

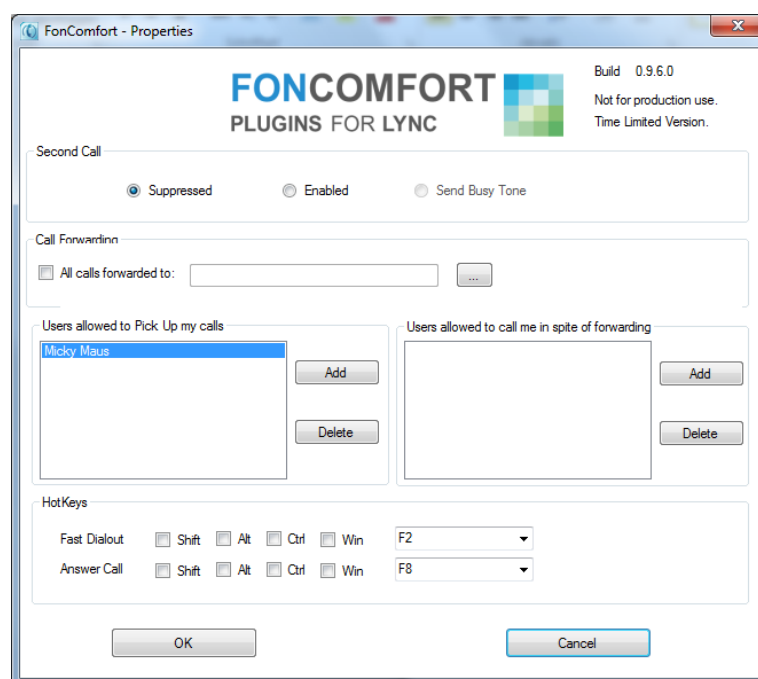
# FonComfort Call Pickup Guide

This guide explains how to setup, use and troubleshoot the FonComfort Call Pickup feature.

To test the Call Pickup feature, you need two (2) Windows PCs with Lync and FonComfort installed and running. You need a third telephone or Lync client to make a call.

If you have installed the custom presence state “ringing” on your Lync server, the operation of the Pickup Call feature will be more convenient. However, it will work without the custom presence state.

On the PC, where the call should be picked from, open the FonComfort properties window and put in the Name of the User, who is allowed to pick the call.



It should look like the picture above; here the User “Micky Maus” is allowed to pick the call. To be sure, which user is in the list, you can hover over the name, and a tooltip will show you the SIP Address. You can drop contacts from you Lync contact list, too. Please do not forget to press OK.

Now, you can call the user on the PC you have configured from the third telephone. You should have configured your Lync in a way that the “Ringing” state will remain for a while. A call can only be picked, if it is in the state “ringing”. (If you forward the call to Unified messaging within 5 seconds, it is nearly impossible to Pick up the call. While learning and testing this feature, you should set it to 60 seconds.)

On the second PC, select the contact to pick with the right mouse button. There should be a new entry “Pickup call”. Select this and FonComfort sends an IM to the ringing PC.

The ringing PC gets the IM, recognizes it as an IM for pickup. Then it will check to see if the user is allowed to pick up the call. If this is true, the call will be forwarded to the second PC.