

## Group Pickup

### Feature Description

---

The Group Pickup feature applies to Nortel phones and SIP phones. It allows the definition of Call Groups and Pickup Groups. The Pickup Group defines which Call Groups the extension can answer. If the defined Pickup Group number for an extension matches the Call Group number of a ringing extension, that extension can use the Group Pickup feature to answer the call.

### Configuration

---

For Nortel extensions, the **Call Group** and **Pickup Group(s)** are configured under **Device Options** in the **Nortel Properties** page of the extension:



**Device Options:**

---

Country: ?	<input type="text" value="us"/>
Rtp port: ?	<input type="text"/>
Rtp method: ?	<input type="text" value="4"/>
Call Group: ?	<input type="text" value="1"/>
Pickup Group(s): ?	<input type="text" value="1"/>

For SIP extensions, the **callgroup** and **pickupgroup** are configured under **Device Options** in the **Extensions** page:

## - Device Options

This device uses SIP technology.

secret <sup>?</sup>	<input type="text" value="abc123"/>
dtmfmode <sup>?</sup>	<input type="text" value="RFC 2833"/>
canreinvite <sup>?</sup>	<input type="text" value="No"/>
context <sup>?</sup>	<input type="text" value="from-internal"/>
host <sup>?</sup>	<input type="text" value="dynamic"/>
trustpid <sup>?</sup>	<input type="text" value="Yes"/>
sendrpid <sup>?</sup>	<input type="text" value="No"/>
type <sup>?</sup>	<input type="text" value="friend"/>
nat <sup>?</sup>	<input type="text" value="No - RFC3581"/>
port <sup>?</sup>	<input type="text" value="5060"/>
qualify <sup>?</sup>	<input type="text" value="yes"/>
qualifyfreq <sup>?</sup>	<input type="text" value="60"/>
transport <sup>?</sup>	<input type="text" value="UDP Only"/>
avpf <sup>?</sup>	<input type="text" value="No"/>
icesupport <sup>?</sup>	<input type="text" value="No"/>
encryption <sup>?</sup>	<input type="text" value="No"/>
callgroup <sup>?</sup>	<input type="text" value="1"/>
pickupgroup <sup>?</sup>	<input type="text" value="1"/>



- Call Groups IDs and Pickup Groups IDs can range from 0 to 63
- Extensions can belong to multiple Pickup Groups
- Extensions can belong to only one Call Group
- An extension in a Pickup Group does not have to be a member of a Call Group

## Usage

There are 3 ways for an extension to initiate a Group Pickup:

1. For SIP phones, use the **Asterisk General Call Pickup** feature code configured in the [Feature Codes](#) page, the default value is **\*8**
2. For Nortel phones, if the phone has a Feature key, press the **Feature** key followed by the digits **75**
3. For Nortel phones with programmable keys, define a **Group Pickup** key

**Programmable Keys:**

---

	<b>Label</b>	<b>Digits</b>	
Key 2: ?	<input type="text" value="Pickup"/>	<input type="text" value="F75"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="Group Pickup"/> ▼
Key 3: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="- Choose Feature -"/> ▼
Key 4: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="- Choose Feature -"/> ▼