

Aircall Troubleshooting — Caller ID Not Displaying Client Names

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Problem

Incoming calls show only the phone number instead of the client's name. This makes it hard to prepare for the call or look up the client's account before answering.

Why This Happens

1. **GHL-Aircall sync issue** — The Aircall-GHL integration syncs contact names from your GHL contact list. If the sync is broken or delayed, Aircall falls back to showing just the number.
2. **New or unsynced contact** — If the client was recently added to GHL or their phone number was updated, it may not have synced to Aircall yet.
3. **Aircall cache** — Sometimes Aircall's local cache on your browser or desktop app is stale.
4. **Multiple numbers** — If the client is calling from a number that doesn't match what's in GHL, no name will display.

How to Fix It

Step 1: Refresh Aircall

- Log out of Aircall and log back in
- If using the desktop app, close it completely and reopen
- If using the browser, clear your Aircall tab cache (hard refresh: Ctrl+Shift+R / Cmd+Shift+R)

Step 2: Check the Contact in GHL

- Search for the client's phone number in GHL
- Verify the number matches exactly (including country code)
- If the contact exists but the number is different, update it in GHL

Step 3: Force a Re-Sync

- Go to **GHL** → **Settings** → **Integrations** → **Aircall**
- Check that the integration is active (green/connected)
- If it shows disconnected, reconnect it
- After reconnecting, it may take 15-30 minutes for contacts to sync

Step 4: Escalate if Still Broken

- If the issue persists after the above steps, report it in **#improvement-requests** and tag Sam
- Include: your Aircall username, a screenshot of the call showing just the number, and the client's name/number from GHL

Quick Workaround

While waiting for a fix, you can quickly look up the incoming number in GHL by:

1. Copying the phone number from the Aircall notification
2. Pasting it into the GHL search bar
3. This gives you the client's name and account info before you answer

When to Escalate

- If **multiple team members** are experiencing this at the same time → likely a system-wide sync issue, escalate immediately
- If it's just one person → likely a local cache or login issue, try the fix steps first

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