Article Number: 172 | Rating: Unrated | Last Updated: Fri, Oct 20, 2017 at 10:45 AM

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);

@talk	Modules Basic M	ode Dashboard (JCP	
Edi	Administrators Asterisk CLI Asterisk Modules Backup & Restore Blacklist Bria Cloud Solutions	REST API	Follow Me	DAHDI Channel DIDs
In		RMS Management Sound Languages	IVR Languages	DAHDi Config Firewall Inbound Routes
_		System Admin System Recordings User Management	Misc Applications Misc Destinations Paging and Intercom	Outbound Call Limit
G		XMPP XactViewV3 Admin	Paging and Intercom Park and Announce Parking	SIPSTATION
í _	Bulk Handler	Zulu	Queue Callback	TIPUNKS

Select to edit the trunk required

Ľ

Ctalk 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 🛛 🔤 🔤 🔤 🔤							
CID Options Allow Any CID Block Foreign CIDs Remove CNAM Force Trunk CID							
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 Manipulat	tion Rules pjsip Settings
SIP Setti	Advanced Codecs	
,		

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

Fax Detect 😧	Yes	No	
Send RPID/PAI O	Yes	No	
Inband Progress 😧	Yes	No	Γ
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://kb.ic.uk/article/caller-id-issues-base-number-instead-of-ddi-being-seen-172.html (https://kb.ic.uk/article/caller-id-issues-base-number-insteadof-ddi-being-seen-172.html)