



# HKT Web portal user guide for administrator

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## 1. Getting started

### 1.1. Software requirements

The software needs to run on a Microsoft Windows platform

#### 1.1.1. Software requirements

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

### 1.2. Web portal

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



User ID   
Password

Login



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

For Internet Explorer 8.0:

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

For user with proxy server:

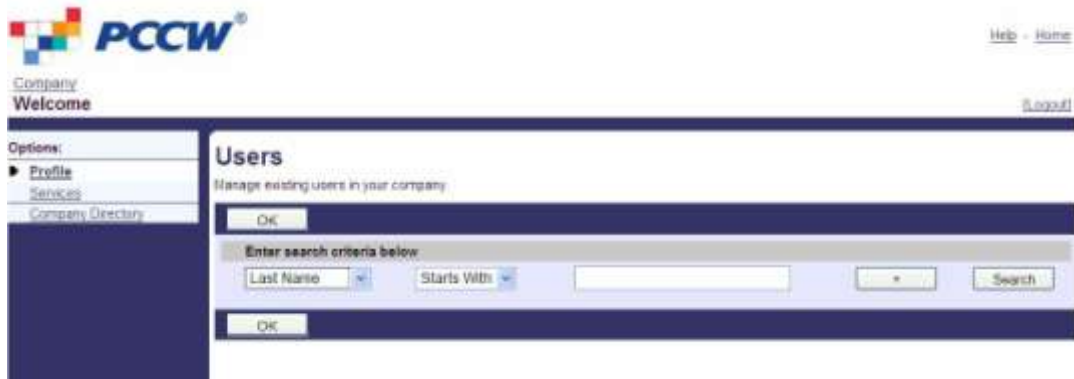
Please ensure that cache memory is not used for visiting the web portal URL (at <https://web.pccwone.com/>)

## 2. User profile

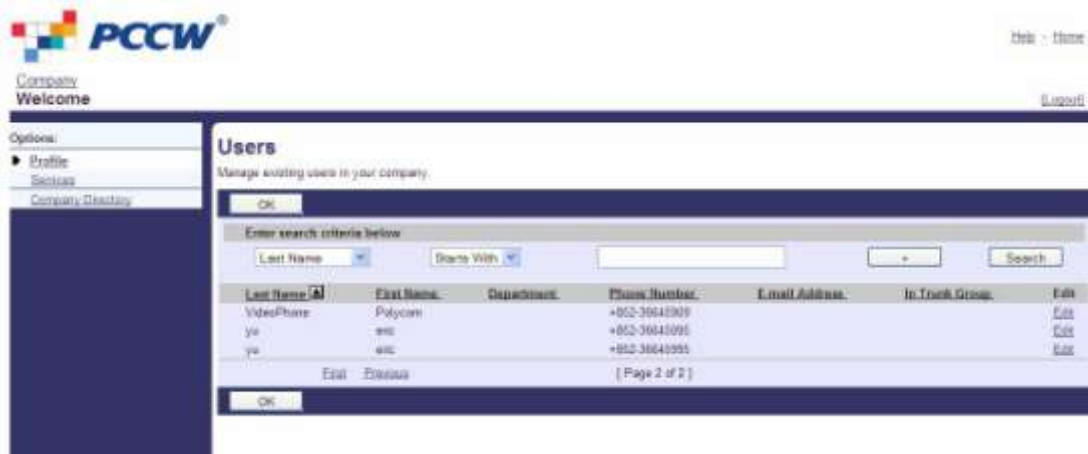
### 2.1. Edit user calling-line display name and language preference



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



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



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

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

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

## 2.2. Reset user password

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

- b) Click **Passwords**.

Company > Users: 36645911

Welcome [Logout]

Options:

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

### Passwords

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

OK Apply Cancel

☒ Set web portal password ☐ Set voicemail password

Reset Password

\* Type new password:

\* Re-type new password:

OK Apply Cancel

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

## 2.3. Select user outgoing caller ID

- Follow procedures from 2.1 a) to c).

Company > Users: 36645911

Welcome [Logout]

Options:

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

### Profile

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

Basic Advanced

Caller ID Policy

Configure user level Caller ID Policy

OK Apply Cancel

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

Company > Users: 36645911

Welcome [Logout]

Options:

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

### Caller ID Policy

View or modify Caller ID Policy for the User

OK Apply Cancel

Caller ID

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

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

Company Caller ID Number: 36645900

Company Caller ID Name: Internal Test

OK Apply Cancel

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

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

## 3. Configure user settings

### 3.1. Block the Blocker

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

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



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.

