

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 and PRI station packages, no order is required
- Valid Call Pickup station types are Premium User, Standard User, Hosted Square Key, Common Area, Conference Room, and Hosted PRI
- 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

The screenshot displays the Altus web interface. At the top, a navigation menu includes 'Home', 'Profile', 'Orders', 'Billing', 'Account Admin', 'My Site', 'Call Recording', and 'My Reports'. The 'My Site' tab is highlighted with a red circle and a red arrow pointing to it. Below the navigation menu, the main content area is divided into several sections. On the left, there is an 'Account Summary' section with fields for 'Total From Last Bill', 'Pay Received', and 'Account Balance'. To the right of this is the 'Enterprise Test' section, which includes 'Account Information' and 'Billing Address'. Further right is the 'Manage My Account' section with options for 'Profile', 'Calling Plan', and 'Update Bill Per Site'. At the bottom left, there is a 'Select a Site' dropdown menu with a list of site numbers. A callout box with the number '1' and the text 'Select the "My Site" tab' is positioned over the 'My Site' tab in the navigation menu.

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**

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

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

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**

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

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

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 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

Select a row then click the Edit button to change settings

➕ Add ⚙ Edit 🗑 Delete

Search < >

Group Name

test

Page 1 of 1

Records per Page 10

Clear Filters

Displaying 1 - 1 of 1

1 Select "Add" button

2 Enter a name for the new group and hit "OK"

Step 6. Edit a Call Pickup Group

1. Select the Pickup Group

Select a row then click the Edit button to change settings

➕ Add ⚙ Edit 🗑 Delete

Search < >

Group Name

test

Page 1 of 1

Records per Page 10

Clear Filters

Displaying 1 - 1 of 1

1 Select a Call Park Group to edit

2 Then hit "Edit"

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