

Configuring and Utilizing the Call Pickup and Group Pickup Features with Cisco CallManager

Document ID: 13917

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Introduction

Call Pickup and Group Call Pickup are features that allow a user to answer an incoming call that rings on a telephone other than the user's own. This document explains how to configure and use the Call Pickup and Group Call Pickup features.

If you would like to see more information on this subject, go to www.cisco.com and search on *Call Pickup* and *Group Call Pickup Configuration*.

Symptoms

The following list of possible symptoms might be encountered when you configure Call Pickup and Group Call Pickup:

- Call Pickup fails when ringing line list member. Refer to Cisco bug ID CSCsb12946 (registered customers only) and to In Cisco CallManager 4.x, call pickup or group pickup does not pick up calls from members of a line group.
- Intermittently Call Pickup of External/PSTN Calls fail. Refer to Cisco bug ID CSCsb01536 (registered customers only) .
- After hitting the Pickup or Group Pickup Softkey and entering the group #, the IP phone will go back Onhook and will not ring back. Delete and recreate the Call Pickup Group.
- Call Pickup fails intermittently. Refer to Cisco bug ID CSCsa66224 (registered customers only) .
- Call Pickup fails on Hunt List. Refer to Cisco bug ID CSCsb42763 (registered customers only) .
- Call pickup groups stop working CUCM 8.x. Refer to Cisco bug ID CSCtl86234 (registered customers only) .

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager Releases 3.x later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Call Pickup and Group Call Pickup Configuration (Cisco CallManager 3.3)

Call Pickup and Group Call Pickup are optional features configured by a system administrator.

Follow these steps to configure Call Pickup and Group Call Pickup from the Cisco CallManager Administration page:

1. Choose **Feature > Call Pickup**.
2. Enter the Directory Number (DN) you prefer to use for your pickup group and assign it to a Partition, if required. This DN must be unique (not used by any other device) so that Cisco CallManager can emulate that DN when it does a pickup.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Call Pickup Configuration

Call Pickup Directory Numbers
<Add a New Directory Number>

Directory Number: New
Status: Ready

Insert

Directory Number* 2000

Partition <None >

* indicates required item

3. Click **Insert**.
4. Repeat Steps 2 and 3 to create as many pickup groups as required for your organization.
5. Navigate to the DN (line) on an IP phone on which you want a user to be able to perform Call Pickup, and select the pickup group that you want this line to use. (In this case, 2000 has been selected.)

Note: If a line does not have a Call Pickup group associated with it, it can not be used for Call Pickup or Group Call Pickup.

Directory Number Configuration [Configure Device \(SEP003094C2E306\)](#)

Devices using this Directory Number

SEP003094C2E306
7960 (Line 2)

Directory Number: 7004
Status: Ready

[Update](#) [Delete](#) [Reset Devices](#)

Directory Number

Directory Number*

Partition

Directory Number Settings

Voice Mail Profile

Calling Search Space

AAR Group

User Hold Audio Source

Network Hold Audio Source

Call Waiting

Auto Answer

Call Forward and Pickup Settings

	Voice Mail	Destination	Calling Search Space
Forward All	<input type="checkbox"/>	<input type="text"/>	<input type="text" value=" < None >"/>
Forward Busy	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text" value=" < None >"/>
Forward No Answer	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text" value=" < None >"/>

Call Pickup Group

Call Pickup and Group Call Pickup Configuration (Cisco CallManager 4.0)

Call Pickup and Group Call Pickup are optional features configured by a system administrator.

Follow these steps to configure Call Pickup and Group Call Pickup from the Cisco CallManager Administration page:

1. Choose **Feature > Call Pickup**.
2. Click **Add a New Call Pickup Number**.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

Find and List Call Pickup Numbers [Add a New Call Pickup Number](#)

No matches were found for Call Pickup Number begins with ""

Find Call Pickup Numbers where [Find](#)

and show items per page

To list all items, click Find without entering any search text.

No matching records

3. Enter the DN you prefer to use for your pickup group and assign it to a Partition, if required. This DN

must be unique (not used by any other device) so that Cisco CallManager can emulate that DN when a pickup is done. You may also add a Description for this Call Pickup group.

4. Click **Insert**.

The screenshot shows the 'Call Pickup Configuration' page in the Cisco CallManager Administration interface. The page title is 'Call Pickup Configuration' and it includes a navigation menu at the top with options like 'System', 'Route Plan', 'Service', 'Feature', 'Device', 'User', 'Application', and 'Help'. The main content area shows a configuration form for a 'Call Pickup Number: New'. The status is 'Ready'. There is an 'Insert' button. The 'Call Pickup Number*' field contains '2000', the 'Description' field contains 'Finance group', and the 'Partition' dropdown is set to '< None >'. A note at the bottom states '* indicates required item'. On the right side, there are two links: 'Add a New Call Pickup Number' and 'Back to Find/List Call Pickup Numbers'.

5. Repeat Steps 2 through 4 to create as many pickup groups as required for your organization.

6. Navigate to the DN (line) on an IP phone on which you want a user to be able to perform Call Pickup, and select the pickup group that you want this line to use. (In this case, 2000 has been selected.)

Note: If a line does not have a Call Pickup group associated with it, it can not be used for Call Pickup or Group Call Pickup.

