

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

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## 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);



The screenshot shows the iTalk User Control Panel (UCP) interface. The top navigation bar includes 'Modules' (highlighted in green), 'Basic Mode', 'Dashboard', and 'UCP'. The 'Modules' menu is expanded, showing several categories: Admin, REST API, RMS Management, Sound Languages, System Admin, System Recordings, User Management, XMPP, XactViewV3 Admin, and Trunks. The 'Trunks' option is circled in red. Other visible categories in the menu include Follow Me, IVR, Languages, Misc Applications, Misc Destinations, Paging and Intercom, Park and Announce, and Parking.

Select to edit the trunk required 

## Edit Trunk

In use by 2 routes

General	Dialed Number Manipulation Rules	pjsip Settings
Trunk Name <small>?</small>	IC_Active	
Hide CallerID <small>?</small>	Yes	No
Outbound CallerID <small>?</small>	"IC" <01782667788>	
CID Options <small>?</small>	Allow Any CID	Block Foreign CIDs
Maximum Channels <small>?</small>		
Asterisk Trunk Dial Options <small>?</small>	T	
Continue if Busy <small>?</small>	Override	System
Disable Trunk <small>?</small>	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 <small>?</small>		
Auto		

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

Fax Detect <small>?</small>	Yes	No
Send RPID/PAI <small>?</small>	Yes	No
Inband Progress <small>?</small>	Yes	No
Direct Media <small>?</small>	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>