

8x8 Virtual Office Mobile User Guide for iOS

Works with iPhone, iPad and iPod Touch

Version 4.0, October 2012

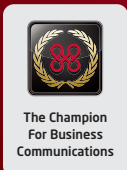


Table of Contents

Introduction	3
Features	3
Technical Requirements	4
What's New	5
Getting Started	5
Downloading and Installing the App	6
Understanding the Application Interface	8
Enabling Video Calling	9
Setting up Cell Phone Number	9
Setting up Call Forwarding	10
Advanced Settings	11
Retrieving your Account Information	11
Retrieving Your Username and Password	11
Using Virtual Office Mobile	12
Make and receive calls	13
Add Video to a Call	17
Place a call on hold	17
Make 3-way calls	19
Switch Between Calls	22
Transfer calls	23
Park a Call	24
Fax Management	25
Visual Voicemail	26
Call logs	26
Troubleshooting	27
Stop Wi-Fi Pop ups	27
Problems making calls?	27



Introduction

8x8 Virtual Office Mobile is an app for the iPhone, iPod touch and iPad that allows 8x8 customers to connect to their Virtual Office phone service from any Wi-Fi zone or the 3G/4G network.

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

Once you've purchased and installed the app, you can log onto your 8x8 Virtual Office phone system from your iPhone 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!

Your 8x8 Mobile app is enhanced with chat, video calling, fax, and visual voicemail.

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; and 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
- Runs in background (iPhone 3GS and iPhone 4 running iOS4 or higher) so you can receive calls anytime
- Call from your iPhone contacts list, or your Corporate Directory list
- Chat with contacts from your Corporate Directroy
- Enhance with video calling (Requires video calling to be enabled for your extension)
- Record calls (Requires call recording to be enabled for your extension)
- Make 3-way calls
- Put callers on hold
- Park calls
- Transfer calls
- Access your extension's voicemail box
- Forward calls to Voicemail, or Auto-Attendant, or an External Number
- View and receive fax messages (Applicable to Virtual Office Pro users only)
- Bluetooth support
- Detailed call log for all 8x8 Virtual Office calls

Virtual Office Mobile supports iPhone iOS4 multitasking and background operation

With multitasking, you can be listening to music and a call to your Virtual Extension registers on the iPhone. The music sound volume will decrease and be replaced with a call notification. With multitasking 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 to your Virtual Office extension.



Technical Requirements

Compatible with iPhone, iPod touch, and iPad. Requires iOS 4.0 or higher. To receive calls in background mode, requires iOS4 or higher on iPhone 3GS or 4+.

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 will not be held 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.

What's New

The 4.0 release of Virtual Office Mobile application for OS showcases the following enhancements and new features:

- **Presence & Chat** - Set your online status (available, busy, offline), check the status of your corporate directory contacts, and IM/chat with them.
- **Video Calling**: Place video calls to other 8x8 users on iPhones, iPads, PCs, Macs, and Polycom video phones.
- **Visual Voicemail** - View a list of your messages, mark them read/unread, listen to and delete them in any order.
- **Fax Management** - View your sent/received/failed faxes, mark them read/unread, or delete.
- **Profile Photos** - View profile photos that contacts in your corporate directory have uploaded.

Getting Started

Virtual Office Mobile allows you to connect with your 8x8 Virtual Office phone service from your iPhone, iPad or iPod Touch. 8x8 Virtual Office Mobile is included with the following plans:

- Virtual Office Unlimited Extension
- Virtual Office Metered Extension
- Virtual Office Global Extension
- Virtual Office Pro
- Virtual Office Pro Softphone Edition

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

To use Virtual Office Mobile, you will need the 8x8 username and password for your extension.

Downloading and Installing the App

After you download and install the app, you will need your 8x8 login and password to login and use it. Let's get started:

1. Navigate to the iPhone App Store. To find the application you can either:

- Use this link: <http://itunes.apple.com/us/app/8x8-virtual-office/id348177448?mt=8>

OR

- Search for 8x8 Virtual Office from your iPhone.



