HGC
GLOBAL
COMMUNICATIONS

Advanced Voice Features allow you to enjoy the flexibility and control your need of efficient business communication. Available in cost-effective packages or on an individual basis, Advanced Voice Features can be applied to any line to further enhance their values.

Advanced Voice Features include:-

- Caller Number Display
- Block-the-Blocker
- Call Forwarding
- Call Waiting
- Per Call Disable Call Waiting
- Call Transfer Conference
- Duplex Ringing

- Abbreviated Dialling
- Appointment Service
- Do-Not-Disturb
- IDD Security
- Remote Call Forwarding

Advanced Voice Features are easy to use - simply follow the instructions in this booklet step by step. If you encounter any problem, please contact our Account Manager or 24-hour Customer Service Hotline **1220.**

Enquiries   If your Advanced Voice Features are not operating correctly, please call **2120 1997** or **109** to report the fault.

Customer Service Hotline: **1220**

Customer Service Faxline: **1221**

Fault Report: **2120 1997 or 109**

Installation Supporting Hotline: **2180 8000**

Contents

Tone Descriptions

You will encounter different tone pattern when using the Advanced Voice Features. The table below describes the tone pattern and let you use the Features efficiently.

Tone	Tone Description	Tone Pattern
Dial Tone	A continuous tone to indicate your telephone is ready for dialling.	————
Recall Dial Tone	A tone with short pauses to indicate numbers are required to be entered after pressing the access code, or the "Flash" button.	— — —
Ringing Tone	Two short tones to indicate connection is being established.	— — — —
Busy Tone	A series of short tones to indicate the called party is engaged on the line.	— — —
Confirmation Tone	A short and a long tone to indicate the operation is successful.	–— –— –—
Number Unobtainable Tone	A continuous high frequency tone to indicate the called number is incorrect.	————
Special Dial Tone	A tone with short pauses to indicate some features (such as, Call Forwarding, Do-Not-Disturb, Block-the-Blocker etc.) have already been activated.	— — —
Holding Tone	A series of tones with pauses or a music to inform your caller that he/she has been placed on hold.	— —
Call Waiting Tone	Tone bursts with a long silence to indicate a third party is calling you while you are engaged on the line.	– – – –

Tone Dial Phones

Summary of Features Access Codes

Tone-dial telephones are required to access the Advanced Voice Features. The switch at the back of your phone set should be turned to "Tone" dialling mode.

Telephones with a Recall / Flash Button

If your telephone has a "Recall" or "Flash" button, pressing either one button will facilitate you in operating some features like Call Waiting or Call Transfer Conference.

Telephones without a Recall / Flash Button

If your telephone does not have "Recall" or "Flash" button, you can press down and release the handset hook switch quickly to operate same features.

When you wish to end a call, press the handset hook switch down for a longer period of time.

Feature	Activation/Registration	Cancellation
Call Forwarding		
• All calls forwarding	*05	#05
• Line busy call forwarding	*17	#17
• No answer call forwarding	*19	#19
Abbreviated Dialling	*03	#03
• Short-code dialling	** + code	
Appointment Service	*02	#02
Do-Not-Disturb	*01	#01
Per Line IDD Security	*04	#04
CND Per call blocking	133	
CND Per line unblocking	1357	
Block-the-Blocker	*76	#76
Per Call Disable Call Waiting	#07	
Call Waiting	'Flash' button or hook switch	—
Call Transfer Conference	'Flash' button or hook switch	—
Remote Call Forwarding	Dial 3526 3333 and follow the instructions	Dial 3526 3333 and follow the instructions

Please check with your telephone sales agent to assure all the features compatible with your phone set.

Caller Number Display

The Caller Number Display (CND) service enables you to know who is calling before picking up the phone.

To use the CND feature, you must install an appropriate equipment to display the caller's telephone number. This will typically be:-

• A new CND integrated telephone set

• An external add-on CND device connecting to your basic telephone set

• A multi-line external CND device which connects to telephone lines and PC terminals through serial ports.

• An internal CND interface card that can be inserted into an available PC slot.

