

# How to Add DID Ranges to a Trunk Group

## Overview

Direct Inward Dialing (DID) is a feature offered by telephone companies for use with their customers' PBX systems, where the telephone company allocates a range of numbers to a customer's PBX.

As calls are presented to the PBX, the number that the caller dialed is also given, allowing the PBX to route the call to the intended party.

A DID range is a list of consecutive (non-overlapping) DID numbers assigned to a Trunk Group. (a range can potentially consist of a single number).

Available DID numbers are DID numbers within a range that are not assigned to a user or entity within the context of that range. Note that DID number availability within a range does not consider DNIS assignments.

## Creating a DID Range:

- 1 Open ShoreTel Director
- 2 Drill down until you find the desired Trunk Group
- 3 Select DID Range
- 4 For each block of DID numbers, enter the base number and the number of phone numbers supplied by that block in the appropriate fields. Click **Add this Record**
- 5 Click **Save**

## Need Help?

Contact our expert support team by calling **855.9.INFLOW** today!