



8x8, Inc.

Virtual Office

Group Call Pickup

Version 1.0

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Group Call Pickup

8x8 Group Call Pickup is a simple device based feature that allows an extension user to answer an incoming call for a teammate in his absence from his desk phone. Group Call Pickup involves creating a Pickup Group with extension users. All members of this group will be permitted to pick up incoming calls for other group members in their absence.

Use Case

A small office or group of co-workers do not need formal ring group or DID overflow routing, but want to answer calls when the intended recipient is unavailable. In this scenario customers often want to pick up a ringing call from their own desk instead of walking to the recipient's ringing phone.

Supported Devices

8x8 supports the Group Call Pickup on the following endpoints:

- Polycom VVX 300 310/400/410/500/550/600/1500
- Polycom SoundPoint IP 550/560/670

How Does Group Call Pickup Work?

The PBX administrator creates a Call Pickup group and adds desired extension users to that group. The extension users then receive a pickup extension number via email. When a group member receives a call, in their absence, the call can be answered by any other group member using their handset. Use any of the following ways to answer a call:

- Dial *66 + Pickup Group # such as 5000..
- Press the Speed Dial key pre-programmed for Group Call Pickup on your phone.
For faster dialing, you can set up a speed dial key on your phone. You can configure speed dial using the menu on your phone set or via Account Manager. You must be subscribed to 8x8 Power Keys to configure via Account Manager Web portal. See [Add Speed Dial Key](#).
Note: Multiple ringing calls are handled on a first-in-first-out basis.
- Press the Group Call Pickup pre-programmed BLF key on your phone.
BLF¹ functions as a one-touch speed-dial key to receive inbound calls to the pickup group. You can view the status of Group Call Pickup extension from your desk phone and answer the call when it is ringing. To learn how to set up BLF, click [here](#).

¹ BLF is an add-on feature that comes with Line Key Configuration. Contact your support team at 8x8 for more information regarding this feature.

How do you Configure Group Call Pickup in Account Manager?

Configuring Group Call Pickup in Account Manager involves identifying and creating a mailing list of desired extension users for the Pickup group.

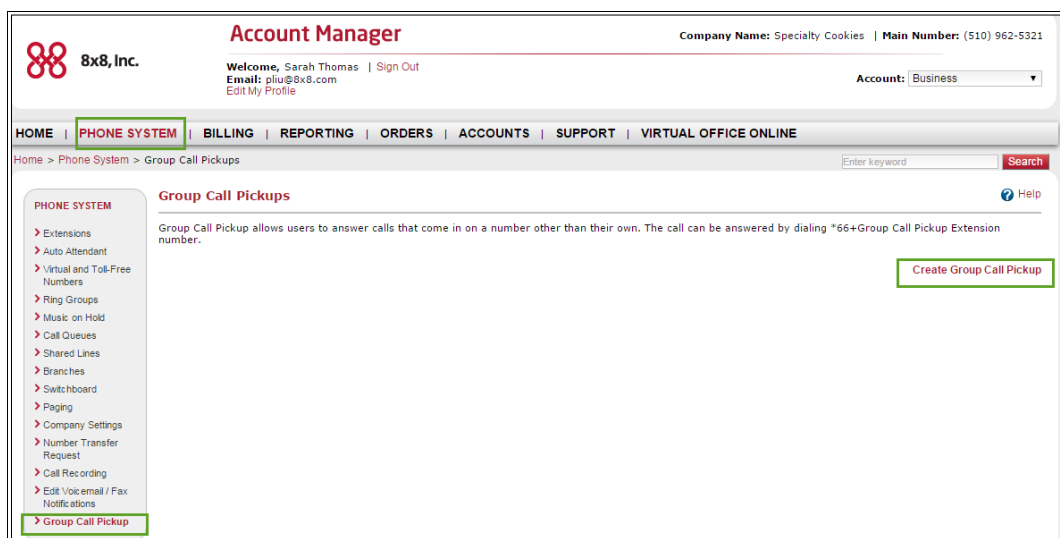
- [Step 1: Create a mailing list of desired extension users or add existing mailing lists.](#)
- [Step 2: Create a Group for Group Call Pickup by adding the desired mailing lists.](#)
- [Step 3: \(optional\) Define BLF keys for Group Call Pickup Number](#) (Requires subscription to Power keys feature).

Step 1: Create a mailing list

The mailing list determines the group members who are permitted to pick up calls for others.

To create a mailing list:

1. Log in to Account Manager.
2. Navigate to **Phone System** tab.
3. Click **Group Call Pickup** on the left navigation menu.



