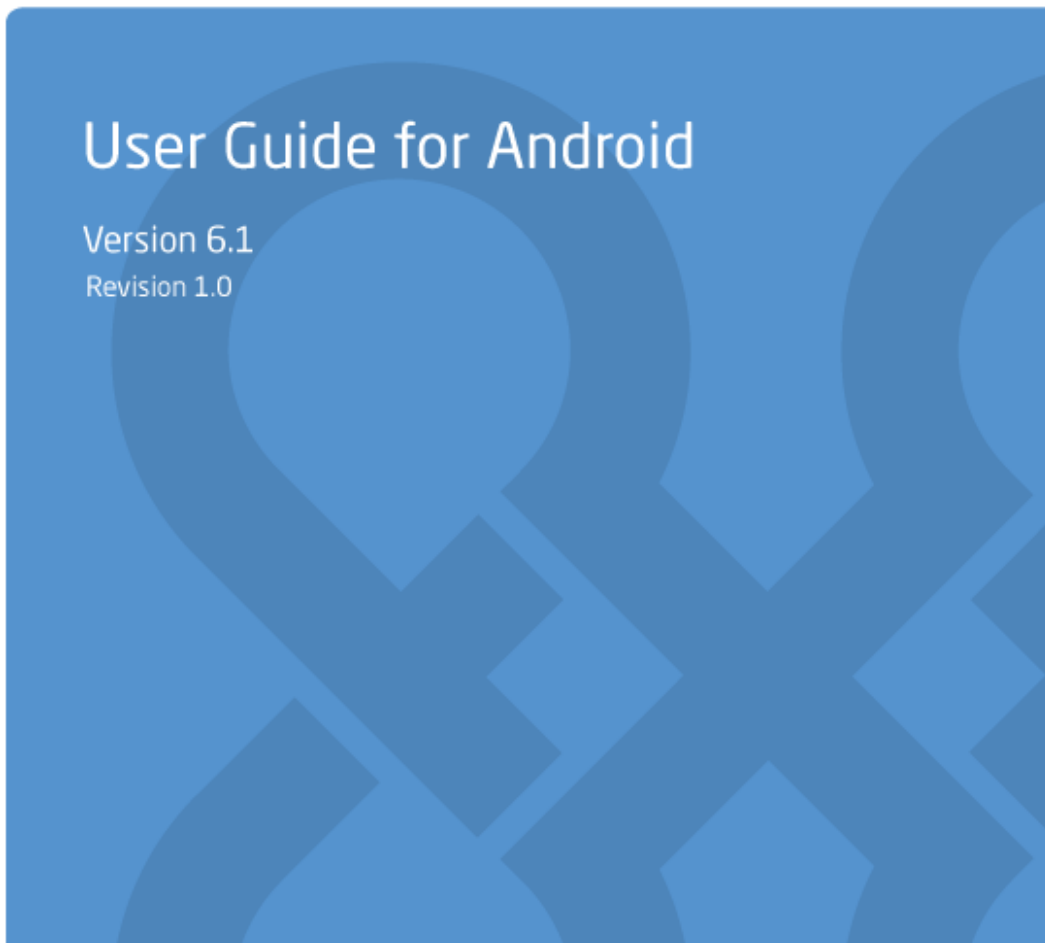


# Virtual Office Mobile



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## Introduction

8x8 Virtual Office Mobile is an app for Android OS smartphones and tablets that allows 8x8 customers to connect to their Virtual Office phone service from any Wi-Fi zone or 3G/4G network.

**Now, your 8x8 business phone extension can be truly mobile!**

Once you've installed the app, you can log in to your 8x8 Virtual Office phone system from your smartphone and start making and receiving phone calls just as if you were using your office phone. Your caller ID even displays your office phone number!

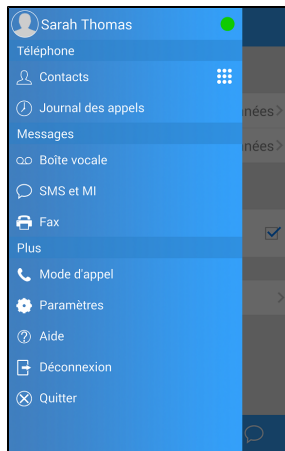
All your 8x8 low-cost calling rates apply, so calling from your mobile device has never been cheaper. Avoid data roaming charges when outside the US by turning off data roaming and using Wi-Fi hotspots instead of your 3G/4G network; since your calls are charged under your 8x8 calling plan, you won't have international call roaming charges to deal with.

## Features

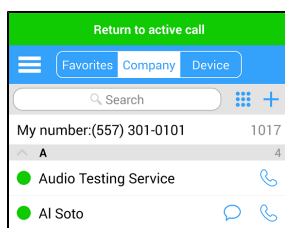
- Make and receive calls over Wi-Fi, or 3G/4G from your phone or tablet.
- Multitasking support allows you to receive calls anytime.
- Call from your phone contact list or company directory contacts list.
- Forward calls to voicemail, Auto-Attendant, or an external number.
- Place calls on hold.
- Call waiting and conference calls.
- Transfer calls to contacts in either your company directory or personal contact list.
- Park calls.
- Record calls.
- Enhance calls with video capability (Requires call recording enabled for your extension).
- Exchange instant messages with your co-workers.
- View and receive fax messages (applicable to Virtual Office Pro users only).
- Access your extension's visual voicemail.
- Access detailed call logs.
- Bluetooth support.

## What's New in Android 6.1?

- French language localization (French and Canadian) is **available based on device language settings**.

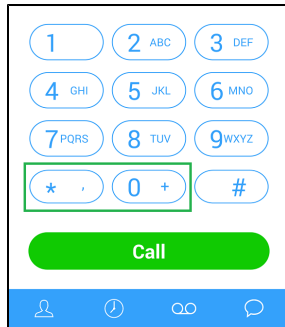


- The date (month/day/year and day/month/year order) and time (AM/PM and military time) in Virtual Office Mobile are **formatted based on device location settings**.
- Access cross PBX directory, check presence, send messages, and make calls to company contacts using global extension-to-extension dialing.**  
You can simply tap a contact from the Company Directory and call your coworkers located in the same office, in another city, or another country.
- While on a device call, an incoming 8x8 call beeps and displays a notification to show who is calling.
- Leaving the active call screen shows a **Return to active call** header on other screens. Tap the header to return to the call.



- Avoid lengthy voice menus** by including your voice menu choices with frequently-called phone numbers.  
Add \* and # to your phone numbers.

- **Allow dialing pauses, and pluses for international numbers** from the Virtual Office Mobile dialer by holding down the relevant keys.



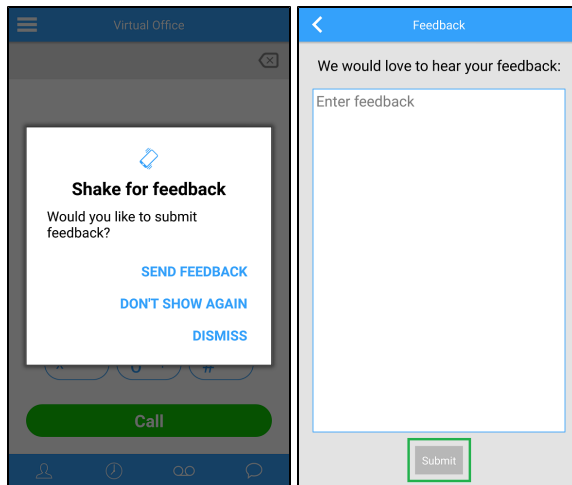
## Bug Fixes

For a list of the bugs fixed in this release, refer to our [Android release notes](#).

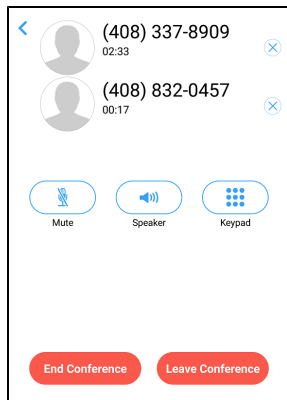
## Previous Release Features

### Android release 5.2.1

- **Shake your device to submit a debug log and feedback.**  
A confirmation prompt will appear.



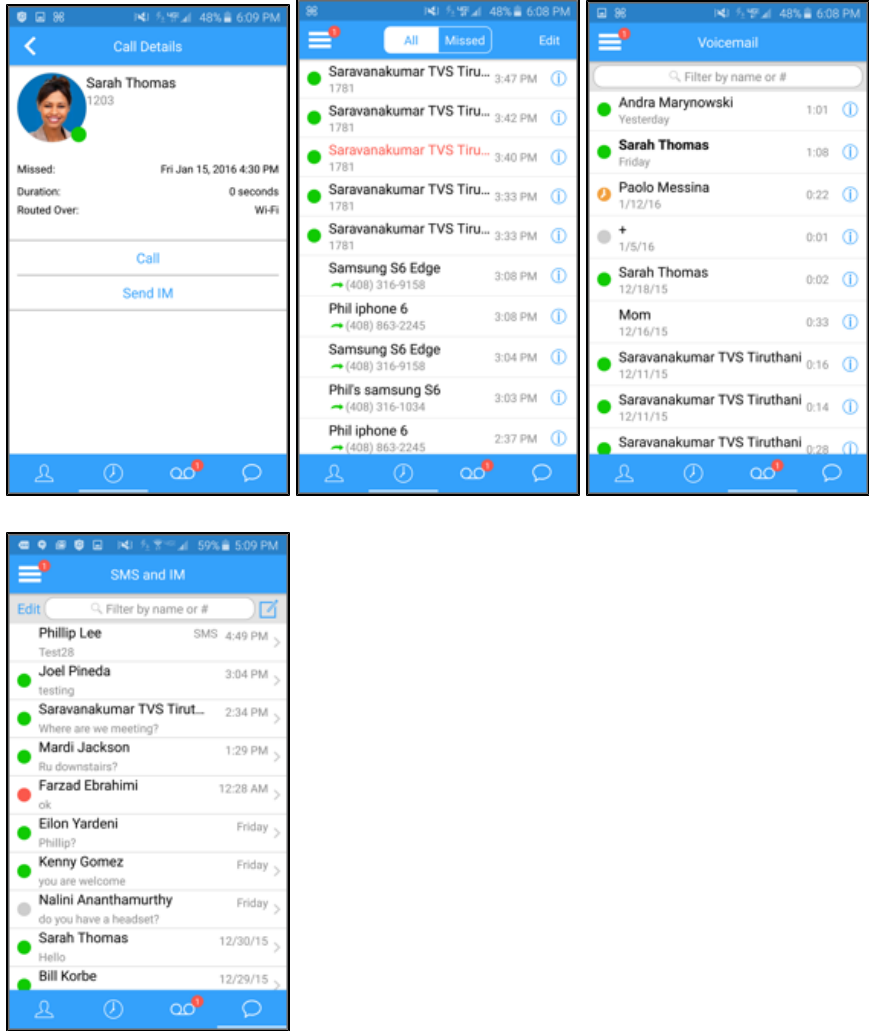
- **Ability to End Conference or Leave Conference while in a conference call**, either ending the conference for everyone, or allowing other participants to continue without you.



- Improved audio resiliency during network problems.

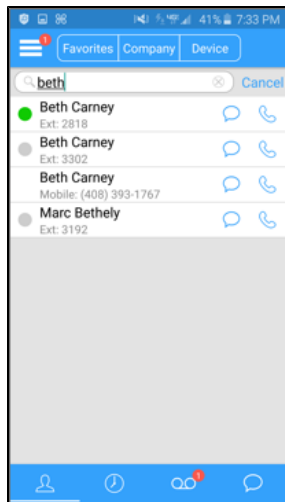
### Android release 5.2

- Improved call connection reliability when switching data networks.
- Improved call quality:
  - Audio delay has been reduced.
  - When you select a Bluetooth device with clearer audio, the call automatically switches to the device.
- Improved usability:
  - Fonts, colors, and icons have been improved.
  - Answering calls is easier.
  - Tapping **Back** while on **Call Mode**, **Settings**, or **Help** returns you to the previous screen instead of logging you out of the application.
- Added contact presence in **IM/SMS**, **Call Log**, **Voicemail**, and **Fax**, giving you more options for replying to communications.

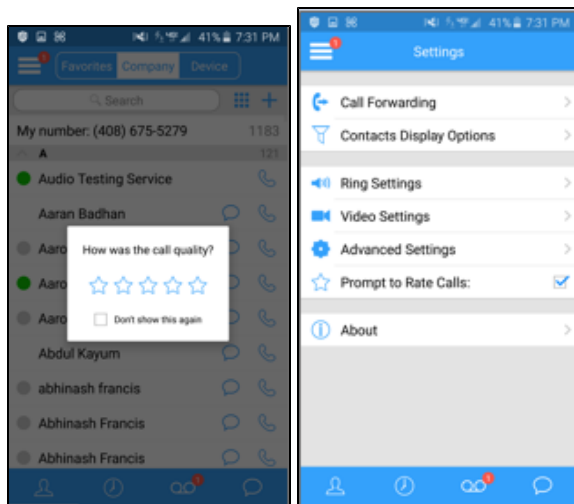


- Minimized duplicate contact search results. Contacts without phone numbers are now filtered from the search results while looking up contacts.  
 The matching contacts now display the phone numbers to differentiate search results from different

contact categories.



- Added optional one-click user call rating prompts for calls lasting more than 10 seconds. You can easily choose to disable or enable these prompts in **Settings**.



- Ability to submit feedback and debug logs directly to 8x8 servers via **Help > Send Feedback**.
- Ability to edit phone numbers while dialing out: tap to edit, long press to cut or paste. Pasting or calling international numbers is significantly easier.

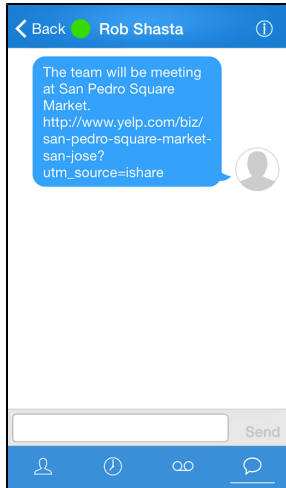
### Release 5.1

- Improved call connectivity when transitioning between Wi-Fi and cellular connections.
- Ability to share debug logs via email and messaging. From the menu, go to **Help > View Log** for logs. You can share this log for debugging.

