

8x8 Work for Mobile on Android

User Guide



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About 8x8 Work for Mobile

With 8x8 Work for Mobile (formerly known as the Virtual Office mobile app), stay connected with all your colleagues and business contacts, and collaborate more efficiently than ever. Place and manage calls flexibly, chat with contacts, schedule and conduct productive meetings within your company or with external participants, and much more.

Availability

8x8 Work for Mobile is available on:

- iOS mobile devices
- Android mobile devices
- Amazon Fire tablets

Features

- **Calls:**
 - **Call management:** Place, receive, and manage calls from your device, and review your past call history.
 - **Data usage control:** Control your cellular data usage for 8x8 Work calls by switching to Wi-Fi.
 - **Improved call quality via Cellular Assist:** If you are in an area with poor signal strength, use the Cellular Assist feature to improve call quality.
 - **Call forwarding:** Forward your calls to different extensions within and outside of your system, or to voicemail. This enables you to have complete control over where your calls are going.

- **Messaging:**
 - **IM and SMS chat:** Send and receive IM and SMS from your coworkers and business contacts on the go, and access chat history with each contact.
 - **Team Messaging:** Discuss important projects and tasks in a public chat room open to all your colleagues, or in a private chat room with your team.
- **Meetings:** Collaborate more effectively with your colleagues with powerful audio and video conferencing capabilities, all from the convenience of your device.
- **Contacts:** Access your contacts easily for communication, view contact info at a glance, create personal contacts, and mark contacts as favorites for quick access.
- **Receive faxes:** Access and manage faxes received via 8x8 Work.
- **Presence status:** Leverage automatic and manual presence capabilities to let coworkers know your availability, and keep your contacts posted on your availability via **custom status messages**.

Language support

This version of 8x8 Work for Mobile supports the following languages:

- Dutch
- English (UK)
- English (US)
- Finnish
- French (Canada)
- French (France)
- German
- Italian
- Portuguese (Brazil)
- Spanish (Latin America and the Caribbean)
- Spanish (Spain)
- Swedish

Known issues and limitations

- Known issues:
 - The Audio Testing Service is not currently available.
 - When in a meeting, you cannot invite participants via email.

- Samsung S5 devices do not support push notifications.
- No contact name displays on calls that are forwarded to you.
- In rare cases, calls may drop while merging two calls into a conference.
- In rare cases, tab navigation may not work after you dismiss a banner about forwarding calls to voicemail.
- In rare cases, you may not see your profile picture after logging in.
- In rare cases, deleting a personal contact while in Android split view may cause the app to crash.
- Limitations:
 - Faxes can be received and managed, but not sent.
 - While images can be received and sent from 8x8 Work on desktop or mobile, non-image attachments in chats can be received and opened via 8x8 Work for Mobile, but can only be sent from 8x8 Work for Desktop.
 - SMS chat is available only for phone numbers in the United States and Canada.
 - The application does not allow you to add video to calls.

What's new in 8x8 Work for Mobile 11.2 release?

In this release, we introduced minor improvements about the user experience and some minor bug fixes.

For details on features introduced prior to this release, see our list of [previous releases](#).

Previous releases

The following features and enhancements were introduced in previous versions of 8x8 Work for Mobile (formerly known as the Virtual Office mobile app).

Release 11.1

In this release, we introduced minor improvements about the user experience and some minor bug fixes.

Release 11.0

In this release, we introduced the following we are introducing the following features and improvements:

- [Introducing 8x8 Mobile Admin app](#)
- [Enhanced new sounds](#)
- [Enhanced new look and feel](#)
 - [Enhanced Messages look and feel](#)
 - [Enhanced Phone look and feel](#)
- [Ability to customize room avatar](#)
- [Enhanced group messaging capabilities](#)

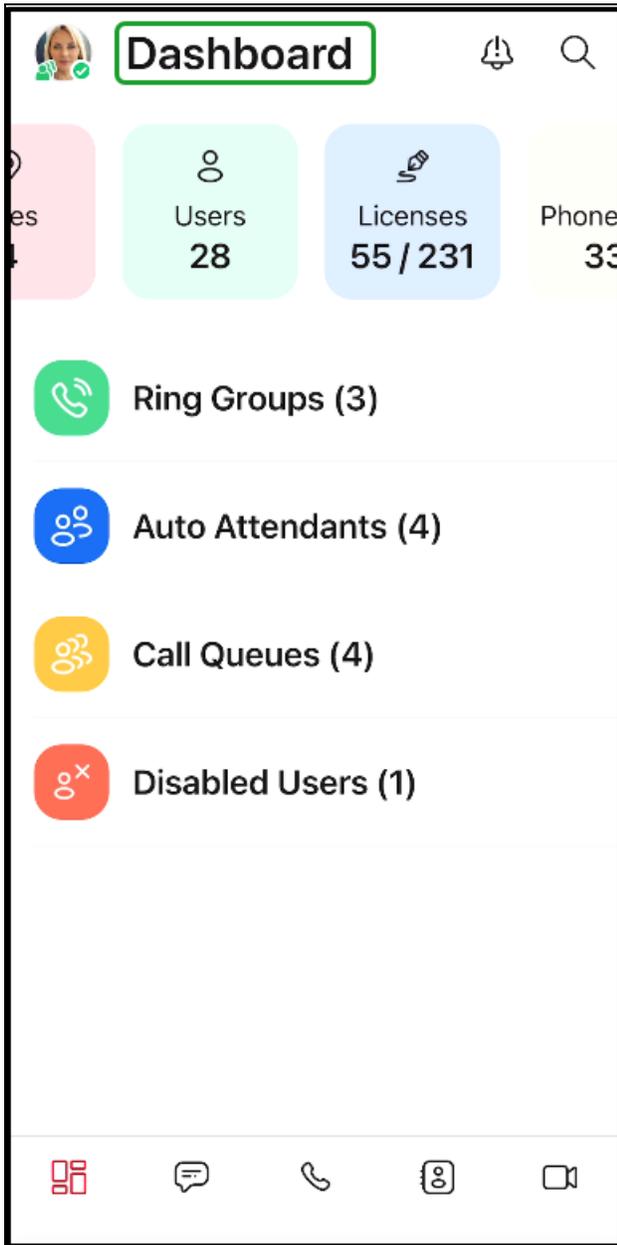
Introducing 8x8 Mobile Admin app

8x8 Mobile Admin is a new solution designed for 8x8 Work admins to manage basic admin activities using the 8x8 Work for Mobile app. This new capability offers quick resolutions via the mobile app as well as easy access to a restricted set of top level daily admin tasks (quick updates or changes on demand) especially when considering a remote environment.

Often admins need to check on system status or quickly change user/device level settings or operate minor configuration changes on auto attendants, call queues or ring groups. Through the 8x8 Mobile Admin app, admins can act on these actions easily and quickly, without having to log in to the web app.

As an 8x8 Work app admin, perform the following basic admin functions using a new admin dashboard in 8x8 Work for Mobile:

- Access **Admin Dashboard** - a new admin dashboard shows when users log into 8x8 Work for Mobile as an admin.
- Perform basic actions for usage and quality monitoring:
 - **Track number of sites, users, licenses, and phone numbers in a snapshot.**
 - **Manage basic configuration options** - for managing configuration on existing **Auto Attendant, Call Queues, and Ring Groups**.
- **Manage user accounts** - for deactivating, reactivating and deleting user accounts.
- **Manage status notifications** - for sending and receiving push notifications about platform services status updates (outages announcements or incidents), directly via the mobile app.
- **Search for users** - If you are logged into 8x8 Work for Mobile as an admin, you have the ability to search for a user directly from the Mobile Admin Dashboard.



Enhanced new sounds

In this release, we are introducing a new set of ringtone and notification sounds to make your experience more pleasant.

You now can adjust your sound preferences, by selecting one of the newest available varied and colorful modern sounds - **Peaceful**, **Playful**, and **Plucky** - or you can keep a sound from the previous versions, as you prefer.

For a smoother transition:

- If existing users upgrade the app version without reinstalling the app - a new **What's new call to action** entry redirects them to the **Ringtone Incoming Calls** settings section. They can choose to keep the sound selection or to change them according to their preferences.
- If existing users reinstall the app - the new set of modern sounds displays in the **Ringtone Incoming Calls** settings section.
- If new users install the app - the new set of modern sounds displays in the **Ringtone Incoming Calls** settings section.



Note: You now can control the audio preferences only from the **Profile > Settings**  **> Incoming calls > Ringtone** settings section.

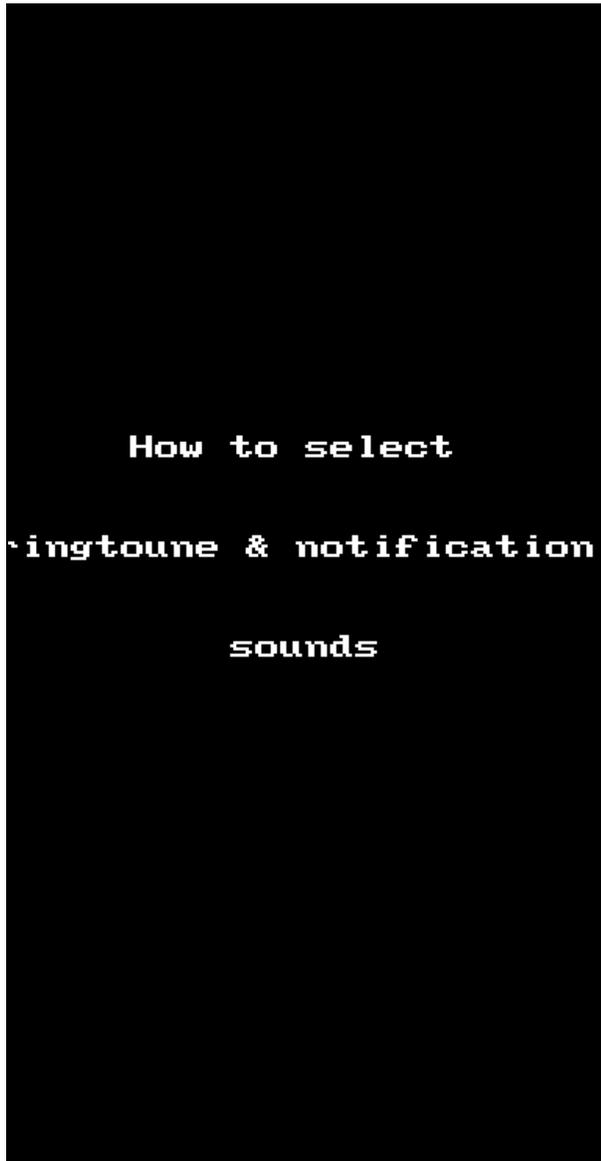
Let's say you make the upgrade to the new 11.0 app version and you want to try one of the modern sounds:

To make any changes about notification:

1. Go to **Profile > Settings**  screen.
2. Under the **Notifications** category, tap **Incoming calls > Sound**.
3. In the **Sound** screen, select one of the available sounds as you prefer.



Note: To choose the sound best suits you, you can listen to the sound first when selecting the option.



To learn more about making changes about the app sounds, tap [here](#).

Enhanced new look and feel

Starting with this release, a new modern feel and look theme is now available, including new colors, icons, badges.

Enhanced Messages look and feel

The enhanced look and feel of the **Messages**  menu offers the following flexibilities: flexibility to initiate a call , send a message  or send an email  to that contact by tapping the contact avatar/picture.

Enhanced Phone look and feel

The enhanced look and feel of the **Phone**  menu offers the following flexibility:

- Tap the contact picture/avatar to initiate a call , send a message , send an email  to that contact or copy the phone number .
- In the **Queues** directory, with a left-swipe gesture you can logged in  to an available queues, or to logged out .



Ability to customize a chat room avatar

You now have the ability to set a chat room avatar from the available colored icons or you can attach a custom picture. You can customize an avatar room either while creating a new chat room or while updating an existing room.

To learn more about creating and customizing chat rooms, tap [here](#).

Enhanced group messaging capabilities

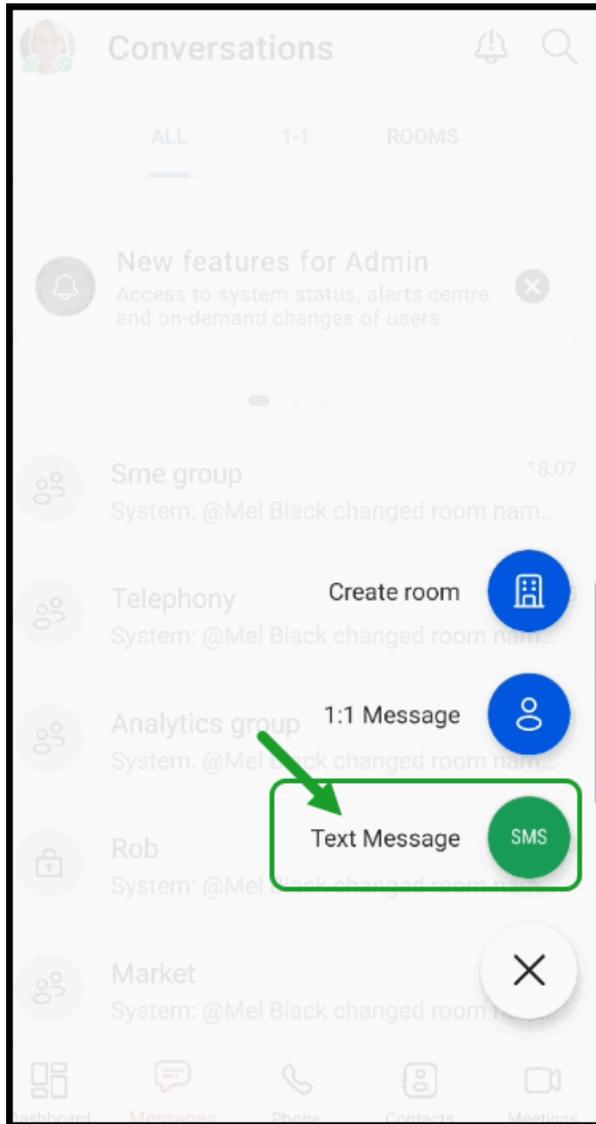
8x8 Work enables you to send and receive messages via mobile or desktop app with your colleagues or with external contacts, either with one or a group of people.

Beginning with this release, you have the ability to create group messaging with coworkers (internal 8x8 users) and clients (external participants) as well. You can create group messaging with up to 10 members, internal and external numbers/contacts, including the group creator.

When you want to send or receive messages, you now can choose one of the following options:

- **Create Room** - public and private rooms.
- **1:1 Message** - only for one internal messaging at a time, without SMS.
- **Text Message** - 1:1 SMS and MMS group messaging.

To communicate with several people, both colleagues and clients, having internal and external numbers as well, at the same time, now you can use the **Text Message**  messaging option in the **Messages**  tab. You can send an 1:1 SMS or start a MMS group messaging with up to 10 members, including internal and external numbers, to communicate with them and to keep confidential information secure within a small group.



To find detailed information about group messaging, tap [here](#).

Release 10.23

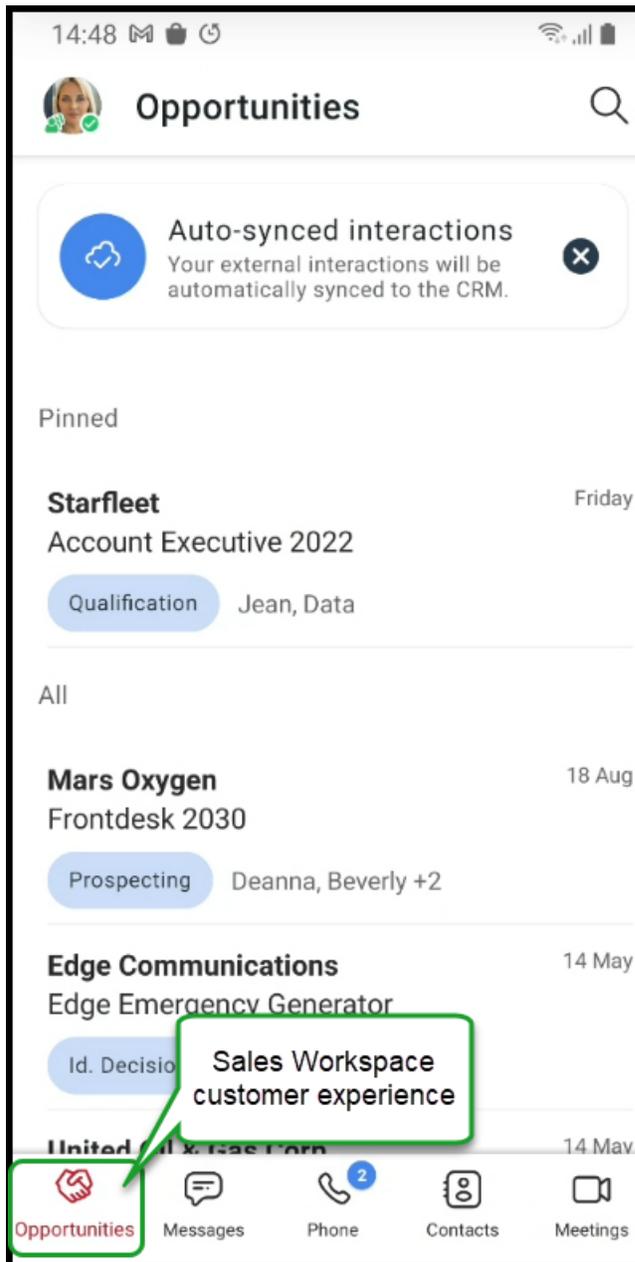
In this release, we introduced minor improvements about the user experience and some minor bug fixes.

Release 10.22

In this release, we have introduced in 8x8 Work for Mobile a new Sales Workspace customer experience:

- **Introducing 8x8 Sales Workspace**

We are introducing 8x8 Sales Workspace, a solution within 8x8 Work designed for sales professionals working with prospects and opportunities. It offers an optimized sales workflow focusing on high-value long-term deals. It integrates with Salesforce® and multiple calendars (Office 365, Google, iCloud, etc.), and optimizes external and internal communication around sales opportunities by offering the capabilities of calling, messaging, meeting, and tracking interaction history, all in one place. It allows quick access to a roster of 100 most recently updated opportunities. It allows adding private notes to contacts and syncing next steps and interactions data back to the Salesforce. It also aims to be complementary in the Microsoft Teams ecosystem.



For details about Sales Workspace, please refer to [Sales Workspace Quick User Guide](#).

- ○ **How to activate Sales Workspace in 8x8 Work for Mobile**

1. In 8x8 Work for Mobile, tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Settings**  > **Sales Workspace**.
3. Enable Sales Workspace toggle on to activate the Sales Workspace functionality in the 8x8 Work for Mobile app.



Important! You have to activate Sales Workspace manually in each app of the 8x8 Work (mobile, desktop or web). For example, if you have activated the Sales Workspace functionality in the 8x8 Work for Desktop app, Sales Workspace is not automatically activated in 8x8 Work for Mobile

4. Tap **Sign in** to log into Salesforce to activate the integration.
5. By default, the **Auto-sync interactions to CRM** is enabled and automatically syncs any new interactions (calls, voicemails, meetings) with the opportunity contacts. You can turn off/on the process of pushing interaction in the Opportunity Activity stream inside Salesforce, anytime.
6. The navigation menu now shows the **Sales Workspace**  icon. Tap it to access the opportunities roster imported from Salesforce.

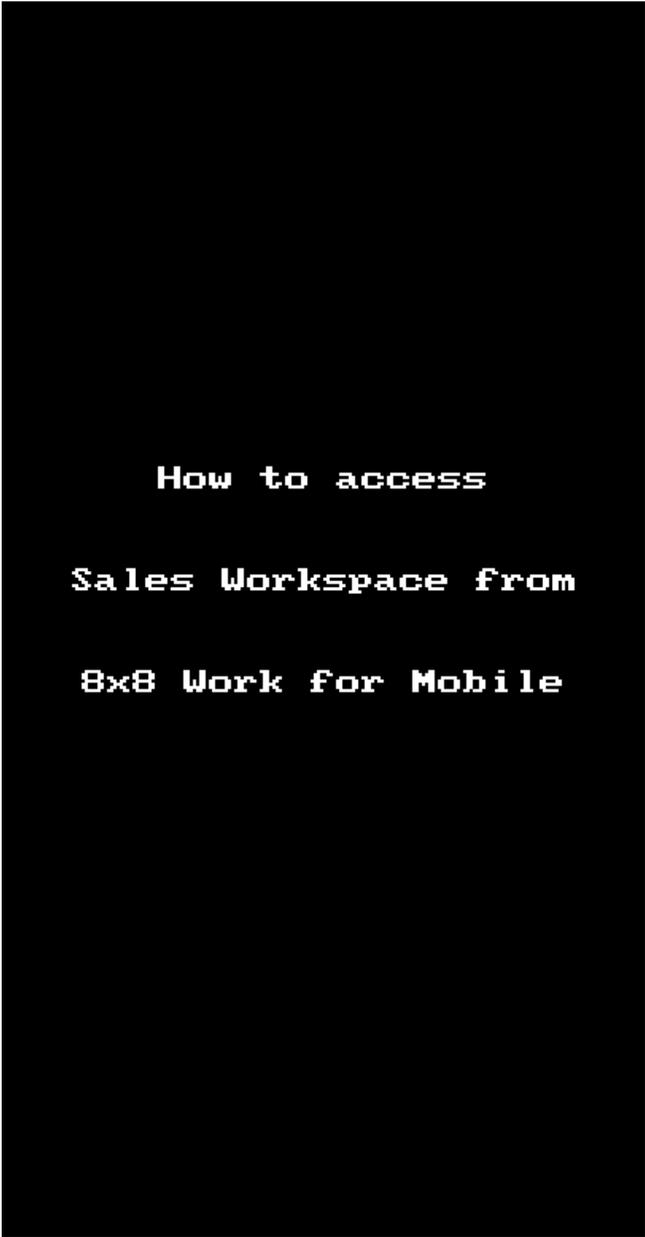


How to activate
Sales Workspace in
8x8 Work for Mobile

For details about Sales Workspace, please refer to [Sales Workspace Quick User Guide](#).

- ○ **How to access Sales Workspace from 8x8 Work for Mobile**

After the Sales Workspace was activated, the navigation menu shows the Sales Workspace  icon. Tap it to access the opportunities roster imported from Salesforce.



How to access
Sales Workspace from
8x8 Work for Mobile

For details about Sales Workspace, please refer to [Sales Workspace Quick User Guide](#).

Release 10.21

In this release, we introduced minor improvements about the user experience and some minor bug fixes:

Release 10.20

In this release, we introduced minor improvements about the user experience and some minor bug fixes.

Release 10.19

- **Ability to search for conversation by phone number:** Let's say you are looking for a conversation with an unsaved contact, you can now search for a SMS conversation by its number

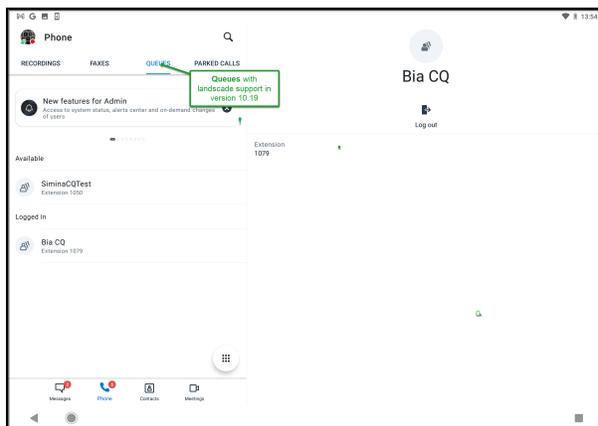
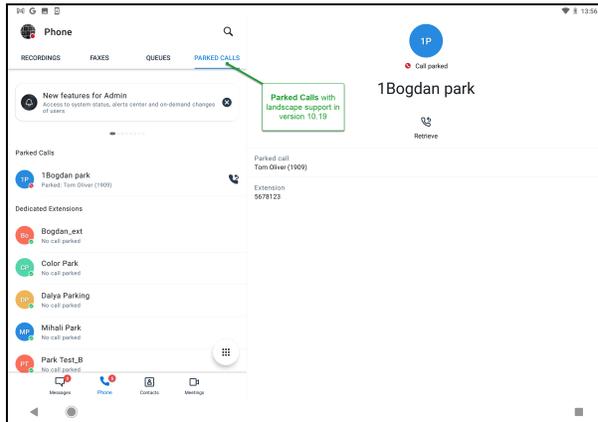
To quickly search for an SMS conversation by number:

1. While in **Messages**, **Calls** or **Contacts** tab, in the **Search**  bar of the current page, enter the number you are looking for.
2. On the **Contacts & Rooms** page, under **Rooms**, all the numbers containing the sequence of numbers you entered are displayed.
3. Tap the number you are interested in to see the SMSs for this contact.

Notes: All the numbers listed under **Rooms** display SMS detail under the number.



- **Support for landscape-mode call park and call queue screens on Android tablets:** If you access 8x8 Work for Mobile using an Android tablet, you now can take advantage of the display in the classic landscape mode of **Parked calls** and **Queues**, with calls list on the left side and call details on the right side of the screen:



Release 10.18

- **Ability to mute notifications from the app tray** - If you want to mute the incoming notifications for 8x8 Work for Mobile, you now can access the **Mute notifications** page much quicker, without opening the app, simply by

touching and holding the **8x8 Work for Mobile**  icon.

To quickly access the Mute notifications options:

1. On the Home Screen, touch and hold the **8x8 Work for Mobile**  to open the quick actions menu.
2. Tap **Mute notifications**, tap Share your status and then choose the duration for which you want to temporarily mute incoming notifications.

Your options are: 30 minutes, 1, 2 or 4 hours, or until tomorrow.

**Notes:**

- If you are temporarily blocking your notifications, your contacts are not notified that their delivered messages might not reach you.

- When you are logged in the 8x8 Work for Mobile, you can access the **Mute notifications** page from your **Profile** screen. This option is currently available. For more details, tap [here](#).



- **Ability to choose predefined message for status** - When you want to set a custom message to give other users more information about your presence status, you now can choose one of the predefined suggestions for status messages, such as:

- Commuting
- Out sick
- Working remotely
- Out of lunch
- On vacation
- Traveling

To set a custom status message:

1. In the header page, tap the profile image  to open your **Profile** screen.
2. In your profile, a predefined status message, and tap to display it and save it. Now, the message status will be visible to other users.

**Notes:**

- You can edit the preset status message by appending additional text to it or by revising the message as desired.

- You can delete a status message by tapping  in the status message.



- **Ability to enable notifications about parked calls-** 8x8 Work for Mobile allows you to toggle the parked calls indicator on/off.

When you have calls which are parked for your extension, you now can enable the info bar that notify you that there are parked calls on the monitored extensions.

To enable notifications about parked calls:

1. In the header page, tap the profile image  icon to open your **Profile** screen.
2. In your profile, tap **Settings > Advanced**, and select to toggle **Parked calls indicator** on/off.

By default, the **Parked calls indicator** toggle is Off, but you can enable it anytime

After you enable the **Parked calls indicator**, when you or someone else on your phone system parks a call, a notification shows on your screen. You can tap **Retrieve** on the notification to go to the new **Parked calls** tab, from where you can retrieve a call parked on a public or dedicated extension!

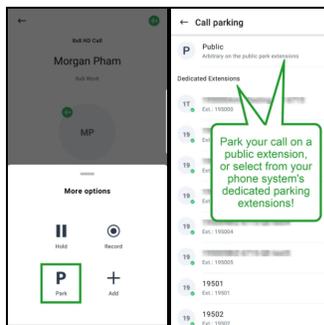


Ability to view release notes after a version update - As an Android user updating to version 10.18 of 8x8 Work for Mobile, in the in-app **What's New** screen, you now see a quick list of features updated in that release! For more detailed information, tap **Read more** at the bottom of the page.

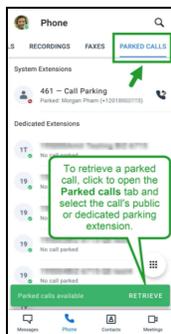


Release 10.17

- Enhanced call experience** – Your call parking experience is now more targeted while you **park call**, and much quicker when you pick a parked call up! When you park a call, you now see a selection screen from which you can choose to park the call on a public or dedicated call park extension.



In addition, when you or someone else on your phone system parks a call, a notification shows on your screen. Tap **Retrieve** on the notification to go to the new **Parked calls** tab, from where you can retrieve a call parked on a public or dedicated extension!



