



8x8 Virtual Office Online User Guide

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Introduction

8x8 Virtual Office Online with Softphone is a web-based solution that allows you to manage your Virtual Office phone service; utilize the 8x8 Unified Communication features such as chat, presence management and social networking integration; and use the Softphone, all from the convenience of your computer.

The 8x8 Virtual Office Softphone takes your communications to the next level by leveraging the Internet and usability of your computer. As a feature-rich web-based communication device, Virtual Office Softphone allows you and your employees to access your Virtual Office voice services from any computer with Internet access

System Requirements

Supported Operating Systems

- Windows® XP, Vista and Windows 7
- Mac OS 10.6 (Snow Leopard®) or newer – (Java 6 - included)

Supported Browsers

- 32bit Internet Explorer® 7.0 or newer, Google Chrome 5.0 or newer, Firefox® 2.0 or newer, Safari™ 3.0 or newer
- Requirements: Flash 10+ and Java 6 Update 14+ (Java needed for hosting only)

Required ports

Firewall ports to be open:

- 80 TCP (http)
- 443 TCP (rtmp or https) (depending on server connected to)
- 54545 TCP (Host content sharing and remote desktop)
- 8443 for HTTPS (Exchange/GMail) proxy.

VoIP

- Requirements: headset with microphone

Operating System Requirements

Windows 7:

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

Windows XP

- Pentium 4 1.3 GHz / AMD Athlon XP 1500+ or newer
- 512 MB of system memory

Windows Vista:

- Pentium 4 1.3 GHz / AMD Athlon XP 1500+ or newer
- 1 GB of system memory

Mac:

- Mac OS® X 10.6 (Snow Leopard®) or newer
- 64bit Java6
- Powercomputer G4/G5 or Intel processor, 512 MB of RAM or better recommended

Bandwidth Availability

- Recommended: cable modem, DSL or better
- Recommend minimum: 1.5 Mbps down / 384 kbps up

Note: Performance varies widely depending on the content shared, content-sharing window size, and processing speed / memory of the computer hosting the content sharing.

Contacts Synchronization Requirements

Outlook:

- Microsoft Exchange Server 2007 or higher
- Outlook Anywhere enabled
- Your Outlook email address and password

Google/Twitter/Facebook:

- Your username and password

What's New

Virtual Office Online release 2.9 offers significant enhancements to the previous version. The following topics summarize the enhancements and new features:

- **User Profile Pictures:** You can now upload or use a webcam to capture a profile picture.
- **Phone Pop Out and Design Changes:** You can pop the soft phone out of the main window to a stand alone resizable phone panel. You can pop it back into the main window anytime.
The soft phone also features cooler and friendlier design elements such as the CALL/ANSWER buttons in green and DECLINE/DISCONNECT buttons in red. The start video, Hold, Record Call, Transfer, Merge buttons are shown only during a live call.
- **Audio Testing Service:** You can now hear your audio sound quality while on a call, or a meeting or a webinar. Audio testing allows you to record your voice using your standard microphone and play back to test the audio quality. You can then adjust the settings on your microphone or computer if required.
- **Expandable Panels:** You can enlarge the main Virtual Office Online panels (**Home, Fax, Settings, Meetings, My Inbox, Contact details**) to take up the full space available in the pane. Clicking the green single box  in the upper right corner (on Windows) and upper left (Mac) of the selected panel will enlarge it. Clicking the double box  in the expanded panel will shrink it back to normal size.
- **Automatic Status Change:** By default, your status now automatically changes to Busy when in a meeting. Users can configure or disable this automatic status change.

Getting Started

You must have a qualifying 8x8 Virtual Office or Virtual Office Pro extension to use Virtual Office Online with Virtual Office Softphone.

Configure Extension and User Profile First

Configuration includes, at minimum, assigning a user name, password and an e911 address for the given extension. Please contact your phone system administrator if your extension requires configuration or to request a username and password.

If you are the phone system administrator, you can refer to the [Virtual Office Setup Guide](http://sims.8x8.com/GetDocument.aspx?docid=710468) <http://sims.8x8.com/GetDocument.aspx?docid=710468> for instructions on setting up your Virtual Office extension and user profiles.

Login Access

To access your Virtual Office Softphone, you will need to log in to Virtual Office Online.

1. Open up a browser,
2. Navigate to <http://virtualoffice.8x8.com> and
3. Log in with your username and password.

Note: Qualifying Extensions are Unlimited Extension, Metered Extension or Global Extension.

Virtual Office Online with Softphone

Virtual Office Online with Softphone provides you with these standard features:

- Secure login
- Presence management
- Chat (video chat between extensions, chat history and management)
- Social Networking Integration (Facebook[®] and Twitter[®])
- Inbox (access to voicemail, call and meeting recordings, call/chat/social networking logs)
- Extension profile configuration
- Contact configuration
- Chat configuration
- Service configuration such as caller ID, voicemail, Internet fax*, call recording*, Virtual Meeting*, Virtual Office Mobile*
- Call forwarding configuration

Access to your Virtual Office Softphone Features

- Make calls from your computer
- Receive calls from your computer
- Incoming call handling (Do Not Disturb, Advanced call forwarding)
- Active call handling (touch tone dialing; blind, warm, voicemail and between-device transfers; call hold/resume)
- Multi-line call handling (3-way calling, call waiting, call swap)
- Voicemail (online access to voicemail)
- Caller and calling line information (caller ID, callers log)
- Volume control for Virtual Office Softphone ringer
- Click to communicate with your Virtual Office Online contacts

*Virtual Office Pro users only

Virtual Office Online Features

In addition to providing a secure login to the Virtual Office Softphone, Virtual Office Online also offers key unified communication features such as presence management, video chat between your employees, integration with social networking tools like Facebook and Twitter as well as access to your Virtual Office and Virtual Office Pro services.

Login

Virtual Office Online ensures that only individuals with an account login and password can access their Virtual Office services.

To login to Virtual Office Online and Virtual Office Softphone, go to <http://virtualoffice.8x8.com>.

1. In the **Sign In box**, enter your 8x8 login and password.

Note: If you don't know your login and password, you can retrieve it using the **Forgot Password** link. You will need your registered email address to retrieve and reset your login.

2. Enter your password and click the **Login** button.
3. When prompted, click **Allow** to enable Adobe Flash Player (a required element for this application.)

The Virtual Office Online dashboard will appear, with your name, number and extension displayed in the top right corner of the screen.

Note: Virtual Office Online uses AES-256 with RSA-1024 encryption technology.

Obtaining Your Username and Password

Your options to get your username and password are:

1. Ask your phone system administrator for your 8x8 username and password.
2. Check your Virtual Office related email for any extension updates. Sample subject line: *Extension 101 has been changed*. The email contains your 8x8 username and password.
3. Use your Virtual Office extension phone number (555) 555-5555 along with your 8x8 password to log into Virtual Office Online.

Note: If your phone system administrator has provided you with an 8x8 username and password, you can retrieve both by using the **Forgot Password** feature.

Presence Management

Virtual Office Online lets you easily see the availability status of other Virtual Office users on your phone system and likewise allows your colleagues to see your status.

Availability Status – Types

There are two types of status in Virtual Office Online:

Automated Status: Virtual Office Online automatically determines the availability status of each user by detecting whether they are online/offline or on/off the phone or attending a virtual meeting.



Note:

1. Even if your colleagues are only using their 8x8 desk phone, you can still see if they are on the phone via the status.
2. Your Facebook, Google Talk and Twitter contacts will not be able to see these statuses if you choose to publish your status to these social networking accounts. They will only be able to view your customized status.

Customizable Status: Users can also manually set their own availability status whenever needed. See [Customize Your Availability Status](#) for more information.



Note: You can choose to publish your Virtual Office Online status to Google Talk, your Facebook wall or your Twitter account with the social networking integration tool.

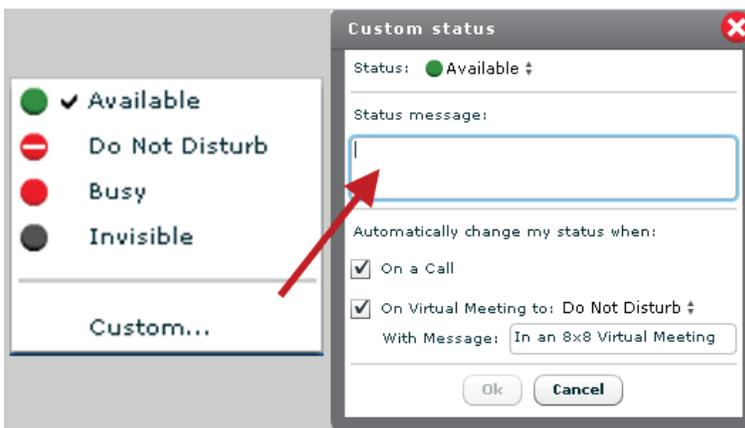
Status Icons

Availability Status	Meaning	Notes
Available 	User is logged into Virtual Office Online and not currently on the phone. Contact is online and available to chat.	
On Call 	Contact is currently on the phone. Automatically displays when enabled. Just using your 8x8 desk phone allows colleagues to see your On Call status.	To turn off automatic display: Use the arrows next to My Status to select Custom . Uncheck the Automatically Change My On Call Status box.
Logged off 	Contact is not logged onto Virtual Office Online or is invisible.	
Busy 	Contact self-sets this status but anyone can still communicate with them.	
Do Not Disturb 	Contact is logged in but not available to chat or call. Contact is free to initiate outbound chats, however, incoming calls will go directly to your voicemail when you select this status.	If you send a chat message when a colleague has Do Not Disturb on, you will get an alert stating that the person has set their status to Do Not Disturb. You can still send a chat message by selecting Submit .
Invisible 	Prevents other Virtual Office Online users from seeing your presence information when you are logged in.	Setting your status to Invisible does not impact your ability to initiate outbound communications.
Custom	Allows contact to manually set their status and include a customized message.	Use the arrows next to My Status to select Custom . The customized status will be displayed on your social network accounts if you choose the option in your social network settings.

Customize Your Availability Status

To set your availability status manually:

1. Use the arrows next to **My Status** at the top of the screen to view availability status types
2. Select **Available**, **Busy**, **Do Not Disturb**, **Invisible** or **Custom**
3. If you select **Custom**, you can also include a personal message with your status availability, e.g., “working hard” or “need some help.”
4. If you want the system to automatically indicate when you are **On Call** then revert back to **Available** when you are off the call, check the **Automatically Change My On Call Status** box under Custom.

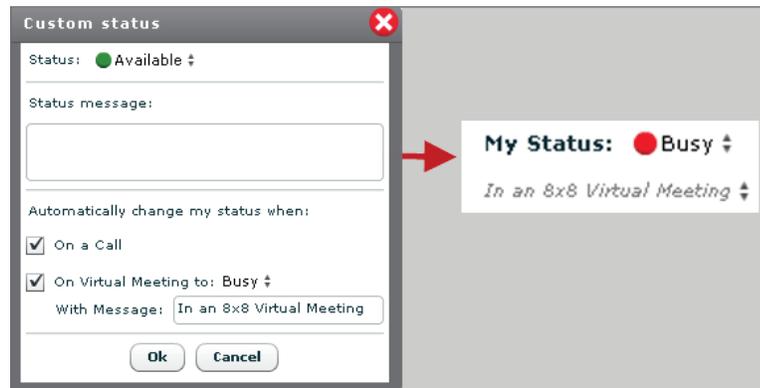


Note: Your custom availability status will be displayed on your social networking account(s) if you choose the option.

Automatic Status Change

While participating in a Virtual Meeting, your status changes automatically to *Busy In an 8x8 Virtual Meeting* When you leave the meeting your status reverts back to Available.

Note: Applicable to Virtual Office Pro users only.

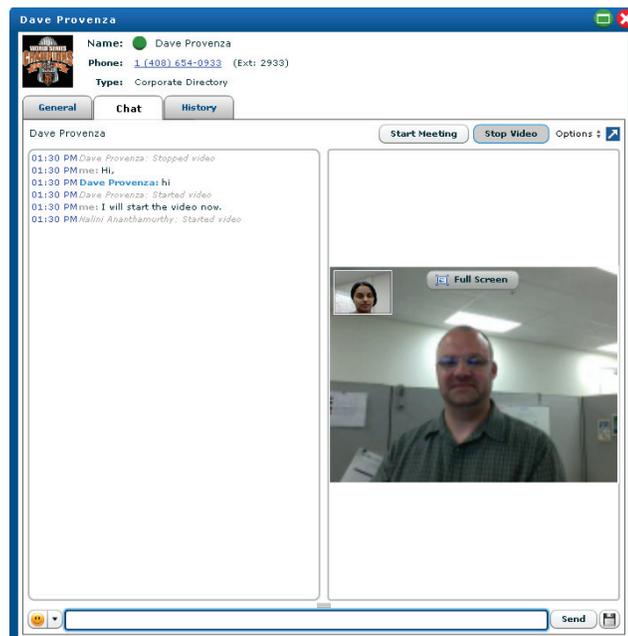


To turn off the automatic setting:

1. Use the arrows next to **My Status** to select **Custom**.
2. Uncheck the **Automatically Change my status when On Virtual Meeting** to Busy Status box.

Chat

8x8 Virtual Office Online provides easy chat access to your contacts whether they are your colleagues on the same phone system, your Google App/Gmail contacts or your Facebook contacts. Your chat history can also be reviewed easily and archived indefinitely.

