

Anonymous Call Rejection

Anonymous Call Rejection enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller ID are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

If a user in a Call Queue Group has Anonymous Call Rejection enabled and a “withheld” caller reaches the front of the queue, the call will not be delivered to the user with Anonymous Call Rejection, even if that user is available.

The call will wait until another user without Anonymous Call Rejection enabled becomes available.

Only a Company Administrator can set up a user with Anonymous Call Rejection.

Shortcodes

- **Activate:** *77

- **Deactivate:** *87

Activating / Deactivating Anonymous Call Rejection for a User

Step 1

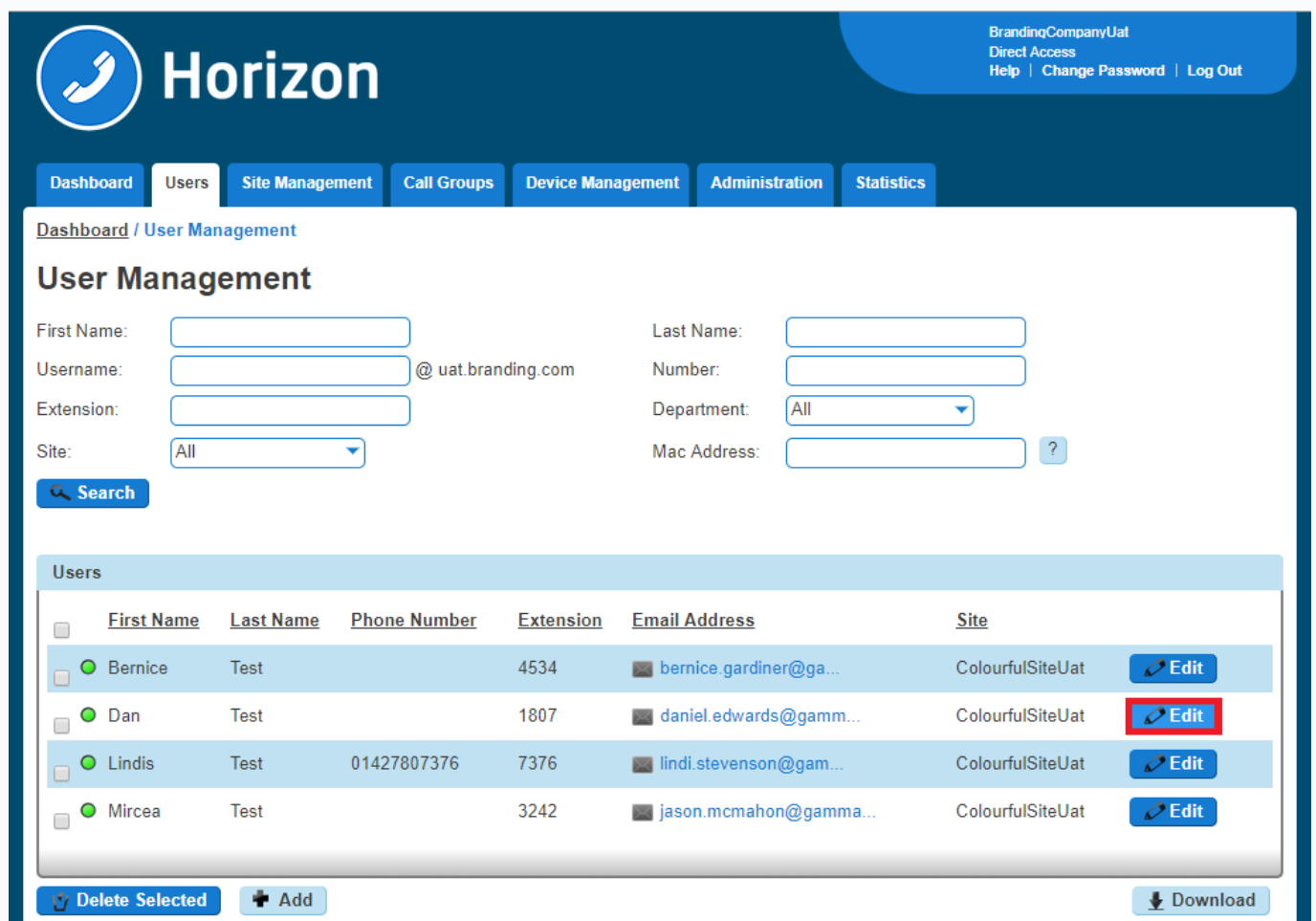
Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and locate the company that you want to update Anonymous Call Rejection for using the “Actions” button and selecting “Login to Horizon”

Step 3

Select “Users” and “List Users” and using the search screen identify the user you want to activate/deactivate Anonymous Call Rejection for and click “Edit”.



The screenshot displays the Horizon User Management interface. At the top, there is a navigation bar with the Horizon logo and the text "Horizon". To the right, there are links for "BrandingCompanyUat", "Direct Access", "Help", "Change Password", and "Log Out". Below the navigation bar, there are several tabs: "Dashboard", "Users", "Site Management", "Call Groups", "Device Management", "Administration", and "Statistics". The "Users" tab is selected.

The main content area is titled "User Management" and contains a search form with the following fields:

- First Name:
- Last Name:
- Username: @ uat.branding.com
- Number:
- Extension:
- Department:
- Site:
- Mac Address:

A "Search" button is located below the search form.

Below the search form, there is a table titled "Users" with the following columns: "First Name", "Last Name", "Phone Number", "Extension", "Email Address", and "Site". The table contains four rows of user data:

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Bernice	Test		4534	bernice.gardiner@ga...	ColourfulSiteUat	<input type="button" value="Edit"/>
<input type="checkbox"/>	Dan	Test		1807	daniel.edwards@gamm...	ColourfulSiteUat	<input type="button" value="Edit"/>
<input type="checkbox"/>	Lindis	Test	01427807376	7376	lindi.stevenson@gam...	ColourfulSiteUat	<input type="button" value="Edit"/>
<input type="checkbox"/>	Mircea	Test		3242	jason.mcmahon@gamma...	ColourfulSiteUat	<input type="button" value="Edit"/>

At the bottom of the table, there are three buttons: "Delete Selected", "Add", and "Download".

Step 4

Click "Call Setup" and then under the Incoming Calls section select "Settings".

Use the button next to "Reject Withheld Number" to either switch this feature on or off. Click Save.

The screenshot displays the 'Edit User' interface for 'Dan Test'. The top navigation bar includes 'Dashboard', 'Users', 'Site Management', 'Call Groups', 'Device Management', 'Administration', and 'Statistics'. The breadcrumb trail is 'Dashboard / User Management / Edit User'. The main header is 'Edit Dan Test'. Below this is a horizontal menu with tabs: 'Profile', 'Personal Details', 'DDI', 'Services', 'Call Setup' (highlighted with a red box), 'Permissions', 'Phone', 'Barring', and 'Call Centre'. On the left, a sidebar menu lists various call-related settings, with 'Settings' under 'Incoming Calls' highlighted with a red box. The main content area is titled 'Incoming Call Settings' and contains a 'Settings' section with the following items:

Setting	Toggle
Reject Withheld Numbers	off
Enable music for calls on hold	on
Lookup Caller ID when none is Provided	off
Present Incoming Caller's ID for External Calls	on
Present Incoming Caller's ID for Internal Calls	on
Do Not Disturb	off

At the bottom right of the settings area, there is a 'WH?T' logo and an 'Apply' button with a checkmark icon.