# Welcome to

**AT&T** Office@Hand℠

## Customer Guide

Great, you're interested in making the move to AT&T Office@Hand.
Let's get going on your path to collaboration.

# Welcome to AT&T Office@Hand

## Thank you for your interest in Office@Hand!

This Customer Guide provides details on what to expect, what your responsibilities are, and what AT&T's responsibilities are. We promise a timely coordination and quick implementation of the service. Our deployments are designed to enable service immediately of your contract effective date.

It is critical that your administrator follows the express setup instructions and prepares for an Implementation call by completing the pre implementation workbook.

Within 48 business hours of your order being placed, an Implementation Coordinator will contact you to review implementation and training based on your business needs.

This guide also provides details on how to contact AT&T should you have any service questions or issues after your service activation date.

Finally, this guide has a Quick Reference Guide for your administrators and end users. This will help find answers quickly to any questions.

We are here to help with your deployment of Office@Hand. If you have any questions, please feel free to contact your AT&T representative.

Thank you for choosing AT&T!

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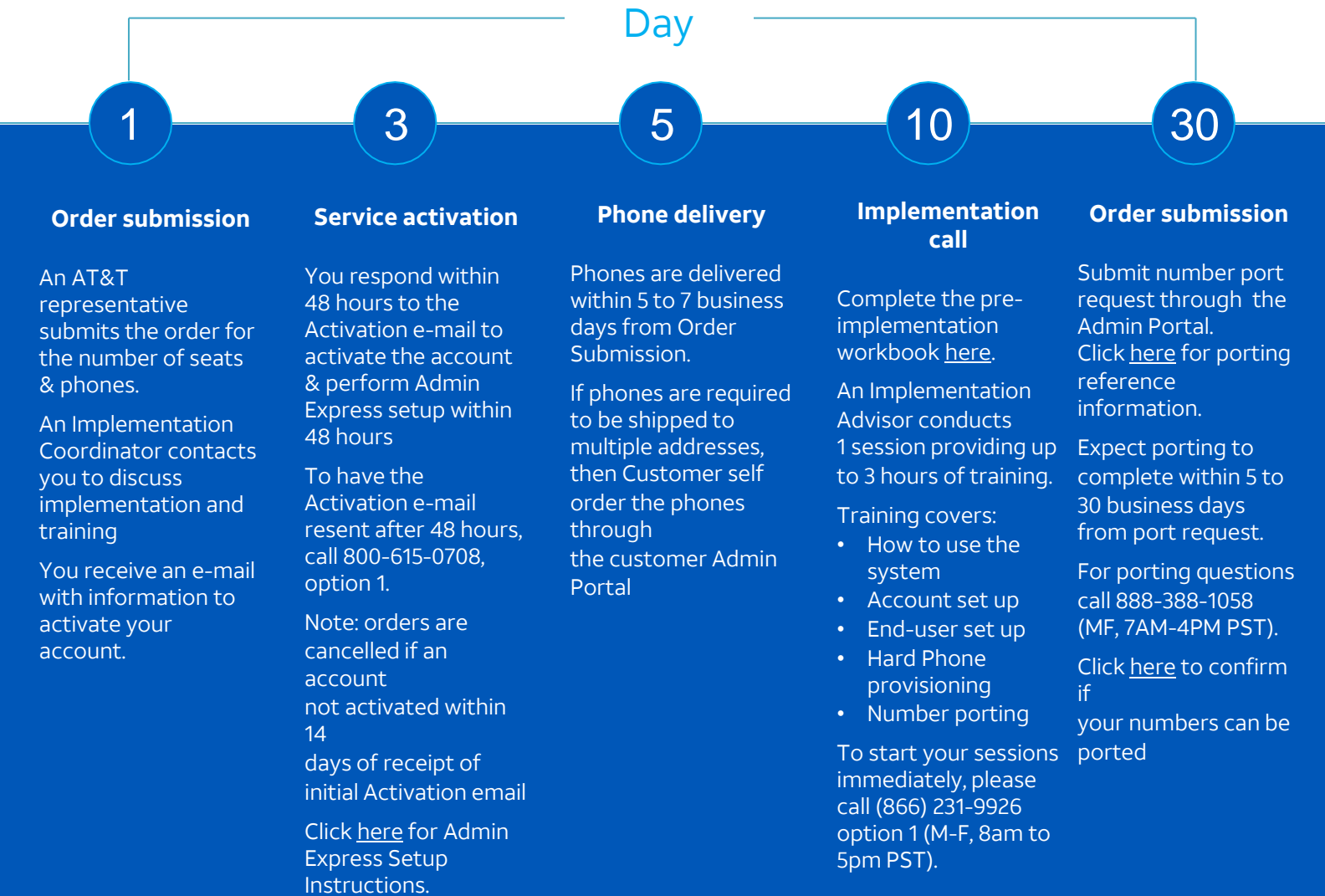AT&T Business

