Caller ID (CLI) and Call Privacy

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By using our Cloud PBX you have the option to show, block or showcase your business main number when making outbound calls.

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Caller ID Privacy Options

By using our CloudPBX you have the option to show or block your caller ID (also called Calling Line Identification CLI) with your outbound calls.

Quick Guide

Step 1: Set your Caller ID privacy

1. Log into https://now.tel2.co.uk > select the number you want to set up Caller ID privacy on.
2. Select **CloudPBX > Outbound > Caller ID and Privacy.**
3. Click to select your preferred options.
4. Select **Save settings** to update.

Outbound Calls

Present an alternate Caller ID on outbound calls and choose whether to make anonymous calls

☐ Enable persistent Call Privacy by hiding your Caller ID when making Outbound calls?

☐ You may block your Caller ID on an individual call by dialing *67 before the number. Do you require confirmation before the call?

☐ You may allow your Caller ID on an individual call by dialing *65 before the number. Do you require confirmation before the call?

Caller ID Settings Options

Use any of your account numbers as the outgoing Caller ID. For example, if your main number is 442034567890 but your users numbers 442034567891, use **Select the type of Caller ID** to present as 442034567890 as the CLI.

NOTE: If you set a Caller ID to be presented on Outbound Calls then this will force all outgoing calls to use that Caller ID including any diverted/forwarded calls.

NB – In order to present a number that is not on our CloudPBX we need to **verify** that you are the legal entity and owner of the number you wish to present.

Step 2: Caller ID Settings

1. Log into https://now.tel2.co.uk > select the number you want to set up Caller ID on.
2. Select **CloudPBX > Outbound > caller ID and Privacy**
3. Choose, type of caller ID, number from account or non-acount
4. Click **Save settings** to update.

Outbound Calls

Caller ID Settings

By default the caller ID you present to other people will be your normal number. However, we will also let you present a different Caller ID on outbound calls to the PSTN, so long as this number is either on your account or we have verified that you are the owner of the number you wish to present.

If you wish to present a Caller ID on outbound calls that is not on your account then you will need to contact our support team with proof of ownership of those numbers and they will be added to your account once this has been reviewed.

Select the type of Caller ID you wish to present on outbound calls:

Present a phone number from y ▼

Present a phone number from your account (Default)
Present a verified non-account phone number

Account phone number selection:

-- Not set -- ▼

Verified non-account number selection: (Click here to add a non-account number)

-- Not set -- ▼

Solution: Multi-business offices

A group of separate company's lease a shared office that includes an outbound calling on behalf of each tenant. Using the Caller ID function SysAdmin's can map a receptionist line to show the correct CLI.

For example:

- Company A DID is 442034567000
- Company B DID is 442034568000
- Company C DID is 442034569000

Using the Caller ID feature your CloudPBX you can associate DID lines not on your account which are then displayed as the Caller ID.

- Line 1: 442034567001 -> 442034567000
- Line 2: 442034568001 -> 442034568000
- Line 3: 442034569001 -> 442034569000

Outbound Calls

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