RingCentral Office@Hand from AT&T

Desktop User Guide

RingCentral®

Welcome

RingCentral Office@Hand turns your PC or Mac computer into an all-in-one communication hub completely synced to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection and a headset. With Office@Hand, you're ready to communicate as soon as you log in to your computer, no matter where you are. Office@Hand combines the call handling power you expect from your desk phone with the collaboration tools you rely on most—like texting, conferencing, and faxing—so you can stay productive with fewer devices to worry about. Office@Hand is easy to install and even easier to use. We'll show you how.

RingCentral®

What's New

Here are the new features added to the Office@Hand 10.1 software release.

Meetings Participant Capacity
- To add value for our customers, the default Office@Hand meeting capacity will increase. Premium increases to 100 participants and Enterprise increases to 200 participants.
- To start an Office@Hand Meeting, see page 32.
- For more information, see the *Office@Hand Meetings Guide*.

Language Support

Japanese and Brazilian Portuguese are added to this release.

RingCentral®

Languages Supported

The following languages are supported by RingCentral from release 10.1:

- English (US)
- English (UK)
- English (Australia)
- French
- French (Canada)
- German
- Italian
- Japanese
- Portuguese (Brazil)
- Spanish

Languages in Settings Menu

Select new languages in the Settings menu.

New Language Support
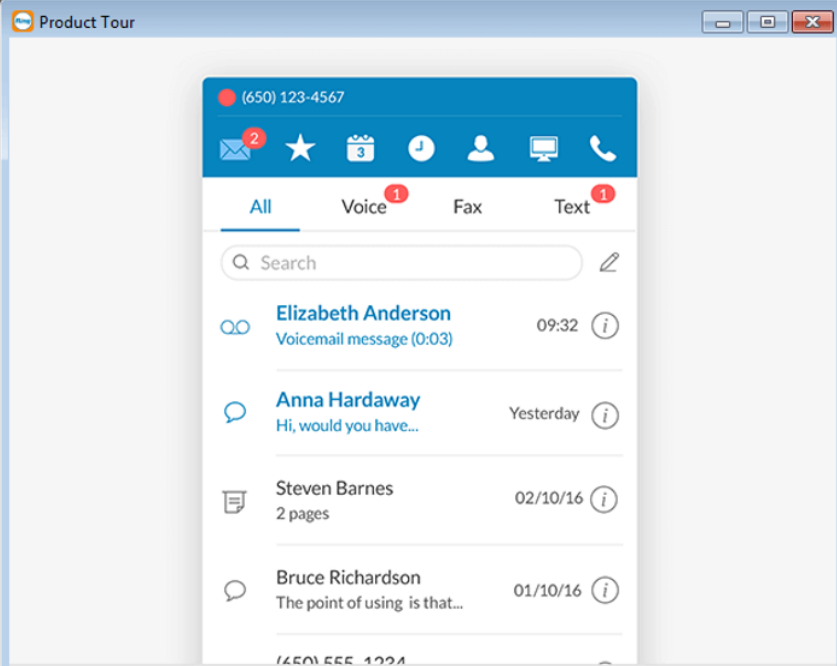
Two languages will be added in this release: Japanese and Brazilian Portuguese.

Fax Templates

New fax templates will be available for Brazilian Portuguese only.

Product Tour
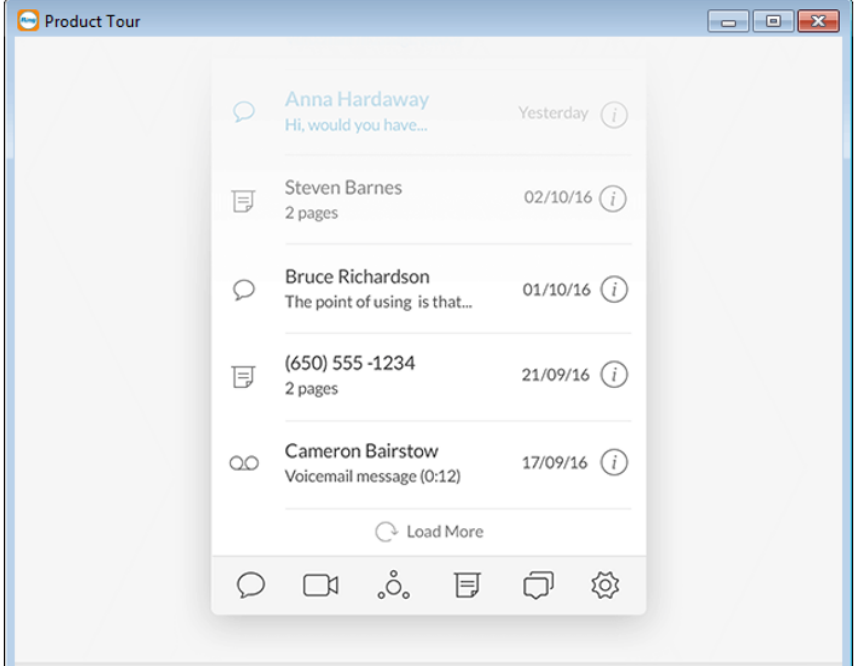
Welcome to your desktop communication hub

It sits on your computer desktop so you can conveniently talk, text, fax and even hold a conference... all through one friendly app.

Skip   Next

Getting around

Everything you want on one screen. Messages in the middle. And text, fax and conference menu at the bottom. Get started your way: find a person or click on an action to start communicating.

Skip   Next

Product Tour (continued)

Product Tour

(650) 123-4567

← Active Call

●●● HD   11:42

John Smith
101

🎤 Mute   ⠿ Keypad   🔊 Audio

❙❙ Hold   ○ Record   + Add

Easy call controls

This friendly dialer has all the robust call controls you want. Hold, Mute, Transfer and Record an active call with a quick click. Or Park a call so that anyone in your network can grab it.

Skip   ●●○●●●   Next

Product Tour

(650) 123-4567

← Group Message 📞 .⚬. 🔍 ✎

To: Matthew Peterson, John Smith

Matthew Peterson

I have a very interesting report about our annual budget. I hope you like it.

03/10/16 10:40 PM

Great!
Let's discuss tomorrow.

03/10/16 10:45 PM

Matthew Peterson

Business SMS texting

Go ahead and text your colleagues. You can text one contact or reach out to an entire group so everyone's part of the same conversation.

Skip   ●●●○●●   Next

RingCentral®

Product Tour (continued)

Product Tour

Easy access to the HUD

(650) 123-4567

All   Voi

Search company

Search

Elizabeth A
Voicemail me

Anny Hard
Hi, would you

Steven Barr
2 pages

Bruce Rich
The point of u

Martin Morgan | Ext: 7425
● Available

Bastian Va
Call fro   Monitor   Call   Message

Julie Bennett | Ext: 6246
● Available

Debra Moore | Ext: 0424
Call from (650) 555 - 2345

Randy Ward | Ext: 7356
On hold with (650) 555-1234

Arthur Lopez | Ext: 8381
● Available

Samuel Foster | Ext: 0431
Call from (650) 555 - 4334

Denise Gray | Ext: 9734
● Available

Aeron
On   Transfer   Add   Call   Message

Willie Parker | Ext: 7673
● Available

Monitor agent's call with just one click

Hover over for a variety of options

HUD

Add colleagues in your HUD list for easy outreach with quick calls and texts.
Manage calls for efficient call transfer, park, and monitoring.

* On select plans only

Skip   Next

Product Tour

One source for task management

Efficiently collaborate with your teams with real-time messaging

Collaborate

Message your team, assign tasks, share files, create events
and more in Glip. To start, click on the Glip icon

Finish

Download and Install the App

It's quick and easy to get Office@Hand installed on your computer. Before you start, check the system requirements to ensure that your computer can use Office@Hand.

