



# HGC UC Web Portal User Guide

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		report	
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		Talk	



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#### 1. Introduction

This guide introduces you to HGC UC platform, which

- Allows you to manage fewer pieces of equipment and applications as a result of its all-inone solution architecture
- Allows all endpoints to connect and register to HGC UC, a central controller and a partner solution for video endpoint systems such as Trio, and VVX® Business Media phones
- Interoperates with numerous brands of devices and supports auto-provisioning for most of these brands. All information can be found in Appendix 1
- Empowers mobile conferencing and mobile collaboration anywhere at anytime

#### 2. Requirements

Support Requirements for HGC Switchboard Application, 5.1.1:

Minimum System Requirements for PC:

- Supports Intel Pentium 4 processor and faster models
- Supports AMD, equivalent to Pentium 4 or faster models
- Supports 32 and 64-bit Windows on Windows 7 and above
- 4 GB of available hard diskspace
- o 8 GB of RAM

Minimum System Requirements for Mac:

- Supports Intel Pentium 4 processor and faster models
- Only supports 64-bit
- 4GB of available diskspace
- 8GB of RAM

Web Browser Requirements for HGC UC Web Portal 5.1.1:

PC:

- Firefox 50+
- Chrome 60+

Mac:

- Firefox 50+
- Safari 9+
- Chrome 60+
- Opera 50+



#### 3. Web Portal Login

A web browser to login and access the web portal that contains all the tools necessary to configure and maintain HGC UC. Administrators are provided with a single, easy to use interface for the HGC UC Platform. Users who can access the UC web portal from a browser also follow similar steps as described below.

- a) Open a web browser and enter the below URL to access the web portal. The URL is provided by a welcome email.
- b) User ID: Enter the username Note: Users enter their User ID. The user id is typically a user's extension number or assigned to you via email.
- c) **Password**: Enter the password Note: User enter the password that assigned via email.



d) Click Login

#### 4. Desktop Login

This section is not only aimed at illustrating how to login to HGC Switchboard using the desktop login, but also about helping users who run into issues when attempting to login to switchboard from their desktop.

a) On the desktop, click the HGC® Switchboard icon that appears below.



- b) If it is your first time signing into the switchboard, you must create and save a profile by following the steps below.
  - i. **Server:** Enter the HGC UC domain in the Server field to connect to the HGC® Switchboard.
  - ii. **Username**: Enter your username (Phone Number).
- iii. **Password**: Enter your password.



- iv. **Save as Profile**: Select the checkbox.
- v. **Save Password**: Select the checkbox.
- vi. Click Sign In. Profile has been created and saved.

I Profile	itings المناقبة من مناقبة المناقبة مناقبة المناقبة مناقبة المناقبة مناقبة مناقبة مناقبة من مناقبة مناقبة المناقبة المناقبة المناقبة المناقبة المناقبة المناقبة من مناقبة مناقبة مناقبة مناقبة مناقبة من من	0
Profile:		~
Server:		
Username:		
Password:		
	Save as Profile	
	Save password	
	Si	gn in

#### 5. Web Portal Button Overview

The HGC button is located in the top left of the HGC window. Clicking on it launches the HGC Menu window. The menu is arranged by category such as Personnel Settings, Phonebook, and etc.. Under each category, there are Tools. Use the textbox at the bottom of the menu window, which has an autocomplete feature to help you locate a category and the options affiliated with it or type menu option such as Resend Tools.

HGC	🙇 HGC U	C Platform (v5.0)					
		— Ca	itegory				•
	Personal S	Settings					
	20	Account Information	<b>—</b>	Change PIN	<b>;;;</b>	Change Password	
	2:	Personal Settings					
	Phoneboo	k					Taala
	<b>b</b> î	Corp Phonebook Settings	Į 📠	Corporate Phonebook	4	Global Speed Dial	IOOIS
	8	Phonebook	S	Polycom Directory	2	Polycom User Directory	
		Telecommuter	87	User Speed Dial			
	Push-To-Ta	alk					-
22	Search:						$\otimes$

## 6. Change Voicemail PIN

User can change their voicemail PIN through web portal.



a) Click Change PIN icon.



PIN changed successfully.

 Input user new PIN in New PIN field and Verify new PIN field, then click OK button.

Change PIN		<b>e</b> 0
New PIN:		
Verify new PIN:		
	ок	Cancel

c) Click **OK** if the PIN changed successfully.



User can change their Web Portal / Mobile App password through web portal.

Click Change Password icon. a) Change Password Input Current Password b) Change Password Input New Password c) Current Password: ..... Input Verify new Password d) New Password: ..... Verify new Password: ..... Then, click **OK** button. 0 : Remote wipe all the profile Cancel Click **OK** if the PIN changed e) successfully. Password changed successfully. OK



#### 8. Password Reset Initiated by User

If users forget their password, they can reset it by accessing the **HGC UC Web Portal** launch page from a browser and clicking **Reset Password**.

