

# RingCentral Office@Hand from AT&T

## Mobile App Guide



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# Overview



The improved mobile app extends your Office@Hand business phone system beyond your office, enabling you to take and make calls, access voicemail, manage group settings, view faxes, monitor call logs, and more.\* The mobile app provides you and your employees with convenient integrated communications—anytime, anywhere. Now they can easily connect and collaborate through voice, fax, text, global conferencing and HD video meetings.\*\*

The mobile app is fully integrated with company directories. It allows individuals to see their contacts' availability and eliminate phone tag or on-hold time. This new "Presence" feature shows the real-time status of co-workers' extensions (busy or not) across all devices, including their smartphones and tablets. The mobile app also enables administrators to partition business and personal call logs separately for easy call tracking and phone expense control.

The mobile app supports Bring Your Own Device (BYOD) initiatives, and empowers you and your employees with solutions such as company directory and a single business identity for voice, text and fax—all while reducing your costs on devices, improving employee productivity, and safeguarding your business data.\*\*\*

\*Users will be notified by pop-up screen when new updates become available.

\*\*Office@Hand Meetings is available with Office Enterprise edition in the US.

\*\*\*New Error Handling for Token Expiration on Android and iOS provides automatic logoff for periods of inactivity.

**NOTE:** This document is illustrated with Android Mobile App screens. The iPhone smartphone screens operate the same and look almost identical.

# What's New

The following features have been added to RingCentral Office@Hand from AT&T for the 10.1 release.

## Apple Watch Support

Because Apple Watch support is being deprecated, you will see changes in the Apple Watch screens.

Notifications will remain functional on the Apple Watch.

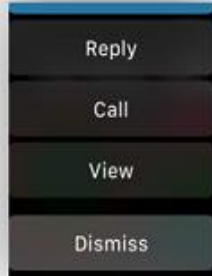
- For Incoming call notification, users will not see the *Answer* or *Reply with* buttons in 10.1, but *To Voicemail* and *Dismiss* buttons will remain.
- For message notification, users won't see *View* and *Call* buttons in 10.1, but *Reply* and *Dismiss* buttons will remain.
- The standalone watch app will no longer be supported.

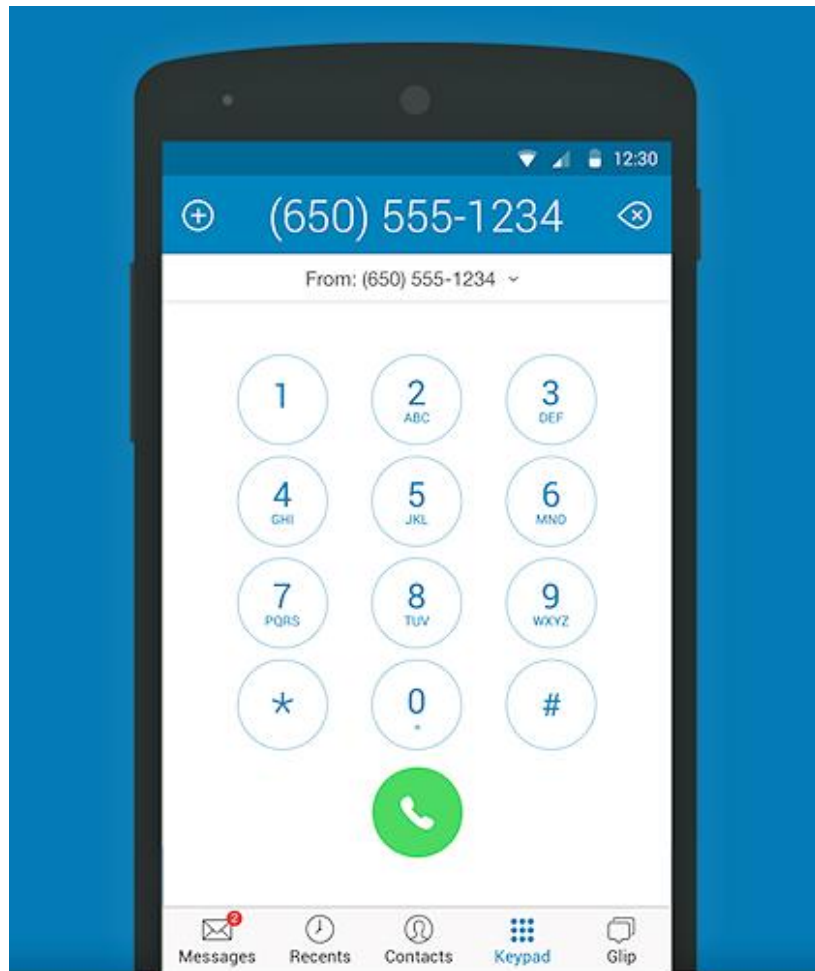
## Spotlight Search

The Spotlight Search feature is removed in this release.

## Outbound Mobile Caller ID

Synchronize your Caller ID settings with your online account settings.

	Before 10.1	After 10.1
Incoming Call		
Message		



## Welcome

With Office@Hand, you can use your business phone number for calls, texts and faxes.

### With the RingCentral Office@Hand from AT&T Mobile App you can:

- Receive business calls and faxes;
- Check your voicemail and received faxes;
- Monitor call logs that provide a detailed history of incoming, outgoing, and missed calls;
- Create custom business greetings for business and after hours;
- Set up business voicemail greetings;
- Manage your call-handling and call screening rules;
- Host or join a global conference with up to 1000 participants;\*;
- Host or join an HD Video Meeting with Web sharing of desktops.\*

*\*Available with selected Office@Hand plans.*

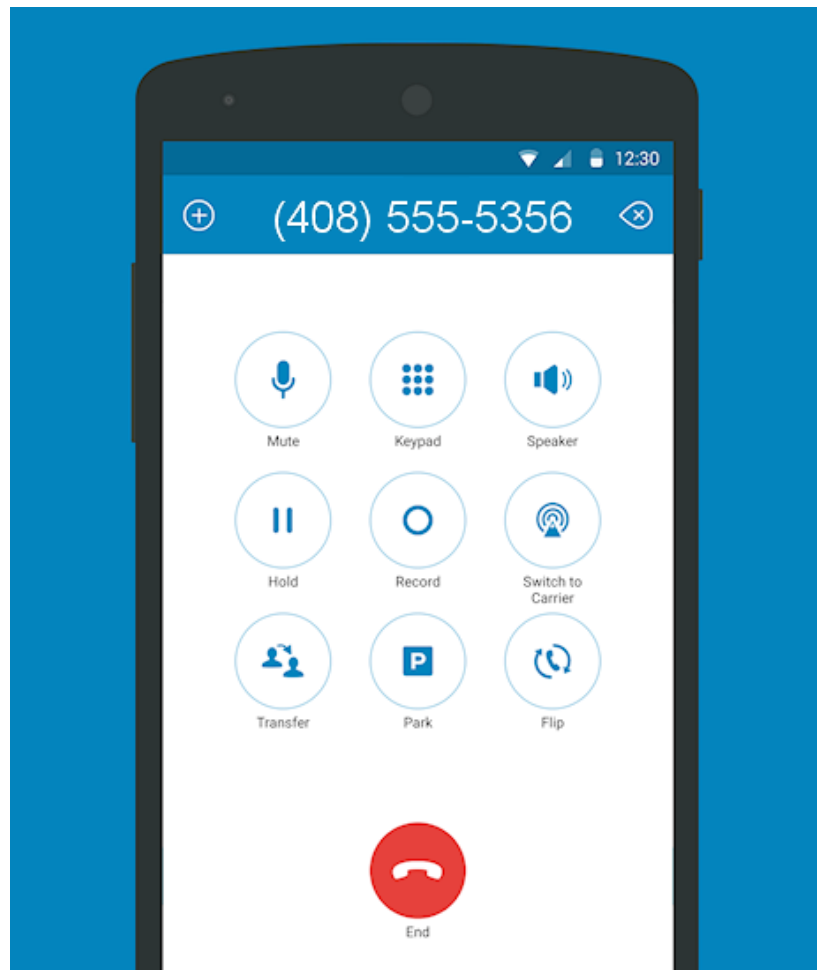
All features and functions can be accessed and managed by logging into your account on the Office@Hand Web site. In addition, almost all of the Admin, User, and Group Manager features can be accessed and managed from the Office@Hand Mobile App, as described in this document.\*\*

*\*Office@Hand Meetings is available with Office@Hand Enterprise edition in the US.*

*\*\*Certain features may not be available for BlackBerry smartphones.*

See the **Appendices** at the end of this document for instructions on installing the Mobile App and setting up your account.













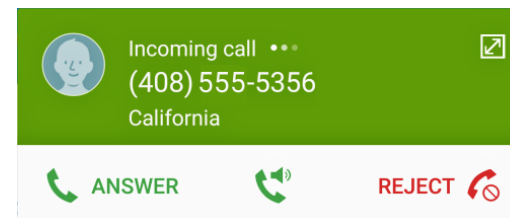


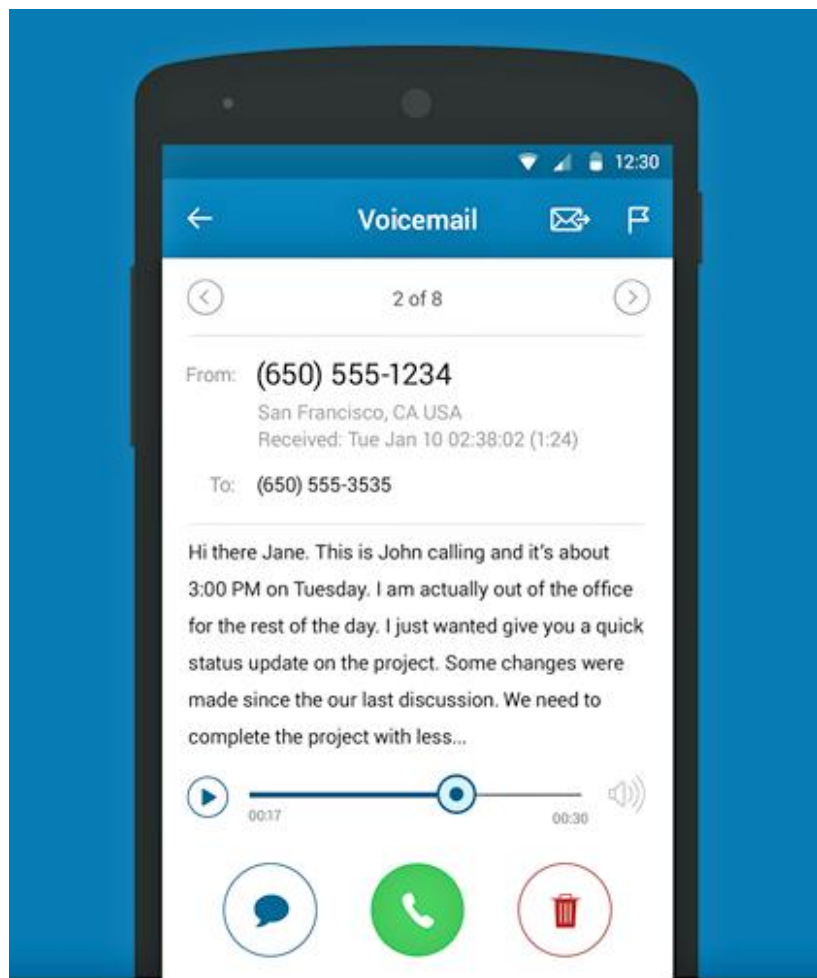
### HD Voice Calls

Enjoy enhanced, crisp and clear conversations on mobile.

### Active Call Controls

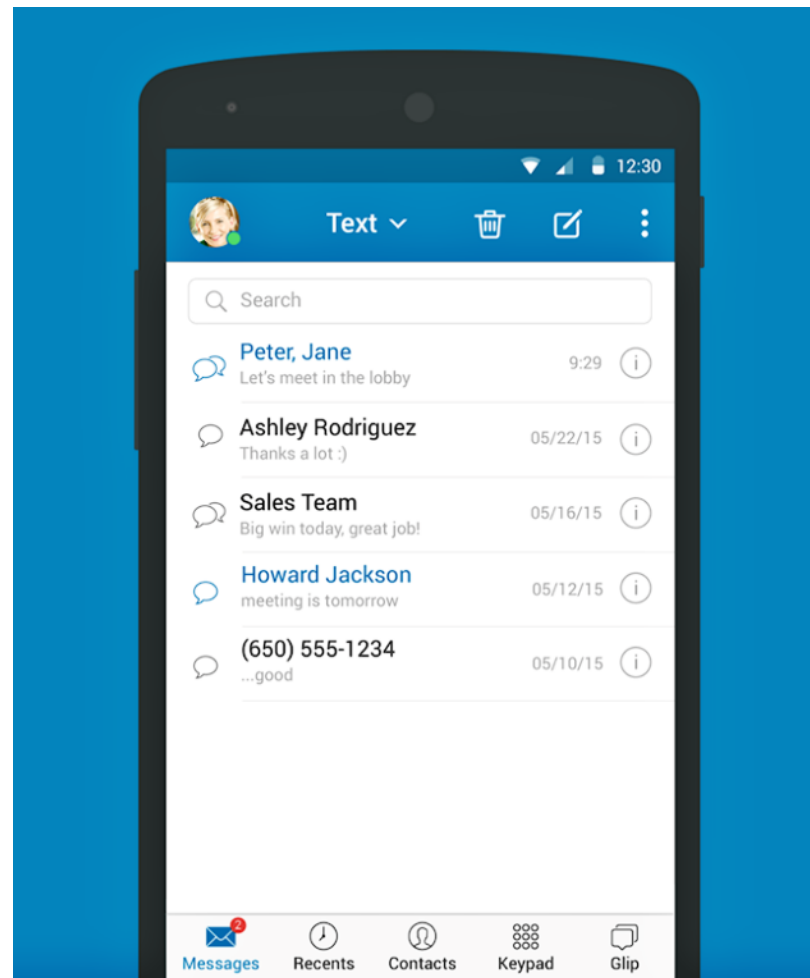
-  **Mute** replaces the **Answer** button when a call is connected. It turns off your microphone and eliminates background noise.
-  **Keypad** allows you to dial a number or press numeric inputs to access a certain department or queue.
-  **Speaker** gives you the option to use any of your audio sources, typically the headset and the internal speakers.
-  **Hold** puts the other party on hold until you tap it again to undo the action.
-  **Record** activates On demand Call Recording for your extension. Recordings are saved in your extension's online account.
-  **Switch to Carrier** hands off a call from your local VoIP service to your mobile carrier when the Wi-Fi signal is weak.
-  **Transfer** lets you to transfer a call to other extensions or call queues on your Office@Hand phone system.
-  **Park** enables you to place calls on hold in a virtual location and retrieve them from any desk phone in your system.
-  **Flip** uses your quick-dial forwarding numbers to easily move a call in progress from one of your devices to another.
-  **End** ends an existing call.





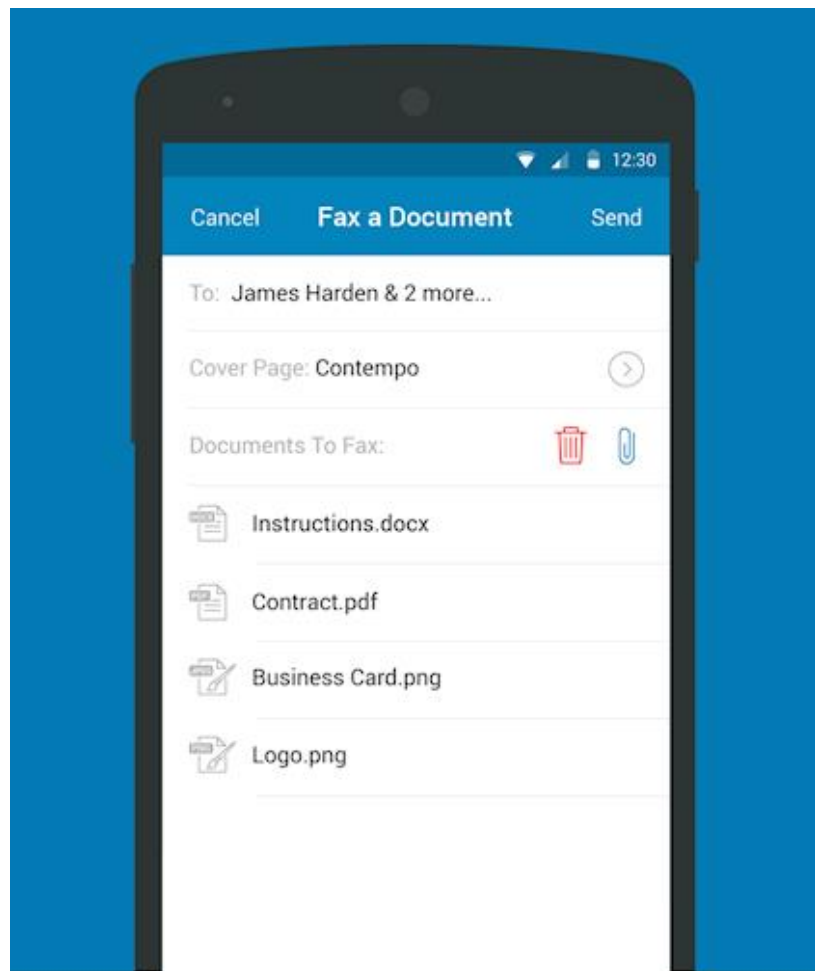
### Manage

Update phone settings, check **voicemails** and more—anywhere and anytime.



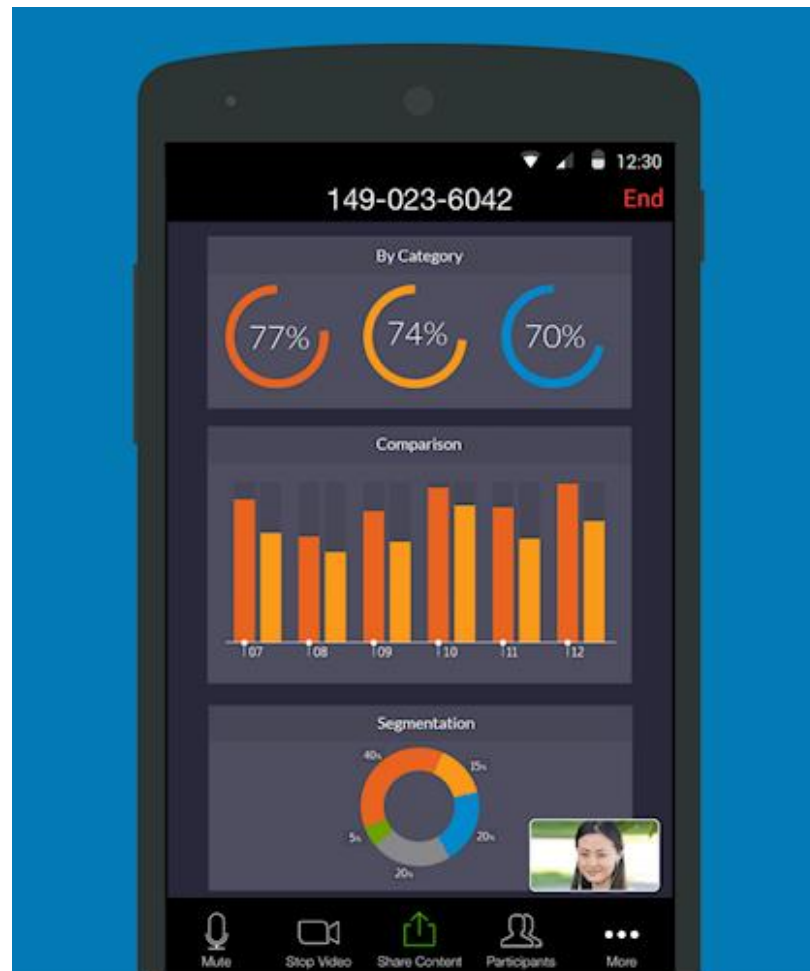
### Connect

**Text** clients and colleagues using your business number. Keep your personal number private.



### Fax

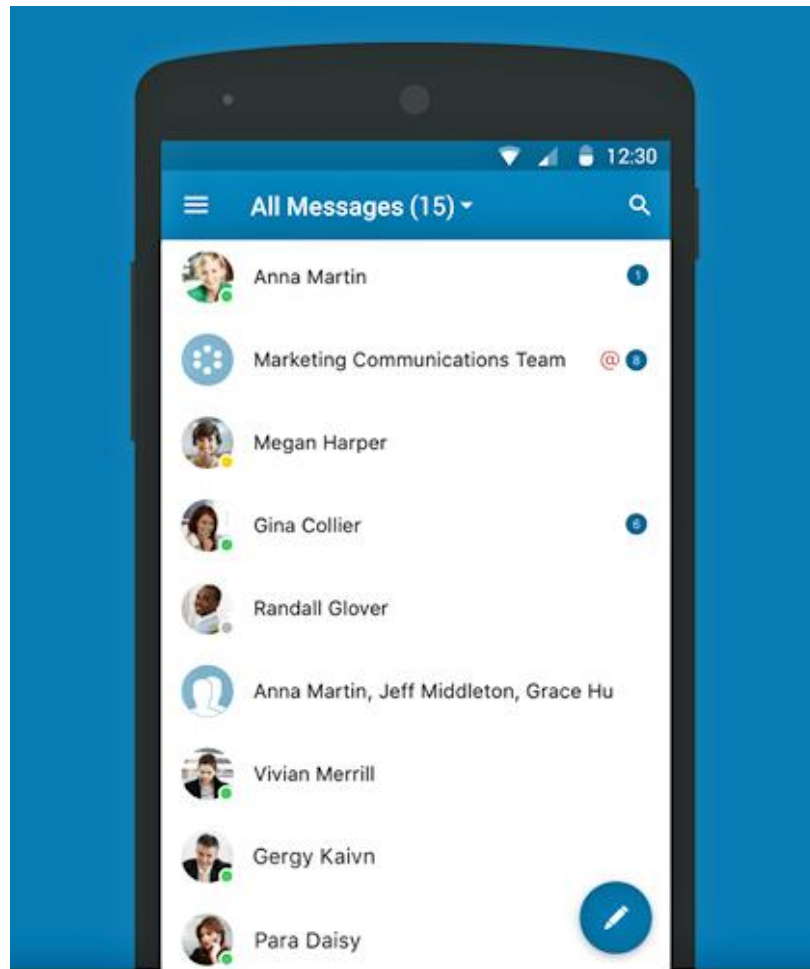
Send and receive [faxes](#) from your mobile device—anytime, anywhere.



### Meet

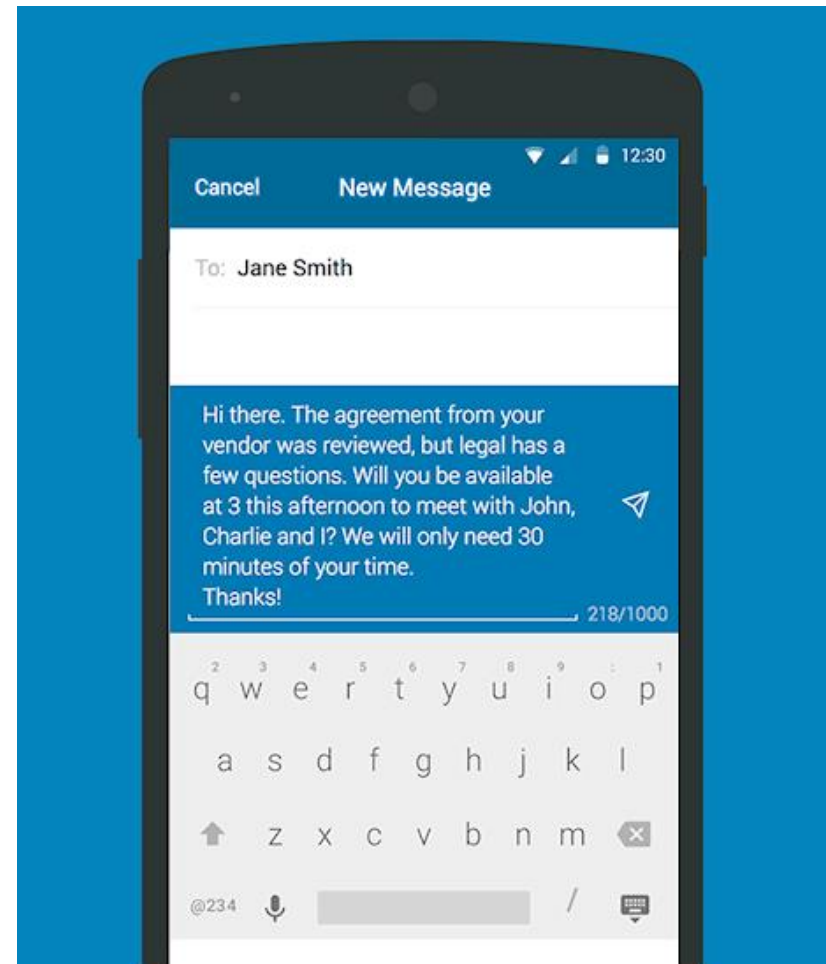
Schedule, host or join a [meeting](#), even when you're not in the office.





### Collaborate

Message your team, assign tasks, share files, create events and more with [Glip](#).



### Increased Message Character Length

Send longer messages with new extended character limits.

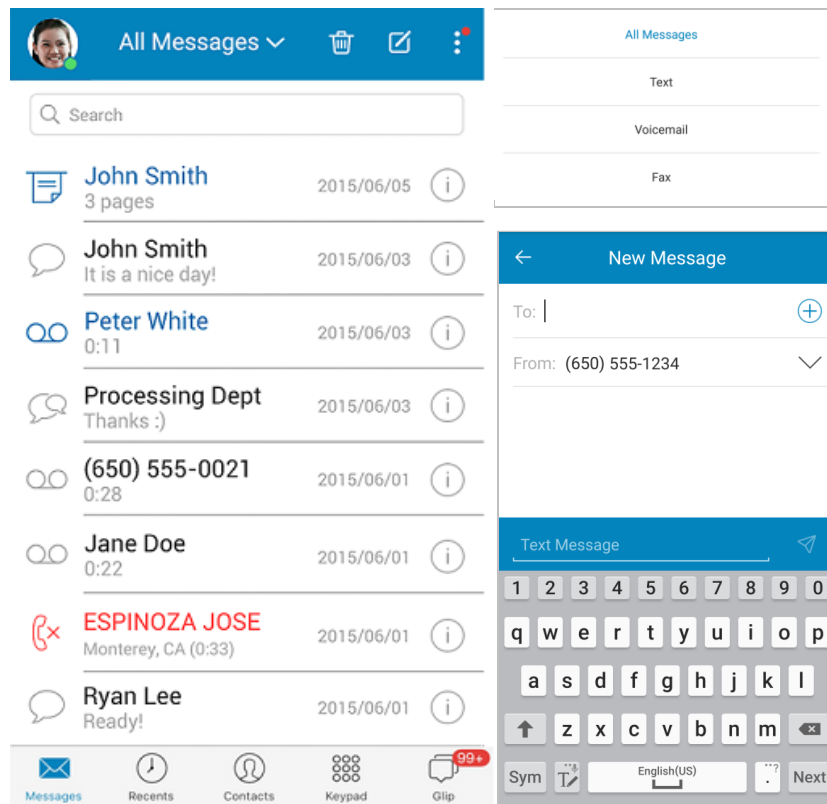
## The Main Menu

When you log in, **All Messages** will be the first screen displayed on your Mobile app. The new interface provides immediate access to the most commonly used app features, shown on the top and bottom menus.

Tap  to filter for All Messages, Text, Voicemail, or Fax.

Tap  at the top of **All Messages** to create a new text or fax message. For example, tap **Text** to open the **New Message** screen.


Tap  and tick the open circle  >  then **Delete** to delete messages.



## All Messages

All of your voicemail, text, and fax messages are immediately visible when you log in to your Mobile App. Recent messages that you have sent or responded to appear in **black**; new messages you have not read or heard appear in **blue**; and calls you missed appear in **red**.

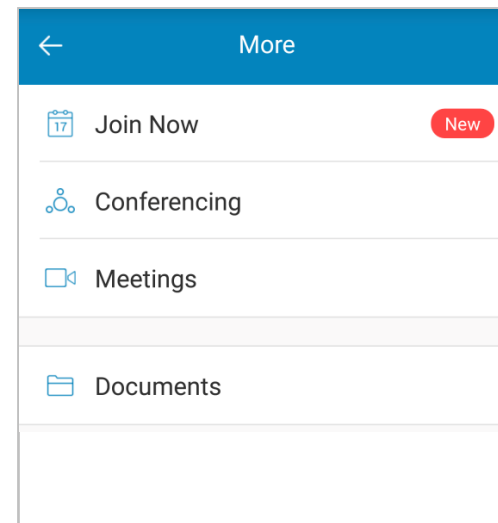
In the **Search** box, you can search for messages by sender name or number.


Tap a **message** to listen, view, or read it. Tap the circled **info icon**  to the right of the message to view information about it, and respond with:

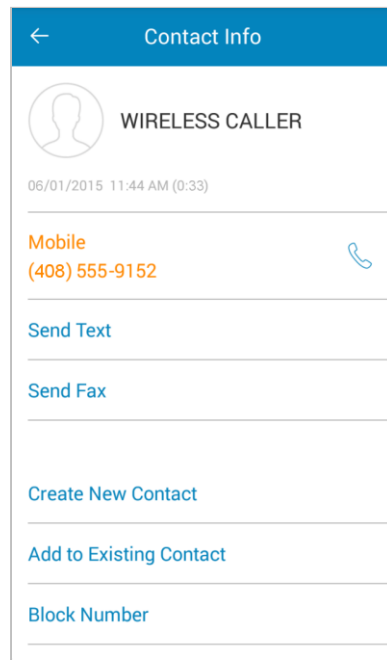
- call back
- send a text or a fax to the number
- create a new contact
- add the number to an existing contact, or
- block the number

*Some functions might not appear if certain permissions are restricted.*

**Note:** SMS, Meetings, and Conferencing are available for Office customers only.




Tap the **Kebab Menu**  at the top of **All Messages** to access more features.




In this example, tapping on the missed call from Jose Espinoza on the **All Messages** screen opened the **Contact Info** screen shown at left.

The **Contact Info** screen displays the date, time, and duration of the missed call.


Options are to return the call by pressing the handset , **Send Text**, **Send Fax**, **Create New Contact**, **Add to Existing Contact**, or **Block Number** in response.

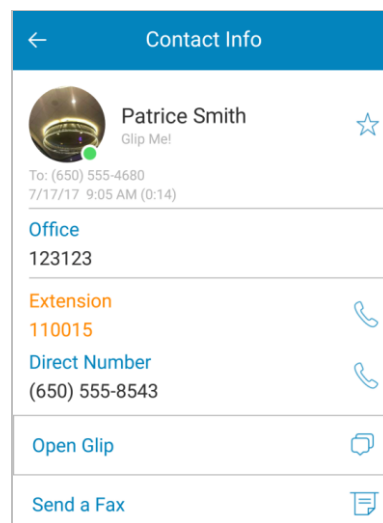
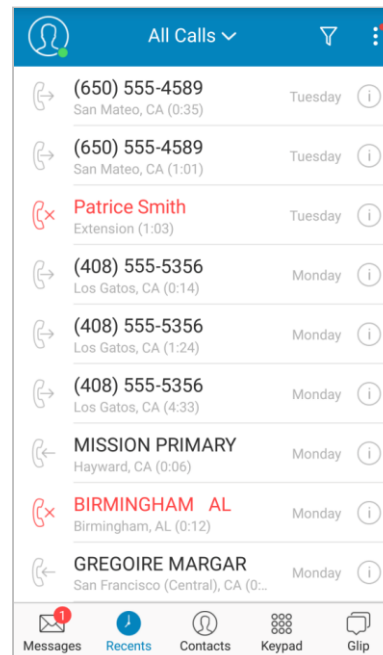
## Call Log

The Call Log maintains your call history, including calls you placed, received, and missed. Missed calls displayed in red. Tap  at the bottom of the **All Messages** screen to open your Call Log.


The Call Log screen opens in the **All Calls** setting. Tap the caret next to **All Calls** and see **All Calls** or only your **Missed Calls**.

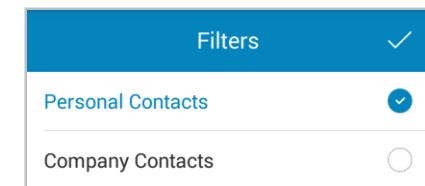
Dial numbers by tapping a name or number displayed in your Call Log. (You must have a Direct Number to make outbound RingCentral calls from your smartphone.)

Tap the info icon  on the right side of an entry to see caller details (Patrice Smith in this example) and other options available to you.




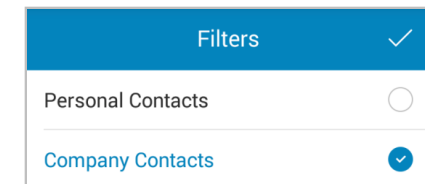
## Filter Your Call Log

Tap  on the **All Calls** screen to filter your Call Log.



(Administrators will see their **Personal Contacts** by default.)

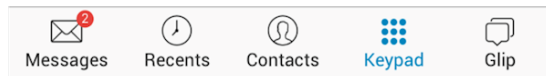
Tap **Company Contacts**; then tap  to see your filtered Call Log of Company Contacts.



## Favorite Contacts

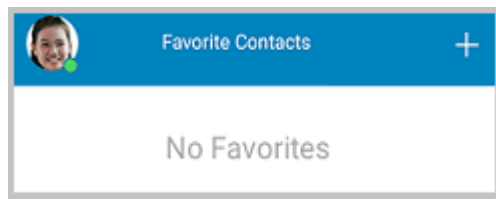
Quickly find the people you contact frequently by adding them to your **Favorites**. Once added, you can view your colleagues' Presence.

To view or add a contact to your **Favorites**, tap **Contacts** on the bottom menu.

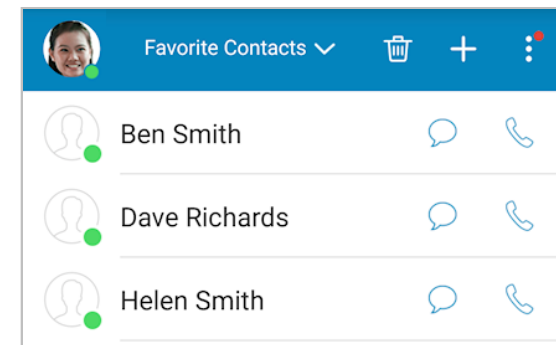
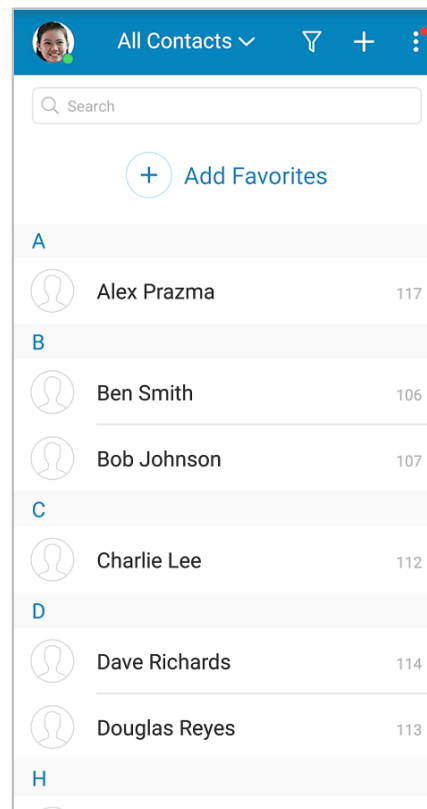


Next, tap the down caret to the right of **All Contacts**. Finally, tap **Favorite Contacts**.

If you don't have any Favorite Contacts yet, you will see the screen below.



Tap the plus sign **+** to create your own list of Favorite Contacts or to add a Favorite to your existing list. The **All Contacts** screen will appear showing all of the user names in the phone system. Tap a name on the list to add it to your Favorites. Continue adding names by tapping the **+** sign and then the names you want to add as Favorites.



Tap **+** to add names from Contacts to your Favorites.

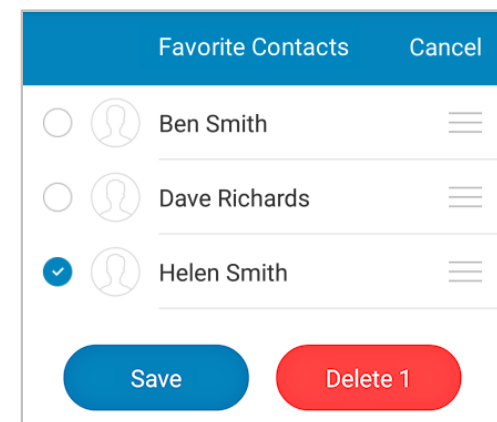
Tap a **Favorite Name** to edit **[Pencil Icon]** the Contact Info.

Tap **[Message Icon]** to send Favorite a text message.

Tap **[Call Icon]** to call the Favorite extension.

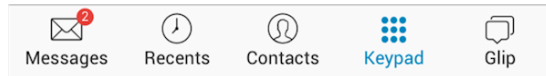
To delete a Favorite, tap **[Trash Icon]**; then tap the name to delete on the next screen. Tap **Delete** to remove the name (Helen Smith) from Favorites.


**Note:** Deleting a name from your list of Favorites does not delete it from the system. You can add it back to your Favorites any time.

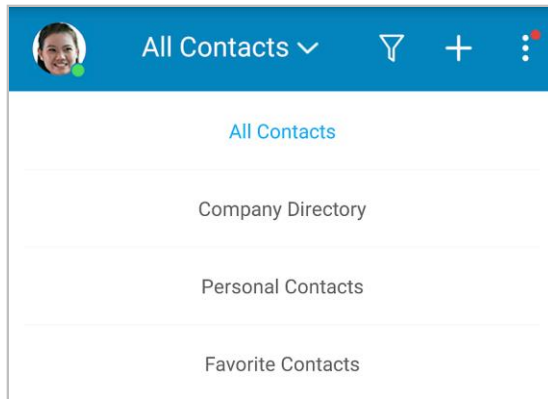


## All Contacts

Find the people you need, fast. **All Contacts** lets you view your company, personal, and favorite contacts at all once. To see them, tap **Contacts** on the bottom menu of most app pages.



