# EAST TENNESSEE STATE UNIVERSITY

## Information Technology Services

**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.
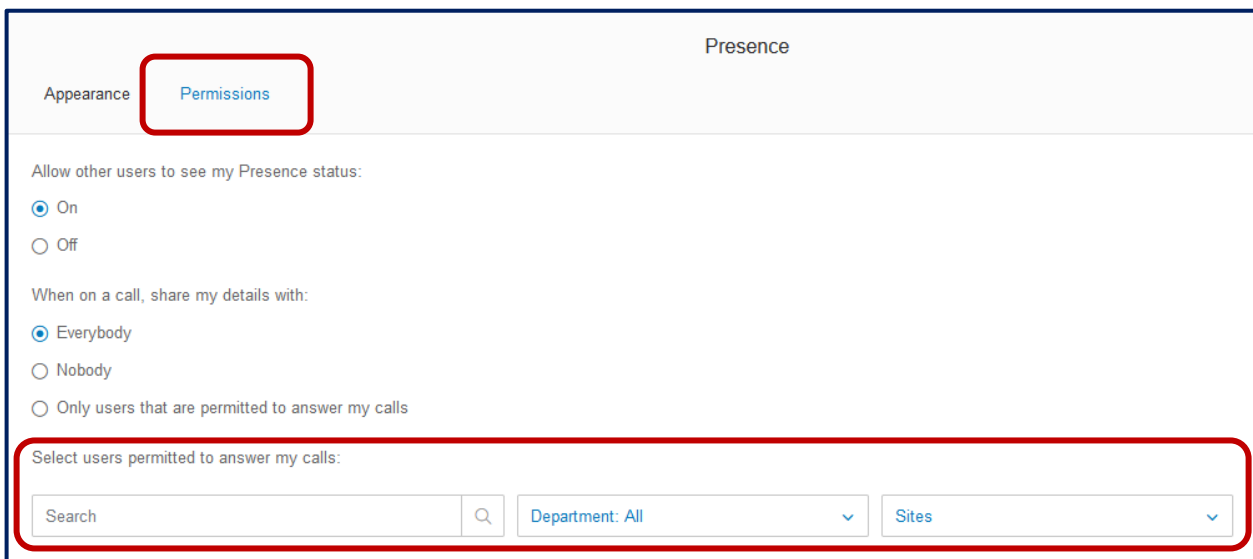
**1.** Log into your RingCentral web-based Service Account using Single Sign-On (SSO).

