



HKT Enterprise Centrex (EC)

Softphone User Plan

User Guide

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1. Getting Started

A. Download Webex

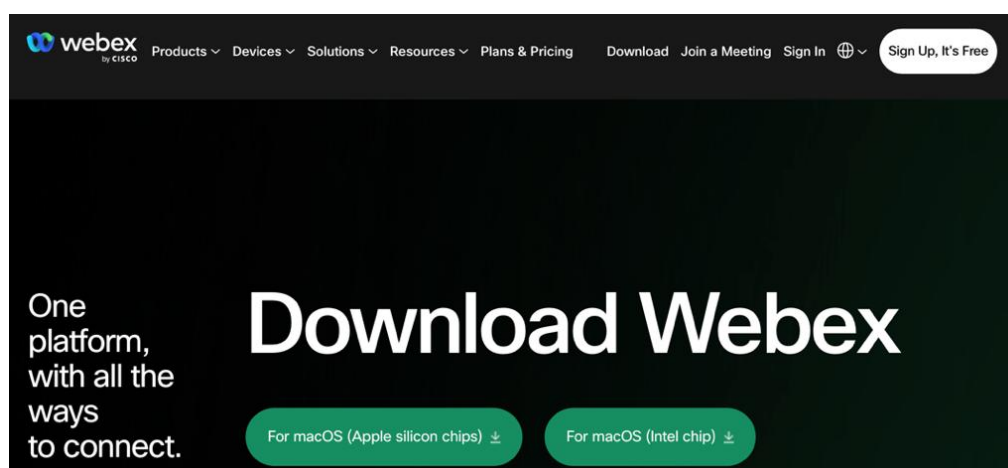
Mobile Version: Download Webex mobile app from the App Store (iOS) or Google Play (Android).



System Requirements for Webex Services

Devices	iPhone and iPad	Android Smartphones
System Requirements	Support the two latest major releases of iOS and iPadOS	- Support the five latest major releases of Google's Android OS only - Not support any other versions of Android, like Android Go or Xiaomi HyperOS.
Remarks	- Webex App 45.9, scheduled for release in September 2025, will be the last version supporting iOS 16 and iPadOS 16. Starting with Webex App 45.10 (October 2025 release), these operating systems won't be supported. - Starting October 7, 2025, Webex App 45.10 and later versions will support the following operating systems: iOS 17 and iPadOS 17 (and newer versions)	- Webex App will not be supported on Android 10 from April 2025 since Google announced end of life for security support for Android 10 in March 2023. Webex App 45.4 will be the last version supporting Android 10. - Starting April 2026, Webex App will not be supported on Android 11. Webex version 46.4 will be the last version supporting Android 11. - Minimum memory requirement: 4 GB of RAM - Minimum memory recommended: 6 GB of RAM
Reference	For latest requirement of Webex service, please refer to below link: https://help.webex.com/en-us/article/fz1e4b/System-requirements-for-Webex-services	

Computer Version: Download Webex from <https://www.webex.com/downloads.html> for macOS or Windows.

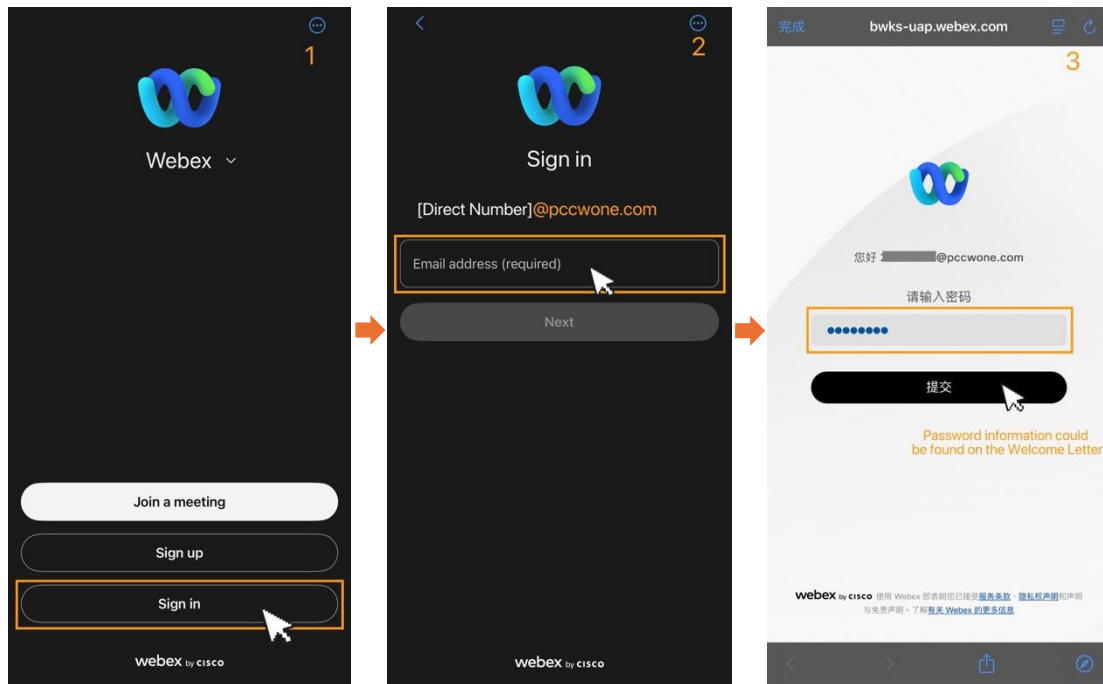


B. Account Setup

Log In Account:

1. After installing Webex, click “Sign in” to log in to your account.
2. Input the email address “[Direct no.]@pccwone.com” and click “Next” to proceed.
3. Input your password and click “Submit”.

Note: Login information is available in the **welcome letter**.

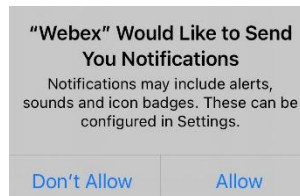


Permissions Management:

1. After logging into your account, accept the permissions to enjoy the full services of the Webex softphone application. Click “Allow” to accept if you agreed.
2. A pop-up related to emergency calling notification is shown. Read it and click “OK” to proceed if you agreed.



