

Call Pickup

<https://campus.barracuda.com/doc/41091401/>

This article refers to Barracuda Phone System firmware release 2.6.2 and higher.

This feature must be enabled by your system administrator.

Call Pickup allows a user to answer a call that is currently ringing at another user's telephone. Group Call Pickup picks up a call ringing anywhere on the system, and will always choose the call that has been ringing the longest.

The Barracuda Phone System supports two forms of call pickup:

- **Directed Call Pickup** – Allows the pickup of a specific ringing extension:
 1. From your phone, without picking up the handset or actuating a headset, dial ***8** followed by the extension number of the ringing phone or group, and then pick up the handset or press the send/dial key.
 2. The ringing stops at the target extension(s) and you are now speaking with the caller.
- **System Call Pickup** – Allows the pickup of the longest ringing call on the entire system.
 1. From your phone, without picking up the handset or actuating a headset, dial ***8**, and then pick up the handset or press the send/dial key.
 2. The ringing stops at the previously ringing destination(s) and you are now speaking with the caller.

If dialing off-hook, use the **#** (pound/hash) key to end the sequence and initiate the call if the phone supports this feature.

Call pickup cannot be used to answer a queue call ringing to an agent or to extensions configured with Find Me Forwarding. Any time you initiate a call pickup and the destination does not ring or there are no active ringing calls on the system, the system speaks back to you with 'Goodbye'.

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