# Training anSwitch V7

# CALL PICK-UP GROUP

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Version:    E0.5

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# INTRODUCTION & MOTIVATION

This training covers the topics:

▸ Introduction of the Call Pick-Up Group feature

▸ Configuring a Call Pick-Up Group

After this training, the trainee is enabled:

▸ To configure the Call Pick-Up Group feature on the anSwitch V7
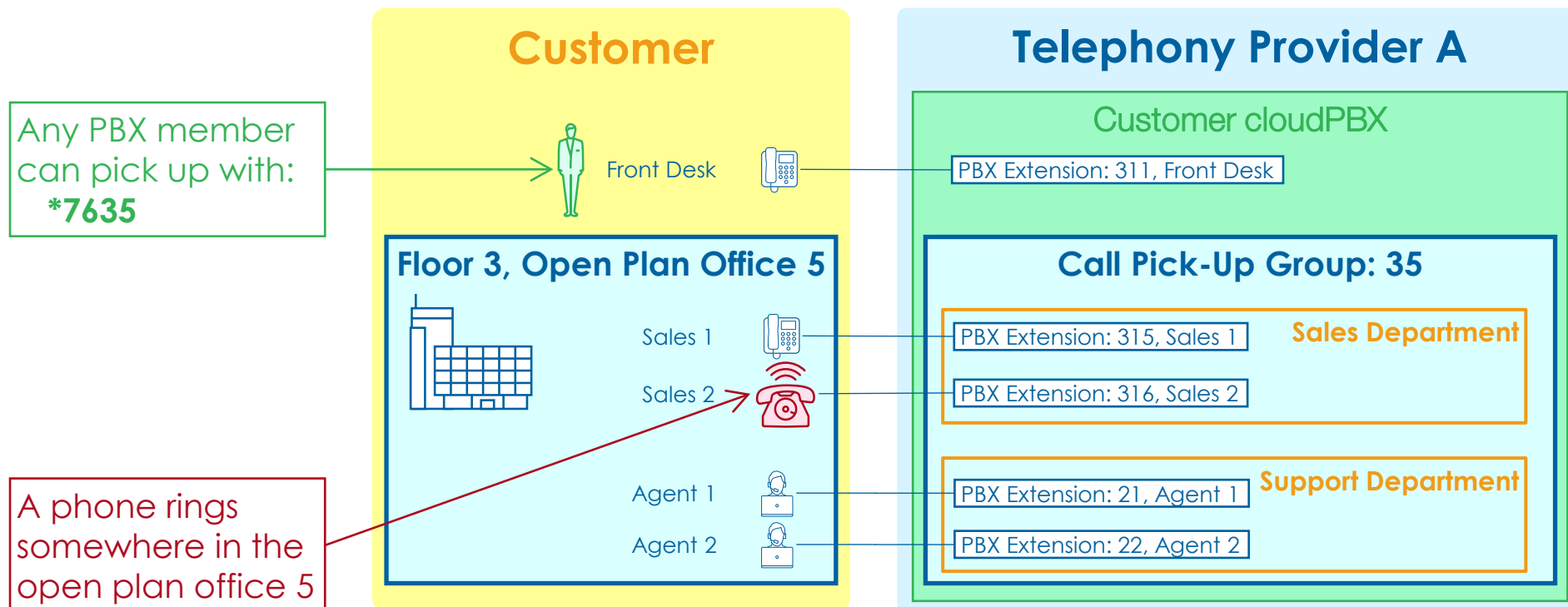
IT'S NOT MAGIC

IT'S "KNOW HOW"

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# 1    OVERVIEW CALL PICK-UP GROUP

# OVERVIEW CALL PICK-UP GROUP

▸ The "Call Pick-up Group" enables a PBX Member to pick up a ringing phone within a defined group of PBX Extensions.

▸ The user doesn't need to know the exact number of the ringing phone.

▸ The user just needs to know the Call Pick-up group number e.g.: 35

▸ The user picks up with the *-procedure: *76GROUP_NUMBER

**Customer**

**Telephony Provider A**

Any PBX member can pick up with:
**\*7635**

Front Desk

Customer cloudPBX

PBX Extension: 311, Front Desk

**Floor 3, Open Plan Office 5**

Sales 1

Sales 2

Agent 1

Agent 2

**Call Pick-Up Group: 35**

PBX Extension: 315, Sales 1

**Sales Department**

PBX Extension: 316, Sales 2

PBX Extension: 21, Agent 1

**Support Department**

PBX Extension: 22, Agent 2

A phone rings somewhere in the open plan office 5

# OVERVIEW CALL PICK-UP GROUP

▸    The number of Call Pick-up groups per PBX is not limited.

▸    A Call Pick-up Group can contain any number of PBX Extensions.

▸    A Call Pick-up Group can overlay various PBX departments.

▸    For convenience, users are may configure a speed dial button
     with the group number on their phone e.g.: *7635

# 2    CONFIGURE A CALL PICK-UP GROUP

# CONFIGURE A CALL PICK-UP GROUP

▸ **The needed configuration must be done by the PBX Administrator in the PBX Settings.**

1. **Create a Pickup Group**
   > Menu: PBX
      > Sub-Menu: PBX Settings
         > Tile "Pick-Up Group" click button: + New
            > Configure the parameters
               ▸ Name:  Any description of the group
               ▸ Number: Identification number of the group

   | Note | The parameter "Number" is not a phone number but a Call Pick-Up Group number. |
   |------|-------------------------------------------------------------------------------|

2. **Add the PBX Extensions of this group**
      > Click button: + New
         > Select the desired internal number
            > Click button: 🖺 Save

PBX Settings PA-PBX-0AX89001

⊞ PBX Dashboard    🖾 PBX List

🖺 Save

**PBX**

Name
PA-PBX-0AX89001

Description
Yupi Inc,  Honolulu, 0987654300 – 49, 0800654310 0800654340

Member of
Provider A

Teams Domain
c1.tms-provider.com:5070

**Public numbers**

Number range
0449980105,0550-9,0650-9,0800654310,0800654340,0987654300-49

Valid from
20.04.2021 06:00

Valid until

**Properties**

Extensions                                    20

Service Extensions                            20

External channels                             20

Public Prefix

Time Zone          Date Format        Time Format
Europe/Zurich      dd.MM.yyyy         24 Hours

Time mode
Timetable

**On Hold Music**

Upload         ▶ 0:00 / 3:24 — 🔊

**Topstop**

Current value              Reset Period
0.00          UNIT         monthly       Reset

**Limits**

| Type | Threshold | Currency | Active |
|------|-----------|----------|--------|
| Notification | 1,493.20 | UNIT | 🟢 |
| Block | 1,493.25 | UNIT | 🟢 |
| Block | 1,493.25 | UNIT | 🟢 |

**Pickup Groups**

+ New    ✕ Delete

| Name | Number | Members |
|------|--------|---------|
| Support Pickup | 20 | 21, 22, 315 |
| Open Plan Office, Level 3, Room 5 | 35 | 22, 315, 316 |

**Pickup Group**                              ✕

🖺 Save

Name
Open Plan Office, Level

Number
35

+ New    ✕ Delete

| Name | Number |
|------|--------|
| Sales 1 | 315 |
| Sales 2 | 316 |
| Agent 2 | 22 |

**Pickup Member**                             ✕

🖺 Save

**Number**

Number
4

| 40 |
| 41 |
| 42 |
| 43 |
| 45 |
| 46 |

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