



Call Pickup Group Configuration

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 call pickup group. The Cisco CallManager automatically dials the appropriate call pickup group number when a user activates this feature on a phone.

For this type of call pickup, you can configure audio and visual notification to the rest of the call pickup group members that a call is available for pickup. You can configure the following notification parameters in the Call Pickup Group Configuration window:

- Type of notification (audio, visual, both, or neither)
- Content of the visual notification message (called party identification, calling party identification, both, or neither)
- Number of seconds delay between the time the call comes into the original called party and the notification to the rest of the call pickup group members.

You can configure the type of audio notification that is provided when a phone is idle or in use in the Directory Number Configuration window. For more information, see [Directory Number Configuration Settings, page 62-54](#).

- 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 without having to dial (or even know) the call pickup group number. When a phone rings in a group that is associated with the user's group and the user activates this feature on a phone, the Cisco CallManager automatically searches for the incoming call in the associated groups. The Cisco CallManager administrator configures the search sequence in the Call Pickup Group Configuration window. See [Defining a Pickup Group for Other Group Call Pickup, page 43-8](#), and [Call Pickup Group Configuration Settings, page 43-9](#).

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, page 43-2](#)
- [Adding a Call Pickup Group, page 43-4](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Deleting a Call Pickup Group, page 43-7](#)
- [Defining a Pickup Group for Other Group Call Pickup, page 43-8](#)
- [Call Pickup Group Configuration Settings, page 43-9](#)
- [Assigning Call Pickup Groups to Directory Numbers, page 43-13](#)

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

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



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 group search preferences until you modify your search or close the browser.

Procedure

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

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

Step 2 From the first Find Call Pickup Groups where drop-down list box, choose one of the following criteria:

- Call Pickup Group Number
- Call Pickup Group Name
- Partition



Note The criterion that you choose in this drop-down list box specifies how the list of call pickup groups 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.

From the second Find Call Pickup Groups where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is not empty
- is empty

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



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

A list of discovered call pickup groups displays with the following information:

- Call Pickup Group Number
- Partition
- Call Pickup Group Name

A Copy icon also appears on the display for creating a new call pickup group based on the configuration settings of an existing call pickup group.



Note You can delete multiple call pickup groups from the Find and List Call Pickup Groups results window by checking the check boxes next to the appropriate call pickup groups and clicking **Delete Selected**. You can delete all call pickup groups in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**. You cannot delete call pickup groups that are assigned to directory numbers and lines.

Step 4 From the list of records, click the call pickup group number, partition, or call pickup group name that matches your search criteria.

The window displays the call pickup group that you choose.

Related Topics

- [Adding a Call Pickup Group, page 43-4](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Deleting a Call Pickup Group, page 43-7](#)
- [Call Pickup Group Configuration Settings, page 43-9](#)

Adding a Call Pickup Group

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

Procedure

- Step 1** Choose **Feature > Call Pickup Group**.
- Step 2** In the upper, right corner of the window, click the **Add a New Call Pickup Group** link.
- The Call Pickup Group Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 43-1](#).
- Step 4** To save the new call pickup group in the database, click **Insert**.
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Related Topics

- [Call Pickup Group Configuration, page 43-1](#)
- [Finding a Call Pickup Group, page 43-2](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Deleting a Call Pickup Group, page 43-7](#)
- [Call Pickup Group Configuration Settings, page 43-9](#)
- [Assigning Call Pickup Groups to Directory Numbers, page 43-13](#)

Copying a Call Pickup Group

This section describes how to create a new call pickup group based on the configuration settings of an existing call pickup group.

Procedure

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



Note You can copy the call pickup group from the Find and List Call Pickup Groups results window by clicking Copy, or you can choose the call pickup group and manually copy the settings from the Call Pickup Group Configuration window.

