

HGC UC

Web Portal User Guide

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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-in-one 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 disk space
- 8 GB of RAM

Minimum System Requirements for Mac:

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

Web Browser Requirements for HGC UC Web Portal 5.1.1:

PC:

- Firefox 50+
- Chrome 60+

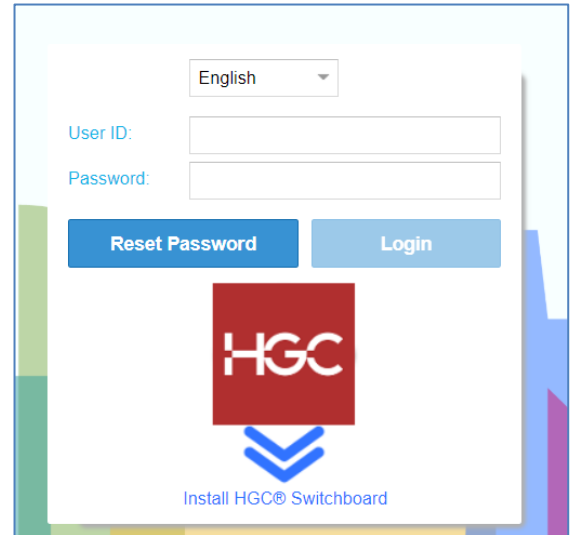
Mac:

- 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.

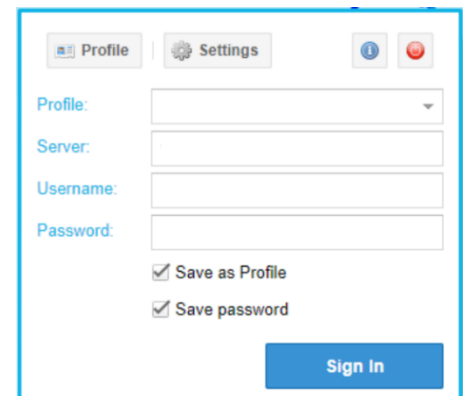
- a) Open a web browser and enter the below URL to access the web portal. The URL is provided by a welcome email.
- b) **User ID:** Enter the username
Note: Users enter their User ID. The user id is typically a user's extension number or assigned to you via email.
- c) **Password:** Enter the password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



4. Desktop Login

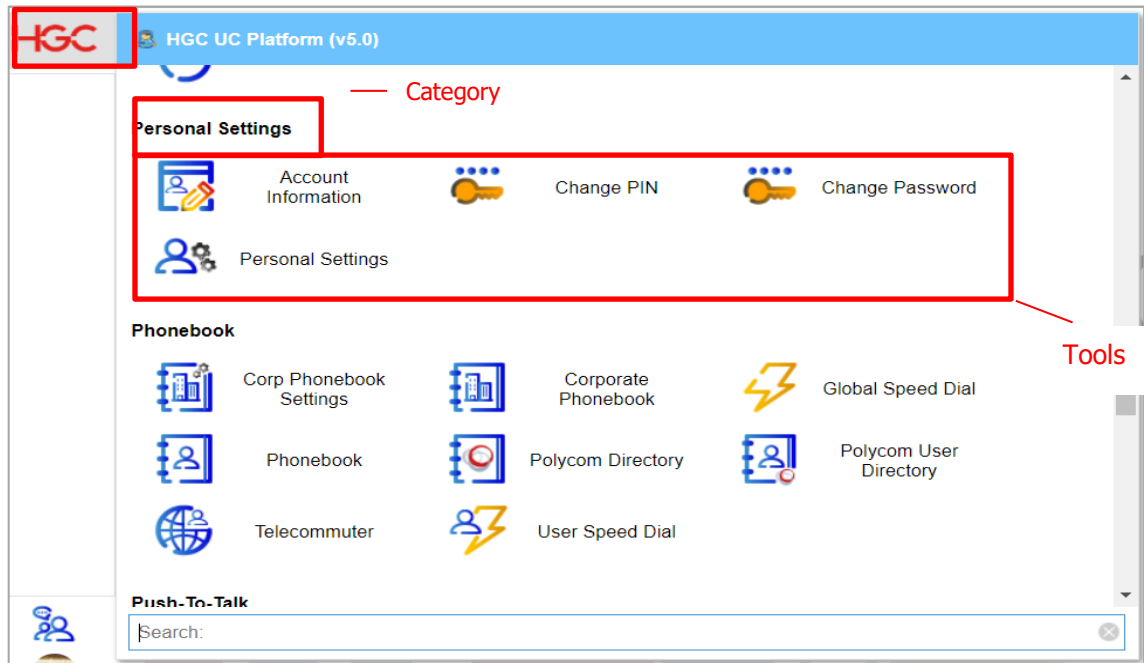
This section is not only aimed at illustrating how to login to HGC Switchboard using the desktop login, but also about helping users who run into issues when attempting to login to switchboard from their desktop.

- 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.



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.



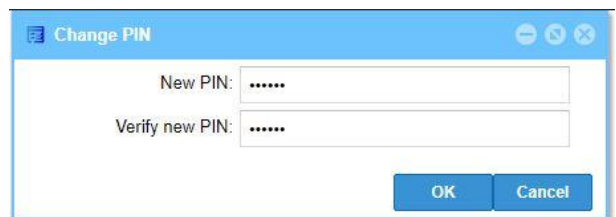
6. Change Voicemail PIN

User can change their voicemail PIN through web portal.

- a) Click **Change PIN** icon.



- b) Input user new PIN in **New PIN** field and **Verify new PIN** field, then click **OK** button.



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



7. Change Web Portal / Mobile App Password

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

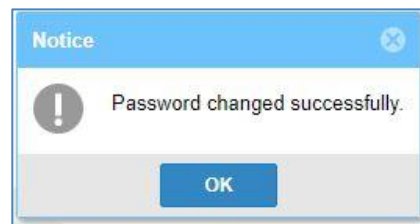
- a) Click **Change Password** icon.



- b) Input **Current Password**
c) Input **New Password**
d) Input **Verify new Password**

Then, click **OK** button.

- e) Click **OK** if the PIN changed successfully.



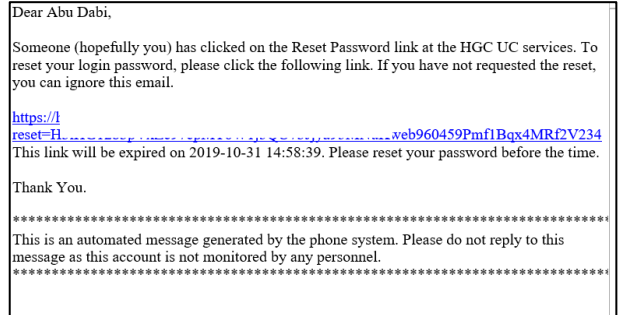
8. Password Reset Initiated by User

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**.

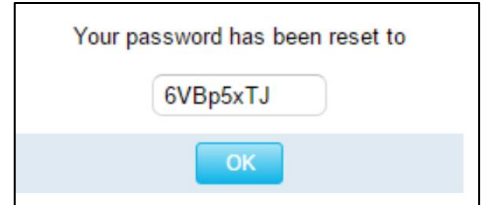
- a) Click **Reset Password** when you access HGC UC Web Portal on your browser.

- 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.