3.2.1. Follow 3.1 a) procedures





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



- b) Turn All Call Forwarding **On** or **Off**.
- c) Enter the **Phone Number** to which calls should be forwarded.
- d) Check the optional **iPlay Ring Reminder when a call is forwarded** box if needed.
- e) 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) Follow 3.1 a) procedures.



b) Click **Busy Call Forwarding**.



- Turn Busy Call Forwarding **On** or **Off**.
- Enter the **Phone Number** to which calls should be forwarded.
- 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.

- Follow 3.1 a) procedures.



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



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

### 3.5. Emergency Call Forwarding

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

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

- a) Follow 3.1 a) procedures.



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



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

### 3.6. Do Not Disturb (DND)

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

a) Follow 3.1 a) procedures.



b) Click **Do Not Disturb**.



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

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

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

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

### 3.7. VIP Ringing

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

#### 3.7.1. Add VIP Ringing Entry

a) Follow 3.1 a) procedures.



b) Click **VIP Ringing**.



c) Click **Add**.



**PCCW**  
Company - Users - 36645911  
Welcome

**VIP Ringing - Add**  
Here you to add a VIP Ringing entry. Also, you can have a VIP Ringing occur when any 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

Call from:

☒ Any external phone number

☐ Following phone numbers:

☐ Any phone number

☐ Any unavaliable 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 iAny external phone numberi will distinguish calls originating outside the company from internal calls.**

### 3.7.2. Activate VIP Ringing Entry

- Follow 3.7.1 a) to b) procedures.

**PCCW**  
Company - Users - 36645911  
Welcome

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

OK Apply Add Cancel

Active	Description	Time Schedule	Call from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	82354455,2237788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	38648324	Edit

OK Apply Add Cancel

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

- Follow 3.7.1 a) to b) procedures.

**PCCW**

Company: Users: 36645911

Welcome

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	82334455,22337788	Edit
<input type="checkbox"/>	test	Every Day All Day	39948321	Edit

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

- Follow 3.7.1 a) to b) procedures.

**PCCW**

Company: Users: 36645911

Welcome

Options:

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

**VIP Ringing**

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

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	82334455,22337788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	39948321	Edit

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

**PCCW**

Company: Users: 36645911

Welcome

Options:

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

**VIP Ringing - Modify**

Below, you can 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: Boss

Selected Time Schedule: Every Day All Day

Calls from:

- ☐ Any external phone number
- ☒ Following phone numbers:
  - ☐ Any private number
  - ☐ Any unclassified number
- Specific phone numbers:
 

82334455	22337788	

OK Delete Cancel

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



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

### 3.7.5. Delete VIP Ringing Entry

a) Follow 3.7.1 a) to b) procedures.



The screenshot shows the PCCW VIP Ringing interface. On the left is a sidebar with navigation links: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messages, and Company Directory. The main area is titled 'VIP Ringing' and contains a table of entries. The table has columns for 'Active', 'Description', 'Time Schedule', 'Calls from', and 'Edit'. There are two entries: one for 'Boss' with a time schedule of 'Every Day All Day' and calls from '82334455, 22337788', and another for 'test' with a time schedule of 'Every Day All Day' and calls from '38641321'. Buttons for 'OK', 'Apply', 'Add', and 'Cancel' are visible at the top and bottom of the table.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Boss	Every Day All Day	82334455, 22337788	Edit
<input checked="" type="checkbox"/>	test	Every Day All Day	38641321	Edit

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



The screenshot shows the 'VIP Ringing - Modify' interface. It has a sidebar with navigation links: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messages, and Company Directory. The main area is titled 'VIP Ringing - Modify' and contains a form for editing an entry. The form has fields for 'Description' (set to 'Boss'), 'Selected Time Schedule' (set to 'Every Day All Day'), and 'Calls from'. Under 'Calls from', there are radio buttons for 'Any external phone number', 'Following phone numbers' (selected), 'Any private number', and 'Any unallocated number'. Below these are input fields for 'Specific phone numbers' with the values '82334455' and '22337788'. Buttons for 'OK', 'Delete', and 'Cancel' are at the bottom.

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

**Note: The delete action is not reversible.**

### 3.8. White List

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

#### 3.8.1. Add White List Entry

a) Follow 3.1 a) procedures.

