

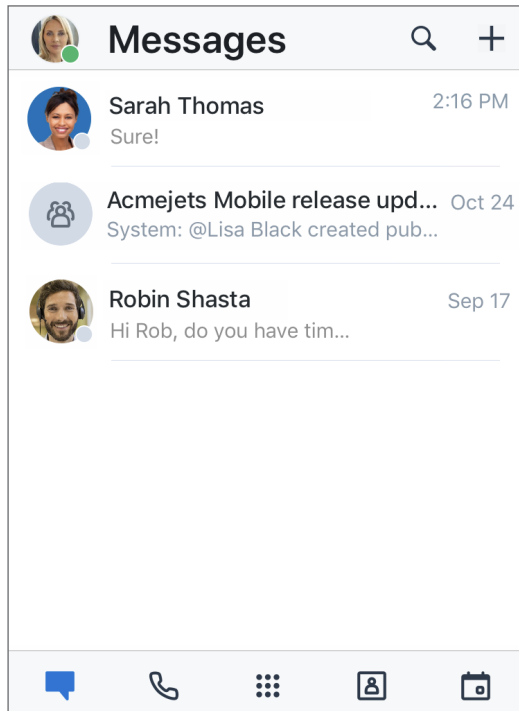


INSTALL

1. Download the Virtual Office mobile app on the [iOS App Store](#) or the [Google Play Store](#).
2. Follow the instructions to install.

Log In

1. Tap the Virtual Office 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.
4. Enter the password that you set previously using the link in the 8x8 welcome email.
The app launches. Welcome to Virtual Office!




Retrieve Username or Change Password

1. Go to the login screen of the app.
2. Tap **Forgot Password?**, 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 Virtual Office, you can select the desired data network to make and receive calls with. By default, Virtual Office allows calls on Wi-Fi.

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

- Choose whether to allow Virtual Office 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 voice network for calls (**Cellular Minutes** on iOS, or **Cellular Assist** on Android).


Access Device Contacts from the App

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

1. Go to  > **Settings > Device Settings**.
2. Enable permissions for Virtual Office to access your device contacts. You can now access your device contacts from the app under  > **My Contacts**.

Set Up Call Forwarding

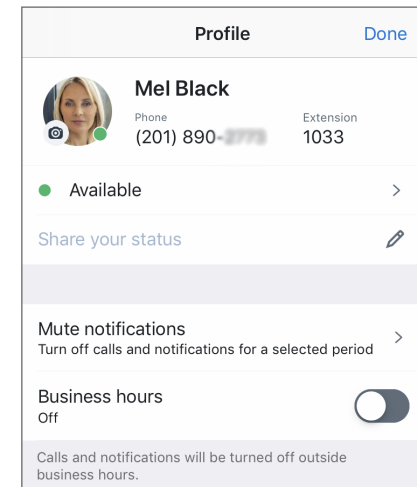
You can choose when and where to forward incoming Virtual Office calls to streamline your calling experience:

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:

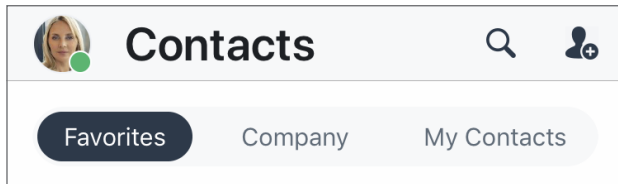
- Select your presence status to inform other users if you are available for communication. Block incoming calls by selecting **Do not disturb**. All other statuses allow you to receive calls and chats regardless of status if you are logged in.
- Put a face to your name in the contact directory; just 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 Virtual Office. Your device and personal contacts are visible only to you. To access your device contacts from Virtual Office, 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**  icon to add the contact to your list of favorites.
2. To remove a contact from favorites, tap the **Favorite Contact**  icon 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  > **My Contacts**, tap the **New Contact**  icon.
2. Add the desired contact details.
3. When you are finished, tap the **check mark**  icon 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**  icon next to the desired contact.
 - **On iOS**,
 - For favorite contacts, tap the desired contact.
 - For company or device contacts, tap the desired contact to open their contact details, and tap the **Call**  icon in the header of the details screen.


When the other party answers, the call connects.

Transfer Calls

1. While on a call, tap **Transfer**.
2. Select the number to forward to. You can:
 - Select a contact from your contact lists.
 - Search for a contact or number.
 - Dial a number.

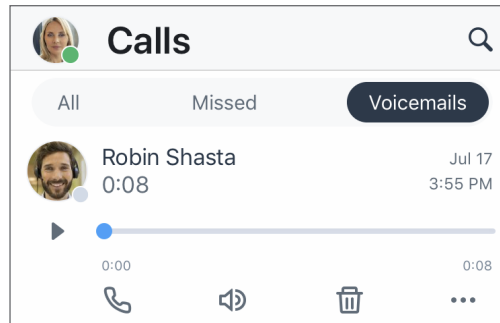
The call is transferred to the selected party, and you are disconnected from the call.

View Call History

Check your call history by viewing your recent calls and missed calls under the **Calls**  tab. 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, Virtual Office extension, and company details.

