Voice

• Voice Administration: Configuration Manager
  ◦ General Settings
  ◦ Virtual Office Configuration Manager Integrations
  ◦ Virtual Office Settings
  ◦ Work Group Settings

• 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
  ◦ 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 - Classic View
  ◦ Amend Caller ID Within Virtual Office Desktop - New Experience
  ◦ Virtual Office Desktop Mac Login Authentication Failure
  ◦ Calling Error: Cannot Make Calls
  ◦ Calls Are Dropping When Answered in Classic Mode
Calls on Virtual Office Desktop Fail
Can I configure CTRL+C as my Make a Call shortcut?
Can any contacts be exported from Virtual Office Desktop?
Can I use SMS messaging when logged in to Virtual Office Solo?
Cannot Download Fax in Virtual Office Desktop
Can't Receive Incoming Calls When Call Using Is Set to External Number
Unable to Access Account Settings in the Virtual Office Desktop
Can I use CALLTO Protocol with Virtual Office Desktop?
Changing the language 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
Creating a 3-Way Call to Warm Transfer Anonymous Callers
Creating New Individual Contacts in Virtual Office Desktop
Customizing the Fax Cover Page in the New Experience Mode
Late Messages and No Notifications in Virtual Office Desktop
Disabling Virtual Office Desktop Upgrade Prompt in Configuration Manager
Does Virtual Office Desktop work in virtualized environments?
Download Virtual Office Desktop
How to Enable or Disable the Fax Confirmation Email
Enabling Softphone-Only Mode on Virtual Office Desktop
Enabling Call Screening in Virtual Office Desktop
Error while Syncing Microsoft Exchange Contacts with Active Sync in Virtual Office Desktop
Extension Unexpectedly Enters DND in Virtual Office Desktop
Fax Service is Missing From Configuration Manager
Fax Temporarily Failed to Send Error
Footer in Internet Fax Cover Sheet is Not Legible
Forwarding Calls in Virtual Office Desktop
Getting Error When Installing Virtual Office Desktop macOS
Group Chat Recipients Not Receiving SMS Messages
Handling Multiple Calls in Virtual Office Desktop
How to Use Tel Protocol with Virtual Office Desktop
How to Block Numbers in Virtual Office
How do I download a fax on Virtual Office Desktop?
How do I download my Voicemails?
How do I set my external caller ID to anonymous?
How do I set my profile picture on Virtual Office Desktop?

- How to Access Virtual Office Desktop Classic Mode Features
- How to Add Contacts in Polycom VVX 400 Series Devices
- How to Adjust Call Using Settings in Virtual Office Desktop
- How to Block Caller ID in Virtual Office Desktop
- How to Block External Calls and Allow Internal Calls Only
- How to Call Using Preferred Devices in Virtual Office Desktop
- How to Capture Installation Failure Logs to Report to Support
- How to Change or Reset Voicemail Password
- How to Configure Off Hook
- How to Configure Users to Remain on the Latest Virtual Office Desktop Version
- How to Delete a Sent Message
- How to Display Inbound Caller ID When Transferring Internally
- How to Edit an Instant Message
- How to Enable/Disable Notifications on Virtual Office Desktop
- How to Enable or Disable Call Recording for an Active Call
- How to Enable or Disable on Demand Call Recording on Virtual Office Desktop
- Multiple Call Handling Issues Using Headphone Controls
- How to Hide or Unhide a Chat Message in Virtual Office Desktop
- How to Import Contacts in Virtual Office Desktop V 6.0
- How to Increase the Time Notifications Display
- How to Install Virtual Office Desktop v 6.0 and Above
- How to Log In or Out of Call Queue in Virtual Office Desktop
- How to Make Conference Calls in Virtual Office Desktops
- How to Manage Incoming Calls in Virtual Office Desktop If Already on a Call
- How to Pick up a Call Using a Deskphone
- How to Promote a Call to a Meeting in Virtual Office Desktop
- How to Send Feedback in Virtual Office Desktop or Mobile
- How to Send a Fax through Virtual Office Desktop App
- 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 Stop Receiving Notifications to Update Virtual Office Desktop Version
- How to Turn Off Lock-Screen Notifications
- How to Update E911 Adress in Virtual Office Desktop
- How to Use Virtual Office Desktop as a Softphone in 8x8 Contact Center Editions and X Series
How to View and Reply to a Missed Message in Virtual Office Desktop
◦ How to Warm Transfer an Anonymous Incoming Call
◦ How do I switch between Classic and New Experience modes in VOD 6.x?
◦ How do I use Visual Voicemail?
◦ How to Manage or Delete Internet Faxes
◦ How to Transfer a Call to Voicemail on Another Extension
◦ 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.
◦ I Can't Access My Call Recordings in Virtual Office Desktop
◦ Importing Google Contacts in Virtual Office Desktop
◦ Importing Local Outlook Contacts in Virtual Office Desktop
◦ Importing Google Contacts in Virtual Office Desktop Classic Mode
◦ 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
◦ Migrating from Classic Mode to New Experience Mode FAQ
◦ 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
◦ No Name Present in Status Window 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
◦ 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
- Switching to Classic Mode from New Experience Mode
- Switching to New Experience from Classic Mode
- Temporarily Failed to Send Fax Error
- The Remember Me feature is not working
- 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 into Virtual Office Desktop Version 5.6.0 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
- Users getting error message as "Your account is missing an extension" 
- How to Use Virtual Office Desktop as a Softphone
- Virtual Office Application Auto-Start Issue
- Virtual Office Desktop 6.0 FAQ
- Virtual Office Desktop Application Crashing on Mac
- Calls Drop Immediately After Answering in Virtual Office Desktop
- 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
- 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 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
- VOD Starts in New Experience Even Classic Mode is Selected
- Virtual Office Desktop Version End-of-Life Policy
- Virtual Office SMS FAQ
- Virtual Office Team Messaging FAQs
- Virtual Office Desktop: App Continues Ringing / Can't Answer Call
- Virtual Office Desktop: Audio Issues While Using Google Chrome Browser
- Virtual Office Desktop Call Using Deskphone Options
- Virtual Office Desktop: Contact Displaying Wrong Contact Information
- Virtual Office: Status Not Syncing and Chat Not Visible
- VOD: Changing Outbound Caller ID in New Experience
- Voicemail Notification When Phone Did Not Ring
- Warm Transfer of Anonymous Calls Fails in Virtual Office Desktop
- 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
- 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

