

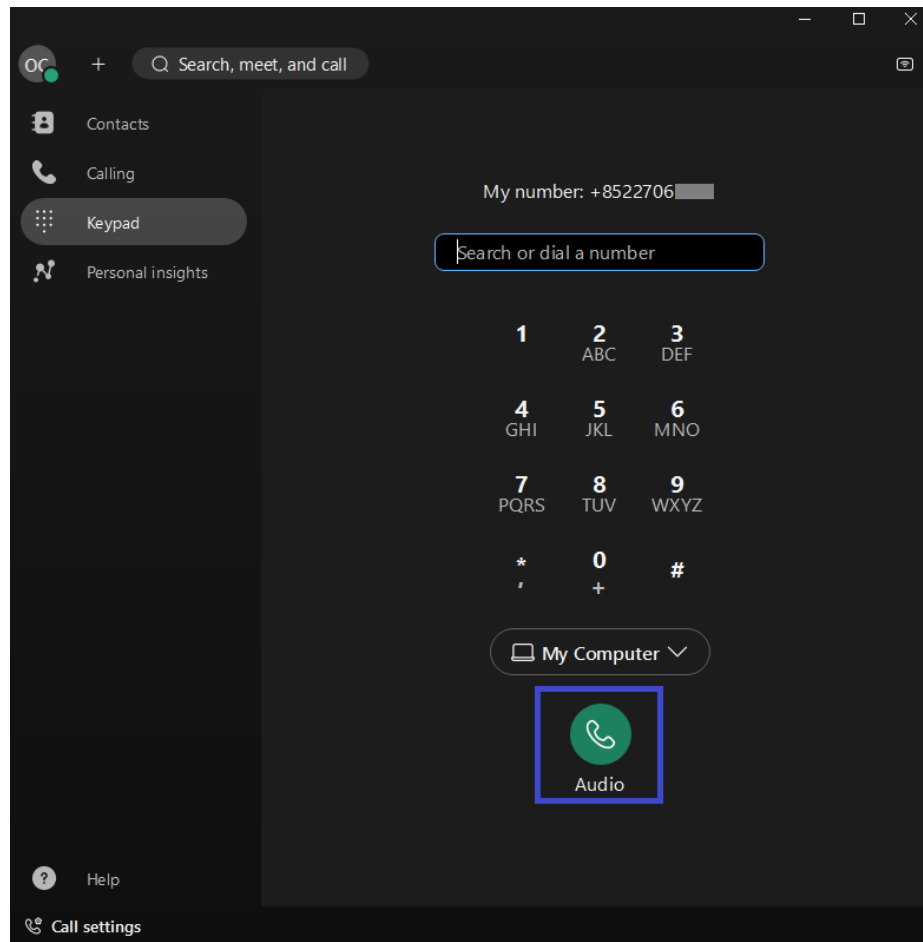
HKT On-The-Go 2.0 service

Quick Reference Guide

Answer & make calls:

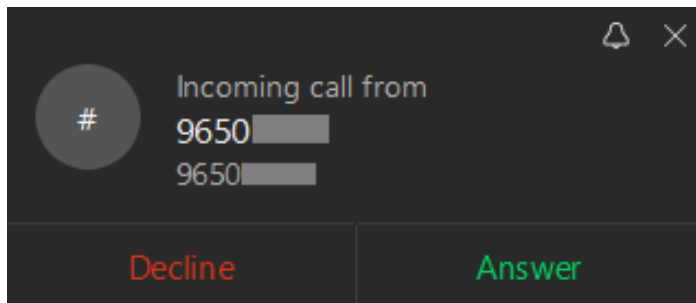
1. Call someone with a phone number on Webex App

You can call anyone with or without a Webex account. Simply enter the phone no. and press the **Audio** 📞 icon for calling.



