

排除Webex通話使用者的來電問題

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簡介

本文檔介紹Webex呼叫客戶在來電時面臨的最常見配置問題。

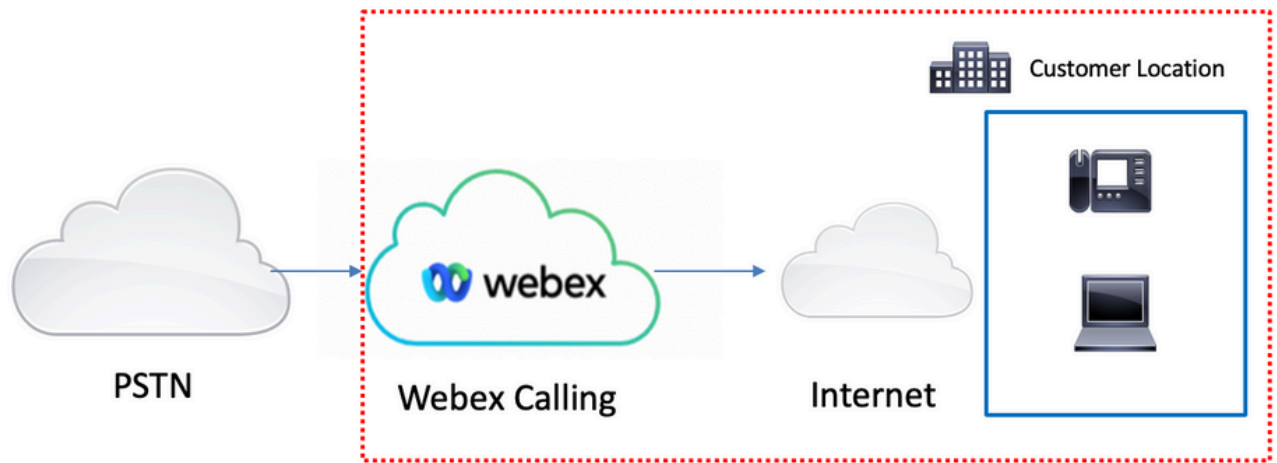
必要條件

需求

思科建議您瞭解以下主題：

- [Webex Calling](#)
- [控制中心\(CH\)](#)。請確保您具有管理員訪問許可權。
- [思科使用者入口網站\(CUP\)](#)

背景資訊



您有3個不同的選項可以啟用具有Webex呼叫服務的PSTN:

- [雲連線的PSTN](#)。此選項從眾多思科CCP合作夥伴中尋找雲PSTN解決方案，或者如果您的位置沒有思科呼叫計畫。
- [Cisco呼叫PSTN](#)。如果您希望使用思科的雲PSTN解決方案，請選擇此選項。
- [基於內部部署的PSTN \(本地網關\)](#)。如果要保留當前的PSTN提供程式，或者要將非雲站點與雲站點連線，可以選擇此選項。

由於Webex Calling解決方案具有不同的PSTN選項，因此本文檔不重點介紹PSTN互連故障排除問題。這些建議與Webex Calling使用者配置以及適用於任何PSTN互連的使用者配置相關。

