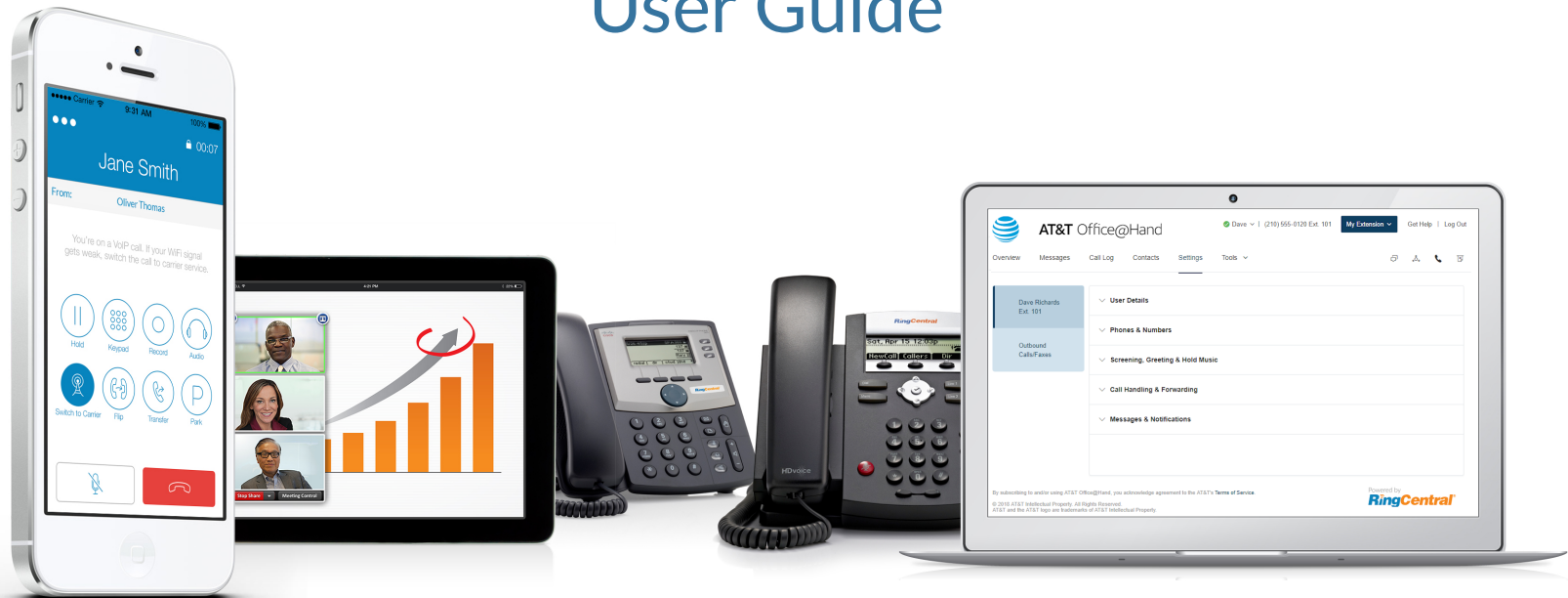


AT&T Office at Hand[®]

User Guide



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Part 1 - 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 users set up and access the following Office@Hand features:

- Messaging
- Call Log
- Contacts
- Integrations
- Office@Hand for Desktop
- Office@Hand Meetings
- Conferencing
- RingOut
- FaxOut
- Video Calling
- Presence
- Intercom
- User Greetings
- Audio and Hold Music
- Call Handling and Forwarding
- Call Flip
- Hot Desking
- Notifications
- Outbound Caller ID
- Corporate email as user ID
- Gmail (or G Suite) email as user ID



Activate Your Account

Welcome to the Office@Hand business phone system! If this is your first time logging in, you'll need to activate your Office@Hand account in order to start using it.

Welcome Email

After you have been added to the Office@Hand business phone system, you will receive an email welcoming you to your new account. In this email, you will receive your company phone number and extension (if applicable). The email will also indicate if your account is enabled for login using Google login credentials. Please follow the instructions in the email and click (or copy and paste) the activation link.



AT&T Office@Hand

Dear Dave Brown,

Admin has added you as a user to the AT&T Office@Hand business phone system.

- Your company's account number is: **(210) 555-0012.**
- Your extension number is: **103**

You can set up your account online in just a matter of minutes, then log in with your phone number

[Set Up Account](#)

Or copy-and-paste this link into your browser:

[https://service-officeathand.com/login/main.asp?
CDXB3420:D22A0F00EF687AFCED346C27E3EACA849F5C01&activation](https://service-officeathand.com/login/main.asp?CDXB3420:D22A0F00EF687AFCED346C27E3EACA849F5C01&activation)

Thank you for using AT&T Office@Hand.

For technical assistance please call AT&T Advanced Solutions customer care at (866) 563-4703 or [click here](#) for helpful hints, videos and information about how to use the service.

Powered by
RingCentral

By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's [Terms of Service](#).

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Create Password

Next you'll need to create a password, PIN, and security question and answer for your account. Follow the on-screen prompts. After completing this step, you will be taken to the Express Setup.

For Google-tagged accounts you may skip setting up an Office@Hand password and login to your account using your Google account.





Activate Your Account

Create Password

Use to login to your account

Password:

Confirm Password:

Create PIN

Used to check your voicemail messages via the phone

PIN:

Confirm PIN:

Security Question and Answer

Used to reset your password or to identify your account when contacting customer service

Question:

Answer:



Express Setup

After you activate your account, Office@Hand starts Express Setup, where you configure two easy steps to set up your phone system.



AT&T Office@Hand


Express Setup

My account: (210) 555-0021 Ext. 103

Welcome to AT&T Office@Hand


Complete these two easy steps to quickly set up your phone.

STEP 1



User Info
Review your user profile

STEP 2



Call Handling
Specify how you would like to handle incoming calls to your new number



User Info

First you'll need to confirm your basic info. Here you'll have the opportunity to edit your first and last name, email address, and regional settings.

Review the information in the User Info panel. Enter your first name, last name, and email address, then click **Continue**.

Regional Settings

Fill in the Regional Settings section by providing the **Country**, **Time Format**, and **Time Zone**, and clicking **Continue**.

The image displays two sequential screenshots of a user setup interface. The top screenshot shows the 'User Info' step, which includes a header with 'User Info' and 'Call Handling' tabs, and a title 'Review your contact information to get started'. Below this is a form with a progress indicator '1' and the following fields: 'Company Number: (609) 531-7230', 'Extension Number: 103', 'Direct Number: (609) 421-0324', 'First Name: Dave', 'Last Name: Brown', and 'Email Address: dave.brown@ringcentral.com'. A checkbox for 'Use email to log in' is checked, and a green 'Continue' button is at the bottom. The bottom screenshot shows the 'Regional Settings' step, with a header and title 'Review your contact information to get started'. The progress indicator is '2' and the 'User Info' section is completed with a checkmark. The 'Regional Settings' section includes: 'Country: United States (1)', 'Time Format: 12h (AM/PM) (selected) and 24h', and 'Time Zone: (GMT-08:00) Pacific Time (US & Cana...)'. A green 'Continue' button is at the bottom.



Emergency Calling

Fill in the Emergency Calling panel. This address is very important. If a 911 call is made, this is the address to which Emergency Service dispatchers will send emergency first responders.

1. Enter your name and address.
2. Read the Emergency Service details, including the Emergency Service Terms and Conditions.
3. If you agree, click **Agree and Continue**.

Regional Settings

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?

John Smith

United States

999 Baker Way

Ste 500

San Mateo

California

94404

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

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



Call Handling: Call Forwarding

In the Call Handling section, enter your other phones and phone numbers. Click **Add Devices** to get started.

Select the additional devices you would like to ring when you receive an incoming call to your business number.

Click **Next** when you are ready to move on.

The image displays two screenshots of the AT&T Office@Hand user interface for configuring call handling. The top screenshot shows the 'Call Forwarding' screen. At the top, there are two tabs: 'User Info' and 'Call Handling', with 'Call Handling' selected. Below the tabs, the text reads 'Please select how you would like to handle incoming calls'. The main content area is titled 'Call Forwarding' and asks 'Would you like to configure devices to receive calls?'. It features a dashed box labeled 'Desk Phone:' containing icons for a desk phone and a RingCentral Phone. Below this box is a blue 'Add Devices' button. The bottom screenshot shows the 'Phone Numbers' screen. It also has 'User Info' and 'Call Handling' tabs, with 'Call Handling' selected. The text reads 'Please select how you would like to handle incoming calls'. The main content area is titled 'Phone Numbers' and asks 'Please select which additional devices you would like to ring when you receive an incoming call to your business number.'. It lists three devices: 'Other' with phone number 6501111111, 'Home' with 6502222222, and 'Mobile' with 6503333333. Each device entry has a dropdown arrow and a close button (X). A green 'Next' button is at the bottom.



Call Handling Option

Select your preferred Call Handling option: **Simultaneously** or **Sequentially**. If you select **Sequentially**, you can arrange the order of phone numbers by dragging up or down. Once done, click **Save**.

The screenshot shows the 'Call Handling' configuration screen. At the top, there are two tabs: 'User Info' and 'Call Handling', with 'Call Handling' selected. The main heading is 'Please select how you would like to handle incoming calls'. Below this, the screen is titled 'Call Handling' with a back arrow on the left and '2 of 2' on the right. The question is 'Which order would you like your devices to ring when you get an incoming call to your business number?'. There are two radio button options: 'Simultaneously' (unselected) and 'Sequentially' (selected). Below the options is a list of three devices with their respective phone numbers and a vertical line with numbered circles (1, 2, 3) indicating the ring order. The devices are: 'Other' (+1 (650) 111-1111) at position 1, 'Home' (+1 (650) 222-2222) at position 2, and 'Mobile' (+1 (650) 333-3333) at position 3. A green 'Save' button is at the bottom.

User Info | **Call Handling**

Please select how you would like to handle incoming calls

Call Handling 2 of 2

Which order would you like your devices to ring when you get an incoming call to your business number?

Simultaneously **Sequentially**

1 Other +1 (650) 111-1111

2 Home +1 (650) 222-2222

3 Mobile +1 (650) 333-3333

Save



Voicemail

In the Voicemail section, you can set up your voicemail greeting. Select **Keep Default** to use the default greeting displayed on the screen. Select **Customize** to record or import your own voicemail greeting.

To record a custom greeting over the phone:

1. Click **Call**. Office@Hand will call you to record your custom greeting over the phone.
2. Follow the prompts.
3. Once done recording, click **Save**.