- a) Click **Reset Password** when you access HGC UC Web Portal on your browser.
- b) **User ID**: Enter your Phone No
- c) **Email address of this User**: Enter your email address
- d) Click **Submit** and **OK**.
- e) Instructions for resetting your password are sent to your email.
- f) Click the **URL** provided in the email.

	English	•	
User ID:			
Password:			
Reset I	Password	Login	

Reset Login Password	
User ID:	
37494717	
Email address of this User:	
jon.mccloud@hgc.com.	
Submit Close	

ar	Abu	Dabi,	

Someone (hopefully you) has clicked on the Reset Password link at the HGC UC services. To reset your login password, please click the following link. If you have not requested the reset, you can ignore this email.

This is an automated message generated by the phone system. Please do not reply to this message as this account is not monitored by any personnel.

- g) The Reset Password dialog box opens
- h) Click OK
- The password provided is a temporary password. It is important to create a new password. To create a new password, see Change Password under Personal Settings or Change Password under User Management Center.

Your password has been reset to	
6VBp5xTJ	
ОК	



#### 9. Password Reset Initiated by Administrator

Use the **Resend Email Tools** dialog box when users forget their login password, or when you want to enforce a password reset.

a) Click Resend Email Tools



- b) Target Users: Click the dropdown arrow and select the names of the users either that want their passwords reset or that you want to force to reset their passwords.
- c) Under Resend Email Type: Click the checkbox next to **Reset Login Password**.
- d) Click OK.
- e) Users receive a reset password email containing a **link**. To reset their passwords, users have to click on the **link** and follow the instructions.



# 10. Disconnect Users from Mobility Initiated by Administrator

Use the **Mobility Apps** to revoke the user access for the mobile apps.

a) Click Mobility Apps



b) Select the user name to revoke the access with a tick on checkbox and click **X** to delete.

	Mobility App								98
0	Revoke Selected A	apps Access				Se	earch: 374947	G	Q
	Username	Device	Device Name	Devic	Bundle ID	App Version	Device ID	Last Active	т
	37494782	Android		М		1.0		2020-01-0	×
	37494730	Android		A		5.1.1		2020-01-0	×

c) A dialog box will prompt for the confirmation of to revoke the access to the Mobility App for the user. Click **Yes**.



## **11. Mailbox (voicemail) Management**

Users can access their voice messages in the Mailbox Panel in web portal.

a) Click the Mailbox Panel button



b) The buttons of the mailbox panel are identified as below.

Mark Click mes Click Mar	<b>as Read:</b> ssage, and th 'k as Read	ad: Download: D d then Click Download and Click Save the file to				Delet Click the to delete	e: mess e. Click	age you want CDelete	Play: Click play. A m opens play a m	edia player nessage
Mail Messag	lbox Panel je(s)								• • •	
Mar	rk as Read	De De	ownload		elete	Play		📢 Greetings	Management	
	Mailbox	Time	Ð		Calle	er ID	Sec	cond(s)		
	38937520	2021-	-01-14 16:	38:41	<2128	3706>	6			
	38937520	2021	-01-14 16:	37:15	<2128	35704>	7			

c) The fields of the mailbox panel are identified as above.

Mailbox:	Time:	Caller ID:	Second(s):
The mailbox owner	Time stamp of the	Caller CLI	Duration of a message in
	voicemail		seconds

#### 12. Phonebook Management

Administrator could update the user information in the Phonebook panel.

- **Personal:** The contact information created and managed in a personal phonebook is only accessible to the owner of the phonebook.
- **Departmental:** Departments in a company can add, delete, and manage contacts only in their departmental phonebook.
- Site: This phonebook is available to everyone in the UC services who belong to a particular Account No..



#### a) Click Phonebook

Contact										÷	00
O Add Contact	Remove Select	ted Contacts	Contact Bate	ch Tools	📔 Personal	📄 De	epartmental	📔 Site	Search:		0
First Name	Last Name	First Name Pro	Last Name Pro	Company	Phone Nu	ımber.	Mobile Num	ber. Othe	er Number	Owner	
Apple	Chan				99887766					37494789	Ø 🗙
Chi Yin	Wu						+852 98207			37494780	Ø 🗙

b) Click **Modify** located to the right of a contact

		Contact											• 0	8
	0	Add Contact	Remove Sel	lected Contacts	🛃 Contact Ba	tch Tools	📔 Personal	D 📔	epartmental	📔 Site	Search	:		⊗ (
Ē		First Name	Last Name	First Name Pr	Last Name Pr	Company	Phone Nun	nber	Mobile Numb	er Other	Number	Owner		
E		37494795	37494795			HGC	37494795					Site-Internal	P	•
C		Abu	Dabi			HGC	37494722					Site-Internal	s an	

c) The contact (username information display and you may change /update with the correct or necessary information.

