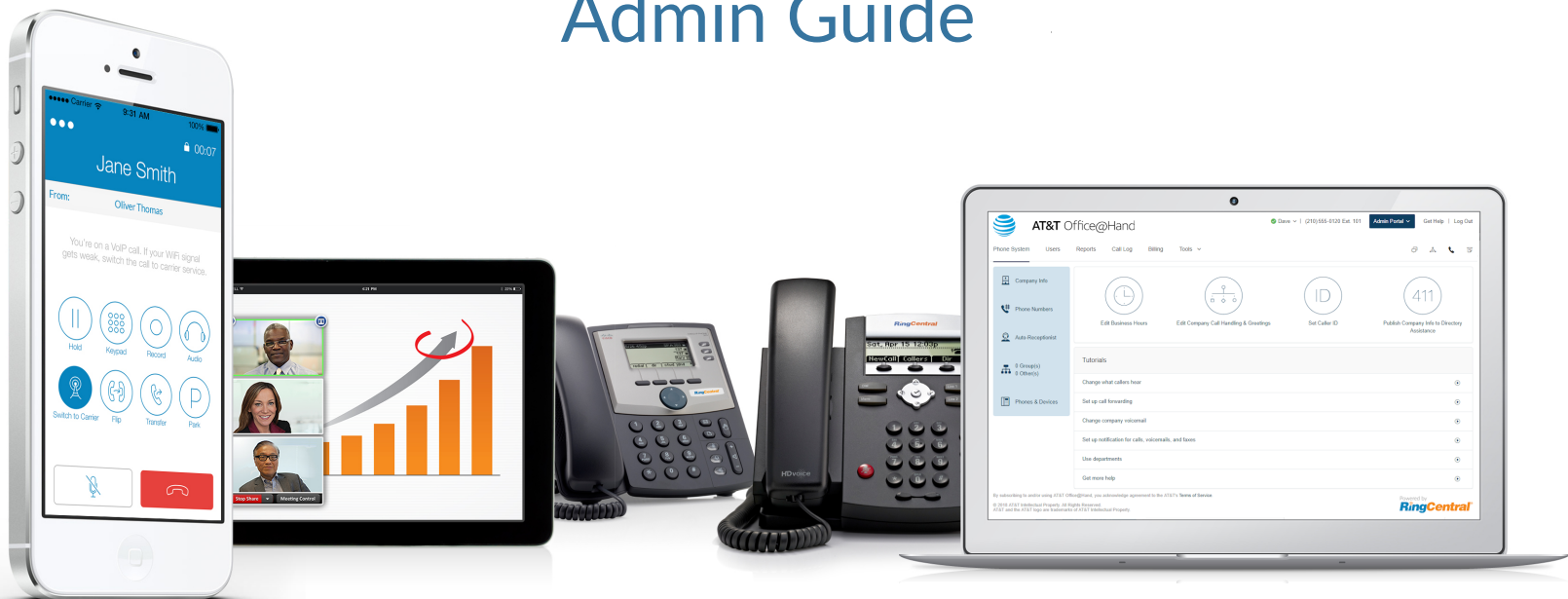


AT&T Office@Hand®

Admin Guide



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Getting Started



Introduction

AT&T Office@Hand is a business phone system that connects employees with one solution. It offers enterprise-grade features, including auto receptionist, multiple extensions, and more.

This guide will help system administrators set up and access the following Office@Hand features:

- Auto-Receptionist
- Multi-level IVR (Auto-Attendant)
- Visual IVR Editor
- Company directory
- Company numbers
- Call groups
- Presence
- Call queues
- Call monitoring
- Call handling and forwarding
- Call recording on demand and automatic
- Audio conferencing
- Paging
- Hot Desking
- Reports
- Roles and Permissions
- User Groups
- Templates
- Multi-Account Access
- Corporate email as user ID
- Gmail (or G Suite) email as user ID
- Single sign-on



How to Access Your Account

If you have created but not set up your administrator account, see [Appendix A: Express Setup for Admins](#) to learn how to set up your account first. Log in to your online account at <https://service-officeathand.att.com>. The default method of account access is by using your main Office@Hand phone number and password.

Email or Google as User ID

You may optionally configure users to log in with a unique corporate email address or Google (Gmail or G Suite) account. See [Use a Corporate Email Address to Log In](#) and [Use a Google Account to Log In](#).

Single Sign-on

If Single Sign-on is set up for your account, click **Single Sign-on** at the bottom of the screen. Enter your email address, then log in with your corporate credentials. See in the Tools section of this guide.

TLS v1.0 and 1.1 Deprecation

Browsers and devices attempting to connect to Office@Hand servers using a TLS v1.0 or TLS v1.1 connection are rejected to protect customer privacy and align with industry standards.

Account Validation

Account Validation is a security feature that helps protect against fraudulent activity on your account. You're asked for a security validation code when you log in from an unrecognized computer for the first time. You may need to check your phone or email for the security code and enter it in the box before logging in.



The screenshot displays the AT&T Office@Hand login interface. At the top, the AT&T logo and 'AT&T Office@Hand' text are visible. Below is a 'Sign In' form with fields for 'Direct, Fax or Main Number', 'Extension (Optional)', and 'Password'. There is a 'Remember me' checkbox and a 'Sign In' button. Below the form are links for 'Forgot Password?' and 'Or Sign In With', followed by buttons for 'Email', 'Google', and 'Single Sign-on'. A security warning states: 'Protect your account from identity theft and phishing'. At the bottom, there is a footer with terms of service and the RingCentral logo.

Below the main page, two dialog boxes are shown. The 'Account Validation' dialog has a checkbox for 'Enable Account Validation' and text explaining that it is a security measure provided by RingCentral to protect against phishing attacks. It includes a link for 'What is Phishing?' and a strong warning: 'RingCentral strongly advises that you do not disable this security feature on your account.' The 'Alert' dialog is a modal window with a close button (X) and text stating: 'Once you enable Account Validation, you will not be able to disable it again. Account Validation will not be available in the menu after refresh the page.' It contains 'Cancel' and 'OK' buttons and a footer warning: 'RingCentral strongly advises that you do not disable this security feature on your account.'

Use a Corporate Email Address to Log In

The Email as User ID feature allows users to log in using a unique email address. When users log in to an account, they receive a notification about the feature, and can enable the feature by specifying a unique email address.

This feature applies to accessing your Office@Hand online account, Office@Hand Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, and integration applications. This feature can also be configured during the Express Setup of your Office@Hand account.

For information on automatically provisioning users from your corporate directory, see “Directory Integration” on page 188.

If not already configured, enable the feature:

1. Log into your account using your Office@Hand credentials.
2. Enable the feature as follows:
 - a. In the popup, select **Enable now**, and click **OK**.
 - b. Or, in **User Settings**, select **Use email to log in**.
3. Verify the uniqueness of the email address.
4. Edit any duplicate email addresses.
5. Click **Save** and log out.

To Log In Using Email as User ID:

1. In the login screen, click **Email**.
2. Enter the unique Email address and Password that has been associated with your Office@Hand account.
3. Click **Sign In**.

The screenshot shows the 'Sign In' form with the following fields and options:

- Direct, Fax, Main Number
- Extension (Optional)
- Password
- Remember me
- Sign In button
- Forgot Password? link
- Or Sign In With section with buttons for Email, Google, and Single Sign-on.

An orange callout bubble points to the 'Email' button in the 'Or Sign In With' section.

The screenshot shows the 'Sign In' form with the following fields and options:

- Email field
- Password field
- Remember me
- Sign In button
- Forgot Password? link
- Or Sign In With section with buttons for Phone, Google, and Single Sign-on.

Two orange callout bubbles point to the 'Email' field and the 'Remember me' checkbox.



Use a Google Account to Log In

The Google login feature allows users native support for logging in using a Google email address and password. This feature requires a unique Google email address (Gmail or G Suite email). The admin configures a Google email address when assigning an extension, and verifies the uniqueness of the email address. By default, users can log in with their Google email address or Office@Hand credentials.

This feature applies to accessing your Office@Hand online account, Office@Hand Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, and integration applications. You can configure Google Email addresses during the Express Setup of your Office@Hand account.

If not already configured, set a Google email address.

1. Log in using your Office@Hand credentials.
2. Select **Users**.
3. Select a user. The user settings page is displayed.
4. In the **Email** field, specify a unique email address.
5. Click **Verify email uniqueness**; resolve duplicates.
6. Click **Save** and log out.

To Log In using Google:

1. In the login screen, click **Google**.
2. Enter your unique Gmail **Email** address and **Password**.
3. Edit any duplicate email addresses.
4. Click **Allow** to allow the application access.



Admin Homepage

When you log in as an administrator, you will be taken to the Admin Portal which allows you access to admin-only tools and configure account-wide phone system settings. You can access your individual account overview and settings from the My Extension page. At the top of the screen, hover over Admin Portal and click **My Extension** to switch to your individual user homepage. .

Main Functions

There are a few main functions that administrators can access from any online page. These functions are Do Not Disturb, Conference, RingOut, and FaxOut.

Tool tips are available in the user interface.

Admin Portal

From the Admin Portal, admins see admin-only tools. The Phone System tab is the main tab and landing page that houses all of the main settings for the entire phone system. Here, you have Company Info, Phone Numbers, Auto-Receptionist, Groups, and Phones and Devices. The Call Log, and Billing tabs display information about your phone system. The Tools tab has more setup options such as Session Timeout, IVR, and Templates.

My Extension

When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on **Settings** to access your individual settings. The My Extension tab houses the same settings a regular user has.

Priority	From	Message	Received	Operation
<input type="checkbox"/>	(856) 250-0056 CAMDEN NJ	0:41	Sat 09/07/2019 7:08 AM	Download Forward
<input type="checkbox"/>	(762) 292-2491 CHATSWORTH GA	0:40	Wed 08/28/2019 7:12 AM	Download Forward



Do Not Disturb

In the upper right of every page of your online account is a small colored icon next to your name. This icon displays your Do Not Disturb status. Click the icon to toggle between statuses:

- **Take all calls** - you are available to take all incoming calls.
- **Do not accept any calls** - you do not accept any calls. All callers are sent to voicemail.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top right, a user profile for 'Dave' is shown with a green status indicator. A dropdown menu is open, showing two options: 'Take all calls' and 'Do not accept any calls'. Below the header, a navigation bar includes links for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The main content area features a sidebar on the left with categories like 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Groups', and 'Phones & Devices'. The central dashboard contains four circular icons for 'Edit Business Hours', 'Edit Company Call Handling & Greetings', 'Set Caller ID', and 'Publish Company Info to Directory Assistance'. Below this is a 'Tutorials' section with three items: 'Change what callers hear', 'Set up call forwarding', and 'Change company voicemail', each with a right-pointing arrow.



Audio Conference

Office@Hand customers can setup, host, and join conference calls anytime, anywhere. Click the Conference icon in the upper right corner of your online account to get started.

Each customer receives a unique conference bridge number, and each user on the phone system gets his or her own host and participant access code so that you and your team can hold independent conferences whenever you want.

You also have the option to add the international dial-in number in the invitation. Check the "I have international participants" option and select the needed countries in the list.

Each conference call can include up to 1000 attendees, enabling you to hold large meetings and broadcasts.



Launch the Conferencing Application

1. Click the **Conference icon**.
2. A pop-up will appear with conference numbers and settings.
 - a. View **Dial-in numbers**.
 - b. View **Host** and **Participant** codes.
 - c. If you have international participants, check the box next to **I have international participants**. Select international dial-in numbers at the bottom of the pop-up.
 - d. Check the box next to **Enable join before host to allow participants** to start a conference call without a host.
 - e. Click **Invite with Email** to open an email with prep-populated conference details - simply enter participant emails and send.
 - f. Click **Conference Commands** to view Conference Commands*.
3. Click **Close**.

*See Conference Commands on the next page.

The screenshot illustrates the steps to launch the conferencing application. It shows the user interface from the Admin Portal, highlighting the 'Conference' icon and the subsequent pop-up windows for configuring conference details and selecting international dial-in numbers.

Location	Dial-in Number
<input type="checkbox"/> Argentina	+54 (11) 52764009
<input type="checkbox"/> Australia	+61 (2) 91589105
<input type="checkbox"/> Austria	+43 (1) 2058077
<input type="checkbox"/> Belgium	+32 (2) 8971539
<input type="checkbox"/> Benin	+229 61509968
<input type="checkbox"/> Brazil	+55 (11) 43806486
<input type="checkbox"/> Bulgaria	+359 (2) 9060900
<input type="checkbox"/> Canada	+1 (226) 7992629
<input type="checkbox"/> Chile	+56 (44) 2081018



Conference Commands

For the Conferencing feature, the host and participants have the same conference bridge number to dial into, but their call control depends on the access codes that they will use.

The Host has the full call control and can access the conference commands in the table to the right.

Participants, on the other hand, have limited control of the conference commands.

The commands are displayed with the conferencing dial-in information.

Preventing Music-On-Hold

An on demand parameter can be configured to prevent users from playing music-on-hold. When you request support to enable this parameter for your account, and a user with music on hold enabled joins a conference bridge, the client is prevented from playing music-on-hold during an explicit or implicit hold (such as answering an incoming call). This feature allows other participants on the bridge to continue without disruption.

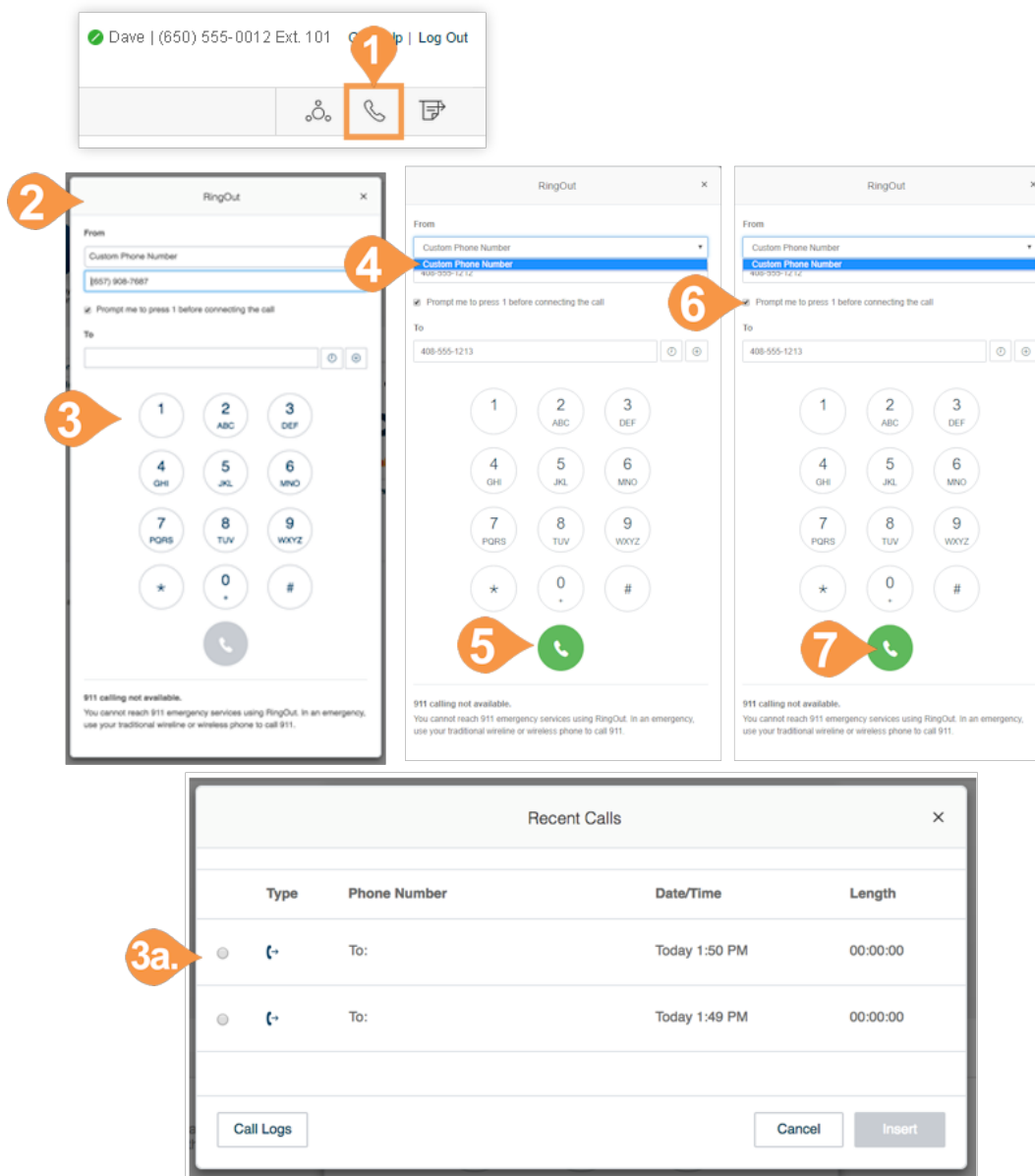
Conference Commands ×	
Use your touch-tone dialpad keys to mute or block participants, record the call, and more.	
Command	Action
* # 2	Caller Count Keep track of how many people are on the call
* # 3	Leave Conference Lets the host hang up and end the call
* # 4	Menu Listen to the list of touchtone commands
* # 5	Set Listening Modes Press 1x: Mute callers - Callers can unmute with * # 6 Press 2x: Mute callers - Listen only. No unmuting option Press 3x: Unmute callers - Opens the line again
* # 6	Mute Host Line Press once to MUTE Press again to UNMUTE
* # 7	Secure the Call Press once to BLOCK all callers Press again to OPEN the call
* # 8	Hear sound when people Enter or Exit call Press 1x: Turns OFF sound Press 2x: Enter tone is ON Exit tone is OFF Press 3x: Enter tone is OFF Exit tone is ON Press 4x: Turns ON sound
* 9	Record your conference Press once to START recording Press again to STOP recording
Done	



RingOut

RingOut enables one-touch calling from any phone or Internet-enabled computer, allowing you to avoid charges while making calls from any location, such as a hotel room. You can make calls with your business identity: show your Office@Hand business number as your Caller ID from any location. The Office@Hand system will call your phone first, then dial out to the number you'd like to call to get you connected. Access the RingOut icon from the upper right of every online account page, or click any number in your online account, including contacts, messages, or call logs.

1. Click the **RingOut** icon in the upper right corner.
2. A pop-up dialer will appear.
3. Dial a number or use your keyboard to type a number into the text field. You can also choose from recent calls or your contact list.
4. Select the **From** number you'd like to show as your caller ID. You also have the option to choose Custom phone number from the drop-down menu and enter the desired number in the text field below the drop-down menu.
5. Once you have entered From and To numbers, the **Call button** will turn green.
6. Check the box next to **Prompt me to press 1 before connecting the call** if you'd like the system to confirm that you would like to make the call before you are connected. When the system calls you, you will hear "Please press 1 to connect." This protects you in case you mistyped your own number, or if your voicemail picks up too quickly.
7. Click the **Call** icon. The system first calls you. When you answer (and press 1 as instructed if you've selected this option), it then calls the other number and connects you.



FaxOut

To quickly send a fax from your online account, click the FaxOut icon located in the upper right corner. Fill in the form with recipient's fax number and cover page information, and attach or scan a document, which will automatically be converted into a fax.

A wide variety of standard document types, including word processing and spreadsheet and PDF documents, are recognized by FaxOut. You can also send files from Dropbox, Box or Google Drive with just a few clicks.

1. Click the **FaxOut** icon in the upper right corner.
2. Enter up to 50 recipients and add a cover page message.
3. Attach files from Dropbox, Box, Google Drive or your computer and authorize Office@Hand to access your files (you have to do this only once).
4. Click **Send Now** and your fax is on its way.

The image shows two screenshots of the FaxOut interface. The left screenshot, titled "Send a Fax", shows a form with the following fields and options:

- To:** A text input field containing "Jonny Test" (+1234567895). A callout bubble labeled "2" points to this field.
- Cover Page:** A checkbox labeled "Enable" with a callout bubble labeled "3" pointing to it.
- Attach Files:** A dropdown menu showing "Google Drive" with a callout bubble labeled "4" pointing to it. Below the dropdown is a "Browse" button.
- Schedule:** A checkbox labeled "Enable" with a callout bubble labeled "5" pointing to it. Below it is a "Send on" field with a date and time picker set to "10/17/2017 11:00 PM".
- Buttons:** "Cancel" and "Schedule" buttons at the bottom right. A callout bubble labeled "6" points to the "Schedule" button.

The right screenshot, titled "Select Contacts", shows a dialog box with a search bar and a table of contacts:

	First Name	Last Name	Fax
<input checked="" type="checkbox"/>	Jason	Zhang	Business Fax: +6512345667
<input checked="" type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>			Business Fax: +18682643332
<input type="checkbox"/>			Business Fax: +12051234
<input type="checkbox"/>			Business Fax: +1205346

At the bottom of the dialog, there is a "Total: 8" label, a "Show:" dropdown set to "10", and "Cancel" and "Insert" buttons. A callout bubble labeled "2a." points to the "Insert" button.



Phone System



Phone System

The Phone System tab is the main tab of the Admin Portal. It houses all of the main settings for your entire phone system. Here you will find settings for:

- Company Info
- Phone Numbers
- Auto-Receptionist
- Multi-Level Auto-Receptionist
- Groups
- Phones & Devices

On your Phone System page, you have Shortcuts that allow you to quickly access commonly used functions such as:

- Edit Company Business Hours
- Edit Company Call Handling and Greeting
- Set Company Caller ID
- Publish Company Info to Directory Assistance

How do I...

If you need help setting up your phone system, check out the How do I... section to watch short, helpful videos.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as 'Dave' with contact information '(210) 555-0120 Ext. 101'. The main navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar menu is expanded to show 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '0 Group(s) / 0 Other(s)', and 'Phones & Devices'. The main content area features four shortcut cards: 'Edit Business Hours' (clock icon), 'Edit Company Call Handling & Greetings' (organizational chart icon), 'Set Caller ID' (ID icon), and 'Publish Company Info to Directory Assistance' (411 icon). Below these is a 'Tutorials' section with a list of guides, each with a play button icon: 'Change what callers hear', 'Set up call forwarding', 'Change company voicemail', 'Set up notification for calls, voicemails, and faxes', 'Use departments', and 'Get more help'.



Company Info

The Company Info settings include **Company Address**, **Caller ID Name**, and **Directory Assistance**. Select the appropriate tab to access each section.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as 'Dave' with the phone number '(210)555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is highlighted with an orange callout. The main navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains several menu items: 'Company Info' (highlighted with an orange callout), 'Phone Numbers', 'Auto-Receptionist', '0 Group(s) / 0 Other(s)', and 'Phones & Devices'. The main content area features three tabs: 'Company Address' (highlighted with an orange callout), 'Caller ID Name', and 'Directory Assistance'. The 'Company Address' tab is active, displaying a form with the following fields: 'Company Name' (with a help icon), 'City', 'Company Address', 'State/Province' (a dropdown menu with 'Select' as the current value), and 'Zip Code'. A 'Save' button is located at the bottom right of the form area.



Caller ID Name

Set your Company Caller ID to your company's name so that your customers will know who is calling when you call them.

This name along with the phone number is displayed to the called party whenever an outbound call is made using the local number as the caller ID.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Company Info**.
3. Click **Caller ID Name**.
4. Enter your company name exactly the way you want it to appear on Caller ID displays, for local calls made from your main company phone number. You can enter up to 15 characters.
5. Click **Save**.

Outbound Caller ID cannot be set for an individual number or digital line. It is only available for local numbers and not toll-free numbers.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", "Admin Portal" with a dropdown arrow, "Get Help", and "Log Out". Below the navigation bar is a menu with "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools" with a dropdown arrow. The "Phone System" tab is selected. On the left side, there is a sidebar menu with "Company Info" (highlighted with a blue bar and a callout '2'), "Phone Numbers", "Auto-Receptionist", "0 Group(s) / 0 Other(s)", and "Phones & Devices". The "Company Info" section has three sub-tabs: "Company Address", "Caller ID Name" (highlighted with a callout '3'), and "Directory Assistance". The "Caller ID Name" sub-tab is active, showing a text input field with the value "My Company" (highlighted with a callout '4'). Above the input field is a note: "This name along with the phone number will be displayed to the called party whenever an outbound call is made using the local number as the caller ID. Max 15 characters. Note: Does not apply to toll-free numbers." Below the input field is a "Save" button (highlighted with a callout '5').



Directory Assistance

Directory Assistance is a free and convenient way to publish your business name, address, main number, and main fax number to increase your company's visibility in local directory assistance listings.

For more information about Directory Listing, go to [Directory Listing Frequently Asked Questions](#).

To publish your information:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Company Info**.
3. Click **Directory Assistance**.
4. Enter your listing information.
5. Click **Next**.
6. Check the box next to "I agree to the terms of service."
7. Click **Publish**.

Allow five business days for your listing to appear. Edit or delete your listing any time by following these same steps.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with contact information '(210) 555-0120 Ext. 101'. The navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar shows 'Company Info' selected. The main content area is titled 'Directory Assistance' and contains the following information:

- Local Number:** (210) 555-0120
- Toll-Free Number:** (888) 555-8888
- Fax (optional):** I don't want my fax number listed
- Company Name:** My Company
- City:** San Mateo
- Company Address:** 31 W Hillside Blvd
- State/Province:** California
- Zip Code:** 94403
- Email:** dave.richards@example.com

The status is 'Unpublished'. A note states: 'If you change the details on this screen, the information will also be updated in the Company Address.' Below this, there is a section for 'List your business phone number and address in Directory Assistance:' with 'Features:' listed as:

- Publish your Site Name, Number and Address
- Enable potential customers to readily find your business

A 'Next' button is located at the bottom right. A second screenshot below shows the 'Next' screen with the following information:

- Local Number:** (210) 555-0120
- Toll-Free Number:** (888) 555-8888
- Company Name:** My Company
- City:** San Mateo
- Company Address:** 123 Main Street
- State/Province:** California
- Zip Code:** 94403
- Email:** dave.richards@example.com

The terms of service for Directory Assistance are provided, with a link to the AT&T Office@Hand End User Licensing Agreement. A checkbox is checked: 'I agree to the terms of service.' Below this, there is a section for 'List your business phone number and address in Directory Assistance:' with 'Features:' listed as:

- Publish your Site Name, Number and Address
- Enable potential customers to readily find your business

A 'Learn More >' link is present. At the bottom, there are 'Back' and 'Publish' buttons.



Phone Numbers

The Phone Numbers tab allows you to view your numbers by category of number, and add additional numbers to your account.

The tabs contains these types of numbers:

- **Company:** numbers that will connect the caller to the Auto-Receptionist.
- **Assigned:** numbers in your account assigned specifically to an extension.
- **Unassigned:** numbers in your account not assigned to any user.
- **Transferred and Vanity:** existing numbers that have been transferred, and vanity numbers to help customers remember your business phone number.
- **Common Phones:** numbers that are dedicated for use as phones for Hot Desking. For more information, see See “Hot Desking” on page 133.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" button. Further right are links for "Get Help" and "Log Out". Below this is a secondary navigation bar with "Phone System" (underlined), "Users", "Analytics", "Call Log", "Billing", and "Tools" with a dropdown arrow. On the right side of this bar are icons for chat, a user profile, a phone, and a help icon.

The main content area is titled "Phone Numbers" and features a left-hand sidebar with navigation options: "Company Info", "Phone Numbers" (highlighted), "Auto-Receptionist", "0 Group(s) / 0 Other(s)", and "Phones & Devices". The main panel has tabs for "Company", "Assigned", "Unassigned", "Transferred and Vanity", and "Common Phones". The "Company" tab is active, showing the following information:

- Main Number:** (210) 555-8284
- Toll-Free:** (888) 555-3110
- Fax:** (210) 660-5649

A note states: "The Main Company Number will connect callers to the Auto-Receptionist. The Company Fax Number is the main fax number where your customers can send faxes." Below this is a search bar labeled "Search Numbers" with a magnifying glass icon, two dropdown menus for "All Locations" and "All Types", and two buttons: "+ Add Number" and "Forward Number".

Below the search area are two action buttons: "Assign to Ext." and "Delete". A table lists the numbers:

Number	Name	Location	Type	Operation
(650)555-7777		CA	Forwarded	Assign to Ext Delete
(650)555-8504		CA	Forwarded	Assign to Ext Delete

At the bottom of the table area, it shows "Total: 2" and a pagination control with "Show: 10" and navigation arrows.



Add Company Numbers

Adding additional company numbers to your Office@Hand account is simple. Select from a list of local numbers by city and area code, choose an available toll-free number or create your own vanity (personalized) number. You can also use an existing number.

Each Office@Hand number can function as a voice and fax line for incoming calls. This means that one number can be used for both calls and faxing. This flexibility allows you to maximize the use of your service.

To add a company number:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phone Numbers**.
3. Click **Company**.
4. Click **Add Number** to add a new number. Follow these instructions for the type of number you choose:
 - a. **Local (Domestic)**: Provide the State/Province and Area Code. Select one or more numbers and click **Add Numbers**.
 - b. **Toll-Free Number**: Select the button for **Toll-Free Number** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
 - c. **Vanity**: Select the button for **Vanity Number**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click Search to see if it is available. Select a number and click **Add Numbers**.
5. Click **Next**.
6. Assign the number as **Auto-Receptionist** or **Selected Extension**.
7. Review any changes to your number plan.
8. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave with the phone number (210) 555-0120 Ext. 101. The navigation menu includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The main content area shows the 'Company' tab selected, displaying the Main Number (210) 555-8284, Toll-Free (888) 555-3110, and Fax (210) 660-5649. A search bar and filters for All Locations and All Types are present, along with '+ Add Number' and 'Forward Number' buttons. A table lists existing numbers, including (850) 555-7777. Three modal windows are overlaid on the screen, illustrating the steps: 1. 'Select Numbers' with dropdowns for Number Type and State/Province; 2. 'Assign selected number to:' with 'Auto-Receptionist' selected; 3. 'Review and Confirm Charges' showing a monthly fee of \$5.00 for up to 1 additional number.



Name or Label Definition

You can label phone numbers in a meaningful way to help identify locations or users in your system. Larger businesses with multiple locations and advanced call handling rules might involve selecting from lists of numbers. Many numbers may appear similar unless they are renamed.

An admin can assign an alternative name to a particular number using the following steps:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click the phone number to which you want to apply a label. The **Direct Number** window opens.
 - You can designate the kind of number by using **Number Type**.
5. Click **Save**.

*This option is available for Enterprise users.

The screenshot displays the AT&T Office@Hand Admin Portal. At the top, the user is logged in as 'Dave' with the extension '(210) 555-0120 Ext. 101'. The navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Phone Numbers' sub-tab is selected. The main content area shows a list of phone numbers with columns for 'Number', 'Name', 'Location', and 'Type'. Two numbers are listed: '(650) 555-7777' (Alabama Office, CA, Forwarded) and '(650) 555-0012' (CA Branch, CA, Forwarded). A 'Direct Number' window is open for the number '(650) 555-0012', showing the 'Name' field set to 'Hayward Branch', the 'Number Type' set to 'Voice and Fax', and the 'Calls to this number will be connected to' option set to 'Auto-Receptionist'. The 'Save' button is highlighted in blue.



Add Assigned Numbers

Under Assigned, you will see all of the numbers assigned to a user that have been set for your phone system.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Assigned**.
4. Click **Add Number** to add a new number. Follow these instructions for the type of number you choose:
 - a. **Local (Domestic)**: Provide the State/Province and Area Code. Select one or more numbers and click **Add Numbers**.
 - b. **Toll-Free Number**: Select the button for **Toll-Free Number** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
 - c. **Vanity**: Select the button for **Vanity Number**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
5. Click **Next**.
6. Assign the number as **Auto-Receptionist** or **Selected Extension**.
7. Review any changes to your number plan.
8. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main navigation menu on the left has 'Phone System' selected, with 'Phone Numbers' highlighted. The 'Assigned' tab is active in the main content area, showing a table of assigned numbers. The table has columns for Number, Location, Assigned to, Ext., and Type. Three modal windows are overlaid on the bottom half of the screen, showing the 'Add Numbers' process: selecting numbers, assigning them to an extension, and reviewing charges.

Number	Location	Assigned to	Ext.	Type
(210) 672-4088	United States, Wetmore, TX	Dave Richards	101	Direct
(205) 406-0306	Alabaster, AL	George Mc Lennon	103	Desk Phone
			104	Softphone



Forward a Number

To maintain your phone number with your current provider, and forward calls automatically to your Office@Hand account:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone**.
3. Click **Assigned**.
4. Click **Forward Number**.
5. Enter an existing phone number and click **Next**.
6. Select **Auto-Receptionist**, or **Select Extension**. Click **Next**.
7. Review the information about ordering Busy Call Handling and No Answer Call Handling from your local telephone company, and local telephone company charges.
8. Click **Done**.

The screenshot illustrates the process of forwarding a number in the AT&T Office@Hand Admin Portal. The interface is divided into several sections:

- Header:** Displays the AT&T Office@Hand logo, user information (Dave, (210)555-0120 Ext. 101), and navigation links (Admin Portal, Get Help, Log Out).
- Navigation:** Includes tabs for Phone System, Users, Analytics, Call Log, Billing, and Tools.
- Main Content Area:** Features tabs for Company, Assigned, Unassigned, Transferred and Vanity, and Common Phones. The 'Assigned' tab is active, showing a list of phone numbers assigned to user extensions.
- Phone Numbers Modal:** A modal window titled 'Phone Numbers' is open, showing a search bar, filters for 'All Locations' and 'All Extensions', and a '+ Add Number' button. A 'Forward Number' button is highlighted.
- Forwarding Process:** A dialog box titled 'Forward My Calls to AT&T Office@Hand' is shown, with steps: 1 Enter Existing Numbers, 2 Assign to Ext., 3 Confirmation. The 'Assign to Ext.' step is active, showing a form to enter an existing phone number.
- Confirmation and Instructions:** A confirmation message states: 'Your AT&T Office@Hand phone system is now configured to accept calls from your (650) 555-1212 number.' Below this, there are instructions for ordering call handling services from a local telephone company, including a list of steps and a note about telephone company charges.



View Unassigned Numbers

Under Unassigned, you will see all of the numbers that have not yet been assigned to a user.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Unassigned**. You can filter results by **Location** and **Type**.
4. Click a number to see more details. You can select **Phone Properties** to see more details in the Phones and Devices view.

AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101 | Admin Portal | Get Help | Log Out

Phone System | Users | Analytics | Call Log | Billing | Tools

Company Info | **Phone Numbers** | Auto-Receptionist | 0 Group(s) | 0 Other(s) | Phones & Devices

Company | Assigned | **Unassigned** | Transferred and Vanity | Common Phones

These are all the numbers in your account that have not yet been assigned to a user.

Search Numbers | All Locations | All Types

Number	Location	Type
(650) 491-0148	San Bruno, CA	Desk Phone
(650) 491-0149	San Bruno, CA	Desk Phone
(650) 491-0153	San Bruno, CA	Unassigned User
(650) 515-0157	San Bruno, CA	Desk Phone
(650) 515-0161	San Bruno, CA	Unassigned User

Total: 21 | Show: 10 | < 1 2 3 >



View Transferred and Vanity Numbers

Under Transferred and Vanity Numbers, you see the numbers that you have transferred from your previous provider to AT&T Office@Hand, and your vanity numbers to help customers remember your number.

1. From **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Transferred and Vanity Numbers**. You can filter results by **Location** and **Type**. Click a number to see more details.
4. To transfer a number to Office@Hand select **Transfer Number**.
 - a. Select a Local US Number or Toll Free Number.
 - b. Confirm that the transfer may incur charges to your plan.
 - c. Answer the questions to verify that your transfer meets requirements.
 - d. Enter the **Billing Number** and click **Check** to verify that the number can be transferred.
 - e. Enter the numbers to be transferred, separated by commas or semi-colons. Click **Next**.
 - f. Select a transfer date. The default date is the earliest available transfer date. Click **Next**.
 - g. Map your transfer number to a temp number you are going to replace, or add the transfer number as an additional number. Click **Next**.
 - h. Confirm the transfer order.
 - i. Upload a signed Letter of Authorization (LOA). Click **Complete**.
5. To forward calls from your number to Office@Hand, select **Forward my calls to AT&T Office@Hand**. Enter your existing phone number. Select whether to forward the calls to the company auto-receptionist or an extension. You receive a confirmation.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main menu has 'Phone System' selected. The left sidebar shows 'Phone Numbers' as the active section. The main content area is titled 'Transferred and Vanity' and contains a search bar and a 'Transfer Numbers' button. Below this is a table of transfer orders with the following data:

Status	Order Number	Date Created	Date Completed
✓	813456645	01/20/2016	01/20/2016
✗	813456345	04/07/2016	N/A
●	813456234	04/20/2016	N/A

The four dialog boxes shown are:

- Transfer Numbers: Select Number Type**: A dialog with radio buttons for 'Local US Number' (selected) and 'Toll Free Number'. Buttons: 'Cancel', 'Next'.
- Confirmation**: A dialog with a warning message: 'On numbers porting completion your Additional Numbers plan may be changed and this will cause extra monthly fee.' Buttons: 'Cancel', 'OK'.
- Transfer Numbers: Pre-Check**: A dialog with a series of yes/no questions regarding the current service provider, bills, DSL/Broadband, and existing orders. Buttons: 'Back', 'Next'.
- Transfer Numbers: Enter Numbers**: A dialog with a 'Billing Telephone Number' field, a 'Check' button, and a larger text area for 'Enter numbers you would like to transfer'. Buttons: 'Back', 'Next'.



View Common Phones

Common phones are shared between users. With Hot Desking, users can log in to a Shared AT&T Office@Hand desk phone remotely, and use it like it's their own—with access to their personal extension, saved settings, voicemail, and more.

Under Common Phones, you will see all of the numbers that have been assigned for hot desking.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Common Phones**. You can filter results by **Location** and **Type**.
4. Click a number to see more details. You can select **Phone Properties** to see more details in the Phones and Devices view.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', the extension '(210) 555-0120 Ext. 101', and the 'Admin Portal' button. Below the navigation bar, there are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains a menu with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '4 Group(s) / 2 Other(s)', and 'Phones & Devices'. The 'Phone Numbers' menu item is highlighted. The main content area shows the 'Common Phones' view, which includes a search bar, a location filter set to 'All Locations', and a table with the following data:

Number	Location
(650) 555-5654	Woodside, CA

At the bottom of the table, it shows 'Total: 1' and a 'Show: 10' dropdown menu.



Auto-Receptionist



Auto-Receptionist Settings

Create your own Auto-Receptionist for your phone system. Customize your options for effective call management, for example: choose your company hours, set your company greeting, define rules for call handling and more.

Note: The Auto-Receptionist defaults to IVR Mode: single level. You can change the IVR mode to multi-level for a more intricate IVR menu. Once the settings are changed to multi-level IVR mode, options are slightly different. For more information see [Multi-Level Auto-Receptionist](#).

Manage Auto-Receptionist with Multi-Site Support

When you have enabled Office@Hand Multi-Site Support, the user interface displays the auto-receptionist for each of the sites' auto-receptionist with individual business hours, custom rules, IVR settings and regional settings. For more information on Office@Hand Multi-Site Support, see [Multi-Site Settings](#). To create a new site, see [Create a New Site](#).

AT&T Office@Hand Admin Portal

Phone System | Users | Analytics | Call Log | Billing | Tools

Company Info | Phone Numbers | **Auto-Receptionist** | Group(s) | Other(s) | Phones & Devices

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.

General Settings | IVR Menus | IVR Editor | Prompts Library | Single Level

- Company Hours**
24 hours
- IVR Settings**
Operator Ext.: Dave Richards, Ext. 101
- Dial-by-Name Directory**
On
- Call Recording**
On-demand: On
Automatic: Off
- Regional Settings**
Time Zone: (GMT-08:00) Pacific Time (US & Canada)

AT&T Office@Hand Admin Portal

Company Info | Phone Numbers | **Auto-Receptionist** | Group(s) | Other(s) | Phones & Devices

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management. [Learn More](#)

General Settings | IVR Menus | IVR Editor | Prompts Library | Multi-level

Search sites...

Ext.	Name/Type
	Main Site
30001	Belmont Office
30002	Denvor Office
30003	East Coast Regional Center
30004	Warehouse Florida
30005	Canada Toronto
30006	California Shop

Belmont Office

- Site Hours**
24 hours
- IVR Settings**
Site Fax/SMS Recipient: Charlton Ho, Ext. 101
- Regional Settings**
Time Zone: (GMT-08:00) Pacific Time (US & Canada)



Company Business Hours

Customize your company's business hours. You can specify the opening and closing time for each day of the week or select 24 hours. This establishes the settings for the Business Hours and After Hours tabs in other settings areas (such as call queue settings and user settings).

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Select **Company Hours**.
4. Set your Company Hours to:
 - a. **24 hours** to have incoming calls handled the same way all the time.
 - b. **Custom hours** lets you specify hours for each day of the week. You can also set separate call-handling rules and greetings for Business Hours and After Hours.
To copy hours from one day to all weekdays, or to the entire week, select **Copy Settings to Weekdays** or **Copy Settings to All Days**.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with phone number '(210)555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The main navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains a menu with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '4 Group(s) / 2 Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' section is expanded, showing 'Company Hours' as the selected option. The 'Company Hours' configuration area includes a title 'Set Your Company's Business Hours' and a description: 'Select either 24 Hours if you want incoming calls handled the same way all the time, every day, or Custom Hours if you want incoming calls handled differently when your business is open and when it's closed.' Below this, there are two radio buttons: '24 hours / 7 days a week' (which is selected) and 'Custom hours'. At the bottom right of this section are 'Cancel' and 'Save' buttons. Below the business hours section, there are several expandable settings sections: 'IVR Settings' (Operator Ext: Dave Richards, Ext. 101), 'Dial-by-Name Directory' (On), 'Call Recording' (On-demand: On, Automatic: Off), and 'Regional Settings' (Time Zone: (GMT-08:00) Pacific Time (US & Canada)).



