

Utility Telecom

How to Block Callers

This guide is intended to help you understand how to block callers to your main number using exceptions to your existing call flow rules. If you have any questions, give us a call at 877-965-7800 or email support@uyt.co.

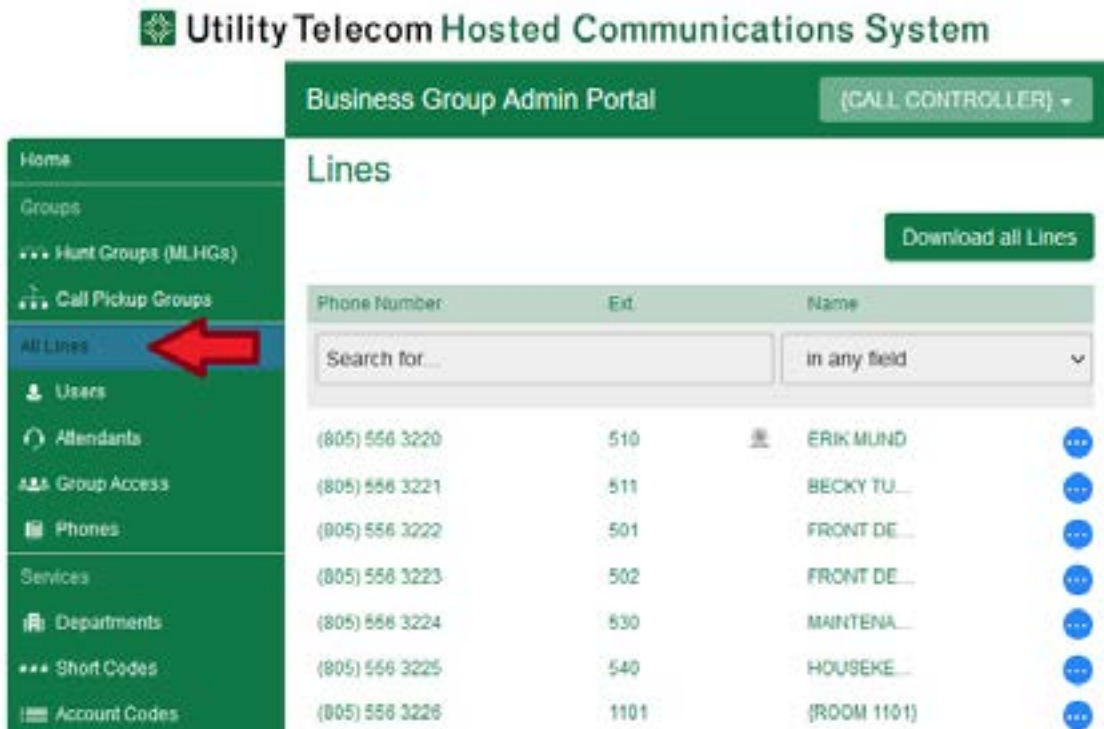
Block Callers to your Main Number

Log into your Online Business Group Administrator account

1. Browse to <https://cp2.telcox.net/bg>
2. Enter a telephone number with administrator privileges in the number field.
3. Enter the telephone number's password in the password field.
4. Press the login button.



5. Click on the All Lines link on the left side



UtilityTelecom Hosted Communications System

Business Group Admin Portal (CALL CONTROLLER)

Home

Groups

- Hunt Groups (MLHG's)
- Call Pickup Groups
- All Lines**
- Users
- Attendants
- Group Access
- Phones

