Feature Overview

Group Call Pickup enables a user to answer any ringing line within their pick-up group. A pick-up group is a group administrator-defined set of users within the group, to which the Call Pickup feature applies.

The Group Call Pickup feature requires Call Pickup groups to be added, modified, and removed as well as assigning specific users to that pickup group.

Feature Prerequisites/Restrictions

- Group Call Pickup is a Site level feature which included in all Hosted PBX, no order is required
- Valid Call Pickup station types are Premium User, Standard User, Hosted Square Key, Conference Room
- A user can only be assigned to one Call Pickup group
- A Call Pickup group may only have assign users from same Site
- A Site may have multiple Call Park groups
- Call Pickup Group names must be unique
- Assigning a user to a Call Pickup group removes the Barge-in restriction if enabled for that user

Feature Operation

To pick up a ringing call, a user dials the Call Pickup feature access code (*98). The user is then connected to the caller and the original called station stops ringing. If more than one line in the pick-up group is ringing, the call that has been ringing the longest is answered. Users can also execute Call Pickup via a web interface.

Members of a Call Pickup group can monitor incoming calls to other members using Monitoring, Sharing or the Receptionist Client. When a monitored member receives a new call, if configured all monitoring members are notified of the incoming call and any member of the Call Pickup group may pick up the unanswered call by initiating the Call Pickup feature code. Monitored users may be configured to not receive notifications.
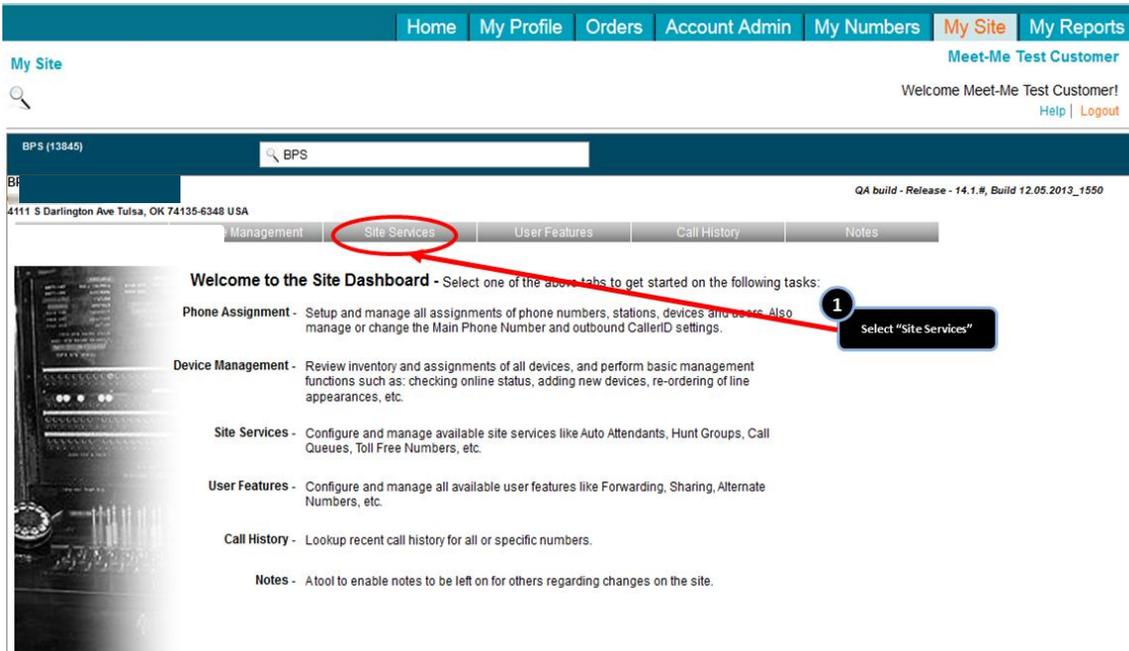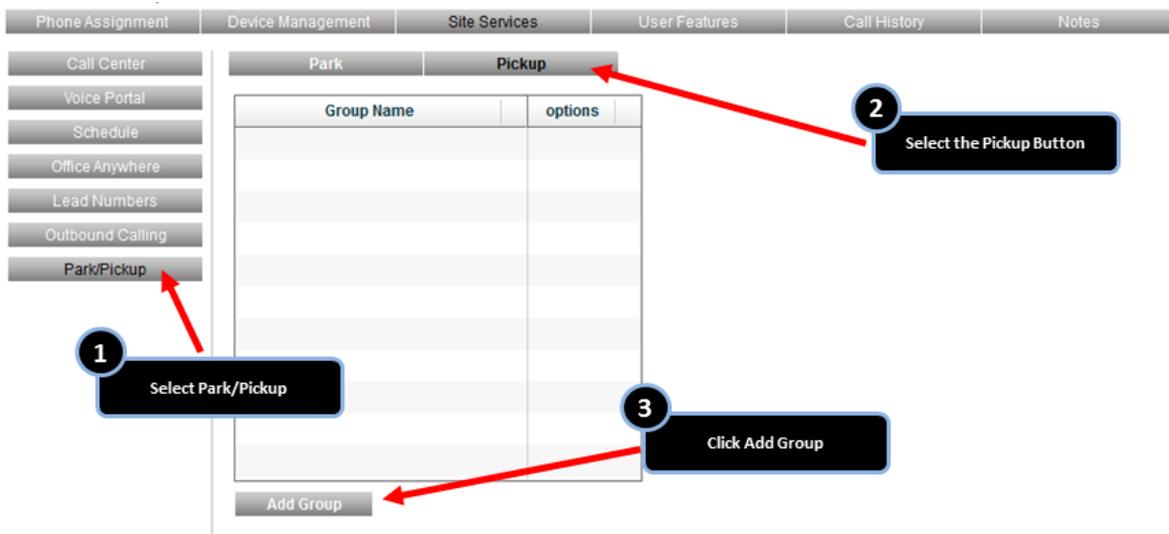
Feature Setup

