Voice

- Voice Administration: Configuration Manager
  - General Settings
  - Virtual Office Configuration Manager Integrations
  - Virtual Office Settings
  - Work Group Settings
  - X Series Upgrade Guide

- Voice Administration: Account Manager
  - Accounts
  - Billing
  - Orders
  - Phone System
  - Reporting

- Virtual Office Desktop
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  For more information about Virtual Office Desktop, check out our support article directory.
  - Webcam Security in Virtual Office Desktop and 8x8 Meetings
  - Access Call History in Virtual Office Desktop
  - Adding Ring Group or Call Queue As Favorite Adds Other Contacts
  - How to Manage Virtual Desktop Updates and Installations
  - Amend Caller ID Within Virtual Office Desktop
  - Virtual Office Desktop Mac Login Authentication Failure
  - Call Notification Pop-Up Not Appearing in macOS
  - Calls on Virtual Office Desktop Fail
- Calls going to voicemail despite forward settings
- Call Using Only Allows Deskphone in macOS Yosemite
- Can't Import Google Contacts to Virtual Office
- Can I configure CTRL+C as my Make a Call shortcut?
- Can any contacts be exported from Virtual Office Desktop?
- Can I use CALLTO Protocol with Virtual Office Desktop?
- Can I use SMS messaging when logged in to Virtual Office Solo?
- Cannot Download Fax in Virtual Office Desktop
- Cannot Make Calls Error in Virtual Office Desktop and Online Application
- Can't Receive Incoming Calls When Call Using Is Set to External Number
- Unable to Access Account Settings in the Virtual Office Desktop
- Can people join my Video Meeting if they do not have Virtual Office?
- Changing Outbound Caller ID in Virtual Office Desktop
- Changing the language in Virtual Office
- Check for Updates not available under the Help menu in Virtual Office
- How to Configure Zero-Dial-Out from Voicemail
- 8x8 Services Error Message in Virtual Office Desktop
- Contact Directory Displays Account Admin Name on Multiple Extensions
- Contacts not Showing when Trying to Send Fax
- Creating a 3-Way Call to Warm Transfer Anonymous Callers
- Creating New Individual Contacts in Virtual Office Desktop
- Customizing the Fax Cover Page in Virtual Office Desktop
- Late Messages and No Notifications in Virtual Office Desktop
- Disable Virtual Office Desktop upgrade prompt
- Disabling Virtual Office Desktop Upgrade Prompt in Configuration Manager
- Does Virtual Office Desktop work in virtualized environments?
- Download Virtual Office Desktop
- Enabling Call Screening in Virtual Office Desktop
- How to Enable or Disable the Fax Confirmation Email
- Enabling Softphone-Only Mode on Virtual Office Desktop
- Error while Syncing Microsoft Exchange Contacts with Active Sync in Virtual Office Desktop
- Extension Unexpectedly Enters DND in Virtual Office Desktop
- Unable to Send SMS on Virtual Office Desktop
- Fax Icon Is Missing in Virtual Office Desktop
- Fax Service is Missing From Configuration Manager
- Fax Temporarily Failed to Send Error
How to Send a Fax through Virtual Office Desktop
- How to Set Custom Call Forwarding in Virtual Office Desktop
- How to Set up Caller Information Pop-Up in Virtual Office Desktop
- How to Set Up Sameroom
- How to Silent Install or Uninstall 8x8 Virtual Office Desktop
- How to Stop Receiving Notifications to Update Virtual Office Desktop Version
- How to Transfer Caller to the Voicemail of Another Extension
- How to Turn Off Lock-Screen Notifications
- How to Update E911 Address in Virtual Office Desktop
- How to Use Virtual Office Desktop as a Softphone in 8x8 Contact Center Editions and X Series
- How to Use Visual Voicemail
- How to View and Reply to a Missed Message in Virtual Office Desktop
- How to Warm Transfer an Anonymous Incoming Call
- How can I change the default calling app on a Mac?
- How can I make Virtual Office launch automatically when I start my computer?
- How to Block Numbers in Virtual Office Desktop - SMP
- How to bulk send Welcome Email or reset password for multiple users in Configuration Manager
- How to change Auto Away status in Virtual Office Desktop
- How to listen to call recordings in VOD
- How to Setup Call Forwarding in Virtual Office Desktop for Configuration Manager User
- How to set the status message in VOD
- How to Update or Install Virtual Office Desktop While on Mac OS Catalina
- How to use the extension DID as the Conference Bridge phone number with specific time/date and callers DID using advance call forwarding.
- How to Use Virtual Office Desktop Caller Info Pop-Up
- I Can't Access My Call Recordings in Virtual Office Desktop
- Importing Google Contacts in Virtual Office Desktop
- Importing Google Contacts in Virtual Office Desktop Classic Mode
- Importing Local Outlook Contacts in Virtual Office Desktop
- Inbound Calls Route Directly to Voicemail When DND Is Not Set
- Incoming Calls Have No Answer Button
- Internet Fax Displays Wrong Time Zone
- Internet Fax Error Code 2038
- Internet Fax Fails to Send on First Attempt
- Internet Fax Internal Conversion Error
- Is Virtual Office Desktop supported on Mac OS X Yosemite?
Is Virtual Office Desktop supported on Windows 7?
◦ Issue with webcam video not displaying in 8x8 Virtual Office Desktop
◦ What are the keyboard shortcuts for Virtual Office Desktop?
◦ Media Controls Not Working When Listening to Call Recordings for the First Time
◦ Messages Read in Virtual Office Mobile Are Marked Unread in Virtual Office Desktop Classic Mode
◦ Navigating Away From Voicemail or Music-on-hold Settings Will Not Save the Recording
◦ New Messaging Experience for Virtual Office Desktop FAQ
◦ No Audio When Making a Call in Virtual Office Desktop
◦ New Experience Mode does not Show Incoming Calls on BLF Keys
◦ Unable to change Presence Status in Virtual Office Desktop
◦ No Notification of an Incoming Call in Virtual Office Desktop
◦ Not Receiving Internet Fax Email Notifications
◦ Outbound caller ID showing as anonymous
◦ Played Announcement When Calls Are Being Recorded
◦ Prevent Virtual Office Desktop from Opening on PC Startup
◦ Remember Me Feature Is Not Working
◦ Removing Virtual Office Desktop from Your Computer Before a Fresh Installation
◦ Setting Your Status on Virtual Office Desktop
◦ Speaker and Microphone Problems in Virtual Office Desktop
◦ Spell check not working in Virtual Office Desktop
◦ Status Is Not in Syncing and Chat Is Not Visible in Virtual Office
◦ Temporarily Failed to Send Fax Error
◦ Unable to Access Classic Meetings after Migration
◦ Unable to Answer Calls in Monitored Ext When Login Without Audio
◦ Unable to Hear Sound Notifications in Virtual Office Desktop
◦ Unable to Hear Sound Notifications on Mac in Virtual Office Desktop
◦ Unable to Install Virtual Office Desktop App on Windows PC
◦ Unable to Log in to Virtual Office Integrations or Plug-Ins
◦ Unable to Log in Using Google Single Sign-On
◦ Unable to Log into Virtual Office Desktop Version 6.4 and Earlier
◦ Unable to Make Calls in Virtual Office Desktop 6.x
◦ Unable to Make Outbound Calls on Windows 10 Version
◦ Unable to Receive Calls on Virtual Office Desktop
◦ Unable to Reset Virtual Office Password Due to Error
◦ Unable to Send Multipage Internet Fax
◦ Unable to Update Virtual Office Desktop
Unable to Validate Access Token in Virtual Office Desktop

