Call Pickup

- Call Pickup Overview, on page 1
- Call Pickup Configuration Task Flow, on page 3
- Call Pickup Interactions, on page 21
- Call Pickup Restrictions, on page 21

Call Pickup Overview

The Call Pickup feature allows users to answer calls that come in on a directory number other than their own.

Consider a setup where phone A is the calling phone. Phone B and phone C are both associated with the same call pickup group. If phone A calls phone B, phone B rings and phone C get the notification. To answer the call on phone C, the user must press the **Pickup** softkey and answer the call to make the connection.

Group Call Pickup Overview

The Group Call Pickup feature allows users to pick up incoming calls in another group. Users must dial the appropriate call pickup group number when this feature is activated from a Cisco Unified IP Phone. Users use the **GPickUp** softkey for this type of call pickup.

When a user invokes the Group Call Pickup phone feature while multiple calls are incoming to a pickup group, the user gets connected to the incoming call that has been ringing the longest. Depending on the phone model, the users can either use the Group Pickup programmable feature button or the Group Pickup softkey to pick up an incoming call. If Auto Group Call Pickup is not enabled, the user must press the **GPickUp** softkey, dial the group number of another pickup group, and answer the call to make the connection.

Consider a setup where phone A is the calling phone and there are two call pickup groups namely, X and Y. Call pickup group X is associated with phone B and phone C and call pickup group Y is associated with phone D. If phone A calls phone B, phone B rings and phone C gets the notification. But phone D does not get any notification as it belongs to a pickup group that is different from the one that phone B is associated with. To answer the call on phone D, the user must press the **GPickup** softkey, dial the group number of call pickup group X. Now phone D starts ringing and when the user answers the call on phone D, phone A and phone D are connected.

Other Group Pickup Overview

The Other Group Pickup feature allows users to pick up incoming calls in a group that is associated with their own group. The Unified Communications Manager automatically searches for the incoming call in the associated groups to make the call connection when the user activates this feature from a Cisco Unified IP Phone. Users use the **OPickUp** softkey for this type of call pickup. If Auto Other Group Pickup is not enabled, the user must press the OPickUp and Answer softkeys to make the call connection. Depending on the phone model, the users can either use the Call Pickup programmable feature button or the Call Pickup softkey to pick up an incoming call.

When more than one associated group exists, the first associated group has the highest priority of answering calls for the associated group. For example, groups A, B, and C associate with group X, the group A has the highest priority and the group C has the lowest priority for answering calls. The group X picks up an incoming call in group A, though a call may have come in group C before the incoming call in group A.

Note The longest alerting call (longest ringing time) gets picked up first if multiple incoming calls occur in that group. For other group call pickup, priority takes precedence over the ringing time if multiple associated pickup groups are configured.

Note

- Each call pickup group can be associated with a maximum of 10 other call pickup groups.
- Users can be assigned to only one call pickup group.
- Multiple call pickup groups can exist within the same location, but each group name must be unique within that location.

Directed Call Pickup Overview

The Directed Call Pickup feature allows a user to pick up a ringing call on a DN directly by pressing the GPickUp or Group Pickup softkeys and entering the directory number of the device that is ringing. If Auto Directed Call Pickup is not enabled, the user must press the GPickUp softkey, dial the DN of the ringing phone, and answer the call that will now ring on the user phone to make the connection. Unified Communications Manager uses the associated group mechanism to control the privilege of a user who wants to pick up an incoming call by using Directed Call Pickup. The associated group of a user specifies one or more call pickup groups that are associated to the pickup group to which the user belongs.

If a user wants to pick up a ringing call from a DN directly, the associated groups of the user must contain the pickup group to which the DN belongs. If two users belong to two different call pickup groups and the associated groups of the users do not contain the call pickup group of the other user, the users cannot invoke Directed Call Pickup to pick up calls from each other.

When the user invokes the Directed Call Pickup feature and enters a DN to pick up an incoming call, the user connects to the call that is incoming to the specified phone whether or not the call is the longest ringing call in the call pickup group to which the DN belongs. If multiple calls are ringing on a particular DN and the user invokes Directed Call Pickup to pick up a call from the DN, the user connects to the incoming call that has been ringing the specified DN the longest.