4. Click **Create Group Call Pickup** link to create new extension lists.

The screenshot shows the 'Create Group Call Pickup' form. At the top, there's a red header bar with the title 'Create Group Call Pickup' and a 'Help' link. Below the header, a message says 'Please enter your new Group Call Pickup information below.' The form is divided into three main sections: 1. 'Manage List(s)' with a text input field containing 'Manage List(s)' and a green border. 2. 'Group Call Pickup Details' with fields for 'Group Call Pickup Name' and 'Group Call Pickup Extension' (containing '5003'), and a 'Suggest' button. 3. 'Members of Group Call Pickup' with instructions to create a new group by picking a list and using '+' and '-' buttons to add/delete lists. Below this is a table with one row for 'Group Call Pickup List' and an 'Add/ Delete' column. At the bottom are 'Save' and 'Cancel' buttons.

5. Click **Manage List(s)**.

The screenshot shows the 'List' management page. The breadcrumb trail at the top is 'Home > Phone System > Lists'. There's a search bar with 'Enter keyword' and a 'Search' button. A left sidebar titled 'PHONE SYSTEM' lists various features: Extensions, Auto Attendant, Virtual and Toll-Free Numbers, Ring Groups, Music on Hold, Call Queues, Shared Lines, Branches, and Switchboard. The main content area is titled 'List' and contains the text 'Create lists of extensions addressable by another extensions for use with services such as Group Call Pickup.' Below this text are two buttons: 'Create New List' (highlighted with a green border) and 'Return to Previous Page'. There's also a search bar with 'Search' and 'Reset' buttons. At the bottom, it says 'No Lists Available'.

6. Click **Create New List**.

Create New List

Use lists with services such as Group Call Pickup..

1. Name your List

Customer Support

2. Search for extensions or lists.

Search

Reset

First

1-51 of 51

Last

Select	Extension	Service Type	Name	Phone number
<input checked="" type="checkbox"/>	1001	Unlimited Extension	Phillip Liu	(650) 646-3018
<input checked="" type="checkbox"/>	1002	Metered Extension	Sukhanya Rajan	(650) 646-2988
<input type="checkbox"/>	1003	Unlimited Extension	John Smith	(650) 646-2992
<input checked="" type="checkbox"/>	1004	Global Extension	Sarah Thomas	(650) 646-3006
<input type="checkbox"/>	1006	Basic Extension	Specialty Cookies	(555) 648-0703
<input checked="" type="checkbox"/>	1007	Unlimited Extension	Jean Andje	(408) 627-8740
<input type="checkbox"/>	1009	Unlimited Extension	Ramana Gottipati	(408) 329-7176
<input checked="" type="checkbox"/>	1012	Unlimited Extension	Angela York	(408) 329-7137
<input type="checkbox"/>	1013	Unlimited Extension	Julia Zhu	(408) 329-7144
<input type="checkbox"/>	1014	Unlimited Extension	Rika Tandean	(408) 329-7146

7. Enter a name for the list.
8. Select the extensions you would like to add to the list.
Notes:
 - Being a group member denotes permission to answer someone else's phone.
 - An extension can be a member of multiple groups.
9. Click **Save**.
 The new list appears under Group Call Pickup List.

List

Create lists of extensions addressable by another extensions for use with services such as Group Call Pickup.

Create New List

Return to Previous Page

Search

Reset

First

1-1 of 1

Last

List Name	Used By	Actions
Customer Support List		View/Edit Copy Delete

Step 2: Create a Group for Group Call Pickup by adding the desired mailing lists

To create a group for Group Call Pickup:

1. Click **Return to Previous Page** if you are still in the List page.
OR
Navigate to **Phone System** page and click **Group Call Pickup** from the left navigation menu.
2. Click **Group Call Pickup** link.

Create Group Call Pickup [Help](#)

Please enter your new Group Call Pickup information below.

Manage List(s)
Create, View, Edit, Delete, List(s): [Manage List\(s\)](#)

Group Call Pickup Details
 Group Call Pickup Name:
 Group Call Pickup Extension: [Suggest](#)

Members of Group Call Pickup
 Create a new group by picking a list
 Use the [+](#) and [-](#) buttons to Add/Delete an existing list to this Group Call Pickup

Group Call Pickup List	Add/ Delete
<input type="text" value="Customer Support List"/>	+

[Save](#) [Cancel](#)

3. Enter a name for the new group.
A **Group Call Pickup Extension** (5000) is automatically assigned to your group.
4. Select the mailing list you just created to add it to the list.
Note: If you have created mailing lists before, you can view and add them here.
5. Click **Save**.
The new group appears in the list. Navigate to Group Call Pickup link to see the new group.

