

# 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 [Consumer Complaint Center](#) .

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

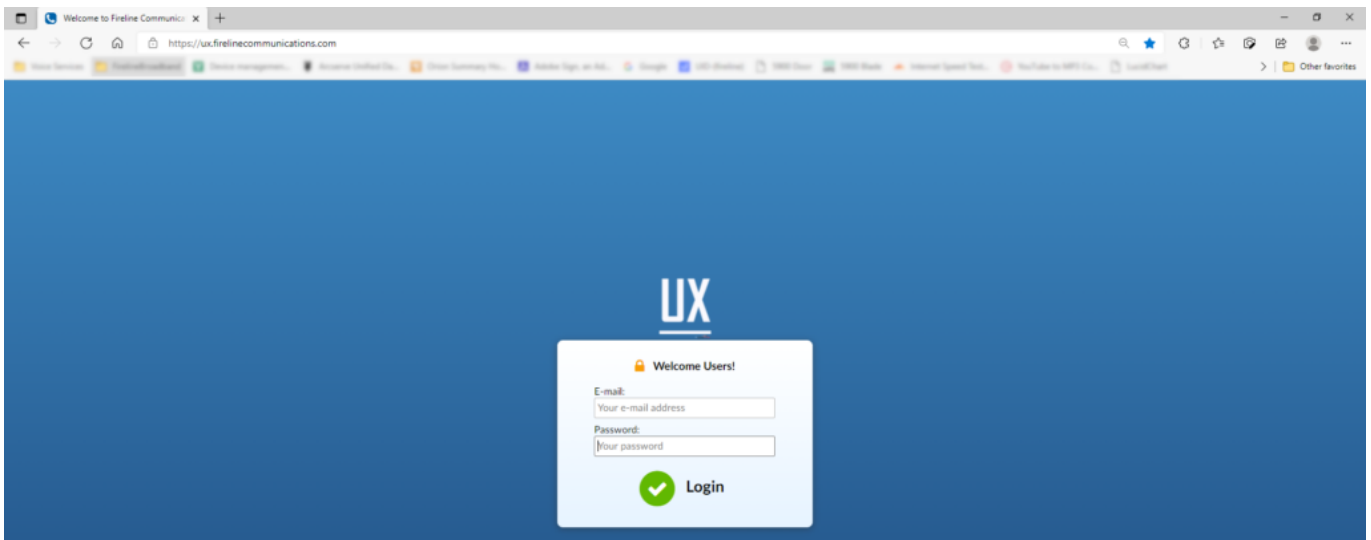
## How to Block Unwanted Calls

### Self-Care Portal

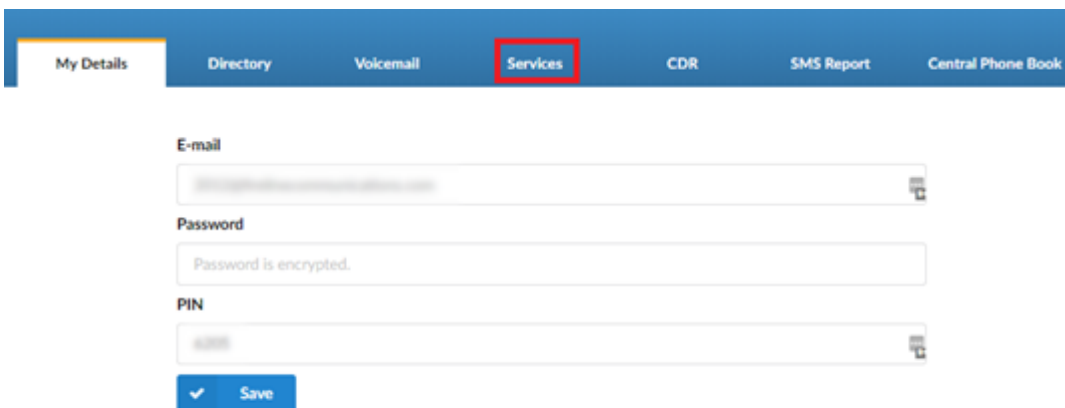
Each user is provided access to the Self-Care portal for their individual extension. The Self- Care portal is accessible from the internet by browsing to <https://ux.firelinecommunications.com>. The portal provides information regarding extension status, call history, settings


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

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




3. From the My Details page select Services




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

My Details	Directory	VoiceMail	Services	CDR	SMS Report	Central Phone Book
Caller ID			✗ ✓			✍
Call Pickup		*8/88	✗ ✓	✗		✍
Last Caller			✗ ✓	✗		✍
Operation Times			✗ ✓			✍
Call Filters & Blocking			✗ ✓			✍
Do Not Disturb		*78/79	✗ ✓	✗		✍
Call Forwarding		*71/72	✗ ✓	✗		✍
Follow Me		*520/521	✗ ✓	✗		✍
Group Hunt		*510/511	✗ ✓	✗		✍
Mobile Numbers			✗ ✓	✗		✍
Speakerphone Page		*399/400	✗ ✓	✗		✍
Speakerphone Page Groups		*600	✗ ✓	✗		✍
Directory / BLF List			✗ ✓	✗		✍
Speed Dial		*130	✗ ✓	✗		✍
Remote Access			✗ ✓	✗		✍
System operation times		*401/402/403/404/405	✗ ✓	✗		✍
Wake-up Call		*411	✗ ✓	✗		✍
Operator Wake-up Call		*412	✗ ✓	✗		✍

✓ Save

5. From the Services page click the Edit  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
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### Call Filters & Blocking

Caller Number	Destination Type	Destination	+
Anonymous callers	Do Nothing		✍ ✗

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

### Call Filters & Blocking

Caller Number	Destination Type	Destination	+
Anonymous callers	Do Nothing		✕
15553331212	<div style="border: 1px solid #ccc; padding: 5px;">           Not in service            Please select ...            Call Forward Number            No Answer            Busy            Voicemail  <b>Not in service</b>            Ringtone         </div>		✕

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.

### Call Filters & Blocking

Caller Number	Destination Type	Destination	+
Anonymous callers	Do Nothing		✕
5553331212	Not in service		✕

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

service" message when they reach your extension.

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