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About Changing Primary and Alternate Extensions

A common scenario is having a primary extension that needs to be changed, but the old primary extension needs to be kept around as an alternate extension for that same user. This document describes the steps to make such a change. It shows how to either create a new alternate extension for a user, or update an existing alternate extension.

Viewing the Primary Extension

The user's primary extension is the DTMFAccessID field on the user object. The following is an example of a GET that lists the user object:

```
GET /vmrest/users/<userobjectid>
```

The user's primary extension will also show up in their list of alternate extensions with an IdIndex of 0.

Updating the Primary Extension

The following is an example of a PUT that modifies the DTMFAccessID of a user to 2001:

```
PUT /vmrest/users/<userobjectid>

<?xml version="1.0" encoding="UTF-8"?>
<User>
  <DtmfAccessId>2001</DtmfAccessId>
</User>
```

The user's primary extension can also be updated through the user's alternate extensions URI by executing a PUT that modifies the alternate extension with an IdIndex of 0.

Creating a New Alternate Extension

The following is an example of a POST that creates an alternate extension of 2000 for a user. The IdIndex field is explained in further detail below.

```
POST  /vmrest/users/<userobjectid>/alternateextensions

<?xml version="1.0" encoding="UTF-8"?>
<AlternateExtension>
  <IdIndex>1</IdIndex>
  <DtmfAccessId>2000</DtmfAccessId>
</AlternateExtension>
```

Updating an Existing Alternate Extension

The following is an example of a PUT that modifies the DTMFAccessID of an alternate extension on a user to 2000. The IdIndex field is explained in further detail below.

```
PUT  /vmrest/users/<userobjectid>/alternateextensions/<alternateextensionobjectid>

<?xml version="1.0" encoding="UTF-8"?>
<AlternateExtension>
    <DtmfAccessId>2000</DtmfAccessId>
</AlternateExtension>
```

Explaining the IdIndex Field

The IdIndex field indicates what type of phone this extension represents. It does not affect the behavior of the alternate extension, it simply is a way to categorize and order the alternate extensions.

Cisco Unity Connection allows a user to have 9 administrator-defined alternate extensions and 10 user-defined alternate extensions (if allowed by COS). Only one alternate extension is associated with each IdIndex, and every extension must have an IdIndex.

Non-alternate extensions (primary, distribution list, location, etc.) have an IdIndex containing a value of 0. Administrator-defined alternate extensions use the range of 1-9. User-defined alternate extensions use the range of 11-20. User-defined alternate extensions cannot be created by administrators, only by users (if allowed by their COS).

In Cisco Unity Connection Administration, administrator-defined alternate extensions have their IdIndex translated into a **Phone Type**, which is simply a text tag to help you categorize your alternate extensions. The table below shows the translations.

1 = Work Phone

2 = Work Phone 2

3 = Home Phone

4 = Home Phone 2

5 = Mobile Phone

6 = Mobile Phone 2

7 = Work Fax

8 = Work Fax 2

9 = Home Fax