



Using Call Pickup on Yealink IP Phones with BroadSoft UC One



WWW.YEALINK.COM

Document Revision History

Version	Change Log
1.0	Edited and published document.

Requirements for BroadWorks and IP phone

BroadWorks software version:

R17.0/R17.sp1/R17.sp2/R17.sp3/R17.sp4

R18.0/R18.sp1

R19.0/R19.sp1

Firmware version on IP Phones:

T19(P): 31.71.xx.xx

T20(P): 9.71.xx.xx

T21(P): 34.71.xx.xx

T22(P): 7.71.xx.xx

T26(P): 6.71.xx.xx

T28(P): 2.71.xx.xx

T42(G):29.71.xx.xx

T46(G):28.71.xx.xx

W52P: 25.30.xx.xx

T32(G): Please contact support@yealink.com

T38(G): Please contact support@yealink.com

VP530(P): Please contact support@yealink.com

You will learn

- ① Application Scenarios
- ② Configuration on BroadWorks&BTBC
- ③ Configuration on Yealink phone
- ④ Feature show
- ⑤ Notes

① Application scenarios

Group Call Pickup:

Group Call Pickup is a multiuser service that allows selected users to answer any ringing line within their call pickup group. For instance, two colleagues have similar work or both in one department. One of them is away or inconvenient to answer the call, the other one can pick up this call via his/her own phone and transfer the call or just inform his colleague after he/she picked up the call.

Direct Call Pickup/with Barge-in:

The Directed Call Pickup service allows a user to pick up a call directed to another user in the same customer group, or barge in on the call if the call was already answered. For instance, Secretary can directly pick up the call for his/her boss if boss is away or inconvenient to answer the call. The secretary can transfer the call or just inform the boss after he/she picked up the call.

Related Key Features :

Busy Lamp Field (BLF) List : BLF list allows a list of specific extensions to be monitored for status changes, Different indicators on the monitoring phone show the status of monitored users(such as busy, idle, incoming call etc.). The monitoring user can also be notified about calls being parked/no longer parked against any monitored user.

② Configuration on BroadWorks

1. Group Call Pickup

Configuration Path: Group->Services->Call Pickup->Call Pickup Modify

Group ①

Welcome Yealink Product [Logout]

Options:

- Profile
- Resources
- ② **Services**
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Call Pickup Modify

Modify the selected call pickup group.

OK Delete Cancel

* Group Name: Mike

Enter search criteria below

User ID Starts With + Search

Available Users	Assigned Users
	3576,3576 (2413333576)
	3577,3577 (2413333577)
	3578, Mike1 (2413333578)
	3579, Mike (2413333579)

Choose the Users will be assigned as a group

3

OK Delete Cancel

② Configuration on BroadWorks

2. Directed Call Pickup/ with Barge-in

Configuration Path: Group->User->Call Control->Directed Call Pickup with Barge-in



Group > Users : 2413333577 ①

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- ▶ [Call Control](#) ②
- [Calling Plans](#)
- [Client Applications](#)
- [Meet-Me Conferencing](#)
- [Messaging](#)
- [Service Scripts](#)
- [Utilities](#)

Directed Call Pickup with Barge-in

Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension that is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call where a third member is connected to. You are the controller of the barge-in three-way call. Silent Monitoring is the configured to play a tone to allow agents to know they are being monitored.

OK Apply Cancel

Barge-in Warning Tone: On Off
Automatic Target Selection: On Off
Silent Monitoring Warning Tone: On Off

③

Choose whether ring a warning tone and automatic select a target call or not.

OK Apply Cancel

② Configuration on BroadWorks

3. Check the Group Call Pickup/Directed Call Pickup code:

Configuration Path: Group->User->Utilities->Feature Access Codes

Group > **Users : 2413333577** ①

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities** ②

Feature Access Codes

 ③

Feature Access Codes list the star codes for services that you have. To activate a service, hit the * key and phone number, but you are prompted for that information. You cannot change your feature access codes.

OK

*34	Advice Of Charge Activation
*77	Anonymous Call Rejection Activation
*87	Anonymous Call Rejection Deactivation
52	Anonymous Call Rejection Interrogation
*65	Calling Line ID Delivery per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*44	Call Recording
*11	Call Retrieve
*97	Directed Call Pickup
*33	Directed Call Pickup with Barge-in
*55	Direct Voice Mail Transfer
*80	Diversion Inhibitor

③ Configuration on Yealink IP Phones

Ways to configure Call pickup on IP Phones:

Access Portal	Availability	How to access?
Phone LCD portal	Not Available	
Web portal	Available	Log in by IP address: *Username/password are admin/admin by default
Auto Provisioning	Available	Use DMS or 3 rd party provision tool

③ Configuration on Yealink IP Phones

##1 Enable or disable the phone to pick up the call using the group pickup soft key;

0-Disabled (default), 1-Enabled;

features.pickup.group_pickup_enable = 1

features.pickup.group_pickup_code = %BWFAC-CALL-PICKUP-1%

##2 Enable or disable the phone to pick up the call using the directed pickup soft key;

0-Disabled (default), 1-Enabled;

features.pickup.direct_pickup_enable = 1

features.pickup.direct_pickup_code = %BWFAC-DIRECTED-CALL-PICKUP-1%

##3 Specify the way to notify the phone of the incoming call of the monitored user by visual or audio indicator;(Optional)

0-Disabled (default), 1-Enabled;

features.pickup.blf_visual_enable = 1

features.pickup.blf_audio_enable = 1

③ Configuration on Yealink IP Phones

1. Go to page **Features** → **Call Pickup**.

Enable **Group Call Pickup**

Enabled **Directed Call Pickup**

[Optional]

Enter the direct pickup code in the **Directed Call Pickup** field. Enter the directed pickup with barge-in code in the **Directed Call Pickup** field. Enter the group call pickup code in the **Group Call Pickup** field. (Refer to page 6 for access codes.)

