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About 8x8 Work for Mobile

With 8x8 Work for Mobile (formerly known as the Virtual Office mobile app), stay connected with all your colleagues and business contacts, and collaborate more efficiently than ever. Place and manage calls flexibly, chat with contacts, schedule and conduct productive meetings within your company or with external participants, and much more.

Availability

8x8 Work for Mobile is available on:

- iOS mobile devices
- Android mobile devices
- Amazon Fire tablets

Features

- Calls:
  - **Call management:** Place, receive, and manage calls from your device, and review your past call history.
  - **Data usage control:** Control your cellular data usage for 8x8 Work calls by switching to Wi-Fi.
  - **Improved call quality via Cellular Assist:** If you are in an area with poor signal strength, use the Cellular Assist feature to improve call quality.
  - **Call forwarding:** Forward your calls to different extensions within and outside of your system, or to voicemail. This enables you to have complete control over where your calls are going.
Messaging:
- **IM and SMS chat**: Send and receive IM and SMS from your coworkers and business contacts on the go, and access chat history with each contact.
- **Team Messaging**: Discuss important projects and tasks in a public chat room open to all your colleagues, or in a private chat room with your team.

Meetings: Collaborate more effectively with your colleagues with powerful audio and video conferencing capabilities, all from the convenience of your device.

Contacts: Access your contacts easily for communication, view contact info at a glance, create personal contacts, and mark contacts as favorites for quick access.

Receive faxes: Access and manage faxes received via 8x8 Work.

Presence status: Leverage automatic and manual presence capabilities to let coworkers know your availability, and keep your contacts posted on your availability via custom status messages.

Language support
This version of 8x8 Work for Mobile supports the following languages:
- Dutch
- English (UK)
- English (US)
- Finnish
- French (Canada)
- French (France)
- German
- Italian
- Portuguese (Brazil)
- Spanish (Latin America and the Caribbean)
- Spanish (Spain)
- Swedish

Known issues and limitations
- Known issues:
  - If not all users in an organization have upgraded to version 7.2 or newer, some users will encounter issues in receiving meeting invites via chat. To work around this issue, schedule meetings using Host Meeting instead
of using the Meet Now function, and share the meeting link or ID with participants via chat.

- Due to our move to a new messaging platform in version 7.2, all past messages show as unread once you update to version 7.2 or newer. To fix this, open each conversation that has unread messages. Following this one-time action, all messages will correctly show as read.
- The Audio Testing Service is not currently available.
- When in a meeting, you cannot invite participants via email.
- Samsung S5 devices do not support push notifications.
- No contact name displays on calls that are forwarded to you.
- In rare cases, calls may drop while merging two calls into a conference.
- In rare cases, tab navigation may not work after you dismiss a banner about forwarding calls to voicemail.
- In rare cases, you may not see your profile picture after logging in.
- In rare cases, deleting a personal contact while in Android split view may cause the app to crash.

**Limitations:**

- Faxes can be received and managed, but not sent.
- While images can be received and sent from 8x8 Work on desktop or mobile, non-image attachments in chats can be received and opened via 8x8 Work for Mobile, but can only be sent from 8x8 Work for Desktop.
- SMS chat is available only for phone numbers in the United States and Canada.
- The application does not allow you to add video to calls.
What's new in the 8x8 Work for Mobile 10.1 release?

We have introduced the following enhancements and changes in 8x8 Work for Mobile!

- Amazon support for Android version of 8x8 Work for Mobile
- Ability to choose from more 8x8 ringtones to distinguish between business and personal calls
- Enhancements to messages
  - Ability to mute notifications for chats
  - Ability to share messages to another app
  - Option to send messages by pressing the Enter key

For details on features introduced prior to this release, see our list of previous releases.

Amazon support for Android version of 8x8 Work for Mobile

As an Amazon tablet user, you now have the ability to take advantage of 8x8 Work for Mobile on your Amazon tablet!

For details, see our content on installing 8x8 Work for Mobile.

Ability to choose from more 8x8 ringtones to distinguish between business and personal calls

Let’s say you receive many calls on your device or on other apps, and need a way to distinguish incoming 8x8 Work calls from other calls; simply select one of our 8x8 ringtones to know when you have an incoming 8x8 call without needing to look at your device!

When you go to Profile > Settings > Notifications > Incoming calls > Sound, you now have more options for ringtones unique to 8x8 Work for Mobile!

For details, see our FAQ on setting up notifications and ringtones.
Enhancements to messages

The following enhancements apply to your messaging experience.

Ability to mute notifications for chats

Let’s say that one of the chat rooms you follow is very active, but you are not part of the discussion and would like to block notifications for the room for a while; if you want to keep a large number of notifications from cluttering your phone, you now have the ability to mute notifications for a conversation for 30 minutes, one hour, until you unmute the conversation, and more! In addition, if you are muting a chat room you are following, the ability to mute conversations also lets you block notifications without unfollowing a room.

Note: At this time, the ability to mute notifications in a chat is available only on mobile.

For details, see our FAQ on managing chat room notifications.

Ability to share messages to another app

Let’s say you need to share important in-chat information with a colleague who can’t access 8x8 Work. If the information you need to share is spread across multiple messages, or even with some irrelevant messages in between, you can select multiple messages from a chat to share to another app!

Press a chat message you want to share, and in the menu that pops up, select Select messages to select any additional messages you need. Tap additional messages to mark them, and tap Share at the top of your screen to bring up your device’s menu of apps that you can share text to!
Note: Sharing messages does not share files attached to those messages.

For details, see our FAQ on sharing 8x8 chat messages to other apps.

Option to send messages by pressing the Enter key

If you use 8x8 Work on a Chromebook, you now have the ability to send messages more intuitively by pressing your keyboard’s Enter or Return key; simply go to Profile > Settings > Advanced and enable the option to Send messages on Return!

If you leave this setting disabled, you continue to experience the app’s previous behavior; pressing your Enter or Return key while typing an 8x8 chat message adds a new line of text to the message you are typing.
For details, see our FAQ on sending messages by pressing Enter on Chromebook.

Previous releases
The following features and enhancements were introduced in previous versions of 8x8 Work for Mobile (formerly known as the Virtual Office mobile app). For details on the latest new features, see our list of what’s new in the current release.
Release 10.0

The Virtual Office mobile app is now 8x8 Work for Mobile: Say hello to 8x8 Work for Mobile! In recognition of the increased importance of digital tools and changes to how we all work, the 8x8 products and services you work with are getting new names as part of their transformation:

- Virtual Office: 8x8 Work
- Virtual Office mobile app: 8x8 Work for Mobile
- Virtual Office desktop app: 8x8 Work for Desktop
- 8x8 Meeting Rooms: 8x8 Spaces
- And more!

Release 9.2

- Returned detailed notification settings for chat, missed calls, and voicemails: Do you want to see notifications for some 8x8 communications, but not others? The ability to enable or disable notifications for messages, missed calls, and voicemails without needing to go to your device settings is now back! Simply access these settings in the app by tapping your profile image icon and going to Settings > Notifications.
- **Ability to filter chats by one-on-one or room conversations**: Need to quickly scan through your one-on-one chats without scrolling through your chat rooms, or vice versa? When looking at your Messages list on Android, you now have the ability to choose between viewing all chats, only one-on-one chats, or only chat rooms!
Enhancements to calls: The following enhancements apply to your calling experience.

- **Reorganized settings for cellular carrier minutes**: Do you switch over to calls via cellular carrier minutes in places with poor data network reception? We have reorganized your settings for carrier minutes for a more efficient experience!

- **Ability to log in and out of call queues on mobile**: If you are a member of a call queue, you can now
access your list of assigned call queues from 8x8 Work for Mobile! Under **Calls**, you can now access your list of assigned **Queues** alongside your lists of calls and voicemails! The **Queues** list shows up if you are assigned to one or more call queues; you are assigned to or removed from call queues by your administrator in 8x8 Admin Console.

To log in to or out of a queue, simply tap the **Log in** or **Log out** option next to the queue.
When you are logged in to one or more call queues, a call queue indicator appears on your profile icon next to your presence status.

- **Ability to flip a call to mobile via banner notification:** Via call flip, you were previously able to flip your call to any device associated with your 8x8 Work extension by dialing *88 on the new device. As an Android user, you retain the ability to flip calls via dialing *88, but now 8x8 Work for Mobile features a quicker way to flip calls to mobile!

Let's say you are on an 8x8 Work call on your desktop but you want to switch to mobile for freedom of movement; if you're calling via the desktop app, the mobile app detects the call and displays an in-app banner you can use to flip the call over to mobile! Simply tap Flip in the banner, and you're ready to go! In addition, if you're under Phone > Calls, you can tap the Flip call option next to the current active call.
Release 9.1

- Ability to undo hiding a chat conversation: As an Android user, let's say you accidentally hid the wrong chat in your Messages list; for a few seconds after you hide a chat, you now have the ability to undo your action and display the chat again.
**Removed need for data encryption setting:** The Data Encryption setting formerly found on 8x8 Work for Mobile is now replaced by your Android device’s native sandboxing and disk encryption!
The setting was disabled by default; if you did not enable the option in 8x8 Work for Mobile, it disappears once you upgrade to version 9.1. If you enabled the option, you must disable it and relaunch the app to remove it.

**New notifications for unattended missed calls:** You no longer need to worry about forgetting to follow up on a missed call! If you miss a call in 8x8 Work and don't reopen 8x8 Work for Mobile in the next 48 hours, you now see a reminder in your device notifications so that you have a chance to call back.
- **Enhanced experience for joining meetings as a guest:** When you join a meeting as a guest directly from the 8x8 Work for Mobile login screen, you now see references to "meeting name" instead of "meeting ID" to better reflect what you need to enter.
Release 9.0

- **Enhanced notifications**: As an Android user, you can now enjoy a more efficient 8x8 Work notification experience on the lock screen of your device. Rather than seeing scattered notifications, you now see a combined notification for your last five 8x8 Work communications!

  In addition, you have the ability to mark communications as read by swiping them out directly from your lock screen, or tap a notification to jump to the related communication, making it easier than ever to stay on top of your work!
- **Ability to send files from other apps via 8x8 Work**: Need to share a file with your colleagues while on mobile? You now have the ability to select files in other apps on your device and send them via 8x8 Work! When sharing a file from an app your OS finds compatible with 8x8 Work, 8x8 Work now shows up as a sharing destination.

**Note:** At this time, you can select multiple files to send at once, but only one 8x8 Work conversation in which to send the files.
- **Enhanced Fax screen design**: Your Fax list now has an appearance and labels and badges consistent with your lists under Calls (All/Calls, Missed, and Voicemails).
Release 8.5

- **Ability to view meeting transcriptions via mobile**: You can now view the audio transcripts of your past meetings on the go! If real-time audio subtitles were enabled during a meeting, you now have the ability to access these transcripts from your mobile app.
Real-time audio subtitles in a meeting enable you to view an on-screen transcription of what is spoken during a meeting; if you have trouble hearing what is said or have an uncooperative headset, audio subtitles enable you to participate in a meeting without missing out on important talking points!
- **Dark Mode support**: Let’s say you frequently access 8x8 Work for Mobile at night, or simply find the usual interface too bright to look at; as an Android user, you can now switch your interface to Dark Mode at any time! Your interface changes from black text on a white background to white text on black, making the app easier on your eyes.
  - **On Android 10 and newer**: When you enable or disable Dark Mode in your device settings, 8x8 Work changes accordingly, unless you manually choose to override from your 8x8 Work settings.
  - **On Android 9 and older**: In 8x8 Work, simply tap your profile image, go to **Settings > Other**, and enable **Dark Mode**.
Improved voicemail device notifications: When you receive voicemails in 8x8 Work and review your notifications from your lock screen, you now see the name or phone number of the contact the voicemail is from! In addition, multiple voicemail notifications are now grouped together on your lock screen for your convenience; simply expand the combined notification to review individual voicemails.
Release 8.4

- **Enhanced contact details and call logs**: Enjoy a more intuitive experience when reviewing the details of your contacts! When you search for a contact and tap to see their details, immediately see a contact’s job title and a description of their presence status, and start a call or chat with them more quickly.
Similarly, call logs have been improved to more prominently display a contact’s title and presence, and ways that you can contact them.

- **Support for Android Q**: As an Android user, 8x8 Work for Mobile now supports Android Q.

**Release 8.3**

- **Ability to promote calls to meetings**: Let’s say you’re on a call with a company contact and your call is getting more involved; you can bring the other party into a meeting with one or more of your colleagues who can discuss an important matter with them. When on an 8x8 Work call, you can immediately promote the call to a productive 8x8 meeting, and bring the other party into the meeting!
Note: This enhancement applies to users of 8x8 Meet; users of older experiences retain their earlier ability to promote calls to meetings. To determine which meeting experience your organization uses, see details on 8x8 Meet.


**Note:** In order for the other party on a call to be brought into an 8x8 meeting, they must be on the call via one of the following or newer:

- Version 8.3 of 8x8 Work for Mobile
- Version 6.6 of 8x8 Work for Desktop

If the party is on the call using an older version of 8x8 Work, they join only meeting audio when you initiate a meeting, and are not taken to the meeting interface.

- **Ability to sort and filter contacts by site instead of location:** If your organization is an X Series or Virtual Office Editions customer, the option to sort company contacts based on location is replaced with an option to sort based on site.

