

Configure NGTS VoIP Phone Caller ID

Overview

Caller ID, also called *calling line identification* (CLID), is a service available with NGTS that controls transmission of a **caller's number** to the called party's telephone equipment during the ringing signal when the call is being set up but before the call is answered. Caller ID can also provide a **name** associated with the calling telephone number. The information made available to the called party may be displayed on a telephone's display.

The NGTS solution provides multiple options for outbound Caller ID, depending on the business needs of each individual agency. The options control both the number sent as well as the name, and also are impacted by whether the call is to a phone on NGTS (on-net call) or to a phone not on NGTS (off-net call). The options should be determined and applied when the phones are configured.

Outbound Caller ID Presentation Options – Preconfigured Options

Phone numbers are also referred to as direct inward dialing (DID) numbers.

Note: These options are selected by the Telecom Coordinator on the Profile Tab in the Technical Assessment Workbook (TAW).

Multiple options exist within the NGTS infrastructure and are presented below with the default options.

1. **Off-net phone DID only / On-Net DID + Name:** *This is the default option.* Calls that are on-net (to other NGTS phones) will send the caller's telephone number AND name. The name sent is the name that appears on the phone screen. Calls that are off-net send only the telephone number assigned to the phone. The remote end will often do the name lookup and is often carrier-dependent. In most cases, this will be the agency name or a variation of the State of Ohio.
2. **Off-net agency DID only / On-Net DID + Name:** Calls that are on-net (to other NGTS phones) will send the caller's telephone number AND name. The name that it sends is the name that appears on the phone screen. Calls that are off-net send only the telephone number of the agency (used in cases where the caller ID should be the agency telephone number and NOT the end user's telephone number). The remote end will often do the name lookup and is often carrier-dependent. In most cases, this will be the agency name or a variation of the State of Ohio.
3. **Off-net Private / On-Net DID + Name:** Calls that are on-net (to other NGTS phones) will send the caller's telephone number AND name. The name sent is the name that appears on the phone screen. Calls that are off-net do not send caller ID and will appear as 'blocked' or 'private'. This must be approved by the agency CIO or director.
4. **Off-net Private / On-Net Private:** Both on-net calls (to other NGTS phones) and off-net calls do not send caller ID and will appear as 'blocked' or 'private'. This must be approved by the agency CIO or director.

Interactive Settings

The above caller id settings are pre-configured settings per phone. However, below are feature access codes (FACs) that can be added to an NGTS phone to impact caller ID.

- ***67** – By dialing *67 prior to the number, the caller can manually block their caller ID for both on-net and off-net calls. The caller will not receive secondary dial tone, and the block only occurs for that call.
- ***82** – By dialing *82 prior to the telephone number, a caller who currently is configured for caller ID block (options 3 or 4 above) can temporarily un-block their caller ID. The caller will not receive secondary dial tone, and the un-block only occurs for that call.