

# Configuring the Call Pickup Feature on the NetVanta 7000 Series



Quick Configuration Guide

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The call pickup feature on ADTRAN Operating System (AOS) voice products is a feature that allows users to pick up calls ringing on other extensions without having to park calls. Call pickup works in two ways: either through directed call pickup, or call pickup groups. In directed call pickup, a user can answer the call by dialing a special prefix (SPRE) code that includes the extension of the ringing phone. In call pickup groups, a group of users is created who can answer calls by dialing the group extension.

This quick configuration guide explains how to configure the call pickup feature on the NetVanta 7000 Series product using both the Web-based graphical user interface (GUI) and the command line interface (CLI). The configuration steps discussed in this guide include enabling voice user class of service (CoS) to allow directed call pickup and configuring a call pickup group.

## Configuring Directed Call Pickup Using the GUI

Directed call pickup configuration is accomplished by enabling call pickup in the voice user's CoS. To enable this feature in the user's CoS, follow these steps:

1. Connect to the NetVanta 7000 Series GUI by opening a new Web page in your Internet browser and entering the unit's IP address in the address field in the following form: **http://<ip address>/admin**. For example:  
**http://192.168.8.103/admin**
2. At the prompt, enter your **User name** and **Password** and select **Ok**.



*The default user name is **admin**, and the default password is **password**.*

3. Navigate to **Voice > Stations > User Accounts**.



- Select a user from the list by checking the box next to the name and selecting **Edit** to edit the CoS for the user.

User Accounts					
New		Edit	Delete	Refresh	
<input type="checkbox"/>	Last Name	First Name	Extension ▲	Port/Status	Station CoS
<input checked="" type="checkbox"/>	Spinaker	Victrola	1330	virtual	normal_users
<input type="checkbox"/>			1000	virtual	No Access
<input type="checkbox"/>	Thomas	Jessica	1012	\$IP ?	normal_users
<input type="checkbox"/>	Smith	Joe	1212	virtual	No Access
<input type="checkbox"/>			1234	virtual	No Access
<input type="checkbox"/>			1256	virtual	No Access
<input type="checkbox"/>	IP Phone	Default	2000	\$IP ?	public_phones
<input type="checkbox"/>	Port 0/1	Analog FXS	2001	fxs 0/1	normal_users
<input type="checkbox"/>	Port 0/2	Analog FXS	2002	fxs 0/2	public_phones
<input type="checkbox"/>	Starkalous	Marc	2003	\$IP ?	normal_users
<input type="checkbox"/>	Taylor	John	2004	\$IP ?	normal_users
<input type="checkbox"/>	Williams	Sarah	2006	\$IP ?	normal_users
<input type="checkbox"/>	Lever	Drew	2007	\$IP ?	normal_users
<input type="checkbox"/>	Wilson	Mark	2012	\$IP ?	normal_users
<input type="checkbox"/>	Wales	Patrick	2013	\$IP ?	normal_users
<input type="checkbox"/>	jones	oliver	4545	\$IP ?	executive_users
<input type="checkbox"/>			4956	virtual	No Access

21 users Manage Columns



*If no users exist, configure the users as described in the **Configuring User Accounts for the NetVanta 7000 Series quick configuration guide** (available online at <http://kb.adtran.com>).*

- On the **General** settings tab of the **User Accounts** menu, scroll to the bottom of the menu and select **Modify CoS Settings**.

User Accounts					
General	User Config	Current Settings	Call Coverage	Voicemail	VoIP
Phone Type:	Virtual ?				
PIN:	**** (Must be 4 digits) ?				
DID Numbers:	Show ?				
Aliases:	Show ?				
Class of Service:					
Default:	normal_users ▼				
Night:	Same as Default ▼				
Lunch:	Same as Default ▼				
Weekend:	Same as Default ▼				
Override:	Same as Default ▼				
Custom1:	Same as Default ▼				
Custom2:	Same as Default ▼				
Custom3:	Same as Default ▼				
<input type="button" value="Modify CoS Settings..."/>					
<input type="button" value="Cancel"/> <input type="button" value="Apply"/>					

- Select the CoS applied to the user from the list of CoS modes by selecting the name of the CoS (the user CoS appears in the **User Accounts** menu as shown in **Step 4**). Since the user of extension **1330** has the CoS **normal\_users** applied, select it from the list.

