



# CALL BLOCKING USER GUIDE

This guide explains how to block, unblock, and verify blocked phone numbers directly from your phone system.

## HOW TO BLOCK A NUMBER

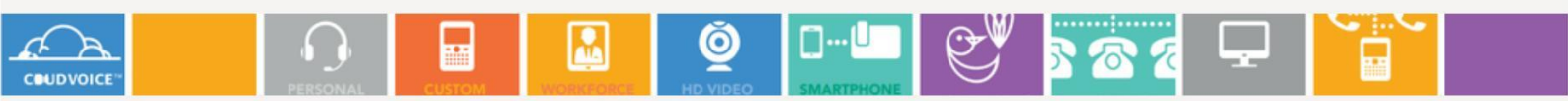
To block a phone number from calling your system:

Dial: 25625XXXXXXXXXX

Replace the X's with the 10-digit phone number you would like to block.

Example: 256256479096094

Once completed, you will hear a confirmation message indicating that the number has been successfully blocked.





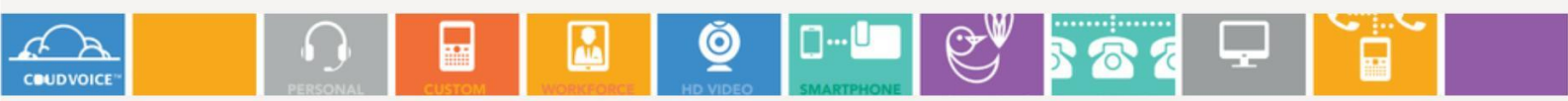
## HOW TO UNBLOCK A NUMBER

To remove a blocked number and allow calls again:  
Dial: 25626XXXXXXXXXX

Replace the X's with the 10-digit phone number you would like to unblock.

Example: 256266479096094

You will hear a confirmation message once the number has been successfully removed from the blocked list.



## HOW TO CHECK IF A NUMBER IS BLOCKED

To verify whether a number is currently blocked in the system:

Dial: 25627XXXXXXXXXX

Replace the X's with the 10-digit phone number you would like to check.

Example: 256276479096094

The system will provide a confirmation message indicating whether the number is blocked or not.

## IMPORTANT NOTES

- Please enter 10-digit phone numbers only
  - Example: 6479096094
- Do not include:
  - country code (1)
  - plus sign (+)
  - spaces
  - brackets or dashes
- A confirmation message will play after each action.
- These commands can be dialed directly from your phone keypad.

If you have any questions or require assistance, please contact support.



# Escalation Procedure:

## First Level:

For general questions, changes to services, or non-critical assistance:

Email: [support@ipfinity.com](mailto:support@ipfinity.com)

## Second Level:

For immediate changes or assistance:

Sales - Dial: (416) 900-1416 Ext. 1

Support - Dial: (416) 900-1416 Ext. 2

Follow up the call with an email to: [support@ipfinity.com](mailto:support@ipfinity.com)

We provide after-hours service for all critical matters. Please do not hesitate to call our support line at any time if there is an issue with your IPFINITY Cloud Voice system.

Also, please note that our entire team is reachable through the above contact methods, meaning any request will be attended to quickly.

*That's it! Enjoy CloudVoice™'s convenience and savings!*

*—The IPFINITY Team!*

