



HKT 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.



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.



b) Click **Profile**.



- 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.



- b) Click **All Call Forwarding**.



- c) Turn All Call Forwarding **On** or **Off**.
d) Enter the **Phone Number** to which calls should be forwarded.
e) Check the optional **iPlay 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.



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



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



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 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.



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. 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.



b) Click **VIP Ringing**.



3.7.1. Add VIP Ringing entry

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

PCCW®

Welcome 11 Boss

Options:

- Profile
- Recording Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messages
- Company Directory

VIP Ringing - Add

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

OK Cancel

* Description:

Selected Time Schedule: ☒ Every Day All Day

Calls from:

☒ Any external phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unallocated number

Specific phone numbers:

OK Cancel

- Enter description for the entry.
- Select criteria for VIP Ringing.
- Enter phone numbers that will be included (if applicable).
- 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

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

PCCW®

Welcome 11 Boss

Options:

- Profile
- Recording Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messages
- 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 a set pattern. At criteria for an entry must be true for the phone to ring with a different tone.

OK Apply Add Cancel

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	80234455, 32337788	Edit
<input checked="" type="checkbox"/>	Self	Every Day All Day	98888321	Edit

OK Apply Add Cancel

- 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

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

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Forward
- Message
- Companion Device

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	82394455, 22137788	Edit
<input type="checkbox"/>	Mum	Every Day All Day	36842121	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.

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 **Cancel**

Description:

Selected Time Schedule:

Calls from:

- ☐ Any external phone number
- ☒ Following phone numbers
- ☐ Any private number
- ☐ Any variable number

Specific phone numbers:

82394455	22137788

OK **Cancel**

- 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.

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.

b) Click **White List**.

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	67994502	Edit

3.8.1. Add White List Entry.

- Click **Add** on the White List page.

White List - Add

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

* Description:

Selected Time Schedule: Every Day All Day

Calls from:

☒ Any phone number

☐ Following phone numbers

☐ Any private number

☐ Any unanswerable number

Specify phone numbers:

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

3.8.2. Activate White List Entry

- To activate White List Entry, check 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 checked="" type="checkbox"/>	co-workers	Every Day All Day	32543453	Edit
<input checked="" type="checkbox"/>	Friends	Every Day All Day	67994502	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.

- 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.

- 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.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Client Applications
- Messaging
- Utilities

Welcome 11 Boss

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.

OK Delete Cancel

* Description: Friends

Selected Time Schedule: Every Day All Day

Call from:

☐ Any phone number

☒ Following phone numbers

☐ Any private number

☐ Any uncallable number

Specific phone numbers:

22338899

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.

3.9. 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.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Client Applications
- Messaging
- Utilities

Welcome Provisioning Administrator

Incoming Calls

Basic:

Block the Caller - ☒ Prevent a caller from ringing you when the caller has explicitly restricted his/her number.

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

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

No Answer Call Forwarding - ☒ 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 - ☒ Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - ☒ Automatically forward your calls to your voicemail service. (Configure, otherwise the caller hears a busy tone.)

Advanced:

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

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

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

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

b) Click **Black List**.

Options: Profile, Incoming Calls, Outgoing Calls, Call Control, Call Forward, Message, Company Director

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	Call from	Time
<input type="checkbox"/>	No blacklist	Every Day All Day	22334455	8:00

3.9.1. Add Black List Entry

a) 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: Every Day All Day

Calls from:

- ☒ Any phone number
- ☐ Following phone numbers:
 - ☐ Any private number
 - ☐ Any unavailability number
- Specific phone numbers:

b) Enter description for the entry.

c) Select criteria for the Black List.

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

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

3.9.2. Activate Black List Entry

a) 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	Call from	Time
<input checked="" type="checkbox"/>	No blacklist	Every Day All Day	22334455	8:00

b) 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.

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	Time
<input checked="" type="checkbox"/>	My blacklist	Every Day All Day	22334455	Any

- 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.

Black List - Modify

Black List Modify allows you to modify a Black List entry. Also, you can have the call rejected when any of 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 unassignable number

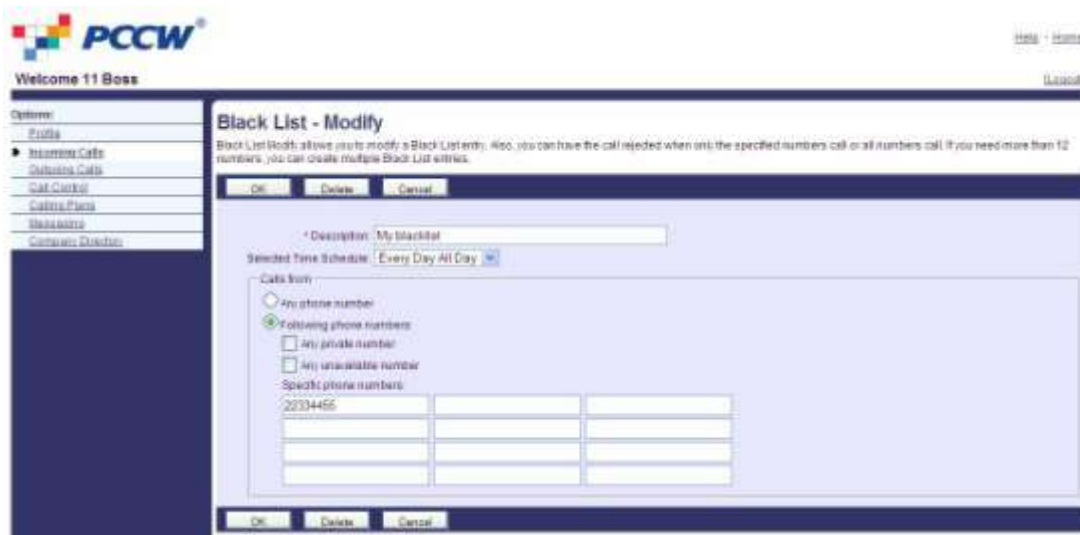
Specify phone numbers

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.



