

Configure Company Caller ID

BRIEFING

If the recipient of a call has the service enabled, the Caller ID information you enter here appears on their telephone display. While each user can setup caller ID for their own account, if they choose not to then the company's caller ID will be used.

Caller ID also allows emergency services call centers to identify your location the moment they answer. This allows them to find you quickly when it matters most. **Complete this section as soon as possible.**

Individuals can setup their own E911 location. This is useful for people who are frequently out of the office, or are working in a different location.

Important: It is critical to ensure that you enter the correct and complete values when filling in the E911 caller ID fields. This information is used to route the call to your nearest emergency call center. Any mistakes could be costly.

LAUNCH

Launch the Zang Office Web Interface (ZOWI) and load Smart PBX at the Dashboard. On the top menu bar, open Caller ID.

- **Company Caller ID number** - This is the number that appears on a recipient's phone when you make outbound calls (if they have the Caller ID service). Enter the main telephone number for the company.
- **Company Caller ID name** - This is the name that appears on a recipient's phone when you make outbound calls (if they have the Caller ID service). Enter the name of your company.
- **Company Emergency (E911) Address** - Enter your corporate address in the spaces provided. When you make a call to emergency services (dial 911 in North America), this information is used to help route the call to your local emergency call center. The operator immediately receives the information entered here. They will always know where the call is coming from even if no one on the line is able to speak. It is vital that you ensure these fields are filled in correctly. During a crisis is not the right time to be debugging your software!
DO NOT leave these fields blank. Dialing 911 will not work if these fields are empty.

Choose Save Changes when finished.

NEXT MISSION

- Don't let your callers get bored waiting for someone to answer their phone. Keep them engaged by adding some On-hold music or another recording.
- Got some new hires? Add phones to your company account so they can get right to work.