

Speed Dials

The Speed Dials section allows you to configure numeric speed dials:

Contacts - Speed Dials tab

The screenshot shows the 'Speed Dials' tab in the 'Contacts' section. It includes a 'Clear List' button and a message: 'You have no speed dials set up.' Below this is a 'New Speed Dial' form with two input fields: 'Speed Dial:' (containing '20') and 'Number:' (containing '303'). There are 'Apply' and 'Cancel' buttons at the top right of the form, and an 'Add' button at the bottom left.

You use these speed dials by dialing ** then the one or two digit speed dial number from your phone. They are different from speed dials which are assigned to particular keys on your phone.

Adding a Speed Dial

To add a speed dial, follow these steps:

1. Select the number for the speed dial (5 – 49) you'd like to set up from the Speed Dial drop down list.
2. Enter the number this speed dial should call, as you would dial it. For example, if you dial 9 before a number, enter 9 and the number here.
3. Click on **Add**.
4. Repeat steps 1-3 for any other speed dials you want to set up.
5. Click on **Apply** to save your changes.

Deleting a Speed Dial

To delete a speed dial, follow these steps:

1. Click on the Trash icon to the right of the speed dial.
2. Click on **Apply**.

Alternatively to delete all of your speed dials, follow these steps:

1. Click on ClearList.
2. Click on **Apply**.

Extensions

The Extensions section lists of all the extensions in your business:

The screenshot shows the 'Extensions' tab in the 'Contacts' section. It includes a search bar and a table listing extensions. The table has four columns: Name, Department, Telephone Number, and Extension.

Name	Department	Telephone Number	Extension
Anna Smith	Support	01132991000	1000
Henry Jackson: Admin	None	01132991002	1002
Santosh Patel	Accounts	01132991001	1001

To use **Click To Dial** to call any of these extensions, follow these steps:

1. Click on the number of the extension you wish to call.
2. Select the **Dial**

Using Click To Dial from the Extensions tab

Home	Messages and Calls (1)	Contacts	Make Call	Henry Jackson
Contact List	Speed Dials	Extensions	Short Codes	
Extensions allow you to quickly dial other numbers in the Business Group. The table below shows all the lines in the Business Group and the extensions that are currently in operation.				
Search for...				
Name	Department	Telephone Number	Extension	
Anna Smith	Support	01132991000	xxxx	
Henry Jackson: Admin	None	0113299	Dial 01132991002 from 07107231256	
Santosh Patel	Accounts	0113299	Dial 01132991002 from other number...	

Your administrator sets up these extensions.

Short Codes

The Short Codes section shows you all of the speed dials set up for all the phones in your business:

Short Codes tab

Home	Messages and Calls (1)	Contacts	Make Call	Henry Jackson
Contact List	Speed Dials	Extensions	Short Codes	
Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.				
Search for...				
Short Code	Telephone Number or Internal Code	Department		
121	01132990034	None		

You can dial these short codes from any phone in the business to reach the destination. Your administrator sets up these short codes. Short codes may also include a name to help you identify them. These names will appear in your SIP phone’s address book alongside your Business Group contacts and in your CommPortal contacts. The name will also be used in Calling Name delivery if you have that configured and the short code corresponds to a full national or international number.

- 🔄 Revision #2
- ★ Created Wed, Mar 4, 2020 8:22 PM by [Admin](#)
- ✎ Updated Wed, Mar 4, 2020 9:31 PM by [Admin](#)