Troubleshoot Webex Calling Video Calls Establishment

Contents

Introduction

This document describes the troubleshooting process for internal calls in Webex Calling not establishing with video.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Webex Control Hub

Components Used

This document is not restricted to specific hardware and software versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Webex Calling supports video calls across any compatible endpoints that can successfully negotiate and establish the session with video capabilities.

It is important to outline that the support for video calls using Webex Calling services is restricted to endpoints within the same organization. All calls that are routed through the Public Switched Telephone Network (PSTN) are limited to audio-only, as PSTN services generally do not support video functionality.

For video to be displayed correctly during a call, it is essential that the endpoints with video capabilities are configured appropriately to handle video communications.
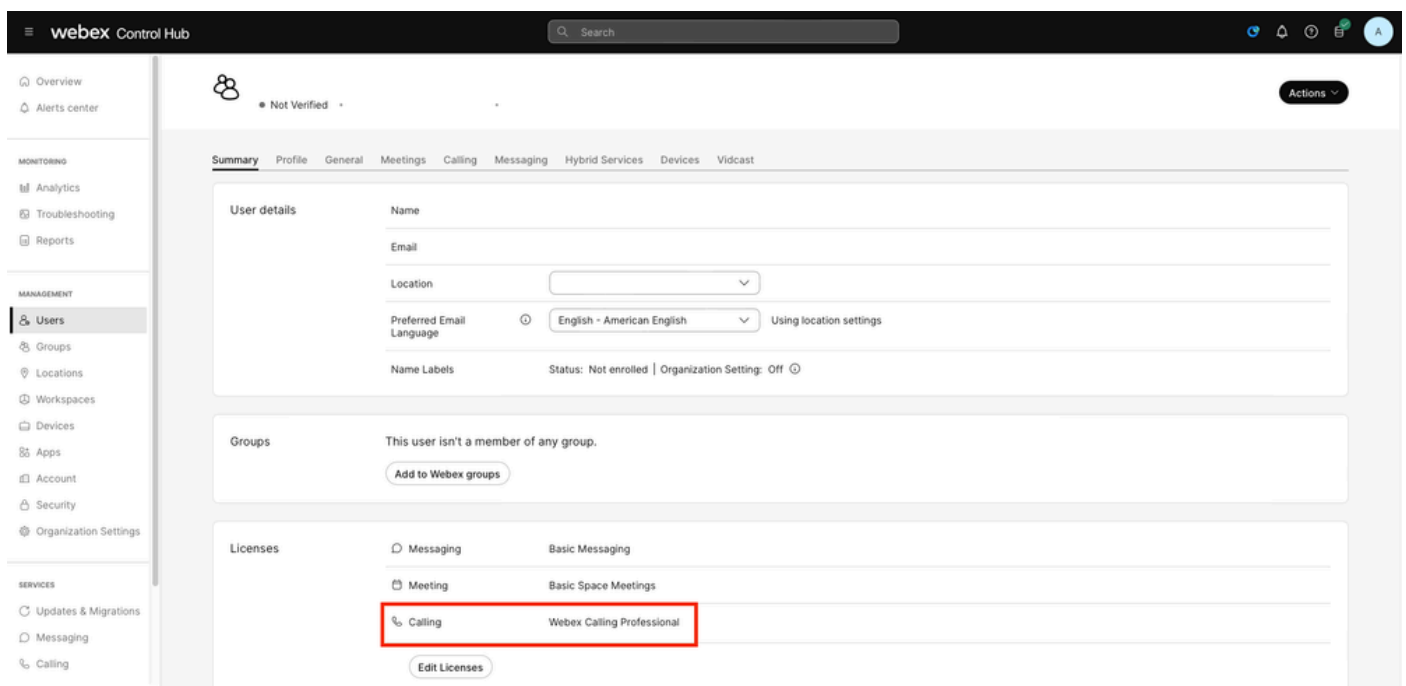
Common Configuration Issues

User License Assigned

Verify that the user(s) affected have Webex Calling licenses assigned.

