

Extensions

Preface

(Do NOT skip this part just because you think you don't need to read a preface. You do.)

So you plugged in all your phones and the Hello Hub before starting the [Setup Wizard](#), right?

Here's where all that effort and instruction following will pay off.

Go to **Configuration > Extensions**

Press the **Add an Extension** button. Wait. Refresh your screen every minute or so.

As long as your network is good and all the phones were added to it correctly, they will populate in this page.

Perhaps for the first time in this process, the value of patience will prove itself.

As you refresh and find more phones on this list, you will notice they will go from showing a Light Grey handset icon, to Red, and finally (hopefully) to Green. After they turn Green, you will see they may have little red spinning circles to the far right of the screen, or possibly red wrenches.

Again, be patient. Especially for larger systems, but true also for small ones, there is a LOT going on under the hoods of your phones and in your Hello Hub. the Hub is directing the configuration of your phones and there is a lot to that process.

Resist the urge to tinker.

Tinkering breaks processes.

If you really think something is wrong and you need to do SOMETHING, contact us by phone or through Support.

Usually, we can get your phones Added as Extensions and in use in under 15 minutes. Sometimes it may take a bit longer though, and that is okay.

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