PCCW ®

PCCW Convergence®

PCCW Convergence - Administrator Portal (Version 7.0.5c) - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Address http://webadmin.pccw-convergence.com/en/admin/index.html   Go

PCCW ®

PCCW Convergence
ADMINISTRATOR PORTAL

繁體 简体

Administrator Login:

About PCCW Convergence

Service Demo

Customer Service

Download

User Name: admin1@22215853
(eg. admin@fast)

Password: ••••

Login

Forgot Login Name / Password

This site is best viewed with broadband and Microsoft Internet Explorer 6.0 or above. Screen resolution of 1024 x 768 or above is required.

Site Map | Terms of Use

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Internet

Administrator Manual

Contents

1. Getting Started

Welcome to PCCW Convergence Administrator Portal. PCCW Convergence Administrator Portal allows you to manage your company settings – including user accounts and corporate phonebook – anytime anywhere at your fingertips!

Simply follow the below procedures to set up PCCW Convergence service for your company!

1.1 Login Administrator Portal

Follow these **three steps** to login Administrator Portal.

Step 1

Connect your PC to internet and launch browser. PCCW Convergence Administrator Portal supports Microsoft® Internet Explorer 6.0 or above. Screen resolution of 1024 x 768 or above is required.

Step 2

Enter this URL to go to the Administrator Portal.
http://webadmin.pccw-convergence.com

Step 3

Enter **User Name** and **Password**, then click **Login** .

If you have forgotten your PCCW Convergence Administrator user name or password, please contact our Customer Service to reset the password for you.

1.2 Change Administrator Password

You will be asked for your initial administrator ID and password in the service subscription form.

During your first time login to Administrator Portal, you will be asked for changing your password. Furthermore, you are recommended to change your password periodically. Simply follow these **two steps** to change your password.

Step 1

Go to **Change Password**

Step 2

Enter your old password, then enter your new password twice. Password should be at most 16 letters of alphanumeric. Then click **Save** .
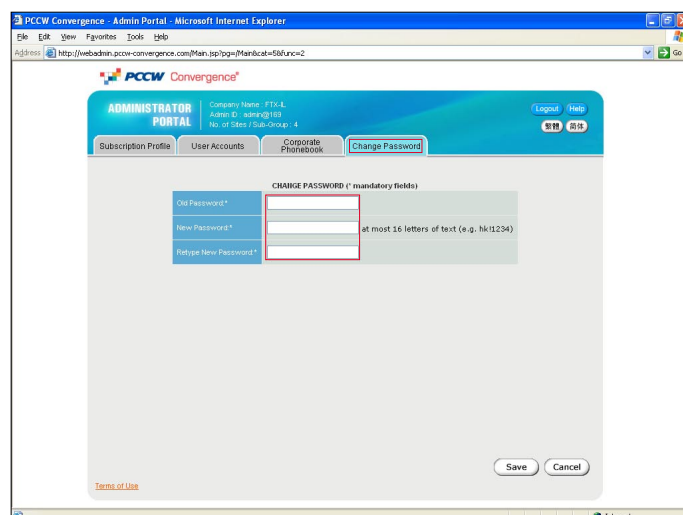
1. Getting Started

1.3 Add User Accounts –
For Company Using Citinet/Direct Exchange Line

If your company is using PABX or Keyline, please visit the next session **1.4 Add User Accounts – For Company Using PABX/Keyline**.

If your company is using Citinet or Direct Exchange Line, simply follow these **four steps** to add new users.

Step 1

Go to **User Accounts** . Then click **Add User** .

Step 2

The **Add User** screen appears. Input the following mandatory fields:

Directory Number – Select from the Drop-down box to choose the user's telephone number.

Login name – at most 15 letters of text (e.g. paulwong). This is the user name for the user to access the User Portal.

Password – at most 16 letters of text (e.g. hk!1234). This is the password for the user to access the User Portal.
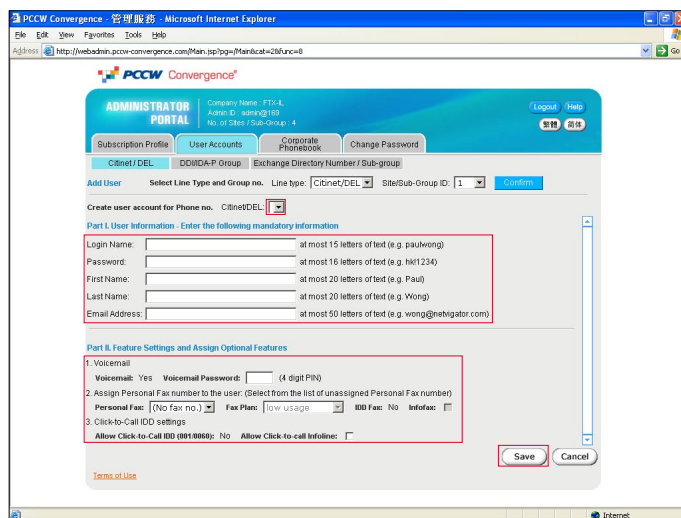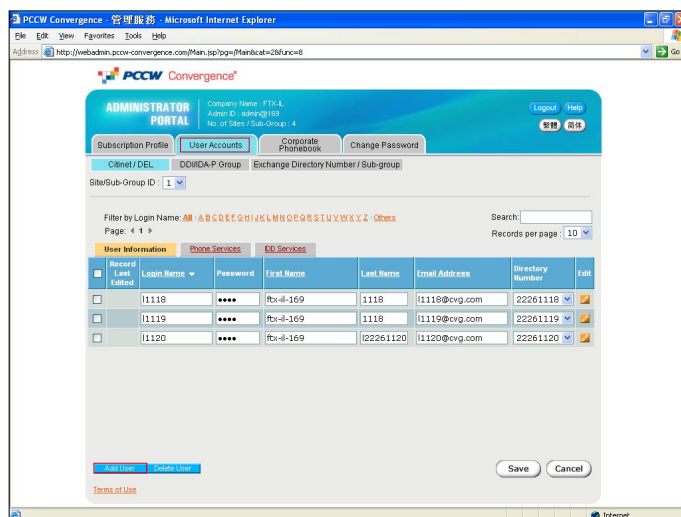
First Name and Last Name – at most 20 letters of text (e.g. Paul Wong). This is the name displayed in the User Portal after user login.

Email Address – at most 50 letters (e.g. paulwong@company.com). This is where the user's incoming Personal Faxmail and Voicemail will be sent to. PCCW Convergence supports any email service, such as Business NETVIGATOR mailbox or your company email server. Simply check if the email address is correct and accessible by the user.

Step 3

Input the following optional fields if applicable:

Voicemail password – Only applicable if line is subscribed to PCCW Convergence Voicemail service. Enter a four digit PIN for users to access the voicemail system by phone (from his office phone or remote access by 28883888 (Chinese) & 28883838 (English)).

