

# About Extensions

This page contains a short introduction to extensions.

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## Overview

The extension is a number associated to a phone device. It is defined by a number, a caller ID, a set of preferences and properties.

### Extension number

A three digit number, e.g. 001\***003**, where 001 is the Organization ID and 003 is the the local extension number.

### Caller ID

The public phone number assigned to the extension.

### Preferences

One can either use the templates available in the system or can customize it to suit their own needs.

### Properties

The properties of the extension take into consideration the extension type. They can have a specific set of incoming rules or a particular charging plan. They can have [Conference](#) or [CallNow](#) features activated.

## Extension types

VoipNow supports several types of extensions that you find listed below, among which Phone Terminal is the most frequently used.

- Phone Terminal
- Queue
- IVR
- Voicemail Center
- Conference
- Callback
- Calling Card
- Intercom/Paging
- Queue Login Center

Each extension type comes with its own set of specific features: from [Voicemail](#) to [Call Recording](#), [Extension Virtualization](#) to [SIP Presence](#), etc.

Related topics

[Phone terminal extension features](#)