

Pick up a Call from Another Extension on SPA300/500 Series IP Phones

Objectives

This article describes how to pick a call that is ringing at another extension using SPA300/500 Series IP Phones.

Note: Some features vary in other call control environments. Check your call controller documentation for more details.

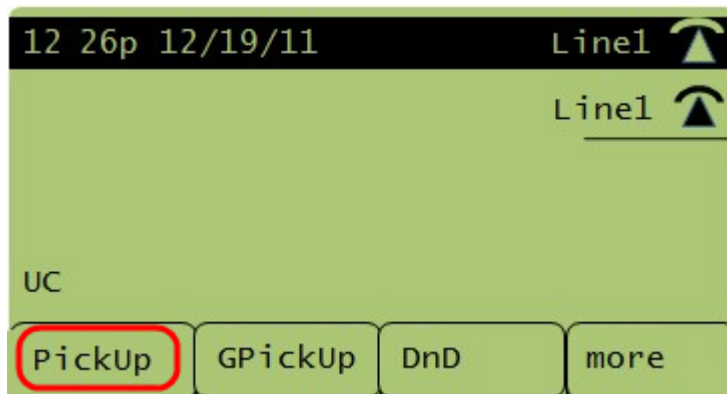
Applicable Devices

- SPA300 Series
- SPA500 Series

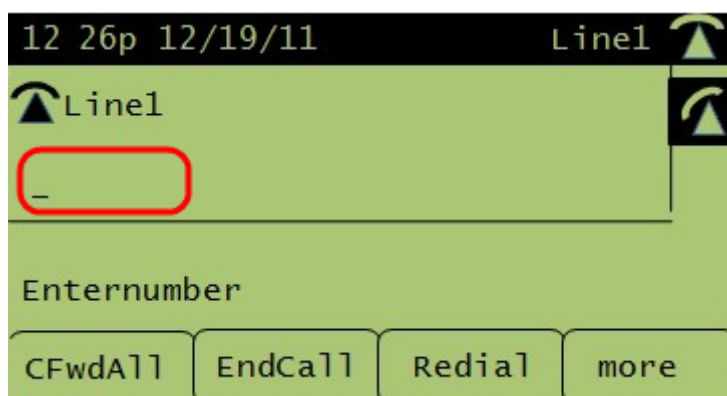
Pick Up Calls from Another Extension

Depending on the way the phone network is configured, calls can be picked up from another extension in three ways:

1. Pick Up a Call that is Ringing at Specific Extension using the "PickUp" Softkey



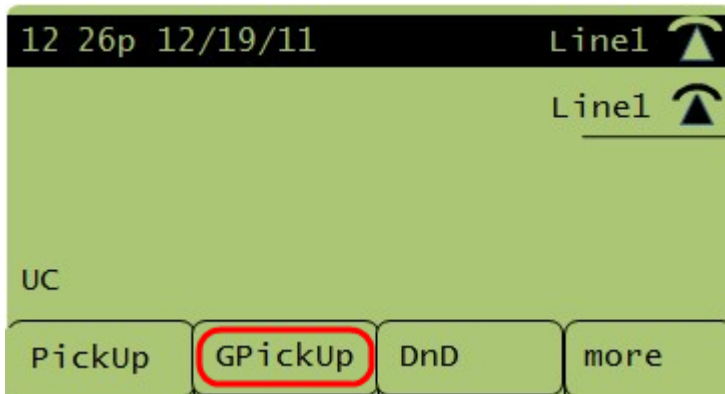
Step 1. Press the **PickUp** softkey.



Step 2. Enter the extension number of the phone from which the call should be picked up.

2. Pick Up a Call that is Ringing at an Extension in your group using the "GPickUp" Softkey

NOTE: Groups must be configured to use this feature.



Step 1. Press the **GPickUp** softkey.

Step 2. Press the asterisk (*) key. A call ringing at any extension will be picked up.

NOTE: If all phones are configured in a single group, then there is no need to press the asterisk (*) key.

3. Pick Up a Call that is Ringing at an Extension in another group using the "GPickUp" Softkey

NOTE: Groups must be configured to use this feature.

Step 1. Press the **GPickUp** softkey.

Step 2. Press the number of the group from which the call should be picked up