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-programed BLF key on your phone.
  BLF[1] 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.

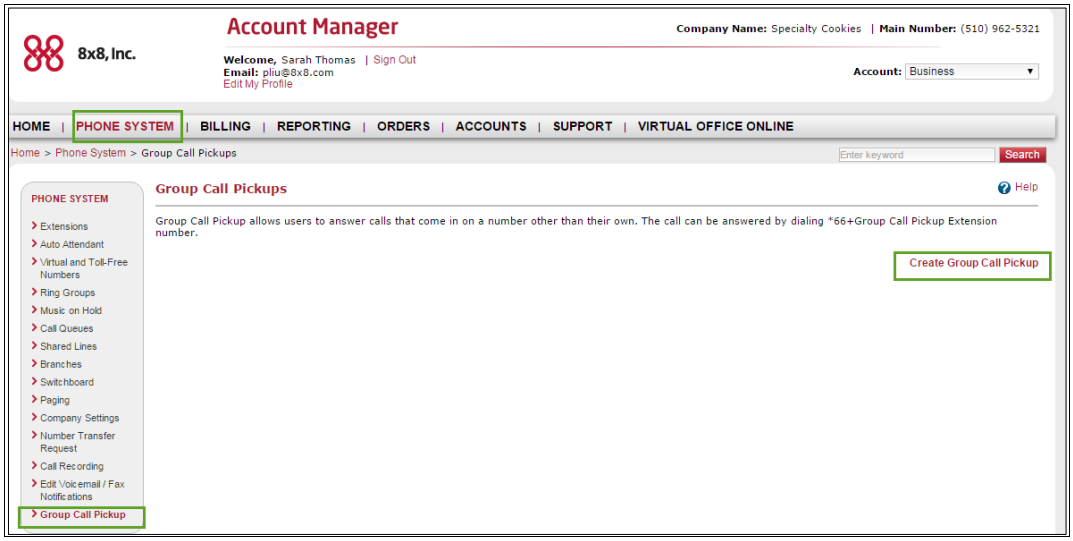
- Step 1: Create a mailing list of desired extension users or add existing mailing lists.
- Step 2: Create a Group for Group Call Pickup by adding the desired mailing lists.
- Step 3: (optional) Define BLF keys for Group Call Pickup Number (Requires subscription to Power keys feature).

Step 1: Create a mailing list

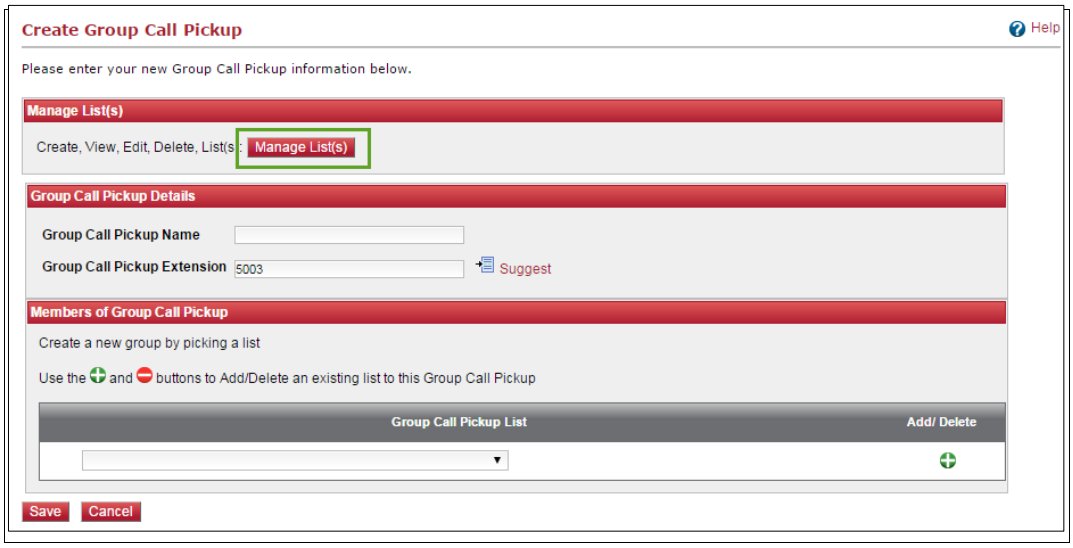
The mailing list determines the group members who are permitted to pick up calls for others.

