Start using your On-The-Go 2.0 service

To begin, download Webex Mobile App from App Store (iOS) & Google Play (Android).

Mobile Download

Available on App Store and Google Play

Download on the App Store

GET IT ON Google Play

Scan QR code to download mobile app

System requirements for On-the-go 2.0 (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) For latest requirement of Webex service, please refer to below link: https://help.webex.com/en-us/article/fz1e4b/System-requirements-for-Webex-services	- 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 For latest requirement of Webex service, please refer to below link: https://help.webex.com/en-us/article/fz1e4b/System-requirements-for-Webex-services

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

1. Login your Webex account

After installed "Webex" mobile application from App Store and Google Play, click **Sign In** to login your Webex account.
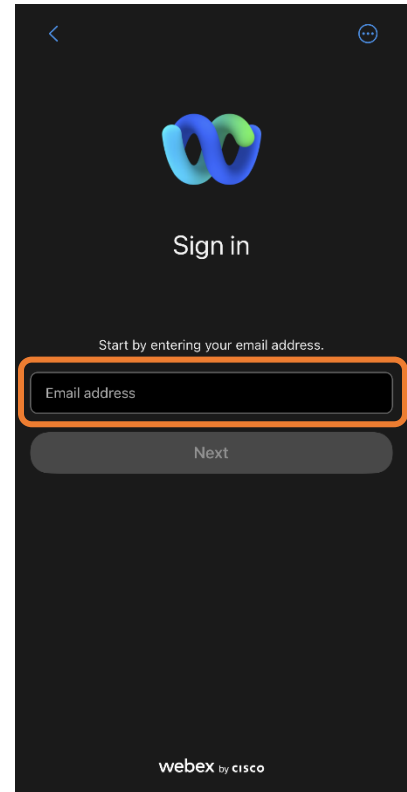
2. Input the email address of your account

Input the email address **<Phone no.>@pccwone.com** and click **Next** to proceed. The login information is available on your welcome letter.
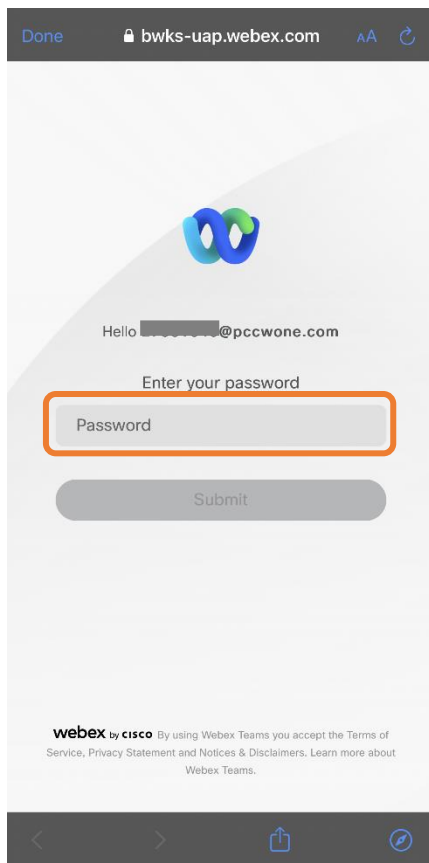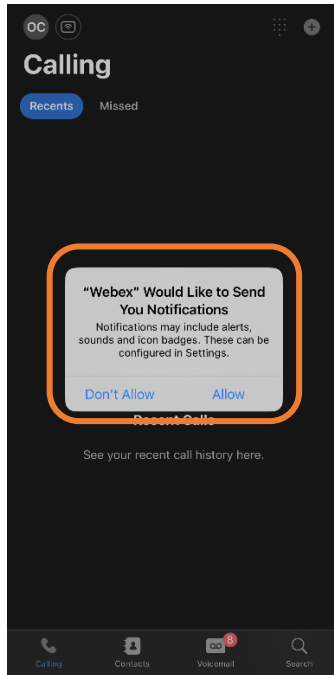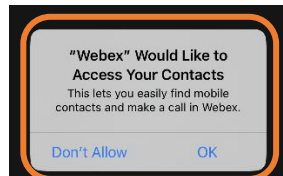

3. Input the password of your account

Input your password and click **Submit**

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4. Grant permission to enjoy service

After logged your account, please accept the permission on notifications, access contacts list and access microphone to enjoy the full services of Webex softphone application.
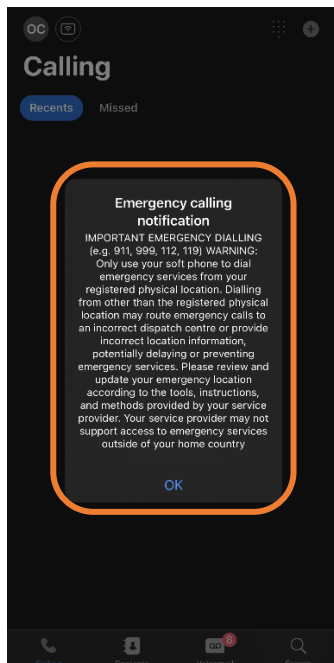

Notifications permission

Contacts list permission

Microphone permission

5. Agree the emergency calling notification

A Pop-up related to emergency calling notification is shown. Please read and click OK to proceed.