Personal Fax – Use the drop-down box to assign a Personal Fax number and fax service class to the user. If the Personal Fax number is subscribed to IDD Fax, select the checkbox if you allow the user to use Infofax.

Click-to-Call IDD – Only applicable if the line is subscribed to Click-to-call IDD. Select the checkbox if you allow the user to click-to-call Infoline.

Step 4

Click **Save** . You will return to the previous screen with the user account created. The user can login User Portal now!

1. Getting Started

1.4 Add User Accounts –
For Company Using PABX/Keyline

If your company is using Citinet or Direct Exchange Line, please visit the previous session **1.3 Add User Accounts – For Company Using Citinet or Direct Exchange Line**.

If your company is using PABX or Keyline, simply follow these **four steps** to add new users.

Step 1
Go to **User Accounts** . Then click **Add User** .

Step 2
The **Add User** screen appears. Input the following mandatory fields:

DDI Level – Select from the Drop-down box to choose the first six digits of user's telephone number e.g. 255566 if user's telephone number is 25556688

Extension – Enter the last two digits of the user's telephone number e.g. 88 if user's telephone number is 25556688.

Login name – at most 15 letters of text (e.g. paulwong). This is the user name for the user to access the User Portal.

Password – at most 16 letters of text (e.g. hk!1234). This is the password for the user to access the User Portal.
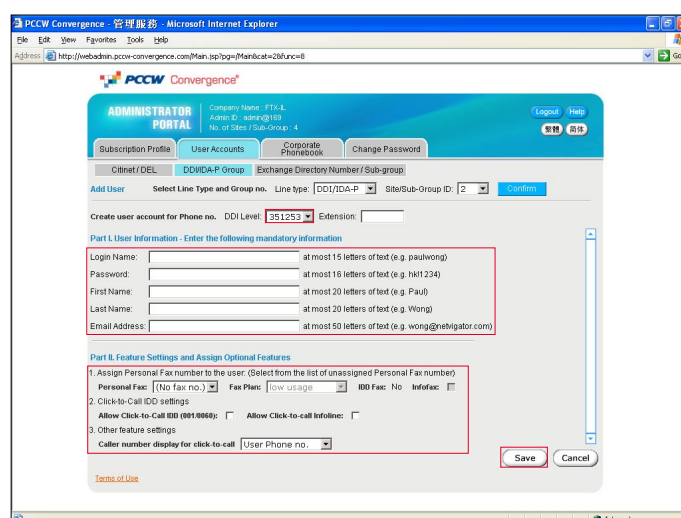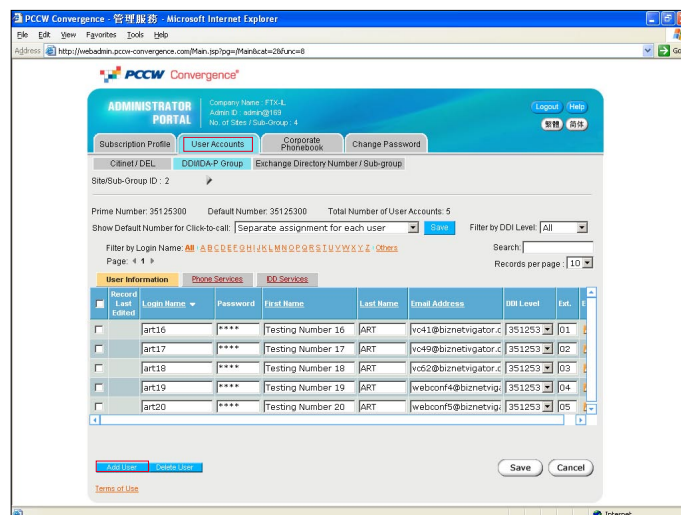
First Name and Last Name – at most 20 letters of text (e.g. Paul Wong). This is the name displayed in the User Portal after user login.

Email Address – at most 50 letters (e.g. paulwong@company.com). This is where the user's incoming Personal Faxmail and Voicemail will be sent to. PCCW Convergence supports any email service, such as Business NETVIGATOR mailbox or your company email server. Simply check if the email address is correct and accessible by the user.

Step 3
Input the following optional fields if applicable:

Personal Fax – Use the drop-down box to assign a Personal Fax number and fax service class to the user. If the Personal Fax number is subscribed to IDD Fax, select the checkbox if you allow the user to use Infofax.

Click-to-Call IDD – Only applicable if the DDI Group is subscribed to Click-to-call IDD. Select the checkbox if you allow the user to click-to-call IDD and Infoline.

Caller number display for click-to-call – Only applicable if the DDI Group is subscribed to normal Caller Number Presentation function. You can set the caller display for click-to-call to User Phone Number or Company Prime Number. **Note** - For PABX/Keyline using DDI line, the caller number presentation would be set to Out-of-area during service subscription.

Step 4
Click **Save** . You will return to the previous screen with the user account created. The user can login User Portal now!
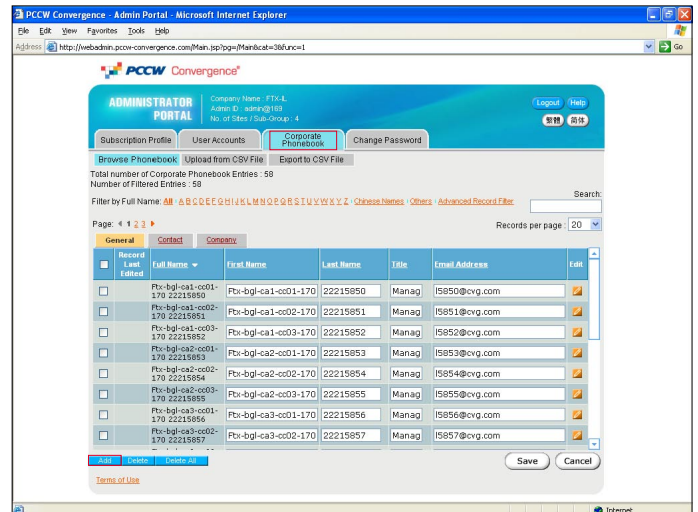
1. Getting Started

1.5 Upload Corporate Phonebook

PCCW Convergence Corporate Phonebook is a database of useful contacts. It is available to everyone in your organization using PCCW Convergence.

Simply follows **two steps** to add one entry into your Corporate Phonebook.

