How to assign a telephone extension to a user

Calls on an extension are charged to the user it is assigned to. To assign an extension:

1. Open Resource Manager.
2. In the tree, click **Telephone Management** > **Extensions**.
3. Double-click the extension. The **Extension** window opens.
4. In **Assigned to user**, choose the user. To find the user quickly, click the **...** button next to it and search by name.
5. Under **Assign historical calls to user**, choose what happens to calls already recorded on this extension in **Historical call assignment**:
   - **Set unassigned calls to assigned user:** calls that no user has yet are charged to this user. This is the default.
   - **Set unbilled calls to assigned user:** every call that has not been billed yet is moved to this user, including calls another user had but did not bill.
   - **Re-assign all calls to user:** every call on the extension is moved to this user, including calls already billed, for example when the extension was assigned to the wrong person. Each billed call is refunded first. If the new user does not have to bill calls to accounts, the calls are billed to their auto-bill account; otherwise they are left unbilled for the new user to bill.
   - **No change to historical calls:** only new calls are charged to this user.
6. If you chose to assign historical calls, choose **All time**, or **From date** and the date to start from.
7. Click **OK**.

You can also select several extensions and edit them together.

Related articles

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Print Director version at time of publish: 2.5.15.3. Publish date: 05/11/2026.