BLF Call Pickup Overview

The BLF Call Pickup feature allows Unified Communications Manager to notify a phone user when a call is waiting to be picked up from a BLF DN. The BLF call pickup initiator (the phone that picks up the call) is selected as the next available line or as a specified line. To use a specified line, the line must remain off hook before the BLF SD button is pressed. You can configure a hunt list member DN as the BLF DN to allow an incoming call to a hunt list member to be picked up by the BLF call pickup initiator. The incoming call on the hunt list member can come from the hunt list or be a directed call. The behavior in each case depends on how you configure call pickup for the hunt list member DN, the BLF DN, and the hunt pilot number. When a Call Pickup occurs with the service parameter Auto Call Pickup Enabled set to false, the phone must remain off hook or the user must press the answer key to pick up the call.

The BLF SD button on the phone can exist in any of the following states:

- Idle—Indicates that no call exists on the BLF DN.
- Busy—Indicates that at least one active call exists on the BLF DN, but no alerts exist.
- Alert— Indicates by flashing that at least one incoming call exists on the BLF DN.

When there is an incoming call to the BLF DN, the BLF SD button flashes on the BLF call pickup initiator phone to indicate that an incoming call to the BLF DN exists. If Auto Call Pickup is configured, the user presses the BLF SD button on the call pickup initiator phone to pick up the incoming call. If auto call pickup is not configured, the phone must remain off hook, or the user must press the answer key to pick up the call.

Call Pickup Configuration Task Flow

Procedure

	Command or Action	Purpose
Step 1	Configure a Call Pickup Group, on page 5	Configure a call pickup group for each of the call pickup features that you want to use: • Call Pickup • Group Call Pickup • Other Call Pickup • Directed Call Pickup • BLF Call Pickup You must define groups with unique names and numbers.
Step 2	Assign a Call Pickup Group to Directory Numbers, on page 6	Assign each of the call pickup groups that you created to the directory numbers that are associated with phones on which you want to enable call pickup. Directory numbers must be assigned to a call pickup group to use this feature.

	Command or Action	Purpose
		Repeat this procedure for each call pickup group that you create.
Step 3	Create another call pickup group and associate it with the BLF call pickup group that you created in Step 1, on page 3. You can associate a call pickup group with multiple BLF DN call pickup groups.	Perform this step if you are configuring BLF Call Pickup. **Note** You do not always need to create another call pickup group. For example, you can have a single call pickup group that includes both the initiator DN and the destination DN. In such cases, associate the BLF call pickup group with itself.
Step 4	Configure Partitions for Call Pickup, on page 6	Configure partitions to create a logical grouping of directory numbers (DN) with similar reachability characteristics. You can use partitions to restrict access to call pickup groups. If you assign call pickup group numbers to a partition, only those phones that can dial numbers in that partition can use the call pickup group. You must complete this procedure for directed call pickup. It is optional for other types of call pickup.
Step 5	Configure Calling Search Space, on page 7	If you configure partitions, you must also configure calling search spaces. Configure calling search spaces to identify the partitions that calling devices can search when they attempt to complete a call. You must complete this procedure for directed all pickup. It is optional for other types of call pickup.
Step 6	Assign a Call Pickup Group to Hunt Pilots, on page 8	**(Optional).** Assign a call pickup group to a hunt pilot DN so that users can pick up calls that are alerting in the line group members. Hunt lists that are assigned to a call pickup group can use Call Pickup, Group Call pickup, BLF Call Pickup, Other Group Pickup, and Directed call pickup.
Step 7	Configure notifications: • Configure Call Pickup Notification, on page 9 • Configure Call Pickup Notification for a Directory Number, on page 10	**(Optional).** Configure notifications when other members of a pickup group receive a call. You can configure audio or visual notifications, or both.

