

How to Increase Extension Length

from 4 to 5 Digits

Overview

Here are the considerations as well as the process for changing to a 5 digit plan from your 4 digit plan.

PreTask #1

You will want to run "BackupConfig.bat" which will be located on one of your drives

(C: or D: drive) "ProgramFiles(x86)\ShorelineCommunications\ShoreWareServer\MySQL\MySQLServer\Examples\".

PreTask #2

Take screenshots of your trunk groups, or just make a list of Yes/No that the extensions or extension w/trans are checked.

You can increase the number of digits for phone extensions from the default three-digits to a maximum of five digits.

To match the new number when you increase the number of extension digits, you must also add one or more numbers to the beginning of that extension for existing numbers, including mailboxes, menus, and distribution lists.

**** Be sure that the added number or numbers do not conflict with other access codes in the system's dial plan.**

***This change cannot be reversed.**

The actual screen to modify the extension length first prompts for the desired extension length, then asks for a number to prepend to existing extensions. Once the conversion has completed, all existing extensions will be modified to include the prepended number.

Steps

1 Open ShoreTel Director

2 Navigate to **Administration > System Parameters > Dialing Plan**

3

Below **Edit this record** will be **Number of Extension Digits**, and the button **Increase Extension Length**

4

Click **Increase Extension Length**

You will be warned **The process of increasing your extension length is irreversible**. You can then choose Yes/No to answer **Are you sure you want to continue?**

5

The next screen prompts for the desired extension length via a drop down selection

6

The system asks for a number to prepend to existing extensions.

Example: if you went from a 4 digit plan to a 5 digit plan, and selected to prepend a "2" Meaning that the extensions 1111, 1020, 6000, and 7000 that were created during the initial installation will be modified to include the prepended number, e.g. 21111, 21020, 26000, and 27000.

Need Help?

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