- Step 2** From the Find and List Call Pickup Groups window, click the Copy button beside the call pickup group that you want to copy.
- The Call Pickup Group Configuration window displays.
- Step 3** Update the settings as described in [Table 43-1](#). You must change at least the call pickup group name and number for Cisco CallManager to successfully create the new database record.
- Step 4** To save the new call pickup group in the database, click **Insert**.
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Related Topics

- [Call Pickup Group Configuration, page 43-1](#)
- [Finding a Call Pickup Group, page 43-2](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Deleting a Call Pickup Group, page 43-7](#)
- [Call Pickup Group Configuration Settings, page 43-9](#)
- [Assigning Call Pickup Groups to Directory Numbers, page 43-13](#)

Updating a Call Pickup Group

This section describes how to update a call pickup group. When you update a call pickup group, 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 by using the procedure in the “[Finding a Call Pickup Group](#)” section on [page 43-2](#).
- Step 2** Click the call pickup group that you want to update.
- Step 3** Update the appropriate fields as described in [Table 43-1](#).
- Step 4** To save the changes in the database, click **Update**.
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Related Topics

- [Call Pickup Group Configuration, page 43-1](#)
- [Finding a Call Pickup Group, page 43-2](#)
- [Adding a Call Pickup Group, page 43-4](#)
- [Deleting a Call Pickup Group, page 43-7](#)
- [Call Pickup Group Configuration Settings, page 43-9](#)
- [Assigning Call Pickup Groups to Directory Numbers, page 43-13](#)

Deleting a Call Pickup Group

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

Before You Begin

You cannot delete a call pickup group 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 Groups to Directory Numbers” section on page 43-13](#).

Procedure

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- Step 1** Locate the call pickup group by using the procedure in the [“Finding a Call Pickup Group” section on page 43-2](#).
 - Step 2** Click the call pickup group that you want to delete.
 - Step 3** Click **Delete**.

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

Related Topics

- [Call Pickup Group Configuration, page 43-1](#)
- [Finding a Call Pickup Group, page 43-2](#)
- [Adding a Call Pickup Group, page 43-4](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Assigning Call Pickup Groups to Directory Numbers, page 43-13](#)

Defining a Pickup Group for Other Group Call Pickup

This section describes how to associate a call pickup group to your group for answering incoming calls for this associated group. You can associate up to 10 call 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 Call Pickup Group Configuration window as described in [Table 43-1](#).

**Note**

Once you save the call pickup group, you will see that your own group was automatically added to the top of the list of associated groups. This allows you to optionally use a single softkey (OPickup) to pickup calls in your own group as well as calls in associated groups, with priority given to the calls in your own group.

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

Procedure

- Step 1** Locate your group by using the procedure in the “[Finding a Call Pickup Group](#)” section on page 43-2.
- Step 2** In the Call Pickup Group Configuration window, scroll down to the Associated Call Pickup Group Information area.

Step 3 Enter information in the appropriate fields as described in [Table 43-1](#).

Step 4 Click **Update**.

Related Topics

- [Finding a Call Pickup Group, page 43-2](#)
- [Adding a Call Pickup Group, page 43-4](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Call Pickup Group Configuration Settings, page 43-9](#)

Call Pickup Group Configuration Settings

[Table 43-1](#) describes the call pickup group configuration settings.

Table 43-1 *Call Pickup Group Configuration Settings*

Field	Description
Call Pickup Group Information	
Call Pickup Group Name	Enter up to 30 alphanumeric characters. For example, Operations. The call pickup group name gets associated with the call pickup group number. You can choose a call pickup group by the call pickup group name.
Call Pickup Group Number	Enter a unique directory number (integers) for the call pickup group that you want to add. You can choose a call pickup group by the call pickup group number.

Table 43-1 Call Pickup Group 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 <None> 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 List items where Name contains field. Click the desired partition name in the list of partitions that displays in the Select item to use box and click OK.</p> <p>Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.</p> <p>Note Make sure that the combination of call pickup group number and partition is unique within the Cisco CallManager cluster.</p>
Call Pickup Group Notification Settings	
Call Pickup Group Notification Policy	<p>From the drop-down list box, choose one of the following notification types:</p> <ul style="list-style-type: none"> • No Alert • Audio Alert • Visual Alert • Audio and Visual Alert
Call Pickup Group Notification Timer (seconds)	<p>Enter the seconds of delay (integer in the range of 1 to 300) between the time that the call first comes into the original called party and the time that the notification to the rest of the call pickup group is to occur.</p>

Table 43-1 Call Pickup Group Configuration Settings (continued)

