

# Extension Edit Manual

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## ACCESS THE USER PANEL

Sign into the Panel Login with your username and voicemail password.






### Enterprise Panel Login

Username \*

Password \*






[Log In](#) 

Once inside the Panel, you will see the **Manage Extensions** page. A list of extensions will appear under an informational header.

Edit	Extension	Name	DID	E-Mail	Organization	Status	Stats	Panel
 	7323	Jane Smart	1-(212)-660-7323	jane@smartchoiceus.com	SCC Office 56 West 45th St	S 		

- **Edit:** Edit or delete the extension.
- **Name:** Extension user or phone name.
- **DID:** Direct Inward Dial (*dial to directly reach the extension.*)
- **Email:** Extension user's E-Mail address.
- **Organization:** The business or department the extension user belongs to (*optional.*)
- **Status\*:** Status of the extension phone.
- **Stats:** Calling history and statistics (*click to view.*)
- **Panel:** The extension's User Panel (*click to open and edit features.*)

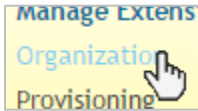
## \*EXTENSION STATUS LEGEND

-  The extension is active.
-  The extension is inactive, or not plugged in.
-  The extension has recently been unplugged or disconnected.
-  The extension rings on a Softphone.
-  The extension is NAT-supported.



## MANAGING ORGANIZATIONS

To create and edit an organization or department for your extensions:

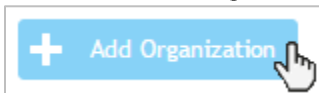
Click the **Extensions** link on the left-hand side of the screen, followed by the **Organization** link.




A list of existing organizations will appear on the new screen.

Organization						
Edit	Name	Members	Default Caller ID	Default Caller ID Name	Stats	
 	SCC Office	20	none	none		

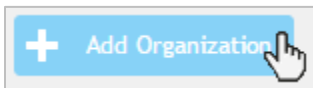
To create a new organization, click the **Add Organization** button.



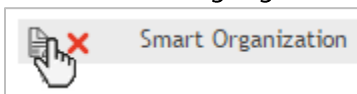
Enter the organization **Name**. If needed, enter a **Default Caller ID** and **Default Caller ID Name**.

Add Organization	
Name *	<input type="text" value="Smart Organization"/>
Default Caller ID	<input type="text"/> 
Default Caller ID Name	<input type="text"/>

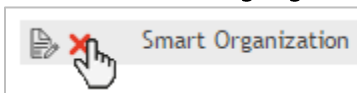
Make sure to click **Add Organization** to save and create the new organization.



To edit an existing organization, click the **edit** icon. Enter new details and click **Update Organization**.

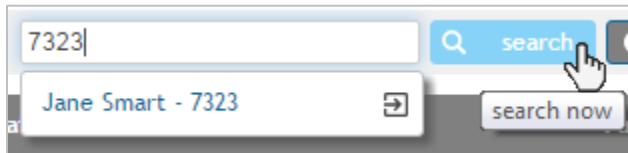


To delete an existing organization, click the red **delete** icon and confirm.



## EDIT EXTENSIONS

To edit a selected extension, navigate to the **Extensions** page and enter the extension number or name in the text field. Click the **search** button:



A search interface with a text input field containing '7323', a search button with a magnifying glass icon and the text 'search', and a dropdown menu showing 'Jane Smart - 7323' with an edit icon. A 'search now' button is also visible.

When the extension appears in the search results, click the **Edit** icon.



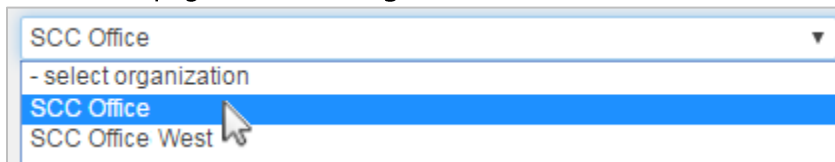
A search result entry for extension '7323' and name 'Jane Smart'. A hand cursor with a red 'X' is clicking the edit icon.

Or, delete an extension by clicking the **delete** button.



