Internet Phone Service

Packet8®

Virtual Office

Service Selection Guide

For Equipment Ordered from a Retailer

VoIP Hosted PBX

88 8x8, Inc.

www.packet8.net

Packet8
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Congratulations on becoming a
Packet8 Virtual Office Subscriber!

If you ordered your Virtual Office service online **directly from Packet8**, you have already signed up for a Virtual Office service plan. All you need to do now is configure your new hosted PBX and activate your extensions. Below is an overview of this process:

1. Log into your Packet8 account at *www.packet8.net*.
2. Submit your PBX name
3. Submit your extension information
4. Activate extensions

If you ordered Virtual Office equipment **from a retailer**, you need to follow all the steps in this guide to select and configure the service you require.

Select and Configure

Step 1 - Go to http://activate.packet8.net and Enter MAC Address(es)

a. Start here to select and configure your Packet8 Virtual Office Service Plan.

b. Enter the **MAC** address found on the retail box and on the bottom of any of your new Packet8 adapters.

Step 4 - Invoice

Example of what the MAC address looks like

The MAC address identifies which authorized partner you purchased the Virtual Office devices from and will direct you to the specific website pages for the product purchased. You will need to enter the MAC addresses for all your adapters later in the process so keep them at hand.

Step 5 -

c. After entering one (1) of the MAC addresses, click on the More Devices link. Additional fields will be available to enter remaining MAC addresses. Click the Continue button once all MAC addresses have been entered.

Step 2 - Order Extensions and Service

A new page will then be presented.

Step 3 - Enter Account Information & Confirm Order

At this point, you will be asked to enter the Packet8 Account Information that will be used to access this account. Use the tab that best describes the account -- I am a new customer or I am an existing customer. Fill in the information as required.

In the next screens, you will need to enter the Service Address, Billing Information, and Shipping address(es) as appropriate. You'll need to accept Terms & Conditions and click Confirm Order at the end of the process.

Next, you are presented an invoice page. Print and file for your records. The next step will be to configure your PBX.

Login & Configure PBX

a. Login at www.packet8.net using the LOGIN NAME and PASSWORD created during the account sign-up process.
b. Click on "VO IPBX Configu" and assign a Company Name and Company ID. You will also need to enter Directory Listing information if you choose to be listed, select the appropriate response (YES or NO) and continue.
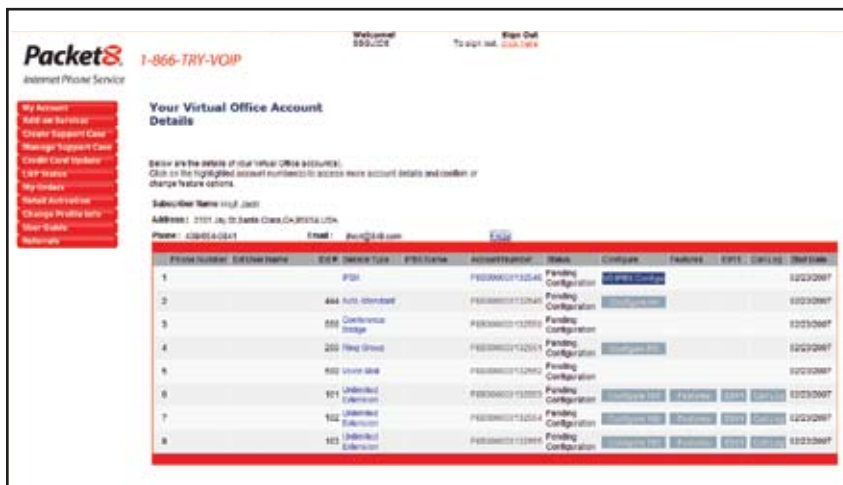
Step 6 -   Configure Extensions

Once the PBX has been configured, the individual extensions must be configured. Click the button(s) for each extension to be configured (101, 102, 103, etc) as appropriate. The screen that follows will allow you to set up each extension's individual specifications -- first name, last name, location, etc.

Fill out E911 addresses for all extensions.   Select State and Rate Center for each extension.

Step 7 - Extension Activation

Now, the final step is to activate each extension associated with your Virtual Office.
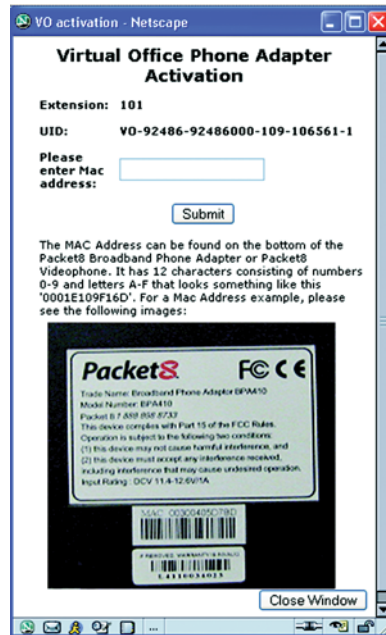
1. Assemble and connect your Packet8 Virtual Office telephone.
2. Connect your Packet8 Broadband Phone Adapter.
3. Scroll down to the Extension you wish to activate.
4. Select the "Activate" button.
5. The Virtual Office Phone Adapter Activation page will pop up.
6. Enter the MAC address found at the bottom of the adapter. Click on Submit.
7. You should now have an activated extension with telephone number.

Optional Services at the Discretion of Users

Step 1 - Configure Ring Groups

If desired, you can set up your extensions in Ring Groups. There are different configurations: all ring when a specific number is called, some ring when the number is called, some extensions ring sequentially, etc.

Extensions MUST be configured prior to configuring Ring Groups.

Step 2 - Configure Auto-Attendant

Auto-attendant is a useful tool to enable callers to contact you or your staff without human intervention. Usually a business will have two different auto-attendant greetings, including business and after business hour configurations. For example: "Press 1 to dial by name (including group names). Press 2 to dial by extension (including group extensions). Press 3 to play the company directory. Press 4 to hear company address and directions. Press 0 to reach the operator." This is a basic auto-attendant menu. Auto-attendants are also useful to present after business hours callers with the ability to reach parties, leave messages or hear important information.

For questions or assistance

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