Company Call Handling

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology. You can set a custom greeting by recording through your phone or computer or by uploading a sound file. You can also connect the Auto-Receptionist calls directly to an extension of your choice.

Set Call Handling:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **IVR Menus** and select one of them. The **IVR Details** pop-up appears.
4. Click **Call Handling**.
5. Click **Add Key**. The **Key Press Assignment** pop-up appears.
6. Set the **Key Press**.
7. Select a **Connect to** action.
 - Transfer to voicemail of
 - Connect to dial-by-name directory
 - External transfer
8. Then select to whom the setting will apply.
 - All
 - IVR Menus
 - Users
 - Groups
 - Others
9. Select **Users**.
10. Click **Save**.

You can learn more about visual IVR settings in “Visual IVR Editor” on page 54.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (856) 344-3908 Ext. 101". A dropdown menu for "Admin Portal" is visible, along with "Get Help" and "Log Out" links. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools".

The main content area shows the "Auto-Receptionist" configuration page. On the left sidebar, there are icons for "Company Info", "Phone Numbers", "Auto-Receptionist", "0 Group(s) / 0 Other(s)", and "Phones & Devices". The "Auto-Receptionist" section is active, displaying a table of IVR menus. The table has columns for "Name", "Numbers", "Ext.", "Language", and "Operation". Two entries are listed: "Extreme Vision" (Ext. 1002) and "Three Hands Down" (Ext. 1003). The "Extreme Vision" entry is selected, and its details are shown in a pop-up window.

The "Extreme Vision (Ext. 1002)" pop-up window has tabs for "Extension Info", "Prompt", and "Key Presses". The "Key Presses" tab is active, showing "No key is configured." and an "Add Key" button. A second pop-up window, "Key Press Assignment", is open, showing the configuration for key press 1. The "Key Press" is set to "1" and the "Action" is "Connect to". Below this, there is a search bar and a dropdown menu for "Extensions: All Exten...". A table lists available extensions for selection:

Select	Name	Ext.	Type	Department
<input type="radio"/>	Dave Brown	101	User	
<input type="radio"/>	Three Hands Down	1003	IVR Menu	
<input type="radio"/>	Tortoise Flight	1001	IVR Menu	

At the bottom of the "Key Press Assignment" window, there is a "Total: 3" indicator, a "Show: 10" dropdown, and "Cancel" and "Save" buttons.



Company Greeting and Menu

The Company Greeting provides additional call handling options, including hearing the **Default** greeting and recording a **Custom** greeting.

Set a Company Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **IVR Settings**. **Company Greeting** appears under **IVR Settings**.
4. Click **Edit** under **Company Greeting**. The **Company Hours Greeting** pop-up appears.
5. Set the **Incoming Calls During Company Hours will** to one of these:
 - Play company greeting
 - Bypass greeting to go to extension
6. For **Set Greeting**
 - a. **Default**: Select **Default** and set the language the greeting for **View In**.
 - b. **Custom**: Select **Custom** to set your custom recording:
 - Follow the directions for “Recording Greetings and Messages” on page 63.
7. Under **If caller enters no action**, choose **Connect to an operator** or **Disconnect**
8. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210)555-0120 Ext. 101', and an 'Admin Portal' dropdown menu. The main navigation menu on the left lists 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' option is highlighted. The main content area shows the 'IVR Settings' section, which includes 'Company Hours' (24 hours) and 'Company Greeting' (Play company greeting). The 'Company Hours Greeting' pop-up window is open, showing options for 'Incoming Calls During Company Hours will' (Play company greeting or Bypass greeting to go to extension), 'Set Greeting' (Custom), and 'If Caller Enters no Action' (Connect to operator or Disconnect). The 'Done' button is highlighted in the bottom right corner of the pop-up window.



Zero Dialing

Directly routes calls to a specified destination. Three options let you designate the call handling when the caller dials zero within your IVR.

To set zero dialing,

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select **IVR Settings**.
4. Scroll down and click **Zero Dialing**.

Select one of three options:

- **Connect to Company Greeting**
- **Do Nothing**
System ignores any '0' dialed by caller and continues uninterrupted. This applies regardless of the number of times the caller dials '0'.
- **Connect to Extension**
Choose from **Connect to Operator** or **Connect to Extension**

If you choose **Connect to Extension**, the system prompts you for an extension number.

Removal of the destination extension:

A warning shows that the extension being removed is in use for 0-dial handling and you are given the option to cancel the removal.

When an extension is removed, the 0-dial option defaults to the company greeting.

5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. There is an 'Admin Portal' dropdown menu and 'Get Help | Log' links. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Auto-Receptionist' sub-tab is selected. The main content area shows the 'Auto-Receptionist' configuration page. The 'IVR Settings' section is expanded, and the 'Zero Dialing' option is selected. The 'Zero Dialing' section contains the following text: 'When listening to User or Group Extension greeting, press 0 will do as per the selected option below.' Below this text are three radio button options: 'Connect to Company Greeting', 'Do nothing', and 'Connect to Extension'. The 'Connect to Extension' option is selected, and it has two sub-options: 'Operator' and 'Specific Extension'. The 'Operator' sub-option is also selected. A 'Select Extension' button is located below the 'Operator Extension (0)' field. The 'Save' button is highlighted in the bottom right corner.



On-demand Call Recording

On-demand Call Recording makes it easy for Office@Hand users to record calls they make or receive. When you enable On-demand Call Recording, users can activate it by pressing *9 on their phone's dial pad.

Note: State and federal laws require that your callers hear a call-recording notification before and after a call is recorded. As an administrator, you need to ensure your company's call recording procedures comply with federal and state laws; neither AT&T nor RingCentral are responsible for your company's compliance.

Choose an On-demand Call Recording Announcement

This explains how to select a particular recording announcement once On-demand call recording is enabled.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**. Slide the button on for **On-demand Call Recording**.
4. Click **Edit** to change,
 - Announcement on Start
 - Click **Set Greeting** and choose **Default** or **Custom**.
 - Click **Done**.
 - Announcement on Stop
 - Click **Set Greeting** and choose **Default** or **Custom**.
 - Click **View in**, choose the language for viewing the message text.
5. Click **Done**.
6. Click **Save**.

To enable On-demand call recording, see page 41.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, user information (Dave | (210) 598-8284 Ext. 101), and the Admin Portal link. The left sidebar contains navigation options: Phone System, Users, Analytics, Call Log, Billing, Tools, Company Info, Phone Numbers, Auto-Receptionist, 4 Group(s) / 2 Other(s), and Phones & Devices. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and includes sections for General Settings, IVR Menus, IVR Editor, and Prompts Library. The 'Call Recording' section is expanded, showing 'On-demand Call Recording' with a toggle switch turned on. Below this, there are two 'Announcement on Start' and 'Announcement on Stop' modals. The 'Announcement on Start' modal has 'Set Greeting' set to 'Custom' and a duration of 00:00 / 00:00. The 'Announcement on Stop' modal has 'Set Greeting' set to 'Default', 'View In' set to 'English (U.S.)', and a duration of 00:00 / 00:00. Numbered callouts (1-6) indicate the steps for enabling and configuring the feature.



Enable On-demand Call Recording Announcement

To enable the on-demand call recording feature:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
4. Move the slider button to the right next to, **Enable On-demand Call Recording**.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as 'Dave' with contact information '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible, along with 'Get Help' and 'Log Out' links. The navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar shows a tree view with 'Auto-Receptionist' selected. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and includes tabs for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'Call Recording' section is expanded, showing 'On-demand Call Recording' and 'Automatic Call Recording' options. The 'Enable On-demand Call Recording' toggle is currently off. The 'Save' button is highlighted with a red callout.



Automatic Call Recording*

Automatic Call Recording allows you to record incoming and outgoing calls automatically. You can also play back the recordings or download the recorded call logs for sales and support training, compliance, etc.

NOTE: State and federal laws require that your callers hear a call-recording notification before and after a call is recorded. As an administrator, you need to make sure your company's call recording procedures comply with federal and state laws; neither AT&T nor RingCentral are responsible for your company's compliance.

Choose an Automatic Call Recording Announcement

First enable automatic call recording. See page 43.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
 - Click to enable Automatic Call Recording.
 - Confirm your agreement to the laws.
4. Click boxes for the desired options:
 - Play periodic tones for outbound calls
 - Play Call Recording Announcement for Outbound Calls
 - Allow mute in auto call recording

You can also listen to your recording announcement or specify extensions to record.

5. Click **Edit** to select the call recording announcement and select an option:
 - Select **Default** to use the provided greeting.
 - Select **Custom** to record a greeting.
6. Click **Done**.
7. Click **Save**.

*This option is available for Office Premium and Enterprise only.



Enable an Automatic Call Recording Announcement

To enable the automatic call recording feature:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
4. Slide the button on for **Automatic Call Recording**.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as 'Dave' with contact information '(856) 344-3908 Ext. 101' and is logged into the 'Admin Portal'. The navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar shows the 'Auto-Receptionist' section selected. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and includes tabs for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The settings are organized into sections: 'Company Hours' (24 hours), 'IVR Settings' (Operator Ext.: Dave Brown, Ext. 101), 'Dial-by-Name Directory' (On), and 'Call Recording'. The 'Call Recording' section is expanded to show 'On-demand Call Recording' and 'Automatic Call Recording', both with toggle switches. The 'Automatic Call Recording' toggle is currently off. At the bottom right, there are 'Cancel' and 'Save' buttons.



Planning for Interactive Voice Response (IVR)

In the Office@Hand system, you can create a multi-level IVR as an additional option to the Auto-Receptionist. It extends the Auto-Receptionist menu with more powerful and efficient call handling.

Layout Your Multi-level IVR Plan

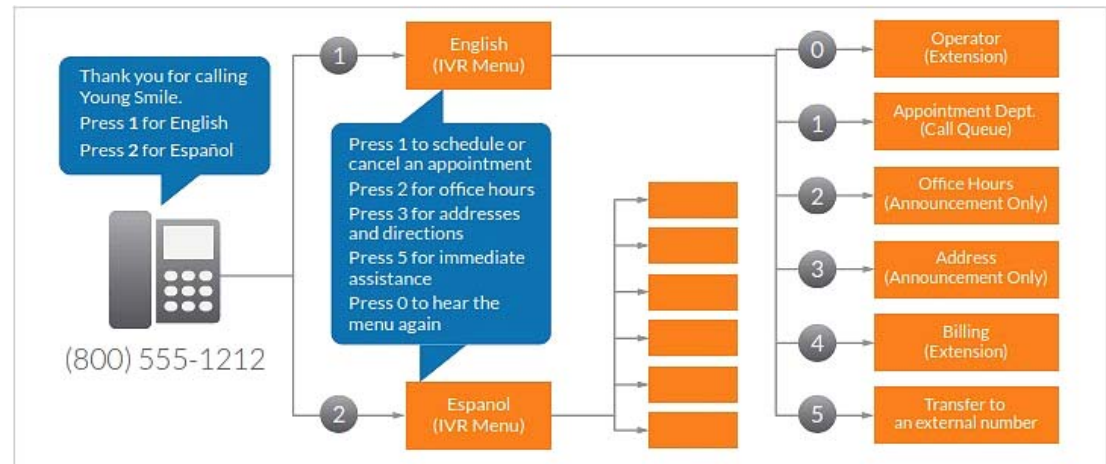
The Office@Hand Multi-level IVR facility supports up to 250 menus for each account you create. It provides callers with options to self-select how they can reach a person or a department in your company. The first step in creating a multi-level IVR menu is to lay out a call-routing plan similar to the examples shown on this page.

Single-Location IVR Use Case

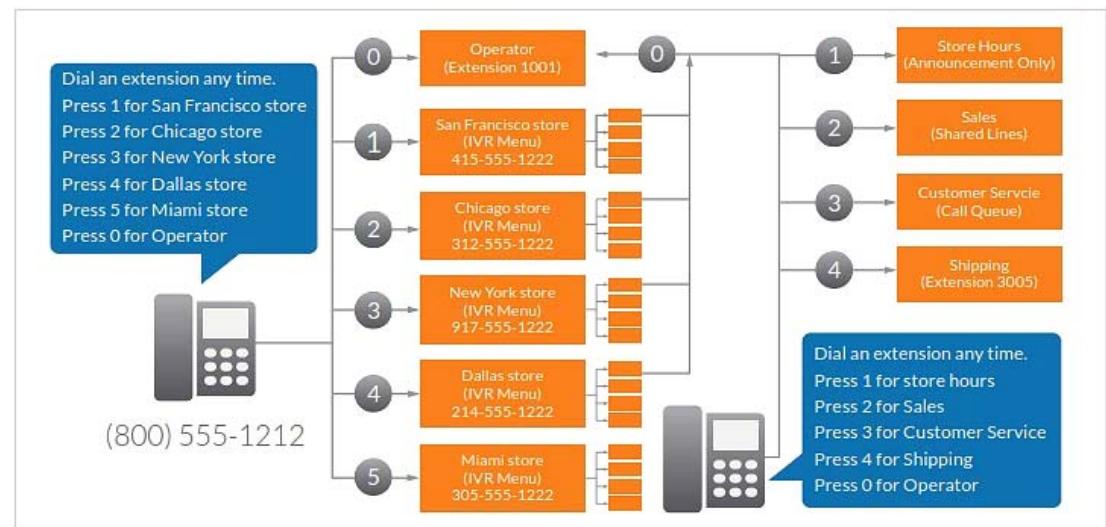
A local dentist office provides services to both English- and Spanish-speaking customers. The dental office IT Manager configures the phone routing system with identical prompts in two languages.

Multiple-Locations IVR Use Case

A nationwide furniture retailer has 5 stores located in San Francisco, Chicago, New York, Dallas, and Miami. The IT Manager sets up a toll-free number for the automated attendant system that can route incoming calls to the proper stores in the entire retail chain.



Multi-Level IVR, single location use case: bilingual dentist office



Multi-Level IVR, multiple location use case: nationwide furniture retailer



Switch to Multi-level IVR Mode

As an option, you can change your Auto-Receptionist from a single-level to a multi-level IVR to serve users at multiple locations or to provide callers with multi-lingual menus.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. On the Auto-Receptionist panel, click the **Single Level** button **Multi-level**. A pop-up will appear with a warning message. By switching to multi-level IVR mode, all of your company call handling settings will be discarded.
4. Click **Continue** to confirm switching to multi-level IVR.
5. The **Switch to Multi-level IVR** pop-up appears. Do one of the following:
 - Enter a top level menu in the **Select the top level menu to connect to** search field.
 - Select the button next to one of the listed **Names**.
6. Click **Save**.

NOTE: Because your call handling settings are discarded, you will need to reset your call handling settings.

NOTE: Your IT department should validate and test the IVR configuration to ensure the routing and prompts in a root menu work well before connecting them to the Auto-Receptionist.

For more details, see “[IVR Menus](#)” on page 51.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101", "Admin Portal", "Get Help", and "Log Out". Below the navigation bar are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." and has sub-tabs for "General Settings", "IVR Menus", "IVR Editor", and "Prompts Library".

On the left sidebar, the "Auto-Receptionist" tab is selected. The main settings area shows sections for "Company Hours", "IVR Settings", "Dial-by-Name Directory", "Call Recording", and "Regional". In the "General Settings" section, a dropdown menu is open, showing "Single Level" and "Multi-level" options. A warning pop-up titled "Switch to Multi-level IVR" is displayed, with a yellow warning box stating: "Warning: By switching to Multi-level IVR mode, all of your existing company call handling settings will be discarded. Please confirm that you wish to proceed." Below the warning are "Cancel" and "Continue" buttons. A second pop-up titled "Switch to Multi-level IVR" is shown, with a search field and a table of IVR menus:

Select	Name	Ext.
<input type="radio"/>	IVR Menu 1001	1001
<input type="radio"/>	IVR Menu 1002	1002
<input type="radio"/>	IVR Menu 1003	1003

At the bottom of this pop-up, there is a "Total: 3" indicator, a "Show: 25" dropdown, and "Cancel" and "Save" buttons.



Set General IVR Settings

When you have set multi-level IVR mode, you can see general IVR settings from the Auto-Receptionist menu.

To set general IVR settings:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select **IVR Settings**.
4. Scroll down to **General IVR Settings**.
5. Under **General IVR Settings**, select options:
 - Configure the actions for the general navigation keys. When callers press # (hash/pound) or * (star/asterisk), the following actions are available:
 - **Repeat menu greeting**
 - **Return to root menu**
 - **Return to previous menu**
 - If the caller enters no action after the prompt is played three times, the following actions are available:
 - **Disconnect:** The call will be disconnected.
 - **Connect directly to an extension:** The caller is routed to the extension you specify.
6. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with contact information '(210) 598-8284 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The main navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar shows the 'Auto-Receptionist' menu item selected. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and features a 'Single Level' dropdown menu. The 'IVR Settings' section is expanded, showing 'Company Hours' (24 hours) and 'Company Greeting' options. The 'General IVR Settings' section is highlighted, showing 'Press #' set to 'Repeat menu greeting' and 'Press *' set to 'Return to previous menu'. Below this, there are radio button options for 'If caller enters no action after the prompt played 3 times': 'Disconnect the call' (selected) and 'Connect to extension'. The 'Zero Dialing' section has radio button options: 'Connect to Company Greeting' (selected), 'Do nothing', and 'Connect to Extension'. At the bottom right, there are 'Cancel' and 'Save' buttons.



IVR Tool*

Office@Hand provides additional IVR tools to help you create and manage your IVR Menus. Auto-Receptionist consists of three parts that help you configure your IVR: IVR Menus, IVR Editor, Prompts Library.

Use the IVR tool to:

- Configure IVR menus with the Visual IVR Editor
- Import prompt recordings
- Record prompts
- Import and export XML files

Note: Any change on the IVR menu overwrites the imported XML file. It is suggested that you export and save a new XML file after making changes.

Access the IVR Tool by using the following steps:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select the **IVR Editor** tab.

*Available for Office Premium and Enterprise users only.

The screenshot displays the AT&T Office@Hand Admin Portal. At the top, the user is identified as 'Dave' with contact information '(210) 555-0120 Ext. 101' and an 'Admin Portal' dropdown. The navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a red circle '2'), '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The main content area has a header 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' Below this are tabs for 'General Settings', 'IVR Menus', 'IVR Editor' (highlighted with a red circle '3'), and 'Prompts Library'. The 'IVR Editor' section includes an 'XML Editor' with instructions, 'Download Sample IVR XML Files' (with 'Single Level IVR' and 'Multi-level IVR' buttons), 'Import XML file' (with an 'Import' button), and 'Export IVR XML File' (with an 'Export' button). The 'Visual IVR Editor' section has a 'Launch Visual IVR Editor' button. A preview window shows a visual IVR menu structure with a 'Greeting' node and four sub-nodes: 'Chicago', 'New York', 'Boston', and 'Atlanta'.



Import or Export XML Files

In the XML section, you can import and export XML files for your IVR. Your IVR Menus are validated by Office@Hand once you import an XML file.

Download a Sample XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. the XML Editor displays.
4. Under **Download Sample IVR XML Files**,
 - Click **Single Level IVR**, or
 - Click **Multi-level IVR**

The sample XML file is downloaded in your browser.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210)555-0120 Ext. 101'. There is an 'Admin Portal' dropdown menu and 'Get Help | Log Out' links. Below the navigation bar, there are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains a navigation menu with items: 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a blue bar and a '2' callout), and 'Phones & Devices'. The main content area has a header with the text 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and sub-tabs for 'General Settings', 'IVR Menus', 'IVR Editor' (highlighted with a blue bar and a '3' callout), and 'Prompts Library'. Below this, the 'XML Editor' section contains the text 'You can create your IVR menus in XML for quick deployment or bulk changes. To get started, you can download sample IVR xml files.' and a 'Download Sample IVR XML Files' section with 'Single Level IVR' and 'Multi-level IVR' buttons. The 'Single Level IVR' button is highlighted with a '4' callout. Below this are 'Import XML file' and 'Export IVR XML File' sections, each with an 'Import' and 'Export' button respectively. At the bottom, the 'Visual IVR Editor' section includes the text 'The Visual IVR Editor lets you configure your Multi-Level IVR using an easy-to-use graphic interface.' and a 'Launch Visual IVR Editor' button. A preview window shows a flowchart diagram for a 'Greeting' menu with four options: 'Chicago', 'New York', 'Boston', and 'Atlanta'.



Export an XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. The XML Editor displays.
4. Under **Export IVR XML File**, click **Export**. The sample XML file is exported to your browser.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext 101'. The main navigation menu contains 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar is highlighted with a blue background and contains the following items: 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a blue bar and a callout '2'), '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and includes tabs for 'General Settings', 'IVR Menus', 'IVR Editor' (highlighted with a callout '3'), and 'Prompts Library'. Below the tabs, the 'XML Editor' section contains instructions and two buttons: 'Single Level IVR' and 'Multi-level IVR'. The 'Export IVR XML File' section features an 'Import XML file' button with an 'Import' sub-button and an 'Export' button (highlighted with a callout '4'). The 'Visual IVR Editor' section includes a 'Launch Visual IVR Editor' button and a preview window showing a graphical IVR flowchart with nodes for 'Chicago', 'New York', 'Boston', and 'Atlanta'.



Import an XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. the XML Editor displays.
4. Under **Import XML file**, click **Import** to browse and locate the XML file. then click **Import**.

Office@Hand detects configuration issues as soon as you click **Import**. You can manually fix the errors in the XML file and upload it again or you can click **Accept and Continue** to manually fix the errors using your Office@Hand online account.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". A dropdown menu for "Admin Portal" is visible, along with "Get Help" and "Log Out" links. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools".

The main content area is titled "Create your own Auto-Receptionist for your System. Customize your options for effective call management." and includes sub-tabs for "General Settings", "IVR Menus", "IVR Editor", and "Prompts Library". The "IVR Editor" tab is active.

The "XML Editor" section contains the following elements:

- A heading: "XML Editor"
- Text: "You can create your IVR menus in XML for quick deployment or bulk changes. To get started, you can download sample IVR xml files."
- Section: "Download Sample IVR XML Files" with buttons for "Single Level IVR" and "Multi-level IVR".
- Section: "Import XML file" with an "Import" button.
- Section: "Export IVR XML File" with an "Export" button.

The "Visual IVR Editor" section includes:

- Text: "The Visual IVR Editor lets you configure your Multi-Level IVR using an easy-to-use graphic interface."
- A button: "Launch Visual IVR Editor".

An inset window shows the "Visual IVR Editor" interface with a "Greeting" menu item and a tree structure of options: "Chicago", "New York", "Boston", and "Atlanta".

Numbered callouts (1-4) are overlaid on the image to indicate the steps described in the text:

- 1: Points to the "Phone System" tab in the top navigation bar.
- 2: Points to the "Auto-Receptionist" option in the left sidebar.
- 3: Points to the "IVR Editor" tab in the main content area.
- 4: Points to the "Import" button in the "Import XML file" section.



IVR Menus

Office@Hand offers various tools to help manage and create IVR (interactive voice response) menus. Administrators can add new IVR menus as shown in the following instructions, use the Visual IVR Editor, or import an XML file.

Add an IVR Menu Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Click **New IVR Menu** button. The **Add IVR Menu** pop-up appears.
5. Enter the **Extension Number** and **Extension Name**.
6. Click **Save**.

The new IVR Menu appears listed under the **IVR Menus** tab. Configure an IVR Menu

After you have created an IVR Menu, configure the Extension Info, Direct Numbers, Prompt, and Call Handling.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave - (210)555-0120 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' sub-tab is active. The 'IVR Menus' tab is selected in the main content area. A search bar and a 'Validate Menu' button are visible. A 'New IVR Menu' button is highlighted with a red callout. Below this, a table lists existing IVR menus:

Name	Numbers	Ext.	Language	
IVR Menu 1001		1001	English (U.S.)	Add Direct Numbers Delete
IVR Menu 1002				... Delete
IVR Menu 1003				... Delete

A modal window titled 'Add IVR Menu' is open, showing the following fields:

- Extension Number:** 1004
- Extension Name:** IVR Menu 1004

The modal also includes 'Cancel' and 'Save' buttons.



Configure Extension Info

After you select an existing IVR Menu, edit your extension number, name, or delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menus**. The Extension Info **IVR Details** pop-up appears.
5. Enter the **Extension Number** and **Extension Name**.
 - If you would like to delete this IVR menu, click **Delete Menu**.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave with the phone number (856) 288-1981 Ext. 101. The main navigation bar includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The left sidebar contains Company Info, Phone Numbers, Auto-Receptionist, and Groups. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' It has tabs for General Settings, IVR Menus, IVR Editor, and Prompts Library. A search bar and buttons for 'Validate Menu' and 'New IVR Menu' are present. Below is a table of IVR Menus with columns for Name, Numbers, Ext., Language, and Operation. One menu, 'IVR Menu 1001', is listed with extension (310) 203-5458 and language English (U.S.). Below the table is a pop-up window for 'IVR Menu 1001 (Ext. 1001)' with fields for Extension Number (1001), Menu Name (IVR Menu 1001), and Direct Number ((310) 203-5458, (310) 856-9872, (310) 856-9906). There are 'Delete IVR Menu' and 'Save' buttons at the bottom of the pop-up.



Add a Direct Number

To add a direct number for an IVR menu:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Click an existing **IVR Menu**.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Select one of the number types from the dropdown menu. Follow these instructions for the type of number you choose:
 - a. **Local (Domestic)**: Select **Local (Domestic)**. Provide the State/Province and Area Code and Select Number.
 - b. **Toll-Free**: Select **Toll-Free Number**. Select a Toll-Free prefix and a number from the drop-down menu.
 - c. **Vanity**: Select **Vanity**. Choose a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available.
8. Click **Next** when finished choosing your number. Proceed to the completion of your order

The screenshot displays the AT&T Office@Hand Admin Portal. The user is logged in as Dave. The interface shows the 'Phone System' tab selected, with the 'Auto-Receptionist' sub-tab active. The 'IVR Menus' tab is also selected, showing a list of existing IVR menus (1001, 1002, 1003). A modal window titled 'Add Direct Number' is open, showing the 'Extension Info' tab. The modal includes fields for 'Extension Number' (1001), 'Menu Name' (IVR Menu 1001), and 'Direct Number'. The 'Add' button is highlighted. The modal also shows a 'Select Numbers' section with a dropdown for 'Number Type' (Local Number) and a 'Select State/Province' dropdown. The 'Next' button is highlighted in the modal.



Visual IVR Editor

The Visual IVR Editor lets you configure your Multi-level IVR using an easy-to-use graphical interface. Add menus and assign to extensions with just a few clicks.

Launch the Visual Editor

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab.
4. Click **Launch Visual IVR Editor**. The **Visual IVR Editor** opens in a new browser tab.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu on the left lists 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' option is highlighted. The main content area shows the 'IVR Editor' tab selected, with options for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'IVR Editor' section includes a description, 'Download Sample IVR XML Files' (Single Level IVR, Multi-level IVR), 'Import XML file' (Import), and 'Export IVR XML File' (Export). The 'Visual IVR Editor' section is highlighted, and a 'Launch Visual IVR Editor' button is visible. An inset window shows the Visual IVR Editor interface with a call flow diagram for a 'Greeting' menu, featuring a tree structure with nodes for 'Greeting', 'Change', 'New York', 'Boston', and 'Atlanta'.



Create a New IVR Menu

Use these steps to create a new IVR menu with the visual editor.

1. Open the Visual IVR Editor in auto-receptionist.
2. In the new tab, you will see your **Visual IVR Editor**. On this page, you will have a **New Tree** waiting to be created. You have the option to create a new IVR from this screen, or open an existing IVR and edit it in the Visual IVR Editor.
 - a. In the upper-left corner of the screen you have icons for **Open Existing Menu**, **Save**, **Validate**, and **Clear Workspace**.
3. In the upper-right corner you have a **search bar**, an **information drop-down menu** with options for **Take a Tour** and **Learn More**, and when you are viewing an IVR menu, you will see zoom in and out buttons.

You can click **Next** to navigate through the welcome instructions in the Visual IVR Editor.

Visual IVR Editor

The Visual IVR Editor lets you configure your Multi-Level IVR using an easy-to-use graphic interface.

1 Launch Visual IVR Editor

2a

3

AT&T Office@Hand

Visual IVR Editor

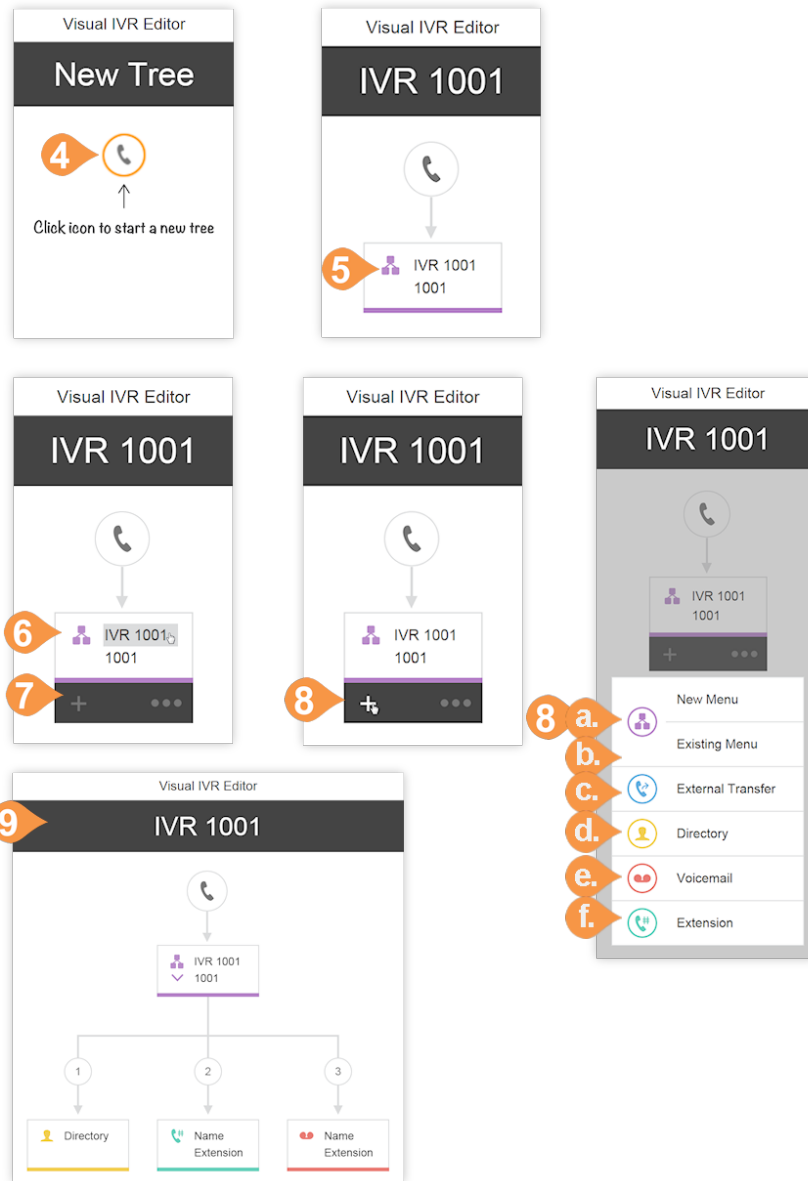
Welcome to the Visual IVR Editor
Creating and editing your IVR is fast and easy with the Visual Menu Editor.

Skip

Next



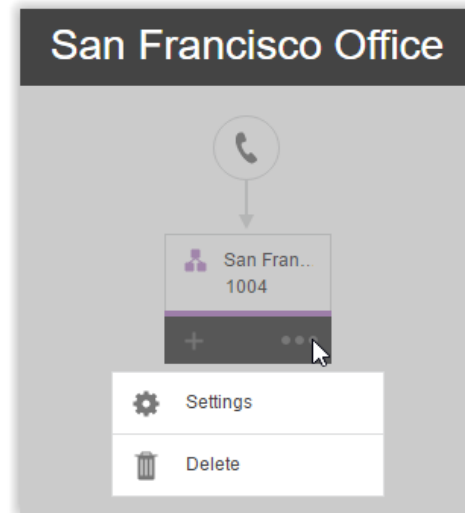
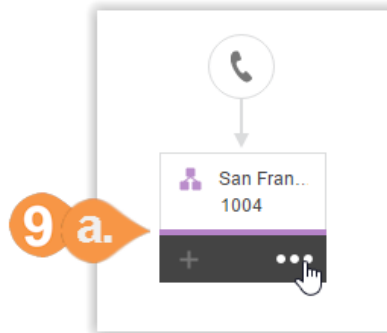
4. Click the **Phone icon** to start a new tree.
5. Your new tree will be automatically assigned a name and extension number.
6. Click the name or extension number to edit the text field and enter your preferred name and extension. Press enter when you are finished and the title will change automatically.
7. Hover over your new IVR menu to see more options.
8. Click “+” to add sub-items to your tree. Sub-items include:
 - a. **New Menu:** Create a new IVR menu as an option within your tree.
 - b. **Existing Menu:** Choose an existing IVR menu from a different IVR tree.
 - c. **External Transfer:** Include an external number in your tree.
 - d. **Directory:** Attach your company’s dial-by-name directory to your tree.
 - e. **Voicemail:** Give the option to leave a voicemail.
 - f. **Extension:** Add a specific extension to your tree.



9. As you add sub-items to your tree, they will appear in the Visual IVR Editor. Once you have added your items to your menu, hover over an item to edit it and see more options. Each menu has its own settings. For some items you will see a “+” and “...” and other items will only have the trash can icon.

a. IVR Menus

- Click the IVR name and extension text fields to edit them.
- Click “+” to add sub-items to your tree.
- Click “...” to open the menu for Settings and Delete.
- Click **Settings** to edit your IVR Menu settings just as you would edit them in the IVR Group settings.
- Click **Delete** to delete this item.



Menu Settings ✕

San Francisco Office

1004

Select Language:

English (U.S.)

Use Text to Speech:

Select Prompt File >

Generic Key Presses

Use Default Settings:

Press #:

Repeat menu greeting

Press *:

Return to previous menu

If caller enters no action after the prompt played 3 times:

Call will disconnect



b. External Transfer

- Click the phone number text field to enter the external transfer number of your choice.
- Click the trash can icon to delete this item.

c. Directory

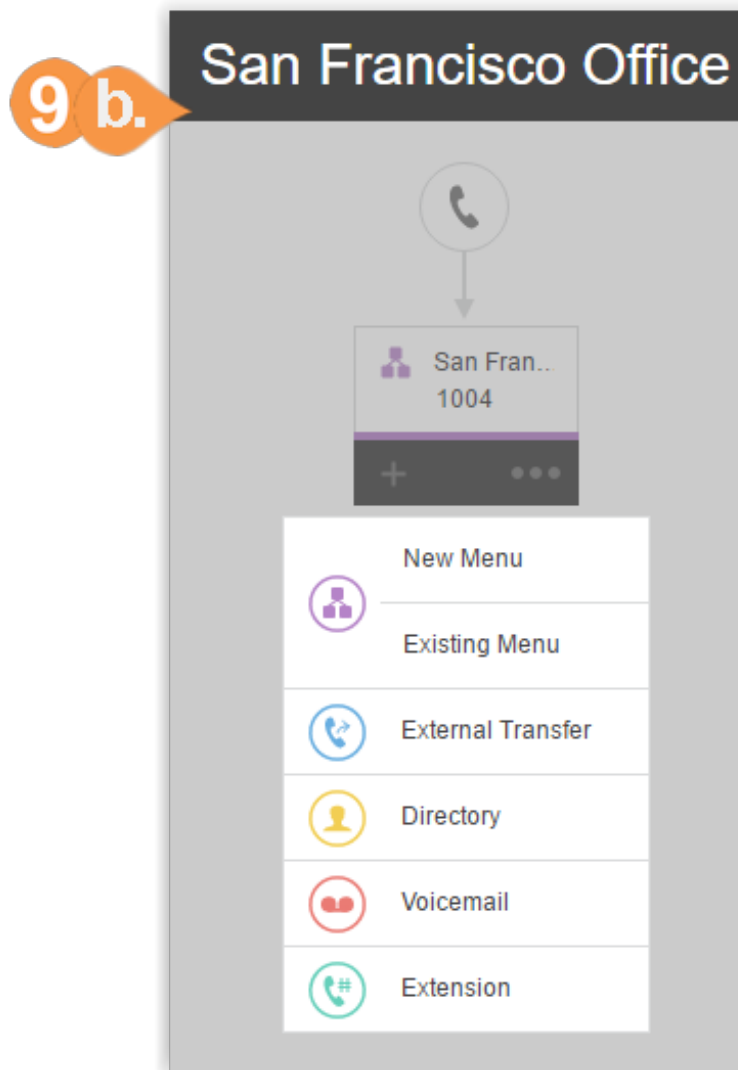
- No further configuration is needed.
- Click the trash can icon to delete this item.

d. Voicemail

- Click the name or extension text fields to open a menu to choose an existing user's extension.
- Click the trash can icon to delete this item.

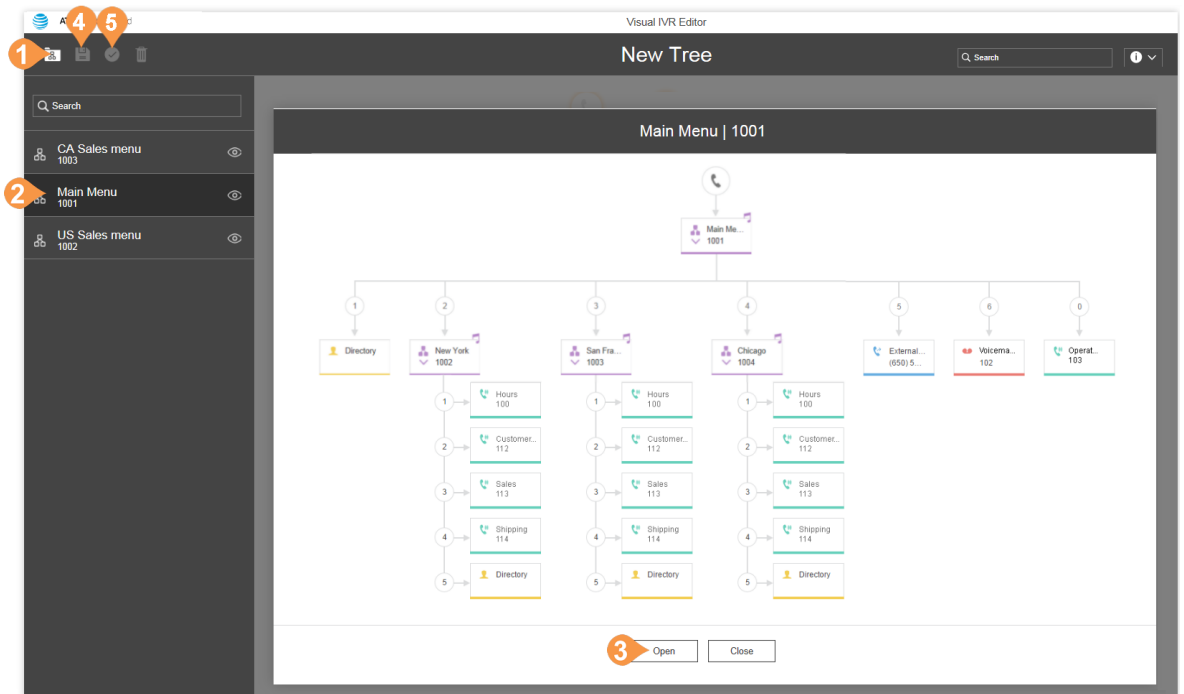
e. Extension

- Click the name or extension text fields to open a menu to choose an existing user's extension.
- Click the trash can icon to delete this item.
- You can also change the order and key press of an item by click on the existing number and typing a new number.
- Click out to save.



Edit an Existing IVR Menu with the Visual IVR Editor

1. From the **Admin Portal**, launch the Visual Editor, then click the **Open Existing Menu icon**.
2. Click on an existing menu to see a preview of the menu.
3. Click **Open** to be able to edit the menu in the Visual IVR Editor.
4. After editing your menu, click the **Validate icon** to check your IVR menu.
5. Click the **Save icon** once you are done editing to save your IVR.



Prompts

Prompt recordings guide callers with instructions on keys to press. Prompts can be pre-uploaded and saved to the Prompt Library, which you can then set up as prompts using the IVR Tool.

There are two prompt modes: audio and text-to-speech.

- Audio prompts are voice recorded.
- Text-to-speech prompts are written by you, then Office@Hand's automated system reads the prompt to your callers.

Note: An IVR menu can function independently from the Auto-Receptionist, so it does not have to be set up for an Auto-Receptionist greeting.

Record an Audio Prompt

To record a new audio prompt for your system,

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Select the **Prompts Library** tab.
4. Click **Record Prompts**. The **Record Prompt** pop-up appears.
5. Enter a name for your prompt in the **Prompt Name** field.
6. Select one of these methods to record a prompt and follow the on-screen instructions:
 - Phone (record over the phone)
 - Computer Microphone.

Follow the remaining on screen instructions to record your prompt.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' sub-tab is active. The 'Prompts Library' sub-tab is also selected. The main content area displays a search bar for prompts, 'Import Prompts' and 'Record Prompts' buttons, and a table of prompts. A 'Record Prompt' pop-up window is open, showing a 'Prompt Name' field and two recording options: 'Phone' and 'Computer Microphone'.

Numbered callouts (1-6) indicate the following steps:

1. Click the 'Phone System' tab in the main navigation menu.
2. Click the 'Auto-Receptionist' sub-tab in the left sidebar.
3. Click the 'Prompts Library' sub-tab in the main content area.
4. Click the 'Record Prompts' button in the main content area.
5. Enter a name for your prompt in the 'Prompt Name' field in the 'Record Prompt' pop-up.
6. Select one of the recording methods ('Phone' or 'Computer Microphone') in the 'Record Prompt' pop-up.



Select Prompt Mode: Audio

To select a previously recorded audio prompt, do the following:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** appears.
5. Click **Prompt**. The **IVR Prompt** pop-up appears.
6. Under **Prompt mode**, select the button next to **Audio**.
7. Click **Select from Prompt Library**.
8. The **Select Prompt** pop-up appears with a list of pre-uploaded prompts.
9. Select the button next to the prompt you'd like to set.
10. Click **Select**.

