

# Where in the MAXcore portal can I find the 10 digit phone numbers for our company?

78 Thu, Jan 28, 2021 Account Administration

## Question

Where in the MAXcore portal can I find the phone numbers for our company?

## Answer

The Phone Number page displays all of the 10-digit phone numbers assigned to the group. The page displays the *phone number*, the *type* of number, *extension* (if assigned), *name* (if applicable), and *actions* ( and ). Clicking on the *phone* number will take you to the Phone Number Information page. Clicking on the extension will take you to the information page for the extension, auto-attendant, hunt group, or queue (based on the type.) Clicking on the name takes you to an update page for the information that was mentioned previously. The icon will take you to the Phone Number Call Log. This displays calls received or made from that phone number, and can be provided based on the date range entered. Clicking the button also takes you to the Update Phone Number page. Seen below are examples of numbers in the MAXcore 2.0 platform:

- Phone Number Displays the full 10-digit phone number (including +1 at the beginning of it.)
- Type Displays the function assigned to the number. This will commonly be an *extension*, *hunt group*, or *auto-attendant*. Other options include *conference portal*, *queue*, *reserved*, or *unassigned*.
- Extension Displays the extension that has been assigned to the number (if applicable).
- Name This will display the name of the extension that has been assigned. Because it pulls from auto-attendants and hunt groups as well, names will not always be first and last names.
- Action Two options are available. The and option.

Clicking on one of the phone numbers takes you to the Phone Number Details page. The *Phone Number Information* section contains more detailed information about the phone number that has been selected. You are also able to click the button to make changes. The *Blacklist* section allows a user to add phone numbers to the blacklist, blocking calls from the input numbers allows.

- Phone Number** Displays the full 10-digit number phone number (including +1 at the beginning of it.)
- Provider Type** 2 options; *Two\_Way* which allows both inbound and *outbound* calls and *inbound* only.
- Failover Number** A failover number is set as the automatic destination for inbound calls in the event the phone loses connection with the MAXcore platform.
- SMS Provider Group** Displays the providing carrier for SMS enabled phone numbers.
- Provider** Displays the group to which the extension belongs.
- SMS Enabled** The carrier from whom the phone number is provided.
- Phone Number Type** Informs whether SMS messaging has been enabled on the phone number.
- Extension** Displays the type of number that has been configured. This will commonly be an *extension*, *hunt group*, or *auto-attendant*. Other options include *conference portal*, *queue*, *reserved*, or *unassigned*.
- ISO** Displays the extension that has been assigned to the number.
- Country in which the phone number resides.

Below is the Phone Number Information, available by selecting *Edit Phone Number*. You must click to save any changes made to the phone number.



- Number Displays the full 10-digit phone number (including +1 at the beginning.)
- Group Displays the group to which the extension belongs.
- Phone Number Type Dropdown that contains multiple options for the phone number type. Each option presents different parameters which need to be configured.
- Provider Type Either *Two\_Way* or Inbound.
- Provider The carrier partner that has provided the phone number.

Below is the information for a phone number's blacklist, which is accessed on the [Phone Number Information](#) page. Phone numbers added to the blacklist will be blocked from completing a call to the number. This can be found at the bottom of the page:

- - Number The 10-digit number that is being blocked.
  - Action Two buttons allow the number to be edited or removed.

Clicking on  brings you to the Create Phone Number Blacklist page, which allows you to add a phone number to the blacklist.

- Number  The 10-digit number that you will going to be blocking

Press  to add the number to be blocked and be taken back to the Phone Number Details page.

Online URL: <https://help.maxcore.io/article-78.html>