



Quick User Guide for 8x8 Virtual Office

This guide provides information you need to begin using your phone quickly.

Phone Views

There are three main views available:

- **Menu View:** For the Menu view, press the **Menu** softkey.
- **Calls View:** The Calls view shows on the screen when your phone has a call.
- **Lines View (default):** You can see the Lines view on the idle screen. The idle screen displays the current account, the time and date, and four softkeys.

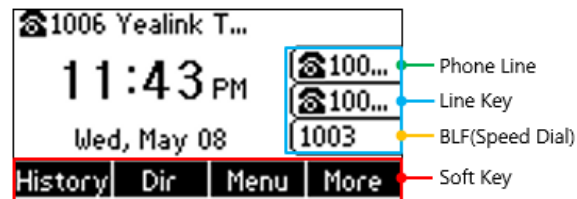
Menu View

The Menu view lets you access the **Status, Features, Settings, Message, History, and Directory** screens. You can use the right, left, up, and down arrow keys to highlight the menus, then press the **Enter** softkey to access phone functions.





Lines View

The Lines view displays your phone line(s), monitored lines (if BLF keys are available), the time and date, and softkeys in the softkey area.





If your phone is idle, you can press the line key to access the dialer.

Calls View

- If your phone has calls, the screen indicates the number of calls you have, and their status as active or held.
- If a phone line has a call (active or held), the  icon is shown next to the line.
- If a phone line has one or more held calls, the screen shows the  icon.



About Calls

Only one call can be active at a time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

Placing Calls

There are three ways to place calls:

- Pick up the handset.
- With the handset on-hook, press .
- With the headset connected, press  to activate headset mode.

Enter the desired number, and then press the **Send** softkey to dial out.

You can also dial from the Lines view: Press the phone line key, enter the phone number, and press the **Send** softkey.

Answering Calls

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:



Press .

Ending Calls

Using the handset:

- Press the **EndCall** softkey.
- Hang up the handset.

Using the speakerphone:

- Press the **EndCall** softkey.
- Press  if you began the call on speakerphone. Otherwise,  only switches between the speakerphone and the handset.

Using the headset:

Press the **EndCall** softkey.

Holding Calls



To place a call on hold:

Press the **Hold** softkey during a live call.

To resume a call:

If there is only one call on hold, press the **Resume** softkey.

If there is more than one call on hold:

1. Press  or  to select the desired call.
2. Press the **Resume** softkey.

Parking Calls

1. To park a live call, press the **Park** softkey.
2. Listen to the message which identifies the extension the call is parked on.
3. Notify the intended recipient(s).

To pick up the parked call, the recipient dials the extension that the call was parked on.

Transferring Calls

You can transfer a call in the following ways:

Attended Transfer (Warm Transfer)

1. Press the **Trans** softkey to place a call on hold.
2. Enter the number you want to transfer to, then press **OK**.
3. Press the **Trans** softkey after the second party answers.

Blind Transfer

Do one of the following:

1. Press the **Trans** softkey to hold on a call.
2. Enter the number you want to transfer to.
3. Press the **Trans** softkey.

OR

1. Press the **BXfer** softkey during a live call.
2. Enter the extension number that you want to transfer to.
3. Press **OK**.

Semi-Attended Transfer

1. Press the **Trans** softkey during a call.
2. Enter the number you want to transfer to, then press **OK**.
3. Press the **Trans** softkey when you hear the confirming ring.

Transferring Live Calls to Voicemail

1. Press the **xfrVM** softkey during a live call.
2. Dial the extension number, and press **#**.

Forwarding Calls





8x8 recommends using call forwarding in the Virtual Office desktop app instead of phone-based call forwarding. This way, your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone's Internet connection fails.

To enable online call forwarding (Virtual Office):

1. Log in to the Virtual Office desktop app.
2. In the **More** tab, go to **Settings**.
3. Depending on your subscription, go to:
 - **Account Settings > Call forwarding rules.**
 - **Account Settings > Call Forwarding > My Rules.**
4. Click **+ Add new rule** or update your existing call forwarding rules, and save.