To create a mailing list:

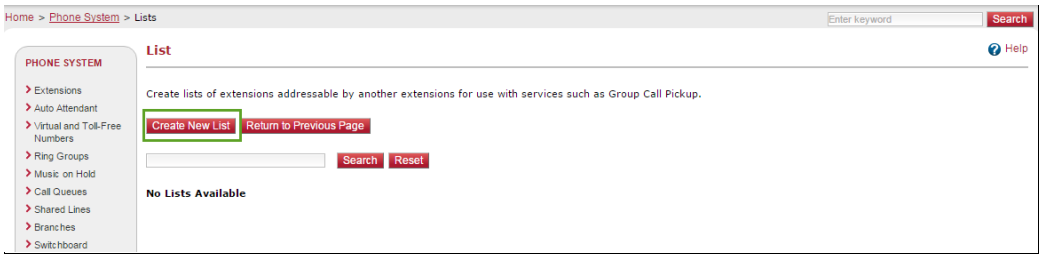
1. Log in to Account Manager.
2. Navigate to **Phone System** tab.
3. Click **Group Call Pickup** on the left navigation menu.



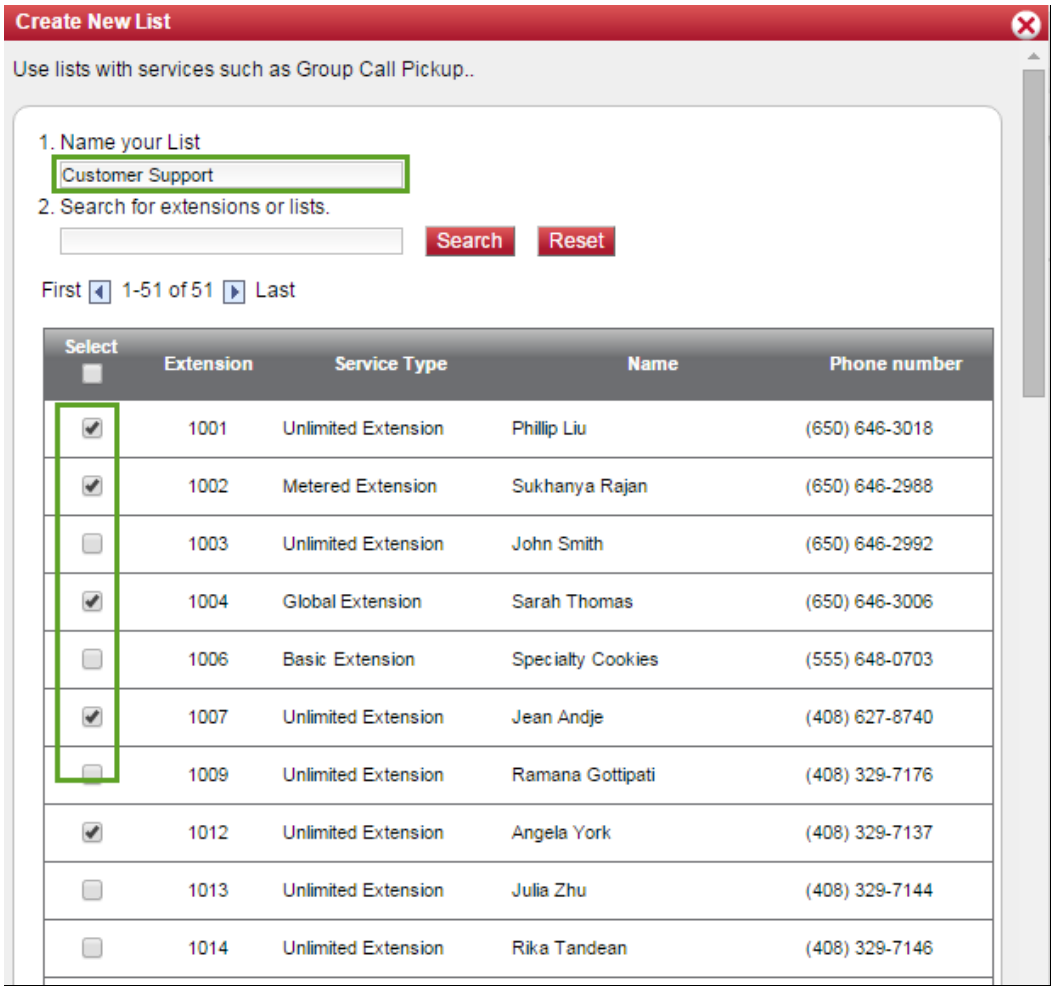
4. Click **Create Group Call Pickup** link to create new extension lists.



