vtech®

Introducing Smart call blocker*§

IS8128/IS8128-2/IS8128-3/IS8128-4/IS8128-5

DECT 6.0 cordless telephone/answering system with caller ID/call waiting

Not familiar with Smart call blocker?
Want to know more?

Smart call blocker is an effective call screening tool, which allows your phone system to screen **ALL** home calls.

The screening feature of Smart call blocker is applicable to home calls only. All incoming cell calls will get through and ring. If you want to block a cell call, add the number to the Block list. Read on and learn how to change to **call screening** mode+, add the number to the Block list, and perform the necessary preparations before use.

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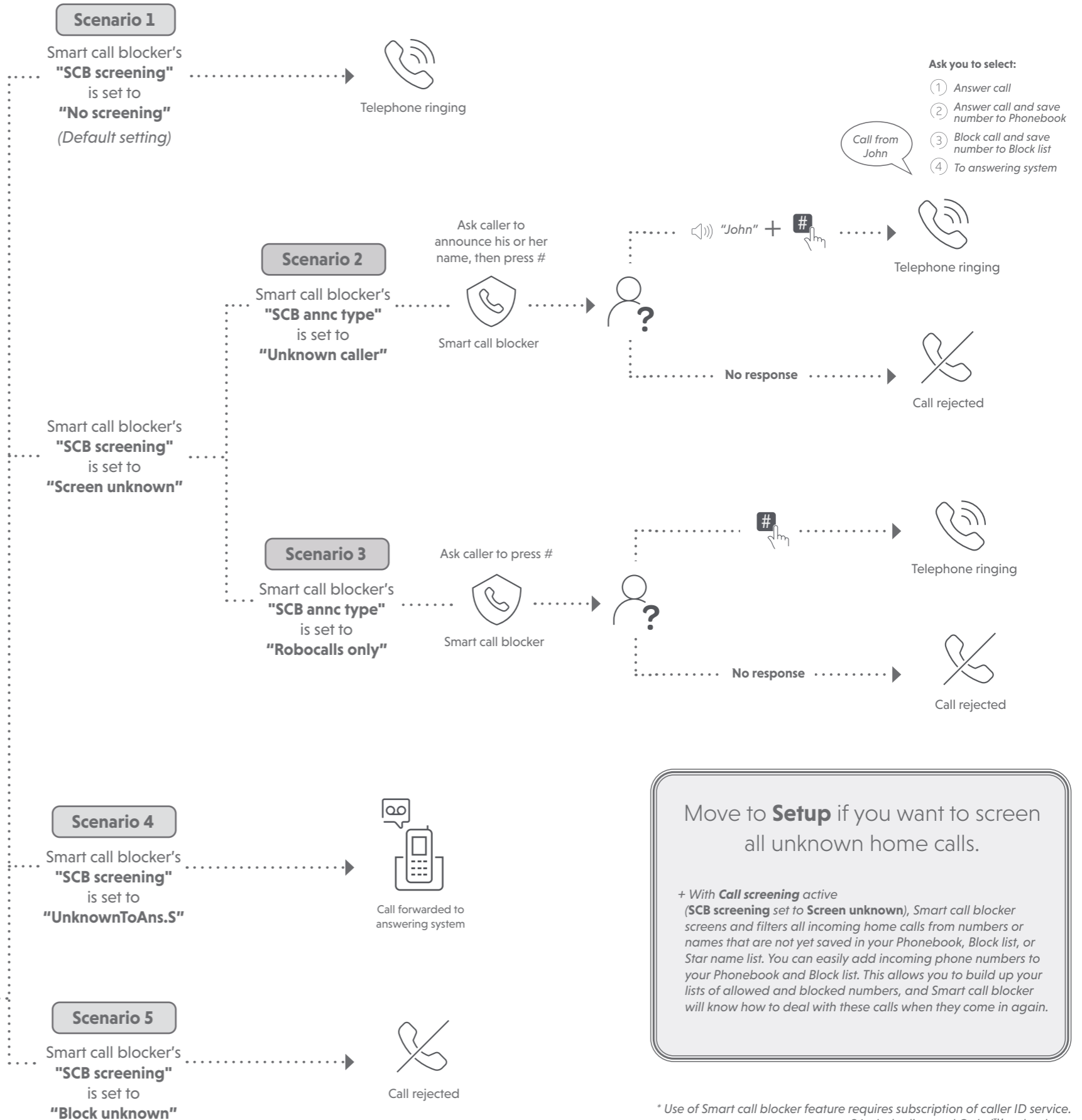**HS59SCB2_DCX81**
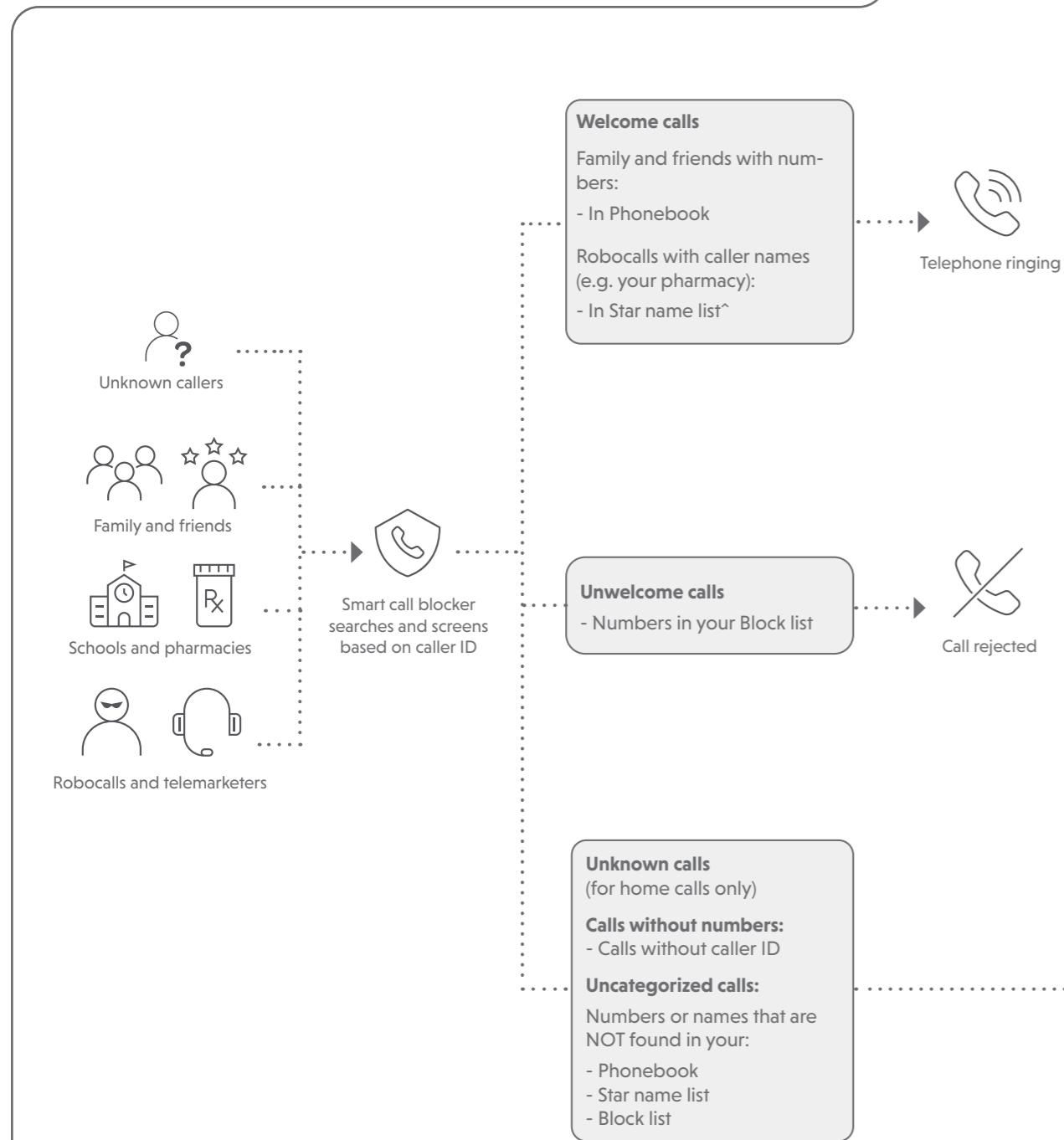
So... what is Smart call blocker?