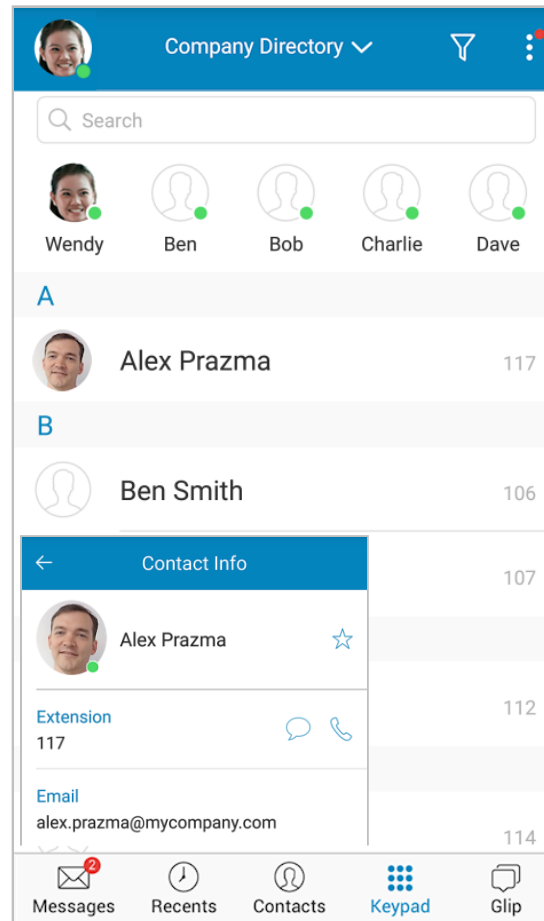
Tap the caret  next to **All Contacts**, then tap **Company Directory** to see only your contacts in your company directory; or tap **Personal Contacts** to view your personal contacts from your smartphone contacts list.



Use the Search field at the top to find specific contacts by name.

Tap a contact name (Alex Prazma in this example) to view details including extensions, direct and mobile numbers, and email address.


(Company contacts come from the users in your Office@Hand account and cannot be edited from the mobile app.)

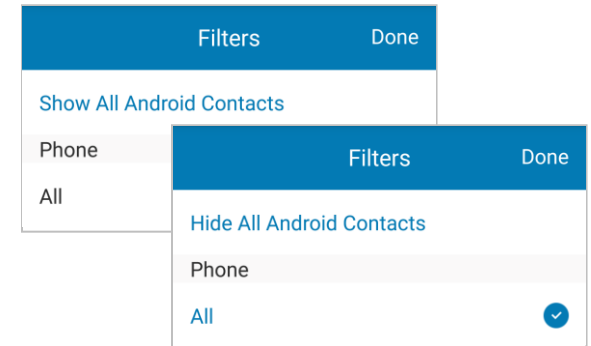


## Cloud Contacts


When you download personal contacts from the server, they are automatically synced across the Office@Hand cloud, Mobile app, and Desktop app. You may add these contacts to your Favorites, and then tap them for calling, messaging, and faxing.

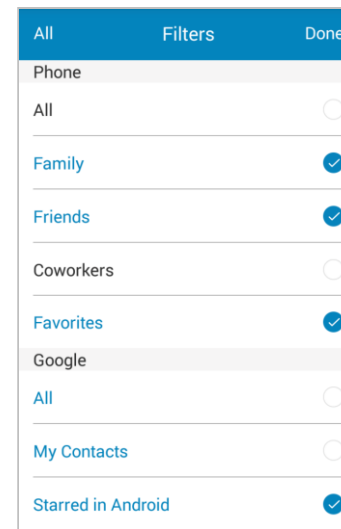
## Choose/Filter Groups in Contacts

On the **All Contacts** screen, tap the **Filter** icon . Tap **ALL** to Show (or Hide) All Android Contacts.




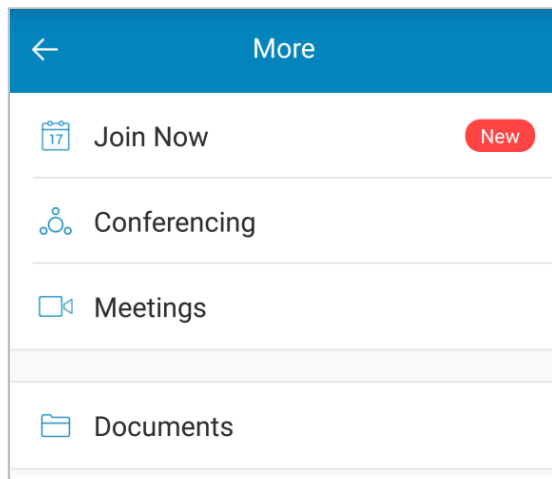
When your Android contacts are hidden, none will display on your **Company Directory** page.



Select **Personal Contacts**; then tap  and select the contacts you wish to display on your **Personal Contacts** page.

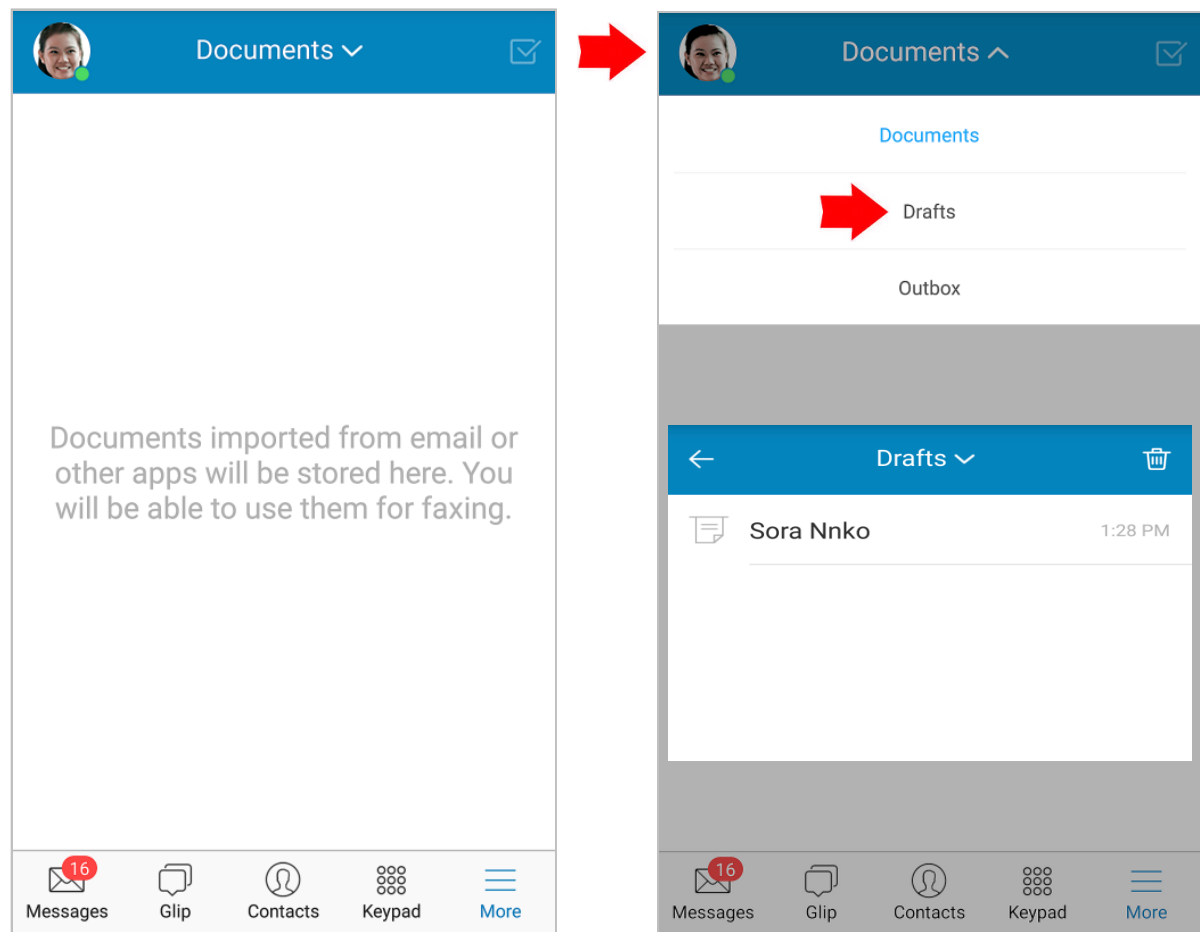


## Documents

Tap **More** at the top of most app screens; then tap  to access documents imported from your email or other apps. Then you can select them to send as a fax or in an email.

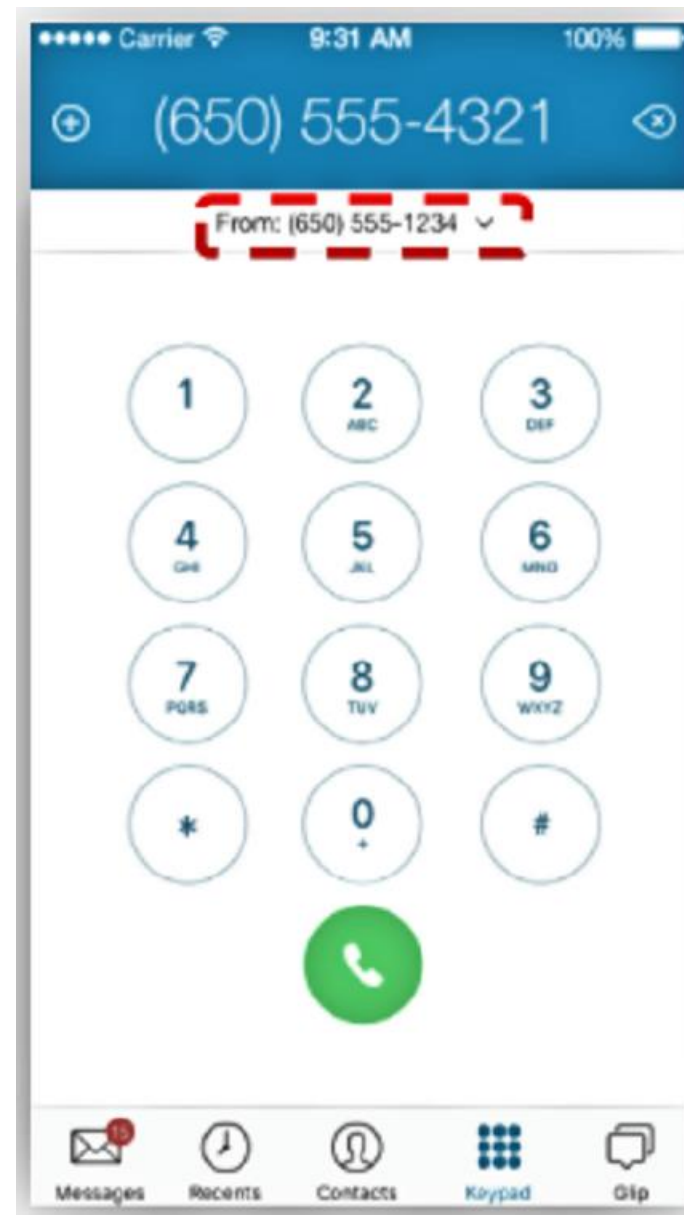


Tap the **Documents** caret  to change the filter to view faxes saved in rafts or faxes in-progress of being sent in the Outbox.



## Outbound Caller ID

If set by your administrator, you can synchronize your outbound caller ID settings with your online account settings.





## Office@Hand Meetings

Office@Hand Meetings adds the power of video conferencing and web sharing to your business communication. Hold face-to-face meetings in high definition and share your desktop or documents with anyone, anytime, anywhere.

Collaborate with participants through the ability to annotate on-screen documents, chat (private or group) and pass presentation rights to any participant. Attendees may also attend via audio only from a handset or telephone.

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

Keep things on track through administrative functions that include the ability to lock meeting, mute/unmute, or remove participants.

Users must have Office@Hand Enterprise Edition to host Office@Hand Meetings conferences. Download the Office@Hand Meetings app and use the same credentials as the Office@Hand app to login.

Visit this [link](#) for system requirements and more information.

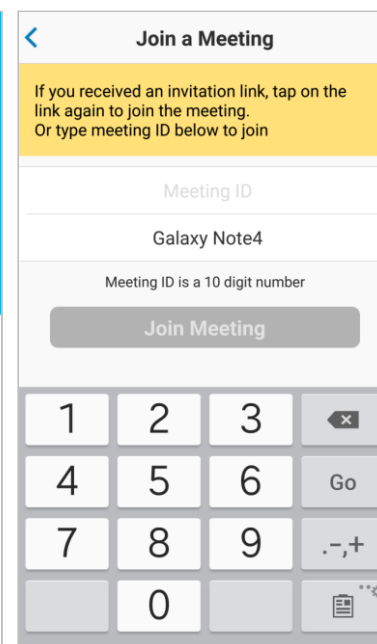
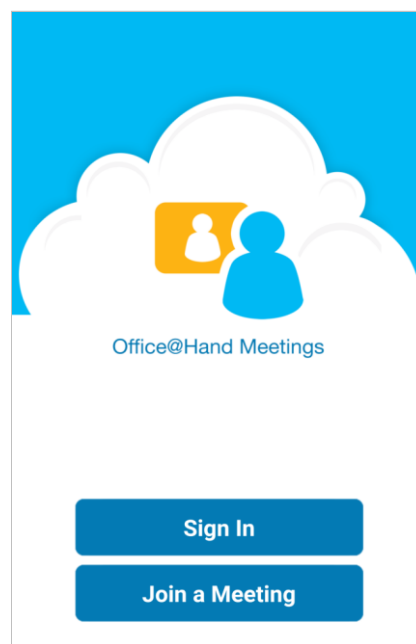
### Initiate an Office@Hand Web Meeting on Your Mobile Device

**Step 1** Download the Office@Hand Meetings app and launch it.



**Step 2** Sign in to your Office@Hand account and tap the meeting invitation link or enter the meeting ID number and tap **Join Meeting**.

**Step 3** Office@Hand Meetings will start the web meeting and prompt you to invite participants.



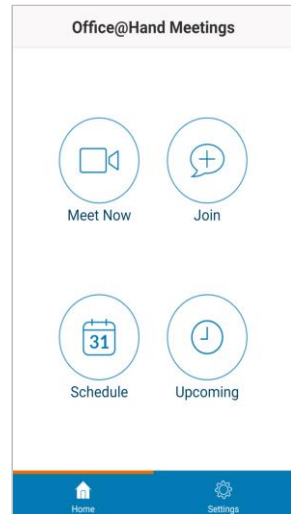
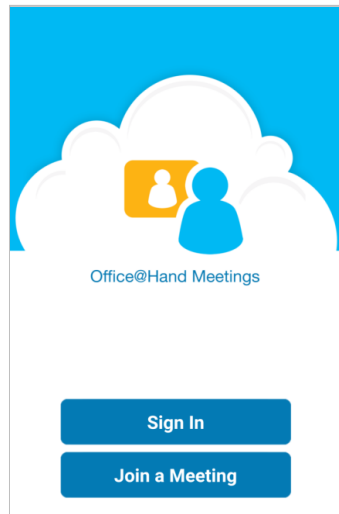
*Note: iOS screen shown above. The Android platform does not support web sharing.*

## Join an Office@Hand Web Meeting on Your Mobile Device

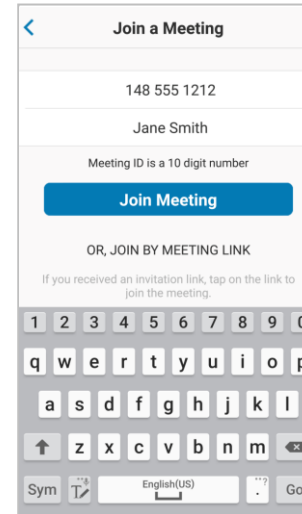
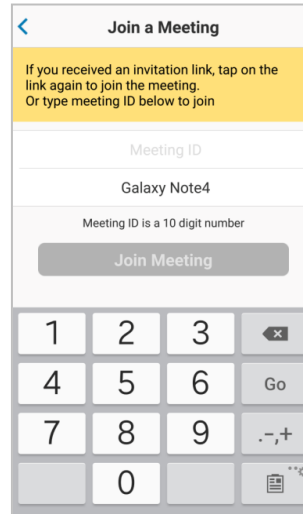
**Step 1** Download the Office@Hand Meetings app and launch it.



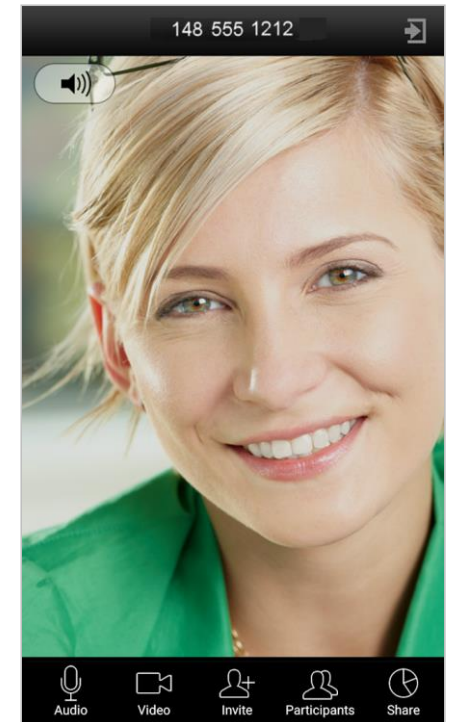
**Step 2** Tap Join.



**Step 3** Enter the Meeting ID and tap Join Meeting.



**Step 4** Enter the Meeting.




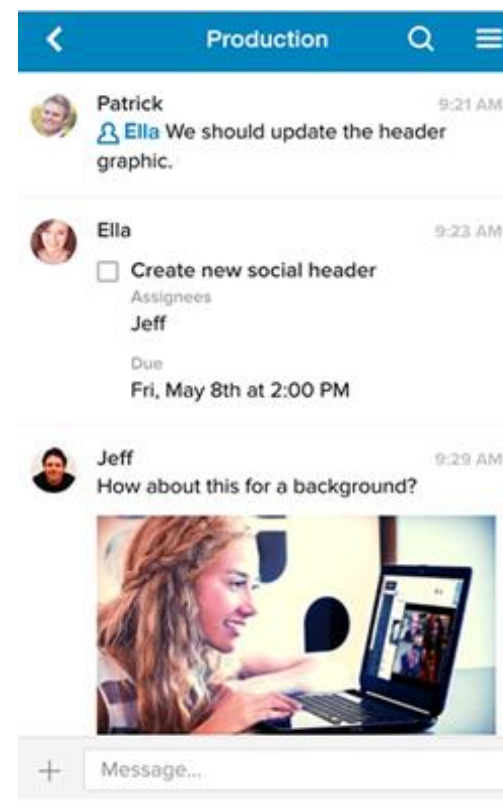
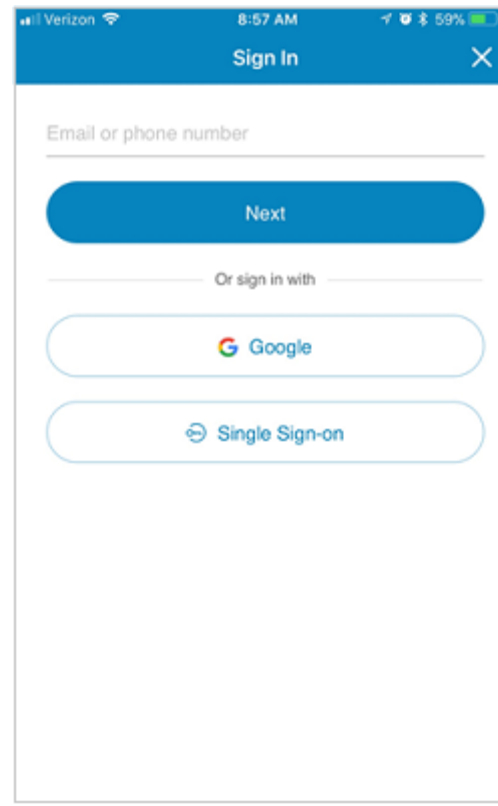
## Glip Team Collaboration App

Glip is a real time productivity app that allows you to make your team more productive by offering multiple solutions in one place. With Glip you are able to:

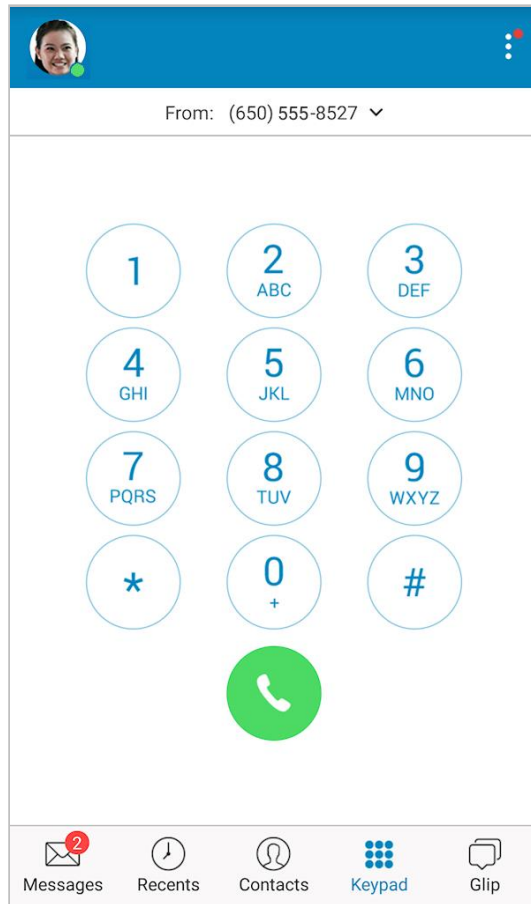
- Streamline workflow with built-in apps such as calendars, task management, and file sharing.
- Work at your desk with either Glip via web, desktop app, or be productive on the go with Glip Mobile.
- Switch between different modes of communication with options to either send messages via chat or video chat.
- Integrate your other tools with Glip, making it easier to collaborate. [Learn more about Glip here.](#)

### To Launch Glip:


- Tap  on the bottom of most app screens. If you are logged in and Glip is installed, Glip will launch automatically.
- Tap **Install** if Glip is not installed on your smartphone. Follow the screen prompts and create an account.

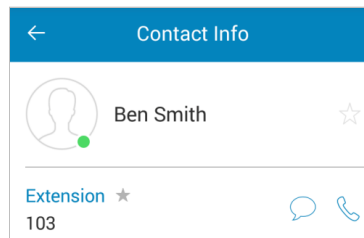


## Making a Phone Call



To make a phone call, tap the **Keypad** icon at the bottom of most screens of the phone app. Tap the numbers; then tap the green **Handset**.

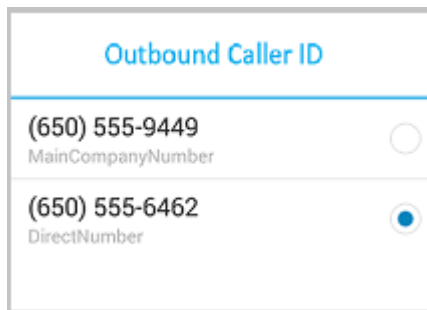
You can also choose a number in your contacts list. Tap the **Contacts** icon at bottom menu of most pages, and choose either **Company Directory** or **Personal Contacts**; then tap a name and the small blue handset  next to it.



Or tap **Contacts** on the bottom menu to open **All Contacts**. Tap the caret next to **All Contacts** to display your **Favorite Contacts**.

Other areas, such as the **Call Log** and the **Messages** screen, display phone numbers which you can tap to call.

Near the top the keypad, tap the caret next to the number shown to select the caller ID to be displayed for your outbound calls.



## RingOut

The RingOut feature lets you use your Office@Hand business number to place outgoing calls from any phone you choose. The people you dial will see your business number on their caller ID instead of your personal name and number.

For example, if you're working from home, you can initiate Office@Hand calls from your smartphone, then connect and complete the call from your home phone. The person you're calling will see your Office@Hand number.

RingOut is accessed by tapping the dial pad and then green **Handset** icon on the bottom of most phone app screens, such as the **Messages** screen, the **Contacts** screen, and the **Call Log** screen.

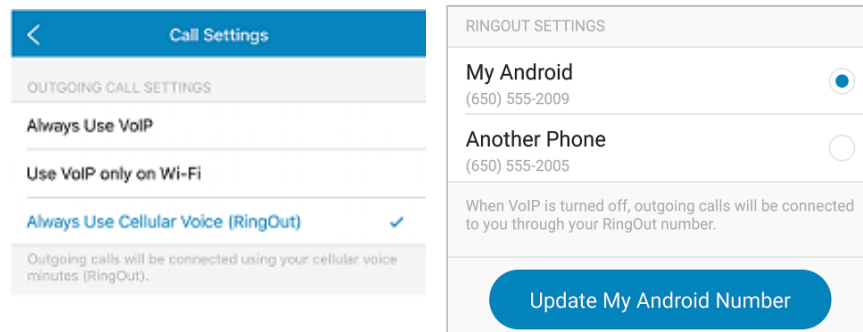
Use the keypad that appears to dial the number you want to call. Your phone app will do the rest. (To specify your RingOut phone, see **RingOut Mode**, next.)

**Note:** Office@Hand Pro customers and Canadian customers require a paid digital line for outbound calls.

## RingOut Mode

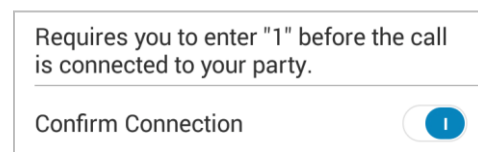
To make outbound calls, the phone app uses your cellphone's native calling system through your cellphone carrier. Use **RingOut Mode** to maintain your presentation on such calls, including such features as Caller ID and call logging. You keep your personal cellphone number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your RingCentral business number from any phone you choose, including your smartphone. To configure, tap your photo at the top left of screen. On the **My Profile** screen, scroll down to **Call Settings** and tap **Always Use Cellular Voice (RingOut)**.



Choose an Office@Hand device to set as your RingOut Mode phone. Or tap **Another Phone** to add phone numbers; then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings, or if you misdialed), turn on **Confirm Connection** at the bottom of the screen so the phone app will prompt you to press 1 before it dials the number and connects your call.



## VoIP Calls

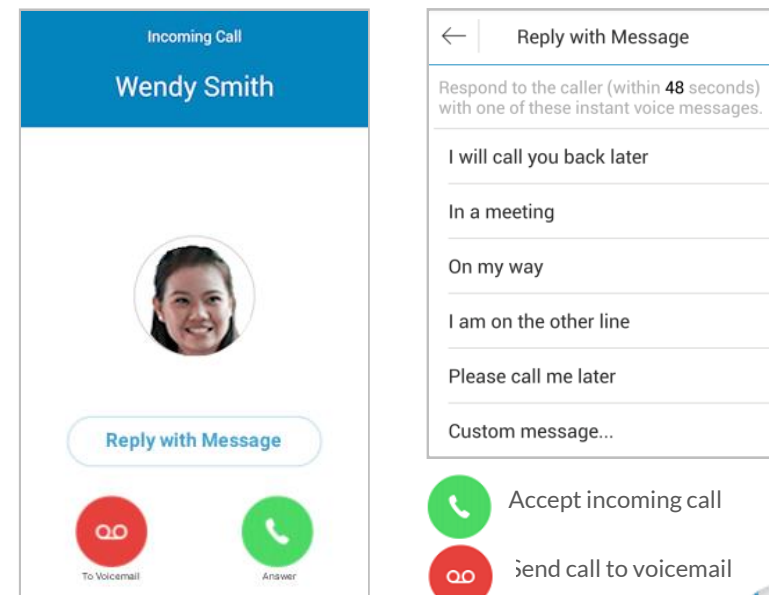
The Office@Hand mobile app can make and receive calls using VoIP (Voice over IP) which uses the cloud (internet) instead of your wireless carrier's 3G or 4G network. This can save carrier voice and data charges, especially when traveling internationally. See details on [VoIP Calling](#) below.

**Note:** Incoming native calls will interrupt your VoIP call on iOS. Answering the native call will place your VoIP call on hold. Rejecting the native call will auto-resume your VoIP call.

## Pre-call Controls

Pre-call controls allow you to handle incoming calls in several ways:

- **End and Answer** mutes the ringtone and accepts an incoming call.
- **To Voicemail** sends caller directly to your voicemail.
- **Hold & Answer** mutes the ringtone, and places the call on hold until you answer.
- **Reply with Message** sends a voice response to the caller. The message can either be a pre-set text-to-speech reply or a custom text-to speech message.






## Conference Calling

Conference Calling is available on all RingCentral Office@Hand from AT&T user plans, except in Canada and the UK.

A single conference bridge phone number is provided for each account, shared by all users—no need for your users to keep track of multiple bridge lines.

Each user gets their own individual host and participant access code, so they can hold conference calls whenever they want, wherever they are.

Each user can host a conference with up to 1000 attendees, using their IP desk phone while in the office, or their Softphone on their desktop computer, or the Office@Hand mobile app while on the go. Conferences are reservation-less—you send an invite to participants, and the conference starts as soon as you join as host.

To start a conference, tap **More** at the bottom of most screens and then tap  **Conferencing**.

The **Conferencing** screen shows the dial-in number, **Host** and **Participant** access codes, and **Invite** and **Start Conference** buttons.

The host can mute participants, get caller counts, record conferences, and more.

The main conferencing number is available in the U.S. In addition, in-country dial-in numbers are available for use in over 40 countries.

For additional information including touch-tones to use for control during the conference, and a list of international dial-in phone numbers, please visit this page: [Conference Calling Touch-Tone Commands and International Dial-In Numbers](#).

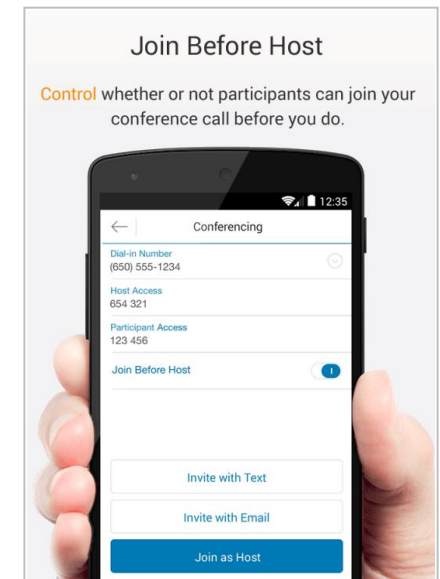
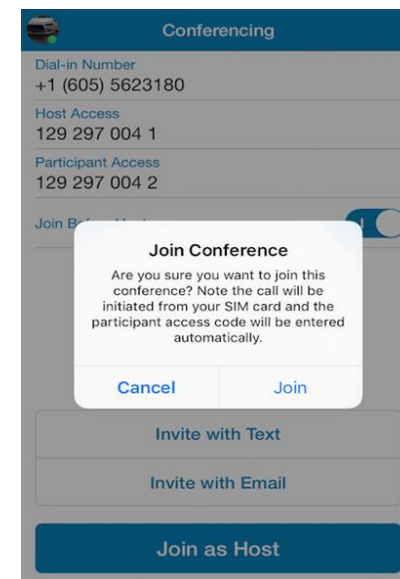
Mobile app admins can locate the unique conference calling information for a specific user by tapping their photo on the **All Messages** screen, then **Phone System > Users**, tapping a user, then **User Info**, and finally tapping **Phones & Numbers**. You will see the conference number, host code, and participant access code for that user.

Tap **Invite with Text Messaging** or **Invite with Email** to create a new SMS text message or email that contains the conference number and the participant access code the attendee should use to join the meeting. Add a subject line and additional messaging, plus any attachments as needed, and tap **Send**.

**Note:** You can attach documents from your files to the Invitation Email.

**Note:** Invitees with RingOut enabled can join the conference automatically via their native dialer by simply tapping **Join** on the pop-up message.

Tap **JOIN AS HOST** to log in automatically and begin your audio conference.



The conference host can control whether participants may join the conference call before the host does by selecting the “Join before Host” option on the mobile app.


Your recipients can tap to join a conference call directly from the text invitation without the need to dial the number and enter the access code when VoIP is not available.



## Business SMS

Business SMS integrates text messaging into your phone app on your smartphone or tablet, as well as your desktop Softphone. You can send and receive an unlimited number of 160-character text messages to and from multiple extensions, or 10-digit local (non-toll-free) phone numbers. This feature is available to all Office@Hand customers.



Send message clients, colleagues, and your groups without having to text each individual group member. Recipients can reply via Business SMS, or via their native SMS system.

Send Business SMS messages to any non-toll-free number in the United States or to any Office@Hand customer number even if the customer is traveling overseas.

On the **All Messages** screen, received SMS messages are indicated by the **SMS icon** . Click on a message to view it, to respond to it, and to view the sender's contact information.

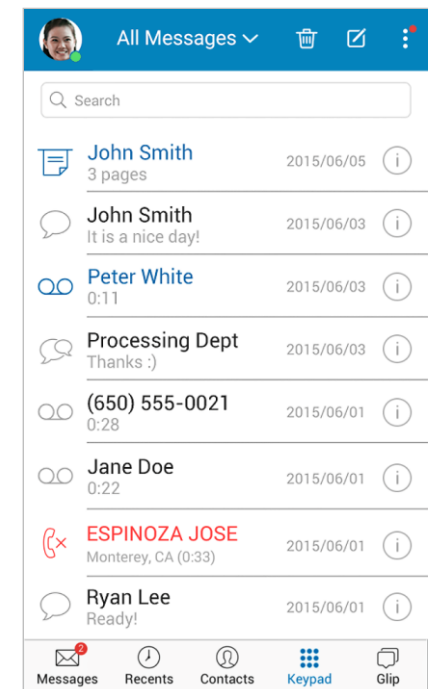
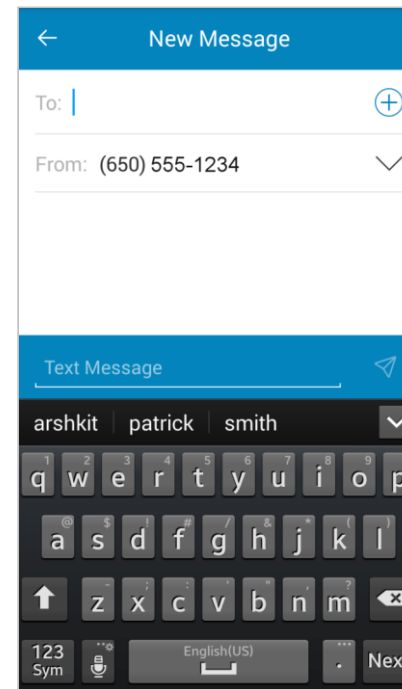
To create a new message, tap the caret next to **All Messages**; then tap **Text** and  to create a new message. Enter names or phone numbers in the **To:** line, or select from your Contacts by tapping the **blue plus sign** . You can message anyone whose phone is able to receive text messages.


You can message Office@Hand colleagues by extension number.

You can block unwanted SMS messages to your extension by blocking the phone number of the sender. Tap **More** on the bottom menu; then tap  **Recent Calls**. Tap  next to the caller you want to block. On the **Contact Info** screen, tap **Block Number**. (You may unblock any time.) Also see [Screening and Blocking Calls](#).

When creating an SMS message, tap the caret  to the right of the **From** line to select your default Caller ID for outbound messages.

Note: Business SMS does not support international numbers and short code. Business SMS is available for Office@hand customers only.



Group Messaging  allows you to send a message to two or more company contacts.

Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message. For Group Messaging FAQs click [here](#).

### SMS to 911

Sending an SMS to 911 on the Office@Hand Mobile app will pass control of this function to the native messaging application, and send the text directly to the 911 service. **Note:** Available only to US Office@Hand customers.



## Faxing

You can send, receive, and view faxes using the Office@Hand phone app. If you have an iPhone, you can use that device's AirPrint function to directly print any fax.





First, we'll cover viewing received faxes in the phone app. Then we'll set up outbound faxing, and explain how to send faxes.

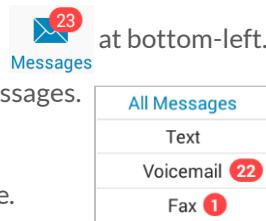
### Receiving and Viewing Faxes

Your Office@Hand phone number by default receives both voice calls and faxes. (Optionally, you can set up specific extensions to receive only voice calls or only faxes.)

View the faxes you've received on the **All Messages** screen of your Office@Hand phone app. You can also arrange to receive faxes as PDF attachments in your email account.




To access faxes on your smartphone:


1. On the **All Messages** screen, tap **Messages**  at bottom-left.
2. Tap **All Messages**  caret to filter your messages.
3. Tap Fax to select your unseen fax message.
4. Tap  to download your new fax message.
5. Tap  to view your new fax message.
6. Unviewed fax messages will appear in blue on the **All Messages** screen.
7. Viewed fax messages will appear in gray on the **All Messages** screen.



### FaxOut from Phone App

All users with the latest Office@Hand phone app can send or forward documents (up to 20 MB) as fax messages to any contact, or multiple contacts, anywhere from your iOS and Android-powered devices.



1. Launch the Office@Hand phone app from your mobile device. 
2. On the **Fax** screen, tap .
3. Enter recipient's name (with associated number) in the **To:** field. (You can also tap the  icon to choose contacts from your phone.)

4. Select your Cover Page (optional) and fill it in.
5. Tap  to attach a document.\*
6. Attach files from Dropbox, Box, Google Drive or your phone or tablet.
7. Authorize RingCentral Office@Hand to access your files (required only once).
8. Tap **Send**.

**Note:** Documents can be added to your Documents folder from email attachments. From your smartphone's email app, open an email and tap and hold the attachment name until the grey screen of app icons displays; tap the icon Open. The document will be added to the Documents folder, from which it can be selected for faxing. Attachments can be up to 20MB.

\*Optional. Faxes can be sent without attachments.

## Choosing a Default Fax Cover Sheet

A cover sheet is attached to each fax you send through the RingCentral Office@Hand fax service. On the **Fax a Document** screen, tap  to select the default Contempo cover sheet. Tap  again to preview other available cover sheets. Select the cover page you want and click **Save**. The variable information on the cover page will be filled in during the fax-sending process.

Select Cover Page

- None ☐
- Ancient ☐
- Birthday ☐
- Blank ☐
- ClasMod ☐
- Classic ☐
- Confidential ☐
- Contempo ☒
- Elegant ☐
- Express ☐
- Formal ☐
- Jazzy ☐
- Modern ☐
- Urgent ☐

FAX

Date: { Date }

Pages including cover sheet: 1

<b>To:</b>	{Recipient Name}	<b>From:</b>	{Sender Name}
	{Recipient Company}		{Sender Company}
	{Recipient Street}		{Sender Address}
	{Recipient City}		{Sender City}
	{Recipient Sta {Recipient Z		{Sender State} {Sender Zip}
<b>Phone</b>	{Recipient Phone}	<b>Phone</b>	{ Sender Phone }
<b>Fax Number</b>	{ Recipient Fax }	<b>Fax Number</b>	{ Sender Fax }

**NOTE:**

{ NOTE... }

Send and receive faxes with RingCentral, [www.ringcentral.com](http://www.ringcentral.com)

RingCentral

Contempo fax cover sheet

## Email Addresses That Can Send Faxes

On the **Fax Settings** screen, under **Faxes Sent via Email**, under the line Email addresses permitted to send faxes add, one by one, the email addresses from which users can send faxes by email through your account with Office@Hand. Click **Add** after each one; click **Save** when done. Email addresses might include alternate company accounts, personal accounts, or accounts for contractors. You can store up to five such email addresses.

