

# Problem displaying telephone numbers when using B4RN router

## Introduction

There have been some reports of incoming call numbers not being displayed on telephones attached to a B4RN Zyxel router. Please read on if you think you may have this problem.

## Problem Description

If all the following are true when you receive an incoming call:

- you have a telephone that is capable of displaying the calling line identity (CLI)
- you have configured your B4RN Zyxel router as described in the document “B4RN Router Telephone Guide”
- you know the call originator did not withhold their number (check the call history on your Sipgate account)
- you don't see the CLI

you should try the work-around described below.

Also note that it is possible that the problem only manifests itself after some time.

From the evidence we have so far, it appears that this problem only affects the Zyxel VMG8825\_B50B, not the newer Zyxel DX5301-B. If you have the problem as described on this latter router, please let me know.

Some telephone manufacturers (Panasonic is one) use the CLI data to set the time on their telephones. This is similarly affected by the problem, and the work-around below also fixes that.

## Work-around

The problem has been raised with the manufacturer, but so far no fix is available. This document will be updated when and if we get a fix.

It is likely the problem is related specifically to the implementation of the BT CLI standard within the router, so a work-around is to tell the router to use a different (international) CLI standard. Most modern telephones with CLI displays will accept various international standards.

The only setting in the Zyxel router that affects the CLI standard is the “Region Setting” in the “Phones” menu (see the original document for configuration instructions). We recommend changing this to “AUS – Australia”, which should fix the problem (leave the “Call Service Mode” as “Europe Type”).

Note, however, that this setting will also change the sound of the dial tone and the ringing cadence.

You will need to reboot the router after this change (or power off and on).

## Document History

November 2021	Initial release
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