Step 1
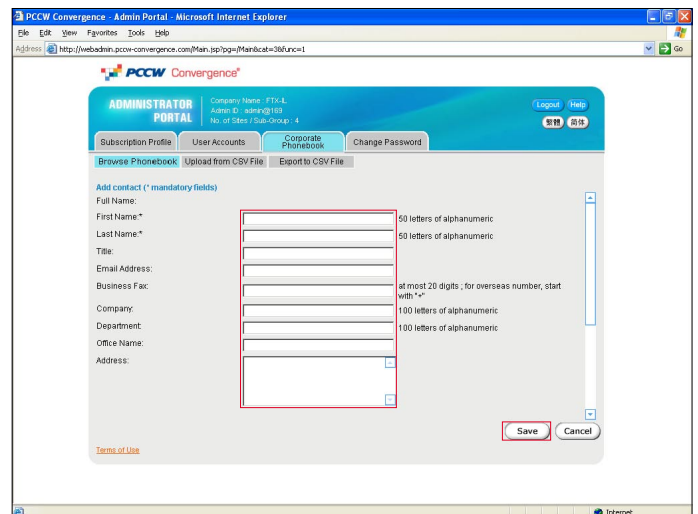Click **Add** in the Phonebook to go to the **Add Contact** page.

Step 2
Input the contact information and click **Save** .
The following fields are mandatory:
• First name and Last name (at least one)
• Phone numbers (at least one)

1. Getting Started

1.5 Upload Corporate Phonebook

Import Corporate Phonebook

You can import a CSV file from local hard disk into your Corporate Phonebook. On the right is a sample template of a CSV file. You are recommended to use this template and then add the relevant data.

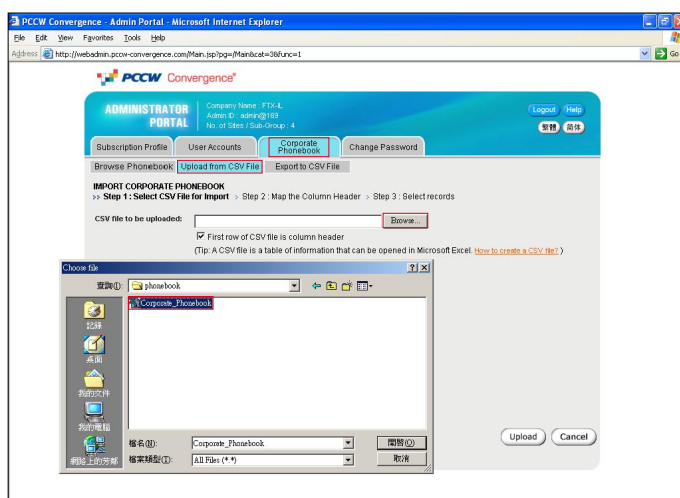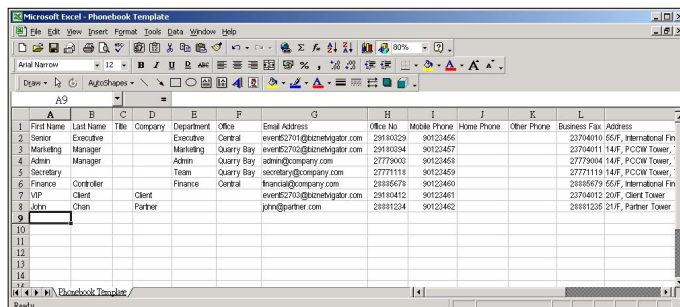∗ *Max. no# of Corporate Phonebook is up to 1000 records per upload.*

The following phonebook fields are <u>mandatory</u> for each record:
- First name and Last name (at least one)
- Phone numbers (at least one)
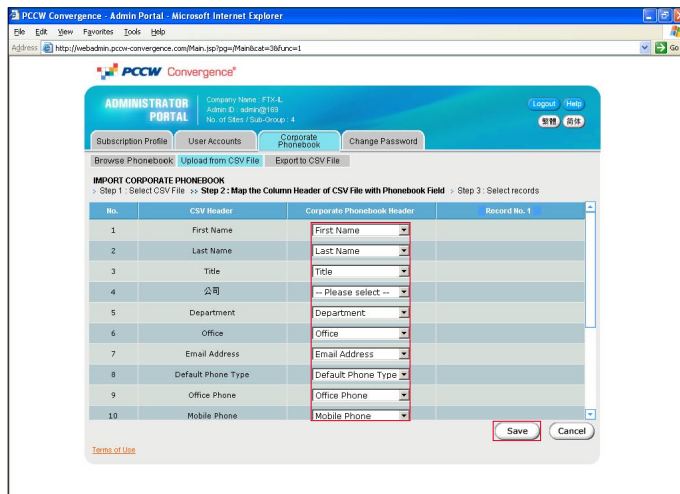
Step 1

Select CSV file for import
Click **Upload from CSV File** in the Corporate Phonebook. Then click **Browse** to choose the **.csv** file in your local hard disk for uploading. Then click **Upload** .
*Note: Tick ☑ **First row of CSV file is column header** box*

Step 2

Map the Column Header with Phonebook field
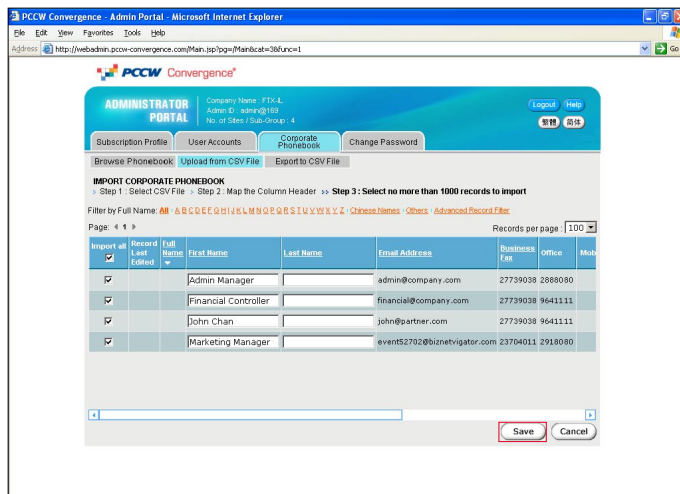Map the Column Header of CSV File with Phonebook field. Then click **Save** to continue.

Step 3

Select Records to Import
Select which records to import or select all to import all entries. Then click **Save** to confirm the import into the database.

You will return to the previous screen with the phonebook entries created. All users in your organization can see the phonebook now!
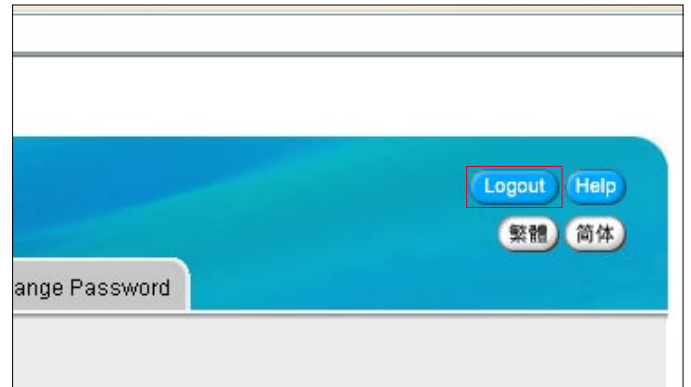
1. Getting Started

1.6 Logout

We recommend you to logout Administrator Portal and close the browser when you leave your desk. Simply click **Logout** .

