

## Quick Reference Guide

### for the Cisco SPA122 ATA with your analog phone

8x8 Virtual Office features are accessed from your analog phone using **Flash** and \* codes.

- **Flash** refers to use of a Flash button. If you don't have a Flash button on your phone, you can create the same effect by quickly tapping the on-hook sensor on your phone as if you were quickly hanging up and then picking up again.
- The \* refers to use of the \* button on your phone's dial pad.

## Basic Calling

### Placing a Call

#### Extension to extension

Dial the extension number and pick up the handset or press the speakerphone button (if your phone has a speakerphone).

#### Outbound calls

Dial the phone number and pick up the handset or press the speakerphone button (if your phone has a speakerphone).

- **Local Call** – (Phone Number)
- **Long Distance** – (Area Code) (Phone Number)
- **International** – 011 (Country Code) (Phone Number)

#### Calling through Virtual Office Online

Login to your Virtual Office Online account and change your **I'm calling from:** status to **Desk Phone**, click on the phone number of a contact, then pick up the call from your desk phone and wait for the call to connect.

### Answering a Call

#### New call

Pick up the handset or press the speakerphone button (if your phone has a speakerphone).

#### While on another call (call waiting)

1. Press **Flash** to retrieve a new incoming call after hearing the call waiting tone. The first call will automatically be placed on hold
2. To alternate between the two calls, press **Flash**

#### Ending a Call

Hang up your handset (or speakerphone).

## Voicemail

#### Listen to voicemail

1. Dial **555** from your phone (or Dial **500** from another phone in your company PBX) or dial your entire phone number from any other phone
    - From your own phone (after dialing 555) just enter your voicemail password and press **#** again
    - When dialing from another phone, enter your extension number, press **#**, enter your voicemail password and press **#** again
  2. After connecting, follow the recorded announcements to access your voicemail account
- #### Forwarding voicemail
1. When listening to a voicemail, press **0** to access voicemail options
  2. Press **2** and enter an extension number to forward the voicemail to another extension

## Call Transfer

### Cold Transfer (Blind Transfer)

Transfer a call to a second number without speaking to the second party.

#### To cold transfer a call to a new number

1. Press **Flash**. This puts the first caller on hold
2. Enter the second number
3. Hang up to complete the transfer (before the second party answers)

### Warm Transfer

Transfer a call to a second number, after first speaking to the second party.

#### To warm transfer an existing call to a new number

1. Press **Flash** to put the first caller on hold
2. Dial the second number
3. Talk to the second party
4. Hang up to complete the transfer

## Conference Call

Conferencing allows you to join two callers into a conference via your phone.

#### When a call is already in progress

1. Press **Flash**
2. Dial the second call
3. After the second call answers, press **Flash** to join the calls into a 3-way conference

#### When no calls are in progress

1. Dial the first caller on the line
2. Follow the steps above

#### Ending a conference

To end a conference, just hang up.

## Hold

If your phone has a hold button, use it to put calls on or off hold.

If your phone does not have a hold button:

1. Press **Flash** when on a call
2. The call will be placed on hold and then you can hang up as soon as you hear the dial tone
3. To retrieve your held call, pickup the handset or speakerphone

**Note:** If you have a call on hold, and receive a second call, you can answer it and alternate between the two calls by pressing **Flash**. However, if you have a call on hold and you make a second outbound call, pressing **Flash** will create a 3-way call.

## Call Waiting

When on an active call, if call waiting is enabled you will hear a call waiting tone.

- To accept the call, press **Flash** (your original call is placed on hold)
- To ignore the call, do nothing, and the call will be forwarded to voicemail or your designated “call forward no answer” setting

After accepting a call waiting call, you can:

- Use **Flash** to alternate between your original call and your new call
- The other call will always be placed on hold when talking to the alternate party

### To disable call waiting

- Lift your handset and dial **\*57**
- You will no longer hear the call waiting tone when there is an incoming call while you are on a call
- Your second incoming call will be forwarded to voicemail

### To re-enable call waiting

- Lift your handset and dial **\*56**
- You will now hear the call waiting tone when there is an incoming call while you are on a call

## Redial

### To redial a call

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*07**

## Return Last Call Received

To return the last call received:

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*69**

## Make an Anonymous Call

This will block your caller ID to your called party and show “Anonymous / Restricted”

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*67** plus the phone number

## Call Forwarding

8x8 recommends you control your call forwarding settings through Virtual Office Online (<http://virtualoffice.8x8.com>), because it is network-based, always active, and can be changed from anywhere you have access to a computer with an Internet connection.

You can also use phone-based call forwarding, which is only active when your phone is powered and connected, and can be changed when you are at your phone.

## Forward All Calls (phone-based instructions)

To forward all calls to another number:

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*72**
3. Dial the number you want to forward all calls to
4. Wait for the confirming beeps and then hang up

To turn off forwarding all calls to another number:

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*73**
3. Hang up

## Forward No Answer (phone-based instructions)

To forward calls to another number when you do not answer your phone (after 4 rings):

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*92**
3. Dial the number you want to forward calls to when you do not answer the call in 4 rings
4. Wait for the confirming beeps and then hang up

To turn off forwarding calls to another number when you do not answer the call in 4 rings:

1. Pick up the handset or press the **speakerphone** button (if your phone has a speakerphone)
2. Dial **\*93**
3. Hang up

### Note:

The 8x8 default setting is to forward calls to voicemail when you do not answer in 3 rings. Using this phone-based feature will override that default. Your calls will no longer be forwarded to your voicemail but to another number that you specify if you don't answer in 3 rings.

If you turn off your Forward No Answer feature using \*93, your settings will revert back to forwarding calls to voicemail when you don't answer in 3 rings (unless you have specified another number using Virtual Office Online.)

## DND (Do Not Disturb)

Activating DND prevents incoming calls from ringing your phone.

**Turn on DND:** Press **\*78** to activate.

**Turn off DND:** Press **\*79** to turn it off.

## Intercom Call

An intercom call will go directly to the called party (if their phone supports intercom calls) and automatically answers after one ring without the called party answering the phone.

### To make an intercom call:

- Dial **\*64 + xxxx** (where xxxx is the destination number for the intercom call).

**Note:** Dial the **xxxx** immediately after the \*64; do not wait for a second dial tone.