常見配置問題

驗證硬體電話或軟體客戶端註冊

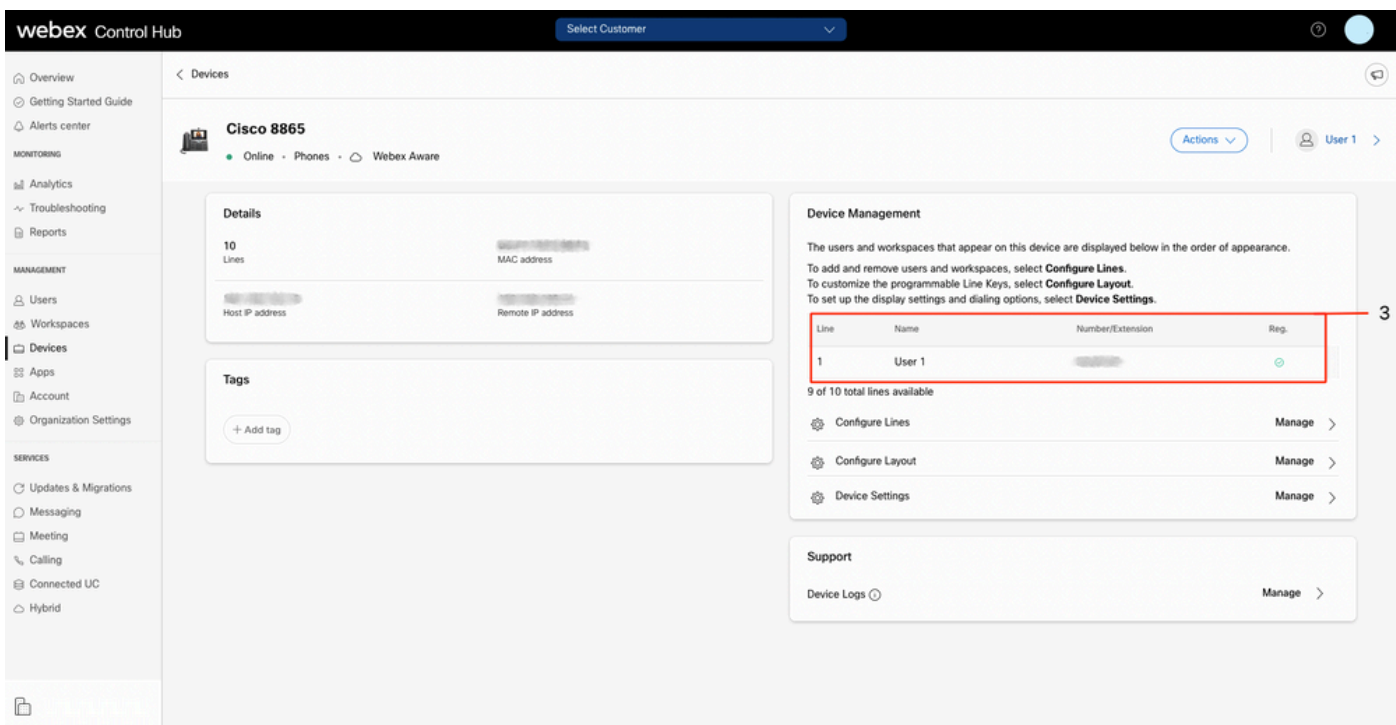
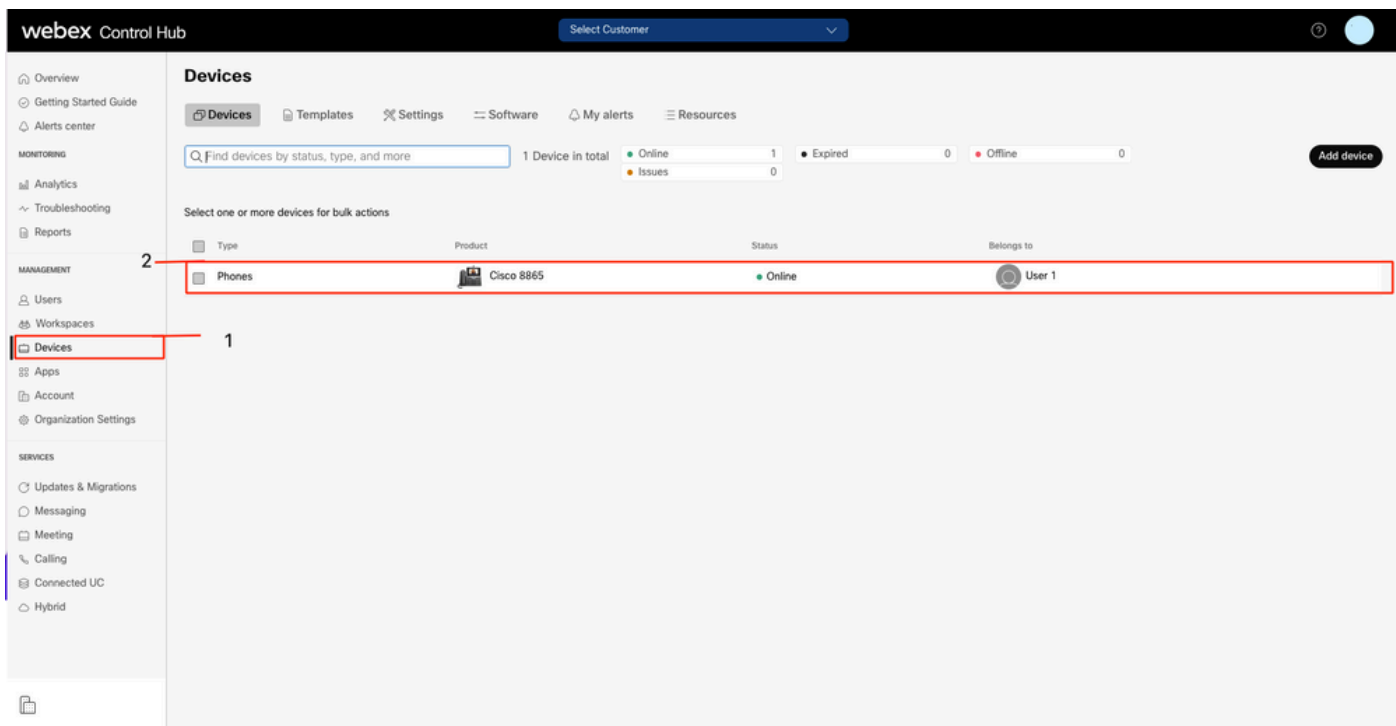
必須註冊至少一個硬電話或軟客戶端。

硬體電話註冊

步驟1. 在控制中心中，選擇Devices

步驟2. Select [Your-device]

步驟3. 在Device Management索引標籤中，確保狀態為Reg。



Webex Teams PC/行動

行動

您必須登入並選擇設定>呼叫>電話服務。狀態必須為Connected。

PC

您必須登入並選擇設定>電話服務。狀態必須為Connected。



Phone Services

ACCOUNT INFORMATION

You are signed in to Webex Calling.

