

HGC VoIP Service

User Guide



VoIP Service

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VoIP Service

1.0 About VoIP Service

Residential VoIP Service is an innovative telephone service. Through your existing broadband connection, you can make calls to your beloved one anytime and also enjoy a full range of value-added services.

VoIP Value-added Services include:

- Caller Number Display
- Block-the-Blocker
- Call Forwarding
- Remote Call Forwarding
- Call Waiting
- Per Call Disable Call Waiting
- Conference Call
- Abbreviated Dialling
- Duplex Ringing
- Appointment Service
- Do-Not-Disturb
- IDD Security

VoIP Service

1.1 System Requirement

- 1) Unlimited broadband access
- 2) Stable Broadband Internet connections with a minimum of 8Mbps^ bandwidth
- 3) A network that supports 10/100 Base TX interface
- 4) Compatible with all ADSL, VDSL and Ethernet services
- 5) Provision of a public IP address by DHCP or PPPoe or static assignment
- 6) A network that does not require any kind of login except PPPoe
- 7) In case where Local Area Network (LAN) is used, LAN environment with no firewall configured
- 8) A network that is NOT operating behind Network Address Translation (NAT)
- 9) Broadband Internet connections with a minimum of 130Kbps upload and 130Kbps download speed
- 10) PC installed with a LAN card and a RJ45 socket (for installation configuration)
- 11) RJ45 plug
- 12) Phone set with RJ11 interface

^Except Powercom Broadband service with 1.5Mbps bandwidth

1.2 Enquiry and Support

General Enquiry

HGC Broadband Customer Services Hotline: (852) 1223

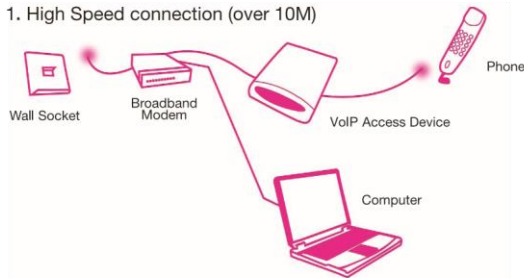
Technical Support and Maintenance Service

Technical Support Hotline: (852) 2120 1997

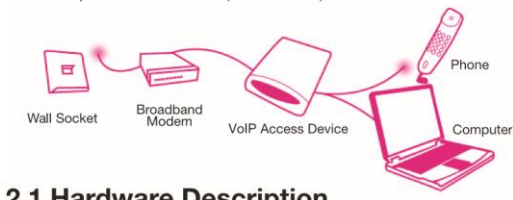
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2.0 VoIP Access Device

1. High Speed connection (over 10M)



2. Low Speed connection (under 10M)



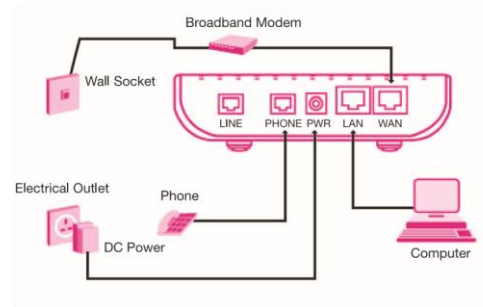
2.1 Hardware Description



| LED | Color | Status | Description |
|-------|-------|----------|--|
| PWR | Green | On | When the VoIP Access Device is powered on |
| | | Off | No power supply |
| WAN | Green | Blinking | When data is being transmitted or received |
| | | On | When broadband connection is established |
| | | Off | When there is no broadband connection |
| LAN | Green | Blinking | When data is being transmitted or received |
| | | On | When Ethernet connection is established |
| | | Off | When there is no Ethernet connection |
| VOIP | Green | On | When VoIP telephone service is ready |
| | | Off | When VoIP telephone service is not ready |
| PHONE | Green | Blinking | Incoming call (activates ringing tone) |
| | | On | Phone is normal use |

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2.2 Connection Map



If login is required for broadband connection (PPPoE), please download the network configuration software at www.hgc.com.hk/broadband under the User Guide of Customer Service section before setting up the hardware. The Chinese or English version of the software is independent of the language of the Windows platform.

