User Guide
(Android smartphone Version)

Infinite Voice MobileOffice

August 2016

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1. MobileOffice Overview

MobileOffice is a simple application that enables you to make and receive calls (non-VoIP) using your business identity over your Smartphone. Once installed, you can perform the following functions through the MobileOffice app:

- Make and receive calls over the mobile network using your business identity
- Access call history, for all call activity linked to business line (mobile and fixed)
- Search for contacts in corporate directory in addition to your local phone directory
- Set up calling features such as Call Forwarding, Do Not Disturb, Hide Number, Mobility, etc
- Alleviate roaming charges by "Office number (Call Back)" when you are travelling outside of your calling area

Tips:
- *A data connection is required for your mobile device to set up call features, access call history, search contacts and set up outbound calls.*
- *For having phone conversations, only GSM network (calling minutes) is required without any data usage.*

2. Download MobileOffice App

The latest Android version of MobileOffice for mobile devices are available on Google Play (Currently support in English only)
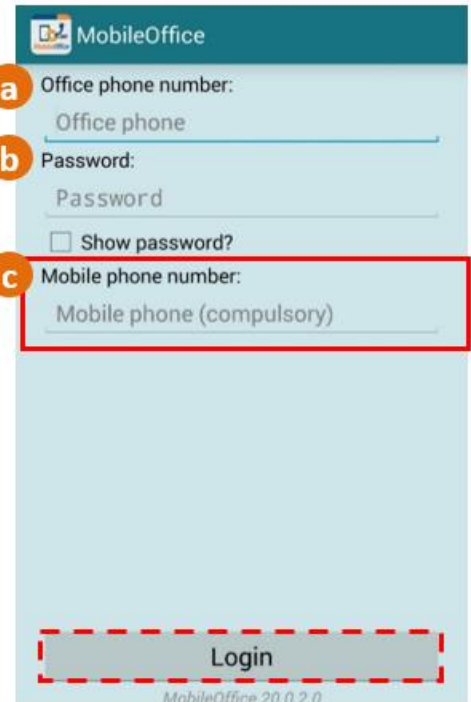
1. Select the Play Store icon from your Android device
2. Search the keyword "**Infinite Voice MobileOffice**" from the Play Store on your Android device
3. In the results window, select "**Infinite Voice MobileOffice**"
4. Tap "**INSTALL**," then "**ACCEPT**"
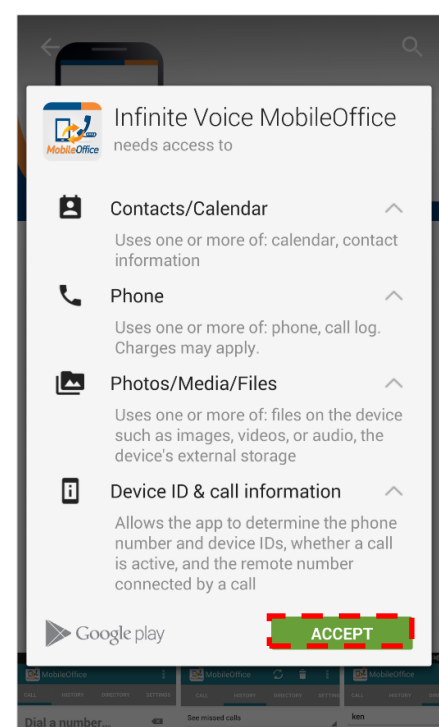
3. Login to your account

1. Once installed, tab the icon on your Android smartphone screen to launch the app
2. Accept the End-User License Agreement
3. The Login page will be shown automatically. Enter the following information:

   a. **Office phone number:** Your Infinite Voice phone number (e.g. 39998000)

   b. **Password:** Please refer to service notification email for your password details *(please change your password in https://iv.hkbnes.net/user for enhanced security)*

   c. **Mobile phone number:** Your existing mobile phone number **MUST** be entered. Otherwise, the function of Mobility features will be affected.

