

HOW TO SET UP CALL PICKUP PERMISSIONS

Call pickup capabilities require all affected users to update their permissions settings. The sections below outline steps for each of the following:

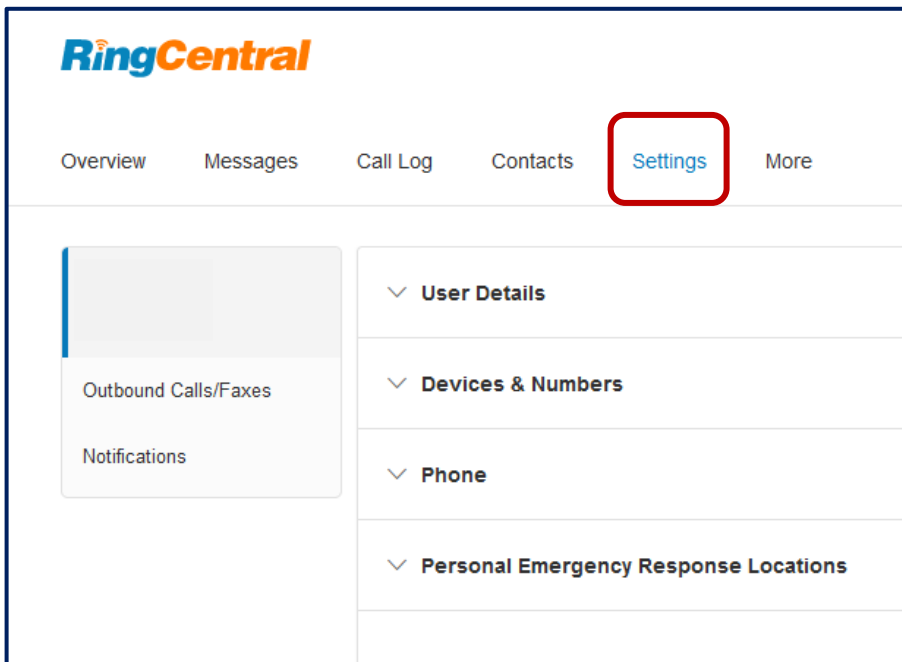
- Granting another user permission to answer your calls (Part I)
- Allowing another user to let you answer their calls (Part II)
- Setting your RingCentral app and/or desktop phone to ring for another user's call – Optional (Part III)

Part I: Granting Another User Permission to Answer Your Calls

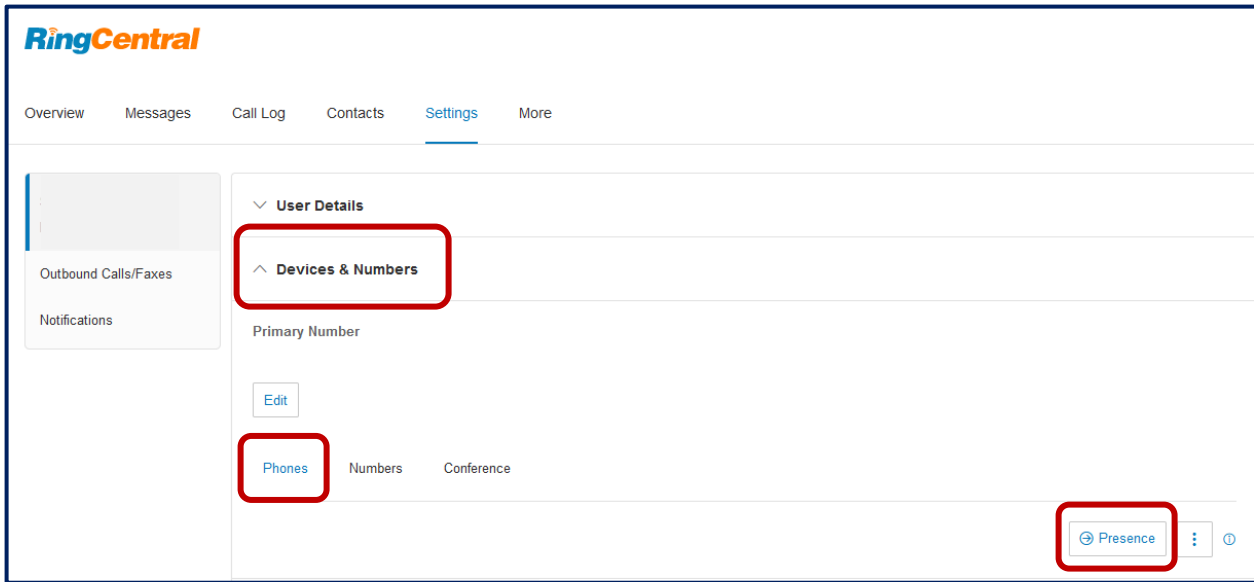
You only need to complete the steps below if you want to grant another user permission to answer your calls.