To download and install Office@Hand:

1. Log into your RingCentral online account.
2. Go to the **Tools** menu and select **Desktop App**.
3. Download the version of the app compatible with your computer, either PC or Mac.
4. Run the install wizard.

Now you're ready to log into Office@Hand.

System Requirements

Your computer needs the following minimum requirements to best use Office@Hand:

PC

- Windows 7 (or later)
- 2 GHz (32-bit or 64-bit) processor
- Minimum 1 GB RAM
- 300 MB hard drive space

Mac

- Mac OS X 10.8 Mountain Lion or above.
- Intel processor
- Minimum 1 GB RAM
- 300 MB hard drive space

Log in to Office@Hand

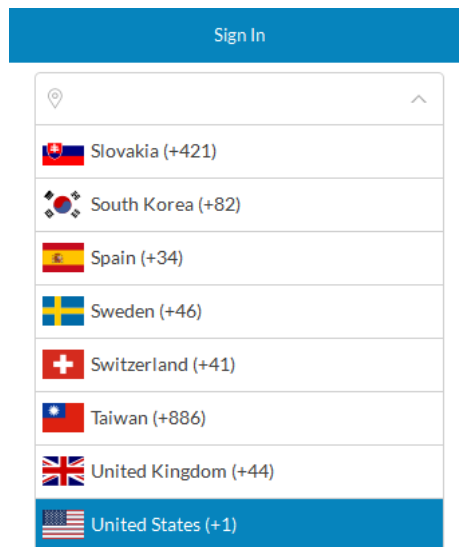1. Click on your computer desktop.
2. Select your region; then enter the phone number and password you use to log in to RingCentral. (**Note**: After a grace period of 30 days, alphanumeric passwords will be required, replacing numeric-only

passwords. If you are signing up for new service, choose a strong alphanumeric password.)

3. Click **Log in**. Or, click **Single Sign On** and log in with your credentials to access Office@Hand *and* all of your company applications with a single sign on. Learn more about **Single Sign On** here Learn about logging in to **RingCentral Global Office** on the next page.
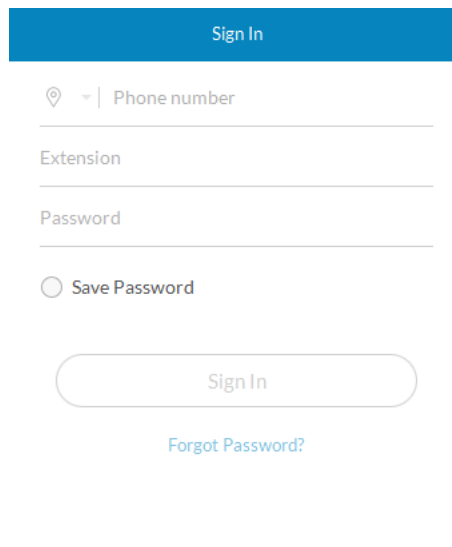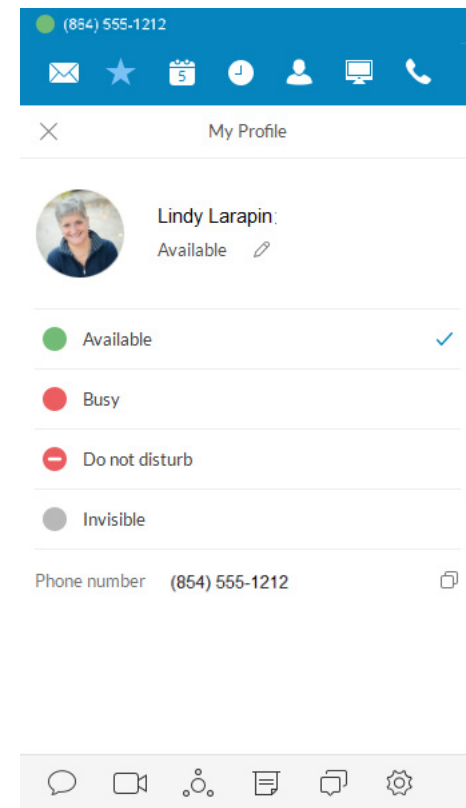
Select your region

Enter phone & password and click **Sign In**
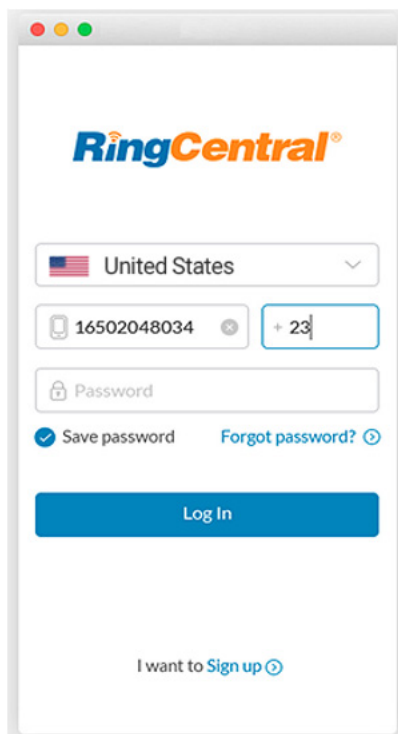
Enter your email address and **Continue**
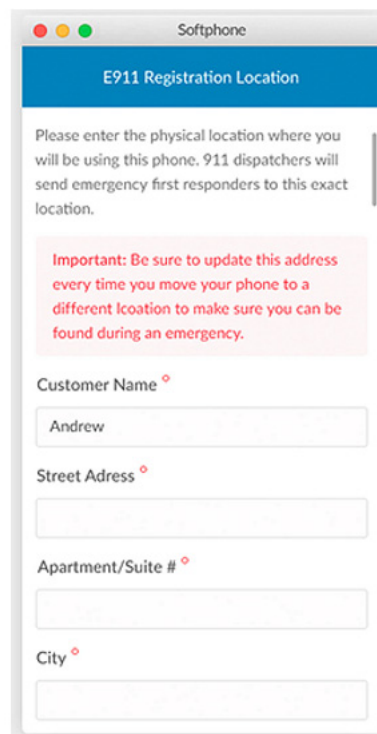
RingCentral Global Office Support

Global Office Support simplifies and consolidates the management of the phone system across all international branch offices into one account, thereby reducing the cost of IT management and reducing international calling charges. RingCentral Global Office Support is available in Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Ireland, Israel, Italy, Luxembourg, Mexico, Netherlands, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, United Kingdom and United States. International number formatting for each country is supported.
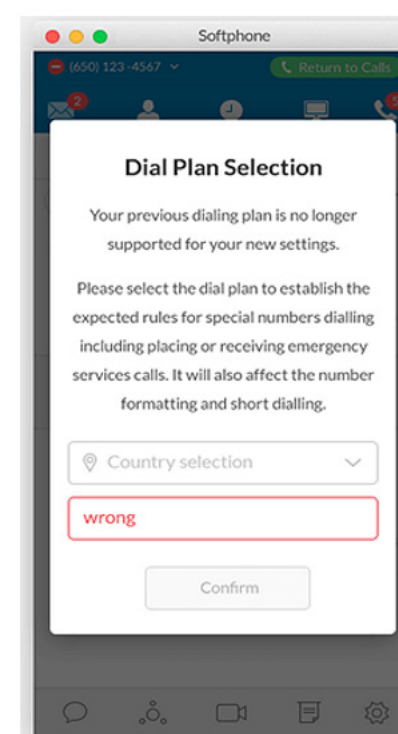
Global Office Support increases the efficiency of office-to-office communications with free extension-to-extension dialing. It provides Instant activation of extensions with international numbers directly from the number pool, and comprehensive billing and service summaries divided by calling zones. Outbound calls with competitive in-region dial plans are supported across all end points, including mobile and desktop apps. One single app supports multiple dial plans. Learn more about the benefits of RingCentral Global Office Support here.

