

# Troubleshoot Phone Services Disconnected in Webex Teams for WxC

## Contents

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### [Introduction](#)

### [Prerequisites](#)

[Requirements](#)

### [Background Information](#)

### [Common Configuration Issues](#)

[Webex Calling Licenses Assigned](#)

[Validate the Webex Calling Applications](#)

[Verify That You Have the Latest Webex Teams Version](#)

[Try to Force the Phone Services Sign In](#)

[Validate Your Network and Device](#)

### [What is Next](#)

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## Introduction

This document describes how to troubleshoot phone services error in Webex teams that use Webex Calling (WxC) licenses.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- [Control Hub](#) (CH) .Ensure you have Admin Access.
- Webex Teams

## Background Information

One of the most common issues related to Webex Teams that use Webex Calling services is that Phone Services show as Disconnected. This means your user is not registered to Webex Calling Services and you are not able to receive or make any calls until the issue is resolved. This document is focused on how to troubleshoot PC and Mobile, but you can use the same steps if you have an issue with a tablet.

How to validate if your phones services are disconnected:

- PC Mac/Windows

In your Webex teams, in the lower left corner, the message **You are not signed in to phone services** is shown.



- Mobile iOS/Android

for Webex Teams in your PC or reinstall the app through the App Store for your iPhone or the Play Store for your Android.

## Try to Force the Phone Services Sign In

PC Mac

Step 1. In Webex teams, in the lower left corner, see the message, **You are not signed in to phone services.** Select **sign in**.

Mobile iOS

Step 1. Select the profile image on the upper left corner.


Step 2. Select **Settings**.

Step 3. Select **Calling**.

Step 4. Select **Phone Services**.

Step 5. Select **Sign in**.

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 **Note:** WxC does not support to be registered on 2 different PC or mobile devices at the same time.

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## Validate Your Network and Device

Ensure your networks meet the [Webex calling port reference requirements](#)

## What is Next

After you review these configurations, if you have any issues, open a case with TAC.

You must add this information:

- Your OrgID
- Specific email address with the problem.
- Provide the webex teams logs.

Then, follow these steps:

Webex Teams PC Mac logs

Step 1. On the top corner, select **Help**.

Step 2. Select **Send logs**.

Webex Teams PC Windows logs

Step 1. Select the profile image on the upper left corner.

Step 2. Select **Help**.

Step 3. Select **Send logs**.

## Webex Teams mobile iOS/Android logs

Step 1. Select the profile image on the top left corner.

Step 2. Select **Send logs**.