8x8, Inc.

Virtual Office Online

Quick Start Guide
Version 2.0 March 2011

The Champion
For Small Business
Communications

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

Virtual Office Online Overview

Once you've logged in, this is what you'll see:

The buttons in the upper left of the screen—Call, My Inbox, and Settings give you a quick and easy way to toggle between these functional panes. Fax and New Meeting will be grayed out unless you have a Virtual Office Pro account.

Click on the black **Contacts** or **Directory** boxes to see your contacts.

1. Getting Started

Login to Virtual Office Online:

Step 1.   Go to 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.

2. Making and Receiving Calls

  Note: you can make and take calls using either the Virtual Office Online dashboard or your desk phone.

Calling Anyone

Step 1.   Click on **Call** (Call) This will
          launch Virtual Office Softphone.
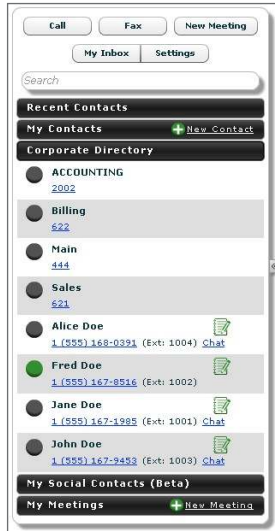
          or

          Click the handset icon on the far
          right of your browser screen to open
          the Softphone.

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

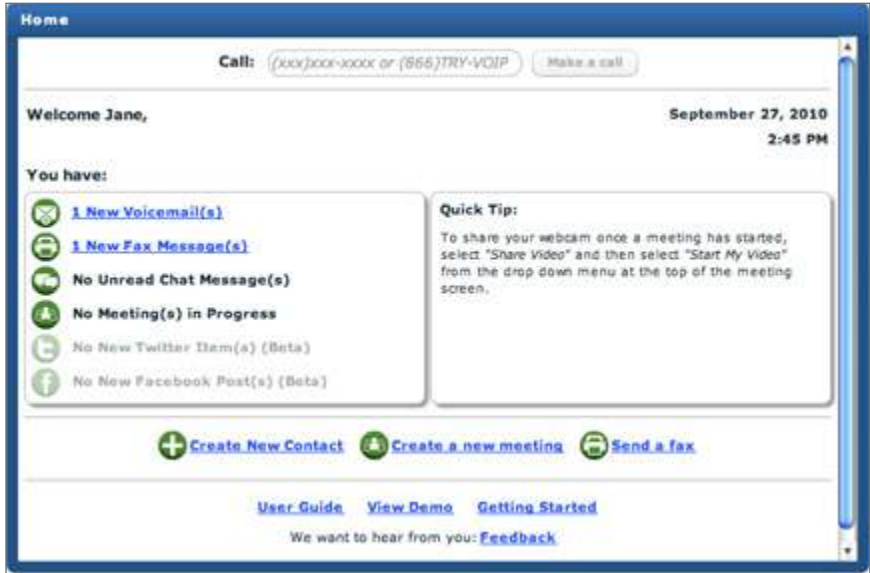Step 2. Click on the contact's phone number.

Answering Phone Calls

Step 1. Pick up your desk phone or click on **Accept** on the Softphone.
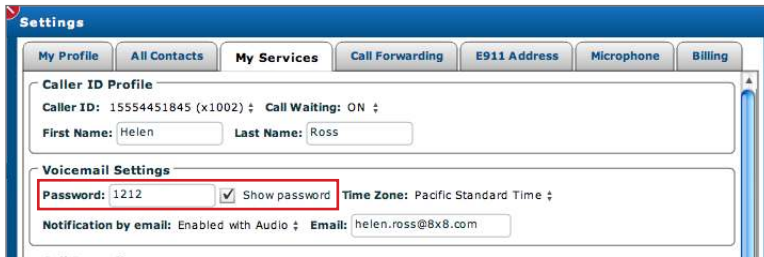
3. Voicemail

Listening to Voicemail

Step 1.   Click on at the top of the screen or click on **New Voicemail(s)** in the Home panel.