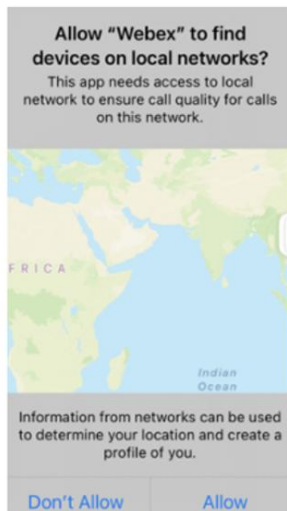
Microphone permission



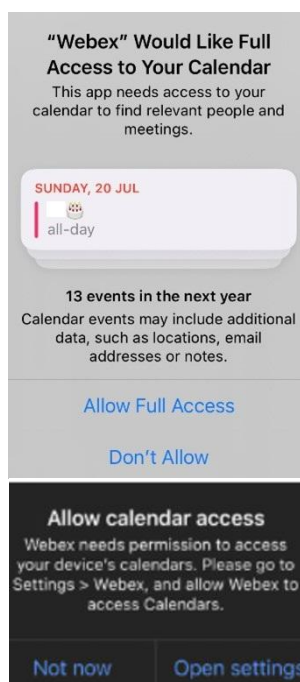
Notifications permission



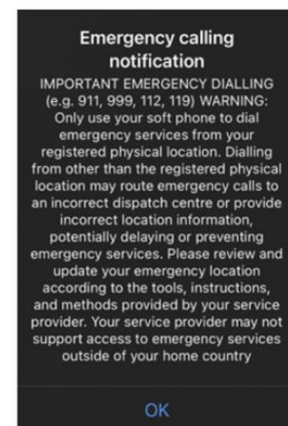
Contacts permission



Local networks permission



Calendar permission

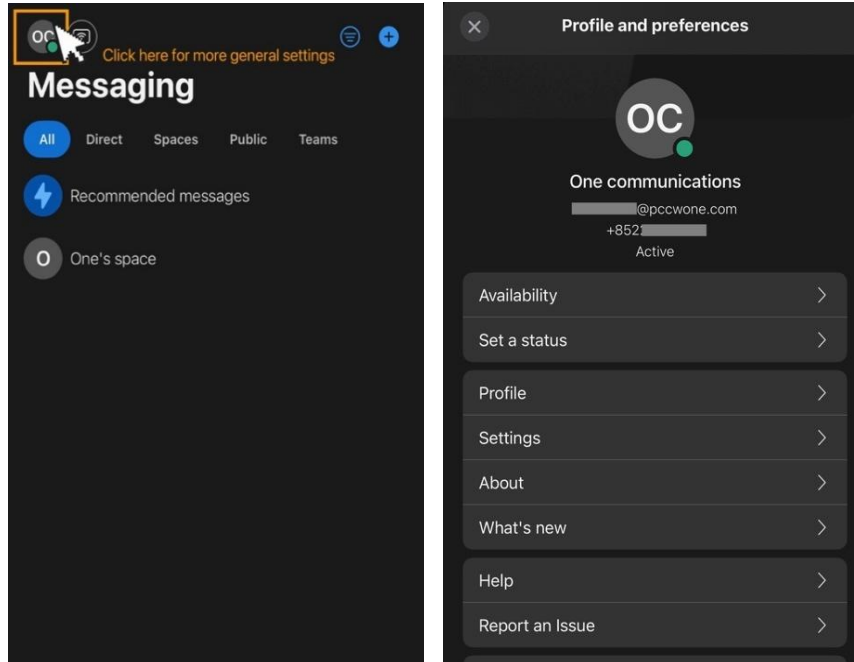


Emergency calling notification

2. General Setting

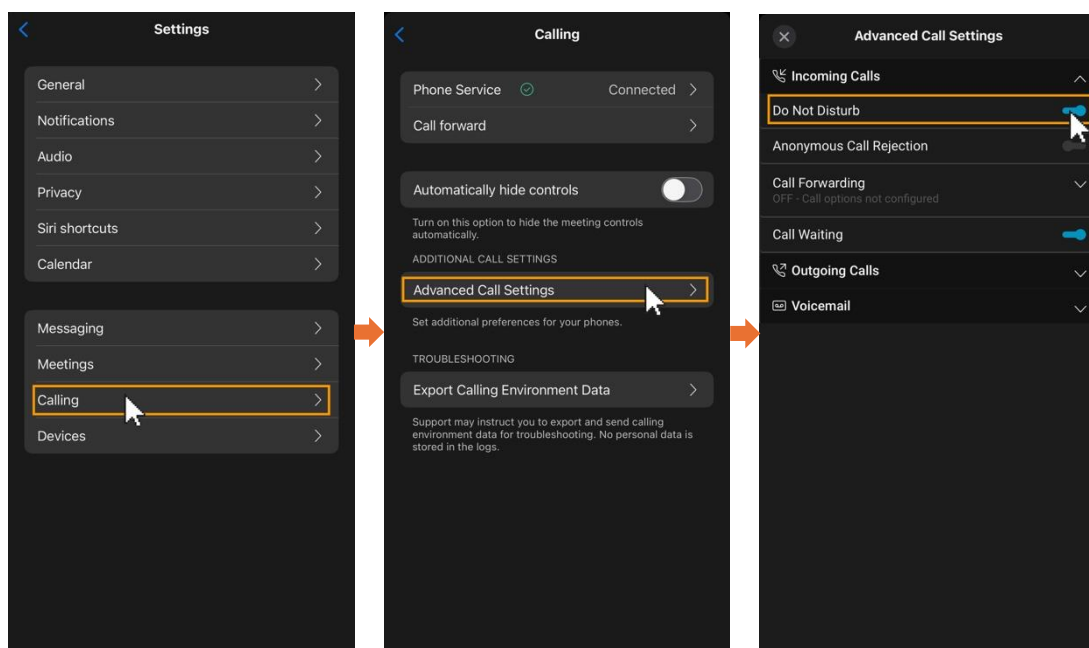
A. Profile and Preferences

Click the first button in the upper-left corner for more general settings.



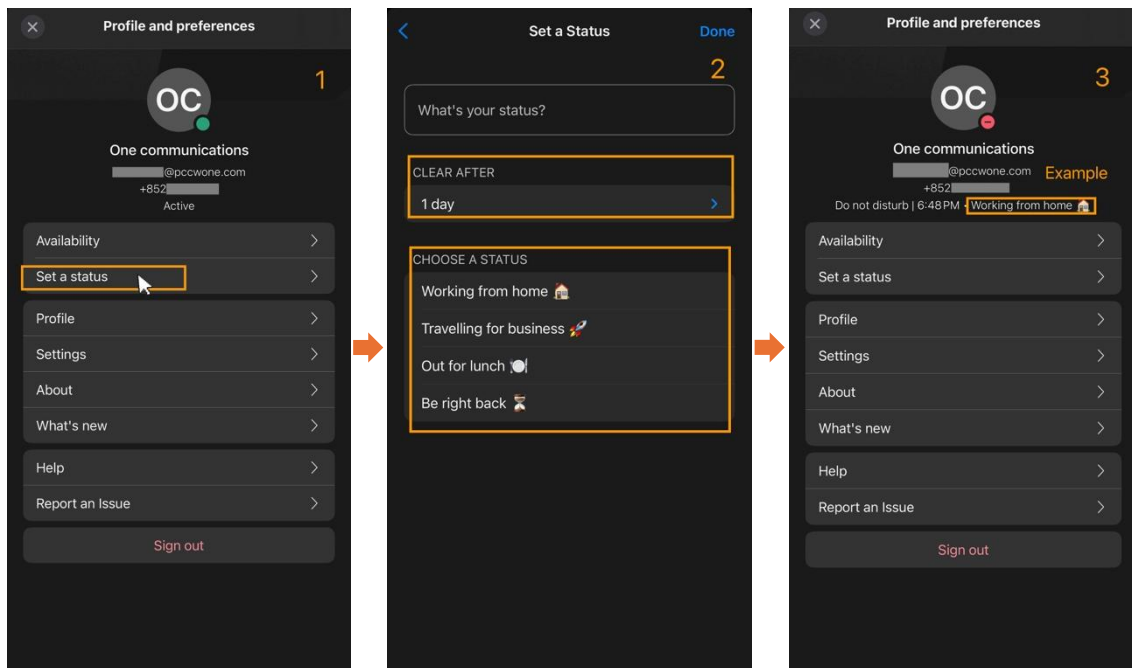
Availability:

1. Navigate to “Profile and preferences” > “Settings”.
2. Select “Calling”. Click “Advanced Call Settings”.
3. Turn on “Do Not Disturb” mode under “Incoming Calls”.

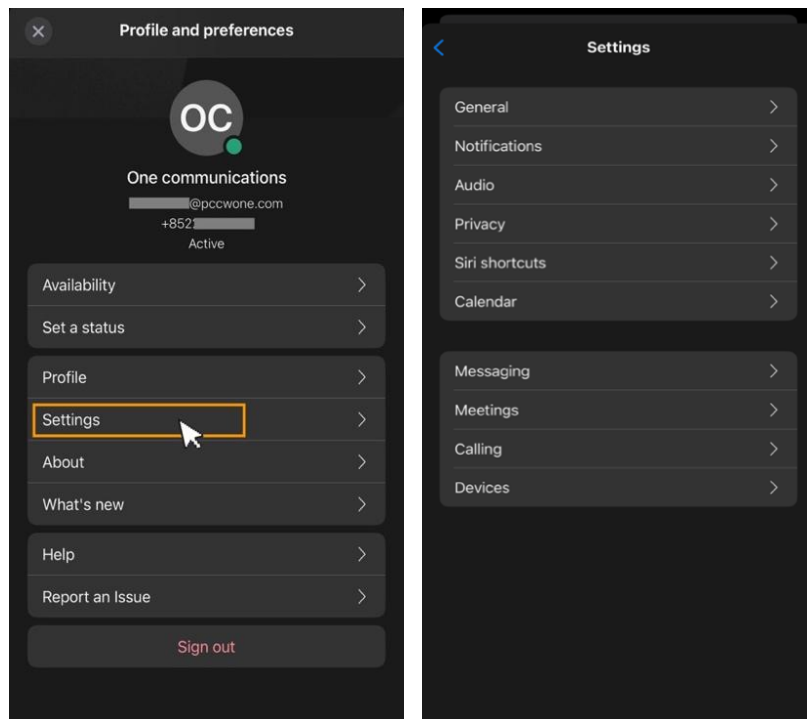


Status:

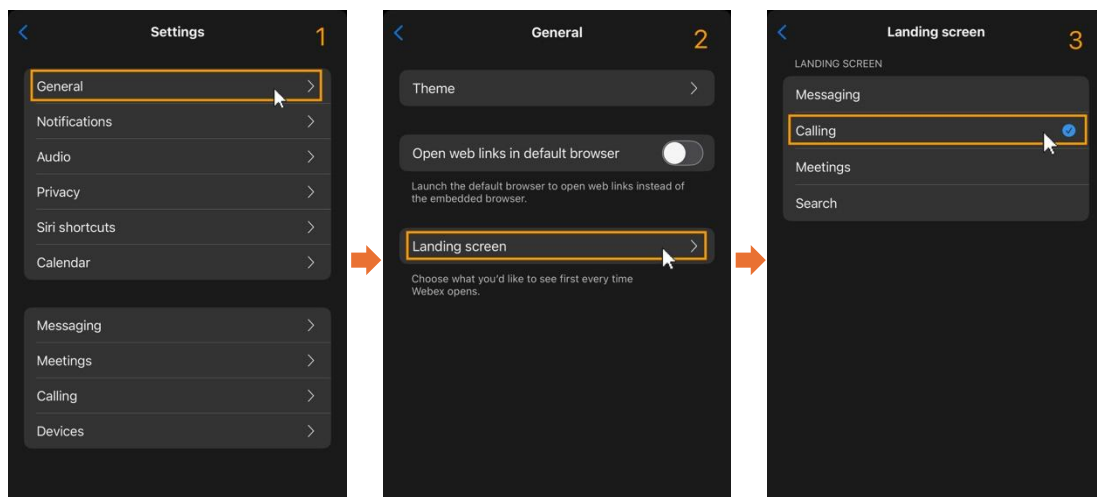
1. Go to “Profile and preferences” > “Set a status”.
2. Choose from predefined statuses.
3. Set an expiration time for automatic status reset.



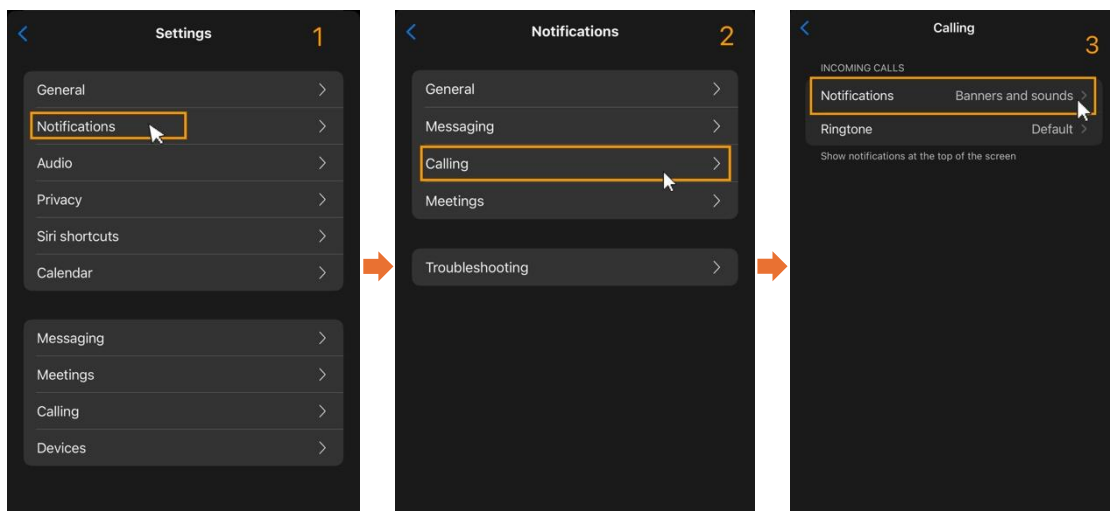
Settings: You can customize most of your notification preferences, meeting defaults, audio setting, and privacy/security settings in the Settings menu.



