

FAQs - T-Lock Call Blocker Version 2.x & N2 – HQTelecom.com

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Please refer to <http://help.hqtelecom.com> or <http://help.hqtelecom.com/support/solutions/folders/5000020018> to find the latest documentation and/or do keyword search on any topic related to this product.

KNOWN ISSUES:

ISSUE 1: Device does not display the caller ID information on incoming calls

Please refer to [this article](#) or copy/paste the link below:

<http://help.hqtelecom.com/support/solutions/articles/5000004504-my-call-blocker-does-not-display-the-caller-id-information-on-incoming>

ISSUE 2: Year setting (201X) resets often

Who is affected: All devices

Solution: The year setting is an optional setting and it is not required for the core functionality of these devices, therefore we recommend that you ignore this setting.

ISSUE 3: Names not showing in Caller ID Display (only phone numbers are displayed)

Who is affected: All devices

Solution: The T-Lock Call Blocker only support number display. Unfortunately, it does not support name display as part of the caller id information at this time. We recommend that you make use of another phone that supports Caller ID Name display.

ISSUE 4: Caller ID information is not displayed on existing Phones when installed in Series (e.g using the PHONE socket on the Call Blocker)

Who is affected: Some devices. This happens when there is not enough line power available from your Telephone Service Provider.

Solution: Use a 2-way splitter (or another phone jack, if available) to install the Call Blocker in Parallel with your existing phones.

ISSUE 5: Unable to program the Call Blocker using my Wireless handset

Who is affected: A few customers using some models of wireless handsets. This happens due to compatibility issues among some wireless handsets.

Solution: Use a different handset (preferably a cheap corded handset will do!).

Note: Please keep in mind that there is no need to pre-program or preset your call blocker when you first get it set up. This is truly a plug-and-play device that you can setup (in series or

parallel), and start blocking unwanted calls by simply pressing the 'BLACKLIST' button.

Below you find some commonly asked questions from clients who purchased the T-LOCK Call Blocker. Please contact us if you are not able to find your specific question(s) answered below on how to block calls.

1. My existing telephone handset stopped displaying the CALLER ID information when I installed the PRO Call Blocker, as described in the manual.

This happens when the CallerID signal provided by your phone service (Telco) is not strong enough for the TLock Call Blocker to work as well as the telephone handsets connected to the "PHONE" port of the blocker. SOLUTION: To prevent this, we recommend that you install the T-LOCK Call Blocker in parallel with your existing phone handsets (this applies to both, wired and wireless handsets). Please refer to question 9.0 below for more details on parallel installations.

2. Can I use the T-LOCK Call Blocker to block incoming calls to my cell or mobile phone?

Yes! You can eliminate annoying incoming calls to your mobile by simply using the "Call Forwarding" feature available on your mobile phone service (WARNING: Call Forwarding is usually a free feature, but some mobile carriers may charge a fee). If you call forward your cell calls to a land-line or VOIP line where you have the TLOCK Call Blocker is connected, you will be able to blacklist those calls.

3. What are some common applications for the T-LOCK Call Blocker?

You can use this device to block any unwanted calls including automated telemarketing systems (robo calls), nuisance callers, telemarketers, junk faxes, charity/nonprofit organizations, political fundraising or announcements, polls/surveys, collection agents, banks, lawyers, hospitals, credit cards companies, and many more!

IMPORTANT: Please be aware that the U.S. Federal Government sponsored "Do Not Call" list program does not apply to politicians, non-profit, and research organizations.

4. Can I block calls that have no Caller ID info, and are shown as 'unidentified', or 'unknown', or 'private', or 'Out of Area', etc?

Yes. The T-LOCK has a new feature (refer to section 6 of the manual). This feature is turned "OFF" by default, however if you turn it "ON", it will block all incoming calls with no caller ID info.

5. In one part of the description you indicate “Stores up to 1,500 telephone and fax numbers in blacklist memory”. In another part it says “Stores up to 100 sets of income phone numbers and 50 sets outgoing phone numbers”. Please clarify.

1,500 is the # of phone & fax numbers you can store in the Blacklist memory. The 100 is the # of incoming calls that the unit stores in the display memory. The 50 is the # of outbound calls the unit stores in the display memory.

6. When I dial a phone number from the handset connected to the “PHONE” port, the T-LOCK Call Blocker does not show it in the display.

If you are dialing a number from a handset that is connected to the “PHONE” socket on the T-LOCK Call Blocker, you should always see the number being displayed as you dial the numbers. If not, your unit could be defective (probably got damaged during shipping).

7. Can I manually add a phone number to the Blacklist?

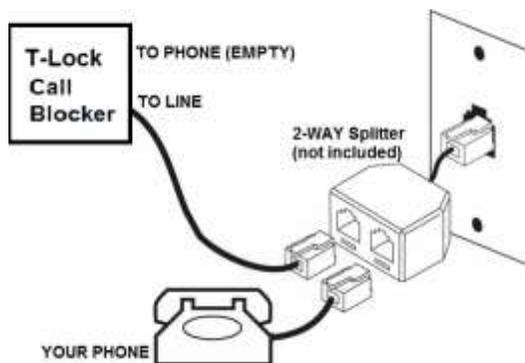
Yes, you can manually add a list of telephone numbers to the Blacklist memory of your Blocker. To add these numbers to the blacklist, follow these steps:

- a) Connect a telephone to the PHONE port for your Blocker.
- b) Dial a number you want to block using the dial-pad of the telephone connected to the PHONE port (you can hang up).
- c) Now, press OUT button to view the outbound calls. Then use the scrolling Left/Right buttons to find the number you just dialed. Press the “Blacklist” button to add it to the backlist memory. Repeat these steps for each number you want to block.

