



1001

DOCUMENTATION · PHONE SYSTEM

Extensions and numbering

Give every person, room and service in your business a short number of its own — and let Filantis keep the numbering tidy as you grow.

Updated 19 September 2026

filantis.com/docs/extensions/

© 2026 Filantis™. All rights reserved.

At a glance

- An extension is a short internal number — 101 or 1001 — that rings a person, a room or a service.
- Calls between extensions are free, whether the phones are on one desk or in two cities.
- You choose 3-digit or 4-digit numbering once, when you create your workspace.
- Filantis hands out the next free extension for you and refuses one that would clash.
- One extension can ring many phones — a desk phone, the mobile app and the browser at once.

On this page:

1. [What an extension is](#)
2. [3-digit or 4-digit](#)
3. [Your numbering plan](#)
4. [Give someone an extension](#)
5. [Voicemail, forwarding and DND](#)
6. [Phones, the app and the browser](#)
7. [Move or free an extension](#)
8. [Extensions that are not people](#)
9. [Change the ranges](#)
10. [Questions](#)

1 What an extension is

Your business has one or more **phone numbers** that the outside world dials. Inside, every person and place gets a short **extension** instead. Colleagues dial each other's extension, calls from the outside world are routed to one, and nobody has to remember a ten-digit number to reach the kitchen.

Filantis keeps three things apart, so each can change without disturbing the others:



A housekeeper, a kitchen porter or a driver can be on **Employees** for attendance and payroll without ever having an extension. You only use an extension on the people who take calls.

2 3-digit or 4-digit numbering

When you create your workspace, Filantis asks how long your extensions should be. Everything else — call menus, meeting rooms, park slots — is numbered to match.

101

3-digit

Employees from **100 to 499**. Quick to dial and easy to remember — ideal for a shop, a clinic or a small office.

EVERY PLAN

1001

4-digit

Employees from **1000 to 4999**. Room to grow, and what most offices and hotels expect.

MEDIUM AND LARGE SIZES

Choose once. The length is set when the workspace is created and cannot be switched later, because every phone, call menu and forwarding rule is built on it. If you run a hotel with rooms above 999, choose 4-digit.

3 Your numbering plan

Each kind of extension has its own block of numbers, so **the first digit tells you what an extension is** — in both 3-digit and 4-digit workspaces.

1 Employees 101 · 1001	2 Employees 201 · 2001	3 Employees 301 · 3001
4 Employees 401 · 4001	5 Service your special extensions	6 Call menus and the auto dialer
7 Park slots held calls	8 Meetings paging and DISA	9 Fax and reserved
* Feature codes e.g. *97 voicemail	0 —	# —

Read an extension by its first digit. 1004 is a person, 6001 a call menu, 7001 a parked call.

These are the blocks every new workspace starts with:

USED FOR	3-DIGIT	4-DIGIT	GIVEN OUT ON
Employees People on your team	100–499	1000–4999	Extensions
Call attendants Voice menus: “press 1 for sales”	600–649	6000–6499	Call Attendants
Auto dialer Outbound calling campaigns	650–659	6500–6599	Auto Dialer
Park slots Put a call on hold for someone else to collect	700–719	7000–7099	Parking Lot
Meeting rooms Conference calls, with an optional PIN	800–819	8000–8099	Meeting Rooms
Paging and intercom Paging groups and speakers	820–839	8100–8199	Paging/Intercom
DISA access Dial in from outside, then dial out	840–849	8200–8299	DISA System
Service extensions Set aside for your own special numbers	500–549	5000–5099	—
Fax Fax machines and fax adapters	990–999	9990–9999	Printers & Fax
Reserved Held back for future features	900–979	9000–9089	—

You never have to track which numbers are taken. Every page that hands out an extension offers the **next free one** in the right block, and turns away one that belongs to something else — with the reason, so you know where to look.

4 Give someone an extension

You need the **admin** role, and the person already on **Office → Employees**. You can also give an extension while adding the employee — it is optional on that form.



From new starter to ringing phone — this section covers step 2.

- 1 Open **Phone & Extensions** → **Extensions**. The bar above the list shows your numbering plan and the **next free extension**.
- 2 Click **Assign an extension**.
- 3 In **Who is it for**, pick the employee. Only people without an extension are listed.
- 4 Keep the suggested extension, or type another inside the Employees block.
- 5 Click **Assign**. The extension appears in the list, ready for a phone to sign in.

