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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 minutes**: If you are in an area with poor signal strength, use cellular minutes 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.
- In rare cases, voicemails fail to delete.
- In rare cases, an incoming call may ring for a very brief time before stopping.

- 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!

- Ability to mute notifications for chats
- Enhancements to calls
  - Ability to choose from more 8x8 ringtones to distinguish between business and personal calls
  - Ability to flip a call to mobile via banner notification

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

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.

Enhancements to calls

The following enhancements apply to your calling experience.
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 > Ringtone, you now have more options for ringtones unique to 8x8 Work for Mobile!

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

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 iOS 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!
For details, see our FAQ on flipping calls.

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.
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
To log in or out of a queue, simply tap the queue and tap the Log in/Log out option that appears.

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.
Improved ability to add and transfer calls: Let’s say you usually transfer calls to your teammates or a small number of other colleagues; add these contacts to your list of favorite contacts and transfer your calls more quickly than ever!

When you try to add or transfer a call, you now see your list of favorite contacts and other suggested options without you needing to type their names. If you don’t want to add or transfer to one of these favorite or suggested contacts, simply start typing to bring up search results.

If you don’t have contacts added to your list of favorites, you don’t see a list of favorites above your other options.
Release 9.1

- **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? On iOS, you now have the ability to choose between viewing all chats, only one-on-one chats, or only chat rooms in your Messages list!
- **Improved ability to remove one person from a conference**: On iOS, enjoy a quicker experience when removing one participant from a three-way conference call! Now, you can remove a conference participant in just one tap, rather than two.
■ **Ability to select text in another app and send it via 8x8 Work:** As an iOS user, let’s say you’re quoting an article to your colleagues, or sharing other useful information written in another app; you now have the ability to select text in another app and share it to 8x8 Work for Mobile without copying and pasting!

Simply select the text you want to share, tap it, and select the **Share** option to show the apps on your device you can share to. In your list of apps, select 8x8 Work for Mobile.
- **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

- **Support for iOS 13**: To comply with changes made in iOS 13, we have updated your 8x8 Work experience accordingly:
  - New or changed:
    - Ringtone settings are now located under *Settings > Sounds and vibration patterns* in your 8x8 Work settings instead of under *Settings > Sounds*.
    - Actions for 8x8 Work voicemail notifications are now identical to actions for native device voicemail notifications. For example, tapping the notification opens your voicemail, and long-pressing the notification brings up the options to call back or message the caller.
  - Removed:
    - Notification settings for messages and missed calls are no longer available, but will return with improvements in a future release.
Cellular data settings are no longer available.

**Note:** The absence of cellular data settings may affect you if you are on roaming.

- **Support for 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; as an iOS 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.
8x8 Work for Mobile switches to Dark Mode whenever you have Dark Mode enabled or scheduled under Settings > Display & Brightness; if you need Dark Mode at a different time of day, simply select Automatic, and select a sunset-to-sunrise or custom schedule.

Note: To access Dark Mode in your device settings, you must be running iOS 13.4.1 or newer.

- **New Siri integration for messaging**: Need to get an urgent message to a colleague while you are driving or walking? As an iOS user, you now have the ability to message an 8x8 Work contact via Siri!
For example, if Pat realizes while driving that Robin might not know about a meeting that will take place within the hour, Pat can activate Siri and issue a command: “Using 8x8 Work, send a message to Robin Shasta saying “check the calendar for an upcoming conference.””

**Note:** If you have enabled 8x8 Work to access your device contacts, you can also send 8x8 Work messages to any contact on your device!

Siri supports the following commands with 8x8 Work:

- “Using 8x8 Work send a message to <contact name> saying <content of message>.”
- “Send a message to <contact name> on 8x8 Work.”
- “New message to <contact name> using 8x8 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**: For better usability, your Fax list now displays the profile image of the fax sender.
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!
- **New look for personal contact edit screen:** As an iOS user, enjoy a more intuitive experience while creating or editing a personal contact! When you create or edit 8x8 Work personal contacts, the app interface more closely matches your experience editing personal contacts on your mobile device, allowing you to manage your contacts more efficiently.
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.

