

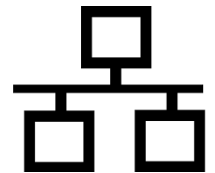
8x8 Support Tips

Initial Steps

Before beginning troubleshooting, it is useful to first make sure that your network connection is functioning properly.

For issues with handset devices, power-cycle your device by unplugging the ethernet cable, waiting 15 seconds, and reconnecting the ethernet cable.

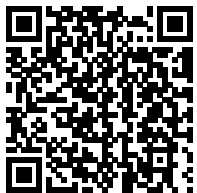
When contacting support you will be asked for your company specific passphrase, keep this to hand if it is needed.



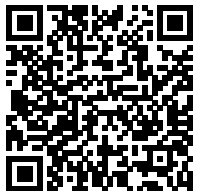
8x8 Basic Troubleshooting Steps

1

Use the [8x8 Work](#) and [Contact Center](#) User Guides to find steps to configure features.



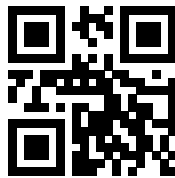
8x8 Work User Guide



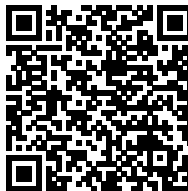
Contact Center User Guide

2

Visit the [Support Site](#) to find support articles. More [88 Second Guides](#) are also available.



8x8 Support



88 Second Quick Reference Guides

3

Available through the support site is the chat bot **Otto**. Chat with Otto to receive initial troubleshooting advice. If Otto cannot resolve an issue, you will be forwarded to a live agent.



4

If problems continue, escalate your issue to 8x8 based on your **support package**. 8x8 Support can be reached in the USA on, 1-866-204-8720 or 1-888-898-8733 and, the UK on, +44 207 096 6060.