**2.** Click **Settings**.
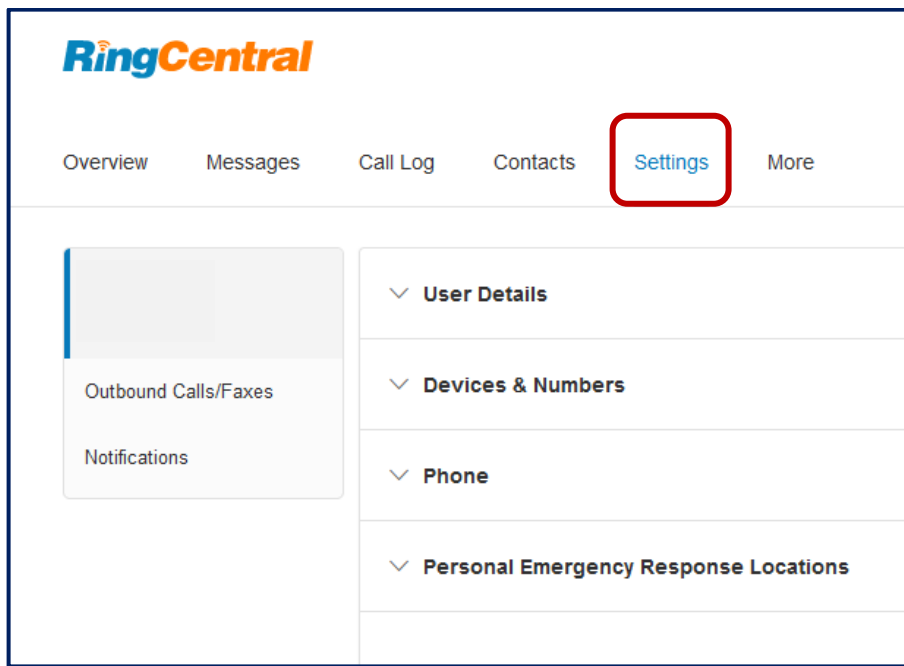


**3.** Go to **Devices & Numbers** > **Phones** > **Presence**.
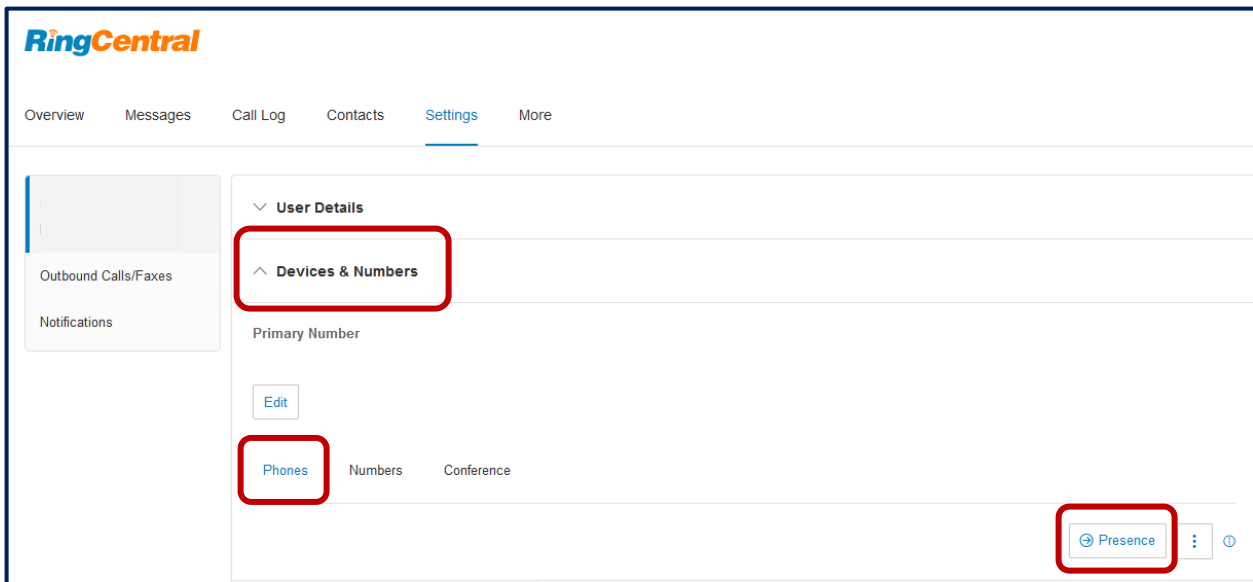
**4.** Click the **Permissions** tab and add the users allowed to answer your calls.