  In addition, let’s say you only communicate with company contacts in your own office; you now have the ability to filter out all contacts outside of your site!
- **Calls list renamed to "Phone"**: As an Android user, experience improved navigation for calling and fax; your Calls list is now known as Phone for enhanced usability!
Release 8.2

- **New Chromebook support**: We are excited to announce support for 8x8 Work for Mobile on Chromebook; as an Android user, access 8x8 Work for Mobile from your phone or your Chromebook at any time! Handle calls, chat via IM and SMS, manage contacts, join meetings, and more!
Your experience in 8x8 Work for Mobile on Chromebook is nearly identical to the experience on your mobile device, with a handful of differences. For example, on Chromebook, we have removed some settings specific to mobile devices, and added a couple of improvements for desktop-friendly usage.

For details, see our content on differences in 8x8 Work for Mobile between Chromebook and your mobile device.

- **Enhanced access to settings:** Enjoy an enhanced navigation experience that enables you to access your settings from your user profile!
Ability to set business hours and mute notifications from your profile: Need a way to control incoming calls and notifications at specific times of day? You can now set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!

In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.
If you are outside of your business hours or have disabled notifications for a period of time, your profile icon in your application header and profile page shows up with an additional Snoozing indicator to remind you that you are not receiving notifications.
- **Ability to add companies as contacts without first or last name**: If you frequently contact the primary number of another organization and choose to create a contact for it with the **Company** field filled out, but not the fields for first or last name, the new contact and its company name properly show up in your list of contacts.
- **New application-only ringtones**: In addition to the ability to use one of your device ringtones for 8x8 Work calls when you open your profile screen and go to **Settings > Sounds**, you now have access to new 8x8 Work-only ringtones for 8x8 Work for Mobile!
- **Color-coded information bars based on priority:** Based on the priority level of an information bar near the top of your app, you now see the bar displayed in a color that indicates how urgent it is.
- **Red** indicates high-priority information, such as a message that you have no access to an Internet connection.

![A red information bar indicates a high-priority message.](image)

- **Orange** indicates moderate-priority information, such as a message that you are experiencing a temporary interruption in your phone service.
- **Gray** indicates low-priority information, such as a message that you are connecting to your phone service.

![A gray information bar indicates a low-priority message.](image)

- **Improved visibility for Do Not Disturb**: You no longer need to worry about forgetting to switch your status back if your presence status is set to **Do not disturb**! If you switched your status to **Do not disturb** from your profile, you now see an information bar near the top of 8x8 Work for Mobile to remind you of your current status; this way,
once you are no longer busy, you are able to revert your status in a more timely manner.

- **Support for silent mentions in chat:** Let’s say that you are chatting in a group and a colleague asks whether anyone in the room knows the person responsible for a certain project; you may want to respond by saying “Yes, it’s @Robin Shasta” with an @mention of Robin. The mention is useful not only as a way to introduce colleagues to one another, since now Robin receives a message notification, but it’s also useful as a quick and accurate way to share contact information.

In previous releases, the ability to mention contacts functioned only in public rooms; in private rooms and one-on-one conversations, you needed to type out a colleague’s name without being able to @mention them.

In this release, we’re bringing the ability to silent-mention colleagues not only in public rooms, but also in private rooms and one-on-one conversations; this enables you to share contact information without needing to generate an @mention notification, hence “silent”.

To look up a person you remember as “Robin S”, for example, type <@robin s> until you see a result in the list that you recognize as correct. If you see an additional line of text below their name in the mention selection list, such as “Will not be mentioned (not a member)”, you know that you are about to silent-mention your colleague instead of @mentioning them.
Release 8.1

- **Enhanced navigation experience**: When you launch 8x8 Work for Mobile, the app now brings up your last-viewed screen instead of defaulting to your Messages list.

- **New smart replies in chat**: When you are about to respond to a message, 8x8 Work for Mobile now provides smart replies based on the text of the message you received to enhance your chat experience!
Release 8.0

- **New notifications when cellular data is disabled:** If you have disabled cellular data in 8x8 Work for Mobile, you see a banner in the app to let you know that the setting is disabled. You can use this banner to quickly open your settings once your cellular network quality improves.
In addition, if people repeatedly try to call you while you have cellular data disabled, 8x8 Work for Mobile notifies you that callers are trying to reach you.

- **New notifications for deactivated accounts**: If your 8x8 Work account is deactivated and you try to open 8x8 Work for Mobile, you see a notification that your account has been deactivated. Once you dismiss the notification, you are logged out of your account.

**Release 7.8**
- **Ability to search for contacts via partial names**: When you use the search box, regardless of whether the name you enter is complete, you see a list of search results that narrow down as you type. In addition, if you need to get in touch with a colleague whose name you don't remember completely, you now have the ability to search for a contact by entering independent fragments of their first and last name.

![Search examples](image)

- **Refreshed dial pad interface**: The dial pad in your Calls list, as well as the keypad you access from within a call, now show up with a refreshed interface.
- **Ability for organizations to disable voicemail transcripts**: If your organization has disabled voicemail transcripts, you no longer see transcripts appear for your voicemails.

**Release 7.7**

- **New incoming call screen**: Incoming 8x8 Work calls on your lock screen and in the app now behave like incoming calls for your Android device, and your device’s system tray now indicates when you have an 8x8 call in
progress.

- **Messaging improvements**: The following enhancements apply to your messaging experience in your _Messages_ list.
○ **Ability to edit your messages:** If you paste the wrong content into a chat or spot a sentence-altering typo in a message you sent, you can quickly edit the message to correct it and prevent confusion in the chat. Simply press and hold on a message to bring up a menu, and select the **Edit** option to begin editing. As you edit and once you finish editing, the timestamp for the message changes to indicate its status as currently or previously edited.

![Edit Message Example](image)

- **Note:** You can edit IMs with company contacts, but not SMS messages with personal contacts and external numbers.

○ **Ability to delete your messages:** If you enter a message into a chat with the wrong contact or group of people, you can delete the message to prevent confusion or distraction in the chat. Simply press and hold on a message to bring up a menu, select the **Delete** option, and confirm to delete the message. Once you delete the message, the content and timestamp of the message change to indicate that its content has been deleted, and what time the message was deleted.
Note: You can delete IMs with company contacts, but not SMS messages with personal contacts and external numbers.

- **Improved ability to mention contacts in a room**: While chatting in a room, you have quick access to an @ key you can tap without navigating to the @ key in your primary keyboard.
- **Ability to create private rooms on behalf of others:** If you need to create a private room on behalf of someone else, you now have the ability to remove yourself from the member list of the room during the room creation process.
  
  Let's say that Sarah, an executive assistant to Sales Vice President Robin, oversees all his administrative tasks daily. She is now required to create rooms for Robin to facilitate highly confidential discussions with other executives in the company. Sarah can create private rooms in which she invites Robin and other executives, while removing herself from the rooms.

  In addition to the ability to remove yourself while creating a room, you retain the existing ability to remove yourself from a previously-created room.
- **Improved typing indicator in rooms**: Your typing indicator tells you when someone is typing in your room, which helps room members avoid stepping on each other's toes while chatting. If multiple people are typing in a room at the same time, this release allows you to see multiple names in the typing indicator at the bottom of the room.
Release 7.6

- **In-chat new message notifications**: If you have a chat open when you receive a new message in another chat or room, you see a notification dot appear over the Back option. The dot is colored bright orange to indicate a new message in a one-on-one chat, or pale orange to indicate a new message in a chat room. This notification disappears once you go back to your list of messages.
- **Ability to mark chats as read**: You can now easily mark a room or individual chat as read without opening it; this helps you prevent clutter in your chat history if you already know what some conversations in your message list are about. You can mark SMS messages as well, such as spam or messages mistakenly sent to your number.

- **Ability to mark messages as unread**: Just as with email, you can mark a message within a chat as unread so you can return to it later. If you have yet to get around to an action item that came up in a chat, you now have the ability to mark the message that talks about that item as unread, enabling you to return to the item later.

**Note**: Marking a chat as read only marks it as read to you; other people in your chats do not see the latest messages as read by you.
Note: At this time, reopening an unread chat does not jump to the specific message you marked as unread; the ability to mark the chat as unread simply functions as a way to remind you that something in the chat is on your to-do list.

- **Ability to copy message text:** You now have access to an improved way to copy message text in your conversations without needing to highlight text manually; just press on a message, and select **Copy text** from the resulting menu to copy the message text to your clipboard, allowing you to paste in any application.
Silent notifications with Do Not Disturb status: When you have the Do Not Disturb status enabled, notifications for messages now show up without playing audio on your device.

Improved notification vibrate settings: For better consistency with your device notifications, notifications coming from 8x8 Work for Mobile now automatically follow the vibrate settings on your Android device!

Persistent settings across multiple login sessions: When you log out from 8x8 Work for Mobile, your extension settings are no longer reset to the default. The settings you configure for your ringtone, advanced settings, and data and network options now persist and are available for you once you log back in.

Release 7.5

Consolidated Messages list: To help you stay on top of your latest messages, your individual and team chats now show up directly under your Messages list in a combined scrolling history, eliminating the need to jump between sub-lists. See at a glance whether you were last messaged in a chat with an individual contact or in a chat room, and prioritize your responses more efficiently!
Support for Latin American Spanish localization: We have added localization support for Spanish in Latin America and the Caribbean. For details, see our content on supported languages for 8x8 Work.

Release 7.4

Announcing Team Messaging: With Team Messaging, collaborate with your colleagues via chat more effectively than ever before! Create chat rooms on demand, stay up to date on your team's latest discussions, bring multiple teams together to collaborate, and much more! Your chat rooms can be found under Rooms in your Recents list.
In our examples, let's say that Sarah's fictitious organization, AcmeJets, uses Team Messaging. Sarah's Sales team (which includes Rob, Lisa, and John) is one of many teams within AcmeJets that can collaborate using Team Messaging, and make use of its features to accomplish tasks more effectively.

- **Public and private chat rooms**: With Team Messaging, you can create a public room that can be accessed by anyone at any time, or create a private room that is only accessible to certain colleagues. Whether you want
to stay up to date with all your colleagues, or share sensitive information with a smaller group, you can do all this and more!

Let's say that Sarah must collaborate with her global team more effectively to ensure that the team meets its goals. The team shares critical information, and holds an ongoing discussion across multiple time zones, which warrants multiple meetings. Sarah doesn't have the time to meet often, so she sets up a private room for her team, and invites all her team members to facilitate communications. Now, her team can discuss and post information in a convenient chat room.

On the other hand, Sarah is also collaborating on a public release where she is one of many core team members tracking the progress of the release. To stay up to date, all core team members follow a public chat room created exclusively for the release.

<table>
<thead>
<tr>
<th>Create Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROOM NAME*</td>
</tr>
<tr>
<td>Sales Room</td>
</tr>
<tr>
<td>ROOM TYPE*</td>
</tr>
<tr>
<td>Public (Default)</td>
</tr>
<tr>
<td>Everyone in company can find, view and post in this room. To invite your co-worker @mention them. For example, @John Doe.</td>
</tr>
</tbody>
</table>

- **Ability to invite colleagues to private chat rooms**: As a member of a private room, you can invite colleagues relevant to the conversation to bring them into your discussions; a fully-collaborative experience allows any member of a private room to invite a new member.

**Note**: For added security, an invited colleague has access to the chat history of the private room starting with the time they were invited.
○ **Ability to mention colleagues to get their attention**: If you need to alert a group member on a release deadline, ask for their input on your current discussion, or bring a new person into a public chat room, you can get their attention at any time by simply typing `<@>` before their name (for example, `<@John Smith>`). In a public room, you can @mention any of your company contacts, while in a private room, you can only @mention colleagues who are members of the room.

John, a Sales agent in Sarah's team, needs to send his manager Sarah a brief spreadsheet on the sales progress for the customers he is negotiating with; as John's deadline approaches, Sarah can alert him via @mention to make sure he is on schedule with the document.
When you are @mentioned in a chat room, you receive a special notification with an @ label to indicate that a colleague is requesting your attention in a chat room.

Notifications for messages and changes: Has your chat room been renamed, or have new colleagues been invited to your private chat room? Whenever something about a chat room changes, you are notified in your chat history for that room. In addition, you can choose to be notified of all messages in a room to stay up-to-date, or reduce interruptions when you are busy by choosing to be notified only when you are mentioned.

Let's say that the Acmejets Sales team is hiring new agents; as new agents are hired, Sarah or another person in her team can add them to her team's private chat room. Whenever a new agent is added to the chat room,
existing members of the chat room are notified that their new colleague has access to the team's discussions.
Quick access to chat room details: By opening the details page of a chat room, you can see the room type, description, and name, as well as the member list for a private room.

Better collaboration via shared rooms: Using 8x8 Sameroom, connect with your colleagues or clients who use other chat applications (such as Slack, Hipchat, or Google Hangouts) via shared rooms. With Team Messaging and Sameroom, connect with all your colleagues under a streamlined chat experience! You can
even use shared rooms that are connected to the 8x8 Work chat rooms of another organization that uses 8x8. You can see whether your chat room is also a shared room next to the room's public/private label, and in the details page for the room.

The AcmeJets engineering team communicates with contractors outside of their company; once the engineering room is connected to the contractors' usual chat app via Sameroom, the engineering room is labeled as a shared room, and the engineers can collaborate seamlessly with their contractor colleagues.

---

**Room description**

Discussions about upcoming versions of our mobile app.

Created by Sasha Solovey on Sep 14

**Shared room**

This room is using 8x8 Sameroom - messages and files posted here appear in other rooms, in real-time. For details, open this room on Virtual Office Desktop.

