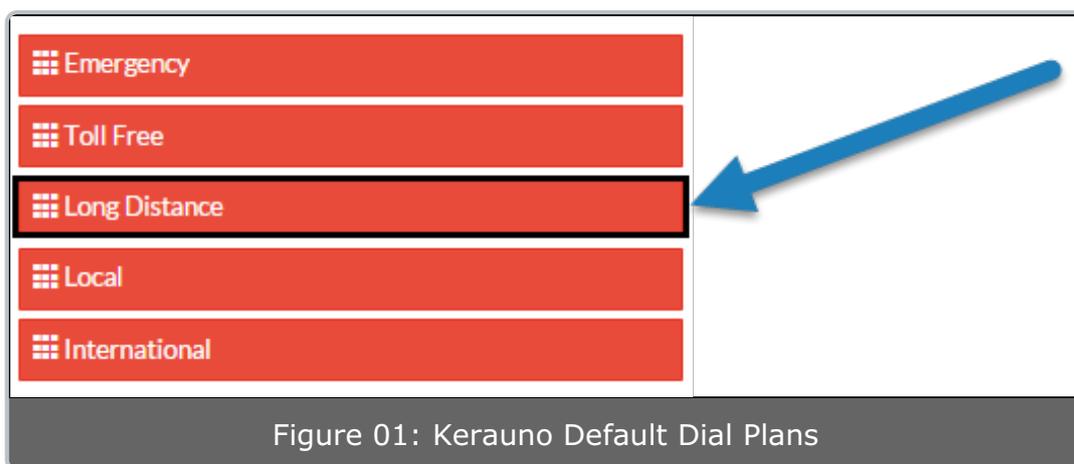# Modifying a Dial Plan

Last Modified on 12/03/2019 12:00 pm EST

Dial Plans control how the phone systems routes outbound traffic over the trunks connected to Kerauno. These dial plans can easily be edited/modified by administrators. Clicking one of the six default dial plans allows the administrator to make modifications to the caller ID and trunking settings for a specific dial plan.
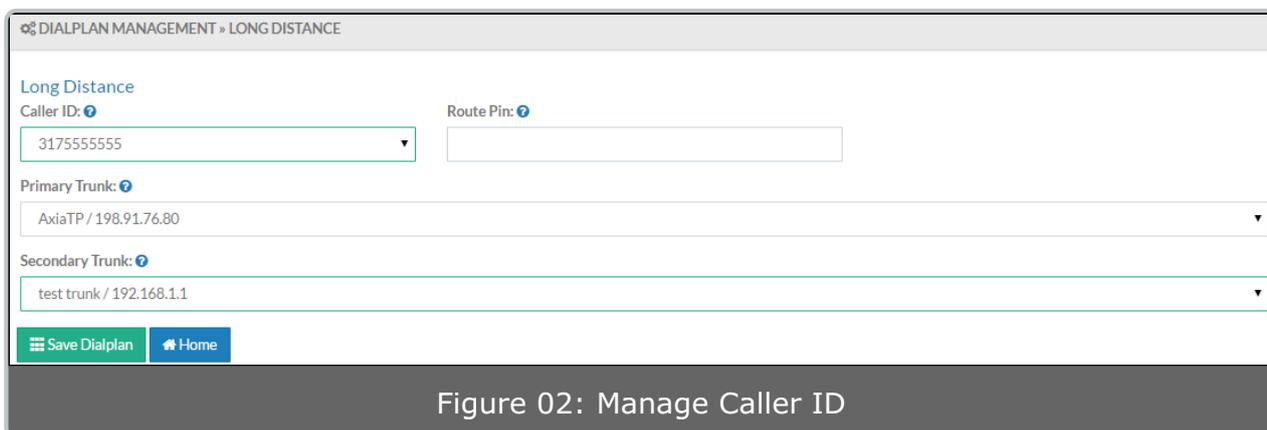

Figure 01: Kerauno Default Dial Plans

Caller ID

In the **Caller ID** field, select a **Caller ID** to use when a specific dial plan is detected on an outbound call. The available caller IDs list is populated from the numbers currently built in the **System Admin> Number Manager** menu.

NOTE:	The caller ID set here will not override the **Caller ID** set in the **Extensions** tab under the **Users and Devices > Users** menu. If the **Extension Caller ID** is not set, the **Dial Plan Caller ID** field will be used. This feature allows administrators to choose which caller ID is sent when they are dialing local, long distance, international, or to a specific number.

Figure 02: Manage Caller ID

NOTE:	In some cases the caller ID is controlled by the carrier. If you are having problems with **Caller ID** or the caller ID selected in the dial plan is being overridden by another number, please contact your carrier.

Primary Trunk

In the **Primary Trunk** field, select the trunk to be utilized for outbound calls when a specific dial plan is detected. The list of available trunks is populated with the list of trunks currently built in the **System & Settings > Trunks** menu. If the **Primary Trunk** is unavailable, returns a busy signal, or reaches a concurrent call limit, the call will attempt to utilize the trunk listed in the **Secondary Trunk** field.

Secondary Trunk

In the **Secondary Trunk** field, select a secondary, or backup, trunk to be utilized for outbound calls when a specific dial plan is detected. The **Secondary Trunk** will only be used when the connection to the primary trunk fails, returns a busy signal, or the trunk's concurrent call limit is reached.

Route PIN

System administrators may enter a four-digit PIN that locks a specific dial plan. When an outbound call is placed to a PIN-enabled dial plan, Kerauno will prompt the user to enter a PIN before connecting the call.

NOTE:	It is highly recommended that system administrators place a **Route PIN** on the International dial plan. This will protect your system from toll-fraud and allow cost control on expensive international calling charges.

Local Dialing Plan Prefix

When modifying the **Local** dialing plan, there is an additional option to enter a **Local Prefix**. To enable the use of seven-digit dialing (555-5555), a **Local Prefix** must be entered in this field. The local prefix is the area code to be prepended to the seven-digit number that is dialed. For example, putting 317 in the **Local Prefix** field and dialing 555-5555 would connect the caller to the number at 317-555-5555.

Emergency Dial Plan

Take care to ensure the accuracy of the **Caller ID** field in the **Emergency** dial plan. The **Emergency CID** defined here *will not* overwrite the **Emergency Caller ID** defined in the **Extensions** tab under **Users & Devices > Users.** Kerauno will utilize the **Emergency Caller ID** set in the **Emergency** dial plan only if an **Extension Caller ID** is not set for the extension that is dialing 911.

NOTE:	It is very important that you have your dial tone/telecommunications provider associate your **Emergency Caller ID** number to the physical address of the user(s). The address your carrier has on file for the **Emergency Caller ID** number set here will be sent to a local 911 answering center to ensure a timely response. If you have any doubts about the service address provided to a number, please contact your telephone carrier.