Virtual Office Online and Virtual Office Desktop

Quick Start Guide
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This Quick Start Guide provides basic information about using Virtual Office Online and Virtual Office Desktop.

Virtual Office Overview

You can access Virtual Office extension on your computer using:

- **Virtual Office Online**—Browser-based application
- **Virtual Office Desktop**—Desktop application

Getting Started

Login to Virtual Office Online:

Step 1. Go to [http://virtualoffice.8x8.com](http://virtualoffice.8x8.com) Enter your 8x8 login and password.

Step 2. Click Login.

Step 3. When prompted, click Allow to enable Adobe Flash Player Settings to access your camera and/or microphone.

Login to Virtual Office Desktop:

After installing the Virtual Office Desktop application on your desktop, launch the application manually or set it to automatically launch every time you login to your desktop.

Step 1. At the prompt, enter your 8x8 login and password.

Step 2. Click Login.
Once you've logged in, this is what you'll see:

The navigation tabs give you a quick access to toggle among the following functional panes:

- Contacts
- Meetings
- Phone
- Fax
- History
- Settings

Note: Meetings, Call Recordings and Fax are available to Virtual Office Pro customers only.

Click on Contacts to access your company directory, personal contacts, and social contacts.
Making and Receiving Calls

You can also make calls with your desk phone.

**Calling Anyone—Virtual Office Online**

Step 1. Click on **Phone**.
Step 2. Click on 📞.
Step 3. The softphone panel opens.
Step 4. Enter the phone number in the call box or use the dial pad.
Step 5. Click on **Call**.

**Calling Anyone—Virtual Office Desktop**

Step 1. Click on **Phone**.
Step 2. Enter the phone number in the call box or use the dial pad.
Step 3. Click on the **Call** button.
Calling Contacts

Step 1. Click on Contacts

Step 2. Search or scroll to locate the contact you want to call.

Step 3. Click Phone to place the call.

Answering Phone Calls

Step 1. Pick up your desk phone or click Accept on the softphone.
Voicemail

Listening to Voicemail

Step 1. The phone icon indicates number of pending voicemails. Click on Phone. You will see a list of voicemails.

Step 2. Select the voicemail and click Play button.

Changing Voicemail Password

Step 1. Click on Settings.

Step 2. Click on the My Services tab.

Step 3. Under Voicemail Settings you can change or view your voicemail password.

Voicemail-to-Email Notification

Step 1. Click on Settings.

Step 2. Click on the My Services tab.

Step 3. Under Voicemail Settings click the arrows to select a desired voicemail notification option.

Step 4. Enter the email address to receive the notification.
Chatting with Other Users

Step 1. Click on **Contacts**.

Step 2. Search or scroll to locate the contact you want to chat with.

Step 3. Click on **Chat**.

Step 4. Enter your message in the panel and hit enter key.

Step 5. Invite more contacts by clicking on **+** for group chat.

Virtual Office Desktop

Virtual Office Online
Setting Availability

Setting Your Availability Status

Step 1. Go to the status section at the top of the screen.

Step 2. Use the arrow to select your status.

Step 3. If you select Custom, you can add your own status message.
Call Forwarding

Quickly Forward All Calls to a Specific Number

Step 1. Go to Forward all calls in the header area.

Step 2. Use the arrows to select where to forward all your calls to or add a new number by clicking Edit.

Step 3. To disable Forward all calls, use the arrows to select Off.

Advanced Call Forwarding

Go to My Rules to create your own custom rules for call forwarding.

Step 1. Click on Settings.

Step 2. Click on the Call Forwarding tab.

Step 3. Click on + Add New Rule to create your forwarding rules.

Step 4. To save changes, click OK, then Save.
Default Rules

Update your default call forwarding rules for these standard situations:

- When my Internet connection is down
- When my Virtual Office phone line is busy
- When I don’t answer my call for 15 seconds

These rules are preset to send these calls to voicemail if you don’t update them.

Step 1. Click on Settings.
Step 2. Click on the Call Forwarding tab.
Step 3. Click on Default Rules.
Step 4. Click Edit next to the rule you want to update and make your changes.
Step 5. To save changes, click OK, then Save.
Checking Extension Activity History

Access Your Interaction History

You can access all your interactions including voicemails, phone calls, faxes, chats, meetings, and call and meeting recordings.