6. Start using the EC Webex service

When you see the main page, you can use the call features includeing Answer & make calls, access Contact list & Voicemail.
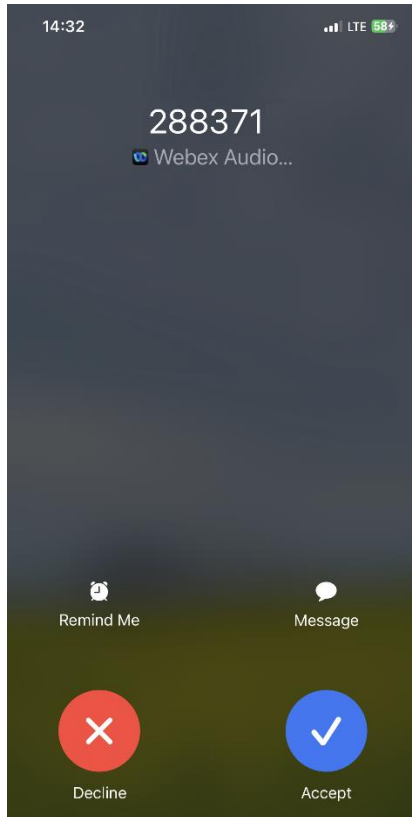
a. Call someone with a phone number on Webex App