The screenshot shows the 'Directory Number Configuration' page for a device with directory number 7004. The page title is 'Directory Number Configuration' and it includes a link to 'Configure Device (SEP003094C2E306)'. The left sidebar shows 'Devices using this Directory Number' with a list containing 'SEP003094C2E306 (Line 2)'. The main content area shows the configuration for 'Directory Number: 7004'. The status is 'Ready'. There are 'Update', 'Delete', and 'Reset Devices' buttons. The 'Directory Number' section shows 'Directory Number*' as '7004' and 'Partition' as '< None >'. The 'Directory Number Settings' section includes fields for 'Voice Mail Profile', 'Calling Search Space', 'AAR Group', 'User Hold Audio Source', 'Network Hold Audio Source', 'Call Waiting', and 'Auto Answer'. The 'Call Forward and Pickup Settings' section includes a table with columns for 'Voice Mail', 'Destination', and 'Calling Search Space'. The 'Call Pickup Group' dropdown is set to '2000'.

	Voice Mail	Destination	Calling Search Space
Forward All	<input type="checkbox"/>		< None >
Forward Busy	<input checked="" type="checkbox"/>		< None >
Forward No Answer	<input checked="" type="checkbox"/>		< None >

Call Pickup and Group Call Pickup Configuration (Cisco CallManager 4.1)

Call Pickup and Group Call Pickup are optional features configured by a system administrator.

For CallManager 4.1 the configuration screens are a little different. Follow these steps to configure Call Pickup and Group Call Pickup from the Cisco CallManager Administration page:

1. Choose **Feature > Call Pickup**.
2. Click **Add a New Call Pickup Number**.



The screenshot shows a web interface titled "Find and List Call Pickup Numbers". In the top right corner, there is a red link "Add a New Call Pickup Number" with a mouse cursor pointing to it. Below the title, it says "No current search". The search area includes the text "Find Call Pickup Numbers where" followed by a dropdown menu set to "Call Pickup Number", another dropdown menu set to "begins with", an empty text input field, and a "Find" button. Below this, it says "and show 20 items per page" with a dropdown menu set to "20". A red note below the search area reads: "To list all items, click Find without entering any search text." At the bottom of the search area, it says "No active query. Please enter your search criteria using the options above."

3. Enter the Pickup Group name that will be using Call Pickup. This will be assigned later on to the individual DNs. You also need to enter the Pickup Group Number and Route Partition.

Note: You can also add other Pickup Numbers to this Group: find them and click **Add to Pickup Group**.

Pickup Group Configuration

[Add new Pickup Group](#)
[Back to Find/List Pickup Groups](#)

Pickup Group: New
 Status: Ready

Pickup Group Information

Pickup Group Name*

Pickup Group Number*

Route Partition

Associated Pickup Group Information

Find Pickup Numbers to add to Pickup Group

Route Partition

Pickup Numbers Contain

Available Call Pickup Numbers/Route Partition

Current Pickup Group Members

Selected Pickup Numbers/Route Partition

Removed Pickup Numbers/Route Partition
 (to be removed from Pickup Group when you click Update)

* indicates required item

4. Click **Insert**.

Now you must associate the Call Pickup group to the IP Phones DN's.

5. Navigate to the DN (line) on an IP phone on which you want a user to be able to perform Call Pickup, and select the Call Pickup Group that you want this line to use. (In this case, EngineeringCallPickUp has been selected.)

	Voice Mail	Coverage/ Destination	Calling Search Space
Forward All	<input type="checkbox"/>	<input type="text"/>	< None >
Forward Busy Internal	<input type="checkbox"/>	<input type="text"/>	< None >
Forward Busy External	<input type="checkbox"/>	<input type="text"/>	< None >
Forward No Answer Internal	<input type="checkbox"/>	<input type="text"/>	< None >
Forward No Answer External	<input type="checkbox"/>	<input type="text"/>	< None >
Forward No Coverage Internal	<input type="checkbox"/>	<input type="text"/>	< None >
Forward No Coverage External	<input type="checkbox"/>	<input type="text"/>	< None >
No Answer Ring Duration	<input type="text"/>	(seconds)	
Call Pickup Group		< None >	(View Details)
MLPP Alternate Party Setting		< None >	
Target (Destination)		CallPickup	
		7000_None	
		EngineeringCallPickup	

Example Scenarios

How to Pick Up Calls Within Your Own Group

Call Pickup allows you to pick up incoming calls within your own group. In this case, a group is any organization of Cisco IP Phone extensions, as defined by your system administrator.

When an incoming call is received on an extension that belongs to the same group as that of your Cisco IP phone, follow these steps to answer that call:

1. Go off-hook on any line that has a Call Pickup group associated with it.
2. Press the **More** softkey and then the **Pickup** softkey.
3. Press the **Answer** softkey.

How to Pick Up Calls that Belong to Another Group

Group Call Pickup allows you to answer incoming calls that ring on a Cisco IP phone that belongs to a pickup group other than your own. To use this feature you must know the pickup group number to which the ringing phone belongs.

When an incoming call is received on an extension that belongs to a different group than that of your IP phone, follow these steps to answer that call:

1. Go off-hook on any available line appearance.
2. Press the **More** softkey and then the **GPickup** softkey.
3. Dial the Group Call Pickup number.
4. Press the **Answer** softkey.

Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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Updated: Feb 24, 2012

Document ID: 13917
