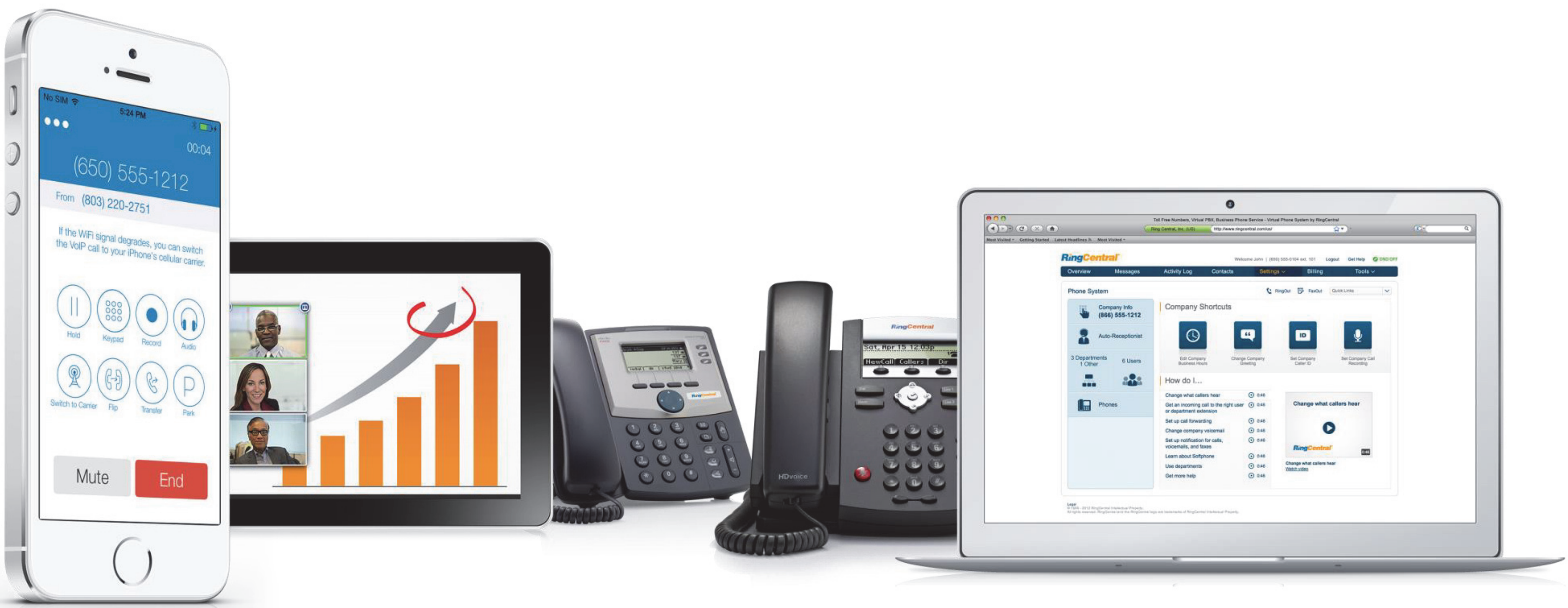
RingCentral Office@Hand from AT&T

Reference Guide for Admins and Users



RingCentral®

Contents

*Available only with selected plans, locations and devices.

Introduction

RingCentral Office@Hand Office is an award-winning VoIP business phone system that delivers quality voice and fax communications without the need for on-premise PBX hardware. Cloud-based Office@Hand Office is a feature-rich, low-cost communication solution for small to mid-size enterprises.

This guide will help the system administrator and end-users set up and access the following Office@Hand Office features:

- Auto-Receptionist
- Multi-level IVR (Auto-Attendant)
- Company directory
- Presence (in-office, away, do not disturb)
- Message alerts
- Call queues
- Call handling and forwarding
- Call parking in the cloud
- Call recording on demand and automatic
- Intercom
- Softphone on desktop and mobile devices
- Business SMS
- Faxing via email
- Audio conferencing
- Paging
- Shared lines
- Meetings (HD video and desktop sharing)
- Integration with Salesforce, Outlook, and cloud storage services

Part 1 – "Getting Started" on page 4.

Part 2 – "Admin Functions: Company Settings" on page 22.

Part 3 – User Settings for both admins and end-users. See "Settings for Admins and Users" on page 62.

Part 4 – Desk phones and the Office@Hand Softphone application. See "Phones and Apps" on page 92.

"Appendix: Express Setup for Administrators" on page 101.

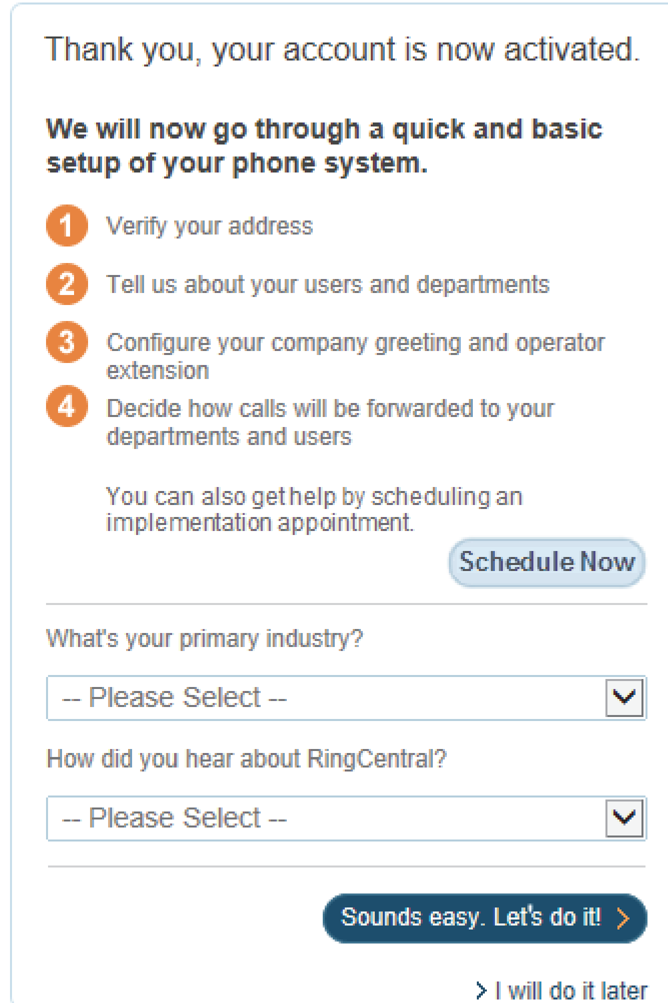
Part 1 - Getting Started

Express Setup

After you activate your account, Office@Hand starts **Express Setup**, which quickly guides you through the process of setting up your new phone system.

Select the dropdown entry that matches your industry and answer the question about how you heard about RingCentral Office@Hand Office@Hand. Then click "**Sounds easy. Let's do it!**"

If you skip the **Express Setup**, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of **Express Setup** to be able to get the most from your Office@Hand phone system.



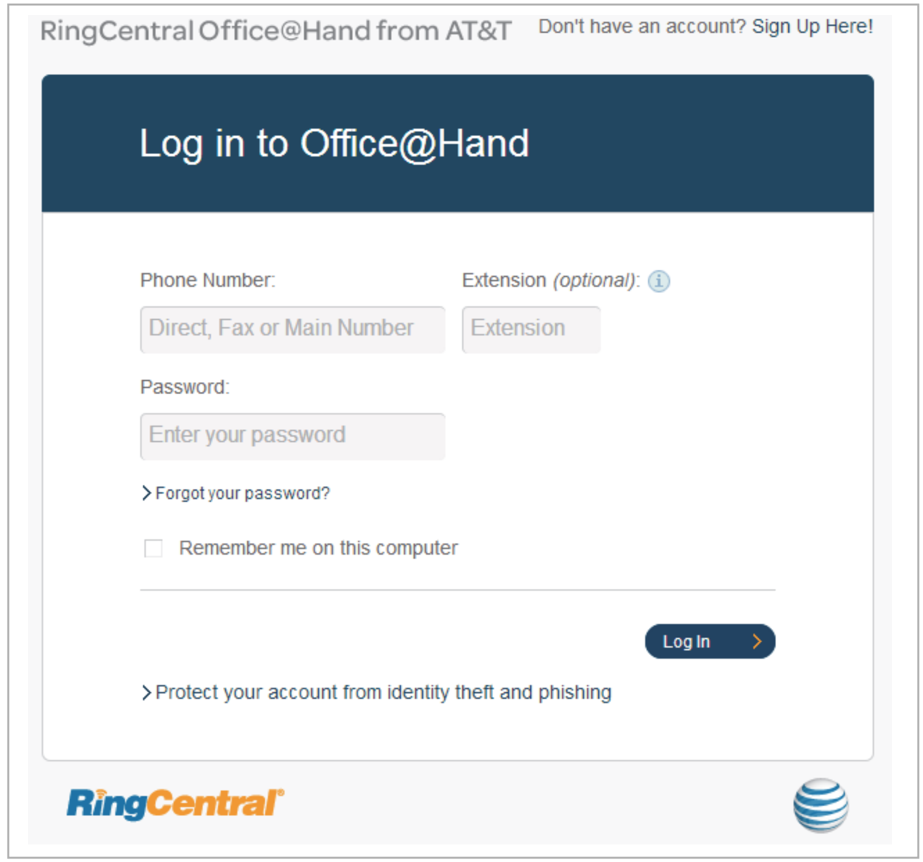
Schedule an Implementation Appointment

If you prefer, you can set up an appointment with an Office@Hand Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this, click the **Schedule Now** button, and choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter **Notes** for the specialist. Click **Schedule**. Then back at the previous screen, click **I will do it later**.

How to access your account

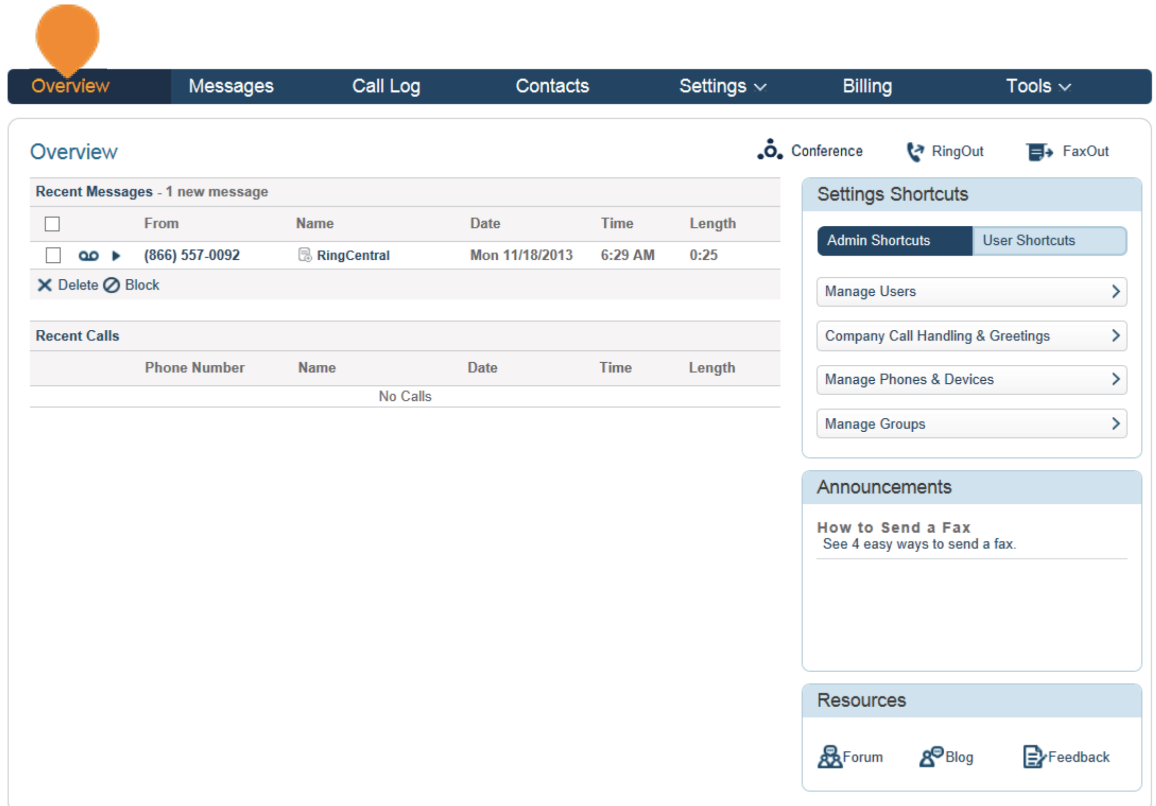
There are two ways to access your account:

1. Log in to your online account at http://service-Office@Hand.ATT.com using your main Office@Hand phone number and password.
2. Download our mobile app for your smartphone (see “Smartphone Apps” on page 97).



The Overview Page

The **Overview** page is your account home page. It shows your recent voicemail and faxes, recent inbound and outbound calls, your account status and announcements. Let's take a look at the navigation bar across the top of this page and see how to use it. Some features are described in more detail later in this document.

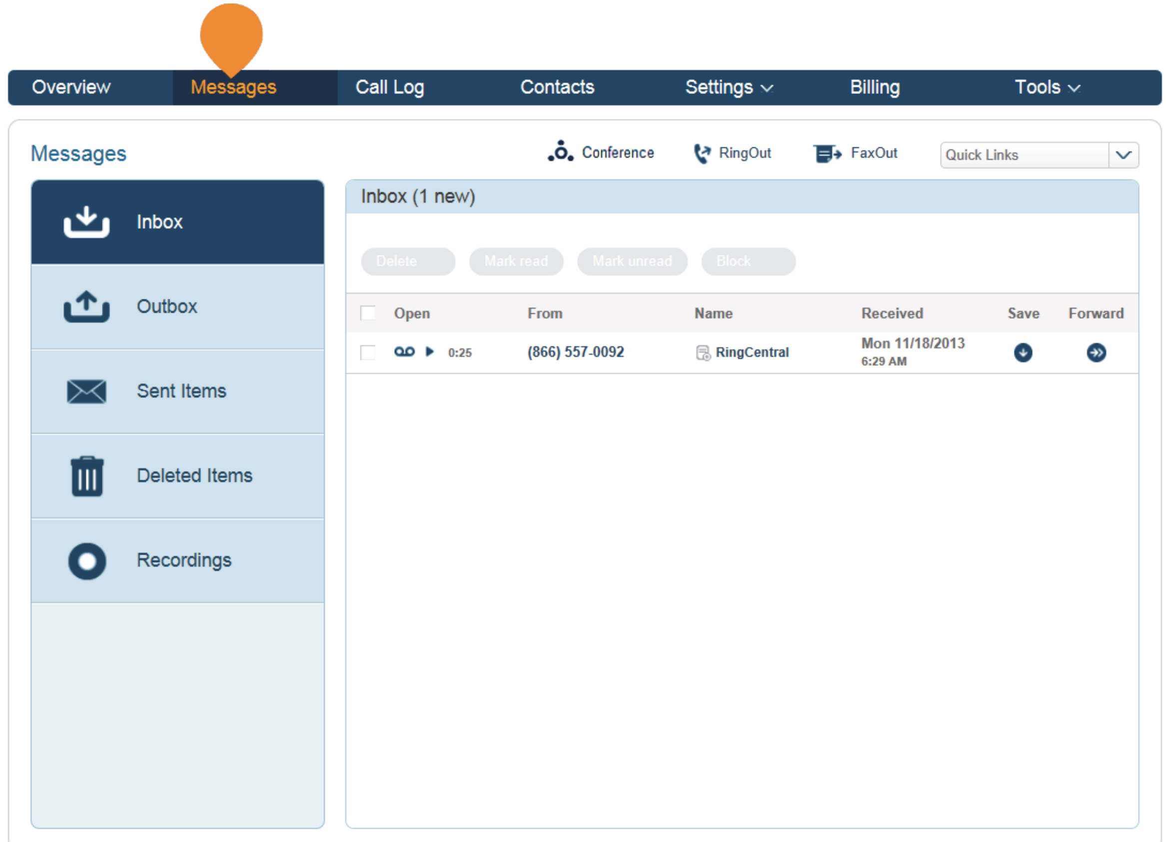


Messages

Your voicemail and fax messages are stored here.

Under **Messages**, you can:

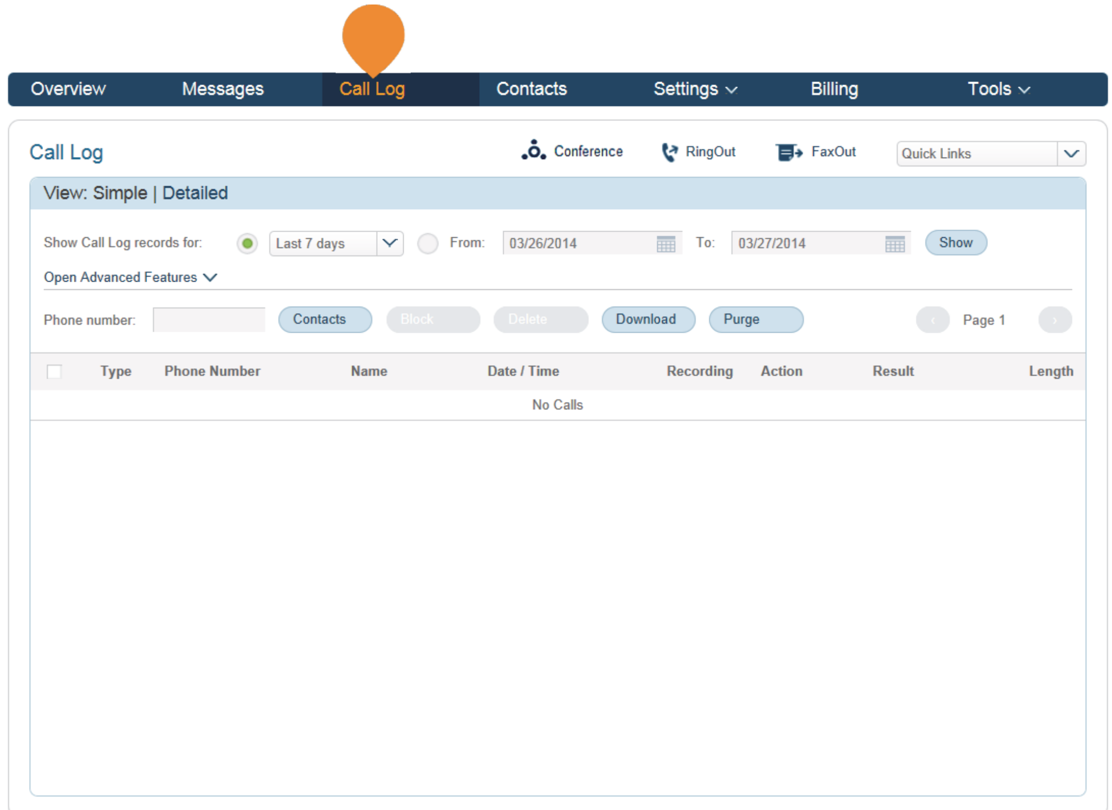
- Review inbound and outbound callers
- Listen to voicemail
- View faxes
- Save voicemail and received faxes to your computer
- Forward messages and faxes by email
- Click on a caller's number to call them back
- Delete and undelete items
- Block callers



Call Log

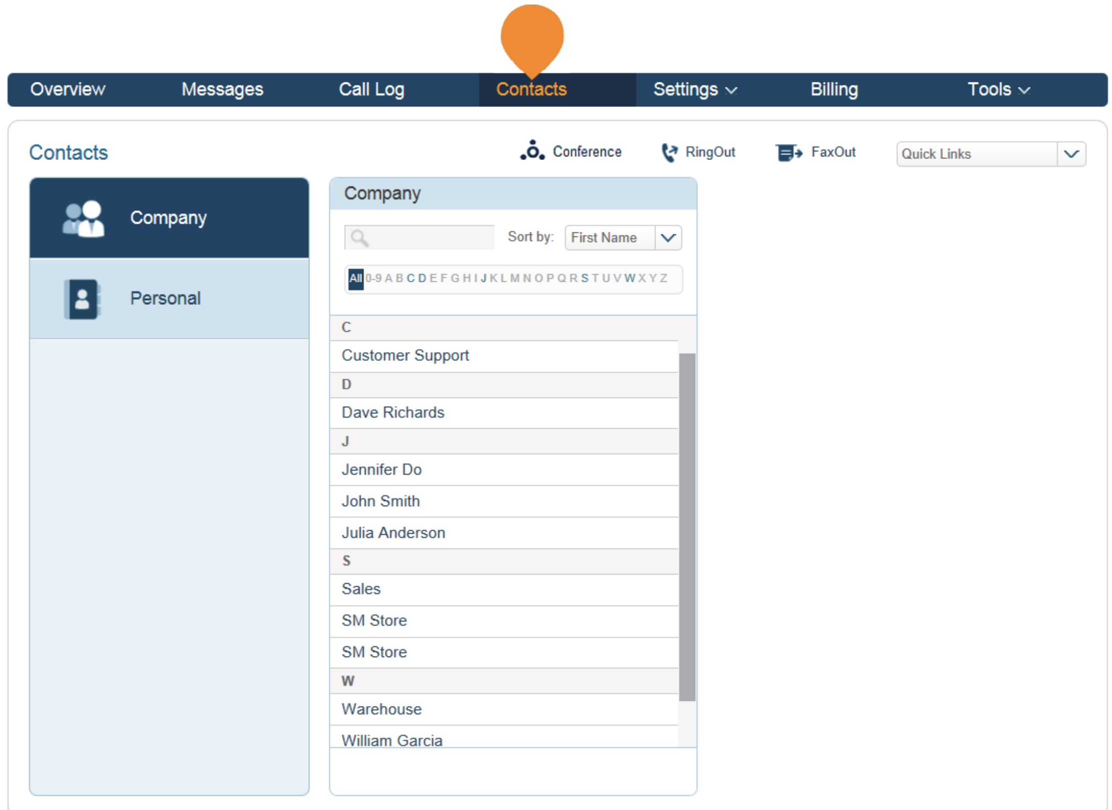
The **Call Log** provides customized reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls.

Save reports for analysis or you can have the call log delivered to an email address daily, weekly, or monthly on specified days



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. To learn how, click here.

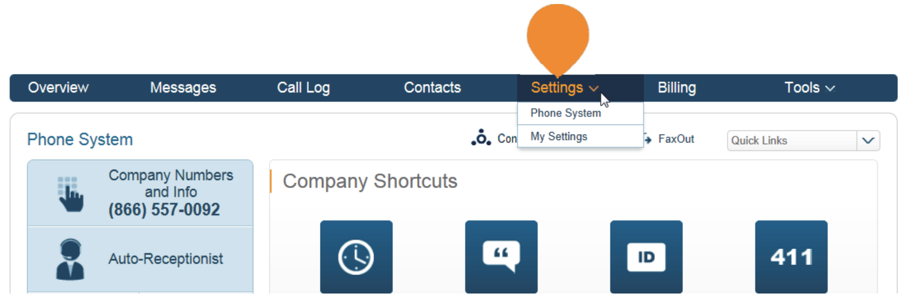


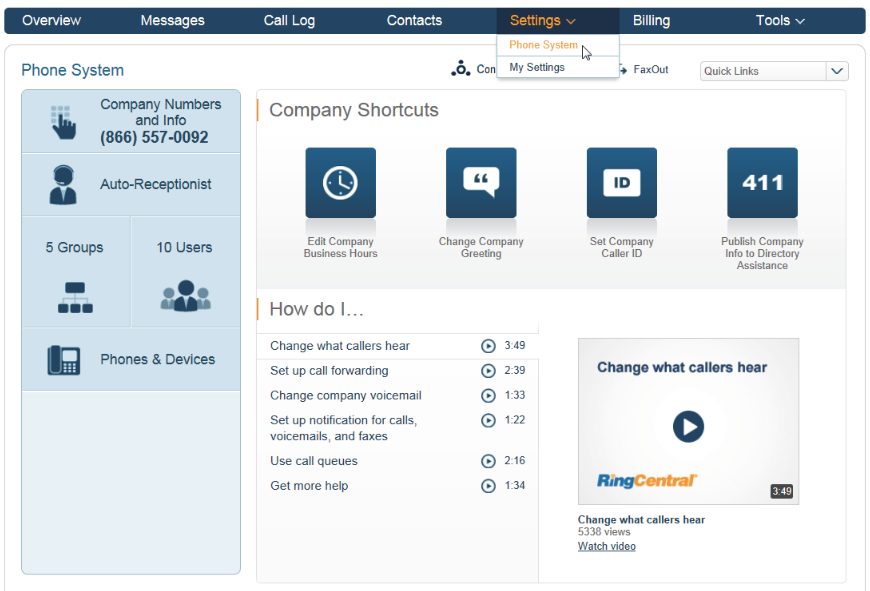
Settings

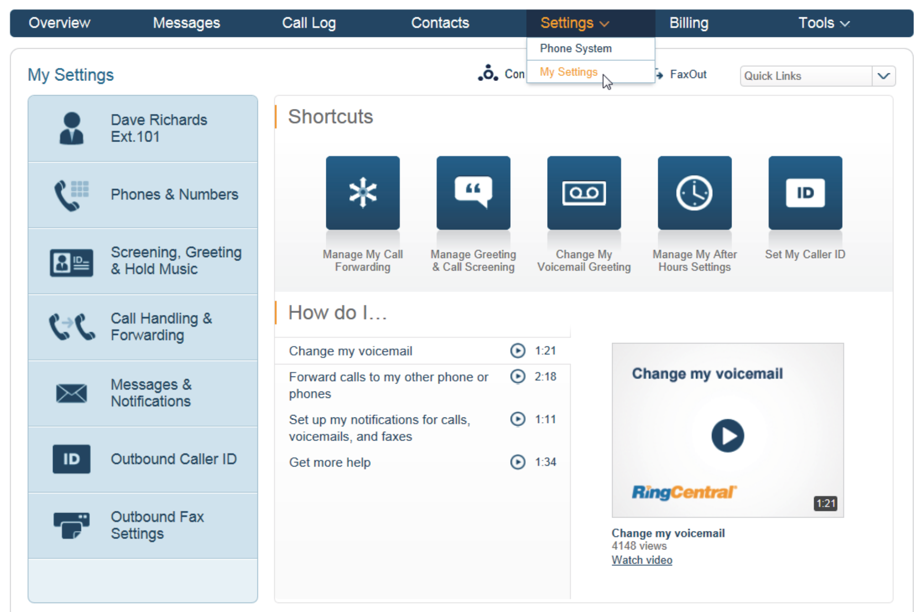
Settings has two groupings:

Phone System, where you can control all settings for the company (Admin function only).

My Settings, where you can change your personal settings.

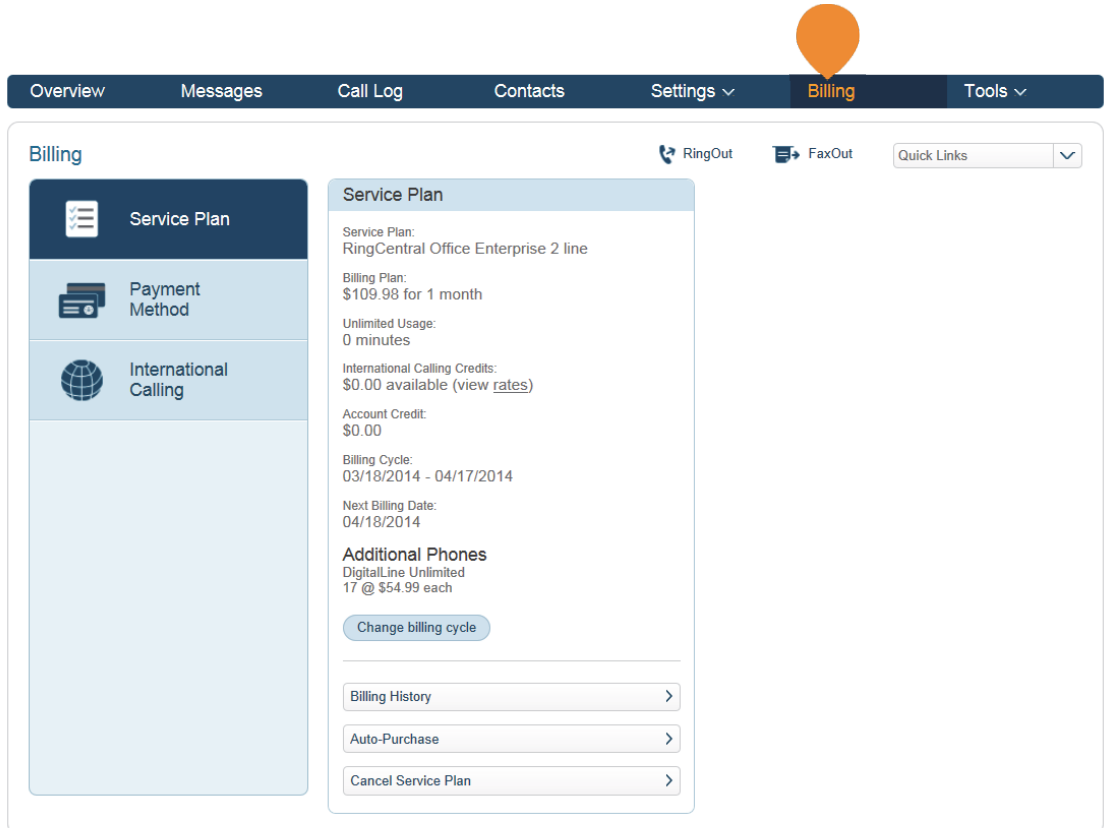






Billing

The **Billing** tab leads to menus for managing your Service Plan, choosing a **Payment Method** and permissions for **International Calling**. (Billing is an Admin function only.)



Tools

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

Mobile Apps

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

Softphone

Use the Softphone application to control your calls from your PC or Mac. 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. Fax from any MS Office 2013 application; sync Outlook 2013 contacts. Supports Alphanumeric passwords.

Meetings App

Office@Hand Meetings™ is a cloud-based app for video conferencing and web sharing of desktops and application displays. Participants are invited to join a meeting by email or SMS on mobile. They do not have to be Office@Hand customers, but they do need to download the free Meetings app for their desktop or mobile device. (Meetings is available free to Enterprise Edition customers.)

Directory Assistance

Directory Listing enables business details to be published in the **National Local Directory Assistance**. Once your company details are published, potential customers can readily locate your business. This is a free Admin function available for all Office@Hand customers.

App for Salesforce

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

RingMe

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

Appearance

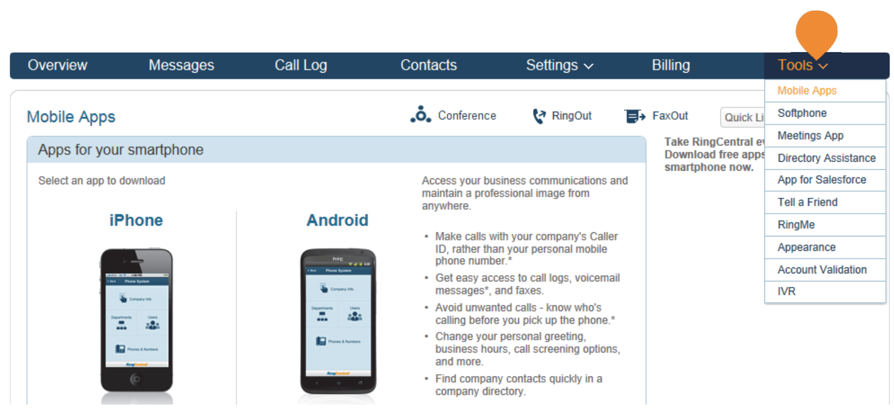
Customize your Office@Hand Service site with your company logo. (Admin function only.)

Account Validation

Identity validation is recommended as a security measure to protect your account. Set for you and all your users, it prevents unauthorized individuals from accessing account information by emailing a login code to you when you attempt to log in from a new computer. While it can be turned off, that is not recommended. (Admin function only.)

IVR

Multi-level IVR allows companies to create inbound call flows to multiple menu levels, or to deploy large numbers of independent IVR menus at multiple locations.



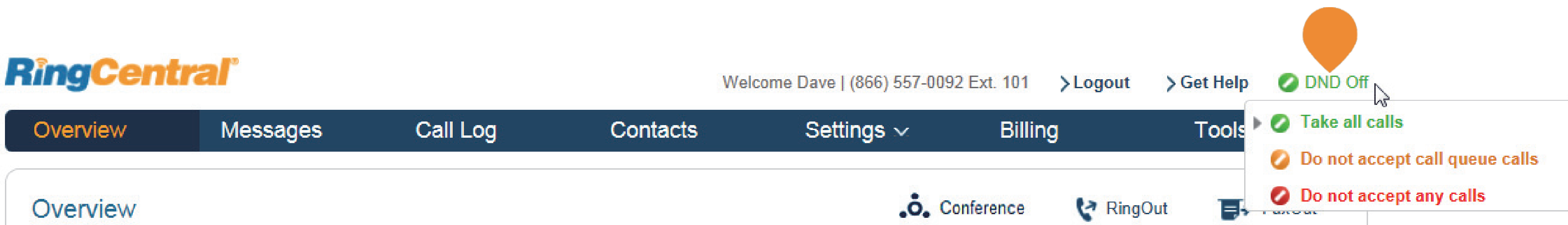
Do Not Disturb (DND)

On the upper right of every page of your online account is a small button labeled "**DND**," or Do Not Disturb. Click "**DND**" to toggle to other settings:

DND Off — **green** means that you will take all incoming calls.

DND On — **orange** means "Do not accept call queue calls." These callers are sent to voicemail.

DND On — **red** means "Do not accept any calls", and all callers are sent to voicemail.



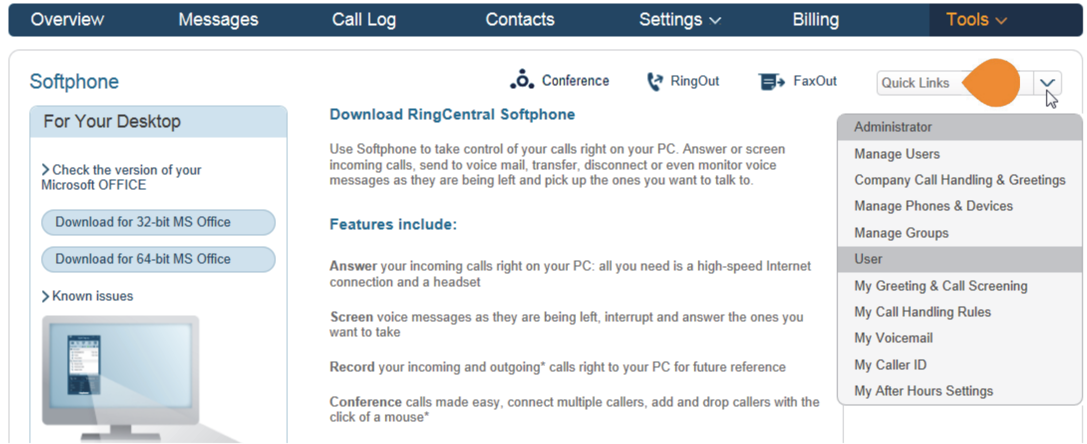
Quick Links

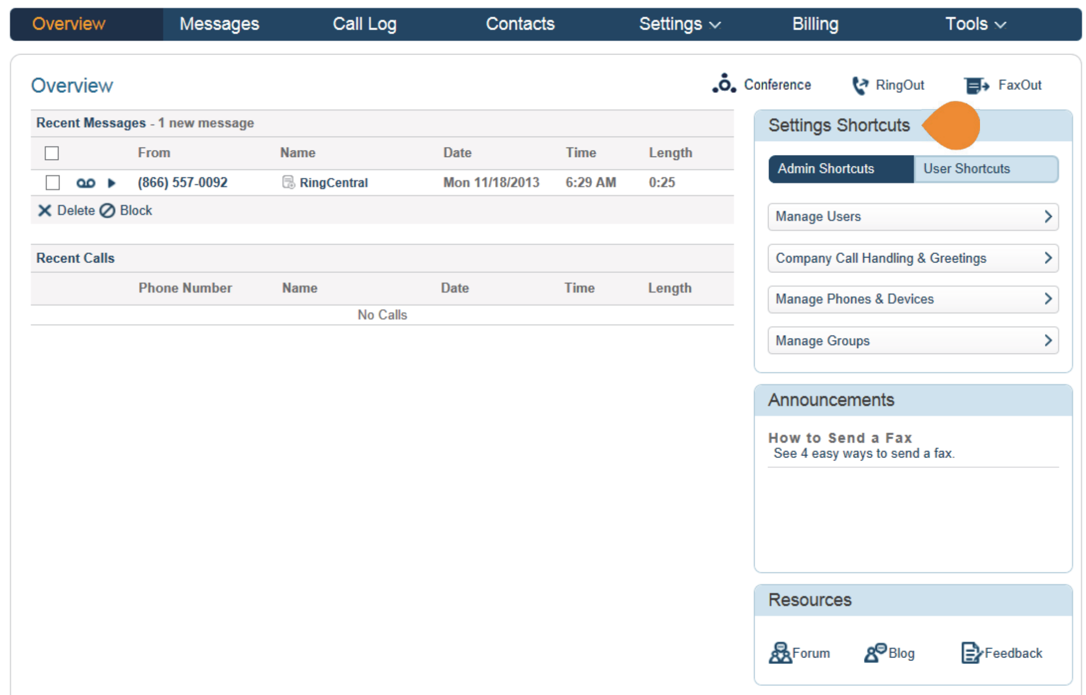
The **Quick Links** option on your Office@Hand online account will allow you to quickly navigate to different settings or options within your account.

The **Overview** tab will show you the **Shortcuts** pane, which includes all the options inside the **Quick Links** drop-down menu.

Admins will see both **Admin Shortcuts** and **User Shortcuts**, while Users will see only the **Shortcuts** available to users.

NOTE: The **Quick Links** option is available in all tabs on your Office@Hand account except **Overview**.



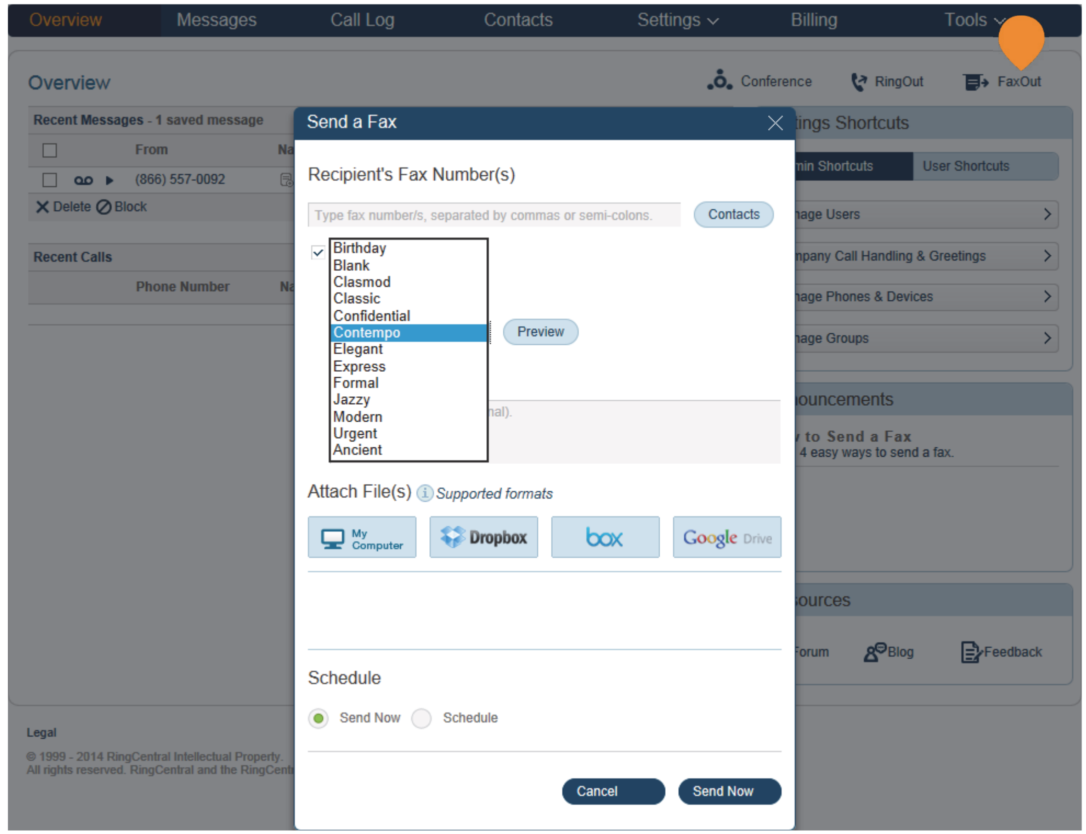


FaxOut

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**.

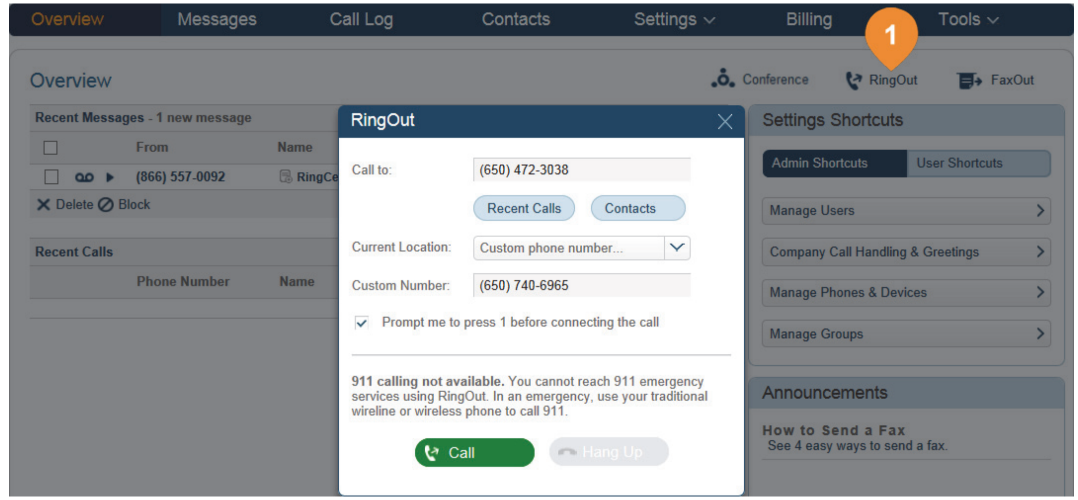
See “Faxing” on page 85 for more details.



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 RingOut icon appears near the top of every online account page.

1. Click on the **RingOut** icon on any account page to open this menu pop-up.
2. In the **Call to** box, enter or select the number you wish to call. You can also choose from among recent calls, or from your contact list.
3. **Current Location** should list your Office@Hand number. Or you can choose **Custom phone number** from the drop-down menu and enter the desired number in the **Custom Number** field below.
4. Enter the **Custom Number to call** here. The custom number is the Caller ID you want to show.
5. **Prompt me to press 1 before connecting the call is pre-checked**: 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.
6. Now click **Call**. The system first calls you. When you answer (and press 1 as instructed), it then calls the other number and connects you.



Conferencing*

RingCentral Office@Hand from AT&T customers can setup, host, and join conference calls anytime, anywhere. Each customer receives a unique conference bridge number, and each user on the Office@Hand 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.

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

You now have the option to add the international dial-in number in the invitation.

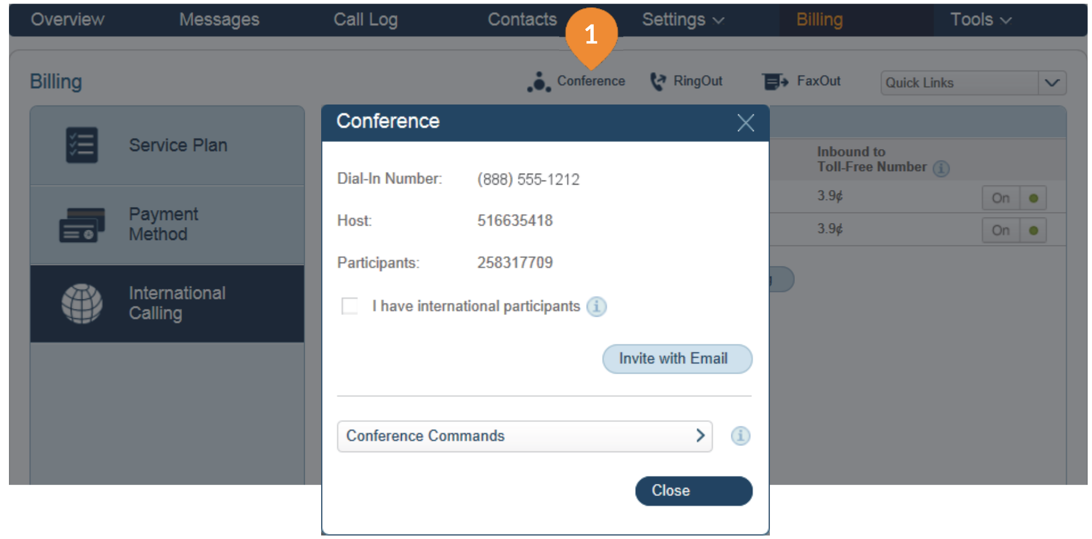
The host and participants have the same conference bridge number to dial into, but their call control depends on the access codes they will use.

