Receive calls on your direct number from whether someone calls you from a mobile, desk phone or any calling platform.

Answering a call

When you receive a call, a pop-up will appear on the bottom right corner of your screen. Either answer the call or decline it, when the call is declined the caller will be sent to voicemail.

#	Incoming ca 044389616 0443896163	3	Ø	×
Decline		Answer		

Receiving a call during an active call

If you receive an incoming call while you're already on a call you can choose to decline the call or click on **end call and accept** or you could click on **hold and answer** to answer the incoming call whilst staying on your previous call.

Incoming call from Rob Taylor Call on Webex		& ×	# Incoming call from 0443896163 0443896163	
Message	Decline	End call and accept	Decline	Hold and answer

Learn more

• Further guides >

Discover more at the <u>BT support centre</u> >

