

MiVoice Connect

Mexico Outbound Call Blocker

APP NOTES

OCTOBER 09, 2020



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1 OVERVIEW

The Outbound Call Blocker application is designed to help manage calling restrictions for users in Mexican locations. In August 2019, Mexico implemented a new national numbering plan. Under this new numbering plan, customers have the option of preventing users from making calls to Calling Party Pays (CPPs) mobile numbers for which the customer will be billed. CPP numbers are identified in a list of numbers provided by and regularly updated by the Instituto Federal de Telecomunicaciones (IFT).

The Outbound Call Blocker application is supported on the MiVoice Connect platform. The application checks a dialed number against the IFT number list to determine whether it is a CPP number. Based on the user's Class of Service permissions, the platform then uses the results of the check to determine whether to allow or deny the call. The application is optimized to use only the number lists provided by the IFT.

The Outbound Call Blocker application is provided as a standard Windows server application and can be run as needed. The application must be installed only on the Headquarters (HQ) server. It provides a user interface to specify a list of numbers to be blocked (provided by the IFT) and to enable stopping and starting of the Outbound Call Blocker application service.



Note! The Outbound Call Blocker application is intended only for customers with Mexican locations who want to restrict calls to Calling Party Pays (CPP) mobile numbers on their system under the new 10-digit dial plan, which will be mandatory in 2020.

2 LICENSING REQUIREMENTS

For Mexico, there is no license fee for the Outbound Call Blocker application.

3 LIMITATIONS

- The Outbound Call Blocker application can be started or stopped even when there are network connectivity issues between Headquarters (HQ) and remote servers. However, the Outbound Call Blocker application might take about 2 minutes after the network connectivity issue is restored to start or stop blocking calls for remote users.
- When the Call Blocker application is started in HQ, blocked numbers are pushed to all the remote servers. If HQ experiences a network outage, phones managed by remote servers will block numbers correctly.
- During a network outage between a user's phone and its managing server, users can place calls to numbers in the blocked numbers list. Call blocking is resumed when the network outage clears.

4 INSTALLING THE OUTBOUND CALL BLOCKER APPLICATION



Note!

- You can download the Outbound Call Blocker application from [Mitel Software Download Center](#).
- You must install, configure, and start the Outbound Call Blocker application during the maintenance period.
- The Outbound Call Blocker application must be installed only on an Headquarters (HQ) server. It is not required to install the Outbound Call Blocker application on any remote servers.
- When you upgrade the PBX, you must stop the Outbound Call Blocker application (if it is running) before you begin the upgrade process.

To install the application, follow these steps:

1. Copy the installer setup file to the HQ server and click the file.



Figure 1: Outbound Call Blocker Setup File

2. Click **Next** on the installer screen to start the installation.



Figure 2: Outbound Call Blocker Welcome Screen

3. Select the folder location where the Outbound Call Blocker application must be installed.

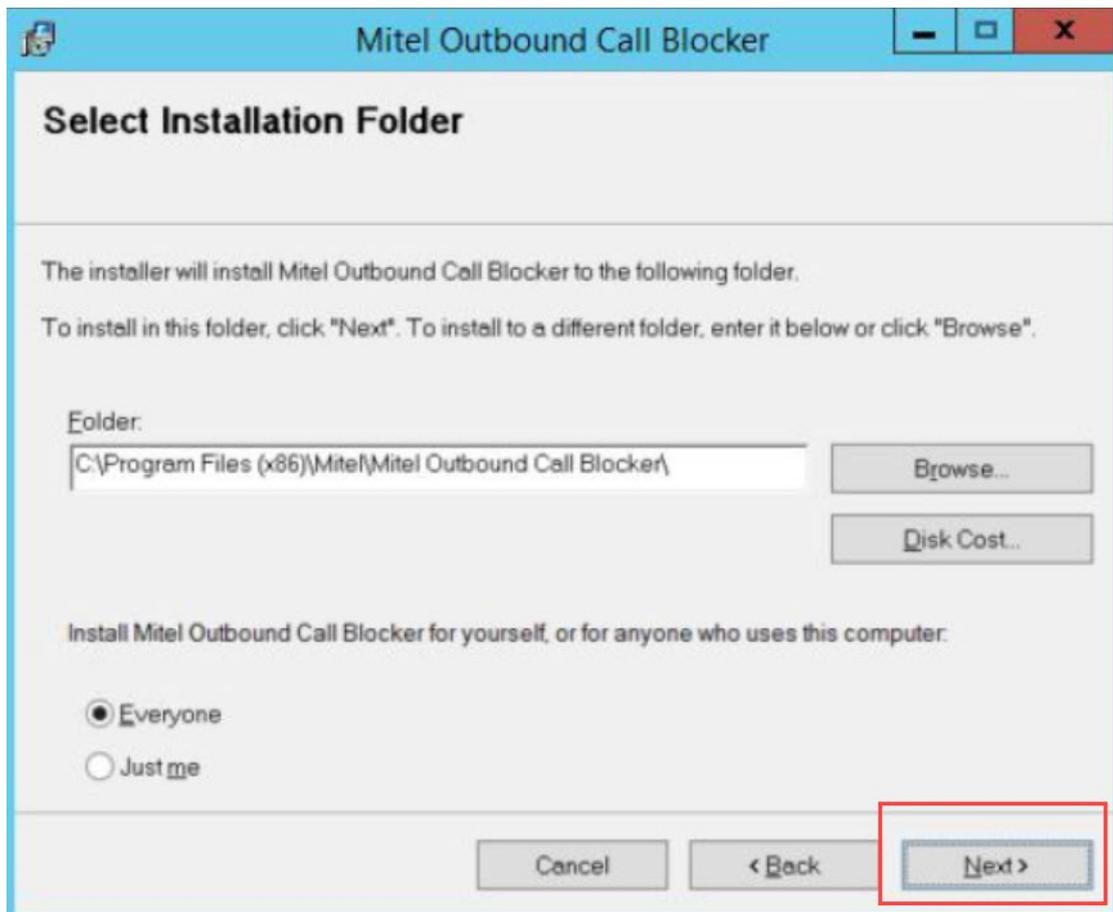


Figure 3: Installation Directory



Note! Choose the default folder location for installation.

4. Select either of the following option depending on who can use the system:
 - **Everyone**
 - **Just me**
5. Click **Next**.

