

MiVoice MX-ONE
Group Call Pickup -
Operational Directions
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General

A call pickup group consists of a number of extensions (members) who have been assigned a common sequence number (group) number. A member of a group can "pickup" calls that are alerting at other members in the same group by dialing a procedure on her/his telephone.

The oldest call will be picked up first. A call pickup group can be affiliated as so called "alternative answer group" to another group which is then designated "main group". This means that a member of the main group dials the procedure for call pickup, but if no call is queued to the member's own group a call in the queue to the alternative answer group will be picked up.

Four alternative answer groups can be affiliated to one main group. When the members of the main group pickup calls from the alternative answer group's queue, calls from the first initiated group will be picked up first, and so on.

A call pickup group can be monitored by SIP telephones by the PGM (pickup group monitor) button/function. By pressing the button the oldest call will be picked up. PGM function will only monitor and pickup from the "main group". The display function depends on the SIP terminal model.

NOTE: Group call pickup can also be configured with MX-ONE Service Node Manager.

Prerequisites

The PBX number series for extension must be initiated.

The extensions that shall become pickup group members must be initiated.

Aids

I/O terminal.

References

In these operational directions references are made to the following documents:

Command Description:

Group call pickup, extension_pickup_group, and extension_pickup_group_member

Terminal Configuration files:

Mitel 6800/6900 Series SIP Phones, Release 5.0.0 (or later), Administrator guide.

Procedure

The following procedure is to be used for the handling of group call pickup:

1. Initiate call pickup group (main)
2. Initiate call pickup group members
3. Initiate alternative answer groups (if any)

Execution

Group

Initiation of Call Pickup Group

General

Prerequisites

Execution

Key the command `extension_pickup_group -i` to initiate a call pickup group.

Key the command `extension_pickup_group -p` to verify that initiation has been executed.

Erasure of Group

Key the command `extension_pickup_group -e` to erase a call pickup group.

Key the command `extension_pickup_group -p` to verify that erasure has been executed.

Printout of Data Relevant to Call Pickup Group

Key the command `extension_pickup_group -p` to obtain a printout.

Member

Initiation of Members

Prerequisites

First the call pickup group must be initiated.

Execution

Key the command `extension_pickup_group_member -i` to initiate members.

Key the command `extension_pickup_group_member -p` to verify that initiation has been executed.

Erasure of Members

Prerequisites

Execution

Key the command `extension_pickup_group_member -e` to initiate a call pickup group.

Key the command `extension_pickup_group_member -p` to verify that initiation has been executed.

Printout of Members in a Call Pickup Group

Key the command `extension_pickup_group_member -p` to obtain a printout of members.

Optional Display/Tone Functions

Initiation of the Optional Display/Tone Functions

Prerequisites

First the call pickup group and members must be initiated.

The function requires SIP extensions that support the PGM key initiated as group members, with PGM (pickup group monitoring) keys defined, to make the function relevant.

NOTE: If Mitel 6800/6900 SIP telephones are used, there is an optional enhancement of the display capabilities for members in a call pickup group, when the PGM key is initiated. The enhanced display function requires appropriate settings of the “enhanced directed call pickup” option in the 6800/6900 configuration files (`startup.cfg`, `<model>.cfg`, `<mac-address>.cfg`). See *Mitel 6800/6900 Series SIP Phones, Release 5.0.0, ADMINISTRATOR GUIDE* for details.

Execution

Enter the `extension_key -i` command with `--function PGM`, `--alert-type` and `--key_display-option` for the SIP extension members that shall have the optional display/tone functions.

Optionally, enter the `extension_pickup_group_member -c` command to set the `--group-call-presentation-delay-time` and `--group-call-presentation-time`.

Deactivation of the Display/Tone Functions

Prerequisites

Same as for initiation.

Execution

Enter the `extension_key -e` command for the SIP extension members that shall have the optional functions removed.

Enter the `extension_key -i` command with `--function PGM`, `--alert-type 0` and `--key_display-option 0` for the SIP extension members that shall have the optional display/tone functions disabled.

Optionally, enter the `extension_pickup_group_member -c` command to disable the `--group-call-presentation-delay-time 0` and `--group-call-presentation-time 0`.

Printout of the Status of the Display Function for Call Pickup Group and Members

Key the command `extension_pickup_group_member -p` to obtain a printout of members, and `extension_key -p` to print the key settings for the member extension.

Alternative Answer Group

Initiation of an Alternative Answer Group

An alternative answer group is affiliated to a main group. The former is handled as a normal call pickup group as regards calls, command handling, and so on.

Prerequisites

The stated answer group must be initiated as a call pickup group.

Execution

Key the command `extension_pickup_group -i` to initiate an alternative answer group to a call pickup group.

Key the command `extension_pickup_group -p` to verify that initiation has been executed.

Erasure of an Alternative Answer Group

All alternative answer groups must be erased simultaneously from a call pickup group.

Prerequisites

Execution

Key the command `extension_pickup_group -e` to erase all alternative answer groups to a call pickup group.

Key the command `extension_pickup_group -p` to verify that initiation has been executed.

Termination

If exchange data have been altered a dump to backup media shall be done.

