

Pickup - how to use on a deskphone

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Schlüsselwörter

Pickup VoIP pickup-group telephone

Lösung (öffentlich)

Pickup Group - How to use on a Deskphone

If you are a member of a call pickup group, calls to other members of the group can be answered on your desk phone in two different ways:

- If a separate "Pickup" button has been set up on your desk phone:
 - Press the "Pickup" button (one of the buttons on the side of the display) when the call for the other group member is signaled to you. Your own phone will now ring and it will be displayed who is calling for whom.
 - The call can now be answered by picking up the receiver.
 - If the second step is not performed, the call will be returned to the original recipient after a few seconds.
- If no separate "Pickup" button has been set up:
 - When the call for the other group member is signaled to you, press the scroll button at the bottom right of the display "☰". Now press the "Transfer" button and your own phone will ring.
 - Press the "Accept" button or pick up the handset to accept the call.
 - If the second step is not performed, the call will be returned to the original recipient after a few seconds.

If you would like to have a "Pickup" button set up on your phone, please notify the [1]Service Desk by email.

[1] <mailto:servicedesk@tu-dresden.de>