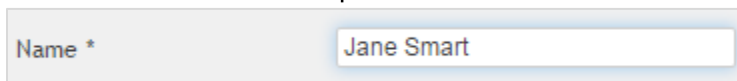
A search result entry for extension '7323' and name 'Jane Smart'. A hand cursor with a red 'X' is clicking the delete icon.

On the new page, select the **Organization**.



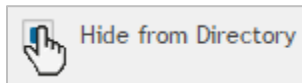
A dropdown menu for selecting an organization. The current selection is 'SCC Office'. Other options include '- select organization' and 'SCC Office West'.

Enter the extension user or phone location name in the **Name** field.



A form field labeled 'Name \*' with the text 'Jane Smart' entered.

Enable **Hide from Directory** to keep the extension from being found in a directory search.



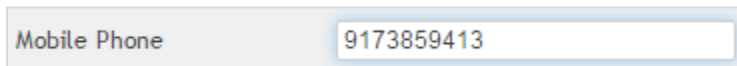
A checkbox labeled 'Hide from Directory' with a hand cursor clicking the checkbox.

Enter the email address you would like to associate with the account. This email inbox will receive voicemail and other notifications when these features are enabled.



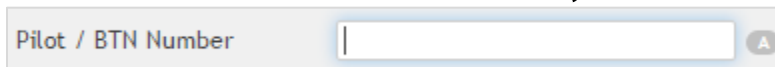
A form field labeled 'E-Mail Address' with the text 'JaneSmart@smartchoiceus.com' entered.

Enter a **Mobile Phone** number to associate with the extension.



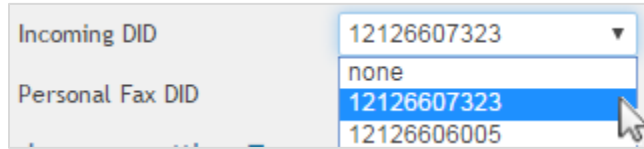
A form field labeled 'Mobile Phone' with the text '9173859413' entered.

Enter a **Pilot/BTN Number** (*Administrators only.*)

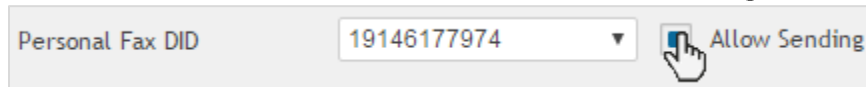


A form field labeled 'Pilot / BTN Number' with an empty input field and a small 'A' icon.

Select an **Incoming DID** number that directly connects to the extension.



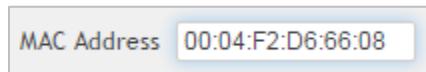
Select a **Personal Fax DID** number, and select **Allow Sending** to enable sending.



Select the phone model you are using from the **Device Type** dropdown menu.



Enter the **MAC Address** if needed.



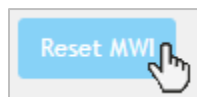
Click the back or forward buttons to edit the previous or next extension in the directory.



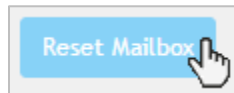
Click **Show SIP details** to view and edit SIP registration (see section [here](#).)

Click **Edit Sidecar** to set expansion module keys (see section [here](#).)

Click **Reset MWI** to readjust your Message Waiting Indicator to factory settings.