2.3 Connection Steps

Step1: Connect the LAN port of VoIP Access Device and network card of your PC with the network cable.



Step 2: Connect the WAN port of the VoIP Access Device directly with broadband modem provided by your ISP.



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Step 3: Connect the PHONE port of the VoIP Access Device and your phone set with the telephone line.



Step 4: Finally, plug the AC power adaptor into the appropriate wall outlet, and connect the power cord with PWR port of the VoIP Access Device.



Step 5: The LED status of PWR, WAN and LAN LED should be blinking or on.



Your VoIP Service is set up successfully. THE VoIP LED should be on and you can make call immediately if login is not required for broadband connection (DHCP). Otherwise, please follow the instructions on <3.0 Network Configuration>.

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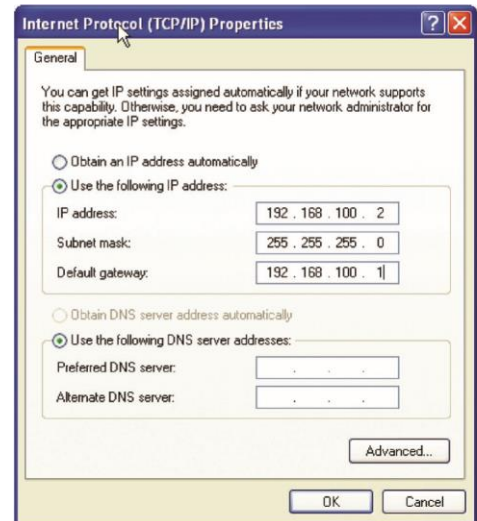
3.0 Network Configuration

The Broadband Phone Configuration Software ("the Software" is capable in configuring the VoIP Access Device for both PPPoE and DHCP broadband connections.

In most cases, users that are connecting to the Internet via DHCP connection do not need to download or run the software. They can use the Broadband Phone Access Device directly without any software configuration.

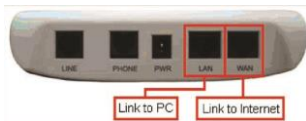
Please make sure your computer that runs the program is connected to the LAN port of the VoIP Access Device and the "Local Area Connection" is set to obtain IP address automatically i.e. the Default Setting in Windows.

Step 1: Go to Network Connection in any computer (support Window XP, Vista and Win7 version), then modify the IP address as below. (This step is set the internal IP to communicate between computer and the IAD router)

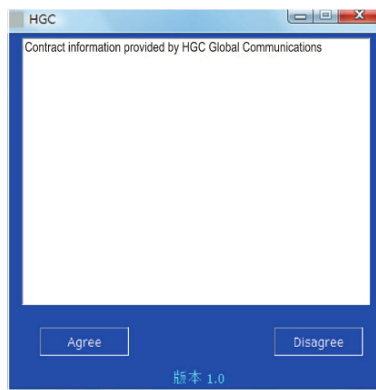


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Step 2: Connect the IAD's LAN port to PC and WAN port to internet as below then click the 'Connect' button.



Step 3: Run the router configuration program which has been downloaded from HGC's WEB portal (English version), then presses the 'Agree' button.



Step 4: The screen displays the connection mode for customer choosing the mode which is complied to his/her broadband connection.



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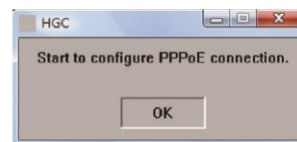
Step 5.1.1: If PPPoE mode is selected, then the screen displays to prompt customer to key in 'User Name' and 'Password'.



Step 5.1.2: Customer keys in the 'User Name' and 'Password' and then presses the 'OK' button.



Step 5.1.3: The screen displays to alert customer starting to configure the PPPoE connection, then presses the 'OK' button.