To import an audio file:

1. Click **Browse**. Select your audio file.
2. Click **Attach**.
3. Once done, click **Save**.

The screenshot shows the 'Call Handling' configuration page. At the top, there are two tabs: 'User Info' and 'Call Handling'. Below the tabs, the heading reads 'Please select how you would like to handle incoming calls'. There are two main panels:

- Panel 1 (Call Forwarding):** Labeled with a circled '1', it features an icon of a phone with arrows pointing to other phones. The text says 'Call Forwarding' and 'When you receive an incoming call, AT&T Office@Hand will try to locate you on the phones you specify'. At the bottom are 'Skip' and 'Add Phones' buttons.
- Panel 2 (Voicemail):** Labeled with a circled '2', it features an icon of two overlapping circles. The text says 'Voicemail' and '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.' Below this is a play button icon and a sample message: 'Your call has been forwarded to the voicemail for Ron Babia. 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.' At the bottom are 'Customize' and 'Keep Default' buttons.

The screenshot shows the 'Voicemail' customization screen. At the top, there are two tabs: 'User Info' and 'Call Handling'. Below the tabs, the heading reads 'Please select how you would like to handle incoming calls'. The main content area is titled 'Voicemail' and has a close button (X) in the top left corner. There are two radio buttons: 'Default' (unselected) and 'Custom' (selected). Below the radio buttons are two options: 'RECORD OVER THE PHONE' (highlighted in blue) and 'IMPORT'. A message states: 'AT&T Office@Hand will call you to record your custom greeting over the phone.' Below this is a 'Call me at:' label, a dropdown menu showing '650111111', and a 'Call' button. At the bottom is a green 'Save' button.



Finishing the Setup

Once everything is set up, click **Finish Setup**.

User Info

Name: **Dave Brown**

Company: **(609) 531-7230**

Ext: **103**

Direct: **(609) 421-0324**

Change

Call Forwarding
Sequentially

Other
1650) 111-1111

Home
(650) 222-2222

Mobile
(650) 333-3333

Change

Voicemail
Default

▶

"Your call has been forwarded to the voicemail for Ron Babia. 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."

Change

Finish Setup



Download Apps

Learn about the different apps for your mobile device or desktop. You can download the Office@Hand Mobile app, or Office@Hand for Desktop. Click **Next**.

Click **Go to My Account** to access your account.

AT&T Office@Hand Express Setup My account: (210) 555-0021 Ext. 103

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've just completed the initial setup for your AT&T Office@Hand phone.

Your phone is ready to start making and receiving calls.
Try calling your number to verify your setup:

(210) 555-1212

Visit your full account to access your messages,
call log, and configure additional settings.

Go to My Account



How to Access Your Account

Log in to your online account at <https://service-OfficeAtHand.ATT.com> using your main Office@Hand phone number and password.

Email or Google as User ID

If configured by the admin for your account, users can 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 and enter your email address on the following screen, then log in with your corporate credentials.

Account Validation

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

AT&T Office@Hand

Sign In

Direct, Fax or Main Number

Extension (Optional)

Password

Remember me

Sign In

Forgot Password?

Or Sign In With

Email Google Single Sign-on

Protect your account from identity theft and phishing

By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's Terms of Service.

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Powered by
RingCentral



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 from AT&T Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, integration applications, and the Multiple Account Access portal. This feature can also be configured during Express Setup of your Office@Hand account.


For information on automatically provisioning users from your corporate directory, see [Directory Integration](#).

If not already configured, enable the feature:

1. Log into your account using Office@Hand credentials.
2. Enable the feature as follows:
 - a. In the email 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.



 **AT&T Office@Hand**


Sign In

Email or Phone Number

Next

Or sign in with

 Google
 Single Sign-on

 **AT&T Office@Hand**

Sign In

Direct, Fax or Main Number

Extension (Optional)

Password

Stay signed in

Back
Sign In

[Forgot Password?](#)



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.

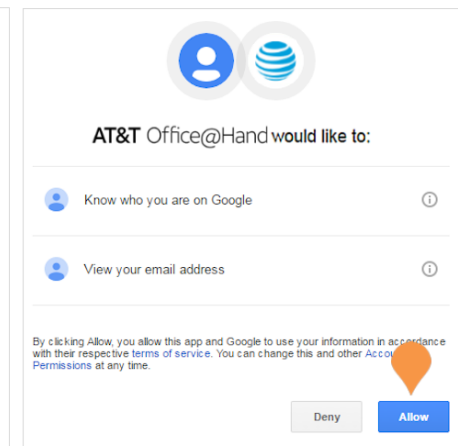
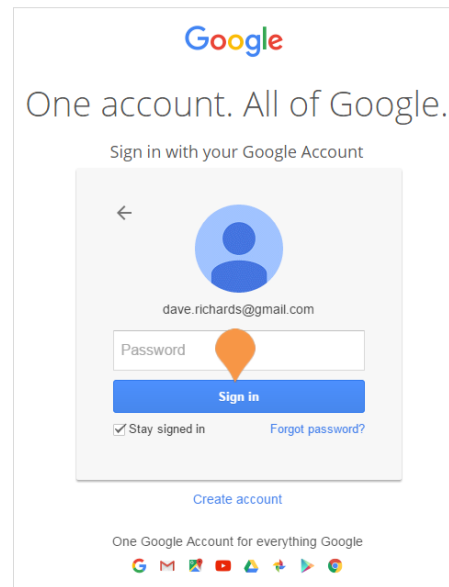
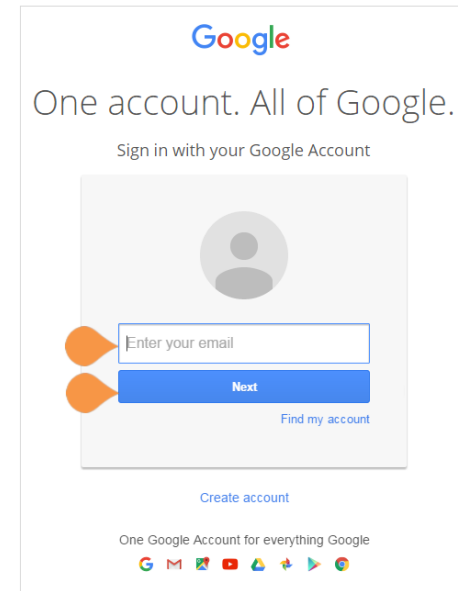
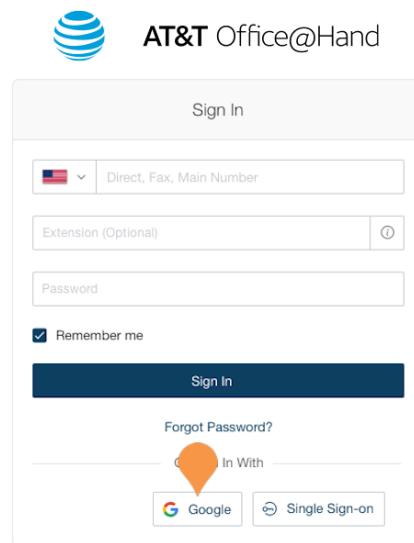
This feature applies to accessing your Office@Hand online account, Office@Hand from AT&T Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, integration applications, and the Multiple Account Access portal. You can configure Google Email addresses during the Express Setup 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.



Overview

The Overview page is your account home page. It shows your recent voicemail and faxes, recent inbound and outbound calls, Let's take a look at the navigation bar across the top of this page and see how to use it.

Note: The administrator of the phone system will see the tabs at the top for Admin Portal and My Extension. The pages discussed in this section of the guide can be found under My Extension. Users will only see this page and will not have the option to switch to an Admin Portal.

The screenshot displays the AT&T Office@Hand user interface. At the top, the user is identified as Dave with the phone number (856) 344-3908 Ext. 101. The navigation bar includes tabs for Overview, Messages, Call Log, Contacts, Settings, and Tools. Below the navigation bar, there are tabs for Admin and User. The User tab is selected, showing a grid of five icons representing different settings: Greeting & Call Screening, Call Handling Rules, Voicemail, Caller ID, and After Hours Settings. Below this grid, there are sections for Recent Messages and Recent Calls. The Recent Messages section shows a table with columns for Priority, From, Message, Received, and Operation. The table contains four rows of messages from (856) 344-3908 AT&T Office@Hand. A Resources sidebar on the right contains a Feedback link.

Prio...	From	Message	Received	Operation
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Ha...	0:25	Today 3:23 PM	Download Forward
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Ha...	0:25	Today 3:23 PM	Download Forward
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Ha...	0:25	Today 3:21 PM	Download Forward
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Ha...	0:25	Today 3:21 PM	Download Forward



Messages

Your voicemail and fax messages are stored in Messages.

Under Messages, you can:

- Review inbound and outbound callers
- Listen to voicemail messages
- View faxes
- Save voicemail and received faxes to your computer
- Mark messages as read or unread
- Forward messages and faxes by email
- Click on a caller's number to call them back
- Delete and undelete items
- Block a caller

The screenshot shows the AT&T Office@Hand Messages interface. At the top, there is a navigation bar with the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" (with a dropdown arrow), "(856) 344-3908 Ext. 101", "My Extension" (with a dropdown arrow), "Get Help", and "Log Out". Below this is a secondary navigation bar with "Overview", "Messages" (highlighted with an orange flame icon), "Call Log", "Contacts", "Settings", and "Tools" (with a dropdown arrow). On the right side of this bar are icons for a mailbox, a group of people, a phone, and a trash can.

The main content area is divided into a left sidebar and a main message list. The sidebar contains "Inbox" (with a download icon), "Outbox" (with an upload icon), "Sent Items" (with a paper plane icon), "Deleted Items" (with a trash can icon), and "Recordings" (with a microphone icon). The main message list has a search bar "Search Messages" and a status filter "Status: All". Below the search bar are action buttons: "Mark Read", "Mark Unread", "Delete", and "Block". The message list table has columns: "Prior...", "From", "Message", "Received", and "Operation".

Prior...	From	Message	Received	Operation
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Hand	▶ 0:25	Today 3:23 PM	Download Forward
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Hand	▶ 0:25	Today 3:23 PM	Download Forward
<input type="checkbox"/>	(856) 344-3908 AT&T Office@Hand	▶ 0:25	Today 3:21 PM	Download Forward



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:

 **Inbound Call**

 **Outbound Call**

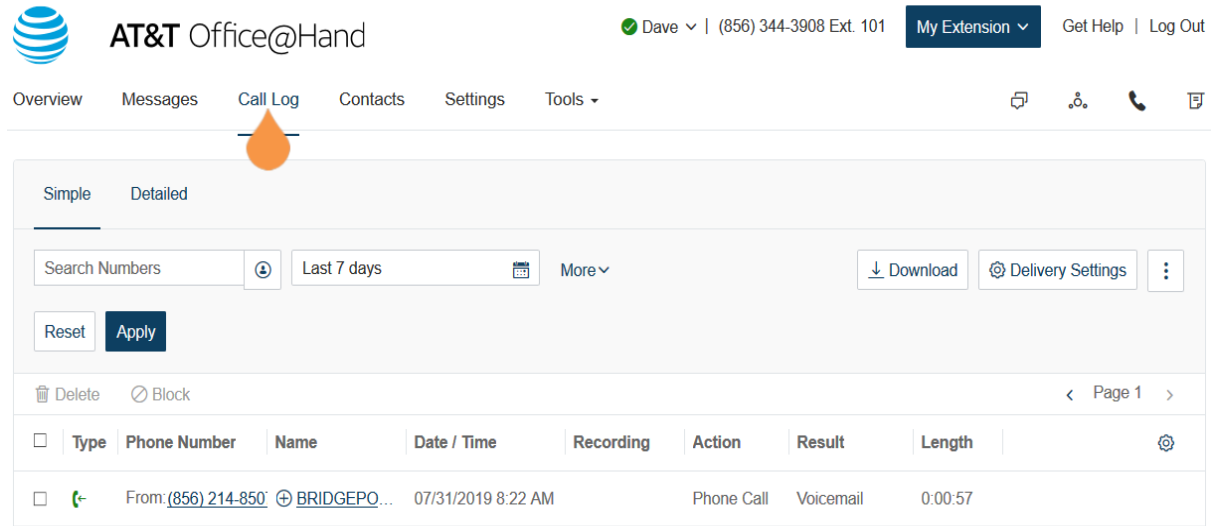
 **Missed Call**

If a call has been recorded, you can see an indication in the **Recording** column. To listen to a call recording, select the play icon in the **Recording** column for that call.