Step 1. Go to My Site

Step 2. Select the appropriate Site to configure
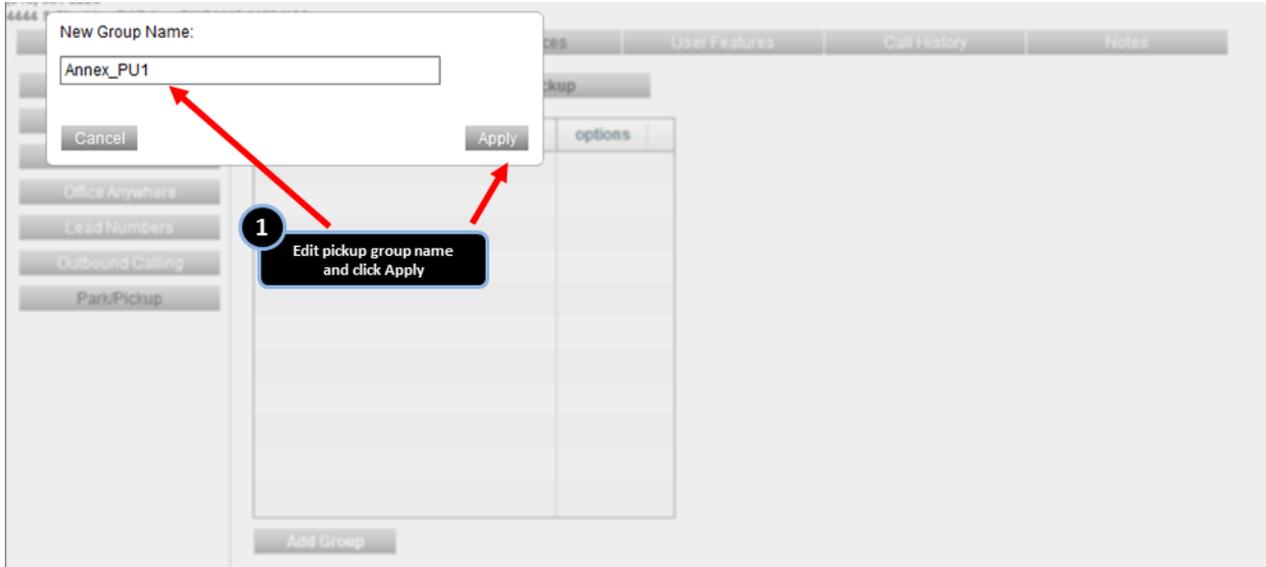
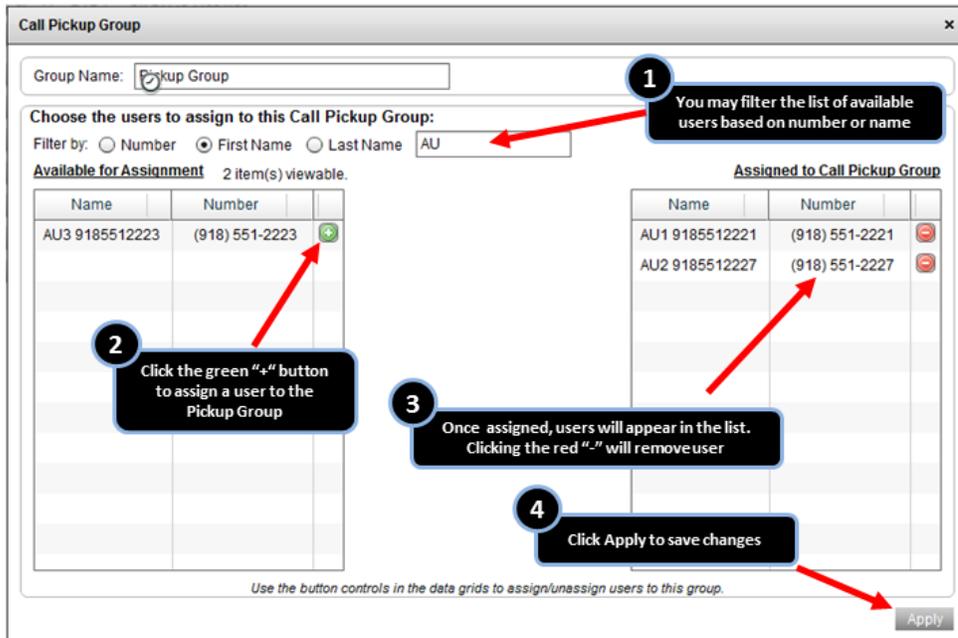**Step 3.** Go to User Features

Step 4. Select the Group Call Pickup

Step 5. Configure the Call Pickup Group

1. Name the Call Pickup Group

2. Assign Members to the Call Pickup Group

3. Edit a Call Pickup Group

Phone Assignment	Device Management	Site Services	User Features	Call History	Notes

| Call Center |
| Voice Portal |
| Schedule |
| Office Anywhere |
| Lead Numbers |
| Outbound Calling |
| Park/Pickup |

Park	Pickup

Group Name	options
Pickup Group	

1 Click the check box to edit a group.
Click the red "-" icon to delete a group

Add Group