

# **The Hong Kong University of Science and Technology Telephone Web Portal User Guide**

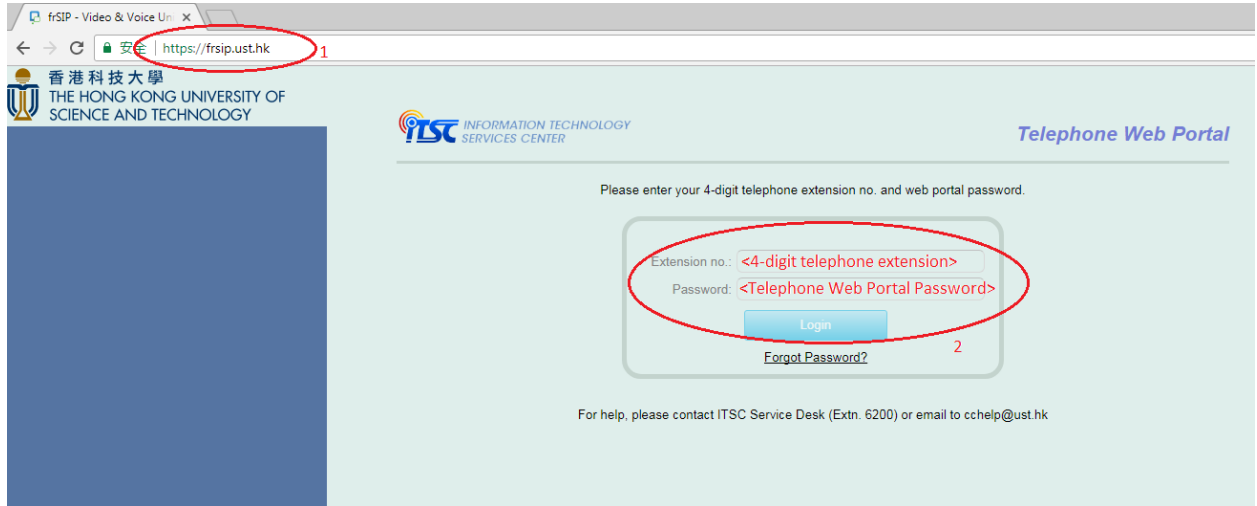
The HKUST IP phone system is enhanced to support many advanced features. This user guide walks through the most useful features on the Telephone web portal.

The guide covers the following topics:

- A. Login the Telephone Web Portal
- B. Telephone Web Portal Layout
- C. Voicemail Deactivation during Vacation
- D. Forward Calls When No Answer
- E. Call Forward When the Line is Busy
- F. Personal Phonebook
- G. User Speed Dial
- H. Call Alert Box and Call Panels
- I. Access to Voicemails
- J. Send Fax
- K. Change Telephone Web Portal Password and Voicemail PIN
- L. Reset Telephone Web Portal Password and Voicemail PIN
- M. Check Call History
- N. Logout

A. Login the Telephone Web Portal

1. Enter the URL <https://frsip.ust.hk>
2. Enter your 4-digit telephone extension and the telephone web portal password
3. Click the “Login” button

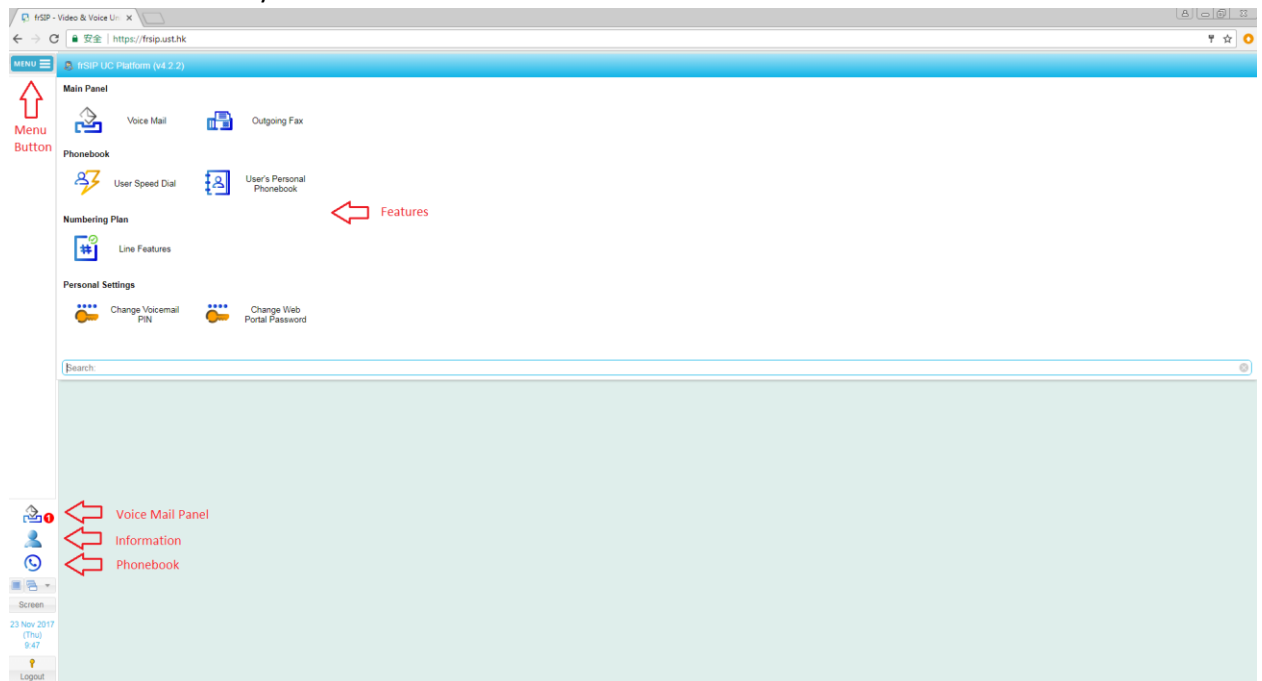


## B. Telephone Web Portal Layout

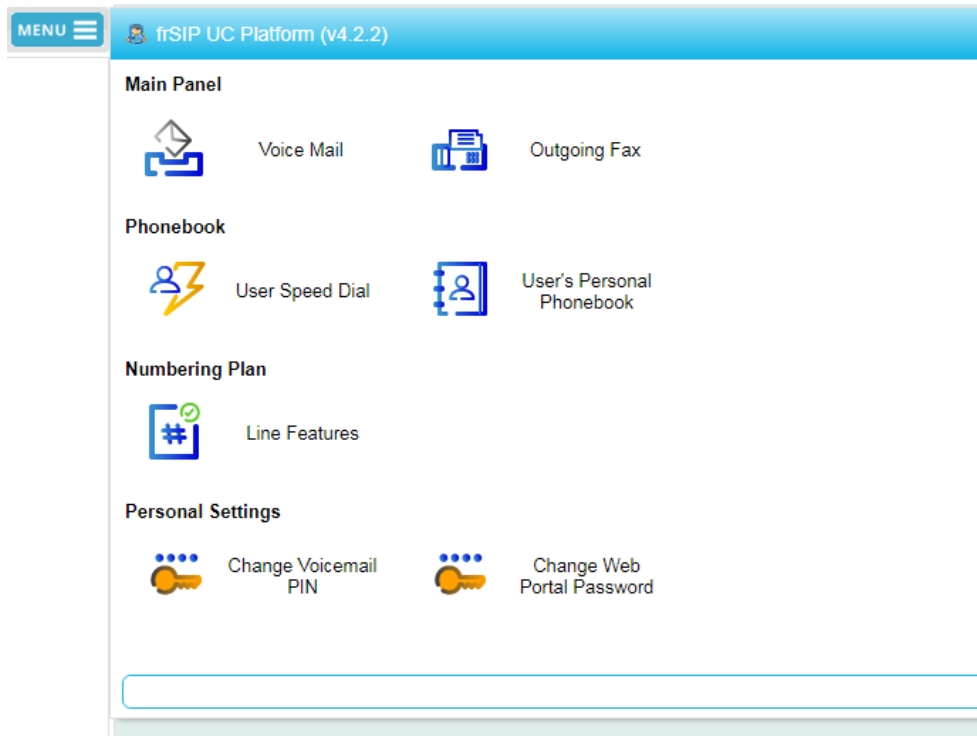
1. If this is the first time you logon the web portal, a tutorial is run automatically to guide you the basic features. You can follow the guide to learn the basics, or you may click “Skip Tutorial” on upper-right corner to skip it.