# What to expect with DIY Implementation

As we prepare for your Office@Hand activation, clear and frequent communication is our #1 priority. Your AT&T representative is your primary contact for all your questions until your Office@Hand Implementation Advisor contacts you.

Your activation timeline is based on a few items, including:

- Telephone number requirements
- Hardware availability
- Site readiness and delivery timelines

The timeline below assumes telephone number porting is accepted by Local Exchange Carrier with no errors, hardware is available and ready to ship, and your network is setup to support the end points, local switch ports are configured correctly, and the broadband can support the voice service. These details should have been discussed during your sales experience.

Any new, unexpected requirements or changes to the information gathered during the sales experience may require updates to your order and may impact the services and project timeline.

## Day

**1 — Order submission**

An AT&T representative submits the order for the number of seats & phones.

An Implementation Coordinator contacts you to discuss implementation and training

You receive an e-mail with information to activate your account.

**3 — Service activation**

You respond within 48 hours to the Activation e-mail to activate the account & perform Admin Express setup within 48 hours

To have the Activation e-mail resent after 48 hours, call 800-615-0708, option 1.

Note: orders are cancelled if an account not activated within 14 days of receipt of initial Activation email

Click here for Admin Express Setup Instructions.

**5 — Phone delivery**

Phones are delivered within 5 to 7 business days from Order Submission.

If phones are required to be shipped to multiple addresses, then Customer self order the phones through the customer Admin Portal

**10 — Implementation call**

Complete the pre-implementation workbook here.

An Implementation Advisor conducts 1 session providing up to 3 hours of training.

Training covers:
- How to use the system
- Account set up
- End-user set up
- Hard Phone provisioning
- Number porting

To start your sessions immediately, please call (866) 231-9926 option 1 (M-F, 8am to 5pm PST).

**30 — Order submission**

Submit number port request through the Admin Portal. Click here for porting reference information.

Expect porting to complete within 5 to 30 business days from port request.

For porting questions call 888-388-1058 (MF, 7AM-4PM PST).

Click here to confirm if your numbers can be ported

| Additional Reference Resources | Network Requirements Click here | Supported Phones Click here | Technical Questions - 800-615-0708 opt 1 \| Credentials Required: Telephone Number & Security Question and Answer |
| --- | --- | --- | --- |
| | Features, FAQs, How-To Guides Click here | Billing Questions (800) 615-0708 opt 6 | |