Step 1. Inside Control Hub select **Users**, select the **User**.

Step 2. Scroll to **Summary >License**.

Step 3. Ensure that Webex Calling license is assigned.
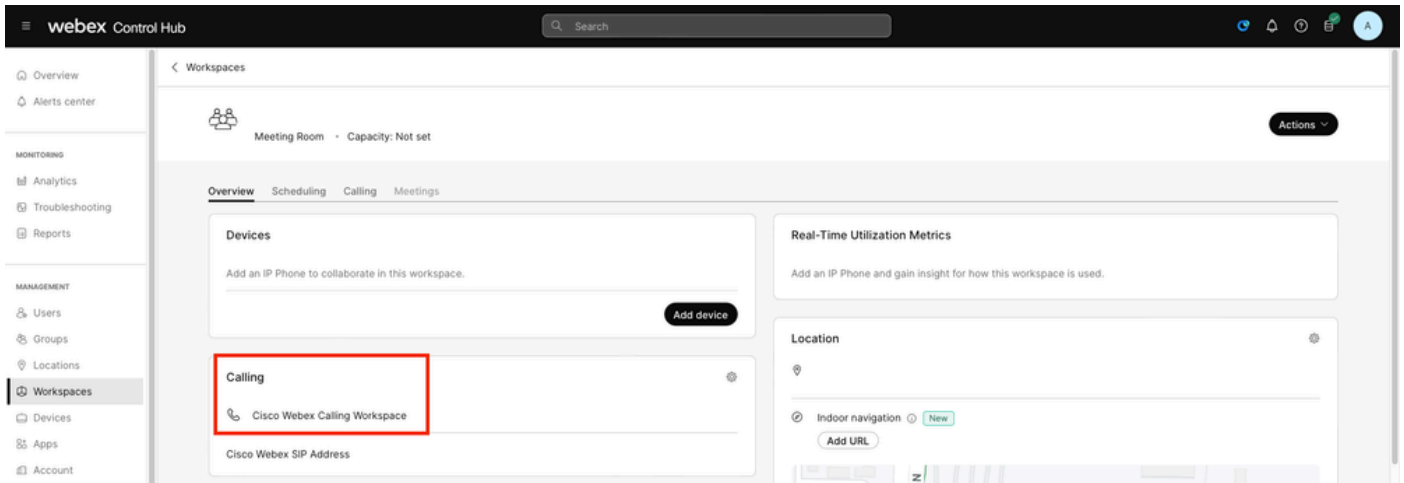

User License Assignment

Workspace License Assigned

Verify that the workspace(s) affected have Webex Calling licenses assigned.

Step 1. Inside Control Hub select **Workspaces**, select the **Workspace**.

Step 2. Scroll to **Overview >Calling**.

Step 3. Ensure that Webex Calling license is assigned.

Workspace License Assignment

Webex Application Settings in Control Hub

In case the issue resides with the Webex Application not establishing video calls, verify these configurations.

