

Troubleshoot Alert "Sorry Calling Phone Numbers Is Not Possible"

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Introduction

This document describes method to verify and fix alert "Sorry Calling Phone Numbers Is Not Possible"

Prerequisites

Able to access Webex Control Hub to share logs with TAC, for review.

Problem

Webex unable to make call even though log in to CUCM looked successful. After dialing any number, you get "Sorry calling phone numbers is not possible".

Solution

The issue with "Found a UC Hybrid device type for this user in UDS. Preventing registration" is due to Spark Remote Device previously configured on CUCM side.

Client logs shows the error:

```
EccManager::checkForHybridDeviceType:Found a UC Hybrid device type for this user in UDS. Preventing registration
```

The Spark Remote Profile Device needs to be removed from CUCM

Reference documents:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/hybridservices/hybridcalldevices/vguide-for-webex-devices-hybrid-call/wbxhs_m_deployment-guide-for-webex-devices-hybrid-call_chapter_010.html

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_5_1/systemConfig/cucm_b_system-configuration-guide-1251/cucm_b_system-configuration-guide-1251_chapter_0101010.html#task_C8DE518E792F7FCEAEA992639A3C2A9A