



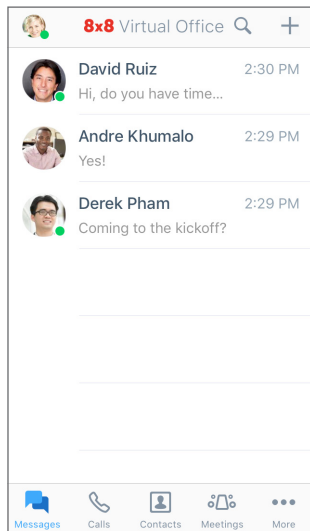
INSTALL AND LOG IN

Install for Android and iOS

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

Log In

1. Tap the Virtual Office mobile app icon.
2. From the welcome screen, tap **Login**.
3. From the main login screen, enter your username provided in the 8x8 welcome email.
4. Enter the password that you set previously using the link in the 8x8 welcome email.



The app will launch. Welcome to Virtual Office!

Retrieve Username or Change Password

1. Go to the login screen of the app.
2. Tap **Forgot Password?** and follow the instructions to retrieve a forgotten username or reset your password.

GET STARTED

Select Data Network for Calls

If you want to control your data usage while on Virtual Office, you can select the desired data network with which to make and receive calls. By default, Virtual Office allows calls on Wi-Fi.

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

- Choose whether to allow Virtual Office calls on your mobile data network.
- Choose whether to enable **Mobile Assist**. If your Wi-Fi and mobile data network have issues, enable to use your mobile voice network for calls.

Access Device Contacts from the App

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

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

Set Up Call Forwarding

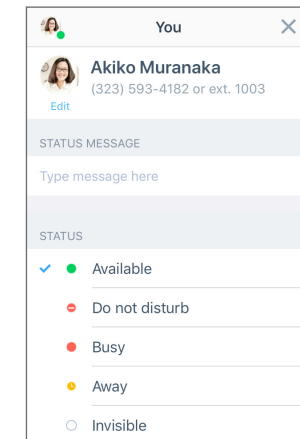
You can choose when and where to forward incoming Virtual Office calls to streamline your calling experience:

1. Go to **☰ > Settings > Account Settings > Call Forwarding**.
2. From the options available, choose when you want to forward calls.
3. For each enabled scenario, choose where to forward calls to.

Set Presence and Add Profile Picture

Tap your profile icon in the header.

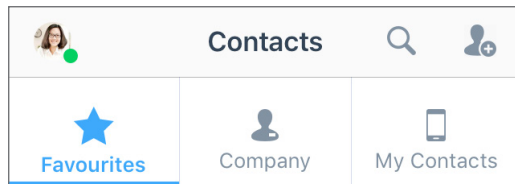
- Select your presence status to inform other users if you are available for communication. Block incoming calls by selecting **Do not disturb**. All other statuses allow you to receive calls and chats regardless of status if you are logged in.
- Put a face to your name in the contact directory; just tap your profile icon to upload or take a picture.





MANAGE CONTACTS

Your contacts are organised under:

- **Company:** Connect with colleagues on your company's phone system.
- **My Contacts:** Access contacts that are on your device and communicate with them from the app, and create personal contacts to use in Virtual Office. Your device and personal contacts are visible only to you. To access your device contacts from Virtual Office, you may need to allow app permissions.
- **Favourites:** If you have contacts with whom you communicate frequently, mark them for quick access and view them in your list of favourite contacts.



To mark favourite contacts:

1. In the contact details of a company or personal contact, tap the **Mark Favourite Contact**  icon to add the contact to your list of favourites.
2. To remove a contact from favourites, tap the **Favourite Contact**  icon in the contact details.



Create Personal Contacts

If you frequently communicate with contacts outside of your company, you can bring in contacts from your device or create personal contacts from scratch.

To access device contacts:




1. Go to **Settings > Device Settings**.
2. Enable app permissions to access your device contacts.

To create personal contacts:

1. Under **My Contacts**, tap the **New Contact**  icon.
2. Add the desired contact details.
3. When you are finished, tap the **tick**  icon to add the contact to your personal contacts.

MAKE AND RECEIVE CALLS

Make Calls

1. Go to **Contacts** .
2. To make a call:
 - **On Android**, tap the **Call**  icon next to the desired contact.
 - **On iOS**, tap the desired contact under **Company** or **My Contacts** to open their contact details and tap the **Call**  icon. Or, for quick access to a favourite contact, tap the desired contact under **Favourites**.


When the other party answers, the call connects.

Transfer Calls

1. While on a call:
 - On iOS, tap **More** and select **Transfer** from the options that pop up.
 - On Android, tap **Transfer Call**.
2. Select the number to forward the call to. You can:
 - Select a contact from your contact lists.
 - Search for a contact or number.
 - Dial a number.