2. The default screen layout looks like this:




3. By clicking the MENU button , you can access different function panels

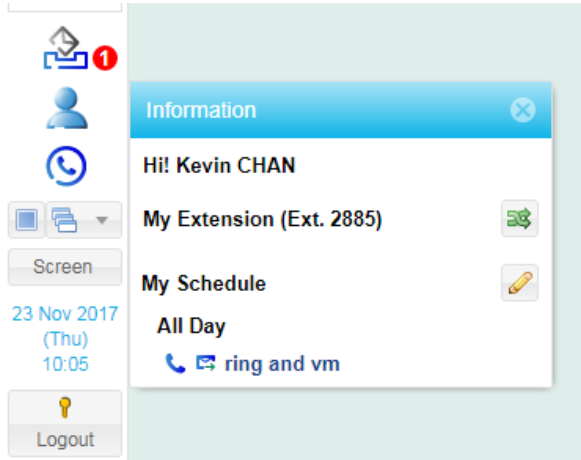


4. There are 3 shortcut keys on the bottom left corner:

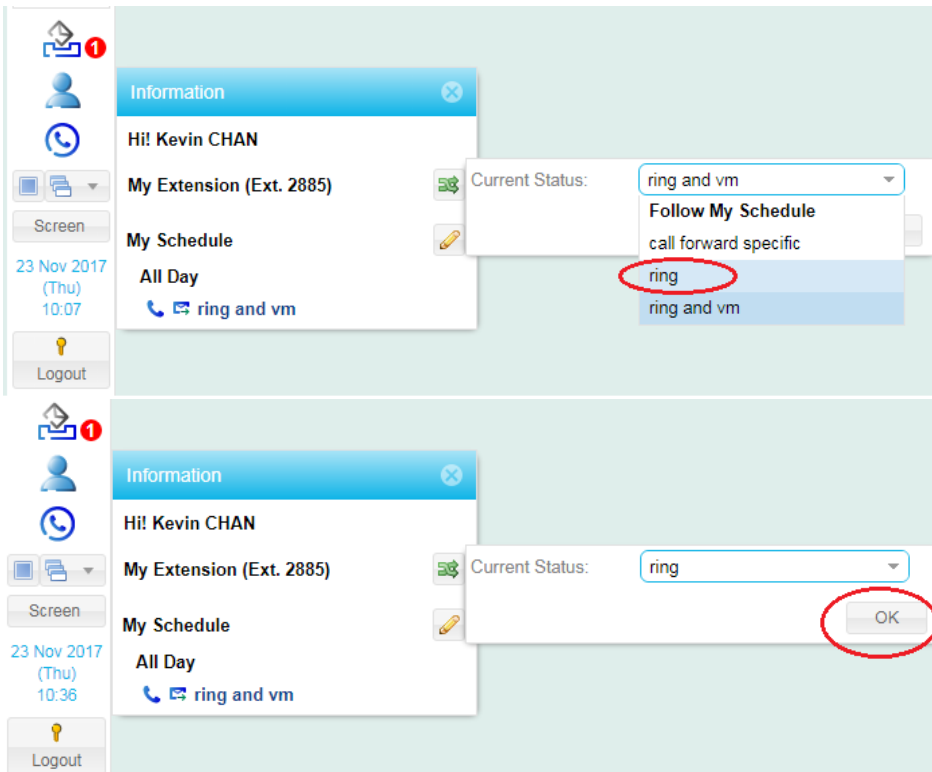
	Voice Mail Panel	Quick access to the voicemail box
	Information	Quick access to set call forwarding or to disable voicemail
	Phonebook	Quick access to dial a number in personal phonebook

### C. Voicemail Deactivation during Vacation

1. You may disable the voicemail via the Information shortcut key. Clicking the  icon on the left hand side to bring up the Information menu:



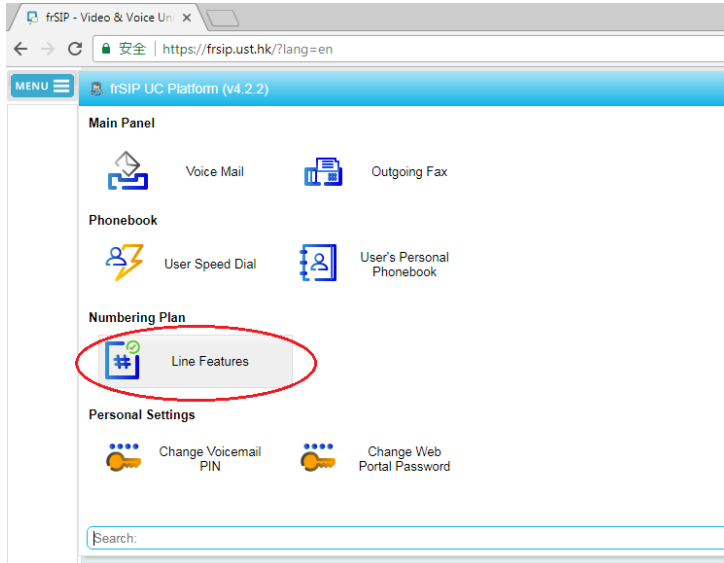
2. Click the Pencil icon to bring up the schedule list. Under "Current Status", select "ring". Click "OK" to confirm.



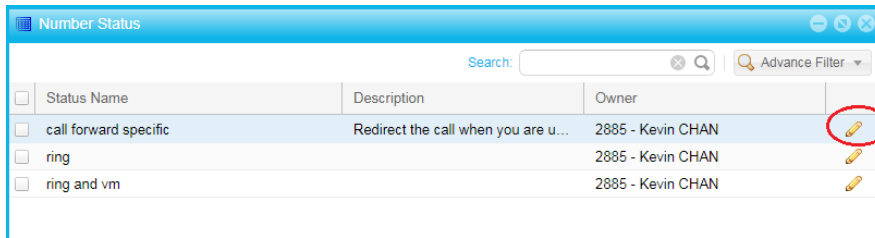
3. To activate voicemail. Repeat the above steps. Under "Current Status", select "ring and vm". Click "OK" to confirm.

D. Forward Calls When No Answer

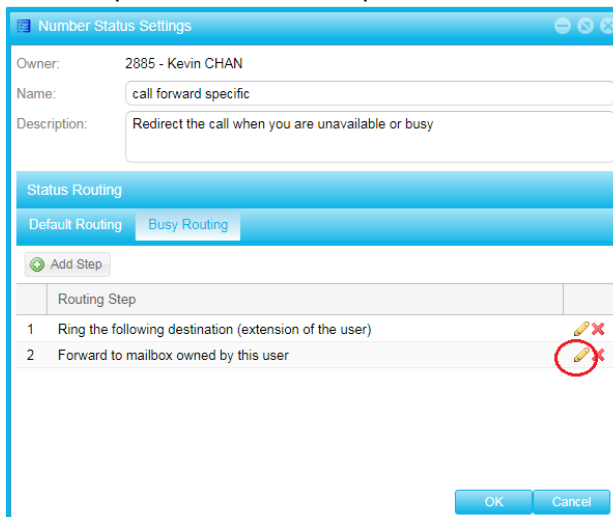
1. By default, when no one answers the incoming call, the call is redirected to the voicemail system. You can change to forward unanswered calls to other colleague.
2. Click “Line Features”.



3. Click the pencil icon of the status “call forward specific”.

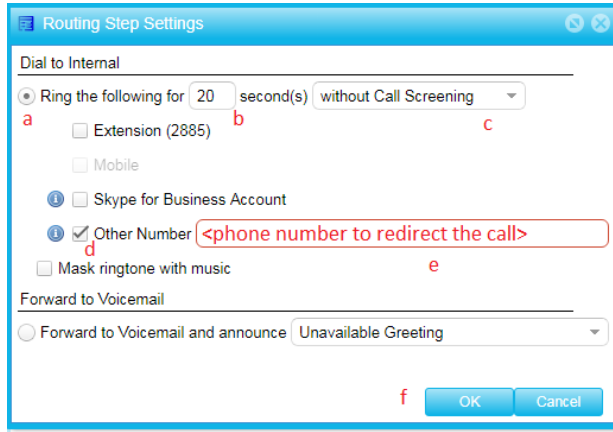



4. Click the pencil icon of the step “2 Forward to mailbox owned by this user”.

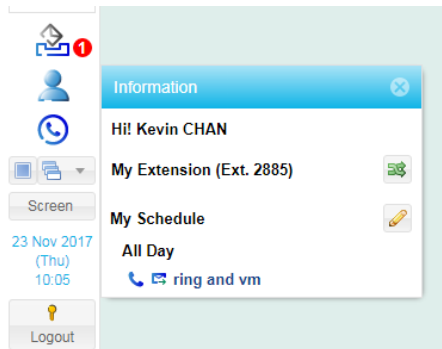


5. In the “Routing Step Settings” window:
  - a. Tick the “Ring the following for” radio button.
  - b. Enter 20 for the seconds.
  - c. Select without Call Screening”

