QUICK USER GUIDE (2-24 PORTS)

To access 8x8 Virtual Office features from your analog phone, use **Flash**, **Flash** + **digit**, and ★ codes.

- **Flash** refers to the use of a **Flash** button. If you do not 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.

- **Flash** + **digit** refers to the use of a **Flash** button closely followed by the specified digit button.

- 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 via 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** + **2** to retrieve a new incoming call after hearing the call waiting tone. The first call is automatically placed on hold.
2. To alternate between the two calls, press **Flash** + **2**.

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.

- From your own phone (after dialing 555), enter your voicemail password and press **#** again.

- When dialing from another phone within the PBX, 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.

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 is 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** + **2**.

CALL TRANSFER

Blind Transfer

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

To blind transfer a call to a new number:

1. Press ***4**. This puts the first caller on hold.
2. Dial the second number.
3. The call automatically hangs up when the transfer is complete.

Warm Transfer

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

To warm transfer an existing 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. Press **Flash** + **4** 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 call answers, press **Flash** + **3** to join the calls into a 3-way conference.

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 conferenced with the second call, and when the local user drops out of the conference by hanging up, the remaining parties are still connected.

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** + **2** (your original call is placed on hold).
- To ignore the call, do nothing, and the call is forwarded to voicemail or your designated "call forward no answer" setting.

After accepting a waiting call, you can use **Flash** + **2** to alternate between your original call and your new call. The other call is always 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 no longer hear the call waiting tone whenever there is an incoming call while you are on a call.
4. Your second incoming call is 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 now hear the call waiting tone whenever there is an incoming call while you are on a call.

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

1. Pick up the handset or press **Speaker** (if your phone has a speakerphone button).
2. Dial ***67**, followed by the outbound phone number.

CALL FORWARDING

8x8 recommends you control your call forwarding settings through Virtual Office Desktop or Virtual Office Online, because it is network-based, always active, and allows you to change your settings 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 and connected, and can be changed when you are at 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. After the dial tone, dial the number you want to forward all calls to (optionally, press **#** after dialing the desired number).
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 instructions)

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

> **Note:** The 8x8 default setting is to forward calls to voicemail when you do not answer in 30 seconds, therefore forward no answer only works when voicemail is disabled.

To forward calls when a call is not answered after 30 sec:

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

To disable call forwarding when a call is not answered in 30 sec:

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.

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 audio confirmation, 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, dial 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.

INTERCOM CALL

An intercom call goes directly to the called party (if their phone supports intercom calls) and automatically answers after one ring without the called party answering the phone.

To make an intercom call:

Dial *64 + **xxxx** (where **xxxx** is the destination extension number for the intercom call).

> Note: Dial **xxxx** immediately after dialing *64; do not wait for a second dial tone.

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

AudioCodes MP-112

AudioCodes MP-114

AudioCodes MP-118

AudioCodes MP-124

8x8

www.8x8.com