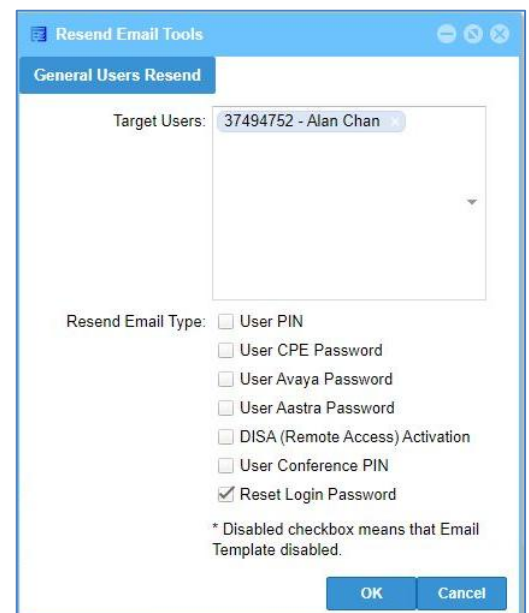
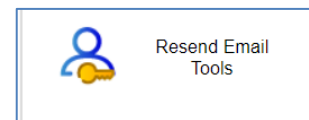
- g) The **Reset Password** dialog box opens
- h) Click **OK**
- i) The password provided is a temporary password. It is important to create a new password. To create a new password, see **Change Password** under **Personal Settings** or **Change Password** under **User Management Center**.



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.



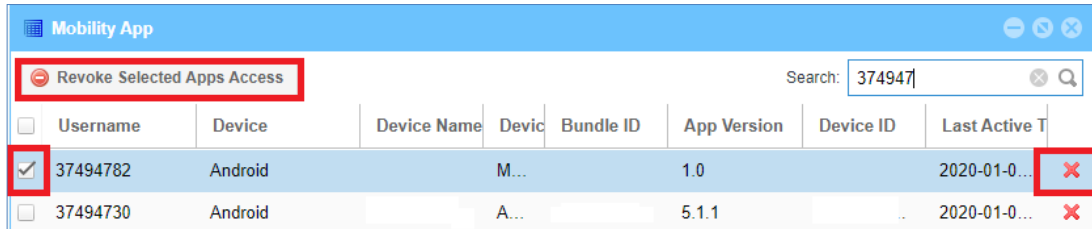
10. Disconnect Users from Mobility Initiated by Administrator

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

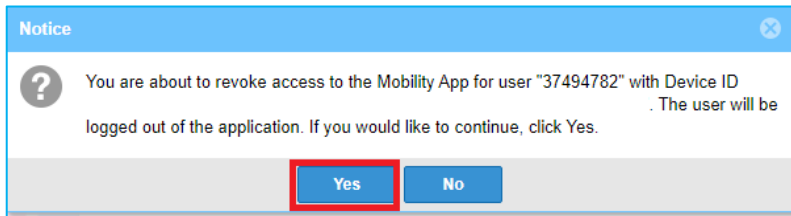
- a) Click **Mobility Apps**



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



- 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

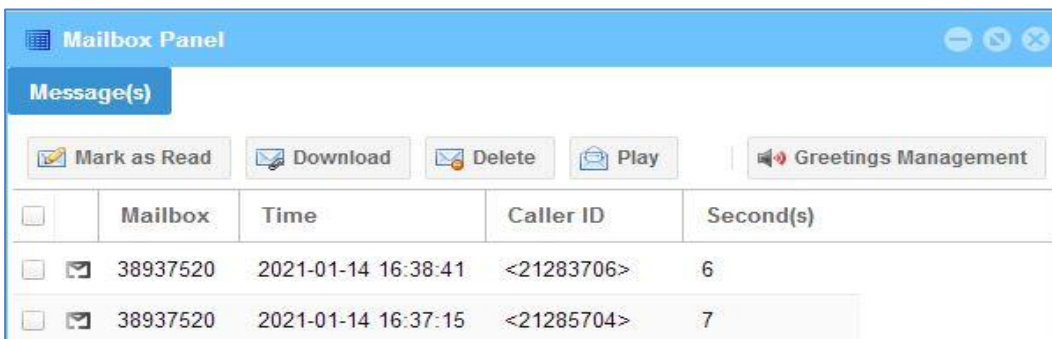
Users can access their voice messages in the Mailbox Panel in web portal.

- a) Click the **Mailbox Panel** button



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

Mark as Read:	Download:	Delete:	Play:
Click message, and then Click Mark as Read	Click Download and Save the file	Click the message you want to delete. Click Delete	Click play. A media player opens play a message



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

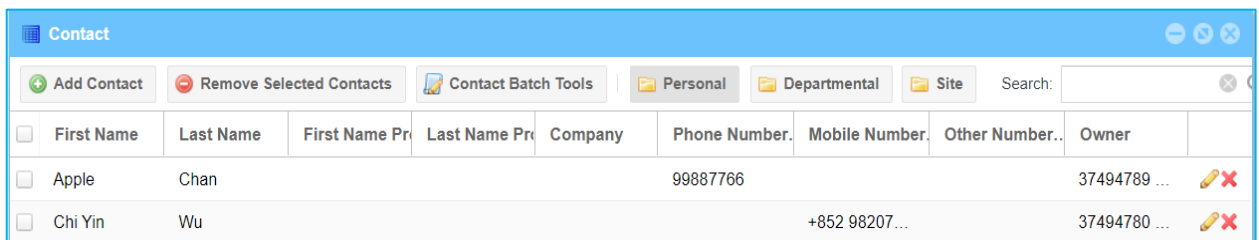
Mailbox: The mailbox owner	Time: Time stamp of the voicemail	Caller ID: Caller CLI	Second(s): Duration of a message in seconds
--------------------------------------	---	---------------------------------	---

12. Phonebook Management

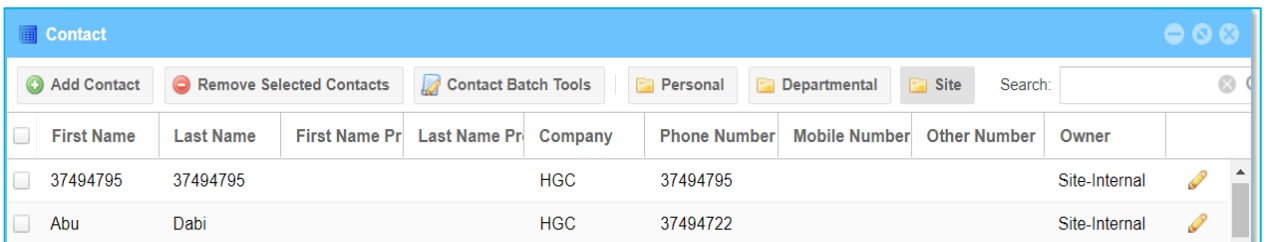
Administrator could update the user information in the Phonebook panel.

- 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**



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



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

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**.

Owner	Start Time	Stop Time	Caller Number	Caller Name	Destination	Duration	Media Type	File Status	Icons
31681525	2019-10-02 10:04:58	2019-10-02 10:05:37	31681525	Test 1	97475632	00:00:39	Audio	Exists	[Download] [Play] [Delete]
31681525	2019-10-02 10:02:12	2019-10-02 10:02:23	31681525	Test 1	90802269	00:00:11	Audio	Exists	[Download] [Play] [Delete]
31681526	2019-09-30 20:12:04	2019-09-30 20:12:06	31681526	Test 2	31681522	00:00:02	Audio	Exists	[Download] [Play] [Delete]

- c) Select a call record check box, then click **Download** button. A mp3 format file are generated as below pattern:
YYYYMMDD-HHmms-Calling Number-Destination Number-index-index.mp3

Examples as below:

Name	Type	Size	Date modified
20191002-100458-31681525-97475632-9981861.3975-1147569862	MP3 Format Sound	142 KB	3/10/2019 13:32



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:

f) The Zip file with multiple record structure is shown as below.