Site Contact	$\ominus$ $\odot$ $\otimes$
User:	37494722
First Name:	Abu
Last Name:	Dabi
First Name Pronunciation:	
Last Name Pronunciation:	
Other Name:	
Name Title:	
Company:	ндс
Department:	
Job Title:	
Phone Number:	37494722
Mobile Number:	
Other Number:	
SMS Number:	+( )
Fax:	
E-mail:	ck.yap@hgc.com.hk
Location:	
	OK Cancel

#### 13. Video & Voice Conversation Recording

Administrator could review or manage the user recording in the Video and Voice conversation category in the Web Portal. Voice recording files use MP3 format; video recording files use MP4 format.



a) Click the Call Recordings Record button



b) In the Call Recordings Record List, you may select the icon to **download records**, **playback records** and **delete records**.

	Call Recordings Record List										
15	Manage Sel	ected Records =	Validate Record File					Filtering	Search:		
	Owner	Start Time	Stop Time	Caller Number	Caller Name	Destination	Duration	Media Type	File Status		
	31681525	2019-10-02 10:04:58	2019-10-02 10:05:37	31681525	Test 1	97475632	00:00:39	Audio	Exists	Q 0 × = 40	
	31681525	2019-10-02 10:02:12	2019-10-02 10:02:23	31681525	Test 1	90802269	00:00:11	Audio	Exists	. / × 🖂 🕫	
	31681526	2019-09-30 20:12:04	2019-09-30 20:12:06	31681526	Test 2	31681522	00:00:02	Audio	Exists	Q @ X 🖂 🕬	

c) Select a call record check box, then click **Download** button. A mp3 format file are generated as below pattern:

YYYYMMDD-HHmmss-Calling Number-Destination Number-index-index.mp3

 Name
 Type
 Size
 Date modified

 Examples as below:
 20191002-100458-31681525-974
 32-1569981861.3975-1147569862
 MP3 Format Sound
 142 KB
 3/10/2019 13:32

C. Manager Calested Research	Validate Record File					Filtering *	Search:	
Download Selected Records	Stop Time	Caller Number	Caller Name	Destination	Duration	Media Type	File Status	
Remove Selected Record Files	2019-10-02 10:05:37	31681525	Test 1	97475632	00:00:39	Audio	Exists	-0×04
X Remove Selected Records	2019-10-02 10:02:23	31681525	Test 1	90802269	00.00.11	Audio	Exists	10×04
31681526 2019-09-30 20.12.04	2019-09-30 20 12:06	31681526	Test 2	31681522	00 00 02	Audio	Exists	XEH

- d) Select multiple call record check box, and then click Manage Selected Records, and Download Selected Records.
- e) A Zip file with multiple record is generated as below pattern: *CallRecording-YYYY-MM-dd Index.zip* (YYYY-MM-dd is Zip file generation date) Example as below: CallRecording-2019-10-03 10\_54\_19
- f) The Zip file with multiple record structure is shown as below.





#### 14. Scheduling a Virtual Meeting for Video Conference

Virtual meeting is a meeting scheduler tool. Audio Conference / Video Conference can be scheduled via virtual meeting.

- a) Click the Virtual Meeting button.
- Kirtual Meeting

b) Click Add Virtual Meeting

Search: 💿 🔍
me Stop Time

c) Then you may enter the information according to schedule the One-time meeting and invite the necessary participants.

Virtual Meeting								
Organizer:	38937563 - Jack	/ 7563					*	
Name:	Video Conference	with ABC Company						
Location:								
Company:								
Agenda:	Daily Meeting							
Start Time:	2021-01-25		1100 1100 1100	18:15			GMT+0800	
Stop Time:	2021-01-25		1 0 0 0 0 + 0 0 0 = 0 0	20:15		Ŧ	GMT+0800	
Auto Dial out to Organizer 🕕 :	Disable						*	
Call to:	Video Conference	•	Conference Room: HGC65111 - 65111			¥		
Attendee								
Name E-mail		Number 🕕	Mark	as Organizer	Auto Dial out 🕕		•	
Ray Lam cvt	@gmail.com						9	
							_	
						OK	Close	

- i	Organizer: (Required)	Select meeting organizer
ii.	Name: (Required)	Input meeting name
iii.	Location:	
iv.	Company:	
٧.	Agenda:	
vi.	Start Time: (Required)	Specify meeting start time (Start time must be setup
		before 5 minutes of meeting time)
vii.	Stop Time: (Required)	Specify meeting end time (The access code or link
		would be expired. If user login the Virtual Meeting



		already, the meeting	would continue until all user			
		leave it.)				
viii.	Auto Dial out to	If select Enable, syste	em would call organizer on			
	Organizer:	meeting time.				
ix.	Call to: (Required)	Select Video Conference				
х.	Conference Room:	Select Video Virtual N	leeting Room			
	(Required)					
xi.	Attendee: (Required)	Name	Input attendee name			
		E-mail	Input attendee's email			
		Number	Input HKG PSTN number			
		Mark as Organizer	If selected, attendee have same			
			privilege with organizer			
		Auto Dial out	If selected, system would call			
			attendee on meeting time.			

d) A Virtual Meeting notice would be prompt.



e) A video conference meeting is created in Virtual Meeting.

