

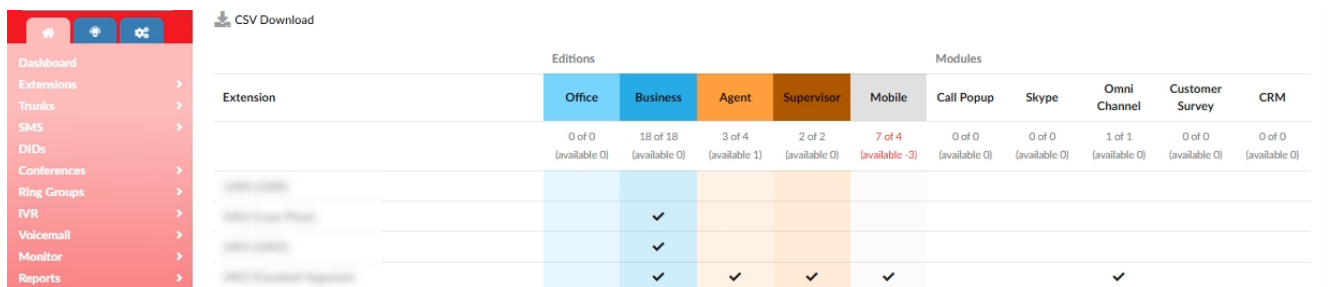
Licensing Extension

Communicator

When adding Communicator the assigned extension must be licensed prior to attempting to connect. You can view your licensing status by;

Communicator Licenses

1. To view your licensing status log into your portal, select the Home tab and select Apps at the bottom of the menu.
2. The Apps screen will show you the type of license, the quantity of licenses you own and the extensions they are assigned to.



The screenshot shows the Communicator Licensing interface. On the left is a sidebar menu with options: Dashboard, Extensions, Trunks, SMS, DIDs, Conferences, Ring Groups, IVR, Voicemail, Monitor, and Reports. The main area displays a table with columns for Editions (Office, Business, Agent, Supervisor, Mobile) and Modules (Call Popup, Skype, Omni Channel, Customer Survey, CRM). The table shows the number of licenses owned and available for each category. For example, under Business, there are 18 of 18 licenses available. Under Mobile, there are 7 of 4 licenses available, with a red indicator showing -3. The table also shows which extensions are assigned to each license type.

Extension	Editions					Modules				
	Office	Business	Agent	Supervisor	Mobile	Call Popup	Skype	Omni Channel	Customer Survey	CRM
	0 of 0 (available 0)	18 of 18 (available 0)	3 of 4 (available 1)	2 of 2 (available 0)	7 of 4 (available -3)	0 of 0 (available 0)	0 of 0 (available 0)	1 of 1 (available 0)	0 of 0 (available 0)	0 of 0 (available 0)
		✓								
		✓								
		✓	✓	✓	✓			✓		

3. If you do not see the extension your working with assigned a license you can assign one by going to the Extensions menu located on the Home Tab.
4. Select the Extensions you are working with from the menu.
5. Click the Editions and Modules button.

201 — 201-Test Account

Administrator

Extensions > Edit [Hide Advanced Options](#)

General

Extension Number: 1010 ✓

Title:

Name: Fanvix x210 ✓

E-mail: ✓

SMS Number:

UAD: Fanvil X210

UAD Location: Remote

Check for UAD SIP headers:

Label:

Line Number:

Location:

Language:

Extension Timezone: System default

Department: Finance ✕ ✓

Department Admin: Yes No

User Type: ✓

Authentication

Username: ✓

Authname:

Auth:

Secret:

User Password:

Incoming IP addresses (new line separated):

Insecure: Please select ...

2FA Expiry Time: Please select ...

2FA Max Inactivity Time: Please select ...

SSO Enabled: Yes No

PIN: ✓

Permissions

Destinations

Enhanced Services

Notes

Editions & Modules

Save Save & E-mail Copy As New Go back

6. By default “Use department template” is selected. Uncheck, unless you have configured departments, and select the Editions & Modules you would like to license the extension for.

7. If you would like to restrict any features for the user you may uncheck any of the options in the glocOM Features section.

8. Click Save.

Editions & Modules

Department templates

☐ Use department templates

Editions

ALL ☐

Business ☒

Mobile ☐

Modules

ALL ☐

Call Popup ☐

CRM ☐

✓ Save

gloCOM Features

Edit message ☒

Create Thread ☐

Transform group ☒

Update group icon ☒

Message reactions ☒

Create shared group ☒

Mention message ☒

Message Info ☒

Delete messages ☒

Delete sessions ☒

Assign admin ☒

Rename group ☒

Pin message ☒

File message ☒

Text message ☒

Voice message ☒

Reply ☒

Create group ☒

Add participants to the group ☒

Leave group ☒

Remove from group ☒

Typing ☒

Mute group ☒

Pin session ☒

Reorder pinned sessions ☒

Mark session unread ☒

✓ Save

10. Your extension is now licensed and can now be used to sign in to Communicator.

For assistance installing Communicator, see our [installation video](#).