Understanding the differences between a free and a paid channel

Applies to VoipNow 3 and higher!
In VoipNow, the phone calls routed through the channel may be charged or not. The platform comes with two channel types, paid and free.

Paid channels charge a fee every time they are used. You can set various rates depending on the destination of the calls. **Free channels** can be used to call any destination for free.

Call routing

VoipNow can route calls using selected channels based on the destination and the time interval during which the calls are placed. Also, VoipNow can perform predefined actions like blocking a call or routing it through a particular channel or through the channel that provides the best cost for that destination.

To define a new routing rule, take the following steps:

STEP 1: Go to the **Channels Outgoing Routing** page.

STEP 2: Click the **Add outgoing routing rules group** icon in the **Tools** area or on an existing group from the list.

STEP 3: When you are defining a new routing rule, you can influence call costs by choosing the channels used for transferring the calls. From the first drop-down list, select the **Route through** rule.

STEP 4: From the second drop-down list, select **Best cost** to automatically route your calls using the most cost effective channel. If, for various reasons, you wish to route your calls through a specific channel, then select the particular channel from the drop-down list.

STEP 5: Fill in the other settings to suit your requirements.

STEP 6: Click **OK** to save your outgoing routing rule.

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