

# How to Call an Internal Phone Number

Internal numbers allow large companies to connect callers with many other departments and personnel. There are many ways to save time when calling company extension numbers. Thanks to sophisticated operating systems, you can even program your smartphone to dial the local number for you.

## Use smartphones



**Dial the number you want to call.** Open the dialer app and enter the number you want to call.



**Add a "hold" time if you will enter the extension as soon as the call is connected.** If the number you're calling allows you to enter an extension immediately upon connection, the "pause" feature will automatically enter the extension after a short wait:

Hold down the \* key to add a comma (,) to the end of the number. This symbol will add a 2 second pause before the extension number is dialed. If you can't hold down the \* key, tap the (?) button next to the phone number and select "Add pause." If this doesn't work, you can tap the phone number field to open the on-screen keyboard, then enter a comma.

You can add more commas to wait longer. This method is useful with phone systems that have a delay before you dial an internal number.

On a Windows phone, you'll need to type the comma into another app, copy it, and paste it at the end of the phone number.



**Add a "wait" time if the extension number can only be dialed after the entire menu has been played.** Some extension numbers cannot be entered unless the entire auto menu service is exhausted, or until a specific option is selected. The "wait" feature will display the extension number on the screen and you will specify when the extension needs to be dialed.

Hold down the # key to add a semicolon (;) to the end of the phone number. This symbol will add a "wait" feature, after which the extension number will not be dialed until you request it.

For Windows phones, you need to add the letter "w" instead of the ";". This needs to be copied from another app and pasted into the dialer for import.



**Enter the internal number followed by the symbol.** After adding the wait or pause symbol, you need to enter the extension number for the phone to automatically dial.



**Call the internal number.** The phone will dial that number. After dialing, depending on the symbol you use, the phone will dial the entered extension number (,) or prompt you to specify when the extension should be dialed (;).

If you select the wait feature (;), you will be able to navigate to a menu section that allows the caller to enter an extension number first. Once you reach the appropriate menu, press the "Send" button on the window to dial the local number.



**Add numbers with internal numbers to contacts.** If you often have to call this extension number, you can add the phone number to your contacts. All local numbers and phone numbers will be saved together.

## Use a landline phone



**Dial as usual.** With landlines, you don't need to dial any pause options so just operate as usual.



**Try entering the extension number as soon as the line connects.** With many menu systems, you can start entering an extension as soon as the call is connected. Try entering the extension number now and see if the call goes through.



**Listen for menu options if the extension number you entered is invalid.** If you cannot dial the extension number immediately, listen for the menu options. You may need to select an option to be allowed to enter the extension number.



**Add pause times and extension numbers for speed dialing (if possible).** Some phones with a speed dial feature will also have a Pause key, use them when programming a speed dial phone number. The existence and location of this key will depend on the phone model. If you can add a hold time, enter the main phone number, two holds, and finally the extension number. Save this entire number in the speed dial line. If the number you are calling supports immediate extension entry, you will be able to use this speed dial line to call the extension number directly.



**Try replacing the last digits of the main number with the internal number.** If the extension number has four characters, you can dial it directly by replacing the last four digits of the main phone number with that extension number. For example, if the company phone number is 1-800-555-2222 and the extension number is 1234, try calling 1-800-555-1234.

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