



# Grandstream Networks, Inc.

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## UCM6xxx Series – Dial By Name Guide



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## INTRODUCTION

Dial By Name is a feature on the PBX that allows caller to search a person by first or last name by entering mapped letters from caller phone keypad.

The administrator can define the Dial By Name directory including desired extensions and the searching type by "first name" or "last name" as well as how matching results are presented ("By Order" or "By Menu").

Dial By Name can be an option in IVR/Auto-attendant; after dialing in and selecting Dial By Name option from IVR, caller will be requested to enter first 3 letters (mapped to digits from keypad) to find the person in the Dial By Name directory.

UCM6xxx Dial By Name feature is very useful when companies don't want to reveal internal extensions numbers and want to have a restricted list of employees to be accessible by callers from outside.

Using UCM6xxx Dial By Name feature provides following benefits:

- The administrator can define the Dial By Name directory to only include desired extensions to be reached. This helps block unscreened calls to reach employees who do not want to receive those calls directly.
- It offers customers/clients a guided automatic system to get in touch with the enterprise employees without having to know their extension numbers.
- Automatic IVR system will improve the business image.



## DIAL BY NAME CONFIGURATION

Administrators can create the dial by name group under web GUI->**PBX->Call Features->Dial By Name**.

1. Click on **Create New Dial By Name**, and the following window will popup.

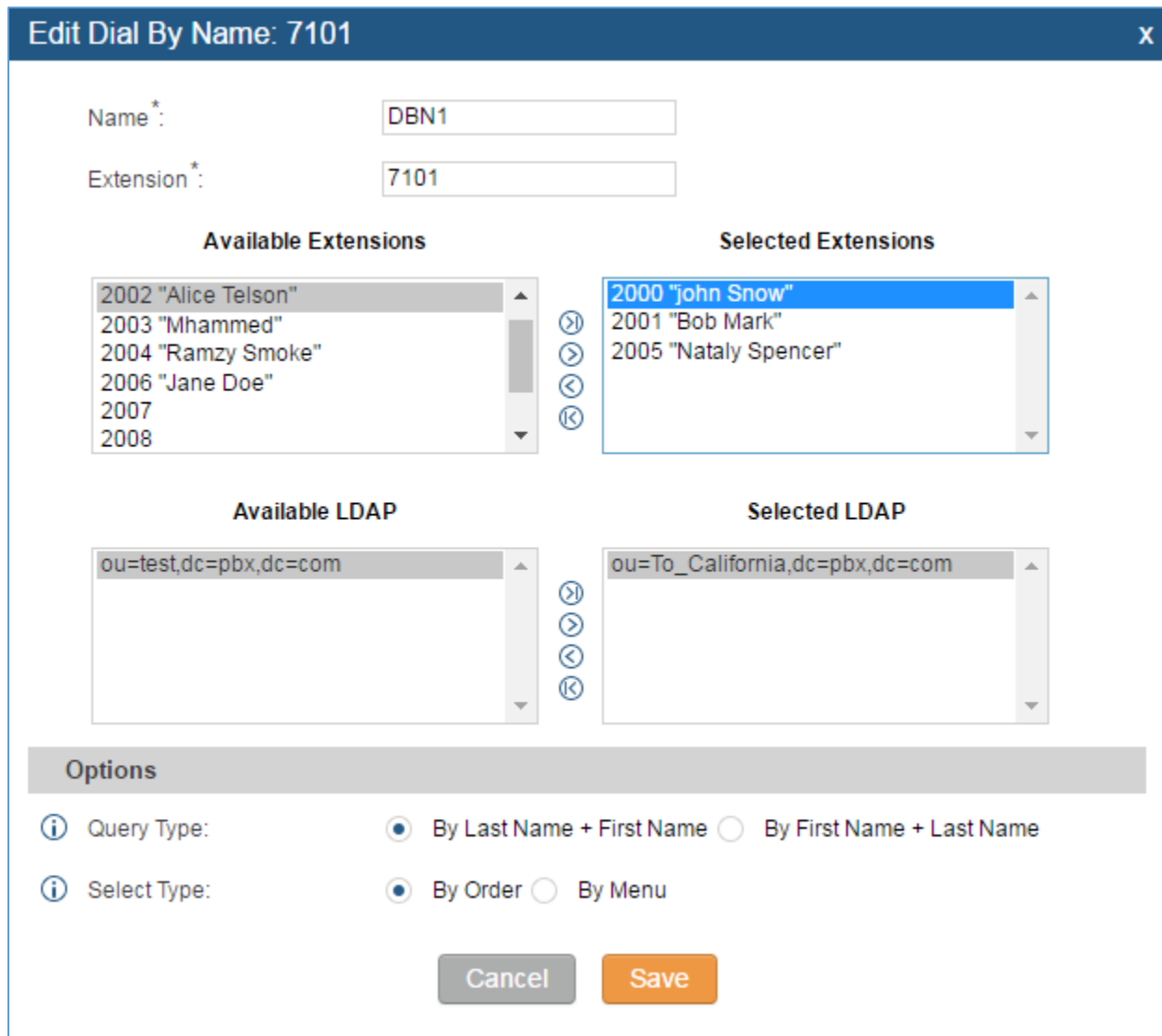
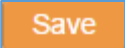
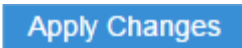


