

Description

Function

If more than one line in the Call Pick-Up Group is ringing, the call that has been ringing the longest is picked up first.

The Toolbar can also be used to control the two calls. Users can pick up a call through the Toolbar, either when idle or busy on one other call. They simply enter the Call Pickup Feature Access Code in the Toolbar Dial window, and then press enter to dial. This results in ringing the phone or placing the other party on hold, and connecting to the ringing party.

Configuration

At the Site level the configuration is the same regardless of the type of Call Pick-Up User Feature being used.

Configuration on a User level is not required except to have the feature included in the User Feature Pack.

Users can have one of the following 2 Call Pick-Up Features in their Feature Pack.

- Call Pick Up (default *98)
- Directed Call Pick Up with Barge-In (default *33)

To configure a Call Pick Up Group, navigate to:-

- Sites (select Site) > Features > Call Pickup Groups
- Click 'Add'

- Enter a Name for the Call Pick-Up Group in the Group Name box.
- Select the required Users from the 'Available Users' table using their respective checkboxes

- Click 'Add' to move the Users to the 'Assigned Users' table below
- Click Save

The Call Pick-Up Groups page is displayed again with the new Call Pick-Up Group added to the Call Pick-Up Groups list. You can edit the available Users in a Call Pick-Up Group at any time by clicking its group name in the Call Pick-Up Groups list.

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