

#### Feature Description

**Call Pickup** enables answering any line ringing within a Call Pickup Group. It is available with the VoiceManager Anywhere package and IP Centrex service.

#### Solution

Provide excellent customer service by enabling employees to answer any line within their Call Pickup Group.

#### Setup

#### Edit/Add a Call Pickup Group

**Call Pickup**

Call Pickup allows users to define Call Pickup groups. Members within Call Pickup groups can answer phones for others within that group by entering a feature access code followed by the extension.

You can create or edit a Call Pickup group by entering a descriptive name and adding or removing users. You can also search for available users by first or last name.

\* = Required

**Call Pickup Group**

\* Group Name:

Search:  Last Name  Enter Two or More Characters to Search

Filter by:  Account (All)

Available Users	Assigned Users
PA, VMRD-ANY (any.uat.pa@mailinator.com)	
PO, VMRD-ANY (any.uat.po@mailinator.com)	
User, VMRD-ANY (any.uat.user@mailinator.com)	

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Advanced Call Settings** tab.
4. Under the **Team Calling** section, click the **Call Pickup** link.
5. Click the **Add Call Pickup Group** link.
6. In the **Group Name** field, enter a name for those who can answer calls for each other.
7. To add users to a group, click on names from the **Available Users** list.
8. Click the **Add** or **Add All** button to move one or all to the **Assigned Users** list.
9. Likewise, click the **Remove** or **Remove All** button to remove users from the **Assigned Users** list and return them to **Available Users**.
10. To find a user that is not in the **Available Users** list, click the **Search** drop-down menu.
11. Click either the **Last Name** or **First Name** option.
12. Enter the name in the **Search** field.
13. Click the **Find** button.
14. Click the **Save and**

**Return** button to complete the process.

**Result:** A message indicates your **Call Pickup Group** was added. It will now be available in the **My Call Pickup Group** section.