How do I configure Group Call Pickup in Account Manager?

Note: To configure Group Call Pickup in Virtual Office Configuration Manager, click here.

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

**Step 1: Create a List of Desired Extension Users**

The list determines the group members who are permitted to pick up calls for other users.

**To create a list of extension users**

1. Log in to Account Manager.
2. Navigate to the Phone System tab.
3. Click Group Call Pickup on the left navigation menu.
4. Click the Create Group Call Pickup link on the right.
5. Click Manage List(s).
6. Click Create New List.

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7. Enter a name for the list.

8. Select the extensions you want 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**.

A new list appears under Group Call Pickup List.

### Step 2: Create a Pickup Group by Assigning One or More Lists

**To create a pickup group**

1. If you are still in the List page, click **Return to Previous Page**. Or, navigate to the **Phone System** page and click **Group Call Pickup** from the left navigation menu.

2. Click **Group Call Pickup**.
3. Enter a name for the new Pickup group.

![Image of Create Group Call Pickup interface]

A Group Call Pickup Extension (5000) is automatically assigned to your group.

4. Select and add the extension list you just created. **Note:** If you have created the extension lists before, you can view and add them here.

5. Click **Save**.

6. Click the **Group Call Pickup** link in the navigation menu to see the new group.

![Image of Group Call Pickup interface]

When a pickup group is created, the users get an email notification regarding the group, the group extension number, and how to use the extension number.

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

BLF is an add-on feature that is bundled with 8x8 Power Keys functionality. To continue with the following procedure, you must have a subscription to 8x8 Power Keys.

**To define BLF keys Group Call Pickup number**
1. From the Home screen in Account Manager, navigate to **Phone System**.

![Account Manager Home Screen](image1)

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

![Line Key Configuration](image2)

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.

![Configure Line Keys](image3)

4. Perform the back-up process on your device.

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.

![Line Key Configuration Screen](image4)

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This key map corresponds to the keys on your phone.

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

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Note: The number of BLF keys allowed for the extension depends on the Power Keys plan it is associated with.
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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 Keys**.
   a. Drag and drop a 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** keys.

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.

12. Click **Save**.

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