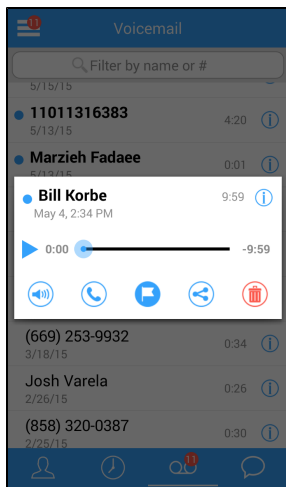
[Click here](#) to learn more.



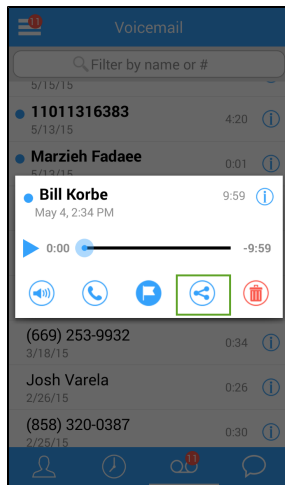
- Ability to share links and info from Maps, Yelp and other apps via Virtual Office Mobile IM and SMS. From an app such as Yelp, search for an address, tap share and select 8x8 Virtual Office. The address and the link get embedded as a new message. Enter name or number of the contact you wish to share this information with. Tap **Send**.



- Updated voicemail offers a new experience and improved playback.



- Ability to share faxes and voicemails via email, messaging, and other applications.



- Ability to switch between front and rear-facing cameras during video calls.  
[Click here](#) to learn more.
- A call from another extension user on the PBX shows the extension number instead of the DID. This helps identify internal and external calls easily.
- Offers a new user terms and conditions.
- Allows copying call log and contacts details to clipboard. [Click here](#) to learn more.
- Android OS 6.0 Marshmallow users can ignore the battery optimizations prompt and stay connected when app is in background. They receive calls and messages when connected.

### Release 5.0

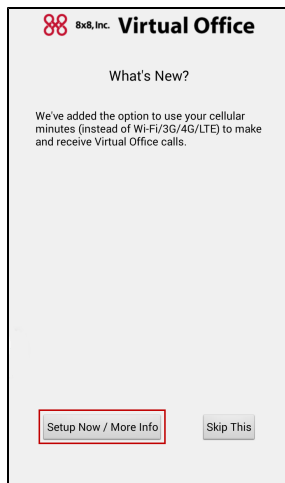
- New simplified navigation design.
- IM/SMS message history syncs with Virtual Office Desktop on Windows & Mac
- Call quality reporting: Ability to track quality of calls handled by Virtual Office Mobile using 8x8 Virtual Office Analytics.
- HD voice(Pending PBX support): The high definition voice offers premium call quality.
- Encrypted Calling: With support for encrypted calling, you can now enjoy better call quality without compromising on security.  
Contact 8x8 to purchase this premium feature.

### Previous Releases

In the previous releases, Virtual Office Mobile application introduced the following new features:

- **Save Contacts to New Favorites Tab:** Save your frequently used contacts to the Favorites tab for the quick access.  
Refer to [Favorites](#) for more details.

- **Filter Company Contacts by Group:** Group company and personal contacts by tags such as Department and Location.  
By default, the option is disabled displaying company and personal contacts as a flat file. Refer to [Grouping Contacts](#) for more details.
- **Create Personal Contacts in the Company Directory:** Create new personal contacts and add them to the company directory from the Company tab.  
[Click here](#) for details.
- **New Login Screen:** Virtual Office Mobile has a new login screen consistent with Virtual Office Desktop and Virtual Office Online.  
Refer to [Login](#) for more details.
- **Away Presence Status:** Your status automatically changes to Away if you are logged in but inactive for a specified time.  
You can change your status to Away manually, but still receive calls on your phone. Refer to [Presence Management](#) for more status options.
- **SMS:** Send instant text messages from your business phone number to clients, personal contacts, and co-workers using SMS and IM services from 8x8 Virtual Office.  
For details, [click here](#).
- **Cellular Call Mode for Better Call Quality:** With Cellular Call Mode, you can handle inbound and outbound calls over the cellular network and experience better call quality and call connection. On launching the upgraded version, you are automatically prompted to set up your preferred call mode.



To change your call mode settings, follow the on-screen prompts.

[Click here](#) for benefits and limitations of using mobile data network and cellular network.

## Get Started

Virtual Office Mobile allows you to connect with your 8x8 Virtual Office phone service from your Android device. Follow these guidelines to get started.

<b>Pre-requisites</b> .....	<b>12</b>
<b>Verify Your Phone Version</b> .....	<b>12</b>
Important VoIP over 3G/4G Notice .....	13
<b>Install Virtual Office Mobile</b> .....	<b>13</b>
<b>Login</b> .....	<b>14</b>
<b>Log out or Exit</b> .....	<b>15</b>
<b>Reset Password</b> .....	<b>16</b>
<b>Understand the Application User Interface</b> .....	<b>16</b>
Retrieve your Account Information .....	17

## Pre-requisites

To work with 8x8 Virtual Office Mobile, you need:

- One of the following subscription plans
  - Virtual Office Unlimited Extension
  - Virtual Office Metered Extension
  - Virtual Office Global Extension
  - Virtual Office Pro
  - Virtual Office Pro Softphone Edition
- The 8x8 username and password for your extension



**Note:** Virtual Office Mobile is not available with 8x8 Basic Plans or Shared-Line Extensions.

## Verify Your Phone Version

Virtual Office Mobile only runs on Android version 4.0 or higher.

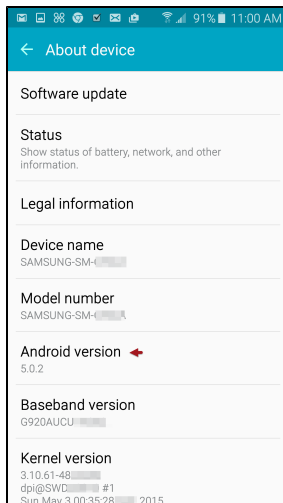
Locate the version number by clicking **Settings** from your home screen, then **About**. The application

version is listed at the top.

You may also have to click on **Software information**. Android operating system is listed under **Android version** or **Firmware version** depending on the manufacturer.



**Note:** Software number, Kernel version, or Build number are not the OS version number.



## Important VoIP over 3G/4G Notice

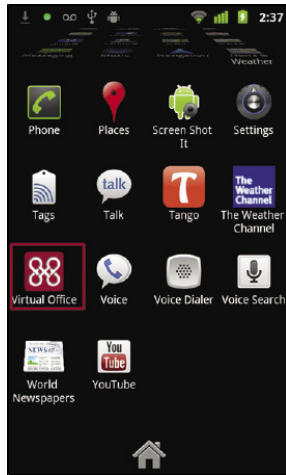
Some mobile network operators may prohibit or restrict the use of Voice over Internet Protocol (VoIP) functionality over their network, such as the use of VoIP telephony over a cellular network, and may also impose additional fees, or other charges in connection with VoIP. Be sure to check the terms of your agreement with your cellular phone carrier. 8x8 is not liable for any charges, fees or liability imposed by your cellular/mobile carrier for use of 8x8 Virtual Office Mobile service.

\* Voice quality is subject to Wi-Fi or 3G/4G signal strength and available bandwidth.

## Install Virtual Office Mobile

1. Go to the Google Play Store. Tap **Apps**.
2. Search for **8x8 Virtual Office**. On finding the app, select it and tap **Install**.

3. Tap the application icon to launch the application once you have completed the installation.



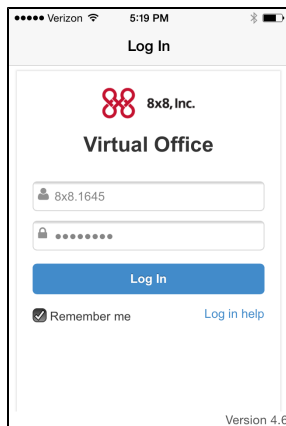
4. At the prompt, enter your Virtual Office extension username and password.
5. Tap **Sign In**.

## Login

On launching the application in your device, you are prompted for your Virtual Office login credentials.

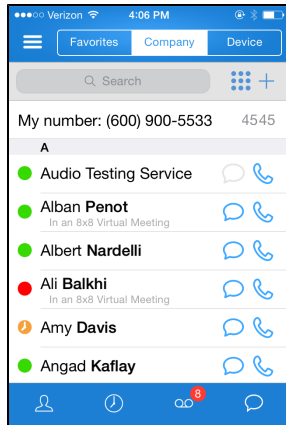
### To log in:

1. Enter the 8x8 username and password from your Virtual Office account.



2. Tap **Log In**.  
The app launches and opens the **Company** contacts list. You can see their presence status, make a


call, or send a message.

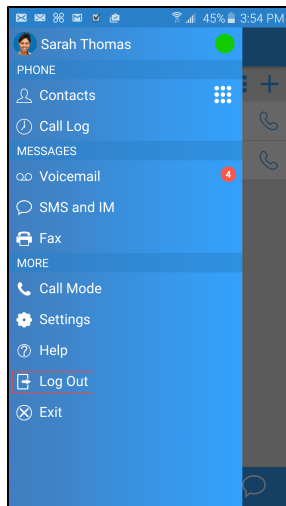


3. Tap **Favorites** to open your favorite contacts that you selected earlier.
4. Tap **Device** to open your personal contacts on your mobile device.

## Log out or Exit

To log out of Virtual Office Mobile:

1. Tap  from the top menu.



2. Tap **Log Out** and confirm.  
Logging out disables call activity. To launch the application, you must log in again.
  - To close the app without logging out, select **Exit** from the main menu.  
When you exit the application, you will not receive inbound calls, fax notifications, or voicemail.

Opening the application logs you in automatically and shows the last screen you were on.

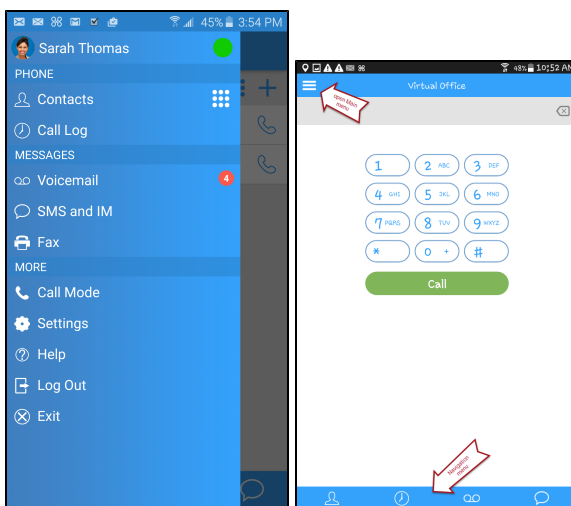
## Reset Password

Login settings store the username and password that you entered in the login screen. If you forget your Virtual Office extension username and password:



1. Go to Virtual Office Mobile login screen.
2. Tap **Help** in the login screen.
3. Follow the on-screen instructions to access your username or reset the password.

## Understand the Application User Interface



The 8x8 Virtual Office application provides a user interface (UI) custom designed for Android phones and tablets. The UI features a **main menu** and **navigation menu** with links to all the functionality.



The **navigation menu** allows you to perform the following functions:

Navigation Icon	Functionality
	<b>Contacts:</b> You can access your contacts from the company directory as well as personal contacts.
	<b>Call Log:</b> Presents a list of recently processed inbound and outbound calls from the app.



	<b>Voicemail:</b> Offers options to check voicemail, call back, mark read or delete.
	<b>SMS and IM:</b> Allows you to view, respond, or write new messages.

The **main menu** options allow you to perform the following functions:

- **Profile Picture:** Access and edit profile picture from the top left corner of the home screen. Tap to view and edit the photo.
- **Presence Status:** View and change your presence status from the top right corner of the home screen. Tap to open and change the status.
- **Call Log:** Presents a list of recently processed inbound and outbound calls from the app.
- **Contacts:** You can access your contacts from the company directory as well as personal contacts.
- **Voicemail:** Offers options to check voicemail, call back, mark read or delete.
- **SMS and IM:** Allows you to view, respond, or write new messages.
- **Fax:** You can view received and sent faxes.
- **Call Mode:** You can choose Wi-Fi or cellular mode for your inbound and outbound calls.
- **Settings:** Provides access to your settings such as call mode, contact display options, network, and video settings.
- **Help:** Provides access to the virtual office user guide, troubleshooting link, feedback form, and support telephone number.
- **Log Out:** Disables call activity.
- **Exit:** Closes the application without logging you out. Blocks incoming calls.

## Retrieve your Account Information

You can retrieve your Virtual Office account details such as phone number and extension number under **Contacts > Company**.

## Settings

The default settings of your Virtual Office Mobile app are as follows:

1. Use 3G/4G network: **On**
2. Prefer Wi-Fi: **On**

Refer to the following topics to synchronize or change settings.

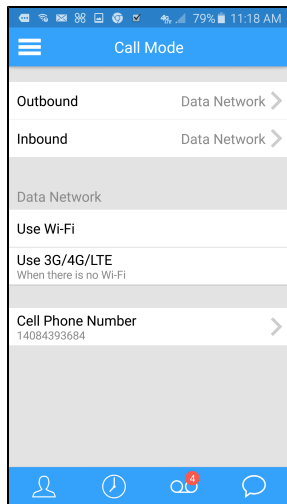
<b>Set up Call Mode</b> .....	<b>18</b>
Use Data Network for Outbound .....	19
Use Cellular Voice for Outbound .....	20
Use Data Network for Inbound .....	20
Use Cellular Voice for Inbound .....	21
<b>Enable Device 3G/4G/LTE Network Settings</b> .....	<b>21</b>
<b>Enabling Wi-Fi Settings in Phone Devices</b> .....	<b>22</b>
<b>Enable Bluetooth Headset Support</b> .....	<b>23</b>
<b>Set up Call Forwarding</b> .....	<b>23</b>
<b>Set up Cell Phone Number</b> .....	<b>24</b>
<b>Advanced Settings</b> .....	<b>24</b>
<b>Rate Call Quality</b> .....	<b>25</b>

## Set up Call Mode

You can handle inbound and outbound calls from your Virtual Office Mobile using mobile data network or cellular network. 8x8 Virtual Office allows you to switch between the two networks based on your needs. For example, if you are roaming in areas with weak Wi-Fi signals or poor 3G/4G reception, you may experience poor call quality or dropped calls. By switching to a cellular data network, you can gain better call quality and a more reliable call connection.