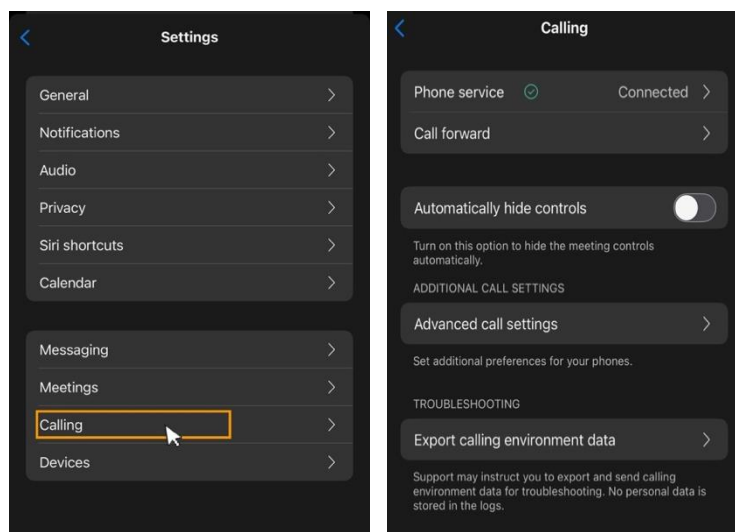
Landing Screen: Select your default view upon launching Webex.



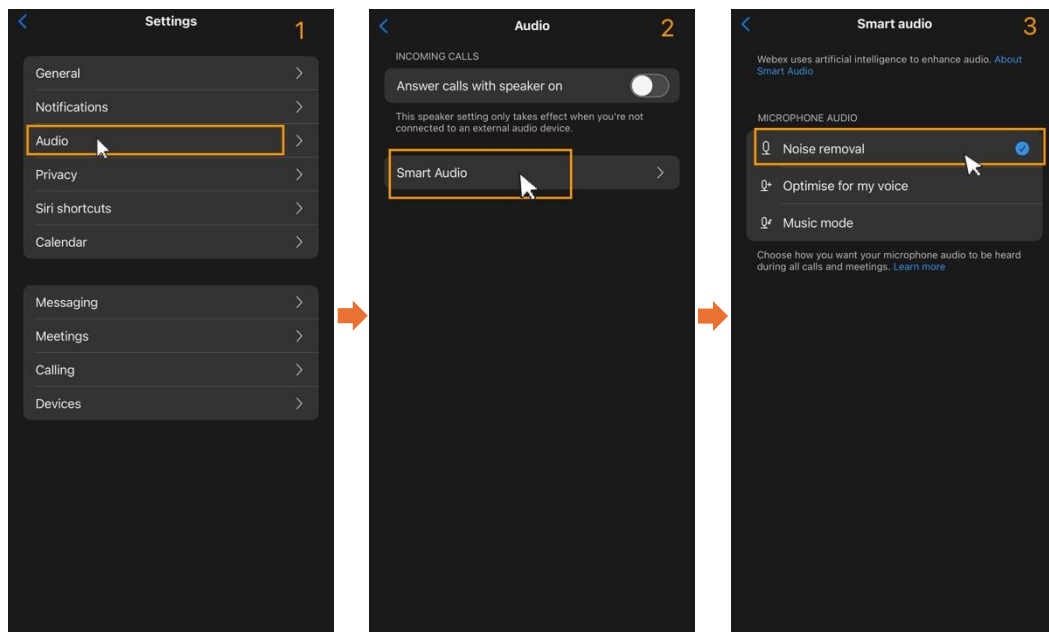
Notifications: Configure alert preferences.



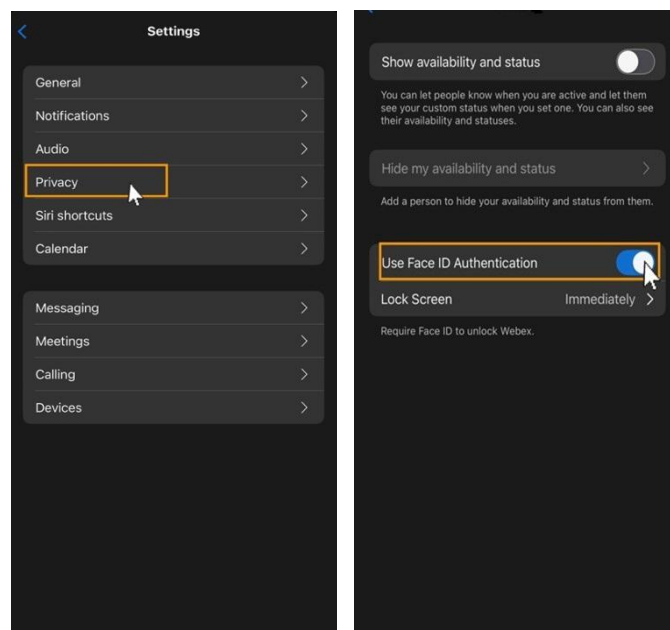
Calling: Set up call preferences. For more details, refer to “Part 3: Calling Functions”.



AI-Powered Noise Removal: To enhance call and meeting audio quality by intelligently reducing background noise, ensuring crystal-clear conversations anytime, anywhere.



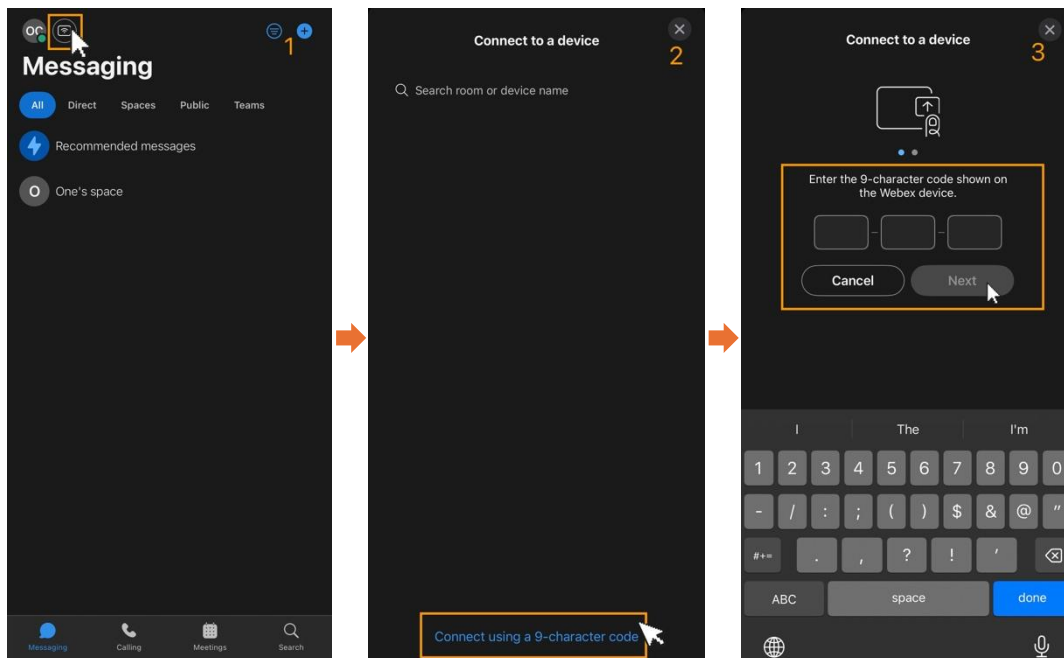
Face Recognition: Enable two-factor authentication (2FA) for enhanced account protection.



B. Connect to a Webex Device and Microsoft Teams

Connect to a Webex Device:

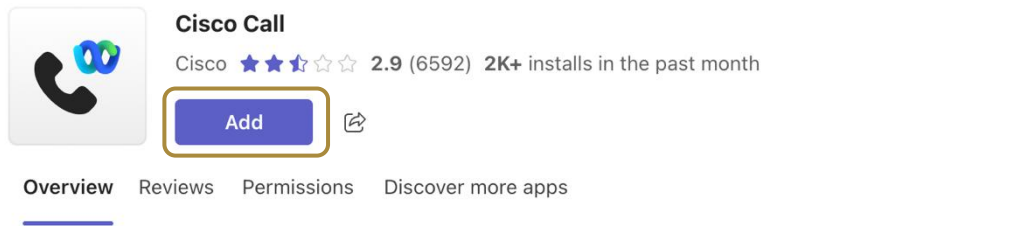
1. Click the second button in the upper-left corner to access device settings.
2. Search and select your preferred device or connect to a Webex device by using a **9-character code**. (For device options, please visit at <https://www.webex.com/us/en/devices.html>)



