Caller ID (CLI) and Call Privacy Caller ID (CLI) and Call Privacy

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

Content

Caller Privacy
Set your Caller ID
Solution: CLI and Shared office

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.

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?
\square 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

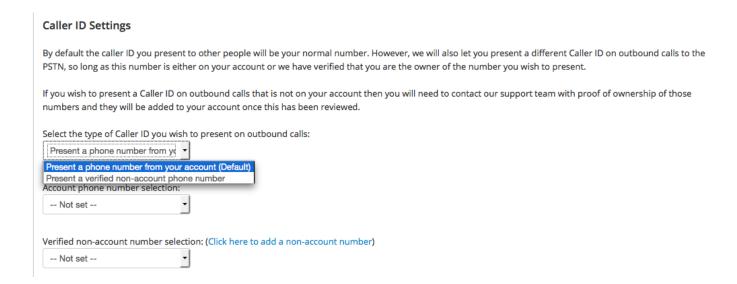
Use any of your account numbers as the outgoing Caller ID. For example, if your main number is 442034567890 but your users numbers 442034567891, use **Select the type of Caller ID** to present as 442034567890 as the CLI.

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.



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

Unique solution ID: #1019

Author: Support

Last update: 2016-06-02 10:47