

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





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 iToolsî -> iInternet Optionsî -> iGeneralî -> iBrowsing Historyî -> iSettingsî -> iTemporary Internet Filesî, select iEvery time I visit the web pageî

For user with proxy server:

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



2. User profile

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

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Company Welcome		
Options: Profile Services	Profile	Advanced
Company Directory	Users Mode users Profile View or modely your company profile information	None of the menu items in this category are enabled.
	Change Password Change your password	

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

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

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c) Click Edit to edit a particular user.



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- 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 <u>or</u> click the **OK** button to save and go back to the previous level.
- 2.2. Reset user password

	procedures from 2.1 a) to c).		Halp - Hama
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Constanty Directory	Reset Password * Type new password * Re-type new password	

- c) Select whether user web portal password or user voicemail password will be reset.
- d) Enter the new password.
- e) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.
- 2.3. Select user outgoing caller ID
 - a) Follow procedures from 2.1 a) to c).

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

Remarks: Emergency calls means dial iggin 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 ilncoming Callsî option.

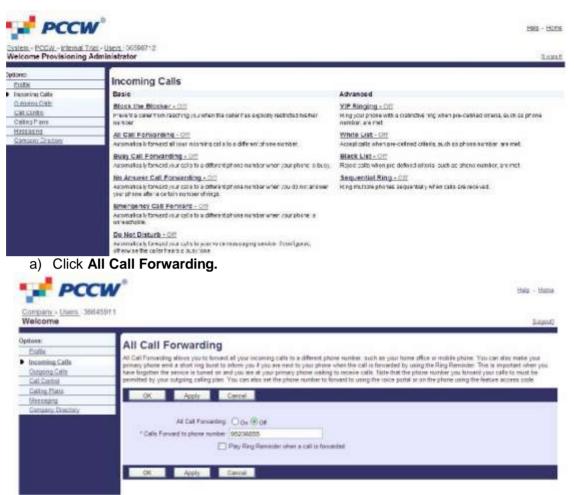
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- c) Turn Block the Blocker On or Off.
- d) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.
- 3.2. All Call Forwarding

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

3.2.1. Follow 3.1 a) procedures





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

3.3. Busy Call Forwarding

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



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Company - Users 3 Welcome Options Eatly • tecnning Cally	University of the second seco	

c) Turn Busy Call Forwarding **On** or **Off.**

OK Apply Cancel

- d) Enter the *Phone Number* to which calls should be forwarded.
- e) Click the **Apply** button to save <u>or</u> 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.



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- 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 <u>or</u> 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.



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	Do Not Disturb - OP waterials of floward rear cafe is your with mass saging service. Promigene, of new settle calls here is a pair one.	

b) Click Emergency Call Forwarding.

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Options:	Emergency Call Forwarding
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Company Directory	
	All and a local
	OK Apply Cancel

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



3.6. Do Not Disturb (DND)

<u>Do not disturb</u> 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.



- 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 <u>or</u> 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.



c) Click Add.



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lovel	VIP Ringing - Add	
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- d) Enter description for the entry.
- e) Select criteria for VIP Ringing.
- f) Enter phone numbers that will be included (if applicable).
- g) Click the **OK** button to save and go back to the previous level. Note: Selecting iAny external phone numberî will distinguish calls originating outside the company from internal calls.
- 3.7.2. Activate VIP Ringing Entry
- a) Follow 3.7.1 a) to b) procedures.

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Incoming Calls Outgoing Calls	calle such se your manager or	BOOVER IN VINEY YOU	would like to easily tell when a call is \$	rom meide your group or duteide your group. The c	collevia für each VIP.
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- b) To activate VIP Ringing Entry, check the Active box on VIP Ringing page.
- c) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.
- 3.7.3. Deactivate VIP Ringing Entry
- a) Follow 3.7.1 a) to b) procedures.



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

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

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



- f) Click the **OK** button to save and go back to the previous level.
- 3.7.5. Delete VIP Ringing Entry
- a) Follow 3.7.1 a) to b) procedures.

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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



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- 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 Entrya) Follow 3.8.1 a) to b) procedures.

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

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- b) To deactivate White List Entry, uncheck the **Active** box on White List page.
- c) Click the **Apply** button to save <u>or</u> 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.

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



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



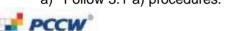
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c) Click the **Delete** button to delete the entry and go back to the previous level.

Note: The delete action is not reversible.

