# PRIVACY CONTROL ADMINISTRATION USING YOUR TELEPHONE

The Privacy Control service selectively intercepts telemarketers, unknown callers and callers who have their number blocked from displaying on Caller ID.

From your home telephone, dial *95 and follow the voice prompt to access Privacy Control by pressing 2, where you will have the following options:

Press 0      To Block the last caller
Press 1      To Add a number to your Blocked List
Press 2      To Remove a number from your Blocked List
Press 3      To Remove All numbers from your Blocked List
Press 4      To Add a number to your Allowed List
Press 6      To turn the Entire service On.
**Press 7**      **To turn the Entire service Off**
Press 8      To Block Private Callers
Press 9      To Allow Private Callers
Press *      To Repeat menu options

If you wish to add the last caller's number to your Blocked list, simply hang up and dial ***96.**

# CONTROL FEATURE DESCRIPTION

**Blocked List -**If a number has been placed on your Blocked List, calls from that number will hear a message telling them that you do not accept calls from that phone number.

**Allowed List -** Your service provider has an established local calling area which the service considers as Allowed numbers. Callers from outside this local calling area or unknown callers will hear the Telemarketer Screening Announcement. Once a caller has pressed 1 after hearing the announcement, they will then be automatically added to the Allowed caller list and will not hear the announcement with subsequent calls.

**Private Callers -** This feature addresses those numbers that are shielded from Caller ID service. The announcement gives an additional option for the caller to press 1 to reveal their Caller ID information which will allow the call to be completed.
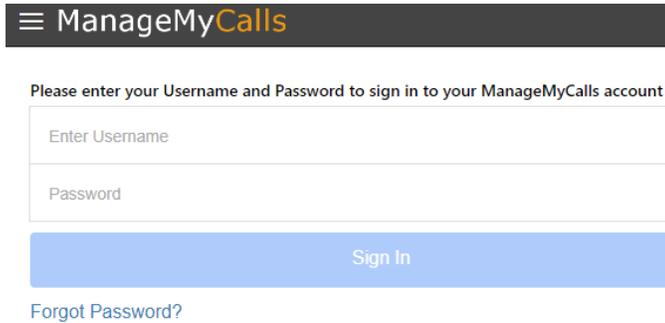
# Privacy Control Administration Using Fax Machines

The Privacy Control service selectively intercepts telemarketers, unknown callers and callers who have their number blocked from displaying on Caller ID. Since all calls will be challenged you must turn Privacy Control off for the fax machine to receive faxes. **How do I turn off the Privacy Control Service?** From your fax, dial *95 and press 2 to access Privacy Control, then press 7 to turn service OFF. From the Web Portal login at https://apmax.kingdomtelco.com/CallManagement/#/main/account. See following page for instruction.
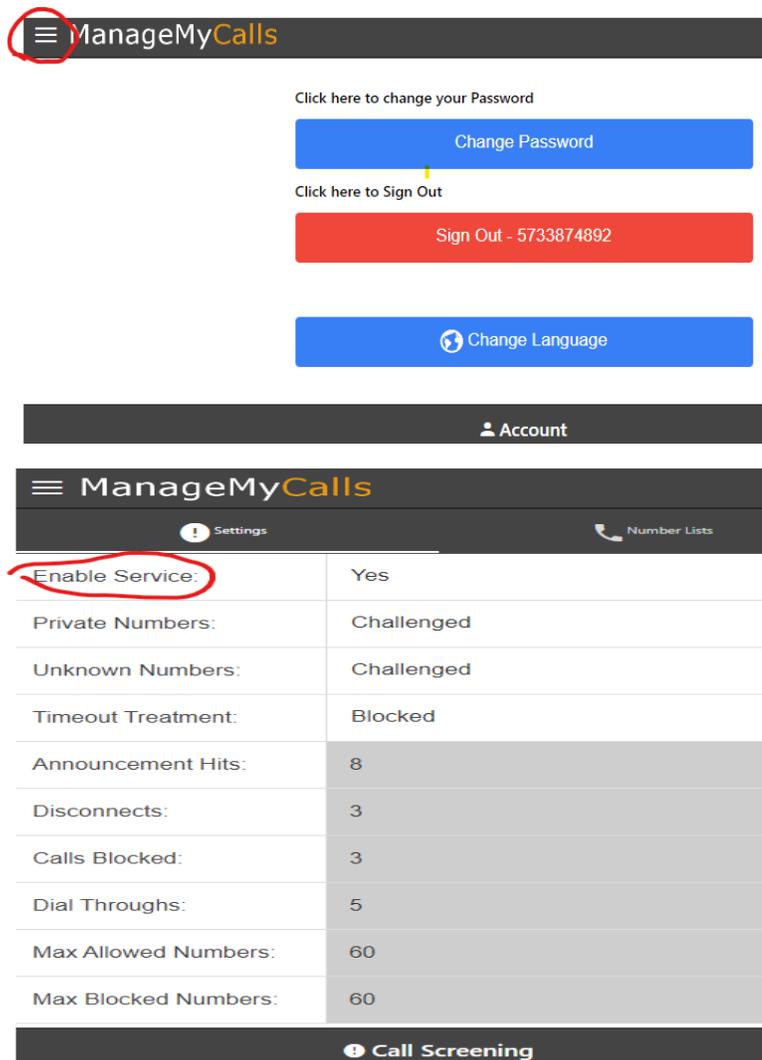
# Privacy Control Administration Using the Web Portal

