

# User Guide for 8x8 Application

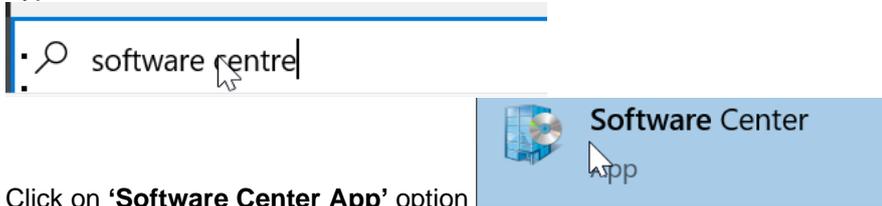


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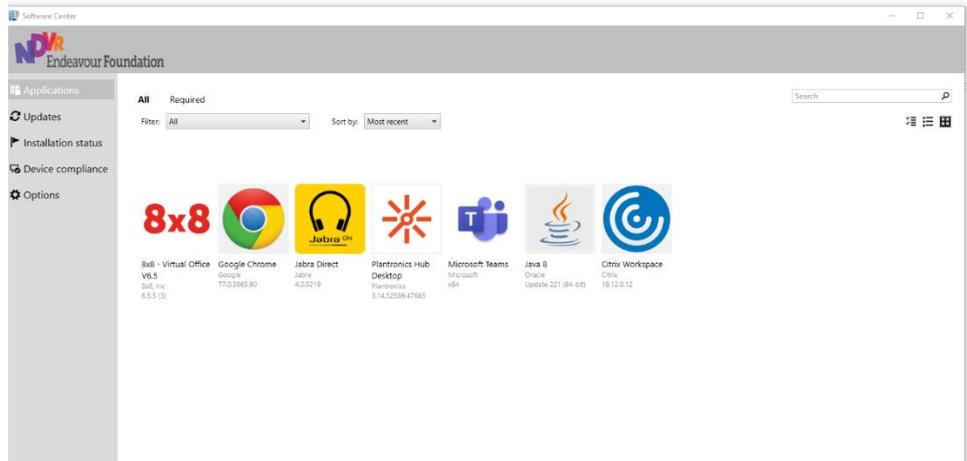
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## Installation of 8x8 Application

1. Click the **'Start icon'**  (bottom left corner)
2. Type the words **'Software Centre'** in the "Search" field



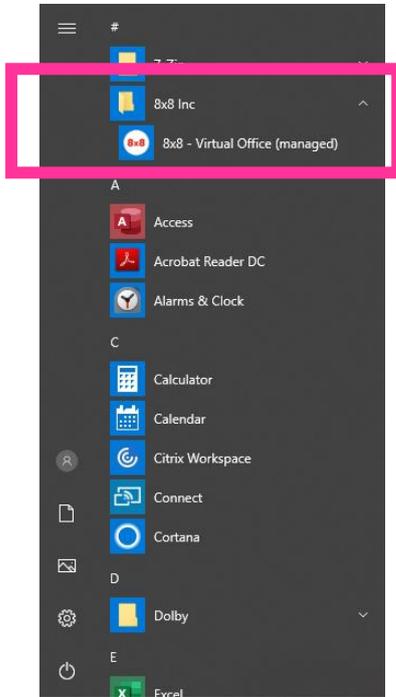
3. Click on **'Software Center App'** option
4. "Software Center – Applications" window will open



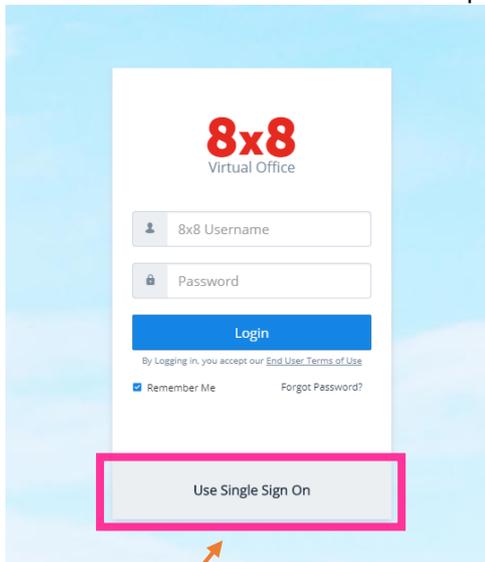
5. Click on the **'8x8 Application'** , "8x8 Application Details" page will display
6. Click **'Install'** button - *this may take a few minutes*
7. Installation is complete once the "Install" button changes to "Uninstall"

## Launch and Login to 8x8 Application

1. Click on **'Start icon'**  (bottom left corner)
2. Select **'8x8 Inc'** option, then select **'8x8 – Virtual Office (managed)'** to launch the application (FYI: The 8x8 icon also displays on your Desktop and you may wish to right click and Pin to Taskbar)



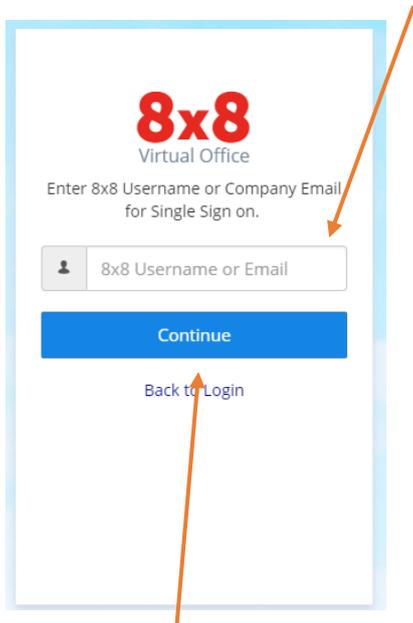
3. The "8x8 – Virtual Office" window will open with "Login" page.



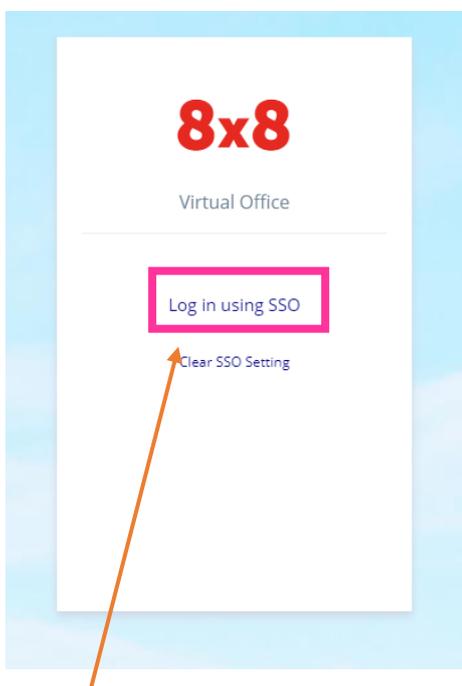
4. Click **'Use Single Sign On'** link at the bottom of the "Login" page.

