

# Call Control Smartest Call Blocker for Landlines User Guide

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WiFi

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### **IMPORTANT SAFETY**

To prevent damage to your Call Control Home or injury to yourself or to others, read the following safety precautions in their entirety before using this equipment. Keep these safety instructions where all those who use the product will read them.

The consequences that could result from failure to observe the precautions listed in this section are indicated by the following symbol:

This icon marks warnings. To prevent possible injury, read all warnings before using Call Control Home.

## **WARNINGS**

# Turn off immediately in the event of malfunction

Should you notice smoke or an unusual smell coming from the equipment or AC adapter (available separately), unplug the AC adapter immediately, taking care to avoid burns. Continued operation could result in injury. After unplugging Call Control Home, contact Call Control service center (<a href="mailto:support@callcontrol.com">support@callcontrol.com</a>)

## Do not use in the presence of flammable gas

Do not use electronic equipment in the presence of flammable gas, as this could result in explosion or fire.

# Keep out of reach of children

Failure to observe this precaution could result in injury. In addition, note that small parts constitute a choking

hazard. Should a child swallow any part of this equipment, consult a physician immediately.

#### Do not disassemble

Touching the product's internal parts could result in injury. In the event of malfunction, the product should be repaired only by a qualified technician. Should the product break open as the result of a fall or other accident, unplug the AC adapter and then contact Call Control service center (support@callcontrol.com).

Do not leave the product where it will be exposed to extremely high temperatures, such as in direct sunlight Failure to observe this precaution could cause damage or fire.

Do not immerse in or expose to water.

Do not damage, modify, or forcibly tug or bend the power cable.

Do not place it under heavy objects or expose it to heat or flame. Should the insulation be damaged and the wires become exposed, unplug the AC adapter and then contact Call Control service center (<a href="mailto:support@callcontrol.com">support@callcontrol.com</a>).

Failure to observe this precaution could result in fire or electric shock.

# Do not handle the AC adapter with wet hands.

Failure to observe this precaution could result in injury or product malfunction due to fire or electric shock.

Do not use with travel converters or adapters designed to convert from one voltage to another or with DC- to-AC inverters

Failure to observe this precaution could damage the product or cause overheating or fire.

### **Notices**

No part of the manuals included with this product may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form, by any means, without prior written permission from Call Control LLC.

Call Control LLC reserves the right to change the specifications of the hardware and software described in these manuals at any time and without prior notice.

Separate collection and recycling helps conserve natural resources and prevent negative consequences for human health and the environment that might result from incorrect disposal.

For more information, contact the retailer or the local authorities in charge of waste management.

- Call Control LLC will not be held liable for any damages resulting from the use of this product.
- While every effort has been made to ensure that the information in these manuals is accurate and complete, we would appreciate it were you to bring any errors or omissions to the attention of the Call Control LLC (<u>support@callcontrol.com</u>).

## **First Launch**

#### **Before You Begin**

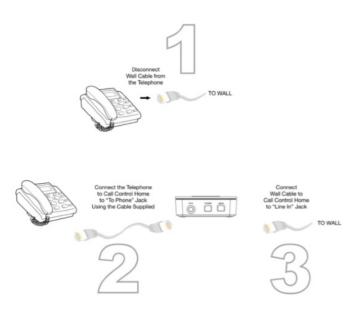
Before you can start blocking the calls, you have to set up the unit and connect it to your in-house WiFi and Call Control Portal.

Please make sure you have all the following ready:

- · Call Control Home unit
- A computer, laptop, or tablet (smartphone will work too, but may not look pretty)
- Call Control Home Power Supply (included)
- Phone cable (included)
- Your in-house 2.4 GHz WiFi network name and password
- Credentials for your account at <a href="https://portal.callcontrol.com/">https://portal.callcontrol.com/</a>

# Wiring Call Control Home

Connect the Call Control Home unit to your phone wall jack and telephone as shown in the picture, in 3 easy steps:



# Plugging In

Then connect the power supply and plug it in the power your Call Control Home. The unit will begin "breathing" yellow — this means it's loading. In this state it's not blocking calls and your line is fully operational like when Call Control Home is not connected



Wait until the unit becomes blue and then starts alternating blue and greenish colors.



