



[Manuals.plus](#) /

› [Call Control](#) /

› Call Control Home WiFi Smart Call Blocker (CCHWIFI) User Manual

Call Control CCHWIFI

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Model: CCHWIFI

1. INTRODUCTION

The Call Control Home WiFi Smart Call Blocker is designed to automatically block unwanted calls, including robocalls, spam calls, and telemarketers, from your landline phone. Utilizing CommunityIQ technology, the device maintains an updated block list to provide continuous protection. This manual provides instructions for setting up, operating, and maintaining your Call Control Home device.

Important Requirements:

- An active Caller ID service on your landline.
- A smartphone (iPhone 5S or newer, Android 6+ or newer) to download the Call Control app for initial setup and remote management.
- A 2.4 GHz WiFi network for internet connectivity.



Image 1.1: The Call Control Home WiFi Smart Call Blocker device. This compact black box features a central illuminated shield icon, indicating its call blocking function.

2. SETUP AND INSTALLATION

Follow these steps to install your Call Control Home device:

- 1. Unpack the Device:** Carefully remove the Call Control Home device and all accessories from its packaging.
- 2. Connect to Landline:**
 - Disconnect your existing landline phone from the wall jack.
 - Connect the provided phone cord from the wall jack to the **LINE IN** port on the Call Control Home device.
 - Connect your landline phone (or phone base station) to the **PHONE OUT** port on the Call Control Home device using another phone cord.
- 3. Connect Power:** Plug the power adapter into the Call Control Home device and then into a standard electrical outlet. The device will power on.
- 4. Download the App:** Download the Call Control mobile app from the Apple App Store (for iOS) or Google Play Store (for Android) on your smartphone.
- 5. Pair Device and Connect to WiFi:**
 - Open the Call Control app and follow the on-screen instructions to create an account and pair your device.
 - During the pairing process, you will be prompted to connect the device to your home WiFi network.

Ensure your router is configured to use a 2.4 GHz network. If your router uses the same name (SSID) for both 2.4 GHz and 5 GHz bands, it is recommended to separate them or temporarily disable the 5 GHz band during setup to ensure a stable connection. Some newer routers with WiFi 6 may require disabling WiFi 6 features for compatibility during initial setup.

6. **Verify Caller ID:** Confirm that Caller ID service is active on your landline. The Call Control Home device relies on this service to identify and block calls.



Image 2.1: The Call Control Home device positioned next to a smartphone displaying the Call Control app. This illustrates the remote management capability of the system.

3. OPERATING INSTRUCTIONS

The Call Control Home device operates automatically once configured. Management is primarily done through the mobile app or web portal.

3.1 Automatic Call Blocking

- The device automatically blocks calls identified as spam, robocalls, or telemarketers using the continuously updated CommunityIQ blacklist.
- Blocked calls do not ring your phone, preventing interruptions.

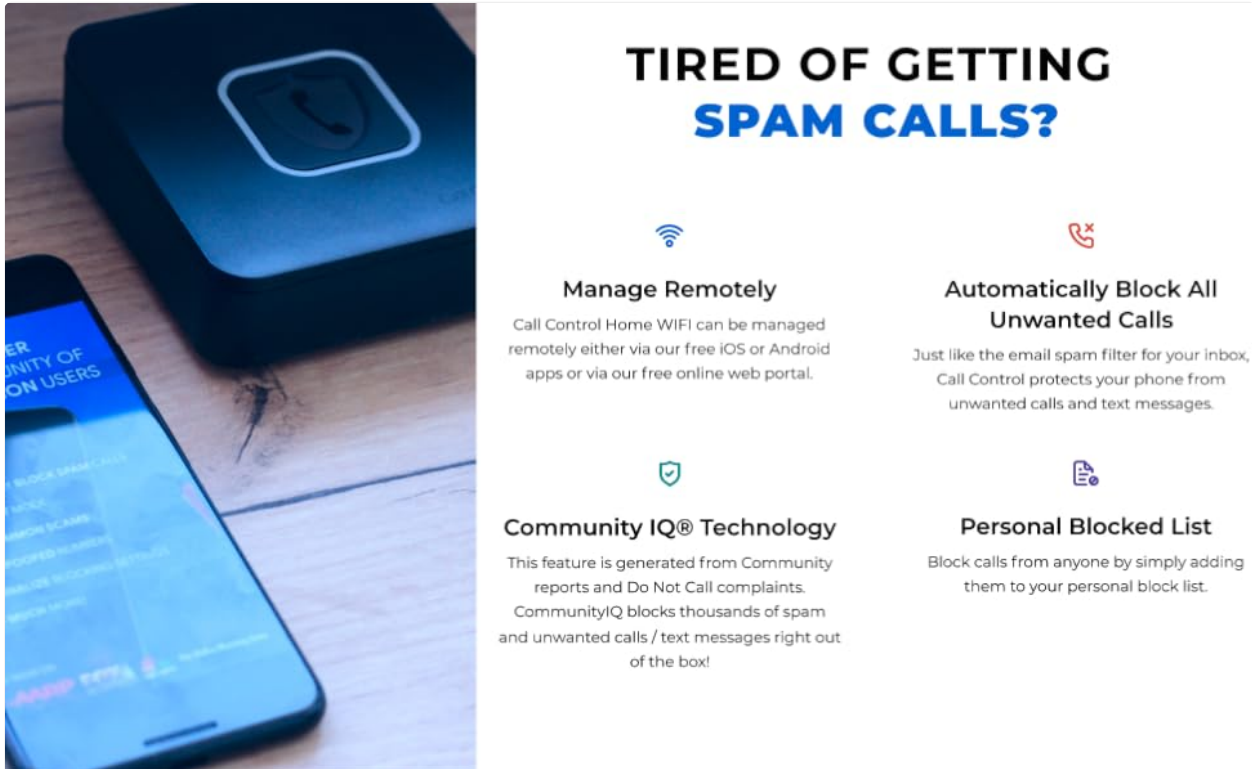
3.2 Remote Management (App/Web Portal)

Use the Call Control app on your smartphone or log in to the web portal to manage your device settings from anywhere.