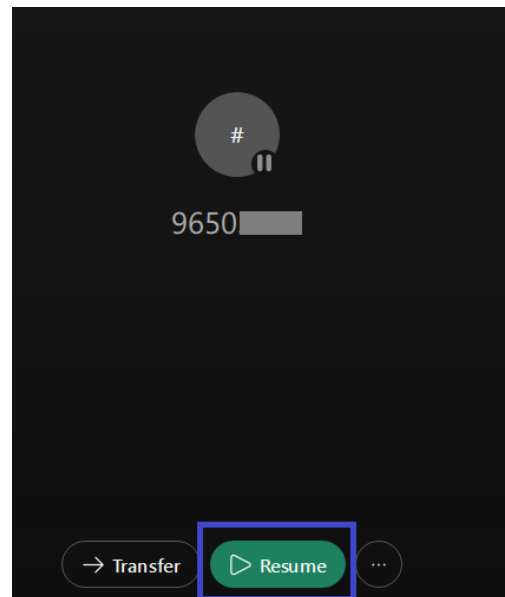
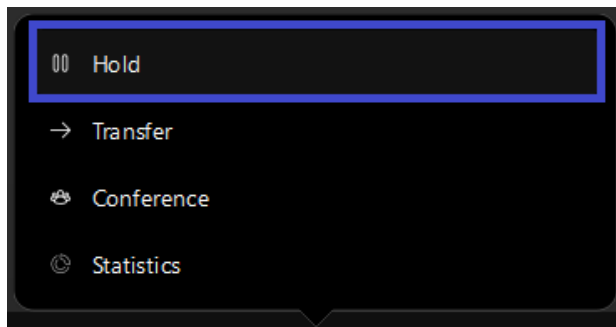
2. Answer a call

When you get a call, you get a notification that you can use to **Answer** or **Decline** it.

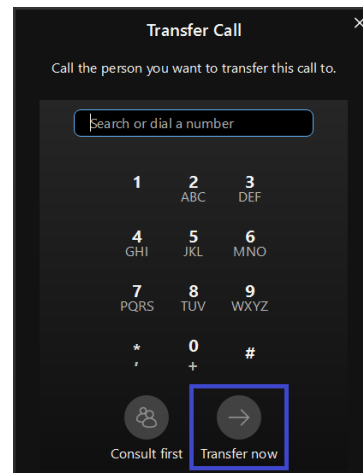
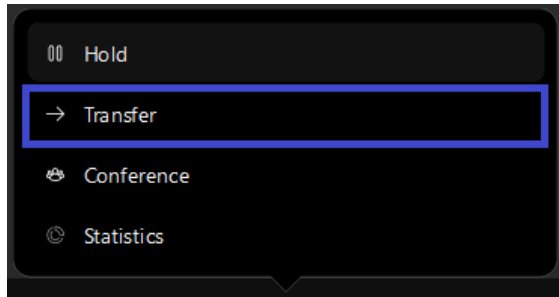


When you're in a phone call, you may have access to certain features. Here are just a few features available:

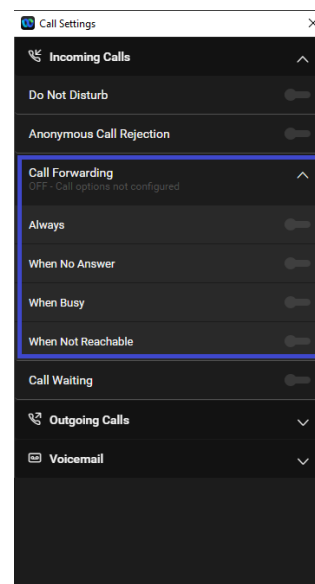
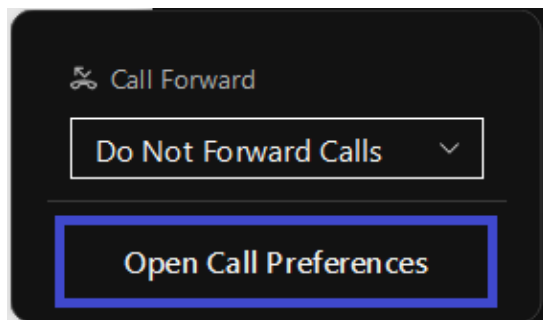
a. Put a call on hold — If you're on a phone call with someone and you get interrupted with something else that you need to take care of, you can put the call on hold and resume it when you're free to chat again.



b. Transfer a call — When you're on a call, you can transfer that call to someone else.

