Tutorials

- Creating Your First User
- Adding Your First Phone

Creating Your First User

Objective: Create a new user with access to a number and voicemail

Part 1 - Creating the User

1) Navigate to the **users** page using the navigation sidebar.

2) Click the **New User** button near the top of the page.

3) Fill out the name and choose a password

4) Set the department to "users" and permission mode to "include"

5) Scroll over to the left. Find the **Voicemail** column and click the checkbox to add access to the voicemail screen

6) Click save

Part 2 - Creating the Extension

1) Navigate to the **extensions** page

2) Click the **New Extension** button near the top of the page

3) Fill out the Extension number, Device Type, and CallerID Name

4) Set the user to the user you created in Part 1

5) Check the checkbox under Voicemail and fill out the Voicemail PIN and Email

> Note: The Voicemail PIN must be unique.

6) Click save

Next Steps

Congratulations! You created a new user with an extension and enabled voicemail. Try logging in with the user to verify that everything is working.

Next, try [TODO].

Related Documentation

- Users
- Extensions
- Voicemail

Adding Your First Phone

Objective: Add a phone to the system and give it an extension.

Step 1 - Add an Extension

1) Navigate to the **Extensions** screen

2) Create a new extension

- "Extension" can be any unused extension.
- "Device Type" should usually be SIP.
- "CallerID Name" should be something that identifies the phone.
- All other fields are optional. For more information, see **Extensions**.

> If you get the error "**No valid Data Center license found**", please go to **Atlassian Marketplace** to purchase or evaluate the Refined Toolkit for Confluence Data Center.
>
> Please read this **document** to get more information about the newly released Data Center version.

Step 2 - Add a New Device

1) Navigate to the **Devices** screen

2) Create a new Device

- "MAC" should be the MAC address of the new phone.
- "Main Extension" should be the extension created in Step 1.
- "Phone Type" is the manufacturer of the phone; either POLYCOM or YEALINK.
- All other fields are optional. For more information, see **Devices**.

Step 3 - Configure the Device

1) Navigate to the **Device Registrations** screen

2) Create a new device registration and configure it for the phone