

Create a PBX extension - Add a myPBX extension

Creating a PBX extension is easy in myPBX and it's the first step to being able to connect your IP Phone, Softphone or device to your PBX and start receiving calls.

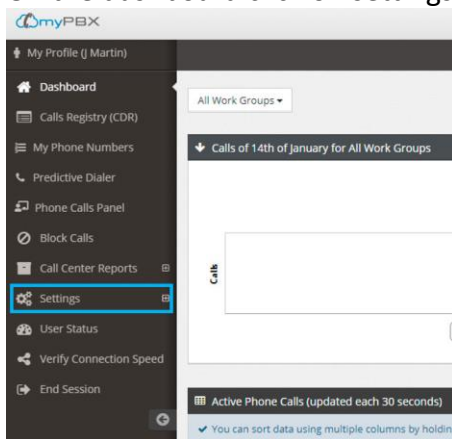
This tutorial explains step by step approach on how to create an extension in [myPBX Control Panel](#). Each user you've ordered at myPBX is a phone extension.

How do I create an extension in myPBX?

Login to [myPBX Control Panel](#) and follow these steps.

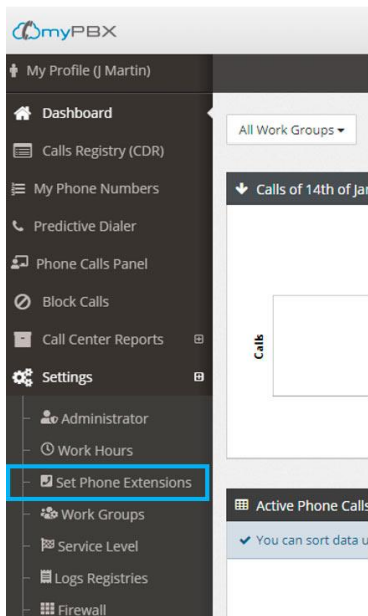
Step 1 - Click on Settings

On the dashboard click on settings in the navigation bar.



