digits of live line).
- 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".

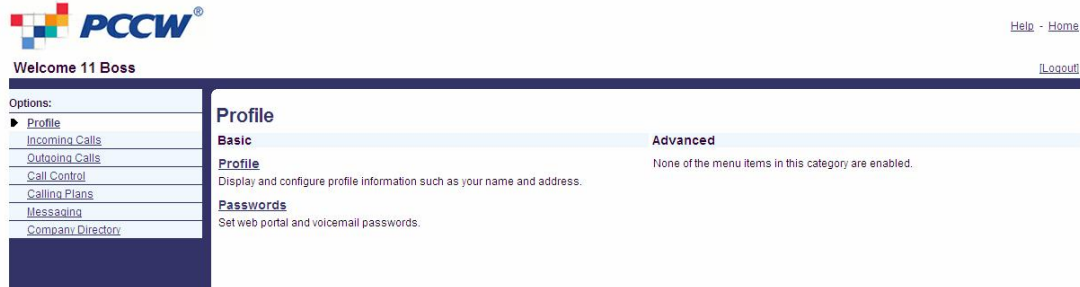
For users with proxy server:

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

2. User profile

2.1. Personal profile and language setting

- a) Click **Profile** under *Options* Menu.



Options:

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

Profile

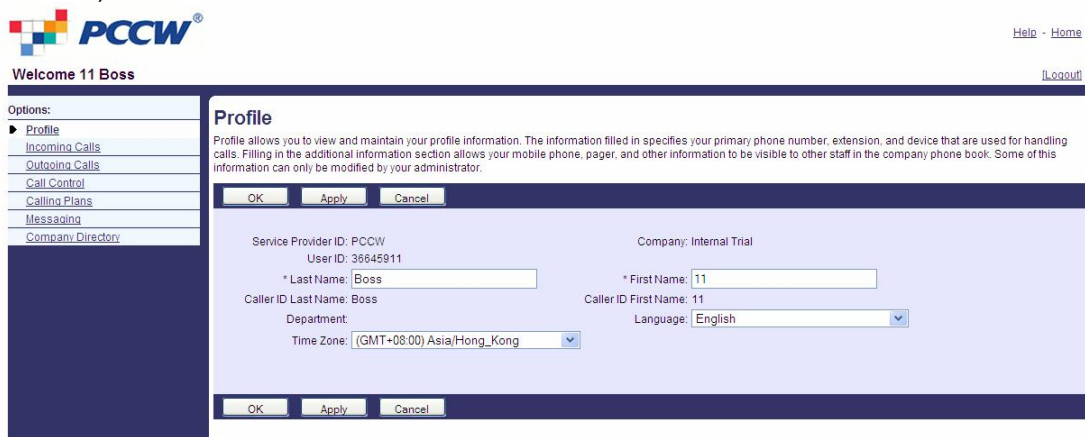
Basic **Advanced**

Profile
Display and configure profile information such as your name and address.

Passwords
Set web portal and voicemail passwords.

None of the menu items in this category are enabled.

b) Click **Profile**.



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
User ID: 38645911
Company: Internal Trial

* Last Name: * First Name:

Caller ID Last Name: Boss Caller ID First Name: 11

Department: Language:

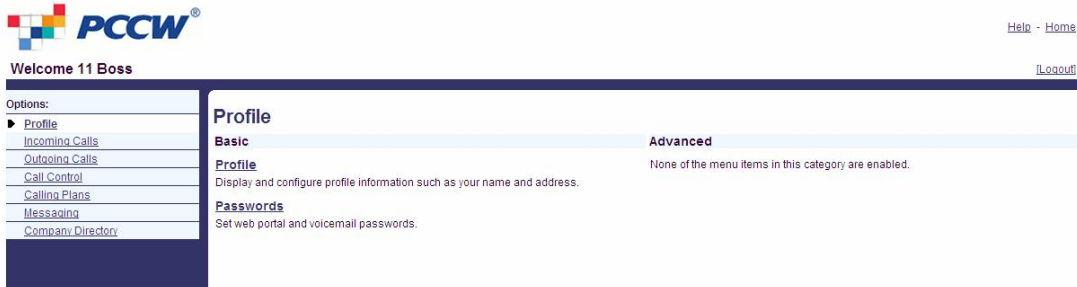
Time Zone:

OK Apply Cancel

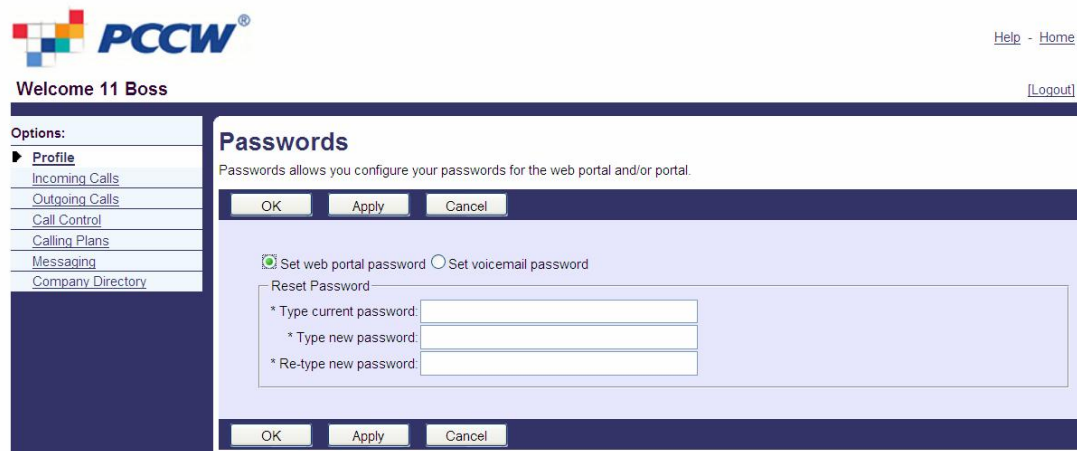
- c) You can edit the **Last Name** and **First Name** of your caller ID.
- d) You can select from two language options: English (for voicemail and web portal) or Cantonese (for voicemail) and English (for web portal).
- e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

2.2. Password

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



- b) Click **Password**.



- c) You can change the web portal password or voicemail password by clicking **Set Web Portal Password** or **Set Voicemail Password**.
- d) Enter your current password, followed by the new password, then confirm the new password

Note: Web portal password must be a 6-digit number, while voicemail password must be 4 digits.

3. Incoming calls

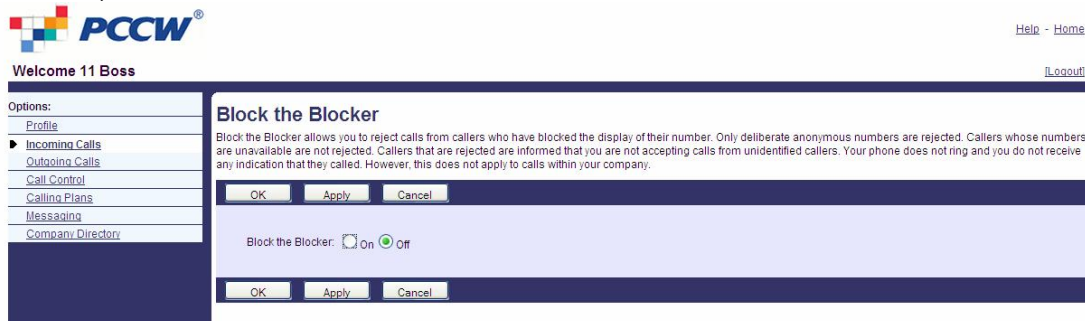
3.1. Block-the-Blocker

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

a) Click **Incoming Calls** under Options Menu on the left.



b) Click **Block-the-Blocker**.




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.

a) Click **Incoming Calls** under Options Menu on the left.



System - PCCW - Internal Trial - Users: 06590712
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 **All Call Forwarding**.



Welcome 11 Boss

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

- c) Turn All Call Forwarding **On** or **Off**.
- d) Enter the **Phone Number** to which calls should be forwarded.
- e) Check the optional **"Play Ring Reminder when a call is forward"** box if needed.
- f) 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.

- a) Click **Incoming Calls** under Options Menu on the left.



System: PCCW - Internal Trial - Users: 06590712
 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

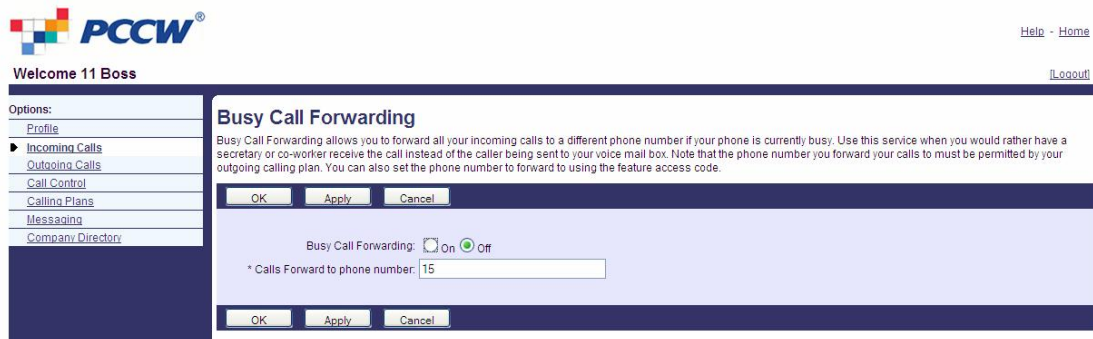
VIP Ringing - Off
 Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

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 **Busy Call Forwarding**.