When a fax is sent by email as described below, the system checks the email address of the sender, and sends the fax if it is on this approved list.

When you send a fax by email, the subject line of the email is put on the cover page. Check **On** to omit the cover page by sending the fax without a subject line. Omitting the cover page when the email subject is Blank is in the same information block.

## To Send a Fax by Email

You can email documents to a special Office@Hand email address that automatically converts the attachments into fax format and sends them to the fax number specified. You can send faxes by email in this way from any email address you have added to **Email addresses permitted to send faxes** described above.

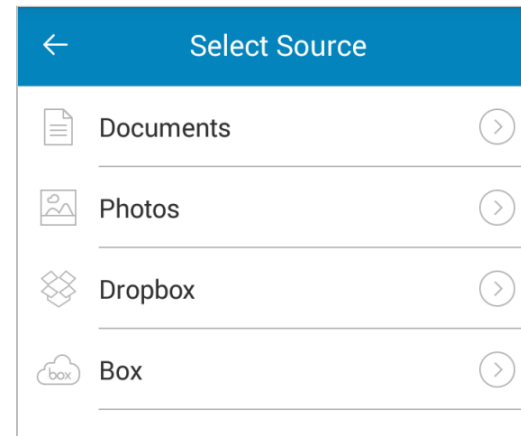
1. Create an **email message**. **Attach** one or more documents you wish to fax.
2. The text in the **Subject Line** of the email will be added to the cover sheet. (If no subject line text is included, the cover sheet will be omitted if you set that feature as described above.)
3. Send the email **to the recipient's 10-digit fax number at the email address rcfax.com**. For example, to send a document to the fax number 1-510-555-1212, you would use this email address: **5105551212@rcfax.com**. You can send the fax to multiple recipients by adding fax number-addresses, separated by a comma, thus: \*5105551212@rcfax.com,5115551212@rcfax.com,2105551212@rcfax.com\*.

## Send a Fax from Your Office@Hand Online Account

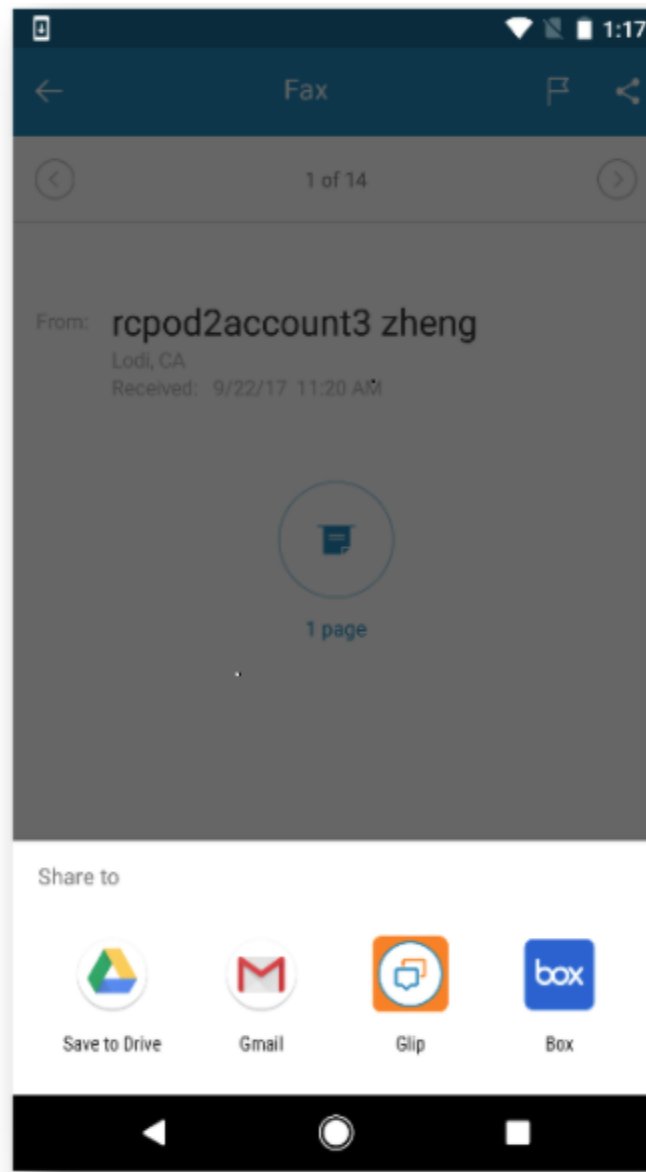
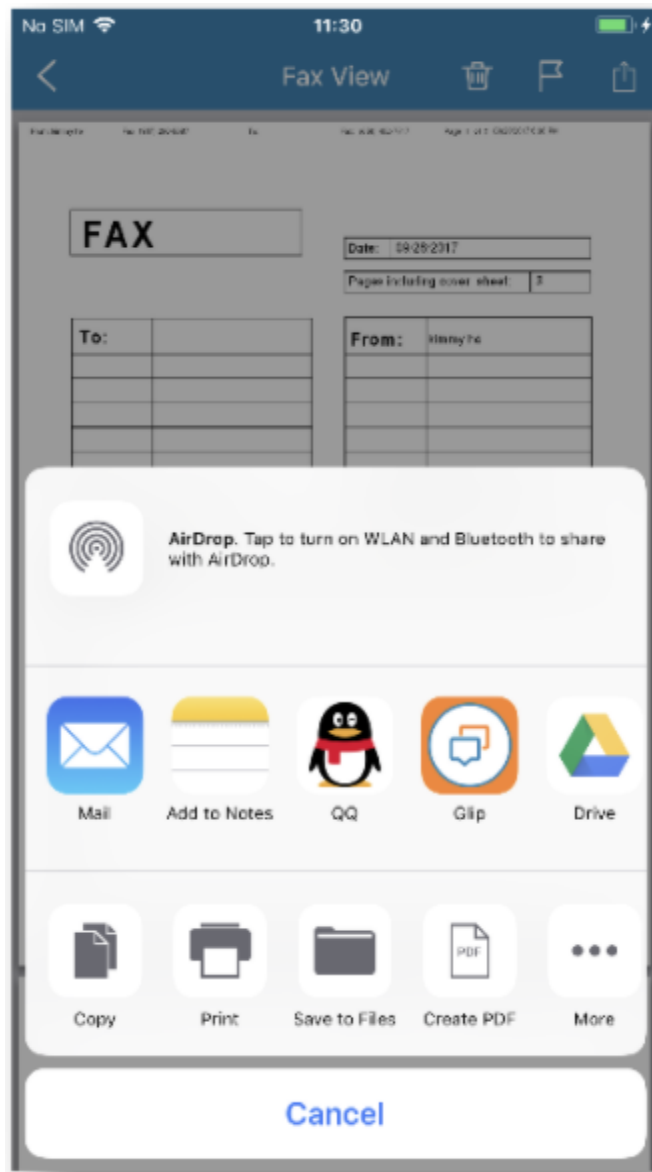
1. Through a Web browser on your smartphone or desktop PC, log in to your online account at <https://service-officeathand.att.com> and click the **FaxOut** icon in the upper-right corner of the Web page.
2. Enter the fax numbers of the recipients in the **To:** box.
3. You can click the **green plus sign** to select fax numbers from your **Contacts** list. You can also select **Groups**, which will send the fax to each member of the Group for whom you have a fax number listed.
4. Create a **Cover Page** with a personal message (optional).
5. Click **Browse** to add one or more documents to fax.
6. Choose **Send Now** and then click the **Send Now** button to send your fax.
7. Or choose **Schedule** to schedule delivery for some future date.

A wide variety of standard document types, including word processing, spreadsheet, and PDF documents, are recognized by the RingCentral Office@Hand Cloud Fax system.

You can also send faxes using the **Softphone** desktop application, which you can download and install on your Windows PC or Mac desktop.



## Share Fax/Voicemail to Other Applications



## Active Call Controls

**Active Call Controls** are soft keys accessible to conveniently use various features on your Office@Hand mobile app.

**Mute** deactivates your microphone for better incoming sound and minimizes background noise from your side of the call.

**Keypad** allows you to use the keypad whenever you need to press numeric inputs to access a certain department or queue.

**Speaker** allows you to toggle between using your headset and the loudspeaker of your device.

**Hold** puts the other party on the line on hold. Tap **Hold** again to go back to the call.

**Record** activates the On demand Call Recording feature on your extension. Recordings are saved in your extension's online account.

**Switch to Carrier** will transfer a VoIP Call to your smart phone's mobile carrier so you can continue in the same call when VoIP degrades.

**Transfer** will transfer your active call to a different extension.

**Park** will Park the call in the cloud. A parked call can be retrieved by any authorized extension within the phone system.

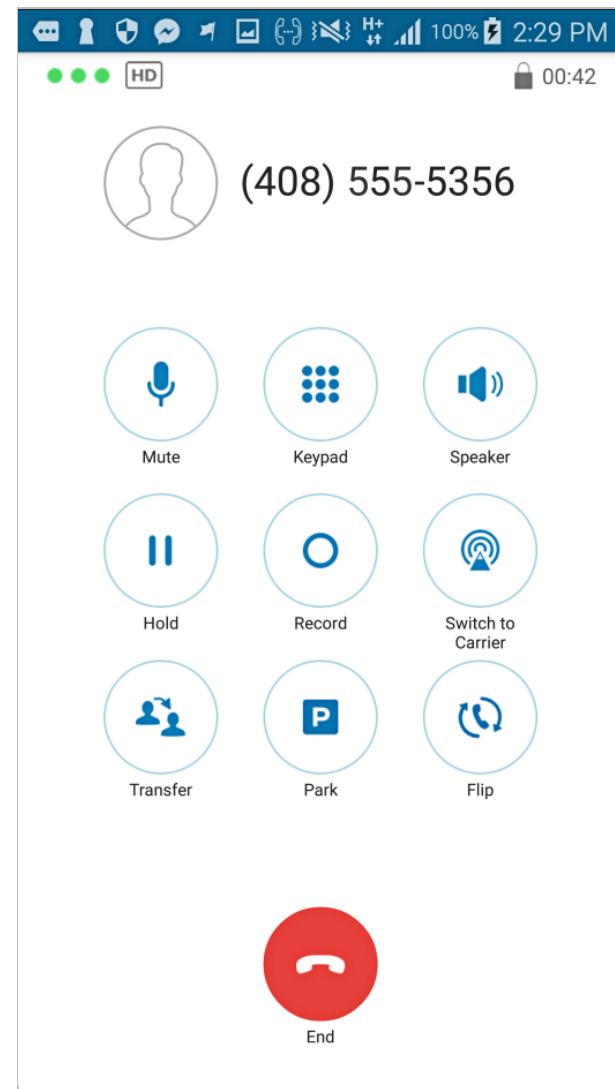
**Flip** allows you to flip your call from one device to another as long as you have configured your Call Flip settings properly.

**End Call** ends an existing call.



Three green lights indicate HD call quality should be good. Two yellow lights indicate some packet loss and/or jitter and your call quality may suffer. One red light indicates call quality may be too poor to use. If so, change locations to find a better Wi-Fi connection. If none is available, your service will automatically switch to your carrier voice plan. Your service will return automatically to VoIP Calling over Wi-Fi when your Wi-Fi connection improves, providing **VoIP Calls** and **Over 3G/4G** are both enabled. See [VoIP Calling](#) for details.

**Note:** Auto Hand Off is enabled only when options **VoIP Calls** and **Over 3G/4G** are both selected.




## Call Recording

Two types of call recording are available:  
*On-Demand* and *Automatic*.

### On-Demand Call Recording

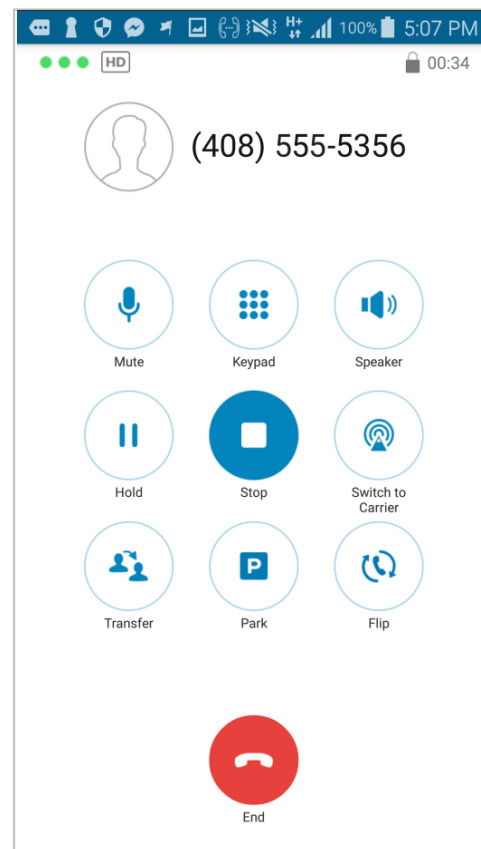
Once On-Demand Call Recording has been set up, users can activate call recording while taking a call on a RingCentral Office@Hand IP desk phone, or anywhere using the RingCentral Office@Hand phone app.

Press the **Record** button  on the Call Control screen to start recording a call, and once again to stop the recording. The **Start** announcement will play when recording begins, and the **Stop** announcement will play when the recording ends.

Users can find their call recordings by clicking **Messages** in the menu bar, then **Recordings**. On-Demand Recordings are saved for 90 days. Download recordings to retain them longer.

### Automatic Call Recording

With **Automatic Call Recording**, the Administrator designates specific extensions for which all inbound and outbound calls will be recorded without further interaction by the user. Automatic Call Recording is activated and managed by the Administrator from the Office@Hand online account, rather than from the phone app.



The Automatic Call Recording feature enables Administrators to record and review all calls to and from selected extensions. Automatic Call Recording is available to Administrators of the Office@Hand Premium and Enterprise plans.

**Administrators:** Follow these instructions to enable Automatic Call Recording for selected extensions.

1. Log into your online account and from the **Admin Portal**, select **Phone System**.
2. Click **Auto-Receptionist > Call Recording > Automatic Call Recording**.
3. Click **Enabled**.
4. Review the **call-recording waiver pop-up** that warns of U.S. federal and state laws requiring consent to record calls.
5. Click the **Users & Groups to Record** bar.
6. For each user you wish to record, check **Incoming** and/or **Outgoing**. Click **Save**.
7. Click **Call Recording Announcement** to check and, optionally, edit the message that automatically plays to incoming callers when they call a user who has inbound call recording set to **On**; this announcement lets them know the call is being recorded. The message will be played just before ringing the user's phone. This message can be customized.

When the Admin sets Automatic Call Recording, each User receives an email alert that their incoming/outgoing calls are being recorded; when you the Admin deselects a user, that user will receive another email that their incoming or outgoing calls are no longer being recorded.

Once a user extension has been activated by the Administrator, Automatic Call Recording records all of that extension's incoming and/or outgoing calls. Recordings are saved in the Administrator's Call Log, where they can be played back individually, or downloaded as a group as MP3 files.

Automatic Call Recordings are saved in the cloud for 90 days. Download recordings to retain them for a longer period.

Users can also review and download their own recorded calls.

**Users:** If your Administrator has activated Automatic Call Recording for incoming to, or outgoing calls from, your extensions, you will get an email letting you know. You will also get an email when Automatic Call Recording is deactivated for your extensions.

Once recordings are activated for incoming calls, an announcement will automatically play to incoming callers letting them know that their call is being recorded.

However, if your Administrator has activated Automatic Call Recording for outgoing calls for your extensions, no such automated announcement is played when you call others; it is your obligation to let those you call know that the call is being recorded. See at right: **Call Recording—Important Legal Requirement.**

User		Incoming	Outgoing
	Select all	<input type="checkbox"/>	<input type="checkbox"/>
Jane D	Ext. 102	<input type="checkbox"/>	<input type="checkbox"/>
Gary W	Ext. 103	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tom B	Ext. 104	<input type="checkbox"/>	<input type="checkbox"/>
Mary G	Ext. 105	<input type="checkbox"/>	<input type="checkbox"/>
Peter P	Ext. 106	<input type="checkbox"/>	<input type="checkbox"/>
Sean C	Ext. 107	<input type="checkbox"/>	<input type="checkbox"/>
Jason RingCentral	Ext. 108	<input type="checkbox"/>	<input type="checkbox"/>
John S	Ext. 101	<input type="checkbox"/>	<input type="checkbox"/>

### **Call Recording – Important Legal Requirement**

*Certain state and federal call recording laws apply to the use of this call recording feature by you and all users associated with your account. In some states, you and each user associated with your account is required to obtain consent from all parties to record a phone call.*

*By using the Office@Hand call recording feature, you and each user associated with your account are required and must agree to maintain compliance with all applicable state and federal laws and regulations.*

*On behalf of your organization, you, as Administrator, agree to notify all users associated with your account of their obligation to comply with all applicable state and federal laws and regulations.*


*You, as Administrator, and each user associated with your account, understand and agree that each of you are solely liable for compliance of such laws and regulations, and under no circumstances shall RingCentral or AT&T be responsible or held liable for such compliance.*

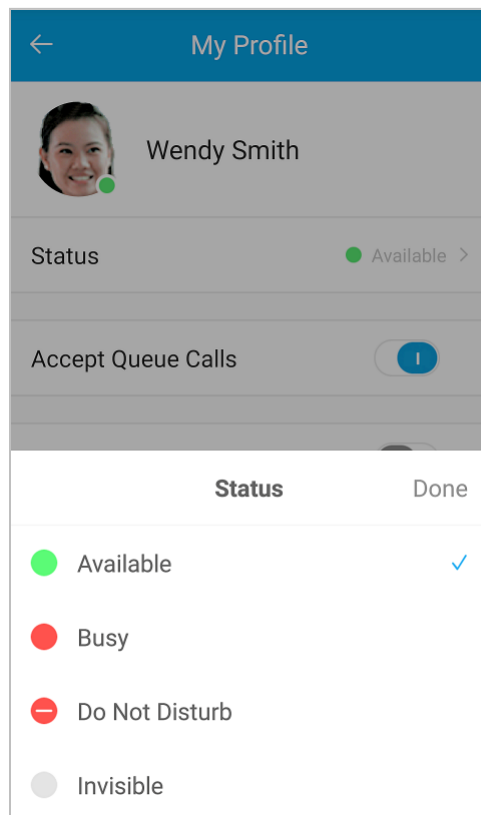
Office@Hand provides default announcements to play before and after the call. Review, and create your own custom announcements if you wish; custom messages must comply with laws and regulations as noted above.



## Busy—Do Not Disturb (DND)

When you're busy and don't want to be interrupted, use Do Not Disturb to forward calls directly to voicemail.

The default setting for your extension is **Available**. To change the setting to **Busy**, tap  and then tap **Status**. Next, tap **Busy** to send incoming calls to your number directly to voicemail.



## Presence

**Presence** is a feature by which you can see if another user is on the phone. Presence-enabled Office@Hand desktop IP phones use lights to indicate which specific user extensions are in use or on hold, with the user's permission.

Users can monitor Presence from their **Favorites** tab, and manage their own Presence settings, from their mobile app. The Admin can manage Presence settings for all users.

### Administrator:

Admins can use their Smartphone App to set permission to share a user's presence status with colleagues by tapping their photo, then tapping **Phone System > Users**, selecting a user, then **User Info**; tapping the **Phones & Numbers** tab, then tapping **Presence**. Admins can set their own Presence as a user by selecting their own name/extension.

### Tap Appearance.

If the user has no Presence-enabled phones, they will see the message *Currently none of the phones on your extension can show presence. Phones with the capability can be purchased from Office@Hand by clicking Add Phone.* As an Administrator, you can add Presence-enabled phones. (Users will get a message telling them to contact their Administrator to purchase phones.)

If the user does have a Presence-enabled desktop IP phone, its Presence status can be displayed as shown on the right, below. The first two lines (Line 1 and Line 2) are dedicated to that user and cannot be changed. Tap other user's extensions to choose colleagues whose presence you wish the user to monitor, from among those who have granted permission to show their presence status.

When you add extensions for this user to monitor with Presence, you can also check *Ring my phone when any user I am monitoring rings* so the user will know when the monitored user’s phone is ringing; and/or check *Enable me to pick up a monitored line on hold* so this user can act as backup to the other user.

Now tap **Permissions**.

Tap **Share my presence**. When **On**, this allows other users to see this user’s presence status—whether the user is on the line. Note that Presence detects calls to numbers/extensions. No matter which actual device the call is sent to, the system detects that the number/extension is ringing, active, or on hold. You can also select other users who can pick up this user’s phone calls. A user can thus answer a busy manager’s calls or a call to a user who is in a meeting or out at lunch.

## User:

Manage your Presence settings from the mobile app by tapping your photo and then tapping **Extension Settings > User Info**. Tap the **Phones & Numbers** tab, then scroll down and tap **Presence**.

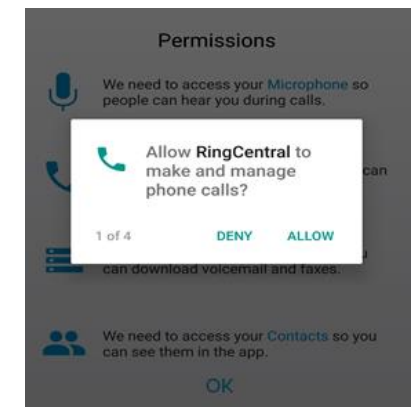
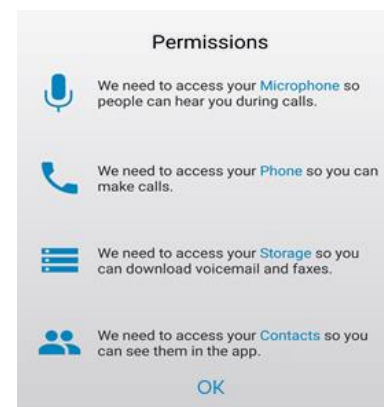
Under the **Appearance** tab, view and manage your **Presence** settings for that phone. Or you may see the message “Currently none of the phones on your extension can show Presence. Phones with Presence capability can be purchased from RingCentral by clicking Add Phones.” (See your System Administrator, as only Admins can add phones.)

Under the tab **Permissions** you can check those colleagues who can monitor your phone’s Presence. Then click **Save**.


## Android “M” Permission Model

The new Android “M” OS now offers user controls over some application permissions, a feature already available on the iOS. Users will be asked to turn **On** the following permissions:

- Contacts (view local contacts)
- Phone (RingOut)
- Microphone (VoIP call)
- Storage (store fax/voicemail/documents/photo)



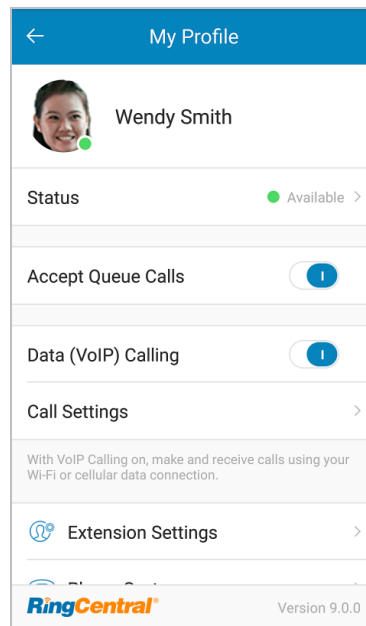
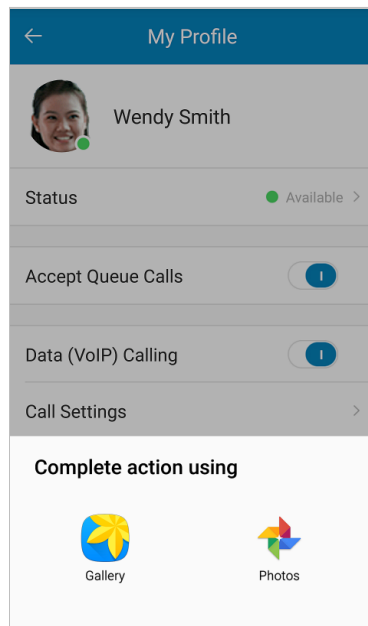
# Managing Your User Settings

The first time you tap  you will be offered the opportunity to add a photo to your profile, replacing the avatar. You may select an existing photo from your Desktop app, from your mobile phone, or take a new photo. When you tap **Add**, the photo replaces the avatar.

When you add your photo to your profile page, it is automatically synced across the Office@Hand cloud, and your colleagues will see your new photo in their Phone app and Desktop contacts. However, it will not replace the one for you that was manually added earlier by your contacts.

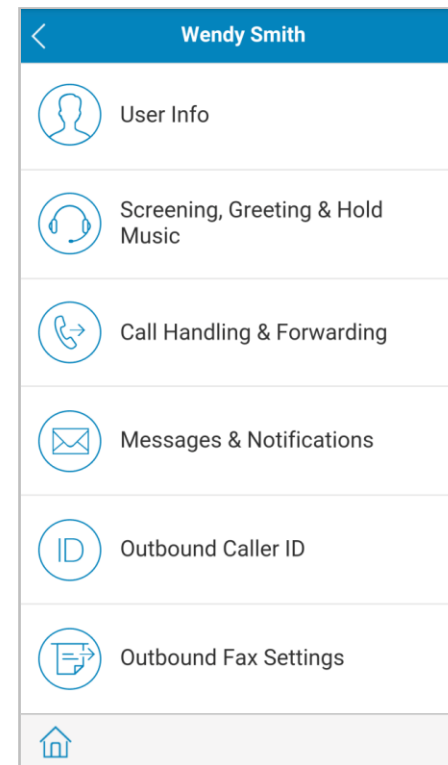
Most of the special customizable features of your Office@Hand phone app are found in the **Profile** area, particularly under **Extension Settings**. This includes such items as User Info, Call Handling & Forwarding, Messages & Notifications, and Outbound Caller ID. These features are the same for Users and for Administrators acting as Users.

Tap your photo; then tap **Extension Settings** on the **My Profile** screen.



## Extension Settings

This screen contains most of the functions you'll use to manage your own user settings.



### User Info

To manage your basic settings, greetings, call screening, call handling, direct numbers and desktop phones if you have them, security settings, notifications, and more, tap **User Info**.

**Extension Number:** Callers to your company number can reach you by entering this extension number. They can also reach you by dialing your Direct Number, if you have one.

**First Name/Last Name:** You can edit your first and last names here.

**Record User Name:** Office@Hand uses text-to-speech to pronounce your name. If mispronounced, you can tap this item to correct the pronunciation. Or tap the Text-to-speech name field and type in a phonetic pronunciation. Login in to your online account to hear it.

**Contact Phone:** This is an optional, alternative phone number that can be used for call forwarding, if you wish.

**Mobile Phone:** Optional.

**Email:** This email address can be used for notifications.

**Department:** Optional.

## User Hours

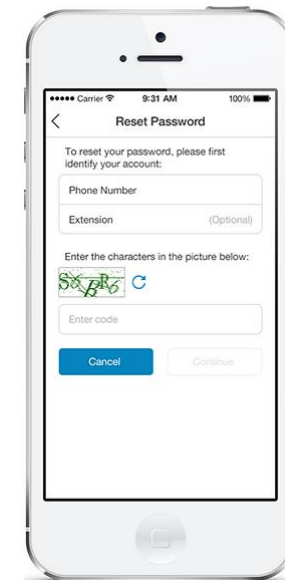
Set user business hours here. Default is 24/7. If you set specific business hours here, you can then set separate call-handling rules for business hours and after hours.

Tap **User Hours**. Tap **24 hours** for incoming calls to be handled the same way all the time, including weekends.

Tap **Specify hours** and specify the days and times you are available to take calls. Setting specific hours will allow you to set call-handling rules that apply during Business Hours and separate call-handling rules for After Hours. Also check the **Time Zone** setting at the bottom of this screen. When you're finished, tap **Save**.

## Reset Password

You may also reset your **User Password** from the **User Info** menu.



If you forget your password when logging in, you may re-set it from this mobile app screen.

## Phones & Numbers

At the top of the **User Info** screen, tap **Phones & Numbers**.

The screenshot shows the 'Phones & Numbers' screen for user Wendy Smith. At the top, there are 'Cancel', 'Wendy Smith', and 'Save' buttons. Below this, the user's name and extension (Ext. 101) are displayed. A profile icon is followed by 'Extension 101 - Super Admin'. There are two tabs: 'User Info' and 'Phones & Numbers' (which is selected). Under the 'Phones & Numbers' tab, the following information is shown:

- Conference Number: (760) 555-7171
- Host Code: 178-878-247
- Participants Code: 548-050-802
- Direct Numbers:
  - (650) 555-2575
  - (650) 555-4126
- An 'Add Direct Number' button.
- Phones:
  - Polycom VVX-310 Gigabit ... (650) 555-6462
  - SoftPhone
- An 'Add Phone' button.
- Presence
- Intercom

Here you will see the direct-dial numbers, if any, assigned to you.

- **Conference Number:** On this screen, you will also see your company **Conference Number, Host Code, and Participant Code**. You can use this information to start or join a conference; or you can simply tap the menu caret and tap **Conferencing** to set up and manage your conferences.
- **Direct Numbers** allow customers to contact you directly without having to go through the company receptionist or phone tree.

If you have direct numbers, you can tap each number to select the number type—voice and fax, voice only, or fax only—for each.

Tap **Add a Direct Number**—if you are not an Administrator, you will receive a message to contact your Administrator to request direct numbers.

If you do have Administrator privileges, you can add a Direct Number yourself. To add one or more numbers, tap **Add Number** and follow the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the Order Confirmation screen.

## Add Phone

This is an Administrator function and must be done through the Office@Hand online account. Administrators can add, remove, or reassign phones.


## Presence

See [Presence](#) above for information on managing Presence settings.

## Intercom

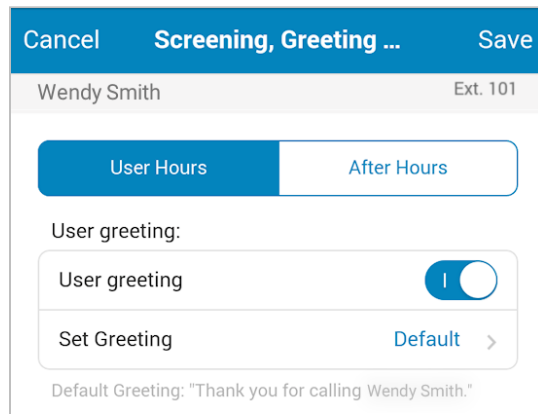
Phone app users can initiate **Intercom** by dialing **\*85** and entering the extension number of the user they wish to intercom with. See [Appendix D: Touch-Tone Commands—Intercom](#).

## Screening, Greeting & Hold Music

Tap  > **Extension Settings** > **Screening, Greeting & Hold Music**.

Choose the message callers will hear when they call you during business hours (or at all times if you are using “24 hours” as your User Hours).

1. Tap **User Hours**.
2. Turn **On User Greeting**.



3. Tap **Set Greeting**.

4. On the **Set Greeting** screen, review the text of the default greeting. To hear it, tap **Play**. The Auto-Receptionist will read your name using text-to-speech technology. If you want to use the default greeting, tap **Save** (or **Cancel** if you have made no changes).
5. Or create a **Custom** greeting.
6. To record a Custom greeting:
  - a. Tap **Custom** and then tap **Record**.
  - b. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).
  - c. Tap **Call Now**.
  - d. Office@Hand will call you and prompt you to record your greeting.
  - e. On the **User Greeting** screen, a message will confirm that your custom message has been successfully received.
  - f. To listen to your custom greeting later, access your account on the Web.
  - g. Tap **Cancel** to return to the previous screen.

## Screening and Blocking Calls

At the top of the **User Info** screen, tap **Phones & Numbers**. Under Set up call screening:

1. Turn on **Call Screening** and choose **Ask callers to say their name before connecting**:
  - a. If Caller ID is not present,
  - b. If the caller is not in the user’s Contact list, or
  - c. Always.
2. Turn on **Audio While Connecting**, and select the style of music to be played to the caller.
3. Turn on **Hold Music** and select the style of music to be played to the caller. Choose from a dozen and a half types of music— from easy listening to jazz, country, classical, corporate, Latin, or none. You can also choose a simple ringtone.
4. To listen to the music options, tap the **Play** button.

5. Tap **Blocked Calls** and select from the options for blocking calls.
  - a. **All Calls**—If selected, you will not receive any calls or faxes made to this number, unless you select **Allowed Numbers**, below, and enter specific numbers or area codes.
  - b. **Specific calls** will block all calls and faxes from specific numbers or area codes you enter, or will block calls and faxes with no Caller ID.
  - c. **Specific numbers.**
  - d. **Calls and faxes with no caller ID.**
  - e. **Calls from Pay Phones.**

Each choice also lets you set the message callers will hear, such as “This number is not available from your calling area” or “Mailbox Full.”

6. Tap **Save**.

Repeat this process with the **After Hours** tab.

CancelBlocked CallsSave

Wendy SmithExt. 101

Please note: calls blocked for this extension (because it is the main administrator extension) will apply to any calls to the company as well.

Block calls

All calls

Specific calls✓

Only block these numbers or area codes

Specific numbers0>

Callers will hearThis number is not ...>

Blocks calls and faxes with no caller ID

Calls

Faxes

Calls from Pay Phones

Block calls from Pay Phones

Callers will hearI'm sorry, the numb...>

Use block all calls if you only want to allow calls from a few specific area codes or numbers. If you block all calls, you can specify the exceptions of which calls you wish to allow below.


## After Hours Greeting

**Note:** If in Call Handling/After Hours you choose **Only Play Greeting and Disconnect**, you will now have the opportunity to choose a **Default** message or a **Custom** message.

If in Call Handling/After Hours you instead chose to **Unconditionally forward** after-hours calls, or to send after-hours callers **directly to voicemail**, your After-Hours greeting will not be played. You can still set **Blocked Calls** handling.

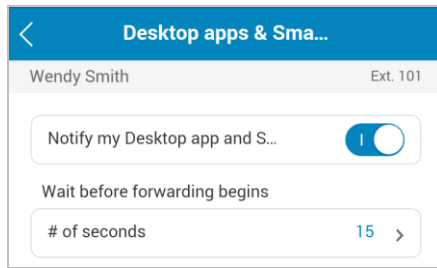


## Call Handling & Forwarding

Tap  > **Extension Settings** > **Call Handling & Forwarding**. Review **User Hours** and **After Hours** settings, and create **Advanced call-handling rules**.

### User Hours Call Handling & Forwarding

Under **First ring**, tap **Desktop apps & Smartphones**



Switch **Notify my Desktop apps** to **ON** and set **Wait before forwarding begins** to the desired # of seconds (range 0 to 75 seconds). Then tap **Save**.

Back at the **Call Handling & Forwarding** screen, choose from among the many options for determining which phones will ring, in what order, when calls come in during User business hours.

- Your Office@Hand **Direct Numbers**, if you have any, are listed first. Tap **On** for the ones you want to ring your during business hours. If you have no direct numbers, but only extensions, no numbers will be displayed here.
- Tap **Add Phone** to add non-Office@Hand numbers you may have, such as your home phone. Tap the space next to the label; such as **Home**, and type in a phone number, then tap **On** to activate it.
- To call outside numbers with extensions, put an asterisk between them, thus: **[number] \* [extension]**. The system will dial the number, pause; then dial the extension.
- Tap **Forward calls to other user's phone** to select other users on your Office@Hand account to add to your forwarding list.
- Tap **Change Ring Order** to decide in which order phones will ring when using **Ring Sequentially**. Tap **left caret** when done.

- Tap **Edit Ring Groups** to check phones you want to be treated as a group. For example, if you use **Ring Sequentially**, then your Ring Order can include groups of numbers that will ring as a group (that is, simultaneously when it is their turn). Click **left caret** when done
- Tap **Number of Seconds** to set how long a given phone will ring before the call is forwarded to the next number, or sent to voicemail. (Keep in mind how many total rings callers will be subject to if the call is not answered.)
- Tap **Sequentially** or **Simultaneously** to have the phones to ring one after the other in the order given in Ring Order, or all at once.
- Tap **Desktop apps & Smartphones** to have your Office@Hand Softphone call controller, if you have downloaded and installed it on your desktop computer, display incoming calls as soon as they come in. This gives you the opportunity to pick up the call on your Softphone, or send it to voicemail, or otherwise manage the call before other call-handling rules begin. Select the number of seconds to **Wait before forwarding begins**.

### After-Hours Call Handling & Forwarding

Tap **After Hours**, then select:

- **Send callers to voicemail**—You will be able to create a custom voicemail message or accept the default message.
- **Play announcement and disconnect**—You will be able to create a custom announcement or accept the default message.
- **Forward Calls**—Turn **On** phones listed under Ring these phones after hours.
- **Unconditional Forwarding** sends calls directly to a specified number without applying any call-handling or call-screening rules.
- **Voicemail Greeting**—Keep the **Default** greeting, or create your own custom greeting. (See "**To record a Custom greeting:**"). Tap **Save** when you are satisfied with your custom greeting.

## Incoming Call Information

At the bottom of the **Call Handling & Forwarding** screen, tap **Incoming Call Information** to set how inbound calls will be displayed to you on your device—helpful for distinguishing business calls from personal calls. (Settings for Incoming Call Information are the same for both Business Hours and After Hours screens, not separate.)

- **Incoming number displayed to me**—Typically you will see the Caller ID of an incoming call. You can tap **Caller's Phone Number Options**, just below, and choose, for callers whose Caller ID is blocked or unknown, to **Display Dialed Number**.

You can also **Add Digits to the Number of the Caller ID** being displayed (prefix or suffix), which can be useful for immediately identifying calls from your Office@Hand system, to distinguish them from incoming personal calls.

Under **Display this call information** you can tap **On Office@Hand phones only** or display the call information **on All Phones**.

Alternately, tap **Called Number** to have the number being called displayed instead of the Caller ID. Again, this is useful for recognizing business calls.

- **Play announcement before connecting.** When you receive a call from the Office@Hand system, whether directly or by call forwarding, you will hear *"You have a call; press 1 to accept."* This tells you the call is a business call, rather than a personal call. You can set this feature so that you **always** get such an announcement, never get such an announcement, or only get such an announcement when the call is coming in **For non-Office@Hand only**—such as when calls are forwarded to your home phone.
- **Include mailbox name in announcement.** The mailbox name being called is played as part of the incoming call information announcement—for example, "Mary, you have a call," or "Sales, you have a call."
- **Require my pin to answer** protects your business calls when on the road or at home by requiring your Office@Hand login password for any calls coming through Office@Hand, even calls forwarded to your home phone, for example.