**To select a calling network option:**

1. From the main menu, go to .



2. Tap **Outbound** or **Inbound** to select the desired call mode.
3. Use one of the following options for outbound calling. **Always Ask** prompts you to select between Wi-Fi/Mobile data network and cellular network.
  - Use Data Network
  - Use Cellular Voice
4. Use one of the following options for inbound calling:
  - Use Data Network
  - Use Cellular Voice

The app automatically saves your selection.

## Use Data Network for Outbound

If you choose to use the Wi-Fi/Mobile data network, calls are placed over a Wi-Fi or 3G/4G/LTE data network using VoIP. The call signaling and media are transmitted over the Internet.

### Benefits

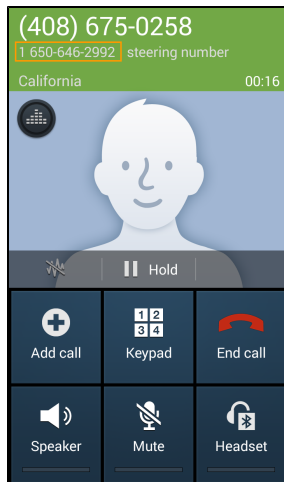
- Access to advanced PBX functions such as call recording, call transfer, call parking, and more.
- Outbound call details including the call duration captured in the call log.
- Does not incur cellular calling charges.

### Limitations

- Call quality is dependent on the data network signal quality. If the signal quality drops, the call quality drops as well.
- While on a Wi-Fi call, you must stay within the Wi-Fi network limits. If you leave the coverage, the call drops. An established call does not move across different networks.

## Use Cellular Voice for Outbound

Calls are placed over the traditional cellular network. The caller ID at the receiving end displays the Virtual Office number masking your cell phone number. At the termination of a call, you are automatically directed back to the app if you select to return to the app in outbound call mode.



**Note:** You must enable caller ID in your device settings. If you block your caller ID, Virtual Office service fails to establish calls.

### Benefits

- Call quality comparable to a regular cell phone call
- Reduced risk of dropped call as you roam the cellular network
- Better call experience by projecting your Virtual Office number on the caller ID

### Limitations

- Lack of access to features such as recording, transferring, or parking a call
- No support for video call
- Consumes cellular calling minutes and Virtual Office minutes if you are on a metered plan
- Call detail does not record call duration information

## Use Data Network for Inbound

Calls are placed over Wi-Fi or 3G/4G/LTE data network using VoIP. For benefits and limitations, refer to [Outbound calling option](#).

## Use Cellular Voice for Inbound

Inbound calls are received over the traditional cellular network. It does not override any call forwarding rules you have in place. Call forwarding rules always take precedence over your inbound call preference.

### Benefits

- Call quality comparable to a regular cell phone call
- Reduced risk of dropped call as you roam the cellular network
- Projects caller ID of the party originating the call

### Limitations

- Lack of access to features such as recording, transferring, or parking a call
- No support for video calling
- Conflicting voice mail behavior between device voicemail system and Virtual Office voicemail



**Note:** If you are unable to answer a call in time, your voicemails may land in your cellular voicemail box. [Click here](#) to know how to prevent this behavior.

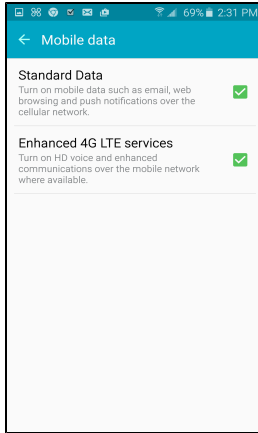
- No support for call log within the app. Calls are logged by the device
- Consumes cellular minutes and Virtual Office calling minutes if you are on a metered plan

## Enable Device 3G/4G/LTE Network Settings

### To enable the 3G/4G/LTE data network for your phone:

1. Go to your home screen.
2. Select **Settings > Connections > Mobile Networks > Mobile Data**.
3. Tap **Enhanced 4G LTE Services** to turn it on.

It allows access to your cell phone provider's data network.



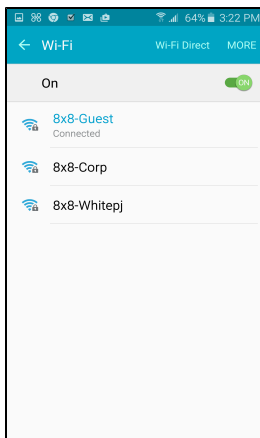
**Note:** You must have a data plan with your cell phone provider to enable this option.

## Enabling Wi-Fi Settings in Phone Devices

8x8 Virtual Office Mobile is a VoIP application that sends your phone calls over your data network. You can use Wi-Fi data networks or your wireless phone company data network plan.

### To set up Wi-Fi reception on your phone:

1. Go to your home screen.
2. Select **Settings > Connections > Wi-Fi**.
3. Slide to turn on **Wi-Fi Settings**.



4. Choose your Wi-Fi network. You may need to enter a security code to enter the Wi-Fi network. If you have questions about your Wi-Fi network, contact your local IT support.

## Enable Bluetooth Headset Support

Bluetooth headsets work on Virtual Office Mobile.

### To enable support to Bluetooth headsets:

1. In your device **Settings**, go to **Connections tab > Bluetooth**.
2. Slide to turn on Bluetooth.



**Note:** Bluetooth must be enabled on the phone operating system, paired, and connected to the headset before the Bluetooth-enabled headset works with the application.

## Set up Call Forwarding

The 8x8 mobile app enables you to set up call forwarding options in case you are unable to answer calls from your phone. Call forwarding gives you the flexibility to direct calls to your voicemail, or to a specified destination if you are unable to answer the call.

### When to Forward Calls

- When Busy
- When No answer
- During Outage (internet outage)
- Always (this feature is turned off by default)

### Where to Forward Calls

- Voicemail
- Auto Attendant
- One-Number-Access (This number can be a phone number, extension number, ring group number, call queue number, etc.)
- My cell phone
- External number



### Notes:

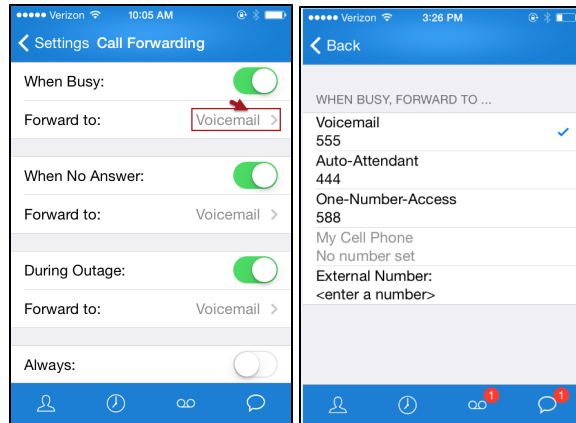
- By default, incoming calls are forwarded to voicemail.

- You can view and edit default rules or create your new custom rules by going to **Settings > Call Forwarding** in Virtual Office Desktop.



#### To access call forwarding settings:

1. From the main menu, select **Settings > Call Forwarding**. The call forwarding options appear.
2. Set up your call forwarding preferences from the available options.



## Set up Cell Phone Number

You can store your cell phone number within Virtual Office settings. The stored cell phone number appears as an option to forward and transfer calls.

#### To store your cell phone number:

1. From the application main menu, select **Call Mode > Cell Phone Number**.
2. Enter your cell phone number.
3. Tap **Done**.

## Advanced Settings

From the main menu, go to **Settings > Advanced Settings** to see the following options:

- **Override Auto-lock:** This setting prevents locking the screen while you are on a call using the app. In Android devices, on receiving an incoming call, the device automatically unlocks and offers the



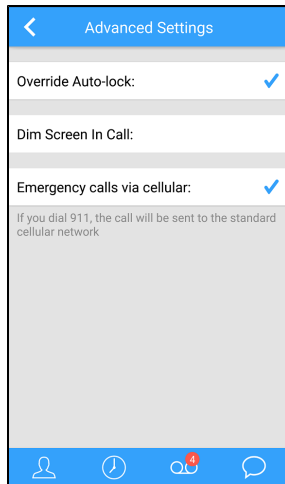
call.

- **Dim Screen in Call:** You can enable this feature to dim the screen while you are on a call.



**Note:** Synchronization may impact performance if your Contact Directory is large.

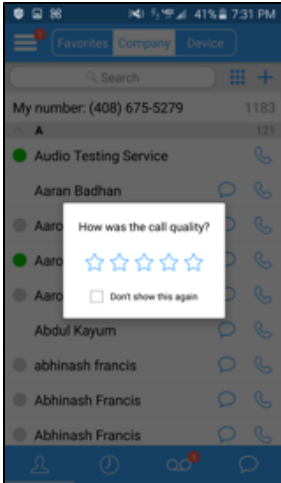
- **Emergency calls via cellular:** Turn this option on to dial the emergency number 911 through your standard cellular network.



## Rate Call Quality

By default, after the end of a call lasting more than 10 seconds, you will see a prompt to rate the quality of the call.

In one tap, you can rate the quality of the call, or choose to dismiss future prompts.



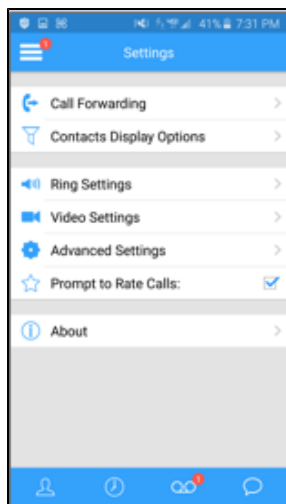
You can easily choose to disable or enable these prompts in Settings as well.



**Note:** Upon encountering an issue, you can shake your device at any time while in the app to send a debug log to 8x8. At the prompt, tap **Submit** to send the log.

**To disable or enable call quality prompts:**

1. Go to **Settings**.
2. To disable call quality prompts, clear the **Prompt to Rate Calls** check box.  
OR  
To enable call quality prompts, select the **Prompt to Rate Calls** check box.



## Get Help

We want to make sure users of Virtual Office get instant help when they need it. From the main menu, tap **Help**.

- **FAQ:** Check out the most frequently asked questions for answers to your questions.
- **User Guide:** Browse through the mobile-friendly user guide for a comprehensive overview of the app.
- **Send Feedback:** Tap here to send feedback on the application.
- **Call Support:** Do you want to talk to one of our friendly customer support reps and seek help? You are just a tap away.
- **View Log:** For debugging any issues you experience with the app, view the log and share it with our support staff.

## Use The Application

Virtual Office Mobile supports multitasking and background operation of your mobile device.

### Multitasking

With multitasking, you can be listening to music and still receive a call to your Virtual Office extension on the phone. The music sound volume mutes and a call notification appears. You can take the call and when the call is completed, your music returns to full sound volume. Another advantage of multitasking support is never missing a call. The Virtual Office Mobile application is always running in the background and waiting for a call from your Virtual Office extension.

To learn about the capabilities of the app, refer to:

<b>Check Presence</b> .....	<b>29</b>
Checking Contacts Status .....	30
<b>Access Contacts</b> .....	<b>30</b>
Company Contacts .....	31
Favorites .....	33
Device Contacts .....	33
<b>Display Contacts</b> .....	<b>34</b>
Sorting Contacts .....	34
Grouping Contacts .....	35
Filtering Contacts .....	37
<b>Send SMS and IM</b> .....	<b>37</b>
Instant Messaging .....	42
Disable SMS or IM .....	44
<b>Make and Receive Calls</b> .....	<b>45</b>
<b>Place a Call on Hold</b> .....	<b>49</b>
<b>Call Waiting and Conference</b> .....	<b>49</b>
<b>Switch Between Calls</b> .....	<b>50</b>
<b>Transfer a Call</b> .....	<b>51</b>
<b>Park a Call</b> .....	<b>51</b>
<b>Video Calling</b> .....	<b>53</b>
<b>Record a Call</b> .....	<b>53</b>

<b>Manage Fax</b> .....	<b>54</b>
<b>Access Voicemail</b> .....	<b>55</b>
Voicemail Service .....	56
<b>Check Call Logs</b> .....	<b>57</b>
<b>Flip Calls</b> .....	<b>58</b>


## Check Presence

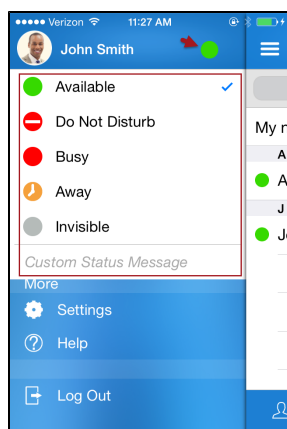
In Virtual Office Mobile, contact status can be seen from the Contacts, Call Log, Voicemail, Messages, and Fax screens.

Virtual Office Mobile allows the following status options:

- **Available:** You are available for calls and chat communication.
- **Do Not Disturb:** You are available for chat. Calls during this state are forwarded to voicemail.
- **Busy:** Your status automatically changes to Busy when on a call. You can also set this status manually, but anyone can still communicate with you.
- **Away:** Your status automatically changes to Away if you are logged in but inactive for a specified time. You can change your status to Away manually, but still receive calls on your phone.
- **Invisible:** You are available for chat and call. It prevents other Virtual Office Mobile users from seeing your presence information when you are logged in.

### To change your status:

1. Go to the main menu.
2. Tap  in the top-right corner of the screen. The status options appear.

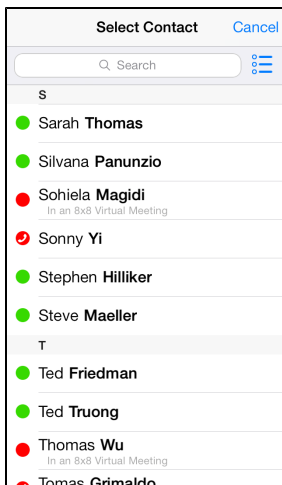


3. Select the desired status.
4. Optionally, enter a custom status message and tap **Done**.  
The message appears under your name in the contact list, along with your presence status.

## Checking Contacts Status

Virtual Office Mobile 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.

