

# Solve Wrong CallerID Using PSTN

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## Introduction

This document describes how to solve wrong Caller ID on outgoing calls using Cisco PSTN.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub

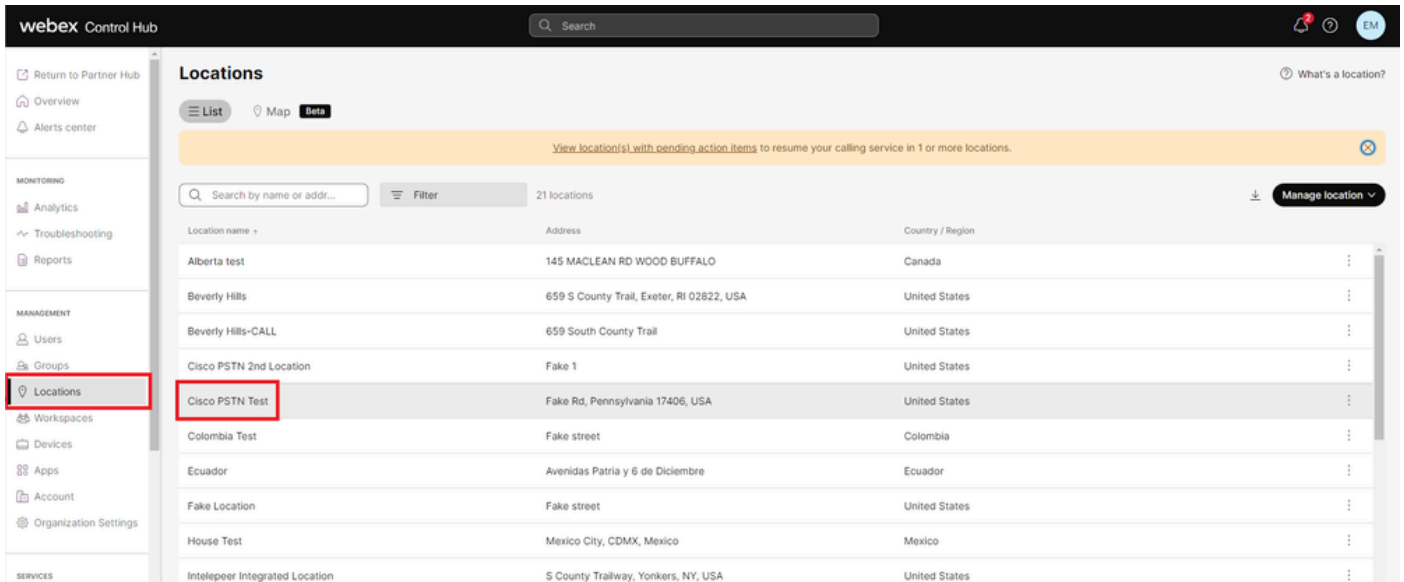
### Components Used

The information in this document is based only on Locations using Cisco PSTN.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

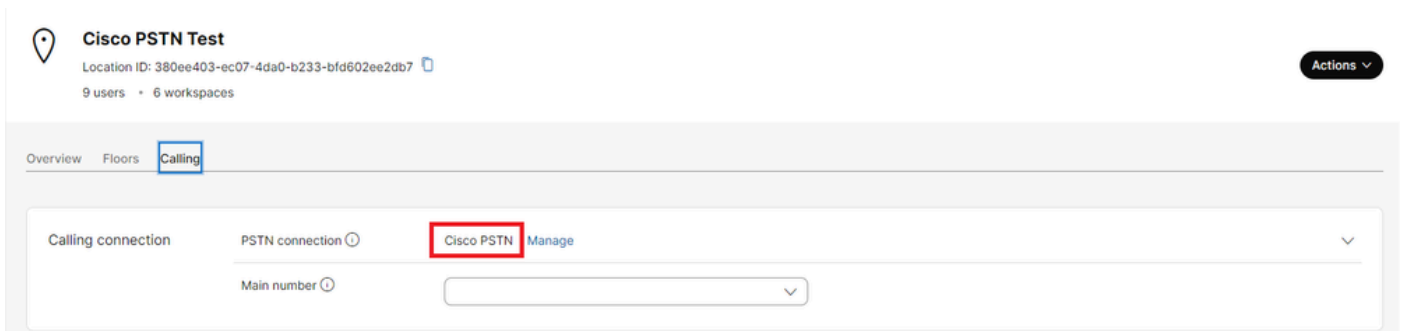
## Identify the PSTN Connection Type from Control Hub

Step 1. Navigate to **Control Hub>Locations** and select the **Location** where the affected number belongs.



### Locations

Step 2. On the **Location** page, go to the **Calling** tab and verify the PSTN Connection.