Options	
<a href="#">Phone</a>	
<b>Incoming Calls</b>	
<a href="#">Incoming Calls</a>	
<a href="#">Outgoing Calls</a>	
<a href="#">Call Transfer</a>	
<a href="#">Calling Plans</a>	
<a href="#">Messaging</a>	
<a href="#">Camera/ Gallery</a>	

Incoming Calls	
<b>Basic</b>	<b>Advanced</b>
<a href="#">Block the Blocker</a> - <a href="#">OFF</a>	<a href="#">VIP Ringing</a> - <a href="#">OFF</a>
Prevents a caller from ringing you when the caller has explicitly restricted his/her number	Ring your phone with a distinctive ring when pre-owned friends, such as phone number, are met
<a href="#">All Call Forwarding</a> - <a href="#">OFF</a>	<a href="#">White List</a> - <a href="#">OFF</a>
Automatically forward all your incoming calls to a different phone number.	Accept calls when pre-defined criteria, such as phone number, are met
<a href="#">Busy Call Forwarding</a> - <a href="#">OFF</a>	<a href="#">Black List</a> - <a href="#">OFF</a>
Automatically forward your calls to a different phone number when your phone is busy.	Reject calls when pre-defined criteria, such as phone number, are met
<a href="#">No Answer Call Forwarding</a> - <a href="#">OFF</a>	<a href="#">Sequential Ring</a> - <a href="#">OFF</a>
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.	Ring multiple phones sequentially when calls are received.
<a href="#">Emergency Call Forward</a> - <a href="#">OFF</a>	
Automatically forward your calls to a different phone number when your phone is unreachable.	
<a href="#">Do Not Disturb</a> - <a href="#">OFF</a>	
Prevents calls forward your calls to your voicemail messaging service. You configure, allow or deny the caller based on a rule.	

b) Click **White List**.


Home - Home

Company: Users / 36647911  
 Welcome

Options:
 

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Customization

### 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	Rate
<input checked="" type="checkbox"/>	Co-workers	Every Day: All Day	323-43453	\$0.1
<input checked="" type="checkbox"/>	Parents	Every Day: All Day	67894562	\$0.1

c) Click **Add**.

**PCCW**

Company: User: 36547911  
Welcome

Options:

- Phone
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Forward
- Resources
- Corporate Director

### White List - Add

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

OK Cancel

Description:

Selected Time Schedule: Every Day At Day

Calls from:

☒ Any phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unallocated number

Specific phone numbers:


OK Cancel

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

## 3.8.2. Activate White List Entry

a) Follow 3.8.1 a) to b) procedures.

The screenshot shows the PCCW White List management interface. On the left is a sidebar with navigation options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messages, and Company Director. The main area is titled 'White List' and contains a table with two entries. Both entries have the 'Active' checkbox checked.

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

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

## 3.8.3. Deactivate White List Entry

a) Follow 3.8.1 a) to b) procedures.

The screenshot shows the PCCW White List management interface. The 'Active' checkbox for both entries in the table is unchecked.

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

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

## 3.8.4. Modify White List Entry

a) Follow 3.8.1 a) to b) procedures.

The screenshot shows the PCCW White List management interface. Both entries in the table have the 'Active' checkbox checked. The 'Edit' button is visible next to each entry.

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

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

**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 Cancel Apply

Description: co-workers

Selected Time Schedule: Every Day All Day

Calls from:

☐ Any phone number

☒ Following phone numbers:

☐ Any mobile number

☐ Any unassignable number

Specify phone numbers:

32543453		

OK Cancel Apply

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

### 3.8.5. Delete White List Entry

- Follow 3.8.1 a) to b) procedures.

**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.

Action	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

OK Apply Add Cancel

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

**White List - Modify**

Allows you to modify a White List entry. Note: 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.

Buttons: [OK](#) [Delete](#) [Cancel](#)

Description:

Selected Time Schedule:

Call from:

☐ Any phone number

☒ Following phone numbers:

☐ Any private number

☐ Any unassignable number

Specify phone numbers:

12543453		

Buttons: [OK](#) [Delete](#) [Cancel](#)

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

**Note: The delete action is not reversible.**

### 3.9. Black List

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

#### 3.9.1. Add Black List Entry

a) Follow 3.1 a) procedures.

**Incoming Calls**

**Basic**

**Block the Caller** - [On](#)  
Prevent a caller from reaching you when the caller has explicitly restricted further contact.

**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. (Configure 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 **Black List**.

Company: Users: 36645911  
Welcome

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callers' Plans
- Messages
- Computer Functions

### Black List

Black List allows you to reject calls that meet your pre-defined criteria. These calls 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	22554455	Edit

OK Apply Add Cancel

c) Click **Add**.

Company: Users: 36645911  
Welcome

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callers' Plans
- Messages
- Computer Functions

### Black List - Add

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

OK Cancel

\*Description:

Selected Time Schedule: Every Day All Day

Calls from:

☒ Any phone number

☐ Following phone numbers

☐ Any private number

☐ Any unavailable number

Specific phone numbers:


OK Cancel

- 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

- Follow 3.9.1 a) to b) procedures.