## User Guide for 8x8 Application

5. "8x8 Single Sign On Login" page will display.  
Enter your **'username'** (computer login) as advised see *examples below*:
  - [\[username\]@endeavour.com.au](mailto:[username]@endeavour.com.au)
  - [\[username\]@communitysolutions.org.au](mailto:[username]@communitysolutions.org.au)
  - [\[username\]@skillsplus.com.au](mailto:[username]@skillsplus.com.au)
  - [\[username\]@brace.com.au](mailto:[username]@brace.com.au)



6. Click **'Continue'** button
7. A second "8x8 Log in using SSO" page will display



8. Click **'Log in using SSO'** link
9. An "Endeavour Foundation Sign in" page will display

## User Guide for 8x8 Application

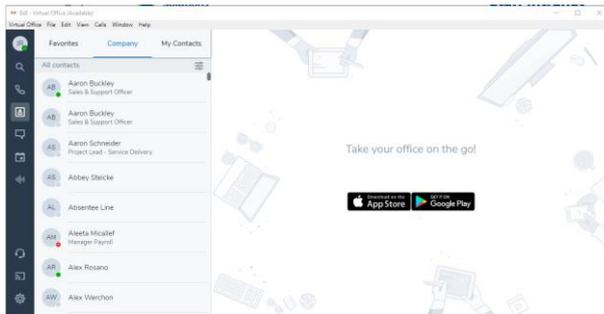
10. Re-enter your **'username'** (computer login) again as advised see *examples below*:

- [\[username\]@endeavour.com.au](mailto:[username]@endeavour.com.au)
- [\[username\]@communitysolutions.org.au](mailto:[username]@communitysolutions.org.au)
- [\[username\]@skillsplus.com.au](mailto:[username]@skillsplus.com.au)
- [\[username\]@brace.com.au](mailto:[username]@brace.com.au)



11. Click **'Next'** button

12. You will now be Logged In to the 8x8 application

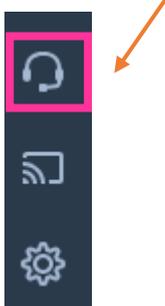


**NOTE:** Going forward only select **'Use Single Sign On'** link when you log in to the 8x8 application.

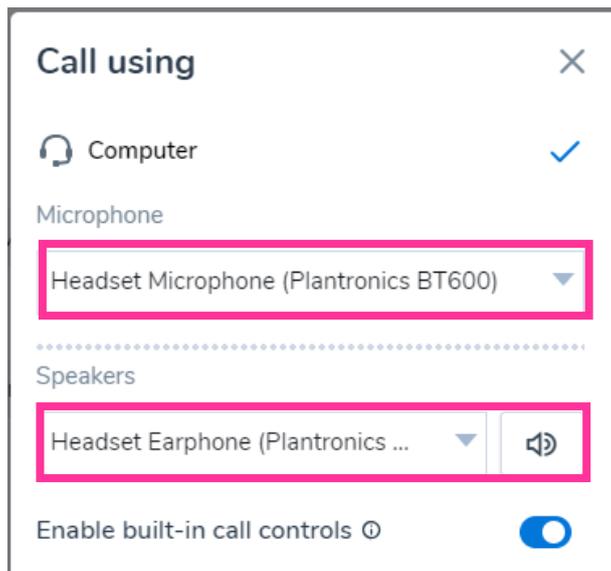
## Headset

A Bluetooth headset will be issued for each user. This headset comes with its own designated USB and need to be kept together (headset will not work with another USB). Each headset comes with its instructions for use. Remember to plug your headset in overnight to recharge using the provided cable.

1. Select **call using** to make and receive calls using your headset



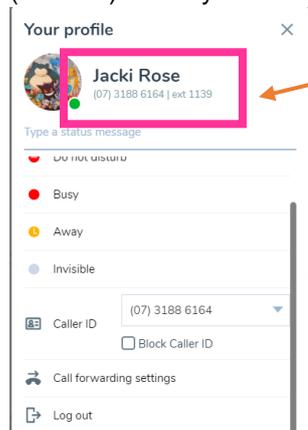
2. Click on the drop down arrows to select your Plantronics Headset Microphone and Earphones



3. Click on the same drop down arrows to swap to the computer inbuilt microphone and speaker.

### 8x8 Phone Number and Extension Number

1. Click on your **'Status/Profile'** icon  in the top left corner
2. The "Your profile" pop up box displays with your "8x8 Phone Number" and "Ext. ####" (number) under your name



**Note:** As part of setting up your 8x8 profile, you received a **new temporary phone number**.

#### How will people know this is your new number?

For any team members also on 8x8 they will be able to look you up in the contact list.

For any team members not on 8x8 or external customers etc., Technology will set up a **DIVERSION** from your previous desk phone number to your new 8x8 profile phone number. This means anyone who dials your previous desk phone number will be automatically redirected to your new 8x8 phone number.

