

Caller ID Issues - Base Number Instead of DDI being seen

172 Mark Simcoe Fri, Oct 20, 2017 [How to and FAQs](#) 2151

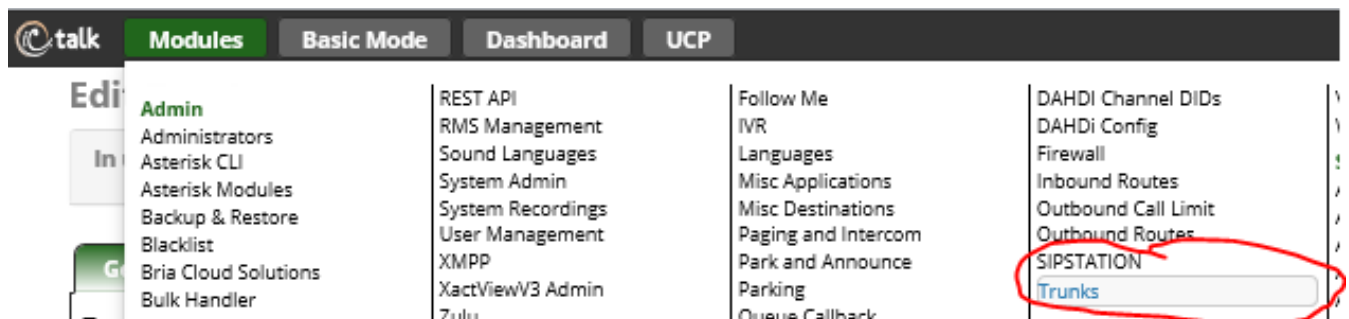
Caller ID Issues - Base Number Instead of DDI being seen

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

talk Modules Basic Mode Dashboard UCP

Edit Trunk

In use by 2 routes

General **Dialed Number Manipulation Rules** pjsip Settings

Trunk Name ⓘ IC_Active

Hide CallerID ⓘ Yes No

Outbound CallerID ⓘ "IC" <01782667788>

CID Options ⓘ Allow Any CID Block Foreign CIDs Remove CNAM Force Trunk CID

Maximum Channels ⓘ

Asterisk Trunk Dial Options ⓘ T

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 ⓘ Auto

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>