

Extensions Functions/Settings

Open an extension's settings by clicking on either the **Extension Name** or **Extension Number**. This will open access to four tabs:



1. Basic

The Basic tab contains all the basics you need to get an extension up and functioning.

- **Extension #** - This is the sequentially assigned number given to the extension when it is created. Click the dropdown to choose a different number if you want/need to, 101-199.
 - **Name** - This is the user name assigned to the extension. Shorter is better. This is the name that will show up on each phone's BLF/extension display.
 - **Email** - Enter an email address here. All voicemails for this extension will be sent to this email address, including an audio file and a transcription (they will also be available from the phone, itself - [Voicemail](#)).
 - **Time to Ring in Seconds** - Choose a ring time of 15-240 seconds. As a rule, VoIP phones need 20 seconds or more of ring time, but we recommend 30 seconds as a safe minimum standard. *Due to basic limitations of all VOIP systems, ring times under 30 seconds cannot be guaranteed to produce a ring at the handset.*
 - **If No Answer/Unavailable** - If a call to this extension is not answered, what do you want to happen? Select whether you want the call to go to the extension's voicemail, to a receptionist menu, to another extension/group.
 - **Save Your Changes**
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2. Advanced

The Advanced Tab has an enormous amount of power. The good news is that for most users, you will never have any reason to adjust any advanced settings.

- **Phone Configuration Password** - If you bought your phones from ring-u, the phone's factory password will appear in the password box and also to the right of it. **Please do not use a custom password.** Systems work best and are most reliable when allowed to use their default passwords. Some phones do not require passwords. If they do not, please don't give them one.
 - **Disable Auto Config** - If this box is checked, this phone extension will not auto-configure. This should really never be checked unless you have been in discussion with ring-u support.
 - **Manage Keys** - If checked, you can manage BLF keys from the Info tab. If unchecked, keys must
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be managed at each phone individually, and those changes may be over-written by subsequent Configurations.

- **Intercom Mode** - If enabled, dialing the extension + 100 (so ext 102 becomes 202, ext 121 becomes 221) from another extension. The far end will hear a short announcement beep, and you should have full 2 way audio. This only works for internal calls, external callers can not dial an intercom extension. - *This is a useful feature for a breakroom phone, or an area where folks are not at a desk/station consistently, but not in a big enough space to warrant a PA system.*
- **Phone Location/Transport** - Set to **Internal Local Network** by default, as most phones will be on the same local network as your Hello Hub. For most remote phones, you would select **External Network via Port Forwarding**, and make the changes listed on our [Port Forwarding / External Remote Phones](#) page. The other two options listed are rare and should only be used if you have been told by ring-u support to use one of them.
- **Caller ID** - You can choose the default caller ID for this phone for outgoing calls.
- **e911 Caller ID** - Please use default unless you have verified special settings. Call 933 to verify # and e911 address. Do not call 911 unless you have an actual emergency.
- **Internal Call Ring Tone** - Ring tone for internal calls, the actual tone varies per model/firmware. May require a phone reboot after config to change.
- **Operator Extension** - Dialing 0 or 00 calls this extension. Some phones need 2 digits to dial. There can be only 1 Operator.
- **Fax Extension** - Configures for T.38 Fax Support for Grandstream HT802 units, and enables receiving faxes. There can be only 1.
- **Hospitality** - Enable Hospitality Mode (Hotel/Motel/B&B)/guest phone mode.
- **User Login Password** - If this extension's user needs User Portal Login Access, set the password here. Allows user level [Login](#) for Fax and SMS interfaces. 8+ characters to save. **"clear"** will remove. Login using account #, extension #, and this password from the user login tab.
- **Save Your Changes**



3. Voicemail

The Voicemail tab allows some advanced control of the voicemail feature of each extension.

- **Voicemail Password** - If blank, the extension # is the password. Type a numeric value here for a custom password.
- **Delete Voicemail** - Removes all voicemails left for this extension from the Hello Hub.
- **Delete Recordings** - Removes all outbound voicemail greetings for this extension.

Voicemail greetings can be set 3 ways, the most recently set method takes precedence.

- **Option 1** - Phone Recording
 - From the phone, dial **800** or use the **voicemail** button on the phone.
 - Set another phone's voicemail by dialing **8 + the extension number**. *For example, **8100** manages voicemail for extension **100**. The default password is the extension number. **Note:***

The system only uses the “unavailable” message for all voicemail messages. Only record that message.

- **Option 2** - Robot Voice
 - Type a message in the box.
- **Option 3** - Custom Recording
 - Upload a custom recording from your phone, computer, etc.
 - Use *.WAV* or *.MP3* files



4. Info

This page is largely Informational, but two items bear mentioning:

Manage Keys allows you to add speed dials or extensions to your BLF display.

Line Status will Display whether the Line is **In Use** or **Not**, or if the extension is **Unavailable**. If **Unavailable**, try unplugging the phone's power supply and plugging in about 5 seconds later.

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