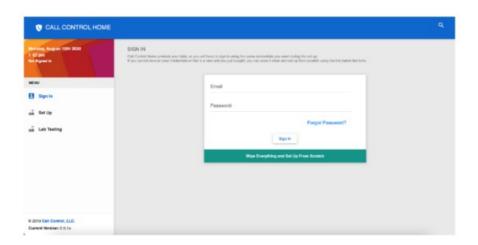
# Connecting to Call Control Home WiFi

On your computer, laptop, or tablet, scan for WiFi networks and find the network called "CallControlHome-XXXX". The XXXX are the 4 alphanumeric characters uniquely identifying your device. For example, "CallControlHome-889E".

Connect to that network using password "12345678".

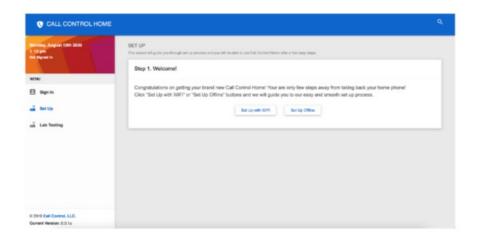
Once connected, open your web browser and navigate it to <a href="http://callcontrolhomeXXXX.local">http://callcontrolhomeXXXX.local</a>, where XXXX are the same 4 characters that are in the WiFi network name. For example, <a href="http://callcontrolhome-889E.local">http://callcontrolhome-889E.local</a>

This should open Call Control Home web interface like on the picture below:



# System Set Up

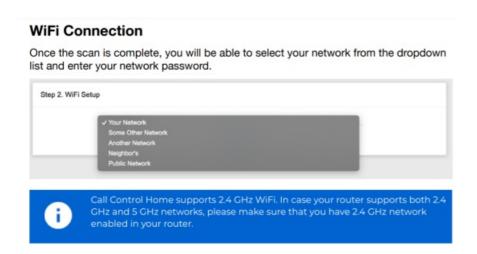
Once opened the Call Control Home Web Interface, choose "Set Up" option in the left panel, or "Wipe Everything and Set Up From Scratch" underneath the Sign In form. This should start the set up wizard shown on the picture below:



Choose "Set Up with WiFi" and the system will begin scanning for available WiFi networks.

#### WiFi Connection

Once the scan is complete, you will be able to select your network from the dropdown list and enter your network password.



If this is not the first time you set up Call Control Home in your network and the unit still has access to your WiFi (for example you're changing Call Control account), you will not be asked for network password and can continue straight away



It could happen that the process gets stuck in "Trying to connect, please wait". If this happens, please pay attention to the unit. On successful connection the unit will turn solid blue. In that case, connect to your in-house WiFi network and reload the page. It will start the wizard from scratch, but you will not be asked for WiFi password and can continue uninterrupted from now on.

# **Call Control Account**

Your Call Control Home is not a simple call blocker. It's a powerful tool that combines computing power with the incredible intelligence of our Community IQ™ service.

Specifically for your Call Control Home device, we've made Community IQ<sup>TM</sup> service available 24/7 and absolutely free, with no hidden costs, ads or other nuisances some of our competitors have. Unlike others, we also provide constant updates, including realtime access to our multi-million database of numbers we constantly monitor to proactively block unwanted callers as soon as we identify them.

And due to the nature of the service, it cannot operate without an account. So linking your Call Control Home to a Call Control account is a necessary step to get the fully functional device.

Some other benefits of having an account — you can control and monitor your Call Control Home from anywhere using Call Control Portal (<a href="https://portal.callcontrol.com">https://portal.callcontrol.com</a>), you can add additional protection for your iOS or Android smartphone, and much 1 more.

If you don't have an account with us, get one on <a href="https://portal.callcontrol.com">https://portal.callcontrol.com</a> and enter your credentials in the form:

Step 3. Call Cont	rol Account			
You need to sign in with Call Control Account in order to use Call Control Home. Your unit will be linked to your account and you will be able to control it from anywhere in the world, plus it will safely backup its configuration and you won't need to worry if a need to reinstall arises.				
	Email			
	Password			
	Don't have an account? Get one for free!	Forgot Password?		
	Sign in			

If you have Call Control application installed on your smartphone — you already have your account set up and ready! Just sign in with the same credentials you used in the application and Call Control Home will be added to your account.