## Call Flip

Office@Hand Call Flip lets you transfer live conversations from one device to another quickly and easily. For example, when you are on a call and arrive home after your commute, you can flip the call to your home phone. Simply dial two numbers and Flip.

To manage your Call Flip numbers, tap your photo and **then** tap **Extension Settings > Call Handling & Forwarding**. Towards the bottom of **Call Handling & Forwarding**, tap the **Call Flip** bar. (You will find a **Call Flip** bar on both Business Hours and After Hours screens; settings are the same on both.)

You will see a list of numbers/devices assigned to you, including desktop IP phones, smartphones, and the Softphone, as well as numbers and extensions from your Company Contact list. **The first eight positions are your Call Flip number positions.** Use the **up-and-down arrows** to move entries up and down until you have populated your eight Flip positions to your satisfaction.

### 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, and the call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, tapping **\*2** while you are on a call will instantly transfer the call to your home phone. Call Flip makes it easy and convenient to flip calls from device to device as you move about.

### To Add Numbers to Your Call Flip List

Back on the main **Call Handling & Forwarding** screen, tap **Add Phone** to turn **on** other devices listed, and also to enter additional phone numbers such as your home phone, and tap them **ON**.

Tap **Save**.

Tap **Call Flip**. You should see the phones you selected added to the Call Flip list. You can change the order (and thus the assigned Flip numbers) to suit. (If you don't see the numbers you added, go back to the previous step and remember to **Save** before moving on to Call Flip.) The numbered entries not being used are labeled "Unused".

Cancel
Call Flip
Save

Use the arrows to change the Flip Number assigned to the phone number. When you are on a call, press \* and the Flip Number to transfer the call to another phone number below.

<b>*1</b>	^ v	Polycom VVX-310 Gigabit E... (650) 555-6462
<b>*2</b>	^ v	Work (650) 555-7000
<b>*3</b>	^ v	Mobile (650) 555-7171
<b>*4</b>	^ v	Home (415) 555-1234
<b>*5</b>	^ v	SoftPhone Phone Number
<b>*6</b>	^ v	Unused Phone Number
<b>*7</b>	^ v	Unused Phone Number
<b>*8</b>	^ v	Unused Phone Number
	^ v	Unused Phone Number

**Note:** A user can set up any specific key for a certain number or skip a certain key in the list.

## Call Handling – Advanced Rules

**Advanced Call Handling** lets you create specific additional rules for your number or extension based on date and/or time of call, or Caller ID, or the number being called. These rules override your regular call handling rules for that number.

### To Create an Advanced Rule

1. Tap home and **Extension Settings > Call Handling & Forwarding**; then tap **Advanced**.
2. Tap **Add Rule**.
3. Give your rule a **Name**, then select the conditions: **Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.
4. Tap the caret > at top right.
5. If you selected Date and/or Time as your rule condition, now select a **Weekly Schedule**, with specific times for each day if you wish. Or select a **Specific Date Range**.
6. If you selected **Caller ID** for this rule, enter one or more phone numbers, or choose names from your Contact List, or enter area codes or other partial numbers.
7. If you selected **Called Number**, choose the number(s) to which the rule will be applied. The choices will be the **Main Number**, or the **Auto-Receptionist** for the Group.
8. Tap > and choose when to apply the rule: **during Business hours, After Hours, or Always**.
9. Tap >.
10. Select the action to take when incoming calls match this rule.
  - a. **Forward Calls:** Then set custom **Call Screening, Call Forwarding, or Messages handling** for these calls.
  - b. **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customize the voicemail greeting.
  - c. **Play Announcement Only and then end the call.**
  - d. **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Softphone.
  - e. You can also set **Group Greetings and Call Handling** for this rule, and under **Messages** choose a voicemail greeting and select the extension that will receive messages generated by use of this rule.
  - f. Tap **Done**.

<
**My Rule 1**
>

Select when the rule should be active:

Weekly Schedule

Date Range

Sunday	Off >
Monday	9:00 AM to 6:00 PM >
Tuesday	9:00 AM to 6:00 PM >
Wednesday	9:00 AM to 6:00 PM >
Thursday	9:00 AM to 6:00 PM >
Friday	9:00 AM to 6:00 PM >
Saturday	Off >

Because these Rules can be made quite complex and sophisticated, it is a good idea to test a new rule to make sure it operates the way you intend.

You can edit, changing details and conditions, turn the rule on and off, or delete any of these Rules by tapping **Advanced** from Call Handling, then tapping on the named Rule and making desired changes on the screens that follow.

## Messages & Notifications

The Messages & Notifications screen lets you manage your voicemail greetings, and receive notifications of received voicemails, faxes, or missed calls.

Tap your photo and then **Extension Settings > Messages & Notifications**.

### Voicemail Greeting

The process for setting voicemail greetings is the same for Business Hours and for After Hours.

Tap **Take Messages** to **On** or **Off**.

When **On**, tap **Voicemail Greeting** to view the script of the default voicemail greeting. To hear it, tap **Play**. If you want to use the default voicemail greeting, tap **Cancel** to return to the previous screen. Or record a **Custom greeting**.

When **Take Messages** is turned **Off**, tap **Unavailable Greeting** to view the script of the default voicemail greeting saying you are unavailable. To hear it, tap **Play**. If you want to use the default greeting, tap **Cancel** to return to the previous screen.

Or record a **Custom** voicemail greeting. Office@Hand will call you so you can record your greeting over the phone.

### To Record a Custom Voicemail Greeting:

1. Tap **Custom**, then **Record**.
2. Provide a phone number; then tap **Call Now**.
3. Office@Hand will call the number. Follow the instructions to **record**, **review**, and **save** the message.
4. On the **Record over the Phone** screen, tap **Save**.

Repeat this process for the **After Hours** tab.

### Notifications

At the bottom of the **Messages & Notifications** screen, tap **Notifications**.

Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

At the bottom of this screen is a toggle to **Switch to Advanced** screens.

Cancel      Notifications      Save

Send me notification for:

Voicemail:

By Email ☒

By SMS ☐

Received Faxes:

By Email ☒

By SMS ☐

Missed Calls:

By Email ☒

By SMS ☐

Fax Transmission Results:

By Email ☒

By SMS ☐

Received Text Messages:

By Email ☒

By SMS ☐

Send notification to:

Email

Add Phone Number

Switch to Advanced

On the Notifications **Basic** screen, you have the choice of sending notification **by email** or **by SMS\***. Tap a choice to turn it **ON** or **OFF**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example..

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be an Office@Hand number.

Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's texting system. You can enter more than one phone number to receive SMS notifications.

Tap **Save**.

The email and phone number selected are now displayed at the bottom of the Notifications page.

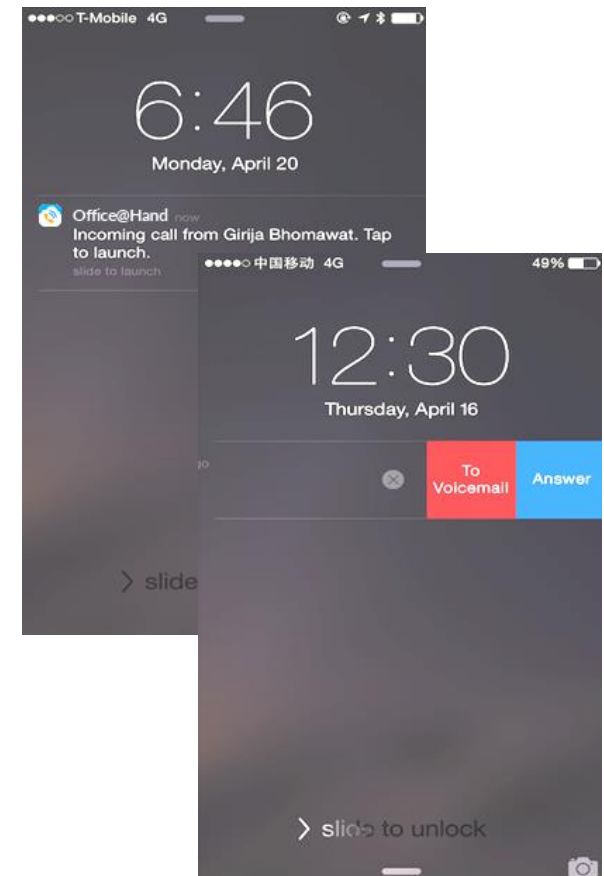
At the bottom of the Notifications screen, tap **Switch to Advanced**. Now for each feature you turn **On** for notification, you can then tap **Options** to select an **email address** and a **phone number** for each feature individually. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.

## Interactive Notifications for iOS

This feature allows iOS users to perform quick actions on notifications without having to first open the application and then the notification.

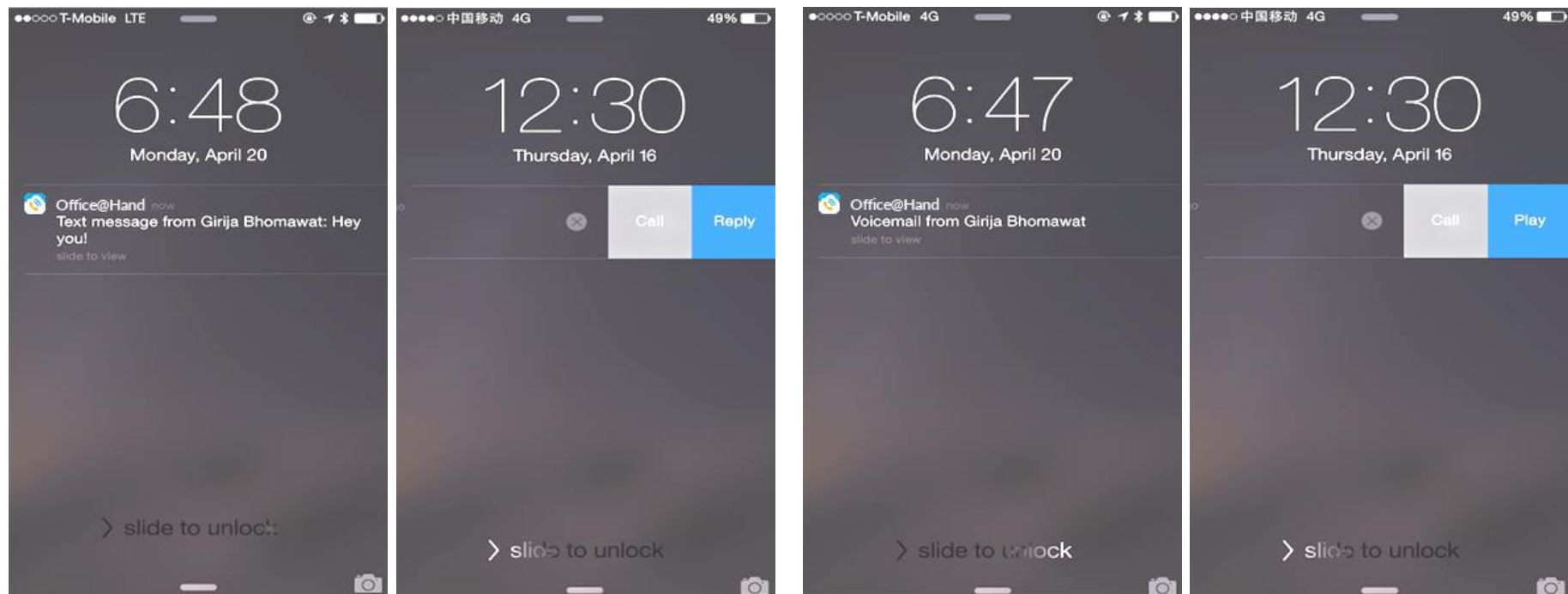
Actions they can do:

- Incoming Call (To Voicemail; Answer)
- Text Message (Call, Reply)
- Voicemail (Call, Play)



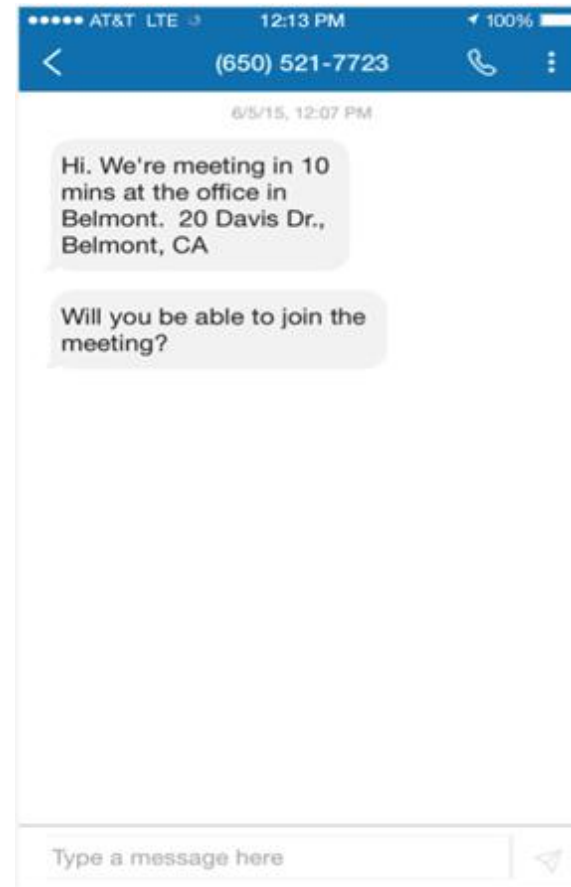
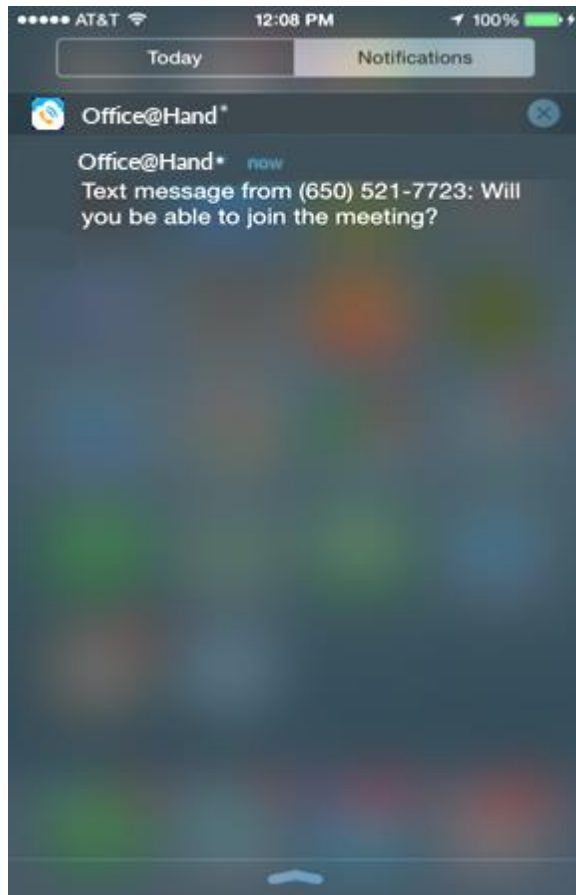
Additional screens on next page.

## Interactive Notifications for iOS – continued.

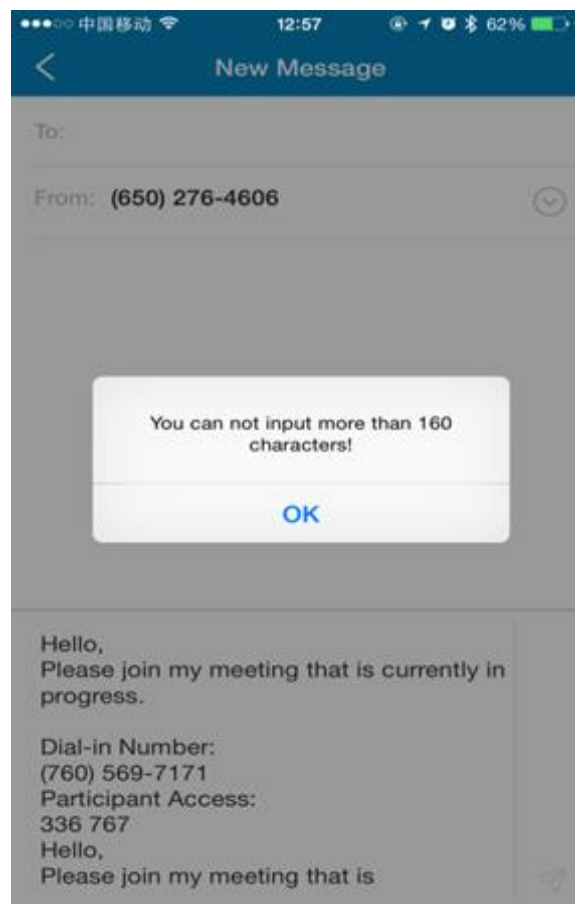
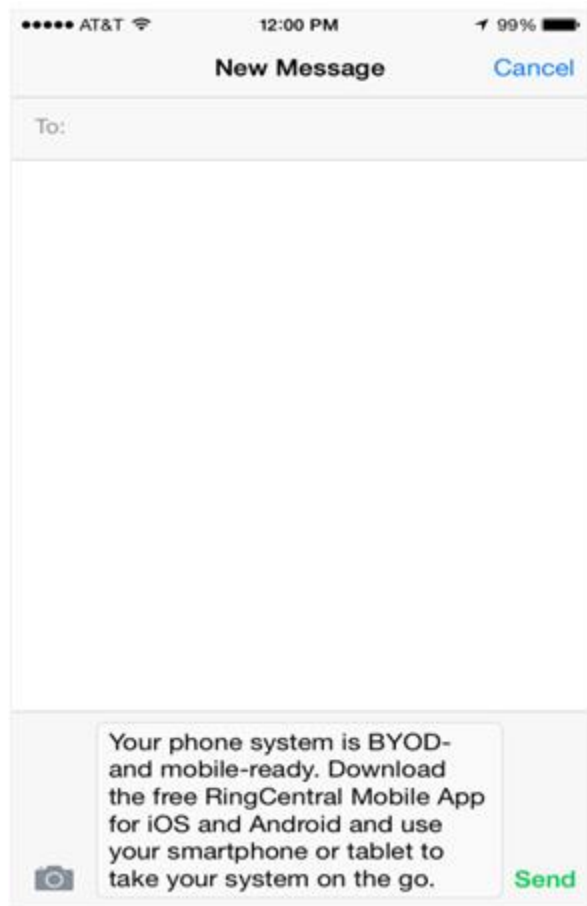




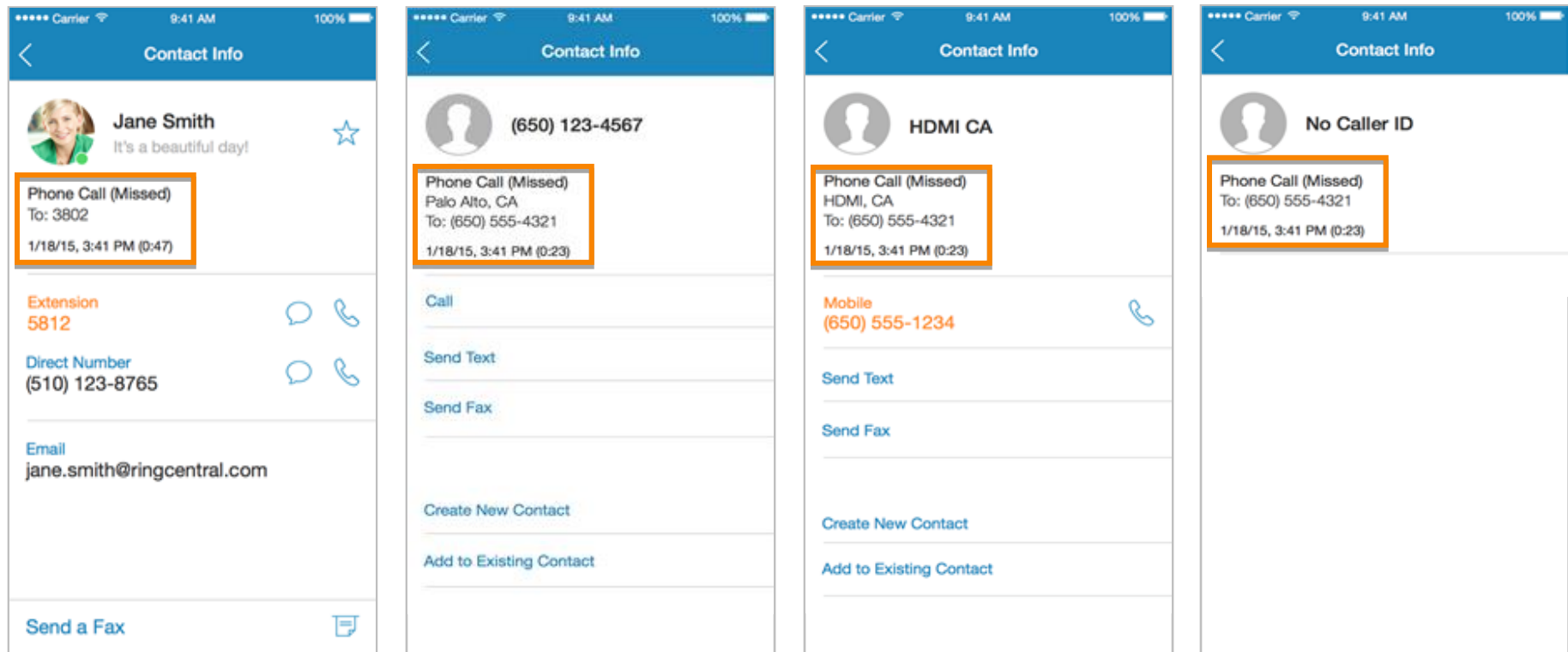
## Jump to Message Thread



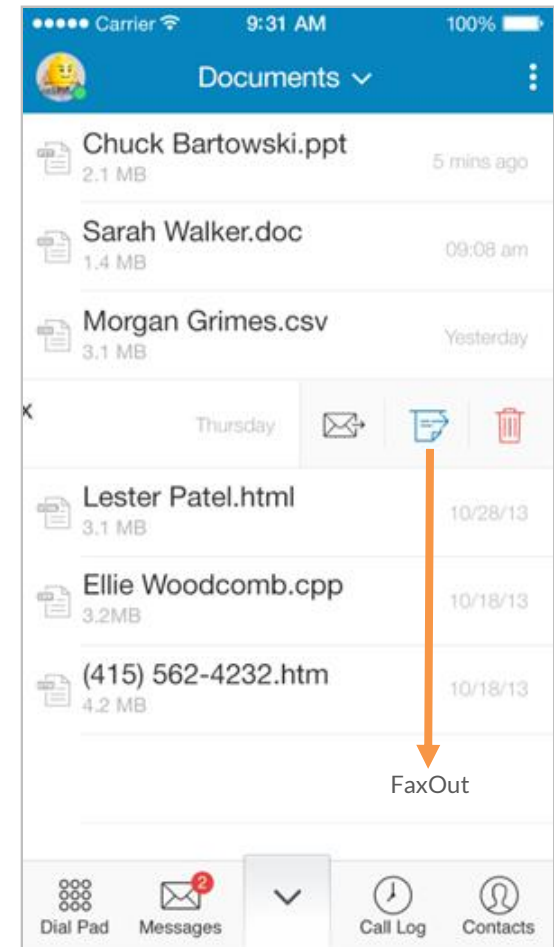
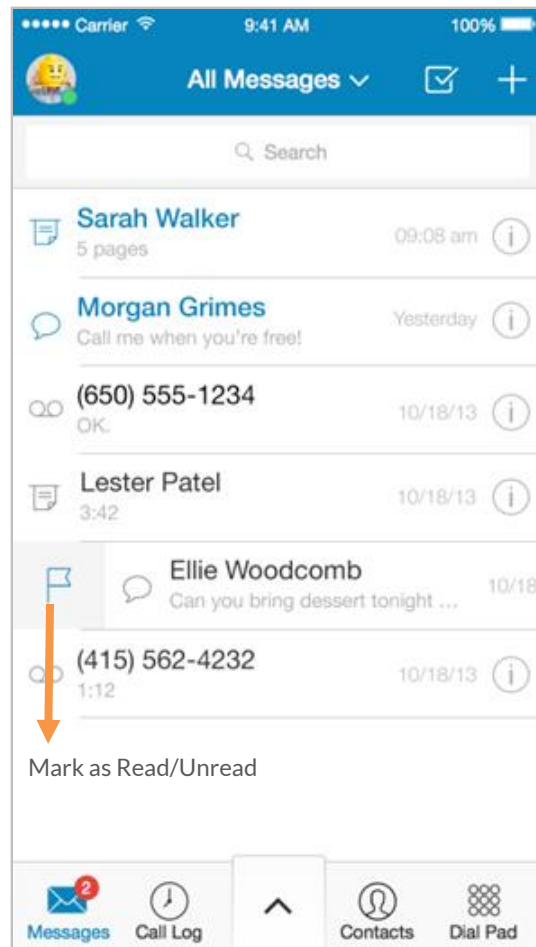
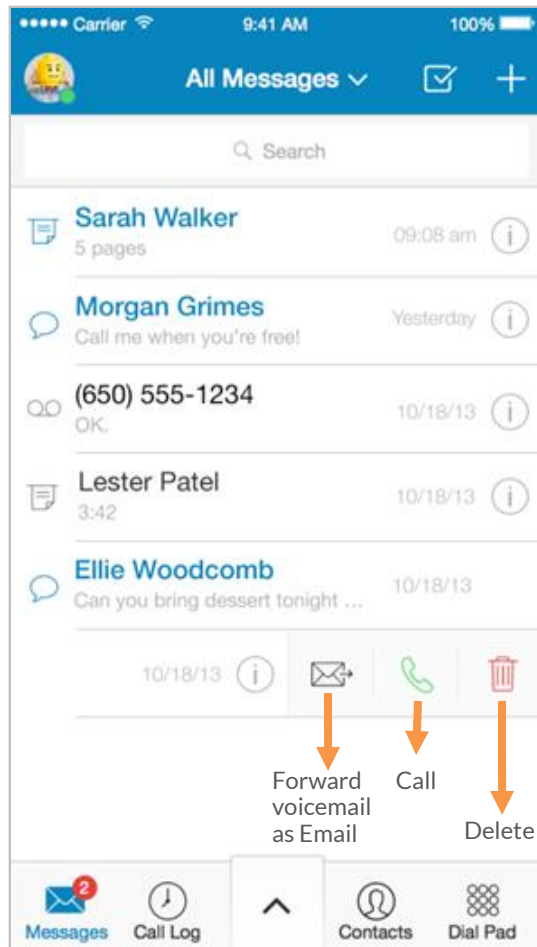
## Increased Message Size up to 1000 Characters



## “To” Number Appears in Contact Details



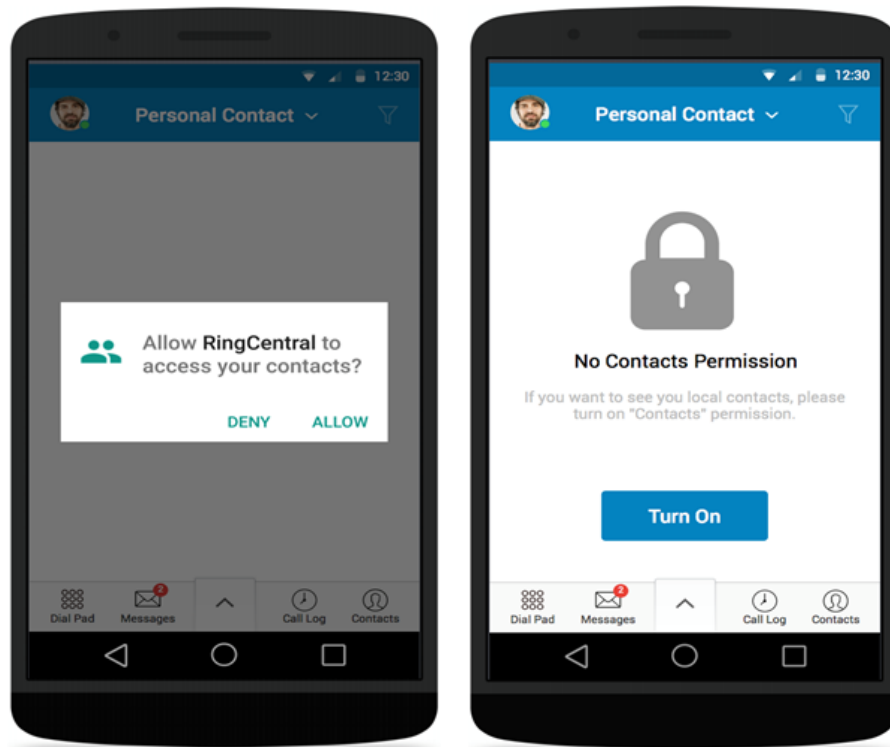
## Swipe for Quick Actions on iOS



## Android M Compatibility (Android only)

### App permissions:

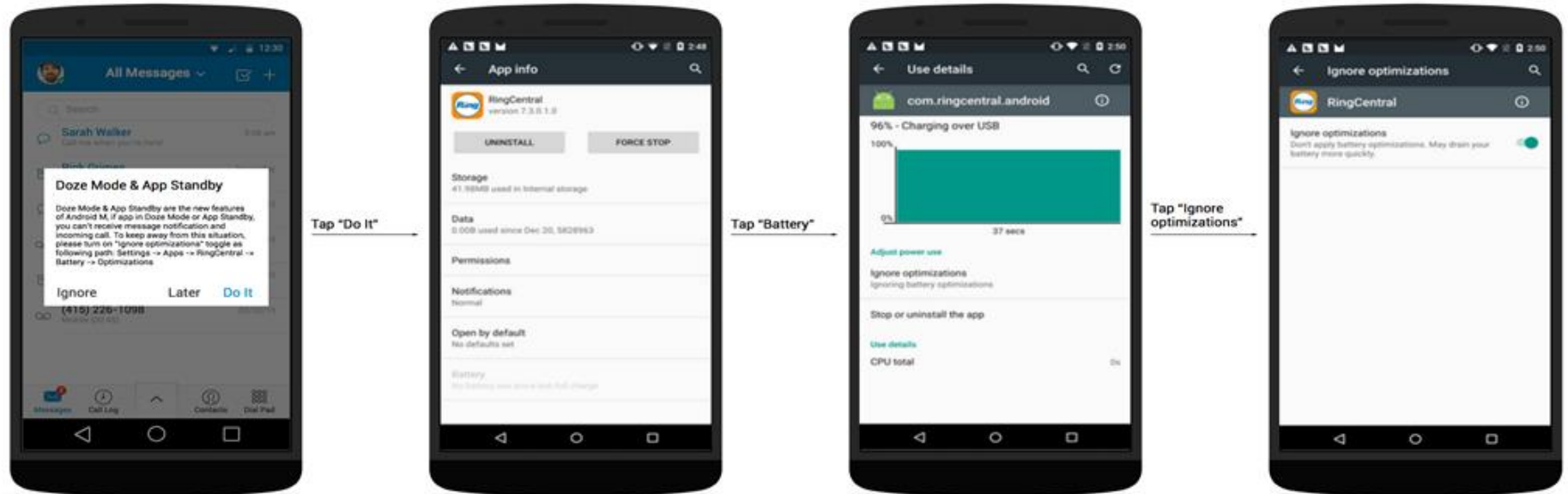
- Android M allows user to set permissions for each app
- Required permissions of RC app
  - Contacts (view local contacts)
  - Phone (RingOut)
  - Microphone (VoIP call)
- Instruct user to turn on required “App Permissions” if they were turned off



## Android M Compatibility – continued.

### Doze mode and App standby:

- Introduced in Android M to optimize battery usage; stops app's network traffic
- Impact: app cannot receive notification for new messages and incoming call
- Request user to disabled battery optimizations for our app



# Application Settings

Application settings for both users and administrators are accessed by tapping your profile photo to reach the **My Profile** screen.

- Call Settings
  - Always Use VoIP
  - Use VoIP only on Wi-Fi
  - Always Use Cellular Voice (RingOut)
- Extension Settings
  - User Info
  - Screening, Greeting & Hold Music
  - Call Handling & Forwarding
  - Messages & Notifications
  - Outbound Caller ID
  - Outbound Fax Settings
- Phone System
  - Company Numbers & Info
  - Auto-Receptionist
  - Groups
  - Users
  - Phones & Devices
- Billing - Admins only
- Reports - Admins only
- Mobile App Settings
  - Caller ID
  - Join Now
  - Default Launching
  - Cloud Storage
  - Region
  - Re-sync Messages Inbox

## VoIP Calling

By default, **VoIP Calls** and **Over 3G/4G** are automatically turned **ON** when the mobile app is installed. This means that inbound and outbound calls will automatically go over Wi-Fi when that service is available, and over 3G/4G when Wi-Fi is not available.

When Wi-Fi service becomes available again, your phone service will automatically switch back to Wi-Fi.

**Note:** During network hand-off, the VoIP call will remain active for up to 2 minutes so the call is not interrupted while the hand-off occurs.



voice-plan charges. While you are overseas, Wi-Fi allows you to avoid international voice roaming charges, although data roaming charges may apply.

**Note:** If VoIP is not available, an indicator will be shown on the screen and the system will use **RingOut** only (see below).

Select **Always Use Cellular Voice (RingOut)** to make calls using only your carrier voice plan, and when you want to enable **RingOut** (see below). Note that possible charges and lower voice quality may result.

When you need to conserve battery power, choose **Always Use VoIP**; however, incoming calls will then use your carrier data plan, and lower voice quality may result.

## VoIP Only Mode

When VoIP Only Mode is enabled, users can make and receive VoIP calls even when the platform server is down, as long as the SIP/Telco iOS users are supported by OPUS Variable Bit Rate technology, which reduces the bit rate when packet loss is high or there is network congestion.

**HD Voice\*** allows high quality audio on calls between supported RingCentral Desk Phones, Desktop Apps and Mobile Apps for Office Premium and Enterprise customers.

\*HD Voice on Office@Hand Premium and Enterprise tiers provides clearer conversations with reduced background noise. This feature works across all Office@Hand endpoints capable of HD Voice. It is switched off for products not capable of HD Voice and those outside the network.



# Mobile App Settings

## VoIP Country Block

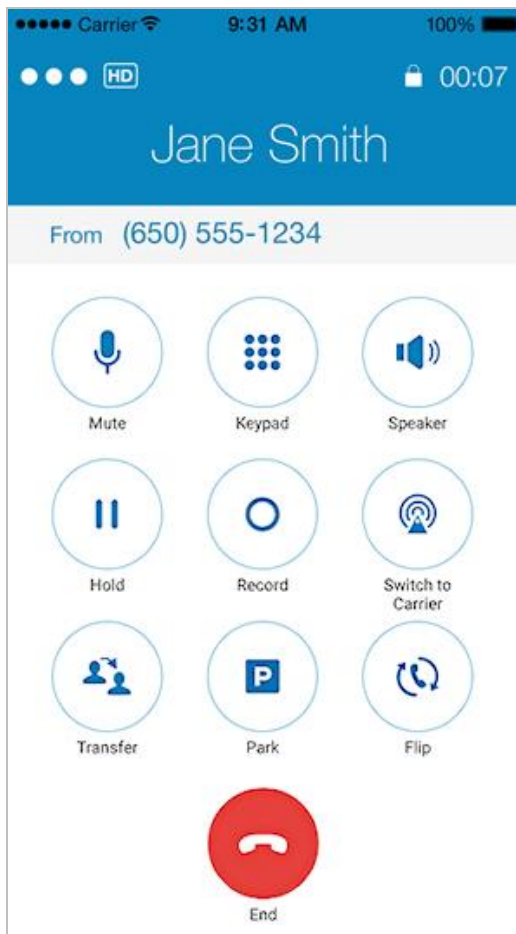
An “x” in the VoIP cloud appears when VoIP calling is prohibited in countries that do not allow it. Where VoIP is prohibited, a user can make calls by using RingOut, if available. Press the green call button to activate RingOut.

Countries that currently do not allow VoIP calling include Bahrain, China, Cuba, Egypt, India, Indonesia, Iran, Israel, Kenya, Kuwait, Mexico, Morocco, Myanmar, North Korea, Pakistan, Philippines, Qatar, Saudi Arabia, Sudan, Syria, Taiwan, Thailand, Turkey, United Arab Emirates, and Vietnam.

## HD Voice

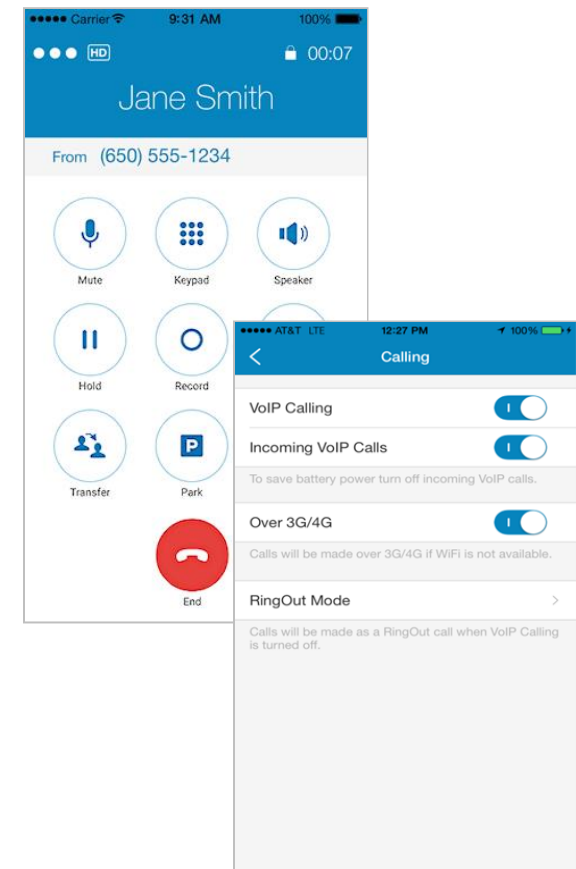
HD Voice is available for Premium and Enterprise editions and is turned off by default.

- Option to support High Bandwidth
- Clear conversation with background noise reduction; avoid miscommunication
- Provides better call experience within Office@Hand services across all Office@Hand end points
- When HD Voice is turned on and you are on an HD Voice call, you will see the HD icon in the upper left corner of the on-call screen



## OPUS for HD Voice

OPUS is now used by default; no more HD Voice enabled as dependency.



## Caller ID

To set the number you want people to see when you place calls, tap your photo, then **Extension Settings > Outbound Caller ID**. Choose one of your phone numbers.

Calls you make from your Office@Hand local numbers will have the Company ID included in the Caller ID displayed to the called party.

## RingOut Mode

To make outbound calls with RingOut Mode enabled, the RingCentral phone app uses your cellphone's native calling system through your cellphone carrier. Use **RingOut Mode** to maintain your RingCentral identity on such calls, including such features as Caller ID and call logging.