If your administrator has enabled it on your account, you will have a **Quality** column in your Call Log. 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.

Click to mark as a bad call 

Marked as a bad call 



The screenshot shows the AT&T Office@Hand interface. At the top, there's a navigation bar with 'Overview', 'Messages', 'Call Log' (highlighted with an orange drop), 'Contacts', 'Settings', and 'Tools'. Below this is a filter section with 'Simple' and 'Detailed' tabs, a search box, a date range selector set to 'Last 7 days', and buttons for 'Download', 'Delivery Settings', 'Reset', and 'Apply'. A table below shows call records with columns: Type, Phone Number, Name, Date / Time, Recording, Action, Result, and Length. One record is visible: an inbound call from (856) 214-8500 to BRIDGEPO... on 07/31/2019 at 8:22 AM, recorded as a Phone Call (Voicemail) with a length of 0:00:57.



Column Widths

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

The screenshot shows the AT&T Office@Hand interface. At the top, there is a navigation bar with the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(856) 344-3908 Ext. 101", "My Extension" with a dropdown arrow, "Get Help", and "Log Out". Below this is a secondary navigation bar with "Overview", "Messages", "Call Log" (underlined), "Contacts", "Settings", and "Tools" with a dropdown arrow. On the right side of this bar are icons for a printer, a group of people, a phone, and a trash can.

The main content area has two tabs: "Simple" (selected) and "Detailed". Below the tabs is a search bar labeled "Search Numbers" with a search icon, a date range selector set to "Last 7 days" with a calendar icon, and a "More" dropdown arrow. To the right are buttons for "Download", "Delivery Settings", and a three-dot menu. Below these are "Reset" and "Apply" buttons.

At the bottom, there are "Delete" and "Block" options. A table header is visible with columns: "Type", "Phone Number", "Name" (with a red location pin icon above it), "Date / Time", "Recording", "Action", "Result", and "Length". A "Page 1" indicator is on the right.



Contacts

Contacts include Company contacts which are all the users of your Office@Hand system. It also includes your Personal contacts, which you can add manually, or import from a comma-separated variable (CSV) text data file, or from Microsoft Outlook.

AT&T Office@Hand

Overview Messages Call Log **Contacts** Settings Tools

Company Personal

Search Contact

First Name	Last Name	Extension	Number	Email
Dave	Brown	101	(210) 555-0120	dave.brown@example.com



User Settings

Click the **Settings** tab at the top of the homepage to access your Settings page. On the Settings page you will see options for your user extension, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings.

AT&T Office@Hand

✓ Dave ▾ | (856) 344-3908 Ext. 101 My Extension ▾ Get Help | Log Out

Overview Messages Call Log Contacts **Settings** Tools ▾

- Dave Brown Ext. 101
- Outbound Calls/Faxes
- Notifications

- ▽ User Details
- ▽ Phones & Numbers
- ▽ Screening, Greeting & Hold Music
- ▽ Call Handling & Forwarding
- ▽ Messages



Tools

This section allows you to obtain the latest tools to enhance your productivity and customize your service to suit the way you work.

Office@Hand Apps

Desktop Apps

Use the Office@Hand Desktop application to control your calls from your PC or Mac. Send and receive text messages, faxes, and answer or screen incoming calls, send to voicemail, transfer, disconnect, or monitor voice messages as they are being left and pick up the ones you want to talk to.

Mobile Apps

Download the iPhone, Android, or iPad app to take your Office@Hand service on the go.

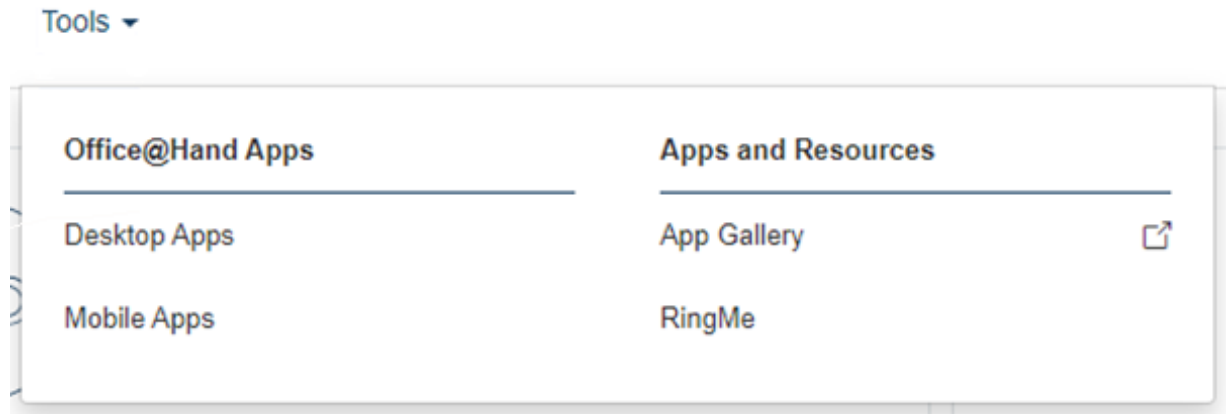
Apps and Resources

App Gallery

Clicking on the App Gallery opens a new window with downloadable applications, including Office@Hand Desktop, Mobile apps, and Meetings, and other popular productivity apps.

RingMe

The RingMe button gives your customers the ability to call you by clicking on the button on your web site or email signature.



Available with Office@Hand Premium and Enterprise Editions

App for Salesforce

Office@Hand for Salesforce enhances your Customer Relationship Management (CRM) experience with integrated business communications. This app is available only for Office@Hand Office Premium and Enterprise customers.

App for Zendesk

Office@Hand for Zendesk provides seamless integration of your Zendesk application and your Office@Hand services to enable improved customer retention, greater agent productivity, and advance business processes. This app is available only for Office@Hand Premium and Enterprise customers.



Office@Hand for Desktop

Office@Hand for Desktop turns your PC or Mac computer into an all-in one communication hub completely sync'd to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection and a headset. With Office@Hand for Desktop, you're ready to communicate as soon as you log into your computer, no matter where you are.

Office@Hand for Desktop combines the call handling power you expect from your desk phone with the collaboration tools you rely on most-like texting, conferencing, and faxing-so you can stay productive with fewer devices to worry about.

Office@Hand for Desktop is easy to install:

1. From the **Tools** tab, select **Desktop Apps**.
2. Click **Download for Mac** or **Download for PC**. The file will download in your browser.
3. Follow the prompts in the **Office@Hand Setup Wizard**.

To download the Office@Hand mobile app:

1. From the **Tools** tab, select **Mobile Apps**.
2. Click **Download on the App Store** or **Get it on Google Play**.

Follow the instructions for installation through the iTunes App Store for iOS or Google Play Store for Android to download the Office@Hand app for your mobile devices.

The screenshot shows the AT&T Office@Hand web interface. At the top, there's a navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings, and Tools. The Tools tab is selected, and a dropdown menu is open, showing 'Mobile Apps' and 'Desktop Apps'. A red circle with the number '1' highlights the 'Desktop Apps' option. Below the navigation bar, the 'Desktop Apps' section is titled. It contains a heading 'Download Office@Hand for Desktop' followed by a paragraph: 'Office@Hand for Desktop turns your PC into your personal business command center. Manage all your business communication from one app - take calls, play voicemails, send text and faxes - anywhere.' Below this is a 'Features Included' section with a bulleted list:

- Make* and receive calls anywhere Internet access is available.
- Communicate via SMS using your Office@Hand direct number.
- Display your Presence status and view others in your Office@Hand system.
- Send and receive faxes from your PC.
- Screen voicemail messages as they are being left, interrupt and answer the ones you want to take.

 A note below states: '* Outbound calling requires option VoIP phone service'. Underneath is a 'System Requirements' section with two columns:

PC <ul style="list-style-type: none"> • Windows 7 and above • Minimum 2 GHz (32-bit or 64-bit) processor • Minimum of 4 GB of memory (8 GB recommended) • 400 MB of free hard drive space • Required minimum screen resolution is 1,024 x 768 	Mac <ul style="list-style-type: none"> • OS X El Capitan 10.11 or above • Intel processor • Minimum of 4 GB of memory (8 GB recommended) • 400 MB of free hard drive space • Required minimum screen resolution is 1,024 x 768
---	--

 To the right of the text is an image of a computer monitor displaying the Office@Hand interface, with a mobile app interface overlaid on it. A red circle with the number '2' highlights two buttons at the bottom: 'Download for Mac' and 'Download for PC'.



Mobile App

With the Office@Hand mobile app, you have the convenience and power of your entire business phone solution in the palm of your hand. Easily navigate the interface to take calls, check messages, send business texts, adjust settings, and more - from virtually anywhere.

To download the Office@Hand Mobile app, visit the iTunes App Store for iOS or the Google Play Store for Android.

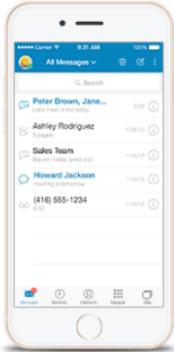
The screenshot shows the AT&T Office@Hand web interface. At the top left is the AT&T logo. To its right is the text "AT&T Office@Hand". Further right, there is a user profile "Dave" with a dropdown arrow, a phone number "(210) 555-0120 Ext. 101", and a "My Extension" dropdown menu. On the far right are links for "Get Help" and "Log Out". Below the header is a navigation menu with "Overview", "Messages", "Call Log", "Contacts", "Settings", and "Tools". The "Tools" menu is expanded to show "Mobile Apps". The main content area is titled "Mobile Apps" and contains the following text:

Take Office@Hand everywhere you go.
Download free apps for your smartphone and tablet now.