Smart call blocker filters robocalls and unwanted calls for you, while allowing welcome calls to get through.

You can set up your lists of welcome callers and unwelcome callers. The Smart call blocker allows calls from your welcome callers to get through, and it blocks calls from your unwelcome callers.

For other unknown home calls, you can allow, block, or screen these calls, or forward these calls to the answering system.

Unknown callers

Family and friends

Schools and pharmacies

Robocalls and telemarketers

Smart call blocker searches and screens based on caller ID

Welcome calls

Family and friends with numbers:
- In Phonebook

Robocalls with caller names (e.g. your pharmacy):
- In Star name list^

Telephone ringing

Unwelcome calls
- Numbers in your Block list

Call rejected

Unknown calls
(for home calls only)

Calls without numbers:
- Calls without caller ID

Uncategorized calls:
Numbers or names that are NOT found in your:
- Phonebook
- Star name list
- Block list

Scenario 1

Smart call blocker's
"SCB screening"
is set to
"No screening"
(Default setting)

Telephone ringing

Ask you to select:
1. Answer call
2. Answer call and save number to Phonebook
3. Block call and save number to Block list
4. To answering system

Call from John

Scenario 2

Smart call blocker's
"SCB annc type"
is set to
"Unknown caller"

Smart call blocker's
"SCB screening"
is set to
"Screen unknown"

Ask caller to announce his or her name, then press #

Smart call blocker

"John" + #

Telephone ringing

No response

Call rejected

Scenario 3

Smart call blocker's
"SCB annc type"
is set to
"Robocalls only"

Ask caller to press #

Smart call blocker

#

Telephone ringing

No response

Call rejected

Scenario 4

Smart call blocker's
"SCB screening"
is set to
"UnknownToAns.S"

Call forwarded to answering system

Scenario 5

Smart call blocker's
"SCB screening"
is set to
"Block unknown"

Call rejected

Move to **Setup** if you want to screen all unknown home calls.

*+ With **Call screening** active (**SCB screening** set to **Screen unknown**), Smart call blocker screens and filters all incoming home calls from numbers or names that are not yet saved in your Phonebook, Block list, or Star name list. You can easily add incoming phone numbers to your Phonebook and Block list. This allows you to build up your lists of allowed and blocked numbers, and Smart call blocker will know how to deal with these calls when they come in again.*

* Use of Smart call blocker feature requires subscription of caller ID service.
§ Includes licenced Qaltel™ technology.

Setup

Welcome callers

Let the system know who are the welcome callers (e.g. your frequently called businesses, family members and friends). Save their contacts in Phonebook or Star name list to bypass the screening.

Add contacts in your Phonebook

1. Press **MENU** on the handset or base.
2. Press ▼**CID** or ▲🕮 to choose **Phonebook**, and then press **SELECT**.
3. Press ▼**CID** or ▲🕮 to choose **Add new entry**, and then press **SELECT**.
4. Enter a telephone number (up to 30 digits), and then press **SELECT**.
5. Enter a name (up to 15 characters), and then press **SELECT**.

To add another contact, repeat from step 3.

