

Conference Bridge

Did you know...

Problem:

While on an NGTS Conference Bridge, quite often the call is disrupted when callers put the call on hold, which then fills the conference bridge with Music on Hold (MOH) until the caller returns.

Workaround:

1. A Host Moderator can press #81 to Mute all callers on the bridge except him/herself. The callers will hear an operator announce to them that they have been muted.
2. Each caller can press #5 to Unmute themselves.
3. Callers that join after the host has muted the call will hear, as they enter the meeting, an operator announce to them that they are muted.
4. We'd also recommend that the Host Moderator announce to the callers that they've muted all lines to remove the hold music, and that callers will need to press #5 if they wish to speak and be heard on the call.
5. We'd also recommend this might be helpful to announce when a new caller joins a muted call.