Per Call Blocking Your phone number will be displayed to the called party unless you apply for the Per Line Blocking* feature. If you do <u>not</u> want to have your phone number displayed for a particular call, you should follow the Per Call Blocking procedures that follow:-

* *To apply for the Per Line Blocking feature, please call our Account Manager or 24-hour Customer Service Hotline 1220.*

Caller Number Display

To Use the Per Call Blocking Feature

Setup Steps	You hear
Lift the handset	Dial Tone$^+$
Key in "133"	Recall Dial Tone
Key in the telephone number	Ringing Tone

Per Call Unblocking (Per Line Blocking feature applied) If you have applied per line blocking but want to unblock the line for a particular call, you should follow the steps as below:-

To Make a Call with the Per Call Unblocking Feature

Setup Steps	You hear
Lift the handset	Dial Tone$^+$
Key in "1357"	Recall Dial Tone
Key in the telephone number	Ringing Tone

+ *If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear the Special Dial Tone.*

Caller Number Display

Block-the-Blocker

Operation of the CND Feature with Call Waiting Feature

If you have applied for both the CND and Call Waiting features, the third party's number will be displayed on your CND equipment while you are on the phone. However, the display of the Call Waiting party's number depends on the features available from your CND phone or adjunct unit. Please contact your CND phone supplier to confirm the availability of this feature.

Remark:
You cannot block your number on emergency calls to 999 at any time.

Block-the-Blocker allows you to reject the blocked calls. The rejected calls will be diverted to a standard message in Cantonese, Putonghua & English informing them that you do not want to receive anonymous calls. The message will be about "Sorry, the receiving party doesn't accept blocked calls. If you have used one call blocking, please redial without the blocking code 133. If you're using a blocked line, please redial with the prefix 1357 to release the number to the receiving party.".

Subscribers can activate and deactivate Block-the-Blocker by entering a short code.

To Activate Block-the-Blocker

Steps	You hear
Lift the handset	Dial Tone
Key in *76	Confirmation Tone
Hang up	

To Deactivate Block-the-Blocker

Steps	You hear
Lift the handset	Special Dial Tone
Key in #76	Confirmation Tone
Hang up	

Block-the-Blocker

To Activate Block-the-Blocker for Duplex Number

Steps	You hear
Lift the handset	Dial Tone
Key in *#*76	Confirmation Tone
Hang up	

To Deactivate Block-the-Blocker for Duplex Number

Steps	You hear
Lift the handset	Special Dial Tone
Key in *##76	Confirmation Tone
Hang up	

Call Forwarding

If you are going to be away from your telephone, or do not want to be disturbed, you can forward your calls to a designated local telephone number.

There are three different types of Call Forwarding:-
1. *All Calls Forwarding*: Forward all incoming calls to another number.
2. *Line Busy Call Forwarding*: Forward incoming calls to another number when your line is engaged.
3. *No Answer Call Forwarding*: Forward incoming calls to another number when your call is not answered.

To Activate All Calls Forwarding

Steps	You hear
Lift the handset	Dial Tone[+]
Key in *05	Recall Dial Tone
Key in the local telephone number that you want to forward calls to	
Key in #	Confirmation Tone
Hang up	

+ If Do-Not-Disturb or Block-the-Blocker has been activated, you will hear the Special Dial Tone.

Call Forwarding

To Activate Line Busy Call Forwarding

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in *17	Recall Dial Tone
Key in the local telephone number that you want to forward calls to	
Key in #	Confirmation Tone
Hang up	

To Activate No Answer Call Forwarding

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in *19	Recall Dial Tone
Key in the local telephone number that you want to forward calls to	
Key in #	Confirmation Tone
Hang up	

+ *If Do-Not-Disturb or Block-the-Blocker has been activated, you will hear the Special Dial Tone.*

Call Forwarding

To Cancel Call Forwarding

Steps	You hear
Lift the handset	Special Dial Tone
Key in # + Access code▲	Confirmation Tone
Hang up	

▲ Access code for : *ACF = 05*
              LBC = 17
              NCF = 19

Remarks:

1. Call Forwarding cannot be activated at the same time when Do-Not-Disturb has been activated.

2. When All Calls and Busy Call Forwarding have been activated simultaneously, Call Waiting will not function.

3. All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.

4. Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.

Call Waiting

If you are talking on the phone and you hear the Call Waiting Tone, it means that another caller is trying to reach you. You can either answer or ignore it.

To Answer the Waiting Call

Steps	You hear
You are on the telephone	Call Waiting Tone indicates another incoming call
Alert the conversing party that he will be placed on hold	
Press the "Flash" button, or press and release the hook switch quickly	Original party will hear Holding Tone
Switch to the Call Waiting party	
OR	
Hang up to end the first call	Your telephone rings
Lift the handset	
Receive the call	

To Return to the Original Party or Alternate between Calls

Steps	You hear
Press the "Flash" button once, or press and release the hook switch quickly whenever you want to alternate between the two parties	

Remarks:

Call Waiting will not function when All Calls Forwarding or Line Busy Call Forwarding has been activated.

