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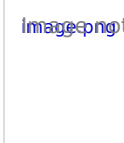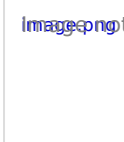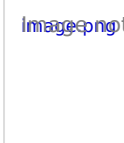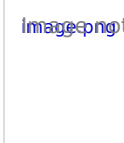
> A user cannot configure his or her extension. Only an administrator can update an extension.

Configuration Options

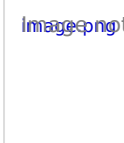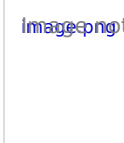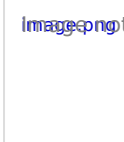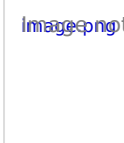| Field	Type	Description	Required
Extension	Alphanumeric	Extension identifier Numeric digits are recommended if the extension must be dialed from a phone.	Yes

Field	Type	Description	Required
Device Type	List	Extension device type | Type	Description
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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	 VIRTUAL and SIP-VIRTUAL device types do not use extension licenses	Yes
CallerID Name	Field	Caller ID name – displayed on devices that support caller ID	Yes
User	List	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.	Yes
Agent	Value	Indicates if the extension is associated with an agent	Read-only

Field	Type	Description	Required
Status	Value	Status of the device registered to the server	Read-only

Status	Description
OK	The device is registered and configured IP and port are always displayed for this status.
UNREACHABLE	The system cannot reach a registered device An UNREACHABLE status could indicate an issue. Contact your system administrator if you suspect a problem.
UNKNOWN	The system has given up trying to contact an UNREACHABLE device
UNMONITORED	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.
BLANK	No device is registered to this extension A blank status could indicate an issue.

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 | Icon	Description | |------|------| | Image not found; type unknown	Opens the Voicemail configuration manager | | Image not found; type unknown	Opens the Phone Buttons configuration manager | | Image not found; type unknown	Delete extension – see Deleting an Extension below		n/a

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
image not found or type unknown

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.