Use the Web Portal to manage your Privacy Control service which selectively intercepts telemarketers, unknown numbers and callers who have their number blocked from displaying on Caller ID. Web Portal login at https://apmax.kingdomtelco.com/CallManagement/#/main/account.

Your username is your 10 digit phone number and your password is the last 4 digits of your phone number. You will be forced to update your password the first time you log in.



After logging into the Web Portal, click on the icon circled in red next to the ManageMyCalls to access call screening. From the Settings screen you can choose Yes to enable the service or No to disable it.
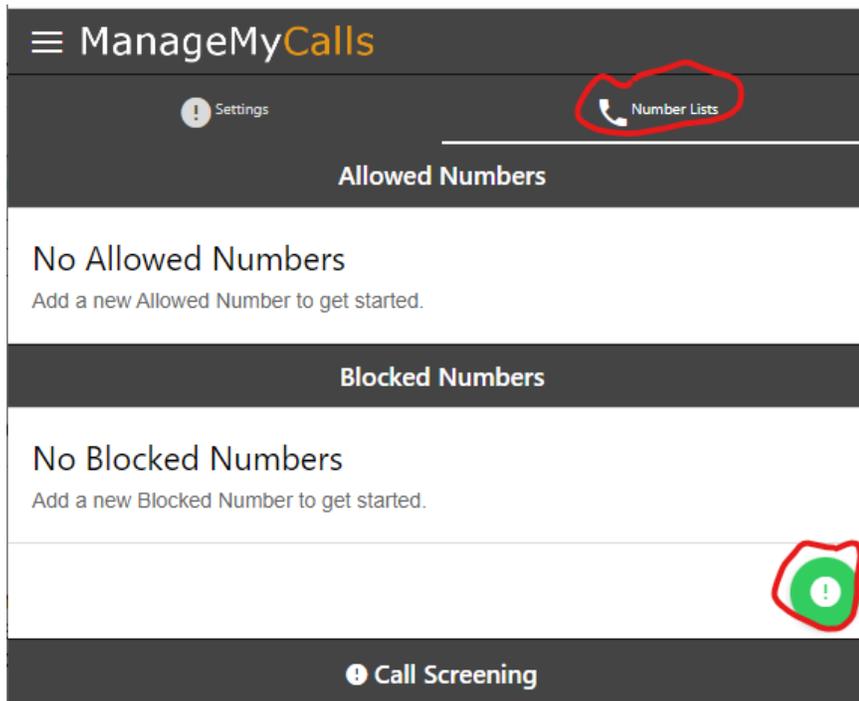
Private Number Treatment refers to incoming callers that are blocking their number from displaying on a Caller ID service. When your service is enabled, any Private Number will be Challenged, meaning the caller will be allowed to press 1 to reveal their number on Caller ID and the number will go through to your phone.

Unknown Number Treatment refers to incoming numbers that cannot be identified by your service provider, which would normally be calls considered to originate from telemarketers.  When your service is enabled, any Unknown Number will be Challenged and the caller will be notified that you do not accept calls from telemarketers, but are allowing callers who aren't telemarketers to press 1 to go through to your phone.

## ALLOWING AND BLOCKING SPECIFIC NUMBERS



You can Allow numbers from friends and family to reach you without hearing the Challenge Message or you can choose specific numbers that you want to Block from getting through. After selecting Number Lists select the Green icon which will open an Options window.

Choose Add Allowed or Blocked number and enter the tendigit number (that includes Area Code) of the number (s) that you want Call Screening to Allow Unchallenged or Blocked from calling you.

Use Delete Number to remove any Allowed or Blocked numbers form your service list. The service will remember your friends and family who have pressed the proper Challenge Digit response on their phone. They will be automatically added to the Allowed list. If you need to increase the size of your Allowed or Blocked Number lists please contact us.