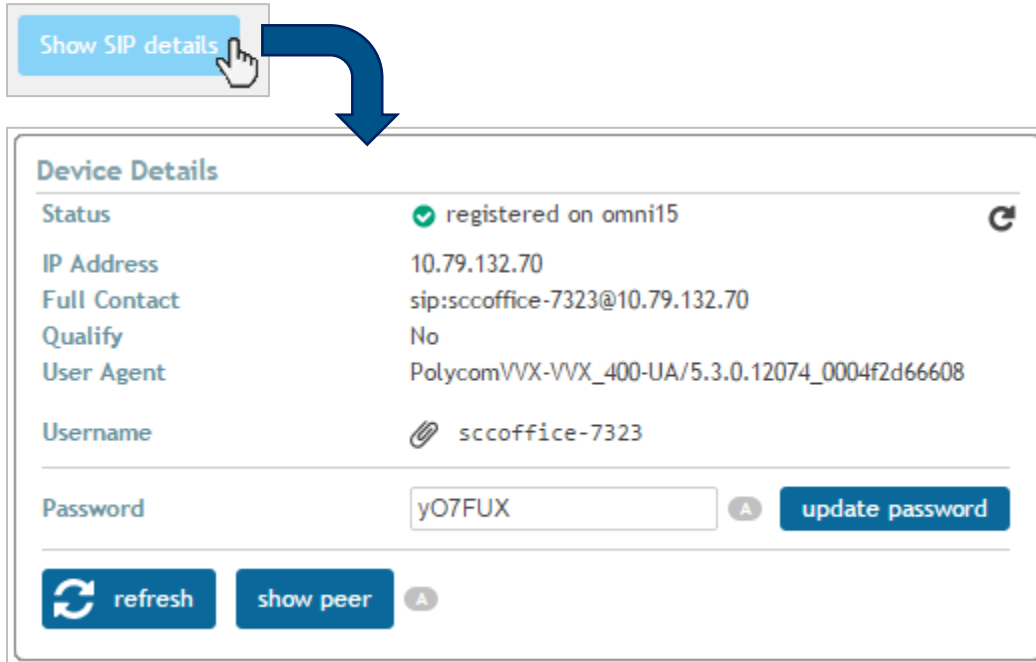


Click **Reset Mailbox** to readjust your Mailbox to factory settings.






## SIP FEATURES

Click **Show SIP details** to view SIP registration in a new pane.



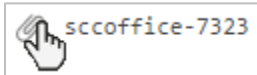
The image shows a 'Show SIP details' button with a hand cursor icon. A blue arrow points from this button to a 'Device Details' pane. The pane contains the following information:

Status	✓ registered on omni15	↻
IP Address	10.79.132.70	
Full Contact	sip:sccoffice-7323@10.79.132.70	
Qualify	No	
User Agent	PolycomV VX-VVX_400-UA/5.3.0.12074_0004f2d66608	
Username	 sccoffice-7323	
Password	<input type="password" value="y07FUX"/> 	<b>update password</b>
<b>refresh</b> <b>show peer</b> 		

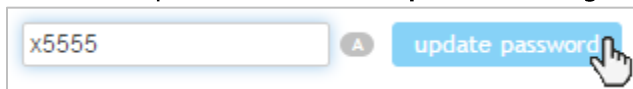
Click the refresh button to reboot the phone.



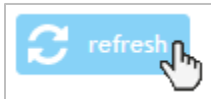
Click the paperclip to copy your extension username to your clipboard.



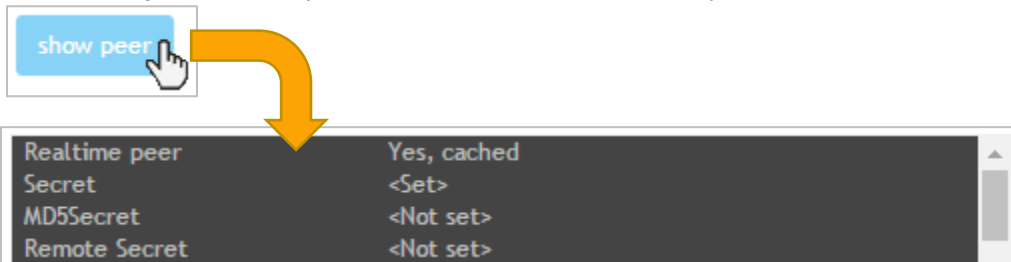
Enter a new password and click **update** to change the password (*administrators only.*)



Click refresh to view updated information.



Click **show peer** to view peer information in an extended pane.

