



# **Quick Setup Call Pickup On Akuvox IP phones with Broadsoft Platform**

10/07/2015

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# Content

<b><i>Instruction</i></b> .....	<b>3</b>
Specified call pickup.....	3
Group call pickup.....	3
<b><i>Specified call pickup Configuration</i></b> .....	<b>4</b>
<b><i>Group call pickup Configuration</i></b> .....	<b>7</b>

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## ***Instruction***

### **Specified call pickup**

Specified call pickup can answer the specified user's incoming call. For instance, Secretary can directly pick up the call if the boss is away or inconvenient to answer the call.

### **Group call pickup**

Group call pickup is a multiuser service that allows selected users to answer any ringing line within their call pickup group. And it needs to set up the group members previously. If there were some calls from the group simultaneously, users should press the group call pickup key to answer the first incoming call.

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# Specified call pickup Configuration

1. Register a BroadSoft account. It is similar with registering a conventional account. **Note:** Transport Type is TCP.

The screenshot displays a configuration form for a BroadSoft account. The form is organized into several sections:

- SIP Account:** Includes fields for Status (Registered), Account (Account 5), Account Active (Enabled), Display Label (2404984723), Display Name (2404984723), Register Name (2404984723), User Name (2404984723), and Password (masked with dots).
- SIP Server 1:** Includes Server IP (as.iop1.broadworks.ne), Port (5060), and Registration Period (1800, with a note (30~65535s)).
- SIP Server 2:** Includes Server IP (empty), Port (5060), and Registration Period (1800, with a note (30~65535s)).
- Outbound Proxy Server:** Includes Enable Outbound (Enabled), Server IP (acme.iop1.broadworks), Port (5060), and Backup Server IP (empty), Port (5060).
- Transport Type:** A dropdown menu is open, showing options: TCP (selected), UDP, TLS, and DNS.SPV. This section is highlighted with a red border.

A "Submit" button is located at the bottom left of the form.

2. To check the current available pickup numbers, log in the BroadSoft server via its web interface.

Path: Options -> Profile-> Users.

Group

**Options:**

- Profile
- Resources
- Services
- Acct/Auth Codes
- Call Center
- Meet-Me Conferencing
- Utilities

### Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With

User ID	Last Name	First Name	Phone Number	Extension
2404984721	2404984721	2404984721	+1-2404984721	4721
2404984722	2404984722	2404984722	+1-2404984722	4722
2404984724	2404984724	2404984724	+1-2404984724	4724
2404984725	2404984725	2404984725	+1-2404984725	4725
2404984726	2404984726	2404984726	+1-2404984726	4726
RingslinkUser3	2404984723	2404984723	+1-2404984723	4723

[ Page 1 of 1 ]

OK Add Cancel

3. DSS Key for specified call pickup.

Go to the path: Phone-> Key/Display.

### DSS Key

Key	Type	Value	Account	Extension
DSS Key 1	N/A		Account 1	
DSS Key 2	N/A		Account 1	
DSS Key 3	Menu		Account 1	
DSS Key 4	MSG		Account 1	
DSS Key 5	Status		Account 1	
DSS Key 6	Book		Account 1	
DSS Key 7	Fwd		Account 1	
DSS Key 8	PickUp		Account 1	
DSS Key 9	Group PickUp		Account 1	
DSS Key 10	Intercom		Account 1	
	Speed Dial		Account 1	
	History		Account 1	
	Favorites		Account 1	
	Redial		Account 1	
	Account		Account 1	
	ACD			
	BLF			
Backlight I	BLFList		3	
Backlight T	Call Return			
	Hot Desking		30	

4. Check the specified call pickup code.

Go to the path: Group-> User->Utilities->Feature Access Codes.