Company: Users: 36645911  
Welcome

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callers' Plans
- Messages
- Computer Functions

### Black List

Black List allows you to reject calls that meet your pre-defined criteria. These calls 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	22554455	Edit

OK Apply Add Cancel

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

### 3.9.3. Deactivate Black List Entry



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

**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

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

### 3.9.4. Modify Black List Entry

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

**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

- b) 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 only the specified numbers call or all numbers call. If you need more than 12 numbers, you can create multiple Black List entries.

OK Delete Cancel

Description: 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

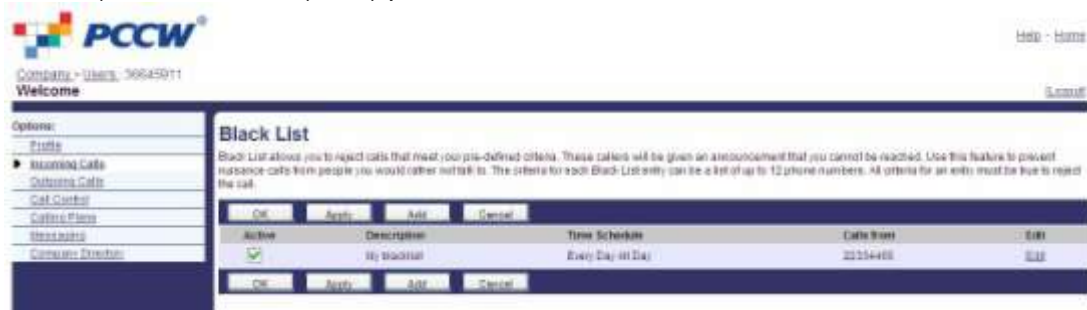
22334455		

OK Delete Cancel

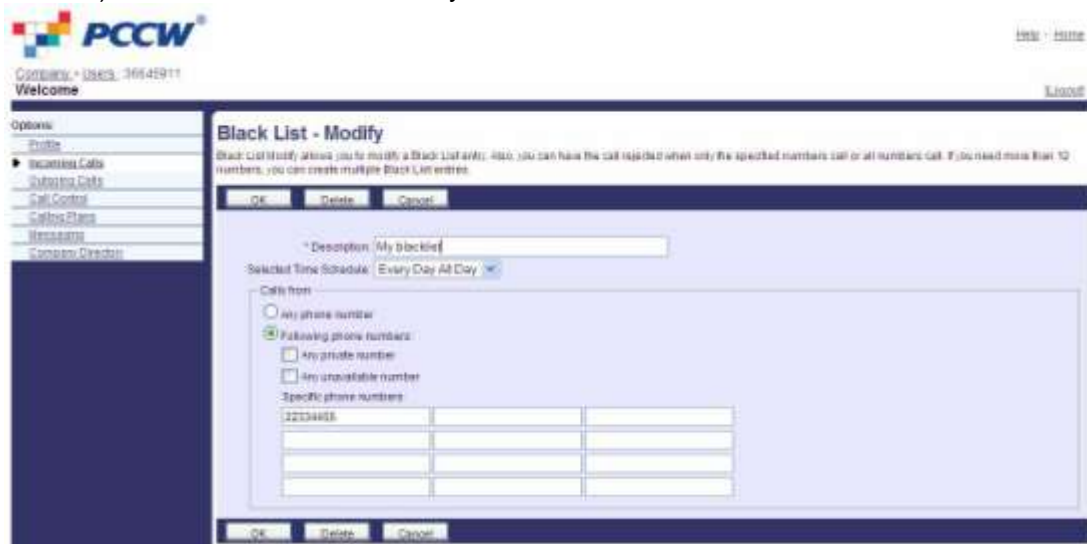
- c) Edit description for the entry (if needed).  
 d) Change criteria for the Black List (if needed).  
 e) Change phone numbers that will be included (if needed).  
 f) Click the **OK** button to save and go back to the previous level.

### 3.9.5. Delete Black List Entry

d) Follow 3.9.1 a) to b) procedures.



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



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

**Note 1: The delete action is not reversible.**

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

### 3.10. Sequential Ring

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

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

a) Follow 3.1 a) procedures.