PHONE SERVICE

Connected



分配的主號碼

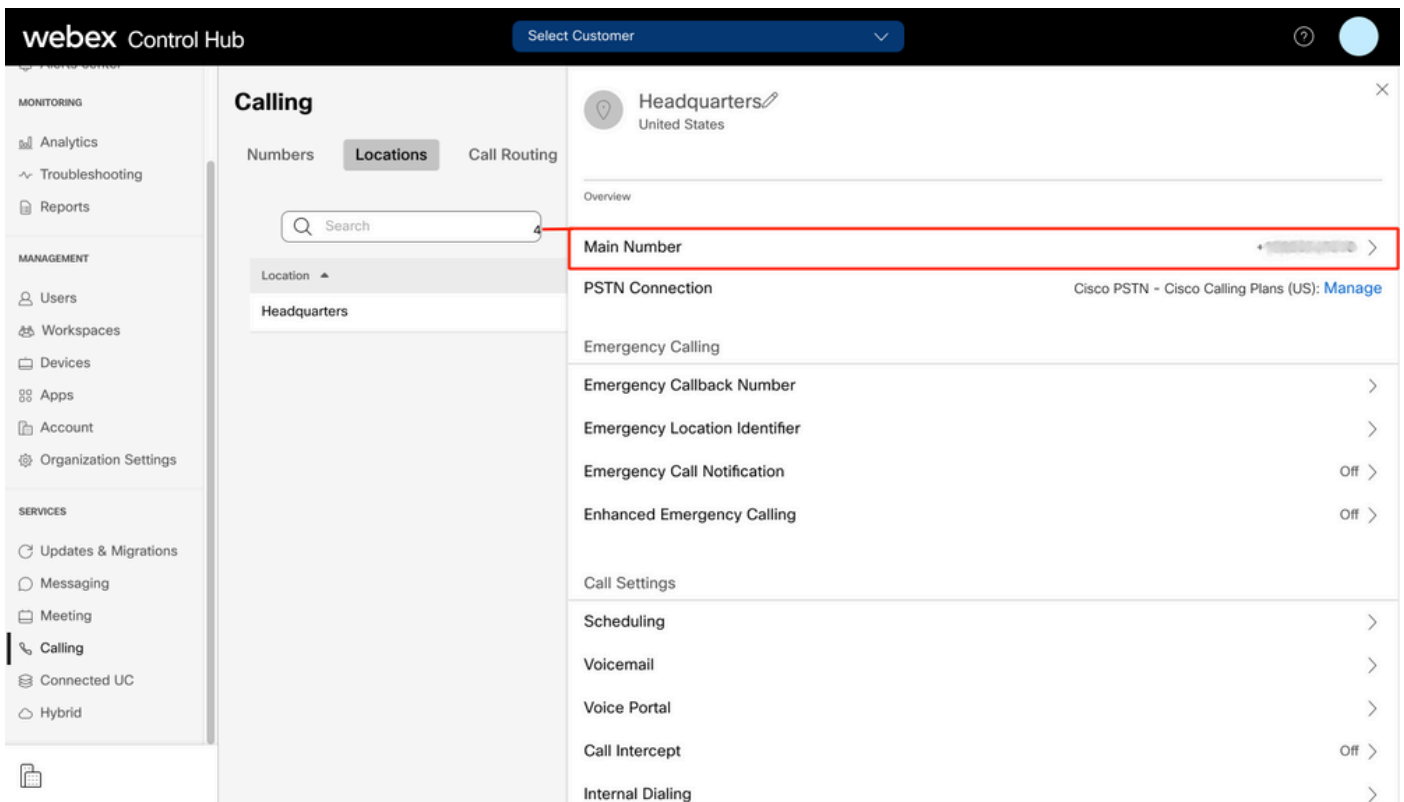
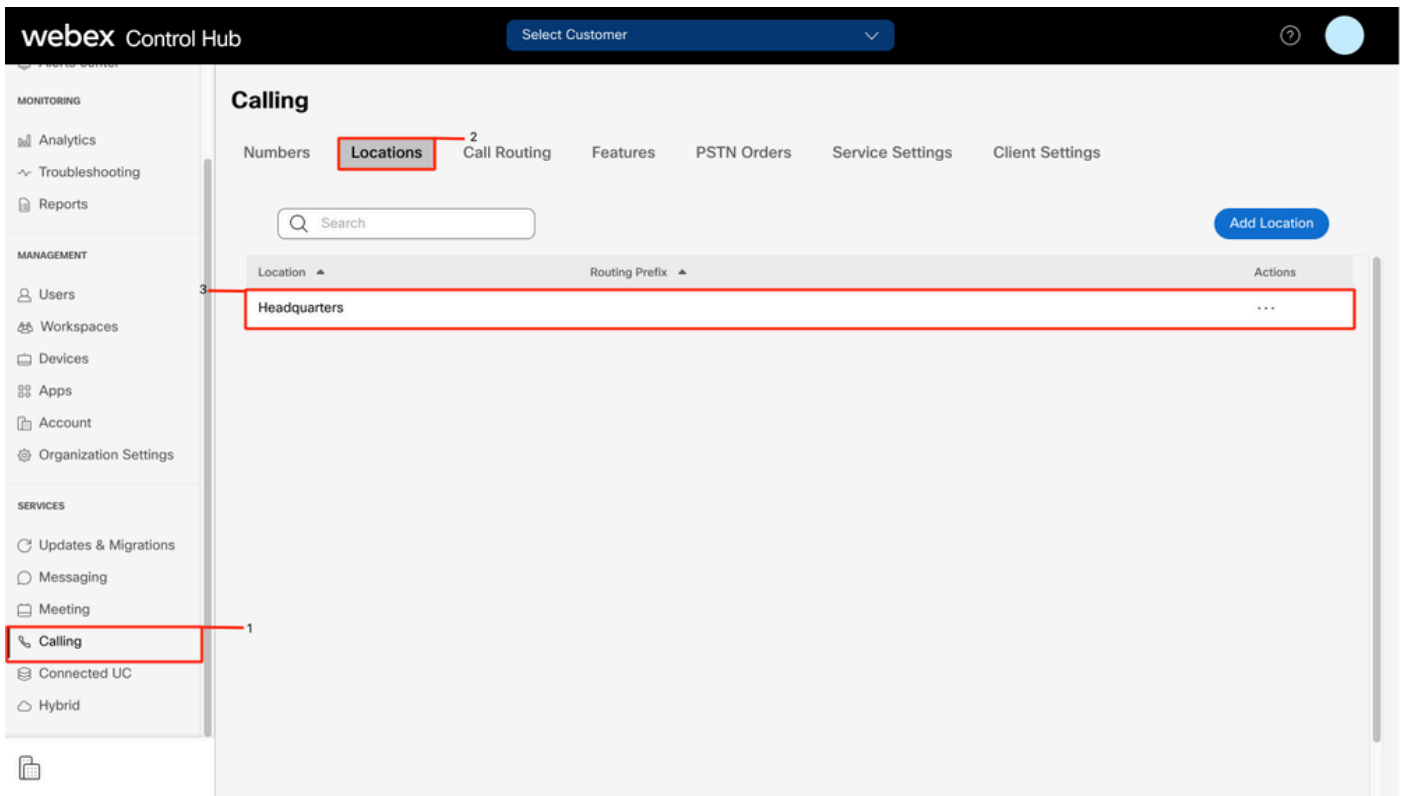
必須分配主號碼。

