



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 following sections describe the procedures for configuring both of these features:

- [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 that are assigned to that call pickup group.

Procedure

- Step 1** Choose **Feature > Call Pickup**.
 - Step 2** From the Call Pickup Directory Numbers list, choose the call pickup group number that you want to update.
 - Step 3** Update the appropriate fields as described in [Table 34-1](#).
 - 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 that are 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 that you want to delete.
 - Step 3** Click **Delete**.

The call pickup group no longer displays in the Call Pickup Directory Numbers list.

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 that you want to add.
Partition	<p>If you want to use a partition to restrict access to the call pickup group, choose the desired partition from the drop-down list box. If you do not want to restrict access to the call pickup group, choose <None> for the partition.</p> <p>If more than 250 partitions exist, the ellipsis (...) button displays next to the drop-down list box. Click the ... button to display the Select Partition window. In the List items where Name contains field, enter a partial partition name. In the list of partitions that displays in the Select item to use box, click the desired partition name and click OK.</p> <p>Note Make sure that the combination of call pickup group number and 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 that are 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** From the Directory Numbers list, choose the desired directory number.
 - Step 5** From the Call Pickup Group drop-down list box, choose the desired call pickup group number.
 - 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](#)