Step 1. Click on **History**. All the activity for the extension is listed.

Step 2. From the filtering menu, select an option.
Setting Up E911

E911 Address

E911 delivers address-specific (versus phone number only) call-back information to public service answering points whenever someone makes an emergency call. Your E911 address must be the same location as your 8x8 phone or adapter. If you are using the softphone only, enter the physical address where the computer/laptop you use is located.

Step 1. Click on **Settings**.

Step 2. Click on the **E911 Address** tab.

Step 3. Click on **+ Add E911 Address** to add a new address or use the arrows to select a saved address.

Step 4. Click **Validate** to verify your address and then click **Save**.

![E911 Settings Screen](image-url)
Virtual Office Pro Overview

As a Virtual Office Pro customer, you can:

- Send and receive Internet faxes.
- Schedule and attend Virtual Meetings.
- Record calls from the convenience of your computer.

Call Recording

With Call Recording, you can record any inbound or outbound call, review it later, download or delete it. To get started, you must enable Call Recording in the Settings.

Enable Internet Fax and Call Recording

Step 1. Click on **Settings**.

Step 2. Click on **My Services**.

Step 3. To enable Call Recording, click on the drop down arrows next to **Recording Mode**, select **Record All Calls** (will record all incoming and outgoing calls) or **Record On-Demand** (will record when you hit the Record button on your Active call panel).

Step 4. For Internet Fax, select **Pick Fax Phone Number** and follow the instructions.

Step 5. Click **Save**.

Step 6. You are now ready to send and receive online faxes or record your calls.
Recording Calls

Step 1. While on an active call, click Record button on the softphone.

Step 2. To stop recording, click Record button or hang up.

Note: Call recording varies based on the call recording settings.

Fax

Sending Anyone a Fax

Step 1. Click on Fax.

Step 2. Click on New Fax.

Step 3. Enter the fax number.

Step 4. Click the checkbox to include a cover sheet.

Step 5. Fill in the fields to auto-populate the fax coversheet (you can also edit and preview your coversheet before sending).

Step 6. Click on Add and select the file you want to fax.

Step 7. Click on Send Fax.
Sending a Contact a Fax

Step 1. Click on Contacts.

Step 2. Search or scroll to locate the contact you want to send a fax to.

Step 3. Click on info button or hover over the contact to view the contact card.

Step 4. From the contact card, click on the fax number to initiate a fax.

Step 5. Click the checkbox to include a cover sheet.

Step 6. Fill in the fields to auto-populate the fax coversheet (you can also edit and preview your coversheet before sending).

Step 7. Click on Add and select the file you want to fax.

Step 8. Click on Send Fax.

Receiving a Fax

Step 1. Click on Fax.

Step 2. Select the fax and click on 📞.
Virtual Meetings

Virtual Meeting offers you a flexible web and audio conferencing experience that turns ordinary phone calls into productive meetings. With just a few clicks, you can start an audio, web and video meeting, invite coworkers or clients to a meeting, share desktop content and much more.

To get started, you must select an account dial-in number.

Select an Account Dial in Number

Step 1. Click on Meetings.

Step 2. Click on New Meeting

Step 3. Follow the instructions to select your meeting dial number.

Step 4. You are ready to create new meetings.
Creating New Meetings

Step 1. Click on *Meetings*.

Step 2. Click on *New Meeting*.

Step 3. Use *Quick Meeting Creator* or the full version of meeting creator.

Step 4. Begin entering your meeting description.

Step 5. Select a dial-in number.

Step 6. Set meeting date, time and other options.

Step 7. Type in the email address into the Participants field.

Step 8. Click *Save* to schedule an upcoming meeting or click *Start Now*. 
Joining Meetings

Joining from an Email Invitation

Step 1. Open the email invitation.

Step 2. Click on the URL provided.

Step 3. Select **Join Now**.

**Note:** This option is available 15 minutes prior to meeting start time.

Step 4. When prompted, dial into the audio session.
Joining from Virtual Office Online or Virtual Office Desktop

Step 1. Click on **Meetings**.

Step 2. Select the meeting you want to join.

Step 3. Click on **Join**.

Step 4. When prompted, dial into the audio session.