步驟1.在Control Hub中，選擇Calling

步驟2.選擇「位置」選項卡

步驟3. Select [Location-name]

步驟4.確保在「主號碼」部分分配了一個號碼。



附註： 如果您的位置未分配任何Main Number，則將顯示警告消息You will not be able to make or receive calls until this number is added.

啟用和分配的編號

必須啟用號碼並將其分配給使用者。

步驟1. 在Control Hub中，選擇Calling

步驟2.選擇數字選項卡

步驟3. Select [Your-number]

驗證狀態是否為Active，且此狀態是否為Assigned To any user。

The screenshot shows the webex Control Hub interface. The left sidebar contains a navigation menu with sections: MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Connected UC). The 'Calling' menu item is highlighted with a red box and labeled '1'. The main content area is titled 'Calling' and has a sub-tab 'Numbers' highlighted with a red box and labeled '2'. Below the sub-tabs, there is a search bar, a filter for 'All 10' numbers, and a dropdown for 'All Locations'. A table lists the numbers with columns: Phone Number, Extention, Location, Assigned To, Status, and Actions. One row is highlighted with a red box and labeled '3', showing a phone number starting with '+1', location 'Headquarters', assigned to 'User 1', and status 'Active'.

附註：如果使用者只是分機，則狀態為不適用。

來電轉駁配置

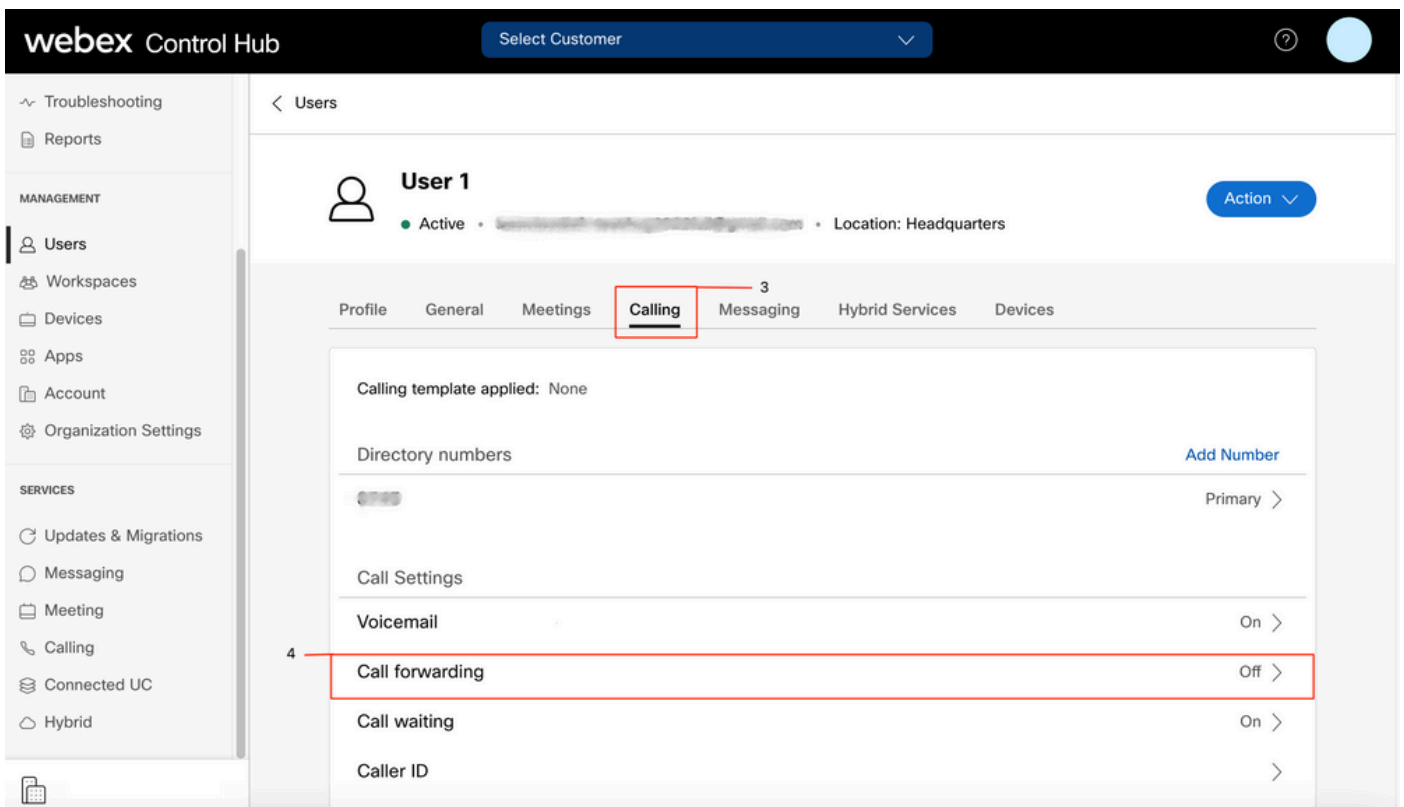
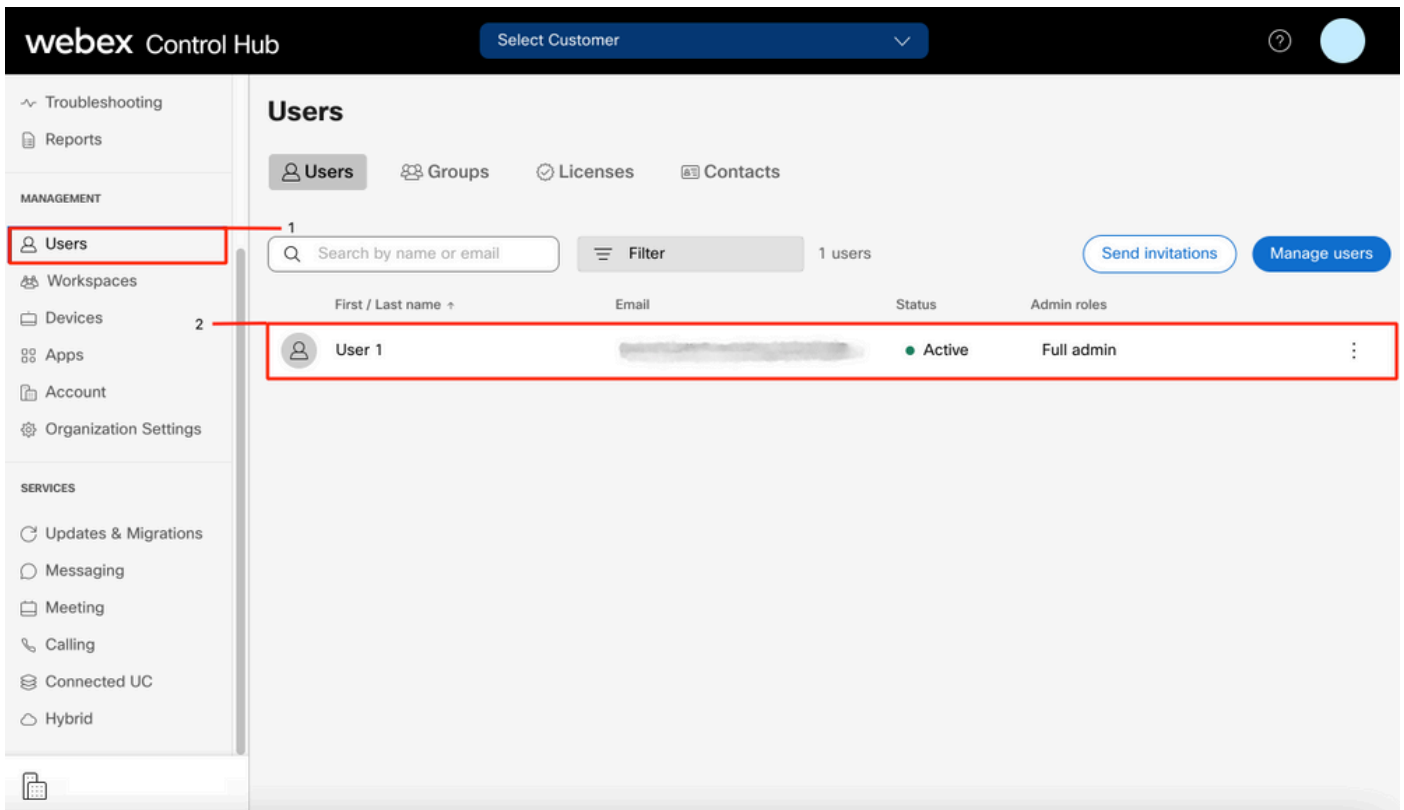
驗證您沒有啟用呼叫前轉。