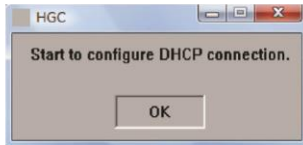


Step 5.1.4: PPPoE configuration is completed, then presses the 'OK' button to close the program.

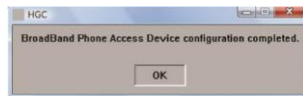


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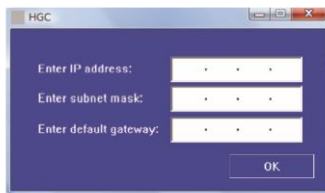
Step 5.2.1: If DHCP mode is selected, then the screen displays to alert customer starting to configure DHCP connection, then presses the 'OK' button.



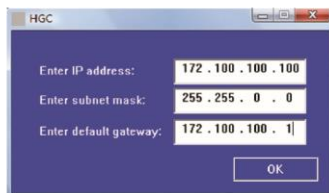
Step 5.2.2: DHCP configuration is completed, then presses the 'OK' button to close the program.



Step 5.3.1: If Static IP mode is selected, then the screen displays to prompt customer to key in relevant information for IP address, then presses the 'OK' button.



Step 5.3.2: Customer keys in the IP address information, then presses the 'OK' button.



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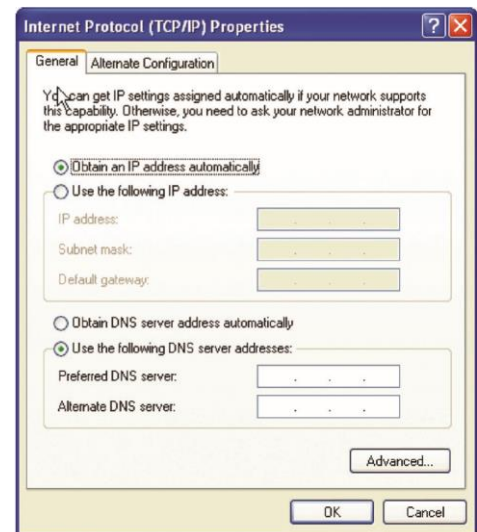
Step 5.3.3: The screen displays to alert starting to configure static IP connection, then presses the 'OK' button.



Step 5.3.4: The configuration for static IP connection is completed, then presses the 'OK' button to close the program.



Step 6: Change back the IP address configuration as below.



Step 7: Configure the IAD router connection is completed.

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4.0 Frequently Asked Questions

Q: The voice service is out of order

A: Check if the PWR LED is on with permanent green light. If not, check if the AC power socket is properly connected with the VoIP Access Device.

Q: No voice service available even the PWR LED is on

A: Check if the VOIP LED is on. If yes, check the phone cable to see if it is properly connected to the PHONE port of the Broadband Phone Access Device. When the phone is off-hook, the VoIP Access Device PHONE LED should be on. Otherwise, try to switch off the Access Device and re-start again.

Q: The PWR LED is on but the VoIP LED is off

A: Check if the WAN LED is on. If no, check or replace the network the broadband service availability without the VoIP Access Device.

Q: The WAN LED is on but still no voice service

A: Connect the PC into the LAN port at the back, the LAN LED should be lighted up. Repeat the Network Configuration procedure to check if the broadband connection method is correctly selected.

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5.0 User Guide

5.1 Tone Descriptions

A series of tone sounds is built in to let you know if the desired function is in operation. Understanding of each tone will allow you to use the features more effectively. Below is the table for your easy reference.

| Tone | Tone Description | Tone Pattern |
|----------------------|---|--------------|
| Dialling | A continuous tone to indicate the phone is ready for dialling. | _____ |
| Recall Dialling | A tone with short pauses to indicate numbers are required to be entered after pressing the access code or the "Flash" button. | — — — — |
| Connecting | Two short tones to indicate connection is being established. | — — — — |
| Busy | A series of short tones to indicate the called party is being engaged. | — — — — |
| Confirmation | A short and long rhythmic tone to indicate the desired feature is successfully set up. | — — — — |
| Un-obtainable Number | A continuous high frequency tone to indicate the called number is incorrect. | _____ |
| Special Dialling | A tone with short pauses to indicate some features (e.g. Call Forwarding, Do-Not-Disturb, etc) have been activated. | — — — — |
| Holding | A series of tones with pauses or music to indicate the caller is put on hold. | — — — — |
| Call Waiting | Tone bursts with a long silent period to indicate an incoming call while you are engaged with another party. | — — — — |

