



How to Block a number

12 Steps

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January 19, 2023

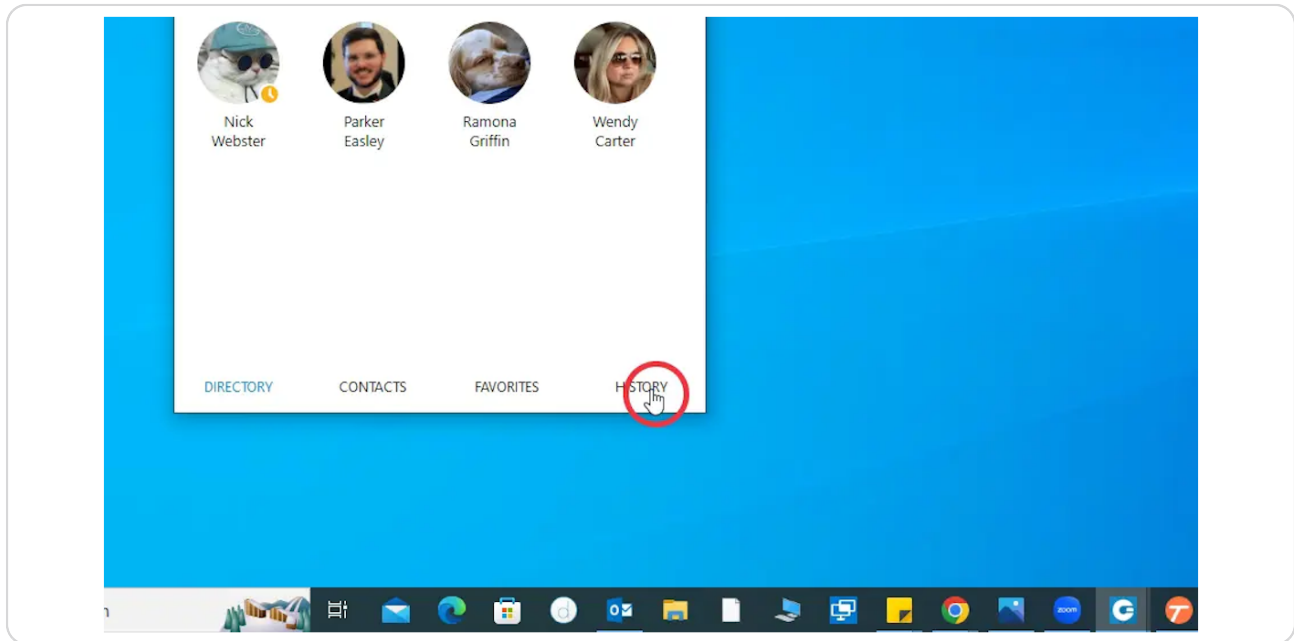
Last Updated

January 19, 2023



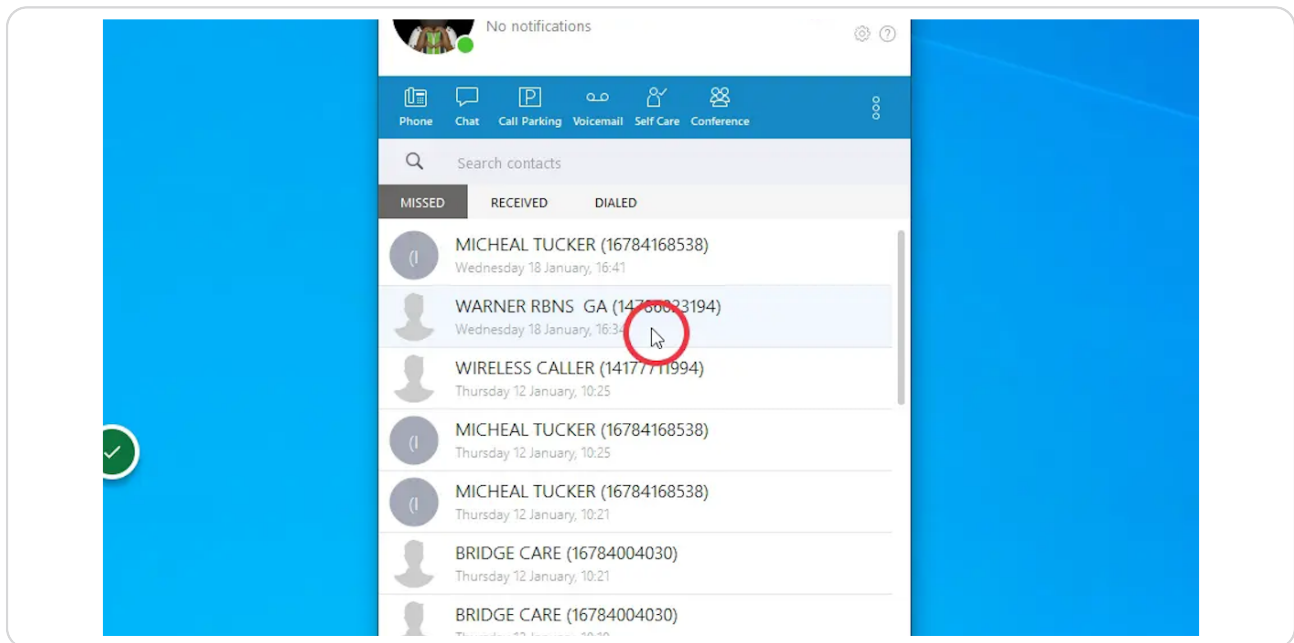
STEP 1

Click on Call history



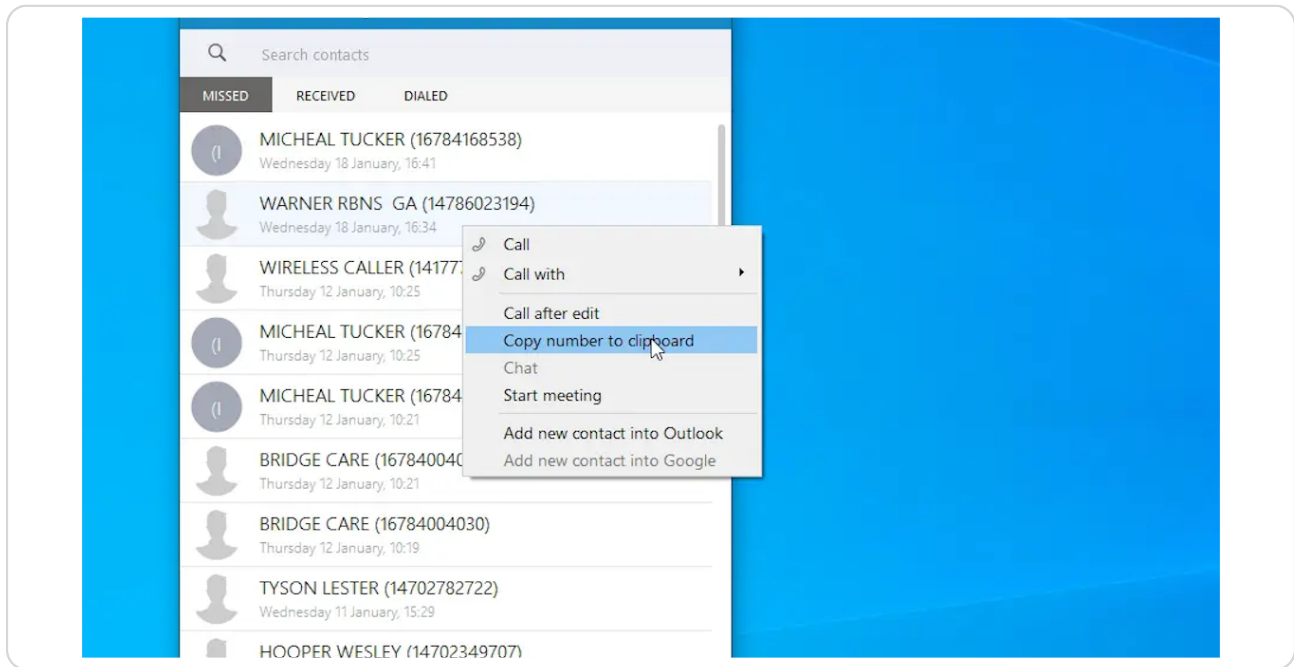
STEP 2

Right-click on the number you wish to block



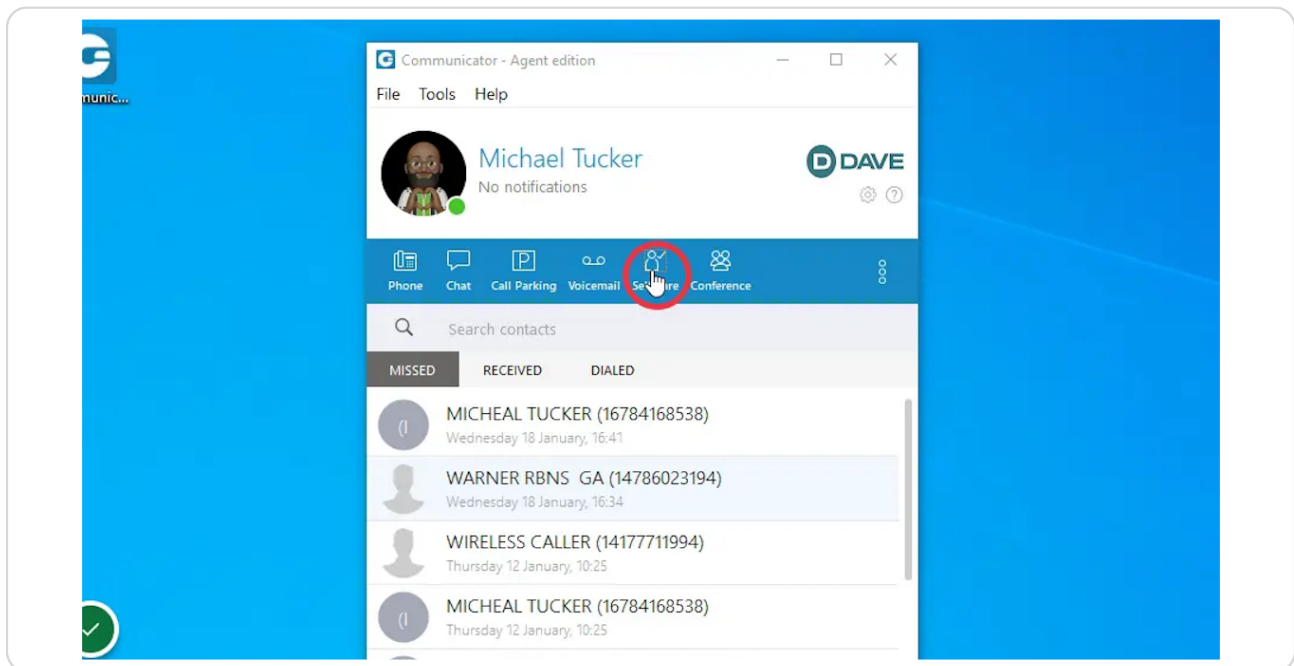
STEP 3

