

# Terminating Call Manager USER GUIDE



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## Administration of your Terminating Call Manager Service

This guide will provide you with instructions for set up and management of the Terminating Call Manager service. You can manage this service using your telephone or through the optional Web Portal. If you don't have Web Portal service, contact your service provider for more information .

## Privacy Control Administration Using your Telephone

The Privacy Control service selectively intercepts telemarketers, unknown callers and callers who have their number blocked from displaying on Caller ID .

**From your home telephone, dial \*96 and follow the voice prompt to access Privacy Control by pressing 2, where you will have the following options:**

- |         |  |
|---------|--|
| Press 0 | To <i>Block</i> the last caller                            |
| Press 1 | To <i>Add</i> a number to your <i>Blocked List</i>         |
| Press 2 | To <i>Remove</i> a number from your <i>Blocked List</i>    |
| Press 3 | To <i>Remove All</i> numbers from your <i>Blocked List</i> |
| Press 4 | To <i>Add</i> a number to your <i>Allowed List</i>         |
| Press 6 | To turn the Entire service <i>On</i> .                     |
| Press 7 | To turn the Entire service <i>Off</i>                      |
| Press 8 | To <i>Block</i> Private Callers                            |
| Press 9 | To <i>Allow</i> Private Callers                            |
| Press * | To Repeat menu options                                     |

If you wish to add the last caller's number to your Blocked list, simply hang up and dial \*97.

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## PRIVACY CONTROL FEATURE DESCRIPTION

**Blocked List** - If a number has been placed on your *Blocked List*, calls from that number will hear a message telling them that you do not accept calls from that phone number.

**Allowed List** - Your service provider has an established local calling area which the service considers as *Allowed* numbers. Callers from outside this local calling area or unknown callers will hear the Telemarketer Screening Announcement. Once a caller has pressed 1 after hearing the announcement, they will then be automatically added to the *Allowed* caller list and will not hear the announcement with subsequent calls.

**Private Callers** - This feature addresses those numbers that are shielded from Caller ID service. The announcement gives an additional option for the caller to press 1 to reveal their Caller ID information which will allow the call to be completed.

## PRIVACY CONTROL ADMINISTRATION USING THE WEB PORTAL

Use the Web Portal to manage your Privacy Control service which selectively intercepts telemarketers, unknown numbers and callers who have their number blocked from displaying on Caller ID.

After logging into the Web Portal, click on the *My Settings Tab* to access your services. *The My Calls and My Contacts tabs may not be included in your version of the Web Portal.*



Privacy Control can be administered by clicking on the *Call Management Tab* and then clicking on the *blue arrow* in the *Terminating Call Management Tab*.



In the *General Tab*, click on the *Enable Service* check box to turn on or off the service.

General	
Enable Service:	<input checked="" type="checkbox"/>
Private Number Treatment:	Challenge Call ▼
Unknown Number Treatment:	Challenge Call ▼

*Private Number Treatment* refers to incoming callers that are blocking their number from displaying on a Caller ID service. When your service is enabled, any Private Number will be *Challenged*, meaning the caller will be allowed to press 1 to reveal their number on Caller ID and the number will go through to your phone.

*Unknown Number Treatment* refers to incoming numbers that cannot be identified by your service provider, which would normally be calls considered to originate from telemarketers. When your service is enabled, any Unknown Number will be *Challenged* and the caller will be notified that you do not accept calls from telemarketers, but are allowing callers who aren't telemarketers to press 1 to go through to your phone.

Statistics			
Announcement Hits:	0	Disconnects:	0
Calls Blocked:	0	Dial Throughs:	0
Max Blocked Numbers:	15	Max Allowed Numbers:	15

The *Statistics Tab* tracks incoming calls while the service is enabled. There are no features that you can control with this tab. *Max Blocked Numbers* and *Max Allowed Numbers* are the total numbers that you can have in your Blocked and Allowed lists. The maximum size of these lists are preset by your service provider.

The *Allowed Number List* lets you enter specific numbers that you would like to be allowed to dial through the service without interception.

**Allowed Number List**

Choose a Recent Call

<input checked="" type="checkbox"/>	<b>Unknown Name</b> 612-996-1605 Today 11:46 AM
<input checked="" type="checkbox"/>	<b>Unknown Name</b> 612-996-1605 Today 11:45 AM
<input type="checkbox"/>	<b>Unknown Name</b> 612-996-1605 Today 11:38 AM

Enter Phone Number

Allowed List

605-996-6787
612-996-1605

Delete List Entry

Your version of the Web Portal may allow you to monitor your recent incoming and outgoing calls and allow you to *Choose a Recent Call* to move into your *Allowed List* of numbers that will not be intercepted by the service. Click on the check box and then click on the arrow to move a recent call to your *Allowed List*.

Numbers that you want in your *Allowed List* can be added by putting their 10 digit number in the *Enter Phone Number* field, clicking on the arrow will then add the number to your allowed list. These numbers once entered and saved will not be intercepted by the service.

You can remove a number from your *Allowed List* by highlighting a number and clicking on *Delete List Entry*

Click on Save to put any changes into effect.



The *Blocked Number List* lets you enter specific numbers that your service will block from calling your number. Callers will hear a message telling them that your number doesn't accept calls from the number they are calling from.

The screenshot shows a web interface for managing a blocked number list. It is divided into two main sections: 'Choose a Recent Call' and 'Blocked List'.

**Choose a Recent Call:** This section contains a list of three recent calls. Each entry has a checkbox on the left and the text 'Unknown Name' followed by a phone number and a timestamp. The first entry is selected, with its checkbox checked. A blue arrow points from the right side of this list to the 'Blocked List' section.

**Blocked List:** This section contains a list of two phone numbers: '605-996-1605' and '605-996-6787'. The second number is highlighted in blue. A blue arrow points from the 'Enter Phone Number' field below to this list.

**Enter Phone Number:** This is a text input field containing the number '6059997438'. A blue arrow points from the right side of this field to the 'Blocked List' section.

At the bottom right of the interface is a button labeled 'Delete List Entry'.

Your version of the Web Portal may allow you to monitor recent incoming and outgoing calls and allow you to *Choose a Recent Call* to move into your *Blocked List*. Click on the check box and then click on the arrow to move a recent call to your *Blocked List*.

Numbers can be added to your *Blocked List* by putting their 10 digit number in the *Enter Phone Number* field, clicking on the arrow will add the number to your blocked list.

Remove a number from your *Blocked List* by highlighting a number and clicking on *Delete List Entry*. Click on Save to put any changes into effect. 