2. View Subscription Profile

You can easily view the details of your company's subscribed PCCW Convergence service by `Subscription Profile` .

2.1 Citinet/Direct Exchange Line

View those Citinet or Direct Exchange Lines which are subscribed to PCCW Convergence service.

Citinet/Direct Exchange Line no. – The directory number of the Citinet or Direct Exchange Line subscribed to PCCW Convergence service.

In Use – Indicate if a user account has been created for this line.

Voicemail – Indicate if this line is subscribed to PCCW Convergence Voicemail feature.

Click-to-Call IDD – Indicate if this line is subscribed to click-to-call IDD service.

Do not show caller number – Indicate if this line is subscribed to Restricted Calling Line Identification service. If yes, all click-to-call by this line will present **"Private"** to the destination phone.

2. View Subscription Profile

2.2 PABX/Keyline

View those PABX/Keyline customers which are subscribed to PCCW Convergence service.

Total number of DDI/IDA-P Groups – Each PABX/Keyline will require a group of DDI/IDA-P. Hence it shows the number of PABX or Keyline in your company. Simply click on **Select Group Number to view DDI/IDA-P Group** to select which group you want to view.

The followings are information for each DDI/IDA-P Group:

Prime Number – The prime number of this DDI/IDA-P group.

Default Number – Under most circumstances, the Default Number is the same as the Prime Number.

Click-to-call IDD – Indicate if this group is subscribed to click-to-call IDD service. If yes, you can then assign Click-to-call IDD service to each user within this group in **User Accounts**.

Show "Out of area" for Outgoing Caller ID – If subscribed, all click-to-call by users in this group will present "Out-of-area" to the destination phone. Applicable to PABX or Keyline using DDI lines.

Restrict Caller ID Presentation – If subscribed, all click-to-call by users in this group will present **"Private"** to the destination phone.

The followings are information for each DDI number range:

DDI Level – The DDI number range subscribed to Prioritize Plus service. Each range contains 100 phone numbers. Hence the number range will show the first 6 digits e.g. 255566**.

No. of User Accounts – The number of user accounts subscribed for this DDI number range. It is the number of user accounts you can create in **User Accounts** for this DDI number range.

User Accounts in Use – The number of user accounts already created for this DDI number range in User Accounts.
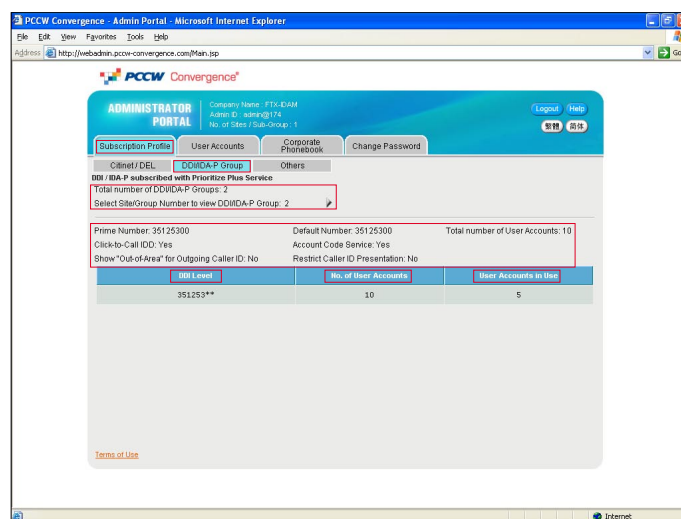
2. View Subscription Profile

2.3 Others

View other information about your company's PCCW Convergence service subscription.

**Size of corporate phonebook** – The maximum number of entries in your corporate phonebook.

Personal Fax High usage plan – The number of high usage plan subscribed. Simply assign to user in **User Accounts**.

Personal Fax Superior usage plan – The number of premium usage plan subscribed. Simply assign to user in User Accounts.

Personal Fax – Personal Fax number subscribed.

IDD Fax – Indicate if this Personal Fax number can send IDD fax.

In Use – Indicate if this Personal Fax number has been assigned to a user account.
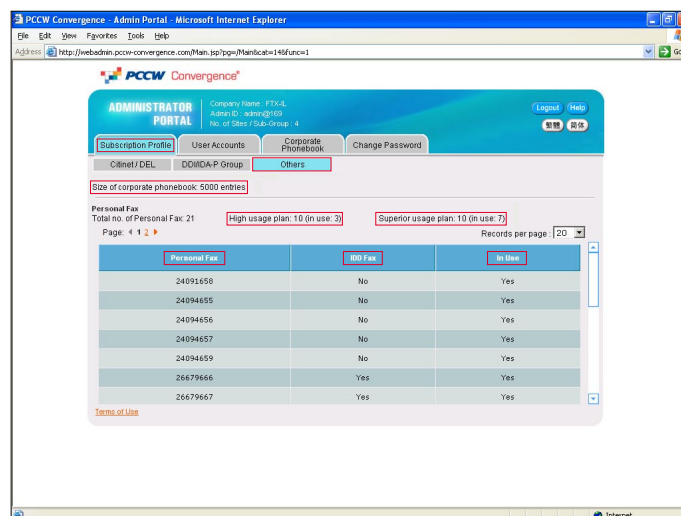
3. Manage User Accounts

3.1 Overview

The User Accounts section of Administrator Portal let you create the relationship between end users and PCCW Convergence service.

A user account contains all user details relevant to the service, including the user's directory number, user name and password. In this section, you can add, delete and edit the features and services available to end users.

The user accounts are organized by telephone line types. If your company is using Citinet or Direct Exchange Line, **Citinet/Direct Exchange Line** section list all user accounts using Citinet or Direct Exchange Line in one view. If your company is using PABX or Keyline, **DDI/IDA-P** section list all user accounts using DDI/IDA-P extension; and are organized in DDI/IDA-P groups.

The major functions in this page includes:

User Information/Phone Services/IDD Services – Use these buttons to navigate all the fields of the user accounts.

Search – simply enter a name or directory number for search for a user account.

Add User – Add a new user account in the Add User page.

Delete User – Check the box for the entries to delete and click Delete User to delete the user account permanently.

Edit – Go to the Edit User page to edit this user account.