At this point, Call Control Home firmware does not support signing in with social network accounts. Only email sign in is possible. If you used a social network to sign in to Call Control application, go to <a href="https://portal.callcontrol.com">https://portal.callcontrol.com</a>, sign in there and edit your profile to add email and set password. Then you will be able to connect Call Control Home to your account.

# **Initial Data Preparation**

Once the sign in is successful, Call Control Home will need some time to initialize its internal data. This should only take about a minute.

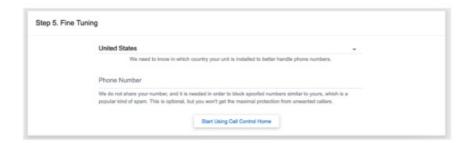
Step 4. Setting Up	
Please wait a minute, we're setting up Call Control Home	

### **Last Steps**

To finish the set up, you will be asked to specify the country where your device is located and your landline phone number, to which the unit is connected.

Please make sure you select the correct country as it directly impacts how the calling numbers are handled. Setting wrong country could reduce device performance.

Your phone number is optional and is used to fight common spam tactics that we call "Similar Numbers" — when spammers call you from numbers that are very similar to yours.



# **Operating Call Control Home**

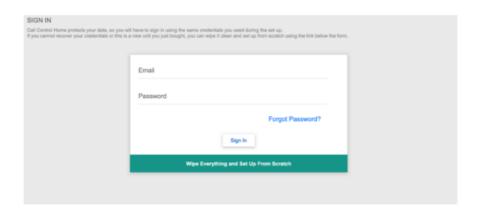
Once you have successfully set up Call Control Home device, you will be able to connect to it by navigating to the same URL you used to set the unit (like <a href="http://callcontrolhome-XXXX.local">http://callcontrolhome-XXXX.local</a>) from any place where you are connected to your in-house WiFi network.

#### Signing In

Your data is very valuable, so we are doing everything in our power to protect it. The first step is that every time you need to connect to your Call Control Home from an unknown browser (or when you restart your computer or browser), you will need to sign in with your Call Control account, the same one you used when setting up Call Control Home.

There is no way to reset the password for your Call Control Home if you forget it and you will have to repeat the setup procedure in case you have changed your credentials of forgot them. All the data is safe in your Call Control account, and will be brought back to your Call Control Home when you sign in.

Another data security measure is that all the unit data is destroyed when you link Call Control Home to an account during the Set Up process. This is done so no one can ever access your data without your account email and password.



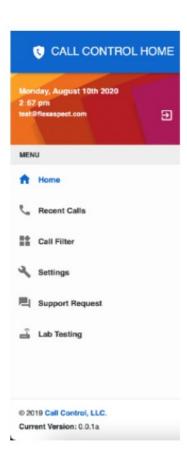
#### **Dashboard**

Dashboard is the first screen that welcomes you after successful sign in. Dashboard provides you with the information about the device health and status, and also allows you to manually update the firmware when there is an update available.



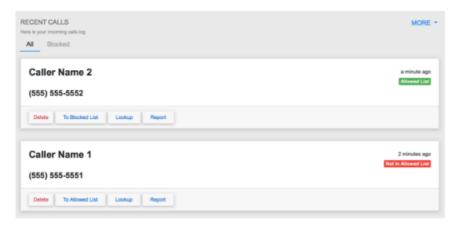
#### Menu

Menu is located in the left panel of the browser window and provides access to all the features and configuration options supported by the device.



## **Recent Calls**

The Recent Calls section provides access to your call logs as well as easy logs management.



The controls on this screen are pretty self-explanatory.

#### **Call Filter**

Call Filter section of the menu allows you to set a series of rules defining who is allowed to call you and who is not.

The controls are almost identical for both Blocked List and Allowed list sections.



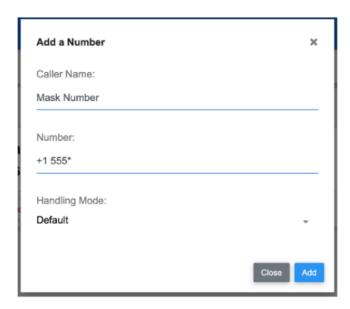
The controls for each record are self-explanatory.