Note: These are estimated timelines and vary depending on service needs. This general chart provides a sequential list of expected milestones.
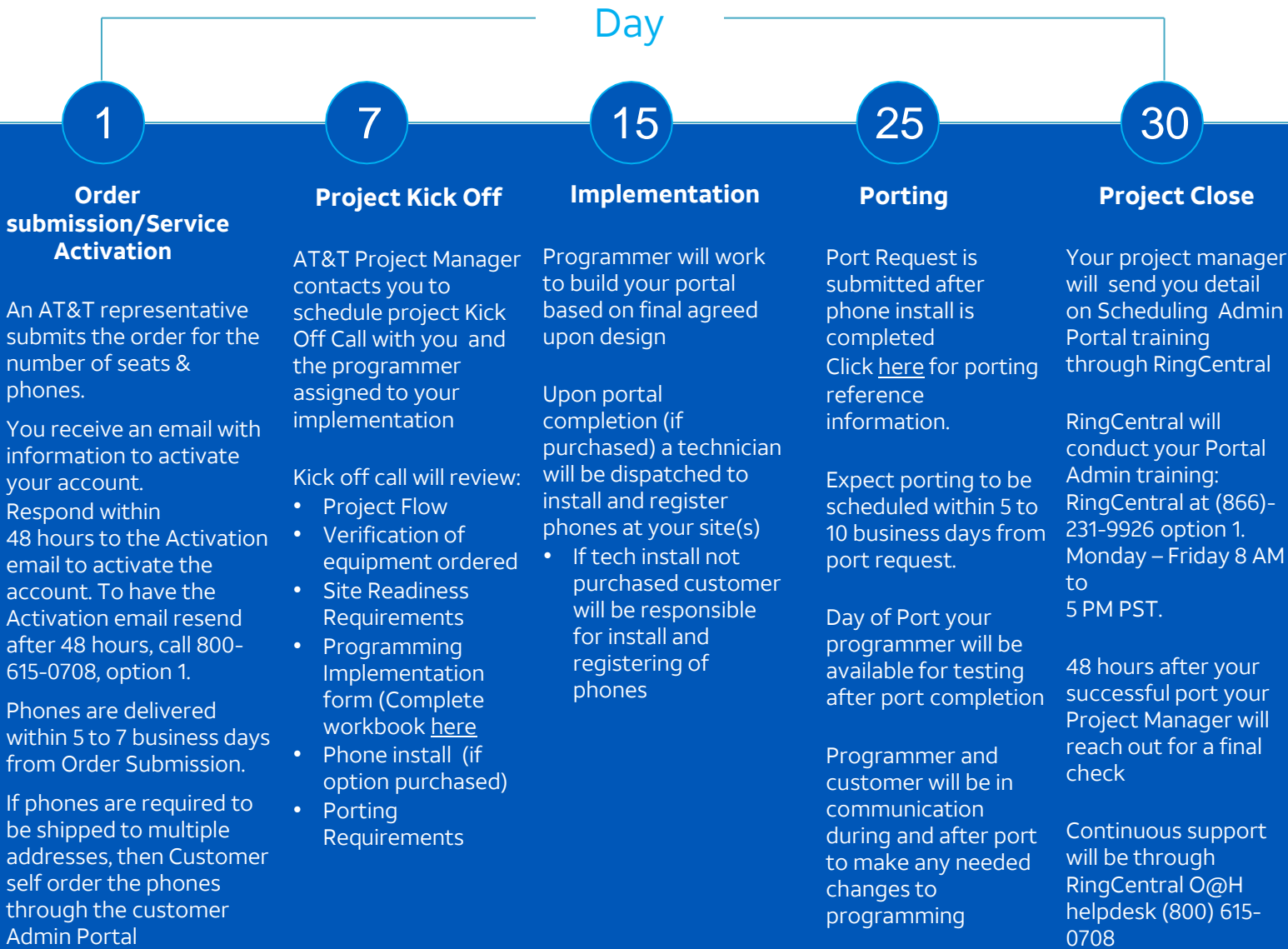
# What to expect with Professional Services

After your contract is signed, expect an email from your assigned Professional Services Project Manager in about a week . Your project Manager will be your primary contact for your implementation.

Your activation timeline is based on a few items, including:

- Telephone number requirements
- Hardware availability
- Site readiness and delivery timelines
- Providing programming detail to your Project Manager/Programmer

The timeline below assumes telephone number porting is accepted by Local Exchange Carrier with no errors, hardware is available and ready to ship, and your network is setup to support the end points, local switch ports are configured correctly, and the broadband can support the voice service. These details should have been discussed during your sales experience.