Welcome 11 Boss [Logout](#)

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: 15

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) Click **Incoming Calls** under Options Menu on the left.



System: PCCW - Internal Trial - Users: 06590712
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 **No Answer Call Forwarding**.



Welcome 11 Boss

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: 99887766

Number of rings before forwarding: 5

OK Apply Cancel

- Turn No Answer Call Forwarding **On** or **Off**.
- Enter the **Phone Number** to which calls should be forwarded.
- Select **Number of rings before forwarding**.
- 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.

- Click **Incoming Calls** under Options Menu on the left.



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

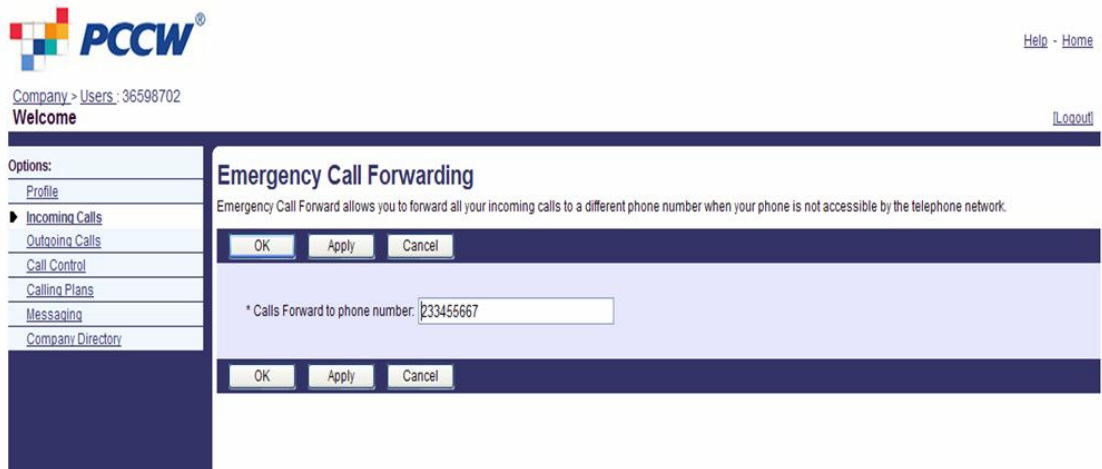
VIP Ringing - Off
 Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

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 : 36598702
 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)

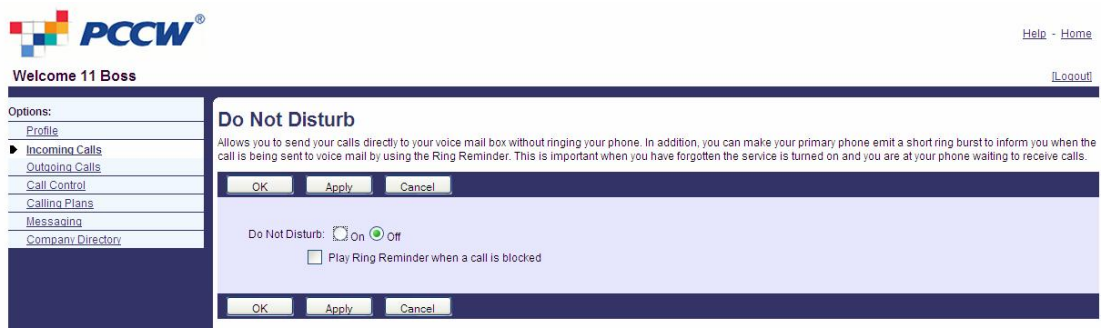
Do not Disturb enables you to send calls directly to your voicemail box without your phone Ringing. In addition, Ring Reminder can make your primary phone emit a short ring to inform you when a call is being sent to voicemail.

- a) Click **Incoming Calls** under Options Menu on the left.



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. The 'Basic' section includes options like 'Block the Blocker', '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'. Each option has a brief description of its function.

- b) Click **Do Not Disturb**.



The screenshot shows the 'Do Not Disturb' configuration dialog box. It contains a title bar, a description of the feature, and a control area with a radio button for 'Do Not Disturb' (set to 'Off'), a checkbox for 'Play Ring Reminder when a call is blocked', and 'OK', 'Apply', and 'Cancel' buttons.

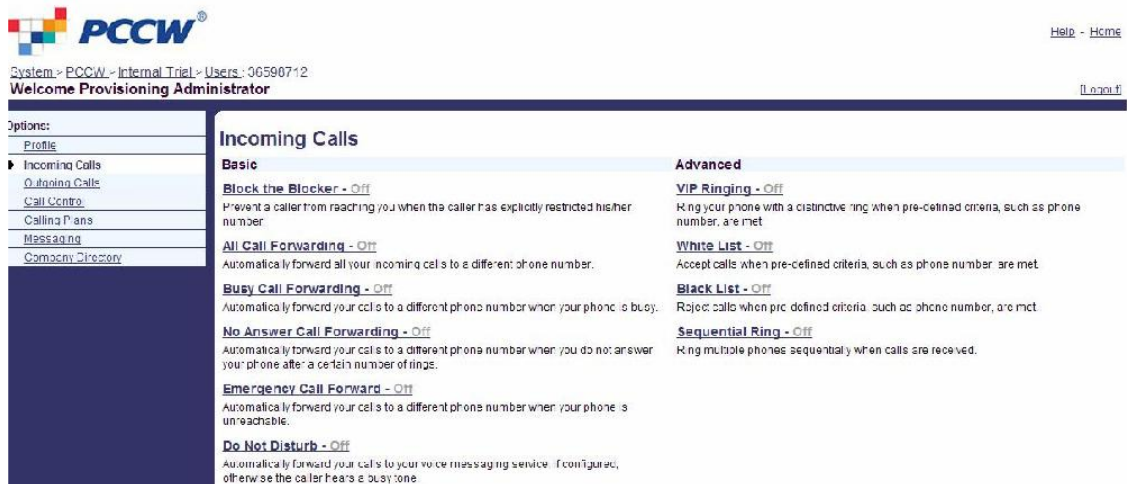
- c) Turn Do Not Disturb **On** or **Off**.
 d) Select optional **Play Ring Reminder when a call is blocked**.
 e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level

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

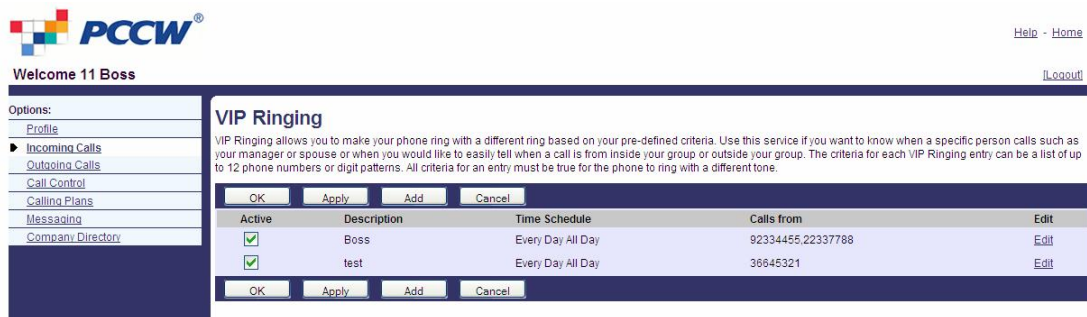
VIP Ringing enables you to make your phone use a different ringtone, based on your pre-defined criteria.

- a) Click **Incoming Calls** under Options Menu on the left.



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. The 'Basic' section includes options like 'Block the Blocker', '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'. Each option has a brief description and a link to its configuration page.

- b) Click **VIP Ringing**.