4. Click "**Login**"

Tips:

- *Password rule: (1) At least 8 digits; (2) Contains at least 1 number; (3) Must not be the same as Office phone number.*

4. Auto configure Mobility

There are a number of cool things you will be able to do once the features are set up, let's get started!

First, the system will prompt you to automatically configure mobility feature once you login. You are highly recommended to select "**OK**" for feature activation.

Once selected, the "Mobility" feature will be set "**On**"
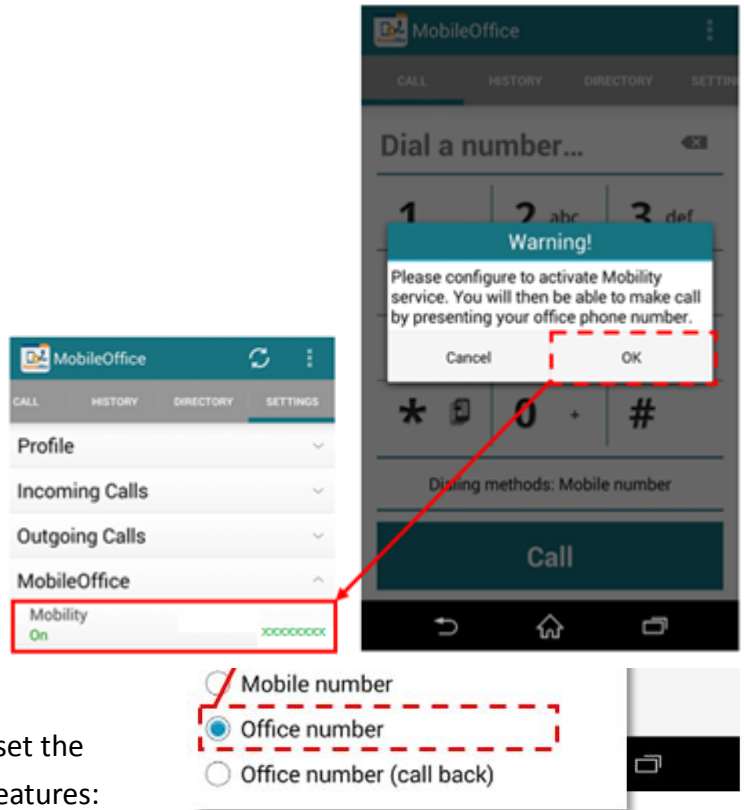
5. Set up Mobility features

If you don't choose to auto configure, you can also set the Mobility features manually. To set up the Mobility features:

Go to "SETTINGS" page, tab "MobileOffice" button, then "Mobility" button.

1. Select "Phones to Ring" option:
   - **Office phone** – ring office phone only if called to your office phone number
   - **Mobile phone** – ring mobile phone only if called to your office phone number
   - **Both** – ring both office and mobile phones if called to your office phone number (Recommended to select this option)
2. Enter your existing mobile phone number
3. Turn "Mobility" to "**On**"
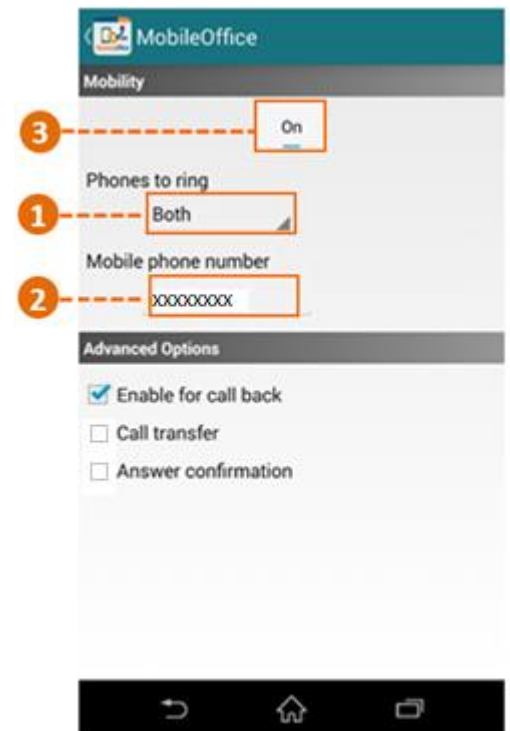
6. Placing a call

Before making calls, you can select which number to present as your identity.