- Improved support for landscape mode on Android tablets** - As an Android tablet user, the following 8x8 Work for Mobile screens now have landscape mode support:

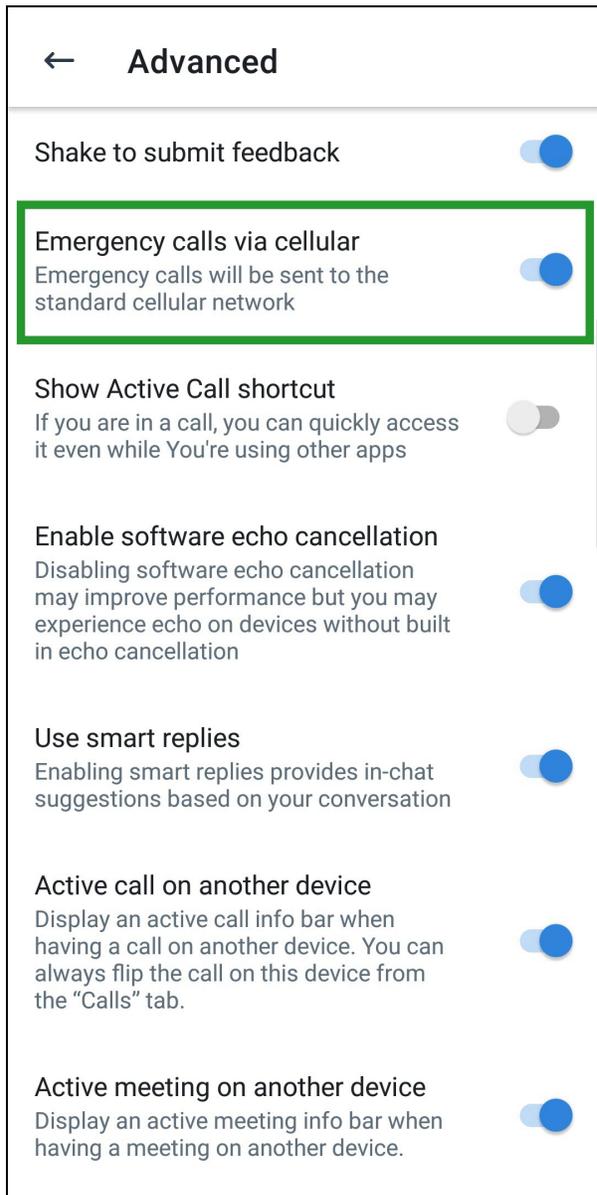
- Under the **Call/Phone**  tab:
 - **All** and **Missed** (with or without an entry selected)
 - **Faxes** (with or without an entry selected)
 - **Recordings** (with or without an entry selected)
 - **Voicemails** (with or without an entry selected)
- **Contacts**  > **Favorites** (with or without an entry selected)
- **Search**  (with or without an entry selected)
- **Login**
- **Profile**
- Additional **Messages**  and **Meetings**  screens
- **Additional change: End-of-life updates** - 8x8 Work for Mobile on Android is now no longer supported on:
 - Mobile devices running Android OS 7.x or older
 - Chromebooks

Please, use the [8x8 Work for Web](#) application instead of Chrombook that no longer exists.

If you are an existing 8x8 Work for Mobile user on an older Android mobile device or on a Chromebook, you continue to be able to use your version of the app. However, you can no longer receive version updates, and your device no longer detects the application on the Google Play Store.

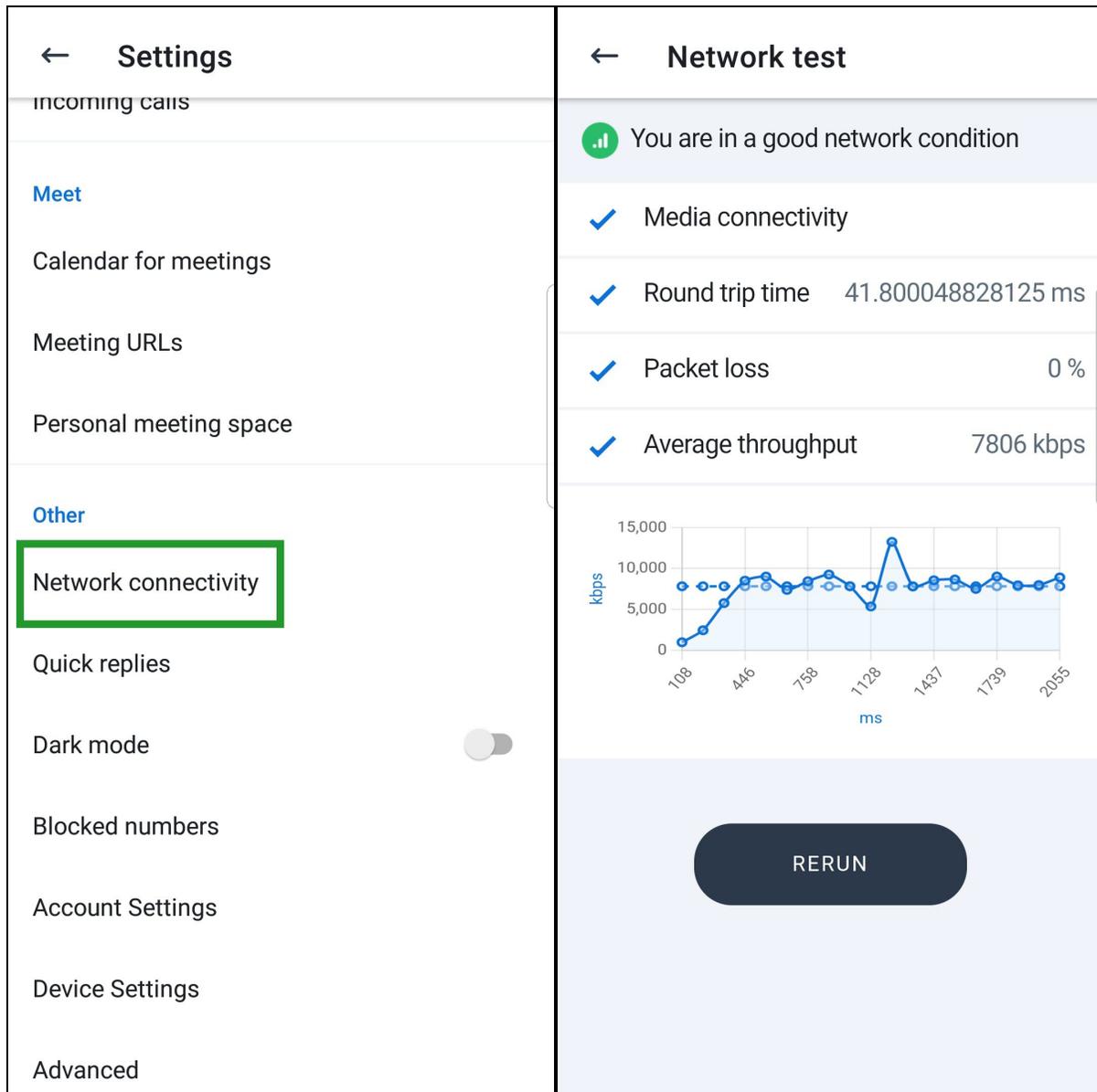
Release 10.16

- **Enhanced emergency call setting:** If you are a new user, or upgrading 8x8 Work for Mobile as of version 10.16, emergency calls made from the app are set to use your cellular network by default. To make changes to your emergency call setting, go to **Profile > Settings > Advanced > Emergency calls via cellular**.



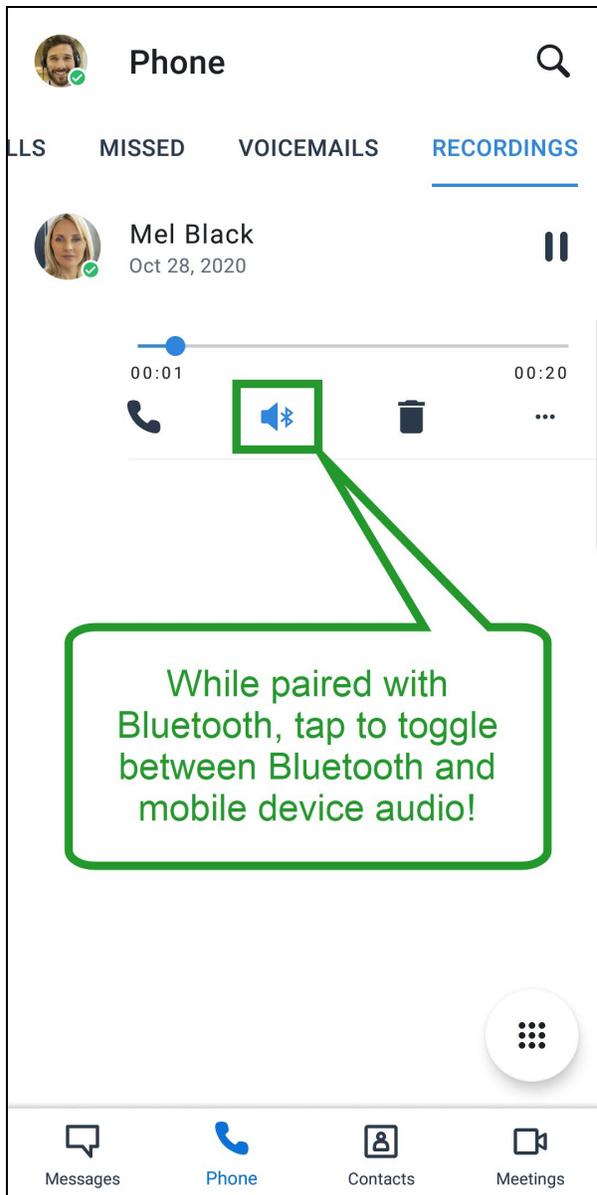
- **Ability to run network tests:** If you have an important call or meeting coming up and want to ensure that you have a good network connection, you now have the ability to **run network tests** from 8x8 Work for Mobile! To run a

network test, go to **Profile > Settings > Other** and tap **Network connectivity**.



- Ability to play recordings through Bluetooth devices:** As an 8x8 Work for Mobile user on Android, you can now listen to 8x8 Work call recordings through a Bluetooth device! Connect your Android mobile device to a Bluetooth audio device, then open a recording in **Calls > Recordings** to begin playing it. Starting with version 10.16 of 8x8 Work for Mobile, you now see a toggle that enables you to play the recording through your **Device** or **Bluetooth**

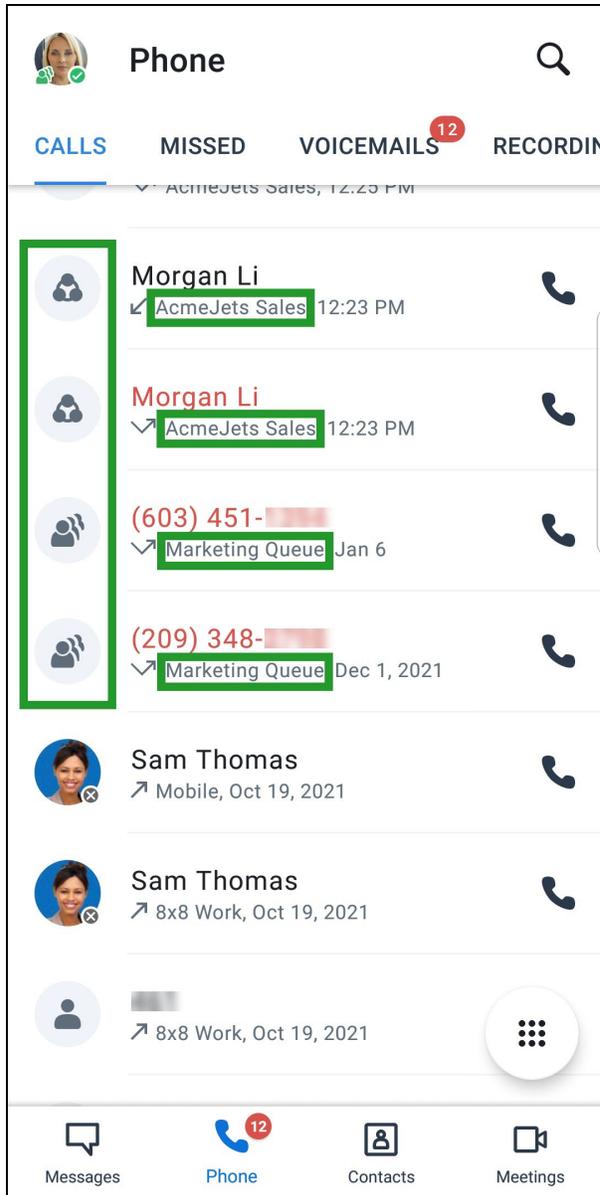
speaker!



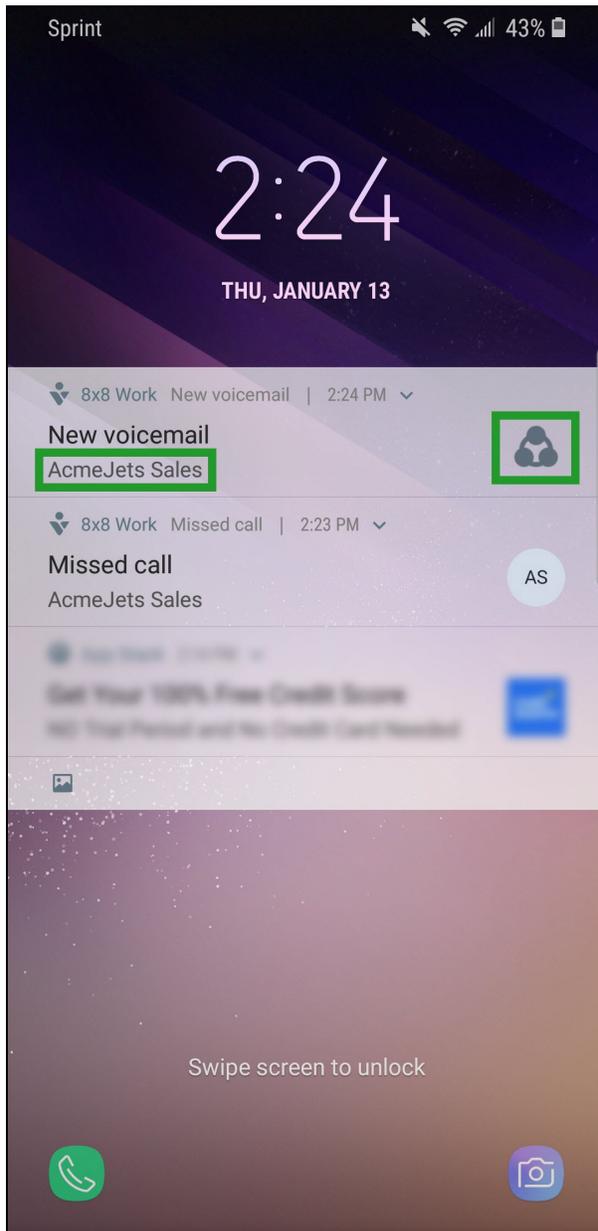
Release 10.15

- Ability to see whether calls or voicemails were directed to a work group:** If you are part of a call queue or ring group, you can now more quickly see if a call log or voicemail is related to one of your work groups! Call logs and voicemails related to a **Call queue**  or **Ring group**  now show up labeled with the corresponding icon

and the name of the work group.



In addition, when you receive a voicemail on behalf of a ring group, the voicemail notification now indicates the name of the ring group.



- **Ability to reply to a message by swiping:** As an Android user, you can now start replying to a message in just one swipe! Rather than holding down on a message and selecting from a pop-up menu to reply to it, you now also have the ability to start replying by swiping right on the message.

Release 10.14

- **Improved experience receiving calls while in a meeting on mobile:** Let's say you receive a call while you're

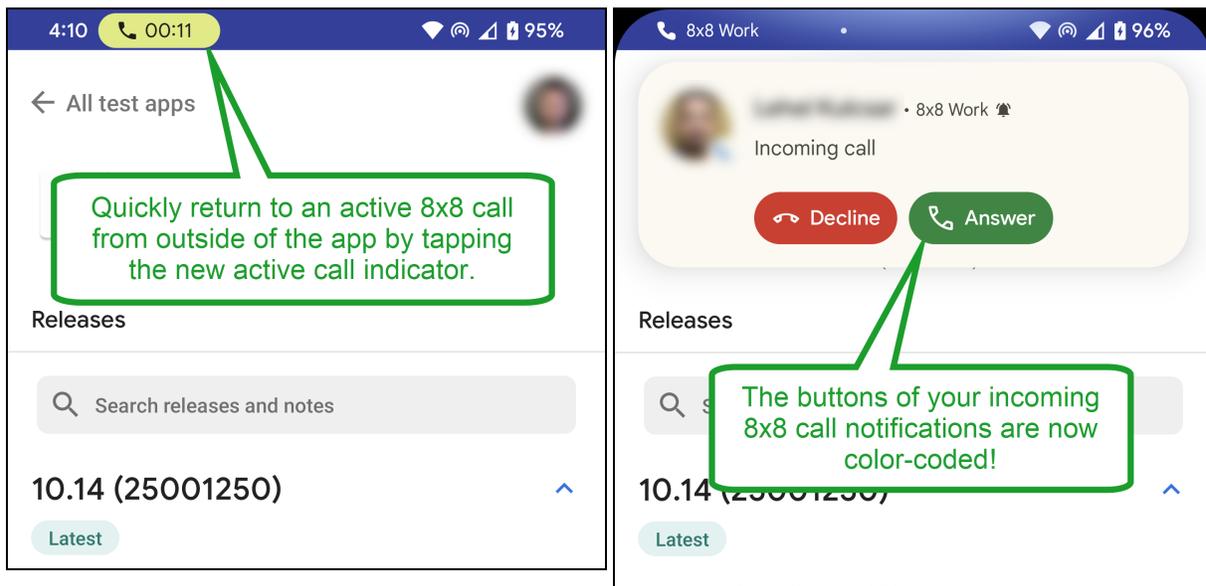
in a meeting on Android; previously, the call was automatically declined from all devices on which you were logged in to 8x8. Now, the call is only automatically declined on the device you are using for the meeting, enabling you to choose whether to take the call using a different device.

If Mel is in a meeting in 8x8 Work for Mobile on Android and receives a call from Sam, for example, Mel can now continue the meeting on mobile and accept the call using 8x8 Work for Desktop.

- **Enhanced Merge control behavior during warm transfers:** Let's say Mel receives a call from Robin, but it turns out that Robin's question can be best answered by Sam; at this point, Mel starts a warm transfer of the call to Sam. Now, when Mel starts a warm transfer, the **Merge** call control remains visible, enabling Mel to remain part of a three-way conference if Sam wants to include Mel in the rest of the conversation with Robin!

Release 10.13

- **Enhanced call notifications on Android 12 and up:** As a user of an Android device running Android 12 or newer, when you are outside of 8x8 Work for Mobile, you now see active 8x8 calls in your device's header bar, enabling you to quickly return to your 8x8 call controls if you leave the app. In addition, the **Answer** and **Decline** buttons of your incoming call notifications are now color-coded.



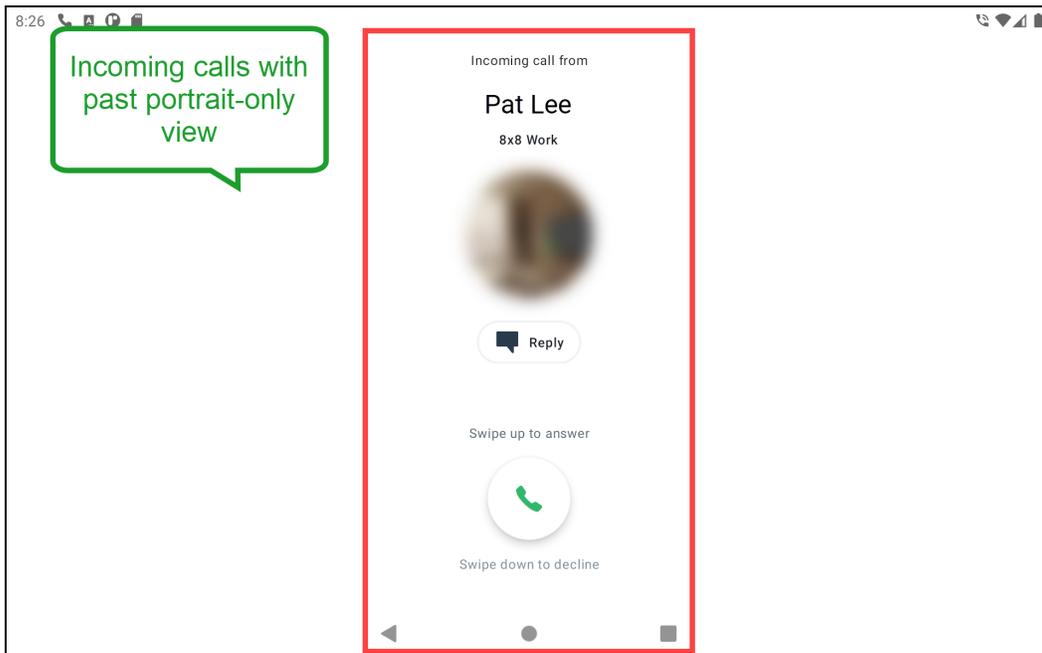
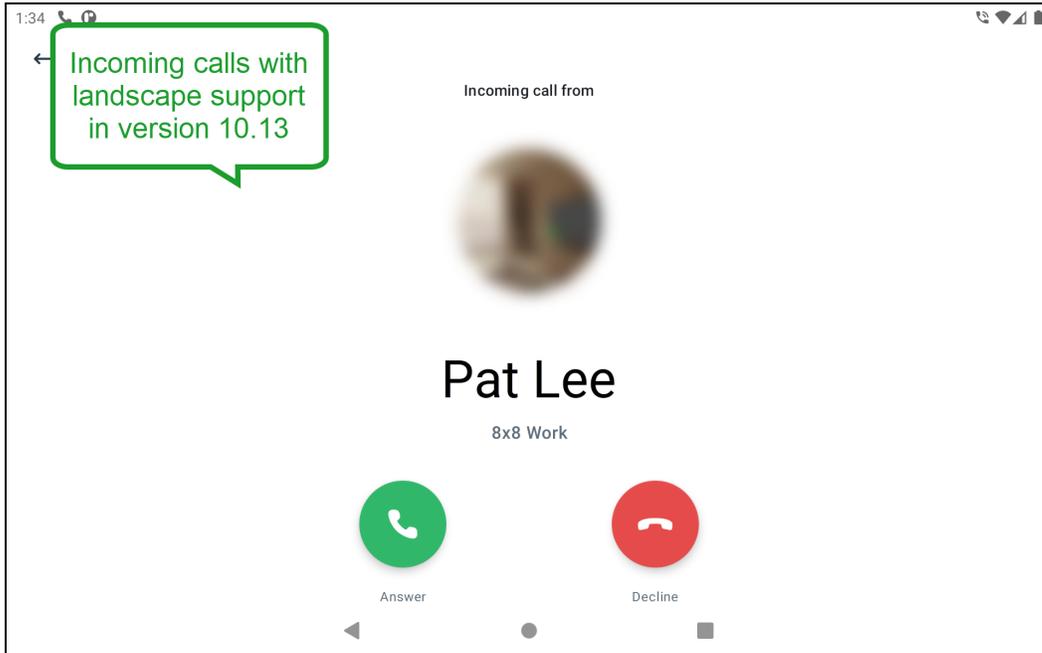
If you are running Android 11 or older, your incoming and active call notifications continue to appear as they used to.

- **Support for landscape-mode call screens on Android tablets:** If you access 8x8 Work for Mobile using an Android tablet, take advantage of landscape support for your calling experience! Your incoming and active call screens are now supported in landscape mode, and call controls such as **Transfer** and **Dial pad** now open in a

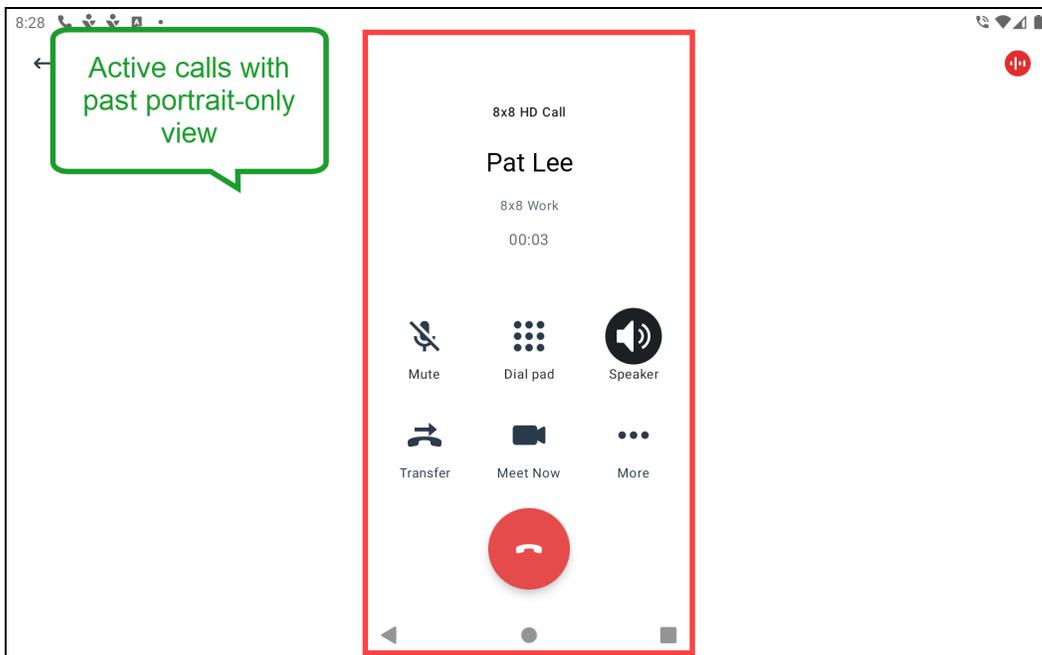
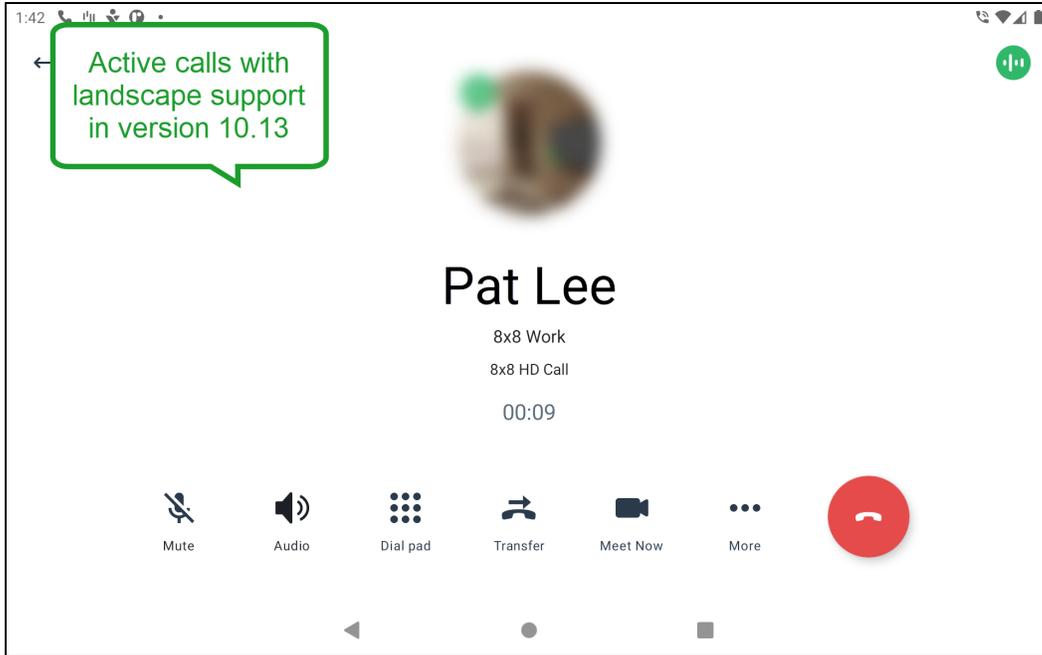
panel to the side of your active call screen.