Save – Alternatively, simply edit the fields in this page and click Save to save the changes.
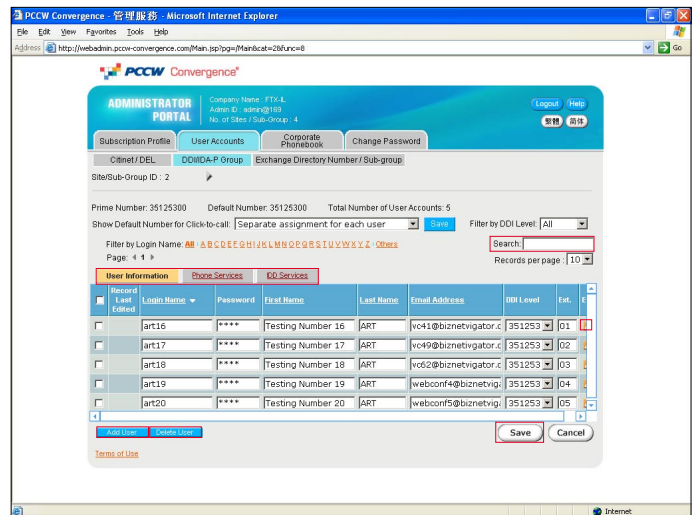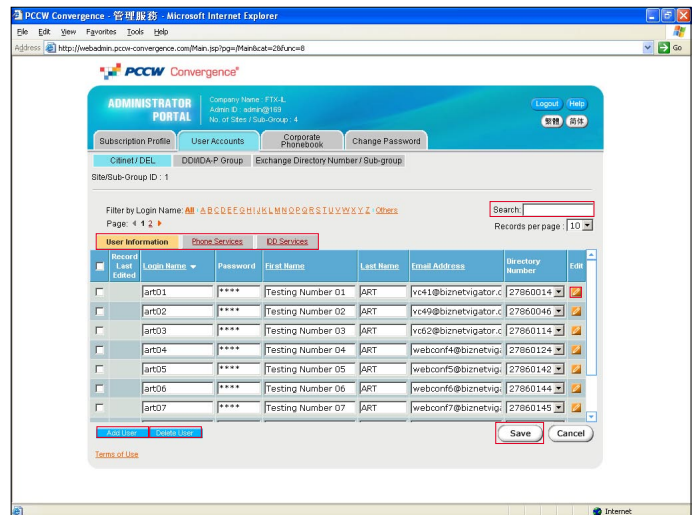
3. Manage User Accounts

3.2 Add User Accounts –
For Company Using Citinet/Direct Exchange Line

If your company is using PABX or Keyline, please visit the next session **Add User Accounts – For Company Using PABX/Keyline**.

If your company is using Citinet or Direct Exchange Line, simply follow these **four steps** to add new users.

Step 1

Go to User Accounts . Then click Add User .

Step 2

The **Add User** screen appears. Input the following mandatory fields:

Directory Number – Select from the Drop-down box to choose the user's telephone number.

Login name – at most 15 letters of text (e.g. paulwong). This is the user name for the user to access the User Portal.

Password – at most 16 letters of text (e.g. hk!1234). This is the password for the user to access the User Portal.
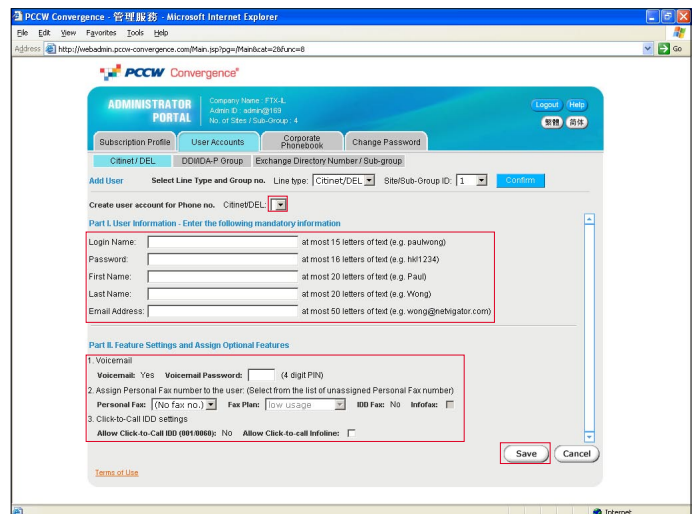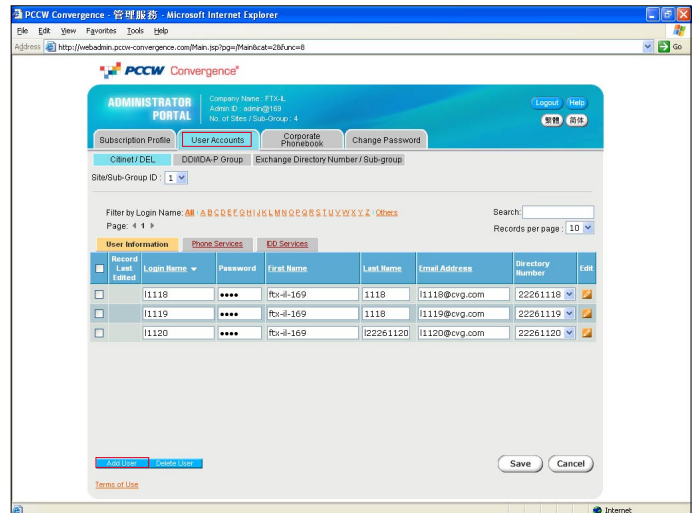
First Name and Last Name – at most 20 letters of text (e.g. Paul Wong). This is the name displayed in the User Portal after user login.

Email Address – at most 50 letters (e.g. paulwong@company.com). This is where the user's incoming Personal Faxmail and Voicemail will be sent to. PCCW Convergence supports any email service, such as Business NETVIGATOR mailbox or your company email server. Simply check if the email address is correct and accessible by the user.

Step 3

Input the following optional fields if applicable:

Voicemail password – Only applicable if line is subscribed to PCCW Convergence Voicemail service. Enter a four digit PIN for users to access the voicemail system by phone (from his office phone or remote access by 28883888 (Chinese) & 28883838 (English)).

Personal Fax – Use the drop-down box to assign a Personal Fax number and fax service class to the user. If the Personal Fax number is subscribed to IDD Fax, select the checkbox if you allow the user to use Infofax.

Click-to-Call IDD – Only applicable if the line is subscribed to Click-to-call IDD. Select the checkbox if you allow the user to click-to-call Infoline.

Step 4

Click Save . You will return to the previous screen with the user account created. The user can login User Portal now!

3. Manage User Accounts

3.3 Add User Accounts –
For Company Using PABX/Keyline

If your company is using Citinet or Direct Exchange Line, please visit the previous session **Add User Accounts – For Company Using Citinet or Direct Exchange Line**.

If your company is using PABX or Keyline, simply follow these **four steps** to add new users.

Step 1

Go to ▨ **User Accounts** . Then click ▨ **Add User** .