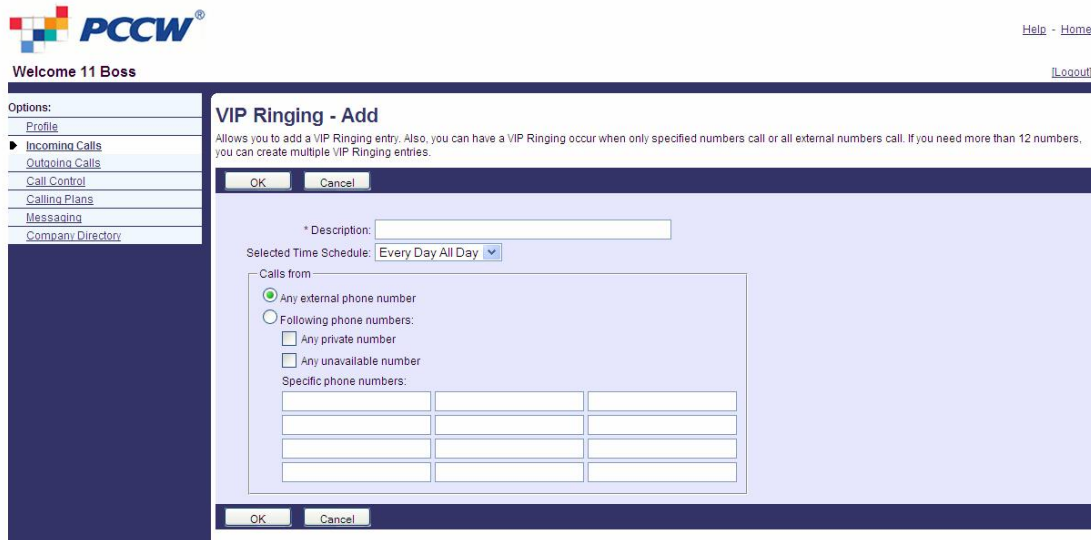


The screenshot shows the PCCW Provisioning Administrator interface for the 'VIP Ringing' configuration page. The left sidebar has 'Incoming Calls' selected, and 'VIP Ringing' is highlighted in the main content area. Below the title, there is a description of the service. At the bottom, there is a table with columns for 'Active', 'Description', 'Time Schedule', 'Calls from', and 'Edit'. The table contains two entries: one for 'Boss' and one for 'test'. Buttons for 'OK', 'Apply', 'Add', and 'Cancel' are visible at the top and bottom of the table area.

| 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 |

3.7.1. Add VIP Ringing entry

- a) Click **Add** on the VIP Ringing page.

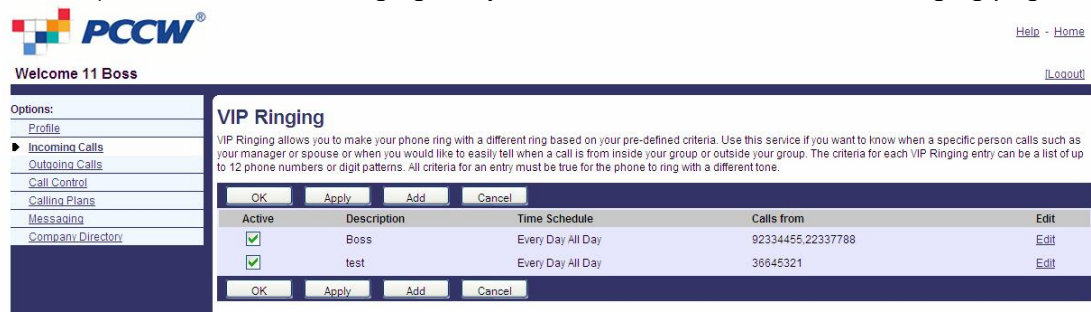


- b) Enter description for the entry.
- c) Select criteria for VIP Ringing.
- d) Enter phone numbers that will be included (if applicable).
- e) Click the **OK** button to save and go back to the previous level

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

3.7.2. Activate VIP Ringing Entry

- a) To activate VIP Ringing Entry, check the **Active** box on VIP Ringing page.

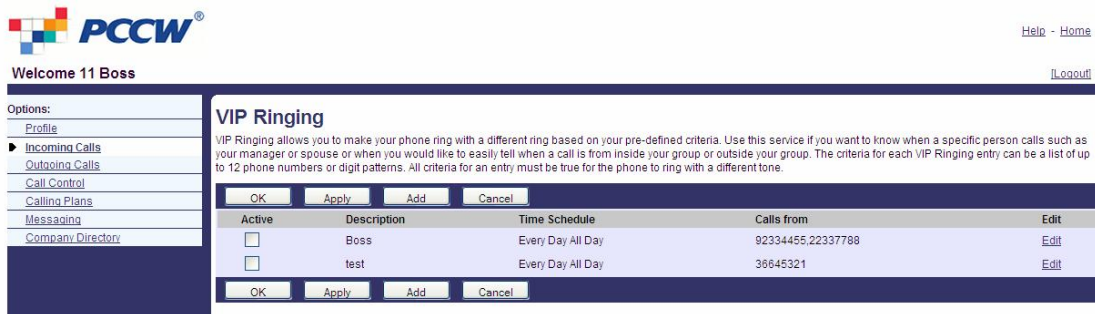


| Active | Description | Time Schedule | Calls from | Edit |
|-------------------------------------|-------------|-------------------|-------------------|------|
| <input checked="" type="checkbox"/> | Boss | Every Day All Day | 92334455.22337788 | Edit |
| <input checked="" type="checkbox"/> | test | Every Day All Day | 36645321 | Edit |

- b) Click 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) To deactivate VIP Ringing Entry, uncheck the **Active** box on VIP Ringing page.



Options:

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

VIP Ringing

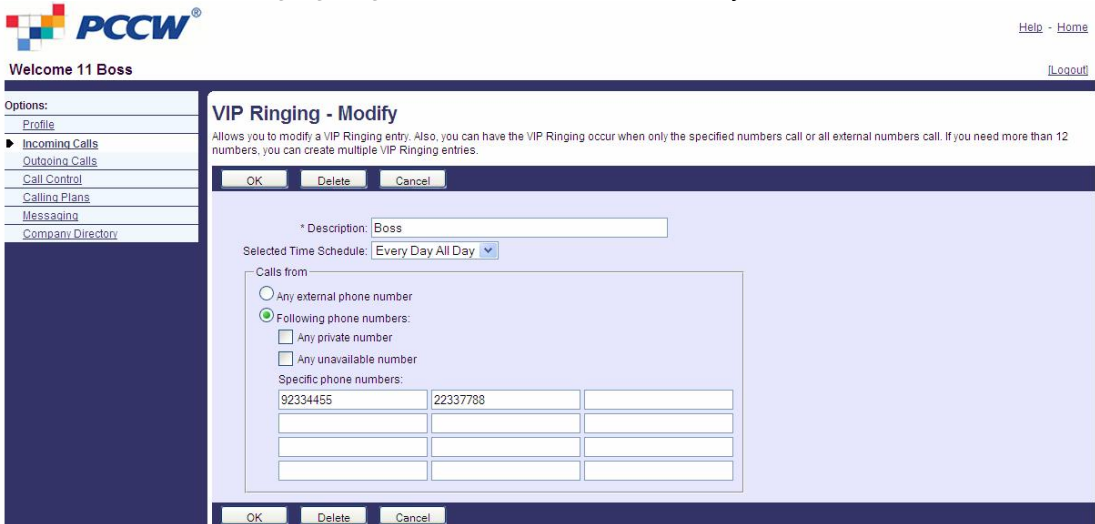
VIP Ringing allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. 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 type="checkbox"/> | Boss | Every Day All Day | 92334455,22337788 | Edit |
| <input type="checkbox"/> | test | Every Day All Day | 36645321 | Edit |

b) 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) On VIP Ringing page, click **Edit** next to the entry that needs to be modified.



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.

* 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"/> |

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

3.7.5. Delete VIP Ringing Entry

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

- 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

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

Note: The delete action is not reversible.

3.8. White List

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

a) Click **Incoming Calls** under Options Menu on the left.

- 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**.

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 type="checkbox"/> | co-workers | Every Day All Day | 32543453 | Edit |
| <input type="checkbox"/> | Friends | Every Day All Day | 67894562 | Edit |

3.8.1. Add White List Entry.

a) Click **Add** on the White List page.

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:

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"/> |

a) Enter description for the entry.

b) Select criteria applied to the White List.

c) Enter phone numbers that will be included (if applicable).