Landscape support is available for:

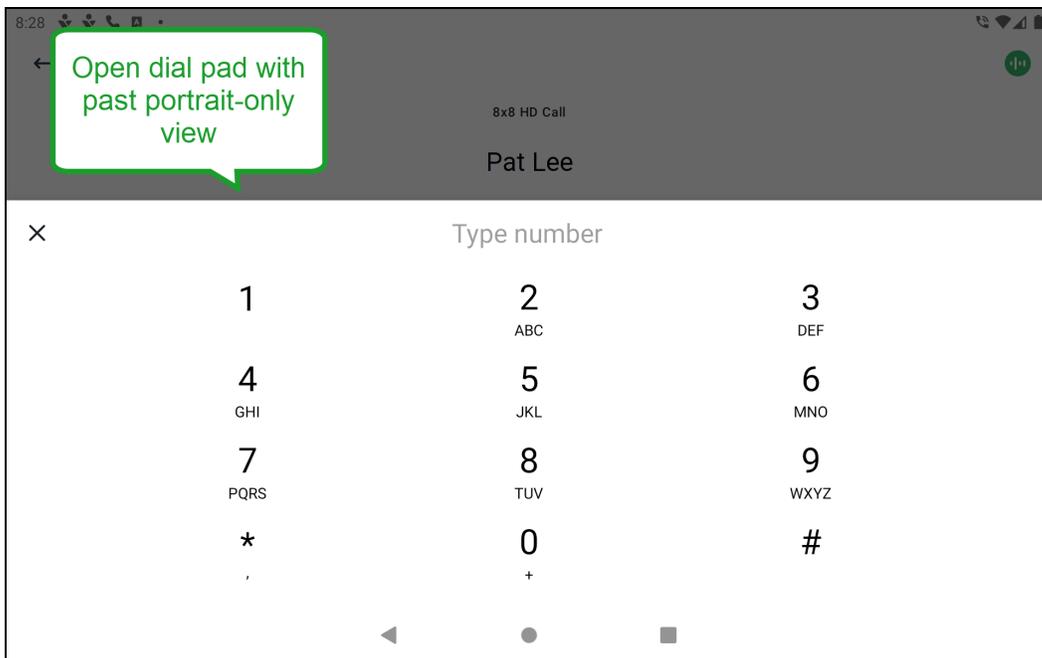
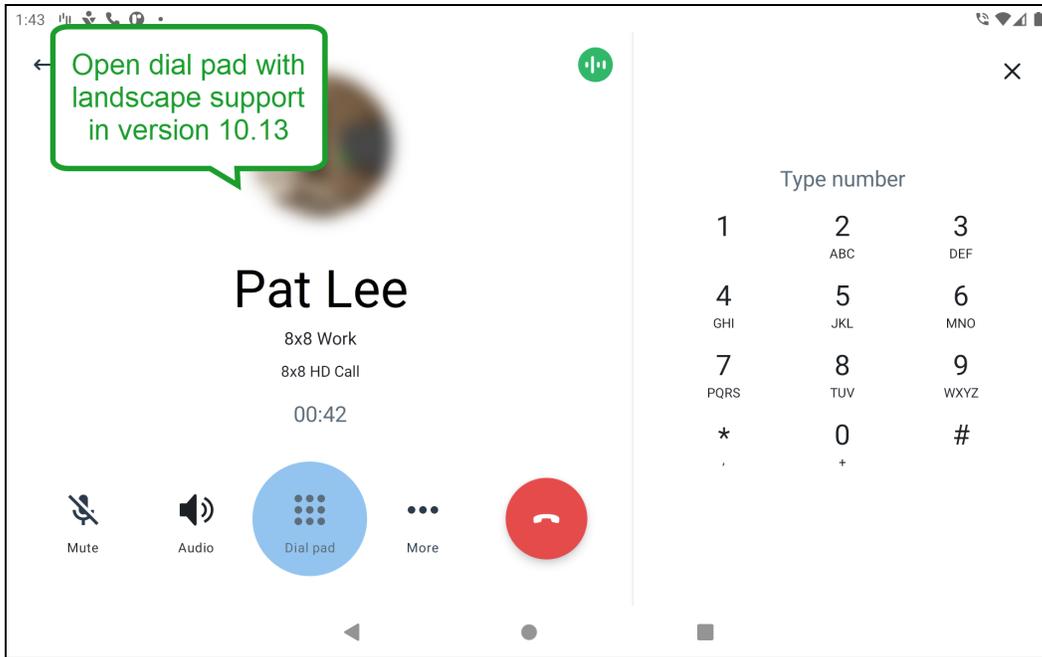
- Incoming calls



o Active calls



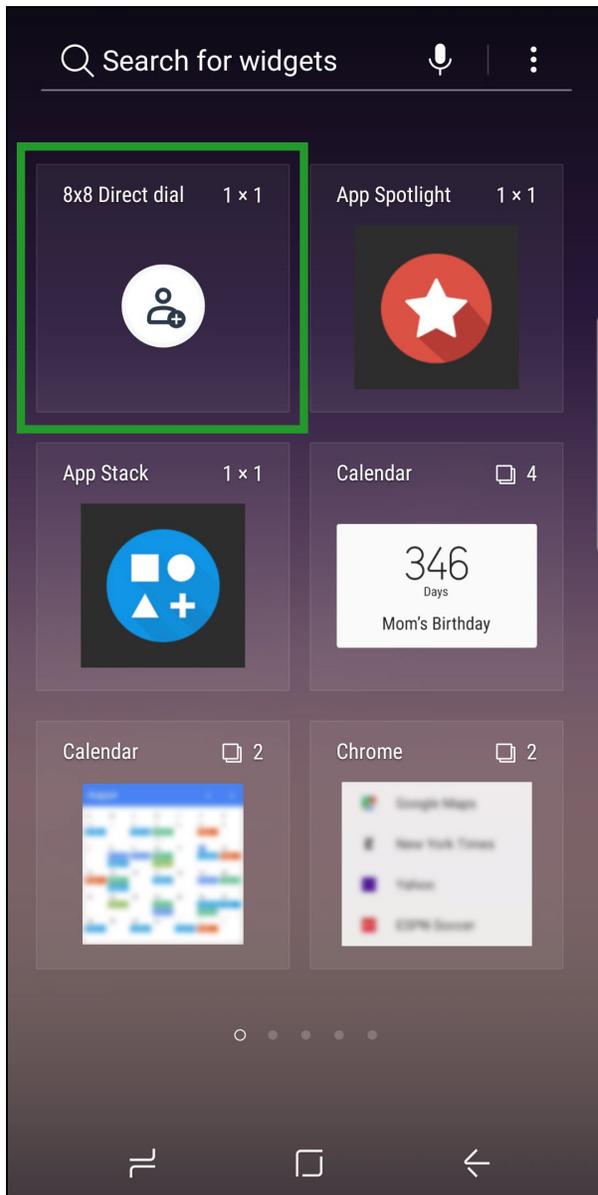
- Calls with an open dial pad



- And more in-call screens!

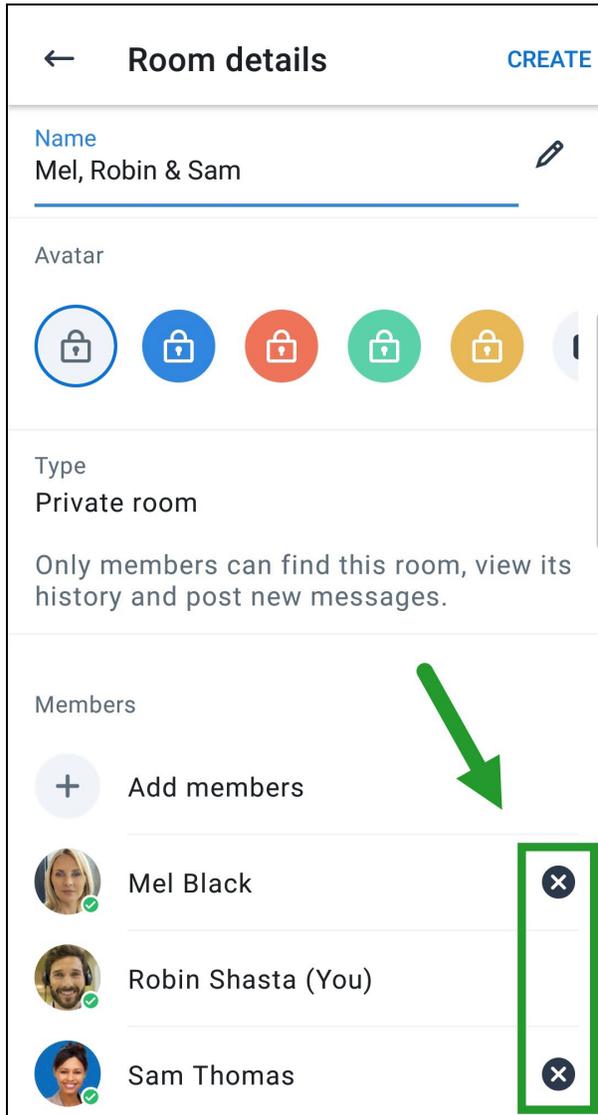
Release 10.12

- **Renamed calling widget to “8x8 Direct dial”**: Your 8x8 calling widget is now identifiable regardless of which Android device you use; the name of your 8x8 calling widget is now **8x8 Direct dial** across all Android devices in order to make it easy to find!

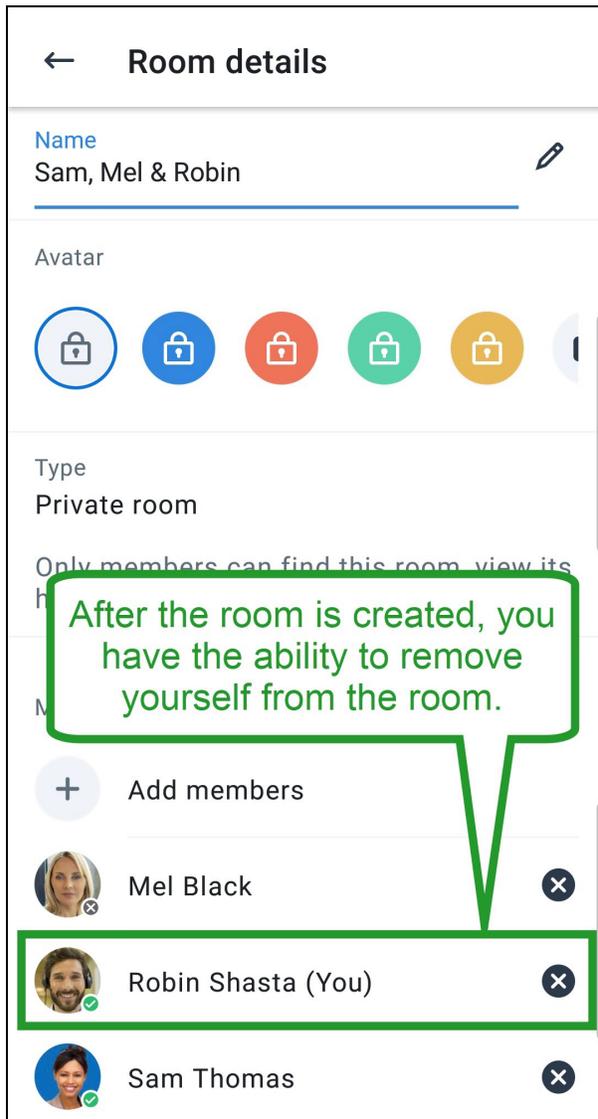


- **Enhanced chat room creation process**: Let's say that an administrative assistant needs to create a private chat

room that they are not part of; previously, if the assistant tried to remove themselves from a private chat room while creating the room, they triggered an error. To prevent this, if you are **creating a private chat room** for someone else, you can remove yourself from the room only after the room is created.



To remove yourself from a room after you have finished creating it, open the room, then tap the name of the room to open the room details. From the list of room members, tap **x** next to your name to remove yourself from the room.

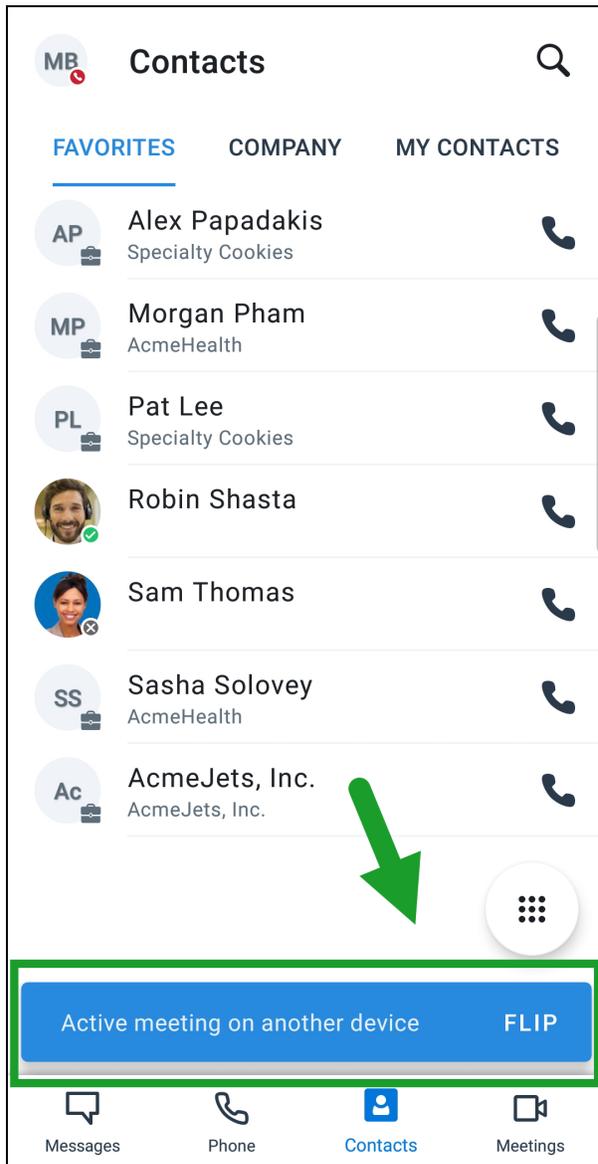


- **Support for single-character contact and chat room search:** 8x8 Work for Mobile now starts searching with the very first character you type in the search bar; if you have a colleague whose first or last name is one character long (such as Hideki Mori, written as 森 秀樹 in Japanese), you can now find them just as easily as you can a colleague with a longer name! Similarly, you can now search for a chat room with a single-character name, or a name you only remember one character of.

Release 10.11

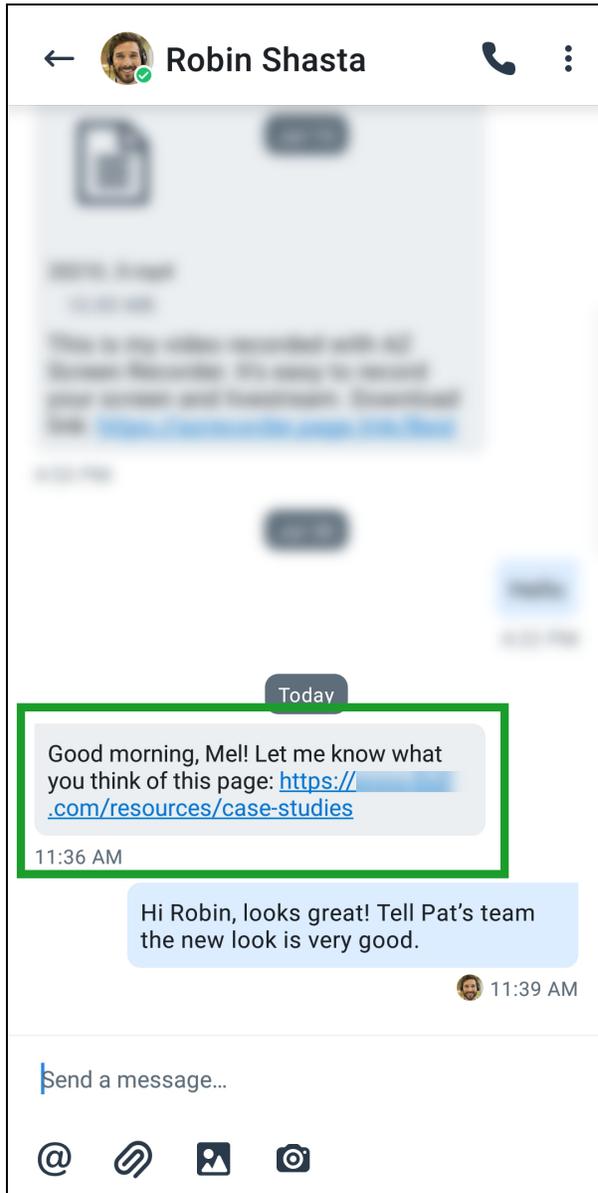
- **Ability to flip active meetings to 8x8 Work for Mobile in one tap:** Let's say you joined a meeting on your

computer via 8x8 Work for Desktop but need to step away from your desk for a while. 8x8 Work for Mobile now detects whether you are in a meeting on another device, and lets you flip the meeting to your mobile app with a single tap! Once you tap the control to flip your meeting, the meeting on your computer stops and picks up on mobile where you left off!



- **Ability to copy a link in a message without surrounding text:** Let's say your colleague sent you a helpful link or a phone number while chatting with you, but the item you want to copy is surrounded by text; now, if you press

down on a blue underlined URL within a message, you can copy just that URL without the rest of the message! If you try to copy message text other than the link, you continue to see a contextual menu as you used to in previous versions.



- **New direct calling widget:** Let's say you're on your Android device and decide to call a colleague; without needing to open 8x8 Work for Mobile, you now have the ability to set up a calling widget on your device for any of

your 8x8 contacts! Simply go to your device's usual widget library and look for our 8x8 calling widget.

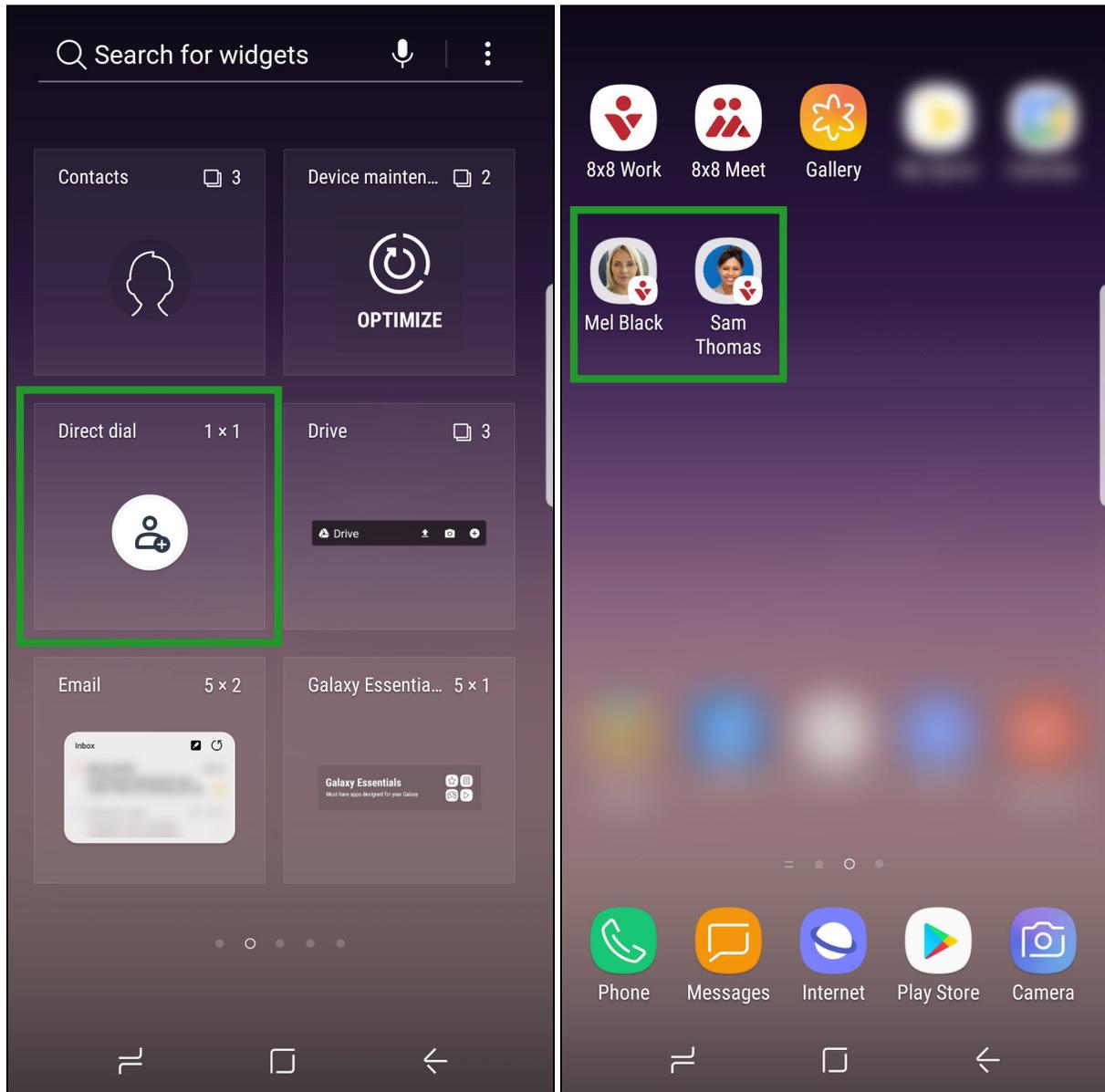


Note: Depending on your Android device, your device widget library is accessed in different ways.

When you bring the widget into your home screen, you are asked to select a contact; the widget then finalizes and shows up with the name and profile picture of the selected contact. Depending on your Android device and version, the first time you tap one of the 8x8 calling widgets you create, your device might ask you which calling app to use, or will default to a calling app previously selected as the device default. After this, you can launch a call with just one tap!



Note: To select a different calling app for your widgets after your initial selection, open your device **Settings**, go to the calling app you selected, and disable it as the default selection for the 8x8 calling widget. The next time you tap one of your 8x8 calling widgets, select the calling app you want.



Release 10.10

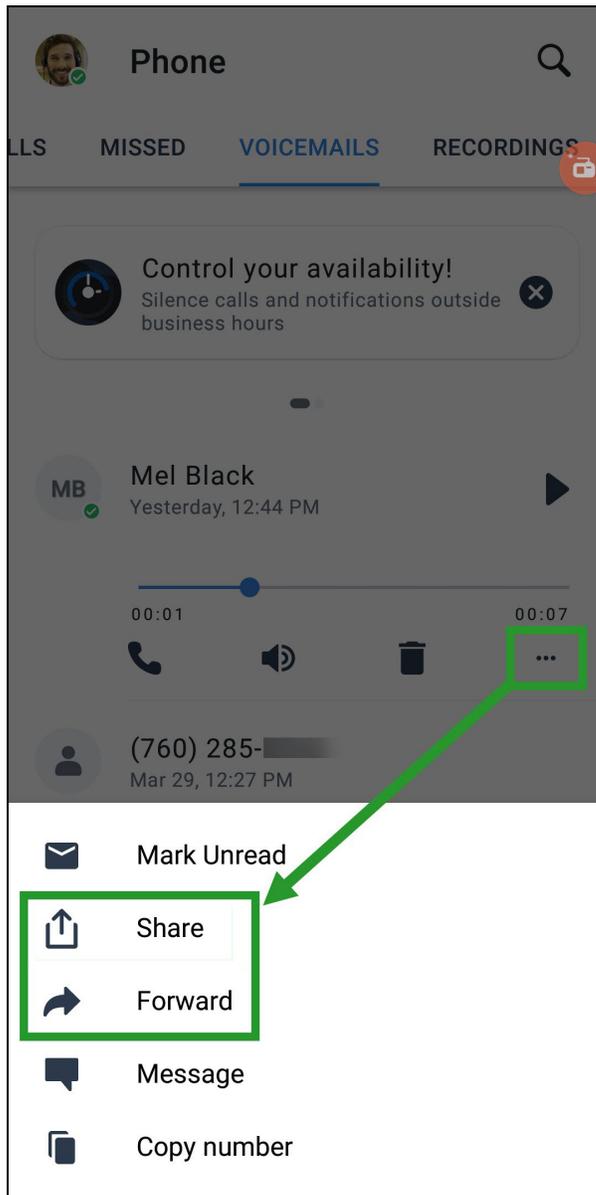
- **Enhancements to calls:** The following enhancements apply to your calling experience.
 - **Added ability to warm-transfer a call:** Let's say you often take or place calls that require you to transfer the other party to another colleague; you now have a way to **warm-transfer your calls!** Simply tap **Transfer >**

Warm transfer from your call menu, and select someone from your **Contacts**  list! The other party is

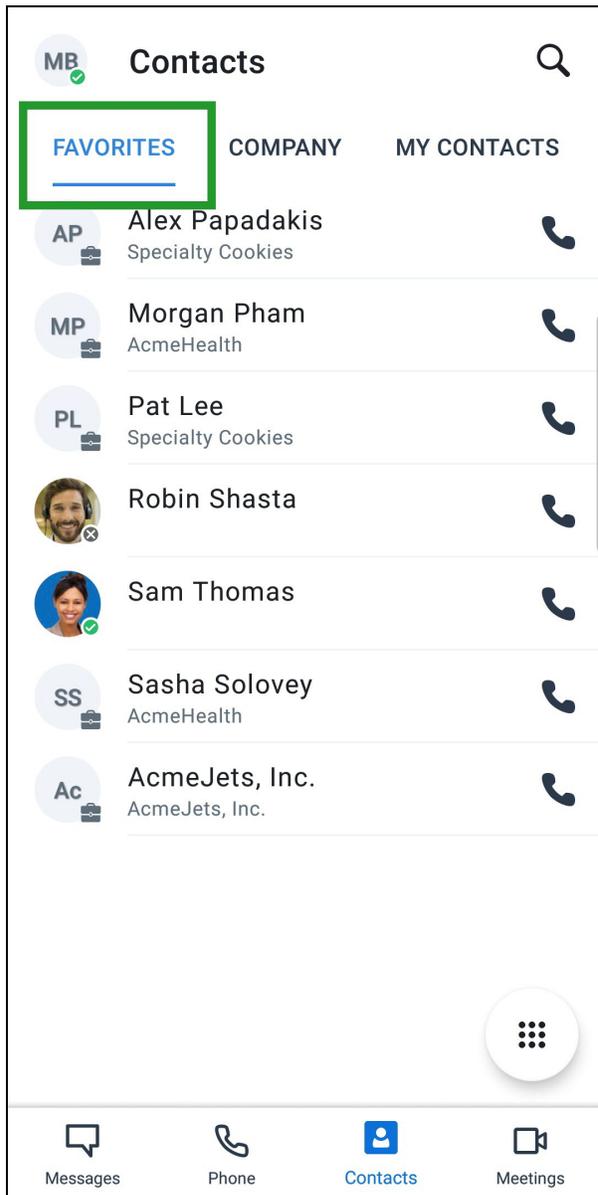
placed on hold automatically. Once you notify your colleague of the incoming call, tap **Handover** from your call menu; you leave the call, and the other party is taken off hold and transferred seamlessly.

- **Ability to share voicemails is back:** Let's say a colleague left you a voicemail with important information to pass along to someone else; if permitted by your phone system administrator, you now have the ability to share selected voicemails!

From the **More Options**  menu next to an open voicemail, tap **Forward** to share with a contact in 8x8 Work, or tap **Share** to share with a contact in another app on your device!

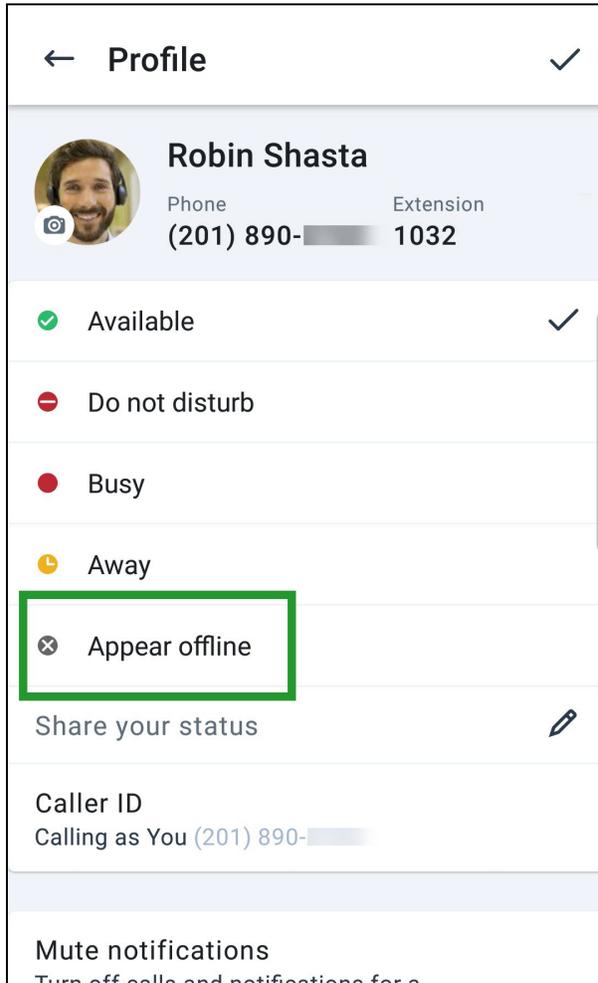


- **Default Contacts sub-list is now Favorites:** When you open your **Contacts**  list, the default sub-list that opens is now your list of **Favorites**, enabling you to more quickly reach out to the colleagues you talk to the most!



- **Renamed Invisible presence status option to Appear Offline:** To better reflect the function of the presence status formerly labeled **Invisible**, this status has been renamed to **Appear offline** in your presence status selection menu! As before, this presence status continues to show up as **Offline** to colleagues viewing your availability.

To set your presence status, tap the profile image icon in your header to access your profile information. In the page that opens, tap your current status to open a list, and select the status you want to display.



About login and password

Once you have access to your 8x8 Work credentials, you can log in to 8x8 Work for Mobile at any time.

How do I download the app?

As an Android device or Amazon Fire tablet user, you can find 8x8 Work for Mobile on the Google Play or Amazon Store.

To download 8x8 Work for Mobile on Android:

1. On the Google Play Store, search for 8x8 Work.
2. In your search results, open the app listing for 8x8 Work.
3. In the page about the app, click to download the app.
4. Once the download is complete, open 8x8 Work. Welcome to 8x8 Work for Mobile!

To download 8x8 Work for Mobile on Amazon:

1. On the Amazon Store, open the [8x8 Work app page](#).
2. Once you are signed in, click to download the app.
3. Once the download is complete, open 8x8 Work. Welcome to 8x8 Work for Mobile!

Where do I get my login credentials?

Your credentials are sent to you via email. If you did not successfully receive the email, you can contact your phone system administrator and request another email. Otherwise, you can retrieve your username, and then reset your password:

To retrieve your username:

1. From the starting screen when logged out, select **Login**.
2. From the username entry screen, tap **Forgot?**.
3. Enter your company email address.
4. Tap **Find your username** to request an email with your username.

To reset your password:

1. From the starting screen when logged out, select **Login**.
2. Enter your username, and confirm.
3. From the password entry screen, tap **Forgot?**.
4. In the **Forgot password?** screen that opens, Enter your assigned username or company email address.
5. Tap **Send reset link** to request an email with password reset instructions.



Note: If you cannot reset your password because you have reached the password reset limit, please contact your phone system administrator.

How do I use my company credentials to log in?

Your credentials and accompanying details are sent to you via email. In the email, check whether you should use an 8x8-assigned username and password, or your existing company credentials (also called **Single Sign-On**).

To log in via Single Sign-On (SSO):

1. From the starting screen when logged out, select **Login**.
2. Enter your username, and confirm.
3. From the password-entry screen, tap an option that appears below the password confirmation button, such as **Log in using Google**.
4. In the screen that opens, log in using the appropriate SSO credentials.