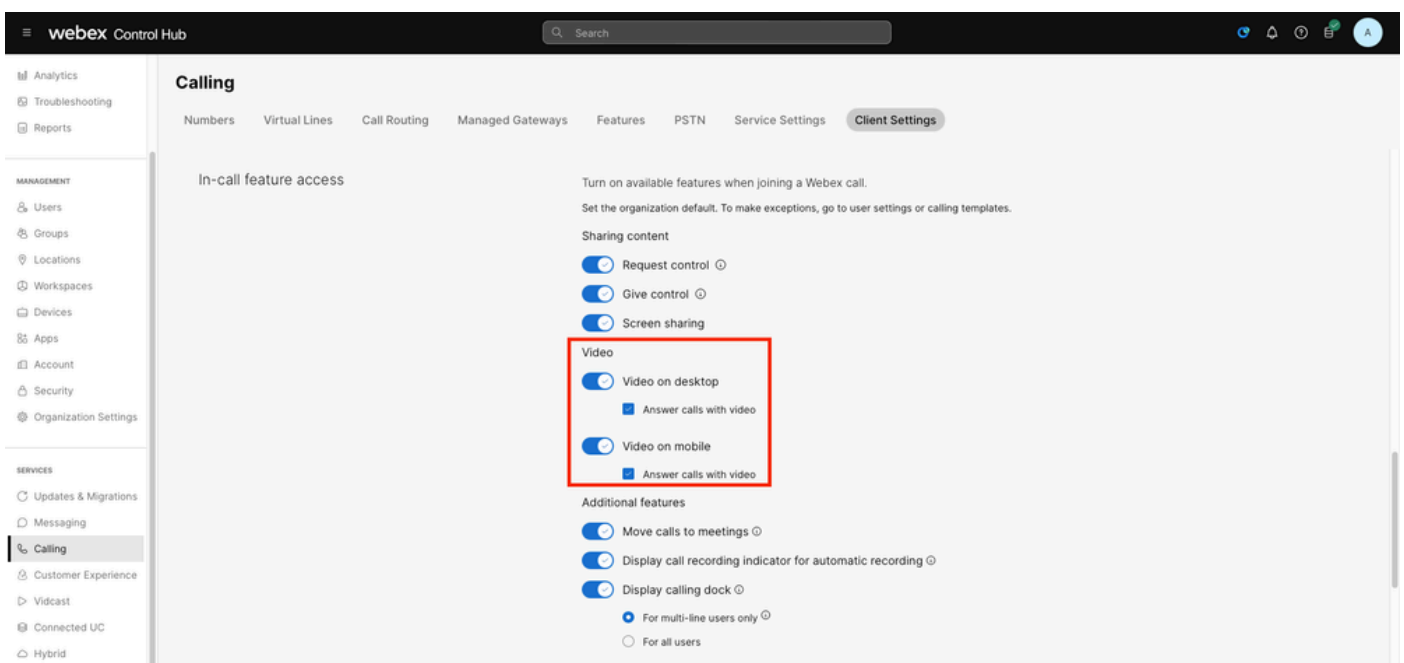**Organization Toggles in Control Hub**

In order to allow the video capabilities for all of the users in your organization with the Webex Application, enable the **In-call feature access** toggles.

Step 1. Under **SERVICES > Calling > Client Settings**.

Step 2. Scroll to **In-call feature access**.

Step 3. Activate the **toggles** to allow desktop/mobile users to support video calls.

When these toggles are enabled, another option appears to set all calls to start with video for desktop or mobile endpoints. If needed, click the **checkbox** for each of these options.
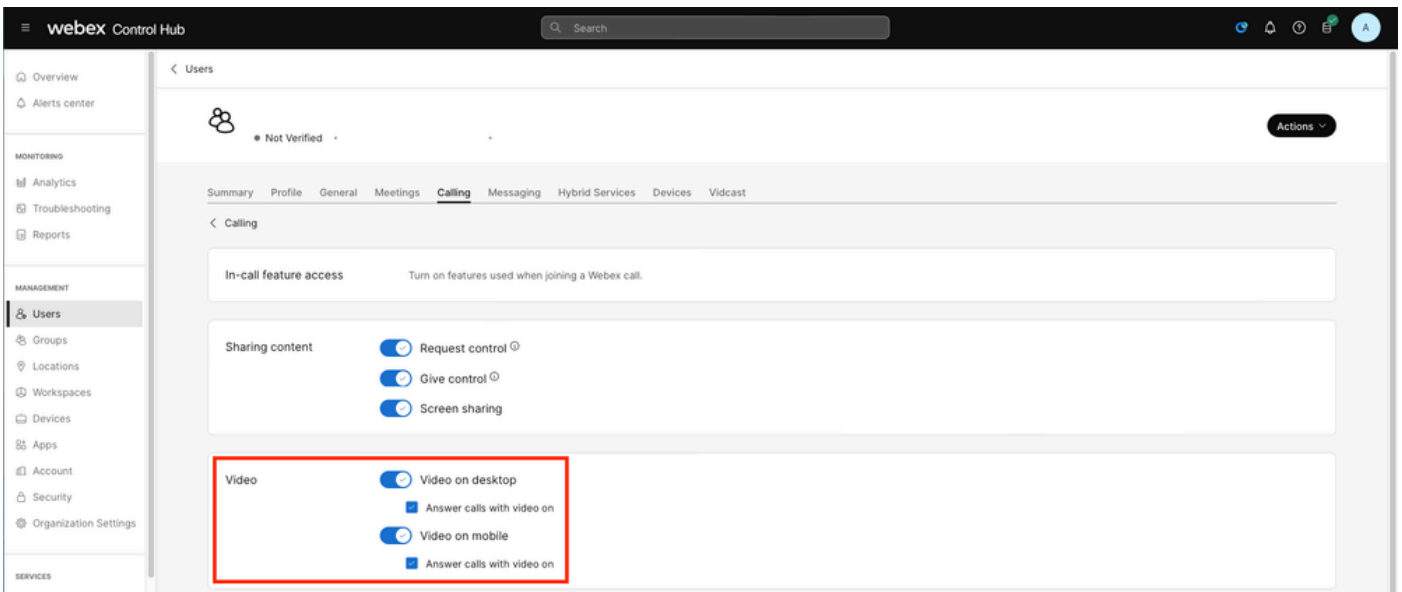
User Toggles in Control Hub

