

Start using your On-The-Go 2.0 service

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



Mobile Download

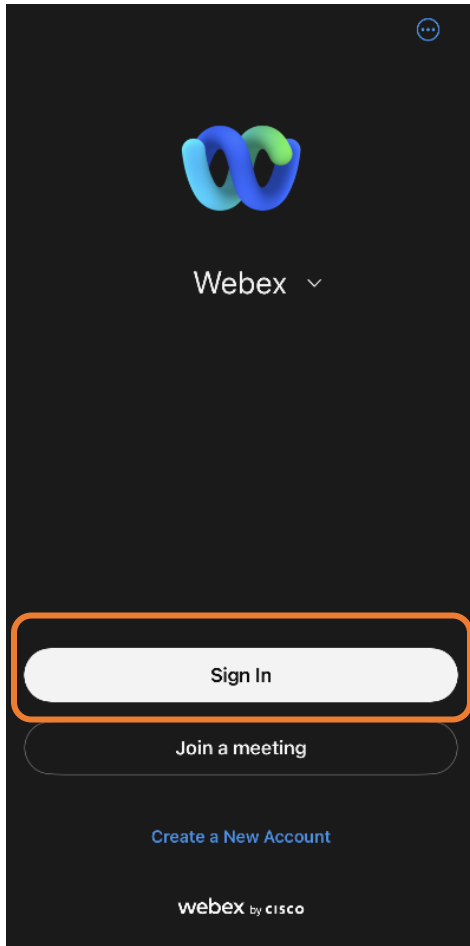
Available on App Store and Google Play

Scan QR code to download mobile app



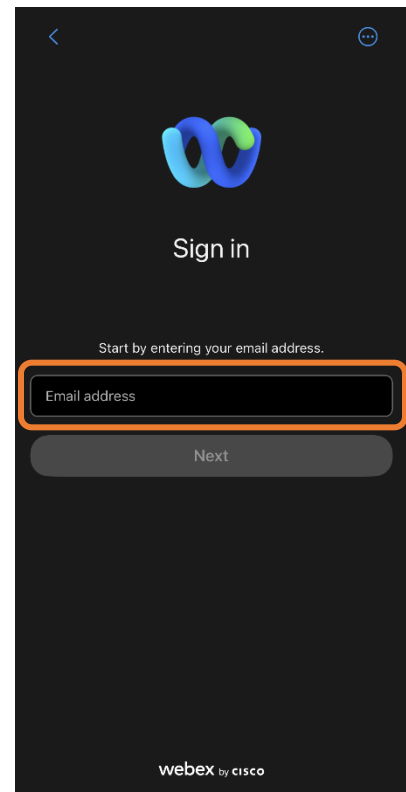
System requirements for Webex services

Devices	iPhone and iPad	Android Smartphones
System requirements	iOS 16 and later, and iPadOS 16 and later.	Android 10 or later (3GB of RAM required)
Remarks	<p>Some features require additional requirements:</p> <p>Virtual or blurred background in calls and meetings: iPhone 7 or later iPad Pro and later iPad mini (5th generation) and later iPad Air (3rd generation) and later</p> <p>Use Wi-Fi to receive notifications for incoming calls using Unified CM: iOS 16.5 or later iPadOS 16.5 or later</p>	<p>Some features require additional requirements:</p> <p>Virtual or blurred background in calls and meetings Processor: Snapdragon 845 (Equivalent processors with eight or more cores) Memory—3.5 GB or more of RAM</p> <p>* On November 1, 2023, Android 9 reaches end of support</p>



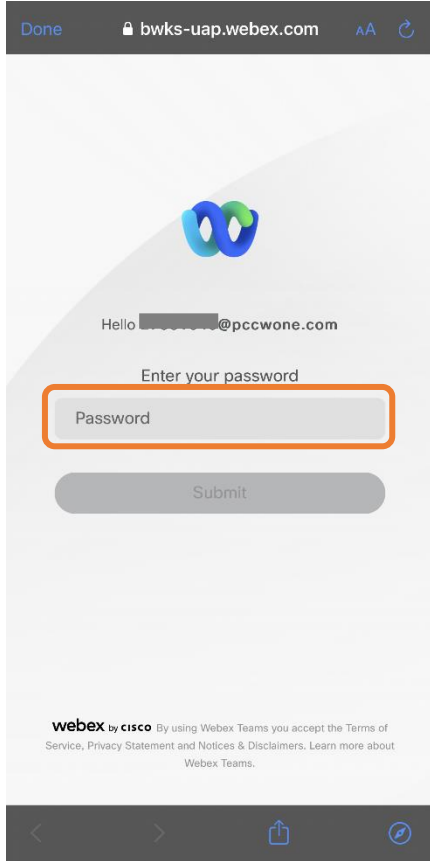
1. Login your Webex account

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.