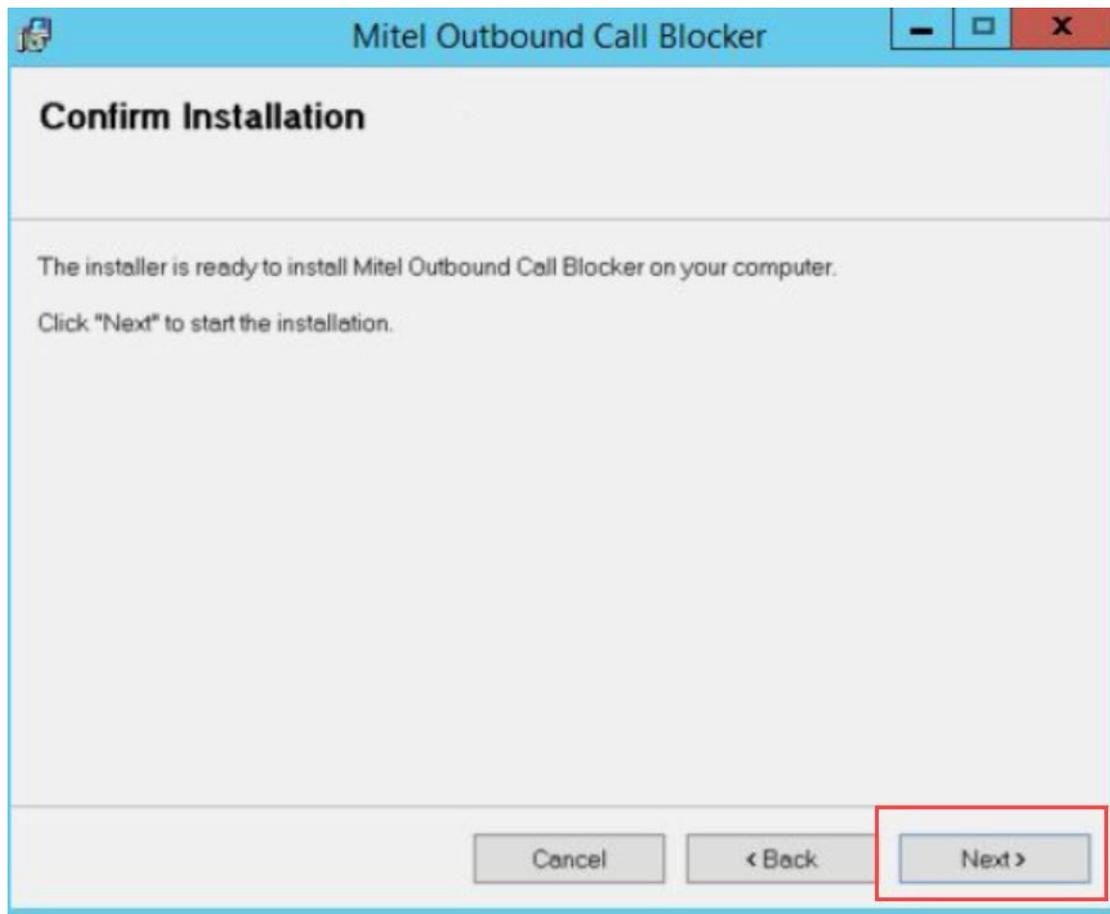


Figure 4: Confirm Installation Screen

- When the installation completes, the installer displays the message that the installation is successful. Click **Close** to complete the installation and exit the application.

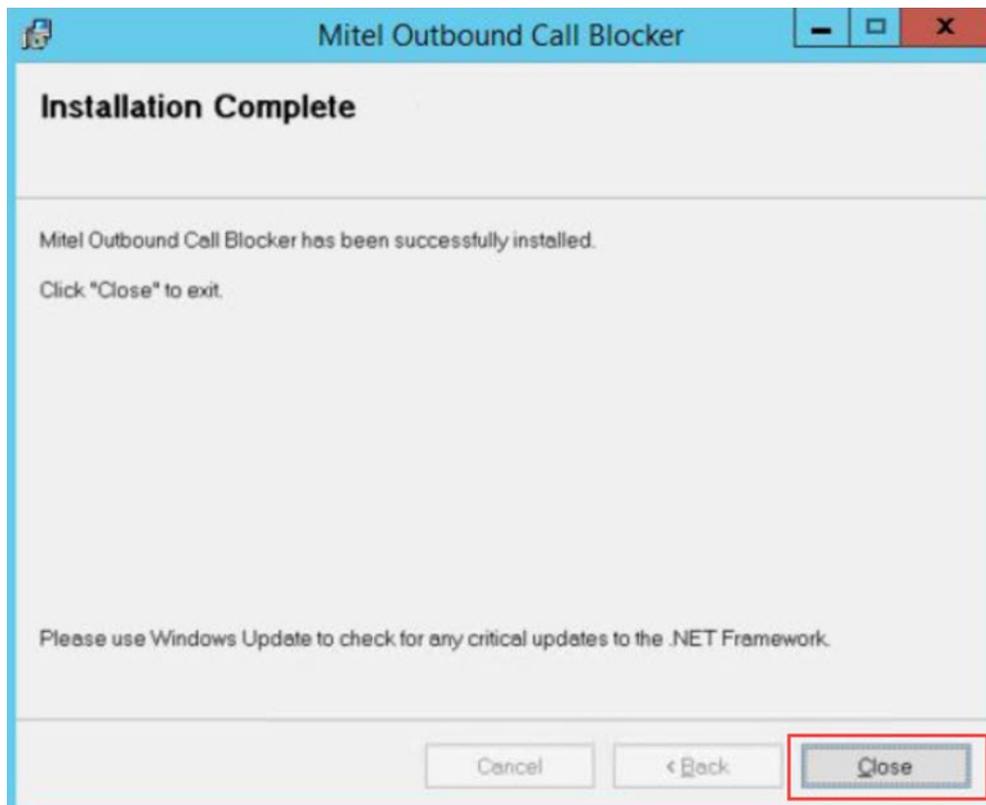


Figure 5: Installation Complete Screen



Note! A shortcut to launch the Outbound Call Blocker application is displayed on the desktop.