- Blank Screen When Trying to Log In to Virtual Office Mobile
- Call Failed and Unable to Connect to Virtual Office Service Error
- Call Drops When Using Wi-Fi in Virtual Office Mobile
- Calls Ring Once and Go to Voicemail in iOS v 7.3
- Can I access Call Queues in Virtual Office Mobile?
- Cellular Assist not Working in Virtual Office Mobile
- Can't Delete Chat Messages in Virtual Office Mobile 7.2
- Deleted Voicemails Still Appear in the Voicemail List
- Digit presses not recognised on VOM
- 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
- How to Handle Incoming Calls While Already on a Call
- How to Set Up Virtual Office Mobile on a Cell Phone
- How to Sync a Calendar in Virtual Office Mobile
- How to Warm Transfer a call in Virtual Office Mobile
- How do I handle simultaneous cellular and Virtual Office calls?
- How do I stop Virtual Office business calls from showing up in the call history for my personal iOS device?
- How do you disable call quality prompts in Virtual Office Mobile?
- How to Enable / Disable Virtual Office Calls From IOS History
- How to submit feedback in 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
- Old Messages Showing as Unread after Virtual Office Mobile v 7.2 Update
- 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
Transferring a Virtual Office Mobile Call Directly to Cell Phone
◦ Unable to Download Virtual Office Mobile for iOS 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
◦ Virtual Office Mobile Login Displaying White Page
◦ 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
◦ Status Is Not Updating to DND in Virtual Office Mobile
◦ Webpage Not Available When Attempting to Log Into Virtual Office Mobile
◦ Why can't I access call forwarding settings in Virtual Office Mobile for Android?

• **Voicemail**

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  ◦ Can accidentally deleted voicemails be recovered?
  ◦ How to Delete Ring Group Voicemail
  ◦ 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
  ◦ 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
  ◦ Voicemail Quick Reference Guide (PDF)
  ◦ What is the Voicemail Inbox limit?

• **Virtual Office Online**

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  ◦ Switchboard Extension Missing on Display
  ◦ What is Virtual Office Online and how to use it?

• **Network Setup for Voice**

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  ◦ Garbled and Choppy Audio Troubleshooting
  ◦ How do I Interpret MTR (WinMTR) Ping and Traceroute Tool Results?
Is my network ready for 8x8 Virtual Office?
- Recommended DNS Servers
- Why can't I dial local short code numbers?
- X Series Technical Requirements