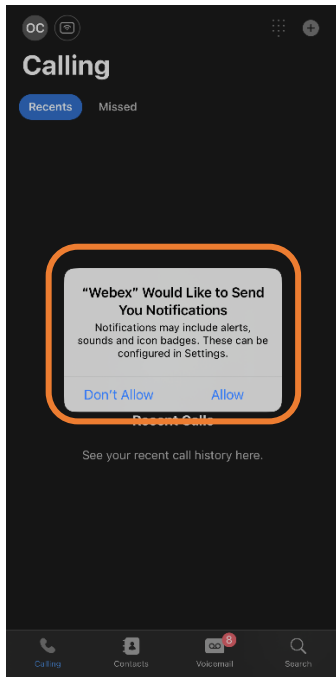


3. Input the password of your account

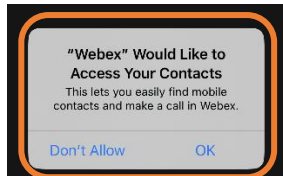
Input your password and click **Submit**

4. Grant permission to enjoy service

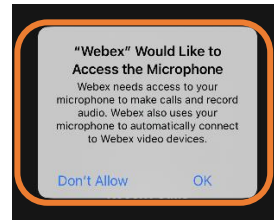
After logged your account, please accept the permission on notifications, access contacts list and access microphone to enjoy the full services of Webex softphone application.



Notifications permission



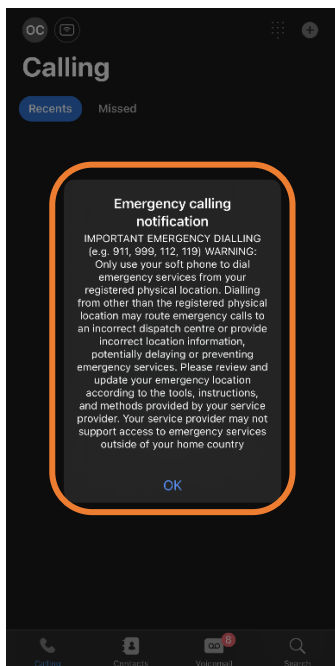
Contacts list permission



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.

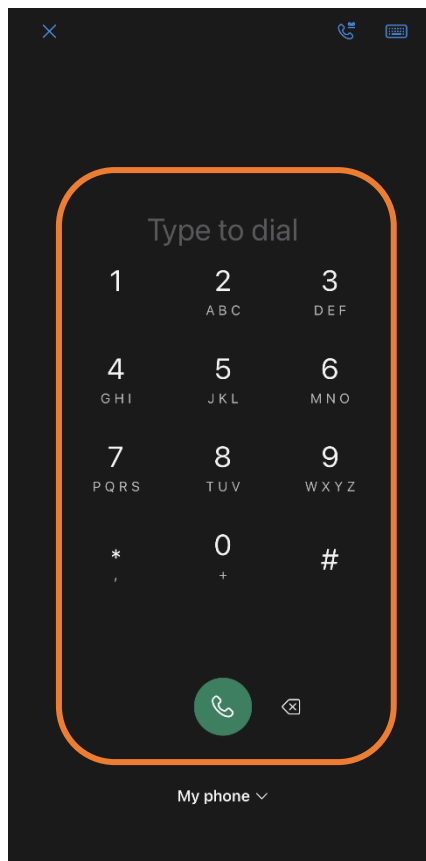
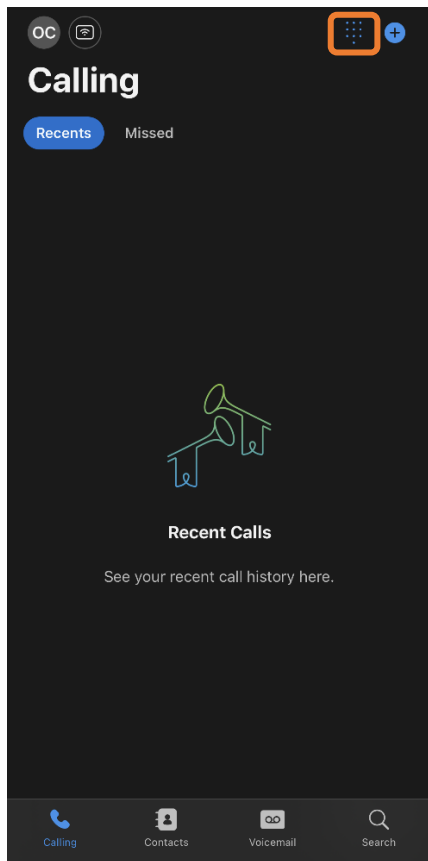


6. Start using the EC Webex service

When you see the main page, you can use the call features including Answer & make calls, access Contact list & Voicemail.