**Classes of Service**

A Class of Service defines a set of user permissions for making voice calls.

**Define/Modify Classes of Service**  
Click on the link of the Class of Service name in order to modify that Class of Service. To define a new CoS, click on any of the "Undefined Class Of Service..." links.

Class of Service	New User Default	Users Assigned	
<u>normal_users</u>	✓	10	<a href="#">?</a>
<u>public_phones</u>		2	<a href="#">?</a>
<u>executive_users</u>		1	<a href="#">?</a>
<u>door_phone</u>		0	Delete
<u>set1</u>		0	Delete
<u>sales</u>		0	Delete
<u>No_paging</u>		0	Delete
<Undefined Class Of Service 8>			
<Undefined Class Of Service 9>			
<Undefined Class Of Service 10>			



*You might not want to change the CoS applied to multiple users (in this case, **normal\_users** is the default CoS for new users and is applied to the highest number of configured users). If this is the case, you can create a new CoS specifically for users with call pickup enabled. For more information about configuring CoS, refer to the **Configuring the NetVanta 7000 Series Class of Service** quick configuration guide available online at <http://kb.adtran.com> (article number 1537).*

- Scroll to the bottom of the **Modify Class of Service** menu and select **Advanced Permitted Actions**.

**Modify Class of Service 'normal\_users'**

Use this page to configure the permissions for a set of users that will be assigned to the 'normal\_users' class of service.

**Basic Class of Service Information**

CoS Name:  The descriptive name for this class of service

Override Passcode:  [?](#)

New User Default:  [?](#)

**Permitted Call Types** [?](#)

<input checked="" type="checkbox"/> Internal Calls	<input checked="" type="checkbox"/> Local Calls	<a href="#">?</a>
<input checked="" type="checkbox"/> National Calls	<input type="checkbox"/> International Calls	<a href="#">?</a>
<input type="checkbox"/> 900 Number Calls	<input checked="" type="checkbox"/> Toll-Free Calls	<a href="#">?</a>
<input checked="" type="checkbox"/> Carrier-Specified Calls	<input checked="" type="checkbox"/> Operator Assisted Calls	<a href="#">?</a>

Select All Deselect All

+ [Advanced Permit/Deny Call Templates](#) [?](#)

+ [Auto-Answer Permit Templates](#) [?](#)

**Basic Permitted Actions**

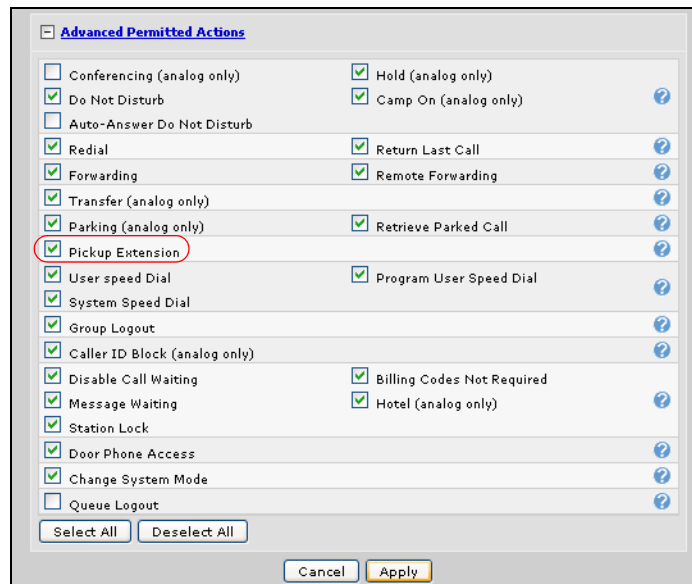
<input checked="" type="checkbox"/> Overhead Paging	<input type="checkbox"/> Unlock Door	<a href="#">?</a>
<input checked="" type="checkbox"/> Forward External Call		<a href="#">?</a>

Select All Deselect All

+ [Advanced Permitted Actions](#)

Cancel Apply

8. In the **Advanced Permitted Actions** configuration menu, enable **Pickup Extension** by checking the box next to the option and select **Apply**.



