

Teams Caller ID Policies

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Caller ID Policies allow you to replace or hide a user's phone number when calling out of the Business or Enterprise Voice services. This can be useful if you want to mask user's direct numbers.

You will need to create a Policy first, which you can then assign to users.

Create a Caller ID Policy

You can create a new Caller ID Policy in the Teams Admin Center.

1. Log into your Teams Admin Center at <https://admin.teams.microsoft.com>
2. Go to **'Voice > Caller ID Policies'**

in the Teams Admin Center.

3. Select **Add**
4. Enter a **Name & Description** for the Policy
5. Configure the required settings:

Block Incoming Caller ID: Prevents the user from being able to see the number calling in to them.

Override the Caller ID Policy. Allows users to set their own Caller ID settings within Teams. This only applies to outbound calls.

Replace the Caller ID with: Replaces the outbound Caller ID for the user with the selected number or sets it to Anonymous.

6. Press **Save**

Assign a Caller ID Policy

You can assign a Caller ID Policy

3. Click on the User's Display Name
4. Select **Policies**
5. Select the **Edit** button next to Assigned Policies
6. Select the Caller ID Policy from the dropdown
7. Press **Apply**

1. Log into your Teams Admin Center at <https://admin.teams.microsoft.com>
2. Go to **'Users'** on the menu