

FAQs for the Incoming Call Blocker model 803 (Version 1)

1. Does it work with VOIP lines?

Even though this unit was designed for standard analog lines (PSTN or POTs lines), the unit also works well with many VOIP lines. In our lab, we tested Comcast and MagicJack, and the unit worked well with both.

Update: Some clients have reported having difficulties when programming this device using a specific VOIP or PSTN line. However, once the unit was programmed using another phone carrier, the unit was able to block the numbers that were programmed when connected to the same phone lines. Therefore, if you have any issues programming your blocker using a particular carrier (PSTN or VOIP), we recommend that you try using a different carrier to program your blocker. Once programmed, connect it to the original phone line and it should work fine. We highly recommend MagicJack VOIP line to program your unit since it was tested and had no issues.

2. When I connected the Call Blocker, my telephone's CALLER ID stopped working.

This happens when the CallerID signal of the telephone line is weak. As a possible solution you may connect your telephone and the Call Blocker in parallel. Simply get a telephone splitter. Important: If you do this, then calls that are in the 'Blacklist' may ring 1-2 times before they get disconnected by the Call Blocker.

3. How can I use the blocker to block incoming calls to my cell or mobile phone?

One way you can eliminate annoying incoming calls to your cell is by using the "Call Forwarding" feature available on your mobile phone service (it's usually a feature included at no cost as part of your mobile phone service), and forwarding all your cell calls to a land-line or VOIP line where you have the Blocker connected. It is true that this solution does not help if you are moving around and need to answer your cell phone, but at least while you are at your home or workplace (which is usually where you spend most of your time), you will be protected from those annoying phone calls. You should also consult your cell phone service provider for other solutions that may be available.

4. What are some common applications for the Incoming Phone Call Blocker?

The Blocker has many applications. Most people who buy this product are desperate for avoiding certain calls. However, once you become familiar with this

device, you can use it constantly to block undesired calls from individuals as well as automated telemarketing systems, including nuisance callers, telemarketers, junk faxes, charity/nonprofit organizations, political fundraising or announcements, polls/surveys, collection agents, banks, lawyers, hospitals, credit cards companies, and many more!

5. Can I block incoming calls from unidentified, unknown, blocked or private phone numbers?

This model can only block “UN-identified” calls if they show as ‘000-000-0000’ on the display. However, if they show as ‘— — — —’ it cannot be blocked.

Here are a couple suggestions to block calls from unidentified, unknown, blocked and private phone numbers.

- 1) You can combine and/or replace this product with the [Call Blocker](#) model IB-120.
- 2) You may also use this product in combination with services such as **Anonymous call rejection**, or **Priority ringing**, as offered by some local phone companies. NOTE: You may incur additional monthly fees for these services, please consult with your phone company to confirm.

6. My unit keeps blocking the number even after I press the “REMOVE” button to erase all the stored numbers from memory.

This happens sometimes when the unit remains connected, but it can be fixed easily. Simply unplug the unit from the line, wait ~ 30 seconds, and plug it back in. Then press the BLACKLIST button to see if the number(s) is still showing in the Blacklist memory. If so, press the REMOVE button for 3 seconds and it should say “Delete Succeed”. Now the unit’s memory is clean and no longer blocking any numbers.

7. My unit’s LCD display shows “LOCK” when I connect it to the phone line.

Some units come with the European default setting of “LOCK” displayed in the display, and therefore need to be UNLOCKED before using. There are 2 codes available for LOCKing and UNLOCKing these units: *000111# and *123456#. These codes act as a ‘toggle’ switches to LOCK and UNLOCK the units.

First, try using code *000111# – The message “LOCKED” will disappear when you enter the correct UNLOCK code.

If it does not work, then try *123456#.

TIP: When entering the UNLOCK code(s), make sure you use a telephone's dialpad which is connected to the "PHONE" port on the Blocker.

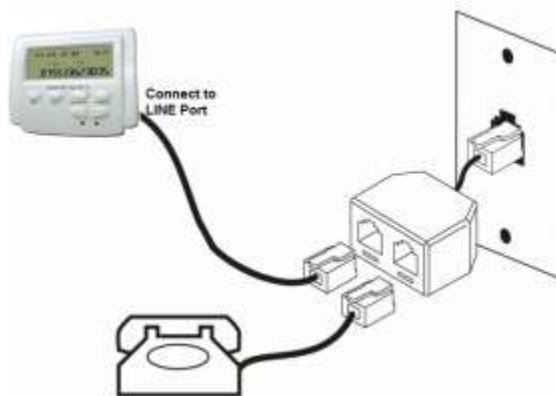
8. I have a list of phone numbers that I would like to block. How do i enter these phone numbers into this device now, or must I wait for them to call me again before I can block their phone call?

Yes, you can manually add a list of telephone numbers to the Blacklist memory of your Blocker. To add these numbers to the blacklist, follow these steps:

- a) Connect a telephone to the PHONE port for your Blocker.
- b) Dial a number you want to block using the dial-pad of the telephone connected to the PHONE port (you can hang up quickly).
- c) Then use the scrolling Left/Right buttons on the Blocker to find the number you just dialed. Press the "Blacklist" button to add it to the backlist memory. Repeat these steps for each number you want to block.

9. How do you recommend installing the blocker?

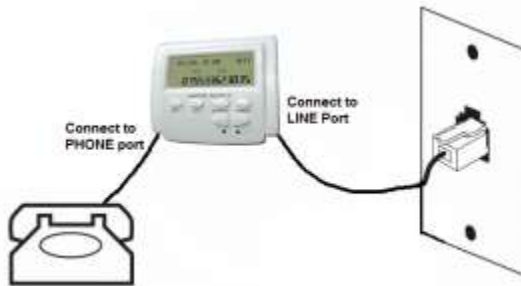
There are 2 ways to install your blocker. In series and in Parallel. Based on experience, we highly recommend installing it in parallel as shown below:



When you connect in parallel (as shown above), you will be able to continue receiving the caller ID information on your existing phones.

If you connect it series (e.g. connecting your exiting phone(s) in the PHONE port of the blocker), you may lose the Caller ID info on your phones. Typically, when connected in series, your phone(s) will display "Incoming call" instead of the caller

ID. This happens with many phone services due to the fact that this unit is line powered and there is not enough signal strength on your phone line to pass the caller ID info to the phone(s). Below is a diagram for connecting it in series.



10. Will my phone still ring when a number that is in the blacklist calls?

This depends on 2 factors:

- 1) If you connect your phone(s) in series (as shown above), your phone(s) should not ring on blacklisted numbers. If you connect it in parallel, your phone(s) may ring 1-2 times before the Call Blocker disconnect the blacklisted calls.
- 2) Also, most telephone providers send the Caller id information ahead of the ring signals, giving the Call Blocker enough time to check the blacklist and 'suppress' the ring signals. However, some telephone providers send the caller id info at the same time they send the ring signal, giving no time for the Call Blocker to suppress the ring signal. In these cases, you may ring 1-2 rings, even if you have it connected in series.

More questions? Please call us or visit <http://hqtelecom.com/> | [eBay Store](#) | [Amazon Store](#)