

Pickup Groups

A pickup group allows you to answer other pickup group members' calls from your own handset.

You can also answer calls to other pickup groups provided those groups are associated with your own.

If you are a member of a pickup group, you will automatically be logged into it whenever you are logged into a phone.

Answering calls using PickUp

The procedure for picking up someone else's phone is:

- **Lift** the receiver
- Press the **PickUp** softkey to answer the call

Press the **PickUp** softkey to answer a call for another person in your pickup group

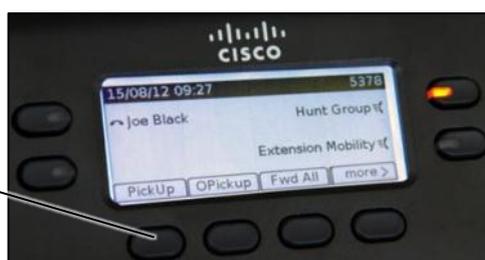
Open a line – **lift the receiver** or press the **line** button



Alternatively you can use this method, which may be easier if you are using a **headset**:

- With the receiver **DOWN**, press the **PickUp** softkey to bring the call to your phone
- When the call appears on your phone, answer it as you would your own calls

Press **PickUp** before lifting the receiver to bring someone else's call to your phone



Caller ID and pickup groups

When a call comes in to another member of your pickup group, after two rings you will see the caller's name (or telephone number if it is external) on the screen of your phone. You will also see the name of the person the call was intended for.

When you press pickup to bring a call to your phone, internal callers will see on their screen that the name of the person they initially called has been replaced with your name, indicating that the call has been picked up by you.



Adding or removing pickup group members

Members can be added to or removed from pickup groups by the IT Services Helpline. If you need to make changes to your pickup group, please contact the helpline and give them details of the person to be added/removed, and details of the group to be altered.

Answering calls to a pickup group other than your own

You can answer calls for other pickup groups provided that the other groups have previously been associated with those you are a member of. This may be useful if you have more than one team in an office and wish to be able to answer one another's calls for the entire room.

To answer a call from another pickup group, follow the method above, but instead of pressing PickUp, press **OPickup**.



Use the **OPickup** button to answer calls made to members of another pickup group associated with yours