Overview

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An **extension** is an assignment to a physical phone, softphone, voicemail box, or any similar device configured within the system. A phone must have an extension assigned to it to receive calls.

> A user cannot configure his or her extension. Only an administrator can update an extension.

Configuration Options

Field	Type	Description	Required
Extension	Alphanumeric	Extension identifier Numeric digits are recommended if the extension must be dialed from a phone.	Yes

<table>
<tr><th>Field</th><th>Type</th><th>Description</th><th>Required</th></tr>
<tr><td>Device Type</td><td>List</td><td>Extension device type

<table><tr><th>Type</th><th>Description</th></tr><tr><td>SIP</td><td>SIP (Session Initiation Protocol) device</td></tr><tr><td>IAX2</td><td>IAX2 (Inter-Asterisk eXchange) device</td></tr><tr><td>DAHDI</td><td>DAHDI (Digium Asterisk Hardware Device Interface) device</td></tr><tr><td>VIRTUAL</td><td>Voicemail-only or call-forwarding extension, not connected to any physical device or softphone</td></tr><tr><td>SIP-VIRTUAL</td><td>Additional extension on a device that supports multiple extensions</td></tr></table>
VIRTUAL and SIP-VIRTUAL device types do not use extension licenses</td><td>Yes</td></tr>
<tr><td>CallerID Name</td><td>Field</td><td>Caller ID name – displayed on devices that support caller ID</td><td>Yes</td></tr>
<tr><td>User</td><td>List</td><td>The portal user associated with the extension (refer to Users for more information) – select if a specific user requires permission to access

VIRTUAL and SIP-VIRTUAL device types do not use extension licenses.</td><td>Yes</td></tr>
<tr><td>Agent</td><td>Value</td><td>Indicates if the extension is associated with an agent</td><td>Read-only</td></tr>
</table>

<table>
<tr><th>Field</th><th>Type</th><th>Description</th><th>Required</th></tr>
<tr><td>Status</td><td>Value</td><td>Status of the device registered to the server

<table><tr><th>Status</th><th>Description</th></tr><tr><td>OK</td><td>The device is registered and configured

IP and port are always displayed for this status.</td></tr><tr><td>UNREACHABLE</td><td>The system cannot reach a registered device

An UNREACHABLE status could indicate an issue. Contact your system administrator if you suspect a problem.</td></tr><tr><td>UNKNOWN</td><td>The system has given up trying to contact an UNREACHABLE device</td></tr><tr><td>UNMONITORED</td><td>Endpoint is not monitored

IP and port are always displayed for this status. An UNMONITORED endpoint can still be called. When this endpoint is called, the system will try to reach it until it times out. If the endpoint is unresponsive, the call fails.</td></tr><tr><td>BLANK</td><td>No device is registered to this extension

A blank status could indicate an issue.</td></tr></table></td><td>Read-only</td></tr>
</table>

<table>
<tr><th>Field</th><th>Type</th><th>Description</th><th>Required</th></tr>
<tr><td>IP</td><td>Numeric</td><td>Internet protocol address (IPv4 format – e.g. 255.255.255.255) assigned to the extension</td><td>Read-only</td></tr>
<tr><td>Port</td><td>Numeric</td><td>Device signaling port</td><td>Read-only</td></tr>
<tr><td>Voicemail</td><td>Checkbox</td><td>Enables or disables voicemail</td><td>No</td></tr>
<tr><td>Voicemail Pin</td><td>Numeric</td><td>Voicemail PIN – enabled if voicemail is enabled</td><td>Yes if voicemail is enabled</td></tr>
<tr><td>Voicemail Email</td><td>Email</td><td>Email address where voicemail messages are sent – enabled if voicemail is enabled</td><td>No</td></tr>
<tr><td>Controls</td><td>n/a</td><td>Extension tools<table><tr><th>Icon</th><th>Description</th></tr><tr><td>image.png</td><td>Opens the Voicemail configuration manager</td></tr><tr><td>image.png</td><td>Opens the Phone Buttons configuration manager</td></tr><tr><td>image.png</td><td>Delete extension – see Deleting an Extension below</td></tr></table></td><td>n/a</td></tr>
</table>

Additional Configuration

Some extensions require additional configuration, depending on your organizational needs. These configuration options are described under Phone Configuration. Contact your system administrator for more information.

Adding an Extension

1) Click **Extensions** on the Navigation pane. The Extension Settings pane appears.

2) Click **New Extension** on the upper menu.

image.png

3) Enter the fields as required. Refer to Configuration Options above.

4) Click **Save New Extension**.

The new extension has been added.

Editing an Extension

1) Click **Extensions** on the Navigation pane. The Extension Settings pane appears.

2) Double-click the extension row you want to edit. You should see a row editor.

3) Make any desired edits. Refer to Configuration Options above.

4) Click **Save.**

Deleting an Extension

> Warning: Even if an extension is inactive or disconnected, it may have call forwarding enabled, or the associated voicemail box may be used elsewhere. Ensure all functions related to the extension are unused before removing it.

1) Click **Extensions** on the Navigation pane. The Extension Settings should appear.

2) Under the Controls column, click the red **X** for the extension you want to delete.

3) Click **OK** to delete the extension.

Additional Notes

- The number of available extensions depends on your IntellaSoft licensing. You may need to purchase additional licenses to add more extensions. Contact your IntellaSoft sales representative for more information.

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