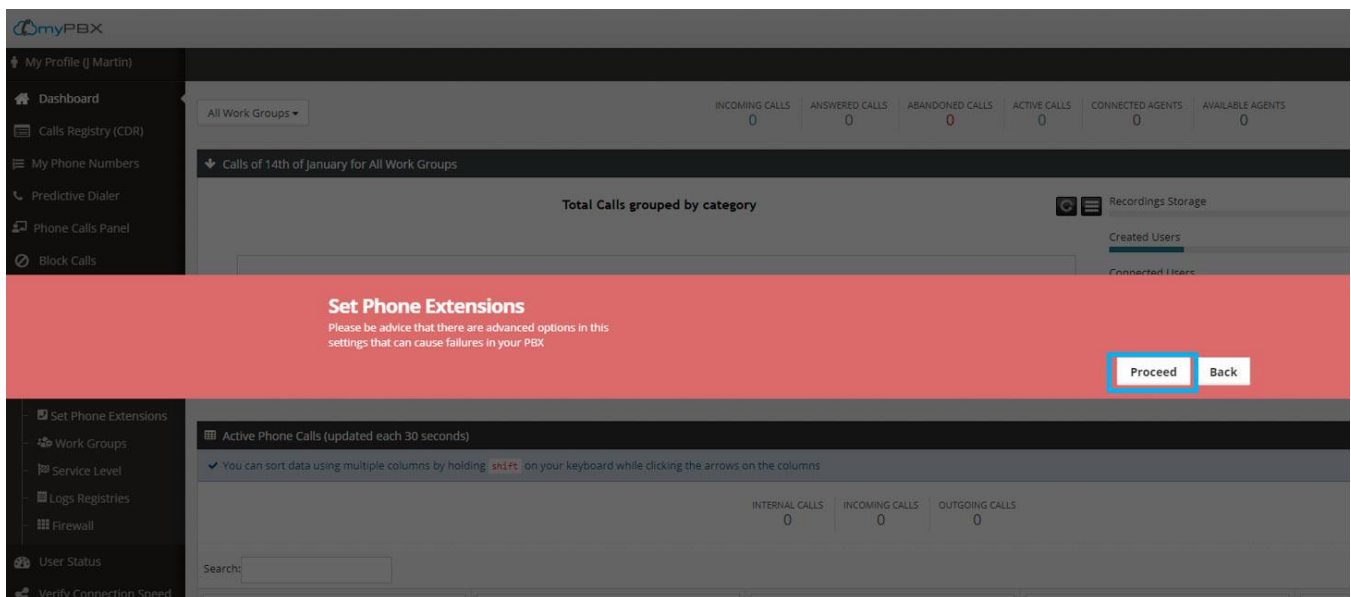
Step 2 - Go to Set Phone Extensions

Once you click, a set of new links are displayed below, click on Set Phone Extensions



Step 3 - Click on Proceed

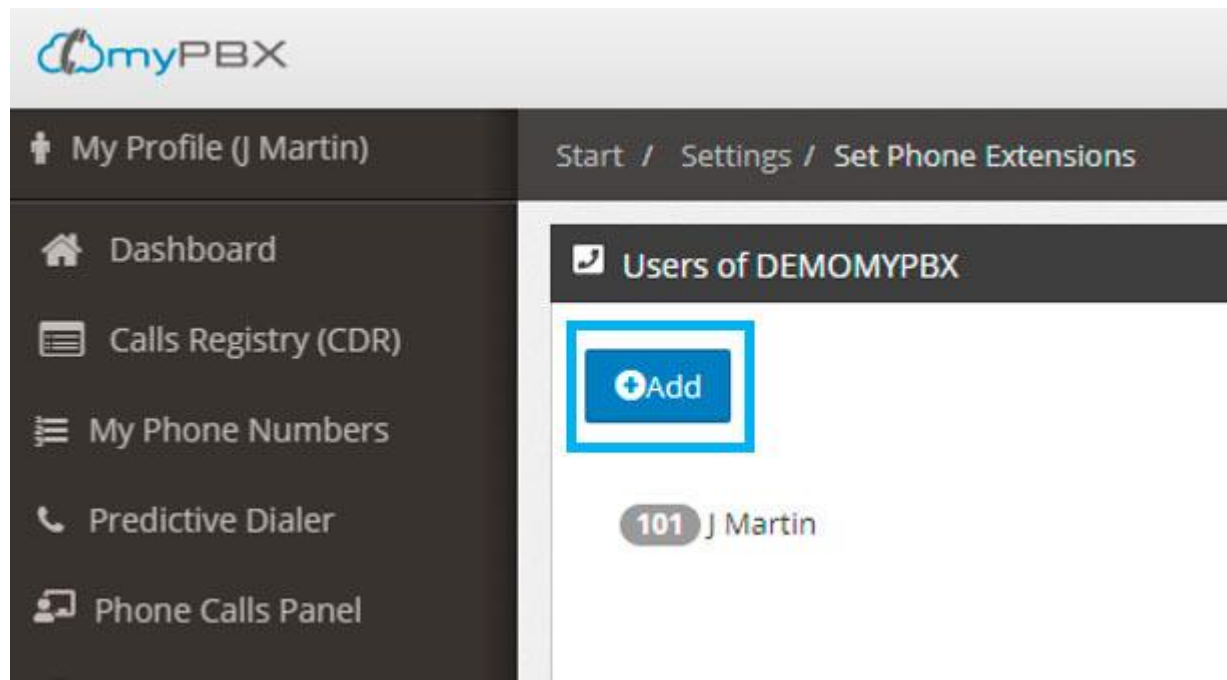
A message warning that this type of configuration may affect your PBX will be displayed, click on Proceed.