步驟1.在Control Hub中，選擇Users

步驟2. Select [Your-user]

步驟3.選擇「呼叫」選項卡

步驟4. 驗證已關閉呼叫轉接



語音郵件設定

驗證與您的使用者相關的語音郵件設定。

步驟1.在Control Hub中，選擇Users

步驟2. Select [Your-user]

步驟3.選擇「呼叫」選項卡

步驟4.選擇語音郵件

步驟5.驗證All calls to voicemail框是否已取消選中。

步驟6. 在播放「無應答」消息配置之前驗證振鈴次數。

webex Control Hub

Select Customer

Users

Users Groups Licenses Contacts

1

Search by name or email Filter 1 users

Send invitations Manage users

2

| First / Last name | Email | Status | Admin roles |
|-------------------|------------|--------|-------------|
| User 1 | [REDACTED] | Active | Full admin |

webex Control Hub

Select Customer

Users

User 1

Active [REDACTED] Location: Headquarters

Action

Profile General Meetings Calling Messaging Hybrid Services Devices

3

Calling template applied: None

Directory numbers

Add Number

Primary

Call Settings

4

Voicemail On

Call forwarding Off

Call waiting On

Caller ID

The screenshot shows the 'Calling' settings page in the Webex Control Hub. Under the 'Voicemail' section, the 'Voicemail Service' is enabled. The 'Send calls to voicemail' section has three options: 'All calls' (checked), 'When busy' (checked), and 'When no answer' (checked). The 'Number of rings before playing the "no answer" message' is set to 3. The 'Message file (.WAV) to play' dropdown is set to 'Default - Busy' for the 'When busy' option and 'Default - No Answer' for the 'When no answer' option. Red boxes highlight the 'All calls' checkbox and the 'Number of rings' dropdown menu.

附註：在Control hub中播放「無應答」消息之前振鈴次數部分中的最小值為2。在CUP中，Call settings > Incoming Calls > Call forwarding > When no answer > Number of rings before forwarding，最小值為0。請確保在兩個門戶中檢查此設定。

傳入撥號計畫

檢查傳入計畫配置。

步驟1.在Control Hub中，選擇Users

步驟2. Select [Your-user]

步驟3.選擇「呼叫」選項卡

步驟4.選擇 高級呼叫設定

步驟5. 選擇Outgoing and Incoming Permissions

步驟6.選擇 來電

步驟7.驗證是否已禁用切換

Troubleshooting

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Users

Users Groups Licenses Contacts

Search by name or email

Filter

1 users

Send invitations

Manage users

| First / Last name | Email | Status | Admin roles |
|-------------------|------------|--------|-------------|
| User 1 | [REDACTED] | Active | Full admin |

Reports

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Connected UC

Hybrid

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Calling template applied: None

Directory numbers

Add Number

[REDACTED]

Primary >

Call Settings

Voicemail

On >

Call forwarding

Off >

Call waiting

On >

Caller ID

>

Emergency callback number

>

Advanced Call Settings

>

User Details

- Reports
- MANAGEMENT
 - Users
 - Workspaces
 - Devices
 - Apps
 - Account
 - Organization Settings
- SERVICES
 - Updates & Migrations
 - Messaging
 - Meeting
 - Calling
 - Connected UC
 - Hybrid

User 1 Active Location: Headquarters Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices

< Calling
Advanced Call Settings

| | |
|--|-------|
| Applications | > |
| Barge in | Off > |
| Call intercept | Off > |
| Outgoing and Incoming Permissions | > |
| Compression options | > |
| Executive / Executive assistant | Off > |
| Call Recording | Off > |
| Hoteling | Off > |

- Reports
- MANAGEMENT
 - Users
 - Workspaces
 - Devices
 - Apps
 - Account
 - Organization Settings
- SERVICES
 - Updates & Migrations
 - Messaging
 - Meeting
 - Calling
 - Connected UC
 - Hybrid

< Users

User 1 Active Location: Headquarters Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Calling > Advanced
Outgoing and Incoming Permissions

| | |
|-----------------------|---|
| Outgoing Calls | > |
| Incoming Calls | > |

- Reports
- MANAGEMENT
 - Users
 - Workspaces
 - Devices
 - Apps
 - Account
 - Organization Settings
- SERVICES
 - Updates & Migrations
 - Messaging
 - Meeting
 - Calling
 - Connected UC
 - Hybrid

< Users

User 1 Active Location: Headquarters Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices

Incoming Calls
Turn on Incoming Calls so that this User no longer uses the default calling permissions of your organization. Then, choose the types of calls the User can receive (for example, collect calls). Default values are shown initially, turn off and back on the switch to apply default values again.