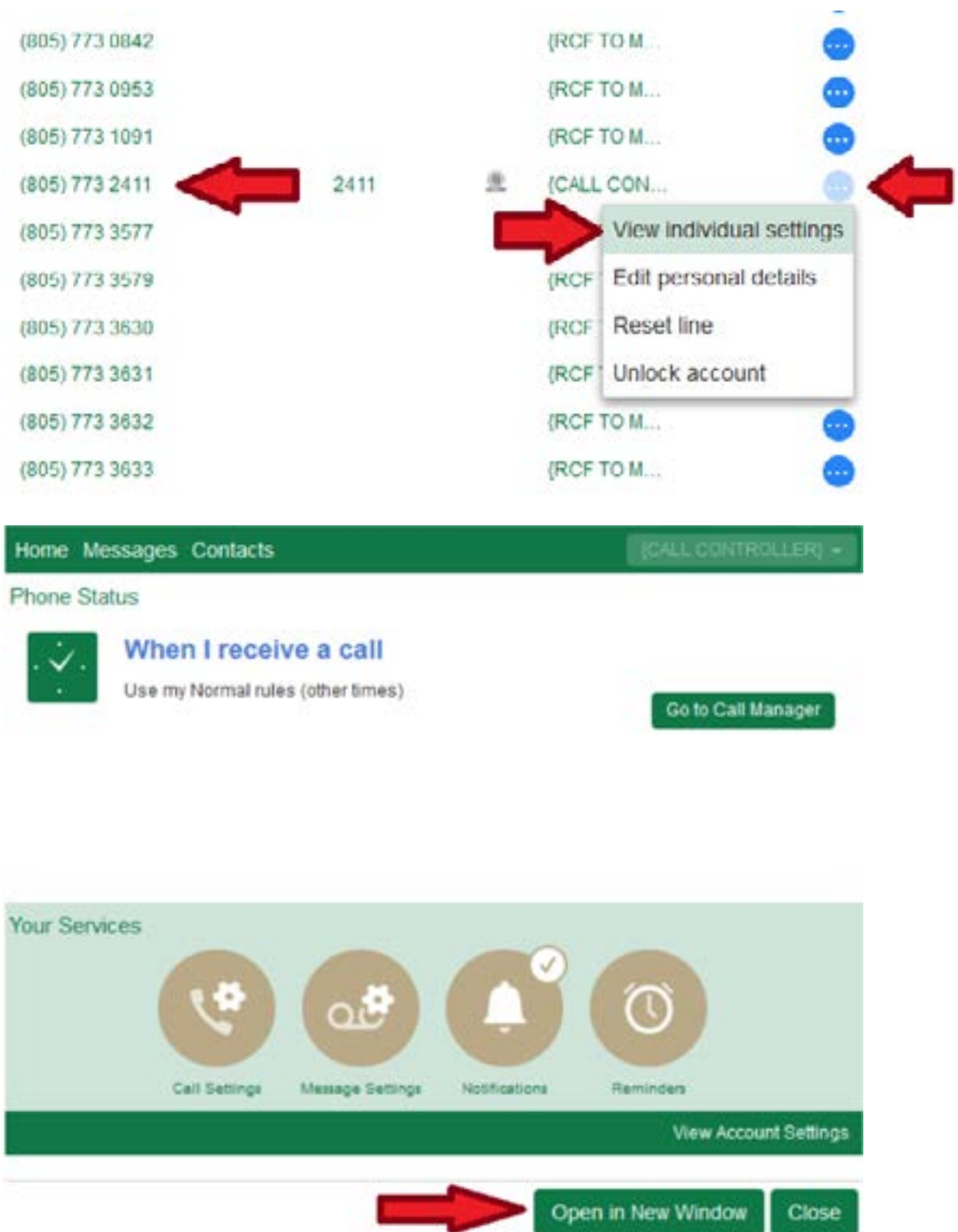
Services

- Departments
- Short Codes
- Account Codes

Lines Download all Lines

Phone Number	Ext.	Name
(805) 556 3220	510	ERIK MUND
(805) 556 3221	511	BECKY TU...
(805) 556 3222	501	FRONT DE...
(805) 556 3223	502	FRONT DE...
(805) 556 3224	530	MAINTENA...
(805) 556 3225	540	HOUSEKE...
(805) 556 3226	1101	{ROOM 1101}

6. Find your Main Number (sometimes labeled Call Controller), click on the blue dot to the right-hand side and then click on View individual settings.