Step 2

The **Add User** screen appears. Input the following mandatory fields:

DDI Level – Select from the Drop-down box to choose the first six digits of user's telephone number e.g. 255566 if user's telephone number is 25556688

Extension – Enter the last two digits of the user's telephone number e.g. 88 if user's telephone number is 25556688.

Login name – at most 15 letters of text (e.g. paulwong). This is the user name for the user to access the User Portal.

Password – at most 16 letters of text (e.g. hk!1234). This is the password for the user to access the User Portal.
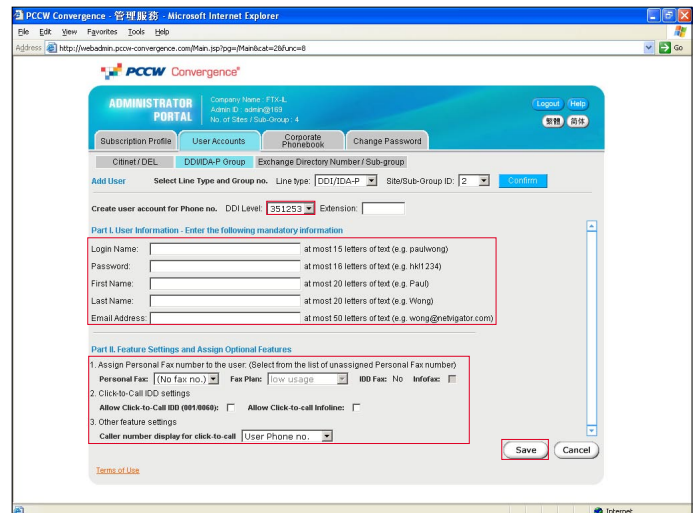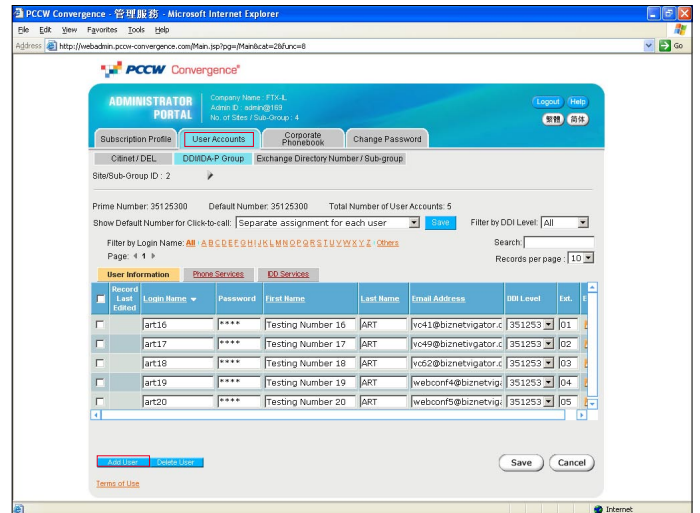
First Name and Last Name – at most 20 letters of text (e.g. Paul Wong). This is the name displayed in the User Portal after user login.

Email Address – at most 50 letters (e.g. paulwong@company.com). This is where the user's incoming Personal Faxmail and Voicemail will be sent to. PCCW Convergence supports any email service, such as Business NETVIGATOR mailbox or your company email server. Simply check if the email address is correct and accessible by the user.

Step 3

Input the following optional fields if applicable:

Personal Fax – Use the drop-down box to assign a Personal Fax number and fax service class to the user. If the Personal Fax number is subscribed to IDD Fax, select the checkbox if you allow the user to use Infofax.

Click-to-Call IDD – Only applicable if the DDI Group is subscribed to Click-to-call IDD. Select the checkbox if you allow the user to click-to-call IDD and Infoline.

Caller number display for click-to-call – Only applicable if the DDI Group is subscribed to normal Caller Number Presentation function. You can set the caller display for click-to-call to User Phone Number or Company Prime Number. **Note** - For PABX or Keyline using DDI line, the caller number presentation would be set to Out-of-area during service subscription.

Step 4

Click ▨ **Save** . You will return to the previous screen with the user account created. The user can login User Portal now!

3. Manage User Accounts

3.4 Change Users' Directory Number

After using PCCW Convergence service, you may wish to change the directory number of a user account. If the new directory number is not yet in use by any user account, simply go to **Edit User** page to assign the new number.

On the other hand, there may be circumstances that you may wish to swap users' directory numbers without deleting any user account. Simply follow these **three steps**.

Step 1
Click **Exchange Directory Number/Sub-group** in **User Accounts** .

Step 2
A box listing all directory numbers in use for PCCW Convergence service will appear. Simply highlight the numbers you wish to swap. Then click **Add** to add into the **Selected Directory Number** selection box. Then click **Get** .

Step 3
The right screen will then display the user names and numbers of your selection. Simply choose their new directory numbers from the drop-down box **New Directory Numbers** then click **Save** .
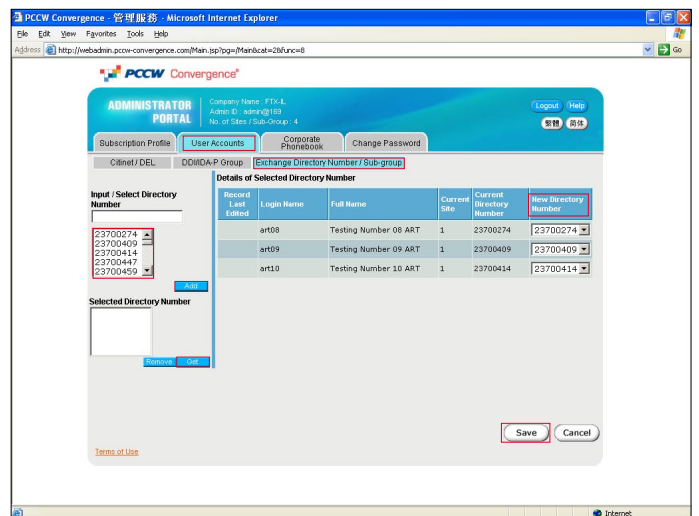
4. Manage Corporate Phonebook

4.1 Overview

PCCW Convergence Corporate Phonebook is a database of useful contacts. It is available to everyone in your organization using PCCW Convergence.

The Corporate Phonebook screens are designed similarly to the User Accounts screens. You can easily browse and edit the entries easily.

The major functions in this page includes:

**General/Contact/Company** – Use these buttons to navigate all the fields of the phonebook.

Search – Simply enter a name or directory number to search for a phonebook entry.

Add – Add a new phonebook contact in the Add Contact page.

Delete – Check the box for the entries to delete and click Delete to delete the phonebook entries permanently.

Edit – Go to the Edit Contact page to edit this phonebook entry.