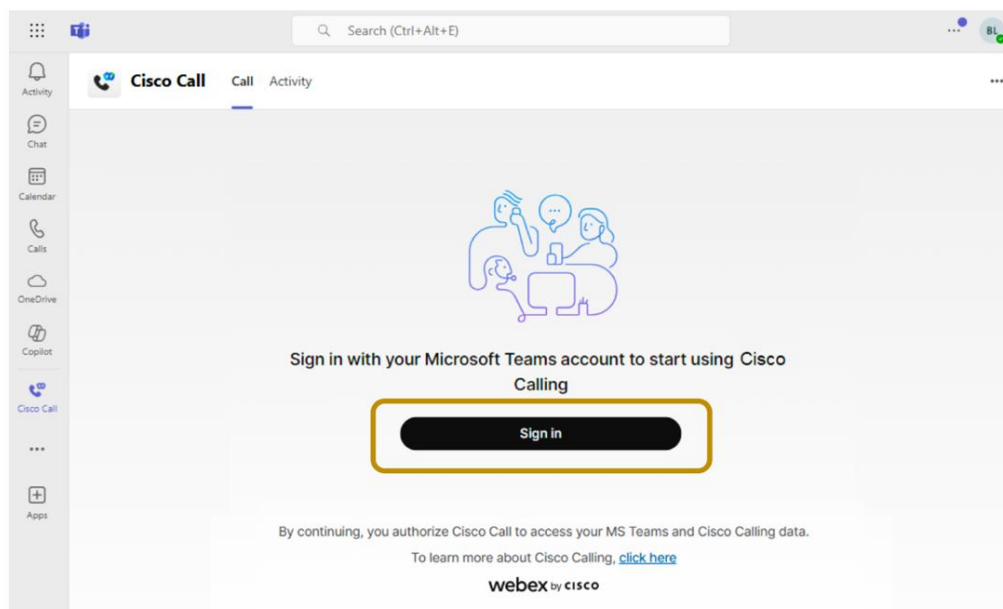
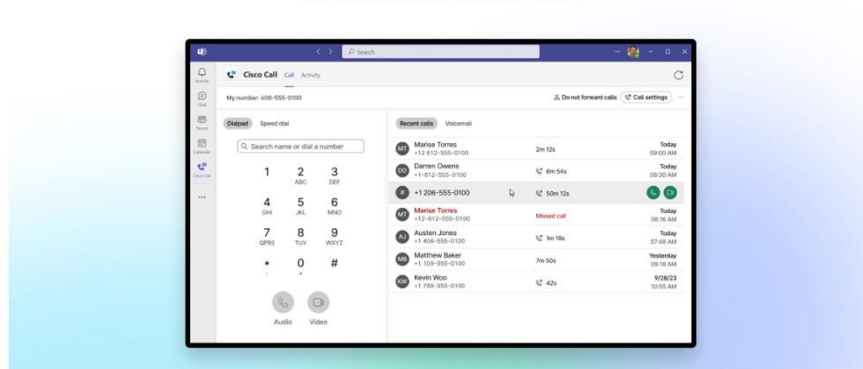
Install on Microsoft Teams:

1. Search and install Cisco Call from Microsoft Teams “Apps” market. Click “Add”.
2. After installing Cisco Call, click “Sign in” to log in to your account.

Note: Login information is available in the **welcome letter**.




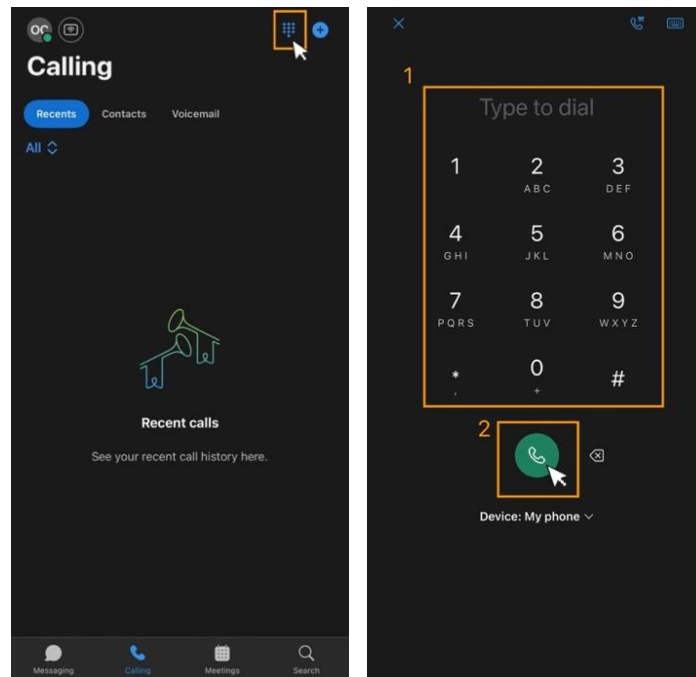
New look of Cisco Call



3. Calling Functions

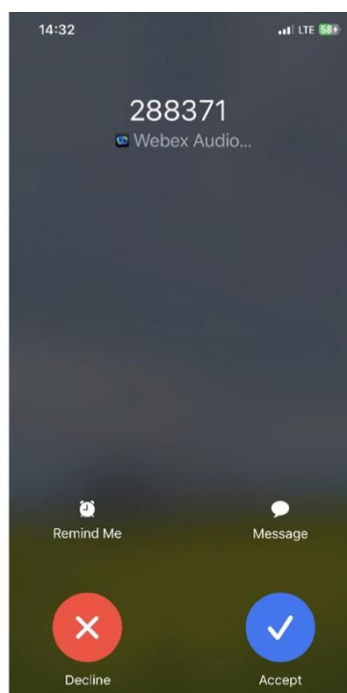
A. Placing Call

You can call anyone with a Webex account from the “Contacts” or directly call a phone number. And click the Audio  icon to place call.



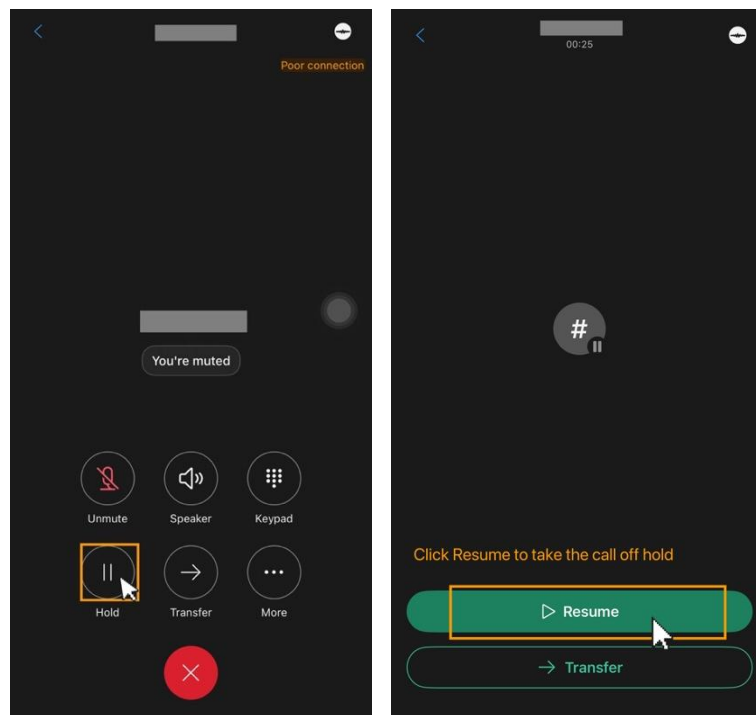
B. Answering Call

When receiving a call, choose “Accept” or “Decline”. If the person calling you has a Webex account, you can also message the person if you're unable to take the call immediately.



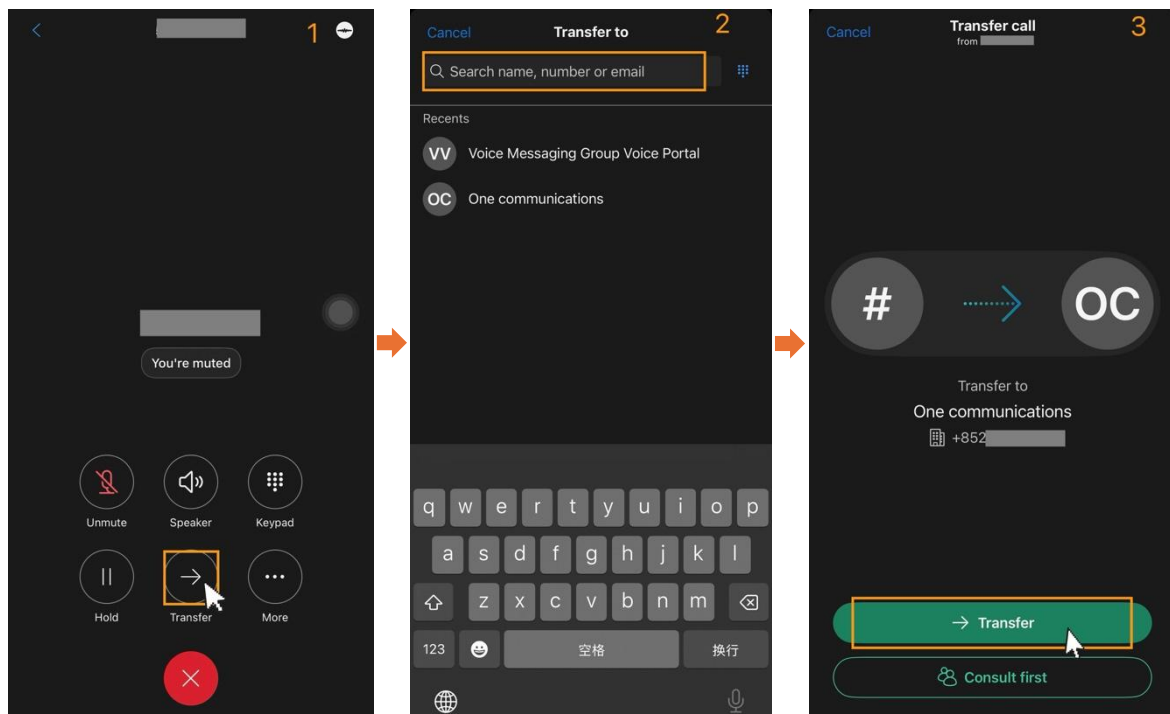
C. Hold Call

If you're on a phone call and you get interrupted, you can put the call on hold and resume it when you're ready.



