



## Blocking Calls

Switchvox lets you specify phone numbers that you do not want to accept calls from.

You can *block* specific phone numbers, or any numbers that begin with the same prefix, and you can block them at all times or during specified time frames. You can also choose how Switchvox handles the blocked calls.

1) Log into your Switchvox Admin Portal

2) Click Setup → Incoming Calls



### Incoming Calls ?

DID Routes

Caller ID Rules

3) Click *Caller ID Rules* tab.

4) Click *Create Block Number Rule* tab



Block Number Settings ?

Rule Name

Note

Incoming Number Type

Incoming Number

Block Action

Timeframe

**Save Block Number Rule** ✓

Create A Rule Name.  
(i.e., "Blocked Numbers")

Select Phone Number or  
Prefix from the drop down.  
*Be careful using Prefix. If you put in  
the wrong prefix, you might block  
more calls than you expect.*

Enter the number to block.

Select the action *Switchvox*  
should take with the blocked call.

Select a Time Frame, if you want to control when  
these calls are blocked.

When completed, Click Save to save your changes.



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