## INSTALL

1. Download 8x8 Work for Mobile on the [iOS App Store](#), the [Google Play Store](#), or the [Amazon Store](#).

2. Follow the instructions to install.

Log in

1. Tap the 8x8 Work for Mobile app icon.

2. From the welcome screen, tap **Login**.

3. From the main login screen, enter your username provided in the 8x8 welcome email, and confirm.

4. In the next screen, enter the password that you set previously using the link in the 8x8 welcome email. The app launches. Welcome to 8x8 Work!
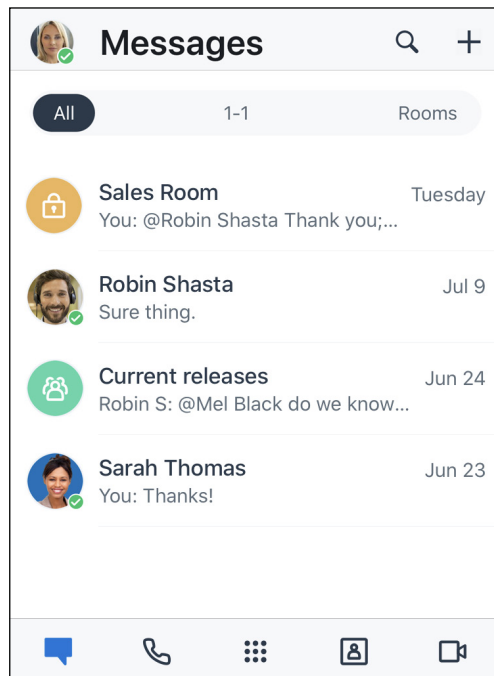
Retrieve username or change password

1. Go to the username or password login screen of the app.

2. Tap **Forgot?** in the appropriate screen, and follow the instructions to retrieve a forgotten username or reset your password.

GET STARTED

Select data network for calls

If you want to control your data usage while on 8x8 Work, you can select the desired data network to make and receive calls with. By default, 8x8 Work allows calls on Wi-Fi.

To configure data usage, go to 👤 > **Settings** > **Data and Network**.

- Choose whether to allow 8x8 Work calls on your cellular data network.

- To improve call quality when your Wi-Fi and cellular data network have issues, you can enable your cellular carrier minutes for calls.

Access device contacts from the app

With 8x8 Work, you have the flexibility to communicate with your device contacts from the convenience of the mobile app. To view and access device contacts via 8x8 Work, enable the relevant app permissions in your device settings:

1. Go to 👤 > **Settings** > **Device Settings**.

2. Enable permissions for 8x8 Work to access your device contacts. You can now access your device contacts from the app under **Contacts** 👤 > **My Contacts**.

Set up call forwarding

You can choose when and where to forward incoming 8x8 Work calls to streamline your calling experience:

1. Go to 👤 > **Settings** > **Account Settings** > **Call Forwarding**.

2. From the options available, choose when you want to forward calls.

3. For each enabled scenario, choose where to forward calls to.

Set presence and add profile picture

Tap your profile icon in the header. You can:

- Select your presence status to inform other users if you are available for communication. Block incoming calls by selecting **Do not disturb**. All other statuses allow you to receive calls and chats regardless of status if you are logged in.

- Put a face to your name in the contact directory; just tap your profile icon to upload or take a picture.
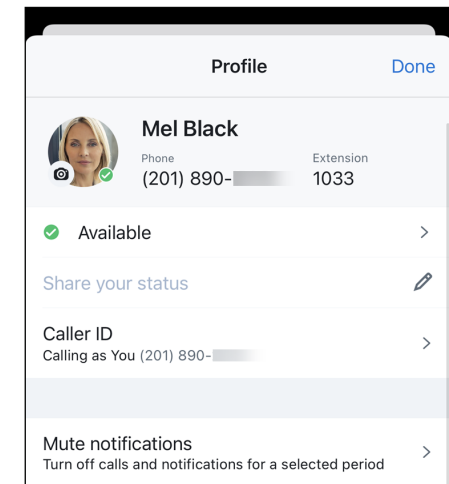
MANAGE CONTACTS

Your contacts are organized under:

- **Company**: Connect with coworkers on your company's phone system.

- **My Contacts**: Access contacts that are on your device and communicate with them from the app, and create personal contacts to use in 8x8 Work. Your device and personal contacts are visible only to you. To access your device contacts from 8x8 Work, you may need to allow app permissions.

- **Favorites**: If you have contacts you frequently communicate with, mark them for quick access, and view them in your list of favorite contacts.
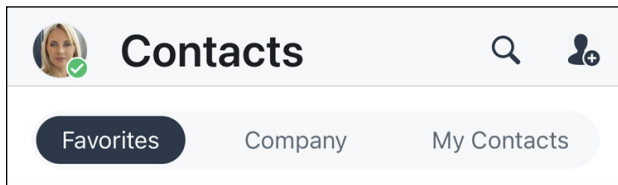
To mark favorite contacts:

1. In the contact details of a company or personal contact, tap the **Mark Favorite Contact** ⭐ option to add the contact to your list of favorites.

2. To remove a contact from favorites, tap the **Favorite Contact** ⭐ option in the contact details.

Create personal contacts

If you frequently communicate with contacts outside of your company, you can bring in contacts from your device, or create personal contacts from scratch.

