

How to change an extension's short and extended phone numbers

Applies to VoipNow 3 and higher!

This article provides important details about both the extensions' short and extended number.

How extension numbers are generated

By default, VoipNow generates extension numbers in the following format:

XXXX*XXX

where:

- **XXXX** is the organization's number, which is automatically generated for each new account starting with **0003** (**0003** is the first possible organization).
- **XXX** is the extension's number, which has three digits by default.
- ***** is the default separator.

Why you need extended numbers

Extended numbers are used to differentiate extensions that belong to different organizations so that they can have the same extension numbers.

For example, organization **0003** has **0003*001** and organization **0004** has **0004*001**. Both organizations have the same extension number, **001**, even if the two extensions are completely different.

Extended numbers are also used when extended local calls are made. For example, between different organizations, when the called extension does not have a public phone number associated.

How and when to change extended numbers

The extension number length (the digits after the separator) and the separator can only be changed if no extensions have been created on the server. Because there can only be one format for all the extensions on a server.

If there are extensions on the server and you want to change the format, the first thing to do is remove them.

To change the extension's length or separator, follow the steps below:

STEP 1: Log in to the VoipNow web interface.

STEP 2: Go to the **Unified Communications Zero Priority** page, select the **SIP** tab and modify the following fields:

- **Extension number length**
- **Separator between client ID and the extension number**

Please note these fields will be grayed out if there are extensions on your server.

The screenshot shows the VoipNow web interface. On the left is a sidebar with a menu containing 'Users', 'Service Providers', 'Organizations', 'Users', 'Extensions', 'System', 'Unified Communications', 'Cloud Management', 'Charging Plans', and 'Channels'. The 'Unified Communications' section is highlighted. The main content area is titled 'Zero Priority' and has a green banner at the top that says 'Information: Changing any value on this page causes the affected systems to restart.' Below this is a 'General' tab and a 'SIP' tab, with the 'SIP' tab selected. Under the 'SIP' tab, there is a section titled 'Global SIP Preferences' with four fields: 'Extension number length' (value 3), 'Separator between the organization ID and the user number' (value *), 'Maximum length of allowed incoming registration' (value 3600 seconds), and 'Default length of incoming/outgoing registrations' (value 3600 seconds). The first two fields are grayed out and have a yellow warning icon and the message 'Cannot be changed because the system is initialized.'

How and when to change short numbers

An extension's short number (the digits after the separator) can be changed when the extension is created.

The short number needs to be unique as two extensions that belong to the same organization cannot have the same number. Once the extension has been created, the number cannot be modified.

If you need to change an extension's number, you have to delete the extension first and set it up again with the new number.

Related articles

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- [What is new about the Caller Behavior in Queue setup](#)
- [How to transfer incoming calls to another extension voicemail](#)
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