

# User Guide for 8x8 Application on Mobile Devices



# Guide to Installing and Using 8x8 on Mobile Devices

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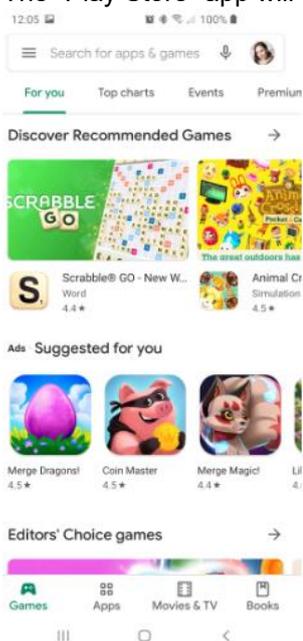
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# Guide to Installing and Using 8x8 on Mobile Devices

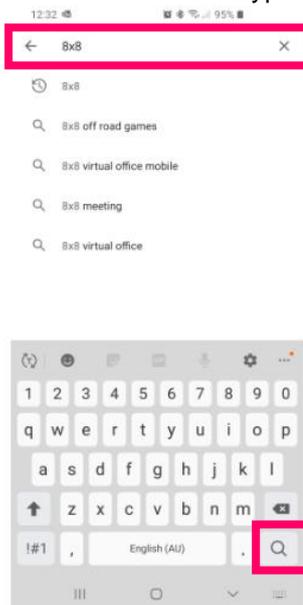
## Android Devices

### Install 8x8 Virtual Office App Android Devices

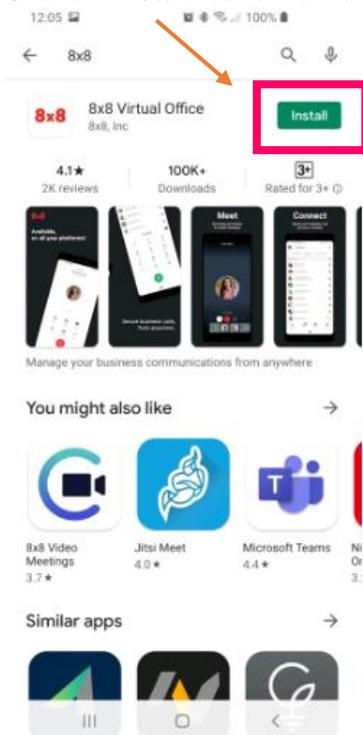
1. Click the **'Play Store icon'**  on your Android Device you want to install 8x8 Virtual Office App on
2. The "Play Store" app will open as per below



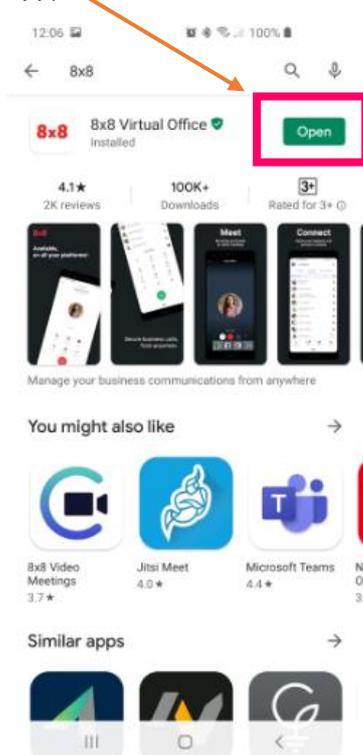
3. In the "Search" field type the words **'8x8'** and click on **'Search'** button

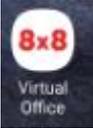


4. Click on 'Install' button to install the App



5. Once App has finished installing the "Install" button will change to "Open" button. Click on 'Open' button (this will open the App, see Login steps below on how to login and use the App)



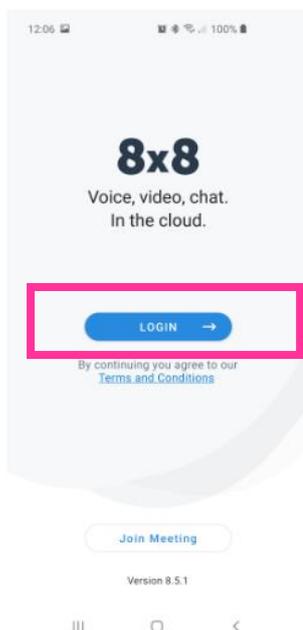
6. Installation of the App is complete and the App icon  will display on your device

## Login to 8x8 Visual Office App on your Android Device

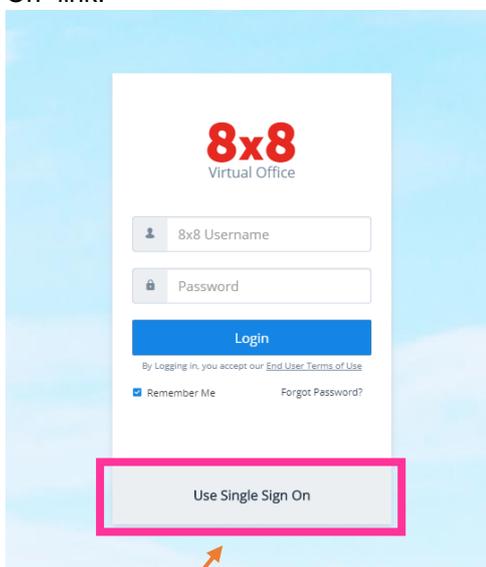
1. Either click on **'Open icon'**  from Install window (as per above step) or click on the



