Solve Wrong CallerID Using PSTN

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Introduction

This document describes how to solve wrong Caller ID on outgoing calls using Cisco PSTN.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub

Components Used

The information in this document is based only on Locations using Cisco PSTN.

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, ensure that you understand the potential impact of any command.

Identify the PSTN Connection Type from Control Hub

Step 1. Navigate to Control Hub>Locations and select the Location where the affected number belongs.

webex Control Hub		Q Search		40 🚥
Return to Partner Hub	Locations			⑦ What's a location?
		View location(s) with pending action items to resume your calling ser	vice in 1 or more locations.	⊗
MONITORING	Q Search by name or addr	21 locations		<u>↓</u> Manage location ∨
~ Troubleshooting	Location name +	Address	Country / Region	
B Reports	Alberta test	145 MACLEAN RD WOOD BUFFALO	Canada	
	Beverly Hills	659 S County Trail, Exeter, RI 02622, USA	United States	÷
A Users	Beverly Hills-CALL	659 South County Trail	United States	1
As Groups	Cisco PSTN 2nd Location	Fake 1	United States	
O Locations	Cisco PSTN Test	Fake Rd, Pennsylvania 17406, USA	United States	1
Workspaces Devices	Colombia Test	Fake street	Colombia	
88 Apps (한 Account ④ Organization Settings	Ecuador	Avenidas Patria y 6 de Diciembre	Ecuador	1
	Fake Location	Fake street	United States	1
	House Test	Mexico City, CDMX, Mexico	Mexico	1
SERVICES	Intelepeer Integrated Location	S County Trailway, Yonkers, NY, USA	United States	1

Locations

Step 2. On the Location page, go to the Calling tab and verify the PSTN Connection.

Cisco PSTN Test Location ID: 380ee403- 9 users • 6 workspace	: ec07-4da0-b233-bfd602ee2db7 3\$	٥	Actions ~
Overview Floors Calling			
Calling connection	PSTN connection ① Main number ①	Cisco PSTN Manage	~

PSTN Connection

Verify if the User has Cisco Calling Plan Enabled

First, you need to verify if the user is having issues with the Caller ID, and has Cisco Calling Plan:

Step 1. Navigate to Users and select the user:

webex Control Hub		Q Search			4 ² ? EM
♥ Webex Experience ▲	lleore				
nalytics	03613				
-^- Troubleshooting	A Users	⊘ Licenses ■	Contacts		
Reports	Users Extern	al administrators			
	O Search	by name or email	or = Filter	37 licere	Send invitations
MANAGEMENT	CQ COULON			07 00010	
요 Users	First /	Last name 🛧	Email	Status	Administrator roles
Groups	Q User1	PSTN		Active	

Step 2. Navigate to the Calling tab> Call Handling> Outgoing call permissions.

User1 PSTN	Profile General Meetings	ling Messaging Hybrid Services Devices Vidcast	Action 🗸
Call handling	Anonymous call rejection	× Reject incoming calls with blocked caller IDs	
	Incoming call permissions	Default settings	>
	Outgoing call permissions	Turned on custom settings	>
	Call forwarding ()	Not forwarding calls	>
	Call waiting 🛈	Receive another call during a call	
	Call intercept ()	Disabled	>

Step 3. Verify that the user has enabled the **Cisco Calling Plan**.

User1 PSTN • Active	Member of Cisco PSTN test	Action V
Profile General Meetings Ca Calling	alling Messaging Hybrid Services Devices Vidcast	
Cisco Calling Plan	This user is assigned to a Cisco PSTN location with Unlimited Outbound Calling Plan. Enable this user to utilize a plan and allo outbound calls.	w making

Step 4. After checking that the Cisco Calling Plan is enabled, you need to verify the **Caller ID** for the user. Return to the Calling tab and select **Caller ID**.

User1 PSTN Active		Member of Cisco PSTN test		Action 🗸
Profile General Meetings 	Calling Messaging Hybrid Servic	es Devices Vidcast		
Numbers	Directory numbers 🕡 Type	Number	Extension	
	Primary (+)		1150	>
	Caller ID 🕢	Assigned number :		>
	Emergency callback number (User's phone number :		>

Step 5. Verify the **Caller ID** configuration.

User1 PSTN Active · ciscowebexcalling+user1pstn@gmail.com · Member of Cisco PSTN test 			
Profile General Meetings C	alling Messaging Hybrid Service	es Devices Vidcast	
Caller ID	External caller ID phone number	 Direct line: +120 , Ext 1150 Location number: +120 Assigned number from user's location User1 PSTN (+120 , Ext > 	
	External caller ID name	 Direct line: User1 PSTN Location external caller ID name: Cisco PSTN test Other external caller ID name 	
	Caller ID first name Caller ID last name	User1 X PSTN X	

If the Caller ID is configured correctly, but it is still showing the wrong Caller ID for outbound calls, it is necessary to open a case with the <u>Cisco PSTN support team</u> in order to modify the CNAM.

Related Information

- Cisco PSTN support team
- Specify caller ID options for users and workspaces