VoIP Yonder Guides

Modifying Caller ID Options

Disclaimer: Any information provided in these guides is for general purpose only when using our service and your setup may require a different solution. These guides are not a complete guide. You should always consult a professional. Use of any of the solutions, methods or files are at your own risk. We take no responsibility of any kind for any mistakes, missing information, content or similar.

Aims: This guide will assist you in understanding how you can select a choice of Caller ID (CLI) Options, how they work and any conditions and rules that may apply to such options.

Location to modify: Goto your connections and edit any <u>SIP</u> or <u>SIP (IP AUTH) Connection</u>. Scroll down to <u>Caller ID Options</u>.

***Important:** When referring to numbers, we will refer to the format E164. i.e. (international format. 0123456789 will be 44123456789 where 44 is the country code for the United Kingdom). When setting up any number in your equipment, you should set them up in this format.*

Options: When you click on edit the respective connection and scroll down to "Caller ID Options", you will be given the following options:

- Current number displayed - Do Not Change
- Choose the network number
- Choose a number that you own in your account
- Withhold you CLI
- CLI flexibility based on numbers associated to THAT connection
- Complete CLI Flexibility

Caller ID Options: Your own CLI from your own Equipment (requires permission)   ⏶⏷

If you are sending your own CLI (either based on the numbers connected to this connection or complete control over any number visible) please send CLI to us in e164 format (i.e 0123456789 becomes 44123456789).

For more information about CLI Features and how CLI can be controlled, please view our knowledge base page by clicking here

Current number displayed - Do Not Change will not change any CLI that is currently displaying. This can be handy where we have forced a CLI on your behalf. <u>If we are forcing a Caller ID on your behalf, you can modify other configuration parts of the connection and it will not override the number. However, changing it from this option **WILL** remove any CLI we are forcing out on your behalf.</u>

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Network number will show the default connection number (displayed above the connection name and will usually start with an 03 number)

Withhold your CLI will hide your Caller ID to the end user, however certain organisations will still see your network number. We cannot guarantee the effectiveness for non UK calls.

CLI flexibility based on numbers associated to your connection allow you send any Caller ID (number) which is physically connected to that connection in your account. NOT overall what numbers you have in your account. You must assign that number to that connection to be able to show it. If the Caller ID sent is not valid, then any number associated to that connection will be assigned to the call (i.e. shown). When sending a number, do not forget to send it in E164.

Complete CLI Flexibility allows you to have complete control over your Caller ID. We need to manually enable this option and there are strict conditions that you must meet to use such feature. You MUST send us calls in E164 format and you must **ALWAYS** send us a valid Caller ID you have the rights to. If you wish to withhold your number you must send us the valid phone number in either the Remote-Party-ID Header (RPID) or the P-Asserted-Identity header (PAI) with the appropriate "privacy=full" flag if sending RPID or "privacy=id" if sending PAI).

When sending a call to us for any CLI flexibility option, you must send the call in E164 format ONLY. No text or any other character should be included (i.e no +). An example for the UK number 0123456789 should be sent to us as 44123456789

If you require complete CLI Flexibility, please contact us and inform us of your full requirements, we may require you to go through testing with us to make sure the CLI presentation method is compliant. You will also be required to sign a Caller ID Agreement with us.

More information on sending your own Caller ID (Forcing a specific Caller ID or complete control)

To have complete control over your own CLI that you send us, there are strict standards that must be met. Most customers do not actually need this option and an alternative is much simpler.

If you have only a few Caller IDs that you want to send, then simply create a connection for each Caller ID you want to send. Contact us with the Connection ID of each connection you want to display a custom CLI and tell us what the CLI should be. You need to inform us what the connection between you and that number is.

When making any further changes to that connection, make sure you do not touch the CLI option, otherwise we will need to apply it again.

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