0	Virtual Meetin 1going Meeting	y Is Expired Meetings					000
C	) Add Virtual Me	eting 🥥 Remove Selecte	d Virtual Meeting			Search:	© Q,
	Organizer	Name	Location	Company	Start Time	Stop Time	
	38937563 Video Conference with ABC Company				2021-01-25 18:15:00	2021-01-25 20:15:00	T& OX
	38937563	Video Conference with AB	C Company		2021-01-25 18:15:00	2021-01-25 20:15:00	<b>28</b> .
<(	🤇 🕻 🕴 Page	1 of 1 > >>	C			Dis	playing item 1 - 1 o

f) One-Time Access Code is created as below. In addition, organizer and attendee email would be received an invitation with access code and URL link.



Virtual Mer					● ◎ €
	Organizer:	38937563 - Jacky 7563	3		
	Name:	Video Conference with	ABC Company		
	Location:				
	Company:				
	Agenda:	Daily Meeting			
	Start Time:	2021-01-25 18:15 GM	F+0800		
	Stop Time:	2021-01-25 20:15 GM	r+0800		
Auto Dial ou	t to Organizer 🕔 :	Disable			
	Call to:	Video Conference		Conference	e Room: HGC65111 - 65111
Organ	izer Access Code:	100815230114			
Attendee					
Name	E-mail	Number 🕕	Mark as Organizer	Auto Dial out 🕚	Access Code
Ray Lam	cv(`_``@(	gmail.com			100117285461
					Close

g) Then, an email invitation would be sent to the Organizer and Attendee.

# Below is the sample of email invitation for Organizer:

# Below is the sample of email invitation for Attendee:

[HGC UC]: You have organize a Virtual Meeting: Video Conference with ABC Con	pany Organizer	Jacky 7563 < Jai @gmail.com	>	Sent Mon 25/1/2021	18:26
D Inbox ×	Subject	[HGC UC]: Join HGC UC Virtual Meetin	g: Video Conference with A	BC Company	
	Location	I			*
Jacky 7563 <jac @gmail.com=""> @ 6:00 PM (19 minut</jac>	s ago) Start time	Mon 25/1/2021	18:15 🗸	All day event	
to me +	End time	Mon 25/1/2021	20:15 👻		
Dear Jacky 7563					
You have created a virtual meeting.	Attached	1 KB	27.6		
Event Name: Video Conference with ABC Company	Canada - Antonio	57			
Access Code: 100815230114 Date: 2021-01-25 Time: 18:15- 20:15 (H(T; GNT +8:00) Agenda: Dally Meeting	Dear He You are Event Na	nry Lau invited to join a virtual meeting. ame: Video Conference with ABC Comp	pany		
Attendees: Arus Ray Lam - Attendee Email: Gr Bermal.com - Attendee Email: Gr Bermal.com - Attendee Access Code: 100117285461	Organize Date: 20 Time: 18 Agenda:	r: Jacky 7563 )21-01-25 3:15 - 20:15 (HKT; GMT +8:00) Daily Meeting			
Attendees: Attendee Name: Henry Lau	Click her	e to join the meeting from computer v	vith Camera via browser	(WebRTC).	
- Attendee Ernall: Ji ' Bibg <u>ccom.hk</u> - Attendee Access Code: 108279108704	To join t User Acc	he meeting c stered En ress Code: 108279108704	dpoint (Mobile Apps / De	sktop Phone with Camera) ,	
URL: Click here to join the meeting from computer with Camera via browser (WebRTC).					
To join the meeting directly from registered Endpoint (Mobile Apps / Desktop Phone with Camera) , User Access Code: 100815230114	Note: Pl	ease try to dial in to Virtual Meeting he	fore the meeting time. T	he Arcess Code will be valid	
Note: Please try to dial in to Virtual Meeting before the meeting time. The Access Code will be valid THREE minutes before the meeting time.	THREE n	ninutes before the meeting time.	fore the meeting time.	ne races code min de fond	
Regards,	Regards				
HGC UC Virtual Meeting Service	HGC UC	Virtual Meeting Service			

#### **15. Join Video Conference**

User can join the video conference by WebRTC or Mobile App.

a) Joining Video Conference via WebRTC
 From the email invitation (Section A, Ch13), click on the click here which will launch a browser and a prompt to input your name. Then, click video or voice button to start the conference.





Display	Description		
Jacky 7563	Your Input Name.		
•••	Settings Button.		
You're invited to	Organizer or Attendee One-time Access Code		
content	Recent Call History		
Video	Start the Conference with Video		
Vaice	Start the Conference with Voice		

b) Before starting the conference, you can setup related settings by click Settings

c) Click video or voice button to start the conference.



d) There have some function key at the bottom Toolbar.

1	2	3	4	5	6	7	8	9	10
	+	.0.		+	ł	K	•	+	
5 5 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7		Ā	Ú	لي ا	(±)	א_	Č⁺	4	!