Access Voicemails



1. Go to **Voicemails** to access your recent voicemails.
2. Tap a voicemail to review it. You can tap the **Play** or **Pause** icons to play and pause the voicemail, the **Call** icon to call back the contact or number that left the voicemail, the **Speaker** icon to listen to the voicemail via loudspeaker, the **Delete** icon to delete the voicemail, or the **More** icon to access the following options:
 - Mark the voicemail as read or unread.
 - Create a new contact from the sender's phone number, if the number is not associated with one.
 - Add the sender's phone number to an existing contact, if the number is not associated with one.
 - (Android only) Copy the sender's phone number.
 - (Android only) Send a message to the sender.
 - (iOS only) Share the voicemail as an audio file:
 1. Tap **Share** to view a menu with applications on your device that you can use to send the audio file.
 2. Select the desired application (such as a chat or email app) to open it with the audio file attached.
 3. Enter the desired recipient, write a message to accompany the voicemail, and send.

ACCESS FAX

You can easily view and manage faxes received in Virtual Office.

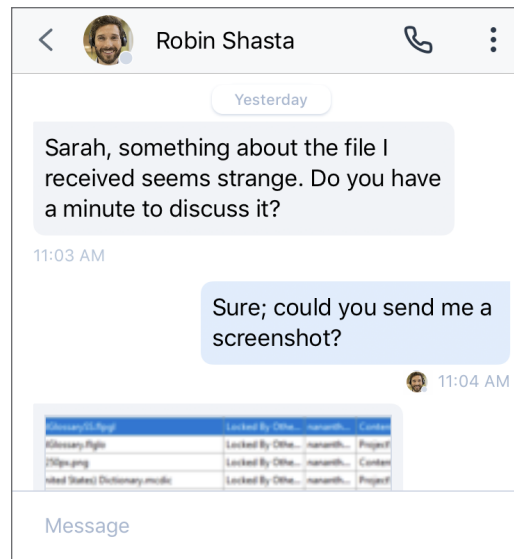
To access your fax history, go to > **Faxes**. You can:

- 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 the Virtual Office mobile app, 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. Tap the **Messages** tab to view all recent chats.

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. Tap the **Messages** tab to view all recent chats.
2. To open a menu for creating a new message:
 - **On Android**, tap the **New Message** icon.
 - **On iOS**, tap the **Plus** icon.
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 Virtual Office Meetings, host or participate in productive business meetings from the comfort of your mobile device.

Note: 8x8 offers different in-meeting experiences based on your organization's setup. For details, see our content on meetings on [iOS](#) or [Android](#).

Host a Meeting

1. Tap the **Meetings**  tab. Then:
 - On Android, tap **Host meeting**.
 - On iOS, tap **Create meeting**.
2. Enter the meeting name, and tap **Create meeting**.
3. Continue to schedule your meeting.


To schedule on Android:

1. Review the Virtual Office meeting details. You can also tap **Advanced Settings** in the meeting details to customize the meeting experience, and tap the **check mark**  icon to confirm.
2. Tap **Schedule in calendar** to view meeting settings in your default device calendar app.
3. In the calendar event, invite participants via email, configure calendar event settings, and confirm to schedule your meeting.

To schedule on iOS:






1. Review the meeting settings in your calendar app:
 - If you synced Virtual Office with Google Calendar under ***** > Settings > Calendar accounts**, your meeting settings automatically open in your Google Calendar app.
 - If you have not synced your calendar, tap **Schedule in calendar** to view meeting settings in your default device calendar app.
2. In the calendar event, invite participants via email, configure calendar event settings, and confirm to

schedule your meeting and return to Virtual Office.

3. Review the Virtual Office meeting details. You can also tap **Advanced Settings** in the meeting details to customize the meeting experience, and tap the **check mark**  icon to confirm. Your meeting is now fully configured.

Join a Meeting

To join as a Virtual Office user, join via:

- An email invitation sent from a scheduled meeting.
- A chat invitation in the **Messages**  tab sent from within an active meeting.
- Entering a Meeting ID:
 - On Android, in  > **Join meeting**.
 - On iOS, in  > **Join with ID**.
- The list of meetings you host, if you are joining a meeting you created:
 - On Android, in  > **My meetings**.
 - On iOS, in  > **Create meeting**.









To join as an external guest:

1. Open your email invitation from the meeting host.
2. Tap the meeting link in the invitation to open a mobile browser page.
3. In the browser page, tap the phone number to dial in to the meeting, and confirm to dial. Your Meeting ID is automatically dialed along with the dial-in number.
4. When prompted, state your name, and tap the **#** key. Use your usual call controls to change audio input and output.

Note: As a dial-in participant, you have access to meeting audio, but no access to meeting video and shared on-screen content.

PARTICIPATE IN MEETINGS

In a Virtual Office meeting, you can:

-  View, invite, and chat with participants.
-  Chat with all participants in the meeting.
-  Select your desired audio channel for the meeting, and switch between viewing the home screen, shared video, and shared screen content.
-  As a meeting host, record meeting audio and shared content for future reference.
-  Join a video session by enabling your device camera.
-  Mute or unmute yourself.
-  Select the speaker for audio output.
-  Exit the meeting.