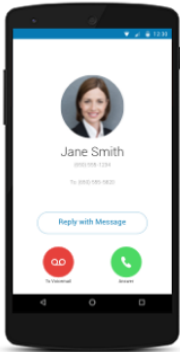
Access your business communications and maintain a professional image from anywhere.

- Make calls with your company's Caller ID, rather than your personal mobile phone number.
- Get easy access to call logs, voicemail messages, and faxes.
- Avoid unwanted calls - know who's calling before you pick up the phone.
- Change your personal greeting, business hours, call screening options, and more.
- Find company contacts quickly in a company directory.
- View and forward faxes.
- Place calls via VoIP over WiFi or Mobile Data Network.
- Send and receive SMS using your Office@Hand direct number.

Select an App to Download



Download on the
App Store



ANDROID APP ON
Google play



App Gallery

The App Gallery is a place to find apps that work with Office@Hand to enhance your productivity. When you select App Gallery from the Tools menu, a new window opens with downloads for Office@Hand desktop and mobile and other popular productivity tools. It's also the place to find Outlook and Office 365 plugins, and the Office@Hand Meetings app.

To access any app, click on the tile and follow prompts in the installation setup wizard.

Note: If you do not have admin rights to your computer, contact the system administrator authorized to make changes to your computer for help loading apps.

COMMUNICATE. COLLABORATE. CONNECT.

AT&T Office@Hand App Integrations with RingCentral

Find an app

AT&T Office@Hand Product

Category

- AI
- Analytics
- Automation
- Calendaring
- Collaboration
- CRM
- Customer Support
- Developer Tools
- Fax
- Productivity
- SMS

Featured Apps [View All](#)

- Office@Hand for Windows
AT&T Services, Inc.
- Office@Hand for Mac
AT&T Services, Inc.
- Office@Hand for iOS
AT&T Services, Inc.
- Office@Hand for Android
AT&T Services, Inc.
- Office@Hand for Microsoft Outlook®
AT&T Services, Inc.
- Office@Hand for Office 365
RingCentral
- AT&T Office@Hand Meetings
AT&T Services, Inc.

Popular Apps



Office@Hand Meetings®

Office@Hand Meetings is a downloadable app for video conferencing and web sharing of the desktops and application displays of conference participants. The app is available in desktop and mobile versions. Office@Hand Office Enterprise users can have up to 200 participants per meeting, Premium users can have up to 100 participants per meeting, and Standard and all other Office users can have up to 4 participants per meeting. The number of participants includes the host.

Participants are invited to join a meeting by email or SMS; they don't have to be Office@Hand customers but can download and run the Office@Hand Meetings app for free and join your meetings without needing to create an account or log in.

Note: If you do not have admin rights to your computer, contact the system administrator authorized to make changes to your computer for help loading apps.



AT&T Office@Hand Meetings

Free Published by AT&T Services, Inc.

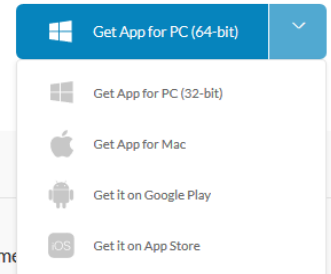
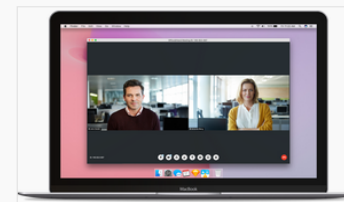
Productivity

Meetings

Overview

Support

AT&T Office@Hand Meetings lets you join, host, and schedule video meetings.



Office@Hand Meetings

AT&T Office@Hand Meetings is modern video conferencing that enables a new way to work. Included with AT&T Office@Hand cloud communications, AT&T Office@Hand Meetings provides video, screen sharing, and phone conferencing from any device. Standard edition includes up to 4 participants per meeting, Premium and Enterprise editions include up to 100 participants per meeting.

Original release date

October 2019

System requirements

For Desktop:

- Windows 7 and above
- Mac OS X 10.11 El Capitan or above

For Mobile:

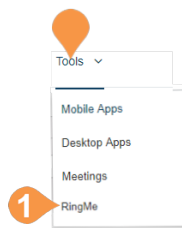
- Android 5.0 or later
- Compatible with iPhone, iPad, and iPod touch.



RingMe

RingMe is a click-to-call feature designed to help drive traffic from your website or email to your telephone sales team and thereby increase lead opportunities. Whether you are using a local or a toll-free number, you can provide your visitors a way to call you with a simple click of the mouse.

1. From the **Tools** tab, select **RingMe**.
2. Next to **Callers will be routed to**, select your preference from the drop-down menu.
3. Under **RingMe Style**, select whether you'd like a hyperlink or a button. If choosing a button, click > **Change Button Style** to see other color options.
4. Under **Security**, check the boxes if you'd like to **Use SSL mode** and **Require callers to enter security image confirmation code**.
5. Under **Generate Code**, choose the type of code you'd like from the drop-down menu.
6. Click **Copy Code** to copy your code to your computer's clipboard. Then paste the code wherever you'd like to add your RingMe button.



A screenshot of the AT&T Office@Hand RingMe configuration page. The page is titled 'RingMe' and contains the following sections:

- RingMe Configuration:**
 - 2 Caller will be routed to:** Radio buttons for 'Auto-Receptionist' (selected) and 'Extension'.
 - 3 RingMe Style:** A dropdown menu showing 'Hyperlink'.
 - 4 Security:** Checkboxes for 'Use SSL mode' (checked) and 'Require caller to enter security image confirmation code' (unchecked).
- Preview and Test:** A section with the text 'Click button/link to test RingMe.' and a 'RingMe' button.
- 5 Generate Code:** A section with the text 'The following code has been generated based on your above configuration.' and three tabs: 'With JavaScript' (selected), 'Without JavaScript', and 'URL (Hyperlink) only'.
- 6 Copy Code:** A 'Copy Code' button and a text area containing the following code:


```
<div class="tools-ringme-ringmeLink" data-test-automation-id="ringmeLink" onclick="var wind = window; var winop = wind.open; winop("https://service-officeathand.uat.ringcentral.com/ringme?uc=86E12F6ED06F7099C1FC14A9E4637FB73240400182653006,0,1,0&s=no&v=2&s_=3420", "Callback_RingMe", "resizable=no,width=500,height=635"); return false;">RingMe</div>
```



Available with Office@Hand Premium and Enterprise Editions

Office@Hand for Salesforce enhances your CRM experience with integrated business communications. With Office@Hand for Salesforce you can place calls from within Salesforce by simply clicking on contact or account records. Your incoming calls trigger a pop-up window with the caller's account information. And you can attach call Notes to specific contact records. Your Office@Hand Administrator will need to configure this application for your account.

Office@Hand for Zendesk seamlessly combines the features of the Zendesk application and your Office@Hand services. With the Office@Hand for Zendesk, you can enhance your Zendesk experience with one-click dialing through your Office@Hand phone system, screen-pop features, multiple browser tabs for multiple interactions, and more. Your Office@Hand Administrator will need to configure this application for your account.



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 user interface. At the top left is the AT&T logo and the text "AT&T Office@Hand". To the right, the user's name "Dave" is shown with a green status indicator, followed by the phone number "(856) 344-3908 Ext. 101" and a "My Extension" dropdown menu. Further right are links for "Get Help" and "Log Out". Below the header is a navigation bar with tabs for "Overview", "Messages", "Call Log", "Contacts", "Settings", and "Tools". A dropdown menu is open under "Tools", showing options for "Take all calls" and "Do not accept any calls". The main content area is divided into "Admin" and "User" sections, with "User" selected. Under "User", there are five circular icons representing different settings: "Greeting & Call Screening", "Call Handling Rules", "Voicemail", "Caller ID", and "After Hours Settings". On the right side, there is a "Resources" section with a "Feedback" link.



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

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.



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 shows the AT&T Office@Hand interface. At the top, a user profile for 'Dave' is visible with a 'My Extension' dropdown and 'Help' and 'Log Out' links. A '1' callout points to the 'Conference' icon in the top navigation bar. Below this, a 'Conference' pop-up window is shown with a '2' callout. Inside this window, '2a.' points to the 'Dial-in Number' field, '2b.' points to the 'Host' and 'Participants' section, '2c.' points to the 'Select' button under 'International Dial-In Numbers', '2d.' points to the 'Enable join before host' checkbox, and '2e.' points to the 'Invite with Email' button. To the right, a 'Select International Dial-In Numbers' window is shown with a '3' callout pointing to the 'Done' button. This window contains a search bar, a 'Show All | Show Selected (0)' link, and a table of international dial-in numbers.

<input type="checkbox"/>	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

On an 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 make calls using your business caller ID from any location, such as a hotel room. The Office@Hand system will call your phone first, then dial out to the number you'd like to call to get you connected. The RingOut icon is located in the upper right of every online account page.

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 among recent calls, or from 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.

3a.

Type	Phone Number	Date/Time	Length
☉	To:	Today 1:50 PM	00:00:00
☉	To:	Today 1:49 PM	00:00:00



FaxOut

From any page on your Office@Hand 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**.



Placing Video Calls

Your admin 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. Some devices support detachable cameras for video calling.

You can control video-enabled phones through a softkey. The softkey displays “Audio Mode” in the idle state when the video feature is enabled on your Office@Hand service. You can use the softkey to toggle between ‘Audio Mode’ (to make an audio-only call) and ‘Video Mode’.



Hot Desking

Hot desking enables you to log in to a shared phone that adopts your phone settings. Hot desking allows employees who travel from different offices to share the same common phone and desk while keeping their own extension profiles and voicemail access.

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).

Log in to a common phone

1. Press the **Login** soft key (or dial *90) on a common phone.
2. At the prompt, enter the extension number and pin (used at set up).
3. You are logged in to the common phone.

Log out from a common phone

1. Press the **Logout** soft key on the phone (or dial *90) to log out.
2. You are logged out from the common phone.



Part 2 - User Settings



User Settings

As a User, you may be able to change your contact info, voicemail greeting, call handling, user hours, password, and more, but not the extension number that was assigned to you by the system administrator.

Your administrator may use the Roles and Permissions feature to control which settings users can access or edit. A role is a set of permissions that is assigned to a user. If some settings described here are not available to you, your administrator may not have granted you a role with permissions that can access or edit those settings.

User Details

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Under **User Details**, make changes on the **General** tab.
 - a. **First Name**
 - b. **Last Name**
 - c. **Record User Name**: click the play icon to hear the current recording or click **Edit**. Select **Record my name** and record the name by phone, computer, or import. Or select **AT&T Office@Hand text-to-speech** to create a phonetic spelling of your name or extension so the system can pronounce it correctly.
 - d. **Job Title**: Edit your job title.
 - e. **Department**: Add your department title.
 - f. **Contact Phone**
 - g. **Mobile Phone**
 - h. **Email**: address for Office@Hand communications.

