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Setting Caller ID:

Extensions - 'Extensions->Edit->Advanced Options->Set Caller ID' Used for setting Extensions Caller ID information. By default, the Extension Caller ID is usually set to the Extension number and user name. This information cannot be modified from the Extension settings but only through Enhanced Services. If your system ever encounters any problems with the Caller ID presentation, try to place a call with one of the preset **'Caller ID Presentation'** options.

Trunks - 'Trunks->Edit->Advanced Options->Outbound Caller ID' Used for setting the same Caller ID for all outbound calls going over a specific trunk (Required by some service providers)

DIDs - 'DIDs->Edit->Advanced Options->Replace Caller ID' Used for setting the same Caller ID for all inbound calls coming over a specific trunk

IVR - 'IVR->Edit->Caller ID' Used for setting the Caller ID information for all calls coming from a specific Standard IVR. Each option dialed can set with different Caller ID

Queues - 'Queues->Edit->Advanced Options->Replace Caller ID' Used for setting the Caller ID information for all calls coming from specific Queue

Disabling Extension Caller ID:

- Login to the system administration
- Navigate to **'Extensions'**
- Click on **'Edit'**
- Click on **'Advanced Options'**
- Set **'Set Caller ID'='No'**
- Click on **'Save'**

If placing calls outside your network, make sure the Trunk outbound caller id is not set:

- Login to system administration
- Navigate to **'Trunks'**

- Click on **'Edit'**
- Click on **'Advanced Options'**
- Make sure the **'Outbound Caller ID'** field is empty
- Click on **'Save'**

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