	Command or Action	Purpose
	• Configure BLF Call Pickup Notification, on page 11	
Step 8	Configure Directed Call Pickup: • Configure a Time Period, on page 12 • Configure Time Schedule, on page 13 • Associate a Time Schedule with a Partition, on page 13	Before you configure directed call pickup, you must configure partitions and calling search spaces. With directed call pickup, the calling search space of the user who requests the Directed Call Pickup feature must contain the partition of the DN from which the user wants to pick up a call. Time periods and time schedules specify the times when members in the associated group are available to accept calls.
Step 9	Configure automatic call answering: • Configure Auto Call Pickup, on page 14 • Configure BLF Auto Pickup, on page 15	**(Optional).** Enable automatic call answering and configure timers for automatic call answering.
Step 10	Configure phone button templates: • Configure Call Pickup Phone Button Template, on page 15 • Associate Call Pickup Button Template with Phone, on page 16 • Configure BLF Speed Dial Number for the BLF Call Pickup Initiator, on page 17	Configure phone button templates for any of the call pickup features that you want to use: • Speed Dial BLF • Call Pickup • Group Call Pickup • Other Group Pickup For Directed Call Pickup, use the Group Call Pickup button.
Step 11	Configure Softkeys for Call Pickup, on page 17 • Configure a Softkey Template for Call Pickup, on page 18 • Associate a Softkey Template with a Common Device Configuration, on page 19 • Associate a Softkey Template with a Phone , on page 20	Configure softkeys for any of the call pickup features that you want to use: • Call Pickup (Pickup) • Group Call Pickup (GPickup) • Other Group Pickup (OPickup) For Directed Call Pickup, use the Group Call Pickup softkey.

Configure a Call Pickup Group

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Call Pickup Group**.

The **Find and List Call Pickup Groups** window appears.

Step 2 Click **Add New**.
The **Call Pickup Group Configuration** window appears.

Step 3 Configure the fields in the **Call Pickup Group Configuration** window. For more information on the fields and their configuration options, see Online Help.

Assign a Call Pickup Group 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 call pickup, group call pickup, BLF call pickup, other group pickup, and directed call pickup. If partitions are used with call pickup numbers, make sure that the directory numbers that are assigned to the call pickup group have a calling search space that includes the appropriate partitions.

Before you begin

Configure a Call Pickup Group, on page 5

Procedure

Step 1 Choose **Device** > **Phone or Call Routing** > **Directory Number**.

Step 2 Enter the appropriate search criteria to find the phone or directory number that you want to assign to a call pickup group and click **Find.**

A list of phones or directory numbers that match the search criteria displays.

Step 3 Choose the phone or directory number to which you want to assign a call pickup group.

Step 4 From the **Association Information** list in the **Phone Configuration** window, choose the directory number to which the call pickup group will be assigned.

Step 5 From the **Call Pickup Group** drop-down list that displays in the Call Forward and Call Pickup Settings area, choose the desired call pickup group.

Step 6 To save the changes in the database, click **Save.**

What to do next

Perform the following tasks:

- Configure Partitions for Call Pickup, on page 6
- Configure Calling Search Space, on page 7

Configure Partitions for Call Pickup

You can restrict access to call pickup groups by assigning a partition to the call pickup group number. When this configuration is used, only the phones that have a calling search space that includes the partition with the

call pickup group number can participate in that call pickup group. Make sure that the combination of partition and group number is unique throughout the system. You can create multiple partitions.

If you assign call pickup group numbers to a partition, only those phones that can dial numbers in that partition can use the call pickup group. If partitions represent tenants in a multitenant configuration, make sure that you assign the pickup groups to the appropriate partition for each tenant.

Before you begin

Assign a Call Pickup Group to Directory Numbers, on page 6

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Class of Control** > **Partition**.

Step 2 In the **Partition Name, Description** field, enter a name for the partition that is unique to the route plan.

Partition names can contain alphanumeric characters, as well as spaces, hyphens (-), and underscore characters (_). See the online help for guidelines about partition names.

Step 3 Enter a comma (,) after the partition name and enter a description of the partition on the same line.

The description can contain up to 50 characters in any language, but it cannot include double quotes ("), percentage sign (%), ampersand (&), backslash (\), angle brackets (<>), or square brackets ([ ]).

If you do not enter a description, Cisco Unified Communications Manager automatically enters the partition name in this field.

Step 4 To create multiple partitions, use one line for each partition entry.

Step 5 From the **Time Schedule** drop-down list, choose a time schedule to associate with this partition.

The time schedule specifies when the partition is available to receive incoming calls. If you choose **None**, the partition remains active at all times.