**Automated Status:** Virtual Office Mobile automatically determines the availability status of each user by detecting whether they are available, busy, offline, or attending a virtual meeting.



### Notes:

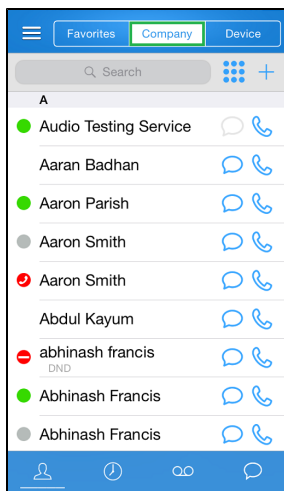


- Even if your colleagues are only using their 8x8 desk phone, you can still see if they are on the phone via the status.
- Your Google contacts do not see these statuses if you choose to publish your status to your Google account. They can only view your customized status.
- You can choose to publish your Virtual Office Online status to Google with the social networking integration tool.

## Access Contacts


Virtual Office Mobile allows you to access company directory and personal contacts from your device. To access these contacts, tap **Contacts** in the main menu. By default, the Company Directory opens.

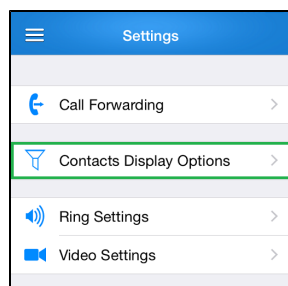
You can search your contacts by first or last name, or by job title, location, or department.



- To access your company directory, tap **Company**.
- To access your favorite contacts, tap **Favorites**.
- To access personal contacts from your device, tap **Device**.

### How do I sort contacts by first or last name?

1. Click  to go to the main menu.
2. In **Settings**, click **Contacts Display Options**.




3. Tap to select **First Name** or **Last Name**.

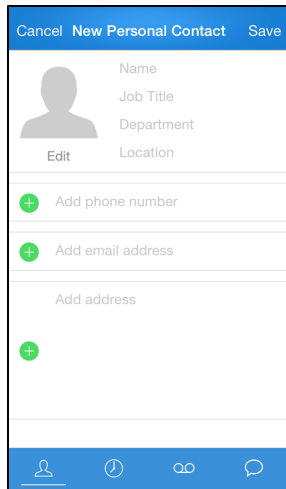
## Company Contacts

You can access the existing contacts in the Company Directory or add new contacts to your Personal folder under Company contacts.

### How do I create personal contacts in the Company Directory?

1. Go to **Contacts**.
2. Tap **Company**.


- Tap  to open a new contact.

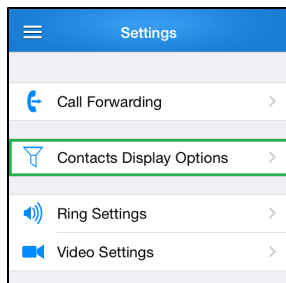


- Enter name and information.
- Tap **Save**.

The new contact is added to your personal contacts. To view your personal contacts in the company directory, filter the contacts by **Personal**.

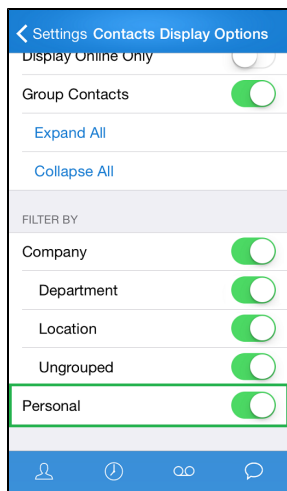
### How do I filter contacts to see only Personal contacts?

- Tap  to go to the main menu.
- In **Settings**, tap **Contacts Display Options**.







- Slide to turn on the **Personal** option.



## Favorites

You can add contacts to Favorites from any Company or Device contact listed in Virtual Office Mobile.

### How do I add contacts to Favorites?

- Go to **Contacts**.
- Tap **Favorites**.
- Tap  to open the list of contacts.
- Find the contact in the list and select  to add it to your favorites.  
For a quick find, tap **Search** and start typing the contact's name.



**Note:** To remove a contact from Favorites, tap  in the contact's details page.

## Device Contacts

You can access contacts on your device in Virtual Office Mobile via **Device** tab. You must first give the application permission to access your device's contact directory.

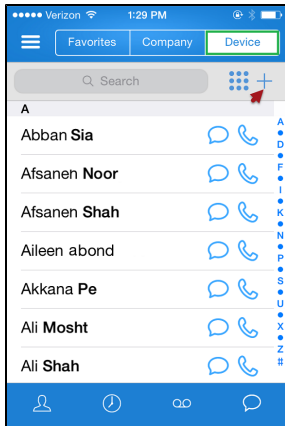
### How do I enable Device contacts?


- In your device **Settings**, go to **Privacy**.
- Select **Contacts**.
- Enable **Virtual Office**.

4. Open Virtual Office Mobile, and go to **Contacts**.
5. Tap **Device**.
6. Your device contacts show up inside the app.

### How do I create personal contacts in the Device tab?

1. Go to **Contacts**.
2. Tap **Device**.



3. Tap  to open a new contact.
4. Enter the information and click **Save**.

## Display Contacts

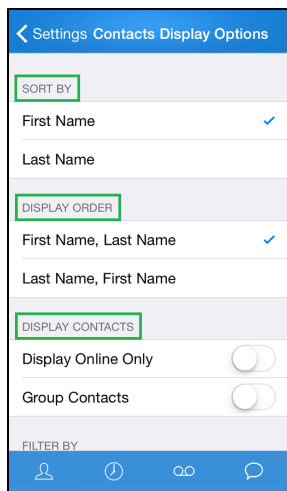
Use sorting, grouping, or filtering to customize the display of the company and device contacts.

### Sorting Contacts

You can search, sort, and view your contacts by first or last name. You can also search for contacts by job title, department, or location.

**To change the sort order of company contacts:**

1. Go to **Settings > Contacts Display Options**.



2. Select your sorting and viewing preferences. For example, sort contacts by first name, or by availability status.

## Grouping Contacts

Filtering and grouping contacts based on the filters helps you locate contacts quickly. You can filter the contacts list by department, location, etc.

Your company directory is grouped by enabling desired filters.

- **Group Contacts:** Groups company and personal contacts by tags such as Department, Location, and Ungrouped. By default, the option is turned off, displaying company and personal contacts as a flat file.
  - **Expand All:** Shows all the contacts and the top groups.
  - **Collapse All:** Hides the contacts details and shows the groups only.

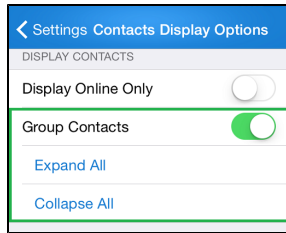


**Note:** Grouping options are not available for personal contacts under **Device**. They are only available for **Company** and **Favorites** contacts.

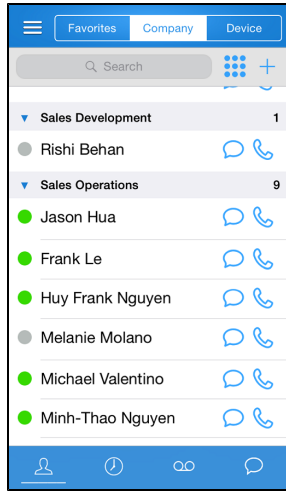
### How do I group contacts?

1. Go to **Settings > Contacts Display Options**.

2. Select **Group Contacts**. The **filtering options** are enabled automatically.

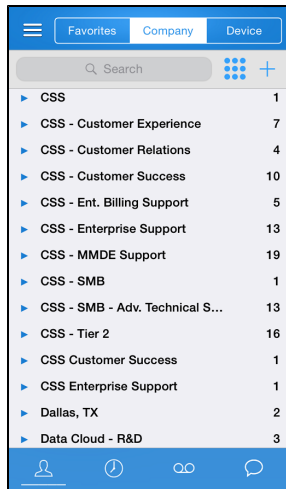


3. Select **Expand All** to show all the contacts and their top groups.



OR

Select **Collapse All** to show the groups only and hide the contacts.

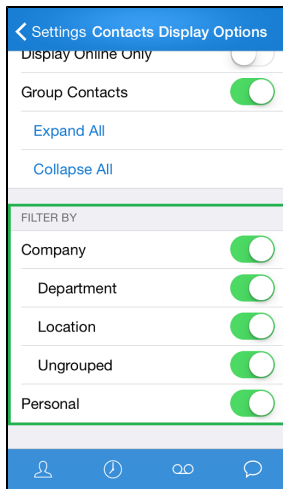


You can click  to expand any group.



**Note:** You must enable at least one filter to view the desired contacts.

## Filtering Contacts



The following filtering options are available:

- **Company:** Shows the company contacts.
  - **Department:** Shows and hides company contacts by department.
  - **Location:** Groups company contacts by location.
  - **Ungrouped:** Shows the company contacts not associated with a department or location.
- **Personal:** Shows personal contacts you have created using Virtual Office.

### To filter contacts:

1. From the main menu, go to **Settings > Contacts Display Options**.
2. Enable or disable any filtering options under **Filter By**.
3. Open **Contacts** to see the changes.

## Send SMS and IM

Send instant text messages from your business phone number to clients, personal contacts, and co-workers using SMS and IM services from 8x8 Virtual Office.

- To send messages to company contacts on the same 8x8 PBX, use the Instant Messaging (IM) service.

- To send messages to personal contacts outside your 8x8 PBX, use the Short Messaging Service (SMS).

### Benefits

- Text seamlessly between Virtual Office clients, and exchange SMS messages with external numbers.
- Send and receive IM to company contacts.
- Send and receive SMS to personal contacts with US phone numbers.
- Send or access messages from Virtual Office Online, Virtual Office Desktop, or Virtual Office Mobile.
- See contact presence from the Messages list.
- Access your message history with your contacts.
- Create a new contact from a new phone.

### Limitations



- Does not support group SMS.
- Does not support multimedia-based messages. Restricted to text only.
- Limited to sending messages to numbers within only the United States.
- SMS is only supported on Virtual Office Unlimited and Global extensions with U.S. phone numbers.

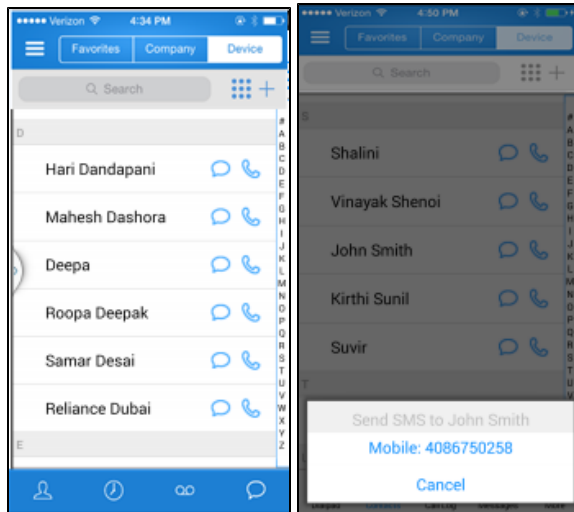
### Steps for Sending SMS in Virtual Office Mobile

In Virtual Office Mobile, you can send SMS messages to existing personal contacts or to new phone numbers with just a couple of taps using:

- [Contacts interface](#)
- [Messages interface](#)



**To send SMS via the Messages interface:**

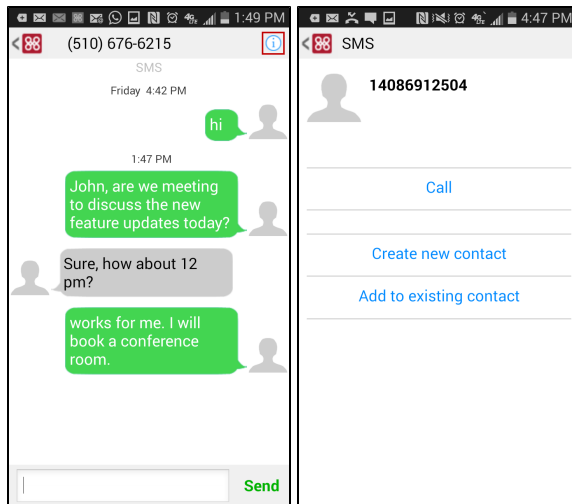
1. Tap  in the navigation menu.
2. In **Contacts**, tap  next to a contact. Phone numbers associated with the contact display.




3. If the contact has multiple numbers saved, you are prompted to select a number to send an SMS message.  
The SMS screen shows.
4. Enter a message and **Send**.

#### To send SMS via the Contacts interface:

1. Tap  in the navigation menu.  
The **SMS and IM** page appears, listing the name and presence of contacts you have previously sent or received messages from.
2. Select a contact from the list or tap  to send a message to a new number.  
The message screen shows.
3. Enter an existing contact name or a new phone number, and enter a message.


4. Tap **Send**.**Notes:**

- If the phone number does not exist in your contacts list, you can create a new contact or add the number to an existing contact.
- You cannot enter emojis in SMS and IM messages.

5. Tap  to open the new contact page.
6. Tap **Create new contact** or **Add to existing contact**.
7. Enter the desired details of the contact, and tap **Save**.

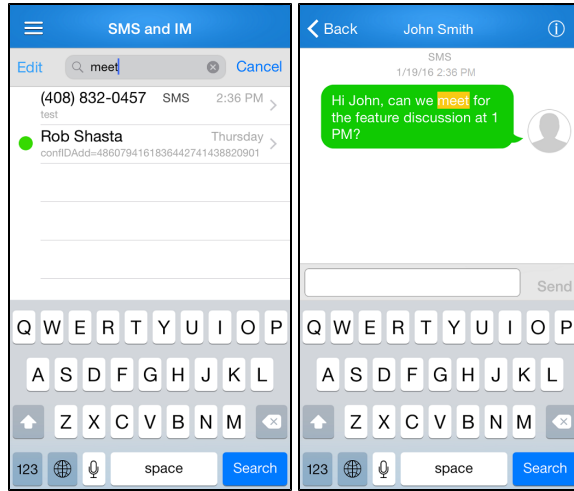
**Steps for Accessing SMS and IM History****To access history of messages received on your Virtual Office extension:**

You can search for an SMS or IM by contact name or number, or the content of the message.

1. Tap  in the navigation menu.  
The **SMS and IM** page appears, listing the name and presence of contacts you have previously sent or received messages from.