Copy number to clipboard



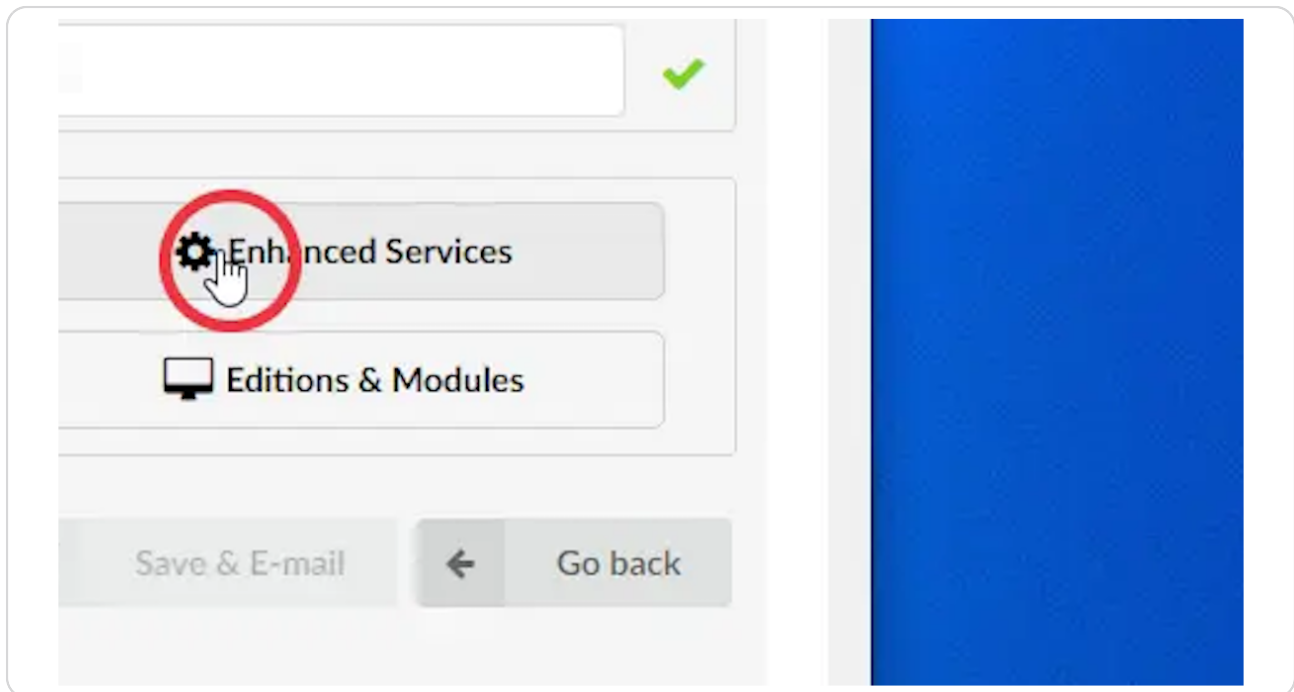
STEP 4

Click Self Care



STEP 5

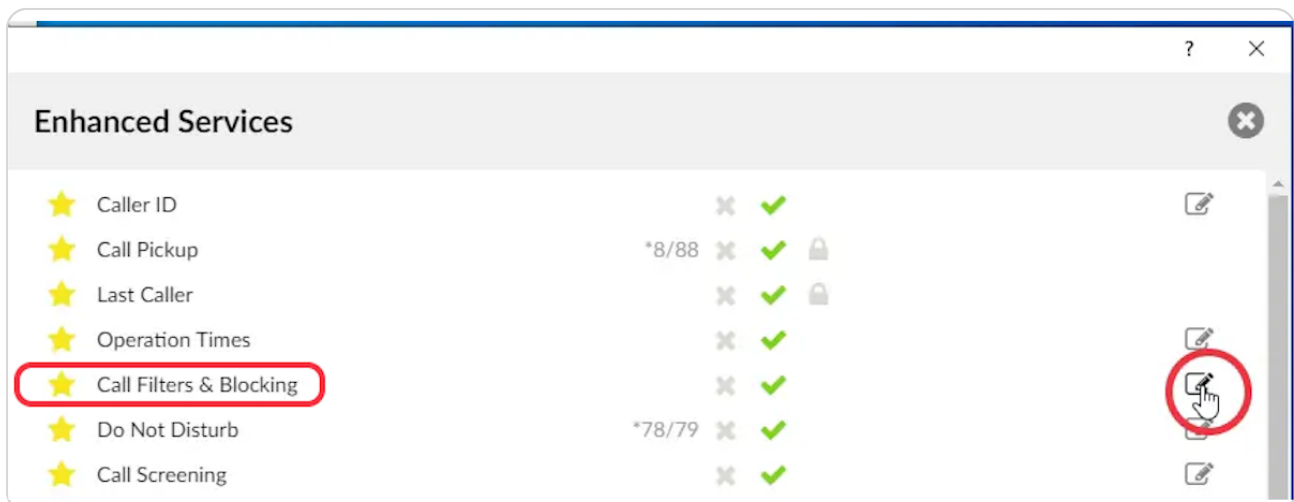
Click on Enhanced Services



STEP 6

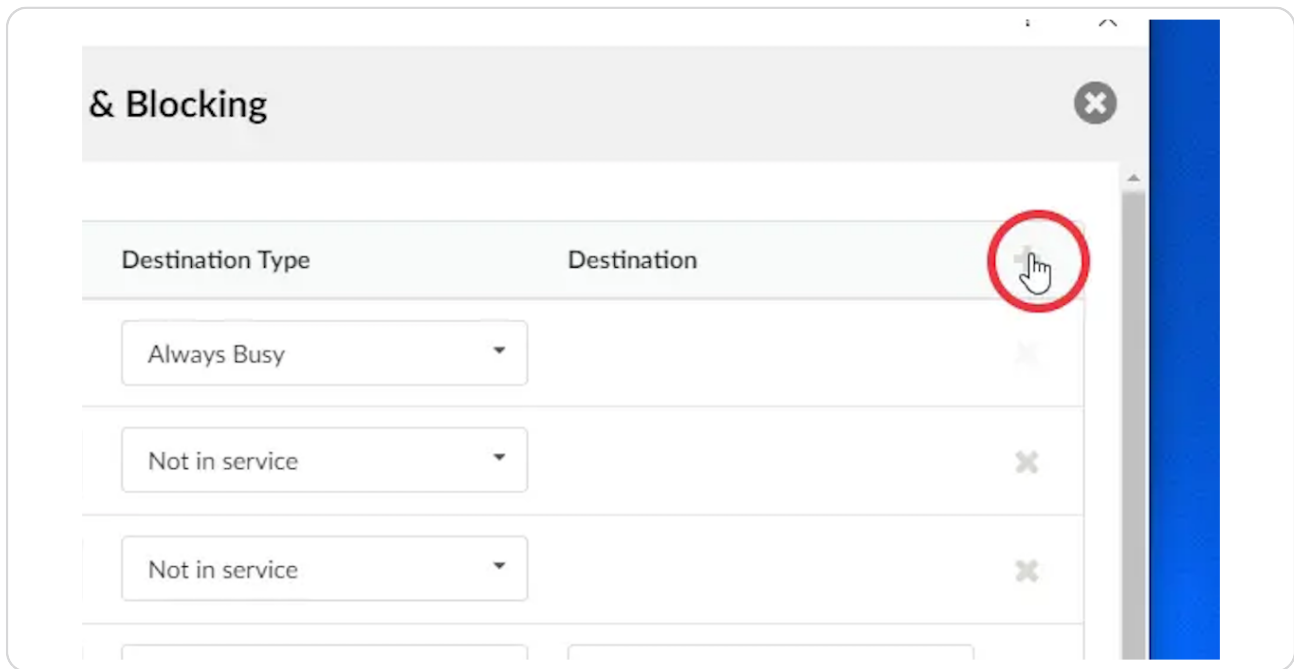
Scroll down to Call Filter & Blocking

Click on the Pencil Icon



STEP 7

Click on the +

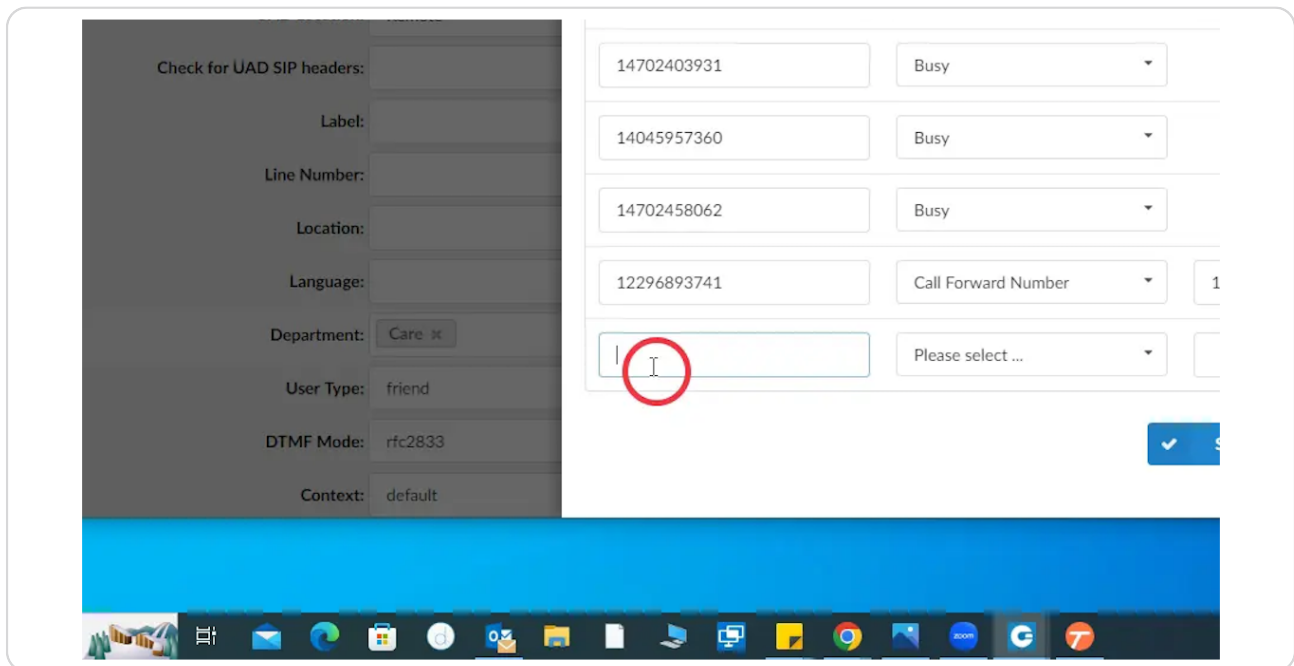