Directed call pickup is now enabled on the specified CoS. You must make sure the appropriate CoS is applied to the users that you want to use directed call pickup. For more information about applying CoS to specific users, refer to the *Configuring User Accounts for the NetVanta 7000 Series* quick configuration guide (available online at <http://kb.adtran.com>).

## Configuring Directed Call Pickup Using the CLI

Directed call pickup can also be configured by using the CLI. Configuring directed call pickup using the CLI covers the same parameters as directed call pickup configuration using the GUI, by editing the CoS applied to a user account. To enable directed call pickup using the CLI, connect to your unit and follow the steps described in the following sections.

1. Boot up the unit.
2. Telnet to the unit (**telnet <ip address>**).

For example, **telnet 208.61.209.1**.



*If during the unit's setup process you have changed the default IP address (10.10.10.1), use the configured IP address.*

3. Enter your user name and password at the prompt.



*The AOS default user name is **admin**, and the default password is **password**. If your product no longer has the default user name and password, contact your system administrator for the appropriate user name and password.*

4. Enter Enable mode by entering the **enable** command at the > prompt as follows:

```
>enable
```

5. Enter your Enable mode password at the prompt.
6. Enter the unit's Global Configuration mode as follows:

```
#config terminal  
(config)#
```

7. From the Global Configuration mode, enter the CoS configuration mode using the **voice class-of-service** <set name> command. The <set name> parameter is the name of the CoS that you will be editing. For example, if you wanted to edit the CoS **normal\_users**, you would enter the command as follows to enter the configuration mode of the **normal\_users** CoS:

```
(config)#voice class-of-service normal_users  
(config-cos-normal_users)#
```



*You might not want to change the CoS applied to multiple users (in this case, **normal\_users** is the default CoS for new users and is applied to the highest number of configured users). If this is the case, you can create a new CoS specifically for users with call pickup enabled. For more information about configuring CoS, refer to the **Configuring the NetVanta 7000 Series Class of Service** quick configuration guide available online at <http://kb.adtran.com> (article number 1537).*

8. From the CoS configuration mode, enter the **pickup** command. This command enables call pickup in the CoS. Using the **no** form of this command disables the call pickup feature. This feature is disabled by default. To enable the call pickup feature, enter the command as follows:

```
(config)#voice class-of-service normal_users  
(config-cos-normal_users)#pickup
```

Directed call pickup is now enabled on the specified CoS. You must make sure the appropriate CoS is applied to the users that you want to be able to use directed call pickup. For more information about applying CoS to specific users, refer to the *Configuring User Accounts for the NetVanta 7000 Series* quick configuration guide (available online at <http://kb.adtran.com>).

## Using Directed Call Pickup

To use directed call pickup, users enter the SPRE code **\*52xxxx\***, where **xxxx** is the four-digit extension of the ringing phone. Ringing phones are identified either by hearing the phone ring or by monitoring the busy lamp field (BLF) on the IP phone. For example, in a small office the receptionist hears an employee's phone ringing. The receptionist knows that the employee is unable to answer, so he or she can answer the call using directed call pickup. To do so, the receptionist dials **\*521330\*** (where **1330** is the extension of the sick employee) and answers the call.

