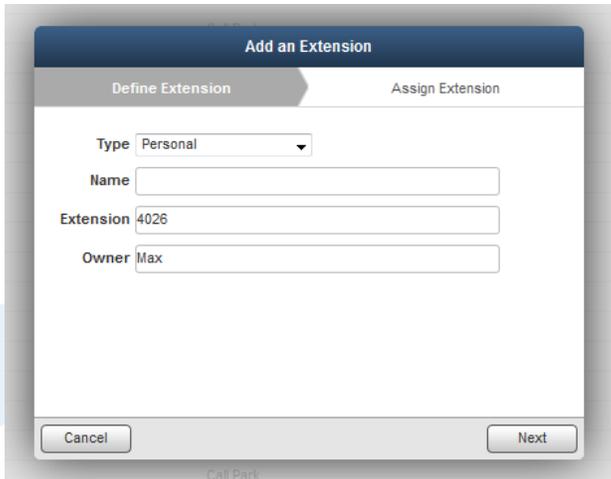


## How to Create an Extension:

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 Crexendo dashboard.
2. Click on the gear cog right above the search button, and click “Add,” and the following window will be displayed:



- 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

Extension

Owner

Caller ID   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:

Final Destination Type:

Record All Calls  Disabled  
 Enabled

Monitor All Calls

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.