
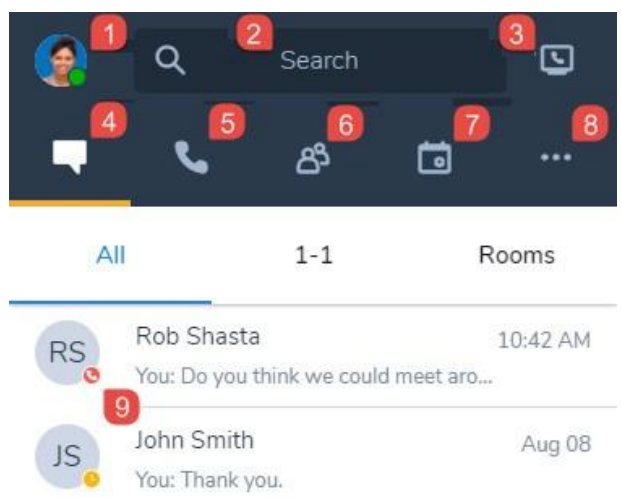


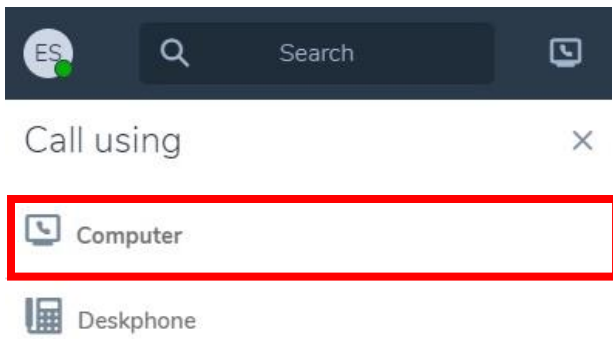
# 8x8 Virtual Office Desktop App Guide

## Overview

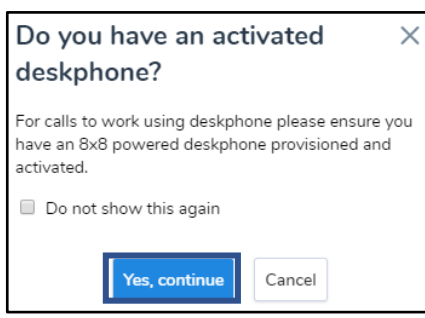
1. Change your presence status and view your user details.
2. Search for contacts by name, number and more.
3. Switch between using Virtual Office App with a headset to using the Virtual Office App to control your desk phone.
4. Messages: Send and receive messages from other 8x8 users in the Woodhead Group.
5. Calls: View call logs, voicemail, and place calls
6. Contacts: Access your contact directory
7. Meetings: Host, join, and manage meetings (Feature coming soon).
8. More/Settings.
9. View whether contact is available for communication.
10. To dial a number click the calls tab (5.) then tap  .



## IMPORTANT: Don't miss out if you have a Deskphone





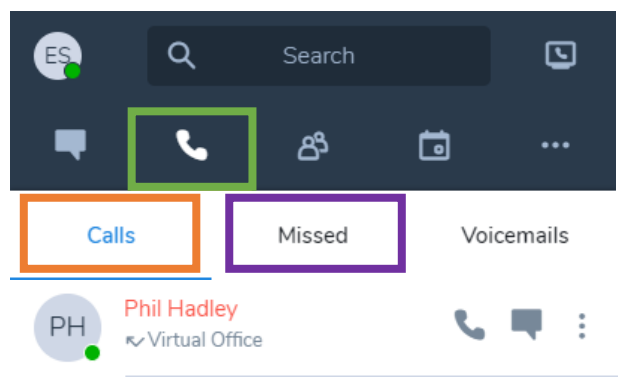
If you have a Deskphone instead of a headset/earpiece, you can still take advantage of Desktop App features, such as searching for and dialing numbers in your contacts from your Desktop or Laptop. To set your 8x8 Virtual Office Desktop App to call using your Deskphone, click icon 3 indicated in the [overview](#), then **Deskphone**. If the box below appears, click **"Yes, continue"**.