#	Icon Display	Description
1	り	Mute/unmute incoming audio

• • •



2		Turn my camera on/off		
3	No.	Turn my microphone on/off		
4	Ċ	Disconnect yourself from the conference.		
5	$\square$	Share my screen		
6		<ul> <li>Present files <ol> <li>Select Present files. The Presentation screen appears</li> <li>Select +, or drag and drop the file(s) you want to share into the Presentation window. You can add multiple files, or they can be a combination of images (JPEG, BMP, PNG, or GIF) and PDFs. Each image and PDF page is converted into an individual slide.</li> <li>By default, every slid is selected for presenting, but you can click on individual slides to select and deselect them.</li> <li>When you have selected all the slides you want to share, select Present. Use the left &lt; and right &gt; on-screen controls, or the arrow keys on your keyboard, to scroll through the slides. You also have the option View presentation in a separate window.</li> <li>To stop sharing the slides, from the toolbar select stop sharing. Note that the ability to present into a conference may have been restricted to Hosts only.</li> </ol> </li> </ul>		
7	ح <sup>لا</sup>	The main video window will shrink and be pinned on top of all your other application windows. You can drag it to a suitable location. To close the pinned video window, from the toolbar select Reset video window.		
8	<b>⊖</b> +	<ul> <li>i. Select Add participant.</li> <li>ii. At the prompt, enter the address of the person you want to dial.</li> <li>iii. Select whether you want the participant to have Host or Guest privileges.</li> <li>iv. Select call in.</li> <li>V. The call is placed from the VMR to the participant, and they will appear in the participant list a green line under their name while their endpoint is ringing. If and when the participant answers the call they will join the conference; if they do not answer, or do not accept the call, they will disappear from the participant list.</li> </ul>		
9	ц.	Take screenshot of videos		
10		Use the slider to adjust the audio volume level that come from the conference.		

e) During the video conference, Side Panel is shown in left when the participant is joined.





1	View details of events	To see a list of conference events that have occurred during the course of the call, from the top of the side panel select the Events tab.		
2	Participant Name	Joined participant name.		
3	Chat message	To send a message, type it in the text box. Messages are visible to everyone else in the conference with a chat-capable client.		
4	Control Panel	Access control panel to enable other functions. (Detail is shown in below table.)		
5	Share Screen	This participant is sharing screen to other participants.		
6	Microphone ON/OFF	This participant is in mute status.		
7	View an individual participant's role	<ul> <li>Host – can control the meeting and other participants</li> <li>Guest</li> </ul>		

f) During the video conference, you can enable/disable some function of control panel by click in side panel.

1	Prevent / allow others from joining the meeting. (Requires Host Privileges)
2	Mute/unmute all Guests (Requires Host Privileges)
3	Disconnect all participants (including yourself) (Requires Host privileges)





Select camera by □4	Example:
------------------------	----------



			← Select camera		
÷	Settings		Default Microsoft Camera Front		
	Microsoft Camera Rear		Microsoft Camera Rear     Microsoft IR Camera Front		
ψ	Default		None		
」	Default		You will receive video but will not be seen. To enable your camera during the meeting, you will have to reconnect.		
щ	Bandwidth - Iow		Example:		
P	Languages - en-US	Select microphone	● Default Communications - 麥克風排列 (Real		
4	Advanced settings	by Ψ	麥克風排列 (Realtek High Definition None		
	Plugin		You will receive audio but will not be heard. To enable your mic during the meeting, you will have to reconnect.		
Ø	About this app		Example: ← Select audio output		
		Select audio by <sup>디</sup> ッ	• Default Communications - 喇叭 (Realtek Hi 喇叭 (Realtek High Definition Audio		
		Select bandwidth by I	<ul> <li>Select bandwidth         <ul> <li>Low (up to 256kbps)</li> <li>Medium (up to 576kbps)</li> <li>High (up to 1264kbps)</li> </ul> </li> </ul>		



#### 16. Scheduling a Virtual Meeting for Audio Conference

Virtual meeting is a meeting scheduler tool. Audio Conference can be scheduled via virtual meeting.

a) Click the Virtual Meeting button.

28 Virtual Meeting
--------------------

b) Click Add Virtual Meeting

Virtual Meeting						
Ongoing Meetings	Expired Mee	tings				
Add Virtual Meeting				Searc	h:	© Q,
Organizer	Name	Location	Company	Start Time	Stop Time	

c) Then you may enter the information according to schedule the One-time meeting and invite the necessary participants.