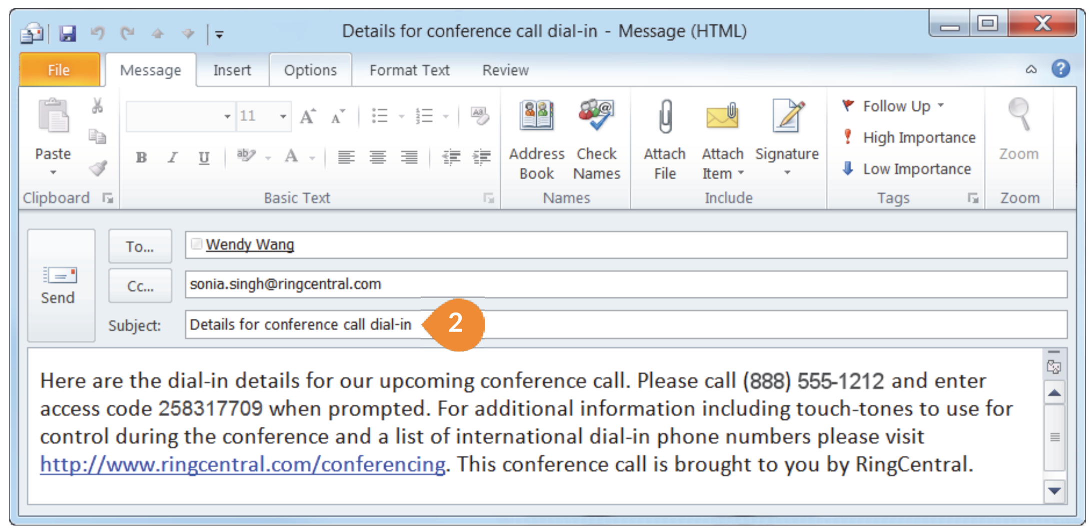
The Host has the full call control and can access all features through touch-tone commands**.

Participants, on the other hand, have limited control of the touch-tone commands.

To launch the Conferencing application:

1. Click the Conference icon to see the conference dial-in number, Host ID number, and Participants access number.
2. Invite with Email feature opens up email with pre-populated conference details — simply enter participant emails and send.



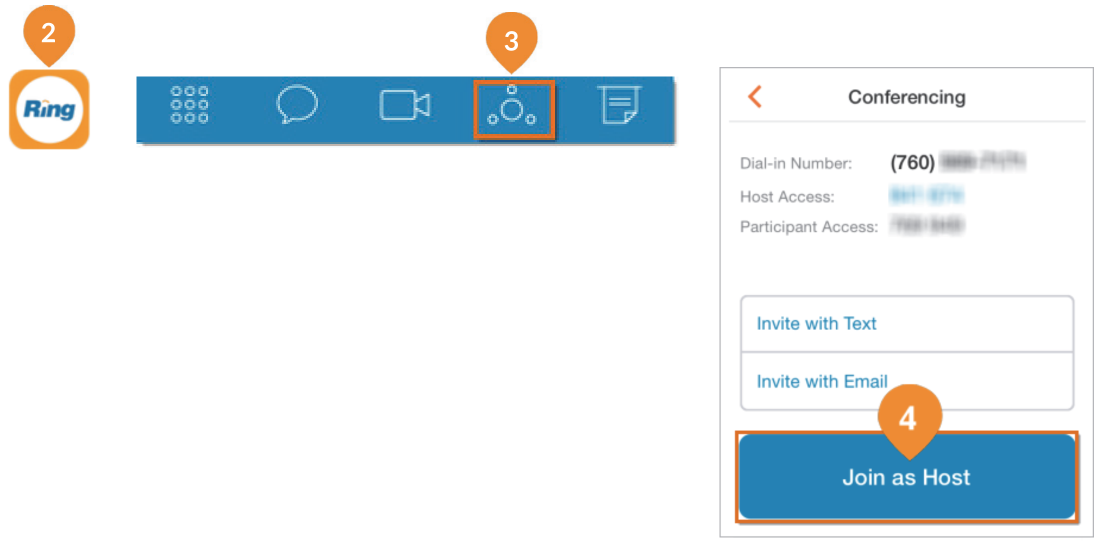


* Available only with selected plans in the US and the UK.

** See "Touch Tone Commands" on page 20.

Conferencing with Mobile Apps

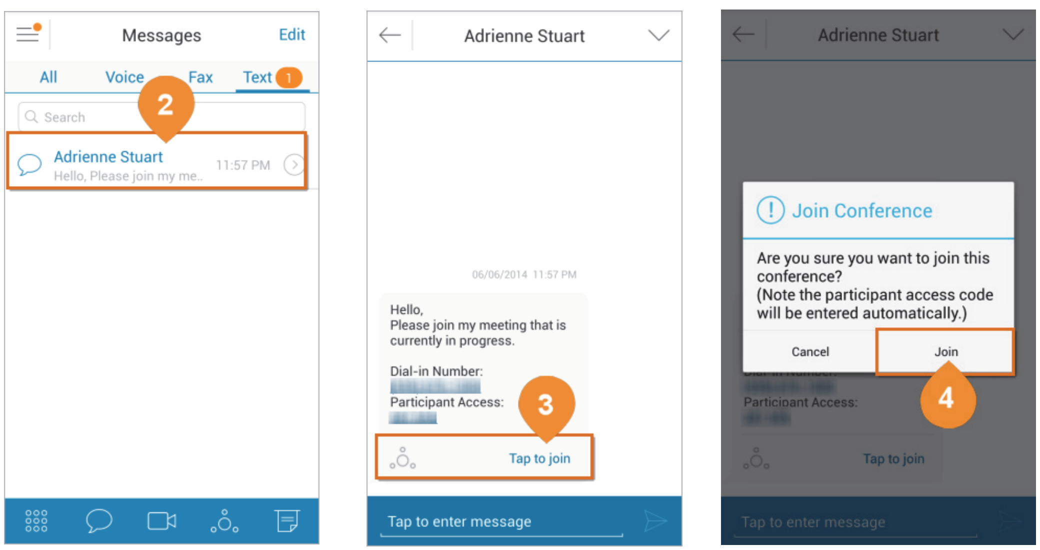
1. From your iOS or Android device, download the **Office@Hand Office@Hand Mobile App** from the iTunes App Store or Google Play.
2. Launch the Office@Hand mobile app.
3. Tap the **Conferencing** icon.
4. On the **Conference** pop-up, Join as Host, Invite participants with Email or with Text Messaging.



One-tap to Join Conference

This feature allows you to join a conference call without having to enter the Participant Access Code.

1. Launch the **RingCentral Mobile App**.
2. Open the invitation sent by the conference Host.
3. Tap the **Tap to Join** button.
4. Tap **Join** to confirm.

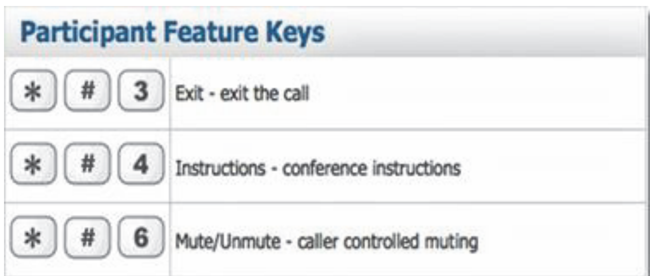


Touch Tone Commands

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 touch tone commands in the table to the right.

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



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

Host Touch Tone Command	Feature keys	Explanation
Caller Count	*#2	Allows host to get a count of how many callers are on the call.
Exit Conference	*#3	Allows the host to exit the conference.
Menu Instructions	*#4	Plays a menu of touch tone commands.
Listening Modes	*#5	There are 3 different listening modes for the participants. Default mode is Open Conversation mode. Press *#5 once to mute all the participants. The audience can unmute themselves by pressing *#6 for questions, or to allow guest speakers the option to speak. Press *#5 for the second time to put all the participants on mute without the capability of unmuting themselves. Press *#5 for the third to return to Open Conversation mode.
Mute	*#6	Places your line on mute. Press *#6 again to unmute your line.
Security	*#7	Allows the host to secure the conference and block all other callers attempting to enter the conference. Press *#7 again to reopen the conference to all callers.
Tone Control	*#8	The default setting is Entry and Exit tones ON. Press *#8 once to set Entry and Exit tones OFF. Press *#8 for the second time to set the Entry tone OFF, Exit tone ON. Press *#8 for the third time to set the Entry tone ON, Exit tone OFF. Press *#8 for the fourth time to set the conference back in default mode, with both Entry and Exit tones ON.

Office@Hand Meetings™

Office@Hand Meetings* is a cloud-based app for video conferencing and web sharing** of the desktops and application displays of conference participants.

Participants are invited to join a meeting by email or SMS on mobile; 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.

The Office@Hand Meetings application can be installed on Mac OS, Microsoft XP, Vista, Windows 7 and 8 desktops, and on these mobile devices: iPhone, iPad, and Android smartphones and tablets.

1. Download the desktop app by clicking **Tools > Meetings App.** For mobile devices, download Office@Hand Meetings from the iTunes App Store or from Google Play.
2. Click the **Office@Hand Meetings** icon on your desktop or mobile device to launch **Meetings**.
3. Click to **Join or Host** a meeting.
4. Login as Host of a meeting.
5. Sign in with **Meeting ID** to participate in a meeting.

When you host or join a meeting, you will see the Meetings screen, which, depending on the settings, will show images of the other attendees as they join. It can also show the desktop or specific windows or applications displayed on the desktop of the host or one of the participants.

See the RingCentral Meetings Quickstart Guide and the RingCentral Meetings User Guide for details.

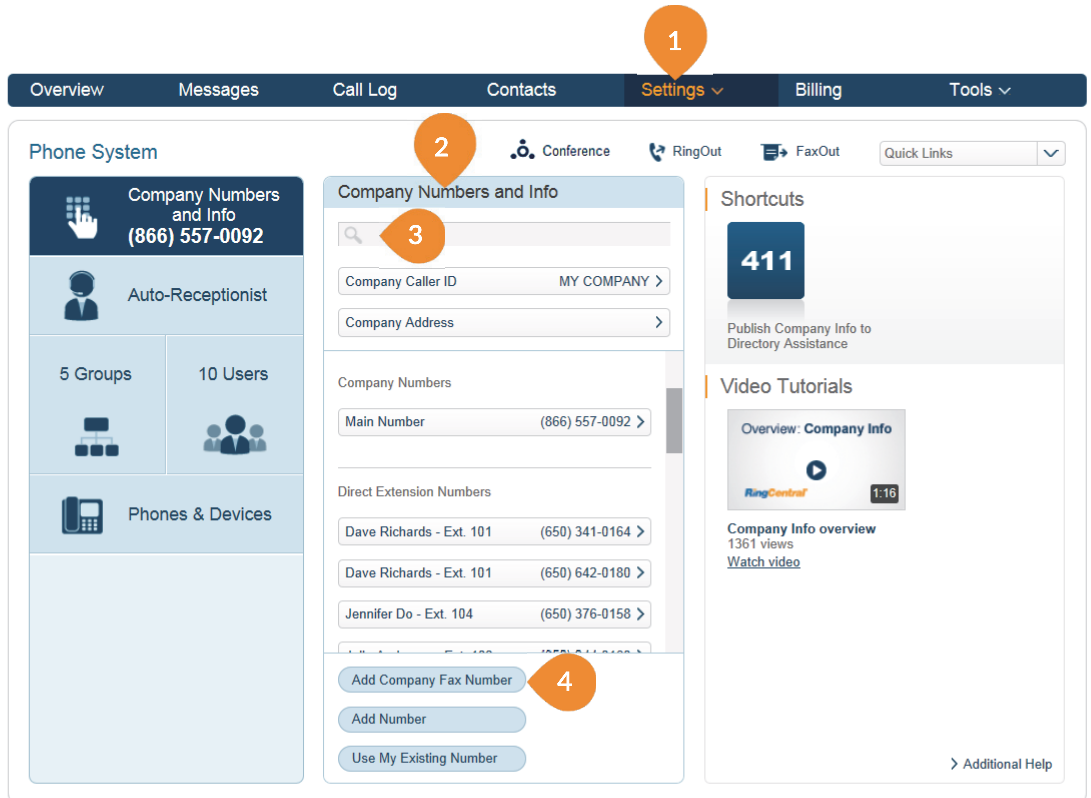
* Available only with selected plans in the US.
** On iOS.

Part 2 - Admin Functions: Company Settings

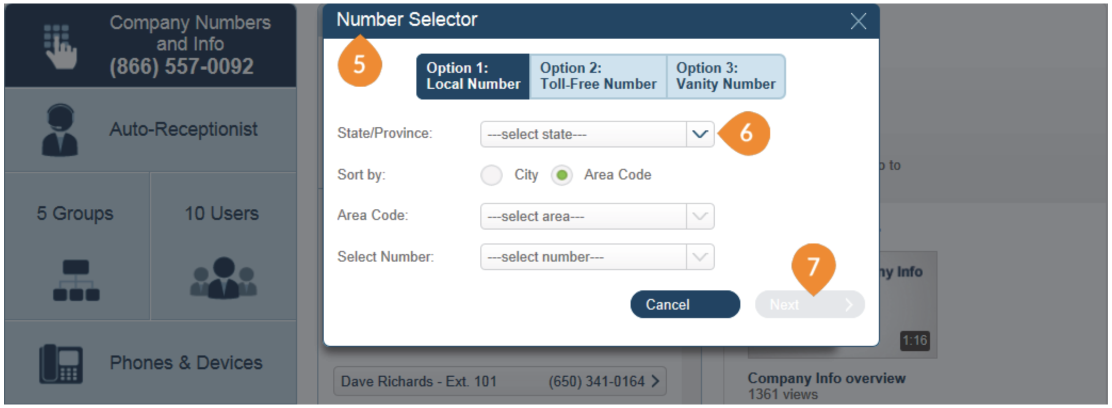
Adding Company Numbers

Adding additional company numbers to your Office@Hand account is simple. Select from a list of local numbers by city and area code, choose an available toll-free number or create your own vanity (personalized) number. Note that each Office@Hand number functions as a voice and fax line for incoming calls. This means that one number can be used for both calls and faxing. This flexibility allows you to maximize the use of your service.

1. Under the **Settings** tab select Phone System.
2. Click **Company Numbers** and **Info**.
3. (Optional) **Search** for Company Numbers and Info.
4. Click **Add Fax Number** or **Add Number** at the bottom of the middle panel.



5. Using the **Number Selector**, click the corresponding tab to add a local, toll-free or vanity number.
6. Select the tab for type of number you'd like: **Option 1: Local Number**. Just provide **City** or **Area Code**, and choose from among the available numbers. **Option 2: Toll Free Number**. Choose which toll-free prefix you wish. **Option 3: Vanity Number.** Choose a vanity number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if this combination is available. You can use the wildcard character * to help with your search.
7. Once you choose a number, click **Next**, then select whether to have this number connect to your Auto-Receptionist, or to a specific extension you choose on the next screen. Click **Confirm**.
8. You will have the option to add more numbers or continue with this order, click **No** or **Yes**. Review the order confirmation and click **Next**, then **Done**.



Directory Listings*

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

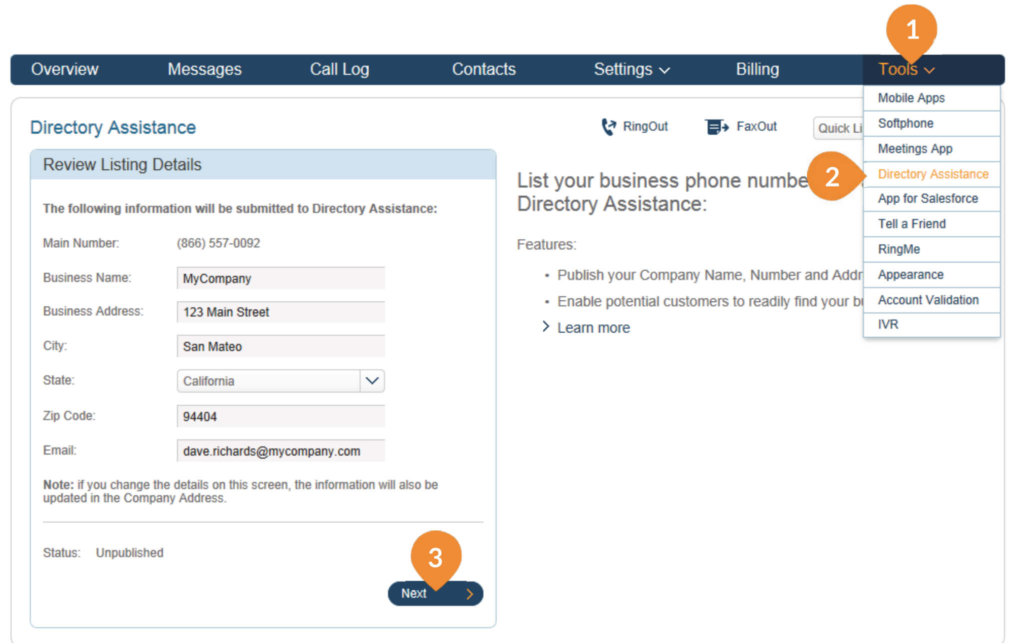
To publish your information

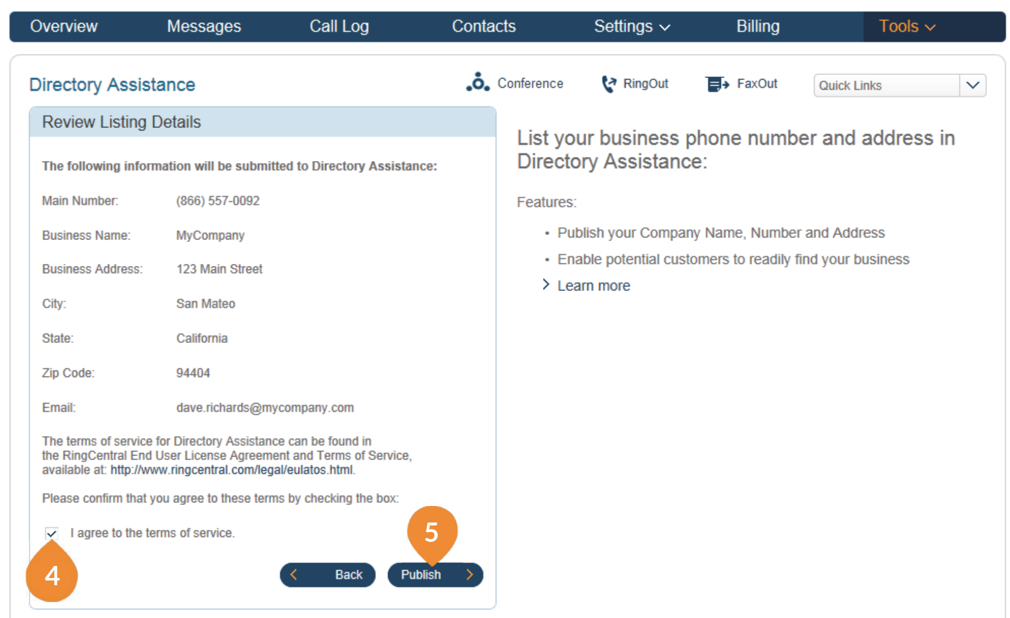
1. Click **Tools**.
2. Click **Directory Assistance**.
3. Review or edit your listing information and click **Next**.
4. Check the box next to "**I agree to the terms of service**".
5. Click **Publish**.
6. Once your information has been published, a confirmation window will pop up. Click **OK**.

Please allow 2-3 business days for your listing to appear.

Edit or delete your listing any time by following these same steps.

*Available only with selected plans.





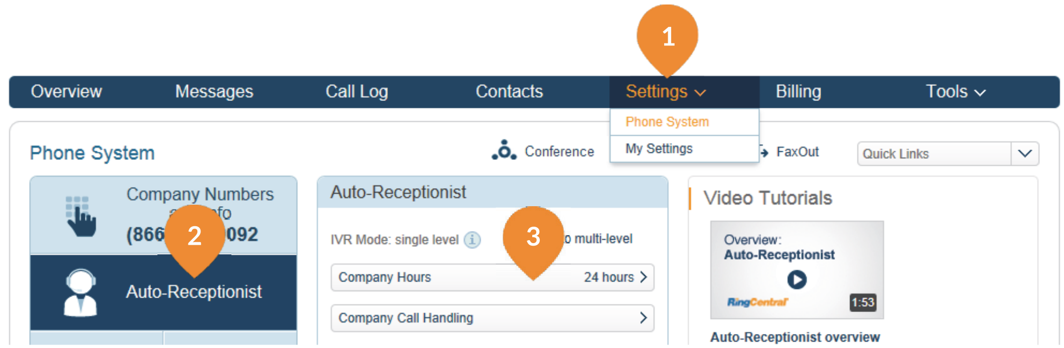
Auto-Receptionist Settings

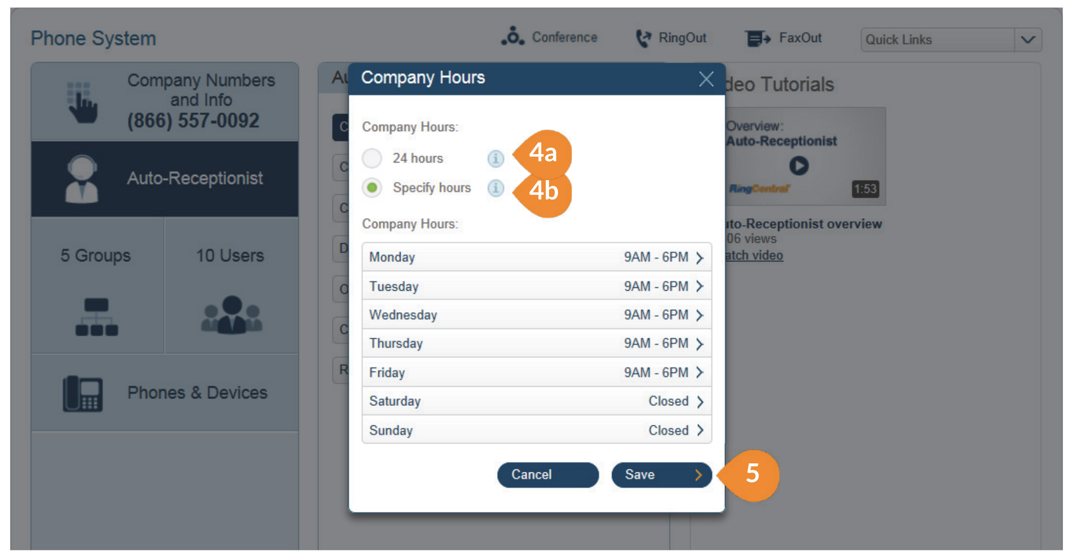
Company Business Hours

Customize your company's business hours of operation by day. This establishes the settings for the **Business Hours** and **After Hours** tabs in other settings areas (such as call queue settings and user settings).

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist***.
3. Select **Company Hours**.
4. Set:
   a. Your Company Hours to **24 hours** to have incoming calls handled the same way all the time.
   b. Your **business hours** to **Specify Hours** and specify business hours for each day of the week. This lets you set separate call-handling rules and greetings for Business Hours and After Hours.
5. Click **Save** once done.

*The Auto-Receptionist defaults to **IVR Mode: single level**. For more information see **Multi-Level Auto-Receptionist**. Once the settings are changed to multi-level IVR mode, options are slightly different.





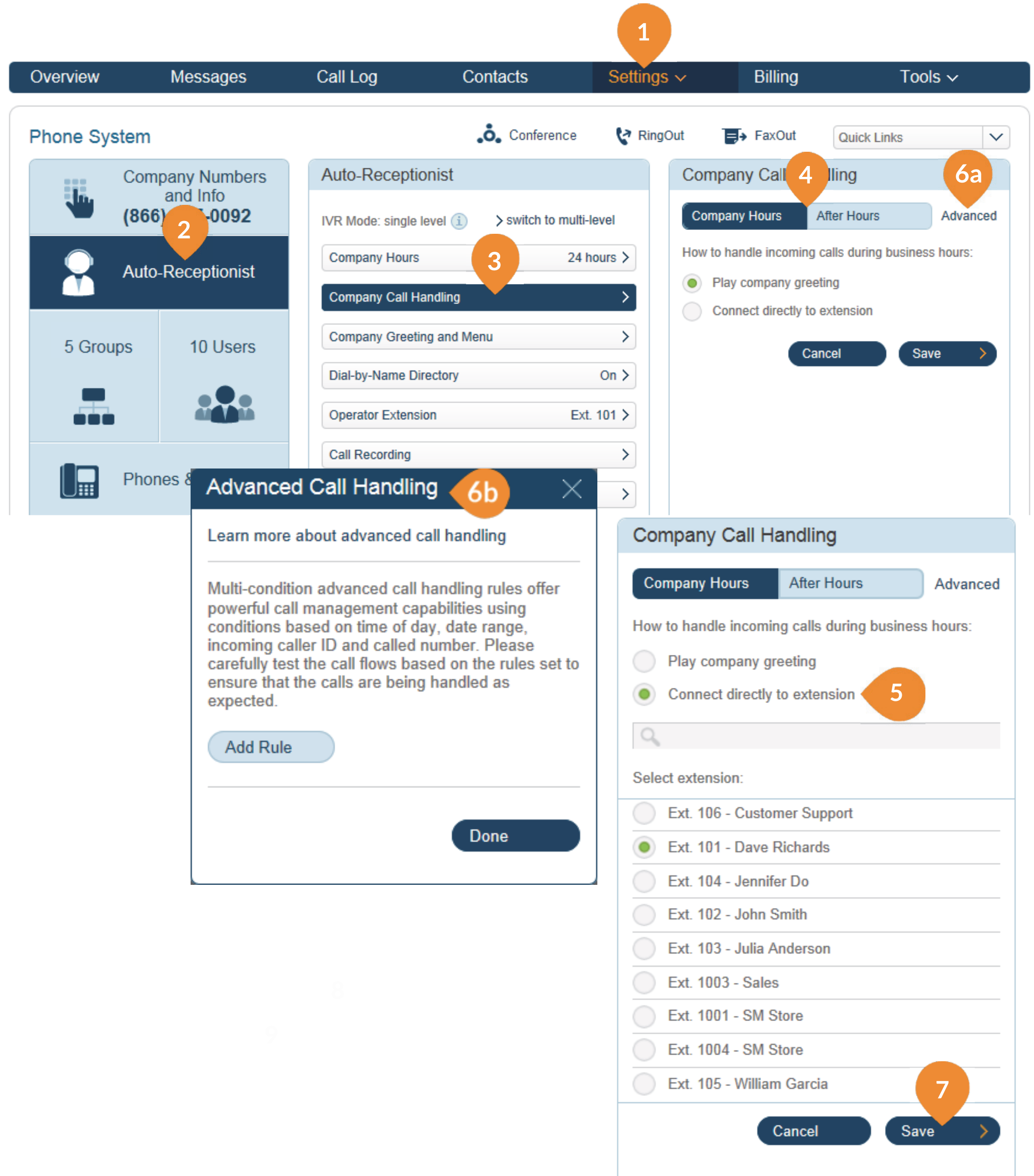
Company Call Handling

The **Auto-Receptionist** greets callers with a recorded message when they call your company. Your auto-receptionist is initially set to play a default greeting with your company name using text-to-speech technology.

Alternatively, the **Auto-Receptionist** can connect calls directly to **an extension of your choice.**

Set up your Company Greeting Rules in the Auto-Receptionist

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist.**
3. Select **Company Call Handling.**
4. Select the **Company Hours** or **After Hours** tab.
5. Select **Connect directly to extension** if desired, and select an extension to receive all calls.
6. Select **Advanced Call Handling** to set up multi-condition call handling rules.
7. Click **Save** when finished with your selections.



Company Greeting and Menu

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

Select your Company Greeting in the Auto-Receptionist

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist**.
3. Select **Company Greeting and Menu**.
4. Select the **Company Hours** or **After Hours** tab.
5. Click **Default**, then press the play button to hear a greeting with your company name.

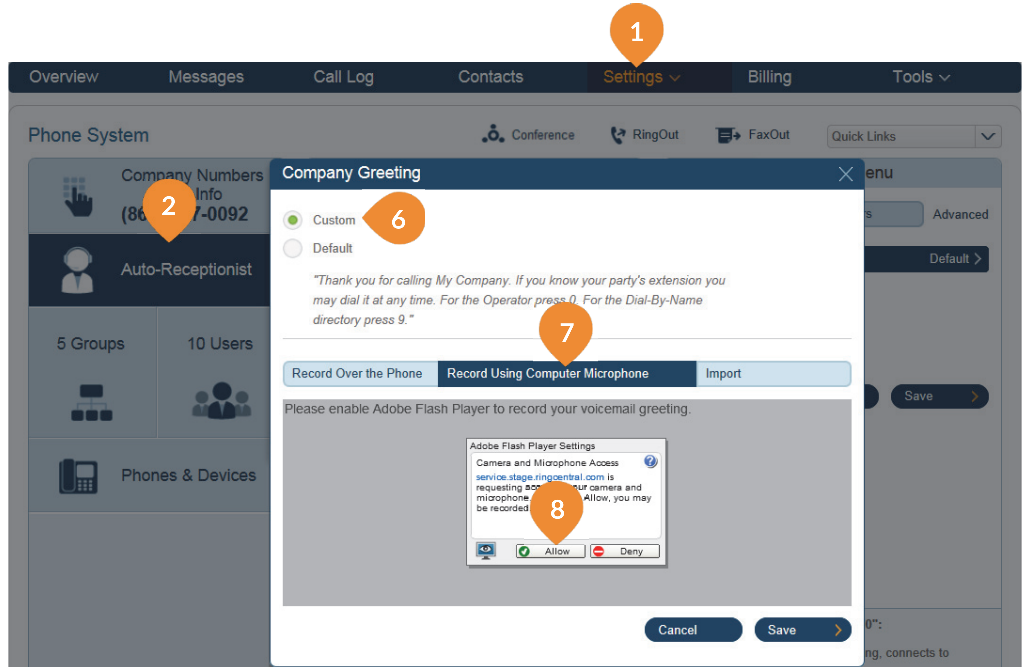
Record your Company Greeting over the Phone

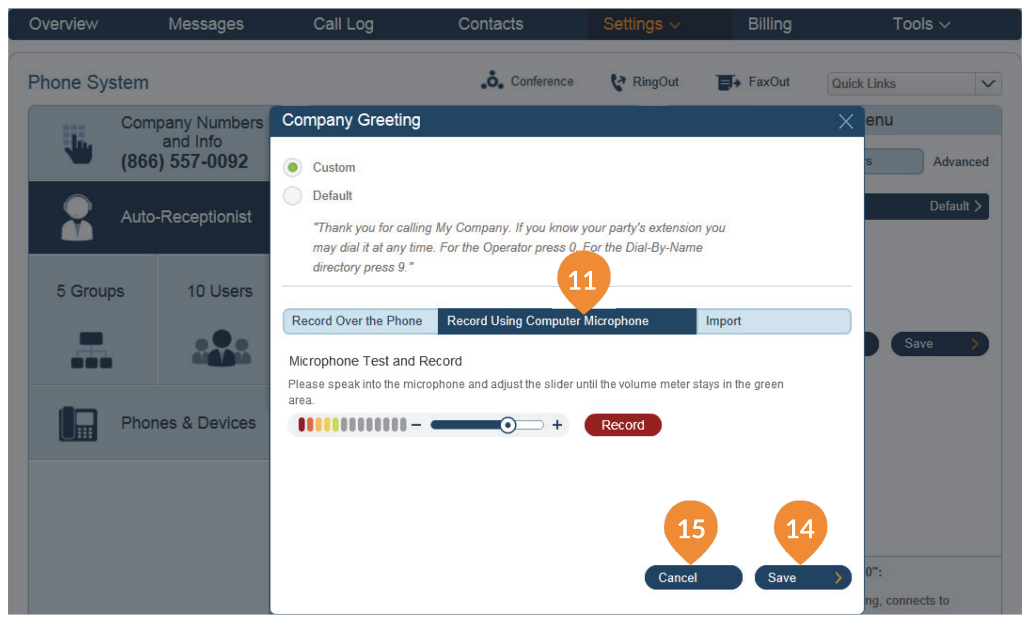
6. Select **Custom** to change the Default greeting and record a Custom greeting for your company.
7. Click **Record Over the Phone** to have Office@Hand call you on any number in your account, or enter a new number in the field provided.
8. Click the **Call Now** button.
9. Record your custom greeting over your phone when prompted.
10. Click **Save**. Listen to your recorded greeting and click **Save** again if satisfied, or click **Cancel** to return to the previous menu options.

Record your Company Greeting Using your Computer Microphone

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist.**
3. Select **Company Greeting and Menu.**
4. Select the **Company Hours** or **After Hours** tab.
5. Click **Default.**
6. Select the **Custom** radio button.
7. Click **Record Using Computer Microphone.**
8. Click **Allow** on the Adobe Flash Player Settings pop-up.
9. Click **Allow** if Office@Hand asks to record through your computer.
10. Plug a USB headset into your computer and adjust the recording level.
11. When ready, click the red **Record** button to record your custom greeting through your computer microphone.
12. Stop the recording and listen to the playback.
13. Click:

    Press to listen and to re-record your custom greeting.
14. Click **Save** when you are satisfied with your recorded greeting.
15. Or click **Cancel** to return to the previous menu options.

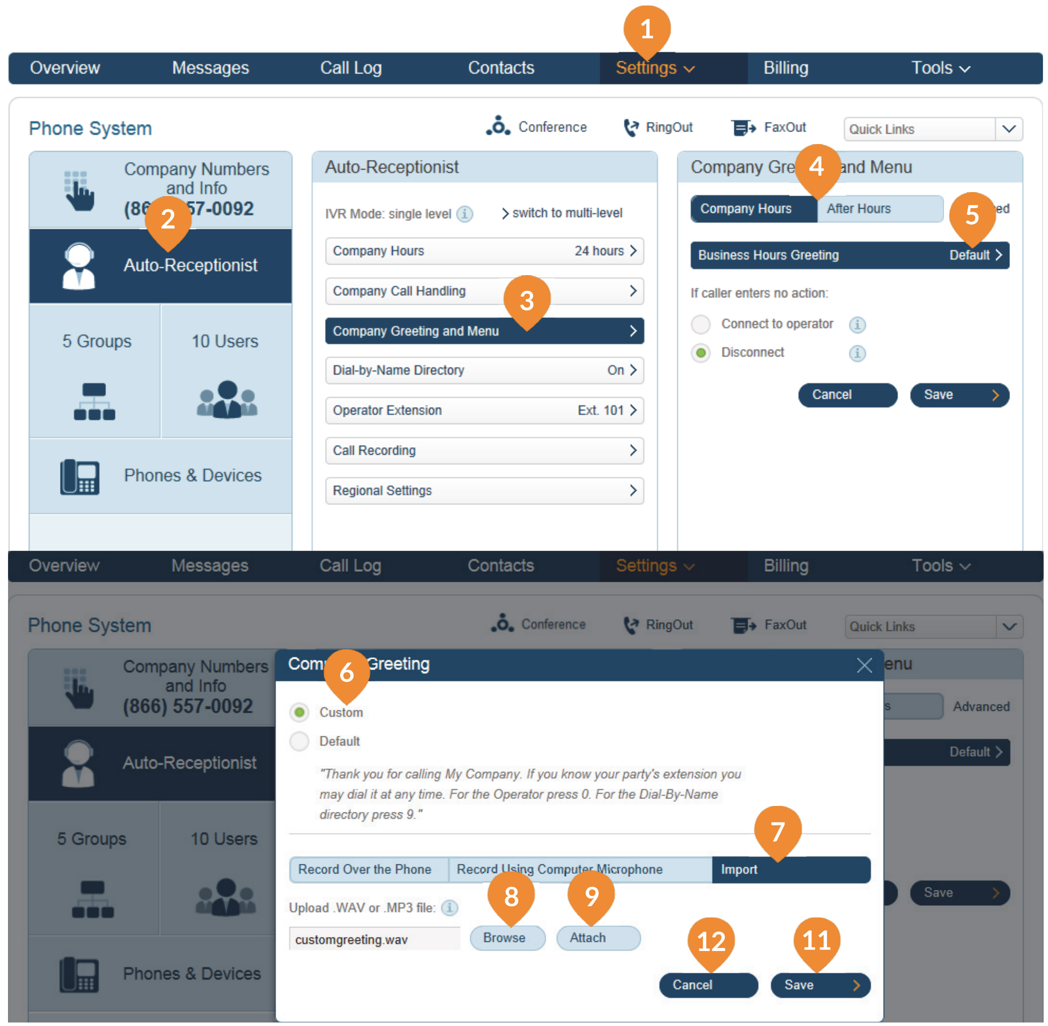




Upload a Company Greeting from Your Computer

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist.**
3. Select **Company Greeting and Menu.**
4. Select the **Company Hours** or **After Hours** tab.
5. Click **Default**.
6. Select **Custom**.
7. Click **Import**.
8. Click **Browse** and select the file you want to use.
9. Click **Attach**.
10. Click:

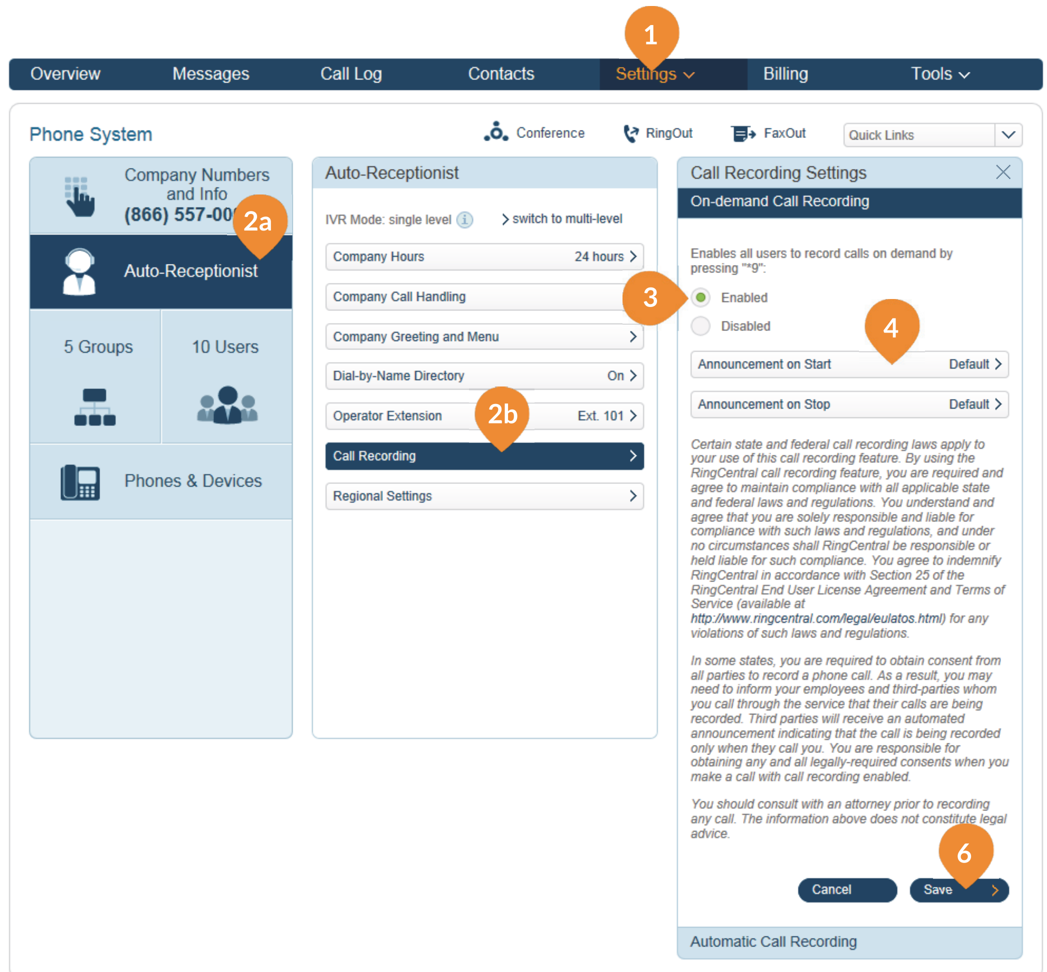
    Press to listen and to re-record your custom greeting.
11. Click **Save** when you are satisfied with your recorded greeting.
12. Or click **Cancel** to return to the previous menu options.



On-demand Call Recording

The On-demand Call Recording feature makes it easy for Office@Hand users to record calls they make or receive. (**Note**: State and federal laws require that your callers hear a call-recording notification before and after their call is recorded.) As an administrator, you need to makesure your company's call recording procedures comply with federal and state laws; neither RingCentral nor AT&T are responsible for your company's compliance. Once set up, your users can activate recording while taking a call on a Office@Hand phone number.

1. From the **Settings** tab, select **Phone System**.
2. Select **Auto-Receptionist**, then **Call Recording**.
3. Click **Enabled** under **On-demand Call Recording**.
4. Click **Announcement on Start** of the recording and then **Announcement on Stop**. Select a **Default** or **Custom** announcement to play when recording is started and when it is stopped.
5. If you choose **Custom**, you may **Record Over the Phone**, **Record Using Computer Microphone**, or **Import** a pre-recorded greeting (maximum duration 5 minutes) from your computer.
6. When finished, click **Save**.
7. Click **Done**. Now that the call recording rules are set up, users can start and end call recording from any Office@Hand phone by pressing the ***9** (star key and nine). They can later find the recordings of their calls by clicking **Messages** in the menu bar, then **Recordings**.



Automatic Call Recording*

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

1. From the **Settings** tab, select **Phone System**.
2. Select **Auto-Receptionist**, **Call Recording**, and then **Automatic Call Recording**.

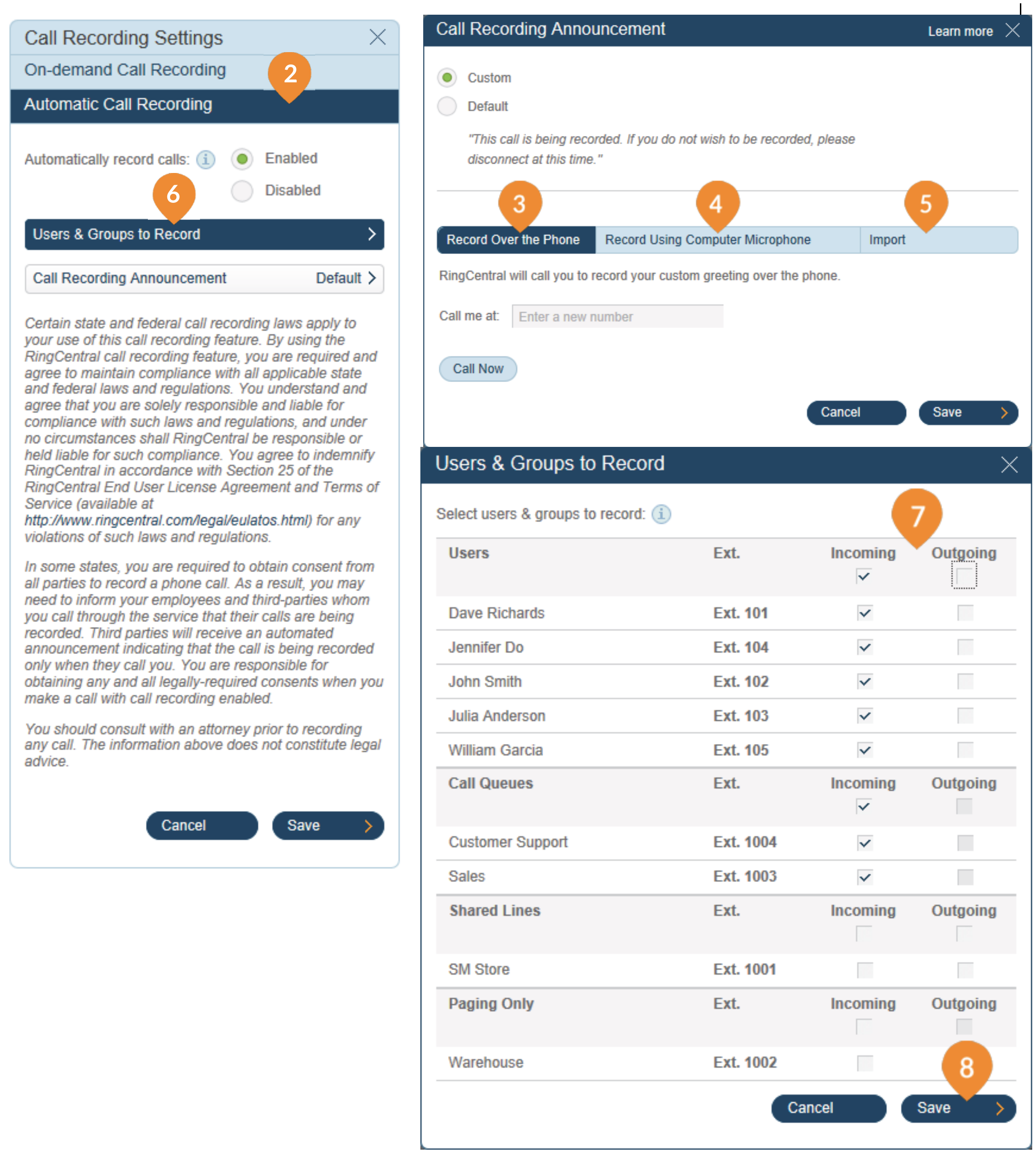
Customize your Call Recording Announcement

3. To record a new voicemail greeting over the phone, click **Default**, then **Custom**, and choose **Record Over the Phone**. Select a phone number, then **Call Now**.
4. Or select **Record Using Computer Microphone** and follow the prompts.
5. To upload a prerecorded voicemail greeting from your computer, select **Import**, then upload a .WAV or MP3 file.

