



# Genie Extensions

A guide to creating additional mailboxes for your Genie and adding them to a PBX menu



## Genie Extensions and PBX Menus

- .Genie Extensions allows you to create additional full featured mailboxes, and as an added optional feature have them accessible through a PBX Menu.**
- .For each additional mailbox \$5.00 per month will be added to your regular monthly service fee, and the menu box is also just \$5.00 per month. This is a great value as each extension includes all of the features and functions of your main account.**
- .All billing for all Genie Extensions mailboxes is run through the original or Main account mailbox including monthly service fees and calling time. There is no need to track separate charges.**



# How to Create Genie Extensions

- Go to [www.allcom.com](http://www.allcom.com)
- Log in to your main billing account
- Click Settings
- Click Genie Extensions
- You will see your current mailboxes
- Click "Add" to create a new extension mailbox

Professional Office Account

AllCom  
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Home · Contact · Help · Logout  
Genie Number: 8002033109

Genie Services Settings Financial

Settings

Customer Information  
Follow-Me and Greetings  
E-Mail  
Notifications  
Callback, Pager  
Caller-ID  
Miscellaneous  
Genie Numbers  
Change Password


PBX Menus  
Genie Extensions

**Genie Extensions**

8002033109  
8003718730 Ext 8003718730

Modify Add

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 A toll free number will be assigned for each new mailbox extension. The last 4 digits of that toll free number act as the temporary passcode. Example: Extension 8005551234 will have a temporary passcode of 1234



# How to Modify Extension Settings

- Mark the new mailbox radio button then click "Modify"
- You will now see the Customer Information screen for the new mailbox. **Note the mailbox number in the upper right corner and the red link to click to return to the main billing account .**
- Enter/save information as needed including email address(es), follow me numbers, change the passcode
- Return to main billing account.
- Repeat the above steps as many times as you need

Professional Office Account

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Genie Services Settings

### Customer Information

First Name

Last Name

Business Name

Street Address

Apt# / Suite#

City

State/Province

Zip/Postal Code

Country

Contact E-Mail

Contact Phone

Fax

Work Phone

Cell Phone

Cellular Provider

Website

Group/IBO Number



# How to Record Name on Extensions

1. Dial the new toll free number from any phone
2. Press \* when you hear the chimes
3. Enter passcode
4. Press #
5. Follow new account prompts to record name, and get a local number and enter follow-me numbers.



Online method for local number assigning and entering follow-me transfer numbers:

- Log in to the Extension at [www.AllCom.com](http://www.AllCom.com) and click Settings.
  - To get a local number go Genie Numbers
  - To enter transfer numbers, go to Follow-Me and Greetings then choose Properties



# How to Create a PBX Menu

- Click Genie PBX from the Settings menu (right above Genie Extensions)
- You will see your Menu Box
- Mark the radio button and click Modify
- Get a Number to connect to your PBX Switchboard
- Enter an extension number for callers to enter to reach someone, and choose the destination mailbox for that extension number from the pull down box

Extension numbers can be up to 4 digits in length. For a dial by name directory, enter the telephone keypad numbers that correspond to the first 4 letters of the last name.

Example: Smith = 7648





# How to Record the PBX Menu Greeting

1. Dial the new toll free number from any phone
2. Press \* when you hear the chimes
3. Enter passcode
4. Press #
5. Follow new account prompts to record name, and get a local number and enter follow-me numbers.



Ensure the greeting includes directions for digit entry

"Thank you for calling ABC Enterprises. For Sales press 1, for John Jones press 2....."