PHONE SYSTEM

- Extensions
- Auto Attendant
- Virtual and Toll-Free Numbers
- Ring Groups
- Music on Hold
- Call Queues
- Shared Lines
- Branches
- Switchboard
- Paging
- Company Settings
- Number Transfer Request
- Call Recording
- Edit Voicemail / Fax Notifications
- Group Call Pickup**

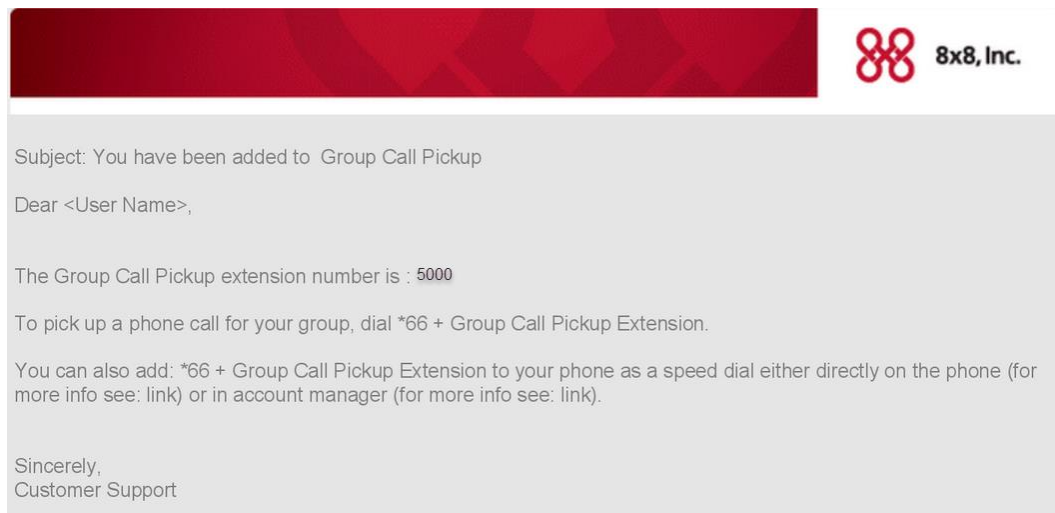
Group Call Pickups [Help](#)

Group Call Pickup allows users to answer calls that come in on a number other than their own. The call can be answered by dialing *66+Group Call Pickup Extension number.

[Create Group Call Pickup](#) | [Delete All Group Call Pickups](#)

Group Call Pickups	Group Extension	Group Members	Action
Customer Support Group	5000	Customer Support List	Edit Delete

When a pickup group is created, the users get an email notifying them they are part of the group, the group extension and how to use.



Step 3: (optional) Define BLF and Speed Dial Keys for Group Call Pickup Number

BLF is an add-on feature that is bundled with 8x8 Power Keys functionality. You require subscription to 8x8 Power keys to continue with the following procedure:

To define BLF keys Group Call Pickup number:

1. From the Home screen in Account Manager, navigate to Phone System.

The screenshot shows the 8x8 Account Manager interface. The top navigation bar includes links for HOME, PHONE SYSTEM, BILLING, REPORTING, ORDERS, ACCOUNTS, SUPPORT, and VIRTUAL OFFICE ONLINE. The left sidebar lists various phone system features like Extensions, Auto Attendant, and Ring Groups. The main content area is titled 'Extensions' and contains a 'Quick Find / Edit Extension' search bar and six action buttons: View All Extensions, Edit Multiple Extensions, Change Extension Numbers, Download Call Recordings, Line Key Configuration, and Outbound Calling Options. The 'Line Key Configuration' button is highlighted with a red box.