*Available only with selected plans.

Set up users with Automatic Call Recording

6. Click **Users & Groups to Record**.
7. Tick the check box for the user extension you want to have their calls recorded and the type of call where the recording will take place (inbound or outbound).
8. **Save** your settings to confirm the changes. Users you selected will be informed by email that their calls will be automatically recorded, and how to access their recorded calls.

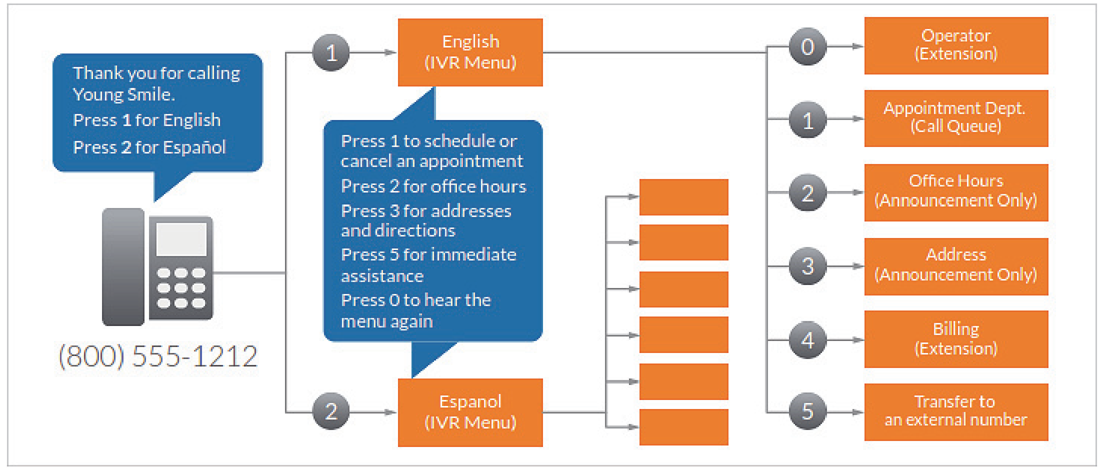


Multi-Level Auto-Receptionist

The multi-level IVR is an additional option to the Auto-Receptionist. It extends the Auto-Receptionist menu with more powerful and efficient call handling.

Layout Your Multi-level IVR Plan

The RingCentral Multi-level IVR facility supports up to 100 menus for each account you create. It provides callers with options to self-select how they can reach a person or a department in your company. The first step in creating a multi-level IVR menu is to lay out a call-routing plan similar to the examples shown on this page.



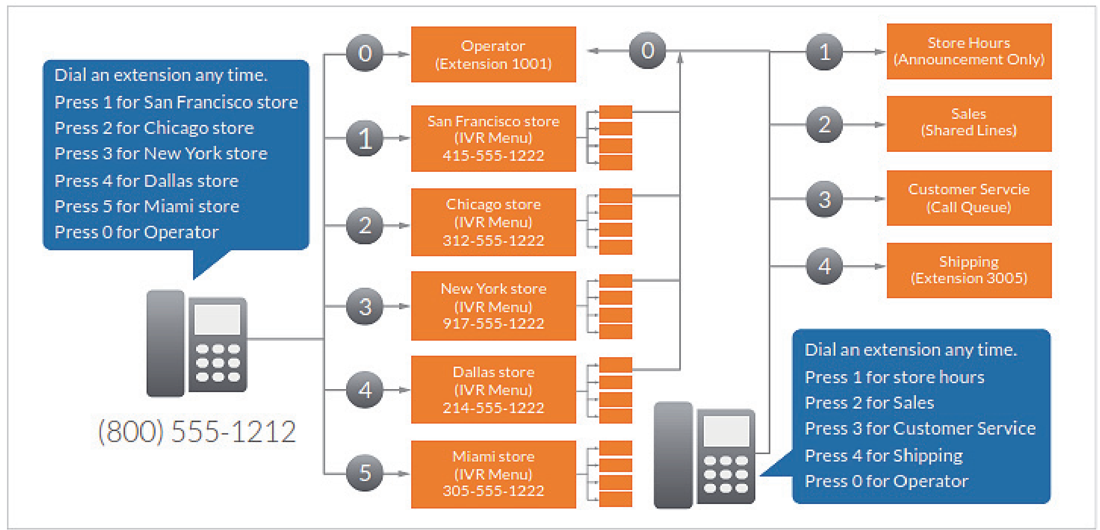
Multi-level IVR, single-location use case: bi-lingual dentist office

Single-Location IVR Use Case

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

Multiple-Locations IVR Use Case

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

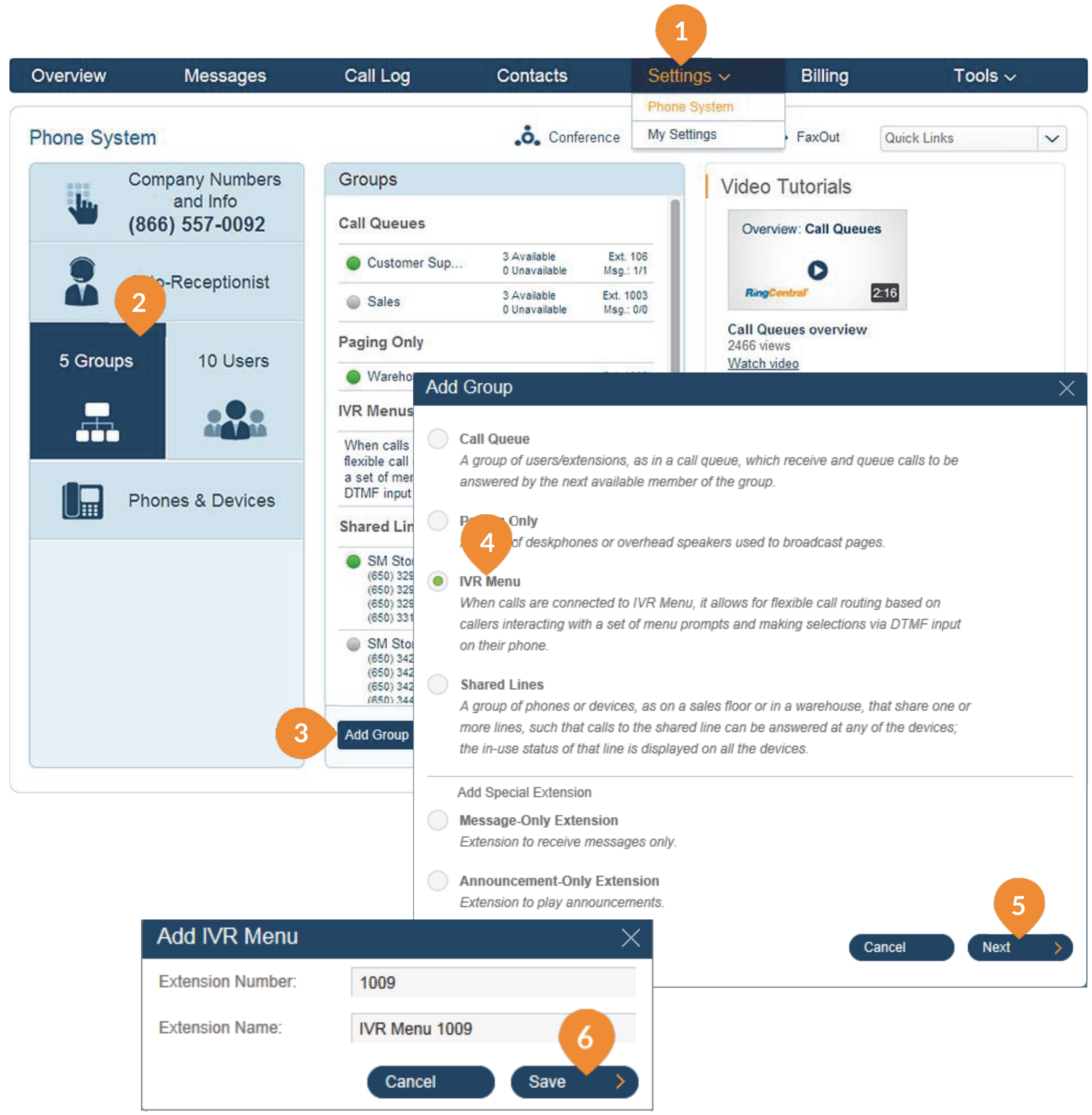


Multi-level IVR, multiple-locations use case: nationwide furniture retailer

Add a New IVR Menu Group

New IVR menus are now available under Groups. To add a new IVR menu:

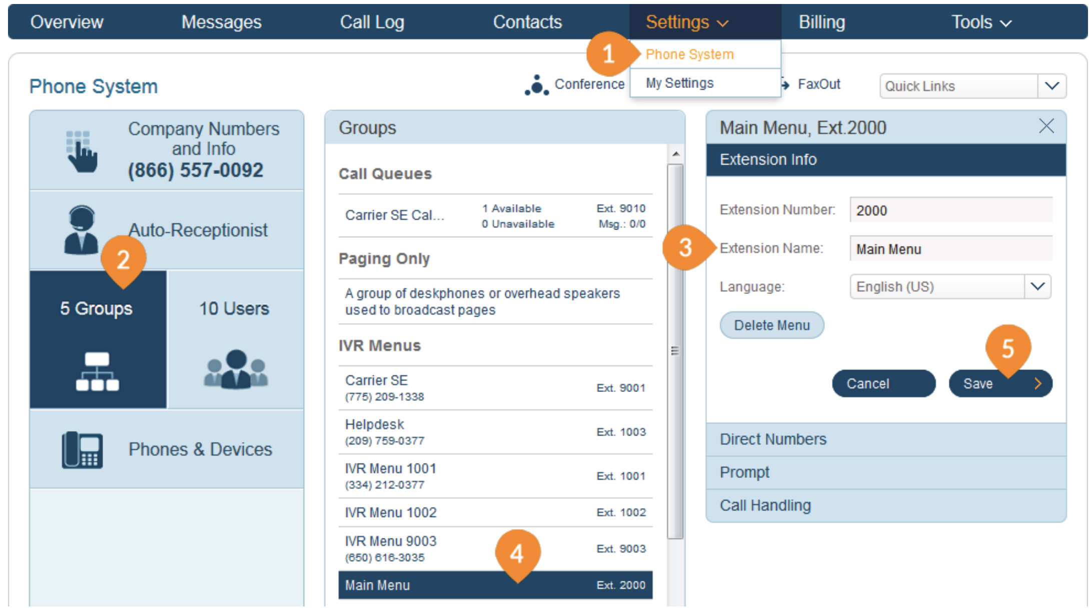
1. Under the **Settings tab** select **Phone System**.
2. Click **Groups**.
3. Click **Add Group**.
4. Select the **IVR Menu** radio button.
5. Click **Next**.
6. On the Add IVR Menu pop-up, click **Save**.



Configure an IVR Menu

To configure an IVR menu, select one under **Groups > IVR Menus** and enter the extension info, add a direct number, and set up prompt and manage call handling.

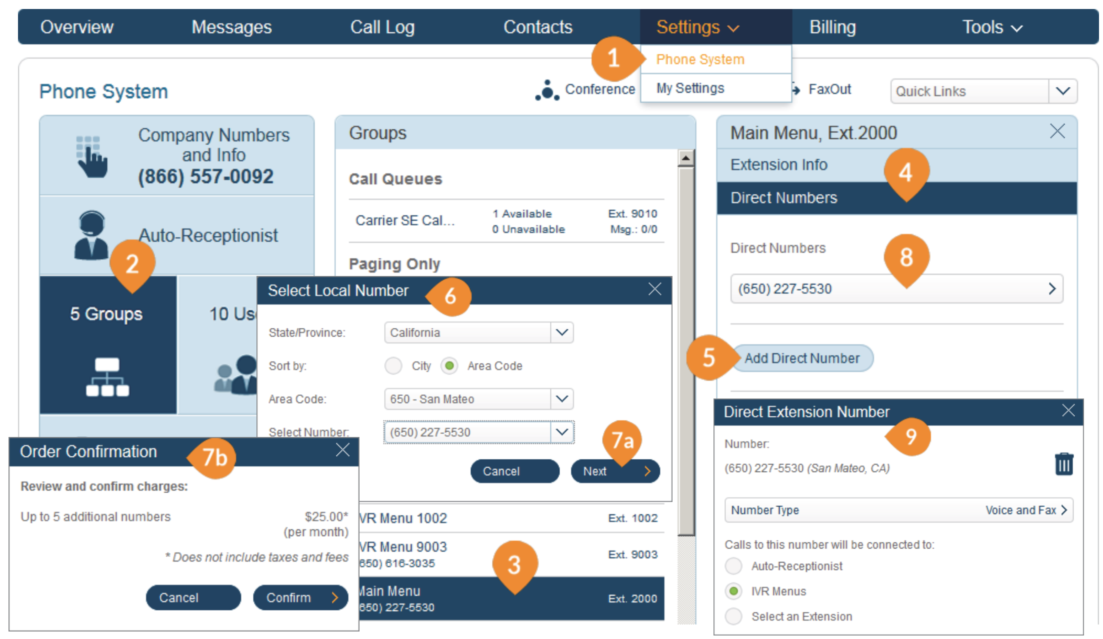
1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Main Menu** (this example), then **Extension Info**.
4. Enter **Extension Number**, **Extension Name**, and select **Language: English (US)** or **English (UK)**.
5. Click **Save**.



Set up a Direct Number (optional)

To set up a direct number for the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Main Menu** (in this example).
4. Click **Direct Numbers**.
5. Click **Add Direct Number**.
6. In the **Select Local Number** pop-up, Select State/ Province; Sort by City or Area Code; then Select Number from the drop-down menu.
7. Click **Next** and Confirm the charges on the **Order Confirmation** pop-up.
8. Click the new direct number.
9. On the **Direct Extension Number** pop-up, choose to send calls to the Auto-Receptionist, the IVR Menus, or Select an Extension.



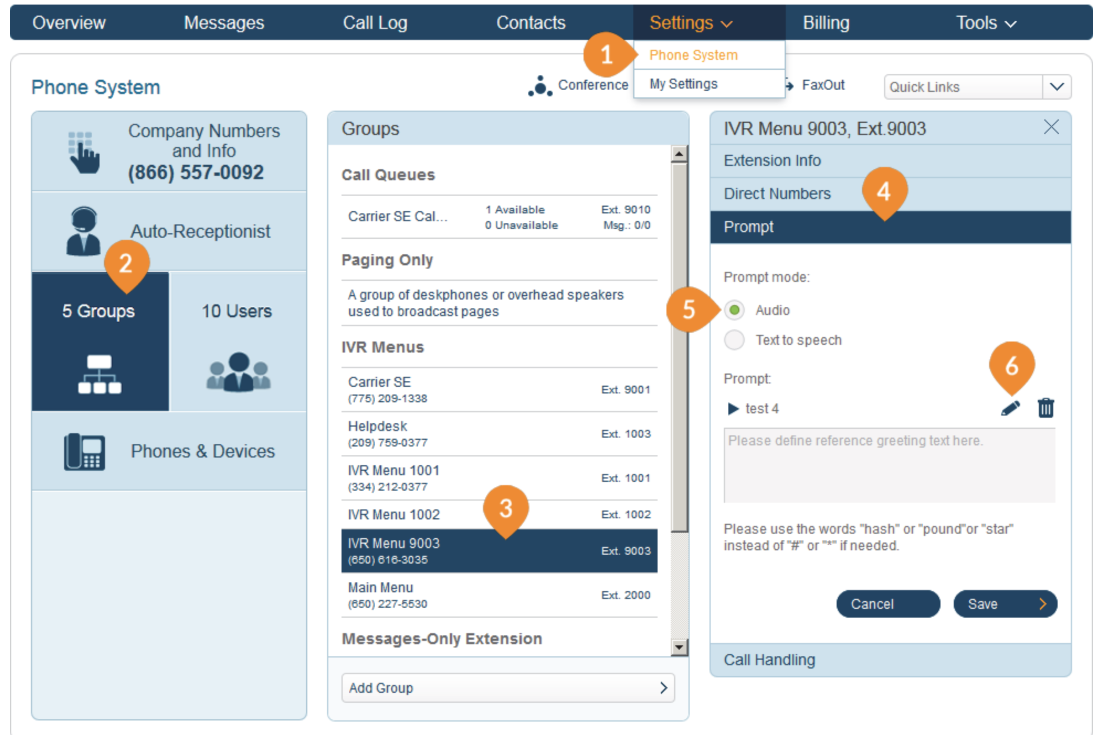
Select Prompt Mode: Audio

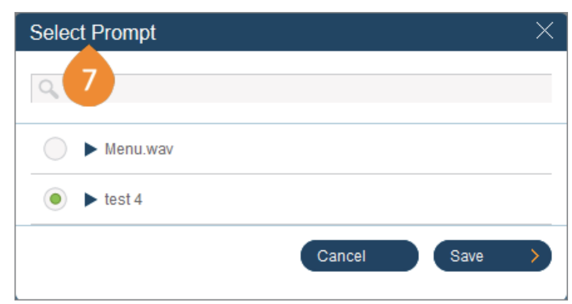
To set up an audio prompt for the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **IVR Menu 9003** (in this example).
4. Click **Prompt**.
5. Under **Prompt mode** select the radio button for **Audio**.
6. Click the **pencil icon** (prompt selector) to hear a prerecorded greeting (Menu.wav in this example).
7. In the **Select Prompt** pop-up, click **Save**.

NOTE: The prompt recordings have to pre-uploaded and saved first, using the IVR recording tool.

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





Select Prompt Mode: Text-to-Speech

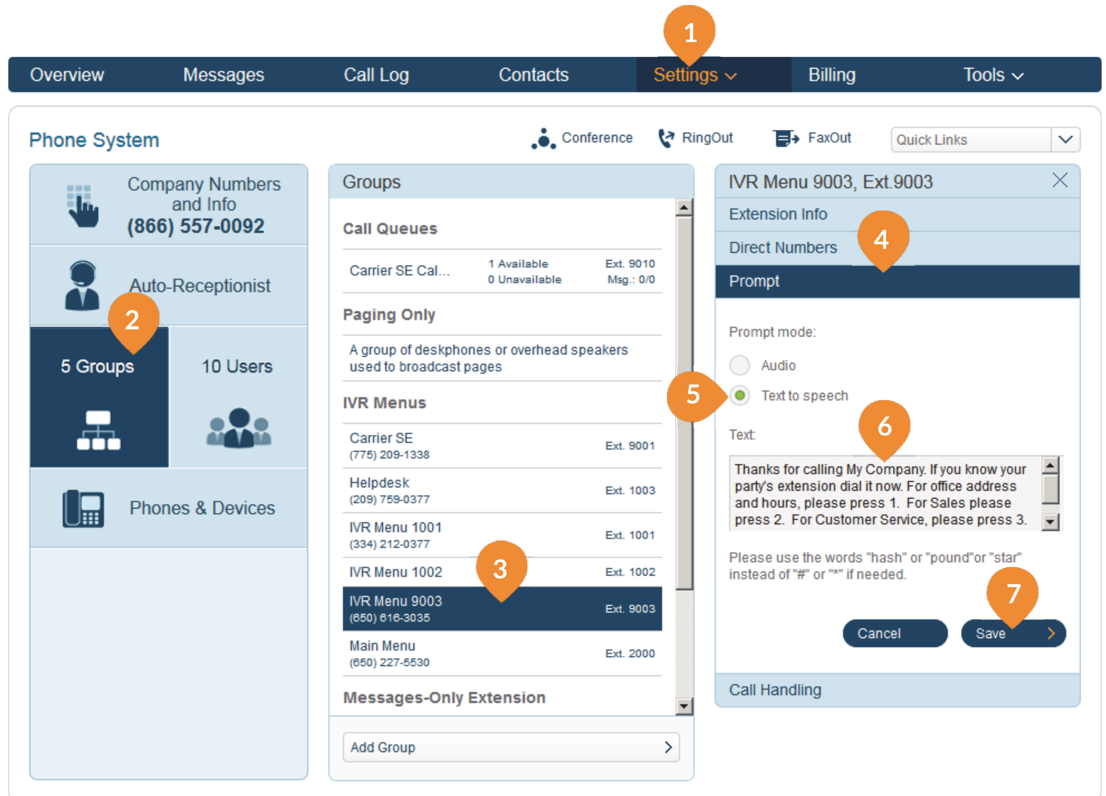
To set up a text-to-speech prompt for the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **IVR Menu 9003** (in this example).
4. Click **Prompt**.
5. Click the **Text to speech** radio button.
6. In the box for **Text**: Type in your desired greeting and connection instructions for your callers.

NOTE: The text must contain only letters, digits, space, commas and periods. No special symbols. Use the words “hash” or “pound” or “star” instead of “#” or “*” if needed.

RingCentral's text-to-speech utility will convert the text greeting you typed into a voice file.

7. Click **Save**. You can hear your new prompt by dialing into the extension and re-recording it until satisfied.



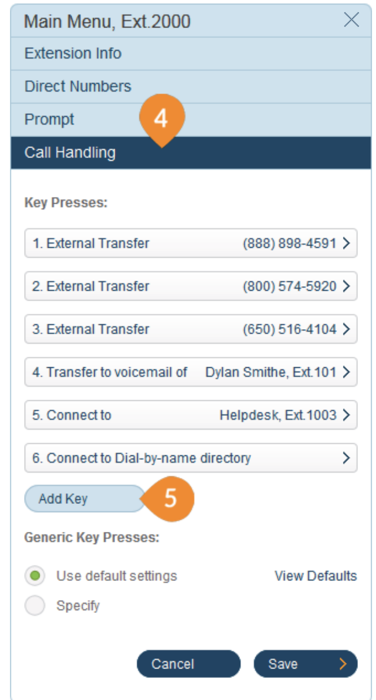
Set up Keys to Handle Incoming Calls

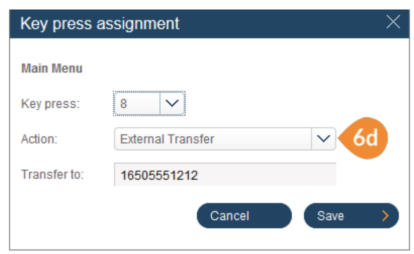
To set up touch pad keys to handle incoming calls to the new IVR menu:

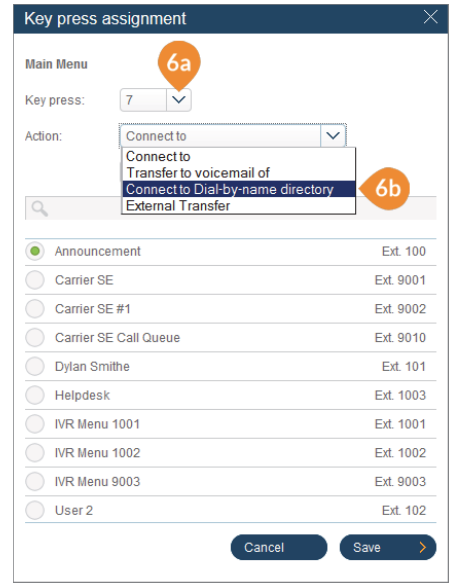
1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Main Menu** (in this example).
4. Click **Call Handling**.
5. Click **Add Key** button.
6. At the **Key press** drop-down select a number (from 0 through 9) to link to the desired **Action** in the next step.

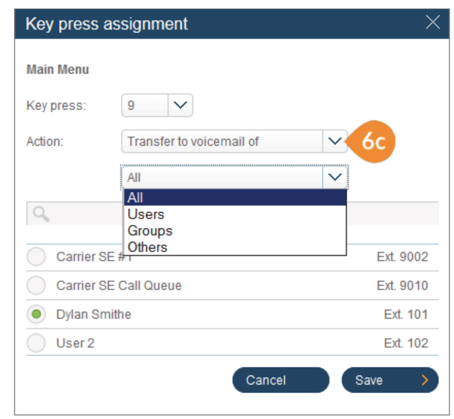
   Action options include:

   - **Connect to Dial-by-name directory**
     Your RingCentral online account allows you to enable or disable the Dial-by-Name directory. You can change how the extensions are searched, either by first name or last name. You can also configure the list of extensions included and change the extension number of the directory.
   - **Connect to** an extension, user, group, or IVR menu.
   - **Transfer to voicemail** of an extension user, group, or IVR menu.
   - **External Transfer** to an outside number.
7. Click **Save** after each selection.







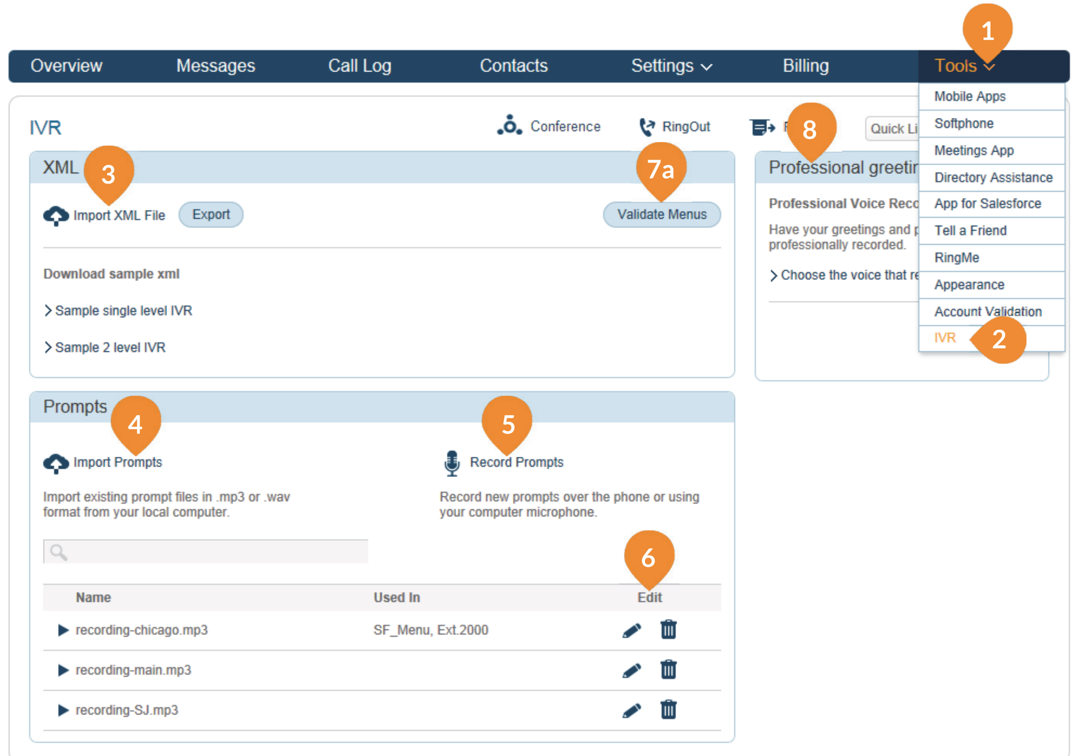


Import XML Files and Prompts

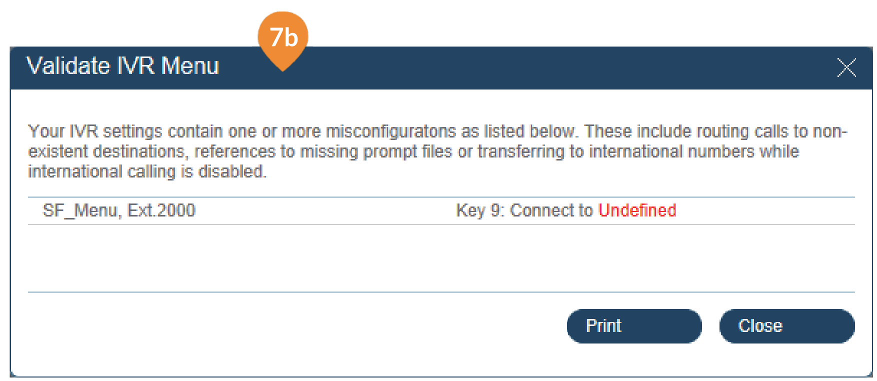
Use the IVR tool to:

- Import and export XML files
- Import prompt recordings
- Record prompts

1. Log in and click **Tools.**
2. Click **IVR.**
3. On the **XML** panel, click **Import XML File** (or **Export**) if XML files exist.
4. On the **Prompts** panel, click **Import Prompts** if prompt files exist.
5. Click **Record Prompts** to record prompts over the phone or using the computer microphone.
6. On the **Prompts** panel, **Edit** or delete the prompts displayed, if any.
7. Click **Validate Menus** to check the configuration of your IVR menus.



NOTE: Any change on the IVR menu will overwrite the imported XML file. Suggest exporting to a new XML file after the changes.



8. **Professional greetings.** RingCentral partners with a voice studio to offer professional recording services. Choose professional voices for your company and voicemail greetings and announcements. You can add background music as well. Learn more here.

Change Auto-Receptionist from single to multi-level IVR mode

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

1. Log in and click **Settings > Phone System**.
2. Click **Auto-Receptionist**.
3. On the Auto-Receptionist panel, **click switch to multi-level**.

NOTE: By switching to multi-level IVR mode, all of your company call handling settings will be discarded. Please confirm that you wish to proceed.

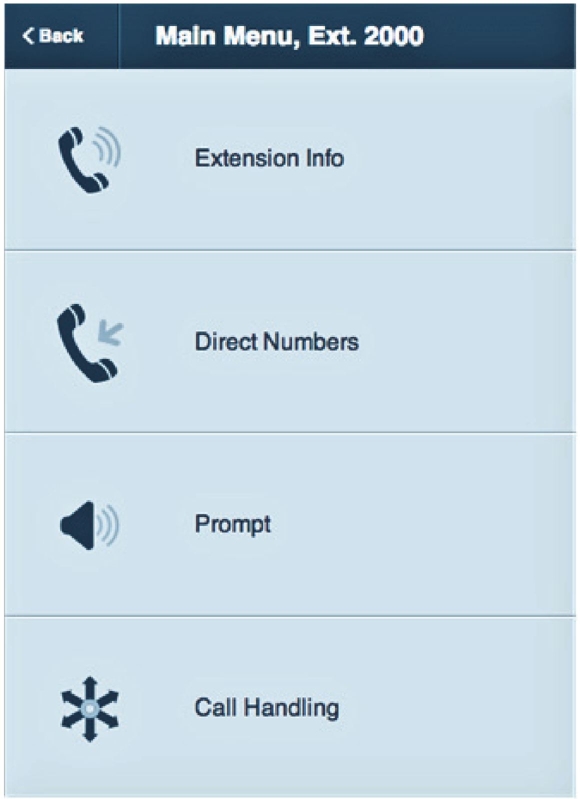
4. Click **OK** to proceed or click **Cancel**.
5. If you chose **OK** to proceed, select the pre-configured IVR menu, then click **Save** to enable the settings.

NOTE: You will need to reset your call handling settings.

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

Mobile Web via Mobile App

From the Mobile App, admins can access all functionalities and configurations from their account through RingCentral Cloud Service, except XML import and export.



Groups and Call Queues

Groups

Groups enable you to designate a group of employees with similar activities or services beyond department functions.

Groups support these calling features:

- Call Queues
- Shared Lines
- Paging Only
- Message-Only Extension
- Announcements-Only Extension
- IVR Menus

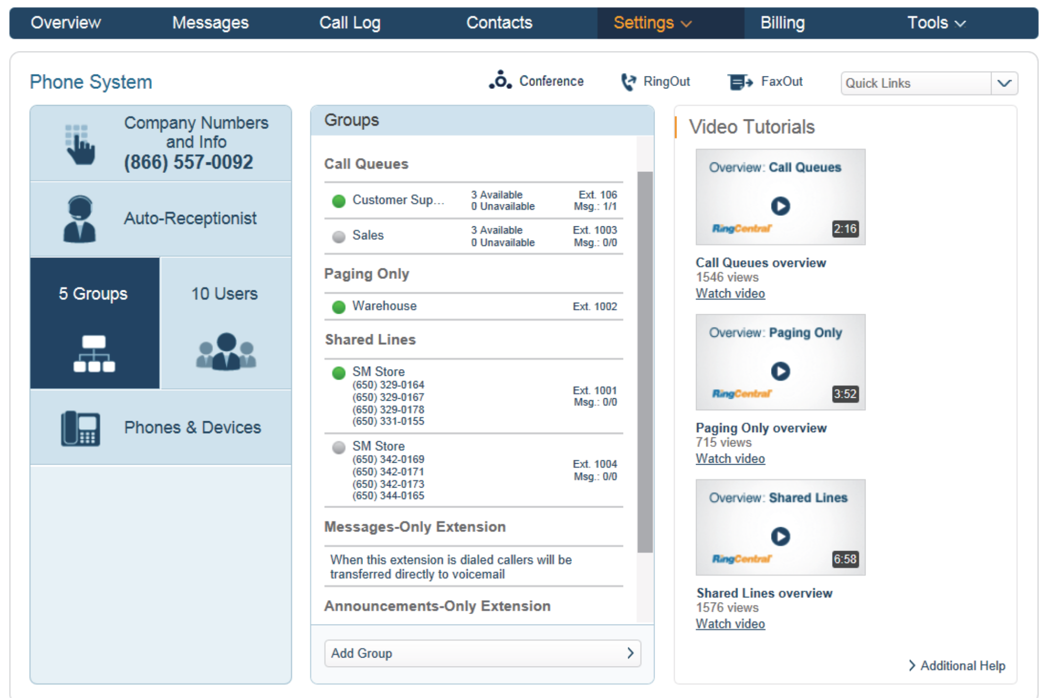
A Call Queue is different from an extension. Call queues increase the efficiency of your company by directing the calls to the right employees. A Group can support up to 25 calls waiting in a call queue. Learn more about Call Queues here.

The Shared Lines feature allows calls made to one phone number to be answered by multiple phone devices. Answered calls can easily be handed off to other phones sharing the same phone number. This feature is a commonly required function in many industries, such as retail, restaurant, warehouse, etc. Learn more here.

The Paging feature enables business's real-time one-way broadcasting through multiple desk phones and overhead paging devices. Learn more here.

A Message-Only Extension allows you to create a dedicated extension specifically for receiving voice messages. All calls routed to this extension will be automatically directed to the extension's voicemail box. Learn more here.

An Announcements-Only Extension allows you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting. Learn more here.



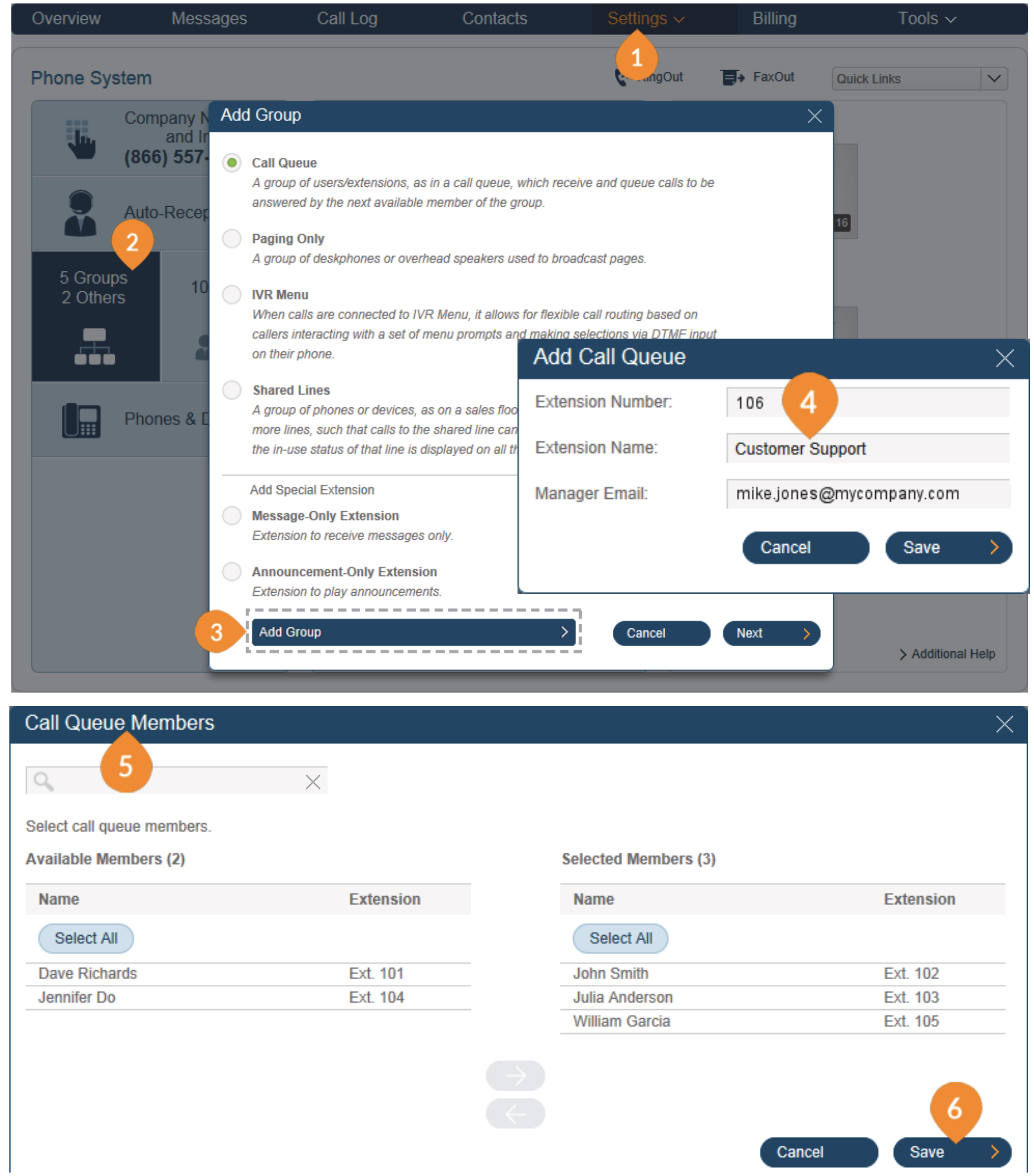
Call Queues

Create a call queue when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls.

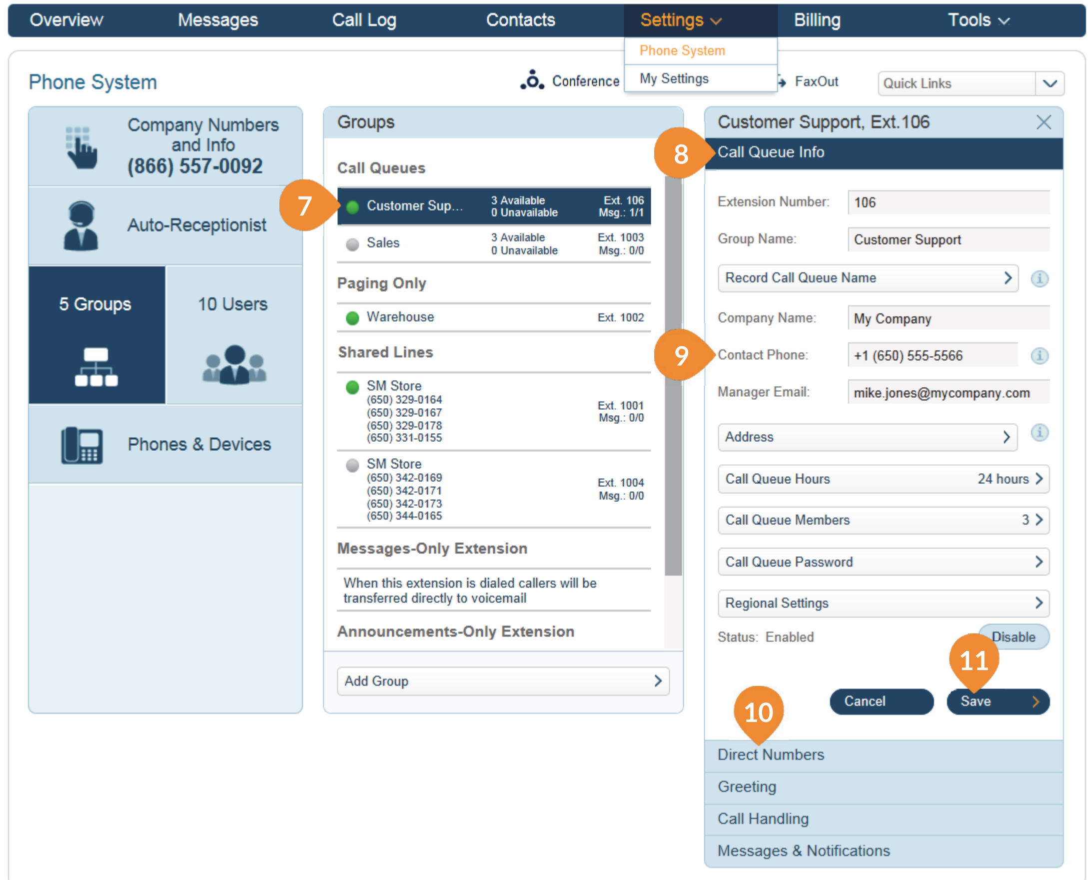
Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.

Add a Call Queue Group

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Add Group** at the bottom of the **Groups** panel (obscured by pop-up).
4. Give the new call queue an extension number; enter the name of the call queue in the **Extension Name** field; and add the email of the designated manager of that department; then click **Save**.
5. Select **Call Queue Members**.
6. Click **Save**. Continue adding Call Queue Groups as needed.