Go to "SETTINGS" page and tab "Outgoing Calls" then "Dialing Methods" button.

Three (3) Dialing Methods are available:

1. **Mobile number** – select this option to show your mobile phone number
2. **Office number** – select this option to show your office phone number (Recommended to select this option)
3. **Office number (call back)** – select this option to show your office phone number (Recommend to use overseas)

7. Placing a call with Office Number

You can now place calls from your local mobile network by using your business identity

(office phone number).

1. Select "CALL" page
2. Enter phone number you wish to call (e.g.   39991000 or extension dial 1000)

3. Tap [Call] button

4. Your office number will be used as caller number display

Tips:

You may select different dialing methods on the "Call" screen every time before making the call
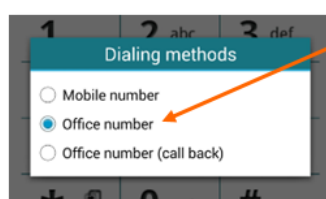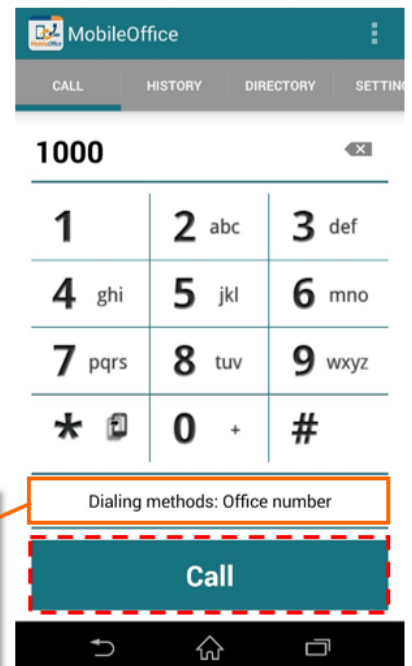
8. Call Voicemail

1. Select "CALL" page
2. Press "***28**" on the keypad and tab "**Call**"
3. Follow the voice prompt to check voicemail on your office number

Tips:

Please select "Office number" as Dialing methods

9. Call Pull

between Office Phone & Mobile Phone

1. Select "CALL" page
2. When you are on a call with your office phone
3. Press "*****" and hold for 2 seconds on the keypad to pull the call seamlessly from your office phone to mobile phone
4. To pull back the call to your office phone, just press the "**Mobile**" soft key on your office phone screen and the call will be pulled back seamlessly

"Mobile" soft key

10. Call Forwarding

10.1 Call Forwarding Always

Once activated, all your calls will be automatically forwarded to your designated phone number directly
Go to "SETTINGS" page and tab "Incoming Calls" button.

Activation:
1. Tab "**ON**" to activate the feature
2. Enter designated phone number in "**Phone number**"
3. Select "**Play Ring Reminde**r" to alert you in your office phone when a call is forwarded
4. Tab "**OK**" to activate the feature