In order to allow the video capabilities for certain users in your organization with the Webex Application, enable the **In-call feature access** toggles.

Step 1. Navigate to the **User(s)** experiencing the issue and select **Calling**.

Step 2. Scroll to **In-call feature access**.

Step 3. Activate the **toggles** to allow desktop or mobile users to support video calls.

When these toggles are enabled, another option appears to set all calls to start with video for desktop or mobile endpoints. If needed, click the **checkbox** for each of these options.

User Video Toggles
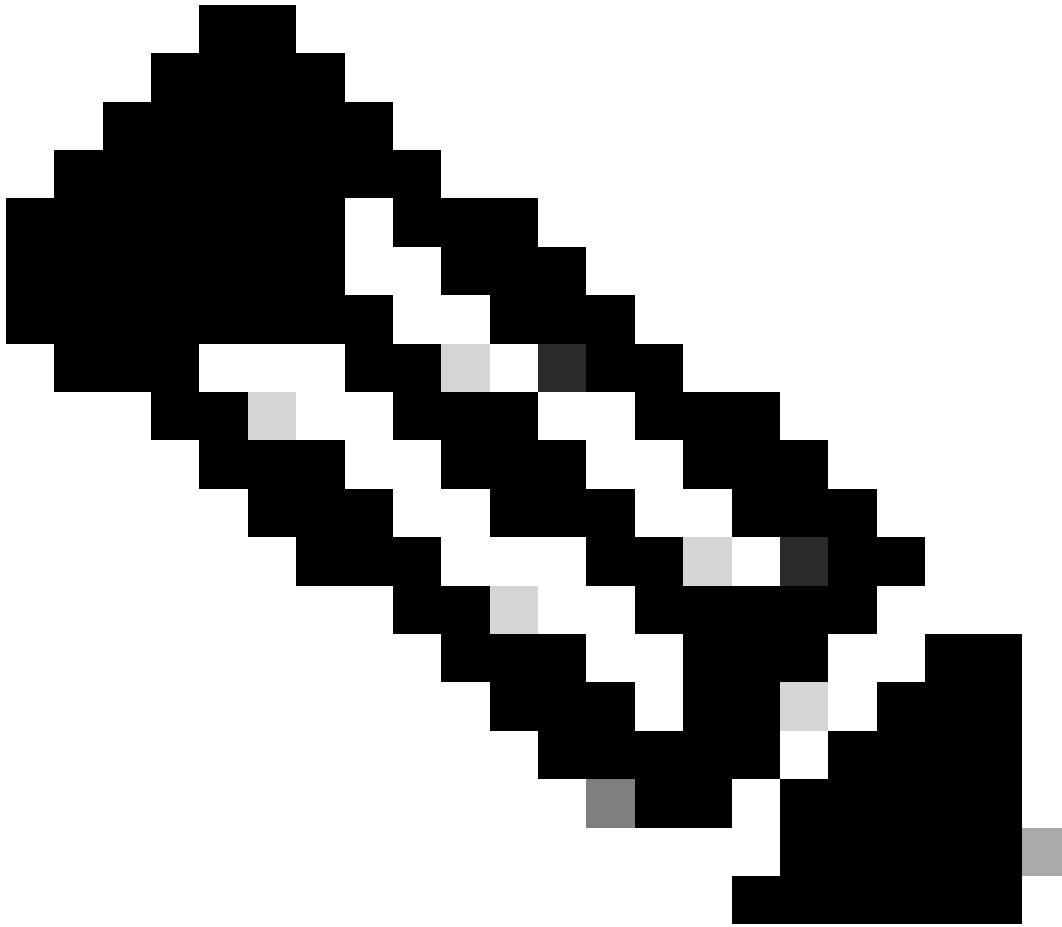
> **Note**: The user toggles take precedence over the settings configured at organization level in Control Hub.