What is Single Sign-On?

Single Sign-On (SSO) is simply the use of your existing company credentials for 8x8 Work. This allows you to seamlessly log in to 8x8 apps without having to use an extra set of credentials.

How do I reset my password?

If you forgot your password for 8x8 Work for Mobile, you can reset your password from the login screen.

To reset your password:

1. From the starting screen when logged out, select **Login**.
2. Enter your username, and confirm.
3. From the password entry screen, tap **Forgot?**.
4. In the **Forgot password?** screen that opens, Enter your assigned username or company email address.
5. Tap **Send reset link** to request an email with password reset instructions.



Note: If you cannot reset your password because you have reached the password reset limit, please contact your phone system administrator.

How do I retrieve my username?

If you forgot your username for 8x8 Work for Mobile, you can check your welcome email from 8x8, or you can retrieve your username from the login screen.

To retrieve your username:

1. From the starting screen when logged out, select **Login**.
2. From the username entry screen, tap **Forgot?**.
3. Enter your company email address.
4. Tap **Find your username** to request an email with your username.

How do I review the terms and conditions of the app?

When you first open 8x8 Work for Mobile after downloading, you are required to accept the terms and conditions of the app.

As an 8x8 Work user, let's say you would like to review the business terms and conditions of 8x8, whether for legal information, or questions on data protection or confidentiality. If you would like to review the terms and conditions after that, you can find them from the starting screen of the application when logged out. From the starting screen, instead of logging in, select **Terms & Conditions** to review whenever needed.

To log out and review the Terms and Conditions:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Logout**.
3. At the prompt, confirm to log out.

4. In the starting screen of the application, tap **Terms & Conditions** to review the 8x8 business terms and conditions.
5. Once you are finished, return to the starting screen, select **Login**, and continue to log in with your usual credentials.

I want to block incoming business calls during my non-business hours. How can I do that?

Need a way to control incoming calls and notifications at specific times of day? Simply set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!

In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.

To set your business hours:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, enable **Business hours** to show business hour options.
3. Set the starting and end time for your business hours, and the days of the week for which business hours are

enabled. When you are outside of your business hours, you see a **Snoozing** ^{zZ} indicator next to your profile image in your application header and **Profile** screen. This icon is visible only to you.



Note: If you are outside of your business hours, your contacts are not notified that their communications might not reach you.

To block notifications for a specific period of time:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Mute notifications** to show time periods for which you can temporarily block incoming notifications.
3. Select the desired time period, such as 30 minutes or two hours. Your notifications are now blocked for the

selected time period, and you see a **Snoozing** ^{zZ} indicator next to your profile image in your application header and **Profile** screen. This icon is visible only to you.



Note: If you are temporarily blocking your notifications, your contacts are not notified that their communications might not reach you.

To block your notifications for a specific period of time when you are not logged in 8x8 Work for Mobile:

If you want to mute the incoming notifications, you now can access the Mute notifications page much quicker, without opening the app, simply by touching and holding the 8x8 Work for Mobile icon.

To quickly access the Mute notifications options:

1. On the Home Screen, tap and hold the **8x8 Work for Mobile**  to open the quick actions menu.
2. Tap **Mute notifications** and then choose the duration for which you want to temporarily mute incoming notifications.

Your options are: 30 minutes, 1, 2 or 4 hours, or until tomorrow.



Note: If you are temporarily blocking your notifications, your contacts are not notified that their delivered messages might not reach you.



Let's say that you want to block phone calls but not chat messages; you can quickly and easily set your status to **Do not disturb** without having to log out.

To temporarily stop receiving calls via presence status:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, select **Do not disturb** to receive only messages; all calls to you are redirected to voicemail.

To temporarily stop receiving calls as an alternative to logging out:

While logging out of the app, instead of confirming to log out, select the option to enable **Do not disturb** instead.

How do I log out of the application?

While in the app, you can go to your profile screen to log out. Logging out of the app prevents you from receiving

notifications when you get a communication in 8x8 Work.

If you just want to temporarily stop receiving calls instead of logging out completely, you can instead block notifications outside of your business hours, block notifications for a specific period of time, or set your status to **Do not disturb**.

To log out:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Logout**.
3. At the prompt, confirm to log out.

To temporarily stop receiving calls via presence status:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, select **Do not disturb** to receive only messages; all calls to you are redirected to voicemail.

To temporarily stop receiving calls as an alternative to logging out:

While logging out of the app, instead of confirming to log out, select the option to enable **Do not disturb** instead.

Need a way to control incoming calls and notifications at specific times of day? Simply set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!

In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.

To set your business hours:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, enable **Business hours** to show business hour options.
3. Set the starting and end time for your business hours, and the days of the week for which business hours are

enabled. When you are outside of your business hours, you see a **Snoozing** ^z indicator next to your profile image in your application header and **Profile** screen. This icon is visible only to you.



Note: If you are outside of your business hours, your contacts are not notified that their communications might not reach you.

To block notifications for a specific period of time:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Mute notifications** to show time periods for which you can temporarily block incoming notifications.
3. Select the desired time period, such as 30 minutes or two hours. Your notifications are now blocked for the selected time period, and you see a **Snoozing** ^{z z} indicator next to your profile image in your application header and **Profile** screen. This icon is visible only to you.



Note: If you are temporarily blocking your notifications, your contacts are not notified that their communications might not reach you.

To block your notifications for a specific period of time when you are not logged in 8x8 Work for Mobile:

If you want to mute the incoming notifications, you now can access the Mute notifications page much quicker, without opening the app, simply by touching and holding the 8x8 Work for Mobile icon.

To quickly access the Mute notifications options:

1. On the Home Screen, tap and hold the **8x8 Work for Mobile**  to open the quick actions menu.
2. Tap **Mute notifications** and then choose the duration for which you want to temporarily mute incoming notifications.

Your options are: 30 minutes, 1, 2 or 4 hours, or until tomorrow.



Note: If you are temporarily blocking your notifications, your contacts are not notified that their delivered messages might not reach you.



Get started: your profile and settings

Get started with 8x8 Work for Mobile, and customize your settings to tailor your experience to your needs!

How do I make sure my device can run 8x8 Work for Mobile?

The latest version of 8x8 Work for Mobile is supported on devices that run iOS 13 or newer, or Android OS 7.0 or newer.



Note: 8x8 Work for Mobile on Android is not supported in China.

Why is 8x8 Work for Mobile not updating?

Your version of 8x8 Work for Mobile does not update automatically. To get the latest version of the app, you must update the app from its page in the Google Play Store, and update.

How do I know which version of 8x8 Work for Mobile I am running?

Tap your profile image icon in the app header to open your **Profile** screen, go to **Settings**, and scroll to the bottom of your settings list to see which version of 8x8 Work for Mobile you are running.

What can I do with 8x8 Work for Mobile?

8x8 Work for Mobile allows you to effectively and efficiently communicate with your company contacts via phone calls, messaging, meetings, and more. The primary features of the app are as follows:

Tab	Functions
	<p>Messages: Send SMS and IM messages, and access all message history with company and personal contacts via 8x8 Work.</p> <ul style="list-style-type: none"> ■ All: Chat with individual contacts, or with groups. To view only individual chats or only group chats, refer to

Tab	Functions
	<p>the following tabs:</p> <ul style="list-style-type: none"> ■ 1-1: Chat with company and personal contacts individually. ■ Rooms: Chat with teams or small groups to collaborate on projects.
	<p>Phone: Make and manage calls, and review voicemails.</p> <ul style="list-style-type: none"> ■ Calls and Missed: Make calls, and access past call details for incoming, outgoing, and missed calls. ■ Voicemails: Review and manage all voicemails sent to you. ■ Recordings: Review and manage all your 8x8 Work call recordings. ■ Faxes: Receive and manage faxes from other users. If your admin does not enable you to access faxes, you do not see a fax list. ■ Queues: Log in to or out of call queues you are assigned to. If your admin does not assign you to call queues, you do not see a queue list. ■ Parked calls: Retrieve calls parked on a public or dedicated extension.
	<p>Dial pad: Place calls to any phone number in just a few taps.</p>
	<p>Contacts: Access and reach out to your favorite, company, and personal contacts.</p> <ul style="list-style-type: none"> ■ Favorites: If there are contacts you frequently communicate with, you can mark them as favorites for quick access. ■ Company: View and communicate with the contacts on your company phone system. ■ My Contacts: View and communicate with contacts populated from your device contacts (if you grant permissions to the app), and with personal contacts created using 8x8 Work.
	<p>Meetings: Join, create, and manage your 8x8 meetings.</p>
	<p>Profile: From your profile image icon in the app header, access settings and help on 8x8 Work for Mobile.</p> <ul style="list-style-type: none"> ■ Presence status: Set your presence status to show whether you are available, busy, on a call, or more! ■ Settings: Personalize your settings to enhance your 8x8 Work experience. ■ Rate us on the Play Store: Rate the app on the Play Store. ■ Feedback: Send your feedback to 8x8 Support; an accompanying screenshot and data log will be sent securely so that we can act on your feedback more effectively. ■ What's New: Want to see what's new in the latest version of 8x8 Work for Mobile? Tap to access our list of new features.

Tab	Functions
	<ul style="list-style-type: none"> ■ Help & Support: Need information on the app? Tap to access the 8x8 Work for Mobile user guide.

How do I change the language in my application?

The language of 8x8 Work for Mobile is controlled from your device settings.

To change your application language:

1. Open your device language settings.
2. Select your desired language. This version of 8x8 Work for Mobile supports the following languages:
 - Dutch
 - English (UK)
 - English (US)
 - Finnish
 - French (Canada)
 - French (France)
 - German
 - Italian
 - Portuguese (Brazil)
 - Spanish (Latin America and the Caribbean)
 - Spanish (Spain)
 - Swedish
3. Once the language loads on your device, open 8x8 Work for Mobile to view it in the selected language.

8x8 Work for Mobile is too bright. How do I switch it to a dark mode?

Let's say you frequently access 8x8 Work for Mobile at night, or simply find the usual interface too bright to look at; simply switch your interface to Dark Mode at any time! Your interface changes from black text on a white background to white text on black, making the app easier on your eyes.

- **On Android 10 and newer:** When you enable or disable Dark Mode in your device settings, 8x8 Work changes accordingly, unless you manually choose to override from your 8x8 Work settings.
- **On Android 9 and older:** In 8x8 Work, simply tap your profile image, go to **Settings > Other**, and enable **Dark Mode**.

Where do I find my profile information?

To view your profile information, tap the profile image icon in the header. This opens your **Profile** screen, where you can:

- **Take or upload your photo.**
- View your 8x8 **phone number and extension.**
- **Set your status** and write a **custom status message.**
- **Set your business hours.**
- Access application settings.
- **Log out** of the application.

How do I upload my profile image?

Put a face to your name in the contact directory by uploading your photo in your **Profile** screen. You can use an existing image, or take a new one.

To upload your profile image:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap your profile image.
3. Choose whether to use an existing image on your device or take a new one, and proceed.

Once you upload your profile image, it becomes visible in the company directory to other users.

How do I remove my profile image?

Don't like the way your profile image looks? You can remove your current profile image without immediately uploading a new image.

To remove your profile image:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap your profile image.
3. Tap **Remove photo**.

Once you remove your profile image, it becomes visible in the company directory to other users.

How do I find my 8x8 phone number or extension?

Tap your profile image icon in the header. In the **Profile** screen that opens up, you can view your 8x8 phone number and extension.

How do I let other users know I'm busy or available?

If you want to show other users in the company that you are currently busy (for example, working on a deadline), you

can change your presence status from your profile. If you want to include more details, you can also set a **custom status message**.

To let company contacts know you are busy or available:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, select:
 -  **Available:** You show that you are completely free to receive calls and messages.
 -  **Do not disturb:** You receive only messages (with muted notifications), and all calls to you are redirected to voicemail.
 -  **Busy:** You show that you are busy, but can still receive calls and messages.
 -  **Away:** You show that you may not be able to check 8x8 Work for communications.
 -  **Appear offline:** Your status appears as offline to other users.

Once you save your changes by tapping the **Done**  option in your profile, your new status displays to other users.



Note: If you set your status to **Available**, your status automatically changes to indicate when you are active, inactive for a certain time, busy on a call or in a meeting, or logged out.

If you want to entirely stop your 8x8 Work communications, you must log out of the app.

If you closed the app by swiping out of it in your list of recent apps, you still receive communication notifications because you are considered logged in to the app. If you want to temporarily stop getting communications, you must log out before closing the app.

To log out:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Logout**.
3. At the prompt, confirm to log out.

How do I set a custom status message?

Let's say that you are away from the office and want to clarify that you are working remotely, or that your status shows you as busy and want to clarify that you are giving a presentation until a certain time. To give other users more information about **your presence status**, you can set a custom status message from your profile, either by entering your own status message or by choosing one of the predefined suggestions for status messages, such as:

- Commuting
- Out sick
- Working remotely
- Out of lunch
- On vacation
- Traveling

To set a custom status message:

1. In the header page, tap the profile image  icon in the header to open your **Profile** screen.
2. In your profile, you can enter a status message that is visible to other users, and save to display it.
3. tap **Share your status**  and then you can either enter a status message or tap a predefined status message to display it and save it. Now, the message status will be visible to other users.

Notes:



- You can edit the preset status message by appending additional text to it or by revising the message as desired.

- You can delete a status message  by tapping in the status message.



How do I block notifications outside of my business hours or for a period of time?

Need a way to control incoming calls and notifications at specific times of day? Simply set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!

In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.

To set your business hours:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, enable **Business hours** to show business hour options.
3. Set the starting and end time for your business hours, and the days of the week for which business hours are enabled. When you are outside of your business hours, you see a **Snoozing** ^{z Z} indicator next to your profile image in your application header and **Profile** screen. This icon is visible only to you.



Note: If you are outside of your business hours, your contacts are not notified that their communications might not reach you.

To block notifications for a specific period of time:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Mute notifications** to show time periods for which you can temporarily block incoming notifications.
3. Select the desired time period, such as 30 minutes or two hours. Your notifications are now blocked for the selected time period, and you see a **Snoozing** ^{z Z} indicator next to your profile image in your application header and **Profile** screen. This icon is visible only to you.



Note: If you are temporarily blocking your notifications, your contacts are not notified that their communications might not reach you.

To block your notifications for a specific period of time when you are not logged in 8x8 Work for Mobile:

If you want to mute the incoming notifications, you now can access the Mute notifications page much quicker, without opening the app, simply by touching and holding the 8x8 Work for Mobile icon.

To quickly access the Mute notifications options:

1. On the Home Screen, tap and hold the **8x8 Work for Mobile**  to open the quick actions menu.
2. Tap **Mute notifications** and then choose the duration for which you want to temporarily mute incoming notifications.

Your options are: 30 minutes, 1, 2 or 4 hours, or until tomorrow.



Note: If you are temporarily blocking your notifications, your contacts are not notified that their delivered messages might not reach you.



Other users see me as unavailable, but I see my status as available. What do I do?

If other users incorrectly see you as unavailable (and/or you see everyone else as unavailable), this can indicate an issue with your status synchronizing. If the problem persists, log out and log back in.

To log out:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Logout**.
3. At the prompt, confirm to log out.

About contacts

In 8x8 Work for Mobile, communicate and coordinate with your contacts quickly and efficiently.

How do I change my own details in the company directory?

If you get a new title in your company or move to a different department, you would want to change your details that show up in the 8x8 Work company directory. However, you cannot change the name or details of yourself or another 8x8 Work user. Only the phone system administrator can change company contact details; if you need to update your contact details, please contact your phone system administrator.

However, you can still change your profile image, presence status, and custom status message through your [profile screen](#).

I can't see my device contacts in the app. How do I make them visible?

To see your device contacts when you go to **Contacts**  **> My Contacts**, you must allow 8x8 Work for Mobile to access your list of device contacts.

To display device contacts in the app:

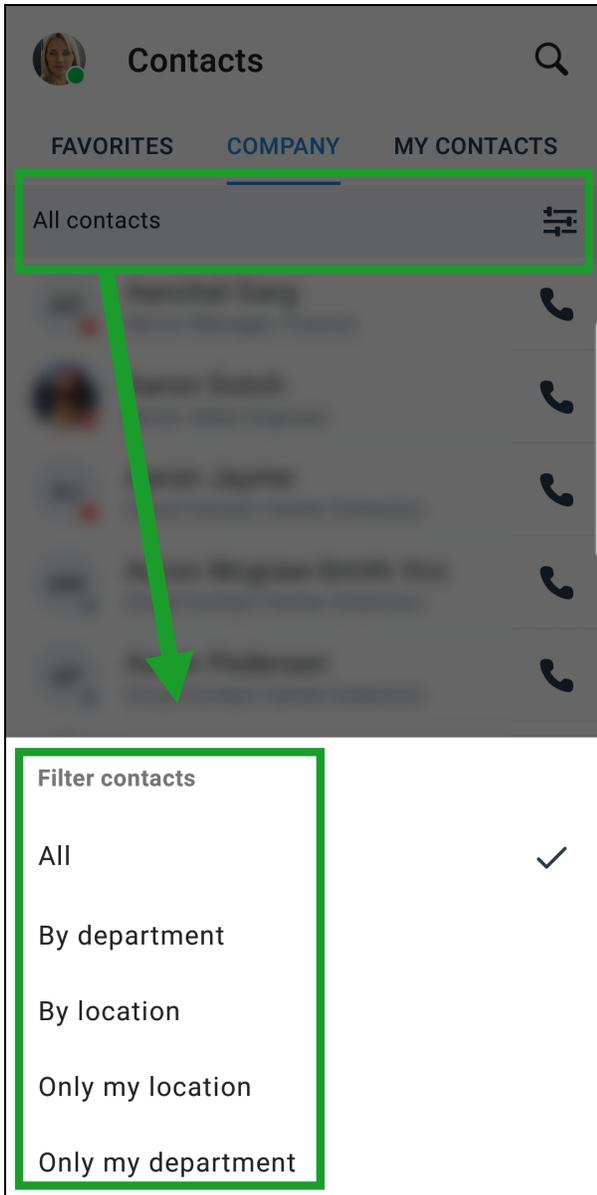
1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, go to **Settings > Device settings**. The application information opens in your device settings.
3. In your device settings, change the application permissions to allow access to your device contacts. Your device

contacts appear under **Contacts**  **> My Contacts**.

How do I sort my company contacts by department or location?

Let's say your company has many offices, but you only work frequently with people in your office or your department. To save time while navigating your list of contacts, you can scroll up to the top of your company contacts list to reveal a

menu, and tap it to open your options.



From the menu, you can tap to:

- Sort all contacts by name in alphabetical order.
- Sort contacts by department in alphabetical order.
- Sort contacts by site or location in alphabetical order.

- Display only contacts in your department.
- Display only contacts in your site or location.

Your contacts under the **Favorites** and **My Contacts** lists under **Contacts**  are listed alphabetically by first name, and cannot be sorted or filtered.

How do I create personal contacts?

If you frequently call numbers outside of your company directory, you can use those numbers to create easily-accessible personal contacts. Personal contacts are visible only to you, and can be edited as needed.

To create personal contacts:

1. Go to **Contacts**  > **My Contacts**.
2. Tap the **New Contact**  option to start creating a new contact.
3. Enter the contact details.
4. When you are finished, tap the **Done**  option. The personal contact now shows up under **Contacts**  > **My Contacts**.

In addition, you can also [create personal contacts from communications with external numbers](#).

How do I create a personal contact from a call or chat with an external number?

Let's say you receive an important communication from an external number, and that you will communicate with the number for some time. You can quickly create a personal contact from a past communication with the number, and easily access the contact for future calls.

In addition, if an existing personal contact doesn't always call using the same number, you can use past communications to add new phone numbers to the contact.

To create or edit personal contacts from call logs under your Phone list:

1. Go to **Phone**  > **Calls** or **Phone**  > **Missed**.
2. Tap the desired number to view the call details page.
3. From the call details page, tap the **More**  menu to open a drop-down menu.

4. From the drop-down, select:
 - **Create contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
 - **Add to existing** to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.
5. Enter the desired contact details.
6. When you are finished, tap the **Done**  option. The personal contact now shows up under **Contacts**  **> My Contacts**.

To create or edit personal contacts from voicemails under the Phone list:

1. Go to **Phone**  **> Voicemails**.
2. Tap the desired voicemail to open more options.
3. From the expanded voicemail, tap the **More**  menu to open a drop-down menu.
4. From the drop-down, select:
 - **Create contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
 - **Add to existing** to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.
5. Enter the desired contact details.
6. When you are finished, tap the **Done**  option. The personal contact now shows up under **Contacts**  **> My Contacts**.

To create or edit personal contacts from chats under your Messages list:

1. Open your **Messages**  list.
2. Tap the desired contact to open your chat history with them.

3. In the chat, tap the **More**  menu to open a drop-down menu.
4. From the drop-down, select:
 - **Create contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
 - **Add to existing** to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.
5. Enter the desired contact details.
6. When you are finished, tap the **Done**  option. The personal contact now shows up under **Contacts**  > **My Contacts**.

Where are my personal contacts stored?

When you **create a personal contact** in 8x8 Work for Mobile, it is stored in the 8x8 cloud, but remains visible only to you under **Contacts**  > **My Contacts**. Personal contacts created in 8x8 Work do not show up in the contact directory of your device.

How do I add a contact to the company directory?

You can only create new personal contacts in 8x8 Work. Only your phone system administrator can add contacts to the company directory.

How do I access the contact directory, and how is it organized?

To access your contact directory, open your **Contacts**  list and access specific types of contacts under sub-lists:

Sub-list	Description
Favorites	Company and personal contacts marked as favorites from the app.
Company	Contacts from your company phone system.
My Contacts	<ul style="list-style-type: none"> ■ Personal contacts created in the app. ■ Contacts populated from your mobile device (if you have granted the app permissions to access device contacts).

How do I search for a contact in my directory?

Tap the **Search**  option in the header. This brings up a search box that you can type in to find specific contacts. You

can search for contacts by name, title, department, or phone or extension number.

When you use the search box, regardless of whether the name you enter is complete, you see a list of search results that narrow down as you type. In addition, if you don't completely remember the name of a contact, you can also search by entering fragments of a contact's first and last name.

How do I mark my frequently-used contacts for quick access?

If there are contacts you communicate with more frequently, you can add them to your list of favorite contacts for quick access. You can go into a company or personal contact's details to mark them as a favorite contact, and then access

them under **Contacts**  **> Favorites**.

If you have granted the app **permissions to access device contacts**, the personal favorites marked on your device show up along with your company favorites marked in the app.

To mark and access a favorite contact:

1. Open your **Contacts**  list.
2. Go to **Company** or **My Contacts**.



Note: Only company contacts or personal contacts created in 8x8 Work can be marked as favorites from the app. Device contacts must be marked as favorite contacts on your device to show as favorites in 8x8 Work.

3. Tap the desired contact to view their details.
4. While in the contact details, tap the **Mark Favorite Contact**  option to mark them as a favorite contact. The contact is now listed under **Contacts**  **> Favorites**.

To remove a contact from favorites:

1. Go to **Contacts**  **> Favorites**.

2. Tap the desired contact to view their details.
3. While in the contact details, tap the **Favorite Contact**  option to remove them from your favorites.

How do I avoid navigating long IVR menus when I call a number?

Let's say you commonly call an organization such as a large office or pharmacy, and are familiar with that organization's IVR menu: "For sales, press 1. For billing inquiries, press 2. To return to the main menu, press *..." You can save time and avoid long menus by creating a contact for repeated use, or by adding your choices while dialing a number in 8x8 Work for Mobile.

To add IVR menu choices to a contact:

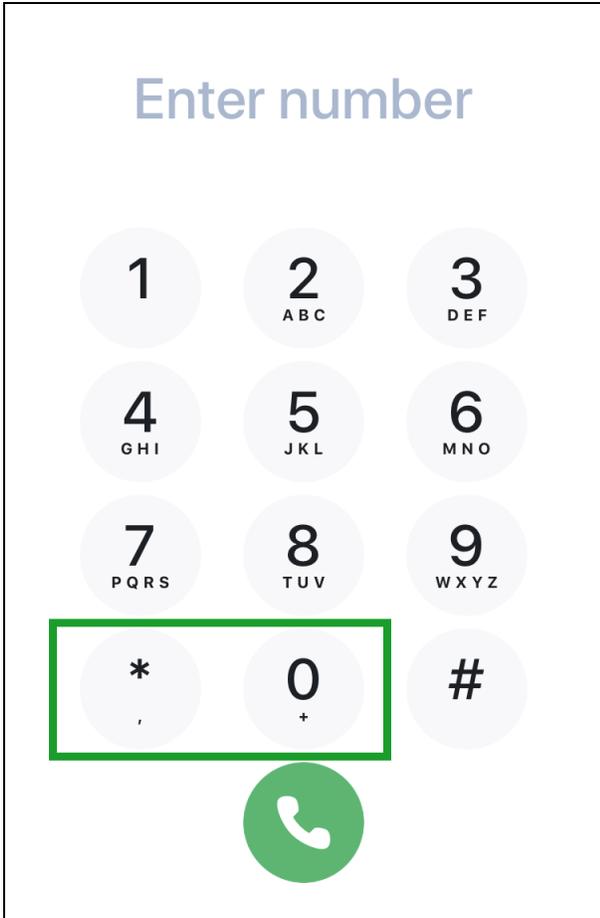
1. Go to **Contacts**  > **My Contacts**.
2. Tap the **New Contact**  option to start creating a new contact.
3. Enter the contact details.
4. While adding the phone number, tap the , key when you need to insert a pause for the IVR menu. The pause you entered is indicated by a comma in the phone number.
5. Insert your IVR menu choice numbers, each separated by a pause. For example, if you want to save the phone number <555-5555>, with IVR option <1> followed by IVR option <2>, the number would appear as <555-5555,1,2> when complete.
6. When you are finished, tap the **Done**  option. The contact with your IVR choices now shows up under **Contacts**  > **My Contacts**.

To add IVR menu choices while dialing:

If you do not want to save a contact with IVR menu choices, but know ahead of time which selections you will make, you can enter IVR menu choices while dialing a phone number.

While dialing a phone number, you can enter your IVR menu choices by holding down the  key. Similarly, you can add pluses for international calls by holding down the  key. Tapping the key enters the first character (* or 0), while

holding down the key enters the second character (, or +).



About phone calls

With 8x8 Work for Mobile, enjoy a flexible and efficient experience when you make or receive calls.

What happens if I leave the area of Wi-Fi coverage in which I started a call?

If you have not disabled calling via cellular data (always enabled on iOS, and available as a setting on Android), your call switches over to cellular data without any interruption.

If you need to disable 8x8 calling via cellular data, open your device **Settings**, go to **Cellular**, and disable **Cellular Data**. If you have calling via cellular data disabled, your call drops if you leave an area of Wi-Fi coverage.

If you need to disable 8x8 calling via cellular data, go to **Settings**  **> Data and Network Options** in 8x8 Work for Mobile and disable **Allow Calls On Cellular Data**. If you have calling via cellular data disabled, your call drops if you leave an area of Wi-Fi coverage.



Note: The option to disable calls via cellular data does not impact your chats, meetings, and other notifications, as they always use available Wi-Fi or cellular data.

How do I test the strength of my network for an upcoming 8x8 call or meeting?

If you have an important call or meeting coming up and want to ensure that you have a good network connection, you

can run a network test from 8x8 Work for Mobile at any time. Simply go to go to **Profile > Settings**  **> Other** and tap **Network connectivity**.

What do I do if my cellular data quality is poor?