The screenshot shows a window titled "& Blocking" with a close button (X) in the top right corner. Below the title bar is a table with two columns: "Destination Type" and "Destination". The table contains three rows, each with a dropdown menu in the "Destination Type" column and a small 'X' icon in the "Destination" column. A red circle highlights a '+' icon in the "Destination" column of the first row, indicating where to click to add a new entry.

Destination Type	Destination
Always Busy	X
Not in service	X
Not in service	X

STEP 8

Add the number to the open field in the caller number field



The screenshot shows a settings window with a left sidebar containing various configuration options like "Check for UAD SIP headers:", "Label:", "Line Number:", "Location:", "Language:", "Department:", "User Type:", "DTMF Mode:", and "Context:". The main area displays a list of caller numbers and their status. A red circle highlights the "Add" button next to the "Please select ..." dropdown menu.

Caller Number	Status
14702403931	Busy
14045957360	Busy
14702458062	Busy
12296893741	Call Forward Number
	Please select ...

STEP 9

Press Ctrl + V

Text Input	Dropdown	Other
14702403931	Busy	
14045957360	Busy	
14702458062	Busy	
12296893741	Call Forward Number	1
	Please select ...	

STEP 10

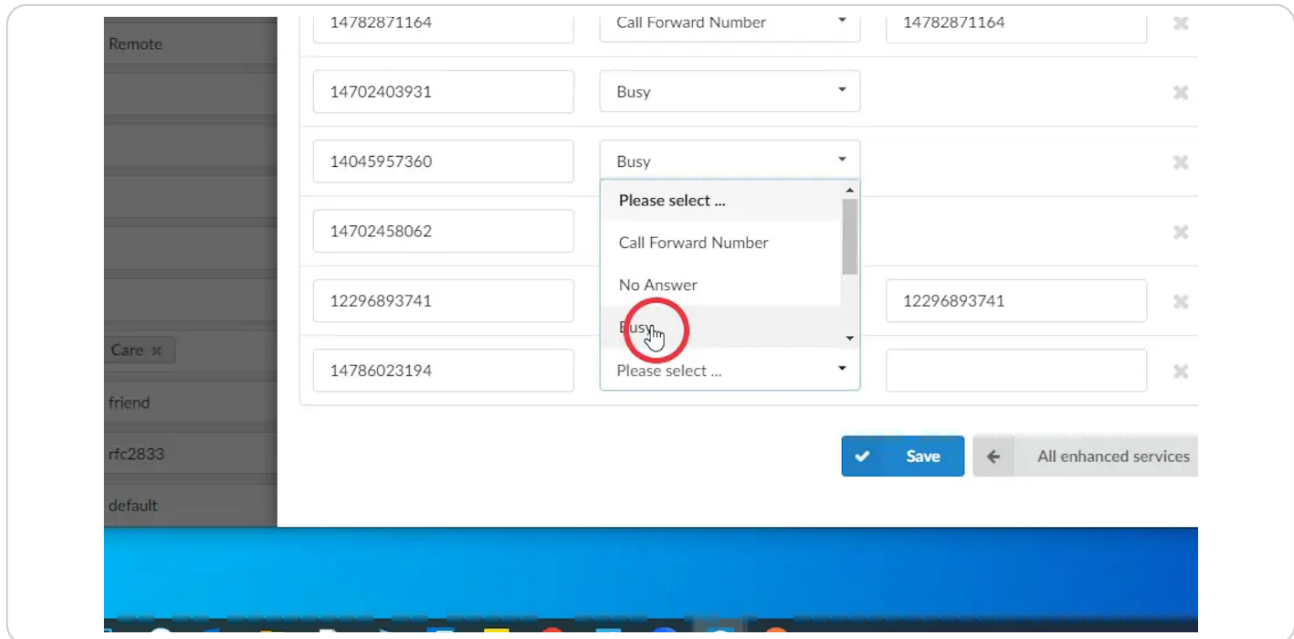
Change destination type to your preference

Text Input	Dropdown	Other
14702403931	Busy	x
14045957360	Busy	x
14702458062	Busy	x
12296893741	Call Forward Number	12296893741 x
14786023194	Please select ...	x

STEP 11

For Example Busy

When the number you choose to block calls back in they will hear a busy tone.



