

NEWT Security Features - Blocked Callers Database

The **NEWT Managed PBX Solution** includes **Security view** within the **Configuration Facility** which includes a feature, **Blocked Callers**, which provides a user interface for entering telephone numbers that are undesired for any reason and the administrator would like to block the calling party from calling into the phone system.

How Blocked Callers Database Works

Incoming calls are first checked when received to see if the incoming caller identification (CallerID) can be matched to a number entered in the **Blocked Callers** database; if so, the call is immediately rejected and fast busy is returned to the caller. The duration of the block is manually managed via the **Blocked Callers view** and can be removed by the administrator at any time after being added.



This feature is compatible with toll-free and 10-digit calling numbers but not numbers originating from international locations.

This feature is also dependent on CallerID number being presented; if the caller is blocking their CallerID ('anonymous', 'unknown number', etc.) then there is no information to validate against and the **Blocked Callers** database, so the call will successfully ring through into the phone system.

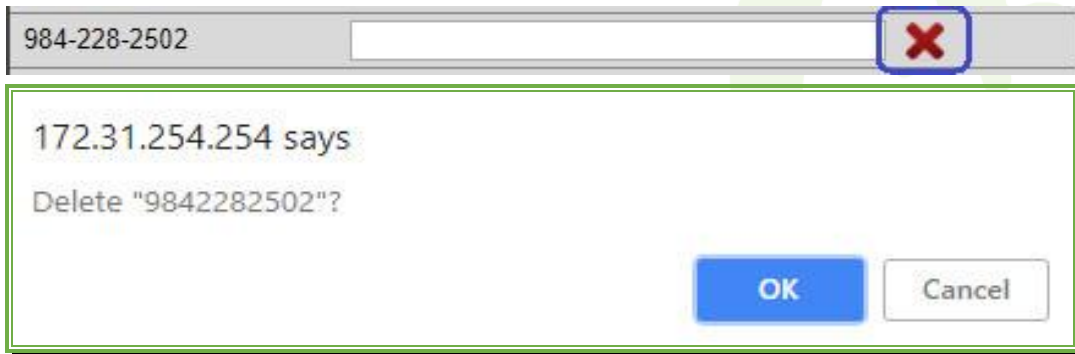
To Add a Phone Number to the Blocked Callers Database

1. Access the main or individual login URL for the **Configuration Facility**
2. Navigate to **Security view** and click on it
3. Click on **Blocked Callers view**
4. Enter telephone number you wish to block in **Phone Number** field
5. Enter reason for blocking it (optional) into **Description** field
6. Click the **Add** button

Phone Number	Description
971-544-1377	
984-377-7960	
985-202-7234	
985-260-7089	
985-293-6455	
985-397-7758	
985-397-8860	
985-401-7423	
985-665-9476	
985-893-2273	
989-282-7039	
<input type="text" value="8885551234"/>	<input type="text" value="Optional Description - Call Centre SPAM dialer"/> <input type="button" value="Add"/>

To Remove a Phone Number from the Blocked Callers Database

1. Access the main or individual login URL for the **Configuration Facility**
2. Navigate to **Security view** and click on it
3. Click on **Blocked Callers view**
4. Locate the telephone number entry you wish to remove
5. Click the **✖** icon to delete the entry
6. Click on the blue **OK** button to confirm deletion is desired



CallerID Spoofing and How it is Circumvented

CallerID display normally presents the phone number and some cases name (when available) associated with the telephone line used to call you. There are legitimate and illegitimate reasons for an individual or corporation to provide a different or spoofed CallerID number than what they are using to call you.

For more information on CallerID spoofing please visit:
<https://crtc.gc.ca/eng/phone/telemarketing/identit.htm>

For these reasons the CallerID presented may be changed the next time they call, come from various telephone numbers, or display as an inaccurate telephone number. The **Blocked Callers** input fields will accept an unformatted 10-digit CallerID and format it appropriately. The feature will also allow for entry of custom number lengths to permit the blocking of invalid CallerID numbers that don't follow a standard 10-digit format.

For example,

If a caller presents '555-1234' as CallerID without leading area code and if the **NEWT Managed Phone Solution** validated CallerID number to 10-digit entry only then there would be no way for you to block this caller.

On the other hand, if you wish to block '888-555-1234' from calling you and mistype the number as '885551234' omitting one 8 the system will store this entry as '885-551-234' and the caller '888-555-1234' will still be able to call into the system.

For the above reasons, please be careful and double check that the number is added correctly so it can properly perform the call blocking service.