

How to Create an Extension:

This handout will serve as a refresher/primer on how to create an extension, with a closer look at personal extensions.

1. Go to the “Extensions” page on the Absolute VOICE dashboard.
2. Click on the gear cog right above the search button, and click “Add,” and the following window will be displayed:

The screenshot shows a modal window titled "Add an Extension". It has two tabs: "Define Extension" (selected) and "Assign Extension". The "Define Extension" tab contains the following fields:

- Type: Personal (dropdown menu)
- Name: (empty text box)
- Extension: 4026 (text box)
- Owner: Max (text box)

At the bottom of the modal are "Cancel" and "Next" buttons.

- a. **Type:** What kind of extension is being created, personal is the default extension type.
 - b. **Name:** Name of the extension.
 - c. **Extension:** The extension number, can be anywhere from 2-6 digits.
 - d. **Owner:** The user who owns this extension, this is more important when it comes to personal extensions and group voicemails than something like a call park or an auto attendant.
3. Once you choose a type, enter a name, and confirm the extension number and owner, press “Next” and another screen pops up asking if you want to associate your new extension with a device or a public number. We recommend not doing either of those actions from this screen. When finished, click “Finish” and it will create your extension and that’s it!

Personal Extensions:

Extensions Cancel Personal Extension (Eden Hazard)

Warning: Any changes on this screen will result in rebooting all devices attached to this Extension or BLF monitoring this extension.

Name Eden Hazard
Extension 4050
Owner Eden Hazard
Caller ID (907) 313-7806 (Kepa CPU) For Outbound Caller ID
Caller ID Override Use the above Caller ID instead of incoming Caller ID if phone is set to forward to a PSTN destination

Ring Timeout 30 seconds
Final Destination Type Voicemail Eden Hazard (4050)
Record All Calls Disabled Enabled
Monitor All Calls Call Monitoring
Auth Password disabled

Endpoint Assignments	Line	Location
Didier (001fc11bcb0b)	1	Training Lab

Name: Name of the extension.

Extension: The extension number.

Owner: The user who owns the extension.

Caller ID: Can be adjusted by clicking the pencil in the pad icon, this is the number that shows on outbound calls from this extension.

Ring Timeout: How long that extension will ring before going to the final destination.

Final Destination Type: Choices between voicemail, extension, personal number, and none. This adjust where calls go after they reach the ring timeout of that extension.

Endpoint Assignments: What device the extension is assigned to.