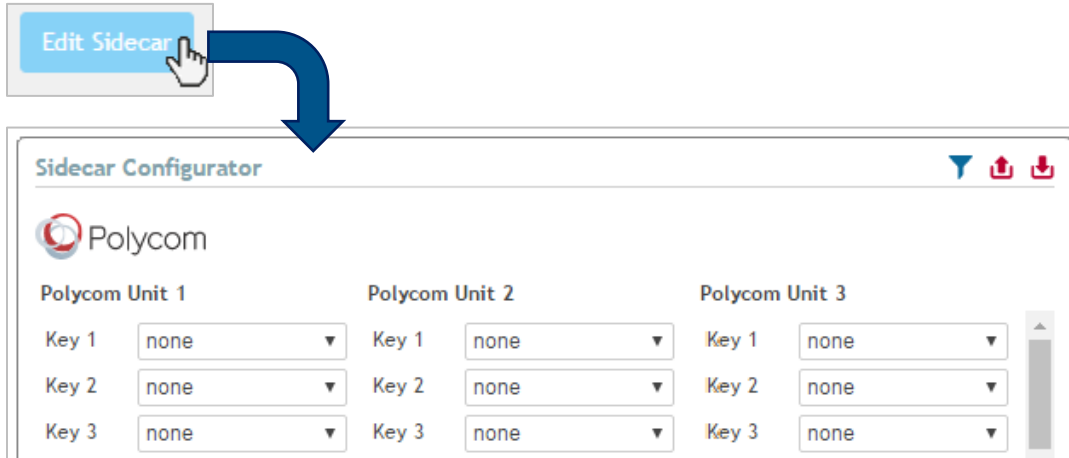


The image shows a 'show peer' button with a hand cursor icon. An orange arrow points from this button to a peer information pane. The pane contains the following information:

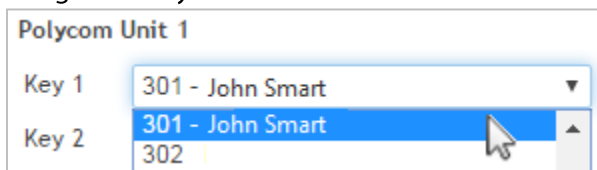
Realtime peer	Yes, cached
Secret	<Set>
MD5Secret	<Not set>
Remote Secret	<Not set>




## SIDECAR SETUP

Click **Edit Sidecar** to set up extensions in your desk phone's expansion module in a new pane.

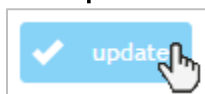


For each sidecar button you would like to use, select an extension from the dropdown list next to the designated key.



-  Click the funnel icon to automatically populate your sidecars with network extensions. Extensions will automatically appear.
-  Click the upload button to upload a preexisting sidecar setup file.
-  Click the download button to download a preexisting sidecar setup file.

Click **update** to save your sidecar settings.

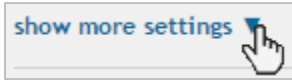


*The extensions programmed into the expansion module will be reachable by speed dial when the corresponding button is pressed, with BLF monitoring.*



## MORE SETTINGS

To access extended settings, click **show more settings**.

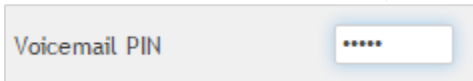


*To hide, click **hide settings** when the text changes.*

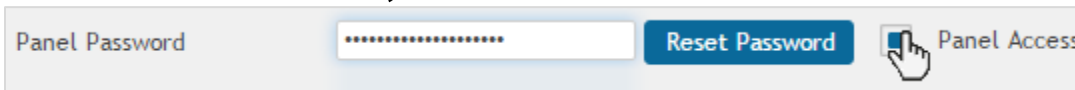
To allow voicemail, click the **Enabled** radio button. To restrict, click **Disabled**.



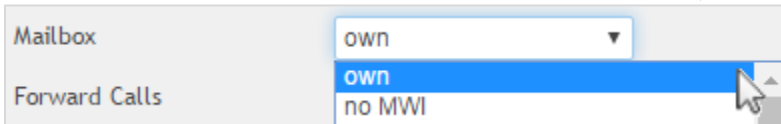
Create a **PIN number** to access your voicemail.



Set or reset the **Password** for Panel Access, and click to allow access. When the **Reset Password** is clicked, an email will be sent to your inbox.



Select **own** from the dropdown list to send voicemails to your extension's mailbox.