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5.2 Tone Dial Phones

A tone-dial telephone is required in order to operate our voice features. The button at the back of your telephone should be switched to "MF" position for tone-dialling.

Telephone with a Recall/Flash button

If your telephone has a "Recall" or "Flash" button, pressing one of these buttons will facilitate you to operate our Call Waiting or Conference Calling features.

Telephone without a Recall/Flash button

If your telephone has no "Recall" or "Flash" button, press down the handset hook switch quickly for the same result. If you wish to end a call, just press the handset hook switch down for a longer period of time.

| Feature | Activation/ Registration | Cancellation |
|---|-----------------------------|-------------------|
| CND Per Call Blocking | 133 | |
| CND Per Call Unblocking | 1357 | |
| Block-the-Blocker Prime number | *76 | #76 |
| Call Forwarding All Calls Forwarding Line Busy Call Forwarding No Answer Call Forwarding | *05 *17 *19 | #05 #17 #19 |
| Abbreviated Dialling Short-code dialling | *03 **+code | #03 |
| Appointment Service | *02 | #02 |
| Do-Not-Disturb | *01 | #01 |
| Per Line IDD | *04 | #04 |
| Security Per Call Disable Call Waiting | #07 | |

CND: Caller Number Display

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5.3 Value-added Services

Caller Number Display

The Caller Number Display (CND) feature enables you to identify the caller before answering the call. In order to display the caller's number, you must install appropriate Customer Premise Equipment (CPE) which is available in two types:

- A CND integrated telephone.
- An external CND device that connects to your existing telephone.

Per Call Blocking

Your phone number will be displayed to the called party unless you apply for the Per Line Blocking feature¹. If you do not want to show your phone number for a particular call, you may simply use our Per Call Blocking when making the call. Just follow the below instructions:

To activate Per Call Blocking:

| Step to follow | What you hear |
|-------------------------|----------------------|
| Lift the handset | Dialling tone |
| Key in "133" | Recall Dialling tone |
| Key in telephone number | Ringing tone |

¹ To apply for Per Line Blocking feature, please call our HGC Broadband Customer Services Hotline at 1223.

Per Call Unblocking (only applicable to subscribers of Per Line Blocking feature)

If you have arranged to have your telephone line permanently blocked but wish to unblock the line for a particular call, you may simply follow the below instructions

To activate Per Call Unblocking:

| Step to follow | What you hear |
|-------------------------|----------------------|
| Lift the handset | Dialling tone |
| Key in "1357" | Recall Dialling tone |
| Key in telephone number | Ringing tone |

Note: Per Call / Line Blocking feature is not applicable to call made to 999 Emergency Hotline

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Block-the-Blocker

This feature allows you to reject calls that do not show the incoming call number. Rejected calls will be diverted to a standard message which is available in English, Cantonese and Putonghua, informing the callers that you do not want to answer anonymous calls. The message is to request the callers to try to call you again and advise them to skip “133” or press “1357” before redialling if the call is from a “Per Line Blocking” line.

Users could enter a short code to activate or deactivate Block-the-Blocker.

To activate Block-the-Blocker:

| Steps to follow | What you hear |
|------------------|-------------------|
| Lift the handset | Dialling tone |
| Key in ★76 | Confirmation tone |
| Hang up | |

To deactivate Block-the-Blocker:

| Steps to follow | What you hear |
|------------------|-------------------|
| Lift the handset | Special tone |
| Key in #76 | Confirmation tone |
| Hang up | |

Remarks:

1. Long distance calls, payphone calls, calls made from certain types of Keyline Systems or Private Automatic Branch Exchange (PABX), “out of area” and “unavailable” calls cannot be blocked by Block-the-Blocker.