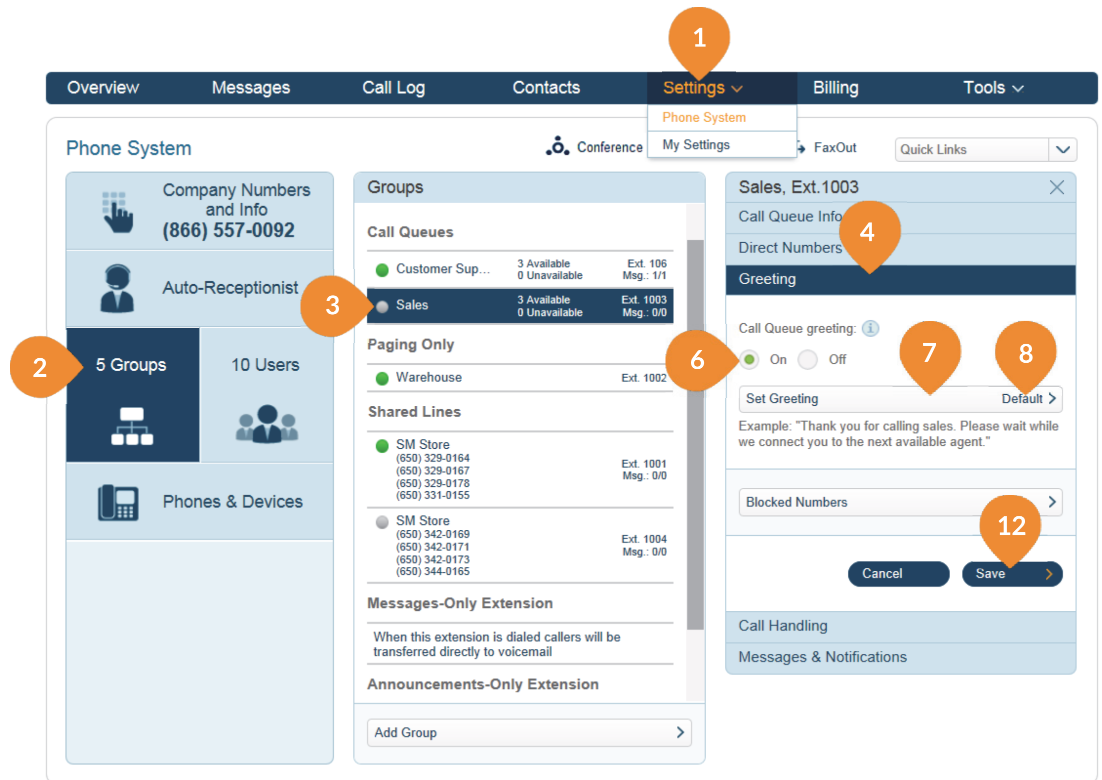


7. Back at the **Phone Systems-Groups** window, click the new **Group** name.
8. In the window that appears, click **Call Queue Info.**
9. Add the **Company Name**, if different, a **Contact Phone**, set **Business Hours** for this call queue, and add more call queue members. The person whose email is entered in Manager Email will receive inbound call queue faxes and notifications, and can make changes to the Call Queue Info screen.
10. Click **Direct Numbers** to designate a dedicated local or toll-free number for the department.
11. Click **Save**.



Call Queue Greetings

The **Auto-Receptionist** greets callers with a personal introductory message when they call a Group within your company. Your phone system is initially set to play a default greeting in which the **Auto-Receptionist** automatically reads the name of the Group using text-to-speech technology. Follow the instructions on this page to create a custom Group greeting that you either record from your phone or upload from your computer.



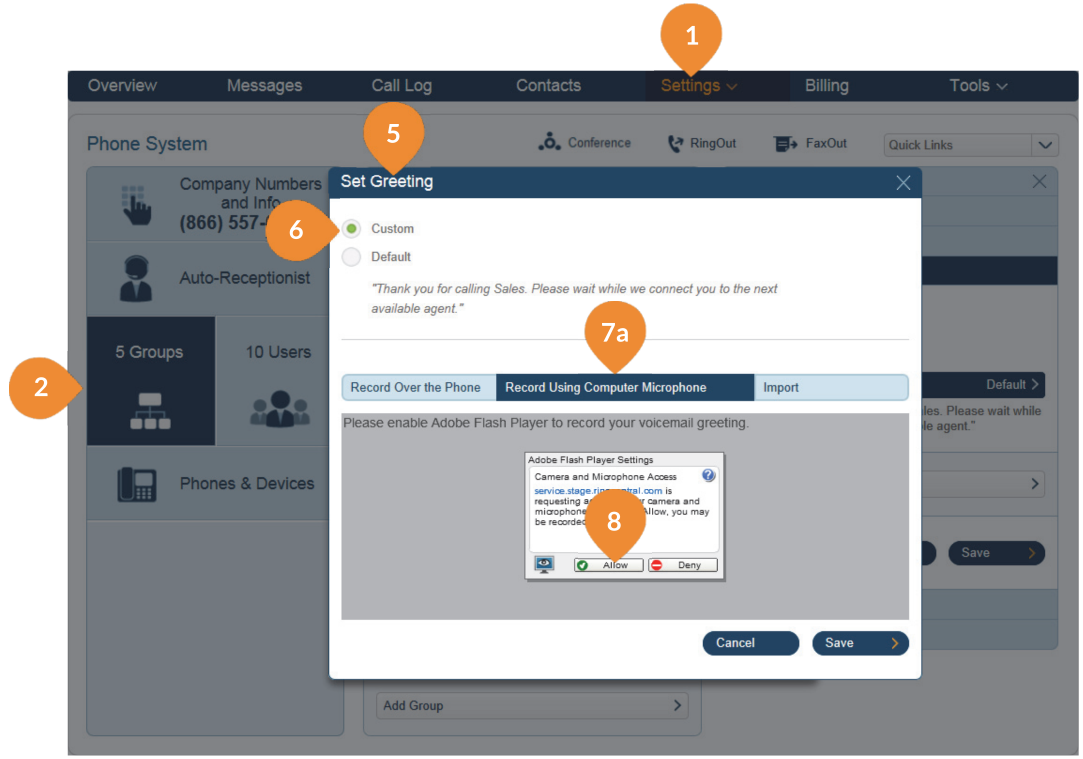
Recording your Call Queue Custom Greeting over the Phone

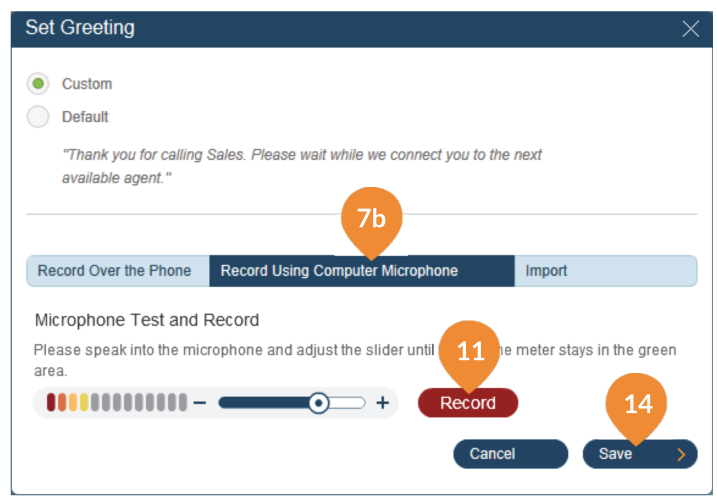
1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the list of Groups.
4. Select **Greeting**.
5. Select the **Call Queue Hours** tab (if displayed).
6. Set the Call Queue greeting during business hours button to **On**.
7. To check the default greeting or create a custom greeting, click the **Set Greeting** bar.
8. Play and, if you wish, accept the Default greeting.
9. Or select **Custom**, then **Record**.
10. On the Record Over the Phone screen, select or enter your phone number in "**Call me at**" and press **Call Now**.
11. Office@Hand will call you and prompt you to record your greeting.
12. Click **Save**. You will have the opportunity to listen to the greeting and accept it, or to re-record it by clicking the red button.
13. Repeat this process, selecting the **After Hours** tab (if displayed), to set up a Call Queue greeting for after business hours. Click **Save**.

Recording your Company Greeting using your Computer Microphone

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Select **Greeting**.
5. Click **Default**.
6. Select the **Custom** radio button.
7. Click **Record Using Computer Microphone**.
8. Click **Allow** on the Adobe Flash Player Settings pop-up.
9. Click **Allow** if Office@Hand asks to record through your computer.
10. Plug a USB headset into your computer and adjust the recording level.
11. When ready, click the red **Record** button to record your custom greeting through your computer microphone.
12. **Stop** the recording and listen to the playback.
13. Click:

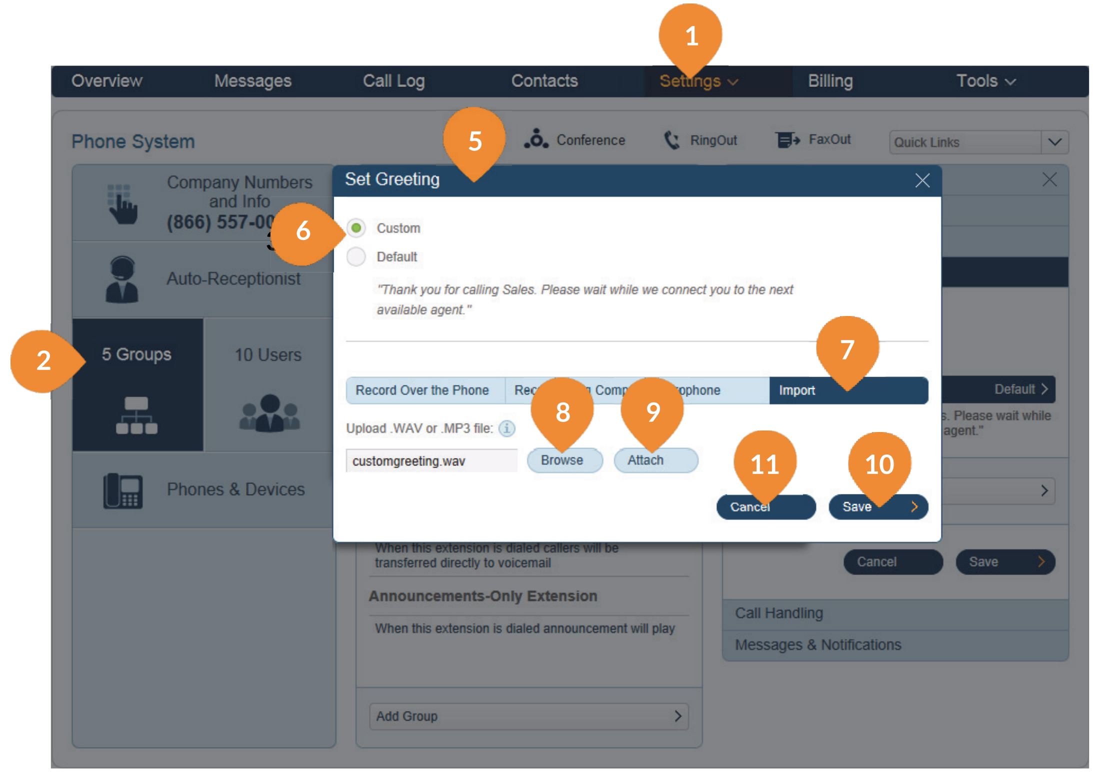
    Press ▶ to listen and ● to re-record your custom greeting.
14. Click **Save** when you are satisfied with your recorded greeting.
15. Or click **Cancel** to return to the previous menu options.





Uploading a Call Queue Greeting from your Computer

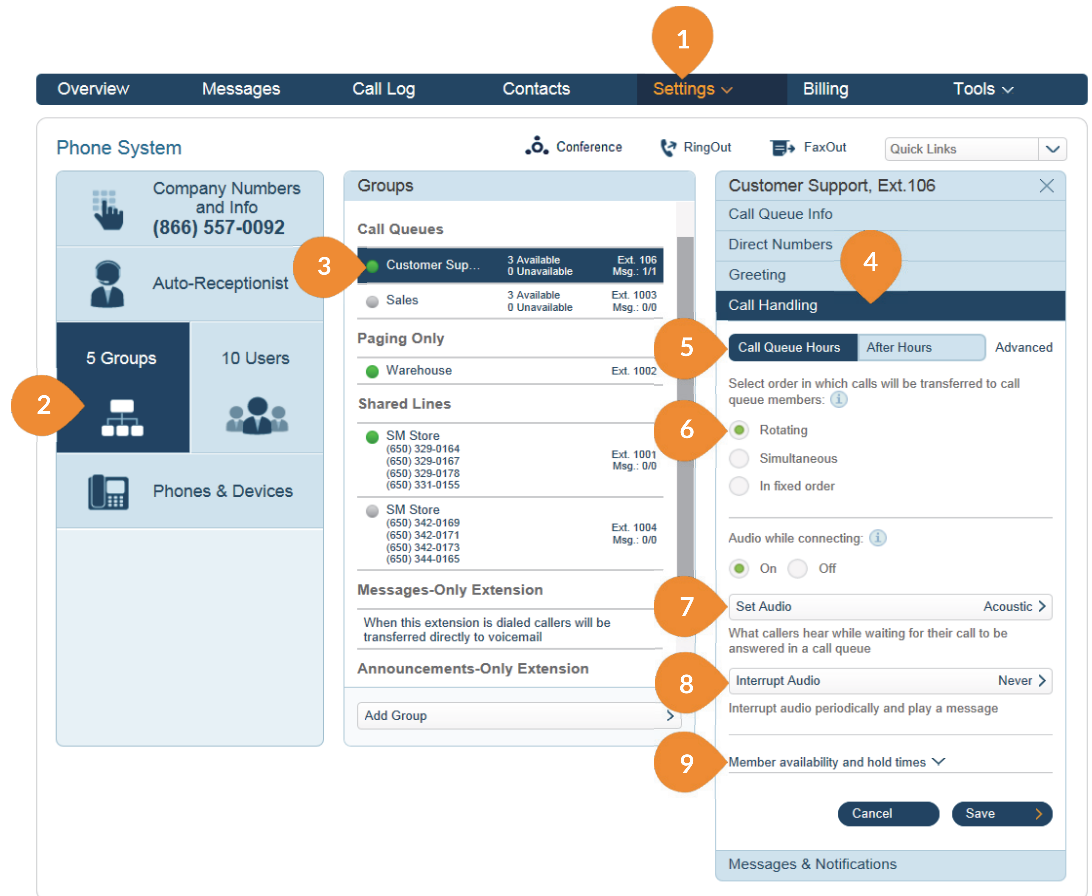
1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Select **Greeting**.
5. Click the **Set Greeting** bar.
6. Select **Custom**.
7. Click **Import**.
8. Browse for a .WAV or .MP3 file you want to use.
9. Click **Attach**.
10. Listen to the playback of your uploaded greeting and click **Save**.
11. Or click **Cancel** to return to the previous menu options.



Call Queue Handling

Use these settings to select call handling, on-hold music, and more.

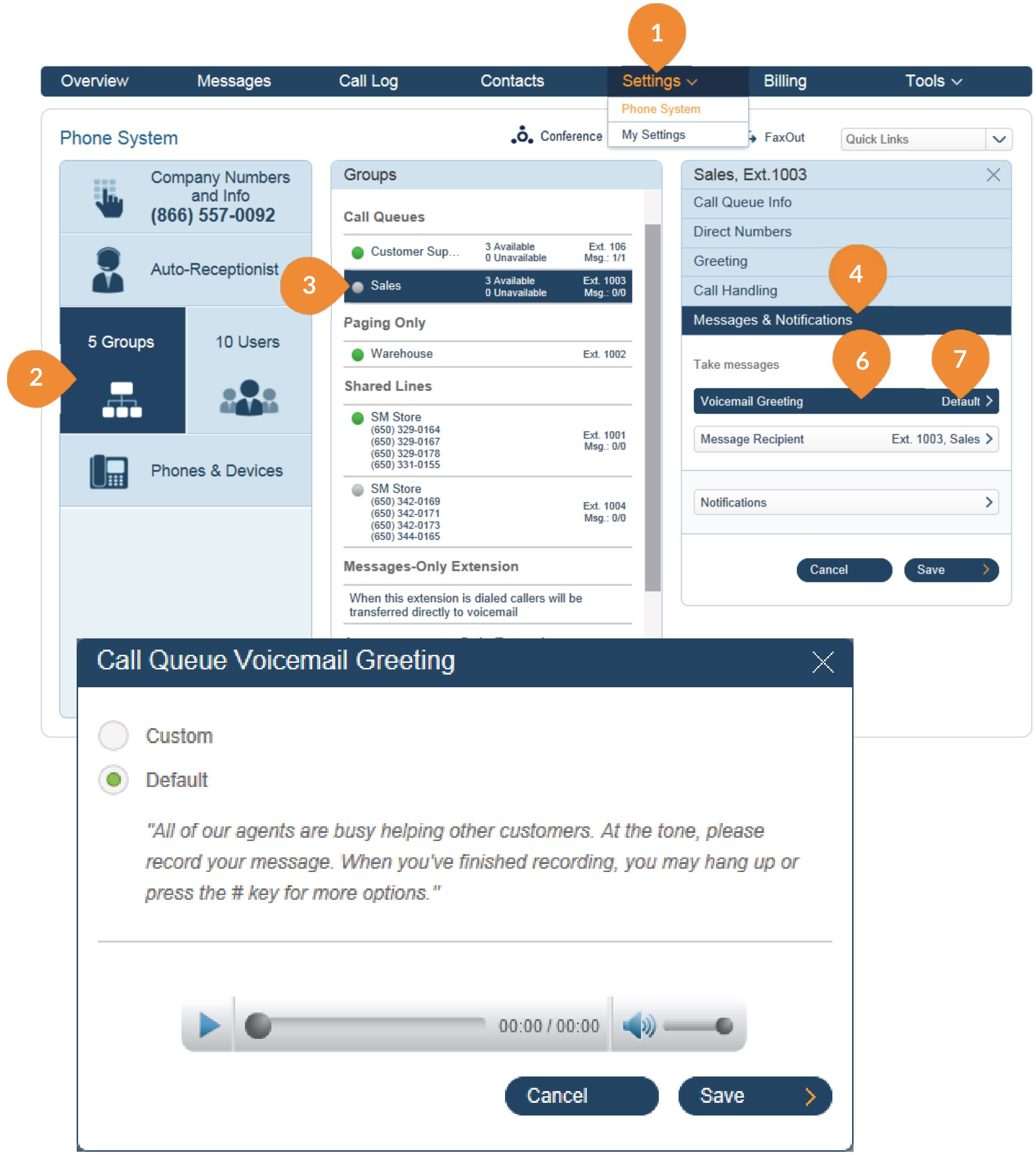
1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the list of Groups.
4. Select **Call Handling**.
5. Select the **Call Queue Hours** tab (if displayed).
6. Select the order in which calls will be transferred to department members: **Rotating** (in order by extension number); **Simultaneous** on all department extensions; or **In fixed order** to choose another order.
7. Select the audio callers will hear during business hours while waiting for a connection.
8. Choose how often the audio will be interrupted by a prompt. If you choose an interrupt time, you can then choose a standard Interrupt Prompt, such as "*Thank you for holding. Please continue to stay on the line*," or record or upload your own custom prompt.
9. You can also choose various handlings of callers who are waiting on hold in the **Member availability and hold times** menu.
10. Select the **After Hours** tab, if present, and repeat this process to set how department calls will be handled after working hours.



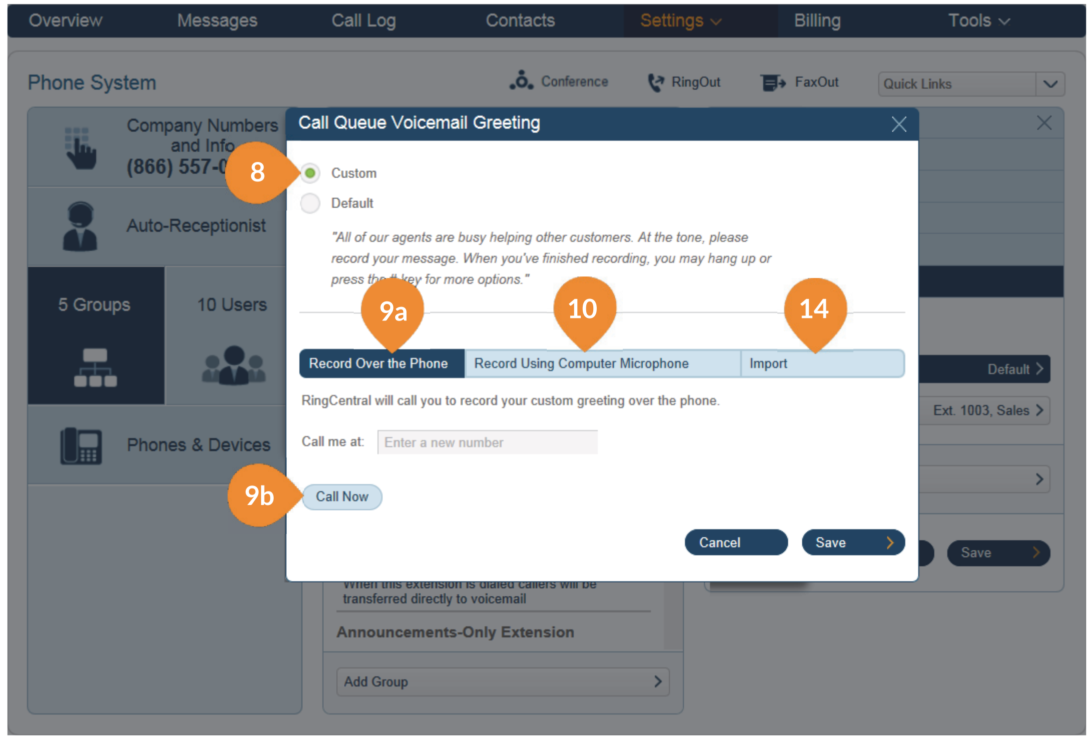
Call Queue Voicemail

Office@Hand allows each Call Queue to have separate voicemails to greet unanswered calls, as well as allows you to set a recipient for these voicemails.

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Click **Messages and Notifications**.
5. Click the **Department Hours** tab (if displayed).
6. Click **Voicemail Greeting**.
7. Click **Default** to play an automatic voicemail greeting using text-to-speech technology. You can review this default greeting by clicking the **Play** button.



8. To record a new custom voicemail greeting, select **Custom** then choose an input method.
9. If by phone, select a phone number, then **Call Now**.
10. If you select **Record Using Computer Microphone**, click **Allow** on the Adobe Flash Player Settings pop-up. Then click **Allow** if Office@Hand asks to record through your computer.
11. Plug a USB headset into your computer and adjust the recording level.
12. When ready, click the red **Record** button to record your custom greeting through your computer microphone.
13. **Stop** the recording and listen to the playback. Click **Save** when you are satisfied with your recorded greeting, or click **Cancel** to return to the previous menu options.
14. To upload a prerecorded voicemail greeting from your computer, select **Import**, then upload a .WAV or .MP3 file.
15. Repeat with the **After Hours** tab (if displayed) to create a department voicemail message to be played to those who call after business hours.
16. Click the **Message Recipient** bar to specify a particular Call Queue member to receive messages left for this Call Queue.
17. Click the **Notifications** bar to have the system send an email or text-message notification to a recipient of your choice when voicemail messages or faxes are received, or calls missed.

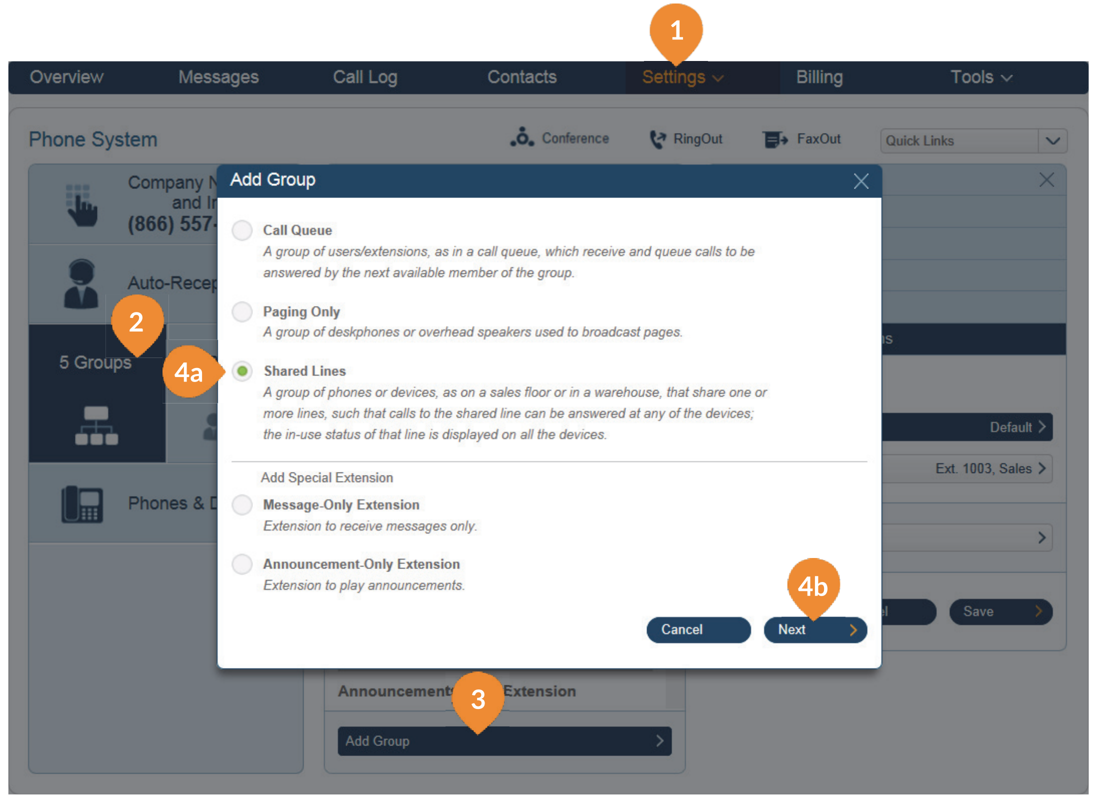


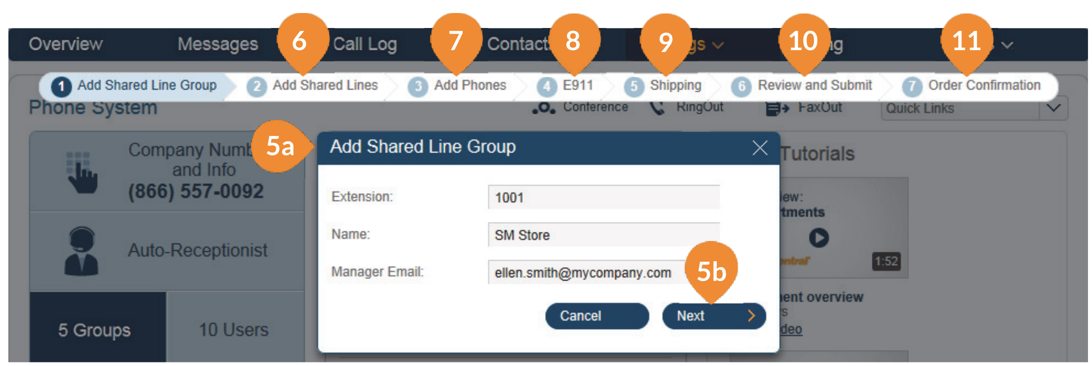
Shared Lines

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

Add a Shared Lines Group

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Add Group**.
4. Select the **Shared Lines** radio button, and click **Next**.
5. Enter the **Add Shared Line Group** info and click **Next**.
6. **Add Shared Lines** — follow the steps and click **Next**.
7. **Add Phones** — follow the steps and click **Next**.
8. **E911** info — follow the steps and click **Next**.
9. **Shipping** — follow the steps and click **Next**.
10. **Review and Submit** — follow the steps and click **Next**.
11. **Order Confirmation** — follow the steps and click **Done**.

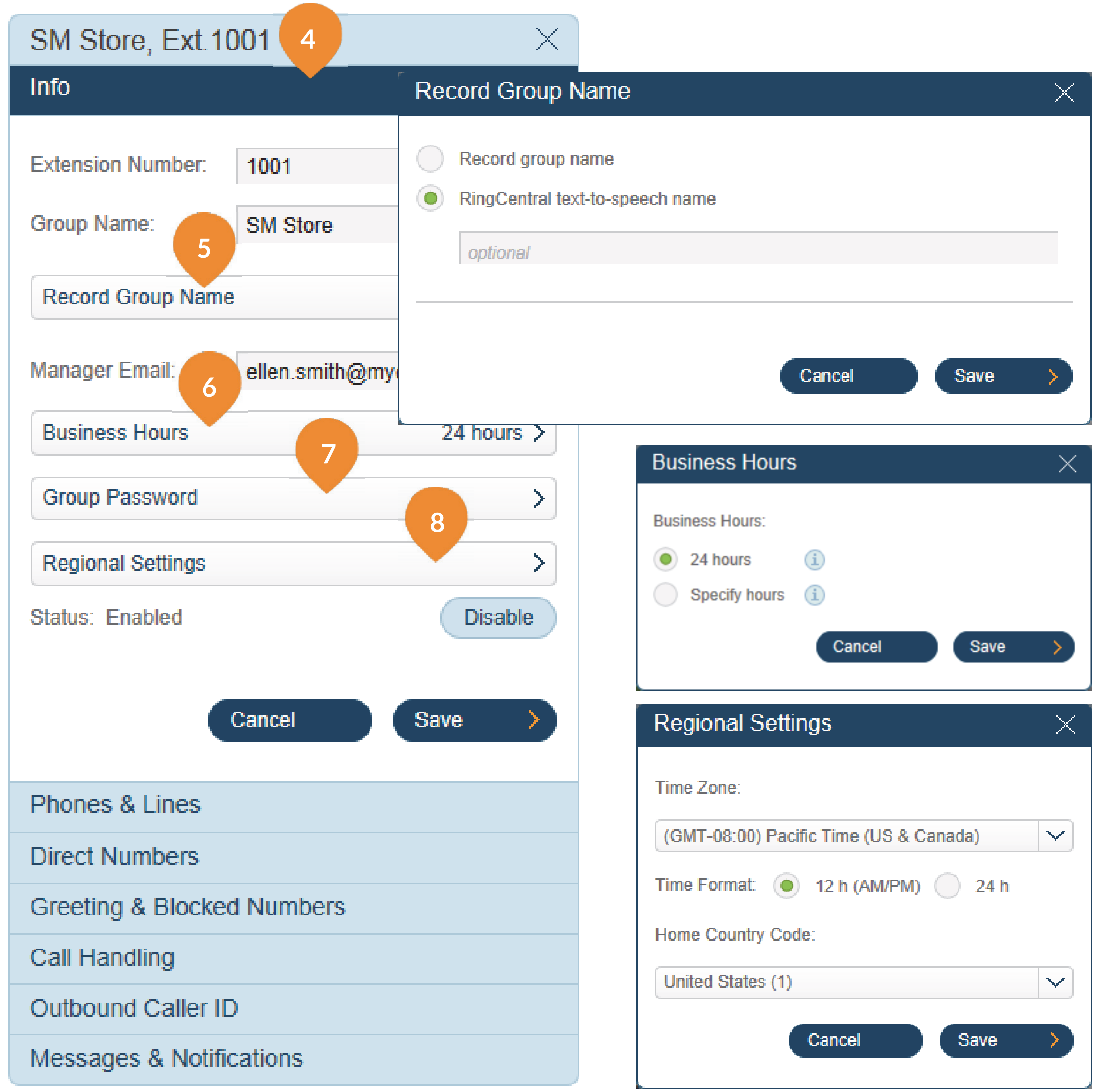




Shared Lines Settings

The first step is to review and/or change the settings for your
shared lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Info**.
5. Click **Record Group Name**. Type in a Group Name in the *optional* field, or click the upper radio button to enter a custom recording of the group name.
6. Click **Business Hours** to change the default 24 hrs. to Specify hours of operation.
7. Click **Group Password** to set up a new password for this call group.
8. Click **Regional Settings** to adjust the group Time Zone, Time Format, and Home Country Code.



Shared Lines Settings (cont.)

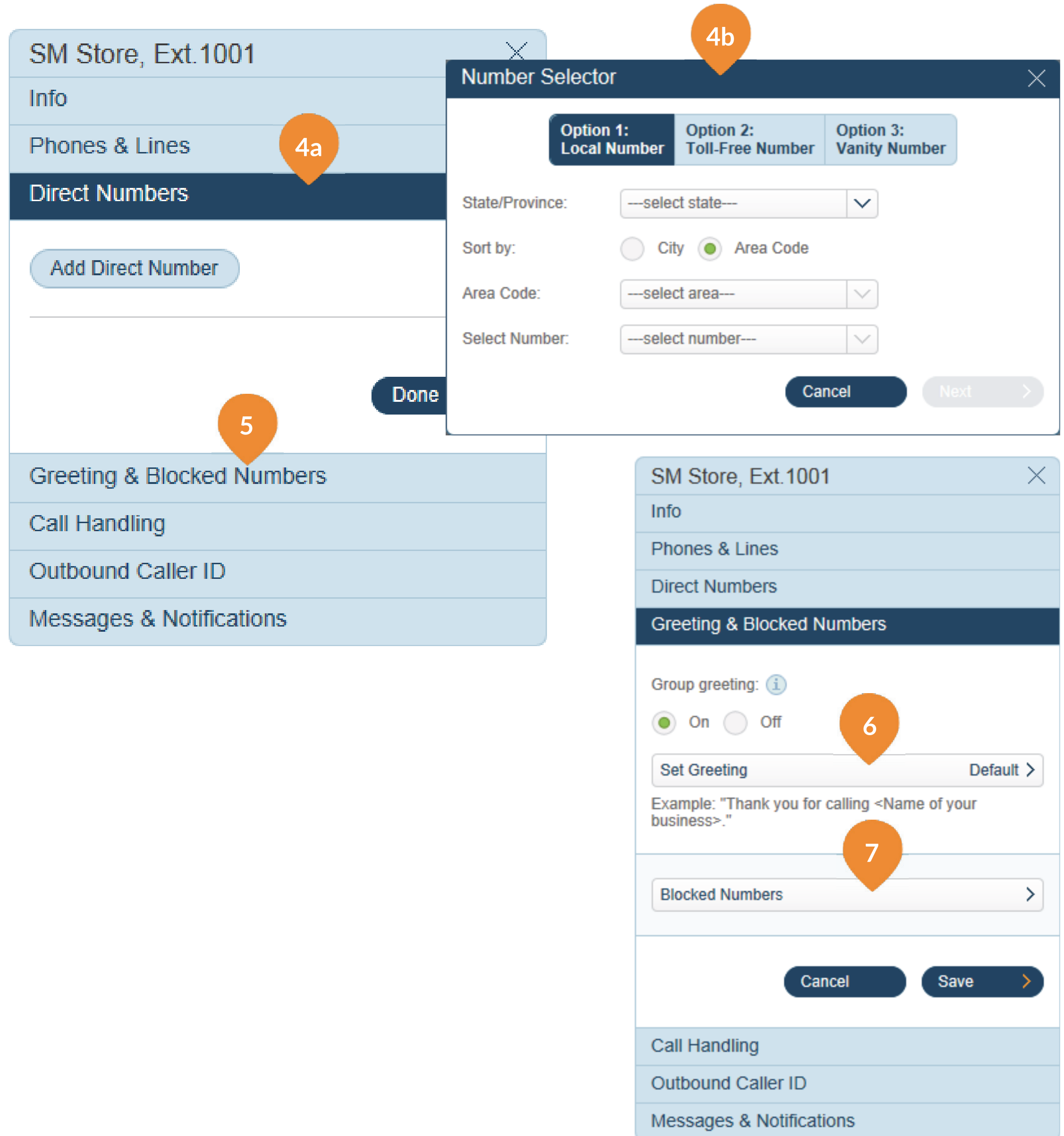
The next step is to configure the group settings for Phones and Lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Phones & Lines**.
5. Click **Line Configuration**.
6. On the **Configure Group** panel, click the up-down arrows to order the phone line appearance.
7. Click **Preview on Phones** to view the phone line appearance on the shared line phone devices.
8. Click the drop-down menu to view the shared line appearance on additional phones (if any).

Shared Lines Settings (cont.)

Continue reviewing and/or changing the settings for your shared lines.

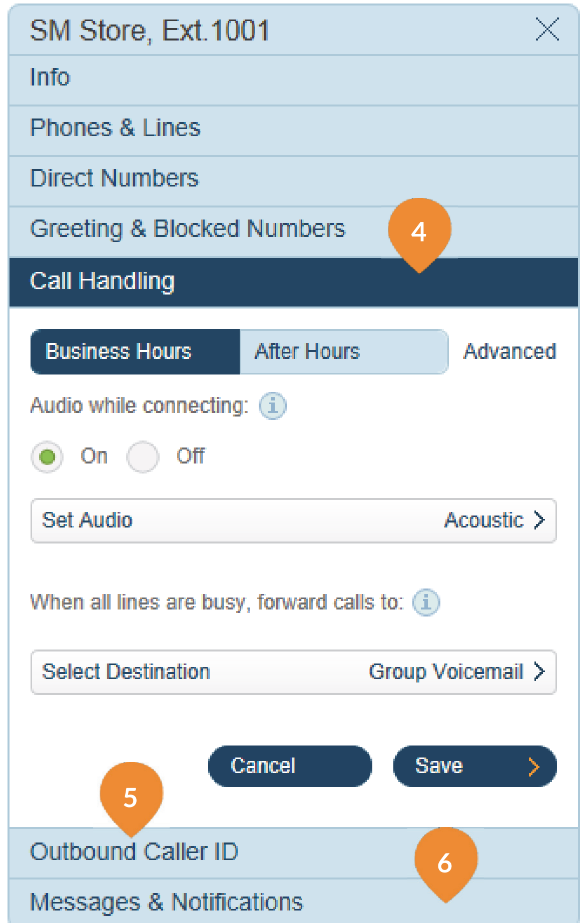
1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Direct Numbers**. Add preferred local, toll-free or vanity numbers by following the steps in the **Number Selector**.
5. Click **Greeting & Blocked Numbers**.
6. Click **Set Greeting** and keep the default, or record a custom greeting for the group.
7. Click **Blocked Numbers** to block specific calls or all calls for this call group. Then set up the message blocked callers will hear.

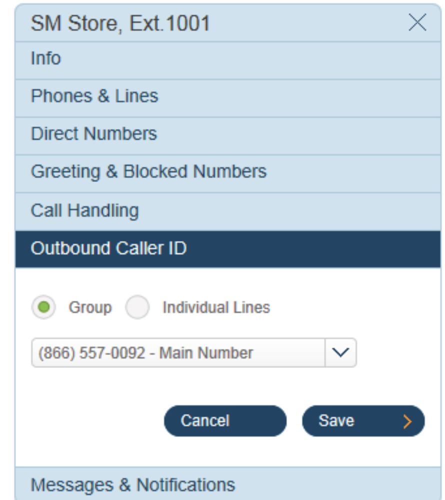


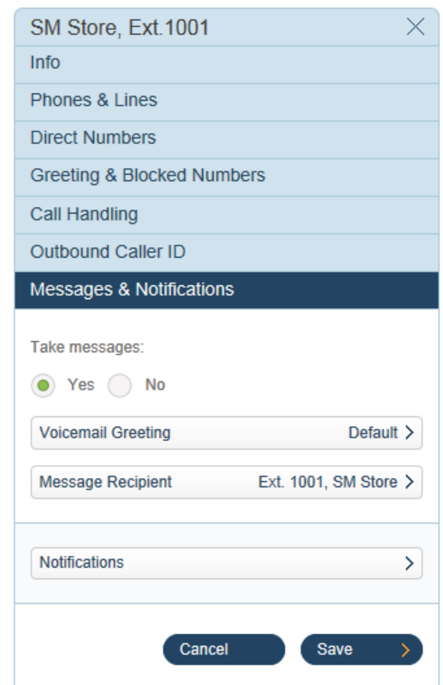
Shared Lines Settings (cont.)

Continue reviewing and/or changing the settings for your shared lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Call Handling.** Review or change each option for handling incoming calls for both **Business Hours** and **After Hours**.
5. Click **Outbound Caller ID**. Set up an outbound caller ID for the group, or use individual numbers as caller IDs for each line.
6. Click **Messages & Notifications**. Set up a group voicemail and notification options.





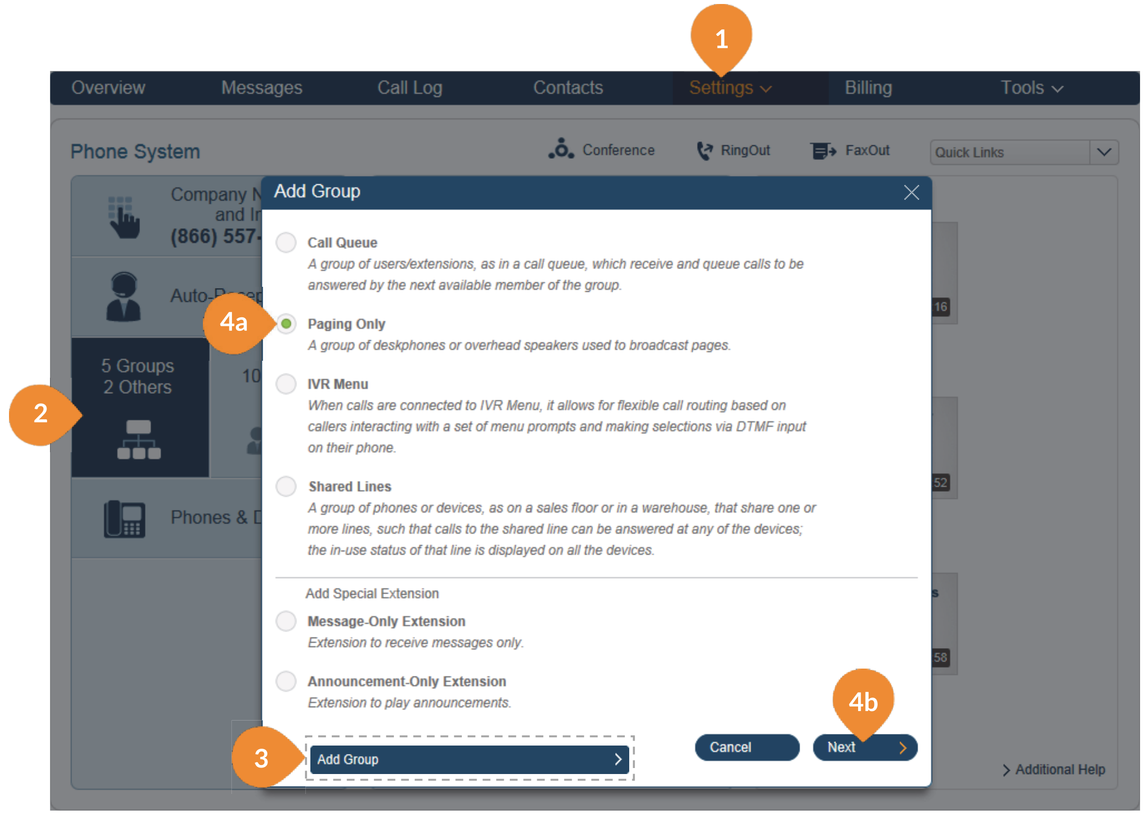


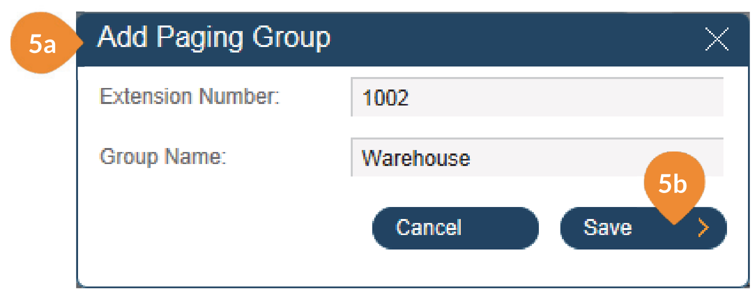
Paging

The Paging feature enables real-time one-way broadcasting through multiple desk phones and overhead paging devices.

Add a Paging Only Group

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups** (obscured after pop-up).
3. Click **Add Group**.
4. Select the **Paging Only** radio button, and click **Next**.
5. Enter the **Add Paging Group** info, and click **Save**.





Paging Applications

How to Page

Paging is a commonly required function in many locations such as warehouse/shipping centers, retail stores, schools and hospitals, among others.

Office@Hand Paging supports broadcasting through multiple desk phones (groups) and through overhead paging devices.

You can page using a special phone with a paging soft-key, or by dialing *84 from your digital desk phone or from your VoIP calling enabled mobile phone. In each case you need to set up the Group number prior to the page.