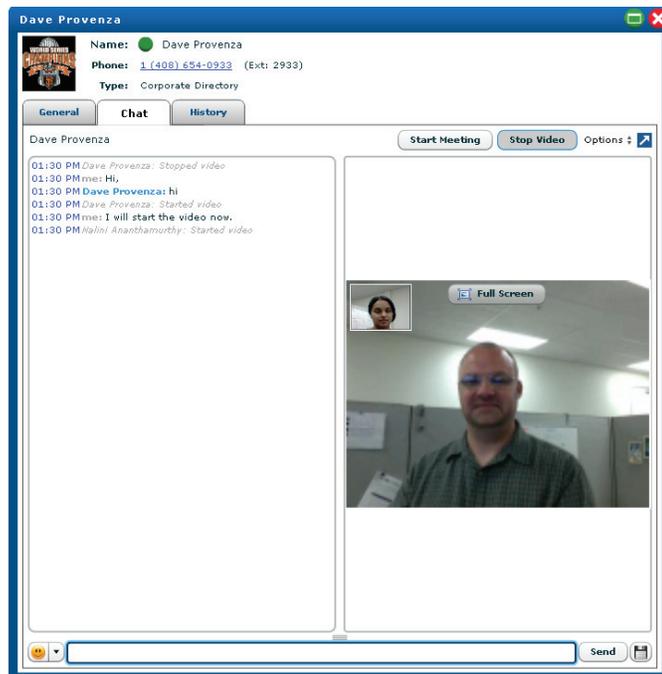


Using Chat

To:	Follow These Steps:	Notes:
Read an unread chat message	<ol style="list-style-type: none"> 1. Login to 8x8 Virtual Office Online. 2. In the Home panel, see whether you have any unread chat messages. 3. Click on the messages to view them. 	You can leave chat messages for Virtual Office Online users who are currently not logged in. Users can also leave you chat messages when you are not logged in.
Chat	<ol style="list-style-type: none"> 1. Click on Recent Contacts, My Contacts, Corporate Directory or My Social Contacts. 2. Use the search box or scroll until you locate the person with whom you want to chat. 3. Click Chat next to the person's name or navigate to the Chat tab. 4. Type your message in the entry box at the bottom of the panel that appears. 5. Click Send. 	You can chat with your contacts who are currently logged onto Virtual Office Online, Facebook and/or Google Talk.
Video Chat	<ol style="list-style-type: none"> 1. Click on Recent Contacts, My Contacts or Corporate Directory. 2. Use the search box or scroll until you locate the person with whom you want to chat. 3. Click Chat next to the person's name or navigate to the Chat tab. 4. Click Start Video. 	<p>Works with other Virtual Office Online users on the same phone system who are also logged in at the same time.</p> <p>At initial video chat, allow the system to use the proper plug-in and select the video camera you wish to use.</p> <p>Video chat does not include audio.</p>
Show / Delete chat history	<ol style="list-style-type: none"> 1. Click on the arrows next to Options in the message panel. 2. Select Show History or Delete History. 	<p>Only chat initiated through Virtual Office Online will be stored.</p> <p>Only the text content of a video chat is stored. Video sessions are not recorded.</p>

To:	Follow These Steps:	Notes:
Review / Delete past chats	<ol style="list-style-type: none"> 1. Click on My Inbox at the top left side of the window. 2. Click on Chats. 3. Click Open, next to the chat you want to review; or 4. Click the Delete link on the top right corner of the chat you want to delete. 	You can also open and delete past chats by clicking on a contact name and then selecting the History tab.
Archive chat messages	<ol style="list-style-type: none"> 1. Click on Settings at the top left side of the screen. 2. Click on the My Services tab. 3. Under Chat Settings> History, use the arrows to select: <ul style="list-style-type: none"> • No history • 1 week • 1 month • 3 months • Forever 4. Click Save. 	Default setting is Forever unless changed.
Enable / Disable sound notification	<ol style="list-style-type: none"> 1. Click on Settings at the top left side of the screen. 2. Click on the My Services tab. 3. Under Chat Settings> Notifications: <ul style="list-style-type: none"> • Check the box to enable sound notification when chat messages are received; or • Uncheck the box to disable sound notification. 4. Check the box to bring the chat window to front on an incoming chat. 5. Click Save. 	Default setting is to enable sound notification.

To:	Follow These Steps:	Notes:
Control chat window appearance	<ol style="list-style-type: none"> 1. Click on Settings at the top left side of the screen. 2. Click on the My Services tab. 3. Under Chat Settings: <ul style="list-style-type: none"> • Check the box Bring to front on incoming chat to instantly bring a chat window to front on receiving an incoming chat message eliminating the need to click the Message Notification Icon to open a chat window. • Uncheck the box to trigger a chat window by clicking the Message Notification Icon.  4. Click Save. 	This option is enabled by default.



> **Tip**

Logging into your Google Gmail/GTalk account or Facebook account to activate your Virtual Office Online contacts, brings those contacts into your 8x8 Online account. When you chat from your 8x8 Online account, your name from your Google or Facebook account will be presented to your Google and Facebook contacts.

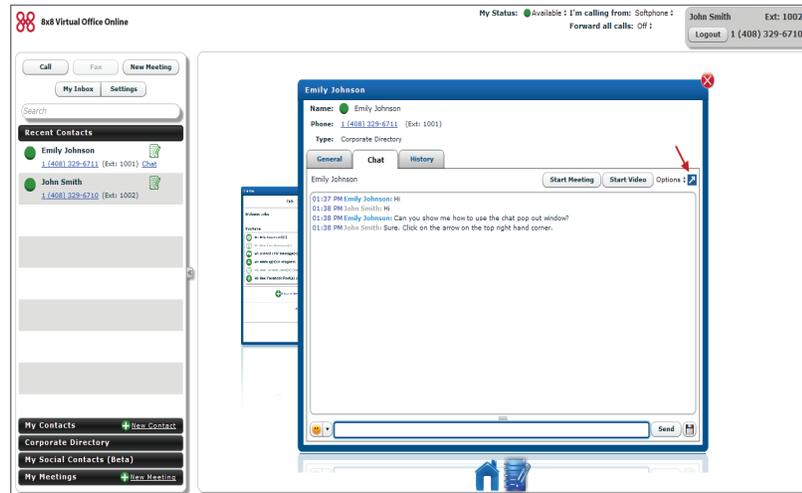
The name on your 8x8 account will not be shown during chat to Google and Facebook contacts.

Chat Pop out

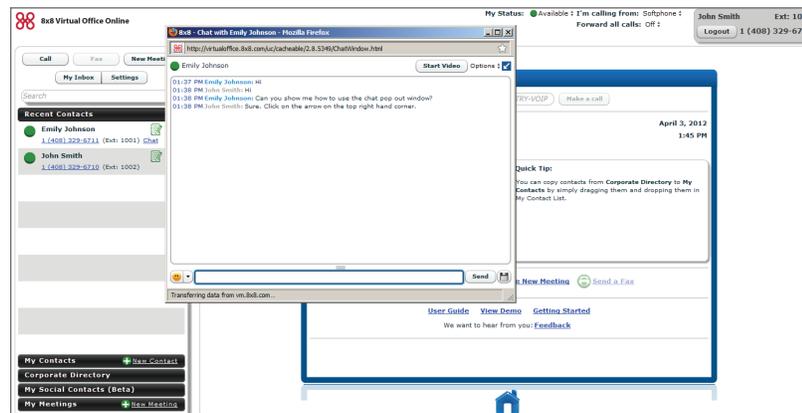
You can pop a chat session out of the main Virtual Office Online browser into a free standing and resizable browser window. This gives you the flexibility to move the window out of the Virtual Office Online browser window. You can pop back into the browser window any time.

To pop out a chat session:

1. Click on  on the right hand corner of the chat window.



2. The chat session pops out into an independent browser window.



3. Click on  to pop the free standing window back into the main browser window.

Notes:

Since Virtual Office Online allows you to interact with a number of different chat programs, your identity to your contacts will show up as the identity of whichever account you logged in, as and not your Virtual Office Online identity.

Video chat works only with Virtual Office Online users on the same company phone system.

Video chat requires a webcam installed on your computer and the other party's computer.

Be sure to allow the application to access your camera. This option is given to you



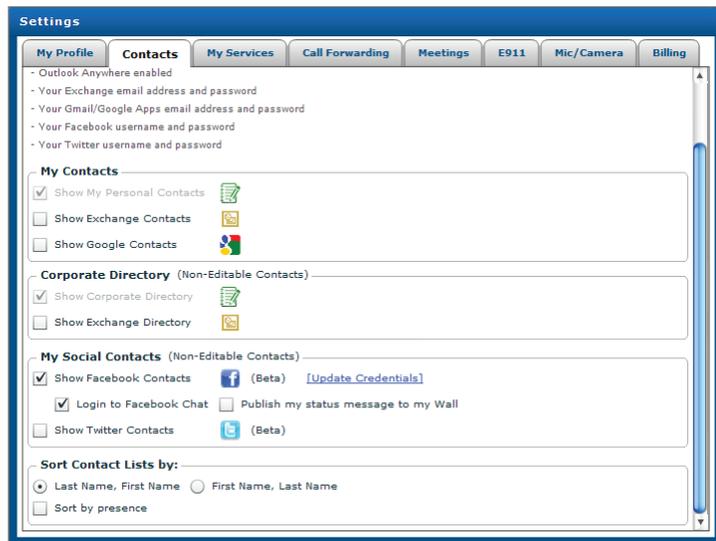
when you first log onto Virtual Office Online.

Social Networking

Virtual Office Online allows you to integrate Facebook and Twitter into your 8x8 Virtual Office experience.

Notes:

1. To use the social networking integration feature, your phone system administrator needs to enable the feature for your extension.
2. While Virtual Office Online can post statuses to your Facebook or Twitter account, it does not post status updates you made from Facebook or Twitter back to your Virtual Office Online account.
3. You can refresh your Facebook and Twitter activities by clicking on **More** or **Show New Items**.



Enable Social Networking Tool

Only the phone system administrator can enable or disable the social networking feature.

To do so:

1. Log into the Self Service Portal account using the admin username and password.
2. Navigate to the extension that is allowed to use the feature.
3. Click on **Features** on the extension.
4. Check the **Allow Social Networking Tools** box.

To access these features in Virtual Office Online:

1. Click on **Settings** at the top left side of the screen.
2. Click on **All Contacts** in the **Settings** panel.



Facebook Features

In addition to adding Facebook contacts to Virtual Office Online, you can also post your Virtual Office Online statuses on your Facebook wall, post to your Facebook contacts' walls, view your Facebook contact status as well as chat with them.

To:	Follow These Steps:	Notes:
Add Facebook contacts as your Social Contacts in Virtual Office Online	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on All Contacts. 3. Check the box next to Show Facebook Contacts. 4. Click on the Login with Facebook. 5. Enter your Facebook login and password.  <p>The screenshot shows a 'Facebook Login' dialog box with a Facebook 'f' logo. It contains three checkboxes: 'Remember Credentials' (checked), 'Login to Facebook Chat' (unchecked), and 'Publish my status message to my Wall' (unchecked). Below the checkboxes is a 'Loading Contacts...' indicator and a note: '(Your credentials will be stored in encrypted format on your computer)'. At the bottom are 'Login with Facebook' and 'Close' buttons.</p>	If you are already logged onto Facebook or Twitter or have a stored login session, you will be automatically authenticated once you elect to show Facebook contacts or Twitter contacts.
Automatically publish your Virtual Office Online statuses on your Facebook wall	Elect to Publish my status message to my Wall .	



To:	Follow These Steps:	Notes:
Post on your Facebook contact's wall	<ol style="list-style-type: none"> 1. Click on My Social Contacts. 2. Use the search box or scroll down through your list of contacts. 3. Click on a contact. 4. Type your message on the Wall Post field and hit Share. 	
Chat with a Facebook contact	<ol style="list-style-type: none"> 1. Click on Facebook contact's name. 2. Click on the Chat tab. 3. Type in your message and click Share. 	
View contact info and interaction history	<ol style="list-style-type: none"> 1. Click on the contact's name. 2. Click on Social tab to view contact info. 3. Click on History tab for the interaction history. 	

Twitter Features

Virtual Office Online Twitter integration allows you to add all of the people you follow as your social contacts, read, reply to or retweet their posts and even direct message them.

To:	Follow These Steps:	Notes:
Add Twitter contacts to your Social Contacts in Virtual Office Online	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on All Contacts. 3. Check the box next to Show Twitter Contacts. 4. Enter your Twitter login and password. 	If you are already logged onto Facebook or Twitter or have a stored login session, you will be automatically authenticated once you elect to Show Facebook Contacts or Twitter.
Read tweets from people you are following	<ol style="list-style-type: none"> 1. Click on My Inbox. 2. Click on Social. 3. Click on Tweets tab to see just tweets from your Twitter contacts. 	

To:	Follow These Steps:	Notes:
Automatically publish your Virtual Office Online statuses as your tweet	Elect to Tweet my status message 	
Retweet	1. Click on Retweet on the tweet.	
Respond to a tweet	1. Click on Reply on the tweet. 2. Type your reply. 3. Click on Tweet when you are ready to send. 	
Save favorite tweets	1. Click on the All, Tweets or Favorites . 2. Click on the non-highlighted star icon next to any tweet.	
Remove favorite tweets	1. Click on the All, Tweets or Favorites . 2. Click on the highlighted star icon next to any tweet.	
View contact info and interaction history including Tweets, Favorites, Direct Messages from and to the contact	1. Click on the contact's name. 2. Click on Social tab to view contact info. 3. Click on History tab for the interaction history.	

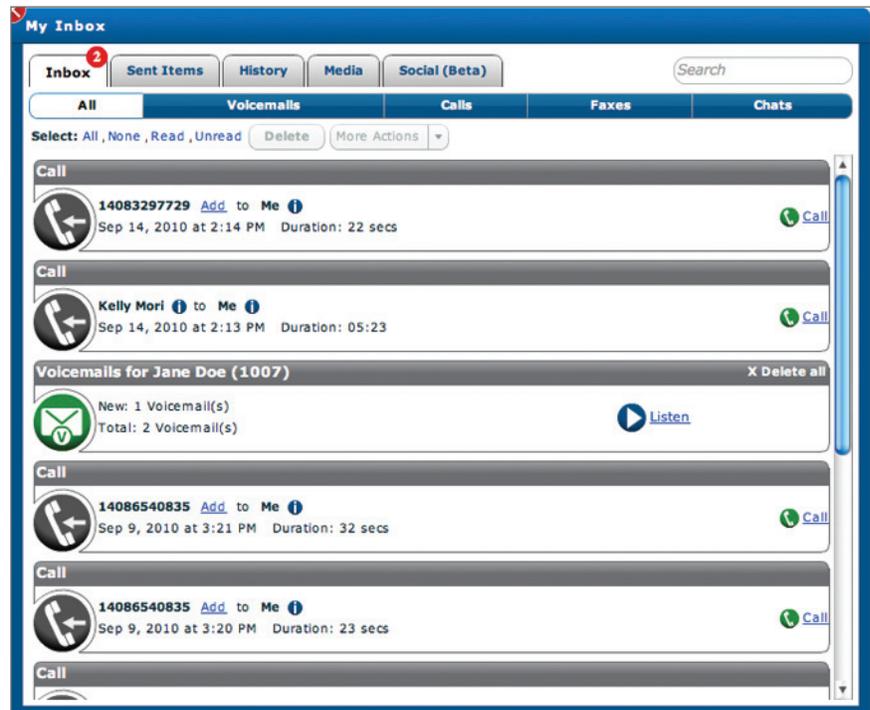
My Inbox

My Inbox gives you a comprehensive view of all your 8x8 Virtual Office or Virtual Office Pro voicemails, phone calls, faxes and chats. It also provides a historical and storage usage view of additional Virtual Office Pro features, such as Call Recordings and Past Meetings. The social networking integration consolidates your social networking activities in one central location.



To access these features, click on **My Inbox** at the top left side of the screen.

