

# My name doesn't appear in the dial-by-name directory

## Problem:

When someone try's to dial by first or last name to find the proper extension for "Joe Smith." Joe Smith is not listed as an option.

## Solution:

For the dial-by-name directly to function properly, two steps must be completed.

- In system programming, PGM110, the first and last name must be entered in the "CD First Name" and "CD Last Name" fields
- Joe Smith must record his name announcement. This is done from Joe's digital phone by: pressing: PGM, 6, \*, #, record your name, and press "save.&#128;&#157;

Online URL: <https://kb.naturalnetworks.com/article.php?id=39>