



Originally Called Party Name in Placed Call History

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Originally Called Party Name in Placed Call History

Cisco Unified IP Phones display call history information, which includes placed calls. For placed calls, the phone displays the dialed digits or the dialed universal resource identifier (URI), and in many cases the name of the dialed user. However, in Cisco Unified Communications Manager (Unified CM) releases earlier than Release 9.0 there were scenarios, such as Call Forwarding, in which IP phones displayed “Unknown” in the placed call history, even when the called party had a valid name configured.

In Unified CM Release 9.0 and later releases, SIP phones supporting the Originally Called Party Name in Placed Call History feature always display the name of the originally called party when the dialed party has a valid name configured and its presentation is not restricted. Unified CM provides the name to the calling SIP phone, which allows the SIP phone to populate the name in the placed call history accurately, even when a call is forwarded by the called party.

Unified CM indicates the alerting name of the originally called party to the calling SIP phone. If an alerting name is not configured for the originally called party, but the originally called party answers the call, Unified CM will send the connected display name of the originally called party if configured. If the called party has Calling Line ID Restricted (CLIR) enabled, Unified CM indicates that the name is private and the calling phone does not display name information in the placed call history.

Neither the end user nor the administrator needs to make configuration changes to enable the Originally Called Party Name in Placed Call History feature.

Intercluster Calls Limitations

Unified CM uses the Remote-Party-ID (RPID) header to send the alerting name of the called party. For intercluster calls, Remote-Party-ID must be enabled on the SIP intercluster trunk for the SIP phones on the

calling cluster to obtain the name of the dialed party. This includes all intermediate hops involving Cisco Unified Communications Manager Session Management Edition.

On a SIP trunk, it is possible to turn off the RPID header and use only the P-Asserted-ID (PAI) or P-Preferred-ID (PPI) headers. If only PAI or PPI is used between two Unified CM clusters, the placed call history on SIP phones may not contain the display name corresponding to the dialed number or the dialed URI.

Endpoint Features and Behavior

The placed call history information on SIP phones will have the dialed number, or the dialed URI, and name (where available and not private). For the name of the dialed party to be displayed on the SIP phone, the alerting name must be provisioned on Unified CM and its presentation must not be restricted. For intercluster calls the ASCII alerting name must be provisioned.



Note In some cases, Cisco Unified IP Phones 8900 and 9900 Series may have the display name rather than the alerting name in the placed call history.



Note When privacy is configured only in the SIP profile of the called party device and Call Forward All (CFA), or Call Forward Busy (CFB), or Call Forward Unregistered (CFUR) is enabled, the configured alerting name is displayed rather than “private.” To ensure that “private” is displayed for call forwarding, Cisco recommends that you configure the name presentation restriction in the translation pattern or the route pattern rather than in the SIP profile.

Unified CM Features and Feature Behavior

The Originally Called Party Name in Placed Call History feature is automatically negotiated between Unified CM and the SIP phone firmware during initial registration without requiring any configuration or administrative intervention. SIP phone firmware load 9.3.1 and higher supports the Originally Called Party Name in Placed Call History feature.

Supported Phone Models

The Originally Called Party Name in Placed Call History feature is supported on the following Unified IP Phones

- Cisco Unified IP Phones 6900 Series models 6921, 6941, 6945, 6961
- Cisco Unified IP Phones 7900 Series models 7906, 7911, 7931, 7941, 7942, 7945, 7961, 7962, 7965, 7970, 7971, 7975
- Cisco Unified IP Phones 8900 Series models 8941, 8945, 8961
- Cisco Unified IP Phones 9900 Series models 9951, 9971

SIP phone firmware load 9.3.1 and higher supports the Originally Called Party Name in Placed Call History feature.

