

# How to enable video support on VoipNow for calls between extensions

Applies to VoipNow 3 and higher!

Video calls between extensions are possible as long as you are using a VoipNow server and the terminals have video cameras. However, if you want to make public video calls through your carriers, you need to ask them if they are able to transport such calls.

## Enable video codecs on your VoipNow server

**STEP 1:** Log in as admin in the web interface and go to **Unified Communications** in the left navigation panel.

**STEP 2:** You will be redirected to the **Unified Communications Settings** page where you need to select **Zero Priority**.

**STEP 3:** Under the **General** tab, you will find the **Allowed phone extension codecs** option. Here you have to enable codecs H.261, H.263, H.263 enhanced, H.264, VP8 and VP9 (starting with VoipNow 5) as shown below.

Unified Communications>  
Zero Priority

Extension Settings

Number of seconds to call \* 30

Maximum call duration \* 120 minutes

Welcome extension

Welcome sound /welcome

Allowed phone extension codecs \*

<input checked="" type="checkbox"/> G.711 A-Law	<input checked="" type="checkbox"/> G.711 u-Law	<input type="checkbox"/> G.722	<input checked="" type="checkbox"/> G.722.1 Siren14	<input checked="" type="checkbox"/> G.722.1 Siren7
<input type="checkbox"/> G.726 AAL2	<input type="checkbox"/> G.726 RFC3551	<input type="checkbox"/> GSM	<input checked="" type="checkbox"/> iLBC	<input checked="" type="checkbox"/> Opus 12kHz
<input checked="" type="checkbox"/> Opus 16kHz	<input checked="" type="checkbox"/> Opus 24kHz	<input checked="" type="checkbox"/> Opus 48kHz	<input checked="" type="checkbox"/> Skype Silk 16kHz	<input checked="" type="checkbox"/> Skype Silk 24kHz
<input checked="" type="checkbox"/> SpeeX 16kHz	<input checked="" type="checkbox"/> SpeeX 32kHz	<input checked="" type="checkbox"/> SpeeX 8kHz		
<input checked="" type="checkbox"/> H.261	<input checked="" type="checkbox"/> H.263	<input checked="" type="checkbox"/> H.263+	<input checked="" type="checkbox"/> H.264	<input checked="" type="checkbox"/> VP8
<input checked="" type="checkbox"/> VP9				

## Enable video codecs on each extension

**STEP 1:** Open the management page of each extension which is supposed to make video calls.

**STEP 2:** In the **Tools** area, click on the **Provisioning and SIP** icon.

**STEP 3:** Enable all the codecs available in the **Allowed codecs** option as shown below.

SIP Preferences

Media encryption None Make sure that your client supports the crypto standard, otherwise calls will not work.

DTMF rfc2833

A PBX is connected to this extension ☒ Enable for SIP trunking service

Ping the extension to check its status ☒

Allow re-invites from this extension ☐

Extension publishes its own state ☐

Force enable of MWI ☐

Allowed codecs \*

<input checked="" type="checkbox"/> G.711 A-Law	<input checked="" type="checkbox"/> G.711 u-Law	<input type="checkbox"/> G.722.1 Siren14	<input type="checkbox"/> G.722.1 Siren7	<input type="checkbox"/> iLBC
<input type="checkbox"/> Opus 12kHz	<input type="checkbox"/> Opus 16kHz	<input type="checkbox"/> Opus 24kHz	<input type="checkbox"/> Opus 48kHz	<input type="checkbox"/> Skype Silk 16kHz
<input type="checkbox"/> Skype Silk 24kHz	<input type="checkbox"/> SpeeX 16kHz	<input type="checkbox"/> SpeeX 32kHz	<input type="checkbox"/> SpeeX 8kHz	
<input checked="" type="checkbox"/> H.261	<input checked="" type="checkbox"/> H.263	<input checked="" type="checkbox"/> H.263+	<input checked="" type="checkbox"/> H.264	<input checked="" type="checkbox"/> VP8
<input checked="" type="checkbox"/> VP9				

As soon as all modifications have been saved, video support will become available for calls between extensions.

## Related articles

- [How to enable video support on VoipNow for calls between extensions](#)
- [How to debug incoming calls](#)
- [Troubleshooting calls and debug steps](#)
- [Troubleshooting busy tone when trying to call](#)
- [How to debug 504 gateway timeout](#)