Log In with phone number, ext., password   Register emergency address   Select a Dial Plan

Favorites

Office@Hand opens to the Favorites screen the first time you log in, and displays icons linked to everything else you want all on one screen. You can add a favorite from your list of contacts by clicking ⚇+ and selecting from your **All, Company, Personal,** or **Outlook** contacts lists using this filter ▽. Mouse over a name (for example, Jen Williams) to reveal your contact options—Call or Text. Here's a quick rundown on how to get around Office@Hand. Note: Contacts and Favorites are now sorted by letters first, numbers next, and special /Unicode characters last. Unicode characters last.
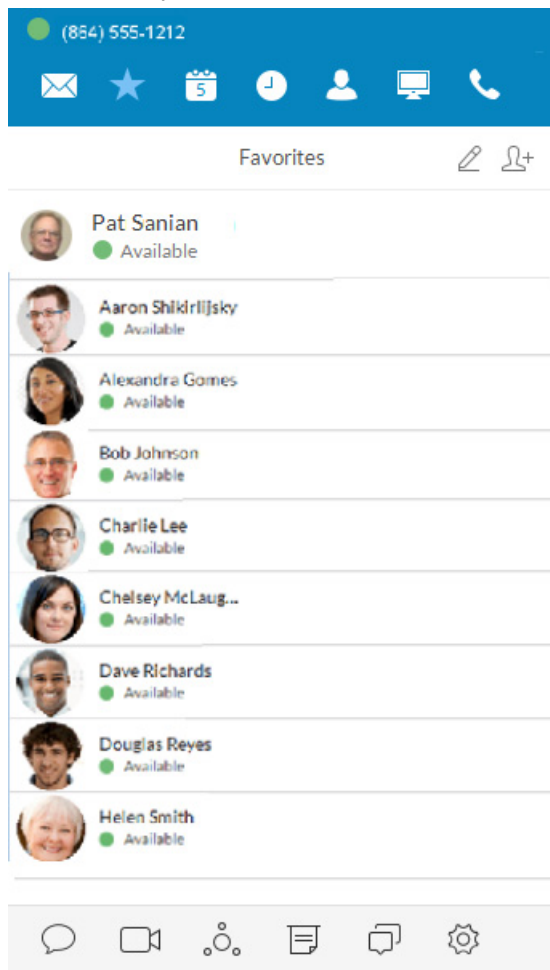
Your account presence. Set your availability status.

Messages. View all your messages in one place. Messages are always current and synced from your other devices.

Favorites. Add colleagues you contact often. See their Presence status and contact them directly from this screen.

Calendar. Google Calendar or Outlook. ICal if you are using a Mac.

Call Log. Review all call activity on your account.

Contacts. Separate Personal and Company contact lists make it easy to quickly find the right person.

Head Up Display. Provides a single interface to manage incoming calls from the desktop; views presence status of up to 100 users.

Dial pad. Dial a phone number to make calls from this screen.*

SMS text messaging. Send text messages to one person or a group.**

Online Meetings. Launch Online Meetings to collaborate and share screens with remote colleagues or clients.

Audio Conference. Hold instant conference calls and easily invite up to seven participants. **

Fax. Send faxes, schedule faxes, and select cover pages from this screen.

Glip. Collaborate and share files with your team members via Glip.

Settings. Set your app preferences.

* Professional customers require a purchased number for making outbound calls from the app.
** SMS, Online Meetings, and Audio Conference are available on selected Office plans.

RingCentral®

Contacts: Add or Update Your Contacts List

The **Contacts** list is your online address book. It stores your Company contacts—everyone in your corporate directory—and your Personal contacts—everyone else outside of the company, such as friends, family, and even vendors. Your personal contact list is clearly separated from your company contact list so there's never any confusion when you're looking for the person you want to contact.

View Your Contacts

At the top of the screen, click [icon] to open your contacts. Click the Filter icon [icon] to select All, Company, Personal, or Outlook contacts. Click on a contact (Adrian Yang in this example) to see its Presence status.

Updating Your Contacts List

Good news! There's no need to manually update your Company contacts. Your corporate directory is synced to your company's main RingCentral account and continually updated so you always have the latest contact information for your entire company.

Did you know?

You can call or text your contact directly from your Contacts list. Just click the name of the person you want; then click any one of these icons:

- To call, click [icon]
- To text, click [icon]
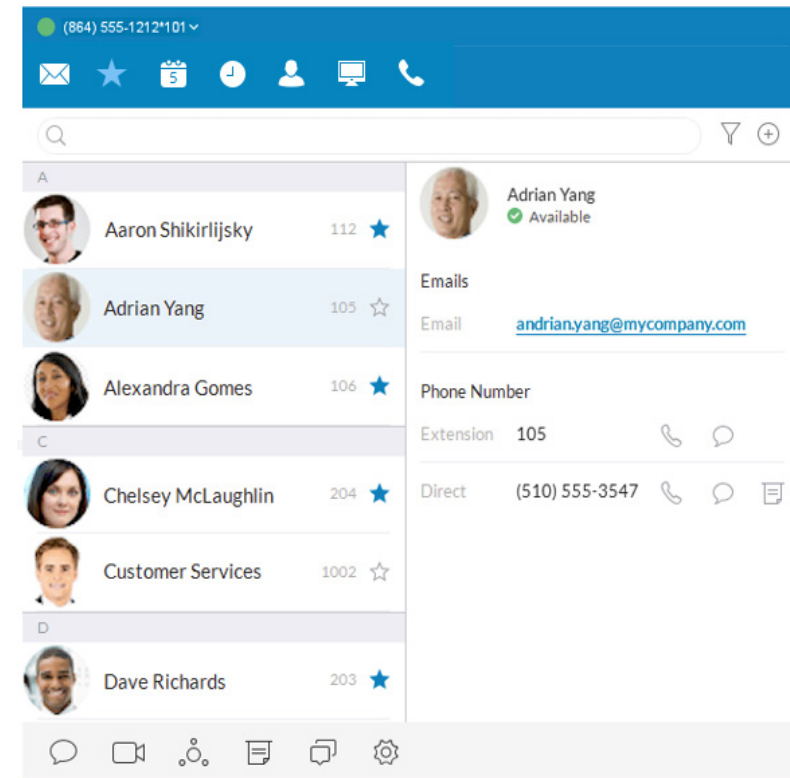
Updating Your Personal Contacts List

Your personal contacts may already be synced to your mobile phone or Microsoft Outlook, but you can also manually add, edit, or remove a Personal contact at any time.