Figure 1: Create New Dial By Name

2. Enter the Name of the Dial By Name Group.
3. Enter the extension Number.
4. Add extensions from “**Available Extensions**” to “**Selected Extensions**”.
5. Add LDAP directory from “**Available LDAP**” to “**Selected LDAP**” if available.

Note: This option is available only if at least 2 UCM6xxx are peered and synchronized.



6. Select the **Query Type** ("By Last Name + First Name" or "By First Name + Last Name").
7. Select the **Type** ("By Order" or "By Menu").
8. Click  and .

<b>Name</b>	The name of the Dial By Name Group.
<b>Extension</b>	The Extension of the Group, the range allowed on the UCM is: 7101 -> 7199.
<b>Available/Selected Extensions</b>	Select extension to add to the Dial By Name Directory.
<b>Available/Selected LDAP</b>	Select LDAP directory to add to the Dial By Name Directory.
<b>Query Type</b>	This defines how the caller will need to enter to search the directory. Two options are available: <ul style="list-style-type: none"> <li>• <b>By First Name:</b> enter the first 3 digits of the first name to search the directory.</li> <li>• <b>By Last Name:</b> enter the first 3 digits of the last name to search the directory.</li> </ul>
<b>Select Type</b>	Specify the select type on the searching result. The IVR will confirm the name/number for the party the caller would like to reach before dialing out. <ul style="list-style-type: none"> <li>• <b>By Order:</b> After the caller enters the digits, the IVR will announce the first matching party's name and number. The caller can confirm and dial out if it's the destination party, or press * to listen to the next matching result if it's not the desired party to call.</li> <li>• <b>By Menu:</b> After the caller enters the digits, the IVR will announce 8 matching results. The caller can press number 1 to 8 to select and call, or press 9 for results in next page.</li> </ul>

Once configured, "Dial By Name" feature can be accessed by dialing its extension number (7101 in this example). Administrator can also set Dial By Name as an option in IVR where incoming external calls are redirected to allowing outside callers to search for a specific person by his name instead of knowing his extension.

## Using Dial By Name in Inbound Route

Once successfully created, users can configure the inbound route destination as "Dial By Name" or IVR key event as "Dial By Name".

- To configure Dial By Name as IVR Key Pressing Event, go to UCM6XXX WebGUI->**PBX->Call Features->IVR.**
- Edit an existing IVR or Create a new one to use in inbound routes.
- Go to Key Pressing Events and choose Dial By Name from drop-down list next to the desired key event.



### Edit IVR : IVR X

- Basic Settings
- Key Pressing Events**

Press 0:	Dial By Name ▼	DBN1 ▼
Press 1:	Select an Option ▼	
Press 2:	Select an Option ▼	
Press 3:	Select an Option ▼	
Press 4:	Select an Option ▼	
Press 5:	Select an Option ▼	
Press 6:	Select an Option ▼	
Press 7:	Select an Option ▼	
Press 8:	Select an Option ▼	
Press 9:	Select an Option ▼	
Press *:	Select an Option ▼	
<i>i</i> Timeout:	Custom Prompt ▼	goodbye ▼
<i>i</i> Invalid:	Custom Prompt ▼	goodbye ▼

**Figure 2: Set Dial By Name as Key Event**

User needs to set “Dial By Name” on “Dial other Extensions” field in order to restrict the use of the IVR for incoming call, to only Dial By Name.



Edit IVR : IVR
X

Basic Settings
Key Pressing Events

ⓘ Name \* :

ⓘ Extension:

ⓘ Dial Trunk:

ⓘ Dial Other Extensions:  Extension  Conference  Call Queue  Ring Group

Paging/Intercom Groups  Voicemail Groups

Fax Extension  Dial By Name  All

ⓘ Replace Caller ID:

ⓘ Alert-info:

ⓘ Welcome Prompt:  [Prompt](#)

ⓘ Digit Timeout \* :

ⓘ Response Timeout \* :

ⓘ Response Timeout Prompt:  [Prompt](#)

ⓘ Invalid Prompt:  [Prompt](#)

Figure 3: Dial By Name Option

Once set, Go to **PBX->Basic/Call Routes->Inbound Routes**.