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呼叫攔截

檢視呼叫攔截配置。

步驟1.在Control Hub中，選擇Users

步驟2. Select [Your-user]

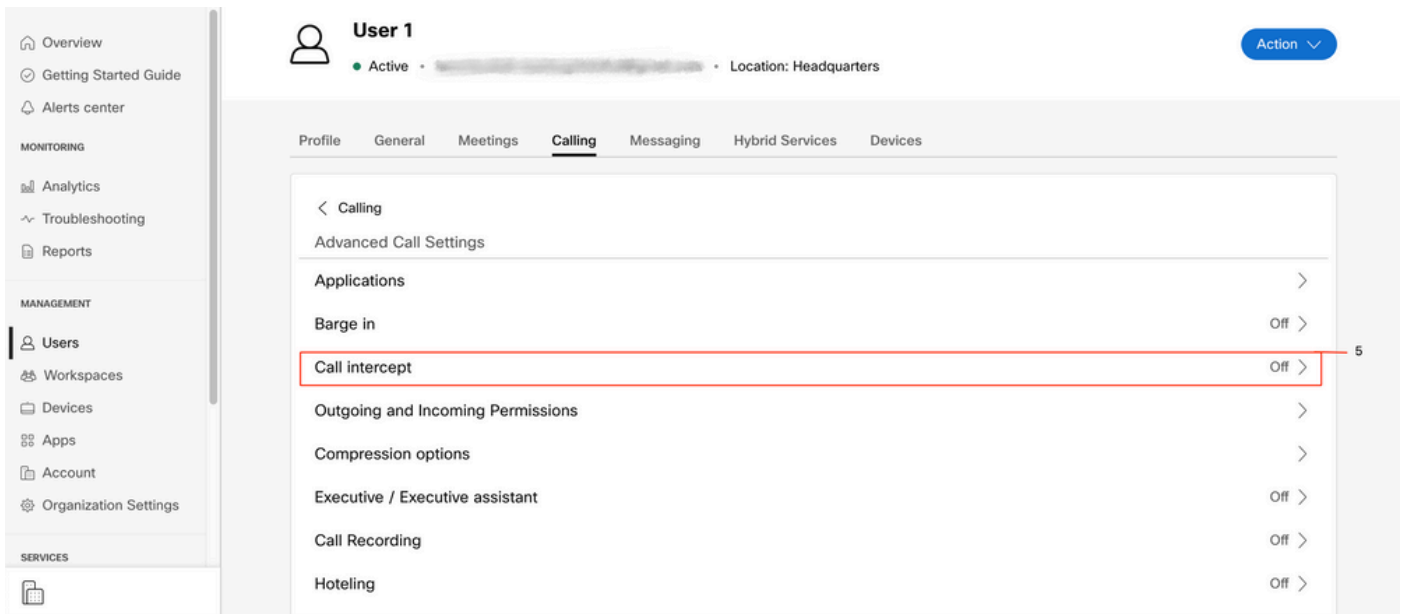
步驟3.選擇「呼叫」選項卡

步驟4.選擇 高級呼叫設定

步驟5. 驗證Call Intercept是否已關閉

The screenshot shows the 'Users' management page in the webex Control Hub. The left sidebar contains a 'MANAGEMENT' section with 'Users' highlighted (1). The main content area shows a list of users with columns for 'First / Last name', 'Email', 'Status', and 'Admin roles'. One user, 'User 1', is listed with a status of 'Active' and 'Full admin' role (2).

The screenshot shows the 'Calling' configuration page for a user. The 'Calling' tab is selected (3). Under the 'Call Settings' section, the 'Advanced Call Settings' link is highlighted (4).



