How to disable charging in VoipNow

Applies to VoipNow 3 and higher!

This article explains how to disable charging infrastructure-wide, while pointing out the consequences of this action.

Step-by-step guide

STEP 1: Log in the VoipNow web interface.

STEP 2: Go to **Unified Communications** in the main menu.

STEP 3: Click on **Charging** in the **Zero Priority** area.

STEP 4: Deselect the **Charging enabled** checkbox.

Q & A

1. **Does disabling charging affect call records and charging information?** Disabling charging in the system deactivates the charging plans currently assigned to users. Such charging plans do not get deleted from the database and will be available when charging is re-enabled. The call records costs up to the date charging was deactivated remain available. From that date onward, the call records will display no costs (0 costs).
2. **Are the outgoing routing rules used by the charging plans affected?** The outgoing routing rules assigned to disabled charging plans will be directly allocated to their users.
3. **How does disabled charging affect the current users?** Since the charging plans are no longer in use, the outgoing call routing is done directly through the outgoing call routing groups. The charging limits/credits sections will no longer be displayed in the interface. The calls will still be displayed in the Call reports section, but their cost will be 0. The Calling Card extensions will be charged according to the channel costs, regardless of the charging plan previously used. The same behavior applies to the Callback extensions.
4. **What does not get affected?** Disabling charging does not affect the admin level costs (channel costs).
5. **What happens when charging gets re-enabled?** If the system did not go through any changes (added users, changed/added outgoing routing rules), then the reactivation will restore the previous settings. If new users got added to the system, then new charging plans will have to be created and/or assigned to them. Reports will display 0 costs for calls made while charging was inactive.

Related articles

- [How inherited call charging works](#)
- [How to add a margin to the charging plan fees](#)
- [How to change the number of decimals displayed in the interface](#)
- [How to configure a charging plan including 300 free minutes to US and 100 to Australia](#)
- [How to disable automation from the VoipNow interface](#)