Inbox



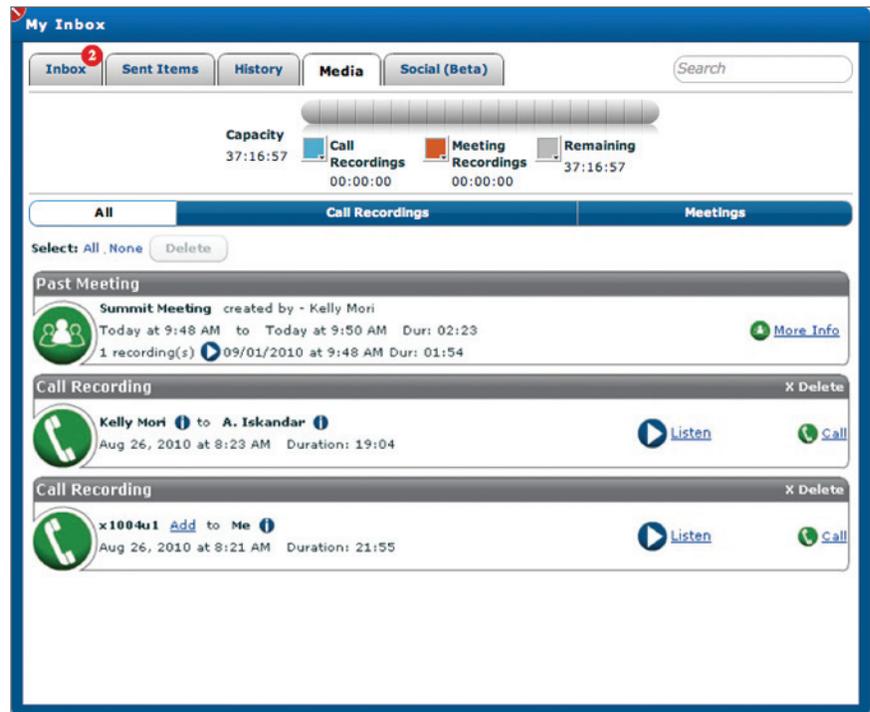


To:	Follow These Steps:	Notes:
View current messages	<ol style="list-style-type: none"> 1. Click on Inbox. 2. Click on All, Voicemails, Calls, Faxes or Chats. 	Default view is Inbox / All . You can also filter your content by Read or Unread content
Listen to voicemail messages	<ol style="list-style-type: none"> 1. Click on All or Voicemails. 2. Scroll through the list of messages. 3. Click Listen next to the voicemail notification you want to hear. 	
Return Calls	<ol style="list-style-type: none"> 1. Click on All, Faxes, Calls or Chats. 2. Scroll through the list of messages. 3. Click Call next to the person you want to call back. 	
Add callers to My Contacts	<ol style="list-style-type: none"> 1. Click on All, Faxes or Calls. 2. Scroll through the list of messages. 3. Click Add next to the person you want to add to your contacts. 4. Fill out the New Contact panel and click Save. 	
Open chat history	<ol style="list-style-type: none"> 1. Click on Chat. 2. Scroll through the list of chat messages. 3. Click Open Chat next to the message you want to review. 	
View outbound communications	<ol style="list-style-type: none"> 1. Click on Sent Items. 2. Click on All, Calls, Faxes or Chats. 	
Access archived messages and call logs	<ol style="list-style-type: none"> 1. Click on History. 2. Click on All, Calls, Faxes or Chats. 	

To:	Follow These Steps:	Notes:
Access call recordings	<ol style="list-style-type: none"> 1. Click on Media. 2. Click on Call Recordings. 3. Scroll through the list of recordings. 4. Click the Play button to hear a particular recording. 	<p>Available to Virtual Office Pro users.</p> <p>8x8 Call Recording must be enabled.</p>
View past meetings	<ol style="list-style-type: none"> 1. Click on History. 2. Click on Past Meetings. 3. Scroll through the list and click More Info to see additional details about a particular meeting. 4. When the dialog box appears, click View participants to see who attended the meeting. 	<p>Available to Virtual Office Pro users.</p> <p>8x8 Virtual Meeting for Virtual Office Online must be enabled.</p> <p>You can click to Hide Participants once the dialog box is open.</p>
View past meeting recordings	<ol style="list-style-type: none"> 1. Click on Media. 2. Click on Past Meetings. 3. Scroll through the list and click More Info to see additional details about a particular meeting. 4. When the dialog box appears, click Listen to listen to past meeting recordings. 	<p>Available to Virtual Office Pro customers.</p> <p>8x8 Virtual Meeting for Virtual Office Online must be enabled.</p>
Mark as Read / Unread	<ol style="list-style-type: none"> 1. Select All or None at the top of the panel. 2. Use the pull-down menu next to More Actions to mark as Read or Unread. 	<p>You can also mark individual messages.</p>
Delete messages and call recordings	<p>Option 1</p> <p>Click  next to the message or recording you want to delete.</p> <p>Option 2</p> <ol style="list-style-type: none"> 1. Select All, Read or Unread at the top of the panel. 2. Click Delete to delete all messages and recordings in the selected category. 	<p>You can only delete voicemails, call recordings, chats and faxes. Calls, Sent History, and Past Meetings cannot be deleted.</p>

Media Library

If you are a Virtual Office Pro customer, you have up to 1GB of storage for call recordings and meeting recordings.



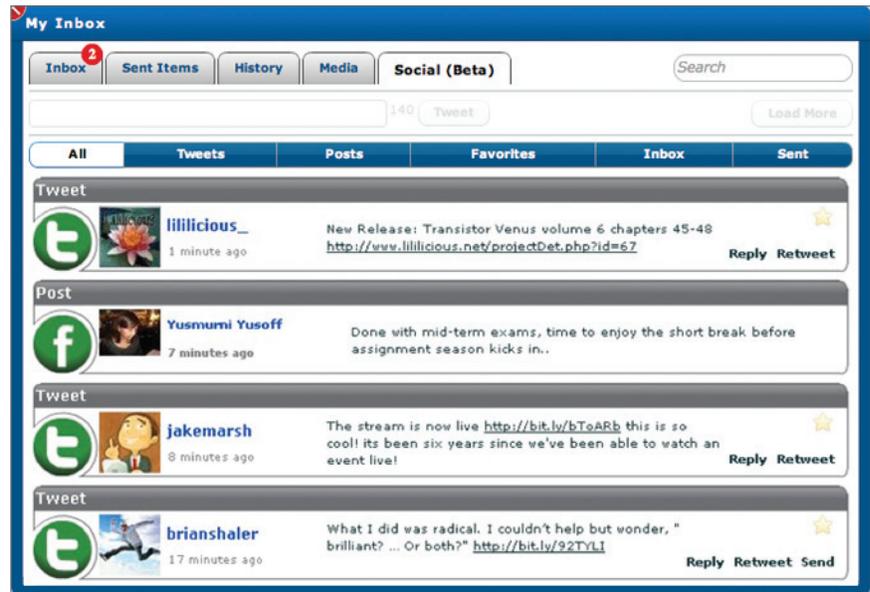
You can access these recordings and determine your current storage usage by following this procedure to open the Media Library.

1. Click on **My Inbox**.
2. Click on the **Media** tab.

To:	Follow These Steps:	Notes:
View current storage usage	<ol style="list-style-type: none"> 1. Click on All, Call Recordings or Meetings. 2. Your total capacity, storage used and remaining capacity are all displayed. 	<p>Available to Virtual Office Pro users.</p> <p>8x8 Call Recording and Virtual Meeting must be enabled.</p>
Access call recordings	<ol style="list-style-type: none"> 1. Click on All or Call Recordings. 2. Click Listen to hear a particular call recording. 	<p>Available to Virtual Office Pro users.</p> <p>8x8 Call Recording must be enabled.</p>
Access meeting recordings	<ol style="list-style-type: none"> 1. Click on All or Meetings. 2. Click Listen to hear a particular meeting recording. 	<p>Available to Virtual Office Pro users.</p> <p>8x8 Virtual Meeting must be enabled.</p>

Social Inbox

With Virtual Office Online social networking integration, you can view your Facebook contacts wall posts, your Twitter contacts tweets, direct messages to you from your Twitter followers and more.



To access these features:

1. Click on **My Inbox**.
2. Click on the **Social** tab.

To:	Follow These Steps:	Notes:
View Facebook posts	Click on All or Posts .	You must be authenticated for your Facebook account.
View Twitter tweets	Click on All or Tweets .	You must be authenticated for your Twitter account.
View latest posts or tweets	Click on Load More . 	
View your Twitter favorites	Click on Favorites .	
View your Twitter Direct Messages	Click on Inbox .	
View Direct Messages that you sent to your Twitter contacts	Click on Sent .	

Virtual Office Extension Management

Virtual Office Online allows you to manage your Extension features online.

Your management features include:

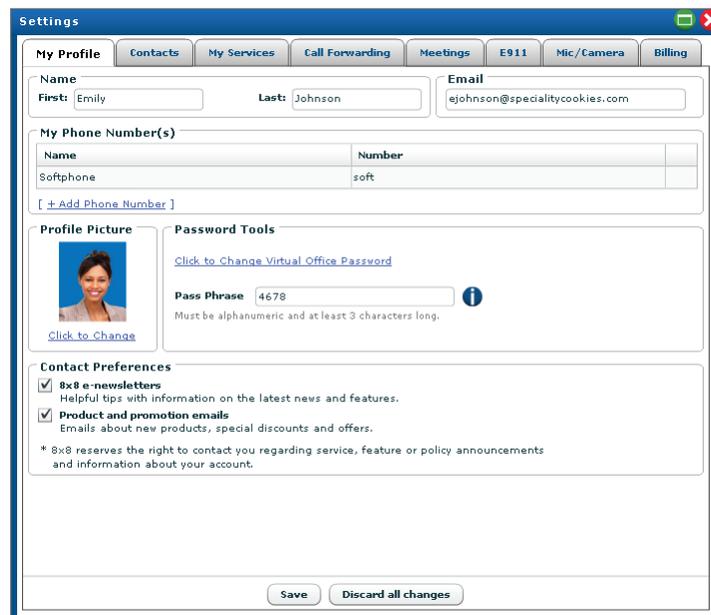
- Extension profile configuration
- Contact configuration
- Chat configuration
- Service configuration such as caller ID, voicemail, Internet fax*, call recording*, Virtual Meeting*, Virtual Office Mobile*
- Call forwarding configuration



To access these features, click on **Settings** at the top left side of the screen.

My Profile Configuration

Under My Profile, you can view your extension profile, manage your phone service locations, set up your profile picture, change your Virtual Office Online password and select your communication preferences.



Name and Email

You can change the First and Last Name fields for your account. The email field can only be edited by your 8x8 phone system administrator.

My Phone Numbers

By default, your computer and desk phone, if you have one, locations are already set up on your account. Virtual Office Online allows you to add additional numbers so you can make calls from any location you choose. These additional numbers can also be used for the **Forward All Calls** feature.

Note: To set an international number as your location, you need to be an 8x8 customer for a minimum of 6 months.

To:	Follow These Steps:	Notes:
View your current locations	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on the My Profile tab. 	
Add more phones	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on the My Profile tab. 3. Under My Phone Numbers, click + Add Phone Number. 4. Enter the name and number of the destination you are adding. 5. Click Save. 	
Delete added phones	<ol style="list-style-type: none"> 1. Click the  button next to the location you want to delete. 2. Click Save. <p>Note: If you have an 8x8 desk phone, this phone number cannot be deleted or removed.</p>	If you have an 8x8 Desk Phone, this Phone Number cannot be deleted or removed.

Profile Picture

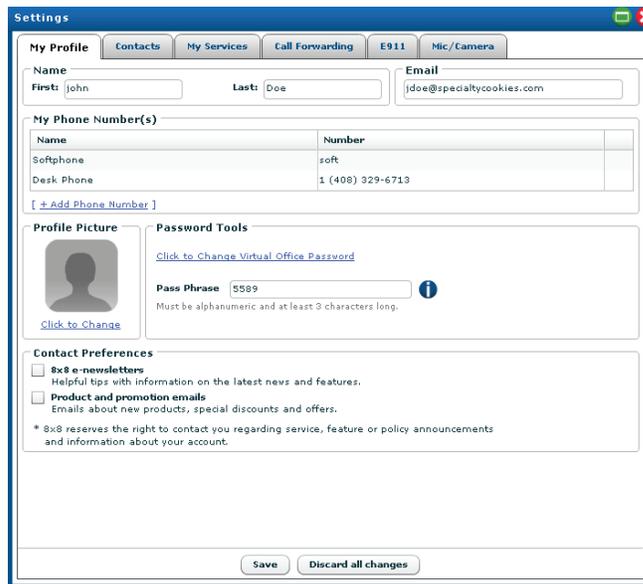
You can upload or use a webcam to capture a profile picture for your Virtual Office Online account. User profile pictures show in the following places:

- Upper right corner of the main Virtual Office Online window.
- Contact List - when you mouse over the name (will also show Google profile picture)
- Under contact details and in chat panels.
- In the softphone panel when a call is received.
- When you mouse over a participant's name in a Virtual Meeting

Note: You can add profile picture to your profile only if your Virtual Office Account Manager has enabled the feature.

To set up your profile picture:

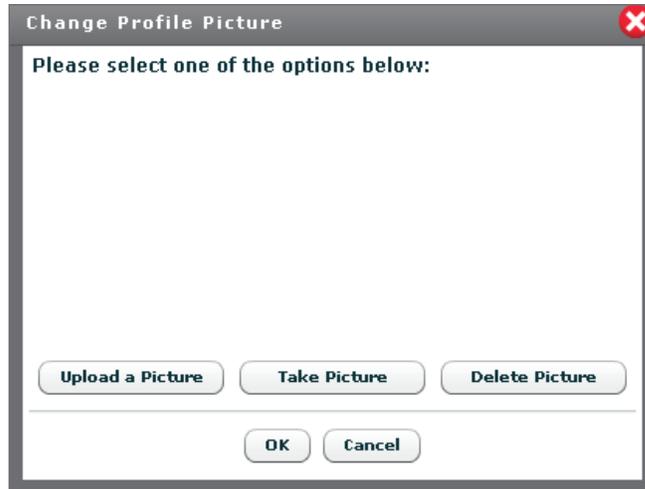
1. Click **Settings > My Profile**.
2. Scroll to Profile Picture area.



The screenshot shows the 'Settings' window with the 'My Profile' tab selected. The window has a blue title bar and a navigation bar with tabs for 'My Profile', 'Contacts', 'My Services', 'Call Forwarding', 'E911', and 'Mic/Camera'. The 'My Profile' section includes fields for 'Name' (First: John, Last: Doe) and 'Email' (jdoe@spedalttycookies.com). Below this is a table for 'My Phone Number(s)' with columns for 'Name' and 'Number'. The table contains two rows: 'Softphone' with 'soft' and 'Desk Phone' with '1 (408) 329-6713'. There is a '+ Add Phone Number' link below the table. The 'Profile Picture' section shows a placeholder icon and a 'Click to Change' link. The 'Password Tools' section has a 'Click to Change Virtual Office Password' link and a 'Pass Phrase' field with the value '5589' and a note: 'Must be alphanumeric and at least 3 characters long.' The 'Contact Preferences' section has two checkboxes: '8x8 e-newsletters' (unchecked) and 'Product and promotion emails' (unchecked). A disclaimer at the bottom states: '* 8x8 reserves the right to contact you regarding service, feature or policy announcements and information about your account.' At the bottom of the window are 'Save' and 'Discard all changes' buttons.

Name	Number
Softphone	soft
Desk Phone	1 (408) 329-6713

3. Select **Click to Change**.



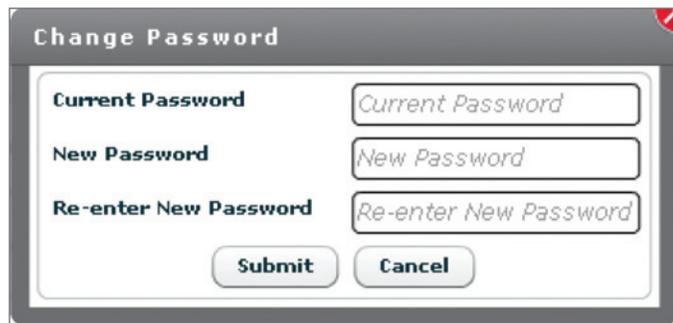
Select one of the three options:

To:	Follow These Steps:	Notes:
Upload a Picture	<p>Allows you to upload an existing picture.</p> <ol style="list-style-type: none"> 1. Click Upload Picture. 2. Browse and select an existing picture. 3. Click Ok <p>The picture loads to your profile.</p> <ol style="list-style-type: none"> 4. Save your changes. 	<p>Supported file types are:</p> <ul style="list-style-type: none"> • png • jpeg • jpg • gif
Take a Picture	<ol style="list-style-type: none"> 1. Click Take a Picture. 2. Click Capture. 3. Save your changes. 	
Delete Picture	<ol style="list-style-type: none"> 1. Click Delete Picture. 2. Save your changes. 	