**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)

| ☐ | Name ▾ | Ext. | Department |
|---|---|---|---|
| ☐ | | | |

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**
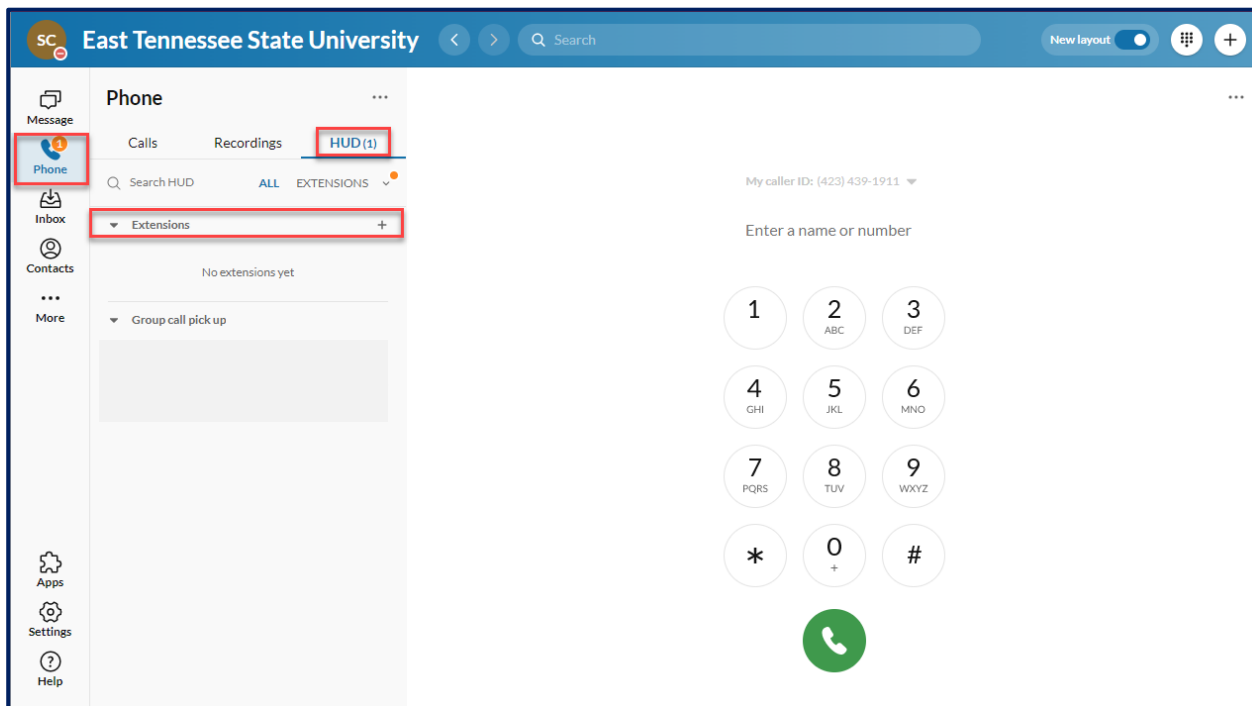


**3.** Enter the name or extension of the other user and click Add. Your phone will reboot when Add is clicked. **If adding multiple users, we recommend entering all of them before clicking Add to avoid multiple reboots.**
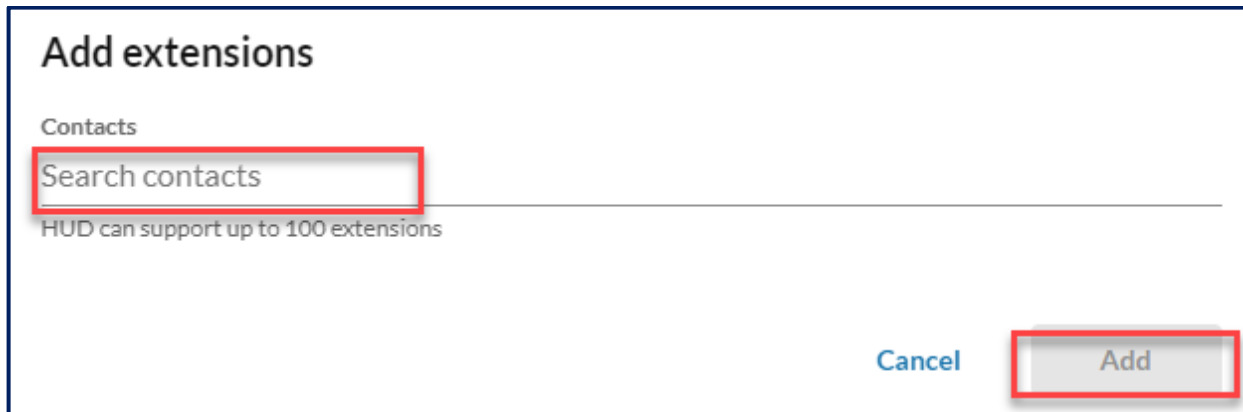