8. How do you recommend installing the T-LOCK Call blocker?

There are 2 ways to install your blocker (please refer to manual). There are Pros and Cons of each setup, as follows:

Parallel Installation:



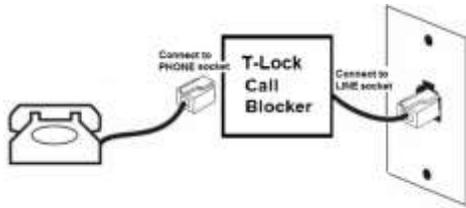
Pros:

You will be able to continue receiving the caller ID information on your existing phones. If you have low power on your phone line, this setup will work better for your existing phones.

Cons:

You still need to connect a handset to the ‘PHONE’ socket in order to program your T-LOCK. Also, you will hear 1-2 more rings when blacklisted numbers call you.

Series Installation:



Pros:

You may not hear any rings when a blacklisted number calls you.

You don't need to change your setup to program your T-Lock.

Cons:

You may lose the Caller ID info on your existing phones.

This happens with many phone services due to the fact that this unit is line powered and there is not enough signal strength on your phone line to pass the caller ID info to the phone(s).

9. Will my phone still ring on incoming calls from numbers that are in the BLACKLIST?

This depends on 2 factors:

- 1) If you connect your phone(s) in series (as shown above), your phone(s) should not ring on blacklisted numbers. If you connect it in parallel, your phone(s) may ring 1-2 times before the T-LOCK Call Blocker disconnect the blacklisted calls.
- 2) Also, most telephone providers send the Caller id information ahead of the ring signals, giving the Call Blocker enough time to check the blacklist and 'suppress' the ring signals. However, some telephone providers send the caller id info at the same time they send the ring signal, giving no time for the Call Blocker to suppress the ring signal. In these cases, you may ring 1-2 rings, even if you have it connected in series.

10. Can this model work when installed on Voice Over IP (VOIP) phone lines?

This model has been successfully tested with many VOIP services, including Comcast, Vonage, and MagicJack. Please contact us if you are not able to find your specific question(s) answered below on how to block calls.

11. I can't see any incoming calls displayed in the Call Blocker's LCD display.

Some users have reported similar issues with incoming calls (especially on AT&T, Verizon, Comcast).

Recommendation: This happens due to the power signal level provided by your phone service provider to the Call Blocker. Most clients can fix this issue by changing the LCD Brightness level on the Call Blocker to 3 or 4 (factory default is 2). Please refer to Section 2.0 of the manual.

12. I can't see some incoming calls displayed in the Call Blocker's LCD display.

The Call Blocker is not be able to display phone numbers that your phone service does not recognize as having the correct Caller ID format (e.g. valid name and phone number information). This is very common with pure voice services from carriers such as AT&T, Verizon, and Comcast. There is nothing you can do about this. In most cases, you will not be able to Blacklist these numbers with this Call Blocker, but you can add the phone number(s) manually by following the steps in Section 4.0 of the manual.

13. I'm getting lots of random digits in the incoming list

We have received similar complaints from users, especially those using Vonage service. It seems that these VOIP modems and/or network causes the Blocker to capture lots of random digits in the incoming list. It also causes the display to freeze. The following are possible fixes that have helped other clients reduce the amount of random digits and display freezes:

- 1) Install a 'DSL filter' between the Vonage modem and your Call Blocker, using the 'Voice' jack of the modem to connect to the Blocker.
- 2) Turn the feature ON to block all calls with no caller ID (refer to section 6 of the manual (http://hqtelecom.com/T-Lock_Call_Blocker_User_Manual.pdf)).

14. My display is getting frozen (e.g. none of the buttons work!)

If your display is frozen (e.g. none of the buttons work), disconnect the blocker from the LINE for 2-3 minutes, and plug it back. You should be able to browse the lists again once you connected it back. Also, we recommend you implement the fixes recommended in question 13 (above) to reduce and/or eliminate the frequency of these 'display freeze' events.

15. I can't see incoming calls shown in the display of my T-Lock Call Blocker?

Please refer to known issue #1 above.

16. My Unit is getting 'freeze' and none of the buttons work

Based on what we have been able to troubleshoot, this is due to noise on the line generated by the local phone services. We have seen this issue in some VOIP services. Below are some suggestions on how to work around this issue:

- 1) One way to reduce it is by using a line filter e.g. DSL filter (installing it in the LINE port of the call blocker) – which has helped some customers reduce these 'freeze' conditions.
- 2) Other clients have been able to regain control of the unit by simply unplug the blocker for 1-2 minutes.
- 3) Other clients wait for an incoming call to re-gain control of the unit.

17. My call blocker seem to have a protective film covering the LCD display. Should I remove it? How?

Yes. We would recommend that you remove this plastic film using a thin plastic card (preferably thinner than a credit card). Carefully insert a corner of the plastic card on the top edge of the LCD display, and then try scraping off the plastic film slowly. Once you manage to scrape off a large enough piece of film to get a grip of it with your hand, gently peel off the rest of the plastic film from the LCD display.

If you can't find the answer to your question here, please email us at support@hqtelecom.com or call us at 786221-5997.