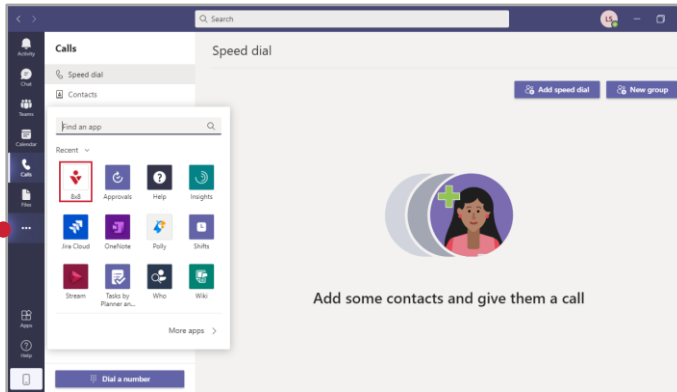


# 8x8 Voice for Microsoft Teams

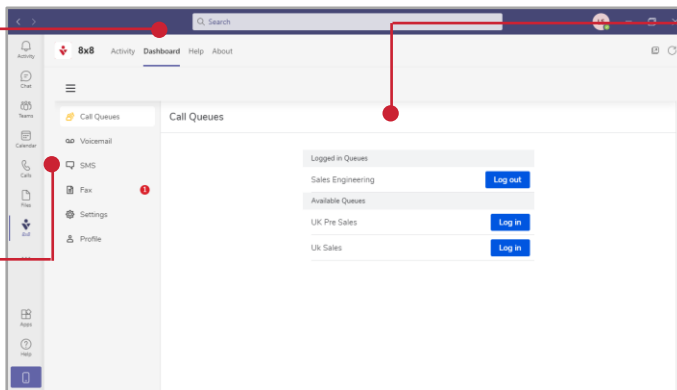
## Access 8x8 Voice

1. From within MS Teams, select the **ellipsis**
2. If you've accessed 8x8 Voice recently, the app appears under **Recent**. Select the app



## Dashboard

The Dashboard grants you access to the key 8x8 Voice features. Select the **Hamburger** icon to show/hide the features.

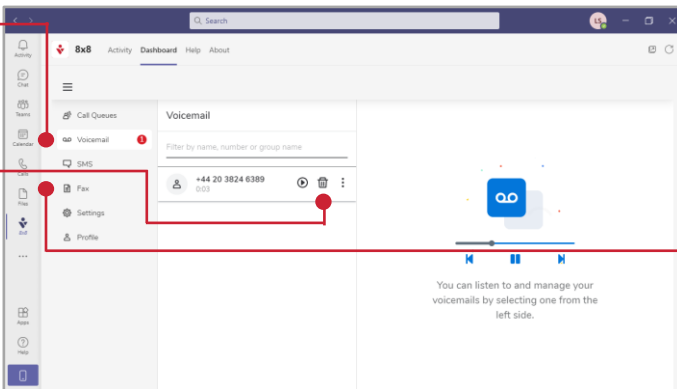


## Call Queues

1. Select **Call Queues**
2. A list of your assigned Call Queues appear
3. Select **Log in** next to the queue you wish to log in to
4. Queues you are logged into appear above queues you are not logged in to; the **Log in** button changes to **Log out**
5. Select **Log out** next to a queue to stop receiving interactions for the queue

## SMS

Write a message to an external number to send an SMS (or MMS if it contains attachments).



## Access Voicemail

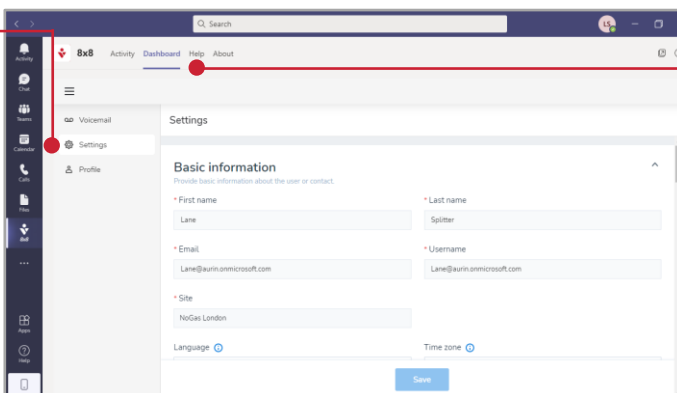
1. Select **Voicemail**
2. All Voicemails appear
3. Hover over a Voicemail to view options
4. You can **Play**, **Delete** or access more options (such as **Download**) via the icons

## Fax

Select **Fax** to send and view received faxes. Hover over a received fax to **Mark as read**, **Delete** or **Download** the fax. Select the blue action icon and complete the pop-up form to send a fax.

## Settings

You can access your 8x8 Voice settings via the **Settings** tab. Use the scroll bar to navigate to settings such as **Voicemail settings**, **External Caller ID**, **Call forwarding rules**, and **Music-on-hold settings**.



## Access Help

Select the **Help** tab at the top of the application to access the **User guide**, **Contact us**, or **Send feedback**.