Blacklist Module User Guide

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI.

Overview

The Blacklist module allows you to have a list of numbers that will be blacklisted by the PBX. If a caller calls from one of those phone numbers, they will be sent to a destination you choose. If you do not choose a destination, they will hear the message "The number you have dialed is not in service. Please check the number and try again."

Logging in

- On the top menu click **Admin**
- In the drop-down click **Blacklist**

Blacklisting a Number

Make sure **Blacklist** is the active tab. Click the **Blacklist Number** button. A window will pop up where you can enter a number and description.

To blacklist a number, simply provide the following information:

Number

Define the 10-digit number that you want to blacklist.

Description

Here we give this entry a name such as "Ex Stalker Employee John."

Save Changes

Once complete click the **Save Changes** button. You'll receive confirmation that the number was added. Then, you can click the **Close** button.

Removing a Number from the Blacklist

In the **Blacklist** tab, check the checkboxes for the entries you wish to delete.

Click the **Delete Selected** button to delete the selected entries. Click **OK** to confirm the deletion.

Alternatively, you can click the trash icon for an individual entry to delete it. Click **OK** to confirm the deletion.

Viewing Statistics

Click the statistics button to view a list of inbound calls from the blacklisted Caller ID. Note these are not necessarily all "blocked" calls, since the list will include any calls received prior to when you blacklisted the number.

Importing or Exporting a Blacklist in CSV File Format

Click the **Import/Export** tab.

The required CSV format is shown.

Blacklist Module

Blacklist	Import/Export	Settings

CSV Format

number,description
{NUMBER},{DESCRIPTION}

Import from CSV   **Export to CSV**

To import a CSV file, click the **Import from CSV** button, select a file from your computer, and click the **Upload** button.

To export a CSV file, click the **Export to CSV** button.

Blocking Unknown Caller ID Calls

You can also optionally decide to block all calls that come to your system with a blocked Caller ID. To do this:

Click on the **Settings** tab within the Blacklist module.

Click the **Yes** button next to "**Block Unknown/Blocked Caller ID.**"

Choose a destination. If you do not choose a destination, callers will hear the "not in service" message.

Blacklist	Import/Export	Settings

Block Unknown/Blocked Caller ID ❓   **Yes**   **No**

Destination for BlackListed Calls ❓   == choose one ==

Click the **Submit** button.

How to Use Feature Codes to Block Numbers

You can also blacklist any number using feature codes. If you log into the Feature Codes module (**Admin Feature Codes**), you will see the actual feature codes defined for Blacklist.

The default settings are shown below:

━ Blacklist

Description	Code	Actions	
Blacklist a number ❓	*30	**Customize**	**Enabled**
Blacklist the last caller ❓	*32	**Customize**	**Enabled**
Remove a number from the blacklist ❓	*31	**Customize**	**Enabled**

- Dialing *30 will prompt you to enter the phone number to blacklist.
- Dialing *32 will blacklist the last number that dialed your phone based on the Caller ID of the number that called you.
- Dialing *31 will prompt you to enter a phone number to be removed from the blacklist.