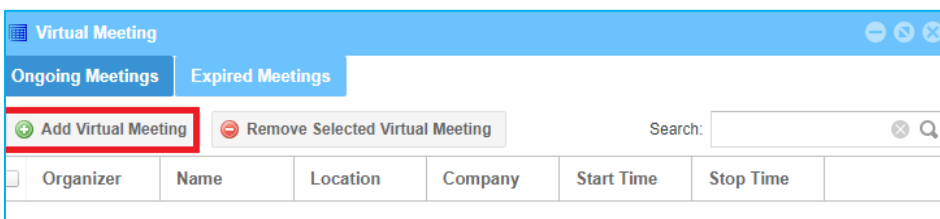
14. Scheduling a Virtual Meeting for Video Conference

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

a) Click the **Virtual Meeting** button.



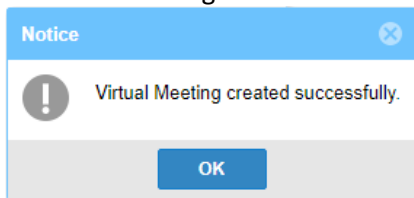
b) Click **Add Virtual Meeting**



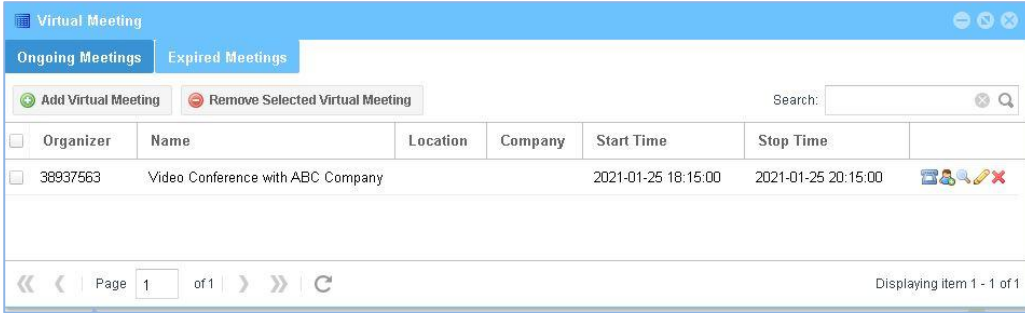
c) Then you may enter the information according to schedule the One-time meeting and invite the necessary participants.

i.	Organizer: (Required)	Select meeting organizer	
ii.	Name: (Required)	Input meeting name	
iii.	Location:		
iv.	Company:		
v.	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 Organizer:	If select Enable, system would call organizer on meeting time.	
ix.	Call to: (Required)	Select Video Conference	
x.	Conference Room: (Required)	Select Video 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 same privilege with organizer
		Auto Dial out	If selected, system would call attendee on meeting time.

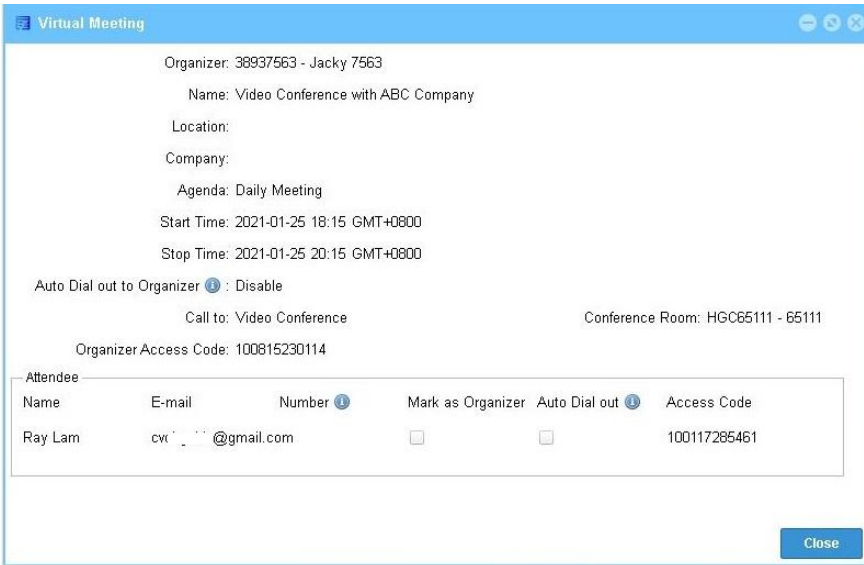
d) A Virtual Meeting notice would be prompt.



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



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.

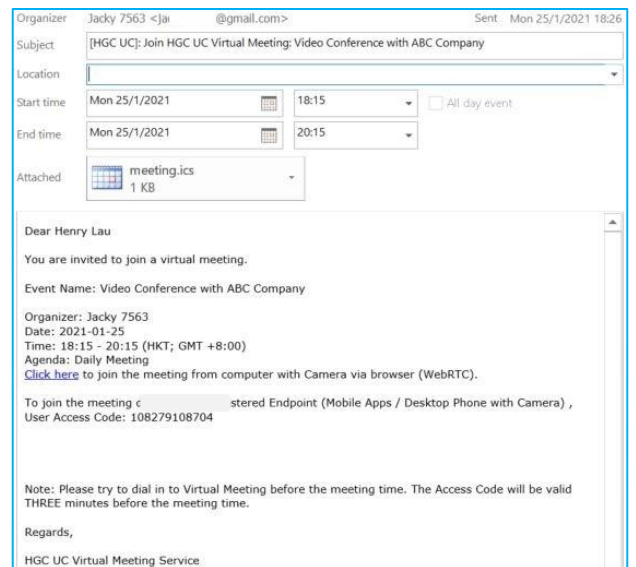


g) Then, an email invitation would be sent to the Organizer and Attendee.

Below is the sample of email invitation for Organizer:



Below is the sample of email invitation for Attendee:

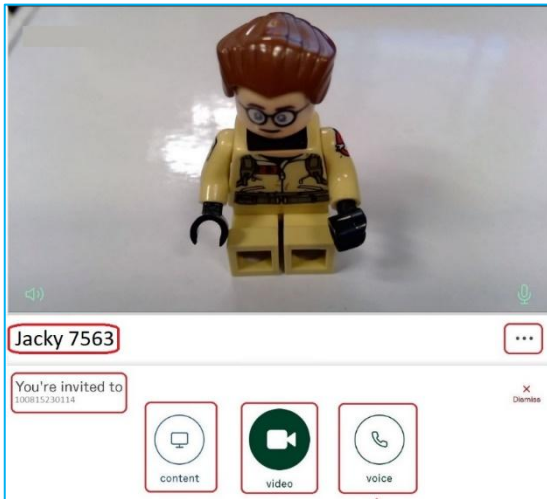


15. Join Video Conference

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

a) Joining Video Conference via WebRTC

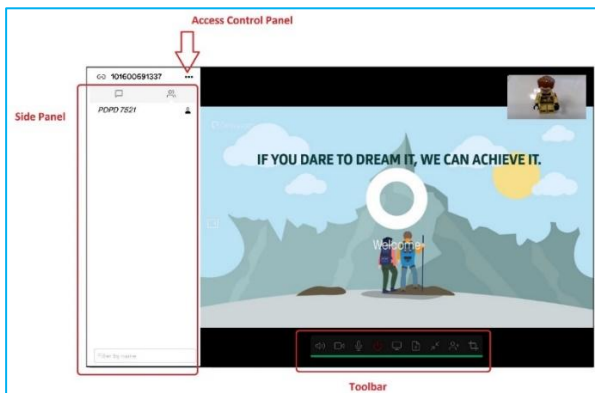
From the email invitation (Section A, Ch13), click on the [click here](#) which will launch a browser and a prompt to input your name. Then, click **video** or **voice** button to start the conference.



