排除Webex呼叫用户的来电问题

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简介

本文档介绍Webex Calling客户在来电时面临的最常见配置问题。

先决条件

要求

Cisco 建议您了解以下主题:

- Webex Calling
- 控制中心(CH)。请确保您具有管理员访问权限。
- <u>思科用户门</u>户(CUP)

背景信息



您有3个不同的选项可启用具有Webex呼叫服务的PSTN:

- <u>云连接的PSTN</u>。此选项从众多思科CCP合作伙伴中寻找云PSTN解决方案,或者思科呼叫计划 在您所在的位置不可用。
- <u>思科呼叫PSTN</u>。如果您需要思科的云PSTN解决方案,请选择此选项。
- <u>基于本地的PSTN(本地网关)</u>。 如果要保留当前的PSTN提供商,或者要将非云站点与云站点 连接,可以选择此选项。

由于Webex Calling解决方案具有不同的PSTN选项,因此本文档不重点介绍PSTN互联故障排除问题。这些建议与Webex Calling用户配置以及适用于任何PSTN互连的用户配置相关。

常见配置问题

验证硬件电话或软件客户端注册

必须注册至少一个硬电话或软客户端。

硬件电话注册

步骤1.在Control Hub中,选择Devices

步骤2.选择[您的设备]

步骤3.在Device Management选项卡中,确保状态为Reg。

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A Troubleshooting Reports		Details 10 Lines	MAC address	Device Management The users and workspaces that appear on this device To add and remore users and workspaces, select Co To customize the programmable lune Keys, select Co To set up the display settings and dialing options, sele	are displayed below in the order of appear nfigure Lines. nfigure Layout. ect Device Settings.	tance.		2
éé Workspaces ☐ Devices ﷺ Apps ∰ Account ⊕ Organization Settings		Tags	Hemote # adores	Line Name 1 User 1 9 of 10 total lines available @ Configure Lines	Number/Extension	Reg.	>	3
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6								

Webex Teams PC/移动版

移动

您必须登录并选择**设置>呼叫>电话服务**。状态必须为Connected。

PC

您必须登录并选择设置>电话服务。状态必须为Connected。



Phone Services

ACCOUNT INFORMATION

You are signed in to Webex Calling.

PHONE SERVICE

Connected

分配的主号码

必须分配主号码。

步骤1.在Control Hub中,选择Calling

步骤2.选择"位置**"选项**卡

步骤3.选择[Location-name]

步骤4.确保您在"主号码"部分分配了号码。



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 Hybrid 		Voice Portal	
		Internal Dialing	

注意:如果您的位置未分配任何Main Number,则系统会显示警告消息You will not be able to make or receive calls until this number is added。

激活和分配的数量

必须激活号码并将其分配给用户。

步骤1.在Control Hub中,选择Calling

步骤3.选择[Your-number]

验证状态为Active且此状态已分配给任何用户。

webex Control H	ub	Select Customer		\sim			0
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注意:如果用户仅是分机,则状态为**不适用**。

呼叫转移配置

验证您没有激活呼叫前转。

步骤1.在Control Hub中,选择Users

步骤2.选择[Your-user]

步骤3.选择呼叫**选项**卡

步骤4.验证呼**叫转**发已关闭

webex Control H	lub	Select Customer	\checkmark		0
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→ Hybrid → → → → → → → → → → → → →	Call waiting Caller ID					On)	>

语音邮件设置

验证与您的用户相关的语音邮件设置。

步骤1.在Control Hub中,选择Users

步骤2.选择**[Your-user]**

步骤3.选择呼叫**选项**卡

步骤4.选择语音邮**件**

步骤5.验证未选中All calls to voicemail复选框。

步骤6.在播**放"无应答"消息配置之前验证振铃**次数。

webex Control H	ub	Select Customer	\checkmark		0
 ∽ Troubleshooting ☐ Reports MANAGEMENT 	Users 오Users 怒 Groups	⊘ Licenses and Contact	S		
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	< Calling			
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Del Analytics	Choose when incoming calls are	e sent to voicemail and select how	the user is notified.	
~ Troubleshooting	Voicemail Service			
Reports				
MANAGEMENT	Send calls to voicema	I		
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88 Apps	Default - Busy			V Upload File
Account	When no answer			
Organization Settings	Number of rings before	playing the "no answer" mess	age	6
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SERVICES	Message file (.WAV) to p	iay 🕕		Listend Ele
	Derault - No Answer			

注意:Number of rings before play "no answer"消息在Control hub中的最小值为2。在CUP中 , Call settings > Incoming Calls > Call forwarding > When no answer > Number of rings before forwarding,最小值为0。请确保在两个门户中都选中此设置。

传入拨号计划

检查传入计划配置。

步骤1.在Control Hub中,选择Users

步骤2.选择[Your-user]

步骤3.选择呼叫选项卡

步骤4.选择 高级呼叫设置

步骤5.选择传出和传入权限

步骤6.选择来电

步骤7.验证切换已禁用

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88 Apps	4115	Primary >
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Messaging	Call waiting	On >
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% Calling		
Connected UC	Emergency callback number	>
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ĥ	User Details	

呼叫拦截

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Messaging	Outgoing and Incoming Permissions	>	5
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The Account			
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emarce	Turn on Incoming Calls so that this User no longer uses the default calling permissions of your organization. Then, choose the types of cal receive (for example, collect calls), Default values are shown initially, turn off and back on the switch to apply default values again	Is the User can	
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Updates & Migrations			
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S Connected UC			
○ Hybrid			

查看呼叫拦截配置。

步骤1.在Control Hub中,选择Users

步骤2.选择**[Your-user]**

步骤3.选择呼叫**选项**卡

步骤4.选择 高级呼叫设置

步骤5.验证**呼叫拦**截已关闭

A Users 1 Image: Send invitations Manage Image: Morkspaces Image: Send invitations Manage Image: Devices 2 Image: First / Last name + Email Image: Devices 2 Image: Send invitations Manage	
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SERVICES	Call Recording Hoteling	off >

一号通(Office Anywhere)配置

确保已禁用一号通(办公室随处)。

步骤1.在CUP中,选择呼叫设置

步骤2.选择**来电**

步骤3.验证禁用切换一号通(Office Anywhere)功能。

Cisco Webex		
Q.O Voicemail	Incoming Calls Schedu	les Additional Features
🕼 Call History	Do Not Disturb ²	Do Not Disturb will direct all calls to a busy signal. ?
දරී 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.
Directory	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

免打扰配置(DND)

确保DND已禁用。

步骤2.选择来电

步骤3.验证禁用"免打扰"切换。

Cisco Webex calling		User 1	(u1) v
Q.O Voicemail	Incoming Calls Do Not Disturb	Schedules Additional Features 2 Do Not Disturb will direct all calls to a busy signal.	
کی Call History ۲ کُنُی 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.	
		Cancel Sav	/e

接下来做什么?

在您检查这些配置后,如果您有任何问题,请向TAC反映问题。

您必须添加以下信息:

- 您的组织ID
- •问题的特定号码
- •出现的特定症状:快速、繁忙、特定录制等。
- •提供呼叫示例:主叫方、被叫方、时间戳,以及当前时区。