Virtual Meet	ting					⊜ ⊗ ⊗
	Organizer	: 38937563 - Jacky 7563				*
	Name	a: Audio Conf with DEF Company				
	Location	i:				
	Company	c				
	Agenda	ĉ				
	Start Time	2021-01-26 18:45 GMT+0800				
	Stop Time	e: 2021-01-26 20:45 GMT+0800				
Auto Dial out	t to Organizer 🕕	Disable				
	Call to	: Audio Conference		Conference Room:	Jacky Lai - 38937563	
Organ	izer Access Code	: 101468357642				
Attendee						
Name	E-mail	Number 🕕	Mark as Organizer	Auto Dial out 🕕	Access Code	
Henry Lau	j @	ohgc.com.hk 21285704		$\leq$	100102281391	
Ray Lam	¢	@gmail.com			103414352121	-
						Close

i.	Organizer: (Required)	Select meeting organizer			
ii.	Name: (Required)	Input meeting name			
iii.	Location:				
iv.	Company:				
٧.	Agenda:				
vi.	Start Time: (Required)	Specify meeting start	time		
		(Start time must be s	etup before 5 minutes of meeting time)		
vii.	Stop Time: (Required)	Specify meeting end time			
		(The access code or link would be expired. If user login the Virtual			
		Meeting already, the meeting would continue until all user leave it.)			
viii.	Auto Dial out to Organizer:	If select Enable, system would call organizer on meeting time.			
ix.	Call to: (Required)	Select Audio Conferen	nce		
х.	Conference Room: (Required)	Select Audio Virtual Meeting Room			
xi.	Attendee: (Required)	Name	Input attendee name		
		E-mail	Input attendee's email		
		Number	Input HKG PSTN number		



Mark as Organizer	If selected, attendee have san organizer	ne privilege with
Auto Dial out	If selected, system would call meeting time.	attendee on
	Notice 🛞	
	-	

d) A Virtual Meeting notice would be prompt.

Notice	
0	Virtual Meeting created successfully.
	ок

e) An audio conference meeting is created in Virtual Meeting.

Virtual Meeti						
Ongoing Meetin	gs Expired Meetings					
O Add Virtual N	Neeting				Search:	୍ତ ପ୍
Organizer	Name	Location	Company	Start Time	Stop Time	
3893 3	Audio Conf with DEF Company			2021-01-26 18:45:00	2021-01-26 20:45:00	<b>28</b> .
巛 🄇 🛛 Page	e 1 of 1 > >> C					Displaying item 1 - 1 of 1

f) One-Time Access Code is created as below. In addition, organizers and attendee's email would be received an invitation with access code and URL link.

Virtual Meetin							
	Organ	izer: 389: 3 - Jac	ky 7563				*
	Na	me: Audio Conf with	DEF Company				
	Loca	tion:					
	Comp	any:					
	Age	nda:					
	Start T	ime: 2021-01-26 18:	45 GMT+0800				
	Stop T	ime: 2021-01-26 20:	45 GMT+0800				
Auto Dial out t	o Organizer	① : Disable					
	Ca	Il to: Audio Conferen	ce		Conference Room:	lacky Lai - 38937563	
Organiz	er Access C	ode: 101468357642					
Attendee							
Name	E-mail	Num	nber 🕕	Mark as Organizer	Auto Dial out 🕕	Access Code	
Henry Lau	j	@hgc.com.hk 212	04			100102281391	
Ray Lam	c	@gmail.com				103414352121	
							Close



 g) Then, an email invitation would be sent to the Organizer and Attendee.
 Below is the sample of email invitation for Organizer:
 Below is the sample of email invitation for Attendee:

	organizer Jacky 7505 (Jai @gman.com/
	Subject [HGC UC]: Join HGC UC Virtual Meeting: AudioConference with ABC Company
[HGC LIC]: You have organize a Virtual Meeting: Audio Conference with ABC Company	Location
D inter x	Start time Tue 26/1/2021 18: 45 - All day event
Jacky 7563  @ 6.00 PM (19 minutes ago)	End time Tue 26/1/2021
to me * Dear Jacky 7563	Attached meeting.ics
You have created a virtual meeting.	
Event Name: Audio Conference with ABC Company	Dear Henry Lau
Access (code: 101/468357642 Date: (2021-0)-26 Time: 18: 45-30: 45 (tek); (cMT +8:00) Agenda: Attendee: Attendee: Henry Lau	You are invited to join a virtual meeting. Event Name: Audio Conference with ABC Company Organizer: Jacky 7563
- Attendee Access Code: 100102283391 Attendees: Attendee Email:	Date: 2021-01-26 Time: 18:45 - 20:45 (HKT; GMT +8:00) Agenda: <u>Click here</u> to join the meeting from computer with Camera via browser (WebRTC).
URL: <u>Click here</u> to join the meeting from computer with Camera via browser (WebRTC).	To join the meeting directly from registered Endpoint (Mobile Apps / Desktop Phone with Camera) , User Access Code: 100815230114
To join the meeting directly from registered Endpoint (Mobile Apps / Desktop Phone with Camera) , User Access Code: 100815230114	
Note: Please try to dial in to Virtual Meeting before the meeting time. The Access Code will be valid THREE minutes before the meeting time.	
Regards, HGC UC Virtual Neeting Service	Note: Please try to dial in to Virtual Meeting before the meeting time. The Access Code will be valid THREE minutes before the meeting time.
	Regards,
	HGC UC Virtual Meeting Service

#### **17. Call Detail Report Generation**

Users and Admin can generate Call Detail Report for call history.

a) Click **CDR Report** icon.





