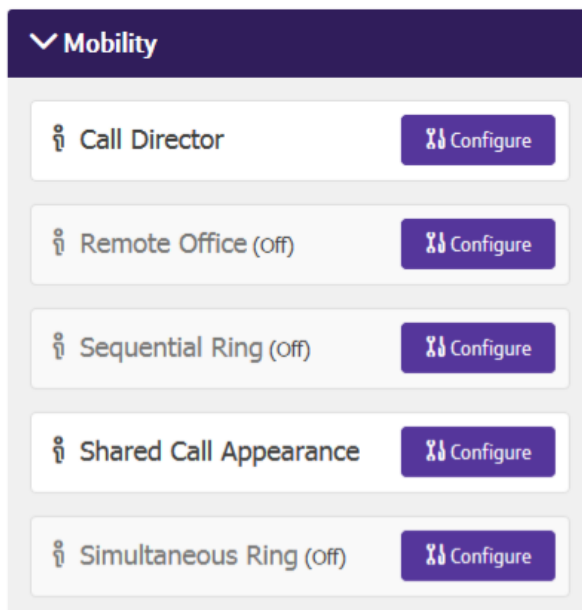# Cloud Voice – Answer Confirmation

1 What is it?

Answer Confirmation works alongside the Simultaneous Ring, Sequential Ringing, and Call Director features. It prompts you to press a button on your mobile to confirm that you want to answer a call.

Why? Well, this stops calls falling into your mobile's voicemail when you've got a mobile included in one of the features above and the mobile is unable to answer the call (maybe it's turned off, your battery's flat, you can't get a signal, or you just don't want to answer a call).

When you answer a call, you'll hear a message: 'Please press any key to complete the call'. If you don't press a button, the call will go to your BT Cloud Voice mailbox (rather than your mobile voice mailbox)

2 How do I turn it on?

- Login to the [BT Cloud Voice portal](#)
- Select '**Employees**'
- Select '**Features**'
- Select '**Mobility**'

Set up for Simultaneous Ring

1. Select the **Configure** button for **Simultaneous Ring**

2. **Turn on** 'Simultaneous Ring'

3. Using the '+**Add**' button, **add in the numbers** you wish to ring

4. Select '**Answer Confirmation'**

5. Click '**Save'**

Set up for Sequential Ring

1. Select the **Configure** button for **Sequential Ring**

2. **Add in the numbers** you wish to ring

3. Select '**Answer Confirmation**' as required

4. Add **Rules** (Time Schedules when you want the feature to apply)

5. Click '**Save**'

Set up for Call Director

1. Select the **Configure** button for **Call Director**

2. Select the '**Phone Number**' that you want to set up '**Answer Confirmation**' on

3. Tick the '**Require Answer Confirmation**' check box

4. Click '**Save**'