User can set the destination under the inbound routes of a trunk to Dial By Name directly or IVR with a pressing key event configured as Dial By Name.

Default Mode
Mode 1

ⓘ Default Destination \* :

**Time Condition**

Time Condition	Time	Destination	Options
Click to add Time Condition			

Figure 4: Setting IVR as Default Destination



Default Mode | Mode 1

*i* Default Destination\*:

Time Condition			
Time Condition	Time	Destination	Options
Click to add Time Condition			

**Figure 5: Setting Dial By Name as Default Destination**

When calling into that Trunk and selecting Dial By Name, users will be prompted to enter the first three digits of the user “first name” or “last name” in order to be redirected to the wanted contact.





## DIAL BY NAME CALL FLOW

The following shows an example of Dial By Name flow where caller reaches Dial By Name feature and try to talk to employee "Jane Doe".

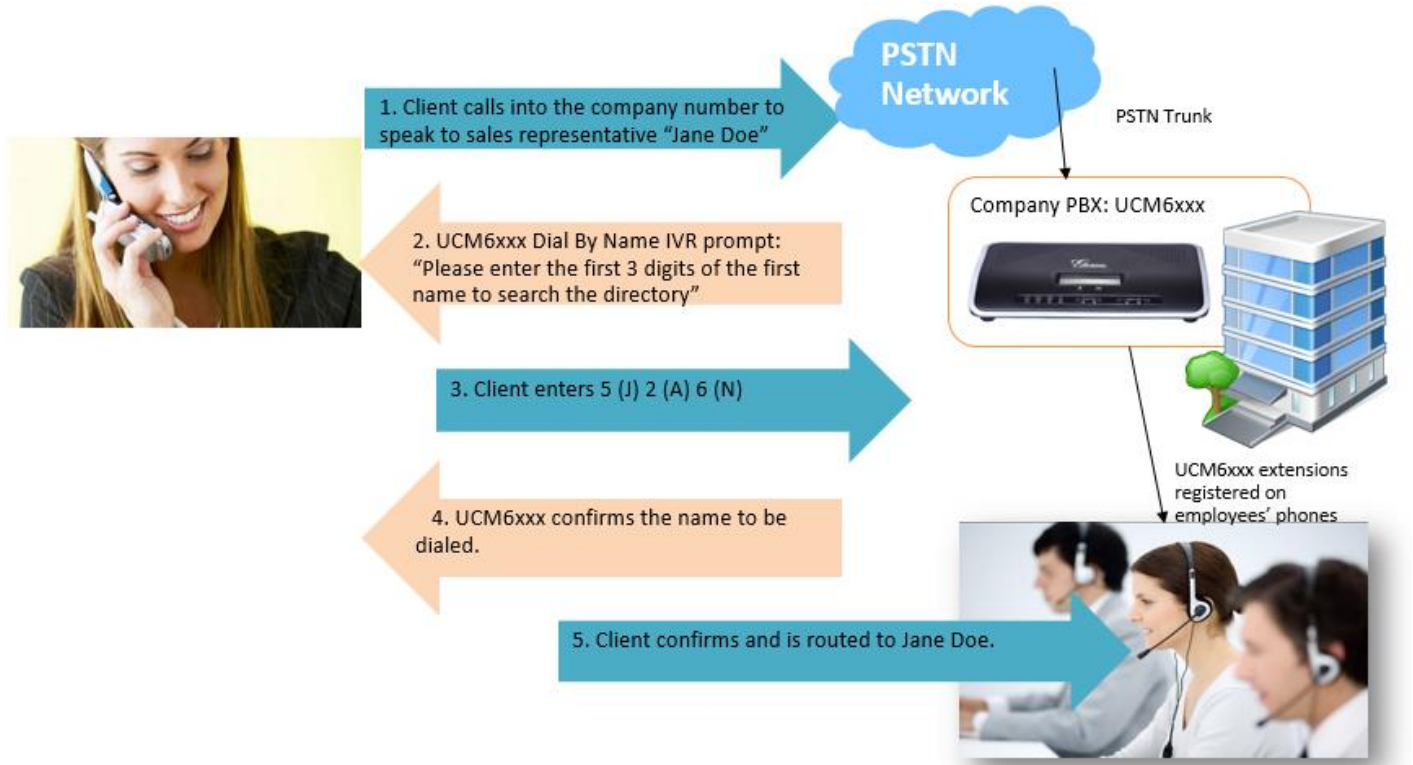


Figure 6: Dial By Name Flow