Step 4 - Click Add

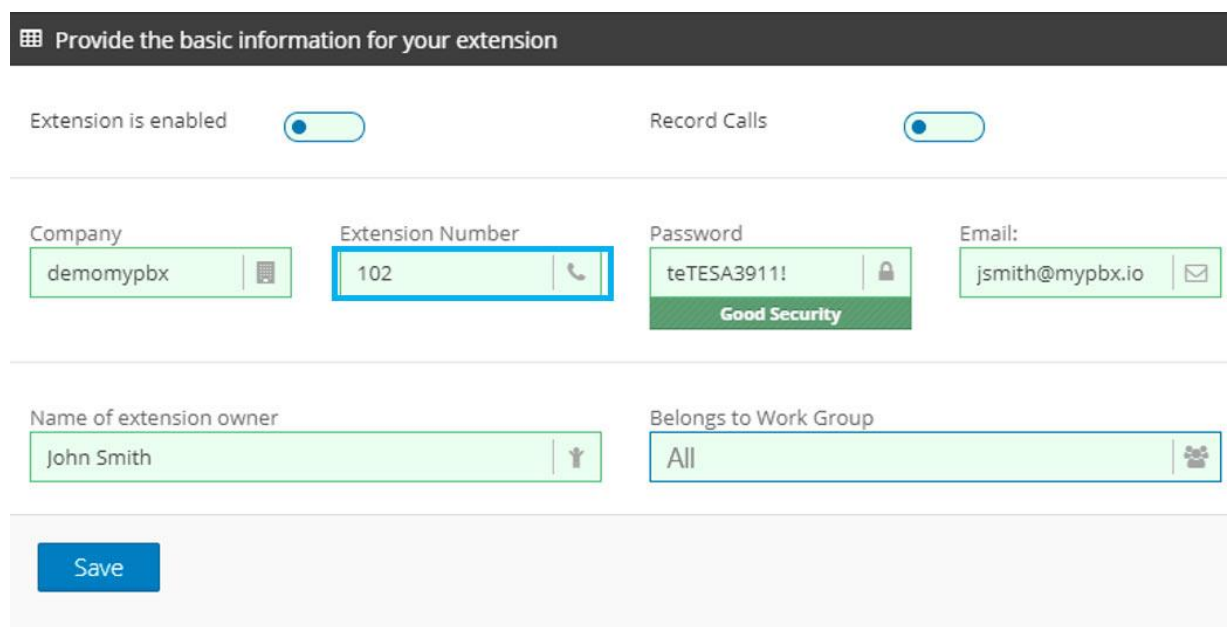
Now you're at the Set Phone Extensions section, click on the Add Button.

If you don't have more available phone extensions, contact us to acquire more users.



Step 5 - Write the extension number

Type a 3 digit extension number; you can't have two extensions with the same number.



The screenshot shows a form titled 'Provide the basic information for your extension'. It contains several fields and toggle switches:

- Two toggle switches: 'Extension is enabled' (turned on) and 'Record Calls' (turned on).
- Four input fields: 'Company' (demomypbx), 'Extension Number' (102, highlighted with a red box), 'Password' (teTESA3911!, with a 'Good Security' indicator), and 'Email' (jsmith@mypbx.io).
- Two more input fields: 'Name of extension owner' (John Smith) and 'Belongs to Work Group' (All).
- A blue 'Save' button at the bottom left.

Step 6 Write the password

Type the phone extension password and the system will guide you to create a secure password with special characters, upper and lower case letters and numbers. This password will be used afterwards to configure the phone extension on your device.

Provide the basic information for your extension

Extension is enabled Record Calls

Company: demomy pbx | Extension Number: 102 | Password: teTESA3911! | Email: jsmith@mypbx.io

Name of extension owner: John Smith | Belongs to Work Group: All

Save

Step 7 – Write the user email

Type a valid email address that belongs to the person using that extension. The email address can be used to receive its voicemail messages by email message.

