

Virtual Office Online

Quick Start Guide Version 2.0 March 2011



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.

Sx8 Virtual Office Online	Ny Status:	Avafable I I'm calling from: Sofiphone I Forward all calls: Off :	Helen Johnson Ext: 2635 Logaut 1 (408) 654-0835
Call Fex New Nexting (Ny Inbox Settings (Rearch	Nome Cell: (noclass-source	(166/7NY-VOIP) (Heles a sel)	
Base Provensa Dave Provensa 1/4081 654-6032 (Ext: 2633) Enst	Welcome Helen, You have:	Det	tober 15, 2010 11:19 AM
Russell Vazquez International (Set 2824) KarketingDemo2 8x8	You have: No New Voicemail(s) No New Fax Message(s)	Quick Tip: Top can start a meeting instantly by down	ing "Start.Now"
1(408) 3(1-558) (5xt 1008) Chat MarketingBerno4 8x8 1(408) 325-9271 (5xt 1009) Chat	No Unread Chat Mexange(s)	51	
William Aguillar	No New Tayaback Post(s) (Sets) No New Tayaback Post(s) (Sets)		
Vinod Jammalamadaka	Create New Contact	Create a new meeting Scoul a fax	
Ny Contacto 🗰 New Contact	A STATE AND A STAT	w Demo Gettino Started of from you: <u>Feedback</u>	
Corporate Directory		4	

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.

Jane Doe	Ext: 1007
Logout 1 (4	108) 627-8957
Adobe Flash Player	Settinas
Camera and Microp	
uc.8x8.com is requi camera and microp Allow, you may be	

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** 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.



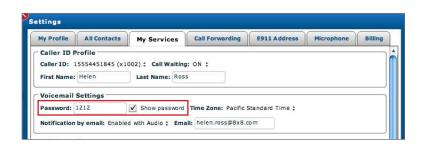


3. Voicemail



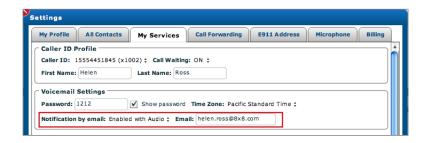
Changing Voicemail Password

- 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.

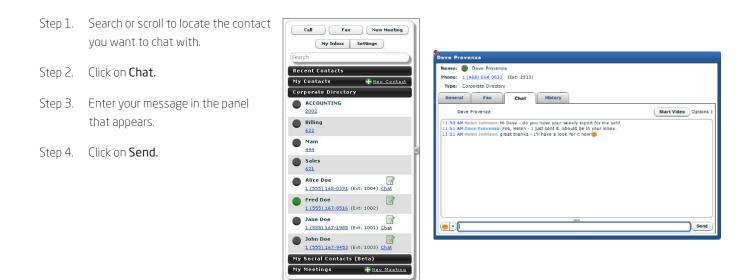


Voicemail-to-Email Notification

- 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.



4. Chatting with Other Users



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.

G My Status:	Available ‡ I'm calling from: Softphone ‡ Forward all calls: Off ‡	Jane Doe	Ext: 1007
	Forward an calls: Of y	Logout	1 (408) 627-8957

6. Forward All Calls Quickly

Quickly forward all calls to a specific number.

arrows to select off.

I'm calling from: Softphone # Helen Johnson Ext: 2835 Forward all calls: Mobile + Step 1. Go to Forward all calls: at the top Logout 1 (408) 654-0835 Phone right of the screen. Step 2. Use the arrows to select where to I'm calling from: V Off n Johnson Ext: 2835 forward all your calls to or add a new Forward all calls: gout 1 (408) 654-0835 number. Mobile Phone Home Phone Step 3. To disable **Forward all calls**, use the

Edit...

7. Advanced Call Forwarding

My Rules

Create your own custom rules for call forwarding.

Step 1.	Click on Settings Settings	Settings						
Step 2.	Click on the Call Forwarding tab.	My Profile	s Default	My Servi	ces Call Forwarding	E911 Address	Microphone Bill	ling
Step 3.	Click on +Add New Rule to create your forwarding rules.	My Rules	e - Forwa (applied	rd all calls to Plea	se select a destination : h below) (+ Add New Ru			
	,	Order	Enable/ Disable	Rules			Actions	
Step 4.	To save changes, click OK , then	1		During Lunch Forwa			Edit Copy	2000 C
	Save.	2	V	On weekends, call i	ny cell phone		Edit Copy	·
		S, St fr	ails me: O receive a	n weekends, call my call from <u>Any Numbe</u> AM to 05:00 PM, <u>b Helen Ross (Ext)</u> wi		Disc	ard all changes) Sav	IVE

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**.

lettings						
My Profile	All Contacts	My Services	Call Forwarding	E911 Address	Microphone	Billing
My Rules	My Rules Default Rules					
Enable -	Enable - Forward all calls to Please select a destination :					
Default Rul	es					
Rules					1	Action
When my Ir	nternet connection	is down			Ē	<u>Edit</u>
When my V	irtual Office phone	line is busy			E	Edit
When I don	't answer my call f	or 15 secs			E	Edit
Rule Detail	_					
Rule Name		nternet connectio				
When my	network is down	forward all my ca	alls to My Voicemail with	h call screening Dis	abled.	
				Disca	rd all changes	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	Settings
Step 2.	Click on the E911 Address tab.	My Profile All Contacts My Services Call Forwarding E911 Address Microphone Billing Current E911 Address Street Address 810 W MAUDE AVE
Step 3.	Click on +Add E911 Address to add a new address or use the arrows to	Suite / Apt No. City SUNNYVALE State CA Zip Code 94085-2910
	select a saved address.	Traveling outside the US Note: E911 support will not be available with this option
Step 4.	Click Validate to verify your address and then click Save .	Change E911 Address 810 W MAUDE AVE SUNNYVALE CA 94085-2910 USA \$ [± Add E911 Address]



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