對Webex Teams for WxC中斷開的電話服務進行 故障排除

目錄

<u>簡介</u> <u>必要條件</u> <u>需求</u> <u>背景資訊</u> <u>常見配置問題</u> <u>已分配Webex通話授權</u> <u>驗證Webex通話應用程式</u> <u>驗證您是否擁有最新的Webex Teams版本</u> <u>嘗試強制電話服務登入</u> <u>驗證您的網路和裝置</u> <u>下一步是什麼?</u>

簡介

本文描述如何對使用Webex Calling(WxC)許可證的Webex團隊中的電話服務錯誤進行故障排除。

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。
- Webex Teams

背景資訊

與使用Webex通話服務的Webex團隊相關的最常見問題之一是,電話服務顯示為「已斷開」。這意 味著您的使用者未註冊到Webex呼叫服務,並且在問題解決之前您無法接收或發出任何呼叫。本文 檔重點介紹如何解決PC和流動裝置的問題,但是如果您在平板電腦上遇到問題,也可以使用相同的 步驟。

如何驗證電話服務是否已斷開:

• PC Mac/Windows

在您的Webex團隊的左下角,將顯示消息You are not signed in to phone services。

•••	œ,	Set a sta	itus				<	>	+
٠									
8									
٩,									
٠									
$N_{\rm c}$									
							6	1	
						-		_	
						Join	Set	ting	\$
						Join	Set	ting	\$
						Join	Set	ting	s
						Join	Set	ting	s
					J	Join	Set	ting	s
•:-					J	Join	Set	ting	\$
						Join	Set	ting	\$
::						Join	Set	ting	5

•移動iOs/Android **步驟1**.選擇左上角的配置檔案影象。

步驟2.電話服務已斷開連線。



常見配置問題

已分配Webex通話授權

驗證使用者是否已分配Wxc許可證。

步驟1.在Control Hub中,選擇Users

步驟2. Select [Your-user]

步驟3.在配置檔案中,檢查許可證配置。必須顯示Webex通話許可證。

webex Control H	lub	Select Customer	\sim		0
∽ Troubleshooting	Users 요Users 용 Groups	⊘ Licenses			
A Users A Workspaces □ Devices 2	Q Search by name or email	Email	1 users Status	Send invitations Admin roles	Manage users
88 Apps	Q User 1	Construction of the second	Active	Full admin	:
合 Account					
SERVICES					
C Updates & Migrations					
Messaging					
📋 Meeting					
% Calling					
Connected UC					
→ Hybrid					

webex Control H	łub	Select Customer	\checkmark	0
 ⊖ Overview ⊘ Getting Started Guide 	< 🛆 User 1	Profile General Me	eetings Calling Messaging Hybrid Services >>	Action V
Alerts center		Last Name	1	
MONITORING		Display Name	User 1	
J Analytics		Primary Email		
		D. (
		Preferred Email Language()	English - American English	
MANAGEMENT		Last Email Status	None	
요 Users		Name Labels	Status: Not enrolled Organization Setting: Off ()	
Workspaces				
Apps	Licenses	O Messaging	Basic Messaging	
Organization Settings		Meeting	Basic Space Meetings	
SERVICES		∿ Calling	Call on Webex (1:1 call, non-PSTN) Webex Calling Professional	
C Updates & Migrations		Edit Licenses		

驗證Webex通話應用程式

驗證使用者是否已分配Webex Calling應用程式許可證。

步驟1.在Control Hub中,選擇Users

步驟2. Select **[Your-user]**

步驟3.選擇Calling頁籤

步驟4.選擇Advanced Call Settings

步驟5.選擇應用程式

步驟6.驗證Webex Applications框Desktop/Mobile 或Tablet 是否已還中。

webex Control H	ub	Select Customer	\checkmark		0
~ Troubleshooting Reports MANAGEMENT	Users 완용 Groups	⊘ Licenses			
요 Users 忿 Workspaces 그 Devices 2	Q Search by name or email	= Filter Email	1 users Status	Send invitations Admin roles	Manage users
있 Apps Account ④ Organization Settings	Luser 1		Active	Full admin	:
SERVICES C Updates & Migrations Messaging Meeting Calling Connected UC					
Hybrid		3			

	Profile General Meetings Calling Messaging Hybrid Services Devices	
MANAGEMENT		
요 Users	Calling template applied: None	
8 Workspaces		
Devices	Directory numbers	Add Number
88 Apps	ans	Primary >
Account		
谷 Organization Settings	Call Settings	
SERVICES	Voicemail	On >
C Updates & Migrations	Call forwarding	Off >
Messaging	Call waiting	On >
Meeting	Caller D	×
% Calling	Caller ID	/
S Connected UC	Emergency callback number	>
→ Hybrid	Advanced Call Settings	>
Ē		
Carlos Ca	User Details	

Overview Getting Started Guide Alerts center	User 1 • Active • Location: Headquarters	Action 🗸
MONITORING Analytics Troubleshooting Reports	Profile General Meetings Calling Messaging Hybrid Services Devices Calling Advanced Call Settings	
Management	Applications Barge in	> off >
Workspaces Devices Apps	Call intercept Outgoing and Incoming Permissions	Off >
Account Organization Settings	Compression options Executive / Executive assistant	> Off >
C Updates & Migrations	Call Recording Hoteling	Off >
	womening	/

G Overview	
⊘ Getting Started Guide	Profile General Meetings Calling Messaging Hybrid Services Devices
MONITORING	Calling > Advanced
	Applications
M Analytics	Settings
~ Troubleshooting	Set the ringing behavior of all devices and calling applications.
Reports	These settings also apply to Shared Devices.
	Ring all devices and applications whenever:
MANAGEMENT	Click to Dial calls are made
은 Users	Group Pages are received
恐 Workspaces	A call the user parked is recalled back to the user's line
Devices	
88 Apps	Webex Applications
Account	The following selected Webex applications are assigned for use.
Organization Settings	Each enabled application is considered to be a device, which counts toward your licensed device count. ①
	Z Desktop
SERVICES	Mobile
C Updates & Migrations	Zablet
-	6

驗證您是否擁有最新的Webex Teams版本

確保您有最新版本。建議重新安裝應用。

在您的電腦中為Webex Teams下載此<u>連結</u>,或者通過適用於iPhone的應用商店或適用於Android的 Play Store重新安裝應用。

嘗試強制電話服務登入

PC Mac

步驟1。在Webex團隊的左下角,看到一條消息:您未登入電話服務。選擇sign in。

行動iOS

步驟1.選擇左上角的配置檔案影象

步驟2.選擇設置

步驟3.選擇呼叫

步驟4. 選擇Phone Services

步驟5.選擇登入

附註:WxC不支援同時在2台不同的PC或流動裝置上進行註冊。

驗證您的網路和裝置

確保您的網路符合Webex<u>呼叫埠參考要求</u>

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
- 有問題的特定電子郵件地址
- •提供webex團隊日誌。

然後執行以下步驟:

Webex Teams PC Mac日誌

步驟1。在頂角,選擇 說明

步驟2. 選擇Send logs

Webex Teams PC Windows日誌

步驟1.選擇左上角的配置檔案影象

步驟2.選擇 說明

步驟3. 選擇Send logs

Webex Teams移動iOs/Android日誌

步驟1.選擇左上角的配置檔案影象

步驟2. 選擇Send logs

關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。