8x8 Virtual Office Mobile
User Guide for iPhone

Works with iPhone, iPad and iPod Touch
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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 AT&T 3G 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!

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 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
• Runs in background (iPhone 3GS and iPhone 4 running iOS4 or higher) so you can receive calls anytime
• Make 3-way calls
• Put callers on hold
• Transfer call to contact list phone numbers
• Access your extension’s voicemail box
• Call from your iPhone contacts list
• Corporate Directory contact list support
• 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 from your Virtual Office extension.

Technical Requirements

Compatible with iPhone, iPod touch, and iPad. Requires iOS 3.1 or higher. To receive calls in background mode, requires iOS 4 or higher on iPhone 3GS or 4.

Important VoIP over 3G 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 signal strength and available bandwidth
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.
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.

Tip
If you have Wi-Fi connectivity that’s faster than the 3G network, you may want to turn Wi-Fi on to log into the application faster.
5. The application confirms the status.

6. You can navigate to **Settings** to choose to connect via Wi-Fi or the phone’s data plan (e.g. 3G Network).

7. Congratulations, you may now make calls by clicking on the **Call** icon.
8.

Settings

Your application is defaulted to:

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

**External dial prefix:** This indicates 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.

![Advanced Settings](image)

Login settings stores the username and password that you entered on the Sign On screen.

**Retrieving Your Username and Password**

To retrieve your username and password:

1. Visit [www.8x8.com/login](http://www.8x8.com/login) to retrieve or 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
- Make 3-way calls
- Put callers on hold
- Transfer calls
- Access your extension’s voicemail box
- Call from your iPhone contacts list
- View detailed call log for calls placed with the app

Make and receive calls

You can make calls via:
1. Direct dial
2. iPhone Contacts and Corporate Directory contacts
3. Recents list

Via Direct Dial
1. On the application main menu, press the Call icon
2. Enter the phone number you wish to dial
3. Press the Call button to place the call
Via Contacts
1. Press the Contacts button from your Virtual Office app
2. Select either Personal iPhone Contacts or Corporate Directory
3. Select the desired phone number under the contact
4. Press the Call button
Via Recents
1. Press the Recents icon
2. Select the desired phone number or contact and the call will be placed immediately.

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, press the Hold button.
2. Press the **Add Call** button once your first call has been put on hold.

3. Invoke the keypad by hitting the **Keypad** icon.

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

5. Once the second call is connected, the first call will be labeled **Hold**. The second call will show as **Connected**.
6. Press the **Conference** button to place all three parties (including yourself) onto a call. You will get **Connected** symbols on both the phone numbers you have dialed as a successful connect indicator.

7. To drop the conference, you can press the **Drop conference** button or **End Call** button.
Place a call on hold

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

To place a call on hold, simply press the Hold button on your active call screen.

To resume the call, hit the Retrieve button.
Transfer calls

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

1. Once on a call, press the Transfer button.
2. Wait for the keypad to appear, and enter the extension number or phone number to transfer to.
3. Once the number is entered, press the green Transfer button at the bottom of the dial pad.
4. Once the transfer is complete, you are disconnected from the call.
iPhone Services

Virtual Office Mobile allows you to listen to your Virtual Office extension voicemails, call the iPBX Conference Bridge, or call the Auto-Attendant.

To view voicemail notifications
1. Press the Services icon on the bottom of the screen. Next to Voicemail you can see how many new voicemail messages you have in your voicemail box.

To listen to your Voicemail, Conference Bridge or Auto-Attendant
1. Press the Services icon on the bottom of the screen.
2. Press the Call Voicemail, Call Conference Bridge or Call Auto-Attendant button to listen to the relevant service.
Note: To enter your voicemail password, press the Keypad icon and enter the password using the keypad.

Call logs

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

1. Press the Recents icon at bottom of screen.
2. You can redial any number from your call log by pressing the arrow button next to any 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, 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