

How to manage your Pickup Group using MiCollab

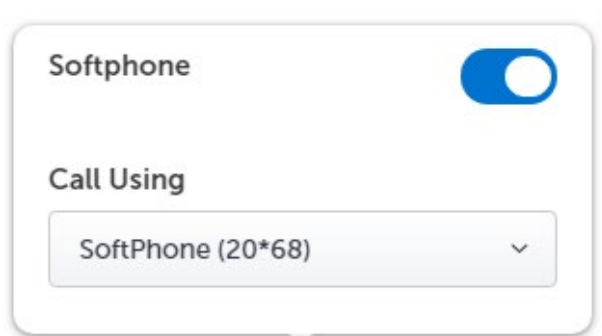
On this guide, you will learn how to manage your Pickup Group using the MiCollab Softphone Client.

Getting started

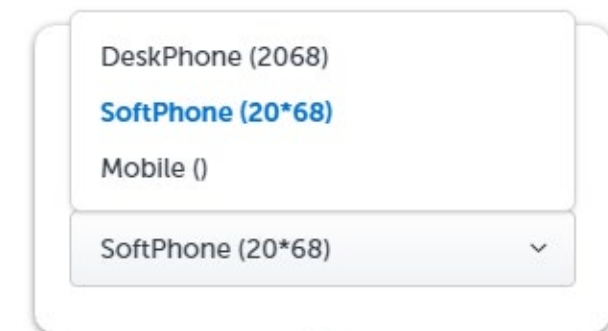
- First, ensure the Softphone is enabled by clicking on the Softphone icon at the bottom right of the screen.



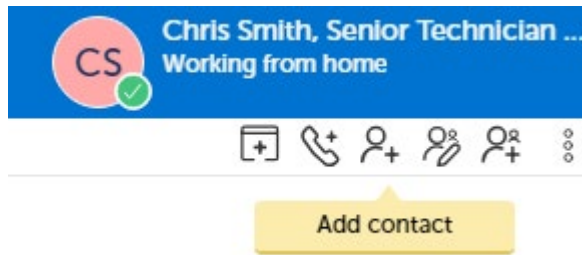
- You will need to slide the Softphone selection to the right.



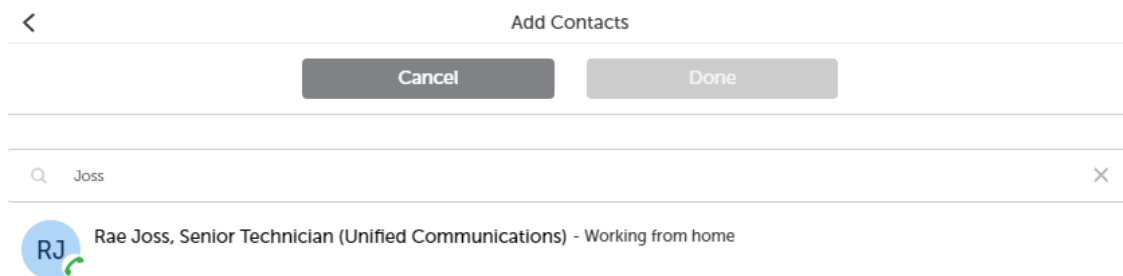
- From the Call Using drop down selection, ensure the Softphone is selected.



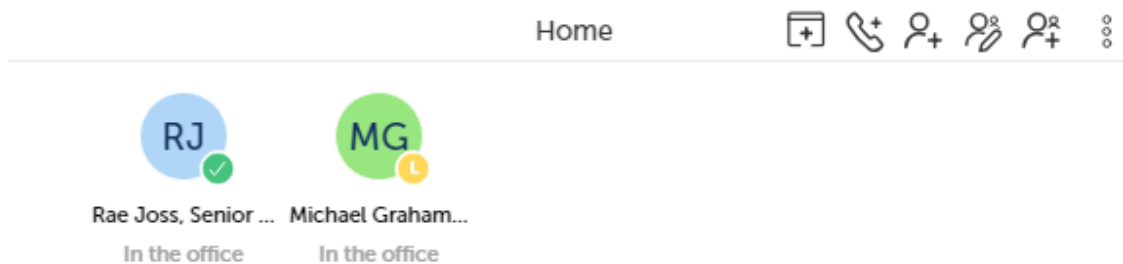
- Now that your SoftPhone client is enabled, you can begin to manage your contacts. To Add a contact, select '**Add contact**' at the top right corner.



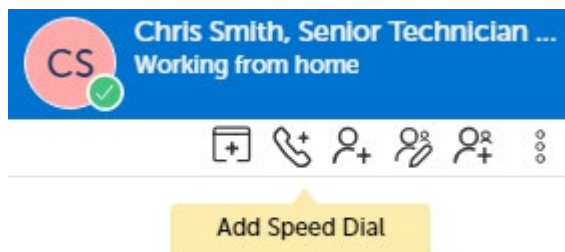
- The **Add Contacts** screen will appear, and from here you can add a member of your team's Pickup group. Add the member and select **Done**



- The team member will now appear on your Home screen.



- Once you have populated the Home screen with all the relevant members of your team, you can now add a new **'Speed Dial'**.



- Add ****3** which is the default Pickup group key selection to intercept team calls.

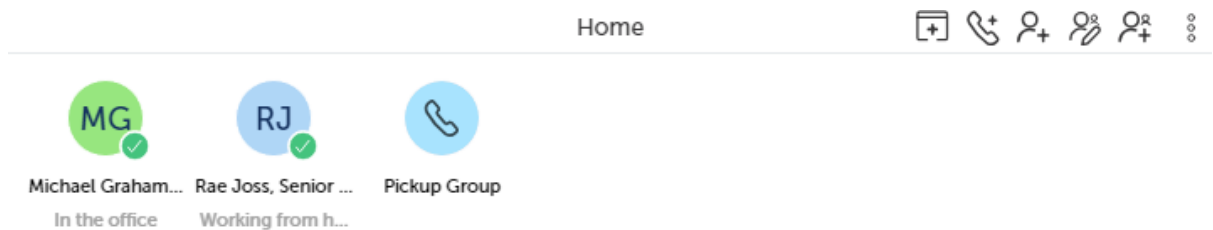
Add Speed Dial

Name
Pickup Group

Phone Number
**3

Cancel Done

- The Pickup shortcut will now display on your Home screen. **Note, you can add any number including personal contacts using the same method.**



- Once a call is placed to a member of your team, you will their status will begin to flash red. You can intercept their call by simply pressing the new 'Pickup Group' shortcut key.