**Members**

Everyone in the organisation can find, view and post in this room. To invite co-workers, use @mention. Example @John Doe or ask them to search for this room name.
• **Ability to hide conversations from your personal chat history:** If you want to clean up old business messages and SMS spam messages from your chat history, you can simply hide them on your end. When you hide a chat room or conversation, you do not delete it; other people involved in the hidden chats still see the conversations and chat rooms in their chat history.

**Note:** You can hide chat rooms and chat conversations with individuals, but you cannot hide specific messages within a chat conversation or chat room.
What's new in the 8x8 Work for Mobile 10.1 release?

1. Press on chat to reveal Hide option.

2. Tap Hide option to hide chat.
File attachment access from chats: If a colleague attaches a file or image in a chat from 8x8 Work for Desktop, you can quickly view and access these files by tapping them in the same chat from 8x8 Work for Mobile.

Note: At this time, you cannot attach a file or image in a chat from 8x8 Work for Mobile.

Enhanced feedback experience: When you send feedback on the product, you can now attach additional screenshots of the app from your device to better illustrate your feedback, or remove any screenshots that may
present a privacy concern.

- **Option to use Do Not Disturb instead of logging out:** When you need to silence your calls, instead of logging out, you can simply enable your Do Not Disturb status; incoming calls are forwarded to voicemail, but you can still receive chat messages in cases of emergency. When you try to log out, you are now able to confirm whether you want to log out, or enable Do Not Disturb instead.

**Note:** Calls are forwarded to voicemail by default; if you have changed your call forwarding settings, your calls may be forwarded to another location.
Release 7.3

- **Refreshed interface**: 8x8 Work for Mobile has a new look:
The navigation bar has moved to the bottom of your screen for quicker navigation.

- Your icons have been updated to be more intuitive and user-friendly.
- Your Messages list has been renamed to Recents.

**Improved badge notifications:** Enjoy a more reliable experience when checking the 8x8 Work app icon on your device for received communications.

**Note:** At this time, Samsung S5 devices do not support badge notifications for the app.
- **Announcing upcoming team messaging:** In an upcoming release, take advantage of the new and improved team messaging experience!
About login and password

Once you have access to your 8x8 Work credentials, you can log in to 8x8 Work for Mobile at any time.

How do I download the app?

As an Android device or Amazon Fire tablet user, you can find 8x8 Work for Mobile on the Google Play or Amazon Store.

To download 8x8 Work for Mobile on Android:
1. On the Google Play Store, search for 8x8 Work.
2. In your search results, open the app listing for 8x8 Work.
3. In the page about the app, click to download the app.
4. Once the download is complete, open 8x8 Work. Welcome to 8x8 Work for Mobile!

To download 8x8 Work for Mobile on Amazon:
1. On the Amazon Store, open the 8x8 Work app page.
2. Once you are signed in, click to download the app.
3. Once the download is complete, open 8x8 Work. Welcome to 8x8 Work for Mobile!

Where do I get my login credentials?

Your credentials are sent to you via email. If you did not successfully receive the email, you can contact your phone system administrator and request another email. Otherwise, you can retrieve your username, and then reset your password:

To retrieve your username:
1. From the starting screen when logged out, select Login.
2. From the main login screen, tap Forgot Password?.
3. In the Log in Help screen that opens, select Forgot Username?.
4. Enter your company email address.
5. Tap Send to request an email with your username.

To reset your password:
1. From the starting screen when logged out, select Login.
2. From the main login screen, tap Forgot Password?.
3. In the Log in Help screen that opens, Enter your assigned username or company email address under Forgot Password?.
4. Tap Send to request an email with password reset instructions.

Note: If you cannot reset your password because you have reached the password reset limit, please contact your phone system administrator.

How do I use my company credentials to log in?

Your credentials and accompanying details are sent to you via email. In the email, check whether you should use an 8x8-assigned username and password, or your existing company credentials (also called Single Sign-On).

To log in via Single Sign-On (SSO):
1. From the starting screen when logged out, select Login.
2. From the main login screen, tap Use Single Sign On.
3. In the screen that opens, enter your 8x8 username or company email address.
4. Tap Continue to open a list of SSO login options.
5. From the list of SSO options, select:
   - Log in using SSO: Log in using the credentials for your company’s identity provider.
   - Log in using Google: Log in using your company Gmail credentials, if your company uses Google to authenticate. You may be prompted to grant SSO access to your Gmail profile.
6. Based on your selection, log in using the appropriate credentials.

What is Single Sign-On?

Single Sign-On (SSO) is simply the use of your existing company credentials for 8x8 Work. This allows you to
seamlessly log in to 8x8 apps without having to use an extra set of credentials.

**How do I reset my password?**

If you forgot your password for 8x8 Work for Mobile, you can reset your password from the login screen.

**To reset your password:**

1. From the starting screen when logged out, select **Login**.
2. From the main login screen, tap **Forgot Password?**.
3. In the **Log in Help** screen that opens, Enter your assigned username or company email address under **Forgot Password?**.
4. Tap **Send** to request an email with password reset instructions.

**Note:** If you cannot reset your password because you have reached the password reset limit, please contact your phone system administrator.

**How do I retrieve my username?**

If you forgot your username for 8x8 Work for Mobile, you can check your welcome email from 8x8, or you can retrieve your username from the login screen.

**To retrieve your username:**

1. From the starting screen when logged out, select **Login**.
2. From the main login screen, tap **Forgot Password?**.
3. In the **Log in Help** screen that opens, select **Forgot Username?**.
4. Enter your company email address.
5. Tap **Send** to request an email with your username.

**How do I review the terms and conditions of the app?**

When you first open 8x8 Work for Mobile after downloading, you are required to accept the terms and conditions of the app.

As an 8x8 Work user, let's say you would like to review the business terms and conditions of 8x8, whether for legal information, or questions on data protection or confidentiality. If you would like to review the terms and conditions after that, you can find them from the starting screen of the application when logged out. From the starting screen, instead of logging in, select **Terms & Conditions** to review whenever needed.
To log out and review the Terms and Conditions:

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Logout.
3. At the prompt, confirm to log out.
4. In the starting screen of the application, tap Terms & Conditions to review the 8x8 business terms and conditions.
5. Once you are finished, return to the starting screen, select Login, and continue to log in with your credentials.

I want to block incoming business calls during my non-business hours. How can I do that?

Need a way to control incoming calls and notifications at specific times of day? Simply set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!

In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.

To set your business hours:

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, enable Business hours to show business hour options.
3. Set the starting and end time for your business hours, and the days of the week for which business hours are enabled. When you are outside of your business hours, you see a Snoozing indicator next to your profile image in your application header and Profile screen. This icon is visible only to you.

Note: If you are outside of your business hours, your contacts are not notified that their communications might not reach you.

To block notifications for a specific period of time:

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Mute notifications to show time periods for which you can temporarily block incoming notifications.
3. Select the desired time period, such as 30 minutes or two hours. Your notifications are now blocked for the selected time period, and you see a Snoozing indicator next to your profile image in your application header.
and Profile screen. This icon is visible only to you.

Note: If you are temporarily blocking your notifications, your contacts are not notified that their communications might not reach you.

Let's say that you want to block phone calls but not chat messages; you can quickly and easily set your status to Do not disturb without having to log out.

To temporarily stop receiving calls via presence status:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, select Do not disturb to receive only messages; all calls to you are redirected to voicemail.

To temporarily stop receiving calls as an alternative to logging out:
While logging out of the app, instead of confirming to log out, select the option to enable Do not disturb instead.

How do I log out of the application?

While in the app, you can go to your profile screen to log out. Logging out of the app prevents you from receiving notifications when you get a communication in 8x8 Work.

If you just want to temporarily stop receiving calls instead of logging out completely, you can instead block notifications outside of your business hours, block notifications for a specific period of time, or set your status to Do not disturb.

To log out:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Logout.
3. At the prompt, confirm to log out.

To temporarily stop receiving calls via presence status:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, select Do not disturb to receive only messages; all calls to you are redirected to voicemail.

To temporarily stop receiving calls as an alternative to logging out:
While logging out of the app, instead of confirming to log out, select the option to enable Do not disturb instead.

Need a way to control incoming calls and notifications at specific times of day? Simply set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!
In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.

**To set your business hours:**
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, enable Business hours to show business hour options.
3. Set the starting and end time for your business hours, and the days of the week for which business hours are enabled. When you are outside of your business hours, you see a Snoozing indicator next to your profile image in your application header and Profile screen. This icon is visible only to you.

**Note:** If you are outside of your business hours, your contacts are not notified that their communications might not reach you.

**To block notifications for a specific period of time:**
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Mute notifications to show time periods for which you can temporarily block incoming notifications.
3. Select the desired time period, such as 30 minutes or two hours. Your notifications are now blocked for the selected time period, and you see a Snoozing indicator next to your profile image in your application header and Profile screen. This icon is visible only to you.

**Note:** If you are temporarily blocking your notifications, your contacts are not notified that their communications might not reach you.
Get started: your profile and settings

Get started with 8x8 Work for Mobile, and customize your settings to tailor your experience to your needs!

How do I make sure my device can run 8x8 Work for Mobile?

The latest version of 8x8 Work for Mobile is supported on devices that run iOS 11 or newer, or Android OS 6.0 or newer.

Note: 8x8 Work for Mobile on Android is not supported in China.

Why is 8x8 Work for Mobile not updating?

Your version of 8x8 Work for Mobile does not update automatically. To get the latest version of the app, you must update the app from its page in the Google Play Store, and update.

How do I know which version of 8x8 Work for Mobile I am running?

Tap your profile image icon in the app header to open your Profile screen, go to Settings, and scroll to the bottom of your settings list to see which version of 8x8 Work for Mobile you are running.

What can I do with 8x8 Work for Mobile?

8x8 Work for Mobile allows you to effectively and efficiently communicate with your company contacts via phone calls, messaging, meetings, and more. The primary features of the app are as follows:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messages:</td>
<td>Send SMS and IM messages, and access all message history with company and personal contacts via 8x8 Work.</td>
</tr>
<tr>
<td>- All:</td>
<td>Chat with individual contacts, or with groups. To view only individual chats or only group chats, refer to</td>
</tr>
</tbody>
</table>
### Tab Functions

<table>
<thead>
<tr>
<th>Tab</th>
<th>Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>the following tabs:</td>
<td></td>
</tr>
<tr>
<td><strong>1-1</strong>: Chat with company and personal contacts individually.</td>
<td></td>
</tr>
<tr>
<td><strong>Rooms</strong>: Chat with teams or small groups to collaborate on projects.</td>
<td></td>
</tr>
<tr>
<td><strong>Phone</strong>: Make and manage calls, and review voicemails.</td>
<td></td>
</tr>
<tr>
<td><strong>Calls</strong> and <strong>Missed</strong>: Make calls, and access past call details for incoming, outgoing, and missed calls.</td>
<td></td>
</tr>
<tr>
<td><strong>Voicemails</strong>: Review and manage all voicemails sent to you.</td>
<td></td>
</tr>
<tr>
<td><strong>Faxes</strong>: Receive and manage faxes from other users. If your admin does not enable you to access faxes, you do not see a fax list.</td>
<td></td>
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<tr>
<td><strong>Queues</strong>: Log in to or out of call queues you are assigned to. If your admin does not assign you to call queues, you do not see a queue list.</td>
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<tr>
<td><strong>Dial pad</strong>: Place calls to any phone number in just a few taps.</td>
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</tr>
<tr>
<td><strong>Contacts</strong>: Access and reach out to your favorite, company, and personal contacts.</td>
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<tr>
<td><strong>Favorites</strong>: If there are contacts you frequently communicate with, you can mark them as favorites for quick access.</td>
<td></td>
</tr>
<tr>
<td><strong>Company</strong>: View and communicate with the contacts on your company phone system.</td>
<td></td>
</tr>
<tr>
<td><strong>My Contacts</strong>: View and communicate with contacts populated from your device contacts (if you grant permissions to the app), and with personal contacts created using 8x8 Work.</td>
<td></td>
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<tr>
<td><strong>Meetings</strong>: Join, create, and manage your 8x8 meetings.</td>
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</tr>
<tr>
<td><strong>Profile</strong>: From your profile image icon in the app header, access settings and help on 8x8 Work for Mobile.</td>
<td></td>
</tr>
<tr>
<td><strong>Presence status</strong>: Set your presence status to show whether you are available, busy, on a call, or more!</td>
<td></td>
</tr>
<tr>
<td><strong>Settings</strong>: Personalize your settings to enhance your 8x8 Work experience.</td>
<td></td>
</tr>
<tr>
<td><strong>Rate us on the Play Store</strong>: Rate the app on the Play Store.</td>
<td></td>
</tr>
<tr>
<td><strong>Feedback</strong>: Send your feedback to 8x8 Support; an accompanying screenshot and data log will be sent securely so that we can act on your feedback more effectively.</td>
<td></td>
</tr>
<tr>
<td><strong>What’s New</strong>: Want to see what’s new in the latest version of 8x8 Work for Mobile? Tap to access our list of new features.</td>
<td></td>
</tr>
<tr>
<td><strong>Help &amp; Support</strong>: Need information on the app? Tap to access the 8x8 Work for Mobile user guide.</td>
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</tbody>
</table>

**How do I change the language in my application?**
The language of 8x8 Work for Mobile is controlled from your device settings.

**To change your application language:**
1. Open your device language settings.
2. Select your desired language. This version of 8x8 Work for Mobile supports the following languages:
   - Dutch
   - English (UK)
   - English (US)
   - Finnish
   - French (Canada)
   - French (France)
   - German
   - Italian
   - Portuguese (Brazil)
   - Spanish (Latin America and the Caribbean)
   - Spanish (Spain)
   - Swedish
3. Once the language loads on your device, open 8x8 Work for Mobile to view it in the selected language.