Per Call Disable Call Waiting

Per Call Disable Call Waiting allows you to avoid any interruption during an important call. This feature provides you the flexibility to disable the Call Waiting feature on a per call basis either before placing a call or during a call.

To Activate Per Call Disable Call Waiting before Placing a Call.

Steps	You hear
Lift the handset	Dial Tone[+]
Key in #07	Dial Tone Recall
Key in the number of third party	Ringing Tone
Hang up when finished	
Call Waiting will resume automatically	

+ *If Do-Not-Disturb or Block-the-Blocker has been activated, you will hear the Special Dial Tone.*

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Per Call Disable Call Waiting

To Activate Per Call Disable Call Waiting During a Call.

Steps	You hear
You are talking on the telephone	
Alert the conversing party that he will be placed on hold	
Press the "Flash" button, or press and release the hook switch quickly	Holding Tone
Key in #07	Confirmation Tone
The system will reconnect the call and restart the conversation	
Hang up when finished	
Call Waiting function resume automatically	

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Call Transfer Conference

Call Transfer Conference enables you to transfer an incoming or outgoing call to another local telephone number. It also allows conference calling by adding a local third party during a phone conversation. Besides, the remaining parties can continue their conversation even the initiating party hangs up.

To Transfer a Call to a Third Party

Steps	You hear
You are on the phone	
Press the 'Flash' button or press and release the hook switch quickly	Recall Dial Tone
Key in the local telephone number that you want to transfer calls to	Ringing Back Tone
The third party answers	
Alert the third party that you are transferring the call	
AND THEN	
Hang up. The second and the third party continue their conversation	

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Call Transfer Conference

To Establish Conference Calling

Steps	You hear
You are on the phone	
Press the 'Flash' button or press and release the hook switch quickly	Recall Dial Tone
Key in the local telephone number that you want to add to conference	Ringing Tone
The third party answers	
Start your conversation	
Press the 'Flash' button or press and release the hook switch quickly again	
Conference with both parties	

Remarks:

1. If you hear the busy tone, you can return to the original party by pressing the 'Flash' button, or quickly press down and release the hook switch.

2. If no one answers or the third party does not want to take your call, you can return to the original party by pressing the 'Flash' button or quickly press down and release the hook switch <u>twice</u>.

3. Third party call cannot be an overseas call.

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Duplex Ringing

With Duplex Ringing you can have two different telephone numbers for one telephone line. Each number has a different ringing pattern so you can identify which number is called.

It is especially useful in distinguishing the nature of calls e.g. voice or fax calls, local or international calls, and private or business calls.

Telephone Number	Ringing Pattern
Prime number	Two short bursts with silence between the cycles
Duplex number	One long burst with silence between the cycles

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Abbreviated Dialling

You can store your frequently called numbers, international telephone numbers, local numbers or even feature access codes e.g. the CND Per Call Blocking number "133" in the memory. Instead of dialling the whole number, you can simply enter a short access code when dialling.

To Assign a Code and Store a Number

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in *03	Recall Dial Tone
Key in the short code (00-19) followed by the number to be stored (up to 16 digits)	
Key in #	Confirmation Tone
Hang up	

+ *If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear the Special Dial Tone.*

To Change a Stored Telephone Number

Follow the above procedures by entering the new telephone number. The new number will replace the previous stored number.

Abbreviated Dialling

To Use Abbreviated Dialling

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in **	
Key in the short code number (00-19) for the number you want to call	Ringing Tone

To Cancel Abbreviated Dialling

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in #03	Recall Dial Tone
Key in the short code number (00-19)	
Key in #	Confirmation Tone
Hang up	

+ *If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear the Special Dial Tone.*

Remarks:

You can key in ##03 to cancel all records.

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Appointment Service

By calling you at the appointed time to remind you of important appointments, your telephone acts as an important time management tool. By registering up to 24 hours in advance, you will hear a standard message in English, Cantonese and Putonghua if the call is answered within 1 minute.

If the phone is busy or the call is not answered within 1 minute, a reminder ring will be sent 5 minutes later. If the call is still not answered, the service will be automatically cancelled. You can only set one appointment at a time.