Change Password

8x8 users can easily change their login passwords for Virtual Office Online by following these steps:

1. Click on **Settings**.
2. Click on the **My Profile** tab.
3. Under **Change Password**, click on the **Click to Change** link.
4. When the **Change Password** dialog box opens:
 - a. Enter your current password.
 - b. Enter your new password.
 - c. Re-enter your new password.
 - d. Click **Submit**.



The image shows a 'Change Password' dialog box. It has a title bar with the text 'Change Password' and a red close button in the top right corner. The dialog contains three input fields: 'Current Password' with placeholder text 'Current Password', 'New Password' with placeholder text 'New Password', and 'Re-enter New Password' with placeholder text 'Re-enter New Password'. Below the input fields are two buttons: 'Submit' and 'Cancel'.

Account Access Pass Phrase

As a security requirement for accessing call history or billing information over the phone, users will be asked to provide a pass phrase, as default this is set as the users first name but can be changed here. The pass phrase must be alphanumeric and at least 3 characters long.

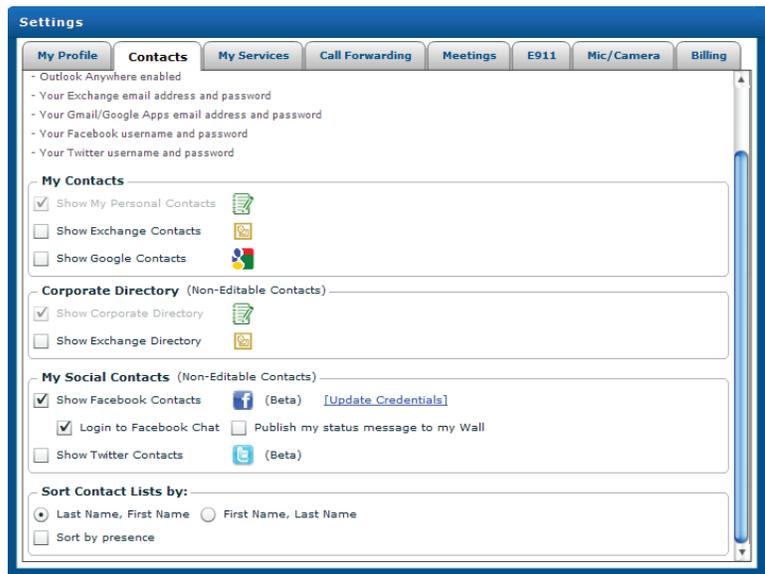
Contact Preferences

Extension users can update their communication preferences from 8x8.

Note: 8x8 reserves the right to contact you regarding your service, features or policy announcements and information about your account.

Contacts Configuration

Along with being able to synchronize your Virtual Office Online contacts with your contacts from Outlook®, Google™ App, Facebook® and Twitter®, you can also access your 8x8 phone system's corporate directory contacts (your 8x8 phone system users)



Under the **Contacts** tab, you have three contact categories you can configure:

- My Contacts.
- Corporate Directory (Non-editable).
- My Social Contacts (Non-editable).

My Contacts

Under My Contacts, you can display your personal contacts that you have entered through Virtual Office Online and also personal contacts from your Outlook and Google accounts.

Notes:

Virtual Office Online syncs up with your Outlook personal contacts and Google contacts, so edits to contacts, additions and deletions made on Virtual Office Online or the other accounts will sync up to each other.

Please allow time for your Exchange and Google servers to update to see the changes.

To access these features, click on **My Contacts**.

To enable **My Contacts** functionality:

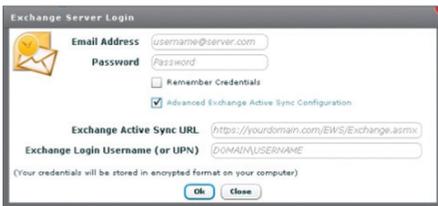
1. Click on **Settings** on the top left side of the screen.
2. Click on the **All Contacts** tab.
3. Navigate to **My Contacts**.
4. Select which contacts to display.
5. Enter credentials when prompted.



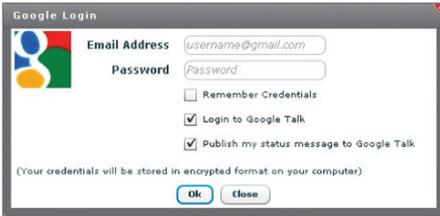
To:	Follow These Steps:	Notes:
Add personal contacts in Virtual Office Online	<ol style="list-style-type: none"> 1. Click on New Contact. 2. Enter your contact information. 3. Click Save. 	

› Requirements

- Microsoft Exchange Server 2007 or higher
- Outlook Anywhere enabled
- Your Outlook email address and password



To:	Follow These Steps:	Notes:
<p>Show personal contacts from Outlook</p>	<ol style="list-style-type: none"> 1. Click on Show Outlook Contacts checkbox. 2. Enter your primary Outlook email and password when prompted. 3. To save your Outlook login information, click on the Remember Credentials checkbox. 4. To configure your Advanced Exchange Active Sync connection, click on the Advanced Exchange Active Sync checkbox and enter your Active Sync URL and Exchange UPN. <p>This feature should only be used when your Outlook Exchange Server has no AutoDiscover functionality. If you are unsure of this feature, please contact your Outlook Administrator.</p>	<p>Requirements:</p> <ul style="list-style-type: none"> • Microsoft Exchange Server 2007 or higher. • Outlook Anywhere enabled. • Your Outlook email address and password.



To:	Follow These Steps:	Notes:
Show personal contacts from Google	<ol style="list-style-type: none"> 1. Click on Show Google Contacts checkbox. 2. Enter your Google email and password when prompted. 3. To save your Google login information, click on the Remember Credentials checkbox. 4. To be able to chat with your Google Talk contacts, click on the Login to Google Talk checkbox. 5. To automatically publish your Virtual Office Online status as your Google Talk status, click on the Publish my status message to Google Talk checkbox. 	

Corporate Directory

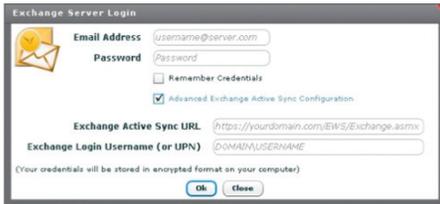
Under Corporate Directory, you can display your 8x8 phone system corporate directory contacts or your corporate directory from MS Outlook Exchange Server..

Notes:

1. Your company's corporate directory contains the configured extensions on your 8x8 phone system. All contacts are automatically available to you.
2. If updates are made by your service administrator, please allow time for your Exchange servers to update to see the changes.
3. By default, the **Show Corporate Directory**, is checked. When **Corporate Directory** has **Show Outlook Directory** selected, you have the option to unselect the "Show Corporate Directory". Please select the directory combination that best suits your requirements.

To enable your **Corporate Directory** functionality:

1. Click on **Settings** on the top left side of the screen.
2. Click on the **All Contacts** tab.
3. Navigate to **Corporate Directory**.
4. Select which contacts to display.
5. Enter credentials when prompted to show Outlook Directory.



To:	Follow These Steps:	Notes:
<p>Show corporate contacts from Outlook</p>	<ol style="list-style-type: none"> 1. Click on the Show Outlook Directory checkbox. 2. Enter your primary Outlook email and password when prompted. 3. To save your Outlook login information, click on the Remember Credentials checkbox. 4. To configure your Advanced Exchange Active Sync connection, click on the Advanced Exchange Active Sync checkbox and enter your Active Sync URL and Exchange UPN. <p>Advanced Exchange Active Sync should only be used when your Outlook Exchange Server has no AutoDiscover functionality. If you are unsure of this feature, please contact your Outlook Administrator.</p>	<p>The checkbox for "Show Corporate Directory" will automatically uncheck when you check the Outlook Directory. Please re-check the "Show Corporate Directory" to enable your 8x8 phone system contacts.</p> <p>If you have already setup your personal Outlook contacts, you do not have to re-enter your Outlook credentials to display your Outlook directory contacts.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Microsoft Exchange Server 2007 or higher. • Outlook Anywhere enabled. • Your Outlook email address and password.

My Social Contacts

My Social Contacts allows you to take advantage of your Virtual Office Online social networking integration.

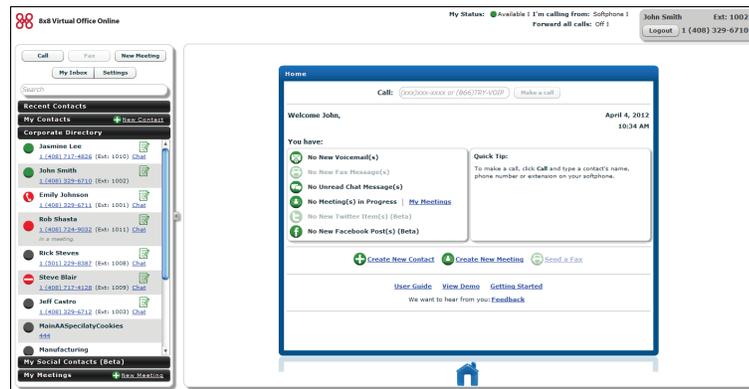


To:	Follow These Steps:	Notes:
Add Facebook contacts as your Social Contacts in Virtual Office Online	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on All Contacts. 3. Check the box next to Show Facebook Contacts. 4. Click on the Login with Facebook. 5. Enter your Facebook login and password. 	If you are already logged into Facebook or Twitter or have a stored login session, you will be automatically authenticated once you select to show Facebook contacts or Twitter contacts.
Add Twitter contacts as your Social Contacts in Virtual Office Online	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on All Contacts. 3. Check the box next to Show Twitter Contacts. 4. Enter your Twitter login and password. 	If you are already logged into Facebook or Twitter or have a stored login session, you will be automatically authenticated once you select to Show Facebook Contacts or Twitter.

Sorting Contacts by Presence

You can sort your contacts lists including **My Contacts**, **Corporate Directory** and **Social Contacts** by presence and by last name. Contacts from Virtual Office are sorted automatically in the following order of presence::

- Available
- On a call
- Busy
- Do not disturb
- Logged off
- Invisible
- No chat capability



To change your sorting preferences::

1. Click **Settings**
2. Select **Contacts** tab



3. Scroll down to **Sort Contact Lists by** area.
4. Make your desired changes.
5. Click **Save**.

Virtual Office or Virtual Office Pro Service Configuration

Virtual Office Online not only allows you access your Virtual Office Softphone but gives you the ability to configure your Virtual Office services online. You can manage configurations for your caller ID profile, voicemail, Internet fax*, call recording*, Virtual Meeting* and Virtual Office Mobile.

*Virtual Office Pro users only

The screenshot displays the 'Settings' interface with a blue header and a navigation bar containing tabs for 'My Profile', 'Contacts', 'My Services', 'Call Forwarding', 'Meetings', 'E911', 'Mic/ Camera', and 'Billing'. The 'My Services' tab is active. The settings are organized into several sections:

- Caller ID Profile:** Shows 'Caller ID: 14083296710 (x1002)' and 'Call Waiting: ON'. Input fields for 'First Name' (John) and 'Last Name' (Smith) are present.
- Voicemail Settings:** Includes a 'Password' field (masked with asterisks), a 'Show password' checkbox, and 'Time Zone: Pacific Standard Time'. The 'Notification by email' is set to 'Enabled with Audio' with an email address 'jsmith@specialtycookies.c'.
- Call Recording:** 'Recording mode' is 'Disabled'. 'Play Announcement when calls are recorded' is checked for 'To Other Party' and 'To Me'. A note below states: '* Please be sure you have read the [Terms and Conditions](#) for Call Recording.'
- Internet Fax:** Features a link 'Pick Fax Phone Number'. The 'Notify me by email when I receive a fax' is set to 'Email with Attachment (up to 50 pages)'. An email address 'jsmith@specialtycookies.c' is listed, with a '+ Add Additional' link and a note '(add up to 5 email addresses)'.
- Chat Settings:** 'History' is set to 'Keep history for forever'. 'Notifications' is checked for 'Play sound on incoming chat'. The 'Chat Window' option 'Bring to front on incoming chat' is unchecked.

At the bottom of the settings area are two buttons: 'Save' and 'Discard all changes'.

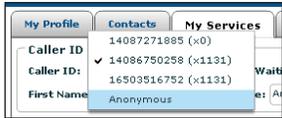
Caller ID Profile

8x8 Virtual Office Online allows you to display your name and/or number when making calls. You can also block your outbound caller ID.

To set up your Caller ID profile:

1. Click on **Settings**.
2. Click on the **My Services** tab.
3. Go to the **Caller ID Profile** section.



To:	Follow These Steps:	Notes:
Block your outgoing caller ID	<ol style="list-style-type: none"> 1. Use the arrows next to Caller ID. 2. Select Anonymous from the list.  <ol style="list-style-type: none"> 3. Click Save. 	
Pick a caller ID number	<ol style="list-style-type: none"> 1. Use the arrows next to Caller ID to select a number. 2. Click Save. 	<p>You can select your extension or the Company Main Number for outbound caller ID number.</p> <p>If you want your Caller ID to show up as Anonymous, select None.</p>
Display a caller ID name	<ol style="list-style-type: none"> 1. Use the entry boxes next to Caller ID to enter your First Name and/or Last Name. 2. Click Save. 	<p>First Name and Last Name cannot be left blank. But to turn off Caller ID, select None in Caller ID.</p> <p>When you select None for your Caller ID, your display name will show up as Anonymous.</p> <p>It may take up to 24 hours for the changes to take effect on your 8x8 phone.</p>

Voicemail Settings

To set up your Voicemail Settings:

1. Click on **Settings**.
2. Click on the **My Services** tab.
3. Go to the **Voicemail Settings** section.

Voicemail Settings

Password: Show password **Time Zone:** Pacific Standard Time ⌵

Notification by email: Enabled with Audio ⌵ **Email:**

To set up your voicemail box, see the Voicemail Box Settings section below.

To:	Follow These Steps:	Notes:
Set your voicemail password	<ol style="list-style-type: none"> 1. Enter your password in the entry box provided. 2. Click Save. 	A voicemail password is required. It can be a minimum of 4 characters and a maximum of 15. The characters cannot be the same or in sequence, e.g., 1111 or 1234, or the same as your extension number.
Set your voicemail time zone	<ol style="list-style-type: none"> 1. Use the arrows next to Time Zone to select your time zone. 2. Click Save. 	The time zone you select determines how your voicemail messages are time-stamped.
Set email to send voicemail notification to	<ol style="list-style-type: none"> 1. Enter your email address in the email field. 2. Click Save. 	
Receive email notification, with or without audio	<ol style="list-style-type: none"> 1. Use the arrows next to Notification by Email to select either Enable (email notification only) or Enabled with Audio (email notification + sound file attached.) 2. Click Save. 	Notification will be sent to the email address provided in the adjacent entry box.
Disable email notification	<ol style="list-style-type: none"> 1. Use the arrows next to Notification by Email and select Disable. 2. Click Save. 	