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

3.8.2. Activate White List Entry

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

Options:

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

White List

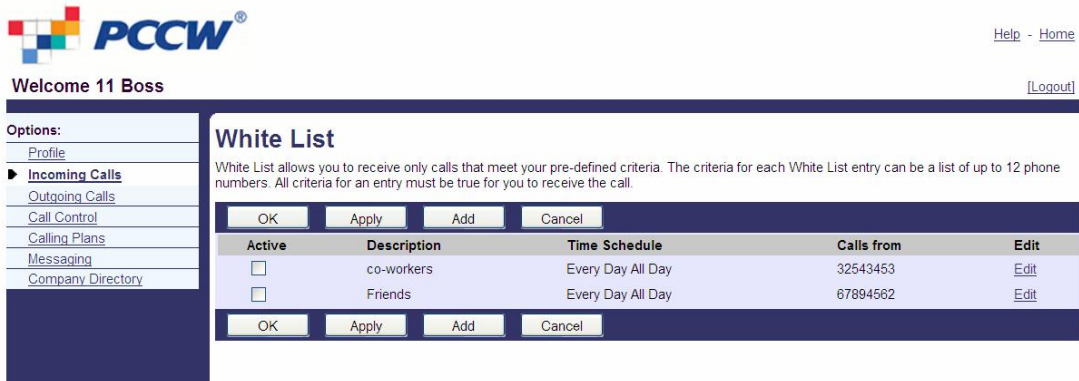
White List allows you to receive only calls that meet your pre-defined criteria. The criteria for each White List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true for you to receive the call.

| 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 |

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



White List

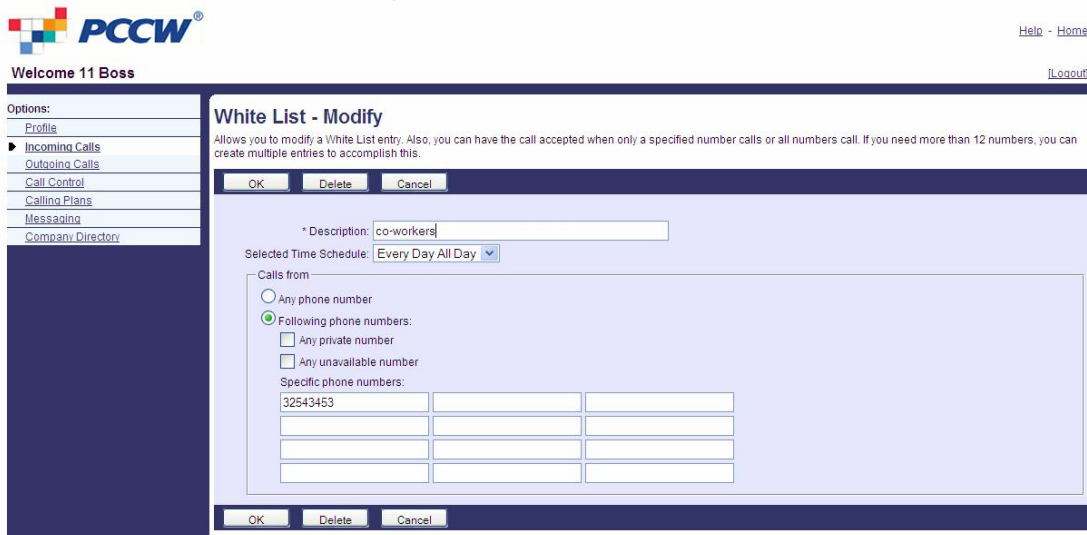
White List allows you to receive only calls that meet your pre-defined criteria. The criteria for each White List entry can be a list of up to 12 phone numbers. All criteria for an entry must be true for you to receive the call.

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

- b) 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) On the White List page, click **Edit** next to the entry that needs to be modified.



White List - Modify

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.

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

Any private number

Any unavailable number

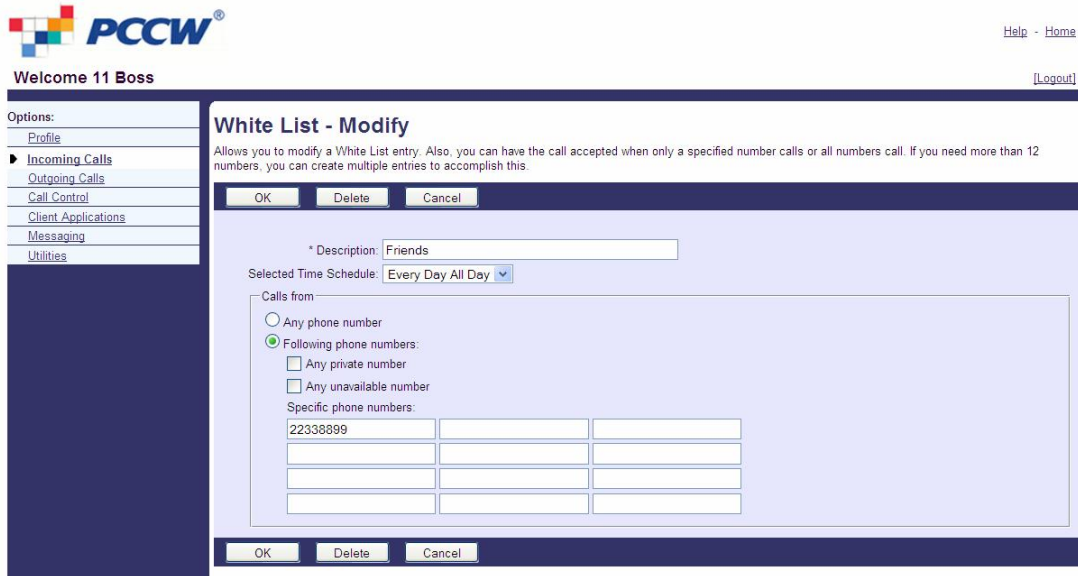
Specific phone numbers:

| | | |
|----------|--|--|
| 32543453 | | |
| | | |
| | | |
| | | |

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

3.8.5. Delete White List Entry

- a) On White List 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.

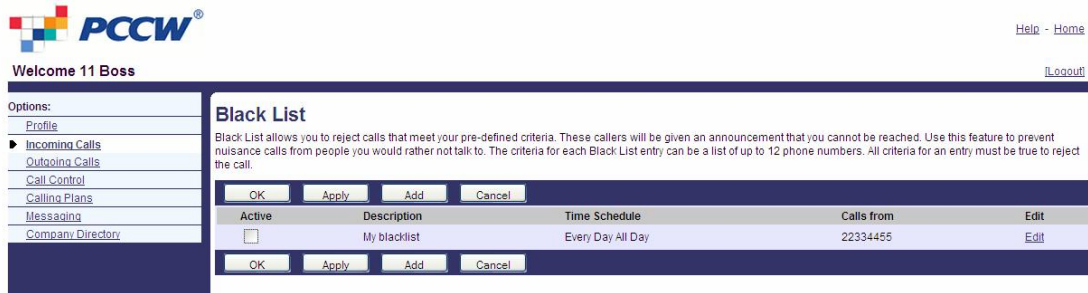
3.9. Black List

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

a) Click **Incoming Calls** under Options Menu on the left.



b) Click **Black List**.

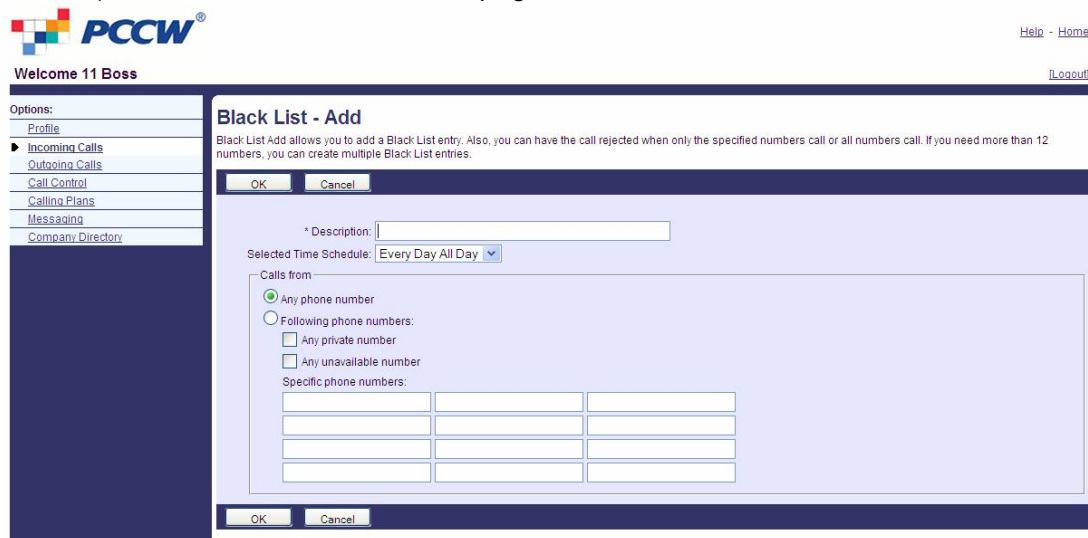


Black List

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.

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

- 3.9.1. Add Black List Entry
- Click **Add** on the Black List page.



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.

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

Any private number

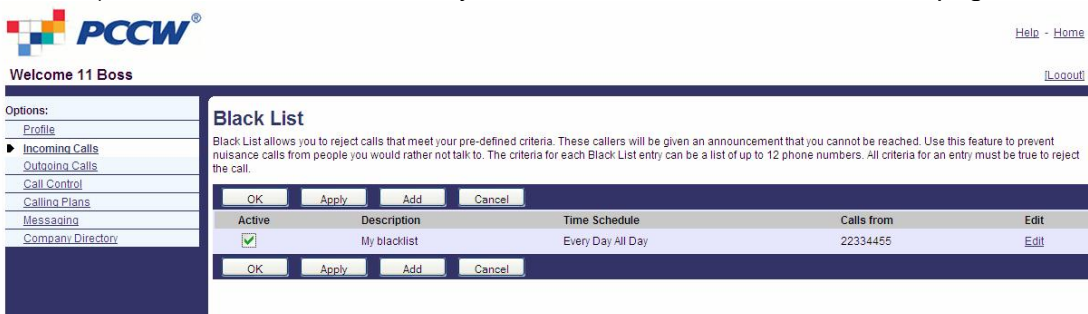
Any unavailable number

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"/> |

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

- 3.9.2. Activate Black List Entry
- To activate Black List Entry, check the **Active** box on Black List page.



