

CallManager: Dialed Number Does not Display on Calling Phone

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Introduction

This document discusses how to display the caller line identification in the window of the calling phone. When a call routes through a translation or route pattern, routes to a Call Forward All or Call Forward Busy destination, or is redirected through a call transfer or CTI application, the connected number display updates to show the modified number or redirected number.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco CallManager.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Called Number Display

The number displayed in the phone window of the caller changes when the call connects.

Connected Number Display

When a call routes through a translation or route pattern, routes to a Call Forward All or Call Forward Busy destination, or is redirected through a call transfer or CTI application, the connected number display updates to show the modified number or redirected number.

Display Original Dialed Number

In Cisco CallManager 4.2(3) and later, the connected number display can be turned off . This option addresses customer privacy issues as well as connected number displays that are meaningless to phone users.

Turn Off Connected Number Display

As an Administrator, complete these steps in order to turn off phone display updates, so the phone displays only the dialed digits:

1. Choose **Service > Service Parameters** in the Cisco Unified CallManager Administration page.
2. Choose the server where the Cisco CallManager service runs, and then choose the **Cisco CallManager** service.
3. In **Clusterwide Parameters (Device – General)** change the parameter value of **Always Display Original Dialed Number** to **true**. The default setting is **false**.

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Related Information

- [CallManager CallerID Feature Issues](#)
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