5 CONFIGURING THE OUTBOUND CALL BLOCKER APPLICATION



Note! Before configuring the Outbound Call Blocker application, you must obtain the latest IFT number list (a file in CSV format that can be extracted from a compressed download file) and place it in an easily accessible folder. You can download the latest file from <https://sns.ift.org.mx:8081/sns-frontend/planes-numeracion/descarga-publica.xhtml>.

After the Outbound Call Blocker application is installed, the service will be in the default settings and will not disconnect any calls. To enable the application to prevent calls to blocked numbers, you must configure the service. To perform the configuration, follow these steps:

1. Launch the Outbound Call Blocker Application.



Figure 6: Outbound Call Blocker Config application

2. After the Outbound Call Blocker application is open, on the application screen, stop the application if it is already running.

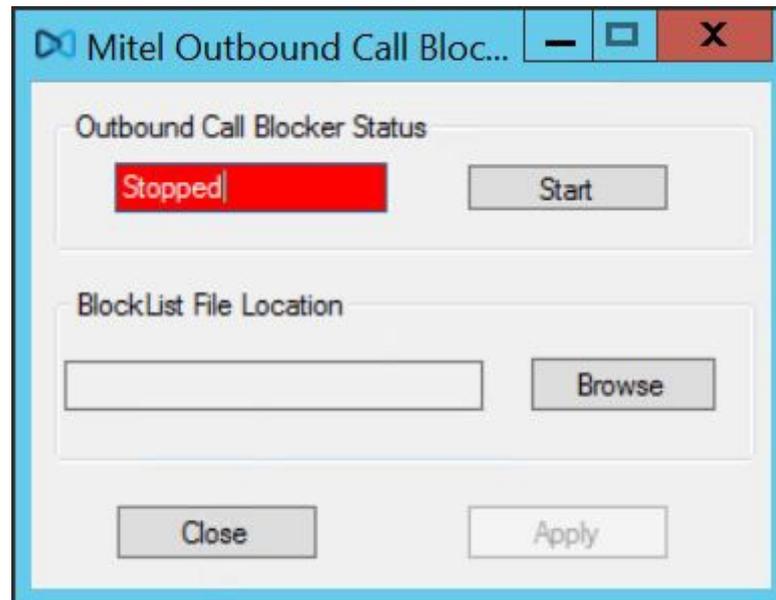


Figure 7: Stopping the Application

3. Click **Browse** to browse the location of the file in CSV format. This file has a list of Calling Party Pays (CPP) mobile numbers that must be blocked.