Save – Alternatively, simply edit the fields in this page and click Save to save the changes.
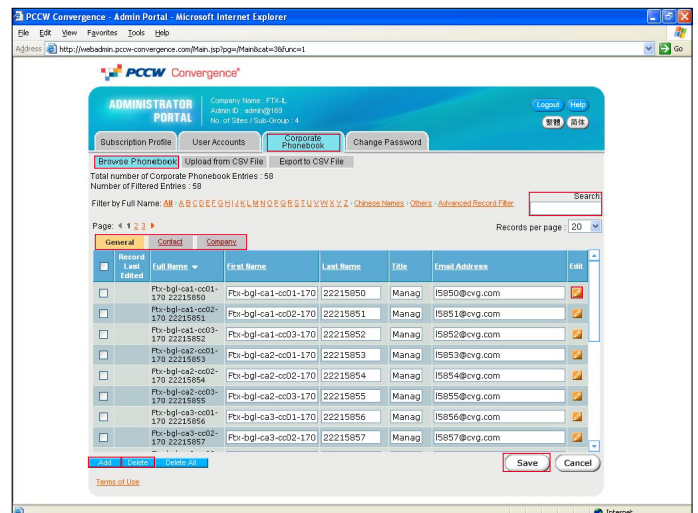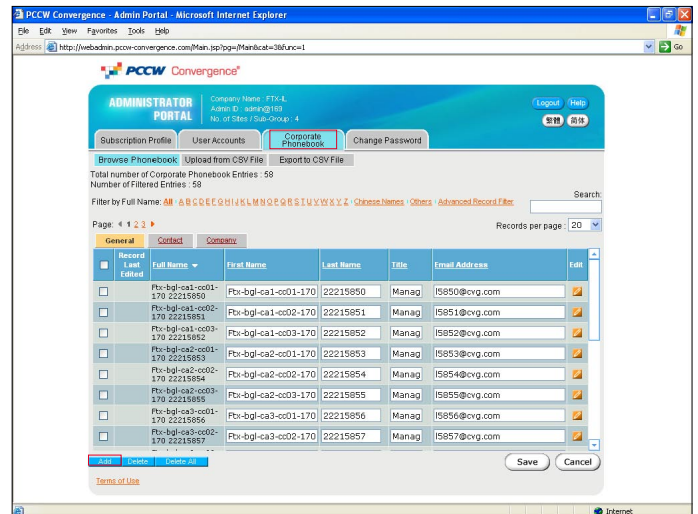
4. Manage Corporate Phonebook

4.2 Upload Corporate Phonebook

Simply follow these **two steps** to add one entry into your Corporate Phonebook.

Step 1
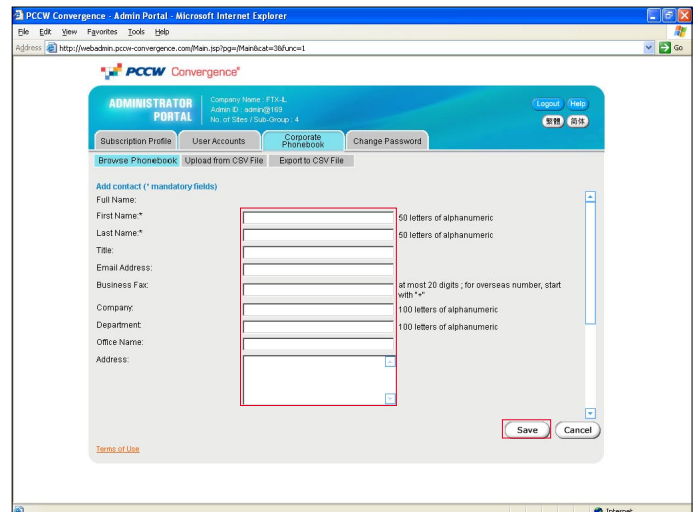Click **Add** in the Phonebook to go to the **Add Contact** page.

Step 2
Input the contact information and click **Save** .
The following fields are mandatory:
• First name and Last name (at least one)
• Phone numbers (at least one)

4. Manage Corporate Phonebook

4.2 Upload Corporate Phonebook

Import Corporate Phonebook

You can import a CSV file from local hard disk into your Corporate Phonebook. On the right is a sample template of a CSV file. You are recommended to use this template and then add the relevant data.

∗ *Max. no# of Corporate Phonebook is up to 1000 records per upload.*

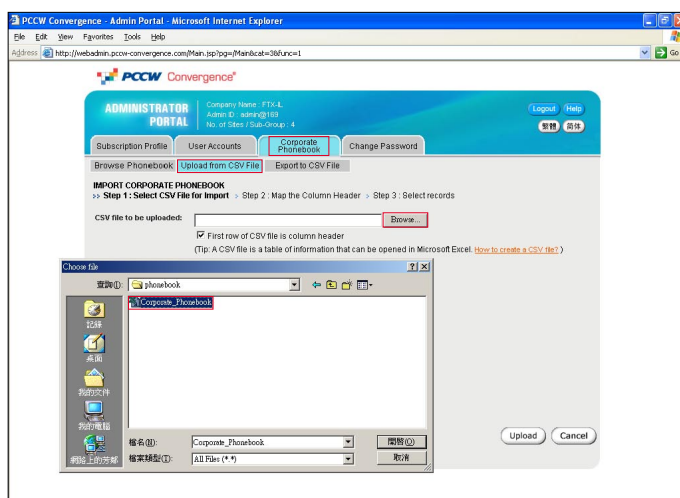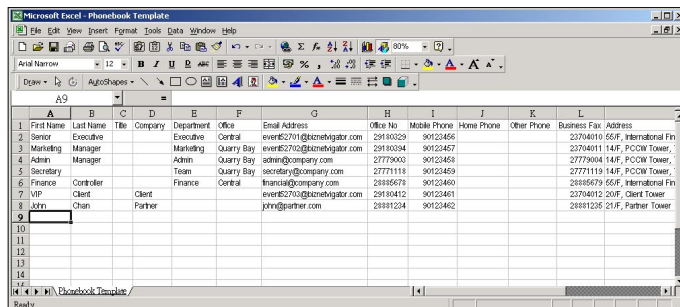The following phonebook fields are <u>mandatory</u> for each record:
- First name and Last name (at least one)
- Phone numbers (at least one)