Step 6 Select one of the following radio buttons to configure the **Time Zone**:

- **Originating Device**—When you select this radio button, the system compares the time zone of the calling device to the **Time Schedule** to determine whether the partition is available is available to receive an incoming call.
- **Specific Time Zone**—After you select this radio button, choose a time zone from the drop-down list. The system compares the chosen time zone to the **Time Schedule** to determine whether the partition is available is available to receive an incoming call.

Step 7 Click **Save**.

Configure Calling Search Space

A calling search space is an ordered list of route partitions that are typically assigned to devices. Calling search spaces determine the partitions that calling devices can search when they are attempting to complete a call.

Before you begin

Configure Partitions for Call Pickup, on page 6

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Class of Control** > **Calling Search Space**.

Step 2 Click **Add New**.

Step 3 In the **Name** field, enter a name.

Ensure that each calling search space name is unique to the system. The name can include up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_).

Step 4 In the **Description** field, enter a description.

The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).

Step 5 From the **Available Partitions** drop-down list, perform one of the following steps:

- For a single partition, select that partition.
- For multiple partitions, hold down the **Control (CTRL)** key, then select the appropriate partitions.

Step 6 Select the down arrow between the boxes to move the partitions to the **Selected Partitions** field.

Step 7 (Optional) Change the priority of selected partitions by using the arrow keys to the right of the **Selected Partitions** box.

Step 8 Click **Save**.

Assign a Call Pickup Group to Hunt Pilots

Only hunt lists that are assigned to a call pickup group can use Call Pickup, Group Call Pickup, BLF Call Pickup, Other Group Pickup, and Directed Call Pickup. Follow these steps to assign a call pickup group to hunt pilots:

Before you begin

Configure Calling Search Space, on page 7

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Route/Hunt** > **Hunt Pilot**.

Step 2 Enter the appropriate search criteria to find the hunt pilot that you want to assign to a call pickup group and click **Find**. A list of hunt pilots that match the search criteria appears.

Step 3 Choose the hunt pilot to which you want to assign a call pickup group.

Step 4 From the **Call Pickup Group** drop-down list that appears in the **Hunt Forward Settings** area, choose the desired call pickup group.

Step 5 Click **Save**.

Configure Call Pickup Notification

You can configure Call Pickup Notification at the system level, call pickup group level, or individual phone level.

Before you begin

Assign a Call Pickup Group to Hunt Pilots, on page 8

Procedure

	Command or Action	Purpose
Step 1	Configure Call Pickup Notification for a Call Pickup Group, on page 9	To allow the original called party to pick up the call prior to the audio and/or visual alert being sent to the pickup group.
Step 2	Configure Call Pickup Notification for a Directory Number, on page 10	To configure the type of audio alert to be provided when phone is idle or has an active call.
Step 3	Configure BLF Call Pickup Notification, on page 11	

Configure Call Pickup Notification for a Call Pickup Group

Before you begin

Assign a Call Pickup Group to Hunt Pilots, on page 8

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Call Pickup Group**.
The **Call Pickup Group** window appears.

Step 2 Configure the fields in the **Call Pickup Group Notification Settings** section in the **Call Pickup Group Configuration** window. See Call Pickup Notification Fields for Call Pickup, on page 10 for details about the fields and their configuration options.

Note
Refer to **Call Pickup Interactions and Restrictions** for feature interactions and restrictions that will affect your Call Pickup configuration.

Call Pickup Notification Fields for Call Pickup

Field	Description
Call Pickup Group Notification Policy	From the drop-down list, select the notification policy. The available are options are No Alert, Audio Alert, Visual Alert, and Audio and Visual Alert.
Call Pickup Group Notification Timer	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 sent.
Calling Party Information	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. **Note** The notification is sent only to the primary line of a device.
Called Party Information	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 makes this setting available when the Call Pickup Group Notification Policy is set to Visual Alert or Audio and Visual Alert.

Configure Call Pickup Notification for a Directory Number

Perform these steps to configure the type of audio notification that is provided when a phone is idle or in use.

Before you begin

Configure Call Pickup Notification for a Call Pickup Group, on page 9

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Directory Number**.
The **Find and List Directory Numbers** window appears.

Step 2 Enter the search criteria and click **Find**.

Step 3 Click the directory number for which you want to configure the Call Pickup Notification.
The **Directory Number Configuration** window appears.