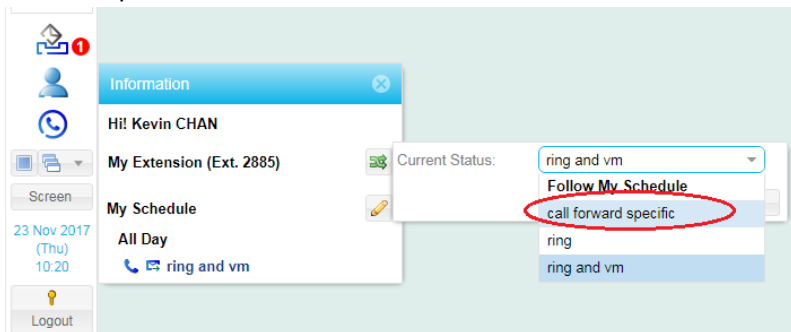
- d. Tick the “Other Number” box
- e. Type in the phone number to redirect the call.
- f. Click OK to confirm

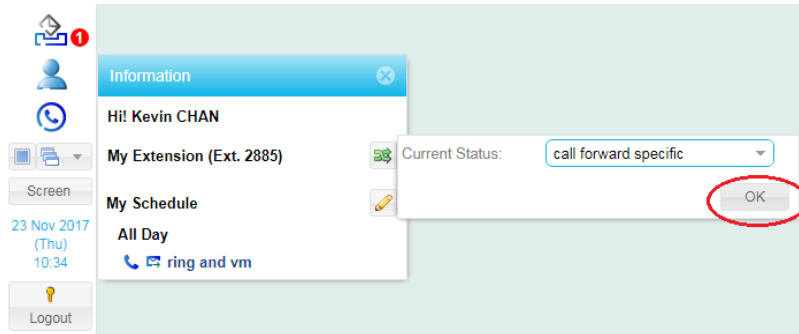


- 6. Click  icon on the left hand side to bring up the Information menu:



- 7. Click the Pencil icon to bring up the schedule list. Under “Current Status”, select “call forward specific”. Click “OK” to confirm.



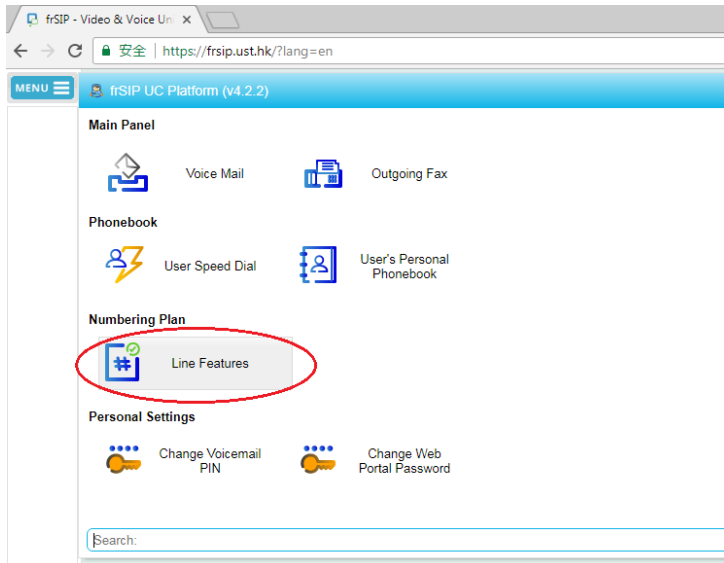


8. To reset to default, repeat steps 6 and 7. Under “Current Status”, select “ring and vm”. Click “OK” to confirm.

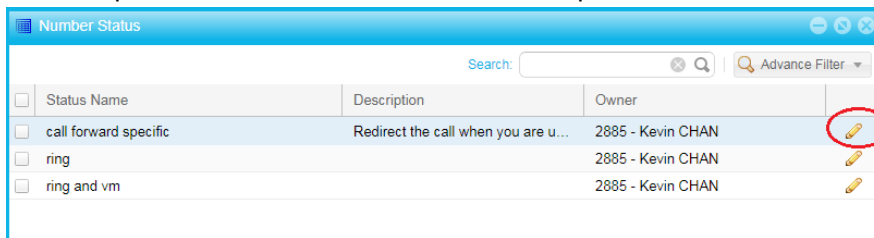


E. Forward Calls When the Line is Busy

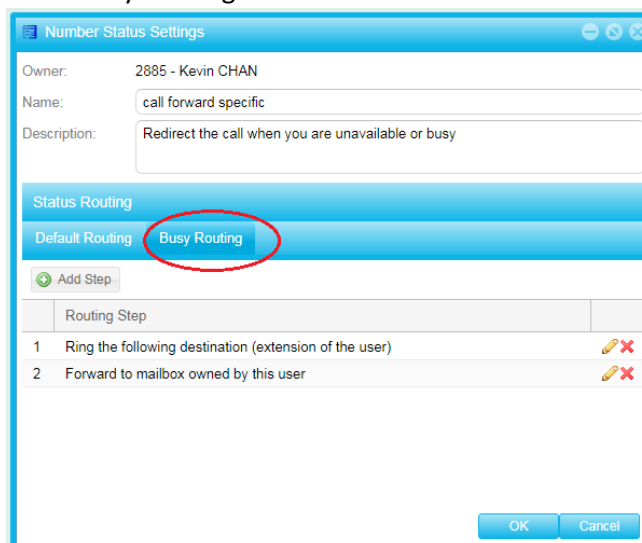
1. By default, call waiting is enabled. You can change to forward the waiting call to other colleague when the line is busy.
2. Click “Line Features”.



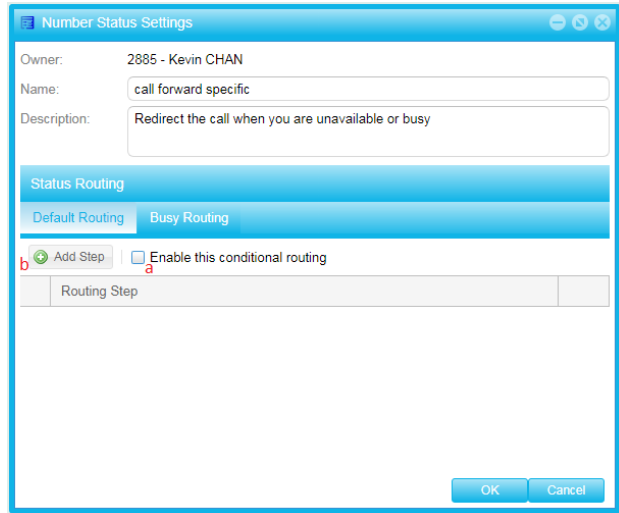
3. Click the pencil icon of the status “call forward specific”.



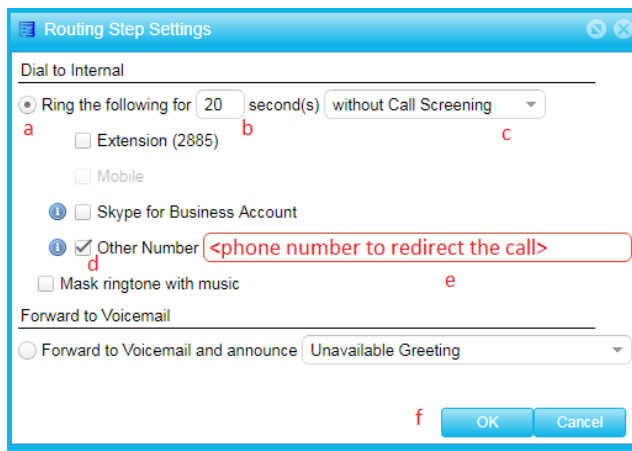
4. Click “Busy Routing” tab.



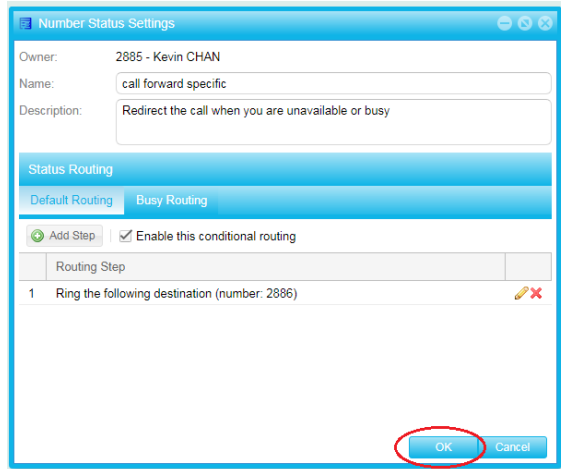
5. In the “Number Status Settings” window:
  - a. Tick the “Enable this conditional routing” check box.
  - b. Click “Add Step” to bring up the next window.




