



Call Pickup and Group Call Pickup Configuration

Two features, call pickup and group call pickup, allow 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.

Cisco IP phones provide two types of call pickup:

- Call pickup allows users to pick up incoming calls within their own group. Cisco CallManager automatically dials the appropriate call pickup group number when a user activates this feature on a phone.
- 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 a user activates this feature on a phone.

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

- [Adding a Call Pickup Group Number, page 34-2](#)
- [Updating a Call Pickup Group Number, page 34-3](#)
- [Deleting a Call Pickup Group Number, page 34-4](#)
- [Call Pickup Configuration Settings, page 34-5](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 34-6](#)

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** Choose **Feature > Call Pickup**.
- Step 2** Enter the appropriate settings as described in [Table 34-1](#).
- Step 3** Click **Insert** to save the new call pickup group number in the database.
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Related Topics

- [Call Pickup and Group Call Pickup Configuration, page 34-1](#)
- [Updating a Call Pickup Group Number, page 34-3](#)
- [Deleting a Call Pickup Group Number, page 34-4](#)
- [Call Pickup Configuration Settings, page 34-5](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 34-6](#)

Updating a Call Pickup Group Number

This section describes how to update a call pickup group number. When you update a call pickup group number, Cisco CallManager automatically updates all directory numbers assigned to that call pickup group.

Procedure

- Step 1** Choose **Feature > Call Pickup**.
 - Step 2** Choose the call pickup group number you want to update from the Call Pickup Directory Numbers pane on the left.
 - Step 3** Update the appropriate fields as described in [Table 34-1](#). Before saving the changes, you can click **Cancel Changes** to reset all fields to their original value.
 - Step 4** Click **Update** to save the changes in the database.
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Related Topics

- [Call Pickup and Group Call Pickup Configuration, page 34-1](#)
- [Adding a Call Pickup Group Number, page 34-2](#)
- [Deleting a Call Pickup Group Number, page 34-4](#)
- [Call Pickup Configuration Settings, page 34-5](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 34-6](#)

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 34-6.

Procedure

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- Step 1** Choose **Feature > Call Pickup**.
- Step 2** Choose the call pickup group number you want to delete.
- Step 3** Click **Delete**.

The call pickup group no longer displays in the Partition list in the left pane.

Related Topics

- [Call Pickup and Group Call Pickup Configuration, page 34-1](#)
- [Adding a Call Pickup Group Number, page 34-2](#)
- [Updating a Call Pickup Group Number, page 34-3](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 34-6](#)

Call Pickup Configuration Settings

Table 34-1 describes the call pickup configuration settings.

Table 34-1 Call Pickup Configuration Settings

Field	Description
Directory Number	Enter a unique directory number (integers) for the call pickup group you want to add.
Partition	<p>If you want to use a route partition to restrict access to the call pickup group, choose the desired route partition from the drop-down list box. If you do not want to restrict access to the call pickup group, choose None for the route partition.</p> <p>Note Make sure the combination of call pickup group number and route partition is unique within the Cisco CallManager cluster.</p>

Related Topics

- [Call Pickup and Group Call Pickup Configuration, page 34-1](#)
- [Adding a Call Pickup Group Number, page 34-2](#)
- [Updating a Call Pickup Group Number, page 34-3](#)

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 both types of call pickup: call pickup and group call pickup.

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 the [“Adding a Call Pickup Group Number” section on page 34-2](#).

Procedure

- Step 1** Choose **Device > Phone**.
 - Step 2** Enter the appropriate search criteria to find the directory number that you want to assign to a call pickup group, and click **Find**.
A list of directory numbers that match the search criteria appears.
 - Step 3** Choose the phone where that directory number appears.
 - Step 4** Choose the desired directory number from the Directory Numbers list.
 - Step 5** Choose the desired call pickup group number from the Call Pickup Group drop-down list box.
 - Step 6** Click **Update** to save the changes in the database.
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Related Topics

- [Call Pickup and Group Call Pickup Configuration, page 34-1](#)
- [Adding a Call Pickup Group Number, page 34-2](#)
- [Updating a Call Pickup Group Number, page 34-3](#)
- [Deleting a Call Pickup Group Number, page 34-4](#)