Step 4 Choose a device name in the **Associated Devices** pane and click the **Edit Line Appearance** button.
The **Directory Number Configuration** window refreshes to show the line appearance for this DN on the device that you choose.

Step 5 From the **Call Pickup Group Audio Alert Setting(Phone Idle)** drop-down list, choose one of the following:

- Use System Default
- Disable
- Ring Once

Step 6 From the **Call Pickup Group Audio Alert Setting(Phone Active)** drop-down list, choose one of the following:

- Use System Default
- Disable
- Beep Only

Step 7 Click **Save**.

Configure BLF Call Pickup Notification

Before you begin

Configure Call Pickup Notification for a Directory Number, on page 10

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.

Step 2 From the **Server** drop-down list, choose the server that is running the Cisco CallManager service.

Step 3 From the **Service** drop-down list, choose **Cisco CallManager**.

Step 4 Configure the fields from **Clusterwide Parameters (Device - Phone** section in the **Service Parameter Configuration** window. See Service Parameter Fields for BLF Call Pickup Notification, on page 11 for more information about the fields and their configuration options.

Service Parameter Fields for BLF Call Pickup Notification

Field	Description
Call Pickup Group Audio Alert Setting of Idle Station	This parameter determines the kind of audio notification that is provided when a phone is idle (not in use) and it needs to be alerted regarding an incoming call on its Call Pickup Group. Valid values are as follows: • Disable • Ring Once

Field	Description
Call Pickup Group Audio Alert Setting of Busy Station	This parameter determines the kind of audio notification that is provided when a phone is busy (in use) and it needs to be alerted regarding an incoming call on its Call Pickup Group. Valid values are as follows: • Disable • Beep Only
BLF Pickup Group Audio Alert Setting of Idle Station	This parameter determines the kind of audio notification that is provided when a phone is idle and it needs to be alerted regarding an incoming call on the BLF Pickup Button. Valid values are as follows: • No Ring • Ring Once
BLF Pickup Group Audio Alert Setting of Busy Station	This parameter determines the kind of audio notification that is provided when a phone is busy and it needs to be alerted regarding an incoming call on the BLF Pickup Button. Valid values are as follows: • No Ring • Beep Only

Configure Directed Call Pickup

Procedure

	Command or Action	Purpose
Step 1	Configure a Time Period, on page 12	Configure time period for members of the associated groups to your group.
Step 2	Configure Time Schedule, on page 13	Configure time schedule for members of the associated groups to your group.
Step 3	Associate a Time Schedule with a Partition, on page 13	Associate time schedules with partitions to determine where calling devices search when they are attempting to complete a call during a particular time of a day.

Configure a Time Period

Use this procedure to define time periods. You can define a start time and an end time, and also specify repetition interval either as days of the week or a specified date on the yearly calendar.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Class of Control** > **Time Period**.

Step 2 Configure the fields in the **Time Period Configuration** window. For more information on the fields and their configuration options, see the system Online Help.

Step 3 Click **Save**.

Configure Time Schedule

Before you begin

Configure a Time Period, on page 12

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Class of Control** > **Time Schedule**.

Step 2 Configure the fields in the **Time Schedule Configuration** window. For more information on the fields and their configuration options, see Online Help.

Associate a Time Schedule with a Partition

Associate time schedules with partitions to determine where calling devices search when they are attempting to complete a call during a particular time of day.

Before you begin

Configure Time Schedule, on page 13

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing** > **Class of Control** > **Partition**.

Step 2 From the **Time Schedule** drop-down list, choose a time schedule to associate with this partition.
The time schedule specifies when the partition is available to receive incoming calls. If you choose **None**, the partition remains active at all times.

Step 3 Click **Save**.

Configure Automatic Call Answering

Procedure

	Command or Action	Purpose
Step 1	Configure Auto Call Pickup, on page 14	You can automate call pickup, group pickup, other group pickup, directed call pickup, and BLF call pickup. If you do not enable automatic call answering, users must press additional softkeys or dial group numbers to complete the connection.
Step 2	Configure BLF Auto Pickup, on page 15	

Configure Auto Call Pickup

Auto call pickup connects the user to an incoming call. When the user presses the softkey on the phone, Unified Communications Manager locates the incoming call in the group and completes the call connection. You can automate call pickup, group pickup, other group pickup, directed call pickup, and BLF call pickup. If you do not enable automatic call answering, users must press additional softkeys or dial group numbers to complete the connection.