Add a Contact
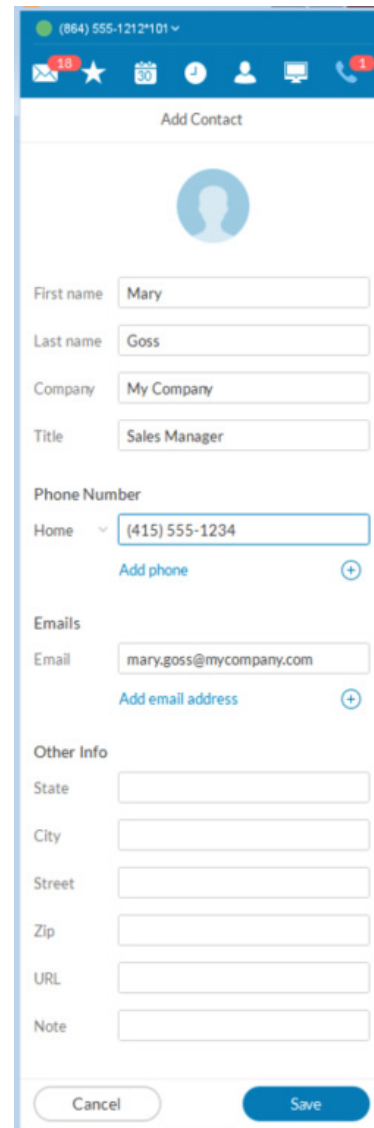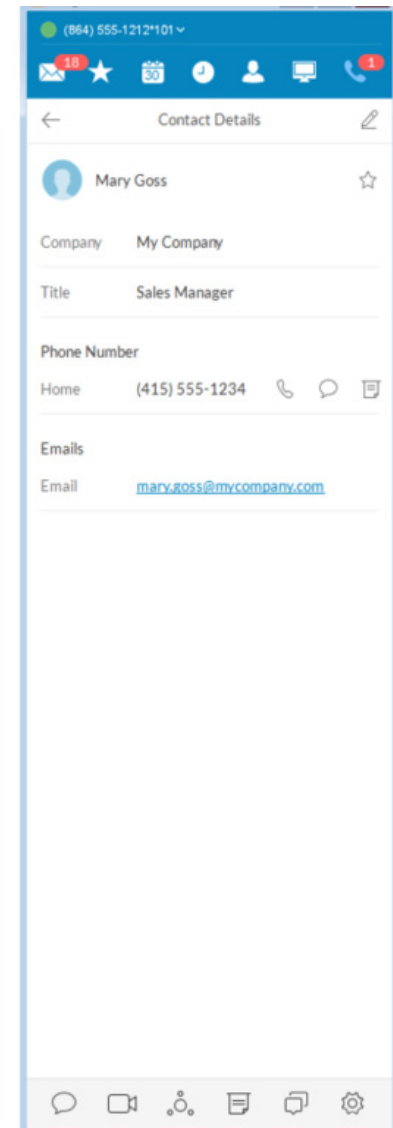
1. At the top of the screen, click 👤.
2. Click the filter and select **Personal**.
3. Click ⊕ at the top right corner to open the **Add Contact** screen.
4. Fill in any of the information fields you want, such as name, email address, and a phone number or two. You can always come back and add more details later.
5. Click **Save**. The page refreshes and displays a summary of the contact details.
6. Click ← to return to the full list of Personal contacts.

Edit a Contact

1. At the top of the screen, click 👤
2. Click the **Personal** tab.
3. Click the name you want to edit.
4. On the Contact Details screen, click ✎ at the top right of the screen.
5. Make the changes you want to any of the contact details.
6. Click **Save**.

Delete a Contact

1. At the top of the screen, click 👤.
2. Click the **Personal** tab.
3. Click the name you want to remove.
4. On the Contact Details screen, click ✎.
5. Click **Delete**.
6. In the confirmation box, click **Delete** again. The contact is permanently removed from your personal contacts list.

Adding a Photo Avatar to any Contact

Office@Hand seamlessly integrates with Microsoft Outlook and Mac Address Book so you can easily import contacts into your Desktop contacts. If there are pictures in these contacts, the photos will display in your Contacts list.

When you have a lot of contacts, sometimes it's easier to recognize the contact you want when you have a visual hint to jog your memory. Office@Hand lets you upload any photo or graphic to use as an avatar, which displays next to the name of the contact. For example, you can upload a photo of the person or an image file, like a logo or animal, to represent the person to you.

The avatar is visible only to you, while you're using Office@Hand. Any image you use won't be seen by the person you've contacted. This is different from a profile image you might have used to display publicly. This avatar is for your personal recognition use only.*

Add an Avatar

1. At the top of the screen, click 👤.
2. Click the filter icon ▽ and select All, Company, Personal, or Outlook.
3. Click the name of the contact t which you want to assign an avatar.
4. Click ⊕ next to the name. The Add Photo screen opens.
5. Click to add photo. Find the image file you want to use.
6. Click Save. You should now see the uploaded image next to the contact name.
7. Click ← to return to the full list of contacts.

Note: Your personal profile image will be synced across RingCentral Cloud, RingCentral Desktop app, and RingCentral Mobile app. Your profile image in company contacts will also be synced to the RingCentral Desktop app.

However, your newly added photo will not automatically replace the one for you that was manually added earlier by your contacts. Cloud contacts added locally do not affect Favorites from external sources such as MS Outlook and OS X contacts.
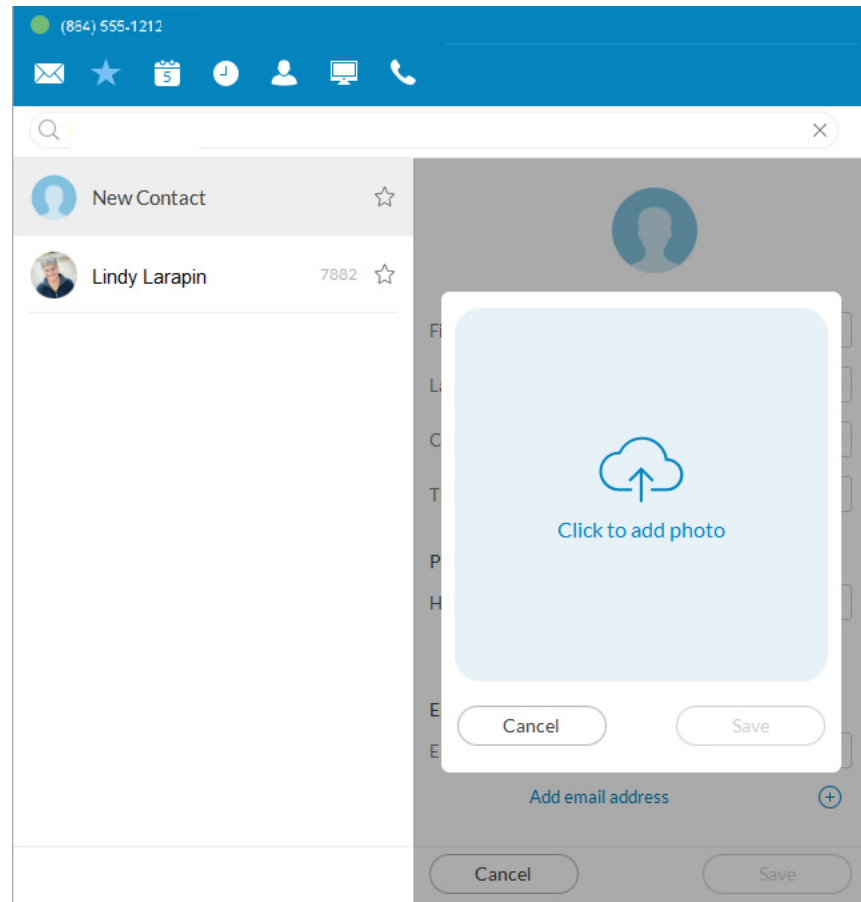
Favorites: Create a List of Favorite Contacts

The Favorites screen is a shortcut to your most frequently used contacts. You can add up to 60 contacts from your Personal list or Company list. Since it's a shorter list, you can find the person you want faster.

Additionally, when you add a Company contact in your Favorites list, you can see their phone Presence status. This status shows whether the person is available to take calls. Presence status is available only from your Favorites list and available only for Company contacts.

View Your Favorites List

At the top of the screen click ⭐. The Favorites screen opens, showing all of your existing favorite contacts.

Make a Contact a Favorite

1. At the top of the screen, click 👤 or 👤+.
2. Click 🔽 and select **Personal** or **Company**.
3. Click the name you want to add to your Favorites list.
   - Click ☆ next to the name. When the open star changes to a filled star ⭐. Your contact was successfully added to your Favorites list.

> **Did you know?**
>
> You can call or text your contact directly from your Favorites list. Just click the name of the person you want; then click any one of these icons:
> - To call, click 📞
> - To text, click 💬

Google Contacts Integration

View your Google contacts from inside the Desktop app or select and move Google contacts one at a time.

