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.
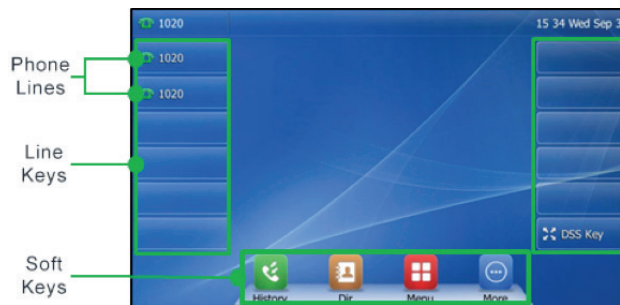
Menu View

The Menu view lets you access the **Status**, **Features**, **Settings**, **Message**, **History**, and **Directory** screens. You can tap the desired menus to access phone functions.
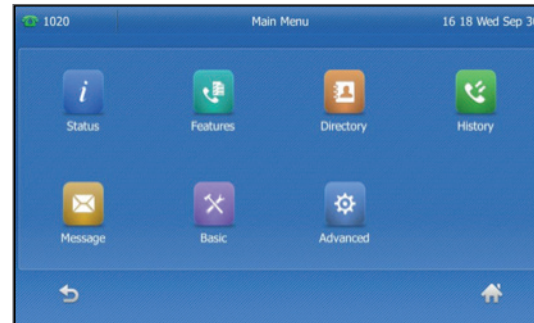
Lines View

The Lines view displays your phone line(s), the time and date, and softkeys in the Softkey area.

If your phone is idle, you can tap the line key to access the dialer.

Calls View

- If your phone has calls, the upper-right corner of the screen indicates the number of calls you have, and if they're active or held.
- If the phone line has a call (active or held), the 📞 icon is shown next to the line.
- If the 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 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 **EndCall**.
- Hang up the handset.

Using the speakerphone:

- Tap **EndCall**.
- Press [🔊], if you began the call on speakerphone. Otherwise, [🔊] only switches between the speakerphone and the handset.

Using the headset:

Tap **EndCall**.

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 [ↄↄ] or tap **Transfer** to place a call on hold.
2. Enter the number you want to transfer to, then tap Send or press **OK**.
3. Press [ↄↄ] or tap **Transfer** after the second party answers.

Blind Transfer

1. Press [ↄↄ] or tap **Transfer** to hold on a call.
2. Enter the number you want to transfer to, then press [ↄↄ] or tap **Transfer**.

Semi-Attended Transfer

1. Press [ↄↄ] or tap **Transfer** during a call.
2. Enter the number you want to transfer to, then press **OK** or tap **Send**.
3. Press [ↄↄ] 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. Select **Settings** > **Call Forwarding**.
3. Select the **My Rules** tab.
4. Click **+ Add New Rule**, or update your existing call forwarding rules.
5. Click **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 should automatically answer the call in the speakerphone.

3. To end the intercom call, tap **EndCall**.

LCR - Last Call Return

Tap **LCR** when the phone is idle. You can pick up the handset first, then select **LCR** to place the call on your 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 an unused line key to place a new call.

- 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 **EndCall** 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. 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 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 ⓘ by 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 ⓘ by 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** to stop recording. A message announces that call recording has ended.

Using Barge-Monitor-Whisper (If Enabled)