The screenshot shows the AT&T Office@Hand user settings interface. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. The user's name "Dave Brown" and extension "Ext. 101" are shown in the top right. The "Settings" menu is open, showing "Dave Brown Ext. 101" (marked with a "1"), "Outbound Calls/Faxes", and "Notifications". The "User Details" panel is open, showing the "General" tab. Fields include First Name (Dave), Last Name (Brown), Job Title, Contact Phone ((210) 555-0120), Email (dave.brown@example.com), Record User Name (Dave Brown (Default) with an Edit button), Department, and Mobile Phone. A Password field with a Change Password button is also present. At the bottom right are Cancel and Save buttons.



- i. **Use email to log in:** Enables your admin to enable you to log into your Office@Hand account using your corporate email address and password.
- j. **Password:** Set and reset password, PIN, and Security Question.



3. Select and change the information you want to change on the **Settings & Permissions** tab.
 - a. **Regional Setting:** Time zone, time format, country code.
 - b. **User Hours:** Set your working hours.
 - c. **Roles:** Lists the role assigned to you by your admin that controls what you can do within the system. A role is a collection of permissions that could be based on a job function.
 - d. **User Groups:** Specifies any user groups where you are a member. The user group manager can modify your settings and view your call log.
 - e. **Template:** Click to **Apply** an existing template (group configurations) for call handling.
 - f. **Schedule Meetings for Me:** Grant permission to other users in Office@Hand Meetings to schedule a meeting on your behalf.
 - g. **Confirmation Message:** specify for how long the confirmation message will appear after a successful operation is finished. The user has the option to disable the confirmation message.

The screenshot shows the AT&T Office@Hand user settings interface. At the top, the user is identified as 'Dave' with extension 101. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings, and Tools. The 'Settings' tab is active, displaying 'User Details' for 'Dave Brown, Ext. 101'. The 'Settings & Permissions' sub-tab is selected, showing various settings with 'Edit' buttons:

- Regional Settings:** GMT-08:00
- Roles:** Super Admin
- Template:** Apply
- Confirmation Message:** 3 seconds
- User Hours:** 24 hours
- User Groups:** None
- Schedule Meetings for Me:** 0 users selected



Schedule Meetings for Me

Schedule Meetings for Me simplifies the process of scheduling Office@Hand meetings without the need to log into different accounts to host meetings for others. For example, a manager can assign his/her executive assistant to schedule meetings for them.

1. From the **Settings** tab, select **User Details**, then the Settings and Permissions tab.
2. Click **Schedule Meetings for Me**.
3. Select the boxes of the users you want to grant permission to schedule meetings for you.
4. Click **Save**.

When scheduling a meeting in Office@Hand Meetings, the host can select your name from the **Schedule for** field in the Schedule a Meeting window. See the Office@Hand Meetings Guide for information on scheduling meetings.

The screenshot shows the AT&T Office@Hand user settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The user profile sidebar on the left shows 'Dave Brown Ext. 101', 'Outbound Calls/Faxes', and 'Notifications'. The main content area is divided into 'General' and 'Settings & Permissions' tabs. The 'Settings & Permissions' tab is active, showing 'Regional Settings' (GMT-08:00), 'User Hours' (24 hours), 'Roles' (Super Admin), and 'Schedule Meetings for Me' (0 users selected). A modal window titled 'Schedule Meetings for Me' is open, displaying a search bar, a department dropdown, and a table of users with checkboxes for selection. The table has columns for Name, Ext., and Department. The users listed are Timothy Renollet (Ext. 212), Jamshed Numatov (Ext. 101), Ann Lee (Ext. 102, checked), John Doe (Ext. 103), Derek Hanson (Ext. 104), John Doe (Ext. 213), and Jane Smith (Ext. 215, checked). The modal also shows a 'Total: 7' and a 'Show: 25' dropdown. The 'Save' button is highlighted with a callout.



Use Text-to-Speech Name

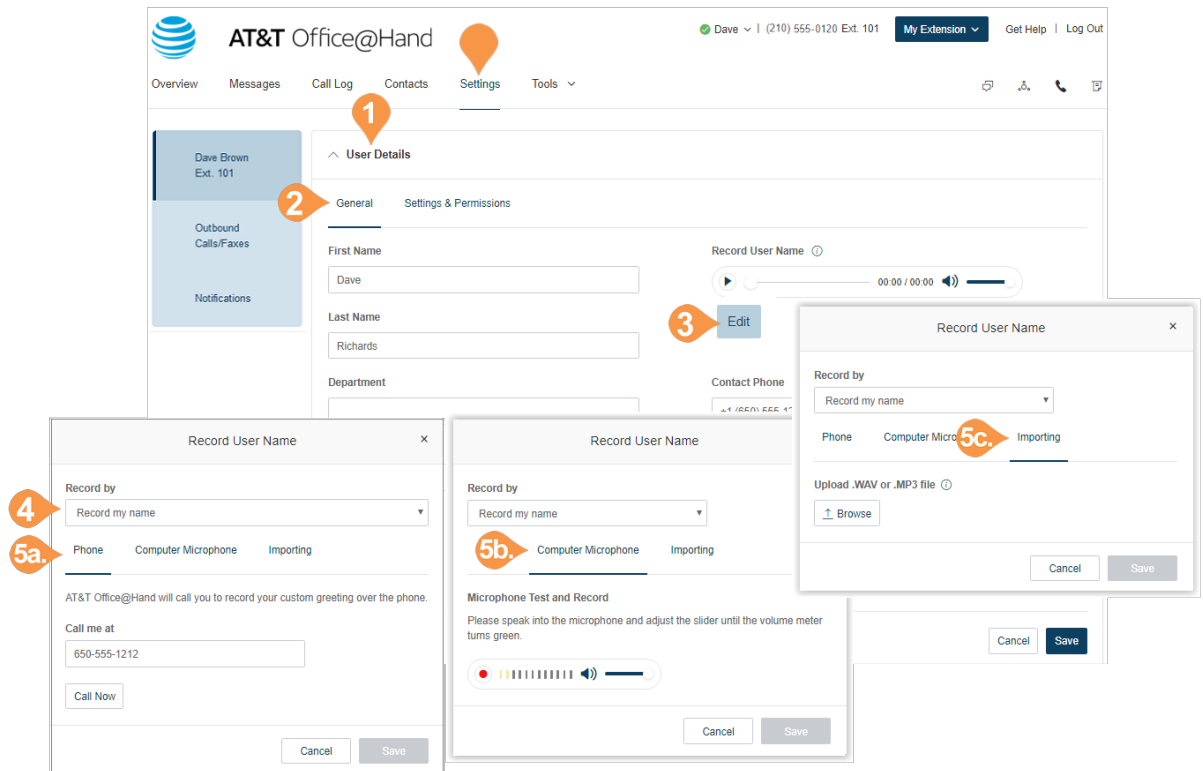
1. From the **Settings** tab, click the **User Details** section.
2. Under the **General** tab, click **Edit** under **Record User Name**.
3. A pop-up will appear with options for your recorded name.
4. Select the button next to **Office@Hand text-to-speech name**.
5. Enter your name in the text field.
6. Click **Save**.

The screenshot displays the AT&T Office@Hand user settings page. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (856) 344-3908 Ext. 101 | My Extension | Get Help | Log Out'. Below this is a menu with 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active, showing 'User Details' for 'Dave Brown Ext. 101'. The 'General' sub-tab is selected, displaying fields for 'First Name' (Dave), 'Last Name' (Brown), 'Job Title', 'Contact Phone' ((210) 555-0120), and 'Email' (dave.brown@example.com). A 'Record User Name' section is visible with a play button, a timer (00:00 / 00:00), and an 'Edit' button. A pop-up dialog titled 'Record User Name' is open, showing a dropdown menu for 'Record by' (selected as 'AT&T Office@Hand text-to-speech'), a text field for 'Greeting Name' (filled with 'Dave Brown'), and 'Cancel' and 'Save' buttons. Orange callout numbers 1 through 6 are overlaid on the interface to indicate the steps described in the text.



Set a Custom Name Recording

1. From the **Settings** tab, select **User Details**.
2. Select the **General** tab.
3. Click **Edit** under **Record User Name**. A pop-up will appear with options for your recorded name.
4. Select **Record my name** from the menu.
5. Select how you'd like to set your custom recording:
 - a. **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.
 - b. **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.
 - c. **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
6. Click **Save**.



Phones & Numbers

In the Phones & Numbers section, you can view your phones and numbers, edit your presence and intercom settings as well as view your conference numbers and invite people to a conference call via email.

Phone Details

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click **Edit** to see the phone details of a phone. You can view your **Device**, **Serial Number**, **Assignee Type**, and **Status**, edit your phone name, your **Default area code**, your **Bandwidth Settings** and enable **HD Voice***, and edit your **Emergency Address**.
4. Click **Save**.

*Available for Premium and Enterprise users only.



Set Your Presence

Presence-capable phones have status indicator lights that let you see who is available, busy, or on hold. You can turn on Presence and decide who gets monitored and how you want to handle the calls.

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click **Presence**. A pop-up will appear with a list of users who are currently able to see your **Presence**.
4. On the **Appearance** tab, check the box next to **Ring my phone when any user I am monitoring rings** if you'd like to use this feature.
5. Check the box next to **Enable me to pick up a monitored line on hold** if you'd like to use this feature.
6. Click **Select a User**.
7. Select a user to add from the list to your Presence-capable phone.
8. Click **Done**.
9. Click **Save**.

Note: If you use Office@Hand for Desktop, the list of users under Appearance will automatically sync with the HUD list on your desktop. Any changes you make to the HUD list on your desktop will also automatically sync with the Appearance list in your online account.

The screenshot shows the AT&T Office@Hand settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The left sidebar shows 'Dave Brown Ext. 101', 'Outbound Calls/Faxes', and 'Notifications'. The main content area is under 'Settings' with 'Phones & Numbers' expanded. The 'Presence' pop-up is open, showing the 'Appearance' tab with two checkboxes: 'Ring my phone when any user I am monitoring rings' and 'Enable me to pick up a monitored line on hold'. Below these is a search bar and a 'Preview on my phones' button. A table lists users with columns for Line, Name, and Ext. A 'Select a User' pop-up is also shown, listing users like Bob Miller, Charlie Lee, and Debbie Smith with their respective departments. Numbered callouts (1-9) indicate the sequence of steps for setting up presence.



10. Click the **Permissions** tab.
11. Next to **Allow other users to see my presence**, select the button next to **On** or **Off**.
12. Select the users who you'd like to allow to see your **Presence**.
13. Click **Save**.

The screenshot shows a 'Presence' settings window with two tabs: 'Appearance' and 'Permissions'. The 'Permissions' tab is active. Callout 10 points to the 'Permissions' tab. Callout 11 points to the 'Allow other users to see my Presence status:' section, which has radio buttons for 'On' (selected) and 'Off'. Callout 12 points to a table of users with checkboxes for selection. Callout 13 points to the 'Save' button at the bottom right.