Any new, unexpected requirements or changes to the information gathered during the sales experience may require updates to your order and may impact the services and project timeline.

## Day

### 1 — Order submission/Service Activation

An AT&T representative submits the order for the number of seats & phones.

You receive an email with information to activate your account. Respond within 48 hours to the Activation email to activate the account. To have the Activation email resend after 48 hours, call 800-615-0708, option 1.

Phones are delivered within 5 to 7 business days from Order Submission.

If phones are required to be shipped to multiple addresses, then Customer self order the phones through the customer Admin Portal

### 7 — Project Kick Off

AT&T Project Manager contacts you to schedule project Kick Off Call with you and the programmer assigned to your implementation

Kick off call will review:
- Project Flow
- Verification of equipment ordered
- Site Readiness Requirements
- Programming Implementation form (Complete workbook here
- Phone install (if option purchased)
- Porting Requirements

### 15 — Implementation

Programmer will work to build your portal based on final agreed upon design

Upon portal completion (if purchased) a technician will be dispatched to install and register phones at your site(s)
- If tech install not purchased customer will be responsible for install and registering of phones

### 25 — Porting

Port Request is submitted after phone install is completed Click here for porting reference information.

Expect porting to be scheduled within 5 to 10 business days from port request.

Day of Port your programmer will be available for testing after port completion

Programmer and customer will be in communication during and after port to make any needed changes to programming

### 30 — Project Close

Your project manager will send you detail on Scheduling Admin Portal training through RingCentral

RingCentral will conduct your Portal Admin training: RingCentral at (866)-231-9926 option 1. Monday – Friday 8 AM to 5 PM PST.

48 hours after your successful port your Project Manager will reach out for a final check

Continuous support will be through RingCentral O@H helpdesk (800) 615-0708

| Additional Reference Resources | Network Requirements Click here | Supported Phones Click here | Technical Questions - 800-615-0708 opt 1 Credentials Required: Telephone Number & Security Question and Answer |
| --- | --- | --- | --- |
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Note: These are estimated timelines and vary depending on service needs. This general chart provides a sequential list of expected milestones.

# Customer Readiness Checklist

Throughout the implementation process, you will receive requests for information to help prepare for your service activation.
This checklist will help you track your progress and anticipate the next steps in the activation process.

- ☐ Do not disconnect current numbers prior to ordering your Office@Hand phone numbers. Read more about porting numbers & next steps here. Please see the reference links later in this document to learn more about porting.

- ☐ Verify there are no pending orders on your current services (changes, implementation, etc).

- ☐ Work with your local network administrator for each location to ensure your Firewall

- ☐ Configurations are opened for Office@Hand and have adequate ports to support physical devices: Your local network administrator should ensure bandwidth requirements are met. Reference Document found here.*

- ☐ Provide your AT&T Sales Representative information regarding your billing setup.

  If you want bills to be sent to multiple locations, provide the following information per location:

    • Address where bill needs to be sent
    • Name, phone number, email address of person on the bill
    • If you are tax exempt, provide the appropriate information

- ☐ If phones are required to be shipped to multiple addresses, then Customer self order the phones through the customer Admin portal.

  Provide the AT&T Sales Representation the information of your employees that will need to access Business Direct

    • First & last Name
    • Telephone Number
    • Email
    • Address
    • Existing or new Business Direct User?

  (*recommended browsers:* access ebill and submit trouble tickets & Advanced Concierge Ongoing requests)

- ☐ If porting telephone numbers from another company to AT&T, sign Letter of Agreement and provide Customer Service Records that include every telephone number that is porting to your AT&T Sales Representative. Your AT&T Sales Representative should provide you the Letter of Agreement to sign.
  Reference document found here.

- ☐ If moving telephone numbers from an existing AT&T voice service, provide the list of the exact telephone numbers you want moved to your AT&T Sales Representative.