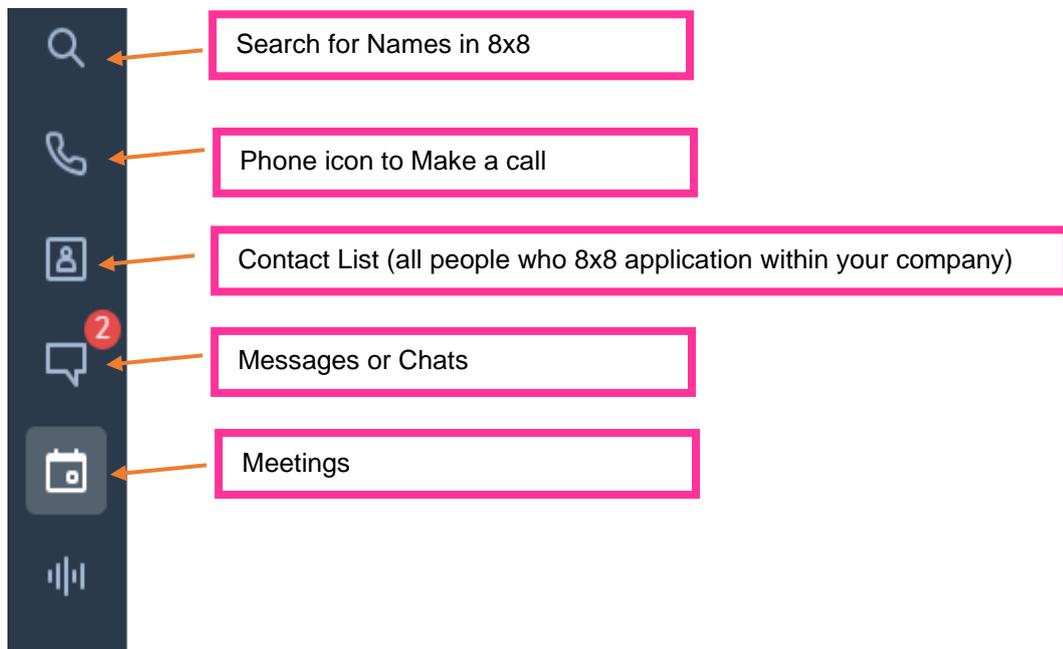
#### How do you know this diversion is in place? **\*ACTION REQUIRED**

Please do a **TEST** by calling your previous desk phone number and making sure the call goes through to your new 8x8 system. If this does not occur, please submit a Service Desk ticket advising the diversion is not correct.

#### Do you need to update your contact details anywhere else?

No. Please do NOT update your contact details to this new 8x8 number as this is temporary and your previous desk phone number will remain your contact number ongoing. This means you do NOT need to update email signatures, Business Cards, active directory etc. as your previous phone number still exists and the diversion to your 8x8 profile should be in place and working as per above.

## 8x8 Application Tool Bar Icons



## Receiving Calls in 8x8 Application

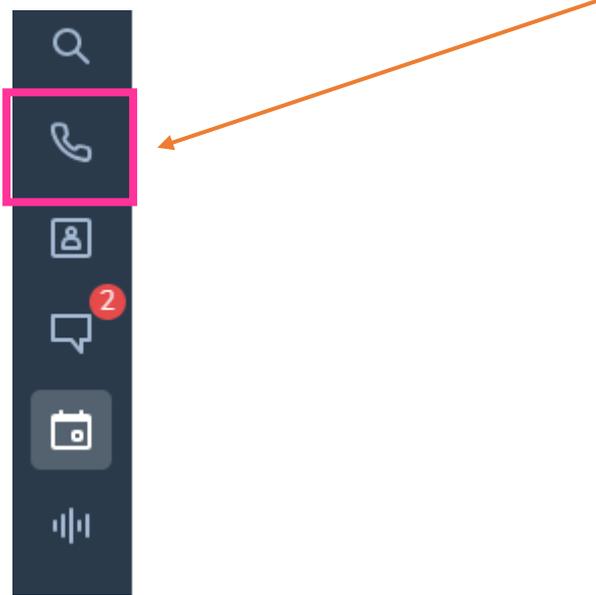
1. To accept an incoming call, click on the Green Phone icon that displays on your screen



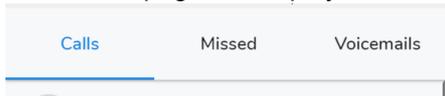
2. To decline an incoming call, click on the Red Phone icon that displays on your screen. Note this call may then be forwarded to your Voicemail.

## Making Calls in 8x8 Application

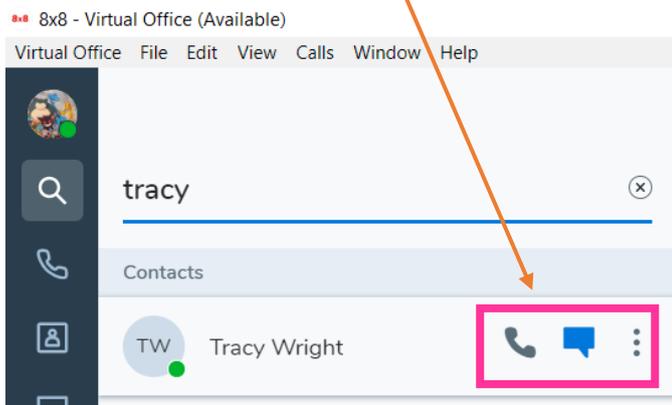
1. Navigate to the “8x8 Tool Bar” and click on **‘Phone icon’**



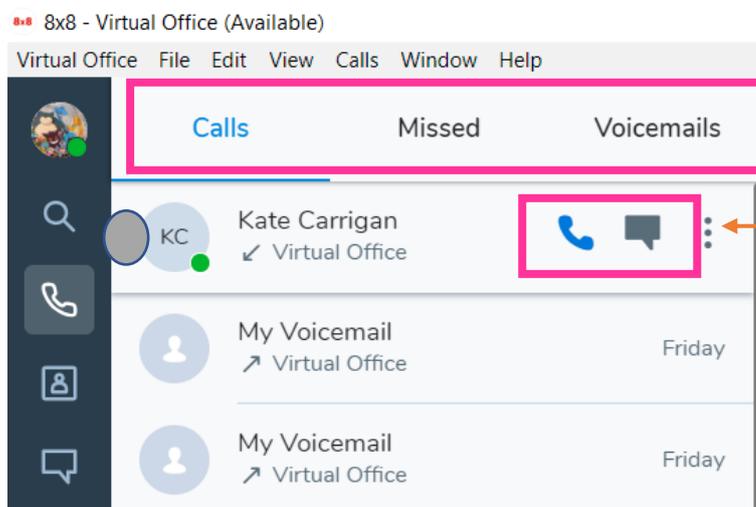
2. The “Calls” page will display with 3 heading tabs “Calls / Missed / Voicemails



3. To “Make a Call” or “Message” a Contact for the first time
  - a. Click on **‘Search icon’**
  - b. Enter the **‘Name of person’** within your company who has 8x8 that you wish to contact
  - c. Hover over the **‘Contacts Name’**
  - d. Select **‘Phone icon’** or **‘Message icon’** on the “Contact Name” to execute your function



4. To “Make a Call” or “Message” a Contact already in your “Calls/Missed/Voicemails” tabs
  - a. Click on the ‘Heading Tab’ you want (Calls/Missed/Voicemails)
  - b. Scroll through the list of Contacts to you find the person you’re looking for
  - c. Hover over the ‘**Contacts Name**’
  - d. Select ‘**Phone icon**’ or ‘**Message icon**’ on the “Contact Name” to execute your function