3.9. Black List

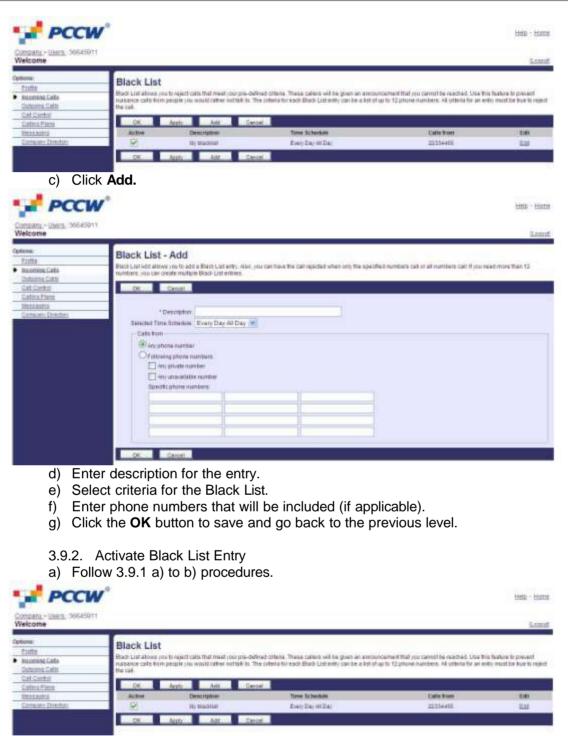
Black List enables you to reject calls that meet your pre-defined criteria. 3.9.1. Add Black List Entry a) Follow 3.1 a) procedures.





b) Click **Black List.**





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



a) Follow 3.9.1 a) to b) procedures.



- b) To deactivate Black List Entry, uncheck the **Active** box on Black List page.
- c) Click the **Apply** button to save <u>or</u> 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.

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- 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.



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.



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3.10.1. Add Sequential Ring Entrya) Click Add on the Sequential Ring page.



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Contrasto Descouto	" Description

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

3.10.2. Activate Sequential Ring Entry

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

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



- f) To activate Sequential Entry, check the **Active** box next to the Sequential Ring entry.
- g) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.
- 3.10.3. Deactivate Sequential Ring Entry
- a) To deactivate Sequential Ring Entry, uncheck the **Active** box next to the Sequential Ring Entry on Sequential Ring page.

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- b) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.
- 3.10.4. Modify Sequential Ring Entry
- a) On the Sequential Ring page, click **Edit** next to the entry that needs to be modified.

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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.

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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 iOutgoing Callsî option.

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15.01818
et they are called You have

- c) Turn Hide Caller ID On or Off.
- d) Click the Apply button to save <u>or</u> click the OK button to save and go back to the previous level.
- 3.12. Speed Dial

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

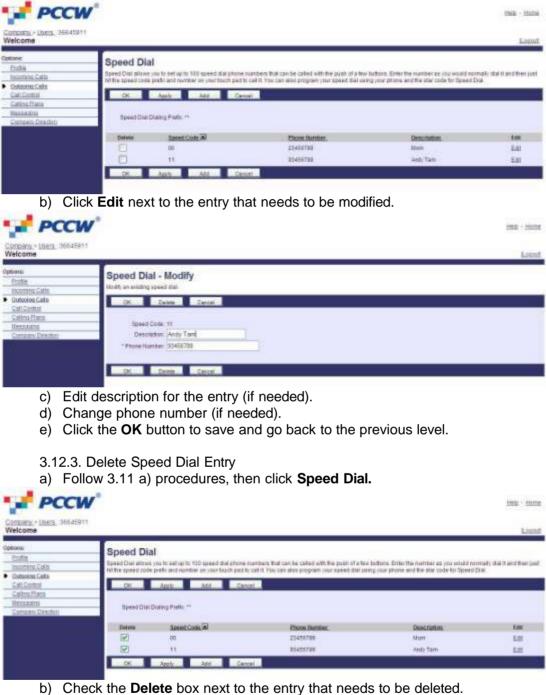
- 3.12.1. Add Speed Dial Entry
- a) Follow 3.11 a) procedures, then click Speed Dial.

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- 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.



c) Click the **Apply** button to delete <u>or</u> 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

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Incomina Calls	Basic	Advanced	
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b) Click P	ersonal Phone Book.		
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- 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.



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- 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.

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- b) Check the **Delete box** of the contact to be deleted.
- c) Click the **Apply** button to save <u>or</u> 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 Booka) Follow 3.13.1 a) to b) procedures.

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

ìNameî, ìNumberî

For example: iJohn Chanî, i95551231î iJohn HY Chanî, i92341232î iJoe Leeî, i63451233î iJoe CW Leeî, i25551234î iKen Chowî, i28341235î iKen Lawî, i29341236î

d) Click the **Apply** button to save <u>or</u> 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.