**8x8 Work for Mobile is too bright. How do I switch it to a dark mode?**

Let’s say you frequently access 8x8 Work for Mobile at night, or simply find the usual interface too bright to look at; simply switch your interface to Dark Mode at any time! Your interface changes from black text on a white background to white text on black, making the app easier on your eyes.

- **On Android 10 and newer**: When you enable or disable Dark Mode in your device settings, 8x8 Work changes accordingly, unless you manually choose to override from your 8x8 Work settings.
- **On Android 9 and older**: In 8x8 Work, simply tap your profile image, go to **Settings > Other**, and enable **Dark Mode**.

**Where do I find my profile information?**

To view your profile information, tap the profile image icon in the header. This opens your **Profile** screen, where you can:

- Take or upload your photo.
- View your 8x8 phone number and extension.
Set your status and write a custom status message.
Set your business hours.
Access application settings.
Log out of the application.

How do I upload my profile image?

Put a face to your name in the contact directory by uploading your photo in your Profile screen. You can use an existing image, or take a new one.

To upload your profile image:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap your profile image.
3. Choose whether to use an existing image on your device or take a new one, and proceed.
   Once you upload your profile image, it becomes visible in the company directory to other users.

How do I remove my profile image?

Don't like the way your profile image looks? You can remove your current profile image without immediately uploading a new image.

To remove your profile image:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap your profile image.
3. Tap Remove photo.
   Once you remove your profile image, it becomes visible in the company directory to other users.

How do I find my 8x8 phone number or extension?

Tap your profile image icon in the header. In the Profile screen that opens up, you can view your 8x8 phone number and extension.

How do I let other users know I'm busy or available?

If you want to show other users in the company that you are currently busy (for example, working on a deadline), you can change your presence status from your profile. If you want to include more details, you can also set a custom status message.

To let company contacts know you are busy or available:
1. Tap the profile image icon in the header to open your Profile screen.

2. In your profile, select:
   - **Available**: You show that you are completely free to receive calls and messages.
   - **Do not disturb**: You receive only messages (with muted notifications), and all calls to you are redirected to voicemail.
   - **Busy**: You show that you are busy, but can still receive calls and messages.
   - **Away**: You show that you may not be able to check 8x8 Work for communications.
   - **Invisible**: Your status appears as logged out to other users.

Once you save your changes by tapping the Done option in your profile, your new status displays to other users.

**Note**: If you set your status to Available, your status automatically changes to indicate when you are active, inactive for a certain time, busy on a call or in a meeting, or offline.

If you want to entirely stop your 8x8 Work communications, you must log out of the app.

If you closed the app by swiping out of it in your list of recent apps, you still receive communication notifications because you are considered logged in to the app. If you want to temporarily stop getting communications, you must log out before closing the app.

**To log out:**
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Logout.
3. At the prompt, confirm to log out.

**How do I set a custom status message?**

Let’s say that you are away from the office and want to clarify that you are working remotely, or that your status shows you as busy and want to clarify that you are giving a presentation until a certain time. To give other users more information about your presence status, you can set a custom status message from your profile.

**To set a custom status message:**
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, you can enter a status message that is visible to other users, and save to display it.
How do I block notifications outside of my business hours or for a period of time?

Need a way to control incoming calls and notifications at specific times of day? Simply set your business days and hours from your profile to ensure you are not disturbed by incoming calls and notifications outside of your business hours!

In addition to setting up your regular business hours, you can choose to temporarily disable notifications for a specific period of time, such as 30 minutes, one hour, two hours, four hours, or until the following day.

To set your business hours:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, enable Business hours to show business hour options.
3. Set the starting and end time for your business hours, and the days of the week for which business hours are enabled. When you are outside of your business hours, you see a Snoozing \(^Z\) indicator next to your profile image in your application header and Profile screen. This icon is visible only to you.

Note: If you are outside of your business hours, your contacts are not notified that their communications might not reach you.

To block notifications for a specific period of time:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Mute notifications to show time periods for which you can temporarily block incoming notifications.
3. Select the desired time period, such as 30 minutes or two hours. Your notifications are now blocked for the selected time period, and you see a Snoozing \(^Z\) indicator next to your profile image in your application header and Profile screen. This icon is visible only to you.

Note: If you are temporarily blocking your notifications, your contacts are not notified that their communications might not reach you.

Other users see me as unavailable, but I see my status as available. What do I do?

If other users incorrectly see you as unavailable (and/or you see everyone else as unavailable), this can indicate an
issue with your status synchronizing. If the problem persists, log out and log back in.

To log out:
1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, tap **Logout**.
3. At the prompt, confirm to log out.
About contacts

In 8x8 Work for Mobile, communicate and coordinate with your contacts quickly and efficiently.

**How do I change my own details in the company directory?**

If you get a new title in your company or move to a different department, you would want to change your details that show up in the 8x8 Work company directory. However, you cannot change the name or details of yourself or another 8x8 Work user. Only the phone system administrator can change company contact details; if you need to update your contact details, please contact your phone system administrator.

However, you can still change your profile image, presence status, and custom status message through your profile screen.

**I can't see my device contacts in the app. How do I make them visible?**

To see your device contacts when you go to Contacts > My Contacts, you must allow 8x8 Work for Mobile to access your list of device contacts.

**To display device contacts in the app:**

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, go to Settings > Device settings. The application information opens in your device settings.
3. In your device settings, change the application permissions to allow access to your device contacts. Your device contacts appear under Contacts > My Contacts.

**How do I sort my company contacts by department or location?**

Let’s say your company has many offices, but you only work frequently with people in your office or your department. To save time while navigating your list of contacts, you can scroll up to the top of your company contacts list to reveal a
menu, and tap it to open your options.

From the menu, you can tap to:

- Sort all contacts by name in alphabetical order.
- Sort contacts by department in alphabetical order.
- Sort contacts by site or location in alphabetical order.
- Display only contacts in your department.
- Display only contacts in your site or location.
Your contacts under the **Favorites** and **My Contacts** lists under **Contacts** are listed alphabetically by first name, and cannot be sorted or filtered.

**How do I create personal contacts?**

If you frequently call numbers outside of your company directory, you can use those numbers to create easily-accessible personal contacts. Personal contacts are visible only to you, and can be edited as needed.

To create personal contacts:

1. Go to **Contacts** > **My Contacts**.
2. Tap the **New Contact** option to start creating a new contact.
3. Enter the contact details.
4. When you are finished, tap the **Done** option. The personal contact now shows up under **Contacts** > **My Contacts**.

In addition, you can also create personal contacts from communications with external numbers.

**How do I create a personal contact from a call or chat with an external number?**

Let's say you receive an important communication from an external number, and that you will communicate with the number for some time. You can quickly create a personal contact from a past communication with the number, and easily access the contact for future calls.

In addition, if an existing personal contact doesn't always call using the same number, you can use past communications to add new phone numbers to the contact.

To create or edit personal contacts from call logs under your **Phone** list:

1. Go to **Phone** > **Calls** or **Phone** > **Missed**.
2. Tap the desired number to view the call details page.
3. From the call details page, tap the **More** menu to open a drop-down menu.
4. From the drop-down, select:
   - **Create contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to existing** to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.

5. Enter the desired contact details.

6. When you are finished, tap the **Done** option. The personal contact now shows up under **Contacts** > **My Contacts**.

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**To create or edit personal contacts from voicemails under the Phone list:**

1. Go to **Phone** > **Voicemails**.
2. Tap the desired voicemail to open more options.
3. From the expanded voicemail, tap the **More** menu to open a drop-down menu.
4. From the drop-down, select:
   - **Create contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to existing** to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.

5. Enter the desired contact details.

6. When you are finished, tap the **Done** option. The personal contact now shows up under **Contacts** > **My Contacts**.

---

**To create or edit personal contacts from chats under your Messages list:**

1. Open your **Messages** list.
2. Tap the desired contact to open your chat history with them.
3. In the chat, tap the More menu to open a drop-down menu.
4. From the drop-down, select:
   - Create contact to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - Add to existing to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.
5. Enter the desired contact details.
6. When you are finished, tap the Done option. The personal contact now shows up under Contacts > My Contacts.

Where are my personal contacts stored?

When you create a personal contact in 8x8 Work for Mobile, it is stored in the 8x8 cloud, but remains visible only to you under Contacts > My Contacts. Personal contacts created in 8x8 Work do not show up in the contact directory of your device.

How do I add a contact to the company directory?

You can only create new personal contacts in 8x8 Work. Only your phone system administrator can add contacts to the company directory.

How do I access the contact directory, and how is it organized?

To access your contact directory, open your Contacts list and access specific types of contacts under sub-lists:

<table>
<thead>
<tr>
<th>Sub-list</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Favorites</td>
<td>Company and personal contacts marked as favorites from the app.</td>
</tr>
<tr>
<td>Company</td>
<td>Contacts from your company phone system.</td>
</tr>
<tr>
<td>My Contacts</td>
<td>- Personal contacts created in the app.</td>
</tr>
<tr>
<td></td>
<td>- Contacts populated from your mobile device (if you have granted the app permissions to access device contacts).</td>
</tr>
</tbody>
</table>

How do I search for a contact in my directory?

Tap the Search option in the header. This brings up a search box that you can type in to find specific contacts. You
can search for contacts by name, title, department, or phone or extension number.

When you use the search box, regardless of whether the name you enter is complete, you see a list of search results that narrow down as you type. In addition, if you don't completely remember the name of a contact, you can also search by entering fragments of a contact's first and last name.

**How do I mark my frequently-used contacts for quick access?**

If there are contacts you communicate with more frequently, you can add them to your list of favorite contacts for quick access. You can go into a company or personal contact's details to mark them as a favorite contact, and then access them under **Contacts** > **Favorites**.

If you have granted the app permissions to access device contacts, the personal favorites marked on your device show up along with your company favorites marked in the app.

**To mark and access a favorite contact:**

1. Open your **Contacts** list.
2. Go to **Company** or **My Contacts**.

   **Note:** Only company contacts or personal contacts created in 8x8 Work can be marked as favorites from the app. Device contacts must be marked as favorite contacts on your device to show as favorites in 8x8 Work.

3. Tap the desired contact to view their details.
4. While in the contact details, tap the **Mark Favorite Contact** option to mark them as a favorite contact. The contact is now listed under **Contacts** > **Favorites**.

**To remove a contact from favorites:**

1. Go to **Contacts** > **Favorites**.
2. Tap the desired contact to view their details.

3. While in the contact details, tap the **Favorite Contact** option to remove them from your favorites.

**How do I avoid navigating long IVR menus when I call a number?**

Let's say you commonly call an organization such as a large office or pharmacy, and are familiar with that organization's IVR menu: "For sales, press 1. For billing inquiries, press 2. To return to the main menu, press *…" You can save time and avoid long menus by creating a contact for repeated use, or by adding your choices while dialing a number in 8x8 Work for Mobile.

**To add IVR menu choices to a contact:**

1. Go to **Contacts > My Contacts.**
2. Tap the **New Contact** option to start creating a new contact.
3. Enter the contact details.
4. While adding the phone number, tap the , key when you need to insert a pause for the IVR menu. The pause you entered is indicated by a comma in the phone number.
5. Insert your IVR menu choice numbers, each separated by a pause. For example, if you want to save the phone number <555-5555>, with IVR option <1> followed by IVR option <2>, the number would appear as <555-5555,1,2> when complete.
6. When you are finished, tap the **Done** option. The contact with your IVR choices now shows up under **Contacts > My Contacts.**

**To add IVR menu choices while dialing:**

If you do not want to save a contact with IVR menu choices, but know ahead of time which selections you will make, you can enter IVR menu choices while dialing a phone number.

While dialing a phone number, you can enter your IVR menu choices by holding down the * key. Similarly, you can add pluses for international calls by holding down the 0 key. Tapping the key enters the first character (* or 0), while
holding down the key enters the second character (, or +).
About phone calls

With 8x8 Work for Mobile, enjoy a flexible and efficient experience when you make or receive calls.

I'm unable to make a call. What's wrong?

There are a number of reasons you might be unable to make a call. To make calls, make sure that:

- You are connected to the network.
- If you are calling from an area with no Wi-Fi, you have enabled the use of cellular data for the app. To enable, tap your profile image icon in the app header to open your Profile screen, and go to Settings > Device settings.
- If you have issues with your cellular data network, you have enabled Cellular Assist under Profile > Settings > Use carrier minutes to receive calls on your device via cellular voice.
- You have enabled device microphone and phone permissions for the app under Profile > Settings > Device settings.

I'm not receiving calls on the mobile app. How do I receive calls?

There are a number of reasons you might be unable to receive a call. To receive calls, make sure that:

- Your device is out of airplane mode, and you have access to a Wi-Fi or cellular network.
- In your Profile screen (accessed when you tap your profile image icon in the app header):
  - Your presence status is set to something other than Do not disturb; this status allows you to receive chat messages, but forwards all inbound calls to voicemail.
  - If you have no access to Wi-Fi, you have enabled calls on cellular data under Settings > Device settings.
  - If you have issues with your cellular data network, you have enabled carrier minutes under Settings > Use carrier minutes to receive calls on your device via cellular voice.
  - You have enabled device notification permissions for the app under Settings > Device settings.
Why are all my calls going to voicemail?