When adding or editing the rule, you can use regular numbers, as well as masks.

Masks support two characters — "?" and "\*". "?" signifies any single digit in the number, and "\*" means any digits (none or more).

For example, specifying the number as "+1 555 \*" will effectively block any number starting from "+1 555".

Another example is "+1 555??? 5555" will apply to numbers starting with "+1 555" and ending with "5555", but having any 3 digits in the middle. So it will apply to "+1 555 333 5555", "+1 555 183 5555" and so on.



Handling method setting is available in Blocked List only and can be "Default", "Ignore", or "Disconnect".

"Default" method will use the method specified in Settings. Changing the method in Settings will change it for all numbers that have "Default" handling method.

"Ignore" method will behave like "Nobody's home" and will let the phone ring as usual without actually ringing your telephone so you won't be disturbed.

"Disconnect" method will pickup the phone and immediately hang up to cancel the call. Useful if you have a voicemail and you don't want to let the caller to leave one.

### **Settings**

Settings screen allows you to fine tune Call Control Home to your specific needs. All the settings on the screen contain explanation, so no need to repeat those here.



# **Blocking by Button**

Call Control Home has a big button on the top with our Shield Logo embossed. If you happen to be near the unit when you receive an unwanted call — hang up and press the Shield button to instantly block the user and report it to Community IQ™ to help others block those calls before they even get one.

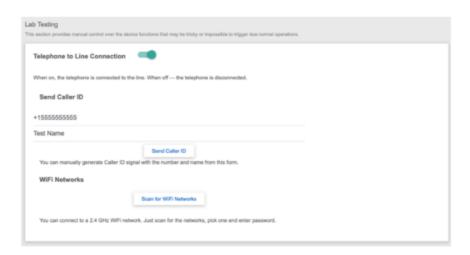
Unit will confirm the blocking by blinking blue multiple times

#### **Error Indication**

If something goes wrong, including missing Internet connection, the device will indicate that by alternating blue and greenish colors. If you see it doing that — connect to it via either your WiFi or on-device Access Point, sign in, and check what's wrong.

#### **Lab Testing**

This is a special section for FCC Certification technicians, it provides manual control over the unit hardware that is usually operated automatically



Telephone Line Connection allows to manually connect or disconnect the telephone side. May not work with the real phone line due to the protection mechanism built into the firmware — once the unit detects that your telephone is off-hook, it will refuse any attempt to cut off the line, so you never get your calls interrupted.

Send Caller ID allows to manually send Caller ID directly to the line. The provided data will be encoded and sent to the line regardless of the line state.

WiFi Networks allows to connect to a different network at will.

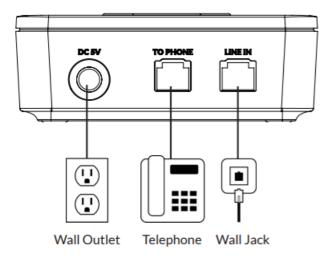
When operating the Lab Testing features, please wait for "Success" message before making another action. This will help ensure that the process goes as smooth as it can and the results are not messed up due to the race conditions that could be potentially created by executing multiple actions in parallel. This limitation exists only because the system normally operates the hardware automatically and this section provides a manual override to those functions.

## Thank you for purchasing Call Control Home!

You are just minutes away from blocking unwanted spam calls to your home phone! If you ever need help just email us at: <a href="mailto:support@callcontrol.com">support@callcontrol.com</a>

# **How to Connect Call Control Home**

- 1. Plug in Call Control Home to a wall outlet using the provided power adapter.
- 2. Unplug your phone from the wall and plug it in to the "To Phone" port on the back of Call Control Home.
- 3. With the supplied telephone, connect the "Line In" port of Call Control Home to the wall jack.



Almost done! Before we can block spam calls we need to pair with your smart phone to get the latest spam lists.

# Pair to your Smart Phone

Call Control Home must pair with a smartphone to work.