You can keep your personal cellphone number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your business number from any phone you choose, including your smartphone. To configure, tap your photo, then **Call Settings > Always Use Cellular Voice (RingOut)**.

Choose a RingCentral device to set it as your RingOut Mode phone. Or tap **Another Phone** to add phone numbers; then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings), turn on **Confirm Connection** so RingCentral will prompt you to press 1 before it dials the number and connects your call dials the number and connects your call.



## To Make a RingOut Call:

- Set **VoIP Calling** (above) to **Off**. With **VoIP Calling** set to **Off**, calls you make from Office@Hand automatically use RingOut.
- If in the RingOut Mode screen you set **Your Phone** as the device to take Office@Hand calls, you will make outbound calls in the usual way—use the dial pad or choose from your contact list.
- However, if in RingOut Mode you select **Another Phone**—for example, if you want to make Office@Hand calls from your hotel phone—then, Office@Hand will ring that phone first. When you pick up, Office@Hand will then dial the outbound number and connect you.

(If you set **Confirm Connection**, you'll be prompted to press "1" first.)

### NOTES:

- RingOut calls use carrier voice-plan minutes.
- RingOut preserves your Office@Hand calling identity, so those you call will see your selected Office@Hand Caller ID.
- RingOut may save you from having to pay toll charges that would occur if you called directly from your smartphone. This is especially useful for international travelers.

## Default Launching

Tap your photo, then **Application Settings** > **Default Launching** to turn off **Call from Android Dialer** and select Google Voice as your preferred dialer (if you are on an iOS platform).

## Cloud Storage

Office@Hand can access documents stored in select cloud-storage apps, such as Dropbox and Box, you have installed on your smartphone. Tap **Cloud Storage** in **Application Settings** to access the files you have stored in the cloud. You will now be able to fax documents directly from these cloud data apps.

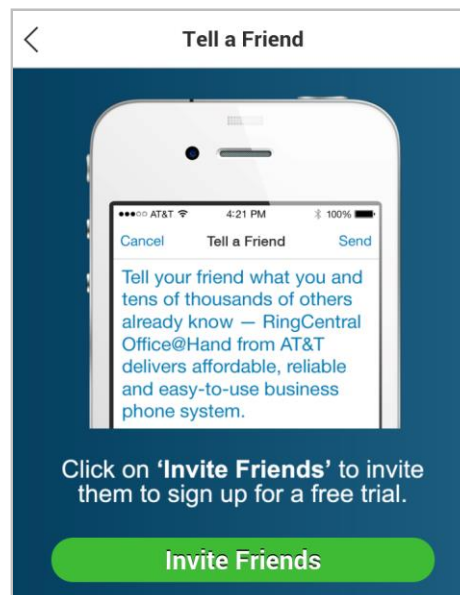
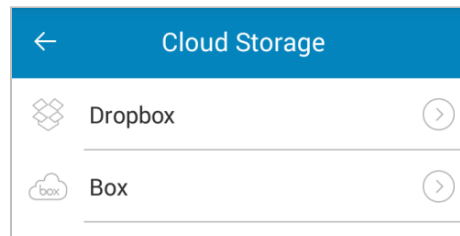
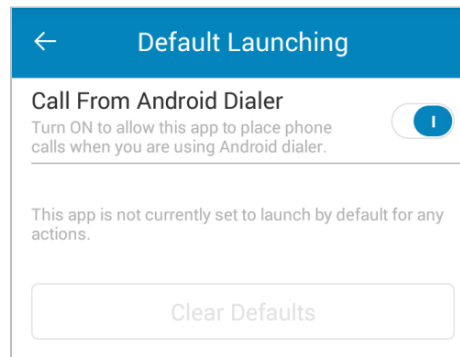
If you don't see one of your supported cloud-storage services displayed, download and install that service's app to your smartphone. Once installed and activated, the app and its stored documents should show up on the Office@Hand Cloud Storage listing.

## Tell a Friend

Tap **Tell a Friend**, then tap the **Invite Friends** bar to invite them to sign up for a free Office@Hand phone app trial.

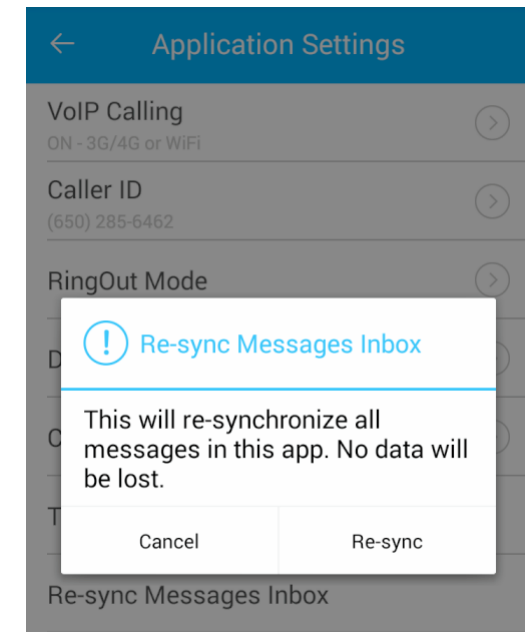
## About Office@Hand

Tap your photo and scroll down to **About** to see a Product Tour, What's New with this version of the Office@Hand mobile app; to Send Feedback Email to RingCentral; or to Rate This App on the select smartphones' app store sites. Also see Legal info and Version number.



## Re-sync Messages Inbox

Tap this button to re-synchronize all of your text, fax, and voicemail messages to the phone app from your Office@Hand account in the cloud. This would be useful if for example you feel your app is not receiving messages or voicemail that you expect. No data will be lost using this feature as all data is stored in the cloud.



## Logout

Log out from the phone number and extension displayed.

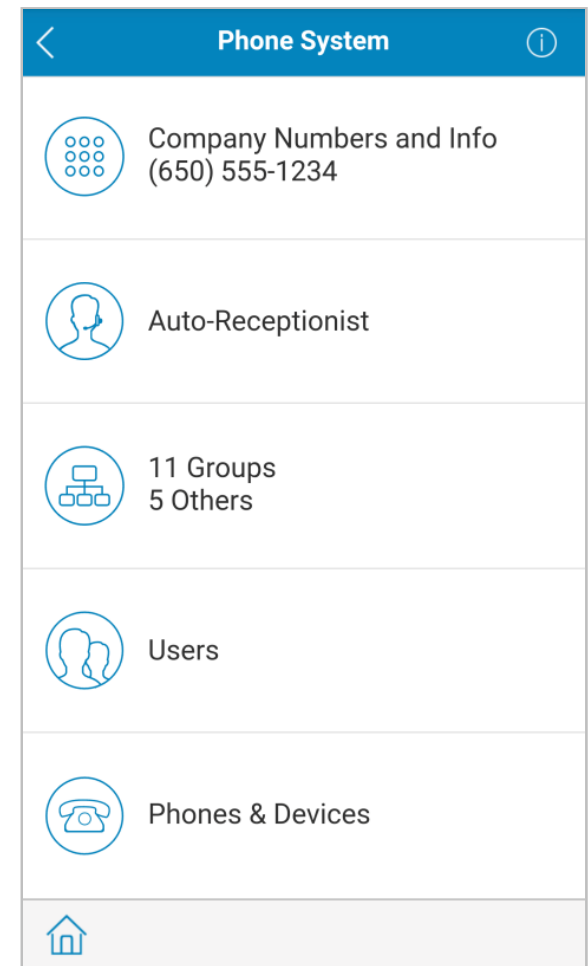
# Admin Phone System Settings

Express Setup helped you set up your phone system, numbers, Auto-Receptionist, users, and groups. You can change or update any of these settings at any time. In addition, as Administrator/Account Owner you can manage settings for your Company, Groups, and Users through the phone app Phone System settings. These settings, along with the Billing settings, are available only to the administrators. (Users see only the two entries under **User: My Extension Settings and Application Settings**).

These settings, along with the Billing settings, are available only to Admins. (Users see only the two entries under **User: Extension Settings and Application Settings**)

To access the Office@Hand phone system settings on your smartphone, start the App and log in.

Tap your photo, then **Phone System** to see the screen from which you can manage Company, Group, and User settings, as well as your RingCentral desktop IP phones.



## Company Numbers and Info

Tap your photo, **Phone System > Company Numbers and Info**. Your RingCentral account includes direct toll-free, local and fax numbers. Each employee also has a direct-dial number. You can tap each number, and the Company ID, to manage it.

To add one or more numbers, tap **Add Number** at the bottom of this screen, and follow the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the **Order Confirmation** screen.

Once you have obtained extra numbers, you can return to this Company Number screen and edit each number's type (voice, fax, or both) and its assigned extension/user.

- Click **Company Caller ID** and edit the name there (up to 15 characters). This is the company name you provided when you created your account. It will be added to the local phone number you use to make calls. (From toll-free numbers, only that toll-free number be displayed as the Caller ID.) Changes to this Caller ID can take a week or more to take full effect.
- View the **Company Toll-Free Number**; you cannot alter this number.
- View the **Company Local Number**; you can delete this number if you wish.
- View the **Company Fax Number**; faxes are delivered by default to the extension you've listed as the operator; you can change this to another extension; or delete the number.

### Direct Extension Numbers

Scroll down **Company Numbers and Info** to view **Direct Extension Numbers**. A direct extension is a full 10-digit phone number that can be called to reach a user directly. (Other company extensions are reached by calling the company number and entering the extension at the prompt.) You can tap a number to edit the following information for the direct extensions assigned to you and to your users:

- Whether this number accepts voice and fax (the default), voice only, or fax only.
- Whether calls to this number connect to an extension (user or group) or to the Auto-Receptionist.
- Which extension is assigned to this number.
- You can also delete this number.

## Using an Existing Number (Porting and Forwarding)

You can transfer (port) eligible existing phone numbers from your current provider to your Office@Hand account service, and you can forward calls to an existing number to your Office@Hand number.

### To Transfer an Existing Number

To transfer a number or set of numbers to your Office@Hand account, log into your account on the Web, at <https://service-Office@atHand.ATT.com>. Go to **Admin Portal > Phone System > Company Numbers and Info**. Click the **Use My Existing Number** button at the bottom of the center column, and follow the instructions. Be certain to completely fill-in the **Transfer My Existing Numbers Pre-Check** form.

Add Local Number

Add Toll-Free/Vanity Number

Use My Existing Number

### To Forward Your Calls

Forward calls to an existing number to your new Office@Hand number. Tap your photo, then **Phone System**. Click **Company Info**. Scroll to the bottom and tap **Use My Existing Number**. Tap **Forward my calls to Office@Hand**. Fill in the existing number you wish to transfer, and follow the detailed instructions.

< Use My Existing Nu...

What would you like to do?

Transfer my number to Office@Hand

Select this option if you have a non-RingCentral Office@Hand from AT&T phone number that you would like to transfer to RingCentral Office@Hand from AT&T.

Forward my calls to Office@Hand

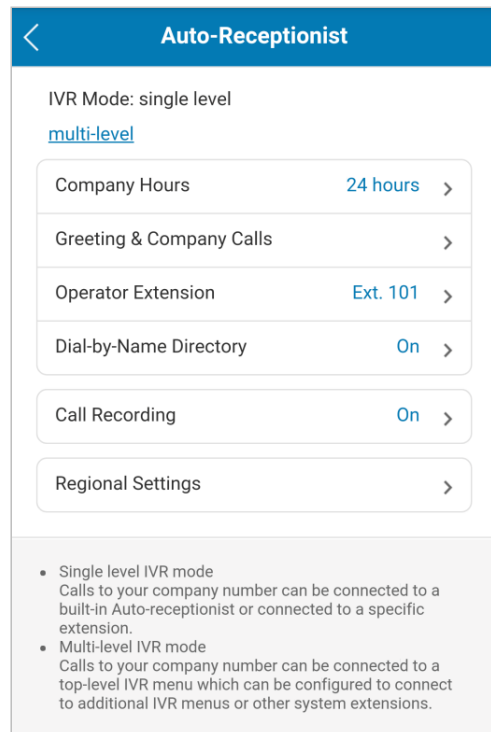
If you have a phone number with another provider that you would like to keep with your current provider, but would like for it to be forwarded automatically to your RingCentral Office@Hand from AT&T phone account, select this option.





## Auto-Receptionist Settings

The Auto-Receptionist settings determine how incoming calls are handled for your company. Tap your photo, **Phone System** > **Auto-Receptionist**.



**Auto-Receptionist**

IVR Mode: single level  
[multi-level](#)

Company Hours 24 hours >

Greeting & Company Calls >

Operator Extension Ext. 101 >

Dial-by-Name Directory On >

Call Recording On >

Regional Settings >

- Single level IVR mode  
Calls to your company number can be connected to a built-in Auto-receptionist or connected to a specific extension.
- Multi-level IVR mode  
Calls to your company number can be connected to a top-level IVR menu which can be configured to connect to additional IVR menus or other system extensions.

### IVR Mode – Single or Multi-level

The default mode for the Office@Hand IVR is single-level. Switching to multi-level allows deployment of a more sophisticated auto-receptionist menu to handle a large volume of incoming calls at one or more company locations. The multi-level IVR function supports up to 100 menus for each account you create. Multi-level IVR is available to Office@Hand Premium and Enterprise customers in the US. To learn more, click [here](#).

### Company Business Hours

On the Auto-Receptionist screen, tap **Company Hours**.

- Check **24 hours** to have incoming calls handled the same way all the time, including weekends.
- Check **Specify Hours** to have separate call handling for **Business hours** and for **After Hours**. On the week display, choose business hours for each day, or Closed.
- Also choose your **Time Zone**.

### How to Handle Incoming Calls: Greeting & Company Calls

Tap **Greeting & Company Calls**. Here you decide how to greet callers and route incoming company calls during your company's business hours and after hours, as well as setting up advanced call-handling rules.

1. From the **Phone System** screen, click **Auto-Receptionist**.
2. Tap **Greeting & Company Calls**.
3. Select the **Company Hours** tab (if available).
4. Select **Play company greeting** if you'd like callers to hear a default or custom greeting. You can select to play the default greeting, or create a custom greeting on the next screen. (See instructions below.)
5. Or select **Connect directly to extension** to bypass the Auto-Receptionist and connect calls directly to a specific extension.
6. Under **If caller enters no action**, you can select **Connect to operator** (extension 0). Or select **Disconnect** to automatically disconnect callers after the greeting is played three times with no action by the caller.
7. Select the **After Hours** tab to set call handling for after hours. (If you have **Business Hours** set to **24 hour** you will get a pop-up message when you select the **After Hours** tab offering to let you change your business hours.)
8. Tap **Save** when done.



## Company Greeting

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology (you can review the script of this default greeting by tapping **Auto-Receptionist > Greeting & Company Calls > Greeting > Default**). Press **Play** to hear the default greeting.

Follow these instructions to create a custom company greeting, using your phone or uploading a prerecorded greeting file from your computer.

### Recording Your Company Greeting Over the Phone

1. From the **Phone System** screen, select **Auto-Receptionist**.
2. Select **Greeting & Company Calls**.
3. Select the **Company Hours** or **After Hours** tab.
4. Tap **Greeting**.
5. Select **Default** or select **Custom**.
6. If you selected **Custom**, click the **Record** button.
7. In **Call me at**, select **Forwarding Number** and choose one from the dropdown.
8. Or select **Custom number**, tap the field, then type in a phone number.
9. Office@Hand will call you and prompt you to record your greeting.
10. Repeat this process for the **After Hours** tab.
11. Tap **Done**.

## The Company Operator Extension

Choose an extension to receive calls intended for the operator (extension 0). When callers press **0** or don't enter an extension number, the system will connect the call to the designated employee.

1. Tap your photo, then **Phone System > Auto-Receptionist**.
2. Tap **Operator Extension**.
3. Choose a name/extension of the user who will receive operator calls.
4. Tap **Save**.

After the Operator Extension has been set up initially, the System Admin may change the call path in order to Bypass the company greeting and go directly to a user's extension. To do so, tap **Auto-Receptionist > Company Call Handling > Bypass greeting to go to extension**; then **Select** the user extension to bypass the company greeting.

## Company Dial-by-Name Directory

The Dial-by-Name Directory allows callers to find user and group extensions by spelling out the name on their phone keypads. Follow these steps.

1. Tap your photo, then **Phone System > Auto-Receptionist**.
2. Tap **Dial-by-Name Directory**.
3. Tap **Dial-by-Name Directory to On**.
4. Select as the Directory Extension a number that is not already in use as an extension. This will become the number callers will tap to get to the dial-by-name directory.
5. Tap **Extensions in Directory**.
6. Deselect any extensions to be excluded from your company's Dial-by-Name Directory. This list includes both user extensions and group extensions.
7. Select to search by **First Name** or by **Last Name**.
8. Tap **Done**.

When Dial-by-Name Directory is ON, callers will hear a recording that, in addition to telling them to dial an extension, also suggests they can dial the Directory Extension number in order to locate a user by name. When callers tap the Directory Extension, they are instructed to use the phone keypad to spell out the first three letters of the first name, or of the last name, of the person or group they wish to call. The system will connect them, or offer additional options if there is more than one choice.

Cancel **Dial-by-Name Direct...** Save

Dial-by-Name Directory ☒

Directory Extension 9

Extensions in Directory 16 >

Search By

First Name

Last Name ☒

Lets your callers find the extension they want by entering a first or last name using their dialpad keys.

# Groups

In the recent Office@Hand releases, **Departments** are now called **Groups**.


Groups support these new features:

1. **Call Queues**
2. **Paging**
3. **Messages-Only Extension**
4. **Announcement-Only Extension**

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

The following name changes have been implemented on the phone app and on your online account:

- Change the hierarchy term from **Department** to **Group**
- Rename Departments function to **Call Queues**
- Add a new call management feature—**Paging** to **Group**
- Change **Phones** to **Phones & Devices**

Groups	
Call Queues	+
When this call queue extension is dialed, one or more users will be able to answer calls to the extension.	
Paging Only	+
A group of deskphones or overhead speakers used to broadcast pages.	
IVR Menus	+
 <b>IVR</b>	>
When calls are connected to IVR Menu, it allows for flexible call routing based on callers interacting with a set of menu prompts and making selections via DTMF input on their phone.	
Shared Lines	+
A group of phones or devices, as on a sales floor or in a warehouse, that share one or more lines, such that calls to the shared line can be answered at any of the devices; the in-use status of that line is displayed on all the devices.	
Park Locations	+
A group specifying users who can park calls for each other on a dedicated extension.	
Messages-Only Extension	+
This is where you can set up extensions that always send callers directly to voicemail.	
Announcements-Only Extension	+
This is where you can set up extensions that play a recorded announcement, then disconnect the call.	
Call Monitoring	+
A group that defines a set of permissions allowing users to monitor the calls of other users.	

## Benefits

- Better communication by grouping related members with similar activities beyond group functions.
- Increase communication efficiency with the new **Paging** feature. Broadcast announcements and emergency alerts to the entire organization or selected peers at the same time.
- The Office@Hand **Multi-level IVR** is a hierarchal menu structure that expands the capability of the Auto-Receptionist feature.  
It allows companies to deploy a more sophisticated auto-receptionist menu to handle large call volumes, and to set up multiple phone reception points at one location or at multiple locations, such as retail stores and warehouses. To learn more about the multi-level IVR feature click [here](#).
- Reduce missing important calls by enabling a call to be answered from any phone with the **Shared Lines** feature.

## Call Queues

Create a call queue group 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. Tap your photo, **Phone System > Groups**.
2. Tap the **plus sign (+)** to the right of **Call Queues**.
3. Fill out the form: Give the new call queue an **Extension Number** and **Extension Name**, and add the **email** of the designated **Manager** of this Call Queue group.
4. Tap to **Select call queue members**.
5. Click **Save**.

## Call Queue Info

From the Groups menu, tap the name of a Call Queue group, then tap **Call Queue Info**, where you can edit or add information, as needed:

- **Record** or modify the pronunciation of the **Call Queue Name**.
- Enter a **Contact Phone** for the group.
- View **Member Availability** (according to how the members have set their Business Hours and After Hours).
- Enter an **Address** for the group.
- Set the Call Queue group's business **Hours**; incoming calls can be handled differently for Business Hours and for After Hours.
- Enter **Regional Settings**.
- **Re-send the Welcome Email** that is sent to the Group Manager and the Group Members if they haven't yet responded to their original invitation. This option goes away when this group's manager and members have all responded.
- You can also **Delete Call Queue**.

## 10+ Agents in Queue with Simultaneous Ringing

The phone system supports more than 10 call queue agents ringing simultaneously. Admin users can set the number of simultaneously ringing call queues to 25 or 50. (This setting needs to be first enabled in the Office@Hand Admin Tool.)

Note: Only agents with 2 active phones in call forwarding can be added to queues with higher limits (25 or 50).

## Groups – Call Queues

**Groups**

Call Queues (+)

**Dylan Group 1** Ext. 5 >  
1 Available  
1 Unavailable

**Test** Ext. 3 >  
0 Available  
0 Unavailable

**Paging Only** (+)

**Warehouse** Ext. 4 >

**IVR Menus** (+)

**IVR** >

When calls are connected to IVR Menu, it allows for flexible call routing based on callers interacting with a set of menu prompts and making selections via DTMF input on their phone.

**Messages-Only Extension** (+)

**Holiday Message** Ext. 2 >

**Announcements-Only Extension** (+)

## Call Queue Members Availability

Tap your photo, **Phone System > Groups**. Under each Call Queue group name there is a count of **Available** and **Unavailable** members of that Call Queue.

**Available** members can take phone calls. **Unavailable** members are on the phone, or are outside their set business hours.

Tap a specific Call Queue and on that group's **Call Queue Info** screen, scroll down and tap **Members Availability** to see the names of the group members who are **Available** or **Unavailable**.

**Members Availability**

Ext.101 - Dylan Smithe **Unavailable**

Ext.103 - Jonty Singh **Available**

Refresh

Tap your photo, **Phone System > Groups**. Tap a specific Call Queue Group, and tap **Call Handling**. Scroll down to the bottom and tap **Member availability and wait times**

## Call Queue Members Availability and Wait Times

**Members Availability** Cancel Save

Time to wait for mem... **1 min**

Maximum time to wait for a call queue member before trying the next member

Post-call wrap-up time **15 sec**

Minimum post-call wrap up time before agent's status is automatically set available

Maximum hold time **3 min**

Maximum hold time to wait for an available call queue member

Max. callers waiting **10**

Maximum number of callers waiting for available call queue member

If number of callers waiting exceeds maximum:

Send new callers to voicemail ☒

Advise callers of heavy call volume and d...

Options on this menu determine how inbound calls to the Group are handled, depending on the availability of the Group members, and how long it takes to connect to a given member.

**Options are:**

- **Maximum time to wait for a Group member to answer a call** before trying the next member in the Group rotation order, in minutes.
- **Post-call wrap-up time** before agent's status is automatically set to available, in seconds. You can give the Group member some time to handle the results of the call, such as making notes.
- **Maximum hold time** to wait for an available Group member, in minutes, before transferring the on-hold call to the next member.
- **Maximum callers waiting**—If the number of callers waiting exceeds (number), you can either **send the next callers directly to voicemail**, or **disconnect** after telling new callers of the **heavy call volume**.

**Call Queue Business Hours**

Your Call Queue's business hours determine when calls will be routed to Group members and when after-hours rules will apply.

On the **Call Queue Info** screen, tap **Call Queue Hours** to access your current settings. Select **24 hours** for Call Queues that handle all incoming calls the same at all times. Tap **Specify hours** to set the specific days and times the Call Queue will be available to take calls. When you're finished, tap **Save**.

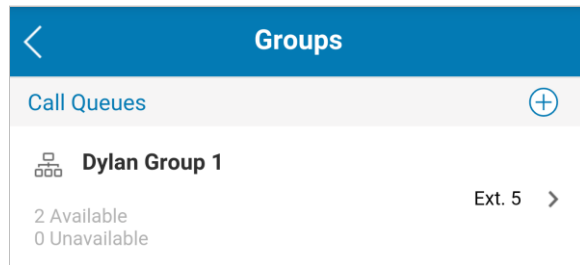
**Call Queue Greeting**

The Auto-Receptionist greets callers when they call a Call Queue in your company. Your phone system is initially set to play a default greeting in which the Auto-Receptionist automatically reads the name of the Call Queue (using text-to-speech technology) while connecting the caller with a Call Queue member. When **Off**, callers will just connect directly to the Call Queue member according to Company call-handling rules.

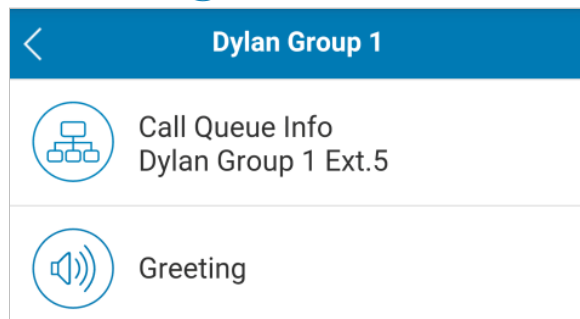
**Note:** If you choose **unconditional forwarding** for after-hours calls, or send after-hours Group callers **directly to voicemail**, your after-hours Group greeting will not be played even if it is set to **On**.

**Note:** If you have specified Group Hours, then you will be able to set Greeting for business hours and separately for after hour. If you have not specified Group Hours but have set this Group's to "24 hours", then there will be only one Greeting, which will play at all times.

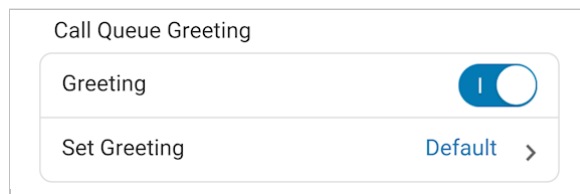
To set up your Call Queue greeting,



Tap **Greeting**.  Greeting

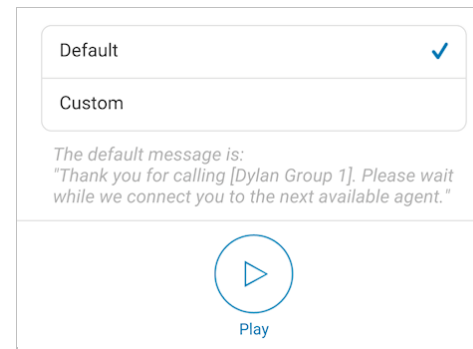


Set **Call Queue Greeting** to On .



Tap **Set Greeting**.

Tap **Play** to listen to the **Default** greeting. You can use this Default greeting (simply select **Cancel** to back out), or create a **Custom** greeting.



### To Record a Custom Greeting:

1. Tap **Set Greeting**; then tap **Custom** and then **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.
5. On the **User Greeting** screen, a message will confirm that your custom message has been successfully received.
6. To listen to your custom greeting later, access your account on the Web.
7. Tap **Cancel** to return to the previous screen.

From this screen you can also **Blocked Numbers**. Select from the options.


- You can block **All calls**.
- You can tap **Specific calls** and select
  - Specific numbers;
  - Calls and/or faxes **from callers with no Caller ID**;
  - **Calls from Pay Phones**.

In each case you can choose what message the blocked callers will hear. When done, tap **Save**. Tap **Cancel** to exit from Greetings.



## Group Call Queue Call Handling

Group Call Queue call handling includes deciding the order in which calls are transferred to Call Queue members; the music that is played while connecting the call; and Call Queue member availability and wait times.

To access and edit these settings, tap  > **Phone System** > **Groups** and select a Call Queue. Tap **Call Handling**.

### Call Queue Call Handling during Business Hours

To manage the order in which calls are answered by Call Queue members, tap **Queue Hours** at the top of the **Call Handling** screen.

- Tap **Rotating** to set calls to rotate among available Call Queue members.
- Tap **Simultaneous** to set calls to ring all available Call Queue extensions at the same time.
- Tap **In fixed order**, then tap **Specify fixed order** and decide the order by tapping the up and down arrows to move Call Queue member names up and down the list.
- Tap **Audio while connecting** to On to select the music that will keep callers entertained while connecting. You can choose from among more than a dozen types of music. Tap the type of music you want, then tap **Save**.

### Call Queue Call Handling After-Hours

Now tap **After Hours** tab at the top of the **Call Handling** screen. Choose from the following settings for how to handle calls during your defined after-hours times, when no one is available to take calls:

- Play a greeting and disconnect
- Send callers to call queue voicemail
- Unconditional forwarding

If you select **Unconditional call forwarding**, you will be prompted to enter a phone number. Unconditional call forwarding will forward all calls to the number you specify and override all after-hours settings, such as voicemail and greetings.

**Note:** The after-hours setting becomes available only after you change Call Queue business hours from the default 24 hours setting.

Cancel
Call Handling
Save

Dylan Group 1
Ext. 5

Queue Hours
After Hours
Advanced

Decide how calls get transferred to group members: ⓘ

Rotating

Simultaneous

In fixed order
✓

Specify fixed order
>

Audio while connecting:

Audio while connecting
ON

Set Audio
Acoustic
>

What callers hear while waiting for their call to be answered in a call queue

Interrupt Audio
Never

Interrupt audio periodically and play a message

## Advanced Call Handling for Groups: Rules

Advanced Call Handling lets you create specific additional rules for that Call Queue extension based on date and/or time of call, or Caller ID, or the number called. These rules override your regular call-handling rules for that extension. These rules can be useful for special situations such as promotions and events: Customers can call a contest number and get a special message or leave a message, for example; and the rule can be modified or turned off when the contest finishes.

The screenshot shows the 'Call Handling' screen for 'Dylan Group 1' (Ext. 5). At the top are 'Cancel', 'Call Handling', and 'Save' buttons. Below are three tabs: 'Queue Hours', 'After Hours', and 'Advanced'. The 'Advanced' tab is selected. Below the tabs is a text block explaining advanced call handling rules. At the bottom is a blue 'Add Rule' button. Below that is a section titled 'Member availability and wait times' with a right-pointing arrow.

To create a **Rule** for a specific Call Queue, tap your photo, **Phone System** > **Groups**; then tap a specific Call Queue Group.

Tap **Call Handling**; then tap the **Advanced** tab.

Tap **Add Rule**.

On this **Custom Rule** screen, give your Rule a **Name**, then select the **conditions: Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections. Tap the right caret > to view your **Conditions Summary**.

If you selected **Caller ID** for this rule, you can enter one or more phone numbers, or choose names from your Contact list, or enter area codes or other partial numbers. Tap the right caret > to view your **Conditions Summary**.

If you selected **Called Number**, choose the number(s) to which the Rule will be applied. The choices will be the **Main Number**, or the **Group Call Queue Auto-Receptionist**. Tap the right caret > to view your **Conditions Summary**.

The screenshot shows the 'Custom Rule' screen. At the top are back and forward arrows and the title 'Custom Rule'. Below is a 'Name Rule' field with 'Office Hours' entered. A text prompt asks to enter a descriptive name and select a condition. Below is a section 'Base custom rule on the following condition:' with three options: 'Date and/or Time' (checked), 'Caller ID', and 'Called Number'.

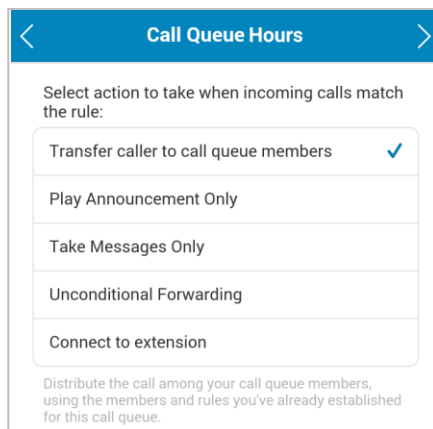
The screenshot shows the 'Call Queue Hours' screen. At the top are 'Cancel', 'Call Queue Hours', and 'Save' buttons. Below is a 'Business hours' section with a table of days and times. Sunday is 'Closed'. Monday through Friday are '9:00 AM – 6:00 PM'. Saturday is 'Closed'. Each row has a right-pointing arrow.

Day	Hours	Action
Sunday	Closed	>
Monday	9:00 AM – 6:00 PM	>
Tuesday	9:00 AM – 6:00 PM	>
Wednesday	9:00 AM – 6:00 PM	>
Thursday	9:00 AM – 6:00 PM	>
Friday	9:00 AM – 6:00 PM	>
Saturday	Closed	>

The screenshot shows the 'Conditions Summary' screen. At the top are 'Cancel', 'Call Queue Hours', and a right-pointing arrow. Below is a 'Conditions Summary' section with a 'When:' label. Below that is a list of days and times: Monday 9:00 AM - 6:00 PM, Tuesday 9:00 AM - 6:00 PM, Wednesday 9:00 AM - 6:00 PM, Thursday 9:00 AM - 6:00 PM, and Friday 9:00 AM - 6:00 PM. A right-pointing arrow is at the end of the list.

Now select the action to take when incoming calls match this rule:

- **Transfer caller to call queue members:** Then set custom Call Screening, Call Forwarding, or Messages handling for these calls.
- **Play Announcement Only** and then end the call.
- **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customize the voicemail greeting.
- **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Softphone.
- **Connect to extension** of the call queue member dialed.



You can also set **Group Greetings** and **Call Handling** for this Rule, and under **Messages** choose a voicemail greeting and select the extension that will receive messages generated by use of this Rule. As you can see, there are rich programmatic possibilities with this **Advanced Rule** feature.

Tap **Done**.

You can go back to edit the Rule, turn the rule on and off, change details and conditions, add more Rules, or delete a Rule.

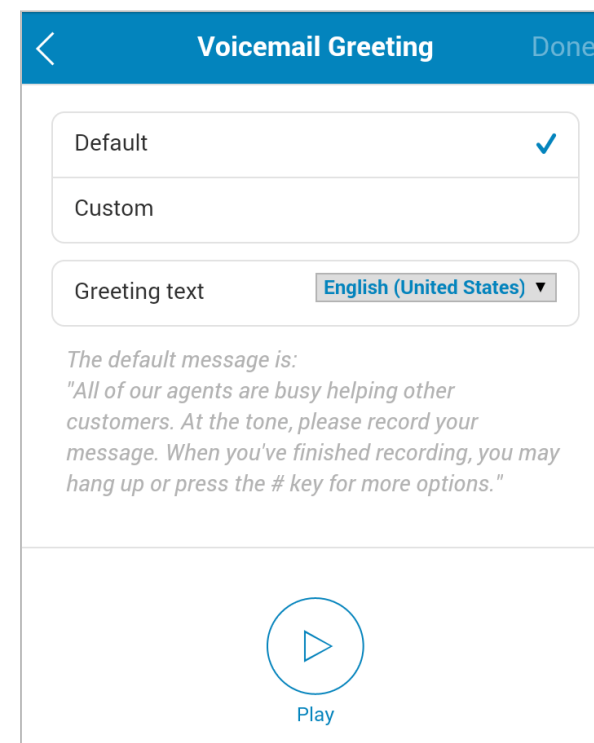
## Group Messages/Voicemail Greetings

This setting is for the **Group voicemail greeting**, which callers to the group extension hear when they are sent to voicemail.

Tap your photo, **Phone System**; then tap a **Call Queue** group name. Scroll down and tap **Messages & Notifications**.

Tap **Queue Hours** or **After Hours**, if offered.

Tap **VoiceMail Greeting**. Read or **Play** the script for the default greeting, or record a custom greeting.



## To Record a Custom Group Voicemail Greeting

1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call.
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.

You can designate a Call Queue member to receive voicemail messages. By default, Office@Hand saves voicemail messages to a Group voicemail box.

To designate a specific employee as the message recipient, tap **Message Recipient** and then tap the name of the employee. When you're finished, tap **Save**.

**NOTE:** If you designate a Group member as the message recipient, Group messages will no longer be saved to the Group voicemail box.

## Call Queue Notifications

Back at the **Messages & Notifications** screen, tap **Notifications**. Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

At the bottom of this screen is a toggle to switch between the **Basic** and **Advanced** screens.

On the **Basic** screen, you have the choice of sending notification **by email** and/or **by SMS**. Tap a choice to turn it **On** or **Off**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.

Received Text Messages:

By Email ☒

By SMS ☐

Send notification to:

Email

Add Phone Number

Switch to Advanced

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be an Office@Hand number.

Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's texting system. You can enter more than one phone number to receive SMS notifications. Tap **Save**.

The email address and phone number selected are now displayed at the **Notifications** page.

Tap **Advanced** at the bottom of the screen for an alternative set of options for notifications. Now for each feature you turn **On** for notification, you can then tap **Options** to select an **email address** and a **phone number** for each feature individually. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.

Cancel Notifications Save

Voicemail ☒

Options >

Received Faxes ☒

Options >

Missed Calls ☐

Fax Transmission Results ☒

Options >

Received Text Messages ☒

Options >

Switch to Basic

## Paging Only Groups

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

Office@Hand Paging supports broadcasting through multiple desk phones (groups) and through overhead paging devices. (See the *Office@Hand Admin Guide* for details on how to set up paging groups.)

Your mobile devices cannot receive pages; the Paging feature is available only on desk phones and supported paging devices.

### How to Page from a Mobile App Device

Mobile app users with paging permission can page a known paging group by dialing \*84 followed by # and the number of the paging group, then # again.

**Note:** The user must first enable VoIP calling on the mobile app device.

## Create a Paging Only Group

The Administrator must log into the Office@Hand Online account to create and manage Paging-Only groups; they cannot be created or managed from the Phone app.

Log into your Office@Hand online account at <https://service-OfficeatHand.ATT.com>.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Add Group**.
4. Select the **Paging Only** radio button, and click **Next**.
5. Accept or change the **Extension Number** for the Group, and enter a **Paging Group Name** for easy reference. Click **Save**.
6. Click **Yes** to confirm addition of the new Warehouse Paging Group and to start configuration of the new Paging Group.

The screenshot displays the RingCentral Office@Hand Admin Portal interface. The top navigation bar includes 'Admin Portal', 'My Extension', and user information 'Dylan | (301) 358-1495 Ext. 101'. The main menu on the left shows 'Phone System', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' section is expanded, showing 'Company Number and Info', 'Auto-Receptionist', '3 Groups 2 Others', '6 Users', and 'Phones & Devices'.

The 'Add Group' dialog box is open, showing the 'Paging Only' radio button selected. The description for 'Paging Only' is: 'A group of deskphones or overhead speakers used to broadcast pages.' The 'Next' button is highlighted.

The 'Add Paging Group' dialog box is open, showing the 'Extension Number' field with the value '4' and the 'Group Name' field with the value 'Warehouse'. The 'Save' button is highlighted.

The 'Confirmation' dialog box is open, showing the message: 'Group Warehouse added successfully. This group has paging feature enabled. For paging work properly you need to configure paging-related settings. Would you like to configure it now?'. The 'Yes' button is highlighted.