There are two reasons your calls might be going to voicemail:

- You might have enabled Do Not Disturb for your user profile. Make sure that your presence status is not set to Do Not Disturb, and check that you have not set yourself to DND by entering a key shortcut in your desk phone.
- You might have enabled a call forwarding rule that forwards all incoming calls to voicemail. Disable call forwarding, or change your call forwarding rules to ensure that calls reach you when you are available.

What happens when I’m on a call and my phone switches from cellular data to Wi-Fi, or vice versa?

Barring poor network strength, if your device moves into the area of a different network during a call, your call continues uninterrupted as your phone switches networks.

I’m not receiving notifications for missed 8x8 Work calls. How do I receive notifications?

When you first install 8x8 Work for Mobile, you receive a prompt asking to allow the application to send you device-based notifications. If you decline the prompt, notifications are disabled by default. To enable notifications again, tap your profile image icon in the app header to open your Profile screen, and go to Settings.

If you do not see notifications despite being logged in, go to your device settings to enable notifications. You can then fine-tune your notification preferences from within the app.

![Note:](image)

**Note:** In order to stay up-to-date on communications in 8x8 Work, it is highly recommended that you enable notifications on your device.

To enable notifications on your device:

1. Go to **Profile > Settings > Device settings** to open 8x8 Work permissions in your device settings.
2. Enable 8x8 Work notifications, and edit the notification settings as needed.

To manage notification settings in 8x8 Work:

1. Go to **Profile > Settings**.
2. Under **Notifications**, enable or disable notifications for:
   - **Missed Calls**: Incoming calls that timed out and went to voicemail, or were hung up before being answered
   - **Voicemails**: Voice messages following a deflected or missed call
   - **Messages**: IM and SMS chat messages
3. Go to **Ringtone** to select the ringtone to play on an incoming 8x8 Work call; you can select from one of your OS ringtones, or one of our 8x8 ringtones to tell your incoming 8x8 calls apart from incoming calls to your device
number or another app. Your selection does not affect the notification sound for your 8x8 non-call notifications, or your ringtone for calls to your device number. 8x8 Work for Mobile follows your device-set vibrate settings for notifications.

**Note:** In order to see notifications in real time, you must be logged in to 8x8 Work for Mobile on your device. If you are logged out of 8x8 Work for Mobile, notifications are only visible once you log back in.

**How do I avoid using my cellular data plan for calls?**

If you wish to reduce the impact of 8x8 Work for Mobile on your data plan, you can change your device or app settings in order to better control your network data usage:

- Enable Wi-Fi in your device network settings.
- Disable cellular data usage by tapping your profile image icon in the app header to open your Profile screen. Then, go to Settings > Device settings.

**I have a bad cellular data network. What do I do?**

By default, 8x8 Work for Mobile places high-definition calls over your Wi-Fi or cellular network. If Wi-Fi is unavailable and your cellular network is having issues, you can enable cellular carrier minutes in 8x8 Work to switch your calls from your data network to the cellular voice network, improving call quality. You can choose to make outgoing calls using cellular voice, as well as receiving incoming calls using cellular voice. When the option for cellular carrier minutes is enabled, 8x8 Work calls are sent from or directed to your cellular number instead of your 8x8 Work extension.

**To improve call quality when cellular network quality is poor:**

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, go to Settings > Use carrier minutes.
3. In the carrier minutes options that appear, select whether to enable cellular data for incoming and/or outgoing calls.
4. Once you enable incoming and/or outgoing calls, at the prompt, enter the phone number of your device to receive calls via carrier minutes.

**Note:** When you make or receive calls using carrier minutes, the calls are made from your device rather than from 8x8 Work; this may make it difficult to distinguish incoming business calls from
non-business calls. If you enter an area with good cellular network or Wi-Fi reception, it is recommended that you switch to the higher-quality network for the best calling experience.

5. For outbound calls on carrier minutes, choose whether to be prompted before each outgoing call to use carrier minutes, or to make all calls via carrier minutes automatically.

As using carrier minutes consumes your cellular minutes, we recommend that you select between your data network and carrier minutes before each call.
If you use 8x8 Work on multiple devices, change the number used for carrier minutes to match your current device. 8x8 Work calls are now sent from or directed to your cellular number using cellular voice instead of your data network.

How do I place a call?

There are several ways to place a call from 8x8 Work for Mobile:

To place a call from the dial pad:
1. In your Phone list, tap the Dial pad option to bring up the dial pad.
2. Dial the desired number to place a call.

To place a call from contact details:

1. In your Contacts list, go to Favorites, Company, or My Contacts.
2. Tap the Call option next to the desired contact to place a call.

To place a call from message history:

1. In your Messages list, tap the desired contact to open your chat history with them.
2. From within the chat, tap the Call option to place a call.

To place a call from a call log:

1. In your Phone list, go to Calls or Missed.
2. Tap the Phone icon next to the desired contact or number to place a call.

To place a call from voicemail:

1. In your Phone list, go to Voicemails.
2. Tap the desired voicemail.
3. In the voicemail controls that expand, tap the Call option to place a call.

How do I avoid navigating long IVR menus when I call a number?

Let's say you commonly call an organization such as a large office or pharmacy, and are familiar with that organization's IVR menu: "For sales, press 1. For billing inquiries, press 2. To return to the main menu, press "..." You can save time and avoid long menus by creating a contact for repeated use, or by adding your choices while dialing a number in 8x8 Work for Mobile.

To add IVR menu choices to a contact:
1. Go to Contacts > My Contacts.

2. Tap the New Contact option to start creating a new contact.

3. Enter the contact details.

4. While adding the phone number, tap the , key when you need to insert a pause for the IVR menu. The pause you entered is indicated by a comma in the phone number.

5. Insert your IVR menu choice numbers, each separated by a pause. For example, if you want to save the phone number <555-5555>, with IVR option <1> followed by IVR option <2>, the number would appear as <555-5555,1,2> when complete.

6. When you are finished, tap the Done option. The contact with your IVR choices now shows up under Contacts > My Contacts.

To add IVR menu choices while dialing:

If you do not want to save a contact with IVR menu choices, but know ahead of time which selections you will make, you can enter IVR menu choices while dialing a phone number.

While dialing a phone number, you can enter your IVR menu choices by holding down the * key. Similarly, you can add pluses for international calls by holding down the 0 key. Tapping the key enters the first character (* or 0), while
How do I park a call?

Let’s say you want to temporarily put a call on hold and continue it from any phone or device on your company phone system.

You may be moving the call from a conference room phone to your desktop or vice versa, or directing the call to a third party in your phone system who is temporarily busy. 8x8 allows you to easily navigate these issues and more, and offers the ability to park a phone call on a dedicated call park extension for later retrieval.

To park a call:
1. While on a call, tap More.
2. From the options that pop up, select Park.
3. Confirm the prompt to disconnect the call and park it for later retrieval.
   You are disconnected from the call, and you hear an announcement stating the extension number the call has been parked on.

4. To retrieve the call:
   - By yourself: Simply dial the announced call park extension on the new phone or device.
   - By a third party: Notify the third party of the parked call waiting for them on the announced call park extension.

**How do I transfer a call?**

You can easily blind-transfer a call to any recipient in the company directory.

1. While on a call, tap **Transfer call** to bring up a search entry box.
2. Enter the name of the contact you want to transfer the call to, and confirm.
   The call is disconnected from you, and transferred.

   **Note:** You can transfer the call without first notifying the contact who will receive it (blind transfer), but you cannot consult the contact before transferring (warm transfer).

**How do I promote calls to 8x8 meetings?**

Let’s say you’re on a call with a company contact, or that your call is getting more involved; you can bring the other party into a meeting with one or more of your colleagues who can discuss an important matter with them. When you promote a call to a meeting, you gain access to all the features and resources of 8x8 Meet, giving you a more effective way to collaborate.

   **To promote a call to a meeting:**
   1. While on a call, notify the other party that you are about to begin a meeting and invite them.
   2. Tap **Meet Now** to seamlessly promote the call to a meeting. If the other party is also using 8x8 Work, they are seamlessly taken into the meeting as well.

**How do I add a second person to an active call, or create a three-way conference call?**

8x8 Work enables you to handle two calls at once, either separately or in a three-way conference.

   **To add a second person to an active call:**
   1. While on a call, tap **Add** to bring up the contact directory.
2. Select from your recent, company, or personal contacts to add to the call.
   OR
   Tap the Dial pad option, and dial the desired number.
3. The original caller is put on hold and hears hold music, while the second person is placed in an active call with you.
4. To switch between your active and held calls, tap Swap.
   The call shown on your active call screen becomes active, and the call labeled as On Hold hears hold music.

**To create a three-way conference call:**
1. While handling two separate calls, tap Merge to create a three-way conference call.
2. When you hang up, you can choose to:
   - Let the conference continue without you as a two-way call.
   - End the conference for all participants.

**I received a call while on another call. How do I handle it?**

Let’s say you are on an active 8x8 Work call, and another user calls you. Options pop up on-screen that allow you to:
- Continue your existing call uninterrupted, and send the incoming call to voicemail.
- Accept the incoming call, and place your existing call on hold. Before you accept, let the existing caller know that they will be put on hold.
- Accept the incoming call, and hang up your existing call. Before you accept, let the existing caller know that their call will be hung up.

**How do I flip an active call on my desktop app or desk phone to 8x8 Work for Mobile?**

Let’s say you are on an 8x8 Work call on your desktop but you want to switch to mobile for freedom of movement; open your dial pad in 8x8 Work for Mobile, and simply dial *88 on your mobile app to flip the call to mobile from its previous location on 8x8 Work for Desktop or your desk phone!

In addition, if you’re calling via 8x8 Work for Desktop, the mobile app detects the call and displays an in-app banner you can use to flip the call over to mobile! Simply tap Flip in the banner, and you’re ready to go! In addition, if you’re under

**Phone > Calls, you can tap the Flip call option next to the current active call.**

**How do I log in to or out of my assigned call queues?**

If you are a member of a call queue, you can view and control which queues you are logged in to from Calls > Queues in 8x8 Work for Mobile. You see a list of call queues only if you are assigned to one or more call queues; you
are assigned to or removed from call queues by your administrator in 8x8 Admin Console.

**To log in to or out of a call queue:**

1. Go to **Calls > Queues** to open your list of call queues.

2. In your list of call queues, to log in to or out of a queue, simply tap the Log in or Log out option next to the queue.

**Which key shortcuts can I use with the dial pad?**

When you open the dial pad from your **Phone** list, you can use dial pad key shortcuts (also called star codes) to perform various actions. For details on Barge-Monitor-Whisper shortcuts (labeled as BMW), please refer to our Barge-Monitor-Whisper Quick Reference Guide.

<table>
<thead>
<tr>
<th>Star Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>*67</td>
<td><strong>Block Caller ID</strong>: Dial before calling a number to block your Caller ID from the other party.</td>
</tr>
<tr>
<td>*69</td>
<td><strong>Last Call Redial</strong>: Dial the last number you called or were called by.</td>
</tr>
<tr>
<td>*78</td>
<td><strong>Activate DND</strong>: Activate Do Not Disturb to send incoming calls to voicemail.</td>
</tr>
<tr>
<td>*79</td>
<td><strong>Deactivate DND</strong>: Deactivate Do Not Disturb to receive incoming calls.</td>
</tr>
<tr>
<td>*80</td>
<td><strong>Toggle DND</strong>: Toggle your Do Not Disturb status.</td>
</tr>
<tr>
<td>*88</td>
<td><strong>Flip Call</strong>: To switch an active call from one device to another on the same extension, dial from the device you want to use.</td>
</tr>
<tr>
<td>*22 (BMW)</td>
<td><strong>Barge</strong>: If you are Monitoring a call, Barge in to speak with and be heard by both parties on the call.</td>
</tr>
<tr>
<td>*6 (BMW)</td>
<td><strong>Mute</strong>: If you have Barged into a call or are Whispering to an agent, you can Mute yourself.</td>
</tr>
<tr>
<td>*9 (BMW)</td>
<td><strong>Whisper</strong>: If you are Monitoring an agent, you can Whisper to them without being heard by the party speaking with the Agent.</td>
</tr>
<tr>
<td>*22 (BMW)</td>
<td><strong>Monitor</strong>: Listen in on a live call without interrupting either party.</td>
</tr>
</tbody>
</table>
I just switched phones. Do I need to update my phone numbers with 8x8?

You don't need to do anything; 8x8 numbers used by you in 8x8 Work are not affected by the phone you use to access 8x8 Work for Mobile.

Why do I see more call log details on mobile than on desktop?

8x8 Work for Desktop only pulls information from your company directory and personal contacts, but 8x8 Work for Mobile can pull information from your device contacts as well, if permitted. If you use 8x8 Work to call contacts that are listed on your device, call logs with device contacts will be more detailed on mobile than on desktop.

If I'm unable to answer an incoming call, how do I control where and how the call is forwarded?

You can set up 8x8 Work to forward your incoming calls according to your preferences. If you're particularly busy, you can choose to temporarily forward all calls, or you can have calls forwarded when you are busy on another call, when you fail to answer in 15 seconds, or when you have no connection.

In addition, if your organization is an X Series or Virtual Office Editions customer, you can give callers a secondary number to redirect to when they reach your voicemail box. Let's say you're unavailable for calls, but you have a teammate who is willing to answer questions addressed to you while you're away; you can set the teammate's number as a dial-out option for callers who reach your voicemail.

