

Call Barring

You can control Call Barring at either Site Level, or at User Level.

There are seven call-barring options. These are:

- Allow free phone calls
- Allow national calls
- Allow international calls
- All chargeable directory services calls
- Allow premium calls
- Allow mobile calls
- Allow 084 calls
- Allow 087 calls

There are two categories that need consideration:

- **When making a call** - call barring that is applied to any call the user makes directly via their calling device or software, including a consultative transfer.

- **When transferring/diverting a call** - call barring that is applied to call when a user attempts to blind transfer a call to an alternative station or a divert attempt as a result of the call forwarding feature being invoked, a divert on busy for example. The call barring under this heading does not apply to consultative transfers. Consultative transfers are covered under 'when making a call'.

You can quickly view what call bars a user has set up, both on their site and if they are overriding the site settings by using the Horizon [Health Check](#).

Setup and Manage Site Call Barring

Site Call Barring can only be set up by a Company Administrator.

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 set up Site Call Barring for by using the "Actions" button and selecting "Login to Horizon".

Step 3

Select "Site Management" and then click the "Manage" button next to the site you want to add or manage Call Barring for.

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Site Management

Manage Sites

Site Name: [Search](#)

Sites	
Name	
TestSite2	Manage
ColourfulSiteUat	Manage

Step 4

Select "Call Plan" and this will then load up the available options you have for site call barring. This can be done for making a new call or transferring a call.

Once you've made your changes you should click "Save".

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Site Management / ColourfulSiteUat / Call Plan

ColourfulSiteUat Call Plan

Manage ColourfulSiteUat

Call Plan Options

When making a call When transferring/diverting a call

- Allow freephone calls
- Allow national calls
- Allow international calls
- Allow chargeable directory service calls
- Allow premium calls
- Allow mobile calls
- Allow 084 calls
- Allow 087 calls

WH?T

Save

Override Site Call Barring for a User

Overriding Site Call Barring for a user can only be done by a Company Administrator.

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 log in to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Go to “Users” and “List Users”, then locate the user that you want to override site call barring for and then click the “Edit” button.

Step 4

Select the Call Barring tab and then you toggle the “Override site call plan” button. The default options are what the site the user is located on has set up.

The screenshot shows a web interface for editing a user. At the top, there is a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below this, the breadcrumb trail reads 'Dashboard / User Management / Edit User'. The main heading is 'Edit Adam Eckersley'. A secondary navigation bar contains tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring (which is highlighted), and Call Centre. The 'Call Plan Options' section is active, with two sub-tabs: 'When making a call' (selected) and 'When transferring/diverting a call'. Under 'When making a call', there are several toggle switches: 'Override site call plan' (set to 'off'), 'Allow freephone calls' (set to 'on'), 'Allow national calls' (set to 'on'), 'Allow international calls' (set to 'on'), 'Allow chargeable directory service calls' (set to 'on'), 'Allow premium calls' (set to 'off'), 'Allow mobile calls' (set to 'on'), 'Allow 084 calls' (set to 'on'), and 'Allow 087 calls' (set to 'on'). A 'Save' button with a checkmark is located at the bottom right of the settings area. The WH?T logo is visible in the bottom right corner of the content area.