



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

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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.

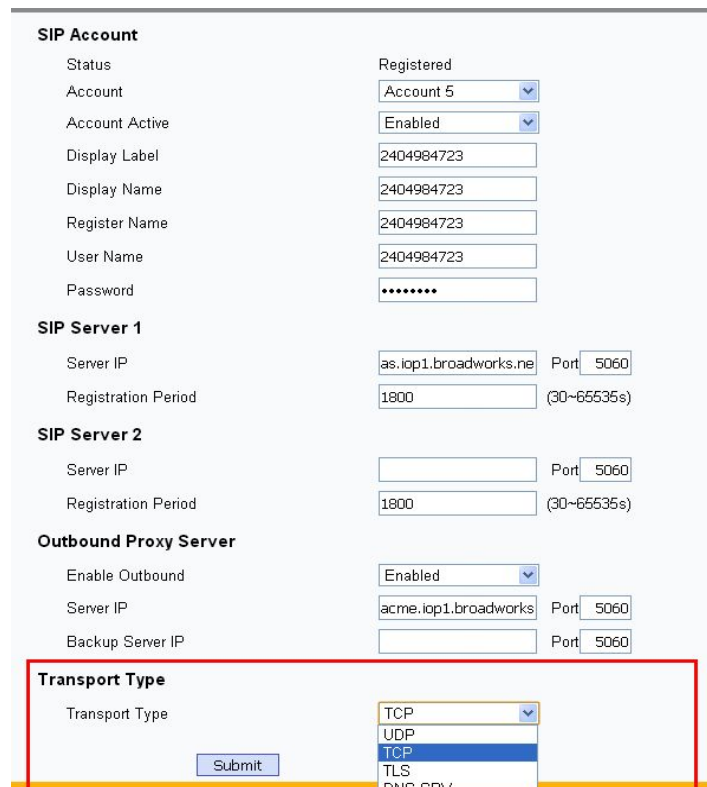
### **Group call pickup**

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 shows a web-based configuration interface for a BroadSoft SIP account. The interface is divided into several sections: SIP Account, SIP Server 1, SIP Server 2, Outbound Proxy Server, and Transport Type. The Transport Type section is highlighted with a red border. The SIP Account section 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). The SIP Server 1 section includes fields for Server IP (as.iop1.broadworks.ne), Port (5060), and Registration Period (1800). The SIP Server 2 section includes fields for Server IP, Port (5060), and Registration Period (1800). The Outbound Proxy Server section includes fields for Enable Outbound (Enabled), Server IP (acme.iop1.broadworks), Port (5060), and Backup Server IP (Port 5060). The Transport Type section includes a dropdown menu with options: TCP, UDP, TCP, TLS, and DNS.SRV. A Submit button is located at the bottom of the Transport Type section.

SIP Account	
Status	Registered
Account	Account 5
Account Active	Enabled
Display Label	2404984723
Display Name	2404984723
Register Name	2404984723
User Name	2404984723
Password	*****

SIP Server 1	
Server IP	as.iop1.broadworks.ne
Port	5060
Registration Period	1800 (30~65535s)

SIP Server 2	
Server IP	
Port	5060
Registration Period	1800 (30~65535s)

Outbound Proxy Server	
Enable Outbound	Enabled
Server IP	acme.iop1.broadworks
Port	5060
Backup Server IP	
Port	5060

Transport Type	
Transport Type	TCP
	UDP
	TCP
	TLS
	DNS.SRV

Submit

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

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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	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			
	Call Return			
	Hot Desking			

**Others**

Backlight I 3

Backlight T 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.

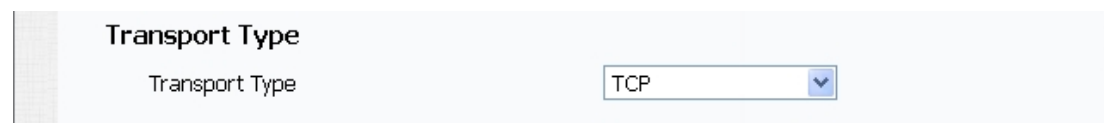
A sample configuration as shown below:

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

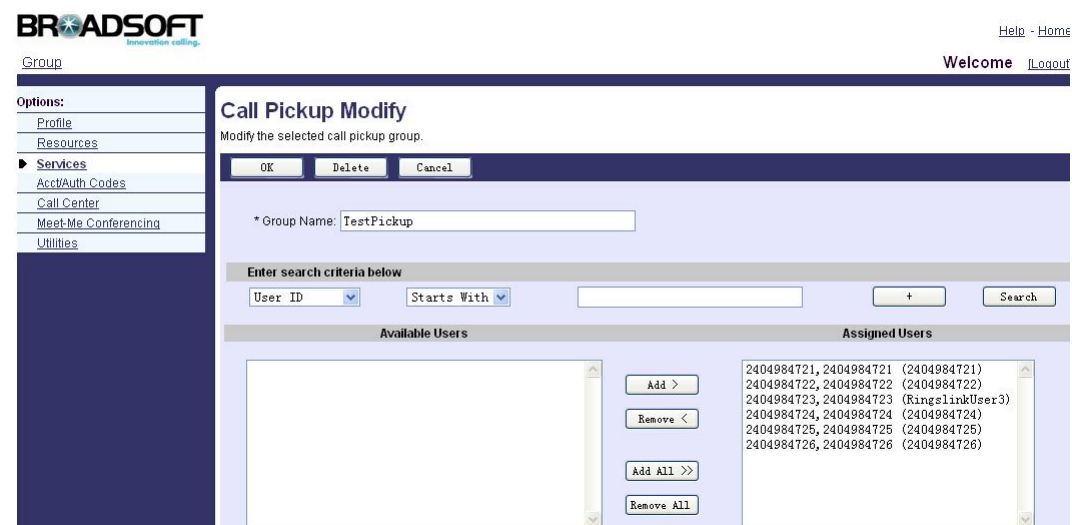
1. Register a BroadSoft account. It is similar with registering a conventional account. Note: Transport Type is TCP.



The screenshot shows a configuration field for 'Transport Type'. The label 'Transport Type' is on the left. To its right is a text input field containing 'TCP' and a dropdown arrow icon.

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 'Call Pickup Modify' web interface. On the left is a sidebar with the 'BROADSOFT' logo and a menu: 'Options:' (Profile, Resources), 'Services' (Acc/ Auth Codes, Call Center, Meet-Me Conferencing, Utilities), and 'Group'. The main content area has a title 'Call Pickup Modify' and a subtitle 'Modify the selected call pickup group.' Below this are 'OK', 'Delete', and 'Cancel' buttons. A text field for '\* Group Name:' contains 'TestPickup'. A section 'Enter search criteria below' has dropdowns for 'User ID' and 'Starts With', a text input, and a 'Search' button. Below this are two panels: 'Available Users' (empty) and 'Assigned Users' (containing a list of user IDs and names). Between the panels 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	
<b>Others</b>				
	ACD			
	BLF			
Backlight I	BLFList		3	
Backlight T	Call Return		30	
	Hot Desking			

### 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

### 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:

DSS Key				
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.