To forward incoming calls:

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, go to Settings > Account Settings > Call Forwarding.
3. Select from the following situations in which to forward calls:

<table>
<thead>
<tr>
<th>When to forward calls</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always forward calls</td>
<td>Always forward calls, even if you are available to answer. If you enable this option, all other options are disabled.</td>
</tr>
<tr>
<td>I'm busy</td>
<td>Forward calls when your presence status is set to Do not disturb.</td>
</tr>
<tr>
<td>I don't answer for 15 seconds</td>
<td>Forward calls when you don't answer in time.</td>
</tr>
<tr>
<td>I have no connection</td>
<td>Forward calls when you have no access to cellular or Wi-Fi data.</td>
</tr>
</tbody>
</table>
4. For situations in which you want to forward calls, select where incoming calls should be forwarded to:

<table>
<thead>
<tr>
<th>Where to forward calls</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voicemail</td>
<td>Forward calls to your voicemail box.</td>
</tr>
<tr>
<td>Other</td>
<td>Forward calls to your desired external number.</td>
</tr>
<tr>
<td>Auto Attendant</td>
<td>Forward calls to the Auto Attendant configured by your phone system administrator.</td>
</tr>
<tr>
<td>One Number Access</td>
<td>Forward calls to the One Number Access number configured by your phone system administrator.</td>
</tr>
</tbody>
</table>

Your call forwarding settings are configured.

**To let callers redirect upon reaching your voicemail:**

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, go to Settings > Account Settings > Voicemail.

   ![Note](image)

   **Note:** You can only let callers redirect themselves if your organization is an X Series or Virtual Office Editions customer.

3. Enable the option to dial out, and select the desired number from your contacts or recent numbers.
4. If you have not done so previously, go to Profile > Settings > Account Settings > Voicemail > Record Voicemail Greeting to update your voicemail greeting to inform the user of the option to dial out ("At the beep, please leave your message or, to direct your questions to my associate, please dial zero.").

**How are my emergency calls routed?**

If you dial an emergency number, you can control how it is routed from your app settings.

**To select the data type for emergency calls:**

1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, go to Settings > Advanced.
3. Enable or disable Emergency calls via cellular as needed:
   - If enabled, emergency dispatchers will locate you using the cellular tower you are using to call.
   - If disabled, emergency dispatchers will locate you using your emergency calling number set in 8x8 Work for Desktop.
How do I access my call recordings?

Call recordings must be accessed through 8x8 Work for Desktop. You cannot access the recordings from 8x8 Work for Mobile.

To access call recordings:
1. Log in to 8x8 Work for Desktop.
2. Open your Call recordings list to review and manage your call recordings.

How do I rate the quality of my calls?

At the end of a call, you see a call quality prompt pop up. In one tap, you can rate the quality of the call on a scale of one to five stars. If there is anything that you would like to bring to the attention of our support team, you can also send written feedback to 8x8.

If you choose not to see call rating prompts pop up in the future, tap your profile image icon in the app header to open your Profile screen, and go to Settings > Advanced to re-enable call rating.

How do I set my 8x8 Work calls to silent?

Let's say you want to silence incoming 8x8 Work calls, but are expecting an important call to your cellular number. You can set your 8x8 Work ringer to silent in the app without affecting the ring settings for calls to your device.

To set your 8x8 Work ringer to silent:
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, go to Settings > Ringtone to use an 8x8 Work-only ringtone or use one of your OS-based ringtones for 8x8 Work. To control device vibration on an incoming call, go to Profile > Settings.
3. From the list of ringtones, select Silent.
   Incoming calls in 8x8 Work are now silent.

How do I delete a call log?

If you want to clean up your call history in 8x8 Work for Mobile, you can delete call logs individually or in bulk. Call logs deleted via mobile continue to be visible from 8x8 Work for Desktop.

To delete call logs:
1. In your Phone list, go to Calls or Missed.
2. Hold down on the call log you want to delete. The call log is marked to be deleted.
3. If you want to delete additional call logs, tap the desired call logs to mark them.

4. To delete the selected call logs, tap the Delete icon.
About voicemails

In 8x8 Work for Mobile, take advantage of business-class voicemail, and review your voicemails at any time.

How do I access and manage voicemail?

You can access your 8x8 Work voicemail directly from 8x8 Work for Mobile, or by dialing in from any extension in your phone system.

To access and manage voicemails from the app:

1. In your Phone list, go to Voicemails to see your voicemail list.
2. Tap the desired voicemail to listen to it and access voicemail controls:

   - **Play** and **Pause**: Play or pause voicemail audio.
   - **Call**: Place a call to the number that sent you the voicemail.
   - **Speaker**: Switch between the speakers on your mobile device to choose your voicemail audio source.
   - **Delete**: Delete the voicemail.

   **More** : Access additional options:
   - **Create contact**: to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to existing**: to add the number and caller name (if one exists) to an existing contact. At the prompt, select the personal contact to update.
   - **Mark read/unread**: Mark the voicemail as read to remove it from your unread voicemails, or mark as unread to return to it later.
   - **Copy number**: Copy the number that sent you the voicemail to your clipboard.
   - **Message**: Send a message to the number that sent you the voicemail.

To access and manage voicemails via phone:

In addition to accessing voicemail through 8x8 Work for Mobile, you can dial in from any extension in your phone system to access your voicemails or change your voicemail greeting.
For details on navigating the voicemail menu, you can view the 8x8 Voicemail Quick Reference Guide.

Why are all my calls going to voicemail?

There are two reasons your calls might be going to voicemail:

- You might have enabled Do Not Disturb for your user profile. Make sure that your presence status is not set to Do Not Disturb, and check that you have not set yourself to DND by entering a key shortcut in your desk phone.
- You might have enabled a call forwarding rule that forwards all incoming calls to voicemail. Disable call forwarding, or change your call forwarding rules to ensure that calls reach you when you are available.

Why do I not hear an audible alert when my voicemail notifications come in?

You may not be hearing your 8x8 Work notifications for one of the following reasons:

- If you have set your status to Do Not Disturb, notifications for messages, faxes, and voicemails are visible but muted on your device, and all your calls are sent to voicemail.
- Regardless of your in-app sound settings when you tap the profile image icon in the header to open your Profile screen and go to Settings > Notifications > Ringtone (which control only the ringtone on incoming calls), if you disabled notification sounds under Profile > Settings > Device Settings, you hear no sound upon receiving a notification for a new message, fax, or voicemail.

How do I delete a voicemail?

If you want to clean up your voicemail list in 8x8 Work, you can delete voicemails individually or in bulk. Voicemails deleted from 8x8 Work for Mobile are also deleted in 8x8 Work for Desktop.

To delete voicemails:

1. In your Phone list, go to Voicemails.
2. Hold down on the voicemail you want to delete. The voicemail is marked to be deleted.
3. If you want to delete additional voicemails, tap the desired voicemails to mark them.

4. To delete the selected voicemails, tap the Delete option.
About messages

In 8x8 Work for Mobile, take advantage of a powerful messaging experience with your colleagues and external contacts.

How do I know that my message was received and read?

When you first send a message to an 8x8 Work contact, the message changes from white to filled with color, indicating that it was successfully sent, and is labeled with the time it was sent. Once the other party reads the message:

- In a one-on-one chat conversation, the message is labeled as Read next to the time it was sent.
- In a chat room, the message is labeled with the profile images of the people who have read the message.

If you send a message to an external number or personal contact, the message is sent as a green SMS rather than a blue IM; you can only see whether the message was sent successfully.

How do I access my messages?

To access your messages with a specific user or group of users, open your Messages list to bring up all of your chats. Then, tap the desired user or group of users in the list to view your messages with them.

You can go to 1-1 to view only your SMS and IM chats with individual contacts, or go to Rooms to view only your list of chat rooms.

I’m not receiving notifications for my 8x8 Work messages. How do I receive notifications?

When you first install 8x8 Work for Mobile, you receive a prompt asking to allow the application to send you device-based notifications. If you decline the prompt, notifications are disabled by default. To enable notifications again, tap your profile image icon in the app header to open your Profile screen, and go to Settings.

If you do not see notifications despite being logged in, go to your device settings to enable notifications. You can then fine-tune your notification preferences from within the app.
Note: In order to stay up-to-date on communications in 8x8 Work, it is highly recommended that you enable notifications on your device.

To enable notifications on your device:
1. Go to Profile > Settings > Device settings to open 8x8 Work permissions in your device settings.
2. Enable 8x8 Work notifications, and edit the notification settings as needed.

To manage notification settings in 8x8 Work:
1. Go to Profile > Settings.
2. Under Notifications, enable or disable notifications for:
   - Missed Calls: Incoming calls that timed out and went to voicemail, or were hung up before being answered
   - Voicemails: Voice messages following a deflected or missed call
   - Messages: IM and SMS chat messages
3. Go to Ringtone to select the ringtone to play on an incoming 8x8 Work call; you can select from one of your OS ringtones, or one of our 8x8 ringtones to tell your incoming 8x8 calls apart from incoming calls to your device number or another app. Your selection does not affect the notification sound for your 8x8 non-call notifications, or your ringtone for calls to your device number. 8x8 Work for Mobile follows your device-set vibrate settings for notifications.

Note: In order to see notifications in real time, you must be logged in to 8x8 Work for Mobile on your device. If you are logged out of 8x8 Work for Mobile, notifications are only visible once you log back in.

Why do I not hear an audible alert when my message notifications come in?

You may not be hearing your 8x8 Work notifications for one of the following reasons:

- If you have set your status to Do Not Disturb, notifications for messages, faxes, and voicemails are visible but muted on your device, and all your calls are sent to voicemail.
- Regardless of your in-app sound settings when you tap the profile image icon in the header to open your Profile screen and go to Settings > Notifications > Ringtone (which control only the ringtone on incoming calls), if you disabled notification sounds under Profile > Settings > Device Settings, you hear no sound upon receiving a notification for a new message, fax, or voicemail.

How do I send a message to someone in my company?
You can easily send a message to a company contact by writing a new message from scratch, looking through your list of existing chats, or searching your company directory. You can also send messages to multiple colleagues at once via Team Messaging chat rooms.

**To write a new message:**

1. Open your Messages list to open your list of SMS and IM chats.
2. Tap the New Message option to bring up a menu.
3. In the menu that pops up, select New message to open a blank chat.
4. Enter the name or extension of the company contact you want to chat with, and begin writing the message.

**To reply in a conversation:**

1. Open your Messages list to open your list of SMS and IM chats.
2. From the list, select the desired contact to chat with, and begin writing the message.

**To send a message from company contact details:**

1. Go to Contacts > Company to open your company directory.
2. Tap the desired user to open their contact details.
3. In the contact details, tap the Chat option next to the contact’s extension number to begin writing the message.

**How do I send messages to numbers outside my company?**

When you send a message to a company contact, it becomes an IM (displayed in blue), which allows you to see the contact’s availability status, and whether the message has been successfully sent, received, and read.

Sending a message to an external number or a personal contact results in an SMS (displayed in green), which shows you whether the message has been successfully sent, but does not allow you to track the contact’s availability status or whether the message has been read. You can send an SMS by writing a new message from scratch, looking through your list of existing chats, or searching your personal contacts. Note that SMS is only supported for phone numbers in the United States and Canada.

**To write a new message:**
1. Open your **Messages** list to open your list of SMS and IM chats.

2. Tap the **New Message** option to bring up a menu.

3. In the menu that pops up, select **New message** to open a blank chat.

4. Enter the external number, or the name or number of the personal contact that you want to chat with, and begin writing the message.

**To reply in a conversation:**

1. Open your **Messages** list to open your list of SMS and IM chats.

2. From the list, select the desired contact to chat with, and begin writing the message.

**To send a message from personal contact details:**

1. In the **Contacts** tab, go to **My Contacts** to open your list of personal contacts.

2. Tap the desired user to open their contact details.

3. In the contact details, tap the **Chat** icon next to the contact’s mobile number to begin writing the message.

**How do I edit a message I sent that contains a mistake or typo?**

If you paste the wrong content into a chat or spot a sentence-altering typo in a message you sent, you can quickly edit the message to correct it and prevent confusion in the chat. Simply press and hold on a message to bring up a menu, and select the **Edit** option to begin editing. As you edit and once you finish editing, the timestamp for the message changes to indicate its status as currently or previously edited.
**Note:** You can edit IMs with company contacts, but not SMS messages with personal contacts and external numbers.

**How do I delete a message I sent in the wrong chat?**

If you enter a message into a chat with the wrong contact or group of people, you can delete the message to prevent confusion or distraction in the chat. Simply press and hold on a message to bring up a menu, select the **Delete** option, and confirm to delete the message. Once you delete the message, the content and timestamp of the message change to indicate that its content has been deleted, and what time the message was deleted.
Note: You can delete IMs with company contacts, but not SMS messages with personal contacts and external numbers.

How do I share messages in 8x8 Work to another app?

Let’s say you need to share important in-chat information with a colleague who can’t access 8x8 Work. If the information you need to share is spread across multiple messages, or even with some irrelevant messages in between, you can select multiple messages from a chat to share to another app!

Press a chat message you want to share, and in the menu that pops up, select Select messages to select any additional messages you need. Tap additional messages to mark them, and tap Share at the top of your screen to bring up your device’s menu of sharing options!
How do I create, use, and edit chat rooms?

Let’s say you want to send a chat message to all members of your team, rather than sending one at a time. Using Team Messaging with 8x8 Work for Mobile, you can create a purpose-made chat room to streamline your communications with your company contacts. In your list of Messages, you can create persistent chat rooms that you can access in addition to your individual chats. These rooms can be public or private, allowing you to collaborate with any colleague in your organization at any time, or keep confidential information secure within a small group of people.

