



## Pickup Group Configuration

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The feature, 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 this feature.

Cisco IP Phones provide three types of call pickup:

- Call pickup allows users to pick up incoming calls within their own group. The 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 in another group. Users must dial the appropriate call pickup group number when they activate this feature on a phone.
- Other group call pickup allow users to pick up incoming calls in a group that is associated with their own group. When a phone rings in a group that is associated with the user's group, the Cisco CallManager automatically searches for the incoming call in the associated groups when they activate this feature on a phone. The Cisco CallManager administrator specifies the search sequence in the Pickup Group Configuration window. See [Defining a Pickup Group for Other Group Call Pickup, page 41-8](#), and [Pickup Group Configuration Settings, page 41-9](#).

For more information on call pickup, refer to the “[Understanding Call Pickup](#)” section of the *Cisco CallManager System Guide*.

The following sections describe the procedures for configuring this feature:

- [Finding a Call Pickup Group Number, page 41-2](#)
- [Adding a Call Pickup Group Number, page 41-4](#)

- [Updating a Call Pickup Group Number, page 41-6](#)
- [Deleting a Call Pickup Group Number, page 41-7](#)
- [Defining a Pickup Group for Other Group Call Pickup, page 41-8](#)
- [Pickup Group Configuration Settings, page 41-8](#)
- [Assigning Call Pickup Group Numbers to Directory Numbers, page 41-10](#)

For information about using the call pickup feature, refer to the Cisco IP Phone user guide that came with your phone.

## Finding a Call Pickup Group Number

Because you may 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

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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.

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### Procedure

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**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:

- Call Pickup Number
- Pickup Group Name
- Partition



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**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 displays as the left column of the results list.

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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 with the following information:

- Call Pickup Number
- Partition
- Pickup Group Name

A Copy icon is also appears on the display for duplicating information on any call pickup number.



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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**. You cannot delete call pickup numbers that are assigned to directory numbers and lines.

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**Step 4** From the list of records, click the call pickup number, partition, or pickup group name 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 41-4](#)
- [Updating a Call Pickup Group Number, page 41-6](#)
- [Deleting a Call Pickup Group Number, page 41-7](#)
- [Pickup Group Configuration Settings, page 41-8](#)

## 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 41-1](#).
- Step 4** Click **Insert** to save the new call pickup group number in the database.
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#### Related Topics

- [Pickup Group Configuration, page 41-1](#)
- [Finding a Call Pickup Group Number, page 41-2](#)
- [Updating a Call Pickup Group Number, page 41-6](#)
- [Deleting a Call Pickup Group Number, page 41-7](#)
- [Pickup Group Configuration Settings, page 41-8](#)
- [Assigning Call Pickup Group Numbers to Directory Numbers, page 41-10](#)

## Copying a Call Pickup Group Number

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

#### Procedure

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



**Note** You can copy the call pickup number from the Find List window by clicking Copy, or you can choose the call pickup number and copy the settings from the Call Pickup Number Configuration window.

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- Step 2** From the Find List Call Pickup Numbers window, choose the call pickup number that you want to copy.

The Call Pickup Number Configuration window displays.

- Step 3** Click the **Copy** button.
- Step 4** Update the settings as described in [Table 41-1](#).
- Step 5** Click **Insert** to save the new call pickup group number in the database.
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### Related Topics

- [Pickup Group Configuration, page 41-1](#)
- [Finding a Call Pickup Group Number, page 41-2](#)
- [Updating a Call Pickup Group Number, page 41-6](#)
- [Deleting a Call Pickup Group Number, page 41-7](#)
- [Pickup Group Configuration Settings, page 41-8](#)
- [Assigning Call Pickup Group Numbers to Directory Numbers, page 41-10](#)

## 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 41-2.
  - Step 2** Click the call pickup group number that you want to update.
  - Step 3** Update the appropriate fields as described in [Table 41-1](#).
  - Step 4** Click **Update** to save the changes in the database.
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### Related Topics

- [Pickup Group Configuration, page 41-1](#)
- [Finding a Call Pickup Group Number, page 41-2](#)
- [Adding a Call Pickup Group Number, page 41-4](#)
- [Deleting a Call Pickup Group Number, page 41-7](#)
- [Pickup Group Configuration Settings, page 41-8](#)
- [Assigning Call Pickup Group Numbers to Directory Numbers, page 41-10](#)

# Deleting a Call Pickup Group Number

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

## Before You Begin

You cannot delete a call pickup group number that is assigned to a line or directory number. To see a list of the directory numbers that are using this call pickup group, click the **Dependency Records** link. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about Dependency Records, see the “[Accessing Dependency Records](#)” section on page A-3. 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 Call Pickup Group Numbers to Directory Numbers](#)” section on page 41-10.