To Register Appointment Service

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in *02	Recall Dial Tone
Key in the appointment time as in the 24-hour clock (e.g. 1:23am should be entered as 0123)	
Key in #	Confirmation Tone
Hang up	

+ *If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear the Special Dial Tone.*

To Cancel Appointment Service before the Pre-set Time

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in #02	Confirmation Tone
Hang up	

+ *If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear the Special Dial Tone.*

Remarks:

1. When Do-Not-Disturb or Call Forwarding has been activated, Appointment Service cannot be used.

2. There is no call waiting tone for appointment call if the phone is busy.

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Do-Not-Disturb

You can block incoming calls if you do not want to be disturbed. Callers will hear a standard message in English, Cantonese and Putonghua telling them that you are not available to answer their calls. Outgoing calls can be made as normal.

To Activate Do-Not-Disturb

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in *01	Confirmation Tone
Hang up	

+ If Call Forwarding or Block-the-Blocker has been activated, you will hear the Special Dial Tone.

To Cancell Do-Not-Disturb

Steps	You hear
Lift the handset	Special Dial Tone
Key in #01	Confirmation Tone
Hang up	

Remarks:

1. Do-Not-Disturb overrides All Calls, Line Busy, No Answer Call Forwarding and Call Waiting.

2. When Do-Not-Disturb is set, Call Forwarding cannot be activated simultaneously.

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IDD Security

IDD Security enables you to prevent unauthorised use of your telephone to make international calls.

Per Line IDD Security

To Make an International Telephone Call When IDD Security has been Activated

Steps	You hear
Lift the handset	Dial Tone$^+$
Key in **0080** plus IDD number	A message will notify you to enter your account code and / or security code
Enter your pre-set account code and/or security code	

+ If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear the Special Dial Tone.

To Cancel the IDD Security Feature If you want to cancel the IDD Security feature please contact our Account Manager or call our Customer Service Hotline on 1220.

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IDD Security

Per Line IDD Security

To Activate Per Line IDD Security

Steps	You hear
Lift the handset	Dial Tone+
Key in #04	Recall Dial Tone
Key in your pre-set 4-digit password	
Key in #	Confirmation Tone
Hang up	
Lift the handset	Dial Tone
Key in **0080** plus IDD number	Ringing Tone

+ *If Do-Not-Disturb, Block-the-Blocker or Call Forwarding has been activated, you will hear a Special Dial Tone.*

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IDD Security

To Cancell Per Line IDD Security

Steps	You hear
Lift the handset	Dial Tone
Key in #04	Recall Dial Tone
Key in your pre-set 4-digit password	
Key in #	Confirmation Tone
Hang up	

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Remote Call Forwarding

Remote Call Forwarding (RCF) enables you to forward your incoming calls to a designated local telephone number or mobile number by any phone from anywhere.

There are three different types of Remote Call Forwarding which can be applied to your line:-
1. *All Calls Forwarding*: Forward all incoming calls to a designated number.
2. *Line Busy Call Forwarding*: Forward incoming calls to a designated number when your line is engaged.
3. *No Answer Call Forwarding*: Forward incoming calls to a designated number when the call is not answered.

When Remote Call Forwarding is set, you will hear the Special Dial Tone every time you lift the handset. Outgoing calls can still be made as usual.

To Activate Remote Call Forwarding

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 1 to activate Remote Call Forwarding	
Select call forwarding type (1 for All, 2 for Busy, 3 for No Answer)	
Select call forwarding destination (1 for default number, 2 for voice mail, 3 for another number)	
Key in call forwarding number if select 3	
Press 1 to confirm or 2 to re-enter	
Wait for confirmation message	Confirmation Message
Hang up	

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Remote Call Forwarding

To Deactivate Remote Call Forwarding

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 2 to deactivate Remote Call Forwarding	
Select call forwarding type (1 for All, 2 for Busy, 3 for No Answer)	
Wait for confirmation message	Confirmation Message
Hang up	

To Change/Check Default Phone Number

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 3 to change or check default phone number	
Press 1 to change default phone number Press 2 to check default phone number	
Key in new default number if select 1	
Press 1 to confirm or 2 to re-enter	
Wait for confirmation message	Confirmation Message
Hang up	

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Remote Call Forwarding

To Change Password

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 7 to change password	
Enter 4-digit new password	
Re-enter new password	
Wait for confirmation message	Confirmation Message
Hang up	

Remarks:

1. Remote Call Forwarding will not function when Do-Not-Disturb has been activated.
2. When All Calls Forwarding or Line Busy Call Forwarding has been activated, Call Waiting will not function.
3. All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.
4. Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.
5. After Remote Call Forwarding has been activated, Appointment Service cannot be activated but the appointment made before is still valid.
6. For Duplex Ringing, only prime number can be forwarded.
7. The initial default password is 0000.