## Configuring Call Pickup Groups Using the GUI

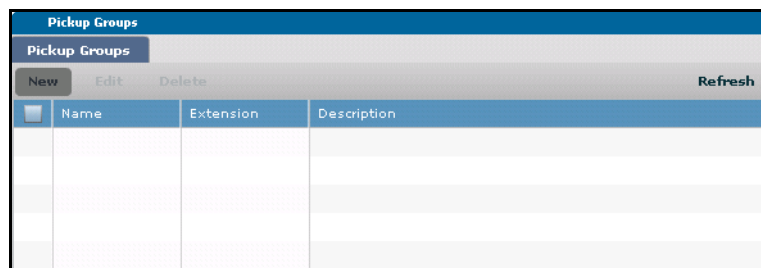
In addition to using directed call pickup, users can also be part of a configured call pickup group. In a call pickup group, users can answer calls within an assigned group without knowing or entering the ringing phone's extension number.

To create the call pickup group using the GUI, follow the steps below:

1. Connect to the GUI and navigate to **Voice > Stations > Pickup Groups**.



2. Select **New** to create a new call pickup group.



*You can return to the menu and select **Edit** to edit a previously configured call pickup group, or you can select **Delete** to delete a previously configured call pickup group.*

3. Enter the **Name**, **Extension**, and **Description** of the call pickup group and select **Add**. The group extension is the extension that group members will dial to answer a call. This extension must be an empty extension to be assigned to the group (it cannot be the extension of

another user). In the following example, a group named **Group1**, which uses the extension **8508**, is created for the sales group on the fourth floor.

The screenshot shows a form titled "Pickup Groups" with a sub-header "Pickup Groups". It contains three input fields: "Name" with the value "Group1", "Extension" with the value "8508", and "Description" with the value "4th floor sales". Each field has a help icon (question mark) to its right. At the bottom of the form are two buttons: "Add" and "Cancel".

- When the group has been created, it appears in the group listing in the **Pickup Groups** menu.

New			Edit	Delete	Refresh
<input type="checkbox"/>	Name	Extension	Description		
<input type="checkbox"/>	Group1	8508	4th floor sales		

- From this list, select the call pickup group by checking the box next to the group name, and select **Edit** to add members to the group.

New			Edit	Delete	Refresh
<input type="checkbox"/>	Name	Extension	Description		
<input checked="" type="checkbox"/>	Group1	8508	4th floor sales		

- Select **Add Members** to begin adding members to the call pickup group.

The screenshot shows the "Pickup Groups" interface with a sub-header "Group 1" selected. The form fields for Name, Extension, and Description are visible. At the bottom, the "Add Members" button is highlighted in a darker shade, and the "Delete Selected" button is also visible.

- Using the populated user list, select members to add to the group by checking the box next to the user.

The screenshot shows the 'Pickup Groups' interface. At the top, there are tabs for 'Pickup Groups' and 'Group 1'. Below the tabs, there are three input fields: 'Name' with the value 'Group1', 'Extension' with the value '8508', and 'Description' with the value '4th floor sales'. Each field has a help icon. Below the input fields, there are two buttons: 'Add Members' and 'Delete Selected'. Below these buttons is a table with columns 'Last Name', 'First Name', and 'Extension'. The table has one row with the values 'Thomas', 'Jessica', and '1012'. A checkbox is checked next to the 'Thomas' row. Below the table, there is a status bar that says '21 groups' and an 'Add Filter' button circled in red. At the bottom, there are 'Add' and 'Cancel' buttons.

You can optionally filter the users that appear in the populated user list. Users can be filtered by extension, first name, last name, or CoS. To filter the user list, select **Add Filter** in the group menu (see previous illustration). Specify the filter type by selecting the appropriate filter from the drop-down menu. Selecting the minus button removes the filter, and selecting the plus button allows you to add additional filters.

The screenshot shows the 'Pickup Groups' interface with a filter applied. The filter bar is circled in red and contains a minus button, a plus button, and three dropdown menus. The first dropdown menu is set to 'Class of Service', the second to 'is', and the third to 'normal\_users'. Below the filter bar, the table from the previous screenshot is visible, but the 'Thomas' row is now unchecked. The status bar below the table shows '21 groups'.



8. Once all the members you want to add to the group have been selected, select **Add**.

**Pickup Groups**

Pickup Groups    **Group 1**

Name: Group1 ?