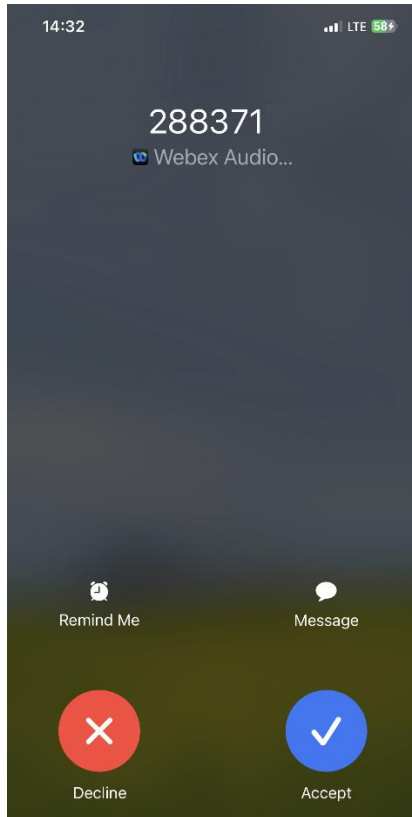
a. Call someone with a phone number on Webex App

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.



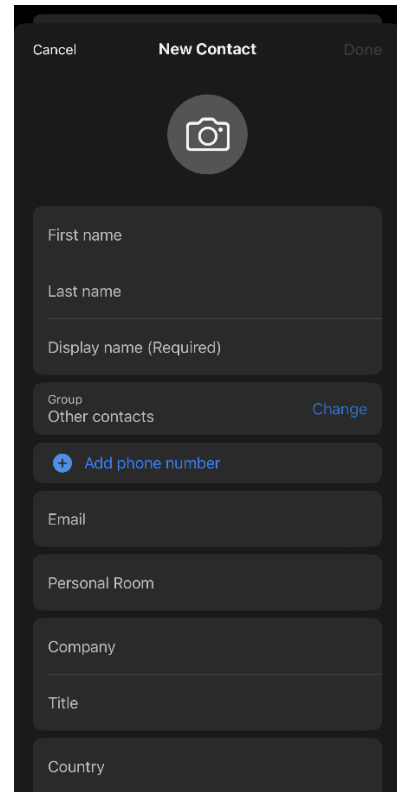
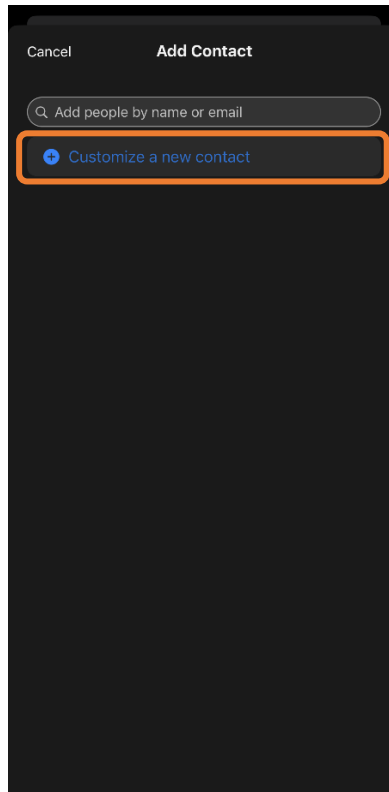
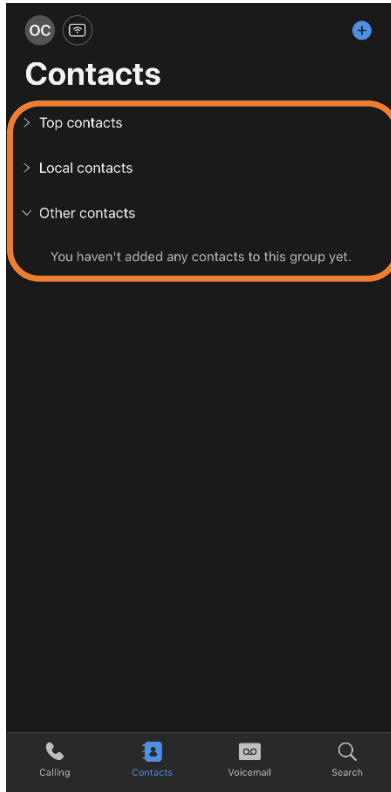
b. Answer a call

