

Calling Line ID Delivery-External Calling Line ID Delivery

Description

Allows the user to view the incoming Caller ID information for a call coming from outside the customer's organisation.

Function

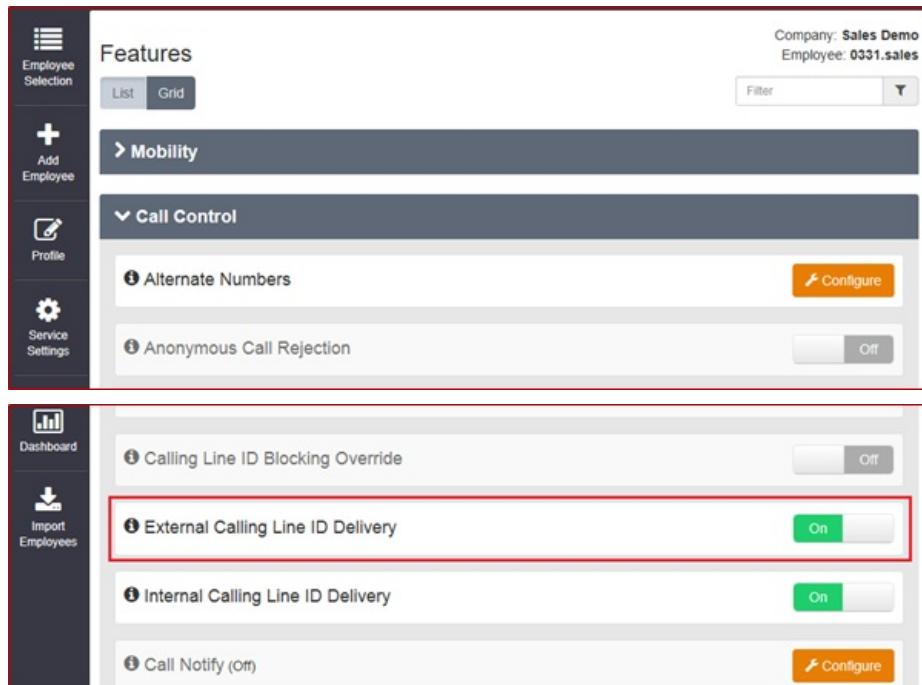
To control whether the user is presented with the Calling Line Information, Number and Name, where available, for incoming calls that have originated outside the customer's organisation.

For SIPT users this can be used for inbound calls delivered from the PSTN although the PBX could override it. The feature is dependent on the PBX being used and whether or not it can be configured to support the feature.

Configuration/Function

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll down to External Calling Line ID Delivery



The screenshot shows the Business Portal interface. On the left, there is a sidebar with icons for Employee Selection, Add Employee, Profile, and Service Settings. The main area is titled 'Features' and shows 'Call Control' is expanded. Under 'Call Control', there are two sections: 'Alternate Numbers' (with a 'Configure' button) and 'Anonymous Call Rejection' (with a slider switch set to 'Off'). Below this, another section is expanded, showing four settings: 'Calling Line ID Blocking Override' (slider switch set to 'Off'), 'External Calling Line ID Delivery' (slider switch set to 'On' and highlighted with a red box), 'Internal Calling Line ID Delivery' (slider switch set to 'On'), and 'Call Notify (off)' (with a 'Configure' button).

- Move the Slider Switch to toggle the setting On or Off.

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 2:01 PM. This article has been viewed 3866 times.

Online URL: <https://kb.ic.uk/article/calling-line-id-delivery-external-calling-line-id-delivery-318.html> (<https://kb.ic.uk/article/calling-line-id-delivery-external-calling-line-id-delivery-318.html>)