



INSTALL

Download and install the [Virtual Office desktop app](#).

Log In

Open the application, and log in using the credentials given in your welcome email. If your company uses Single Sign-On (SSO), log in using your standard company credentials.

PLACE YOUR FIRST CALL

1. In the navigation bar, click the **Search** tab.
2. Type in any phone number or contact name.
 - Try your mobile number!
3. In the search results, hover over the desired number or contact, and click the **Call** icon that appears to place a call.

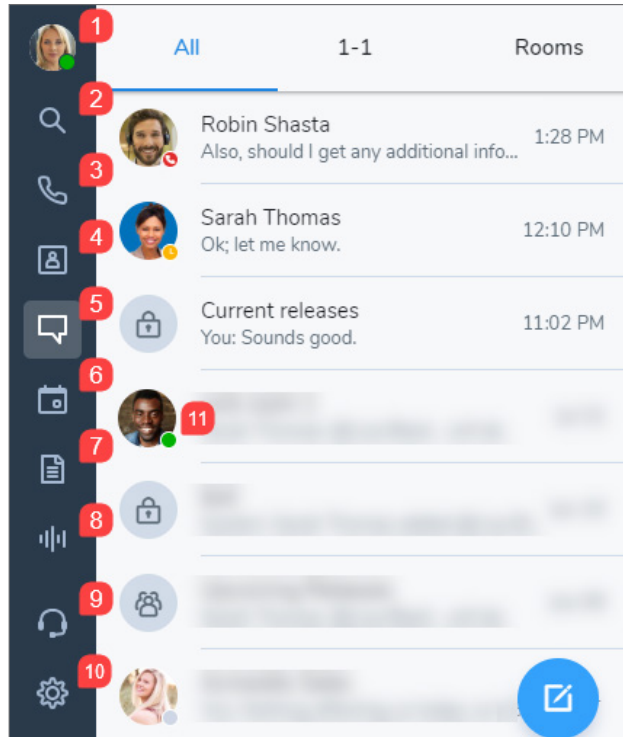
You can also search for contacts in your call history, or dial a number using the dialpad in the **Calls** tab.

Check Call History

Under the **Calls** tab, you can view details on call history and voicemails.

Call logs indicate whether a call was missed , incoming , or outgoing . Select a call log to view call details, duration, and direction.

NAVIGATION



- 1 **Change your presence status** and view your user details.
- 2 **Search:** Look up contacts by name, number, and more.
- 3 **Calls:** View call logs and voicemail, and place calls.
- 4 **Contacts:** Access your contact directory.
- 5 **Messages:** Send and receive messages from your contacts.

- 6 **Meetings:** Host, join, and manage meetings.
- 7 **Fax:** Send, receive, and manage your faxes.
- 8 **Recordings:** Review and manage your call recordings.
- 9 **Call Using:** Manage calls using your desk phone or application.
- 10 **Settings:** Configure the features of the application.
- 11 View whether a contact is available for communication.

View Presence Status

In the contact directory, you can view whether a contact is available for communication:

- **Available:** Available for calls and chats
- **Do not disturb:** Busy, and forwards incoming calls to voicemail
- **Busy:** Busy, but available for calls and chats
- **On a call** (status set automatically): Busy on a call or in a Virtual Office meeting
- **Away:** Away from their desk or inactive for some time
- **Invisible:** Appears as offline

Call Using Desk Phone or App

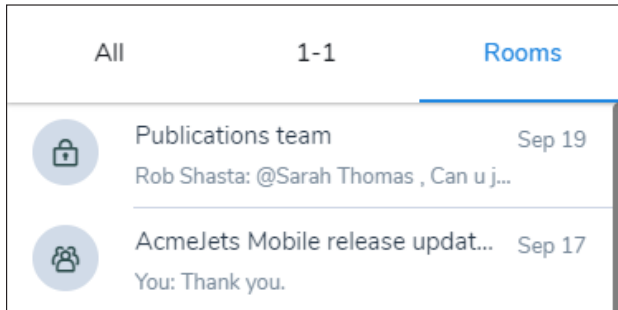
If you are a user with a desk phone assigned to your extension, you can route calls through the app or through your desk phone. In the header, click the **Call using** icon to select whether you want to:


- Place and receive calls using your Virtual Office desktop app.
- Place and receive calls using your desk phone while taking advantage of advanced call controls in the app.

USE IM AND SMS

With Team Messaging on the Virtual Office desktop and mobile apps, collaborate with your colleagues via chat more effectively than ever before!

Communicate with company and external contacts, or with groups of colleagues in chat rooms for enhanced collaboration.




From the **Messages**  tab, create chat rooms on demand, stay up to date on your team's discussions, bring multiple teams together to collaborate, and more! In the desktop app, you can also view your list of chat rooms independently of your one-on-one chats.

