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

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Contents

Introduction
Prerequisites
Requirements
Components Used
Conventions

Call Pickup and Group Call Pickup Configuration (Cisco CallManager 3.3)
Call Pickup and Group Call Pickup Configuration (Cisco CallManager 4.0)
Call Pickup and Group Call Pickup Configuration (Cisco CallManager 4.1)

Example Scenarios
  How to Pick Up Calls Within Your Own Group
  How to Pick Up Calls that Belong to Another Group

Related Information

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 users 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.
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.

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.
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.

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 cannot be used for Call Pickup or Group Call Pickup.

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**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.

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.

4. Click Insert.

   Now you must associate the Call Pickup group to the IP Phones DNs.

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.)

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**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