- b) Select the period from **Start** and **End** in Query Options
- c) Select **Group** in Overview of:
- d) Select Company Account No in Group:
- e) Select User/Peer in Summary by:
- f) Click Generate CDR Report button once

Total Cal	Total Tim	Incoming	Incoming	Incoming	Outgoing	Outgoing	Outgoin	Query Options		
0	00:00	0	00:00	00:00	0	00:00	00:00	Start:		-
								2020-03-01	00:00:00	
								End:		
								2020-04-01	00:00:00	
								Display Options	Group	
								Group	5 31	
								Summon hu	5 51	
								Summary by.	User / Peer	

g) CDR report have been generated. Click Export and Export as CSV/Export as Excel (2003)/Export as Excel (2007/2010).

CDR Repo	rt											Θ	00
User / Peer	Total Call.	Total Time	Incomi	Incomii	Incomi	Outgoii	Outgoir	Outgoir		Query Option			0
38937500	10	00:01:42	0	00:	00:	10	00:	00:	0,	Start:			
38937511	13	00:00:34	2	00:	00:	11	00:	00:	0,	2020-03-01	1111	00:00:00	×
38937514	4	00:00:00	0	00:	00:	4	00:	00:	0,	End:			
38937520	98	00:19:56	20	00:	00:	78	00:	00:	Q	2020-04-01	1111	00:00:00	×
38937521	98	00:21:09	7	00:	00:	91	00:	00:	Q	- Display Option	3	roup	-
38937522	8	00:00:20	4	00:	00:	4	00:	00:	Q	Group	HGC	, in the second s	-
38937555	77	00:20:06	33	00:	00:	44	00:	00:	Q,	Summary by:	III	, aar ( Baar	_
38937556	20	00:05:27	0	00:	00:	20	00:	00:	0,	Summary by.	0	Sel / Feel	
	328	01:09:14	66	00:	00:	262	01:	00:					
(< <   F	Page 1	of 1   >>>	> ⊂		Displa	ying item 1	- 8 of 8	Sector Sector	t v		i G	enerate CDR R	eport
				( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )		1		Expor	tas C tas E	SV xcel (2003)			
					L			Expor	t as E	xcel (2007/2010)	J		

h) CDR report in Excel or CSV format is exported as below.



I	ਜ਼ ਨਾਟ	<del>-</del>			1947	202	20-04-03 14_4	15_57 CDR Repor	t - Excel		<b>E</b> –
	ile Hom	e Insert	Page Lay	out Formulas	Data	Review	View			Jacky Lai (F	IGC - Product Specialist, PDPD)
Pa	ste 💉 B	alibri : I <u>U</u> -	• 11 •   ⊞ •   🏠 Font	$\begin{array}{c} A^* & A^* \\ \hline \hline & A^* \\ \hline & A^* \\ \hline \hline & A^* \\ \hline & A^* \\ \hline &$	Image: Alignment	iii + G	General \$ - % * Numb	*	onditional Format as prmatting * Table * Styles	Cell Styles + Cells	∑ · Arr Print & Print
F2		: ×	√ fx								
4	А	в	с	D	E			F	G	н	1
1	Period:	2020-03-03	L 00:00:00 To	2020-04-01 00:0	00:00						
2											
3	User / Peer	Total Call	Total Time	Incoming Call	Incoming C	all Time	Incoming	g Call Avg Time	e Outgoing Call	Outgoing Call Time	Outgoing Call Avg Time
4	38937500	10	102	0	00:00:00		00:00:00		10	00:01:42	00:00:10
5	38937511	13	34	2	00:00:00		00:00:00		11	00:00:34	00:00:03
6	38937514	4	0	0	00:00:00		00:00:00		4	00:00:00	00:00:00
7	38937520	98	1196	20	00:01:21		00:00:04		78	00:18:35	00:00:14
8	38937521	98	1269	7	00:00:26		00:00:03		91	00:20:43	00:00:13
9	38937522	8	20	4	00:00:00		00:00:00		4	00:00:20	00:00:05
10	38937555	77	1206	33	00:06:16		00:00:11		44	00:13:50	00:00:18
11	38937556	20	327	0	00:00:00		00:00:00		20	00:05:27	00:00:16
12											
13	Total:	328	4154	66	00:08:03		00:00:18		262	01:01:11	00:01:19
14											

#### **18.** Speed Dial / Busy Lamp Field

- Speed Dial -Admin can assign speed dial key to user desktop phone set in available<br/>function key.<br/>(No. of function key is depended on different phone set model. Speed<br/>dial key may be stored in softkey (Buddy list) of Poly phone set if<br/>function key does not enough.)
- **Busy Lamp Field** Also, if the speed dial key is configured with internal UC phone number by enable "Buddy" setting and assign it on function key of the phone set, which would become a Busy Lamp Field button. It functions as speed dial to internal extension and monitor the extension status.

