

Troubleshooting voicemail not answering calls from ICRs

Problem

Applies to VoipNow 3.0.6 and newer!

Voicemail is not allowed to answer by default if the call comes from an ICR and the extension is not registered or unreachable.

Solution

Let's consider the following scenario:

- A - external caller
- B - extension with ICR to C,D,E
- C,D,E - local extensions

Let's say D is unregistered and has a transfer to voicemail. In this case, when A calls B, D's voicemail is not allowed to answer. This allows C and E to ring and potentially answer the call. Without the change, ring group functionality was often broken by unregistered extensions that basically "stole" the call.

The macro below is default and it serves the functionality above:

```
[macro-check-icr]
exten => s,1,GotoIf("${VMICRTARGET}" = "0"?10:20); value 1 means the extension is registered and active, 0
means the extension is not registered or active
exten => s,10,Hangup
exten => s,20,Set(VMICRTARGET=)
exten => s,21,Return()
```

Depending on the user's needs, this can be further customized.

By default, D's voicemail is still allowed to answer on Busy/Cancel/DND. To block that as well, the following macro can be used in extensions_custom.conf:

```
[macro-check-icr]
exten => s,1,GotoIf("${foo${VMICRTARGET}}" != "foo"?10:20)
exten => s,10,Hangup
exten => s,20,Set(VMICRTARGET=)
exten => s,21,Return()
```

If you wish to allow D's voicemail to answer regardless of the status, the following macro can be used:

```
[macro-check-icr]
exten => s,1,GotoIf("${VMICRTARGET}" = "0"?20:20); value 1 means the extension is registered and active, 0
means the extension is not registered or active
exten => s,10,Hangup
exten => s,20,Set(VMICRTARGET=)
exten => s,21,Return()
```

Always place dialplan customizations in extensions_custom.conf. Do NOT perform changes in extensions_main.conf.

For changes to take effect, run the following command:

```
asterisk -rx "dialplan reload"
```

Related articles

- [How to transfer incoming calls to another extension voicemail](#)
- [How to check voicemail messages using a Voicemail Center extension](#)
- [Troubleshooting the MWI LED remaining on even if there are no voicemail messages](#)
- [Troubleshooting not receiving voicemail notifications](#)
- [How to use Follow-Me](#)