

How do I receive a call?

While signed in to Zoom:

STEP 1

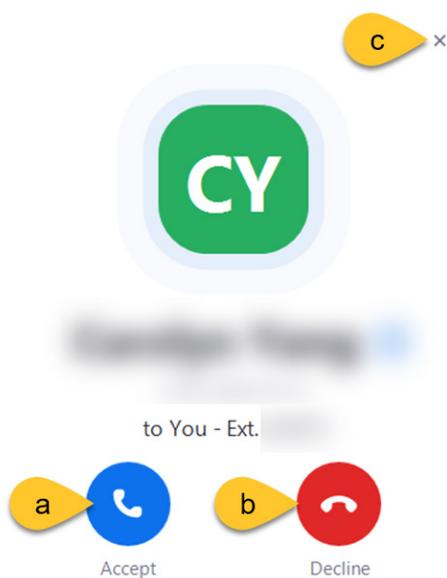
During an incoming call, Zoom Phone will display a call notification to help identify the caller.

NOTE: You will not receive call notifications if you set your status to *Do not disturb*.

STEP 2

Select an option to proceed:

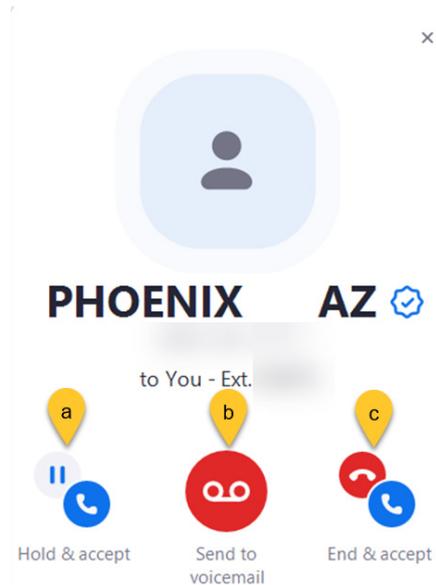
- A. **Accept:** Answer the call.
- B. **Decline:** Route the caller to your voicemail or disconnect the call, depending on your settings.
- C. **Close icon (x):** Ignore the call notification.



STEP 3

If you are currently on a call, you will see these options in the call notification:

1. **Hold & accept:** Place the current call on hold and answer the incoming call. Use the call controls to switch between or merge them into a three-way call.
2. **Send to voicemail:** Continue the current call and send the incoming call to your voicemail.
3. **End & accept:** End the current call and answer the incoming call.



NOTES

- Enroll in the [Zoom Phone Settings](#) course to learn more about call handling settings.
- There is no email notification for missed calls. You can view missed calls on the Zoom app's History tab.