Paging Settings

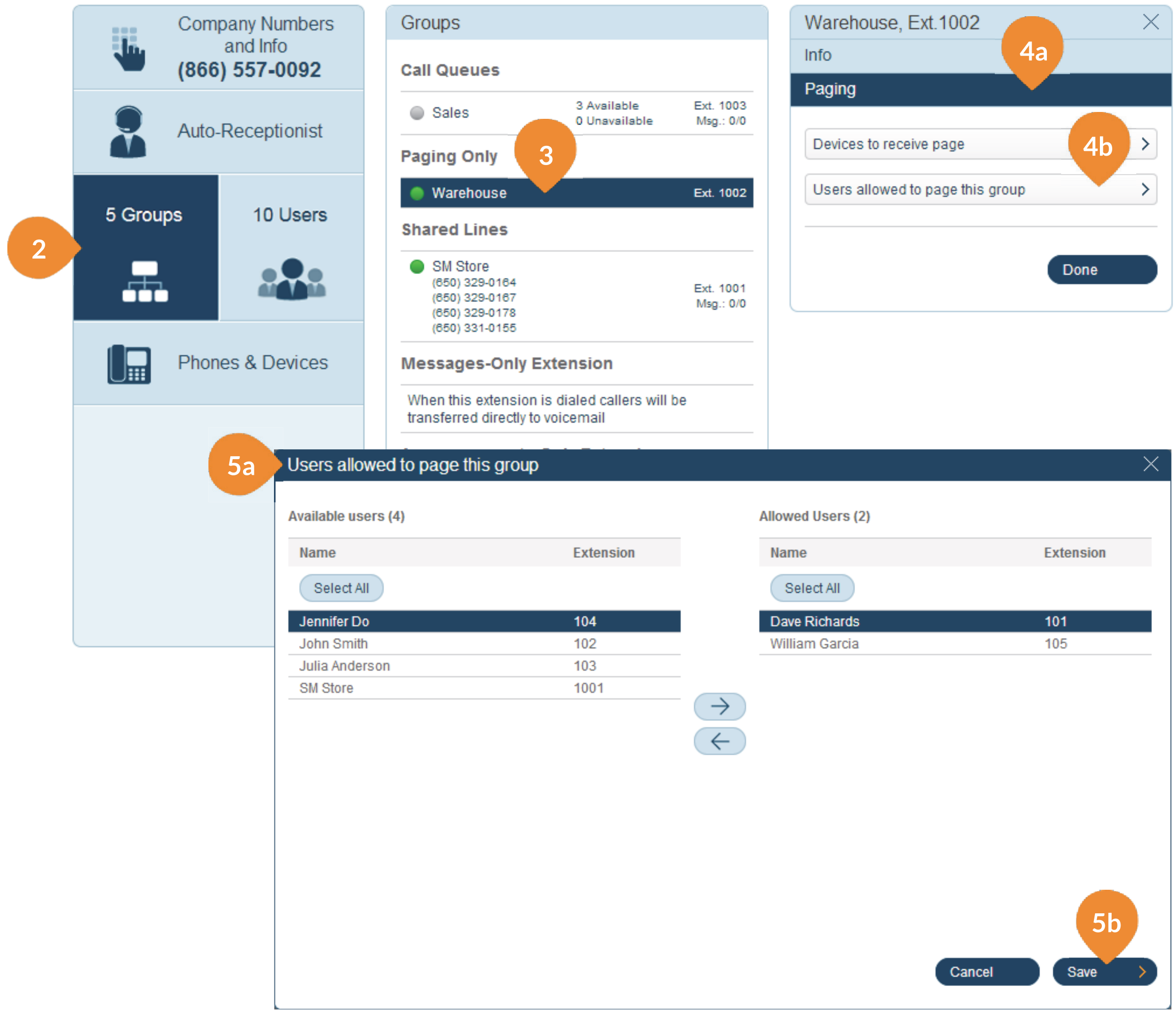
After the paging group is set up, select the devices to receive
pages from the list of paging devices and user phones capable of doing so.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Warehouse** (example).
4. Click **Paging** and click **Devices to receive page**.
5. Select the **Paging Devices** and click **Save**.
6. Select the **User Phones** and click **Save**.

Paging Settings

Next, select the users allowed to page this group.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Warehouse** (example).
4. Click **Paging** and click **Users allowed to page this group**.
5. From the available users, select those who are allowed to page this group and click **Save**.



Part 3 - Settings for Admins and Users

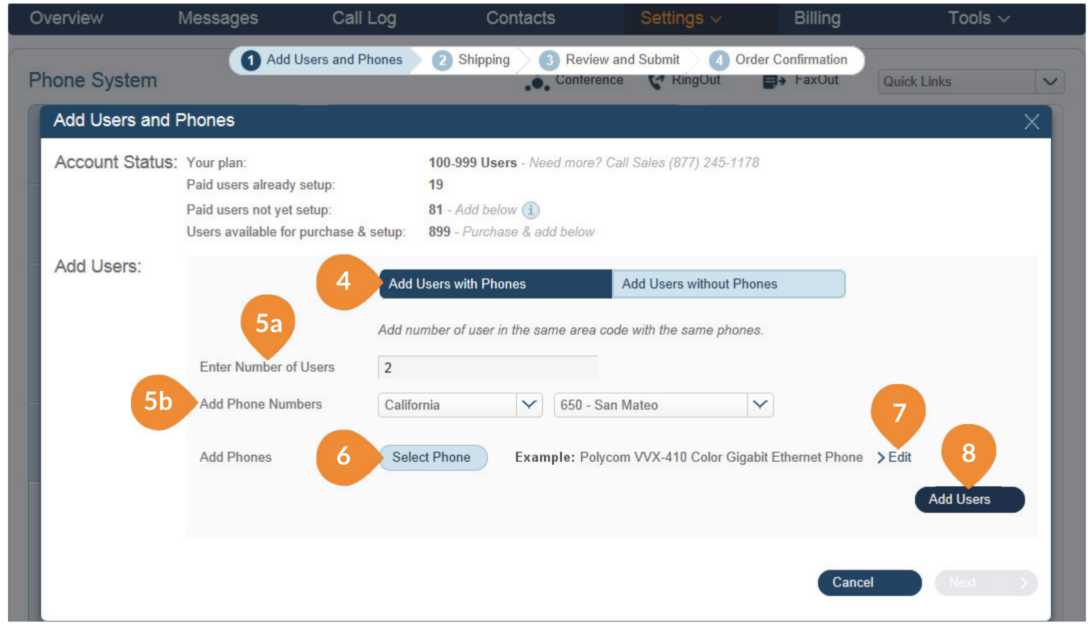
Note: Administrators are also primary Users and therefore can perform all User functions for themselves. This section illustrates settings that only Admins can perform, followed on the next page by the same function performed by Users, when applicable.

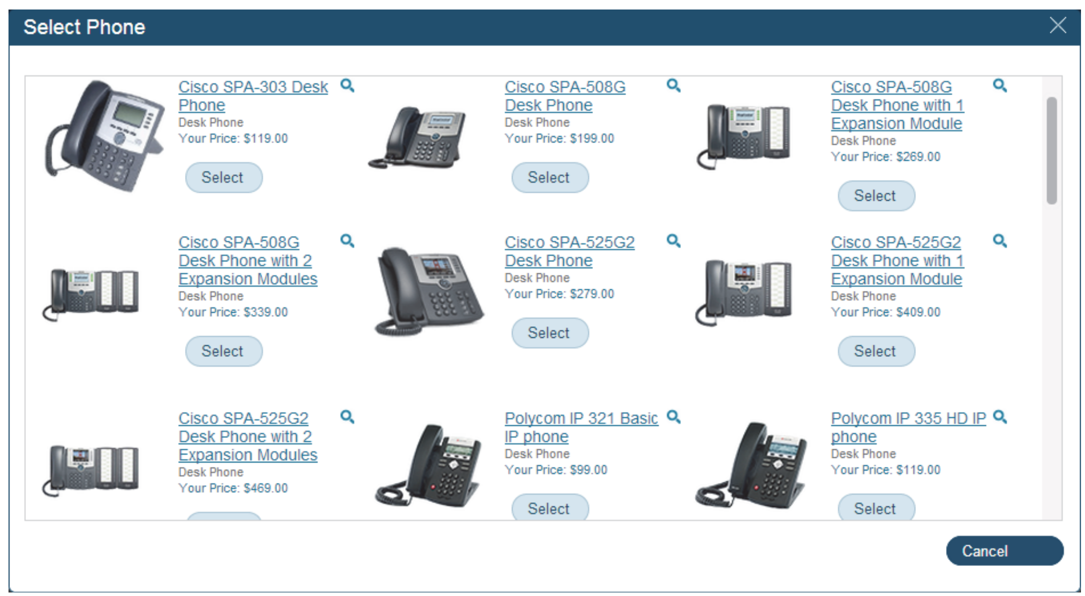
In the examples, the Administrator is *Dave Richards* and the User is *William Garcia*.

Add User Extensions and Phones–Admins

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

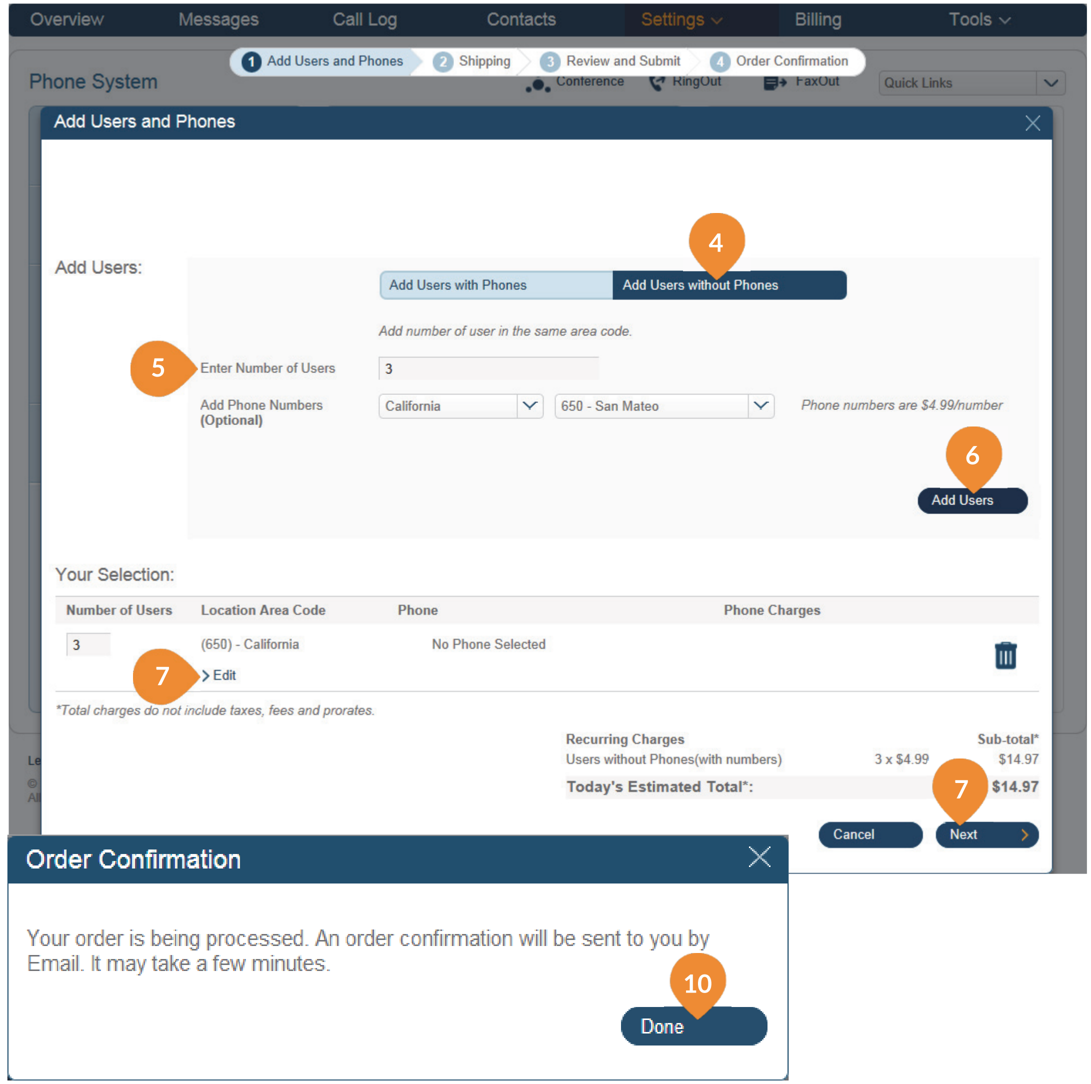
1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Click **Add Users**.
4. Select **Add Users with Phones**.
5. Enter the number of users you plan to add, then select the phone numbers from the drop-down menus.
6. Click **Select Phone** button and choose a phone.
7. Review your phone selection. Click > **Edit** to change or click **Next** to accept the new phone and new user charges.
8. Click **Add Users**.
9. Complete the Shipping page and click **Next.**
10. Review your order and place a checkmark at the bottom of the page to accept the new charges, or click the **Back** button to modify your order.
11. Click **Next** to continue adding the new user and new phone.
12. Click **Done** when you see the **Order Confirmation** screen.





Add User Extensions Only–Admins

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Click **Add Users**.
4. Click **Add Users without Phones.**
5. Enter the number of new users and select phone numbers.
6. Click **Add Users**.
7. Review your selection. Click > **Edit** to change or click **Next** to accept the new user charges.
8. Review your order and place a checkmark at the bottom of the page to accept the new charges, or click the **Back** button to modify your order.
9. Click **Next** to continue adding the new user and new extension.
10. Click **Done** when you see the **Order Confirmation** screen.

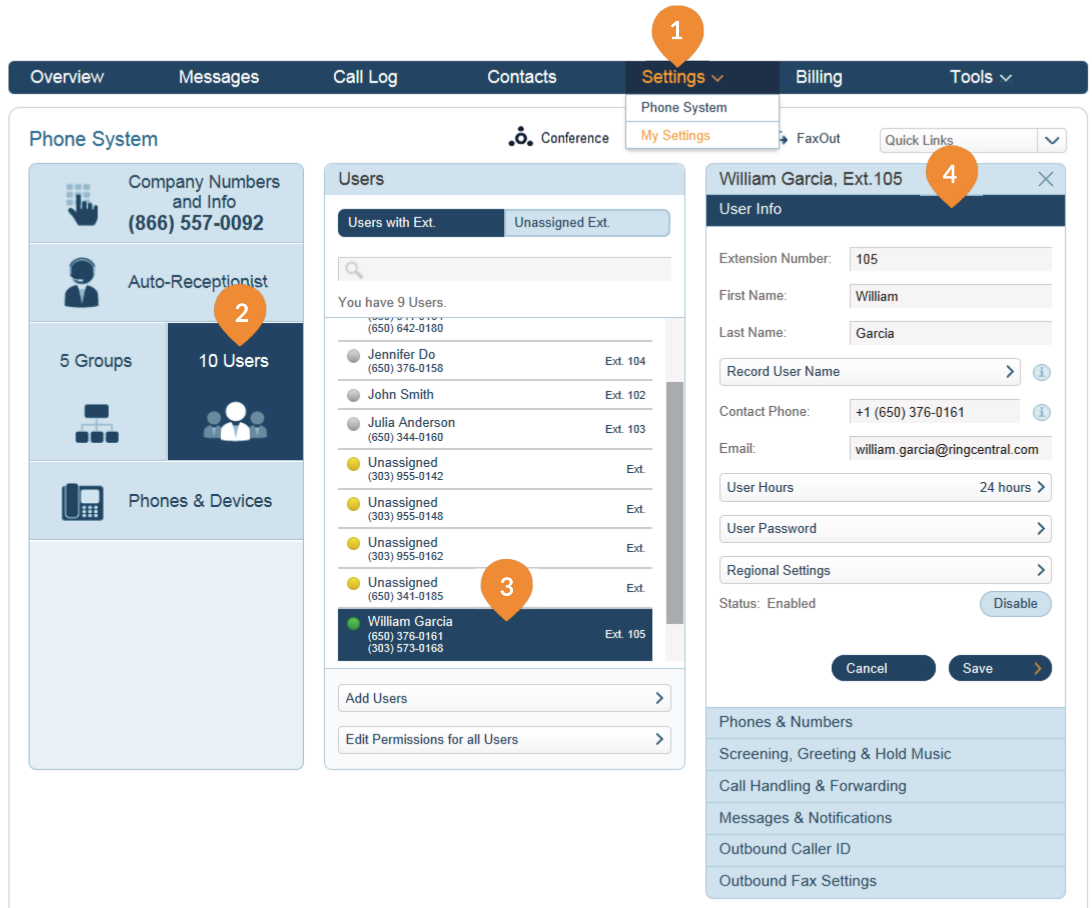


Edit User Information–Admins

Administrators can edit user info, including name, password, phone number and contact email. They can set up separate Business Hours and After Hours forwarding rules for each user, and add or change direct numbers assigned to users.

(Users can change their contact info, user hours and password, but not their extension number — see next page for User edits.)

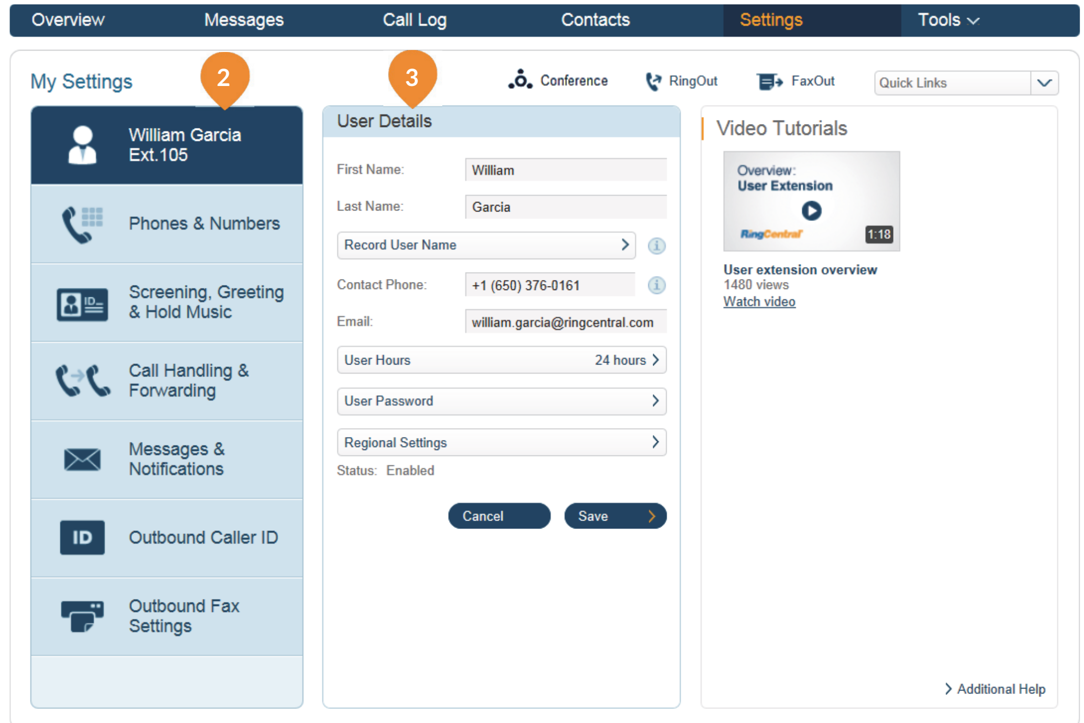
1. Under the **Settings tab** select **Phone System**.
2. Click **User(s)**.
3. Select the user you want to edit.
4. Click **User Info**.
5. Admins can make changes to the following information:
    a. **Extension number**
    b. **First Name**
    c. **Last Name**
    d. **Record User Name: Office@Hand text-to-speech name** — Create a phonetic spelling of the user/extension name so the system can pronounce it correctly-the Office@Hand text-to-speech utility will use this, and you can refine the phonetic spelling until you are satisfied with the translation. Or you can record the correct pronunciation by clicking **Record my name** — you can then have the system call you on your phone so you can speak the correct pronunciation, or you can upload an MP3 file with the correct pronunciation.
    e. **Email**, the address to be used for Office@Hand communications and notifications.
    f. **User Hours** can be set for each user/extension.
    g. **Resend Welcome Email** appears for users who have not yet activated their accounts. Click to resend the Welcome Email to remind them to activate.
    h. **Status:** Shows whether the user clicked their activation email.



Edit User Information–Users

As a User, you can 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.

1. Under **Settings > My Settings** click your user name.
2. Within the **My Settings** column, click on a panel to view and change the information displayed. Click **Save** when you are done.
3. Under **User Details**, select and modify the info you want to change. Click **Save** when you are done.

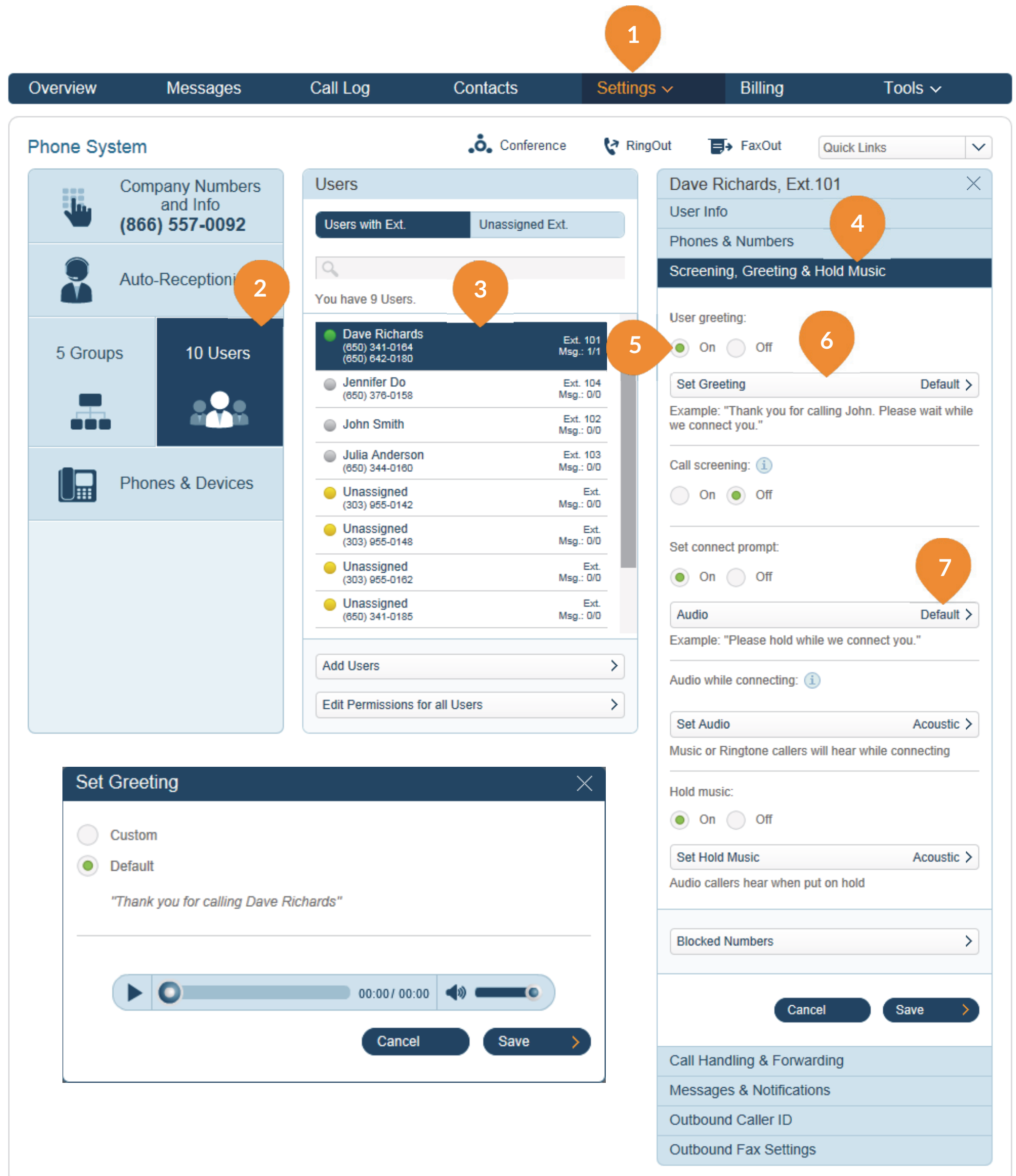


Set up User Greetings–Admins

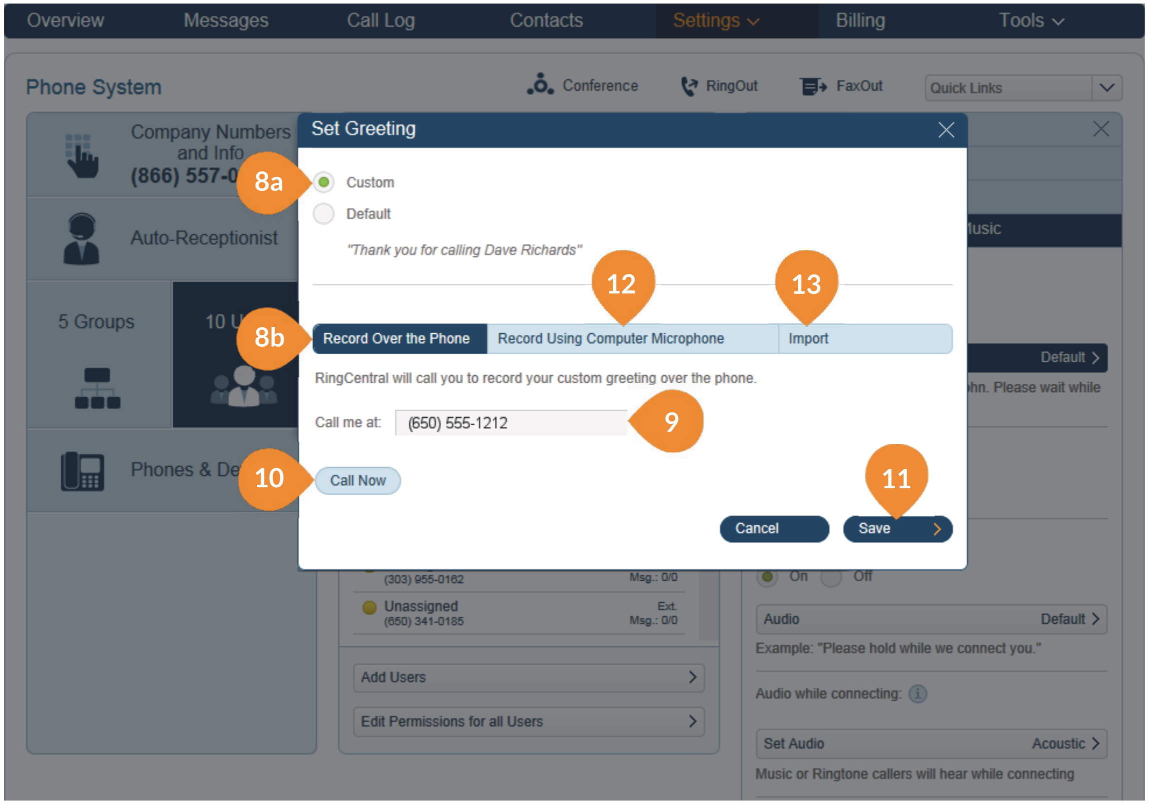
Your Office@Hand system comes with a default personal greeting for each user, such as, "Thank you for calling (user name)." These greetings can be changed for each user in your company. Follow the steps on this page to record a custom greeting over the phone or import a prerecorded greeting from your computer.

Recording a Custom User Greeting over the Phone

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a User from the list.
4. Click **Screening, Greeting & Hold Music**.
5. To set up a personal greeting for this extension, check **On** under **User greeting**.
6. Click the **Set Greeting** bar.
7. To hear the automated (default) introductory greeting, click **Default** then **Play** to review. Click **Cancel** to retain this greeting.



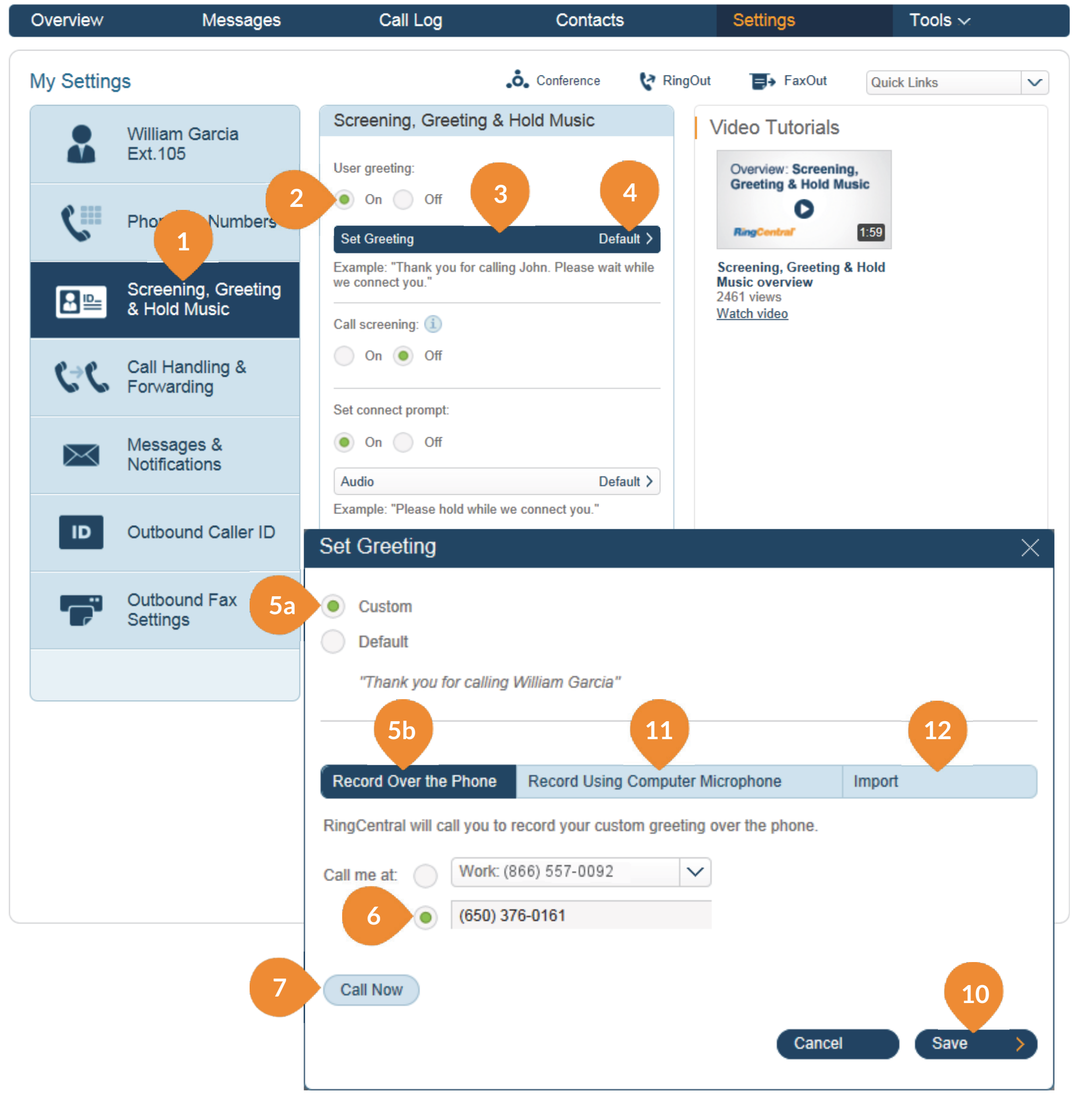
8. To record a new introductory greeting over the phone, select **Custom**, then **Record Over the Phone**.
9. Select a phone number at which Office@Hand can call you.
10. Click **Call Now**.
11. Record a greeting as prompted, then click **Save**.
12. To record a greeting through your computer microphone, click **Record Using Computer Microphone** and follow the prompts.
13. To upload a prerecorded voicemail greeting from your computer, select **Import** then upload .WAV or .MP3 file.



Set up Your Greetings–Users

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

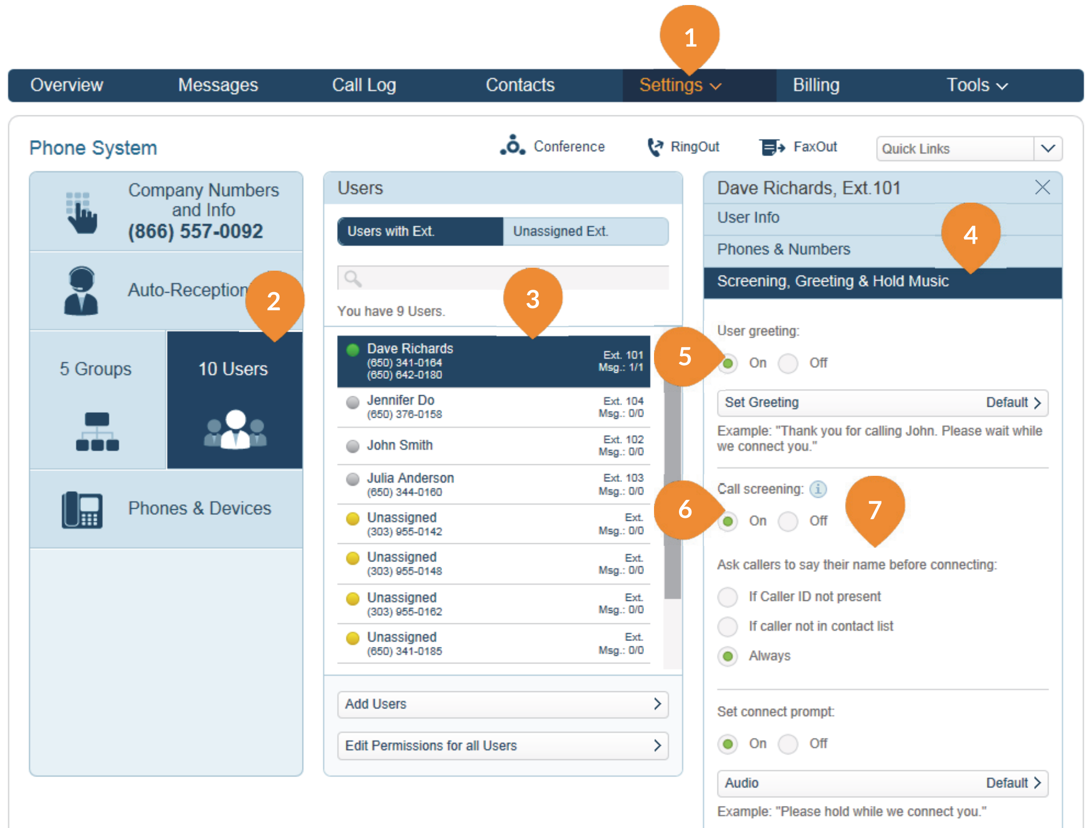
1. Under **Settings > My Settings** click **Screening, Greeting & Hold Music**.
2. To set up a personal greeting for this extension, check **On** under **User greeting**.
3. Click the **Set Greeting** bar.
4. To hear the automated (default) introductory greeting, click **Default** then **Play** to review. Click **Cancel** to retain this greeting.
5. To record a new introductory greeting over the phone, select **Custom**, then **Record Over the Phone**.
6. Select a phone number at which Office@Hand can call you.
7. Click **Call Now**.
10. Record your greeting as prompted, then click **Save**.
11. To record your greeting through your computer microphone, click **Record Using Computer Microphone** and follow the prompts.
12. To upload a prerecorded voicemail greeting from your computer, select **Import** then upload .WAV or .MP3 file.



Call Screening–Admins

Screen calls for each of your users by prompting callers to announce their name. Then you can screen out callers who are
not on a user's list of contacts and/or those calls that come in without caller ID.

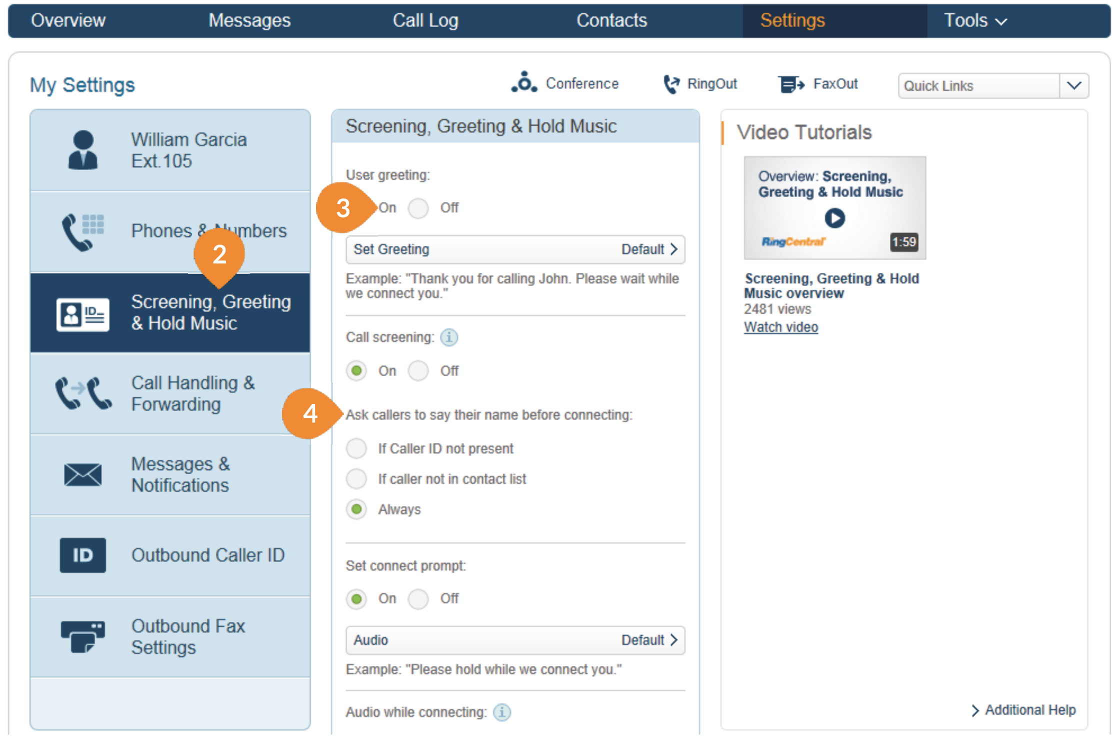
1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Screening, Greeting & Hold Music**.
5. Select the **On** button for **User greeting**.
6. Select the **On** button for **Call screening**.
7. Select a condition for "Ask callers to say their name before connecting."
8. Click **Save** and continue setting Call Screening for other users, if desired.



Call Screening–Users

Screen calls for each of your users by prompting callers to announce their name. You can screen out callers who are not on your list of contacts and/or those calls that come in without caller ID.

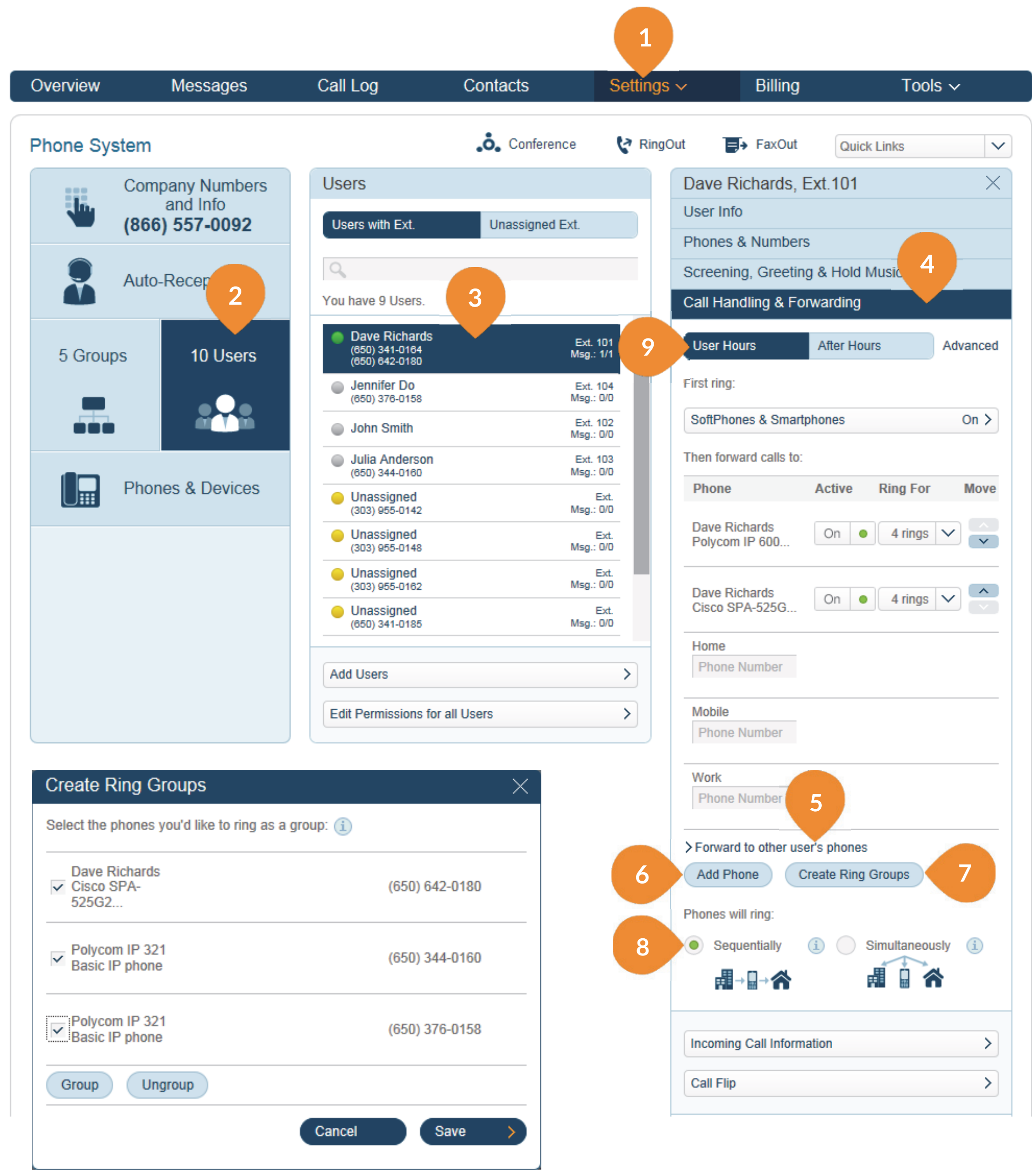
1. Under the **Settings**>**My Settings** click **Screening, Greeting & Hold Music**.
2. Select the **On** button for **User greeting**.
3. Select the **On** button for **Call screening**.
4. Select a condition for "Ask callers to say their name before connecting."
5. Click **Save**.



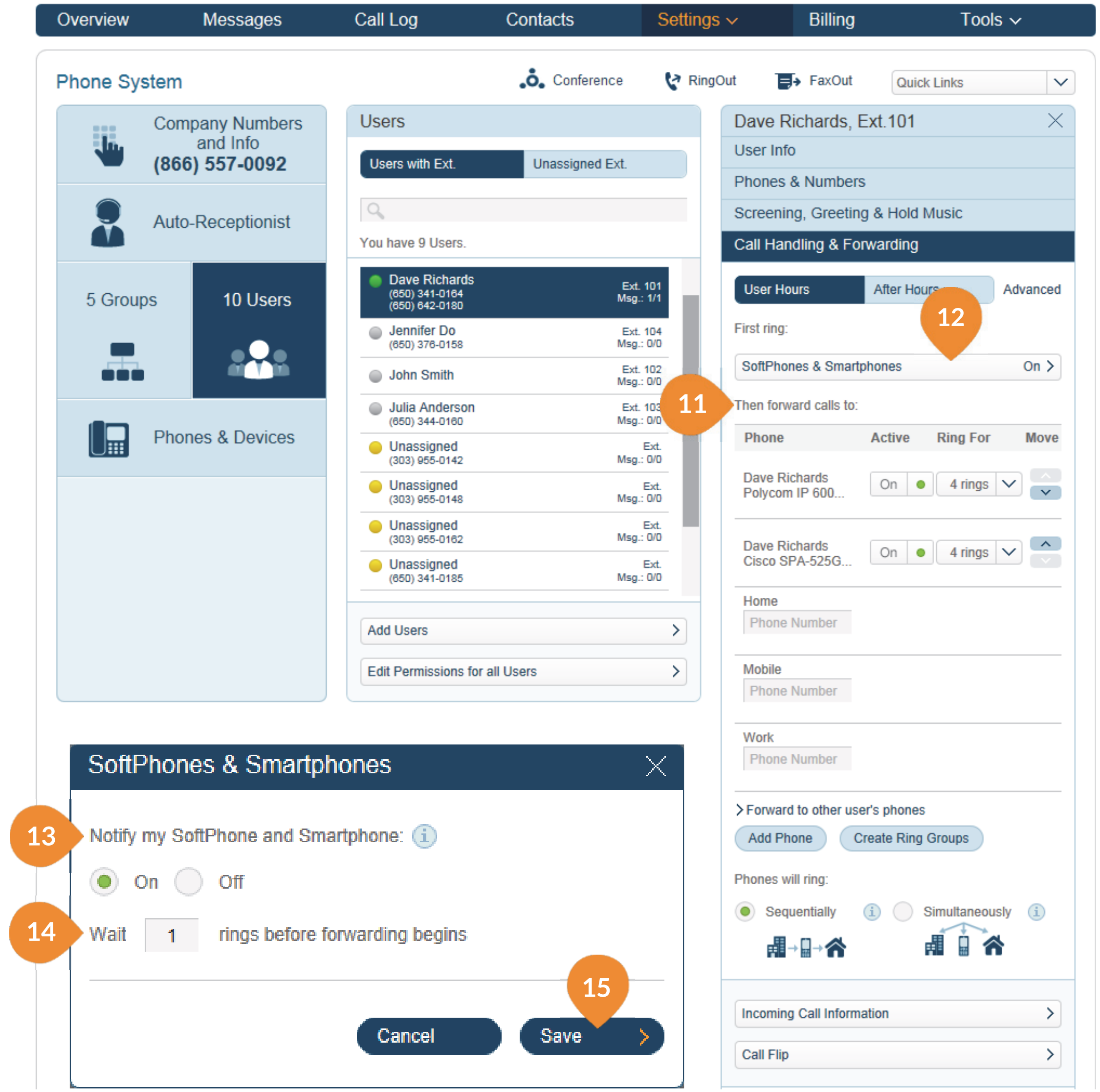
Call Forwarding–Admins

Set up different call forwarding rules for each user/ extension. Add up to 10 forwarding numbers for each extension, and set calls to ring at these numbers sequentially or simultaneously.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. From the **User Info screen**, click **Call Handling & Forwarding**.
5. Click **Forward to other users phones** to select others in your Office@Hand phone system to receive forwarded calls. These are then added to your call list, where they can also be reordered and turned on or off.
6. Click **Add Phone** button to add up to 10 forwarding numbers to each phone extension.
7. You can also **Create Ring Groups** and select the numbers that will ring at the same time your call comes in.
8. You can refine these selections by choosing to have numbers ring **Sequentially** or ring **Simultaneously**.
9. You can set call handling for **User Hours** and separately for **After Hours**.



