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# Avaya CS 1000: Defining Calling Line Identification Numbers

# Avaya CS 1000: Defining Calling Line Identification Numbers

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## Introduction

The Calling Line Identification (CLID) feature allows a CS1000 or Meridian 1 telephone to send a caller's telephone number to the called party. The presentation of CLID information is of particular importance when the caller dials an emergency number.

This white paper describes a two-part process used to define CLID information for both emergency and non-emergency calls. The first part of the process involves defining the number(s) that will be sent to the called party. This is commonly referred to as defining a CLID entry. The second part of the process involves assigning the CLID entry to an analog telephone or to a key on a digital or IP telephone.

## Defining the CLID Entry in Element Manager

A CLID entry can be defined using the Element Manager interface. To define the CLID entry, do the following:

1. Select **Customers** from the Element Manager tree.

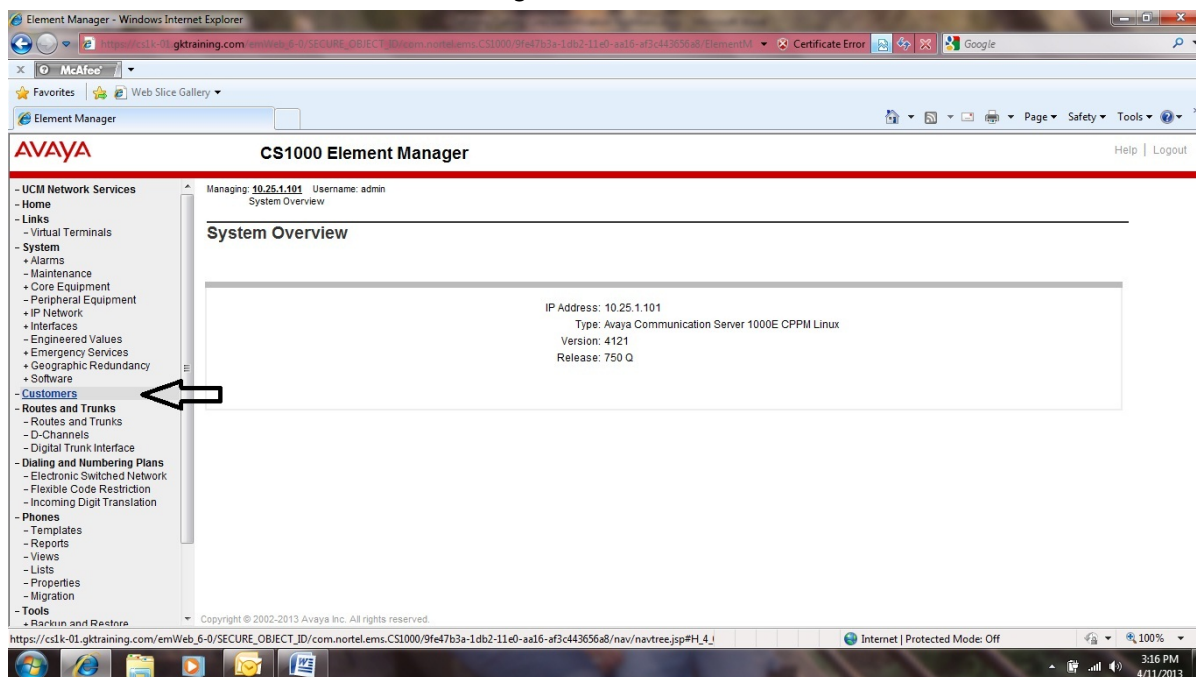


Figure 1