7. This will open the main number call controller where we can begin to add blocked numbers.

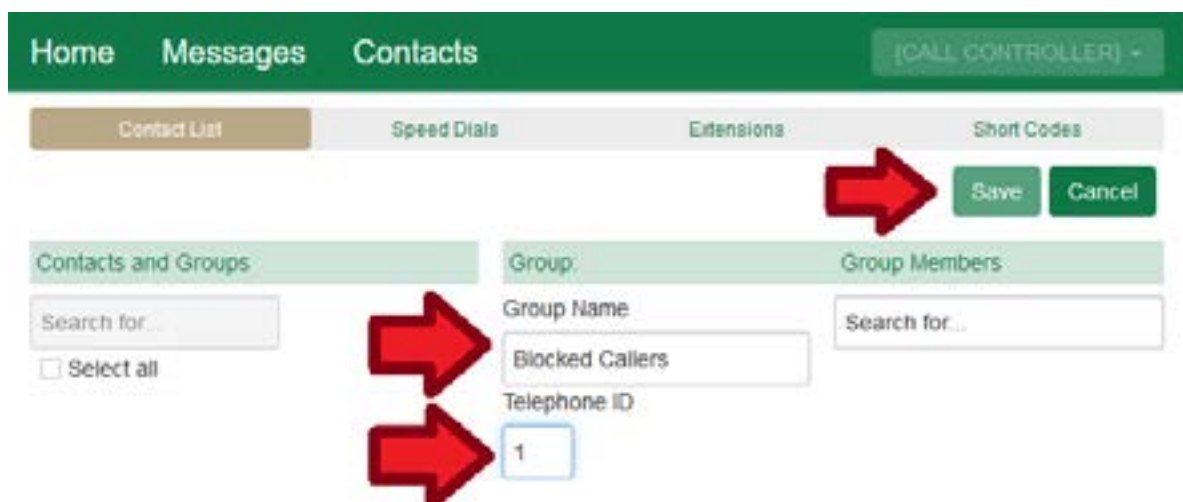
Building a new Group of numbers

We will now create a new group of numbers that we will block. If you've already complete this step, and applied the group to your rules, you can skip to step 24