Call Recording*

*Call recording is available to Virtual Office Pro customers.

To set up your Call Recording settings:

1. Click on **Settings**.
2. Click on the **My Services** tab.
3. Go to the **Call Recording** section.



To:	Follow These Steps:	Notes:
Record calls on demand	<ol style="list-style-type: none"> 1. Use the arrows next to Recording Mode to select Record On-Demand. 2. Click Save. 	Use the Record Call button on your Virtual Office Softphone or 8x8 phone to record your calls.
Record all calls	<ol style="list-style-type: none"> 1. Use the arrows to select Record All Calls. 2. Click Save. 	<p>All incoming and outgoing calls will be automatically recorded. Recording stops when you end the call.</p> <p>For your convenience, your storage capacity is automatically upgraded in 1GB increments if you go over your free 1GB storage limit.</p>
Disable call recording	<ol style="list-style-type: none"> 1. Use the arrows to select Disabled. 2. Click Save. 	
Announce to the other party that the call is being recorded	<ol style="list-style-type: none"> 1. Check the To Other Party box next to Play Announcement when calls are recorded. 2. Click Save. 	Recording notification requirements vary from state to state. Make sure you read 8x8's Privacy Laws and Notice Requirements for Electronic Recording of Telephone Conversations before making your selection.

To:	Follow These Steps:	Notes:
Hear an announcement that the call is being recorded	<ol style="list-style-type: none"> 1. Check the To Me box next to Play Announcement when calls are recorded. 2. Click Save. 	Recording notification requirements vary from state to state. Make sure you read 8x8's Privacy Laws and Notice Requirements for Electronic Recording of Telephone Conversations before making your selection.

Internet Fax*

*Internet Fax is available to Virtual Office Pro customers.

To set up your Internet Fax settings:

1. Click on **Settings**.
2. Click on the **My Services** tab.
3. Go to **Internet Fax**.

Internet Fax

[Pick Fax Phone Number](#)

Notify me by email when I receive a fax: Email with Attachment (up to 50 pages) †

Email: [\[+ Add Additional \]](#)
(add up to 5 email addresses)

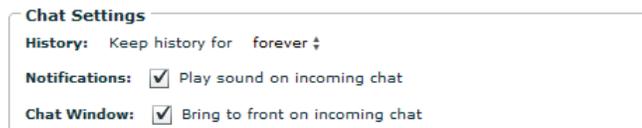
To:	Follow These Steps:	Notes:
Select a phone number for Internet Fax	Use the arrows keys to select a number.	<p>A US local fax number comes with your Virtual Office Pro service.</p> <p>If your phone system administrator has not selected a fax phone number for you, you can select the phone number during your initial log in to Virtual Office Online.</p> <p>You can elect to have multiple fax numbers by simply ordering more Internet fax virtual numbers for your fax service.</p>
Turn off Internet Fax	Use the arrow keys to select Disabled .	Selecting this feature turns off Internet fax until you enable it again.
Turn on Internet Fax	Use the arrow keys to select a number.	Make sure you select a number instead of Disabled .

To:	Follow These Steps:	Notes:
Fax notification	Select either the Disabled or Enabled radio button to switch fax notification on or off.	You can add up to five email addresses to receive a fax notification which includes a link to view the fax.

Chat Settings

Under **My Services > Chat Settings** you can configure:

- your chat history
- enable sound notification and
- control chat window appearance on your Virtual Office chats.



To:	Follow These Steps:	Notes:
Change the duration that your chat log is saved	<ol style="list-style-type: none"> 1. Use the arrows next to History to select a duration. 2. Click Save. 	
Play sound on incoming chat	<ol style="list-style-type: none"> 1. Check the box next to Play sound on incoming chat. 2. Click Save. 	
Bring chat window to front on receiving an incoming chat	<ol style="list-style-type: none"> 1. Check the box next to Bring to front on incoming chat. 2. Click Save. 	

Virtual Office Online allows you to chat with your colleagues with 8x8 phone service as well as your Google and Facebook contacts.

To set up Virtual Office Online Chat with contacts:

To:	Follow These Steps:	Notes:
8x8 Phone System Corporate Directory	You don't have to do anything to set up chat with your colleagues who are also on the 8x8 Virtual Office phone system.	For interactive chatting, both parties need to be logged into Virtual Office Online.
Google Contacts	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on All Contacts. 3. Check the box next to Show Google Contacts. 4. Enter your Google login and password. 5. Check the box next to Login to Google Talk. 	
Facebook	<ol style="list-style-type: none"> 1. Click on Settings. 2. Click on All Contacts. 3. Check the box next to Show Facebook Contacts. 4. Enter your Facebook login and password. 5. Check the box next to Login to Facebook Chat. 	If you are already logged into Facebook or Twitter or have a stored login session, you will be automatically authenticated once you select to Show Facebook Contacts or Twitter.

View Services Available

To view 8x8 services you have on your extension:

1. Click on **Settings**.
2. Click on the **My Services** tab.
3. Go to **Current Plan includes...**



If you have not configured your Virtual Office Mobile (comes free with Virtual Office Pro accounts), you will see a link to download the application for your iPhone. Your listing will be dependent on what services you have.

Call Forwarding Configuration

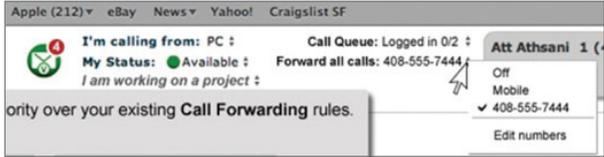
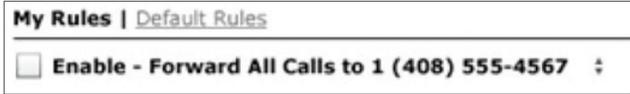
Virtual Office Online allows you to manage call forwarding rules for your Virtual Office service.

You have two options to set your call forwarding rules:

1. **Forward all calls** - this simple call forwarding feature is an easy way for you to quickly forward all your calls to another phone.
2. **Call Forwarding settings** - this feature allows you to set call forwarding rules based on combinations of where the call is from, when the call is coming in and how the call should be handled.

Forward All Calls

This feature allows you to quickly and easily forward all your calls to another phone number of your choice. For example, when you are rushing to go to a client site, you can choose to forward all your Virtual Office calls to your mobile phone.

To:	Follow These Steps:
<p>Access Forward All Calls</p>	<ol style="list-style-type: none"> 1. Navigate to the top of the screen. 2. Click on the pull-down menu next to Forward all calls. 3. Select the number you want to forward calls to.  <p>Or</p> <ol style="list-style-type: none"> 1. Click on Settings at the top left side of the Virtual Office Online screen. 2. Click on the Call Forward Rules tab. 3. Check the Enable Forward all calls box. 4. Click on the pull down menu next to the Please select a destination to to Select the number you want to forward calls to. 
<p>Add phone numbers for your Forward All Calls list</p>	<ol style="list-style-type: none"> 1. Click on Settings at the top left side of the Virtual Office Online screen. 2. Click on the My Profile tab. 3. Under My Numbers, click on Add Number and enter your phone number under the Number column.
<p>Turn off the Forward All Calls function</p>	<p>Select Off from the pull down menu</p>

Call Forwarding settings

Call forwarding under **Settings** allow you to customize your call forwarding rules by filtering your call via:

1. Phone numbers, area code or blocked caller ID, and/or
2. Date and time the call comes in

Call Forwarding also allows you to configure how the call should be handled by either rejecting it or forwarding it to multiple phone numbers sequentially or simultaneously and enabling or disabling the call screening functionality.

In addition, you can also configure your phone system-defined forward rules under **Default Rules** setting.

To access **Call Forwarding** settings:

1. Click on **Settings** at the top left side of the Virtual Office Online screen.
2. Click on the **Call Forwarding** tab.

The screenshot shows the 'Settings' window with the 'Call Forwarding' tab selected. The 'My Rules' section is active, showing a table of rules. The first rule is 'During Lunch Forward to Dallas Office' and the second is 'On weekends, call my cell phone'. Both are enabled. Below the table is an 'Update Order' button and a 'Rule Details' section for the selected rule, which shows the rule name, conditions, and actions.

Order	Enable/Disable	Rules	Actions
1	<input checked="" type="checkbox"/>	During Lunch Forward to Dallas Office	Edit Copy X
2	<input checked="" type="checkbox"/>	On weekends, call my cell phone	Edit Copy X

Rule Details

Rule Name: On weekends, call my cell phone

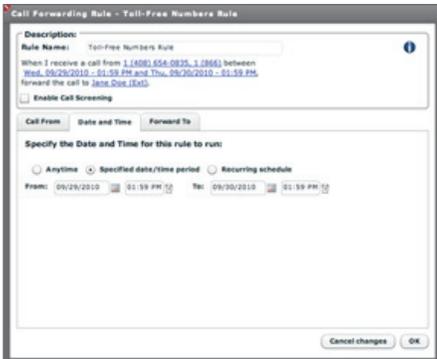
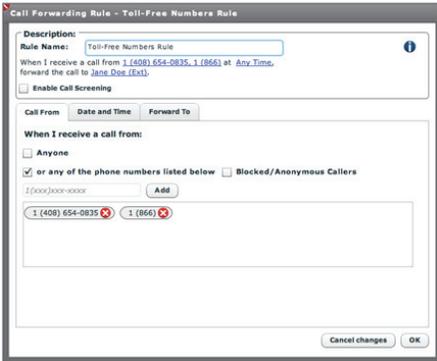
When I receive a call from Any Number on Sat from 08:00 AM to 05:00 PM, forward the call to Helen Ross (Ext) with call screening Disabled.

Note:

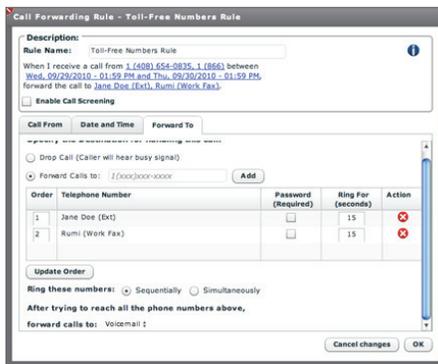
1. Once you have used Call Forwarding rules in Virtual Office Online, you no longer have access to the feature in your Self Service Portal account (www.8x8.com/login)
2. Rules are applied in the order they are listed. For example, if you want to make sure all calls from Acme client at all times get forwarded to your cellphone while also setting your forwarding rules from 9am to 5pm to simultaneously ring your desk phone and your cellphone, be sure to set your Acme forwarding rule on top of your 9am to 5pm rule.
3. You need to click on **Save** on the main My Rules page to save your edits.

To:	Follow These Steps:	Notes:
Forward all your Virtual Office calls to one phone number	<ol style="list-style-type: none"> 1. Click on the box next to Forward All Calls. 2. Select a number to forward all your calls to. 	
Create a new call forwarding rule	<ol style="list-style-type: none"> 1. Click on Add New Rule. 	
Turn a rule on	<ol style="list-style-type: none"> 1. Click on Ok after you are done with your rules. 2. Make sure that the Enable box is checked. 	Your rules and changes do not get saved until you click on Ok .
Turn a rule off	<ol style="list-style-type: none"> 1. Uncheck the box next to the rule to disable the rule. 	
Edit a rule	<ol style="list-style-type: none"> 1. Click on Edit next to an existing rule. 	
Copy a rule	<ol style="list-style-type: none"> 1. Click on Copy next to an existing rule. 2. Rename the new rule. 3. Click on Edit to change the rule settings. 	
Delete a rule	<ol style="list-style-type: none"> 1. Click on the Delete button to delete rule. 2. Click Yes to confirm deletion. 	
Re-order a rule	<ol style="list-style-type: none"> 1. On the rule you want to reorder, enter the desired order number in the Order column. 2. Click on Update Order. 	You can only update one row at a time.

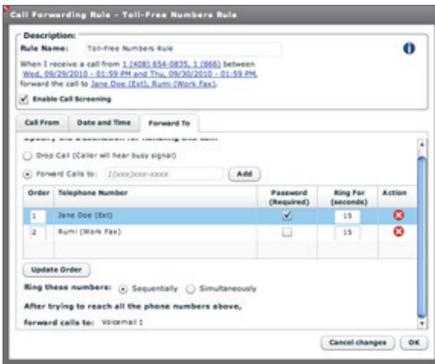
New Rule Settings



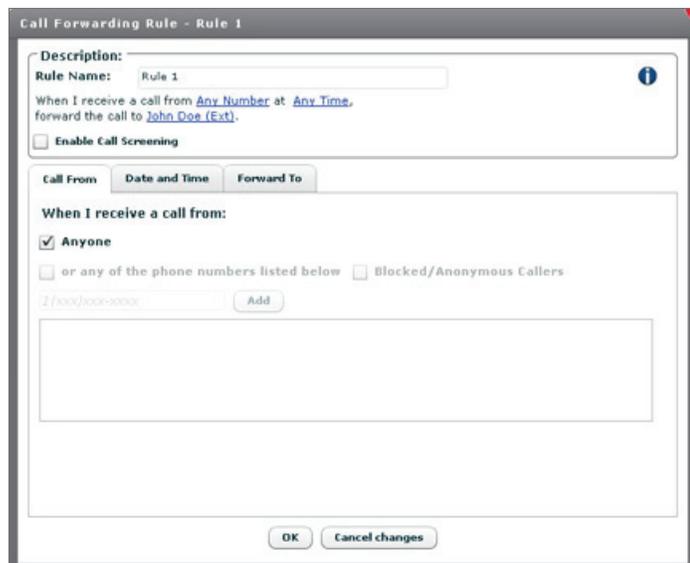
To:	Follow These Steps:	Notes:
Set your rule to receive all calls	<ol style="list-style-type: none"> 1. Click on Add New Rule 2. Click on the Call From link or tab. 3. Pick Anyone to Forward All Calls. 	
Set your rule to filter for specific phone numbers, area codes or blocked caller IDs	<ol style="list-style-type: none"> 1. Click on the Call From link or tab. 2. Uncheck Anyone if checked. 3. Check the Any area code or phone number listed below box to set specific phone numbers. 4. Enter area codes or phone numbers as desired. 5. Check the Blocked/ Anonymous Callers to filter blocked/anonymous callers. 	
Set rule to filter at all times	<ol style="list-style-type: none"> 1. Click on Date and Time tab or link. 2. Select Any time. 	
Set rule to filter for specific date/time period	<ol style="list-style-type: none"> 1. Click on Date and Time tab or link. 2. Select Specified date/time period. 3. Enter your start and end date. 4. Click Ok. 	
Set rule to filter for a recurring schedule	<ol style="list-style-type: none"> 1. Click on Date and Time tab or link. 2. Select Recurring schedule. 3. Select days of the week for the schedule. 4. Enter your start and end time for the days. 5. Click Ok. 	By default Monday to Friday 8am to 5pm is selected.