- **Ability to search chat history:** Need to find an important discussion in your chat history that took place long ago? As an iOS user, you now have the ability to search for words and phrases in previous messages in a room or one-on-one chat! If one or more of your keywords appear in a message, the message shows up with any matching terms highlighted.
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!
- **Ability to jump to the first unread message in a chat**: Let’s say a subject comes up in your team’s chat room that you want to mark as unread for yourself as an item to return to later; the next time you open the chat, you now have the ability to jump back to the message you marked for yourself!

When you jump to the message you marked as unread, the message appears under a New messages indicator in your chat history.
Release 8.2

- **Enhanced navigation**: Enjoy an enhanced navigation experience that enables you to access important functions of the app more quickly and intuitively! You can now:
- Access the dial pad with a single tap from the navigation bar.

- Open your user settings from your profile screen.
- **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.
Support for Swipe gestures in Messages, Favorites, and Faxes screens: Need to quickly manage a large number of messages, faxes, or contacts? In addition to the existing functionality for calls and voicemails, you can now take advantage of swiping left or right to quickly manage the following:
  - Swipe left on a conversation to reveal the options to hide or mark as read.
    - Swipe right on a conversation to reveal options to manage your listed messages in bulk.
  - Swipe left on a fax to reveal the options to delete or mark as read/unread.
  - Swipe left on a favorite contact to reveal the option to remove from the favorites list.
For details, see our content on:

- Marking chats as read, marking messages in a chat as unread, or hiding chats.
- Managing favorite contacts.
- Marking faxes as read or unread, or deleting faxes.

**Support for placing 8x8 Work calls via Siri**: If you often use Siri on your iOS device to reach out to your contacts, you can now use Siri to place calls to your personal or company contacts through 8x8 Work! For example, to place a call to your teammate Robin Shasta, simply say “Hey Siri, call Robin using 8x8 Work,” and confirm!
To enable Siri for your device and 8x8 Work for Mobile, open your device **Settings** and go to:

- **Siri & Search** to enable Siri on your device.
- **Virtual Office > Siri & Search** to enable 8x8 Work for Mobile permissions for Siri.
- **Virtual Office > Contacts** to enable calling device contacts via 8x8 Work in addition to 8x8 Work contacts.
Need a quicker way to call a favorite 8x8 Work contact via Siri? If you use Siri with the Apple Shortcuts app on your mobile device, you can add Siri shortcuts in the Shortcuts app to quickly make 8x8 Work calls to your contacts!

To get the Apple Shortcuts app, download the app to your mobile device from the App Store, and get started creating 8x8 Work shortcuts with Siri!
- **New application-only ringtones**: In addition to the ability to use the same ringtone as your device 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.

- **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.

- **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.
- **Ability to mention users with identical names**: If you try to mention a name that is used by multiple people in a public or private room, the @mention selection list now includes additional information, such as their email addresses, to help you identify the correct person.

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.
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

- **Simplified management for voicemails and call logs:** We have introduced a quicker way for you to manage your voicemails and call logs! As an iOS user, you can now swipe left on a call log or voicemail to manage it individually, or swipe right to manage multiple list items in addition to the selected call log or voicemail.
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.
- **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.
You can now paste numbers more easily by double-tapping the number entry field when it is empty.
If the number you enter matches the number of a company or personal contact in your contact directory, the name of the matching contact shows up. If you enter a number not associated with any contact, you have the option to save the number as a new contact.
• **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**

• **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.
- **Improved conference call controls**: While you are in a conference call, the **Transfer** and **Park** controls are now disabled to better reflect supported conference call functionality.
- **Improved call transfer to company contacts**: To better enable you to transfer a call to someone in your organization, tapping the **Transfer** option on a live call now brings you directly to the company directory rather than your list of recent calls.
What's new in the 8x8 Work for Mobile 10.1 release?

Select Transfer in a call to view the list of your company contacts you can transfer to.
• **Enhanced voicemail experience:** To improve performance, audio for each voicemail is now downloaded on demand rather than automatically. In addition, you are notified if there was an error during the download.

• **Messaging improvements:** The following enhancements apply to your messaging experience in your Messages list.

  o **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.
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.
- **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

- **Notifications for upcoming meetings with synced calendar**: Don't miss a single upcoming Virtual Office meeting! When you sync your Meetings list with your device calendar app, you receive device notifications for your upcoming meetings from 8x8 Work for Mobile, ensuring that you stay on top of your schedule. Swipe on the notification and confirm to view options for joining the meeting or reviewing meeting details.
What's new in the 8x8 Work for Mobile 10.1 release?

