



## Call Pickup and Group Call Pickup Configuration

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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:

- [Finding a Call Pickup Group Number, page 32-2](#)
- [Adding a Call Pickup Group Number, page 32-4](#)
- [Updating a Call Pickup Group Number, page 32-4](#)
- [Deleting a Call Pickup Group Number, page 32-5](#)
- [Call Pickup Configuration Settings, page 32-6](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 32-7](#)

For information about using the call pickup feature, refer to the *Cisco IP Phone 7960 and 7940 Series User Guide*.

# Finding a Call Pickup Group Number

Because you might have several call pickup numbers in your network, Cisco CallManager lets you locate call pickup numbers on the basis of specific criteria. Use the following procedure to locate call pickup numbers.

**Note**

During your work in a browser session, Cisco CallManager Administration retains your call pickup number search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your call pickup number search preferences until you modify your search or close the browser.

**Procedure**

**Step 1** Choose **Feature > Call Pickup**.

The Find and List Call Pickup Numbers window displays. Use the two drop-down list boxes to search for a call pickup number.

**Step 2** From the first Find call pickup numbers where drop-down list box, choose one of the following criteria:

- Number
- Partition
- Description

**Note**

The criterion that you choose in this drop-down list box specifies how the list of call pickup numbers that your search generates will be sorted. For example, if you choose Partition, the Partition column will display as the left column of the results list.

From the second Find call pickup numbers where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with

- is exactly
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



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**Tip** To find all call pickup numbers that are registered in the database, click **Find** without entering any search text.

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A list of discovered call pickup numbers displays by

- Call Pickup icon
- Call Pickup Number
- Partition
- Description



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**Note** You can delete multiple call pickup numbers from the Find and List Call Pickup Numbers window by checking the check boxes next to the appropriate call pickup numbers and clicking **Delete Selected**. You can delete all call pickup numbers in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

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**Step 4** From the list of records, click the Call Pickup icon, number, associated partition, or description that matches your search criteria.

The window displays the call pickup number that you choose.

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#### Related Topics

- [Adding a Call Pickup Group Number, page 32-4](#)
- [Updating a Call Pickup Group Number, page 32-4](#)
- [Deleting a Call Pickup Group Number, page 32-5](#)
- [Call Pickup Configuration Settings, page 32-6](#)

# Adding a Call Pickup Group Number

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

## Procedure

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- Step 1** Choose **Feature > Call Pickup**.
- Step 2** In the upper, right corner of the window, click the **Add a New Call Pickup Number** link.
- The Call Pickup Number Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 32-1](#).
- Step 4** 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 32-1](#)
- [Finding a Call Pickup Group Number, page 32-2](#)
- [Updating a Call Pickup Group Number, page 32-4](#)
- [Deleting a Call Pickup Group Number, page 32-5](#)
- [Call Pickup Configuration Settings, page 32-6](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 32-7](#)

# 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

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- Step 1** Locate the call pickup group number or range of group numbers by using the procedure in the [“Finding a Call Pickup Group Number” section on page 32-2](#).
- Step 2** Click the call pickup group number or range of group numbers that you want to update.
- Step 3** Update the appropriate fields as described in [Table 32-1](#).
- 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 32-1](#)
- [Finding a Call Pickup Group Number, page 32-2](#)
- [Adding a Call Pickup Group Number, page 32-4](#)
- [Deleting a Call Pickup Group Number, page 32-5](#)
- [Call Pickup Configuration Settings, page 32-6](#)
- [Assigning Directory Numbers to a Call Pickup Group, page 32-7](#)

## 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 see a list of the directory numbers that are using this call pickup group, click the **Dependency Records** link. For more information about Dependency Records, see the [“Accessing Dependency Records” section on page A-1](#). 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 32-7](#).

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### Procedure

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- Step 1** Locate the call pickup group number or range of group numbers by using the procedure in the [“Finding a Call Pickup Group Number”](#) section on page 32-2.
- Step 2** Click the call pickup group number or range of group numbers that you want to delete.
- Step 3** Click **Delete**.

The call pickup group no longer displays in the list of call pickup numbers.

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### Related Topics

- [Call Pickup and Group Call Pickup Configuration](#), page 32-1
- [Finding a Call Pickup Group Number](#), page 32-2
- [Adding a Call Pickup Group Number](#), page 32-4
- [Updating a Call Pickup Group Number](#), page 32-4
- [Assigning Directory Numbers to a Call Pickup Group](#), page 32-7

## Call Pickup Configuration Settings

[Table 32-1](#) describes the call pickup configuration settings.

**Table 32-1** *Call Pickup Configuration Settings*

Field	Description
Directory Number	Enter a unique directory number (integers) for the call pickup group that you want to add.
Description	Enter up to 30 alphanumeric characters for a description of the call pickup number; for example, Operations.

*Table 32-1 Call Pickup Configuration Settings (continued)*

Field	Description
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 &lt;None&gt; 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 <b>List items where Name contains</b> field, enter a partial partition name. In the list of partitions that displays in the <b>Select item to use</b> box, click the desired partition name and click <b>OK</b>.</p> <p><b>Note</b> 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 32-1](#)
- [Finding a Call Pickup Group Number, page 32-2](#)
- [Adding a Call Pickup Group Number, page 32-4](#)
- [Updating a Call Pickup Group Number, page 32-4](#)

## 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 32-4](#).

### Procedure

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- 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 32-1](#)
- [Finding a Call Pickup Group Number, page 32-2](#)
- [Adding a Call Pickup Group Number, page 32-4](#)
- [Updating a Call Pickup Group Number, page 32-4](#)
- [Deleting a Call Pickup Group Number, page 32-5](#)