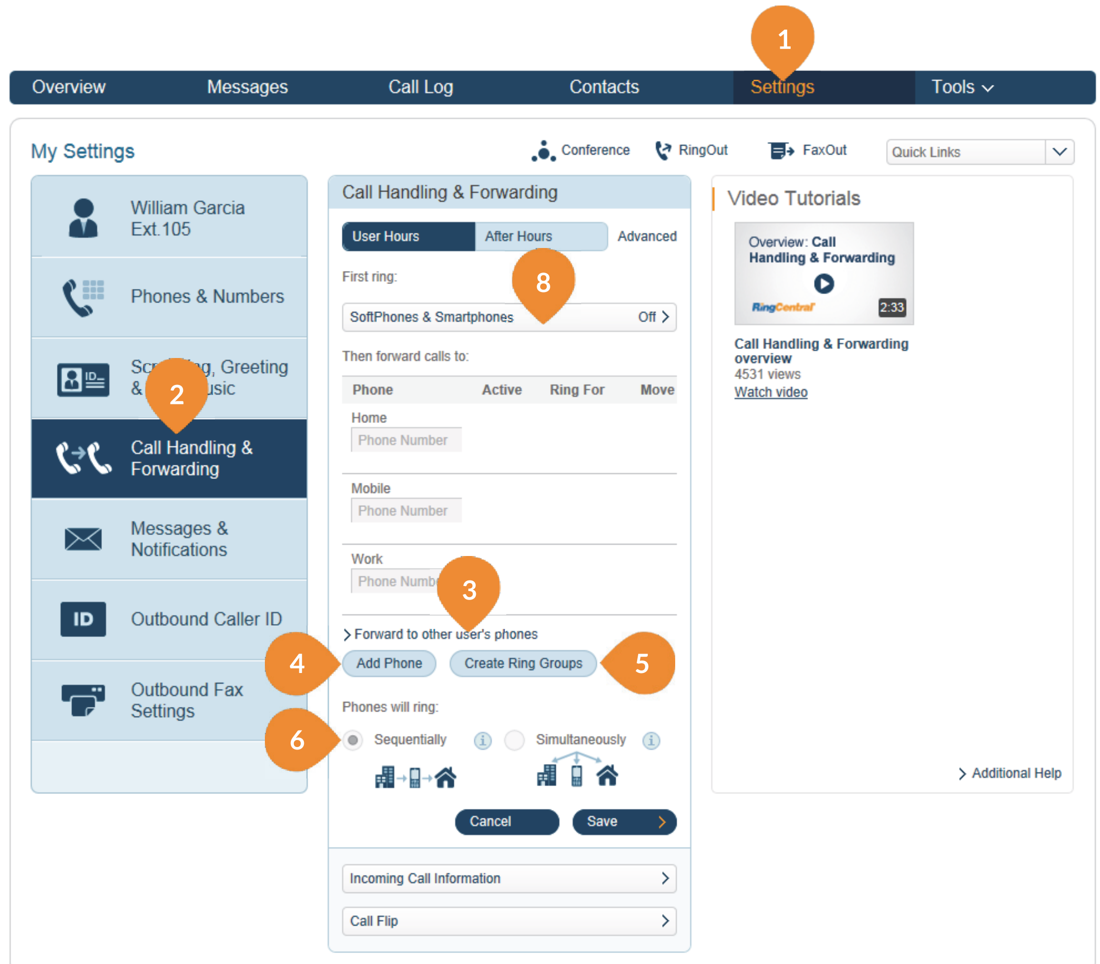
10. If you set the phones to ring **Sequentially**, then after saving you can return to this screen to change the order in which they ring by clicking the up and down arrows that appear in the "**Move**" column.
11. When a call comes in to phones set to forward calls, you can have the system display the call on your Softphone before it forwards the call. *(Download your Softphone from* ***Tools > Softphone >Download****).*
12. Click **Softphones & Smartphones**.
13. Turn your **Notify my Softphone and Smartphone** setting **On**. (**Softphones & Smartphones** insert.)
14. Set the number of SoftPhone rings.
15. Click **Save**.



Call Forwarding–Users

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.

1. Click **Settings**.
2. Click **Call Handling & Forwarding**.
3. Click **Forward to other users phones** to select others in your Office@Hand phone system to receive forwarded calls. These are then added to your call list, where they can also be reordered and turned on or off.
4. Click **Add Phone** button to add up to 10 forwarding numbers to each phone extension.[1]
5. You can also **Create Ring Groups** and select the numbers that will ring at the same time your call comes in.[2]
6. You can refine these selections by choosing to have numbers ring **Sequentially** or ring **Simultaneously**.[3]
7. You can set call handling for **User Hours** and separately for **After Hours**.
8. Click **Softphones & Smartphones**.[4]



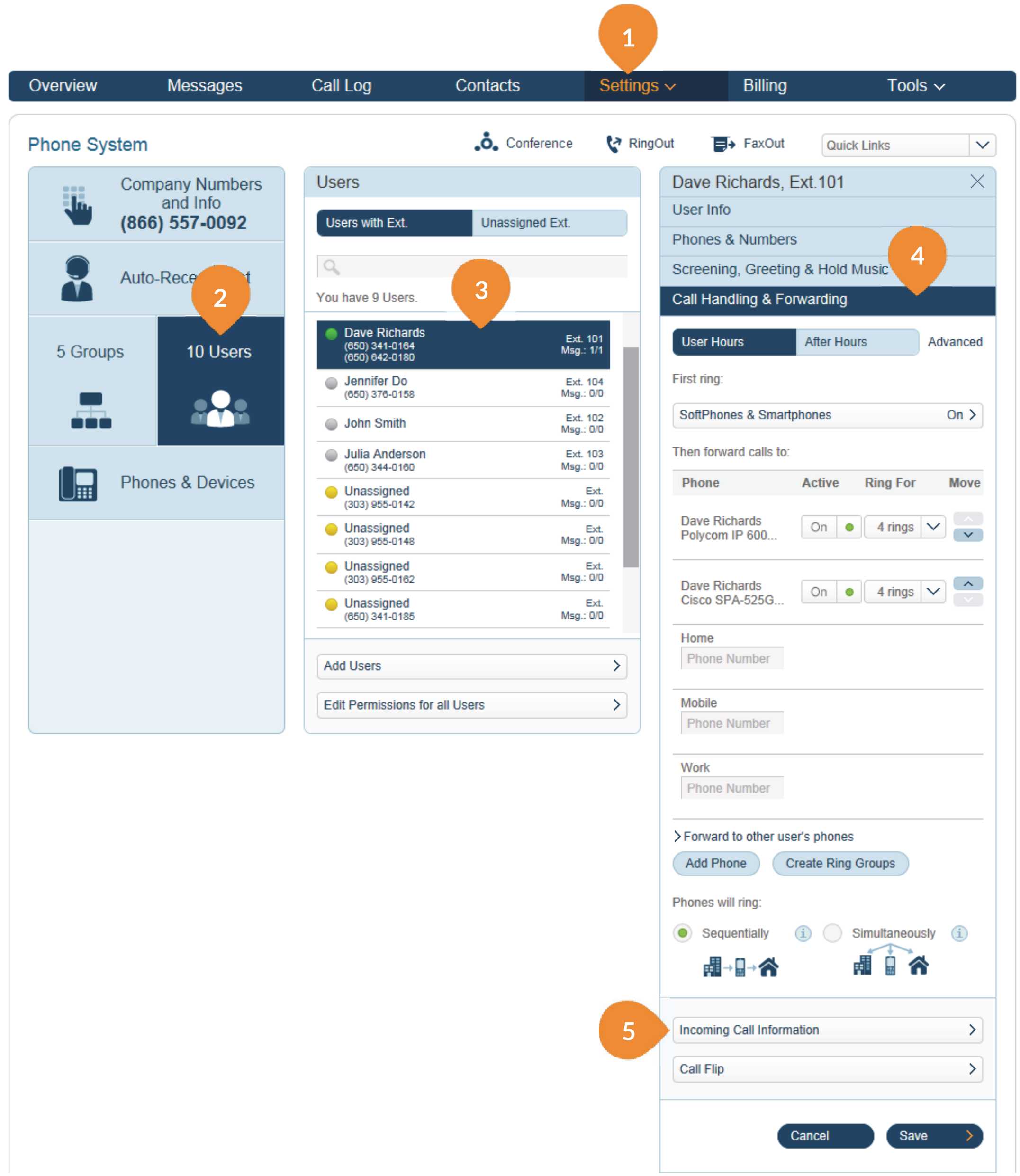
[1] See Step 6 of the Admin procedure above.
[2] See Step 7 of the Admin procedure above.
[3] See Step 10 of the Admin procedure above.
[4] See Steps 12, 13, 14 , 15 of the Admin procedure.

Incoming Call Handling–Admins

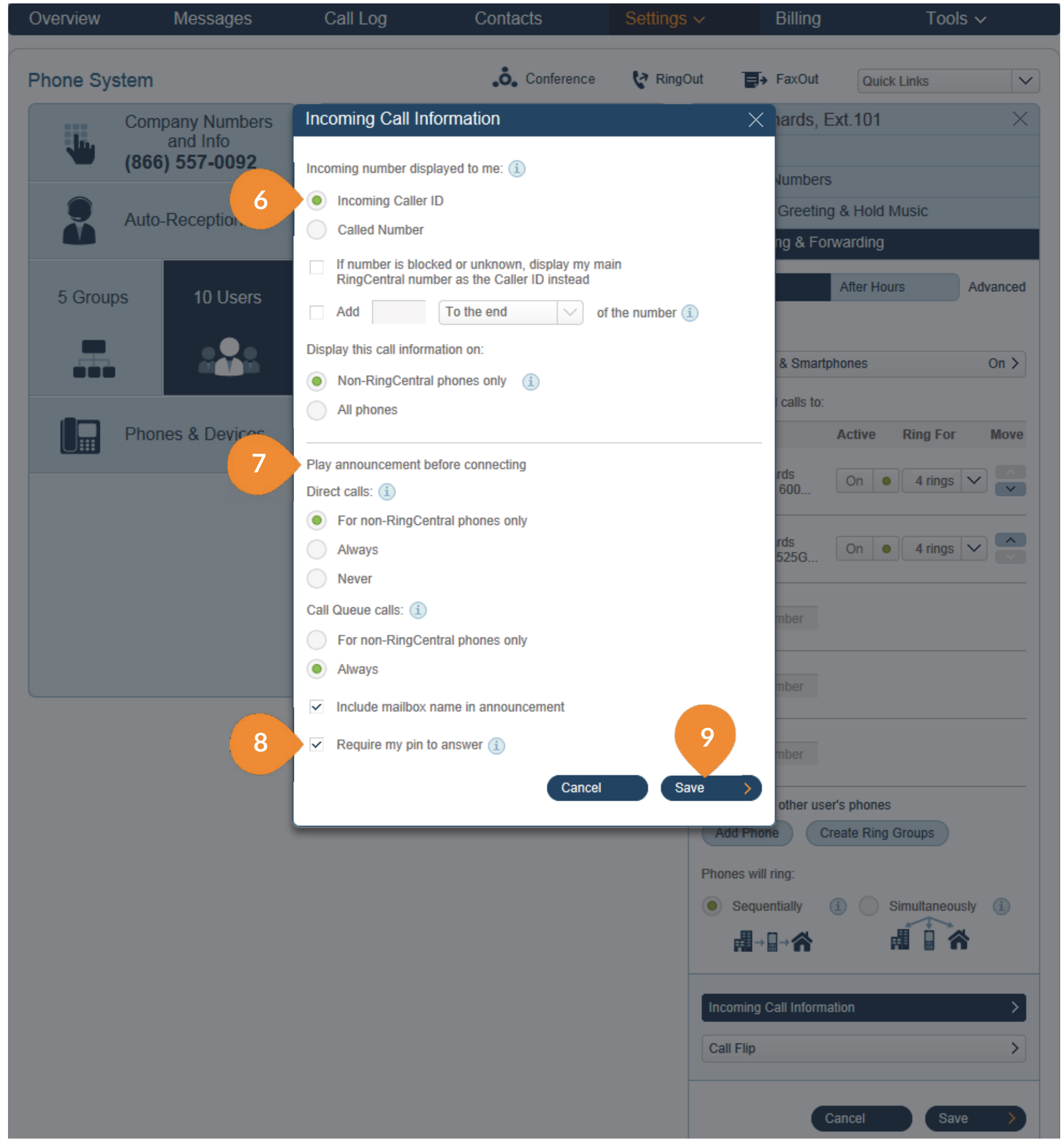
You can choose settings in **Incoming Call Information** so that when you receive a call, either at your office or forwarded to another of your phones, you will hear a recorded prompt that announces the name of the extension the caller dialed. For example, it may say, "John, you have a call." Or "Sales, 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. Under the **Settings** tab select **Phone System**.
2. Click **User(s).**
3. Select a **User** from the list.
4. Click **Call Handling & Forwarding**.
5. Click **Incoming Call Information**, towards the bottom of the screen.



6. To set how your incoming call is displayed to you, choose **Incoming Caller ID** or **Called Number** (the number that the caller used to reach you).
7. Under **Play announcement before connecting**, choose one of the following options:
   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).
8. Click **Require my Pin to answer** if you want your pin number to be entered before connecting you to your incoming call. This is a helpful security feature if you don't want others to answer your calls, such as when you are at home or at another location.
9. Click **Save**.

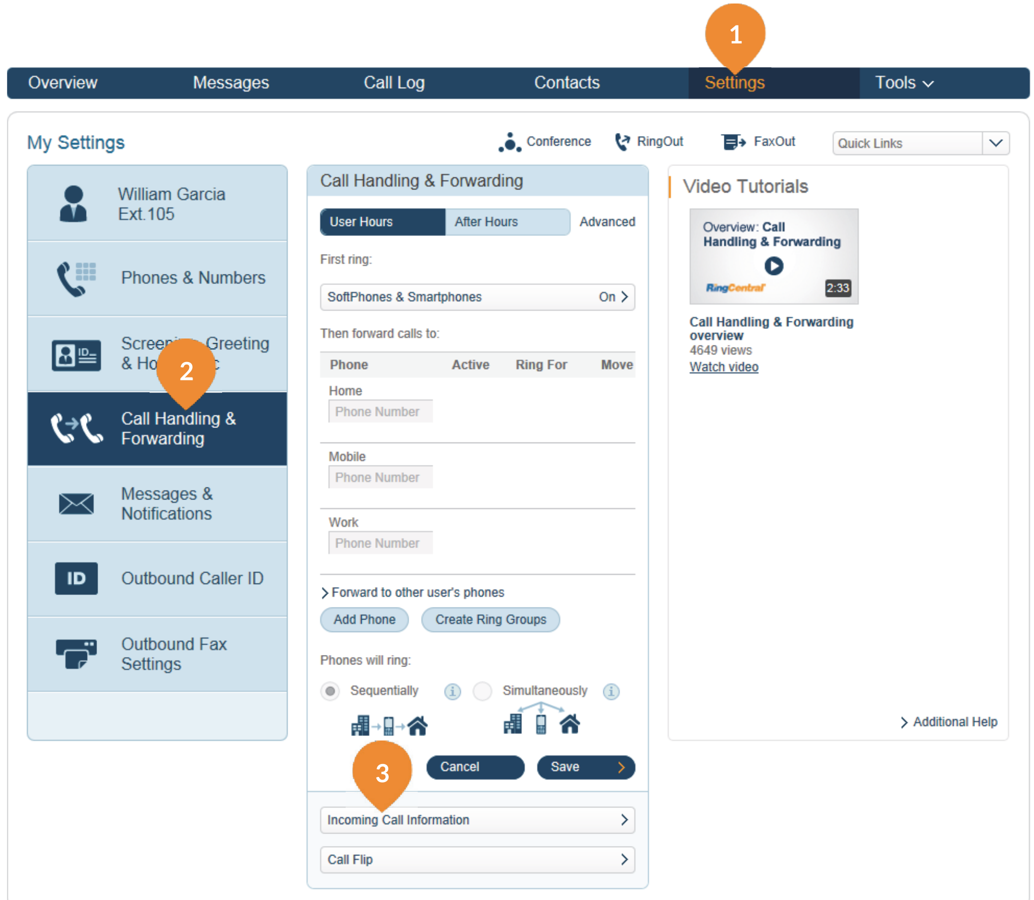


Incoming Call Handling–Users

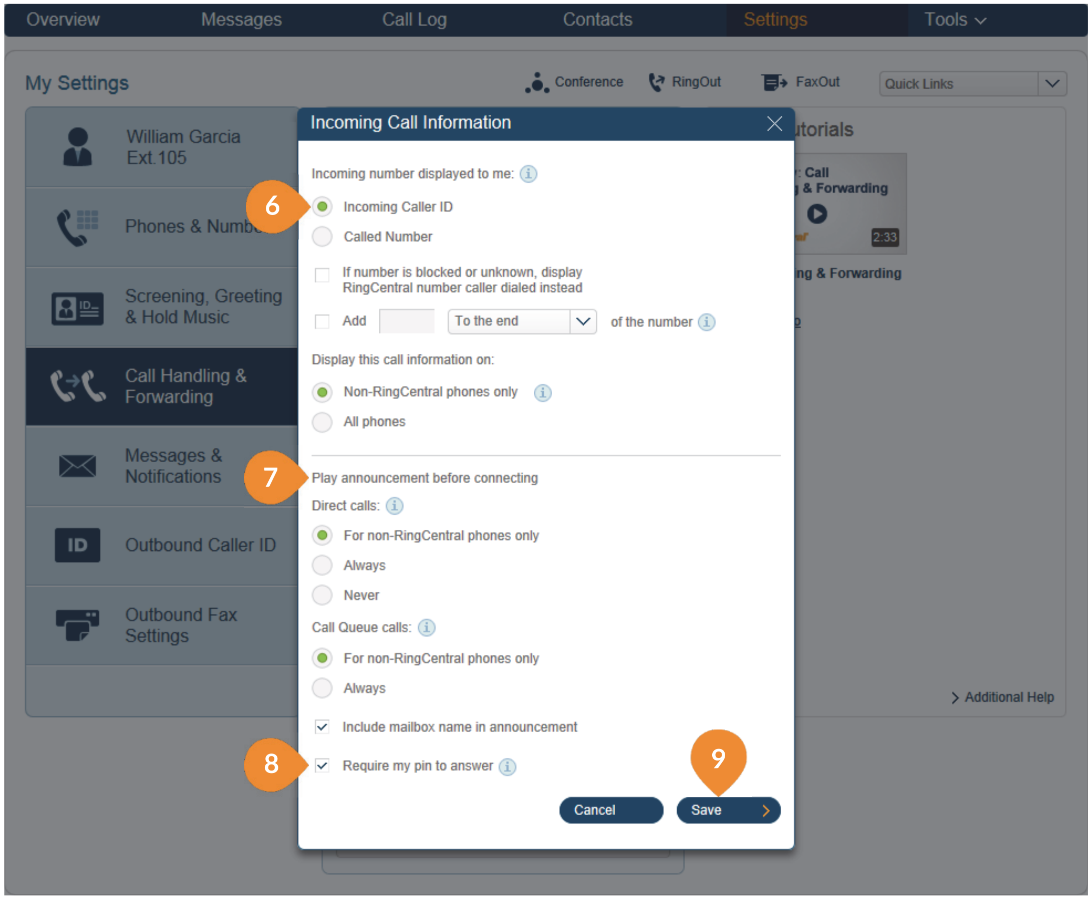
You can choose settings in **Incoming Call Information** so that when you receive a call, either at your office or forwarded to another of your phones, you will hear a recorded prompt that announces the name of the extension the caller dialed. For example, it may say, "John, you have a call." Or "Sales, 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. Click the **Settings** tab.
2. Click **Call Handling & Forwarding**.
3. Click **Incoming Call Information**, towards the bottom of the screen.



6. To set how your incoming call is displayed to you, choose **Incoming Caller ID** or **Called Number** (the number that the caller used to reach you).
7. Under **Play announcement before connecting**, choose one of the following options:
    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).
8. Click **Require my Pin to answer** if you want your pin number to be entered before connecting you to your incoming call. This is a helpful security feature if you don't want others to answer your calls, such as when you are at home or at another location.
9. Click **Save**.



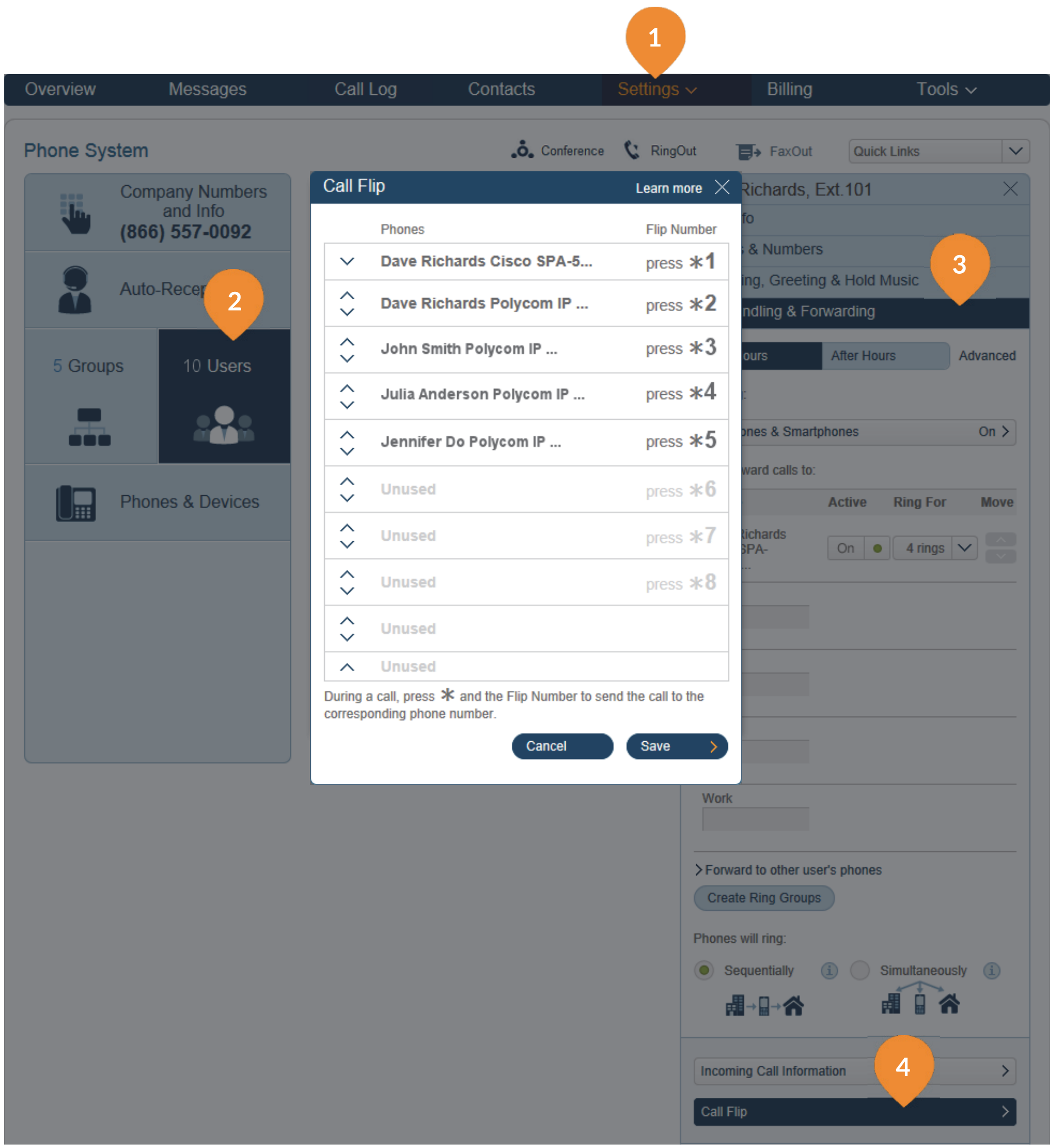
Call Flip

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.

To manage the Call Flip numbers of any User:

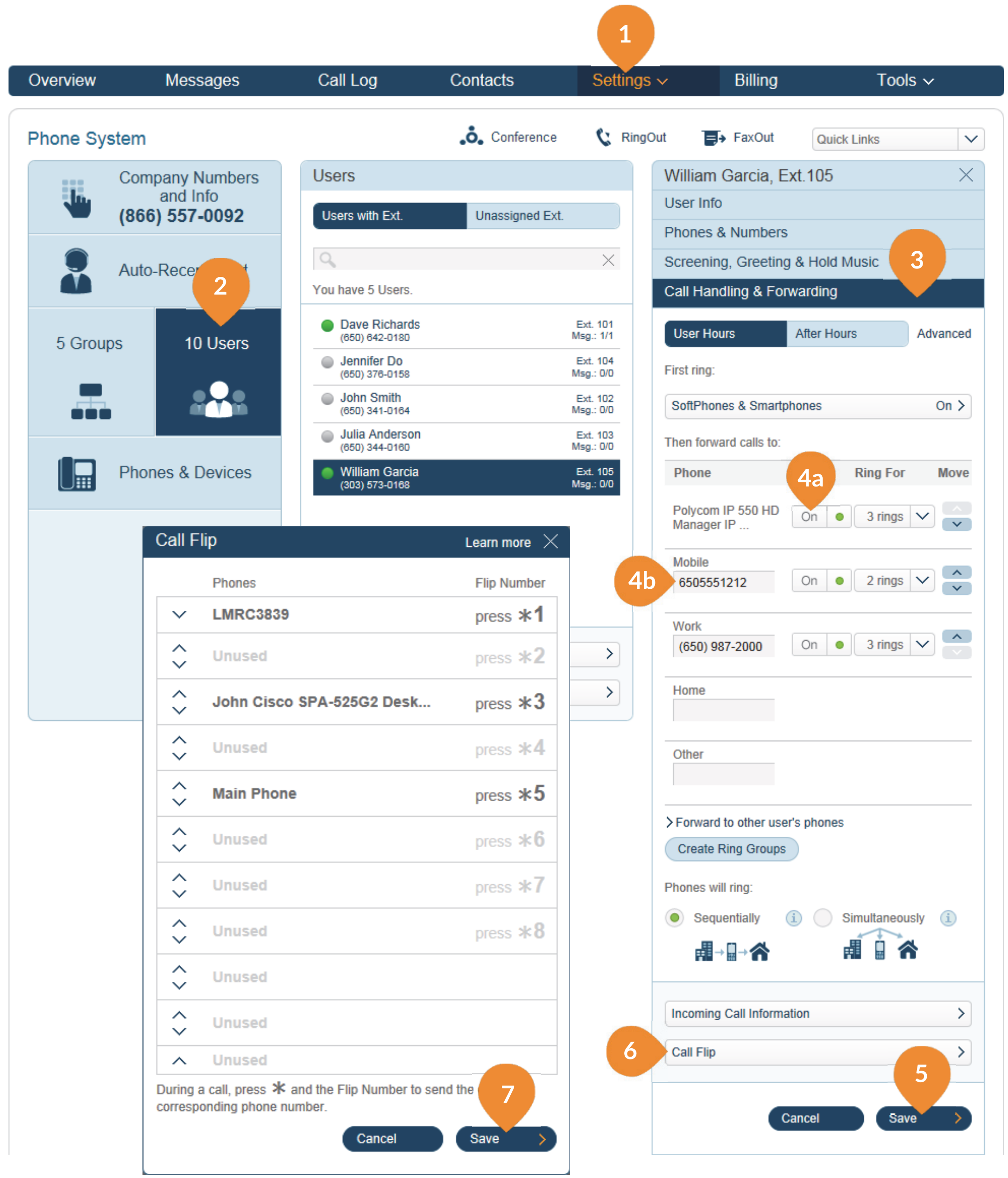
1. Select **Settings**, then **Phone System**.
2. Click **Users** and then a particular User.
3. Click **Call Handling & Forwarding**.
4. Click the **Call Flip** bar. You will see a list of numbers/ devices assigned to that user with a Flip number beside each. The arrows let you move a device up or down to change its assigned number.

NOTE: A User can also set up Call Flip by clicking **Settings > Call Handling & Forwarding** and following the procedure on this page and the next.



To add numbers to a Call Flip list:

1. Select **Settings**, then **Phone System**.
2. Click **Users** and then a particular User.
3. Click **Call Handling & Forwarding**. A list of numbers on your or your user's account appears.
4. Turn **On** devices you want to use, and type in additional phone numbers you want to use and click them **On**. These devices will appear on your **Call Flip** list after you click **Save**.
5. Click **Save**.
6. Go back to the **Call Handling** panel and click **Call Flip**, at the bottom of the **Call Handling** panel. You will see the phones you selected on the **Call Flip** list (see **Call Flip** insert); you can change the order (and the assigned Flip numbers) to suit.
7. Click **Save** when done with your **Call Flip** list.



To use Call Flip:

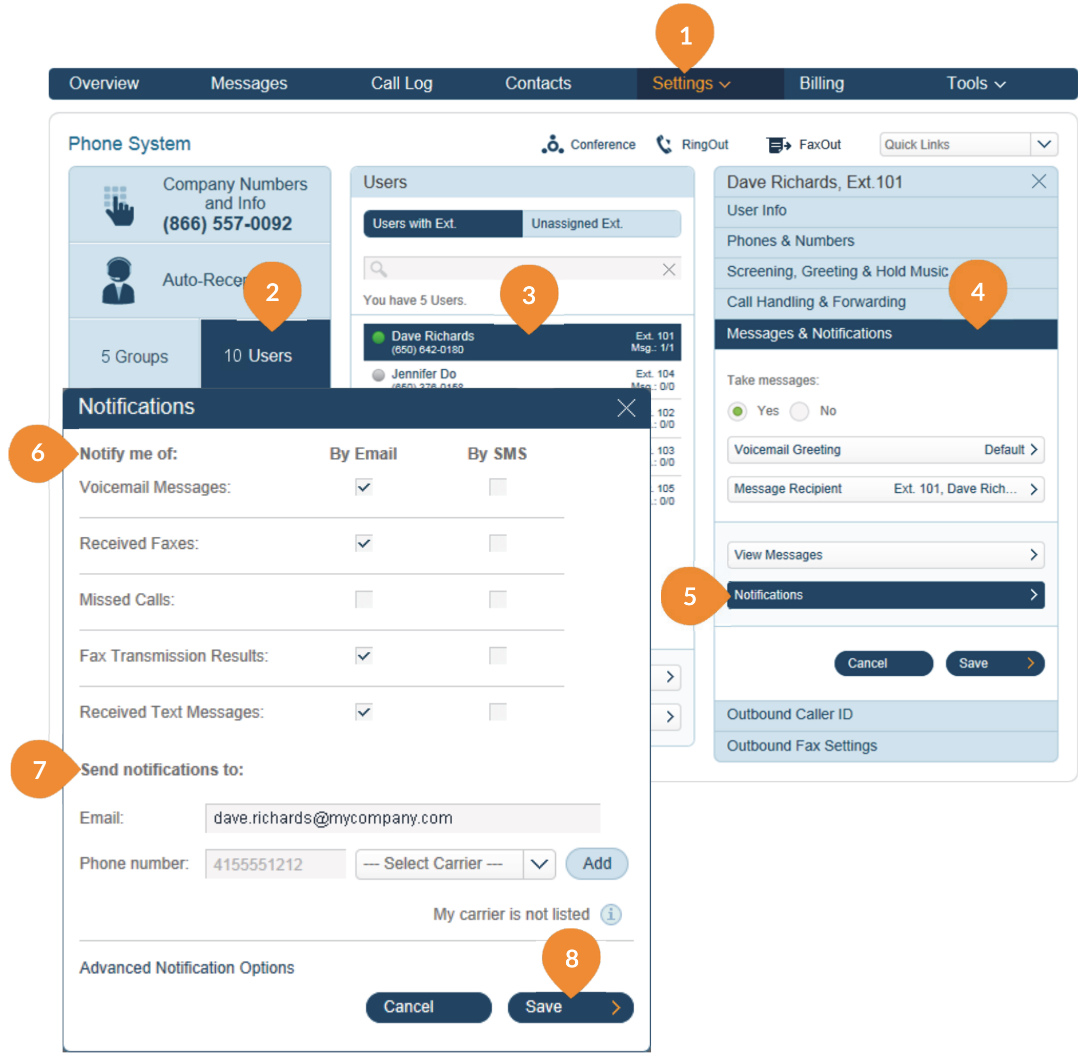
When you are on a phone call, press the asterisk key (*) and a number corresponding to the device to which it is assigned. The call is transferred immediately to that device.

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.

Notifications

Notify users with email alerts or text messages when they receive a voicemail message, fax, missed call or the status of their fax transmission results.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Messages & Notifications**.
5. Click **Notifications** (see **Notifications** insert).
6. Under **Notify me** of, choose when the user will receive notifications.
7. Under **Send notifications to**, enter the email address of the user you want to receive email notifications and/or text messages.
8. Click **Save**.

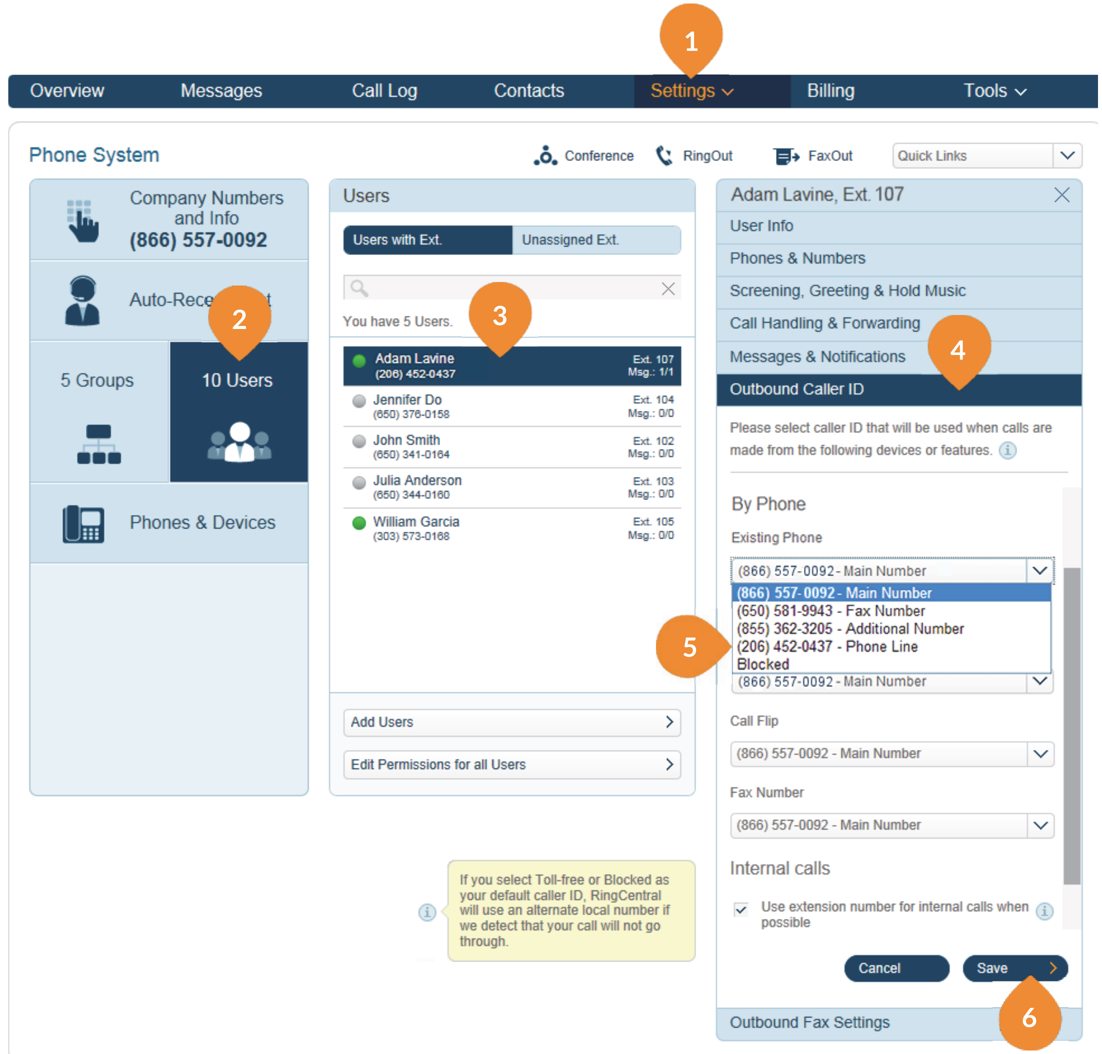


Outbound Caller ID

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 steps below to change it.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Outbound Caller ID**.
5. Select a phone number for which you want to allow or block outbound caller ID.
6. Click **Save**.

NOTE: A User can also change Outbound Caller ID by clicking **Settings > Outbound Caller ID** and following the procedure on this page.



Presence

NOTE: This feature requires use of a Presence-capable phone with lights that display the status of specific user lines—whether available or in use. See http://www.ringcentral.com/office/ features/presence/faq.html for a list of phones and FAQs.

Presence enables you to see the phone status of your colleagues on your desk phones. Whether using your desk phone, smartphone or soft phone, you can now share your presence status — available, busy or on hold — with your admins or colleagues.

Managing Presence settings for Users as an Admin

1. From the **Settings** tab, select **Phone System**.
2. Click **User(s)**.
3. Select the user you want to manage Presence for.
4. Select **Phones & Numbers** then click **Presence**.
5. Click **Permissions** then set "**Allow other users to see my presence**" to **On** or **Off**.
6. Click the checkbox next to each user allowed to see your Presence.
7. Click **Save**.

NOTE: A User can also change Presence by clicking **Settings > Phones & Numbers** > **Presence** and following the procedure on this page and the next.

Configure Presence for your own line

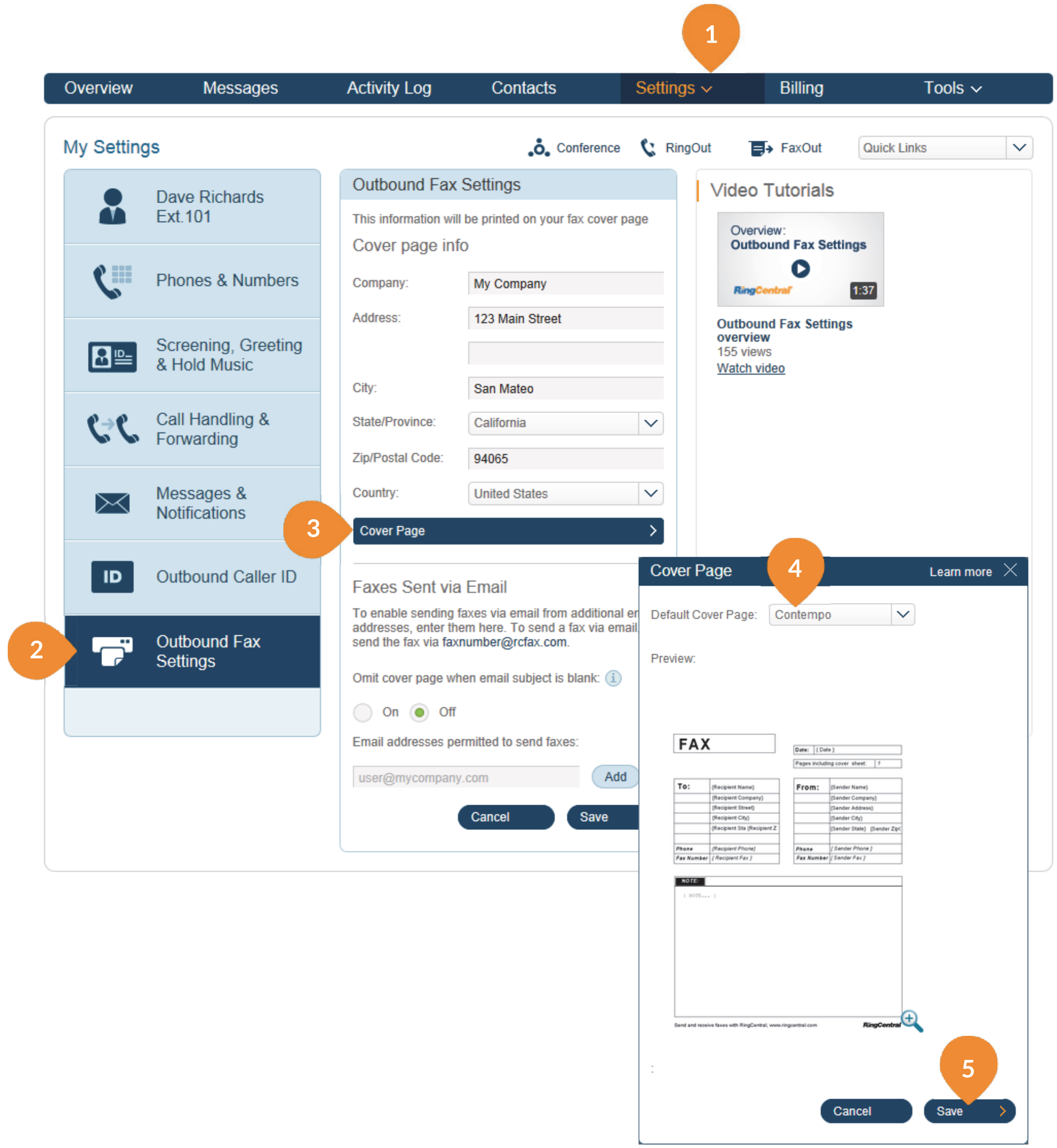
8. From the **Settings** tab, select **My Settings**.
9. Click **Phones & Numbers**.
10. Click **Presence**.
11. Under **Appearance**, select which users to display on your Presence-capable phone.
12. Click **Permissions** tab, and set "**Allow other users to see my presence**" to **On** or **Off**.
13. Click the checkbox next to each user allowed to see your Presence.
14. Click **Save**.

Faxing

Changing Fax Cover Sheet

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.