2. The "8x8 App" opens to the "Login" screen. Click on **'Login'** button



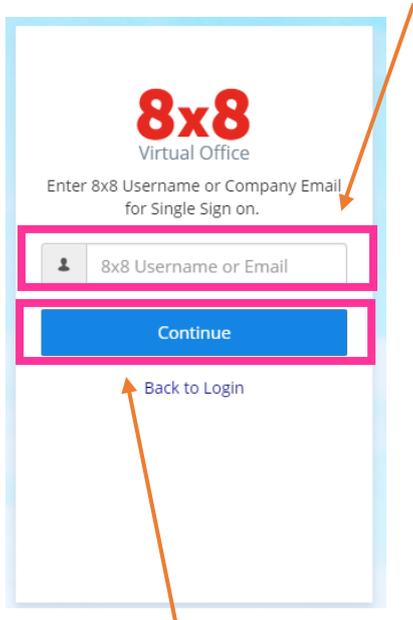
3. The "8x8 Virtual Office" screen displays with "Login" details and button or "Use Single Sign On" link.



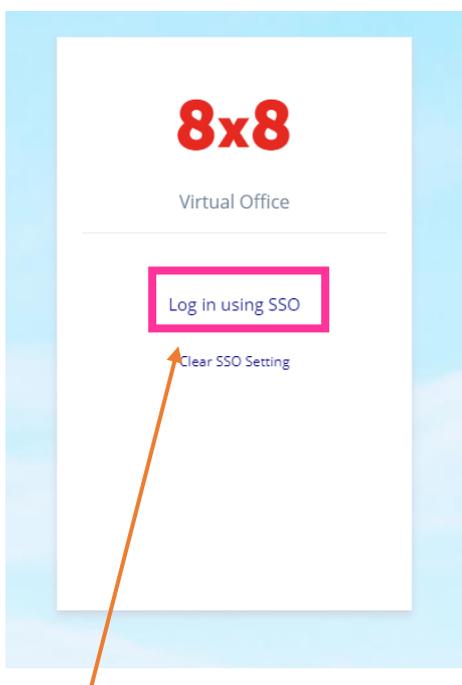
4. Click **'Use Single Sign On'** link at the bottom of the screen

## User Guide for 8x8 Application on Mobile Device

- The “8x8 Single Sign On Login” screen will display.  
Enter your ‘**username**’ (computer login) as advised see *examples below*:
  - *[username]@endeavour.com.au*
  - *[username]@communitysolutions.org.au*
  - *[username]@skillsplus.com.au*
  - *[username]@brace.com.au*



- Click ‘**Continue**’ button
- A second “8x8 Log in using SSO” screen will display



- Click ‘**Log in using SSO**’ link
- A “Endeavour Foundation, SkillsPlus, BRACE or Community Solutions Sign in” screen will display depending on the company you work for (*like screen shot below*)

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

- *[username]@endeavour.com.au*
- *[username]@communitysolutions.org.au*
- *[username]@skillsplus.com.au*
- *[username]@brace.com.au*



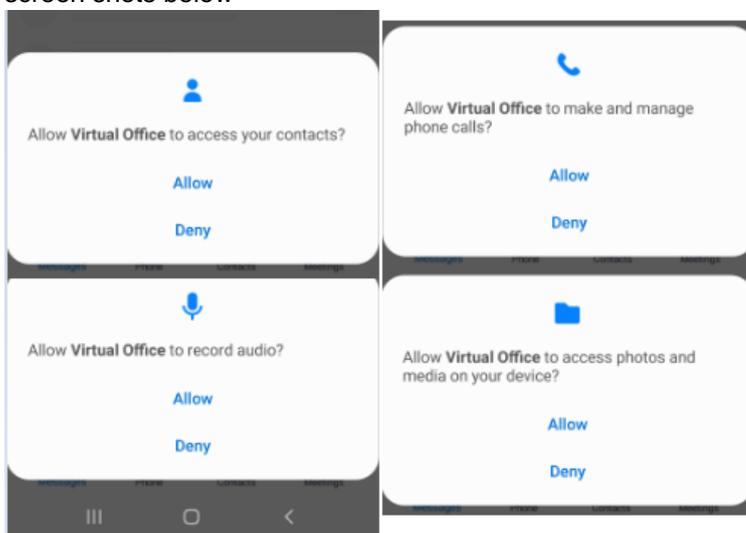
11. Enter **'your normal password'** (computer/laptop password)

12. Click **'Sign in'** button

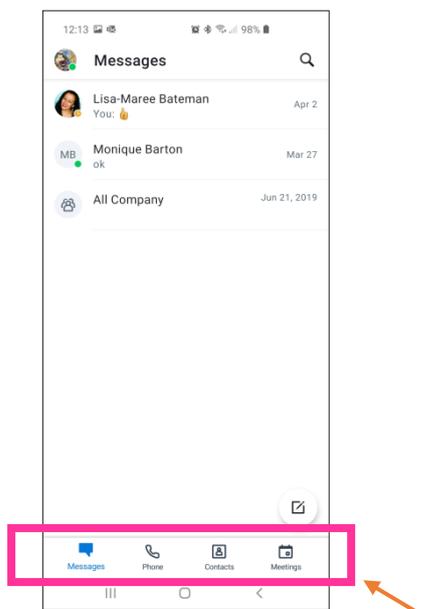
13. A “Stay signed in?” screen will display, select the **‘tick box’** for “Don’t show this again” message then click **‘Yes’** button (you can click No button if you want to login every time you open the App)