Presence

Appearance Permissions

11 Allow other users to see my Presence status: On Off

Select users permitted to answer my calls:

Search All Departments

Show All | Show Selected (0)

<input type="checkbox"/>	Name	Ext.	Department
<input type="checkbox"/>	Bob Miller	104	Quality Assurance
<input type="checkbox"/>	Charlie Lee	103	Customer Service
<input type="checkbox"/>	Debbie Smith	105	
<input type="checkbox"/>	Sandra Brown	102	

Total: 4 Show: 10 < 1 >



Delegates

This option enables you to assign delegates who can answer and make calls on your behalf.

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click the **Delegates** tab.

The screenshot displays the AT&T Office@Hand user settings interface. At the top, the AT&T logo and 'AT&T Office@Hand' are visible, along with the user's name 'Dave' and extension '(856) 344-3908 Ext. 101'. The navigation menu includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is selected, and the 'Phones & Numbers' section is expanded. The 'Phones' sub-tab is active, and the 'Delegates' button is highlighted. Three orange callout boxes with numbers 1, 2, and 3 point to the 'Settings' tab, the 'Phones' tab, and the 'Delegates' button respectively.



Intercom

Intercom allows hands-free peer-to-peer conversations between users on desk phones and the Office@Hand for Desktop application. With Intercom, you can call another extension in your company and that phone will automatically answer the call in speakerphone mode. This feature is useful for announcing parked calls, notifying of visitors, and engaging in hands-free communications with colleagues.

Most Office@Hand desk phones have Intercom softkeys. Just press the Intercom softkey and dial an extension. The extension phone beeps to notify the user of an incoming intercom call, and the user's speakerphone is automatically activated.

Call routing and forwarding is supported, so if users are on intercom calls on their desk phones, incoming regular phone calls can forward automatically another device. Just set your forwarding rules to send calls to your mobile phone or the Office@Hand for Desktop application if your desk phone is busy.

The Polycom 6000 conference phone does not have softkeys; use the touch tone command *85 to initiate an Intercom session. The Office@Hand for Desktop application cannot make, but can receive, Intercom calls. The Office@Hand Mobile Apps cannot make an Intercom call; incoming Intercom calls convert into regular inbound calls.

The screenshot shows the AT&T Office@Hand user settings interface. The main interface includes a navigation menu with 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' section is expanded to show 'User Details', 'Phones & Numbers', and 'Conference'. The 'Phones & Numbers' section has sub-tabs for 'Numbers', 'Phones', and 'Conference'. The 'Intercom' softkey is highlighted with callout 3. The 'Phones' sub-tab is highlighted with callout 2. The 'Intercom' softkey is highlighted with callout 1. Below the main interface are two inset windows showing the 'Intercom' configuration dialog for 'Phone' and 'Users'.

Intercom - Phone Configuration

Phone permitted to accept intercom calls: On Off

Phone Users

Select a phone that can accept intercom calls:

Search

Select	Phone
<input checked="" type="checkbox"/>	Polycom VVX-311 Gigabit Ethernet Phone

Total: 1 Show: 10 < 1 > Cancel Save

Intercom - Users Configuration

Phone permitted to accept intercom calls: On Off

Phone Users

Select users permitted to make intercom calls to me:

Search All Departments

Show All | Show Selected (0)

<input type="checkbox"/>	Name	Ext.	Department
<input type="checkbox"/>	Bob Miller	104	Quality Assurance
<input type="checkbox"/>	Charlie Lee	103	Customer Service
<input type="checkbox"/>	Debbie Smith	105	
<input type="checkbox"/>	Sandra Brown	102	
<input type="checkbox"/>	Shared Line 1	4	

Total: 5 Show: 10 < 1 > Cancel Save



Enable Intercom Calls

To enable Intercom calls:

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click **Intercom**.
4. On the **Phones** tab, enable intercom calling by choosing a phone to accept intercom calls. Click **Disabled** (if Intercom is currently disabled) or the current Intercom-enabled phone to change the settings.
5. Select the button next to the phone you'd like to accept intercom calls.
6. Click **Save**.
7. On the **Users** tab, select users who you'd like to be able to make intercom calls to you.
8. Click **Save**.

The screenshot displays the AT&T Office@Hand user settings interface. The main interface shows the 'Settings' tab with 'Phones & Numbers' selected. Two pop-up windows are shown, illustrating the steps to enable intercom calls.

Step 1: The 'Settings' tab is selected in the top navigation bar.

Step 2: The 'Phones & Numbers' section is expanded, and the 'Phones' sub-tab is selected.

Step 3: The 'Intercom' button is clicked in the bottom right corner of the 'Phones' section.

Step 4: The 'Intercom' pop-up window is shown with the 'Phone' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. The 'Save' button is highlighted.

Step 5: The 'Intercom' pop-up window is shown with the 'Users' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. The 'Save' button is highlighted.

Step 6: The 'Intercom' pop-up window is shown with the 'Users' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. The 'Save' button is highlighted.

Step 7: The 'Intercom' pop-up window is shown with the 'Users' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. The 'Save' button is highlighted.

Step 8: The 'Intercom' pop-up window is shown with the 'Users' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. The 'Save' button is highlighted.



Conference

Audio conferencing lets many people call in to the same line to be part of a discussion.

1. From the **Settings** tab, click on **Phones & Numbers**
2. Click on the **Conference** tab to show your assigned conference line. Start a meeting by using your Dial-In Number, then entering your Host Code. Other callers can use the Participants code to join your call.
3. Select **Invite with Email** to send dial-in details to selected email recipients.

For additional information on Conference, see [“Audio Conference”](#) on page 34.

The screenshot shows the AT&T Office@Hand user settings interface. At the top, the user is identified as Dave Brown, Ext. 101. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings (highlighted with an orange location pin), and Tools. A left sidebar contains options for Dave Brown Ext. 101, Outbound Calls/Faxes, and Notifications. The main content area is titled 'User Details' and includes a 'Phones & Numbers' section with three tabs: Numbers, Phones, and Conference (highlighted with an orange location pin). Under the Conference tab, the 'Conference Number' is (234) 203-2766, the 'Host Code' is 306-736-539, and the 'Participants Code' is 024-707-147. An 'Invite with Email' button is located at the bottom of the configuration area, highlighted with an orange callout bubble.



Screening, Greeting, & Hold Music

In this section, you can set your preferences for your different greetings, hold music, and blocked calls.

Set a User Greeting

Your Office@Hand system comes with a default personal greeting such as "Thank you for calling (user name)." You can easily change this greeting to your own custom greeting. Follow the steps on this page to record a custom greeting over the phone or import a prerecorded greeting from your computer.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Click **Edit** under **User Greeting**. A pop-up will appear with the current greeting.
3. Choose your preferred type of greeting.
 - a. **Default:** Select **Default** from the menu
 - b. **Custom:** Select **Custom** from the menu 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 **Call Now** and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone:** click **Allow** if prompted 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.

The screenshot shows the AT&T Office@Hand settings interface. The 'Settings' tab is selected, and the 'Screening, Greeting & Hold Music' section is expanded. The 'User Greeting' is set to 'Custom'. A 'User Greeting' pop-up is shown with 'Default' selected in the 'Set Greeting' dropdown. Another 'User Greeting' pop-up is shown with 'Custom' selected, and the 'Call me at' field is empty. A 'Call Now' button is visible. A 'Save' button is also visible.



- **Import** Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.

4. Click **Done**.
5. Click **Save**.

The screenshot shows the AT&T Office@Hand settings interface for user Dave Brown. The 'Settings' tab is active, and the 'Screening, Greeting & Hold Music' section is expanded. Three 'User Greeting' dialog boxes are overlaid to illustrate the steps:

- Step 1:** The 'Screening, Greeting & Hold Music' section is expanded, and the 'User Greeting' option is selected.
- Step 2:** The 'User Greeting' dialog box is open, showing the 'Set Greeting' dropdown menu set to 'Custom'.
- Step 3a:** The 'Set Greeting' dropdown menu is open, showing 'Default' selected.
- Step 3b:** The 'Set Greeting' dropdown menu is open, showing 'Custom' selected.
- Step 4:** The 'Call Now' button is clicked, and the 'Call me at' dialog box is open, showing the 'Enter a new number' field and the 'Call Now' button.
- Step 5:** The 'Call me at' dialog box is open, and the 'Save' button is clicked.



Set up 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.

1. Under the **Settings** tab, click **Screening, Greeting & Hold Music**.
2. Under **Call Screening**, click **Enable**.
3. Click **Edit** to set call screening options. Under **Ask callers to say their names before connecting**, select the button next to your preferred condition.
4. Click **Done**.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand user settings interface. The top navigation bar includes the AT&T logo, the user name 'Dave Brown Ext. 101', and the extension '(210) 555-0120 Ext. 101'. The main navigation menu on the left shows 'Settings' as the active tab. The 'Screening, Greeting & Hold Music' section is expanded, showing options for 'User Greeting', 'Connecting Message', and 'Hold Music'. The 'Call Screening' section is also visible, with the 'Enable' checkbox checked. A modal dialog titled 'Set up Call Screening' is open, showing the 'Connecting Options' section with three radio button options: 'If Caller ID not present' (selected), 'If caller not in contact list', and 'Always'. The 'Done' button in the modal is highlighted with a blue circle. The 'Save' button at the bottom right of the main settings area is also highlighted with a blue circle. Orange callout numbers 1 through 5 are placed over various UI elements to correspond with the numbered steps in the text.



Connecting Message

Set the recorded message you want callers to hear to let them know the call will now be transferred to your line.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Connecting Message**, click **Enable**.
3. Click **Edit**. A pop-up appears with the current connecting message.
 - 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 prompted 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**. Click the play button to listen to your greeting.
4. Click **Done**.
5. Click **Save**.

Note: Repeat this process, selecting the After Hours tab (if displayed), to set up a Connecting Message for after business

The screenshot displays the AT&T Office@Hand user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active, showing a sidebar with 'Dave Brown Ext. 101', 'Outbound Calls/Faxes', and 'Notifications'. The main content area is titled 'Screening, Greeting & Hold Music' and includes sections for 'User Greeting', 'Connecting Message', and 'Hold Music'. The 'Connecting Message' section is expanded, showing 'Enable' checked and 'Default' selected. Two pop-up windows are overlaid: '3a.' shows the 'Default' message with a play button and a 'Done' button; '3b.' shows the 'Custom' message recording options, including 'Phone', 'Computer Microphone', and 'Importing' tabs, a 'Call me at' field with the number '650-555-1212', and a 'Call Now' button. Numbered callouts 1 through 5 are placed over the interface to correspond with the steps in the text.



