

Blocking phone numbers

If you are receiving threatening or nuisance calls, or some other unwanted calls, you can block specific caller's phone numbers from within the My Account Portal at <https://voipportal.com.au/> .

This will blacklist the number and prevent them from calling into your system.

To block a number, navigate to the **Call History** section of the My Account Portal.

In the search options, select the last date the nuisance caller rang in, and if known, show the Advanced Options section, select 'Inbound' and specify the 'Origin' number, then click Display Call History.

SEARCH OPTIONS

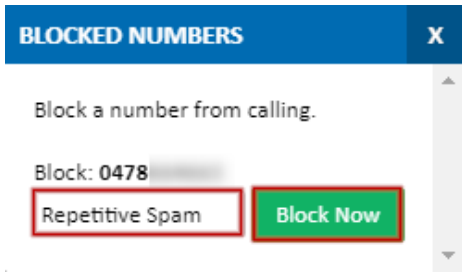
Start Date	10 May 2019
End Date	10 May 2019
ADVANCED OPTIONS ▾	
Call Type	ALL INCOMING OUTGOING
Origin	Destination
0478	Destination:
<small>Note: You can use the % (wildcard) for partial match searches.</small>	
Sort By	Time/Date ▾
Order By	Ascending ▾
Status	ALL ▾
Duration	GREATER THAN LESS THAN 0 minutes.
Cost	GREATER THAN LESS THAN 0 dollars.
Display Call History	Download CSV Reset

In the results table, locate a call from the number you wish to block, hover your mouse over the entry and click the icon next to the phone number.

SEARCH RESULTS

Type	Time	Origin	Block Caller
	10-May-19 11:43am	0478	

In the dialogue box that displays, enter the reason for blocking this number, then click **Block Now** to confirm the block. The number can no longer call into your system.



You can also manually enter a number to block if there are no call history entries for it. Jump down to **Managing Blocked Numbers** below

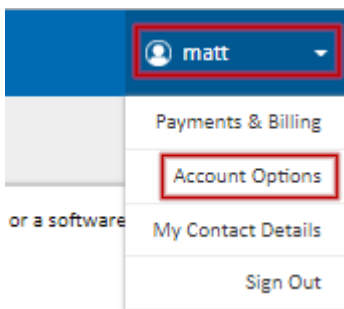
Anonymous Callers

If you block an anonymous call from the Call History page, only that individual caller will be blocked.

To block all anonymous callers, use the Manage Blocked Numbers process detailed below and enter the word 'anonymous', without the quotes, into the number field. Note that this may cause some legitimate calls to be blocked, if they're not presenting caller ID.

Managing Blocked Numbers

If you need to remove a number from your blocklist, for example if a number was blocked accidentally, or need to manually block a number, click your username at the top right of the **My Account Portal** window and select **Account Options**



In the Blocked Numbers section, select **Manage Blocked Numbers**

Blocked Numbers

Add nuisance callers to the blocklist. Callers will receive an engaged tone or network error message.

Note: You can hover over a number in the call history to block it, even if it was an anonymous caller.

[Manage Blocked Numbers](#)

The dialog box that displays lists off any numbers that have previously blocked, along with an option to manually enter a number to block, in case there are no call history entries.



BLOCKED NUMBERS X

Blocked Numbers:

0412345678 - Nuisance caller (21/05/19) ✖

Block a number from calling.

To remove a number from your block list, locate it and click the ✖ corresponding to that entry.

To block a number manually, enter the full number, including area code (eg. 0212345678), provide a brief reason for the block, then click **Block Now**.