



Tech Note TS0003

Issue: Some Extensions Do Not Appear in the Dial by Name Directory

In the event that some of your extensions do not appear in the dial by name directory, you should verify the following:

1. The first and last name should be correctly entered and spelled in the extension setup screen.
2. The user should have initialized their mailbox, and made a voice recording of their name, as prompted for by the system.

The latter step is required because the system plays the name recording as part of the dial by name process.