

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` to the VoipNow server using your favorite console, for instance Putty.

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

```
asterisk -cvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
```

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 a1aw and you set up the channel parameters to allow only u1aw, 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 for Business account
- How to transfer incoming calls to another extension voicemail
- Understanding the differences between a free and a paid channel