- Unable to View Other Users Presence Within Virtual Office Desktop
- Unable to hear the sound notification in 8x8 Virtual Office Desktop
- Users getting error message as "Your account is missing an extension"
- Using a Phone Number or Extension an Account Currently Logged In, to Record a New Message, Doesn't Work
- How to Use Virtual Office Desktop as a Softphone
- Virtual Office Application Auto-Start Issue
- Virtual Office Desktop 6.0 FAQ
- Unable to Answer Call in Virtual Office Desktop App
- Virtual Office Desktop Application Crashing on Mac
- Audio Issues While Using Chrome Browser in Virtual Office Desktop
- Virtual Office Desktop Call Using Deskphone Options
- Virtual Office Desktop Server Connection Does Not Work
- Unable to Answer Calls in Virtual Office Desktop App
- Virtual Office Desktop Classic Mode End of Life
- Contact Information is Wrong in Virtual Office Desktop
- Virtual Office Desktop Crashes on Sign-In on Windows 8.1
- Virtual Office Desktop Crashes When Changing Profile Picture
- Virtual Office Desktop Is Crashing on Surface Pro 4
- Virtual Office Desktop Credentials Being Forgotten / Session Time Outs
- Virtual Office Desktop Detecting No Java or Old Java Version When Attempting to Logging In
- Virtual Office Desktop: How To Transfer Calls
- Virtual Office Desktop Keeps Trying to Update
- Virtual Office Desktop Meeting Audio Issues in macOS High Sierra
- Virtual Office Desktop New Experience Feature Highlights
- Virtual Office Desktop Not Displaying
- Virtual Office Desktop: Persisting New Event Notification Highlighted in Contacts Tab
- User Is Shown as Being Available During a Call
- Virtual Office Desktop Shows Unable to Connect to Phone Service on New User Account
- Virtual Office Desktop Version End-of-Life Policy
- Virtual Office SMS FAQ
- Virtual Office Team Messaging FAQs
- Virtual Office Desktop Chat Room Push Subscription for all users
- Voicemail Notification When Phone Did Not Ring
- Warm Transfer of Anonymous Calls Fails in Virtual Office Desktop

