



Caller ID Pops Twice on Held / Parked Calls

Why a calling queue makes the Vertex pop a second time when a call is resumed or retrieved — and how to stop it

Tech Support Response — 17JUN26

Bottom line up front: Thanks for the clear description — that’s enough for me to pin this down. The short version is good news: your Vertex isn’t malfunctioning, and you don’t need to buy anything to fix this. The second pop-up appears because of how your phone system now hands a call back to the agent after a hold or park — not because of anything in the Vertex. When these lines ran as a **hunt group**, a hold-and-resume stayed inside the *same* call, and the Vertex correctly stayed quiet on the resume — one pop, start to finish. Now that the lines run as a **calling queue**, your VoIP provider pulls the call back up to its cloud and re-delivers it to the agent as a **brand-new call**. Because it is technically a new call, the Vertex announces it again. Below I walk through exactly why, then give you three ways to stop the duplicate — cheapest first.

2

Pop-ups per call you’re seeing now

1

Pop the device sends per call it recognizes

New ID

What the queue creates on retrieve — why it re-pops

\$0

Hardware needed to fix it

1. What you’re seeing

A call comes in, an agent answers, and the caller ID pops on the POS — that first pop is correct. The agent then puts the call **on hold or parks it**. When the call is picked back up (resumed or retrieved), a **second** caller-ID pop fires for the same caller. You started seeing this after you switched these lines from a **hunt group** to a **calling queue**. You’d like to keep the first pop and eliminate the duplicate.

2. How your Vertex decides when to pop

A bit of background, because it explains everything below. Your Vertex is a **passive listener** — it quietly watches the call signaling on your network and reads the caller’s name and number out of the “call-setup” message your phones receive, then sends one record to the POS so it can pop the screen. It is not part of the call and it doesn’t place or route anything; it just reports what it sees.

The key detail: the Vertex recognizes each phone call by a unique ID the phone system stamps on it (its “Call-ID”). As long as something stays part of the *same* call, the Vertex knows it’s the same call and won’t pop again. That is exactly why a normal hold-and-resume on one call doesn’t double-pop — the resume carries the same Call-ID, so the device stays quiet.

3. Why a queue pops twice where a hunt group popped once

This is the heart of it, and it’s about how your phone system *delivers* the call — not where the Vertex sits.

- **Hunt group / ring group:** the incoming call is presented to your phones as **one call**. A hold-and-resume happens inside that one call, so the Vertex sees the same Call-ID throughout and pops only once.
- **Calling queue (ACD) and park:** your provider handles hold-and-resume and park-and-retrieve by pulling the call **back up to its cloud** and then re-delivering it to the agent’s phone as a **fresh call with a new Call-ID**. The Vertex is a passive listener — it has no way to know the “new” call is the same outside caller it already announced — so it pops again.

Here is the difference, side by side (caller number shortened for privacy):

```
# HUNT GROUP – hold then resume stays in the SAME call → one pop
INVITE ... Call-ID: a1b2c3@provider    (answered → POP)
INVITE ... Call-ID: a1b2c3@provider    (resume, SAME id → no 2nd pop)

# CALLING QUEUE – cloud re-delivers as a NEW call → second pop
INVITE ... Call-ID: a1b2c3@provider    (answered → POP)
INVITE ... Call-ID: z9y8x7@provider    (re-delivered, NEW id → SECOND POP)
```

Because those are two different Call-IDs, no setting on the Vertex can reliably stitch them back into one call. The fix has to address how the call is delivered — which is good, because that’s something we can change without new equipment.

4. The three situations — and the fix for each

The exact cure depends on what the “reactivation” actually is. Here are the three possibilities and what each one needs:

When the 2nd pop happens	What’s really going on	The fix
When an agent retrieves a call out of the queue (or off park)	The cloud re-delivers the call to the agent as a new call (new Call-ID). The device sees a new call and pops. <i>(This is the most likely one for your setup.)</i>	Put the affected lines back on a hunt group / ring group , so hold-and-resume stays inside one call. This directly undoes what introduced the duplicate. No cost.

When the 2nd pop happens	What's really going on	The fix
Specifically when retrieving a PARKED call	The Vertex has an opt-in feature called "Call Parking" that, when turned on, <i>intentionally</i> re-pops a parked call when someone grabs it (so the station that picks it up sees who's calling).	Turn the Call Parking option off in the Vertex Configuration Tool. <i>Trade-off:</i> whoever retrieves the parked call then won't get a pop for it.
A plain hold-and-resume on one call	This should <i>not</i> double-pop — the Vertex already recognizes the same call and stays quiet. If it's happening here, your provider is re-presenting even a simple hold as a new call.	Best confirmed with a short packet capture (below), then handled like the queue case — revert to a hunt group, or ask the provider to keep resumes inside the same call.

5. What I recommend — cheapest first

1. **Put the affected lines back on a hunt group / ring group.** This is the clean fix and it costs nothing. A hunt group keeps hold-and-resume inside the one call, so the second pop simply stops. It directly reverses the change that introduced the problem.
2. **If the duplicate is specifically on retrieving a *parked* call — turn off the "Call Parking" option** in the Vertex Configuration Tool. That's a setting, so it works on the unit you already have. Just know the give-and-take: with it off, the station that retrieves a parked call won't get a fresh pop for that call.
3. **If you want to keep the queue,** ask your VoIP provider whether the queue can **resume or retrieve within the same call** instead of re-originating a new call leg to the agent. Some platforms allow this and some don't — which is why option 1 is the reliable one.

Why this isn't a hardware problem: the Vertex is doing its job — it's faithfully reporting every call your phone system hands to your phones. The duplicate comes from the queue handing it the same caller as a second call. Fix that delivery (option 1 above) and the duplicate disappears on the equipment you already own.

6. What I'm confident of, and what I'd confirm

Proven (this is how the device works): the Vertex is a passive listener, it recognizes each call by its Call-ID, it stays quiet on a same-call resume, the "Call Parking" option re-pops a retrieved parked call by design, and it sends one record per call it recognizes.

To confirm for your specific site: that your cloud queue is re-delivering the held/parked call as a new call. That's the standard way calling queues and park work, and it fits your symptom exactly — but I haven't seen your traffic. A short packet capture taken during one hold-and-resume settles it instantly: if the resume shows the *same* Call-ID, it's the Call Parking option; if it shows a *new* Call-ID, it's the queue. I'm glad to tell you exactly how to grab that capture.

What I need from you to wrap this up: just one answer — does the second pop happen when an agent **retrieves a call out of the queue / off park**, or on a plain **hold-and-resume** at the same phone? Tell me which, and whether you'd rather keep the queue or are fine going back to a hunt group, and I'll walk you (or your phone provider) through the exact steps to shut the duplicate off.