

Analog Line - Carrier not transmitting proper CID (Caller ID)

Symptom: Calls not reaching Ring Group, IVR or Extensions - when Caller ID from the telephone line provider is not set correctly. ALL CALLS or MOST CALLS may not get answered or handled by the PBX Phone System.

The issue is: the CallerID detection will not function **because the carrier is not transmitting the correct format**. So, when a call is coming in **the PBX / UCM is looking for the Caller ID**. But, because the transmission format is not correct, the PBX / UCM does not find it and as a result does not pass the call (ignores the call due to incorrect format). Key indicators are - when testing a call:

- 1) In the PBX / UCM main dashboard - the line rings (Amber colour on analog FXO line port) then drops (Goes back to Blue colour on analog FXO port). The call appears to disconnect after a few ring attempts.
- 2) No calls at all pass through or there is no activity on the analog FXO port at all.

IMPORTANT NOTE: Other related issues may also be **RING CASCADENCE** and / or **RING TYPE FORMAT**. These may also affect calls coming in and your Telephone line provider needs to check all lines to match. It is important to note: IF your lines work fine for a period of time - then **STOP WORKING CORRECTLY** - it means the telephone line provider has made changes to your lines with-out your knowledge.

Temporary work around

If we have identified this issue on one or more of your lines - you must contact your carrier to resolve the issue. To work around this issue, we may have disabled the **"USE CALLER ID"** function on your analog / FXO line, as per the screen shot below. This will allow the PBX / UCM to **IGNORE THE CALLER ID** until the phone line provider has fixed the issue.

Once they have fixed the issue on their side - you can then check off the **USE CALLER ID** feature - and test. Make sure you **SAVE / APPLY** before testing. IF testing / calls still fail after re-enabling the **USE CALLER ID** feature - you then need to uncheck / disable this feature until it can be resolved by the carrier and tested again.

GO TO: EXTENSIONS/TRUNK / ANALOG TRUNKS / SELECTION THE LINE(S) & CHECK OFF / OR UNCHECK: "USE CALLER ID".

The screenshot shows the UCM6301 web interface. The left sidebar contains a menu with the following items: System Status, Extension/Trunk, Extensions, Extension Groups, **Analog Trunks** (highlighted), VoIP Trunks, WebRTC Trunks, SLA Station, Outbound Routes, and Inbound Routes. A red arrow points to the 'Analog Trunks' menu item. The main content area is titled 'Analog Trunks > Create New Analog Trunks' and contains the following configuration options:

- * FXO Port: 1
- * Trunk Name: CID_PROBLEM_LINE_1
- Advanced Options**
- SLA Mode:
- Enable Polarity Reversal:
- Current Disconnect Threshold (ms): 400
- * Ring Timeout: 8000
- * RX Gain: 0dB
- * TX Gain: 0dB
- Use CallerID: (with a red arrow pointing to it)