

# Rogers Call Manager

**Call Manager** allows you to set up usage rules for all wireless phones on your **account (Pay As You Go phones are not eligible)**. That means more control of your family's voice and messaging usage and you're spending.

The rules that you set are housed on the Rogers wireless network. When a call is made to and from the user's phone, these rules are first verified to decide the action that needs to be taken.

As the account holder you can quickly create usage rules online, based on time of day, day of week, specific dates or even control which area codes or specific phone numbers are accessible. To use call manager, the feature must be active on the wireless number you want to manage.

You can setup **100 rules** per wireless line. The blocked party will hear the recorded message; "The person you are calling is using a call management feature, which is currently blocking calls to the number you have dialed. Please try your call again, later."

**A Tutorial is available for Rogers Call Manager and can be found [HERE](#).**

## Accessing call manager

1. Go to [www.rogers.com](http://www.rogers.com), on the right, sign-in to **My Rogers**. Enter your user name and password (if you do not have a profile setup, please register at [www.rogers.com/register](http://www.rogers.com/register)).
2. Click "**Go**".
3. Click "**Account info**".
4. Under the "**Overview**" tab, go to "**Manage My Call Manager**" located on the right hand side, under "**Wireless**" section.
5. After clicking "**Manage My Call Manager**" you will be directed to the Call Manager tool. If you get a security alert message, please accept to proceed to call manager home page. (**Note:** call manager tool only works with Internet Explorer 6 or above. Does not support Safari, Firefox or Google Chrome browsers).

## Quick Overrides

### **Allow All – Restrict All**

1. You can quickly "**Allow All**" or "**Restrict All**" calls by selecting the desired bullet. Click "**OK**".

## **Global Account Settings**

This option will override any rules set for individual numbers and will apply to all the existing wireless numbers on the account that have call manager feature added. If you want the same rules setup for all subscribers, then it is easier and efficient to use this option.

1. Check “**Global Account Settings**” to activate. Click “**OK**” and then click “**Edit**” under **Incoming calls** or **Outgoing Calls & Text Messages** to setup rules. (Fine below details for creating rules).
2. Uncheck to de-activate. Click “**OK**”.

## **Step by step instructions, of creating and managing rules:**

### **How to create rules:**

**Note:** Rules for outgoing calls automatically apply to outgoing text messages. (Example; if you block your phone from placing a call to a certain number, call manager will block the ability to send outgoing messages to that number as well.) The following are different options to block usage.

#### **1. Block all Incoming/Outgoing Calls:**

- a. Below “**Subscriber List**”, click on “**Edit**” under “**Rules**” next to the wireless number that you would like to manage. Please use the desired edit link, under “**Incoming Calls**” or “**Outgoing calls & Text Messages**”.
- b. To the left below “**Create a Rule**”, under “**Restrict**”, check the first radio button and ensure “**All numbers**” is selected from the drop down.
- c. (**Ignore this step for outgoing rules**) Under “**Options**” select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- d. Click “**Update List**” (restriction rule will appear on the right, below “**Rules List**”).
- e. Now click “**Save List**” (located on top/bottom right of the page).
- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

#### **2. Block Unknown/Private Numbers (Incoming only):**

- a. Below “**Subscriber List**” under “**Incoming calls**”, click “**Edit**” link, below “**Rules**” next to the wireless number that you would like to manage.
- b. To the left below “**Create a Rule**”, under “**Restrict**”, check the first radio button and ensure “**Unknown Numbers**” is selected from the drop down.
- c. Under “**Options**” select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- d. Click “**Update List**” (restriction rule will appear on the right, below “**Rules List**”).
- e. Now click “**Save List**” (located on top/bottom right of the page).

- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

### 3. Block an Exact Number:

- a. Below "**Subscriber List**", click on "**Edit**" under "**Rules**" next to the wireless number that you would like to manage. Please use the desired edit link, under "**Incoming Calls**" or "**Outgoing calls & Text Messages**".
- b. To the left below "**Create a Rule**", under "**Restrict**", check the second radio button and ensure "**Exact Number**" is selected from the drop down. In the empty field (blank box), type the exact 10 digit phone number to block (please do not put 1 in front of the area code).
- c. (**Ignore this step for outgoing rules**) Under "**Options**" select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- d. Click "**Update List**" (restriction rule will appear on the right, below "**Rules List**").
- e. Now click "**Save List**" (located on top/bottom right of the page).
- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

### 4. Block Number Starting with an Area code/Exchange (NPA/NXX):

- a. Below "**Subscriber List**", click on "**Edit**" under "**Rules**" next to the wireless number that you would like to manage. Please use the desired edit link, under "**Incoming Calls**" or "**Outgoing calls & Text Messages**".
- b. To the left below "**Create a Rule**", under "**Restrict**", check the second radio button and ensure "**Number Starting with**" is selected. In the empty field (blank box), type the area code and/or exchange.
- c. (**Ignore this step for outgoing rules**) Under "**Options**" select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- d. Click "**Update List**" (restriction rule will appear on the right, below "**Rules List**").
- e. Now click "**Save List**" (located on top/bottom right of the page).
- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