2. Search the contact or message content, or scroll through the list.
  - If you search by message content, the relevant content is highlighted.



3. Tap the desired message to view the transcript.

**To delete a message on your Virtual Office extension:**

1. On Android, tap  in the navigation menu. The **SMS and IM** page appears, listing the name and presence of contacts you have previously sent or received messages from.
2. Tap **Edit**.



3. Select the check box of the SMS or IM to be deleted.

#### 4. Tap **Delete**.



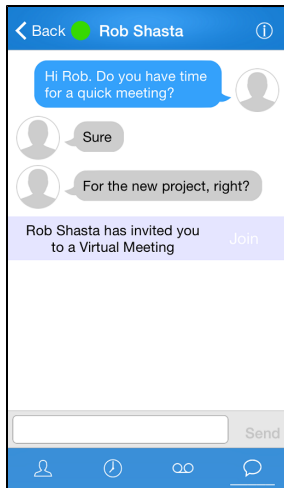
For detailed [FAQ on IM and SMS services](#), click here.


To learn about [disabling SMS and IM services for your PBX](#), click here.

## Instant Messaging

Messaging a contact from the Company Directory list is simple and quick. Locate the contact from the

directory list, tap , and you are ready.



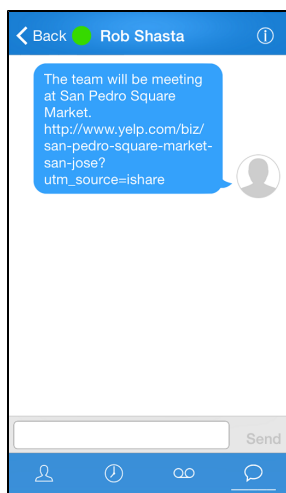
To view chat transcripts from outside the Contact Directory, tap  from the navigation menu. The **SMS and IM** page opens, listing the contacts you have sent messages to.




**Note:** Chat interactions with an extension within a five-minute period are grouped together.

### Sharing Links from Other Apps

1. From an app such as Yelp, search for an address.
2. Tap **Share**.
3. Select **Copy**.
4. Enter the desired chat, and paste the link in.
5. Tap **Send**.



### Deleting Messages from Personal History

1. On Android, tap  in the navigation menu. The **SMS and IM** page appears, listing the name and presence of contacts you have previously sent or received messages from.

2. Tap **Edit**.




3. Select the check box of the SMS or IM to be deleted.

4. Tap **Delete**.



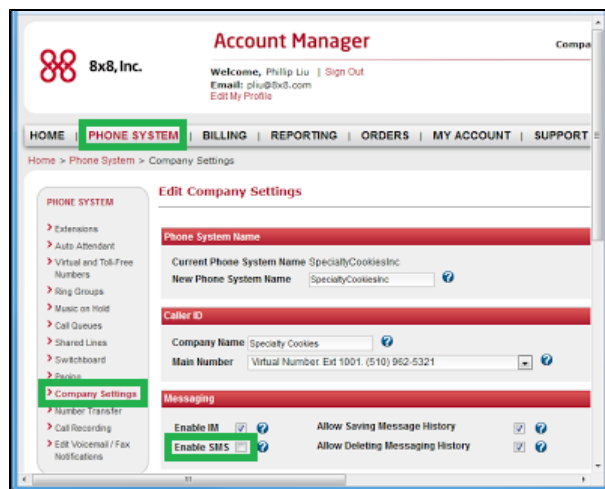
## Disable SMS or IM

 **Note:** For 8x8 Virtual Office PBX administrators only.

As a 8x8 Virtual Office PBX administrator, you can disable SMS or IM for your PBX.

**To disable SMS or IM:**

1. Log in to Account Manager.
2. Go to **Phone Systems > Company Settings > Messaging**.
3. Clear the check boxes for **Enable SMS** or **Enable IM**.



4. Click **Save**.  
SMS or IM has been disabled based on your changes.

## Make and Receive Calls

Virtual Office Mobile allows you to make calls using direct dial, the contacts list, or the call log list.

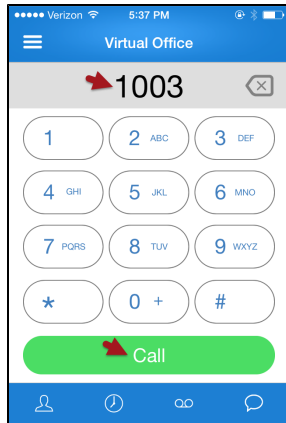
### How do I call via direct dial?

1. Using the dialpad, enter the phone number you wish to dial. You can tap anywhere in the number to bring up a cursor to insert or delete numbers at that location.  
In this example, an 8x8 extension number is dialed.




**Note:** Virtual Office Mobile allows 8x8 extension-to-extension dialing from your device. If your company's phone system has Cross-Site Dialing enabled, extension users within the company can call or chat with one another, surpassing geographical barriers using global extension-to-extension dialing. This eliminates the need for complex extension dialing rules. You can simply tap a contact from the Company Directory and call your coworkers in the same office, or in another city or country. Cross-Site Dialing is enabled for all employees of a company by the Account Manager administrator.

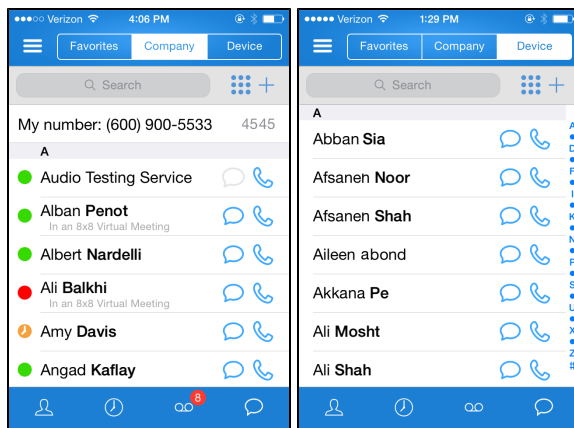
2. Tap **Call** to place the call.



When the call connects, you have options to place the call on hold, transfer to another number, park a call, and record the call if you have Virtual Office Pro. You can also enhance the calling experience by starting a video session.

### How do I call via Contacts?

1. Tap  in the navigation menu to access your contacts.
2. Select either **Company** or **Device**. The **Company** tab contains your Company Directory, and the **Device** tab is your phone contact list.
3. Locate and tap the desired phone number from the list to place a call.



### How do I call via the Call Log?

1. From the main menu, go to **Call Log** to access the recently processed calls. The call log includes inbound, outbound, and missed calls.
2. Tap the desired phone number or contact, and the call will be placed immediately.
3. You can end a call (hang up the phone) by tapping the **End Call** button.

### How do I avoid navigating through long IVR menus and choices after calling a number?

If you commonly call an organization such as a large office or pharmacy, you are familiar with that organization's IVR menu: "For sales, press 1. For billing inquiries, press 2. To return to the main menu, press \*..."

You can save the organization number as a personal contact, and append your IVR choices to the saved number in order to save time.

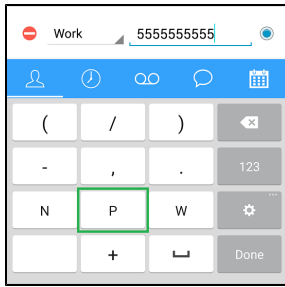


**Note:** You can also add pauses to calls without saving a new contact by holding down the \* , key in the Virtual Office Mobile dialer.

1. in **Contacts**, tap  to start creating a new contact.

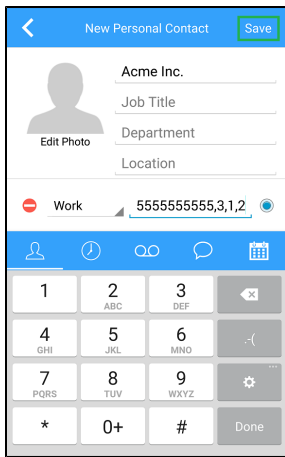
2. Enter the contact name and number, and tap the **-( )** key.

3. Tap **P** to insert a pause for the IVR menu.

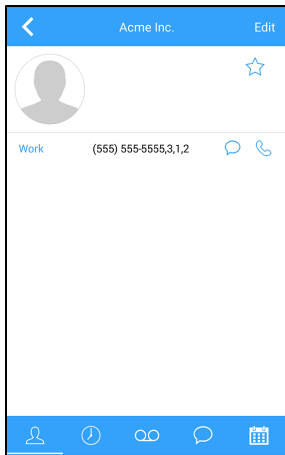


The pause is indicated by a comma in the phone number.

4. Insert your IVR menu choice numbers, each separated by a pause.  
Tap **Save**.



5. The contact is saved with your IVR choices.



**To receive calls:**



On receiving an incoming call, the device automatically unlocks and offers the call. Tap **Answer** to answer the call or **Decline** to reject the call. If you do not wish to automatically unlock the device screen:

1. Go to **Settings > Advanced Settings**.
2. Disable **Override Auto-lock**.


This setting also prevents the screen from locking while you are on a call using the app.

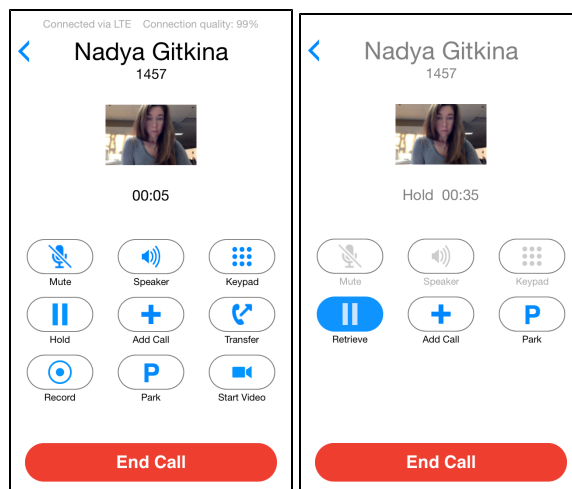


**Note:** By default, the option to unlock the device screen on an incoming call is enabled.

## Place a Call on Hold

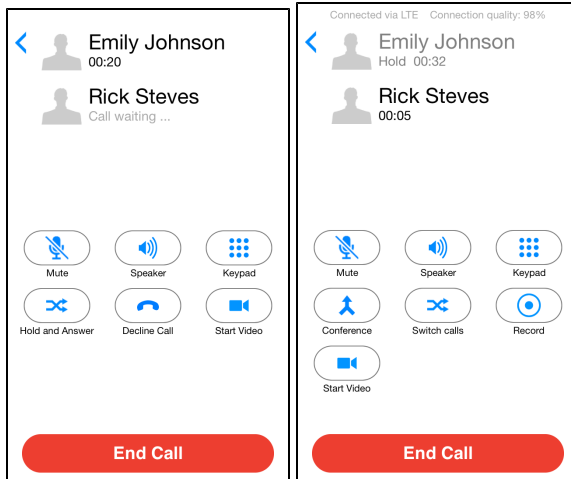
While on an active call, you can place the call on hold. The other party will listen to music while on hold.

1. To place a call on hold, tap  **Hold** on your active call screen.
2. To resume the call, tap **Retrieve**.

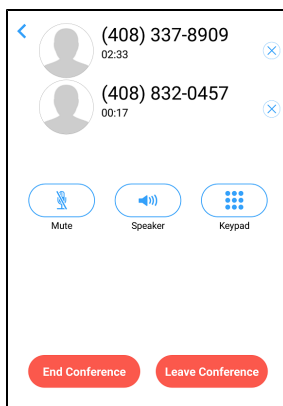


## Call Waiting and Conference

Call Waiting offers the ability to answer a second call while on a call. The incoming call is indicated with the caller ID. Accept the call by tapping **Hold and Answer**. The first call is automatically placed on hold. You can now switch between calls by tapping **Switch calls**.



Tap **Conference** to initiate a 3-way conference call.



Tap **End Conference** to end the call for all parties.

OR

Tap **Leave Conference** to allow other parties to continue without you.



**Note:** To receive a second call while already on a call, you must turn off the call forwarding option when busy.

## Switch Between Calls

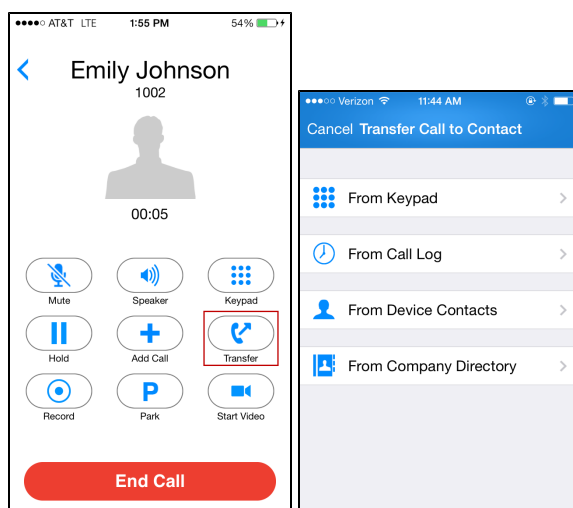
Switching between calls allows you to stay connected with two calls simultaneously but maintain privacy from each other. This offers the ability to answer an incoming call while on a call. For example, while on an active call, you can accept a second incoming call by placing the first call on hold and switch between calls.

**To switch between calls:**

1. When you receive an incoming call while on a call, announce to the current caller that you are placing the call on hold.
2. Tap **Hold and Answer** to accept the call. You are connected to the second call while placing the current call on hold.
3. Tap **Switch Calls** to place the second call on hold and switch to the first call.

## Transfer a Call

While on a call, you can transfer the call to a Virtual Office extension or an external telephone number.



1. While on a call, tap **Transfer**.
2. Select a contact from the following choices:
  - **Keypad**: Dial a number and tap **Call**.
  - **Call Log**: Select a contact from the call log.
  - **Device Contacts**: Select a personal contact.
  - **Company Directory**: Select a company contact.
3. The call is transferred and you are disconnected from the call.