✓	Call Retrieve	*11
✓	Call Waiting Interrogation	*53*
✓	Call Waiting Persistent Activation	*43
✓	Call Waiting Persistent Deactivation	#43
✓	Cancel Call Waiting	*70
✓	Clear Voice Message Waiting Indicator	*99
✓	Connected Line Identification Restriction Interrogation	*56*
✓	Customer Originated Trace	*57
✓	Directed Call Pickup	*97
✓	Directed Call Pickup with Barge-in	*33
✓	Direct Voice Mail Transfer	*55

5. Configuration parameters for specified pickup.

**Value:** Example: "\*97+2404984721". \*97 is a code of specified pickup, 4721 is the

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number of pickup;

**Account:** It is an allowed pickup account. Example: Auto: It allows all accounts to pick up.

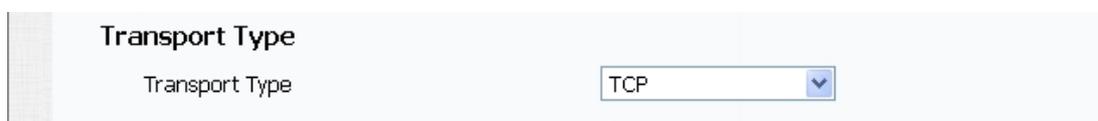
A sample configuration as shown below:

DSS Key				
Key	Type	Value	Account	Extension
DSS Key 1	PickUp	*974721	Auto	
DSS Key 2	N/A		Account 1	
DSS Key 3	N/A		Account 1	
DSS Key 4	N/A		Account 1	
DSS Key 5	N/A		Account 1	
DSS Key 6	N/A		Account 1	
DSS Key 7	N/A		Account 1	
DSS Key 8	N/A		Account 1	
DSS Key 9	N/A		Account 1	
DSS Key 10	N/A		Account 1	

When the specified user is away or inconvenient to answer the phone, the other one can pick up the call via his/her own phone by pressing the configured specified call pickup key or enter specified call pickup code .

# Group call pickup Configuration

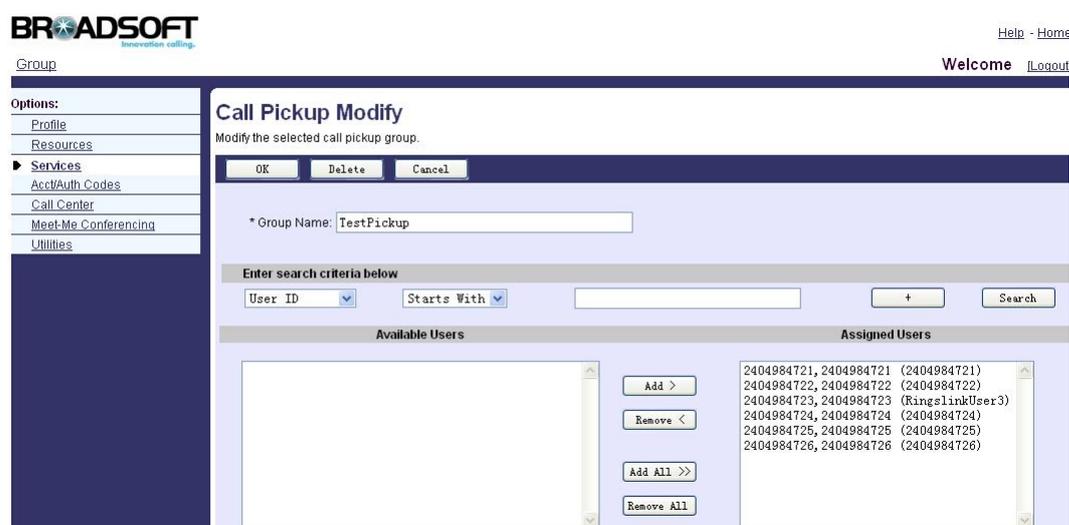
1. Register a BroadSoft account. It is similar with registering a conventional account. Note: Transport Type is TCP.



A screenshot of a configuration field for 'Transport Type'. The label 'Transport Type' is on the left. Below it, the text 'Transport Type' is displayed. To the right is a dropdown menu with 'TCP' selected and a blue downward arrow.

