

## Pickup another ringing phone

Article Number: 160 | Rating: 5/5 from 1 votes | Last Updated: Thu, Aug 24, 2017 at 4:46 PM

# 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.

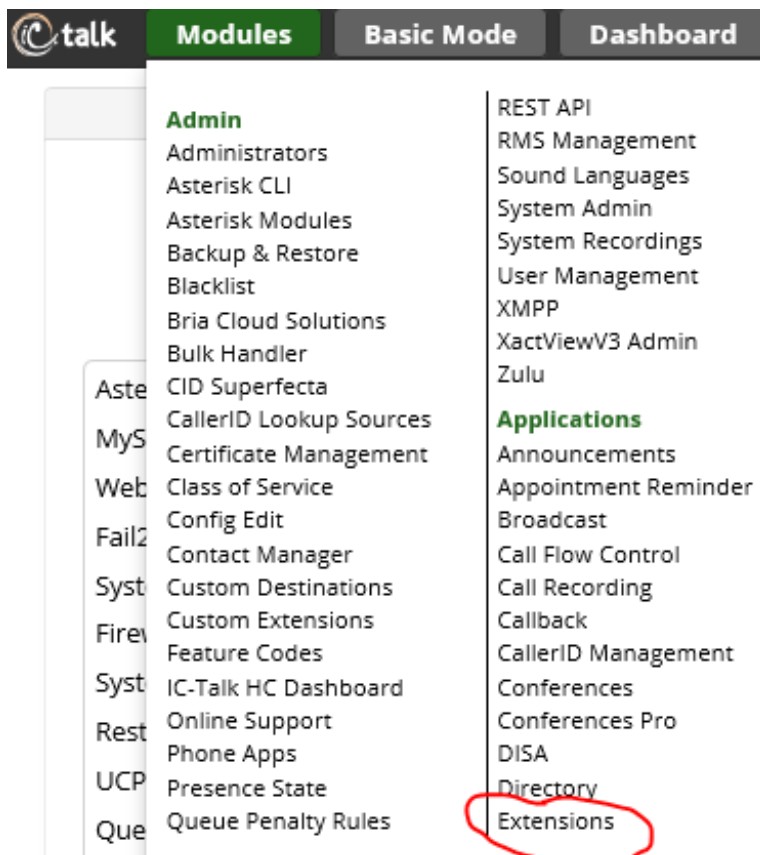
## Directed call pickup

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

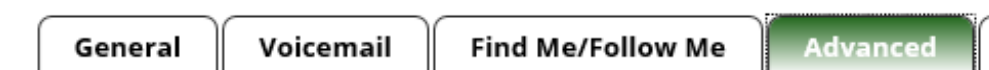
If you work in groups of people and wish to be able to pickup any other extension ringing in your group then dialling \*8 on its own will work providing your extension is allowed to do so.

To enable this feature edit the extension;



The screenshot shows the IC-Talk administration interface. At the top, there are four tabs: 'talk' (with a logo), 'Modules', 'Basic Mode', and 'Dashboard'. Below the tabs is a list of menu items organized into two columns. The left column includes 'Admin', 'Administrators', 'Asterisk CLI', 'Asterisk Modules', 'Backup & Restore', 'Blacklist', 'Bria Cloud Solutions', 'Bulk Handler', 'CID Superfecta', 'CallerID Lookup Sources', 'Certificate Management', 'Class of Service', 'Config Edit', 'Contact Manager', 'Custom Destinations', 'Custom Extensions', 'Feature Codes', 'IC-Talk HC Dashboard', 'Online Support', 'Phone Apps', 'Presence State', and 'Queue Penalty Rules'. The right column includes 'REST API', 'RMS Management', 'Sound Languages', 'System Admin', 'System Recordings', 'User Management', 'XMPP', 'XactViewV3 Admin', and 'Zulu'. Below these is a section titled 'Applications' with items like 'Announcements', 'Appointment Reminder', 'Broadcast', 'Call Flow Control', 'Call Recording', 'Callback', 'CallerID Management', 'Conferences', 'Conferences Pro', 'DISA', 'Directory', and 'Extensions'. The 'Extensions' item is circled in red.

Then select the required extension and go into advanced settings;



The screenshot shows four tabs for extension configuration: 'General', 'Voicemail', 'Find Me/Follow Me', and 'Advanced'. The 'Advanced' tab is highlighted in green.

Then complete the following fields in that extension;

<b>Call Groups</b> ?	sales
<b>Pickup Groups</b> ?	sales

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)



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.**

Posted by: Mark Simcoe - Thu, Aug 24, 2017 at 4:46 PM. This article has been viewed 1875 times.

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