## Park a Call

Call Parking allows you to put a call on hold temporarily at one telephone and continue the conversation from any other telephone assigned to the Virtual Office. On parking a call, the Virtual Office system automatically assigns a parking extension number to the call and announces the number to you. You can

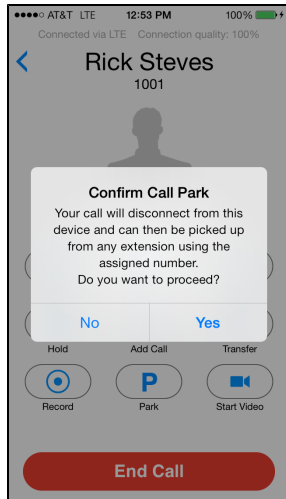
then dial this number to retrieve and resume the call from any telephone set.

You can park a call if you are in a conversation at your desk and would like to continue the call from a different location, or on the go.

### To park a call:

1. Select **Park** option during an active call.

The Parking Extension Number assigned to the call is announced and the call is disconnected from your phone.




2. Dial the assigned parking extension number from any other telephone to resume the call.



**Note:** The caller is placed on hold during the parking process.

## Video Calling

Video calling capability of your Virtual Office extension extends to your Mobile application as well. During a live call, you can start a video session and chat face to face with the called party.

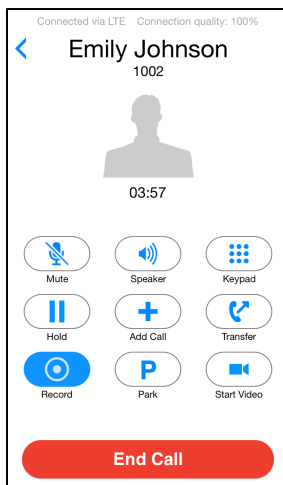
To initiate video during an active call, simply tap **Start Video**. The video session begins. You can tap  to switch from the front to rear-facing camera to show an object or scene to the other party. You can pause or end the video at any point during the call.



**Note:** Video calling is between two Virtual Office extensions only. You must enable video call in the app settings. For more information, refer to [Enable Video Calling](#).


## Record a Call

You have the flexibility to record calls on demand during a call. You can initiate, stop, and resume recording any number of times during a call.



**Note:** You must log in to Virtual Office Desktop to access your call recordings.

### To access call recordings in Virtual Office Desktop:

1. Log in to Virtual Office Desktop.
2. Go to the **History** tab.
3. Select **Call Recordings** from the drop-down menu. A list of call recordings shows.
4. Choose a recording and click  to play.  
You can also download, forward, or delete the call recording.


## Manage Fax

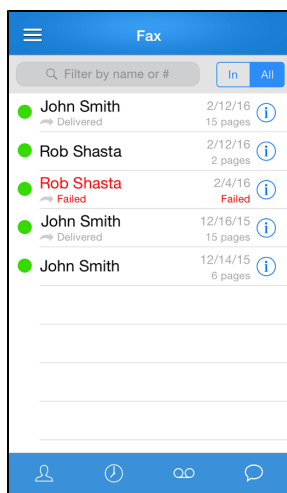
You can now view your sent/received/failed faxes, mark them as read/unread, or delete them.



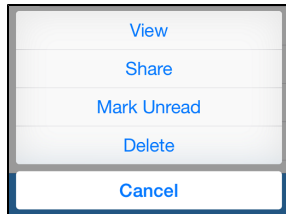
**Note:** This feature is available only to Virtual Office Pro users.

### To view or delete your fax messages:

1. Click  to go to the main menu.
2. Tap **Fax**.  
You see a list of sent, received, and failed faxes.



3. Tap the fax listing you wish to view. You can choose to **View**, **Share**, **Mark Unread**, or **Delete** the fax.




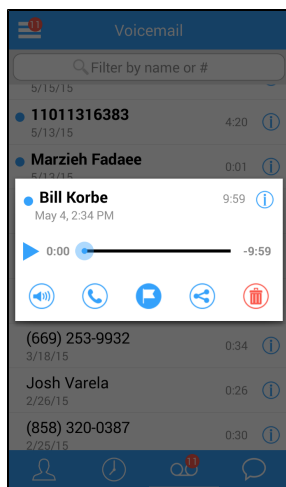
4. Select the desired option.

## Access Voicemail

Virtual Office Mobile allows you to access your Virtual Office extension voicemails. You can listen to the voicemail and access voicemail-related options such as reviewing, deleting, and forwarding the current voicemails. You can also set up your voicemail greetings and change user preferences.

### To view and listen to voicemails:

1. Tap  in the navigation menu. The number next to the voicemail icon indicates the number of new voicemail messages.
2. From the voicemail list, tap the message you wish to play. It automatically plays the voicemail. You can delete the message, mark the message as read, call back, or share the message.



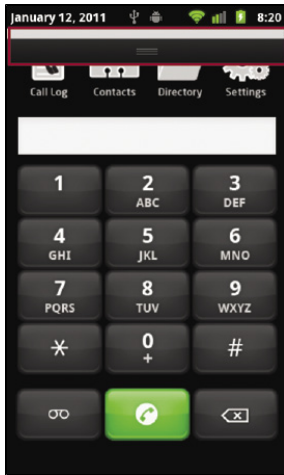
3. Tap the **Play** icon to listen to the message.

## Voicemail Service

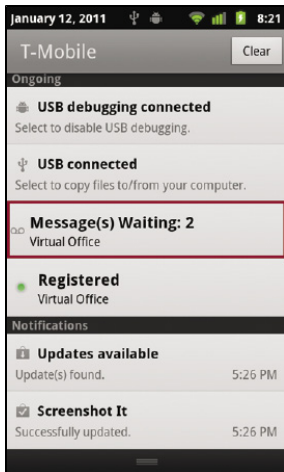
You can also check your Virtual Office messages by calling Virtual Office voicemail service. You do not have to log in to the app. You are prompted for your voicemail password.

### To view voicemail notifications and listen to voicemails:

1. Tap and slide the notification screen open from the top of your Android screen. You can see how many new 8x8 Virtual Office voicemail messages are available.



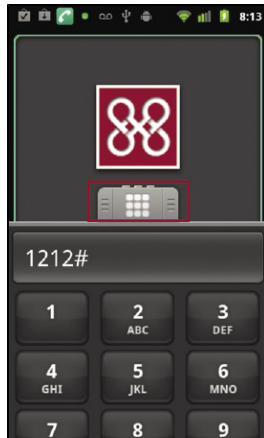
2. Tap the **Messages Waiting** button as shown below. The app calls your Virtual Office extension's voicemail service.




You are prompted for a password.




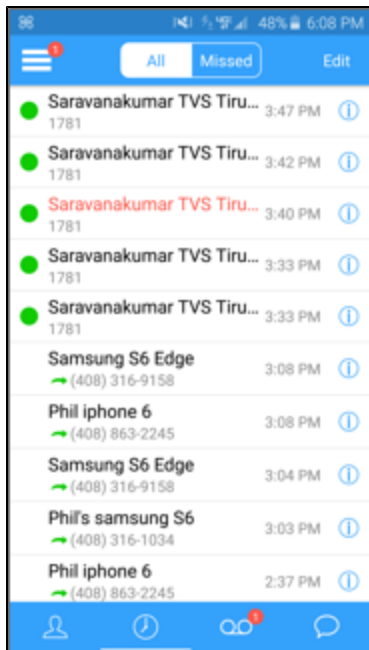
- Enter your voicemail password using the keypad as shown below, followed by the # key.



## Check Call Logs

You can tap  in the bottom navigation menu to see a record of your inbound and outbound calls. You can re-dial any number from your call log by tapping the contact listed in the call log.

Tap  to view the call log details such as call type, duration, and routing method.



You can copy the following details from the call log by pressing and holding the information:

- Phone number
- Extension
- Email address
- Street address
- Name
- Title
- Department
- Location



**Note:** The call log shows all calls made and received from your Virtual Office Mobile application only, including missed calls.

## Flip Calls

You may be heading home from work, or simply taking a short break. You do not need to rush or hang up the call on a Virtual Office extension; during the call, you can flip the call between devices and between Virtual Office applications such as a deskphone, a desktop using Virtual Office Desktop, or a smartphone using Virtual Office Mobile.

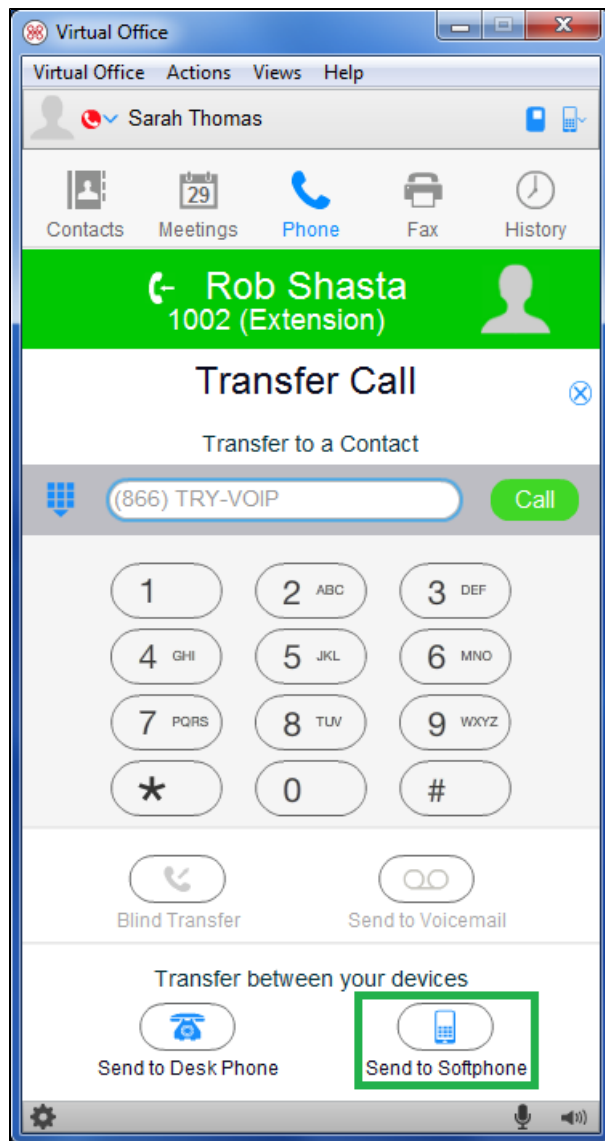
Using 8x8 Call Flip, you can easily move a call between devices. You can flip calls between your 8x8 desk phone, smartphone, or Virtual Office Desktop.

### Desk Phone to Smartphone

1. While on a live call on your 8x8 desk phone, log into your Virtual Office Mobile app on your smartphone.
2. Dial **\*88** in the app dialpad, and tap **Call**.  
The call on the desk phone drops, and becomes active on your mobile application.

### Desk Phone to Virtual Office Desktop

1. Log in to Virtual Office Desktop.
2. While on a live call on your desk phone, click **Transfer** in Virtual Office Desktop.

3. Click **Send to Softphone**.

The call on your desk phone drops, and becomes active in Virtual Office Desktop.

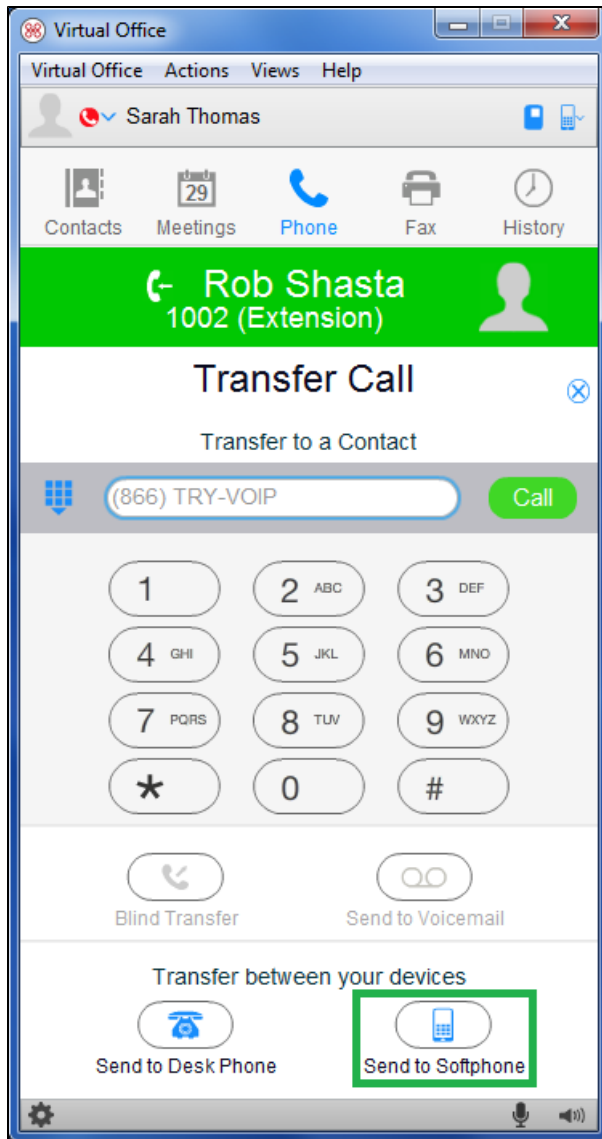
#### Smartphone to Desk Phone

1. While on a live call on Virtual Office Mobile, dial **\*88** on your desk phone.
2. Pick up the phone or hit the dial button.  
The call on your mobile app drops, and becomes active on your desk phone.

#### Smartphone to Virtual Office Desktop

1. Log in to Virtual Office Desktop.
2. While on a live call on Virtual Office Mobile, click **Transfer** in Virtual Office Desktop.

3. Click **Send to Softphone**.



The call on your mobile app drops, and becomes active on your Virtual Office Desktop.

## FAQ

Check the following frequently asked questions for more information:

### Call Mode

What is Call Mode?

Call mode is the type of network you use to handle inbound and outbound calls from your Virtual Office Mobile.

You can use mobile data network or cellular network. 8x8 Virtual Office allows you to switch between the two networks based on your needs. For example, if you are roaming in areas with weak Wi-Fi signals or poor 3G/4G reception, you may experience poor call quality or dropped calls. By switching to cellular data network, you can gain better call quality and reliable call connection.

For call mode settings, from the Main Menu, select **Settings > Call Mode**.

What happens when my phone switches from 3G/4G to Wi-Fi?

If you start a call on 3G/4G/LTE and your phone switches to Wi-Fi during the conversation, the call stays on the original data network until you hang up and make another call.

How do I transfer a Virtual Office Mobile call from data network to my cellular voice without dropping the call?

