Blocking Unwanted Calls for Extensions

Fireline Communications is fully committed to fighting Robocalls and other unwanted callers. You may have noticed you are now receiving a prepended message on your inbound caller id, identifying possible SPAM, FRADULENT, and ROBOCALL callers. We are participating with the FCC and other carriers in the sharing of information regarding Robocallers and other types of unwanted calls. As part of the TRACED ACT (Telephone Robocall Abuse Criminal Enforcement and Deterrence Act) we have implemented STIR/SHAKEN technology as well as other monitoring techniques in our effort to combat these practices. This is just the beginning! We hope that some of these activities have will have an immediate impact on your services and we look forward to providing you with additional tools in the future.

How to Report Unwanted Calls

To file a complaint with the FCC regarding unwanted and or Robocalls please visit the FCC's <u>Consumer Complaint Center</u> .

To add yourself top the Do Not Call Registry, you can visit DoNotCall.gov or call 1-866-382-1222.

How to Block Unwanted Calls

Self-Care Portal

Each user is provided access to the Self-Care portal for their individual extension. The Self- Care portal is accessible from the internet by browsing to https://wx.firelinecommunications.com. The portal provides information regarding extension status, call history, settings

and more. All information and features set through the Self-Care Portal applies to the individual extension.

- 1. Using your browser go to <u>https://ux.firelinecommunications.com</u>
- 2. Login using the email and password associated with the extension you would like to access.



3. From the My Details page select Services

My Details	Directory	Voicemail	Services	CDR	SMS Report	Central Phone Book
	E-mail					
						1
	Password					
	Password is encry	/pted.				
	PIN					
						E
	🖌 Save					

4. From the Services tab click the to the right of Call Filters & Blocking then Save.

Details	Directory	Voicemail	Services		CDR	SMS Report	Central Phone Book
Caller ID)		×	~			8
Call Pick	up		*8/88 <u>%</u>	~	A		
Last Call	ler		20	~			
Operatio	on Times		×	0			12
Call Filte	ers & Blocking		×	~			8
Do Not	Disturb		'78/79 ½	~			1 and
Call Forv	warding		*71/72 🗙	~	A		8
Follow N	Ac.		*520/521 🗙	~			8
Group H	lunt		*510/511 🗙	~			8
Mobile N	Numbers		×	~			8
Speaker	phone Page		*399/400 🗙	~			8
Speaker	phone Page Groups		"600 🗙	~			
Director	y / BLF List		26	~			8
Speed D	ial .		°130 🗙	~			8
Remote	Access		×	~			8
System of	operation times	"401/40	2/403/404/405 🗙	~			
Wake-up	p Call		7411 🗙	~			
Operato	r Wake-up Call		1412 🗙	~			

5. From the Services page click the Edit $\begin{array}{c} \& \& B \end{array}$ button for Call Filters & Blocking.

6. In Call Filters & Blocking click the Plus symbol to add a new record.

My Details	Directory	Voicemail	Services	CDR	SMS Report	Central Phone Book		
Call	Filters & Blocking	g						
Calle	r Number	Destination	on Type	Destina	ation	+		
Anon	iymous callers	Do Not	hing	•				
				✓ Save	← All enhance	d services		

7. Under Caller Number enter the telephone number you would like to block.

My Details	Directory	Voicemail	Services		CDR	9	5MS Report	Central Phone Book
Call F	ilters & Blocking							
Caller	Number	Destinati	on Type		Destination	n		+
Anony	ymous callers	Do Not	hing	•				C2 ×
155	553331212	Not in	ervice	•				×
		Please	select	-				
		Call Fo	rward Number		Save	*	All enhanced	services
		No Ans	wer	- E				
		Busy						
		Voicen	ail					
		Not in	service					
		Ringto	ne					

8. Under Destination Type, select Not in Service or Busy.

9. Click Save

10. To add another number, repeat steps 7 & 8.

11. If you're finished, click Save.

12. You can click the logout button on the upper right corner of the screen.

Dashboard	My Details	Directory	Voicemail	Services	CDR	SMS R	Report	Central Phon Book	e	Meetings
Ca	ll Filters & Blo	cking								
С	aller Number		Destination Typ	ре	Des	stination			•	
A	nonymous callers		Do Nothing		•			83		
	5553331212		Not in service	e	•				×	
					🗸 Sa	ave 🗲	All enh	anced servic	es	

All calls from 5553331212 will now receive a "Number not in

service" message when they reach your extension.

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