Deactivation:
Tab "**OFF**" then tab "**OK**" to deactivate the feature

10.2 Call Forwarding When No Answer

Once activated, your calls will be automatically forwarded to your designated phone number when you do not answer your office phone after a certain number of rings.
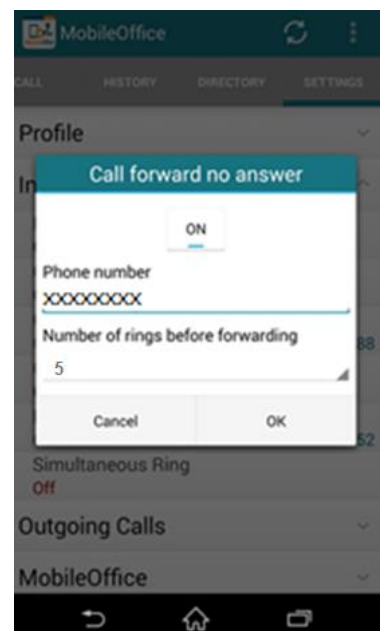Go to "SETTINGS" page and tab "Incoming Calls" button.

Activation:
1. Tab "**ON**" to activate the feature
2. Enter designated phone number in "**Phone number**"
3. Select your preferred "**Number of rings before forwarding**" (The defaulted "Number of rings before forwarding" is 5 and the duration of ring is around 6 seconds per ring)
4. Tab "**OK**" to activate the feature

Deactivation:
Tab "**OFF**" then tab "**OK**" to deactivate the feature

10.3 Call Forwarding When Busy

Once activated, your calls will be automatically forwarded to your designated phone number when your office phone is busy.
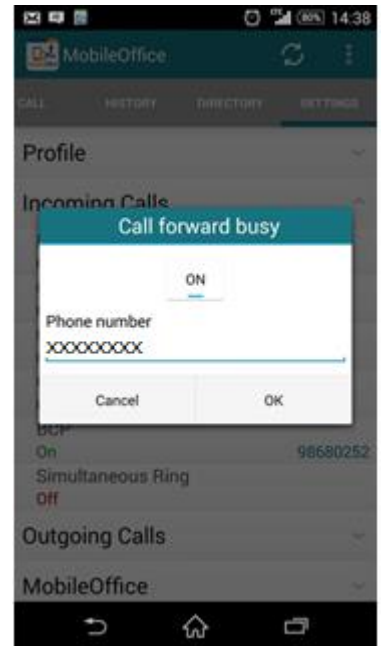
Go to "SETTINGS" page and tab "Incoming Calls" button.

Activation:

1. Tab "**ON**" to activate the feature
2. Enter designated phone number in "**Phone number**"
3. Tab "**OK**" to activate the feature

Deactivation:

Tab "**OFF**" then tab "**OK**" to deactivate the feature

10.4 BCP (Business Continuity Plan)

Once activated, your calls will be automatically forwarded to your designated phone number when your office phone is unreachable due to power outage, cable disconnection, equipment malfunction, etc.

Go to "SETTINGS" page and tab "Incoming Calls" button.

Activation:

1. Tab "**ON**" to activate the feature
2. Enter designated phone number in "**Phone number**"
3. Tab "**OK**" to activate the feature

Deactivation:

Tab "**OFF**" then tab "**OK**" to deactivate the feature

11. Do Not Disturb

Once activated, your calls will be automatically forwarded to your voicemail (if any); otherwise the caller hears a busy tone.
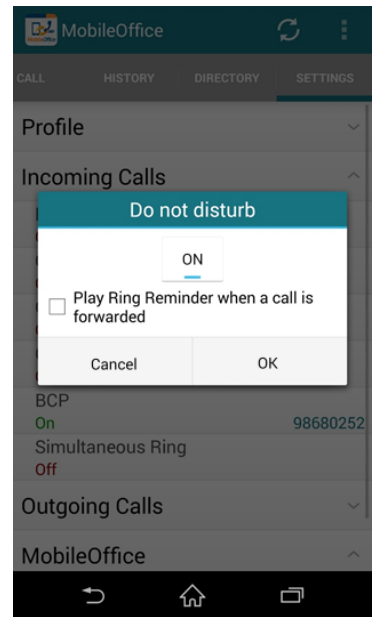
Go to "SETTINGS" page and tab "Incoming Calls" button.

