

How to change the Caller ID in the Customer Admin Portal

You can change the outbound **Caller ID** for seats in the **Customer Administration Portal**.

Outbound Caller ID Options

You can change the **Caller ID** for a seat to the following options:

- The phone number and name assigned to the seat itself
- The name and number for a virtual number assigned to a group service (such as a hunt group, auto attendant, or call center)

Seat Caller ID

To change the **Caller ID** for a seat:

- Location > Select Location > Find Seat
- Press the **Edit** action, then the **Outgoing Calls** tab in **Manage Settings**.

Manage Settings - 1001 [To change or manage settings, just click on the feature.]

? x

Incoming Calls	Outgoing Calls	Messaging	Call Control	E911 Service	Time Zone
Line ID Blocking <input type="checkbox"/> OFF					
▼ Calling Line ID					
Current Calling Line ID (618) 992-2197					
Calling Line ID Device Phone Number (618) 992-2197 ▼					
On-Net Calling Name Default - Clearwave Training 2 ▼					
▶ Personal List					
▶ Speed Dial 100					

Previous

Next

Save

Cancel

Use the **Line ID Blocking** switch to block all outbound **Caller ID** information entirely. Your call will show up as Blocked, Private, or Anonymous depending on the network that terminates your call.

Use the **Calling Line ID** section to choose the **Off-Net (Calling Line ID)** and **On-Net Calling Name** to find the ID you wish to broadcast externally and internally.

*In order to be assigned as a possible **Caller ID** for a seat, the service in question must have a **Virtual Number** assigned.*

Hunt Group Caller ID Settings

To update the outbound caller ID settings for a hunt group:

- Enterprise Services > Hunt Group > Select the hunt group you'd like to edit.
- Press the **Edit** button to open the hunt group settings.

Hunt Group Name	<input type="text" value="Main Line"/>
Caller ID First Name	<input type="text" value="Main"/>
Caller ID Last Name	<input type="text" value="Line"/>
Extension	<input type="text" value="9612"/> 
Time zone	<input type="text" value="(GMT-05:00) (US) Central Time"/> 
Virtual Toll Free Number Choose from the list of available virtual / toll free numbers to ring	<input type="text" value="4698570878"/> 

- Place the **Caller ID First Name** and **Caller ID Last Name** in the appropriate fields.
- Select the virtual number for the **Hunt Group** in the **Virtual Toll Free Number** drop-down. You can also assign these in the **Virtual Number** section.

Auto Attendant Caller ID Settings

To update the outbound **Caller ID** settings for a hunt group:

- Enterprise Services > Auto Attendants > Select the auto attendant you'd like to edit.
- Press the **Edit** button to open the auto attendant.
- Press the Edit link next to the **Settings** to edit those fields.

Name	Extension	Type	Location	Virtual / Toll Free Number	Action
Auto Attendant 01	7777	Basic	Marion	(618) 992-2196	

[Settings Back](#)