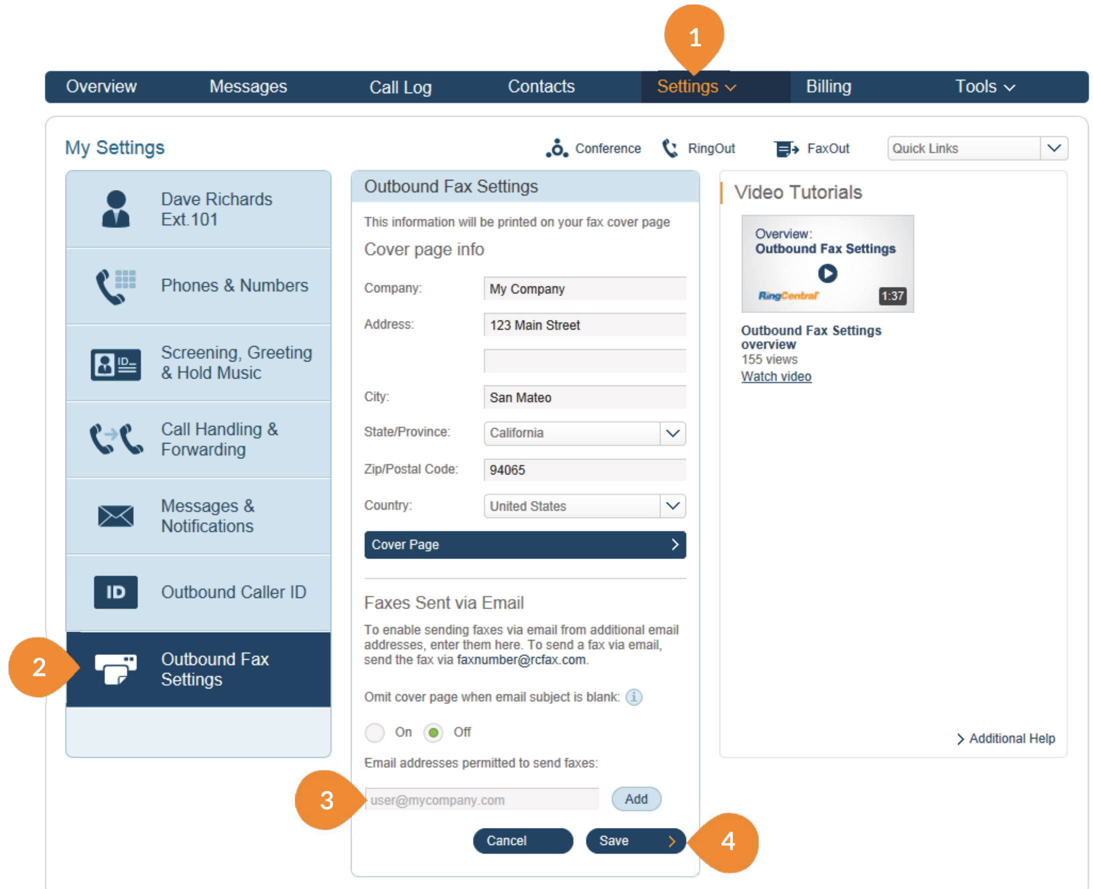
1. From the **Settings** tab, select **My Settings**.
2. Click **Outbound Fax Settings**.
3. Click **Cover Page**.
4. Use the dropdown window to preview available cover page styles.
5. Make your selection and click **Save**.



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 **My Settings**.
2. Click **Outbound Fax Settings**.
3. Under **Faxes Sent via Email**, enter the email address you wish to add (repeat for up to 5 additional addresses).
4. Click **Save**.

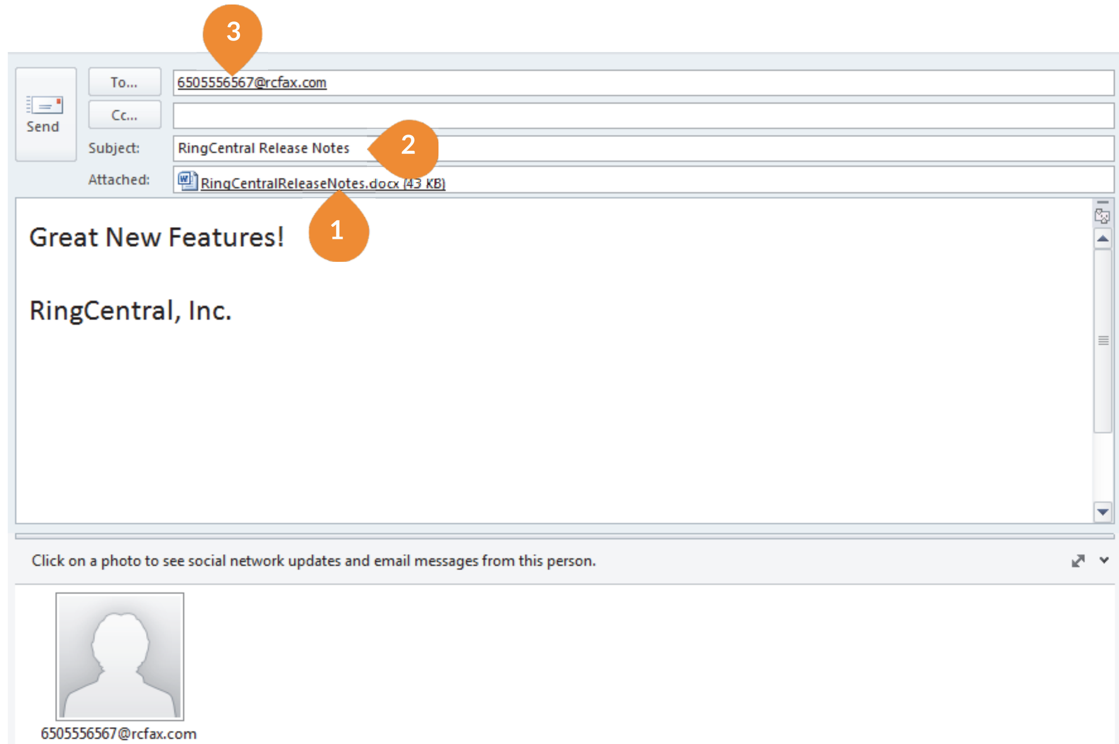


Faxing via Email

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

1. Attach the document you wish to fax.
2. The text in the Subject Line of the email will be added to the cover sheet. (If no subject line text is included, the cover sheet will be omitted.)
3. Send the email to the recipient's 10-digit fax number @rcfax.com.

For example, to send a document to the fax number 1-650-555-6567, you would use this email address: 6505556567@rcfax.com.



FaxOut from Mobile App

FaxOut is available to all users with the latest Office@Hand mobile app. You can send or forward documents as fax messages to any contact anywhere from your iOS and Android-powered devices.

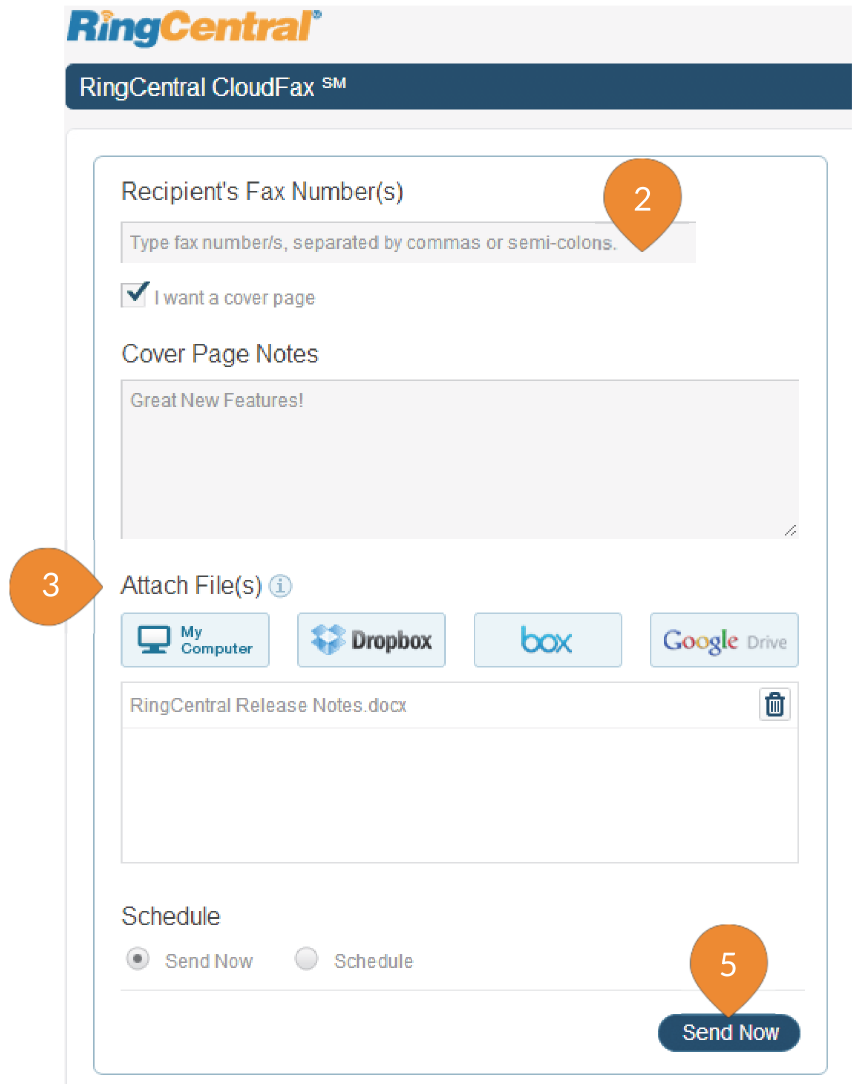
1. Launch your Office@Hand mobile app on your device.
2. Tap the Fax icon on the menu bar.
3. Enter recipient's name (with associated number) in the To: field. **Note:** You can also click the + icon to choose a contact from your phone.
4. Select your Cover page.
5. Tap to attach a document.
6. **Attach** files from Dropbox, Box, or photos and documents on your phone or tablet.
7. Authorize Office@Hand to access your files from cloud storage (you have to do this only once).
8. Tap **Send** and your fax is on its way!

RingCentral Office@Hand CloudFax

RingCentral Office@Hand CloudFax[SM] is a free service for all customers that allows you to conveniently send faxes from one application, wherever you are working.

Send files from Dropbox, Box or Google Drive with just a few clicks.

1. **Login** at http://cloudfax.ringcentral.com using your Office@Hand account information.
   (A User can also click "FaxOut" and click on "I want to fax a document from my Box, Dropbox or GoogleDrive from the "Send a Fax" screen.)
2. Enter up to 50 recipients and add a cover page message.
3. **Attach** files from Dropbox, Box, Google Drive or your computer.
4. Authorize Office@Hand to access your files (you have to do this only once).
5. Hit **Send Now** and your fax is on its way!



Send faxes from your Box Account.

Just download the RingCentral CloudFax app for Box:
https://www.box.com/services/ringcentral_faxout

Send faxes from your Google Drive account.

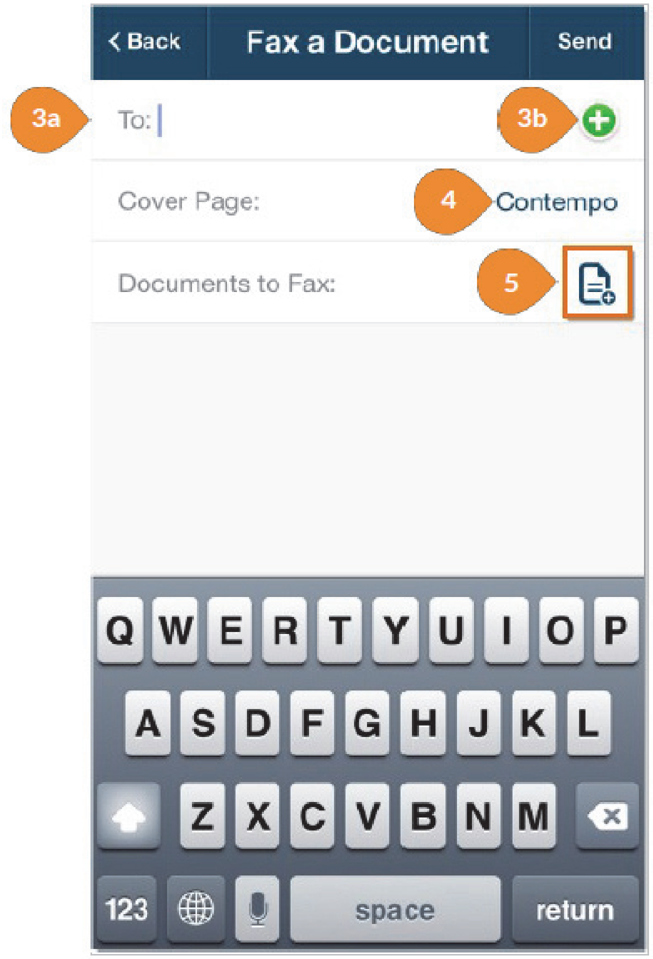
Download the RingCentral Google Chrome app and send faxes directly from Google Drive's file storage platform. Fax any file stored in Google Drive with a single click.

1. Right click on your document and select **Open** with.
2. From the drop-down, select **RingCentral CloudFax**.
3. RingCentral CloudFax will open in a new window.
4. The document you selected is attached automatically.

Send faxes from your RingCentral Office@Hand Mobile Application.

You can compose, view and send out faxes directly from the Office@Hand mobile app. You can also send files as fax messages from your email or local storage of your device for your convenience.

1. Download and install the Office@Hand Mobile App from your iTunes App or Google Play store.
2. Start the app then tap the fax icon.
3. Enter the recipient's number in the To: field, or tap the plus sign to select from your contacts.
4. Choose a **Cover Page**.
5. Select a **Document to Fax**, from your **Office@Hand Documents** folder, your **Photo** albums, **Box** or **Dropbox** if installed on your smartphone.
6. Tap **Attach**, then **Send**.



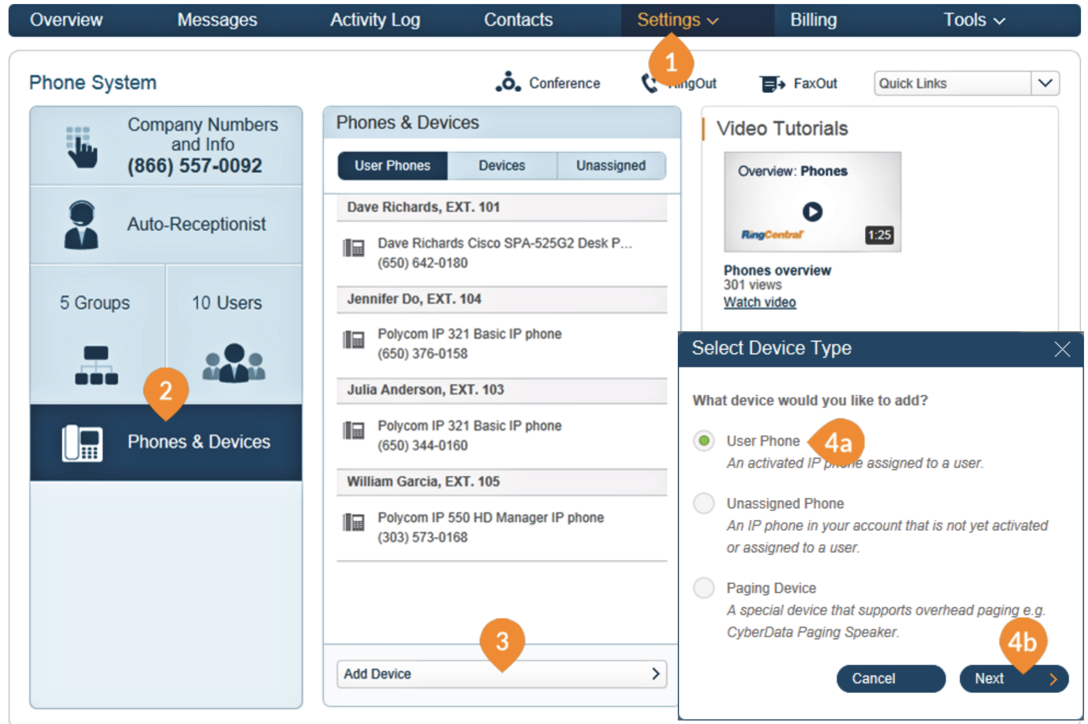
Part 4 - Phones and Apps

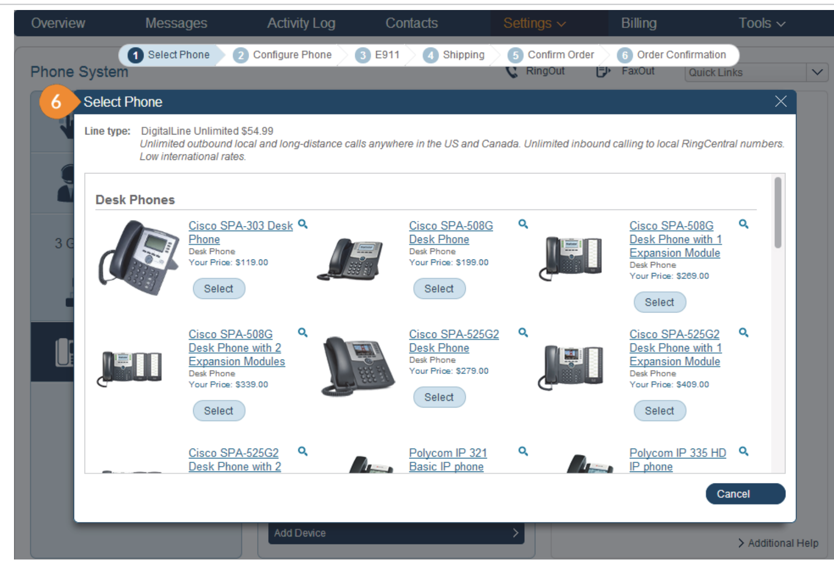
RingCentral Office@Hand from AT&T provides digital IP phones, plus applications for the desktop and mobile devices, including Business SMS, Conferencing, HD Meetings, Salesforce Integration, Intercom, Call Flip, On Demand Call Recording, Automatic Call Recording, Presence, and Intercom.

Desktop Phones

This section provides you a view of all phones that are associated with your RingCentral Office@Hand Office account. You can add/delete RingCentral-provided VoIP phones or your own phones (assigned to digital lines) to be used for inbound and outbound calling.

1. From the **Settings** tab, select **Phone System**.
2. Click **Phones & Devices**.
3. Click **Add Device** under **Phones & Devices** (bottom of middle panel).
4. Select **User Phone** from **Select Device Type** and click **Next**.
5. Assign the phone to an extension and click Next.
6. Select a phone from the pop-up window.
7. Choose whether to add a new number or assign the phone to an existing number.
8. Register your E911 location (the physical address to be used in the event of a 911 call).
9. Click the acknowledgement checkbox below. Click "**I accept.**"
10. Choose to add more phones or proceed to checkout.
11. Select your Shipping Address and click **Next**.
12. Confirm your order by checking the acknowledgement box and click **Next**.
13. You may now print your Order Confirmation Receipt. Click **Done**.

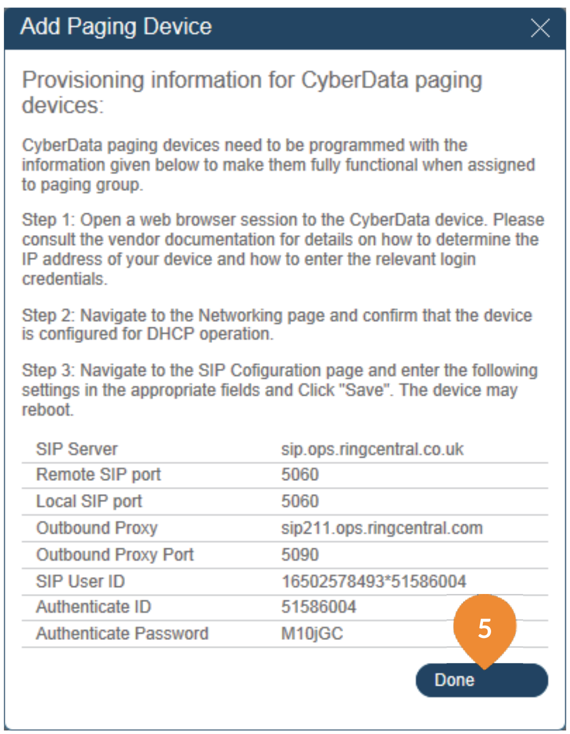


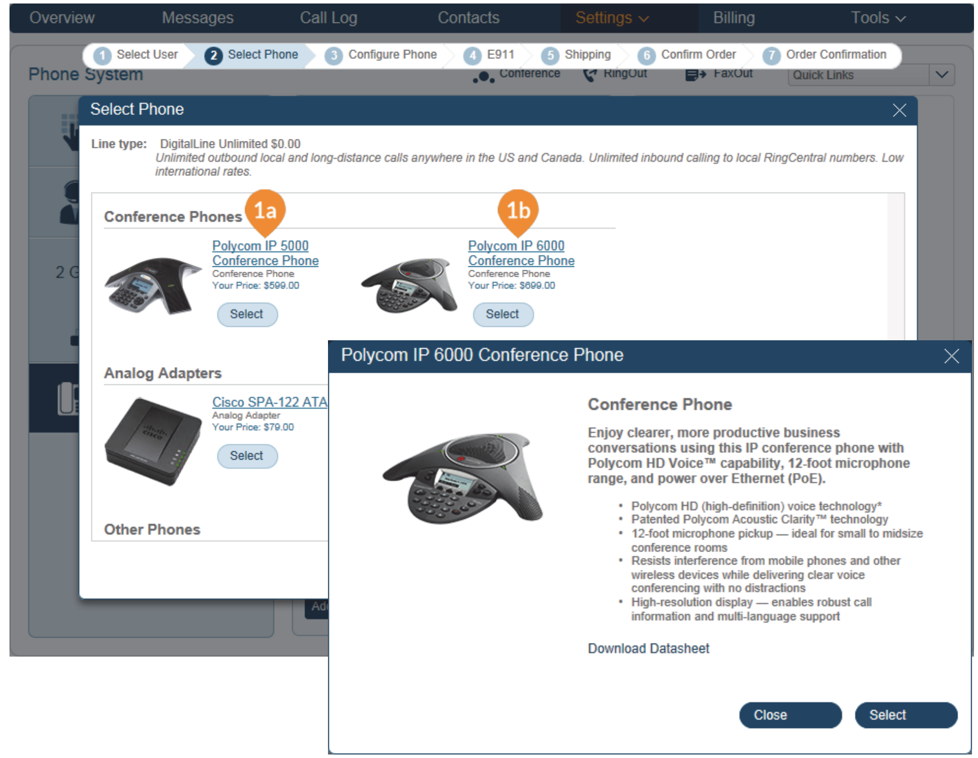


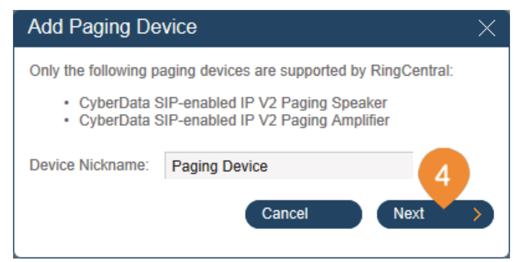
Conference Phones and Paging Devices

Office@Hand supports two models of conference phones and two paging devices. To choose a conference phone, follow Steps 1 - 6 above and scroll down to view the conference phone choices. Click the phone name (1a or 1b) to pop up a feature description.

To choose a paging device, follow steps 1 - 3 above, and select the Paging Device radio button (2), then **Next** (3). View the **Paging Device** choices and click **Next** (4) to see the provisioning information for the device. Click **Done** (5) to add the paging device to your system.





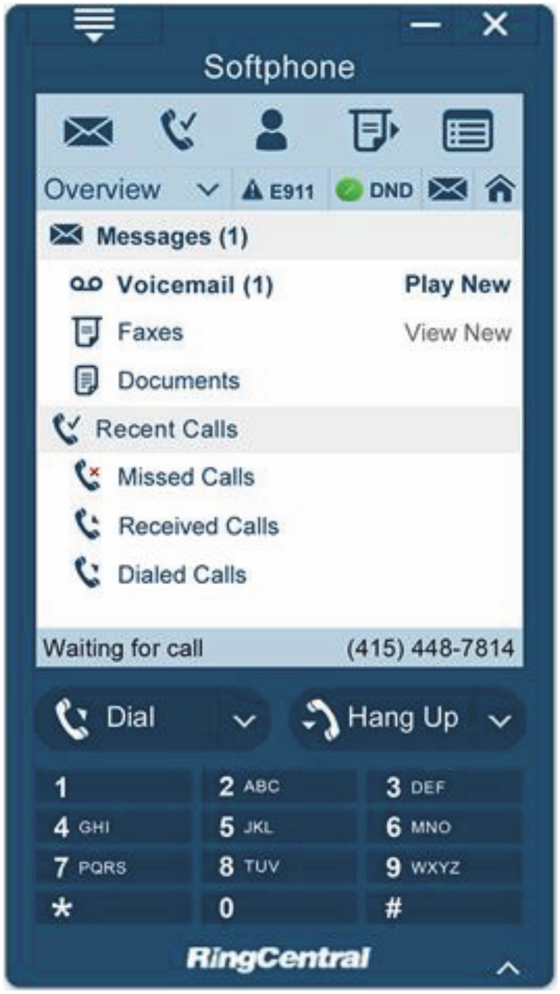


Softphone

The RingCentral Softphone for Office@Hand is a free downloadable software application which can be used to make and receive calls, send faxes and even retrieve voice and fax messages. The Softphone is compatible with Microsoft XP, Vista, Windows 7 and 8, and iOS 10.6 or later and can be downloaded on multiple computers for free. With the Softphone, you and your users can:

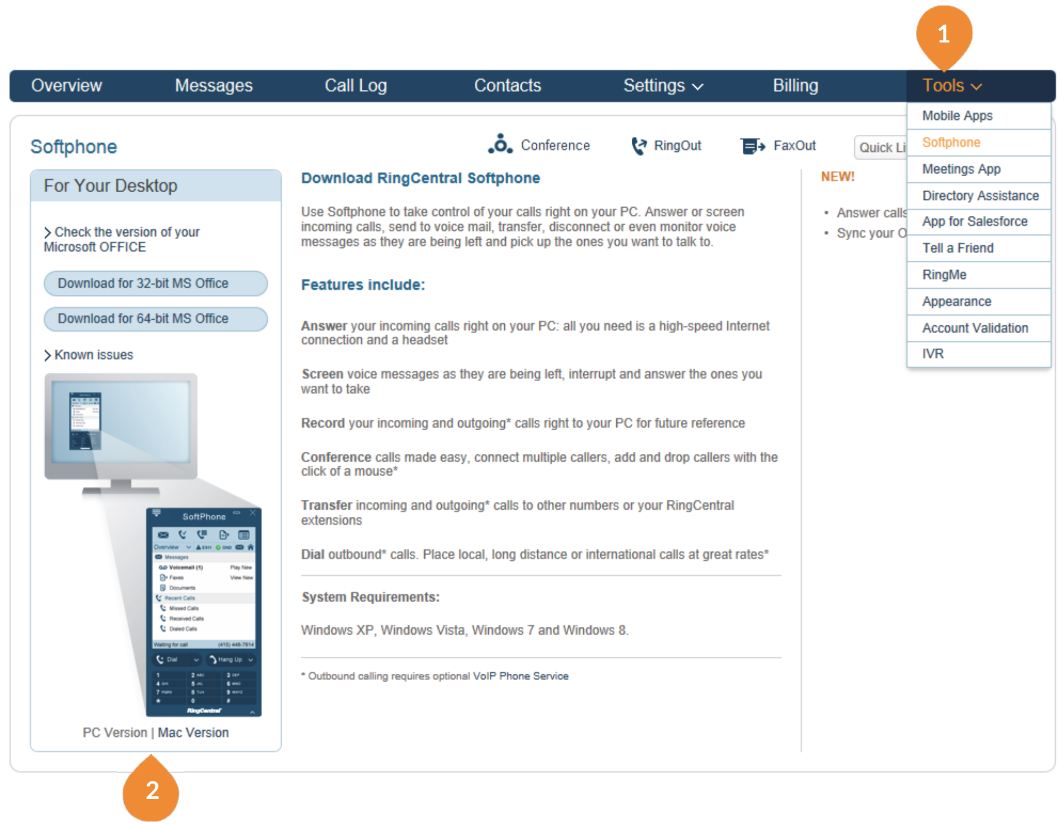
1. Dial and answer calls from your computer.
2. Screen voice messages as they are being left; interrupt and answer the ones you want to take.
3. Transfer incoming and outgoing calls to other numbers or extensions.
4. View answered, missed, and dialed calls right from your Softphone.
5. Speed dial up to 10 numbers — easily customize the numbers you call the most.
6. Sync with your Outlook 2013 contacts.
7. Sync your Outlook 2013 contacts with your Office@Hand online account.
8. Send faxes directly from any Office 2013 application.
9. Login with any alphanumeric password.

NOTE: E911 calls can be made from a Softphone only with a paid digital line.



Downloading the Office@Hand Softphone

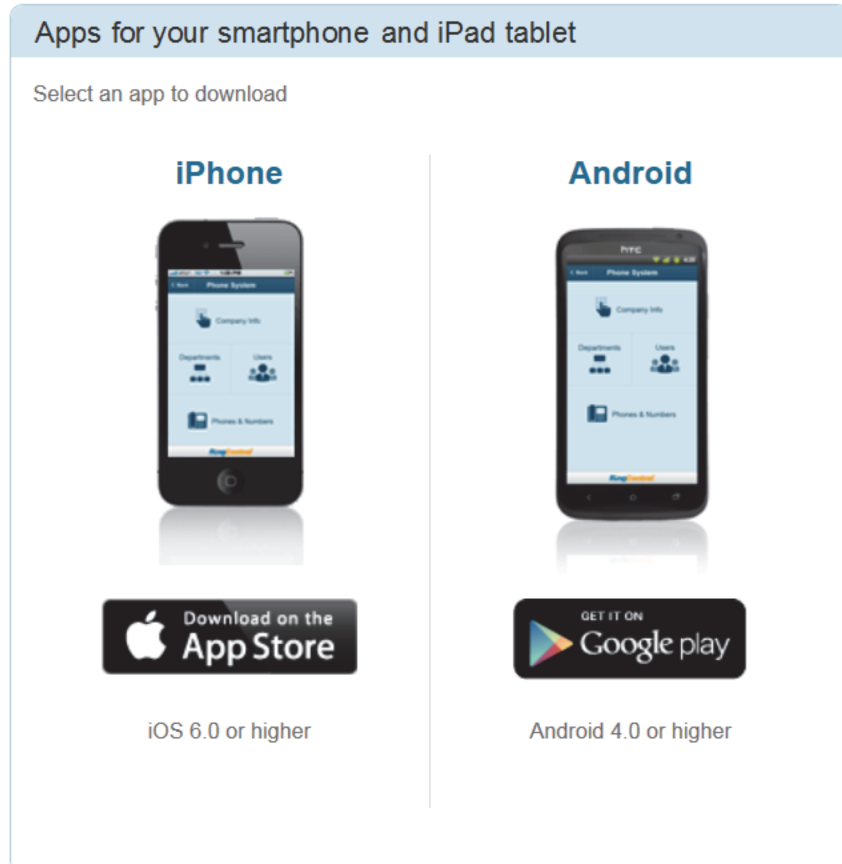
1. Click **Tools** in the menu bar, and select **Softphone**.
2. On the left, click on your operating system — **PC Version** or **Macintosh Version**. (The system may recognize your computer type and offer you the appropriate version automatically.) Click to download.
3. When you have completed the installation, fill out your credentials in the authentic dialog box and click **OK**.
4. Open the Softphone to explore and use its features.
5. Return to this menu and click **Activate Existing Softphone**.
6. Select **Smartphone to Activate** — since you can only install one Softphone at a time, there will only be one choice, usually in the form of a code corresponding to your computer's internal name.
7. Select this, then fill out the E911 Registered Location information form that appears. (E911 registration is legally required; your service will not be activated until this information is provided.)
8. When you finish, the **Confirmation** message will tell you to restart the Softphone. It will now be activated and you will be able to receive and place voice calls.



Smartphone Apps

Take Office@Hand everywhere you go. Download our powerful app for Android, iPhone, or iPad, and carry your entire business phone system in the palm of your hand. Click **Tools > Mobile Apps** to download.

- Configure and manage account settings from your smartphone.
- Send and receive texts to customers, colleagues, and even departments. See the Business SMS webpage for more information.
- Make and receive VoIP calls with your company's Caller ID, rather than your personal mobile phone number.
- Easily access call logs, voicemail messages, and faxes.
- Find company and personal contacts quickly in one location.
- Send, receive, view, and forward faxes.
- Host or join an audio conference at your desktop or on your mobile device.
- Host or join an HD video meeting at your desktop or on your mobile device.

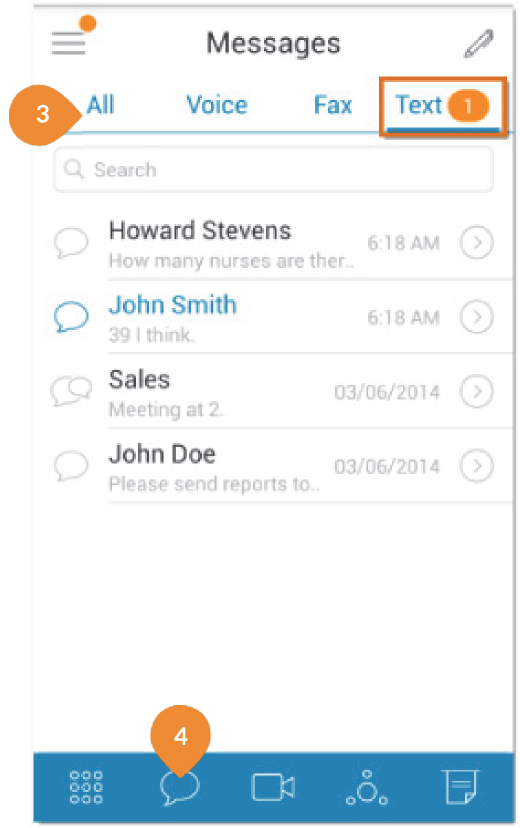


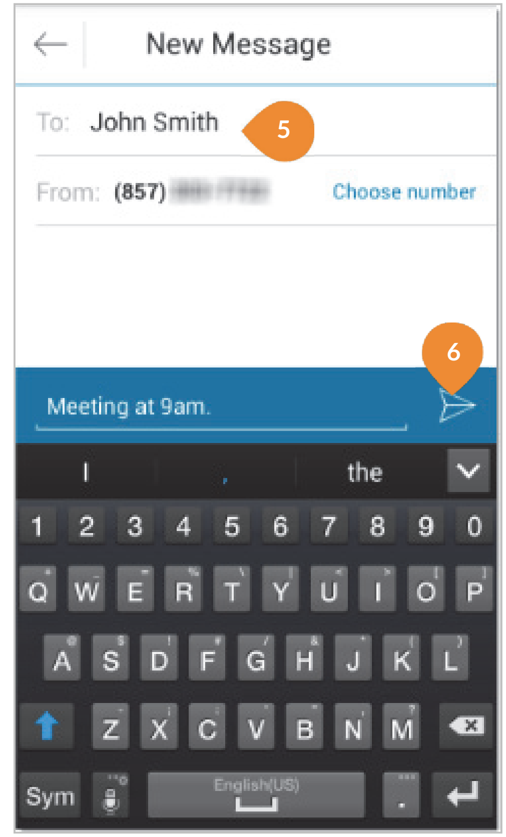
Business SMS*

Use your Office@Hand number to send and receive unlimited texts with customers, colleagues, and even departments. It integrates with your smartphone (iPhone and Android) and iPad tablet. You can use it to text anyone with SMS capabilities, whether they're a Office@Hand customer or not.

Here's how to get started.

1. Download or update to the latest Office@Hand mobile app for iPhone or Android.
2. Log on to your Office@Hand Account via the mobile app. Make sure to enter the correct extension number.
3. Tap **All** (or **Text**) to display received SMS messages. Click on a message to view it, respond, and see the sender contact info.
4. Tap the **SMS** Icon.
5. Enter a name or phone number in the To: line.
6. Key in the message you wish to send out and tap .





NOTE: The Office@Hand Business SMS feature does not support texting international numbers, texting short codes, nor MMS.

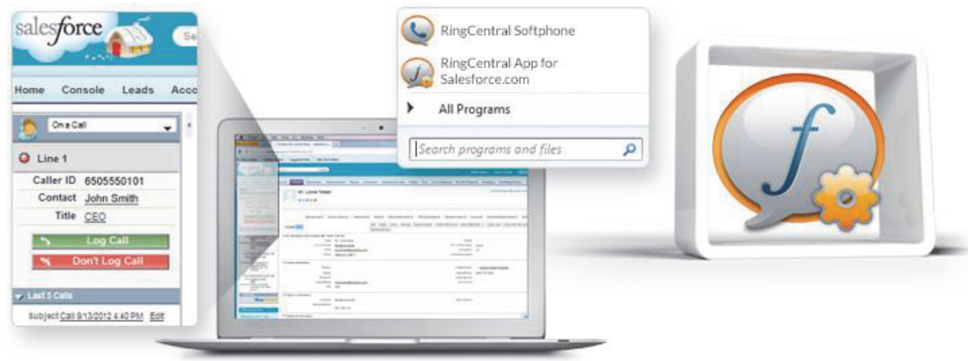
* Available only with selected plans in the US and Canada.

Salesforce™ Integration*

The RingCentral App for Salesforce.com enhances your CRM experience with integrated business communications.

With the RingCentral App installed on your computer, 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.

Learn more by downloading the Salesforce Admin and User Guides from the links below.



http://netstorage.ringcentral.com/guides/Salesforce_Administrator_Guide.pdf

http://netstorage.ringcentral.com/guides/Salesforce_User_Guide.pdf

*Available only with selected plans.

Intercom*

Intercom allows hands-free peer-to-peer conversations between users on desk phones and Softphone. 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.

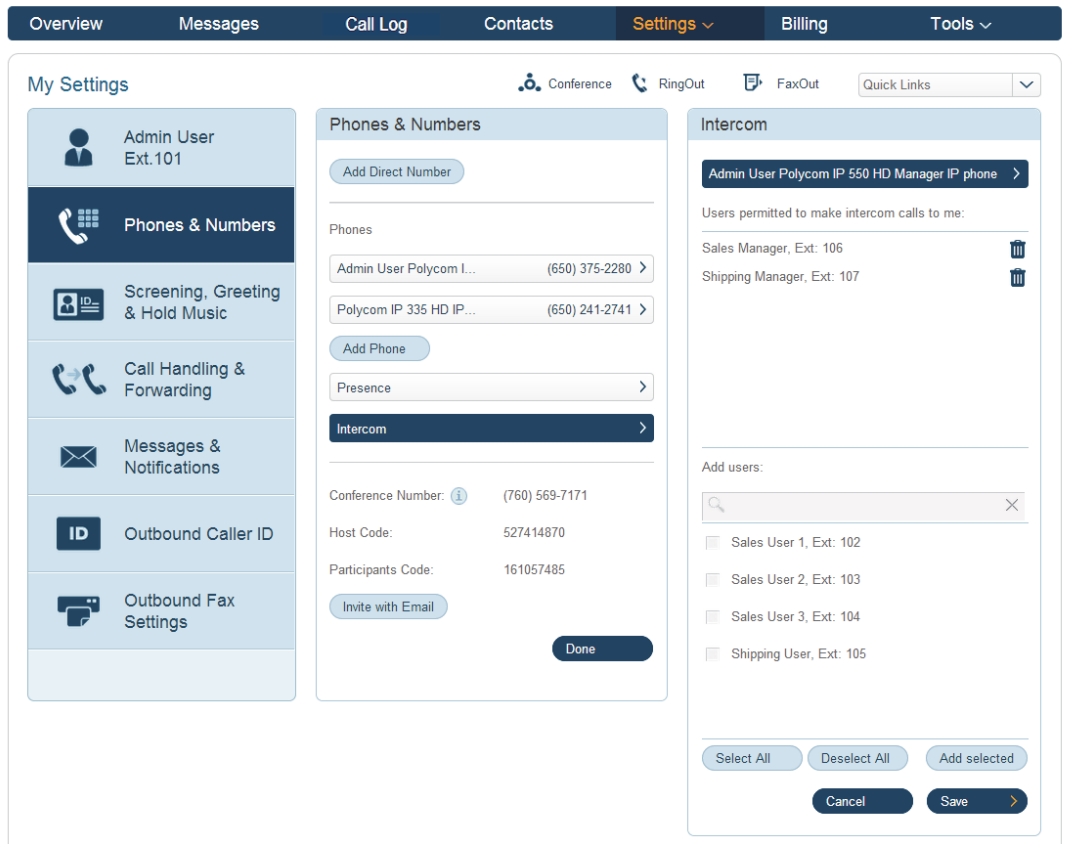
Call routing and forwarding is supported, so if users are on intercom calls on their desk phones, incoming regular phone calls can forward automatically another device. Just set your forwarding rules to send calls to your mobile phone or Softphone if your desk phone is busy.

You can set permissions as to which users can Intercom you: Log into your account, then go to **Settings > My Settings > Phones & Numbers** and in the middle panel click **Intercom**. Intercom is disabled by default. Click the bar to select the phone to be set (one Intercom phone per user), then add to or remove from the list of who can Intercom. Click **Save**.

NOTE: A User can set up his own Intercom from **Settings > Phones & Numbers**

* Available only with selected plans.

The Polycom 6000 conference phone does not have softkeys; use the touch tone command *85 to initiate an Intercom session. The RingCentral Softphone 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.

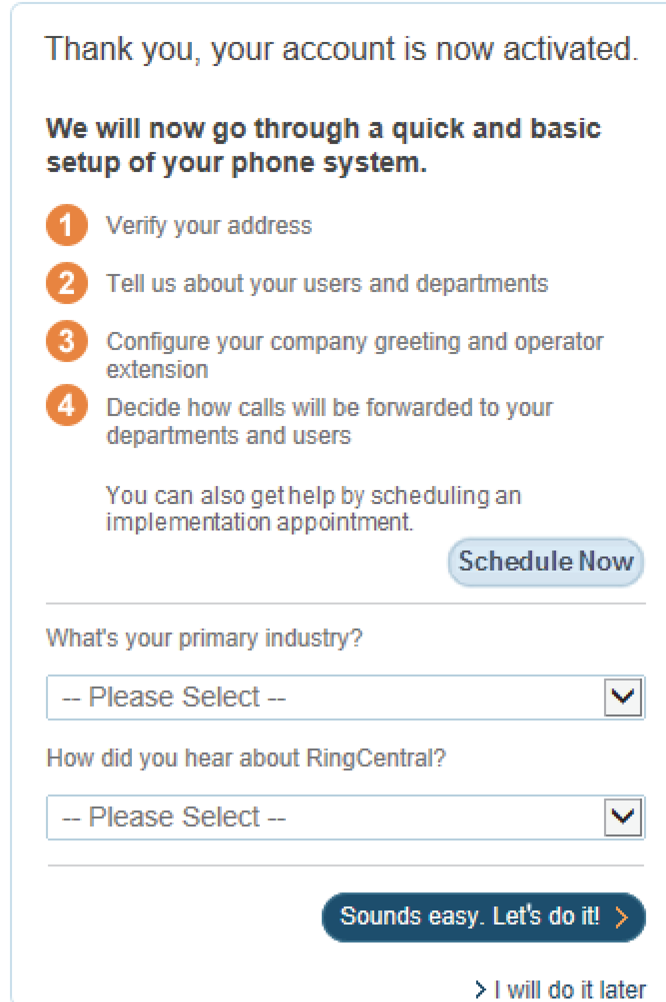


Appendix: Express Setup for Administrators

After you activate your Administrator account, Office@Hand starts **Express Setup**, which quickly guides you through the process of setting up your new phone system.

Select the dropdown entry that matches your industry and answer the question about how you heard about Office@Hand. Then click "**Sounds easy. Let's do it!**"

If you skip the **Express Setup**, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of **Express Setup** to be able to get the most from your Office@Hand phone system.