You can listen to your new prompt by dialing into the extension and re-recording it until you are satisfied.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' sub-tab is active. The 'IVR Menus' section is visible, showing a table of existing IVR menus. A table with the following data is displayed:

Name	Numbers	Ext.	Language
IVR Menu 1001		1001	English (U.S.)
IVR Menu 1002		1002	English (U.S.)

Below the table, there are two pop-up windows. The first is the 'Select Prompt' window, which has a search bar and a list of prompts: 'Main Menu.mp3' (selected) and 'Sales Menu.mp3'. The second is the 'IVR Prompt' pop-up, which has a 'Prompt Mode' section with 'Audio' selected and a 'Select Prompt' button.



Select Prompt Mode: Text-to-Speech

Office@Hand's text-to-speech utility converts the text greeting you typed into a voice file and saves it to the IVR Prompt Library. Set an IVR prompt using text-to-speech. The text you enter must contain only letters, digits, space, commas, and periods. No special symbols. Use the words "hash" or "pound" or "star" instead of "#" or "*" if needed.

To set up a text-to-speech prompt for an IVR menu:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** appears.
5. Click **Prompt**. The IVR Prompt pop-up appears.
6. Under **Prompt mode**, select the button next to **Text to speech**.
7. In the box for **Text**: type your desired greeting and connection instructions for your callers.
8. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Auto-Receptionist' section is active, showing 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The 'IVR Menus' tab is selected, displaying a table of IVR menus. The 'IVR Menu 1001' is selected, and the 'Prompt' section is open, showing the 'Text to speech' mode selected and a text input field for the greeting. The 'Save' button is visible at the bottom right of the prompt configuration area.



Recording Greetings and Messages

Several tasks require admins to record messages or greetings for your Office@Hand system. These steps explain how to do the following:

- Record Over the Phone
- Record Using the Computer Microphone
- Import a WAV or MP3 file.

Import a WAV file for Your IVR Prompt

In the Prompts section, you can import or record your IVR prompts and edit prompts that have already been imported. To import a WAV file, do the following:

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **Prompts Library** tab.
4. Click the **Import Prompts** button.

A browser appears.

- Navigate to the prompt file location.
- Select the file and click **Open**.

The screenshot shows the AT&T Office@Hand Admin Portal. The user is logged in as Dave with phone number (210) 555-0120 Ext. 101. The navigation menu on the left includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' It has tabs for General Settings, IVR Menus, IVR Editor, and Prompts Library. The Prompts Library tab is selected, showing a search bar and buttons for 'Import Prompts' and 'Record Prompts'. Below this is a table of prompts:

Prompt Name	Used In	Download	Delete
▶ Custom Greeting		Download	Delete
▶ customgreeting.wav	IVR Menu 1002, Ext. 1002	Download	Delete

The table shows a total of 0 prompts. The interface also includes a 'Delete' button and a 'Show: 25' dropdown menu.



Record a Prompt over the Phone

Account admins and users with permissions can create a custom audio prompt. One way to create this prompt is to record the prompt using your Office@Hand phone.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **Prompts Library**.
4. Click **Record Prompts**.

The **Record Prompt** pop-up appears.

Enter a name in the text field next to **Prompt Name**.

5. Select the **Phone** tab.
 - Next to **Call me at**, enter a phone number.
 - Click the **Call Now** button, and Office@Hand will call you to record your message. Record your IVR prompt over your phone when prompted.
6. Review the prompt and click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210)555-0120 Ext. 101'. The main navigation menu on the left lists 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' sub-tab is active. The 'Prompts Library' sub-tab is also selected. The main content area shows a search bar for prompts, 'Import Prompts', and 'Record Prompts' buttons. The 'Record Prompt' pop-up window is open, showing the 'Prompt Name' field with 'Voicemail' entered, the 'Phone' tab selected, and the 'Call me at' field with '650-555-7000' entered. The 'Call Now' button is highlighted. The pop-up window also displays a play button, a progress bar, and a 'Done' button. A confirmation message states 'Your prompt was recorded and successfully activated.'



Record a Prompt Using Your Computer Microphone

Account admins and users with permissions can create a custom audio prompt. One way to create this prompt is to record the prompt using your computer microphone.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **Prompts Library**.
4. Click **Record Prompts**.

A pop-up will appear.

5. In the Record Prompt window, enter a name for your prompt. Ensure that a microphone is connected to your computer and click **Record Using Computer Microphone**.

Click **Allow** if Office@Hand asks to record through your computer.)

6. The **Record Prompt** pop-up appears.
 - a. When ready, click the red **Record** button to record or re-record your IVR prompt through your computer microphone.
 - b. Click the **Play** button to listen to your prompt and then click the **Record** button to re-record your IVR prompt.
 - c. Click the **Download** button to and save your recording to your computer.
7. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the user name 'Dave', phone number '(210) 555-0120 Ext. 101', and an 'Admin Portal' dropdown. The main navigation menu on the left has 'Phone System' selected, with sub-items for 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Group(s)', 'Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' section is active, showing options for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'Prompts Library' page features a search bar, 'Import Prompts', and 'Record Prompts' buttons. A 'Record Prompt' dialog box is open, allowing the user to enter a 'Prompt Name' (Voicemail) and select the 'Phone' (Computer Microphone). A second 'Record Prompt' dialog box shows a play button and a 'Done' button, with a green message stating 'Your prompt was recorded and successfully activated.'.

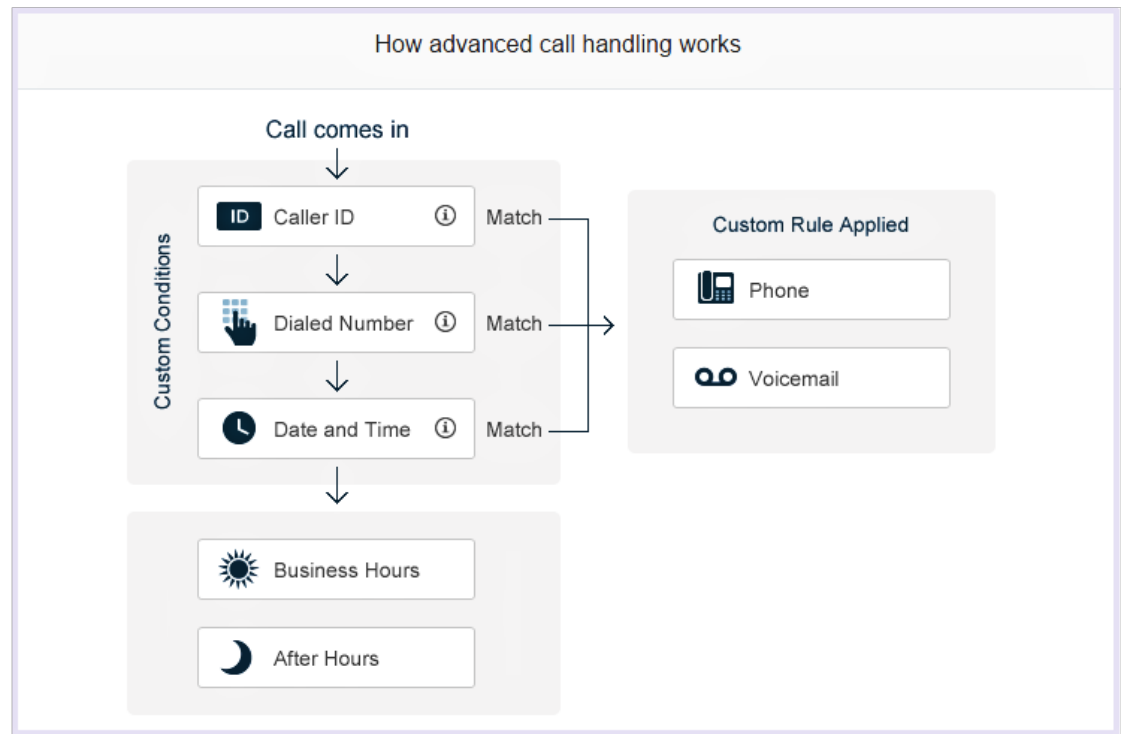


Custom Rules

Custom rules let you manage call handling enabling you to create efficient processes and streamline your work flow.

When your call enters the Office@Hand system it is filtered through any conditions you have set, for example Caller ID, Dialed Number, or Date and Time. You can also apply business hours or after hours conditions to incoming calls. These conditions are passed to the destination phone or voicemail.

Once you create a custom rule, be sure to test the rule to verify it works as you expect.



Create a Custom Rule

Additionally, any previously-created rules are listed in the pop-up that appears.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Under the **General Settings** tab, click **IVR Settings**.
4. Under **Custom Answering Rules**, click **Custom Rule**.
5. Click **Add Rule**. The **Custom Answering Rule** pop-up appears.

Instructions continue on the following pages.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the phone number '(210) 598-8284 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation menu contains 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, showing a sidebar with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' section is selected, displaying 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'IVR Settings' section is expanded, showing 'Company Greeting', 'Company Hours Greeting', and 'After Hours Greeting'. The 'Custom Answering Rules' section is also expanded, showing a 'Custom Rule' button. A pop-up window titled 'Custom Answering Rule' is open, displaying instructions on multi-condition advanced call handling rules and an '+ Add Rule' button.



6. Enter the **Rule Name**.
7. Click **Next**.
8. Click one of the answering rule conditions:
 - CallerID
 - Called Number
 - Date and/or Time.

Instructions continue on the following pages.

Custom Answering Rule

1 Name Rule 2 Define Conditions 3 Define Call Handling

Enter a descriptive name for the rule.

Your Rule Name

My Rule 1

Cancel Next

Custom Answering Rule

1 Name Rule 2 Define Conditions 3 Define Call Handling

Caller ID
None

Called Number
None

Date and/or Time
None

Back Next



Custom Rule Condition - Caller ID

Caller ID - applies the rule according to phone numbers you specify. Be sure the specified number is caller ID enabled.

Follow the previous steps, “Custom Rules” on page 66, then:

1. Click the answering rule conditions, CallerID.
2. Enter the phone number or contact name and press **Add**.
3. Click Next. the **Custom Answering Rule** pop-up appears. Go to “Custom Rule Call Handling Definitions” on page 72.

Custom Answering Rule ×

✓ Name Rule **2 Define Conditions** 3 Define Call Handling

1 **Caller ID** ^

Caller ID rules apply to calls coming from specific phone numbers. You can create a list of phone numbers to be used for this setting. (Numbers selected must be using Caller ID.)
When I receive calls from callers specified below.

Type Phone Number or Contact Name ⓘ

650-555-1212
Add

Called Number v

None

Date and/or Time v

None

Back
Next



Custom Rule Condition - Called Number

Called Number applies the rule to the phone number dialed.

From the previous steps, then:

1. Click the answering rule condition, **Called Number**.
2. Click the check box **Select Number**. The **Select Number** pop-up appears.
3. Click the **Select Number** button.
4. Click **Save**.
5. Click Next. Go to “Custom Rule Call Handling Definitions” on page 72.

Custom Answering Rule

1 Name Rule 2 Define Conditions 3 Define Call Handling

Caller ID
None

1 **Called Number**

Called Number rules are based on the phone number the caller dialed; for example, a phone number you are using for a customer promotion campaign.

When Selected Company Number(s) is Called:

2

Date and/or Time
None

5

Select Number

Search

<input type="checkbox"/>	Phone Number	Name
3 <input checked="" type="checkbox"/>	(850) 555-0012	

Total: 1 Show: 10 < 1 >

4



Custom Rule Condition - Date and/or Time

This condition applies rules based on a time of day, week, or date range.

1. Click the answering rule condition, **Date and/or Time**.
2. **Select When this role Should be Active.**
3. Click **Next**. Go to “Custom Rule Call Handling Definitions” on page 72.

Custom Answering Rule ✕

✓ Name Rule **2 Define Conditions** 3 Define Call Handling

Caller ID ∨
 None

Called Number ∨
 None

1
 Date and/or Time ∧
 Date and/or Time rules apply based on a time of the day and week every week, or on a specific date range.

2
Select When This Rule Should be Active: ⓘ

Weekly Schedule
 Specific Date Range

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Back

Next

3



Custom Rule Call Handling Definitions

From setting a rule condition, now define the call handling for that rule.

1. **Select Action to Take When Incoming Calls Match This Rule**

Match This Rule:

 - Choose to **Play Company Greeting** or **Bypass greeting to go to extension**.
 - **Set Greeting** - Choose **Default** or **Custom**. The default greeting is shown in the window. Select **Custom** to create your own.
 - **If Caller Enters no Action** - Choose whether the call is routed to the operator or disconnected if the caller does not enter an action.
2. Click **Done**.

Custom Answering Rule ✕

✓ Name Rule ✓ Define Conditions **3 Define Call Handling**

Select Action to Take When Incoming Calls Match This Rule:

Play company greeting
 Bypass greeting to go to extension

Set Greeting

Default ▾

View In ⓘ

English (U.S.) ▾

"Thank you for calling RingCentral. If you know your party's extension you may dial it at any time. For the Operator press 0. For the Dial-By-Name directory press 9."

00:00 / 00:00

If Caller Enters no Action

Connect to operator ⓘ
 Disconnect ⓘ

Back Done



Call Groups



Call Groups

Office@Hand offers many different types of groups for your phone system needs.

[Call Queues](#) are different from extensions. Call queues increase the efficiency of your company by directing the calls to the right employees. Call queues can support up to 25 calls waiting in a call queue.

[Paging Only](#) groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices.

[Shared Lines](#) allow calls made to one phone number to be answered by multiple phones. Answered calls can easily be handed off to other phones sharing the same phone number. This feature is commonly required in many industries, such as retail, restaurant, warehouse, etc.

[Park Locations](#) are private locations for your employees to park and pick up calls. Create up to 100 park locations for different groups of users in your phone system.

[Call Monitoring](#) allows you to set of permissions that allow specific users to monitor the calls of other users. Available for Premium and Enterprise users only.

[Other – Message-Only Extensions](#) allow you to create a dedicated extension specifically for receiving voice messages. All calls routed to this extension will be automatically directed to the extension's voicemail box.

[Other – Announcements-Only Extensions](#) allow you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting.



Call Queues

Create a call queue when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls. Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.

Add a Call Queue Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Click the **New Call Queue** button.
5. Enter an **Extension Number**, **Extension Name**, and **Manager Email**.
6. Click **Save**.
7. Select the users you'd like to add to the group from the list of available members.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the extension '(210)555-0120 Ext. 101'. The main navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Call Queues' sub-tab is selected. A sidebar on the left shows 'Groups' with 4 Group(s) and 2 Other(s). The main content area displays a table of call queues and a modal window for adding a new queue.

Status	Name	Numbers	Ext.	Msg.	Members Availability
●	Group 1		1	0 / 0	1 / 0
●	IT Helpdesk		10	0 / 0	1 / 0
●	Marketing Call Queue		9	0 / 0	1 / 0

The 'Add Call Queue' modal window shows the following fields:

- Extension Name:
- Extension Number:
- Manager's Email:

The 'Add Call Queue' modal window also shows a table of members to select:

Name	Ext.	Department
DH Test PDS	102	
<input checked="" type="checkbox"/> Joe Stephens	103	Purchasing
<input checked="" type="checkbox"/> Matthew Smith	104	Purchasing
<input type="checkbox"/> Something1234 New4321	101	



Configure a Call Queue

After you have created a Call Queue, you can configure the Call Queue Info, Direct Numbers, Greeting, Call Handling, and Messages & Notifications. The phone system supports more than 10 call queue agents ringing simultaneously. This setting needs to be first enabled in the admin interface. Admin users can set the number of simultaneously ringing call queues to 25 or 50. Note: Only agents with 2 active phones in call forwarding can be added to queues with higher limits (25 or 50).

Call Queue Info

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue** (Customer Support in this example). If you don't have any existing Call Queues, go to the previous page to learn how to create one.
5. Select **Call Queue Details**.
6. Edit the group's settings in **General** and **Settings**:
 - a. **Extension Number**
 - b. **Group Name**
 - c. **Record Group Name**
 - d. **Company Name**
 - e. **Contact Phone**
 - f. **Manager Email**
 - g. **Status**
 - h. **Regional Settings**
 - i. **Business Hours**
 - j. **Address**
7. Click **Save**.



Add a Direct Number

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue**.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select from one of the available numbers.
8. Click **Next**.
9. Follow the prompts to purchase your new number.

The screenshot shows the AT&T Office@Hand Admin Portal. The user is logged in as Dave with phone number (210) 555-0120 Ext. 101. The 'Phone System' tab is selected in the top navigation. The left sidebar shows 'Groups' with 4 groups and 2 other items. The 'Call Queues' tab is active, displaying a list of call queues: 'Group 1' (status: active), 'IT Helpdesk', and 'Marketing'. The 'Marketing' queue is selected, and the 'Direct Numbers' section is visible, showing a table with one entry: (650) 555-1212, Direct. A '+ Add Direct Number' button is present. A modal window titled 'Add Direct Number' is open, showing a progress indicator with three steps: 1. Select Numbers, 2. Select Number Plan, and 3. Order Confirmation. The modal contains two dropdown menus: 'Select State/Province' (set to California) and 'Select Area Code' (set to Select). 'Cancel' and 'Next' buttons are at the bottom right.



Call Queue Greetings

If you would like your callers to hear a recorded greeting before being connected to a call group, turn on the Call Queue greeting.

Set a Call Queue Greeting

1. Select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue**.
5. Click **Greeting & Hold Music**.
6. Select the button next to **On**.
7. Click **Set Greeting**.
8. Choose your preferred type of greeting.
 - a. **Default**
 - b. **Custom** – set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the menu if you have saved numbers or enter a phone number. Click **Call Now**; Office@Hand calls you to record a message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings appear. When ready, click the red **Record** button to record your greeting through a computer microphone. Stop and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file. Click **Attach**.
9. Click **Edit** under **Audio While Connecting** to select the audio callers hear during business hours while waiting for a connection.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu on the left has 'Phone System' selected, with sub-items for 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The 'Call Queues' tab is active, showing a table with columns for 'Status' and 'Name'. The table lists 'Group 1' (status: On), 'IT Helpdesk' (status: Off), and 'Marketing Call Queue' (status: Off). A 'Greeting & Hold Music' configuration panel is open for 'Group 1', showing options for 'Business Hours', 'After Hours', and 'Blocked Calls'. The 'Call Queue Greeting' is set to 'Enable', and 'Audio While Connecting' is also set to 'Enable'. The default greeting is 'Thank you for calling Group 1. Please wait while we connect you to the next available agent.' Two modal windows are shown: one for setting a 'Default' greeting and another for setting a 'Custom' greeting with 'Call me at' and 'Call Now' options. Numbered callouts (1-11) indicate the sequence of actions described in the text.



10. Choose under **Interrupt Audio** how often the audio is interrupted by a prompt. If you choose an interrupt time, you can then choose a standard Interrupt Prompt, such as "Thank you for holding. Please continue to stay on the line," or record or upload your own custom prompt.
11. Click **Save**.



Call Handling

Choose how you'd like each call queue to handle incoming calls. Set the order in which the calls will be transferred to the members of the call queue, choose the audio while connecting, hold music, and hold time here.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Click the name of the **Call Queue** to configure.
5. Select **Call Handling & Members** to edit your call handling settings.
6. On the **Business Hours** tab, select how which calls will be transferred to department members:
 - a. **Rotating** – in order by extension number
 - b. **Simultaneous** – on all department extensions
 - c. **Sequential** – set a defined order
7. Choose how to handle callers who are on hold in the **Wait Settings** tab. Tool tips in the product interface help you configure hold times.
8. Click **Save**.

Note: If you would like after-hour call handling to take effect when your business is closed, configure the business hours for the extension, and complete the settings on the **After Hours** tabs.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210)555-0120 Ext. 101". There is an "Admin Portal" dropdown menu and "Get Help" and "Log Out" links. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected, and within it, the "Call Queues" sub-tab is active. The main content area shows a search bar and a list of call queues. The "Call Handling & Members" sub-tab is open, displaying various configuration options. The "Decide How Calls Get Transferred to Group Members" section is set to "Rotating". A table lists group members with columns for "Order", "Name", and "Ext.". The "Save" button is highlighted with an orange callout.



Messages & Notifications

In this section, set your message recipient, voicemail greeting, and notifications. Office@Hand allows each Call Queue to have separate voicemails to greet unanswered calls, as well as allows you to set a recipient for these voicemails.

Set a Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue**.
5. Click **Messages and Notifications**.
6. Click **Edit** under **Voicemail Greeting**.
7. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The main content area is divided into 'Call Queues' and 'Messages & Notifications' sections. The 'Messages & Notifications' section has tabs for 'Business Hours', 'After Hours', and 'Settings'. The 'Voicemail Greeting' section shows a 'Default' greeting with a 'Message Recipient' field set to 'Ext. 1, This call queue'. An 'Edit' button is visible. Two modal windows are shown: 'Voicemail Greeting' (7a) with 'Default' selected and 'View In' set to 'English (U.S.)', and 'Voicemail Greeting' (7b) with 'Custom' selected and 'Phone' as the recording method. A 'Call me at' field is present in the custom modal. A 'Save' button is visible in the bottom right corner of the main interface.



Message Recipient

After you have set your Voicemail Greeting, you can set which users or call queues are to receive the messages.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue** (Customer Support in this example).
5. Click **Messages and Notifications**.
6. Click **Select Extension** under **Message Recipient**.
7. A dialog box shows a list of members who you can select to receive messages for this Call Queue. Select the button next to the recipient.
8. Click **Done**, then click **Save**.

Note: If you have set custom Company hours, follow these steps for both the Business Hours and After hours tabs.

The screenshot shows the AT&T Office@Hand Admin Portal. The user is logged in as Dave with phone number (210) 555-0120, extension 101. The navigation menu includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The 'Phone System' tab is active, and the 'Groups' section is expanded. The 'Call Queues' tab is selected, showing a list of call queues: Group 1, IT Helpdesk, and Marketing Call Queue. The 'Messages & Notifications' section is open, showing the 'Message Recipient' settings for 'Ext. 1, This call queue'. The 'Select Extension' button is highlighted. A dialog box titled 'Select Message Recipient' is open, showing a table of users and their extensions.

Select	Name	Ext.	Type	Department
<input type="radio"/>	David Black	103	User	
<input type="radio"/>	David Brown	101	User	Coporate
<input checked="" type="radio"/>	Shared Lines Group 1	2	Shared Line	
<input type="radio"/>	Tuan Nguyen	104	User	
<input type="radio"/>	Vu Nguyen	102	User	

Total: 10 Show: 10 < 1 > Cancel Done



Notifications

As an administrator, you can set up notifications to be sent to your phone or email when voicemails, faxes, missed calls, and text messages are received for each call queue.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue**.
5. Click **Messages and Notifications**.
6. Click the **Settings** tab.
7. Click **Edit** under **Notifications**. A dialog appears with options for notifications to a recipient of your choice when voicemail messages or faxes are received, or calls missed.
8. Set your notification settings
 - a. Configure your **Basic Settings** that control the notification recipient and the default behavior for each type of notification.
 - b. You can optionally set your **Advanced Settings**. These settings allow you to customize your notifications settings, including the content and recipient for each type of notification.
9. Click **Save**.

Note: If you have set custom business hours, follow these steps for both the **Business Hours** and **After hours** tabs.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". There is an "Admin Portal" dropdown menu and "Get Help | Log Out" links. The main navigation menu on the left includes "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected, and the "Call Queues" sub-tab is active. A table lists call queues: "Group 1", "IT Helpdesk", and "Marketing Call Queue". The "Group 1" queue is selected. A "Messages & Notifications" dialog is open, showing the "Settings" tab. The dialog has a "Basic Settings" dropdown and a table for notification types:

	By Email	By SMS
Voicemail Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Received Faxes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Missed Calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Received Text Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Below the table, there are fields for "Send Notifications to":

- Email:** example@example.com
- Phone Number:** Select Carrier (dropdown), 4085551212 (input), + Add (button)

At the bottom of the dialog, there is a "My carrier is not listed" link and "Cancel" and "Save" buttons.



Configurable Information Display

Administrators can assign text labels to incoming IVR and Call Queue phone numbers and configure which call information is displayed on endpoints so queue members know how to greet callers. Additionally, queue call information can be uniformly displayed across all endpoints (hard phones & soft clients), benefiting users who use hard phones and soft clients together.

Add a Direct Number to a Call Queue

1. From the **Admin Portal**, select the **Phone System** tab.
2. Choose **Groups/Others** from the sidebar.
3. Select the **Call Queues** tab.
4. Click on a list entry.
5. Choose the **Direct Numbers** tab from the new menu tabs and select **Add Direct Number** to add a new number.
6. Select **Edit** on the entry you want to update.
7. A new window appears with details of the listing. **Enter** your preferred name of 15 character or fewer in the **Name** field.

Click Save.

Call queue information is not displayed when a call is forwarded using a custom advanced answering rule.

When information is not configured, a blank space may instead be displayed.

When a Caller ID name or number is blocked, anonymous, or not included by the service provider "Unknown" may display instead.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar shows the user 'Dave' and the phone number '(856) 344-3908 Ext. 101'. The main navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The sidebar on the left has 'Phone System' selected, with sub-items: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '2 Group(s) / 0 Other(s)', and 'Phones & Devices'. The main content area shows the 'Call Queues' tab selected, with a search bar and a '+ New Call Queue' button. Below this is a table of call queues with columns for 'Status' and 'Name'. Two entries are listed: 'Marketing' and 'Sales'. The 'Marketing' entry is selected, and a modal window titled 'Marketing (Ext. 4)' is open. This modal has tabs for 'Call Queue Details' and 'Direct Numbers'. The 'Direct Numbers' tab is active, showing a table with columns for 'Number', 'Type', 'Name', and 'Operation'. Two entries are listed: '(424) 295-7157' (Direct, Tortoise Flight) and '(424) 295-7218' (Direct). The 'Edit' button for the first entry is highlighted. A modal window titled 'Direct Number: (424) 295-7157' is open, showing the details for this number. It includes a 'Name' field with 'Tortoise Flight' entered, a 'Number Type' dropdown set to 'Voice and Fax', and radio buttons for 'Auto-Receptionist' and 'Extension' (selected). The 'Extension' is 'Marketing, Ext. 4'. A 'Select Extension' button is at the bottom.



Configure Call Queue Display Settings

To configure your call queue display settings,

1. From the Admin Portal, select the Phone System tab.
2. Select Groups/Others from the sidebar.
3. Select Call Queues.
4. Choose an entry from the list to modify.
5. Select Call Handling & Members.
6. Click the Display Settings tab.
7. In the Call Information displayed fields, enter the Queue Name and Caller ID name.
8. Click Save.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (856) 344-3908 Ext. 101 | Admin Portal | Get Help | Log Out". Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected, and the "Call Queues" sub-tab is active. The sidebar on the left contains icons for "Company Info", "Phone Numbers", "Auto-Receptionist", "2 Group(s) 0 Other(s)", and "Phones & Devices". The main content area shows a search bar and a "+ New Call Queue" button. Below this is a table of call queues with columns for "Status" and "Name". The "Marketing" queue is selected and expanded. The "Marketing (Ext. 4)" details are shown, including sections for "Call Queue Details", "Direct Numbers", "Greeting & Hold Music", and "Call Handling & Members". The "Call Handling & Members" section is expanded to show "Display Settings", which includes fields for "Queue Name" and "CallerID Name". The "Save" button is visible at the bottom right.



Paging Only

Paging Only groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices. Paging Only groups are great for a variety of locations such as warehouse/shipping centers, retail stores, schools and hospitals, among others.

You can page using a special phone with a paging soft-key, or by dialing *84 from your digital desk phone or from your VoIP calling enabled mobile phone.

Add a Paging Only Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Paging Only** tab.
4. Click **New Paging Only**.
5. Enter the **Group Name** and **Extension Number**.
6. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. There is an 'Admin Portal' dropdown menu and links for 'Get Help' and 'Log Out'. Below the navigation bar, there are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and within it, the 'Paging Only' sub-tab is selected. The main content area shows a heading 'Paging Only groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices.' and a '+ New Paging Only' button. Below this is a table with columns for 'Status', 'Name', 'Devices', and 'Ext.'. The table contains two entries: 'Paging Only 1' with 'Cisco SPA-303 Desk Phone' and extension '5', and 'Support' with extension '1'. A modal window titled 'Add Paging Group' is open, showing fields for 'Group Name' and 'Extension Number' (with '1' entered). At the bottom of the modal are 'Cancel' and 'Save' buttons. The bottom of the main content area shows 'Total: 0' and a 'Show: 25' dropdown menu.



Configure a Paging Only Group

After the paging group is set up, select the devices to receive pages from the list of paging devices and user phones capable of doing so.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Paging Only** tab.
4. Select a **Paging Only** group.
5. Click **Paging Only Details**.
 - a. Edit your group's name and extension.
 - b. Click **Save**.
6. Click **Paging**. Paging-capable devices are displayed on the **Devices to Receive Page** tab. You can filter the list of devices by **User Phones** or **Paging Devices**.
 - a. Select up to 25 devices to receive pages.
 - b. Click **Save**.
7. Click the **Users Allowed to Page this Group** tab. You can filter the list of users by department.
 - a. Select the users who are to be allowed to page.
 - b. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. There is an 'Admin Portal' dropdown menu and links for 'Get Help' and 'Log Out'. Below the navigation bar are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The main content area has tabs for 'Call Queues', 'Paging Only', 'Shared Lines', 'Park Locations', 'Call Monitoring', and 'Others'. The 'Paging Only' tab is selected, showing a list of paging groups. A modal window titled 'Group 1 (Ext. 3)' is open, displaying 'Paging Only Details' for a group named 'Paging Only 1'. The modal includes fields for 'Extension Number' (3) and 'Group Name' (Group 1), and a 'Status' section with an 'Enabled' checkbox and a 'Disable' button. Below the modal, another modal window titled 'Group 1 (Ext. 3)' is open, showing the 'Paging' configuration. It has two tabs: 'Devices to Receive Page' and 'Users Allowed to Page this Group'. The 'Users Allowed to Page this Group' tab is active, showing a list of users with columns for 'Name', 'Ext.', and 'Department'. The list includes David Black (103), David Brown (101, Coporate), and Vu Nguyen (102). There are search and filter options, and a 'Show' dropdown set to 10. A 'Cancel' and 'Save' button are at the bottom.



Shared Lines

The Shared Lines feature allows calls made to one phone number to be answered by up to 16 phones as a designated group. Multiple groups of shared lines can be set up. Answered calls can easily be handed off to other phones sharing the same phone number.

Add a Shared Lines Group

1. From the **Admin Portal** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Click **New Shared Line**.
5. Enter an **Extension** number, **Group Name**, and **Manager Email** for the Shared Lines group.
6. Click **Next**.
7. In **Add Shared Lines**, make one of the following selections:
 - a. Select **New Phone Number**, enter the number of phone lines, and the **State**, and **Area Code**, and then click **Add**.
 - b. Select **Existing Phone Number** and select numbers from your Office@Hand numbers.
8. Follow the prompts to complete the ordering of the phone numbers and devices.
9. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210)555-0120 Ext. 101". A dark blue "Admin Portal" button is highlighted with an orange callout 1. Below the navigation bar, a secondary menu contains "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Phone System" menu is expanded, showing "Company Info", "Phone Numbers", "Auto-Receptionist", "0 Group(s) 0 Other(s)", and "Phones & Devices". The "0 Group(s) 0 Other(s)" item is highlighted with an orange callout 2. The main content area has tabs for "Call Queues", "Paging Only", "Shared Lines", "Park Locations", "Call Monitoring", and "Others". The "Shared Lines" tab is active and highlighted with an orange callout 3. Below the tabs, a text box explains the Shared Lines feature, followed by a search bar and a "+ New Shared Line" button highlighted with an orange callout 4. A table lists existing shared lines with columns for Status, Name, Numbers, Ext., and Msg. Below the table, a modal window titled "Add Shared Line" is open, showing a progress bar with steps 1 through 6. Step 5, "Select a Location", is active, showing radio buttons for "Domestic" (selected) and "International". Step 6, "Group Details", is also visible, showing input fields for "Group Name", "Manager's Email", and "Extension" (with the value "1"). The modal has "Cancel" and "Next" buttons at the bottom.



Configure a Shared Lines Group

Configure the Shared Lines group's name, password, business hours, and regional settings. You can also apply an existing template to the group.

Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Click a **Shared Line** from the list. If you do not have a Shared List listed, see the previous page for instructions on how to create a shared line.
5. Select **Shared Line Details**.
6. Edit the group's settings in **General** and **Settings**:
 - a. **Extension Number**
 - b. **Group Name**
 - c. **Record Group Name**
 - d. **Manager Email**
 - e. **Business Hours**
 - f. **Regional Settings**
 - g. **Status (read-only)**
 - h. **Regional Settings**
 - i. **Business Hours**
 - j. **Shared Line Devices**
7. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area shows the 'Shared Lines' section with a table of existing groups and a 'Shared Line Details' modal form. Orange callout numbers 1 through 7 indicate the steps for configuring a shared line group.

Status	Name	Numbers	Ext.	Msg.
	shared line 1	(209) 620-0431	8	0 / 0

Shared Line Details

General Settings

Extension Number: 2

Group Name: Shared Lines Group 1

Manager Email: dave.richards@example.com

Record Group Name: 00:00 / 00:00

Status: Not Activated

Regional Settings: GMT-08:00, English (U.S.)

Business Hours: 24 hours

Shared Line Devices

Buttons: Delete Group, Cancel, Save



Add a Direct Number

To add a direct number to a shared lines group:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Follow the following instructions for the type of number you choose:
 - a. **Local (Domestic)** - Provide the State/Province and Area Code and Select number.
 - b. **Toll-Free** - Select the button for **Toll-Free** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
 - c. **Vanity** - Select the button for **Vanity**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
8. Click **Next**.
9. Review and confirm the order.
10. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu on the left lists 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. A modal window titled 'Shared Lines Group 1 (Ext. 2)' is open, showing 'Shared Line Details' and a section for 'Direct Numbers' with an '+ Add Direct Number' button. Orange callout boxes with numbers 1 through 6 highlight the steps: 1. Phone System tab, 2. Groups menu, 3. Shared Lines tab, 4. Shared Lines group selection, 5. Direct Numbers section, and 6. Add Direct Number button.



Set Greeting

You can set a default greeting, or record a custom greeting for the group.

1. From **Admin Portal**, select **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Select **Greeting**.
6. Under **Shared Line Greeting**, check **Enable** if you'd like a greeting.
7. Click **Edit** to set your greeting.
8. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The left sidebar shows 'Company Info', 'Phone Numbers', and 'Auto-Receptionist'. The main area is divided into tabs: 'Call Queues', 'Paging Only', 'Shared Lines', 'Park Locations', 'Call Monitoring', and 'Others'. The 'Shared Lines' tab is active, showing a table with columns for 'Status', 'Name', and 'Numbers'. A 'Greeting' configuration panel is open, featuring sections for 'Business Hours', 'After Hours', and 'Blocked Calls'. The 'Shared Line Greeting' section has an 'Enable' checkbox checked and an 'Edit' button. The 'Audio While Connecting' section also has an 'Enable' checkbox checked and an 'Edit' button. A 'Shared Line Greeting' pop-up window is overlaid, showing 'Set Greeting' options: 'Default' and 'Custom'. The 'Default' option is selected. The 'View In' dropdown is set to 'English (U.S.)'. The custom greeting text is '"Thank you for calling Billing"'. There are 'Cancel' and 'Done' buttons at the bottom of the pop-up. Numbered callouts (1-10) are placed throughout the interface to guide the user through the steps.



- **Import**

Browse for a WAV or MP3 file you want to use. Click **Attach**.

9. Click **Done**.

10. Click **Save**.



Set Custom Music on Hold

You can customize Music on Hold for shared lines to tailor the caller's waiting experience. The Music on Hold options include:

- Ringtones.
- Predefined music: Acoustic, Beautiful, Classical, Corporate, Country, Holiday, Latin, Modern Jazz, Nature, Reggae, World.
- Upload custom file in WAV or MP3 format.

To set up custom Music on Hold:

1. From **Admin Portal**, select **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Select **Greeting**.
6. Under **Hold Music**, check **Enable**.
7. Click **Edit** to customize your Music on Hold.
8. Select the audio type and select or upload music.
9. Click **Done**.
10. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". There is an "Admin Portal" dropdown menu and "Get Help | Log Out" links. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The main content area has sub-tabs: "Call Queues", "Paging Only", "Shared Lines", "Park Locations", "Call Monitoring", and "Others". The "Shared Lines" tab is active, showing a table with columns for "Status", "Name", and "Numbers". A "Greeting" configuration panel is visible, with sub-tabs for "Business Hours", "After Hours", and "Blocked Calls". The "Greeting" panel includes options to "Enable" "Shared Line Greeting" and "Audio While Connecting", with a "Music: Acoustic" selection and a volume slider. A "Hold Music" modal is open, showing "Set Audio" (Music) and "Select Music" (Acoustic) dropdowns, a volume slider, and "Cancel" and "Done" buttons. Numbered callouts (1-10) are placed over the interface to guide the user through the steps.



Call Handling

The Shared Lines Group Call Handling section allows you to review or change each option for handling incoming calls for both Business Hours and After Hours. You can also set a customized call handling rule under the Advanced settings.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Call Handling**.
6. Under **When all lines are busy forward calls to**, click **Edit**.
 - a. Select the button next to the call destination you'd like to set.
 - b. Click **Done**.
7. Under **Number of seconds to wait before forwarding unanswered calls** use the drop-down menu to choose a value between 10 and 80 seconds.
8. Click **Save**.

Note: If you would like after-hour call handling to take effect when your business is closed, configure the business hours for the extension, and complete the settings on the **After Hours** tabs.

The screenshot shows the AT&T Office@Hand Admin Portal. The user is logged in as Dave. The navigation menu on the left includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The main content area is under the Phone System tab, specifically the Shared Lines section. A table lists shared lines, and a modal window is open for editing the call handling settings for a specific group.

Status	Name	Numbers	Ext.	Msg.
●	shared line 1	(209) 620-0431	8	0 / 0

The modal window shows the Call Handling settings for the selected group. The settings include:

- Business Hours** tab selected.
- When all lines are busy, forward calls to:** Group Voicemail
- Number of seconds to wait before forwarding unanswered calls:** 80 seconds
- Buttons:** Edit, Cancel, Save



Outbound Caller ID

Set up an outbound caller ID for the group, or use individual numbers as caller IDs for each line.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Outbound Caller ID**.
6. Choose whether you'd like to use the one number as the caller ID for the entire group or if you'd like to use individual lines.
 - a. **Group** - Select **Group** from the menu. Click **Edit** and choose a number to display as your caller ID for outbound calls.
 - b. **Individual Lines** - Select **Individual Lines**.
7. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210)555-0120 Ext. 101'. There is an 'Admin Portal' dropdown menu and links for 'Get Help' and 'Log Out'. The main navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Shared Lines' sub-tab is selected. A modal window titled 'Shared Lines Group 1 (Ext. 2)' is open, showing the 'Outbound Caller ID' configuration. The modal has a search bar and a table with columns 'Status' and 'Name'. Below the table, there is a section for 'Outbound Caller ID' with a dropdown menu for 'Outgoing Call Displayed as' (set to 'Group') and an 'Alternate Caller ID' field (set to 'Not-specified'). There are 'Edit' buttons for both fields. At the bottom right of the modal, there are 'Cancel' and 'Save' buttons. Orange callout numbers 1 through 7 are overlaid on the image to indicate the steps described in the text.



Messages & Notifications

Set up a group voicemail and notification options, such as your voicemail greeting, and message recipients and notifications for messages, missed calls, and faxes.

Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Click **Edit** under **Voicemail Greeting**.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The main navigation menu includes "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Phone System" tab is active, and the "Shared Lines" sub-tab is selected. The main content area displays a table of Shared Lines groups. One group, "shared line 1", is selected. Two modal windows are open: "Shared Lines Group 1 (Ext. 2)" and "Voicemail Greeting".

Shared Lines Group 1 (Ext. 2) - Messages & Notifications

Business Hours: After Hours Settings

Take Messages: Enable

Voicemail Greeting: Default

Message Recipient: Ext. 2, This extension

Buttons: Edit, Cancel, Save

Voicemail Greeting

Set Greeting: Default

View In: English (U.S.)

Text: "Your call has been forwarded to the voicemail for Shared Lines Group 1. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."

Buttons: Cancel, Done



Message Recipient

After you have set your voicemail greeting, you can set which users or groups are to receive the messages.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines group**.
5. Click **Messages & Notifications**.
6. Under **Take messages**, select **Enable**.
7. Click **Message Recipient**. A pop-up will appear with a list of recipients.
8. In the **Select Message Recipient** dialog box, select a message recipient from the available list of extensions and click **Done**.
9. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal. The user is logged in as Dave (210) 555-0120 Ext. 101. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. A table lists shared lines, with 'shared line 1' selected. The 'Messages & Notifications' section is expanded, showing 'Take Messages' set to 'Enable' and a 'Message Recipient' dropdown set to 'Ext. 2, This extension'. A 'Select Message Recipient' dialog box is open, showing a table of available recipients.

Select	Name	Ext.	Type	Department
<input type="radio"/>	Fax Group 1	3	Message-Only Extension	
<input type="radio"/>	Holiday	15	Message-Only Extension	
<input type="radio"/>	John Smith	1002	User	
<input type="radio"/>	Sandra Brown	101	User	
<input type="radio"/>	Shared Line - message only	17	Message-Only Extension	
<input type="radio"/>	This extension	8	Shared Lines	



Notifications

Choose who will receive notifications for voicemail messages and how they will receive them.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Click the **Settings** tab.
7. Click **Notifications**. A pop-up will appear with notification options.
8. Set your notification settings.
 - a. Configure your **Basic Settings** that control the notification recipient and the default behavior for each type of notification.
 - b. You can optionally set your **Advanced Settings**. These settings allow you to customize your notifications settings, including the content and recipient for each type of notification.
9. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The main content area is titled 'Shared Lines' and contains a search bar and a '+ New Shared Line' button. A table lists shared lines, with one entry 'shared line 1' having the number '(209) 820-0431'. A 'Messages & Notifications' pop-up is open, showing 'Basic Settings' for 'Voicemail to Text' which is currently 'On'. The pop-up also includes fields for 'Email' (example@example.com) and 'Phone Number' (4085551212). A 'Save' button is visible at the bottom right of the pop-up.