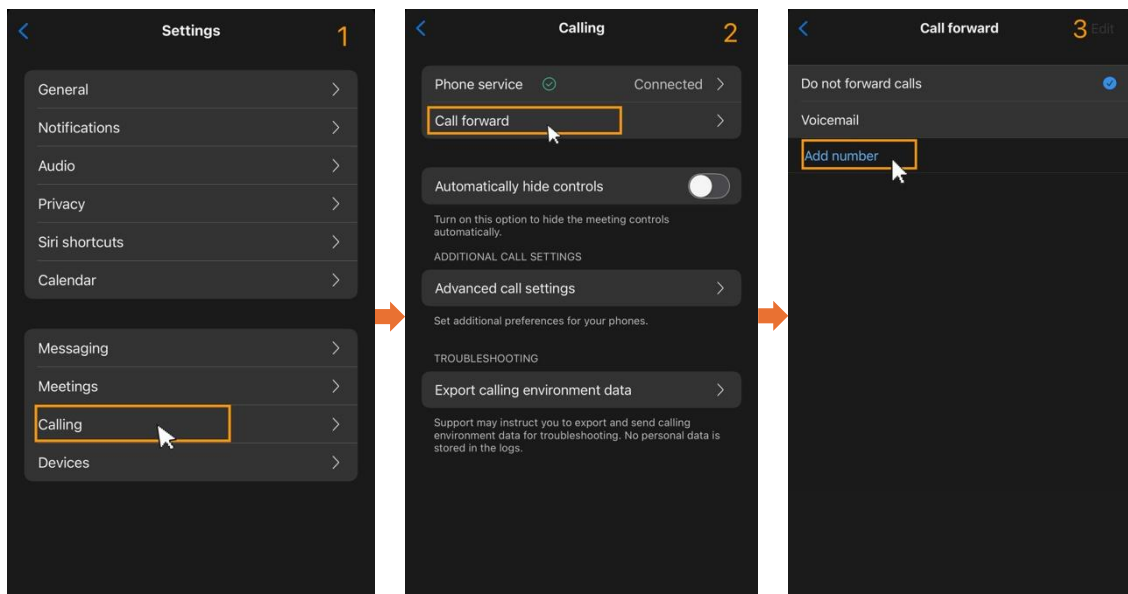
D. Transfer Call

When you are on a call, you can transfer that call to another number.



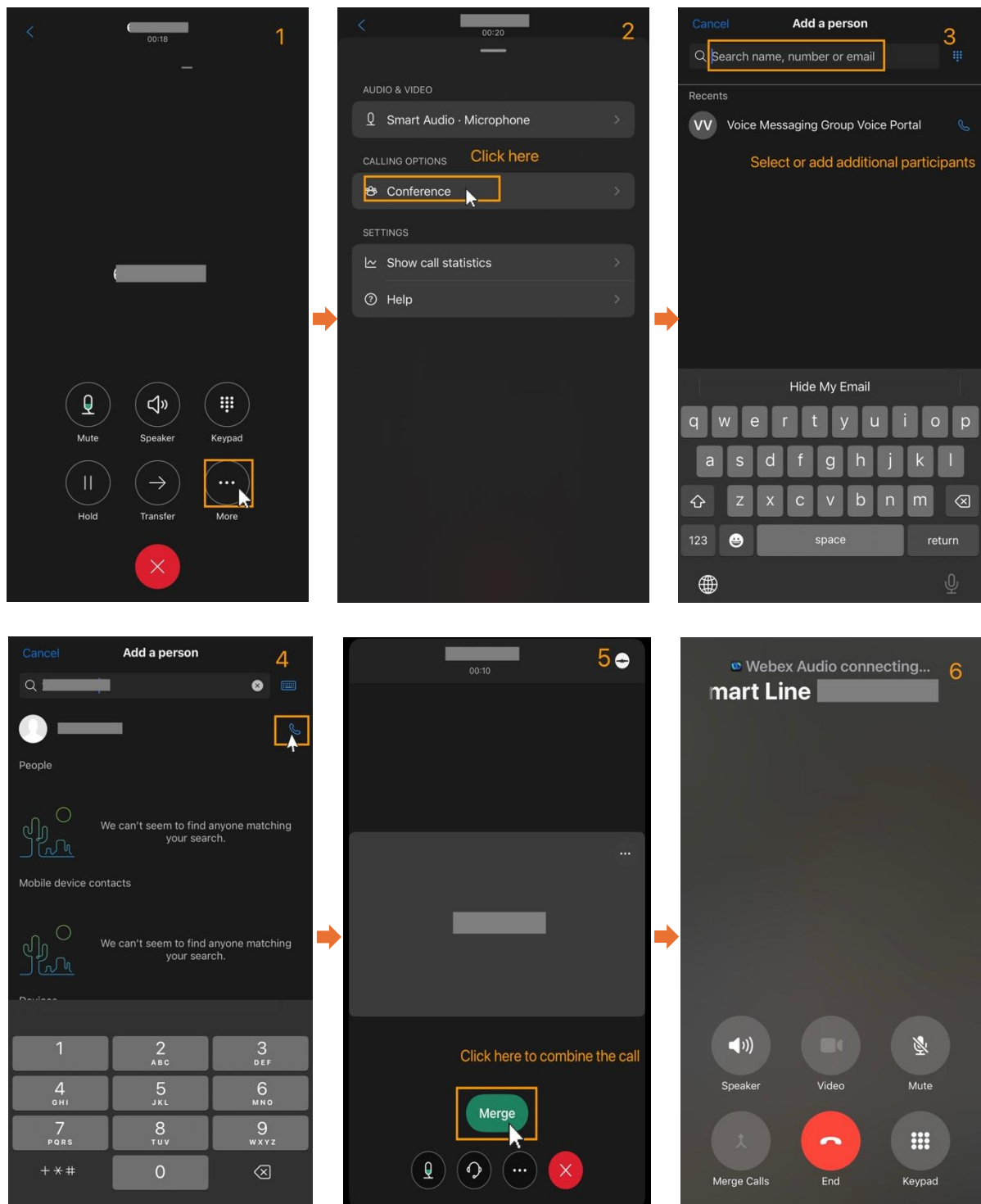
E. Forward Call

If you're going to be away from the office but don't want to miss an important phone call, you can forward your calls to another phone number.



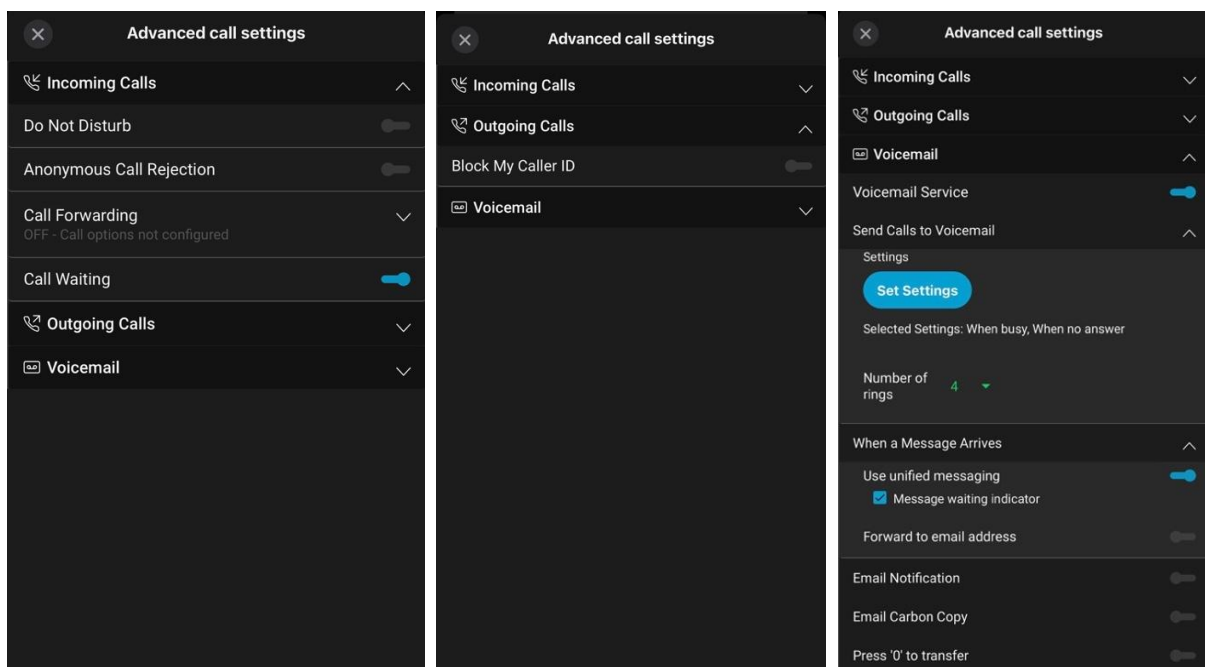
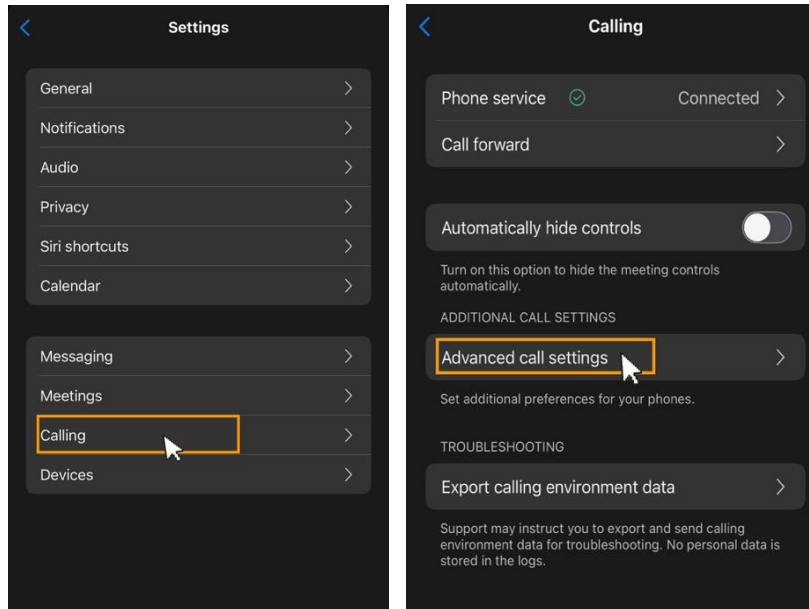
F. Conference Call (Merge Call)

When the second call connects, it can be merged with the first call. Alternatively, incoming calls will automatically place the current call on hold.