8. Click on Contacts heading at the top of the window
9. Click on the New Group button

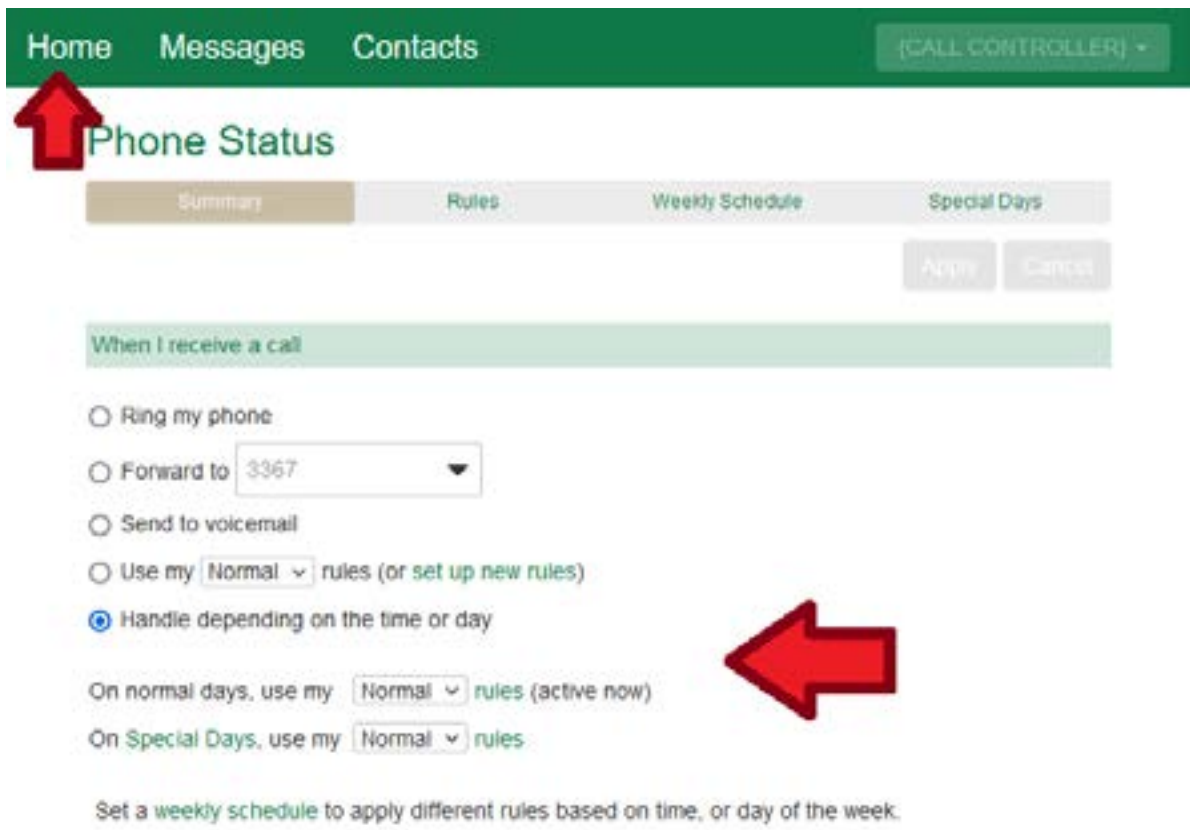


10. Give the new group a name. In this case we'll call it Blocked Callers as that's how we'll use it.
11. Give the group a Telephone ID that can be used to access the group through the TUI. This is a unique number. If this is your first or only group you can start with 1.
12. Once both fields are filled in press save.



Applying your new Group to your Call Controller's rules

13. Click the Home heading in the top left of the window
14. This will take you to the rules of the Call Controller. Review which sets of rules you have in use.
 - a. We will add the new blocked caller group to the rules that are in use. In this case the “Normal rules are in use”
 - b. You may have more than one rule set in use. We will need to apply our blocked caller rule to each rule set that you have in use.



The screenshot shows the 'Phone Status' settings page. At the top, there is a green navigation bar with 'Home', 'Messages', and 'Contacts' links. A red arrow points to the 'Home' link. Below the navigation bar, the 'Phone Status' title is visible. Underneath, there are four tabs: 'Summary', 'Rules', 'Weekly Schedule', and 'Special Days'. The 'Rules' tab is selected. To the right of the tabs are 'Apply' and 'Cancel' buttons. Below the tabs, there is a section titled 'When I receive a call' with several radio button options: 'Ring my phone', 'Forward to' (with a dropdown menu showing '3367'), 'Send to voicemail', 'Use my Normal rules (or set up new rules)', and 'Handle depending on the time or day' (which is selected). Below these options, there are two lines of text: 'On normal days, use my Normal rules (active now)' and 'On Special Days, use my Normal rules'. A red arrow points to the 'Normal' dropdown menu in the second line. At the bottom, there is a link: 'Set a weekly schedule to apply different rules based on time, or day of the week.'

15. Click Rules heading at the top of the window
16. Find the rule set you'd like to modify. In this case we'll modify the “Normal” rules as that's what is in use.
 - a. You may need to update more than one rule set, depending on what you use.
 - b. If you don't update all rules that are in use your calls may not operate as you're intending

17. Click the Add New Rule button
 - a. This is known as an exception in a rule set. A typical rule set consists of a default rule that all callers match. For example, to forward the caller to the front desk. We build an exception (a rule in a rule set) to identify specific callers and handle them differently.
 - b. This document talks about blocking callers, but you could also handle a different group of callers differently. For example, you could have a priority caller list that goes to a different set of phones instead of your front desk. Or maybe you send a high priority caller to a cell phone.



18. Choose the second option in this window and then select the new group we've created. In this case the new group is "Blocked Callers"
 - a. From this window you can see that individual numbers can be blocked as well by adding them in to the fifth option.
19. Click Next

Add a new rule to the "Normal" set of rules

When I receive a call from

- an individual contact:
- a group of contacts:
- anyone on my contact list
- anyone in my business group
- this number or group of numbers:
- an anonymous number

20. Click the fourth option to play a reject message and then reject the call.
 - a. From the list you can see that we could also forward these numbers to a different location.
 - b. Instead of rejecting callers, we could use the forward to option (the second option) to send a different group of callers to a cell phone.
21. Click the Finish button

Add a new rule to the "Normal" set of rules

When I receive a call from Blocked Callers

- ring my phone using
- forward to
- send to voicemail
- play a reject message and reject the call
- ask the caller to say their name before I accept the call
- ring more than one phone at the same time or in sequence
- ask the caller to say their name before ringing more than one phone at the same time or in sequence

22. You will now see the rule added to the “Normal” rule set. This is known as an exception to the default rule. When a call comes in, the system will attempt to match the call, via the calls caller ID number, to the exceptions you have programmed, and if no exceptions match the call will follow the default rule.

- a. In our example, callers in the “Blocked Callers” contact group hear a rejection message and then are rejected (disconnected). All other callers will ring in as normal.