To access device contacts:

1. Go to 👤 > **Settings** > **Device Settings**.

2. Enable app permissions to access your device contacts.

To create personal contacts:

1. Under **Contacts** 👤 > **My Contacts**, tap the **New Contact** 👤 option.

2. Add the desired contact details.

3. When you are finished, tap the **Save** ✓ option to add the contact to your personal contacts.

MAKE AND RECEIVE CALLS

Place calls

1. Go to **Contacts** 👤.

2. To place a call:

   - **On Android**, tap the **Call** 📞 option next to the desired contact.

   - **On iOS**, tap the desired contact to open their contact details, and tap the **Call** 📞 option in the details screen.

   When the other party answers, the call connects.

Transfer calls

1. While on a call, notify the other party that you are about to transfer them to a colleague.

2. Tap **Transfer**, and select:

   - **Warm transfer** to notify your colleague before you transfer the call to them.

     1. The other party is placed on hold, and a list of contacts opens.

     2. Select or search for the contact to transfer to, and confirm.

     3. When the contact picks up, notify them of the incoming transfer.

     4. Tap **Handover** to initiate the transfer.

   - **Direct transfer** to transfer without notifying your colleague of the call.

     1. Without placing the other party on hold, a list of contacts opens.

     2. Select or search for the contact to transfer to, and confirm to initiate the transfer.

The call is transferred to the contact you selected, and you are disconnected from the call.

View call history

Check your call history by viewing your recent calls and missed calls under your **Calls** 📞 list. Tap for call details such as the day, time, duration, and direction of the call, and the external number or name of the contact on the call.

- If the call was with a personal or device contact, you can view their name and contact details.

- If the call was with a company contact, you can also view their presence status, 8x8 Work extension, and company details.

Access voicemails

1. Go to **Calls** 📞 > **Voicemails** to access your recent voicemails.

2. Tap a voicemail to review it. You can tap the **Play** ▶ or **Pause** ❚❚ options to play and pause the voicemail, **Call** 📞 to call back the contact or number that left the voicemail, **Speaker** 🔊 to listen to the voicemail via loudspeaker, **Delete** 🗑 to delete the voicemail, or **More** ••• to access the following options:

   • **Mark** the voicemail as read or unread.

   • **Create new contact** from the sender's phone number, if the number is not associated with one.

   • **Add to existing:** Add the number to an existing contact, if the number is not associated with one.

   • **Forward** the voicemail to a contact in 8x8 Work.

   • **Share** the voicemail with a contact in another app on your device.

   • (Android only) **Copy** the sender's phone number.

   • (Android only) **Message** the sender via chat.

ACCESS FAX

You can easily view and manage faxes received in 8x8 Work.

To access your faxes, go to **Calls** 📞 > **Faxes**. You can:

   • View incoming and outgoing fax history with other users and external numbers.

   • View how many pages were sent.

   • Know at a glance if a fax was canceled or failed to reach the recipient.

SEND AND RECEIVE MESSAGES

Using 8x8 Work for Mobile, you can send IM messages to contacts and chat rooms in your company phone system, and SMS messages to your personal and device contacts.

   • If you are messaging a contact or chat room in your company phone system, the IM messages (in blue) allow all parties to see when the message is successfully sent, received, and read.
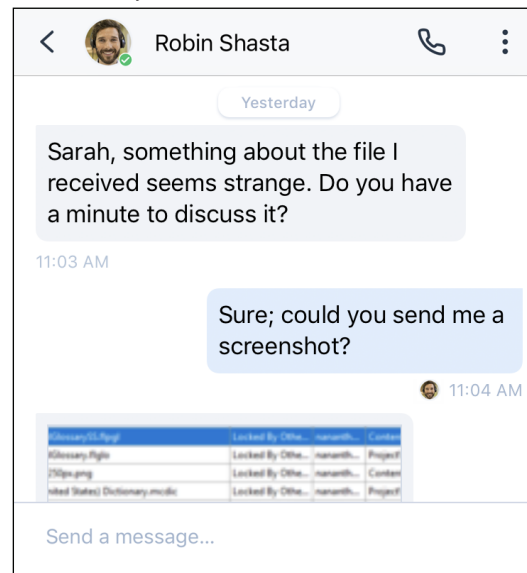
   • If you are messaging a personal or device contact, the SMS messages (in green) allow both parties to see when their messages are successfully sent.

Read and reply to messages

1. Open your **Messages** 💬 list.

Note: Unread messages are marked with a bold contact or chat room name, and display the number of unread messages.

2. Tap the conversation with the desired contact or chat room to view your message history.

3. To reply, tap the text entry box, enter your message, and send.

Write new messages

1. Open your **Messages** 💬 list.

2. To open a menu for creating a new message:

   • **On Android**, tap **New Message** 📝 .

   • **On iOS**, tap **New** ➕ .

3. From the menu, select whether to create a one-on-one chat or a chat room.

4. To set up the chat:

   • For a one-on-one chat, enter the name or number of a contact, or an external number to chat with.

   • For a chat room, enter the name of the room, and select whether the room will be visible to anyone in your organization or only to invited contacts. If you chose to create a private room, invite contacts to the room to give them access.

5. Enter your first message in the chat, and send.

COLLABORATE VIA MEETINGS

With 8x8 Meet, host or participate in productive business meetings from the comfort of your mobile device.

For details, see our quick user guide on 8x8 Meet!

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www.8x8.com