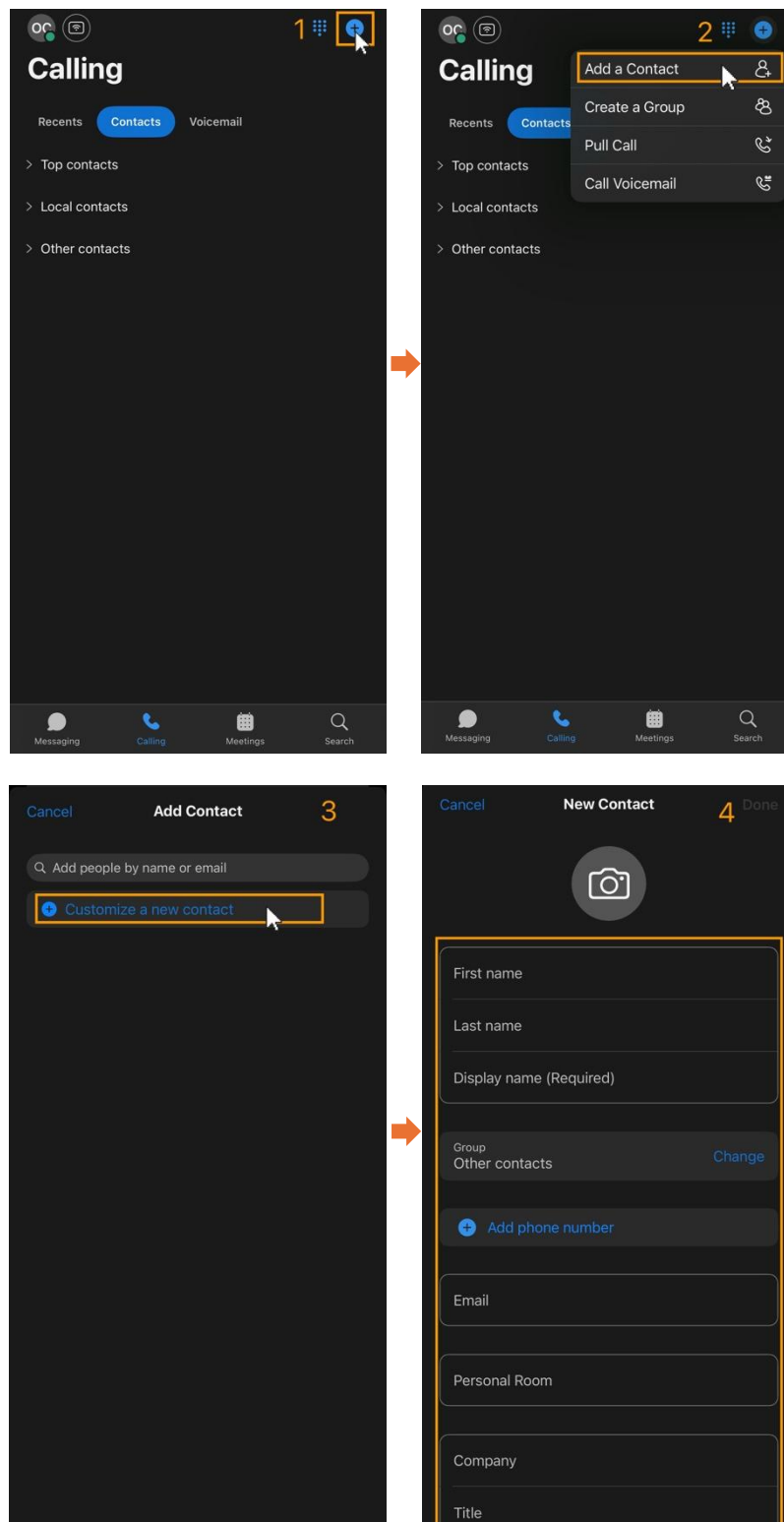
G. Advanced Call Setting

Configure advanced call settings to manage “Do Not Disturb”, “Anonymous Call Rejection”, “Call Forwarding”, “Call Waiting”, “Block My Caller ID”, and “Voicemail” according to user preferences, allowing for efficient handling of incoming calls and enhanced privacy.



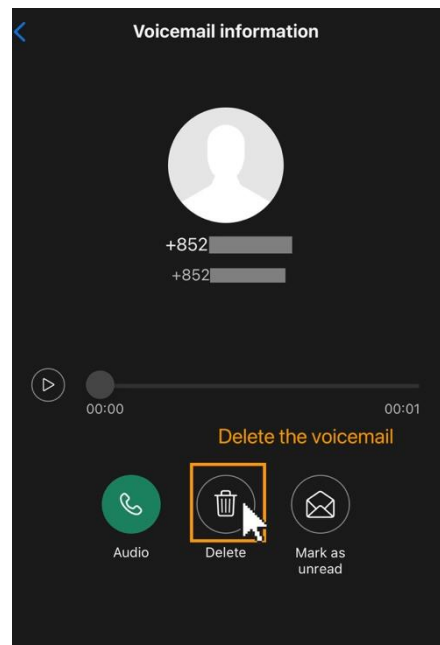
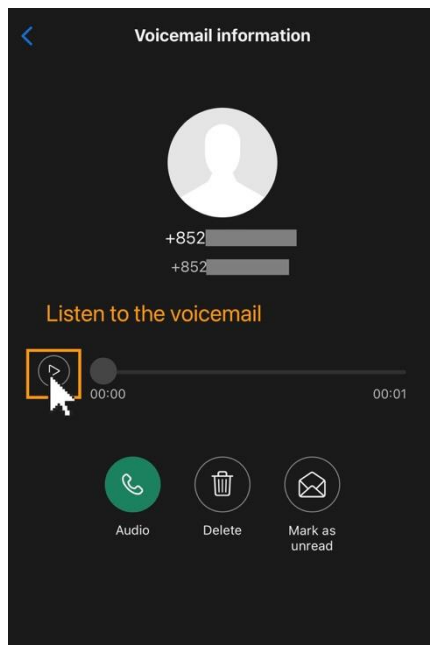
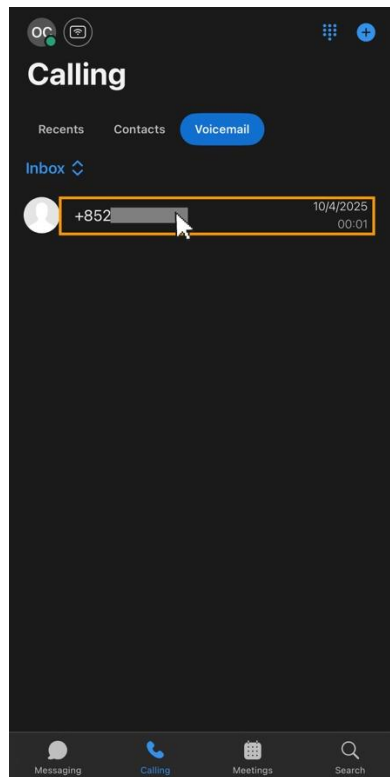
H. Add New Contacts

You can add people to your contacts list, making it easier to connect with the people you message and call most often.



I. Voicemail Management






Callers can leave a voice message, which you can listen, delete, or mark as read/unread. If you wish to return the call, click the “Audio” button to call the caller back.










4. Softphone and Hardphone Integration

A. SNOM D735 Phoneset Functions



Features	Instructions
Dialing out	Lift the handset + (Phone no.) + [✓] Note: Need to dial [9] before the phone no.
Intercom dialing	Lift the handset + (Extension no.) + [✓]
Intercom dialing (using "busy lamp")	[Busy lamp for that ext.]
Last number redial	[Redial]
Speed dialing	To dial: Lift the handset + [*] + [*] + ([0][0] – [9][9]) + [✓] * Customer needs to define speed dial in user portal first
Volume adjustment	Ringtone:  to decrease or increase Voice: Lift the handset +  to decrease or to increase
Holding call	To hold: (Call connected) + [Hold]/  To retrieve: (Call held) + [Retrieve] / 
All call forwarding	To set: [*] [0] [5] + (Phone/Extension no.) + [✓] To cancel: [#] [0] [5] + [✓]
Busy call forwarding	To set: [*] [2] [5] + (Phone/Extension no.) + [✓] To cancel: [#] [2] [5] + [✓]
No answer call forwarding	To set: [*] [3] [5] + (Phone/Extension no.) + [✓] To cancel: [#] [3] [5] + [✓]
Call transfer - Blind transfer	(Call connected) + [XFER]/  + (Extension no.)