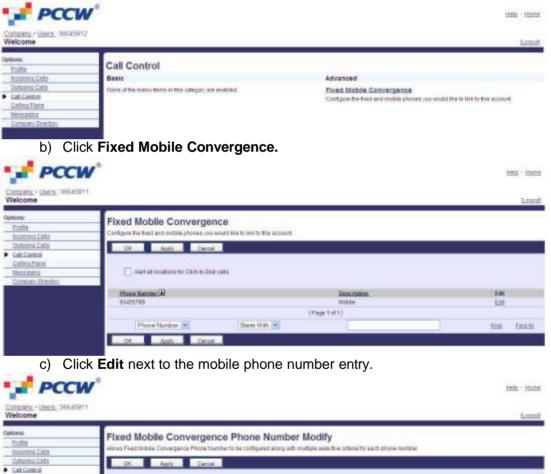


3.14. Fixed-mobile convergence

(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 ipullî 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 iCall Controlî option.



d) Check the iEnable Fixed Mobile Convergenceî box to turn ON the function (or uncheck to turn OFF).

(2) Expline Float Milliphe Convergence

Phone Humber 12488783 Occupitor Mobile

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Californ Plans



- e) Click the **Apply** button to save <u>or</u> 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.

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Options Pactor Institute Calls Cationitu Calls Salt Control Cations Pierra Himosona Campon Checks	Calling Plans Incoming Plan Incoming Calling Plan Display the spe of shore sumber you can accele safe from.	

b) Click Incoming Calling Plan.

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	OK Anthy Carla	

- 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 <u>or</u> 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 iMessagingî option.

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Company - Lisen, 36645811 Welcome			1.0004
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Calins Stars	forbus/ calls		
 Ilussodod 			
Contrates Directory			
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 userís dedicated email address.
- f) Select option to allow the caller to press î0î 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 <u>or</u> click the **OK** button to save and go back to the previous level.

Note: To set voicemail language, please refer to section 2.1 ñ ìEdit user callingline display name and language preferenceî.

3.17. Company Directory

a) Follow 2.1 a) to c) procedures, then select iCompany Directoryî option.

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b) Click Company Directory.



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- 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

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Optione Ecotin Batrices Contraen.:Dirpitrop	Profile Beek Dans Most years Profile New consolity year company profile information. Change Presented Change compassion	Advanced Home of the meno mono mono calegory and enamed

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



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4.2. Change Company Caller ID

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Optimere Profile Second Contraam Carectory	Profile Basic Users Month works Profile View concolity our company public information. Change Presented Change Userpresented	Advanced None of the mens dense of the calegory are undited

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

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

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	Profile like concide your company profile information.	
	Change Password Charge coursessment	

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

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powe Frutie Sociola Campen Dectar	Change Password	
Company Directory	Of Apply Concel	
	*ConnetPassavet	
	*Net-bar research	

- 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 <u>or</u> 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 *parkedî* in the system before returning to the userís phone set. Company administrator can set duration to ensure sufficient time for the user to retrieve the call.



Contany Welcome	 *	Help - Horne Losout
Options: Profile Services Company Directory	Services Basic Call Park Set call park attributes. Hant Group Automatically process incoming calls increased by a single phone number by distributing them arriung a group of users or agents.	Advanced <u>Sustomize Connecting Tone</u> Define the convecting ture to be played to callers to members or pervices of your company

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

Company		Hata - Hama
Welcome		Longoot)
Options: Profile Services Company Directory	Call Park Centgure Call Park settings for your congrany's user OK Apply Cancel Recall Timer 45 seconds OK Apply Cancel	

- b) Enter time (any time between 30 to 600 seconds) for Call Park Recall Timer.
- c) Click the **Apply** button to save <u>or</u> 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.



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Options: Entite	Services	
Services Company Deciting	Basic <u>Call Park</u> Set call park attributes. <u>Hant Group</u> Automatically process incoming calls received by a single phone number by distributing them arring a group of users or agents.	Advanced <u>Suptomize Connecting Tone</u> Define the convecting time is be played to callers to members an bervices of your company

b) Click Hunt Group.

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- 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.

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



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- f) Edit Hunt Group name and Caller Line Display name.
- g) Click the **Apply** button to save <u>or</u> 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.



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



Company - Hurt Goups Welcome			Helli - Hame Kaonof
Options: India India Calling Flans Calling Flans	Profile Este Profile Deate and surfigues information such as, Caller ID deate, name and his measure withings for this have family.	Advanced None of the menu items in this calegory are enabled	

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

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	Shu tu nan agam aftar 1	seconds	

- e) To enable Call Waiting on agents under Hunt Group, check the **iAllow Call Waiting on agents**î box.
- f) Ensure the **iSkip to next agent after x rings**î 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 iForward call after waiting x secondsî box and enter the phone number (or voicemail box number) to which calls should be forwarded.
- h) Click the **Apply** button to save <u>or</u> 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.



Conteny Welcome		Lean
Options: Endle	Services	
Services Company Directory	Basic <u>Call Park</u> Set call park attributes. <u>Hant Group</u> Automatically process incoming calls received by a single phone number by distributing them arrising a group of users or agents.	Advanced <u>Customize Connecting Tone</u> Define the convecting ture to be played to callers to members or betyless of your company

b) Click Hunt Group.

