

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 + logged-out.' There are two main sections. The left section, 'Group Membership', has a link 'Call Pickup Group: Office'. The right section, 'Call Pickup Group: Office', displays details: 'Department: None' and 'Number of Lines: 3'. Below this is a table with three columns: 'Number', 'Ext.', and 'Name'.

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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