Multiple Outgoing Caller ID

Last Modified on 03/17/2026 7:44 pm EDT

Feature first available:

iPECS Cloud version 7.0.

License Required:

Any iPECS user package, and either a LIP phone (90xx or 10x0i models) or an iPECS ONE client.

Description:

This feature allows users of LIP phones to select from a pre-assigned list of numbers to be presented as Caller ID on outbound trunk calls.

NOTE: This is not meant to and will NOT override Caller ID on emergency calls as detailed here: e911, location information, and overriding Caller ID for emergency calls

Programming:

Customer Manager Portal > Users > User Setup -> (selected user) -> Multiple Outgoing Caller ID

1. Click Modify.

2. Set Multiple Outgoing Caller ID to 'Use'.

3. Check the box next to the desired number(s) to select from 1, up to 10, additional CID from the right-hand menu and using the < button, assign them to the station for use.

4. Save the changes to the user.

Usage:

Once programmed, this feature can be accessed as follows.

- Via phone menu in the case of LIP 90x0 / 10x0i phones
  - Menu -> Station ICLID -> Multiple Outgoing CID (e.g. Menu 7 + 3 on most phones)
    - Not all entries may show due to display size limitations, in this case, use the up or down buttons on the navigation circle.
  - Once the desired CID is selected, press OK to register the number for use.
    - If you wish to go back to your normal Caller ID, go back the menu and either dial # or navigate to CANCEL and select that option using OK.

Additional Information / Troubleshooting:

If using the phone menu commands results in, "NOT SUPPORTED KEYSET", this means that Multiple Outgoing Caller ID is set to 'Not Used'

If using the phone menu commans results in entries showing as 'EMPTY', then the feature is enabled; but no numbers have yet been assigned to the user.

Customer Managers / adminstrators: There is a known issue where if you have a dialer browser extension enabled and attempt to assign additional CID numbers to a user in the Customer Manager web interface, it will appear to assign successfully; however they won't see those numbers presented when they attempt to use them. WORKAROUND: Disable the dialer browser extension during programming.