Remove a Favorite Contact

1. At the top of the screen, click 👤. All your existing Favorites are shown.
2. Click 🖉 at the top right of the screen.
3. Find the person you want to remove and click 🗑 next to the name.

Alex Prazma
● Invisible   📞 💬 🗑

The contact is removed from the screen, but you can still find them in your Personal or Company list.
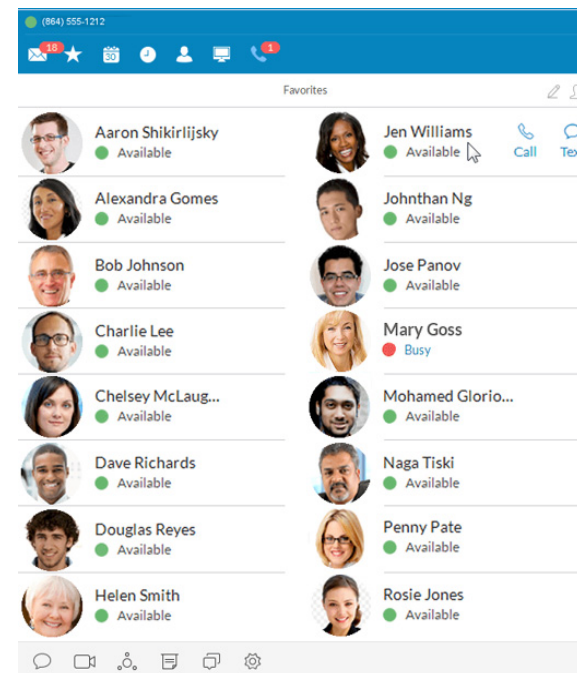
View Presence Status of a Favorite Contact

The Presence status lets you know if one of your Company contacts is available to take a call or not. Presence status can only be shown on your Favorites screen so you can't see Presence status from your Company contact list.Favir

To view Presence status:

1. At the top of the screen, click ⭐. All of your existing Favorites are shown.
2. Look under the contact: name

- A green dot (🟢) means the person is available. Go ahead and give them a call.
- A red dot (🔴) means the person is busy, often already on a call.
- A red dot with a white bar (⛔) means Do Not Disturb.
- A gray dot (⚪) means the person is invisible (off-line).

(864) 555-1212

Aaron Shikirlijsky	Jen Williams
Available	Available Call Text
Alexandra Gomes	Johnthan Ng
Available	Available
Bob Johnson	Jose Panov
Available	Available
Charlie Lee	Mary Goss
Available	Busy
Chelsey McLaug...	Mohamed Glorio...
Available	Available
Dave Richards	Naga Tiski
Available	Available
Douglas Reyes	Penny Pate
Available	Available
Helen Smith	Rosie Jones
Available	Available

Johnthan Ng
Available

Mary Goss
Busy

Set Your Own Presence Status

You can set your own Presence status so other people in your company can quickly tell if you're available or not to take a call. Here's how:

1. Click your phone number at the top left of the page. A drop-down screen displays, showing your name and current availability.
2. Do any of the following:

    • Set your availability status: click **Available**, **Busy**, or **Offline**.

    • Comment on your status: Click ✎ directly under your name. Type a brief comment, such as *In a Meeting*.

    • Decide whether you want to take calls (Accept Calls) or send them directly to your voicemail.

    • Click **Save** to save your changes.

Now your Presence status will stay that way until you change it again. You can change your status as often as you like.

Use the RingCentral Icon to Change Presence

Follow these steps to use the RingCentral icon to change presence.

1. Tap the RingCentral icon.
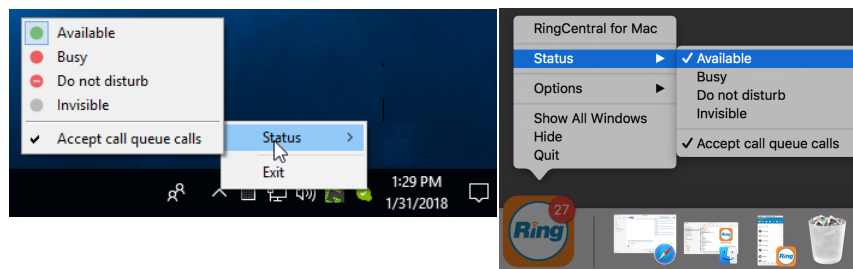
2. Select Status and then the presence: **Available**, **Busy**, **Do Not Disturb,** or **Invisible**.

    Decide whether you want to take calls (Accept Calls) or send them directly to your voicemail.
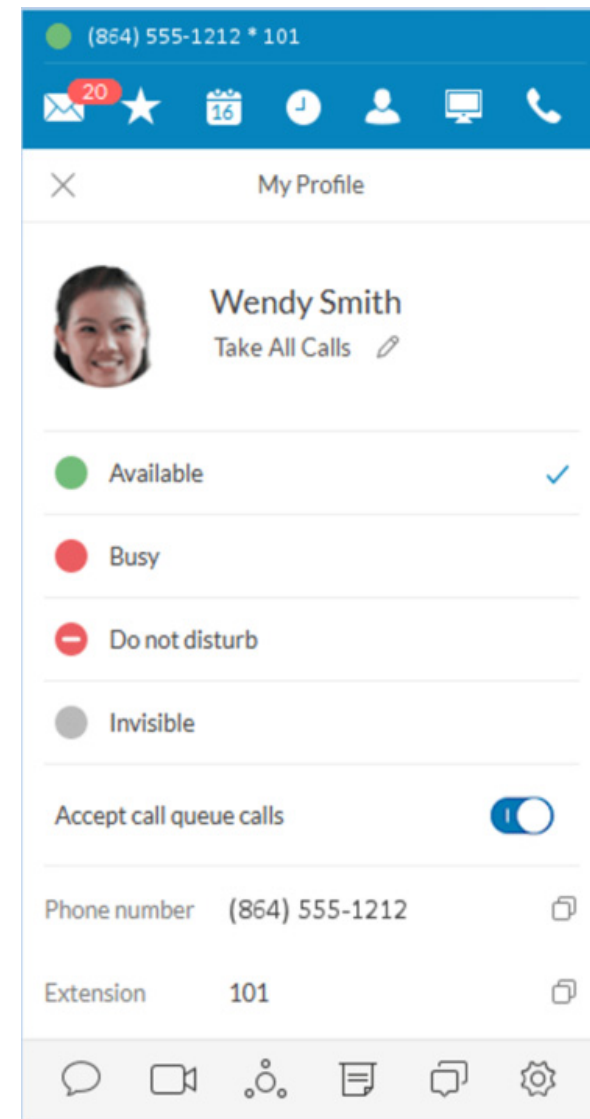
Make a Call

You can use the dial pad to make a call, either to a person in your Contacts list or by manually dialing a phone number.

To make a call:

1. Click 📞 at the top menu to bring up the Dial Pad.
2. In the To field, either click ⊕ to select a contact, or click the digits on the dial pad to manually dial a phone number.
3. Click the caret ⌄ on the Caller ID: line to select the phone number you want displayed to the receiver of the call.
4. Click the green call button 📞 to place the call.
5. When the call goes through, the caller's screen will change to Active Call, shown at right, and display either the called phone number or extension number if the call is to an internal number.

