

Change Caller ID on internal calls

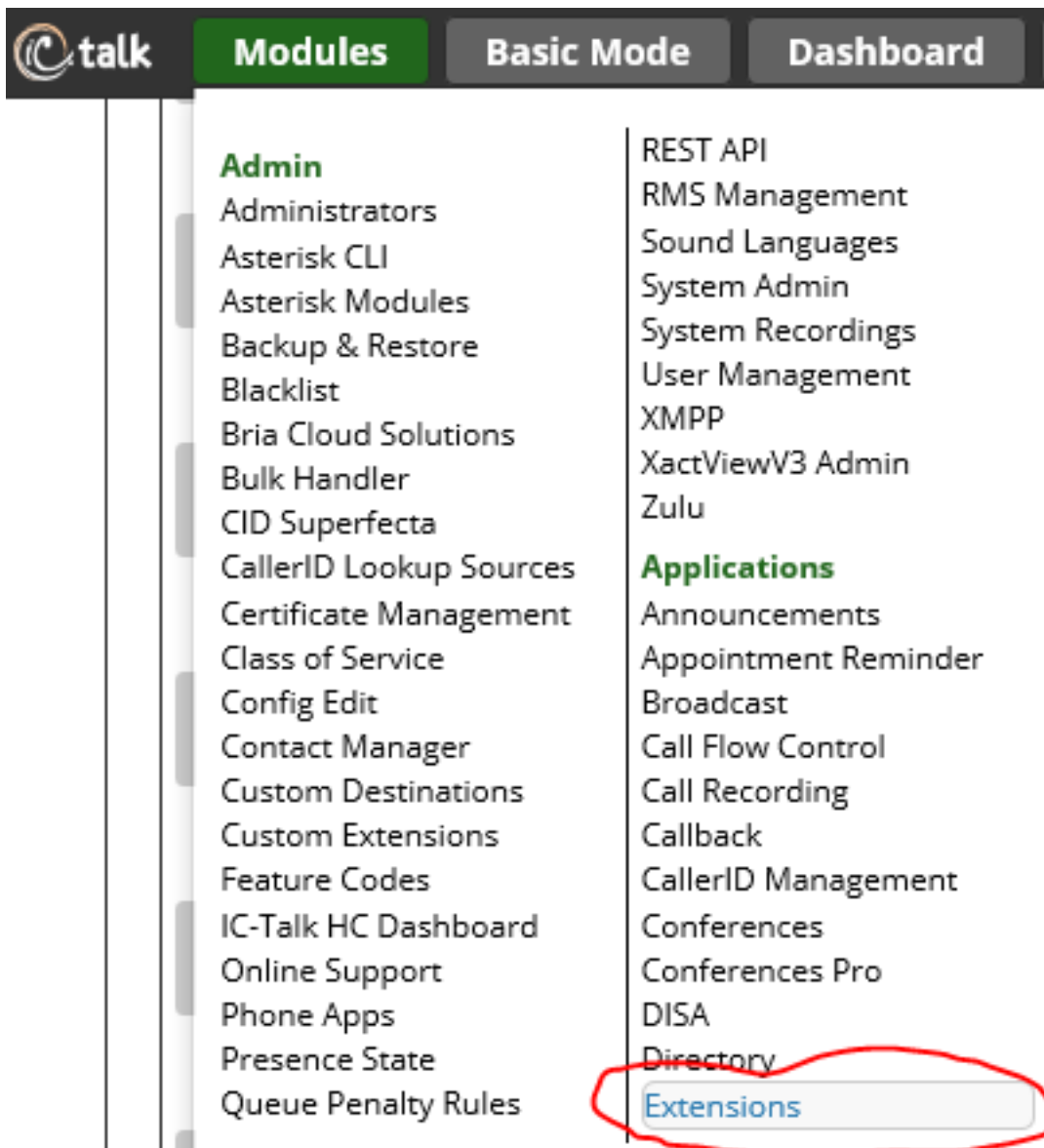
154 Mark Simcoe Wed, Aug 16, 2017 [How to and FAQs](#) 1757

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. At the top, there is a navigation bar with the 'talk' logo and three tabs: 'Modules' (highlighted in green), 'Basic Mode', and 'Dashboard'. Below the navigation bar is a vertical menu of modules. The 'Admin' section is highlighted in green and includes items like 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 'Applications' section is also highlighted in green and includes items like REST API, RMS Management, Sound Languages, System Admin, System Recordings, User Management, XMPP, XactViewV3 Admin, and Zulu. The 'Extensions' item is highlighted in blue and circled in red.

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

Extension: //

General Voicemail Find Me/Follow Me **Advanced** Pir

— 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>