

## **AltiGen KB**

### **Field Alert #187 2-digit extensions not supported in AltiWare**

The minimum extension length supported by AltiWare (4.6, 5.0, and 5.0A) is 3 digits.

The Extension Number Length field in the System Configuration window (Number Plan tab) can be set at a value between 2 and 6 digits; however, 2-digit extensions are not supported in AltiWare. The Admin manual states that valid entries are from 3–6. When configuring a new system, please make sure extensions are 3 to 6 digits in length.

If any currently installed systems are using 2-digit extensions, AltiGen strongly recommends the extensions be deleted and recreated as 3- to 6-digit extensions to avoid possible issues.

If you have any questions, please contact AltiGen Technical Support.

<https://know.altigen.com/questions/821/>