TIP: You can always make a call directly from your Contacts screen, too. Just click the name you want to call and your call will connect from the screen.
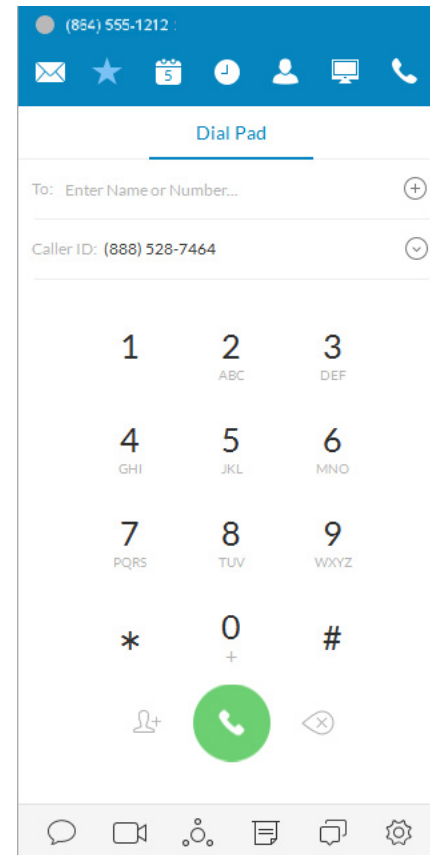
HD Voice and Secure Call Indicators

- HD Voice HD provides optimum call quality automatically between devices that support high definition.

  RingCentral employs the Opus codec, which provides greater voice clarity, especially in limited bandwidth and network environments.

- Secure Voice 🔒 calls are supported between devices capable of that feature.*
- VoIP Unavailable - a warning shows when VoIP calling is unavailable.

*Secure Voice can be obtained after contacting your account manager at RingCentral.
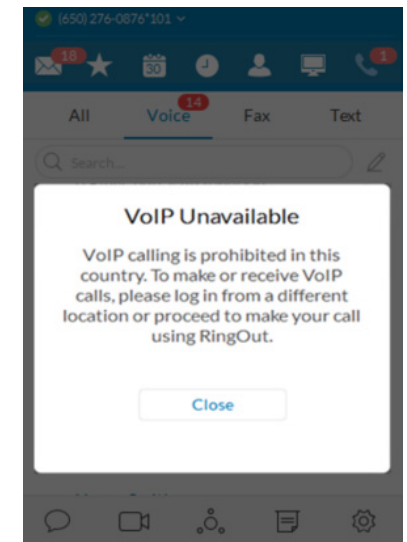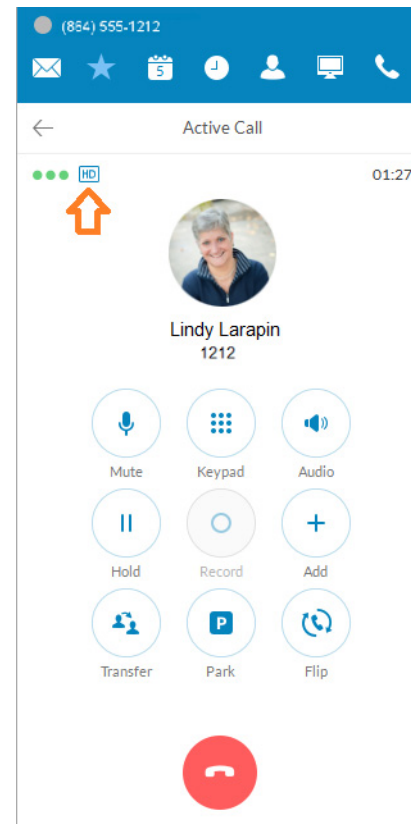
When You're on the Call

When you are on the call, the on-screen options make it easy to manage your call.
You can:

Mute the call. Click again to unmute so your callers can hear you speak.

Access the keypad so you can enter numbers or a code when on a call.

The audio button allows you to customize your sound settings while on a call.

Put the call on hold. Click again to return the call.

Immediately start recording the call, Your caller hears a message letting them know they're being recorded. Click Stop when you no longer want

Add more people to the same call. You can add up to four people.

End call.
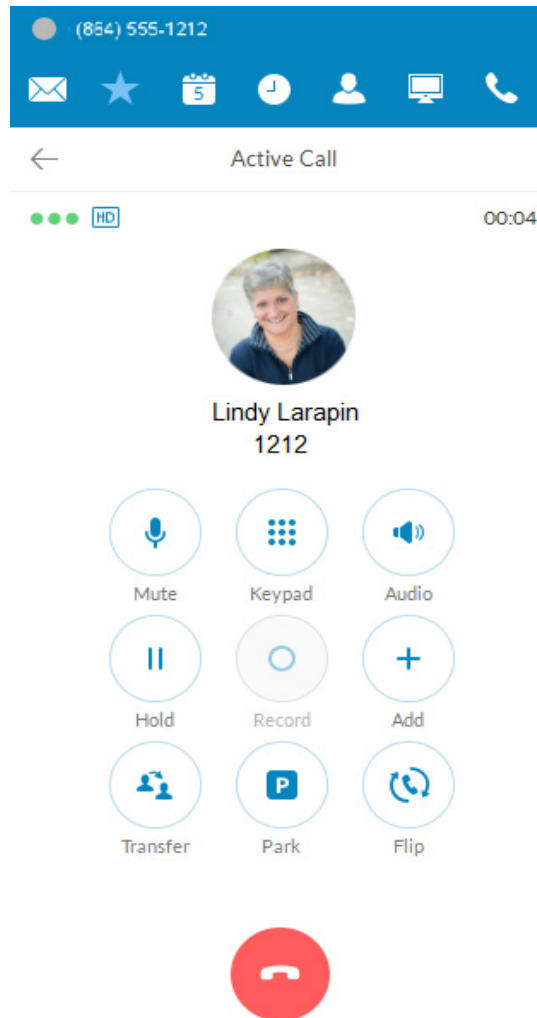
Transfer the call to another colleague or phone number. There are three types of transfers:
- Warm Transfer puts the call on hold so you can talk to your colleague before transferring.
- Blind Transfer simply connects the caller directly to another extension.
- To Voicemail causes immediate transfer of the caller to a designated voicemail box.

Allows you to transfer (Flip) a call to another phone, such as your mobile phone, without interrupting a call. Click to flip the call and select the phone you want to use.

Click to park the call and the operator will announce the code to use to pick up the call. This is the code you'll tell others about. If no one picks up the call, the call comes back to you. *

*Users listed in Park Location groups might see the option to park a call in a private or public location.

Call Management

Call Management features display of a Current Call and a Call on Hold.
From the screens, these quick actions available:

- Resume or answer a call
- Join a held call to a current call
- Add a call to a conference
- Transfer a call to another extension
- Record a call
- Mute a call
- Activate your speaker
- Place a call on hold
- Park a call in the cloud
- Flip a call to a forwarding number in your extension
- End a call
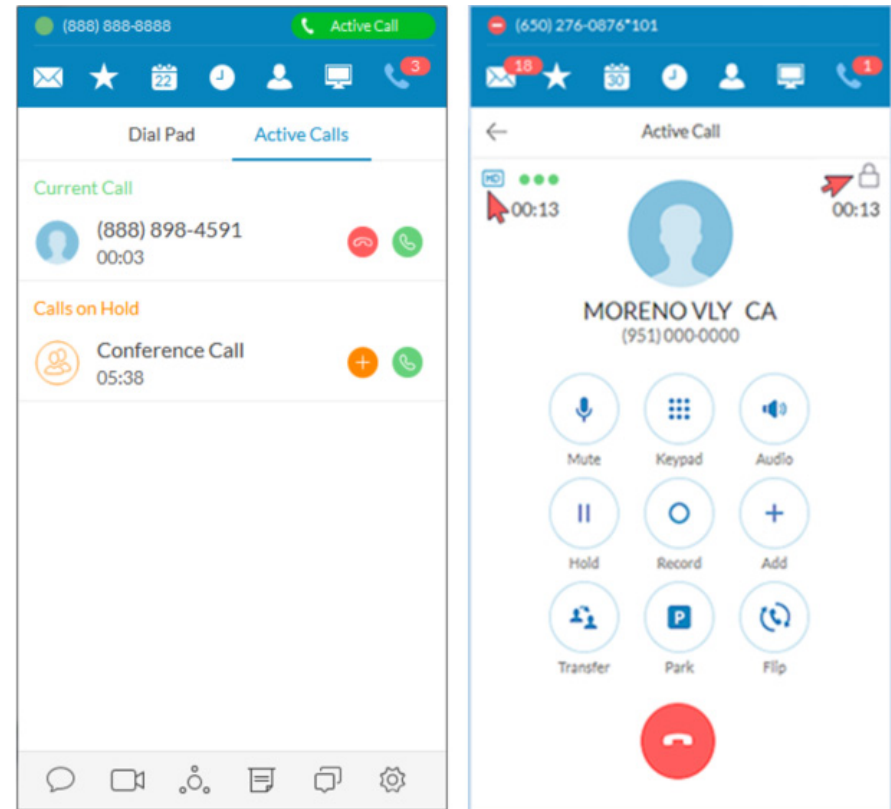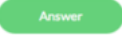
Answer a Call