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Call Forwarding

You can stay in touch wherever you are with Call Forwarding. This feature diverts your incoming calls to a designated local number.

There are three types of Call Forwarding that are available:

1. All Calls Forwarding² - forward all incoming calls to a designated number.
2. Line Busy Call Forwarding² - forward the incoming calls to a designated number when your line is engaged.
3. No Answer Call Forwarding² - forward the incoming calls to a designated number when your phone is not answered.

After Call Forwarding is set, you will hear a special tone everytime you pick up the phone; all outgoing calls will function normally. When you have incoming calls, there will be a signal (a short tone) to remind you All Calls Forwarding is activated.

² Call forwarding on voice mail is not supported.

To activate All Calls Forwarding:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Key in ★05 | Recall Dialling tone |
| Key in the telephone number to which you wish to forward the calls | |
| Press # | Confirmation tone |
| Hang up | |

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To activate Line Busy Call Forwarding:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Key in ★17 | Recall Dialling tone |
| Key in the telephone number to which you wish to forward the calls | |
| Press # | Confirmation tone |
| Hang up | |

To activate No Answer Call Forwarding:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Key in ★19 | Recall Dialling tone |
| Key in the telephone number to which you wish to forward the calls | |
| Press # | Confirmation tone |
| Hang up | |

To cancel Call Forwarding:

| Steps to follow | What you hear |
|---|-----------------------|
| Lift the handset | Special dialling tone |
| Key in #05 for All Calls Forwarding, #17 for Line Busy Call Forwarding, #19 for No Answer Call Forwarding | Confirmation tone |
| Hang up | |

Notes :

- When Do-Not-Disturb has been activated, Call Forwarding cannot be activated.
- Call Waiting and All Calls Forwarding cannot be used simultaneously. When the two features are activated simultaneously, Call Waiting will not function.
- When Call Waiting and Line Busy Call Forwarding are activated simultaneously, Line Busy Call Forwarding will override Call Waiting.
- All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.
- Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.

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Remote Call Forwarding

Remote Call Forwarding enables you to forward an incoming call from home phone to another local telephone number or a mobile number by any phone from anywhere.

There are three different types of Remote Call Forwarding which you can apply to your line:

- All Calls Forwarding - forward all incoming calls to a designated number.
- Line Busy Call Forwarding - forward the incoming calls to a designated number when your line is engaged.
- No Answer Call Forwarding - forward the incoming calls to a designated number when your phone is not answered.

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

To activated Remote Call Forwarding:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Dial Remote Call Forwarding access number 3526 3333 or press ★15 (for HGC Telephone Line Service customers only) | Recorded messages |
| Select language (1 for Cantonese 2 for English 3 for Putonghua) | |
| Enter the 8-digit registered telephone number | |
| Enter 4-digit password | |
| Press 1 to activate Remote Call Forwarding | |
| Select call forwarding types (1 for All 2 for Line Busy 3 for No Answer) | |
| Select call forwarding destination (1 for default number 2 for voice mail 3 for another number) | |
| Key in designated number if 3 is being selected | |
| Press 1 to confirm or 2 to re-enter | |
| Wait for confirmation message | Confirmation message |
| Hang up | |

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To deactivate Remote Call Forwarding:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Telephone Line Service customers only) | Recorded messages |
| Select language (1 for Cantonese 2 for English 3 for Putonghua) | |
| Enter the 8-digit registered telephone number | |
| Enter 4-digit password | |
| Press 2 to deactivate Remote Call Forwarding | |
| Select deactivate call forwarding types (1 for All 2 for Line Busy 3 for No Answer) | Confirmation message |
| Wait for confirmation message | |
| Hang up | |