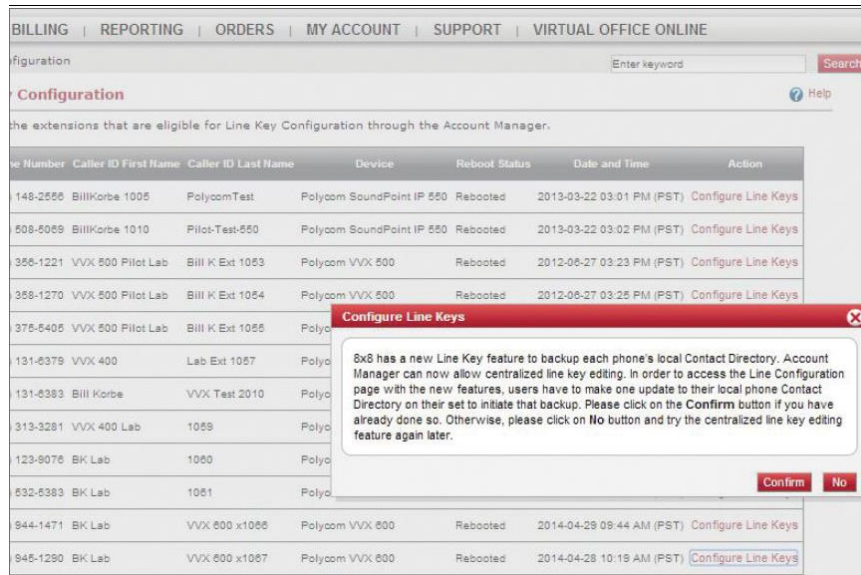
2. Select Line Key Configuration from the menu.
A list of extensions eligible for line key configuration shows.

Line Key Configuration

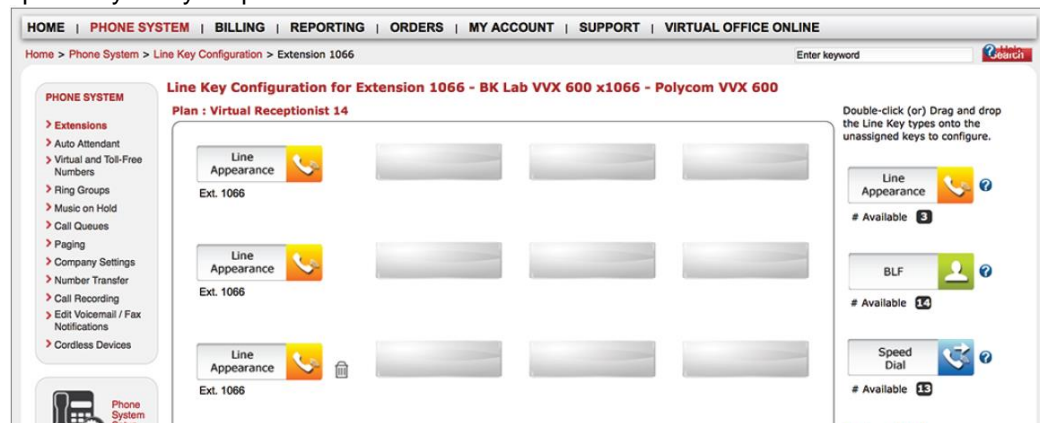
Below are the extensions that are eligible for Line Key Configuration through the Account Manager.

Ext.	Phone Number	Caller ID First Name	Caller ID Last Name	Device	Reboot Status	Date and Time	Action
1005	(555) 148-2556	Bill Korb	1005	Polycom SoundPoint IP 550	Rebooted	2013-03-22 03:01 PM (PST)	Configure Line Keys
1010	(415) 508-5069	Bill Korb	1010	Polycom SoundPoint IP 550	Rebooted	2013-03-22 03:02 PM (PST)	Configure Line Keys
1054	(557) 358-1270	VVX 500 Pilot Lab	Bill K Ext 1054	Polycom VVX 500	Rebooted	2012-06-27 03:25 PM (PST)	Configure Line Keys
1053	(557) 356-1221	VVX 500 Pilot Lab	Bill K Ext 1053	Polycom VVX 500	Rebooted	2012-06-27 03:23 PM (PST)	Configure Line Keys
1056	(557) 377-5541	VVX 500 Pilot Lab	Bill K Ext 1056	Polycom VVX 500	Rebooted	2014-05-07 01:16 PM (PST)	Configure Line Keys
1055	(557) 375-5405	VVX 500 Pilot Lab	Bill K Ext 1055	Polycom VVX 500	Rebooted	2014-01-10 04:58 PM (PST)	Configure Line Keys

3. From the list, select an extension and click **Configure Line Keys**.
You are prompted to back up the contact directory or speed dials on the phone.



4. Perform the back-up process on your device. See [Appendix A](#).
5. After completing the back-up on the phone, click Confirm to continue in Account Manager.
6. The Line Key Configuration screen shows the device key map with assigned keys and unused spare keys on your phone.



This key map corresponds to the keys on your phone.

7. On the right-hand side, you have the following assignment key types:
 - (BLF) **Busy Lamp Field Key**—to track the status of other extension users on the same PBX
 - **Speed Dial Key**—to quickly dial out to most frequently used number.

Note: The number of BLF keys allowed for the extension depends on the Power Keys plan it is associated with.
8. Refer to the table for details on the Power Keys Plan and corresponding BLFs. There is no limit on the number of speed dials.
9. Drag and drop a desired key type to an unused key in the map.