Activation:

1. Tab "**ON**" to activate the feature
2. Select "**Play Ring Reminder**" to alert you in your office phone when a call is forwarded
3. Tab "**OK**" to activate the feature

Deactivation:

Tab "**OFF**" then tab "**OK**" to deactivate the feature

12. Hide Number

Once activated, you can prevent your office phone number from being displayed when calling other numbers.
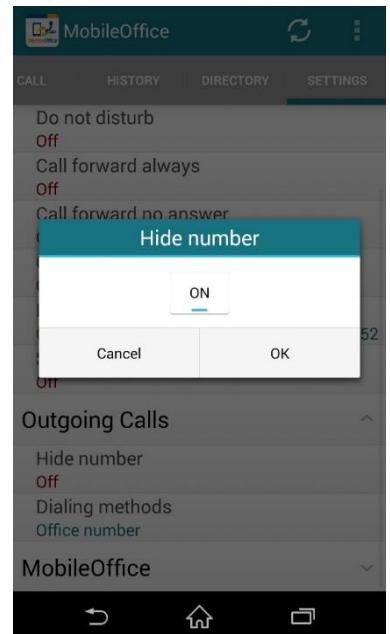
Go to "SETTINGS" page and tab "Incoming Calls" button.

Activation:

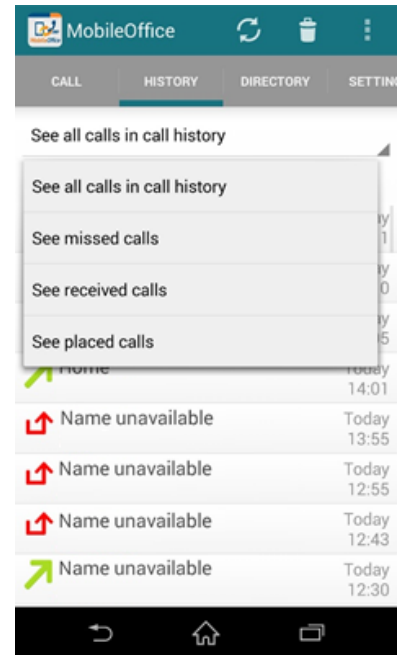Tab "**ON**" then tab "**OK**" to activate the feature

Deactivation:

Tab "**OFF**" then tab "**OK**" to deactivate the feature

13. Browsing Call History

1. Select "HISTORY" page to view your call history (maximum 60 records) on your office phone

2. You can sort out the call history to "**See all calls in call history**", "**See missed calls**", "**See received calls**" and "**See placed calls**"

14. Searching Corporate or Local Directory

Select "DIRECTORY" page and enter keywords (e.g. name) in the "Search contacts" field

You can search the directory by:

- **Display all** - search all contacts in both Corporate Directory and Local Smartphone directory
- **Display corporate directory** - search all contacts in Corporate directory only
- **Display local contacts** - search all contacts in your Local Smartphone directory
- **Not applicable** – feature not supported
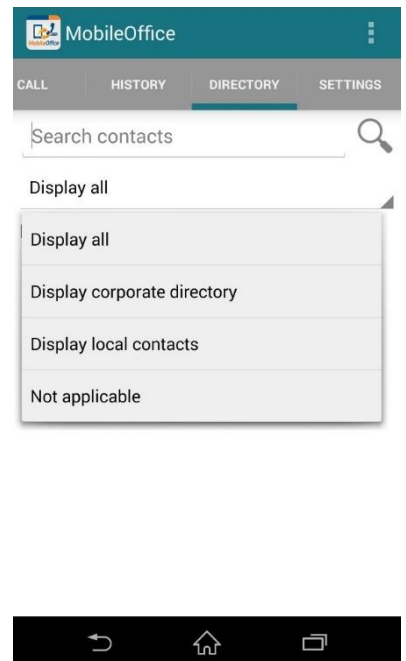
15. Other Mobility features