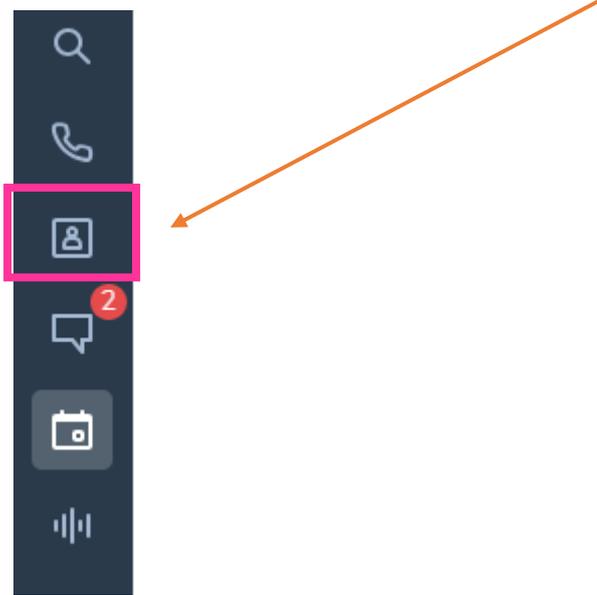


### Making Calls to People Outside of 8x8 Application

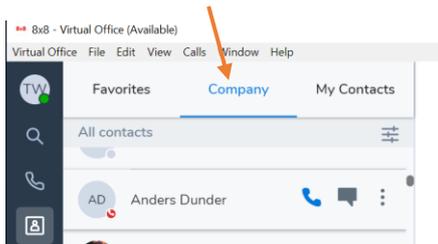
1. If you are making a call to a number/person who is not on 8x8 and you know their Phone Number or have looked it up in Outlook, follow the steps below:
  - a. Click on ‘**Keypad icon**’ 
  - b. Enter the ‘**Phone Number**’  
*NB: You DO NOT need to access an outside line by dialing 0 or 9.*
  - c. Click ‘**Phone Call icon**’ 
  - d. You will now hear a dialling tone

## Accessing your Company Contact List within 8x8 Application

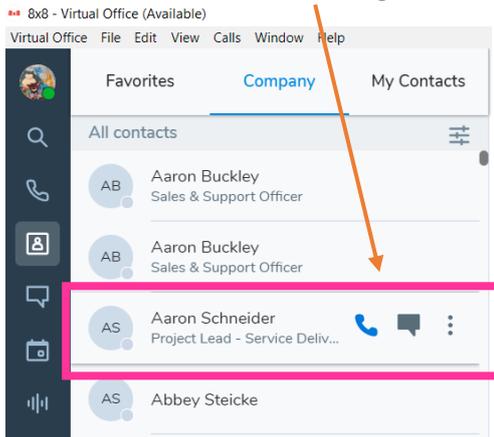
1. Navigate to the “8x8 Tool Bar” and click on ‘**Contact icon**’



2. Click on ‘**Company**’ heading tab



3. You will see a full list of Contacts who are in your company that have 8x8 application
4. Hover over the ‘**Contacts Name**’
5. Select ‘**Phone icon**’ or ‘**Message icon**’ on the “Contact Name” to execute your function

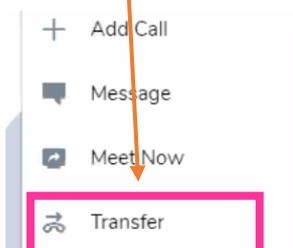


## Transferring Calls

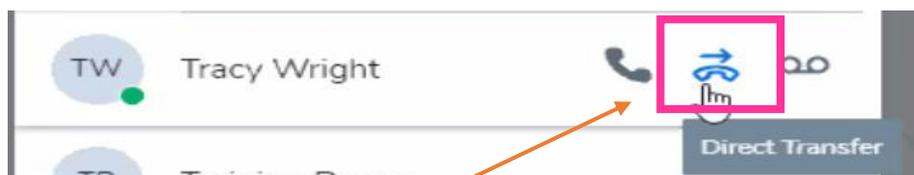
1. When you are on a Call and you need to transfer the Caller to another person, click



2. Select **Transfer**



3. Either
  - a. Scroll through the directory/contacts and select name
  - b. Type in the phone number (if external or not in 8x8 directory/contacts)
  - c. Type in the name of the person you are transferring the Call to



4. Select
  - a. Telephone with overhead arrow icon for a direct Transfer if not introducing the Caller. 8x8 does an auto hang up from the transferred call.  
OR
  - b. Telephone icon for a 'Warm Transfer' if introducing the Caller



8x8 will put the original call on hold whilst you speak with the new contact.

Once the new contact is notified click the Direct Transfer icon  next to new contact's name/number on the left hand side under Active Calls to complete the transfer. (Note: The original caller's initials will remain displayed until the call is completed. They are not part of the transferred call.)

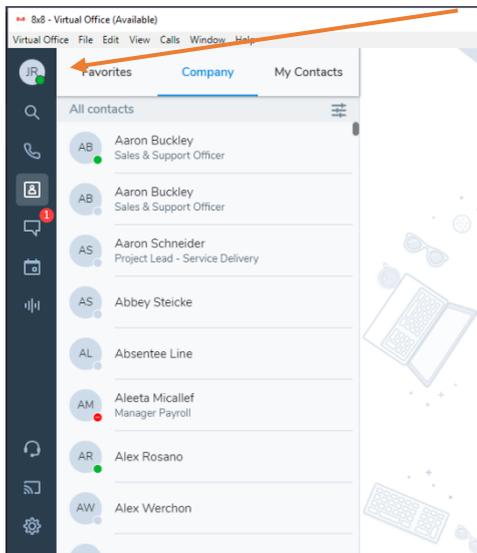
- c. Click hang up icon  if the transfer is declined or unsuccessful and the call will be returned to you.

