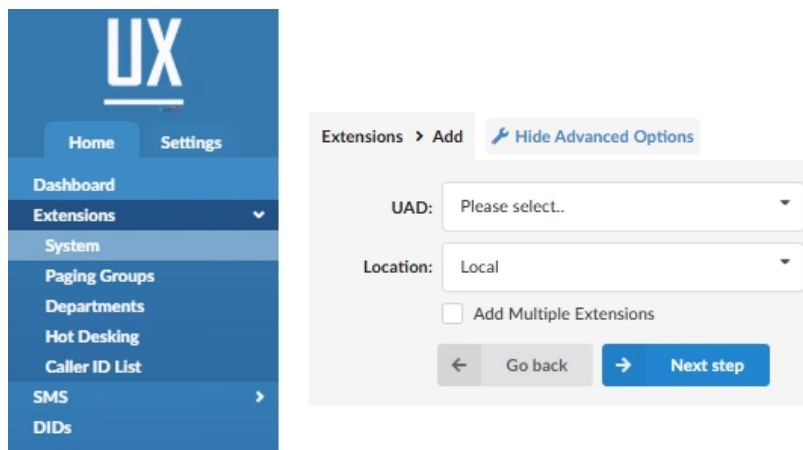


Creating an Extension on a Business / CC system

1. Login to your system using an administrative user and password.
2. From the Home Tab click extensions.
3. Click Add Extension



4. Next select the UAD (User Access Device) from the drop down. The UAD is the phone model the extension will be using.
5. Select the Location, local or remote. If your phones are running on your LAN with access to the server from the LAN select local. If the phones are accessing the server from the Internet/WAN choose remote.



6. Click Next
*** If you are adding multiple extension at once you can select Add Multiple Extension.

7. General

1. The extension screen will load and automatically add an extension. You can change the extension number to any available extension number you like.
 *** While there are many options that can be used to configure an extension we will provide the basic setup needed to create an extension. The green check marks show the required fields needed to create an extension. Fields with pre existing information should be accepted by default.
2. Extension Name: Name of the extension
3. E-mail: all extensions are required to have a properly formatted unique email address.








Extensions > Add
[Hide Advanced Options](#)

General

Extension Number: ✓

Title:

Name: ✓

E-mail: ✓

UAD:

UAD Location:

Check for UAD SIP headers:

Label:

Line Number:

Location:

Language:

Extension Timezone:

Department: ✓

Department Admin:

User Type: ✓

DTMF Mode: ✓

Context: ✓

Status: ✓

Music on Hold:

Show In Directory:

Show in Desktop/Mobile App:

Show on Monitor Page:

Authentication

Username: ✓

Secret:

User Password:

Incoming IP addresses (new line separated):

Insecure:

2FA Expiry Time:

2FA Max Inactivity Time:

SSO Enabled:

PIN: ✓

Auto Provisioning

Auto provisioning: ✓

MAC Address:

Device Location ID:

DHCP: ✓

Static IP:

Netmask:

Gateway:

DNS Server 1:

DNS Server 2:

4. Do not use an email on an extension that is used as an administrative extension.
6. .Do not share email between extensions as it is a security risk.
7. Show in Directory: Allows the users extension to be available when a customer uses the search by directory feature.
8. Show in Desktop/Mobile App: Allows you to show or hide an extension from the apps
9. Show on Monitor Page: Used to monitor the status of an extension.

8. Network Related

1. Transport: Default UDP. Depending on your network

you have the option to select between UDP, TCP or TLS.

2. WebRTC Enabled: If you are using communicator select Yes

3. NAT: If you are using NAT on your system select Yes

9. Caller ID

1. Trust Remote-Party-ID: Yes

2. Send Remote-Party-ID: Use Remote-Party-ID

10. Call Properties

1. Area Code: If you have extensions calling out from multiple area codes you can set them here. If all extensions are using the same area code you can set it in the server settings and all extensions will comply.

2. Ringtime (sec): Default 32. This setting controls the number of rings before the call is transferred, if there is voicemail, sent back to the person who transferred a call to the extension, or busy out if the call is a direct call.

3. Incoming option: Default tr. Used for advanced settings for incoming calls. * Beware when setting different values as these can cause a security risk

11. Groups

1. Call Group: Allows you to set the extension join the extension to a single Call Group. Extensions can belong to only 1 call group.

2. Pickup Groups: Sets which Call Groups the extension can pickup. Call Pickup feature code is *8.

12. Call Control

1. Incoming limit: Allows you to set the maximum number of incoming calls the extension can receive.

2. Outgoing limit: Allows you to set the maximum

number of outgoing calls an extension can make.

13. Authentication

1. PIN: used for the users voicemail access.

14. Auto Provisioning

1. Auto Provsioning: based on UAD settings.
2. MAC address: Required if auto provisoning is set to yes.
3. Device Location ID: Used as the location in a 911 call. Example, if the device Location ID is set to 2nd Floor Suite 201. A 911 call would send the address and 2nd Floour Suite 201, to better direct emergency services to the exact location.
4. DHCP: If using DHCP set to Yes

15. Voicemail:

1. Voicemail: Yes to give the extension voicemail.
* for additional information regarding voicemail please visit our [voicemail guide](#)

16. Click Save to create the extension

Once the extension is created you will find a Permissions section under the authentication. There are 4 sections;



1. Destinations

1. Allows you to granualarly control what destinations the extension has access to.

2. Enhanced Services

1. Allows you select the options avaiable to the extension.

3. Notes

1. Allows you to add documentation on the specific extension

4. Editions and Modules

1. Allows you to select application licensing for the extension.