

# Pickup another ringing phone

160 Mark Simcoe Thu, Aug 24, 2017 [How to and FAQs](#) 2661

## 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;



	<b>Admin</b>	
	Administrators	REST API
	Asterisk CLI	RMS Management
	Asterisk Modules	Sound Languages
	Backup & Restore	System Admin
	Blacklist	System Recordings
	Bria Cloud Solutions	User Management
	Bulk Handler	XMPP
Aste	CID Superfecta	XactViewV3 Admin
MyS	CallerID Lookup Sources	Zulu
Web	Certificate Management	<b>Applications</b>
	Class of Service	Announcements
	Config Edit	Appointment Reminder
Fail2	Contact Manager	Broadcast
Syst	Custom Destinations	Call Flow Control
Firev	Custom Extensions	Call Recording
	Feature Codes	Callback
Syst	IC-Talk HC Dashboard	CallerID Management
Rest	Online Support	Conferences
	Phone Apps	Conferences Pro
UCP	Presence State	DISA
Que	Queue Penalty Rules	Directory
		<b>Extensions</b>

Then select the required extension and go into advanced settings;



Then complete the following fields in that extension;

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

**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.**

Online URL: <https://kb2.ic.uk/article.php?id=160>