To:	Follow These Steps:	Notes:
Set rule to reject calls	<ol style="list-style-type: none"> 1. Click on Forward to tab or link. 2. Select Drop Call. 3. Click Ok. 	
Set rule to forward call to a specific number	<ol style="list-style-type: none"> 1. Click on Forward to tab or link. 2. Select Forward Calls to. 3. Enter phone number. 4. Click on Add. 5. Click on the  button to delete the phone number. 6. Click Ok. 	
Set rule to forward call to multiple numbers	<ol style="list-style-type: none"> 1. Click on Forward to tab or link. 2. Select Forward Calls to. 3. Enter phone number. 4. Click on Add. 5. Enter duration your phone should ring before moving on to the next phone number. 6. Enter next number. 7. Elect to forward calls to these numbers simultaneously or sequentially. 8. If you select sequential forwarding, you can prioritize your phone numbers using the Order column. 9. Click Ok. 	You can reorder your phone list by entering number order.



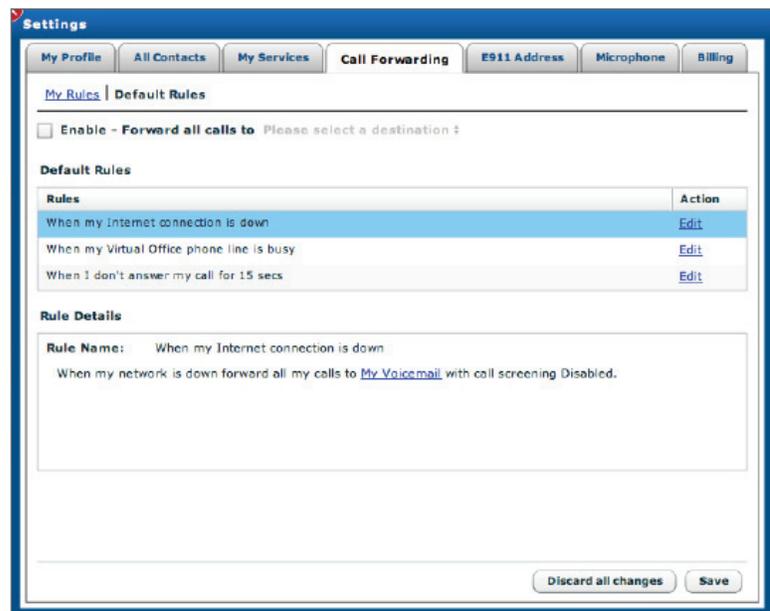
To:	Follow These Steps:	Notes:
Set rule to ask for password before call can be picked up on the forwarded call	<ol style="list-style-type: none"> 1. Click on Forward to tab or link. 2. Select Forward Calls to. 3. Enter phone number. 4. Click on Add. 5. Click on Password Required if you want to enter your voicemail password first before picking up your call. 6. Click Ok. 	Use your voicemail password.
Set rule to ask callers to announce their names before call is put through and you have the option to answer or not	<ol style="list-style-type: none"> 1. On the description panel, check the box next to Enable Call Screening. 	
Set rule to forward call to voicemail, a call queue or auto attendant	<ol style="list-style-type: none"> 1. Click on Forward to tab or link 2. Navigate to the "After trying to reach all of the phone numbers above, forward calls to:" pull-down menu 3. Select either Voicemail, Call Queue or Auto Attendant 4. Click Ok. 	Your call queues and Auto Attendants need to be set up before you can forward to them.



Default Rules Setting

To access, click on **Default Rules**

To:	Follow These Steps:
Change my call forwarding settings for when my office network is down	<ol style="list-style-type: none"> 1. Click When my network is down 2. Click My Voicemail link in the rule details box if you wish to forward your calls to a different location when your network is down. 3. Click on Disable if you wish to enable Call Screening on your call forward destinations when your network is down.
Change my call forwarding settings for when I am on a call with my Virtual Office service	<ol style="list-style-type: none"> 1. Click When my Virtual Office phone line is busy. 2. Click My Voicemail link in the rule details box if you wish to forward your calls to a different location when your Virtual Office voice service is busy. 3. Click on Disable if you wish to enable Call Screening on your call forward destinations when your Virtual Office voice service is busy.
Change my call forwarding settings for when I don't pick up my Virtual Office phone in x secs	<ol style="list-style-type: none"> 1. Click When I don't answer my call for 15 secs 2. Enter the duration in the secs box. 3. Click My Voicemail link in the rule details box if you wish to forward your calls to a different location when you don't pick up your Virtual Office calls in x secs. 4. Click on Disable if you wish to enable Call Screening on your call forward destinations when you don't pick up your Virtual Office calls in x secs.



Call Screening

The Call Screening feature allows you to know who is calling your Virtual Office number before you accept the call. You have the option to accept the call or hang up.

As soon as you pick up your phone, the system announces your caller to you. Once the announcement is done, you can:

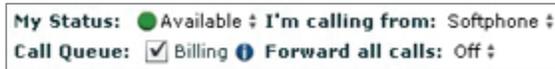
- Accept it (press #)
- Allow the system to continue calling your other forwarding phones or get your voicemail

Note:

- If you turn off this feature, your callers won't be screened, and you won't hear an announcement of who is calling you.
- You can only enable call screening with a call forwarding rule.

Call Queue Configuration

Virtual Office Online allows you to view your call queue assignments and log in or out of the queues you have been assigned to.



To:	Follow These Steps:
Log in to a call queue when you are assigned to a single queue	<ol style="list-style-type: none"> 1. Check the box next to the Call Queue that you have been assigned to 
Log in to a call queue when you are assigned to multiple queues	<ol style="list-style-type: none"> 1. Click on Call Queue pulldown menu next to Call Queue. 2. Select Login to All if you want to log into all your queues. 3. To log into specific queues, you can click on the queue. 4. The checkmark indicates that you are logged in to that queue.
Log out of a call queue when you are assigned to a single queue	<ol style="list-style-type: none"> 1. Uncheck the box next to the Call Queue that you have been assigned to. 
Log out of a call queue when you are assigned to multiple queues	<ol style="list-style-type: none"> 1. Click on Call Queue pulldown menu next to Call Queue. 2. Select Logout of All if you want to log out of all your queues. 3. To log out of specific queues, you can click on the queue. 4. No checkmark indicates that you are logged out of that queue.

Note:

- Call Queue configuration is done through the Self Service Portal by the phone system administrator.
- You can only log in or out of the queues if your phone system administrator has given you the privileges to do so.

E911 Address Configuration

E911 service delivers address-specific (versus phone number only) call-back information to public service answering points whenever someone makes an emergency call. This enables emergency personnel to be dispatched to the scene even if the caller is unable to speak or if the call is suddenly disconnected.



The E911 address MUST be the same location as the permanent location of your 8x8 phone. If you using the softphone only, the physical location of your computer/laptop should be entered.

To enter your E911 Address:

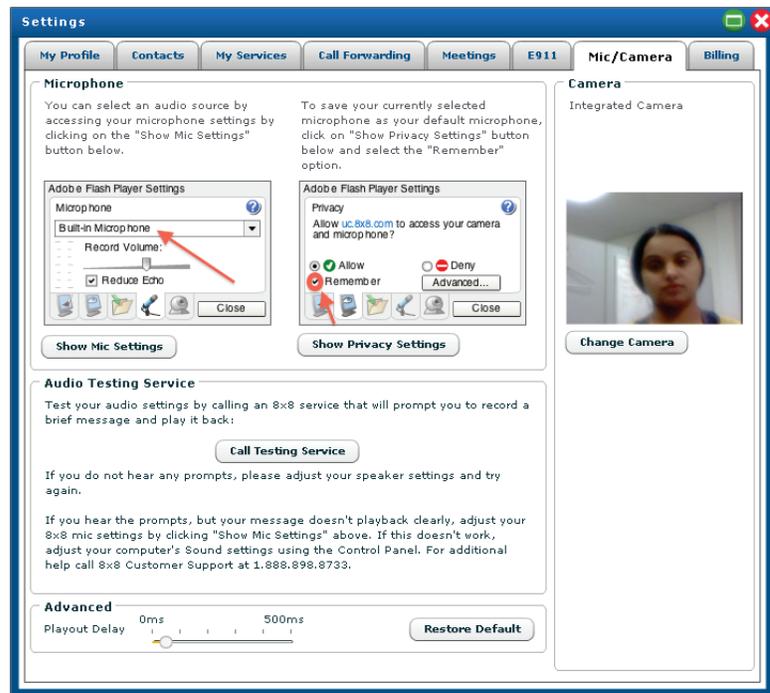
1. Click on **Settings**.
2. Click on the **E911 Address** tab.

To:	Follow These Steps:	Notes:
Enter a new E911 address	<ol style="list-style-type: none"> 1. Under the E911 Address tab, click on + Add E911 Address. 2. Enter your address details. 3. Review the E911 service limitations and Terms and Conditions, then check the box 4. Click Validate and then Save. 	If your address can not be validated, a list of alternatives will be presented for you to select.

To:	Follow These Steps:	Notes:
Select a previously entered E911 address	<ol style="list-style-type: none"> Under the E911 Address tab, click on the arrows next to Change E911 Address. Click Save 	
Update address while travelling outside the US	<ol style="list-style-type: none"> Under the E911 Address tab, check the box next to Travelling outside the US 	E911 support will not be available with this option.

Microphone Configuration

Virtual Office Online gives you access to your Adobe Flash Player Setting configuration.



To access your Adobe Flash Player Settings:

1. Click on **Settings**.
2. Click on the **Microphone** tab.

To:	Follow These Steps:	Notes:
Stop the Adobe Flash Player Settings from popping up every time you log into Virtual Office Online	<ol style="list-style-type: none"> 1. Under the Microphone tab, click on Show Privacy Settings. 2. Once you have selected to always allow or deny, check the box next to Remember. 	By denying Flash Player access to your microphone and camera, you will not be able to use your computer microphone to speak during your calls or meetings or participate in video chats or meetings.
Select an audio source for your microphone	<ol style="list-style-type: none"> 1. Under the Microphone tab, click on Show Mic Settings. 2. Make the appropriate microphone selection. 	

Audio Testing Service

VOO allows you to test your voice output quality and adjust the output as necessary. You can hear how you sound to others and refine your settings for best output.

To test your audio::

1. Click **Call Testing Service** in the Audio Testing Service area. You are prompted to record your voice.
2. Follow the prompts and record your voice. Your recording is played back to you immediately.
3. Click **Show Microphone Settings** to adjust the volume and/or your computer's sound settings using the control panel.

Billing

Under Billing you are able to view your previous months Billing Statements.

To access your billing statements:

1. Click on **Settings** at the top left side of the Virtual Office Online screen.
2. Click on the **Billing** tab.



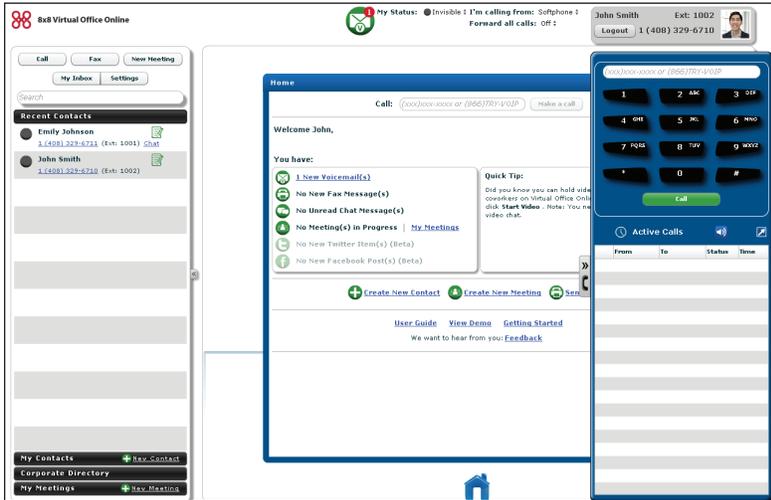
Virtual Office Softphone

Your Virtual Office Softphone offers you the following features:

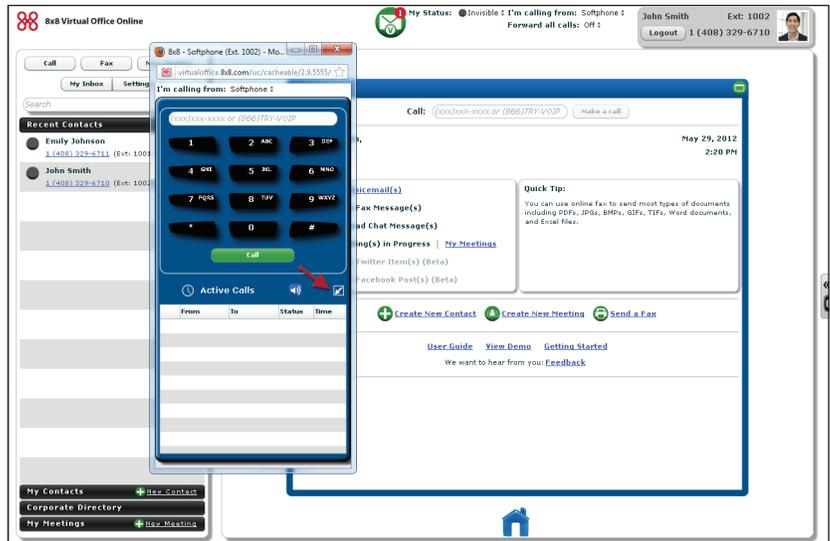
- Make calls from your computer.
- Receive calls from your computer.
- Incoming call handling (Do Not Disturb, advanced call forwarding).
- Active call handling (touch tone dialing; blind, warm, voicemail and between-device transfers; call hold/resume).
- Multi-line call handling (3-way calling, call waiting, call swap).
- Call recording*.
- Voicemail (online access to voicemail).
- Caller and calling line information (caller ID, callers log).
- Call notification (missed call, call waiting and voicemail waiting notification).
- Volume control for Virtual Office Softphone ringer, microphone and speaker.
- Click to communicate with your Virtual Office Online contacts.

To access your Virtual Office Softphone:

1. Log on to your Virtual Office Online account.
2. Click **Call**.
3. Your Virtual Office Softphone panel pops out, but stays attached to your Virtual Office Online window.

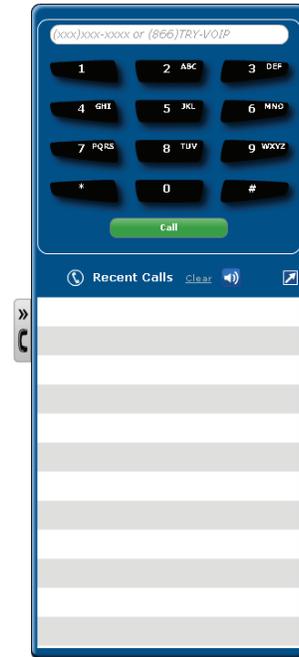


Note: You can pop the soft phone out of the main window to a stand alone resizable phone panel by clicking . You can pop it back into the main window anytime by clicking .



Make Calls

Virtual Office Softphone lets you make outbound calls from your computer.