Monday, February 25

8x8 VIRTUAL OFFICE

Marketing Meeting
Host: Lisa Black
12:05 PM - 1:05 PM

Swipe left on the notification, and tap View to open meeting options.

From the meeting options, join the meeting, dial in, or view details.

Join meeting
Call meeting
Meeting details
Meeting notifications are controlled via a new setting; to find it, open the More screen and go to Settings > Notifications.

- **Ability to jump to current day in synced calendar:** When you sync your Meetings list with your device calendar app, you can quickly navigate to today's meetings with a tap of the Today option, enabling you to quickly find your place in your schedule.
- **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.
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.

- **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: 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.

- **Cellular Assist now known as Cellular Minutes**: The ability to use your cellular voice plan in addition to your data network for calls has been renamed to be more user-friendly.
Release 7.5

- **Calendar view for meetings**: At a glance from within 8x8 Work for Mobile, you can review and access all upcoming and past Virtual Office meetings scheduled in calendar apps such as Google Calendar. In addition to meetings you host, you can view meetings you are invited to. To sync with your calendar apps, open your Meetings list, and accept the prompt to sync your calendar.
Ability to promote calls to 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 on an 8x8 Work call, you can immediately create a productive Virtual Office meeting, and bring the other party into the meeting. If you are talking to two other 8x8 Work users in a conference call, you can also bring both of them into a three-person meeting with you!
**Note:** If the other party in the call is taking the call via the following versions of 8x8 Work, they receive and must accept the meeting invite via chat or email, instead of being brought in automatically:
- Version 7.4 or earlier of 8x8 Work for Mobile.
- Version 5.8 or earlier of 8x8 Work for Desktop.

- **Option to silence incoming 8x8 Work calls while staying logged in:** 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.

For details, see our content on using the Do Not Disturb status.

- **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!

- **Renamed Messages list**: Your **Recents** list has been renamed to **Messages**.
- **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.

- **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 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.

- **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. Swipe 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.](image)

- **Streamlined Meetings list**: Enjoy a new experience in your Meetings list! With a click, access and stay on top of your meetings, and collaborate more effectively. When you open the screen, you always see your list of
meetings first; you can then choose to open a listed meeting, create a new meeting, or join a meeting using a Meeting ID.

<table>
<thead>
<tr>
<th>Meetings</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Create meeting</td>
<td>Join with ID</td>
</tr>
</tbody>
</table>

Looking for meetings you are invited to? View in calendar

- **Product Meeting**: Join
- **Team Sync**: Join
- **Mobile Release 7.4 Kickoff**: Join
- **Sales Staff Meeting**: Join

**Release 7.3**

- **Enhanced feedback experience**: When you send feedback, 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.
- **Improved number formatting**: Enjoy a smoother experience when calling back numbers of any format from within a call log.
- **Renamed Recents list**: Your Messages list has been renamed to Recents.
- **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 iOS user, you can find 8x8 Work for Mobile on the App Store.

To download 8x8 Work for Mobile:
1. On the App 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!

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 \[ \text{Z} \] 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 \[ \text{Z} \] 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.