Black List

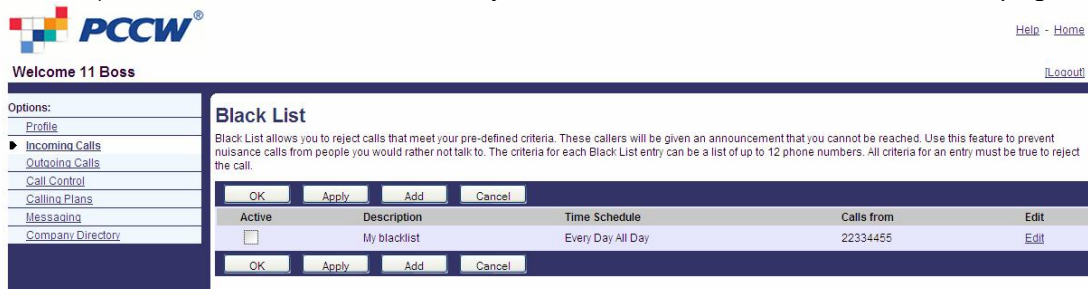
Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up to 12 phone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

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

- 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) To deactivate Black List Entry, uncheck the **Active** box on Black List page.



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

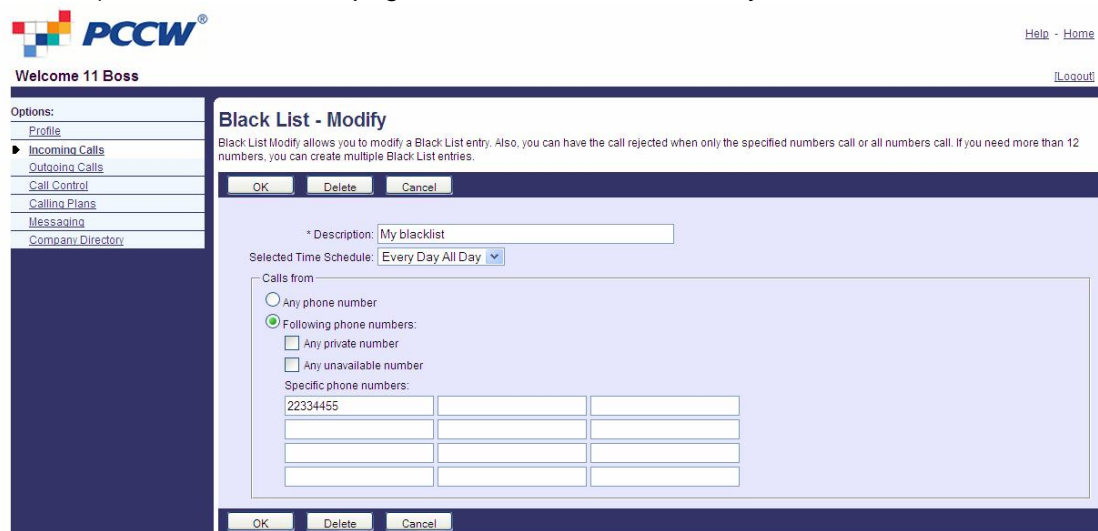
Black List
 Black List allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Black List entry can be a list of up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

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

- b) 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) On the Black List page, click **Edit** next to the entry that needs to be modified.



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

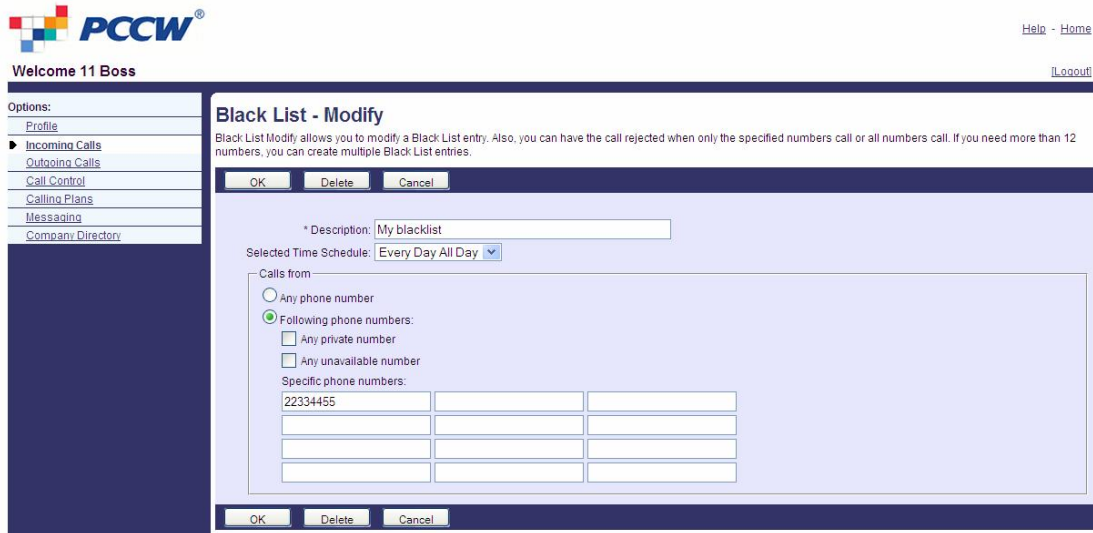
Black List - Modify
 Black List Modify allows you to modify a Black List entry. Also, you can have the call rejected when only the specified numbers call or all numbers call. If you need more than 12 numbers, you can create multiple Black List entries.

* Description: My blacklist
 Selected Time Schedule: Every Day All Day
 Calls from:
 Any phone number
 Following phone numbers:
 Any private number
 Any unavailable number
 Specific phone numbers:
 22334455

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

3.9.5. Delete Black List Entry

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



The screenshot shows the 'Black List - Modify' web interface. On the left is a navigation menu with 'Options' expanded to show 'Incoming Calls'. The main content area has a title 'Black List - Modify' and a description: '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 this are 'OK', 'Delete', and 'Cancel' buttons. The form includes a text field for '* Description:' with the value 'My blacklist', a dropdown for 'Selected Time Schedule:' set to 'Every Day All Day', and a section for 'Calls from:' with radio buttons for 'Any phone number' (unselected) and 'Following phone numbers:' (selected). Under 'Following phone numbers:', there are checkboxes for 'Any private number' and 'Any unavailable number', both unselected. A 'Specific phone numbers:' section contains a table with one row containing '22334455' and two empty columns.

b) 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.

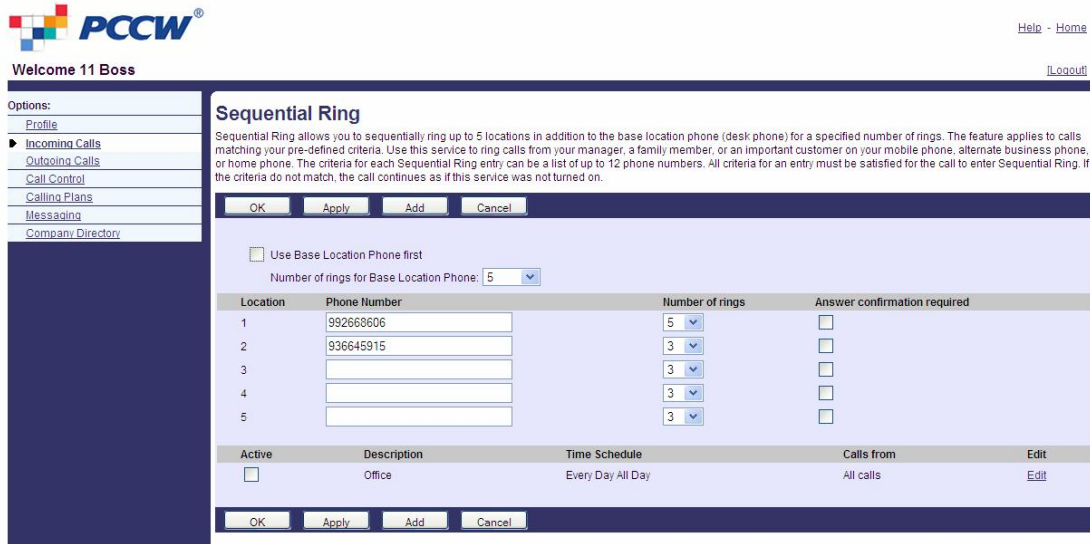
Sequential Ring enables you to sequentially ring up to 5 locations in addition to the base location phone (desk phone) according to a specified number of rings.

a) Click **Incoming Calls** under Options Menu on the left.