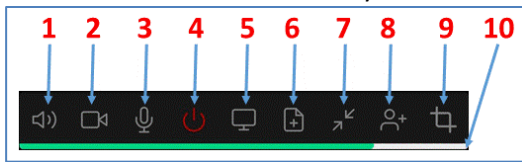
Display	Description
Jacky 7563	Your Input Name.
...	Settings Button.
You're invited to 100815230114	Organizer or Attendee One-time A Code
content	Recent Call History
video	Start the Conference with Video
voice	Start the Conference with Voice

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.

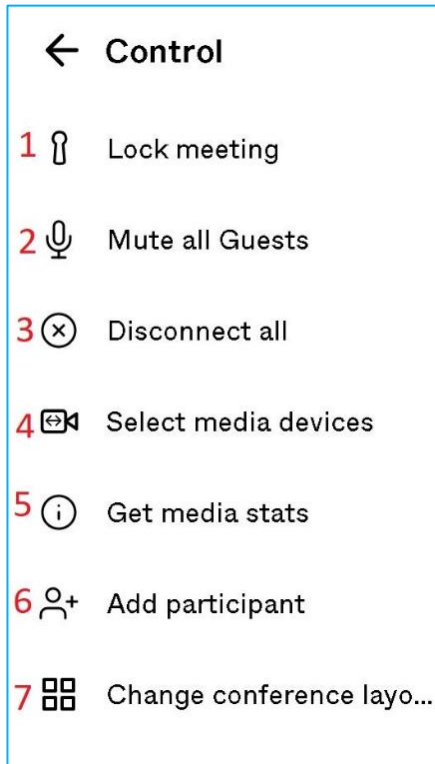


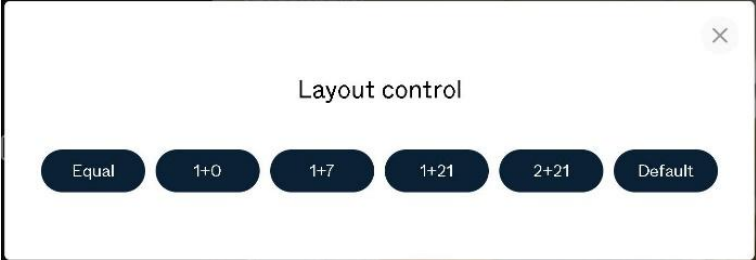
#	Icon Display	Description
1		Mute/unmute incoming audio
2		Turn my camera on/off
3		Turn my microphone on/off
4		Disconnect yourself from the conference.
5		Share my screen
6		<p>Present files</p> <ul style="list-style-type: none"> i. Select Present files. The Presentation screen appears ii. Select +, 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. iii. By default, every slid is selected for presenting, but you can click on individual slides to select and deselect them. iv. When you have selected all the slides you want to share, select Present. Use the left < and right > 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. v. 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.
7		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		<ul style="list-style-type: none"> i. Select Add participant. ii. At the prompt, enter the address of the person you want to dial. iii. Select whether you want the participant to have Host or Guest privileges. iv. Select call in. 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.
9		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	 Host – can control the meeting and other participants  Guest

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)
4	Change your camera, microphone or speakers during a call.
5	The conference call data traffic statistics is shown.
6	Not Available
7	<p>Change the screen layout</p> 

← **Settings**

- 📷 Microsoft Camera Rear
- 🎤 Default
- 🔊 Default
- 📶 Bandwidth - low
- 🇺🇸 Languages - en-US
- ⚡ Advanced settings
- ⚙️ Plugin
- 📄 About this app

<p>Select camera by 📷</p>	<p>Example:</p> <p>← Select camera</p> <p>Default</p> <p>Microsoft Camera Front</p> <ul style="list-style-type: none"> • Microsoft Camera Rear <p>Microsoft IR Camera Front</p> <p>None</p> <p>You will receive video but will not be seen. To enable your camera during the meeting, you will have to reconnect.</p>
<p>Select microphone by 🎤</p>	<p>Example:</p> <p>← Select microphone</p> <ul style="list-style-type: none"> • Default <p>Communications - 麥克風排列 (Real...</p> <p>麥克風排列 (Realtek High Definition...</p> <p>None</p> <p>You will receive audio but will not be heard. To enable your mic during the meeting, you will have to reconnect.</p>
<p>Select audio by 🔊</p>	<p>Example:</p> <p>← Select audio output</p> <ul style="list-style-type: none"> • Default <p>Communications - 喇叭 (Realtek Hi...</p> <p>喇叭 (Realtek High Definition Audio...</p>
<p>Select bandwidth by 📶</p>	<p>← Select bandwidth</p> <p>Low (up to 256kbps)</p> <ul style="list-style-type: none"> • Medium (up to 576kbps) <p>High (up to 1264kbps)</p> <p>Maximum (up to 2464kbps)</p>

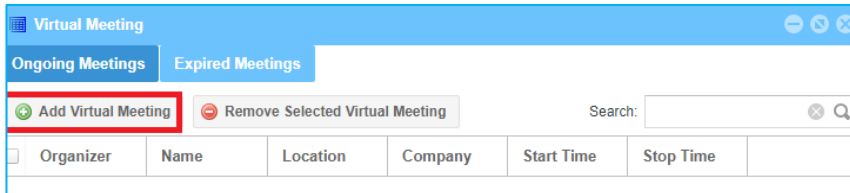
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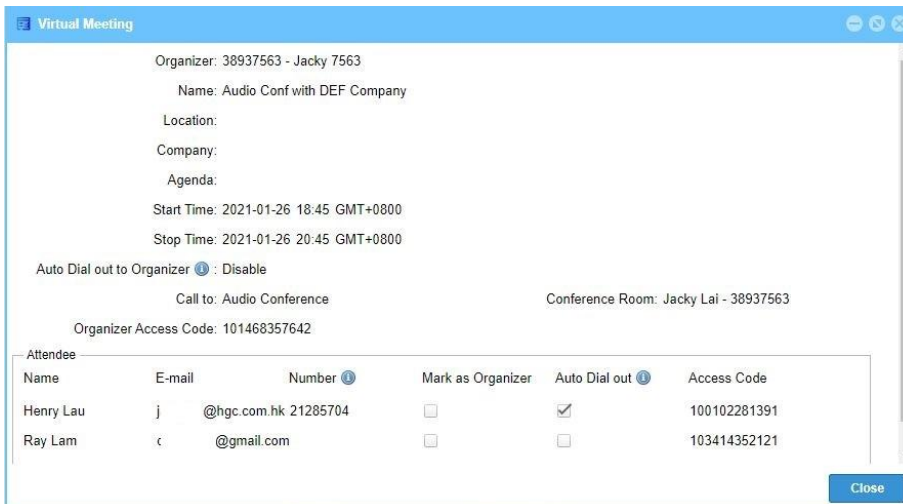
- a) Click the **Virtual Meeting** button.