Call transfer - Consultation transfer	(Call connected) + [Hold]/  + (Extension no.) + [✓] + Wait for answer + [XFER]/ 
Conferencing call	(Call connected) + [Hold]/  + (Phone no.) + [✓] + answer + [Conference On]/ 
Group pick-up	Lift the handset + [*] [1] [1] + [✓]
Call pick-up	By feature access code, applicable to ALL extensions: Lift the handset + [*] [2] [1] + (Ringing extension no.) + [✓] By "busy" lamp field, applicable to preset extensions: Lift the handset + [Busy lamp for that ext.]
Directory	[SAB]/  + Choose [Enterprise Directory]/ [Group Directory]/ [Group Common Phone List]/ [Personal Phone List]
Missed Calls	[Right Arrow]
Call List	[Call History] + Choose [Missed] / [Received]/ [Dialed]
Listen to voicemail	 + (Lift handset) or (Lift handset) + [*] [9] [0]
Listen to voicemail (outside office)	From other phone: (Dial 2204 1111 / 2562 0111 / 2205 1111) + (Your phone no.) + [✓] + (Your voicemail password) + [#]
IDD & chargeable call password	To lock: [*] [0] [4] + [✓] + (System will prompt to enter password)+(Password)+[#] To unlock: [#] [0] [4] + [✓] +(System will prompt to enter password)+(Password)+[#]
Menu	To view information menu: [Settings]/  / [Up Arrow]

B. Call Transfer / Call Pull

When the same account is logged in on multiple devices (such as EC Softphone and the D735 hardphone), you can use the *88 feature to transfer calls between devices anytime without disconnecting.

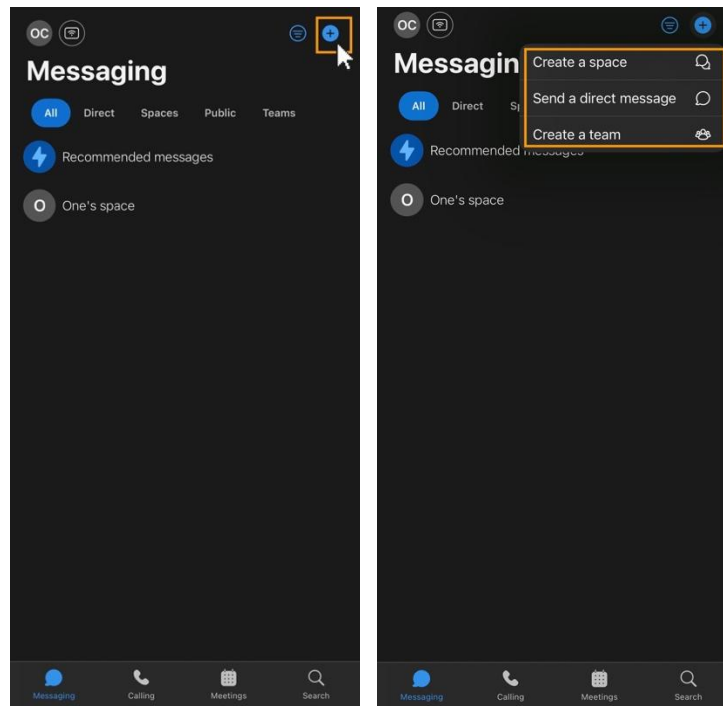


1. Log in to both EC Softphone and hardphone (D735) with the same account.
2. To transfer an active call from a softphone to a hardphone, dial *88 on the hardphone.
3. The call will switch instantly to the hardphone.

5. Other Functions

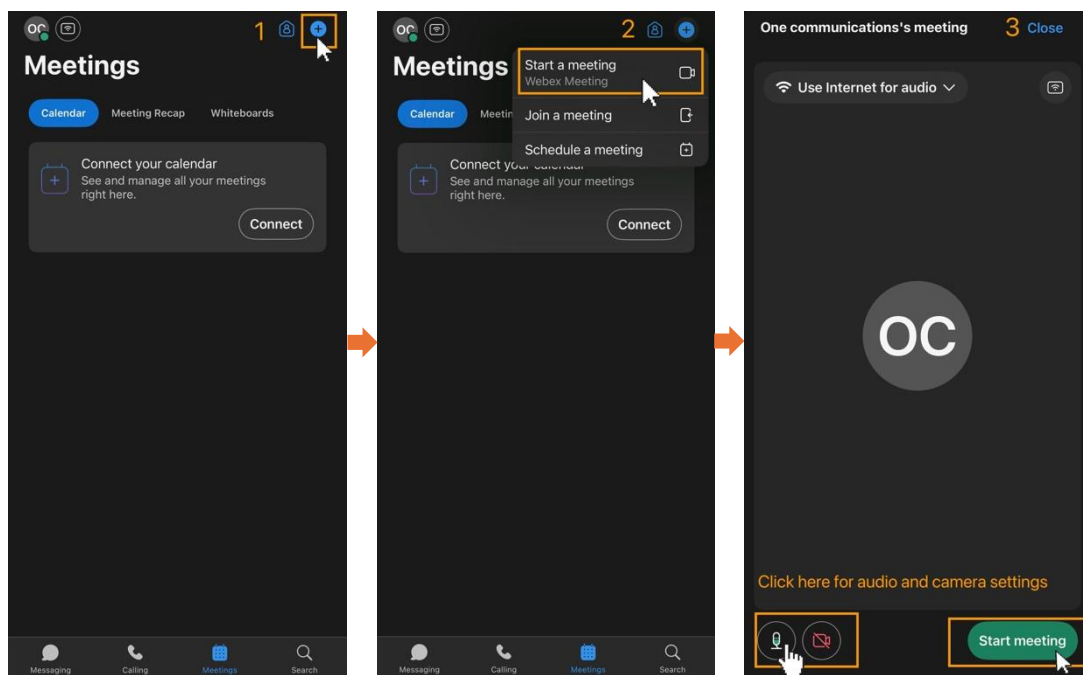
A. Messaging

Start Texting: Quickly send and receive texts, photos, and files in real time for seamless communication.

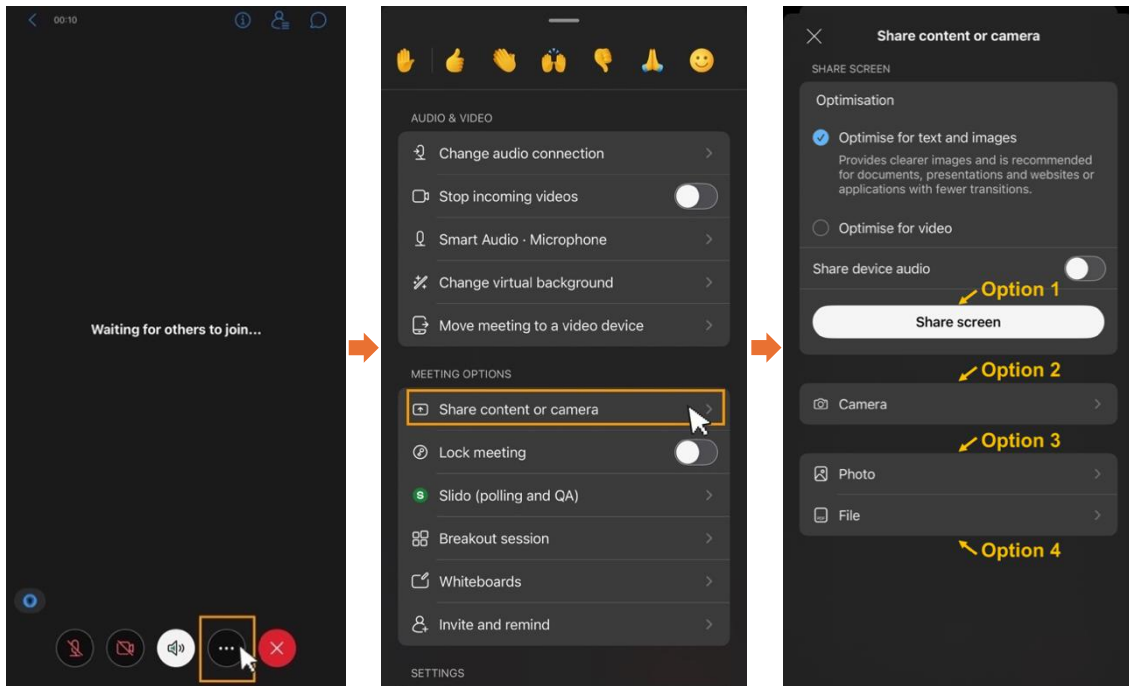


B. Meeting

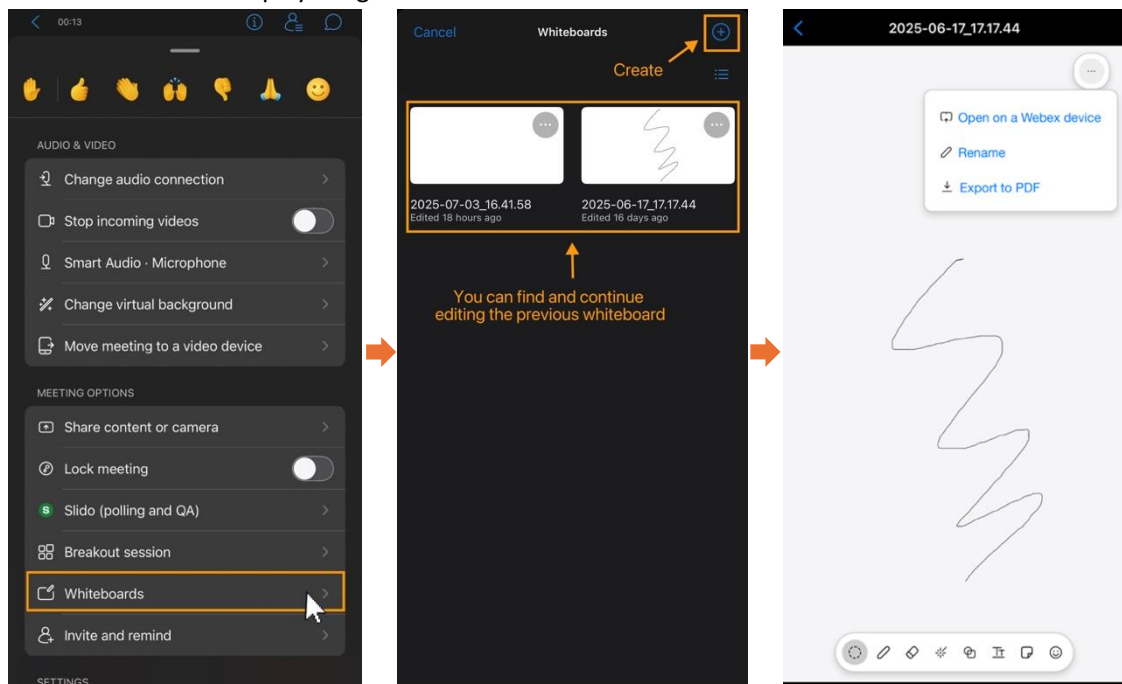
Start Meeting: Launch a new meeting instantly or schedule one in advance.



