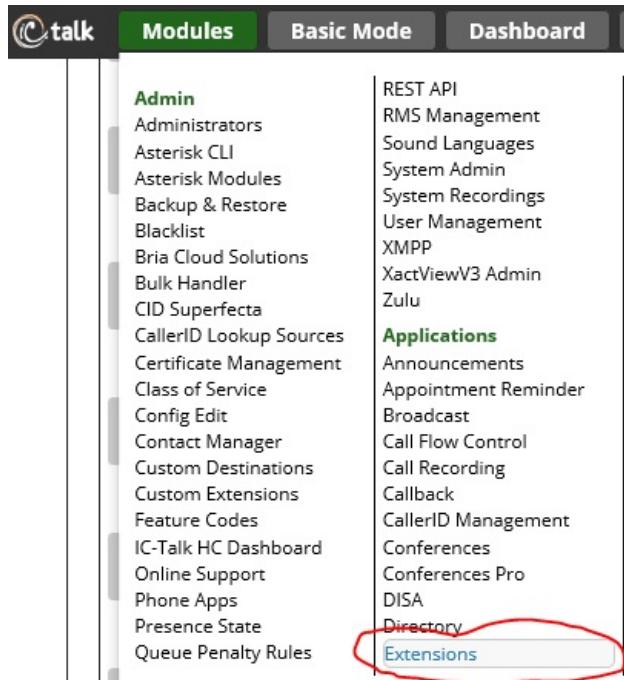


Can I change the Caller ID (CID) on internal calls?

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;

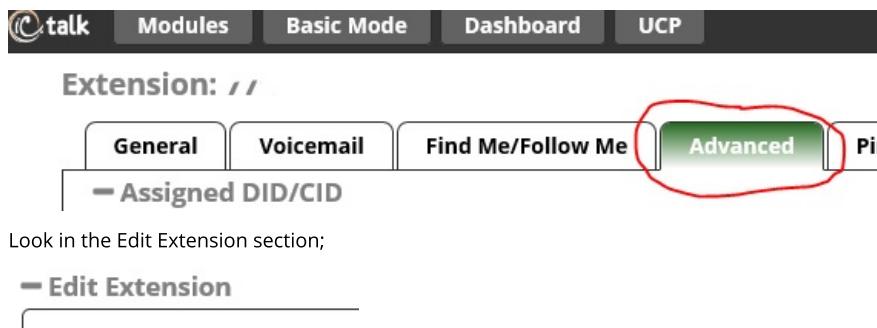


The screenshot shows the IC-Talk web interface with a dark header bar containing 'talk' and three tabs: 'Modules', 'Basic Mode', and 'Dashboard'. The 'Modules' tab is active. A sidebar on the left is titled 'Admin' and lists various system components. The 'Extensions' option is highlighted with a red oval.

- REST API
- RMS Management
- Sound Languages
- System Admin
- System Recordings
- User Management
- XMPP
- XactViewV3 Admin
- Zulu

Applications

- Announcements
- Appointment Reminder
- Broadcast
- Call Flow Control
- Call Recording
- Callback
- CallerID Management
- Conferences
- Conferences Pro
- DISA
- Directory
- Extensions**



The screenshot shows the 'Extensions' page of the IC-Talk web interface. The header bar includes 'talk', 'Modules', 'Basic Mode', 'Dashboard', and 'UCP'. Below the header, the URL 'Extension: // ' is displayed. A navigation bar with tabs 'General', 'Voicemail', 'Find Me/Follow Me', 'Advanced' (which is highlighted with a red oval), and 'Pir' is shown. A sidebar on the left contains the text '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;



The screenshot shows the 'Edit Extension' form. The 'CID Num Alias' field is highlighted with a red oval and contains the value '2200'.

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.

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