2. At the Customers page, click on the appropriate **customer number**.

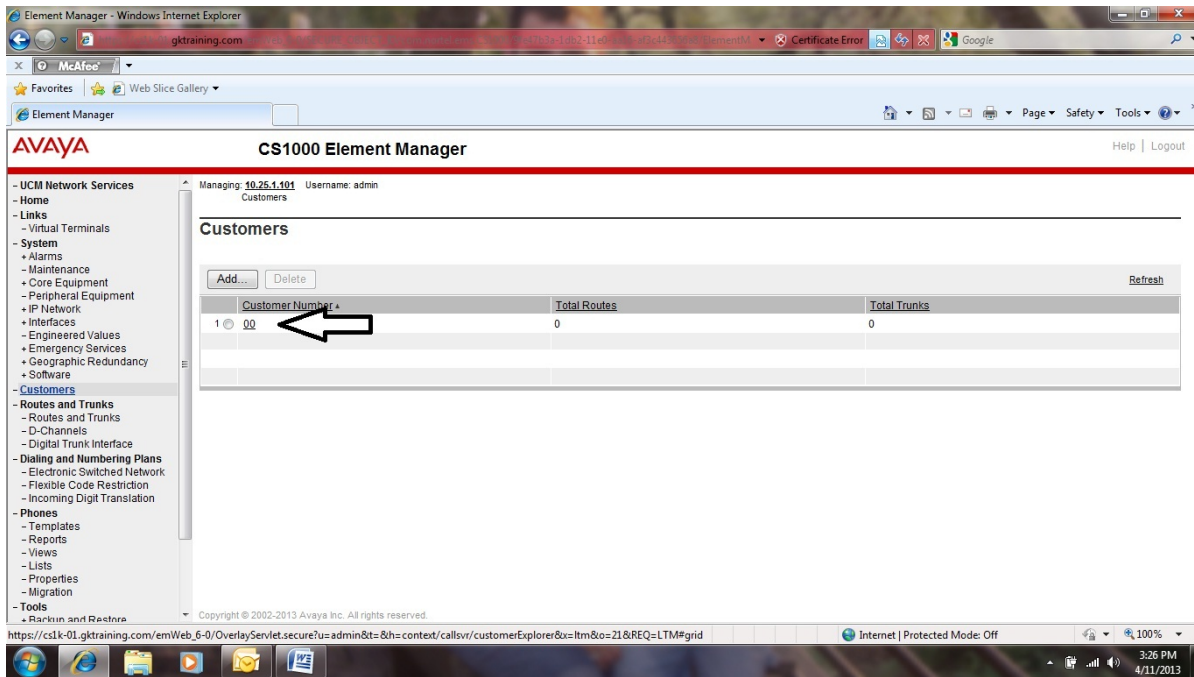


Figure 2

3. At the Customer Details page, click on **ISDN and ESN Networking**.

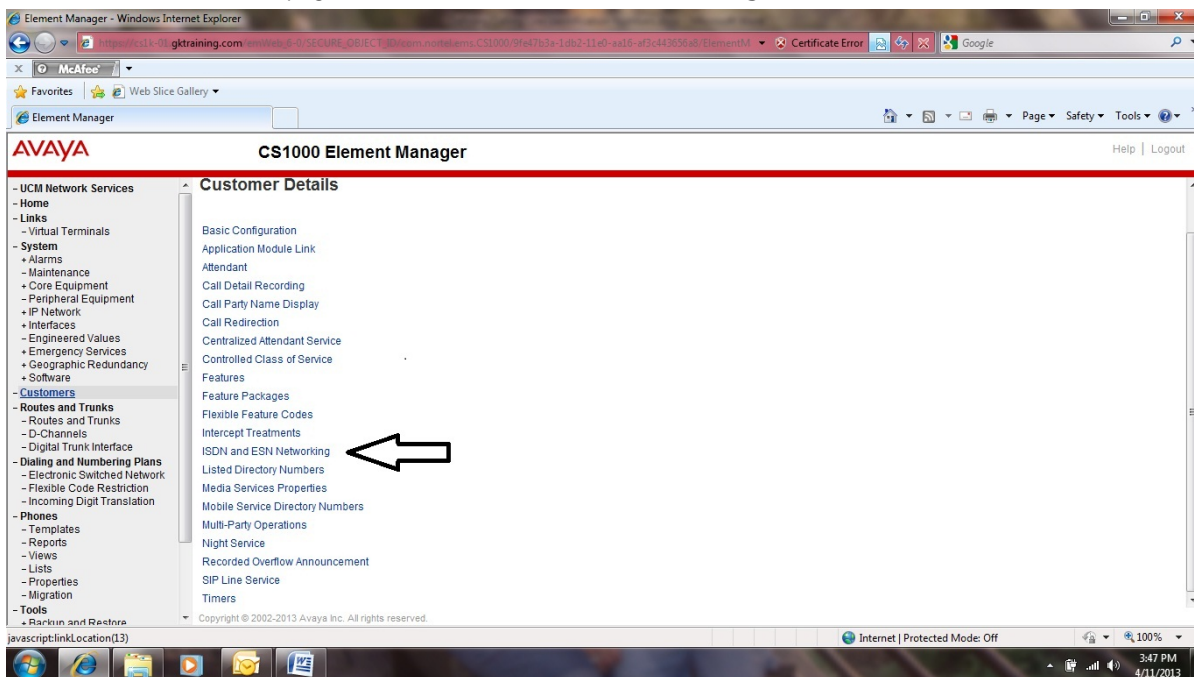


Figure 3

4. At the ISDN and ESN Networking page, click on **Calling Line Identification Entries**.

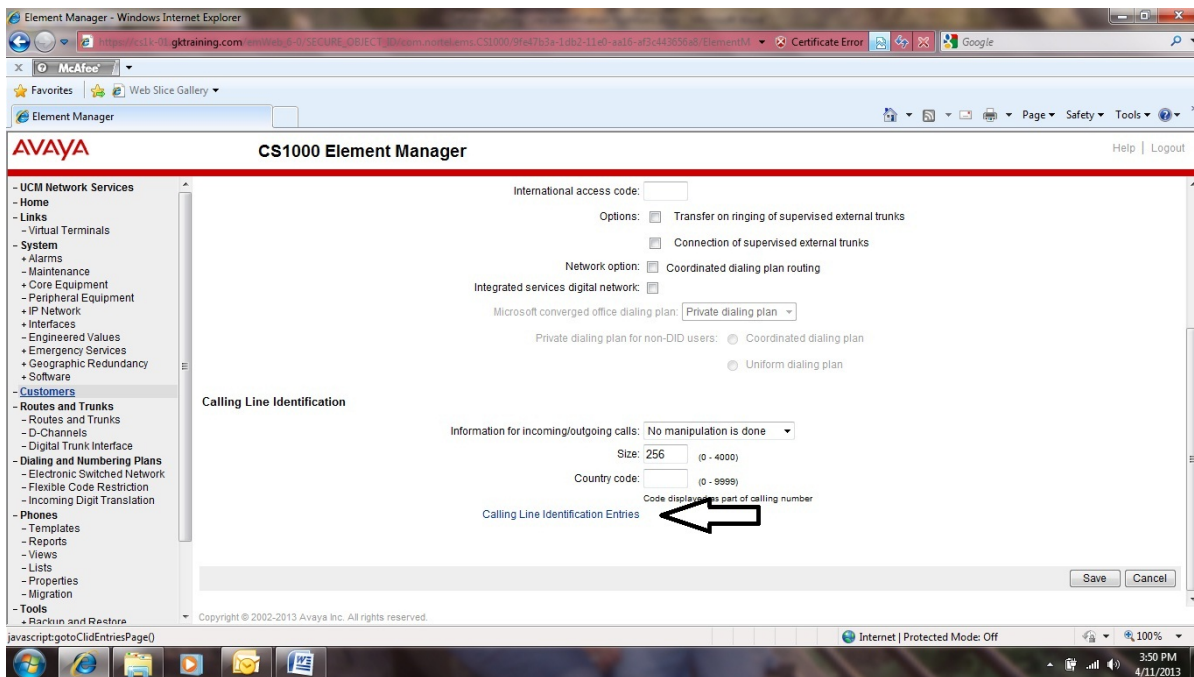


Figure 4

5. At the Calling Line Identification Entries page, click on **Add**.

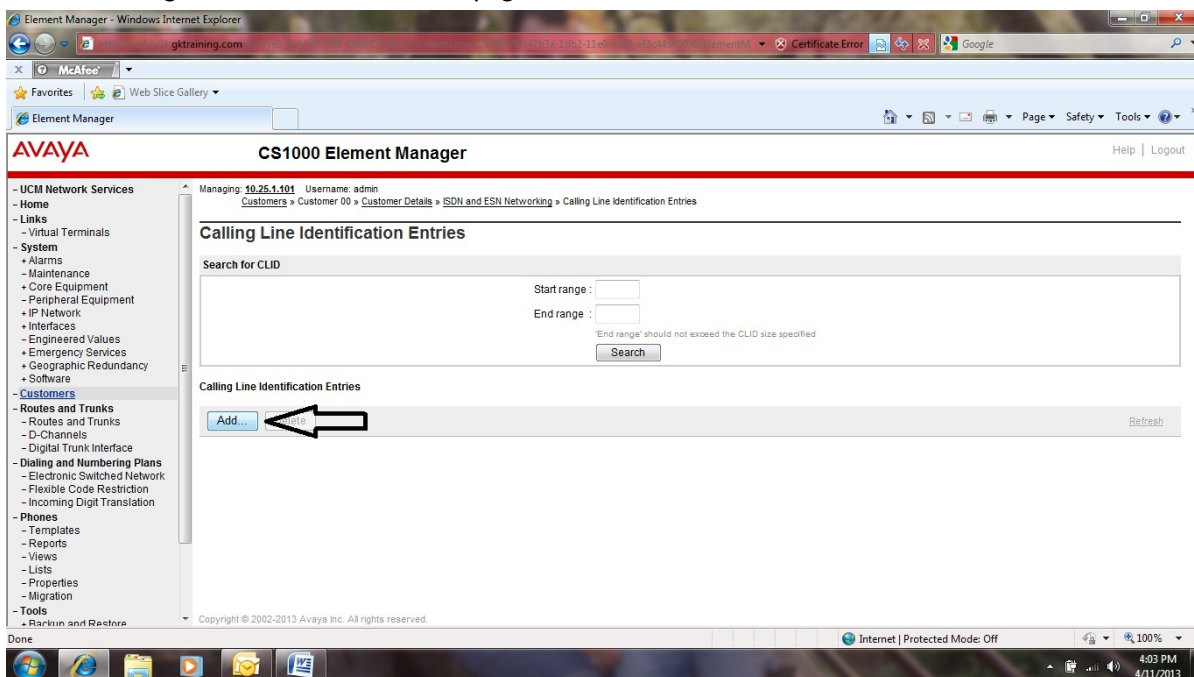


Figure 5

6. At the New Calling Line Identification page, define the following parameters:
- **Entry Id** = the number of the CLID entry you are defining
  - **National Code, 1–6 digits** = the area code that should be sent to the called party
  - **Local Code, 1–12 digits** = the local prefix that should be sent to the called party
  - **Home Location Code, 1–7 digits** = the home location code that should be sent to the called party
  - **Use DN as DID** =
    - **YES** means that you want to precede the DN of the active DN key with the digits defined in the National Code and Local Code fields
    - **NO** means that only the digits defined in the National Code and Local Code fields should be sent to the called party
    - **SEARCH** means that you want the system to search the DN keys of the telephone (beginning with key 0) and use the first CLID entry that has this field set to "yes"
  - **Emergency Local Code, 1–12 digits** = the local prefix that should be sent to the called party when an Emergency Services Directory Number (ESDN) is dialed (The ESDN is defined as part of the Emergency Services Access feature available on a Meridian 1 or CS1000 system.)
  - **Home national number for emergency services access calls** = a check means that the number defined in the National Code field should precede the number defined in the Emergency Local Code field when an Emergency Services Directory Number (ESDN) is dialed (the ESDN is defined as part of the Emergency Services Access feature available on a Meridian 1 or CS1000 system)
  - **Append the originating directory number for Emergency Services Access calls** = a check means that the DN of the active DN key should be added to the number defined in the Emergency Local Code field (Emergency Services Access is a feature available on a Meridian 1 or CS1000 system)

