





## INSTALLATION


Download and install the [Virtual Office desktop app](#).

### Log In


Open the application, log in using the credentials given in your welcome email. If your company uses Single Sign-On (SSO), log in using your standard company credentials.




## PLACE YOUR FIRST CALL

1. In the header, click the search bar.
2. Type in any phone number or contact name.
  -  Try your mobile number!
3. In the search results, hover over the desired number or contact, and click the **Call**  icon that appears to place a call.

You can also search for contacts in your call history, or dial a number using the dialpad in the **Calls**  tab.

### Check Call History







Under the **Calls**  tab, you can view details on call history and voicemails.

Call logs indicate whether a call was missed , incoming , or outgoing . Select a call log to view call details, duration, and direction.

- 1 Change your presence status and view your user details.
- 2 Search for contacts by name, number, and more.
- 3 Manage calls using your desk phone or application.
- 4 **Messages:** Send and receive messages from your contacts.



### View Presence Status

In the contact directory, you can view whether a contact is available for communication:

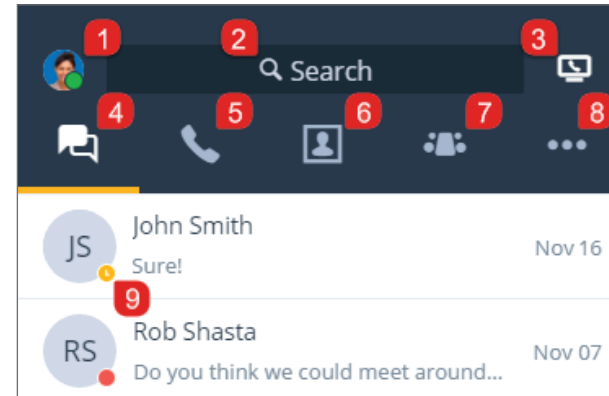
-  **Available:** Available for calls and chats
-  **Do not disturb:** Busy, and forwards incoming calls to voicemail
-  **Busy:** Busy, but available for calls and chats
-  **On a call** (status set automatically): Busy on a call or in a Virtual Office meeting
-  **Away:** Away from their desk or inactive for some time
-  **Invisible:** Appears as offline

### Call Using Desk Phone or App

If you are a user with a desk phone assigned to your extension, you can route calls through the app or through your desk phone. In the header, click the **Call using** icon to select whether you want to:

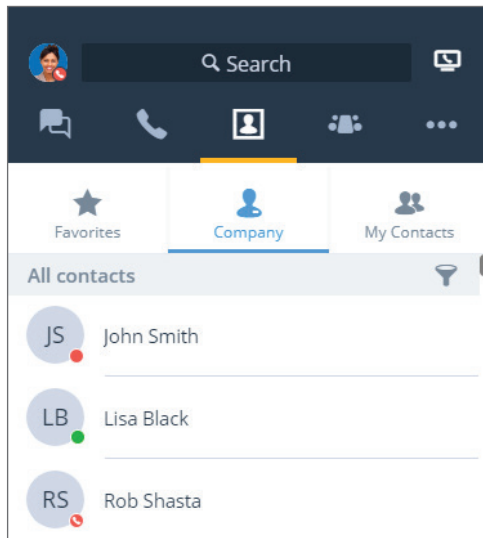
-  Place and receive calls using your Virtual Office desktop app.
-  Place and receive calls using your desk phone while taking advantage of advanced call management controls in Virtual Office.

## NAVIGATION




- 5 **Calls:** View call logs and voicemail, and place calls.
- 6 **Contacts:** Access your contact directory.
- 7 **Meetings:** Host, join, and manage meetings.
- 8 **More:** Access faxes, call recordings, and settings.
- 9 View whether a contact is available for communication.

## ACCESS CONTACTS



Your contacts are organized under:




- **Company:** Connect with coworkers on your company's phone system. You can also sort company contacts by department or location.
- **My Contacts:** If you communicate often with contacts outside your company, you can create personal contacts visible only to you.
- **Favorites:** Mark frequently-used contacts for quick access.


Under the **Company** sub-tab, click the **Sort**  icon to quickly find contacts by department or location, or to view all company contacts in alphabetical order.

### Create Personal Contacts


To easily organize and access phone numbers outside of your company directory, you can create personal contacts that are visible only to you.

### To create personal contacts:

1. Go to  > **My Contacts**.
2. Click the **New Contact**  icon, and click **Add new contact** to start creating a new contact.
3. Enter the contact details, and save. The personal contact is listed under  > **My Contacts**.

 You can also create a personal contact from an external number in a call log or voicemail.




## ACCESS FAX

Go to **Fax** under the **More**  tab to view and send faxes. You can view who sent the fax, how many pages were sent, and if there was an error while sending a fax.

## COLLABORATE VIA MEETINGS


With Virtual Office Meetings, host or participate in productive business meetings using the desktop app. You can also record meeting audio and shared content.

### Host Your First Meeting

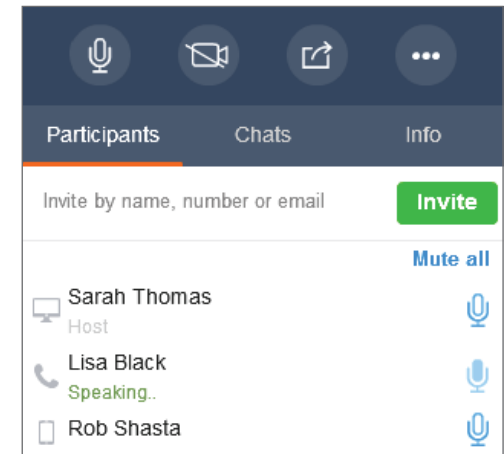
1. Go to **Host Meeting** in the **Meetings**  tab, and enter the name of the new meeting.
2. Click **Schedule in Calendar** to schedule a meeting using Outlook or Google, or copy the meeting details to use in your preferred external calendar. The selected calendar becomes your default under  > **Settings**.
3. Continue to schedule the meeting from the desired calendar, and invite participants in the calendar event. Participants receive an invitation to the meeting, and you can view the meeting under  > **Meetings | Host**.

External guests can join meetings via their email invitation, or online at <http://meetings.8x8.com>.





## Create Meetings Instantly

Right-click the **8x8**  icon in your system tray or dock, and select **Meet Now** from the menu that pops up. In the meeting that launches, join meeting audio and invite the desired participants.

## MEETING CONTROLS



Upon joining the meeting, join audio to hear and be heard by other participants. In the meeting controls, you can:

-  Mute or unmute your microphone.
-  Turn on or turn off your camera for meeting video.
-  Share content (desktop or whiteboard).
-  Record the meeting, access more audio options, help, and feedback, or leave the meeting.

**Note:** Chat, call recording, HD video, fax, and the ability to schedule meetings are available to you based on your subscription.



www.8x8.com