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 App 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></td>
<td><strong>Messages</strong>: Send SMS and IM messages, and access all message history with company and personal contacts via 8x8 Work.</td>
</tr>
<tr>
<td></td>
<td>- <strong>All</strong>: Chat with individual contacts, or with groups. To view only individual chats or only group chats, refer to</td>
</tr>
<tr>
<td>Tab</td>
<td>Functions</td>
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<tr>
<td>--------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>the following tabs:</td>
<td></td>
</tr>
<tr>
<td>1-1:</td>
<td>Chat with company and personal contacts individually.</td>
</tr>
<tr>
<td>Rooms:</td>
<td>Chat with teams or small groups to collaborate on projects.</td>
</tr>
<tr>
<td>Calls:</td>
<td>Make and manage calls, and review voicemails.</td>
</tr>
<tr>
<td>All and Missed: Make calls, and access past call details for incoming, outgoing, and missed calls.</td>
<td></td>
</tr>
<tr>
<td>Voicemails:</td>
<td>Review and manage all voicemails sent to you.</td>
</tr>
<tr>
<td>Faxes:</td>
<td>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>
</tr>
<tr>
<td>Queues:</td>
<td>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>
</tr>
<tr>
<td>Dial pad:</td>
<td>Place calls to any phone number in just a few taps.</td>
</tr>
<tr>
<td>Contacts:</td>
<td>Access and reach out to your favorite, company, and personal contacts.</td>
</tr>
<tr>
<td>Favorites:</td>
<td>If there are contacts you frequently communicate with, you can mark them as favorites for quick access.</td>
</tr>
<tr>
<td>Company:</td>
<td>View and communicate with the contacts on your company phone system.</td>
</tr>
<tr>
<td>My Contacts:</td>
<td>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>
</tr>
<tr>
<td>Meetings:</td>
<td>Join, create, and manage your 8x8 meetings.</td>
</tr>
<tr>
<td>Profile:</td>
<td>From your profile image icon in the app header, access settings and help on 8x8 Work for Mobile.</td>
</tr>
<tr>
<td>Presence status: Set your presence status to show whether you are available, busy, on a call, or more!</td>
<td></td>
</tr>
<tr>
<td>Settings:</td>
<td>Personalize your settings to enhance your 8x8 Work experience.</td>
</tr>
<tr>
<td>Rate us on the App Store: Rate the app on the App Store.</td>
<td></td>
</tr>
<tr>
<td>Feedback:</td>
<td>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>
</tr>
<tr>
<td>What's New:</td>
<td>Want to see what’s new in the latest version of 8x8 Work for Mobile? Tap to access our list of new features.</td>
</tr>
<tr>
<td>Help &amp; Support: Need information on the app? Tap to access the 8x8 Work for Mobile user guide.</td>
<td></td>
</tr>
</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. In your device settings, go to **Settings > General > Language & Region**.
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.

8x8 Work for Mobile switches to Dark Mode whenever you have **Dark Mode** enabled or scheduled under **Settings > Display & Brightness** in your device settings; if you need Dark Mode at a different time of day, simply select **Automatic**, and select a sunset-to-sunrise or custom schedule.
To access Dark Mode in your device settings, you must be running iOS 13.4.1 or newer.

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 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 Done in your profile, your new status displays to other users.
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 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.

**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. Open your Contacts list.
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 Calls list:**

1. Go to Calls > All or Calls > Missed.
2. Tap the Information option next to 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 New Contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to Existing Contact** 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 voicemails under the Calls list:**

1. Go to **Calls** > **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 New Contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to Existing Contact** 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 New Contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to Existing Contact** 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></td>
<td>- Third-party contacts affiliated with your company, located in an external contact list(such as Microsoft Exchange), that have been made visible in 8x8 Work by your phone system administrator.</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, location, 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. Swipe left on the desired contact, and select the Delete option that pops up 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. Open your Contacts list.

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 to show more keys. Tap the pause key when you need to insert a pause for the IVR menu. You are taken back to the standard keypad. 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 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 minutes under Profile > Settings > Use carrier minutes to receive calls on your device via cellular voice.
- You have enabled device microphone 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: 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 the same ringtone as your device, 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:

In your Dial pad, 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.
   - Under Favorites, tap the desired contact to place a call.
   - Under Company or My Contacts, tap the desired contact to view their contact details. Then, tap the Call option 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 Calls list, go to All or Missed.
2. Tap the desired contact or number to place a call.

To place a call from voicemail:

1. In your Calls list, go to Voicemails.
2. Tap the desired voicemail.

3. In the voicemail controls that expand, tap the Call option to place a call.

As an iOS user, how do I place an 8x8 Work call using Siri?

If you often use Siri on your iOS device to reach out to your contacts, you can now use Siri to place calls to your personal or company contacts through 8x8 Work for Mobile! For example, to place a call to your colleague Robin
Shasta, simply say “Hey Siri, call Robin using 8x8 Work,” and confirm!

In order to use Siri for your device and 8x8 Work, ensure that you have the following enabled in your device Settings:

- **Siri & Search** to enable Siri on your device.
- **Virtual Office > Siri & Search** to enable 8x8 Work for Mobile permissions for Siri.
- **Virtual Office > Contacts** to enable calling device contacts via 8x8 Work in addition to 8x8 Work contacts.

Need a quicker way to call a favorite 8x8 Work contact via Siri? If you use Siri with the Apple Shortcuts app on your mobile device, you can add Siri shortcuts in the Shortcuts app to quickly make 8x8 Work calls to your contacts!

To get the Apple Shortcuts app, download the app to your mobile device from the App Store, and get started creating 8x8 Work shortcuts with Siri!
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. Open your Contacts list.

