

How To Guide

HOW TO BLOCK A INCOMING CALL FROM A PARTICULAR NUMBER OR A LIST OF NUMBERS.

Step 1: Login to you self-care access

Customer Login

Login	<input type="text" value="realpbxtestaccount"/>
Password	<input type="password" value="....."/>
	<input type="button" value="Login"/>

Step 2: Go to IP Centrex tab

Dashboard My Profile **IP Centrex** Billing Information

Phone Lines

Configure	ID	Idle, days	Available Funds, USD	Type	Product	Batch
	007008009	1	Unlimited	Credit	OUT_US-UK-AU	
	18004452650	1	Unlimited	Credit	Toll Free In-R1	

General
Extensions
Sites
Phone Lines
DIDs
Abbreviated Dialing
Dialing Rules
Incoming Calls
Outgoing Calls
Call Logs
Huntgroups
Identity
Music On Hold
Send Fax

- 1 Go to IP Centrex tab
- 2 Then click on Phone Lines

Step 3: Select the toll free number

Dashboard My Profile IP Centrex Billing Information

Phone Lines

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	007008009	1	Unlimited	Credit	OUT_US-UK-AU	
	18004452650	1	Unlimited	Credit	Toll Free In-R1	

- 1 Find the toll free number on which you want to block the calls.
- 2 Click on configure button for that number.

Step 4: Go to IP Centrex tab again

Call Screening is disabled. Please contact your provider or administrator to enable it.

- 1 Go to IP Centrex tab
- 2 Click on Call Screening
- 3 If you see a message saying call screening is disabled, Then kindly contact the technical department to get it activated.

Initiate a Live Chat to activate call screening on your toll free number from: <http://www.therealpbx.com>

Step 5: Add a New Rule in Caller's Group

1 If your Call Screening is activated then you can proceed further.

2 If there are no caller's group added, then add a new rule

3 Now you can add multiple numbers to this group

4 Once added all the numbers to this group click on save

Step 6: Add a new rule for Call Screening

Edit Call Screening Rule

General
DIDs
Dialing Rules
Incoming Calls
Forwarding
Call Screening
 Caller's Groups
 Own Number Group
 Time Filters
 Call Logs
 Voicemail
 Faxes
 Auto Attendant
 DISA
 Identity
 Music On Hold
 Emergency Calls

Time Filter and Action

Enable Rule:

Action: Reject

Time Filter: Anytime

1 Set Action as Reject & Time Filter as Anytime

Caller's Number Filter

Caller's Number Filter Group: Block Group 1

Number: Enter the Number Add

Number List:

1888892xxxx	X	X
123456789xx	X	

2 Add the Block Group 1 that we created in previous step in Caller's Number Filter

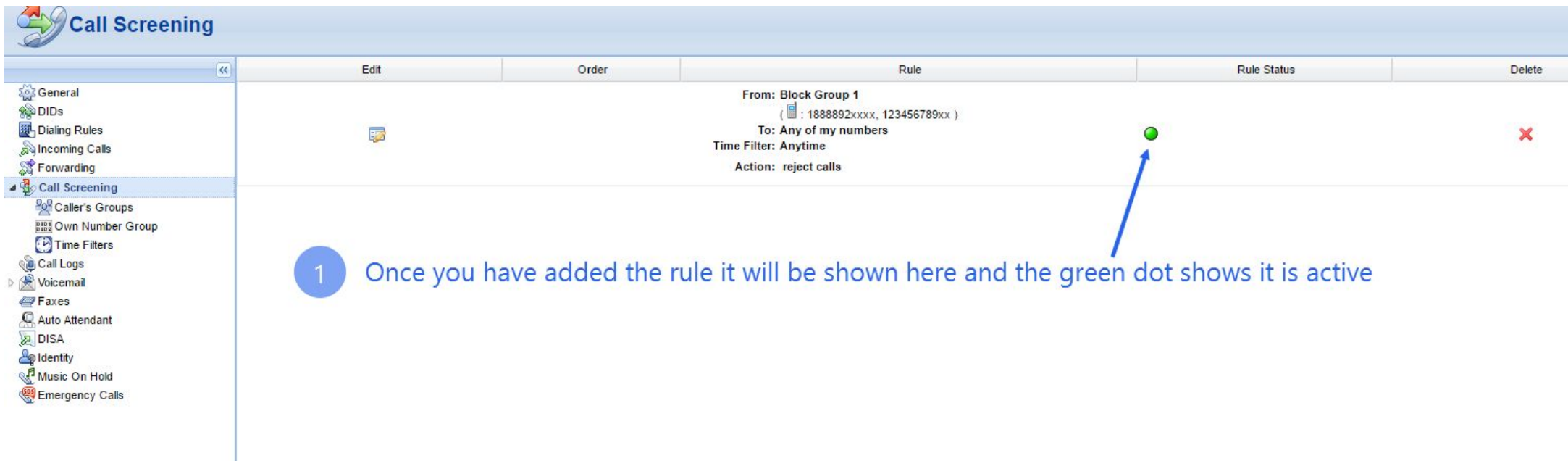
Incoming Number Filter

Incoming Number Filter Group: Any of my numbers




3 Set Incoming Number Filter to Any of my numbers

4 Save this rule

Step 7: Check if it is active



The screenshot shows the 'Call Screening' configuration page. On the left is a navigation menu with options like General, DID's, Dialing Rules, Incoming Calls, Forwarding, Call Screening (selected), Caller's Groups, Own Number Group, Time Filters, Call Logs, Voicemail, Faxes, Auto Attendant, DISA, Identity, Music On Hold, and Emergency Calls. The main area contains a table with columns: Edit, Order, Rule, Rule Status, and Delete. A single rule is listed with the following details:

Edit	Order	Rule	Rule Status	Delete
		From: Block Group 1 (: 1888892xxxx, 123456789xx) To: Any of my numbers Time Filter: Anytime Action: reject calls		

A blue arrow points from the text below to the green dot in the 'Rule Status' column.

1 Once you have added the rule it will be shown here and the green dot shows it is active