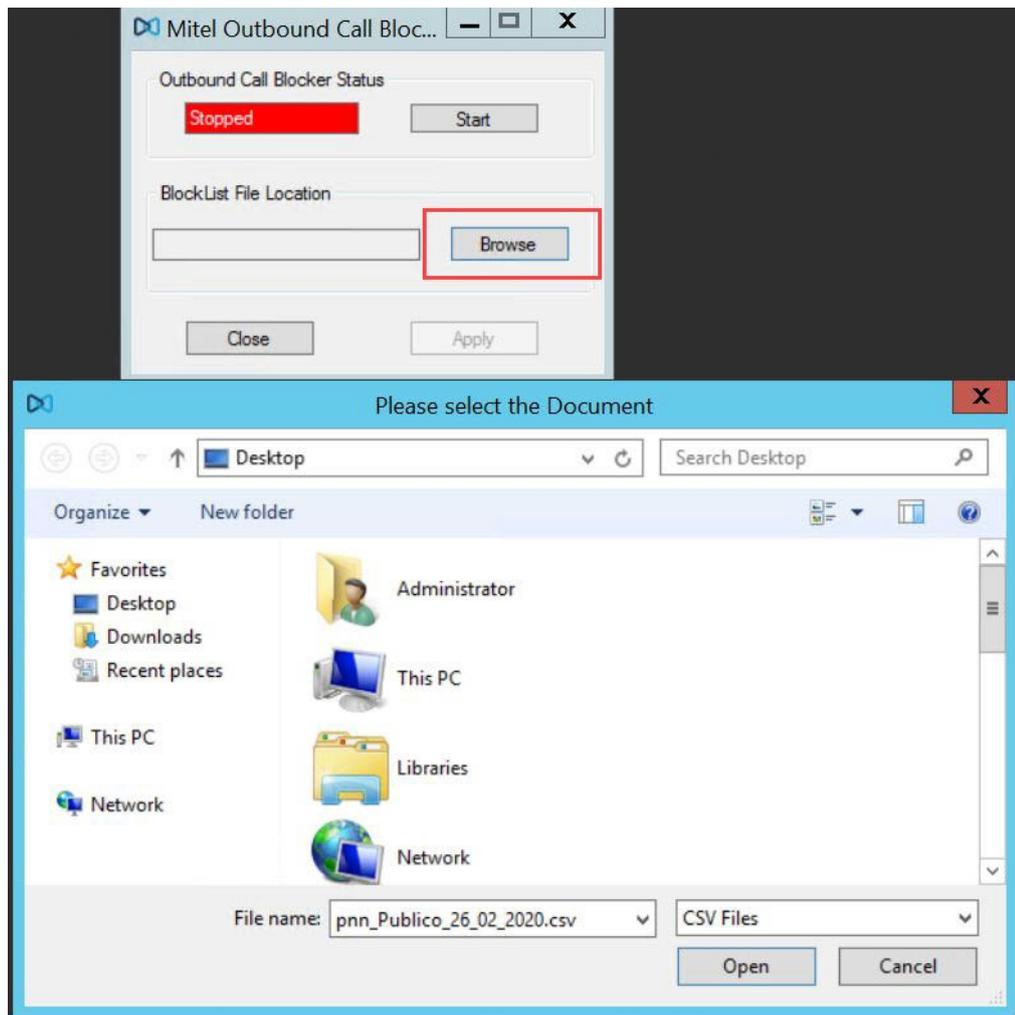


Figure 7: CSV File

4. Click **Apply**. The CSV file name and location is saved.

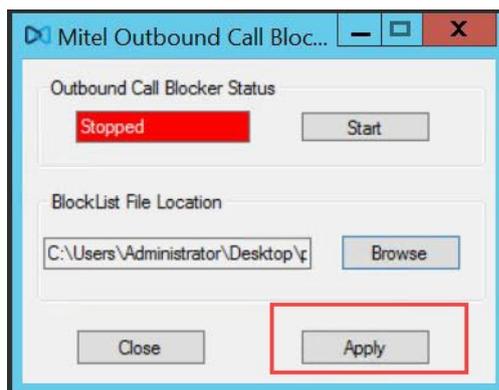


Figure 8: CSV File Location



Note! This step is mandatory to obtain the location and CSV file name.

5. Click **Start** to start the Outbound Call Blocker application. The application will start processing the CSV file.

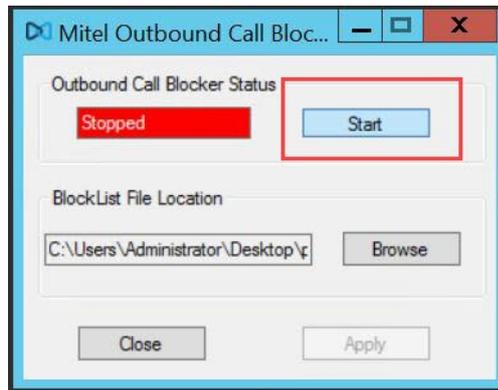


Figure 9: Starting the Application

- When the application displays the “Numbers extracted & filtered!!!” message. Click **OK** to start the operation.