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 to show more keys. Tap the pause key when you need to insert a pause for the IVR menu. You are taken back to the standard keypad. 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 +).

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** to bring up a search entry box and, before you start typing, your list of favorites and other suggested calls for the transfer.

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 Call** 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 labeled as **Active** becomes active, and the call labeled as **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 call, and a third party calls you. If your device runs on iOS 10 or newer, you can successfully receive, make, and manage mixed 8x8 Work and cellular calls, in addition to multiple 8x8 Work calls.

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.

**Note:** On versions of iOS prior to iOS 10, your existing 8x8 Work call is automatically placed on hold if you have an incoming cellular call. Similarly, if you are on a cellular call when you get an incoming 8x8 Work call, you must end the cellular call before you can answer the 8x8 Work call.

**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 queue and tap the Log in/Log out option that appears.

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

When you open the dial pad from your Calls 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>Block Caller ID: Dial before calling a number to block your Caller ID from the other party.</td>
</tr>
<tr>
<td>*69</td>
<td>Last Call Redial: Dial the last number you called or were called by.</td>
</tr>
<tr>
<td>*78</td>
<td>Activate DND: Activate Do Not Disturb to send incoming calls to voicemail.</td>
</tr>
<tr>
<td>*79</td>
<td>Deactivate DND: Deactivate Do Not Disturb to receive incoming calls.</td>
</tr>
<tr>
<td>*80</td>
<td>Toggle DND: Toggle your Do Not Disturb status.</td>
</tr>
<tr>
<td>*88</td>
<td>Flip Call: 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>*5</td>
<td>Barge: If you are Monitoring a call, Barge in to speak with and be heard by both parties on the call.</td>
</tr>
</tbody>
</table>
### Star Code

<table>
<thead>
<tr>
<th>Star Code (BMW)</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<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>
<tr>
<td>*23 (BMW)</td>
<td><strong>Barge Direct</strong>: Barge in on a call without Monitoring or Whispering first.</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.

**How do I prevent my 8x8 Work business calls from cluttering my personal device call history?**

Let's say you make a large number of business calls throughout the day, but occasionally make important personal calls as well; this may cause a problem when you look at your device call history on iOS. If you open your device call history to look for an important personal call earlier in the week, you may lose valuable time if your call history is full of 8x8 Work business calls. To prevent this problem, you can disable future 8x8 Work calls from showing up in your device call history.

**Note:** Disabling this setting prevents future 8x8 Work calls from showing up in your device call history, but does not remove previous calls that are already listed in your call history. By default, your 8x8 Work calls are listed together with your personal calls in your device call history (under **Recents** in the **Phone** app of your device).

**To prevent 8x8 Work calls from appearing in your device call history:**

1. Tap the profile image icon in the header to open your **Profile** screen.
2. In your profile, go to **Settings > Advanced settings**.
3. In your advanced settings, disable **View call history in Phone app**. This prevents future business calls from showing up in your personal call history, but does not remove 8x8 Work calls that are already visible in your device call history.

**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 <strong>Do not disturb</strong>.</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>Cellular</td>
<td>Forward calls to your desired cellular number.</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:** 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, update your phone number listings to inform callers of the option to dial out if you are unavailable (“Reach me at 555-0123. If I am unavailable, you can either leave a voicemail, or please dial zero to direct your questions to my associate.”).

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 Settings.
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 settings 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 the same ringtone as your device for 8x8 Work. To control device vibration on an incoming call, go to your device sound 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 Calls list, go to All or Missed.

2. The first time you open your Calls list, you see a description of how you can manage call logs and voicemails individually or in bulk.

   - To delete an individual call log, swipe the desired call log to the left, and tap the Delete option that shows up to confirm.
To delete multiple call logs in addition to the desired call log, swipe one of the desired call logs to the right, select additional items in the list to delete, and tap **Delete** to confirm.
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 **Calls** 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 new contact** to start creating a new contact; the number and caller name (if one exists) are automatically filled in.
   - **Add to existing contact** 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.
   - **Share**: Share the content of the voicemail via another app on your device.

**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 > Sounds (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 Calls list, go to Voicemails.

2. The first time you open your Calls list, you see a description of how you can manage voicemails and call logs individually or in bulk.
To delete an individual voicemail, swipe the desired voicemail to the left, and tap the **Delete** option that shows up to confirm.

