

How to use phone number collections in VoipNow

Applies to VoipNow 3 and higher!

The Call Screening feature filters outgoing calls to numbers included in phone numbers collections. This article explains how to make the best use these collections.

How phone number collections work

The Call Screening features uses phone number collections in two ways:

#1 To filter (deny) outgoing calls to numbers in a specific category.

For this to happen:

- In the extension's **Call screening Screening behavior** tab, select the **Filter calls to selected numbers** checkbox and add the categories by selecting them from the **Available categories** list corresponding to the **Screen all calls to numbers in** option.
- If you want to allow calls to numbers in a certain category, select it from the **Available categories** list corresponding to the **But allow calls to** option.
- Both the **Screen all calls to numbers in** and **But allow calls to** options are available ONLY if there is at least one phone numbers collection defined for the current extension.

#2 To allow outgoing calls only to numbers in a specific category.

For this to happen:

- In the extension's **Call screening Screening behavior** tab, select the **Permit only calls to selected numbers** checkbox and add the categories by selecting them from the **Available categories** list corresponding to the **Permit only calls to selected numbers** option.
- The **Permit only calls to selected numbers** options are available ONLY if there is at least one phone numbers collection defined for the current extension.
- In both situations, you can also add a sound to be played when the access is restricted by using the available controls.

How to add phone numbers to collections

Phone number collections can be created and populated with numbers for each user level (Service provider, Organization and User) using the Call Screening option from the **Telephony** section as described below.

To be able to add phone numbers, you need to define at least one category. If there are no categories defined in the system, then click the **Categories** icon, fill in the fields available in the **Add new category** section and click **OK**. You can add multiple categories at once by clicking the **+ (plus)** icon.

To add phone numbers to a category, follow the steps below:

STEP 1: Click the **Add number** icon.

STEP 2: Select the category you want from the list.

STEP 3: Fill in the number you wish to add in the **Add Collection Numbers** section.

STEP 4: You can add multiple numbers at the same time by clicking the **+ (plus)** icon.

STEP 5: Click **OK** to add the number(s) to the selected category.

At this point, you should be able to use the recently created categories in the **Call screening** section to filter outgoing calls to the numbers defined for such categories.

Related articles

- [How to delete older call recordings](#)
- [How to log in to a specific queue](#)
- [How to pick up calls with full and/or short numbers](#)
- [How to use Hunt Groups in VoipNow](#)
- [How to debug calls that hang up after 30 seconds](#)