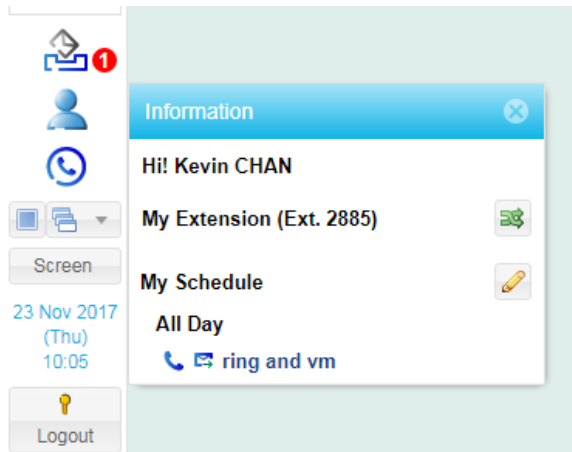
6. In the “Routing Step Settings” window:
  - a. Tick the “Ring the following for” radio button.
  - b. Enter 20 for the seconds.
  - c. Select without Call Screening”
  - d. Tick the “Other Number” box
  - e. Type in the phone number to redirect the call.
  - f. Click OK to confirm



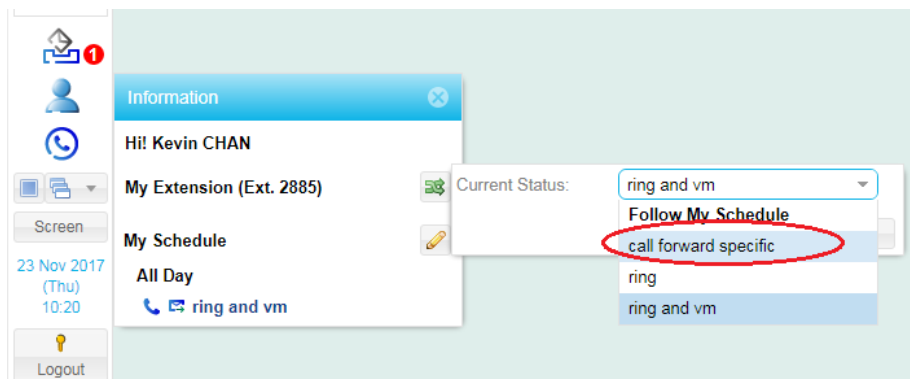
7. Click OK to finish the “Busy Routing” setting.

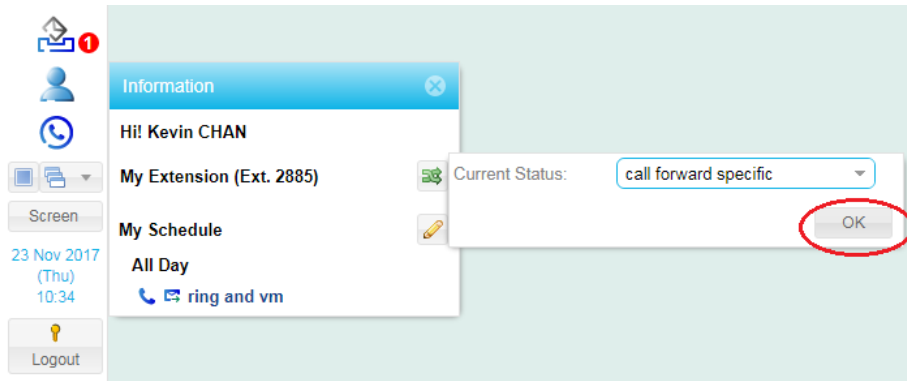


8. Click  icon on the left hand side to bring up the Information menu:



9. Click the Pencil icon to bring up the schedule list. Under “Current Status”, select “call forward specific”. Click “OK” to confirm.

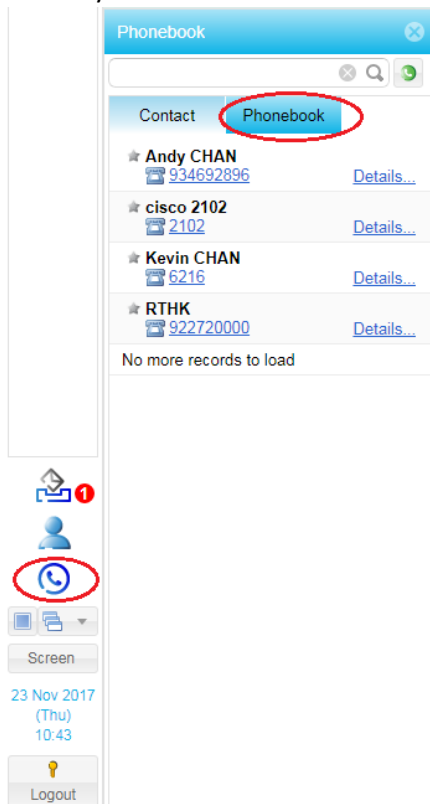




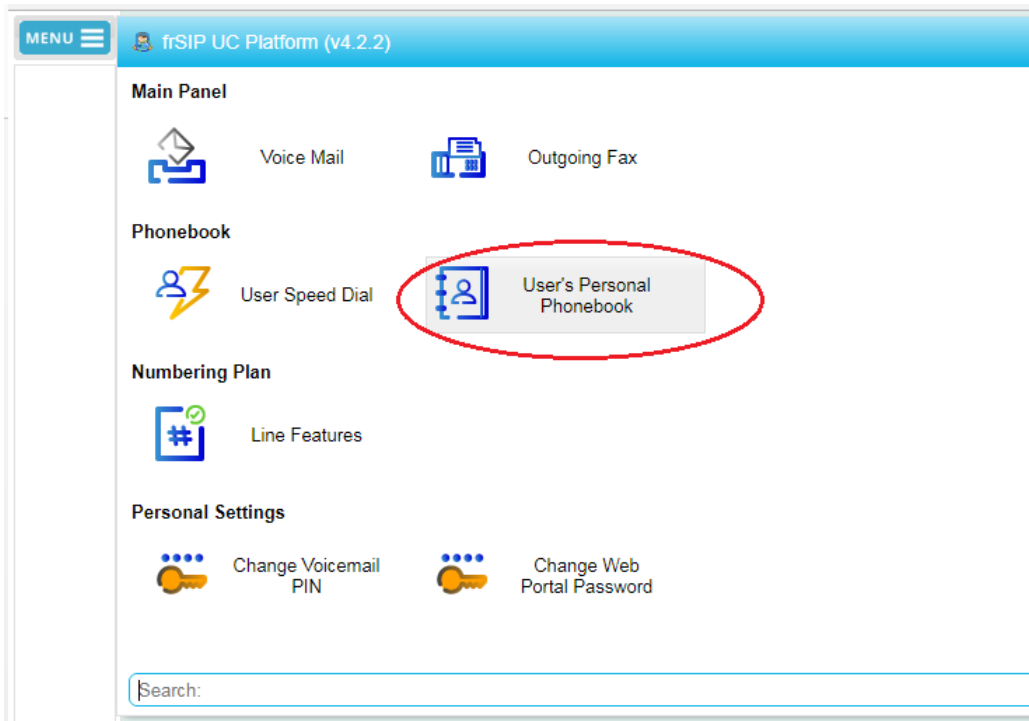
10. To reset to default, repeat steps 8 and 9. Under “Current Status”, select “ring and vm”. Click “OK” to confirm.

## F. Personal Phonebook

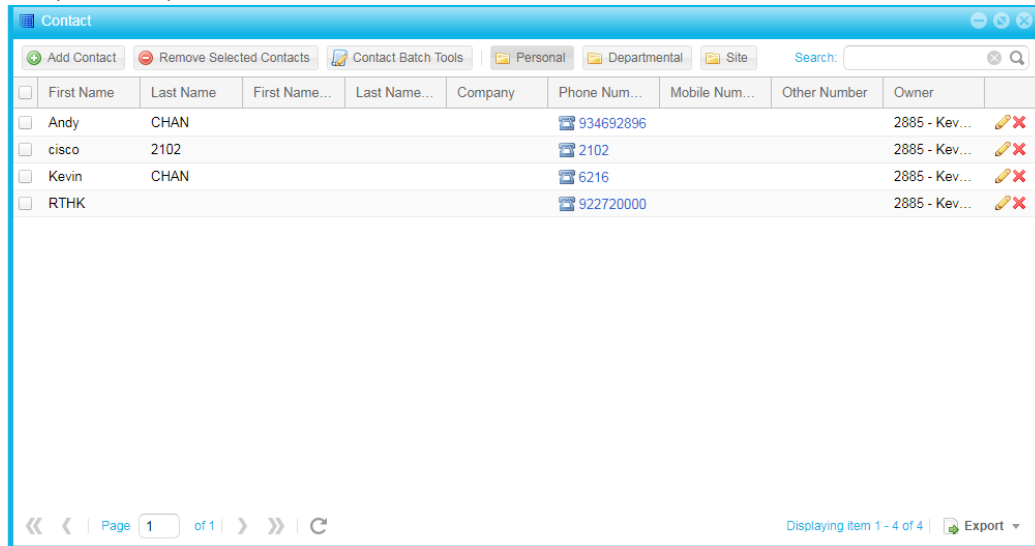
1. You may click the Phonebook shortcut key  to dial a number in the personal phonebook.



