VIP VOIP

CLI SWITCHING GUIDE FOR USERS

VIP VOIP COMPANION APP

ABOUT THE FEATURE

We have recently developed a new feature for users on the platform. This feature will allow you to select a caller ID to be presented for outbound calls and can be switched easily with the touch of a simple setting.

Number selection is set on a per user basis from numbers available on your PBX and this feature is available in our Android, iPhone and Web browser solutions.

These apps can also be paired alongside a physical handset, where calls can be initiated via the application, to the handset and on to the destination.

Download on the App Store

What is CLI Switching?

The phone systems apps now support a new feature that enables CLI switching. This new feature enables a user to choose a CLI from a preset list of CLI's and present the number on all outbound calls.

Who should use CLI Switching?

CLI Switching could be used in a number of scenarios. There are many businesses that use different numbers for DDI's or separate departments. Other companies may have multiple locations, or market to different locations and have a requirement to use a different caller ID to be displayed for outbound calls on an adhoc basis. This new feature will enable them to do just that either directly from our apps, or via their deskphones.

How is it set up?

CLI switching is a new setting now available to set on a per extension basis on the phone system directly within the PBX, and each number that is set up in the PBX for the company is a selectable number in the setup.

To select which numbers can be selected for the extension, login to the PBX and edit the extension, then either select ALL numbers, or mark and select the ones that should be accessible for your user and save.
Once set these should be visible now in the app as per our additional guides below.

CLI Switching for iPhone

The phone systems apps now support a new feature that enables CLI switching.
This new feature enables a user to choose a CLI from a preset list of CLI's and present the number on all outbound calls.

There are 2 places on the iPhone app that the feature can be used and a different CLI can be set for calls.

On the Home screen **(1)** under the **CLI** section, once the dropdown section is clicked, a user can choose to call and display a number from the list of CLI's **(3).**

If the 'default' CLI is selected, the extension will make any outbound calls and display the default CLI set in the extension settings in the PBX.

The CLI switching option is also available on the dial pad screen **(2)**. We added the feature here to simplify the process for users with a need to switch their Caller ID between calls. This feature can be found in the dropdown section just above the numbers on the dial pad **(2)**.

CLI Switching for Android

The phone systems apps now support a new feature that enables CLI switching.

This new feature enables a user to choose a CLI from a preset list of CLI's and present the number on all outbound calls.

There are 2 places on the Android app that the feature can be used and a different CLI can be set for calls.

On the Home screen **(1)** under the **CLI** section, once the dropdown section is clicked, a user can choose to call and display a number from the list of CLI's **(2)**.

If the 'default' CLI is selected, the extension will make any outbound calls and display the default CLI set in the extension settings in the PBX.

The CLI switching option is also available on the dial pad screen **(3)**. We added the feature here to simplify the process for users with a need to switch their Caller ID between calls. This feature can be found in the dropdown section just above the numbers on the dial pad **(4)**.