Before you begin

Associate a Time Schedule with a Partition, on page 13

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.

Step 2 From the Server drop-down list, choose the server that is running the Cisco CallManager service.

Step 3 From the Service drop-down list, choose **Cisco CallManager**.

Step 4 In the **Clusterwide Parameters (Feature – Call Pickup)** section, select **True** or **False** from the **Auto Call Pickup Enabled** drop-down list to enable or disable automatic call answering for call pickup groups.

Step 5 If the **Auto Call Pickup Enabled** service parameter is False, enter a value from 12 to 300 in the **Call Pickup No Answer Timer** field. This parameter controls the time that a call takes to get restored if the call is picked up but not answered by using call pickup, group call pickup, or other group call pickup.

Step 6 In the **Pickup Locating Timer** field, enter a value from 1 to 5. This service parameter specifies the maximum time, in seconds, for Cisco Unified Communications Manager to identify all alerting calls from all nodes in the cluster. This information is then used to help ensure that the call that has been waiting longest in the queue is delivered to the next user who presses the PickUp, GPickUp, or OPickUp softkey.

Step 7 Click **Save**.

Configure BLF Auto Pickup

Before you begin

Configure Auto Call Pickup, on page 14

Procedure

Step 1 From Cisco Unified CM Administration, choose **System** > **Service Parameters**.

Step 2 From the **Server** drop-down list, choose the server that is running the Cisco CallManager service.

Step 3 From the **Service** drop-down list, choose **Cisco CallManager**.

Step 4 Configure values for the following clusterwide service parameters.

- BLF Pickup Audio Alert Setting of Idle Station—Select **True** or **False** from the drop-down list to enable or disable automatic call answering for call pickup groups. The default value for this service parameter is False.
- BLF Pickup Audio Alert Setting of Busy Station—If the Auto Call Pickup Enabled service parameter is False, enter a value from 12 to 300 (inclusive). This parameter controls the time that a call takes to get restored if the call is picked up but not answered by using call pickup, group call pickup, or other group call pickup.

Configure Call Pickup Phone Buttons

Procedure

	Command or Action	Purpose
Step 1	Configure Call Pickup Phone Button Template, on page 15	Add Call Pickup feature to the phone button template.
Step 2	Associate Call Pickup Button Template with Phone, on page 16	
Step 3	Configure BLF Speed Dial Number for the BLF Call Pickup Initiator, on page 17	

Configure Call Pickup Phone Button Template

Follow these steps to add Call Pickup feature to the phone button template.

Before you begin

Configure Automatic Call Answering, on page 14

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Device Settings** > **Phone Button Template**.

Step 2 Click **Find** to display list of supported phone templates.

Step 3 Perform the following steps if you want to create a new phone button template; otherwise, proceed to the next step.

a) Select a default template for the model of phone and click **Copy**.
b) In the **Phone Button Template Information** field, enter a new name for the template.
c) Click **Save**.

Step 4 Perform the following steps if you want to add phone buttons to an existing template.

a) Click **Find** and enter the search criteria.
b) Choose an existing template.

Step 5 From the **Line** drop-down list, choose feature that you want to add to the template.

Step 6 Click **Save**.

Step 7 Perform one of the following tasks:

- Click **Apply Config** if you modified a template that is already associated with devices to restart the devices.
- If you created a new softkey template, associate the template with the devices and then restart them.

Associate Call Pickup Button Template with Phone

Before you begin

Configure Call Pickup Phone Button Template, on page 15

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Click **Find** to display the list of configured phones.

Step 3 Choose the phone to which you want to add the phone button template.

Step 4 In the **Phone Button Template** drop-down list, choose the phone button template that contains the new feature button.

Step 5 Click **Save**.
A dialog box is displayed with a message to press **Reset** to update the phone settings.

Configure BLF Speed Dial Number for the BLF Call Pickup Initiator

Before you begin

Associate Call Pickup Button Template with Phone, on page 16

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Select the phone that you want to use as the BLF call pickup initiator.

Step 3 In the **Association** pane, **Add a new BLF SD** link.
The **Busy Lamp Field Speed Dial Configuration** window appears.