2. You can access the full version of personal phonebook by clicking “User’s Personal Phonebook”.



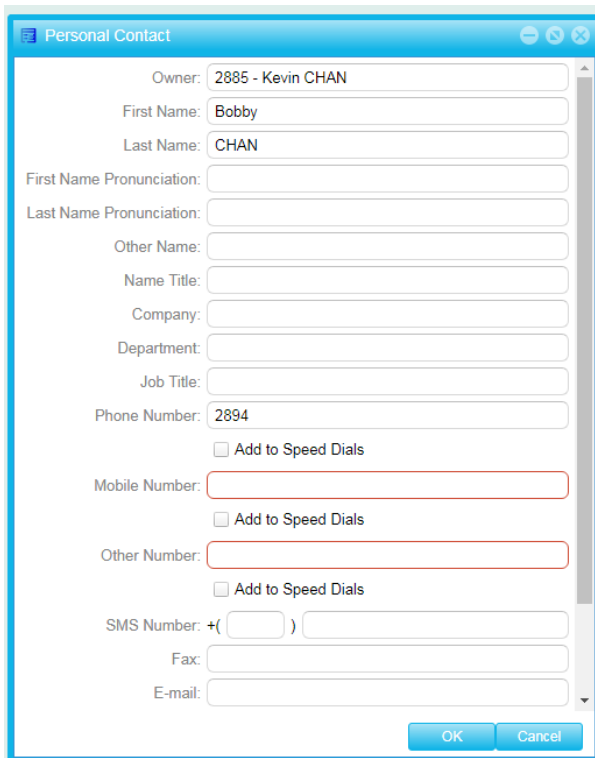
3. The personal phonebook looks like this:



The screenshot shows a window titled 'Contact' with a toolbar containing 'Add Contact', 'Remove Selected Contacts', and 'Contact Batch Tools'. Below the toolbar are tabs for 'Personal', 'Departmental', and 'Site'. A search bar is on the right. The main area is a table with columns: First Name, Last Name, First Name..., Last Name..., Company, Phone Num..., Mobile Num..., Other Number, and Owner. The table contains four rows of contact data. At the bottom, there are navigation arrows, a page indicator 'Page 1 of 1', and an 'Export' button.

	First Name	Last Name	First Name...	Last Name...	Company	Phone Num...	Mobile Num...	Other Number	Owner	
<input type="checkbox"/>	Andy	CHAN				934692896			2885 - Kev...	
<input type="checkbox"/>	cisco	2102				2102			2885 - Kev...	
<input type="checkbox"/>	Kevin	CHAN				6216			2885 - Kev...	
<input type="checkbox"/>	RTHK					922720000			2885 - Kev...	

4. To add a new contact, press and then fill in the contact details. Press at the bottom when finish.



The screenshot shows a 'Personal Contact' dialog box with various input fields. The 'Owner' field is pre-filled with '2885 - Kevin CHAN'. Other fields include First Name (Bobby), Last Name (CHAN), and Phone Number (2894). There are checkboxes for 'Add to Speed Dials' next to the Phone, Mobile, and Other Number fields. At the bottom, there are 'OK' and 'Cancel' buttons.

Owner: 2885 - Kevin CHAN

First Name: Bobby

Last Name: CHAN

First Name Pronunciation:

Last Name Pronunciation:

Other Name:

Name Title:

Company:

Department:

Job Title:

Phone Number: 2894

Add to Speed Dials

Mobile Number:

Add to Speed Dials

Other Number:

Add to Speed Dials

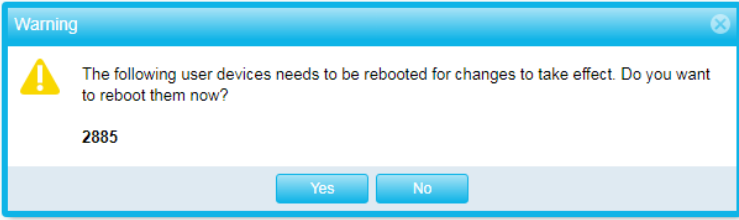
SMS Number: +( )

Fax:

E-mail:

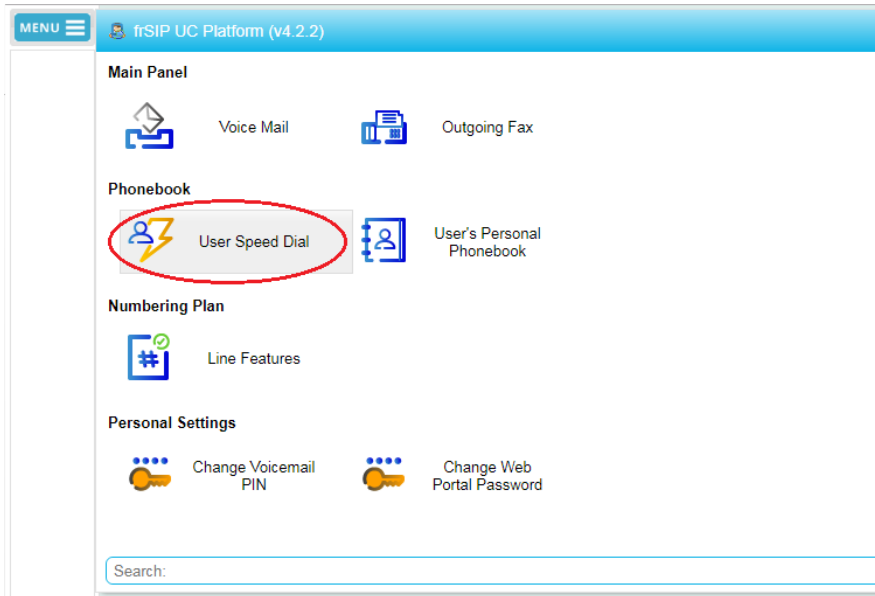
OK Cancel

5. The system will ask you to reboot the phone. Select "No".



## G. User Speed Dial

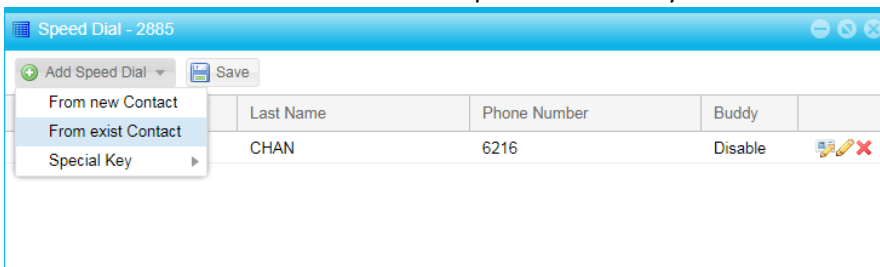
1. To access the user speed dial, click “User Speed Dial”.



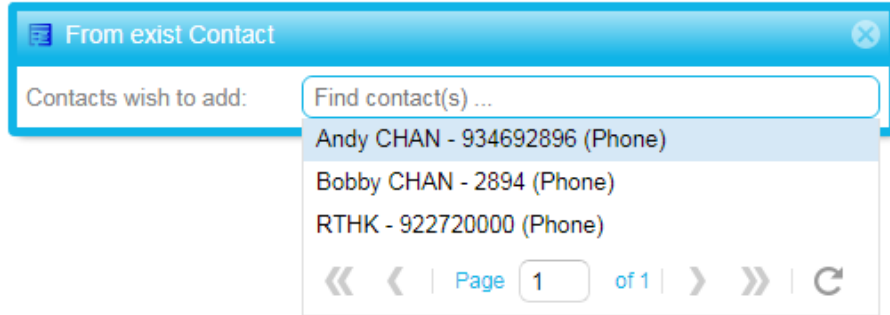
2. Click the pencil icon to bring up the list of speed dial numbers.



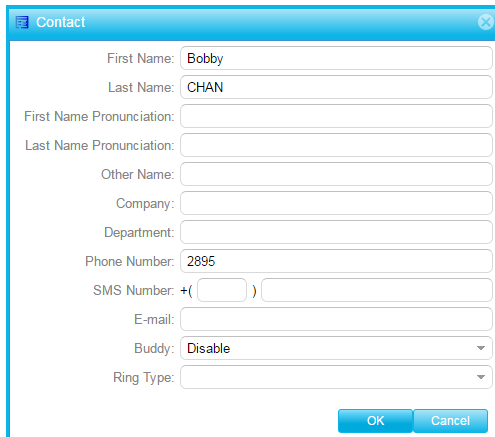
3. To add a speed dial from the phonebook entry, click the “Add Speed Dial” button and then select “From exist Contact”. Select the phonebook entry to add.