1. The "**Enable for Call Back**" option is required to be activated when you use "**Office No (Call Back)**" feature in overseas.
2. The "**Answer confirmation**" option will prompt you to enter any digit on your mobile phone's keypad to accept an incoming call *(Recommended to select this if you wish to distinguish an incoming call from mobile network or fixed line network)*
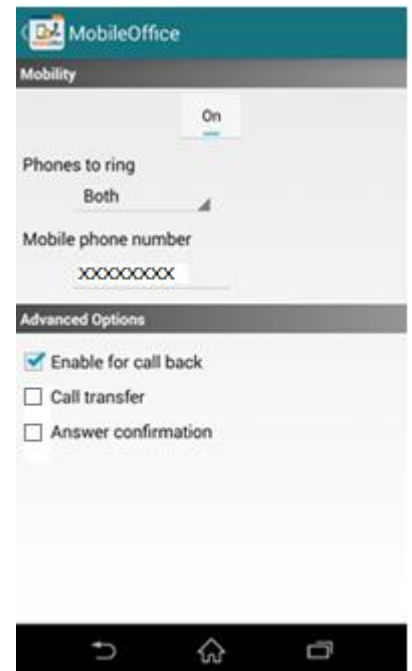
16. Call transfer & three-way conference

Call Transfer:

1. While on the call with a contact, press "**##**" on the keypad [this will act as flash key]
2. Enter the phone number you wish to transfer, followed by a "**#**" key [this will act as dial out]
3. When the call is successfully established, please hang up
4. Your call is transferred to the selected contact

Initiate Three-Way Conference:

1. While on a call with a contact, press "**##**" on the keypad [this will act as flash key]
2. Enter the phone number you wish to add, followed by a "**#**" key [this will act as dial out]
3. When the call is successfully established, press "**##**" again to connect all parties
4. The third party joins to the conference automatically when he/she answers the call

Tips:

- *The "Call Transfer" (In "Call Settings" page and tab "Mobility" button), option must be "ON" to perform the above functions.*
- *Call waiting on your mobile phone will be disabled if this feature is activated.*
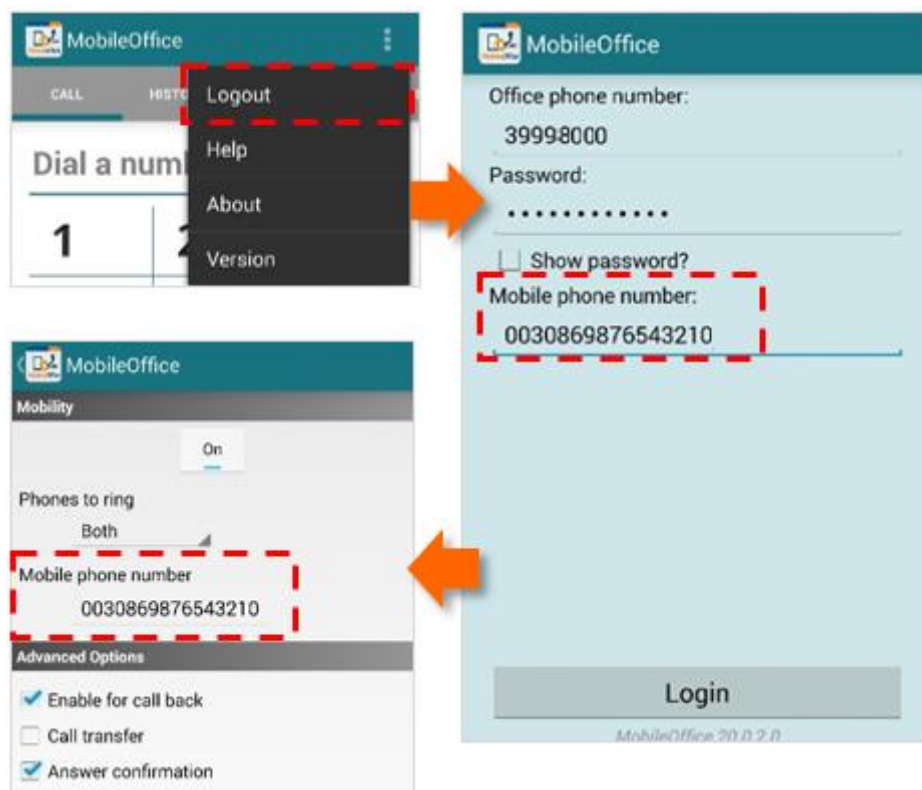
17. Calling from overseas to HK (1)

