

CID Selection – choose the number sent on outbound calls – iPECS ONE

First the feature must be defined in the system Feature Codes and have a code assigned. Go to Company > Feature Codes > Multiple CID Indication. You can select any code number for this feature that is not already assigned, in this example the code is 563.

The screenshot displays the iPECS ONE web interface. On the left sidebar, the 'Company' menu item is circled. Below it, the 'Feature Codes' menu item is also circled. The main content area shows the 'Feature Codes' configuration page. At the top, there are tabs for 'My Home', 'User Phone Configuration', and 'User Feature Configuration'. Below the tabs, there is a search bar for 'Feature Code' and a 'Search' button. The main content is a table titled 'Feature Code List' with columns for 'Feature Name', 'Feature Code', and 'Update Time'. The table contains five rows of data. The row for 'Multiple CID Indication' with Feature Code 563 is circled. Below the table, there are pagination controls showing 'Page 5 of 6' and 'View 51 - 55 of 55'. At the bottom, there are buttons for 'Add', 'Modify', 'Delete', 'Delete All', 'List Download', 'Unconfigured Items Download', and 'Upload'.

Feature Name	Feature Code	Update Time
51 <input type="checkbox"/> Forced Handsfree (Xfer to Ring)	559	2025-02-27 13:28:11
52 <input type="checkbox"/> ACD Supervisor Join Call	561	2025-02-21 12:23:45
53 <input type="checkbox"/> ACD Preferred Device (Toggle)	562	2025-02-21 12:24:25
54 <input type="checkbox"/> Multiple CID Indication	563	2025-02-21 12:25:46
55 <input type="checkbox"/> DND & Call Forward Override	565	2026-01-07 12:25:56

This feature is defined by station, so those who need it can be allowed while leaving others to use only the CID number defined.

Access the user you wish to modify, Click on User, then User Setup and click on the user. Click modify and scroll down to then click on Multiple Outgoing Caller ID on the grey line in the middle of the options

The screenshot shows a user setup form with the following fields and values:

- Company: Vertical Demo
- Group Member Type: Single site group members
- Portal ID: 105@cm-vertical-demo.com
- Password: [Redacted]
- Confirm Password: [Redacted]
- E-mail: kmacdonald@vertical.com
- Package: Premium PLUS IPECS ONE USER (3)
- User Type: Multi Client
- Outgoing Caller ID: Company Outgoing Caller ID (4704812858 (Demo AA))
- Multiple Outgoing Caller ID: Not Used

The bottom navigation bar includes: Device, Feature, Service, Information, DN Based CID Routing, Phone Configuration, Call Forward, Do Not Disturb, Wake Up, Mobile Extension, Preset Call Forward, and Multiple Outgoing Caller ID (highlighted).

Next, change the option from Not Used to Use. Then select the DID numbers (check the box) that you want to allow this user to use when placing an outbound call. Then click the left arrow to send as many numbers as desired to the Member column. Make sure to save the changes.

The screenshot shows the configuration for Multiple Outgoing Caller ID. The 'Use' option is selected. The 'Available' list contains the following entries:

DDI	Alpha Tag	Remark
3147324489		Kevin x201
3147324493		ACD Group 2
4042630194		Curtis 207
4042630195		Curtis 208
4702737101	Sales	
4702737102		
4704812858		Demo AA
4704812859		old 104 DID
4704812860		Old 105 DID

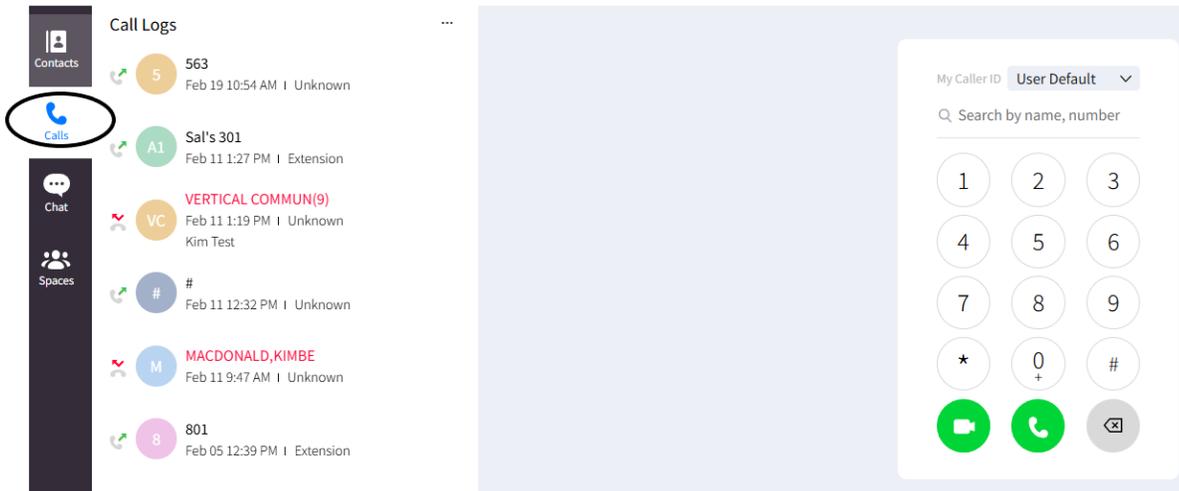
The 'Member' list shows two entries with checkboxes:

