

QUICK START GUIDE

CALL PICKUP AND GROUP CALL PICKUP

Group Call Pickup or Call Pickup is a useful feature for answering a ringing phone near your desk. If you hear a phone ringing and would like to answer from your phone, this is the feature for you.

Standard Setup

Masergy will set up Call Pickup for you once you create the list of names. Any phone can be in one and only one pickup group.

If you want to set it up, here are the details:

- Log In
 - Go to <https://www.masergy.com> and at the top of the page select Login
 - From drop down menu select Cloud Communications for Masergy UC Portal login page
 - Use your web portal User ID and password, click Login.
 - Use same user name/passcode you'd use at
 - You can use a user or admin login.
- Go to Group » Services » Call Pickup
- Click Add
- Find names to in the Group (Search by First or Last Name)
- Move them from the left to the right column
- Be sure to give the Pickup Group a logical name by department such as Payroll or Help Desk
- Click OK to save

Answering the Calls

When a phone rings in your pickup group:

- Press the softkey labeled More
- Press GrpPck
- Say hello because you are now connected

If you have an older phone or one with no softkeys:

- Pickup the handset
- Dial Star 98 and Pound (* 98#)
- Say hello because you are now connected

Additional Notes

If two phones are ringing in your pickup group, you will pick up the first call that came in.

Putting too many phones into the group can be a problem because you might pick up calls that are not your department.

Pickup Groups are based on distance and hearing. You won't know the phone is ringing unless you are physically located near the other phones in your pickup group.

You cannot pick up a call from a user in a hunt group or call center. If you want to answer those calls you should be added to the hunt group or call center.

You cannot pick up a phone that isn't ringing, for instance, if someone is on the phone and a second call comes in, you can't pick up their second call using Group Call Pickup.

For additional training on this Call Pickup/Group Pickup service please send an email to Masergy Training at this email address uctraining@masergy.com.