### Conference Calls

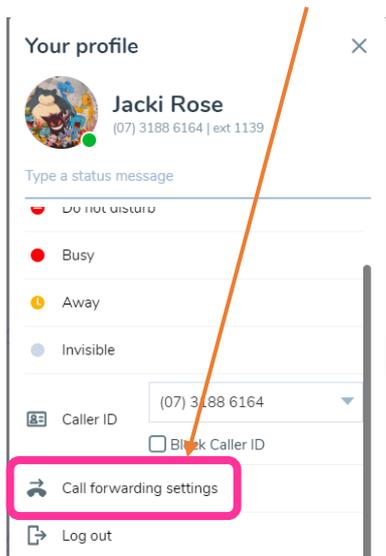
1. While on a call click the **More ...** icon to open a menu.
2. Select **Add Call**.
3. Browse the directory or enter the contact name to call
4. Click the **Add** icon that pops up.
5. The original caller is on hold while the second person is the active call.
6. Once you have both calls, click **Merge calls** to create a conference call.
7. To end the call you either
  - a. Click **Remove** next to the name OR
  - b. **End for all** – which disconnects all callers OR
  - c. **Let others continue** – allows the other two parties to continue the call after you leave.

## Forwarding Calls

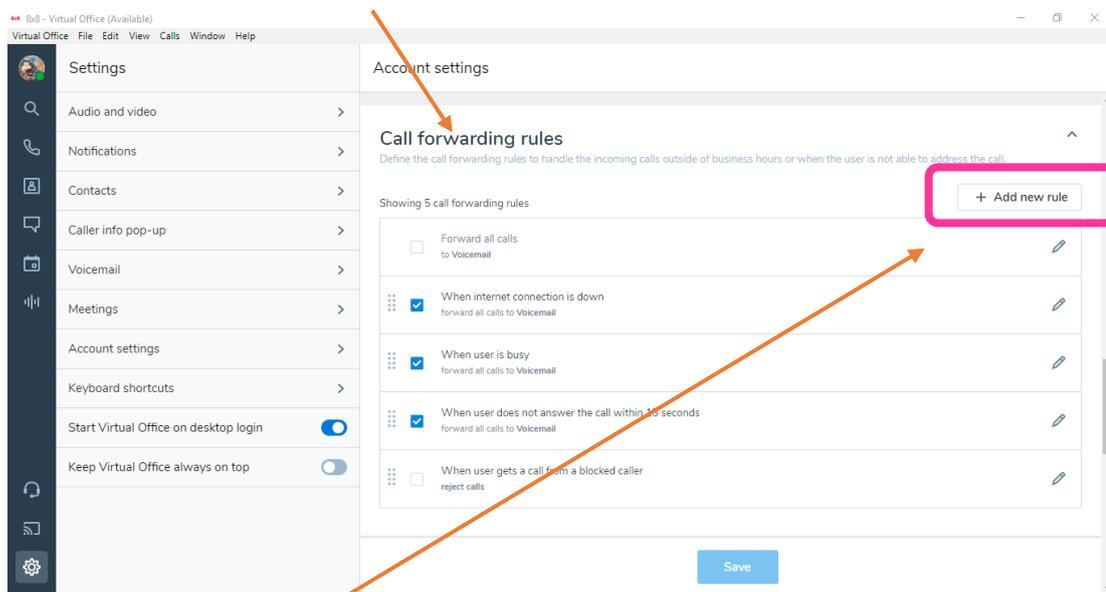
1. Click on your **'Status/Profile'** icon  in the top left corner



2. Click **'Call forwarding settings'** option in the "Your profile" pop up box



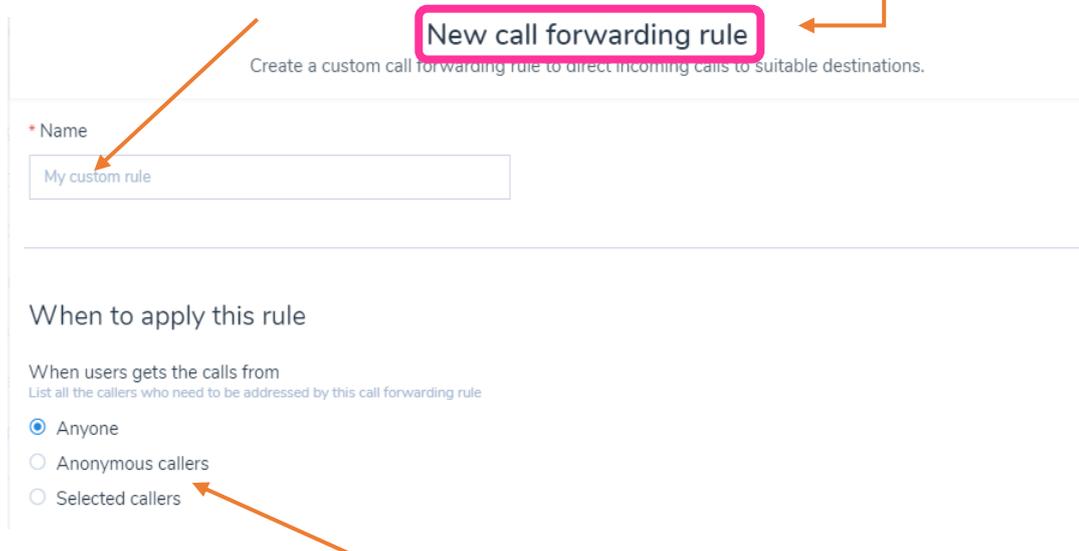
- The “Your profile” pop up box closes and the “Settings” page of 8x8 application displays the call forwarding rules. (Your Single Sign On may be required).



- Click + Add new rule

New call forwarding rule window will display.

- Give your new rule a **Name** – eg. Annual Leave



- Select the calls that are required to be forwarded.

## 7. Select the timeframe the call forwarding will apply

### During what time

Apply this call forwarding rule during  
Specify the date(s) when this rule should be implemented

- Anytime
- Specified date/time period
- Recurring schedule

Start date and time

End date and time

## 8. Specify where the calls are to be forwarded to

### Forward the calls to

\* Forward calls to  
Specify how these calls should be addressed

- Voicemail
- No one and play busy
- Selected users or external numbers
- Forward directly to

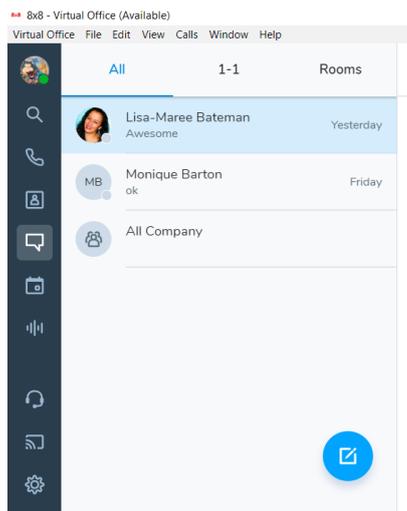
Save

Cancel

## 9. Click **Save**

## Using Messages (Chat) with in 8x8 Application

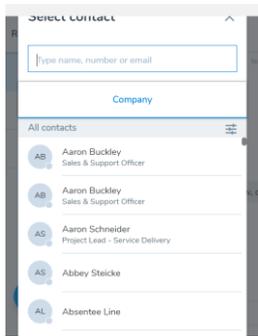
1. Navigate to the “8x8 Tool Bar” and click on ‘Messages icon’