Assign an extension

Who is it for

Priya Sharma — Front Office

Only employees without an extension are listed.

Extension

1004

Must fall inside the numbering scheme above.

CancelAssign

The free **Mini** size has **10 extensions**. Every paid size — Small, Medium and Large — has **no limit on extensions**. [Move up a size](#) at any time — nothing is renumbered.

5 Voicemail, forwarding and Do Not Disturb

Click the **pencil** on an extension's row to decide what happens to its calls.

Voicemail

Tick **Enable voicemail** and set a 4-digit **Voicemail PIN**. Unread messages show as a count on the extension's row — click it to listen — and in the app.

Call Transfer

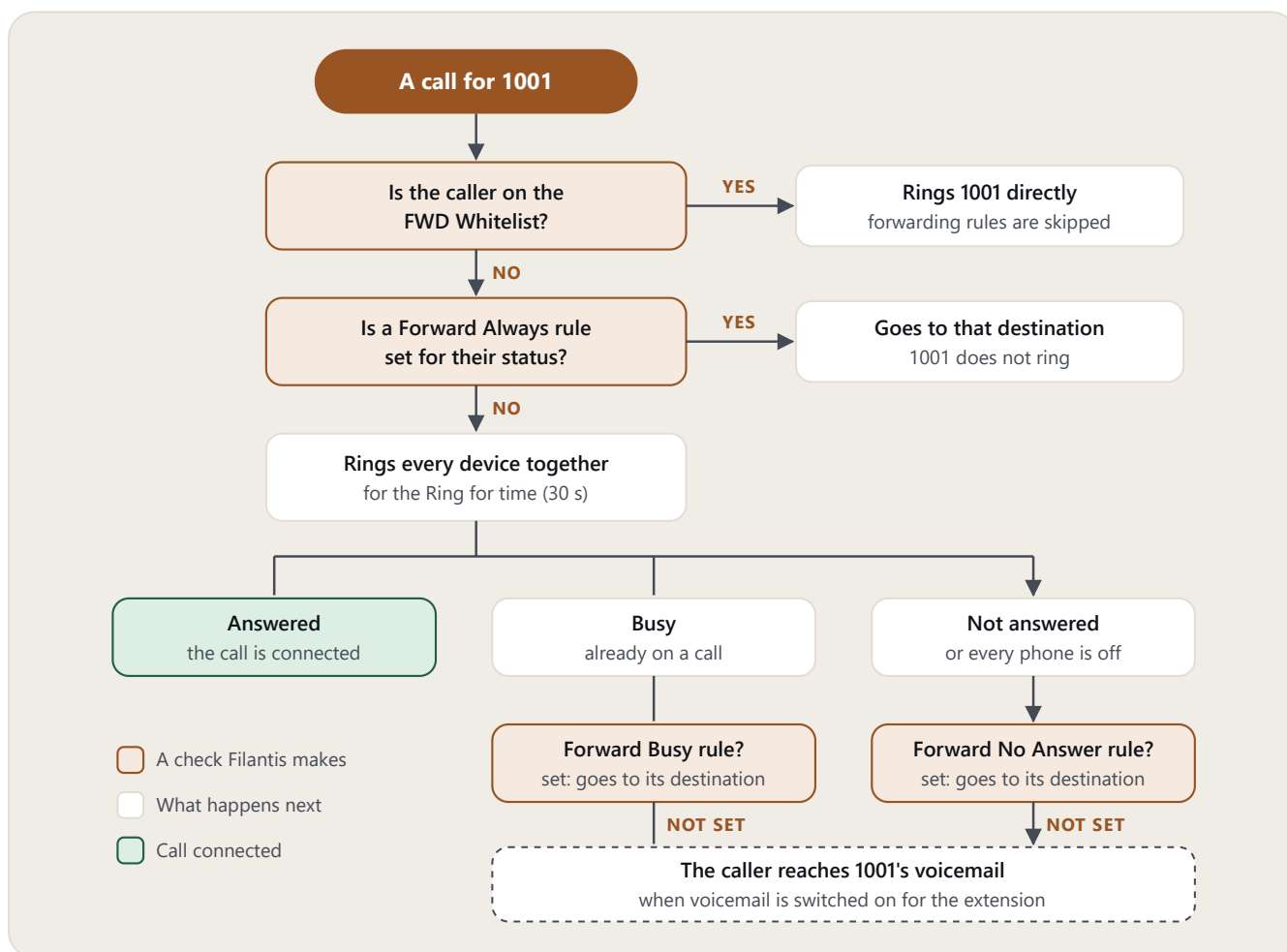
Set how long the extension rings with **Ring for** (30 seconds unless you change it), then choose where a call goes when it is **not answered**, when the line is **busy**, or **always**. A call can go to another employee, a department, a voicemail box, a call attendant, an outside number, or a recorded message.