Important Note: The user you permit to answer your calls must complete the steps outlined in the next section (Part II). You and the other user must follow your respective processes to fully enable Call Pickup.

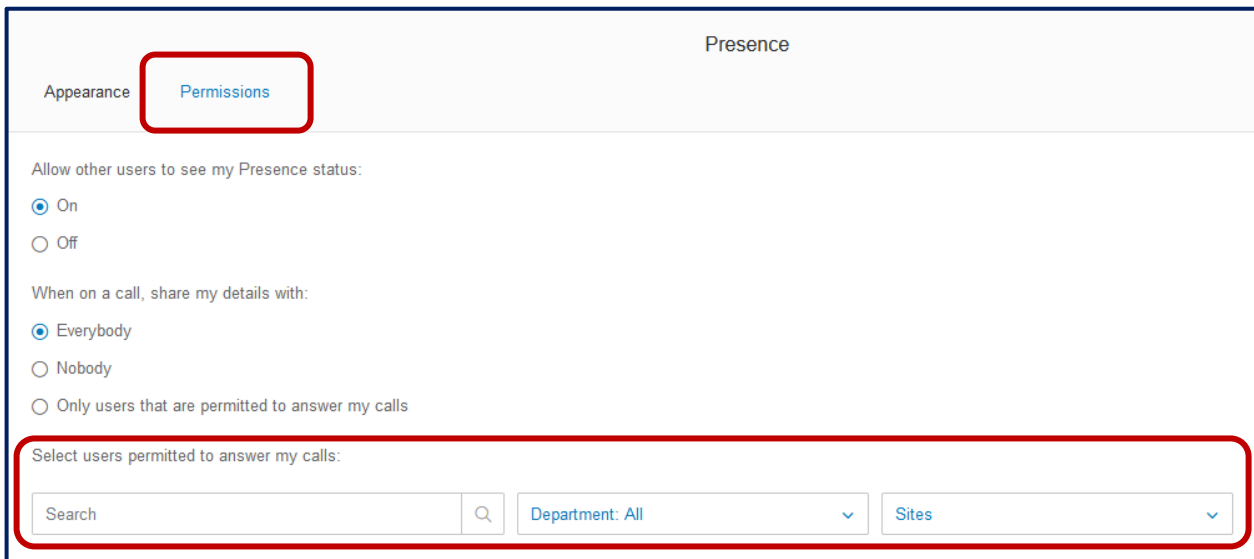
1. Log into your RingCentral web-based [Service Account](#) using Single Sign-On (SSO).
2. Click **Settings**.



3. Go to **Devices & Numbers > Phones > Presence**.



4. Click the **Permissions** tab and add the users allowed to answer your calls.



5. Click **Save**.

Presence



Appearance

Permissions

Allow other users to see my Presence status:

- On
- Off

When on a call, share my details with:

- Everybody
- Nobody
- Only users that are permitted to answer my calls

Select users permitted to answer my calls:

Department: All Sites

Show All | Show Selected (0)

