

Directed Call Pickup with Barge in

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Directed Call Pickup with Barge in

Description

Allows the user to Pick up a call or Barge Into a call on another user. Unlike Group Call Pickup, where a Feature Access Code is used to pick up a call on a pre-define list of users, Directed Call Pickup with Barge In uses a Feature Access Code plus the Extension Number of the phone to pick up or Barge into a call on any phone on the customers Site.

Note, Barge In cannot be completed if the user has Barge In Exempt set as a feature.

Function

Directed Call Pickup

- The Phone for user A is ringing
- User B dials *33 (default FAC) followed by User B's extension number.
- User B has picked up the call meant for user A

Barge In

- User A is on a call to a customer
- User B need to speak to user A urgently
- User B dials *33 (default FAC) followed by User A's extension number
- User A is Not Barge In Exempt.
- User B is now in the Call with User A.

Note: - A tone may or may not be played to User A to make them aware that Barge In has occurred. This is dependent on the Configuration of User B.

Configuration/Operation

Direct Call Pickup with Barge In is not a configurable Option. It is usually a standard feature in some of the Feature Packs that go to make up a customer's service offering. Please Check the Availability with your Customer Administrator or your Reseller.

For Employees that do have this feature available there is a configuration option that allows the playing of a tone on Barge In.

In the Business Portal, navigate to:

- Employees > Features > Call Control > Direct Call Pickup with Barge In

The screenshot shows the 'Features' page in the Business Portal. The page is titled 'Features' and includes a sidebar with navigation options: 'Employee Selection', 'Add Employee', 'Profile', and 'Service Settings'. The main content area is divided into sections: 'Mobility' and 'Call Control'. Under 'Call Control', there are several features listed: 'Alternate Numbers' (with a 'Configure' button), 'Anonymous Call Rejection' (with a toggle switch set to 'Off'), 'Call Waiting' (with a toggle switch set to 'On'), 'Directed Call Pickup With Barge-In' (with a 'Configure' button, highlighted by a red box), and 'Distinctive & Priority Ringing' (with a 'Configure' button). The top right corner of the page shows 'Company: Sales Demo' and 'Employee: 0331.sale'.

- Select 'Play A Warning Tone When You Barge In' if required

Employee Selection

Company: Sales Demo
Employee: 0331.sales

Features › Directed Call Pickup with Barge-In

Employee Features / Directed Call Pickup with Barge-In

Directed Call Pickup With Barge-In

Play A Warning Tone When You Barge In

Cancel Save

Features

- Click Save

Online URL: <https://kb2.ic.uk/article.php?id=321>