The **Default** tab applies to everyone's calls. Add rules on the **Available**, **Away**, **Busy** or **DND** tabs to behave differently when the employee sets that status — for example, straight to a colleague when they are Away.

Do Not Disturb and the whitelist

When an employee sets their status to **DND**, the rules on the **DND** tab decide where their calls go — straight to voicemail, for example. Put extensions in **FWD Whitelist** — a manager's, say — and their calls always ring through, whatever the rules say.

How a call finds its way

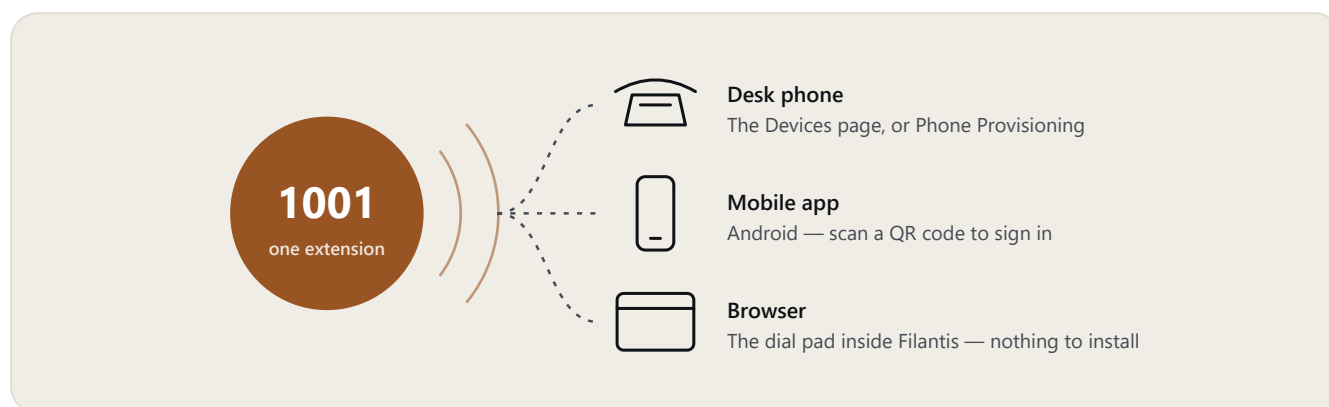


Rules for the employee's current status are checked first, then the Default tab.

A phone that is switched off or out of signal counts as **not answered**, so your no-answer rule catches it. Nobody reaches a dead end.

6 Phones, the app and the browser

One extension can ring several devices together. Each gets its **own sign-in**, so a lost phone is switched off on its own without changing anyone's password.



All ring together. Answer on whichever is closest.

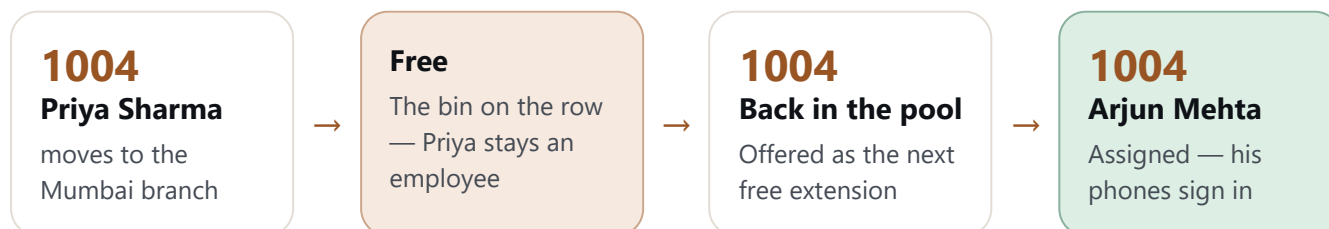
- **Desk phones** — add them under **Phone & Extensions** → **Devices**, or let **Phone Provisioning** set them up for you — see [Set up desk phones](#).
- **Mobile app** — the employee scans a QR code and the app signs in to their extension (on every paid size) — see [Install the mobile app](#).
- **Browser** — the dial pad inside Filantis rings with no install at all.

