

# Extension Call Screening

This page contains instructions on how to use the Call Screening feature.

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## Overview

Only Phone Terminal and Calling Card extensions allow you to control and filter accessible destinations using the **Call Screening** feature.

In the **Call Screening for Extension <extension\_number>** page you can set up the screening behavior. You can filter the extension's calls so that the user cannot make calls to the phone numbers defined in the [database categories](#).

To filter the extension's calls, at least one database category must be defined. To customize the screening behavior, use the options grouped under the following sections:


- Call Screening
- Behavior Settings

## Call screening

Use the available radio buttons to define the screening feature's behavior. The following options are available:

- **Do not use filtering:** All the outgoing calls are allowed, no filtering applies.
- **Filter calls to selected numbers:** This option allows you to specify the phone numbers the extension will not be able to call. When enabled, the following supplementary options are available:
  - **Screen all calls to numbers in** - The extension will not be able to call the phone numbers from the database categories that are assigned to be screened.
  - **But allow calls to** - This section contains the database categories that can be called, OVERRIDING the screening rules previously set for the **Screen all calls to numbers in** option.
- **Permit only calls to selected numbers:** When this option is selected, the extension will only be able to call the numbers from the **Available categories** list. You can assign a database category by selecting its name in the **Available categories** list. The application will automatically transfer it to the **Assigned categories** list. The **Assigned categories** list contains all the database categories that are currently screened. To remove a category from this list, click its name and it automatically move back to the **Available categories** list.

## Behavior settings

This only option you can customize is **Play sound when access is restricted**. Enable this option if you want a sound to be played to the caller when the access is restricted. Click the  icon to view the available sound files or manually fill in the file location.

A popup window listing all the sounds matching the name specified in the text box will be displayed. You can read more about the **Sound Manager** in the [Appendix](#).

Related topics

[Manage call screening](#)

[Extension overview](#)

[Manage extensions](#)