If you want to quickly find an existing chat room, you can search for the desired room by name as you would search for a contact.
Before you create a chat room, consider whether to make it public or private:

- **Public chat rooms** (labeled as **public** next to the room name) are ideal for fully-collaborative discussions with anyone in your organization:
  - Public rooms are visible to all users listed in your company directory, and can be accessed by any user who finds them.
  - Mentioning any user in a public room brings their attention to the conversation, and displays the chat room in their list of rooms.

- **Private chat rooms** (labeled as **private** next to the room name) are best for discussions of confidential information that is currently secure within a small group of people:
  - Private rooms are visible and accessible only to room members who have been invited.
  - Only users who have been invited to a private room can be mentioned in it to bring their attention to the conversation.
  - If the wrong person has been invited to a chat room by mistake, or if a person in the chat room is moving to a different team in your organization, you can remove the person from your chat room via 8x8 Work for Desktop.

Collaborate with colleagues by creating a chat room from scratch, or by using an existing chat room. Once you create a chat room, you can invite members to private chat rooms, and quickly view details on any chat room you have access to.

**To create a chat room:**

1. In your Messages list, go to Rooms, and tap the **New Message** option to bring up a menu.
2. From the menu, select **Create room** to start creating a chat room.
3. In the chat room creation screen that opens, enter the name of the chat room.

![Create Room Screen]

<table>
<thead>
<tr>
<th>X</th>
<th>Create Room</th>
<th>Next</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROOM NAME*</td>
<td>Sales Room</td>
<td></td>
</tr>
<tr>
<td>ROOM TYPE*</td>
<td>Public (Default)</td>
<td></td>
</tr>
</tbody>
</table>

Everyone in company can find, view and post in this room. To invite your co-worker @mention them. For example, @John Doe.

4. Select the room type:
   - **Public**: A public chat room can be found by anyone in your company contact list by using the search bar of 8x8 Work, and can be accessed by anyone at any time.
   - **Private**: A private chat room can only be found and accessed by room members who are invited. A member who has been invited can later be removed from the room for security reasons; once a person has been removed from a chat room, they no longer have access to the message history of that room. If you are creating a private room on behalf of someone else, you can remove yourself from the room’s member list before you finish creating it.

5. Once you have entered the name and room type:
   - If you are creating a public room, tap **Done**. Any of your company contacts can now access the room once they search for it.
   - If you are creating a private room, tap **Next**. You are prompted to invite colleagues into the room. Only people who have been invited to a private room can find and access it. If you are creating a private room on behalf of someone else, you can also remove yourself from the room’s member list as you create it (for example, if you are an executive assistant creating rooms in which executives can hold confidential discussions).

6. The new room appears in your list of chats under **Messages** > **All** and **Messages** > **Rooms**.

   **To view and update chat room information:**
1. In a chat room, tap the room name.
2. In the chat room details page that opens, you can view information on the room, such as the room type, name, and members.

**Note:**
- If you are viewing the details of a private room, you also see how many members have been invited into the room.
- If the chat room is connected to a Sameroom-based communications app, such as Google Hangouts, Slack, or even another organization's 8x8 Work applications, you see that the room is
shared with other apps via Sameroom.

**Room details**

Name

Acmejets Dev

Type

Public room

Everyone in your organization can find this room, view its history, and post new messages. To invite co-workers, use "at" mentions. For example, to get Alice Fox's attention, post @Alice Fox. Alternatively, you can ask Alice to search for this room by name.

**Shared room**

Messages posted to this room also appear in
Dev on Fleep
#dev on Slack (Sameroom)

More details
3. As a participant in the room, you can edit the room name. If you are in a private room, you can also invite people to the room when needed. If you are creating a private room on behalf of someone else, you can also remove yourself from the room's member list as you create it (for example, if you are an executive assistant creating rooms in which executives can hold confidential discussions). If you accidentally invited the wrong person, or need to remove a person who has moved to a different team, you can remove people from existing private rooms.

To invite participants to a chat room (private rooms only):
1. In your Messages list, open a private chat room.

2. In the private room, tap the More option next to the room name to bring up a menu.

3. From the menu, select Add member.

4. In the contact directory page that opens, search and select users to invite to the room.

5. When you have selected all the desired users, tap Done to invite your colleagues. Existing members of the chat room see a notification that new members have been invited.

Note: For added security, an invited colleague has access to the chat history of the private room starting with the time they were invited.

How do I mention someone in a chat room to get their attention or introduce them to a colleague?

By mentioning a colleague, you can bring the colleague's attention to a discussion in a room they have access to, or simply reference their name if you need to reference them in a private room they don't have access to. Depending on the room or conversation where you try to mention a colleague, you can:

- **@mention and notify your colleague:** If you need a particular person to weigh in on the subject of your current discussion in a chat room, simply tap the @Mention option before typing their name (for example, <@John
Smith>): to get their attention at any time; this is referred to as an @mention. In a public room, you can @mention any of your company contacts, while in a private room, you can only @mention colleagues who are currently members of the room.

When you are @mentioned in a chat room, you receive a special notification with an @ label to indicate that a colleague is requesting your attention in a chat room. To ensure that you are always up to date on your tasks, you always receive notifications when you are @mentioned.
- **Silent-mention your colleague**: Let’s say that you are chatting in a group and a colleague asks whether anyone in the room knows the person responsible for a certain project; you may want to respond by saying “Yes, it’s @Robin Shasta” with an @mention of Robin. The mention is useful not only as a way to introduce colleagues to one another, since now Robin receives a message notification, but it's also useful as a quick and accurate way to share contact information.
To @mention and notify colleagues in a chat room:

1. In a public or private chat room, type `<@>` before the name of a user (for example, `<@John Smith>`) to bring up a list of users with matching names; the list narrows as you continue typing.
   - **In a public room:** You can @mention any colleague in your phone system to bring their attention to the current conversation.
   - **In a private room:** You can only @mention colleagues who are members of the private room.

2. Select the desired user from the list to bring their attention to the chat room.

To silent-mention colleagues in a chat room:

When you try to @mention a colleague, the mention selection list shows you whether the contact is @mentioned and notified, or silent-mentioned.

The names of colleagues who are silent-mentioned in a chat are written in italicized text to distinguish them from colleagues who are @mentioned and notified.
1. In a public or private chat room, type <@> before the name of a user (for example, <@John Smith>) to bring up a list of users with matching names; the list narrows as you continue typing. You silent-mention a colleague instead of mentioning them if they are currently not a member of the one-on-one chat or private room you are in.

   **Note:** If multiple people visible in the mention suggestion list have the same name, 8x8 Work shows you any information that can be used to differentiate them, such as email address.

2. Select the user from the list to reference them in the chat room without calling their attention.

**How do I control notifications I receive for chat rooms?**

Now that you are part of a discussion in a chat room, you can choose how frequently you receive notifications for the room. With Team Messaging, you can toggle between receiving notifications for all messages in the room or, if you receive too many notifications for discussions that are not relevant to you, you can choose to receive notifications only when you are mentioned in the chat room. Your notification settings are unique to each room you have access to.

**To set up chat room notifications:**

In a chat room under Messages, tap the button next to the room name to change your notification settings for that chat room:

- If you are currently Following a chat room: Tap the button to receive notifications only for messages where you are mentioned.
- If see the option to Follow a chat room: Tap the button to receive notifications for all messages in the chat room.

Regardless of how frequently you receive notifications for a room, you can access the room to view its full history of messages and changes at any time.

For example, if the name of the chat room is updated, or if a new colleague is invited to a private chat room you are part of, you can see these changes listed as system messages in the chat history for that room. Any such change is listed
along with the time the change was made, as well as the name of the person who made the change.

To temporarily mute chat notifications:

Let’s say that one of the chat rooms you follow is very active, but you are not part of the discussion and would like to block notifications for the room for a while; you can mute notifications for a conversation for 30 minutes, one hour, until you unmute the conversation, and more! In addition, if you are muting a chat room you are following, the ability to mute conversations also lets you block notifications without unfollowing a room.

**Note:** At this time, the ability to mute notifications in a chat is available only on mobile.
1. In a chat room, tap **More options** next to the room name to open a drop-down menu.

2. From the drop-down, select **Mute conversation** to open a menu.

3. In the **Mute conversation** menu that opens, select how long you would like to mute conversations for the chat:
   - 30 minutes
   - 1 hour
   - 2 hours
   - 4 hours
   - Until tomorrow
   - Until you unmute the conversation

   When you tap an option, the chat is muted for the selected period of time.

**How do I remove a person from a private chat room?**

If the wrong person has been invited to a chat room by mistake, or if a person in the chat room is moving to a different team in your organization, you can remove the person from your chat room.

**To remove a person from a private room:**

1. In your **Messages** list, open a private chat room.

2. In the private room, tap the name of the private room to view room details.

3. In the chat room details page that opens, you can view information such as the room type, name, and description.

4. If you are in a private room in which a member has moved to a different team or project, you can tap the desired member, and select the option to remove them from the private room.

**How do I copy the text of a message?**

Let’s say your colleague sent you information on a meeting you need to join instead of inviting you directly, or that you want to quote someone without retyping everything in the desired message; simply press on the desired message, and confirm to copy the message text.

**To copy the text of a message:**

1. In your **Messages** list, open a chat.

2. In the chat, press on the desired message to bring up a menu.
3. From the menu, select the option to copy the text of the message. You can now paste the text of the message where needed.

**How do I mark a specific message in a conversation as unread?**

If you have yet to get around to an action item that came up in a chat, simply mark a message discussing that item as unread so that you can quickly return to it the next time you open the conversation!

**To mark a message as unread:**

1. In your **Messages** list, open a chat.
2. In the chat, press on the desired message to bring up a menu.
3. From the menu, confirm to mark the message as unread and return to your Messages list. The conversation now shows up as unread; the next time you open the conversation, you have the option to jump to the message you marked by tapping Go to first unread.

**How do I mark a conversation as read?**

Let's say your colleague sent you a message you haven't read yet, and encountered you in person; they mention that they messaged you earlier, and you have a quick chat that clears up the task your colleague messaged you about. Since your colleague discussed the message with you in person before you could read it in 8x8 Work, you can simply mark these now-unecessary messages as read without needing to open it to prevent clutter in your chat history. You can mark SMS messages as well, such as spam or messages mistakenly sent to your number.

**To mark a conversation as read:**

1. In your Messages list, hold down on the desired chat to select it.
2. If needed, select additional chats to mark.
3. When you are finished selecting messages, tap the Mark read option to mark the messages as read.

**How do I hide a message from my chat history?**

If you receive spam messages via SMS, or find that your chat history is cluttered with old messages, you can easily clean up your chat history. If you hide a message, you do not delete it; other people you chatted with still have access to the conversation in their chat history.

**To hide conversations from your personal chat history:**

1. In your Messages list, hold down on the desired conversation or chat room to select it.
2. If needed, select additional conversations to hide.
3. When you are finished selecting messages, tap the Hide option to hide the messages from your chat history.

    Any conversation you hide this way is now hidden from your personal chat history, but continues to exist on our server and show up in the chat history of the people in the conversation.
How do I share and access file attachments in a chat?

Via 8x8 Work for Mobile, you can quickly and easily access images and files that you or your colleagues sent in a chat, as well as send images of your own.

**Note:** At this time, you can send only images from 8x8 Work for Mobile. However, you can still access non-image files that were sent by colleagues from 8x8 Work for Desktop.

In addition, if you need to forward a file to someone with limited 8x8 Work access; once you access a file attached in chat, you can share it in just a few taps!

**To share images in a chat:**

1. Open your **Messages** list, and open a chat.
2. While in a chat, you can:
   - Tap the **Share Image** option to attach an image that is saved to your mobile device.
   - Tap the **New Image** option to take a new image and attach it.
3. If desired, enter a message to accompany your attachments, and send.

**To access attachments in a chat:**

While in a chat, tap the thumbnail of an attached file to open the file.

**To share attachments received in a chat:**

1. While in a chat, tap the thumbnail of an attached file to open the file.
2. While viewing the file, tap the **Share** option to bring up a list of applications (such as a messaging or email...
app) that you can use to share the file.

3. Select the desired application, and continue to share the file with the intended recipient.

**Is SMS messaging enabled on my extension?**

SMS is enabled for all 8x8 users under the North American Numbering Plan (in the United States and Canada).

**Is SMS supported on my UK or Australian 8x8 phone numbers?**

Currently, 8x8 does not support SMS chat on phone numbers from outside the United States and Canada.

**As a user in the United States or Canada, can I exchange SMS messages with international contacts?**

Since SMS is currently supported only in the United States and Canada, contacts with international phone numbers are unable to receive or send SMS with North American users.

**Why are all my chat messages showing up as unread after my update to version 7.2?**

Due to our move to a new messaging platform in version 7.2, all past messages show as unread once you update to version 7.2 or newer. To fix this, open each conversation that has unread messages. Following this one-time action, all messages will correctly show as read.

**Why do I not see my chat messages from March 2018 and earlier?**

As 8x8 Work for Mobile has moved to a new messaging platform to ensure a smoother chat experience, IM history is available from February 2018 onwards, and SMS history is available starting with April 2018.
About meetings

8x8 Meet with 8x8 Work for Mobile combines flexible communication capabilities with powerfully collaborative meetings. With 8x8 Meet, take your team meetings to the next level via integration with calendar apps, high-definition audio and video, advanced meeting management features, and much more!

For details on how you can collaborate via 8x8 Meet, see our 8x8 Meet user guide.