The dot beside each extension shows its live state:

● No device signed in ● Available ● Away ● On a call or busy ● Do Not Disturb

7 Move or free an extension

To give an extension to someone else, or to renumber a person:



An extension belongs to the business, so it can pass from one person to the next.

- 1 On **Extensions**, click the **bin** on the row — *Free this extension*. The number is released; the employee stays.
- 2 Click **Assign an extension** and give the number to its new owner, or a new number to the same person.

The bin on **Extensions** frees a number. The bin on **Employees** removes the person. When somebody leaves, free their extension first if you want to reuse it straight away.

8 Extensions that are not people

Some of the numbers your business dials are places and services. Each is numbered on the page where you set it up:

- **Office zones** — a handset on the back gate or a paging speaker in the lobby. Give them an extension on **Office** → **Office Zones**. They also appear, read-only, at the foot of the Extensions page, so it always answers “who is 8112?”.
- **Hotel rooms** — room phones are numbered from the room number when you lay out the floor plan, so staff dial 204 — or a pattern such as 9204 — to reach room 204.
- **Call attendants, meeting rooms and park slots** — numbered from their blocks when you create them.

Departments have no extension. You route calls to a department by choosing it — in a call menu, a forwarding rule or an incoming-number route — and Filantis rings its members.



Staff change, the route doesn't. Add someone to the department and they start taking its calls.

9 Change the ranges

The blocks suit most businesses as they are. To widen or move one, open **Settings** → **Extension Scheme**, click **Edit** on a range, change its **Start** and **End**, and save.

If anything ever looks out of step, **Re-check** on the Extensions page rebuilds the list from every page that hands out extensions.

Blocks must not overlap, and must keep the length of your scheme — a 3-digit workspace cannot have a range that reaches 1000.

10 Questions

- **Do calls between extensions cost anything?**

No. Calls between extensions never leave Filantis, so they are free on every plan — between desks, between branches, or to a colleague on the mobile app abroad.

- **Can I keep the extension numbers we use today?**

Yes, as long as they fit your scheme. Type the number you want when you assign it instead of taking the suggestion.

- **Can I switch from 3-digit to 4-digit later?**

Not from the admin pages — the length is fixed when the workspace is created. If you have outgrown 3-digit numbering, write to us and we will help you plan the move.

- **Does every employee need an extension?**

No. Only people who take calls need one. Everyone else can still use attendance, payroll and the rest of Filantis.

- **What is the difference between an extension and a phone number?**

A phone number (a DID) comes from your carrier and is what customers dial. An extension is internal. You point each phone number at an extension, a department or a call menu.

One number plan for the whole business

Filantis is your phone system, staff register and accounts in one place — so the extension that rings the front desk is the same one on the payroll, the attendance sheet and the guest's bill.

No phone box to buy

Runs in our cloud, or on a server in your own office.

Any phone

Desk phones, Android, Windows and the browser.

Keep your carrier

Bring the SIP trunk and numbers you already have.

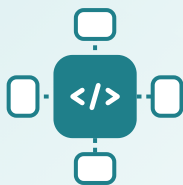
[Create my free workspace](#)

[See the phone system](#)

What to do next

With your extensions in place, build the front door that callers hear: a call menu that sends them to the right person. Read [Build a call menu \(IVR\)](#) next, then [Departments and ring groups](#).

FILANTIS DEVELOPERS



Need it to work your way?

Certified Filantis developers build custom reports, integrations with your other software, and plugins made for your business. Tell us what you need and get a quote.

[Request custom work](#)

[Meet Filantis Developers](#)

Latest version: filantis.com/docs/extensions/

Questions? hello@filantis.com



Phone system, team and accounts — in one place.

Filantis runs the calls, the staff register, the invoices and the front desk of your business, on any phone and any device.

Start free

A free plan, not a trial.
filantis.com

Every guide

Step by step, for every screen.
filantis.com/docs

Custom work

Reports, integrations and plugins by certified developers.
filantis.com/developers

Talk to us

Questions, quotes and support.
hello@filantis.com