#### **18.1** To add a Speed Dial Key on phone set

a) Click User Speed Dial icon.



- b) Input the UC phone number that required to add "Speed Dial" in Search field
- c) Searched UC phone number is shown and click the magnifier a icon

		Search: 38937521	@ Q
Username	Name	Group	
38937521	PDPD 7521	HGC	Q



d) If the contact does not exist in personal phone book, click Add Speed Dial and From new Contact

Speed Dial - 3893752				008
🕝 Add Speed Dial 👻	Save			
From new Contact	Mama	Dhana Number	Duddu	
From exist Contact Special Key	Name	Filone Number	Buddy	

- Input First Name e) Contact Input Last Name f) First Name: ABC Last Name: Input Phone Number g) First Name Pronunciation: Last Name Pronunciation: Select **Disable** in **Buddy** field Other Name: h) Company: Department: Select **Default** in **Ring Type** field i) Phone Number: 21285001 SMS Number: +( ) j) Click **OK** button E-mail: Buddy: Disable Ŧ Ring Type: Default Ŧ
- k) If the contact exists in personal phone book, click Add Speed Dial and From exist Contact



Speed Dial - 38937521

From exist Contact

Contacts wish to add:

First Name

💿 Add Speed Dial 👻 📙 Save

Last Name

Speed Dial - 3893752				• • •
🔘 Add Speed Dial 👻	Save			
From new Contact	Namo	Phone Number	Buddy	1
From exist Contact	Indine	r none number	Duduy	
Special Key 🕨 🕨				

- Input other Phone Number which is saved in personal phonebook
- m) Select searched Phone Number
- n) Select **Disable** in Buddy field
- o) Click Save button

Sec	446	ABC - 2	12850	001 (Ph	one)					
		<b>«</b>		Page	1	of 1	>	>>	C	
Speed Dial	- 38937521	l (Unsaved	1)						00	00
Speed Dial	- 38937521 Dial 💌 🗍	Unsaved	1) ]						00	8

21285001

Phone Number

21285001

Buddy

Disable

2X

p) Click **OK** button



q) Click Yes button to reboot the phone set to activate Speed Dial Key

ABC





#### 18.2 To add a Busy Lamp Field Key on phone set

a) Click User Speed Dial icon.



- b) Input the UC phone number that required to assign "Busy Lamp Field" in Search field
- c) **Searched UC phone number** is shown and click the **magnifier** icon

User Speed D	ial			000
		Search:	38937521	© Q
Username	Name	Grou	p	
38937521	PDPD 7521	HGC		٩
				-
K K Page	1 of 1		C Displayin	g item 1 - 1 of 1

d) Click Add Speed Dial and From exist Contact (must be UC phone number)

Speed Dial - 3893752	21			000
🔘 Add Speed Dial 👻	Save			
From new Contact	Nama	Dhone Number	Duddu	
From exist Contact	Name	Phone Number	Биййу	
Special Key				

- e) Input monitoring UC Phone Number (monitoring number must be listed in the site phone book)
- f) Select searched monitoring UC Phone Number

Add Speed D	ial 🔻	E Save			
First Name	La	st Name	Phone Number	Buddy	
🖪 From exist	Contact				8
		100 M 100			
Contacts wish to	add:	38937520			

g) Click modify *k* icon to **enable** the **Busy Lamp Field Key** 

Add Speed D	ial 👻 🔚 Save			
First Name	Last Name	Phone Number	Buddy	
PDPD	1112	38937520	Disable	2 K



- h) Select Enable in Buddy field
- i) Select **Default** in Ring Type
- j) Click **OK** button
- k) Click Save button



Add Speed	Dial 👻 🔚 Save			
First Name	Last Name	Phone Number	Buddy	
ABC		21285001	Disable	ØX
PDPD	1112	38937520	Enable	ØX

I) Click OK button



m) Click Yes button to reboot the phone set to activate Busy Lamp Field Key





#### 19. Push-To-Talk

#### **19.1** To change the Push-To-Talk Group Name or Group member

a) Click Push-To-Talks Channel Icon.



b) Then click on the **Group Name** you want to modify with pen icon.

Push-To-Talk Channel			
Batch Tools		Search:	© Q.
Group Name	Description	Group Type	_
HGC Sale Group1		Internet	
HGC Sale Group2		Internet	

- c) Change the **Group Name** in the Top field or **Add** Add (Click on Group Member empty area and Select the number) /**Remove** (Click on "x" error next to name) **Group Member**.
- d) Then click **OK** to apply.



## 20. Appendix – Supported Phone Model

- Poly VVX-150
- Poly VVX-250
- Poly VVX-450
- Poly VVX-450 with EM50 (sidecar)
- Poly VVX-601
- Poly Trio 8500/8800
- Cisco CP 7841
- Cisco CP 8851
- Cisco CP 8851 with KEM (sidecar)
- Snom D710





 $\sim$  END  $\sim$