You can call anyone with or without a Webex account. Simply enter the phone no. and press the **Audio** 📞 icon for calling. No need to press "9" prefix before making a call.
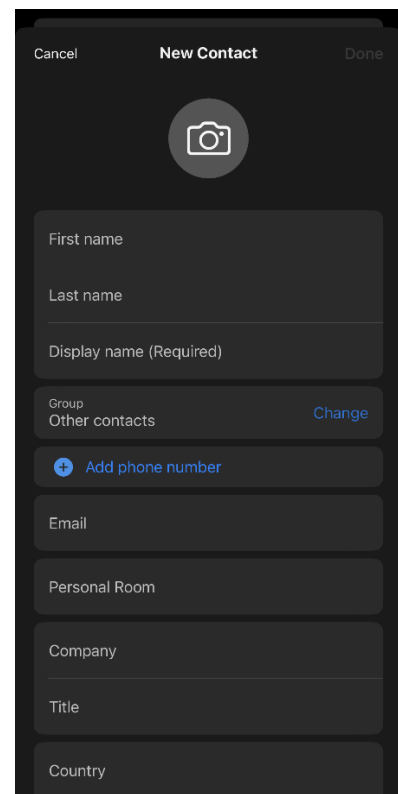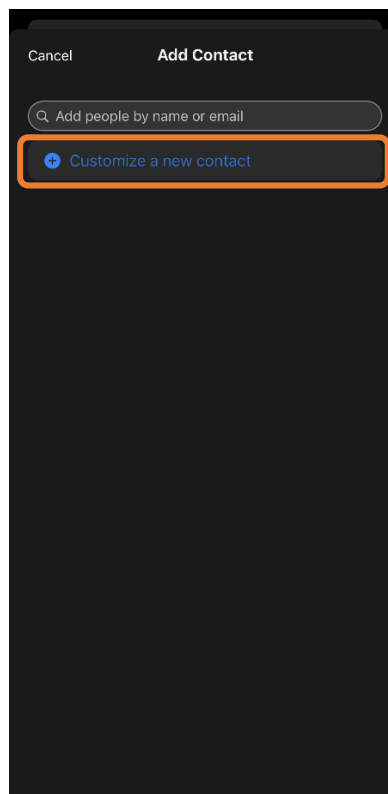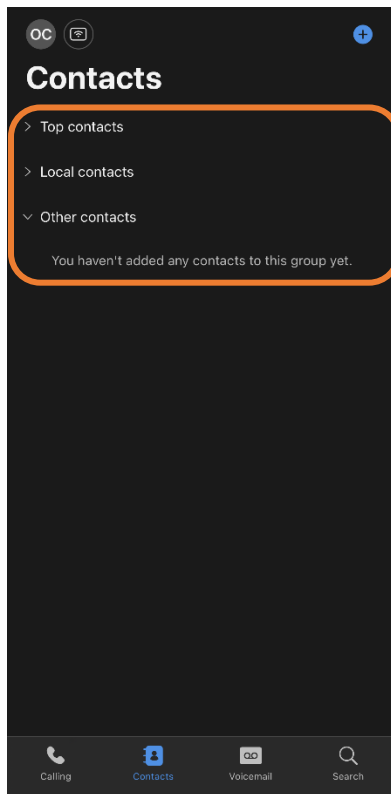
![HKT Enterprise Solutions]
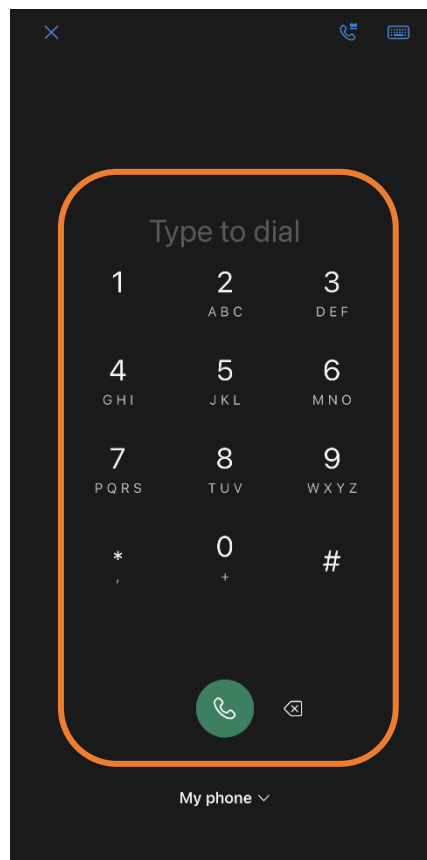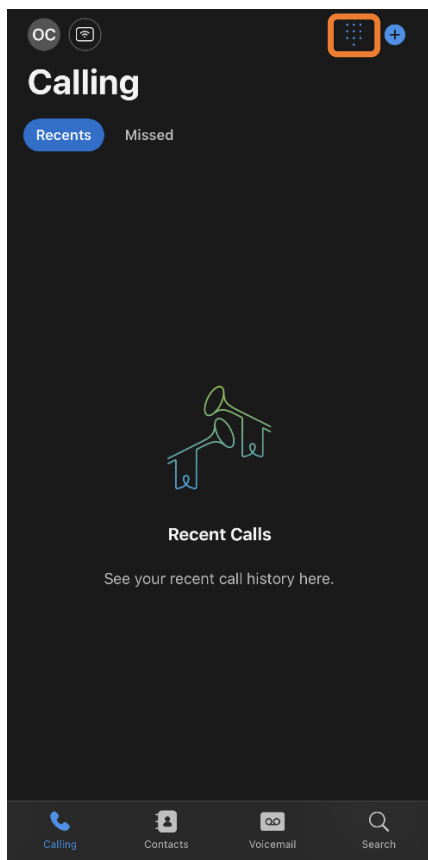
b. Answer a call

When you get a call, you will get a PUSH notification. You can use to **Answer** or **Decline** it.
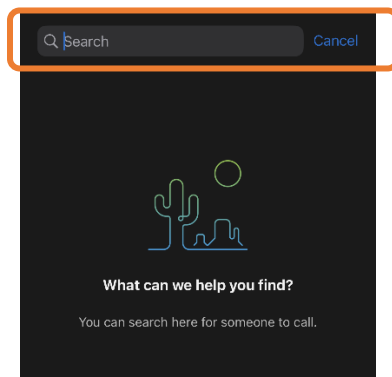
c. Contact list and add new contact

1. On contact list page, it shows "Top contacts", "Local contacts and "Other contacts"
2. Click "+" button to add new contact
3. Click "Customize a new contact"
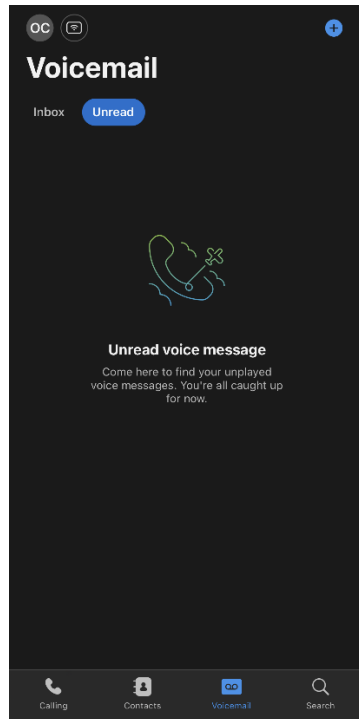4. Input the info and click "Save"

You can also search for other contacts in the same company (e.g. corporate phonebook) by phone no. or name using search box.

d. Voicemail

You can view and listen to the voicemail in the app.