When a call comes in, your Office@Hand screen automatically changes to the Incoming Call screen so you know someone is calling you even when you don't have the sound turned up on your computer. The Incoming Call screen shows the phone number (or internal extension) of the person calling, as well as the name and photo of the person, when it's available.

A user has the option of answering the call; forwarding the call to another extension; screening the call; replying with a text message; sending it directly to voicemail; or ignoring the call and letting it be handled according to the call handling rules set up by the extension owner.

From here, you can decide how you want to answer the call.

Pick up the call

From the Incoming Call screen, click **Answer** to pick up the call. The volume on your computer is automatically switched on. If you like, you might want to have your headset handy so you can use it for the call.

New Window for Each Incoming Call

All incoming calls are presented in a separate window when they come in.

This window appears when you have more than one incoming call.
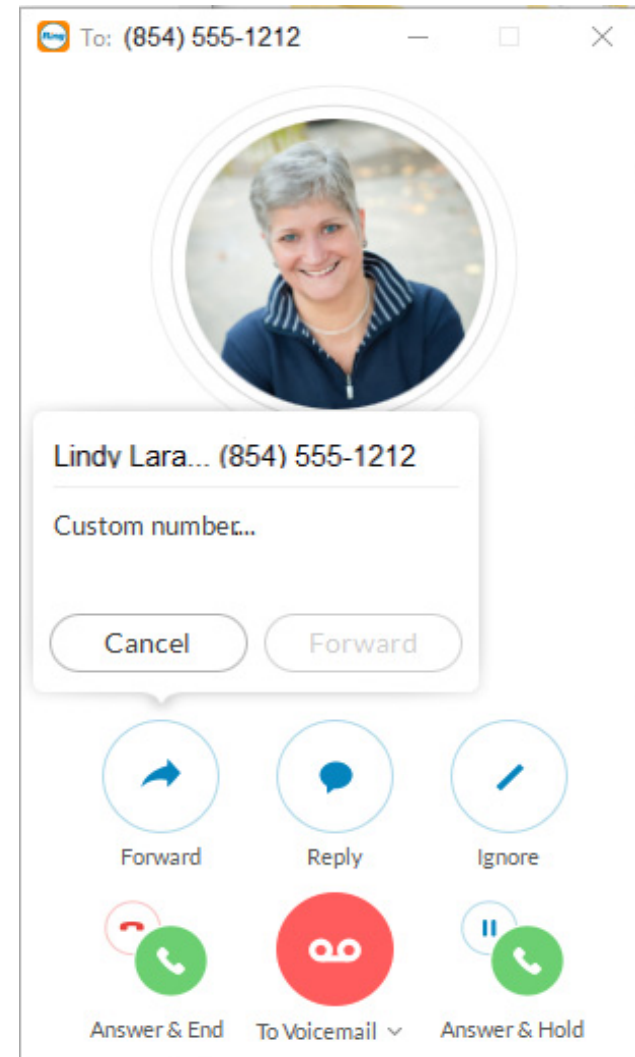
Respond with a Courtesy Message

When you can't take the incoming call right away, you can provide a courtesy response. Office@Hand has automatic text-to-voice options. You can select a prepared message or type your own custom message, and Office@Hand will convert it to voice and relay the message to your caller.

To respond with a prepared message

1. From the Incoming Call screen, click Reply.
2. A popup screen opens with three different messages, such as: Will call you back in.
3. Click the message you want to use, and if needed, complete the message by typing the time limit you want (ex: 5 minutes).
4. Click Send. Office@Hand relays the message to your caller.

To respond with a custom message

1. From the Incoming Call screen, click Reply.
2. A popup screen opens with message options. Click Custom Message.
3. Type the response you want to send.
4. Click Send. Office@Hand relays the message to your caller.

To respond to an urgent request

When an urgent request is received, and replied to with a custom message, the requester may press 5 on their phone and enter an "urgent" call back number that is instantly received.

Screen Voicemail
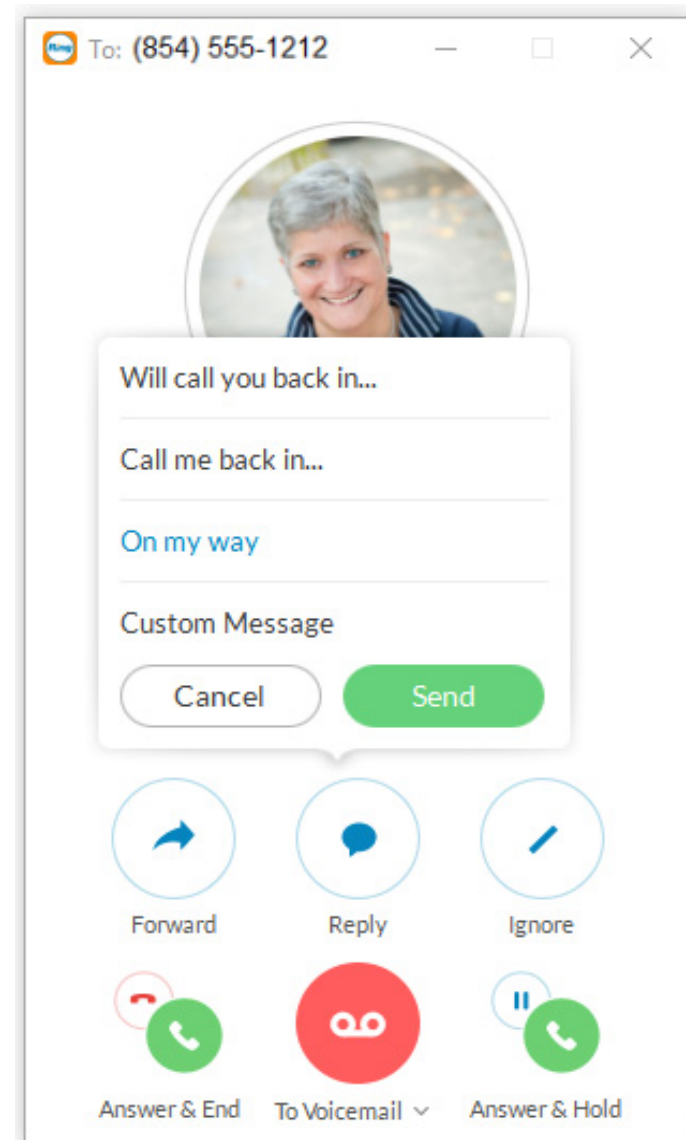
When you're not sure if you want to pick up the call, you can screen the call. Office@Hand allows you to send the caller to voicemail, but you can hear the message the caller is leaving you. At any time while the caller is leaving you the message, you can pick up the call, and talk to the person. Voicemail is automatically stopped and your call becomes live again.