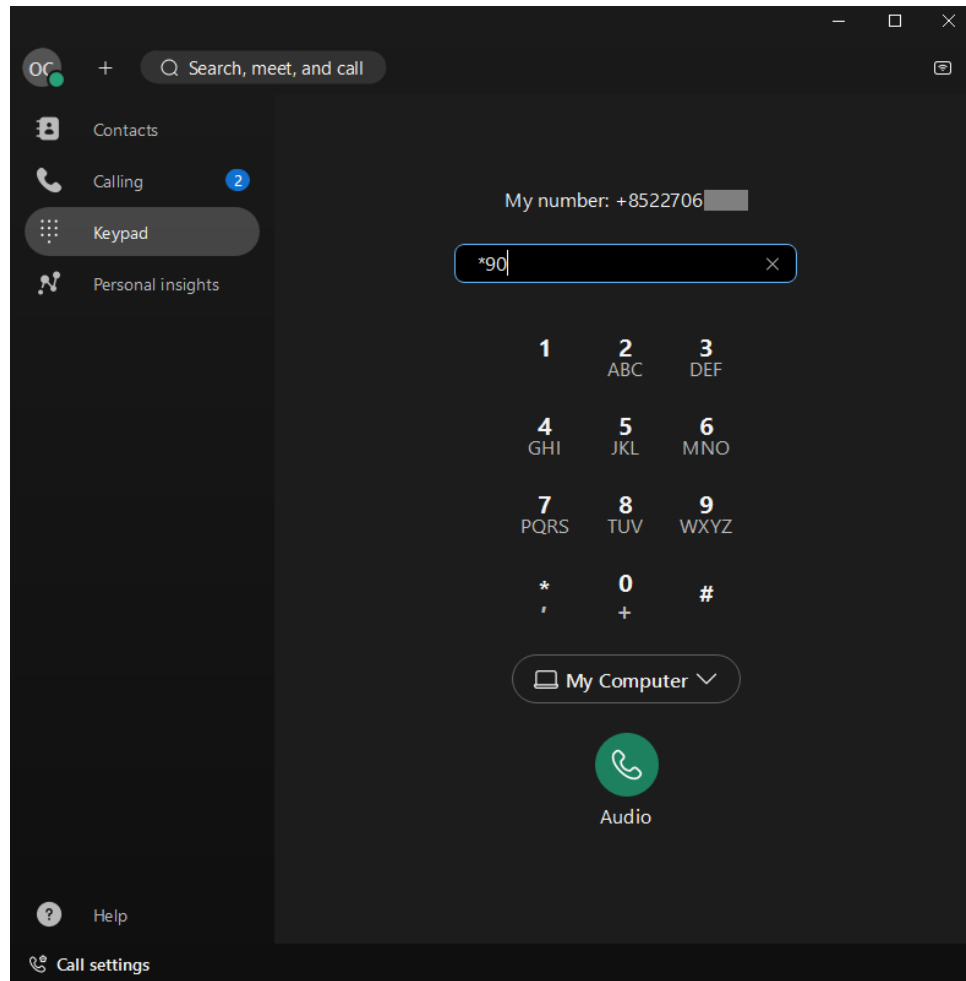


c. Forward a call — If you're going to be away from your desk but don't want to miss an important phone call, you can forward your calls to another phone number.



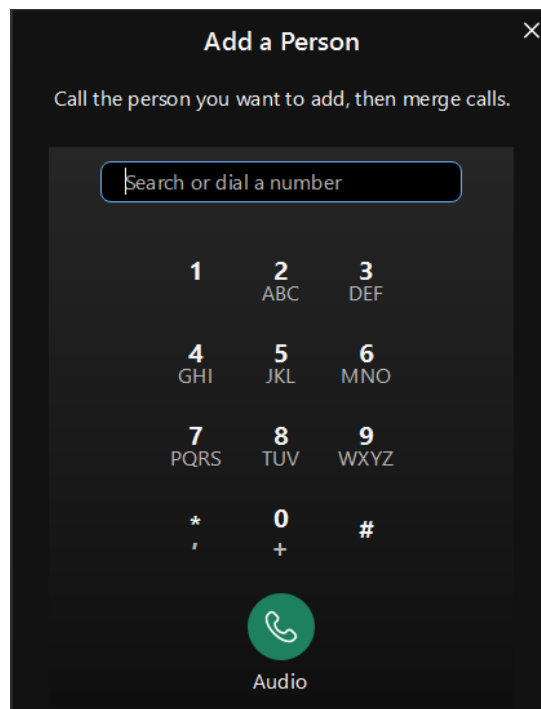
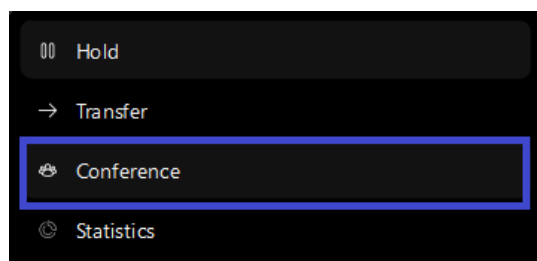
Click “Call settings” -> Click “Open Call Preferences” -> Click “Advanced Call Settings”
-> Click “Incoming Calls”

d. Voicemail — Can leave you a voice message and you can listen to the message right in the app.