Configuration Preferences in the Webex Application

The configuration to start all incoming calls with video can also be configured in the Webex Application, and it takes precedence over the settings configured at user level inside Control Hub.

Step 1. Inside the Webex Application select **Settings > Calling**.

Step 2. If needed, click the **checkbox** to answer all incoming calls with video.

Incoming Calls

✅ Answer calls with my video on

This option applies only to your video, you'll only see the other person's video if it is turned on.
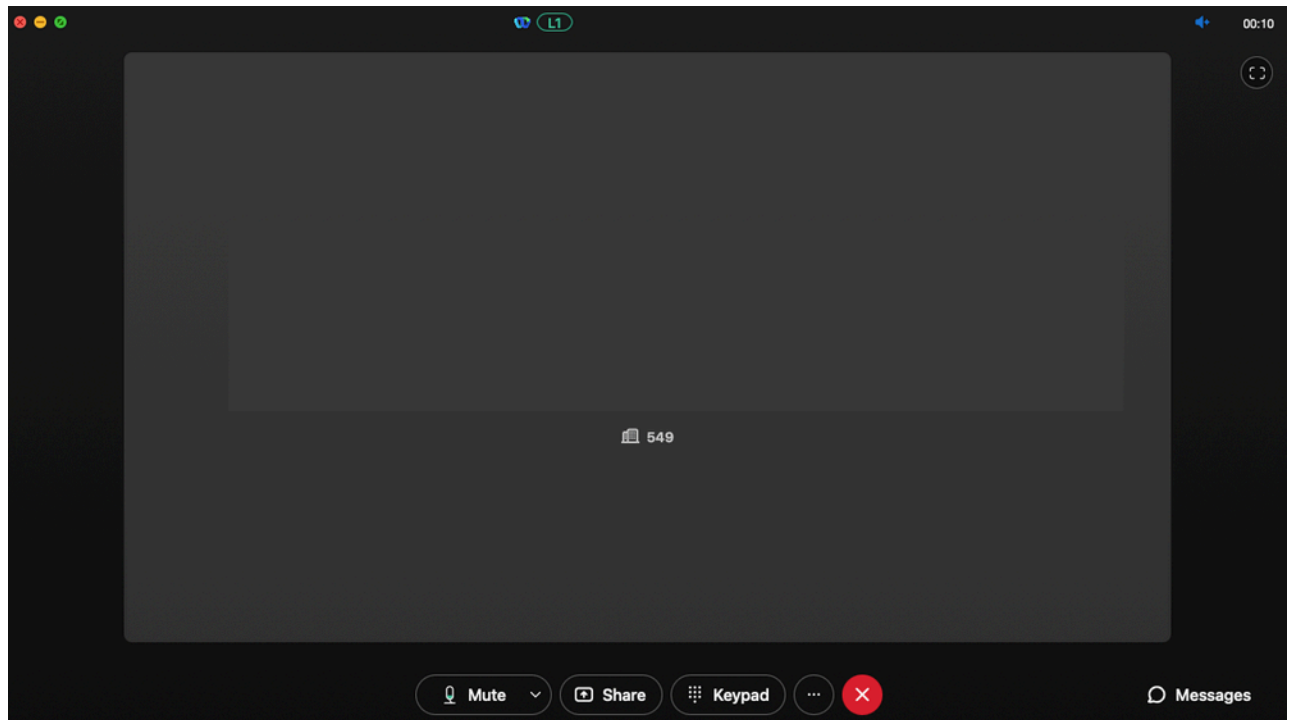
Incoming Video Calls

