



Conference Calls

Mike Johnstone - 2024-07-24 - Inbound

Conference Calls

It is an old world, but the conference bridge is still a thing and we dare not remove this once core feature of any voice system.

The screenshot shows a settings panel titled "Conferencing" with a help icon and a toggle switch. It contains the following fields:

- Guest PIN:** An empty text input field.
- Supervisor PIN:** An empty text input field.
- Type:** A dropdown menu currently set to "Allow all callers".
- Record call:** A toggle switch that is currently turned off.

At the bottom of the panel are two buttons: "CANCEL" and "SAVE".

1. Go to the **Switchboard**
2. Select the **number** you wish to set up as the conference number.
3. Select **Inbound** > Conferencing > Features
4. Click **Save** settings to update.

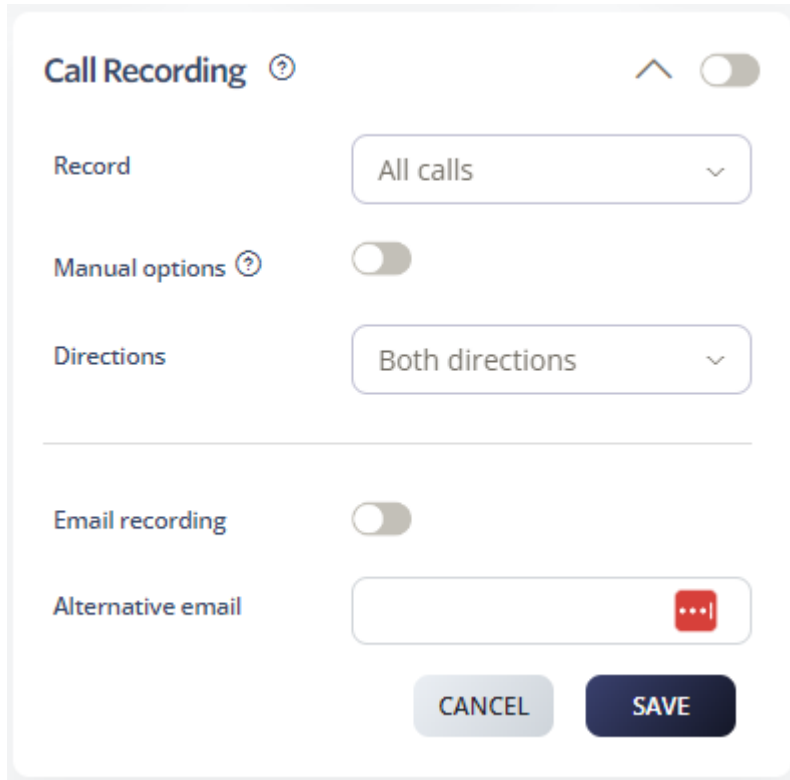
Set up a private audio Conference room so only selected numbers can ever dial in.

Note: If you only want to allow chosen numbers to join the conference call, add the numbers in the box after selecting "allow selected callers" under type.

Transcript Recordings

Each conference can be automatically recorded if Call Recording is enabled. The recording will be sent to the email address on the number, or if no email address is set the recording

will go to the email address on the account.



The screenshot shows a settings panel titled "Call Recording" with a help icon and a toggle switch. The settings are as follows:

- Record:** A dropdown menu set to "All calls".
- Manual options:** A toggle switch that is currently turned off.
- Directions:** A dropdown menu set to "Both directions".
- Email recording:** A toggle switch that is currently turned off.
- Alternative email:** An empty text input field with a red menu icon to its right.

At the bottom of the panel are two buttons: "CANCEL" and "SAVE".

To control this feature

follow below:

1. Go to the **Switchboard**
2. Select **number**.
3. Select **Advanced** > Call Recording.
4. Click **Save** settings to update.

Tags
Inbound