Change Caller ID on internal calls

154 Mark Simcoe Wed, Aug 16, 2017 How to and FAQs 1835

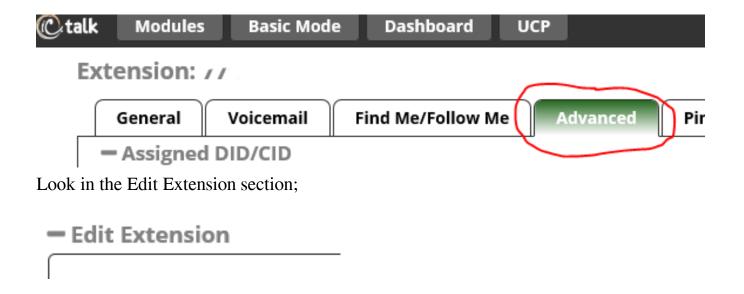
Can I change the Caller ID (CID) on internal calls?

You can dictate what caller ID is presented for calls to the outside world (via a trunk) and thus present your group or department telephone number rather than your DDI and this is the default behaviour.

What is really useful though is that you can also change your number for internal calls;

To accomplish this;

@ talk	Modules Basic I	Mode Dashboard
	Administrators Asterisk CLI Asterisk Modules Backup & Restore Blacklist Bria Cloud Solutions Bulk Handler CID Superfecta CallerID Lookup Sources Certificate Management Class of Service Config Edit Contact Manager Custom Destinations Custom Extensions Feature Codes IC-Talk HC Dashboard Online Support Phone Apps Presence State Queue Penalty Rules	REST API RMS Management Sound Languages System Admin System Recordings User Management XMPP XactViewV3 Admin Zulu Applications Announcements Appointment Reminder Broadcast Call Flow Control Call Recording Callback CallerID Management Conferences Conferences Pro DISA Directory Extensions



Then enter the extension you wish to appear to be calling from as below;



The CID Number to use for internal calls, if different from the extension number. This is used to masquerade as a different user. A common example is a team of support people who would like their internal CallerID to display the general support number (a ringgroup or queue). There will be no effect on external calls.

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