The screenshot shows the 'Incoming Calls' configuration page. The left navigation menu has 'Options' expanded to 'Incoming Calls'. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. The 'Basic' section includes: '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), and 'Do Not Disturb - Off' (Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone). The 'Advanced' section includes: '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), and 'Sequential Ring - Off' (Ring multiple phones sequentially when calls are received).

b) Click **Sequential Ring**.



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.

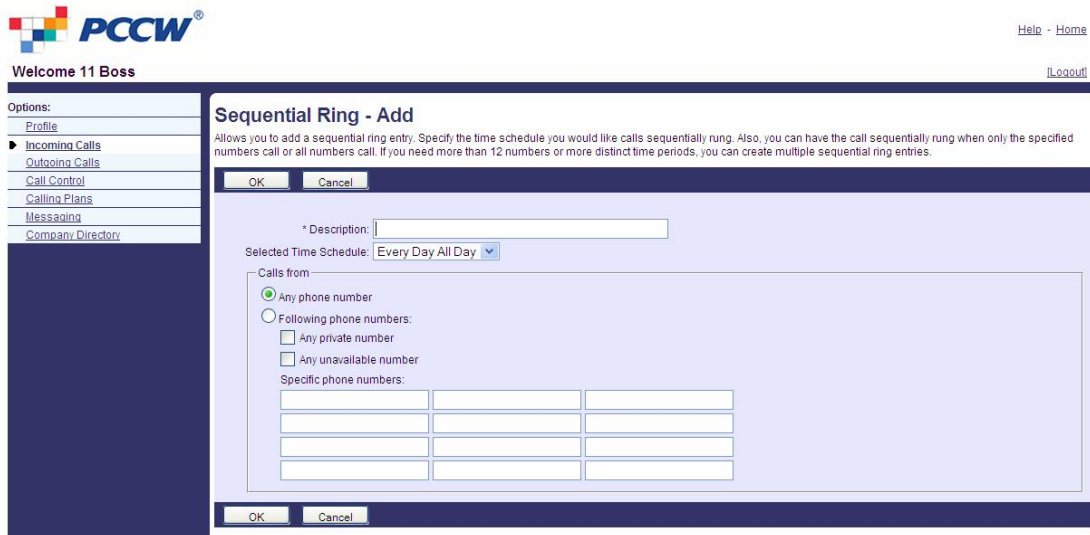
Use Base Location Phone first
 Number of rings for Base Location Phone: 5

| Location | Phone Number | Number of rings | Answer confirmation required |
|----------|--------------|-----------------|------------------------------|
| 1 | 992668606 | 5 | <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 |

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 ring. Also, you can have the call sequentially ring 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: 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"/> |

- b) Enter description for the entry.
- c) Select criteria for the calls that will follow 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.


Help - Home
 Welcome 11 Boss [Logout](#)

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.

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 | <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 checked="" type="checkbox"/> | Office | Every Day All Day | All calls | Edit |

- 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 be forwarded 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.


Help - Home
 Welcome 11 Boss [Logout](#)

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.

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 | <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

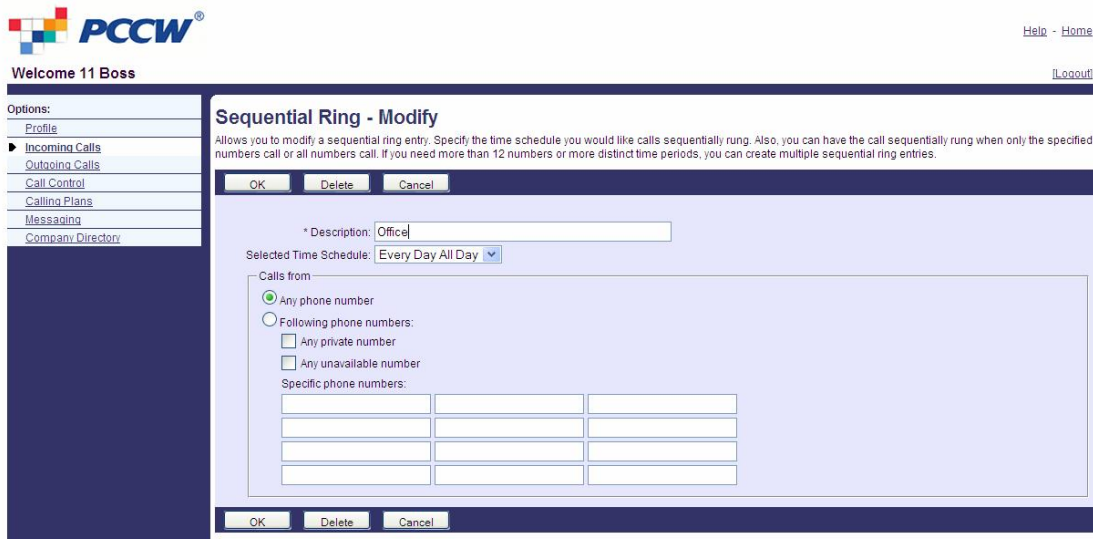
- a) On the Sequential Ring page, click **Edit** next to the entry that needs to be modified.



- b) Edit description for the entry (if needed).
- c) Change criteria for the Sequential Ring Entry (if needed).
- d) Change the 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.



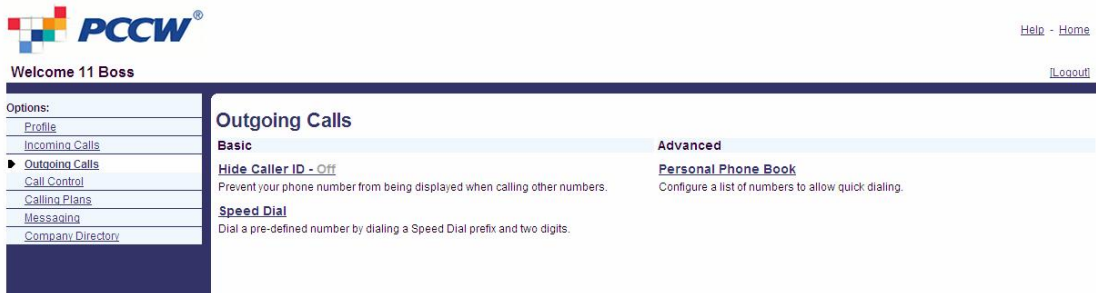
- b) Click the **Delete** button to delete the entry and go back to the previous level.

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) Click **Outgoing Calls** under Options Menu on the left.



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

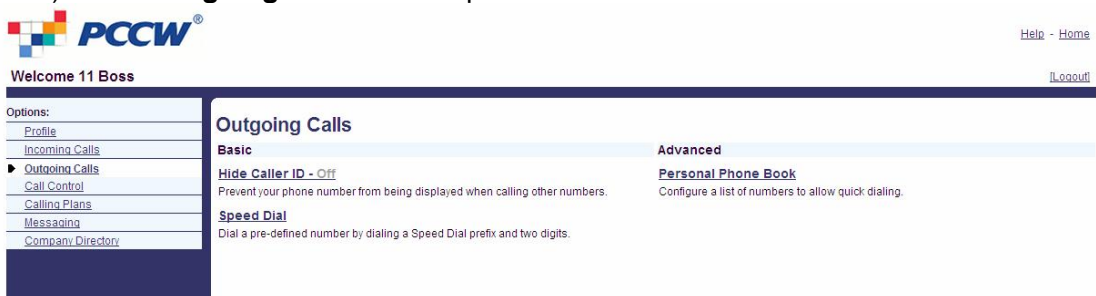
 On Off'. At the bottom are 'OK', 'Apply', and 'Cancel' buttons." data-bbox="184 394 874 534"/>

- 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.

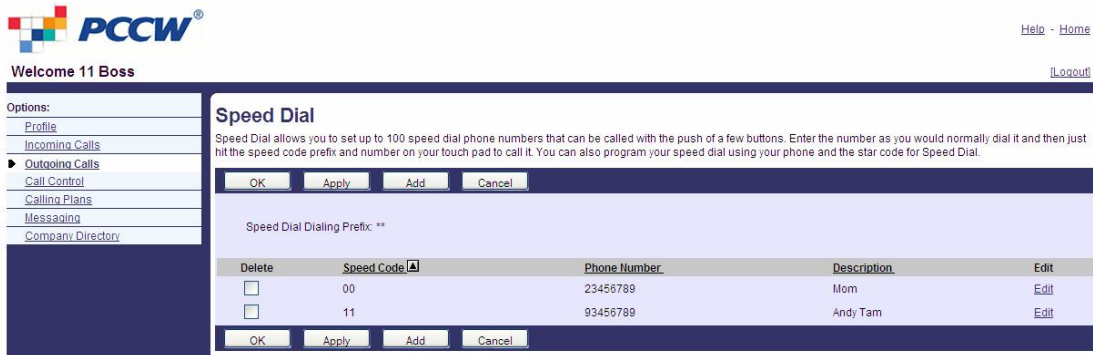
3.12. Speed Dial

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

- a) Click **Outgoing Calls** under Options Menu on the left.