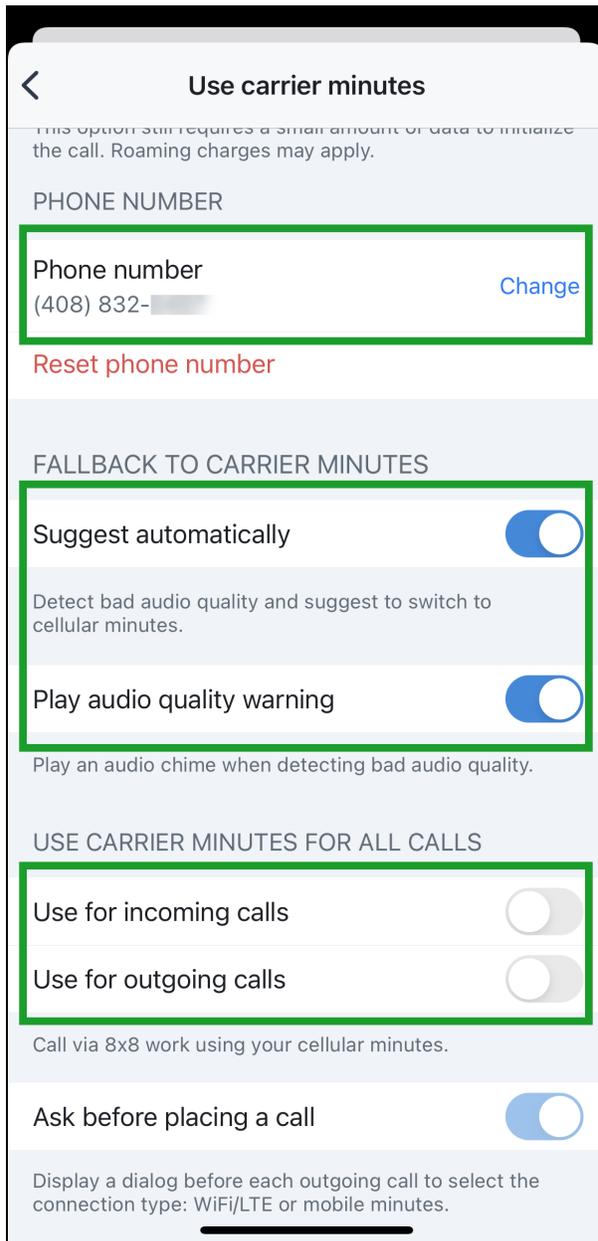
Let's say you're in a location where cellular data is unreliable, weak, or expensive; to place and receive calls despite

this, simply enable carrier minutes in 8x8 Work for Mobile! To fine-tune your carrier minutes setup, see which of the following scenarios suits you best, and enable the settings shown under **Profile > Settings**  **> Data and network options > Use carrier minutes:**

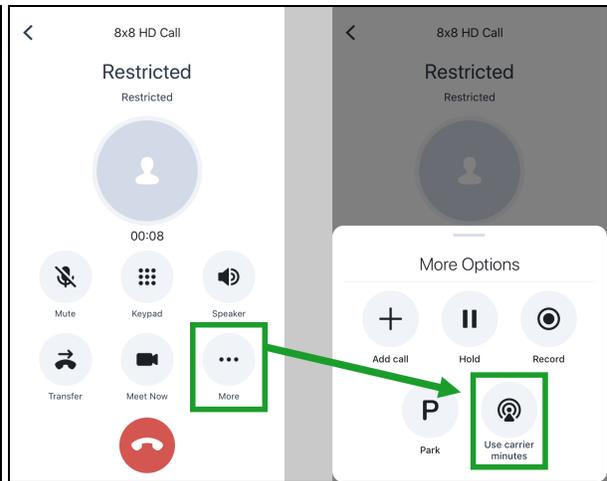
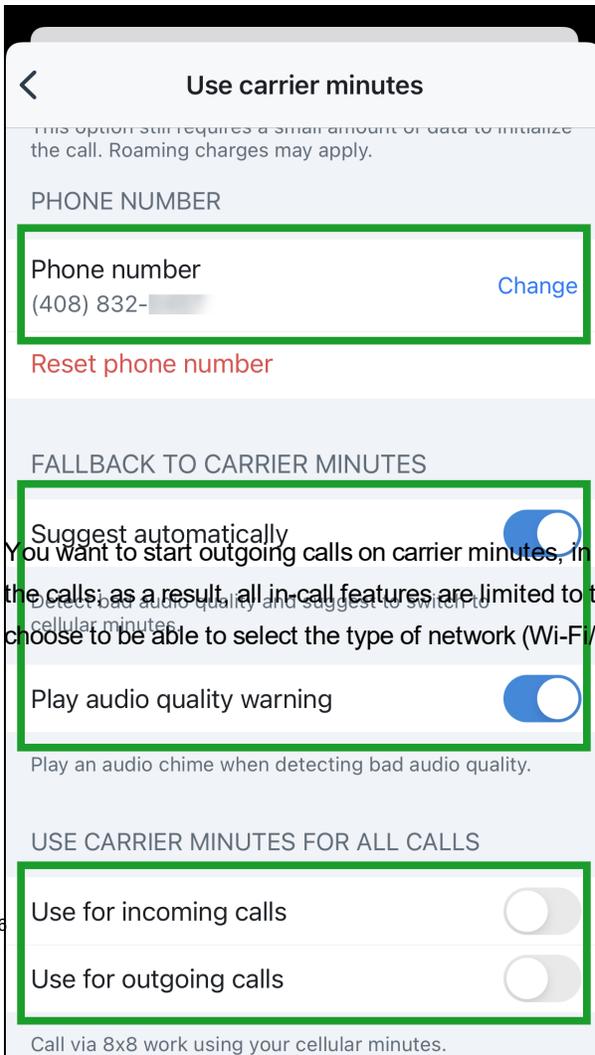


Note: If your device's SIM card is removed, settings for carrier minutes are disabled until you replace the SIM card and set up carrier minutes again.

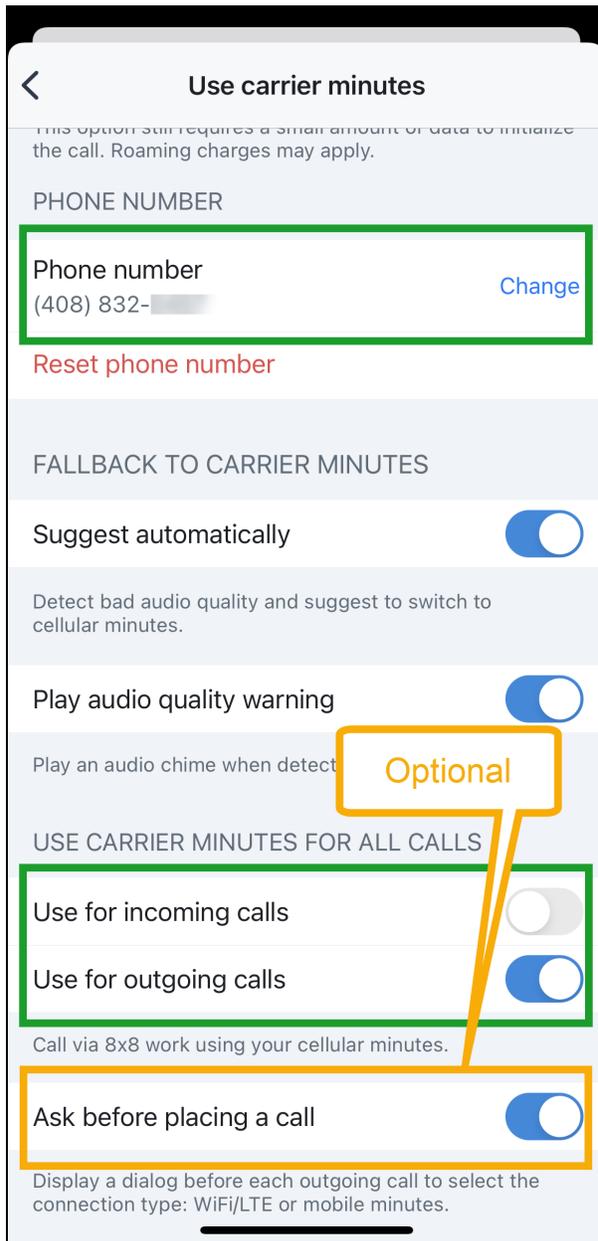
- You want the app to detect bad call quality in an ongoing call and notify you with in-call audio and a visual notification to switch to your carrier minutes (which you can tap to perform the switch). The current call is hung up, and you receive the same call on your device's phone number.



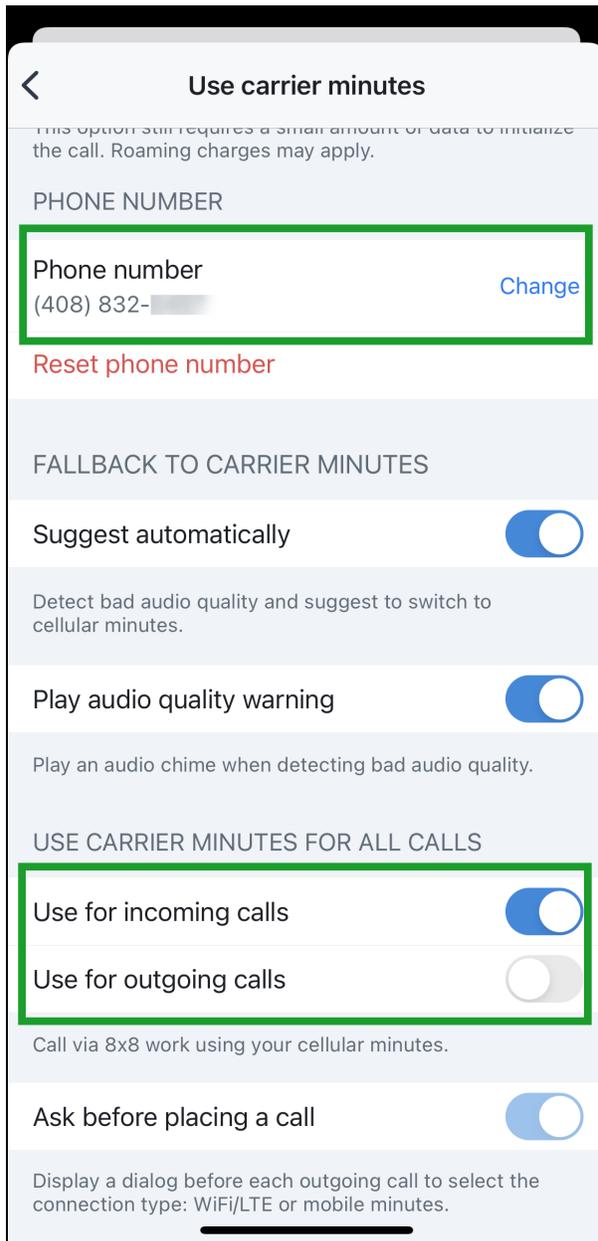
- You want to be able to manually switch to cellular minutes during a call by opening the **More options** menu and selecting **Use carrier minutes**. The current call is hung up, and you receive the same call on your device's phone number.



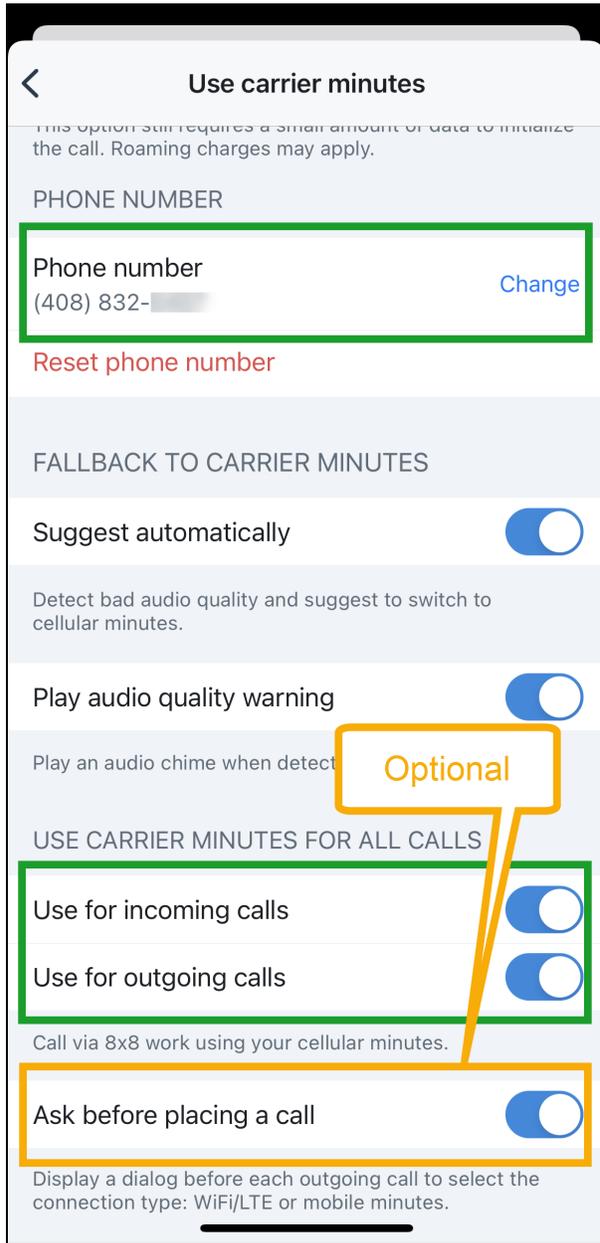
- You want to start outgoing calls on carrier minutes, in which case your iOS or Android device dialer is used to make the calls; as a result, all in-call features are limited to the in-call features available to your device dialer. You can choose to be able to select the type of network (Wi-Fi/Cellular or carrier minutes) or always use carrier minutes.



- You want to receive calls on carrier minutes, in which case your iOS or Android device dialer is used to receive the calls; as a result, all in-call features are limited to the in-call features available to your device dialer.



- You want to both receive and make calls on carrier minutes, with the same functionality as the previous two options combined.



 **Note:**

- Carrier minutes settings should be used only in situations where use of cellular data is not recommended.
- Calls with carrier minutes still require an active internet connection (Wi-Fi/cellular data) to initialize the



call, but in-call bandwidth with audio takes place via carrier minutes.

- Though calls are made using your native device dialer, 8x8 ensures that the other party on the call sees your work number and not your personal number.

I'm unable to make a call. What's wrong?

There are a number of reasons you might be unable to make a call. To make calls, make sure that:

- You are connected to the network.
- If you are calling from an area with no Wi-Fi, you have enabled the use of cellular data for the app. To enable, tap your profile image icon in the app header to open your **Profile** screen, and go to **Settings > Device settings**.
- If you have issues with your cellular data network, you have enabled **carrier minutes** under **Profile > Settings > Data and network options > Use carrier minutes** to receive calls on your device via cellular voice.



Note: If your device's SIM card is removed, settings for carrier minutes are disabled until you replace the SIM card and set up carrier minutes again.

- You have enabled device microphone and phone permissions for the app under **Profile > Settings > Device settings**.

I'm not receiving calls on the mobile app. How do I receive calls?

There are a number of reasons you might be unable to receive a call. To receive calls, make sure that:

- Your device is out of airplane mode, and you have access to a Wi-Fi or cellular network.
- In your **Profile** screen (accessed when you tap your profile image icon in the app header):
 - Your presence status is set to something other than **Do not disturb**; this status allows you to receive chat messages, but forwards all inbound calls to voicemail.
 - If you have no access to Wi-Fi, you have enabled calls on cellular data under **Settings > Device settings**.
 - If you have issues with your cellular data network, you have enabled **carrier minutes** under **Settings > Data and network options > Use carrier minutes** to receive calls on your device via cellular voice.



Note: If your device's SIM card is removed, settings for carrier minutes are disabled until you replace the SIM card and set up carrier minutes again.

- You have **enabled device notification permissions** for the app under **Settings > Device settings**.

Why are all my calls going to voicemail?

There are two reasons your calls might be going to voicemail:

- You might have enabled Do Not Disturb for your user profile. Make sure that **your presence status** is not set to Do Not Disturb, and check that you have not set yourself to DND **by entering a key shortcut in your desk phone**.
- You might have enabled a **call forwarding rule** that forwards all incoming calls to voicemail. Disable call forwarding, or change your call forwarding rules to ensure that calls reach you when you are available.

I'm not receiving notifications for missed 8x8 Work calls. How do I receive notifications?

When you first install 8x8 Work for Mobile, you receive a prompt asking to allow the application to send you device-based notifications. If you decline the prompt, notifications are disabled by default. To enable notifications again, tap

your profile image icon in the app header to open your **Profile** screen, and go to **Settings** .

If you do not see notifications despite being logged in, go to your device settings to enable notifications. You can then fine-tune your notification preferences from within the app.



Note: In order to stay up-to-date on communications in 8x8 Work, it is highly recommended that you enable notifications on your device.

To enable notifications on your device:

1. Go to **Profile > Settings**  **> Device settings** to open 8x8 Work permissions in your device settings.
2. Enable 8x8 Work notifications, and edit the notification settings as needed.

To manage notification settings in 8x8 Work:

1. Go to **Profile > Settings**  .
2. Under **Notifications**, enable or disable notifications for:
 - **Missed Calls:** Incoming calls that timed out and went to voicemail, or were hung up before being answered
 - **Voicemails:** Voice messages following a deflected or missed call
 - **Messages:** IM and SMS chat messages
3. Go to **Ringtone** to select the ringtone to play on an incoming 8x8 Work call; you can select from one of your OS ringtones, or one of our 8x8 ringtones to tell your incoming 8x8 calls apart from incoming calls to your device number or another app. Your selection does not affect the notification sound for your 8x8 non-call notifications, or your ringtone for calls to your device number. 8x8 Work for Mobile follows your device-set vibrate settings for notifications.



Note: In order to see notifications in real time, you must be logged in to 8x8 Work for Mobile on your device. If you are logged out of 8x8 Work for Mobile, notifications are only visible once you log back in.

How do I place a call?

There are several ways to place a call from 8x8 Work for Mobile:

To place a call from the dial pad:

1. In your **Phone**  list, tap the **Dial pad**  option to bring up the dial pad.
2. Dial the desired number to place a call.

To place a call from contact details:

1. In your **Contacts**  list, go to **Favorites**, **Company**, or **My Contacts**.
2. Tap the **Call**  option next to the desired contact to place a call.

To place a call from message history:

1. In your **Messages**  list, tap the desired contact to open your chat history with them.
2. From within the chat, tap the **Call**  option to place a call.

To place a call from a call log:

1. In your **Phone**  list, go to **Calls** or **Missed**.
2. Tap the **Phone**  icon next to the desired contact or number to place a call.

To place a call from voicemail:

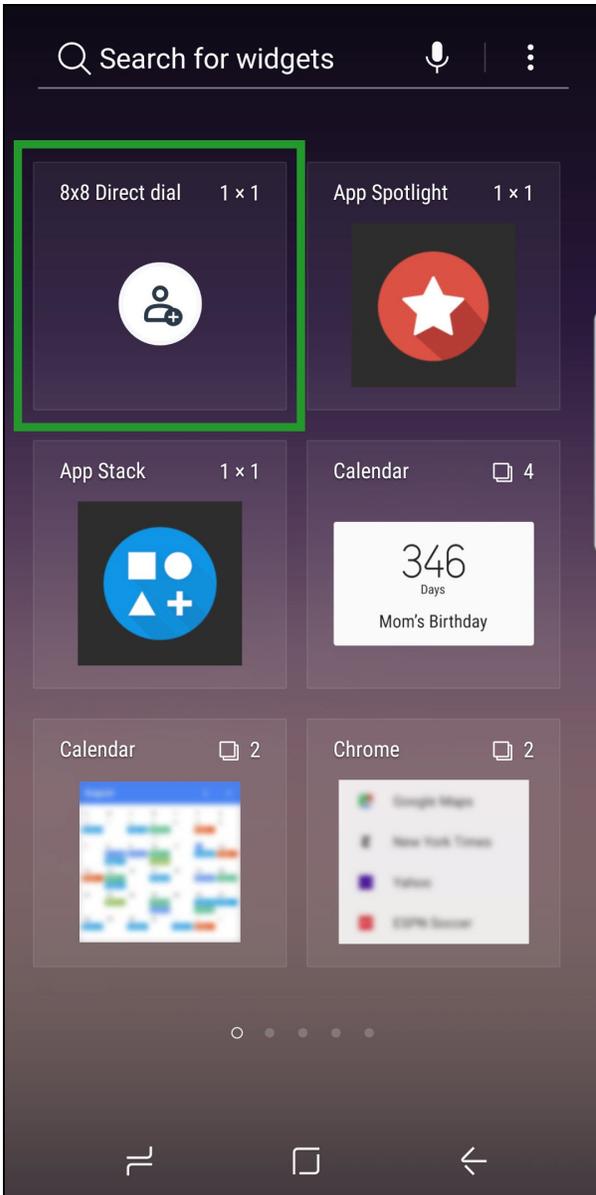
1. In your **Phone**  list, go to **Voicemails**.
2. Tap the desired voicemail.
3. In the voicemail controls that expand, tap the **Call**  option to place a call.

As an Android user, how do I set up widgets for 8x8 calls?

Let's say you're on your Android device and decide to call a colleague; without needing to open 8x8 Work for Mobile, you have the ability to set up a calling widget on your device for any of your 8x8 contacts!

To set up an 8x8 calling widget:

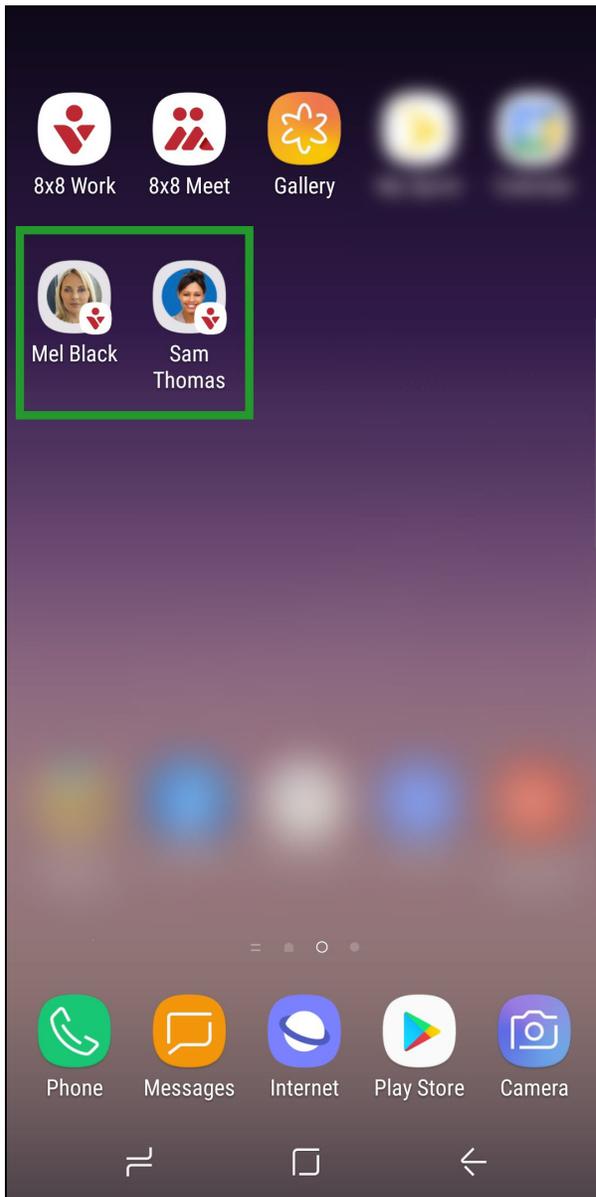
1. From your device's widget library, look for our **8x8 Direct dial** widget.





Note: Depending on your Android device, your device-based widget library and application defaults are accessed in different ways.

2. Drag the widget into your home screen to bring up your list of 8x8 contacts.
3. Find and select the contact you want to create a calling widget for. The widget finalizes and shows up with the name and profile picture of the selected contact.

**Note:**

-Depending on your Android device and version, the first time you tap one of the 8x8 calling widgets you create, your device might ask you which calling app to use for subsequent widget calls, or will default to a calling app previously selected as the device default.

-To select a different calling app for your widgets after your initial selection, open your device



Settings, go to the calling app you selected, and disable it as the default selection for the 8x8 calling widget. The next time you tap one of your 8x8 calling widgets, select the calling app you want.

After this, you can launch a call with just one tap!

How do I avoid navigating long IVR menus when I call a number?

Let's say you commonly call an organization such as a large office or pharmacy, and are familiar with that organization's IVR menu: "For sales, press 1. For billing inquiries, press 2. To return to the main menu, press *..." You can save time and avoid long menus by creating a contact for repeated use, or by adding your choices while dialing a number in 8x8 Work for Mobile.

To add IVR menu choices to a contact:

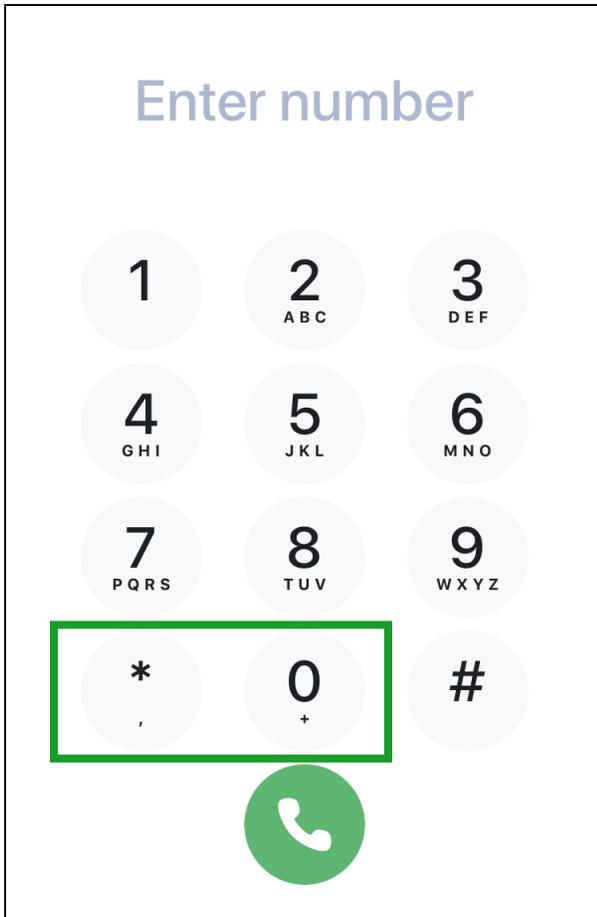
1. Go to **Contacts**  > **My Contacts**.
2. Tap the **New Contact**  option to start creating a new contact.
3. Enter the contact details.
4. While adding the phone number, tap the , key when you need to insert a pause for the IVR menu. The pause you entered is indicated by a comma in the phone number.
5. Insert your IVR menu choice numbers, each separated by a pause. For example, if you want to save the phone number <555-5555>, with IVR option <1> followed by IVR option <2>, the number would appear as <555-5555,1,2> when complete.
6. When you are finished, tap the **Done**  option. The contact with your IVR choices now shows up under **Contacts**  > **My Contacts**.

To add IVR menu choices while dialing:

If you do not want to save a contact with IVR menu choices, but know ahead of time which selections you will make, you can enter IVR menu choices while dialing a phone number.

While dialing a phone number, you can enter your IVR menu choices by holding down the  key. Similarly, you can add pluses for international calls by holding down the  key. Tapping the key enters the first character (* or 0), while

holding down the key enters the second character (, or +).



How do I park a call?

Let's say you want to temporarily put a call on hold and continue it from any phone or device on your company phone system.

You may be moving the call from a conference room phone to your desktop or vice versa, or directing the call to a third party in your phone system who is temporarily busy. 8x8 allows you to easily navigate these issues and more, and offers the ability to park a phone call on a dedicated call park extension for later retrieval.

To park a call:

1. While on a call, tap **More**.
2. From the options that pop up, select **Park**.

3. Confirm the prompt to disconnect the call and park it for later retrieval.
You are disconnected from the call, and you hear an announcement stating the extension number the call has been parked on.
4. To retrieve the call:
 - By yourself: Simply dial the announced call park extension on the new phone or device.
 - By a third party: Notify the third party of the parked call waiting for them on the announced call park extension.

How do I transfer a call?

You can easily transfer a call to any recipient in the company directory. You can either warm-transfer a call by notifying the recipient before the transfer, or cold-transfer a call without notifying the recipient.

To warm-transfer a call:

1. While on a call, notify the other party that you are about to transfer them to a colleague.
2. Tap **Transfer** and select **Warm transfer** to place the other party on hold and bring up a list of contacts.
3. Select a favorite or suggested contact from the list, or enter the name of the contact you want to transfer to, and confirm.
4. When the contact picks up, notify them that you are about to transfer a call to them.
5. Tap **Handover** to remove yourself from the call and transfer the other party to the contact you spoke to.

To blind-transfer a call:

1. While on a call, notify the other party that you are about to transfer them to a colleague.
2. Tap **Transfer** and select **Direct transfer** to bring up a list of contacts without placing the other party on hold.
3. Select a favorite or suggested contact from the list, or enter the name of the contact you want to transfer to and confirm.
4. You are disconnected from the call, and the contact you selected receives a call from the other party.

How do I promote calls to 8x8 meetings?

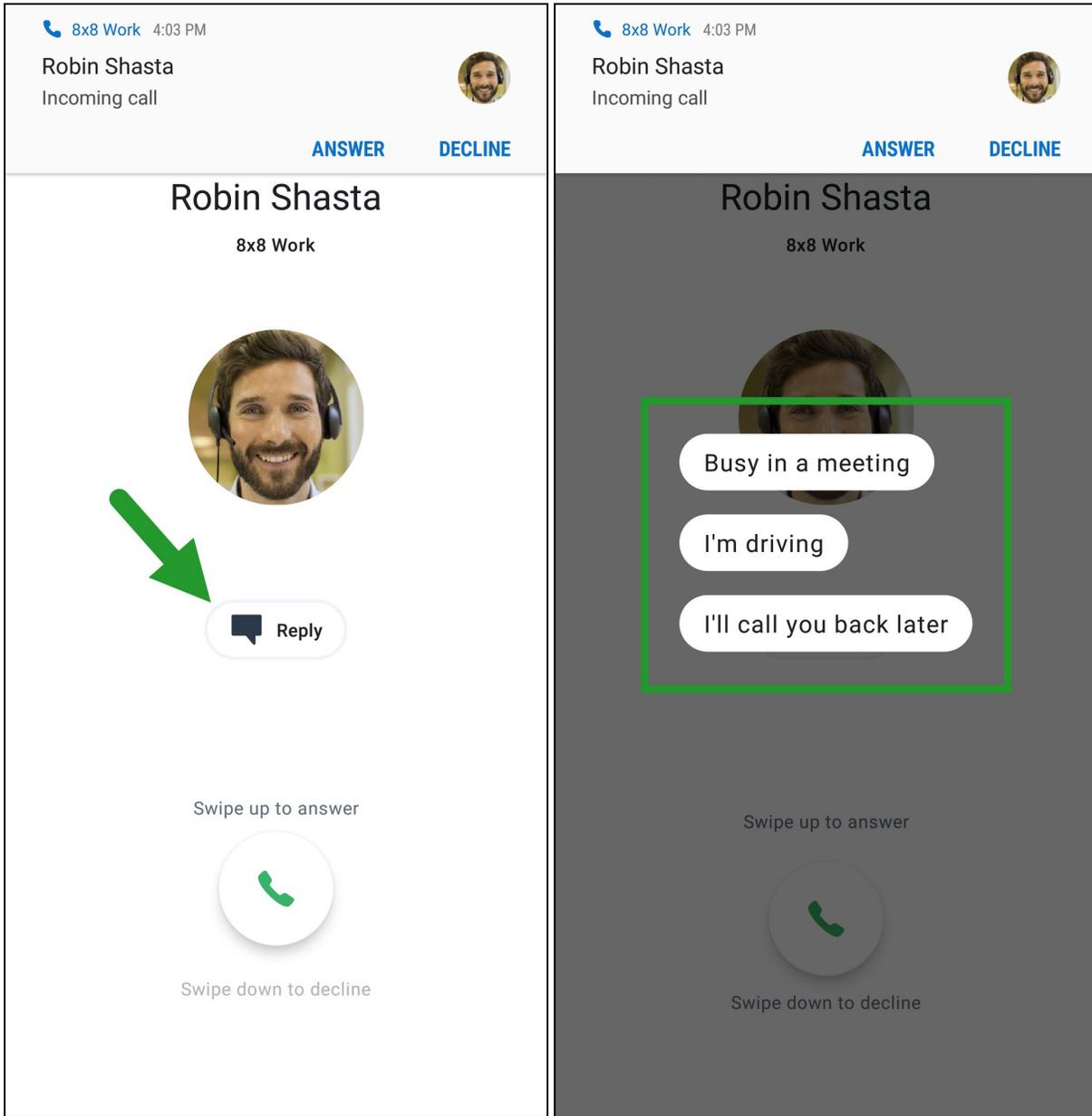
Let's say you're on a call with a company contact, or that your call is getting more involved; you can bring the other party into a meeting with one or more of your colleagues who can discuss an important matter with them. When you promote a call to a meeting, you gain access to **all the features and resources of 8x8 Meet**, giving you a more effective way to collaborate.