Audio While Connecting

Set the music you'd like callers to hear in the while waiting to be connected. Please Note that the "Audio while connecting" setting is applied on a rule basis, the "Hold music" setting is applied for all calls.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Audio While Connecting**, click **Enable**.
3. Click **Edit**. A pop-up appears with the current audio.
4. Select the radio button next to your preferred choice of audio:
 - a. **Ring Tones**.
 - b. **Music**: Select audio from the drop-down menu.
 - c. **Custom**: Upload a WAV or MP3 file.
5. Click **Done**.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand user settings interface. The 'Settings' tab is selected, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Audio While Connecting' setting is enabled, and the 'Music' option is selected. Three pop-up windows are overlaid on the interface, each showing a different audio selection option: 'Ring Tones', 'Music', and 'Custom'. The pop-up windows are numbered 4a, 4b, and 4c. The 'Audio While Connecting' setting is numbered 2, and the 'Edit' button is numbered 3. The 'Save' button at the bottom right is numbered 6. The 'Done' button on the pop-up windows is numbered 5.



Set Hold Music

Set the music you'd like callers to hear while on hold. The hold music will be applied to all calls.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Hold Music**, click **Enable**.
3. Click **Edit**. A pop-up appears with the current music.
4. Select your preferred choice of music:
 - a. **Ring Tones**.
 - b. **Music**: Select your choice of music from the drop-down menu. You have standard music options as well as options that are optimized for mobile devices at the bottom of the list.
 - c. **Custom**: Upload a WAV or MP3 file. Press the **Play** button to listen to your greeting, press **Record** to re-record your custom greeting or select a different type of audio.
5. Click **Done**.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand settings page for user Dave Brown (Ext. 101). The 'Settings' tab is selected, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Hold Music' section is currently set to 'Acoustic' and is enabled. Three pop-up windows, labeled 4a, 4b, and 4c, are overlaid on the right side of the screen to demonstrate the process of changing the hold music. Pop-up 4a shows the 'Ring Tones' option selected. Pop-up 4b shows the 'Music' option selected with 'Acoustic' chosen from the dropdown. Pop-up 4c shows the 'Custom' option selected, with a play button and a record button visible. The 'Done' button in pop-up 4c is highlighted with a red circle and labeled '5'. The 'Save' button at the bottom right of the main settings page is highlighted with a red circle and labeled '6'. Orange callout boxes with numbers 1 through 6 are placed on the main interface to correspond to the numbered steps in the text.



Blocked Calls

Choose specific phone numbers and fax numbers that you'd like to block and prevent from calling or faxing your number. You can also choose what message they will hear when they attempt to call.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Click the **Blocked Calls** tab for call blocking options. If you are the administrator, you will see a message notifying you that calls blocked for this extension will apply to any calls to the company as well as your own extension.
3. Under **Block Option** select whether you'd like to block specific calls and faxes or all calls.
4. **Only Block these numbers or area codes:**
 - a. Enter **phone numbers** (and names) of specific numbers you'd like to block.
 - b. Click **Callers will hear** to set the message you'd like them to hear.
5. Under **Callers will hear** you can click **Edit** to set the message you'd like these callers to hear.
6. **Block calls with no caller ID:**
 - a. Select **Calls and Faxes**, **Faxes**, or **None**.
7. **Block calls from pay phones:**
 - a. Check the box next to **Enable block calls from pay phones**.
 - b. Edit **Callers will hear** to set the message you'd like these callers to hear, then click **Done**.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand user settings interface. At the top, the user is identified as Dave Brown, Ext. 101. The 'Settings' tab is active, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Blocked Calls' sub-tab is selected. The interface includes a sidebar with 'Outbound Calls/Faxes' and 'Notifications' options. The main content area has sections for 'Block option', 'Only block these numbers or area codes', 'Callers will hear', 'Block calls with no caller ID', and 'Block calls from pay phones'. Each section has a dropdown menu, a text input field, and an 'Edit' button. A 'Save' button is at the bottom right.



Call Handling & Forwarding

Call Forwarding

As a User, you can set up different call forwarding rules for your extension(s). Add up to 10 forwarding numbers for each extension assigned to you, and set calls to ring at these numbers sequentially or simultaneously.

You can access the in-product help and tool tips to find more information, including knowledgebase articles, on configuring call handling and forwarding.

- From the **Settings** tab, select **Call Handling & Forwarding**.
- Set **Incoming calls forward in this order** as follows:
 - Sequentially:** Use the dotted icon at the beginning of each line to set the order in which your phones will ring.
 - Simultaneously:** All phones listed will ring at the same time.
- Create Ring Group:** Use this feature to group numbers and allow them to ring at the same time. Check the box beside the numbers you want to select and click **Create Ring Group**. Click **Ungroup** to ungroup the numbers.
- Add Call Forwarding Phone:** Click this button to add additional phone numbers, with up to 10 forwarding numbers for each phone extension.
- Forward to Other's Phones:** Click **Add Call Forwarding Phone** to open this option and select from a list of other user's numbers.
- Click **Save**.

The screenshot shows the AT&T Office@Hand settings interface. The user is logged in as Dave Brown, Ext. 101. The 'Settings' tab is selected, and the 'Call Handling & Forwarding' section is expanded. The 'Incoming Calls Forward in this Order' is set to 'Sequentially'. A table lists forwarding rules with columns for Order, Active, Ring For, Name, and Number. A '+ Add Call Forwarding Phone' button is visible, along with 'Cancel' and 'Save' buttons at the bottom.

Order	Active	Ring For	Name	Number
1	<input type="checkbox"/>	0 Rings / 0 Secs	Desktop App & Smart Phone	N/A
2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Mobile	+63 (947) 5195122
3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller VVX-311	(205) 555-0122
4	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Polycorn VVX-311 Gigabit Ethernet Phone	(650) 555-0122
5	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Sam Smith Cisco SPA-122 ATA	(650) 682-0122
6	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Home	+63 (555) 5190122



Incoming Call Handling

You can choose settings in Incoming Call Information so that when you receive a call, either at your office or forwarded to another of your phones, you will hear a recorded prompt that announces the name of the extension the caller dialed. For example, it may say, "Dave, you have a call." Or "Sales, you have a call."

This feature helps users who are members of more than one department-or who use phones that are both business and personal-answer the call appropriately.

1. From the **Settings** tab, click **Call Handling & Forwarding**.
2. Click the **Settings** tab.
3. Click **Edit** under **Incoming Call Information**.
4. On **Display Number**, you can select Incoming Caller ID or Called Number under **Incoming Number Displayed to Me**. This setting is useful if you are using a non-Office@Hand phone as a forwarding number, so you would know how to identify an Office@Hand call.
 - a. **Incoming Caller ID**: displays the phone number of the person calling.
 - b. **Called Number**: displays the phone number the person dialed. If you use your business phone for personal use as well, it allows you to identify business calls and answer them appropriately.

The screenshot shows the AT&T Office@Hand user settings interface. The user is logged in as Dave Brown, Ext. 101. The 'Settings' tab is selected, and the 'Call Handling & Forwarding' section is expanded. The 'Incoming Call Information' settings are visible, with the 'Display Number' tab selected. The 'Incoming Number Displayed to Me' dropdown is set to 'Incoming Caller ID'. The 'Display This Call Information on' options are 'Non-Office@Hand phones only' (selected) and 'All phones'. The 'Edit' button is highlighted with a red circle 3, and the 'Settings' tab is highlighted with a red circle 2. The 'Call Handling & Forwarding' section is highlighted with a red circle 1, and the 'Incoming Call Information' dialog is highlighted with a red circle 4.



5. Click **Play Announcement**, to configure how you want the announcement to play before connecting.
6. **Direct Calls:** this setting allows you to hear an announcement when your extension or phone is called directly. This is helpful for identifying how you should answer the phone, especially if you use the phone for both business and personal use. You can select the following options under this setting:
 - a. **For non-Office@Hand phones only:** Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your Office@Hand phone.
 - b. **Always:** All calls will be announced before being forwarded to any of your phones.
 - c. **Never:** All calls will be connected without an announcement (unless they are from blocked numbers)

The screenshot shows the AT&T Office@Hand user settings interface. The main settings page is visible in the background, with the 'Settings' tab selected. A modal window titled 'Incoming Call Information' is open, showing options for 'Display Number' and 'Play Announcement'. The modal is annotated with numbered callouts:

- 5: Points to the 'Play Announcement' tab.
- 6: Points to the 'Direct Calls' dropdown menu.
- 7: Points to the 'Call Queue Calls' dropdown menu.
- 8: Points to the 'Include mailbox name in announcement' checkbox.
- 9: Points to the 'Require my pin to answer' checkbox.
- 10: Points to the 'Save' button.



7. **Call Queue Calls:** This setting applies if you are a member of a call queue. This is helpful for identifying how you should answer the phone, especially if you are a member of multiple call queues.

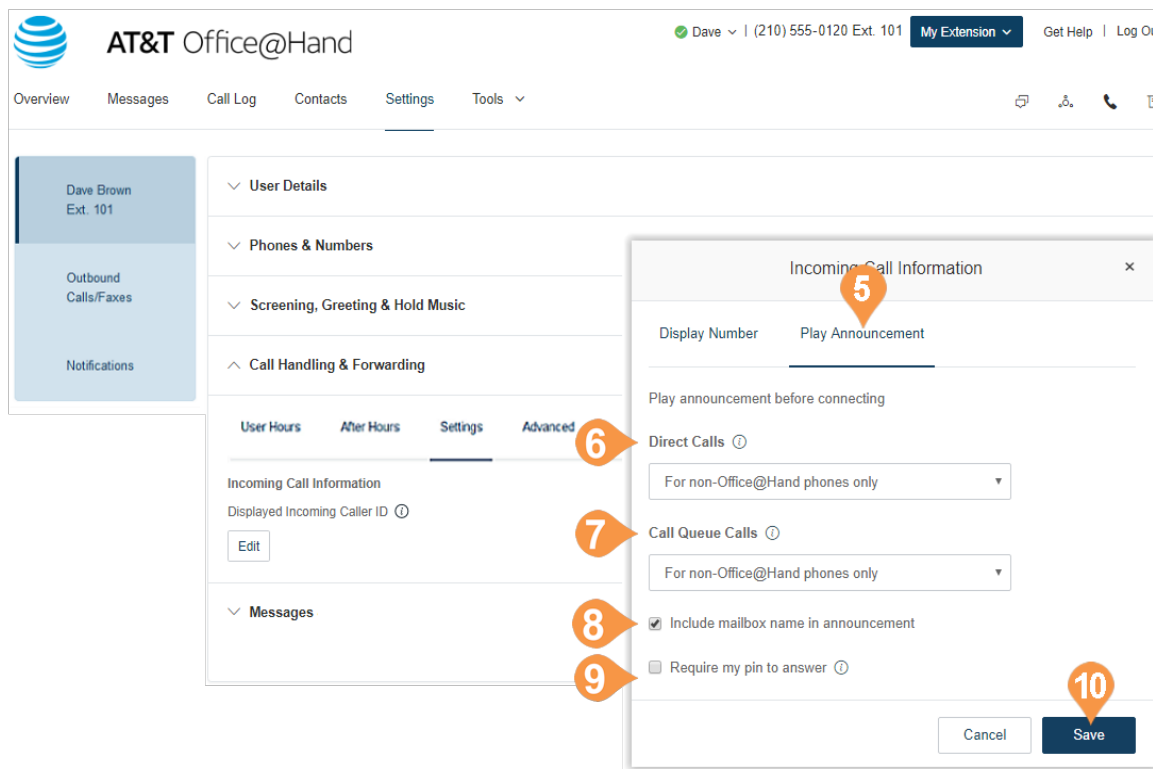
a. **For non-Office@Hand phones only:** Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your Office@Hand phone. You will still be prompted to press 1 to accept department (Call Queue) calls on you non-Office@Hand phones.

b. **Always:** All calls will be announced before being forwarded to any of your phones.

