Troubleshoot Incoming Call Problems for Webex Calling Users

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Introduction

This document describes the most common configuration issues faced with incoming calls for Webex Calling customers.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub (CH) .Ensure you have Admin Access.
- Cisco User Portal (CUP)

Background Information



You have 3 differents choices to enable the PSTN with Webex Calling services :

- <u>Cloud connected PSTN</u>. This option looks for a cloud PSTN solution from one of the many Cisco CCP partners, or if the Cisco Calling Plan is not available in your location.
- <u>Cisco Calling PSTN</u>. You choose this option if you would like a Cloud PSTN solution from Cisco.
- <u>Premises-based PSTN (Local Gateway)</u>. You can choose this option if you want to keep your current PSTN provider, or you want to connect non-cloud sites with cloud sites.

As Webex Calling solution has different PSTN options, this document is not focused on PSTN interconnection troubleshoot issues. The suggestions are related to Webex Calling users configurations and those apply for any PSTN interconnection.

Common Configuration Issues

Validation of Hardphone or Softclient Registration

It is mandatory to have at least one hardphone or softclient registered.

Hardphone registration

Step 1. In Control Hub, select Devices

- Step 2. Select [Your-device]
- Step 3. In Device Management tab, ensure the status is Reg.

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Webex Teams PC/Mobile

Mobile

You must log in and Select **Settings > Calling > Phones services**. The status must be Connected.

PC

You must log in and Select **Settings >Phones services**. The status must be Connected.



Phone Services

ACCOUNT INFORMATION

You are signed in to Webex Calling.

PHONE SERVICE

Connected

Main Number Assigned

It is mandatory to have the main number assigned.

- Step 1. In Control Hub, select Calling
- Step 2. Select the Locations tab
- Step 3. Select [Location-name]
- Step 4. Ensure you have a Number assigned in Main Number section.

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			Call Intercept Internal Dialing	Off >

Note: If your Location does not have any **Main Number** assigned, the warning message, **You will not be able to make or receive calls until this number is added** is shown.

Number Activated and Assigned

It is mandatory to have the number activated and assigned to a user.

Step 1. In Control Hub, select Calling

Step 2. Select the Numbers tab

Step 3. Select [Your-number]

Verify that the status is **Active** and this is **Assigned To** any user.

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Note: If user is an extension only, the status is Not Applicable.

Call Forwarding Configuration

Verify you do not have call forwarding activated.

- Step 1. In Control Hub, select Users
- Step 2. Select [Your-user]
- Step 3. Select Calling tab
- Step 4. Verify Call forwarding is turned off

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Voicemail Settings

Verify the voicemail settings related to your user.

Step 1. In Control Hub, select Users

Step 2. Select [Your-user]

Step 3. Select Calling tab

Step 4. Select Voicemail

Step 5. Verify the All calls to voicemail box is unchecked.

Step) 6.	Verify	y Number	of rings	before p	laying the	e "no answei	" message	configuration
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	3 Message file (WAV) to r	alay (i)	~		
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Note: The minimum value in the section Number of rings before playing the "no answer" message in Control hub is 2. In CUP, Call settings > Incoming Calls > Call forwarding > When no answer > Number of rings before forwarding, the minimum value is 0. Ensure you check this setting in both portals.

Incoming Dial Plans

Review the incoming plans configuration.

- Step 1. In Control Hub, select Users
- Step 2. Select [Your-user]
- Step 3. Select Calling tab
- Step 4. Select Advanced Call Settings
- Step 5. Select Outgoing and Incoming Permissions
- Step 6. Select Incoming Calls
- Step 7. Validate the toggle is disabled

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Call Intercept

Review call intercept configuration.

Step 1. In Control Hub, select Users

- Step 2. Select [Your-user]
- Step 3. Select Calling tab

Step 4. Select Advanced Call Settings

Step 5. Verify Call Intercept is off

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Single Number Reach (Office Anywhere) Configuration

Ensure single number reach (office anywhere) is disabled.

Step 1. In CUP, select Call settings

Step 2. Select Incoming Calls

Step 3. Verify the toggle Single Number Reach (Office Anywhere) is disabled.

Cisco Webex		
Q.O Voicemail	Incoming Calls Schedule	es Additional Features
R Call History	Do Not Disturb ²	Do Not Disturb will direct all calls to a busy signal.
۲ָָָ̈̈́̈́̈́לָ Call Settings	Single Number Reach (Office Anywhere)	Personal phone numbers can be used for incoming calls to and outgoing calls from your Webex Calling primary number.
	Anonymous Call Rejection	Reject incoming calls with blocked caller IDs.
My Apps	Call Forwarding	Forward incoming calls to personal phone number.
	Call Notify	Receive an email when an incoming call meets criteria such as phone number or date/time.
		Cancel Save

Do not Disturb Configuration (DND)

Ensure DND is disabled.

Step 1. In CUP, select Call settings

Step 2. Select Incoming Calls

Step 3. Verify the Do Not Disturb toggle is disabled.

Cisco Webex	User 1	(II) •
Q.O Voicemail	Schedules Additional Features	
Call History	Do Not Disturb will direct all calls to a busy signal.	
Single Number Reach (Office Anywhere)	Personal phone numbers can be used for incoming calls to and outgoing calls from your Webex Callin primary number.	ng
Directory Anonymous Call Rejection	Reject incoming calls with blocked caller IDs.	
My Apps Call Forwarding	Forward incoming calls to personal phone number.	
	Cancel	Save

What is next?

After you review these configurations, if you have any issues, open a case with TAC.

You must add this information:

- Your OrgID
- Specific number with the issue
- Specific symptom experienced: fast, busy, specific recording, and so on.
- Provide a call example: caller, callee, timestamp, with your current TimeZone.