Monitor

1. Dial ***22** or ***BA** before lifting the handset.
2. Tap **Send** or press **OK**.
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 supervisors audio and revert to silent monitor mode, dial ***6** or ***M**.
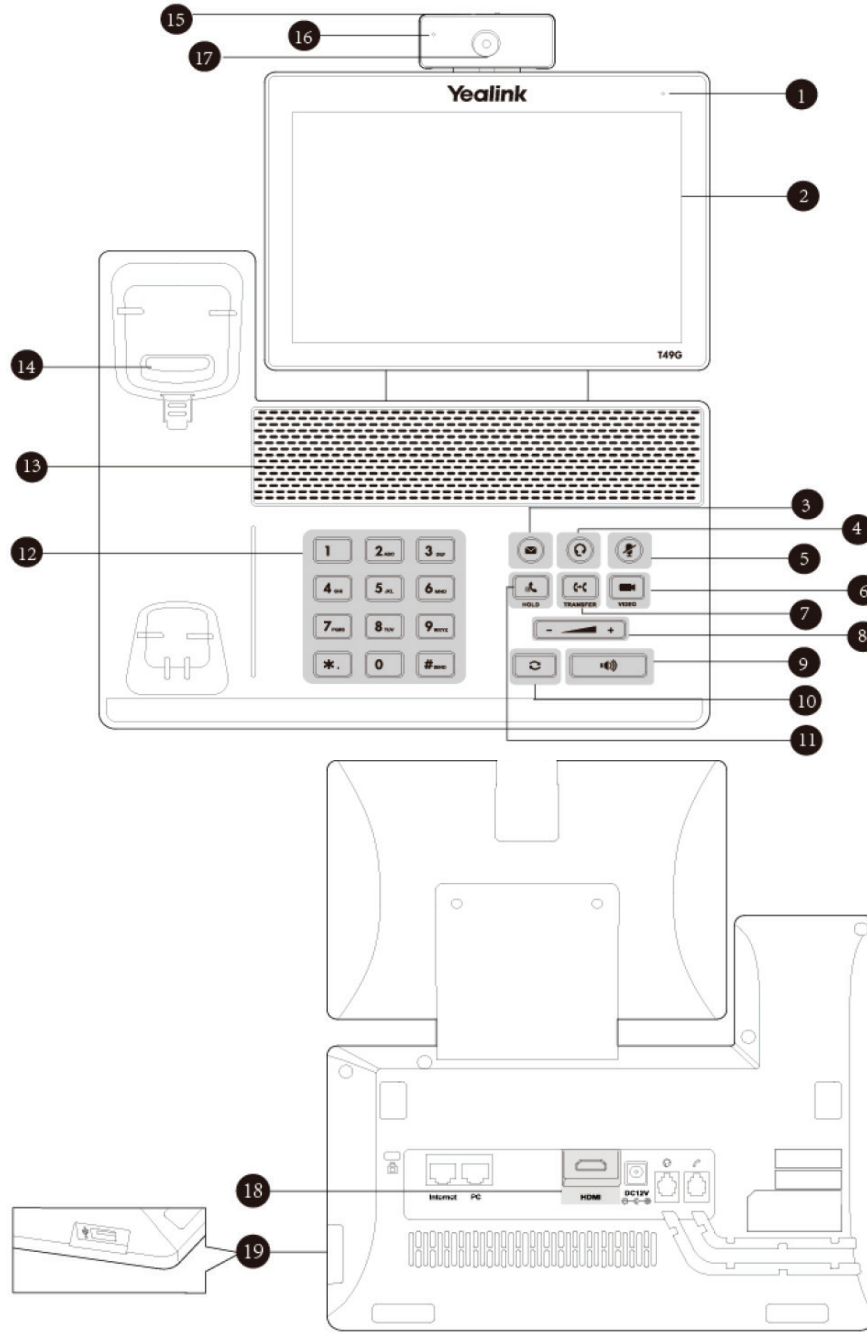
Barge

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 extension number. You are now immediately in a 3-way conference call with the active call.
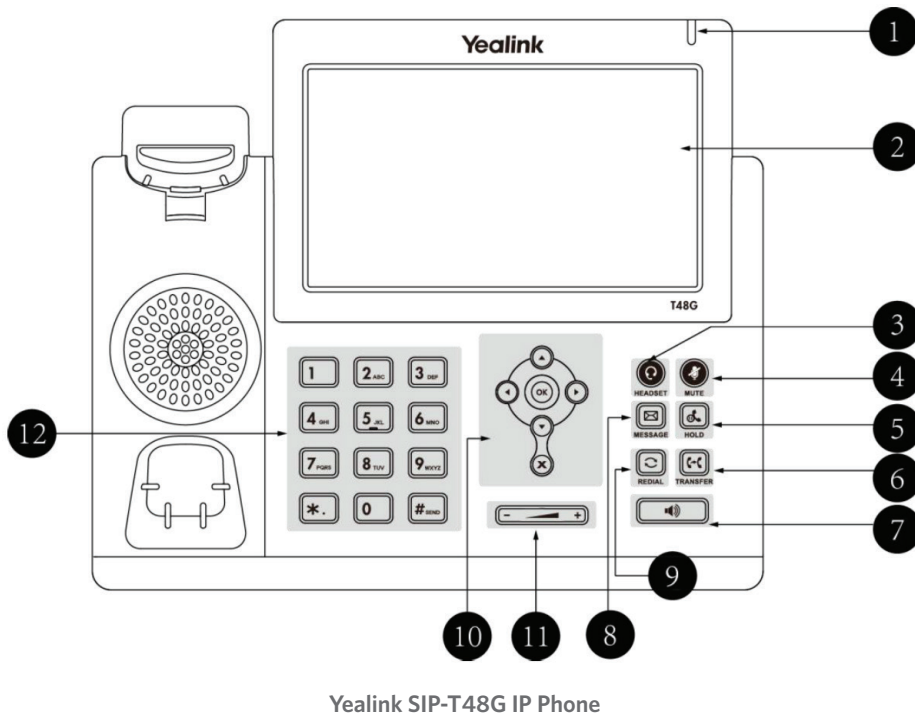
Yealink SIP-T49G IP Phone