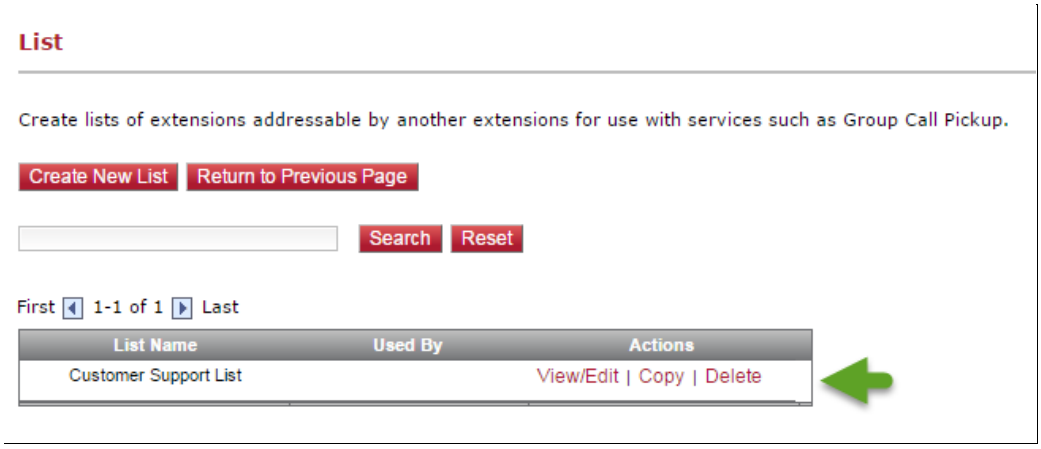
5. Click **Manage List(s)**.



6. Click **Create New List**.



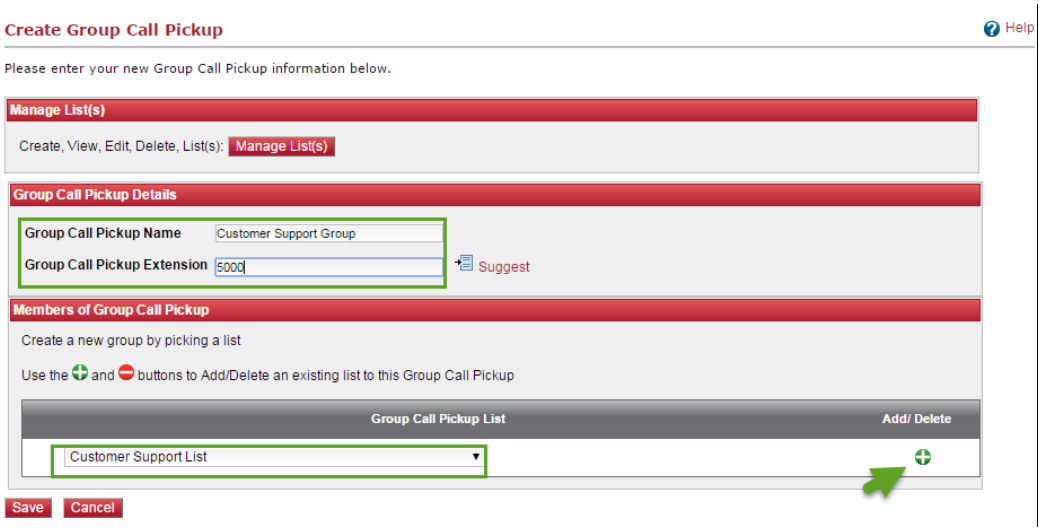
7. Enter a name for the list.
8. Select the extensions you would like to add to the list.
   Notes:
   -Being a group member denotes permission to answer someone else's phone.
   -An extension can be a member of multiple groups.
9. Click **Save**.
   The new list appears under Group Call Pickup List.



