



Call Pickup Group

The feature, call pickup group, 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 group. Cisco CallManager automatically dials the appropriate call pickup group number when a user activates this feature on a phone.
- 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. When a phone rings in a group that is associated with the user's group, Cisco CallManager automatically searches for the incoming call in the associated groups when they activate this feature on a phone.

For more information on how to use and configure the Call Pickup Group feature, refer to the [Call Pickup Group](#) chapter in the *Cisco CallManager Features and Services Guide*.