Step 4 Select a **Directory Number** (BLF DN) that should be monitored by the BLF SD button.

Step 5 Check the **Call Pickup** check box to use the BLF SD button for BLF Call Pickup and BLF Speed Dial. If you do not check this check box, the BLF SD button will be used only for BLF Speed Dial.

Step 6 Click **Save**.

Configure Softkeys for Call Pickup

Note By default, the softkeys for Call Pickup are not available on a phone. You must configure a softkey template for any softkey to appear on the phone and be able to use it.

Procedure

	Command or Action	Purpose
Step 1	Configure a Softkey Template for Call Pickup, on page 18	Add the Pickup, GPickup, and OPickup softkeys to a softkey template.
Step 2	To Associate a Softkey Template with a Common Device Configuration, on page 19, complete the following subtasks: • Add a Softkey Template to Common Device Configuration, on page 20 • Associate a Common Device Configuration with a Phone, on page 20	**Optional**. To make the softkey template available to phones, you must complete either this step or the following step. Follow this step if your system uses a Common Device Configuration to apply configuration options to phones. This is the most commonly used method for making a softkey template available to phones.
Step 3	Associate a Softkey Template with a Phone , on page 20	**Optional**. Use this procedure either as an alternative to associating the softkey template with the Common Device Configuration, or in conjunction with the Common Device Configuration. Use this procedure in

	Command or Action	Purpose
		conjunction with the Common Device Configuration if you need assign a softkey template that overrides the assignment in the Common Device Configuration or any other default softkey.

Configure a Softkey Template for Call Pickup

Use this procedure to make the following call pickup softkeys available:

Softkey	Description	Call States
Call Pickup (**Pickup**)	Allows you to answer a call on another extension in your group.	On Hook Off Hook
Group Call Pickup (**GPickup**)	Allows you to answer a call on extension outside your group.	On Hook Off Hook
Other Group Pickup (**OPickup**)	Allows you to answer a call ringing in another group that is associated with your group.	On Hook Off Hook

Before you begin

Configure Call Pickup Phone Buttons, on page 15

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Device Settings** > **Softkey Template**.

Step 2 Perform the following steps to create a new softkey template; otherwise, proceed to the next step.

a) Click **Add New**.
b) Select a default template and click **Copy**.
c) Enter a new name for the template in the **Softkey Template Name** field.
d) Click **Save**.

Step 3 Perform the following steps to add softkeys to an existing template.

a) Click **Find** and enter the search criteria.
b) Select the required existing template.

Step 4 Check the **Default Softkey Template** check box to designate this softkey template as the default softkey template.

Note
If you designate a softkey template as the default softkey template, you cannot delete it unless you first remove the default designation.

Step 5 Choose **Configure Softkey Layout** from the **Related Links** drop-down list in the upper right corner and click **Go**.

Step 6 From the **Select a Call State to Configure** drop-down list, choose the call state for which you want the softkey to display.

Step 7 From the **Unselected Softkeys** list, choose the softkey to add and click the right arrow to move the softkey to the **Selected Softkeys** list. Use the up and down arrows to change the position of the new softkey.

Step 8 Repeat the previous step to display the softkey in additional call states.

Step 9 Click **Save**.

Step 10 Perform one of the following tasks:

- Click **Apply Config** if you modified a template that is already associated with devices to restart the devices.
- If you created a new softkey template, associate the template with the devices and then restart them. For more information, see *Add a Softkey Template to a Common Device Configuration* and *Associate a Softkey Template with a Phone* sections.

What to do next

Perform one of the following tasks:

- Associate a Softkey Template with a Common Device Configuration, on page 19
- Associate a Softkey Template with a Phone , on page 20

Associate a Softkey Template with a Common Device Configuration

Optional. There are two ways to associate a softkey template with a phone:

- Add the softkey template to the **Phone Configuration**.
- Add the softkey template to the **Common Device Configuration**.

The procedures in this section describe how to associate the softkey template with a **Common Device Configuration**. Follow these procedures if your system uses a **Common Device Configuration** to apply configuration options to phones. This is the most commonly used method for making a softkey template available to phones.

To use the alternative method, see Associate a Softkey Template with a Phone , on page 20.

