



# How to use the Call Pickup Group Tab

The Call Pickup Groups page shows all Call Pickup Groups in a Department.

A Call Pickup Group defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

This page consists of the following functions.

- Select a Department
- Call Pickup Group Configuration
- Move Call Pickup Groups between Departments
- Add a Call Pickup Group
- Remove a Call Pickup Group
- View Call Pickup Group Settings

## SELECT A DEPARTMENT


Use the *Call Pickup Groups in Department* input box to select the Department to show the Call Pickup Groups for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

## CALL PICKUP GROUP CONFIGURATION

Each row in the table shows the following for each Call Pickup Group.

- Group name.
- Number of lines in the Group.
- View Group settings  icon.

## MOVE CALL PICKUP GROUPS BETWEEN DEPARTMENTS

To move Call Pickup Groups between Departments.

- Select all Call Pickup Groups with the top checkbox, or select one or more Call Pickup Groups with the individual checkboxes.
- Select the department to move the Call Pickup Groups to, using the Move Selected To input box.
- Click **MOVE** to make the change.

## ADD A CALL PICKUP GROUP

To add a Call Pickup Group to the current Department.


- Click **ADD GROUP**.
- Enter a new Call Pickup Group name.
- Click **ADD**.

## REMOVE A CALL PICKUP GROUP

To remove a Call Pickup Group.

- Select all Call Pickup Groups with the top checkbox, or select one or more Call Pickup Groups with the individual checkboxes.
- Click **DELETE SELECTED**.

## VIEW CALL PICKUP GROUP SETTINGS

To view the settings for the Call Pickup Group, click the  icon.