



Quick User Guide for 8x8 Virtual Office

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

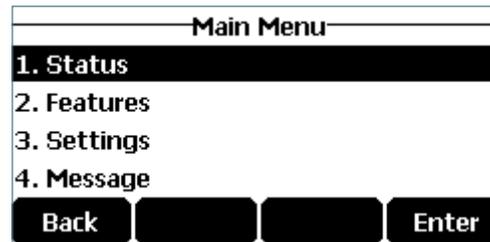
Phone Views

There are three main views available:

- **Menu View:** For the Menu view, press the **Menu** softkey.
- **Calls View:** The Idle view displays the current account, the time and date, and four softkeys.
- **Idle View:** The Calls view shows on the screen when your phone has a call.

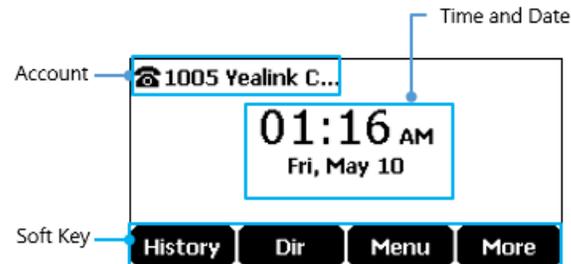
Menu View

The Menu view lets you access **Status, Features, Settings, Message, History, and Directory** screens. You can use the right, left, up, and down arrow keys to highlight the menus. Then, press the **Enter** softkey to access phone functions.



Idle View

The Idle view displays the current account, the time and date, and softkeys in the softkey area.



Calls View

- If your phone has calls, the screen indicates the number of calls you have, and their status as active or held.
- If the phone line has a call (active or held), the screen shows the icon.
- If the phone has one or more held calls, the screen shows the icon.

About Calls

The CP920 IP conference phone can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any given time. The phone supports up to five parties (including yourself) in a local conference call.

Placing Calls

There are two ways to place calls:

1. Press to hear a dial tone.
2. Enter the desired number using the keypad.
3. Press , , , or the **Send** softkey.

OR

1. Enter the desired number using the keypad.
2. Press , , , or the **Send** softkey.

Answering Calls

To answer a call:

Do one of the following:

- Press .
- Press the **Answer** softkey.
- Press .

To answer when in another call:

1. Press the **Answer** softkey.
The incoming call is answered, and the original call is placed on hold.
2. Press to access the new call.
3. Press , , or the **Answer** softkey.

The incoming call is answered, and the original call is placed on hold.

Ending Calls

To end a call:

Do one of the following:

- Press the **End Call** softkey.
- Press .

Holding Calls

To place a call on hold:

Press the **Hold** softkey during a live call.

To resume a call:

If there is only one call on hold, press the **Resume** softkey.

If there is more than one call on hold:

1. Press  or  to select the desired call.
2. Press the **Resume** softkey.

Parking Calls

1. To park a live call, press the **Park** softkey.
2. Listen to the message which 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.

Transferring Calls

You can transfer a call in the following ways:

Attended Transfer (Warm Transfer)

1. Press the **Transfer** softkey to place a call on hold.
2. Enter the number you want to transfer to, then press , , or  to dial out.
3. Press the **Transfer** softkey after second party answers.

Blind Transfer

Do one of the following:

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

OR

1. Press the **BXfer** softkey during a live call.
2. Enter the extension number that you want to transfer to.
3. Press the **OK** softkey.

Semi-Attended Transfer

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

Transferring Live Calls to Voicemail

1. Press the **xfrVM** softkey 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. Press the **Menu** softkey 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. Press  or  to enable or disable call forwarding. For call forwarding on no answer, you can also press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. Enter the number you want to forward to. For example, 555 or voicemail.
6. Press the **Save** softkey to accept the changes.

Placing Intercom Calls

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

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

LCR - Last Call Return

Press the **LCR** softkey when the phone is idle.

Placing Conference Calls

To set up a local conference:

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

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

- Press the **Hold** softkey to place the conference on hold.
- Press the **Split** softkey to split the conference call into two individual calls on hold.
- Press the **Manage** softkey, and then press  or  to select the desired party. Then:
 - Press the **Far Mute** softkey to prevent the party from speaking. The muted party can hear everyone, but no one can hear the muted party.

- Press the **Remove** softkey to remove the party from the conference call.
- Press the **New Call** softkey to place a new call.
- Press the **Back** softkey to return to the previous screen.
- Press  to mute the conference call.
- Press the **End Call** softkey to drop the conference call.