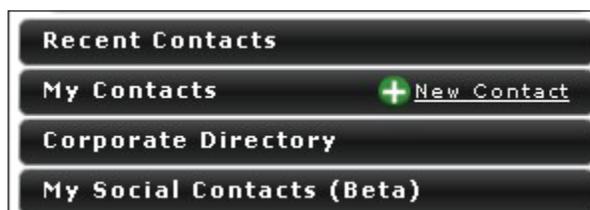
Dial out from Your Computer

Using your computer to place calls from your 8x8 extension is easy with Virtual Office Softphone.

Note: For an optimal audio experience on Virtual Office Softphone, please use a computer headset that includes a microphone.

Go to **I'm Calling From** at the top of the screen and select **Softphone**.

To:	Follow These Steps:	Notes:
Dial a number or extension	<ol style="list-style-type: none"> 1. Enter the number or extension in the Call box. Alternatively, you can click on the Call button to your left and you can enter the number or extension in the Call field found on the Virtual Office Softphone panel. 2. Click the Call button. 	
Dial by name	<ol style="list-style-type: none"> 1. Begin typing the person's name in the Call box. 2. If the name is in one of your contact lists or directories, the system will auto-fill it for you. 3. Click the Call button. 	
Click any number listed in Search Results, Recent Contacts, My Contacts or Corporate Directory.	<ol style="list-style-type: none"> 1. Click on the contact tab. 2. Click any number listed. 3. Virtual Office Softphone will automatically launch and dial the connect. 	
Speak with the call recipient	Use your computer headset to speak with the recipient when your call is answered.	
Disconnect the call	Click the Disconnect button on your Virtual Office Softphone.	



Dial Out from Your Desk Phone

Note: This option is only available if you purchased an 8x8 desk phone with your Virtual Office service.

If you prefer to use your desk phone during calls, you can out dial out from Virtual Office Online and then use your desk phone to speak with the call recipient. This feature combines the cost savings of 8x8 calls with the convenience of a traditional handset.

Go to **I'm Calling From** at the top of the screen and select **Desk Phone**.

To:	Follow These Steps:	Notes:
Dial any number or extension	<ol style="list-style-type: none"> 1. Enter the number or extension in the Call box on the Home panel or your softphone. 2. Click the Call button. 	
Dial by name	<ol style="list-style-type: none"> 1. Begin typing the person's name in the Call box. 2. If the name is in one of your contact lists or directories, the system will auto-fill it for you. 3. Click the Call button. 	
Click to call any number listed in Search Results, Recent Contacts, My Contacts or Corporate Directory .	<ol style="list-style-type: none"> 1. Click on any of the contact tab. 2. Click to call any number listed. 3. The softphone panel will automatically launch. 	
Speak with the call recipient	Pick up your desk phone handset to speak with the recipient when the call is answered.	
Disconnect the call	<p>Hang up your handset; or</p> <p>Click the Disconnect button on your softphone</p>	

Dial Out from Other Locations

You can also choose to dial out from other locations. The Virtual Office system will place a call to your location first at 8x8’s cost-effective long-distance and international rates, and then connect you to your call destination. This feature allows you to reduce high calling costs when traveling.

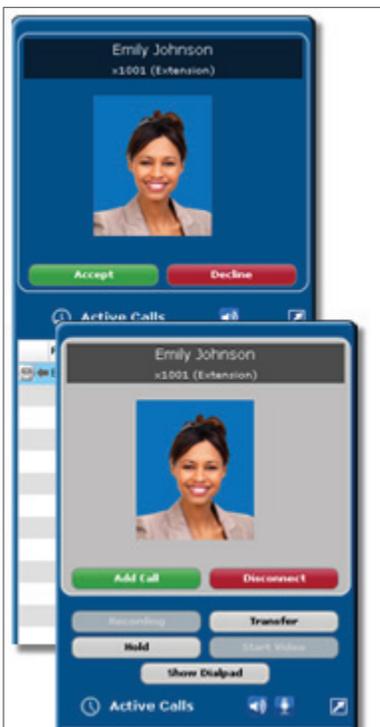
1. Go to **I’m Calling From** at the top of the screen
2. Select any other locations you have entered.

Receive Calls

Virtual Office Softphone lets you use your computer to **Accept** or **Decline** incoming calls to your 8x8 extension. When you decline an incoming call, it is automatically directed to your voicemail.

Send to Voicemail.

On receiving an incoming call, the Virtual Office Softphone panel automatically slidesout. If the calling contact has set up a profile picture, the softphone panel displays the picture, hiding the dial pad.



To:	Follow These Steps:	Notes:
Answer the call	Click Accept and begin speaking to the caller.	If you are on another call when you accept an incoming call, your first call will be put on hold.
Activate the Dialpad	Click Show Dialpad .	Applicable to a call where the caller has set up a profile picture.
Place your first call on hold to answer a second incoming call	Click Hold . To take the call off hold, click Resume .	The other party will hear music until you resume the call.
Decline the call	Click Decline .	The caller will continue to hear ringing until the call is answered by voicemail.

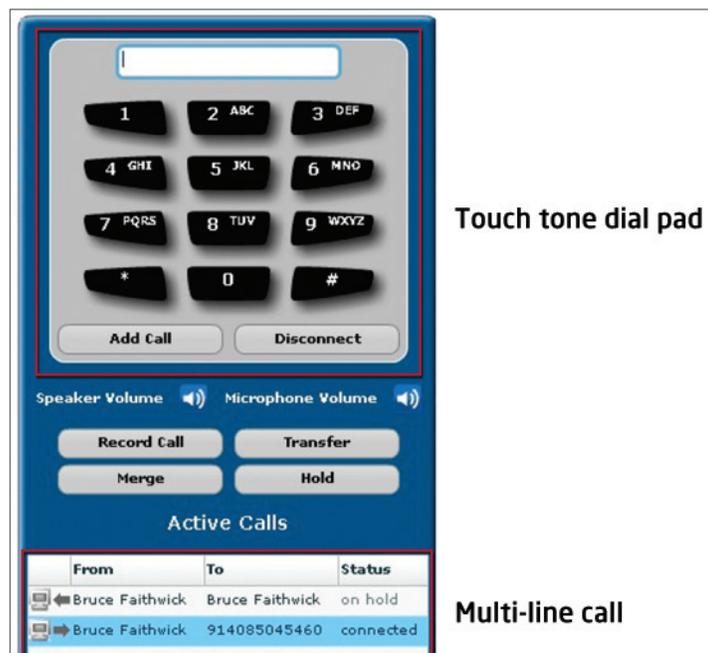
Incoming call handling

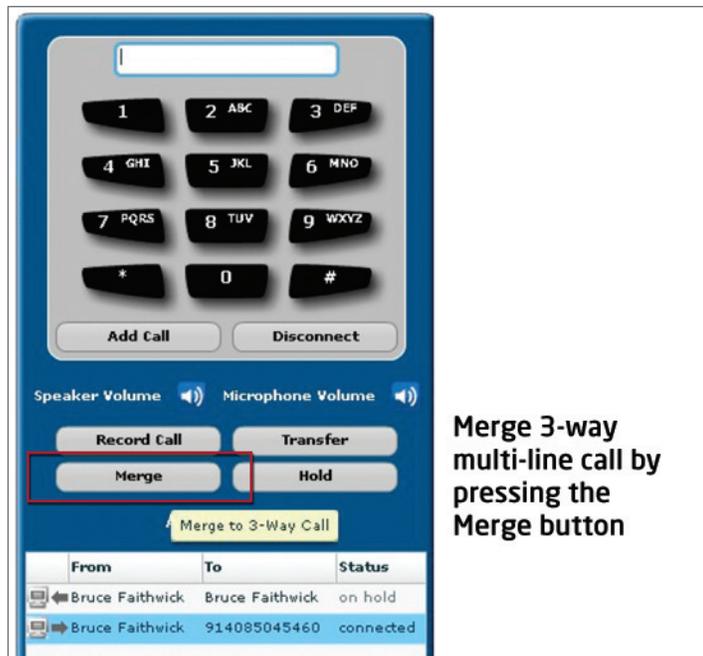
To:	Follow These Steps:	Notes:
Do Not Disturb 	You can set Do Not Disturb by: changing your status to Do Not Disturb at the top of your screen.	When you need quiet time to finish a project, put your telephone in a state that will not ring and calls will automatically be forwarded to voicemail (or to a busy signal if voicemail is turned off).
Call Forwarding	To access these features: 1. Click on Settings at the top left side of the Virtual Office Online screen. 2. Click on the Call Forwarding tab.	Virtual Office Online lets you set your own rules for handling incoming calls using the Call Forwarding features.

Manage Active Calls

Once you click **Accept** to answer an incoming call, Virtual Office Softphone gives you additional call-management options such as:

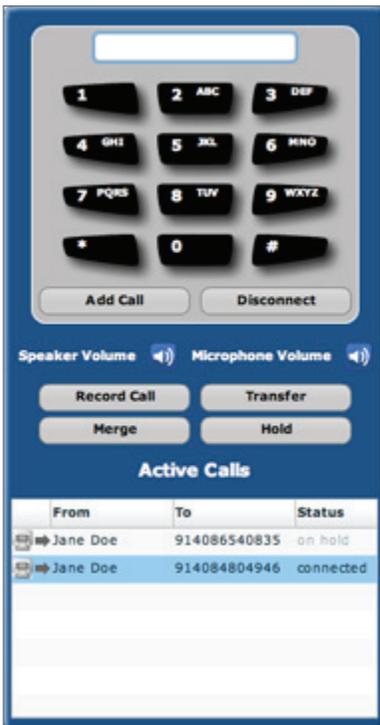
- Touch tone dialing
- Blind, warm, voicemail and between-device transfers
- Call hold/resume
- Call Recording (Virtual Office Pro Users)





To:	Follow These Steps:	Notes:
Touch tone dialing	Click any button on your touch tone keypad. When you are connected to a call, your dialpad changes color to allow you to enter touch tones on your calls that require touch tone dialing.	If you need to make another call while you are connected on your first one, click on Add Call .
Disconnect the call	Click Disconnect .	
Adjust your Softphone Speaker Volume	Click the Speaker Volume icon and slide adjust to your desired volume.	
Adjust your Softphone Microphone Volume	Click the Microphone Volume icon and slide adjust to your desired volume.	
Record the call	Click Record Call .	Available only for Virtual Office Pro customers. Call Recording must be enabled.
Transfer the call without speaking to the second party (Blind Transfer)	1. Click Transfer . 2. Enter the number or name of the person to whom you are transferring the call. 3. Click on Blind Transfer .	

To:	Follow These Steps:	Notes:
Transfer a call to a second call already on hold	<ol style="list-style-type: none"> 1. Click the line you wish to transfer. 2. Click on Transfer. 3. Select the line you wish to transfer the call to. 4. Click on Complete Transfer. 	
Speak to a second party prior to transferring the first party over (Warm Transfer)	<ol style="list-style-type: none"> 1. Click Transfer. 2. Enter the number or name of the person to whom you are transferring the call to. 3. Click Dial. 4. Once the call is connected and you are ready to transfer the call, click on Complete Transfer. 	
Put the call on hold	<ol style="list-style-type: none"> 1. Click Hold. 2. To take the call off hold, click Resume. 	The other party will hear music until you resume the call.



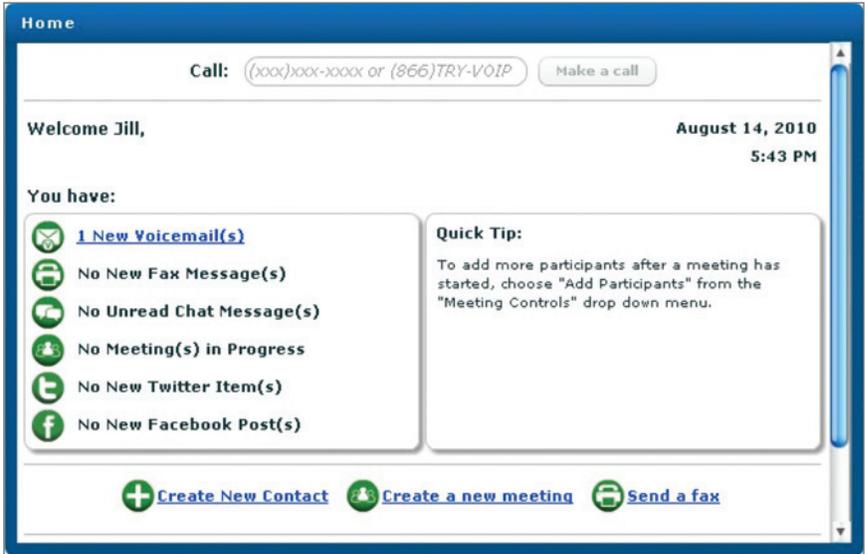
Multi-line call handling

With the 8x8 Virtual Office Softphone, you can do mutli-line call handling.

To:	Follow These Steps:	Notes:
Make Another Call	Click Add Call and enter the number or name of the person you wish to dial.	This will put the current call on hold.
Conference two calls together – when currently on a call	<ol style="list-style-type: none"> 1. Click Add Call to initiate the second call. Enter the number or name of the person you wish to conference. 2. Click Call and then Merge to conference the calls together. 	The other party will hear music until you resume or merge the call.
Swap calls	Click on the phone number you want to switch calls to in the Active Calls box.	The other party will be put on hold.

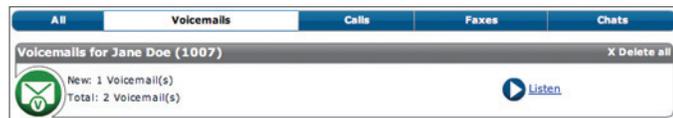
Voicemail

You can receive notification of new voicemail messages and then listen to them online.



To access your Voicemail:

1. Login to Virtual Office Online.
2. Click on the **New Voicemail** notification link.



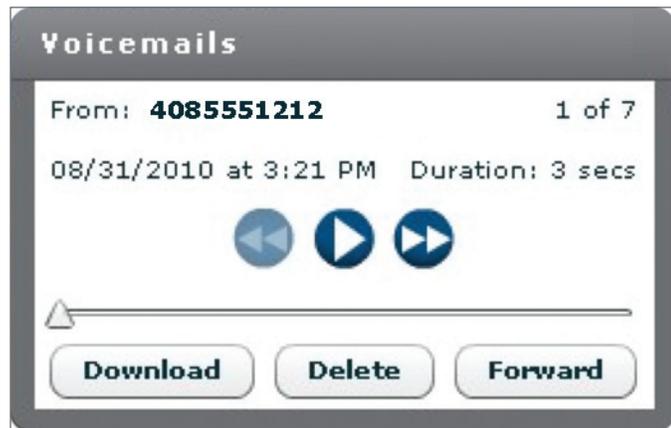
Voicemail Box Setup

To:	Follow These Steps:
Access your voicemail from your extension	Dial 555 .
Access your voicemail from another extension	Dial 500 .
Change your voicemail greeting	<ol style="list-style-type: none"> 1. Dial 555. 2. Enter your voicemail password. 3. Press * to go to the main menu. 4. Press 2. 5. Press 3 to change your voicemail greeting.