Park Location

Use Park Location groups to create a private location in which specific users can park and pick up calls. Once users have been added to the group, the park location can be added to the user's Presence on a desk phone or HUD on the Office@Hand Phone desktop application. You can have up to 100 park locations in your phone system.

Add a Park Location

1. From the **Admin Portal** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Park Locations** tab.
4. Click **New Park Location**.
The **Add Park Location** pop-up appears.
5. Enter the **Group Name** and **Extension Number**.
6. Click **Save**.

Note: Only one call can be parked in each location at a time.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open. Below the navigation bar, the 'Phone System' tab is selected, and the 'Park Locations' sub-tab is active. The main content area shows a search bar and a '+ New Park Location' button. A table lists two existing park locations: 'Park Location 10001' and 'Park Location 10002', both with a status of 'Disable'. A modal window titled 'Add Park Location' is open, showing a 'Group Name' field with the value 'Park Location 1' and an 'Extension Number' field with the value '10002'. The 'Save' button is highlighted.



Configure a Park Location

After you create a Park Location, you can edit its information and add or remove users to it.

Info

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Park Location** tab.
4. Select a **Park Location** (Park Location 1001 in this example).
5. Click **Park Location Details**.
6. Edit your **Extension Number** and **Park Location Name**. If you'd like to delete this extension, click **Delete Park Location**.
7. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', the phone number '(210) 555-0120 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Park Locations' sub-tab is active. A table lists two Park Locations: 'Park Location 10001' and 'Park Location 10002', both with a status of 'Enabled'. A modal window titled 'Park Test (Ext. 10001)' is open, showing the 'Park Location Details' for 'Park Location 10001'. The 'Extension Number' field is set to '10001' and the 'Group Name' field is set to 'Park Test'. The 'Status' section has 'Enabled' selected and a 'Disable' button. The 'Save' button is highlighted with a callout 7.



Add Users to a Park Location

To add users to a park location:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Park Location** tab.
4. Select a **Park Location** (Park Location 1001 in this example).
5. Click **Location Members**.
6. Select users who can park phone calls to this extension and receive parked calls. Note that when removing users the list, the user phones may require a reboot.
7. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. There is an 'Admin Portal' dropdown menu and 'Get Help | Log Out' links. Below the navigation bar, there are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and within it, the 'Park Locations' sub-tab is selected. The main content area shows a list of park locations with columns for 'Status' and 'Name'. Two locations are listed: 'Park Location 10001' and 'Park Location 10002', both with a green checkmark in the status column. A modal window titled 'Location Members' is open, showing a search bar, a dropdown for 'All Departments', and a table of users. The table has columns for 'Name', 'Ext.', and 'Department'. Three users are listed: 'David Black' (Ext. 103), 'David Brown' (Ext. 101, Department Coporate), and 'Vu Nguyen' (Ext. 102). All three users have their selection checkboxes checked. At the bottom of the modal, there are 'Cancel' and 'Save' buttons. Orange callout numbers 1 through 7 are placed over the interface to indicate the steps described in the list.



Call Monitoring Group*

Call monitoring groups all authorized users to access calls made by other users in real time. These functions provide training, coaching, and QA tools for supervisors or other levels of the management team. They can also help improve teams' performance and productivity. The following actions are available for authorized users in a call monitoring group: Monitor, Whisper, Barge, and Take Over.

To set up call monitoring, you'll need to create a call monitoring group and configure it. The system prompts you to select the users who will have permission to monitor, and lastly, select the users who can be monitored.

After creating a call monitoring group, users who have the permission to monitor others' calls will use the touch tones on their phones to access the call monitoring features. These users will select a current call in progress on their phones then press the touch tone for the action they'd like to take.

You must have a supported device with presence capabilities to use this feature.

Supported Devices:

- Polycom VVX 310
- Polycom VVX 410
- Polycom VVX 500
- Cisco SPA 303
- Cisco SPA 508G
- Cisco SPA 514G
- Cisco SPA 525G2

Action	Description	Example	Touch Tone
Monitor	Silently listen in on a call	Supervisors/QA to monitor performance	*80
Whisper	Speak only to the employee without the caller on the other end hearing	Provide support to users to help them handle a call	*81
Barge	Join the call so all parties can communicate with each other	Help facilitate discussion between all parties	*82
Take Over	Take over the call entirely and release the employee from the call	Allow the supervisor to handle a call and allow the employee to continue other tasks	*83



Add a Call Monitoring Group*

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Monitoring** tab.
4. Click **New Call Monitoring**.
5. Enter a **Group Name**.
6. Click **Next**.
7. Select the users that can monitor this group.
8. Click **Next**.
9. Select the users that can be monitored by this group.
10. Click **Save**.

Note: The users who will be doing the monitoring (for example, supervisors) can add the users who will be getting monitored (for example, agents) in his or her desk phone Presence appearance. The desk phone may need to be rebooted after these settings have been changed.

*Available for Office Premium and Enterprise users only.

The screenshots illustrate the following steps:

- Step 1:** The 'Phone System' tab is selected in the top navigation bar.
- Step 2:** The 'Groups' menu item is highlighted in the left sidebar.
- Step 3:** The 'Call Monitoring' sub-tab is selected in the top navigation bar.
- Step 4:** The '+ New Call Monitoring' button is clicked in the top right corner.
- Step 5:** The 'Group Name' field in the 'Call Monitoring Group' dialog is populated with 'Call Monitoring Group 2'.
- Step 6:** The 'Next' button is clicked in the dialog.
- Step 7:** In the 'Select users that can monitor this group' table, the checkboxes for John Smith and Sandra Brown are selected.
- Step 8:** The 'Next' button is clicked at the bottom of the dialog.
- Step 9:** In the 'Select users that can be monitored' table, the checkboxes for Dave Richards, Jan Smith, and John Anderson are selected.
- Step 10:** The 'Save' button is clicked at the bottom of the dialog.



Configure a Call Monitoring Group

After you create your Call Monitoring Group, you can edit the group members and set up Presence for members of the group.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Monitoring** tab.
4. Select a **Call Monitoring group**.
5. Click **Call Monitoring Details** to edit the **Group Name** or delete the group.
6. Click **Group Members** to edit the users that can monitor others or can be monitored.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Call Monitoring' sub-tab is active. The main content area shows a search bar and a '+ New Call Monitoring' button. A table lists call monitoring groups, with 'Call Monitoring Group 1' selected. A 'Call Monitoring Details' modal is open, showing the group name 'Call Monitoring Group 1' and a 'Delete Group' button. A 'Group Members' modal is also open, showing a list of users with checkboxes for 'Can Monitor' and 'Can be Monitored'. The list includes David Black (Ext. 103), David Brown (Ext. 101, Coporate), and Vu Nguyen (Ext. 102). The 'Group Members' modal also shows a 'Total: 8' and a 'Show: 10' dropdown.



Message-Only Extensions

Create an extension dedicated to receiving messages. All calls routed to this extension will automatically be directed to the extension's voicemail box.

Add a Message-Only Extension

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Click **New Message-Only Extension**.
The **Add Messages-Only Extension** pop-up appears.
5. Enter the **Extension Name**, **Extension Number**, and **Email**.
6. Click **Save**.

Action	Description	Example	Touch Tone
Monitor	Silently listen in on a call	Supervisors/QA to monitor performance	*80
Whisper	Speak only to the employee without the caller on the other end hearing	Provide support to users to help them handle a call	*81
Barge	Join the call so all parties can communicate with each other	Help facilitate discussion between all parties	*82
Take Over	Take over the call entirely and release the employee from the call	Allow the supervisor to handle a call and allow the employee to continue other tasks	*83



Configure a Message-Only Extension

After you've created a Message-Only Extension configure the extension info, direct numbers, and messages and notifications.

Extension Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Select an existing **Message-Only Extension**.
5. Click **Message-Only Extension Details** to view or edit the following settings on the **General** or **Settings** tabs:
 - a. **Extension Number**
 - b. **Extension Name**
 - c. **Record Extension Name**
 - d. **Company Name**
 - e. **Contact Phone**
 - f. **Email**
 - g. **Status**
 - h. **Regional Settings**
6. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the phone number '(210) 555-0120 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Groups' sub-tab is active. The 'Others' sub-tab is also visible. The main content area displays a table of Message-Only Extensions. The first extension is selected, and the 'Message-Only Extension Details' modal window is open. The modal window has two tabs: 'General' and 'Settings'. The 'General' tab is active, showing the following fields: Extension Number (4), Extension Name (Message-Only Extension 1), Company Name, Contact Phone, Email (example@example.com), and Status (Not Activated). There are buttons for 'Edit', 'Resend Invite', 'Delete Group', 'Cancel', and 'Save'. Numbered callouts (1-6) indicate the sequence of steps described in the text.



Add a Direct Number

To add a direct number to a message-only extension:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Select the **Direct Numbers** tab.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select a number from the drop-down menu.
8. Click **Next** when finished choosing your number.

Follow the prompts to purchase your new number.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the extension '(210) 555-0120 Ext. 101'. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Groups' sub-tab is selected. The 'Other' sub-tab is also visible. The main content area shows a table of extensions with columns for Status, Type, and Name. The table lists 'Announcements-Only E...' and 'Messages-Only Extension Sh...'. A modal window titled 'Message-Only Extension 1 (Ext. 4)' is open, showing a '+ Add Direct Number' button. A second modal window titled 'Add Direct Number' is open, showing a progress bar with three steps: '1 Select Numbers', '2 Select Number Plan', and '3 Order Confirmation'. Below the progress bar are two dropdown menus for 'Select State/Province' and 'Select Area Code', and 'Cancel' and 'Next' buttons at the bottom right.



Messages & Notifications

Set the voicemail greeting to use for your Message-Only Extension.

Set a Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Click **Messages & Notifications**.
6. Click **Edit** under **Voicemail Greeting**.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". A dropdown menu for "Admin Portal" is visible. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools".

The main content area shows a list of extensions under the "Others" tab. The table below is a representation of the data shown in the screenshot:

Status	Type	Name	Numbers	Ext.	Msg.	
	Announcements-Only E...	Announcements Only		14	0 / 0	Resend Invitation Delete
	Messages-Only Extension	Shared Line - message ...		17	0 / 0	Resend Invitation Delete

Two pop-up windows are overlaid on the main interface:

- Messages & Notifications (Window 5):** Shows the "Settings" tab for a selected extension. It includes a "Voicemail Greeting" section with a "Default" button and a "Message Recipient" section with a "Select Extension" button. An "Edit" button is located at the bottom left.
- Voicemail Greeting (Window 7):** Shows the "Set Greeting" dropdown set to "Default" and the "View In" dropdown set to "English (U.S.)". It includes a playback control and a "Done" button at the bottom right.



Message Recipient

After you have set your voicemail greeting, you can set which users or groups are to receive the messages.

To set a message recipient:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Click **Messages & Notifications**.
6. Click **Select Extension** under **Message Recipient**.
7. A dialog appear with a list of recipients. Select the button next to the extension you'd like to set as the recipient. Click **Done**.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the name 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open. The main content area has tabs for 'Call Queues', 'Paging Only', 'Shared Lines', 'Park Locations', 'Call Monitoring', and 'Others'. The 'Others' tab is selected, showing a section for 'Set up Message-Only Extensions and Announcement-Only Extensions'. A table lists extensions with columns for Status, Type, Name, Numbers, Ext., and Msg. Two extensions are listed: 'Announcements-Only E...' and 'Messages-Only Extension'. A 'Messages & Notifications' dialog is open, showing a 'Voicemail Greeting' section and a 'Message Recipient' section with a 'Select Extension' button. A 'Select Message Recipient' dialog is also open, showing a list of recipients with columns for Name, Ext., Type, and Department. The list includes 'Fax Group 1', 'Holiday', 'John Smith', 'Sandra Brown', 'Shared Line - message only', and 'This extension'.



Notifications

Choose who will receive notifications for voicemail messages and how they will receive them.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension** (Voicemail in this example).
5. Click **Messages & Notifications**.
6. Click the **Settings** tab.
7. Click **Notifications**. A pop-up will appear with notification options.
8. Set your notification settings.
 - a. Configure your **Basic Settings** that control the notification recipient and the default behavior for each type of notification.
 - b. You can optionally set your **Advanced Settings**. These settings allow you to customize your notifications settings, including the content and recipient for each type of notification.
9. Click **Save**.

The screenshot illustrates the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The left sidebar shows the 'Phone System' tab selected. The main content area displays the 'Others' tab under 'Call Monitoring', showing a table of extensions. A 'Messages & Notifications' section is open, showing the 'Settings' tab. The 'Notifications' section is expanded, showing a 'Voicemail to Text' toggle set to 'On'. A 'Notifications' pop-up window is displayed, showing 'Basic Settings' for various notification types. The 'Email' field is set to 'example@example.com' and the 'Phone Number' field is set to '4085551212'. The 'Save' button is highlighted.



Announcement-Only Extensions

Create an extension that only plays an announcement for your callers. All callers routed to this extension hear a recorded announcement such as a holiday closure announcement. Add an Announcements-Only Extension.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Select **New Announcements-Only Extension** from the menu. The **Add Announcements-Only Extension** pop-up appears.
5. Enter the **Extension Name**, **Extension Number**, and **Email**.
6. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar shows the user 'Dave' and the phone number '(210) 555-0120 Ext. 101'. The main menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Others' sub-tab is selected. A table lists existing extensions, including 'Announcements-Only E...' and 'Messages-Only Extension'. A pop-up window titled 'Add Message-Only Extension' is open, showing fields for 'Extension Name', 'Extension Number' (with '4' entered), and 'Email'. A 'Save' button is visible at the bottom right of the pop-up.



Extension Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcements-Only Extension** (Office Address and Hours in this example).
5. Click **Announcement-Only Extension Details** to view or edit the following settings on the **General** or **Settings** tabs:
 - a. Extension Number
 - b. Extension Name
 - c. Company Name
 - d. Contact Phone
 - e. Email
 - f. Regional Settings
6. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as 'Dave' with the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The main navigation includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' section is active, showing various tabs like 'Call Queues', 'Paging Only', 'Shared Lines', 'Park Locations', 'Call Monitoring', and 'Others'. A table lists extensions, with one 'Announcements-Only Extension' selected. A modal window titled 'Announcement-Only Extension Details' is open, showing fields for 'Extension Number' (5), 'Extension Name' (Announcement-Only Extension 1), 'Company Name', 'Contact Phone', 'Email' (example@example.com), and 'Status' (Not Activated). A 'Resend Invite' button is also present. The 'Save' button is highlighted with an orange callout.



Add a Direct Number

To add a direct number for your Announcement-Only Extension:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcement-Only Extension** (Office Address and Hours in this example).
5. Click **Direct Number**.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select a number from the drop-down menu.
8. Click **Next** when finished choosing your number.

Follow the prompts to purchase your new number.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main content area is titled 'Set up Message-Only Extensions and Announcement-Only Extensions'. A table lists existing extensions, including 'Announcements-Only' and 'Messages-Only Extension'. A modal window is open for editing 'Announcement-Only Extension 1 (Ext. 5)', showing the 'Direct Numbers' section with an 'Add Direct Number' button. A second modal window, 'Add Direct Number', is shown below, with steps for selecting numbers, number plans, and order confirmation. It includes dropdown menus for 'Select State/Province' and 'Select Area Code', and 'Cancel' and 'Next' buttons.



Set an Announcement

To set an announcement:

- From the **Admin Portal**, select the **Phone System** tab.
- Click **Groups**.
- Click the **Other** tab.
- Select an existing **Announcement-Only Extension** (Office Address and Hours in this example).
- Click **Announcement**.
- Click **Edit** under **Announcement Greeting**.
- The interface displays the current greeting. Choose your preferred type of greeting.
 - Default** – Select the button next to **Default**.
 - Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your announcement through your computer microphone. Stop the recording and listen to the playback.
 - Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
- Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main content area is divided into several tabs: Phone System, Users, Analytics, Call Log, Billing, Tools, and Others. The 'Phone System' tab is selected, and the 'Others' sub-tab is active. A table lists existing extensions, including 'Announcements-Only E...' and 'Messages-Only Extension'. Two pop-up windows are shown: one for editing the default greeting (step 5) and another for setting a custom greeting (step 7).



Phones & Devices



Phones & Devices

This section provides you a view of all phones that are associated with your Office@Hand account. You can add phones and devices from this section as well.

User Phones, Devices, Unassigned

To view and edit devices on your account:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click on the tabs at the top of the middle panel to see:
 - a. User Phones
 - b. Common Phones
 - c. Paging Devices
 - d. Shared Lines
 - e. Unassigned
4. Click on a device to view and edit details.

Search Devices

You can search or filter the phones or devices by specifying search text, status, or device, and selecting the search icon. The search displays results for devices meeting the search criteria in the device category.

Add a Device

You can add a phone or device by clicking **Add Device** in the upper right. See the next pages for more detailed instructions.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the account name "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The main navigation menu on the left includes "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected, and the "Phones & Devices" menu item is highlighted. The main content area shows the "User Phones" tab selected, with a search bar and filters for "Status" and "Device". A table lists the following devices:

Status	Device	Assigned	Serial No.
Existing device		Dave Richards	N/A
Cisco SPA-303 Desk Phone		New User1	N/A
Cisco SPA-303 Desk Phone		Jane Smith	CCQ16422G0G
RingCentral for Desktop		John Smith	LMRC6163
RingCentral for Desktop		Donald Harrison	N/A
Yealink SIP-T21P Basic IP Phone		George Mc Lennon	00156589673A

The table also includes a "Setup & Provision" link for the "Existing device" row. The bottom of the table shows "Total: 5" and a "Show: 25" dropdown menu.



Add a User Phone

To add a user phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click **Add Device**.
4. Select a user to assign the phone to.
5. Select a phone to buy.

Instructions continue on the next page.

The screenshot displays the AT&T Office@Hand Admin Portal. At the top, the user is logged in as Dave (210) 555-0120 Ext. 101. The navigation menu includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The main content area shows the 'User Phones' tab selected, with a search bar and a '+ Add Device' button. A modal window titled 'Buy User Phone' is open, showing a list of users with 'Dave Richards' selected. A second modal window, also titled 'Buy User Phone', is open, showing a list of devices with 'Cisco SPA-525G2 Desk Phone' selected. The device details are shown below, including a description and an 'Add to Cart' button. The subtotal is \$279.00.



6. Register your **Emergency Address**.
 - a. Select the address from the drop-down menu.
 - b. Select one or more devices.
 - c. Click **Assign to Selected** or **Assign to All**.
 - d. Click **Next**.
7. Specify your **Shipping Address**.
 - a. Enter or select an address from the menu.
 - b. Select one or more devices.
 - c. Create a shipping group to apply to certain devices you are ordering, or select **Ship All Items to this Address**.
 - d. Click **Next**.
8. Review your changes and **Confirm**.

Note: If you have exceeded your device spending limit for your current billing cycle, your transaction will fail and you will see a message warning you that your order has been put on hold. The warning message states: "Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703." You can call the number on the warning message to resolve the issue.

This screenshot shows the 'Buy User Phone' interface at step 6, 'Emergency Address'. The progress bar indicates that 'Select User' and 'Buy Phones' are complete, while 'Emergency Address', 'Shipping Address', and 'Confirmation' are pending. The 'Select Emergency Address' section includes a dropdown menu for 'Select Emergency Address' and a 'New' button. A 'Customer Name' field is also present. A table below lists the selected device: 'Cisco SPA-525G2 Desk Phone' with the address 'Davis Drive, Belmont, California, CA, 94002, United States'. A 'Total: 1' indicator is shown at the bottom left, and 'Back' and 'Next' buttons are at the bottom right.

This screenshot shows the 'Buy User Phone' interface at step 7, 'Shipping Address'. The progress bar shows 'Select User', 'Buy Phones', and 'Emergency Address' as complete. The 'Shipping Address' section includes a dropdown menu for '100 MILI PLZ, SAN ANTONIO, TX, ...', an 'Edit' button, a 'New' button, a 'Ship Attention To' field, a 'Shipping Option' dropdown set to 'GROUND (5-7 b...)', and a 'Create Shipping Group' button. A message states: 'All devices are assigned with shipping details. Please proceed to the next step.' Below this, a table lists the shipping groups:

Devices	Address	Ship Attention To	Shipping Option	Cost
1	100 MILI PLZ, SAN ANTONIO, TX, 7820...	...	GROUND (5-7 busin...	\$12.00

The 'Shipping Cost Total' is \$12.00. 'Back' and 'Next' buttons are at the bottom right.

This screenshot shows the 'Buy User Phone' interface at step 8, 'Confirmation'. The progress bar shows all previous steps as complete. The 'Review and confirm charges' section lists the following items and costs:

Cisco SPA-525G2 Desk Phone	\$279.00 (one time charge)
Shipping: Ground	\$12.00 (one time charge)
One time charges total*:	\$291.00

A note at the bottom states: '* Does not include taxes and fees'. 'Back' and 'Confirm' buttons are at the bottom right.



Add an Unassigned Phone

To add an unassigned phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Unassigned** tab.
4. Click **Add Device**.
5. Select a phone to buy.

Instructions continue on the next page.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101', 'Admin Portal', 'Get Help', and 'Log Out'. Below the navigation bar are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Unassigned' sub-tab is selected. The main content area shows a search bar for 'Search Unassigned', a 'Device' dropdown, an 'Area Code' dropdown, and an '+ Add Device' button. Below this is a table of unassigned devices with columns for 'Status', 'Device', and 'Serial No.'. The table lists four 'Cisco SPA-303 Desk Phone' entries with various area codes and 'N/A' serial numbers. Each entry has 'Check Progress' and 'Assign To' links. A modal window titled 'Buy Unassigned Phone' is open, showing a 'Select a Device' section with 'Recently Bought' and 'Desktop Phones' categories. Two devices are shown: 'Cisco SPA-525G2 Desk Phone' (Price: \$279.00) and 'Yealink T425 Gigabit Business Phone' (Price: \$149.00). The 'Cisco SPA-525G2 Desk Phone' is selected and added to the cart. The cart shows '1' quantity of 'Cisco SPA-525G2 Desk Phone' for '\$279.00'. The subtotal is '\$279.00'. The modal has a 'Next' button and a 'Cancel' button.



6. Specify your **Shipping Address**.
 - a. Enter or select an address from the menu.
 - b. Select one or more devices.
 - c. Create a shipping group to apply to certain devices you are ordering, or select **Ship All Items to this Address**.
 - d. Click **Next**.
7. Review your changes and **Confirm**.

Note: If you have exceeded your device spending limit for your current billing cycle, your transaction will fail and you will see a message warning you that your order has been put on hold. The warning message states: "Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703." You can call the number on the warning message to resolve the issue.

6
Buy Unassigned Phone
×

✓ Buy Phones
✓ Shipping Address
3 Confirmation

Shipping Address

100 MILI PLZ, SAN ANTONIO, TX, ...

Edit
New

Ship Attention To

Shipping Option

GROUND (5-7 b...

Create Shipping Group

☐ **Device** ⌵ **Phone Number**

All devices are assigned with shipping details. Please proceed to the next step.

Total: 0 ⏪ ⏩

Shipping Groups

Devices	Address	Ship Attention To	Shipping Option	Cost	
1	100 MILI PLZ, SAN ANTONIO, TX, 7820...	...	GROUND (5-7 busin...	\$12.00	Delete ⌵

Shipping Cost Total: \$12.00

Back
Next

7
Buy Unassigned Phone
×

✓ Buy Phones
✓ Shipping Address
3 Confirmation

Review and confirm charges:

Cisco SPA-525G2 Desk Phone	\$279.00 <small>(one time charge)</small>
Shipping: Ground	\$12.00 <small>(one time charge)</small>
<p style="text-align: right;">One time charges total: \$291.00</p> <p style="text-align: right; font-size: 8px; color: #999;">* Does not include taxes and fees</p>	

Back
Confirm



Add a Paging Device

To add a paging device:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Paging Devices** tab.
4. Click **Add Device**.
5. Enter the paging device nickname.
6. View the provisioning information for the device.
7. Click **Done** to add the device to your system.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 598-8284 Ext. 101'. The main navigation menu on the left includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Paging Devices' sub-tab is active. The main content area shows a search bar for 'Paging Devices' and a '+ Add Device' button. A modal window titled 'Add Paging Device' is open, showing a list of supported devices and a form for entering the device nickname and provisioning information. The steps are numbered 1 through 7, corresponding to the instructions in the text.



Add a Common Phone

A common phone is only available for hot desking, and enables any employee to log in to a shared phone that adopts the user's phone settings. For more information on managing common phones, see Hot Desking.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Common Area Phones** tab.
4. Click **Add Device**.
5. Select a phone to buy.
 - a. Select the address from the drop-down menu.
 - b. Select one or more devices.
 - c. Click **Assign to Selected** or **Assign to All**.
 - d. Click **Next**.
6. Review your changes and **Confirm**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210)555-0120 Ext. 101'. The main navigation menu has tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Common Area Phones' sub-tab is selected. A sidebar on the left contains options like 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area shows a search bar for 'Common Area Phones' and a '+ Add Device' button. A table lists existing devices, including a 'Hot Desk' device. A modal window titled 'Buy Hot Desk Phone' is open, showing a list of devices and a table with columns for 'QTD', 'Item', and 'Price'. A second modal window is open for selecting an emergency address and customer name.



HD Voice*

HD Voice enables higher fidelity voice transmission that offers a more lifelike communication experience. You can enable the HD Voice option for your devices from your online account.

1. From the **Admin Portal**, select the **Settings** tab.
2. Click **Phones & Devices**.
3. Under **User Phones**, select a phone.
4. Under **Phone Details**, check the box next to **Use HD Voice if possible**.
5. Click **Save**.

Primary beneficiaries are users calling another extension in their account. Secondary beneficiaries are users calling other Office@Hand users. Supported devices include the following desk phones that support the OPUS codec (both devices must support the codec):

- Polycom IP 335/450/550/560/650/670
- Polycom VVX 101/201/310/410/500/600
- Polycom IP 5000/6000/7000 Conf. Phones
- Yealink T21P/T42G/T42S/T46S/W52P/W56P
- Cisco SPA 303/508G/509G/514G/525G/525G2

You can also use HD Voice on:

- Office@Hand for Desktop (Windows, Mac)
- Office@Hand mobile app (iOS, Android)

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The main navigation menu on the left includes 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The 'Phones & Devices' section is expanded, showing a table of user phones. The table has columns for Status, Device, Assigned, Serial No., and Operation. A modal window is open for the 'Cisco SPA-303 Desk Phone' assigned to 'Dave Richards'. The modal window contains the following fields and options:

- Device:** Cisco SPA-525G2 Desk Phone
- Serial Number:** N/A
- Assigned Type:** User Phone
- Status:** Order in Progress
- Expansion Modules:** 0
- Assigned To:** User (Dave Richards - Ext. 101)
- Default Area Code:** 210
- Bandwidth Settings:** High
- Data Usage:** High
- Use HD Voice if possible:**
- Emergency Address:** 999 Baker Way, Site 500, San Mateo, CA, 94404, United States

The 'Save' button is highlighted with an orange circle, and the 'Use HD Voice if possible' checkbox is also highlighted with an orange circle.



Enabling Video Calls

You can enable video on internal point-to-point calls in your Office@Hand account. Supported devices include the Polycom VVX 601/600 and 501/500 (supporting detachable cameras for video calling). Phones with video support include video codecs with audio for all outbound calls. No new firmware is required for the Polycom phones to enable video.

This feature is available as a on-demand feature for Premium and Ultimate tiers. Contact AT&T Advanced Solutions to ask about this feature.

To enable video:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phones & Devices**.
3. Under **User Phones**, select a supported phone.
4. Check the box next to **Enable Video Calling**.
5. Click **Save**.

Note: you can enable video calling for multiple devices by multi-selecting the Polycom devices in the list and enabling video calling in bulk.

The phone will be resynchronized to make and receive video calls with similarly configured devices within your Office@Hand account.

For information about placing video calls, see the Office@Hand User Guide.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". There is an "Admin Portal" dropdown menu and "Get Help" and "Log Out" links. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools".

The main content area is divided into sections. On the left, a sidebar contains "Company Info", "Phone Numbers", "Auto-Receptionist", and "Phones & Devices". The "Phones & Devices" section is highlighted with a blue bar and a "1" callout. The "User Phones" tab is selected, showing a table of user phones. A "3" callout points to the table. The table has columns for "Status", "Device", "Assigned", "Serial No.", and "Operation". One row is visible: "Dave Richards Polycom VVX-501 Col...", "Dave Richards", "N/A", and "Setup & Provision".

The "Polycom VVX501" configuration modal is open, showing a "4" callout. It includes fields for "Name" (Dave Richards Polycom VVX-501 Color Touchscreen), "Serial Number" (N/A), "Assigned Type" (User Phone), and "Status" (Order in Progress). A checkbox for "Enable video calling" is checked, with a "4" callout. There is a "Check Progress" button. Below, the "Assigned To" section shows "User" (Dave Richards - Ext. 101) with an "Edit User" button, and "Default Area Code" (210). There are also "Bandwidth Settings" and "Data Usage" sections. At the bottom right, there are "Cancel" and "Save" buttons, with a "5" callout pointing to the "Save" button.



Bulk Device Update

For enterprise customers managing a large number of devices, the Bulk Device Update feature provides an ability to configure the settings of multiple IP devices in a single file upload.

Contact support to enable this on-demand feature.

To perform a bulk device update:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phones & Devices**.
3. Expand the more menu.
4. Select **Edit Device Configuration**.
5. Download the template.
6. Fill out the template with these settings:
 - Assigned Ext #: only for user-type phones
 - Device Name
 - Default Area Code (US/CAN only)
 - Data Usage + HD Voice
 - E911 Address
 - Caller ID
 - Display Ext # (for Polycom VVX only)
7. Upload the template. Note devices may reboot.

Edit Device Configuration ✕

You have 1 Device to edit.

If you already have a filled out template please proceed to Step 3.

Step 1: Get Template

Send Email to

Download or Send

Step 2: Fill Out Template

Step 3: Upload File

Important: editing devices in bulk may trigger all or some of your devices to reboot.

Browse

Cancel

Device Name	Device ID	Phone Number	Extension	Area Code	E911 Address	Display Ext #	Other Settings
Device 1	1001	1001	1001	1	1001	1001	...
Device 2	1002	1002	1002	1	1002	1002	...



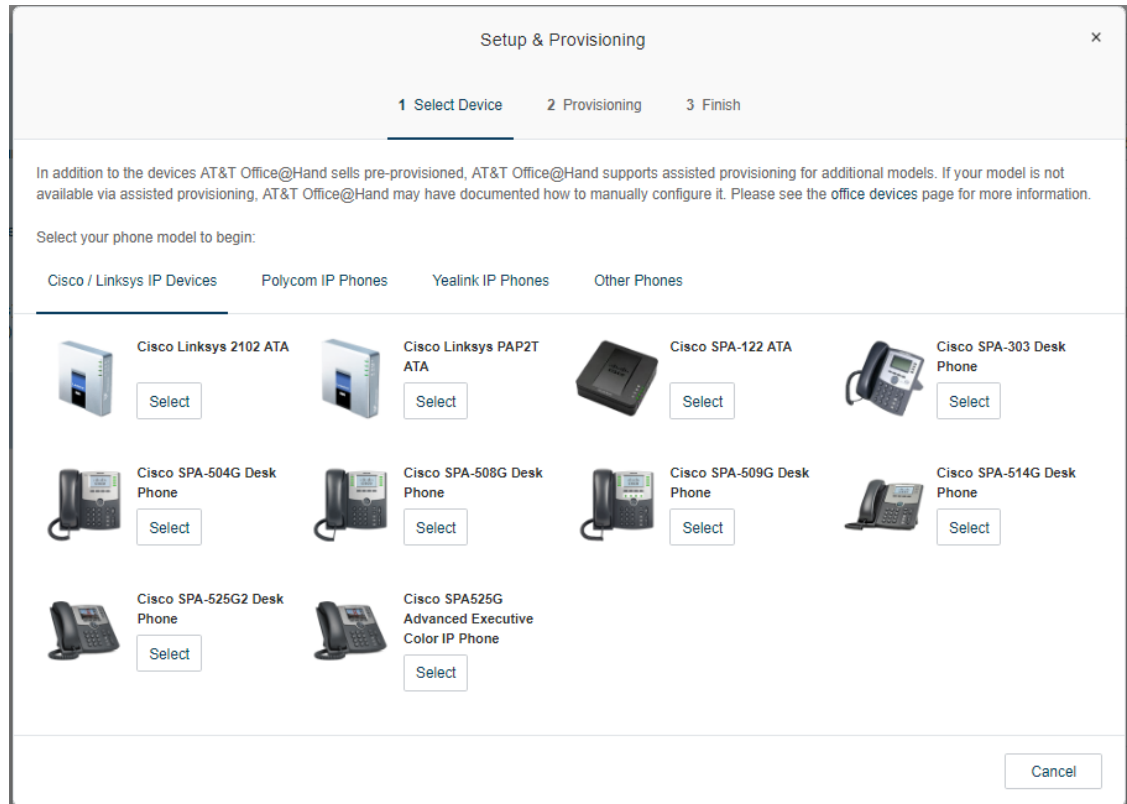
Assisted Provisioning



Assisted Provisioning

You can provision supported third-party devices with your service.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Select the device that needs to be provisioned.
4. Click **Setup and Provision**.
5. Select your phone model. If you have selected:
 - a. **Cisco/Linksys IP Devices**: select this tab and **Select** the phone model from the list of choices. Proceed with the steps on the following pages.
 - b. **Polycom IP Phones**: select this tab and **Select** the phone model from the list of choices. Proceed with the steps on the following pages.
 - c. **Yealink IP Phones**: select this tab and **Select** the phone model from the list of choices. Proceed with the steps on the following pages.
 - d. **Other Phones**: select this tab and **Select** an existing phone. The next window displays the SIP Configuration or information needed for manual provisioning. Contact your device manufacturer to know how to configure your device using these configurations.



The screenshot shows a window titled "Setup & Provisioning" with a close button (X) in the top right corner. Below the title bar is a progress indicator with three steps: "1 Select Device", "2 Provisioning", and "3 Finish". The "1 Select Device" step is currently active and underlined.

Below the progress indicator is a text block: "In addition to the devices AT&T Office@Hand sells pre-provisioned, AT&T Office@Hand supports assisted provisioning for additional models. If your model is not available via assisted provisioning, AT&T Office@Hand may have documented how to manually configure it. Please see the office devices page for more information."

Below the text is a section titled "Select your phone model to begin:" with four tabs: "Cisco / Linksys IP Devices", "Polycom IP Phones", "Yealink IP Phones", and "Other Phones". The "Cisco / Linksys IP Devices" tab is selected and underlined.

Under the selected tab, there is a grid of phone models, each with a small image of the device, the model name, and a "Select" button:

- Cisco Linksys 2102 ATA
- Cisco Linksys PAP2T ATA
- Cisco SPA-122 ATA
- Cisco SPA-303 Desk Phone
- Cisco SPA-504G Desk Phone
- Cisco SPA-508G Desk Phone
- Cisco SPA-509G Desk Phone
- Cisco SPA-514G Desk Phone
- Cisco SPA-525G2 Desk Phone
- Cisco SPA525G Advanced Executive Color IP Phone

A "Cancel" button is located in the bottom right corner of the window.



Yealink Configuration

To configure a Yealink device:

1. Follow the instructions to reset the phone's existing configuration through the phone's Web interface, or the desktop phone interface.
2. Enter login credentials when prompted by the Web interface. These are the administrator credentials to your phone. The default credentials are admin/admin. If you do not know your credentials, contact your phone vendor.
3. Enter the phone's MAC Address from the rear of the base station, or from the display of the desktop phone interface.
4. Click **Next**.

x
Setup & Provisioning

✓ Select Device
2 Provisioning
3 Finish

Next you'll need to reset the existing configuration via the Web interface:


1. Press the OK button on the Phone GUI, or press the [Menu] > [Status] in order to obtain the IP address of the desktop IP phone.
2. Enter this IP address into the address bar of your web browser and press the Enter key. Login to the web interface of the desktop IP phone.
3. Click on the "Settings" tab and then click on the "Upgrade" menu option.
4. Locate the "Reset to Factory" item and click the "Reset to factory" button.

Or you can reset the existing configuration via the Phone GUI:

1. Long press OK button for 5 seconds.
2. Type in the administrator password.
3. Press the "Yes" to trigger the factory reset.

Note: The web interface of the desktop IP phone will prompt you for login credentials - these are the administrator credentials to your phone and you must know it to continue. By default it is admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

We'll need to know the MAC address of your desktop IP phone. To obtain this number, turn the desktop IP Phone over and look for the alphanumeric number labeled as MAC address and enter it below.



MAC Address: ⓘ

You can also obtain the MAC address through the display of the desktop phone GUI. On the desktop phone press OK or press the [Menu]>[Status].

Back
Next



Yealink Configuration (continued)

5. A confirmation indicates that your device has been provisioned successfully. The phone will reboot and provision itself with Office@Hand on reboot. Click **Done**.

Setup & Provisioning ×

✓ Select Device ✓ Provisioning **3 Finish**

1. Access Web Interface

Next you'll need to point your desktop IP phone to RingCentral for configuration information. Login via web interface of the desktop IP phone. You will be prompted for a login/password credentials - this are the administrator credentials to your phone and you must know it to continue. By default these are admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

2. Configure Provisioning Server

In the desktop IP phone web interface, click the "Setting" tab, and then select "Auto Provision" menu option. Locate "Provisioning server" field and enter <https://yp.uat.ringcentral.com/provisioning/yealink/T42S>.

3. Save and Apply Config

Ensure that the 'User Name' and 'Password' fields are blank. Now click [Confirm] to save the configuration. Click [Autoprovision Now] to get your RingCentral settings provisioned to your phone. The phone will reboot.

Configuration is now complete. Your phone should now be rebooting and will provision itself with RingCentral on reboot. If you are having trouble you can try this wizard again, double-checking the MAC address and that the provisioning URL was entered correctly.

Done



Cisco/Linksys IP Devices

To configure a Cisco/Linksys IP device:

1. Reset the phone to defaults prior to provisioning to remove any unnecessary settings that may cause failure of provisioning. Refer to your manual on how to reset the phone to defaults.
2. Enter the IP Address of the device as instructed and click **Next**. Office@Hand locates and provisions your device.
3. Follow the instructions to complete the provisioning of your phone. Once you complete the configuration and save it, the phone will reboot and provision itself with Office@Hand on reboot. Click **Done**.

Setup & Provisioning ×

✓ Emergency Address
✓ Select Device
3 Provisioning
4 Finish

Assisted Cisco / Linksys IP Device Provisioning

In order to automatically provision your Linksys ATA or IP Phone, we need your device's IP address.

To get this information from your IP Phone, please follow these instructions:

1. Press the **Menu** button on the face of your phone.
2. Press 9 to access the Network screen.
3. Press 2 to see your **Current IP** address.

To get this information from your ATA adapter, please follow these instructions:

1. Plug in both the Power and Ethernet cables.
2. Plug in your telephone using standard phone cable.
3. Pick up the handset (you will not hear a dial tone) and dial ****.
4. At the configuration menu, dial **110#**.
5. Your device's **Current IP** address will be read to you.

Otherwise see information in your IP Device's User Guide.

Using your web browser, open IP address read to you. IP phone web page will be displayed.
 Click on "**Admin**" and then on "**Advanced**" links.
 Open "Provisioning" tab and make sure that "**Provision Enable**" was set to "**Yes**" (if set to "No", switch it to "Yes" and click "Submit All Changes")

Please enter the address as it is read to you:

.

.

.

Note: this computer and the IP device must be on the same network for the initial provisioning process.

Click **Next** to provision your phone. Your phone may reset during this process.

Back
Next



Polycom

To configure a Polycom device:

1. Reset the existing device configuration following the instructions. Once your phone has finished rebooting, click 'Next Step.'
2. Enter the administrator password to your phone when prompted. By default it is 456. The default credentials are admin/admin. If you do not know your password, contact your phone vendor.
3. Enter the phone's serial number or MAC Address from the rear of the phone, which may be the number above the barcode. Click **Next**.
4. Follow the instructions to complete the provisioning of your phone. Once you complete the configuration and save it, the phone will reboot and provision itself with Office@Hand on reboot. Click **Done**.


Setup & Provisioning

✓ Emergency Address ✓ Select Device **3 Provisioning** 4 Finish

Next you'll need to reset the existing configuration. On your phone, select the 'Menu' key or softkey, then Settings > Advanced > Admin Settings > Reset to Default > Reset Local Config. Select Yes to confirm. Once your phone has finished rebooting, click 'Next Step'.

Note: When you select 'Advanced' you will be prompted for a password - this is the administrator password to your phone and you must know it to continue. By default it is 456. If you do not know your password you may need to contact the vendor of the phone.

We'll need to know the serial number or MAC address of your phone. To obtain this number, turn the phone over and look for the alphanumeric number labeled as serial number or mac address, or often simply the number above the barcode, and enter it below.



MAC Address: ⓘ

Can't find it?

On newer Polycom devices, you can also get the serial number through the phone menu. Select Menu, then Status, then Platform, then Phone. It will be listed as 'S/N'. Menu structure can vary slightly from phone to phone.

Back **Next**



Hot Desking



Hot Desking

Hot desking* enables any employee to log in to a shared phone that adopts the user's phone settings. Employees who travel from different offices can share the same common phone and desk while keeping their own extension profiles and voicemail access. The admin can view and manage the common phones for hot desking from the Devices tab.

