

Extension Overview

This page details the Extension Overview section, where the most important characteristics of an extension are listed.

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Overview

The **Extension <extension_name> of User <user_name>** page allows you to manage the extension's features and to have an overview of its usage statistics.

You are able to see and access the extension's owner account from the page title. Just click the name of the owner.

The page is divided into two distinct sections, one with all the controls needed to manage the account and the other one with general statistics about the extension:

- Tools
- Extension Overview

Tools

The tools with the help of which each extension can be customized are grouped under several categories. To access each tool, simply click its corresponding icon.

- **Quick Links:** This area groups setup options that are specific to each extension type.
- **Developers:** This area allows to configure how third-party applications should be notified of call-related events.
- **Telephony:** This area groups options and controls designed for editing an extension, creating and managing its incoming call rules, as well as customizing call screening, provisioning and SIP preferences.

Extension overview

VoipNow provides statistics related to the extension type, the used and available disk space for messages, recordings, faxes and sound files, the call costs and other particular details, depending on the type.

Phone Terminal

This table will help you better understand the Phone Terminal extension usage statistics.

Table Column	Details
Currently virtualized on extension	It is set to the extension number of the base. This field will only be displayed if this extension is virtualized.
Base for extension	It shows the extension number of the virtualized extension. This is not displayed unless another extension is virtualized on this base.
Type	The extension type, in this case Phone terminal.
Your phone terminal login	The login that you must use on your phone terminal in order to log in to the system. The phone password is set up in the Extension Setup page.
SIP Server	Customer exposure for the extension's assigned SIP node.
Device	<p>This field sums up several details:</p> <ul style="list-style-type: none">• the state of the extension (green icon when a device or several devices are registered on the extension; red icon when no device is registered on the extension)• the terminal brand and model/the IP address of the NAT gateway if the extension is behind NAT• the date the registration expires <p>The state of the extension also appears in the Extension Management table listing all extensions. Under the State column, you will find none registered (for no devices registered on the extension) or [x] registered (the number of devices registered).</p>
Provisioned on device	The SIP device provisioned and assigned to the extension's line(s), for example Joe's Snom 360 on line 1. If the extension has no provisioned devices, then VoipNow will display '-'.
Assigned public phone number(s)	If one or several public phone numbers are assigned to the extension, they will be displayed here. If no public phone number is assigned to the extension, '-' will be displayed.

Internal phone number	The phone number assigned when the extension was added to the system.
Phone access restrictions	<p>The message shown here informs you if the phone terminal access is restricted or not using the Password Protection feature:</p> <ul style="list-style-type: none"> • Currently access to phone is blocked - The phone terminal cannot be used for dialing or receiving calls. • Currently access to phone is unrestricted - The user can place and receive calls. <p>To block/unblock the phone terminal, click the Phone terminal setup icon and configure the Password Protection section.</p>
Number of voicemail messages	The total number of Voicemail messages, the disk space used and the percent of available disk space. For a better quality, voicemail messages are stored in .mp3 format. For example, the storage for a 60-second voicemail message requires 350k of disk space.
Number of fax messages	The total number of fax messages, the disk space used and the percent of available disk space.
Number of recorded conversations	The total number of recorded conversations, the disk space used and the percent of available disk space. For a better quality, recorded conversations are stored in .mp3 format. For example, the storage for a 60-second recording requires 350k of disk space.

Queue

This table will help you to better understand the Queue extension usage statistics.

- **Type:** The extension type, in this case Queue.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.
- **Number of recorded conversations:** The total number of recorded conversations, the disk space used, and the percent of available disk space.
- **Total agents:** The total number of Phone terminal extensions and remote users assigned to the queue. VoipNow displays the number of online, paused and logged off agents (e.g. 1 online, 3 paused, 1 logged off).
- **Queue supervisors:** The total number of Phone terminal extensions registered as queue supervisors.

Queue Login Center

This extension type allows remote agents to connect to the queue(s) where they have been assigned to.

- **Type:** The extension type, in this case Queue login center.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Interactive Voice Response (IVR)

This extension type allows the creation of an interactive menu that can be used by callers to get information without having to connect to a human operator.

- **Type:** The type of the extension, in this case IVR.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Voicemail Center

This type of extension is similar to the Voicemail function of the Phone terminal extension. However, the Voicemail Center allows callers to verify their messages by using a terminal located outside the system.

- **Type:** The extension type, in this case Voicemail center.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Conference

This type of extension allows the creation of conferences that can be accessed by system users, as well as by external callers.

- **Type:** The extension type, in this case Conference.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Callback

This type of extension allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoipNow system.

- **Type:** The extension type, in this case Callback.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Calling Card

This type of extension allows the implementation of a calling card system on the VoipNow system.

- **Type:** The extension type, in this case Calling Card.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Intercom/Paging

This type of extension allows the user to call several or all the available extensions at the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

- **Type:** The extension type, in this case Intercom/Paging.
- **Assigned public phone number(s):** If one or several public phone numbers are assigned to the extension, they will be displayed here. Otherwise, VoipNow will display '-'.
- **Internal phone number:** The phone number assigned when the extension was added to the system.

Related topics

[Manage extensions](#)