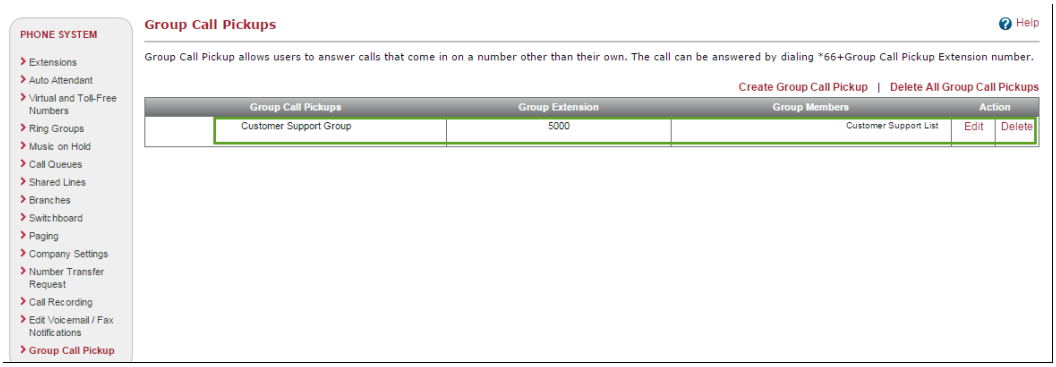
Step 2: Create a Group for Group Call Pickup by adding the desired mailing lists

To create a group for Group Call Pickup:

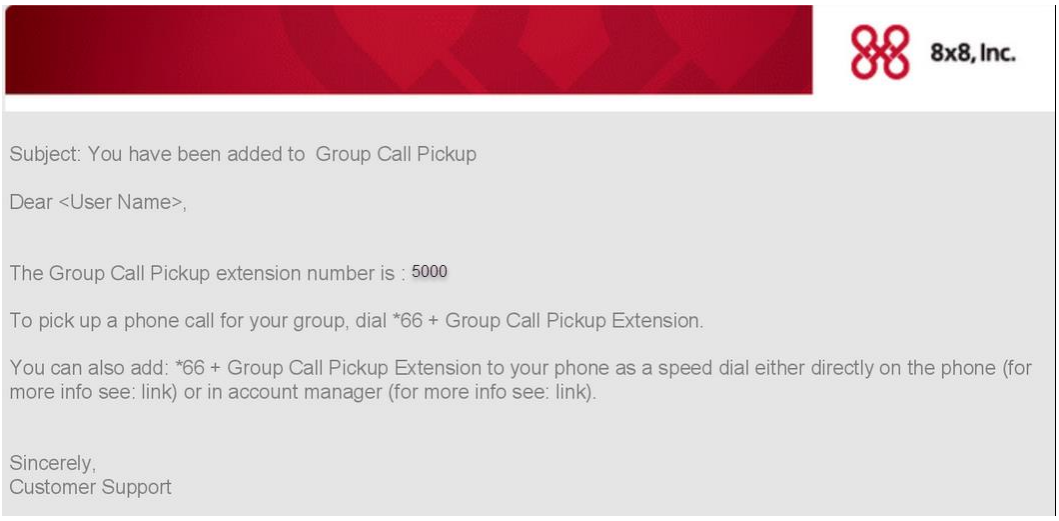
1. Click **Return to Previous** Page if you are still in the List page.
   OR
   Navigate to **Phone System** page and click **Group Call Pickup** from the left navigation menu.
2. Click **Group Call Pickup link**.



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.



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.



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Subject: You have been added to Group Call Pickup

Dear <User Name>,

The Group Call Pickup extension number is : 5000

To pick up a phone call for your group, dial *66 + Group Call Pickup Extension.

You can also add: *66 + Group Call Pickup Extension to your phone as a speed dial either directly on the phone (for more info see: link) or in account manager (for more info see: link).