Hot desking is only available for extensions with digital lines. Host phones will not support any inbound or outbound calling without a guest user logged in (except emergency calls).

Common Phone Setup

Hot Desking is required to be set up on a common phone. You can either purchase a new common phone, or convert an existing unassigned Polycom VVX 310, VVX 410, VVX 500, or other supported phone, to a common phone. See these sections:

- Add a Common Phone
- Convert an Unassigned Phone to a Common Phone

Convert an Unassigned Phone to a Common Phone

Converting an unassigned phone to a common phone makes that phone only available for use in hot desking. No minutes are included for any type of calls.

To convert an unassigned phone to a common phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Unassigned** tab.
4. Select an unassigned phone.
5. In Phone Details, select **Convert to Common Phone**.

Follow the instructions to complete the conversion.

*Available for Office Premium and Enterprise only.



The screenshot displays the AT&T Office@Hand Admin Portal. The user is logged in as Dave (210) 555-0120 Ext. 101. The interface shows the 'Phone System' tab selected, with a sub-tab for 'Unassigned' phones. A table lists four unassigned Cisco SPA-303 Desk Phones with their respective serial numbers and area codes. A modal window is open for one of these phones, showing its details and the option to 'Convert to Common Phone'.

Status	Device	Serial No.	Operation
☐	Cisco SPA-303 Desk Phone	(650) 763-0149	N/A
☐	Cisco SPA-303 Desk Phone	(650) 515-0171	N/A
☐	Cisco SPA-303 Desk Phone	(650) 763-0171	N/A
☐	Cisco SPA-303 Desk Phone	(650) 491-0148	N/A

Modal Window Details:

- Device: Polycom VVX311
- Serial Number: N/A
- Assigned Type: Unassigned Phone
- Status: Order in Progress
- Name: Cisco SPA-303 Desk Phone
- Buttons: Check Progress, Setup & Assign, Convert to Common Phone

Log out a Common Phone

You can log out the currently logged in user from the common phone.

To log out a common phone:

1. From the Admin Portal, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Common Area Phones** tab.
4. Check the box next to a common phone.
5. Above the columns, select **Logout**.

You are informed that if the user is on a call, the user will be logged out after the call ends.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Phones & Devices' sub-tab is active. The 'Common Area Phones' sub-tab is selected, displaying a table of phone devices. The table has columns for Status, Type, Device, Name, Phone Number, Serial No., and Operation. A 'Logout' button is visible above the table. The table contains one row with a checked checkbox in the Status column, indicating a phone to be logged out.

Status	Type	Device	Name	Phone Number	Serial No.	Operation
<input checked="" type="checkbox"/>	Hot Desk	Polycom VVX410	Common Phone Polycom VVX...	(650) 446-5654	N/A	



Set the Hot Desking Session Timeout

The hot desking session timeout specifies the time period when guest users will be logged out from phone endpoints. The default session timeout is 12 hours.

No Timeout

Certain enterprises with a mobile workforce may use the 'Never' value for the timeout to configure that all hot desk sessions in the account will not timeout. When using this option, the hot desk session can only be logged out by a user from the phone.

Set the Timeout

To set session time out for all common phones:

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Hot Desk Session Timeout**.
3. Set the session timeout from the menu.

To configure no timeouts, select the **Never** value.

4. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, there is a navigation bar with tabs for Phone System, Users, Analytics, Call Log, Billing, and Tools. The Tools tab is selected and has a dropdown arrow. A callout '1' points to the Tools tab. Below the navigation bar, there is a sidebar with options: Company Info, Phone Numbers, Auto-Receptionist, and 5 Group(s) / 2 Other(s). The main content area shows a clock icon with the text 'Edit Business Hours' and a callout '2' pointing to it. To the right of the main content area, a dropdown menu is open, listing various settings: Meetings, Archiver, Appearance, Session Timeout, Hot Desk Session Timeout (highlighted with a callout '2'), Single Sign-on, Directory Integration, and HIPAA Setting.

The screenshot shows the 'Hot Desk Session Timeout' configuration form. The title is 'Hot Desk Session Timeout'. Below the title, there is a section labeled 'Hot Desk user logout after' with a callout '3' pointing to it. This section contains a dropdown menu currently set to '12 hours'. At the bottom right of the form, there is a 'Save' button with a callout '4' pointing to it.



User Management



User Management

This section describes user settings actions that only admins can perform.

Users with Extensions

View your users and their extension information as well as any unassigned extensions on your account:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Users with Extensions** to view the users on your account.
3. Select a user.
4. View or edit the settings for the selected user. See the AT&T Office@Hand User Guide for more information about user settings.

Unassigned Extensions

View unassigned extensions and assign an extension to a new user:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Unassigned Extensions** to view the unassigned extensions on your account.
3. Select an extension.
4. Enter information about the user that the extension will be assigned to. Click **Save and Enable** to add the user to your phone system.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, and the 'Users With Extensions' sub-tab is active. A search bar and filters for 'Status' and 'Roles' are present. A table lists users with columns for Status, Name, Number, Ext., Roles, Department, and Msg. The user 'Debbie Smith' is highlighted with a green checkmark and a 'Disable' button.

Status	Name	Number	Ext.	Roles	Department	Msg.	Operation
✓	Dave Richards (...)	(210) 672-4088	101	Super Admin		1 / 1	
➔	Chris McDonald	(209) 813-0213	1015			0 / 0	Resend Invite Delete
✓	Debbie Smith	(209) 736-0286 (209) 813-0286 (760) 854-0139	1004	3 / 3			Disable
➔	Harry McDonald	(209) 753-0223	1011	0 / 0			Resend Invite Delete
➔	Jess Jones	(209) 736-0241	5035	0 / 0			Resend Invite Delete

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar is the same as the previous screenshot. The 'Unassigned Extensions' sub-tab is active. A search bar and a '+ Add User' button are present. A table lists unassigned extensions with columns for Name, Serial No., Number, and Operation. The extension 'Ext. with Existing Phone' is highlighted with a green checkmark.

Name	Serial No.	Number	Operation
Ext. with Existing Phone		(210) 807-7251	Delete
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542	
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542	
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542	



Add User Extensions and Phones

You'll want to add new users to your Office@Hand account as your business grows. As an administrator, you may also need to edit existing user phone settings, assign extensions, and set up new users.

Add Users with Phone Devices

To add users with phone devices:

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **Add User (+)** icon. A pop-up window will appear with steps for adding your extension.
3. On the **Add Users with Phones** tab, choose the number of users you'd like to add, the phone numbers you'd like to add for them, and the phones you'd like to add. Click **Add**. Repeat as needed to add additional users with a different area code or phone device type.
4. When complete click **Next**. Follow the prompts for your shipping address and billing information then review and submit your order.

Account Type Restrictions in Adding Users

If your account is registered as an Individual Responsibility User (IRU), you are restricted to adding a maximum of 20 users through the Admin Portal.

If you would like to add more users above this limit, you can do so by contacting AT&T Advanced Solutions customer care.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the account name 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The main navigation menu has tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, and the 'Add User (+)' icon is highlighted with a red circle and the number 2. The 'Add Users' pop-up window is open, showing a progress bar with three steps: '1 Add Users', '2 Shipping Address', and '3 Confirmation'. The 'Add Users With Phones' tab is selected. The 'Account Status' section shows 'Your plan: Up to 3 Users - Need more? — Change Plan', 'Used: 2', 'Shared lines already setup: 0', and 'Available: 1 - Add below'. A table lists the user details:

Total	Quantity	Area Code	Device	Phone Charges
1	1	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time

Below the table, there are input fields for 'Quantity' (1), 'Area Code' (California), and 'Device' (650 - Atherton, Palo Alto), along with a 'Select a Device...' button and an 'Add' button. A summary table shows the charges:

One Time Charges	Quantity	Sub-total*
Phones	1	\$279.00
Recurring Charges		Sub-total*
Paid Users with Phones	1 x \$0.00	\$0.00
Today's Estimated Total*:		\$279.00

A note at the bottom states: '*Total charges do not include taxes, fees and prorates.' The 'Next' button is highlighted with a red circle and the number 4.



Add Users without Phones

To add users without a phone assigned:

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **Unassigned Extensions** tab.
3. Click the **Add User (+)** icon. A pop-up window will appear with steps for adding your extension.
4. Select the **Add Users without Phones** tab.
5. Choose the number of users you'd like to add and the phone numbers you'd like to add for them. Click **Add**. Repeat as needed to add additional users with a different area code.
6. When complete click **Next**. Follow the prompts for your shipping address and billing information then review and submit your order.

Note: Users without phones can receive caller ID only on incoming calls, while users with phones can also receive called ID on outbound call.

Account Type Restrictions in Adding Users

If your account is registered as an Individual Responsibility User (IRU), you are restricted to adding a maximum of 20 users through the Admin Portal.

If you would like to add more users above this limit, you can do so by contacting AT&T Advanced Solutions customer care.

The screenshot displays the AT&T Office@Hand Admin Portal. The main interface shows the 'Users' tab selected, with 'Unassigned Extensions' highlighted. A search bar and '+ Add User' button are visible. A pop-up window titled 'Add Users' is open, showing a progress indicator with three steps: 1. Add Users, 2. Shipping Address, and 3. Confirmation. The 'Add Users Without Phones' tab is selected. Below this, a table lists the items being added:

Quantity	Area Code	Device	Phone Charges
1	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time
1	650 - Atherton, Palo Alto	Yealink T42S Gigabit Busines...	\$149.00 (1 X \$149.00) - one-time
1	650 - Atherton, Palo Alto	No Phone Selected	

Below the table, there are input fields for 'Quantity' (set to 1), 'Area Code' (California), and 'Device' (650 - Atherton, Palo Alto), followed by an 'Add' button. At the bottom of the pop-up, a summary table shows the charges:

One Time Charges	Quantity	Sub-total*
Phones	2	\$428.00
Recurring Charges	Sub-total*	
Paid Users with Phones	2 x \$0.00	\$0.00
Users without Phones(with numbers)	1 x \$0.00	\$0.00
Today's Estimated Total*:		\$428.00

A note at the bottom states: '*Total charges do not include taxes, fees and prorates.' The 'Next' button is highlighted.



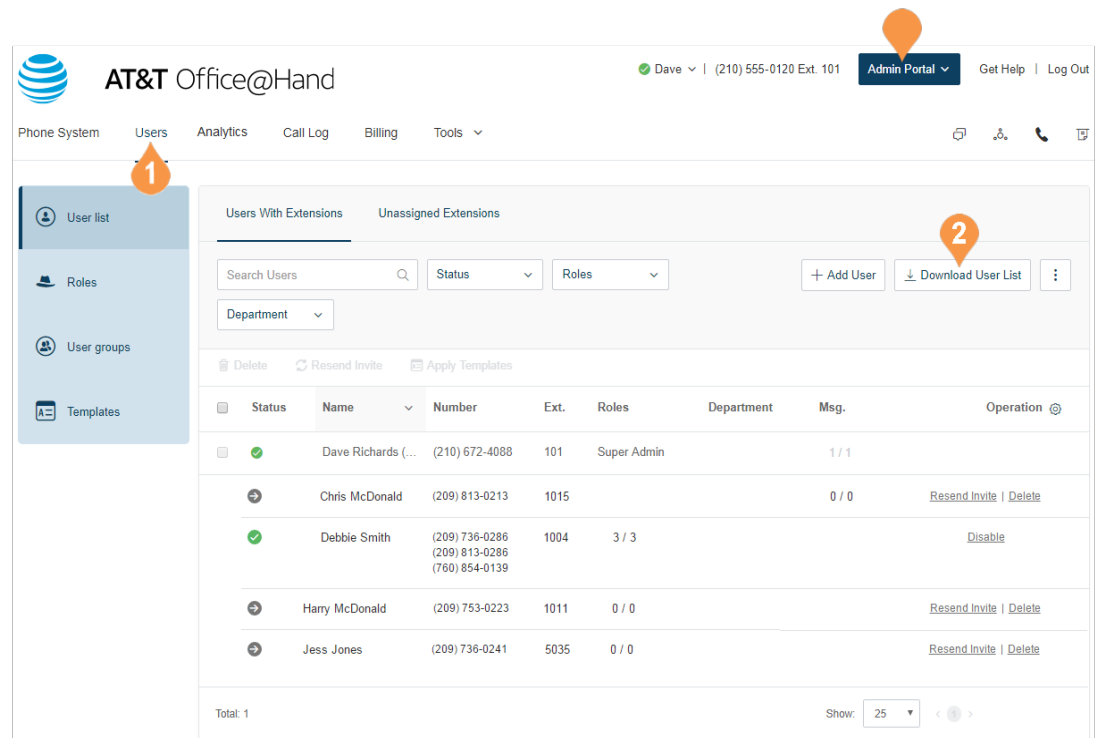
Manage Users and Extensions

In the Users List, you can manage users and extensions.

Export a User List

You can export a list of users and extensions in Microsoft Excel file format. You can use this feature to create a company directory or to perform an audit of users.

1. From the **Admin Portal**, select the **Users** tab.
2. To download a list of users and extensions for audit, click **Download User List**.
3. View the file in Microsoft Excel.



The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" dropdown menu is open, and the "Users" tab is selected. The main navigation bar contains "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The left sidebar has "User list", "Roles", "User groups", and "Templates" options. The "Users" section is active, showing "Users With Extensions" and "Unassigned Extensions" tabs. A search bar and filters for "Status" and "Roles" are present, along with a "Department" dropdown. A "+ Add User" button and a "Download User List" button (highlighted with callout '2') are visible. Below the filters is a table of users with columns: Status, Name, Number, Ext., Roles, Department, Msg., and Operation. The table lists five users: Dave Richards (Super Admin), Chris McDonald, Debbie Smith, Harry McDonald, and Jess Jones. A "Total: 1" summary is shown at the bottom left, and a "Show: 25" dropdown is at the bottom right.

Status	Name	Number	Ext.	Roles	Department	Msg.	Operation
✓	Dave Richards (...)	(210) 672-4088	101	Super Admin		1 / 1	
➔	Chris McDonald	(209) 813-0213	1015			0 / 0	Resend Invite Delete
✓	Debbie Smith	(209) 736-0286 (209) 813-0286 (760) 854-0139	1004	3 / 3			Disable
➔	Harry McDonald	(209) 753-0223	1011	0 / 0			Resend Invite Delete
➔	Jess Jones	(209) 736-0241	5035	0 / 0			Resend Invite Delete



Account Lockout

This feature allows an admin to see user account status and remove the lock on an account. Customer admins can use this feature to resolve end user account lockout issues by allowing the admin to unlock the account without a password change. An account under lockout displays a lock icon in the **Status** column.

To change the lockout condition,

1. From the **Admin** portal, select the **Users** tab.
2. Select **Users With Extensions**, which populates with a list of users and their phone and status details.
3. Find the locked user by locating the lock icon in the **Status** column and click **Unlock** in the **Operation** column.
4. A popup displays and asks you to confirm that you want to unlock. Select **Unlock**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (856) 344-3908 Ext. 101". There is an "Admin Portal" dropdown menu and "Get Help" and "Log Out" links. Below the navigation bar are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Users" tab is selected and highlighted with a red circle 1. The main content area is divided into "Users With Extensions" and "Unassigned Extensions". The "Users With Extensions" section has a search bar, filters for "Status" and "Roles", and a "Department" dropdown. There are buttons for "+ Add User", "Download User List", and a menu icon. Below the filters are action buttons: "Delete", "Resend Invite", and "Apply Templates". A table lists users with columns for "Status", "Name", "Number", "Ext.", "Roles", "Department", "Msg.", and "Operation". The table contains the following data:

	Status	Name	Number	Ext.	Roles	Department	Msg.	Operation
<input type="checkbox"/>	✔	Dave Brown (Super Admin)	(209) 813-1569	101	Super Ad...		10 / 13	⌵
<input type="checkbox"/>	🔒	James McTavish	(209) 813-1852	104	Standard (...)		0 / 0	Unlock Delete
<input type="checkbox"/>	⊕	Jennifer Entwood						⌵
<input type="checkbox"/>	⊕	Kim Adaagio						⌵
<input type="checkbox"/>	⊕	Monica Sanborn						⌵

A red circle 2 points to the "Users With Extensions" tab. A red circle 3 points to the "Unlock" button in the "Operation" column for James McTavish. A red circle 4 points to the "Unlock" button in the confirmation dialog. The dialog is titled "Unlock User" and contains the text "Are you sure you want to unlock James McTavish?". It has "Cancel" and "Unlock" buttons.



Bulk Edit User Information

You can efficiently make changes for multiple users in a single action. You export a template and add your user information into the template for import to Office@Hand.

This feature is available for accounts with two or more users, and is not available to accounts that are using Active Directory.

To edit user information in bulk:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Edit User Information**.
3. Click **Download** or enter an email address and click **Send**.
4. Fill out the template with the user information.
5. Click **Browse** and upload the user file.
6. Confirm that you will overwrite all the user data.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The 'Users' tab is selected in the navigation menu. A modal window titled 'Edit User Information' is open, showing the following steps:

- Step 1: Get Template**: A 'Download' button is visible, along with an input field for an email address and a 'Send' button.
- Step 2: Fill Out Template**: This step is currently active, showing a Microsoft Excel spreadsheet with a template for user information. The spreadsheet has columns for Mailbox ID, Extension, First Name, Last Name, RingCentral text-to-speech name, and Contact Phone. The data row shows: Mailbox ID: X00000000315632031, Extension: 101, First Name: Dave, Last Name: Richards, RingCentral text-to-speech name: Dave Richards, Contact Phone: 1650551212.
- Step 3: Upload File**: A 'Browse' button is visible for uploading the filled-out template file.

A confirmation dialog titled 'Edit User Information - Confirmation' is also shown, with the message: 'You are about to make changes for all users in the file. This will overwrite current values. Are you sure you want to proceed?' and 'Yes' and 'No' buttons.



User Settings



Users Settings

Admins have the ability to edit the following settings for users in the phone system:

- User Information
- Phones & Numbers
- Screening, Greeting, & Hold Music
- Call Handling & Forwarding
- Messages & Notifications
- Outbound Caller ID
- Outbound Fax Settings

Learn more about each of these settings in the AT&T Office@Hand User Guide.

Administrators will use the Users section to access and edit these settings.

1. From the **Admin Portal**, select the **Users** tab.
2. Select a user.
3. On the user settings page,
 - Select the extension, for example, Ext. 105, then the category to edit.
4. On the user settings page,
 - Select Outbound Calls/Faxes, then the category to edit.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. There is an 'Admin Portal' dropdown, 'Get Help', and 'Log Out' links. Below the navigation bar are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is active, indicated by a callout box '1'. On the left, a sidebar menu contains 'User list', 'Roles', 'User groups', and 'Templates'. The main content area is divided into 'Users With Extensions' and 'Unassigned Extensions'. The 'Users With Extensions' section has a search bar, filters for 'Status' and 'Roles', and a 'Department' dropdown. Below these are buttons for '+ Add User' and 'Download User List'. A table lists users with columns for 'Status' and 'Name'. The user 'Sam Smith' is selected, highlighted by callout box '2'. Above the table are action buttons: 'Delete', 'Enable', 'Disable', 'Resend Invite', and 'Apply Templates'. A modal window for 'Sam Smith' is open, showing settings for 'Ext. 105' under the 'Outbound Calls/Faxes' category, highlighted by callout box '3'. The modal has sections for 'User Details', 'Caller ID', 'Phones & Numbers', 'Fax Settings', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding', and 'Messages & Notifications'. Callout box '4' points to the 'Outbound Calls/Faxes' category in the modal.



User Details

Click on **User Details** to view and edit the selected user's information. From this menu, you can edit a user's extension, name, recording, phone numbers, email address, job title, department, roles, user groups, hours, password, and regional settings.

Custom Fields

Custom Fields in User Details is an on-demand feature that allows company administrators to create fields in User Details which can be used to store company-specific data or unique identifiers. For customers that maintain employee or user records across multiple systems, custom fields allow them to add data to the users in their account which can be used to cross-reference data sets between disparate systems.

To enable this on-demand feature, contact support. For information on creating custom fields, see ["Create a Custom Field"](#) on page 146.

The image displays two side-by-side screenshots of the 'User Details' form for a user named Bob Miller. Both screenshots show the user's extension as 'Ext. 104' and 'Outbound Calls/Faxes'.

The left screenshot shows the 'General' tab. It contains the following fields and options:

- First Name:** Bob
- Last Name:** Miller
- Job Title:** QA Engineer
- Extension Number:** 104
- Mobile Phone:** (empty field)
- Record User Name:** Bob Miller (Default) with an 'Edit' button.
- Department:** Quality Assurance
- Contact Phone:** (empty field)
- Email:** bob.miller@example.com
- Use email to log in
- Verify Email Uniqueness:** (button)
- Password:** Change Password (button)

The right screenshot shows the 'Settings & Permissions' tab. It contains the following fields and options:

- Regional Settings:** GMT-08:00, English (U.S.) with an 'Edit' button.
- User Hours:** Custom with an 'Edit' button.
- Roles:** Manager with an 'Edit' button.
- User Groups:** Call Queue 1, sales group 1 with an 'Edit' button.
- Template:** Apply (button)
- Schedule Meetings for Me:** 0 users selected with an 'Edit' button.

Both screenshots have 'Cancel' and 'Save' buttons at the bottom right.



Create a Custom Field

You can create up to five custom fields in User Details. These fields are visible to the user in that user's details.

To create or edit custom fields in User Details:

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Custom Fields**.
3. Click **Add Custom Field**.
4. Enter the **Custom field name**.
5. Click **Save**.

Delete a Custom Field

Deleting a field permanently removes information stored in the field for all users and is not recoverable. It is strongly recommended that you download / save your user information prior to deleting this field. To proceed, follow the steps below.

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Custom Fields**.
3. Select the custom field from the list.
4. Click **Remove**.
5. Read the disclaimer, then click **Yes** if you agree.

This feature is available on-demand at no additional cost. Contact RingCentral Support to enable this feature on your account.

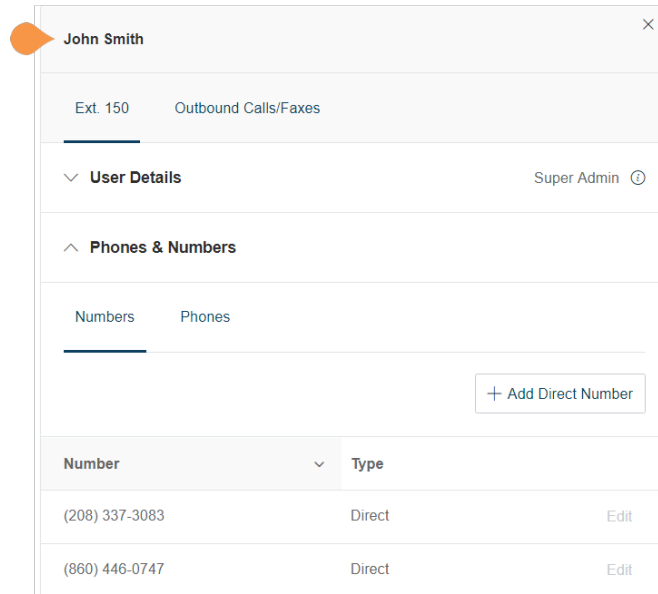
The screenshot shows the 'Custom Fields' management page. At the top, there is a navigation bar with tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Tools' tab is selected. Below the navigation bar, there is a header 'Custom Fields' and a '+ Add Custom Field' button. A table lists the existing custom fields:

Number	Custom field name	Operation
1	Employee ID	Remove Rename



Phones & Numbers

Click **Phones & Numbers** to view and edit the selected user's phone numbers and phone settings. You can add a direct number for this user, add a phone, download/activate apps, change presence and intercom settings, and view and edit conference settings.



John Smith [Close]

Ext. 150 Outbound Calls/Faxes

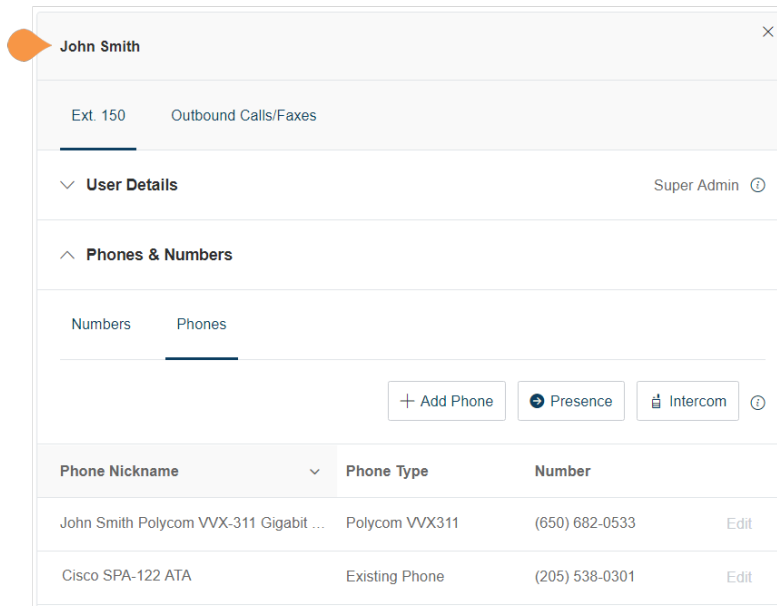
▼ **User Details** Super Admin ⓘ

^ **Phones & Numbers**

Numbers Phones

[+ Add Direct Number](#)

Number	Type	
(208) 337-3083	Direct	Edit
(860) 446-0747	Direct	Edit



John Smith [Close]

Ext. 150 Outbound Calls/Faxes

▼ **User Details** Super Admin ⓘ

^ **Phones & Numbers**

Numbers Phones

[+ Add Phone](#) [Presence](#) [Intercom ⓘ](#)

Phone Nickname	Phone Type	Number	
John Smith Polycom VVX-311 Gigabit ...	Polycom VVX311	(650) 682-0533	Edit
Cisco SPA-122 ATA	Existing Phone	(205) 538-0301	Edit



Screening, Greeting & Hold Music

Click **Screening, Greeting & Hold Music** to view and edit the selected user's greeting, call screening options, connecting message, audio while connecting, hold music, and blocked call settings.

The image displays two screenshots of the 'Screening, Greeting & Hold Music' settings page, showing different tabs.

Left Screenshot (User Hours Tab):

- User Greeting:** Enable
- Connecting Message:** Enable, Custom
- Call Screening:** Enable
- Audio While Connecting:** Enable, Music: Acoustic
- Hold Music:** Enable, Music: Acoustic

Right Screenshot (Blocked Calls Tab):

- Block option:** Specific calls and faxes
- Only block these numbers or area codes:** Phone Numbers or Area Codes, Name (Optional), + Add
- Callers will hear:** I'm sorry. The number you dialed can not be reached from your calling area. Goodbye.
- Block calls with no caller ID:** Block option: None
- Block calls from pay phones:** Enable block calls from pay phones
- Callers will hear:** I'm sorry, the number you dialed cannot accept calls from payphones at this time. Please try your call again later. Goodbye.



Call Handling & Forwarding

Click **Call Handling & Forwarding** to view and edit the selected user's call handling, call forwarding, ring group, additional phones, ring pattern, incoming call, and call flip settings.

Setting Call Forwarding on the Phone Hardware

You can enable and disable call forward options on some equipment, such as Polycom® VVX® phones. The ability to enable call forwarding on the phone hardware must be enabled in your account. Some limitations apply:

- If the call forward is configured on the phone hardware, the forwarding will not be indicated in the Office@Hand system.
- The **Call Forward on Busy** menu option is not supported.
- The Call Forward selection on the phone setup between multiple devices is restricted to run only three times.

A 911 call back, if received on the user's phone with Call Forward enabled is forwarded to the destination.

Messages & Notifications

Click **Messages & Notifications** to view and edit the selected user's voicemail settings, voicemail greeting, message recipient, messages, and notification settings.

Call Handling & Forwarding

User Hours After Hours Settings Custom Rules

Incoming Calls Forward in this Order

... Sequentially ⓘ + Add Call Forwarding Phone ⋮

Create Ring Group Ungroup

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>		Admin's Desktop App	N/A
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	1 Ring / 5 Secs	My Desktop App & ...	N/A
⋮ <input type="checkbox"/>	2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller Cisco SP...	(205) 538-2244
⋮ <input type="checkbox"/>	3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller VVX-311	(205) 538-0122
<input type="checkbox"/>	4	<input type="checkbox"/>	4 Rings / 20 Secs	Home	Phone Number
<input type="checkbox"/>	5	<input type="checkbox"/>	4 Rings / 20 Secs	Mobile	Phone Number
<input type="checkbox"/>	6	<input type="checkbox"/>	4 Rings / 20 Secs	Work	Phone Number

Messages & Notifications

User Hours After Hours Settings

Take Messages

Enable

Voicemail Greeting **Message Recipient**

Default Ext. 104, This extension

▶ 00:00 / 00:00 🔊 Select Extension

Edit



Outbound Caller ID

Click **Outbound Caller ID** to view and edit the selected user's outbound caller ID numbers.

Outbound Fax Settings

Click **Outbound Fax Settings** to view and edit the selected user's fax cover page settings and fax via email settings. For information about setting a custom callback number on the fax cover page, see "Fax Cover Page: Setting a Custom Phone Number" on page 151.

Caller ID

Decide what phone number you want to display as your Caller ID number for outgoing calls. ⓘ

By Phone

Desktop App (866) 200-8330 - Main Number <input type="button" value="Edit"/>	Bob Miller VVX-311 (866) 200-8330 - Main Number <input type="button" value="Edit"/>
Bob Miller Cisco SPA-122 ATA (866) 200-8330 - Main Number <input type="button" value="Edit"/>	

By Feature

RingOut from Web (866) 200-8330 - Main Number <input type="button" value="Edit"/>	RingMe (Outgoing to Caller) (866) 200-8330 - Main Number <input type="button" value="Edit"/>
Call Flip (866) 200-8330 - Main Number <input type="button" value="Edit"/>	Fax Number (866) 200-8330 - Main Number <input type="button" value="Edit"/>
Additional Desktop App (866) 200-8330 - Main Number <input type="button" value="Edit"/>	Common Phone (866) 200-8330 - Main Number <input type="button" value="Edit"/>

Alternate Caller ID
Not-specified

Internal calls

Display my extension number for internal calls. ⓘ

Fax Settings

Cover Page Info

This information will be printed on your fax cover page

Company <input type="text"/>	Country United States ▼
Street Address e.g. 120 1st St SW <input type="text"/>	Apartment / Suite # e.g. App. 25 <input type="text"/>
City e.g. Alabaster <input type="text"/>	State/Province Select State/Province ▼
Zip Code e.g. 35007 <input type="text"/>	
Fax Number (866) 200-8330 - Main Number <input type="button" value="Edit"/>	Cover Page Contempo <input type="button" value="Select"/>

Faxes Sent via Email

To enable sending faxes via email from additional email addresses, enter them here. To send a fax via email, send the fax via faxnumber@rclax.com.

Omit cover page when email subject is blank ⓘ

On Off

Email Addresses

Email addresses permitted to send faxes



Fax Cover Page: Setting a Custom Phone Number

The fax cover page can also be customized with a callback number that can be configured to company numbers or numbers assigned to the fax sender. This gives the sender an option to provide the fax recipient with a way to call the sender directly rather than dialing the main number and navigating its menus.

To use the fax cover sheet with a custom number

1. From the **Admin Portal**, select the **Users** tab
2. From the list of names, choose the user for whom you want to designate a custom cover page phone number.
3. Choose the **Outbound Calls/Faxes** tab.
4. Select **Fax Settings**.
5. Beneath the Phone Number field, select **Edit**.
6. A pop-up appears with a list of available numbers. Click the button beside the number you want the cover page to show.
7. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, showing a list of users with columns for 'Status' and 'Name'. A user named 'James McTavish' is selected, and the 'Outbound Calls/Faxes' tab is active. The 'Fax Settings' section is expanded, showing 'Cover Page Info' with fields for Company, Country, Street Address, City, Zip Code, Phone Number, and Fax Number. A 'Select Number' pop-up window is open, allowing the user to choose a phone number to display on the fax cover page. The pop-up lists several options, including '(209) 813-1852' which is selected.



Roles and Permissions



Manage Roles and Permissions

Roles and permissions allow you to enforce your company security policy by providing a flexible, role-based access control in your Office@Hand phone system.

You can delegate access to certain areas without giving full admin access, or by retaining control over certain areas. You can use templates and bulk upload options to efficiently apply roles among users across an organization.

Predefined Roles

You can grant access privileges by assigning users one of seven predefined roles. These roles cannot be modified.

- **Super Admin:** Complete system administrator level access.
- **Phone System Admin:** Phone System settings access plus full access to user level settings.
- **Billing Admin:** Full access to billing functions, user level settings, international dialing, features plus analytics features.
- **User Admin:** Full access to user administration (self and others), international dialing, system features/apps.
- **Manager:** Provide users with all capabilities of Standard (International) along with access to key functions such as Reports and Company Call Log.
- **Standard (International):** Full access to user level settings, access to features plus international dialing.
- **Standard:** Full access to user level settings, access to features and no international dialing.



Custom Roles

You can create custom roles to meet your business needs. When creating a custom role you select an existing role as a starting point, and select the permissions to be assigned to the role.

Assign Users to a Role

To assign users to a role:

1. From the Admin Portal, select the **Users** tab.
2. Click **Roles**.
3. Select one of the roles to assign users to.
4. Click the **Assign Users** tab to view the users currently assigned to the role.
5. Click **Assign User**.
6. A list of users and their currently assigned roles is displayed.
7. Select the users to assign to the role.
8. Click **Assign**.
9. The users' roles are assigned and the new role assignments are displayed in the User list.

AT&T Office@Hand

Phone System Users Analytics Call Log Billing Tools

Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function. **Standard (International)** is assigned to new users by default.

Search Roles + New Role

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Manager	Predefined	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.
Super Admin	Predefined	Full system access.
User Admin	Predefined	User management functions for all users plus Standard International along with...

Total: 7 Show: 25

AT&T Office@Hand

Phone System Users Analytics Call Log Billing Tools

Standard

Overview Assigned Users

Search Department + Assign User

Remove

Name	Number	Ext.	Department
------	--------	------	------------



Modify a User's Role

You can modify a user's role by editing the user's settings page.

1. From the Admin Portal, select the **Users** tab.
2. Click the user whose role you will modify.
3. Click the **Edit** button next to **Role**.
4. Select the role.
5. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The 'Users' tab is selected in the top navigation. A table lists users with columns for Status, Name, Number, Ext., Roles, Department, and Msg. A modal window is open for 'Chris McDonald', showing 'User Details' and 'Settings & Permissions' sections. The 'Settings & Permissions' section is highlighted with a red box, and an orange callout '3' points to the 'Edit' button next to the 'Roles' field.

Status	Name	Number	Ext.	Roles	Department	Msg.	Operation
<input checked="" type="checkbox"/>	Dave Richards (...)	(210) 672-4088	101	Super Admin		1 / 1	
<input checked="" type="checkbox"/>	Chris McDonald	(209) 813-0213	1015			0 / 0	Resend Invite Delete
<input checked="" type="checkbox"/>						0	Resend Invite Delete
<input checked="" type="checkbox"/>						0	Resend Invite Delete



Create a New Role

To create a new custom role:

1. From the Admin Portal, select the **Users** tab.
2. Click the **Roles** panel.
3. Click **New Role** to launch the Create New Role wizard.

AT&T Office@Hand

Phone System | **Users** | Analytics | Call Log | Billing | Tools

Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function. **Standard (International)** is assigned to new users by default.

Search Roles

+ New Role

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Manager	Predefined	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.
Super Admin	Predefined	Full system access.
User Admin	Predefined	User management functions for all users plus Standard International along with...

Total: 7

Show: 25



Step 1: Select Role:

Select a role to use as a starting point. The permissions included in the starting role are displayed. You will be able to modify these permissions when creating the role.

Step 2: Describe Role

Enter a **Name** for the role and a **Description** of the permissions of the role.

Create New Role [Close]

1 **Select Role** 2 Describe Role 3 Permissions

Select a role to use as a starting point

- Super Admin
- Phone System Admin
- Standard (International)
- Billing Admin
- User Admin
- Standard
- Manager

Description

Provide users with all capabilities of Standard (International) along with ability to manage billing, user mgmt functions & Reports

Permissions

General

Overview, Messages, Call Log, Contacts, Standard User Tools

User Settings

Call Handling & Forwarding
 Messages & Notifications
 Outbound Caller ID
 Outbound Fax Settings
 Phones & Numbers
 Screening, Greeting & Hold Music
 User Info

Billing

Create New Role [Close]

✓ Select Role 2 **Describe Role** 3 Permissions

Name

Billing and Phone System Admin

Description

Provides access to billing settings, and limited phone system settings.

[Cancel] [Next]



Step 3: Permissions

Select the permissions for the role by adding to or removing permissions as required.

The role is created and appears in the list on the Roles panel. To assign users to the role, see “Assign Users to a Role” on page 154.

Call Log permission names are aligned with existing permission names to make finding and assigning the desired permission easier. Additionally, a “Company Call Log - View Only” permission has been added to enable Administrators to assign the ability to view the company Call Log to other Users without granting full access.

Create New Role ✕

✓ Select Role ✓ Describe Role 3 Permissions

Select permissions to be assigned to new role

- General** ^
- Overview, Messages, Call Log, Contacts, Standard User Tools
- User Settings** ^
- Call Handling & Forwarding
- Messages & Notifications
- Outbound Caller ID
- Outbound Fax Settings
- Phones & Numbers
- Screening, Greeting & Hold Music
- User Info
- Phone System** ^
- Auto Receptionist
- Company Numbers & Info
- Groups
- Phones & Devices



Setting a Custom Default Role

For ease of use, you can create a custom role and then set that role as the default role assigned to all newly-created users. To create your custom role, see “Create a New Role” on page 156.

If you do not set a default role, all newly-created users are automatically set to the Standard (International) role.

1. From the Admin Portal, click **Users**.
2. Click **Roles**.
3. Select the custom role you created.
4. Click the check box, **Set as Default**.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open. The main navigation menu on the left has 'Users' selected, and the 'Roles' sub-menu is active. The main content area displays a table of roles with the following data:

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Company Default Role	Custom	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.
Super Admin	Predefined	Full system access.
User Admin	Predefined	User management functions for all users plus Standard International along with...

Below the table, there is a section for 'Company Default Role' with an 'Edit' button. The 'Type of Role' is 'Custom' and the 'Set as Default' checkbox is checked.



User Groups



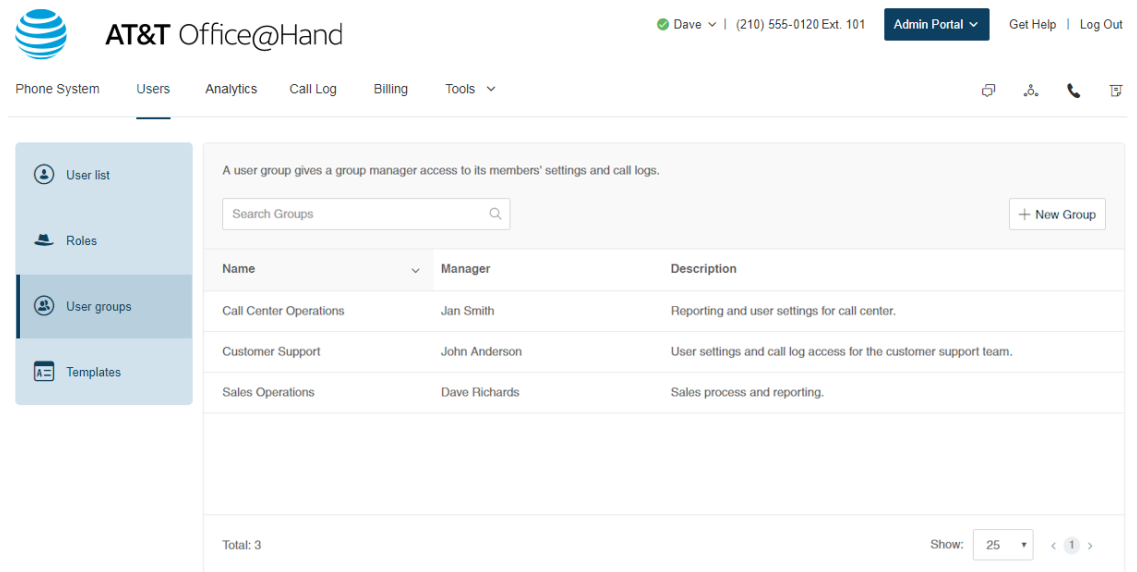
Manage User Groups*

A User Group is a grouping of users based on an organization hierarchy. A user group is managed by a user group manager who can access and modify group members' settings and view their call logs and reports. The account administrator controls who gets access to view or create user groups.

The account administrator can create multiple groups as required for your organization. A flat, non-nested group structure is supported. Users may belong to multiple groups. For example, for a director with two team managers (and their team members) reporting to the director, you might create three user groups: one group for each of the team managers, and an overall group for the director that includes all the members.

When a user is assigned to be a user group manager, the user automatically inherits certain permissions. These permissions work in conjunction with the role assigned to the user in the Roles section of user administration. You must ensure that the primary role has the correct permissions so that user access is controlled when the user is given user group manager access.

* Available for Office Premium and Enterprise only.



The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", "Admin Portal" with a dropdown arrow, "Get Help", and "Log Out". Below the navigation bar are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Users" tab is active, and a sidebar on the left contains options: "User list", "Roles", "User groups" (highlighted), and "Templates".

The main content area shows a heading: "A user group gives a group manager access to its members' settings and call logs." Below this is a search bar labeled "Search Groups" and a "+ New Group" button. A table lists existing user groups:

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

At the bottom of the table area, it shows "Total: 3" and a "Show: 25" dropdown menu with navigation arrows.



