Pickup another ringing phone

160 Mark Simcoe Thu, Aug 24, 2017 How to and FAQs 3024

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.

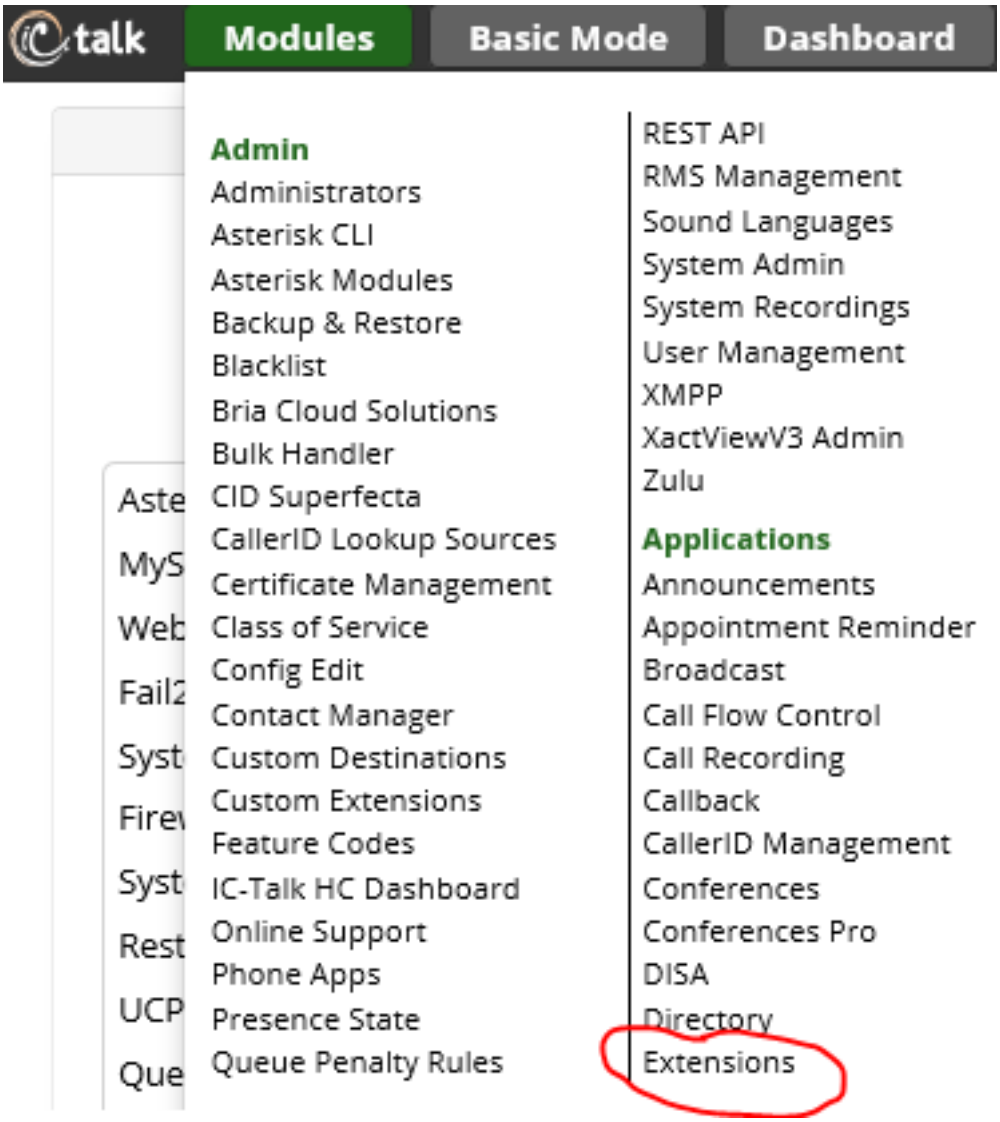
Directed call pickup

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

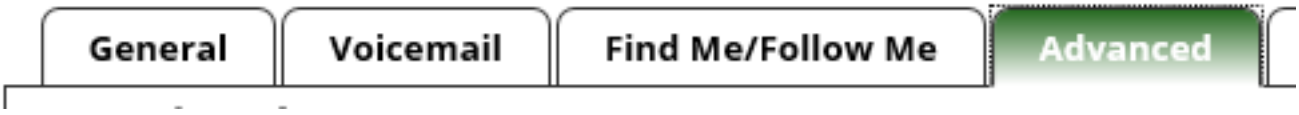
Group Call Pickup

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;



Then select the required extension and go into advanced settings;



Then complete the following fields in that extension;



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.

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