- **View Call History:** Access a log of all incoming calls, including those blocked and allowed.
- **Manage Block List:** Manually add specific numbers to your personal block list. These numbers will be blocked regardless of CommunityIQ status.
- **Manage Allow List:** Add important numbers (e.g., family, doctors, emergency services) to your personal

allow list. Calls from these numbers will always be permitted, even if they are on the CommunityIQ blacklist.

- **Adjust Blocking Sensitivity:** Configure how aggressively the device blocks calls.



The graphic is titled "TIRED OF GETTING SPAM CALLS?" and is divided into four quadrants, each with an icon and a title. The top-left quadrant features a Wi-Fi icon and the title "Manage Remotely", with text explaining that the device can be managed via iOS/Android apps or a web portal. The top-right quadrant features a red phone with a slash icon and the title "Automatically Block All Unwanted Calls", with text comparing it to an email spam filter. The bottom-left quadrant features a shield icon and the title "Community IQ® Technology", with text stating it uses user reports and government data to block spam. The bottom-right quadrant features a document icon and the title "Personal Blocked List", with text explaining that users can block calls by adding numbers to their personal list. On the left side of the graphic, there is a photograph of the Call Control Home device and a smartphone displaying a call log.

Image 3.1: A graphic detailing the core functionalities of Call Control Home, including remote management, automatic blocking of unwanted calls, CommunityIQ technology, and the ability to create a personal blocked list.

4. FEATURES

- **CommunityIQ Technology:** Automatically updates the block list based on user-generated insights and data from government partners like the FTC/FCC.
- **Automated Blocking:** Blocks unwanted calls before they ring your phone.
- **Remote Management:** Control settings, view call history, and manage block/allow lists via the free iOS/Android app or online web portal.
- **No Ongoing Fees:** The initial purchase includes software and CommunityIQ blacklist updates for the lifetime of the product.
- **Broad Compatibility:** Works with various landline types (copper, VOIP) and requires Caller ID service.

5. MAINTENANCE

The Call Control Home device requires minimal maintenance. Its CommunityIQ technology ensures that the call blocking database is automatically updated, so no manual updates are typically needed for the block list.

- **Software Updates:** Ensure your device is connected to WiFi to receive automatic software and blacklist updates.
- **Cleaning:** Periodically wipe the device with a soft, dry cloth to remove dust. Do not use liquid cleaners.
- **App Updates:** Keep your Call Control mobile app updated to the latest version for optimal performance and features.

6. TROUBLESHOOTING

If you encounter issues with your Call Control Home device, refer to the following troubleshooting tips:

6.1 No WiFi Connection

- **Check Network Band:** The device only connects to 2.4 GHz WiFi networks. Ensure your router is broadcasting a 2.4 GHz signal.
- **Separate SSIDs:** If your router uses the same name (SSID) for both 2.4 GHz and 5 GHz bands, try separating them in your router settings or temporarily disabling the 5 GHz band during setup.
- **WiFi 6 Compatibility:** For some newer routers with WiFi 6, you may need to temporarily disable WiFi 6 features in your router settings during the initial connection process.
- **Router Proximity:** Ensure the Call Control Home device is within a reasonable range of your WiFi router.

6.2 Calls Not Blocking

- **Caller ID Service:** Verify that Caller ID service is active on your landline account with your service provider. The device cannot function without it.
- **Proper Connection:** Double-check that the device is correctly connected between the wall jack and your phone, and that it is powered on.
- **App Configuration:** Ensure your Call Control app settings are configured for automatic blocking and that the device is successfully paired.
- **CommunityIQ Updates:** Confirm the device has an active internet connection to receive the latest CommunityIQ blacklist updates.

6.3 Desired Calls Are Blocked

- **Check Allow List:** Access the Call Control app or web portal and add the desired numbers to your personal Allow List.
- **Review Call History:** Check the call history in the app/web portal to identify the blocked number and add it to your Allow List.

6.4 Caller ID Issues or Ringing Problems

- **Ringer Equivalence Number (REN):** The Call Control Home device has a limited REN capacity (approximately 0.5). Connecting too many phones or older phones with high REN values can cause Caller ID corruption or ringing issues.
- **Reduce Connected Phones:** Try disconnecting some phones, especially older models, to reduce the load on the line. Newer cordless phone systems often have a lower total REN (e.g., 0.1 for a base station with multiple handsets).
- **Power Cycle:** If issues persist, unplug the power adapter from the device, wait 10 seconds, and plug it back in.

7. SPECIFICATIONS

Model Number	CCHWIFI
Product Dimensions	3.7 x 3.7 x 1.5 inches
Item Weight	9.6 ounces

Manufacturer	Call Control
Connectivity	2.4 GHz WiFi
App Compatibility	iOS (iPhone 5S or newer), Android (6+ or newer)

8. WARRANTY AND SUPPORT

8.1 Customer Satisfaction Guarantee

Your Call Control Home device comes with a **30-Day Customer Satisfaction Guarantee**. If you are not satisfied with the product, you may return it for a refund within 30 days of purchase.

8.2 Product Warranty

A **1-Year Product Warranty** is included, covering any product defects within one year of the purchase date. Please retain your proof of purchase for warranty claims.

8.3 Technical Support

For technical assistance, please refer to the support section within the Call Control mobile app or visit the official Call Control website for FAQs and contact information.