**8x8 Virtual Office features are accessed from your analog phone using Flash and \* codes.**

- Flash refers to use of a **Flash** button. If you don't have a Flash button on your phone, you can create the same effect by quickly tapping the on-hook sensor on your phone as if you were quickly hanging up and then picking up again.
- The \* refers to use of the \* button on your phone's dial pad.

## PLACING A CALL

**To make extension-to-extension calls**

Pick up the handset and dial the extension number, or press **Speaker** (if your phone has a speakerphone button).

**To make outbound calls**

Pick up the handset and dial the phone number, or press **Speaker** (if your phone has a speakerphone button).

- **Local Call:** (Phone Number)
- **Long Distance:** (Area Code) (Phone Number)
- **International:** 011 (Country Code) (Phone Number)

**To call through Virtual Office Desktop or Virtual Office Online**

1. Log in to your Virtual Office account.
2. Change your **I'm calling from**: status to **Desk Phone**.

3. Click the phone number of a contact, then pick up the call from your desk phone and wait for the call to connect.

## ANSWERING A CALL

**To answer a new call**

Pick up the handset, or press **Speaker** (if your phone has a speakerphone button).

**To answer while on another call (call waiting)**

1. Press **Flash** to retrieve a new incoming call after hearing the call waiting tone. The first call will automatically be placed on hold.
2. To alternate between the two calls, press **Flash**.

## TO END A CALL

Hang up your handset or speakerphone.

## VOICEMAIL

**To listen to voicemail**

1. Dial **555** from your phone (or dial **500** from another phone in your company PBX), or dial your entire phone number from any other phone.
   - From your own phone (after dialing 555), enter your voicemail password and press **#** again.
   - When dialing from another phone, enter your extension number, press **#**, enter your voicemail password, and press **#** again.
2. After connecting, follow the recorded announcements to access your voicemail account.

**To forward voicemail**

1. When listening to a voicemail, press **0** to access voicemail options.
2. Press **2** and enter an extension number to forward the voicemail to another extension.

## CALL TRANSFER

### Cold Transfer (Blind Transfer)

Transfer a call to a second number without speaking to the second party.

**To cold transfer a call to a new number**

1. Press **Flash**. This puts the first caller on hold.
2. Dial the second number.
3. Without talking to the second party, hang up to complete the transfer.

### Warm Transfer

Transfer a call to a second number after first speaking to the second party.

**To warm transfer a call to a new number**

1. Press **Flash**. This puts the first caller on hold.
2. Dial the second number.
3. Talk to the second party.
4. Hang up to complete the transfer.

## CONFERENCE CALL

Conferencing allows you to join two callers into a conference via your phone.

**To add a conference to an existing call**

1. Press **Flash**.

2. Dial the second number.

3. After the second party answers, press **Flash** to join the calls into a 3-way conference.

4. After joining the conference, the user may press **Flash** again to end the second call while continuing to talk on the first call.

**To start a conference without an existing call**

1. Dial the first caller on the line.

2. Follow the steps above.

**To end a conference**

To end a conference, just hang up.

By default, the first call is transferred to the second call, while the local user drops out of the conference when they hang up the conference.

## HOLD

If your phone has a Hold button, use it to put calls on or take off hold.

**If your phone does not have a Hold button**

1. Press **Flash** when on a call.

2. The call will be placed on hold and then you can hang up as soon as you hear the dial tone.

3. To retrieve your held call, pick up the handset or press **Speaker** (if your phone has a speakerphone button).

**Note:** If you have a call on hold and receive a second call, you can alternate between the two calls by pressing **Flash**. However, if you have one call on hold and you make a second outbound call, pressing **Flash** will create a 3-way conference instead.

## CALL WAITING

Call waiting allows you to hear a call waiting tone while on an existing call (if enabled by your PBX administrator).

- To accept the call, press **Flash** (your original call is placed on hold).

- To ignore the call, do nothing. The call will be forwarded to voicemail or your designated "call forward no answer" setting.

After accepting a call waiting call, you can use Flash to alternate between your original call and your new call. The other call will always be placed on hold when talking to the alternate party.

