



fuze

Pickup Groups

Fuze Enablement Team

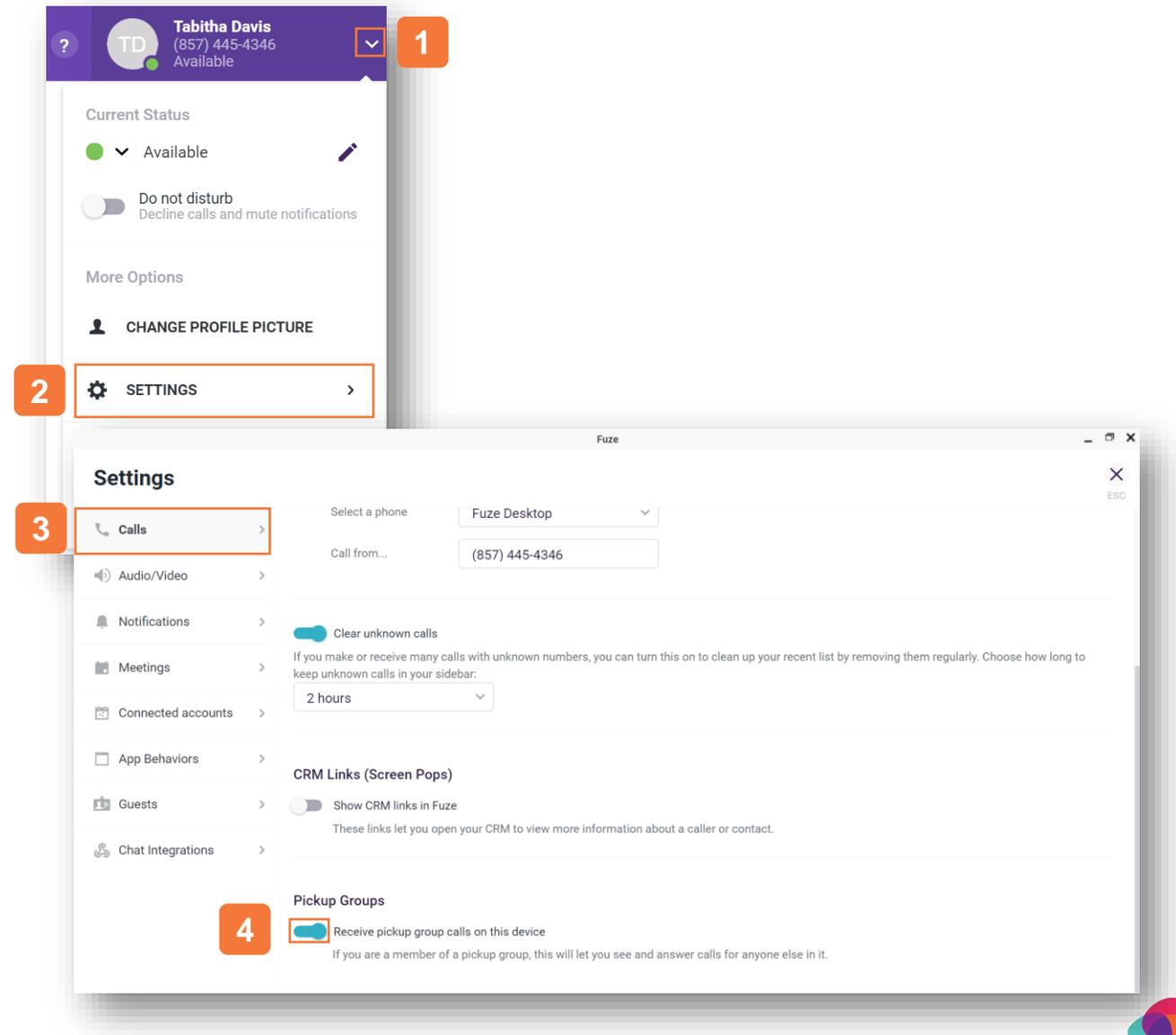
Overview

Pickup groups through Fuze allow for the viewing and answering of calls for team members within the pickup group. Calls can be monitored and answered remotely via the Fuze desktop or web app.

Enable Pickup Groups

Pickup groups must be manually enabled to begin receiving calls on a device.

1. Click the profile dropdown menu
2. Click **Settings**
3. Click **Calls**
4. Click to enable **Receive pickup group calls on this device**



Incoming Calls

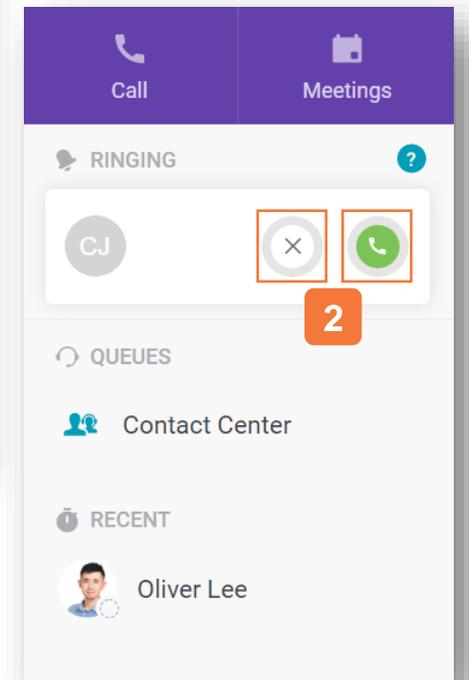
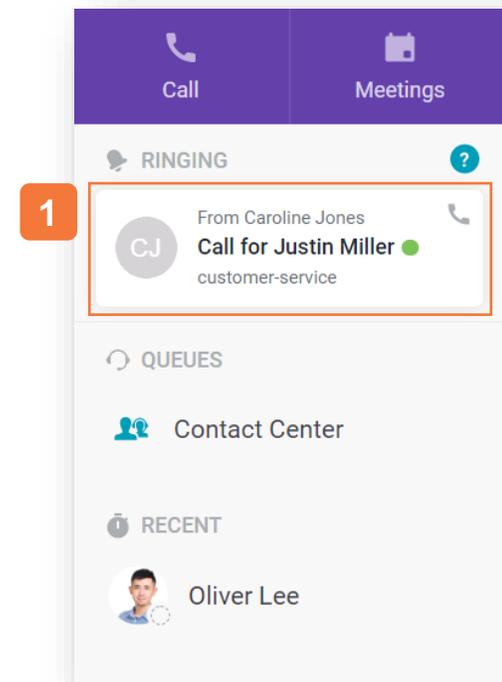
Incoming calls to members of the pickup group will be displayed in the people list. The notification will include who the call is from, who the call is for, and the group being called.

1. Hover over the incoming call notification

2. Click  to **Ignore**

OR

Click  to **Answer**



Answered Call

Upon answering the call, the caller's information, along with who the call was intended for will be displayed.

All normal call functionality will be available at this time.