- 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.



- 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	1800000000	5	<input type="checkbox"/>
2	1800000000	5	<input type="checkbox"/>
3		5	<input type="checkbox"/>
4		5	<input type="checkbox"/>
5		5	<input type="checkbox"/>

☐ Active Description: Office Time Schedule: Every Day All Day Calls from: All calls Edit

3.10.1. Add Sequential Ring Entry

- 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 unallocated number

Specific phone numbers:

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

3.10.2. Activate Sequential Ring Entry

- 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.

☒ Use Base Location Phone first

Number of rings to Base Location Phone:

Location	Phone Number	Number of rings	Answer confirmation required
1	88268806	5	<input type="checkbox"/>
2	88642915	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

- Select number of rings at your desk phone (base location phone).
- Select whether to allow the caller to continue the search sequence if your desk phone (base location phone) is busy.
- Select whether to allow the caller to interrupt the search sequence and be forwarded to voicemail.
- Enter the phone number (up to 5 phone numbers) in the desired ringing sequence.
- To activate Sequential Entry, check the **Active** box next to the Sequential Ring entry.
- 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

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

Sequential Ring

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

☐ Use Base Location Phone first

Number of rings to Base Location Phone:

Location	Phone Number	Number of rings	Answer confirmation required
1	88268806	5	<input type="checkbox"/>
2	88642915	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.

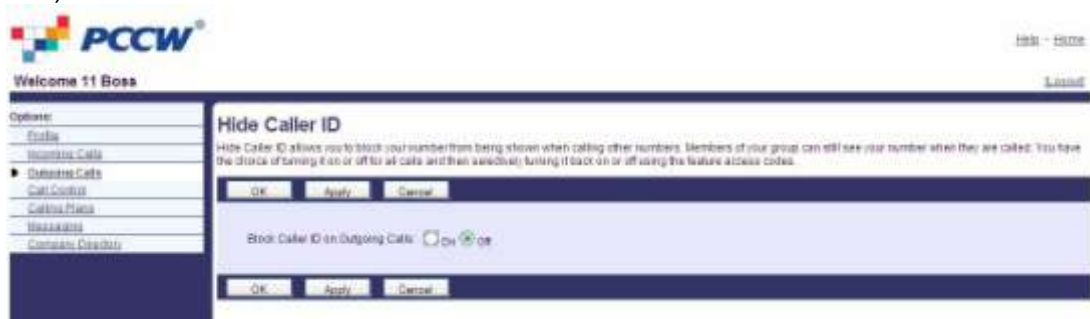
3.11. Hide Caller ID

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**.



- 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.

Speed Dial Existing Entries:

Delete	Speed Code	Phone Number	Description	Edit
<input type="checkbox"/>	00	83456789	Work	Edit
<input type="checkbox"/>	11	83456789	Andy Tan	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 Tan

* Phone Number: 83456789

- 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.



- 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.



- b) Click **Personal Phone Book**.



3.13.1. Add contact to Personal Phone Book

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

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

3.13.2. Modify contact in Personal Phone Book

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

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

3.13.3. Delete contact in Personal Phone Book

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



- Check the **Delete** box of the contact to be deleted.
- 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

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



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

ïNameï, ìNumberï

For example:

ïJohn Chanï, ì95551231ï
 ìJohn HY Chanï, ì92341232ï
 ìJoe Leeï, ì63451233ï
 ìJoe CW Leeï, ì25551234ï
 ìKen Chowï, ì28341235ï
 ìKen Lawï, ì29341236ï

- 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.



- 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. Voicemail

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



- b) Click **Voicemail**.



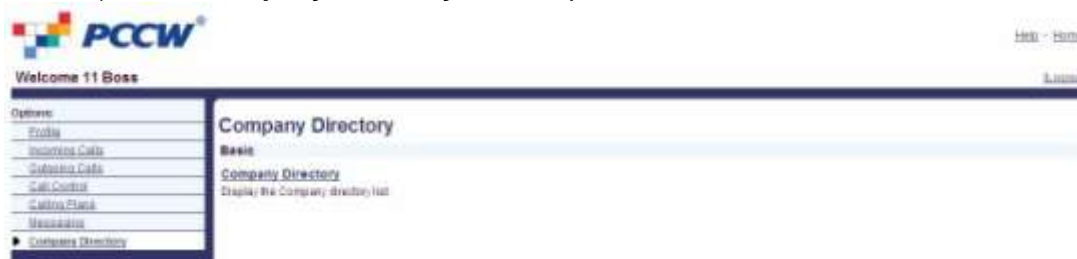
- c) Turn **Voicemail On** or **Off**.
- d) Select types of calls that will be sent to voicemail (all calls, busy calls, unanswered calls).
- e) Select option to allow voicemail to send a copy in wave format to your dedicated email address.
- f) Select option to allow the caller to press 1* at your voicemail 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.