Note: If the video toggles in Control Hub are disabled at the both the organization and user level, the video icon inside the Webex Application of the user(s) do not appear when trying to do a call, and when the call is established the Enable video option does not appear either.
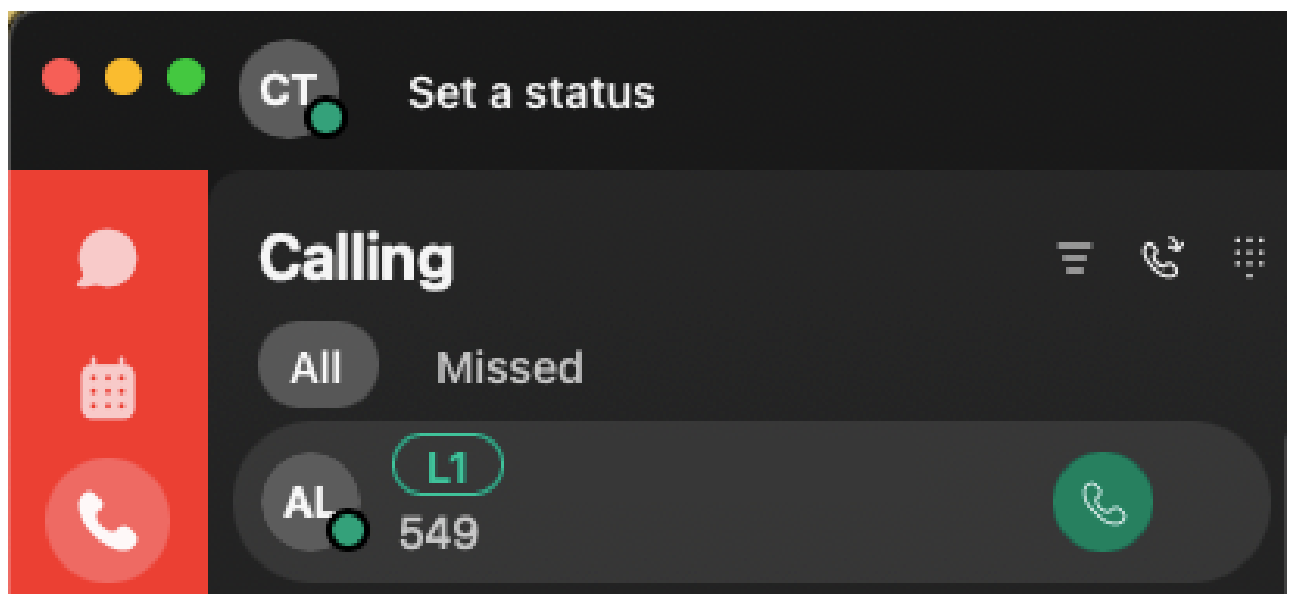
Video Icon Removed

Video Option Removed

## Compression Settings in Control Hub

In case the issue replicates from any video capable endpoint apart from the Webex Application or the issue persists after checking the previous configurations, check that the users or workspaces making the video call have the correct compression settings.

Step 1. Inside Control Hub navigate to the **Calling** tab of the corresponding user or workspace.

Step 2. Scroll to **Compression options**.

Step 3. Review that the **Normal compression** option is selected, otherwise the user can only make audio calls.