The screenshot shows the 'Phone Status' interface with the following elements:

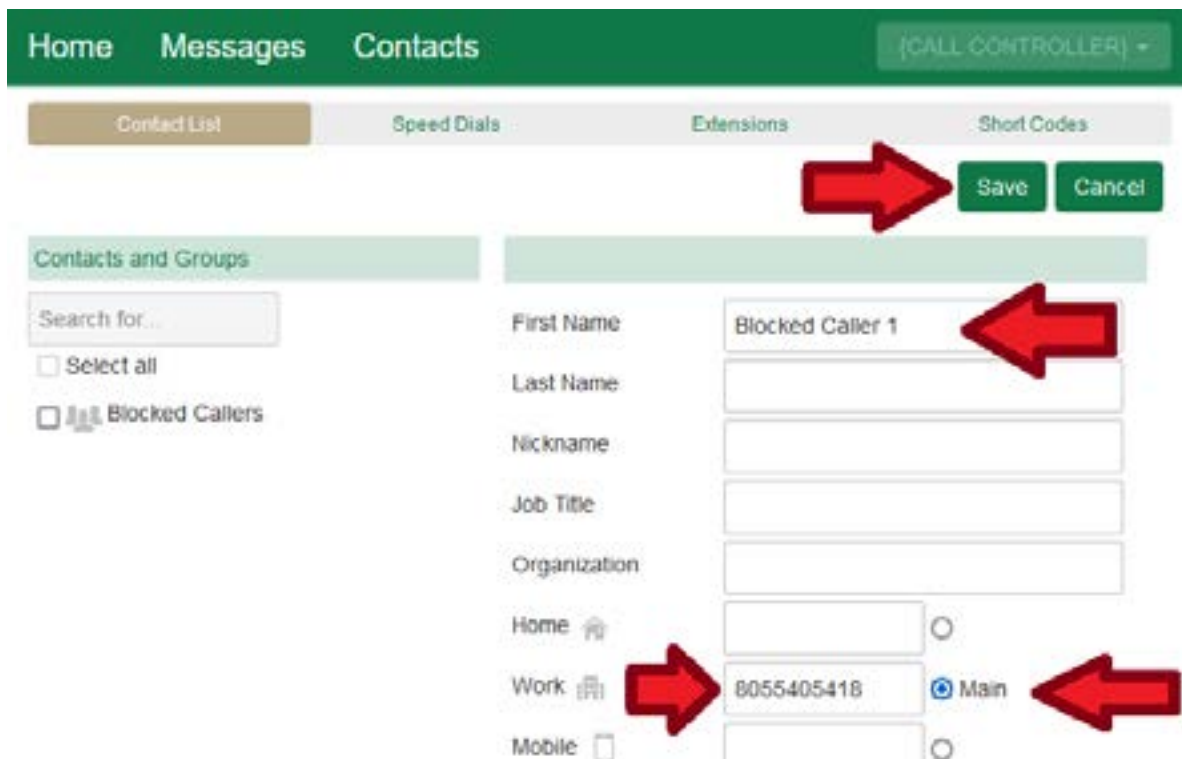
- Navigation bar: Home, Messages, Contacts, (CALL CONTROLLER) -
- Section Header: Phone Status
- Tabs: Summary, Rules (selected), Weekly Schedule, Special Days
- Buttons: Add New Set of Rules, Resumes, Apply, Cancel
- Text: Rules give you advanced options for handling incoming calls. You can choose which set of rules is active from the Summary tab.
- Sets of Rules: Normal
- Rule Entry: Normal | When I receive a call from Blocked Callers, play a reject message and reject the call | X
- Text: Default: The call will be forwarded to 3367
- Buttons: Move Up, Move Down, Edit, Add New Rule

Building a new Contact and adding it to a Group

23. Click the Contacts heading at the top of the window
24. Click on the New Contact button



25. Give the new blocked caller a name. In this instance I'll name them Blocked Caller 1. This is a label and can be anything.
26. Fill in the phone number you'd like to block.
 - a. You can add as many numbers to this contact as you like, using the Home, Work, and Mobile fields for example.
27. You can mark the number as "Main" however this is not necessary.
28. Press Save



29. Select the new Blocked Callers group we've created
30. Click the Edit button



31. Select the Contact you'd like to add to the group. In this case we're adding the Contact we just created, "Blocked Caller 1".
32. Click Save



33. You're all done!

We're Here to Help

If you're unable to find what you need, please contact Customer Care. We are available for assistance 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co.

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