The Call Block features can be enabled to inhibit calls from people you would rather not talk to, or schedule times to stop specific calls based on defined criteria. Users are offered several ways to set up Call Blocks.

BLOCK LAST CALLER FROM YOUR PHONE

*67 - Desk phone users can press ***67** to block the last number that called into the line. This only works for the most recent call to your line. If that calling number attempts to call again, the phone will not ring, the caller is notified by the system that the line is not available, and then the call is automatically discontinued. Calls blocked in this manner will not ring to your line or show in call logs.

BLOCK CALLS FROM THE CLOUD SERVICES PORTAL

Log into the Cloud Services Portal using your voice services account credentials to access your My Services Dashboard.

CALL BLOCK IN DASHBOARD VOICEMAIL CARD

The Block feature in the Voicemail card blocks future calls from a specified number (that left a voicemail) *without* providing a warning message to the caller.

1. Go to the Voicemail widget/card.
2. Click to place a check mark ✓ in the box next to select desired Voicemail/ number(s) in the list. This displays the Block setting option above the list.
3. Click on the Block option above the list when you are ready to perform the action. Once clicked, all calls from the selected number(s) are blocked. Users may access and manage additional Call Block options in Settings.
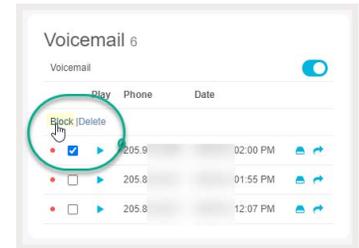
CALL BLOCK IN FEATURE SETTINGS

To create and manage a list of blocked numbers in Settings:

1. Click on the View All Features link in the **Basic Features** card and scroll down to **Call Block** to click on the adjacent drop-down arrow under the *View/Edit* column.
2. Click on the Add button to create (or click Edit to manage).
3. Description - Enter a unique name to identify this list.
4. Define your call block criteria using the following:
   - Reject Call - Click to select this radio button option to block calls.
   - Schedules - Optional: Choose a Time OR Holiday Schedule to use to block the calls defined below during a specific time period.
   - From Any Phone Number | Forwarded | From following phone numbers - choose an option that works with the trigger criteria you are defining and continue.
   - Any Private Number - Optional: Click to also block any numbers marked 'Private'.
   - Any Unavailable Number - Optional: Click to also block any 'Unavailable' numbers.
   - Specific Numbers - You may enter up to twelve 10-digit numbers you wish to block in the fields provided for this list.
5. Click Save to close this dialog and view the updated Call Block list.
6. Click to place a check in the box next to your new listing to ENABLE call blocking for the newly created Call Block list. Note: Calls blocked using this method will be notified the line is not available at this time and then the call is ended.
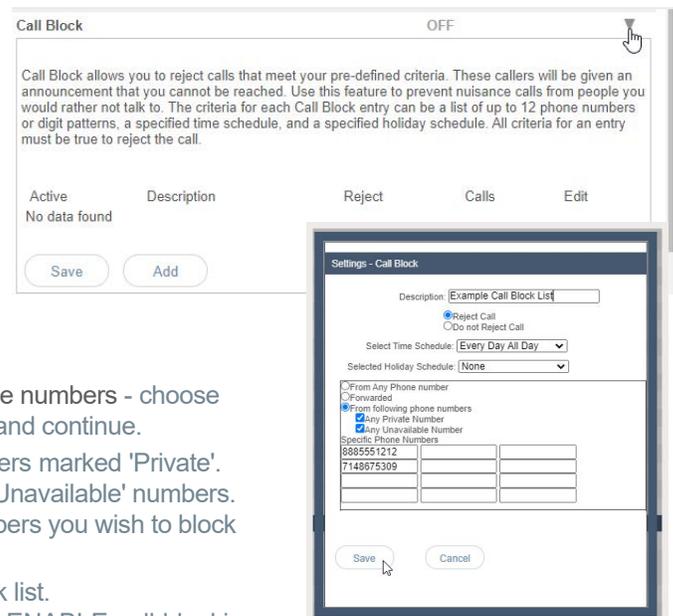
   Users may repeat these steps to create more lists for other call types, different numbers, or alternate schedules.