

8x8 Generic Guide for Desk Phones



Use this quick reference guide to understand the dialpad shortcuts and key phone features supported by 8x8.

Dialpad Shortcuts

When placing calls or while on a call, you can use dialpad key shortcuts (also called star codes), on your desk phone or in Virtual Office, to perform various actions. Some star codes require special permissions for a user to perform that action.

Star Code	Function
*67	Block Caller ID: Dial before calling a number to block your Caller ID from the other party.
*69	Last Call Redial: Dial the last number you called or were called by.
*78	Activate DND: Activate Do Not Disturb to send incoming calls to voicemail.
*79	Deactivate DND: Deactivate Do Not Disturb to receive incoming calls.
*80	Toggle DND: Toggle your Do Not Disturb status.
*88	Flip Call: To switch an active call from one device to another on the same extension, dial from the device you want to use.
*5 (BMW)	Barge: If you are Monitoring a call, Barge in to speak with and be heard by both parties on the call.
*6 (BMW)	Mute: If you have Barged in on a call or are Whispering to an agent, you can Mute yourself.
*9 (BMW)	Whisper: If you are Monitoring an agent, you can Whisper to them without being heard by the party speaking with the agent.
*22 (BMW)	Monitor: Listen in on a live call without interrupting either party.
*23 (BMW)	Barge Direct: Barge in on a call without Monitoring or Whispering first.
*0	Record Call (Applicable when call recording is enabled which may require an elevated license.)
*66	Use with BLF extension to pick up call (*66 plus internal extension)
*64	Intercom (*64 plus internal extension)
*15	Transfer to voicemail (Start new call (hold old call); dial the extension of the voicemail box, and press # to transfer to the extension's voicemail)
*38	Call Park (Hold the call, then dial *38 to park the call on Park extension 461 to 469)
*43 (HotDesk)	Log into a Hot Desk host: *43 + extension number + voicemail password Log out of a Hot Desk host: *43 + extension number + voicemail password Log out of a Hot Desk host remotely: Log into a Virtual Office client. Dial *43.

Transferring Live Calls to Voicemail

On select phone models, a **xfrVM** softkey is presented on the phone when a call is active on that device. Press this softkey, and enter an extension terminated by **#** to transfer a call directly to that extension's voicemail box.

Parking Calls

To park a live call:

1. Select **Park**.
2. Listen to the message that 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.

Forwarding Calls

8x8 recommends using your Virtual Office desktop app instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on the phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding in Virtual Office:

1. Log in to your Virtual Office desktop app.
2. Go to **Settings > Account Settings > Call Forwarding** in the **More ●●● tab**.
3. Update your call forwarding rules, and click **Save**.

Recording Calls

Recording calls is a subscription-based feature that can be managed via your 8x8 Virtual Office desktop app. You can record all calls, or record selective calls by turning call recording on and off using your **CallRecord** softkey. This softkey is only available to you if your subscription allows call recording.

- Press the **Rec** softkey during a call. You will hear an announcement that call recording has started.
- Press the **Rec** softkey key again to stop recording. You will hear an announcement that call recording has ended.

BLF – Busy Line Field (If Enabled)

Available as an optional 8x8 Power Keys add-on function, BLF keys monitor the status of other phones:

- When a phone that a BLF key is monitoring rings, the BLF key flashes.
- When a phone that a BLF key is monitoring is busy, the BLF key lights up.

BLF Pickup: When a phone that a BLF key is monitoring rings, answer (intercept) the call by pressing the BLF key.

BLF Speed Transfer: If you are on a live call, press a BLF key to instantly transfer the call to the phone that the BLF key is monitoring.

BLF Speed Dial: To instantly call a phone that a BLF key is monitoring, press the BLF key.

What is a Hot Desk Host?

8x8 Hot Desk host is a dedicated device that can be logged in to by a guest. As an extension user, use the Hot Desk host to log in to your extension, make and receive calls, and check your messages.

To log in to a Hot Desk host:

1. Dial ***43**.
2. At the prompt, enter your **extension number** such as x1022.
3. Enter your **voicemail password** such as 0505.

The phone reboots and displays the user name and extension number. You can now make and receive calls like when you use your desk phone.

To log out of a Hot Desk host:

1. Dial ***43**.
2. Enter your **extension number** followed by the voicemail password.

The phone reboots and displays the host name and extension number.

To log out of a Hot Desk host remotely:

1. Log in to any virtual office client such as Virtual Office Mobile, Virtual Office Desktop, or Virtual Office Online.
2. Dial ***43**. It logs you out from the Hot Desk host.

Note: If you forget to log out, as soon as another user logs in to the Hot Desk, your extension will be logged out.

Barge-Monitor-Whisper (BMW)

Monitor

1. Dial ***22** or ***BA** before lifting the handset.
2. Press **Dial** or **Call**.
3. At the prompt, enter the extension number 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 in on 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 in on a call without monitoring first, dial ***23**, then dial the extension number. You are now immediately in a three-way conference call with the active call.

For details on Barge-Monitor-Whisper shortcuts, please refer to our [Barge-Monitor-Whisper Quick Reference Guide](#).

For more information, call **1.866.862.2811** or visit **8x8.com**