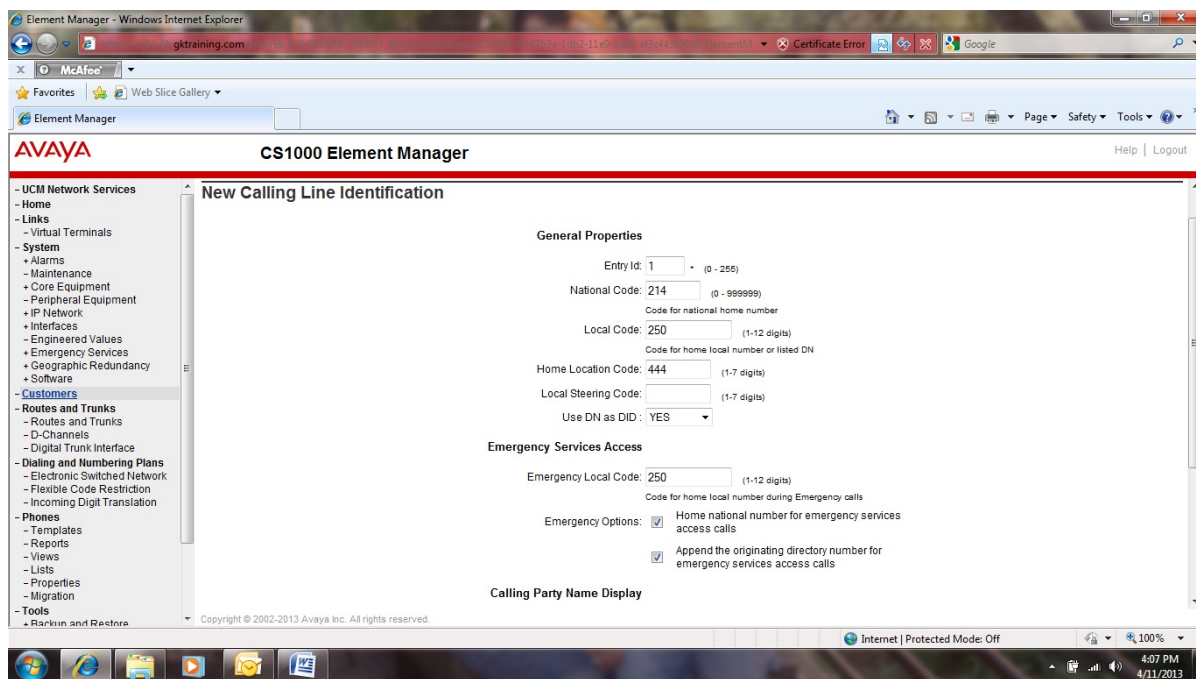


Figure 6

7. Scroll to the bottom of the page and click on **Save**.

## Defining the CLID Entry via Command Line Interface

A CLID entry can also be defined using the system's command line interface. To define the CLID entry, do the following:

1. Log into the system.
2. Access **LD 15** and respond to the prompts listed in the example that follows:

>LD 15

REQ:	chg	Change
TYPE:	net	Networking
CUST	0	Customer Number
CLID	yes	Allow Calling Line Identification Option
ENTRY	1	CLID Entry To Be Configured
HNTN	214	National Code, 1–6 digits = the area code that should be sent to the called party
ESA_CLCL	250	Emergency Local Code, 1 digits + the local prefix that should be sent to the called party when an <b>Emergency Services Directory Number (ESDN)</b> is dialed (the ESDN is defined as part of the Emergency Services Access feature available in a Meridian 1 or CS1000 system)
ESA_INHN	yes	Home national number for emergency services access calls = "yes" means that the number defined at the HNTN prompt should precede the number defined at the ESA_HLCL prompt when an <b>Emergency Services Directory Number (ESDN)</b> is dialed (The ESDN is defined as part of the Emergency Services Access feature available on a Meridian 1 or CS1000 system.)
ESA_APDN	yes	Append the originating directory number for Emergency Services Access calls = "yes" means that the DN of the active DN key should be added to the number defined at the ESA_HLCL prompt ( <b>Emergency Services Access</b> is a feature available on a Meridian 1 or CS1000 system.)
HLCL	250	Local Code, 1–12 digits = the local prefix that should be sent to the called party
DIDN	yes	Use DN as DID = YES means that you want to precede the DN of the active DN key with the digits defined at the HNTN and HLCL prompts; NO means that only the digits defined at the HNTN and HLCL prompts should be sent to the called party; SEARCH means that you want the system to search the DN keys of the telephone (beginning with key 0) and use the first CLID entry that has this field set to "yes"
HLOC	444	Home Location Code, 1–7 digits = the home location code that should be sent to the called party

**Note:** <Enter> past all other prompts in LD 15.



# Assigning the CLID Entry to an Analog Telephone in Element Manager

A CLID entry can be assigned to an analog telephone using the Element Manager interface. To assign the CLID entry, do the following:

