

# 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 screenshot shows a web interface titled 'Groups'. Below the title is a note: 'Multi Line Hunt Groups and Call Pickup Groups you are a member of. For Multi Line Hunt Groups, - indicates logged-in, and - indicates logged-out.' There are two tabs: 'Group Membership' and 'Call Pickup Group: Office'. The 'Call Pickup Group: Office' tab is active, showing details for the 'Call Pickup Group: Office'. It lists 'Department: None' and 'Number of Lines: 3'. Below this is a table with three columns: 'Number', 'Ext.', and 'Name'. The table contains three entries: '01132991000' with extension '1000' and name 'Anna Smith', '01132991001' with extension '1001' and name 'Santosh Patel', and '01132991002' with extension '1002' and name 'Henry Jackson'.

Call Pickup Group: Office		
Department:	None	
Number of Lines:	3	
Number	Ext.	Name
01132991000	1000	Anna Smith
01132991001	1001	Santosh Patel
01132991002	1002	Henry Jackson

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.

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