- b) Click **Speed Dial**.

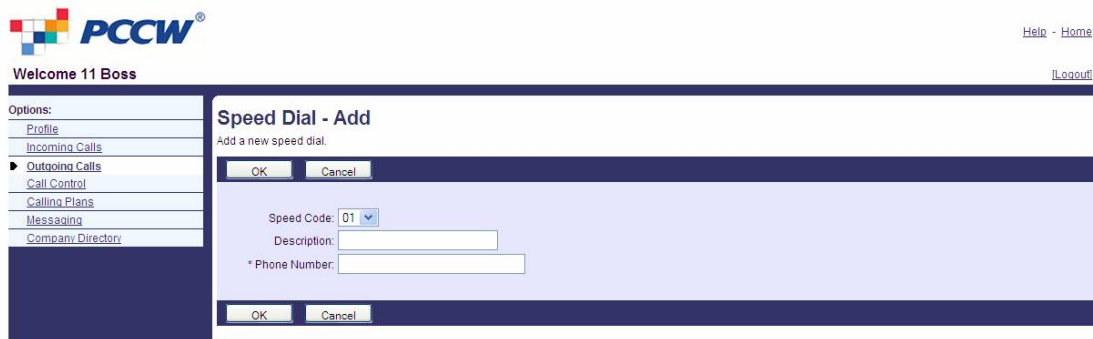


Speed Dial

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.

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

- 3.12.1. Add Speed Dial Entry
- Click **Add** on the Speed Dial Page.



Speed Dial - Add

Add a new speed dial.

Speed Code: 01

Description:

* Phone Number:

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

3.12.2. Modify Speed Dial Entry

- On the Speed Dial page, click **Edit** next to the entry that needs to be modified.



Speed Dial - Modify

Modify an existing speed dial.

Speed Code: 11

Description: Andy Tam

* Phone Number: 93456789

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

3.12.3. Delete Speed Dial Entry

- On Speed Dial page, check the **Delete** box next to the entry that needs to be deleted.



Speed Dial

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.

Speed Dial Dialing Prefix: **

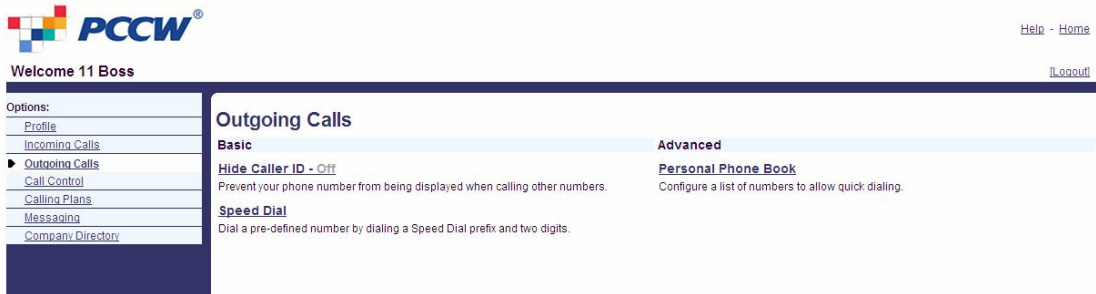
| Delete | Speed Code | Phone Number | Description | Edit |
|-------------------------------------|------------|--------------|-------------|----------------------|
| <input checked="" type="checkbox"/> | 00 | 23456789 | Mom | Edit |
| <input checked="" type="checkbox"/> | 11 | 93456789 | Andy Tam |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

b) 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

a) Click **Outgoing Calls** under Options Menu on the left.



Outgoing Calls

Basic

Hide Caller ID - Off
Prevent your phone number from being displayed when calling other numbers.

Speed Dial
Dial a pre-defined number by dialing a Speed Dial prefix and two digits.

Advanced

Personal Phone Book
Configure a list of numbers to allow quick dialing.

b) Click **Personal Phone Book**.



Personal Phone Book

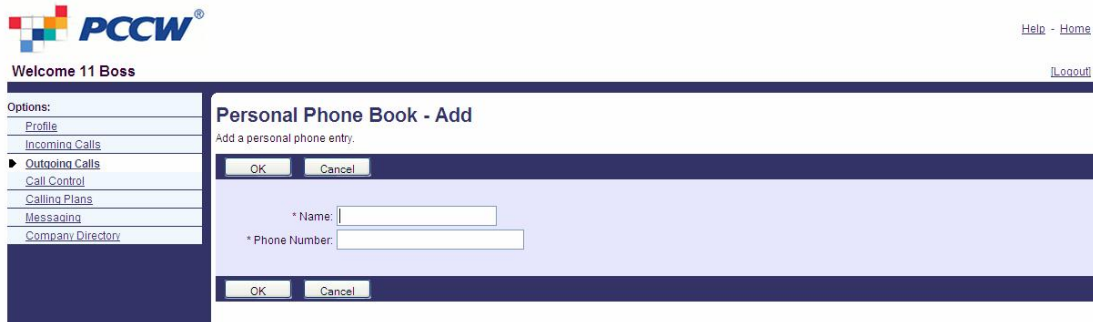
Personal Phone List allows you to store frequently called numbers to be dialed. You can also import multiple numbers for this list quickly by loading them from a CSV file.

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 |

3.13.1. Add contact to Personal Phone Book

a) Click **Add** on the Personal Phone Book page.



The screenshot shows the PCCW web portal interface. At the top left is the PCCW logo and the text 'Welcome 11 Boss'. On the right, there are links for 'Help - Home' and 'Logout'. A navigation menu on the left lists options: Profile, Incoming Calls, Outgoing Calls (selected), Call Control, Calling Plans, Messaging, and Company Directory. The main content area is titled 'Personal Phone Book - Add' and contains the instruction 'Add a personal phone entry.' Below this, there are two rows of input fields. The first row has an 'OK' button and a 'Cancel' button. The second row has a text input field for '* Name:' and a text input field for '* Phone Number:'. Below these fields, there are again 'OK' and 'Cancel' buttons.

- b) Enter name of contact.
- c) Enter the phone number.
- d) Click the **OK** button to save and go back to the previous level.

3.13.2. Modify contact in Personal Phone Book

- a) On the Personal Phone Book page, click **Edit** next to the entry that needs to be modified.

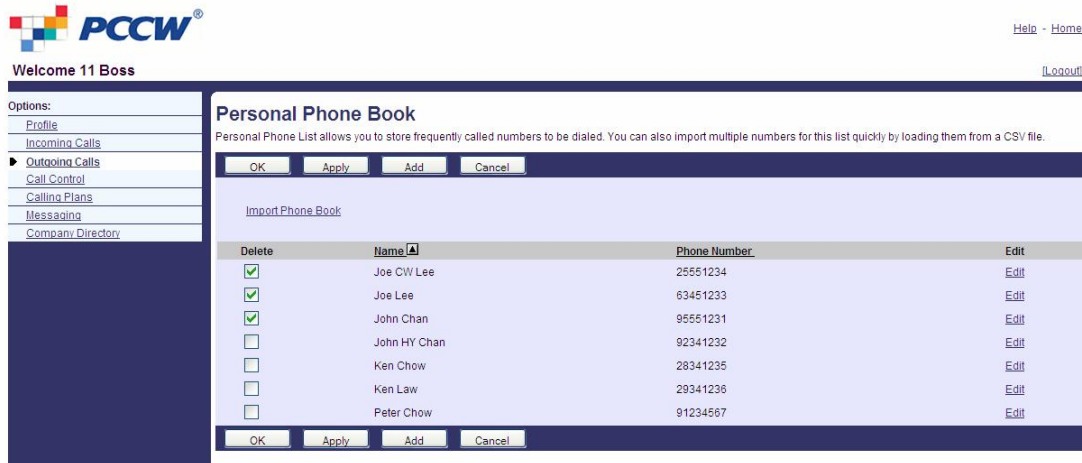


The screenshot shows the PCCW web portal interface. At the top left is the PCCW logo and the text 'Welcome 11 Boss'. On the right, there are links for 'Help - Home' and 'Logout'. A navigation menu on the left lists options: Profile, Incoming Calls, Outgoing Calls (selected), Call Control, Calling Plans, Messaging, and Company Directory. The main content area is titled 'Personal Phone Book - Modify' and contains the instruction 'Modify or delete a personal phone entry.' Below this, there are three buttons: 'OK', 'Delete', and 'Cancel'. The form contains two rows of input fields. The first row has a text input field for '* Name:' with the value 'Joe Lee' and a text input field for '* Phone Number:' with the value '63451233'. Below these fields, there are 'OK', 'Delete', and 'Cancel' buttons.

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

3.13.3. Delete contact in Personal Phone Book

- a) On the Personal Phone Book page, check the **Delete** box next to the entry that needs to be deleted.