- ☐ If you want new telephone numbers assigned to your Office@Hand service, the admin portal can assist for self implementation. For AT&T Professional Services, please inform the assigned project manager.

- ☐ Fill out the Data Input tab of the End User Requirements document provided to you by your AT&T Sales Representative. *

- ☐ Attend meetings scheduled by the Implementation Advisor for your training.

- ☐ Provide business requirements for your Office@Hand Advanced Features (i.e. Auto Attendant, Call Queues, Hunt Groups, etc.) to the AT&T Sales Rep.*

- ☐ Complete configuration of E911 service for proper PSAP routing.*

- ☐ Provide dates you are available to work with the Implementation Advisor for the 3 hour training.

- ☐ Prepare your employees for using Office@Hand by providing them the End User Quick Reference Guide.
  Ensure all employees receive the Activation email and setup their access.

- ☐ Ensure all employees with physical IP phones receive the Device Activation Code email and register their IP phone.*

- ☐ Attend Administrator training scheduled after your first site test and turn up. This training is completed remotely and may take up to an hour.

- ☐ Ensure Administrators can log into Business Direct and see the menu options to submit Office@Hand requests.

*AT&T can provide Professional Services to help complete this activity for a fee.

# Training

An Implementation Advisor will conduct one training session providing up to three hours, included in your O@H implementation.

Training covers:
- How to use the system
- Account set up
- End-user set up
- Hard Phone provisioning
- Number porting

To start your sessions immediately, please call (866) 231-9926 option 1 (M-F, 8am to 5pm PST).

AT&T Partner Extended Support provides enhanced services beyond our standard unified communications support. Contact your AT&T Sales Rep if you are interested in ongoing support via our **Partner Extended Support** program, available at an additional fee.

**Partner Extended Support\* provides**

**24x7 Direct to Tier 2 Support**
using a follow-the-sun model

**Priority call routing** with a dedicated support phone number

**Assigned Technical Account Manager** ("TAM"): professional who will review support cases & drive resolution

**Professional Services hours**
to maintain AT&T Office@Hand services

# Trouble Reporting

We want you to experience excellent service with Office@Hand with AT&T.

The Support Team is here to assist with service-related issues, from the moment they are submitted until they are closed. When you contact your Support Team, they will work to identify and resolve the problem, issue, or concern or answer your question as quickly as possible.

Contacting Your Operations Technical Support Team

There are two ways you can contact your Support Team with any problems, issues, concerns, or questions.

• Online, through the O@H Asecare Portal

• By phone
  • If your Billing Account begins with 831, please contact us at 1-800-615-0708.
    Hours of operation are 24 hours a day, 7 days a week.
  • If your Billing Account number DOES NOT begin with 831, please contact us at 1-866-563-4703.
    Hours of operation are: Monday through Friday 9:00 AM to 9:00 PM ET,
    Saturday 10:00 AM to 7:00 PM ET, and Sunday 10:00 AM to 7:00 PM ET.

AT&T Partner Extended Support provides enhanced services beyond our standard trouble reporting support. Contact your AT&T Sales Rep if you are interested in ongoing support via our **Partner Extended Support** program, available at an additional fee.
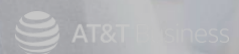
# Billing

