

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):

The screenshot shows the C-talk UCP interface with the 'UCP' tab selected. The 'Trunks' menu option is circled in red.

Select to edit the trunk required



The screenshot shows the 'Edit Trunk' configuration page with the 'pjsip Settings' tab selected. The 'Outbound CallerID' field is circled in red and contains the value 'IC <01782667788>'.

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.

The screenshot shows the 'pjsip Settings' configuration page with the 'Advanced' tab selected. The 'Send RPID/PAI' field is circled in red and set to 'Yes'.

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

The screenshot shows the 'pjsip Settings' configuration page with the 'Advanced' tab selected. The 'Send RPID/PAI' field is circled in red and set to 'Yes'.

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.