1. Select **Phones** from the Element Manager tree.

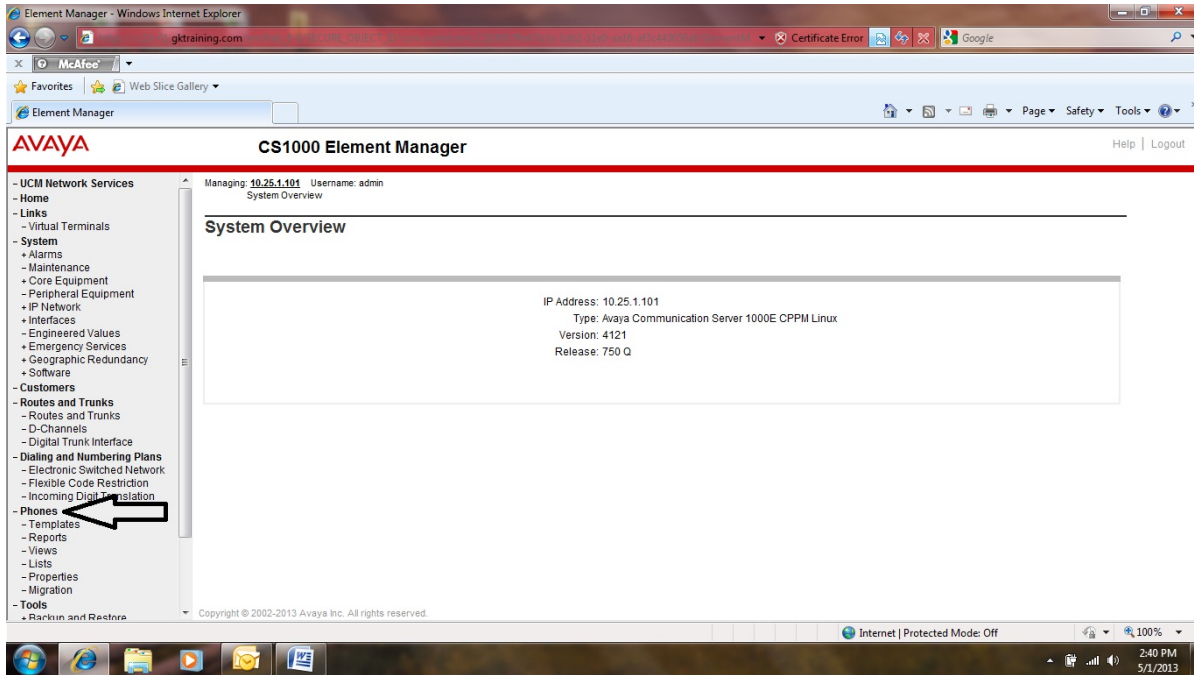


Figure 7

2. At the Search For Phones page, enter an **asterisk** [\*] in the Value field. Then, click on **Search**.

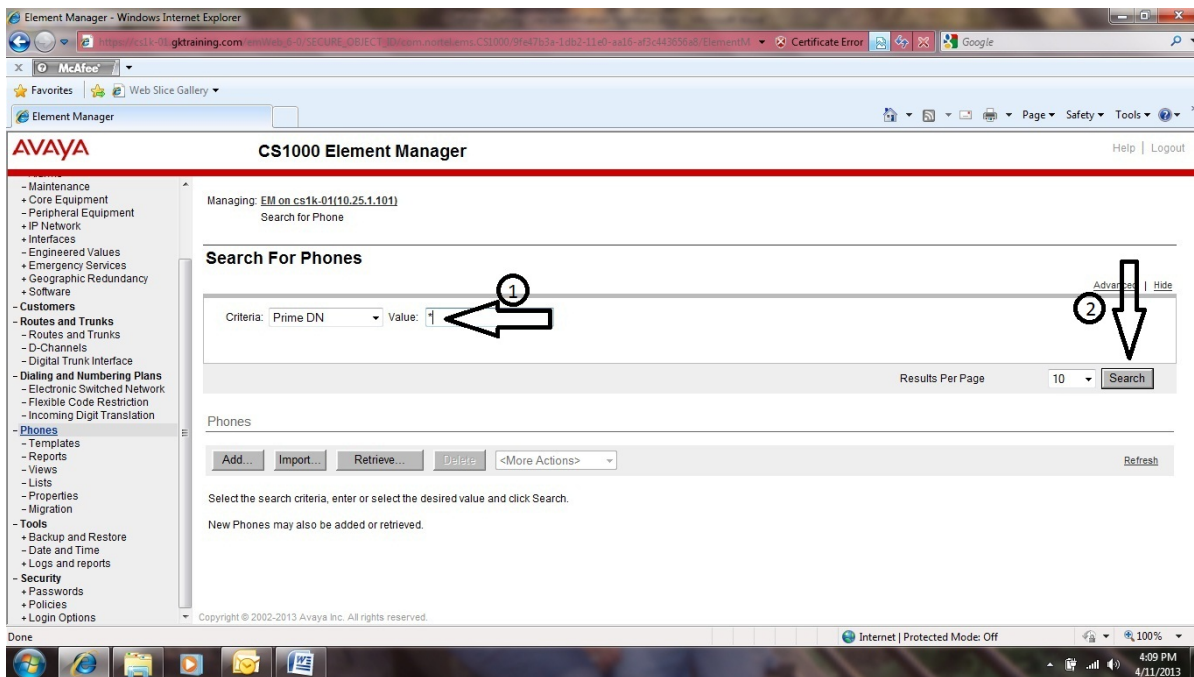


Figure 8

3. Find an analog phone that needs to have a CLID entry assigned. Then, click on the **TN** associated with that phone.

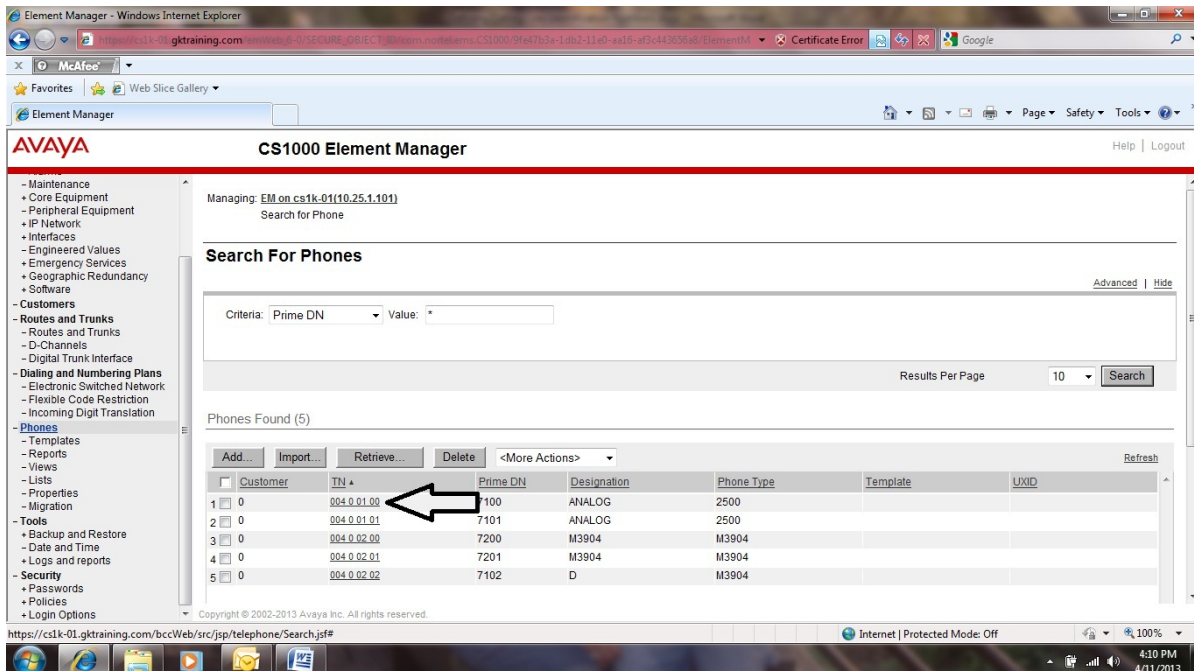


Figure 9