Field	Description
Call Information Display For Call Pickup Group Notification	
Calling Party Information	<p data-bbox="626 332 1264 488">Check the check box if you want the visual notification message to the call pickup group to include identification of the calling party. The system only makes this setting available when the Call Pickup Group Notification Policy is set to Visual Alert or Audio and Visual Alert.</p> <p data-bbox="626 505 1264 724">If you choose to display both Calling Party Information and Called Party Information, only the first 11 characters of each display. If you choose to display only one or the other, the first 23 characters display. However, when the display name contains a feature tag without an associated number (such as Conference -> Alice), then the number of characters is not limited in this way.</p> <p data-bbox="626 740 1264 1245">Note In the case of multiple active notification alerts, the latest visual alert overwrites the previous ones. When a user activates call pickup, the user is connected to the earliest call available for pickup, even if that is not the visual alert currently displayed on the phone. You can avoid this mismatch by using visual notification without displaying calling or called party information. With this configuration, a generic message reading, “Call(s) available for Pickup” displays. The user can obtain the caller identification if Auto Call Pickup (AutoCallPickupEnabled service parameter) is disabled; see Auto Call Pickup in the <i>Cisco CallManager System Guide</i> for more information.</p>

Table 43-1 Call Pickup Group Configuration Settings (continued)

Field	Description
Called Party Information	<p>Check the check box if you want the visual notification message to the call pickup group to include identification of the original called party. The system only makes this setting available when the Call Pickup Group Notification Policy is set to Visual Alert or Audio and Visual Alert.</p> <p>If you choose to display both Calling Party Information and Called Party Information, only the first 11 characters of each are display. If you choose to display only one or the other, the first 23 characters display. However, when the display name contains a feature tag without an associated number (such as Conference -> Alice), then the number of characters is not limited in this way.</p> <p>Note In the case of multiple active notification alerts, the latest visual alert overwrites the previous ones. However, when a user activates call pickup, the user is connected to the earliest call available for pickup, even if that is not the visual alert currently displayed on the phone. You can avoid this mismatch by using visual notification without displaying calling or called party information. With this configuration, a generic message reading, “Call(s) available for Pickup” displays. The user can obtain the caller identification if Auto Call Pickup (AutoCallPickupEnabled service parameter) is disabled; see Auto Call Pickup in the <i>Cisco CallManager System Guide</i> for more information.</p>
Associated Call Pickup Group Information—Find Call Pickup Numbers to Add to Call Pickup Group	
Partition	See Partition in Call Pickup Group Information in this table.
Call Pickup Group Numbers Contain	Enter the DN or part of the DN of the call pickup group that you want to find; then, click Find .

Table 43-1 Call Pickup Group Configuration Settings (continued)

Field	Description
Available Call Pickup Group Numbers/ Partition	To add a member to the associated call pickup group list in the Associated Pickup Group Information area, choose a DN/partition from this list; then, click Add to Pickup Group . The group being configured is automatically added to the list of Current Pickup Group Members. This is to allow pickup of calls within your own group using the OPickup softkey.
Associated Call Pickup Group Information—Current Pickup Group Members	
Selected Call Pickup Group Numbers/ Partition	To change the order of the Call Pickup Number/Partition listings, use the Up and Down arrows on the right side of this box to move the listings. Click Reverse Order of Selected Numbers to reverse the order of the listings. Use the Up and Down arrows below this box to move a group number/partition from this box to the Removed Pickup Group Numbers/Partition box.
Removed Pickup Group Numbers/ Partition	Use the Up and Down arrows above this box to move a group Call Pickup Group Numbers/Partition box.

Related Topics

- [Call Pickup Group Configuration, page 43-1](#)
- [Finding a Call Pickup Group, page 43-2](#)
- [Adding a Call Pickup Group, page 43-4](#)
- [Updating a Call Pickup Group, page 43-6](#)

Assigning Call Pickup Groups to Directory Numbers

This section describes how to assign a call pickup group to a directory number. Only directory numbers that are assigned to a call pickup group can use both call pickup and group call pickup.

Before You Begin

Before you can assign a call pickup group to a directory number, you must create a number for that group as described in the [“Adding a Call Pickup Group” section on page 43-4](#).

Procedure

- 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.



Tip You can view detailed information about the selected call pickup group (including the call pickup group number) by clicking on the View Details link in parentheses next to the drop-down list box.

- Step 6** To save the changes in the database, click **Update**.
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Related Topics

- [Call Pickup Group Configuration, page 43-1](#)
- [Finding a Call Pickup Group, page 43-2](#)
- [Adding a Call Pickup Group, page 43-4](#)
- [Updating a Call Pickup Group, page 43-6](#)
- [Deleting a Call Pickup Group, page 43-7](#)