- 1. Go to www.callcontrol.com/start on your smartphone to download the app.
- 2. Open the Call Control app and follow the steps to create a free account.
- 3. Follow the on screen instructions until you see "Setup Complete".



Visit www.callcontrol.com/support/ for more detailed setup instructions and for customer support.

# **END USER LICENSE AGREEMENT**

BY TURNING ON THE CALL CONTROL HOME DEVICE (THE "DEVICE"), YOU ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS END USER LICENSE AGREEMENT (THIS "AGREEMENT"). YOU MUST ACCEPT THIS AGREEMENT PRIOR TO TURNING ON OR USING THE DEVICE. DO NOT TURN ON OR USE THE DEVICE IF YOU ARE UNWILLING OR UNABLE TO BE BOUND BY THIS AGREEMENT.

- 1. License. Subject to the terms of this Agreement, Call Control LLC. ("Call Control") grants you a personal non-transferable, nonexclusive, limited license to use the Device and the software contained therein ("Software") in accordance with any documentation that accompanies it ("Documentation") and provided that the Software is only used in connection with the Device. The Software covered under this Agreement shall also include any and all updates, upgrades, bug fixes, or any similar changes, that may be made available from time to time.
- 2. Restrictions. You agree not to, directly or indirectly: (a) modify, translate copy or create derivative works based on any element of the Device or the Software, (b) reverse assemble, reverse compile, reverse engineer, decompile or otherwise attempt to discover the object code, source code, non-public APIs or underlying ideas or algorithms of the Software in whole or in part, except as and only to the extent this restriction is prohibited by law, (c) license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, or otherwise commercially exploit or make the Software available to any third party, (d) remove or obscure any proprietary or other notice contained in or on the Device, or (e) use the Software separately from the Device. You acknowledge and agree that (i) Call Control retains all right, title and interest (including, without limitation, all patent, copyright, trade secret and other intellectual property rights) in and to the Software, the Documentation, any and all related and underlying technology and any derivative works or modifications of any of the foregoing and the Device, (ii) there are no implied licenses under this Agreement and any rights not expressly set forth in this Agreement are hereby expressly reserved by Call Control, and (iii) the Software is licensed, not sold.
- 3. Termination. You may terminate this Agreement and the license granted herein at any time by ceasing all use of the Device. Call Control may terminate this Agreement and the license granted herein immediately if you breach any provision of this Agreement. Upon receiving notice of termination from Call Control, you agree to cease using the Device. Sections 2-6 shall survive termination of this Agreement.
- 4. No Warranty. YOU ACKNOWLEDGE THAT THE SOFTWARE IS PROVIDED BY CALL CONTROL IN AN "AS IS" CONDITION AS TO PERFORMANCE, ACCURACY, OR COMPLETENESS. CALL CONTROL DISCLAIMS ALLWARRANTIES OF DESIGN, MERCHANTABILITY, TITLE, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES, CONDITIONS OR TERMS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, ON THESOFTWARE OR THE DEVICE FURNISHED HEREUNDER.
- 5. Limitation of Liability. IN NO EVENT SHALL CALL CONTROL, ITS SUPPLIERS OR ITS LICENSORS BE LIABLE WITH RESPECT TO ANY CAUSE RELATED TO OR ARISING OUT OF THIS AGREEMENT, WHETHER IN AN ACTION BASED ON A CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ANY OTHER LEGAL THEORY, HOWEVER ARISING, FOR DAMAGES BASED ON LOST REVENUES OR PROFITS, LOSS OF BUSINESS OR GOODWILL, LOSS OR CORRUPTION OF DATA OR BREACHES IN SYSTEM SECURITY OR ANY OTHER TYPE OF INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. YOU AGREE THAT CALL CONTROL'S LIABILITY FOR DAMAGES OF ANY KIND WHATSOEVER ARISING OUT OF THIS AGREEMENT SHALL BE LIMITED TO \$100. THESE LIMITATIONS SHALL APPLY EVEN IF CALL CONTROL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.
- 6. RESTRICTED RIGHTS LEGEND. As defined in FAR section 2.101, DFAR section 252.227-7014(a)(1) and