AT&T has a variety of billing options for Office@Hand. We can bill all your subscriptions to a main "headquarters" location or bill your subscriptions individually at each location that uses the service. If you need to change your billing setup, you can contact your AT&T Sales Representative. Changes to your billing setup that your AT&T Sales Representative can manage may include:
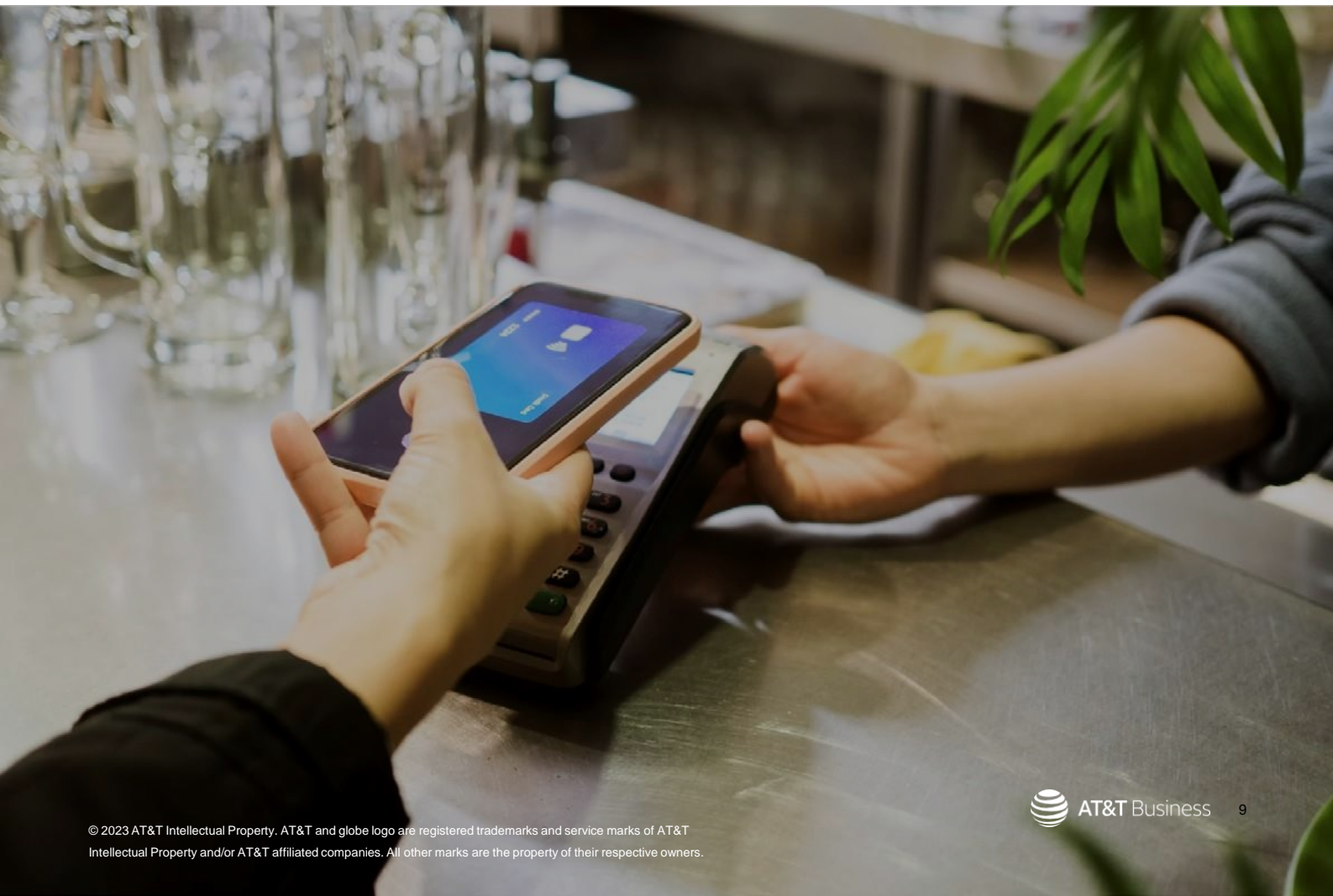
- Changing your defined "headquarters" location

- Adding additional location(s) to setup local billing

- Changing the name of the person receiving the bills

- Changing a billing address

General questions regarding your bill can be addressed by calling 1-800-218-8658 or online through the *Business Direct Portal.*

You can setup electronic payments by going to *www.att.com/attsmartpayments*

You can pay by check by including your account number on your check and mailing it to:

AT&T

P.O. Box 5019

Carol Stream, IL 60197

AT&T Business

Start