Why Does The Line Go Silent For An Incoming/Outgoing Call When I Place A Them On Hold?

The default action for Music on Hold (MoH) is 2 beeps repeating every 15 seconds. This can make the caller that has been placed on hold believe the line has gone dead.

To resolve this we recommend that you configure MoH - This can be music/announcements in any .wav/.mp3 file.



INFO: Only the **Business Group Administrator** can configure MoH from the BG Admin portal.

Please take a look at CommPortal Administrator Guide - Music On Hold for configuring your MoH service.

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