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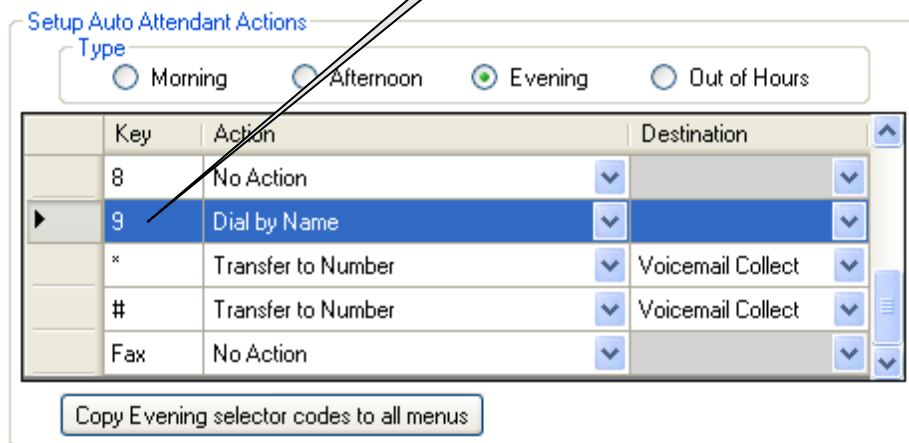
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Dial By Name feature on the Auto Attendant.
The caller only needs to enter the first few letters of the name.

To make the Dial By Name feature work properly, there are a few items to consider.

In the Auto Attendant, make sure that you have added a “KEY” (Selector Code). 9 is an example.

Auto Attendant Setup



Setup Auto Attendant Actions

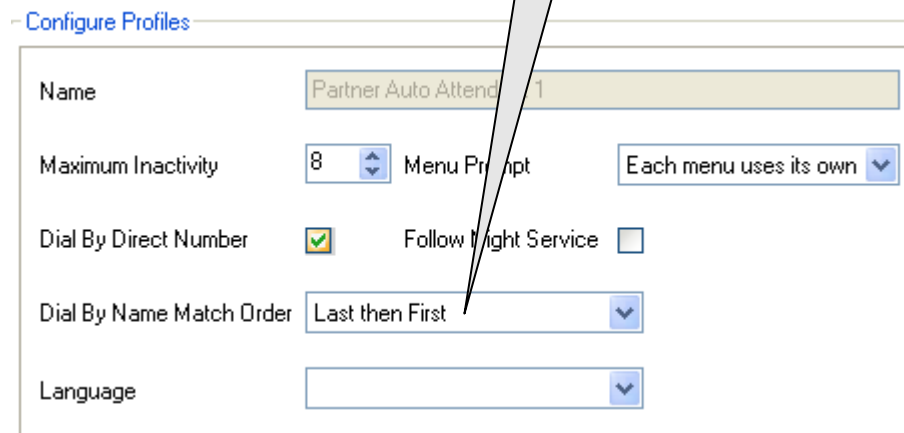
Type

☐ Morning ☐ Afternoon ☒ Evening ☐ Out of Hours

Key	Action	Destination
8	No Action	
9	Dial by Name	
*	Transfer to Number	Voicemail Collect
#	Transfer to Number	Voicemail Collect
Fax	No Action	

Copy Evening selector codes to all menus

This setting below will also control what the Auto Attendant looks for in the Extension Name List.
So, if you select “Dial By Name Match Order” to be “Last then First” make sure that you also have the persons Last Name entered in their extension Name.



Configure Profiles

Name: Partner Auto Attendant 1

Maximum Inactivity: 8 Menu Prompt: Each menu uses its own

Dial By Direct Number: ☒ Follow Night Service: ☐

Dial By Name Match Order: Last then First


Language:

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User Setup

Make sure you enter a **FIRST** and **LAST** Name for each Extension


Configure User List

	Extension	Name	Language	Ex Directory
	10	Receptionist	US English ▼	<input type="checkbox"/>
	11	Tom Smith	US English ▼	<input type="checkbox"/>
	12	Jim West	US English ▼	<input type="checkbox"/>
	13	Cindy	US English ▼	<input type="checkbox"/>
	14		US English ▼	<input type="checkbox"/>

If you set “Dial By Name Match Order” to be “Last then First” (in the Auto Attendant)
Cindy will never be found.....

If you check this, the “Extensions Name” is **EXCLUDED** from the “Dial By Name” feature.....

Configure User List

	Extension	Name	Language	Ex  Directory
▶	10	Receptionist	US English ▼	<input type="checkbox"/>
	11	Bill Hayhurst	US English ▼	<input type="checkbox"/>
	12	aaa	US English ▼	<input type="checkbox"/>
	13		US English ▼	<input type="checkbox"/>
	14		US English ▼	<input type="checkbox"/>

This means “Exclude from  Directory” not “Extension Directory”

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The User **MUST RECORD** their name in the mailbox. If they don't, they can't be found.
Not to be confused with their Greeting.

Make sure the Recording is at least 4 Seconds Long.....

To record or change your **Name**

- 1.Login to your mailbox. (Press Intercom and dial 777 from **your** phone)
- 2.Press *05 to select the option to record your name.
- 3.Press 1 to hear your current name recording.
- 4.Press 2 to record your name. .
- 5.When you are prompted speak your name. (The maximum length that can be recorded is 5 seconds.)
- 6.Press 2 when you have finished recording your name.
- 7.Press 1 to listen to your new name recording.
 - After you have listened to your Name Recording, you can:
 - Press 3 to save the new recording.
 - Press 2 to record the new name again.

If the Mailbox user does not have a password, they can not pick up messages from outside the system.

The caller only needs to enter the first few letters of the name.

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