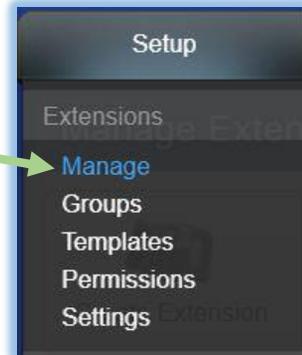


Managing Extensions

To manage your extensions, navigate to **Setup > Extensions > Manage** in your Admin Web Suite.

<https://> _____



You will see all of the extensions, listed by extension number in ascending order, with 50 extensions per page.



The View dropdown limits the types of extensions in the list. The list displays with only extensions of that type. The **User Extensions** filter shows Main SIP Phone extensions and **Virtual** extensions.

You can search for a specific extension by entering the user's **NAME** or **EXT #** in the "Search" window

Extension #

Extension #	Extension	Extension Type	Name
981		Main Phone	CCi Training 1

Name on

User has more than one device set up with their Extension:
Another Desk Phone – Mobile App – Desktop App

Extension Type: **Main Phone** or **Virtual Extension**

Actions



Log in As User

Log into that Extension's **User Portal** without a password. This is a great tool for: Accessing User's **Voicemails** – Changing their **Statuses** – Setting their **Rapid Dials** – Creating User's **Call Rules** – plus other User Portal features!





Modify

Edit the Extension's information as ADMIN. Great tool for resetting **Portal** and **VM passwords** and editing User info!

Modify SIP Extension

Profile Information

Phone Settings

Permissions

Outgoing Call Rules

Assignment

- Edit name/email
- Reset Portal Password
- Reset Voicemail PIN
- Set profile picture

- Edit desk phone's:
 - Display settings
 - Sound settings
 - Background pic

- Edit Users Ability to:
 - Change profile info
 - Use Call Rules
 - Access Voicemails
 - etc.

- Edit Users ability to:
 - Make Intl Calls
 - Call 800 #s

Assign Extension to group or dept.



Manage Phones

Add/Remove additional phone(s) to the extension:
Desk Phone – Sangoma Talk – Sangoma Desktop Phone – Hot Desking

Extension	Label	Phone Model	Key	Actions
981	Main Extension	P330	1	
581	Mobile Softphone	Sangoma Connect Mobile	2	
681	Desktop Softphone	Switchvox Desktop Softphone	3	

Click **Create Phone +** to create and assign a device to the Extension.

Assign a "dummy" extension to the new device. This is used to determine devices in user's **Call Rules**.

- None
- Desk Phone
- Hot Desking
- Softphone: Desktop
- Softphone: Mobile

Choose device to add to extension.

Select **YES** to accept the call before Switchvox completes a transfer. (User must answer phone and press (1) to answer transferred call.)

Select **NO** to indicate Switchvox should complete the rapid transfer as soon as the call is answered.

Extension:

Phone:

No phone has been assigned yet

Acknowledge Rapid Transfer:

Label:

Rapid Transfer Key:

Emergency Location:

Additional Location Info:

Enter the name for this phone. This is a required entry.

While on a call, you can use your phone's keypad to press ** then the rapid transfer key (e.g., ****2**). This will "hand-off" the call from one device to another.

Click **Add External Number +** to add an additional number to the user's account. (i.e., personal cell # or other business #.)



Delete Extension Deletes extension from phone system.

WARNING: Deleting an extension will delete all **voicemail messages, additional phones, phone assignments, and faxes** for this extension.

If you are changing a person's extension number, we recommend that you first create their new extension and forward all voicemail messages and faxes from this extension to the new extension. Then you can delete this extension.

To archive the voicemail messages and faxes for this extension, click [Download Voicemail/Fax Archive](#) ✓. This will give you the ability to save your **Voicemails, Greetings, Recorded Messages, Faxes**, etc. directly to your computer.

Once all files have been saved, click [Yes, Delete Extension](#) ✕ to delete Extension from system.

Extension Options:



Click to create a new Extension

Click on dropdown window to choose what type of Extension you want to create. (SIP Phone is to create a physical User extension)

Use a default template (same information for all users) if creating multiple extensions.



Click to modify/edit multiple extensions at once.

Choose Extensions to modify

Choose what feature to make modifications:
User Information – Phone Settings – Permissions – Outgoing Call Rules – Group or Rapid Dial Assignment – etc.

Choose the specific field you would like to modify by using the Drop-Down window.



Click to import multiple extensions into system at once. (Opposed to one at a time). File must be Excel doc and with the correct information needed. It must also be saved in CSV (Comma Separated Value) format.

Once correct extensions and modifications are confirmed in "Modifications Window", click [Save Modifications](#) ✓ to modify every extension on list at same time.