FAQ Maxwell - Call Pickup

Introduction

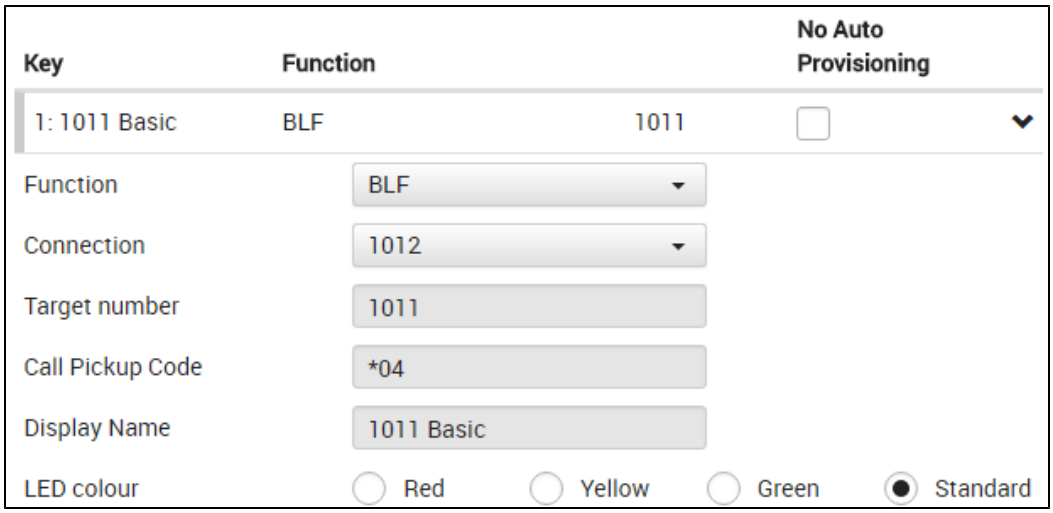
Call Pickup is a feature that allows one to answer someone else's telephone call. The feature is accessed by pressing a blinking Busy Lamp Key (BLF), or by pressing a special sequence of buttons on the Gigaset phone (Feature code).

From software 2.23, you can configure a different Call Pickup code using the "|" symbol at the end.

Valid for Maxwell			
Basic	2	3	4

Call Pickup using BLF key

On the Gigaset desktop devices you can configure Busy Lamp Field (BLF) keys, when these keys are blinking and pressed a Call Pickup for this incoming call is done.



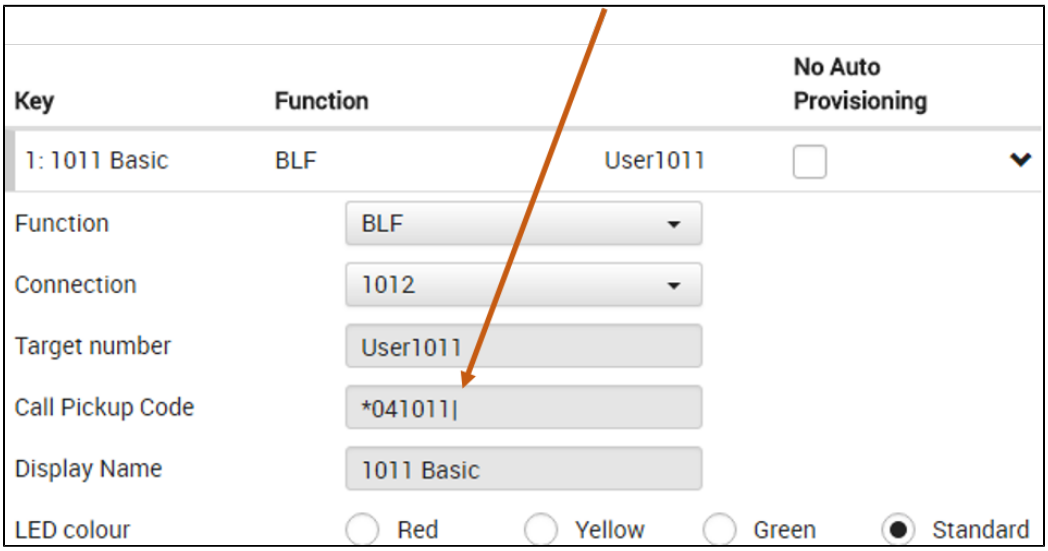
Example 1: Mostly used by many platforms.

Call Pickup Code = *04

1. User 1011 is receiving an incoming call.
2. The BLF key 1011 on the device with number 1012 is blinking.
3. User 1012 presses the blinking BLF key
4. Maxwell sends invite **<Call Pickup Code>** + **<Target number>**, in this example: Request-Line: INVITE sip:*041011@x.x.x.x SIP/2.0

Example 2: Call Pickup code is not using the Target number.

In some platforms, the Monitored number (Target number) is an user-ID and not a phone number, but the Call Pickup is using the phone number. So the Call Pickup code needs to be different.



- User1011 must be monitored using the user-ID and not his /her internal number 1011
- The Call Pickup must use the **<Call Pickup Code>** + **<Target number>**

1. User 1011 is receiving an incoming call.
2. The BLF key User1011 on the device with number 1012 is blinking.
3. User 1012 presses the blinking BLF key
4. Maxwell sends invite ***041011**

Call Pickup code	Maxwell sends	Example:
Without "|" as END character (Normal behavior)	<Call Pickup Code> + <Target number>	*04
With "|" as END character	<Call Pickup Code> without the "|"	*041011|