Troubleshooting CallNow calls that drop

Applies to VoipNow 3 and higher!
The CallNow Feature was removed in VoipNow 5.5.0.

When CallNow calls cannot be placed, the most frequently encountered reason is the lack of routing rules defined for the number you are dialing from. For instance, if you enter:

```
Your name:* John
Your phone number:* + 5558889090
```

VoipNow dials 005558889090. If there are no routing rules set up for numbers starting with 00, the call will not be placed.

Here's another example:

```
Your name:* John
Your phone number:* +1 5558889090
```

VoipNow will dial 0015558889090. If there are no routing rules set up for numbers starting with 001, the call will not be placed.

Step-by-step guide

To troubleshoot this, you need to create routing rules for numbers starting with 00. Here is how:

STEP 1: Log in as admin to the web interface.

STEP 2: Go to the **Channels Outgoing routing [Outgoing Routing Rules Group assigned to the Service provider that owns the extension that will use CallNow]** page.

STEP 3: Add a routing rule to process dialed numbers that start with 00.

If Charging is enabled, make sure you have a cost added for the resulting number.

Related articles

- How to remove the country code field from the CallNow interface
- Troubleshooting CallNow calls that drop
- How to use the CallNow feature
- How to transfer incoming calls to another extension voicemail
- Troubleshooting calls and debug steps