

# Caller ID Issues - Base Number Instead of DDI being seen

172 Mark Simcoe Fri, Oct 20, 2017 [How to and FAQs](#) 2321

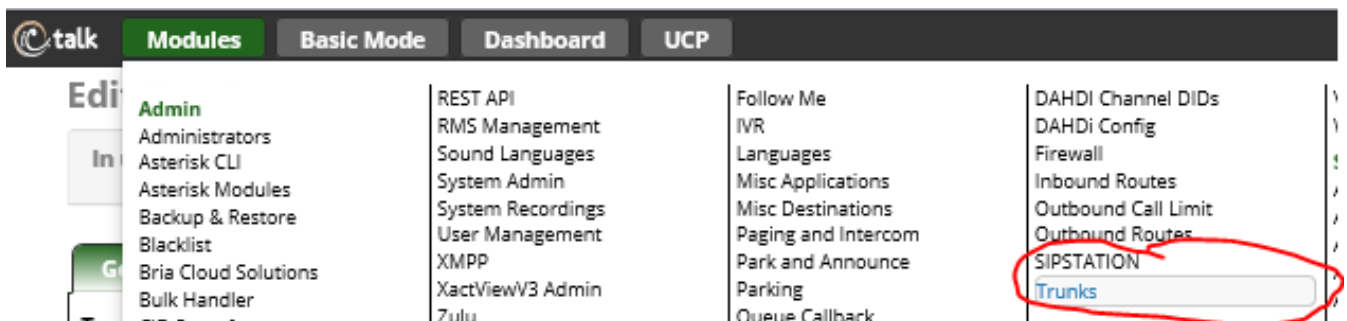
## Caller ID Issues - Base Number Instead of DDI being seen


We have seen a couple of providers occasionally appear to be using the base telephone number instead of the Caller ID when making outbound calls. IC can set a base number for you on the SIP trunk in this instance to make sure the main primary number always is presented.

You can however ask the PBX to alter the base number for you and send the Caller ID as the base number.

**WARNING:** You must ensure you have Caller ID set properly all the time when using this option else a call may be rejected by the provider

Edit the trunk (remember that for IC Sip trunks you will have an active and standby trunk and both will require changing);



Select to edit the trunk required 

### Edit Trunk

In use by 2 routes

General **Dialed Number Manipulation Rules** pjsip Settings

Trunk Name

Hide CallerID  Yes  No

Outbound CallerID

CID Options

Maximum Channels

Asterisk Trunk Dial Options   
 Override  System

Continue if Busy  Yes  No

Disable Trunk  Yes  No

Make sure you enter the Base Caller ID in the 'Outbound Caller ID' section, this is the number that will be defaulted to should you not specify a Caller ID on any extension.

General **Dialed Number Manipulation Rules** **pjsip Settings**

**PJSIP Settings**

General **Advanced** Codecs

DTMF Mode

Go into the pjsip and then Advanced tabs and scroll down to the option;

Fax Detect  Yes  No

**Send RPID/PAI  Yes  No**

Inband Progress  Yes  No

Direct Media  Yes  No

Send RPID/PAI and set this to Yes. This will override the Trunk base number for you and should cure the issue but this option should only be used if really required to fix an issue.

Then remember to 'Submit' and then 'Apply' the config. The next call should now work.

Online URL: <https://kb2.ic.uk/article.php?id=172>