2. Once you find the application, click on the **Install** button.



> **Tip**

If you have Wi-Fi connectivity that's faster than the 3G/4G network, you may want to turn Wi-Fi on to log into the application faster.

3. Click on the application icon once you have completed the download and installation.



4. Once the network is found, you will be prompted to enter your username and password.








5. Enter your Virtual Office extension username and password.
6. Click **Sign In**. The application launches.

Understanding the Application Interface

The Virtual Office application provides a user interface custom designed for iPhone and iPad. The UI for iPad features a navigation menu with links to all the functionality while the interface for iPhone presents icons for each function.



The home screen in the iPhone application features navigation menu icons which allow you to perform the following functions:

Navigation Menu Icon	Functionality
	Allows you to make calls by dialing the numbers.
	Access contacts from the corporate directory as well as the personal iPhone contacts to make calls.
	Presents a list of recently processed inbound and outbound calls.
	Allows you to access voicemails for the Virtual Office extension.
	Offers options to set up call forwarding, network settings, video settings, and access account information.

Settings

Your application is defaulted to:

- a. Use 3G/4G network: **On**
- b. Prefer Wi-Fi: **On**
- c. Ringtone: **Ring 1**
- d. Vibrate: **On**

To change settings:

1. Navigate to **More | Settings | Network Settings** to choose to connect via Wi-Fi or the phone's data plan (e.g. 3G Network).



2. Make any desired changes in settings.

Enabling Video Calling

Video Calling requires enabling video settings in your app. To enable video settings:

1. Select **More > Settings > Video Settings**.
2. Turn on **Enable Video Calls**.

Setting 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.

To store your cell phone number:

1. Select **More | Settings | Cell Phone Number**.
2. Enter your cell phone number.

Setting 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 a specified destination if you are unable to answer the call.

You can set up Call Forwarding options:

- When Busy
- When No answer
- During an Outage
- Always (Turned off by default)

You can forward incoming calls to:

- Voicemail or
- Auto Attendant, or
- your cell phone or
- an external number or
- your One Number Access extension

Note: By default, calls are forwarded to voicemail.

To access call forwarding settings:

1. Select **More | Call Forwarding**.
The call forwarding options appear.



2. Set up your call forwarding preferences.

Advanced Settings

- **Override auto-lock:** You can choose to override the auto-lock so that the iPhone will never automatically go to sleep while the 8x8 application is running.
- **Sync with Contacts:** Allows you to synchronize your personal iPhone contact information during inbound or outbound calls. By default, this feature is OFF.
Note: Synchronization may impact performance if your contacts is large.
- **External dial prefix:** Enter the number required by your iPBX to dial out to an external number.
- **Route 911 to cellular:** Set to ON will dial 911 through your standard cellular network.



Retrieving your Account Information

You can retrieve your Virtual Office account details such as phone number, extension number, connection type, and status of the account.

To view your account information, select **More | Account, Status**.

Retrieving Your Username and Password

Login settings stores the username and password that you entered on the Sign On screen. If you forgot your Virtual Office extension credentials, you can:

1. Visit www.8x8.com/login to reset your username and password by clicking on the "Forgot your Login?" or "Forgot your Password?" links and follow the on-screen instructions.

Using Virtual Office Mobile

You are now ready to use Virtual Office Mobile. You can:

- Make and receive calls over Wi-Fi or 3G/4G
- Call from your corporate directory or iPhone contacts list
- Check your contacts presence and call or chat
- Add video to calls (Requires video calling settings to be enabled for extensions)
- Record calls (Requires call recording to be turned on for your Virtual Office extension)
- Place calls on hold
- Park a call and resume from any phone within the Virtual Office
- Transfer calls
- Make 3-way calls
- Send and receive faxes
- Set up call forwarding options
- Access your extension's voicemail box visually
- View detailed call log for calls placed with the app
- Test your call audio output quality

Make and receive calls

You can make calls via:

1. Direct dial
2. iPhone Contacts and Corporate Directory contacts
3. Call Log list

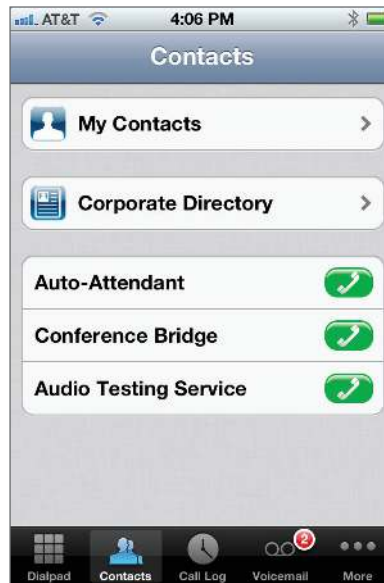
Via Direct Dial

1. Enter the phone number you wish to dial from the dial pad.
2. Tap the **Call** button to place the call.



Via Contacts

1. Tap the **Contacts** icon from your Virtual Office app.
2. Select either **My Contacts** (Personal iPhone Contacts) or **Corporate Directory**.
3. Locate and tap the desired phone number from the list to place a call.

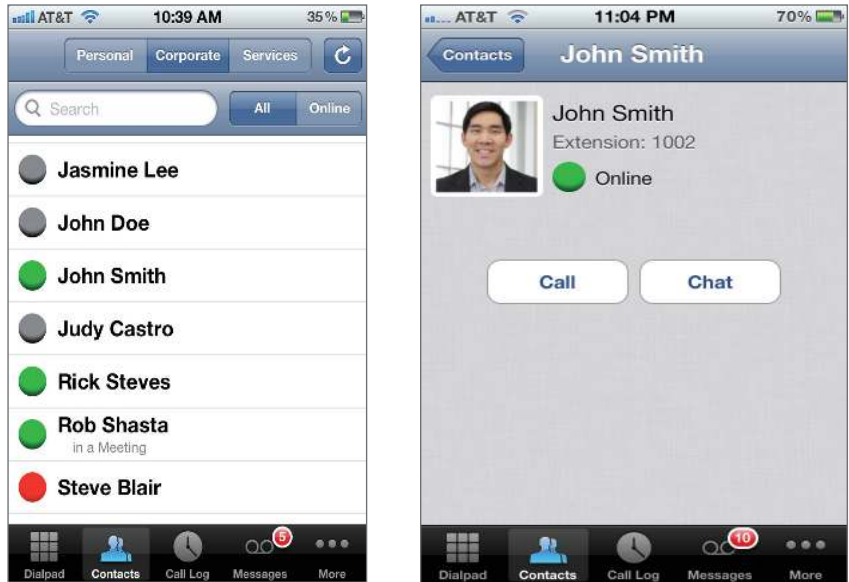


Additionally, you have the option to call and reach the following services:

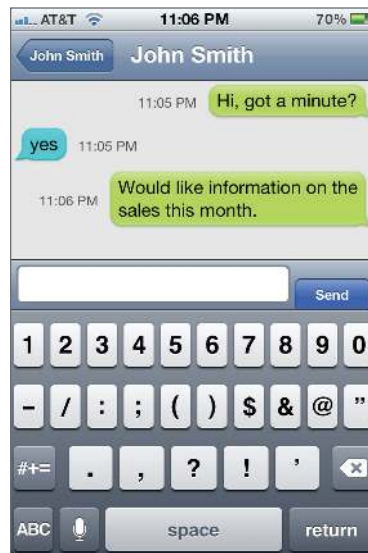
- **Auto Attendant:** Places a call to your Virtual Office Auto Attendant and allows you to self-direct the call to the desired destination through a phone menu.
- **Conference Bridge:** Allows you to enter a conference or create a new conference or delete an existing conference.
- **Audio Testing Service:** Allows you to test your audio output quality. The automated service allows you to record and replay a sample audio to test the quality.

Presence Management

Check the availability status of your contacts on 8x8 Virtual Office and call or chat with them instantly. On accessing your corporate directory, you can view the status of all contacts who are online, offline, and busy. You can then tap the desired contact and call or chat with them.



Chatting with a contact from the Corporate Directory list is simple and quick. Locate the contact from the directory list, tap the **Chat** button and you are ready.