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 delete or click the **OK** button to delete and go back to the previous level.

3.13.4. Import contact list to Personal Phone Book

- a) Click **Import Phone Book** on the Personal Phone Book page.



Personal Phone Book Import

Import personal phone book 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

- b) Click **Browse** to select the CSV file that contain the 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”

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

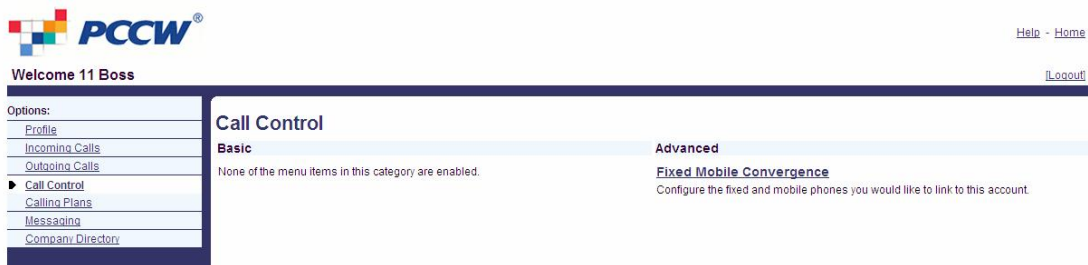
Note: Import Phone book will append existing Phone Book. If the same contact exists in the newly imported phone book, it will be stored again.

3.14. Fixed-mobile convergence

(Only applicable to Boss/Secretary plan. To subscribe, Executive/Operator plan users should contact their PCCW account manager or ONE communications service hotline on 1833111)

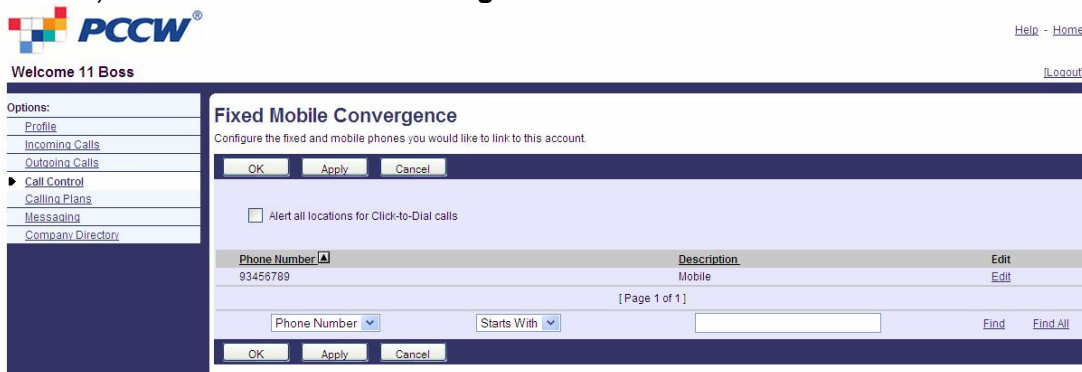
Fixed-mobile convergence enables your mobile number to be called simultaneously when an incoming call rings your desk phone. With this arrangement, you can pick up the call using either your desk phone or mobile. You can also “pull” a call from your mobile to a desk phone, or vice versa, without interrupting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

- a) Click **Call Control** under Options Menu on the left.



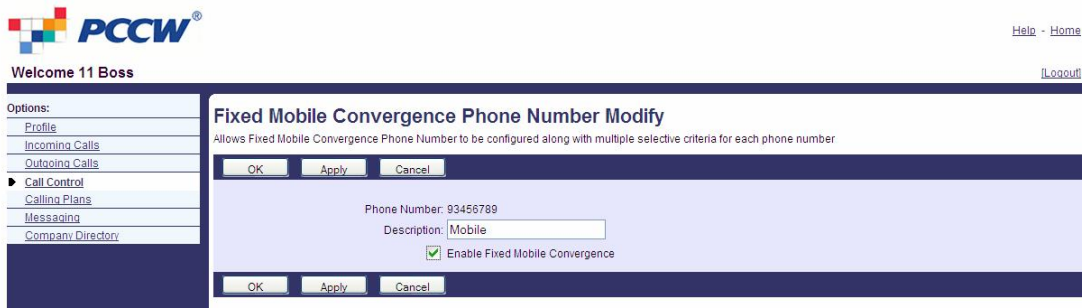
The screenshot shows the PCCW web portal interface. On the left, there is a navigation menu under 'Options:' with items: Profile, Incoming Calls, Outgoing Calls, **Call Control** (highlighted), Calling Plans, Messaging, and Company Directory. The main content area is titled 'Call Control' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, it says 'None of the menu items in this category are enabled.' Under the 'Advanced' tab, there is a sub-tab 'Fixed Mobile Convergence' with the 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 header with 'Welcome 11 Boss' and a 'Logout' link. On the left, the 'Options:' menu is visible with 'Call Control' selected. The main content area is titled 'Fixed Mobile Convergence' and contains a table of phone numbers. The table has columns for 'Phone Number', 'Description', and 'Edit'. One entry is visible: Phone Number: 93456789, Description: Mobile, Edit: Edit. Below the table, there are search filters for 'Phone Number' and 'Starts With', and 'Find' and 'Find All' buttons. At the top of the configuration area, there are 'OK', 'Apply', and 'Cancel' buttons, and a checkbox for 'Alert all locations for Click-to-Dial calls'.

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



The screenshot shows the 'Fixed Mobile Convergence Phone Number Modify' page. It includes a header with 'Welcome 11 Boss' and a 'Logout' link. On the left, the 'Options:' menu is visible with 'Call Control' selected. The main content area is titled 'Fixed Mobile Convergence Phone Number Modify' and contains a form for editing a phone number. The form shows 'Phone Number: 93456789' and 'Description: Mobile'. There is a checkbox labeled 'Enable Fixed Mobile Convergence' which is checked. At the bottom of the form, there are 'OK', 'Apply', and 'Cancel' buttons.

- 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. Voicemail

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



The screenshot shows the PCCW web portal interface. The top left features the PCCW logo and a navigation menu with options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, **Messaging**, and Company Directory. The main content area is titled 'Messaging' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, the 'Voice Mail - On' option is selected, with a description: 'Record messages for calls that are not answered within a specified number of rings or for busy calls.' The 'Advanced' tab is currently disabled, showing the message 'None of the menu items in this category are enabled.' A 'Logout' link is visible in the top right corner.

- b) Click **Voicemail**.



The screenshot shows the PCCW web portal interface for the 'Voice Mail' configuration page. The top left features the PCCW logo and a navigation menu with options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, **Messaging**, and Company Directory. The main content area is titled 'Voice Mail' and includes a description: 'Voice Mail allows you to specify how to handle your messages. You can also just choose to send the message to your e-mail and not use the phone for messaging.' Below the description are three buttons: 'OK', 'Apply', and 'Cancel'. The 'Voice Mail' section has a radio button set with 'On' selected and 'Off' unselected. There are three checkboxes: 'Send All Calls to Voice Mail' (unchecked), 'Send Busy Calls to Voice Mail' (checked), and 'Send Unanswered Calls to Voice Mail' (checked). There are also two input fields: one for 'Send the message (in wave file format) to the following email address' and another for 'Allow caller to press 0 and reach your Phone Number of'. A second set of 'OK', 'Apply', and 'Cancel' buttons is located at the bottom of the configuration area. A 'Logout' link is visible in the top right corner.

- 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 your 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 – "Personal profile and language setting".

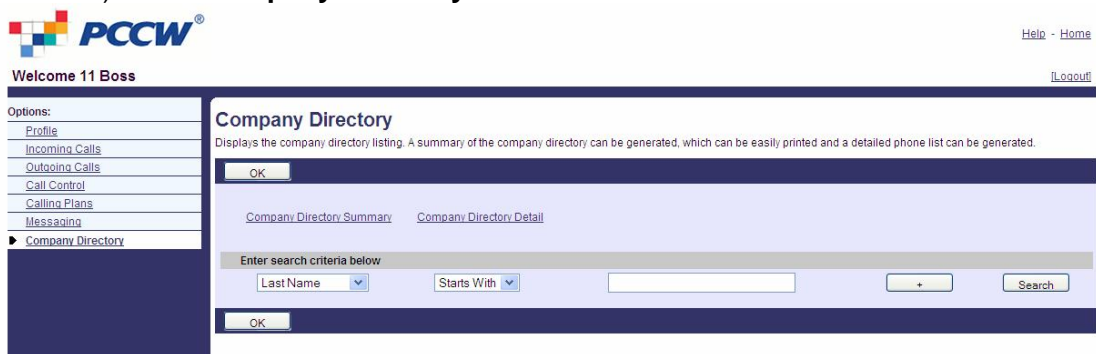
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3.16. Company Directory

- a) Click **Company Directory** under Options Menu on the left.



- b) Click **Company Directory**.



- c) Click **Search** to list all company contacts 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.