For more voicemail settings, please refer to the Virtual Office Voicemail Quick Reference Guide <http://sims.8x8.com/GetDocument.aspx?docid=710463>

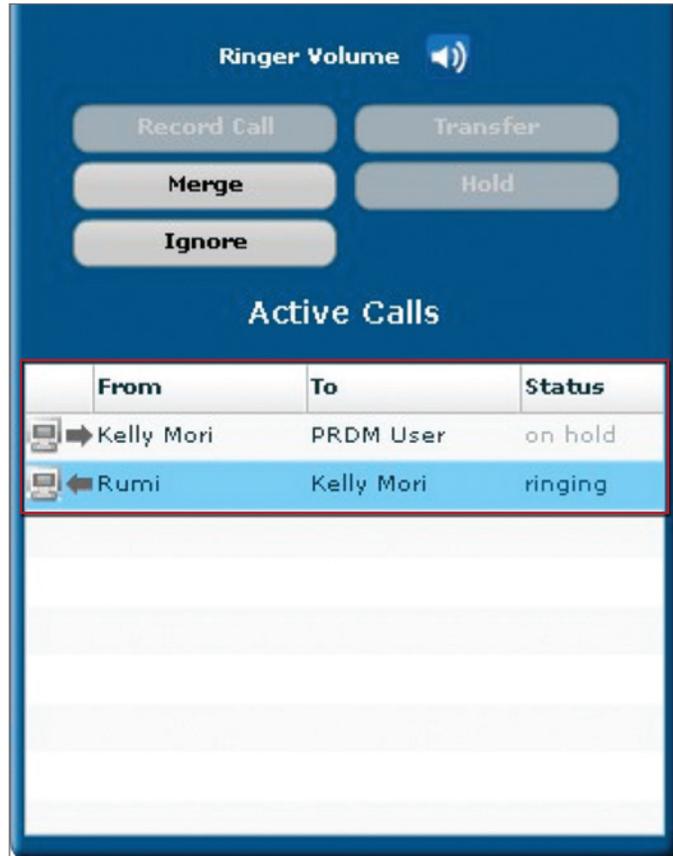
To:	Follow These Steps:	Notes:
Receive notification of new voicemail messages in Virtual Office Online	<ol style="list-style-type: none"> 1. Look at the Home panel to see how many new voicemail messages have been received. 	
Listen to new voicemail messages online	<ol style="list-style-type: none"> 1. Login to Virtual Office Online. 2. In the Home panel, click Listen next to the number of new voicemail messages received. 3. Scroll through the list of messages and click Listen to play the one(s) you want to hear. 	You can also click the Voicemail icon at the top of the screen.
Listen to existing voicemail messages online.	<ol style="list-style-type: none"> 1. Click on My Inbox. 2. Select Voicemails. 3. Click on Listen. 4. Scroll through the list of voicemails to play the one(s) you want to hear. 	

To:	Follow These Steps:	Notes:
Delete voicemail messages	<ol style="list-style-type: none"> 1. Click on My Inbox. 2. Select Voicemails. 3. Click on Listen. 4. Scroll through the list of messages to play the one(s) you want to hear. 5. Click Delete on the voicemail you wish to delete. 6. To delete the message, you must click Yes when the dialog box appears. 	
Forward voicemail via email	<ol style="list-style-type: none"> 1. Click on Listen in the home panel or click on My Inbox and select Voicemails to display your messages. 2. Scroll through the list to your desired voicemail. 3. Click Forward. 	The system will use the default mail client on your computer to send a link to the voicemail.



Caller and Call Line Information

Virtual Office Softphone allows you to view your caller ID or the other party's caller ID if available, as well as the status of your call.



To access your call line information:

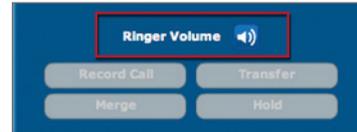
1. Open your Virtual Office Softphone panel.
2. Look at the **Active Calls** section.

Virtual Office Softphone Call Status

- Ringing
- Connected
- On Hold

Ringer Volume

You have the option to adjust your Virtual Office Softphone ringer volume.

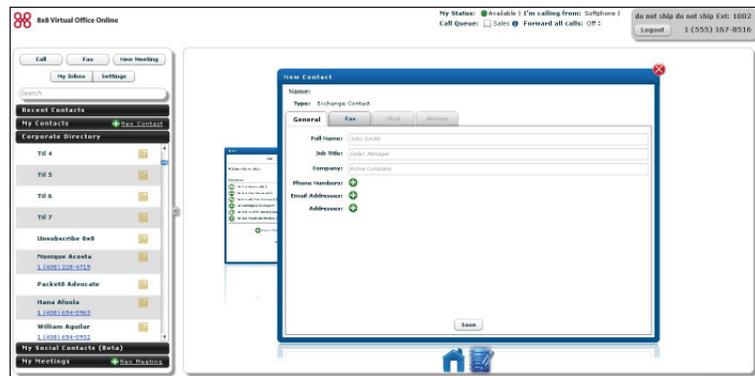


Click on the Ringer Volume icon  and adjust the volume to the desired level.

Using Your Virtual Office Online Contacts

The Virtual Office Online Contacts feature allows you to:

- Do a corporate directory search.
- Synchronize** your Virtual Office Online contacts with your contacts from Outlook®, Google™ App, Facebook® and Twitter®.
- Distinguish your contacts by icons.
- Click to call, or chat with your contacts.
- View contact information, combined history for calls and chat attached to contact details.



You can call, chat, fax, email, add, delete, and copy contacts just by clicking your mouse. You can even import contacts from Outlook, Facebook and Twitter. See the All Contacts configuration section for more details. Contacts are organized under these pull-down categories:



- **Search results** – contacts matching your search inquiry.
- **Recent Contacts** – up to 10 contacts who recently contacted you or have been contacted by you.
- **My Contacts** – your personal contacts entered into Virtual Office Online, sync from your Outlook and Google account.
- **Corporate Directory** – contacts from your 8x8 phone system corporate directory and/or MS Exchange directory.
- **My Social Contacts** – your Facebook and Twitter contacts.

Search Results

8x8 Virtual Office Online displays all contacts with matching search credentials.

Recent Contacts

8x8 Virtual Office Online users who have recently contacted you by phone, fax or chat are automatically listed under **Recent Contacts**. There is a maximum of 10 recent contacts shown. The contacts will remain there until a new recent contact replaces the oldest contact.



My Contacts

The **My Contacts** feature allows you to create a customized list of contacts. This list is pulled from personal contacts you entered into Virtual Office Online or personal contacts from your Outlook and/or Google account.



To access **My Contacts**:

1. Click on **My Contacts**.
2. Scroll down through your list of contacts.

To:	Follow These Steps:	Notes:
Use one-click call	Click on a contact's phone number to call them.	You can also call by clicking on a contact's name and opening their contact information panel.
Chat	<ol style="list-style-type: none"> 1. Click on the Chat link or 2. Click on the contact and Chat tab. 	You can chat with your Google contacts if you opt to login to Google Talk.
View details about contacts	Click on a contact's name.	A panel will appear with the person's contact information.
Email contacts	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. When the person's contact information panel appears, click on their email address. 3. This will launch your email application and inserts their email address. 	<p>Email addresses are listed under the General tab.</p> <p>*We currently do not offer email support for Google contacts yet.</p>

To:	Follow These Steps:	Notes:
Fax contacts	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. When the person's contact information panel appears, click on the Fax tab. 3. Select a fax number from the pull-down menu. 4. Fill in the Name, Subject, Notes and your company name entry boxes to dynamically populate on the cover sheet, if applicable. You can uncheck the Include Cover Sheet box if you like to append your own cover sheet to the fax. Alternatively, you can send a fax of your cover sheet content only. 5. Click Add to attach any documents. 6. Click Send Fax. 	<p>Available to Virtual Office Pro users. 8x8 Internet Fax must be enabled.</p> <p>Any of the following file-types can be faxed:</p> <p>docx, .doc, .dotx, .dotm, .dot, .mht, .mhtml, .rtf, .txt, .wps, .xml, .xlsx, xlsx, .xlsb, .xls, .xltx, .xltm, .xlt, .csv.tif, .pdf, .ppt, .BMP, .DCX, DIB, .DPX, FAX, FITS, FPX, GIF, GIF87, ICO, IPTC, JBIG, JP2, JPEG, JPG, MIFF, MNG, Mcomputer, MTV, OTB, PBM, computerD, computerDS, computerT, computerX, PGM, PICT, PNG, PNM, PPM, PSD, P7, RAS, RGBA, SGI, SUN, TGA, TIFF, VICAR, VID, VIFF, WMF, XBM, XPM, XWD</p> <p>Total fax size limit is 100KB per submission.</p>
View all contact history, including voicemail, calls, faxes, and chats	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. When the person's contact information panel appears, click on the History tab. 3. Select All, Voicemails, Calls, Call Recordings*, Faxes* or Chats from the menu below. 	
Drag-and-drop contacts into a meeting	<ol style="list-style-type: none"> 1. Click on New Meeting to open a meeting panel. 2. Click on My Contacts. 3. Scroll down through your list of contacts. 4. Drag and drop the contacts you want into the Participants entry box in the meeting panel. 5. Click Start Now. 	<p>Available to Virtual Office Pro users. 8x8 Virtual Meeting must be enabled.</p>

To:	Follow These Steps:	Notes:
Add contacts from Corporate Directory	<ol style="list-style-type: none"> 1. Click on Corporate Directory. 2. Scroll down through your list of contacts. 3. Drag and drop the contact you want to copy into My Contacts. 4. Select which address book you want to add the contact to. 	<p>A message confirming that the contact has been copied will appear.</p> <p>This feature is useful when you want to edit contacts from Corporate Directory or when you want to add a Corporate Directory contact to one of your personal contact accounts.</p>
Add contacts manually	<ol style="list-style-type: none"> 1. Click on the New Contact button next to My Contacts. 2. When the New Contact panel appears, fill in the person's contact information. 3. Click the green + sign to open entry boxes where you can type in the new contact's phone numbers, email addresses and mailing address. 4. Click Save. 	
Delete Contacts	<ol style="list-style-type: none"> 1. Click on the red  next to the name of the contact you want to delete. 2. Click Yes when the confirmation message appears. 	<p>You must click Yes when the confirmation message appears in order to delete the contact.</p>

Corporate Directory

The Corporate Directory is where your 8x8 corporate directory and Outlook corporate directory resides.



To access **Corporate Directory**:

1. Click on **Corporate Directory**.
2. Scroll down through your list of contacts.

To:	Follow These Steps:	Notes:
Use one-click call or chat	<ol style="list-style-type: none"> 1. Click on a contact's phone number to call them; or 2. Click on Chat to start an instant messaging session. 	<p>You can also call or chat by clicking on a contact's name and opening their contact information panel.</p> <p>Chat is only available for your Virtual Office contacts.</p>
View details about contacts	<ol style="list-style-type: none"> 1. Click on a contact's name. 	A panel will appear with the person's contact information.
Email contacts	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. When the person's contact information panel appears, click on their email address. 	Email addresses are listed under the General tab.

To:	Follow These Steps:	Notes:
Fax contacts	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. When the person's contact information panel appears, click on the Fax tab. 3. Select a fax number from the pull-down menu. 4. Fill in the Name, Subject, Notes and your company name entry boxes to dynamically populate the cover sheet, if applicable. You can uncheck the Include Cover Sheet box if you like to append your own cover sheet to the fax. Alternatively, you can send a fax of your cover sheet content only. 5. Click Add to attach any documents. 6. Click Send Fax. 	<p>Available to Virtual Office Pro users. 8x8 Internet Fax must be enabled.</p> <p>Any of the following file-types can be faxed:</p> <p>docx, .doc, .dotx, .dotm, .dot, .mht, .mhtml, .rtf, .txt, .wps, .xml, .xlsx, xlsx, .xlsb, .xls, .xltx, .xltm, xlt, .csv.tif, .pdf, .ppt, .BMP, .DCX, DIB, .DPX, FAX, FITS, FPX, GIF, GIF87, ICO, IPTC, JBIG, JP2, JPEG, JPG, MIFF, MNG, Mcomputer, MTV, OTB, PBM, computerD, computerDS, computerT, computerX, PGM, PICT, PNG, PNM, PPM, PSD, P7, RAS, RGBA, SGI, SUN, TGA, TIFF, VICAR, VID, VIFF, WMF, XBM, XPM, XWD</p> <p>Total fax size limit is 100KB per submission.</p>
View all contact history, including voicemails, calls, faxes, and chats	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. When the person's contact information panel appears, click on the History tab. 3. Select All, Voicemails, Calls, Call Recording, Faxes or Chats from the menu below. 	
Drag-and-drop contacts into a meeting	<ol style="list-style-type: none"> 1. Click on New Meeting to open a meeting panel. 2. Click on Corporate Directory. 3. Scroll down through your list of contacts or do a search. 4. Drag and drop the contacts you want into the Participants entry box in the meeting panel. 5. Click Start Now. 	<p>Available to Virtual Office Pro users. 8x8 Virtual Meeting must be enabled.</p>

To:	Follow These Steps:	Notes:
Add / Delete contacts	You cannot add or delete contacts in Corporate Directory . However, you can copy them from Corporate Directory to My Contacts . See below for details.	
Drag-and-drop contacts from Corporate Directory to My Contacts	<ol style="list-style-type: none"> 1. Scroll down through your list of contacts. 2. Drag and drop the contact you want to copy into My Contacts. 	A message confirming that the contact has been copied will appear.
Add contacts manually from Corporate Directory to My Contacts	<ol style="list-style-type: none"> 1. Click on Corporate Directory. 2. Click on a contact's name. 3. When the person's contact information panel appears, click on Add To My Contacts. 	A message confirming that the contact has been copied will appear.

My Social Contacts

This tab contains all your Facebook and Twitter contacts.



To access your social contacts:

1. Click on **My Social Contacts**.
2. Scroll down through your list of contacts.

To:	Follow These Steps:	Notes:
Send a direct message via Twitter	<ol style="list-style-type: none"> 1. Click on the contact's name. 2. Type in your message and click Send. 	
View your Twitter contact's latest tweet	<ol style="list-style-type: none"> 1. Scroll through your contact list. 2. The latest tweet is listed under your Tweeter contact Or 1. Click on the contact's name. 2. Click on Social tab to view contact info including the latest tweet. 	
Unfollow your Twitter contact	<ol style="list-style-type: none"> 1. Click on a contact's name. 2. Click on Unfollow. 	
Navigate to the contact's Twitter page	<ol style="list-style-type: none"> 1. Click on the contact's name. 2. Click on the person's full name link. 	
View contact info and interaction history including Tweets, Facebook posts, Favorites, Direct messages from and to the contact	<ol style="list-style-type: none"> 1. Click on the contact's name. 2. Click on Social tab to view contact info. 3. Click on History tab for the interaction history. 	
Post on the contact's Facebook wall	<ol style="list-style-type: none"> 1. Click on Facebook contact's name. 2. Type in your message and click Share. 	

To:	Follow These Steps:	Notes:
Chat with the Facebook contact	<ol style="list-style-type: none"> 1. Click on Facebook contact's name. 2. Click on the Chat tab. 3. Type in your message and click Share. 	
Add / Delete contacts	<p>You cannot add or delete contacts in My Social Contacts. However, you can delete them from your social networking sites.</p>	
Drag-and-drop contacts from My Social Contacts to My Contacts	<ol style="list-style-type: none"> 1. Click on My Social Contacts. 2. Scroll down through your list of contacts. 3. Drag and drop the contact you want to copy into My Contacts. 	<p>A message confirming that the contact has been copied will appear.</p>