Note: Chrome does not support drag and drop functionality. Click on the key for the key type options.
10. **Add BLF Key:**
 - a. Drag and drop BLF Key on an unused key or click on a key for the key type option.

- b. At the prompt, select **Group Call Pickup** under Quick Search.

Line Key Configuration for Extension 10005 - Divina V - Polycom SoundPoint IP 550

Plan : Power Keys 4

Double-click the Line Key types to configure.

Select the extension to monitor with this key

To select an extension, type the extension number, caller ID or phone number and hit the search button. You can also use the dropdown to search for a specific number type from the directory.

Quick Search

Extensions

Search Reset

Additional BLF Call Ringing Notifications

In addition to the flashing red BLF phone ringing notification, you can optionally enable additional BLF phone ringing alerts. (These alerts will apply to all BLF keys for this extension):

☒ Enable call screen notification ☒ Enable call audio tone

Scheduled to reboot on 2015-09-28 05:00 PM (PST)

Save Cancel

- c. Click **Search**.

Line Key Configuration for Extension 10005 - Divina V - Polycom SoundPoint IP 550

Plan : Power Keys 4

Double-click (or) Drag and drop the Line Key types onto the unassigned keys to configure.

Select the extension to monitor with this key

To select an extension, type the extension number, caller ID or phone number and hit the search button. You can also use the dropdown to search for a specific number type from the directory.

Quick Search

Group Call Pickup

Search Reset

Actions	Ext	Phone Number	Caller ID First Name	Caller ID Last Name
Select		5003		
Select		5004		

Additional BLF

In addition to alerts. (Thes

☒ Enable C

Scheduled to reboot on 2015-09-28 05:00 PM (PST)

Save Cancel

- d. Find the Group Call Pickup extension you just created from the list and click **Select**.
The Edit BLF Extension window opens.

Line Key Configuration for Extension 10005 - Divina V - Polycom SoundPoint IP 550

Plan : Power Keys 4

Double-click the Line Key type to configure.

Line Appearance Ext. 10005

BLF

Speed Dial

No more Speed Dial Keys available

Edit BLF Extension

Click on the lookup icon to select an extension.

Extension 5003

Label (9 characters maximum)

☒ Enable this user to pick up calls for this monitored extension

Ok Cancel

Additional BLF Call Ringing Notifications

In addition to the flashing red BLF phone ringing notification, you can optionally enable additional BLF phone ringing alerts. (These alerts will apply to all BLF keys for this extension):

☒ Enable call screen notification ☒ Enable call audio tone

Last rebooted on 2015-09-25 02:18 PM (PST)

Save Cancel

- e. Enter the Group Call Pickup extension.
- f. Edit the label that shows on the phone.
- g. Optionally, enable the user to answer calls for this monitored extension.
11. **Add Speed Dial key:**
- a. Drag and drop the Speed Dial Key or click on a key for key type option.
- b. At the prompt, select Group Call Pickup under Quick Search.
- c. Click **Search**.

- d. Select the Group Call Pickup extension from the list.

Select the number for this speed dial key

Enter extension, or type the phone number or caller ID and click Search.
Use the dropdown to search the directory for a specific number type.
(Search is optional, for Internal extensions only)

Quick Search ?

Group Call Pickup

Search Reset

Actions	Ext	Phone Number	Caller ID First Name	Caller ID Last Name
Select	5003			
Select	5004			

OK Cancel

Contact Phone Number

First Name

Last Name

Label (9 characters maximum)

Ring Type Default

Auto Divert Disabled

Divert Contact To

Auto Reject Disabled

Save Cancel

- e. To add a new contact, add additional details as desired.

12. Click **Save**.

Appendix A

Backing up the contact directory on the phone device is essential before editing any keys on Account Manager the first time. It is done automatically once the back-up server launches. Configuring line keys in Account Manager allows central editing after the local directory is saved once to prevent accidental loss of locally-saved contact data on the phone. You can add a dummy new entry on the phone and save it for a quick back-up.

To back up contact directory from your phone device:

1. Press to display Home view on the phone.
2. From the menu, tap Directories > Contact Directory.
3. Select a contact to edit or use “+” to create a new contact.
4. To edit a contact:
 - a. Select a contact and tap Edit icon. Scroll down the list of options and hit Favorite Index, if you wish to make the contact into a Speed Dial.
 - b. Assign an index according to where you want the contact to display on phone or SideCar.
5. Press the Save soft key to save the contact and backup the contact directory.