Step 1

Select CSV file for import
Click **Upload from CSV File** in the Corporate Phonebook. Then click **Browse** to choose the **.csv** file in your local hard disk for uploading. Then click **Upload** .
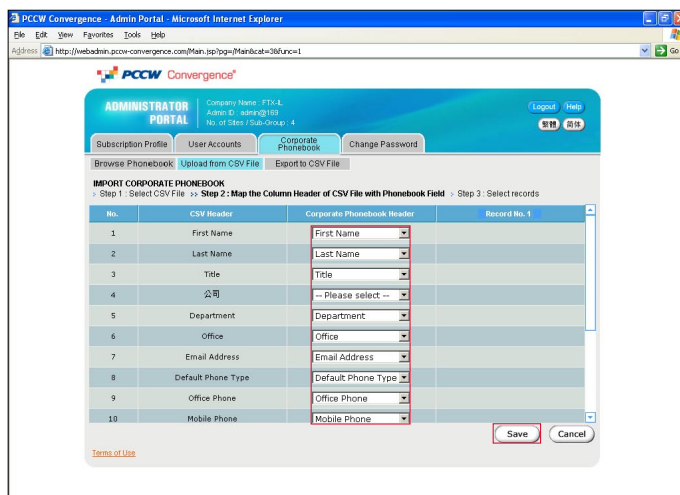*Note: Tick* ☑ **First row of CSV file is column header** *box*

Step 2

Map the Column Header with Phonebook field
Map the Column Header of CSV File with Phonebook field. Then click **Save** to continue.
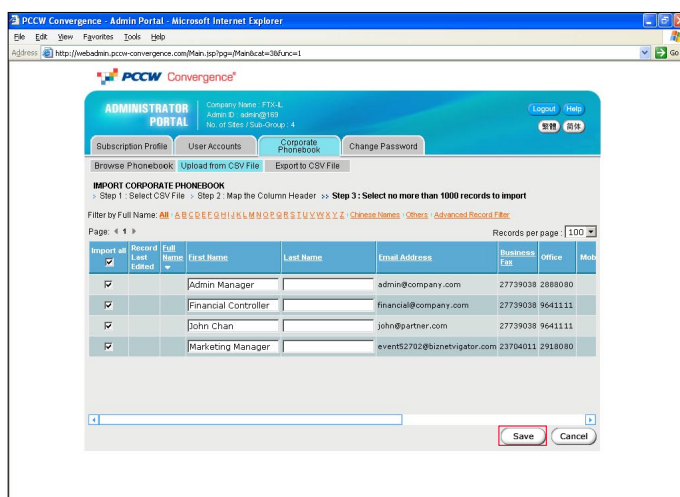

Step 3

Select Records to Import
Select which records to import or select all to import all entries. Then click **Save** to confirm the import into the database.

You will return to the previous screen with the phonebook entries created. All users in your organization can see the phonebook now!

4. Manage Corporate Phonebook

4.3 Export Corporate Phonebook to CSV files

You can easily save a backup of your Corporate Phonebook into your local hard disk as a CSV file. Simply follow these **three steps**.
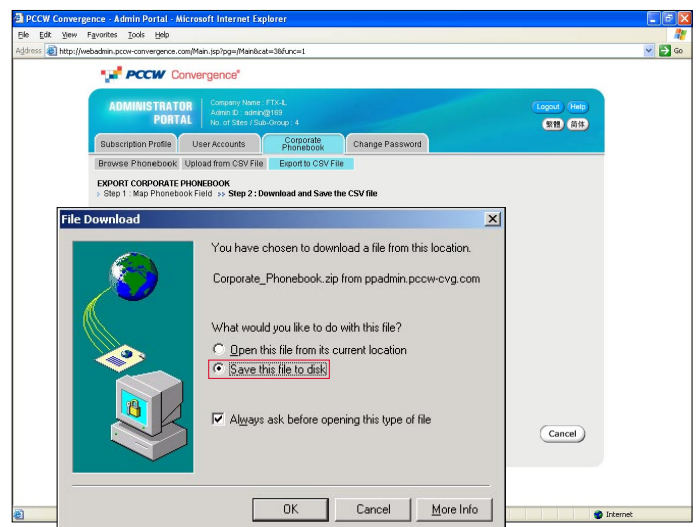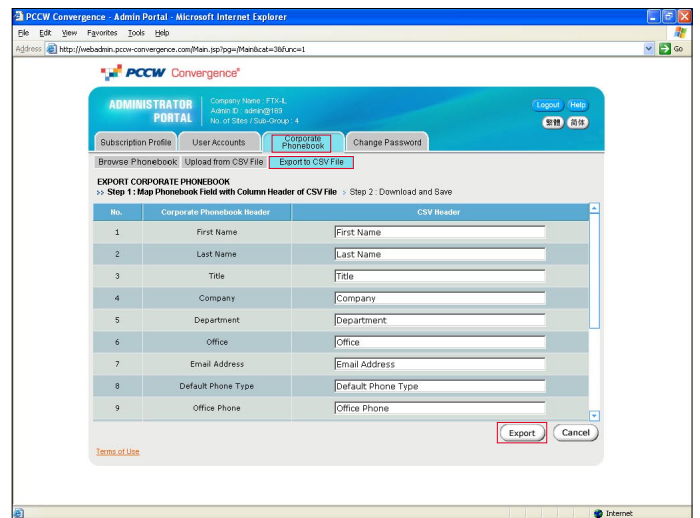
Step 1

Click **Export to CSV File** .

Step 2

Map the Phonebook field with your preferred column headers for the CSV file. Click **Export** .

Step 3

Depending on the size of your Corporate Phonebook, wait for a few moments for the system to make your CSV file. After the File Download page appears, click ⊙ **Save this file to disk** to save the file to your local hard disk.

5. Manage Administrator Password

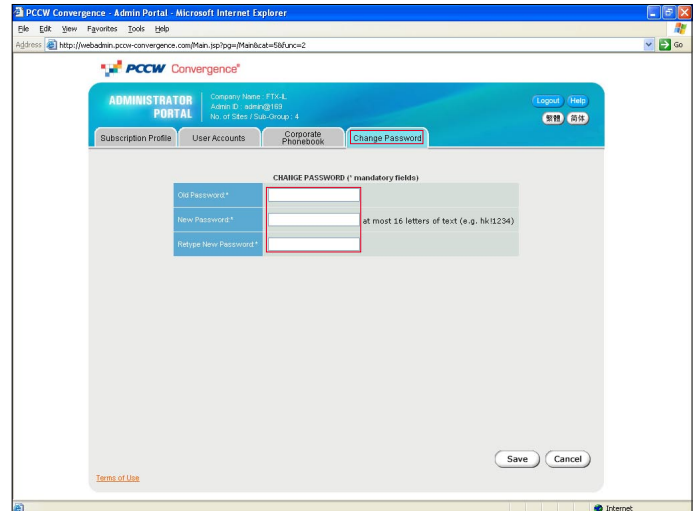You will be asked for your initial administrator ID and password in the service subscription form.

During your first time login to Administrator Portal, you will be asked for changing your password. Furthermore, you are recommended to change your password periodically. Simply follow these **two steps** to change your password.

Step 1
Go to   **Change Password**

Step 2
Enter your old password, then enter your new password twice. Password should be at most 16 letters of alphanumeric. Then click **Save** .

6. Logout

We recommend you to logout Administrator Portal and close the browser when you leave your desk. Simply click **Logout** .