

Extension Dialing

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Extension dialing works so that you can internally transfer calls to numbers within your account.

They also can work if you set up Auto Attendant for when a customer calls your main number, and then know the extension number of the person they are wanting to reach. Example: "Welcome to Our Company if you know the extension of the person you wish to talk to..."

Setting up Extension dialling

1. Log into <https://now.tel2.co.uk>.
2. From the top menu select **CloudPBX**.
3. Hover over the required line number click on the section you wish to adjust.
4. Set your extension number. **Note:** The required extension field length is 3-4 digits.
5. Navigate to bottom of the page **Save** to update.

If you are also planning on setting up Auto Attendant think about creating cohesion your extension numbers.

You can also define and limit extension dialling to groups, such as Sales. This will allow the people that are assigned to that group to be able to define their group, if they have access to the PBX.

Setting up Groups

1. Log into <https://now.tel2.co.uk>.
2. From the top menu select **CloudPBX**.
3. Hover over the required line number click on the section you wish to adjust.
4. Adjust the group type, eg: Sales, Marketing, Administration.
5. Set your extension number. **Note:** The required extension field length is 3-4 digits.
6. Navigate to bottom of the page **Save** to update.

Line Number Select							
Notice							
Click a number to view and edit its cloud PBX features. Click a row to edit the number's details.							
Numbers							
Number	Type	Group	Restricted	Password	Extension	Caller name	Email
611800150686	Voice	Sales	Yes	F2ssw0rd.001			
61261073021	Voice	Support	Yes	F2ssw0rd.001			
61280156753	Voice	Support	Yes	F2ssw0rd.001			
61280718617	Voice	DEFAULT	Yes	F2ssw0rd.001			
61280718618	Voice	Sales	Yes	AudRy.001	618	Sally	
61280718619	Voice	Sales	Yes	AudRy.001	619	Jim	
61280718623	Voice	Sales	Yes	F2ssw0rd.001	623	Sales Queue	

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