## How do I check my missed calls?

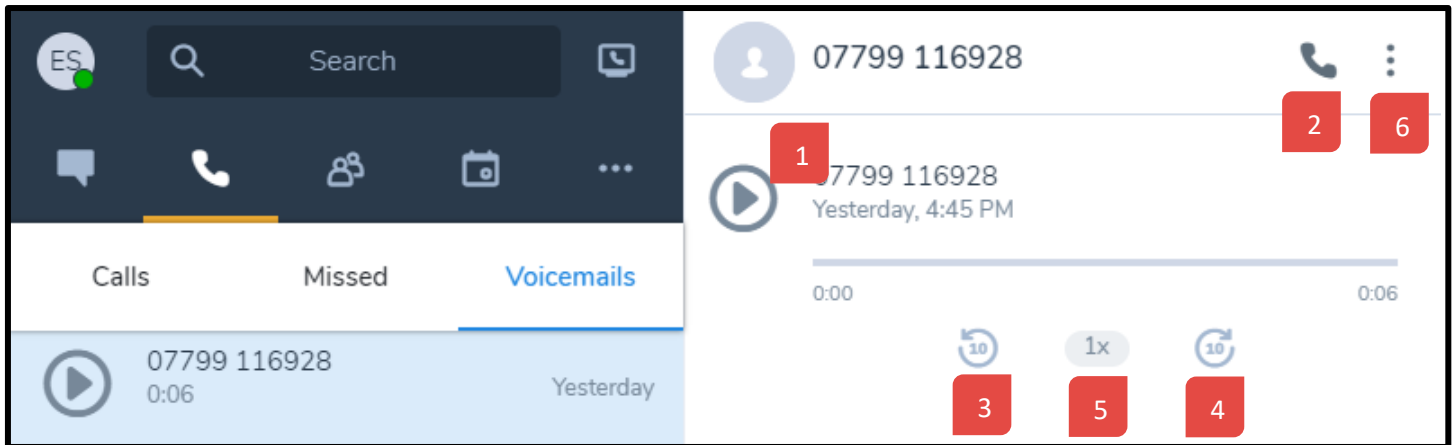
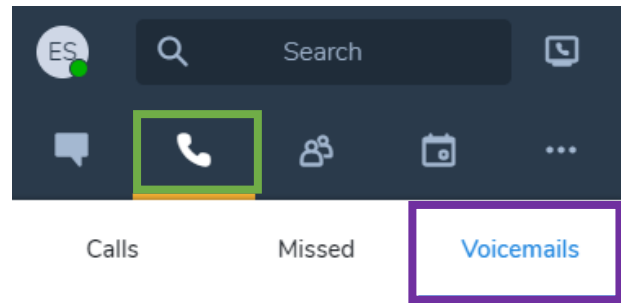
Check your call history by viewing your calls and missed calls under the **Calls tab**.

- To view a list of your missed calls, click **Missed**.
- To view a full list incoming and outgoing calls, click **Calls**.
- To call the number, move your mouse over it then click .
- Click on a name or number for call details.
- Click  then "Create new contact" to add the number to your contacts.



## How do I check my voicemails?

To check your voicemails go to the **Calls tab**, then click **Voicemails**.



1. Play or pause the Voicemail
2. Call the number back.
3. Skip back 10 seconds
4. Skip forward 10 seconds
5. Change playback speed (click to switch between 1x, 1.5x, 2x and 0.5x)
6. Access the following options:
  - Delete the voicemail
  - Mark the voicemail as read or unread.
  - Download an mp3 copy of the voicemail
  - Create a new contact from the sender's phone number (if the number isn't already in contacts)
  - View contact details


## How can I change my voicemail greeting?

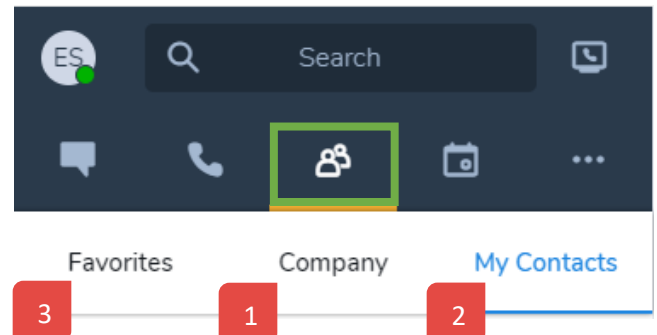
Go to the dialer and dial 555. When prompted enter your voicemail PIN. If you haven't changed this, it will be 445566.

If you have voicemails in your inbox, these will start playing automatically. To skip the voicemails and go to the main menu, press \* Press 2 for greetings then follow the instructions given by the automated voice.

## How to I access my contacts?

Click the **Contacts tab**.

1. A list of all 8x8 contacts (This includes all Woodhead users with 8x8 and Edwinstowe House Tenants)
2. These are contacts that you've created yourself.  
To add a new contact click 
3. These are contact you've marked as a favorite.

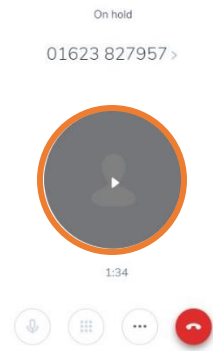


## How to a put a call on hold?

When in a call, click the **three dots** then click hold.

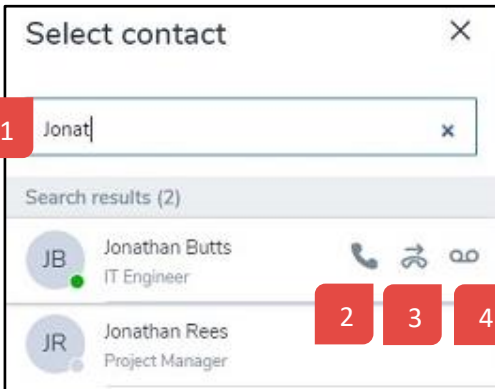


To resume the call click the **profile picture/play icon**.



## How do I Transfer Calls to another person?

When in a call, click the **three dots** then click transfer.



1. Search for a contact in Company contacts or My Contacts; or type in a phone number.
2. Warm Transfer: Allows you to speak to the person your transferring the call to before tranfering. [See Warm tranfer](#) for details.
3. Direct Transfer: Transfers the caller immediately to the choosen contact. **Please note the caller can still hear you until you click the direct transfer button. You can place the call on hold before clicking tranfer, if you don't want them to hear you.**
4. Send the caller straight through to the voicemail of the contact or number you chose (Only available for 8x8 compatible numbers).

## Warm Transfers

Once you've clicked warm transfer you'll see two calls listed under Active Calls, as shown to the right. **Please Note:** You may have to click "Active Calls" to see the calls.

- Once you've spoken the person your transferring call to, click the to transfer the call/
- If the person your transferring the call from is unable to take the call, click to hang up the call. You can then take the caller off hold by clicking .