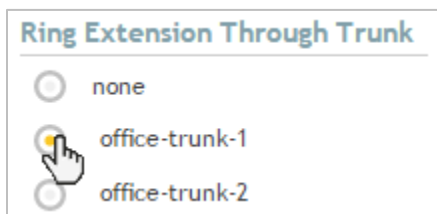
Enter a mobile or alternate number to forward calls to this line.



- Click the **T** to assign an enterprise trunk.



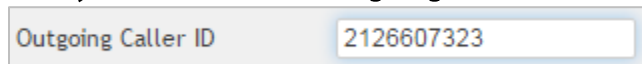
Select a trunk and click **done**.



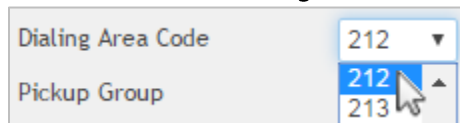
- Click **Forwarding Enabled** to allow forwarding.
- Click **Ring Simultaneously** to let the call ring on your main extension and alternate



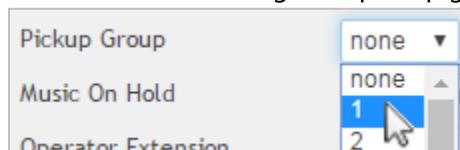
Enter your number in the **Outgoing Caller ID** field.



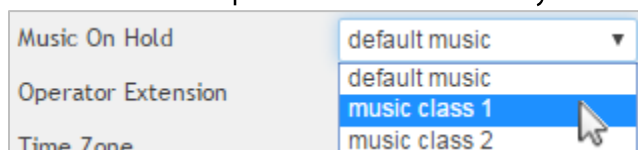
If needed, enter a Dialing Area Code.



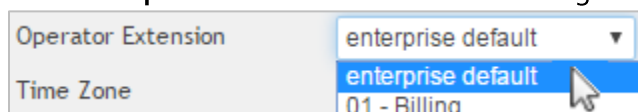
If the extension belongs to a pickup group, select the group from the dropdown list.



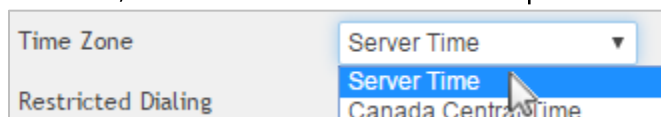
Select a default or preferred music class for your **Music On Hold**.



Select an **Operator Extension** or default setting.

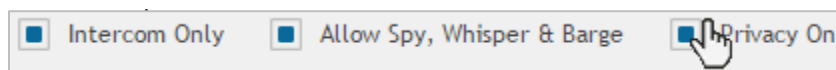


If desired, select a **Time Zone** from the dropdown menu.

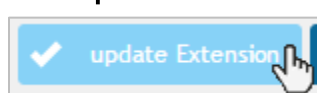


Select any preferred **Restricted Dialing** settings.

- Select **Intercom Only** to restrict outbound calls on the extension.
- Select **Allow Spy, Whisper & Barge** to authorize these call monitoring abilities for your extension.  
 (See *Spy, Whisper & Barge* manual for more information.)
- Select **Privacy On** to prevent others from using Spy, Whisper & Barge features on your



Click **update Extension** to save your settings and changes.



## FREQUENTLY ASKED QUESTIONS

**Question:** How can I update an existing extension with a new user?

**Answer:** Click the edit icon for the extension you would like to update. On the extension page, change the username and email address, and reset the mailbox. Enable any additional settings.

**Question:** Do I have to create an Organization for each extension?

**Answer:** No, Organizations are optional.

**Question:** Does each extension require an email address?

**Answer:** No. This is optional, but voicemail .wav files are sent to the user's email inbox when an address is present.

**Question:** What happens when a user is assigned a DID?

**Answer:** This user can receive calls directly to their extension.

**Question:** How will my Caller ID be displayed when I make an outbound call?

**Answer:** Your Caller ID will be displayed as the number entered in your **Outgoing Caller ID** field.

**Question:** How do I know if my phone is registered?

**Answer:** On the Manage Extensions page, the phone status will be green.

**Question:** How can I receive additional support?

**Answer:** You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.