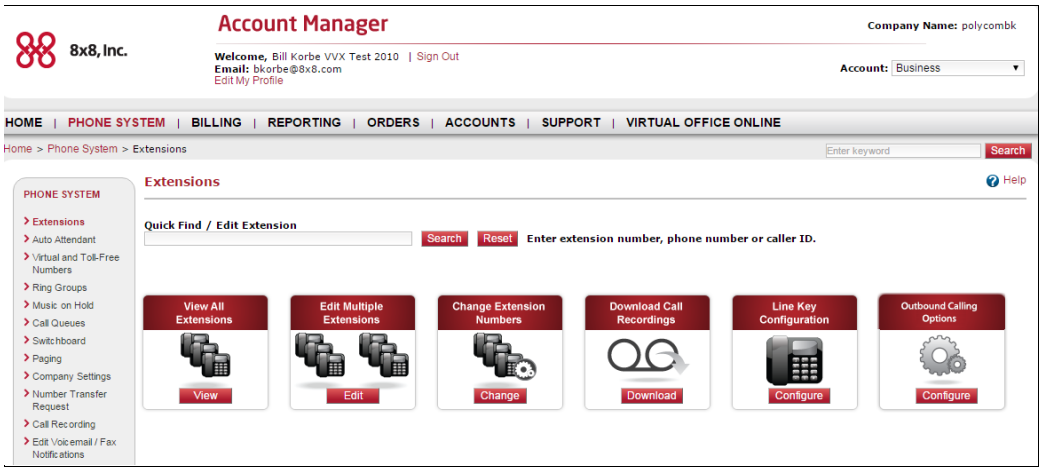
Sincerely,
Customer Support

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

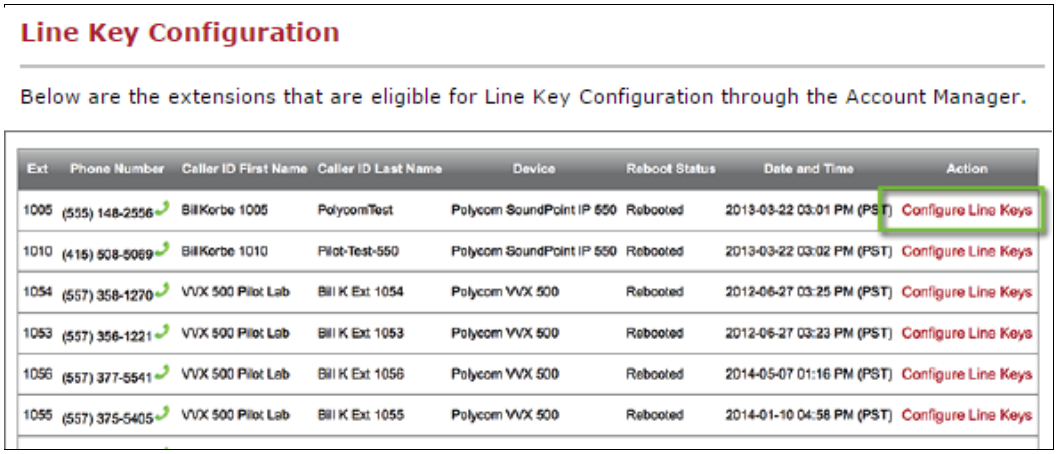
BLF is an add-on feature that is bundled with 8x8 Power Keys functionality. You require subscription to 8x8 Power keys to continue with the following procedure:

To define BLF keys Group Call Pickup number:

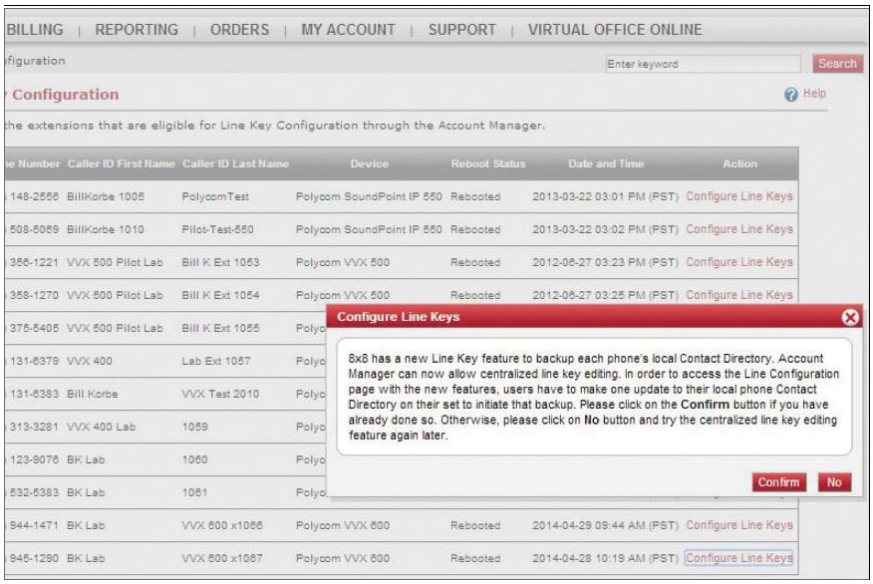
1. From the Home screen in Account Manager, navigate to Phone System.



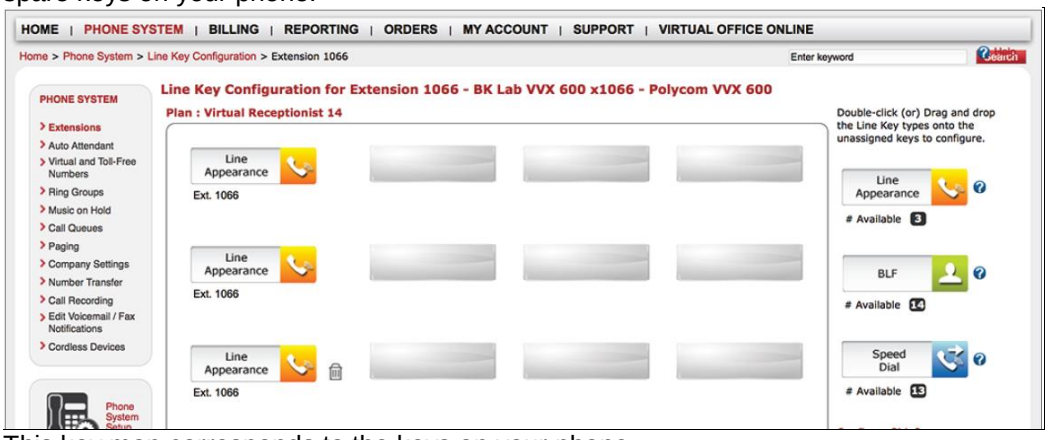
2. Select Line Key Configuration from the menu.
A list of extensions eligible for line key configuration shows.



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.

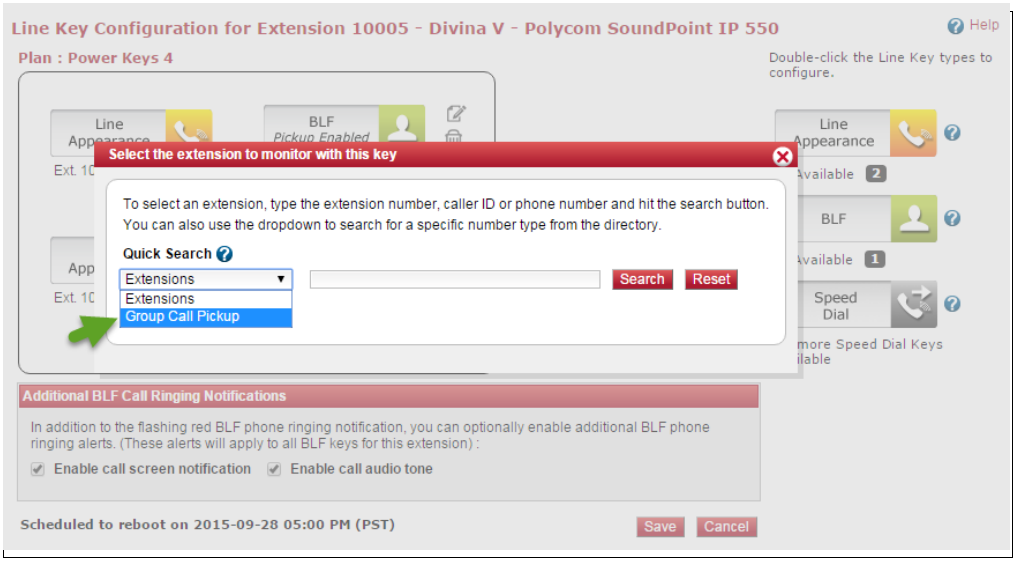


This key map corresponds to the keys on your phone.