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What are Virtual Office Integrations and Plugins?
◦ What is Fax Over VoIP?
◦ When does Virtual Office Desktop check for a new update?
◦ When does Virtual Office Desktop install the downloaded update?
◦ When Using Virtual Office Desktop All Other Applications Have Their Volume Lowered
◦ Where is the dial pad on Virtual Office Desktop?
◦ Why are local calls failing in Virtual Office Desktop?
◦ Why is my 8x8 number not receiving a SMS or OTP from the bank?
◦ Why is there no Caller ID for a UK number for calls from a Ring Group, Call Queue, or Auto Attendant?
◦ Why was I updated to Virtual Office Desktop v 6.0?
◦ Why did I get logged out of Virtual Office Desktop?

- Virtual Office Mobile
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◦ Accessing Call Queues in Virtual Office Mobile
◦ Blank Screen When Trying to Log Into Virtual Office Mobile
◦ Call Failed and Unable to Connect to Virtual Office Service Error
◦ Call Drops When Using Wi-Fi in Virtual Office Mobile
◦ Can my 8x8 number be used on WhatsApp?
◦ Can users with one extension log in to multiple iOS or Android Platforms?
◦ Cellular Assist not Working in Virtual Office Mobile
◦ Data and Network Overview for Virtual Office Mobile
◦ Deleted Voicemails Still Appear in the Voicemail List
◦ Digit presses not recognised on VOM
◦ Does VOM require Virtual office account or User can login with Virtual Contact Center account as well?
◦ Echo in the Background during a Call or Meeting
◦ Virtual Office Mobile End-of-Life Schedule
◦ Getting Voicemail Notification When Phones Do Not Ring
◦ Handling Virtual Office Mobile Calls Over Cellular Service Instead of Data
◦ How do I park a call in Virtual Office Mobile?
◦ How do I set up call forwarding in Virtual Office Mobile?
◦ How to Add a Contact to Favorites in Virtual Office Mobile iOS
◦ Creating Personal Contacts in Virtual Office Mobile for iOS
◦ How to Delete a Voicemail in Virtual Office Mobile
◦ How to Disable Virtual Office Calls From Android History
◦ How to Enable or Disable Notifications for Virtual Office Mobile