User Group Management Tasks

The tasks involved in managing user groups include:

- **Assigning Users to User Groups:** See the Templates section in user management to streamline assigning users to user groups. Do this using the User Groups option in Templates. See “Templates” on page 167.
- **Viewing and modifying User Settings:** See the User Settings section, in the user management User List to view and modify the settings assigned to a group member, including the roles and user groups in the User Details section. See “Users Settings” on page 144.
- **Accessing Reports for your group members:** Office@Hand Reports help admins and user group managers optimize the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. When logged in as a user group manager, you can see your group members’ data only. See “Analytics” on page 174.



Create a User Group

When you create a user group, you describe the group, add members to the groups, and assign a group manager who can modify members' settings and view their call logs.

1. From the **Admin Portal**, click the **Users** tab.
2. Click **User Groups**. You will see a list of existing user groups, if any.
3. Click **Create** (if no user groups exist), or click **New Group**.
4. Enter a **Name** and **Description** for the user group.
5. Click **Next**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open. The main navigation tabs are 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, and the 'User groups' sub-tab is active. A sidebar on the left contains 'User list', 'Roles', 'User groups', and 'Templates'. The main content area displays a table of existing user groups with columns for 'Name', 'Manager', and 'Description'. A '+ New Group' button is visible in the top right of the main content area. A 'Create User Group' dialog box is open in the foreground, showing the 'Describe User Group' step. The 'Name' field is filled with 'Sales Operations' and the 'Description' field is filled with 'Sales process and reporting.'. The 'Next' button is highlighted in blue, and the 'Cancel' button is in grey.

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.



6. Add members to the user group. Search by department or all departments, and check to select the users.
7. Click **Next**.
8. Select a member of the user group to be the user group manager. (The manager must be a member of the user group).
9. Click **Done**.

The user group is created and a confirmation message is displayed. The user group's name and manager are displayed in the User Groups view.

×

Create User Group

✓ Describe User Group
2 Add Members
3 Select Group Manager

Show All | Show Selected (3)

<input checked="" type="checkbox"/>	Name	Ext.	Roles	Department
<input checked="" type="checkbox"/>	Dave Richards	101	Super Admin	
<input checked="" type="checkbox"/>	Jan Smith	102	Standard (International)	
<input checked="" type="checkbox"/>	John Anderson	103	Standard (International)	

Total: 3
Show: 25 < 1 >

Cancel
Next

×

Create User Group

✓ Describe User Group
✓ Add Members
3 Select Group Manager

The group manager will have access to the settings and call logs of the group members.

Select	Name	Ext.	Roles	Department
<input checked="" type="radio"/>	Dave Richards	101	Super Admin	
<input type="radio"/>	Jan Smith	102	Standard (International)	
<input type="radio"/>	John Anderson	103	Standard (International)	

Total: 3
Show: 25 < 1 >

Cancel
Done

×

User Group Created

Congratulations! The user group, Sales Operations has been created successfully.



Edit a User Group

To edit or delete an existing user group:

1. From the **Admin Portal**, click the **Users** tab.
2. Click **User Groups**.
3. Select an existing group from the list.
4. On the **Overview** page, click **Edit** to change the name or description of the user group. To change the manager of the user group, click **Change**, select a new manager, and click **Done**.
5. Click **Save** to save the group's changes.
6. On the **Members** page, add to or remove members from the group as needed. To add a member click **Add Member**, select members to be added, and click **Add**.

To delete a user group, click **Delete** and confirm the deletion. Deleting a group will result in members being removed from the group and the group manager losing some privileges.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The main navigation bar includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, and the 'User Groups' sub-tab is active. The 'User Groups' page shows a search bar and a '+ New Group' button. Below is a table of user groups:

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

The 'Sales Operations' group is selected, and the 'Overview' page is displayed. The 'Overview' page shows the group name 'Sales Operations' and the description 'Sales process and reporting.'. The group manager is 'Dave Richards | Ext 101'. There is a 'Change' button to update the manager. A note states: 'Note: The group manager is entitled to access settings and call logs of all group members'. At the bottom, there are 'Delete', 'Cancel', and 'Save' buttons. The 'Save' button is highlighted.



Templates



Templates

Office@Hand Templates will save you time and repetitive manual effort by streamlining your administrative routine. Create or edit the template for all settings for a user and apply it to users as you need.

Create a Template for User Settings

1. From the **Admin Portal**, click the **Users** tab.
2. Click **Templates**.
3. Click **Add Template**.
4. Enter a **New Template Name**.
5. Click **Save**.

Create a new template or select one from the list. A new panel pops up on the right with options you can set for the template, grouped into categories of settings for Inbound calling, Outbound calling, and Notifications. For each group of settings, you can specify whether the settings override each users' settings by checking **Override User Settings**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave, with contact information (856) 288-1981 Ext. 101 and an Admin Portal dropdown. The navigation menu includes Phone System, Users (1), Analytics, Call Log, Billing, and Tools. The main content area is titled 'User Settings' and 'Call Handling'. It features a search bar for templates and a '+ Add User Settings Template' button (3). Below this is a table of existing templates:

Name	Created	Last modified	Operation
<input type="checkbox"/> Happy Halloween	10/24/2016	10/24/2016	Edit Delete
<input type="checkbox"/> Lunch Time			Edit Delete
<input type="checkbox"/> Flowerific			Edit Delete

The table indicates a total of 4 templates. A modal dialog titled 'Add User Settings Template' is open, prompting the user to 'Enter a name for your template.' The 'New Template Name' field (4) contains the text 'Tortoise Flight'. The 'Save' button (5) is highlighted in blue.



Inbound

Template Information

Edit the name of your template and see the last time it was modified and when it was created.

User Details

Settings and Permissions:

- **Regional Settings:** Specify regional settings for users such as timezone and time format
- **Roles:** Select the role to be applied to the users. Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function.
- **Confirmation Message** duration.
- **User Hours:** Set user hours to 24 hours or Specify hours.
- **User Groups:** Specify the user groups where the user is to have membership.
- **Job Title**

Phones

- **Emergency Address:** Provide a physical address for First Responders.
- **Bandwidth Settings:** To improve the quality of your calls, you can set how much network bandwidth to use for calls: **High Bandwidth** gives you better sound quality, but calls can become choppy when it is not available, **Low Bandwidth** give you lower sound quality, but ensures no interruptions during your conversation.

Tortoise Flight
✕

Inbound
Outbound
Notifications

- ▼ **Template Information**
- ▼ **User Details**
- ▼ **Phones**
- ▼ **Screening, Greeting & Hold Music**
- ▼ **Call Handling & Forwarding**
- ▼ **Messages**

Delete Template

Cancel

Save



Screening, Greeting, & Hold Music

- **User Greeting:** Turn on this option when you want the system to answer the call with a recorded welcome message so callers know they've reached the right person. This is not a personal voicemail announcement.
- **Connecting Message:** Set a recorded message you want callers to hear to let them know the call will now be transferred to your line.
- **Hold Music:** Turn on this option when you want callers to hear music whenever you put a call on hold.
- **Call Screening:** Turn on this option when you want callers to announce their name before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately. After turning on this option, go to **Call Handling & Forwarding > Settings > Incoming Call Information** to set your preferences.
- **Audio While Connecting:** Incoming callers will hear the music selection that is configured with this setting. The music selection callers will hear when they are placed on hold can be set in the Hold music selection. Note that the **Audio While Connecting** setting is applied on a rule basis, whereas the **Hold Music** setting is applied for all calls.

Call Handling & Forwarding

- **User Hours:** Specify whether to notify your Desktop app(s) and smartphone(s) before forwarding the incoming call to your desk phones and forwarding numbers, and specify a wait time.
- **After Hours:** Customize business hours.
- **Settings**
 - **Display Number:** Choose whether you want the Incoming Caller ID or Called Number to display.
 - **Play Announcement:** Choose options for when to play announcement before connecting.

Messages

- **User Hours:**
 - **Take Messages:** Allow or deny users to take voicemail messages; specify a default or custom voicemail greeting.
 - **Voicemail Greetings:** Specify a default voicemail greeting.
 - **Message Recipient:** Choose whether to override user's settings, select users at This Extension to be included as message recipients when applying the template, or select a specific extension.
- **After Hours:** Customize business hours.



Outbound

Click the **Outbound** tab to configure settings for outbound calls such as caller ID and fax settings.

Caller ID

Specify caller ID settings by phone or by feature. If you select Toll-Free number or Blocked as your Default Caller ID for any of your endpoints/calling features, you can also select an alternate local number to use in case we detect that your call will not go through.

Choose which phone number will display as Caller ID for outgoing calls:

- By Phone
- By Feature
 - RingOut from Web
 - Call Flip
 - Mobile App
 - Delegated Caller ID
 - RingMe (Outgoing to Caller)
 - Fax Number
 - Common Phone
 - Alternate Caller ID

Fax Settings

Specify fax settings including fax cover page information and settings for faxes sent through email.

Tortoise Flight
✕

Inbound
Outbound
Notifications

▼ **Caller ID**

▼ **Fax Settings**

Delete Template
Cancel
Save



Notifications

Choose how to be notified about voicemail messages missed calls, fax transmission results and received text messages.

Determine notification rules for:

- Voicemail Messages
- Received Faxes
- Missed Calls
- Fax Transmission Results
- Received Text Messages

Tortoise Flight ×

Inbound Outbound **Notifications**

Voicemail Messages

Notify by Email

Include attachment with email

Mark message as read once emailed

Received Faxes

Notify by Email

Include attachment with email

Mark message as read once emailed

Missed Calls

Notify by Email

Fax Transmission Results

Notify by Email

Received Text Messages

Notify by Email

Override User Settings

Delete Template Cancel Save



Create a Template for Call Handling Settings

1. From the **Admin Portal**, click the **Users** tab.
2. Click **Templates**.
3. Click **Call Handling**
4. Click **Add Call Handling Template**.
5. Enter a **New Template Name**.
6. Click **Next**.
7. Specify the caller ID or date conditions that will trigger the application of this template.
8. Click **Next**.
9. Specify the action to take when incoming calls match this rule.
10. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave with phone number (856) 288-1981 Ext. 101. The navigation menu includes Phone System, Users, Analytics, Call Log, Billing, and Tools. The 'Users' tab is selected, and the 'Templates' sub-tab is active. The main content area shows 'User Settings' and 'Call Handling' options. A search bar for templates and an 'Add Call Handling Template' button are visible. The process is shown in three sequential modal windows:

- Step 1:** The 'Add Call Handling Template' modal is open, showing progress indicators for '1 Name Template', '2 Define Conditions', and '3 Define Call Handling'.
- Step 2:** The 'Name Template' step is active. A text input field contains 'Weekend schedule'. A 'Next' button is highlighted.
- Step 3:** The 'Define Conditions' step is active. Two dropdown menus are shown: 'Caller ID' (set to 'None') and 'Date and/or Time' (set to 'None'). A 'Next' button is highlighted.
- Step 4:** The 'Define Call Handling' step is active. It shows options for 'Forward Calls', 'Take Messages Only', 'Play Announcement Only', and 'Unconditional Forwarding'. The 'Take Messages Only' option is selected. There are also checkboxes for 'Take Messages' (checked) and 'Enable'. A 'Message Recipient' dropdown is set to 'This Extension'. A play button and a timer '00:00 / 00:00' are visible. A 'Save' button is highlighted.



Apply a Template to Users

1. From the **Admin Portal**, click the **Users** tab.
2. Select a number of users.
3. Click **Apply Templates**.
4. Select a template to apply.
5. Click **Apply Template**.
6. Click **Yes** to confirm that you are about to make settings changes for all the selected user(s). This will overwrite any configuration the user might have done previously.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. There is an 'Admin Portal' dropdown and 'Get Help | Log Out' links. Below the navigation bar are tabs for 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is active, showing a sidebar with 'User list', 'Roles', 'User groups', and 'Templates'. The main content area is titled 'Users With Extensions' and 'Unassigned Extensions'. It features a search bar, filters for 'Status' and 'Roles', and a 'Department' dropdown. There are buttons for '+ Add User', 'Download User List', and 'Apply Templates'. A table lists users with columns for 'Status', 'Name', 'Number', 'Ext.', 'Roles', 'Department', and 'Msg.'. Two users are listed: Bob Miller and Debbie Smith. The 'Apply Templates' button is highlighted with an orange callout. A 'Select Template' dialog box is open, showing a search bar, a 'Type' dropdown, and a list of templates. The 'Billing' template is selected. The dialog also shows 'Total: 12' and a 'Show: 25' dropdown. The 'Apply Template' button in the dialog is highlighted with an orange callout.



Analytics



Analytics Portal

The Office@Hand Analytics Portal allows you to access real-time and historical metrics including call quality, users' calling performance, and hard phones status.

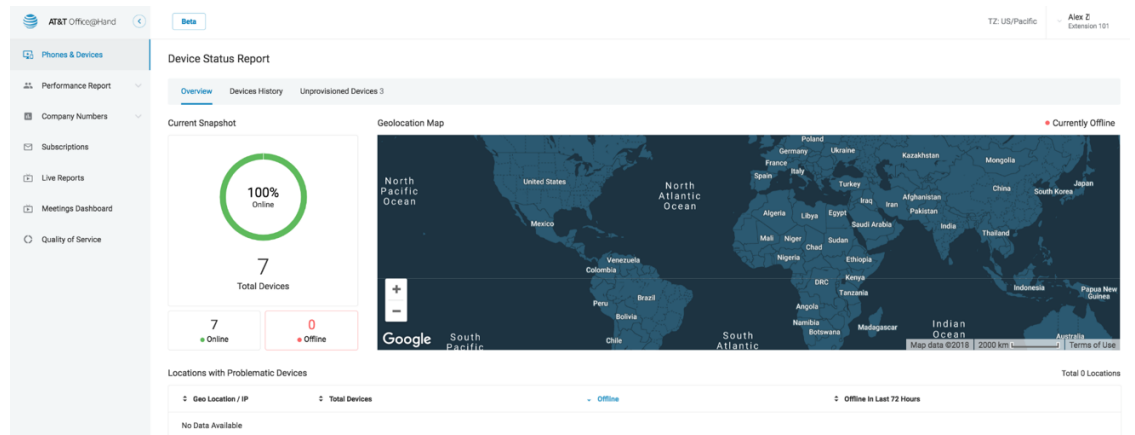
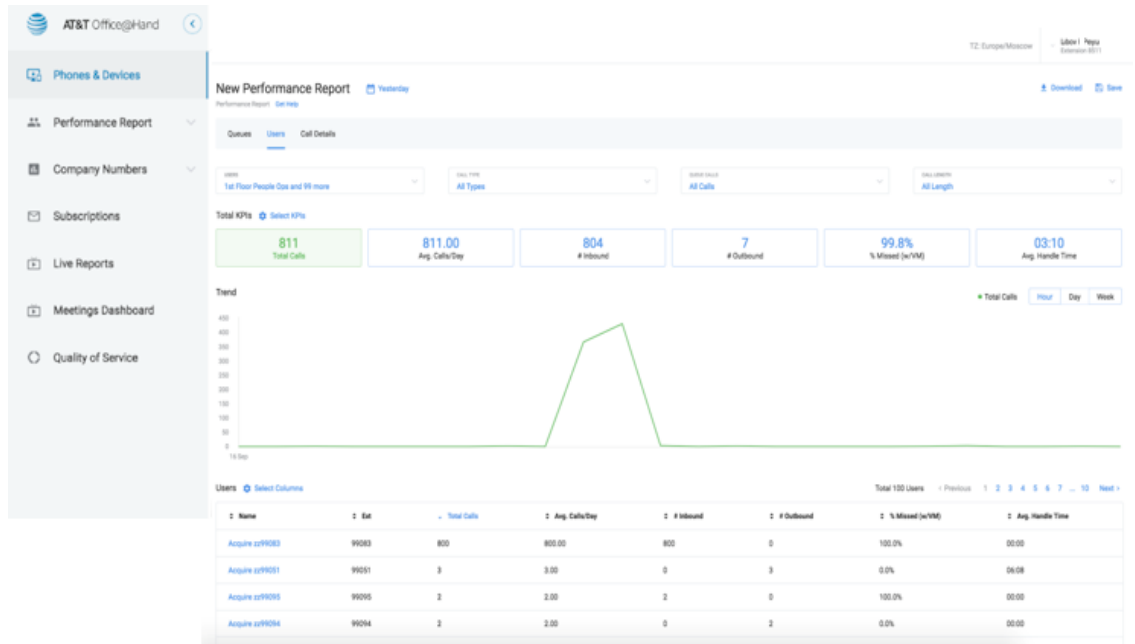
You can use the data from portal to determine:

- the quality of your company calls; improvements
- if queue/group users handle calls as expected
- whether you need more users to minimize the number of missed calls
- the current status of your queue

Additionally, Enterprise Edition accounts can access a Device Status report.

For more information see these guides:

- Office@Hand QoS Reports User Guide
- Office@Hand Performance Reports User Guide
- Office@Hand Device Status Reports User Guide



Live Reports

Live Reports provides on-demand access to reports on inbound and outbound calls close to real-time, which can be displayed on dashboards. It helps an IT admin optimize the advantages of the phone system by presenting usage analyses and trending metrics in an easy to read graphical representation. This feature requires an add-on license.

- Over 30 metrics for both inbound and outbound calls are supported.
- Real-time reporting on queues
- Easy to manage dashboards
- Drag and drop widgets
- Service Level identification and management.
- Show data for queue level visibility, such as customers waiting, SLA, and AHT
- Show data for agent level visibility, such as status, talk time, hold time, transfer rate, and call count.
- Data export capabilities.

To access Live Reports:

1. From the **Admin Portal**, select the **Analytics** tab. A new window opens with the **AT&T Dashboard**.
2. From the **AT&T Dashboard**, choose **Live Reports**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave with the phone number (856) 344-3908 Ext. 101. The navigation menu includes Phone System, Users, Analytics (highlighted with a red '1'), Call Log, Billing, and Tools. The main dashboard area contains several widgets: Edit Business Hours, Edit Company Call Handling & Greetings, Set Caller ID, and Publish Company Info to Directory Assistance. Below these are tutorial cards for changing caller audio, call forwarding, and voicemail. A second screenshot below shows the 'Live Reports' section, displaying a 'Call Center Summary Report' with various metrics: Total Inbound Calls (0), Answered Outbound Calls (0), Abandoned (0), VM Redirects (0), Unanswered Outbound Calls (0), Call Center - Service Level (No Calls), Call Center - Queue Calls (line graph), Call Center - Queue Mo... (0 Calls Waiting), and Call Center - Agents Co... (bar chart showing 5 agents).



Call Log



Call Log

The Call Log reports inbound and outbound calls and faxes for the company number and specified extensions. The Call Log is available as a **Simple** view which concisely summarizes the calls, and as a **Detailed** view, which shows additional call record details.


You can filter the call log records by number, time period, call direction or type of call (inbound or outbound). Select your filter criteria, and click **Apply** to refresh the log. In **Delivery Settings**, you can set delivery of the call log to an email address on a daily, weekly, or monthly basis, on a specified day.

In the **Type** column you can see the type of calls. In the **Recording** column, you can see if the call has been recorded. Click the play icon to hear a recording.


 Inbound Call

 Outbound Call

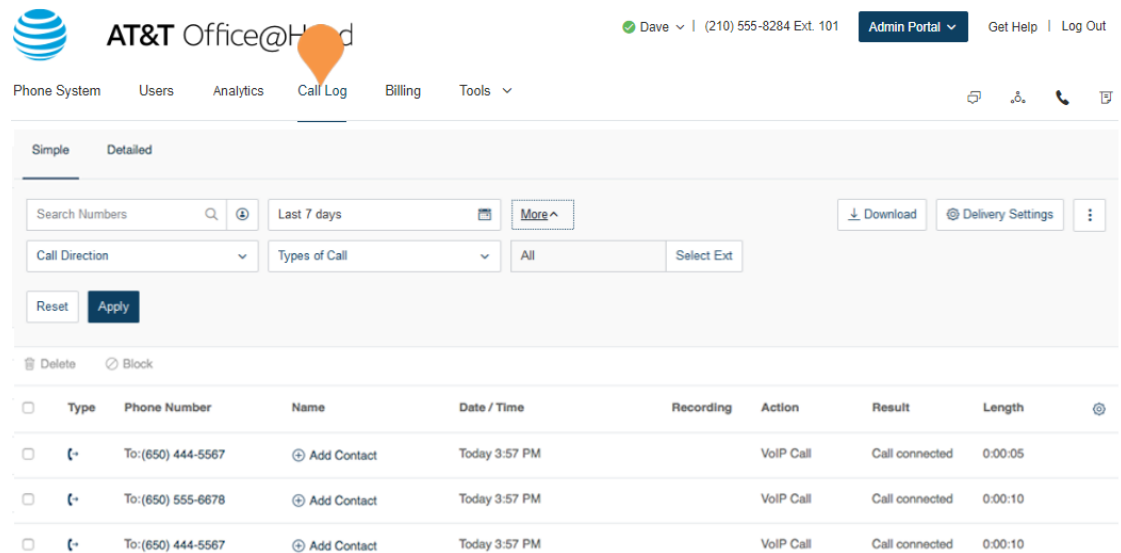
 Missed Call

 Listen to a call recording

Administrators can enable the bad call quality indicator for a given account. After this feature is enabled, the **Quality** column is displayed. In the Quality column you will see thumbs down icons for calls that were connected. Click the white thumbs down if you were not satisfied with the quality of a call.

To mark as a bad call, click 

Confirmed marked as bad call 

Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
Inbound	To:(850) 444-5567	Add Contact	Today 3:57 PM		VoIP Call	Call connected	0:00:05
Inbound	To:(850) 555-6678	Add Contact	Today 3:57 PM		VoIP Call	Call connected	0:00:10
Inbound	To:(850) 444-5567	Add Contact	Today 3:57 PM		VoIP Call	Call connected	0:00:10

Adjustable Column Width

Column widths can be adjusted to see more data. Hover over any column break and drag the column to the desired width.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' are visible on the left, and user information 'Dave | (856) 344-3908 Ext. 101' and 'Admin Portal' are on the right. A navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Call Log' section is active, showing a table with columns: Type, Phone Number, Name, Date / Time, Recording, Action, Result, and Length. An orange callout bubble highlights the column break between 'Name' and 'Date / Time', which has a double-headed arrow icon. The table contains several rows of missed calls from the number (800) 743-5002 on 09/22/2019. The interface also includes a search bar, filters, and action buttons like 'Download' and 'Delivery Settings'.

Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length
☐	From: (800) 743-5002	⊕ Add Contact	09/22/2019 9:08 PM	-	Phone Call	Missed	0:00:06
☐	From: (800) 743-5002	⊕ Add Contact	09/22/2019 9:07 PM	-	Phone Call	Missed	0:00:06
☐	From: (800) 743-5002	⊕ Add Contact	09/22/2019 9:07 PM	-	Phone Call	Missed	0:00:07
☐	From: (800) 743-5002	⊕ Add Contact	09/22/2019 9:07 PM	-	Phone Call	Missed	0:00:06
☐	From: (800) 743-5002	⊕ Add Contact	09/22/2019 9:07 PM	-	Phone Call	Missed	0:00:00



Billing



Billing

The Billing tab houses menus for managing your Service Plan, International Calling, and Contracts. View and edit your service plan, payment information, and international calling plans here.

Note: Billing is an Admin function only. This option will not be available to standard users.

Service Plan

To view or change your service plan:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Service Plan** to view your plan details.
3. Click **Change Edition**.
 - a. Follow the instructions on the pop-up to change editions or learn more about different editions.
 - b. Click **OK**.
4. Click **Change Billing Cycle**.
 - a. View options for monthly or yearly subscriptions.
 - b. Select the button next to the plan you'd like.
 - c. Click **Next**.
 - d. Review your order and click **Confirm**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Chris', and the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open, and the 'Billing' tab is selected. The main content area shows the 'Service Plan' details for a 'Standard Plan - Annual Contract' with an expiration date of 10/18/2014. A 'Change Edition' button is highlighted with a red circle labeled '3'. A 'Change Plan' button is highlighted with a red circle labeled '4'. Three pop-up windows are overlaid on the main content:

- Change Edition (3a):** A dialog box with a close button (X) and an 'OK' button (3b). It contains the text: "Click to learn more about the advanced Editions and their features. To change Edition, please contact AT&T Advanced Solutions customer care at (866) 563-4703."
- Change Plan (4a):** A dialog box with a close button (X) and a progress indicator showing '1 Select Plan', '2 Order Confirmation', and '3 Confirmed'. It displays the current plan: "Your current plan: Up to 2 users - \$115.00/month". It offers several options for the new plan: "Up to 2 users - \$115.00/month", "Up to 3 users - \$172.50/month", "Up to 4 users - \$230.00/month", and "Up to 5 users - \$287.50/month". A 'Next' button (4c) is visible at the bottom right.
- Change Plan (4d):** A dialog box with a close button (X) and a progress indicator showing '1 Select Plan', '2 Order Confirmation', and '3 Confirmed'. It displays the new plan details: "Review and confirm your new plan: Users Up to 3, \$172.50* (Per month)". A note states: "* Does not include taxes and fees". 'Back' and 'Confirm' buttons are at the bottom.



Other Service Plan Options

To view options for billing history and auto-purchase:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Service Plan**.
3. Click **Auto-Purchase**.
 - a. Select the button next to the **Calling Credits Package** you wish to purchase.
 - b. Click **Save**.
4. Click **Cancel Service Plan**.
 - a. If you would like to cancel your service plan, follow the instructions on the pop-up.
 - b. Click **Close**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Chris with phone number (210) 555-0120 Ext. 101. The 'Billing' tab is selected in the top navigation bar. On the left sidebar, the 'Service Plan' option is highlighted. The main content area shows the 'Service Plan' details for an 'Enterprise Plan' with an 'Auto-Purchase' option set to '\$20.00 Calling Credits Package'. An 'Edit' button is visible next to this option. Below this, the 'Billing Plan' section shows 'Users, up to 2 - \$115.00/mon' and 'Usage Info' including 'Included Toll Free Credits' and 'Purchased Calling Credits'. At the bottom of the main content area, a 'Cancel Service Plan' button is visible. Two pop-up windows are overlaid on the page. The first pop-up, titled 'Auto-Purchase', shows the 'Calling Credits Package' selection with radio buttons for '\$20.00' (selected) and '\$100.00', and 'Save' and 'Cancel' buttons. The second pop-up, titled 'Cancel Service Plan', asks for confirmation to cancel the 'AT&T Office@Hand Enterprise Plan Service Plan for (650)'. It lists information that will be lost upon cancellation, such as messages, settings, call logs, and contacts. It also provides contact information for assistance: '1-866-733-0810 or 1-925-264-3226 (outside US)'. Both pop-up windows have 'Close' buttons.



International Calling

To enable, disable, and view international calling rates:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **International Calling**.
 - a. If International Calling is not enabled, click **Enable International Calling** to enable it. You can disable international calling completely by clicking **Disable International Calling**.
3. View the countries international calling is available to and the price for each country.
4. Turn calling to a specific country on or off by selecting **Enable** or **Disable**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Chris with phone number (210) 555-0120 Ext. 101. The navigation menu includes Phone System, Users, Analytics, Call Log, Billing (highlighted with callout 1), and Tools. The sidebar on the left has 'International Calling' selected (callout 2). The main content area shows a toggle for 'Enable International Calling' (callout 2a) and a table of international calling rates. The table has columns for Status, Destination, Type, Prefix, Call Rate, and Operation. The 'Operation' column contains 'Disable' links, with one instance highlighted by callout 4.

Status	Destination*	Type	Prefix	Call Rate	Operation
<input type="checkbox"/>	✓ Afghanistan	Mobile	937	\$3.08	Disable
<input type="checkbox"/>	✓ Afghanistan	Regular	93	\$3.05	Disable
<input type="checkbox"/>	✓ Albania	Mobile	35567	\$1.38	Disable
<input type="checkbox"/>	✓ Albania	Regular	355	\$1.19	Disable
<input type="checkbox"/>	✓ Algeria	Landline	213	49c	Disable
<input type="checkbox"/>	✓ Algeria	Landline	213675, 213676, 213696, 213697, 213698, 213699...	49c	Disable ▾
<input type="checkbox"/>	✓ Algeria	Mobile	213549, 21355, 21356, 213659, 21366, 21379, 21...	56c	Disable ▾
<input type="checkbox"/>	✓ American Samoa	Regular	1684	37c	Disable



Contracts

The Contracts menu allows you to see the status of your Office@Hand contracts, including the contract Status, Start Date, Term, and Minimum Commitment Value, and to filter and sort the contracts.

To view contracts:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Contracts**.
3. Filter the list of contracts by **Status**.
4. Sort the contracts by the available columns.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' are displayed. The user is identified as 'Chris' with extension '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing' (highlighted with callout 1), and 'Tools'. The left sidebar contains 'Service Plan', 'International Calling', and 'Contracts' (highlighted with callout 2). The main content area shows a 'Status' dropdown menu (callout 3) and a table of contracts. The table has columns for 'Status', 'Contract', 'Start Date' (with a sort arrow and callout 4), 'Term', and 'Minimum Commitment Value'. The table contains six rows of contract data.

Status	Contract	Start Date	Term	Minimum Commitment Value
Expired on 10/19/2014	11/18/2013 - 10/18/2014	11/18/2013	1 Year	8 Users
Expired on 11/10/2016	11/18/2015 - 11/17/2016	11/18/2015	1 Year	2 Users
Expired on 10/18/2018	10/19/2017 - 10/18/2018	10/19/2017	1 Year	4 Users
Current	11/19/2018 - 11/18/2020	11/19/2018	2 Years	4 Users
Future	11/18/2024 - 11/17/2026	11/18/2024	2 Years	4 Users
Future	11/18/2026 - 11/17/2028	11/18/2026	2 Years	6 Users



Tools Menu



Tools

In the Admin Portal, the Tools tab houses many important features for your company's phone system.

Tools ▾

Account Settings	Service Console
Appearance	Audit Trail
Directory Integration	Meetings
HIPAA Setting	Meetings Reports
Multi-Site Settings	Apps
Single Sign-on	Archiver Beta
Session Timeout	
Hot Desk Session Timeout	

[Appearance](#) lets you add your company logo to your Office@Hand online account. You can also link your company logo to your company's website for smoother navigation. To learn more about this, see "[Appearance](#)" on page 187.

[Directory Integration](#)² see allows lets you automatically provision users from your Active Directory or G Suite corporate directory into Office@Hand. To learn more about this, see "[Directory Integration](#)" on page 188.

[HIPAA Setting](#) is a functionality designed to delete information to help you maintain compliance with HIPAA or other privacy laws. To learn more about the HIPAA setting, see "[HIPAA Setting](#)" on page 189.

[Multi-Site Settings](#) allows you to configure and manage your different office locations under one account. To learn more about this, see "[Directory Integration](#)" on page 188.

[Single Sign-On](#)¹ lets employees in a company access multiple applications with one set of credentials. To learn more about this, see "[Single Sign-on](#)" on page 202.

[Session Timeout](#) lets you configure a session timeout for all users. To learn more about this, see "[Session Timeout](#)" on page 205.

[Audit Trail](#) allows a Super Admin or a user assigned a Billing Admin role to track changes on the account, generate a report, see changes made by other admins, and detect failed logins and locked accounts. To learn more about this, see "[Service Console](#)" on page 207.

[Hot Desk Session Timeout](#) specifies the time period when guest users will be logged out from phone endpoints, or sets no timeout for enterprises with mobile workforces. To learn more about this, see "[Set the Hot Desking Session Timeout](#)" on page 135.

[Meeting Reports](#) includes tools for Office@Hand Meetings, such as reports to help optimize the operation of Office@Hand Meetings by presenting usage analysis and trending metrics in an easy-to-read graphical format. To learn more about this, see, "[Meetings](#)" on page 211.

[Archiver Beta](#) lets you securely save your messages and recorded calls automatically and easily search the stored data at any time from within your Dropbox account to quickly retrieve the records. To learn more about this, see "[Archiver Beta](#)" on page 212.

[Outbound Call Prefix](#) is a feature of the Enterprise Dial Plan that allows you to configure a prefix to help users explicitly indicate when dialing an internal extension versus an external call. To learn more about this, see "[Directory Integration](#)" on page 188.

1 Single Sign-On available for Office Premium and Enterprise users only

2 Active Directory available for Office Premium and Enterprise users only



Account Settings

Appearance

Add your company logo to your Office@Hand online account for a custom look. Take one step further and link your company logo to your company's website for easy navigation.

To upload and link an image:

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Appearance**.
3. Click **Browse** to browse your computer for an image to upload and select the file you want to use. The file must meet the requirements of a maximum dimension of W800 x H120, 600KB, and must be a JPG, GIF, or PNG format.
4. Enter the URL that will be opened when a user clicks on your image.
5. Click **Save**.

View your logo in your online account and click the image to test that you can access the URL.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with the phone number '(210) 555-0120 Ext. 101'. The 'Tools' menu is open, and the 'Appearance' option is selected. The main content area shows various settings cards, with 'Appearance' highlighted. Below this, the 'Appearance' configuration page is shown, featuring an 'Upload a logo' section with a 'Browse' button and a 'Set URL on Logo' section with a text input field containing 'https://www.example.com'. The 'Save' button is highlighted with a red circle and the number '5'. The bottom of the page shows the AT&T logo, the account name 'AT&T Office@Hand', the user name 'Dave', and the phone number '(210) 598-8284 Ext. 101'.



Directory Integration

Directory Integration lets you automatically provision users from your corporate directory into Office@Hand.

Active Directory

Office@Hand integrates with Microsoft Active Directory to let you automatically provision users from Active Directory to Office@Hand.

The service leverages Okta so you can perform an initial import from Active Directory to Office@Hand, and to synchronize Active Directory and Office@Hand on user status. Users are automatically enabled or disabled in Office@Hand as they join or move around your organization.

For more details on integrating Office@Hand with Active Directory, click here for the Active Directory Implementation Guide.

To set up the integration service:

1. From the Admin Portal, click the **Tools** tab.
2. Click **Directory Integration**.
3. Select **Active Directory**.
4. Click **Enable Active Directory**.
5. If you are not already an Okta member, sign up for Okta by selecting **Become Okta Member**.
6. Configure in Okta the settings for integration with Active Directory, and save the settings in Okta. The provisioning process starts.

Review the provisioning results. You will receive an email containing the provisioning results, including a summary and report. If required, edit the extensions of provisioned users in User Management in the Admin Portal.

The screenshot displays the AT&T Office@Hand Admin Portal. At the top, the user is identified as 'Dave' with contact information '(210) 555-0120 Ext. 101' and an 'Admin Portal' dropdown. The navigation menu includes 'Phone System', 'Users', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Tools' dropdown menu is open, showing options like 'Meetings', 'Archiver', 'Appearance', 'Session Timeout', 'Hot Desk Session Timeout', 'Single Sign-on', 'Directory Integration', and 'HIPAA Setting'. The 'Directory Integration' option is highlighted with a red circle and the number '2'. The main content area shows 'Company Info', 'Phone Numbers', and 'Auto-Receptionist' in the sidebar. The main content area has 'Edit Business Hours', 'Tutorials', and 'Directory Integration' (highlighted with a red circle and the number '3'). Below this, the 'Directory Integration' page is shown, featuring a 'Select Directory Provider' section with 'Active Directory' selected (highlighted with a red circle and the number '3'). The 'Okta Setup' section includes three steps: 'Step 1: For your Active Directory to provision correctly, all email addresses should be unique within your account. Please verify there are no duplicates to continue.' with an 'Enable Active Directory' button (highlighted with a red circle and the number '4'); 'Step 2: Sign up become an Okta member.' with a 'Become Okta Member' button (highlighted with a red circle and the number '5'); and 'Step 3: Configure Office@Hand Active Directory Integration settings in Okta. After saving changes, provisioning will start.' with a 'Review Provision Results' button (highlighted with a red circle and the number '7').



HIPAA Setting

The HIPAA Setting (HS) is a functionality designed to delete information, in support of your HIPAA compliance efforts. Activation of the setting does not guarantee you will be compliant with HIPAA or any other privacy law, including European data privacy regulations. It is your responsibility to determine whether your data privacy and security measures comply with applicable law.

Note: You must be the Account administrator to have access to this setting. If you have more than one account with AT&T Office@Hand, the setting must be activated for each account.

To turn on the HIPAA setting, f

1. From the Admin Portal, go to Tools.
2. Select the HIPAA entry.
3. Click the Activate HIPAA Setting box.
4. Click Accept & Save.

IMPORTANT: When activated, this setting will enforce temporary-only storage of the customer's RingCentral Office voice and fax messages and voice messages for a maximum of 30 days. Data will not be saved in AT&T Office@Hand back-ups and cannot be retrieved.

The following will take effect once this setting is activated:

- Automatic forwarding of messages to email as an attachment is disabled.
- RingCentral Contact Center data will not be automatically deleted.
- Automatically delete the following types of data after 30 days:
 - RingCentral Office data

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as Dave with contact information (210) 555-0120 Ext. 101. The Admin Portal is accessed via a dropdown menu. The Tools menu is open, showing options like Meetings, Archiver, Appearance, Session Timeout, Hot Desk Session Timeout, Single Sign-on, Directory Integration, and HIPAA Setting. The HIPAA Setting option is highlighted with a red circle and the number 2. Below this, a detailed view of the HIPAA Setting activation page is shown. It features a red circle with the number 3 next to the 'Activate HIPAA Setting' checkbox, which is checked. The page contains a warning message and a list of consequences of activation, including data deletion and disabled features. A red circle with the number 4 is next to the 'Accept & Save' button at the bottom right.



- RingCentral Fax data
- RingCentral Professional account data
- Voice recordings
- Voicemail
- Faxes
- Short Message Service (SMS)
- Multimedia Message Service (MMS)
- Glip data including content, time and date of messages, text messages, tasks, notes, images, links, events, call activities, and/or posts from 3rd-party integrated applications.
- Session Timer - Automatically log out the account access if it has been idle.
- Secure Voice - TLS/SRTP secure call on desk phones, RingCentral Phone, and RingCentral Phone or Mobile.



Multi-Site Settings

Multi-Site Support provides a management solution for customers with multiple branch locations. Multi-Site Support is available for Office@Hand Office Premium and Ultimate users with Multi-Level IVR enabled.

Accounts configured with multi-site support can enable the Site Code feature to define a dial plan for intra-site and inter-site calling. This feature allows the administrator to allocate account user or group extensions for defined sites.

To enable Multi-Level IVR mode, configure the dial-by-name directory, create at least one IVR menu and enable the feature in Auto-Receptionist.

To enable your account to support multiple sites:

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Multi-Site Settings**.
3. Check the box beside **Enable account support for multiple sites**.
4. Configure site codes, if required for your dialing plan. See [Manage a Dial-Plan Across Sites](#).

Your online account can now create and configure multiple sites. Site filters are available on pages with site assets to allow you to view the list of assets by sites.

For more information on Multi-Site support, see:

- [Create a New Site](#)
- [Manage a Dial-Plan Across Sites](#)
- [Move Assets Across Sites](#)

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' are visible. The user profile shows 'Dave' with a phone number '(210) 555-0120'. The 'Tools' menu is open, highlighting 'Multi-Site Settings'. The main content area is titled 'Multi-Site Settings' and features a toggle switch for 'Enable account support for multiple sites', which is currently turned on. Below this, a note states: 'Multi-Site feature should be enabled ONLY for accounts in Multi-Level IVR mode'. The 'Site Codes' section is also visible, with a status of 'Enabled' and buttons for 'Enable Site Codes', 'Get Template', and 'Upload Template'. Numbered callouts (1-4) correspond to the steps in the text: 1 points to the 'Tools' menu, 2 points to the 'Multi-Site Settings' option in the dropdown, 3 points to the toggle switch, and 4 points to the 'Enable Site Codes' button.



Create a New Site

RingCentral Multi-Site support allows you to provision independent account configurations for your individual sites, to enable you to uniquely register and manage each site from your account. Once Multi-Site Support is enabled, you can create additional sites as needed.

To create a site:

1. From the **Admin Portal**, click the **Phone System** tab.
2. On the **Company Info** page, click **New Site**.
3. On the Site Info page, enter the **Site Name**, **Site Address**, and **Site Extension**. Or, you may click **Select Site** under **Copy Settings** from" to copy settings from another site. Click **Next** to proceed.
4. On the Site Settings page, configure the Regional Settings and Business hours. Click **Next** to proceed.
5. Assign Numbers to the Site. You may assign existing numbers or add (and purchase) new direct numbers. Click **Next** to proceed.

Number	Location	Assigned to	Ext.	Type
(289) 275-1346	Canada, Ancaster, ON	Auto-Receptionist		Direct
(916) 836-8652	United States, Antelope, CA	Owen Wilson	8070	Direct
(916) 836-8819	United States, Antelope, CA	James Franco	8069	Direct
(904) 323-4965	United States, Baldwin, FL	Chris Stoecker	104	Direct
(240) 317-2654	United States, Berwyn, MD	Auto-Receptionist		Direct
(619) 220-2356	United States, Bonita, CA	TestIQ	1	Direct



6. On the Caller ID Name page, enter the **Outbound Caller ID Name**.
7. Menu page, select an **Existing IVR** or a **New IVR**.
8. On the Cost Center Code page, select the site's cost center code. For more information on Cost Center Codes, see Cost Center Management.

On the Summary page, you will be notified that the site is created successfully. Click **Done**. You can view or edit site information within **Phone System > Company**.

New Site ✕

[✓ Site Info](#)
[✓ Site Settings](#)
[✓ Number\(s\)](#)
6
[4 Caller ID Name](#)
[5 IVR Menu](#)
[6 Cost Center Code](#)
[7 Summary](#)

This name along with the phone number will be displayed to the called party whenever an outbound call is made using the local number as the caller ID. Max 15 characters. Note: Does not apply to toll-free numbers.

Enter the name you want the caller ID to be displayed for this site. If skipped, site's caller ID name will be set to be the same as company's caller ID name.

