

Change Caller ID on internal calls

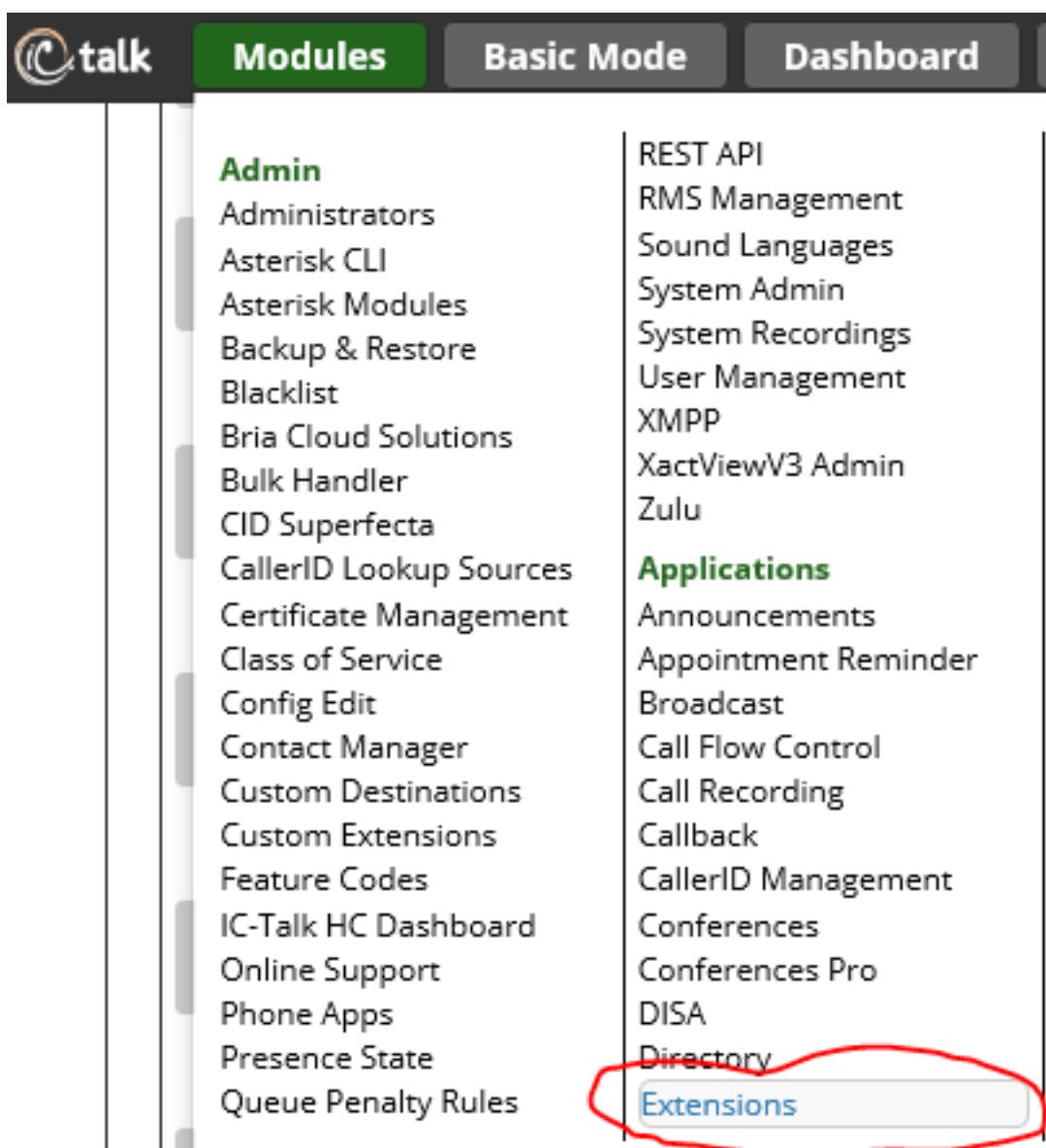
154 Mark Simcoe Wed, Aug 16, 2017 [How to and FAQs](#) 2440

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;

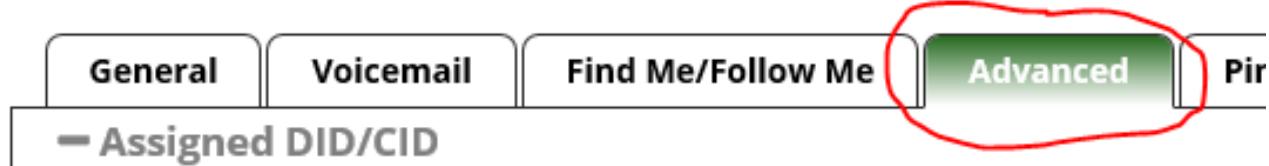
To accomplish this;



The screenshot shows the IC-Talk web interface with a navigation bar at the top. The navigation bar includes the IC-Talk logo, a 'Modules' button (which is highlighted in green), a 'Basic Mode' button, and a 'Dashboard' button. The main content area is a grid of links. The left column is labeled 'Admin' and contains links: 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, and Queue Penalty Rules. The right column is labeled 'Applications' and contains links: REST API, RMS Management, Sound Languages, System Admin, System Recordings, User Management, XMPP, XactViewV3 Admin, and Zulu. At the bottom right of the grid, there is a link labeled 'Extensions' which is circled with a red oval.



Extension: //



— Assigned DID/CID

Look in the Edit Extension section;

— Edit Extension

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

CID Num Alias	2200
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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.

Online URL: <https://kb2.ic.uk/article.php?id=154>