

# Allowing or Blocking Callers

---

The Answering Rules tab of a PBX User has an **Allow/Block** option that allows you to permit or block calls from specified numbers. Using this feature will enable you to block unwanted calls to your extension, as well as calls from anonymous and unwanted numbers.

**Note:** Allowed numbers bypass user Do Not Disturb and Call Screening rules to ring through immediately.

The blocking feature can be used for an individual user extension, or, if you want to block a number from multiple users, you might utilize a routing user to block out callers for a DID before the designed call flow enters a ring group, auto attendant, or queue.

## 1. From the Answering Rules page, click **Allow/Block**.

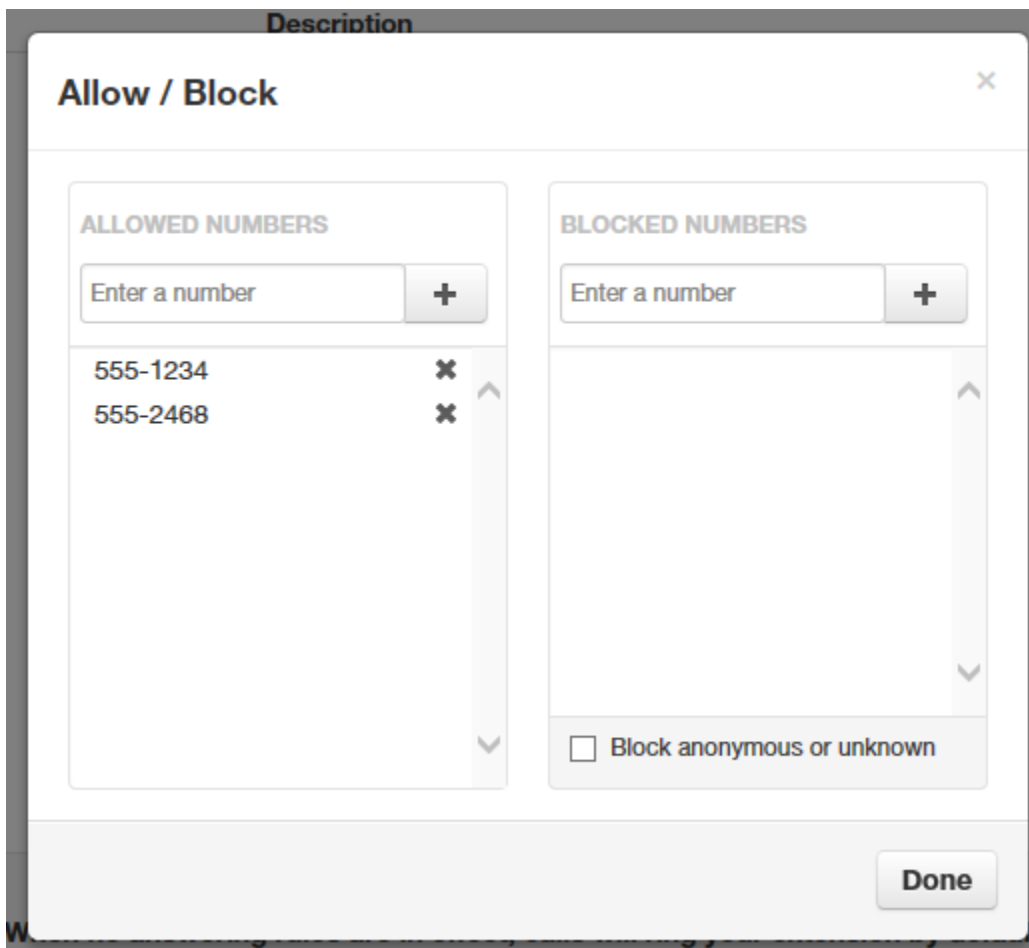
The Allow/Block page appears. This page has two lists, one for allowed phone numbers (on the left) and

another for blocked phone numbers (on the right).

The image shows a dialog box titled "Allow / Block" with a close button (X) in the top right corner. The dialog is split into two columns: "ALLOWED NUMBERS" on the left and "BLOCKED NUMBERS" on the right. Each column has an input field with the placeholder text "Enter a number" and a "+" button to its right. Below the input fields are scrollable lists. The "BLOCKED NUMBERS" section also includes a checkbox labeled "Block anonymous or unknown" at the bottom. A "Done" button is located at the bottom right of the dialog.

## 2. To allow phone numbers, perform the following steps under **ALLOWED NUMBERS**:

- a. Click in the **Enter a number** field.
- b. Enter the number you want to allow.
- c. Click the [ **X** ] button. The number appears in the **ALLOWED NUMBERS** list and a brief message tells you the allowed number was added.
- d. To add more numbers, repeat step 2.
- e. To remove a number, click the [ **X** ] button next to that number.



### 3. To block phone numbers, perform the following steps under **BLOCKED NUMBERS**:

- a. Click in the **Enter a number** field.
- b. Enter the number you want to block.
- c. Click the [ **X** ] button. The number appears in the **BLOCKED NUMBERS** list and a brief message tells you the blocked number was added.
- d. To add more numbers, repeat step 3.
- e. To remove a number, click the [ **X** ] button next to that number.

### 4. To block anonymous calls and calls from unknown numbers, check **Block anonymous or unknown**.

Description

## Allow / Block ×

### ALLOWED NUMBERS

Enter a number +

### BLOCKED NUMBERS

Enter a number +

- (216) 555-7686 ×
- (858) 555-1212 ×

Block anonymous or unknown

**Done**

5. When you are finished, click **Done**.