Outbound Caller ID Name

New Site ✕

[✓ Site Info](#)
[✓ Site Settings](#)
[✓ Number\(s\)](#)
7
[5 IVR Menu](#)
[6 Cost Center Code](#)
[7 Summary](#)

Please assign Existing or New IVR

[Existing IVR](#)
[New IVR](#)

Search

Name	Numbers	Ext.	Language
<input type="radio"/> Belmont Main 1010		1010	English (U.S.)
<input type="radio"/> Chicago IVR		1009	English (U.S.)
<input type="radio"/> Denver IVR		1002	English (U.S.)
<input type="radio"/> IVR Menu 1006		1006	English (U.S.)
<input type="radio"/> IVR Menu 1007		1007	English (U.S.)
<input type="radio"/> IVR Menu 1008		1008	English (U.S.)
<input type="radio"/> IVR Menu 1012 TB		1012	English (U.S.)
<input type="radio"/> IVR Menu 1015		1015	English (U.S.)
<input type="radio"/> Magic_Land_IVR 1004		1004	English (U.S.)
<input type="radio"/> Main IVR		1001	English (U.S.)

Total: 15 < 1 2 >

New Site ✕

[✓ Site Info](#)
[✓ Site Settings](#)
[✓ Number\(s\)](#)
[✓ Caller ID Name](#)
8
[6 Cost Center Code](#)
[7 Summary](#)

Cost Center Code [Learn More](#)



Manage a Dial-Plan Across Sites

Accounts configured with multi-site support can enable the Site Code feature to define a dial plan for intra-site and inter-site calling. This allows users within a site to call each other using a short extension number, and users between sites to use a full extension number, consisting of a site code plus the short extension.

To set up your multi-site dial-plan:

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Multi-Site Settings**.
3. Verify that multi-site support is enabled.
4. In the **Extension Number Length** window, select an appropriate digit length for the short extension and the site code. The values must fall within the limits of the full extension number length, per the maximum extension length of five digits.* Click **Next**.
5. In the **Provision Site Codes** window, the system will suggest site codes for all sites, per selected lengths for site code and short extension. The User and Group extension per site will be allocated per site code selected. Click **Next**.
6. In the **Adjust Extension Numbers** window, Existing extensions that have more digits than enabled with site code need to be adjusted or use system suggestions. Click **Done**.

Extensions in the **Users with Extensions** view display a site code plus a short extension. For example: Site Code: 11, Short Ext. #: 001, and Full-Ext #: 11001.

Note: a maximum extension length of six digits is available on-demand for certain international cases.

The screenshots illustrate the configuration process for Site Codes. The first window shows the 'Extension Number Length' step where the user sets a 'Site Code Length' of 2 and a 'Short Extension Number Length' of 4. The second window shows the 'Provision Site Codes' step, displaying a table of site codes and a warning that the extension number '911' is reserved for special functions. The third window shows the 'Adjust Extension Numbers' step, displaying a table of existing extensions and their new numbers.

Ext. Name	Target Site	Site Code	Ext. number with Site Code	Type of Conflict	New Short Ext. Number	New Full Ext. Number
TopIVR	Company	11	111001	Extension number is too long	1	11001
IVR Menu 1002	Local Office	33	331002	Extension number is too long	2	33002



Move Assets Across Sites

The Change Site function of Multi-Site Support allows you to move selected Users, IVR Menus, and Call Queues to another site. This feature allows for individual or bulk movement of Users, IVR Menus, and Call Queues between sites.

Move Users Across Sites

To move users between sites:

1. From the **Admin Portal**, click the **Users** tab.
2. On the User list tab, check the box of the users you want to assign to a different site, and click **Change Site**.
3. Select the site then click **Change Site**. Note: You may check the option to **Adjust time and regional settings to the settings of the new site?** to apply it to the moved users.

The screenshot illustrates the 'Move Users Across Sites' process in the Admin Portal. It is divided into three main sections:

- Sidebar (Step 1):** The 'Users' tab is selected under the 'Phone System' menu.
- User List (Step 2):** A table titled 'Users With Extensions' displays a list of users. Three users are selected with checkboxes: Andrew White, Brian Bolan..., and Charlene Lin. The 'Change Site' button is highlighted.
- Select Site Dialog (Step 3):** A modal window titled 'Select Site' is open, showing a list of sites. 'New Site 1' is selected. At the bottom, there is a checkbox for 'Adjust time and regional settings to the settings of the new site?' and a 'Change Site' button.

Status	Name	Number	Ext.	Roles	Department	Site	Mag.	
<input type="checkbox"/>	9dot4 Prod...	(650) 437-5...	101	Super Admin		Company	5 / 5	
<input checked="" type="checkbox"/>	Andrew White	(913) 228-1...	8072	Standard (I...	IT	MagicLand	0 / 0	Resend Invite Delete
<input checked="" type="checkbox"/>	Brian Bolan...	(323) 388-4...	8057	Super Admin	Solutions E...	SoCal (Dont...	2 / 2	Disable
<input checked="" type="checkbox"/>	Charlene Lin		8071	Standard (I...		New Land	0 / 0	Resend Invite Delete



Move IVR Menus across Sites

To move IVR menus between sites:

1. From the **Admin Portal**, click the **Phone System** tab, and click **Auto Receptionist**.
2. Click the **IVR Menus** tab. Select from the list of IVR Menus and click **Change Site**.
3. Select the site then click **Change Site**.

The screenshot displays the AT&T Admin Portal interface. On the left, a sidebar under the 'Phone System' tab contains options like 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The 'Auto-Receptionist' option is highlighted with a red box and the number '1'. The main content area has tabs for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'IVR Menus' tab is active, showing a search bar, a 'Language' dropdown, and a 'Sites' dropdown. A 'Change Site' button is highlighted with a red box and the number '2'. Below this is a table of IVR menus. The first row, 'Belmont Main 1010', is selected with a checkbox and highlighted with a red box. Below the table, a 'Select Site' modal is open, showing a search bar and a list of sites: 'Chicago', 'New Site 1', 'NewSite', 'Orlando', 'San Jose', and 'Xiamen'. 'New Site 1' is selected with a radio button and highlighted with a red box. At the bottom of the modal, a 'Change Site' button is highlighted with a red box and the number '3'.



Move Call Queues Across Sites

To move call queues between sites:

1. From the **Admin Portal**, click the **Phone System** tab, and click **Groups**.
2. On the **Call Queues** tab select the Call Queues that you want to move, and click **Change Site**.
3. Select the site then click **Change Site**. Note: You may check the option to **Adjust time and regional settings to the settings of the new site?** to apply it to the moved Call Queue.

The screenshot displays the AT&T Admin Portal interface. On the left, the 'Phone System' tab is active, and the 'Users' sub-tab is selected. The 'Groups' link is highlighted with a red callout '1'. The main content area shows the 'Call Queues' tab, with a table listing call queues. The 'Denver Test Queue' is selected, and the 'Change Site' button is highlighted with a red callout '2'. A 'Select Site' modal dialog is open, showing a list of sites: Chicago, New Site 1, NewSite, Orlando, San Jose, and Xiamen. The 'New Site 1' option is selected with a red callout '3'. Below the list, there is a checkbox labeled 'Adjust time and regional settings to the settings of the new site?' and a 'Change Site' button.

Status	Name	Site	Numbers	Ext.	Msg.	Members Availability	
<input checked="" type="checkbox"/>	Denver Test Queue	Denver		3	0 / 0	2 / 0	Resend Invitation Delete v



Configure an Enterprise Dial Plan

Office@Hand supports enterprise dialing plans for customers who require 6 to 8-digit extension lengths. These plans add an optional Outbound Call Prefix when using 7 and 8-digit extensions to help users indicate when they are dialing internal extensions versus external numbers. Multi-Site customers can configure Site Codes and Short Extensions. Review the decision tree for selecting a plan, and contact Office@Hand support to enable this on-demand feature.

For more information, see:

- Maximum Extension Length
- Outbound Call Prefix
- Site Codes
- Site Codes Template

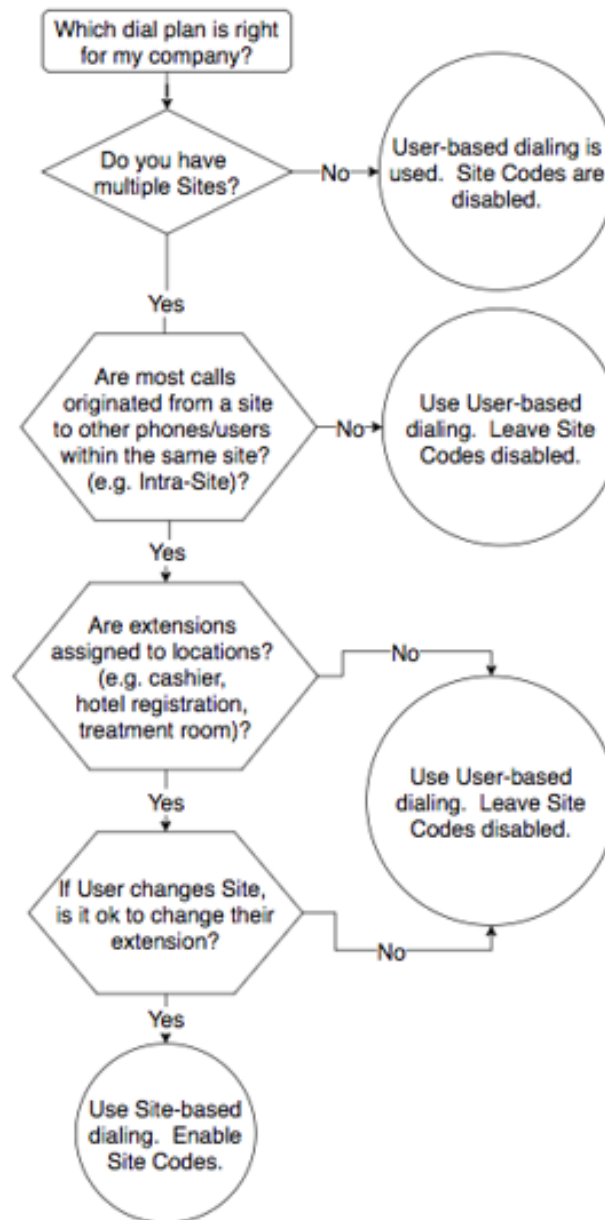
Maximum Extension Length

When enabled for your account, this feature increases the maximum extension length from 6 to 8 digits. This feature is ideal for enterprises with more than 1,000 users. The enablement of this feature requires a reboot of your phones (active calls are not affected).

Requirements for Maximum Extension Length

To help reduce conflicts, the Default Area Code (DAC) feature is disabled. To reach external destinations, users must dial full external numbers. For example, 6505551212 or 16505551212).

If there is an overlap between internal and external numbers, enable an Outbound Call Prefix. Once enabled, configure the feature in your online account. For more information see [Outbound Call Prefix](#).



Outbound Call Prefix

Set an optional Outbound Call Prefix when using 7 and 8-digit extensions to help users indicate when they are dialing internal extensions versus external numbers. The admin enables the feature, and specifies a prefix.

To set an Outbound Call Prefix:

1. From the **Admin Portal**, click the **Tools** tab, and click **Outbound Call Prefix**.
2. Choose **Use outgoing call prefix**.
3. Select a single digit that users will dial before dialing an external number. For example, if the Default Area Code is set to 650, dialing the Outbound Call Prefix (e.g., 9), followed by a local external number (e.g., 9 555 1212), routes the call to 650 555-1212.
4. Click **Validate and Save**.

All phones reboot when changing this setting. Active calls are not affected.

Resolve Extension Conflicts

You are prompted to change any extensions that start with the selected prefix digit. Review the conflicts and adjust the extensions.

Additionally, if Site Codes are enabled, you are prompted to change any Site Codes or Short Extensions that start with the selected prefix digit.

Outbound Call Prefix

When the maximum extension length is set to 7- or 8-digits, internal extensions may overlap with local external numbers. Enable the Outbound Call Prefix option to select a single digit that users will dial before dialing an external number.

For example, if the Default Area Code is set to 650, dialing the Outbound Call Prefix (e.g. 9) followed by a local external number (e.g. 9 777 4444) will route the call to 650 777 4444.

All phones will reboot when enabling/changing this setting. Active calls will not be affected.

Use outgoing call prefix

Validate & Save

Outbound Call Prefix ×

1 Adjust Extensions

When Outbound Call Prefix is enabled, existing Extensions that begin with the specified Outbound Call Prefix digit must be re-numbered.

Ext. Name	Target Site	Ext. number	Type of Conflict	New ext. number
RLZ-31520 New	Company	905	Extension starts with Outbound Call P...	102



Site Codes

The Enterprise Dial Plan expands the lengths of Site Codes and Short Extensions to a maximum of 6 (site codes) or 7 (short extension numbers). You can easily configure Site Codes by providing a configuration template so that you define company-wide dial plan changes offline can and implement them quickly.

This feature is suited for enterprises with 1,000+ sites which require Site Code lengths of 4 or more digits, or 1,000+ users per site which require Short Extension lengths of 4 or more digits. Customers may also prefer to configure Site Codes offline using a template.

The maximum extension length is the value configured for your account when you enabled the feature with Office@Hand support. For instructions on configuring site codes, see [Manage a Dial-Plan Across Sites](#).

Site Codes ✕

1 Extension Number Length **2 Provision Site Codes** **3 Adjust Extension Numbers**

Max Extension Length: 8 ⓘ

Site Code Length ⓘ

Short Extension Number Length ⓘ



Site Codes Template

The Site Codes template allows you to configure site codes and short extension dial plans offline. By assigning a site code to every site, all the extensions in the sites will be in the format of *[site code]-[short-extension-number]*. Users can dial the short-extension number to reach another user in the same site, or a full-extension number to reach users in the other sites.

To configure and upload the template:

1. Enable Multi-Site in **Tools > Multi-Site Settings**.
2. Select **Get Template** (in the Site Codes section).
3. Specify the site code and short extension lengths. A dynamic template, based on the specified lengths, is generated and downloaded locally.
4. Review and make changes to the template:

Check the “Beginning of Site Data” and “Beginning of Extension Data” sections. Update and review the proposed codes or numbers.

Confirm no conflicts are detected, such as length too short or too long, duplicate site codes or short extensions, duplicate full extensions, or a site code or short extension that starts with the Outbound Call Prefix.

5. Select **Upload Template** to enable Site Codes. If any errors are found, you are prompted to make changes.

Multi-Site Settings

Enable account support for multiple sites
Multi-Site feature could be enabled ONLY for accounts in Multi-Level IVR mode

Site Codes

By assigning a site code to every site, all the extensions in the sites will be in the format of *[site code]-[short extension number]*. Users can dial short extension number to reach another user in the same site or full extension number to reach users in the other sites.

Site Codes: Disabled

Get Template

Max Extension Length: 6 ⓘ

Site Code Length ⓘ

Short Extension Number Length ⓘ



Single Sign-on

Single Sign-on allows employees in a company to access multiple applications with one set of credentials. You can work with AT&T Office@Hand Customer Support to set up Single Sign-on for your Office@Hand services, or you can set it up by yourself.

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Single Sign-on**.
3. Choose an option to set up SSO:
 - **Set up SSO by yourself:** use the self-service UI to configure the Service Provider (SP) settings. Perform the steps in Set up Single Sign-On by Yourself.

Contact Customer Support: use Office@Hand Customer Support to configure the Service Provider (SP) settings. Click the **View Detail** link, and perform the steps in Contact Support to Enable SSO

*Available for Premium and Enterprise users only.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with phone number '(210) 555-0120 Ext. 101'. The 'Tools' menu is open, and 'Single Sign-on' is selected, indicated by an orange callout '2'. The main content area shows the 'Single Sign-on (SSO)' configuration page. It includes an introductory text about SSO service and a section titled 'SSO Configuration' with an orange callout '3'. Under 'SSO Configuration', there are two options: 'Set up SSO by yourself' and 'Contact Customer Support'. The 'Set up SSO by yourself' option has two steps: 'Step 1: Upload identity provider metadata file and certificate' with a 'Set Up' button, and 'Step 2: Export Service Provider metadata and import it into your Federation Server' with a 'Download' button. The 'Contact Customer Support' option has a 'View Detail' button. At the bottom, there is an 'Enable SSO' section with a checkbox for 'Enable SSO Service' (which is unchecked) and two dropdown menus for 'Identity Provider Entity ID' and 'SSO unique ID', both currently set to 'None'. A 'Save' button is located at the bottom right of the configuration area.



Set up Single Sign-On by Yourself

To set up SSO by yourself, upload your Identity Provider (IdP) SAML metadata, make sure the attribute is mapped correctly, and download the metadata for importing it into your Federation Server:

1. In the Set up SSO by yourself box, click **Set Up** to set up SSO for the first time, or **Edit** to change your configuration.
2. Upload the Identity Provider metadata from either a local file or an URL from your IdP. If the IdP entity ID has already been used by another account, you need to contact support for manually configuration.

Once uploaded, the information will be parsed from the metadata and displayed automatically.

3. Select the attribute in your metadata which should be mapped to email on Office@Hand. The **Map Email Attribute To** menu lists all the attributes parsed from the IdP metadata.
4. If the metadata already contains the certificate information, it will show in the list. Otherwise, add the certificates manually. You can add multiple certificates, but only the ones ordered as Primary and Secondary certificates will be used. Click **Save**.
5. Click **Download** to export the Service Provider metadata and import it into your Federation Server to complete the configuration.
6. Check **Enable SSO Service**.

Click **Save**.

SSO Configuration

Choose one of the options below to set up SSO for your company.

Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

1 Set Up

Step 2: Export Service Provider metadata and import it into your Federation Server.

5 Download

Set up Single Sign-on x

In order to set up SSO properly, please upload your identity Provider (IDP) SAML metadata first, and then make sure the attribute is mapped correctly.

2 Upload IDP metadata

Please upload a valid SAML metadata file.

Upload Metadata by

Upload with file v

Browse

SSO General Information

Identity Provider Entity ID	Connection Protocol
None	SAML 2.0
Connection Type	Browser SSO SAML Profile
Browser SSO	IDP-initiated SSO and SP-initiated SSO
SAML Bindings	
None	

3 Attribute Mapping

Please make sure the email attribute is mapped to the correct value in the metadata.

Map Email Attribute to

None

4 Certificate Management

Please upload certificate and set the primary one.

Upload

Order	Subject DN	Signature Algorithm	Expires
No result. Please upload metadata file first.			

Cancel Save

6

Enable SSO

Enable SSO Service

Identity Provider Entity ID

http://www.okta.com/fgeuigrhTGefjdn

Allow users to log in with SSO

SSO unique ID

Email

7

Save



Contact Support to Enable SSO

This section describes how you prepare the request, and contact AT&T Office@Hand Customer Support to configure the Service Provider (SP) settings required to enable SSO on your IDP server:

1. In the Contact Customer Support box click the **View Detail** link, and perform the steps as described.
2. Get your SAML 2.0 metadata details from your Identity Provider (IDP), such as PingFederate, Okta, or a homegrown IdP.
3. Click **Office@Hand customer support number** and call support to request Single Sign-on setup assistance. A support member will ask for your SAML 2.0 metadata file and answer your Single Sign-On questions.
4. You will receive an email from support containing your SAML 2.0 SP metadata. Import the metadata into your IdP server to complete the configuration on your IdP.
5. Check **Enable SSO Service**.

Click **Save**.

SSO Configuration

Choose one of the options below to set up SSO for your company.

Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

Set Up

Step 2: Export Service Provider metadata and import it into your Federation Server.

Download

Contact Customer Support

Customer support number

Click **Office@Hand customer support** to set up SSO

View Detail

Contact Support to Enable SSO

Please follow the steps below for the request.

2 **Step 1. Prepare IDP SAML 2.0 metadata**
To set up SSO, we need your SAML 2.0 metadata details from an Identity Provider (IDP), like PingFederate, Okta, or a homegrown IDP.
SAML 2.0 Reference
Sample SAML 2.0 metadata

3 **Step 2. Call RingCentral Office@Hand from AT&T Customer Support**
Call Office@Hand Customer Support and request Single Sign-on setup assistance.
A Support member will ask for your SAML 2.0 metadata file and answer your Single Sign-on questions.
Find your Office@Hand customer support number

4 **Step 3. Import SAML 2.0 Service Provider (SP) metadata**
You will receive an email from Office@Hand Customer Support containing SAML 2.0 SP metadata. You need to import this data into your Federation Server.

5 OK

Enable SSO

Enable SSO Service

Identity Provider Entity ID

http://www.okta.com/vgeuighTGEfjdn

SSO unique ID

Email

Allow users to log in with SSO

6

Save



Session Timeout

Session Timeout lets an administrator customize the length of time a user can be inactive before being automatically logged out.

1. From the Admin Portal, select the Tools menu.
2. Select Session Timeout
3. From the drop down menu, choose a length of time for the system to remain active.
4. Click Save.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' are displayed. The user's name 'Dave' and phone number '(856) 344-3908 Ext. 101' are shown. The 'Admin Portal' dropdown menu is open, and the 'Tools' menu item is selected. Below the navigation bar, the 'Session Timeout' configuration page is visible. The page title is 'Session Timeout'. Under the heading 'Log users out when they are inactive for', there is a dropdown menu with the following options: 30 minutes, 15 minutes, 30 minutes, 1 hour, 2 hours (selected), 4 hours, 8 hours, and 24 hours. A 'Save' button is located at the bottom right of the configuration area. Numbered callouts (1-4) indicate the steps: 1. Tools menu, 2. Session Timeout, 3. Duration dropdown, 4. Save button.



Hot Desk Session Timeout

The hot desking session timeout specifies the time period when guest users will be logged out from phone endpoints. The default session timeout is 12 hours.

No Timeout

Certain enterprises with a mobile workforce may use the 'Never' value for the timeout to configure that all hot desk sessions in the account will not timeout. When using this option, the hot desk session can only be logged out by a user from the phone.

Set the Timeout

To set session time out for all common phones:

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Hot Desk Session Timeout**.
3. Set the session timeout from the menu. To configure no timeouts, select the **Never** value.
4. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is identified as 'Dave' with the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open, and the 'Tools' tab is selected. The 'Tools' dropdown menu is expanded, showing options such as 'Meetings', 'Archiver', 'Appearance', 'Session Timeout', 'Hot Desk Session Timeout', 'Single Sign-on', 'Directory Integration', and 'HIPAA Setting'. The 'Hot Desk Session Timeout' option is highlighted with an orange callout '2'. The configuration page for 'Hot Desk Session Timeout' is shown, featuring a dropdown menu set to '12 hours' and a 'Save' button. An orange callout '3' points to the dropdown menu, and an orange callout '4' points to the 'Save' button. The page also includes a sidebar with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Tutorials' sections.



Service Console

Audit Trail

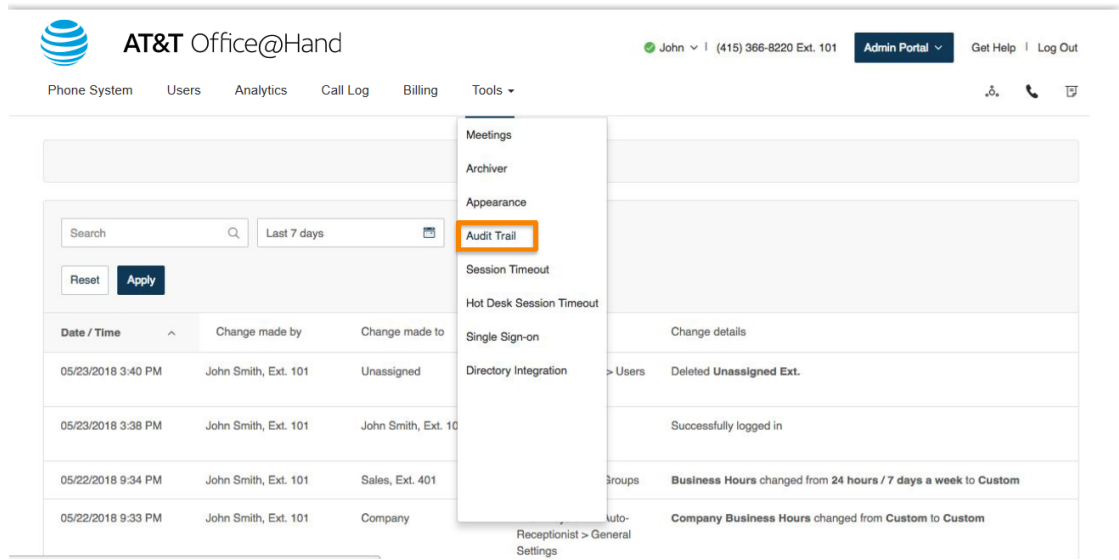
Find and capture changes made by users that affect system events, configuration, and user accounts. Admins can see the changes made to the software without the need to contact Office@Hand support.

A search tool is added so you can find information without digging through service logs or reports. You can check the latest system changes, add corrective actions, see changes made by other administrators troubleshoot an issue, and detect failed logins or locked accounts. Only the Super Admin, the Billing Admin or those roles assigned a custom role that enables Audit Trail, have access to the Audit Trail log function.

This feature provides the admin with an efficient way to control systems. It is enabled for all customers automatically. To disable, you must contact support.

Access Audit Trail

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Tools > Audit Trail**.



The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "John | (415) 366-8220 Ext. 101". There is an "Admin Portal" dropdown menu and "Get Help" and "Log Out" links. Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Tools" dropdown menu is open, and "Audit Trail" is highlighted with an orange box. Other options in the dropdown include "Meetings", "Archiver", "Appearance", "Session Timeout", "Hot Desk Session Timeout", "Single Sign-on", and "Directory Integration".

Below the dropdown, there is a search bar with a "Search" input field and a "Last 7 days" filter. There are "Reset" and "Apply" buttons. Below the search bar is a table with the following columns: "Date / Time", "Change made by", and "Change made to".

Date / Time	Change made by	Change made to
05/23/2018 3:40 PM	John Smith, Ext. 101	Unassigned
05/23/2018 3:38 PM	John Smith, Ext. 101	John Smith, Ext. 101
05/22/2018 9:34 PM	John Smith, Ext. 101	Sales, Ext. 401
05/22/2018 9:33 PM	John Smith, Ext. 101	Company

Below the table, there is a "Change details" section with a list of changes:

- Deleted **Unassigned Ext.**
- Successfully logged in
- Business Hours** changed from 24 hours / 7 days a week to Custom
- Company Business Hours** changed from Custom to Custom



Audit Trail Report Details

Audit Trail captures changes to the following events:

- **System events**
Successful/failed login and locked accounts
- **Phone System**
Company Info, Company Address, Directory Assistance, Caller ID,
Phone numbers: company and assigned
Auto-Receptionist: general settings, IVR menus.
Phones & Devices: user phones, common area phones, paging devices, shared lines.
- **Users:**
User lists, Roles
- **Call Queues:**
Add, update, rename, or delete a Call Queue, extension detail changes, call handling settings, greetings, message settings, notification settings, changes made to hours, overflow setting changes, custom answering rule settings.

Each event that is captured reports these details:

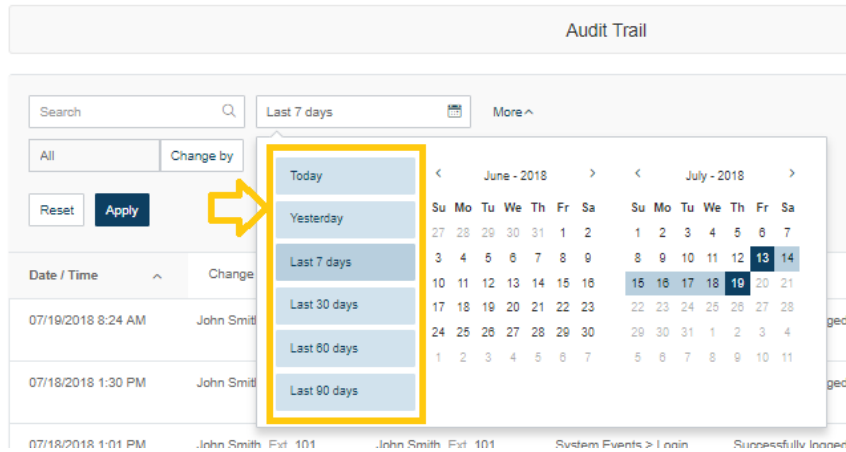
- **Date/Time** - changes logged using Coordinated Universal Time (UTC) and displayed based on logged-in user's regional timezone setting.
- **Changes made by** - person who made the change.
- **Role*** - permission level of person who made the change.
- **Change made to** - indicates which item was changed.
- **Item affected** - indicates the configuration that was changed.
- **Change details** - description of the change.
- **Endpoint*** - application name.
- **IP Address*** - application IP address.

* Indicates these report fields are only available in a downloaded comma-delimited (CSV) log file.



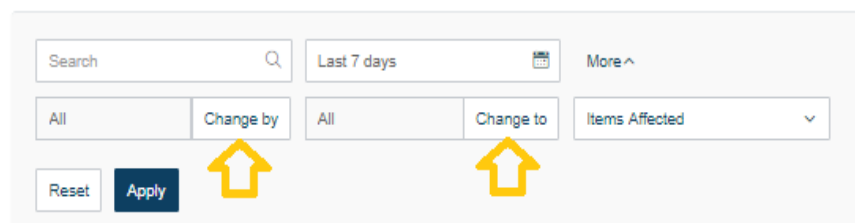
Search Capability

You can search records that provide report details by time periods: **Today**, **Yesterday**, **Last 7 days**, **Last 30 days**, **Last 60 days**, **Last 90 days**.



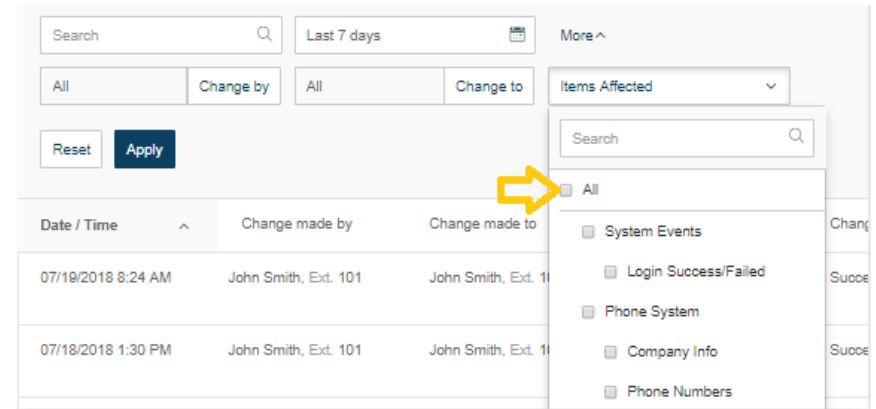
Search by Change

You can also search by specific change, such as a change made by a user (**Change by**) or a change made to (**Change to**) a particular extension. This can be done by selecting one of these options in the menu. When you select **Change by** or **Change to**, a list of extensions is displayed for you to choose which one of these is affected.



Search by Items Affected

The **Items Affected** menu lets you select the specific event items that can be searched. You can either select from this list or choose **All**.



Downloading an Audit Trail Report

Once you have searched and found information in Audit Trail, you can download an Audit Trail report in CSV format.

From the Admin Portal,

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Tools > Audit Trail**.
3. Do an Audit Trail search.
4. When you would like to generate a CSV file containing the Audit Trail result, click **the Download** button.
A Confirmation window appears.
5. To confirm, click **Download**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'John' with extension '(000) 000-0000 Ext. 000'. The 'Tools' menu is selected, and the 'Audit Trail' page is displayed. The page features a search bar with a magnifying glass icon, a date filter set to 'Last 7 days', and a 'More' dropdown menu. A yellow arrow points to a 'Download' button with a download icon. Below the search area are 'Reset' and 'Apply' buttons. The main content is a table with the following columns: 'Date / Time', 'Change made by', 'Change made to', 'Item affected', and 'Change details'. Two rows of data are shown, both indicating 'Successfully logged in' events.

Date / Time	Change made by	Change made to	Item affected	Change details
07/19/2018 12:37 PM	Something1 New, Ext. 1101	Something1 New, Ext. 1101	System Events > Login Success/Failed	Successfully logged in
07/17/2018 4:10 PM	Something1 New, Ext. 1101	Something1 New, Ext. 1101	System Events > Login Success/Failed	Successfully logged in



Meetings

Meetings Reports

Meetings Reports helps administrators optimize the operation of Office@Hand Meetings by presenting usage analysis and trending metrics in an easy-to-read graphical format. You can view the following reports:

- **Daily Report:** provides metrics for each day in the specified month, including the number of new users, meetings, participants, and meeting minutes.
- **Active Hosts:** two types of reports are available: you can sort by Meetings or by users. Provides metrics for a specified range of dates, including meeting topics, participants, and meeting duration.
- **Inactive Users:** provides information about inactive Meetings users.

Click **Export** to export a report.

AT&T Office@Hand

Phone System Users Analytics Call Log Billing Tools

Usage Reports

Daily
Show daily number of new users, meetings, participants and meeting minutes in a month.

Active Hosts
View meetings, participants and meeting minutes within a specified time range.

Inactive Hosts
Show the users who are not active during a period.

Reports > Usage Reports > Daily

Aug, 2019 (UTC) Export as CSV File

Date	New Users	Meetings	Participants	Meeting Minutes
2019-08-01	0	0	0	0
2019-08-02	0	0	0	0
2019-08-03	0	0	0	0

Reports > Usage Reports > Active Hosts

From: 10/24/2019 To: 10/25/2019 Search

Maximum report duration: 1 Month
The report displays information for meetings that ended at least 30 minutes ago.

Export as CSV File

User Email	Meetings	Participants	Meeting Minutes
------------	----------	--------------	-----------------

Reports > Usage Reports > Inactive Hosts

From: 10/24/2019 To: 10/25/2019 Search Export

Maximum report duration: 1 Month

Name (Original Name)	Client Version	Last Login	Creation Time
tcetsupport@att.com	5.0.91409.0502 (android)	Aug 24, 2019 9:43 PM	Aug 23, 2019 3:37 PM
a1566599871146@rc.glip.com			Aug 23, 2019 3:37 PM
173843104			Oct 24, 2019 12:47 PM



Apps

Archiver Beta

Office@Hand Archiver makes archiving important communications data simple and convenient through the seamless integration of SFTP, or Dropbox or Google Drive cloud storage with your Office@Hand service.

With Office@Hand Archiver, you can securely save your messages and recorded calls automatically and easily search the stored data at any time from within your account to quickly retrieve the records you want.

Configure Office@Hand Archiver

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Archiver** and log in to the tool with your Office@Hand or Salesforce credentials.
3. The Accounts tab displays the connection status of your accounts. Click **Connect** and enter the credentials to connect Office@Hand to your Dropbox, Google Drive, or SFTP account.
4. Click **Sync Options**.
5. When connected to an account, you can enable or disable data backup from Office@Hand to the account by selecting **Enable Backup**.

Office@Hand Archiver will run the job on an hourly basis and archive to Dropbox, Google Drive, or SFTP all of the extensions' call recordings generated within the hour before last Archiver job run.

Select the types of **Data to backup**. By default, Call Recordings are backed up for admins and users. Users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax.



The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with phone number '(210)555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open, and the 'Tools' tab is selected. A dropdown menu is open under 'Tools', with 'Archiver' highlighted. Below this, the 'Accounts' tab is active, showing three accounts: Dropbox, SFTP, and Google Drive, all marked as 'Not connected'. The 'Sync Options' tab is also visible, showing 'Data to backup' with 'Call Recordings' checked and an 'Enable Backup' toggle switch.

Account Federation

Account Federation (account linking) is a solution that provides a set of features to support customers who are split across different accounts, and allows account users to find one another across accounts on all endpoints. Large customers may have this split because of a limit of number of users per account, or business needs for having different accounts or billing.

Accounts are linked into a federation that includes:

- The ability to create accounts in multiple tiers, allowing for a mix-and-match of certain feature sets.
- A consolidated company directory.
- Non-metered extension-to-extension and direct number dialing support in the federation.

Before setting up Account Federation:

1. Contact support to request access to the Account Federation feature. Support will help evaluate if your account qualifies for the feature.
2. The support agent enables the Account Federation feature and adds your linked accounts within your online account.
3. Unique extensions in the federation are preferred. If extensions are not unique, the support agent may be able to update the extensions number of the linked account for you by applying a template.
4. When the Account Federation setup is complete all the account users can find one another across accounts on all endpoints.



Setting up Account Federation

Account Federation provides the administrator a list of linked accounts. To access Account Federation:

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Account Linking**.
3. Your list of linked accounts is displayed.
Federated Name helps differentiate one account from another.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, there is a navigation bar with the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". There is an "Admin Portal" dropdown menu and links for "Get Help" and "Log Out". Below the navigation bar, there are tabs for "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The "Tools" tab is selected, and a dropdown menu is open, showing options: "Meetings", "Archiver", "Appearance", "Session Timeout", "Hot Desk Session Timeout", "Account Linking" (highlighted in red), "Single Sign-on", and "Directory Integration".

Below the menu, a table displays a list of linked accounts. The table has columns for "User ID", "Company Name", "Federated Name", "Number", "Linked Date", and "Exts Duplicating with current account".

User ID	Company Name	Federated Name	Number	Linked Date	Exts Duplicating with current account
400153147006	RINGCENTRAL	AcctFed001	3724120	05/15/2017	No
400162283006	RINGCENTRAL	AcctFed002	3724119	05/15/2017	No
400153147014	RINGCENTRAL	AcctFed001	+12106724724	05/15/2017	No
400162286228	RINGCENTRAL	AcctFed002	+12106724141	05/15/2017	No



Appendix A: Express Setup for Admins



Welcome to Office@Hand

Welcome to the Office@Hand business phone system. Once you have purchased the system, you'll receive an email to activate.

If this is your first login, it will take about 25 minutes to initially set up your account. As the administrator you'll be able to add users during the Express Setup or after you complete these steps. You will set up user profiles, set the company greeting, operator extension, and My Info profile. You'll also verify your regional setting, provide emergency calling location, and setup how you would like phone calls to be routed.

Note: If you leave the Express Setup without finishing, the changes you have made might not be saved.

Activate Your Account

You will receive a Welcome Email after you have purchased an Office@Hand system.

To start your setup,

1. Open the email message.
The Welcome message appears.
2. To begin your set up, do one of the following:
 - Click **Set Up Account**
 - Copy the link into your browser

The setup instructions continue on the following page.



AT&T Office@Hand

Your account now ready

Dear service representative,

Congratulations! Your account is now active and ready to use!

Your account number is: **(210) 555-8284.**

A customer implementation service representative will call you within the next 48 hours to schedule a convenient time to provide an overview of all the advanced features. This service, provided to you at no extra charge, will help you set up your company preferences and assist with efficiently porting your existing business numbers to AT&T Office@Hand. If you would like to speak to a customer implementation service representative now, please call 888-389-1758.

Alternatively you can set up your new business phone system at any time with easy to use, self service features online or through the AT&T Office@Hand mobile app for select smartphones.

[Set Up Account](#)

Or copy-and-paste this link into your browser:

<https://www.att.com/web/setup/?hash=D22A0F009356510B9D19A42459D699519135B9>

Set up and take the following steps:

1. Identify your users and departments
2. Configure your company greeting and operator extension
3. Decide on how calls will be forwarded to your departments and users

To learn more about AT&T Office@Hand [click here](#). For technical assistance please call AT&T Advanced Solutions customer care at (866) 563-4703.

Thank you for using AT&T Office@Hand!



Powered by
RingCentral

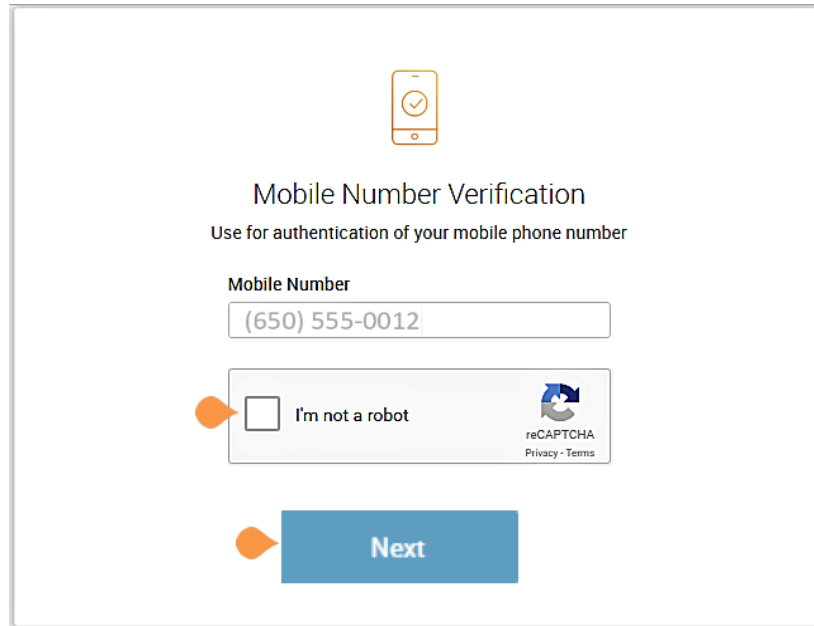
Your Account Security

After clicking **Activate Account**, authentication begins with a mobile app verification.

1. Click the **I'm not a robot** box, then **Next**.


A message informs you that you'll be receiving a phone call providing you with a verification code.

