Call Pickup Groups

Viewing Call Pickup Groups

If your phone line is in a Call Pickup Group then there will be an entry in the Group Membership section called *Call Pickup Group: **name***. Click on this entry to view that Call Pickup Group:

Groups – Call Pickup Groups



The following information is shown on the right hand panel of the screen:

- The department this Call Pickup Group is in, if any. If your business does not use the departments then this will say None.
- The number of lines in this Call Pickup Group.
- The lines which are members of this Call Pickup Group. Your line will be in this list.

Using Call Pickup

To pick up for a call that is ringing on another phone in your Call Pickup Group, follow these steps:

1. Pick up your phone handset.
2. Dial the Call Pickup access code: *11.

Alternatively, if two or more phones are ringing and you want to pick up the call that is ringing on a particular extension number, follow these steps:

1. Pick up your phone handset.
2. Dial the Directed Pickup access code: *12.
3. Dial the extension number on which the call is ringing.

Revision #1
★ Created Wed, Mar 4, 2020 9:03 PM by Admin
Updated Wed, Mar 4, 2020 9:31 PM by Admin