



Cloud Voice – Answer Confirmation

1 What is it?

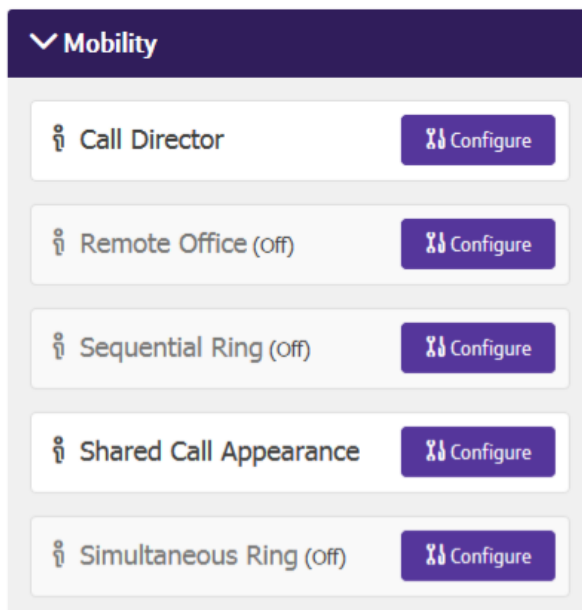
Answer Confirmation works alongside the Simultaneous Ring, Sequential Ringing, and Call Director features. It prompts you to press a button on your mobile to confirm that you want to answer a call.

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**'

Turn On Simultaneous Ring

Settings

Don't Ring If I'm Already On A Call

Ring All My Simultaneous Ring Numbers

Simultaneous Numbers To Ring

Phone Number / SIP URI

Phone Number / SIP URI

+ Add

<input type="checkbox"/>	Phone Number / SIP URI	Answer Confirmation
<input type="checkbox"/>	0123456789	<input type="checkbox"/>

X Delete

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)

Add New Rule X

*** Description**

Time Schedule

5. Click '**Save**'

Set up for Call Director

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

<input type="checkbox"/>	Phone Number	Description	
<input type="checkbox"/>	0123456789	Example	<input type="button" value="Rules"/>

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**'

Edit Location X

*** Phone Number**

Description

Enable this Location

Require Answer Confirmation