<input type="checkbox"/>	Name	Ext.	Department
<input type="checkbox"/>			

Total: 1

Show: 10 < 1 >

Cancel

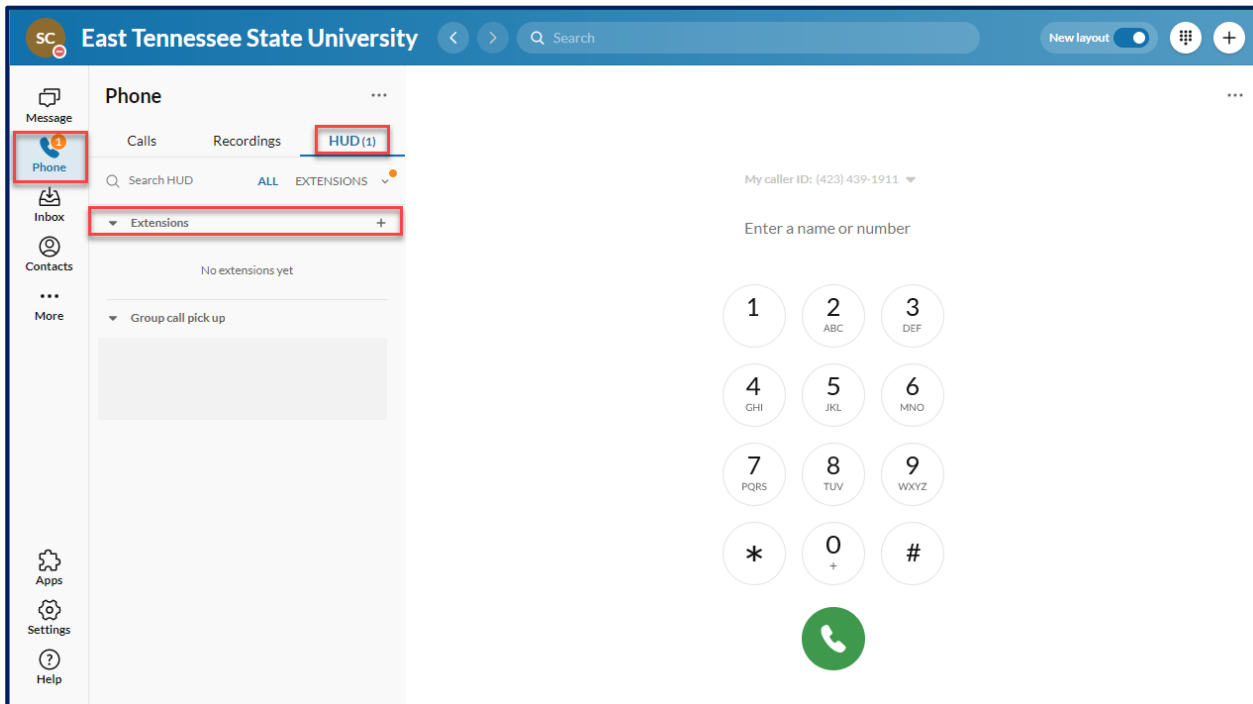
Save

Part II: Allowing Another User to Let You Answer Their Calls

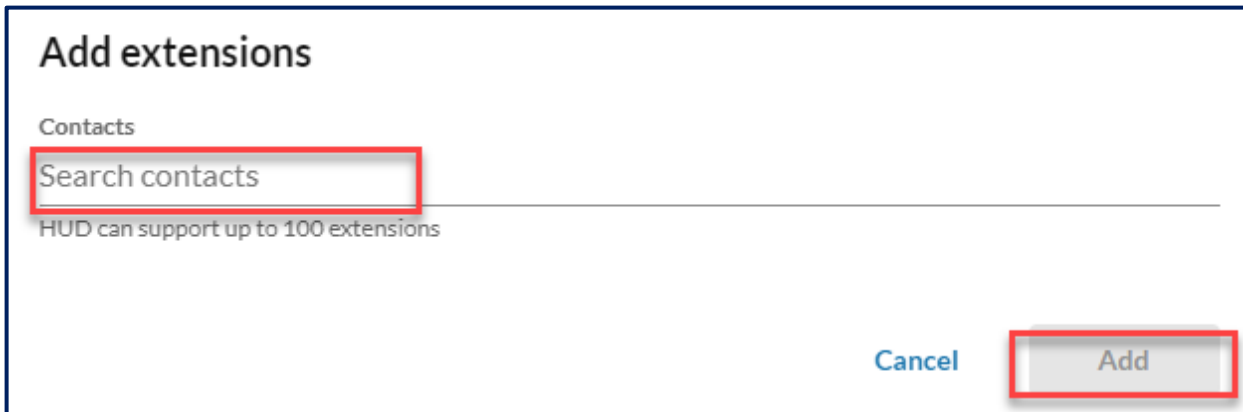
You only need to follow the steps below if you want to answer another user's calls. The permission settings for this process are in the RingCentral app (your softphone), which is different than the service portal used in the previous section.

Important Note: The user you want to answer calls for must complete the previous section (Part I). You and the other user must follow your respective processes to fully enable Call Pickup.

1. Log into your [RingCentral App](#) (your softphone) using Single Sign-On (SSO).
2. Click the **Phone icon > HUD tab > + symbol**



3. Enter the name or extension of the other user and click Add. Your phone will reboot when Add is clicked. **If adding multiple users, we recommend entering all of them before clicking Add to avoid multiple reboots.**