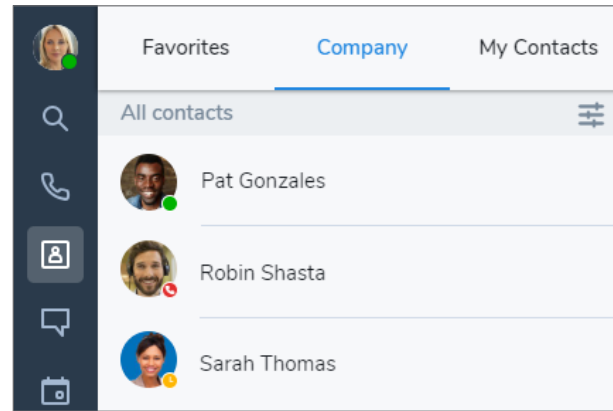
For details on team messaging, [click here](#).

ACCESS CONTACTS

2


Virtual Office—Desktop App

From the **Contacts**  tab, access company and personal contacts for communication, and mark contacts as favorites for quick access.



Your contacts are organized under:



- **Company:** Connect with coworkers on your company's phone system. You can also sort company contacts by department or location.
- **My Contacts:** If you communicate often with contacts outside your company, you can create personal contacts visible only to you.
- **Favorites:** Mark frequently-used contacts for quick access.


Under the **Company** sub-tab, click the **Sort**  icon to quickly find contacts by department or location, or to view all company contacts in alphabetical order.

Create Personal Contacts


To easily organize and access phone numbers outside of your company directory, you can create personal contacts that are visible only to you.

To create personal contacts:

1. Go to  > **My Contacts**.
2. Click the **New Contact**  icon, and click **Add new contact** to start creating a new contact.
3. Enter the contact details, and save. The personal contact is listed under  > **My Contacts**.

 You can also create a personal contact from an external number in a call log or voicemail.

ACCESS FAX

Open the **Fax**  tab to view and send faxes. You can view who sent the fax, how many pages were sent, and if there was an error while sending a fax.

COLLABORATE VIA MEETINGS


Note: 8x8 offers different in-meeting experiences based on your organization's setup. For details, [click here](#).
The following content refers to the updated in-meeting experience in version 5.9 of the Virtual Office desktop app.


With Virtual Office Meetings, host or participate in productive business meetings using the desktop app. You can also record meeting audio and shared content.

Google Calendar users can install a plug-in, or sync their calendar with the Virtual Office desktop app for a more seamless experience.


Microsoft Office 365 users can install a plug-in to create Virtual Office meetings from within Office 365.


Sync with Google Calendar


Under **My Meetings** in the **Meetings**  tab, choose whether to sync with Google Calendar by logging in to Google, or view only meetings that you host.

You can manage your calendar sync status by opening your **Settings**  and going to **Calendar for meetings**.

Host Your First Meeting


1. Go to **Host Meeting** in the **Meetings**  tab, and enter the name of the new meeting.
2. Click **Create Meeting** or **Schedule in calendar** to begin customizing a meeting.

If you did not sync your calendar, open and copy the meeting details in  > **My Meetings**. Paste the details into a new event in the desired calendar, and schedule.

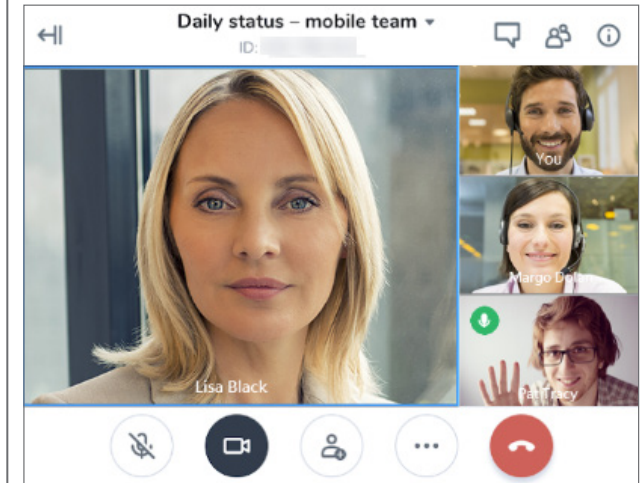
If you synced Google Calendar, upon creating a new meeting, Google Calendar opens via browser for scheduling. All upcoming meetings appear under  > **My Meetings**.

External guests can join meetings via their email invitation, or online at <https://meetings.8x8.com>.

Create Meetings Instantly

Under **Host Meeting** in the **Meetings**  tab, name your meeting, and click **Meet Now**. In the meeting that launches, join meeting audio and invite participants.





MEETING CONTROLS



Upon joining the meeting, join audio to hear and be heard by other participants.

From the meeting header, you can access meeting chat, the participant list, and meeting details.

From the controls at the bottom of your meeting screen, you can:

-  Mute or unmute your microphone.
-  Turn on or turn off your camera for meeting video.
-  Invite participants.
-  Share on-screen content, record the meeting, and access more audio options.

Note: Chat, call recording, HD video, fax, and the ability to schedule meetings are available to you based on your permissions.