If you are on a Virtual Office Mobile call using data network and enter a spotty data coverage area, you can transfer the conversation to your cellphone voice.

1. Enter your cell phone number into the Company, Personal, or Device Directory.



**Note:** For a quick transfer, create a contact with your cell phone number prior to the call.

2. Tap **Transfer** when a call comes in.
3. Search for your contact via Company or Device. Find your contact number and tap to transfer the call to your cellphone.

Your call is now over cellular voice.

Can I receive or place calls using the app while a cellular call is in progress ?

The issue of placing/receiving a VoIP call while already on a cellphone call is not something we can resolve on Apple devices. The Apple iOS prohibits other applications from using the audio subsystem while a cellular call is in place, even if the cellular call is on hold. This means our application has no resource to record/play audio, and hence no VoIP call can take place.

You can easily reproduce this with any other application. Pandora, Skype, YouTube etc... will all automatically yield the audio over to the native phone app when a call comes in. Once the call ends, the OS yields the audio subsystem back over to the app that was using it before the call was made/received.

To compensate for this, the following behavior has been implemented in iOS:

- If a cellular call is proceeding, the VOM app will prevent a user from being able to place an outbound VoIP call. However, CCR calls can be placed.
- If a cellular call is proceeding, the VOM app will decline any incoming VoIP call. Incoming CCR calls will be treated like any other incoming cellular call.
- If a VoIP call is proceeding and a cellular call is received and accepted, the VoIP call is automatically placed on hold.

How are my emergency calls routed?

- If **Route 911 to cellular** is enabled, the emergency call is routed via cellular network.
- If **Route 911 to cellular** is disabled, the emergency call is routed via 8x8 VoIP service.

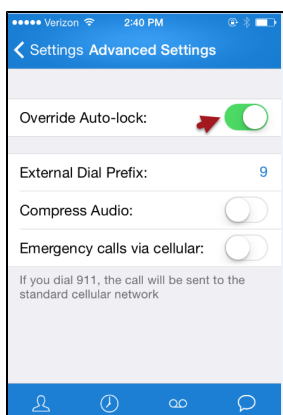
## Settings and App Behavior

How do I prevent my screen from locking when I am using the Virtual Office Mobile app in the foreground?

1. Log in to Virtual Office Mobile.
2. From the main menu, tap **Settings > Advanced Settings**.
3. Slide to turn on **Prevent Auto-lock**.

How can I prevent screens from locking while on a call?

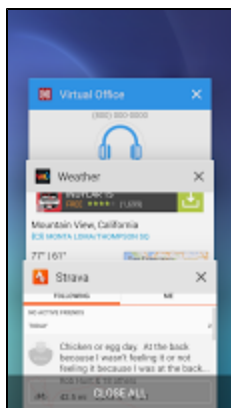
Go to **Settings > Advanced Settings > Override Auto-lock** and slide to turn on this option to prevent screens from locking while on a call.



How do I exit Virtual Office Mobile without having to log in again? What is the app behavior?

To exit Virtual Office Mobile:

- From the main menu, select **Exit**.
- OR
- From the Android Recent Apps screen, close Virtual Office Mobile by swiping or pressing the "x".



Exiting Virtual Office Mobile quits the app and you will not receive any incoming calls, messages, voicemails or fax notifications to the app. When you initiate the app again, it launches automatically without requiring you to log in again.

How do the call forwarding settings in Virtual Office Desktop affect Virtual Office Mobile?

Call forwarding gives you the flexibility to direct calls to your voicemail, or a specified destination when you are unable to answer a call. By default, calls are forwarded to your voicemail under the following circumstances:

- When your Internet connection is down
- When your phone is busy
- When you do not answer your call

However, you can direct them to Auto Attendant, your cell phone, or an external number. Refer to information on editing default rules or creating your custom rules.

- **Default Rules:** If you make any changes to the default rules of call forwarding in Virtual Office Desktop—such as dropping the calls during an Internet outage or forwarding calls to your cell number—the respective call forwarding setting in Virtual Office Mobile changes to One Number Access (ONA). For example, changing the call forwarding rule during an outage from voicemail to mobile phone switches the parallel setting in Virtual Office Mobile to ONA.
- **My Rules:** Custom rules added in My Rules are inherited by Virtual Office Mobile. Please note Virtual Office Mobile does not show these rules in the app.
- **Always:** Setting call forwarding in Virtual Office Mobile is always inherited by Virtual Office Desktop and vice versa.



**Note:** To see the changes you have made in Virtual Office Mobile, you need to log out from Virtual Office Desktop and log back in.

If I update the Virtual Office Mobile Call Forwarding rules what happens to my Virtual Office Desktop Call Forwarding rules?

Virtual Office Desktop call forwarding default rules are synchronized with Virtual Office Mobile rules as soon as you log out and back in.

**To set the Virtual Office Mobile default rules:**

1. From the main menu, go to **Settings > Call Forwarding**.
2. Define rules for the following conditions:
  - When Busy
  - When No Answer
  - During Outage
3. Log out and log back to Virtual Office Desktop , the rules are synchronized with Virtual Office Mobile.

What is the quickest way to call a person from my Virtual Office Mobile iOS or Android?

- In Android, some devices let you highlight the number and select Virtual Office Mobile to call. Otherwise, copy and paste the number into the Virtual Office Mobile dialer.

How do I avoid navigating through long IVR menus and choices after calling a number?

There are two ways to enter IVR menu choices ahead of time: either by saving a contact for repeated use, or by adding your choices while entering a number in the Virtual Office Mobile dialer.

**How do I add IVR menu choices to a contact?**


If you commonly call an organization such as a large office or pharmacy, you are familiar with that organization's IVR menu: "For sales, press 1. For billing inquiries, press 2. To return to the main menu, press \*..."

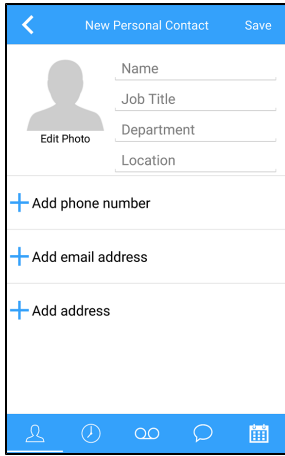
You can save the organization number as a personal contact, and append your IVR choices to the saved number in order to save time.



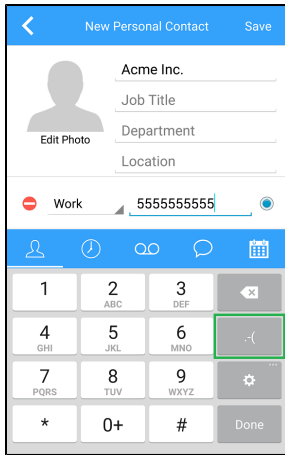
**Note:** You can also add pauses to calls without saving a new contact by holding down the \* , key in the Virtual Office Mobile dialer.



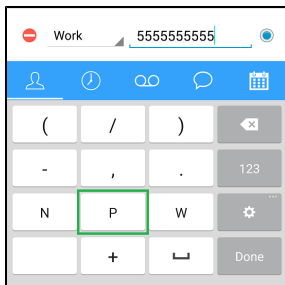
1. In **Contacts**, tap  to start creating a new contact.



2. Enter the contact name and number, and tap the **-(** key.

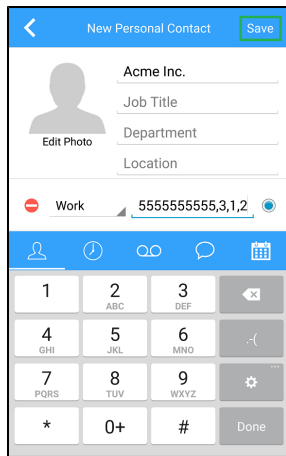


3. Tap **P** to insert a pause for the IVR menu.

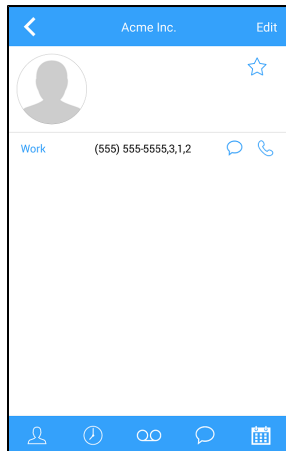


The pause is indicated by a comma in the phone number.

4. Insert your IVR menu choice numbers, each separated by a pause.  
Tap **Save**.



5. The contact is saved with your IVR choices.

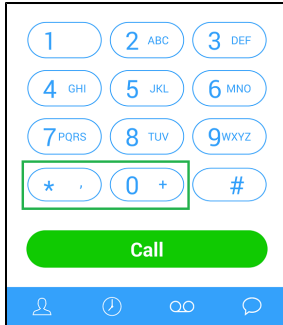


### How do I add IVR menu choices while dialing?

While dialing out using the Virtual Office Mobile dialer, you can enter your IVR menu choices by holding down the \* , key.

Similarly, you can add pluses for international calls by holding down the 0 + key.

Tapping the key enters the first character (\* or 0), while holding down the key enters the second character (, or +).



How do I change my Virtual Office Mobile language?

Virtual Office Mobile now supports French (French and Canadian). To access the app in French, you must change the language settings in your device.

**To change your language settings:**

1. In your device, open **Settings > General**.
2. Go to **Language & input**.
3. Select your language of choice under **Language**.
4. The device language changes.

When you open Virtual Office Mobile, it opens in the selected language.

How do I change my Virtual Office Mobile date or time format?

Depending on your device settings, Virtual Office Mobile will display the date and time in different formats.

**To change your date and time format:**

1. In your device, open **Settings > General**.
2. Go to **Date & time**.
3. Toggle between 12-hour and 24-hour time under **Use 24-hour format**, and change your date format under **Select date format**.
4. The device date and time change.

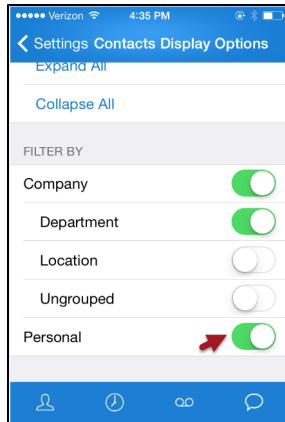
When you open Virtual Office Mobile, it opens using the corresponding date and time formats.

## Contacts and Communications

How do I access personal contacts?

- To access personal contacts in your company directory, go to **Contacts > Company** tab. You can see the personal contacts listed in the alphabetic order. If you have modified the contacts display option to group your contacts, the personal contact are grouped under **Personal** heading. To access

the contacts display settings, go to **Settings > Contacts Display Options** and turn on **Personal** option.



- To access personal contacts from your device using the app, go to **Contacts > Device**. See [Display Contacts](#) for more details.

Where do the contacts go when I add a new contact?

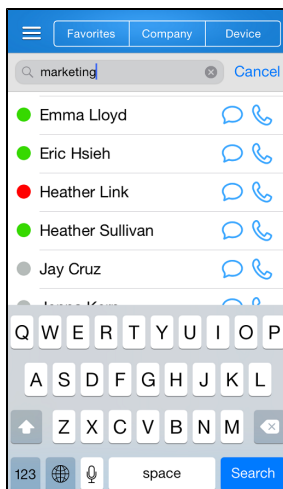
You can add new contacts to the company directory. They get grouped under Personal contacts in the company directory. You may also add new contacts to the device from the 8x8 app.

- Click [here](#) to learn how to add a new contact in **Company** directory.
- Click [here](#) to learn how to add a new contact in **Device** directory.

Can I search for company contacts by title, department, or location?

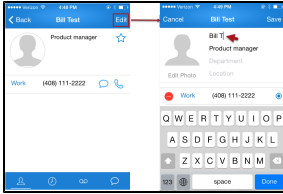
Your Company Directory lists your company contacts with added information tags such as job title, department, and office location.

You can search for contacts using these tags instead of their names if you are looking for contacts within the same category.




How do I edit contacts?

To edit a new contact, open the contact and click **Edit** on the top-right corner of the screen. The Edit page appears, allowing you to make changes.



## Messages and Sharing

How do I delete an SMS or IM from my personal History?

1. On Android, tap  in the navigation menu. The **SMS and IM** page appears, listing the name and presence of contacts you have previously sent or received messages from.
2. Tap **Edit**.



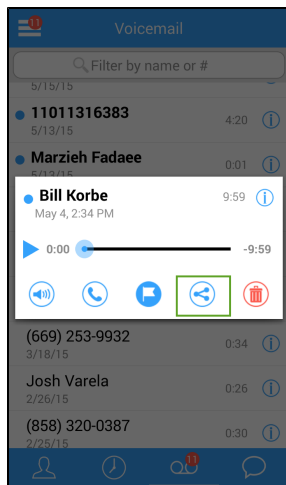
3. Select the check box of the SMS or IM to be deleted.

#### 4. Tap **Delete**.



How do I share voicemails and faxes from the app with my other contacts?

1. From the navigation menu, tap **Voice-mails**.
2. Select the desired voicemail and tap it for details.
3. Tap the share icon and select the tool to share by.



I want to share information from other apps such as Maps, Yelp with my Virtual Office contacts. How can I do that?

1. From Yelp, lets say you want to share an address and a link.
2. Tap **Share** and select 8x8 Virtual Office.
3. The link from Yelp gets embedded as a new message in Virtual Office app.

4. Enter name or number of the contact you wish to share this information with in the app. Tap **Send**.



## Video Calls

Can I have video calls with any of my contacts?

Video calls are allowed between Virtual Office extensions only. You can initiate video during a live call between two extensions using:

- Any Virtual Office client: Virtual Office Online, Virtual Office Desktop, Virtual Office Mobile.
- Any of the following phone sets: Polycom VVX 500, VVX600, and VVX1500.

How do I enable video privacy?

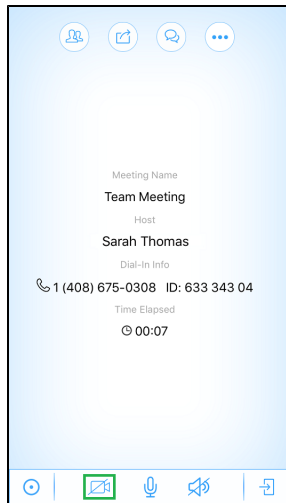
To block video feed from your end during a video call, go to **Settings > Video Settings** and enable **Start in Privacy Mode**.