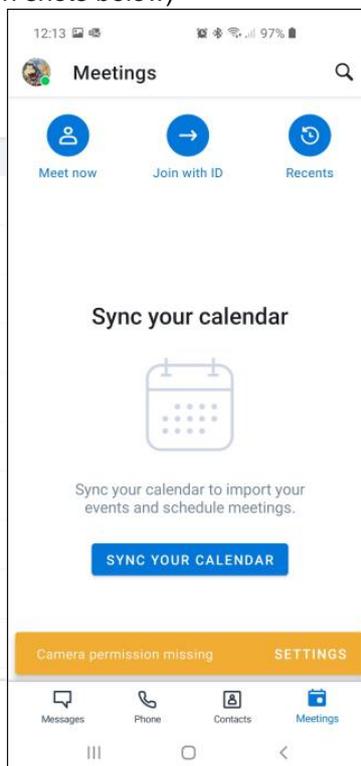
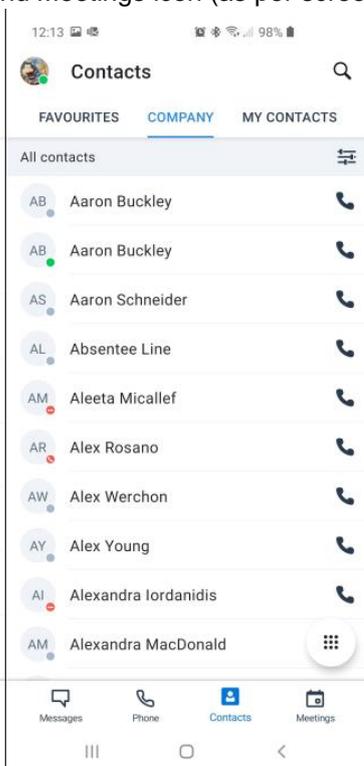
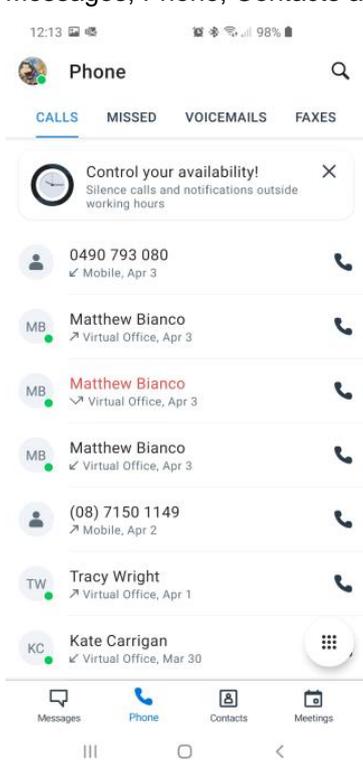
14. Several “Permission” pop ups will display asking if you want to Allow or Deny access like screen shots below



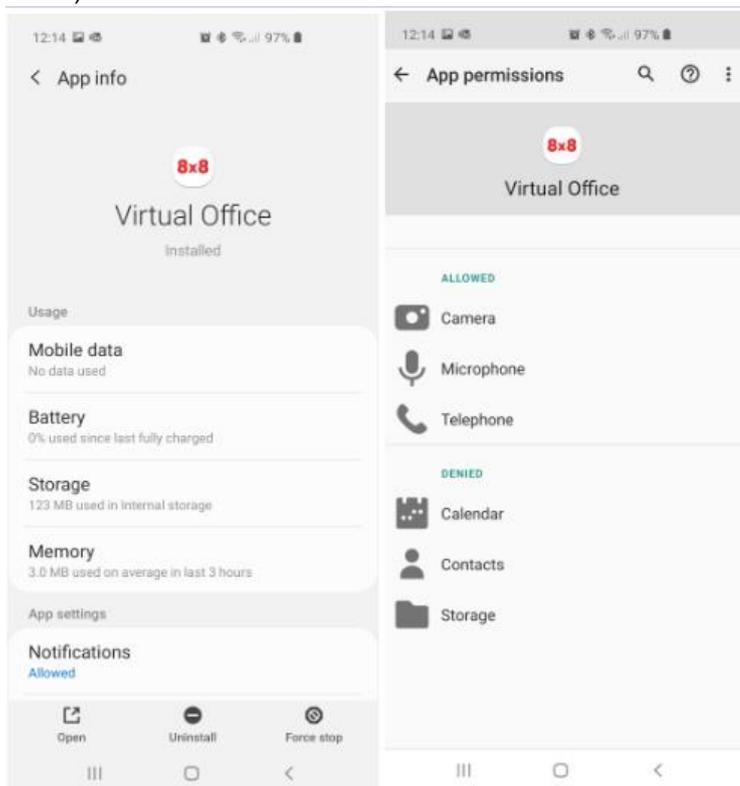
15. Please only allow what you want to access through the 8x8 App. **N.B.** If you are installing on a personal device, we recommend that you **DENY** access to your Contact list or your Photo gallery.
16. You will now be Logged In to the “8x8 Visual Office App” and the “Message” tab will display first