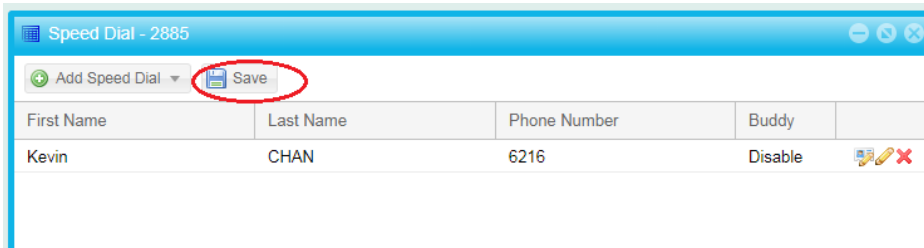




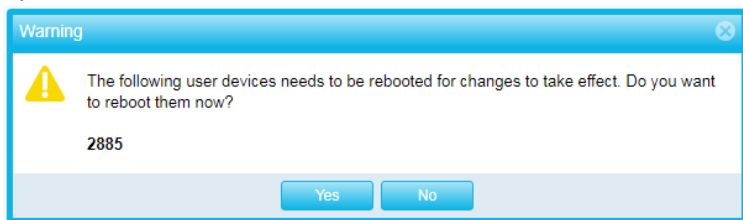
4. If the speed dial number is not defined in the phonebook, click the "Add Speed Dial" button and then select "From new Contact". Fill in the speed dial details and click OK



5. Remember to click "Save" to save the speed dial list.



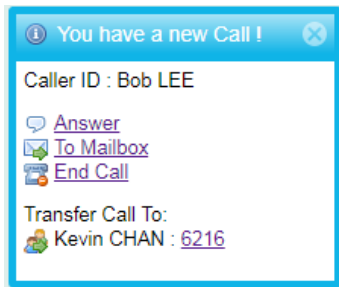
6. To take effect, the phone needs to reboot. Press "Yes" when the following message shows up:



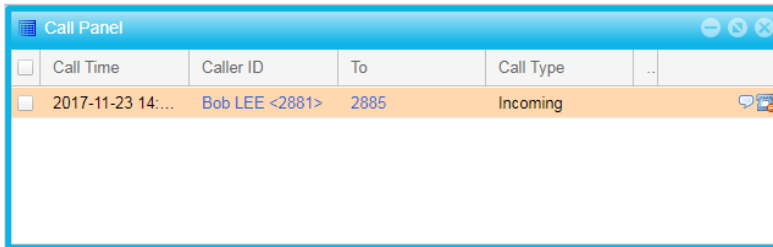
## H. Call Alert Box and Call Panels

1. When the phone rings, an alert box pops up on the bottom right corner. Via the alert box, you can:

- Answer the call
- Immediate divert the call to voicemail system
- Terminate the call without diverting the call to voicemail system
- Transfer the call

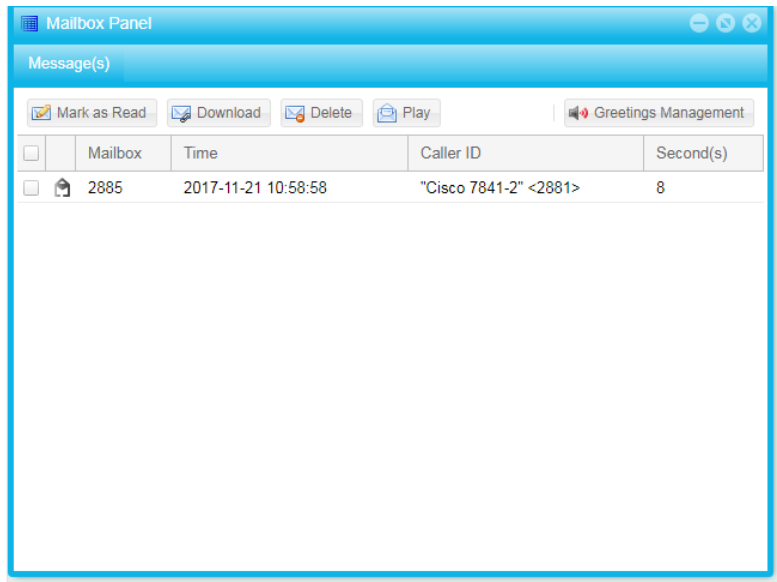
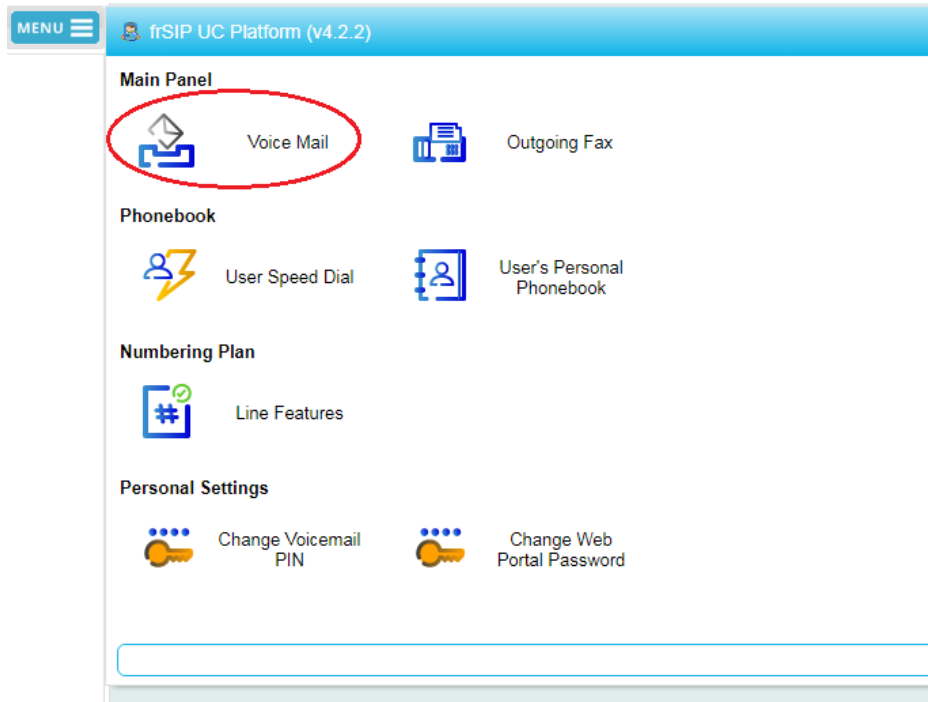


2. The Call Panel shows the details of current call:



I. Access to Voicemails

1. The "Voice Mail" panel lists the voicemails. You can listen to the voicemails, download them or delete them.

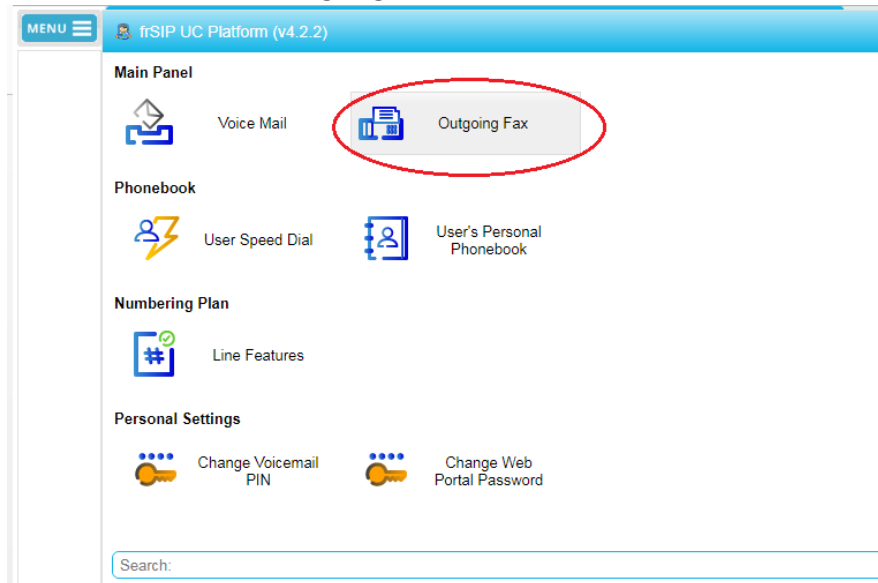


## J. Send Fax

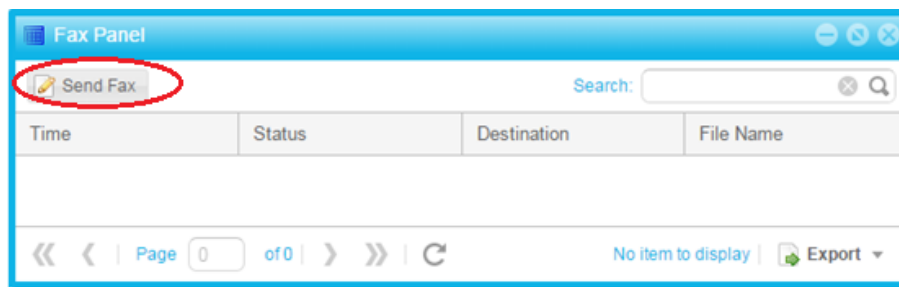
Note:

- a) The fax file must be one of the following formats:  
PDF, JPG, JPEG, PNG, TIF or TIFF
- b) Departments may obtain an eFax Extn. From ITSC, so as to receive fax through a dedicated ITSC network account.