Procedure

Step 1 Add a Softkey Template to Common Device Configuration, on page 20

Step 2 Associate a Common Device Configuration with a Phone, on page 20

Add a Softkey Template to Common Device Configuration

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Device Settings** > **Common Device Configuration**.

Step 2 Perform the following steps to create a new Common Device Configuration and associate the softkey template with it; otherwise, proceed to the next step.

a) Click **Add New**.
b) Enter a name for the Common Device Configuration in the **Name** field.
c) Click **Save**.

Step 3 Perform the following steps to add the softkey template to an existing Common Device Configuration.

a) Click **Find** and enter the search criteria.
b) Click an existing Common Device Configuration.

Step 4 In the **Softkey Template** drop-down list, choose the softkey template that contains the softkey that you want to make available.

Step 5 Click **Save**.

Step 6 Perform one of the following tasks:

- If you modified a Common Device Configuration that is already associated with devices, click **Apply Config** to restart the devices.
- If you created a new Common Device Configuration, associate the configuration with devices and then restart them.

Associate a Common Device Configuration with a Phone

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Click **Find** and select the phone device to add the softkey template.

Step 3 From the **Common Device Configuration** drop-down list, choose the common device configuration that contains the new softkey template.

Step 4 Click **Save**.

Step 5 Click **Reset** to update the phone settings.

Associate a Softkey Template with a Phone

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**.

Step 2 Click **Find** to select the phone to add the softkey template.

Step 3 From the **Softkey Template** drop-down list, choose the template that contains the new softkey.

Step 4 Click **Save**.

Call Pickup Interactions

Feature	Interaction
Route Plan Report	The route plan report displays the patterns and DNs that are configured in Unified Communications Manager. Use the route plan report to look for overlapping patterns and DNs before assigning a DN to call pickup group.
Calling search space and partitions	Assigning a partition to the Call Pickup Group number limits call pickup access to users on the basis of the device calling search space.
Time of Day (TOD)	Time of Day (TOD) parameter for members in the associated group enable them to accept calls within the same time period as their own group. TOD associates a time stamp to the calling search space and partition.
Call Accounting	When a call pickup occurs through auto call pickup, the system generates two call detail records (CDRs). One CDR applies to the original call that is cleared, and another CDR applies to the requesting call that is connected. When a call pickup occurs via non-auto call pickup, the system generates one call detail record, which applies to the requesting call that is connected. A CDR search returns all CDRs that match a specific time range and other search criteria. You can also search for a type of call that is associated with a particular CDR. The search result displays a call type field that indicates whether the call is a pickup call.
Call Forwarding	When a call pickup occurs with the service parameter Auto Call Pickup Enabled set to false, the call forward that is configured on the phone gets ignored when one of the pickup softkeys is pressed. If the call pickup requestor does not answer the call, the original call gets restored after the pickup no answer timer expires.

Call Pickup Restrictions

Restriction	Description
Different phone lines to different call pickup groups	Although you can assign different lines on a phone to different call pickup groups, Cisco does not recommend this setup because it can be confusing to users.

Restriction	Description
Call Pickup Group Number	• You cannot delete a call pickup group number when it is assigned to a line or DN. To determine which lines are using the call pickup group number, use Dependency Records in **Call Pickup Configuration** window. To delete a call pickup group number, reassign a new call pickup group number to each line or DN. • When you update a call pickup group number, Cisco Unified Communications Manager automatically updates all directory numbers that are assigned to that call pickup group.
SIP Phones	• The system does not support Call Pickup Notification on a few Cisco Unified IP Phones that run SIP. • Call Pickup Notification is only supported on licensed, third-party phones that run SIP.
Directed Call Pickup	• If a device that belongs to a hunt list rings due to a call that was made by calling the hunt pilot number, users cannot use the Directed Call Pickup feature to pick up such a call. • Users cannot pick up calls to a DN that belongs to a line group by using the Directed Call Pickup feature.
BLF Pickup	The system does not support Call Pickup Notification on a few Cisco Unified IP Phones that run SIP.
Incoming Calling Party International Number Prefix - Phone	If you have configured a prefix in the “Incoming Calling Party International Number Prefix - Phone ” service parameter, and an international call is placed to a member in the Call Pickup Group, the prefix does not get invoked in the calling party field if the call gets picked up by another member of the Call Pickup Group.