17. Click **‘on each’** of the “Toolbar Icons” at the bottom of the screen for that screen to display; Messages, Phone, Contacts and Meetings icon (as per screen shots below)



18. You can “Change 8x8 App Permissions” by going into your ‘**Device settings > Apps > 8x8 Visual Office > Permissions > then select what you Allow or Deny**’ (like screen shot below)

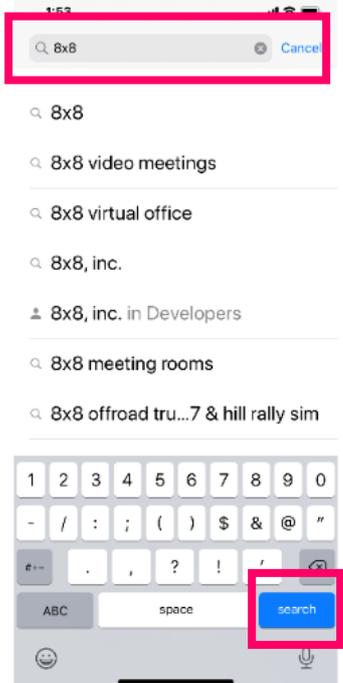


**NOTE:** Going forward only select ‘**Login using SSO**’ link when you log in to the 8x8 Visual Office App.

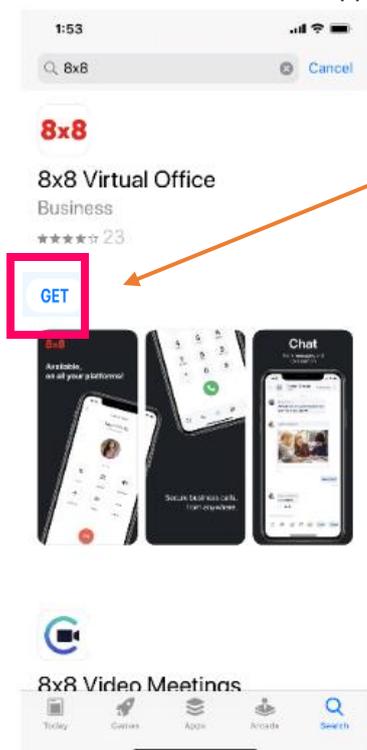
## Apple Devices

### Install 8x8 Virtual Office App on Apple Devices

1. Click the 'App Store icon'  on your Apple Device you want to install 8x8 Virtual Office App on
2. The "App Store" app will open
3. In the "Search" field type the words '8x8' and click on 'Search' button

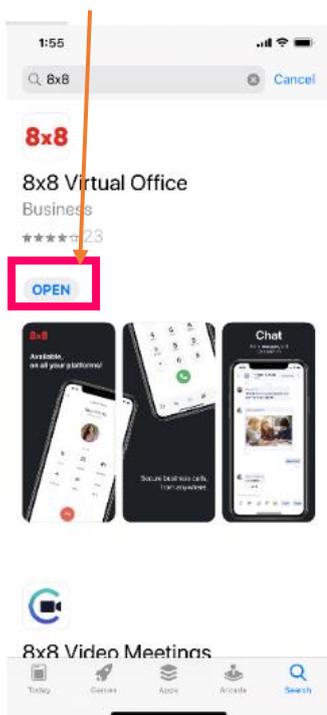


4. Select "8x8 Virtual Office" App you want to install, then click on 'Get' icon to install the App



## User Guide for 8x8 Application on Mobile Device

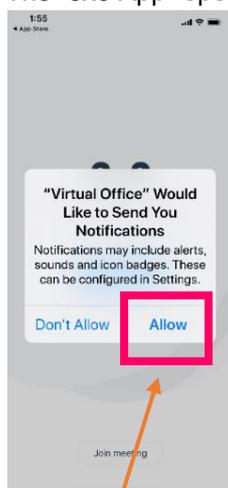
- Once App has finished installing the “Get” icon will change to “Open” button. Click on ‘**Open**’ button (*this will open the App, see Login steps below on how to login and use the App*)



- Installation of the App is complete and the App icon  will display on your device

### Login to 8x8 Visual Office App on your Apple Device

- Either click on ‘**Open icon**’  from Install window (as per above step) or click on the ‘**8x8 App**’ icon 
- The “8x8 App” opens with “Send Notification” permissions pop up message

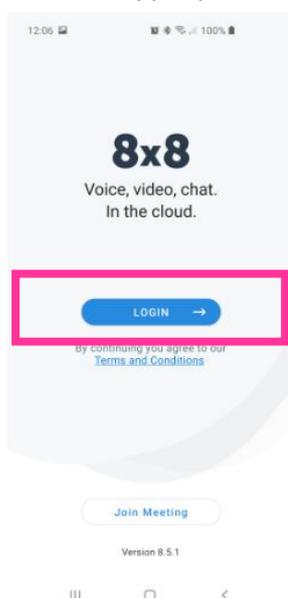


- Click ‘**Allow**’ button

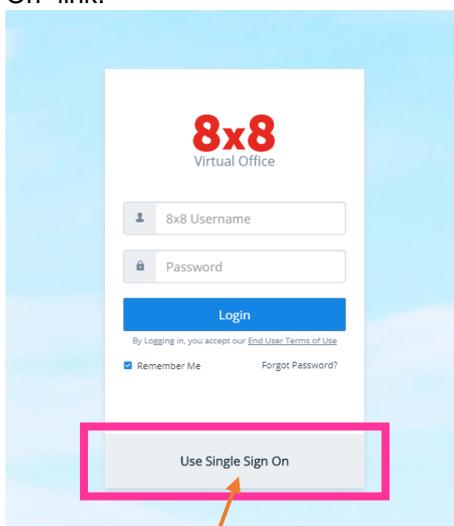
- Another permissions pop up message displays “Access to Microphone”