2. Enter the verification code.
3. Click **Next**.



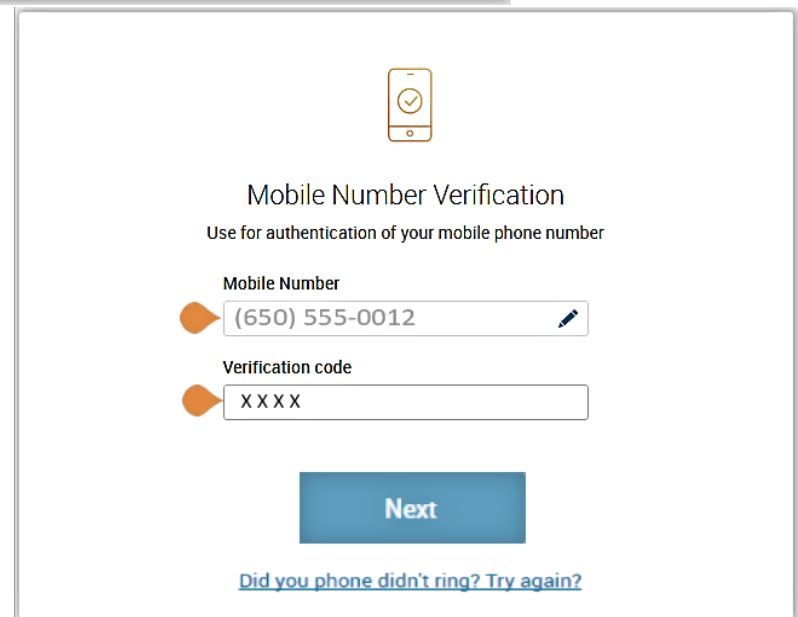
Mobile Number Verification
Use for authentication of your mobile phone number

Mobile Number
(650) 555-0012

I'm not a robot 
reCAPTCHA
Privacy - Terms

Next

This screenshot shows the first step of the mobile number verification process. At the top, there is a mobile phone icon with a checkmark. Below it, the title 'Mobile Number Verification' is displayed, followed by the subtitle 'Use for authentication of your mobile phone number'. A text input field labeled 'Mobile Number' contains the value '(650) 555-0012'. Below the input field is a reCAPTCHA box with an unchecked checkbox and the text 'I'm not a robot'. To the right of the checkbox is the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. At the bottom of the screen is a blue 'Next' button.



Mobile Number Verification
Use for authentication of your mobile phone number

Mobile Number
(650) 555-0012

Verification code
X X X X

Next

[Did you phone didn't ring? Try again?](#)

This screenshot shows the second step of the mobile number verification process. The title and subtitle are the same as in the first screenshot. The 'Mobile Number' input field now has a blue pencil icon on the right side. Below it is a 'Verification code' input field containing 'X X X X'. At the bottom of the screen is a blue 'Next' button. Below the 'Next' button is a blue link that says 'Did you phone didn't ring? Try again?'.



A window opens for you to enter three account security settings:

- A password
- A PIN (Personal Identification Number)
- A Security Question and Answer

Create Your Password

Passwords and Security Questions on your online account maintain your account's confidentiality and privacy. The **PIN** is used to verify the User's identity when checking voicemail. The **Security Question and Answer** is requested by the agent when contacting Customer Support.

Follow the on-screen prompts. For each security setting, certain requirements must be met. For your convenience, these requirements are listed next to the setting as you enter the information.

Note: If your extension is configured as a Google tagged account, your Express Setup will have different setup options.

1. Create your **Password**.

Follow the requirements listed next to the **Password** and **Confirm Password** fields. A green check mark indicates when you have met a requirement and all requirements must be met for the password to be accepted.

2. After you **Confirm Password**, press **Continue**.

Your Account Security

1 Login
Use to login to your account

Password: Letter, number, special character, min 8 characters, no spaces

Confirm Password: Please input the password again

Continue

Password Criteria

- At least one letter (latin character)
- At least one number (0-9)
- Non-sequential, Non-repeating
- No account information
- One upper case letter or special character (!,@,\$,#)
- Length 8-32 characters

2 Create PIN

3 Security Question and Answer



Set Your PIN

The next step in **Your Account Security** is to set your PIN.

1. Create your **PIN**.

Follow the requirements listed next to the **PIN** fields. A green check mark indicates when you have met a requirement. All requirements must be met before the PIN is accepted.

You'll need this PIN when checking voicemail.

2. Press **Continue**.

Your Account Security

1. Login

2. Create PIN
Used to check your voicemail messages via the phone

PIN: 6-10 digits

Confirm PIN: Please input the PIN again

Continue

3. Security Question and Answer

Pin Criteria

- Only digits
- Non repeating
- Non sequential
- Length 6-10 digits



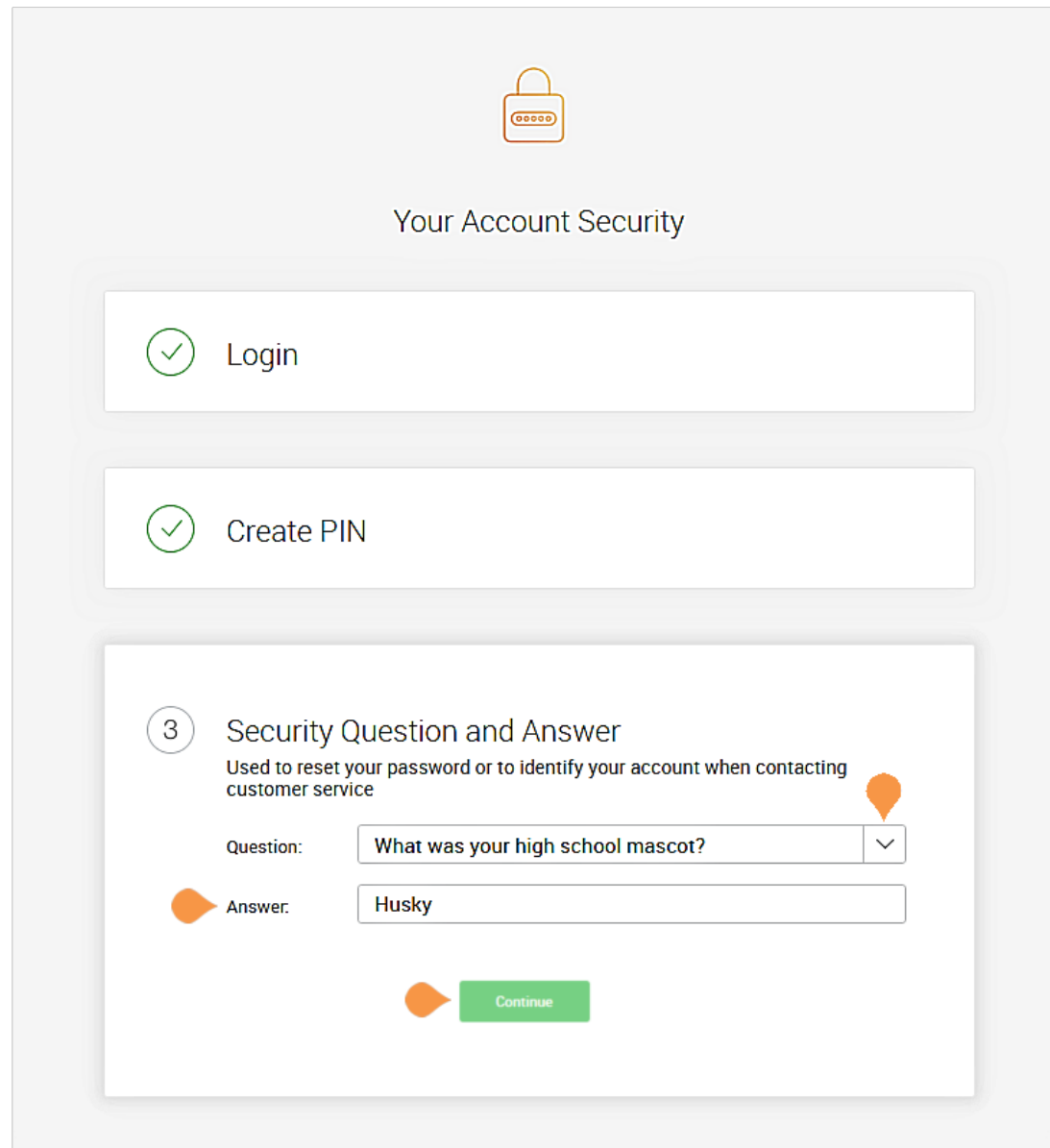
Set Your Security Question and Answer


The last step in **Your Account Security** is to select a **Security Question and Answer**.

Note: You may be asked for your **Security Question and Answer** each time you contact AT&T customer support. Keep a record of the question and answer for future reference.


1. Select one of the questions listed in the **Security Question and Answer** menu.
2. Enter your answer to the security **Question** in the **Answer** field.
Note: Your answer must be at least four letters.
3. Press **Continue**.


Should you lose your password, PIN, or Security Question, see this [Knowledge Base article](#), “Changing a User’s Password, Pin, or Security Question.”





Your Account Security


 Login


 Create PIN

3 Security Question and Answer

Used to reset your password or to identify your account when contacting customer service

Question:

 Answer:

 [Continue](#)






Your Company Account is now ready for setup

The next steps include setting up basic details about your company, users, call greeting and operator.

Your company's main number was assigned by Office@Hand at the time of purchase in **System Setup**. At that time, your company number and fax number could have been changed. You can change the company and fax number by logging into your account after setup and navigating to the **Settings > Phone System** configuration tab.

- Click **Next**.

Your account is now active and ready for setup

- 1**

Company Info
Complete basic details about your company and users, and select your company call greeting and operator.
- 2**

My Info
Complete basic details, select your call forwarding and voicemail preferences.
Your users will see the same view for themselves when they set up their own extensions.
- 3**

Review
Review your preferences and see how your system will work when your setup is complete.

Next



Setting up Users

In this step, you'll complete information about your users.

- Assign user extensions
- Enable users to change their own extension settings
- Assign an operator
- Add users to the dial-by-name directory

Before you click **Set Up Now**, have information ready, such as, first and last names, email addresses, contact numbers, for each user.

Note: If you click **Skip This Step**, the setup continues to “Company Greeting” on page 224.

As you set up users, each of them will be sent a “Welcome Email” so they can begin setting up their extension.

- Click **Set Up Now**.

The screenshot shows a web interface for setting up users. At the top, there are three navigation tabs: 'Company Info' (selected), 'My Info', and 'Review'. Below these are three sub-sections: 'Users' (selected), 'Company Greeting', and 'Operator'. The main content area features an icon of three people and the heading 'Users'. Below this, it says 'Complete these fields for your users so that:' followed by four bullet points with icons: a phone for 'You can assign an extension for them', a person with a gear for 'They can setup their own extension settings', a person for 'You can assign them to be the operator', and a grid of dots for 'Callers can reach them by the dial-by-name directory'. At the bottom, there is a blue 'Set Up Now' button and a link for 'Skip This Step'.



Set up User Profiles

In this step, you'll assign your users to a device.

When purchasing the Office@Hand service, a number of phones or lines were bought for your account. Here you'll enter the details for those phones purchased.

Enter the details for each of your users. This information is used for the company directory. Except where noted, this information is set by the administrator.

- First Name
- Last Name
- Email
- Enable Email to log in - The email address entered must be used for only one person and cannot be associated with more than one person or phone number.

If **Use email to log in** is not checked, the user can only log in with their phone number.

- Contact Number
- **Extension**
- Direct Number
- [Scroll down to complete each User Details profile.](#) Any User you do not assign at this time can be added to the system later. Go to the Users tab in the Admin Portal and click Add User.

When you are finished, scroll down and click **Next**.

User Details ✕

All Users
Assigned (1)
Unassigned (9)

1

First Name:	Julie
Last Name:	Fielding
Email:	julie.fielding@example.com
	<input type="radio"/> Use email to log in
Contact Number:	(650) 555-0012
Extension:	101
Phone Assigned:	Polycom VVX311
Direct Number:	(650) 555-0012



Company Greeting

In this step, you'll set the greeting callers will hear when they dial your company's main number.

The default company greeting is shown in text below the playback controls. You can either use the default greeting or customize it.

If you choose to record a custom greeting, it can be recorded now or later.

To skip this step now and record it later, click **Keep Default** and go to **"Set the Operator Extension"** on page 225.

To customize your company greeting, click **Customize**.

Select **RECORD OVER THE PHONE** or **IMPORT**.

- To **RECORD OVER THE PHONE**, follow the on-screen instructions to record your greeting. When you are finished, click **Next**.
- To **IMPORT** a .WAV or .MP3 file, click **IMPORT**, then browse and attach the filename.

When you are finished, click **Next**.

The screenshot shows a web interface for setting a company greeting. At the top, there are three navigation tabs: 'Company Info' (selected), 'My Info', and 'Review'. Below these are three sub-tabs: 'Users', 'Company Greeting' (selected), and 'Operator'. The main content area features a megaphone icon and the heading 'Company Greeting'. Below the heading is the question: 'Which greeting would you like callers to hear when they dial your company number?'. A playback control bar shows a play button, a progress indicator, and a timer set to '00:00 / 00:00'. The default greeting text is: 'Thank you for calling Company Name. If you know your party's extension you may dial it at any time. For the Operator press 0. For the Dial-By-Name directory press 9.' At the bottom, there are two buttons: 'Customize' and 'Keep Default' (highlighted in blue). Below the buttons is a link that says 'Skip This Step'.



Set the Operator Extension

When callers dial your company number and press 0, the call is routed to the extension you designate.

Extension 101 is the Operator extension by default. You may reassign the Operator extension to other numbers in the system.

Note: Extension 101 has specific account authority.

1. Select **Customize** or **Keep Default**.
 - To change the Operator Extension, click **Change Operator**, then select a different extension number.
 - You can also reassign the operator extension after setup.
2. Click **Keep Default**.

The screenshot displays the 'Operator Extension' configuration page. At the top, there are three navigation tabs: 'Company Info' (selected), 'My Info', and 'Review'. Below these are three sub-tabs: 'Users', 'Company Greeting', and 'Operator' (selected). The main content area features a headset icon and the title 'Operator Extension'. A message states: 'When callers dial your company number and **press 0**, by default they will be routed to:'. Below this, the name 'Julie Fielding' is displayed in a large font, with 'Ext. 101' underneath. At the bottom, there are two buttons: 'Change Operator' (light blue) and 'Keep Default' (dark blue). A 'Skip This Step' link is located below the buttons.



Verify My Info Profile

For this step, you'll make sure that your own information is correct.

1. Verify your information.
If it not correct, update it.
 - The name shown in your **My Info** will appear in your company directory for others to contact you.
 - Select **Use email to log in** to enable login to your account using a unique corporate email address.

If **Use email to log in** is not checked, you can only log in with your phone number.

The email address must be used for only one person and cannot be associated with more than one person or phone number.

2. Scroll down to **Regional Settings**.

✓ Company Info

👤 My Info

🔍 Review

My Info
Call Forwarding
Voicemail Greeting

1

My Info

⬆


First Name:	Julie	✎
Last Name:	Fielding	
Email:	juliefielding@example.com	
		<input type="radio"/> Use email to log in
Contact Number:	+1 (650) 555-0012	
Extension Number:	101	
Company Number:	(650) 555-0012	
Direct Number:	(650) 555-0012	





Check or Reset your **Regional Settings**


3. Verify **Regional Settings** specified for your account. These are: **Country**, **Time Format**, and **Time Zone**.
4. Click **Continue**.

2 Regional Settings

Country: United States (1) 

Time Format: 12h (AM/PM) 24h 

Time Zone: (GMT-08:00) Pacific Time (US & Cana... 

 [Continue](#)



Emergency Calling - Registered Location

The **Emergency Calling - Registered Location** is the physical location of your phone that is using the digital line. Emergency dispatchers (Emergency Call Service) will send first responders to this exact location.

For more information, see the [Knowledgebase article](#), "Updating the Emergency Address."

1. Fill in the **Emergency Calling - Registered Location** form.
 - Enter your name
 - Enter your country
 - Enter your address
 - Enter your state
 - Enter your postal zip code
2. Read the agreement describing [Emergency Calling - Registered Location](#).
3. Click **Agree and Continue**.

3

Emergency Calling - Registered Location Print

Emergency Service dispatchers will send emergency first responders to this exact location. Where will you be using this phone?

Name

United States ▼

Street Address

Apartment/Suite

City

Please select ▼

Zip code

AT&T OFFICE@HAND SERVICE e911 service operates differently than traditional 911 service. We are required by the FCC to advise you of the circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include:

(1) **Internet Connection Failure.** If the connection to the Internet over which your AT&T OFFICE@HAND SERVICE VoIP service is provided were interrupted, you would not have access to AT&T OFFICE@HAND SERVICE VoIP service during that interruption and therefore would not have access to 911 service during that interruption.

(2) **Number Flexibility & Service Portability.** Traditional 911 service automatically sends your 911 call to the appropriate local emergency responder, or Public Safety Answering Point (PSAP), based on your telephone number. Traditional

By clicking "Agree and Continue" below, you confirm that you have read, agree to and understand how e911 service for AT&T OFFICE@HAND SERVICE differs from traditional 911 and that you agree to maintain your registered location based on your current address

Agree and Continue



My Info > Call Forwarding

As a user, you can set up call forwarding rules for your extension. You can add up to 10 forwarding numbers for each extension assigned to you and set calls to ring sequentially or simultaneously.

In this step you'll enable call forwarding to another number. First, note the phone extensions to which you might want to forward your calls.

You can either skip this step or set your phone to route your calls to another phone.

- To omit this step, click **Ring only my primary phone**. Then go to "My Info > Voicemail" on page 232.
- To add desk phones or a home phone (not mobile phone, see note) to which you can forward calls, click **Yes, add phones**.
- Click **Yes, add phones**.

Note: If you intend to use the Office@Hand mobile app, do not enter the mobile number using these steps. The mobile app's function is integrated into the Office@Hand system.


✓ Company Info 👤 My Info 🔍 Review

My Info Call Forwarding Voicemail Greeting

Call Forwarding

You ordered a desk phone with AT&T Office@Hand. All incoming calls will ring this phone. Would you like to add other phones to receive calls when you are away from your desk?

Primary Phone:



AT&T Office@Hand Phone

Ring only my primary phone **Yes, add phones**

[Skip This Step](#)



Select additional devices (if any) you would like to ring when you receive an incoming call to your business number. Any purchased phone or your home number can be selected.

1. Select the phone to which the forwarded call will be sent.
2. Enter the number of the selected phone. Continue adding phones, by clicking **Add Additional Phones** as needed.
3. Click **Next**.

The screenshot shows a multi-step setup process. At the top, there are three main steps: 'Company Info' (with a green checkmark), 'My Info' (with a person icon and highlighted in blue), and 'Review' (with a magnifying glass icon). Below these, there are three sub-steps: 'My Info', 'Call Forwarding' (highlighted in blue), and 'Voicemail Greeting'. The main content area is titled 'Add Phones' and is labeled '1 of 2'. It contains the instruction 'Please select which additional phones you would like to receive calls'. A single phone entry is shown with a blue dot on the left, a phone icon, the model 'Polycom VVX311', and the number '(650) 555-0012'. Below this entry is a dashed box containing a blue dot, a plus sign, and the text 'Add Additional Phones'. At the bottom, there is a blue dot, a green 'Next' button, and a link for 'Skip This Step'.



Call Handling - Simultaneously or Sequentially

1. Select whether the forwarded phones ring **Simultaneously** or **Sequentially**.
 - Select **Simultaneously** if you prefer the call to ring on all forwarded phones at the same time. Because of different networks, ringing to some devices, such as mobile devices may be delayed.
 - Select **Sequentially** if you prefer the call to ring on forwarded phones in a sequential order. Arrange the forwarding order by dragging up or down.
2. Click **Save**.

The setup instructions continue on the following page.

The screenshot shows a web interface for configuring call handling. At the top, there are three tabs: 'Company Info', 'My Info', and 'Review'. Below these are three sub-tabs: 'My Info', 'Call Forwarding', and 'Voicemail Greeting'. The main content area is titled 'Call Handling' and contains the question 'Which order would you like your devices to answer incoming calls?'. There are two radio buttons: 'Simultaneously' and 'Sequentially'. The 'Sequentially' option is selected. Below the radio buttons, there is a list of devices to be called in sequence. The first device is 'Polycom VVX311 (650) 555-0012' and the second is 'Home (650) 555-0010'. At the bottom, there is a green 'Save' button and a link for 'Skip This Step'.



My Info > Voicemail

Now, set up the message your callers will hear when Office@Hand forwards your calls to Voicemail. In this case, this is the voicemail for extension 101.

You can choose the default voicemail greeting or you can select “**Custom**” to record or import your greeting. See the default greeting text shown below the playback button.

To keep the default greeting, follow these steps:

- Click **Default**.

To keep the default, follow these steps:

- Click **Save** and skip to “Review Your Company Settings” on page 233.

Record or Import a Voicemail Custom Greeting

1. To record or import a new greeting, click **Custom**.

Record your greeting over the phone, or import a custom greeting.

- To record your message over the phone, click **RECORD OVER THE PHONE**, enter a number in **Call me at** field and click **Call**.
- To import a previously recorded message, click **IMPORT** and follow the instructions. (Use an .MP3 or .WAV formatted file.)

2. Click **Save**.

The screenshot shows the 'Voicemail' configuration page. At the top, there is a navigation breadcrumb: 'Company Info' (with a checkmark icon), 'My Info' (with a person icon and highlighted), and 'Review' (with a magnifying glass icon). Below this are three tabs: 'My Info', 'Call Forwarding', and 'Voicemail Greeting' (which is selected and underlined). The main content area is titled 'Voicemail' and features two radio buttons: 'Default' (selected with a blue dot) and 'Custom' (unselected with a white dot). Below the radio buttons is a text instruction: 'If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting:'. A callout box with an orange arrow points to a sample greeting: 'Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options.' Below the callout is a playback control bar with a play button, a progress slider, a timer showing '00:00 / 00:00', and a volume control slider. At the bottom, there is a green 'Save' button with an orange arrow pointing to it, and a link labeled 'Skip This Step' below the button.

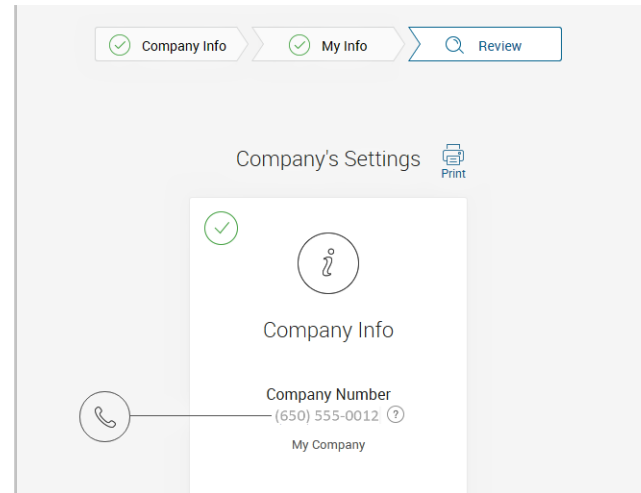


Review Your Company Settings

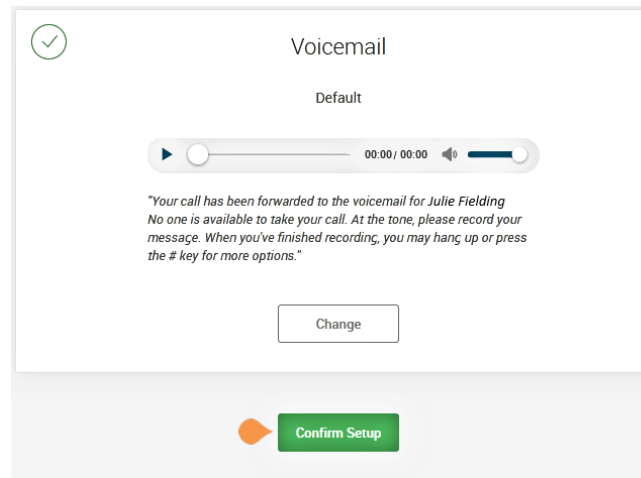
In this step, you'll review the settings set up. Check that these are correct. Continue scrolling to check or adjust all of the settings:

- Company Settings
- Company Greeting
- Users
- Operator
- The Operator Settings
- Call Handling
- Voicemail

If all settings are correct, click **Confirm Setup**.



Continue to final step.



Use Office@Hand Anywhere

Collaborate with co-workers and manage your phone system from any device. Apps are available for download that expand your ability to collaborate with others using Office@Hand applications.

- You can download apps by clicking on this page.
- For more information about apps you can use with Office@Hand, see the Office@Hand User Guide.
- Click **Finish**.

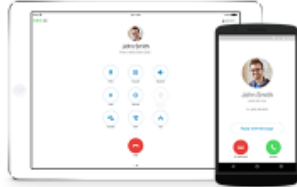
Continue to the following page.

Use AT&T Office@Hand Anywhere

Collaborate with coworkers and manage your phone system from any device

Free Smartphone App

Accessibility away from your desk




App for iPhone


App for Android

Free Desktop App

Accessibility on your computer



Office@Hand for Windows

 **Finish**

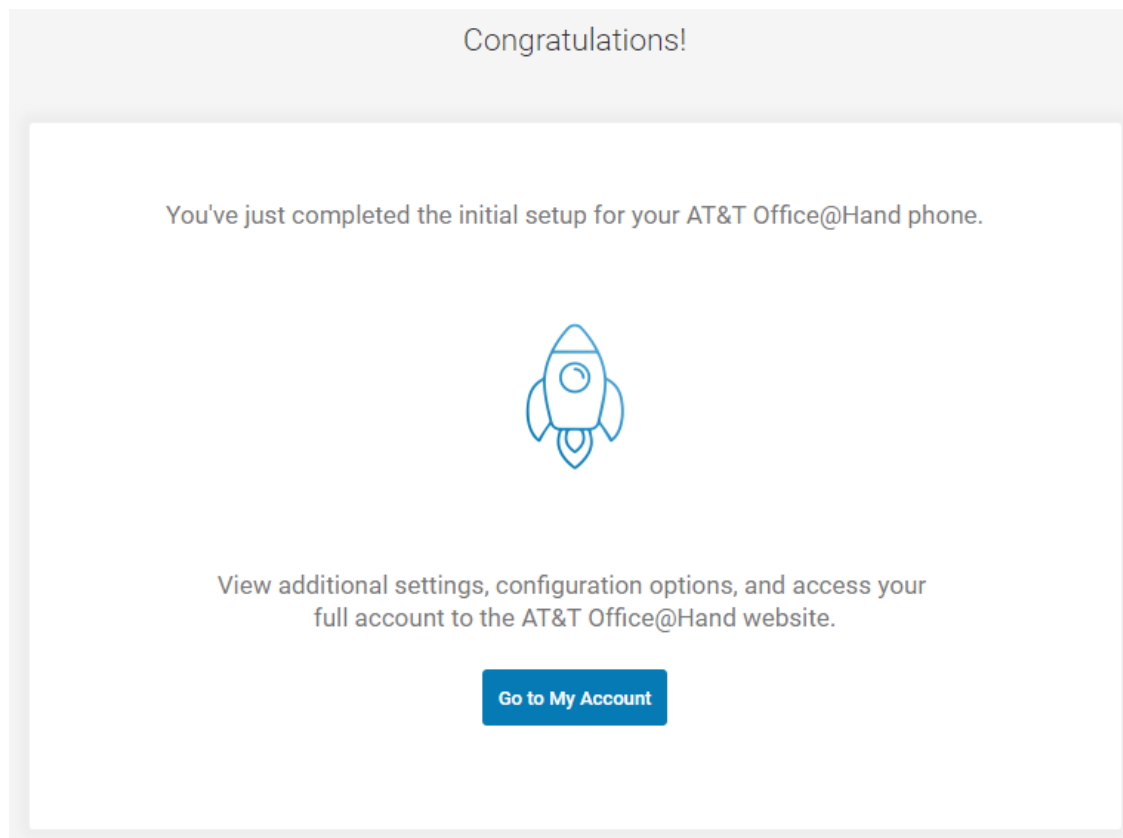


Congratulations!

You have completed the initial setup of your Office@Hand business phone system.

- Click **Go to My Account** to access your account and view additional settings and configuration options.
- Click **Go to My Account**.

In the following pages, you'll log in to your Office@Hand account.



Sign In

The Office@Hand **Sign In** screen appears.

1. Enter your Office@Hand phone number and your password.
 - If you have an external phone number assigned, enter it here.
 - If you have only an extension assigned, enter the company's main Office@Hand phone number, your extension, and then your password.
2. Click **Sign In**.

You can sign-in with a valid Email, Google Gmail (or G Suite), or via Single Sign-on.

- To log in with **Email**, log in with your corporate email account.
- To log in with **Google**, your account must have been set up with a valid Google gmail address and password. The administrator configures a Google email address when assigning an extension and verifies the uniqueness of the email address. By default, users can log in with their Google email address. Click **Google** and enter your gmail address and password.
- To log in with **Single Sign-on**, click **Single Sign-on** at the bottom of the screen and enter your email address on the following screen, then log in with your corporate credentials.
Note: Single Sign-on must be enabled for your account by your system administrator.



AT&T Office@Hand

Sign In

 ⓘ

 Remember me

[Forgot Password?](#)
Or Sign In With



The Admin Portal

Your Office@Hand Admin Portal opens. Take a tour of your Admin Portal page:

1. The **Admin Portal** button lets you toggle between the admin interface or the user interface, **My Extension**.
2. **Get Help** lets you find answers to most of your questions or request Support.
3. Menu tabs lead you to a tab-specific menu on the left. Each tab has a different menu list. For example, the menu list for **Phone System** tab is **Company Info**, **Phone Numbers**, **Auto-Receptionist**, **Groups-Others**, and **Phones and Devices**.
4. **Company Shortcuts** provide buttons to frequently accessed settings.
5. **Tutorials** lists available admin-specific videos.
6. Check the **Billing** tab for questions relating to your account.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, there is a header with the AT&T logo, the text "AT&T Office@Hand", and a user profile "Dave" with a phone number "(210) 555-0120". A dropdown menu is open, showing "Admin Portal" and "Get Help | Log Out". Below the header, there are navigation tabs: "Phone System", "Users", "Analytics", "Call Log", "Billing", and "Tools". The main content area is divided into two sections. The top section, labeled "Company Shortcuts", contains four buttons: "Edit Business Hours", "Edit Company Call Handling & Greetings", "Set Caller ID", and "Publish Company Info to Directory Assistance". The bottom section, labeled "Tutorials", contains a list of seven items: "Change what callers hear", "Set up call forwarding", "Change company voicemail", "Set up notification for calls, voicemails, and faxes", "Use departments", and "Get more help".



Appendix B: Bulk Purchase/Upload



Introduction

Office@Hand streamlines large-customer on-boarding with bulk purchase, upload, and activation for up to 1000 users at a time.

Let's say a customer is doing a major expansion of sales offices in multiple cities and wants to add hundreds of users and purchase hundreds of phones for them.

Bulk Purchase of Users

In the Admin Portal, select the **Users** tab. Then select **Add User**. The Account Status section in the panel shows your current plan.

Select the tab **Add Users with Phones** (or **Add Users without phones**). Enter the number of users who will be in a specific area code and assigned a specific model of phone. Click **Select State/Province** and then the **Area Code** or **City** for the phone numbers for these users.

Click **Select a Device** in the **Device** menu. Review the phone devices listed. Click **Select** next to the phone type to be purchased for these users. Click **Add** to add the users (and selected devices), then review the order summary.

Add Users ×

1 Add Users
2 Shipping Address
3 Confirmation

Add Users With Phones
Add Users Without Phones

Account Status

Your plan: Up to 3 Users - *Need more?* — [Change Plan](#) Used: 2 Shared lines already setup: 0 Available: 1 - [Add below](#)

You can add multiple users at a time if they will all use the same area code.

Quantity	Area Code	Device	Phone Charges	
1	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time	Delete

California ▼

650 - Atherton, Palo Alto ▼

Select a Device... >

Add

	Quantity	Sub-total*
One Time Charges		
Phones	1	\$279.00
Recurring Charges		
Paid Users with Phones	1 x \$0.00	\$0.00
Today's Estimated Total*:		\$279.00

*Total charges do not include taxes, fees and prorates.

Cancel
Next



Repeat this process to add users in a different area code, or to add users with a different phone model: Enter the number of users, select the state and area code or city, then select a model of telephone. Click **Add** each time.

Now click the tab **Add Users without Phones** if you want to add any users without a phone. Select a location (State/Province and Area Code/City), and click **Add**.

Repeat this process until all the users, with or without phones, in various area codes, and assigned various phones, have been ordered.

Review the order summary for accuracy. Your order summary shows the running total of recurring or monthly charges for users, and the one-time charges for phone devices.

When ready, click **Next**. (If the city or area code you selected for a group of users doesn't have enough phone numbers available for this order, you will get a pop-up error message at this point. Click **Edit** to select another city or area code. (Or contact your sales representative if you're having trouble.)

If your billing plan has reached its limit for user, you will receive a message indicating the limit has been reached and asking you if you want to upgrade your plan to support the users you want to add.

Add Users ×

1 Add Users
2 Shipping Address
3 Confirmation

Add Users With Phones
Add Users Without Phones

You can add multiple users at a time if they will all use the same area code.

Quantity	Area Code	Device	Phone Charges	
<input type="text" value="1"/>	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time	Delete
<input type="text" value="1"/>	650 - Atherton, Palo Alto	Yealink T42S Gigabit Busines...	\$149.00 (1 X \$149.00) - one-time	Delete
<input type="text" value="1"/>	650 - Atherton, Palo Alto	No Phone Selected		Delete

California

▼

650 - Atherton, Palo Alto

▼

Add

	Quantity	Sub-total*
One Time Charges		
Phones	2	\$428.00
Recurring Charges		Sub-total*
Paid Users with Phones	2 x \$0.00	\$0.00
Users without Phones(with numbers)	1 x \$0.00	\$0.00
Today's Estimated Total*:		\$428.00

*Total charges do not include taxes, fees and prorates.

Cancel

Next

On the Shipping page, check and if necessary update the account information displayed, including the shipping address if you ordered phones.

Please allow five to seven days for Ground delivery. Note: Each order can be delivered to only one address. To deliver phones to several addresses, enter separate orders for each address.

Click **Next**. On the Confirmation screen you will have a chance to review your itemized and total phone order. The order total may not include taxes and fees.

Click the Back button if you want to revise your order. If satisfied, click **Confirm**.

An email confirmation of your order will be sent to the email address for your account.

Add Users ✕

✓ Add Users **2 Shipping Address** 3 Confirmation

Shipping Address

100 MILAR PLZ, SAN ANTONIO, TX, ...

Edit

New

Ship Attention To

Shipping Option

GROUND (5-7 b...
▼

Create Shipping Group

▼

Area Code
Device ▼

All devices are assigned with shipping details. Please proceed to the next step.

Total: 0
< 1 >

Shipping Groups

Devices	Address ▼	Ship Attention To	Shipping Option	Cost
2	100 MILAR PLZ, SAN ANTONIO, TX, 7820...		GROUND (5-7 busin...	\$14.21 Delete ▼
Shipping Cost Total:				\$14.21

Back

Next



Bulk Upload of User Information

A customer who wishes to activate a large number of purchased users at once should contact their sales agent for assistance.

Rather than entering users' information one user at a time, the sales agent can use a template file to upload and activate up to a thousand users at a time.

The sales agent accesses the customer account through the sales administrative screen, and can review the account with the customer.

The agent's template file will contain all the Unassigned User phone numbers and extensions currently in the customer account.

The customer must provide the data on the users to assign to each number or extension: user name and email address, and for users who will be assigned direct lines, E911 emergency location information such as street address.

The sales agent can assist the customer in providing the right data. The customer can send this data to the sales agent to be transferred into the template and make necessary edits. Or the sales agent can email the Template to the customer to be filled out and returned. The template contains instructions for proper use.

x

Edit User Information

You have 1 User to edit.

If you already have a filled out template please proceed to Step 3.

Step 1: Get Template

or

Step 2: Fill Out Template

Step 3: Upload File



Activation of Users

The sales agent checks the finished template to ensure that the customer's users are assigned to the area codes and direct lines or extensions desired by the customer. The sales agent will also ensure that users with direct lines provide the required E911 address information.

Once the template is completed and checked it is uploaded into the system for processing. The system generates a preview, with problem areas highlighted on the screen in red, and an Errors column spelling out the problem with any field that needs to be corrected.

Common errors include missing required information; bad email addresses (usually typos); using a postbox address where a street address is required; and duplicate extensions.

The customer or the agent downloads the file, corrects the problems, and re-uploads the file. (Don't edit out the Errors columns; that will be handled automatically.) Once the template has been processed and checked, and found to be correct, the Activation process begins.

The sales agent will enter one or more email addresses that will be notified when the processing is done. An activation email will be sent to the email address on file. The activation email will allow the user to create a pin, password and security question to activate the extension.



Appendix C: Multi-Account Access



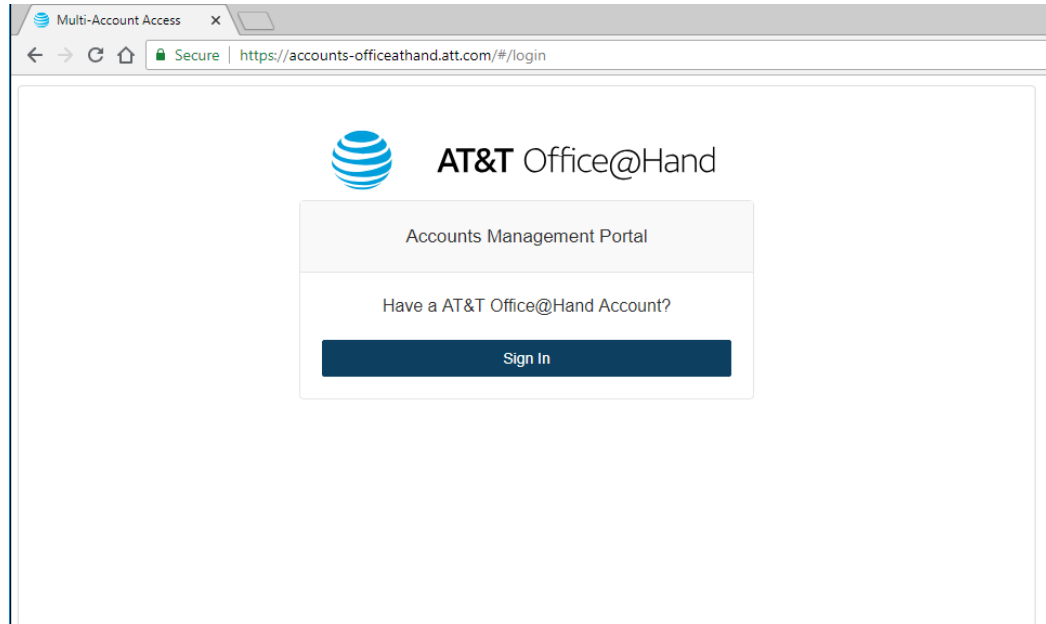
Account Management Portal

The Multi-Account Access feature centralizes access for customers with multiple Office@Hand accounts, and allows them to link all their accounts in the accounts management portal. It allows company admins to access their Office@Hand accounts from a single log in. It also allows administrators to view services for all accounts from a single location.

The Multi-Account Access feature increases the efficiency of multiple account management for those administrators who manage multiple accounts, or who support multiple clients. From the management portal, you can easily switch from one account to another. The portal provides a consolidated view of all accounts, while they remain separate entities.

To access the management portal:

1. Go to accounts-officeathand.att.com.
2. Enter credentials for an account. Click **Log In**.



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Powered by
RingCentral

Sign In

ⓘ

Sign In

[Forgot Password?](#)

Or Sign In With

✉ Email

🌐 Google

🔄 Single Sign-on



Manage Linked Accounts

You can manage any number of accounts from the account management portal. Each page in the portal can display up to 20 linked accounts, and different pages are identified by page numbers.

To add accounts to the portal:

1. Click **Link Account**.
2. Enter credentials of the account.
3. Click **Log In**.
4. Repeat for each account to add.

To unlink an account:

1. Select one or more account(s).
2. Click **Unlink selected account**.
3. The account is removed from the view.

To edit the account name with descriptive text:

1. Click the **Edit** icon beside the account.
2. Enter the new **Account Name**.
3. Press **Enter**.

To search for an account, enter text in the search field.

To scroll between pages, click controls at bottom right.

Access Accounts

The account management portal allows you easily launch the Admin Portal for any of your accounts, avoiding the complexity of logging in to multiple accounts.

To trigger a login to an account:

1. Click **Open** beside the account.
2. A new browser tab is launched and you are automatically logged into the Admin Portal for the account.

Manage your account as normal.

The screenshot displays the 'Manage Linked Accounts' interface. At the top, there is a search bar and a 'Link Account' button. Below this is a table of linked accounts. The table has the following columns: Account Name, Main Number, Owner, Ext., and Service Status. The accounts listed are:

Account Name	Main Number	Owner	Ext.	Service Status
<input type="checkbox"/> New York	(888) 846-0010	John Smith	102	✓
<input type="checkbox"/> Chicago	(866) 410-0001	Rachel Richards	101	Inbound Call ✓ Outbound Call ✓ Desk Phones ✓ RingCentral for Desktop ✓ service.ringcentral.com ✓ Inbound Fax ✓ OutboundFax ✓ Inbound SMS ✓ Outbound SMS ✓
<input type="checkbox"/> London	+44 (118) 250-0001	Michael Hoffman	301	
<input type="checkbox"/> Canada	(587) 404-0140	Charlie Lee	101	
<input type="checkbox"/> San Francisco	(866) 410-0004	Abby Brown	101	
<input type="checkbox"/> Leek	+44 (118) 762-0008	Jennifer Albertson	301	
<input type="checkbox"/> Austin	(888) 846-0010	Francisco Mendoza	101	

At the bottom of the page, there is a 'Total: 1998' and pagination controls showing 'Show 10' and page numbers '1 2 3 4 5 6 7 ... 200'.



View Service Status





The account management tool reports status for the following services:

- Inbound Calls
- Outbound Calls
- Desk Phones
- Office@Hand for Desktop
- service.officeathand.com
- Inbound Fax
- Outbound Fax
- Inbound SMS
- Outbound SMS

Service status is refreshed automatically every three minutes. Service status details and the date of the last refresh are displayed when you hover. To manually refresh the service status, select the **Refresh** icon:



An abnormal service status results in the display of an error reason when you hover on the status. The following statuses are reported:

-  Green: the service is available.
-  Yellow: there is an error related to the service.
-  Red: the service is unavailable.
-  Grey: service status has not been reported.

Inbound Call		
Outbound Call		
Desk Phones		
RingCentral for Desktop		
service.ringcentral.com		>
Inbound Fax		
OutboundFax		> warning message
Inbound SMS		
Outbound SMS		

12/14/2015, 6:48 pm

Last refreshed on 12/14/2015, 6:46 pm

