Webex App Extension Calls Not Ringing Desk Phones in Webex Calling

Contents

Issue

Users experience multiple calling issues in Webex Calling environments with Cisco 9851 desk phones:

- Internal extension-to-extension calls initiated from the Webex App only and ring through the Webex App and not the associated Cisco 9851 desk phones
- Group call pickup and directed call pickup attempts fail
- When dialing 97 for directed call pickup, users hear a steady beep tone instead of a normal dial tone
- Some failed pickup attempts return "Call rejected" refusal codes
- Desk phone-to-desk phone calls and app-to-app calls function normally

The expected behavior is for both the Webex App and physical desk phones to ring simultaneously for all internal calls, regardless of the origination method.

Environment

Webex calling organization with wholesale configuration

- Cisco 9851 desk phones
- Webex App (PC and mobile versions)
- Mixed endpoint environment (both app and desk phones assigned to users)
- Call pickup groups configured with notification type set to "None"
- Users configured with both Webex App and physical desk phone endpoints

Resolution

Device and Configuration Verification

Step 1: Verify Device Registration and User Settings

Confirm the affected Cisco 9851 devices are:

- Assigned to users
- Activated in Control Hub
- Currently connected
- Not configured with Do Not Disturb, call forwarding, call intercept, or internal incoming call blocking

Call Path Analysis

Step 2: Identify the Call Origination Method

This issue occurs when calls are initiated from the Webex App using contact selection (contact card/name/green call button) rather than manual extension dialing. This causes the call to take an app-to-app path instead of a Webex Calling extension call path.

Step 3: Collect Diagnostic Information

To analyze the call flow behavior:

- Navigate to **Control Hub > Troubleshooting > Meetings & Calls**
- Search for the affected user or phone number
- Select the problematic call
- Copy the Correlation ID for analysis

Call Pickup Configuration Review

Step 4: Review Pickup Group Notification Settings

The pickup group notification type is set to "None," which affects pickup notifications but does not fully explain the app-only ringing behavior. This setting can require adjustment based on organizational requirements.

Directed Call Pickup Limitations

Step 5: Understand Feature Limitations

Directed call pickup using *97 followed by a call queue number is not supported. Directed call pickup is intended for users, workspaces, and virtual lines. This does not support feature-based targets such as call queues.

Workaround for Simultaneous Ring Issue

Step 6: Implement Calling Method Workaround

To ensure both the Webex App and desk phone ring simultaneously:

- Instruct users to manually dial extensions using the dial pad instead of selecting contacts from the Webex App directory
    - This ensures calls follow the Webex Calling extension path rather than app-to-app routing

Feature Request Process

Step 7: Submit Enhancement Request

For the app-to-desk simultaneous ring behavior when using contact selection, this represents a feature limitation rather than a technical defect. Contact your account team to submit a feature request for enhanced call routing behavior.

Cause

The primary cause is a difference in call routing paths within Webex Calling:

- **App-to-App Path:** When users initiate calls from the Webex App using contact selection (contact card/name/green call button), the system routes the call as an app-to-app call, which only rings the Webex App endpoint.
- **Extension Call Path:** When users manually dial extensions, the call follows the Webex Calling extension path, which rings both the app and desk phone simultaneously.
- **Call Pickup Limitations:** Directed call pickup to call queues is not supported by design, as the feature is intended for users, workspaces, and virtual lines only.
- **Notification Configuration:** The pickup group notification type being set to "None" contributes to pickup notification issues.

This behavior represents intended feature limitations rather than technical defects in the Webex Calling platform.

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