- Click ‘OK’ button
- The “8x8 App” opens to the “Login” screen. Click on ‘Login’ button



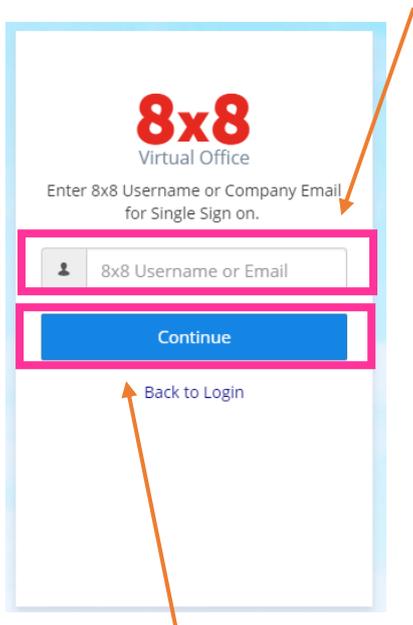
- The “8x8 Virtual Office” screen displays with “Login” details and button or “Use Single Sign On” link.



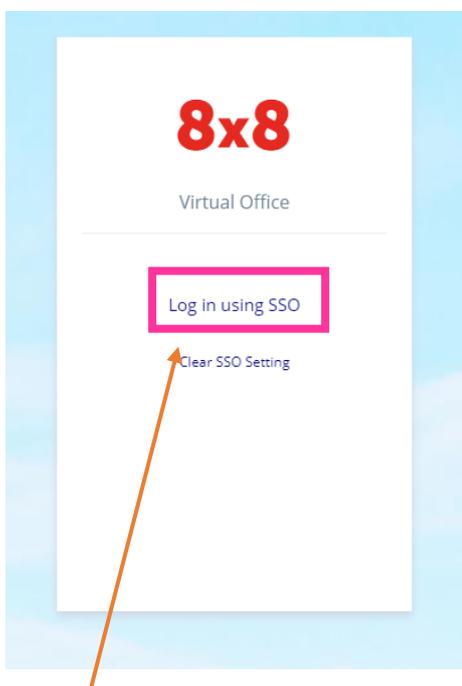
- Click ‘Use Single Sign On’ link at the bottom of the screen

## User Guide for 8x8 Application on Mobile Device

9. The “8x8 Single Sign On Login” screen will display.  
Enter your **‘username’** (computer login) as advised see *examples below*:
- *[username]@endeavour.com.au*
  - *[username]@communitysolutions.org.au*
  - *[username]@skillsplus.com.au*
  - *[username]@brace.com.au*



10. Click **‘Continue’** button  
11. A second “8x8 Log in using SSO” screen will display



12. Click **‘Log in using SSO’** link  
13. A “Endeavour Foundation, SkillsPlus, BRACE or Community Solutions Sign in” screen will display depending on the company you work for (*like screen shot below*)

14. 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)

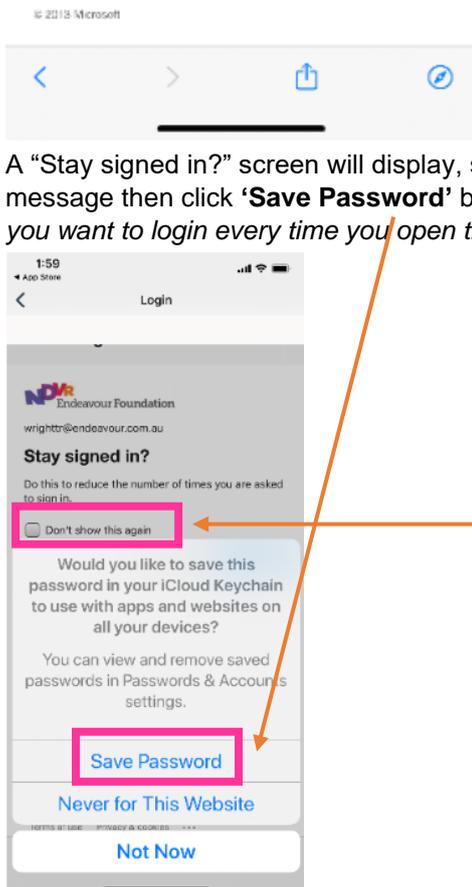


15. Click **'Next'** button

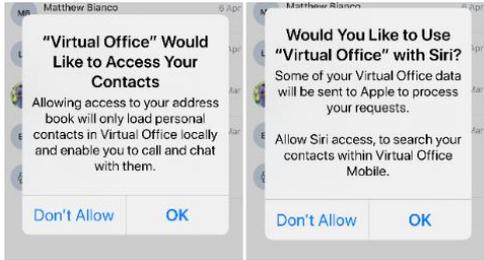
- 16. Enter **'your normal password'** (computer/laptop password)
- 17. Click **'Sign in'** button



- 18. A "Stay signed in?" screen will display, select the **'tick box'** for "Don't show this again" message then click **'Save Password'** button (*you can click Never for This Website button if you want to login every time you open the App*)