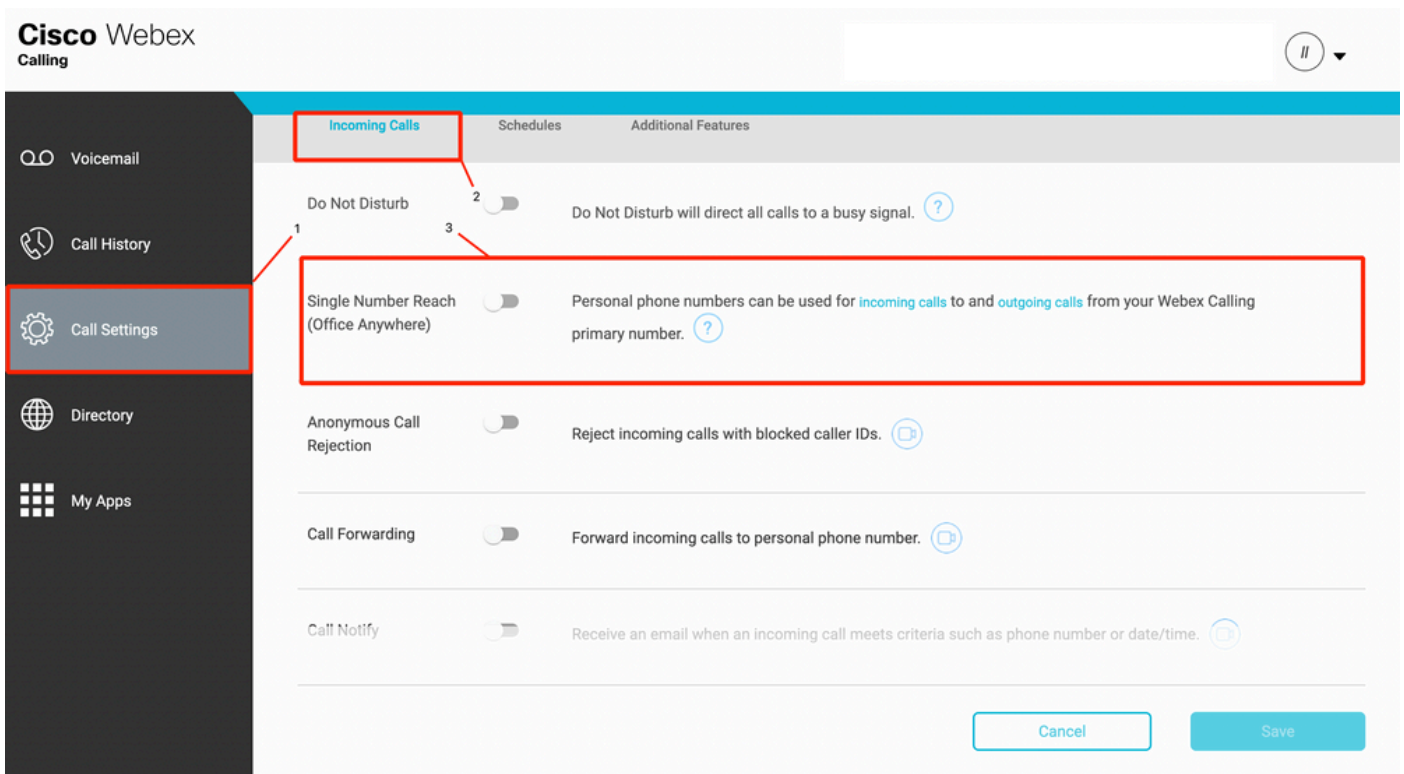
一號通(Office Anywhere)配置

確保禁用一號通功能(office anywhere)。

步驟1.在CUP中，選擇Call settings

步驟2.選擇來電

步驟3.驗證已禁用切換一號通功能(Office Anywhere)。



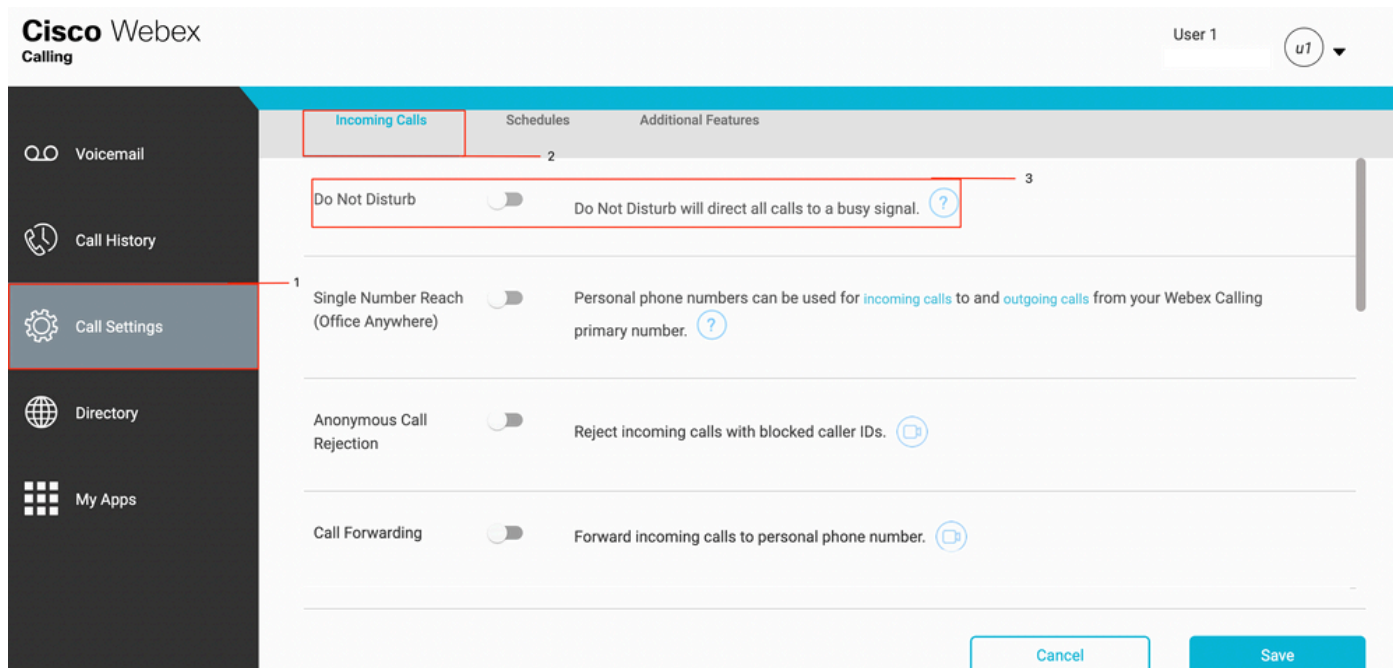
免打擾配置(DND)

確保DND已禁用。

步驟1.在CUP中，選擇Call settings

步驟2.選擇來電

步驟3.驗證「免打擾」切換是否禁用。



下一步是什麼？

檢查這些設定後，如果您有任何問題，請與TAC建立案例。

必須新增以下資訊：

- 您的OrgID
- 問題的特定號碼
- 遇到特定症狀：快速、繁忙、特定錄製等。
- 提供呼叫示例：呼叫者、被呼叫者、時間戳，以及當前時區。