

# Pick up an Incoming Call

If a ringing call has not been answered for a long time, in order to save the caller's waiting time, you can pick up the incoming call for your group member. This topic describes how to pick up an incoming call.

## Prerequisites

To pick up an internal call, or pick up extension group members' inbound calls, **pick up or hang up other extensions' calls** permission is required.

## Procedure

1. On the **Inbound & Internal Calls** panel, hover your mouse over a ringing call.
2. Right click the incoming call, and select **Pick Up**.  
The system routes the call to your extension.

Caller	Callee	Status	Time	Details
John Snow [4444]	Tomas Morrison [1025]	Ringing	00:00:00	Internal
James Blant [3333]	Becky3 [1007]	Talking		Internal

3. Answer the call.