To promote a call to a meeting:

1. While on a call, notify the other party that you are about to begin a meeting and invite them.
2. Tap **Meet Now** to seamlessly promote the call to a meeting. If the other party is also using 8x8 Work, they are seamlessly taken into the meeting as well.

How do I edit the quick-reply messages I can send when I can't pick up an incoming call?

As an Android user, you can decline incoming 8x8 calls with quick-reply messages.



If you want to quick-reply to incoming 8x8 calls with a custom message, you can edit the default responses from 8x8 Work for Mobile.

To edit your quick-reply messages for incoming calls:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. From your profile, go to **Settings**  > **Quick Replies**, where you can manage your quick replies for incoming calls; you can create quick replies of your own, or reset to the default options if you change your mind.

How do I add a second person to an active call, or create a three-way conference call?

8x8 Work enables you to handle two calls at once, either separately or in a three-way conference.

To add a second person to an active call:

1. While on a call, tap **Add** to bring up the contact directory.
 2. Select from your recent, company, or personal contacts to add to the call.
- OR

Tap the **Dial pad**  option, and dial the desired number.

3. The original caller is put on hold and hears hold music, while the second person is placed in an active call with you.
4. To switch between your active and held calls, tap **Swap**.
The call shown on your active call screen becomes active, and the call labeled as **On Hold** hears hold music.
If needed, you can also place both parties on hold at the same time.

To create a three-way conference call:

1. While handling two separate calls, tap **Merge** to create a three-way conference call.
2. When you hang up, you can choose to:
 - Let the conference continue without you as a two-way call.
 - End the conference for all participants.

I received a call while on another call. How do I handle it?

Let's say you are on an active 8x8 Work call, and another user calls you. Options pop up on-screen that allow you to:

- Continue your existing call uninterrupted, and send the incoming call to voicemail.
- Accept the incoming call, and place your existing call on hold. Before you accept, let the existing caller know that they will be put on hold.
- Accept the incoming call, and hang up your existing call. Before you accept, let the existing caller know that their call will be hung up.

How do I flip an active call on my desktop app or desk phone to 8x8 Work for Mobile?

Let's say you are on an 8x8 Work call on your desktop but you want to switch to mobile for freedom of movement; open

your dial pad in 8x8 Work for Mobile, and simply dial ***88** on your mobile app to flip the call to mobile from its previous location on 8x8 Work for Desktop or your desk phone!

In addition, if you're calling via 8x8 Work for Desktop, the mobile app detects the call and displays an in-app banner you can use to flip the call over to mobile! Simply tap **Flip** in the banner, and you're ready to go! In addition, if you're under

Phone  > **Calls**, you can tap the **Flip call**  option next to the current active call.

How do I log in to or out of my assigned call queues?

If you are a member of a call queue, you can view and control which queues you are logged in to from **Phone**  > **Queues** in 8x8 Work for Mobile. You see a list of call queues only if you are assigned to one or more call queues; you are assigned to or removed from call queues by your administrator in 8x8 Admin Console.

To log in to or out of a call queue:

1. Go to **Phone**  > **Queues** to open your list of call queues.
2. In your list of call queues, to log in to or out of a queue, simply tap the **Log in**  or **Log out**  option next to the queue.

Which key shortcuts can I use with the dial pad?

When you open the dial pad from your **Phone** list, you can use dial pad key shortcuts (also called star codes) to perform various actions.

For details on Barge-Monitor-Whisper shortcuts (labeled as BMW), please refer to our [Barge-Monitor-Whisper Quick Reference Guide](#).

Star Code	Function
*67	Block Caller ID: Dial before calling a number to block your Caller ID from the other party.
*69	Last Call Redial: Dial the last number you called or were called by.
*78	Activate DND: Activate Do Not Disturb to send incoming calls to voicemail.
*79	Deactivate DND: Deactivate Do Not Disturb to receive incoming calls.
*80	Toggle DND: Toggle your Do Not Disturb status.
*88	Flip Call: To switch an active call from one device to another on the same extension, dial from the device you want to use.

Star Code	Function
*5 (BMW)	Barge: If you are Monitoring a call, Barge in to speak with and be heard by both parties on the call.
*6 (BMW)	Mute: If you have Barged into a call or are Whispering to an agent, you can Mute yourself.
*9 (BMW)	Whisper: If you are Monitoring an agent, you can Whisper to them without being heard by the party speaking with the Agent.
*22 (BMW)	Monitor: Listen in on a live call without interrupting either party.
*23 (BMW)	Barge Direct: Barge in on a call without Monitoring or Whispering first.

I just switched phones. Do I need to update my phone numbers with 8x8?

You don't need to do anything; 8x8 numbers used by you in 8x8 Work are not affected by the phone you use to access 8x8 Work for Mobile.

Why do I see more call log details on mobile than on desktop?

8x8 Work for Desktop only pulls information from your company directory and personal contacts, but 8x8 Work for Mobile can pull information from your device contacts as well, if permitted. If you use 8x8 Work to call contacts that are listed on your device, call logs with device contacts will be more detailed on mobile than on desktop.

If I'm unable to answer an incoming call, how do I control where and how the call is forwarded?

You can set up 8x8 Work to forward your incoming calls according to your preferences. If you're particularly busy, you can choose to temporarily forward all calls, or you can have calls forwarded when you are busy on another call, when you fail to answer in a certain period of time, or when you have no connection.

In addition, if your organization is an X Series or Virtual Office Editions customer, you can give callers a secondary number to redirect to when they reach your voicemail box, enabling callers to choose where they want to direct their message. Let's say you're unavailable for calls, but you have a teammate who is willing to answer questions addressed to you while you're away; you can set the teammate's number as a dial-out option for callers who reach your voicemail.

To forward incoming calls:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, go to **Settings**  **> Account Settings > Call Forwarding**.

3. Select from the following situations in which to forward calls:

When to forward calls	Description
Always forward calls	Always forward calls, even if you are available to answer. If you enable this option, all other options are disabled.
I'm busy	Forward calls when your presence status is set to Do not disturb .
I don't answer for 15 seconds	Forward calls when you don't answer in time. The amount of time may be different based on your administrator's settings for your organization.
I have no connection	Forward calls when you have no access to cellular or Wi-Fi data.

4. For situations in which you want to forward calls, select where incoming calls should be forwarded to:

Where to forward calls	Description
Voicemail	Forward calls to your voicemail box.
Phone number	Forward calls to a specified external number.
Company directory	Forward calls to one of your colleagues.
Auto Attendant	Forward calls to the Auto Attendant configured by your phone system administrator.

Your call forwarding settings are configured.

To let callers redirect upon reaching your voicemail:

1. Tap the profile image icon in the header to open your **Profile** screen.

2. In your profile, go to **Settings**  **> Account Settings > Voicemail**.



Note: You can only let callers redirect themselves if your organization is an X Series or Virtual Office Editions customer.

3. Enable the option to dial out, and select the desired number from your contacts or recent numbers.
4. If you have not done so previously, go to **Profile > Settings**  **> Account Settings > Voicemail > Record Voicemail Greeting** to update your voicemail greeting to inform the user of the option to dial out ("At the beep, please leave your message or, to direct your questions to my associate, please dial zero.").

How are my emergency calls routed?

If you dial an emergency number, you can control how it is routed from your app settings.

To select the data type for emergency calls:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, go to **Settings**  **> Advanced**.
3. Enable or disable **Emergency calls via cellular** as needed:
 - If enabled, emergency dispatchers will locate you using the cellular tower you are using to call.
 - If disabled, emergency dispatchers will locate you using your emergency calling number set in 8x8 Work for Desktop.

How do I access my call recordings?

You can access the recordings from 8x8 Work for Mobile.

To access call recordings:

1. Log in to 8x8 Work for Mobile.
2. Open your **Recordings** list to review and manage your call recordings.

How do I rate the quality of my calls?

At the end of a call, you see a call quality prompt pop up. In one tap, you can rate the quality of the call on a scale of one to five stars. If there is anything that you would like to bring to the attention of our support team, you can also [send written feedback to 8x8](#).

If you choose not to see call rating prompts pop up in the future, tap your profile image icon in the app header to open

your **Profile** screen, and go to **Settings**  **> Advanced** to re-enable call rating.

How do I set my 8x8 Work calls to silent?

Let's say you want to silence incoming 8x8 Work calls, but are expecting an important call to your cellular number. You can set your 8x8 Work ringer to silent in the app without affecting the ring settings for calls to your device.

To set your 8x8 Work ringer to silent:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, go to **Settings**  > **Ringtone** to use an 8x8 Work-only ringtone or use one of your OS-based ringtones for 8x8 Work. To control device vibration on an incoming call, go to **Profile > Settings**  .
3. From the list of ringtones, select **Silent**.
Incoming calls in 8x8 Work are now silent.

How do I block spam callers?

Do you find yourself answering spam calls on your work number? No need to worry; if your organization is an X Series or Virtual Office Editions customer and your administrator has enabled the feature, you can simply block spam callers from your list of call logs!

To block spam callers:

1. Open your **Phone**  list.
2. hold down on the number of a spam caller to bring up your options.
3. From the options, tap **Block**  to block the spam caller.

How do I delete a call log?

If you want to clean up your call history in 8x8 Work for Mobile, you can delete call logs individually or in bulk. Call logs deleted via mobile continue to be visible from 8x8 Work for Desktop.

To delete call logs:

1. In your **Phone**  list, go to **Calls** or **Missed**.
2. Hold down on the call log you want to delete. The call log is marked to be deleted.
3. If you want to delete additional call logs, tap the desired call logs to mark them.
4. To delete the selected call logs, tap the **Delete**  icon.

About voicemails

In 8x8 Work for Mobile, take advantage of business-class voicemail, and review your voicemails at any time.

How do I access and manage voicemail?

You can access your 8x8 Work voicemail directly from 8x8 Work for Mobile, or by dialing in from any extension in your phone system.

To access and manage voicemails from the app:

1. In your **Phone**  list, go to **Voicemails** to see your voicemail list.
2. Tap the desired voicemail to listen to it and access voicemail controls:
 - **Play**  and **Pause**  : Play or pause voicemail audio.
 - **Call**  : Place a call to the number that sent you the voicemail.
 - **Speaker**  : Switch between the speakers on your mobile device to choose your voicemail audio source.
 - **Delete**  : Delete the voicemail.
 - **More**  : Access additional options:
 - **Create contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
 - **Add to existing** to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.
 - **Mark read/unread**: Mark the voicemail as read to remove it from your unread voicemails, or mark as unread to return to it later.
 - **Forward**: Share the content of the voicemail with an 8x8 Work contact.
 - **Share**: Share the content of the voicemail with a contact in another app on your device.
 - **Copy number**: Copy the number that sent you the voicemail to your clipboard.
 - **Message**: Send a message to the number that sent you the voicemail.

To access and manage voicemails via phone:

In addition to accessing voicemail through 8x8 Work for Mobile, you can dial in from any extension in your phone system to access your voicemails or change your voicemail greeting.

For details on navigating the voicemail menu, you can view the 8x8 [Voicemail Quick Reference Guide](#).

Why are all my calls going to voicemail?

There are two reasons your calls might be going to voicemail:

- You might have enabled Do Not Disturb for your user profile. Make sure that **your presence status** is not set to Do Not Disturb, and check that you have not set yourself to DND **by entering a key shortcut in your desk phone**.
- You might have enabled a **call forwarding rule** that forwards all incoming calls to voicemail. Disable call forwarding, or change your call forwarding rules to ensure that calls reach you when you are available.

Why do I not hear an audible alert when my voicemail notifications come in?

You may not be hearing your 8x8 Work notifications for one of the following reasons:

- If you have **set your status** to Do Not Disturb, notifications for messages, faxes, and voicemails are visible but muted on your device, and all your calls are sent to voicemail.
- Regardless of your in-app sound settings when you tap the profile image icon in the header to open your **Profile**

screen and go to **Settings**  **> Notifications > Ringtone** (which control only the ringtone on incoming calls), if

you disabled notification sounds under **Profile > Settings**  **> Device Settings**, you hear no sound upon receiving a notification for a new message, fax, or voicemail.

How do I delete a voicemail?

If you want to clean up your voicemail list in 8x8 Work, you can delete voicemails individually or in bulk. Voicemails deleted from 8x8 Work for Mobile are also deleted in 8x8 Work for Desktop.

To delete voicemails:

1. In your **Phone**  list, go to **Voicemails**.
2. Hold down on the voicemail you want to delete. The voicemail is marked to be deleted.
3. If you want to delete additional voicemails, tap the desired voicemails to mark them.
4. To delete the selected voicemails, tap the **Delete**  option.

About messages

In 8x8 Work for Mobile, take advantage of a powerful messaging experience with your colleagues and external contacts.

How do I know that my message was received and read?

When you first send a message to an 8x8 Work contact, the message changes from white to filled with color, indicating that it was successfully sent, and is labeled with the time it was sent. Once the other party reads the message:

- In a one-on-one chat conversation, the message is labeled as **Read** next to the time it was sent.
- In a chat room, the message is labeled with the profile images of the people who have read the message.

If you send a message to an external number or personal contact, the message is sent as a green SMS rather than a blue IM; you can only see whether the message was sent successfully.

How do I access my messages?

To access your messages with a specific user or group of users, open your **Messages**  list to bring up all of your chats. Then, tap the desired user or group of users in the list to view your messages with them.

You can go to **1-1** to view only your IM chats with individual contacts without SMS, or go to **Rooms** to view your list of chat rooms, MMS group messaging or 1:1 SMS messages .

I'm not receiving notifications for my 8x8 Work messages. How do I receive notifications?

When you first install 8x8 Work for Mobile, you receive a prompt asking to allow the application to send you device-based notifications. If you decline the prompt, notifications are disabled by default. To enable notifications again, tap

your profile image icon in the app header to open your **Profile** screen, and go to **Settings**  .

If you do not see notifications despite being logged in, go to your device settings to enable notifications. You can then fine-tune your notification preferences from within the app.



Note: In order to stay up-to-date on communications in 8x8 Work, it is highly recommended that you enable notifications on your device.

To enable notifications on your device:

1. Go to **Profile > Settings**  **> Device settings** to open 8x8 Work permissions in your device settings.
2. Enable 8x8 Work notifications, and edit the notification settings as needed.

To manage notification settings in 8x8 Work:

1. Go to **Profile > Settings**  .
2. Under **Notifications**, enable or disable notifications for:
 - **Missed Calls:** Incoming calls that timed out and went to voicemail, or were hung up before being answered
 - **Voicemails:** Voice messages following a deflected or missed call
 - **Messages:** IM and SMS chat messages
3. Go to **Ringtone** to select the ringtone to play on an incoming 8x8 Work call; you can select from one of your OS ringtones, or one of our 8x8 ringtones to tell your incoming 8x8 calls apart from incoming calls to your device number or another app. Your selection does not affect the notification sound for your 8x8 non-call notifications, or your ringtone for calls to your device number. 8x8 Work for Mobile follows your device-set vibrate settings for notifications.



Note: In order to see notifications in real time, you must be logged in to 8x8 Work for Mobile on your device. If you are logged out of 8x8 Work for Mobile, notifications are only visible once you log back in.

Why do I not hear an audible alert when my message notifications come in?

You may not be hearing your 8x8 Work notifications for one of the following reasons:

- If you have **set your status** to Do Not Disturb, notifications for messages, faxes, and voicemails are visible but muted on your device, and all your calls are sent to voicemail.
- Regardless of your in-app sound settings when you tap the profile image icon in the header to open your **Profile**

screen and go to **Settings**  **> Notifications > Ringtone** (which control only the ringtone on incoming calls), if

you disabled notification sounds under **Profile > Settings**  **> Device Settings**, you hear no sound upon receiving a notification for a new message, fax, or voicemail.

How do I send a message to someone in my company?

You can easily send a message to a company contact by writing a new message from scratch, looking through your list of existing chats, or searching your company directory. You can also [send messages to multiple colleagues at once via Team Messaging chat rooms](#).

To write a new message:

1. Open your **Messages**  list to open your list of SMS and IM chats.
2. Tap the **New Message**  option to bring up a menu.
3. In the menu that pops up, select **1:1 Message**  to open a blank chat.
4. Enter the name or extension of the company contact you want to chat with, and begin writing the message.

To write in an existing conversation:

1. Open your **Messages**  list to open your list of SMS and IM chats.
2. From the list, select the desired contact to chat with, and begin writing the message.

To send a message from company contact details:

1. Go to **Contacts**  **> Company** to open your company directory.
2. Tap the desired user to open their contact details.
3. In the contact details, tap **Chat**  next to the contact's extension number to begin writing the message.

How do I send messages to numbers outside my company?

When you send a message to a company contact, it becomes an IM (displayed in blue), which allows you to see the contact's availability status, and whether the message has been successfully sent, received, and read.

Sending a message to an external number or a personal contact results in an SMS (displayed in green), which shows you whether the message has been successfully sent, but does not allow you to track the contact's availability status or

whether the message has been read. You can send an SMS by writing a new message from scratch, looking through your list of existing chats, or searching your personal contacts. **Note that SMS is only supported for phone numbers in the United States and Canada.**

To write a new message:

1. Open your **Messages**  list to open your list of SMS and IM chats.
2. Tap the **New Message**  option to bring up a menu.
3. In the menu that pops up, select **1:1 Message**  to open a blank chat.
4. Enter the external number, or the name or number of the personal contact that you want to chat with, and begin writing the message.

To write in an existing chat:

1. Open your **Messages**  list to open your list of SMS and IM chats.
2. From the list, select the desired contact to chat with, and begin writing the message.

To send a message from personal contact details:

1. In the **Contacts**  tab, go to **My Contacts** to open your list of personal contacts.
2. Tap the desired user to open their contact details.
3. In the contact details, tap **Chat**  next to the contact's mobile number to begin writing the message.

How do I send MMS group messages?

Starting with the 11.0 app release, you can communicate at the same time with a small group of people - coworkers

(internal 8x8 users) and clients (external participants) as well - via the **Text Messages**  option. You can create group messaging with up to 10 members, internal and external numbers/contacts, including the group creator.

In your **Conversations** list, you can create persistent group messaging that you can access in addition to your individual 1:1 chats and rooms.

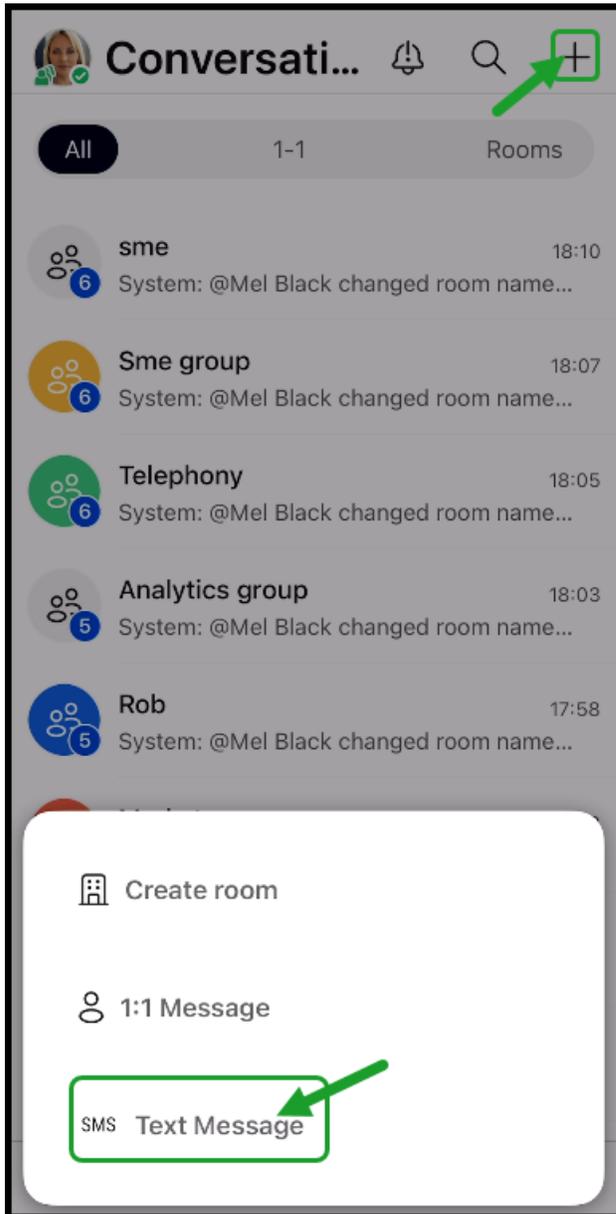
If you want to quickly find an existing group messaging, you can search for the desired chat room by name as you would search for a contact.

To sent a group text message (group MMS):

Important! When using the **Text Messages**  :

- Sending a message to a group messaging results in an MMS.
- Sending a message to a single person at a time results in an SMS.

1. On the navigation menu, tap **Messages**  .
2. Tap  at the bottom of the messages list .
3. In the menu that displays, tap **Text Messages**  .



4. To add a contact/number to the group messaging:
 - In the **Text Message** window, under **Contacts**, select the contacts you want to add to the group messaging.
 - Tap **Add phone number**  and enter the number you want to add to the group, then tap **Add number**.

**Notes:**

- A group messaging can include only domestic external numbers, from US and Canada. An online notification displays for numbers not supported, outside of the US and Canada.
- To create a group messaging you have to include at least one external contact/number in order to complete the creation of your group messaging.

- You can search for contacts in the search box by name or by number.
5. Tap **Ok**. Once the group messaging is created, it displays in the **Conversations** list a unique name containing the members of the group messaging.
 6. Optional: You can **change the name of the group messaging** anytime.



Important! Once the total number of the members is reached, you cannot add more members.



To change a name of a group messaging:

Once the group messaging is created, it displays a unique name containing the members of the group messaging. You can change the group name anytime.



Note: On the mobile application you cannot edit group members.

To change the name of a group messaging:

1. Go to the **Messages**  tab and tap the group messaging whose name you want to change.
2. On the selected chat room conversation screen that displays, tap the group name.
3. On the **Group details** screen that displays, tap  and enter the custom name of the group under **Name**.
4. Optional: you can change the avatar/picture of the group.
5. Tap **Save**.



How do I receive messages hands-free while in my car?

If you are an Android Auto user, you can receive incoming SMS and IM messages with 8x8 Work for Mobile and have the system read them out to you!

As an Android user with an Android Auto-capable car, you can download the Android Auto app on your mobile device and pair it with your car. From there, you can listen to your incoming SMS and IM messages on 8x8 Work for Mobile as you would with other compatible messaging apps!

How do I search for conversation by phone number?

Let's say you are looking for a conversation with an unsaved contact, you can now search for a SMS conversation by its number.

To quickly search for an SMS conversation by number:

1. While on the **Messages** , **Calls**  or **Contacts**  tab, in the **Search**  bar of the current page, enter the number you are looking for.
2. On the **Contacts & rooms** page, under **Rooms**, all the numbers containing the sequence of numbers you entered are displayed.
3. Tap the number you are interested in to see the SMSs for this contact.



Note: All the numbers listed under **Rooms** display SMS detail under the number.



How do I reply to a specific message that was written some time ago in a chat?

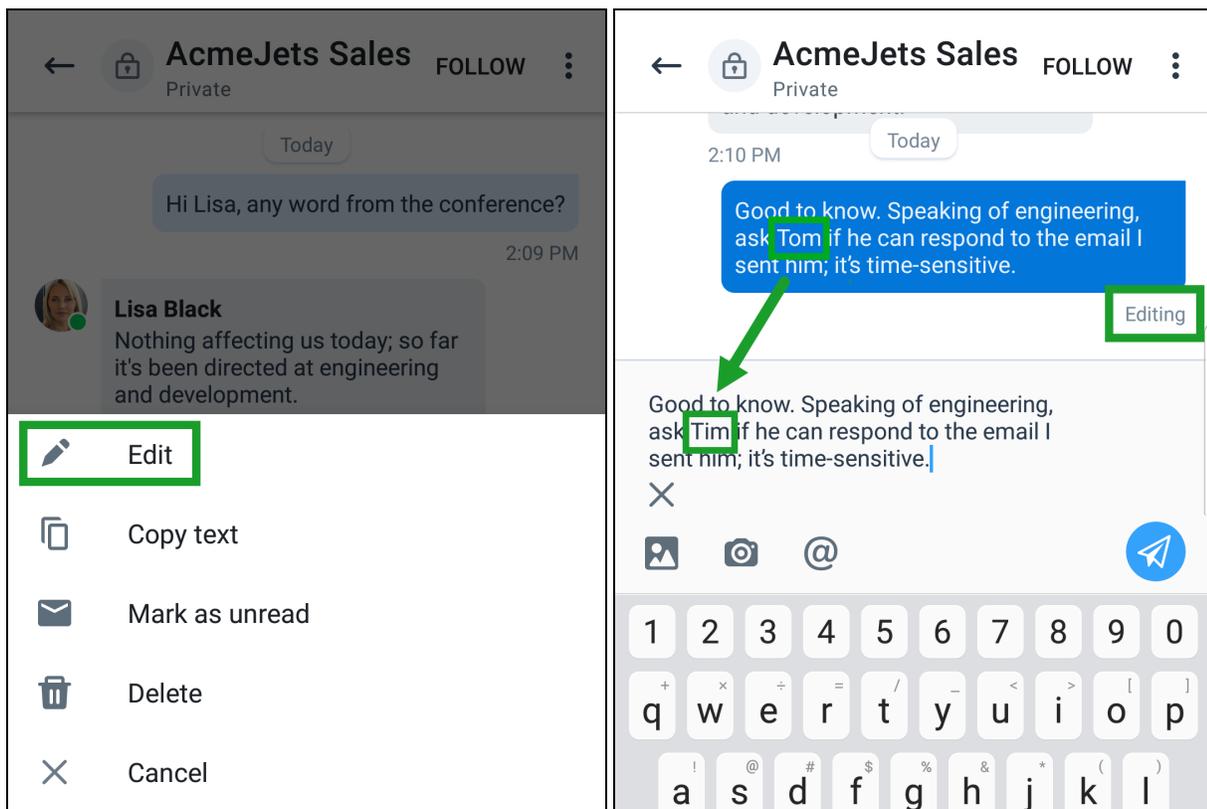
Let's say you're replying to a specific message in a busy team chat, or perhaps you want to reply to a one-on-one message written a few conversations ago with a colleague. You can reply to a specific past message in a way that quotes the message, and gives context to your reply!

To reply to a specific past message:

1. In a chat, scroll back to the message you want to reply to, and swipe right on the message; this brings the selected message into a new message where you can write your response.
2. Once you are finished typing, send the selected message accompanied with your answer to it.
3. If you want to jump back to the original message and see its context, simply tap the name of the writer of the original message in the reply.

How do I edit a message I sent that contains a mistake or typo?

If you paste the wrong content into a chat or spot a sentence-altering typo in a message you sent, you can quickly edit the message to correct it and prevent confusion in the chat. Simply press and hold on a message to bring up a menu, and select the **Edit** option to begin editing. As you edit and once you finish editing, the timestamp for the message changes to indicate its status as currently or previously edited.