To change/review Default Phone Number:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Telephone Line Service customers only) | Recorded messages |
| Select language (1 for Cantonese 2 for English 3 for Putonghua) | |
| Enter the 8-digit registered telephone number | |
| Enter 4-digit password | |
| Press 3 to change or view default phone number | |
| Press 1 to change default phone number or Press 2 to review default phone number | |
| Key in new default number if 1 is being selected | |
| Press 1 to confirm or 2 to re-enter | Confirmation message |
| Wait for confirmation message | |
| Hang up | |

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To change Password:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Telephone Line Service customers only) | Recorded messages |
| Select language (1 for Cantonese 2 for English 3 for Putonghua) | |
| Enter the 8-digit registered telephone number | |
| Enter 4-digit password | |
| Press 7 to change password | |
| Enter 4-digit new password | Confirmation message |
| Re-enter new password | |
| Wait for confirmation message | Confirmation message |
| Hang up | |

Remarks:

1. When Do-Not-Disturb has been activated, Remote Call Forwarding will not function.
2. When Call Waiting and All Calls Forwarding are being activated simultaneously, Call Waiting will not function.
3. When All Calls and Line Busy Call Forwarding are being activated simultaneously, Call Waiting will not function.
4. When Call Waiting and Line Busy Call Forwarding are being activated simultaneously, Line Busy Call Forwarding will override Call Waiting.
5. All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.
6. Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.
7. Pre-set password: 0000

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Call Waiting

Call Waiting enables you to answer another incoming call while you are engaged on the line. It gives you the convenience of switching back and forth between two calls.

To answer the Waiting Call:

| Steps to follow | What you hear |
|--|---|
| When you are talking on the phone | Call Waiting tone indicates another incoming call |
| Alert the conversing party that he/she will be placed on hold | |
| Press the "Flash" button, or press and release the hook switch | The Holding tone will come on the original party's line |
| The Call Waiting party is on the line | |
| OR | |
| Hang up to the end the call rings | Your telephone rings |
| Lift the handset | |
| The Call Waiting party is on the line | |

To return to the Original Party or Alternate Two Calls:

| Steps to follow | What you hear |
|--|---------------|
| Press the "Flash" button once, or release the hook switch to alternate two calls | |

Remarks :

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

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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 to follow | What you hear |
|---|----------------------|
| Lift the handset | Dialling tone |
| Key in #07 | Recall dialling tone |
| Key in the number of the person you wish to call | Ringing tone |
| Call Waiting will resume automatically when you hang up the phone | |

To activate Per Call Disable Call Waiting during a call:

| Steps to follow | What you hear |
|---|-------------------|
| Alert the conversing party that he/she will be placed on hold | |
| Press the "Flash" button, or press and release the hook switch | Holding tone |
| Key in #07 | Confirmation tone |
| The system will reconnect the call and you can restart the conversation | |
| Call Waiting will resume automatically when you hang up the phone | |

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Conference Calling

This Conference Calling feature allows you to add in a third party to an existing phone conversation; and result in a three-way calling.

| Steps to follow | What you hear |
|--|---------------------------|
| When connection to the second party is established | |
| Press the "Flash" button or quickly press down and release the hook switch | Recall dialling tone |
| Dial the number ³ of the third party. | Ringing tone ⁴ |
| The third party answers | |
| Press the "Flash" button or quickly press down and release the hook switch | |
| Start conferencing | |

³ The third party call cannot be an overseas call.

⁴ If the phone is not answered or the line is engaged, you can return to the original party by pressing the "Flash" button or quickly pressing down and releasing the hook switch.

Abbreviated Dialling

This feature is to give you fast and convenient dialling. Using 2-digit code, you can store a maximum of 20 frequently used telephone numbers (up to 16 digits per number). They can be international or local numbers, or feature access codes such as, CND Per Call Blocking code "133".

To establish Abbreviated Dialling:

| Steps to follow | What you hear |
|--|----------------------|
| Lift the handset | Dialling tone |
| Key in ★03 | Recall dialling tone |
| Key in the short code (00-19), followed by the number to be stored (up to 16 digits) | |
| Press # | Confirmation tone |
| Hang up | |

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To change a stored telephone number

Simply follow the above procedures by entering the new telephone number; and the new number will replace the previously stored number.