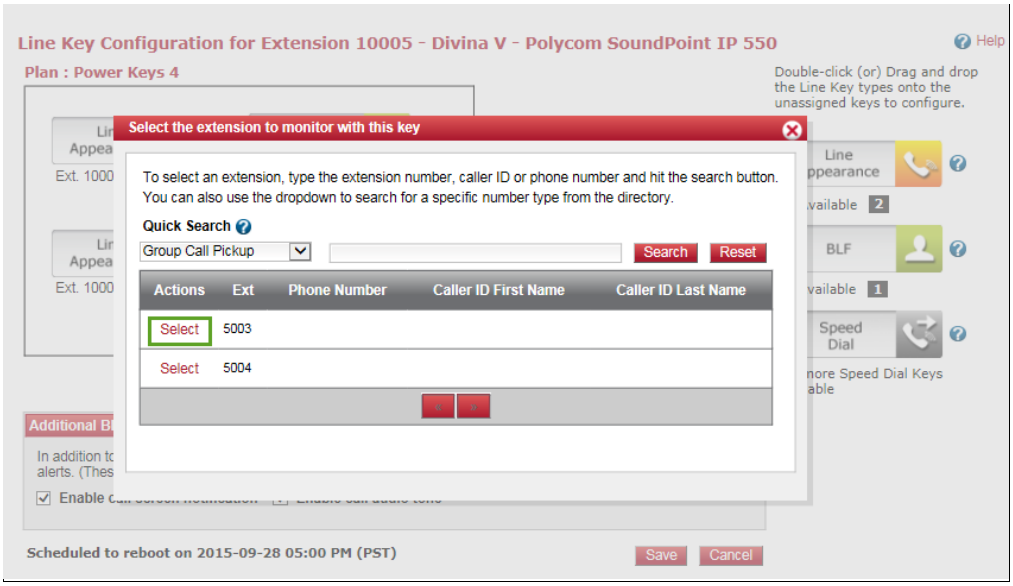
7. On the right-hand side, you have the following assignment key types:
   - (BLF) **Busy Lamp Field Key**—to track the status of other extension users on the same PBX
   - **Speed Dial Key**—to quickly dial out to most frequently used number.
     Note: The number of BLF keys allowed for the extension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

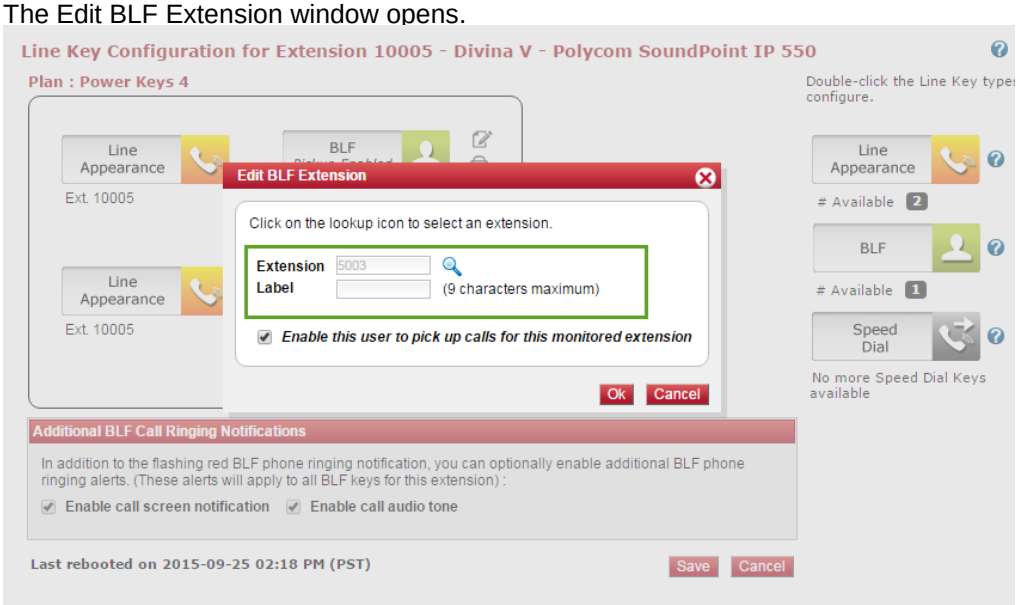
b. At the prompt, select **Group Call Pickup** under Quick Search.