### 5. Block calls based on Days of week:

- a. Below **“Subscriber List”**, click on **“Edit”** under **“Rules”** next to the wireless number that you would like to manage. Please use the desired edit link, under **“Incoming Calls”** or **“Outgoing calls & Text Messages”**.
- b. After type of request is setup under **“Restrict”**, below **“Options”** (ignore this for outgoing rules) select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- c. Below **“Day/Date Range”**, click the second radio button. Pick the **“Start Day”** and **“End Day”** from the respective drop downs. Calls will be restricted between these days. (Example; from Monday-Friday).
- d. Click **“Update List”** (restriction rule will appear on the right, below **“Rules List”**).
- e. Now click **“Save List”** (located on top/bottom right of the page).
- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

#### **6. Block calls between a range of Dates:**

- a. Below **“Subscriber List”**, click on **“Edit”** under **“Rules”** next to the wireless number that you would like to manage. Please use the desired edit link, under **“Incoming Calls”** or **“Outgoing calls & Text Messages”**.
- b. After type of request is setup under **“Restrict”**, below **“Options”** (ignore this for outgoing rules) select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- c. Below **“Day/Date Range”**, click the third radio button. Pick the **“Start Date”** and **“End Date”** from the respective calendar icon. Calls will be restricted during the chosen date range. (Example; May 14 – May 29).
- d. Click **“Update List”** (restriction rule will appear on the right, below **“Rules List”**).
- e. Now click **“Save List”** (located on top/bottom right of the page).
- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

#### **7. Block calls based on Time of Day:**

- a. Below **“Subscriber List”**, click on **“Edit”** under **“Rules”** next to the wireless number that you would like to manage. Please use the desired edit link, under **“Incoming Calls”** or **“Outgoing calls & Text Messages”**.
- b. After type of request is setup under **“Restrict”**, below **“Options”** (ignore this for outgoing rules) select your preference from the drop down. You may block the call, forward to voicemail or forward it to a specific phone number.
- c. Below **“Time Range”**, select the second radio button. Pick the **“Start Time”** and **“End Time”** from the respective drop downs. Calls will be restricted during these hours. (Example; 9am – 3pm).
- d. Click **“Update List”** (restriction rule will appear on the right, below **“Rules List”**).

- e. Now click **"Save List"** (located on top/bottom right of the page).
- f. Rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

### **How to add Exceptions, delete and edit rules:**

#### **1. Add exceptions to rules:**

- a. Below **"Subscriber List"**, click on **"Edit"** under **"Rules"** next to the wireless number that you would like to manage. Please use the desired edit link, under **"Incoming Calls"** or **"Outgoing calls & Text Messages"**.
- b. Exceptions can be added to existing rules. If there are no existing rules, create a new rule. Click **"Add new exception"**, located under the rule itself, on the right.
- c. Now to the left, using the options under **"Except"**, **"Day/Date Range"** and/or **"Time Range"** create an exception. (Example; you have an existing rule that blocks all incoming calls from Monday-Friday between 9am-5pm, but you want to allow your home number to be able to come in)
- d. Click **"Update List"** (Exception will appear on the right, below the rule itself). You can add multiple exceptions to a rule. If you would like to add another exception, click **"Add new exception"** again and follow step c (above).
- e. Now click **"Save List"** (located on top/bottom right of the page).
- f. Exception is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

#### **2. Delete Rule/All Rules:**

- a. Below **"Subscriber List"**, click on **"Edit"** under **"Rules"** next to the wireless number that you would like to manage. Please use the desired edit link, under **"Incoming Calls"** or **"Outgoing calls & Text Messages"**.
- b. Click the existing rule, under **"Rules List"** on the right.
- c. Click on **"Delete Rule"**. If you want to remove all the rules, click on **"Delete All Rules"**.
- d. Now click **"Save List"** (located on top/bottom right of the page).
- e. Rule/rules will be immediately remove and browser will return to call manager home page, displaying a confirmation message for the successful update

#### **3. Edit Rules:**

- a. Below **“Subscriber List”**, click on **“Edit”** under **“Rules”** next to the wireless number that you would like to manage. Please use the desired edit link, under **“Incoming Calls”** or **“Outgoing calls & Text Messages”**.
- b. Select the existing rule under **“Rules List”** on the right, click on **“Edit Rule”** and make necessary changes on the left. (Example; you have all incoming calls restricted every day but now you like to allow incoming calls on the weekends).
- c. Click **“Update List”** (updated rule will appear on the right).
- d. Now click **“Save List”** (located on top/bottom right of the page).  
Updated rule is immediately effective and browser will return to call manager home page, displaying a confirmation message for the successful update.

**Once again, if you would like more information on Rogers Call Manager a tutorial is available [HERE](#).**