

# Services – Call Pickup

The Call Pickup feature allows you to pickup a call ringing at another telephone. This feature is enabled by default on most systems.

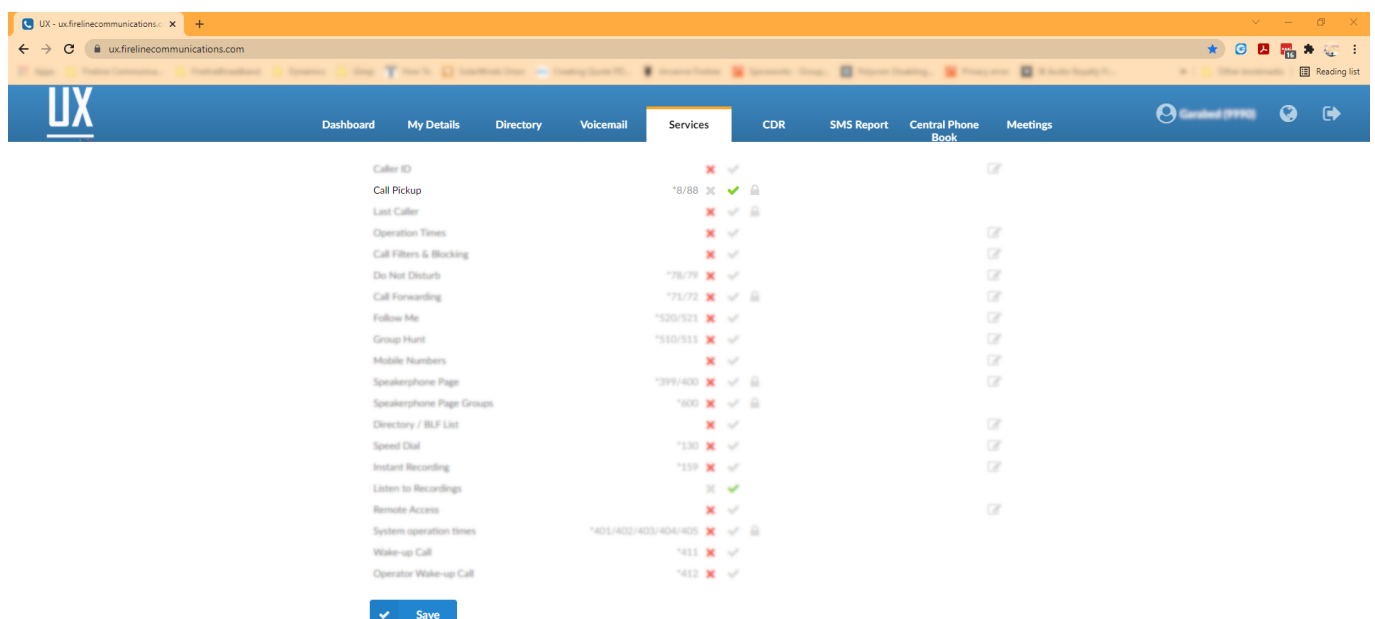
There are two types of Call Pickup,

## 1. Group Pickup

1. Group Pickup allows you organize extensions into a call and pickup groups so that users in the group can easily pickup calls for anyone in that group.
2. Your system administrator must create both pickup and call groups prior to using group pickup. If you do not have a system administrator, please open a ticket and support would be happy to assist.

## 2. Directed Pickup

1. Directed Pickup allows you to pickup a ringing call from any extension, even if they are not part of the group.
2. No system administrator configuration needed.



Each service has two or more accessibility options:



Unavailable



Available



PIN



Required EditTo enable Call Pickup select the Available icon and then click SaveThis feature has no other option available so you will not see an edit.

### Group Pickup Example:

Extension 1000:

- Call Group = 1
- Pickup Group = 3,4

Extension 2000:

- Call Group = 2
- Pickup Group = 1,3

If Extension 1000 is ringing, Extension 2000 can pickup the ringing extension by pressing a preprogrammed Group Pickup Button, or by dialing the Group Pickup Code \*8. The call is immediately answered by Extension 1000.

If Extension 2000 is ringing, Extension 1000 cannot pickup the ringing call because Extension 2000's Call Group is 2, and Extension 1000 is only assigned to Pickup Group 3 & 4.

### Directed Pickup Example:

Extension 1000 is ringing. Extension 2000 can pickup the call directly from Extension 1000 by pressing the

preprogrammed Directed Pickup Button or by dialing \*881000. The call is immediately answered by extension 2000. No Call Group or Pickup Group setup required.

Version01.11222021