To delete multiple voicemails in addition to the selected voicemail, swipe one of the desired voicemails to the
right, select additional items in the list to delete, and tap **Delete** to confirm.
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.
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 the same ringtone as your device, 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.

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 > Sounds (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** 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 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 search for an older message in a chat?

Need to find an important discussion in your chat history that took place long ago? Simply search for words and phrases in previous messages in a room or one-on-one chat! If one or more of your keywords appear in a message, the message shows up with any matching terms highlighted.

To search for a message in your chat history:
1. In the chat you want to search, tap the **More** menu to open a drop-down menu.
2. From the menu, select **Search** to open the search view of the chat.
3. In the search box, enter the keywords you're looking for, and confirm. Messages that contain one or more of your keywords show up, and the keywords are highlighted.

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.
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.

**Note:** By using the search bar in 8x8 Work, anyone on your phone system can find and access public chat rooms, while private rooms are only visible to people who have been invited to the room.

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 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.

<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>

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 **Create**. 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.

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 **More** option next to the room name to bring up a menu.
   2. From the drop-down, select **Room info**.
3. 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.

<table>
<thead>
<tr>
<th>Room details</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
<td></td>
</tr>
<tr>
<td>AcmeJets Dev</td>
<td></td>
</tr>
<tr>
<td>TYPE</td>
<td></td>
</tr>
<tr>
<td>Public room</td>
<td></td>
</tr>
</tbody>
</table>

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.

More details
4. 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.

**As an iOS user, how do I send an 8x8 Work message using Siri?**

Need to get an urgent message to a colleague while you are driving or walking? As an iOS user, you now have the ability to message an 8x8 Work contact via Siri!

For example, if Pat realizes while driving that Robin might not know about a meeting that will take place within the hour, Pat can activate Siri and issue a command: “Using 8x8 Work, send a message to Robin Shasta saying “check the calendar for an upcoming conference.””
Note: If you have enabled 8x8 Work to access your device contacts, you can also send 8x8 Work messages to any contact on your device!

Siri supports the following commands with 8x8 Work:

- “Using 8x8 Work send a message to <contact name> saying <content of message>.”
- “Send a message to <contact name> on 8x8 Work.”
- “New message to <contact name> using 8x8 Work.”

In order to use Siri for your device and 8x8 Work, ensure that you have the following enabled in your device Settings:

- Siri & Search to enable Siri on your device.
- Virtual Office > Siri & Search to enable 8x8 Work for Mobile permissions for Siri.
- Virtual Office > Contacts to enable calling device contacts via 8x8 Work in addition to 8x8 Work contacts.

Need a quicker way to call a favorite 8x8 Work contact via Siri? If you use Siri with the Apple Shortcuts app on your mobile device, you can add Siri shortcuts in the Shortcuts app to quickly make 8x8 Work calls to your contacts!

To get the Apple Shortcuts app, download the app to your mobile device from the App Store, and get started creating 8x8 Work shortcuts with Siri!
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.

![Screenshot of a chat interface with options to copy text and mark as unread highlighted.](image-url)
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-unnecessary 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, swipe left on the desired chat to select it, or swipe right to start selecting multiple chats.
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, swipe left on the desired conversation or chat room to select it, or swipe right to start selecting multiple chats.
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.

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.

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**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 Calls > 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 > Sounds (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 Calls > Faxes to access your list of faxes.

2. Swipe left on the desired fax, and select Read or 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 Calls > Faxes to access your list of faxes.

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

3. Tap the Share option to open a menu of applications on your device you can use to share the fax.

4. Select the desired application, and continue to share 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 Calls > Faxes to access your list of faxes.
2. Swipe left on the desired fax, and select the Delete option that pops up 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 settings.
   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 Send 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 Send to send your feedback to 8x8, with an attached data log. If desired, you can attach screenshots to send along with the data log.

**How do I set my application date and time format?**

If you are on a business trip, or communicate frequently with contacts in another country or time zone, you can go to your device settings to change your region, time zone, and date and time formats accordingly.

1. In your device, open Settings > General.
2. Go to Language & Region.
3. Select your region under Region Formats.
4. Tap Done, and accept the prompt to confirm. Based on your selection of country and time zone, the device date and time formats change based on your selection.
   When you open 8x8 Work for Mobile, it opens using the corresponding date and time formats.