Or Schedule an Implementation Appointment

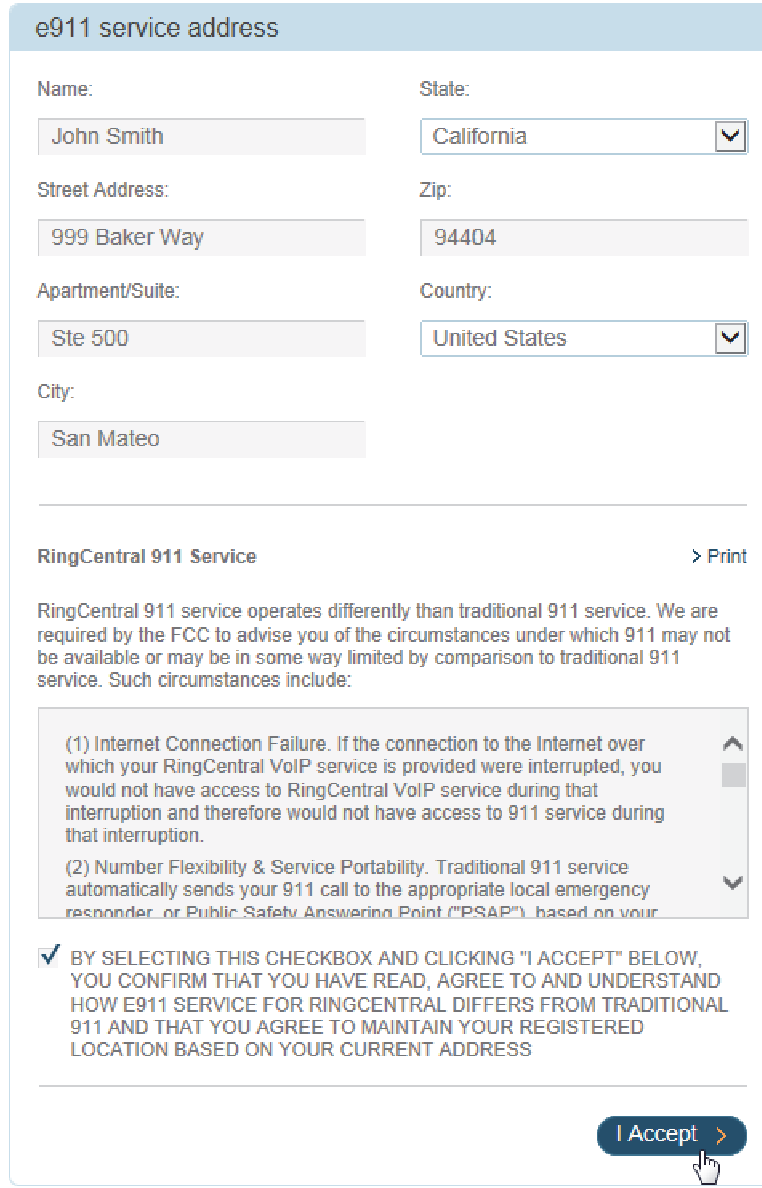
If you prefer, you can set up an appointment with an Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this, click the **Schedule Now** button, and choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter **Notes** for the specialist. Click **Schedule**. Then back at the previous screen, click **I will do it later**.

Express Setup for Admins

On the **Company Info** panel, select the number of employees and the number of business locations. Enter your company website URL and click **Next**.

Fill in the **e911 service address** panel. This address is very importavnt. If a 911 call is made, this is the address to which emergency services will be dispatched.

Each user must set up their own e911 service address based on their current location.



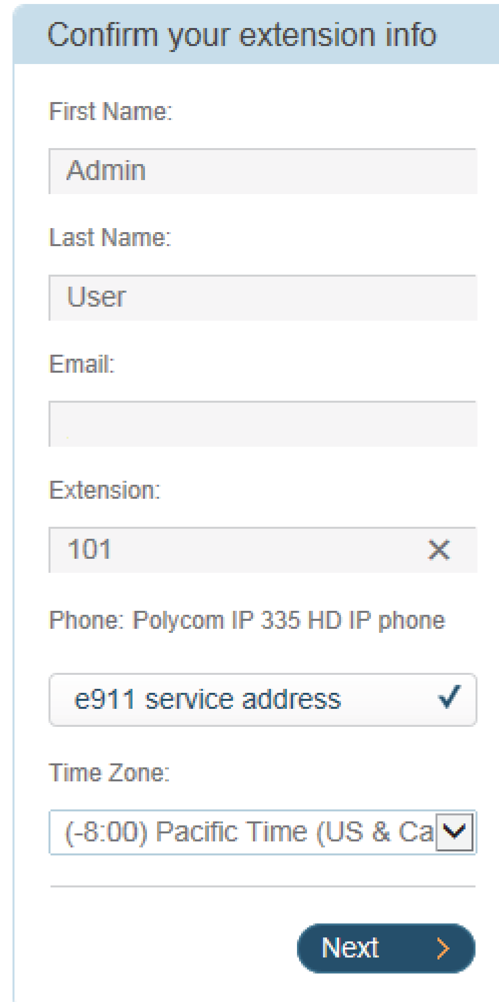
On the **Confirm your extension info** panel, enter your **First Name, Last Name**, and **Email** address. (If you activated Office@Hand phone service, your email address will be filled in by default. You may change it here.)

Choose any number for your extension except 0 or 9 because those are reserved.

If you plan to add call queue groups later, we suggest that you reserve extensions 1 - 8 for your groups.

How about extension 101 for yourself?

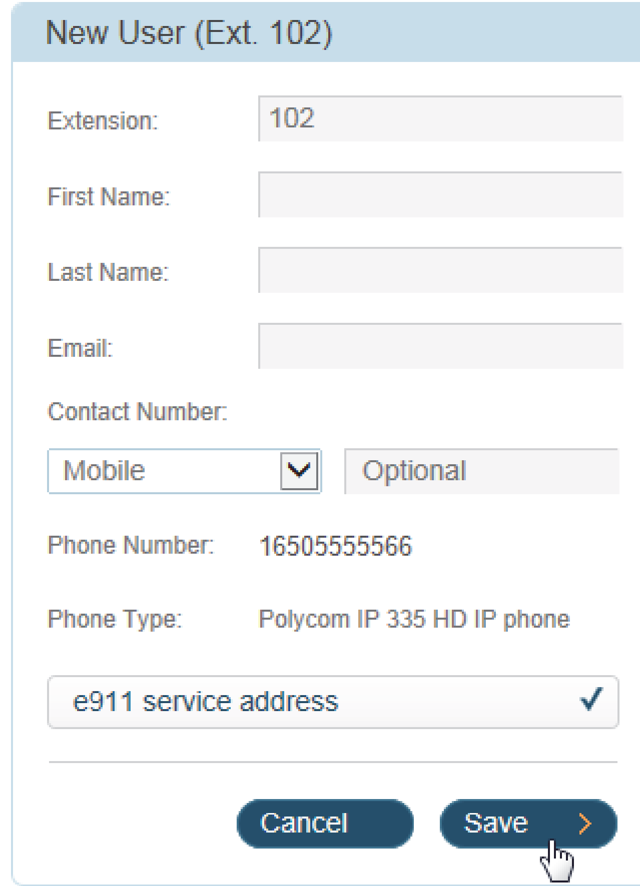
Select the correct **Time Zone** for your location.



On the **New User** panel, accept or change the assigned extension (Ext. 102) and enter the **First Name, Last Name,** and **Email** address of the new user.

Confirm the e911 service address for this user and click **Save**.

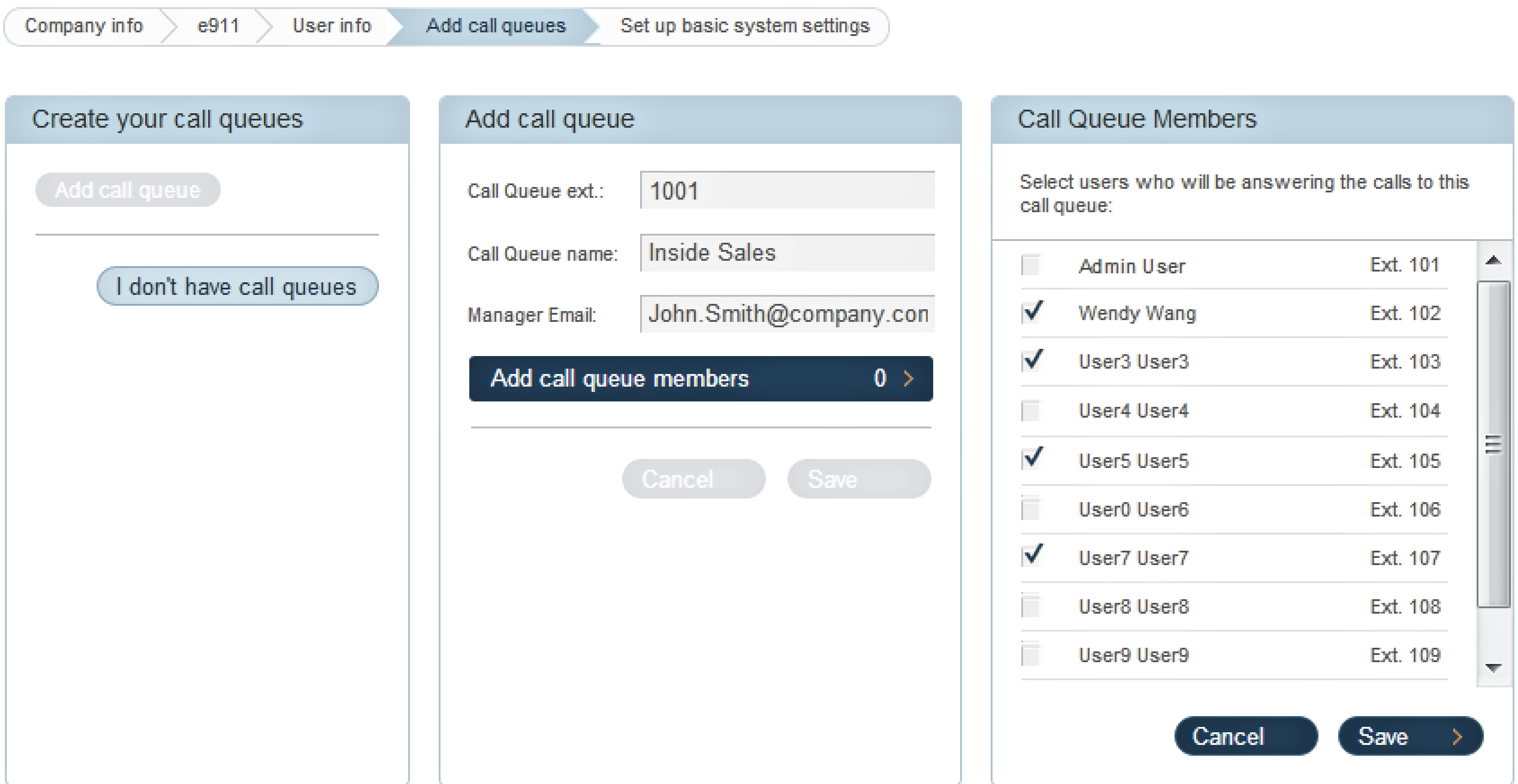
Repeat for additional Office@Hand phone users at this number.



Add call queues as you need (e.g., **Ext 1 for Sales, Ext. 2 for Billing**) and add the users who should receive calls made to each call queue. Learn more about call queues here.

Save and continue adding call queues and members as needed.

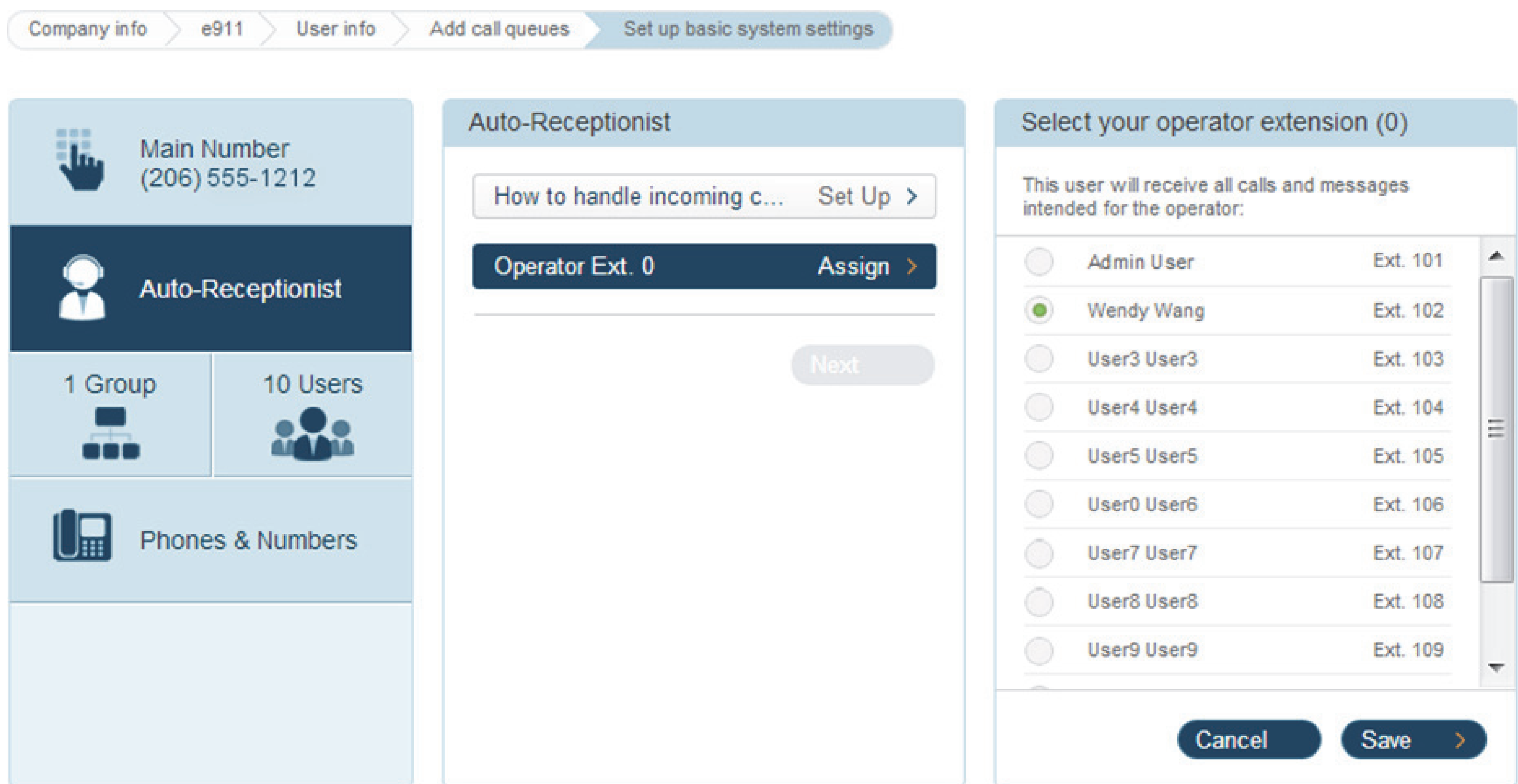
The Office@Hand phone system administrator will be able to customize the call queue settings later.



Now let's set up your company greeting and the operator extension.

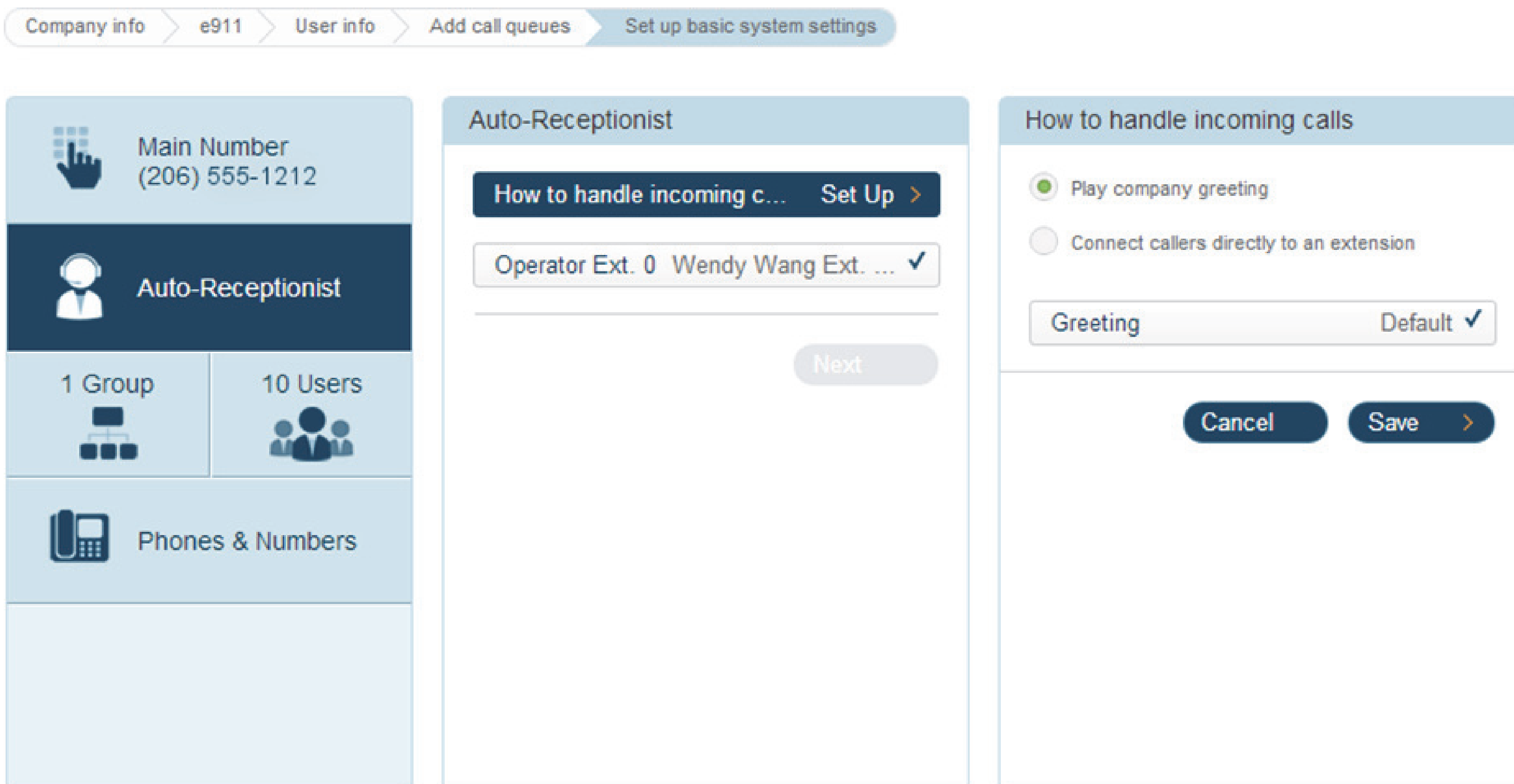
Click the **Auto-Receptionist** panel to continue.

Assign the **Operator Ext. 0** to a user.



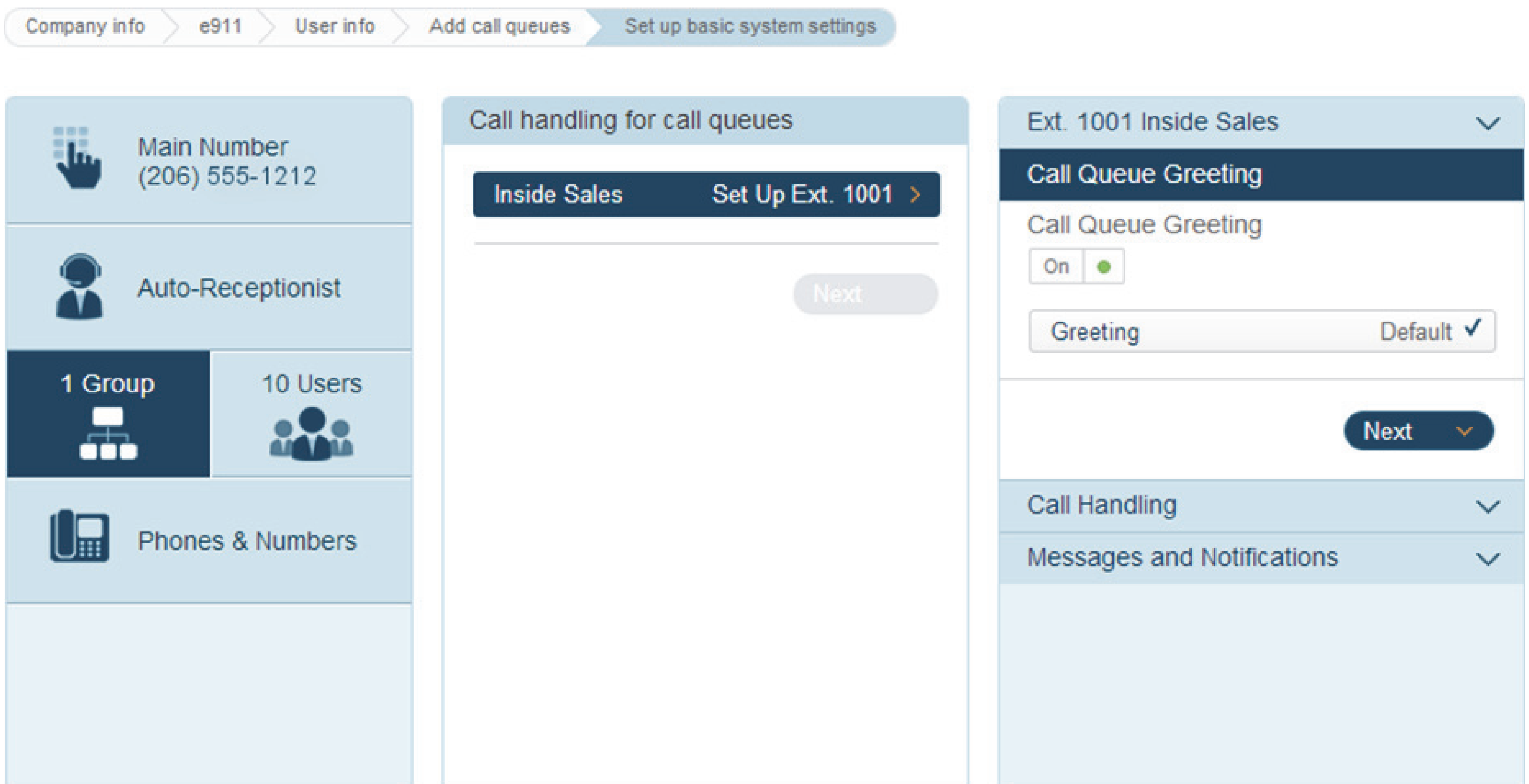
Next, click **Set Up** to choose how to handle incoming calls to your company.

Now, choose whether to play the company greeting when calls come to the Operator extension, or to connect callers directly to another extension, which may have a different greeting. Click **Save**, then **Next**.



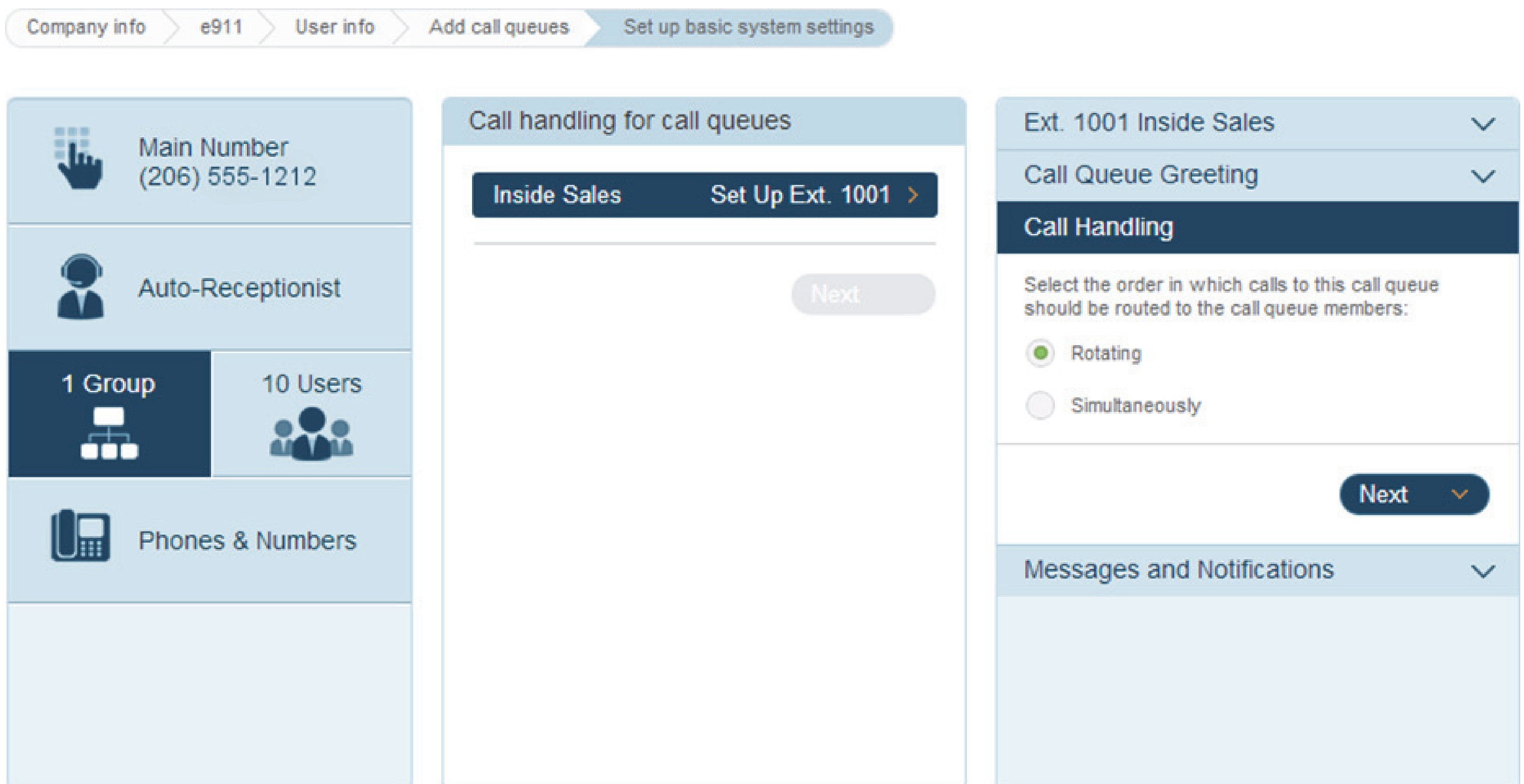
Click the first call queue in the list and select whether to play the **Call Queue Greeting** when calls come to the assigned extension for that call queue. The Call Queue Greeting may be the system default greeting or a custom greeting you have recorded.

Click **Next** to set up **Call Handling** for the first call queue group.



Under **Call Handling**, select the order in which calls to this call queue should be routed to its members: rotating or simultaneously to all call queue members.

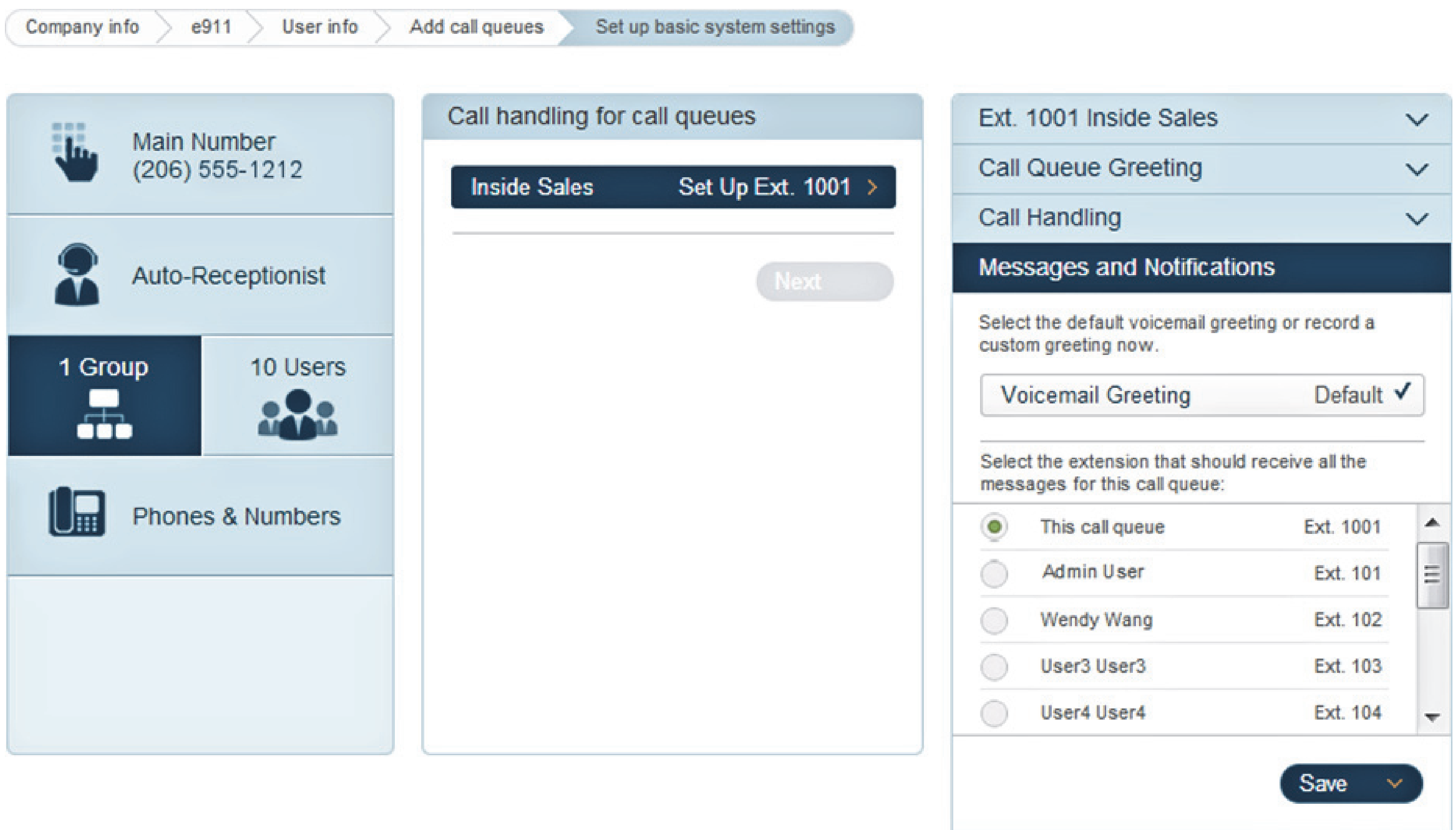
Click **Next** to save and set up **Messages and Notifications** for the call queue.



Under **Messages and Notifications**, select default voicemail greeting or record a custom greeting now.

Select the extensions that should receive all messages for this call queue.

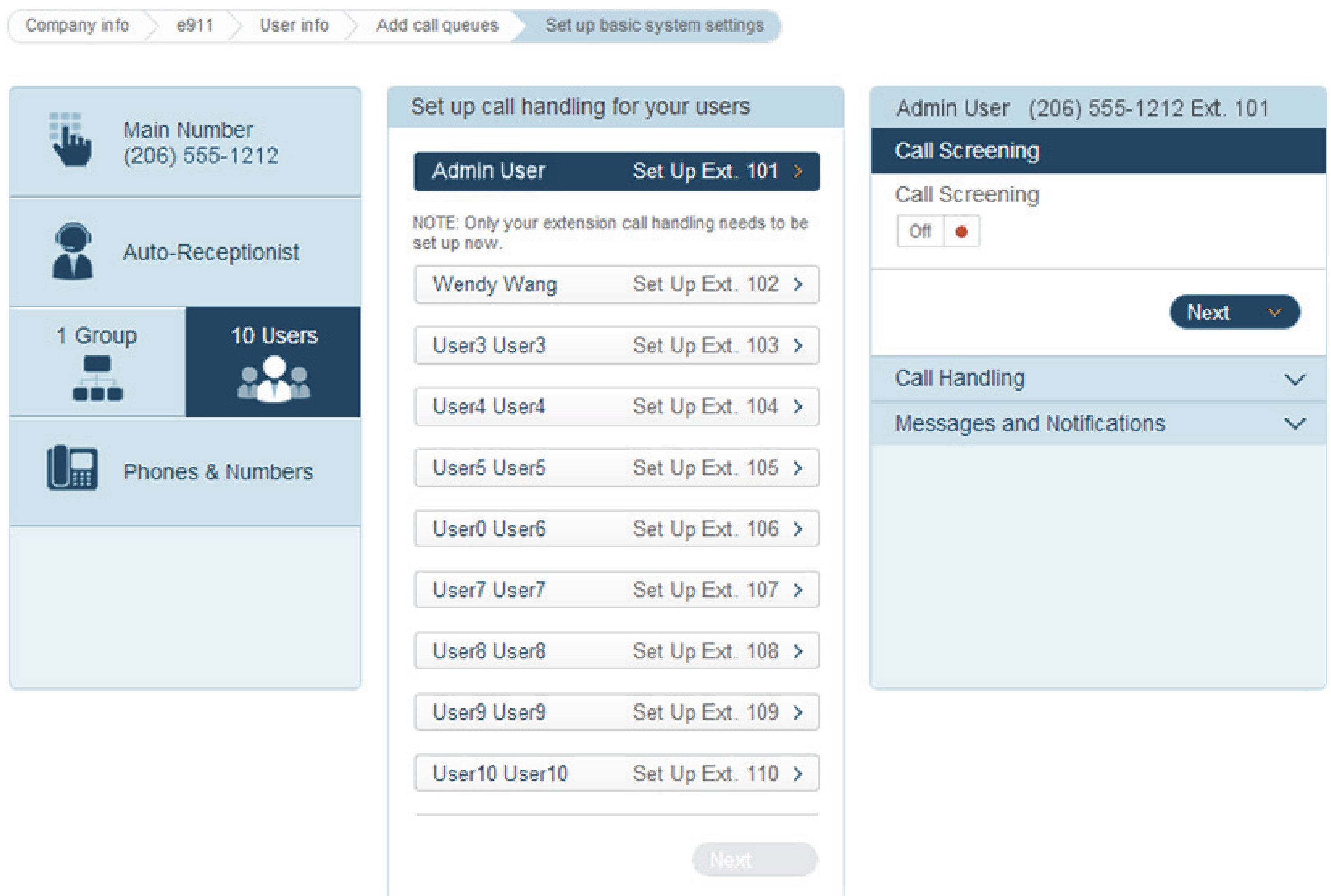
Click **Save** and continue setting up call handling for all call queues.



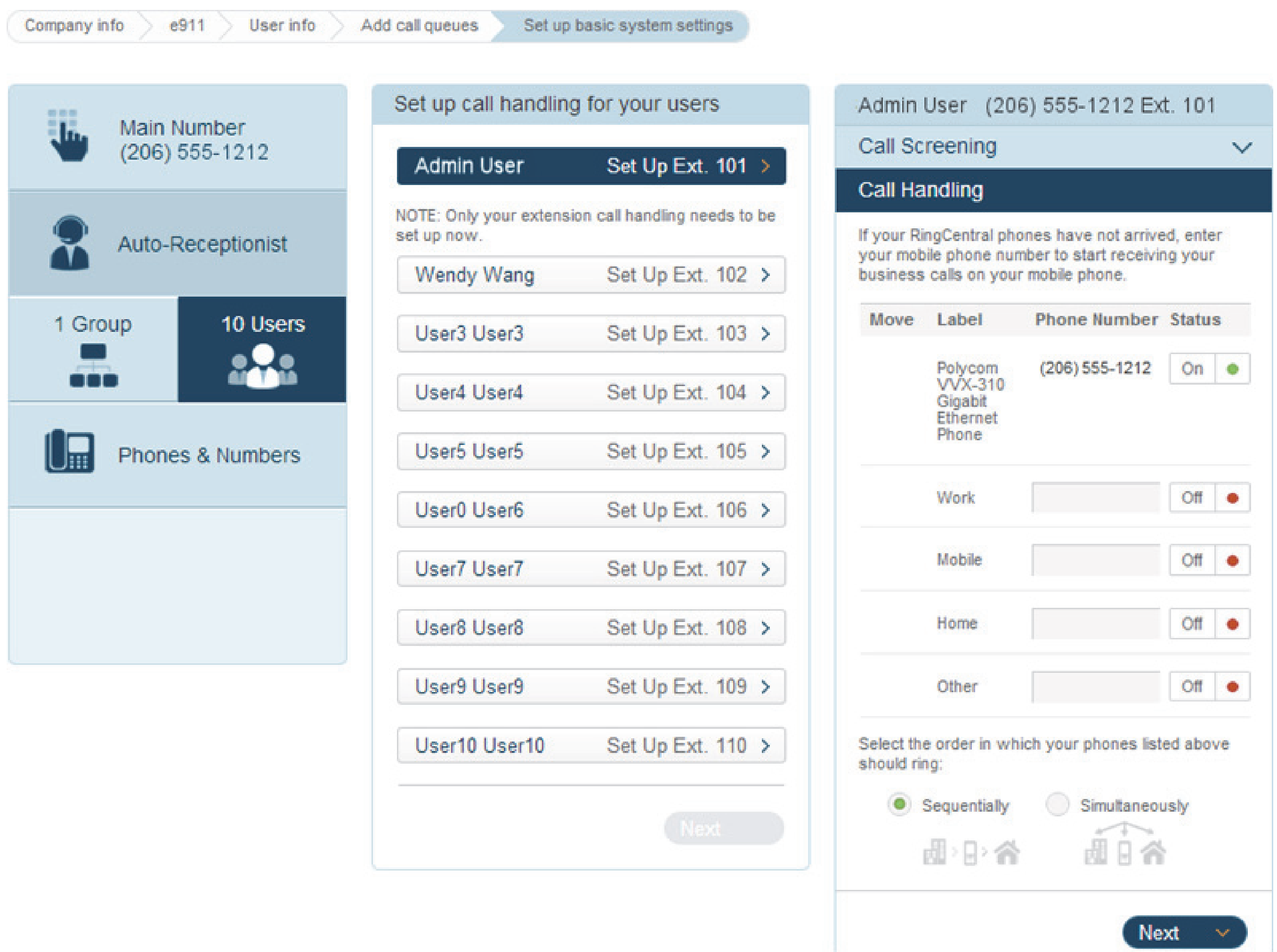
Next, click **Users** and set up call handling for each user.

Click the first user in the list and select whether to turn **Call Screening Off** or **On**.

Click **Next** to set up **Call Handling** for this user.



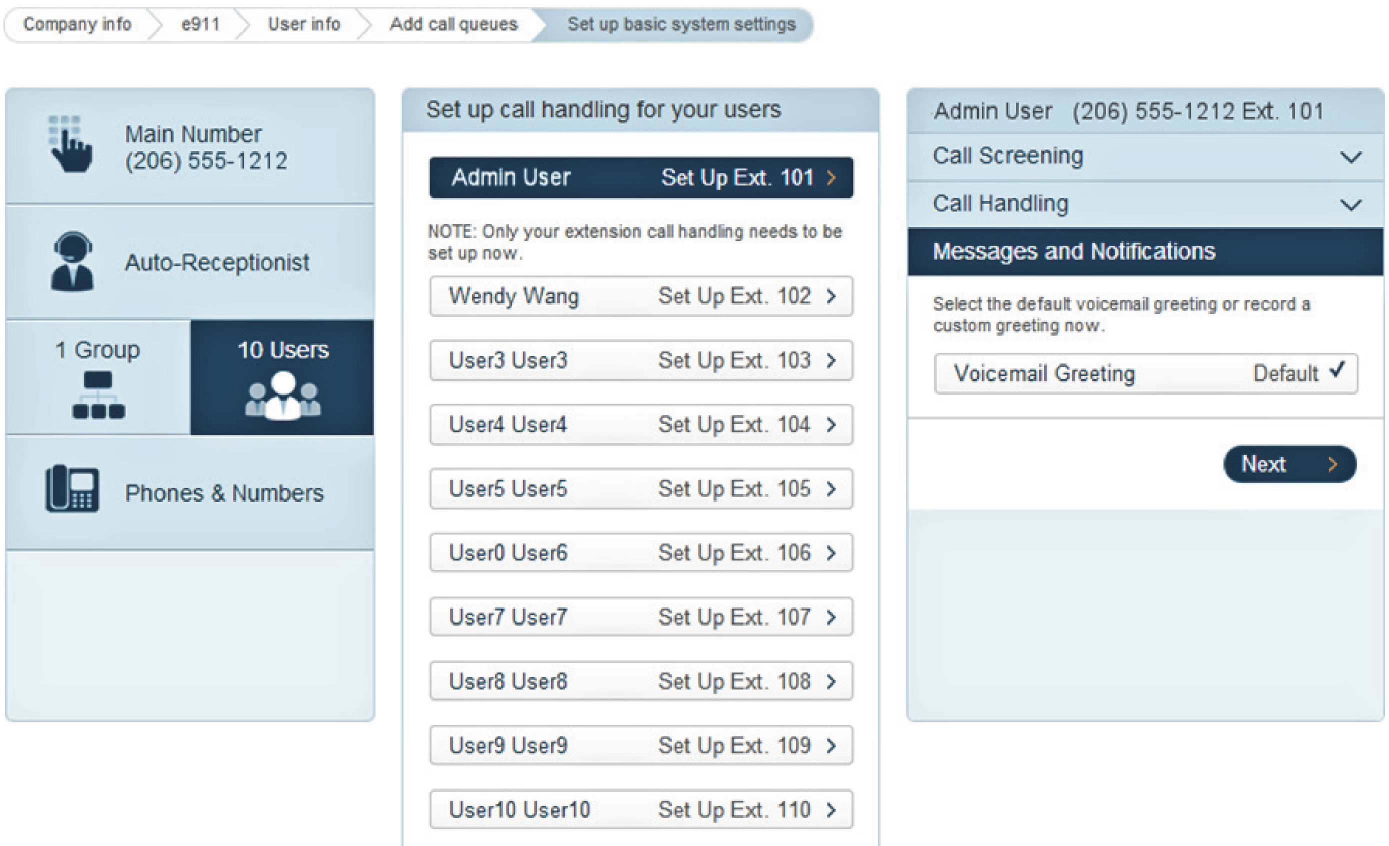
Set up **Call Handling** for each user. Call Handling offers flexibility on how you want incoming calls to be handled during business hours or after hours under multiple condition rules. Learn more here.



Then click **Next** to set up **Messages and Notifications** for all users.

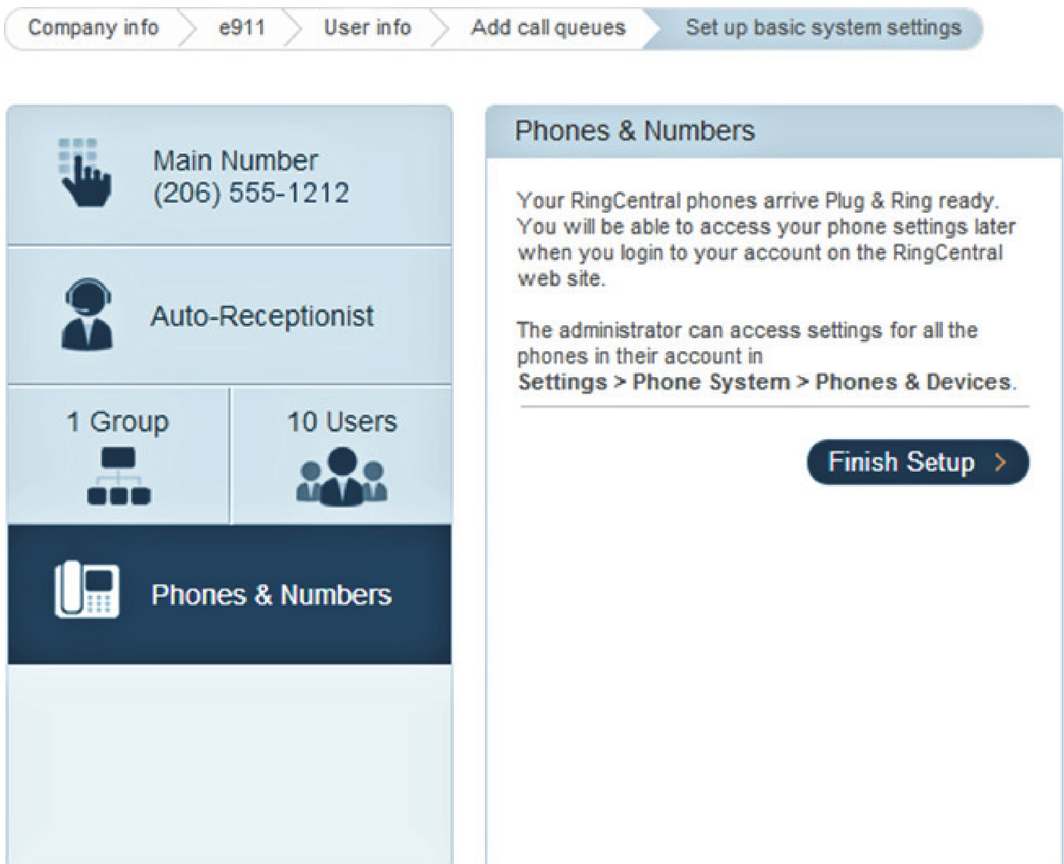
Under **Messages and Notifications** select the default voicemail greeting or record a custom greeting.

Click **Next** and continue setting up **Messages and Notifications** for all users.



Now that you have set up your **Auto-Receptionist**, your **Call Queues** and your **Users**, you can set up the IP phones and numbers for all of your users. You can also add new phones and extensions as your needs grow.

Click **Finish Setup** to exit Express Setup.



Note: When you click **Finish Setup**, an email requesting activation of groups, call queues, and users will be sent to the manager's email account (or whichever account was chosen during set-up).

You did it! When you complete Express Setup you will see the screen below.

Next, click the **Download Apps** button to access the RingCentra Softphone application that turns your PC or Mac desktop into a phone control center.