Webex Calling Video Disabled During Call Setup Due to Compression Settings

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Issue

Users experienced issues with Webex Calling video functionality during workstation-to-workstation calls and mobile calls. When users attempted to establish video calls, they could see their own camera preview in the Webex application, but could not see the video feed of the other participant. The calls remained audio-only despite both participants manually enabling their camera controls after the call connected.

The issue was consistently reproducible across approximately 10 users and multiple devices including laptops and mobile Webex clients. Analysis of call logs showed that while video was initially offered during SIP call setup, it was disabled before video media establishment, resulting in calls being marked as "not a video call" in the system logs.

Webex Meetings video functionality remained unaffected, with video working normally in meeting scenarios.

Environment

- Webex Calling Audio and Video
- Webex App desktop and mobile clients
- Organization transitioning from hybrid deployment (on-premises and cloud) to primarily cloud-based
- Users with Calling Professional licenses
- Organization-wide video settings enabled at both organization and user levels

Resolution

The issue was resolved by modifying the compression settings in the Webex Control Hub. The compression

setting that had been enabled during the hybrid deployment period was preventing video streams from being established properly.

Step 1: Access User Compression Settings

Navigate to **Control Hub > Users > Select User > Calling > User call experience > Compression options**.

Step 2: Change Compression Setting

Change the compression options from the previously enabled setting back to **Normal**.

Step 3: Apply Changes to All Affected Users

Repeat the compression setting change for all users experiencing the video calling issue.

Step 4: Test Video Calling Functionality

Perform test calls between users to verify that video streams are now properly established and both participants can see the video feed.

The troubleshooting process confirmed that the issue was not related to camera hardware, bandwidth limitations, firewall configurations, media quality settings, call forwarding, Do Not Disturb settings, intercept features, or call recording configurations. Organization and user-level video settings were properly enabled throughout the investigation.

Cause

The root cause was the compression setting that had been enabled during the hybrid deployment period of the organization when they were operating both on-premises and cloud-based systems. This compression setting interfered with the video negotiation process during Webex Calling sessions, causing video to be offered during initial call setup but then disabled before video media streams could be established. The

setting was appropriate during the hybrid phase but became problematic as the organization completed their migration to a primarily cloud-based environment.

Related Content

- Enable or Disable Video for Calling in the Webex App
- Troubleshoot Webex Calling Video Calls
- Cisco Technical Support & Downloads