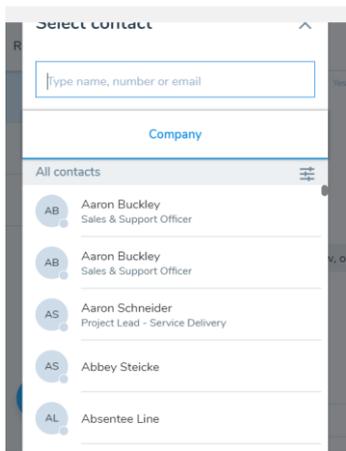
2. To create a “New Message”, click on ‘New Message icon’  , then ‘Message’ button



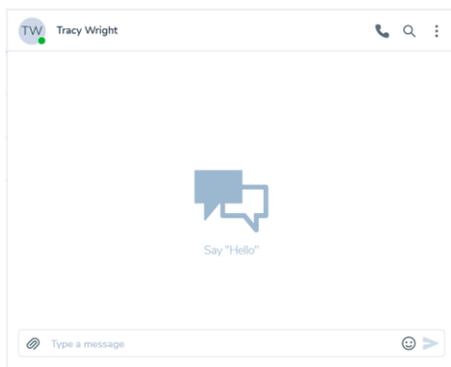
### 3. Your Company Contact List will display



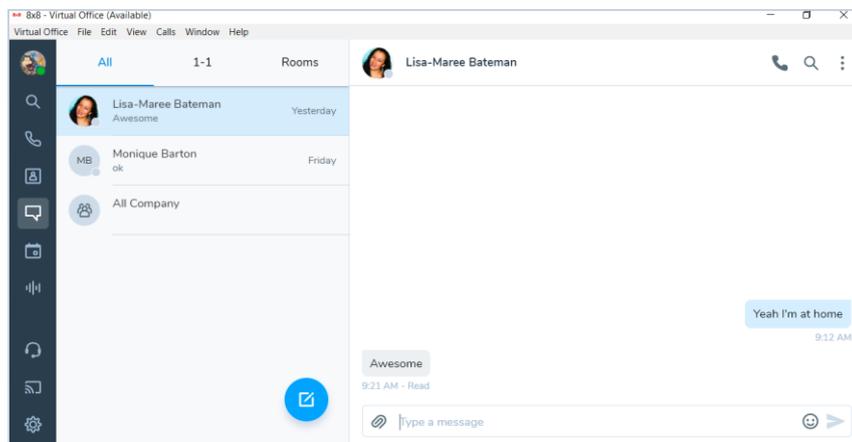
### 4. Enter the 'Person's Name' or scroll through the list



### 5. Click on the 'Person's Name' to bring up "Message window"



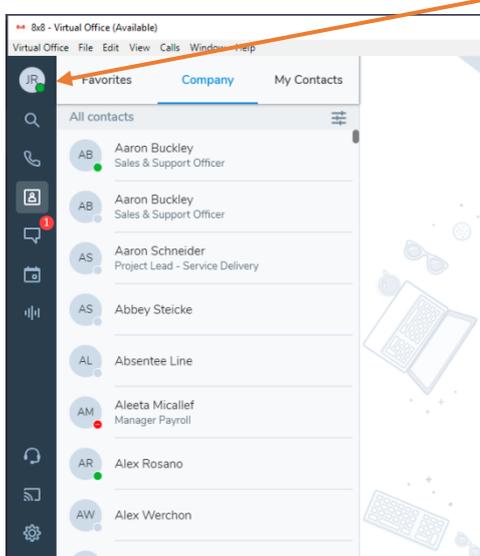
- To Continue a Message with someone you already are “messaging”, click on **‘their Name’** in the Message window and start typing **NB**: you can see full message history as well



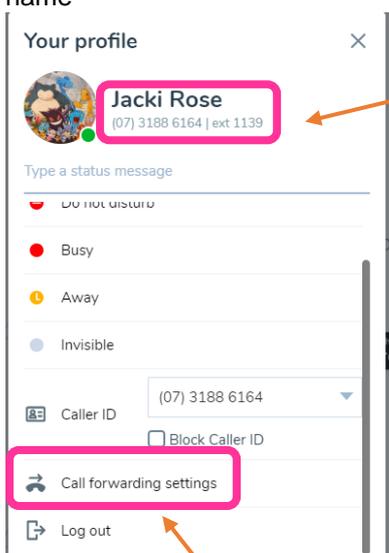
# Setting Up Voicemail PIN, Voicemail Greeting and Retrieving Voicemail Messages in the 8x8 Application

## Setting up a PIN for accessing Voicemails in the 8x8 Application

1. Open 8x8 Application as per normal (Start menu > 8x8 Inc > 8x8 – Virtual Office (managed))
2. Login to 8x8 Application as per normal through “Single Sign On”
3. Once 8x8 Application is running, click on your ‘**Status/Profile**’ icon  in the top left corner