To set up or use a conference bridge:

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

1. Press the **Conf** softkey when the phone is idle. You can also press  first, then select **Conf** to place the call.
2. Follow the IVR to create a conference. Note down the conference ID for future use.

If you wish to join an ongoing conference:

1. Press the **Conf** softkey when the phone is idle. You can also press  first, then select **Conf** to place the call.
2. Follow the IVR to enter the conference ID. You are now joined in the conference.

Viewing Recent Calls

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

1. Press the **History** softkey when the phone is idle. Press  or  to scroll through the list.
2. Select an entry from the list. you can do the following:
 - Press the **Send** softkey to call the entry.
 - Press the **Delete** softkey to delete the entry from the list.
 - If you press the **Option** softkey, you can:
 - Select **Detail** to view entry details.
 - Select **Move to Contact** to add the entry to the local directory.
 - Select **Move to Blacklist** to add the entry to the blacklist.
 - Select **Delete All** to delete all entries from the list.

Managing the Contact Directory

To access your directory:

1. Press the **Dir** softkey when the phone is idle.
2. Select the desired contact group.
3. Press the **Enter** softkey.

To add a contact:

1. Go to your directory.
2. Press the **Add** softkey to add a contact.
3. Enter the contact's information, and press the **Add** softkey to accept the change.

To edit a contact:

1. Go to your directory.
2. Press  or  to select the desired entry.
3. Press the **Option** softkey.
4. Select **Detail**, and edit the contact information.
5. Press the **Save** softkey to accept the change.

To delete a contact:

1. Go to your directory.
2. Press  or  to select the desired entry.
3. Press the **Option** softkey.
4. Select **Delete**.
5. Press the **OK** softkey 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 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)

Press the **DND** softkey when the phone is idle. The  icon on the status bar indicates that DND is enabled.

Adjusting Volume

- Press  or  during a call to adjust the speaker volume.
- Press  or  when the phone is idle to adjust the ringer volume.

Accessing Call Queues (If Enabled)

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

Ring Tones

1. Press the **Menu** softkey when the phone is idle.
2. Go to **Settings > Basic Settings > Sound > Ring Tones > Common**.
3. Press  or  to select the desired ring tone.
4. Press the **Save** softkey to accept the change.

Recording Calls (If Enabled)

1. Press the **Rec** softkey during a call. A message announces that call recording has started.
2. Press the **Rec** softkey again to stop recording. A message announces that call recording has ended.

Using Barge-Monitor-Whisper (If Enabled)

Monitor

1. Dial ***22** or ***BA**.
2. Press **Send** 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.

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, press ***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 extension number. You are now immediately in a 3-way conference call with the active call.

| Item | Description |
|------|---|
| 1 | Three internal microphones Provides 10-foot (4-meter) and 360-degree coverage to transmit sound to other phones. |
| 2 | Mute key <ul style="list-style-type: none"> • Toggles the mute feature. • Indicates phone and call status. |
| 3 | Speaker Provides hands-free (speakerphone) audio output. |
| 4 | LCD screen Shows information about calls, messages, softkeys, time, date, and other relevant data: <ul style="list-style-type: none"> • Call information (caller ID, call duration) • Icons (for example, DND) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date |
| 5 | Softkeys Label automatically to identify their context-sensitive features. |
| 6 | On-hook key Ends a call or returns to the idle screen. |
| 7 | Touch keypad Provides digits, letters, and special characters in context-sensitive applications. |
| 8 | Volume key (+) Increases the volume of the speaker, ringer, or media. |
| 9 | Volume key (-) Reduces the volume of the speaker, ringer, or media. |
| 10 | Off-hook key Enters the dialing screen, places a call, or answers a call. |
| 11 | Bluetooth key Enters the Bluetooth settings screen. |
| 12 | OK Confirms actions or answers incoming calls. |
| 13 |  <ul style="list-style-type: none"> • Scrolls through displayed information upwards. • Views call history list when the phone is idle. |
| 14 |  <ul style="list-style-type: none"> • Scrolls through the displayed information downwards. • Views the directory list when the phone is idle. |
| 15 | Security slot Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after being locked. |
| 16 | USB port <ul style="list-style-type: none"> • Allows you to connect a USB flash drive (optional) to your phone so you can record calls and conferences, and play back recorded files. • Allows you to connect expansion PSTN boxes (optional) to experience calls in PSTN. Up to two cascaded expansion PSTN boxes can be connected, so you can experience the local five-way conference conveniently in excellent speech quality with PSTN. |

