



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:

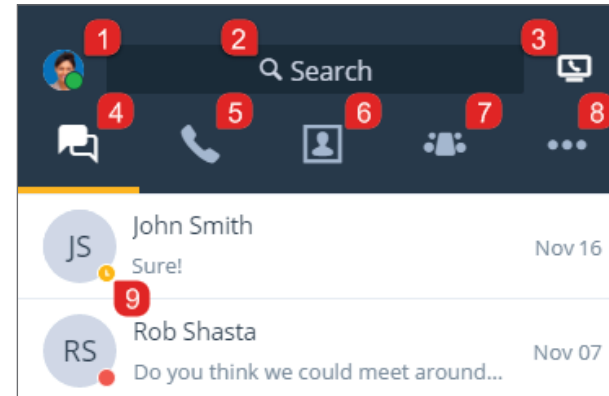
- **Available:** Available for calls and chats
- **Do not disturb:** Busy, and forwards incoming calls to voicemail
- **Busy:** Busy, but available for calls and chats
- **On a call** (status set automatically): Busy on a call or in a Virtual Office meeting
- **Away:** Away from their desk or inactive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

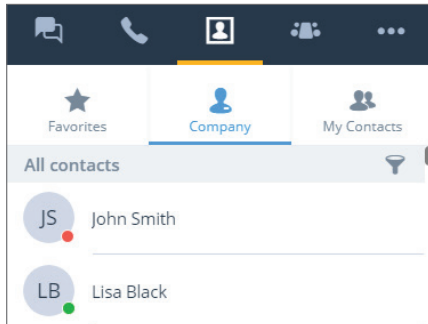
- Place and receive calls using your Virtual Office desktop app.
- Place and receive calls using your desk phone while taking advantage of advanced call management controls in Virtual Office.

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.


Google Calendar users can install a plug-in, or sync their calendar with the Virtual Office desktop app for a more seamless experience.


Microsoft Outlook users can install a plug-in for Outlook that enables creating a Virtual Office meeting from within Outlook.


Sync with Google Calendar

Under **My Meetings** in the **Meetings**  tab, choose whether to sync with Google Calendar by logging in to Google, or view only meetings that you host.

Host Your First Meeting


1. Go to **Host Meeting** in the **Meetings**  tab, and enter the name of the new meeting.
2. Click **Create Meeting** to begin customizing a meeting.

If you did not sync your calendar, open and copy the meeting details in  > **Meetings I Host**. Paste the details into a new event in the desired external calendar, and schedule.

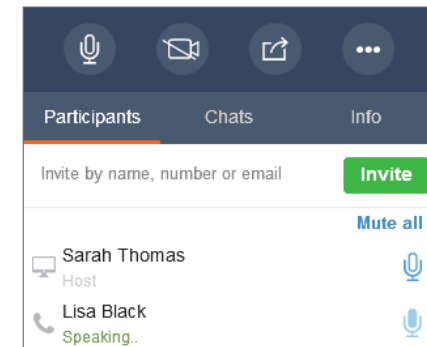
If you synced Google Calendar, upon creating a new meeting, Google Calendar opens in your browser to let you schedule. All upcoming meetings appear under  > **My Meetings**.

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