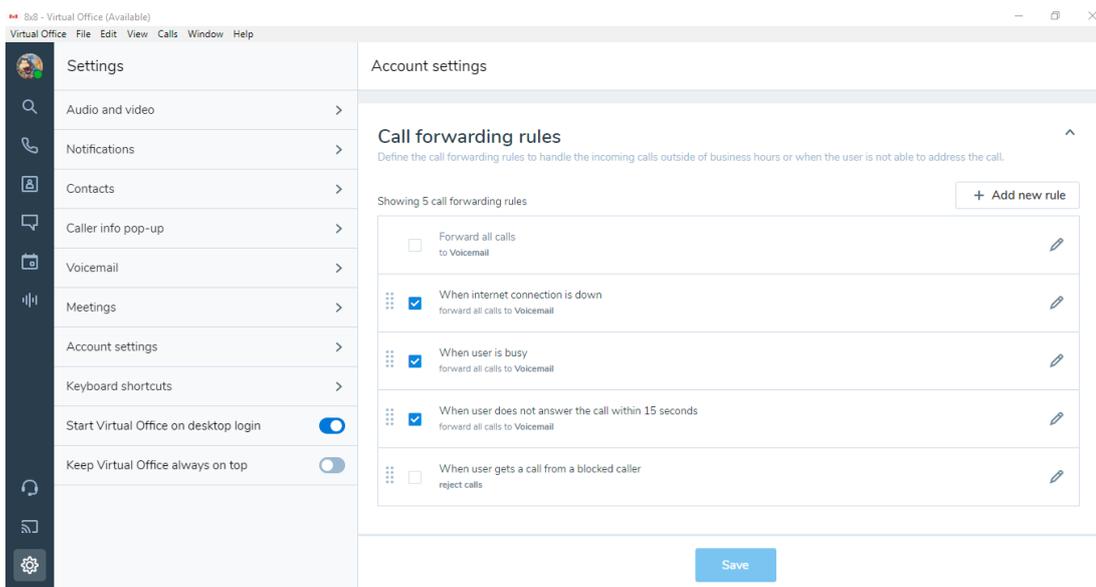


4. The “Your profile” pop up box displays, ‘**make note**’ of your “ext. #####” (number) under your name

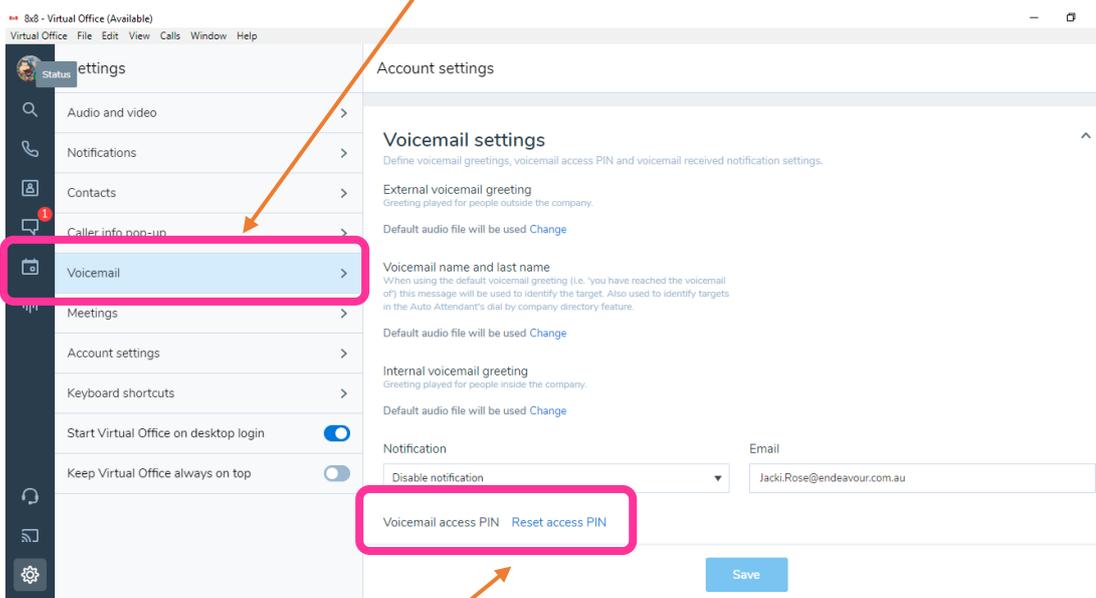


5. Click ‘**Call forwarding settings**’ option in the “Your profile” pop up box

6. The “Your profile” pop up box closes and the “Settings” page of 8x8 application displays



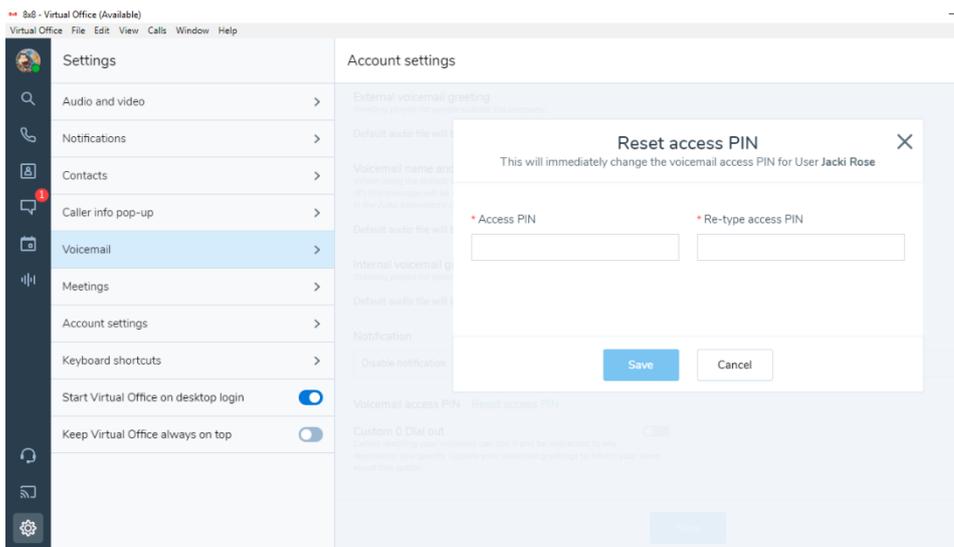
7. Navigate to and select ‘Voicemail’ option from the list of “Settings”



8. The “Account setting for “Voicemail settings” displays

9. Navigate to “Voicemail access PIN” section

10. Click on ‘Reset access PIN’ link

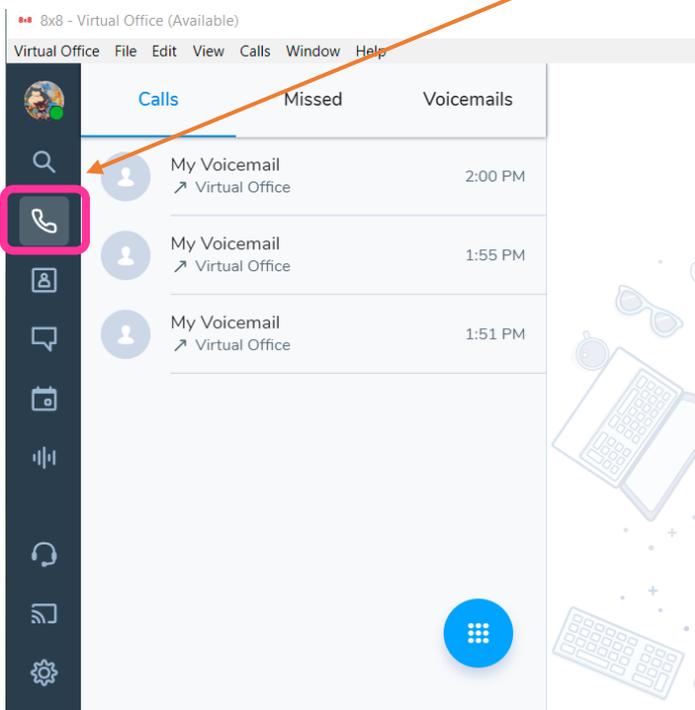


11. “Reset access PIN” pop up box displays. Enter a **‘6-digit PIN’** in both the “Access PIN” and Re-type access PIN” fields in the “Reset access PIN pop up box, then click **‘Save’** button.

