

Configuring Caller ID in AOS IADs

Changes were made in rev 14 to how Caller ID (CID) is manipulated in the TA 900 series IADs. All changes to caller ID must now be made on the inbound trunk, before the call hits the switchboard. **If you are upgrading from a previous revision, you will need to make sure and make the appropriate changes outlined in this document.**

The following call flow terminology will be used throughout the document:

Voice user *outgoing* caller ID → Telco/PBX/Voice User

Telco/CPE/Voice User → *Incoming* caller ID → Switchboard → Altered caller ID

Alter incoming caller-ID on a trunk:

To alter incoming caller-id information on a trunk (SIP shown as an example), use the following voice trunk command:

```
caller-id-override number-inbound NUMBER [Txx]{if-no-cpn}
```

where *NUMBER* is the number that will be inserted into the caller-id field, *Txx* (optional) is the outbound trunk number. The default setting will cause the trunk to override the caller-id information whether or not caller-id is originally supplied, and the *if-no-cpn* will cause the trunk to only override the caller-id information if no caller-id is originally supplied.

For example, if the following was configured on the SIP trunk:

```
!  
voice trunk T01 type sip  
  no reject-external  
  caller-id-override number-inbound 1234  
  sip-server primary sip.adtran.com  
!
```

For an inbound call originated from 256-555-5555,

An INVITE transmitted to a SIP voice user (SIP phone) would look like the following:

```
Tx: UDP src=10.19.205.92:5060 dst=10.19.205.207:5060  
  INVITE sip:9310@10.19.205.207:5060 SIP/2.0  
  From: "Unknown" <sip:1234@10.19.205.92:5060;transport=UDP>;tag=3058...
```

A SETUP message to an ISDN trunk would contain the following:

```
ISDN.L2_FMT PRI 1          IE - 6C CALLING PARTY #      Len=6  
ISDN.L2_FMT PRI 1          21 Numb. Type:NATIONAL  
ISDN.L2_FMT PRI 1          Numb. Plan:ISDN/Telephony  
ISDN.L2_FMT PRI 1          80 Presentation:ALLOWED  
ISDN.L2_FMT PRI 1          Ph.# 1234
```

Conversely, if the following was configured on the SIP trunk:

```
!
voice trunk T01 type sip
  no reject-external
  caller-id-override number-inbound 1234 T02
  sip-server primary sip.adtran.com
!
```

! (where T02 is the ISDN trunk)

An INVITE transmitted to a SIP voice user would retain the original caller-ID information:

```
Tx: UDP src=10.19.205.92:5060 dst=10.19.205.207:5060
  INVITE sip:9310@10.19.205.207:5060 SIP/2.0
  From: "User"<sip:2565555555@10.19.205.92:5060;transport=UDP>;tag=3058...
```

However, a SETUP message to an ISDN trunk would show the altered caller-ID information:

```
ISDN.L2_FMT PRI 1          IE - 6C CALLING PARTY #      Len=6
ISDN.L2_FMT PRI 1          21 Numb. Type:NATIONAL
ISDN.L2_FMT PRI 1          Numb. Plan:ISDN/Telephony
ISDN.L2_FMT PRI 1          80 Presentation:ALLOWED
ISDN.L2_FMT PRI 1          Ph.# 1234
```

Note: Multiple caller-id-override statements can be configured on a voice trunk if different outbound trunk numbers *Txx* are specified:

```
!
voice trunk T02 type isdn
  no reject-external
  caller-id-override number-inbound 1234 T01
  caller-id-override number-inbound 5678 T03 if-no-cpn
  caller-id-override number-inbound 9012 T04
  ! etc.
  sip-server primary sip.adtran.com
!
```

Alter outgoing caller ID from voice users

Outgoing on a SIP trunk

VOICE USER

To alter the caller-id information for a voice user (FXS or SIP):

1. Register the user's NAME (extension) on the trunk using the following voice trunk configuration command:

```
register NAME [auth-name NAME password WORD]
```

Do not use the sip-identity command in the voice user configuration. This is because the sip-identity command creates the following:

1. an implicit trunk registration
2. an implicit alias
3. an implicit trunk-specific caller-ID override (that will override any caller-id-override statements configured on the voice user)

For example for voice user 5555 (with an outgoing caller ID of 4444):

```
voice trunk T01 type sip
  sip-server primary sip.adtran.com
  register 5555 auth-name 5555 password 1234
```

2. Override the caller id on the voice user using the following command:

```
caller-id-override {external-number NUMBER | internal-name [empty /
NAME] | internal-number [empty / NAME]}
```

For calls leaving the SIP trunk, you will need to use the *external-number* option on the above command.

Continuing the previous example, build the voice user as follows:

```
voice user 5555
  connect sip
  caller-id-override external-number 4444
```

All outgoing calls on the SIP trunk from voice user 5555 will now send the following:

```
From: "Unknown" <sip:4444@sip.adtran.com:5060;transport=UDP>;tag=3056...
```

All other trunks (analog & ISDN):

VOICE USER

To alter the caller-id information for a voice user (FXS or SIP):

Override the caller id on the voice user using the following command:

```
caller-id-override {external-number NUMBER | internal-name [empty /
NAME] | internal-number [empty / NAME]}
```

Note that you will need to use the *internal-number* option on the above command.

Build the voice user like the following:

```
voice user 5555
  connect sip
  caller-id-override internal-number 4444
```

All outgoing calls on the ISDN trunk from voice user 5555 will now send the following:

```
ISDN.L2_FMT PRI 1 IE - 6C CALLING PARTY # Len=6
```

ISDN.L2_FMT PRI 1	21 Numb. Type:NATIONAL
ISDN.L2_FMT PRI 1	Numb. Plan:ISDN/Telephony
ISDN.L2_FMT PRI 1	80 Presentation:ALLOWED
ISDN.L2_FMT PRI 1	Ph.# 4444

Analog trunk

Emergency (911) Calls:

All trunk types have the ability to override outgoing caller-id for any calls that match on an “always-permitted” dial-plan entry (by default and most commonly used for 911 emergency calls). This is done from the voice trunk configuration prompt using the following command:

```
caller-id-override emergency-outbound NUMBER
```

Caller-id commands and their functions:

SIP trunk & ISDN trunk

```
caller-id-override {emergency-outbound | number-inbound} NUMBER [Txx]
```

- *caller-id-override emergency-outbound* will override caller-id information leaving the 900 on the trunk with *NUMBER*
- *caller-id-override number-inbound* will override caller-id information entering the 900 on the trunk with *NUMBER* destined toward trunk *Txx*

Analog trunk

caller-id

enables caller-id

```
caller-id-override {emergency-outbound | number-inbound} NUMBER [Txx]
```

- *caller-id-override emergency-outbound* will override caller-id information leaving the 900 on the trunk with *NUMBER*
- *caller-id-override number-inbound* will override caller-id information entering the 900 on the trunk with *NUMBER* destined toward trunk *Txx*

Voice user

block-caller-id

blocks caller-id information

```
caller-id-override {external-number NUMBER | internal-name [empty | NAME]  
| internal-number [empty | NAME]}
```

Overrides caller-id information with *NUMBER* and/or *NAME*. *external-number* is used for all calls leaving the device on a trunk in user role. *internal-name* and *internal-number* are used for all calls leaving the device on a trunk in network role.

sip-identity *NAME Txx* [*register*] [*auth-name WORD password WORD*]

Creates the following:

1. an implicit trunk registration on trunk *Txx*
2. an implicit alias *NAME*
3. an implicit trunk-specific caller-ID override *NAME* on *Txx* (that will override any caller-id-override statements configured on the voice user)