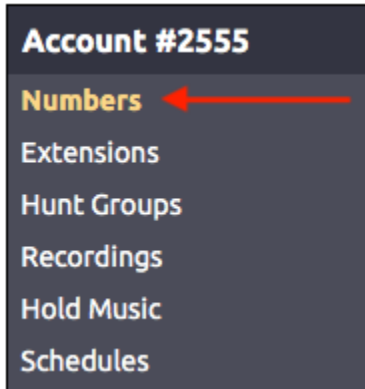


Caller ID

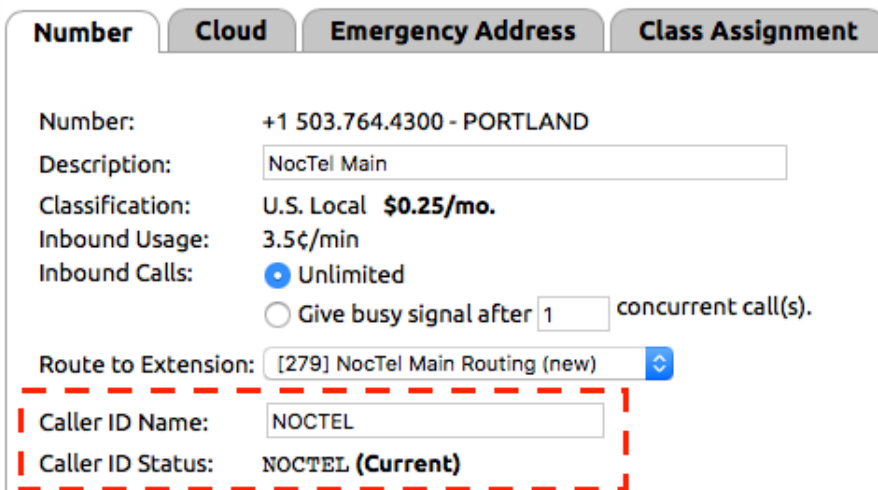
A *caller ID name* is a 15-character description that is associated with a telephone number. When an outbound call is placed from a number, the number and its associated caller ID name are displayed for the answering party. Once the caller ID name is set to a number, the telephone number can be associated with an extension for its outbound caller ID.

To View the Current Caller ID for a Number

1. Log into the NocTel control panel.
2. Click on **Numbers** in the left-hand menu.



3. Locate the number in the list or search for it using the pages provided search box, click on the number to open the **Edit Number** page
4. The Edit Number page opens on the **Number** tab.
5. The **Caller ID Status**, located towards the bottom of the page shows the number's current configured Caller ID name and its status.



To Change a Number's Caller ID Name

Changes can be made to a number's Caller ID Name using the NocTel control panel. Caller ID Names must adhere to FCC regulations and CNAM database policies and be no longer than 15 characters in length including spaces. Changes to a number's Caller ID name can take up to 60 days to be updated in the CNAM database and distributed to all carriers on the telephone network.

1. On the **Number** tab, in the **Edit Number** page, enter the new caller ID name in the text box provided for **Caller ID Name**.

Number: +1 503.764.4300 - PORTLAND

Description:

Classification: U.S. Local **\$0.25/mo.**

Inbound Usage: 3.5¢/min

Inbound Calls: ☒ Unlimited
☐ Give busy signal after concurrent call(s).

Route to Extension:

Caller ID Name:

Caller ID Status: NOCTEL (Current)

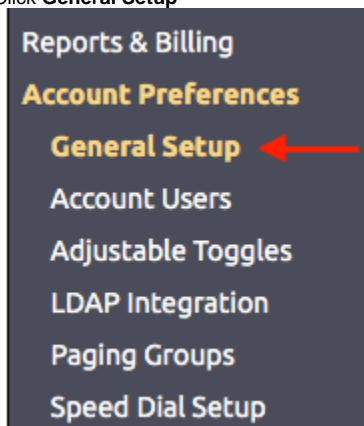
2. Click the Submit button to save the changes.

Associating a Caller ID to an Extension.

For an extension to make outbound calls, a valid caller ID number must be associated with it. By default, each NocTel extension is assigned the caller ID of private; this is a default setting for an account that has no numbers added to it. An extension cannot make outbound calls with its caller ID set to private. Caller ID for extensions can be set by the account default, individually, or as a bulk operation.