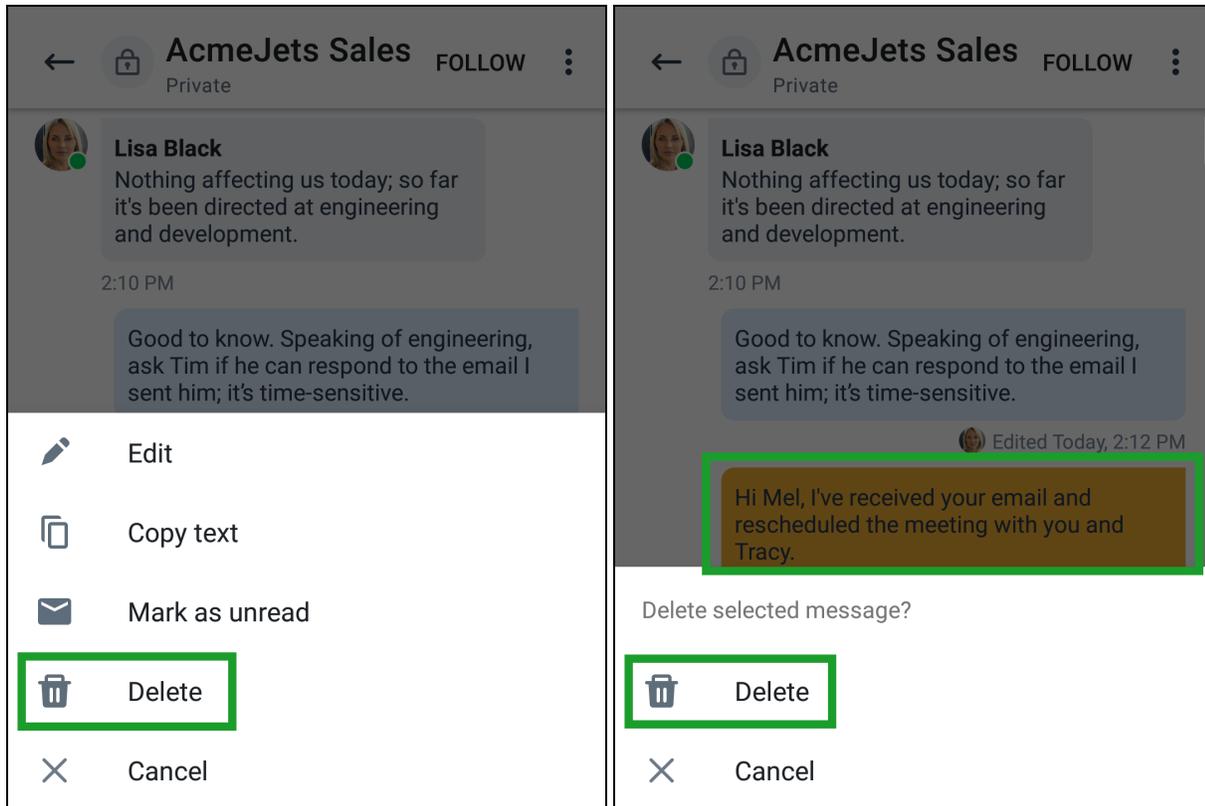




Note: You can edit IMs with company contacts, but not SMS messages with personal contacts and external numbers.

How do I delete a message I sent in the wrong chat?

If you enter a message into a chat with the wrong contact or group of people, you can delete the message to prevent confusion or distraction in the chat. Simply press and hold on a message to bring up a menu, select the **Delete** option, and confirm to delete the message. Once you delete the message, the content and timestamp of the message change to indicate that its content has been deleted, and what time the message was deleted.



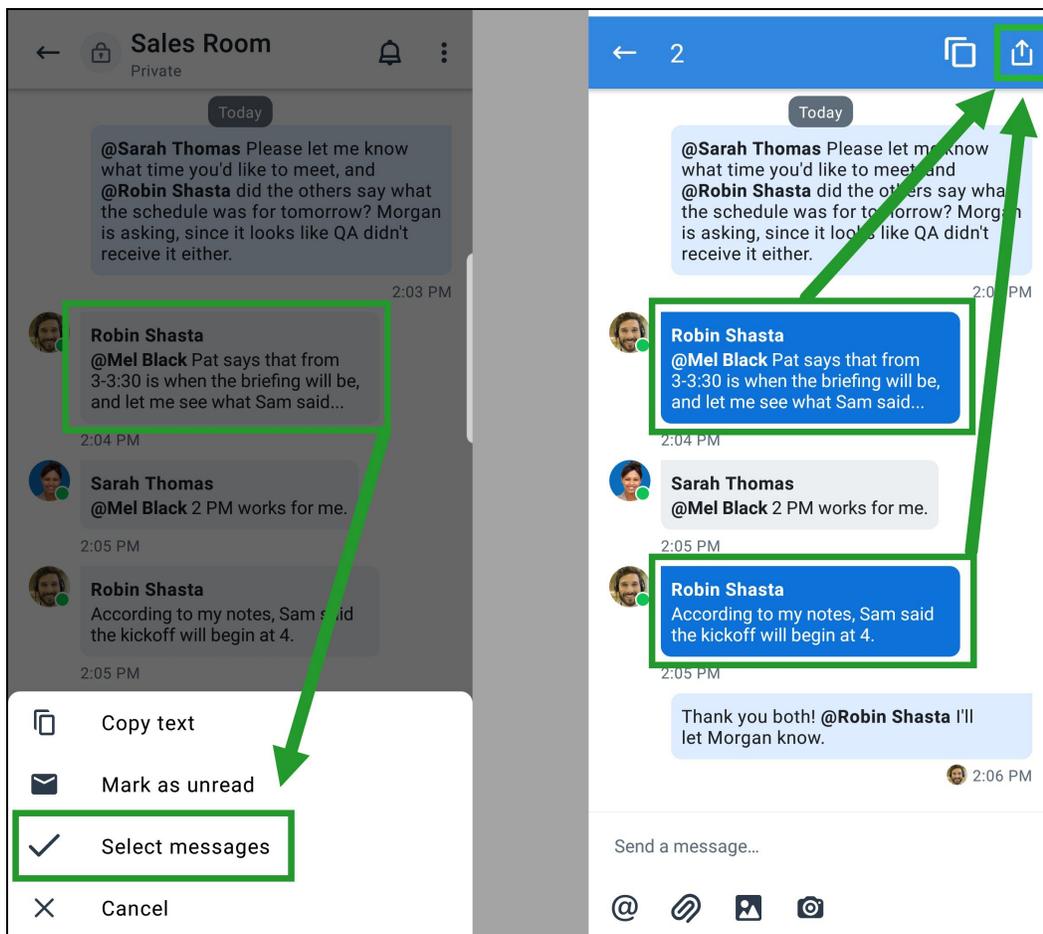
Note: You can delete IMs with company contacts, but not SMS messages with personal contacts and external numbers.

How do I share messages in 8x8 Work to another app?

Let's say you need to share important in-chat information with a colleague who can't access 8x8 Work. If the information you need to share is spread across multiple messages, or even with some irrelevant messages in between, you can select multiple messages from a chat to share to another app!

Press a chat message you want to share, and in the menu that pops up, select **Select messages** to select any

additional messages you need. Tap additional messages to mark them, and tap **Share**  at the top of your screen to bring up your device's menu of sharing options!



How do I create, use, and edit chat rooms?

Let's say you want to send a chat message to all members of your team, rather than sending one at a time. Using Team Messaging with 8x8 Work for Mobile, you can create a purpose-made chat room to streamline your communications

with your company contacts. In your list of **Messages**, you can create persistent chat rooms that you can access in addition to your individual chats. These rooms can be public or private, allowing you to collaborate with any colleague in your organization at any time, or keep confidential information secure within a small group of people.

If you want to quickly find an existing chat room, you can search for the desired room by name as you would search for a contact.



Note: By using the search bar in 8x8 Work, anyone on your phone system can find and access public chat rooms, while private rooms are only visible to people who have been invited to the room.

Before you create a chat room, consider whether to make it public or private:

- Public chat rooms (labeled as **public** next to the room name) are ideal for fully-collaborative discussions with anyone in your organization:
 - Public rooms are visible to all users listed in your company directory, and can be accessed by any user who finds them.
 - Mentioning any user in a public room brings their attention to the conversation, and displays the chat room in their list of rooms.
- Private chat rooms (labeled as **private** next to the room name) are best for discussions of confidential information that is currently secure within a small group of people:
 - Private rooms are visible and accessible only to room members who have been invited.
 - Only users who have been invited to a private room can be mentioned in it to bring their attention to the conversation.
 - If the wrong person has been invited to a chat room by mistake, or if a person in the chat room is moving to a different team in your organization, you can remove the person from your chat room via 8x8 Work for Desktop.
 - Private rooms display the avatar for three members in addition to the remaining number of members included in the room. Clicking on the avatars opens the **Members** window.
- Private rooms display the avatar for 3 members in addition to the remaining number of members included in the room. Clicking on the avatars opens the **Members** window.

Collaborate with colleagues by creating a chat room from scratch, or by using an existing chat room. Once you **create a chat room**, you can **invite members to private chat rooms**, and **quickly view details on any chat room** you have access to.

To create a chat room:

1. In your **Messages**  list, tap the **New Message**  > **Create Room**  to start creating a new chat room.
2. In the **New room** window that displays, select the room type by switching the **Public room** toggle to the right:
 - **Public** (default): A public chat room can be found by anyone in your company contact list by using the search bar of 8x8 Work, and can be accessed by anyone at any time. To invite co-workers, use "at" mentions. For example, to get Alice Fox's attention, post @Alice Fox. Alternatively, you can ask Alice to search for this room by name.
 - **Private**: A private chat room can only be found and accessed by room members who are invited. A member who has been invited can later be removed from the room for security reasons; once a person has been removed from a chat room, they no longer have access to the message history of that room.



Note: If you are creating a private room on behalf of someone else, you cannot remove yourself from the list of room members while still creating the room. To remove yourself from a private room, you must do so after you finish creating the room.

3. Once you have selected the room type, tap **Next**.
4. In the additional room options that open, enter the room name and select or upload an avatar for the room, as you wish.
 - If you are creating a public room, tap **Next**.
 - If you are creating a private room:
 - **Invite participants** to the room. Only people who have been invited to a private room can find and access it.
 - Optional: If you are creating a private room, you can use the pre-generated room name based on the people you invited.
5. Once you are finished setting up additional room options, tap **Create**. The new room now appears in your

Conversations list under **Messages**  > **All** and **Messages**  > **Rooms**.

To view and update chat room information:

1. In a chat room, tap the room name.
2. In the chat **Room Details** window that opens, you can view information on the room, such as the room type, name, room creator, and members.



Note:

-If you are viewing the details of a private room, you also see how many members have been invited into the room.

← Room details

Name
Sales kickoffs

Avatar

Type
Public room

Everyone in your organization can find this room, view its history and post new messages.

To invite co-workers use "@" mentions (i.e. "@Alice Fox"). Alternatively, you can ask Alice to search for this room by name.

← Room details

Name
Mel, Robin & Sam

Avatar

Type
Private room

Only members can find this room, view its history and post new messages.

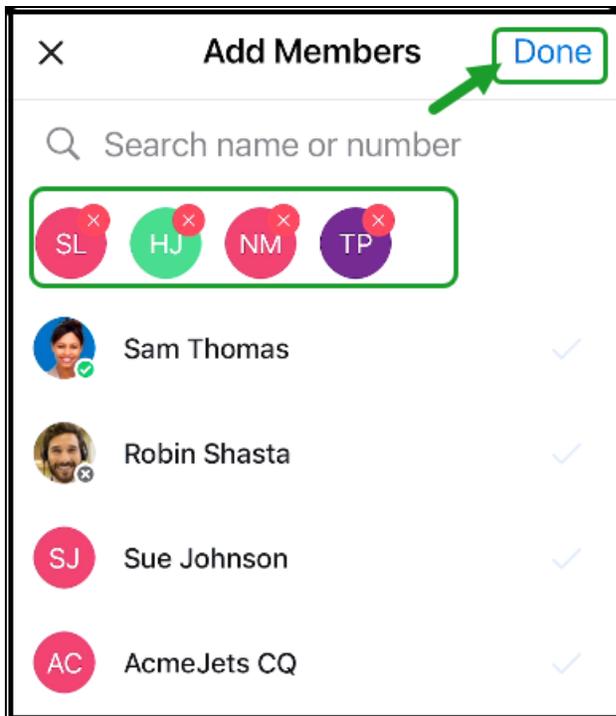
Members

- + Add members
- Mel Black
- Robin Shasta (You)
- Sam Thomas

3. As a participant in the room, you can edit the room name or the avatar. If you are in a private room, also invite people to the room when needed. If you accidentally invited the wrong person, need to remove a person who has moved to a different team, or have created the room on behalf of someone else and need to remove yourself, you can **remove people from existing private rooms**.

To invite participants to a chat room (private rooms only):

1. In your **Messages**  list, open a private chat room.
2. In the private room, tap the **More**  option next to the room name to bring up a menu.
3. From the menu, select **Add member** .
4. In the contact directory page that opens, search and select users to invite to the room.



5. When you have selected all the desired users, tap **Done** to invite your colleagues. Existing members of the chat room see a notification that new members have been invited.

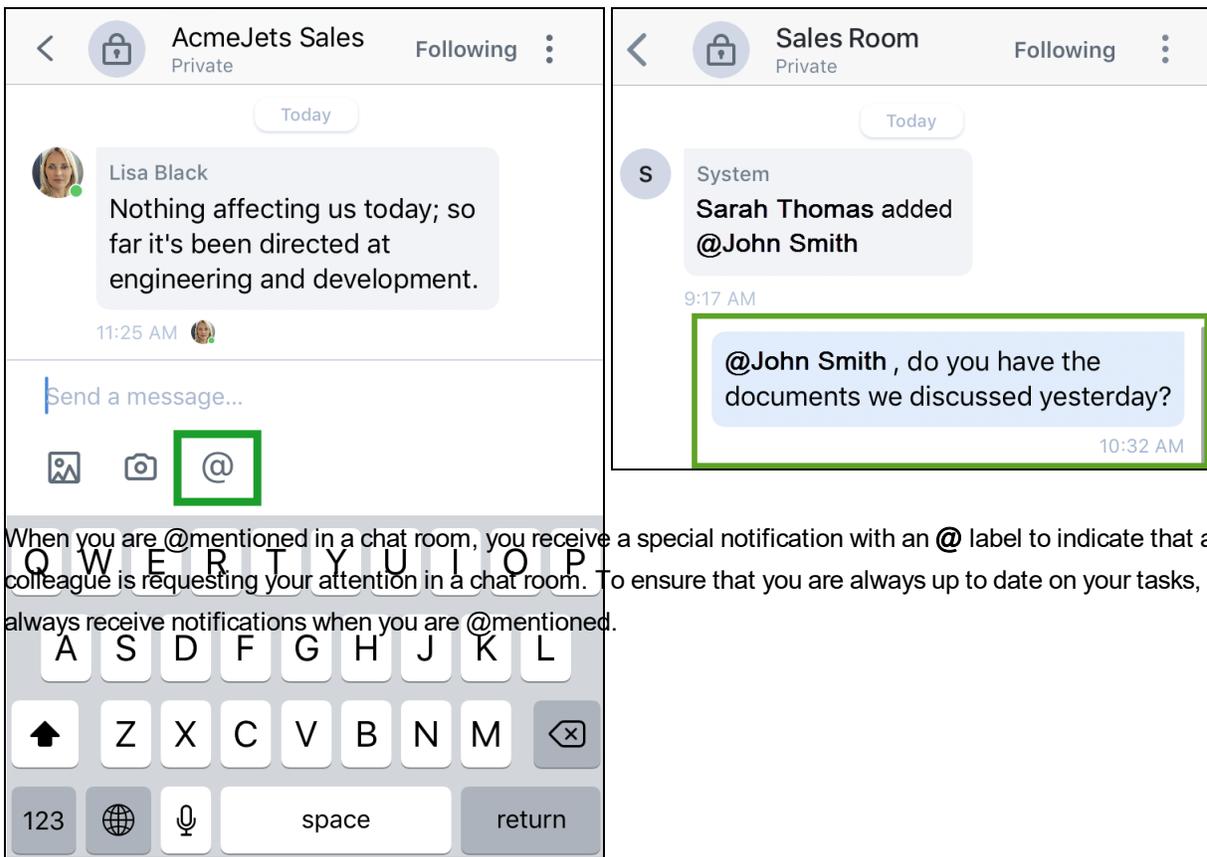


Note: For added security, an invited colleague has access to the chat history of the private room starting with the time they were invited.

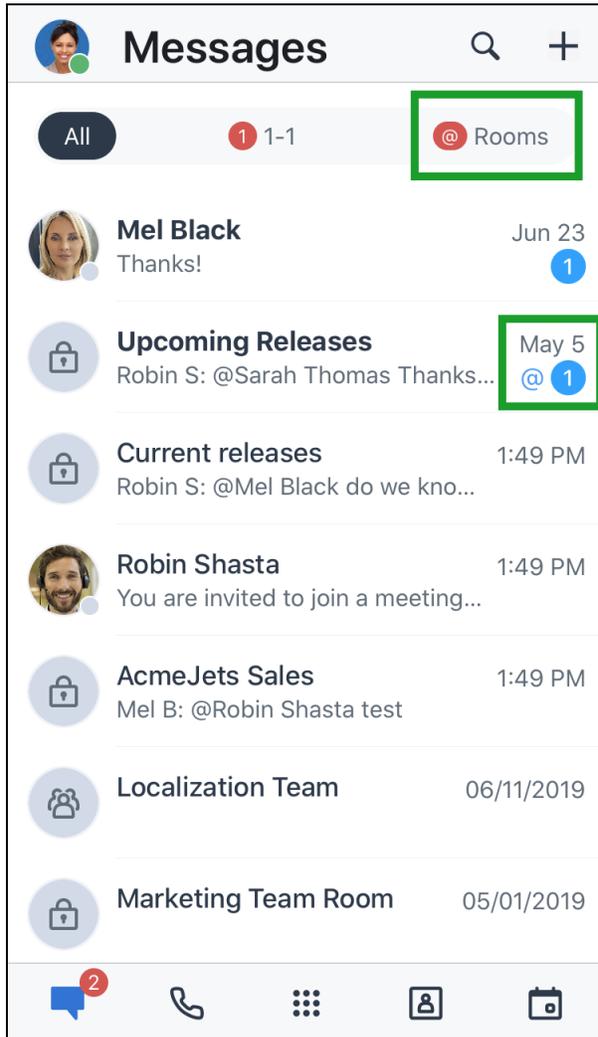
How do I mention someone in a chat room to get their attention or introduce them to a colleague?

By mentioning a colleague, you can bring the colleague's attention to a discussion in a room they have access to, or simply reference their name if you need to reference them in a private room they don't have access to. Depending on the room or conversation where you try to mention a colleague, you can:

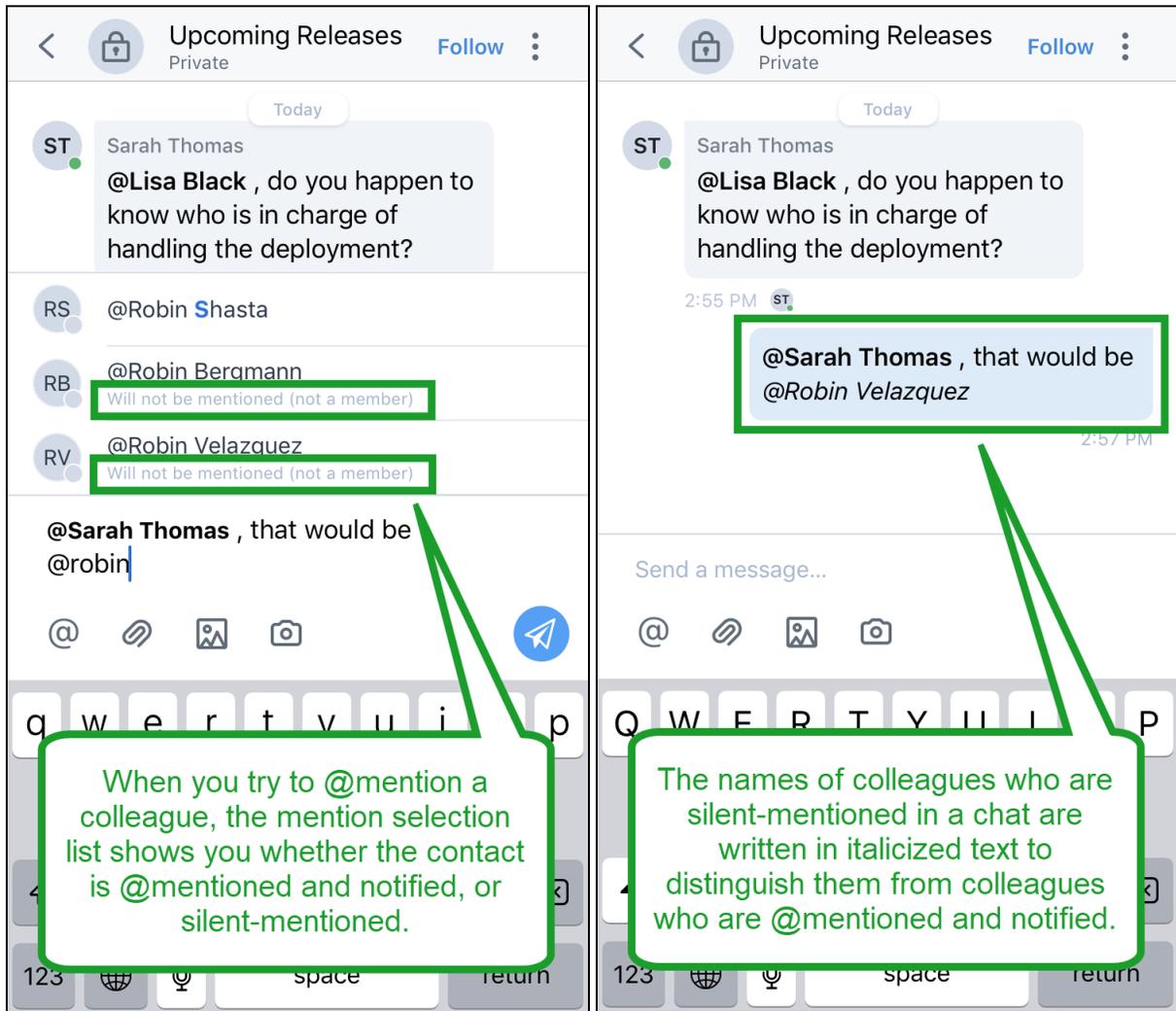
- **@mention and notify your colleague:** If you need a particular person to weigh in on the subject of your current discussion in a chat room, simply tap the **@Mention**  option before typing their name (for example, <@John Smith>) to get their attention at any time; this is referred to as an @mention. In a public room, you can @mention any of your company contacts, while in a private room, you can only @mention colleagues who are currently members of the room.



When you are @mentioned in a chat room, you receive a special notification with an @ label to indicate that a colleague is requesting your attention in a chat room. To ensure that you are always up to date on your tasks, you always receive notifications when you are @mentioned.



- **Silent-mention your colleague:** Let's say that you are chatting in a group and a colleague asks whether anyone in the room knows the person responsible for a certain project; you may want to respond by saying "Yes, it's @Robin Shasta" with an @mention of Robin. The mention is useful not only as a way to introduce colleagues to one another, since now Robin receives a message notification, but it's also useful as a quick and accurate way to share contact information.



To @mention and notify colleagues in a chat room:

- In a public or private chat room, type <@> before the name of a user (for example, <@John Smith>) to bring up a list of users with matching names; the list narrows as you continue typing.
 - In a public room:** You can @mention any colleague in your phone system to bring their attention to the current conversation.
 - In a private room:** You can only @mention colleagues who are members of the private room.
- Select the desired user from the list to bring their attention to the chat room.

To silent-mention colleagues in a chat room:

1. In a public or private chat room, type <@> before the name of a user (for example, <@John Smith>) to bring up a list of users with matching names; the list narrows as you continue typing. You silent-mention a colleague instead of @mentioning them if they are currently not a member of the one-on-one chat or private room you are in.



Note: If multiple people visible in the mention suggestion list have the same name, 8x8 Work shows you any information that can be used to differentiate them, such as email address.

2. Select the user from the list to reference them in the chat room without calling their attention.

How do I share a public chat room with my colleagues?

Let's say you've created a new public chat room, and want to let people in an existing related room know about the new room; you can share the new public room as a link to your colleagues!

To share a public room as a link:

1. While in a public chat room you want to share, open the **More options**  menu.
2. From the menu, select **Share room** to open a selection screen.
3. In the selection screen that opens, choose which rooms and/or one-on-one chats you want to share the room to, and confirm.

The link to the shared room, accompanied with pre-generated text, appears in the chats you shared to.

How do I control notifications I receive for chat rooms?

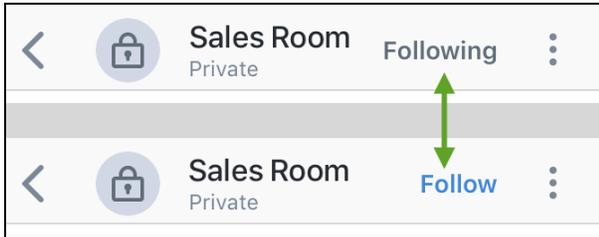
Now that you are part of a discussion in a chat room, you can choose how frequently you receive notifications for the room. With Team Messaging, you can toggle between receiving notifications for all messages in the room or, if you receive too many notifications for discussions that are not relevant to you, you can choose to receive notifications only when you are mentioned in the chat room. Your notification settings are unique to each room you have access to.

To set up chat room notifications:

In a chat room under **Messages** , tap the button next to the room name to change your notification settings for that chat room:

- If you are currently **Following** a chat room: Tap the button to receive notifications only for messages where you are mentioned.

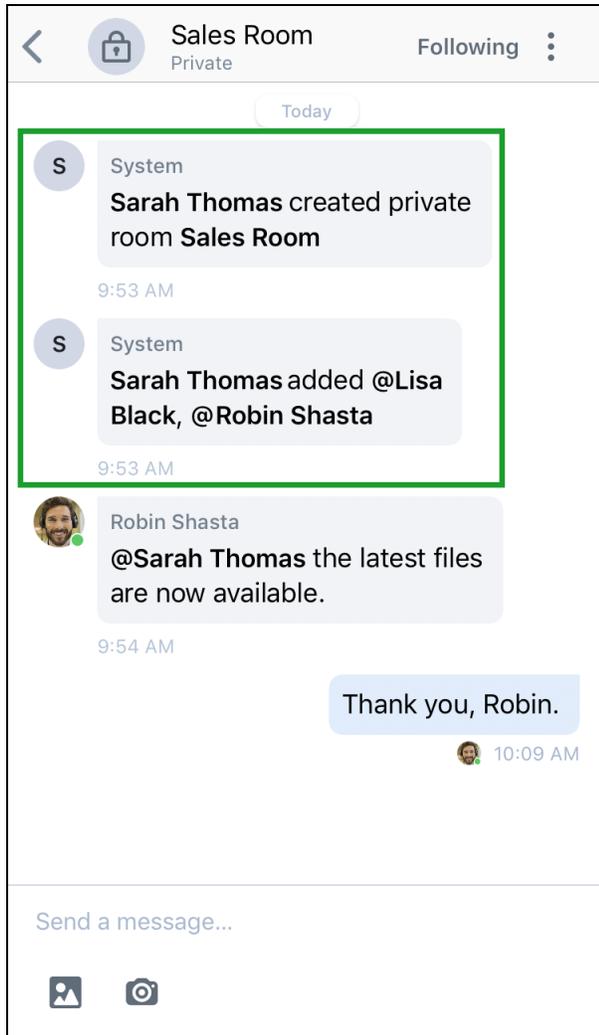
- If you see the option to **Follow** a chat room: Tap the button to receive notifications for all messages in the chat room.



Regardless of how frequently you receive notifications for a room, you can access the room to view its full history of messages and changes at any time.

For example, if the name of the chat room is updated, or if a new colleague is invited to a private chat room you are part of, you can see these changes listed as system messages in the chat history for that room. Any such change is listed

along with the time the change was made, as well as the name of the person who made the change.



To temporarily mute chat notifications:

Let's say that one of the chat rooms you follow is very active, but you are not part of the discussion and would like to block notifications for the room for a while; you can mute notifications for a conversation for 30 minutes, one hour, until you unmute the conversation, and more! In addition, if you are muting a chat room you are following, the ability to mute conversations also lets you block notifications without unfollowing a room.



Note: At this time, the ability to mute notifications for a specific time in a chat is available only on mobile.

1. In a chat room, tap **More options**  next to the room name to open a drop-down menu.
2. From the drop-down, select **Mute conversation** to open a menu.
3. In the **Mute conversation** menu that opens, select how long you would like to mute conversations for the chat:
 - 30 minutes
 - 1 hour
 - 2 hours
 - 4 hours
 - Until tomorrow
 - Until you unmute the conversation

When you tap an option, the chat is muted for the selected period of time.

How do I remove a person from a private chat room?

If the wrong person has been invited to a chat room by mistake, a person in the chat room is moving to a different team in your organization, or you created the room on behalf of someone else and need to remove yourself, you can remove the person from your chat room.

To remove a person from a private room:

1. In your **Messages**  list, open a private chat room.
2. In the private room, tap the name of the private room to view room details.
3. In the chat room details page that opens, you can view information such as the room type, name, and description.
4. From the list of room members, tap **X** next to the person you want to remove, and select the option to remove them from the private room.

How do I copy the text of a message or a link in a message?

Let's say your colleague sent you information on a meeting you need to join instead of inviting you directly, or that you want to quote someone without retyping everything that was in the message; simply press on the desired message, and confirm to copy the message text. Similarly, if your colleague sent you a message containing text and a hyperlink, press

on the hyperlink in order to copy just the link without the surrounding text!



Note:

-If you press down on non-URL text in the message, you bring up a menu with an option to copy the full message.

-If you press down on a URL in the message, the link is copied to your clipboard and a confirming notification pops up on your screen.

To copy the text of a message:

1. In your **Messages**  list, open a chat.
2. In the chat, press on the message you want to bring up a menu.
3. From the menu, select the option to copy the text of the message. You can now paste the text of the message where needed.