Provide the basic information for your extension

Extension is enabled Record Calls

Company: demomy pbx | Extension Number: 102 | Password: teTESA3911! | Email: jsmith@mypbx.io

Name of extension owner: John Smith | Belongs to Work Group: All

Save

Step 8 - Write the Name of the Extension Owner

The last field that needs to be completed is the name of the person or department (or some name that helps you identify this extension).

This name will be displayed when calling other extensions and also in the PBX Statistics Reports.

Provide the basic information for your extension

Extension is enabled Record Calls

Company: demomypbx | Extension Number: 102 | Password: teTESA3911! | Email: jsmith@mypbx.io

Good Security

Name of extension owner: John Smith | Belongs to Work Group: All

Save

Step 9 - Save

If everything looks green and correct, it's time to hit the Save Button

☰ Provide the basic information for your extension

Extension is enabled Record Calls

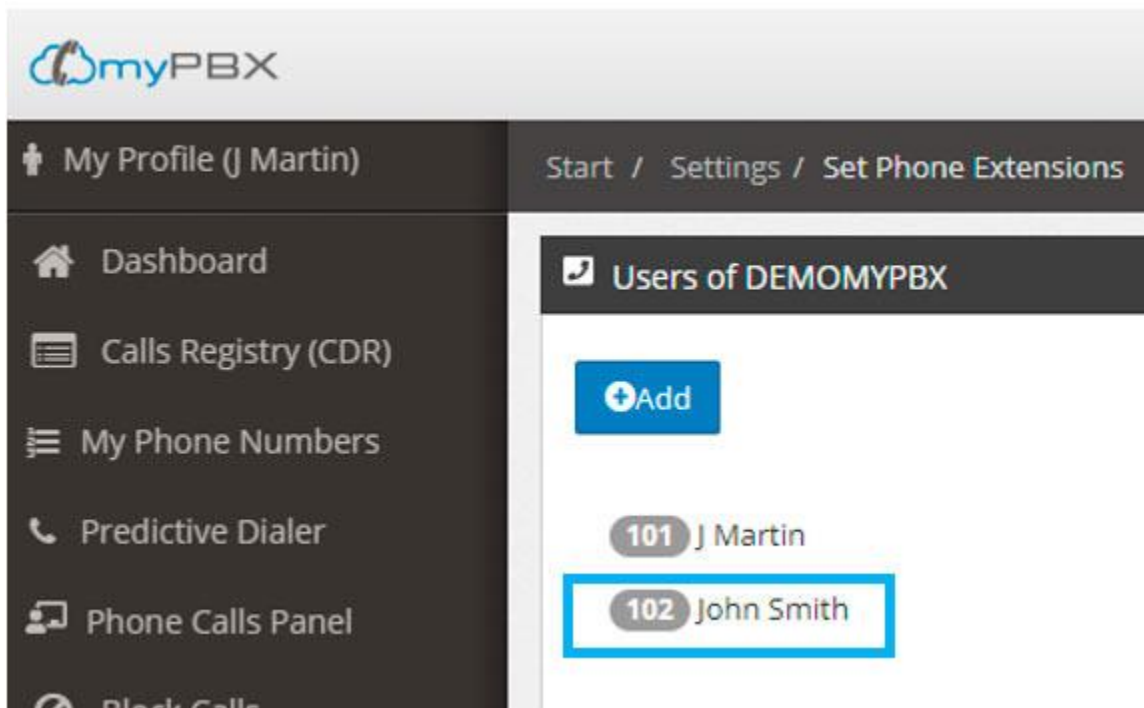
Company: demomypbx | Extension Number: 102 | Password: teTESA3911! | Email: jsmith@mypbx.io

Good Security

Name of extension owner: John Smith | Belongs to Work Group: All

Save

Great! You're done; your new extension will be displayed on the extensions list



myPBX

My Profile (J Martin) | Start / Settings / Set Phone Extensions

Dashboard | Calls Registry (CDR) | My Phone Numbers | Predictive Dialer | Phone Calls Panel | Block Calls

Users of DEMOMYPBX

+ Add

101 J Martin

102 John Smith