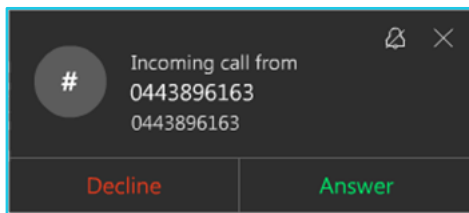




Receive calls on your direct number from whether someone calls you from a mobile, desk phone or any calling platform.

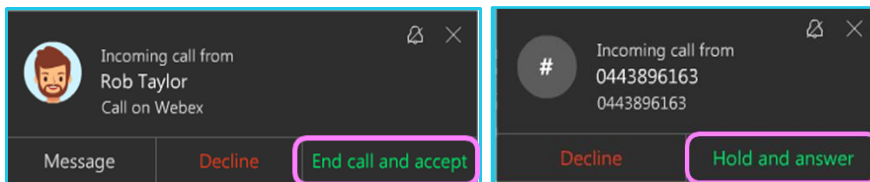
Answering a call

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.



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.



Learn more

- [Further guides >](#)

Discover more at the [BT support centre >](#)