**System:** PCCW - Internal Tools - Users: 005907-2  
**Welcome Provisioning Administrator**

**Options:**  
 Profile  
 Incoming Calls  
 Outgoing Calls  
 Call Control  
 Calling Plans  
 Messaging  
 Campaign Director

### Incoming Calls

**Basic**

**Block the Receiver** - [Click](#)  
 Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

**All Call Forwarding** - [Click](#)  
 Automatically forward all your incoming calls to a different phone number.

**Busy Call Forwarding** - [Click](#)  
 Automatically forward your calls to a different phone number when your phone is busy.

**No Answer Call Forwarding** - [Click](#)  
 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** - [Click](#)  
 Automatically forward your calls to a different phone number when your phone is unreachable.

**Do Not Disturb** - [Click](#)  
 Automatically forward your calls to your voicemail service. (Configuration, otherwise the caller hears a busy tone.)

**Advanced**

**VIP Ringing** - [Click](#)  
 Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, are met.

**White List** - [Click](#)  
 Accept calls when pre-defined criteria, such as phone number, are met.

**Black List** - [Click](#)  
 Reject calls when pre-defined criteria, such as phone number, are met.

**Sequential Ring** - [Click](#)  
 Ring multiple phones sequentially when calls are received.

b) Click **Sequential Ring**.

**System:** PCCW - Users: 36648911  
**Welcome**

**Options:**  
 Profile  
 Incoming Calls  
 Outgoing Calls  
 Call Control  
 Calling Plans  
 Messaging  
 Campaign Director

### 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 10 phone numbers. An criteria for an entry must be satisfied for the call to enter Sequential Ring. If the criteria do not match, the call continues as if this service was not turned on.

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

☐ Use Base Location Phone first  
 Number of Rings for Base Location Phone:

Location	Phone Number	Number of rings	Answer confirmation required
1	88881111	5	<input type="checkbox"/>
2	83664881	6	<input type="checkbox"/>
3		7	<input type="checkbox"/>
4		8	<input type="checkbox"/>
5		9	<input type="checkbox"/>

**Active** ☒ **Description** Office **Time Schedule** Every Day at Day **Calls from** All calls **Edit** [Edit](#)

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

### 3.10.1. Add Sequential Ring Entry

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

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

Location	Phone Number	Number of Rings	Answer confirmation required
1	932560000	5	<input type="checkbox"/>
2	936645915	5	<input type="checkbox"/>
3		5	<input type="checkbox"/>
4		5	<input type="checkbox"/>
5		5	<input type="checkbox"/>

- 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 go to voicemail.
- Enter the phone number (up to 5 phone numbers) in the desired ringing sequence.

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

### 3.10.3. Deactivate Sequential Ring Entry

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

**Sequential Ring**

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

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

Location	Phone Number	Number of rings	System confirmation required
1	932663036	5	<input type="checkbox"/>
2	932642515	5	<input type="checkbox"/>
3		5	<input type="checkbox"/>
4		5	<input type="checkbox"/>
5		5	<input type="checkbox"/>

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

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

### 3.10.4. Modify Sequential Ring Entry

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

**Sequential Ring - Modify**

Allowed you to modify a sequential ring entry. Specify the time schedule you would like the 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: Office

Selected Time Schedule: Every Day All Day

Calls from:

☒ Any phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unavailability number

Specify phone numbers:


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

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

### 3.10.5. Delete Sequential Ring Entry

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

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

**Note: The delete action is not reversible.**

### 3.11. Hide Caller ID

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

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

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

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

### 3.12. Speed Dial

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

#### 3.12.1. Add Speed Dial Entry

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

- b) Click **Add**.

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

#### 3.12.2. Modify Speed Dial Entry

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

**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 type="checkbox"/>	00	23456789	Mom	Edit
<input type="checkbox"/>	11	93456789	Andy Tam	Edit

- b) 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

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

### 3.12.3. Delete Speed Dial Entry

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

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

**Note: The delete action is not reversible.**

### 3.13. Personal Phone Book



## 3.13.1. Add contact to Personal Phone Book

a) Follow 3.11 a) procedures.



b) Click **Personal Phone Book**.



c) Click **Add**.



d) Enter name of contact.

e) Enter phone number.

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

## 3.13.2. Modify contact in Personal Phone Book.

a) Follow 3.13.1 a) to b) procedures.

Company: Users: 36645911  
Welcome

Options:  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Call Forward  
Messaging  
Company Director

### 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/ID	Phone Number	Edit
<input type="checkbox"/>	Joe Chi Lee	25511234	Edit
<input type="checkbox"/>	Joe Lee	83451233	Edit
<input type="checkbox"/>	John Chan	99551231	Edit
<input type="checkbox"/>	John He Chan	80341230	Edit
<input type="checkbox"/>	Kai Chow	28341235	Edit
<input type="checkbox"/>	Kai Lee	29341239	Edit
<input type="checkbox"/>	Peter Chow	91234567	Edit

OK Apply Add Cancel

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

Company: Users: 36645911  
Welcome

Options:  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Call Forward  
Messaging  
Company Director

### Personal Phone Book - Modify

Modify or delete a personal phone entry.