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- How to Handle Incoming Calls While Already on a Call
- How to Handle Simultaneous Cellular and Virtual Office Calls
- How to Set Up Virtual Office Mobile on a Cell Phone
- How to Stop Virtual Office Calls from Appearing in iOS Device Call History
- How to Submit Feedback in Virtual Office Mobile
- How to Sync a Calendar in Virtual Office Mobile
- How to Turn off Personal Contacts Showing up in Virtual Office Mobile
- How to Warm Transfer a call in Virtual Office Mobile
- How do you disable call quality prompts in Virtual Office Mobile?
- How to block notifications for a specific period of time on Virtual Office Mobile
- How to clear the cache in Virtual Office Mobile
- How to Enable / Disable Virtual Office Calls From iOS History
- How to set Business Hours on Virtual Office Mobile
- Installing Virtual Office Mobile on a Chromebook
- Instant Messages Disappeared in Virtual Office Mobile
- Internal Calls Not Being Received on Virtual Office Mobile
- Issues with Answering Inbound Calls on Older iOS App
- Minimum Mobile OS Requirements to Use Virtual Office Mobile
- Virtual Office Mobile App Is Not Ringing for iOS
- Mobile Phone Screen Stays Black when Receiving Incoming Calls
- One Way Audio in Virtual Office Mobile for iOS
- One way Audio using Virtual Office Mobile while engaged on a regular cellphone call
- Scheduling a Meeting Using Virtual Office Mobile
- Selecting a Meeting Location in Virtual Office Mobile
- Setting your status on Virtual Office Mobile
- SMS Messages Before April 4 2018 Have Disappeared
- How to Sync Google Contacts - Virtual Office Mobile
- This Account Does Not Have Permission Error When Trying to Log In to Virtual Office Mobile
- Transferring a Virtual Office Mobile Call Directly to Cell Phone
- Unable to Download Virtual Office Mobile in China
- Unable to Login Due to Blank Login Screen for Virtual Office Mobile iOS.
- Unable To Use Virtual Office Mobile Dial Pad When Call Forwarding Is Enabled
- Unable to login to VOM Android using SAML SSO
- Using Virtual Office Mobile in iOS to Dial in Other Applications
- Virtual Office Mobile Calls on Data Mode Drops
- Virtual Office Mobile Can't Receive Calls on Android Phones
Virtual Office Mobile Issues With Spamcall Blocks or Robocall Filtering App

- Virtual Office Mobile Login Displaying White Page
- Status Is Not Updating to DND in Virtual Office Mobile
- Webpage Not Available When Attempting to Log Into Virtual Office Mobile
- What is the minimum supported version of Virtual Office Mobile?
- Why can't I access Call Forwarding rules in Virtual Office Mobile for Android?
- Why doesn't messaging work for me in Virtual Office Mobile?

- Voicemail

- Can accidentally deleted voicemails be recovered?
- How to Delete Ring Group Voicemail
- How do I delete my voicemails?
- How to Dial Out From Voicemails
- How to forward a voicemail message to another extension?
- How to Setup Auto Delete Voicemail on an Extension
- Receiving Voicemail Notifications But Messages Aren't Saving
- Virtual Office Voicemail Quick Reference Guide
- Voicemail Does Not Respond to Selections and Keeps Repeating Message
- Voicemail Options Are Greyed Out When Logging In as End Users
- Voicemail to Email Notifications Are Not Being Delivered
- What is the standard Voicemail Inbox limit?

- Virtual Office Online

- How do I download Voicemails in Virtual Office Online?
- Switchboard Extension Missing on Display
- What is Virtual Office Online and how to use it?

- Network Setup for Voice

- Garbled and Choppy Audio Troubleshooting
- Interpreting MTR Ping and Traceroute Tool Results
- How are the recordings kept separate for 8x8 customers
- Is my network ready for 8x8 Virtual Office?
Recommended DNS Servers
- Why can't I dial local short code numbers?
- X Series Technical Requirements

- Virtual Office Solo
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- Virtual Office Solo End-of-Life FAQ