- At the Phone Details page, enter the **number of the CLID** entry you created earlier. Scroll to the bottom of the Phone Details page and click on **Save**.

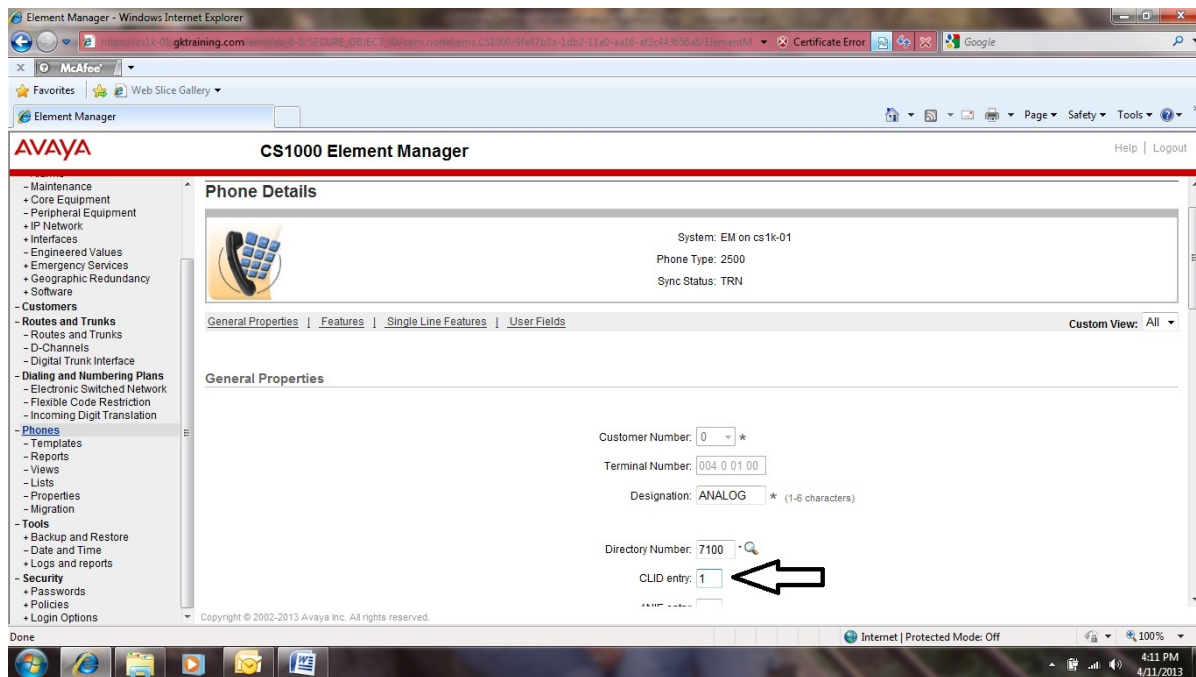


Figure 10

## Assigning the CLID Entry to an Analog Telephone via Command Line Interface

A CLID entry can also be assigned to an analog telephone using the system's command line interface. To assign the CLID entry, do the following:

