

## Configuring Call Pickup Groups

When a phone in a pickup group is ringing, any other extension can answer the call by dialing the extension number of the Pickup Group. You can also create a speed-dial on each phone as a 'pickup' button to automate the process.

In Extensions Management, create a virtual extension with the call type: Pickup Group. The Pickup Group extension does not need to have an attached IP Line.

1. Edit the Pickup Group. Go to General Settings.
2. Click Edit Pickup Group List. Add the extensions that will be in the Pickup Group.
3. If you want to restrict which extensions can use the pickup group, click Edit Access List. Only extensions in the Access List will be able to pickup calls from the Pickup Group.

## Configuring Call Parking

In Extensions Management, create a virtual extension with the call type: Call Park. The Call Park extension does not need to have an attached IP Line.

While on a call:

1. Place the active call on hold by selecting a line key of a line that is not in use e.g. Line 2. That will place the active call on hold and give you dial tone.
2. Dial \*5.
3. The call will be parked on the Call Park extension and the Quadro will give a system message telling the user which extension the call is parked on. User can hang up the call.
4. From any other extension, user can dial the number of the Call Park extension. They will be prompted to enter the password and press #. If no password has been set, simply press #. Call is connected.

\* To set a password, Edit the Call Park extension and in the General Settings page specify a password (digits only)

The process can be automated with a speed dial. The following example is from an Aastra 480i.

Softkeys Configuration									
Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	
1:	speeddial	VoiceMail	*01	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2:	speeddial	Call Park	*5	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

For analogue phones (FXS) steps 1 & 2 of the process are slightly different:

1. Hold the call using the appropriate **Hold** button or by dialing the **Flash+0** key combination.
2. You will get a dial tone on the second line. Dial the **\*5** to park the call.

Each parked call uses a Call Park extension. If you will need the capacity to have multiple calls parked at one time, create additional Call Park extensions.

- Pickup Group and Call Parking are 2 completely different features and work independently of each other.