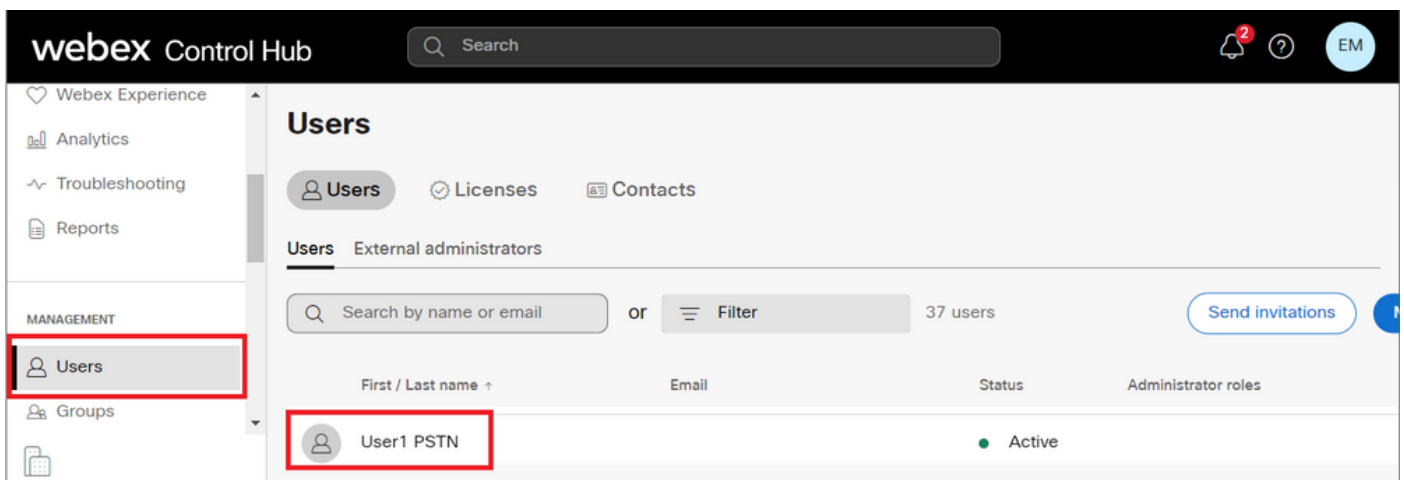


### PSTN Connection

## Verify if the User has Cisco Calling Plan Enabled

First, you need to verify if the user is having issues with the Caller ID, and has Cisco Calling Plan:

Step 1. Navigate to **Users** and select the user:



Step 2. Navigate to the **Calling tab** > **Call Handling** > **Outgoing call permissions**.

**User1 PSTN** Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast Action

**Call handling**

- Anonymous call rejection  Reject incoming calls with blocked caller IDs
- Incoming call permissions Default settings >
- Outgoing call permissions** Turned on custom settings >
- Call forwarding  Not forwarding calls >
- Call waiting  Receive another call during a call
- Call intercept  Disabled >

Step 3. Verify that the user has enabled the **Cisco Calling Plan**.

**User1 PSTN** Active Member of Cisco PSTN test Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

< Calling

**Cisco Calling Plan**

This user is assigned to a Cisco PSTN location with Unlimited Outbound Calling Plan. Enable this user to utilize a plan and allow making outbound calls.

Step 4. After checking that the Cisco Calling Plan is enabled, you need to verify the **Caller ID** for the user. Return to the Calling tab and select **Caller ID**.

**User1 PSTN** Active Member of Cisco PSTN test Action

Profile General Meetings **Calling** Messaging Hybrid Services Devices Vidcast

Calling template applied: None

**Numbers**

Directory numbers

Type	Number	Extension
Primary		1150

**Caller ID**  Assigned number : >

Emergency callback number  User's phone number : >

Step 5. Verify the **Caller ID** configuration.



Caller ID	External caller ID phone number	<input type="radio"/> Direct line: +120 , Ext 1150
		<input type="radio"/> Location number: +120
		<input checked="" type="radio"/> Assigned number from user's location
		<input type="text" value="User1 PSTN (+120 , Ext..."/>
	External caller ID name	<input checked="" type="radio"/> Direct line: User1 PSTN
		<input type="radio"/> Location external caller ID name: Cisco PSTN test
		<input type="radio"/> Other external caller ID name
	Caller ID first name	<input type="text" value="User1"/>
	Caller ID last name	<input type="text" value="PSTN"/>

If the Caller ID is configured correctly, but it is still showing the wrong Caller ID for outbound calls, it is necessary to open a case with the [Cisco PSTN support team](#) in order to modify the CNAM.

## Related Information

- [Cisco PSTN support team](#)
- [Specify caller ID options for users and workspaces](#)