- b) Click **Add Virtual Meeting**



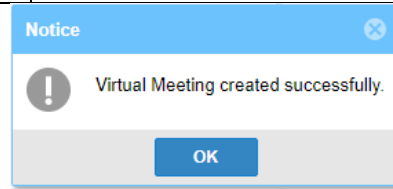
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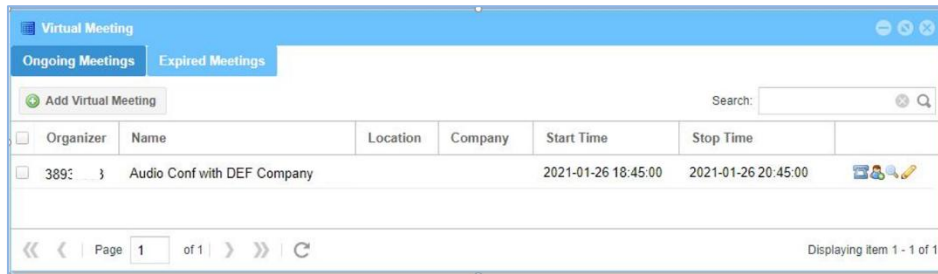
i. Organizer: (Required)	Select meeting organizer	
ii. Name: (Required)	Input meeting name	
iii. Location:		
iv. Company:		
v. Agenda:		
vi. Start Time: (Required)	Specify meeting start time (Start time must be setup before 5 minutes of meeting time)	
vii. Stop Time: (Required)	Specify meeting end time (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 Organizer:	If select Enable, system would call organizer on meeting time.	
ix. Call to: (Required)	Select Audio Conference	
x. 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 same privilege with organizer
	Auto Dial out	If selected, system would call attendee on meeting time.

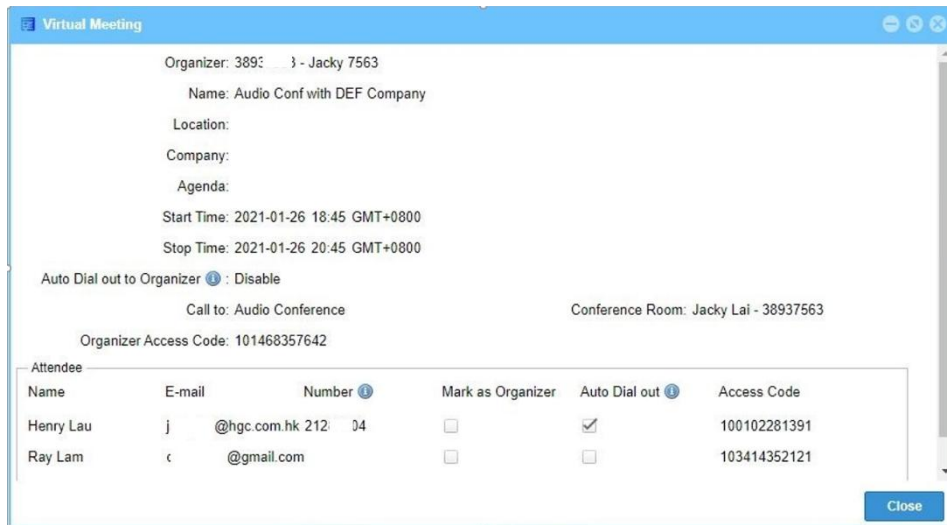
d) A Virtual Meeting notice would be prompt.



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

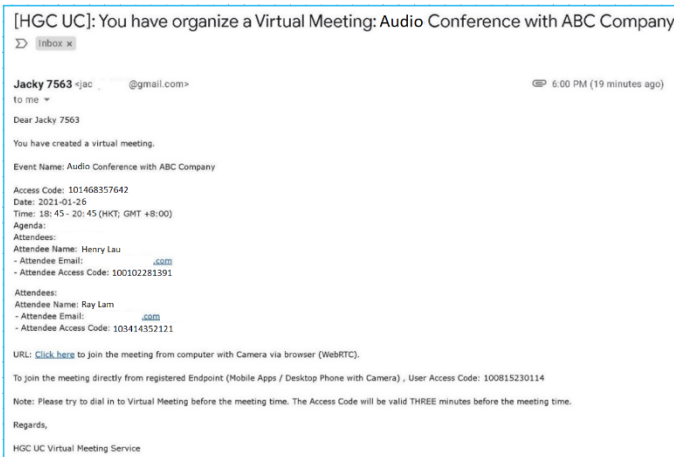


f) One-Time Access Code is created as below. In addition, organizers and attendee's email would be received an invitation with access code and URL link.

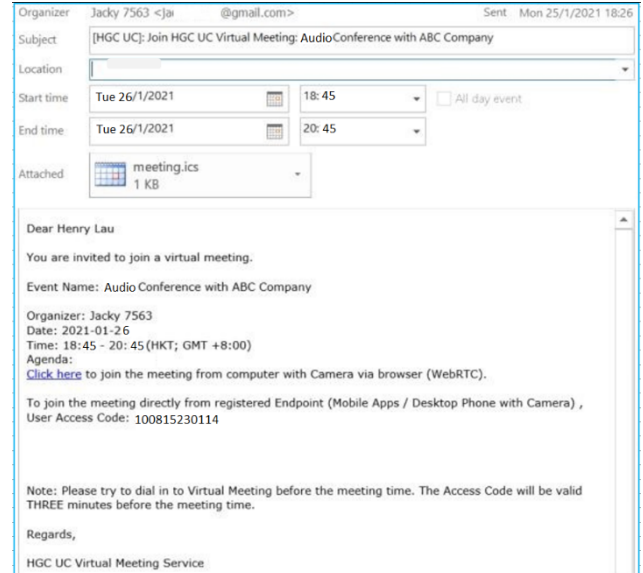


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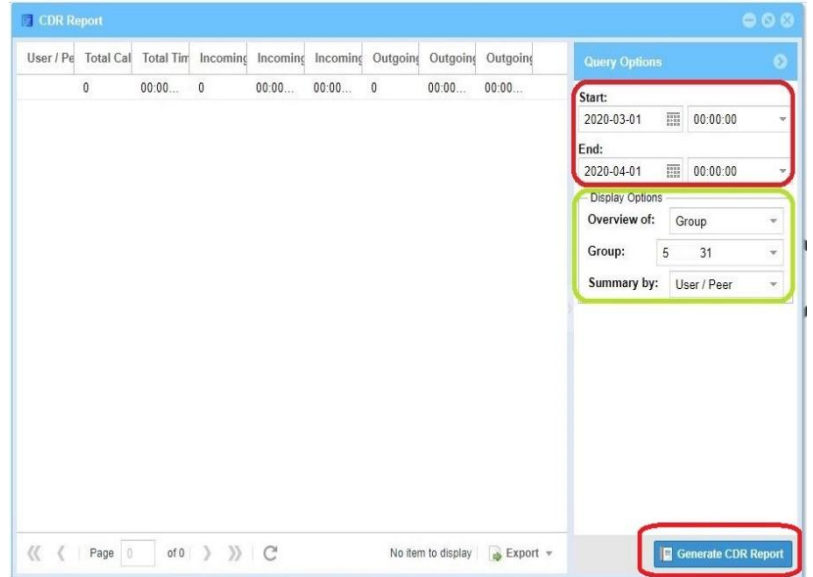
17. Call Detail Report Generation