To use Abbreviated Dialling:

| Steps to follow | What you hear |
|---|---------------|
| Lift the handset | Dialling tone |
| Key In ★★ | |
| Key in the short code (00-19) for the number you wish to call | Ringing tone |

To cancel Abbreviated Dialling:

| Steps to follow | What you hear |
|-------------------------------|----------------------|
| Lift the handset | Dialling tone |
| Key in #03 | Recall dialling tone |
| Key in the short code (00-19) | |
| Press # | Confirmation tone |
| Hang up | |

Remarks:

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

Duplex Ringing

"Duplex Ringing" is an ideal device for those who have two different numbers for one telephone line. Each number has a unique ringing tone to distinguish the nature of the calls such as, voice or fax, local or international, personal or business.

| Telephone Number | What you hear |
|-------------------------------|--|
| Primary number | Two short bursts with silence between the cycles |
| Secondary number ⁵ | One long burst with silence between the cycles |

⁵ Value-added Services (VAS) are not applicable to the Secondary Number of Duplex Ringing except for the VAS function "Caller Number Display"

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Appointment Service

Your telephone will act as an appointment alert to remind you of important appointments. Just pre-set the appointment time in advance, up to 24 hours, you will receive the reminder with 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, the reminder ring will be sent to you again 5 minutes later. If this call is still not answered, the service will be automatically cancelled. You can only set one appointment at a time.

To set up Appointment Service:

| Steps to follow | What you hear |
|---|----------------------|
| Lift the handset | Dialling tone |
| Key in *02 | Recall dialling tone |
| Key in the appointment time as in a 24-hour clock (e.g. 8:00pm must be entered as 2000) | |
| Press # | Confirmation tone |
| Hang Up | |

To cancel Appointment Service before the pre-set time:

| Steps to follow | What you hear |
|------------------|-------------------|
| Lift the handset | Dialling tone |
| Key in #02 | Confirmation tone |
| Hang up | |

Remarks:

1. When Do-Not-Disturb or Call Forwarding is 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 the incoming calls if you do not want to be disturbed. When the line is connected, a standard message in English, Cantonese and Putonghua will come on to tell the callers that you are not available to answer the calls. Outgoing calls can be made as normal.

To activate Do-Not-Disturb:

| Steps to follow | What you hear |
|------------------|-------------------|
| Lift the handset | Dialling tone |
| Key in *01 | Confirmation tone |
| Hang up | |

To deactivate Do-Not-Disturb:

| Steps to follow | What you hear |
|------------------|-----------------------|
| Lift the handset | Special dialling tone |
| Key in #01 | Confirmation tone |
| Hang up | |

Remarks:

1. If All Calls/Line Busy/No Answer Call Forwarding or Call Waiting is set up, Do-Not-Disturb will override these two features.
2. Once Do-Not-Disturb is on, Call Forwarding cannot be activated.

VoIP Service

IDD Security

IDD Security to help ensure no unauthorised use of your telephone to make any chargeable calls.

To activate IDD Security:

| Steps to follow | What you hear |
|------------------------------|-------------------|
| Lift the handset | Dialling tone |
| Key in *04 | Confirmation tone |
| Key in your 4-dight password | |
| Press # | Confirmation tone |
| Hang up | |

To make a Chargeable Call When IDD Security has been activated:

| Steps to follow | What you hear |
|--|-----------------------|
| Lift the handset | Special dialling tone |
| Key in #04 | |
| Key in your pre-set 4-digit password and # | Confirmation tone |
| Hang up | |
| Lift the handset | Special dialling tone |
| Press 0080 then the IDD number, or press 900 for Information Access Service number | Ringing tone |

Remarks:

1. You have to activate the IDD Security feature each time after making a chargeable call.
2. You can activate IDD Security for barring 900 Information Access Service chargeable calls except the service types that are prefixed with 9000 and 9003.