



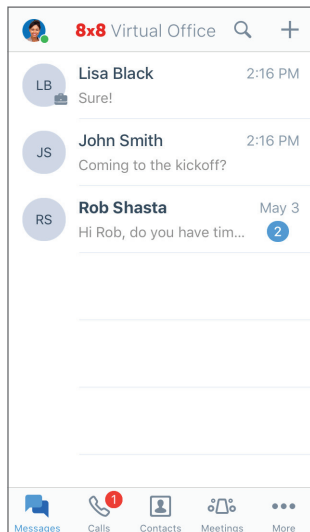
## INSTALL AND LOG IN

### A Install for Android and iOS

1. Download the Virtual Office mobile app on the [iOS App Store](#) or the [Google Play Store](#).
2. Follow the instructions to install.

### Log In

1. Tap the Virtual Office mobile app icon.
2. From the welcome screen, tap **Login**.
3. From the main login screen, enter your username provided in the 8x8 welcome email.
4. Enter the password that you set previously using the link in the 8x8 welcome email.



The app launches. Welcome to Virtual Office!

### Retrieve Username or Change Password

1. Go to the login screen of the app.
2. Tap **Help**, and follow the instructions to retrieve a forgotten username or reset your password.

## GET STARTED

### Select Data Network for Calls

If you want to control your data usage while on Virtual Office, you can select the desired data network to make and receive calls with. By default, Virtual Office allows calls on Wi-Fi.

To configure data usage, go to **More > Settings > Data and Network Options**.

- Choose whether to allow Virtual Office calls on your cellular data network.
- Choose whether to enable **Cellular Assist**. If your Wi-Fi and cellular data network have issues, enable to use your cellular voice network for calls.

### Access Device Contacts from the App

With Virtual Office, you have the flexibility to communicate with your device contacts from the convenience of the mobile app. To view and access device contacts via Virtual Office, enable the relevant app permissions in your device settings:

1. Go to **More > Settings > Device Settings**.
2. Enable permissions for Virtual Office to access your device contacts. You can now view and access your device contacts from the app under **Contacts > My Contacts**.

### Set Up Call Forwarding

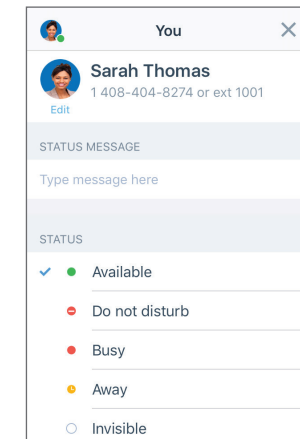
You can choose when and where to forward incoming Virtual Office calls to streamline your calling experience:

1. Go to **More > Settings > Account Settings > Call Forwarding**.
2. From the options available, choose when you want to forward calls.
3. For each enabled scenario, choose where to forward calls to.

### Set Presence and Add Profile Picture

Tap your profile icon in the header.

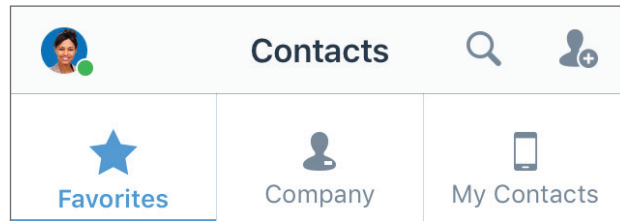
- Select your presence status to inform other users if you are available for communication. Block incoming calls by selecting **Do not disturb**. All other statuses allow you to receive calls and chats regardless of status if you are logged in.
- Put a face to your name in the contact directory; just tap your profile icon to upload or take a picture.





## MANAGE CONTACTS

Your contacts are organized under:

- **Company:** Connect with coworkers on your company's phone system under **Contacts > Company**.
- **My Contacts:** Access contacts that are on your device and communicate with them from the app, and create personal contacts to use in Virtual Office under **Contacts > My Contacts**. Your device and personal contacts are visible only to you. To access your device contacts from Virtual Office, you may need to allow app permissions under **More > Settings > Device Settings**.



### To create personal contacts:



1. Under **Contacts > My Contacts**, tap the **New Contact**  icon.
2. Add the desired contact details.
3. When you are finished, tap the **check mark**  icon to add the contact to your personal contacts.

## Add Favorite Contacts

If you have contacts you frequently communicate with, mark them for quick access. View your list of favorite contacts under **Contacts > Favorites**.



**Note:** Contacts marked as favorites on your device show up as favorites in the app.

### To mark favorite contacts:

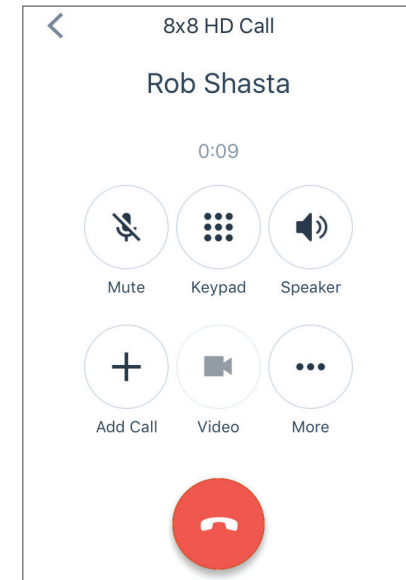
1. In the contact details of a company or personal contact, tap the **Mark Favorite Contact**  icon to add the contact to your list of favorites.
2. To remove a contact from favorites, tap the **Favorite Contact**  icon in the contact details.

