Probleemoplossing voor telefoonservices die zijn losgekoppeld in Webex Teams voor WebexC

Inhoud

Inleiding Voorwaarden Vereisten Achtergrondinformatie Gemeenschappelijke configuratieproblemen Webex-bellicenties toegewezen De Webex-beltoepassingen valideren Controleer of u de nieuwste versie van Webex Teams hebt Probeer de telefoonservices te forceren Uw netwerk en apparaat valideren Wat nu?

Inleiding

Dit document beschrijft hoe u problemen kunt oplossen bij fouten in telefoonservices in Webexteams die Webex Calling (WxC)-licenties gebruiken.

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Webex Calling
- Control Hub (CH) .Zorg ervoor dat u Admin Access hebt.
- Webex Teams

Achtergrondinformatie

Een van de meest voorkomende problemen die verband houden met Webex Teams die Webex Calling-services gebruiken is dat telefoonservices worden weergegeven als losgekoppeld. Dit betekent dat uw gebruiker niet is geregistreerd bij Webex Calling Services en u niet kunt ontvangen of bellen totdat het probleem is opgelost. Dit document is gericht op hoe te probleemloos PC en Mobile, maar u kunt dezelfde stappen gebruiken als u een probleem met een tablet.

Hoe te bevestigen als uw telefoondiensten losgekoppeld zijn:

PC Mac/Windows

In uw Webex-teams wordt in de linkerbenedenhoek het bericht **U niet bent aangemeld bij de telefoonservices** weergegeven.

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Mobiele iOS/Android

Stap 1. Selecteer de profielafbeelding in de linker bovenhoek.

Stap 2. De telefoonservices zijn losgekoppeld.



Gemeenschappelijke configuratieproblemen

Webex-bellicenties toegewezen

Controleer of de gebruiker WXC-licenties heeft toegewezen.

- Stap 1. Selecteer Gebruikers in Control Hub
- Stap 2. Selecteer [Uw-gebruiker]

Stap 3. Bekijk in het profiel de configuratie van de licenties. Dit moet de Webex-bellicenties weergeven.

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De Webex-beltoepassingen valideren

Controleer of de gebruiker Webex-toepassingslicenties heeft toegewezen.

Stap 1. Selecteer Gebruikers in Control Hub

Stap 2. Selecteer [Uw-gebruiker]

Stap 3. Selecteer het tabblad Bel

Stap 4. Selecteer geavanceerde gespreksinstellingen

Stap 5. Selecteer toepassingen

Stap 6. Controleer of het vakje Desktop/Mobile of Tablet is ingeschakeld.

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Controleer of u de nieuwste versie van Webex Teams hebt

Zorg ervoor dat u de nieuwste versie hebt. Aanbevolen wordt de app opnieuw te installeren.

Download deze <u>link</u> voor Webex Teams op je PC of installeer de app opnieuw via de App Store voor je iPhone of de Play Store voor je Android.

Probeer de telefoonservices te forceren

PC Mac

Stap 1. In Webex-teams wordt in de linkerbenedenhoek het bericht weergegeven. U bent niet aangemeld bij de telefoonservices. Selecteer aanmelding.

Mobiele iOS

Stap 1. Selecteer de profielafbeelding in de linkerbovenhoek

- Stap 2. Selecteer Instellingen
- Stap 3. Selecteer bellen
- Stap 4. Selecteer telefoonservices
- Stap 5. Selecteer Inloggen

Opmerking: WxC ondersteunt het niet om tegelijkertijd op 2 verschillende PC of mobiele apparaten te worden geregistreerd.

Uw netwerk en apparaat valideren

Zorg ervoor dat uw netwerken voldoen aan de referentievereisten voor Webex-oproeppoorten

Wat nu?

Nadat u deze configuraties hebt bekeken, opent u een case met TAC als u problemen hebt.

U moet deze informatie toevoegen:

- Uw OrgID
- Specifiek e-mailadres met het probleem
- Geef de webex-teams logboeken.

Volg vervolgens de volgende stappen:

Webex Teams PC Mac-logs

Stap 1. Selecteer in de bovenhoek de optie Helponderwerpen

- Stap 2. Selecteer Logbestanden verzenden
- Webex Teams PC Windows-logs
- Stap 1. Selecteer de profielafbeelding in de linkerbovenhoek
- Stap 2. Selecteer Helponderwerpen
- Stap 3. Selecteer Logbestanden verzenden
- Webex Teams mobiele iOS/Android-logs
- Stap 1. Selecteer de profielafbeelding in de linkerbovenhoek
- Stap 2. Selecteer Logbestanden verzenden

Over deze vertaling

Cisco heeft dit document vertaald via een combinatie van machine- en menselijke technologie om onze gebruikers wereldwijd ondersteuningscontent te bieden in hun eigen taal. Houd er rekening mee dat zelfs de beste machinevertaling niet net zo nauwkeurig is als die van een professionele vertaler. Cisco Systems, Inc. is niet aansprakelijk voor de nauwkeurigheid van deze vertalingen en raadt aan altijd het oorspronkelijke Engelstalige document (link) te raadplegen.