OK Delete Cancel

\* Name: Joe Lee  
\* Phone Number: 83451233

OK Delete Cancel

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

### 3.13.3. Delete contact in Personal Phone Book

- a) Follow 3.13.1 a) to b) procedures.

Company: Users: 36645911  
Welcome

Options:  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Call Forward  
Messaging  
Company Director

### 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/ID	Phone Number	Edit
<input checked="" type="checkbox"/>	Joe Chi Lee	25511234	Edit
<input checked="" type="checkbox"/>	Joe Lee	83451233	Edit
<input checked="" type="checkbox"/>	John Chan	99551231	Edit
<input type="checkbox"/>	John He Chan	80341230	Edit
<input type="checkbox"/>	Kai Chow	28341235	Edit
<input type="checkbox"/>	Kai Lee	29341239	Edit
<input type="checkbox"/>	Peter Chow	91234567	Edit

OK Apply Add Cancel

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



**Note: The delete action is not reversible.**

- 3.13.4. Import contact list to Personal Phone Book  
a) Follow 3.13.1 a) to b) procedures.



The screenshot shows the PCCW Personal Phone Book interface. On the left is a navigation menu with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Call Forward, Messages, and Company Directory. The main area is titled 'Personal Phone Book' and contains a table of contacts. At the top of the table are buttons for 'Delete', 'Apply', 'Add', and 'Cancel'. Below the table are similar buttons. The table has columns for 'Delete', 'Name', 'Phone Number', and 'Edit'.

Delete	Name	Phone Number	Edit
<input type="checkbox"/>	Joe CW Lee	2555 1234	Edit
<input type="checkbox"/>	Joe Lee	6345 1233	Edit
<input type="checkbox"/>	John Chan	9555 1231	Edit
<input type="checkbox"/>	John HY Chan	9234 1232	Edit
<input type="checkbox"/>	Ken Chow	2834 1235	Edit
<input type="checkbox"/>	Ken Law	2934 1236	Edit
<input type="checkbox"/>	Peter Chow	9123 4567	Edit

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



The screenshot shows the PCCW Personal Phone Book Import interface. It has a similar navigation menu on the left. The main area is titled 'Personal Phone Book Import' and contains a text input field for 'Select a Phone Book File' and a 'Browse...' button. At the top and bottom of the main area are buttons for 'OK', 'Apply', and 'Cancel'.

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

**îNameî, îNumberî**

For example:

îJohn Chanî, î95551231î  
îJohn HY Chanî, î92341232î  
îJoe Leeî, î63451233î  
îJoe CW Leeî, î25551234î  
îKen Chowî, î28341235î  
îKen Lawî, î29341236î

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

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

## 3.14. Fixed-mobile convergence

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

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

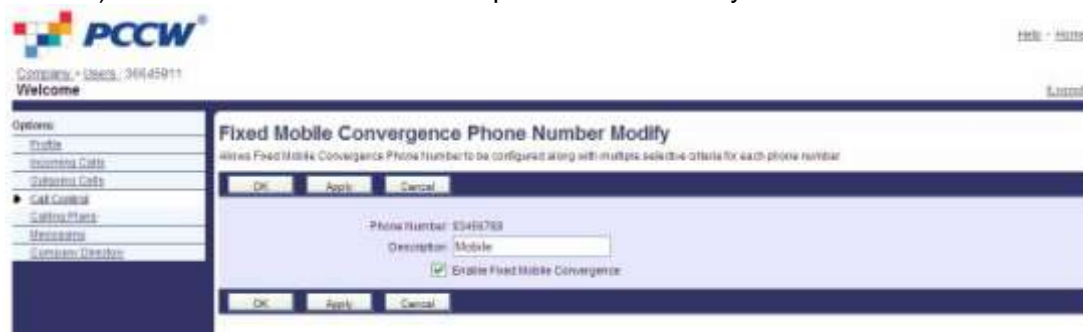
- a) Follow 2.1 a) to c) procedures, then select **Call Control** option.



- b) Click **Fixed Mobile Convergence**.



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



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

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

### 3.15. Collect Calls

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



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



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

### 3.16. Voicemail

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



- b) Click **Voicemail**.

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

**Note:** To set voicemail language, please refer to section 2.1 [Edit user calling-line display name and language preference](#).