Via Call Log

1. Tap the **Call Log** icon to access the recently processed calls.
The call log includes inbound, outbound and missed calls.
2. Select and tap the desired phone number or contact to place a call.



To receive calls:

1. Tap the **Answer** button on receiving a call.
You are connected to the call.
2. To reject a call, tap **Decline**.

Add Video to a Call

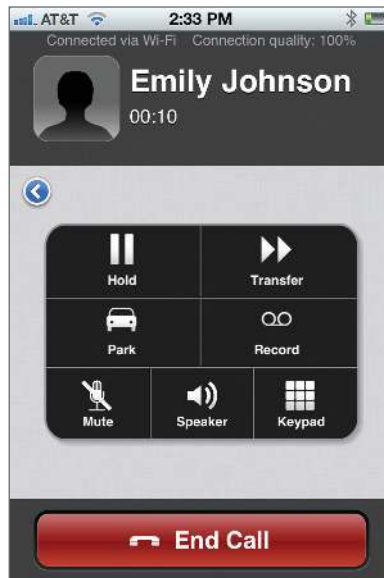
Place video calls to other 8x8 users on iPhones, iPads, PCs, Macs, and Polycom video phones. During a phone call, you have the option to interact through a video session. While on a call, the called party is prompted to **Accept Video** to initiate video calling.



Place a call on hold

While on an active call, you can place the call on hold.

1. To place a call on hold, simply tap the **Hold** button on your active call screen.



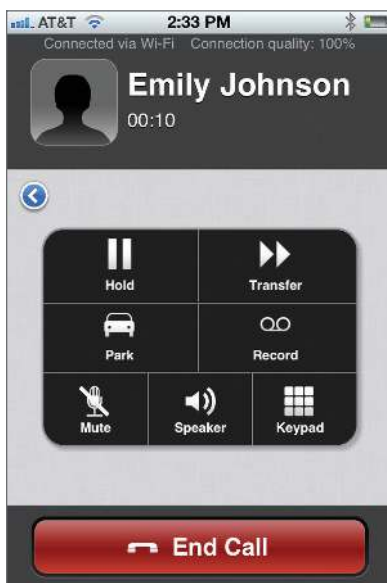
2. To resume the call, hit the **Retrieve** button.



Make 3-way calls

You can also make 3-way calls using your Virtual Office Mobile application.

1. When you are on an active call, tap the **Hold** button to place the first call on hold.



2. Tap the **Add Call** button once your first call is on hold.



3. Select from the following options to to add a call.



4. Dial the second number by dialing the number on the keypad, or selecting a contact from **Contacts**, or **Call Log**.

Once the second call is connected, the first call continues to be on **Hold**.



5. Tap the **Conference** button to place all three parties (including yourself) onto a call.



6. To drop the conference, you can tap the **Drop conference** button or **End Call** button.

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 the **Hold and Answer** button 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.

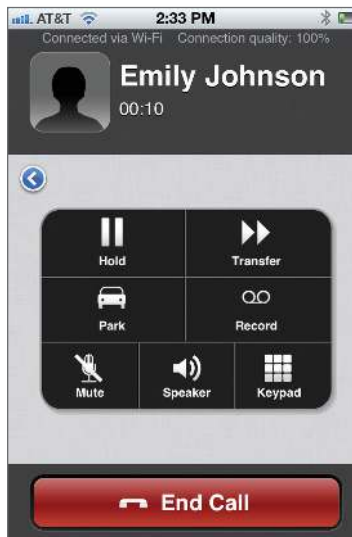


Transfer calls

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

To transfer a call:

1. Once on a call, tap the **Transfer** button.



2. Select from the following options to access the number to transfer to.



3. Locate and tap a contact from the Contacts lists or Call Log to transfer the call.

OR

Dial a number from the keypad and tap **Call** button.

The call is transferred and you are disconnected from the call instantly.

Park a Call

Call Parking allows you to put a call on hold at one telephone and continue the conversation from any other telephone set assigned to the Virtual Office. This feature is useful if you are in a conversation at your desk, and would like to continue the call from a different location, or on the go. 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.

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 extension number from another telephone to resume the call.