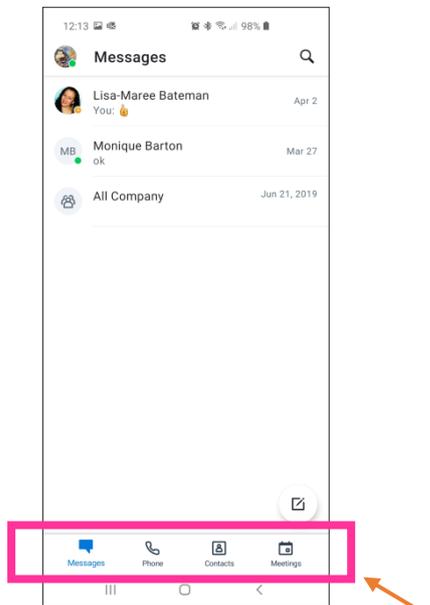


19. Several "Permission" pop ups will display asking if you want to Don't Allow or OK access like screen shots below

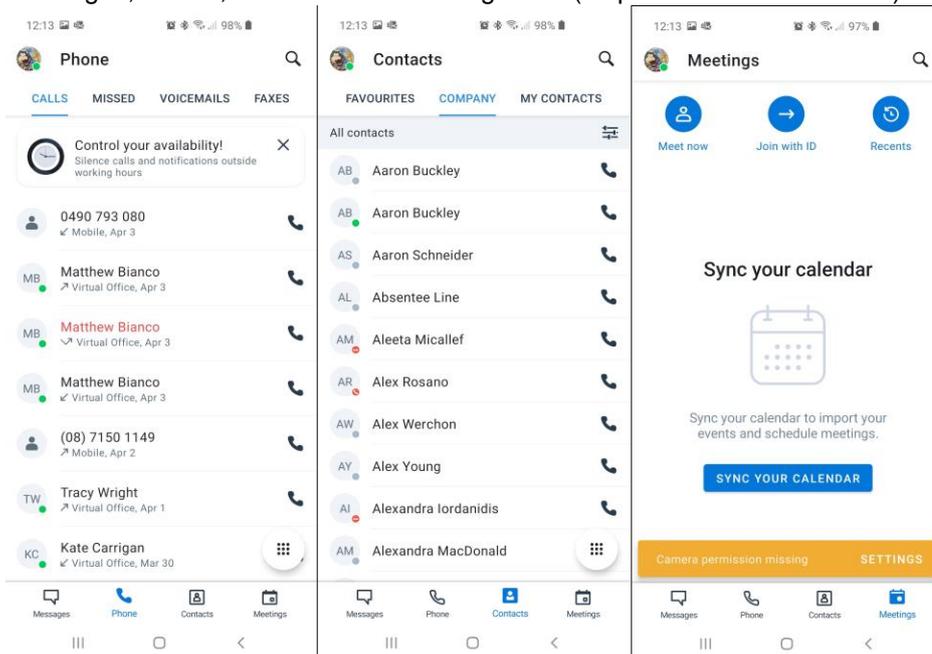


20. Please only allow what you want to access through the 8x8 App. **N.B.** If you are installing on a personal device, we recommend that you DENY access to your Contact list or your Photo gallery or Siri.

21. You will now be Logged In to the "8x8 Visual Office App" and the "Message" tab will display first

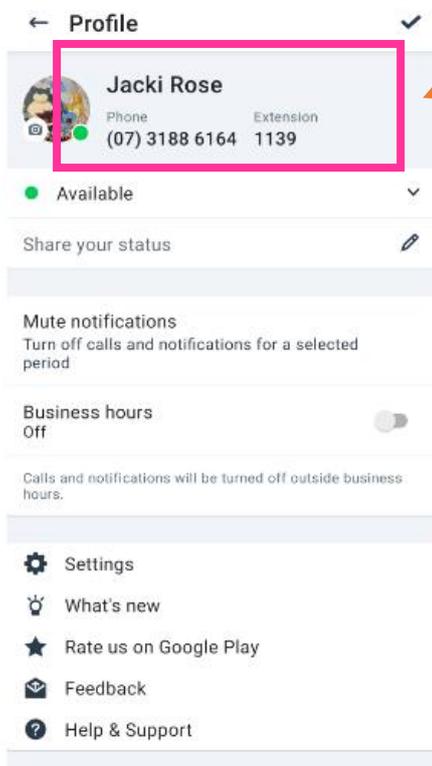


22. Click 'on each' of the "Toolbar Icons" at the bottom of the screen for that screen to display; Messages, Phone, Contacts and Meetings icon (as per screen shots below)



## Find your 8x8 Phone Number and Extension Number

1. Click on your **'Status/Profile'** icon  in the top left corner
2. The "Profile" screen will display with your "8x8 Phone Number" and "Ext. #####" (number) under your name