Add numbers from caller ID log

To Phonebook

You can add caller ID (CID) **NUMBERS** to the Phonebook. If the system matches a number in the Phonebook, it lets the call go through without screening it.

1. Press ▼**CID** on the handset or base.
2. Press ▼**CID** or ▲🕮 to browse through the entries. When the desired entry displays, press **SELECT**.
3. Press **SELECT** again to choose **To Phonebook** on the handset, or choose **Phonebook** on the telephone base.
4. Press **SELECT** twice to save the number and name.

To add another caller ID entry in Phonebook, repeat the above steps.

To Star name list^

Add caller ID (CID) **NAMES** to your Star name list. If the system matches a name in the Star name list, it lets the call go through without screening it.

1. Press ▼**CID** on the handset or base.
2. Press ▼**CID** or ▲🕮 to browse through the entries. When the desired entry displays, press **SELECT**.
3. Press ▼**CID** or ▲🕮 to choose **To Star name**, and then press **SELECT**.
4. Press **SELECT** to save the name.

To add another caller ID entry in Star name list, repeat the above steps.

*^ There are many organizations like schools, medical offices, and pharmacies that use robocalls to communicate important information to you. By entering the **EXACT** Caller ID (CID)'s name of the organizations into the Star name list, it ensures these calls will ring through even though the same organization calls you from different phone numbers.*

Add names in Star name list manually

1. Press **CALL BLOCK** on the handset or base.
2. Press ▼**CID** or ▲🕮 to choose **SCB settings**, and then press **SELECT**.
3. Press **SELECT** again to choose **Star name list**.
4. Press ▼**CID** or ▲🕮 to choose **Add new entry**, and then press **SELECT**.
5. Enter a name (up to 15 characters), and then press **SELECT**.

To add another name in the Star name list, repeat from step 4.

Unwelcome callers

Let the system know who are the unwelcome callers. Save their numbers in Block list to reject their calls.

Add numbers from caller ID log

To Block list

Add caller ID (CID) **NUMBERS** to Block list. If the system matches a number in the Block list, it rejects the call.

▸ Cell calls with numbers that have been added to your Block list will also be blocked.

1. Press ▼**CID** on the handset or base.
2. Press ▼**CID** or ▲🕮 to browse through the entries. When the desired entry displays, press **SELECT**.
3. Press ▼**CID** or ▲🕮 to choose **To Block list**, and then press **SELECT**.
4. Press **SELECT** twice to save the number and name.

To add another caller ID entry in block list, repeat the above steps.

Add numbers in Block list manually

1. Press **CALL BLOCK** on the handset or base.
2. Press ▼**CID** or ▲🕮 to choose **Block list**, and then press **SELECT**.
3. Press ▼**CID** or ▲🕮 to choose **Add new entry**, and then press **SELECT**.
4. Enter a telephone number (up to 30 digits), and then press **SELECT**.
5. Enter a name (up to 15 characters), and then press **SELECT**.

To add another number in the Block list, repeat from step 3.

ⓘ *Entering the name for a Block list entry is optional. Smart call blocker searches the Block list to find if there is a matching telephone number.*

Choose the Smart call block configuration that best suits your needs.

You are now ready to start using your telephone system with Smart call blocker.

To choose an option for screening unknown callers:

1. Press **CALL BLOCK**.
2. Press **SELECT** to choose **SCB screening**.
3. Press ▼**CID** or ▲🕮 to scroll to one of the following four options, then press **SELECT**.
   - ▸ **No screening** (default setting)
   - ▸ **Screen unknown**
   - ▸ **UnknownToAns.S**
   - ▸ **Block unknown**