Step 2.   Click on **Listen.**


Changing Voicemail Password

Step 1.   Click on **Settings** [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** [Settings]

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

Step 3.   Under **Voicemail Settings** click the arrows to **Enable** or **Disable** voicemail notification by email.

Step 4.   Enter the email address to receive the notification.


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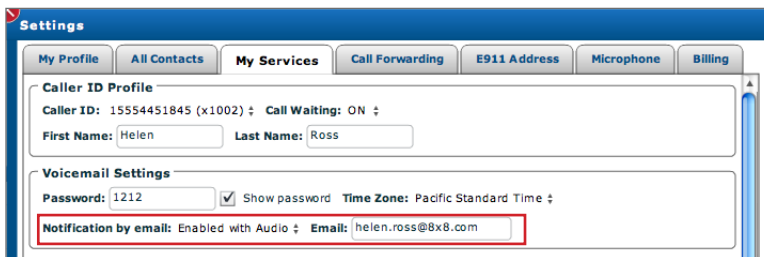
4. Chatting with Other Users

Step 1.   Search or scroll to locate the contact you want to chat with.

Step 2.   Click on **Chat**.

Step 3.   Enter your message in the panel that appears.

Step 4.   Click on **Send**.
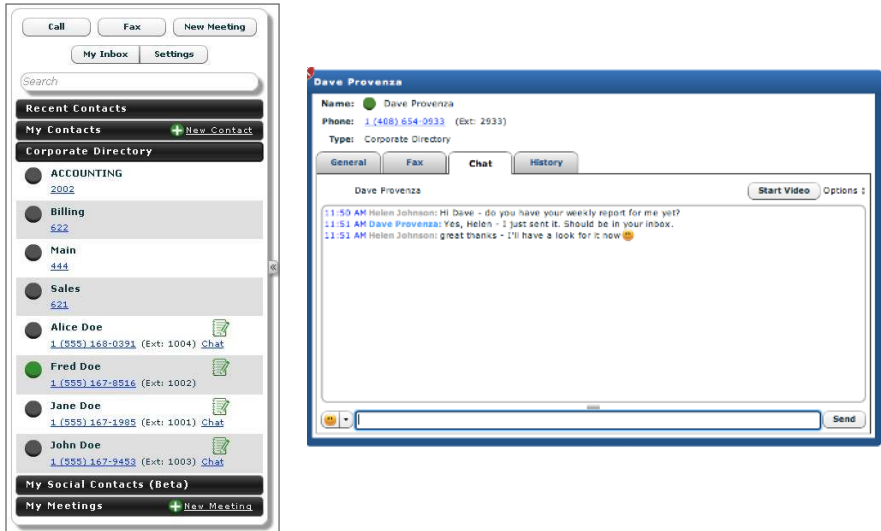
5. Setting Your Availability Status

Step 1.   Go to **My Status** at the top of the screen.

Step 2.   Use the arrows to select your status.

Step 3.   If you select **Custom**, you can add your own status message.
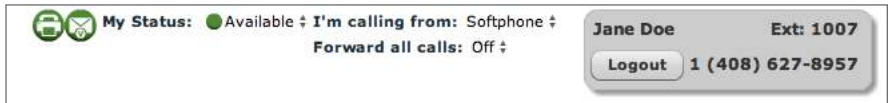
6. Forward All Calls Quickly

Quickly forward all calls to a specific number.

Step 1.   Go to **Forward all calls**: at the top right of the screen.