c. Click **Search.**



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



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.

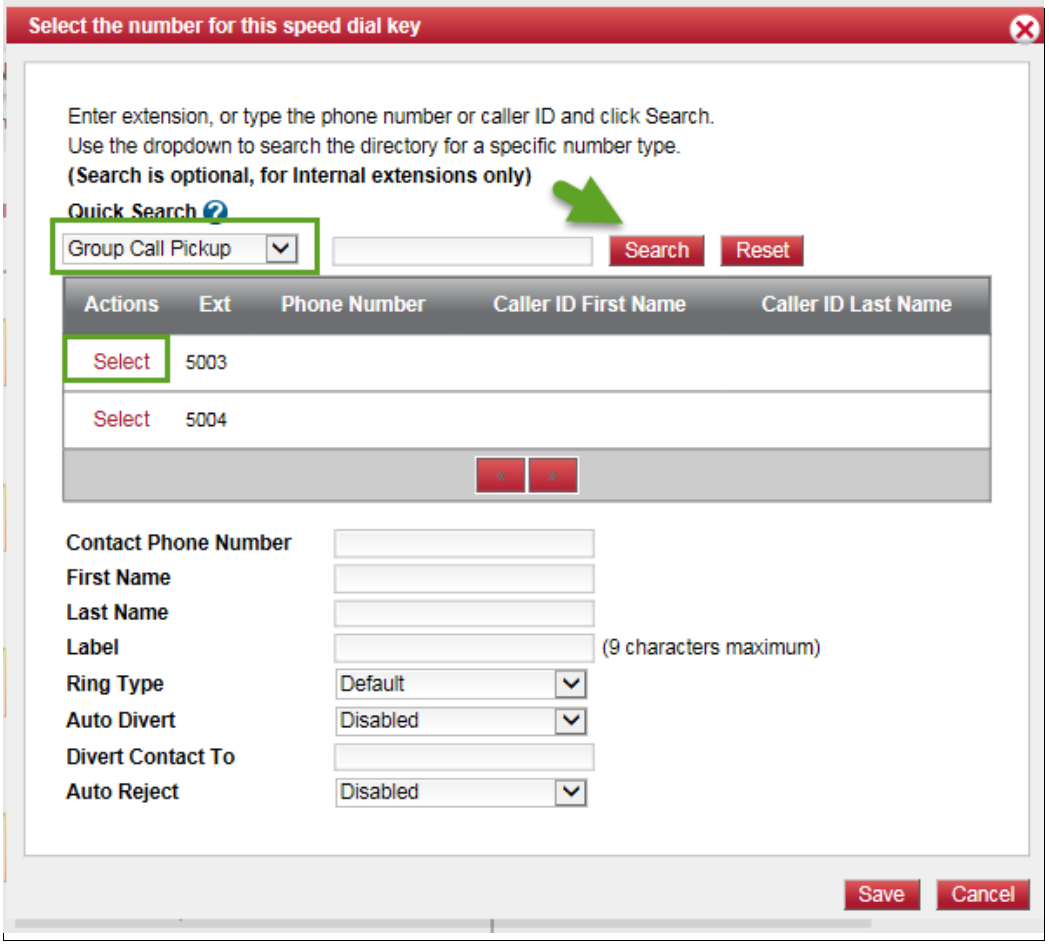
11. **Add Speed Dial key**:

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.



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.