

Alternate Numbers

Overview

The Alternate Number service allows additional numbers and/or extensions to be assigned to a user or group service.

Feature Notes:

- These numbers/extensions will work for both internal and external inbound calls.
- Up to 10 alternate numbers/extensions can be added to a user or group service. This allows for a total of 11 if you include the default number and extension assigned as the conference's address.
- Distinctive ring patterns can be assigned to alternate numbers to help users differentiate what number is being called when that phone rings.

Feature Prerequisites

Before the Alternate Numbers service can be used the following conditions must be met:

- Users must have a Premium Seat

Feature Setup

1. Go to the group admin dashboard



2. Select the user or service on which you want to enable forwarding.



3. Click **Service Settings** in the left column navigation.