Extension: 8508 ?

Description: 4th floor sales ?

Add Members    **Delete Selected**

<input type="checkbox"/>	Last Name	First Name	Extension
<input checked="" type="checkbox"/>	Thomas	Jessica	1012

21 groups    Add Filter

**Add**    Cancel

The members added to the group appear in a list in the group configuration menu. You can delete members from the list by checking the box next to the member and then select **Delete Selected**.

**Pickup Groups**

Pickup Groups    **Group 1**

Name: Group1 ?

Extension: 8508 ?

Description: 4th floor sales ?

Add Members    **Delete Selected**

**Members**

<input type="checkbox"/>	Member
<input type="checkbox"/>	1330
<input type="checkbox"/>	2003
<input type="checkbox"/>	2013
<input type="checkbox"/>	2007
<input type="checkbox"/>	2006
<input type="checkbox"/>	1012

6 members    Manage Columns

Cancel    **Apply**

9. When you are satisfied with the member list, select **Apply**. The call pickup group is now created.

## Configuring Call Pickup Groups Using the CLI

Call pickup groups can also be configured using the CLI. Configuring call pickup groups using the CLI covers the same parameters as call pickup group configuration using the GUI, by creating a call pickup group and adding members to that group. To create the call pickup group using the CLI, follow the steps below:

1. Create a new call pickup group by entering the **voice pickup-group** *<name>* command from the Global Configuration mode. This command creates the call pickup group and enters the group's configuration mode. Using the **no** form of this command removes the call pickup group. Enter the command as follows:

```
(config)#voice pickup-group Group1
      Configuring New Pickup Group "Group1"
(config-Group1)#
```



*You can also use this command to edit a previously configured call pickup group by entering the group's name as the *<name>* parameter.*

2. Enter a description for the call pickup group using the **description** *<text>* command from the call pickup group's configuration mode. Using the **no** form of this command removes the description from the call pickup group. Enter the command as follows:

```
(config-Group1)#description 4th floor sales
(config-Group1)#
```

3. Add members to the group using the **member** *<extension>* command from the call pickup group's configuration mode. The *<extension>* parameter is the extension of the member you are adding to the call pickup group. Using the **no** form of this command removes the member from the group. Enter the command as follows:

```
(config-Group1)#member 1330
(config-Group1)#
```

Enter this command as many times as necessary to add all the members to the group. Remember that for a user to be able to use the call pickup group, the CoS applied to the user account must have call pickup enabled.

- Specify the extension used by the group to answer calls using the **pickup-extension** *<extension>* command from the call pickup group's configuration mode. The *<extension>* parameter is the extension dialed by group members to answer calls. This extension must be previously unassigned. Using the **no** form of this command removes the extension from the group's configuration. By default, no extension is assigned to the group. Enter the command as follows:

```
(config-Group1)#pickup-extension 8508
(config-Group1)#
```

Once all the members have been added to the group, and the group's extension has been defined, the group is configured.

- To view any configured call pickup groups, enter the **show voice pickup-group** [*<name>*] command. The optional *<name>* parameter specifies that only the information for a particular call pickup group is displayed. Enter the command from the Global Configuration mode as follows:

```
(config)#show voice pickup-group
Pickup Group: Group1
Description: 4th floor sales
Pickup Group Extension: 8508
```

Members	Firstname	Lastname
1330	Vickie	Spinaker
2003	Marc	Starkalous
2013	Patrick	Wales
2007	Drew	Lever
2006	Sarah	Williams
1012	Jessica	Thomas

## Using Call Pickup Groups

To use the call pickup group, users enter the four-digit extension of the call pickup group to answer a call. Ringing phones are identified either by hearing the phone ring or by monitoring the BLF on the IP phone. For example, in a small office the receptionist hears an employee's phone ringing. The receptionist knows that the employee is unable to answer, so he or she can answer the call using the call pickup group. To do so, the receptionist dials **8508** (the extension of the call pickup group) and answers the call.