Step 4. If required, click the **radial button** to set the compression to **Normal compression**. After doing this change reboot all of the devices associated to the user or workspace.
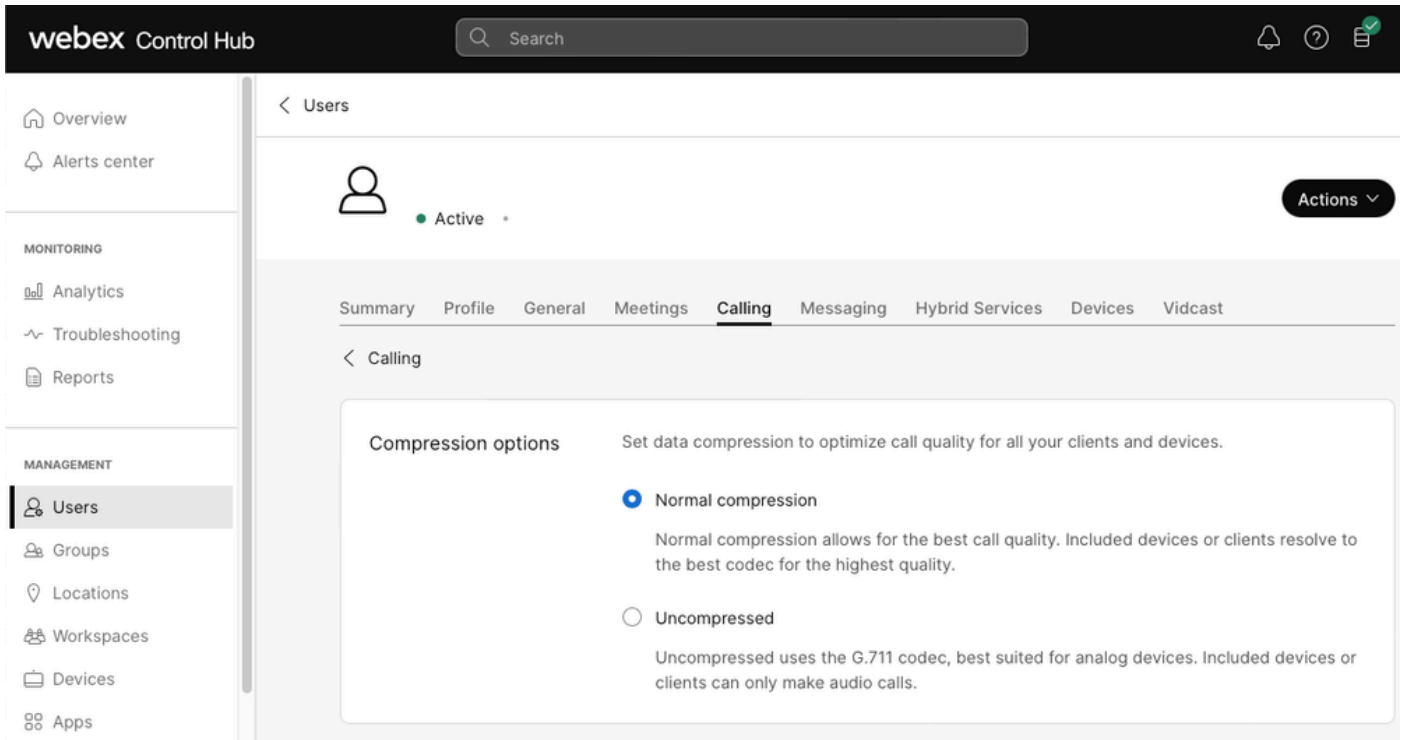
Compression Options

Recommended Information for a TAC Case

If the issue persists after the troubleshooting steps in this document have been performed and a TAC case is needed, Cisco recommends you to include this information.

- Organization ID
- E-mail of the affected user(s).
- A description of the issue experienced, including the information of the devices being used for the video call.
- A call example with the issue, including caller and called numbers along with the time when the call was made.

Related Information

- [Webex Calling Preferred Architecture](#)