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

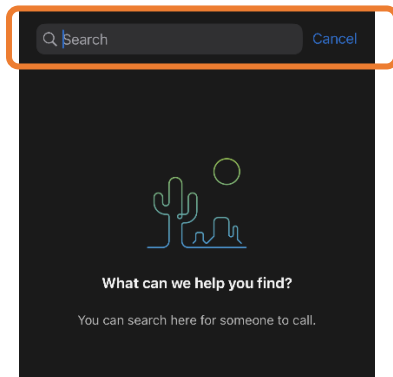


c. Contact list and add new contact

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”

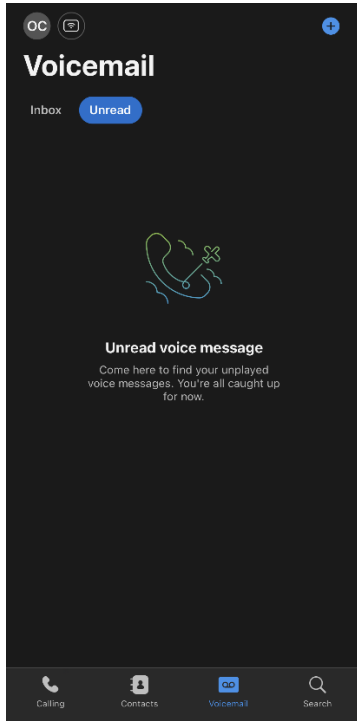


You can also search for other contacts in the same company (e.g. corporate phonebook) by phone no. or name using search box.



d. Voicemail

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



FAQ

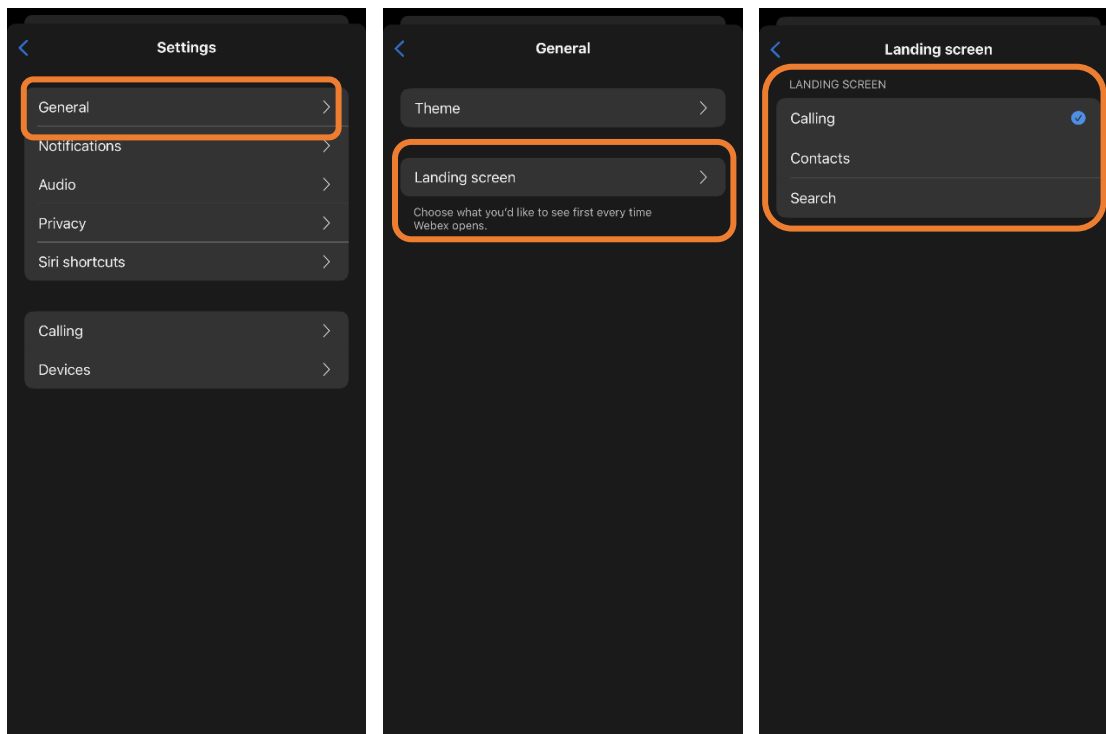
Q1. How to change the display name of the users in my company?

