

Caller ID Prepend

Description:

This article will show you how to do the following.

- Enable Caller ID Prepend

Caller ID Prepend enables you to set specific caller ID information for internal transfers/calls.

Methods:

▼ Enable via SmartPBX Groups

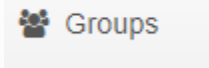
1. **Login to the Audian Portal.**
2. Click the **9 square button** at the top right of the screen.



3. Click on the **Smart PBX** app.



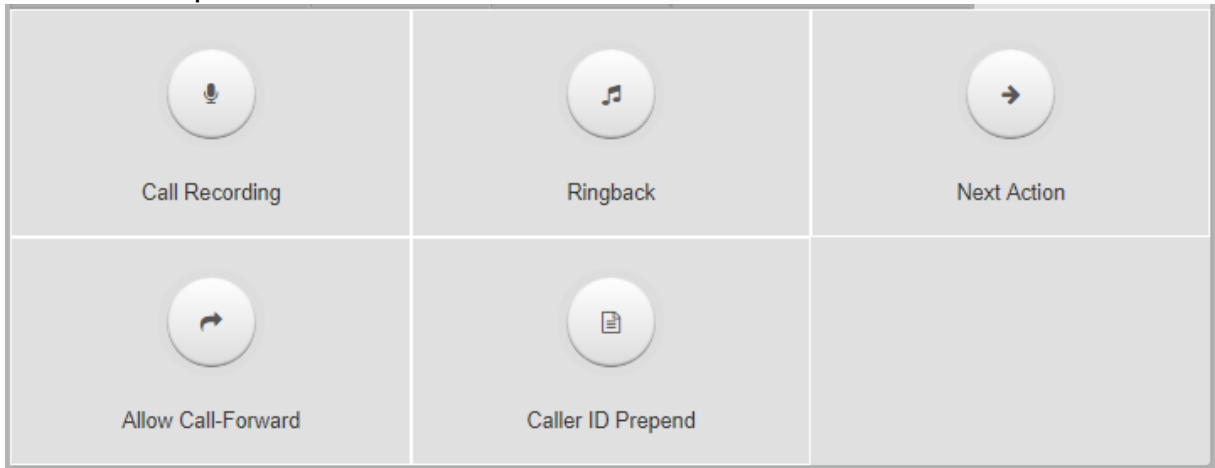
4. Click the **Groups** tab on the left.



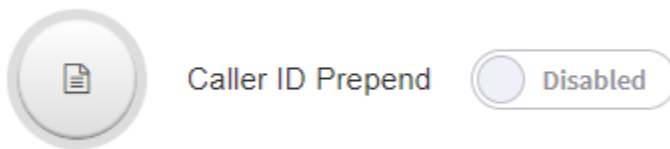
5. Click the **Groups Features** field for the preferred group.

Group Settings	Members	Extension	Phone Numbers	Group Features
Test Group	2	555	None	None

6. Select **Caller ID Prepend**.



7. Click the **Disabled** toggle switch to enable.



8. Enter the preferred name in the **Caller ID Name prefix** field, and then click **Save Changes**.

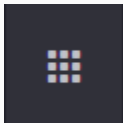
Caller ID Name prefix

Caller ID Number prefix

[Cancel](#) [Save Changes](#)

▼ [Enable via CallFlows](#)

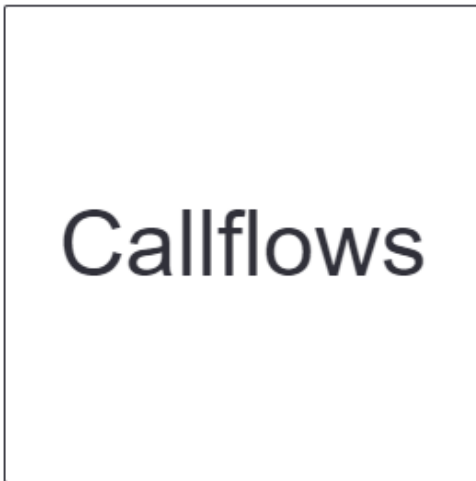
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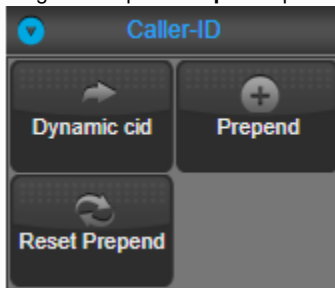
3. Click on **Callflows**, then click on **Callflows** once more.



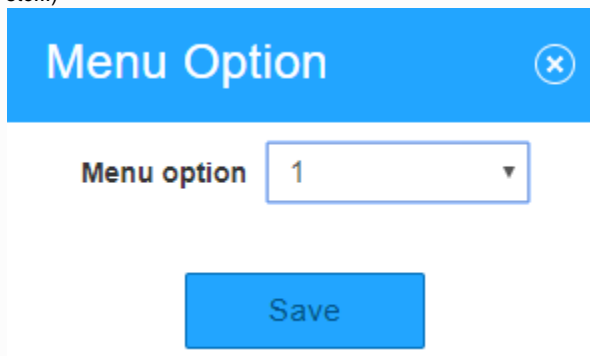
4. Select **Callflows**.



5. Select the preferred call flow from the list on the left.
6. Drag and drop the **Prepend** option from the right, make sure it is before any action that will dial a user or ring group.



7. If placing the Prepend action in a menu, select the preferred option for that menu and then click **Save**. (IE: Default, Press #1, etc...)



Menu Option ✕

Menu option

Save

8. Enter the preferred **Caller-ID name Prefix** and **Caller-ID Number Prefix**, and then click **Save**.

Prepend Caller-ID ✕

Prepend Caller ID

Caller-ID Name Prefix:

Caller-ID Number Prefix:

Apply To ⓘ

9. Build out the rest of the call flow as needed, and then click **Save changes**.

You have modified this Callflow, don't forget to save it!