## 8x8 App Tool Bar Icons



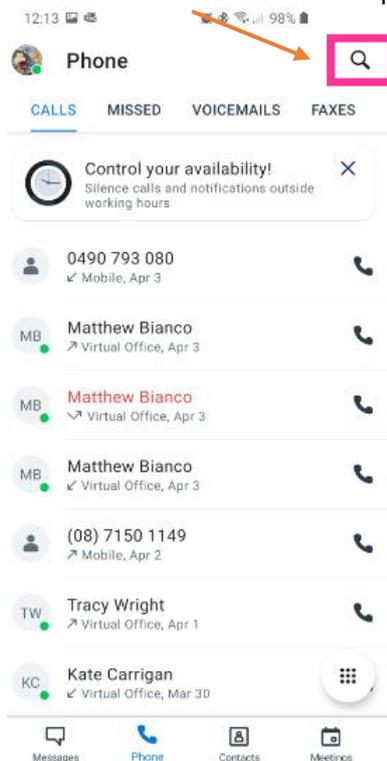
## Making Calls with in 8x8 Application

1. Navigate to the “8x8 Tool Bar” and click on ‘Phone icon’
2. The “Calls” screen will display with 4 heading tabs “Calls / Missed / Voicemails / Faxes

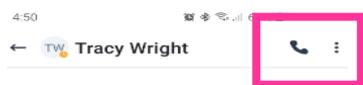
CALLS MISSED VOICEMAILS FAXES

3. To “Make a Call” for the first time to people in your 8x8 Contact list

- a. Click on ‘Search icon’ at the top right of screen

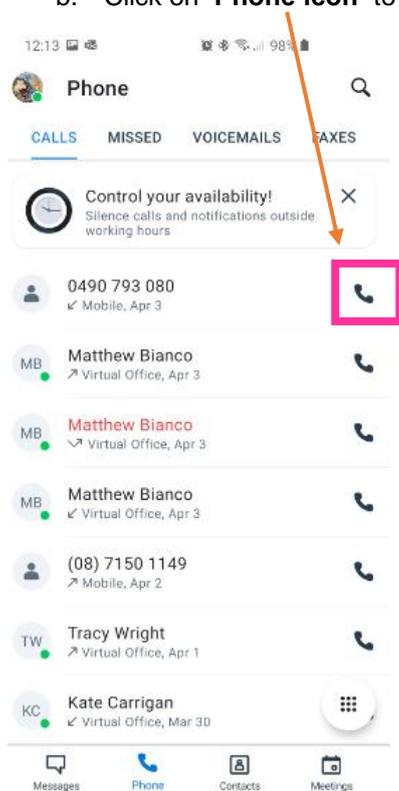


- b. Enter the ‘Name of person’ within your company who has 8x8 that you wish to contact
- c. Select the ‘Name’ of the person. A “message screen” will display with a “Phone icon” at the top right of screen. Select ‘Phone icon’ to call the contact



Send a message...  
@ [link] [image] [video]

4. To “Make a Call” to an existing person in your Company Contact list or previously contacted
  - a. Scroll through the list of Contacts (or search) till you find the person you’re looking for
  - b. Click on ‘Phone icon’ to make a call

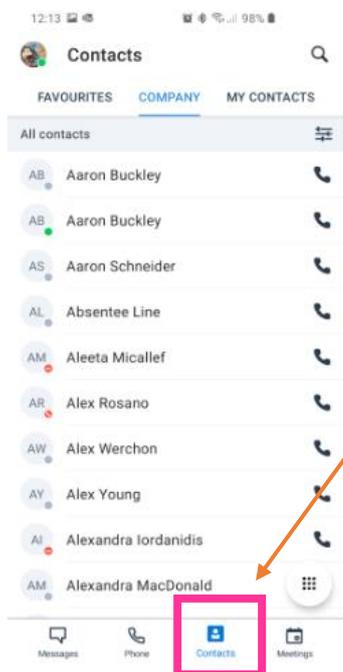


### Making Calls to People Outside of 8x8 Application

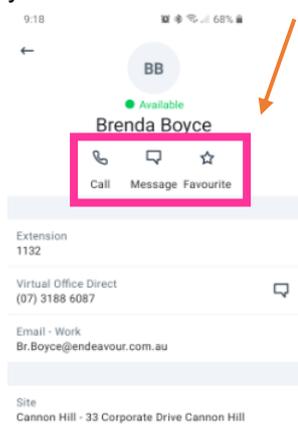
1. If you are making a call to a number/person who is not on 8x8 and you know their Phone Number or have looked it up in Outlook, follow the steps below:
  - a. Click on ‘Keypad icon’  at the bottom right of screen
  - b. Enter the ‘Phone Number’ NB: You DO NOT need to access an outside line by dialing 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 icons” and click on ‘**Contact icon**’

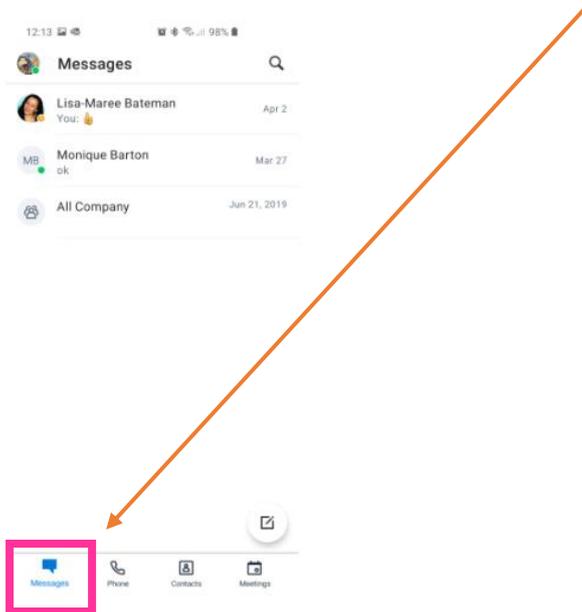


2. “Company” tab displays automatically with a full list of “Contacts” who are in your company that have 8x8 application
3. Scroll through the list of Contacts (or search) till you find the person you’re looking for
4. Click on ‘**Phone icon**’  to make a call to that person
5. For further details on that Contact, select the ‘**Contact Name**’ to bring up more details and you can make a “Call” or “Message” from that screen