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

Fax Management

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

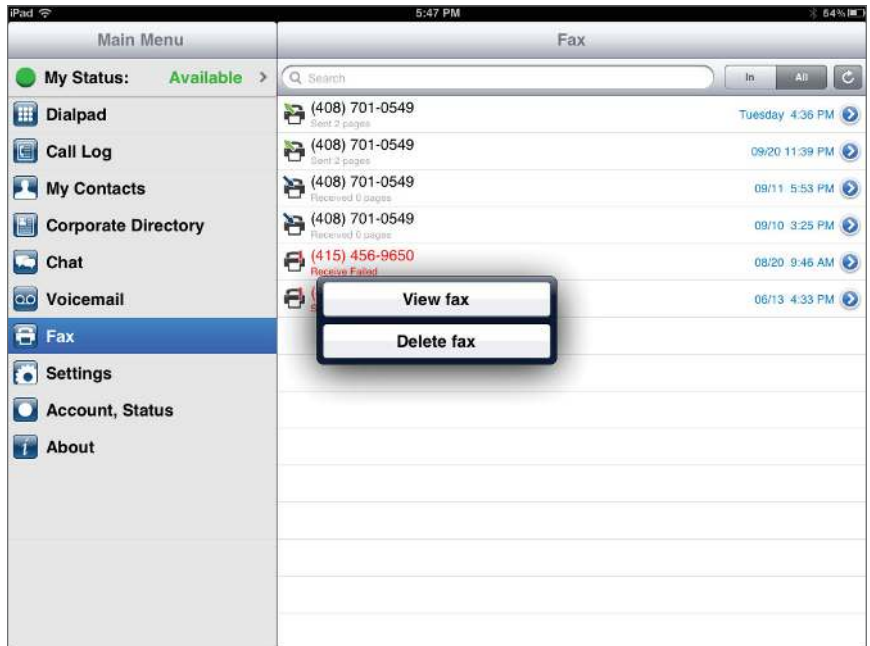
Note: This feature is applicable to Virtual Office Pro users only.

To view or delete your fax messages:

1. Tap the **Voicemail** icon and then the **Fax** tab in iPhone or iPod.

or

Tap the **Fax** menu item from the main menu in iPad.



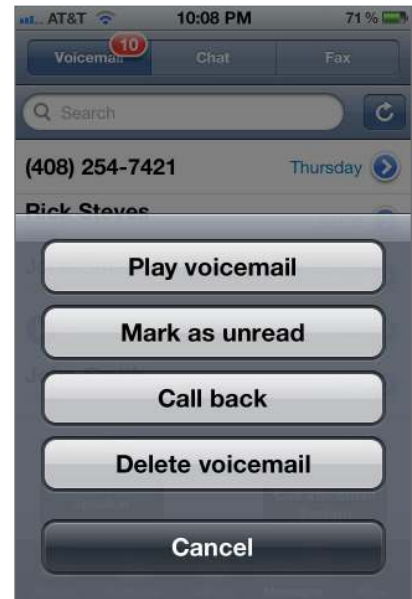
2. Select the fax message you wish to view. From the menu options, select **View fax** or **Delete fax**.

Visual 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 voicemail notifications

1. Tap the **voicemail** icon. The **Voicemail** icon indicates if you have any new voicemail messages.



2. From the list of voicemails, tap the message you wish to play. A menu of options to play the message, mark as read, or call back, or delete the message shows.
3. Select a desired option.

Call logs

You can view the call logs you have made via the iPhone application by navigating to the **Call Log** icon.

1. Press the **Call Log** icon at bottom of screen.
2. You can redial any number from your call log by tapping the desired number.

Troubleshooting

Stop Wi-Fi Pop ups

To stop the device from doing continual pop ups to Wi-Fi connections when you prefer to use 3G/4G, disable Wi-Fi.

Problems making calls?

If you can't make calls, try closing the Virtual Office Mobile application, and start it again.

Please contact support if these steps don't resolve your issues, or if there are any questions about the application.

- Submit a case in your Self Service Portal at www.8x8.com/login
- Chat from www.8x8.com/support.aspx
- Call support **1-888-898-8733**



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www.8x8.com

