Managing Extensions and Short Codes

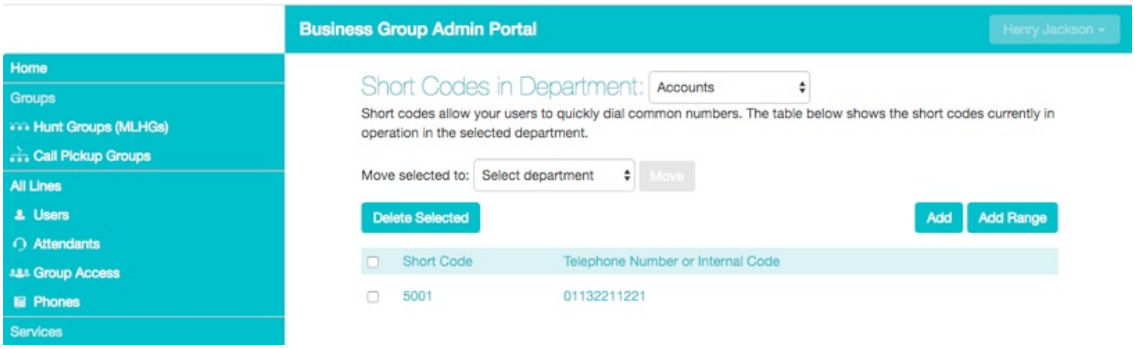
This covers managing extensions and short codes, including adding, removing and modifying them.

- Managing Short Codes
  - Viewing Short Codes
  - Moving Short Codes to Another Department
  - Adding Short Codes
  - Modifying Short Codes
- Managing Extensions
  - Viewing Extensions
  - Adding Extensions
  - Modifying Extensions

Managing Short Codes

Viewing Short Codes

The Short Codes page displays all of the Short Codes in your department.



To view Short Codes in sub-departments, select the sub-department from the drop-down list at the top of the page.

To view all of the Short Codes for all departments, select View All from the department drop-down list.

You will only see the **Import** and **Export All** buttons if you are a root administrator for the Business Group. These options allow you to add large numbers of short codes and/or short code ranges, and are described in 8, Importing and Exporting short codes. A Business Group can have up to 10,000 short codes and/or short code ranges, of which 1,000 can have names.

Moving Short Codes to Another Department

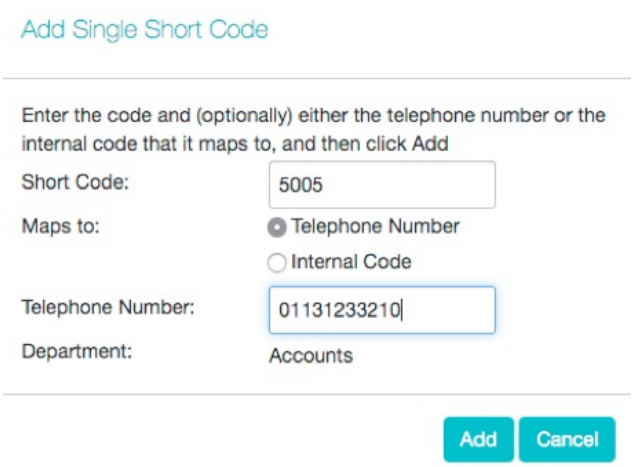
To move Short Codes between departments, follow these steps:

1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
2. Select the department you wish to move the Short Code or Short Code range to using the drop-down list at the top of the page.
3. Click on the Move

Adding Short Codes

To create a new Short Code, follow these steps:

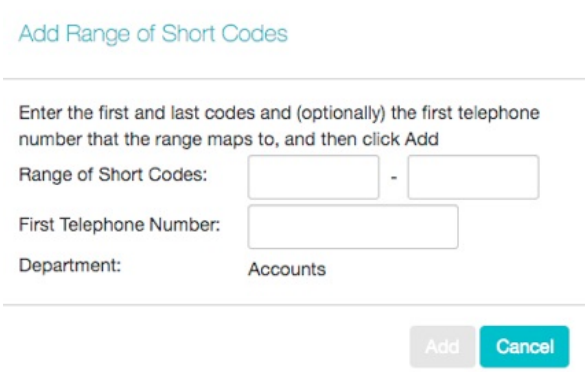
1. Click on Add.
2. Enter the number of the Short Code to add.
3. Enter the telephone number or internal code the Short Code should dial. Note that if you are going to add a name, you can only have one short code that contains this telephone number.
4. If the short code should be in a specific Department, use the drop-down to select it.
   - Optionally add a name for this short code. If this short code is configured with a full national or international number, this name will be delivered as CNAM to the Business Group lines if the external DN matches the incoming caller ID.
   - Named short codes will also be included in Business Group and CommPortal contact lists, including a Business Address book that can be accessed on the CommPortal interface and on supported SIP phones.
   - You can have up to 1,000 named short codes or short code ranges in a Business Group.
5. Click on Add.



Adding Short Code Ranges

To create a new Short Code range, follow these steps:

1. Click on Add Range.
2. Enter the first and last numbers of the Short Code range to add.
3. Optionally, enter the telephone number or internal code the first Short Code in the range should dial.
4. Optionally, add a name for this short code range. This name will be used for any incoming call from the range of telephone numbers covered by this short code range but will not appear in the Business Group directory or contacts.
5. Click on Add.

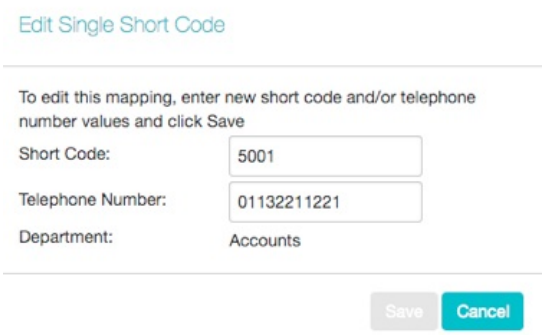

Add Range of Short Codes
Enter the first and last codes and (optionally) the first telephone number that the range maps to, and then click Add
Range of Short Codes:
-
First Telephone Number:
Department:
Accounts
Add
Cancel

Modifying Short Codes

Short Codes

To modify an existing Short Code, follow these steps:

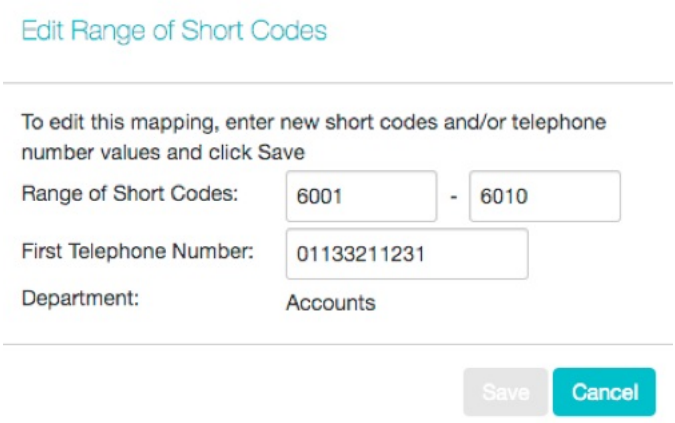
1. Click on either the Short Code number or the number the Short Code dials.
2. Modify the details.
3. Click on Save.



