Updating Internal Caller ID from the Admin Portal

Log into the Admin portal

In the “Users” tab under the “All Lines” header. Locate the name of the person for whom you would like to update the internal caller ID (you can search for the name/number/label in the “Search for..” field):
Click “Actions”:

The click “View Individual Settings” A second window will pop up:
Click “Call Settings” under the “Your Services” header.

Under “General”, in the field that reads “If not withheld, signal my name as:” type the name you would like to use.

When you are satisfied, click “Apply”