Activate the "**Enable for Call Back**" feature in order to use "**Office number (Call Back)**" overseas

Set up your overseas mobile number in the app:

1. Tab "**Logout**" to logout the app
2. On Login page, enter your "**Office phone number**" and "**Password**"
3. Enter your overseas number *(e.g. 0030 + country code + area code + overseas mobile no.)* in "**Mobile Phone number**" then tab "**Login**"
4. Go to "SETTINGS" page and tab "Mobility" button
5. Enter your overseas number again in "**Mobile phone number**"

Tips:

- *You must have a local SIM card with voice and data connection in order to make and receive calls with your office number.*
- *For overseas mobile number, please enter your "Registered HKBN IDD Dialing Code (0030/1666) + Country Code + Area Code + Overseas Mobile Number".*
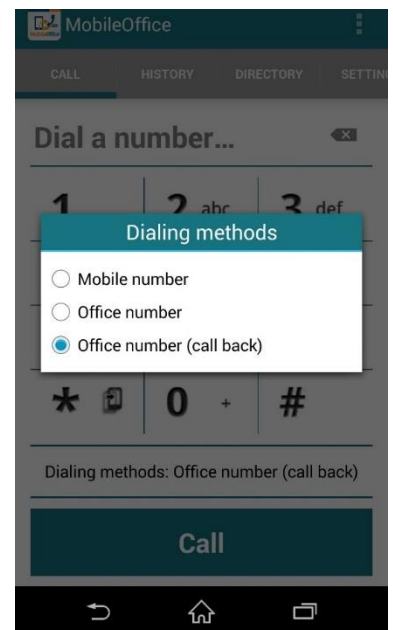
18. Calling from overseas to HK (2)

You can now make calls using the "**Office number (call back)**" feature:

1. Select "**Call**" page
2. Enter the Hong Kong phone number you wish to call
3. Tab "**Dialing methods**" and select "**Office number (call back)**"

4. Tap [Call] button

5. Your office number will be used as caller number display
6. Select "**Answer**" when your phone rings
7. The call will be routed to your called number by using your office number as caller number display

Tips:

- *Your call will be charged at your company IDD rate (call initiated from office phone number to Hong Kong mobile phone number) based on your registered 0030 or 1666 IDD rate table.*

19. Calling from overseas to other overseas countries

Activate the "**Enable for Call Back**" feature in order to use "**Office number (call back)**" to call overseas.

1. Select "**Call**" page
2. Enter the overseas phone number *(e.g. 0030 + country code + area code + overseas mobile no.)* you wish to call
3. Tab "**Dialing methods**" and select "**Office number (call back)**"

4. Tap [Call] button

5. Your office number will be used as caller number display
6. Select "**Answer**" when your phone rings
7. The call will be routed to your called number by using your office number as caller number display

Tips:

- *Your call will be charged at your company IDD rate based on your registered 0030 or 1666 IDD rate table:*
  - *First charge: From office phone number to overseas mobile phone number*
  - *Second charge : From office phone number to your destination overseas phone number*

20.Error Message

- One office number can only match ONE mobile number; otherwise, the following error will occur.

  > 9664
  > Number +852 60574843 is already in use as IMRN.

- If the Mobile phone number is not entered when you Login, you will not be able to make or received calls with the error occur.

  > 1000
  > Missing required parameter callingPartyAddress

~ END ~