8. Check **Include mailbox name in announcement** if you'd like the mailbox name to be included in the announcement. If this option is unchecked and you get a department (Call Queue) call, the prompt will say "Queue Call, to accept this call, press 1". If you are supposed to accept calls from the Sales and Technical Departments for example, checking this option will let you know if the call you are getting is for Sales or Technical Department.

9. Check **Require my pin to answer:** this option requires the Office@HandPIN be entered before accepting a call. This is a helpful security feature if you do not want other people to accept your calls, such as when you are at home or at another location.

10. Click **Save**



Call Flip

Office@Hand Call Flip lets you transfer conversations from one device to another quickly and easily. Flip a call you are on to your mobile phone on your way out of the office. Or flip a mobile call to your home phone once you've finished your commute.

Manage Your Call Flip Numbers

1. From the **Settings** tab, select the **Call Handling & Forwarding**.
2. Click **Call Flip**.
3. A pop-up will appear with a list of numbers/ devices assigned to that user with a Flip number beside each.
4. Click the dotted icon to move a device up or down to change its assigned number. You may skip or leave any number unassigned.
5. Click **Save**.

To Use Call Flip

When you are on a phone call, press the asterisk key (*) and a number corresponding to the device to which it is assigned. The call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, clicking *2 while you are on a call will instantly transfer the call to your home phone.

The screenshot shows the AT&T Office@Hand settings interface. The user is logged in as Dave Brown (Ext. 101). The 'Settings' tab is active, and the 'Call Handling & Forwarding' section is expanded. The 'Call Flip' sub-section is visible, with an 'Edit' button. A pop-up window titled 'Call Flip' is open, displaying a table of flip numbers and phone names. The table has columns for 'Flip Number', 'Phone Name', and 'Number'. The rows are numbered 1 through 8. A 'Save' button is at the bottom right of the pop-up.

Flip Number	Phone Name	Number	
press +1	Polycom VVX-311 Gigabit Ethernet Phone	(650) 682-0533	Unlink
press +2	Existing Phone	(205) 538-0301	Unlink
press +3	Home	+63 (947) 5195319	Unlink
press +4	Mobile	+63 (947) 5195320	Unlink
press +5	Work	+63 (947) 5195311	Unlink
press +6	Mobile	+63 (947) 5195314	Unlink
press +7	Bob Miller VVX-311	(205) 538-0122	Unlink
press +8	Sam Smith Cisco SPA-122 ATA	(650) 682-1372	Unlink



Messages & Notifications

Messages

In the messages section, decide whether or not you'd like to take messages, set your voicemail greeting, and choose how you'd like to be notified for different interactions.

Set a Voicemail Greeting

1. From the **Settings** tab, select **Messages**.
2. Under **Take Messages**, check **Enable**.
3. Under **Voicemail Greeting** click **Edit**.
4. A pop-up will appear with the current Voicemail Greeting. Choose your preferred type of greeting from the drop-down menu.
 - a. **Default** – Select **Default** from the drop-down menu.
 - b. **Custom** – Select **Custom** from the drop-down menu, and choose how you'd like to set your custom recording:
 - **Record Over the Phone**
For **Call me at**, enter 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.

The screenshot displays the AT&T Office@Hand user settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The user profile 'Dave Brown, Ext. 101' is shown on the left. The 'Messages' section is expanded, showing 'Take Messages' (checked) and 'Voicemail Greeting' (Default). Two pop-up windows are overlaid: one for 'Custom' greeting with a 'Call me at' field and a 'Call Now' button (labeled 4b), and another for 'Default' greeting with a 'View In' dropdown set to 'English (U.S.)' and a playback timer (labeled 4a). A 'Save' button is visible in the bottom right of the main settings area (labeled 5).



- **Import**

Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.

5. Click **Save**.

By default, you receive your own voicemail messages. To configure another user/extension to receive your voicemail messages (for example, when you are out of the office), click **Message Recipient** and select the user who should receive the voicemail messages.

Notifications

Set your settings for email alerts or text messages when you receive a voicemail message, fax, missed call or for the status of their fax transmission results.

1. From the **Settings** tab, select **Notifications** in the sidebar.
2. Click the **Messaging Notifications**.
3. Set options for email or text-message notifications to a recipient of your choice when voicemail messages or faxes are received, or calls missed.
4. Set your notification settings by checking the boxes and filling in email and phone numbers.
 - a. Click **Advanced Notification Options** to see more detailed notification settings.
 - b. Set your **Advanced Notification Options**.
 - c. Click **Back to Basic Notification Settings**.
5. Click **Save**.

Outbound Caller ID

This option allows a user to display or block the caller ID of their phone numbers during outbound calls. As a default, your outbound caller ID is not blocked. Follow

The screenshot shows the AT&T Office@Hand user interface. At the top, the user is identified as 'Dave' with extension 101. The 'Settings' tab is active. The sidebar on the left has 'Outbound Calls/Faxes' selected (1) and 'Notifications' below it. The main content area is titled 'Caller ID' (2) and contains several sections:

- By Phone:** Polycom VVX 201 IP Phone, (856) 344-3908 - Local Company Number. Includes an 'Edit' button.
- By Feature:** (3)
 - RingOut from Web: (856) 344-3908 - Local Company Number. Includes an 'Edit' button.
 - Call Flip: (856) 344-3908 - Local Company Number. Includes an 'Edit' button (4).
 - Mobile App: Not-specified. Includes an 'Edit' button.
 - Delegated Caller ID: (856) 344-3908 - Local Company Number. Includes an 'Edit' button.
- RingMe (Outgoing to Caller):** (856) 344-3908 - Local Company Number. Includes an 'Edit' button.
- Fax Number:** (856) 344-3908 - Local Company Number. Includes an 'Edit' button.
- Common Phone:** (856) 344-3908 - Local Company Number. Includes an 'Edit' button.
- Alternate Caller ID:** Not-specified. Includes an 'Edit' button.

At the bottom, there is an **Internal calls** section (5) with a checked box for 'Display my extension number for internal calls.' and 'Cancel' and 'Save' buttons (6).



Outbound Fax Settings

Set your outbound fax settings using these instructions.

Changing Fax Cover Sheet

1. From the **Settings** tab, select **Outbound Calls/Faxes** from the sidebar.
2. Select the **Fax Settings** tab.
3. Edit your **Cover page info**. Enter your **Company name, Address, City, State/Province, Zip/Postal Code, and Country**.
4. Under **Cover Page** click **Select**.
5. Select and preview the **Default Cover Page**. A default cover sheet is attached to each fax you send through Office@Hand. The variable information on the cover page will be filled in during the fax-sending process.
6. Click **Done**.
7. Click **Save**.

The screenshot shows the AT&T Office@Hand user interface. At the top, the user is identified as Dave Brown, Ext. 101. The navigation bar includes Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. The left sidebar shows 'Outbound Calls/Faxes' selected. The main content area is titled 'Fax Settings' and contains a 'Cover Page Info' section with fields for Company, Country, Additional address, and State/Province. A 'Cover Page' modal is open, showing a dropdown for 'Default Cover Page' set to 'Contempo', a 'Preview' section with a form, and 'Cancel' and 'Done' buttons. The 'Done' button is highlighted with callout 6. At the bottom right of the settings page, there is an 'Add' button and a 'Save' button, with the 'Save' button highlighted by callout 7.



Setting a Custom Phone Number

If your system administrator has enabled this option, 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. Select the Settings tab,
2. Choose the **Outbound Calls/Faxes** tab.
3. Select **Fax Settings**.
4. Beneath the Phone Number field, select Edit.
5. A pop-up appears with a list of available numbers, sortable by Type. Click the button beside the number you want the cover page to show.
6. Click **Done**.

The screenshot shows the AT&T Office@Hand user interface. At the top, the user is logged in as 'Dave' with extension 101. The 'Settings' tab is active in the navigation menu. In the sidebar, the 'Outbound Calls/Faxes' section is selected. The main content area shows the 'Fax Settings' configuration page. Under 'Cover Page Info', there are fields for Company, Street Address (1234 Main Street), City (Springfield), and Zip Code (e.g. 35007). Below these fields, there are sections for 'Phone Number' and 'Fax Number', each with an 'Edit' button. A 'Select Number' pop-up window is open, displaying a list of available phone numbers. The number '(856) 288-3086' is selected with a radio button. The 'Done' button in the pop-up is highlighted with a red circle.



Adding Emails That Can Send Faxes

When a user sends a fax via Office@Hand, the system checks the email address of the sender, and sends the fax if it is on the approved list. Emails might include alternate company accounts or personal accounts. You can have up to five approved email addresses.

1. From the **Settings** tab, select **Outbound Calls/Faxes** from the sidebar.
2. Select the **Fax Settings** tab.
3. Under **Omit cover page when email subject line is blank**, select the button next to **On** or **Off** depending on your preference. If this option is selected, when you send a fax via email with a subject line, the cover page will be used. If you send it without a subject line, a cover page will not be used.
4. Enter the email address you wish to add.
5. Click **Add** (repeat for up to 25 additional addresses).
6. Click **Save**.

AT&T Office@Hand

Overview Messages Call Log Contacts Settings Tools

Dave Brown Ext. 101

My Extension Get Help Log Out

1 Outbound Calls/Faxes

2 Fax Settings

3 Omit cover page when email subject is blank

4 Email@example.com

5 Add

6 Save

Company: AT&T

Street Address: e.g. 120 1st St SW

City: e.g. Alabaster

Zip Code: e.g. 35007

Fax Number: (856) 344-3908 - Local Company Number

Country: United States

Additional address (Optional): e.g. Suite 500 or Building A, Floor 3

State/Province: California

Cover Page: Contempo

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@rcfax.com](#).

Omit cover page when email subject is blank

On Off

Email Addresses

Email addresses permitted to send faxes

Cancel Save



Faxing via Email

Send faxes by emailing them as attachments from any email address you have added to the "Faxes Sent via Email" menu described previously.

1. Enter the recipient's 10-digit fax number@rcfax.com in the To: field. For example, to send a document to the fax number 1-650-555-6567, you would use this email address: 6505556567@rcfax.com.
2. Enter a subject in your email to use as your fax subject. Depending on your settings for Faxes Sent via Email, adding a subject may determine whether or not a cover page is sent with your fax. See instructions for Adding Emails that Can Send Faxes for more information.
3. Attach the document you wish to fax.
4. Type your message in the body of the email.

Click **Send**.