You can return to the Virtual Office desktop app at any time to update your call forwarding rules.

To enable call forwarding (phone-based):

1. Press the **Menu** softkey when the phone is idle.
2. Go to **Features > Call Forward**.
3. Select the desired forwarding type:
 - Always Forward:** forwarded unconditionally.
 - Busy Forward:** forwarded when the phone is busy.
 - No Answer Forward:** forwarded if not answered after a period of time.
4. Press  or  to enable or disable call forwarding. For call forwarding on no answer, you can also press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. Enter the number you want to forward to. For example, 555 or voicemail.
6. Press the **Save** softkey to accept the changes.

Placing Intercom Calls

To place an intercom call when the target phone is idle:

1. Press the **Intercom** softkey when the phone is idle.
2. Enter the number you wish to intercom to, and then press **OK**. The called destination plays a tone and automatically answers the call via speakerphone.
3. To end the intercom call, press the **EndCall** softkey.

LCR - Last Call Return



Press the **LCR** softkey when the phone is idle, or after you pick up the handset.


Placing Conference Calls

To set up a local conference:

1. Press the **Conf** softkey during a live call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** softkey.
3. Press the **Conf** softkey again when the second party answers. All parties are now joined in the conference.

During the local conference call, you can do the following:

- Press the **Hold** softkey to place the conference on hold.
- Press the **Split** softkey to split the conference call into two individual calls on hold.
- Press the **Manage** softkey, and then press  or  to select the desired party. Then:
 - Press the **FarMute** softkey to forbid the party from speaking. The muted party can hear everyone, but no one can hear the muted party.
 - Press the **Remove** softkey to remove the party from the conference call.

- Press the **NewCall** softkey to place a new call.
- Press the **Back** softkey to return to the previous screen.
- Press  to mute the conference call.
- Press the **End Call** softkey to drop the conference call.

To set up a conference bridge:

If you are the first person who wishes to create a conference:



1. Press the **Conf** softkey when the phone is idle. You can also pick up the handset first, then select **Conf** to place the call on your handset.
2. Follow the IVR to create a conference. Note down the conference ID for future use.

If you wish to join an existing conference:

1. Press the **Conf** softkey when the phone is idle. You can also pick up the handset first, then select **Conf** to place the call on your handset.
2. Follow the IVR to enter the conference ID. You are now joined in the conference.

Viewing Recent Calls

While viewing recent calls, you can manage caller and callee entries in your call history.

1. Press the **History** softkey when the phone is idle, and press  or  to scroll through the list.
2. Select an entry from the list. You can do the following:
 - Press the **Send** softkey to call the entry.
 - Press the **Delete** softkey to delete the entry from the list.
 - If you press the **Option** softkey, you can:
 - Select **Detail** to view entry details.
 - Select **Add to Contact** to add the entry to the local directory.
 - Select **Add to Blacklist** to add the entry to the blacklist.
 - Select **Delete All** to delete all entries from the list.

Managing the Contact Directory



To access your directory:

1. Press the **Dir** softkey when the phone is idle.
2. Select the desired contact group.
3. Press the **Enter** softkey.



To add a contact:

1. Go to your directory.
2. Press the **Add** softkey to add a contact.
3. Enter the contact's information.
4. Press the **Add** softkey to accept the change.

To edit a contact:

1. Go to your directory.
2. Press  or  to select the desired entry.
3. Press the **Option** softkey.
4. Select **Detail**, and edit the contact information.
5. Press the **Save** softkey to accept the change.


To delete a contact:

1. Go to your directory.
2. Press  or  to select the desired entry.
3. Press the **Option** softkey.
4. Select **Delete**.
5. Press the **OK** softkey at the deletion prompt.



Listening to Voicemail

If you have new voice messages, a notification on the idle screen indicates that one or more voice messages are waiting.