### 3.17. Company Directory

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

- b) Click **Company Directory**.



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

## 4. Configure group settings

### 4.1. View Group Profile



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

**PCCW**

Company Welcome

Options:

- Profile
- Services
- Company Settings

**Profile**

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

OK Cancel

Service Provider: PCCW

Company: Internal Test

Default Domain: pccw.hk.cable.com.hk

Company Name:

Company Caller ID Name:

Company Caller ID Number: 00845800

Contact Name:

Contact Phone:

Contact Email:

Time Zone: GMT+08:00 Asia/Hong\_Kong

User Limits

Maximum number of users: 200

Current number of users: 00

Additional Information

Address:

City: State/Province:

Zip/Postal Code: Country:

OK Cancel

## 4.2. Change Company Caller ID

**PCCW**

Company Welcome

Options:

- Profile
- Services
- Company Settings

**Profile**

Basic

Users

Profile

Change Password

Advanced

None of the menu items in this category are enabled.

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

**PCCW**

Company Welcome

Options:

- Profile
- Services
- Company Settings

**Profile**

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

OK Cancel

Service Provider: PCCW

Company: Internal Test

Default Domain: pccw.hk.cable.com.hk

Company Name:

Company Caller ID Name:

Company Caller ID Number: 00845800

Contact Name:

Contact Phone:

Contact Email:

Time Zone: GMT+08:00 Asia/Hong\_Kong

User Limits

Maximum number of users: 200

Current number of users: 00

Additional Information

Address:

City: State/Province:

Zip/Postal Code: Country:

OK Cancel

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

#### 4.3. Change company administrator password



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

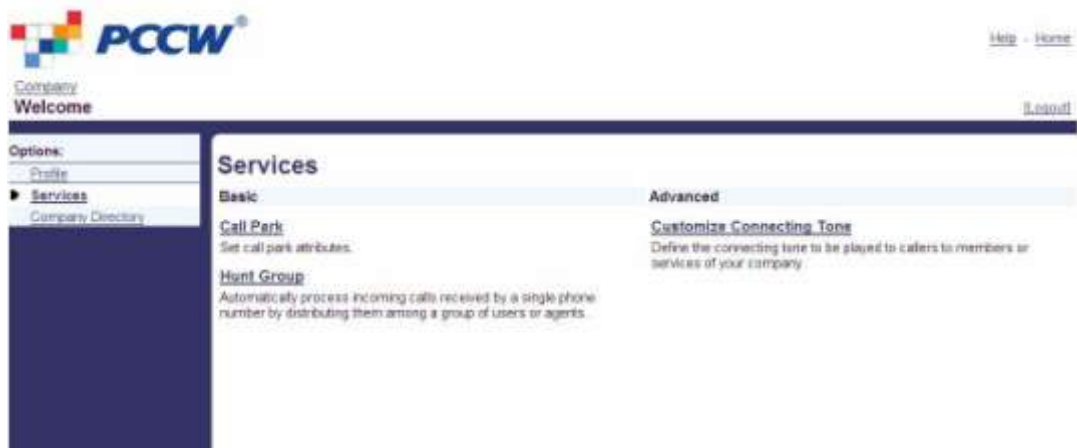


- e) Administrator needs to enter the current password, then  
 f) Enter new password, then  
 g) Re-enter new password to confirm  
 h) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

**Remarks: Password must be 6-digit numeric.**

#### 4.4. Set Call Park Recall Timer

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



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



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

#### 4.5. Hunt Group Configuration

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

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

##### 4.5.1. View/Modify Hunt Group Profile

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





b) Click **Hunt Group**.



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

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



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

**PCCW**

Company > Hunt Groups > HuntGroupA  
Welcome

Options:  
 Profile  
 Incoming Calls  
 Calling Plans

### Hunt Group Profile

Modify the selected hunt group.

OK Apply Cancel

Hunt Group ID: HuntGroupA  
 \* Name: HuntGroupA  
 \* Caller ID Last Name: Group A \* Caller ID First Name: Hunt  
 Language: English  
 Time Zone: (GMT+08:00) Asia/Hong\_Kong  
 Group Policy: Circular  
 No Answer Settings:  
☒ Skip to next agent after: 2 rings.  
☐ Forward call after waiting: 30 seconds  
 Calls Forward to: 903554501

OK Apply Cancel

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

#### 4.5.2. Call Waiting and No Answer Settings

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

**PCCW**

Company  
Welcome

Options:  
 Profile  
 Services  
 Company Directory

### Services

**Basic** **Advanced**

**Call Park**  
Set call park attributes.

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

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

- b) Click **Hunt Group**.

