

# 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

Field	Type	Description	Required												
Device Type	List	<p>Extension device type</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>VIRTUAL and SIP-VIRTUAL device types do not use extension licenses</p>	Type	Description	SIP	SIP (Session Initiation Protocol) device	IAX2	IAX2 (Inter-Asterisk eXchange) device	DAHDI	DAHDI (Digium Asterisk Hardware Device Interface) device	VIRTUAL	Voicemail-only or call-forwarding extension, not connected to any physical device or softphone	SIP-VIRTUAL	Additional extension on a device that supports multiple extensions	Yes
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CallerID Name	Field	Caller ID name - displayed on devices that support caller ID	Yes												
User	List	<p>The portal user associated with the extension (refer to <a href="#">Users</a> for more information) - select if a specific user requires permission to access</p> <p>VIRTUAL and SIP-VIRTUAL device types do not use extension licenses.</p>	Yes												
Agent	Value	Indicates if the extension is associated with an agent	Read-only												

Field	Type	Description	Required												
Status	Value	<p>Status of the device registered to the server</p> <table border="1" data-bbox="815 300 1133 2235"> <thead> <tr> <th data-bbox="815 300 975 353">Status</th> <th data-bbox="975 300 1133 353">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="815 353 975 629">OK</td> <td data-bbox="975 353 1133 629"> <p>The device is registered and configured</p> <p>IP and port are always displayed for this status.</p> </td> </tr> <tr> <td data-bbox="815 629 975 1122">UNREACHABLE</td> <td data-bbox="975 629 1133 1122"> <p>The system cannot reach a registered device</p> <p>An UNREACHABLE status could indicate an issue. Contact your system administrator if you suspect a problem.</p> </td> </tr> <tr> <td data-bbox="815 1122 975 1312">UNKNOWN</td> <td data-bbox="975 1122 1133 1312"> <p>The system has given up trying to contact an UNREACHABLE device</p> </td> </tr> <tr> <td data-bbox="815 1312 975 1966">UNMONITORED</td> <td data-bbox="975 1312 1133 1966"> <p>Endpoint is not monitored</p> <p>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.</p> </td> </tr> <tr> <td data-bbox="815 1966 975 2235">BLANK</td> <td data-bbox="975 1966 1133 2235"> <p>No device is registered to this extension</p> <p>A blank status could indicate an issue.</p> </td> </tr> </tbody> </table>	Status	Description	OK	<p>The device is registered and configured</p> <p>IP and port are always displayed for this status.</p>	UNREACHABLE	<p>The system cannot reach a registered device</p> <p>An UNREACHABLE status could indicate an issue. Contact your system administrator if you suspect a problem.</p>	UNKNOWN	<p>The system has given up trying to contact an UNREACHABLE device</p>	UNMONITORED	<p>Endpoint is not monitored</p> <p>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.</p>	BLANK	<p>No device is registered to this extension</p> <p>A blank status could indicate an issue.</p>	Read-only
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Field	Type	Description	Required								
IP	Numeric	Internet protocol address (IPv4 format - e.g. 255.255.255.255) assigned to the extension	Read-only								
Port	Numeric	Device signaling port	Read-only								
Voicemail	Checkbox	Enables or disables voicemail	No								
Voicemail Pin	Numeric	Voicemail PIN - enabled if voicemail is enabled	Yes if voicemail is enabled								
Voicemail Email	Email	Email address where voicemail messages are sent - enabled if voicemail is enabled	No								
Controls	n/a	Extension tools <table border="1"> <thead> <tr> <th>Icon</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td>Opens the <a href="#">Voicemail configuration manager</a></td> </tr> <tr> <td></td> <td>Opens the Phone Buttons configuration manager</td> </tr> <tr> <td></td> <td>Delete extension - see <a href="#">Deleting an Extension</a> below</td> </tr> </tbody> </table>	Icon	Description		Opens the <a href="#">Voicemail configuration manager</a>		Opens the Phone Buttons configuration manager		Delete extension - see <a href="#">Deleting an Extension</a> below	n/a
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## 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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