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

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



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Cotions Putta • Inconsin Calls Calmuthins	All Call Forwarding All Call Forwarding above out to forward at our incoming calls to a different plone number, such as our home affect or mobile plone. The can also make our ranks and a short on globards inform out if our as melto source above on the call is forwarded in using the Ring Relevance. This is inconfide when no have forgettes the a turned or any our or all our general plane when we deter the call is forwarded in using the Ring Relevance. This is inconfide the our advances of the plane income to forward our calls to must be presented to view originary presing do as the plane nomenees to forward to using the output of on the prime using the future screeces table. One Analy Cast forwarding One One One One One One of the prime using the future screeces table.	envice is

- f) If All Call Forwarding is turned **On**, no Hunt Group agent will be ringed and the call will be forwarded to the designated phone number.
- g) Phone number must be entered in **Calls Forward to phone number**î 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 iPlay Ring Reminder when a call is forwardedî box.
- i) Click the **Apply** button to save <u>or</u> 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.



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- 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 iCalls Forward to phone numberî if Busy Call Forwarding is turned On.
- h) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.



- 4.6. <u>Customize Connecting Tone</u> *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.

Hent Group	Welcome		Leave
Call Park Castomize Connecting Tone Set call park atributes. Hunt Group		Services	
Call Park Call park Set call park atributes. Hunt Group Hunt Group	Services	Basic	Advanced
Hunt Group			Define the convecting ture to be played to callers to members or
Automatically process incoming calls increased by a single phone number by distributing them among a group of users or agents.		Automatically process incoming calls received by a single phone	services of your company

b) Click Customize Connecting Tone.

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Optionei Erzille • Janaces	Customize Connecting Tone Configure the connecting time to be preject to parties calling your company	
Concert/Directory	CX Apply Cannal Countertais Connecting Tone: O py @ per CX Apply Cannal	

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

4.7. Common Phone Book

- 4.7.1. Add contact to Common Phone Book
- a) Click Company Directory under Options.



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Company Welcome			Leans
Options:	Company Directory		
Services	Basic	Advanced	
<u>Company Directory</u>	Common Phone Book Display or modily common company phone lists.	None of the menu terms in this category are enabled.	
	Company Directory Display the company directory listing		

b) Click Common Phone Book.

iose Pulle Devices	Common Ph Store trayently called in loading the numbers for	runitiers for the company so that they can	n be easily dialed. You can also quickly add numbers to th	s lief by importing a phone book and
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- d) Enter Name and Phone Number for the contact.
- e) Click the **Apply** button to save <u>or</u> 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.



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Conseny Welcome		Later
Options: Evolution	Company Directory	
Services	Basic	Advanced
Company Directory	Common Phone Book Display or modily common company phone lists.	None of the menu terms in this category are enabled
	Company Directory Display the company directory listing	

b) Click Common Phone Book.

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	Common Pl	hone Book		
ulie Mizza	Store trequently called loading the numbers to	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 an
Company Directory		-		
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c) Click Edit next to the contact that needs to be modified.

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Options Earlis Services	Common Phone Book Modify Mady a delet the selected common phone list entry	
Company, Descretz	OK Delete Carcel	
	* Name Devol Hol * Phone Number: 08776855	

- 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.

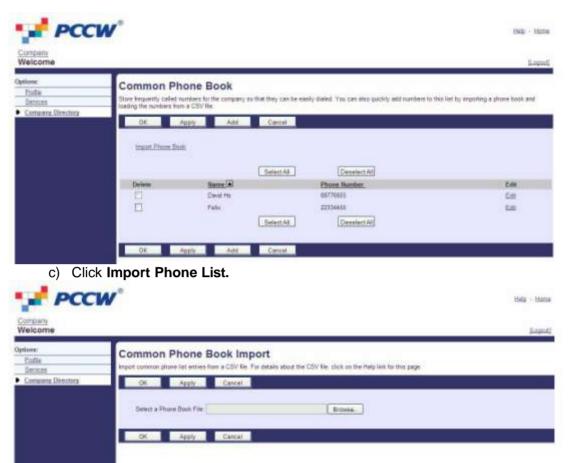
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- c) Check the **Delete** box next to the contact to be deleted.
- d) Click the **Apply** button to save <u>or</u> click the **OK** button to save and go back to the previous level.
- 4.7.4. Import Contact List to Common Phone Book
- a) Click Company Directory under Options.



b) Click Common Phone Book.





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

ìNameî, ìNumberî

For example: ìAndy Chanî, ì21118899î ìAndy CK Chanî, ì22445566î ìDavid Leeî, ì66554422î ìEddie Ngî, ì98765432î

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

4.8. Company Directory

a) Click Company Directory under Options.





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- 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.