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

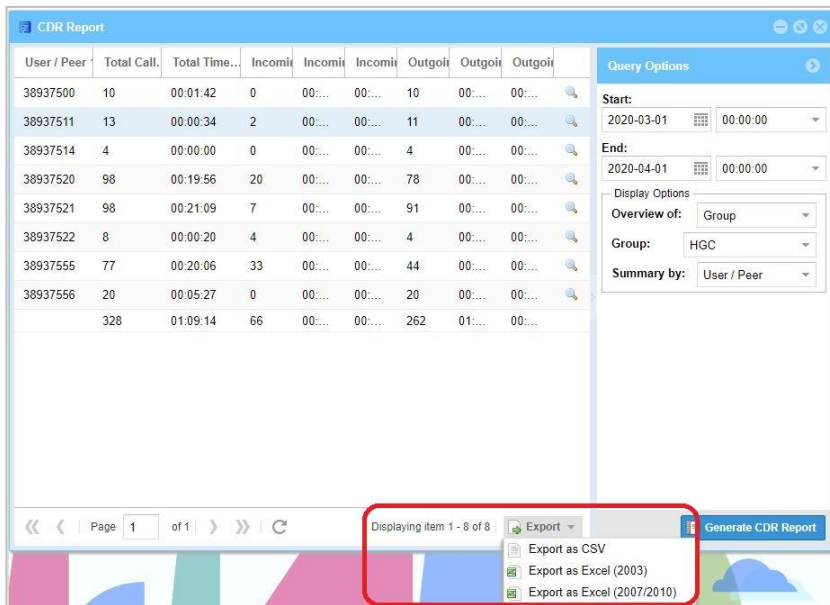
a) Click **CDR Report** icon.



- 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



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



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

User / Peer	Total Call	Total Time	Incoming Call	Incoming Call Time	Incoming Call Avg Time	Outgoing Call	Outgoing Call Time	Outgoing Call Avg Time
38937500	10	102	0	00:00:00	00:00:00	10	00:01:42	00:00:10
38937511	13	34	2	00:00:00	00:00:00	11	00:00:34	00:00:03
38937514	4	0	0	00:00:00	00:00:00	4	00:00:00	00:00:00
38937520	98	1196	20	00:01:21	00:00:04	78	00:18:35	00:00:14
38937521	98	1269	7	00:00:26	00:00:03	91	00:20:43	00:00:13
38937522	8	20	4	00:00:00	00:00:00	4	00:00:20	00:00:05
38937555	77	1206	33	00:06:16	00:00:11	44	00:13:50	00:00:18
38937596	20	327	0	00:00:00	00:00:00	20	00:05:27	00:00:16
Total:	328	4154	66	00:08:03	00:00:18	262	01:01:11	00:01:19

18. Speed Dial / Busy Lamp Field

Speed Dial -

Admin can assign speed dial key to user desktop phone set in available function key. (No. of function key is depended on different phone set model. Speed dial key may be stored in softkey (Buddy list) of Poly phone set if function key does not enough.)

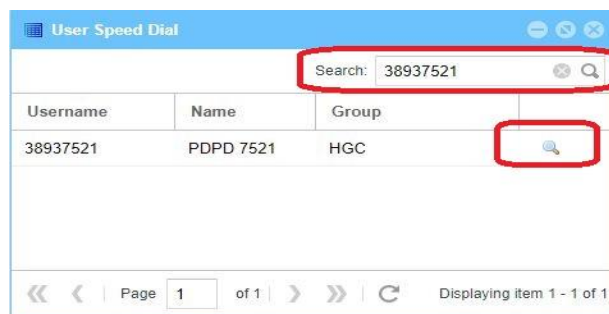
Busy Lamp Field - Also, if the speed dial key is configured with internal UC phone number by enable “Buddy” setting and assign it on function key of the phone set, which would become a Busy Lamp Field button. It functions as speed dial to internal extension and monitor the extension status.

18.1 To add a Speed Dial Key on phone set

- a) Click **User Speed Dial** icon.

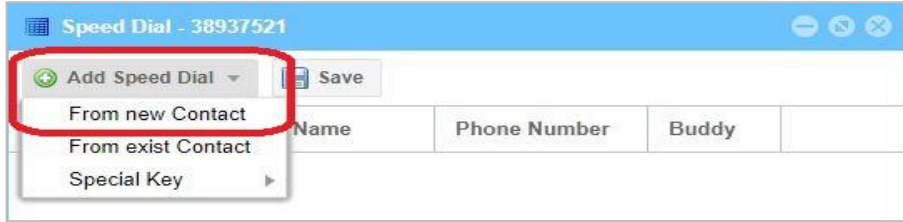


- b) Input the **UC phone number** that required to add “Speed Dial” in **Search** field

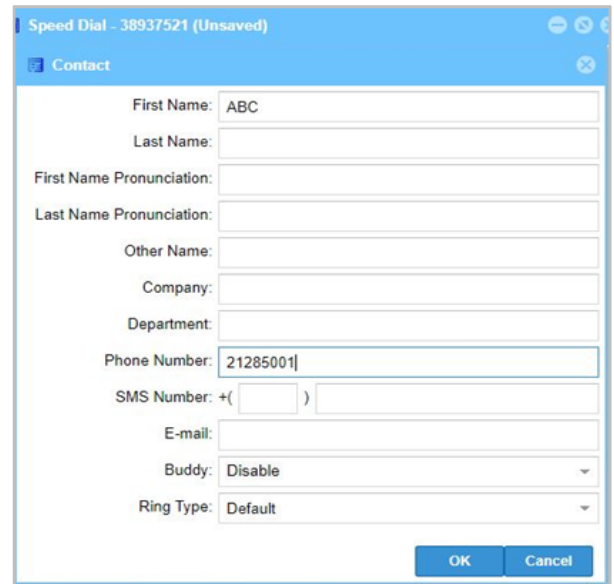


- c) **Searched UC phone number** is shown and click the **magnifier** icon

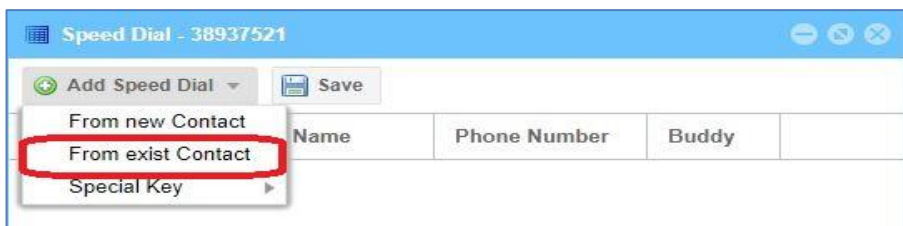
- d) **If the contact does not exist in personal phone book**, click **Add Speed Dial** and **From new Contact**



