

# Blacklist Module User Guide

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

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## 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**

## Blacklist Module

The screenshot shows the Blacklist Module interface. At the top, there are three tabs: **Blacklist**, **Import/Export**, and **Settings**. Below the tabs, there are two buttons: **Delete Selected** (in red) and **+ Blacklist Number** (in blue). To the right of these buttons is a search input field labeled **Search** and two icons: a list icon and a grid icon with a dropdown arrow. Below this is a table with three columns: **Number**, **Description**, and **Actions**. The table is currently empty, and the text **No matching records found** is displayed in the center of the table area.

## 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.

The screenshot shows the "Add or replace entry" dialog box. It has a title bar with the text "Add or replace entry" and a close button (x). Below the title bar, there are two input fields: "Number/CallerID" and "Description". At the bottom of the dialog, there are two buttons: "Close" and "Save changes".

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.

**Blacklist Module**

Blacklist Import/Export Settings

Delete Selected + Blacklist Number Search [List View] [Grid View]

<input checked="" type="checkbox"/>	Number	Description	Actions
<input checked="" type="checkbox"/>	Annoying/Person	555-555-5555	  

Showing 1 to 1 of 1 rows

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.

### Call Log

Call Date/Time
2015-06-17 12:26:15
2015-06-17 12:27:41
2015-06-17 12:28:14
2015-06-17 13:24:49

## 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
<b>Blacklist a number</b>	*30	<b>Customize</b> <b>Enabled</b>
<b>Blacklist the last caller</b>	*32	<b>Customize</b> <b>Enabled</b>
<b>Remove a number from the blacklist</b>	*31	<b>Customize</b> <b>Enabled</b>

- 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.