

Dial-by-Name Directory Guide

To ensure that the Dial-by-Name Directory Menu option is installed: Admin > Auto-attendant, under Phone Menu options you will see an option for User Directory.

The screenshot shows the VirtualPBX Admin interface. On the left is a navigation menu with options: Auto-Attendant, Extensions, ACD Queues, Phone Numbers, VoIP Phones, Conferencing, AutoRoute, Day/Night Mode, and Call Recording. The main area is titled 'Basic Configuration' and includes an 'UPDATE' button. Under 'Basic Configuration', there are sections for 'Operator Extension' (with a value of 803), 'Music On Hold' (with a value of Danza Mora and an EDIT button), and 'Phone Menu Options'. The 'Phone Menu Options' table lists several options, with '7 User directory' circled in red.

Basic Configuration		Advanced Configuration	
Operator Extension	803	0	Front Desk
Music On Hold	Danza Mora [EDIT]	1	Representative
		5	Transfer to extension
		7	User directory
Call Preview Detail			

Confirm that the name is spelled correctly in the extension Config tab and that it has permission to be in the Dial-by-Name Directory.

VirtualPBX®

Call Routing | Message Handling | **Config**

CONFIGURE UPDATE

Extension Edit

Clark Kent Ext. 804

Profile Information					Settings		
First Name	MI	Last Name	Phone Password	Confirm		Yes	No
<input type="text" value="Clark"/>	<input type="text"/>	<input type="text" value="Kent"/>	<input type="text"/> 4-8 numeric characters	<input type="text"/>	Allowed to Receive Voice/Fax Mail:	<input checked="" type="radio"/>	<input type="radio"/>
			Web Password	Confirm	Admin Privilege:	<input type="radio"/>	<input checked="" type="radio"/>
			<input type="text"/> 6-32 characters	<input type="text"/>	Mail Only Extension:	<input type="radio"/>	<input checked="" type="radio"/>
					Appears in Dial by Name Directory:	<input checked="" type="radio"/>	<input type="radio"/>
					Extension Locked:	<input type="radio"/>	<input checked="" type="radio"/>

Record the name and greeting for the extension voicemail:

Telephone Login:

1. Dial your main VirtualPBX number
2. At auto-attendant, press #
3. Enter your extension number, followed by #
4. Enter your phone password, followed by #
5. You are now logged into the phone system

VoIP phone login:

1. Pick up the handset
2. Press #
3. Enter your phone password, followed by #
4. You are now logged into the phone system

Once you login, the system will prompt you to record your name. Record your name and press 2 to save it. Then it will prompt you to record your outgoing message. Record your outgoing message and press 2 to save it. Wait several minutes and then test it. Once the extension owner has recorded their extension name, their recorded name will now appear in the dial-by-name directory.