



Extension Dialling

Mike Johnstone - 2025-03-12 - Preferences

Extension Dialling

With Extension Dialling, you can internally transfer calls to numbers within your account.

How to Setup Extension Dialling:

1. Login to your account.
2. Go to the **Switchboard**.
3. Select the number that you want to set up an **extension**.
4. **Profile > Number Settings**.
5. Enter a 3-digit number on the **Extension** field.
6. Click on **Save** to update settings.

Number Settings

Restricted

Extension

Group

Billing Group

Setting up Auto Attendant

If your main number has an Auto Attendant, you can configure the **Extension Dialling**. Therefore, if the customers know the extension number, can easily dial it and get transferred right away.

1. Login to your account.
2. Go to the **Switchboard**.
3. Select **Inbound > Auto Attendant**.
4. Enable **Extension Dialling** by turning the toggle **ON**.
5. Click on **Save** to update settings.

Auto Attendant



RECORD GREETING

Upload

Choose file

Recorded message.



Active

All times



Caller response

5

sec

Repeat greeting

3

times

Connect as normal



Caller Options

Select



eg. 028900000

+ Add

Extension dialing



Press for extension

Select



CANCEL

SAVE