Figure 10: Display Message

- The Outbound Call Blocker displays **Started** (in green color) to indicate that the application has started.

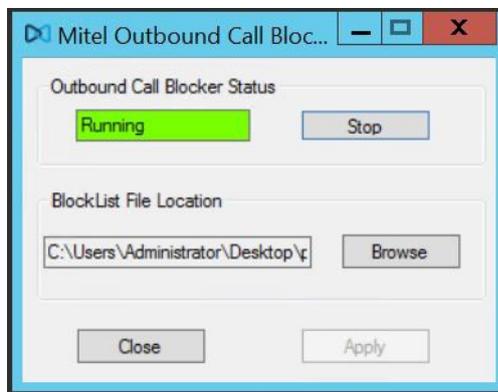


Figure 11: Running the Application

- When the application is running, the **Start** option disappears and displays the **Stop** option. To stop the application, click **Stop**. When the “Are you sure you want to STOP” message appears on the screen, click **Yes** to confirm the action.

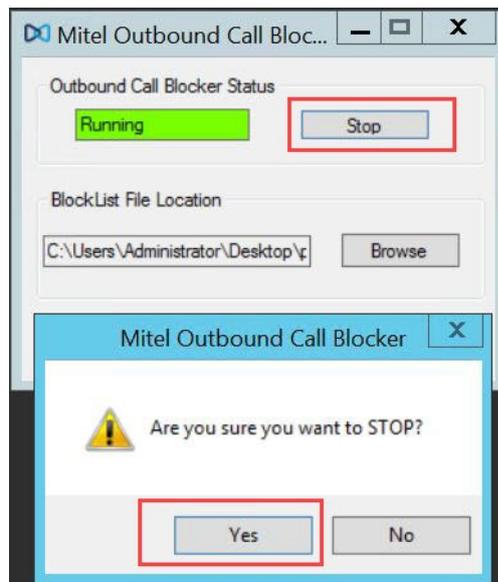


Figure 12: Stopping the Application

**Note!**

- You must install, configure, and start the Outbound Call Blocker application during the maintenance period. It will take few seconds after you start or stop the application for the application to start or stop blocking the calls, especially if users are in remote or Linux Distributed Voice Server (DVSs).
- To add a new CSV file to the Outbound Call Blocker application, you must click Stop to stop the application and click OK when the “Stop the Service First !!!” message appears.

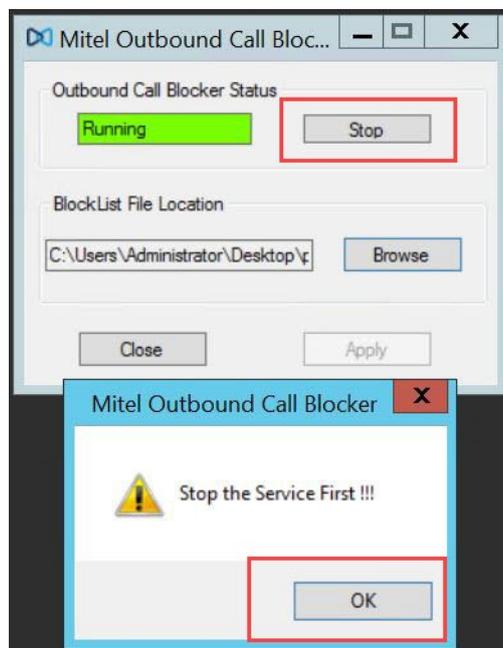


Figure 13: Adding a new CSV File

6 CONFIGURING CONNECT DIRECTOR FOR OUTBOUND CALL BLOCKER

To configure Connect Director to use the Outbound Call Blocker application, follow these steps:

1. Launch Connect Director.
2. In the navigation pane, click **Administration > Users > User Groups**. The User Groups page opens.
3. Under the **General** tab, go to the **COS - Call Permissions** field and select either **Local Only** or **Long Distance Calling** to specify which calls you want to block when you start the Outbound Call Blocker application.



Note! If the **COS - Call Permissions** field is set to **National Mobile** or **No Restrictions**, the application will not block the calls even if the application is running.