7. With the new Paging-Only group highlighted, on the right side of the screen click **Devices to Receive Page**. Click the **User Phones** tab and select, from the list of user phones with paging capabilities, those user phones that will be part of this Paging group. Click **Save**.
8. Click the **Paging Devices** tab to select paging device, if any, to be part of the group and click **Save**.
9. Now on the right side of the main screen, click **Users allowed to page** this Paging group and click **Save**.
10. Click **Done** on the main screen.

Available users (0)		Allowed Users (2)	
Name	Extension	Name	Extension
Select All		Select All	
		Dylan Smithe	101
		Jonty Singh	103

→ ←

Cancel Save >

## How to Page

Phone App users with paging permission can page by dialing \*84.

**Note:** User must first **enable VoIP calling** on the phone app.

In addition, from digital desk phones, enabled users can page using a **paging soft-key** if one is present, or by dialing \*84.

## Create an Announcement-Only Extension

You can create an announcement-only extension that plays a recorded message giving commonly requested information, such as hours of operation or directions to your business.

### To create an announcement-only extension:

1. Tap your photo, **Phone System > Groups**.
2. Scroll down the **Groups** screen and tap the + next to **Announcements Only Extension**.
3. Enter an extension number and name.
4. You can enter an email address of a user who can log into this extension to update the announcement.
5. When you're finished, tap **Save**.

Announcements-Only Extension (+)

🎤 Announcement Ext. 6 >

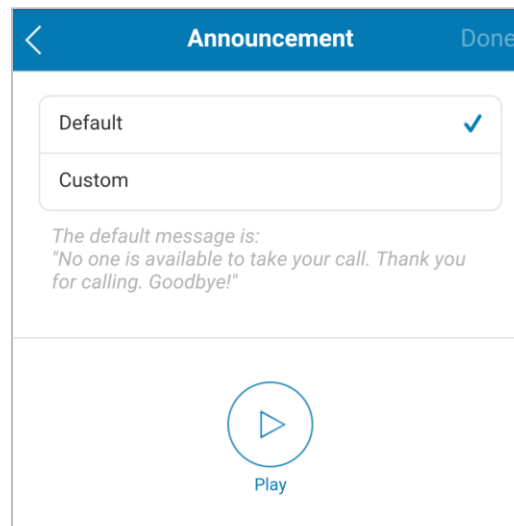


Next, create the message for your new announcement-only extension. Scroll down to the Messages-Only extension you just created and tap it. Tap **Announcements**; then tap **Announcement** on the next screen.

Review the text of the **default** announcement: “No one is available to take your call. Thank you for calling. Goodbye.” To hear the announcement tap **Play**. If you want to use the default announcement, tap **Save**.

#### To Record a Custom Announcement:

1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.



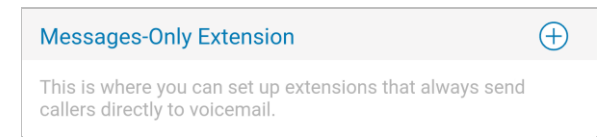
#### Create a Group Messages-Only Extension

You can create an extension that only takes messages. It plays a greeting and transfers callers directly to voicemail—making it easy for callers who want to simply leave a message.

First, create a messages-only extension; then set up the greeting.

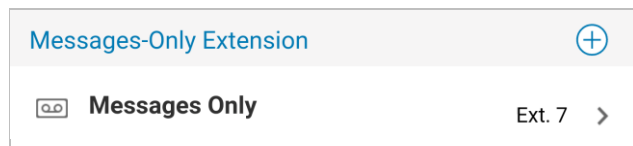
#### To Create a Messages-Only Extension:

1. Tap your photo, **Phone System** > **Groups**.
2. To the right of **Messages Only Extension**, tap **+**.

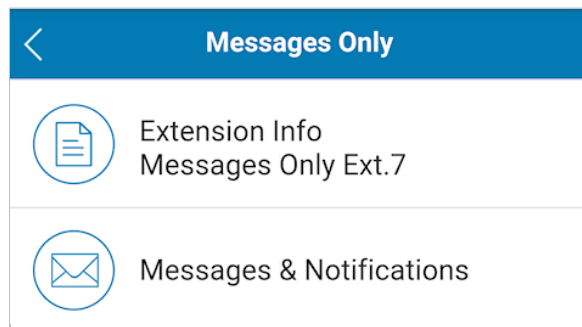


3. Enter number and name for the extension.
4. Enter the email address of a user who will be notified of messages received by this extension. (This user will receive an email instruction to create their password for this purpose.)
5. When you're finished, tap **Save**. The new **Messages-Only Extension** you just created will appear on your **Groups** page.

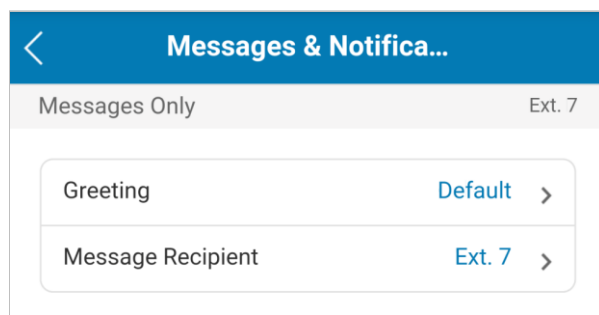
To create a greeting for your new **Messages-Only Extension**, go back to the **Groups** page and tap the extension name and number that you just created (**Messages Only ... Ext.7** in this case).



On the **Messages Only** screen that follows (below), tap **Messages & Notifications**.

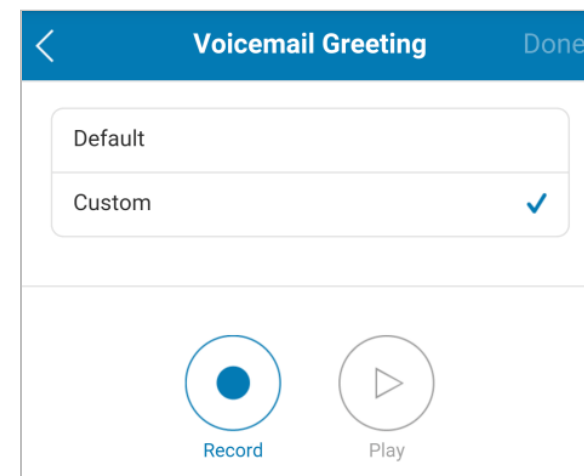


Below **Messages Only**, tap **Greeting** to review the text of the default greeting. To listen to the message, tap **Play**. If you want to keep the default announcement, tap **Save**.



### To Record a Custom Greeting:

1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.




You can also choose to have messages left in the extension mailbox or later pickup, or have them delivered to a designated employee. To select a message recipient, tap **Messages & Notifications**, then **Message Recipient** and select an employee extension. Tap **Save**.

Additionally, you can set **Notifications** to have email or text messages sent to a designated email address or phone number when messages come in to this number, whether voicemail, text message, or fax message.

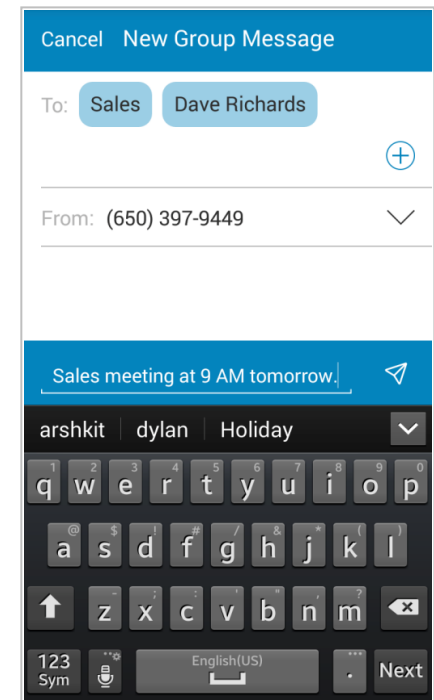
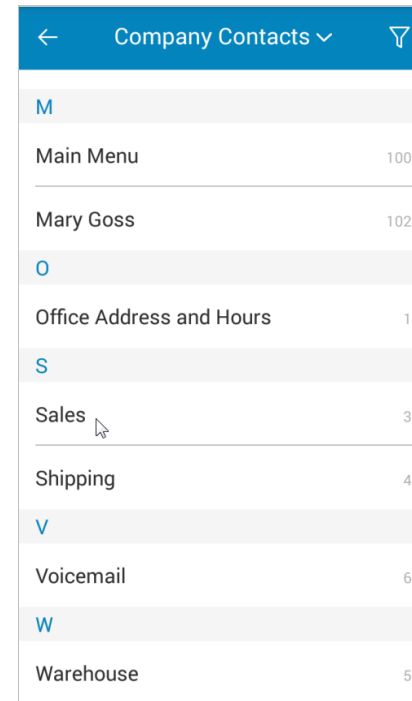
## Group Messaging

Group Messaging allows you to send a message to a group via the Mobile app.

To send a message to a group from your mobile device:

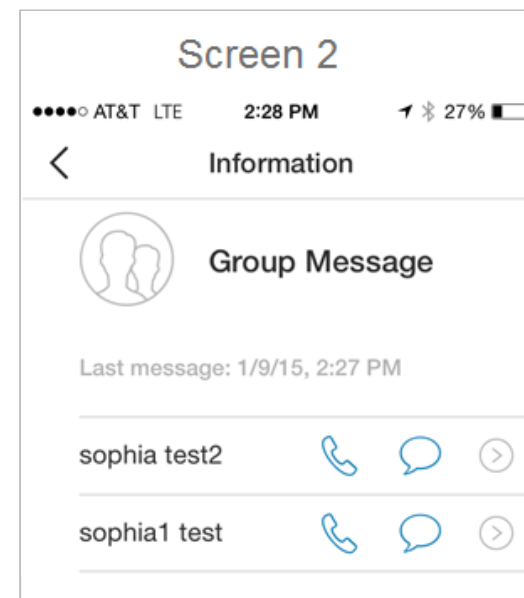
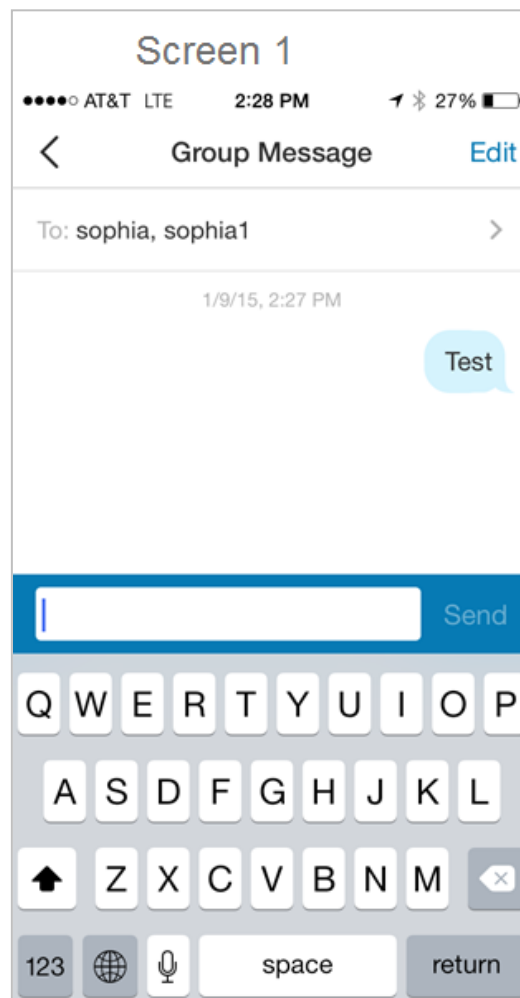
1. Launch the mobile app.
2. On the **All Messages** screen, tap **+** at top right; then tap **New Text**.
3. Tap **+**. Scroll down and tap the **Group** you want to send a message to (**Sales** in this example.)
4. Tap the **+** sign to add more recipients.
5. Type your message.
6. Tap the **Send** icon. 

**Note:** Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message. Learn more about Group Messaging [here](#).



## Improved Group Messaging for iOS

For iOS devices, the Group Message function has been improved. Now, when you type a group name (ex. sophia), then add another group name (ex. sophia1) as shown in Screen 1, the system combines the two groups, as shown in Screen 2. This saves you from having to compose your message to each group separately.



## Other Administrator Settings

Under **My Profile**, there are some special settings for Administrators in **Phone System**, **Billing**, and **Reports**.

Phone System gives the Administrator access to all settings for the company phone system. See Admin Phone System Settings for details.

### Some settings unique to the Administrator:

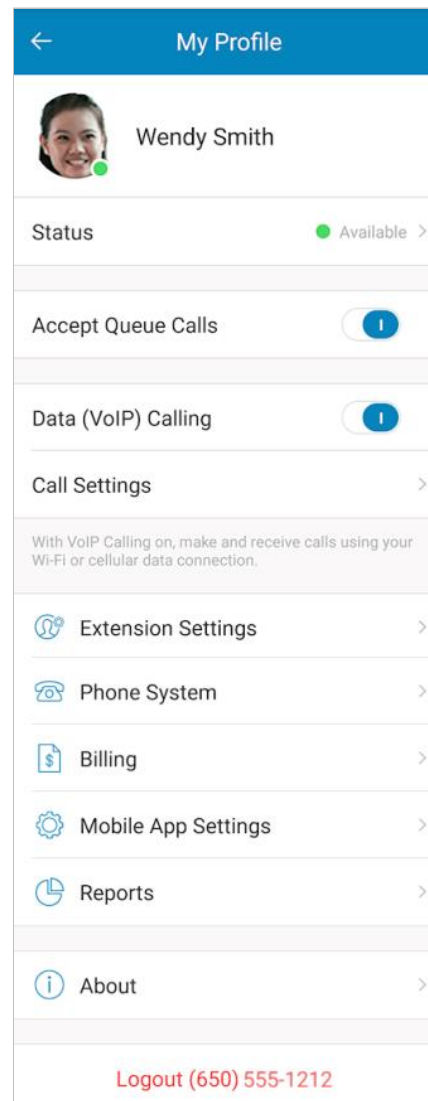
- Only Administrators can set and change Company settings.
- Administrators can create new Groups and edit any existing Group settings. (Group Managers can edit settings for their own Groups.)
- Administrators can make another user into an Administrator.
- Only Admins can purchase new desktop IP phones—and only from the service web site.
- Only Administrators can review, manage, and assign company desktop phones.
- Administrators can turn on On-Demand Call Recording.
- Administrators can enable and manage International Calling, and authorize Auto-Purchase for International Calling charges.
- Only Administrators can access **Reports**.

### About

Tap your photo to open **My Profile**. Then **About** to see What's New with this version of the mobile app; to read an Application Description; to Send Feedback Email; or to Rate This App at app store sites.


### Logout

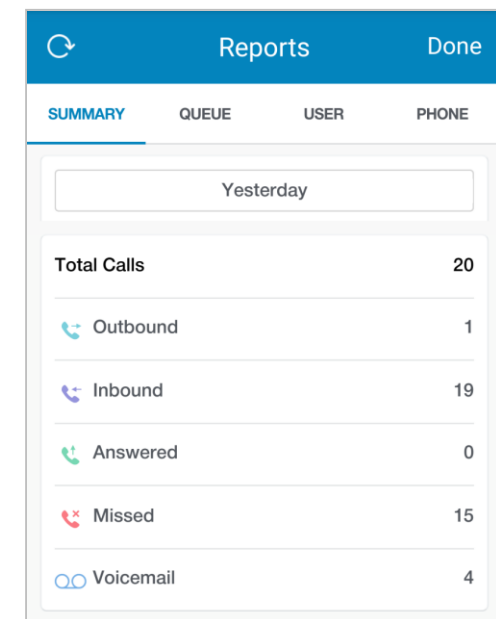
Log out from the phone number and extension.



## Reports

Reports are graphical representations of your RingCentral account's call activities. These Reports can be accessed easily on your mobile devices using the RingCentral mobile app.

Reports are generated as a Summary, based on Queue Activity, User Activity, or Telephone Number on your RingCentral online account. Tap your photo, and then scroll down and tap  **Reports**



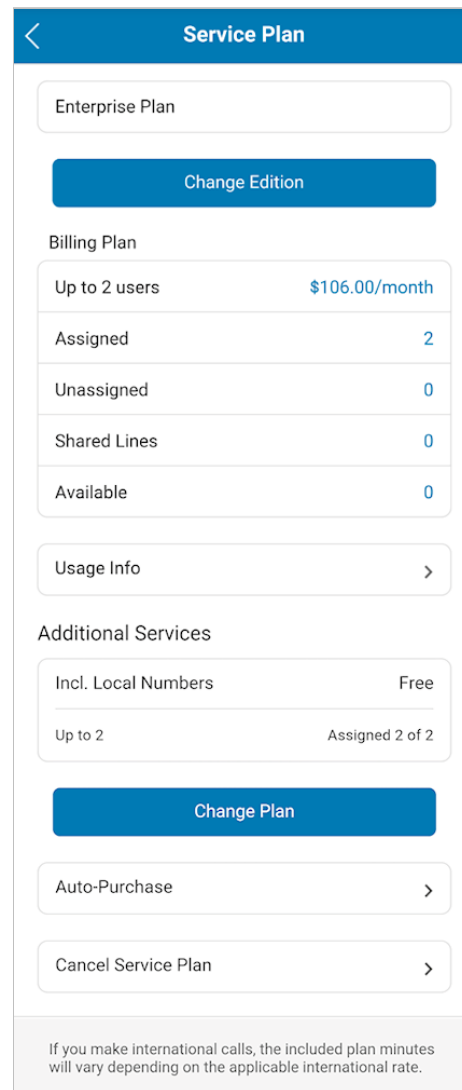
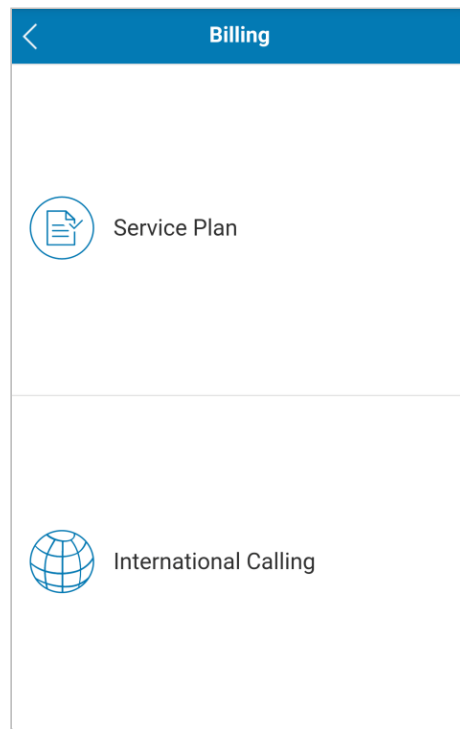
Example above shows call activity for a holiday. 7, 30, 60 and 90 days or any custom date range can be selected for Reports. See [more here](#).

## Billing

Admins have access to the Billing menus, which include the plan, the ability to change the current plan.

### Service Plan

Review your Office@Hand service plan and costs. You can change your plan from this menu, including changing the number of users on your account. You can also set up Auto Purchase for international calling.

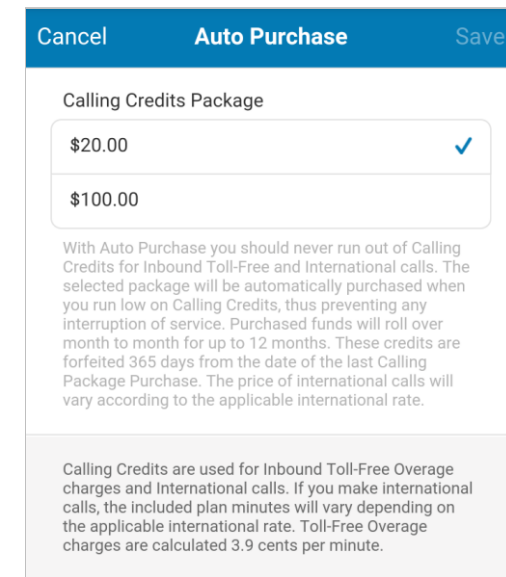


### Auto-Purchase

Per-minute charges for international calls (see next page) are not billed to your account. Instead, they are deducted from your prepaid Calling Credits account. Auto-Purchase ensures you will never run out of such Calling Credits.

From this menu you can select a Calling Credits package of \$20 or \$100, which will be renewed automatically when you run low, thus preventing any interruption of service.

Purchased funds will roll over month to month for up to 12 months. The price of international calls will vary according to the applicable international rate (see International Calling).



## International Calling

Calls your users make to countries outside the United States incur charges. To manage your costs, outbound International Calling is disabled by default. Your users will not be able to call out of the U.S. unless you enable International Calling.

On the **Billing** page, click **International Calling**, then click the **Enable International Calling** button to display and enable a list of countries and their calling areas. You can enable or disable specific calling areas. For your convenience, you can **Search** for specific areas, and display Enabled and Disabled areas.

The per-minute costs for outbound calls are shown for each calling area for each country. (Callers from outside the U.S. can continue to reach your local (non-800) numbers regardless of your selection.)

**Note:** Rates displayed in this menu are AT&T World Connect rates. Rates are subject to change. International calls are paid using Calling Credits (see Auto-Purchase, above).

**Note:** International roaming must be enabled with your carrier for your cellular network. Data roaming charges may apply for such calls. For AT&T customers, see <http://www.att.com/global>.

## Setting International Calling Permissions for Individual Users

Once you have enabled International Calling, you can give or withhold permission to your individual users to make international calls to the countries you have activated. Tap your photo, **Phone System > Users** and at the top of the screen tap **Permissions**, then **International Calling**. All users are checked by default. Uncheck users who will not have permission to make international calls. Tap **Save**.

**International Calling**

Disable International Calling

All Enabled Disabled

Q Search

**Afghanistan**

Mobile	937	\$3.08	<input checked="" type="checkbox"/>
Regular	93	\$3.05	<input checked="" type="checkbox"/>

**Albania**

Mobile	35567	\$1.38	<input checked="" type="checkbox"/>
Regular	355	\$1.19	<input checked="" type="checkbox"/>

**Algeria**

Mobile	21355, 21356, 21366, 21369, 21377, 21379, 213549, 213659, 213670, 213780-213781	56.0¢	<input checked="" type="checkbox"/>
--------	---	-------	-------------------------------------

**Permissions**

Administrator >

International Calling >

**International Calling**

Cancel Save

Ext.101 - Dylan Smithe	Ext. 101	<input checked="" type="checkbox"/>
Ext.103 - Jonty Singh	Ext. 102	<input checked="" type="checkbox"/>



## Reports

Under **My Profile** tap  Reports

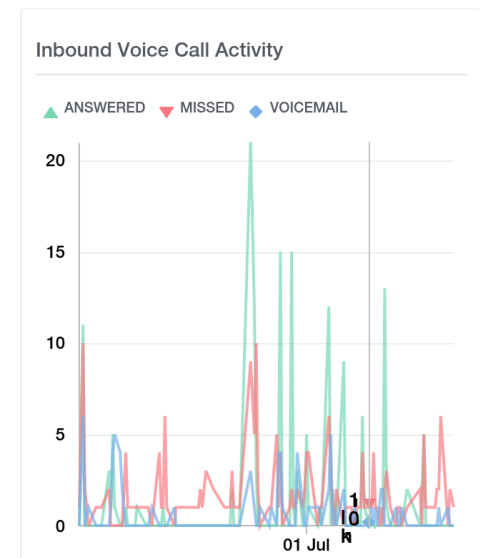
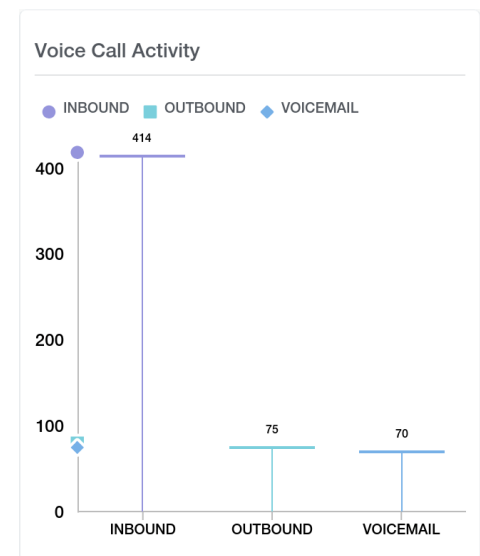
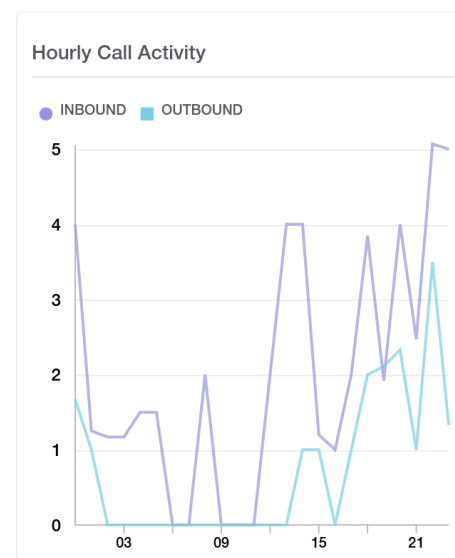
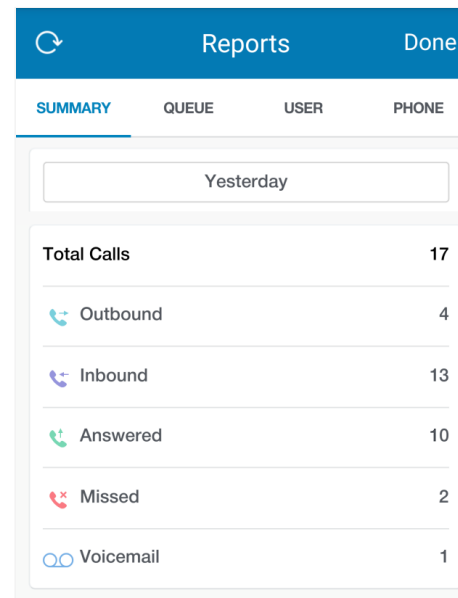
Office@Hand Reports helps admins optimize the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. With four separate views and many filtering options, you can target your report to reveal exactly what you want to know to increase your business performance.

The **Summary** report provides an overview of all call activity - Total, Outbound, Inbound, Answered, Missed, Voicemail, and Average Hourly Activity during a selected date range. The **Queue Activity** report, visible to Account Administrators and Call Queue Managers, presents a summary of Total Call Volume, Total Talk Time, Average Call Duration, Missed Calls, and Time to Answer for each call queue selected during a date range.

The **User Activity** report, visible to Account Administrators and Call Queue Managers, provides Total Call Volume, Average Number of Calls per User, Number of Inbound and Outbound Calls, Number of Call Per hour and Day, and Average Call Time for each selected user over a selected date range. The **Phone Number Activity** report, visible to Account Administrators and Call Queue Managers, provides Total Call Count, Average Calls per Day, and Average Inbound Call Duration for individual phone number over a selected date range.

The **Phone Number** report provides (for Individual Numbers) the Total Call Count, the Average Calls per day, and the Average Call Duration for inbound calls. The **Call Detail** report (not available on mobile) provides details regarding calls made to a particular extension – call direction, extension name, queue name, dialed number and so on. Reports can be exported as an image, as data, as a crosstab table, or as PDF. To learn more, [click here](#). Administrators can also view the report dashboard from the RingCentral mobile app for iOS and Android.

See additional reports on the next page.



## Reports — Queue Activity

Reports	Done
SUMMARY	QUEUE USER PHONE
Mar 1 - Sep 24	
Queues (All)	
Total Calls	30
Answered	6
Missed	21
Voicemail	3

## Reports — User Activity: Calls Answered and Outgoing

Reports	Done
SUMMARY	QUEUE USER PHONE
Mar 1 - Sep 25	
Users (Multiple)	
Answered	Outgoing
Sonia Singh	3 >
Natasha Nayberg	3 >
Polly Galvez	7 >
Michael Becker	0
IVR 2001	3 >
Charlton Ho	0
Wanning Chu	16 >
Super Admin	84 >

Reports	Done
SUMMARY	QUEUE USER PHONE
Mar 1 - Sep 24	
Users (Multiple)	
Answered	Outgoing
Sonia Singh	4 >
Natasha Nayberg	4 >
Polly Galvez	1 >
Michael Becker	0
IVR 2001	0
Charlton Ho	0
Wanning Chu	8 >
Super Admin	19 >

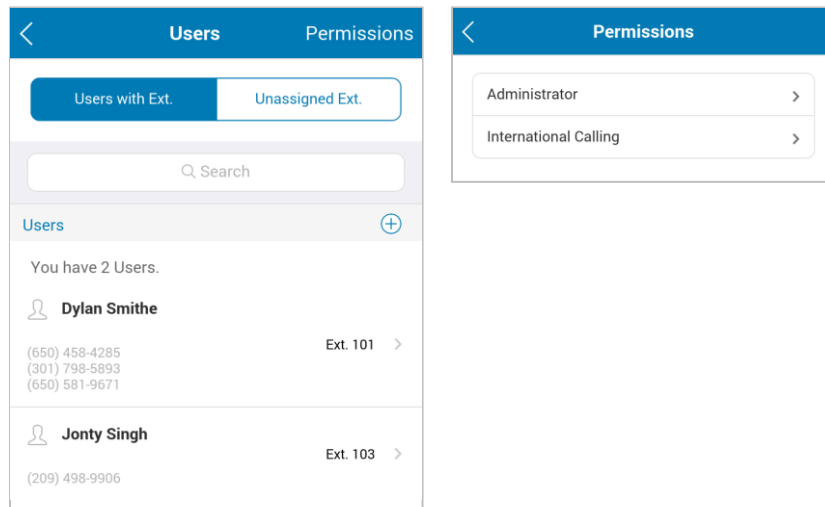
## Reports — Phone Activity

Reports	Done
SUMMARY	QUEUE USER PHONE
Mar 1 - Sep 24	
Dialed Numbers (Multiple)	
Total Calls	421
Answered	166 >
Missed	183 >
Voicemail	72 >



## User Permissions—Making Users into Administrators

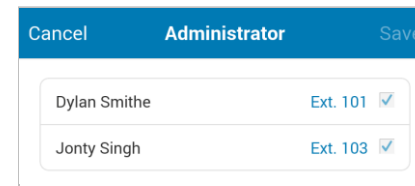
Permissions also lets you assign Administrator privileges to other users.



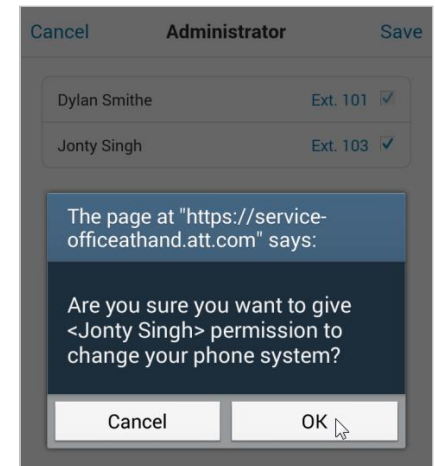
Tap your photo, **Phone System > Users** and at the top of the screen, on the right side of the blue bar, tap **Permissions**.

Tap **Administrator**.

Tap **Administrator** again and then put a checkbox next to users you want to grant Administrator privileges. Tap **Save**. Then tap **OK** or **Cancel**.



**NOTE:** Such users will now have full Administrator access, except they cannot delete the account owner, nor change the billing address and billing info settings. This warning message reminds you of the significance of adding someone as an administrator.



## Roles and Permissions

A Roles and Permissions framework supports the ability to enable/disable the areas shown in the table.

Roles and Permissions Framework
Mobile Roles and Permissions—Applications: Phone App
Mobile Roles and Permissions—Applications: Meetings App
Mobile Roles and Permissions—Features: SMS and Pager
Mobile Roles and Permissions—Features: Presence
Mobile Roles and Permissions—Features: Conference
Mobile Roles and Permissions—Features: Reports
Mobile Roles and Permissions—Settings: Block Phone Numbers
Mobile Roles and Permissions—Settings: My Profile
Mobile Roles and Permissions—Settings: Call Log
Mobile Roles and Permissions—Settings: Mobile Web Settings (Phone System, Billing, International Calling, Extension Settings)
Mobile Roles and Permissions—Features: Calling Policies QA Verification (Based on TAS changes, no client change)
Mobile Roles and Permissions—Features: International Calling

# Express Setup for Administrators

Download the Office@Hand phone app from the relevant mobile-phone App store, create a new Office@Hand account, verify and activate, set up, configure your account, add users and groups, and more. Follow these easy steps to get started in no time.

**Note:** You can also configure and manage your system by logging in to your online Office@Hand online account from a Web browser; the steps are similar.

## How to Start

**Note:** The Office@Hand phone app requires the account owner to have a wireless account. Billing for the Office@Hand phone app account is done through the wireless account.

### If You Already Have an Office@Hand Account

If you already have an Office@Hand account deskphone account, install the phone app on your smartphone so you can receive your business calls and manage your Office@Hand account from your smartphone.

From your smartphone: Go to your device's App store, search for Office@Hand phone app, download and install. Launch the App and log in\* with your Office@Hand number, extension, and password.

Or from your Office@Hand online Web account, click the **Tools** menu on the far right of the menu bar, and select **Mobile Apps**.

Select the appropriate app to install. It will start your app store interface so you can download the app. Follow your usual procedure for synchronizing the download to your mobile device: It will appear on your mobile device, or in the mobile app store, depending on how you have set up your mobile device.

**\*Note:** After a grace period of 30 days, alphanumeric passwords will be required, replacing numeric-only passwords. If you are signing up for new service, choose a strong alphanumeric password.

### To Create a New Office@Hand Account:

If you do not already have an Office@Hand account, you can sign up from a browser or through your mobile-device App store.

From a Web browser, go to Office@Hand at:

<https://service-OfficeatHand.ATT.com/tools/mobile.html>

Click the **Free Trial** button or the **Buy Now** button.

Or:

From your smartphone, go to your device's App store, search for **Office@Hand phone app**, download and install it. Tap the Office@Hand phone app icon on your smartphone, then tap **Free Trial** or **Buy Now**.

(Note: Billing begins automatically at the expiration of the free-trial period.)

In either case:

On the form offered, provide your contact information and set up a password.

Follow the onscreen steps to verify the wireless number that will be billed for this service. Select a plan based on the number of users you'll be setting up.

Choose a main company toll-free or local number.

Tap **Setup Now** to configure your Office@Hand business phone system. (If you already have an account set up, you won't need to reconfigure.)

Your order is now complete.

Please take a few minutes to complete basic system Setup. You may want to have a list of your employees, their contact numbers and their emails on hand. Click Setup Now to continue. You will also receive an email that will allow you to proceed with Setup at a later time if you prefer.

A service desk representative will call you within 2 business days to verify your setup and provide you with any further assistance. Or call us now at (866) 555-5505 if you have any questions.

### Schedule an Implementation Appointment

If you prefer, you can set up an appointment with an AT&T Office@Hand Implementation Specialist, who will call you at the scheduled time and help set up your system.

To do this, click the button **Schedule Now**, 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**.

# The Administrator Express Setup

If this is a new account, then after installing the Office@Hand phone app on your smartphone and activating it, when you first log into the App you'll be invited to follow the **Express Setup**, which will guide you through the process of setting up your account, adding users, creating groups, configuring your Auto-Receptionist, and more.

It will be helpful to have on hand a list of your users, their contact numbers, and their email addresses.

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 app.

## Setting up Users

Your first task will be to set up your users. Start by verifying your own information. Tap your photo, **Extension Settings > User Info**. If all is correct, tap **Save**.

Cancel
Dylan Smithe
Save

Dylan Smithe
Ext. 101

Extension 101 - Super Admin

User Info
Phones & Numbers

Extension Number
101

First Name
Dylan

Last Name
Smithe

Record User Name
>

Contact Phone
(650) 555-1234

Mobile Phone

Email
dylan.smithe@mycompany.com

Department

User Hours
24 hours
>

User Password
>

Regional Settings
>

We will now go through a quick and basic setup of your phone system.

1 Verify your address

2 Tell us about your users and departments

3 Configure your company greeting and operator extension


4 Decide how calls will be forwarded to your departments and users.

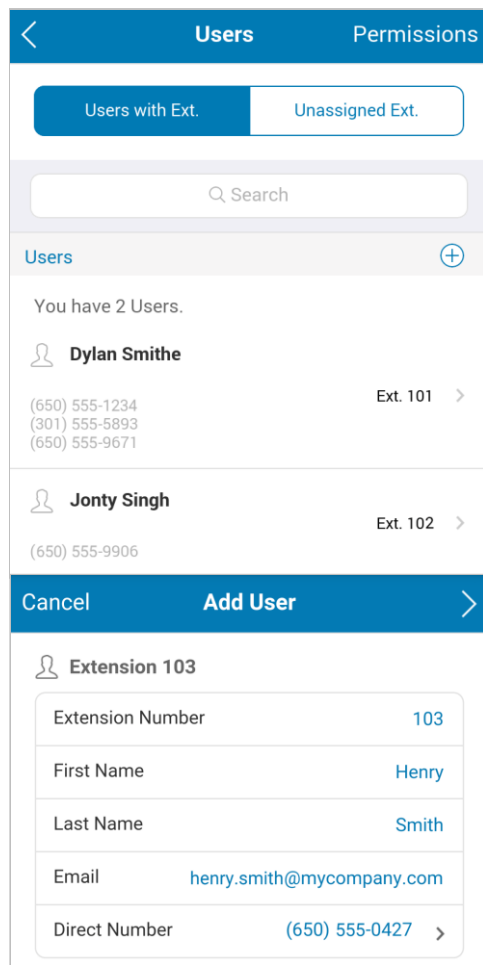
What's your primary industry?

How did you hear about RingCentral Office?

Sounds easy. Let's do it! >




Tap your photo, **My Profile > Phone System > Users** and tap the plus sign . Fill in the fields for that user: first and last name, and email address. Click **Save**. Follow the same process for each new user.




**Users** Permissions

Users with Ext. Unassigned Ext.


Q Search

**Users** 


You have 2 Users.


 **Dylan Smithe**

(650) 555-1234 Ext. 101 >  
(301) 555-5893  
(650) 555-9671

 **Jonty Singh**

(650) 555-9906 Ext. 102 >

Cancel **Add User** 

 **Extension 103**

Extension Number 103

First Name Henry

Last Name Smith

Email henry.smith@mycompany.com

Direct Number (650) 555-0427 >

Let each user know that they will receive an automatic Office@Hand email message like the one below, with their account number (business main phone number), their extension number, and a link—they should click on the link in that email to set their account password and security question.

It will also prompt them to download the phone app to their smartphones so they can start managing their own extensions.

When you're finished naming users, from the main User Info page, tap **Next** in the top-right corner of the screen. Now you will be guided to set up your Groups.