Yealink SIP-T49G Description

Item		Description
①	Power Indicator LED	Indicates phone power and some feature statuses. • Receives an incoming call—Fast flashing • Receives a voice mail or text message—Slow flashing
②	Touch Screen	The screen is touch-sensitive. Tap to select and highlight screen items. Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, ⛔) • Missed call list or second incoming caller information • Prompt text (for example, "Save succeeded!") • Time and date
③	MESSAGE Key	• Indicates and accesses voice mails. The key LED illuminates solid green when one or more voice mails are waiting at the message center. • Captures screenshots during a video call.
④	HEADSET Key	Allows you to place and receive calls through an optionally connected headset. The key LED illuminates solid green when headset mode is activated.
⑤	MUTE Key	Mutes audio transmission locally during calls and conferences. The key LED illuminates solid red when the call is muted.
⑥	VIDEO Key	• Allows you to preview near-site video when the phone is idle. • Controls the transmission of video images during calls and conferences.
⑦	TRANSFER Key	Transfers a call to another party.
⑧	Volume Key	Adjusts the volume of the handset, headset, speakerphone or ringer.
⑨	Speakerphone Key	Toggles the hands-free speakerphone mode. The key LED illuminates solid green when the speakerphone mode is activated.
⑩	REDIAL Key	Redials a previously dialed number.
⑪	HOLD Key	Places a call on hold or resumes a held call.
⑫	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑬	Speaker	Provides hands-free (speakerphone) audio output.
⑭	Hookswitch	• Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line. • Laying the handset down on the handset cradle, the phone disconnects from the line.
⑮	Shutter Switch	Covers and uncovers the camera.
⑯	Camera Indicator LED	Indicates camera and some feature statuses. • Receives a video call—Flashing green • Receives an audio-only call—Solid green
⑰	Camera Lens	Provides near-site video. The better distance between camera and images you want to capture should be in the range of 0.35 meters (1 foot) to 2 meters (6 feet).
⑱	HDMI port	Allows you to connect an external monitor (optional) to your phone and the video image captured from camera (both near site and far site) will also be shown on the external monitor during a video call.
⑲	USB2.0 port	Allows you to connect a USB flash drive (optional) to your phone so you can display pictures on your phone, capture screenshot, and record and play back calls.

Yealink SIP-T48G Description

	Item	Description
①	Power Indicator LED	Indicates phone power and some feature statuses.
②	Touch Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, ⊖) • Missed call text or second incoming caller information • Prompt text (for example, "Saving file...") • Time and date
③	HEADSET Key	Toggles and indicates the headset mode.
④	MUTE Key	Toggles and indicates 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 the hands-free speakerphone mode.
⑧	MESSAGE Key	Accesses voice messages.
⑨	REDIAL Key	Redials a previously dialed number.
⑩	◀ ▶	Position the cursor. Enable or disable fields.
	▲ ▼	Turn pages or scroll through values for a field. Scroll through items.
	OK	Confirms actions or answers incoming calls.
	✕	Cancels actions or rejects incoming calls.
⑪	Volume Key	Adjusts the volume of the handset, headset, speaker and ringer.
⑫	Keypad	Provides the digits, letters and special characters in context-sensitive applications.

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