



Call Pickup

Call pickup allows you to answer a call that comes in on a directory number other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using the call pickup feature.

There are two types of call pickup available on Cisco IP Phones:

- Call Pickup allows users to pick up incoming calls within their own group. The appropriate call pickup group number is dialed automatically when a user activates this feature.
- Group Call Pickup allows users to pick up incoming calls within their own group or in other groups. Users must dial the appropriate call pickup group number when using this feature.

The procedures are the same for configuring both of these features, and they are described in:

- Configuring Call Pickup, page 36-2

These two features function differently, and the method of activation depends on the model of Cisco IP Phone you are using. For details, see:

- Using Call Pickup and Group Call Pickup, page 36-5

Configuring Call Pickup

This section describes the general steps for configuring the call pickup feature. Subsequent sections of this chapter describe the steps in more detail.

Procedure

- Step 1** Create a call pickup group number. For details, see the “Adding a Call Pickup Group Number” section on page 36-2.
- Step 2** Assign the desired directory numbers to a call pickup group by using the call pickup group number you created in Step 1. For details, see the “Assigning Directory Numbers to a Call Pickup Group” section on page 36-4.
- Step 3** Add a Call Pickup or Group Call Pickup button to the phone templates where needed. For details, see the Modifying Button Templates, page 40-11.
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Related Procedures

For more information on configuring call pickup, see:

- Adding a Call Pickup Group Number, page 36-2
- Updating a Call Pickup Group Number, page 36-3
- Deleting a Call Pickup Group Number, page 36-4
- Assigning Directory Numbers to a Call Pickup Group, page 36-4

Adding a Call Pickup Group Number

This section describes how to add a call pickup group number to the Cisco CallManager database.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Feature > Call Pickup**.
- Step 3** Enter the directory number for the call pickup group you want to add.

- Step 4** If you want to use a route partition to restrict access to the call pickup group, select the desired route partition from the drop-down list box. If you do not want to restrict access to the call pickup group, select None for the route partition.



Note The combination of call pickup group number and route partition must be unique within the Cisco CallManager cluster.

- Step 5** Click **Insert** to save the new call pickup group number in the database.
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Additional Information

For more information on Cisco CallManager clusters, see:

- Clusters, page 1-1

Updating a Call Pickup Group Number

This section describes how to update a call pickup group number.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Feature > Call Pickup**.
- Step 3** Select the call pickup group number you want to update.
- Step 4** Make the desired changes in the fields you want to update. Before saving the changes, you can click **Cancel** to reset all fields to their original value.
- Step 5** Click **Update** to save the changes in the database.
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When you update a call pickup group number, it is automatically updated for all directory numbers assigned to that call pickup group.

Deleting a Call Pickup Group Number

This section describes how to delete a call pickup group number from the Cisco CallManager database.



Caution

When you delete a call pickup group number, you disable the Call Pickup feature for all directory numbers assigned to that group. To enable Call Pickup again for those directory numbers, you must reassign each of them to a new call pickup group. For details, see the “Assigning Directory Numbers to a Call Pickup Group” section on page 36-4.

Procedure

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- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Feature > Call Pickup**.
 - Step 3** Select the call pickup group number you want to delete.
 - Step 4** Click **Delete**.
 - Step 5** When asked to confirm the delete operation, click either **OK** to delete or **Cancel** to cancel the delete operation.
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Assigning Directory Numbers to a Call Pickup Group

This section describes how to assign directory numbers to a call pickup group. Only directory numbers assigned to a call pickup group can use the Call Pickup feature.

Before You Begin

Before you can assign a directory number to a call pickup group, you must create a number for that group as described in:

- Adding a Call Pickup Group Number, page 36-2

Procedure

- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Device > Phone**.
 - Step 3** Use the search capability to find a directory number that you want to assign to a call pickup group.
 - Step 4** Select the desired directory number to display the configuration information for the phone where that number appears.
 - Step 5** Select the line where the desired directory number appears.
 - Step 6** Select the desired call pickup group number from the Call Pickup Group drop-down list box.
 - Step 7** Repeat Step 2 through Step 6 for each directory number you want to assign to the call pickup group.
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Using Call Pickup and Group Call Pickup

Call Pickup and Group Call Pickup function differently, as described in the following sections:

- Using Call Pickup, page 36-5
- Using Group Call Pickup, page 36-6

Using Call Pickup

Call Pickup allows you to pick up incoming calls within your own group. The appropriate call pickup group number is dialed automatically when you activate this feature. The following procedure describes how to use Call Pickup.

Procedure

- Step 1** Select the desired line on a Cisco IP Phone and go off hook.
- Step 2** Press **Call Pickup**. (On a Cisco IP Phone 7960, select **PickUp**.)

Step 3 Answer the incoming call that is redirected to your phone.

When you activate Call Pickup, it automatically dials the call pickup group number associated with the line you selected on your phone. If there is a call coming in on another directory number in that same group, the call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group when you activate Call Pickup, your phone is placed back on hook.

Using Group Call Pickup

Group Call Pickup allows you to pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

Procedure

- Step 1** Select a line on a Cisco IP Phone and go off hook.
 - Step 2** Press **Group Call Pickup**. (On a Cisco IP Phone 7960, select **GPickUp**.)
 - Step 3** Dial the desired call pickup group number.
 - Step 4** Answer the incoming call that is redirected to your phone.
 - Step 5** If you want to dial another call pickup group number, hang up and begin again at Step 1.
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If there is a call coming in on another directory number in the call pickup group you dialed, that call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid call pickup group number, you receive reorder tone. To dial a different call pickup group number, hang up and begin again at Step 1.