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

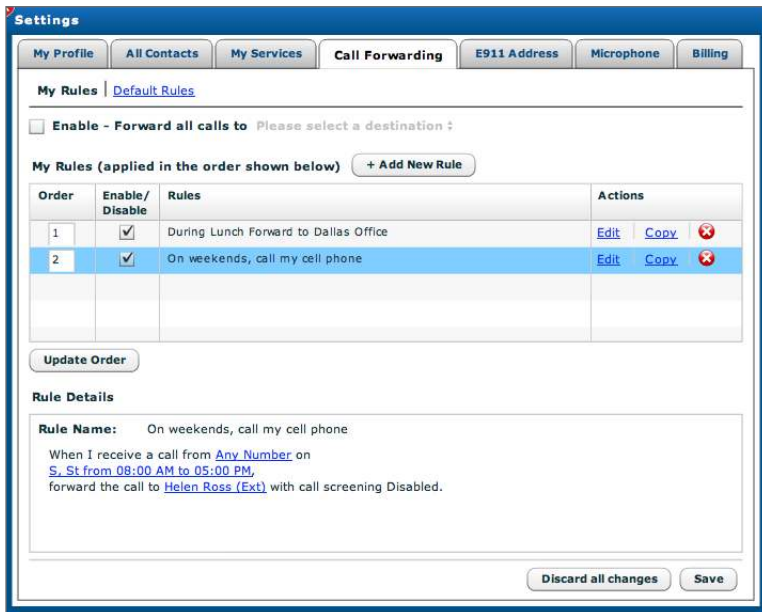Step 3.   To disable **Forward all calls**, use the arrows to select **off**.

7. Advanced Call Forwarding

My Rules
Create your own custom rules for call forwarding.

Step 1.   Click on **Settings** [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** [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**.
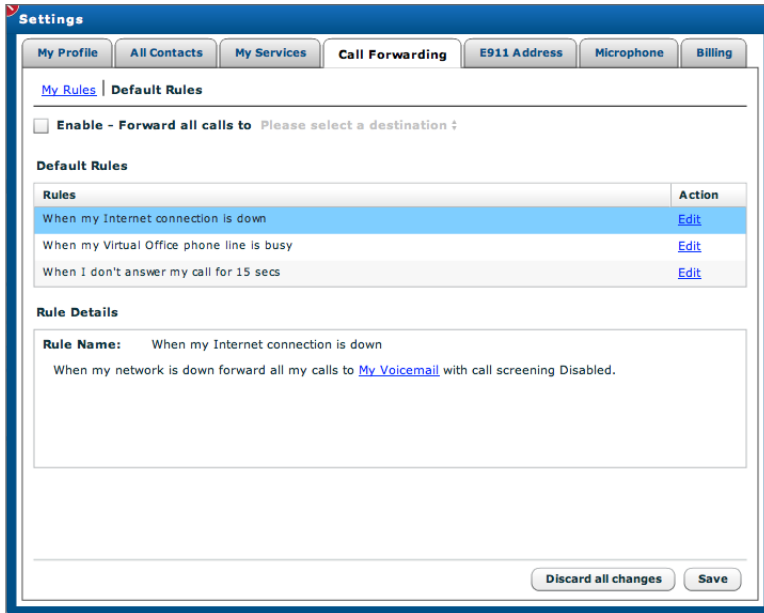
8. E911 Address

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 physcial address where the computer/laptop you use is located.

Step 1. Click on **Settings** [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**.

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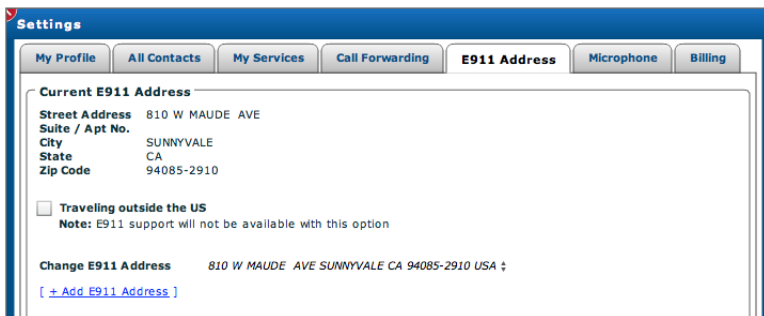
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