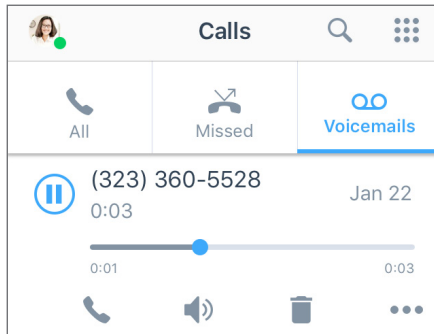
The call is transferred to the selected party, and you are disconnected from the call.

View Call History

Check your call history by viewing your recent calls and missed calls under the **Calls**  tab. Tap for call details such as the day, time, duration and direction of the call, and the external number or name of the contact on the call.

- If the call was with a personal or device contact, you can view their name and contact details.
- If the call was with a company contact, you can also view their presence status, Virtual Office extension and company details.

Access Voicemails



1. Go to > **Voicemails** to access your recent voicemails.
2. Tap a voicemail to review it. You can tap the **Play** or **Pause** icons to play and pause the voicemail, the **Call** icon to call back the contact or number that left the voicemail, the **Speaker** icon to listen to the voicemail via loudspeaker, the **Delete** icon to delete the voicemail or the **More** icon to access the following options:
 - Mark the voicemail as read or unread.
 - Send a message to the contact or number that left the voicemail.
 - (On iOS only) Share the voicemail as an audio file:
 1. Tap **Share** to view a menu with applications on your device that you can use to send the audio file.
 2. Select the desired application (such as a chat or email app) to open it with the audio file attached.
 3. Enter the desired recipient, write a message to accompany the voicemail and send.

SEND AND RECEIVE MESSAGES

Using the Virtual Office mobile app, you can send IM messages to contacts in your company phone system and SMS messages to your personal and device contacts.

- If the contact is in your company phone system, the IM messages (in blue) allow both parties to see when the message is successfully sent, received and read.



- If the contact is a personal or device contact, the SMS messages (in green) allow both parties to see when their messages are sent successfully.

Read and Reply to Messages

1. Tap the **Messages** tab to view all recent chats.

Note: Unread messages are marked with a bold contact name and display the number of unread messages.

2. Tap the conversation with the desired contact to view your message history with the contact.
3. To reply, tap the text entry box, enter your message and send.

Write New Messages

1. Tap the **Messages** tab to view all recent chats.
2. Tap the **Plus** icon to open a menu.
3. From the menu, select **New Message**.
4. In the blank chat that pops up, enter the name or number of a contact or an external number to chat with.
5. Enter your message, and send.

ACCESS FAX

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



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

- View incoming and outgoing fax history with other users and external numbers.
- View how many pages were sent.
- Know at a glance if a fax was cancelled or if it failed to reach the recipient.

COLLABORATE VIA MEETINGS




With Virtual Office Meetings, host or participate in productive business meetings from the comfort of your mobile device. As a host, you can also record meeting audio and shared content, and access the recordings from the Virtual Office desktop app.

Host a Meeting

1. Go to  > **Host Meeting**.
2. Enter the name of the meeting and tap **Create Meeting**.
3. Review the meeting details.
4. Optionally, tap **Advanced Settings** to customise the meeting experience and tap the **tick**  icon to confirm.
5. Tap **Schedule in Calendar** to schedule the meeting using your device calendar app.
6. In the calendar app, invite participants by email address, add the start and end times, and include the meeting agenda.
7. Save the calendar meeting event to notify participants via email.

Join a Meeting

To join as a Virtual Office user, join via:

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









To join as an external guest:

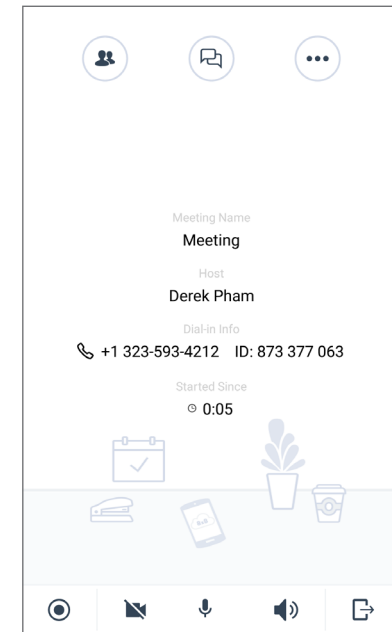
1. Open your email invitation sent by the meeting host.
2. Tap the meeting link in the invitation to open a mobile browser page.
3. In the browser page, tap the phone number to dial in to the meeting, and confirm to dial. Your Meeting ID is automatically dialled along with the dial-in number.
4. When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

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

PARTICIPATE IN MEETINGS

In a Virtual Office meeting, you can:

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



8x8

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