Member	DDI	Remark
1	2179530985	
2	2177872009	

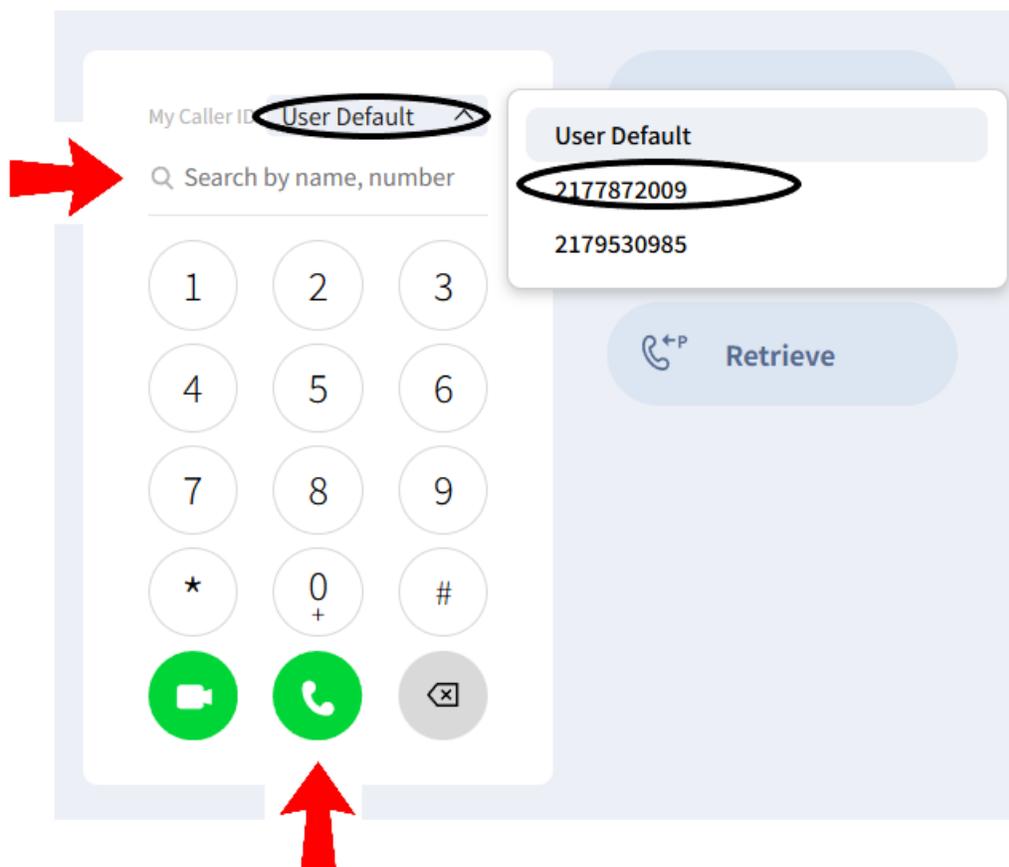
A 'Save' button is located at the bottom right.

Once this feature is added, those users will see the following change in their iPECS ONE app. If user is already logged in, they will need to log out and back to see the changes.

