

Voice message User blocked

After transmitting the master comes with the message **"User blocked"**

Solution:

This happens due to the loop protector or due to manual blocking on the master

The blocks from the loop protection will lift one hour after it was added

How do i prevent this:

1. Do not make a lot of short transmission in a short time period
2. Do not enable any features that will generate short calls
 - a. Sometimes hotspots have this feature.
 - b. HotSpots make sure [BER rate](#) is under 1%

You can also lift the block by going to [Brandmeister Selfcare](#)

If that does not work you will have to contact your Countries [Master Admins](#)