Short Code Ranges

To modify an existing Short Code range, follow these steps:

1. Click on either the Short Code range numbers or the numbers the Short Code range dials.
2. Modify the details.



Deleting Short Codes and Short Code ranges

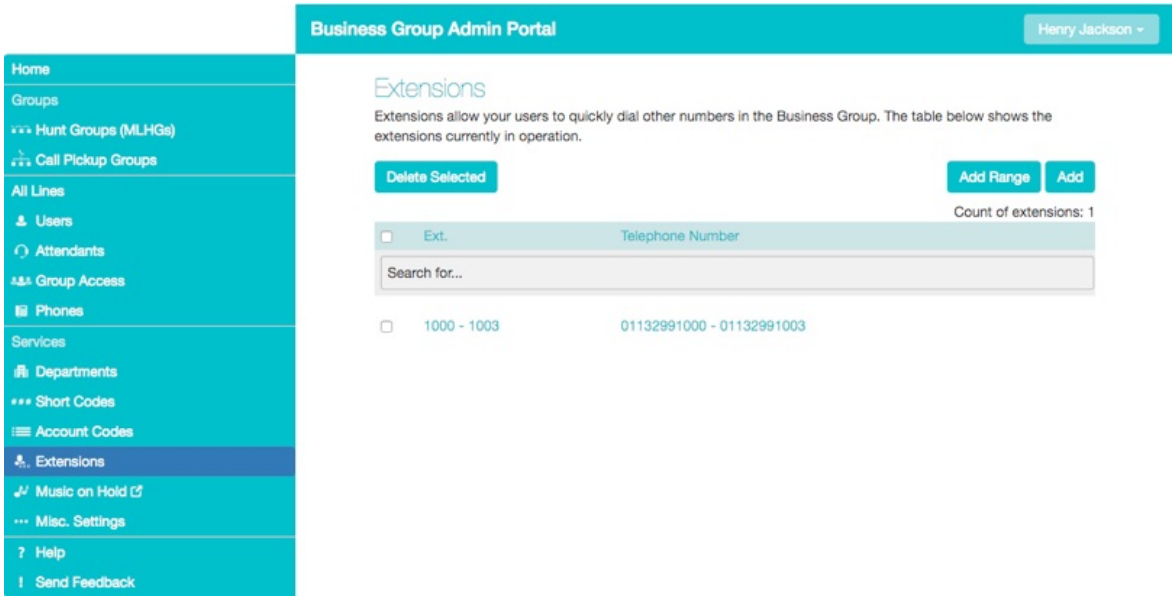
To delete Short Codes and Short Code ranges, follow these steps:

1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
2. Click on the Remove Selected

Managing Extensions

Viewing Extensions

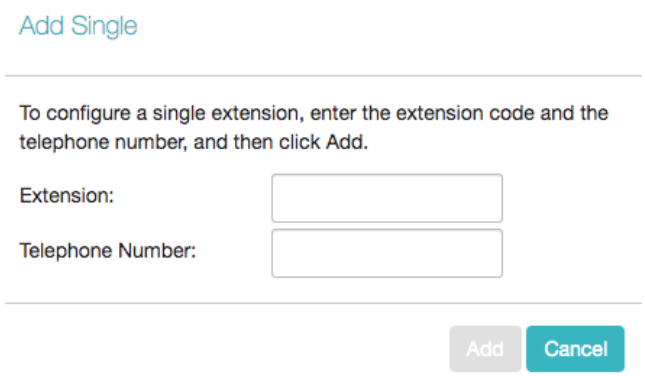
The Extensions page displays all of the Extensions in your business.



Adding Extensions

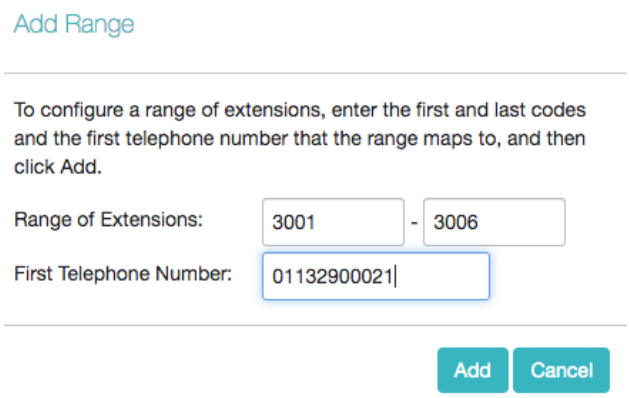
To create a single new Extension, follow these steps:

1. Click on Add.
2. Enter the number of the Extension to add.
3. Enter the telephone number of the line in your business that this Extension should map to.
4. Click on Add.



