Call & Pickup Groups

The call pickup feature allows users to answer calls ringing on the other extensions within their group or to a specific extension, without having to physically go to that phone. Administrations access is required to place the extension in their groups.

To access the settings log into the system https://ux.firelinecommunications.com, click on extensions and scroll down to Groups.

1111				Custom SIP Hea			
UX	Drop Anonymous calls:	Ves No Not Set		Canton SP Pica	N.C.		6
	Trust Remote-Party-ID:	Vis No Not Set			If Custom SIP Header is not set, header is automatically detected via User-Agent.		
Home Settings	Send Remote-Party-ID:	Please select	•	Codecs			
Dashboard Extensions *	Send Caller ID in RPID for Anonymous calls:	Yes No Not Set		# Codec		Ptime	
System	Connected Line Updates:	Yes No Not Set		1 G.711 µlaw		NA	
Paging Groups Departments	RPID with SIP UPDATE:	Ves No NotSet					
Hot Desking Caller ID List	PNI header variable:			2 G.711 alaw		NA	
MS >	Call Properties			3 G.729		N/A	
DIDs Conferences >	Area Code:						
Ring Groups >	Ringtime (sec):	32		4 -		N/A	
NR ≻ Queues > Voicomali >	Incoming Dial Options:	tr		5		NA	
Monitor >	Outgoing Dial Options:			6 _		NA	
Reports >	Groups		_				
Rax >	Call Group:			7 -	-	N/A	
CRM >				_			
iystem > koutes >	Pickup Group:		_	Video Supp	ort: Yes No Not Set		
cR vens >	Default Trunks Primary Trunk:	Default		Force codec on outbound tr	unk Please select		

Call Groups

To allow an extension to be picked up by another extension when ringing you place the extension into a call group.

To place an extension in a call group, select the call group drop down list and select the call groups you would like the extension to be a part of. You can place an extension in only one call group.

Groups	
Call Group:	Please select
Pickup Group:	•
Default Trunks	0
Primary Trunk:	1
Secondary Trunk:	2
Tertiary Trunk:	3
Override System LCR:	4
Routes:	5
	ABCDEFGH

Pickup Groups

To allow the extension to pick up other ringing extensions, place the extension in the associated pickup group.

To place the extension in the pickup group you would like the extension to participate in, select the pickup group drop down list and select the associated Pickup group. You can have one extension be a part of multiple pickup groups.

Groups		
Call Group:	1	•
Pickup Group:	0 x 4 x 3 x	•