- Log into the system.
- Access **LD 10** and respond to the prompts listed in the example that follows:  

```
>LD 10
REQ:          chg          Change
TYPE:         500          Analog Phone
TN I s c u    Loop Shelf Card Unit Assigned To Phone
DN 7100 1     Directory Number (where 7100 = DN assigned to phone and 1 = CLID Entry assigned to phone)
```

**Note:** <Enter> past all other prompts in LD 10.

# Assigning the CLID Entry to a Key on a Digital or IP Telephone in Element Manager

A CLID entry can be assigned to a key on a digital or IP telephone using the Element Manager interface. To assign the CLID entry, do the following:

1. Select **Phones** from the Element Manager tree.

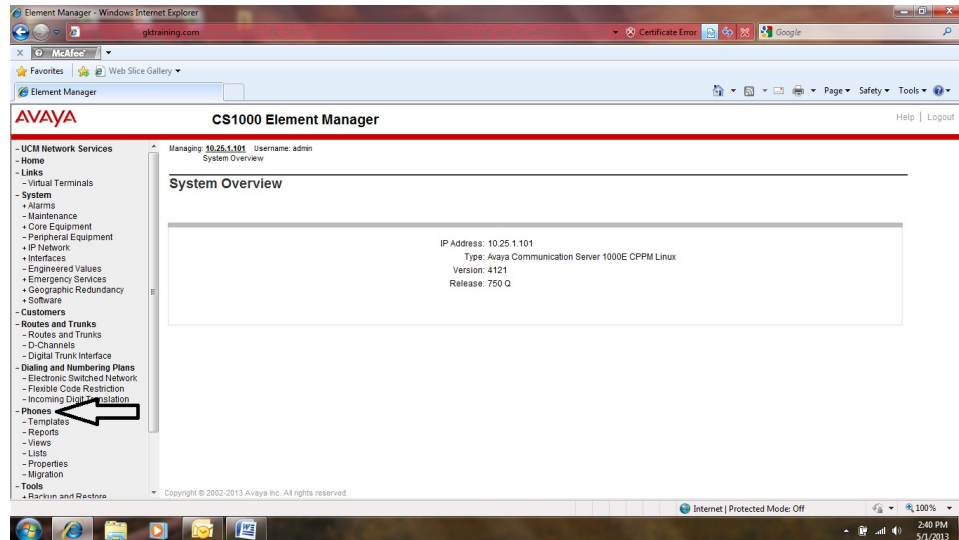


Figure 11

2. At the Search For Phones page, enter an **asterisk (\*)** in the Value field. Then, click on **Search**.

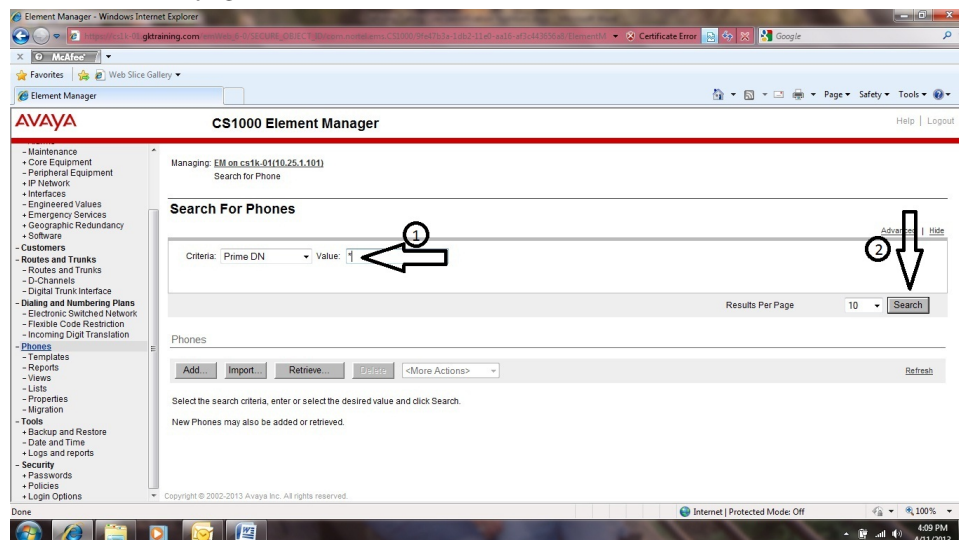


Figure 12

- Find a digital or IP phone that needs to have a CLID entry assigned, then, click on the **TN** associated with that phone.

