Troubleshooting placing calls to a public phone number

Applies to VoipNow 3 and higher!

Assuming you have added a channel to the system and set up call routing correctly, you may still not be able to place calls to a public number for a couple of reasons. This article provides a workaround in case this happens.

Ensure you set a cost

If the channel has a **Paid Billing** attribute, you should first check if you have entered a call cost for the dialed prefix on the channel used for routing the call. Here's how to do that:

STEP 1: Log in to VoipNow as a system admin.

STEP 2: Go to **Channels** in the main menu.

STEP 3: In the **Channel Management** page, select the channel to which you want to add destination costs.

STEP 4: Click the **Manage channel costs** icon in the **Tools** area. The **Channel's Cost Management** page will open.

STEP 5: Make sure there is a cost set for the prefix of the number you dialed. For example, if you dialed 17075068495, you should set a cost for 1, or for 17, or for 170, etc. If you have set a cost for 1 and another for 17, then (17) will be considered the better matching cost.

Check why calls still fail

If there is at least a cost for one of the dialed number prefixes, you should check the command line to see what happens. Here's how to do that:

STEP 1: Log in as `root` o the VoipNow server using your favorite console, for instance Putty.

STEP 2: Run the following command to connect to an Asterisk console:

```
asterisk -cvvvvvvvvvvvvvvvvvvvvvvvvvvvvr
```

STEP 3: Then check the status of your channel by running the command below:

```
sip show registry
```

If your channel status is `AuthSent`, then an error must have occurred during the configuration process of your channel parameters. Go back to the interface and check the channel information. If your channel status is `Registered`, you may move to the next step.

STEP 4: You need to make sure you set up a compatible codec for the channel.

For example, if your channel provider accepts only `G.729` and `alaw` and you set up the channel parameters to allow only `ulaw`, then your server cannot communicate with the remote server.

Be aware that `G.729` is not a free codec. If you want to use it, you need to purchase a license from Digium.

Related articles

- Troubleshooting CallNow calls that drop
- How to use the CallNow feature
- How to set up a SIP channel to interconnect with Skype forBusiness account
- How to transfer incoming calls to another extension voicemail
- Understanding the differences between a free and a paid channel