

Pickup another ringing phone

160 Mark Simcoe Thu, Aug 24, 2017 [How to and FAQs](#) 2273

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;

talk **Modules** Basic Mode Dashboard

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

Then select the required extension and go into advanced settings;

General Voicemail Find Me/Follow Me **Advanced**

Then complete the following fields in that extension;

Call Groups ⓘ	sales
Pickup Groups ⓘ	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.

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