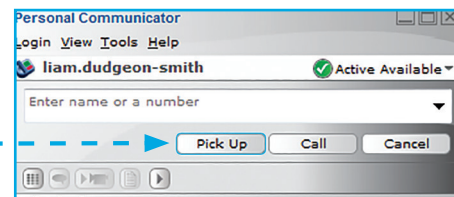
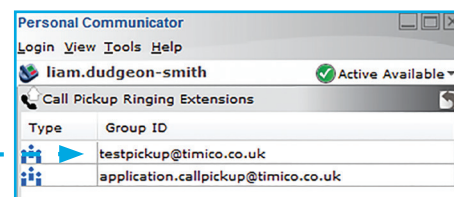



When you hear a phone ringing within your pickup group(s), select call **Pick Up** as detailed on the right.

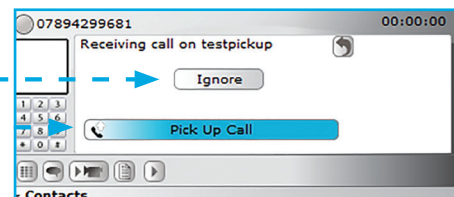


When you select the **Pick Up** button you will see a screen containing all the pickup groups you are in.




The next step is important. Before double clicking over the relevant Pickup group you **MUST** go off hook from your handset, by picking up the receiver or pressing the speaker  button. (Note this process is not necessary if the phone and PC Client are not connected).

When you double click on the relevant pickup group you will now see the following, where you will have the choice to click on **“Pick Up Call”** or **“Ignore”**.



You can see the CLI of the incoming call, so you also have the option to ignore the call.

Important

1. You can only pick up a call through your PC Client when the phone is also connected.
2. In this scenario you must go off hook on your phone before selecting **Pick Up Call** .
3. Call pickup will still work on the phone and PC Client if they are disconnected from each other, just for reference.
4. If you select call Pick Up and the alert on the right pops up this is because the call on the ringing phone has rung out to voicemail or there is no ringing phone within your pickup group.