2. To set up a new group or modify the group name and members, log in the BroadSoft server via its web interface.

Path: Options-> Services-> Call Pickup.



The screenshot shows the BroadSoft web interface for 'Call Pickup Modify'. The top left features the BroadSoft logo and a navigation menu with 'Options:' (Profile, Resources), 'Services' (Acct/Auth Codes, Call Center, Meet-Me Conferencing, Utilities), and 'Group'. The top right has 'Help - Home', 'Welcome', and 'Logout'. The main content area is titled 'Call Pickup Modify' and includes 'Modify the selected call pickup group.' and buttons for 'OK', 'Delete', and 'Cancel'. A text field shows '\* Group Name: TestPickup'. Below is a search section with 'Enter search criteria below', dropdowns for 'User ID' and 'Starts With', a search box, and a 'Search' button. The interface is divided into 'Available Users' and 'Assigned Users' sections. The 'Assigned Users' list contains: 2404984721, 2404984721 (2404984721); 2404984722, 2404984722 (2404984722); 2404984723, 2404984723 (RingsLinkUser3); 2404984724, 2404984724 (2404984724); 2404984725, 2404984725 (2404984725); and 2404984726, 2404984726 (2404984726). Between the sections are buttons: 'Add >', 'Remove <', 'Add All >>', and 'Remove All'.

3. DSS key for group call pickup.

Go to the path: Phone-> Key/Display.

DSS Key

Key	Type	Value	Account	Extension
DSS Key 1	N/A		Account 1	
DSS Key 2	N/A		Account 1	
DSS Key 3	DND		Account 1	
DSS Key 4	Menu		Account 1	
DSS Key 5	MSG		Account 1	
DSS Key 6	Status		Account 1	
DSS Key 7	Book		Account 1	
DSS Key 8	Fwd		Account 1	
DSS Key 9	PickUp		Account 1	
DSS Key 10	Group PickUp		Account 1	
	Intercom		Account 1	
	Speed Dial		Account 1	
	History		Account 1	
	Favorites		Account 1	
	Redial		Account 1	
	Account		Account 1	
	ACD			
	BLF			
	BLFList		3	
	Call Return			
	Hot Desking		30	

4. Check the group call pickup code.

Go to the path: Group-> User-> Utilities-> Feature Access Codes.

✓	Call Forwarding No Answer To Voice Mail Deactivation	#41
✓	Calling Line ID Delivery Blocking Interrogation	*54*
✓	Calling Line ID Delivery Blocking per Call	*67
✓	Calling Line ID Delivery Blocking Persistent Activation	*31
✓	Calling Line ID Delivery Blocking Persistent Deactivation	*31
✓	Calling Line ID Delivery per Call	*65
✓	Call Park	*68
✓	Call Park Retrieve	*88
✓	Call Pickup	*98
✓	Call Recording - Pause	*48
✓	Call Recording - Resume	*49
✓	Call Recording - Start	*44
✓	Call Recording - Stop	*45
✓	Call Return	*44

5. Configuration parameters for group call pickup.

**Value:** It is a feature access code of pickup. Example: \*98.

**Account:** It is an allowed pickup account. Example: Auto: It allows all accounts to pick up.

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A sample configuration as shown below:

Key	Type	Value	Account	Extension
DSS Key 1	Group PickU	*98	Account 1	
DSS Key 2	N/A		Account 1	
DSS Key 3	N/A		Account 1	
DSS Key 4	N/A		Account 1	
DSS Key 5	N/A		Account 1	
DSS Key 6	N/A		Account 1	
DSS Key 7	N/A		Account 1	
DSS Key 8	N/A		Account 1	
DSS Key 9	N/A		Account 1	
DSS Key 10	N/A		Account 1	

When some members in the same call pickup group, one of them is away or inconvenient to answer the call, the other member can pickup the call via his/her own phone by pressing the configured group call pickup key or enter group call pickup code to answer the phone.