	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5
Scenarios *I want to...*	Allow all calls except the people on the Block list only. *(Default settings)*	Screen any home calls from numbers not saved in the Phonebook or Star name list. ‡ *Robocalls included.*	Screen robocalls only.	Send any home calls from numbers not saved in the Phonebook or Star name list to the answering system.	Block any home calls from numbers not saved in the Phonebook or Star name list.
SCB screening options	**No screening** ▸ Set your telephone to allow all unknown home calls to ring without screening them.	**Screen unknown** ▸ Set your telephone to screen all unknown home calls and **ask your callers to leave their names** before putting the calls through to you.	**Screen unknown** ▸ Set your telephone to screen all unknown home calls and **ask the callers to press the # key** before putting the calls through to you.	**UnknownToAns.S** ▸ Set your telephone to forward all unknown home calls to the answering system without screening them.	**Block unknown** ▸ Set your telephone to block all unknown home calls.
SCB settings	--	▸ Set Screening announcement:- **Unknown caller** 1. Press **CALL BLOCK** → ▼/▲ → **SCB settings** → **SELECT**. 2. ▼/▲ → **Screening annc** → **SELECT**. 3. Press **SELECT** for **SCB annc type**. 4. ▼/▲ → **Unknown caller** → **SELECT**.	▸ Set Screening announcement:- **Robocalls only** 1. Press **CALL BLOCK** → ▼/▲ → **SCB settings** → **SELECT**. 2. ▼/▲ → **Screening annc** → **SELECT**. 3. Press **SELECT** for **SCB annc type**. 4. ▼/▲ → **Robocalls only** → **SELECT**.	--	--

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‡What to do after screening an unknown call?

After the telephone screen an unknown home call and starts ringing, the handset screen displays **Screened call** and the caller's number. The telephone then announces *"Call from..."* and the caller's name recorded when screening the call.

▸ Press 🏠**HOME/FLASH** or 🔊 to pick up the call.

The telephone announces, *"To answer this call, press 1. To answer this call and save this number to your Phonebook, press 2. To block this number, press 3. To send this call to the answering system, press 4. To repeat these options, press *"*.

▸ If you press **1** to answer the call once. The telephone number will not be added to your Phonebook.

▸ If you press **2** to answer the call. The telephone number will be added to your Phonebook.
   - *You may want to edit the Phonebook entry to add the caller's name after finishing the call. See the Complete user's manual for detailed instructions.*

*For home calls that are "out of area", "Private", or without caller ID, only options and will be available. The telephone announces "To answer this call, press 1. To send this call to the answering system, press 4. To repeat these options, press *".*

Block the caller while on a call

When you are on a home or cell call and speaking to the caller, and you do not want to continue the call, you can end the call with block announcement and add the number to the Block list.

1. During a home or cell call, press **CALL BLOCK**.
2. Press **SELECT** to end the call. The caller number will be saved in the Block list.

How to unblock a telephone number?

If you have added a telephone number to the Block list, you can unblock it.

1. Press **CALL BLOCK** on the handset or base.
2. Press ▼**CID** or ▲🕮 to choose **Block list**, and then press **SELECT**.
3. Press **SELECT** to choose **Review**, and then press ▼**CID** or ▲🕮 to browse through the block entries.
4. When the desired entry displays, press **MUTE/DELETE** on the handset. The screen shows **Unblock entry?**.
5. Press **SELECT** to confirm.

ⓘ ▸ When QUIET mode is on, and Smart call blocker is on and in screening mode, all screened home calls will be sent to the answering system after screening.
▸ The Phonebook stores up to 1,200 entries, the block list stores up to 1,000 entries, and the Star name list stores up to 10 names.

For complete operation instructions of Smart call blocker, read the online Complete user's manual of your telephone system.

Use your smartphone or mobile device to access our online help.

▸ Go to https://help.vtechphones.com/IS8128 [**US**]; https://phones.vtechcanada.com/en/support/technical-support/product/4625 [**CAN**] OR

▸ Scan the QR code. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.
   ▸ If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer of further away until it is clear.

You can also call our Customer Support at 1 (800) 595-9511 [in US] or 1 (800) 267-7377 [in Canada] for help.

[US]   [CAN]

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