



Quick User Guide for 8x8 Virtual Office

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

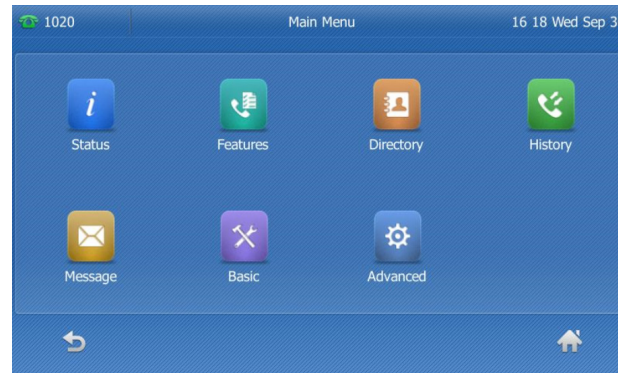
Phone Views

There are three main views available:

- **Menu View:** For the Menu view, tap **Menu**.
- **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.

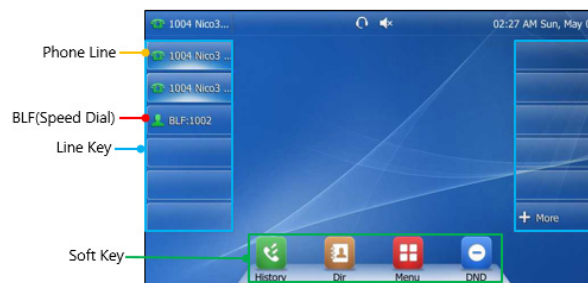
Menu View

The Menu view lets you access the **Status**, **Features**, **Message**, **History**, and **Directory** screens, and the phone's **Basic** and **Advanced** settings. You can tap the desired menus 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, tap a 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 the headset mode.

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

You can also dial from the Lines view: Tap the line key, enter the phone number, and tap **Send**.

Answering Calls

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:



Press .

Ending Calls

Using the handset:

- Tap **End Call**.
- Hang up the handset.

Using the speakerphone:

- Tap **End Call**.
- Press  if you began the call on speakerphone. Otherwise,  only switches between the speakerphone and the handset.

Using the headset:

Tap **End Call**.

Holding Calls


To place a call on hold:

- Press .
- Tap **Hold** during a live call.

To resume a call:

If there is only one call on hold, press  or tap **Resume**.

If there is more than one call on hold, you can:

- Tap the desired call, and then press  or tap **Resume**.
- Tap the desired call, and then tap the corresponding line key to retrieve it.

Parking Calls



1. To park a live call, tap **Park**.
2. Listen to the message which identifies the extension that 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  or tap **Transfer** to place a call on hold.
2. Enter the number you want to transfer to, then press **OK**.
3. Press  or tap **Transfer** after the second party answers.

Blind Transfer



Do one of the following:

1. Press  or tap **Transfer** to hold on a call.
2. Enter the number you want to transfer to.
3. Press  or tap **Transfer**.

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  or tap **Transfer** during a call.
2. Enter the number you want to transfer to, then press **OK**.
3. Press  or tap **Transfer** when you hear the confirming ring.

Transferring Live Calls to Voicemail

1. Tap **xfrVM** 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. Tap **Menu** 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. Tap the **On** or **Off** radio box to enable or disable call forwarding.

For call forwarding on no answer, you can also tap the desired ring time to wait before forwarding from the **After Ring Time** pull-down list.

5. Enter the number you want to forward to. For example, 555 or voicemail.
6. Tap **Save** to accept the change.

Placing Intercom Calls

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

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

LCR - Last Call Return




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

Placing Conference Calls

To set up a local conference:

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

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

- Tap **Hold** to place the conference on hold.
- Tap **Split** to split the conference call into two individual calls on hold.
- Tap  to remove the desired party.
- Tap  to mute the phone (handset, headset and hands-free) microphone, so that the other party cannot hear you. This does not affect other party's conversation.
- Press  to mute the conference call.
- Tap **End Call** to drop the conference call.

To set up a conference bridge:

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



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

Viewing Recent Calls

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

1. Tap **History** when the phone is idle, and press  or  to switch pages.
2. Tap the desired entry to call out from the list.

If you tap , you can do the following:

- Tap **Send** to call the entry.
- Tap **Add** to add the entry to the local directory.
- Tap **Edit** to edit the entry number in the dialpad.
- Tap **Blacklist** to add the entry to the blacklist.
- Tap **Delete** to delete the entry from the list.

Managing the Contact Directory


To access your directory:

1. Tap **Dir** when the phone is idle.
2. Select the desired contact group.
3. Tap **OK**.


To add a contact:

1. Go to your directory.
2. Tap **Add** to add a contact.
3. Enter the contact's information, and tap **Save** to accept the change.

To edit a contact:

1. Go to your directory.
2. Tap  next to the desired contact.
3. Edit the contact information.
4. Tap **Save** to accept the change.


To delete a contact:

1. Go to your directory.
2. Tap  next to the desired contact.
3. Tap **Delete**.
4. Tap **OK** 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)

Tap **DND** 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.

Call Queues (If Enabled)

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

Updating Ringtones



1. Tap **Menu** when the phone is idle.
2. Go to **Basic > Sound > Ring Tones**.
3. Tap **Common** or the desired account.
4. Tap the desired ring tone.
5. Tap **Save** to accept the change.

Recording Calls (If Enabled)



- Tap **Rec** during a call. A message announces that call recording has started.
- Tap **Rec** 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 **Save** 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 **Save** softkey to save the contact.

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. Tap **Dial** 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 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 	
2 Touchscreen	Tap to select and highlight screen items on the touch-sensitive 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, ) Missed call text or second incoming caller information Prompt text (for example, "Saving config file!") Time and date 	
3 Headset key	Toggles and indicates headset mode.	
4 Mute key	Toggles and indicates the mute feature.	
5 Hold key	Places a call on hold or resumes a held call.	
6 Transfer key	Transfers a call to another party.	
7 Speakerphone key	Toggles and indicates the hands-free (speakerphone) mode. The LED on the key turns green when speakerphone mode is activated.	
8 Message key	Accesses voicemails.	
9 Redial key	Redials a previously-dialed number.	
10		<ul style="list-style-type: none"> Position the cursor within text you are updating. Enable or disable fields.
		<ul style="list-style-type: none"> Turn pages or scroll through values for a field. Scroll through items. Access the History and Directory screens, respectively.
		Confirms actions and answers incoming calls.
		Cancels actions and rejects incoming calls.
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 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 .	
15 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. 	