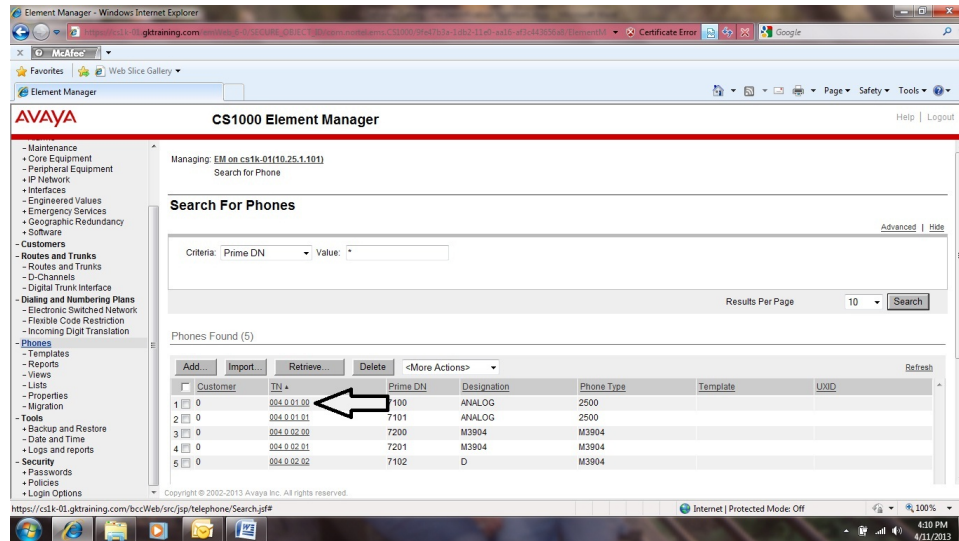


Figure 13 USE FIG 9

- At the Phone Details page, scroll down to a DN key. Enter the number of the **CLID Entry** you created earlier (or enter **D**). Note: When **D** is entered, the system searches all DN keys, beginning with key 0, to find a DN key that has a numeric CLID entry assigned. When a key is found, the CLID entry associated with that key is used in place of "D".

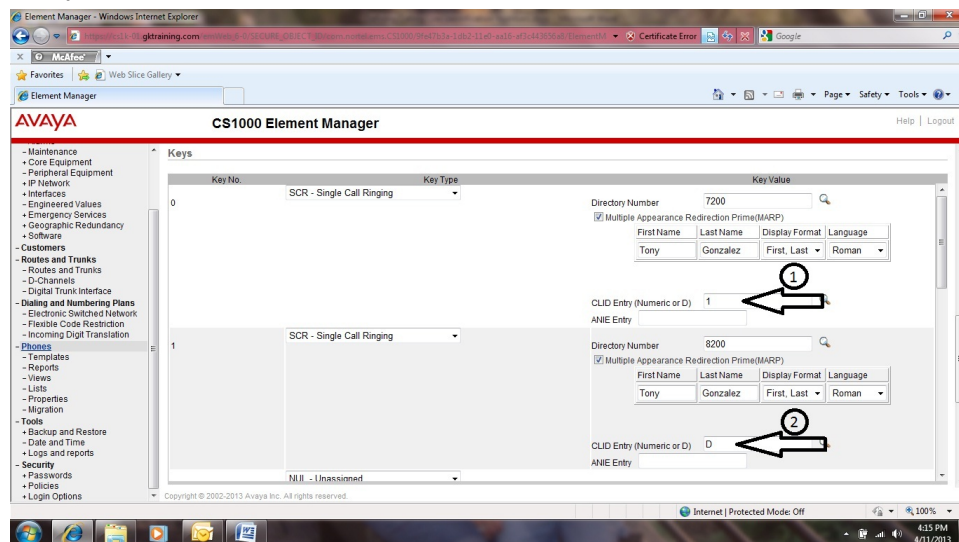


Figure 14 USE FIG 12

- Scroll to the bottom of the Phone Details page and click on **Save**.

# Assigning the CLID Entry to a Key on a Digital or IP Telephone via Command Line Interface

A CLID entry can also be assigned to a key on a digital or IP telephone using the system's command line interface. To assign the CLID entry, do the following:

1. Log into the system
2. Access LD 11 and respond to the prompts listed in the example that follows:

>LD 11

REQ: chg Change

TYPE: 3904 Phone Type

TN l s c u Loop Shelf Card Unit Assigned To Phone

KEY 0 scr 7200 1 Key (where 0 = key number, scr = single call ringing, 7200 = DN assigned to key 0, and 1 = CLID Entry assigned to key 0)

KEY 1 scr 8200 D Key (where 1 = key number, scr = single call ringing, 8200 = DN assigned to key 1, and D = CLID Entry assigned to key 1) **Note:** When **D** is entered, the system searches all DN keys, beginning with key 0, to find a DN key that has a numeric CLID entry assigned. When a key is found, the CLID entry associated with that key is used in place of "D".

**Note:** <Enter> past all other prompts in LD 11.

## Conclusion

Given the examples in this white paper, if the digital phone user dials 1-800-555-1212, the CLID presented to the called party is 214-250-7200. If the user dials a LOC + DN combination of 283-1212, the CLID presented to the called party is 444-7200. If the user dials an Emergency Services Directory Number (defined as part of the Emergency Services Access feature), the CLID presented to the called party is 214-250-7200.

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## About the Author

Tony Gonzalez has been an instructor with Global Knowledge for 15 years. He holds both bachelor's and master's degrees in education. Tony began his career in telecommunications as a course design specialist with

Nortel Networks. He currently delivers courses associated with the CS1000, Communication Manager, System Manager, and Session Manager products. Tony resides in Rowlett, Texas, located on the northeast side of Dallas.