- DFAR section 252.227-7014(a)(5) or otherwise, the Software and accompanying Documentation provided in connection with this Agreement are "commercial items," "commercial computer software" and/or "commercial computer software documentation." Consistent with DFAR section 227.7202 and FAR section 12.212, any use, modification, reproduction, release, performance, display, disclosure or distribution thereof by or for the government shall be governed solely by the terms of this Agreement and shall be prohibited except to the extent expressly permitted by the terms of this Agreement. The foregoing does not apply if you are located outside North America and Latin America.
- 7. General Terms. You acknowledge that the Device, Software, and Documentation provided by Call Control are subject to U.S. export control laws and may be subject to export or import regulations in other countries. You agree to comply strictly with these laws and regulations and acknowledge that you have the responsibility to obtain any licenses to export, re-export, or import as may be required after delivery to you. You represent and warrant that you are not a person or entity appearing on the lists published by the U.S. Department of Commerce, the U.S. Department of State, the U.S. Department of Treasury or any other list that may be published by the U.S. Government, as amended from time to time, that is prohibited from acquiring ownership or control of items under this Agreement, or with which Call Control is prohibited from doing business. This Agreement shall be governed by and construed in accordance with the internal laws of the State of California without giving effect to any choice or conflict of law provision or rule (whether of the State of California or any other jurisdiction) that would cause the application of laws of any jurisdiction other than those of the State of California. Any legal claim, suit, action or proceeding arising out of this Agreement or the matters contemplated hereunder or the breach thereof shall likewise be governed by the internal laws of the State of California without giving effect to any choice or conflict of law provision or rule and shall be instituted exclusively in the federal courts of the United States or the courts of the State of California, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding and waives any objection based on improper venue or forum non conveniens. Notices to be given or submitted by either party to other pursuant to this Agreement shall be in writing and shall be deemed to have been given (a) when delivered by hand (with written confirmation of receipt), or (b) when received by the addressee if sent by a nationally recognized overnight courier (receipt requested) or by certified or registered mail, return receipt requested, postage prepaid. The parties acknowledge that they are acting as independent contractors who are solely responsible for their own actions or inactions and that no joint venture, franchise, partnership, agency, or other relationship shall be created or implied by this Agreement. You may not assign or otherwise transfer any of your rights, or delegate or otherwise transfer any of your obligations or performance, under this Agreement, in each case whether voluntarily, involuntarily, by operation of law or otherwise. Any purported assignment, delegation or transfer in violation of this provision is void. Call Control may freely assign or otherwise transfer all or any of its rights, or delegate or otherwise transfer all or any of its obligations or performance, under this Agreement without your consent. If any court of competent jurisdiction adjudges any provision of this Agreement to be to be illegal, unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable, but shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. You acknowledge and agree that there can be no adequate remedy at law for any material breach of this Agreement, which breach will result in irreparable harm to Call Control, and therefore, upon any such breach or any threat thereof, Call Control is entitled to temporary, preliminary and permanent injunctive relief against you (and, if applicable, your officers or employees) without the requirement of posting a bond or proving actual damages, in addition to whatever

remedies Call Control might have at law. This Agreement constitutes the sole and entire agreement between the parties with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter. This Agreement may only be amended, modified or supplemented by an agreement in writing and signed by each party hereto. No waiver by any party of any of the provisions hereof shall be effective unless explicitly set forth in writing and signed by the waiving party.

# FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE STATEMENT

This equipment complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- · Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXX. If requested, this number must be provided to the telephone company. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details. This equipment uses USOC RJ11C for all operations.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If trouble is experienced with this equipment, for repair or warranty information, please contact Call Control LLC at 425-224-6490. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment is not intended to be repaired.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

### **Documents / Resources**





Call Control Smartest Call Blocker for Landlines [pdf] User Guide CCH20, 2AXA4-CCH20, 2AXA4CCH20, Smartest Call Blocker for Landlines

## References

- © callcontrolhome-
- © callcontrolhome-889E.local
- ©\_callcontrolhome-XXXX.local
- support@callcontrol.com
- © Call Control Portal
- Under the second of the second
- Velcome Call Control
- Support Call Control
- **©** Call Control Portal
- © Call Control Portal
- V Home Call Control block mode list phone block card

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