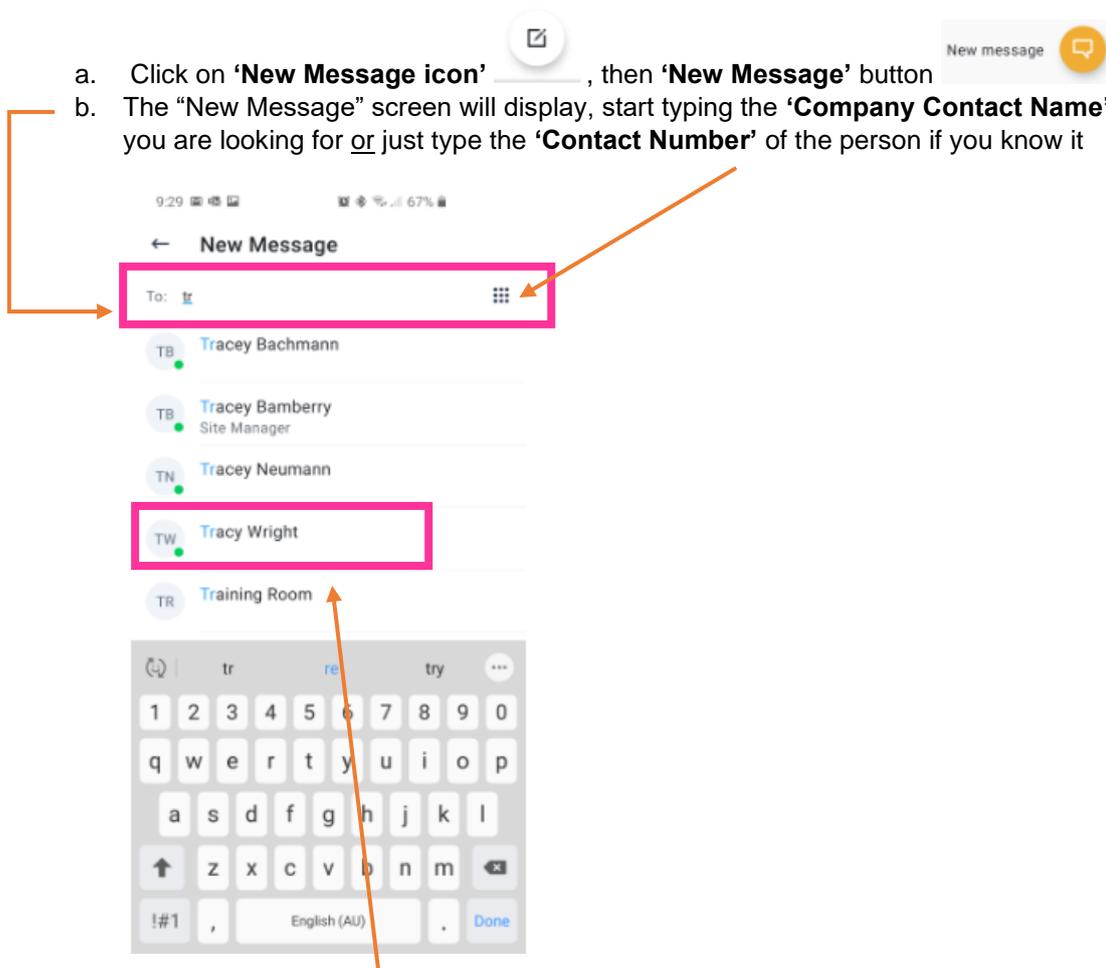
## Using Messages (Chat) with in 8x8 Application

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



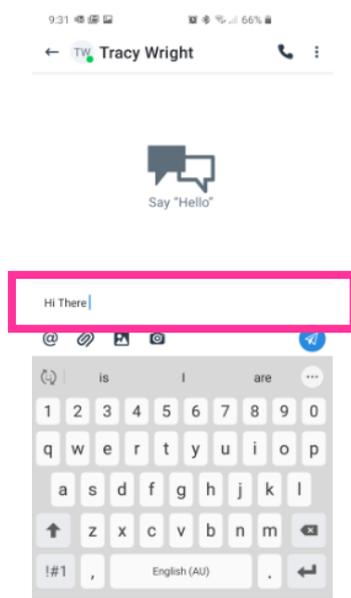
2. To create a “New Message”

- a. Click on ‘New Message icon’ , then ‘New Message’ button 
- b. The “New Message” screen will display, start typing the ‘Company Contact Name’ you are looking for or just type the ‘Contact Number’ of the person if you know it



- a. Click on the ‘Contact Name’ to bring up “Message” screen for that contact

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- b. Start typing your message in the “Send a message...” field. Once complete, click on **‘Send icon’** 
3. To Continue a Message with someone you already are “messaging”
  - a. Click on **‘there Name’** in the “Message” screen and start typing your message in the “Send a message...” field. Once complete, click on **‘Send icon’**  ***N.B:*** you can see full message history as well

For further assistance please log a ticket in Service Now or if it is urgent contact the Service Desk on 1300 742 212.