

Setting Up Caller ID for Text Messaging

This document serves as a guide to setting up caller id on your new mobile phone. If you are experiencing a problem whereby you only get caller ID for phone calls and not for text messages (or visa versa) this guide will show you how to solve the problem.

Background To The Problem

Certain SMS systems (such as the one in the UK) require the country code to be included as part of the number. For the UK this is +44 and so every text message sent via UK networks will prefix the original 07 number with +44 regardless of whether the text has been sent internationally or not. Most mobile phones are capable of translating this +44 back into 07 and match it to a number in the phone book to display the senders' name. Unfortunately some models we sell are incapable of this translation and so you might notice that calls to your phone correctly display the caller ID whereas text messages from the same number do not.

Step By Step Guide To Solving This Problem

There is a very simple solution to this problem however it can be quite time consuming depending upon the size of your phone book.

1. First we need to make sure that your contacts are saved on your phone memory rather than your SIM card memory. This is because your SIM memory only allows one number to be saved per contact, whereas your phone memory will let you associate many numbers to the same contact. To do this tap your PHONEBOOK or CONTACTS icon.
2. In the PHONEBOOK / CONTACTS list you will see an option named COPY ALL. Tap this to see a further 2 options.
3. You want to copy SIM contacts to your phone so tap the option called FROM SIM TO PHONE.
4. Now that you have copied all your contacts off your SIM card you can start to add an additional number to the contacts list. Tap one of your contacts to view options.
5. Select EDIT from the options list to start editing the contact.
6. You will see there are many additional fields you can enter for this contact, for instance home number and email address. Choose a free field (such as Home Number) and enter in the phone number.
 - a. If the main number for the contact starts +44 enter 0 instead (e.g. 07111537456).
 - b. If the main number for the contact starts 0 enter +44 instead (e.g. +447111537456).
7. Complete steps 5 and 6 for each number in your phonebook.
8. Now that you have 2 numbers setup for each contact you will no longer have any trouble viewing the caller ID when receiving text messages.