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)



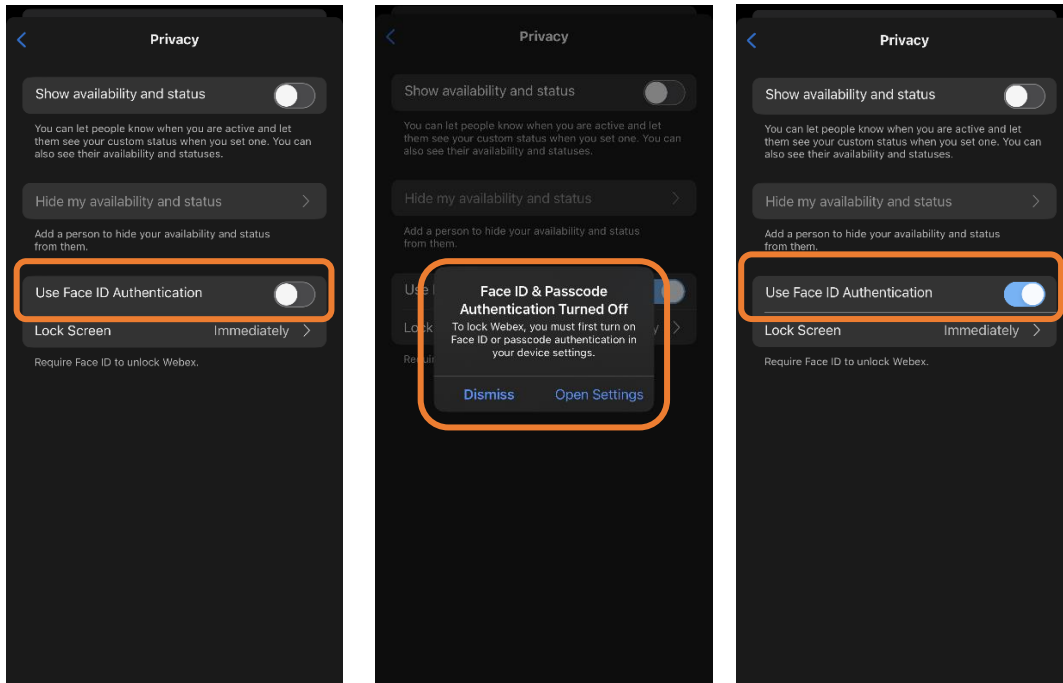
Q3. Can I apply fingerprint or face recognition to enhance security in the Webex app?

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.

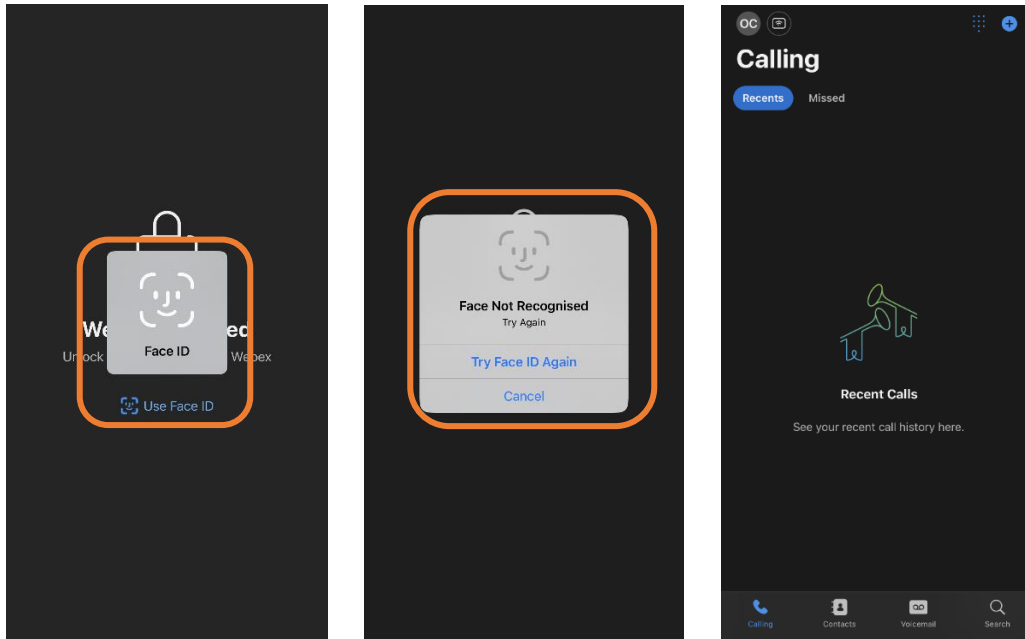
The flow of setting up fingerprint or face recognition:

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)	