

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 department (None) and the number of lines (3). Below this is a table listing the members of the group.

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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