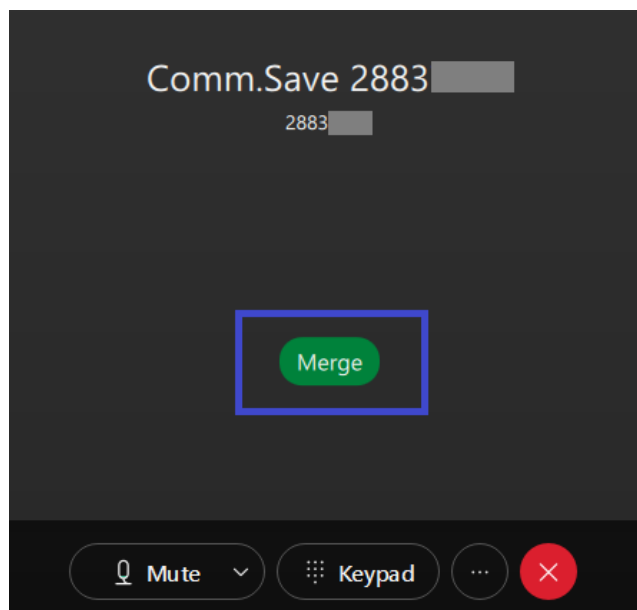


Dial “*90” to reach Voicemail box

e. Conference call

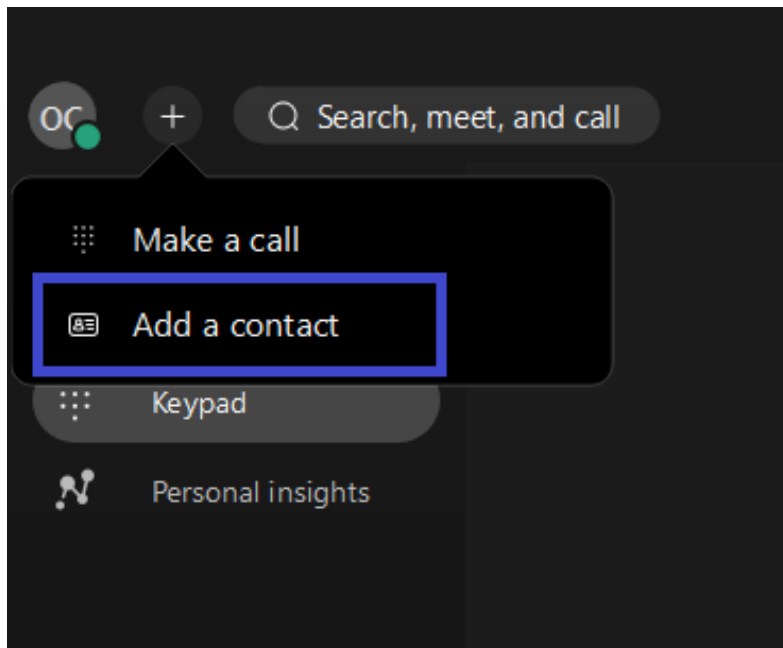


1. Click "Conference" -> Call the person you want to add

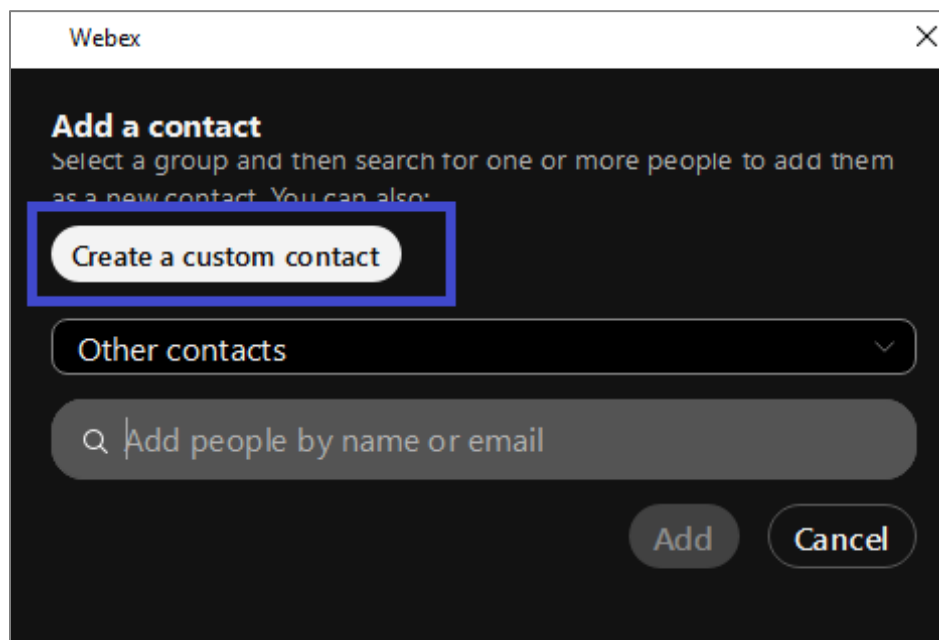


2. Click "Merge" to merge calls

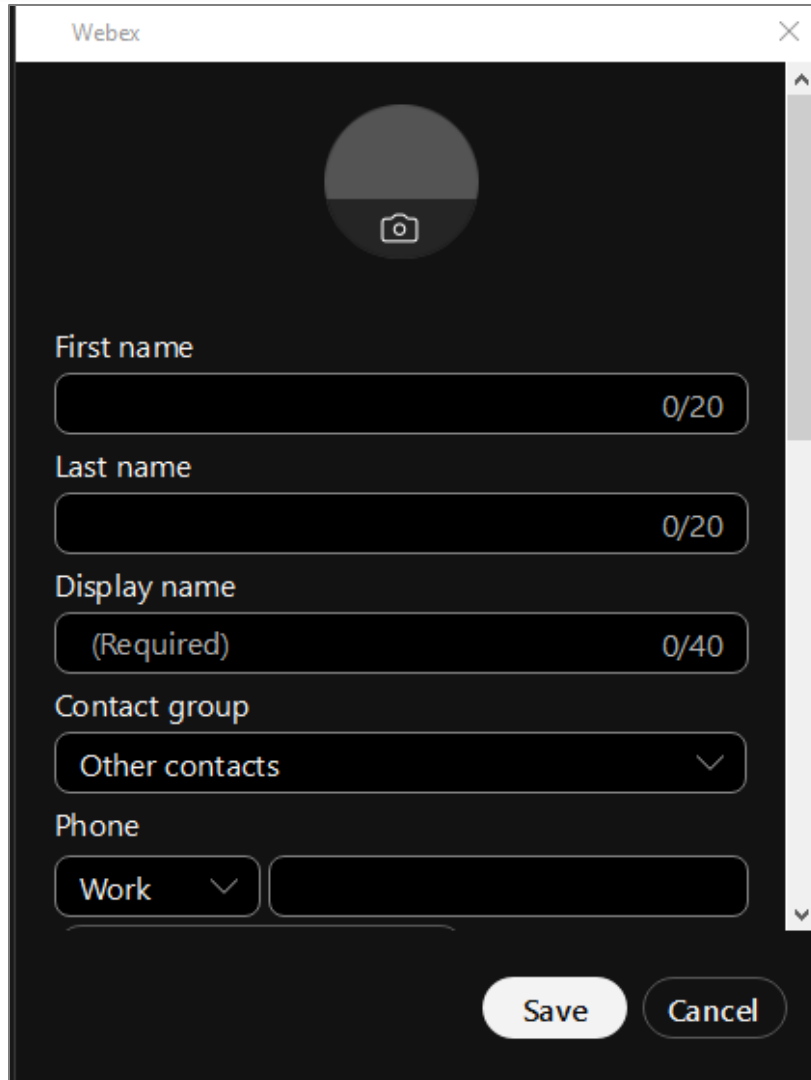
3. Guideline on add new contact



1. Click “+” button and “Add a contact”



2. Click “Create a custom contact”



A screenshot of a Webex user profile form. The form is titled 'Webex' in the top left corner. It features a circular profile picture placeholder with a camera icon. Below the placeholder are several input fields: 'First name' (0/20), 'Last name' (0/20), 'Display name' (0/40) with a '(Required)' label, 'Contact group' (a dropdown menu showing 'Other contacts'), and 'Phone' (a dropdown menu showing 'Work' and an adjacent text input field). At the bottom right, there are 'Save' and 'Cancel' buttons.

Webex

First name 0/20

Last name 0/20

Display name (Required) 0/40

Contact group Other contacts

Phone Work

Save Cancel

3. Input the info and click “Save”

Disclaimer on Softphone (On-the-go 2.0/ EC Webex):

To enjoy EC Softphone (On-the-go 2.0/ Webex) service, customer agreed and fully understood

- a. the network environment can connect to On-the-go 2.0/ Webex service,
- b. On-the-go 2.0/ Webex service are deployed on compatible devices

Softphone On-the-go 2.0 (Webex) system requirement:

- iPhone: iOS16 or later. Support iPhone/iPad sold outside of China only (requires Apple CallKit support)
- Android: Android 11 or later. Google Play service is mandatory to Webex service. User must download the Webex on devices with Google Play service.
- Windows: Windows 10 or later.