**PCCW**

Company  
Welcome

Options:  
 Profile  
 Services  
 Company Directory

### Hunt Group

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

OK Apply Cancel

Active	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	HuntGroupA	38845210	10	SALES	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Group B	38849000	00	SALES	<a href="#">Edit</a>

OK Apply Cancel

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



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



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

#### 4.5.3. Hunt Group All Call Forwarding

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



b) Click **Hunt Group**.



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



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



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

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

#### 4.5.4. Hunt Group Busy Call Forwarding

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

- b) Click **Hunt Group**.

Company: PCCW®  
Welcome

Options:  
Profile  
Incoming Calls  
Call Forwarding

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

Active	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	HuntGroupA	38845910	10		Edit
<input checked="" type="checkbox"/>	Group B	38841000	00		Edit

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

Company: PCCW®  
Welcome

Options:  
Profile  
Incoming Calls  
Call Forwarding

**Profile**

**Basic**  
Profile  
Display and configure information such as, Caller ID display name and his answer settings for this hunt group.

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

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

Company: PCCW®  
Welcome

Options:  
Profile  
Incoming Calls  
Call Forwarding

**Incoming Calls**

**Basic**  
All Call Forwarding - Off  
Automatically forward all your incoming calls to a different phone number.  
Busy Call Forwarding - On  
Automatically forward your calls to a different phone number when your phone is busy.

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

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

Company: PCCW®  
Welcome

Options:  
Profile  
Incoming Calls  
Call Forwarding

**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.

Busy Call Forwarding: ☒ On ☐ Off  
\* Call Forward to phone number: 52

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

#### 4.6. Customize Connecting Tone

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

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



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



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

#### 4.7. Common Phone Book

##### 4.7.1. Add contact to Common Phone Book

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





b) Click **Common Phone Book**.



c) Click **Add**.



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

#### 4.7.2. Modify contact in Common Phone Book

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



b) Click **Common Phone Book**.



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



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

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

#### 4.7.3. Delete contact in Common Phone Book

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



b) Click **Common Phone Book**.



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

#### 4.7.4. Import Contact List to Common Phone Book

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



b) Click **Common Phone Book**.

Company  
Welcome

Options:  
Profile  
Services  
Company Directory

### Common Phone Book

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

Import Phone Book

Delete	Name	Phone Number	Edit
<input type="checkbox"/>	David Ho	85776655	Go
<input type="checkbox"/>	Felix	22134433	Go

OK Apply Add Cancel

c) Click **Import Phone List**.

Company  
Welcome

Options:  
Profile  
Services  
Company Directory

### Common Phone Book Import

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

Select a Phone Book File:  Browse...

OK Apply Cancel

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

**ïNameï, ìNumberï**

For example:

ïAndy Chanï, ì21118899ï  
ïAndy CK Chanï, ì22445566ï  
ïDavid Leeï, ì66554422ï  
ïEddie Ngï, ì98765432ï

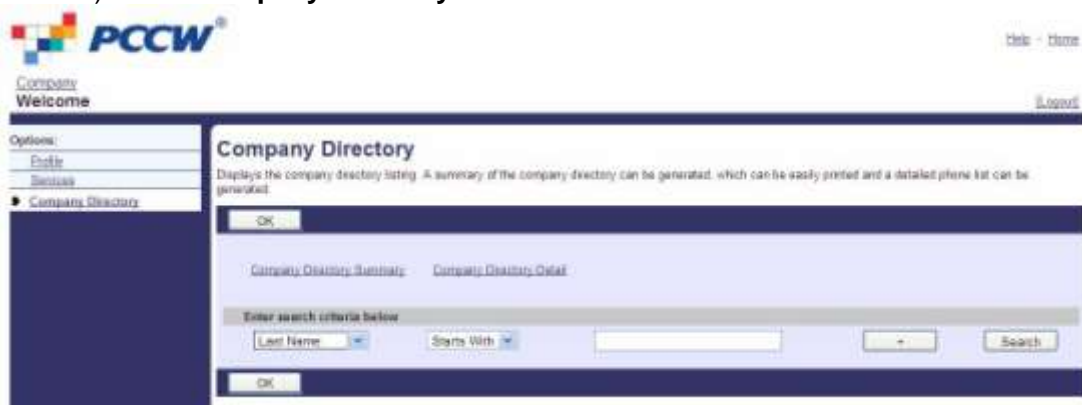
e) Click the **Apply** button to save or click the **OK** button to save and go back to the previous level.

#### 4.8. Company Directory

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



b) Click **Company Directory**.



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