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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.

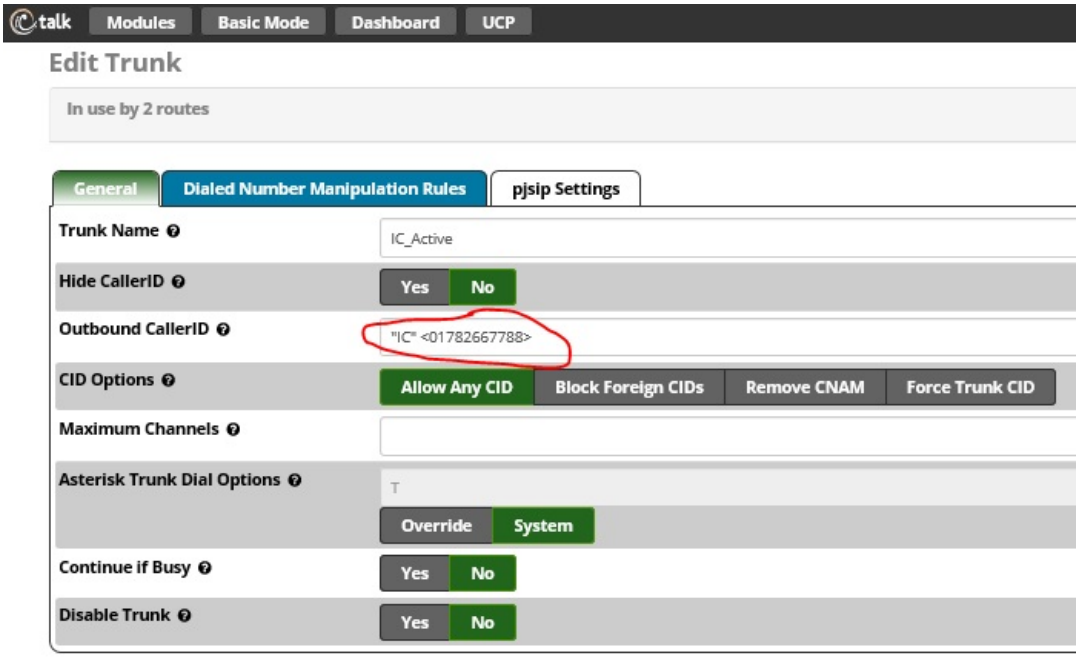
You can however ask the PBX to alter the base number for you and send the Caller ID as the base number.

> 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

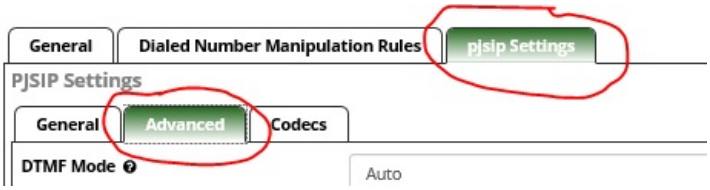
Edit the trunk (remember that for IC Sip trunks you will have an active and standby trunk and both will require changing);



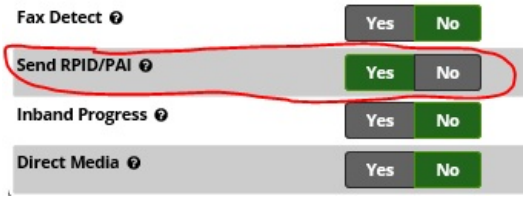
Select to edit the trunk required



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.



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



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-instead-of-ddi-being-seen-172.html)