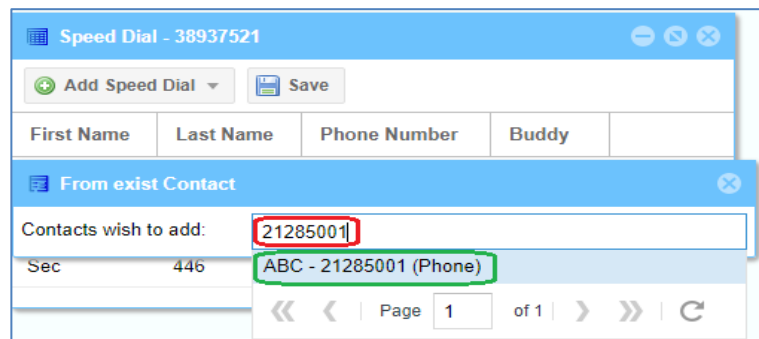
- e) Input **First Name**
- f) Input **Last Name**
- g) Input **Phone Number**
- h) Select **Disable** in **Buddy** field
- i) Select **Default** in **Ring Type** field
- j) Click **OK** button



- k) **If the contact exists in personal phone book, click **Add Speed Dial** and **From exist Contact****



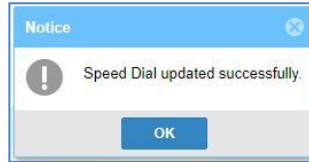
- l) Input other **Phone Number which is saved in personal phonebook**
- m) Select **searched Phone Number**



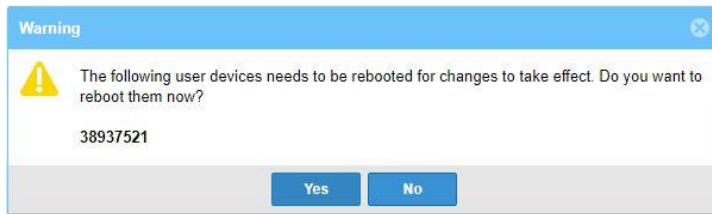
- n) Select **Disable** in Buddy field
- o) Click **Save** button



- p) Click **OK** button



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



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




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

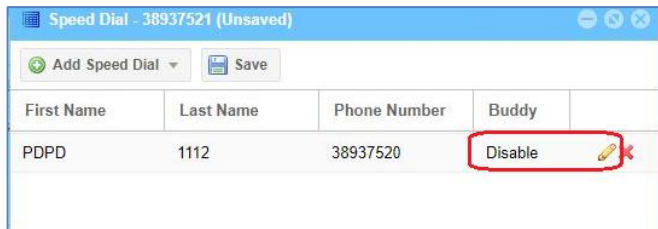


e) Input **monitoring UC Phone Number** (monitoring number must be listed in the site phone book)

f) Select **searched monitoring UC Phone Number**



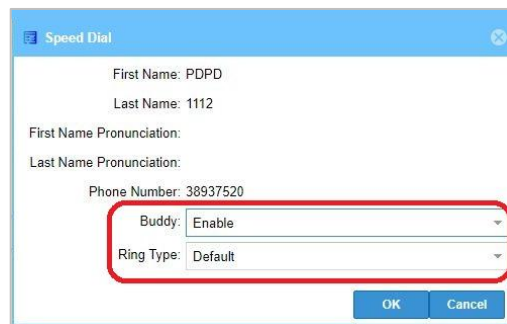
g) Click modify  icon to **enable the Busy Lamp Field Key**



h) Select **Enable** in Buddy field

i) Select **Default** in Ring Type

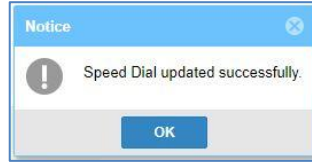
j) Click **OK** button



k) Click **Save** button



l) Click **OK** button



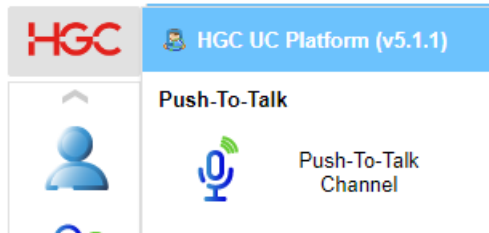
m) Click **Yes** button to reboot the phone set to activate **Busy Lamp Field Key**



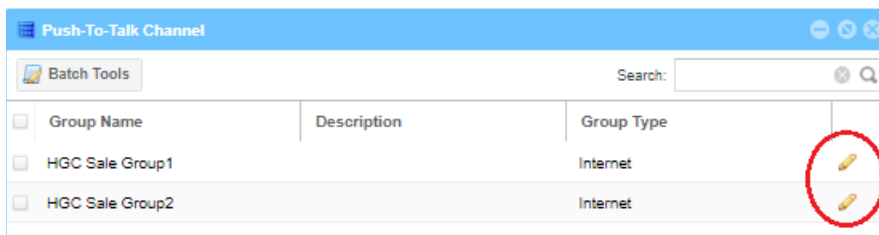
19. Push-To-Talk


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.

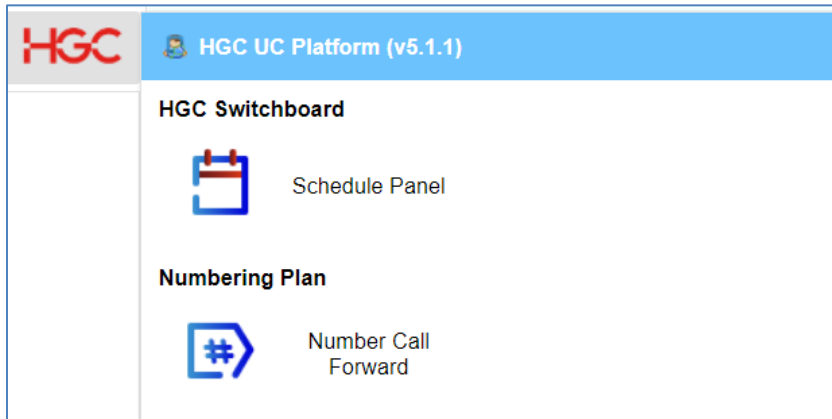


- c) Change the **Group Name** in the Top field or **Add** Add (Click on Group Member empty area and Select the number) / **Remove** (Click on “x”  next to name) **Group Member**.
- d) Then click **OK** to apply.

20. Number Call forward

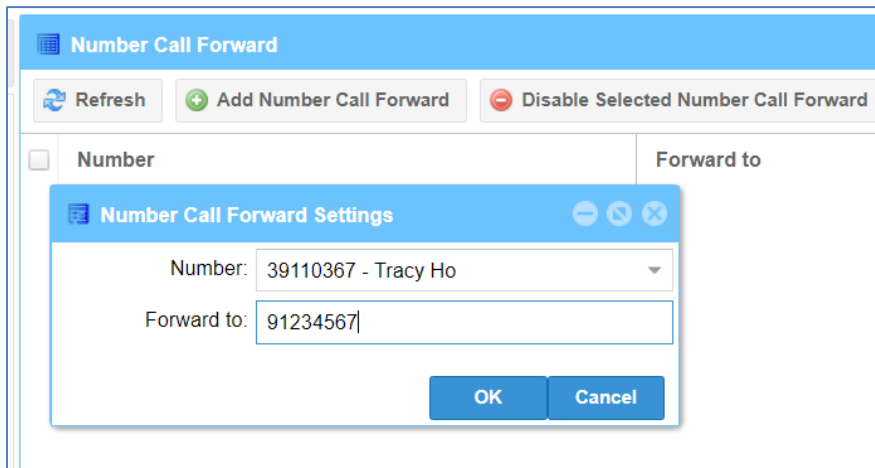
20.1 To set the Number Call Forward

- a) Click Number Call Forward

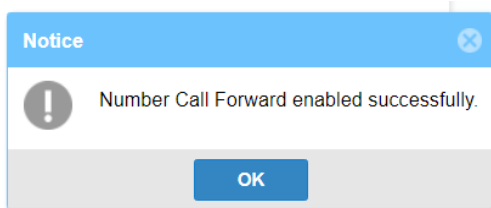


- a) Then click on the Add number Call Forward and select the number for Forward to
In the field of Forward to (enter the number of forward to) and click OK