To copy a hyperlink in a message without the surrounding text:

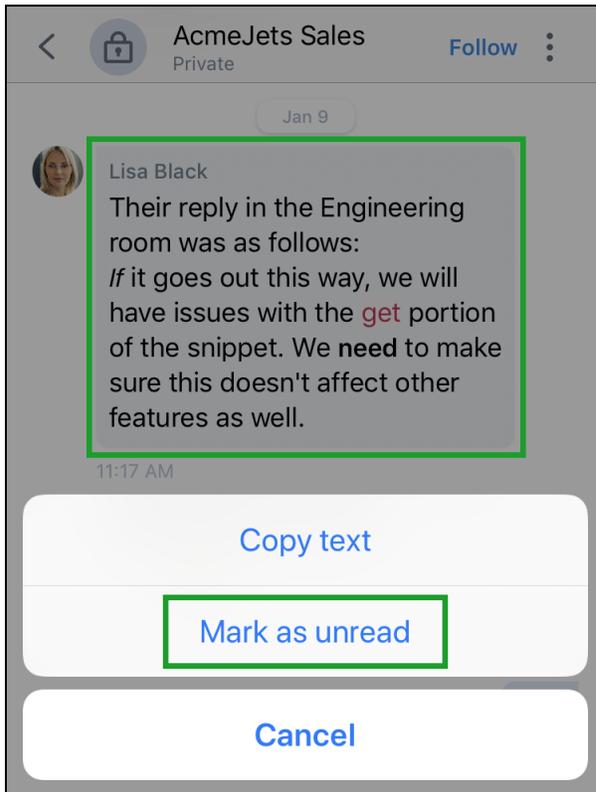
1. In your **Messages**  list, open a chat.
2. In the chat, press on the link in the message to copy it. Once the link is copied, you see a **Link copied** confirmation on your screen.

How do I mark a specific message in a conversation as unread?

If you have yet to get around to an action item that came up in a chat, simply mark a message discussing that item as unread so that you can quickly return to it the next time you open the conversation!

To mark a message as unread:

1. In your **Messages**  list, open a chat.
2. In the chat, press on the desired message to bring up a menu.



3. From the menu, confirm to mark the message as unread and return to your **Messages**  list. The conversation now shows up as unread; the next time you open the conversation, you have the option to jump to the message you marked by tapping **Go to first unread**.

How do I mark a conversation as read?

Let's say your colleague sent you a message you haven't read yet, and encountered you in person; they mention that they messaged you earlier, and you have a quick chat that clears up the task your colleague messaged you about. Since your colleague discussed the message with you in person before you could read it in 8x8 Work, you can simply mark these now-unnecessary messages as read without needing to open it to prevent clutter in your chat history. You can mark SMS messages as well, such as spam or messages mistakenly sent to your number.

To mark a conversation as read:

1. In your **Messages**  list, hold down on the desired chat to select it.
2. If needed, select additional chats to mark.
3. When you are finished selecting messages, tap the **Mark read**  option to mark the messages as read.

How do I hide a message from my chat history?

If you receive spam messages via SMS, or find that your chat history is cluttered with old messages, you can easily clean up your chat history. If you hide a message, you do not delete it; other people you chatted with still have access to the conversation in their chat history.

To hide conversations from your personal chat history:

1. In your **Messages**  list, hold down on the desired conversation or chat room to select it.
2. If needed, select additional conversations to hide.
3. When you are finished selecting messages, tap the **Hide**  option to hide the messages from your chat history. Any conversation you hide this way is now hidden from your personal chat history, but continues to exist on our server and show up in the chat history of the people in the conversation.



Note: Hidden conversations reappear in your list of messages when you receive a message in a hidden chat with a colleague, a message is posted to a hidden room you are following, or you are @mentioned in a hidden room you are not following.

How do I share and access file attachments in a chat?

Via 8x8 Work for Mobile, you can quickly and easily access images and files that you or your colleagues sent in a chat, as well as send images of your own.



Note: At this time, you can send only images from 8x8 Work for Mobile. However, you can still access non-image files that were sent by colleagues from 8x8 Work for Desktop.

In addition, if you need to forward a file to someone with limited 8x8 Work access; once you access a file attached in chat, you can share it in just a few taps!

To share images in a chat:

1. Open your **Messages**  list, and open a chat.
2. While in a chat, you can:
 - Tap the **Share Image**  option to attach a still image that is saved to your mobile device.
 - Tap the **New Image**  option to take a new image and attach it.
3. If desired, enter a message to accompany your attachments, and send.

To access attachments in a chat:

While in a chat, tap the thumbnail of an attached file to open the file.

To share attachments received in a chat:

1. While in a chat, tap the thumbnail of an attached file to open the file.
2. While viewing the file, tap the **Share**  option to bring up a list of applications (such as a messaging or email app) that you can use to share the file.
3. Select the desired application, and continue to share the file with the intended recipient.

Is SMS messaging enabled on my extension?

SMS is enabled for all 8x8 users under the North American Numbering Plan (in the United States and Canada).

Is SMS supported on my UK or Australian 8x8 phone numbers?

Currently, 8x8 does not support SMS chat on phone numbers from outside the United States and Canada.

As a user in the United States or Canada, can I exchange SMS messages with international contacts?

Since SMS is currently supported only in the United States and Canada, contacts with international phone numbers are unable to receive or send SMS with North American users.

Why do I not see my chat messages from March 2018 and earlier?

As 8x8 Work for Mobile has moved to a new messaging platform to ensure a smoother chat experience, IM history is available from February 2018 onwards, and SMS history is available starting with April 2018.

About meetings

8x8 Meet with 8x8 Work for Mobile combines flexible communication capabilities with powerfully collaborative meetings. With 8x8 Meet, take your team meetings to the next level via integration with calendar apps, high-definition audio and video, advanced meeting management features, and much more!

For details on how you can collaborate via 8x8 Meet, see our [8x8 Meet user guide](#).

Features

8x8 Meet enables you to use the following features:

- **Personal meeting space:** Take advantage of a personal meeting space unique to you, which you can add to any scheduled event in the calendar you work with. In addition, you can configure your meeting settings to use randomized meeting space names for added security!
- **8x8 Meet and calendar integration:** Integrate 8x8 Meet with one of the following calendars to take advantage of the convenience of your usual calendar app and the power of 8x8 Meet! Simply schedule in your calendar, and with one click or tap from your app, add a meeting to your scheduled event.
 - Apple Calendar
 - Google Calendar
 - Microsoft Exchange
 - Office 365
 - Outlook.com
 - Via our downloadable meeting plug-ins, combine the convenience of scheduling from start to finish in Google Calendar and Office 365 with the capabilities of 8x8 Meet.

- **HD audio and video:** Take advantage of a high-fidelity meeting experience that makes collaborating more efficient than ever.
- **Virtual and blurred backgrounds:** While sharing video from desktop, enable a virtual or blurred background at any time.
- **Join via dial-in domestically or internationally:** Dial in to the meeting using phone numbers available in over 50 countries; use a phone number local to you to dial in to a meeting free of international charges!
 - Argentina
 - Australia
 - Austria
 - Belgium
 - Brazil
 - Bulgaria
 - Canada
 - Chile
 - Colombia
 - Costa Rica
 - Croatia
 - Cyprus
 - Czech Republic
 - Dominican Republic
 - El Salvador
 - Estonia
 - Finland
 - France
 - Germany
 - Greece
 - Hong Kong
 - Hungary
 - India
 - Indonesia
 - Ireland

- Israel
- Japan
- Latvia
- Lithuania
- Luxembourg
- Malaysia
- Malta
- Mexico
- Netherlands
- New Zealand
- Norway
- Panama
- Peru
- Poland
- Portugal
- Puerto Rico
- South Korea
- Romania
- Russian Federation
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Thailand
- Turkey
- United Kingdom
- United States

- Vietnam
- **Join via 8x8 Spaces:** If your organization uses in-room conferencing systems to facilitate team and company meetings, you can take advantage of the convenience of your in-room systems when joining meetings via 8x8 Meet.
- **Record meetings:** Record meeting audio, video, and content sharing, and distribute recordings among participants for future reference.
- **Invite participants at any time:** Invite participants ahead of time via email, or during the meeting to quickly mobilize your team via messaging or dialing out to phone numbers and SIP device addresses.
- **View real-time meeting subtitles:** If you want to quickly scan through what was said in a meeting without sitting through a full-length recording, or find it difficult to hear what is spoken while you're in a meeting, simply activate real-time meeting audio subtitles, and then view a transcript that contains all subtitles that were generated during the meeting!
- **Stream meetings live:** Take advantage of live streaming your meeting via a verified YouTube account to reach a potentially-unlimited audience.



Note: Ensure that you are using a verified YouTube account to stream, as an account can take 24 hours to be verified before you are able to stream through it. For details, see YouTube Help content on how to [enable live streaming on your YouTube account](#).

- **Share on-screen content:** Instantly share your on-screen content with other participants! If you are joining via desktop app or browser, you have the ability to share your full screen, a web page, a presentation, or app window with meeting participants. If you are joining from a mobile app, your full screen is shared.
- **Quickly get a presenter's attention:** If you want to ask a question or raise a point without interrupting a presentation, simply use the "Raise hand" feature to make yourself noticeable to a presenter or moderator who will call on you.
- **Join meeting chat:** Participate in group chat with all meeting participants at any time, or chat with participants individually in private chat.
- **Optimized performance no matter where you are:** Regardless of your location, 8x8 Meet gives you the best possible performance by routing your connection through the datacenter closest to you.
- **Ability to take over another user's desktop:** If a participant joining via their desktop app needs something clarified, such as how to use a piece of software you are discussing, you can send a request to connect to their desktop if you have joined from your desktop app or via browser on desktop. Once the participant accepts, they

begin sharing their screen so that you can take remote control of their desktop; this allows you to answer the participant's question and demonstrate the solution to all participants in the meeting.

- **Meeting security options:** Secure your meeting by adding a passcode, randomizing your meeting URL, or both!
- **Control who joins your meeting by enabling a meeting lobby:** To be sure that nobody uninvited joins your meeting, you can enable a meeting lobby to personally screen incoming participants.
- **View analytics on your team's meeting experience:** As an administrator for 8x8 Work via 8x8 Admin Console, get an overview of your organization's 8x8 Meet usage and quality at any time!
- **Brand your team's meeting experience:** Brand your team's meeting spaces by adding your organization's logo, and add a custom background color or image to enhance your meetings with your organization's look and feel.
- **Advanced meeting moderator settings:** Take advantage of advanced meeting features and settings; control your audio quality, manage which presenter is most visible to participants, and more!
 - **Control access to moderator settings as an admin:** As an administrator, control whether people outside of your organization have access to in-meeting moderator settings.
 - Control your meeting audio quality your connection quality drops to ensure a smooth meeting experience.
 - Manage which presenter is most visible to participants via the "Everyone follows me" setting; with this setting enabled, if you select a person for viewing, that person becomes visible to everyone else in the meeting.
 - To eliminate unwanted background noise during a presentation, select whether participants join the meeting with their microphones muted by default.
 - Mute the audio or stop the video of any participant if needed, or mute everyone other than the current presenter to eliminate unintended background noise.



Note: If your organization does not enable creating or joining meetings in 8x8 Work for Mobile, you do not have access to meetings from within 8x8 Work.

About faxes

8x8 Work for Mobile enables you to manage faxes you send from the desktop app and receive from your colleagues.

How do I view and manage the faxes I received?

You can view and manage all your faxes under **Phone**  **> Faxes**. In addition to viewing sent and received faxes, you can see at a glance if a fax sent from 8x8 Work for Desktop was canceled or failed to reach the intended recipient.

Why do I not hear an audible alert when my fax notifications come in?

You may not be hearing your 8x8 Work notifications for one of the following reasons:

- If you have **set your status** to Do Not Disturb, notifications for messages, faxes, and voicemails are visible but muted on your device, and all your calls are sent to voicemail.
- Regardless of your in-app sound settings when you tap the profile image icon in the header to open your **Profile**

screen and go to **Settings**  **> Notifications > Ringtone** (which control only the ringtone on incoming calls), if

you disabled notification sounds under **Profile > Settings**  **> Device Settings**, you hear no sound upon receiving a notification for a new message, fax, or voicemail.

How long does 8x8 Work store my fax messages?

Once you receive a fax, 8x8 Work keeps it available for review for 60 days. After the fax expires, 8x8 Work still displays a record of when the fax was received, who sent it, and how many pages you received. If you want to keep the fax past its deletion date, you can download or print the fax from 8x8 Work for Desktop before it is deleted.

To download or print a fax from 8x8 Work for Desktop:

1. Open your **Fax**  list.
2. From the fax list that opens, hover over the fax to show options for the fax.
3. From the options, select either **Download**  or **Print**  as needed. If you download, you receive a notification in the corner of your screen once the fax has finished downloading.

How do I mark faxes as read or unread?

You can easily mark some of your faxes as read or unread from your list of faxes.

To mark faxes as read or unread:

1. Go to **Phone**  > **Faxes** to access your list of faxes.
2. Tap the desired fax to open the fax details.
3. Tap the **More**  option to open a drop-down menu.
4. From the drop-down, select **Mark Read** or **Mark Unread** depending on the current state of the fax.

How do I share faxes?

Want to share an 8x8 Work fax while away from your computer? You can share a fax from 8x8 Work for Mobile without having to switch over to your desktop.

To share faxes:

1. Go to **Phone**  > **Faxes** to access your list of faxes.
2. Tap the desired fax to open the fax details.
3. Tap the **More**  option to open a drop-down menu.
4. From the drop-down, select **Share** to open a menu of applications on your device you can use to share the fax, such as a mail app or Google Drive.
5. Select the desired application, and continue to share the fax.

How do I print faxes?

Want to print an 8x8 Work fax while away from your computer? You can print a fax from 8x8 Work for Mobile without having to switch over to your desktop.

To print faxes:

1. Go to **Phone**  > **Faxes** to access your list of faxes.
2. Tap the desired fax to open the fax details.
3. Tap the **More**  option to open a drop-down menu.
4. From the drop-down, select **Print** to open a preview screen.
5. Select the desired printer, paper size, and number of copies, and print the fax.

How do I delete faxes?

Let's say you want to delete faxes to keep your fax list free of clutter. You can easily delete a fax from 8x8 Work for Mobile, erasing it from 8x8 Work for Desktop as well.

To delete faxes:

1. Go to **Phone**  > **Faxes** to access your list of faxes.
2. Tap the desired fax to open the fax details.
3. Tap the **More**  option to open a drop-down menu.
4. From the drop-down, select **Delete** to erase the fax.

About feedback and more

At any time, send feedback on 8x8 Work for Mobile or manage how your device settings affect the app.

How do I send feedback in 8x8 Work?

If you have an improvement you would like to suggest, you can send written feedback to 8x8 Support by going to the feedback page, or by shaking your device while anywhere in the app. When you send your feedback, a data log is attached so that we can better understand any technical issues you mention.

To send feedback by shaking your device:

1. You can shake your device at any time to bring up a verification prompt, if enabled in your settings.
If you have disabled the setting, you can enable it again:
 - a. Tap the profile image icon in the header to open your **Profile** screen.
 - b. In your profile, go to **Settings**  **> Advanced**.
 - c. Make sure that **Shake to submit feedback** is enabled.
2. After shaking, verify that you want to send feedback.
The feedback screen pops up.
3. Describe an issue you are facing, or suggest an improvement to the app.
4. Tap the **Send**  option to send your feedback to 8x8, with an attached data log and accompanying image of your screen at the time you shook your device. If desired, you can delete the screenshot or attach additional screenshots to send.

To send feedback from the feedback page:

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Feedback** to open the feedback page.
3. Describe an issue you are facing, or suggest an improvement to the app.
4. Tap the **Send**  option to send your feedback to 8x8, with an attached data log. If desired, you can attach screenshots to send along with the data log.



Note: 8x8 Work for Mobile on Android is now no longer supported on Chromebooks. Please, use the **8x8 Work for Web** application instead of Chromebook that no longer exists.

If you are an existing 8x8 Work for Mobile user on a Chromebook, you continue to be able to use your version of the app. However, you can no longer receive version updates, and your device no longer detects the application on the Google Play Store.

About 8x8 Work for Mobile on Chromebook

As an Android user, you have the ability to use 8x8 Work for Mobile on your Chromebook in addition to your mobile device!

How do I install 8x8 Work for Mobile on my Chromebook?

As a Chromebook user, you can quickly download 8x8 Work for Mobile on your Chromebook from the Google Play store.

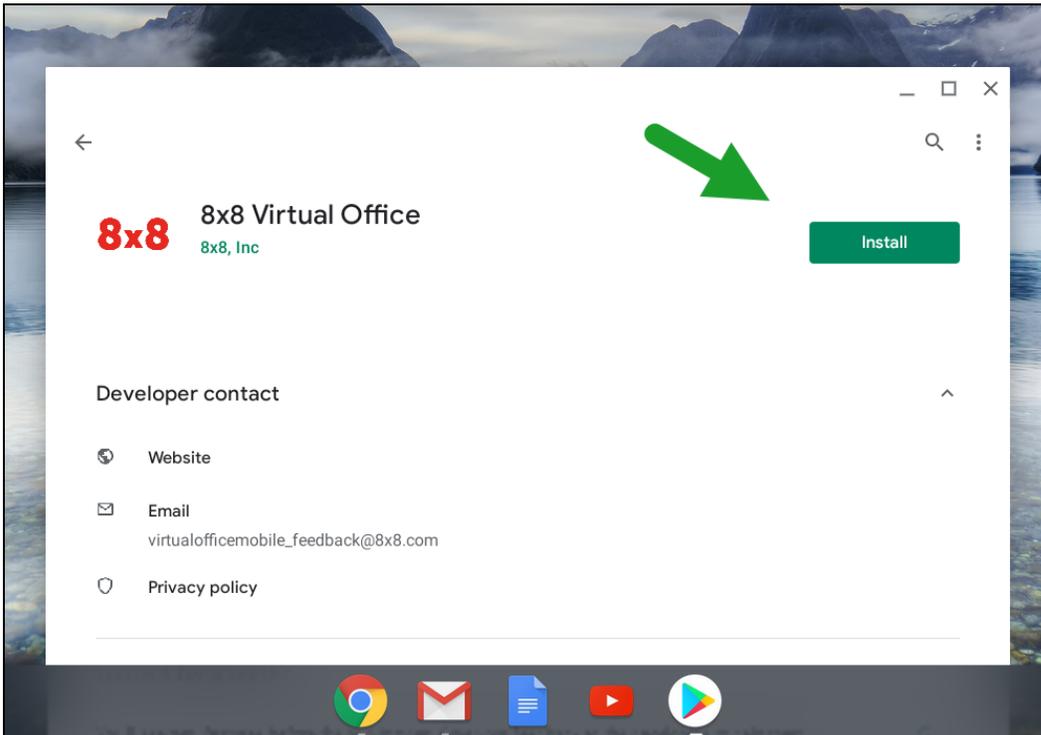
To install and launch 8x8 Work for Mobile on your Chromebook:

1. On your Chromebook, click the **Google Play**  icon visible on your app shelf.

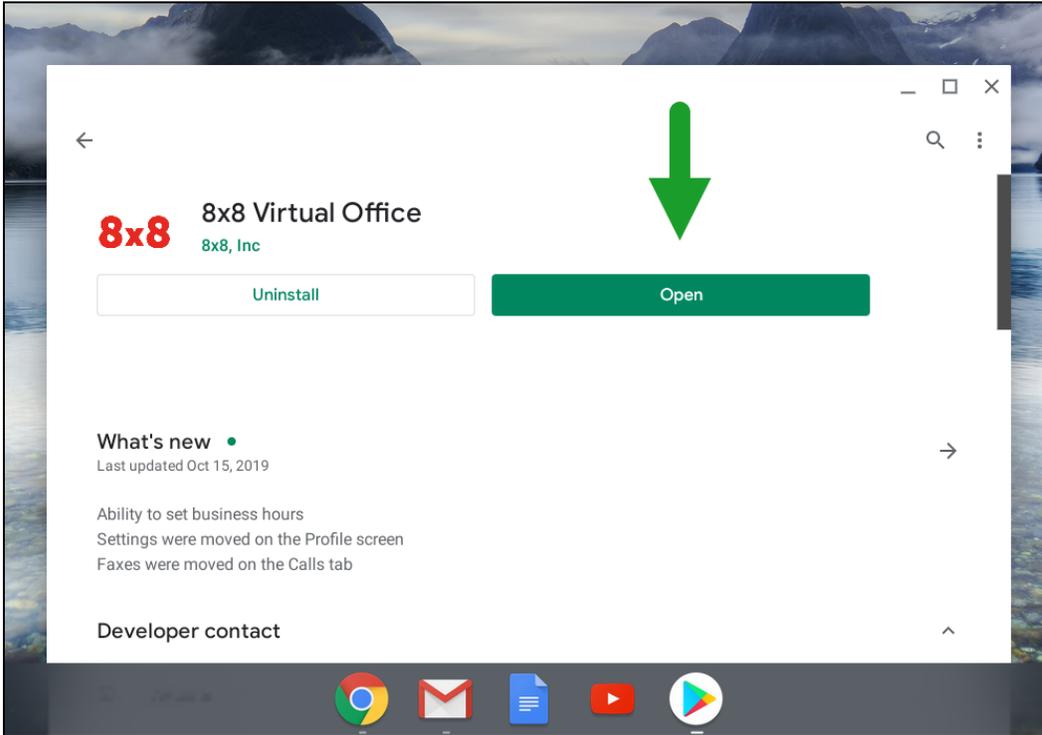


Note: If you do not see the icon on your app shelf, enable the icon in your Chromebook device settings.

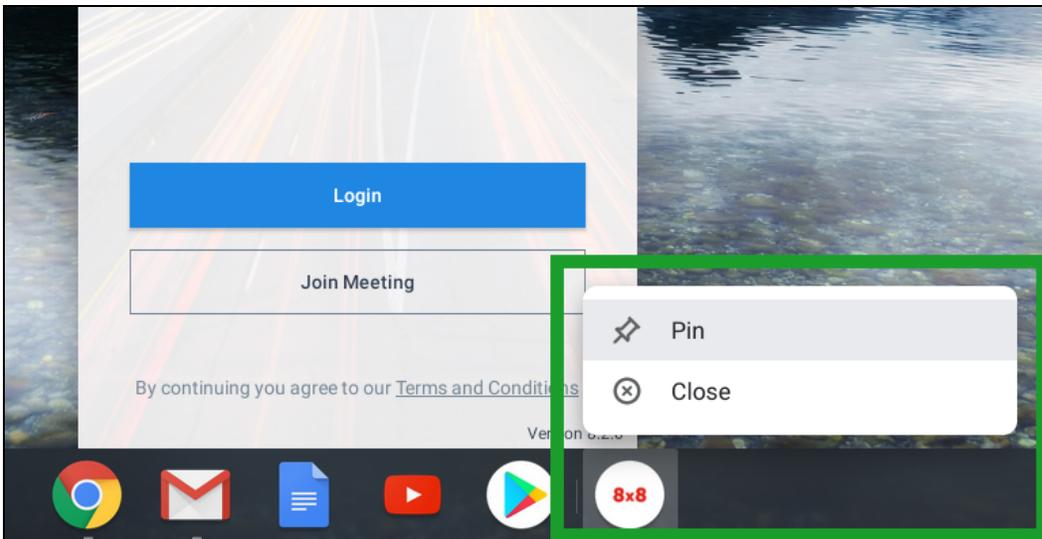
2. In the Google Play window that opens, search for <8x8 Virtual Office>, and select **8x8 Virtual Office** from the list of search results.
3. In the application page that opens, click **Install**.



4. Once the app is installed, click **Open** to launch the app.



5. When 8x8 Work for Mobile is launched, you can choose to pin the **8x8 Virtual Office** ^{8x8} application icon to your app shelf for quick access. Right-click the app icon to open a menu, and click **Pin**.

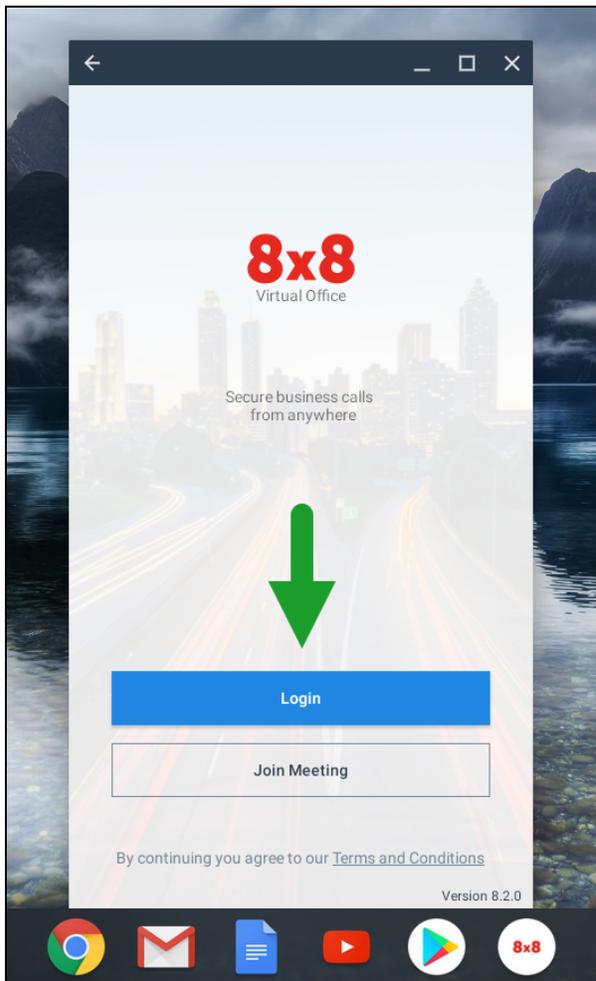


How do I log in to 8x8 Work for Mobile from my Chromebook?

Your credentials and accompanying details are sent to you via email. In the email, check whether you should use an 8x8-assigned username and password, or your existing company credentials.

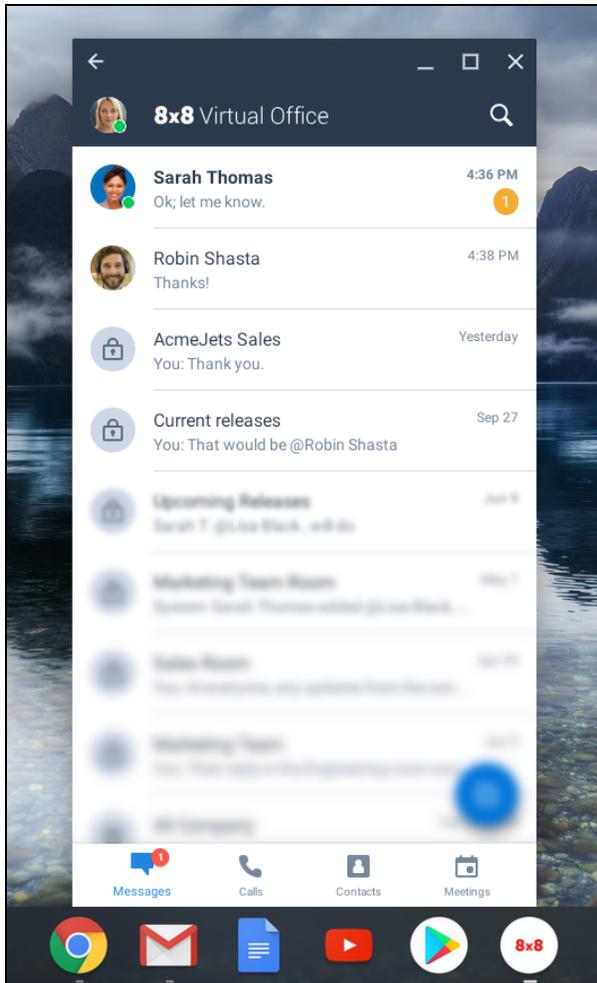
To log in to 8x8 Work for Mobile on Chromebook:

1. From the starting screen when logged out, select **Login** to open an 8x8 login page in your browser.



2. In the login page that opens, enter your 8x8 username (or company email address) and your password, and click **Login**.
3. At the browser prompt, confirm to open in the app, and close the login page. Welcome to 8x8 Work for Mobile on

Chromebook!



What can I do with 8x8 Work for Mobile on my Chromebook?

Your 8x8 Work for Mobile experience is nearly identical between your Chromebook and your mobile device, with the following exceptions:

- **Login and authentication:** On Chromebook, authentication prompts for login and meeting calendar sync open in your browser rather than directly in the app.
- **Settings:**
 - On your mobile device, you have access to mobile-specific settings which are not relevant to (or accessible from) Chromebook. Some examples of settings not accessible from Chromebook include **Profile > Settings > Data and Network Options** and **Profile > Settings > Advanced > Shake to send feedback**.

- On Chromebook, you have the ability to control notifications for incoming calls, as well as more advanced control of your existing notification settings for messages, voicemails, and missed calls under **Profile > Settings > Notifications**.

For example, you can customize whether a chat notification displays on your screen, is audible, and/or overrides your **Do not Disturb** presence status.

- **Meetings:**

- On Chromebook, you can access 8x8 Meet via your **Meetings**  list.
- On Chromebook, meetings you open launch in your browser instead of directly in the app.

When I press the Enter key while writing a message, I add a new line to the message instead of sending. How do I switch to sending messages by pressing Enter?

If you use 8x8 Work on a Chromebook, you now have the ability to send messages more intuitively by pressing your keyboard's Enter or Return key; simply go to Profile > Settings > Advanced and enable the option to Send messages on Return!

If you leave this setting disabled, you continue to experience the app's previous behavior; pressing your **Enter** or **Return** key while typing an 8x8 chat message adds a new line of text to the message you are typing.

