

Caller ID

How to make the caller's number pop up on the till when the phone rings, so phone orders are faster.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

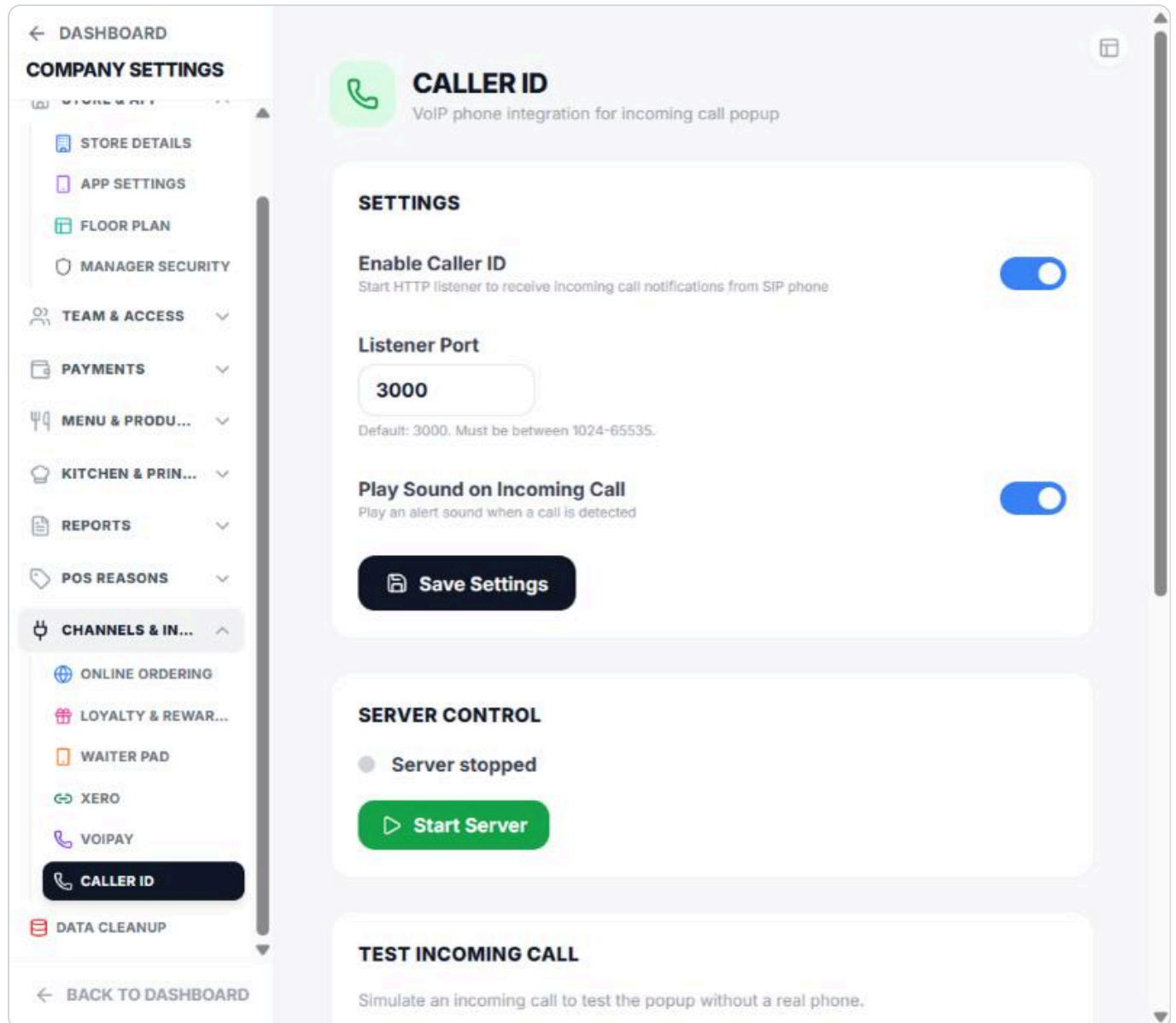
- Go to **Settings**, then **Channels & Integrations**, then **Caller ID**.
- Switch on **Enable Caller ID**, save, then tap **Start Server**.
- Set your phone's Action URL to the till's address, then test with **Simulate Call**.

1 Switch on Caller ID

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Channels & Integrations** and tap **Caller ID**.

- **Enable Caller ID:** starts a listener on the till that receives call alerts from your phone.
- **Listener port:** leave on 3000 unless your installer says otherwise. It must be between 1024 and 65535.
- **Play sound on incoming call:** plays an alert when a call comes in.



Tap **Save Settings**, then **Start Server** under **Server control**.

Tip. Windows Firewall may ask to allow the connection the first time. Click **Allow**.

2 Set up your phone

Your phone sends an alert to the till on each incoming call. Replace <POS-IP> with the till's address on your network.

- **Yealink:** Features, then Action URL, then Incoming Call URL: `http://<POS-IP>:3000/incoming-call?number=$caller`
- **Grandstream:** Settings, then Programmable Keys, then Action URL: `http://<POS-IP>:3000/incoming-call?number=$caller_number`

The screenshot shows a web application interface for 'COMPANY SETTINGS'. On the left is a sidebar menu with options: DASHBOARD, STORE DETAILS, APP SETTINGS, FLOOR PLAN, MANAGER SECURITY, TEAM & ACCESS, PAYMENTS, MENU & PRODU..., KITCHEN & PRIN..., REPORTS, POS REASONS, CHANNELS & IN..., ONLINE ORDERING, LOYALTY & REWAR..., WAITER PAD, XERO, VOIPAY, CALLER ID, and DATA CLEANUP. The main content area is titled 'SIP PHONE SETUP' and includes a 'Server stopped' status with a 'Start Server' button. Below this is a 'TEST INCOMING CALL' section with a text input field containing 'e.g. 01162345678' and a 'Simulate Call' button. The 'SIP PHONE SETUP' section also contains instructions to configure SIP phones to send HTTP requests on incoming calls, with specific URLs for Yealink and Grandstream phones. A note at the bottom states: 'Note: Windows Firewall may prompt to allow the connection on first start. Click "Allow" to proceed.'

← DASHBOARD

COMPANY SETTINGS

STORE DETAILS

APP SETTINGS

FLOOR PLAN

MANAGER SECURITY

TEAM & ACCESS

PAYMENTS

MENU & PRODU...

KITCHEN & PRIN...

REPORTS

POS REASONS

CHANNELS & IN...

ONLINE ORDERING

LOYALTY & REWAR...

WAITER PAD

XERO

VOIPAY

CALLER ID

DATA CLEANUP

← BACK TO DASHBOARD

Server stopped

Start Server

TEST INCOMING CALL

Simulate an incoming call to test the popup without a real phone.

e.g. 01162345678

Simulate Call

SIP PHONE SETUP

Configure your SIP phone to send HTTP requests on incoming calls:

Yealink Phones:

Features → Action URL → Incoming Call URL:

`http://<POS-IP>:3000/incoming-call?number=$caller`

Grandstream Phones:

Settings → Programmable Keys → Action URL:

`http://<POS-IP>:3000/incoming-call?number=$caller_number`

Note: Windows Firewall may prompt to allow the connection on first start. Click "Allow" to proceed.

3 Test it

Under **Test incoming call**, type a phone number and tap **Simulate Call**. The caller pop-up should appear on the till without a real phone.

If something is not right

Nothing pops up

Check **Server control** says the server is running, the port matches the phone's URL, and Windows Firewall allowed the connection.

It worked, then stopped

The till's network address may have changed. Give the till a fixed address on your router and update the phone's URL.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.