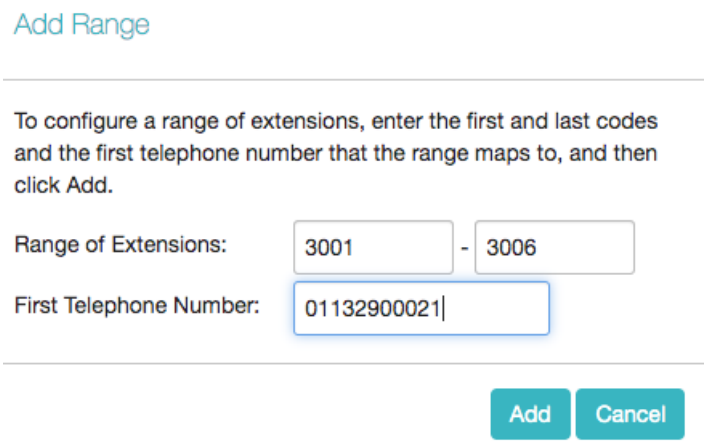
To create a new Extension range, follow these steps:

1. Click on Add Range.
2. Enter the first and last Extension numbers to add.
3. Enter the telephone number of first line in your business that this Extension range should map to.
4. Click on Add.

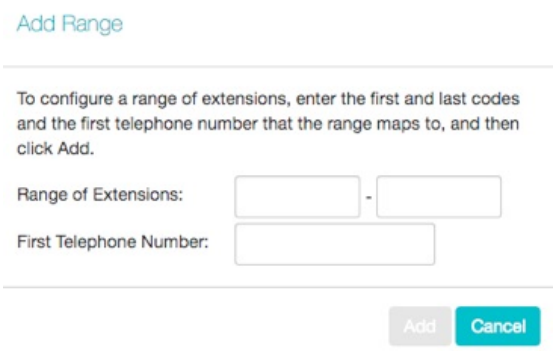


Modifying Extensions

To modify an existing Extension, follow these steps:

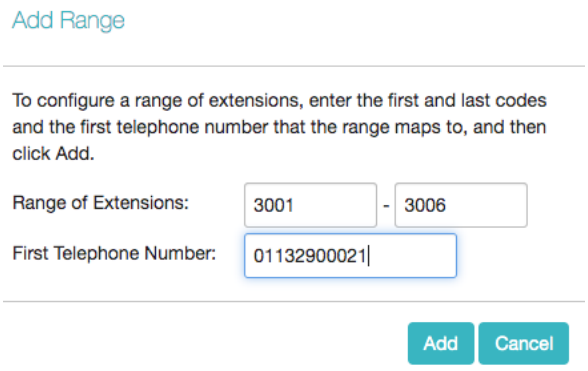


1. Click on either the Extension number or the phone number of the Extension.
2. Modify the details.
3. Click on Save.



To modify an existing Extension range, follow these steps:

1. Click on either the Extension range numbers or the phone numbers the Extension range dials.
2. Modify the details.
3. Click on Save.



To delete Extensions and Extension ranges, follow these steps:

1. Select the Extension or Extension range using the checkbox to the left of the Extension or Extension range.
2. Click on the Delete Selected

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation.

Delete Selected

Add Range | Add

Count of extensions: 8

	Ext.	Telephone Number
	Search for...	
☑	038	01132990038
☐	039	01132990039
☑	040	01132990040
☑	041	01132990041
☐	042	01132990042