

Overview

The **DIDs** page manages inbound telephone numbers assigned to the selected tenant, including voice, fax, SMS, privacy, recording behavior, and routing destinations. Open it from **Configuration > DIDs**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci Oil** tenant.

Display modes

The DIDs page can be shown in DataTable mode or jqGrid mode. Use the display mode toggle in the toolbar to switch between them.

DataTable mode

DIDs -

Outbound CallerID Regexp

Outbound DIDs

New DID

Bulk DIDs

Delete Selected

Q

Search

Show 10 entries

☐	Number	Admin Comment	Comment	Max Channels	Recording	CallerID Prefix	Unconditional forward	Inbound Call Rates	Action
☐	+1 555 711	Docs Demo DID 1	Docs Demo DID 1		1	no			
☐	+1 555 712	Docs Demo DID 2	Docs Demo DID 2		1	no			

Showing 1 to 2 of 2 entries

Previous

1

Next

DIDs page in DataTable display mode.

DataTable mode shows the standard table with search, sorting, page-size selection, row checkboxes, and bulk actions.

jqGrid mode

DIDs -

Outbound CallerID Regexp

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Bulk DIDs

☐	Number	Admin Comment	Comment	Max Channels	Recording	CallerID prefix	Unconditional forw	Inbound Call Rate
	x	x	x	x	x	x	x	x
☐	1555711	Docs Demo DID 1	Docs Demo DID 1	1	no			
☐	1555712	Docs Demo DID 2	Docs Demo DID 2	1	no			

Columns

CSV Expo

Show flo

View 1 - 2 of 2

DIDs page in jqGrid display mode.

jqGrid mode shows the same DID records in an advanced grid with column filters and grid toolbar actions.

Working with DIDs

Task	How to do it
Add	Select the New DID action, complete the form, and select Save.
Edit	Open the DID from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the DID and select Delete, then confirm.

Page functions

Action	Description
Outbound CallerID Regexp	Opens the DID caller ID rewrite rules used for outbound caller ID presentation.
Outbound DIDs	Opens the outbound DID management view.

Action	Description
New DID	Opens the creation form for a new DID.
Bulk DIDs	Opens the bulk DID creation tool.
Delete Selected	Deletes selected rows after confirmation.
CSV/XLS Upload	Opens import tools for bulk DID data.
Enable jqGrid	Switches the table display mode for advanced grid controls.
Divert	Opens the divert action for selected DIDs when available.

List columns

Column	Description
Number	The inbound number or matching value.
Admin Comment	Internal administrator note for the DID.
Comment	Tenant-facing or operational note for the DID.
Max Channels	Maximum simultaneous channels allowed for the DID.
Recording	Recording policy shown for inbound calls on the DID.
CallerID Prefix	Prefix applied to inbound caller ID number or name.
Unconditional forward	Destination used when unconditional forwarding is enabled.
Inbound Call Rates	Rate profile applied to inbound calls.
Action	Row-level actions available for the DID.

Demo records

The tenant contains documentation demo DID records such as **Docs Demo DID 1** and **Docs Demo DID 2**.