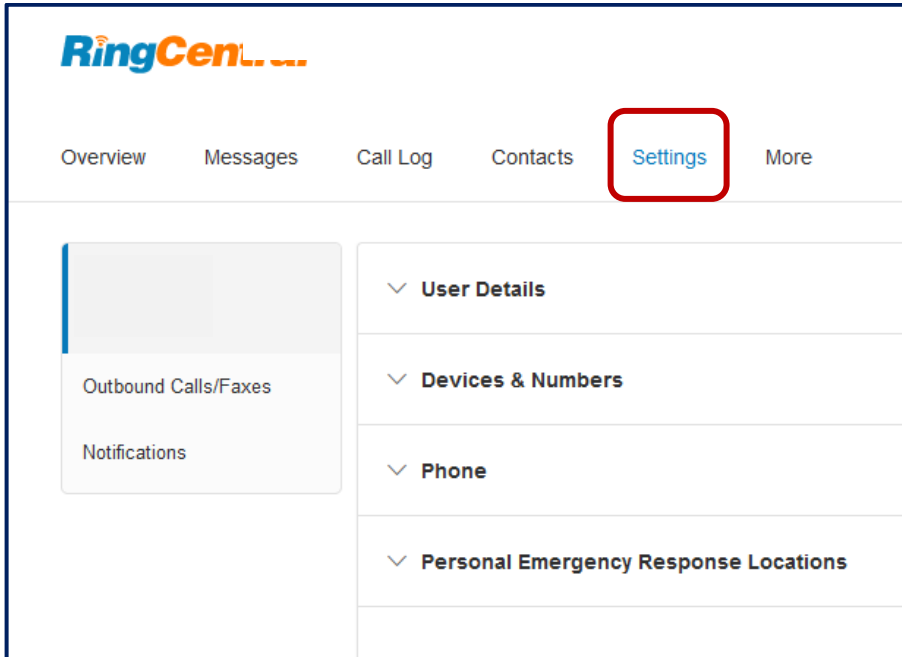


4. Confirm that the user's name and extension appear in the Extensions section.

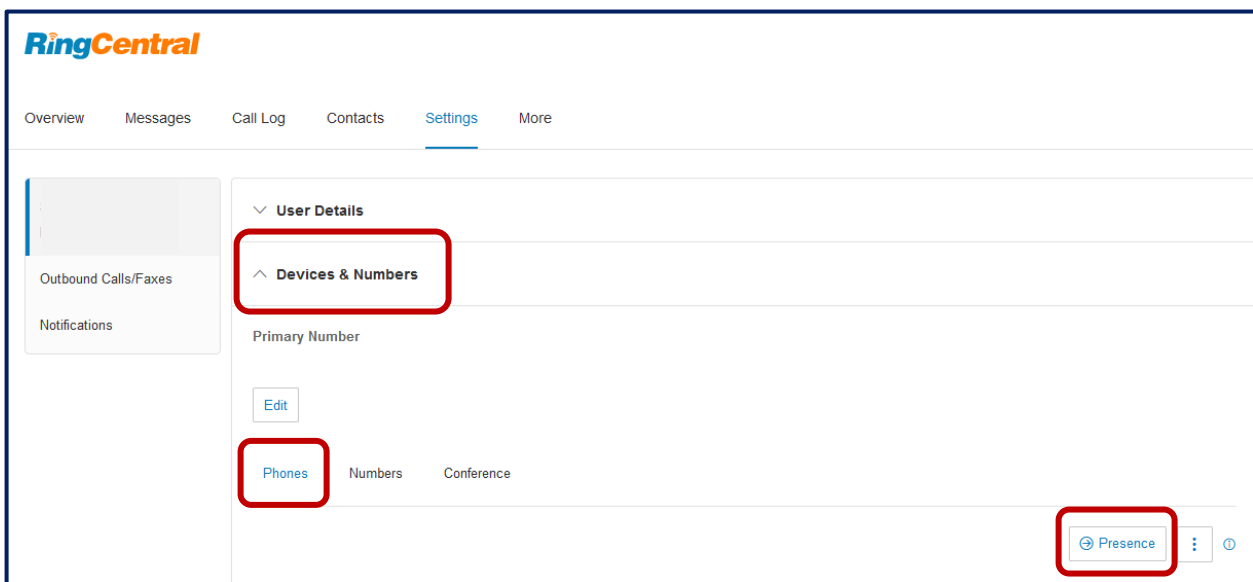
Part III: Setting My RingCentral App/Desktop Phone to Ring for Another User's Calls (Optional)

By default, the green call light flashes on your RingCentral App/Desktop Phone next to the name and extension of the user's call you are answering. **If you also want your phone to ring, you need to update your settings by following these steps:**

1. Log into your RingCentral web-based [Service Account](#) using Single Sign-On (SSO).
2. Click **Settings**.



3. Go to **Devices & Numbers > Phones > Presence**.



4. Click the **Appearance** tab and select any settings you would like to apply

The screenshot shows a settings interface for 'Presence'. At the top right, the word 'Presence' is displayed. Below it, there are two tabs: 'Appearance' and 'Permissions'. The 'Appearance' tab is selected and highlighted with a red box. Underneath the tabs, there are two settings, each with an unchecked checkbox and highlighted with a red box:

- Ring my phone when any user I am monitoring rings
- Enable me to pick up a monitored line on hold ⓘ

- **Ring my phone when any phone I'm monitoring rings:** this box should only be checked if required. When left **unchecked**, a green call light will flash next to the name and extension of the user's phone you are answering. If **checked**, your phone will ring "full screen" as an incoming call for any user's phone you add to your call pickup permissions.
- **Enable me to pick up a monitored line on hold:** We **do not** recommend checking this box. When left **unchecked**, the system will still allow you to pick up calls as usual. When this box is **checked**, any calls placed on hold by anyone in your HUD contacts will ring your phone as an incoming call, which can cause significant disruption.

5. Click **Save**.