**NB:** we highly recommend using “07 and the 4 digits of your ext.” the one you noted from step 4 above (e.g.071139)

## Setting up a Voicemail Greeting in the 8x8 Application

1. In your 8x8 Application, click on the **‘Phone icon’**

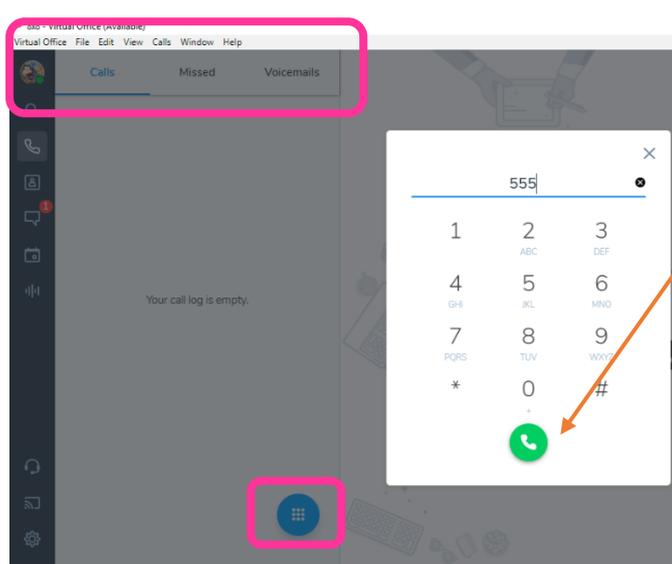


2. The “Calls/Missed/Voicemail” page will display, click the **‘Keypad’** icon

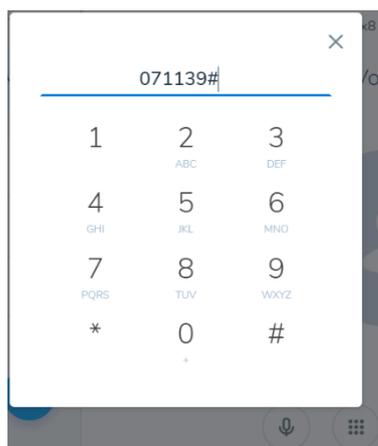


at the bottom of the page

3. A “Phone Keypad” will display, enter ‘555’ and click the ‘green phone’ button



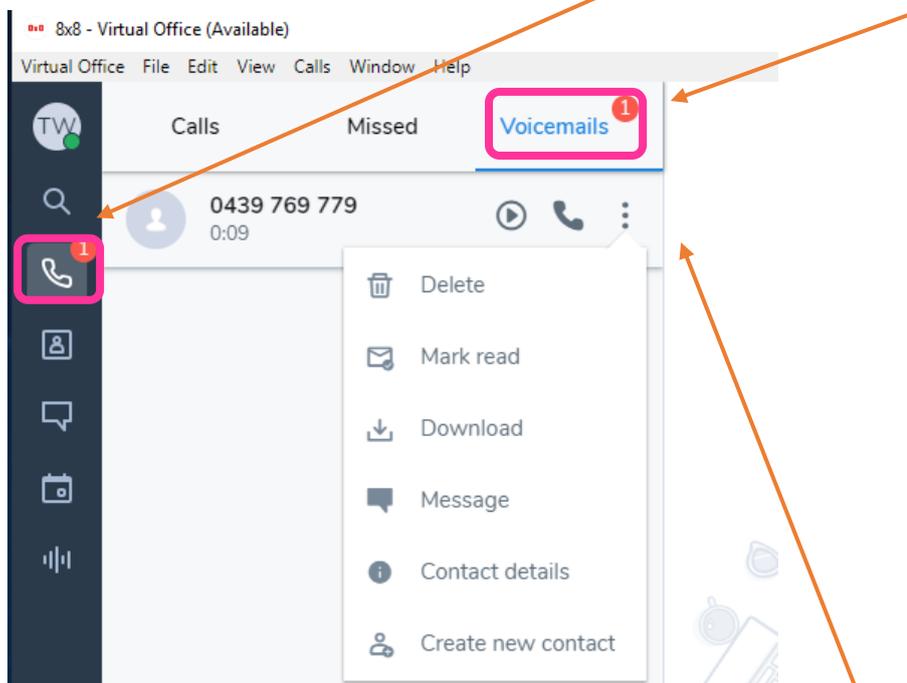
4. You will be connected to the 8x8 “Voicemail System”, click on the ‘Keypad’ icon  inside the calling window
5. You will be asked to ‘Enter your Password (Voicemail PIN) and enter the # key’



6. It will say “You have no voicemails” and will start saying “Menu options” and what number to select.
7. Enter/Click ‘option 2’ to “Establish or Change your Greeting”
8. Enter/Click ‘option 3’ to record your “External Greeting”
9. Enter/Click ‘option 2’ and then ‘Record your greeting’, once finished click ‘#’ key (you could say “You have reached the voicemail of [your name]. Please leave your name, number and a short message and I’ll get back to you”)
10. Enter/Click ‘option 1’ to listen to your recorded greeting
11. If you are happy enter/click ‘option 9’ to exit the system or to re-record your greeting enter/click ‘option 2’ and follow steps 9 and 10 above again

## Retrieving a Voicemail in the 8x8 Application

1. In your 8x8 Application, click on the **'Phone icon'**  then **'Voicemails'**



2. The phone number or contact name of the missed call will display.
3. Select to play the message or telephone to call back.
4. Once you have completed listening to the phone message select  to manage your next steps.