## 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 41-2.
  - 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

- [Pickup Group Configuration](#), page 41-1
- [Finding a Call Pickup Group Number](#), page 41-2
- [Adding a Call Pickup Group Number](#), page 41-4
- [Updating a Call Pickup Group Number](#), page 41-6
- [Assigning Call Pickup Group Numbers to Directory Numbers](#), page 41-10

# Defining a Pickup Group for Other Group Call Pickup

This section describes how to associate a pickup group to your group for answering incoming calls for this associated group. You can associate up to ten pickup groups with your group. The priority of answering calls for the associated groups goes from the first associated group to the last associated group on the associated group list. You can organize the list in the Pickup Group Configuration window as described in [Table 41-1](#).

Refer also to the “[Understanding Call Pickup](#)” section of the *Cisco CallManager System Guide*.

## Procedure

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- Step 1 Locate your group by using the procedure in the “[Finding a Call Pickup Group Number](#)” section on page 41-2.
  - Step 2 In the Pickup Group Configuration window, scroll down to the Associated Pickup Group Information area.
  - Step 3 Enter information in the appropriate fields as described in [Table 41-1](#).
  - Step 4 Click **Update**.
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## Related Topics

- [Finding a Call Pickup Group Number, page 41-2](#)
- [Adding a Call Pickup Group Number, page 41-4](#)
- [Updating a Call Pickup Group Number, page 41-6](#)
- [Pickup Group Configuration Settings, page 41-9](#)

# Pickup Group Configuration Settings

[Table 41-1](#) describes the pickup group configuration settings.

Table 41-1 Pickup Group Configuration Settings

Field	Description
<b>Pickup Group Information</b>	
Pickup Group Name	Enter up to 30 alphanumeric characters. For example, Operations. The pickup group name is associated with the pickup group number. You can choose a pickup group by the pickup group name.
Pickup Group Number	Enter a unique directory number (integers) for the call pickup group that you want to add.
Route 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>You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more partitions exist than the Max List Box Items enterprise parameter specifies, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Partition window. Enter a partial partition name in the <b>List items where Name contains</b> field. Click the desired partition name in the list of partitions that displays in the <b>Select item to use</b> box and click <b>OK</b>.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose <b>CCMAdmin Parameters</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>
<b>Associated Pickup Group Information—Find Pickup Numbers to add to Pickup Group</b>	
Route Partition	See Route Partition in Pickup Group Information (above) in this table.

*Table 41-1 Pickup Group Configuration Settings (continued)*

Field	Description
Pickup Numbers Contain	Enter the DN or part of the DN of the pickup group that you want to find; then, click <b>Find</b> .
Available Call Pickup Numbers/Route Partition	To add a member to the Associated pickup group list in the Associated Pickup Group Information area, choose a DN/partition from this list; then, click <b>Add to Pickup Group</b> .
<b>Associated Pickup Group Information—Current Pickup Group Members</b>	
Selected Pickup Numbers/Route Partition	To change order of the Pickup Numbers/Route Partition listings, use the Up and Down arrows on the right side of this box to move the listings. Click <b>Reverse Order of Selected Numbers</b> to reverse the order of the listings. Use the Up and Down arrows below this box to move a DN/partition from this box to the Removed Pickup Numbers/Route Partition box.
Removed Pickup Numbers/Route Partition	Use the Up and Down arrows above this box to move a DN/partition from this box to the Selected Pickup Numbers/Route Partition box.

**Related Topics**

- [Pickup Group Configuration, page 41-1](#)
- [Finding a Call Pickup Group Number, page 41-2](#)
- [Adding a Call Pickup Group Number, page 41-4](#)
- [Updating a Call Pickup Group Number, page 41-6](#)

## Assigning Call Pickup Group Numbers to Directory Numbers

This section describes how to assign a call pickup group number to a directory number. 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 call pickup group number to a directory number, you must create a number for that group as described in the [“Adding a Call Pickup Group Number”](#) section on page 41-4.

### Procedure

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- Step 1** Choose **Device > Phone**.
- Step 2** Enter the appropriate search criteria to find the phone that you want to assign to a call pickup group and click **Find**.
- A list of phones that match the search criteria displays.
- Step 3** Choose the phone to which you want to assign a call pickup group number.
- Step 4** From the Directory Numbers list, choose the directory number that will be assigned the call pickup group number.
- Step 5** From the Call Pickup Group drop-down list box, choose the desired call pickup group name.
- Step 6** To save the changes in the database, click **Update**.
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### Related Topics

- [Pickup Group Configuration, page 41-1](#)
- [Finding a Call Pickup Group Number, page 41-2](#)
- [Adding a Call Pickup Group Number, page 41-4](#)
- [Updating a Call Pickup Group Number, page 41-6](#)
- [Deleting a Call Pickup Group Number, page 41-7](#)

■ Assigning Call Pickup Group Numbers to Directory Numbers