### 1. User can send fax via “Outgoing Fax”:



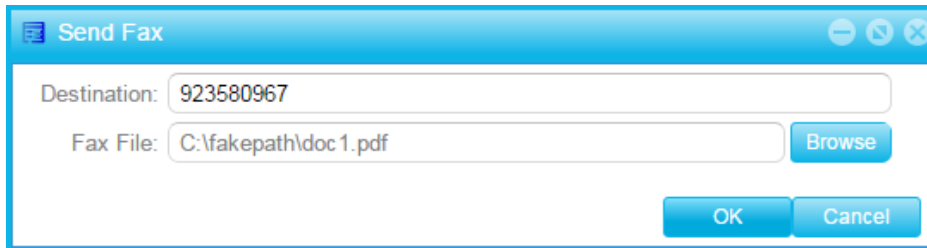
### 2. Click “Send Fax”.



### 3. The “Send Fax” window pops up. Type:

- Destination: The fax number of the receiving party. Remember to add the prefix “9” for external receiving party.
- Fax file: Select the file to fax.

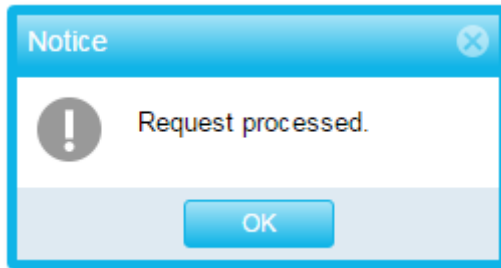
Click OK to send the fax



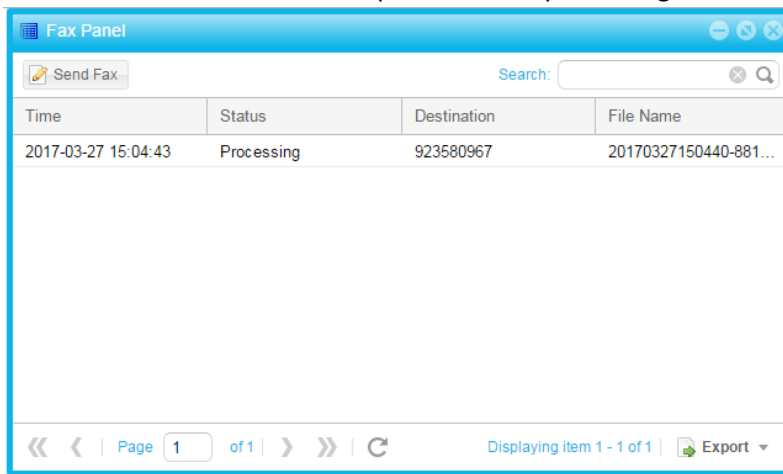
The 'Send Fax' dialog box contains the following fields and buttons:

- Destination: 923580967
- Fax File: C:\fakepath\doc1.pdf
- Browse button
- OK button
- Cancel button

- Click OK again to acknowledge the notice



- The Fax Panel shows the fax request is under processing.

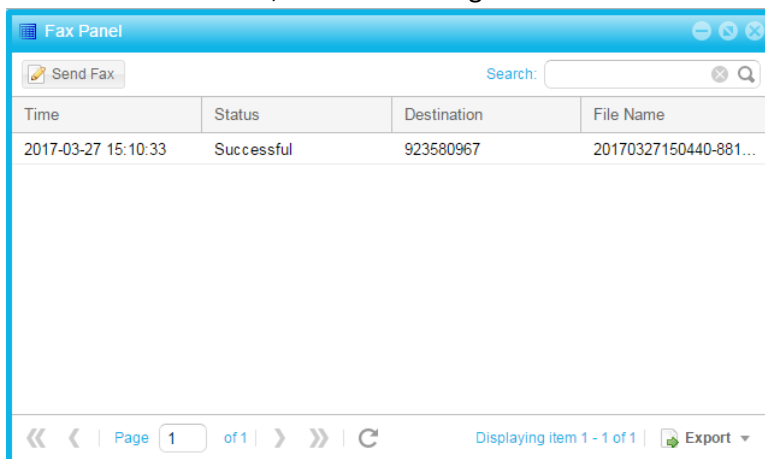


The 'Fax Panel' window shows a table with the following data:

Time	Status	Destination	File Name
2017-03-27 15:04:43	Processing	923580967	20170327150440-881...

Page 1 of 1 | Displaying item 1 - 1 of 1 | Export

- When the fax has sent, the status changes to "Successful".



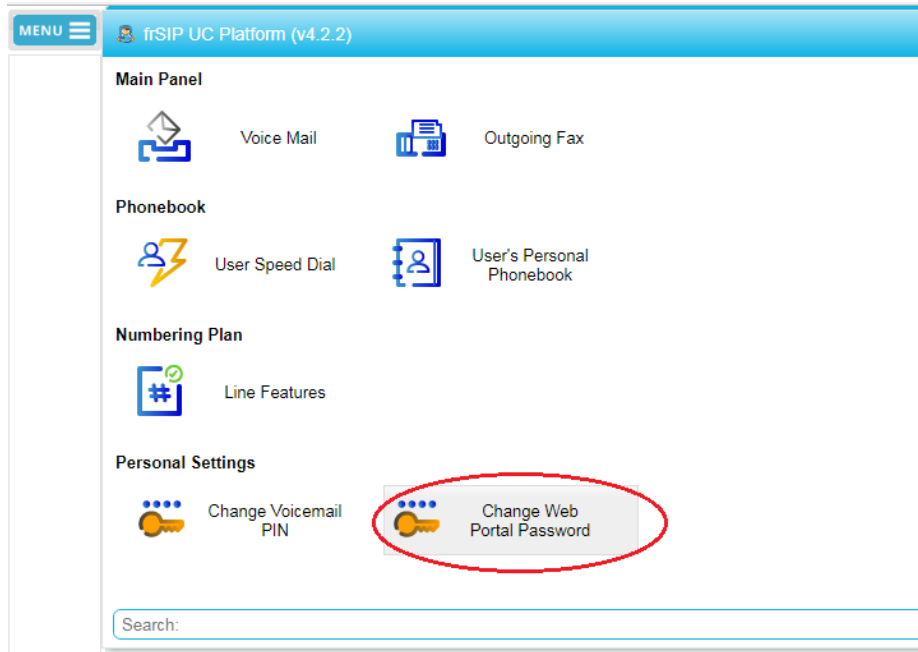
The 'Fax Panel' window shows a table with the following data:

Time	Status	Destination	File Name
2017-03-27 15:10:33	Successful	923580967	20170327150440-881...

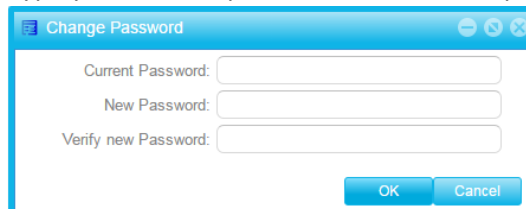
Page 1 of 1 | Displaying item 1 - 1 of 1 | Export

K. Change Telephone Web Portal Password and Voicemail PIN

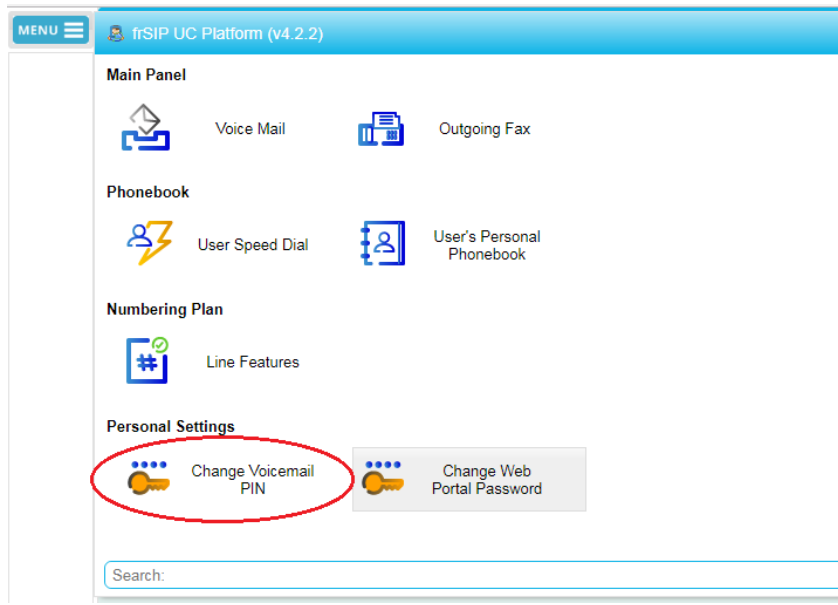
1. To change the Telephone Web Portal Password, click “Change Web Portal Password”.