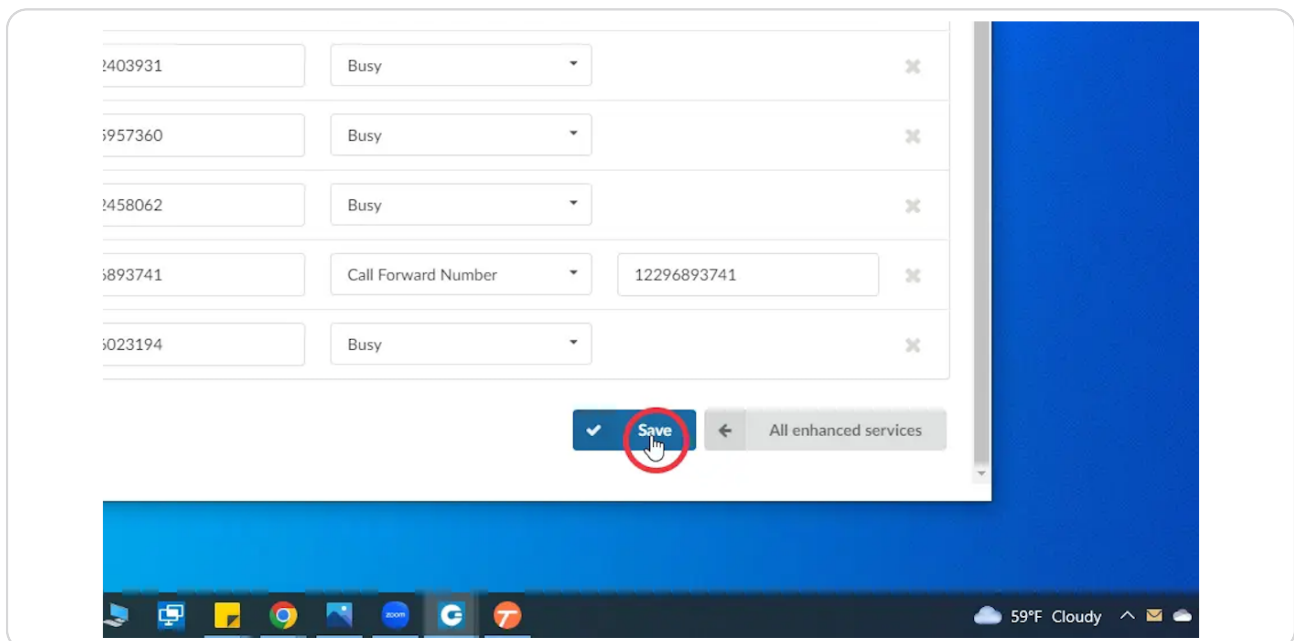
The screenshot shows a web interface for configuring call forwarding. On the left is a sidebar with a 'Remote' section containing a list of numbers: 14782871164, 14702403931, 14045957360, 14702458062, 12296893741, and 14786023194. Below this is a 'Care' section with a list of names: friend, rfc2833, and default. The main area contains a table with columns for the number, the service type, and a delete button (X). The service type dropdown menu is open for the number 14786023194, showing options: 'Please select ...', 'Call Forward Number', 'No Answer', 'Busy' (highlighted with a red circle and a mouse cursor), and 'Please select ...'. At the bottom right are a 'Save' button and a link to 'All enhanced services'.

Number	Service	Delete
14782871164	Call Forward Number	X
14702403931	Busy	X
14045957360	Busy	X
14702458062		X
12296893741		X
14786023194	Busy	X

Save All enhanced services

STEP 12

Click Save



The screenshot shows the same web interface as in Step 11, but the 'Save' button is now highlighted with a red circle and a mouse cursor. The table shows the following configuration:

Number	Service	Delete
1403931	Busy	X
1957360	Busy	X
1458062	Busy	X
1893741	Call Forward Number	X
1023194	Busy	X

Save All enhanced services

