

# Manager Express Administration Guide



## Getting started with Manager Express

The online administration tool for 8x8 Express phone system is both simple and intuitive. It comes pre-configured so all you need to do is review the existing default settings, make the necessary changes and you are set. Whether it is creating new users, defining call flows, porting existing phone numbers or managing your billing information—do all of these and more from one dashboard for an easy and streamlined experience.

With Manager Express, you can review and customize:



### Business Info

Define and set up your business hours whether it is 24/7 or a specific schedule, change your number or modify address, and set time zones.



### Call Routing

Customize the calling experience by defining your call flows with specific routing and forwarding rules for business (open) and non-business (closed) hours:

- Record custom greetings to guide customers through their calls
- Configure call handling flow with options to redirect callers to an auto attendant, a ring group, voicemail or a specific person or number



### Users and Phones

View, add and edit users and numbers, modify contact details and reset passwords to ensure all users are configured properly. You can also select and activate your desk phones.



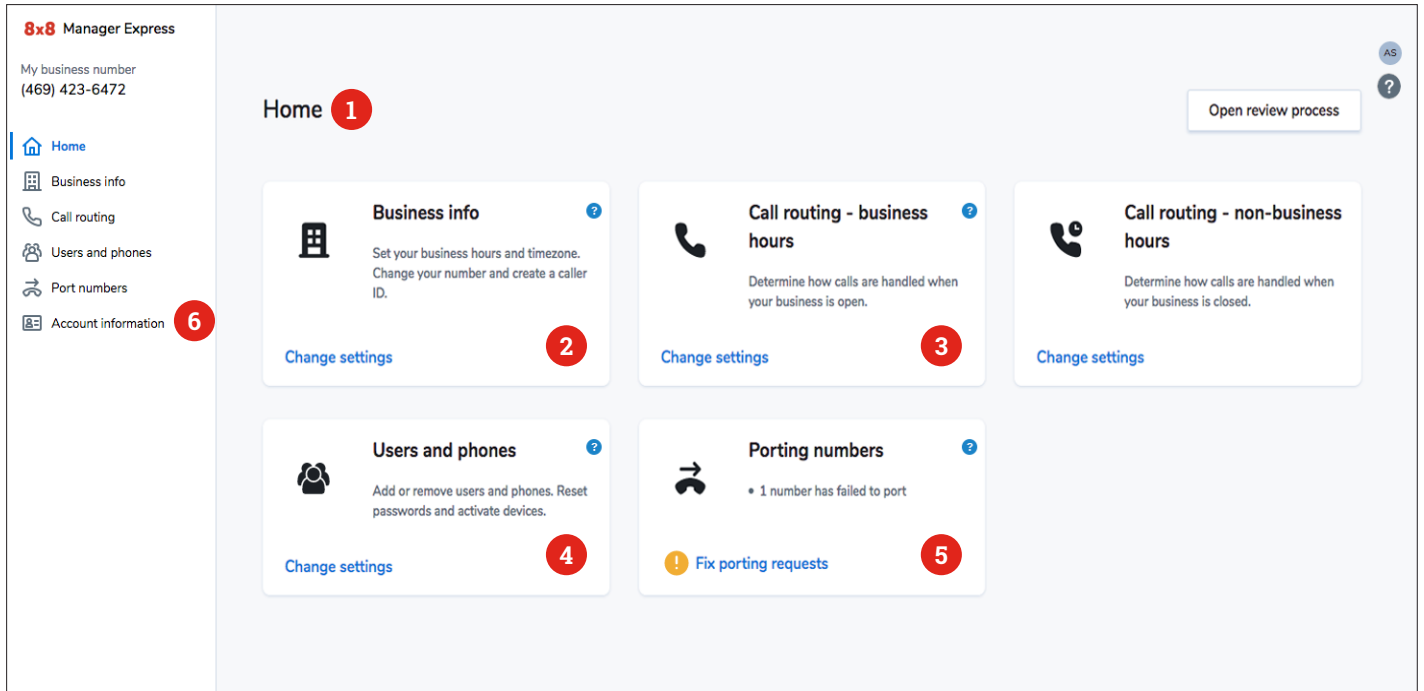
### Port Numbers

Number porting allows the transfer of phone numbers from your previous provider to 8x8. Click on the 'Port Number' option on the menu to submit a porting request.



### Account Information

View billing statements, purchase new licenses and devices and modify payment information—do all this and more through account information. You can also drill down further to see a breakdown of usage summary, services and call details.



- 1 Home**—The Manager Express Home screen is where you can make changes to your pre-configured setup and customize your system.
- 2 Business Info**—The Business Info menu lets you set your business hours, this will help dictate how calls are handled in the Call Routing menu.
- 3 Call Routing**—The Call Routing menu determines where your calls go and how they're handled, based on your business hours.
- 4 Users and Phones**—The Users and Phones menu helps you configure your phone numbers and manage users that have access to them.
- 5 Port Numbers**—The Port Numbers menu allows you to transfer phone numbers from your previous service provider to 8x8.
- 6 Account Information**—Account Information allows you to view your account details. From here, you can purchase licenses and devices, modify payment information, view billing statements, and view orders.



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