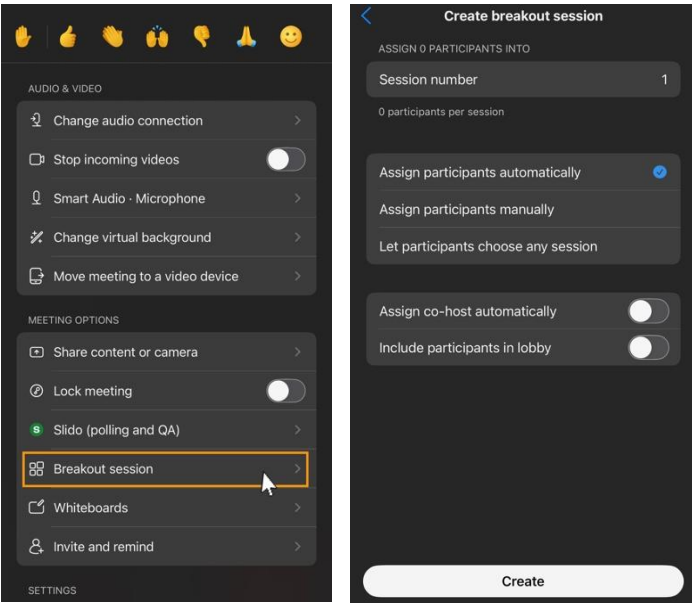
Share Content or Camera: Display a secondary video feed for demonstrations. You can share your entire screen, camera, or specific photo or file that you choose.



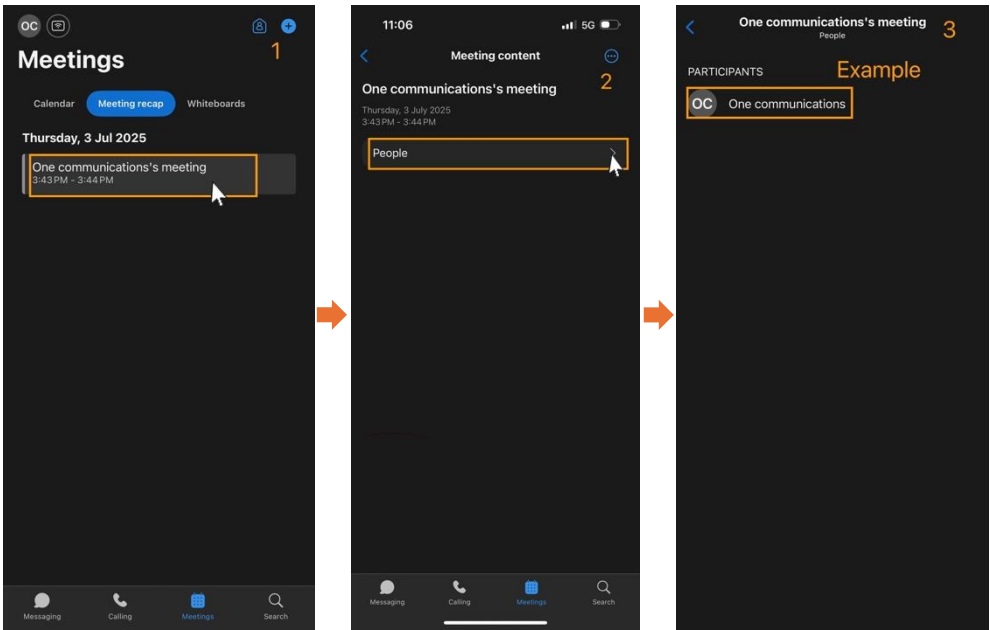
Whiteboards: Display a digital whiteboard or collaborate the whiteboard in real time with others.



Breakout Rooms: Create smaller discussion groups within your main meeting.

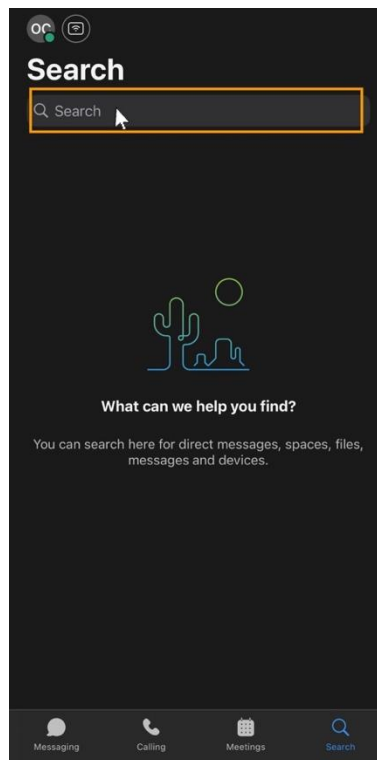


Meeting Recap: Review the attendance lists of pervious meeting.



C. Search

Search functions: Use the search bar to quickly find messages, contacts, meetings, or files.



6. FAQ

A. Setup & Installation

1. How to download Webex?

- a) Visit www.webex.com/download.
- b) Select your device (Windows, Mac, iOS, Android).
- c) Run the installer and follow prompts.

Note: Mobile users can download via App Store or Google Play.

2. How to use Webex on PC or Mac?

- a) Launch the installed Webex app from <https://www.webex.com/downloads.html> for macOS (iOS) or Windows (Android).
- b) Sign in with your email ("[Direct no.]@pccwone.com").

3. How to set the Landing Screen?

- a) Open Webex App > Click your Profile and preferences > Settings.
- b) Go to General > Landing Screen.
- c) Choose your preferred view (e.g., Messaging, Calling, Meetings, Search).

4. Can EC Softphone be used in Mainland China?

- EC softphone supports Hong Kong/International mobile phones with SIM cards (except Mainland China SIM cards), as long as there is data, you can use it anywhere.
- If you use a Mainland China mobile phone or SIM card, the softphone may not work properly.

B. Account & Profile

5. How to change the Login Password?

- a) Admins can reset passwords via the HKT Web Portal <https://web.pccwone.com/Login/>
- b) Navigate to Users > Search for the specific user > Edit > Passwords > Reset Password.
Reference: [HKT Web Portal Admin Guide (PDF)] ([https://www.hkt-enterprise.com/resources/Cases/HKT%20Web%20portal%20user%20guide%20\(Eng\).pdf](https://www.hkt-enterprise.com/resources/Cases/HKT%20Web%20portal%20user%20guide%20(Eng).pdf))

6. How to change the User Display Name?

- a) Admins can update names via the HKT Web Portal <https://web.pccwone.com/Login/>
- b) Navigate to Users > Search for the user > Edit > Profile > Modify:
 - Last Name & First Name
 - Calling Line ID Last Name & Calling Line ID First Name

Reference: [HKT Web Portal Admin Guide (PDF)] ([https://www.hkt-enterprise.com/resources/Cases/HKT%20Web%20portal%20user%20guide%20\(Eng\).pdf](https://www.hkt-enterprise.com/resources/Cases/HKT%20Web%20portal%20user%20guide%20(Eng).pdf))

C. Calling Features



7. How to enable simultaneous rings on multiple devices?

EC Softphone supports simultaneous ringing on multiple devices by default. When the same account is logged in on multiple devices (e.g., mobile, PC, or Mac), incoming calls will ring on all active devices simultaneously.

8. How to set up "Do Not Disturb" mode?

- a) Open Webex App > Click your Profile and preferences > Availability.
- b) Select Calling > Click Advanced Call Settings > Click Incoming Calls.
- c) Turn on Do Not Disturb mode.

9. How to move a call from Mobile Version to Computer Version of Webex?

- a) Open Computer Version of Webex > Settings > Calling > Move Call Options > Select one Move call option.
- b) During a call on your mobile Webex App, your call appears in Computer Version of Webex at the top of the Messaging/Calling tab with  / green timer button.
- c) Click  / green timer button > Click "Move call here".

Reference: [Move a call from one device to another] (https://help.webex.com/en-us/article/g9f3yo/Webex-App-%7C-Move-a-call-from-one-device-to-another#id_136267)

D. Meetings & Collaboration

10. How to join using computer/device audio? Can a Bluetooth headset be used?

- a) In a meeting, click Audio Options > Join with Computer/Device Audio.
- b) To switch to Bluetooth:
 - Pair your headset with your device before joining.
 - Select the Bluetooth device from the audio menu.

11. How to invite others to join a call/meeting?

- a) During a meeting, click Invite (person icon).
- b) Choose a method:
 - Email: Send directly via Webex.
 - Copy Link: Share manually (e.g., chat, SMS).
 - Dial-out: Enter a phone number to call a participant.

12. How to share the screen?

- a) In a meeting, click Share (arrow icon).
- b) Select a screen/window/application > click Share.

7. Technical Support

This guide covers the basics of Webex in simple terms. For more details, visit Webex Help Center: <https://help.webex.com>. For any queries, you can contact our customer service hotline at

- Enterprise Centrex Express : 1833 133
- Enterprise Centrex : 2283 6820