Change Caller ID on internal calls

154 Mark Simcoe Wed, Aug 16, 2017 How to and FAQs 1951

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 M	ode	Dashboard
	Admin Administrators Asterisk CLI Asterisk Modules Backup & Restor Blacklist Bria Cloud Soluti Bulk Handler CID Superfecta CallerID Lookup Certificate Manage Class of Service Config Edit Contact Manager Custom Destinat Custom Extensio Feature Codes IC-Talk HC Dashb Online Support Phone Apps Presence State Queue Penalty R	e ons Sources gement ions ns	Sound L System / System / User Ma XMPP XactView Zulu Applica Announ Appoint Broadca Call Flow Call Reco Callback CallerID Confere	Admin Recordings anagement vV3 Admin tions cements ment Reminder ast v Control ording Management nces nces Pro



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

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CID Num Alias 😧	2200
	(

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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