Setting the Account Default Outbound Caller ID:

1. Log into the NocTel control panel.
2. Click **Account Preferences** in the left-hand menu to expand the section
3. Click **General Setup**



4. On the General Setup page click the **Phone System** tab.

General Setup **Routing** **Phone System** **Cloud** **On-Premise Servers** **Account Owner**

Location Settings

Default Outbound Caller ID:

Default E911 Emergency Address:

Time Zone:

5. In the Location Settings use the dropdown list for **Default Outbound caller ID** to select a number that should be used for caller ID if another number is not selected for the extension.

Location Settings

Default Outbound Caller ID:

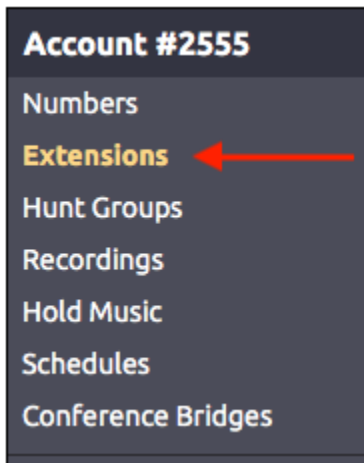
Default E911 Emergency Address:

Time Zone:

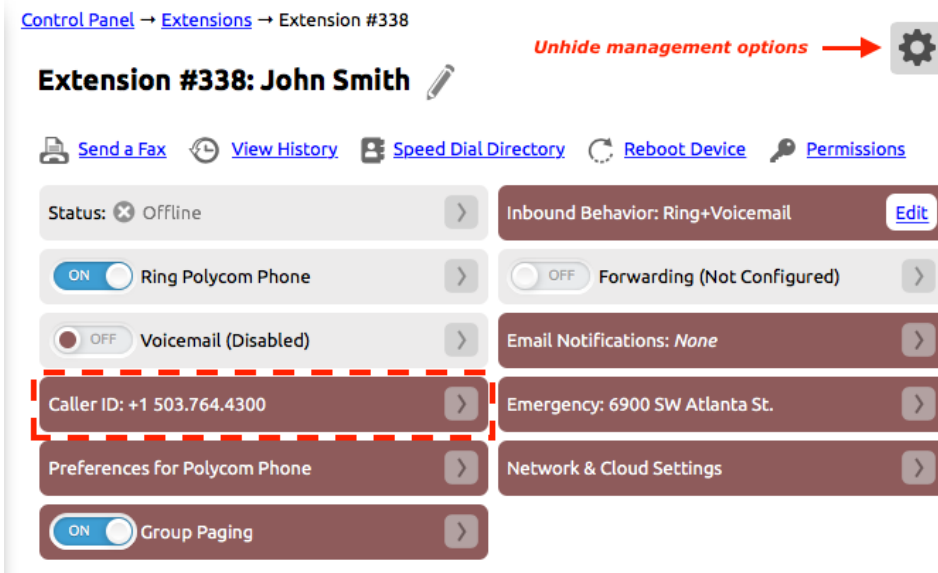
6. Click the **Submit** button to save the change.

Assigning a Caller ID to an Individual Extension

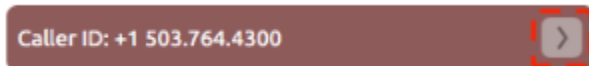
1. Log into the NocTel control panel.
2. Click on **Extensions** in the left-hand menu.



3. Locate the extension in the list or search for it using the provided search box. Click on the extension to open its options page.
4. Locate the widget for **Caller ID**, if the caller ID widget is not visible click the **gear** icon in the top right of the page to unhide the management options.



5. Click > in the widget to expand it.



6. From the list of numbers select the one that should be used for the extension's outbound caller ID. Please note that if an extension has a DID that connects directly to it, this number does not have to be the number's outbound caller ID number. The organization's primary number could be used instead.
7. Click outside the widget to save the change and close the widget.

Assigning Caller IDs to Multiple Extensions Using the Bulk Operation Tool

Before using the bulk edit tool review the help article covering [Bulk Operations Extensions](#) to ensure understanding. Within the Bulk Operation Extensions article is a section covering making changes to Caller ID. If you are uncertain about using the bulk operation tool, please contact NocTel support at support@nocotel.com or 503.764.4300 for help.

Related articles

- [Setting a Default Outbound Caller ID](#)
- [Caller ID](#)