#### RingCentral Office@Hand from AT&T

Dear Henry Smith,

Dylan Smithe has added you as a user to the RingCentral Office@Hand from AT&T business phone system.

- Your company's account number is: **(650) 555-0427**
- Your extension number is: **103**

To set up your extension and configure your voice mailbox, please [click here](#) or copy and paste the following into your browser:

<http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800B84EF64F2FBD9F9E4E0EC04B4646C96>

Thank you for using RingCentral Office@Hand from AT&T!


For technical assistance please call AT&T Advanced Mobility Solutions customer care at 1-866-563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.

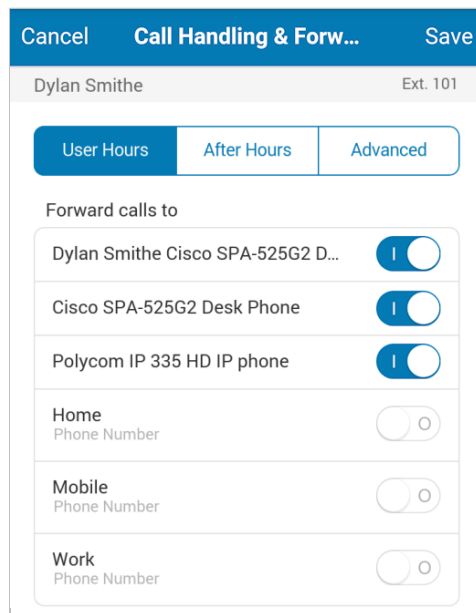
**RingCentral**



**NOTE:** The number of users you can have on your account depends on your plan. If you need to add more users than your current plan allows, you can change your plan and add more users at any time. Simply log in to <https://service-OfficeatHand.ATT.com> using your Office@Hand phone number and password. Select **Billing**, then click **Change Plan** and follow the onscreen instructions to add more users to your plan.

## Call Handling: Set up Administrator Call Forwarding

Define your own extension's call-forwarding rules by deciding to which phones, in which order, will ring when you get a call to your Office@Hand number. Tap  > **Extension Settings** > **Call Handling & Forwarding**.



Your Office@Hand numbers/extensions are listed. You can enter additional numbers, such as Work, Home, and Other. For numbers with extensions, put an asterisk between them, thus: [number] \* [extension]. (The system will dial the number, pause; then dial the extension.) Tap the up and down carets to determine the order.

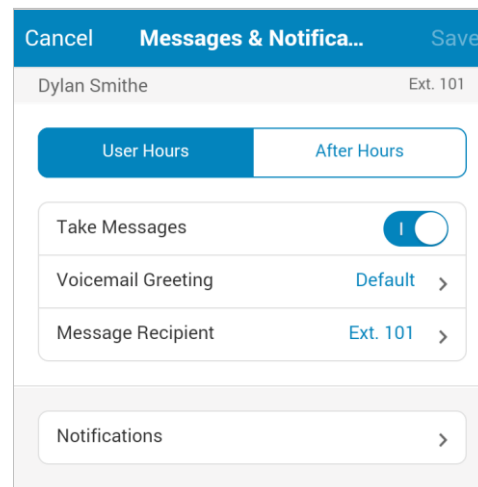
Scroll down: **Sequential** is checked—calls to your extension will ring at the listed numbers in sequential order, until the call is answered. Or check **Simultaneously** to have calls ring all the listed devices at the same time. Tap **Save**.



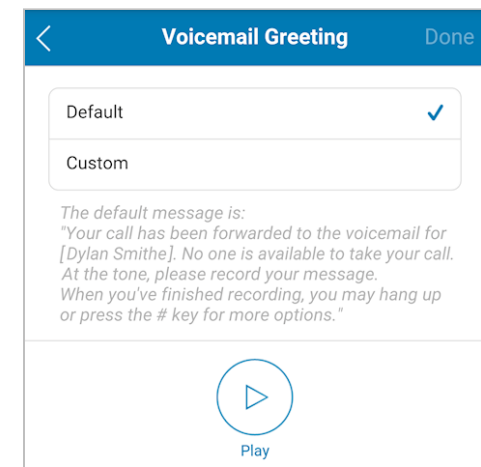
### Choosing Your Voicemail Message

**Call Handling & Forwarding** for Admin is now completed. As with all of these settings, you will be able to come back and adjust them.

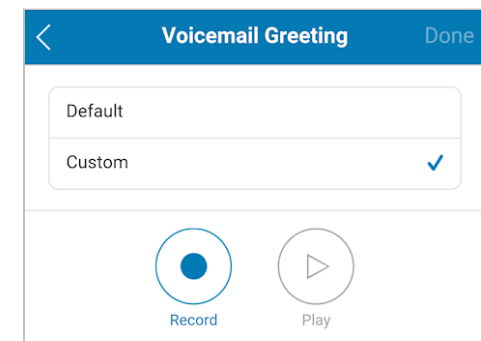
Tap  > **Extension Settings** > **Messages and Notifications**.




Tap **Default** and choose to accept the greeting or create a **Custom Greeting** that callers will hear when they reach your voicemail.



To change the **Default** greeting, tap **Record**. Office@Hand will call you and prompt you to record your greeting.




### To record a custom group voicemail greeting:

1. Tap  > **Phone System** > **Groups** and select a Call Queue. Tap **Greeting**.
2. At Set Greeting, tap **Default**. Accept the greeting or create a custom greeting.
3. Tap **Custom** and then tap **Record**.
4. Enter a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).
5. Tap **Call Now**.
6. Office@Hand will call you and prompt you to record your greeting.
7. When finished, click **Save** to return to the **Messages & Notifications** screen.
8. If you checked **Custom** and failed to record a message, you won't be able to continue until you do so, or check **Default**.


### User Settings

The rest of your users will receive an email instructing them how to set up their own extensions. It is not necessary for you to set up their extensions at this point, yet you can do so if you wish.

To set up a user extension, tap  > **Phone System** > **Users** and tap a user. Tap **User Info**. Enter the information and tap **Save**.

Cancel
Henry Smith
Save

Henry Smith
Ext. 103

 **Extension 103**

User Info

Phones & Numbers

Extension Number

103

First Name

Henry

Last Name

Smith

Record User Name

>

Contact Phone

Mobile Phone

Email

henry.smith@mycompany.com

Department

User Hours

24 hours >

Regional Settings

>


Resend Welcome Email

Delete User

### Phones & Devices

If you already have desktop IP phones installed, you can configure them now.

If you have ordered phones, they will arrive Plug and Ring Ready®. Once they are installed, you will be able to access your phone settings when you log in to your online account on the service Web site.

As the Administrator, you can access settings for all phones associated with your Office@Hand account by going to  > **Phone System** > **Phones & Devices**.

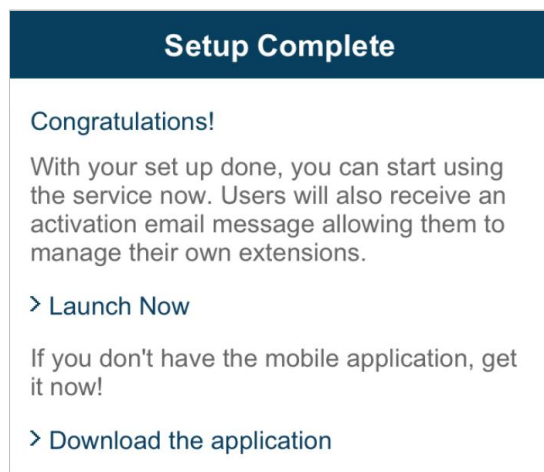
**Congratulations!** Your Office@Hand account initial configuration is now complete, and you're all set to start taking and making calls.

You can change all the settings later by logging in to your account online and selecting a menu under the Settings tab. Or you can log in to your phone app and follow the instructions in the rest of this document to make selected changes.

Tap **Finish**.

Tap **Launch Now** to launch the smartphone App, log in, and try out your new Office@Hand phone system.

If you have not yet installed the App, tap **Download the application** to download and install on your smartphone. Then log in through the App.



You can start using your Office@Hand business phone system right away. Let your users know that they will receive activation emails allowing them to manage their own accounts.

## Add a Call Queue Group

Give your business phone system the flexibility of a much larger organization by creating call queue groups such as sales, support, and billing. Configure as many call queues as you need.

*Review the procedure starting on page 63.*

## Configure the Auto-Receptionist

The Auto-Receptionist directs callers to the appropriate group or employee extension, or any U.S. phone number you choose.

*Review the procedure starting on page 59.*

## Create a Company Greeting

The Auto-Receptionist will greet callers with a recorded message when they call. You can use the default greeting or you can create a custom greeting.

*Review the procedure starting on page 60.*


## Designate an Operator Extension

You can designate an extension that will receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee.

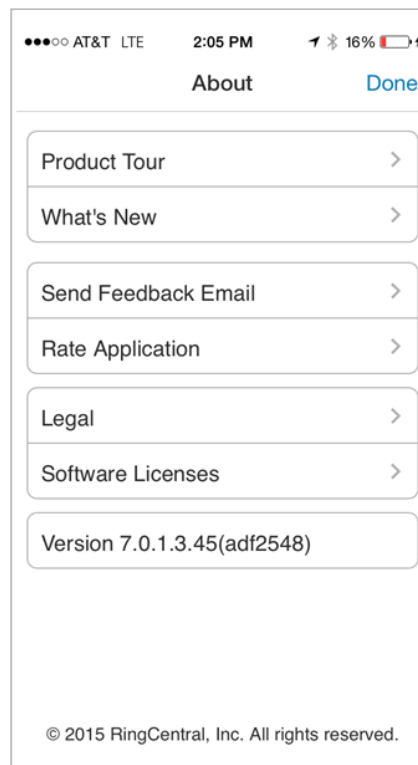
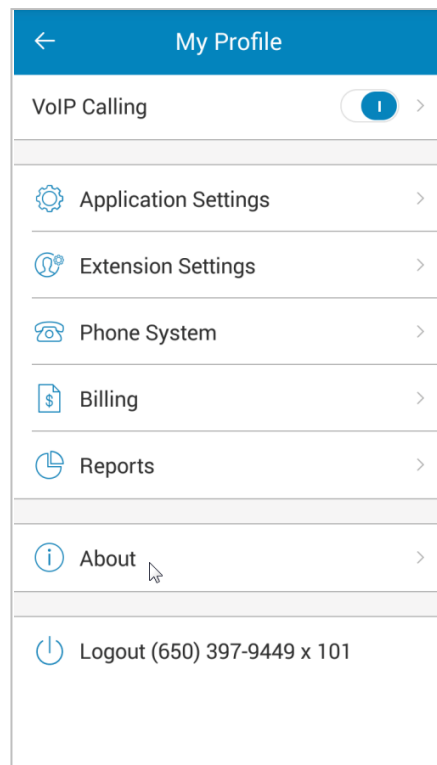
*Review the procedure starting on page 60.*



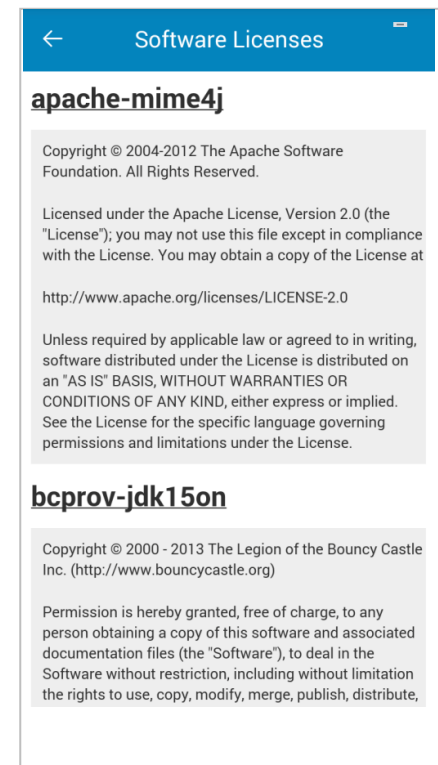
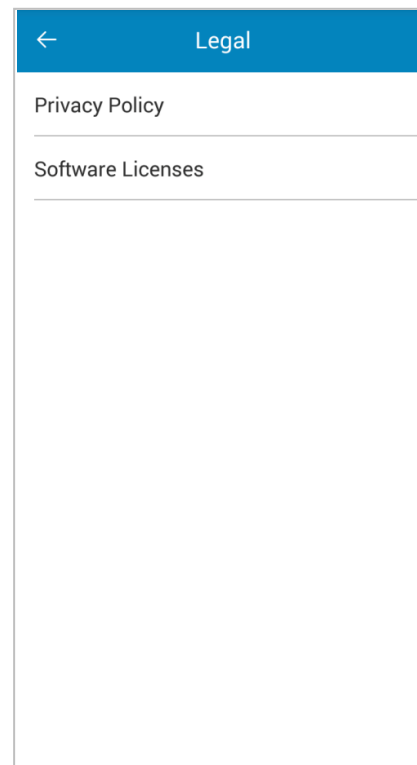
## About

Tap  > **About** to learn about New Features and to take a brief Product Tour of the Mobile Application.

*This page is now copyrighted.*



iOS screen



# Phone App Enhancements

## Alphanumeric Password Enforcement

(iOS and Android) Alphanumeric password enforcement provides better security and safeguards customer data.

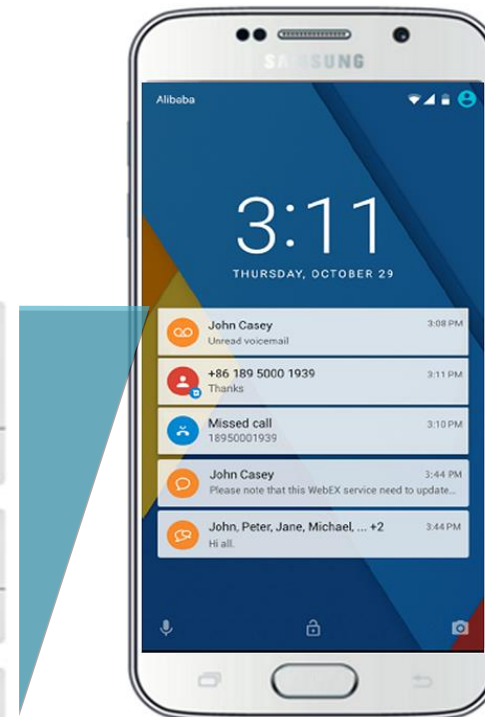
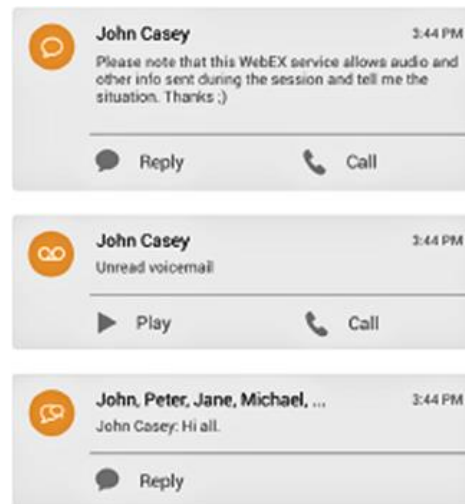
This new feature ensures that important calls are never missed, and it conserves battery power.

A prompt is provided informing users to switch from a numeric password to an alphanumeric password during a grace period of 30 days.

## Interactive Notifications

(iOS and Android) Interactive notifications increase productivity by allowing you to swipe down and respond to your calls messages directly from the notification tray.

**Use Case:** An event manager is waiting for a text message from the facility manager to confirm a shipment. His phone has been idle in the meeting. When a notification appears, he swipes down and instantly replies on the spot, without needing to launch the Office@Hand app to reply.



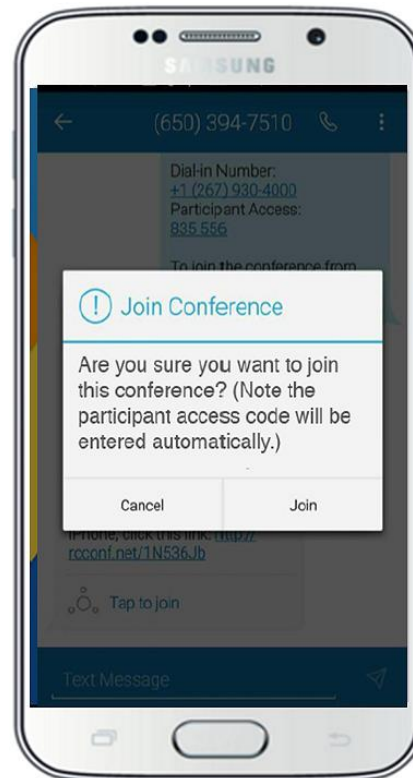
### Options

- Texts
  - Reply
  - Call
- Voicemail
  - Play
  - Call
- Group Texts
  - Reply

## Tap to Start/Join a Conference with RingOut

(iOS and Android) This new feature enable a host to tap-to-join a conference call without the need to enter an access code when VoIP is not available.

Host and participants will be notified when starting or joining a conference while VoIP calling is not available.

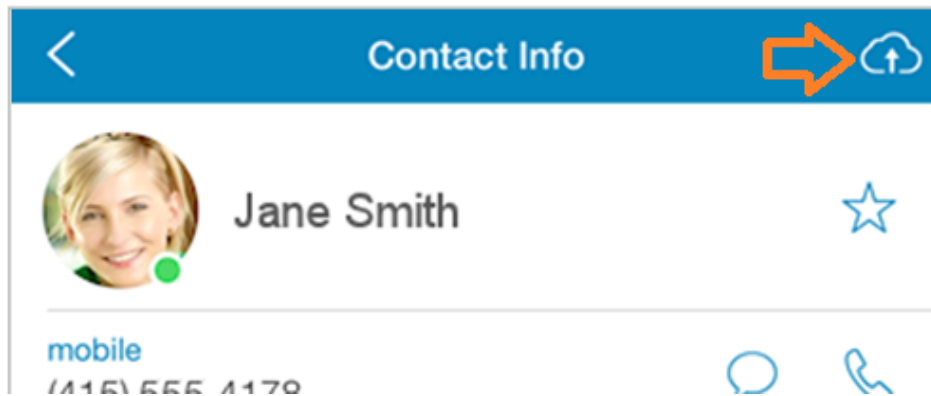




## Cloud Contacts

The Cloud Contacts feature supports:

- Importing local contacts to the Office@Hand cloud
- Creating new Office@Hand cloud contacts
- Editing Office@Hand cloud contacts
- Deleting Office@Hand cloud contacts

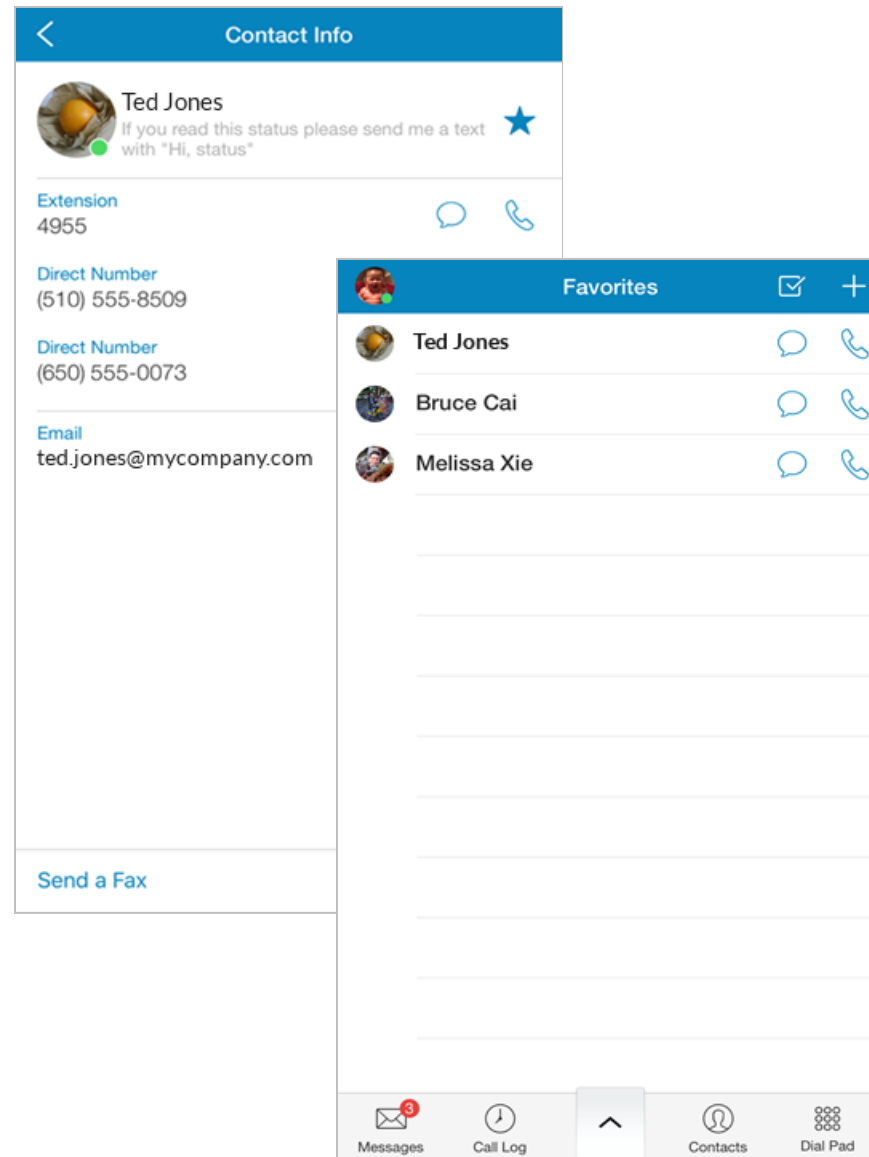


## Company Contact Pictures

This feature supports showing your company profile contact image in:

- Contact Details
- Incoming Call screen
- Contacts list\*
- Favorites list\*

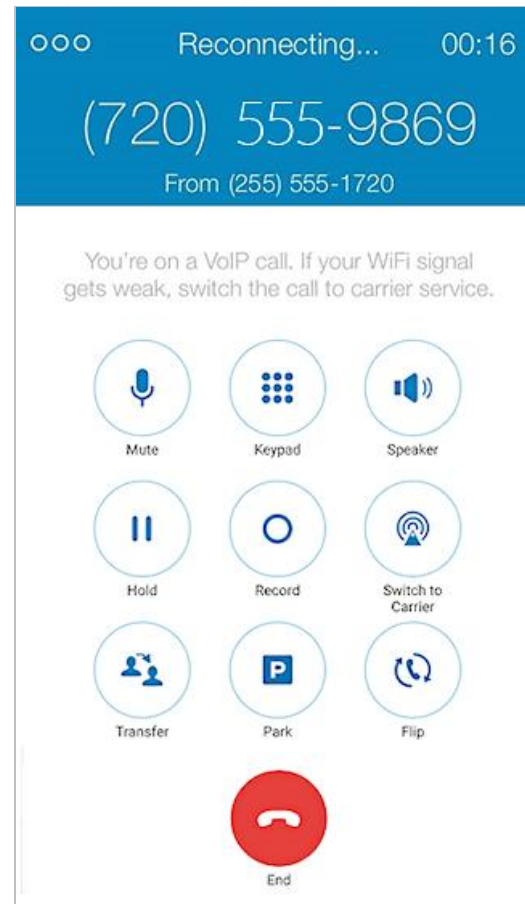
\*If the image is already downloaded



## Network Handoff Reconnecting Sound

This feature causes users to hear a connecting sound during network handoff to indicate an attempt to re-establish a VoIP call when that connection was previously lost.

Users will also see the message “Reconnecting...” in the active call screen



## Changes to Incoming Call Notification

Incoming Call Notification messages have been shortened and simplified:

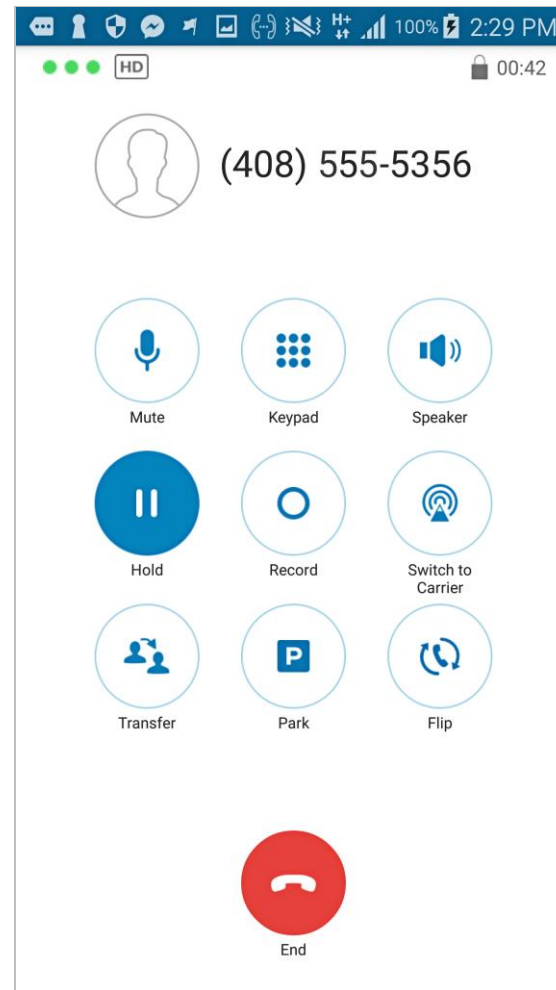
- iOS only
- Shortened text from “Incoming Call” to ‘Call from’ as that’s already implied.
- Removed the text “Tap to answer” since users interact now by swiping the interactive notification.
- Old: “Incoming Call from John Smith. Tap to answer.”
- New: “Call from John Smith.”



## Active Call Screen Updates

Redesigned call screens provide improved layout for incoming and active calls.

- Hold button label will always display “Hold” and the button remains in “pressed” state while on Hold.



## Android Message Push Notifications

Changes in Android message push notifications:

- Sends message notifications for new Voicemail, text, and fax using push notifications (GCM) instead of persistent background connection.
- Saves battery.
- More reliable if the user is on Android 6.0 / Marshmallow with Doze or Standby modes enabled.

Note: GCM push requires minimum Google Play Service version 8.1. The user will be asked to update their Google Play Service if the installed version is too old.



## Android Voice Delay Enhancements

These enhancements apply to Android only:

- Reduced voice delay. The efficiency of the improvement is between 35%~60%, depending on the device and Android OS.
- Devices with 8 cores CPU, like Samsung S5, and devices that support fast audio track, like Nexus 5, will see a 50-60% improvement. The voice experience will be very close to our iOS App.
- Devices with 4 cores CPU and devices with 2 cores with built-in AEC will have a voice experience similar to the softphone.
- Devices with 1 core CPU will not see any improvements.

## Android Echo Cancellation Enhancement

This enhancement applies to Android only:

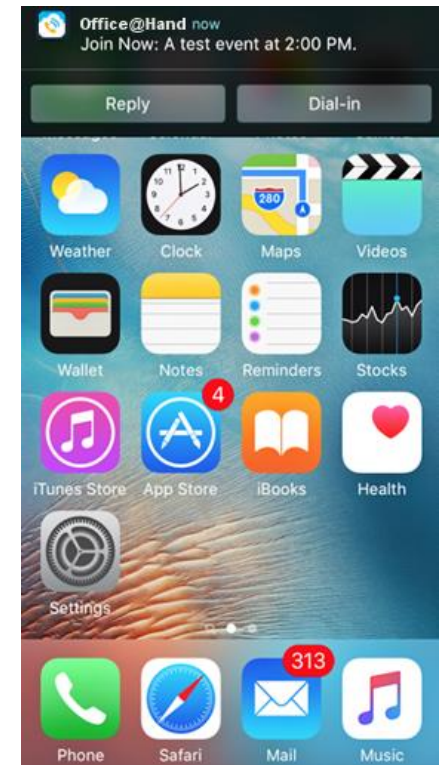
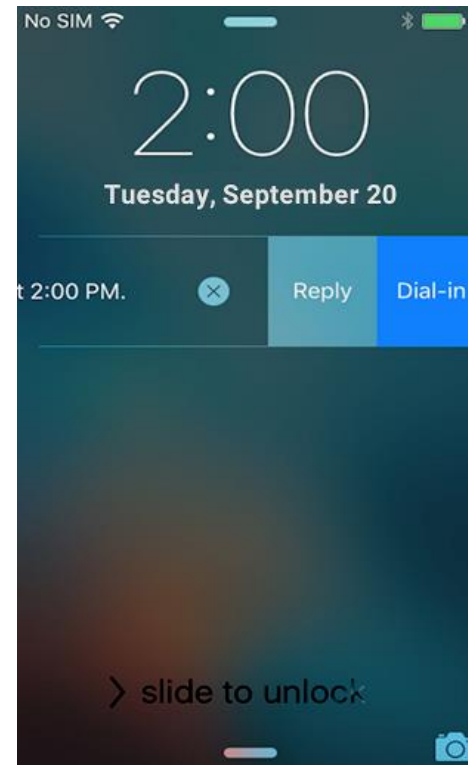
- Enhance the Echo Cancellation algorithm on Android.



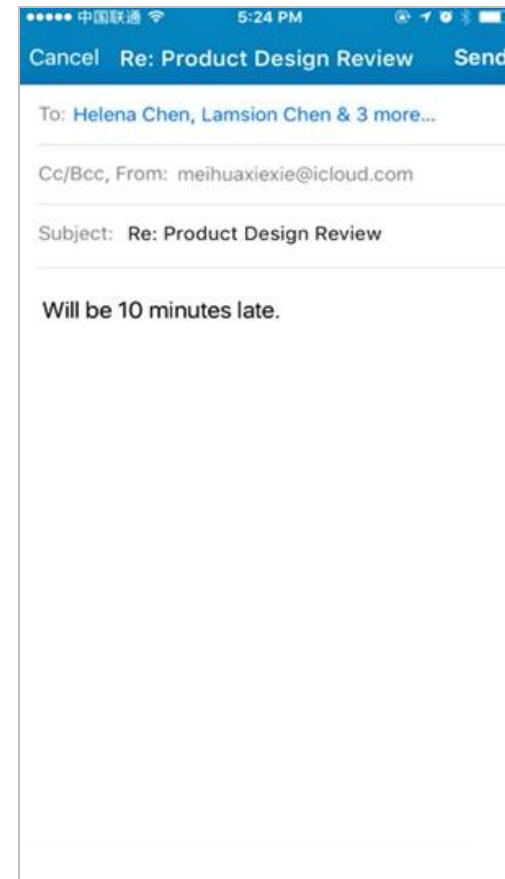
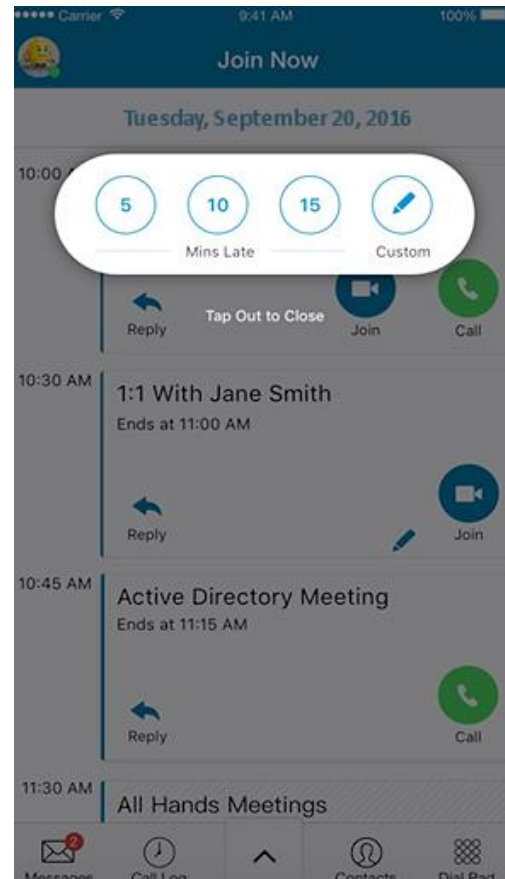
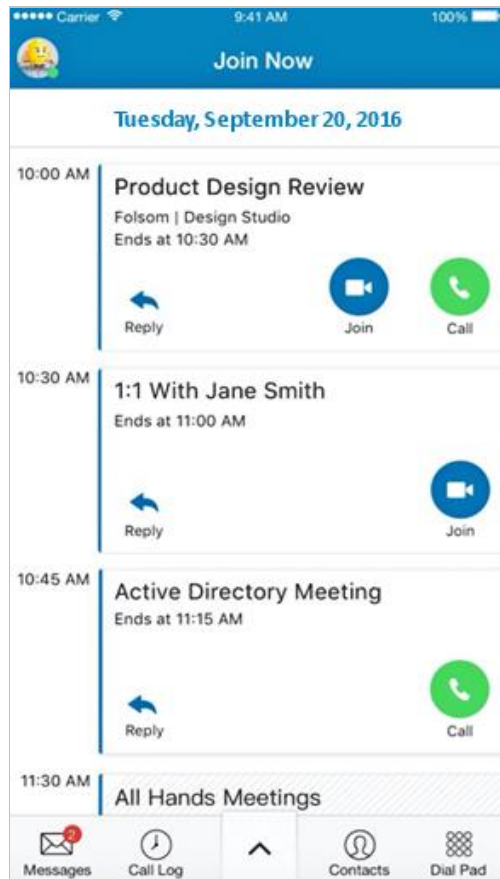
## Join Now

### Features:

- Easily send an email to the group with a predefined message, such as “Will be there in 10 minutes” or a custom message to cancel the meeting or tell everyone you are switching conference rooms.
- Reply button on the **Join Now** screen. Also on interactive notifications for events with only one call to action.
- By default, replies to all (host and participants); user can remove people in the email **To:** field.



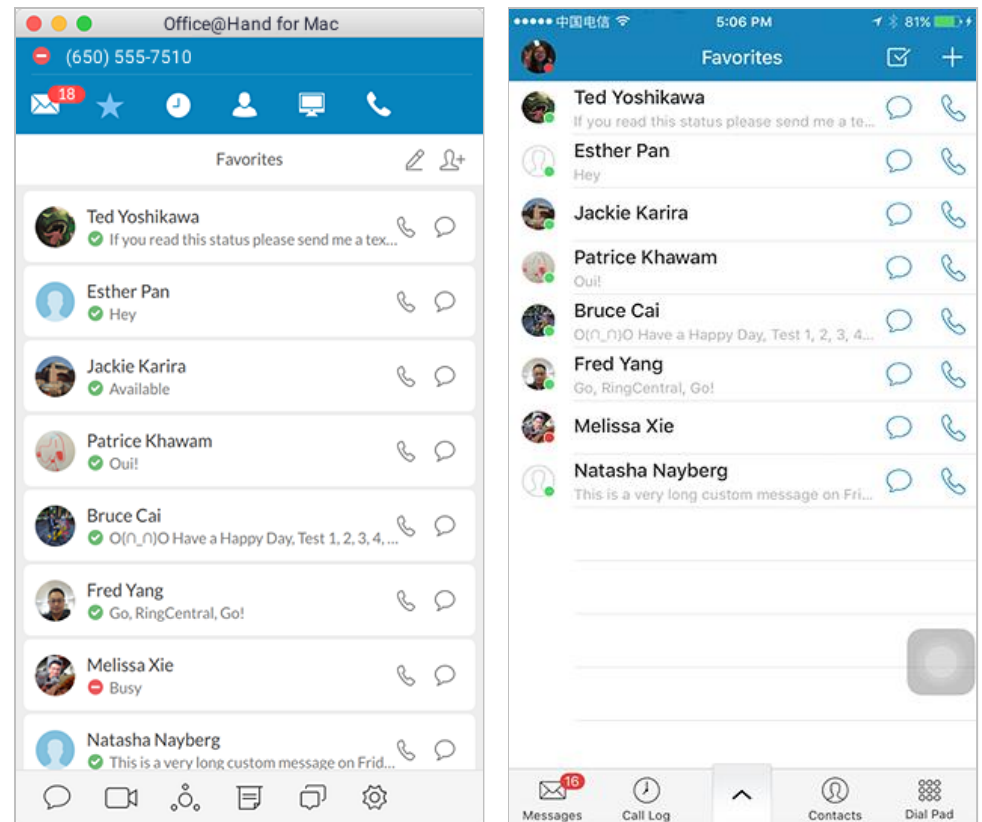
## Join Now—continued



## Cloud Favorites

This enhancement provides:

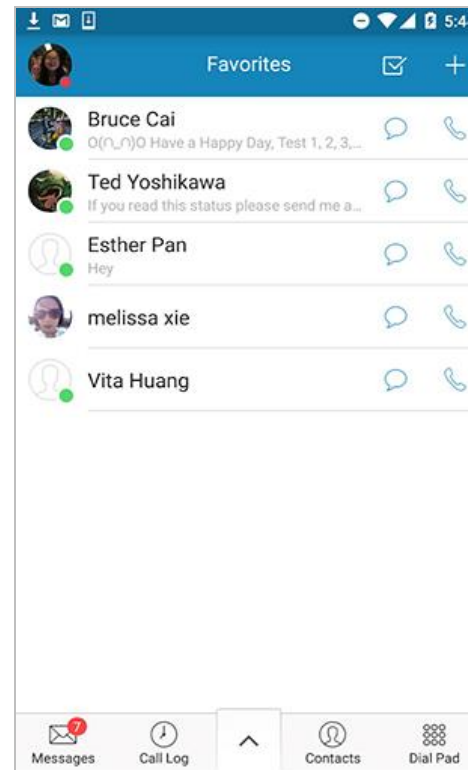
- Ability to synchronize favorites across the mobile app and the softphone app.



## Contact Profile Image Sync Phase III

### Features:

- Download and show contact photo in Contacts (iOS only)
- Download and show contact photo in Favorites (Android only; iOS was done in 8.1).



## iOS 9 Quick Reply from Text Message Notifications

This enhancement for iOS only provides:

- Ability to reply to text messages in the notification tray directly in iOS 9 and later.



## Offline Mode Support

This enhancement for Android only provides:

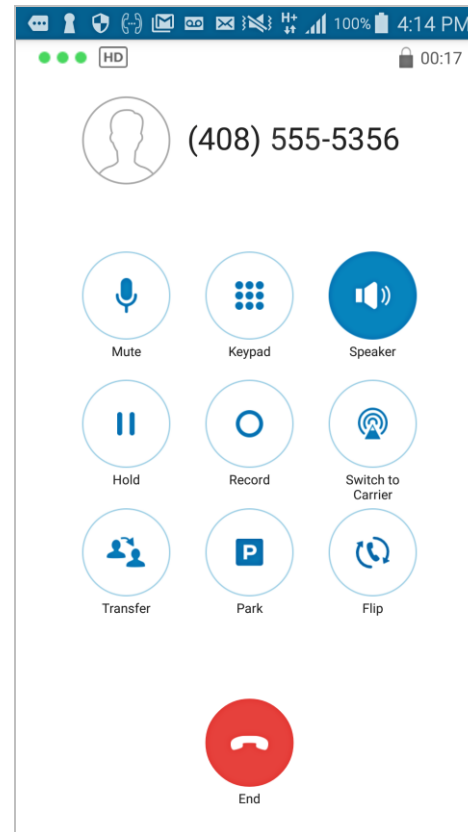
- Ability for user to open and use the app when there's no network connection.