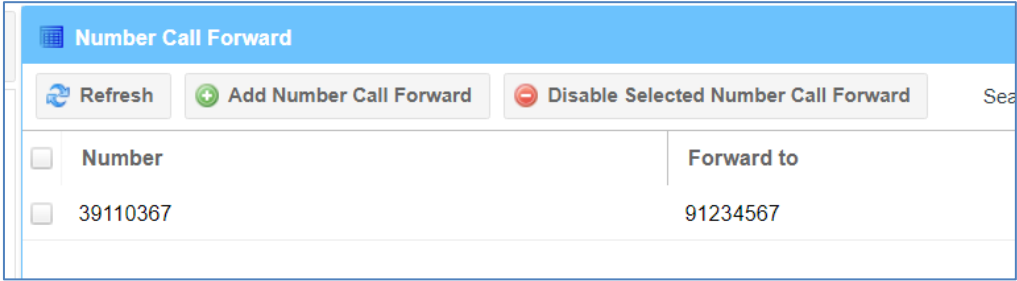
- b)



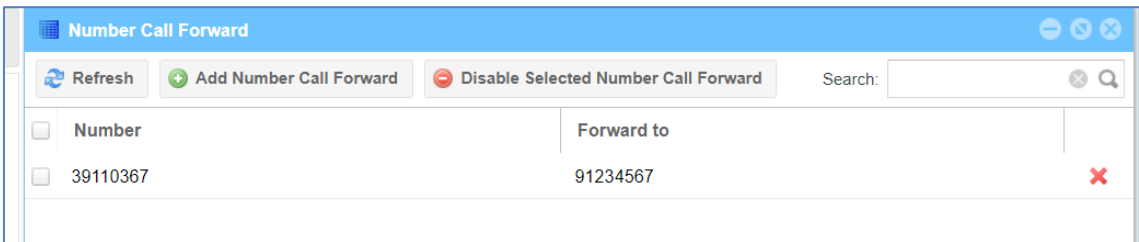
- c) A message prompt will display



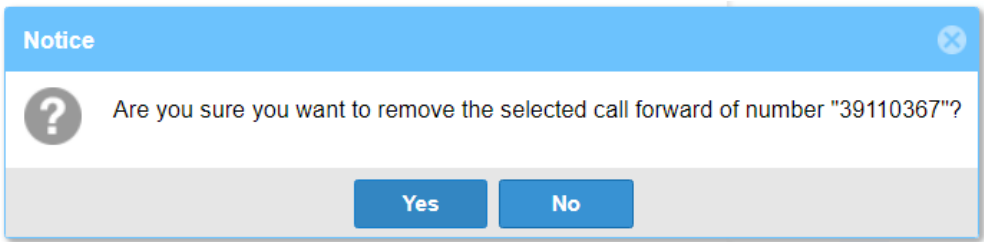
- d) From the Number Call Forward , it is set



e) To disable the Call Forward Number, click on the “X” icon for Disable Selected Number Call Forward.



A message prompt will display and click Yes to confirm for disable the Call Forward.

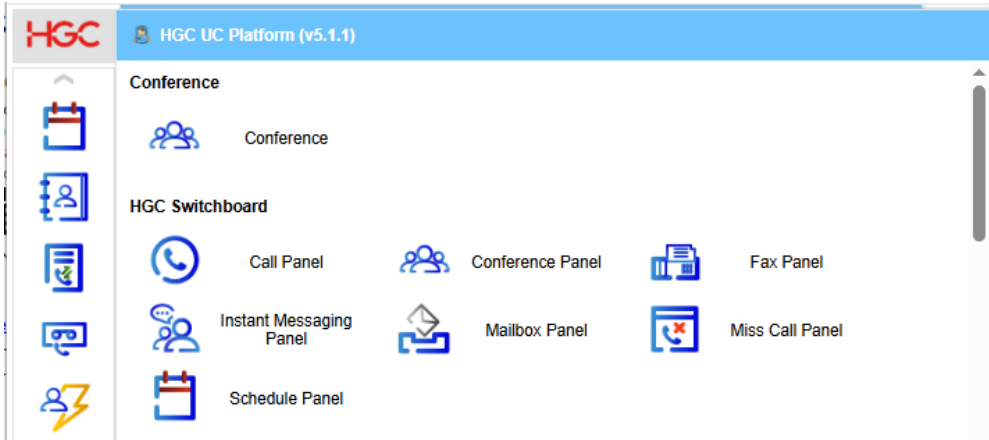


21. Fax Panel

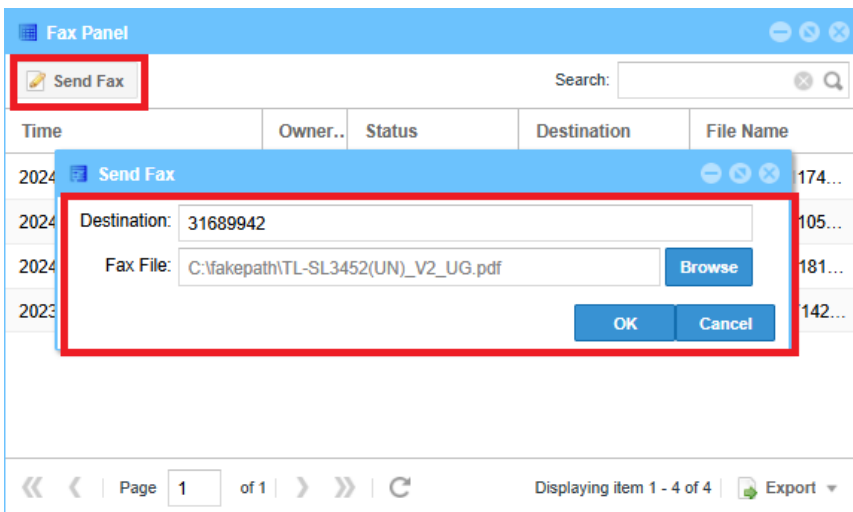
Fax panel is a UC efax service and using the Web portal to send out fax.

Remarks: Only subscriber with UC efax will have the Fax panel enable in the web portal.

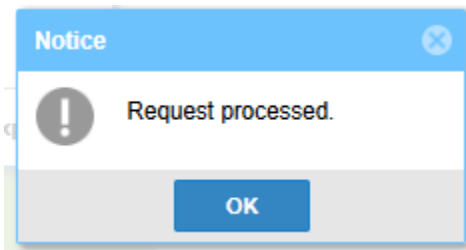
- a) Click Fax Panel



- b) Then in the fax panel, click Send Fax and enter the destination fax number and browse the attachment file to fax out.



- c) Click OK . The document will be process and a prompt display – Request processed.



22. 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



~ END ~