The caller on the other end is notified of the privacy mode and sees a black screen.

## Virtual Office Meetings

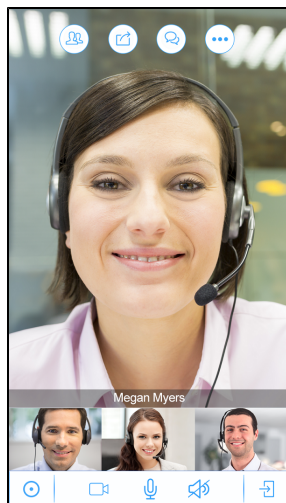
How do I switch between video and home screen modes during a Virtual Office Meeting?


1. While in a Virtual Office Meeting, tap  to share your video.



You are now visible to other participants.

- Other participants will appear in a row at the bottom of the screen. Flick left or right along the row of videos to see all of them.  
Tap a small video to bring it up as a large video in the center of the screen.



- To switch between views, tap .
- In the drop-down, tap **Home** to switch to the main information screen, or tap **Video** to switch to the video screen.



**Note:** You cannot turn another participant's video on for them, or start a meeting with participant video switched on.

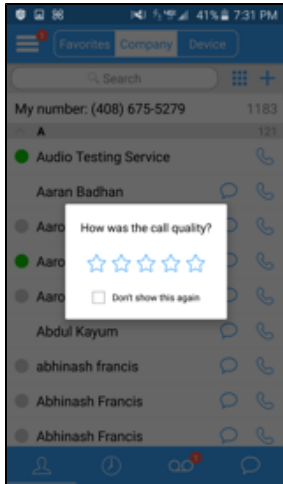


## Feedback and Reporting Bugs

How can I rate the quality of a call, or choose to enable or disable call quality prompts?

By default, after the end of a call lasting more than 10 seconds, you will see a prompt to rate the quality of the call.

In one tap, you can rate the quality of the call, or choose to dismiss future prompts.



See [Rate Call Quality](#) for details on how to disable or enable call quality prompts via Settings.

How do I share my comments and suggestions with 8x8 product and support teams from within the app?

### To send feedback via Help:

1. From the main menu, tap **Help > Send Feedback**.
2. In the following screen, add your notes describing the issue. The log file is automatically attached.
3. Tap **Submit**.



**Note:** You can also [submit feedback by shaking your device](#).

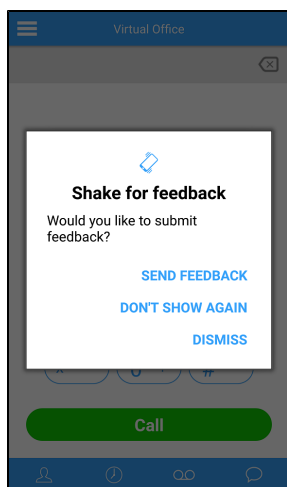
How do I report a bug in the app?

If you find a bug in the app, you can instantly report it to us by shaking your device. The prompt is automatically dismissed after 5 seconds if you do not tap **Send Feedback** or **Dismiss**.

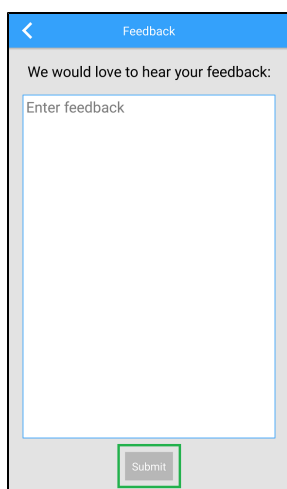
### To send feedback via shake:

1. Make sure this feature is enabled by going to **Settings > Shake to Submit Feedback**.
2. Shake your device while in the app.

- At the prompt, tap **Send Feedback**.



- The Feedback screen pops up. You can include optional feedback or an issue description. Tap **Submit** when you are finished.



Your feedback, debug log, and a screenshot are sent to 8x8.



**Note:** You can also [send a debug log via Help](#).

## How to Handle Simultaneous Cell & Virtual Office Mobile App Calls

### Scenario 1: During a Virtual Office Mobile App call in progress, a cellular call comes in

**What should happen:**

Your smartphone will ring or otherwise notify you of the incoming call as Virtual Office Mobile continues to run.

**What you should do:**

If you want to continue your Virtual Office Mobile call uninterrupted, you can ignore or decline the cell phone call.

If you must answer the cell phone call, your Virtual Office Mobile call will be automatically placed on hold. (The other party on the Virtual Office Mobile call will hear hold music.) When you have completed (hung up) the cellular call, you can safely retrieve and continue your held Virtual Office Mobile call.

**What you shouldn't do:**

DON'T retrieve the held Virtual Office Mobile call until hanging up the cellular call. Doing so will result in the other parties on both the cellular call AND the Virtual Office Mobile call hearing your voice. (The other parties, of course, will NOT be able to communicate with each other.)

### Scenario 2: During a cellular call in progress, a Virtual Office Mobile App call comes in

**What should happen:**

The Virtual Office Mobile app will display notification of an incoming phone call, but you will NOT hear a ring.

**What you should do:**

It's best to decline or ignore the incoming Virtual Office Mobile call while you are already on a cellular call.

**What you shouldn't do:**

DON'T answer the Virtual Office Mobile call while on a cellular call. Answering the Virtual Office Mobile call will NOT place your active cellular call on hold, and anything you say will be heard by BOTH of the parties on each type of call. (The other parties, of course, will NOT be able to communicate with each other.)

## Can't Dial Out in Virtual Office Mobile

### Problem

Can't dial out from Virtual Office Mobile app for either Apple (iOS) or Android. Either call doesn't connect or Call button does not appear.

### Cause

Likely one or more of the following:

- OTA data (3G/4G) connection is slow and/or intermittent (causing calls to not connect; drop immediately; or connect very slowly, giving the appearance of not connecting).
- App settings for Wi-Fi and/or 3G/4G use are not properly configured.
- Your phone's device registry is causing issues (requires app uninstall/reinstall).

### Things to check:

1. Can you log in to the Virtual Office Mobile app successfully?
  - a. Yes: Continue to step 2.
  - b. No:
    - Ensure you have a valid data or Wi-Fi connection.
    - Ensure you are using the proper username and password.
2. Do you have trouble dialing out using both OTA data (3G/4G) and Wi-Fi?
  - a. **3G/4G data only:** Likely a data connection problem. Customer may be over their high-speed data limit, or may be attempting to call from an area where their connection is poor.
  - b. **Both:** Continue to step 3.
3. Are app settings for Wi-Fi and 3G/4G properly configured?
  - a. Access Virtual Office Mobile app **Settings**.
  - b. Tap **Wireless & Networks**.
  - c. Ensure that **Use Wi-Fi** and **Use 3G/4G** (if attempting call away from Wi-Fi) are checked/ON.

As a last resort before contacting 8x8 Tech Support, try reinstalling the app:

1. Completely uninstall app from device.
2. Turn the device completely off.
3. Turn the device back on.
4. Re-download and install the Virtual Office Mobile app.

## Video doesn't work in Virtual Office Desktop or Virtual Office Mobile

### Problem

Video doesn't work in Virtual Office Desktop or Virtual Office Mobile (video calling).

### Cause

Video doesn't work if the Call Recording feature is turned on.

### Resolution

**To turn off call recording in Virtual Office:**

1. Sign in to **Virtual Office Online** or **Desktop**.
2. Click **Settings > My Services**.
3. In the Call Recording tab, set **Recording mode** to **Off**.
4. Click **Save**.

## Virtual Office Mobile Audio Failure

### Problem

Audio suddenly can't be sent/received, when using Virtual Office Mobile with ALL of the following:

- Motorola Droid RAZR smartphone (Android OS)
- Bluetooth audio
- WiFi connection

This usually occurs after 8-12 minutes of use.

### Cause

This appears to be either a hardware or OS issue, as all data connectivity is lost even though the device appears to retain a WiFi connection. (This is not a problem over a 3G/4G connection.)

### Workaround

We recommend NOT using Virtual Office Mobile with Bluetooth audio on a Motorola Droid RAZR phone over a Wi-Fi connection.

To regain data connectivity, try one or more of the following:

- Power off the Bluetooth device.
- Disable and re-enable Wi-Fi.

- Power cycle the phone.

## Missed Calls Landing in Cellular Voicemail System

### Problem

Virtual Office voicemails are landing in cellular provider's voicemail system.

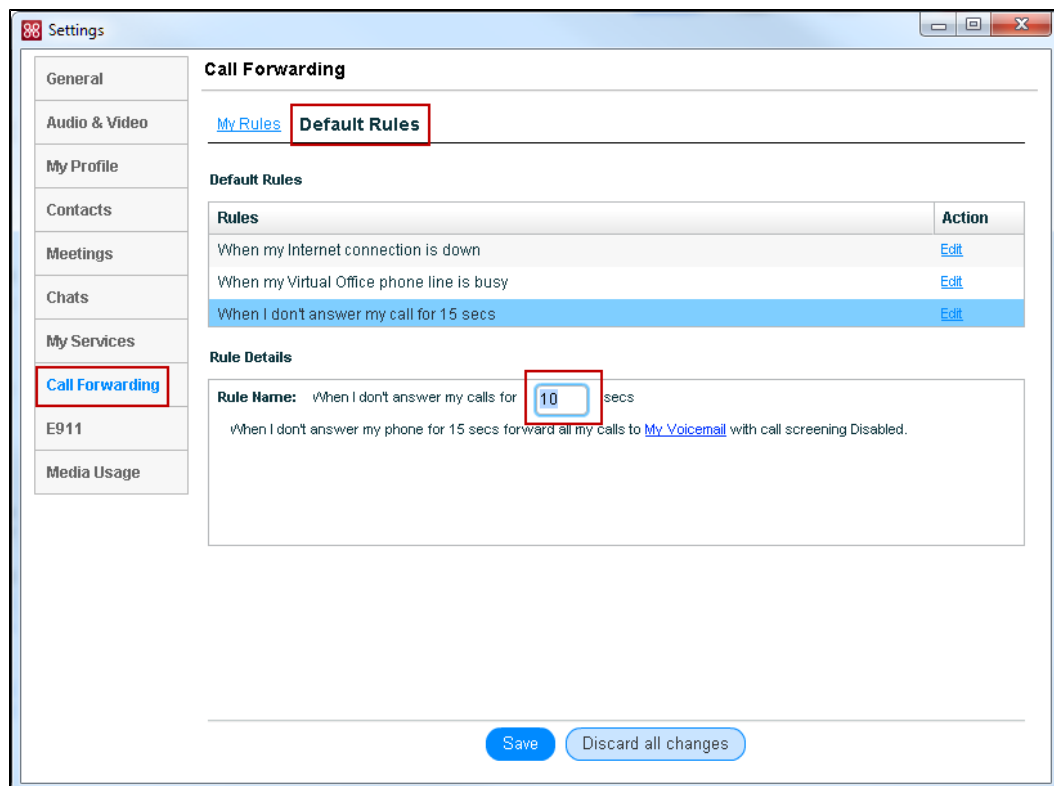
### Cause

Your Virtual Office voicemail system timeout is shorter than the cellular timeout interval. As a result, when you are unable to answer a call on your Virtual Office Mobile, the cellular voicemail picks up.

### Resolution

If you are using **Call Mode > Inbound > Use Cellular voice**, and missed calls to your Virtual Office number are being incorrectly answered by your cellular provider's voicemail, you should decrease the time when you do not answer a call before Virtual Office voicemail picks up.

1. Launch Virtual Office Online or Virtual Office Desktop.



2. Go to **Virtual Office > Settings > Call Forwarding**.

3. Click **Default Rules**.
4. Under **Rules**, select **When I don't answer my call for 15 secs**.
5. Under **Rule Details** below, change the default value for **Rule Name: When I don't answer my calls for [15] secs** to **10** seconds.
6. Click **Save**.

Virtual Office voicemail should now answer missed calls before your cellular provider's voicemail picks up. If your cellular provider's voicemail is still picking up missed Virtual Office calls, see the following page about increasing your cellular provider's time before sending to voicemail:

<http://lifehacker.com/5878635/change-how-long-your-phone-rings-before-sending-calls-to-voicemail>

## Screen Stays Black When Virtual Office Mobile Call Comes In (Samsung Galaxy S series)

### Problem

When a Virtual Office Mobile for Android call is received on a Samsung Galaxy S series phone, the screen does not illuminate, and user is unable to answer or reject the call.

### Cause

The Samsung Galaxy S smartphone series includes a built-in feature called Smart Stay, which turns off the phone screen when looking away or putting the phone to your ear. However, it can also cause the screen to stay blacked out when receiving calls through the Virtual Office Mobile app, making it impossible to answer or reject the call.

### Resolution

#### **Disable Samsung's Smart Stay Feature:**

1. From the homescreen, swipe down to open the Notification Drawer.
2. At the top of the screen, tap the cog icon to open Settings.
3. Depending on your phone model, find and clear the Smart stay check box to disable:
  - S2: Go to **Device > Display > Features > Smart stay**.
  - S3: Go to **Device > Display > Smart stay**.
  - S4: Go to **My Device > Input and control > Smart screen > Smart stay**.
  - S5: Go to **Display > Smart stay**.

## Virtual Office Mobile Calls Drop When Cell Phone Call Comes In (Verizon/Sprint)

### Problem

While on a phone call using Virtual Office Mobile (data mode) on Sprint or Verizon smart phone, a call in to the cell phone DID forces Virtual Office Mobile call to drop.

### Cause

This is a known issue with older Verizon and Sprint smartphones, which are unable to simultaneously handle cell phone and mobile data activity. These phones are 3G pre-LT/LTE models, typically up to and including those released in 2012. (This covers Android and iPhone models up to and including the standard iPhone 5.)

See also: [http://bits.blogs.nytimes.com/2012/09/13/iphone-5-calls-data/?\\_php=true&\\_type=blogs&\\_php=true&\\_type=blogs&\\_r=1](http://bits.blogs.nytimes.com/2012/09/13/iphone-5-calls-data/?_php=true&_type=blogs&_php=true&_type=blogs&_r=1)

### Workaround

Switch to **Cellular Call Mode** so that the cellular connection is handling inbound/outbound calls rather than the mobile data or Wi-Fi connection.

Alternatively, use Wi-Fi for Virtual Office Mobile data calls.