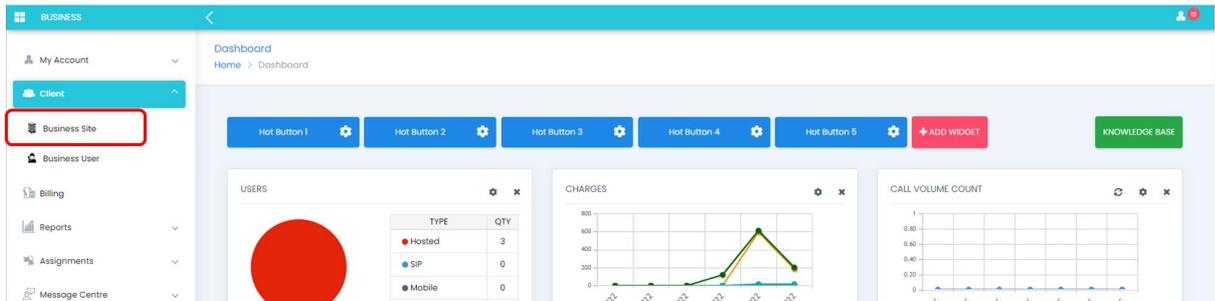


Adding a pick-up group

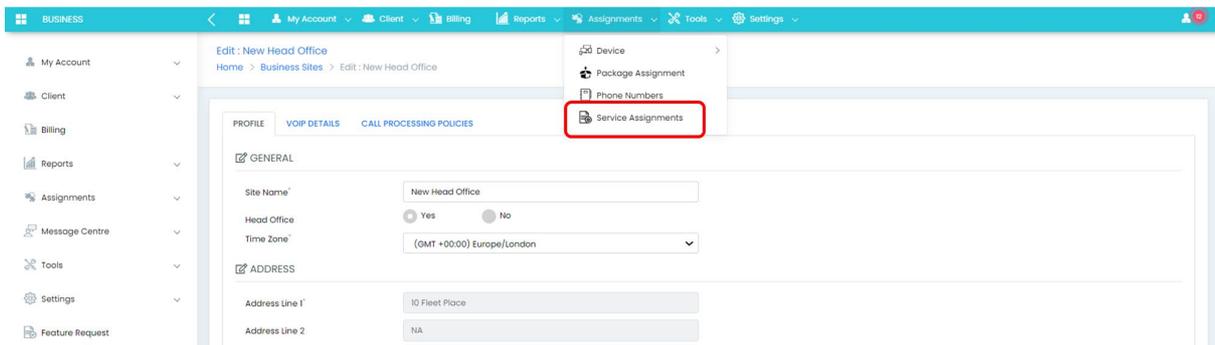
December 2022

Adding a Call Pick Up Group

Call Pick Up groups are assigned at site level so, if you want to add a Call Pick Up Group, navigate to the Site menu by selecting **Client, Business Site** and select the required site.



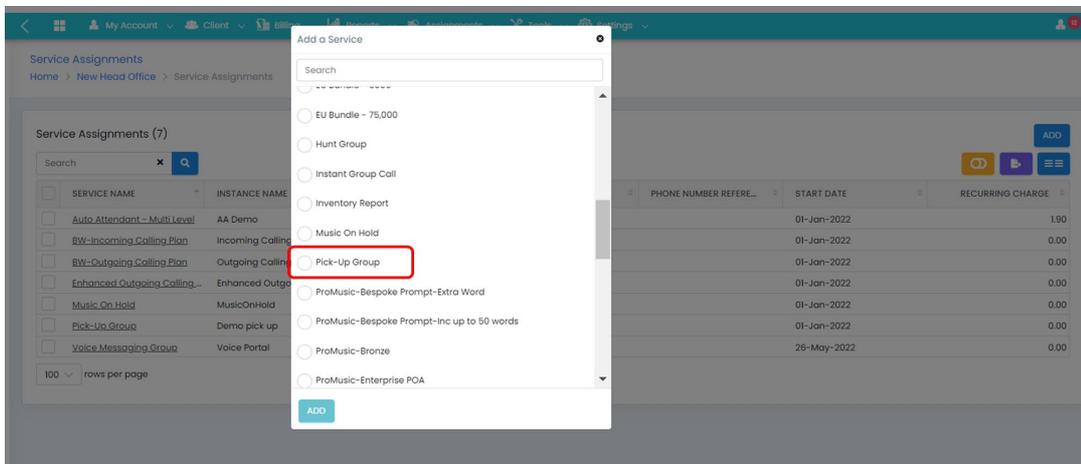
From the top menu select **'Assignments' -> 'Service Assignments'**



ADD

Select

Select **Pick-Up Group** from the Service drop box



Select **ADD** and complete the **Instance Name** and **Description**

Scroll down and then select the users you want to add from the **Available Users** box and press **ADD**. Their name will then appear in the right hand **Assigned Users** box.

If you want to add all users, then just press **ADD ALL**.

To remove users, highlight the user you wish to remove from the **Assigned Users** list and press **REMOVE**.

REMOVE ALL will remove all users from the group

Once completed scroll down to the end of the page and press **SAVE**.

The Call Pickup Group is now active.

To pick up a ringing colleague's phone press ***98**. This will pick up the longest ringing extension in the group.