## MAKE AND RECEIVE CALLS

### Place Calls

1. Go to **Contacts**.
2. To place a call:
  - **On Android**, tap the **Call**  icon next to the desired contact.
  - **On iOS**, tap the desired contact under **Company** or **My Contacts** to open their contact details, and tap the **Call**  icon, or for quick access to a favorite contact, tap the desired contact under **Favorites**.

When the other party answers, the call connects.



### Transfer Calls

1. While on a call, tap **More**.
2. In the options that pop up, tap **Transfer**.
3. Select the number to forward to. You can:
  - Select a contact from your contact lists.
  - Search for a contact or number.
  - Dial a number.







The call is transferred to the selected party, and you are disconnected from the call.

## View Call History

Check your call history by viewing your recent calls and missed calls under the **Calls** tab. Tap for call details such as the day, time, duration, and direction of the call, and the external number or name of the contact on the call.

- If the call was with a personal or device contact, you can view their name and contact details.
- If the call was with a company contact, you can also view their presence status, Virtual Office extension, and company details.

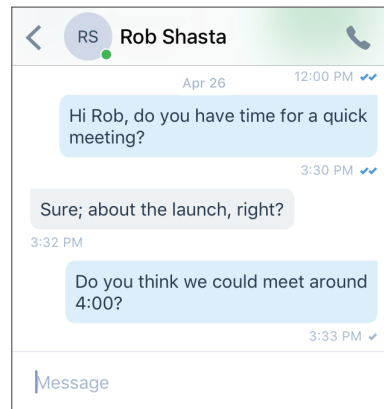
## Access Voicemails

1. Go to **Calls > Voicemails** to access your recent voicemails.
2. Tap a voicemail to review it. You can tap the **Play**  or **Pause**  icons to play and pause the voicemail, the **Call**  icon to call back the contact or number that left the voicemail, the **Speaker**  icon to listen to the voicemail via loudspeaker, the **Delete**  icon to delete the voicemail, or the **More**  icon to access the following options:
  - Mark the voicemail as read or unread.
  - Send a message to the contact or number that left the voicemail.
  - Share the voicemail (on iOS only).

## SEND AND RECEIVE MESSAGES

Using the Virtual Office mobile app, you can send IM messages to contacts in your company phone system, and SMS messages to your personal and device contacts.

- If the contact is in your company phone system, the IM messages (in blue) allow both parties to see when the message is successfully sent, received, and read.




- If the contact is a personal or device contact, the SMS messages (in green) allow both parties to see when their messages are successfully sent.

## Read and Reply to Messages

1. Tap the **Messages** tab to view all recent chats.
2. Tap the conversation with the desired contact to view your message history with the contact.
3. To reply, tap the text entry box, enter your message, and send.

## Write New Messages

1. Tap the **Messages** tab to view all recent chats.
2. Tap the **Plus**  icon to open a menu.
3. From the menu, select **New Message**.
4. In the blank chat that pops up, enter the name or number of a contact, or an external number to chat with.
5. Enter your message, and send.

## ACCESS FAX (ANDROID-ONLY)

From your Android device, you can easily view and manage your recent Virtual Office faxes.


To access your fax history, go to **More > Fax**. You can:

- View incoming and outgoing fax history with other users and external numbers.
- View how long a fax is.
- Know at a glance if a fax was canceled or failed to reach the recipient.

## COLLABORATE VIA MEETINGS

With Virtual Office Meetings, host or participate in productive business meetings from the comfort of your mobile device.

### Host a Meeting

1. Go to **Meetings > Host Meeting**.
2. Enter the name of the meeting, and tap **Create Meeting**.
3. Review the meeting details.
4. Optionally, tap **Advanced Settings** to customize the meeting experience, and tap the **check mark**  icon to confirm.
5. Tap **Add to my calendar** to schedule the meeting using your device calendar app.
6. In the calendar app, invite participants by email address, add the start and end times, and include the meeting agenda.
7. Save the calendar meeting event to notify participants via email.








### Join a Meeting

You can join a meeting via:

- An email invitation sent from a scheduled meeting.
- A chat invitation in the **Messages** tab sent from within an active meeting.
- Entering a Meeting ID in **Meetings > Join Meeting**.
- The list of meetings you host under **Meetings > Meetings I Host**, if you are joining a meeting you created.

## PARTICIPATE IN MEETINGS

In a **Virtual Office meeting**, you can:

-  View, invite, and chat with participants.
-  Chat with all participants in the meeting.
-  Select your desired audio channel for the meeting, and switch between viewing the home screen, shared video, and shared screen content.
-  Join video session by enabling your device camera.
-  Mute or unmute yourself.
-  Select the speaker for audio output.
-  Exit the meeting.

