

How to allow callers to dial extensions directly from an IVR context

Applies to VoipNow 3 and higher!

This article describes how to dial an extension directly, without going through the whole IVR.

Interface setup

In order to allow IVR callers to dial the extension directly from a context, you need to take the following steps through the interface:

1. Log in to interface and go to the IVR you want to edit.
2. Go to each context and enable the **Allow to dial phone terminal extensions directly** option.
3. Click the **Generate** button in order to publish these changes to the public IVR.

If you want to let your callers know about this feature, before you generate the IVR you should record a message along the lines of "If you know the extension number, you can dial it anytime" in your welcome message.

Related articles

- [IVR actions](#)
- [How to set up an IVR extension from the VoipNow interface](#)
- [How to transfer calls to external numbers via an IVR Extension](#)
- [How to allow callers to dial extensions directly from an IVR context](#)