

Inbound/Outbound Caller ID settings in 3CX with Callcloud

Inbound Caller ID setting

Step 1 : Go to Inbound Rules → Add DID

- Enter Inbound Rule Name
- Change Inbound Rule type “Caller ID number/mask”
- Enter the full DID number in DID mask
- Select the Callcloud trunk
- Select the destination.

Configure inbound routing of calls based on DID/DDI or Caller ID

Inbound rule name
Enter a DID or string to look for in the SIP "to" field. Use wildcards (*) to match any digit for that entry. For example, entries 22444032 OR 2244403* will both match calls with a dialled number of +35722444032 in the "to" field.

Inbound rule name: 67087421 a

Number/Mask
Select from the drop-down below the type of inbound rule you want to create and enter a mask for this DID. You can use the * as a wildcard either before or after your mask.

Inbound Rule type: Caller ID number/mask b

DID/DDI number/mask: 67087421 c

Apply this rule to these ports
Select the Gateway you want this DID/DDI rule to be applied to. You can select on the whole gateway which will apply the rule to all the ports, or you can select individual ports.

Available ports: PSTN, Calncall d

Office Hours
Configure where calls to this DID/DDI should be routed during office hours.

End Call

Connect to Extension: 801 Luanne

Connect to Queue / Ring Group: 821 INET

Connect to Digital Receptionist: 800 Announcement 1

Voicemail box for Extension: 801 Luanne

Forward to Outside Number

Outbound Caller ID Setting

Step 2 : Go to Outbound Parameter

- a. Change "From : Display Name" as shown screen shot
- b. Change "From :User Part" as shown screen shot

Edit VOIP Provider settings and click OK or Apply to save changes

General Advanced **Outbound Parameters** Inbound Parameters Source ID DID

Assign 3CX call variables to SIP header fields.

Configure which SIP message fields should contain what information. Requires SIP knowledge - misconfiguration will cause your PBX to malfunction.

SIP Field	Variable	Ctrl
Request Line URI : User Part	"CalledNum" number that has been dialed (default: To->user)	▼
Request Line URI : Host Part	"GWHostPort" gateway/provider host/port	▼
Contact : User Part	"AuthID" authentication	▼
Contact : Host Part	"ContactUri" usually, content of Contact field	▼
To : Display Name	"CalledName" name that has been dialed (default: To->display name)	▼
To : User Part	"CalledNum" number that has been dialed (default: To->user)	▼
To : Host Part	"GWHostPort" gateway/provider host/port	▼
From : Display Name	"OutboundCallerId" Outbound caller Id taken from Extension settings in management consol	▼
From : User Part	"OutboundCallerId" Outbound caller Id taken from Extension settings in management consol	▼
From : Host Part	"GWHostPort" gateway/provider host/port	▼
User Agent : Text String	Leave default value	▼