Manage Call Pickup

As an administrator for the AT&T Collaborate™ service with permissions to manage locations, you can manage Call Pickup for your location (if you've ordered this feature). Call Pickup lets users answer each other's ringing calls. For example, if the people sharing an office are in the same call pickup group and one of their phones rings, other users in the office can answer it from their own phones without having to walk over to the ringing phone.

Before users can pick up others' calls, you must assign them to a call pickup group. You can add new call pickup groups or manage the users assigned to an existing group.

Manage or delete a call pickup group

1. On the AT&T Collaborate homepage, in the Locations & Departments widget, click View and Manage. The View Location Details page appears.
2. Select a location, and then click the Edit icon ( ). For help searching, see Use Search. The Manage Location & Departments page appears.
3. On the left menu, click Administration And Features. The Administration And Features section appears.
4. Click Call Pickup. The Call Pickup page appears.
5. Select a group, and then click Manage. The Manage Call Pickup Group page appears.
6. If needed, update the group name.
7. Select users to assign to the call pickup group:
   - To move selected users to the appropriate setting group, click the single arrows ( and ).
   - To move all users, click the double arrows ( and ).
8. Click Save.

Add a call pickup group

1. On the AT&T Collaborate homepage, in the Locations & Departments widget, click View and Manage. The View Location Details page appears.
2. Select a location, and then click the Edit icon ( ). For help searching, see Use Search. The Manage Location & Departments page appears.
3. On the left menu, click Administration And Features. The Administration And Features section appears.
4. Click Call Pickup. The Call Pickup page appears.
5. Click Add New. The Create Call Pickup Group page appears.
6. Enter the new group's name.
7. Select users to assign to the call pickup group.
− To move selected users to the appropriate setting group, click the single arrows (↑ and ↓).
− To move all users, click the double arrows (↑↑ and ↓↓).

8. Click **Create Pickup Group**.