2. Type your current password and the new password. Press “OK” when complete.

A screenshot of the 'Change Password' dialog box. It features three input fields: 'Current Password:', 'New Password:', and 'Verify new Password:'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

3. To change the Voicemail PIN, click “Change Voicemail PIN”.



4. Type in your new PIN. Press "OK" when complete.

Change PIN

New PIN:

Verify new PIN:

OK Cancel

L. Reset Telephone Web Portal Password and Voicemail PIN

In case you forget the Telephone Web Portal Password or Voicemail PIN, you can reset it via the Telephone Web Portal.

Reset the Telephone Web Portal Password

1. Connect to the URL: <https://frsip.ust.hk>
2. Click the “Forgot Password?” link

ITSC INFORMATION TECHNOLOGY SERVICES CENTER Telephone Web Portal

Please enter your 4-digit telephone extension no. and web portal password.

Extension no.:

Password:

Login

**Forgot Password?**

For help, please contact ITSC Service Desk (Extn. 6200) or email to [cchelp@ust.hk](mailto:cchelp@ust.hk)

3. The “Reset Login Password” window pops up. Type in the User ID (4-digit extension) and the email address registered during phone assignment. Click “Submit” to proceed.

Reset Telephone Web Portal Password

Extension no.:

<4-digit telephone extension number>

ITSC network account username:

<ITSC network account@ust.hk>

Submit Close

4. A notice is shown and asks the user to check the mailbox.

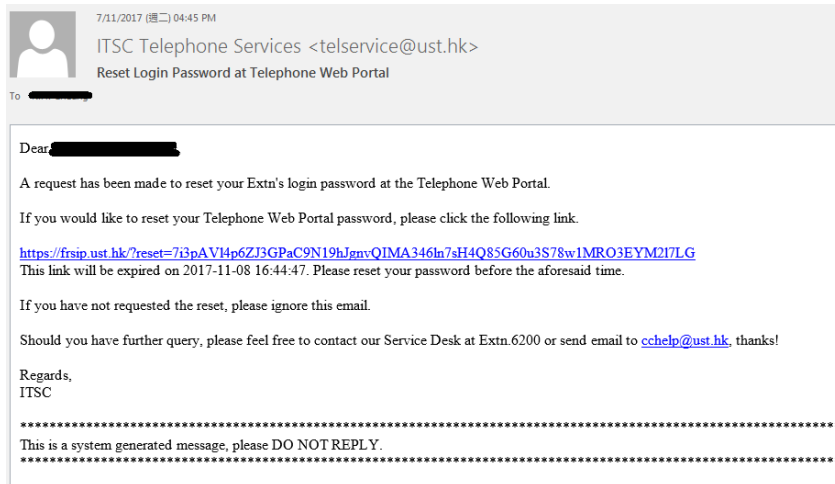
Notice

! Reset instructions sent to email address

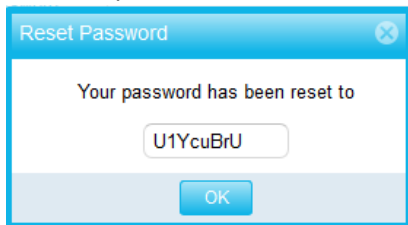
OK

5. The password-reset email is sent to the mailbox. Click the link in the email to launch the web browser.





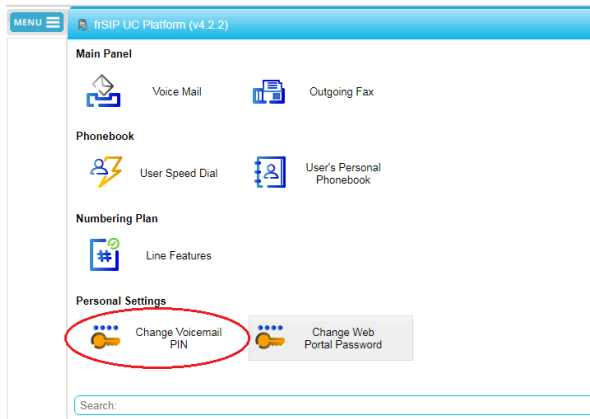
6. The new password is shown in the new browser:



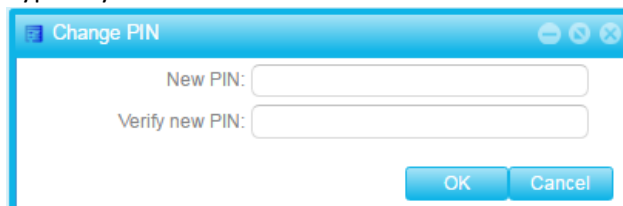
7. You can use the new password to logon the Telephone Web Portal. After that, you can change the Telephone Web Portal Password by clicking "Change Web Portal Password" (please refer to the section "Change Password and PIN").

## Reset the Voicemail PIN

1. To reset the Voicemail PIN, click "Change Voicemail PIN".

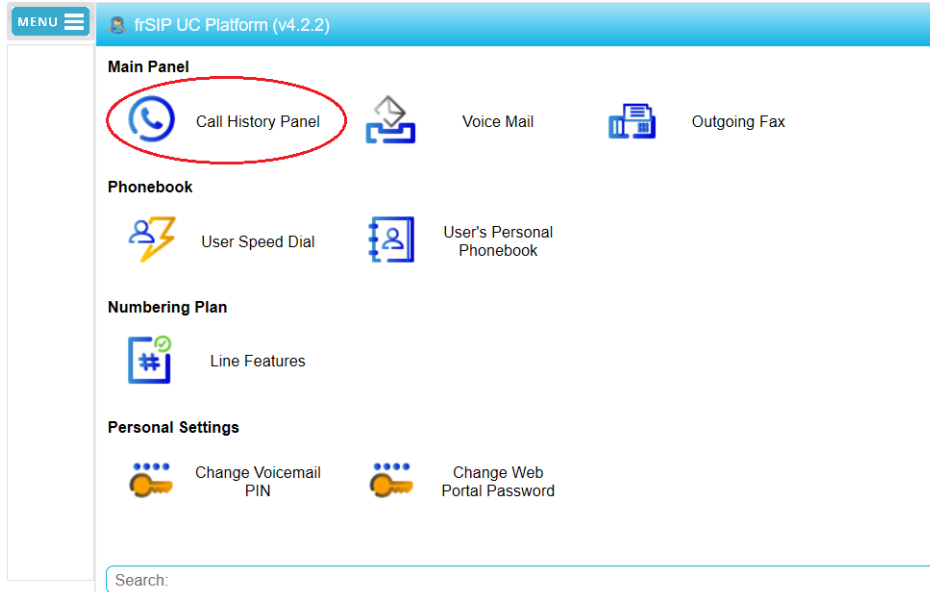


2. Type in your new Voicemail PIN. Press "OK" when complete.



## M. Check Call History

1. To check the call history, click "Call History Panel".




2. The Call History Panel shows up.

The screenshot shows the Call History Panel with a search bar and a table of call records. The table has the following columns: Date/Time, Duration (second), Caller Number, Destination Number, and Description. The records are sorted by date in descending order.

Date/Time	Duration (second)	Caller Number	Destination Number	Description
2020-03-02 11:04:38	2	"C T LEU...	2885	Answered an incoming call
2020-02-13 18:08:01	29	61220862	Voicemail-2885-u	Forwarded the call to your Voicemail
2020-01-16 12:41:51	2	"Penny L...	2885	Answered an incoming call
2020-01-14 15:31:01	6	"Penny L...	Voicemail-2885-u	Forwarded the call to your Voicemail
2019-12-20 15:38:14	3	"Liane S...	Voicemail-2885-u	Forwarded the call to your Voicemail
2019-12-04 16:32:53	3	"Penny L...	2885	Rejected / Missed an incoming call
2019-11-29 16:37:48	3	"Penny L...	Voicemail-2885-u	Forwarded the call to your Voicemail
2019-05-29 13:59:23	3	"Macy M ...	Voicemail-2885-u	Forwarded the call to your Voicemail
2019-02-16 21:07:52	1	39001174	2885	Answered an incoming call
2018-01-12 10:15:23	6	"Prof Min...	Voicemail-2885-u	Forwarded the call to your Voicemail
2017-12-27 14:54:18	8	"Kevin C...	6216	Placed an outgoing call
2017-12-27 14:54:05	0	"Kevin C...	6205	Placed an outgoing call and there was no answer
2017-12-05 18:22:47	0		failed	Hang-up the call

Page 1 of 12 | Displaying item 1 - 100 of 1193

## N. Logout

1. Click the  button at the lower left corner.
2. A window pops up to confirm. Press “Yes” to logout.

