

Troubleshooting charging problems

Applies to VoipNow 3 and higher!

There may be several reasons for which you cannot place any calls and receive a "not enough credit" message.

For example, the dialing extension or one of its parents may not have enough credit or has reached the charging limit:

- If the extension or one of its parents uses a **postpaid** charging plan, the user has reached his/her charging limit and the extension is attempting an outgoing call.
- If the extension or one of its parents uses a **prepaid** charging plan, the user has spent all his/her credit and the extension is attempting a call (it can be any type, local, extended or external).

Or, when the dialing extension or one of its parents uses a **postpaid** charging plan, the user may not have any available minutes set in his/her charging plan for the time interval during which he/she tries to place the call.

It may also happen that the called extension or one of its parents does not have any incoming credit. If this extension is handled by a different VoipNow server and you are attempting to call such an extension externally, you will get the "not enough credit" message. This is a problem related to the called party's extension settings and, therefore, you have no control over it.

Step-by-step guide

To fix the charging problems detailed above, take the following steps.

STEP 1: Check the charging credits or limits for the involved Service Provider, Organization and User by clicking the corresponding **Charging credits /Charging limits** icon in the **Tools** section.

STEP 2: Check the minutes available for the users involved.

STEP 3: Check if the costs for the first charging period exceed the user's credit/charging limit.

STEP 4: If any of the steps above does not seem to provide a successful solution, we recommend that you contact our technical support.

Please be prepared to provide detailed information related to the replication scenario of the issue in question as well as a flow for the call.

Related articles

- [How inherited call charging works](#)
- [How to add a margin to the charging plan fees](#)
- [How to change the number of decimals displayed in the interface](#)
- [How to configure a charging plan including 300 free minutes to US and 100 to Australia](#)
- [How to disable charging in VoipNow](#)