FAQ

Q1. How to change the display name of the users in my company?
A1. You can access to the "admin portal" to change the display name of different phone nos.
Please refer to the welcome letter for "admin portal" login URL as well as the login credentials.

Q2. Can I go directly to the "Calling" page when I launch the Webex app?
A2. Yes, just a few steps.

Tap your **Profile**, go to **Settings**, select **General** and **Landing screen**. You can select the preferred Landing screen (Select to Calling, Contacts or Search page)
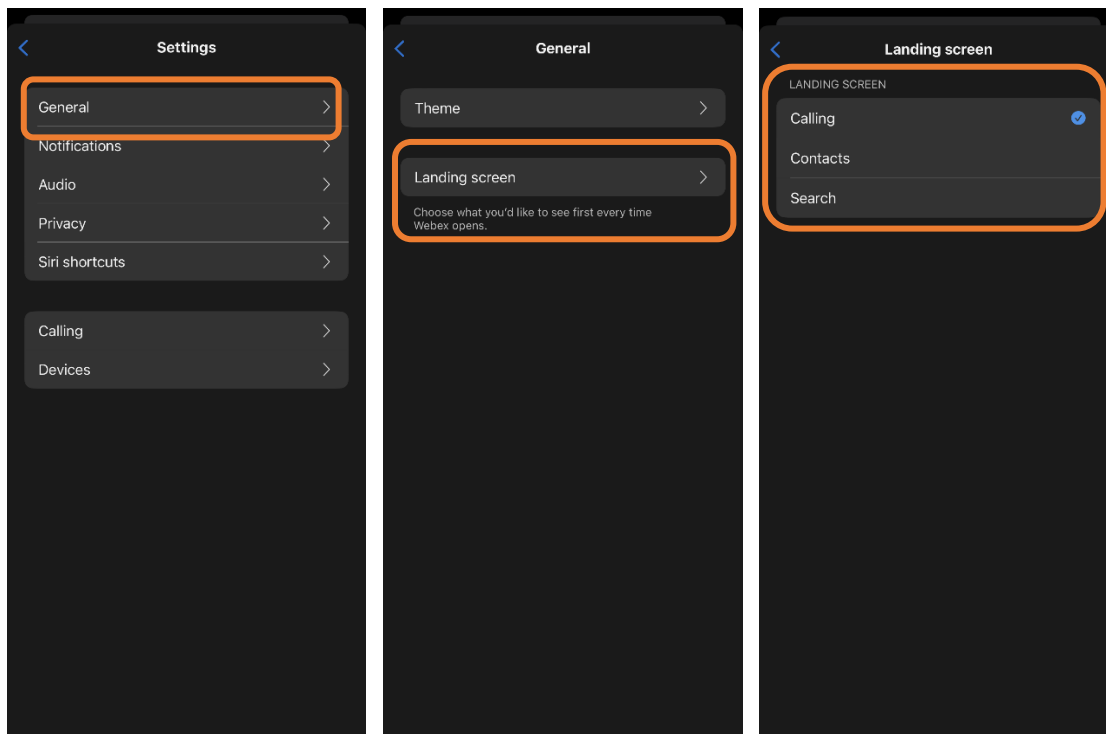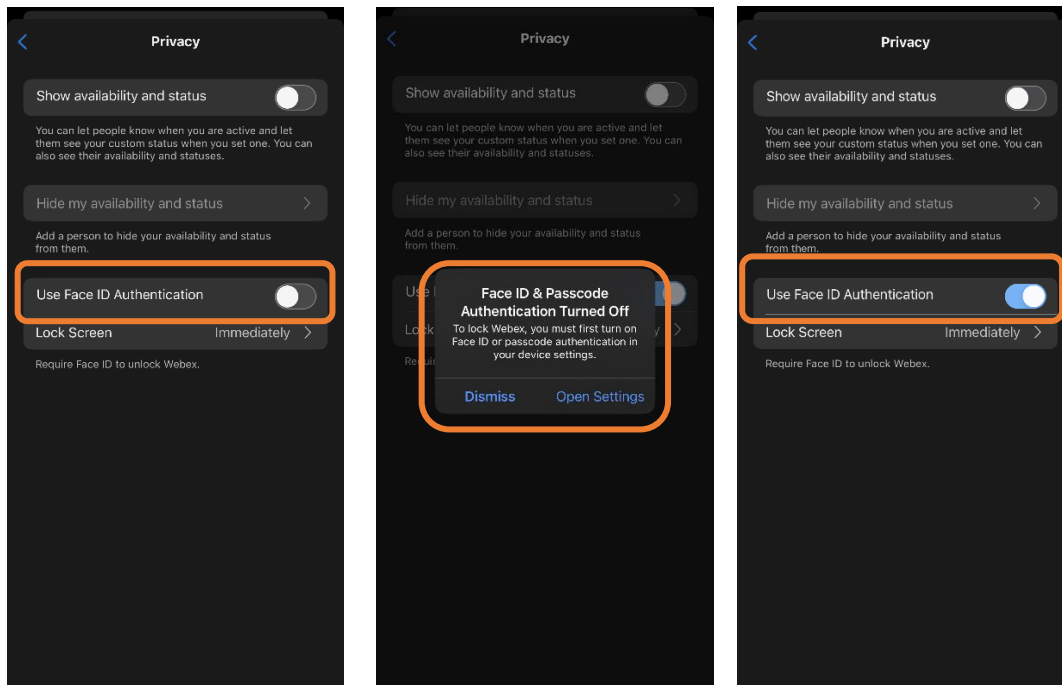
Q3. Can I apply fingerprint or face recognition to enhance security in the Webex app?
A3. Yes. To have an extra layer of security, you can use biometric authentication, such as a fingerprint or facial scan, to quickly reopen the app.

