

# Name resolution

The Name Resolution feature is only available if External Call Control is set up on Callisto. It is used to show the a checked-in passenger's name when line personalization is not possible in the Call manager (i.e., when the cabin phones are registered on a different PBX).

On the Call Manager, an external call control profile needs to be defined and assigned to the related Cisco phones. See the [Cisco UCM configuration guide](#) for more information.