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.