The flow of setting up fingerprint or face recognition:

Tap your **Profile**, go to **Settings**, select **Privacy**, then tap **Use Face ID Authentication (**or **Use biometric authentication** in Android device**)**

Follow the onscreen instructions to set up your device's biometric security settings. Example: iOS device

To reopen the app from the app lock screen, glance at your device to use face recognition, if the app lock passed, it will direct you to landing page.
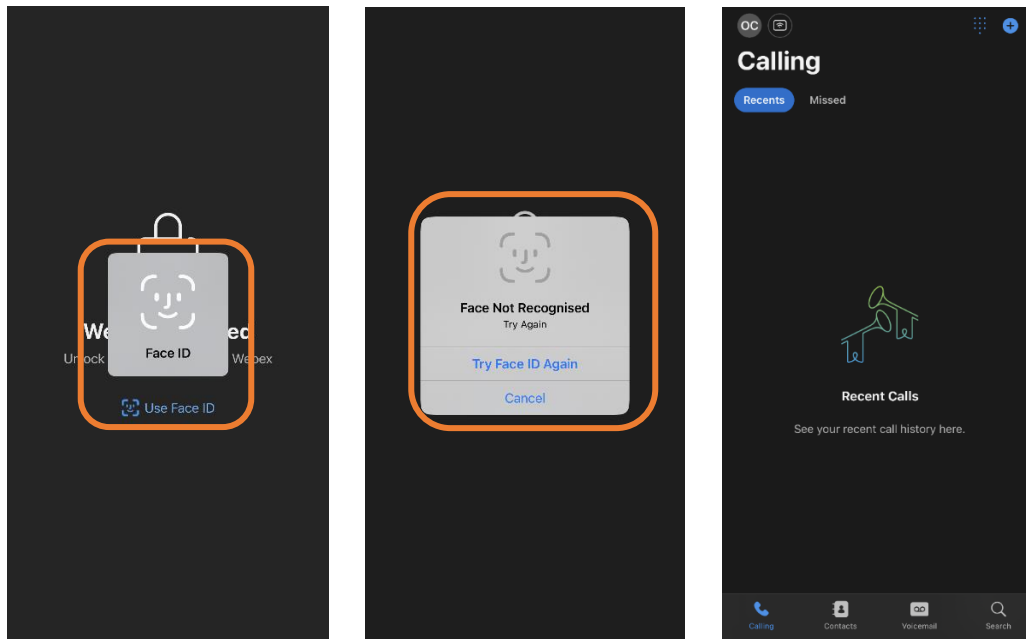
If your device fails to recognize your fingerprint or facial scan, enter your passcode or security pattern.

Q4. Any information related to port information on firewall configuration for Webex service?

A4. Yes, please refer to below table:

Port information for firewall configuration		Inbound/outbound
Signal: 210.177.8.233, 210.177.8.201	port 25060 (TCP/UDP) port 25061 (TCP) port 443 (TCP)	Both of inbound/outbound
Media: 210.177.8.217, 210.177.8.249	port 10000 to 65535 (UDP)	

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