

## **Altigen KB**

### **First Name/Last Name fields**

First Name and Last Name fields cannot have the following characters:

","'/\,<,>,@

Please keep to using only letters.

Otherwise, this will cause the altigen software unable to recognize and translate to other features of the system. It may cause the following features to fail:

- Altireport will not show the workgroup numbers in the drop downs if one of the agents or workgroups first name and last name field has those characters.
- Calling from server to server will show the extension's caller ID as "unknown"

<https://know.altigen.com/questions/1146/>