Previously, the user would be blocked on the login screen

## Active Call Button Change

This enhancement provides:

- Redesign of the audio source icons on the active call screen and voicemail screen
- Easier to understand and consistent with native one.





## San Francisco Font Support

This enhancement for iOS only provides:

- Support for iOS 9 default font (San Francisco) on iOS 9 or above devices.



## Performance Improvements

This enhancement provides:

- Performance improvements in sending/replying text messages (iOS only)
- Performance improvements in launching the app when it is killed (iOS & Android)
- Performance improvements with large messages list (Android only)

## VoIP IPv6 Compatibility

This enhancement for iOS only provides:

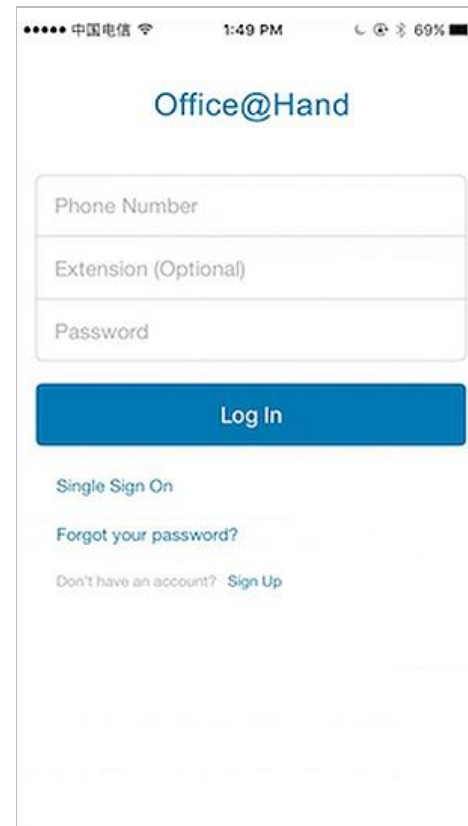
- Support for VoIP under the IPv6 Apple network.
- Support for call recovery when the network switches between IPv4 and IPv6.
- Support for meeting Apple's criteria for submitting a new iOS app after 6/1/16 .

See: <https://developer.apple.com/news/?id=05042016a>

## Single Sign-On

This enhancement provides:

- Support for Office@Hand Premium and Enterprise customers to access applications with a single set of login credentials.
- Access to the Desktop, Mobile, and Meetings apps without need for further login.
- Reduction in IT overhead in managing and supporting user login.



The screenshot shows the Office@Hand mobile app login interface. At the top, the status bar displays '中国电信' (China Telecom), the time '1:49 PM', and a battery level of '69%'. The app title 'Office@Hand' is centered at the top. Below it, there are three input fields: 'Phone Number', 'Extension (Optional)', and 'Password'. A large blue 'Log In' button is positioned below the input fields. Under the button, there are links for 'Single Sign On', 'Forgot your password?', and 'Don't have an account? Sign Up'. At the bottom, there is a section for 'Recommended Apps' with icons for 'RingCentral Meetings', 'RingCentral Mail', 'RingCentral Desktop', and 'RingCentral Mobile'.

## High Availability: SIP Firewall Traversal

### Features:

- Firewalls at hotels, public locations, etc. may block the standard ports needed for our SIP connection causing VoIP to be unavailable.
- Now the app will try to establish a SIP connection using our standard ports. If connection fails, then it will attempt ports 80/443.
- Increases high availability of VoIP calling.

## iOS 10/Android N Compatibility

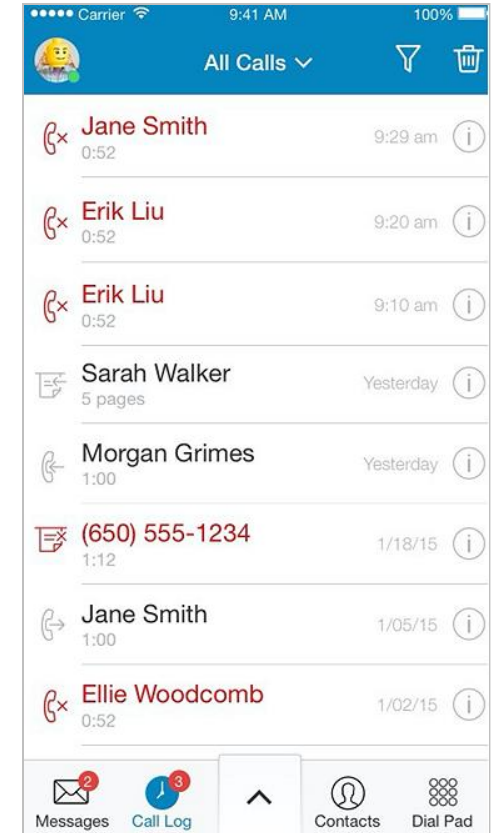
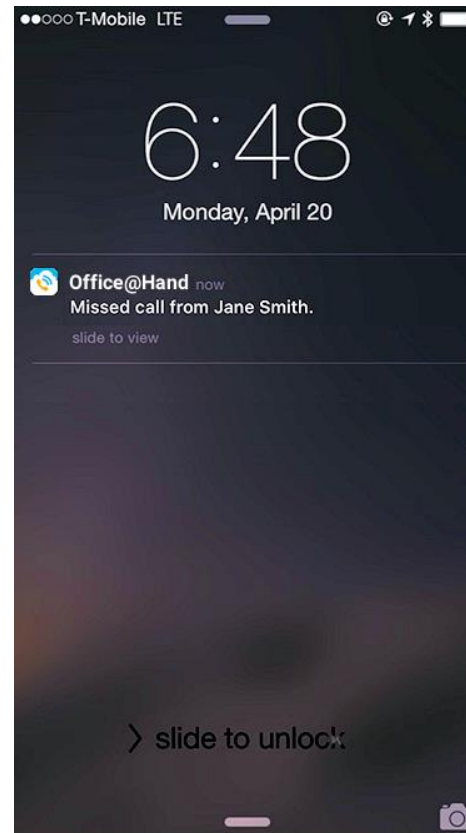
### Features:

- Ensure 8.3 is compatible with these new OS versions—No crashes, no major UI bugs.
- Goal is to get 8.3 into the market before or soon after Apple releases iOS 10 and Google Android N to the public.
- May require a 8.3 patch if Apple or Google make last minute changes to the GA versions after we release 8.3.

## Missed Call Notification

### Features:

- Users are notified of missed calls via push notifications.
- Quickly call back or view missed calls using interactive notification buttons.
- “Recents” (Call Log) badge shows the number of unread missed calls.

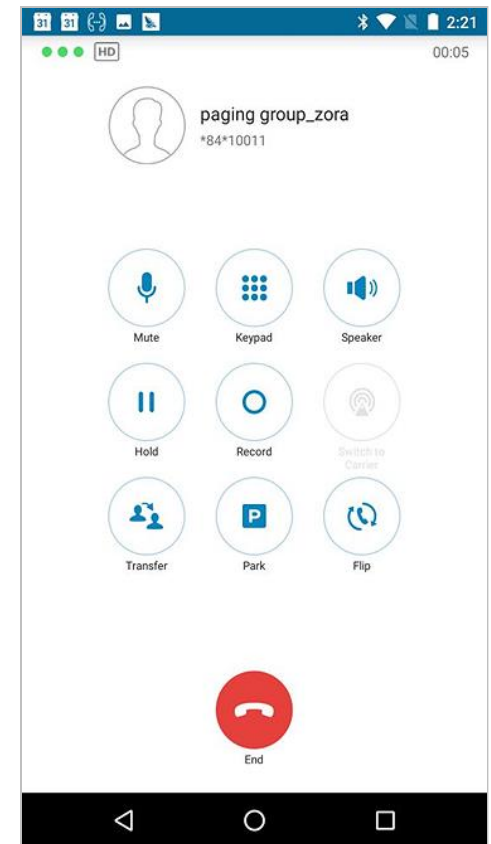
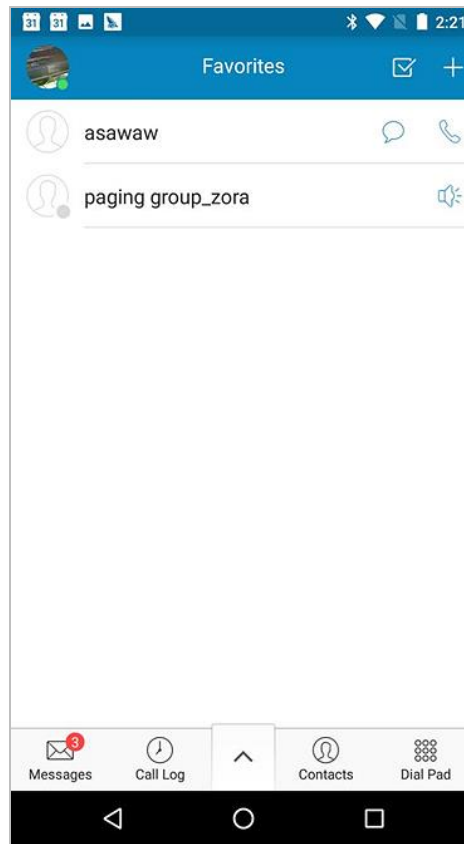




## Paging

### Features:

- Save a paging group as a Favorite.
- Make a page call to a paging group in your Contacts or Favorites.



## iOS 10 CallKit Support

### Features (iOS Only):

- Answer calls from the lock screen just like a native call.
- No more fumbling with the incoming call push notification.
- Users can choose to decline or accept incoming calls when already on an active Office@Hand VoIP call.
- No more abrupt interruptions or calls put on hold undesirably.



Example when a call is answered from the locked screen.

**Note:** If the call is answered from an unlocked screen, the Office@Hand active call screen is displayed.

## VoIP Calling Enhancements

### Android:

- Faster call connection when user answers from a GCM push notification.
- Improved the VoIP voice quality for the top 10 frequently used devices (E.g. Samsung S7, Samsung S7 Edge, etc.).
- Fixed one-way audio bugs.

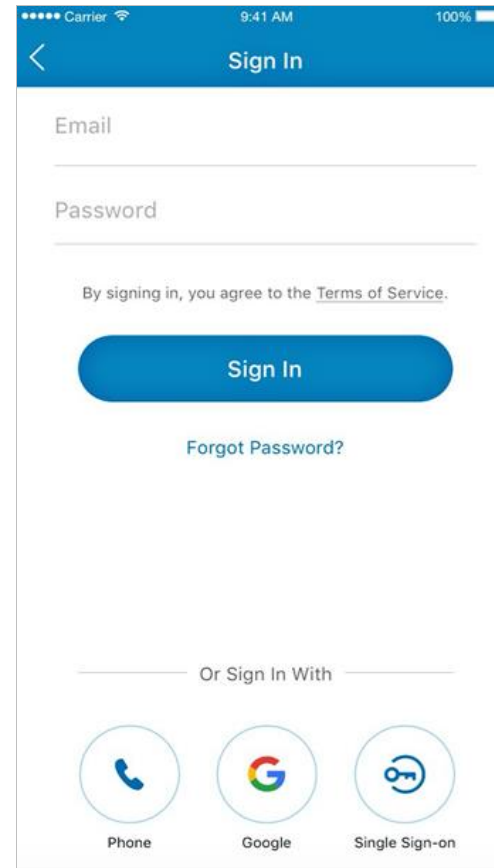
### iOS:

- Increased the audio volume of VoIP calls so it's easier to hear.

## Login with Email and Google

**Email**—Users can login with the email address tied to their RingCentral account.

**Google**—Users can login with a Google email address.

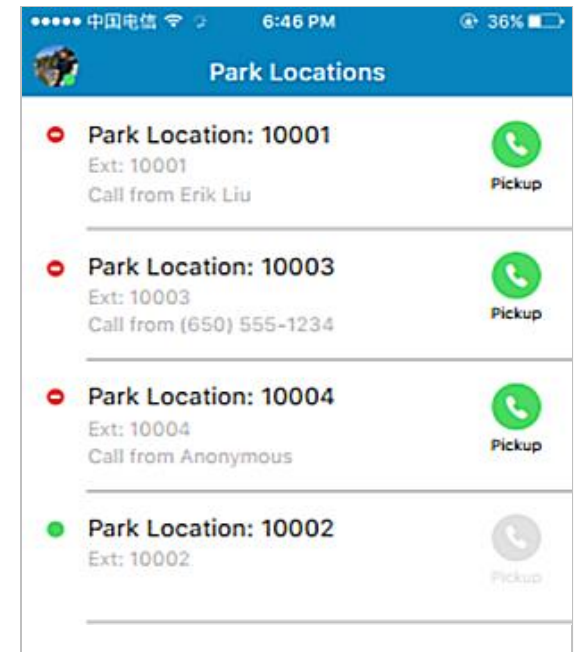
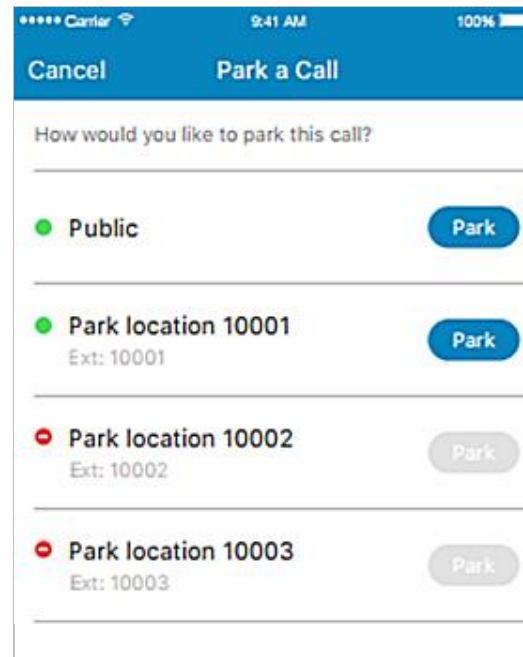


The screenshot shows the 'Sign In' screen of the RingCentral mobile app. At the top, there's a blue header with a back arrow, the text 'Sign In', and status bar icons (Carrier, 9:41 AM, 100% battery). Below the header, there are two input fields: 'Email' and 'Password'. Under the 'Password' field, a line of text reads 'By signing in, you agree to the [Terms of Service](#).' Below this is a large blue 'Sign In' button. Underneath the button is a link that says 'Forgot Password?'. At the bottom, there's a section titled 'Or Sign In With' followed by three circular icons: a phone icon labeled 'Phone', the Google 'G' logo labeled 'Google', and a key icon labeled 'Single Sign-on'.

## Park Locations

**Park Locations** provide mobile app users with access to private locations, set up by the RingCentral Office Admin, where group members may park active calls in the cloud and pick them up.

The Admin assigns dedicated park locations to users in a private group. Those users can then see the Park Locations available, park calls at them, and pick up calls.



## Nicknames for Caller ID Numbers

### Features:

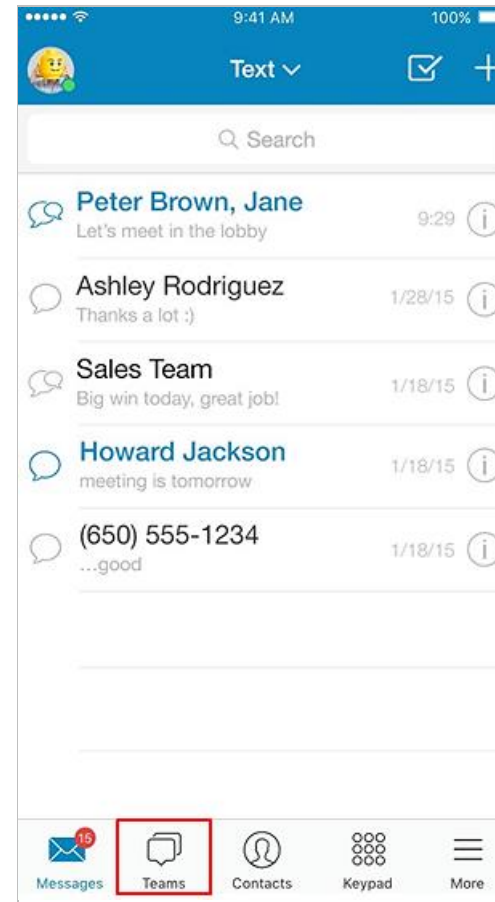
- Label phone numbers in a meaningful way.
- Admin users can define nicknames for all company numbers which are assigned to Auto-Receptionist to help users select from those numbers for outbound caller ID.



## UI Update for Glip Awareness

### Features:

- Glip button added as a primary navigation button in launch menu.
- **More** button to display additional options of navigation bar. Replaces **Drawer** button.
- **Favorites** combined into **Contacts**.

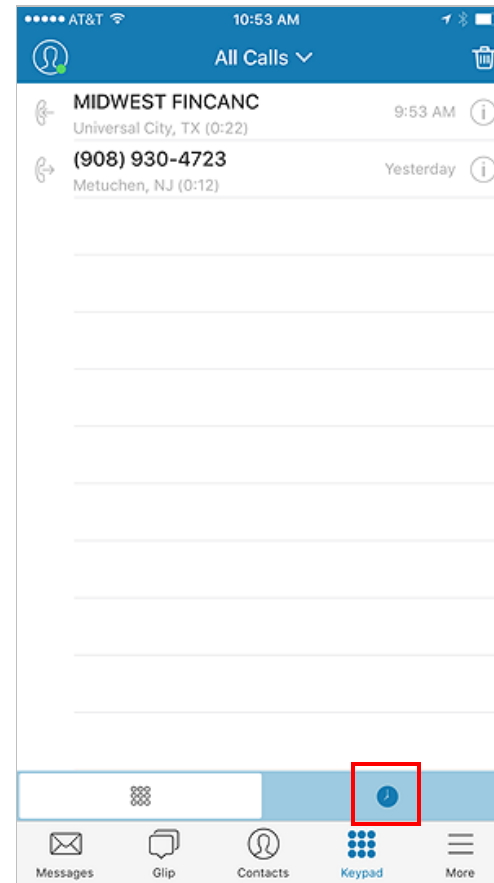




## Recent Calls

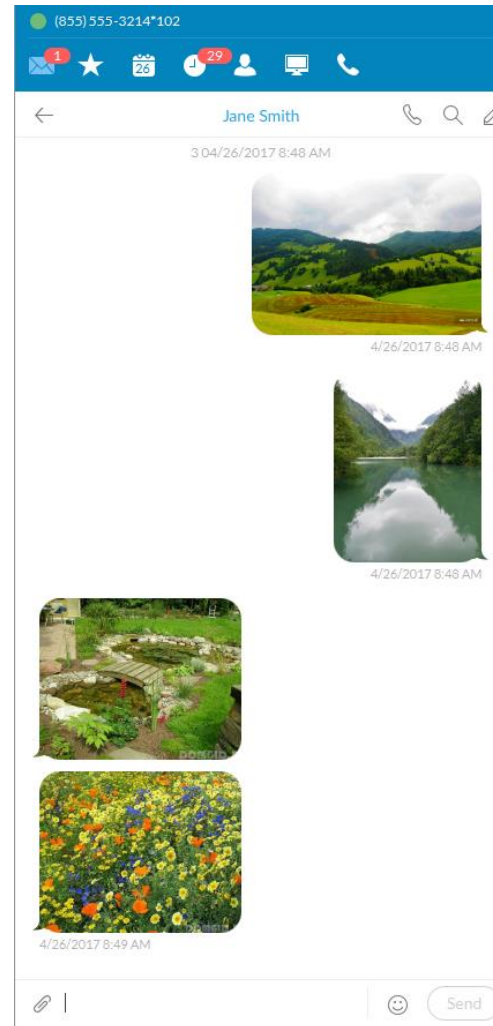
### Features:

- Recent calls moved to keypad screen.
- Dial from keypad or the recent calls tab.



## Multimedia Messaging Service (MMS)

- Send and receive multimedia files.
- File types supported for receiving: images, videos, files.
- File types supported for sending: images.
- Maximum MMS payload: 1.5 MB.



## Account Federation

- Supports customers split across different accounts.
- Supports different operating procedures and limited operability across sites.
- Global Office accounts could be split across North America and UK to minimize impact during maintenance hours.
- Enables creation of accounts in multiple tiers, allowing for a mix-and-match of certain feature sets.
- Customers should have unique extensions in the federation.
- Available Templates:
  - System assigns unique extensions for users with duplicate extensions.
  - Apply leading digits to all extensions to design all extensions in the same format.
- Standard extension validation before update.
- Contacts Filter filters company directory to display specific offices.
- Contact Details shows added “Office” field in contact details so that users can differentiate between their own company contacts and federated contacts.
- All users have access to the consolidated directory which they can use to find every user in the same federation.

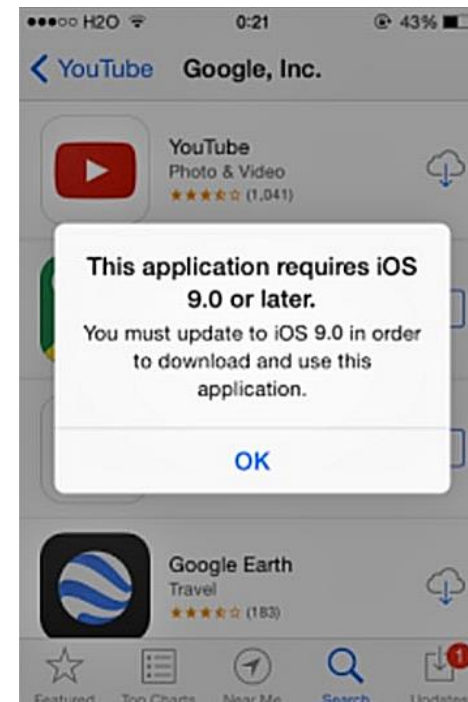
## iOS 8 End of Life

### Background:

- Higher performance for the Mobile app in iOS 9 or higher with ending support to the old API in iOS 8.
- 0.7% of user forecasted on iOS 8 in 9.1 release – small impact.

### Countermeasure:

- Encourage user to upgrade to iOS 9.
- If user does not upgrade from iOS 8 to iOS 9, older version can still be used. However, they will see the screen below.

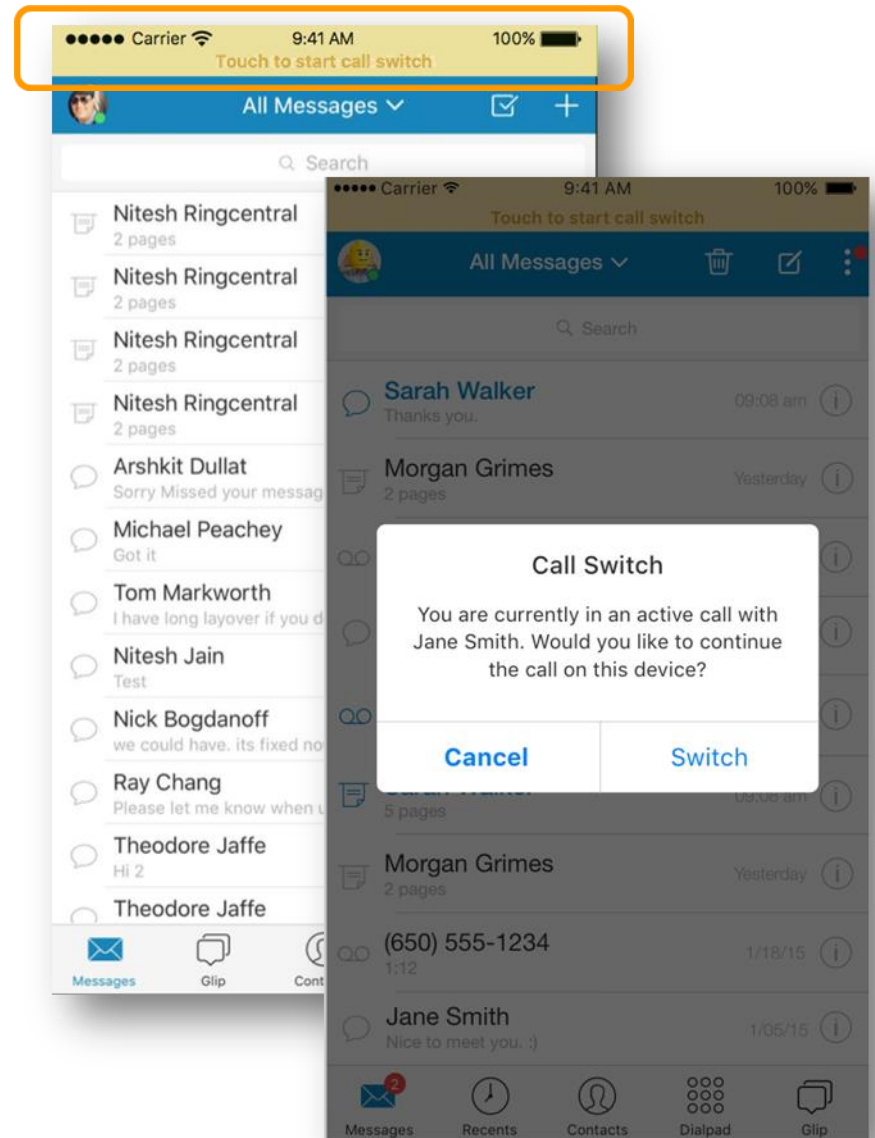


## DTMF Postfixes Improvement

- Supports saving a phone number including, (pause)\*(star), # (pound) to personal and cloud contacts.
- Promotes ease of use, simplicity, and customer empowerment.
- By allowing users to save frequently used special character sequences to their cloud of personal contacts, they can avoid entering automated system menu prompts while on conference calls.

## Call Switch

- Allows users to instantly handoff an active call from one endpoint to another, e.g., from Desktop to mobile app.
- Does not replace existing Call Flip feature (allows flip to any device with digital line).
- Allows user to finish an urgent phone call taken on Desktop phone and transferred to mobile phone when necessary to leave office.
- No delay in picking up the transferred call.
- Call Switch is supported only when VoIP is turned on. If VoIP is turned off, user will be asked to turn it on in order to continue.
- Call Switch is not supported if current user has multiple VoIP calls in progress. The banner will be hidden. This constraint is added in order to avoid confusion when switching a local-audio-mixed conferencing from the Desktop app.
- An on-hold call will be removed from hold after switching to another endpoint.
- For a two-leg RingOut case, call switch is not available until first leg is connected.

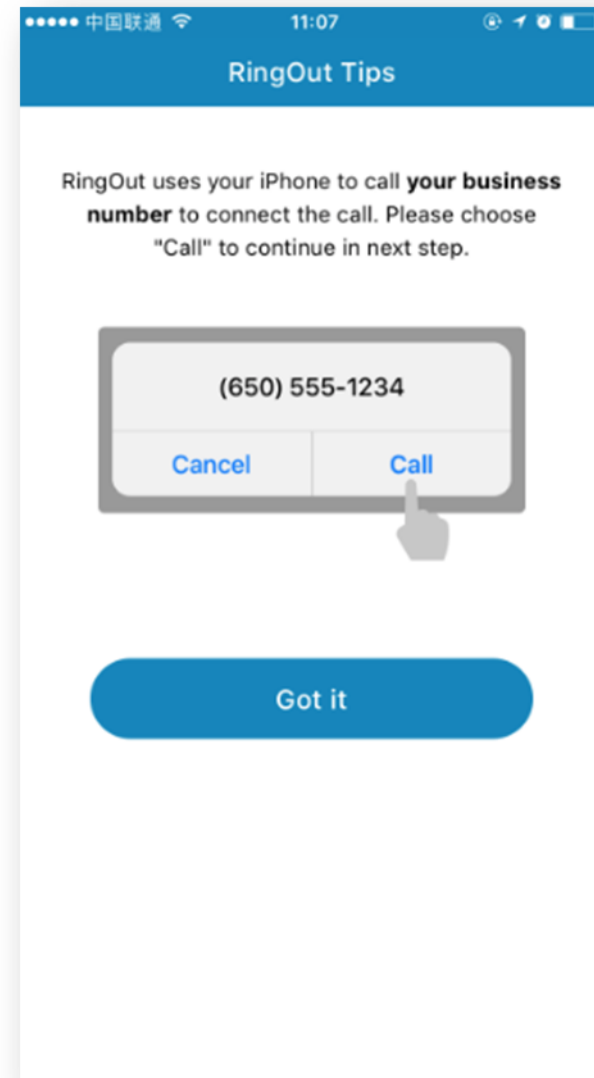


## iOS 11/Android O Compatibility

- Ensures release 9.3 is compatible with new OS versions, eliminating crashes and any major UI bugs.
- Enables users to stay up to date with the latest OS versions.

## RingOut Tips

- Added an educational tip screen when user tries to place a 1-leg RingOut call for the first time.
- Eliminates the need for the RingOut app to call the RingCentral server first so that it can bridge the call with the destination phone number.
- From iOS 10.2 onward, Apple shows a confirmation dialog when any app tries to place a call via the iPhone dialer, which cannot be dismissed by third-party apps (for security purposes).



## Appendix A: RingCentral Office@Hand from AT&T Customer Support Center

The RingCentral Office@Hand from AT&T Customer Support Center at <http://support-officeathand.att.com/> provides the Knowledge Base, and quick instructions for most Office@Hand features and functions.

The screenshot displays the RingCentral Office@Hand from AT&T Customer Support Center website. The page has a dark blue header with the title "RingCentral Office@Hand from AT&T" on the left and the URL "ATT.COM/OFFICEATHAND" on the right. Below the header is a navigation bar with links: "Support Home", "Knowledge", "Videos", "User Guides", "Contact Support", and "My Account". The main content area is divided into three sections. On the left is a "Browse Support" sidebar with a list of categories: "Getting Started", "Settings & Configurations", "Call Handling & Call Forwarding", "Login", "Softphone", "Fax", "Billing", "Desk Phones", "RC Meetings", "Mobile Apps", "Number Transfer", and "3rd Party Devices". The middle section features a "Search Support" bar with a magnifying glass icon, a link to "Advanced Search", and a "Get Support For:" section with six icons: "Getting Started" (arrow), "Calling Features" (phone with star), "Faxing" (fax machine), "Billing" (dollar sign), "Managing Your Account" (gear), and "Software + Apps Downloads" (download arrow). The right section is titled "Quick Links" and includes links for "Quality of service", "What's New with Office@Hand", and "International Calling Rates". The footer contains the RingCentral logo on the left and the AT&T logo on the right.

## Appendix B: Express Setup for Users

After your organization's Office@Hand Administrator sets you up as an Office@Hand user, you'll receive an email, similar to the one shown here, from Office@Hand with your new company account number (main phone number), your assigned extension number, and a link that will take you to a Web page where you can set up your account password and security questions.

### RingCentral Office@Hand from AT&T

Dear Henry Smith,

Dylan Smithe has added you as a user to the RingCentral Office@Hand from AT&T business phone system.

- Your company's account number is: **(866) 555-1212**
- Your extension number is: **105**

To set up your extension and configure your voice mailbox, please [click here](#) or copy and paste the following into your browser:

<http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800B84EF64F2FBDF9E4E0EC04B4646C96>

Thank you for using RingCentral Office@Hand from AT&T!

For technical assistance please call AT&T Advanced Mobility Solutions customer care at 1-866-563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.



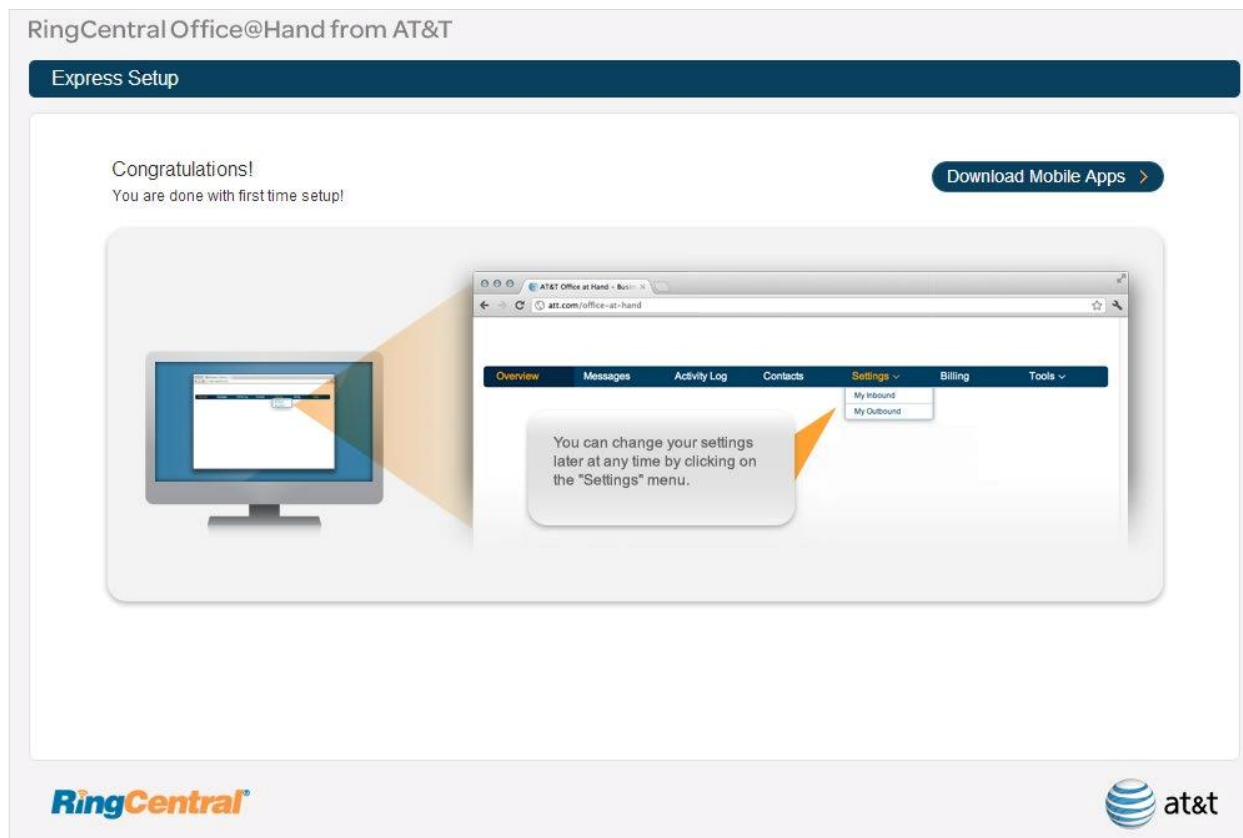
- To set up your account from your smartphone, view this email in your smartphone email program and click on the link; this will open a mobile Web browser window so you can set up your account from your smartphone. When you have finished the initial setup, you will be asked to install the Office@Hand mobile app for your specific smartphone. (Skip this step if you have already installed the app.)
- If you click the email link from your desktop computer email program, it will open a desktop Web browser window to set up your account from your desktop computer. Either method is fine.
- You must use the link provided in the email and create a password to begin using the Office@Hand phone app.
- When you have finished setting up your password, you will be offered the opportunity to install the Office@Hand mobile app; select and install the App appropriate to your smartphone, following your smartphone's procedures for installing apps.
- Now on your smartphone, launch the app and log in using your Office@Hand phone number, extension number, and the password you just created.
- The first time you log into your Office@Hand mobile app, you will be invited to follow the **Express Setup**, which guides you step by step through the process of setting up your account, quickly and easily.
- **We strongly urge you to follow the Express Setup**, which will only take a few minutes and will ensure that the most valuable features of your phone system are set up and running for you so you can get started using your new Office@Hand Mobile App right away.

*To continue, review the procedure starting on page 31.*





After you have completed Express Setup, you will see the message below.



**Congratulations – Express Setup is now complete!** You can change or update your settings, and explore additional features, by logging in to your Office@Hand online account or your Office@Hand mobile app and following the instructions in this document.

## Appendix C: Setup for Managers

Managers are Users who are designated by the Administrator to manage Groups, such as Call Queues and Paging Groups.

Once your organization's Office@Hand Administrator sets you up as a manager on Office@Hand, you'll receive an email with a link giving your manager extension and login instructions.

Launch the Office@Hand mobile app, and log in with your Office@Hand phone number, the *Group extension number* (rather than your *User extension number*), and your password. This will log you in as Group Manager.

From the mobile app you can now set up your group details and add members or devices, as appropriate—see details for Call Queues and Paging Groups described elsewhere in this document.

You can make changes and update the group info at any time from your Office@Hand online account, or right from your smartphone app, by logging in as Group Manager.

Here is an example of the email you will receive.

**RingCentral Office@Hand from AT&T**

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**Dear Sales Manager**



Dylan Smithe has added you as a user to the RingCentral Office@Hand from AT&T business phone system.

- Your company's account number is: **(866) 555-1212**
- Your extension number is: **106**

To set up your extension and configure your voice mailbox, please [click here](#) or copy and paste the following into your browser:  
<http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800B84EF64F2FBDF9E4E0EC04B4646C96>

Thank you for using RingCentral Office@Hand from AT&T!

For technical assistance please call AT&T Advanced Mobility Solutions customer care at 1-866-563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.



**Note:** You must use the link provided in the email and create a password before you can begin using Office@Hand phone app as a Group Manager.

Follow the on-screen instructions to create your password. You may use your existing Office@Hand password as your Group Manager password, if you wish. Select and answer one of the questions from the Security Question drop-down menu.

## Appendix D: Touch Tone Commands—Intercom

Mobile app users can initiate Intercom by dialing **\*85** and then entering the extension number of the user they wish to intercom with.

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	<p>There are 3 different listening modes for the participants. Default mode is Open Conversation mode.</p> <p>Press *#5 once to mute all the participants.</p> <p>The audience can unmute themselves by pressing *#6 for questions, or to allow guest speakers the option to speak.</p> <p>Press *#5 for the second time to put all the participants on mute without the capability of unmuting themselves.</p> <p>Press *#5 for the third to return to Open Conversation mode.</p>
Mute	*#6	<p>Places your line on mute.</p> <p>Press *#6 again to unmute your line.</p>
Security	*#7	<p>Allows the host to secure the conference and block all other callers attempting to enter the conference.</p> <p>Press *#7 again to reopen the conference to all callers.</p>
Tone Control	*#8	<p>The default setting is Entry and Exit tones ON. Press *#8 once to set Entry and Exit tones OFF.</p> <p>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.</p> <p>Press *#8 for the fourth time to set the conference back in default mode, with both Entry and Exit tones ON.</p>