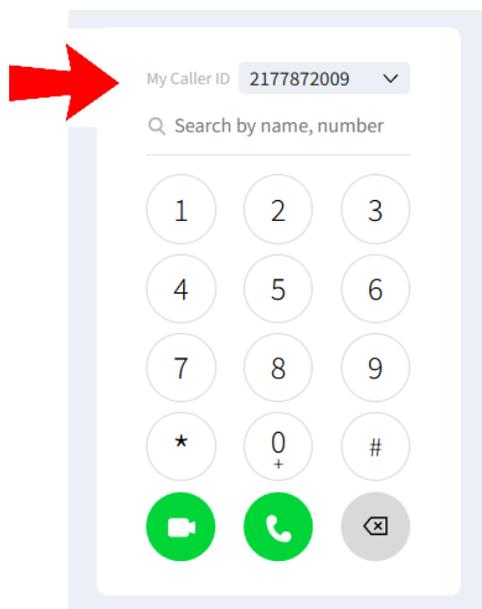
Click on the Calls on the desktop app



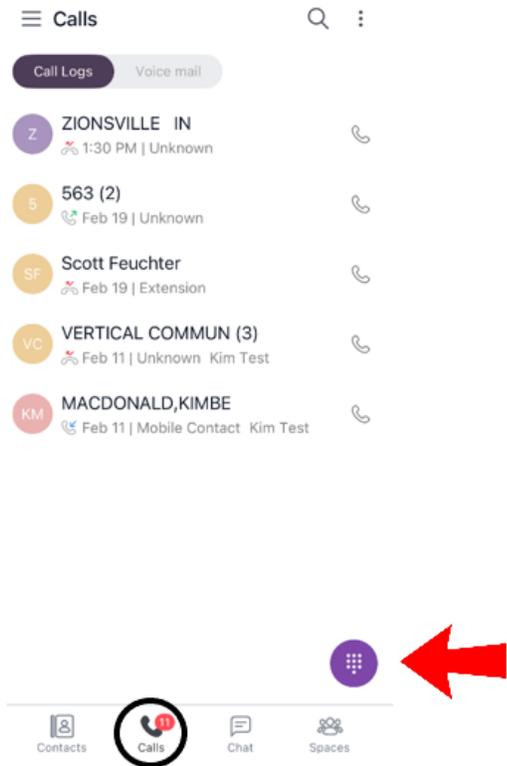
In the My Caller ID area click the drop down next to User Default and all available DID's to send will display. Click on the number to use, then dial the number you wish to call, press the send option to place the call.



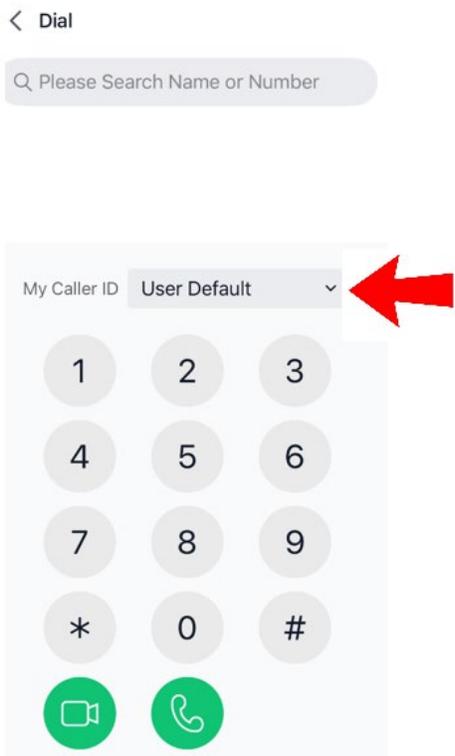
Your desktop client will retain the Caller ID selected after call is completed, so you will need to make sure you have the number you want sent on outbound calls set correctly before each call. Users might want to return the selection to User Default (which is their system defined CID number) and only change it when desired.



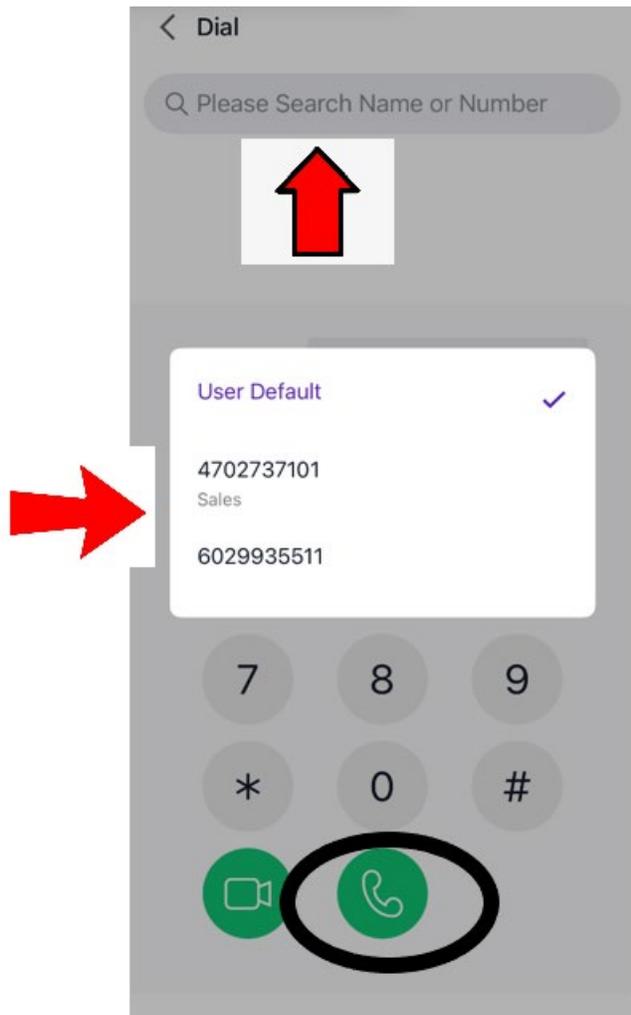
On the Mobile app, (examples below are from the iPhone version) open the app and tap the Calls option at the bottom of the screen, then click the purple dial pad icon (see arrow)



Here you can tap the User Default to then view your CID options



Tap on the CID number you wish to enter the send on that call, dial the number on the dial pad and hit the call icon to place the call



Remember that your selection for CID will be saved, so users might want to return it to User Default which is your system defined caller ID and change it when desired for specific calls.