

# Call Pickup and Directed Call Pickup

If you want to pickup another ringing extension there are a number of ways to do this, some of the options are listed below;

## BLF Keys

Program a handset key using the UCP to monitor someone's extension, when a call comes in it will flash, simply press the flashing button to pickup the call.

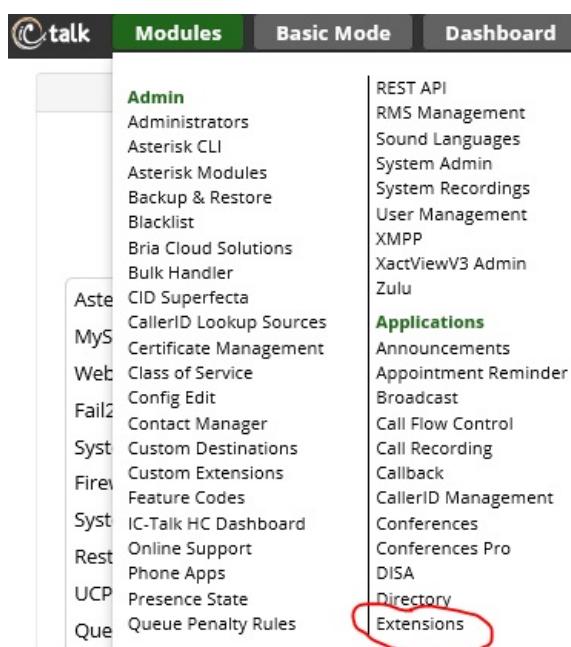
## Directed call pickup

The default function code is \*8 so dial this followed by the desired extension number e.g.; to pickup extension 2001 dial \*82001.

## Group Call Pickup

If you work in groups of people and wish to be able to pickup any other extension ringing in your group then dialling \*8 on its own will work providing your extension is allowed to do so.

To enable this feature edit the extension;



The screenshot shows the IC-Talk web interface with a navigation bar at the top. The 'Modules' tab is selected. The left sidebar lists various system components: Admin, Asterisk, Bria, CID, CallerID, MyS, Web, Fail2, Contact Manager, Class of Service, Config Edit, Custom Destinations, Custom Extensions, Feature Codes, IC-Talk HC Dashboard, Online Support, Phone Apps, Presence State, and Queue Penalty Rules. The 'Extensions' menu item is located in the 'Applications' section and is circled in red.

Then select the required extension and go into advanced settings;



The screenshot shows the 'Advanced' tab selected in the settings interface. Other tabs visible include 'General', 'Voicemail', 'Find Me/Follow Me', and 'Advanced'.

Then complete the following fields in that extension;



The screenshot shows the 'Call Groups' and 'Pickup Groups' fields. Both fields have the value 'sales' entered into them.

You need to define which group your extension is a member of in the Call Groups field (e.g. sales, accounts to place this user in these groups).

Next enter into Pickup Groups the groups that this extension is allowed to pickup by dialling \*8 (e.g. sales).

Click Submit and then remember to Apply the changes (top right of screen)

**Apply Config**

Handy hint: You can program a speed dial key on the handset for this for single button control, we would normally suggest programming a horizontal button in the idle state for this function

NOTE: the groups listed here are not related to any other groups within the system and therefore do not require creating before using, they are simply reference pointers just for this function alone.

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Online URL: <https://kb.ic.uk/article/pickup-another-ringing-phone-160.html> (<https://kb.ic.uk/article/pickup-another-ringing-phone-160.html>)