Features

8x8 Meet enables you to use the following features:

- **Personal meeting space:** Take advantage of a personal meeting space unique to you, which you can add to any scheduled event in the calendar you work with. In addition, you can configure your meeting settings to use randomized meeting space names for added security!

- **8x8 Meet and calendar integration:** Integrate 8x8 Meet with one of the following calendars to take advantage of the convenience of your usual calendar app and the power of 8x8 Meet! Simply schedule in your calendar, and with one click or tap from your app, add a meeting to your scheduled event.
  - Apple Calendar
  - Google Calendar
  - Microsoft Exchange
  - Office 365
  - Outlook.com
  - Via our downloadable meeting plug-ins, combine the convenience of scheduling from start to finish in Google Calendar and Office 365 with the capabilities of 8x8 Meet.
- **HD audio and video**: Take advantage of a high-fidelity meeting experience that makes collaborating more efficient than ever.

- **Join via dial-in domestically or internationally**: Dial in to the meeting using phone numbers available in over 50 countries; use a phone number local to you to dial in to a meeting free of international charges!
  - Argentina
  - Australia
  - Austria
  - Belgium
  - Brazil
  - Bulgaria
  - Canada
  - Chile
  - Colombia
  - Costa Rica
  - Croatia
  - Cyprus
  - Czech Republic
  - Dominican Republic
  - El Salvador
  - Estonia
  - Finland
  - France
  - Germany
  - Greece
  - Hong Kong
  - Hungary
  - India
  - Indonesia
  - Ireland
  - Israel
- Japan
- Latvia
- Lithuania
- Luxembourg
- Malaysia
- Malta
- Mexico
- Netherlands
- New Zealand
- Norway
- Panama
- Peru
- Poland
- Portugal
- Puerto Rico
- South Korea
- Romania
- Russian Federation
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Thailand
- Turkey
- United Kingdom
- United States
- Vietnam
- **Join via 8x8 Spaces**: If your organization uses in-room conferencing systems to facilitate team and company meetings, you can take advantage of the convenience of your in-room systems when joining meetings via 8x8 Meet.

- **Record meetings**: Record meeting audio, video, and content sharing, and distribute recordings among participants for future reference.

- **Invite participants at any time**: Invite participants ahead of time via email, or during the meeting via chat or phone number to quickly mobilize your team.

- **View real-time meeting subtitles**: If you want to quickly scan through what was said in a meeting without sitting through a full-length recording, or find it difficult to hear what is spoken while you're in a meeting, simply activate real-time meeting audio subtitles, and then view a transcript that contains all subtitles that were generated during the meeting!

- **Stream meetings live**: Take advantage of live streaming your meeting via a verified YouTube account to reach a potentially-unlimited audience.

  **Note**: Ensure that you are using a verified YouTube account to stream, as an account can take 24 hours to be verified before you are able to stream through it. For details, see YouTube Help content on how to enable live streaming on your YouTube account.

- **Share on-screen content**: If you are joining from your desktop app or via browser on desktop, you have the ability to instantly share a web page, presentation, or app window on your desktop with meeting participants!

- **Quickly get a presenter’s attention**: If you want to ask a question or raise a point without interrupting a presentation, simply use the “Raise hand” feature to make yourself noticeable to a presenter or moderator who will call on you.

- **Join meeting chat**: Participate in group chat with all meeting participants at any time, or chat with participants individually in private chat.

- **Optimized performance no matter where you are**: Regardless of your location, 8x8 Meet gives you the best possible performance by routing your connection through the datacenter closest to you.

- **Ability to take over another user’s desktop**: If a participant joining via their desktop app needs something clarified, such as how to use a piece of software you are discussing, you can send a request to connect to their desktop if you have joined from your desktop app or via browser on desktop. Once the participant accepts, they begin sharing their screen so that you can take remote control of their desktop; this allows you to answer the participant’s question and demonstrate the solution to all participants in the meeting.
View analytics on your team's meeting experience: As an administrator for 8x8 Work via 8x8 Admin Console, get an overview of your organization's 8x8 Meet usage and quality at any time!

Brand your team's meeting experience: Brand your team's meeting spaces by adding your organization's logo, and add a custom background color or image to enhance your meetings with your organization's look and feel.

Advanced meeting moderator settings: Take advantage of advanced meeting features and settings; control your audio quality, manage which presenter is most visible to participants, and more!

- Control access to moderator settings as an admin: As an administrator, control whether people outside of your organization have access to in-meeting moderator settings.
- Control your meeting audio quality your connection quality drops to ensure a smooth meeting experience.
- Manage which presenter is most visible to participants via the “Everyone follows me” setting; with this setting enabled, if you select a person for viewing, that person becomes visible to everyone else in the meeting.
- To eliminate unwanted background noise during a presentation, select whether participants join the meeting with their microphones muted by default.
- Mute the audio or stop the video of any participant if needed, or mute everyone other than the current presenter to eliminate unintended background noise.

Note: If your organization does not enable creating or joining meetings in 8x8 Work for Mobile, you do not have access to meetings from within 8x8 Work.
About faxes

8x8 Work for Mobile enables you to manage faxes you send from the desktop app and receive from your colleagues.

How do I view and manage the faxes I received?

You can view and manage all your faxes under Phone > Faxes. In addition to viewing sent and received faxes, you can see at a glance if a fax sent from 8x8 Work for Desktop was canceled or failed to reach the intended recipient.

Why do I not hear an audible alert when my fax notifications come in?

You may not be hearing your 8x8 Work notifications for one of the following reasons:

- If you have set your status to Do Not Disturb, notifications for messages, faxes, and voicemails are visible but muted on your device, and all your calls are sent to voicemail.

- Regardless of your in-app sound settings when you tap the profile image icon in the header to open your Profile screen and go to Settings > Notifications > Ringtone (which control only the ringtone on incoming calls), if you disabled notification sounds under Profile > Settings > Device Settings, you hear no sound upon receiving a notification for a new message, fax, or voicemail.

How long does 8x8 Work store my fax messages?

Once you receive a fax, 8x8 Work keeps it available for review for 60 days. After the fax expires, 8x8 Work still displays a record of when the fax was received, who sent it, and how many pages you received. If you want to keep the fax past its deletion date, you can download or print the fax from 8x8 Work for Desktop before it is deleted.

To download or print a fax from 8x8 Work for Desktop:
1. Open your Fax list.

2. From the fax list that opens, hover over the fax to show options for the fax.

3. From the options, select either Download or Print as needed. If you download, you receive a notification in the corner of your screen once the fax has finished downloading.

**How do I mark faxes as read or unread?**

You can easily mark some of your faxes as read or unread from your list of faxes.

**To mark faxes as read or unread:**

1. Go to Phone > Faxes to access your list of faxes.

2. Tap the desired fax to open the fax details.

3. Tap the More option to open a drop-down menu.

4. From the drop-down, select Mark Read or Mark Unread depending on the current state of the fax.

**How do I share faxes?**

Want to share an 8x8 Work fax while away from your computer? You can share a fax from 8x8 Work for Mobile without having to switch over to your desktop.

**To share faxes:**

1. Go to Phone > Faxes to access your list of faxes.

2. Tap the desired fax to open the fax details.

3. Tap the More option to open a drop-down menu.

4. From the drop-down, select Share to open a menu of applications on your device you can use to share the fax, such as a mail app or Google Drive.

5. Select the desired application, and continue to share the fax.

**How do I print faxes?**

Want to print an 8x8 Work fax while away from your computer? You can print a fax from 8x8 Work for Mobile without having to switch over to your desktop.
To print faxes:

1. Go to Phone > Faxes to access your list of faxes.
2. Tap the desired fax to open the fax details.
3. Tap the More option to open a drop-down menu.
4. From the drop-down, select Print to open a preview screen.
5. Select the desired printer, paper size, and number of copies, and print the fax.

How do I delete faxes?

Let's say you want to delete faxes to keep your fax list free of clutter. You can easily delete a fax from 8x8 Work for Mobile, erasing it from 8x8 Work for Desktop as well.

To delete faxes:

1. Go to Phone > Faxes to access your list of faxes.
2. Tap the desired fax to open the fax details.
3. Tap the More option to open a drop-down menu.
4. From the drop-down, select Delete to erase the fax.
About feedback and more

At any time, send feedback on 8x8 Work for Mobile or manage how your device settings affect the app.

How do I send feedback in 8x8 Work?

If you have an improvement you would like to suggest, you can send written feedback to 8x8 Support by going to the feedback page, or by shaking your device while anywhere in the app. When you send your feedback, a data log is attached so that we can better understand any technical issues you mention.

**To send feedback by shaking your device:**
1. You can shake your device at any time to bring up a verification prompt, if enabled in your settings.
   If you have disabled the setting, you can enable it again:
   a. Tap the profile image icon in the header to open your Profile screen.
   b. In your profile, go to Settings > Advanced.
   c. Make sure that Shake to submit feedback is enabled.
2. After shaking, verify that you want to send feedback.
   The feedback screen pops up.
3. Describe an issue you are facing, or suggest an improvement to the app.
4. Tap the Send option to send your feedback to 8x8, with an attached data log and accompanying image of your screen at the time you shook your device. If desired, you can delete the screenshot or attach additional screenshots to send.

**To send feedback from the feedback page:**
1. Tap the profile image icon in the header to open your Profile screen.
2. In your profile, tap Feedback to open the feedback page.
3. Describe an issue you are facing, or suggest an improvement to the app.
4. Tap the Send option to send your feedback to 8x8, with an attached data log. If desired, you can attach screenshots to send along with the data log.
About 8x8 Work for Mobile on Chromebook

As an Android user, you have the ability to use 8x8 Work for Mobile on your Chromebook in addition to your mobile device!

How do I install 8x8 Work for Mobile on my Chromebook?

As a Chromebook user, you can quickly download 8x8 Work for Mobile on your Chromebook from the Google Play store.

To install and launch 8x8 Work for Mobile on your Chromebook:

1. On your Chromebook, click the Google Play icon visible on your app shelf.

   Note: If you do not see the icon on your app shelf, enable the icon in your Chromebook device settings.

2. In the Google Play window that opens, search for <8x8 Virtual Office>, and select 8x8 Virtual Office from the list of search results.

3. In the application page that opens, click Install.
4. Once the app is installed, click **Open** to launch the app.
5. When 8x8 Work for Mobile is launched, you can choose to pin the 8x8 Virtual Office application icon to your app shelf for quick access. Right-click the app icon to open a menu, and click Pin.
How do I log in to 8x8 Work for Mobile from my Chromebook?

Your credentials and accompanying details are sent to you via email. In the email, check whether you should use an 8x8-assigned username and password, or your existing company credentials.

To log in to 8x8 Work for Mobile on Chromebook:

1. From the starting screen when logged out, select Login to open an 8x8 login page in your browser.

2. In the login page that opens, enter your 8x8 username (or company email address) and your password, and click Login.

3. At the browser prompt, confirm to open in the app, and close the login page. Welcome to 8x8 Work for Mobile on
What can I do with 8x8 Work for Mobile on my Chromebook?

Your 8x8 Work for Mobile experience is nearly identical between your Chromebook and your mobile device, with the following exceptions:

- **Login and authentication**: On Chromebook, authentication prompts for login and meeting calendar sync open in your browser rather than directly in the app.

- **Settings**:
  - On your mobile device, you have access to mobile-specific settings which are not relevant to (or accessible from) Chromebook. Some examples of settings not accessible from Chromebook include **Profile > Settings > Data and Network Options** and **Profile > Settings > Advanced > Shake to send feedback**.
On Chromebook, you have the ability to control notifications for incoming calls, as well as more advanced control of your existing notification settings for messages, voicemails, and missed calls under **Profile > Settings > Notifications**. For example, you can customize whether a chat notification displays on your screen, is audible, and/or overrides your **Do not Disturb** presence status.

**Meetings:**

- On Chromebook, you can access 8x8 Meet via your **Meetings** list.
- On Chromebook, meetings you open launch in your browser instead of directly in the app.

*When I press the Enter key while writing a message, I add a new line to the message instead of sending. How do I switch to sending messages by pressing Enter?*

If you use 8x8 Work on a Chromebook, you now have the ability to send messages more intuitively by pressing your keyboard’s **Enter** or **Return** key; simply go to **Profile > Settings > Advanced** and enable the option to **Send messages on Return**!

If you leave this setting disabled, you continue to experience the app’s previous behavior; pressing your **Enter** or **Return** key while typing an 8x8 chat message adds a new line of text to the message you are typing.
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced</td>
<td></td>
</tr>
<tr>
<td>Standard cellular network</td>
<td></td>
</tr>
<tr>
<td>Show Active Call shortcut</td>
<td>If you are in a call, you can quickly access it even while you're using other apps</td>
</tr>
<tr>
<td>Enable software echo cancellation</td>
<td>Disabling software echo cancellation may improve performance but you may experience echo on devices without built in echo cancellation</td>
</tr>
<tr>
<td>Use smart replies</td>
<td>Enabling smart replies provides in-chat suggestions based on your conversation</td>
</tr>
<tr>
<td>Active call on another device</td>
<td>Display an active call info bar when having a call on another device. You can always flip the call on this device from the &quot;Calls&quot; tab.</td>
</tr>
<tr>
<td>Send messages on Return</td>
<td>Enabling this will allow you to send the message on return, disable it for multiline edit mode</td>
</tr>
<tr>
<td>Disable battery optimizations</td>
<td>Whitelist the app to prevent any battery optimizations, which may generate missed calls or messages.</td>
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