**4**. Confirm that the user's name and extension appear in the Extensions section.

**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).
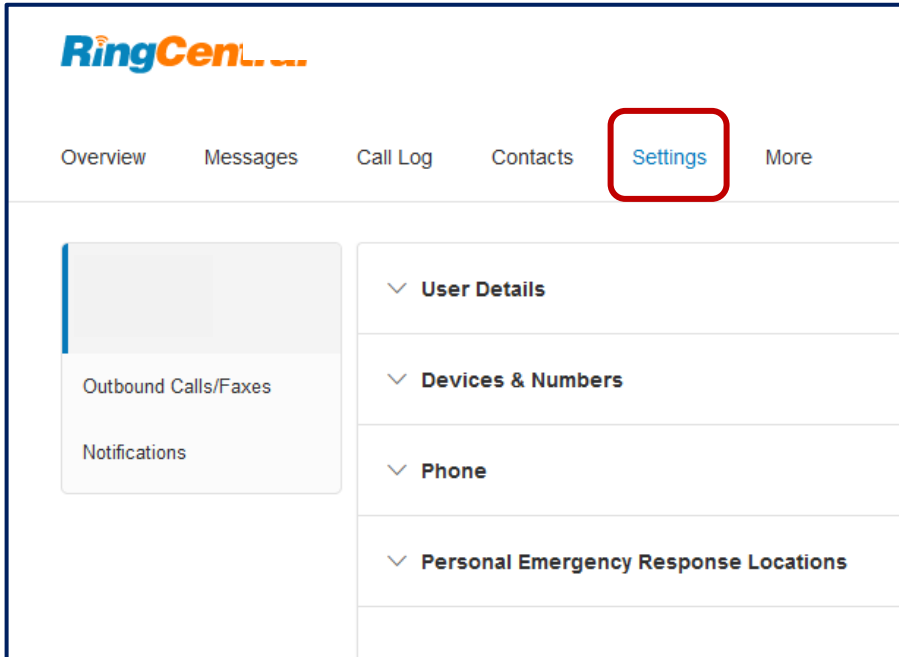
**2.** Click **Settings**.



**3.** Go to **Devices & Numbers** > **Phones** > **Presence**.
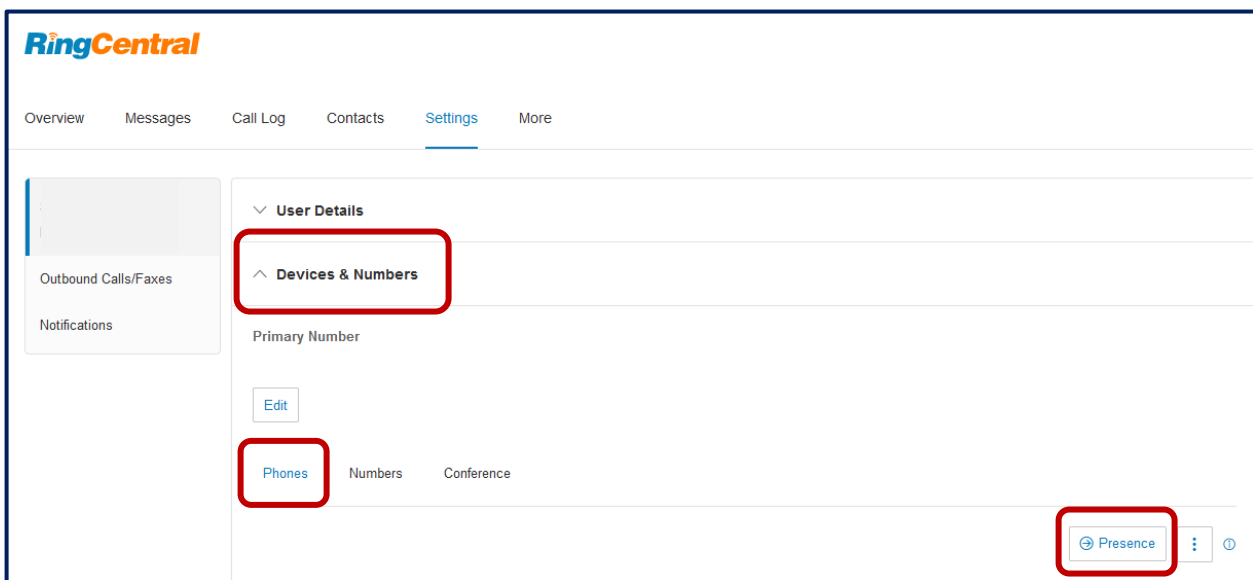
**4.** Click the **Appearance** tab and select any settings you would like to apply



- **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:** this is a common setting for offices that regularly trade calls placed on hold. When **checked**, you can pick up a call placed on hold for any user's phone added to your Extensions section (see Part II). When left **unchecked**, the system will still allow you to pick up calls that are not on hold.

**5.** Click **Save**.