**To disable call waiting**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*57**.

3. You will no longer hear the call waiting tone when there is an incoming call while you are on a call.

4. Your second incoming call will be forwarded to voicemail.

**To re-enable call waiting**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*56**.

3. You will now hear the call waiting tone when there is an incoming call while you are on a call.

## REDIAL

This allows you to redial the last number dialed from your phone (if enabled by your PBX administrator).

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*07**.

## RETURN LAST CALL RECEIVED

This allows you to return the last call received on your phone (if enabled by your PBX administrator).

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*69**.

## MAKE AN ANONYMOUS CALL

This will block your caller ID to the called party and show Anonymous or Restricted (if enabled by your PBX administrator).

1. 1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. 2. Dial **\*67**, followed by the phone number.

## CALL FORWARDING

8x8 recommends that you control your call forwarding settings through Virtual Office Desktop or Virtual Office Online because it is network-based, always active, and can be changed from anywhere you have access to a computer with an Internet connection.

You can also use phone-based call forwarding, which is only active when your phone is powered on and connected, and can be changed from your phone.

**To enable online call forwarding via Virtual Office (preferred method)**

1. Log in to Virtual Office.

2. Go to **Settings** > **Call Forwarding**, and select **My Rules**.

3. Update your call forwarding rules, and click **Save**.

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

## Forward All Calls
### (phone-based forwarding, alternate method)

This function allows you to forward all calls to another number (if enabled by your PBX administrator).

**To select a call forwarding number**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*72**.

3. Dial the number you want to forward all calls to.

4. Wait for the confirming beeps, and then hang up.

**To disable call forwarding to another number**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*73**.

3. Wait for the confirming beeps, and then hang up.

## Forward No Answer
### (phone-based forwarding)

This function allows you to forward calls that you do not answer (if enabled by your PBX administrator).

**To forward calls when a call is not answered in 4 rings**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*62**.

3. Dial the number you want to forward calls to when you do not answer the call in 4 rings.

4. Wait for the confirming beeps, and then hang up.

**To disable call forwarding when a call is not answered in 4 rings**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*63**.

3. Wait for the dial tone, and then hang up.

> **Note:**
>
> - The 8x8 default setting is to forward calls to voicemail when you do not answer in 3 rings. Using this phone-based feature will override that default. Your calls will no longer be forwarded to your voicemail but to another number that you specify if you don't answer in 3 rings.
>
> - If you disable your Forward No Answer feature using **\*93**, your settings will revert to forwarding calls to voicemail when you don't answer in 3 rings, unless you have specified another number using Virtual Office.

# DND (DO NOT DISTURB)

Activating DND prevents incoming calls from ringing your phone.

**Turn on DND:** Dial **\*78** to enable. Wait for the confirming short beeps, and then hang up.

**Turn off DND:** Dial **\*79** to disable. Wait for the confirming long tone, and then hang up.

# RECORD CALL

If you have the Record Call feature enabled, you can record your calls.

**To record a call**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial the extension you wish to call and record.

3. Dial **\*0**. Both sides hear an announcement that the call is being recorded.

4. To stop recording the call, dial **\*0** again. Both sides hear an announcement that the call is no longer being recorded.

# BARGE-MONITOR-WHISPER

If you have subscribed to the Barge, Monitor, and Whisper features, you can monitor an agent's call in real time and assist them with a customer.

**To monitor**

1. Pick up the handset or press Speaker (if your phone has a speakerphone button).

2. Dial **\*22**.

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.

**To whisper after monitoring**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*9**.

3. To exit the whisper, mute the supervisor's audio, and revert to silent monitor mode, dial **\*6**.

**To barge after monitoring**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*5**.

3. To exit the barge and revert to silent monitor mode, dial **\*6**.

**To barge directly without monitoring**

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).

2. Dial **\*23**, then dial the extension you want to barge into. You are now in a three-way conference with an existing call.

Please refer to the Fax User Guide for our Fax Service, and refer to the Overhead Paging User Guide for our Overhead Paging Service.

**8x8** Global Cloud Communications