The screenshot shows the 'Call Pickup' configuration page. It is divided into two sections: 'Directed Call Pickup' and 'Group Call Pickup'. Each section has a dropdown menu for the feature status and a text input field for the pickup code. The 'Directed Call Pickup' status is set to 'Enabled' and its code is '*97'. The 'Group Call Pickup' status is also set to 'Enabled' and its code is '*98'. The text input fields for the codes are highlighted with red boxes. There are help icons (question marks) next to each dropdown and input field.

Section	Feature Status	Code
Directed Call Pickup	Enabled	*97
Group Call Pickup	Enabled	*98

④ Feature Show-Group Pickup

Premise: A-3577, B-3579 and C-3576

1. B dial to C, C doesn't answer the call.
2. A pickup the handset, enter the pre-dial screen then press **GPickup** softkey.
3. A dial the Group Pickup feature access code to pickup the call from B, and C return to idle status.



Figure 1

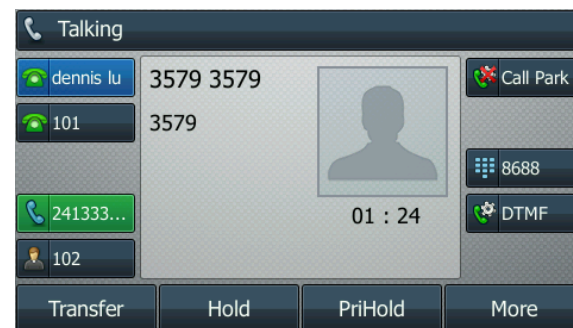


Figure 2

④ Feature Show-Direct Pickup

Premise: A-3577, B-3579 and C-3576

1. B dial to C, C doesn't answer the call.
2. A pickup the hand set, enter the pre-dial screen then press **DPickup** softkey.
3. A enter the number of C and press the **DPickup** softkey to directly prick up the call from B, and C return to idle status.

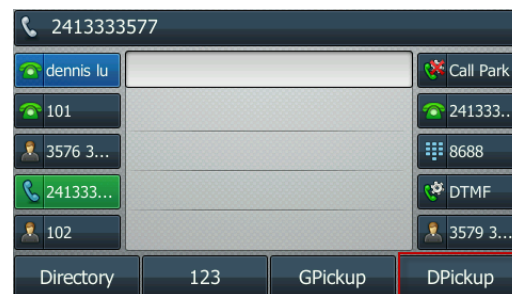


Figure 1

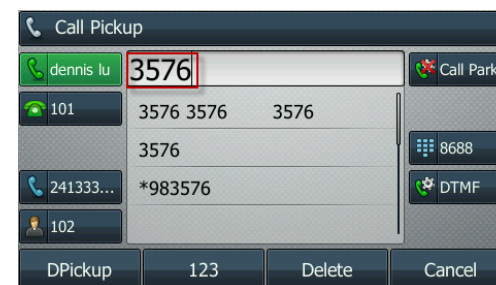


Figure 2

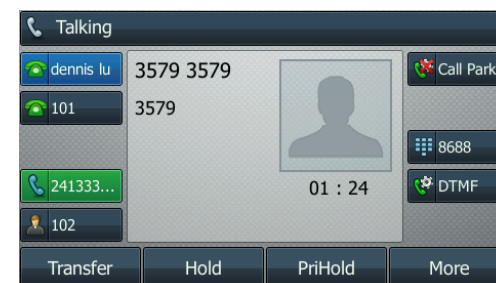


Figure 3

④ Feature Show-Define a DSS Key for Pickup

You can define a DSS key to a Pickup key:

1. Go to page Menu → **Call Features** → **DSS Keys** → **Line Key**.

Selected **Directed Pickup /Group Pickup**

Selected **Account ID**

Entered **Pick Up Call Number/Feature Access Code** in the value field

Line Key 10	
1. Type:	Key Event
2. Key Event:	Directed Pickup
3. Account ID:	Line 4
4. Label:	cathy
5. Value:	3579

Back Switch Save

1. DECT/W52P and VP530 for Call Pickup

DECT phone and VP530 can use the call pickup feature via dial feature access code. For instance, *978529. VP530 also can pickup the call via DSS Key-BLF/Group Pickup.

2. Directed Pickup and BLF List

BLF List can monitor the assigned users' status and directed pickup the call of the monitored user. You may also read the file about BLF List for the details.

Enjoy the Call Pickup feature😊