To listen to voice messages:

1. Press  or the **Connect** softkey.
2. Follow the IVR to listen your voice messages.



Muting the Microphone

- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

Using Do Not Disturb (DND)

Press the **DND** softkey when the phone is idle. The  icon on the status bar indicates that DND is enabled.





Adjusting Volume

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle to adjust the ringer volume.

Accessing Call Queues (If Enabled)

1. Press the **CQueue** softkey when the phone is idle.
2. Follow the IVR to log in to or out of the call queue.

Updating Ringtones



1. Press the **Menu** softkey when the phone is idle.
2. Go to **Settings > Basic Settings > Sound > Ring Tones**.
3. Press  or  to select **Common AES** or the desired account, and then press the **Enter** softkey.
4. Press  or  to select the desired ring tone.
5. Press the **Save** softkey to accept the change.

Recording Calls (If Enabled)



1. Press the **Rec** softkey during a call. A message announces that call recording has started.
2. Press the **Rec** softkey again to stop recording. A message announces that call recording has ended.

Speed Dial

To configure speed dial via line key:

1. Long-press the desired line key when the phone is idle.
2. Press  or  to select the desired party.
3. Enter the contact details and Favorite Index.
4. Press the **Add** softkey to save the contact.
5. The contact is now configured for speed dial.

To configure speed dial via contact directory:

1. Press the **Dir** softkey.
2. Press the **Add** softkey to add a contact.
3. Press  or  to select the desired party.
4. Enter the contact details and Favorite Index.
5. Press the **Add** softkey to save the contact.
6. The contact is now configured for speed dial.

Using Barge-Monitor-Whisper (If Enabled)

Monitor

1. Dial ***22** or ***BA** before lifting the handset.
2. Press **Send** or **Call**.
3. At the prompt, enter the extension you want to monitor. You may be prompted for an access code.
4. Enter the access code to begin monitoring.

Important: Dial ***22** before lifting the handset.

Whisper

1. To whisper to the agent that you are already monitoring, dial ***9** or ***W**.
2. To exit the whisper, mute the supervisor's audio, and revert to silent monitor mode, dial ***6** or ***M**.

Barge

1. To barge into and join the call that you are already monitoring, dial ***5** or ***J**.
2. To exit the barge and revert to silent monitor mode, dial ***6** or ***M**.

Barge Direct

To barge directly into a call without monitoring first, dial ***23**, then dial the desired extension number. You are now immediately in a 3-way conference call with the active call.

Item	Description
1 LCD screen	Shows information about calls, messages, softkeys, time, date, and other relevant data: <ul style="list-style-type: none"> • Default account • Call information (caller ID, call duration) • Icons (for example, DND) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
2 Power indicator LED	Indicates call status, message status, and phone system status: <ul style="list-style-type: none"> • Incoming call: rapid flashing • Received voicemail or text message: slow flashing
3 Line keys	Use these keys to activate up to three accounts and assign various features.
4 Softkeys	Label automatically to identify their context-sensitive features.
5	Scroll through the displayed information.
5	Confirms actions and answers incoming calls.
5	Cancels actions and rejects incoming calls.
6 (Mute key)	Toggles the mute feature.
7 (Headset key)	Toggles headset mode.
8 (Message key)	Accesses voicemails.
9 (Redial key)	Redials a previously-dialed number.
10 Speakerphone key	Toggles the hands-free (speakerphone) mode.
11 Volume key	Adjusts the volume of the handset, headset, speaker, or ringer.
12 Keypad	Provides digits, letters, and special characters in context-sensitive applications.
13 Speaker	Provides hands-free (speakerphone) audio output.
14 Hookswitch	<ul style="list-style-type: none"> • When the handset is picked up from the handset cradle, the hookswitch bounces and the phone connects to the line. • When the handset is placed in the handset cradle, the phone disconnects from the line.
15 Reversible tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on adjusting the reversible tab, refer to the Yealink Wall Mount Quick Installation Guide for Yealink IP Phones .