Enabled

Name

Calling Line ID First Name

Calling Line ID Last Name

Extension 

Operator Transfer Timeout Seconds

Virtual / Toll Free Number (618) 992-2196

Time Zone

External Transfer Caller ID

Pass-through

Auto Attendant 01 Caller ID

Name Dialing

By LastName + FirstName

By LastName + FirstName and FirstName + LastName

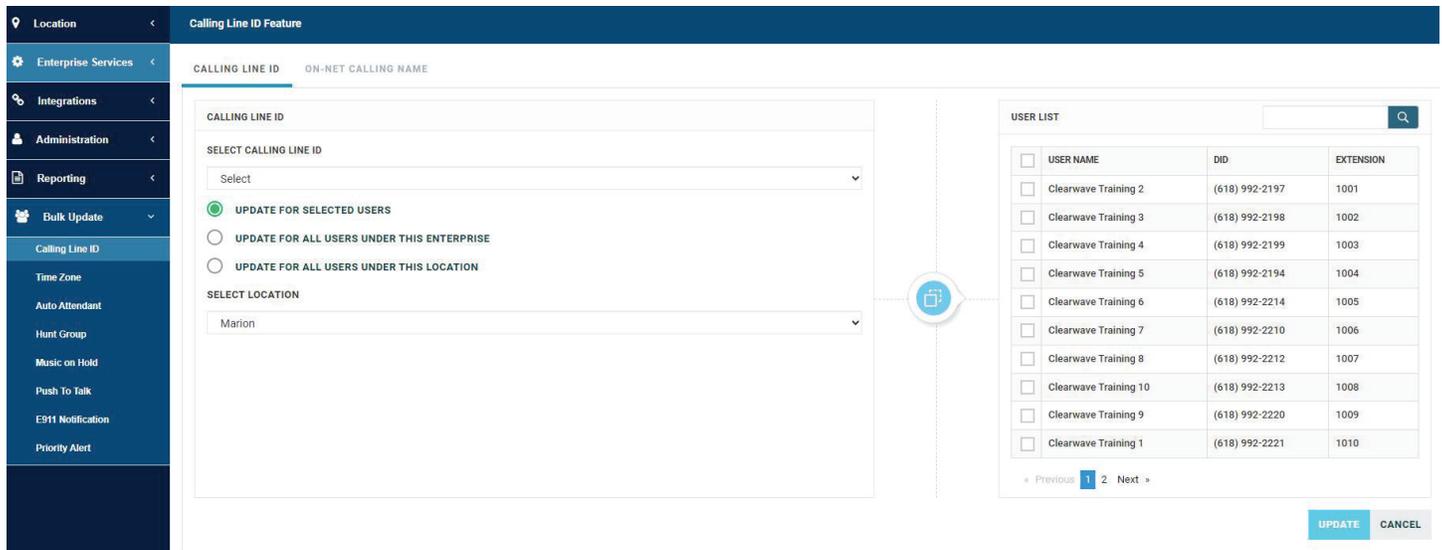
[Save](#)

- Place the **Caller ID First Name** and **Caller ID Last Name** in the appropriate fields.

Bulk Updates

You can make updates to multiple users with the **Bulk Updates** section.

- Bulk Updates > Calling Line ID



The screenshot shows the 'Calling Line ID Feature' configuration page. On the left is a sidebar with navigation items: Location, Enterprise Services, Integrations, Administration, Reporting, Bulk Update (expanded), Calling Line ID (selected), Time Zone, Auto Attendant, Hunt Group, Music on Hold, Push To Talk, E911 Notification, and Priority Alert. The main area has two tabs: 'CALLING LINE ID' (active) and 'ON-NET CALLING NAME'. Under 'CALLING LINE ID', there is a 'SELECT CALLING LINE ID' dropdown menu currently set to 'Select'. Below this are three radio button options: 'UPDATE FOR SELECTED USERS' (which is selected), 'UPDATE FOR ALL USERS UNDER THIS ENTERPRISE', and 'UPDATE FOR ALL USERS UNDER THIS LOCATION'. There is also a 'SELECT LOCATION' dropdown menu currently set to 'Marion'. To the right is a 'USER LIST' table with a search bar and a search icon. The table has columns for 'USER NAME', 'DID', and 'EXTENSION'. It contains 10 rows of training users. At the bottom right of the user list are 'UPDATE' and 'CANCEL' buttons. A pagination control at the bottom of the user list shows 'Previous', '1', '2', and 'Next'.

USER NAME	DID	EXTENSION
<input type="checkbox"/> Clearwave Training 2	(618) 992-2197	1001
<input type="checkbox"/> Clearwave Training 3	(618) 992-2198	1002
<input type="checkbox"/> Clearwave Training 4	(618) 992-2199	1003
<input type="checkbox"/> Clearwave Training 5	(618) 992-2194	1004
<input type="checkbox"/> Clearwave Training 6	(618) 992-2214	1005
<input type="checkbox"/> Clearwave Training 7	(618) 992-2210	1006
<input type="checkbox"/> Clearwave Training 8	(618) 992-2212	1007
<input type="checkbox"/> Clearwave Training 10	(618) 992-2213	1008
<input type="checkbox"/> Clearwave Training 9	(618) 992-2220	1009
<input type="checkbox"/> Clearwave Training 1	(618) 992-2221	1010

- Use the **Select Calling Line ID** drop down to select the **Virtual Number** to be assigned.
- Choose the selection range from the radio buttons, then the users from the right side or the location from the drop-down.