



SERVICE: 303-376-7233

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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

GROUP CALL PICKUP QRG

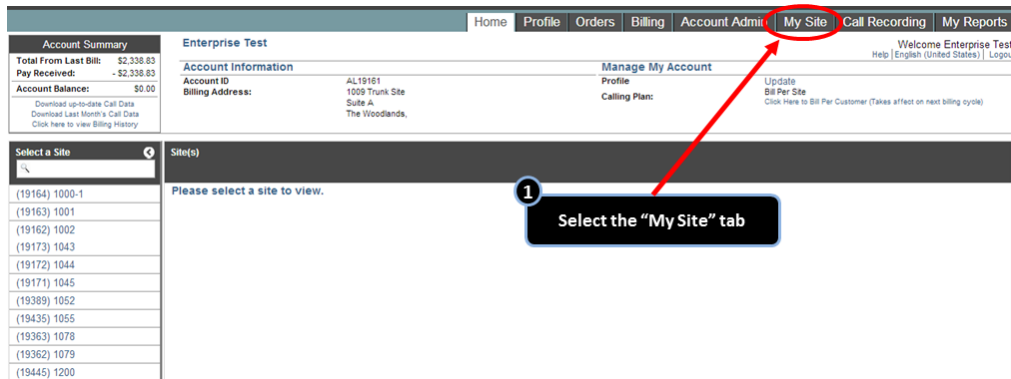
Version 1.1

than one line in the pick-up group is ringing, the call that has been ringing the longest is answered.

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.

Feature Setup

Step 1. Go to My Site



The screenshot displays the 'Enterprise Test' account management interface. The navigation menu at the top includes 'Home', 'Profile', 'Orders', 'Billing', 'Account Admin', 'My Site', 'Call Recording', and 'My Reports'. The 'My Site' tab is circled in red, with a red arrow pointing to a callout box that reads 'Select the "My Site" tab'. The main content area shows account information, including 'Account ID: AL19161', 'Billing Address: 1009 Trunk Site, Suite A, The Woodlands', and 'Manage My Account' options like 'Profile', 'Calling Plan', 'Update Profile', and 'Update Billing Site'. A 'Select a Site' dropdown is visible on the left, and a list of sites is shown below it. A 'Please select a site to view.' message is displayed in the main content area.

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Step 2. Select the appropriate Site to configure

Enterprise Test

Home Profile Orders Billing Account Admin My Site Call Recording My Reports

Welcome Enterprise Test! Help | English (United States) | Logout

Select a Site Please select a site to view. **2**

(19164) 1000-1
(19163) 1001
(19162) 1002
(19213) 1003
(19212) 1004
(19211) 1005
(19210) 1006

Select a site from the scroll box or search for a site by name or site ID and then select the site

Step 3. Go to Site Services

Enterprise Test

Home Profile Orders Billing Account Admin My Site Call Recording My Reports

Welcome Enterprise Test! Help | English (United States) | Logout

Select a Site Please select a site to view. **2**

(19164) 1000-1
(19163) 1001
(19162) 1002
(19213) 1003
(19212) 1004
(19211) 1005
(19210) 1006

Select a site from the scroll box or search for a site by name or site ID and then select the site

Step 4. Go to the Group Call Park Feature configuration

1000-1
1009 Pruitt Rd Suite B The Woodlands, TX 77380

Home Phone Assignment Device Managem... Site Services **2** User Features Call History Support Notes

Hide Buttons Park Pickup **2**

Select the "Pickup" tab

Select a row and click toolbar buttons to change the settings

Add Edit Delete Global Settings

Search

Group Name
New Quote Test_CP3
Test
Test fm Home

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 3 of 3

1

Select "Park/Pickup"

Step 5. Add a Call Pickup Group

The screenshot shows the 'Park Pickup' interface. At the top, there are tabs for 'Park' and 'Pickup'. Below the tabs, a message reads 'Select a row then click the Edit button to change settings'. A toolbar contains 'Add', 'Edit', and 'Delete' buttons. The 'Add' button is circled in red, with a callout box labeled '1' that says 'Select "Add" button'. Below the toolbar is a search bar and a table with a single row containing 'test' under the 'Group Name' column. At the bottom, there are navigation controls including 'Page 1', 'Records per Page 10', 'Clear Filters', and 'Displaying 1 - 1 of 1'. A 'Pickup Name' dialog box is open in the foreground, showing a 'New Group Name:' input field and 'OK' and 'Cancel' buttons. A callout box labeled '2' points to the input field and says 'Enter a name for the new group and hit "OK"'. Red arrows indicate the flow from the 'Add' button to the dialog box.

Step 6. Edit a Call Pickup Group

1. Select the Pickup Group

The screenshot shows the 'Park Pickup' interface. At the top, there are tabs for 'Park' and 'Pickup'. Below the tabs, a message reads 'Select a row then click the Edit button to change settings'. A toolbar contains 'Add', 'Edit', and 'Delete' buttons. The 'Edit' button is circled in red, with a callout box labeled '2' that says 'Then hit "Edit"'. Below the toolbar is a search bar and a table with a single row containing 'test' under the 'Group Name' column. A callout box labeled '1' points to the row and says 'Select a Call Park Group to edit'. At the bottom, there are navigation controls including 'Page 1 of 1', 'Records per Page 10', 'Clear Filters', and 'Displaying 1 - 1 of 1'. Red arrows indicate the flow from the 'Edit' button to the row and from the row to the 'Edit' button.

2. Assign/Remove Members to the Call Pickup Group

Choose the users to assign to this call pickup group

▲ Call Pickup Settings

Group Name:
test

▲ User assignment to call park

Available for assignment			Assigned to console		
Phone Number	First Name	Last Name	Phone Number	First Name	Last Name
8505559131	cbanner	8505559131	8505559142	Valerie	Bertanelli
8505559147	.	8505559147			
8505559135	David	Lee			

Drag & Drop numbers between the boxes

Hit "Save"

Save Cancel

3. Delete a Call Pickup Group

Select a row then click the Edit button to change settings

Hit "Delete"

Add Edit Delete Global Settings

Search

Group Name

Test1

Select the group to delete

Page 1 of 1 Records per Page 10 Clear Filters Displaying 1 - 1 of 1