

Frequently Asked Questions (FAQs) for the Incoming Call Blocker model IB-120

1. Does the Call Blocker model IB-120 work with VOIP lines?

Even though the 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.

Some clients have reported having difficulties 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. So, 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 as we tested it and had no issues.

2. When I connect this device, my telephone's CALLER ID display stops working.

This happens when CallerID signal of the telephone line is weak. Here are some possible solutions:

- 1) 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 2-3 times before they get disconnected by the Call Blocker.
- 2) Optionally, you may add a third-party CallerID device in series BEFORE the blocker so you can read the CALLERID of the incoming calls. Connections will look like this: Phone line > CallerID Device > Blocker > Telephone(s).

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 phone

service provider for other solutions that may be available.

4. What are some common applications for this Call Blocker?

People use this device to block unwanted incoming 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 UN-identified, Unknown, Out of Area, Private, or Anonymous phone numbers?

Yes, since you can add numbers to the 'Black list' from the last call your unit received, simply follow the programming function #3 to add the last incoming call to your 'Blacklist'.

Lab Test Results: The receiving end may hear 0 to 3 rings before the blocked calls are disconnected. The number of rings depend on your local phone company. For example, we tested 2 units in our office in Miami. We used *67 + number when calling from a cell phone to block the CallerID. Then we followed the instruction #3 to add that last call to the blacklist on the blocker connected to a Comcast (also VOIP) line – the cell call rang 3 times before the blocker disconnected it. Then, we moved the programmed blocker to a MagicJack (VOIP) line, and the phone did not ring at all when calling from a cell phone using the *67+number. Another interesting detail is that the cell call (using *67 + number) showed as "Anonymous" in MagicJack, and as "Private Number" in the Comcast line.

6. I'm not able to hear any BEEPs when trying to add a number to the blacklist

Some phone systems make very loud noises when you enter # or *, making it very hard for you to program your blocker. One option is to **program your blocker remotely** by calling your phone line from a cell phone (or any other phone line). So, let's say you have the blocker installed in your home line. Below are the step-by-step instructions on how to program your blocker remotely using the cell phone:

1. Preparation: At home, make sure your blocker's LINE socket is connected to your phone line, and a telephone is connected to the PHONE socket.
2. Then, dial your home line from your cell phone.

3. Answer the call using the telephone connected to the PHONE socket on your home's phone line where the Blocker is installed.

4. From your cell phone's dialpad, enter *7# (you should hear a beep)
Enter the telephone number you want to block (e.g. **305-558-5577**) followed by # (you should hear another beep)
Done! Hand up both phones (your home phone and your cell).
Now the blocker should be blocking the number!

7. 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 existing 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.

8. How do I switch modes from Blacklist to Whitelist?

We recommend you reset the unit first (item 5 above), and then start adding numbers to the Whitelist (item 6).

9.0 What do the callers hear when their numbers is in the Backlist?

Callers hear a disconnect (or hang-up) sound.

10. What is the maximum number of phone numbers the white list contain?

Up to 120 IDs. An ID can be a phone number, an area code or a prefix.

11. In Whitelist mode, what happens to incoming calls from numbers that is not on that white list?

Callers hear a disconnect (or hang-up) sound.

12. Does this device announce anything to the incoming caller and, if so, what does it say?

No. This device will simply disconnect the calls.

13. Does this device keep any records of the incoming phone numbers that were blocked?

No. We recommend that you have a caller ID phone or device installed in parallel so that you can check to see who called your number, and add it to the list if necessary.

14. What is the guarantee? If the box simply is not compatible with my phone system or causes serious problems, can I return it for a full refund and if so, how long a return period do I have?

You can test it and return within 30 days to receive a full refund.