Screen the call

1. From the Incoming Call screen, click **To Voicemail** > **Screen Voicemail**.
2. You can hear the caller leaving you a message.
3. To answer the call in progress, click **Pick Up.**
4. To stop screening and let the call continue to voicemail, click **Stop Listening**.

Send the Call to Voicemail

When you can't take a call right away, you can send it to voicemail so the caller can leave you a message. To do so, from the Incoming Call screen, click To Voicemail.

Forward the call

When a call comes in and you think someone else might want to take it, you can forward the call. Here's how:

1. From the Incoming Call screen, click **Forward**.
   A popup screen opens with phone number options.
2. To Call Forward
   - Click the phone number where you want the call forwarded.
     or
   - Click **Custom** and type the phone number you want.
3. Click Forward.
   Office@Hand transfers the call to the new phone number.
4. Click **Ignore** to stop ringing on your app and allow call forwarding rules to take effect.
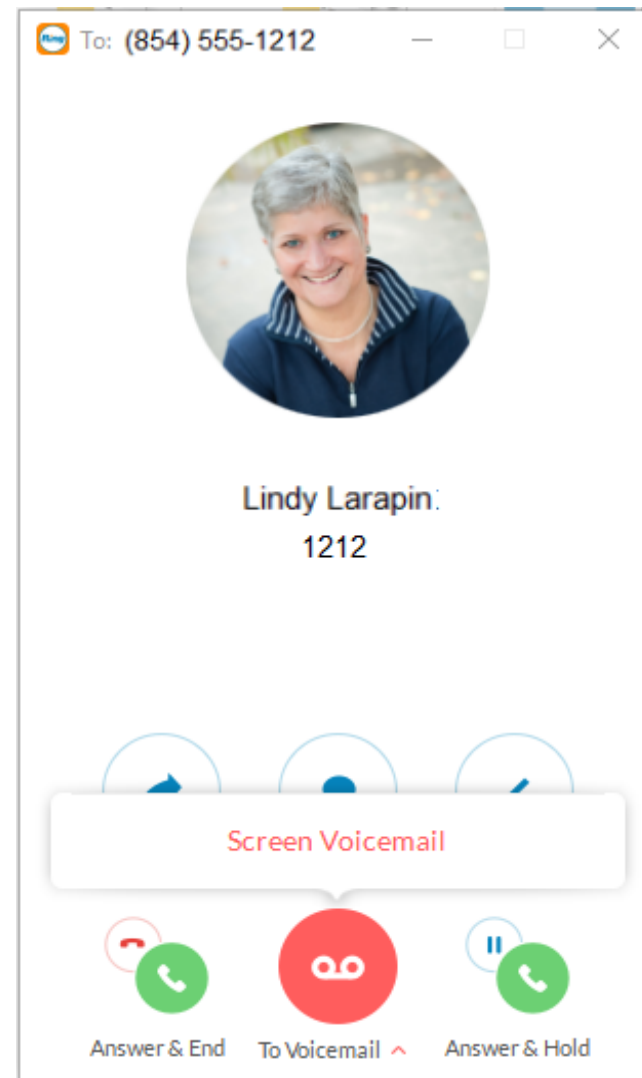
Call Switch

If you are finishing an urgent phone call taken on your RC Office soft phone, but you must go into a meeting, you can instantly switch the call from your desktop client to your mobile client and not miss a beat in the ongoing conversation. Any screen of an active RingCentral Office Desktop or Mobile app prompts a 2-click process that enables instant call handover between endpoints. You do not have to wait for the incoming call on your receiving device to pick up. You can engage the receiving endpoint with 2 clicks while still on your call and immediately pick up the conversation. This minimizes interruptions to on-going calls and reduces time needed to switch and pick up a call on a receiving device.
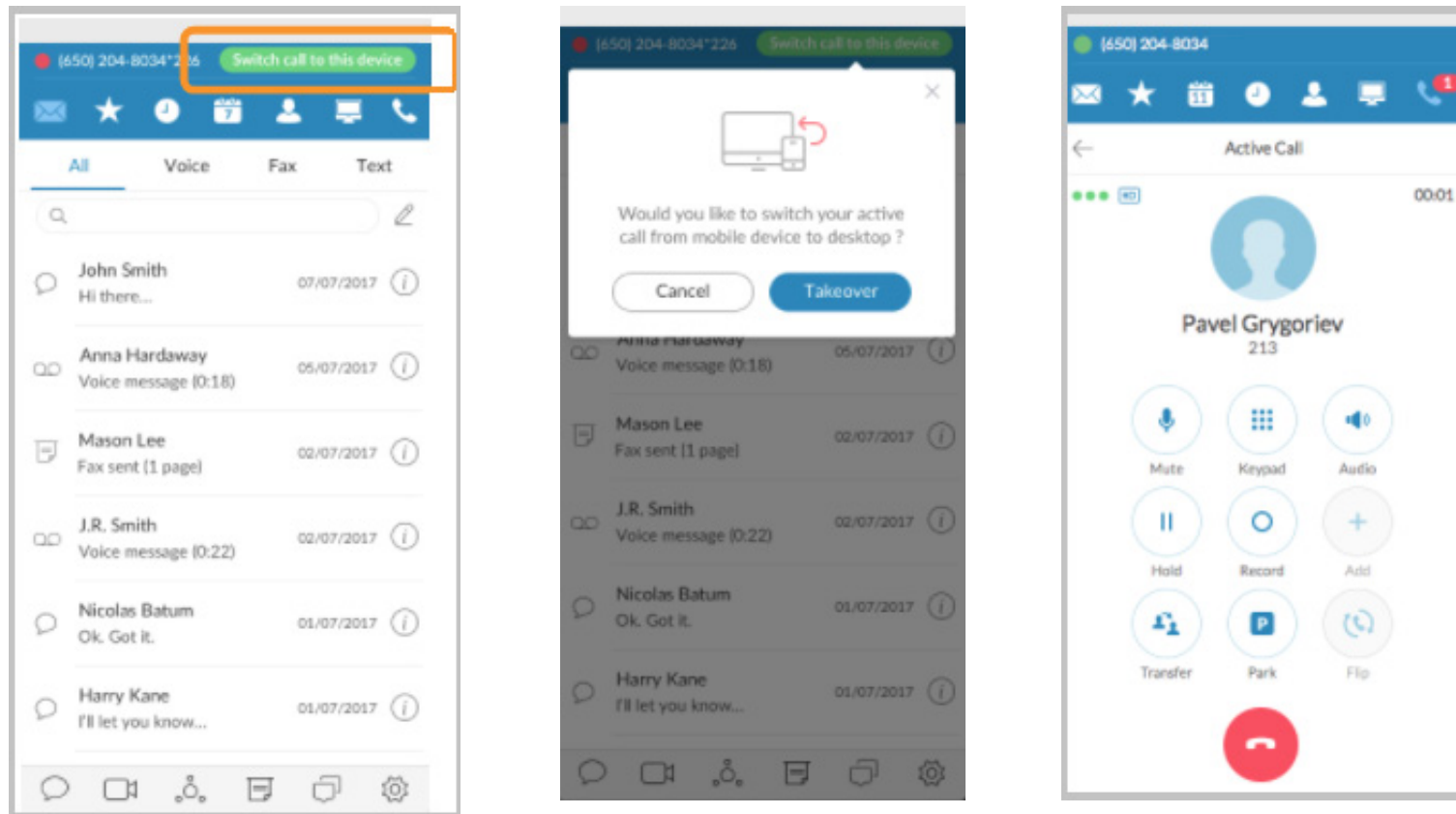
Call Recordings

Call recordings can now be accessed from your Desktop call log. The small red dot indicates calls that have been recorded. The tiny arrows indicate whether the call is inbound or outbound. Selecting Recordings shows which calls can be played or deleted (images 2 and 3).
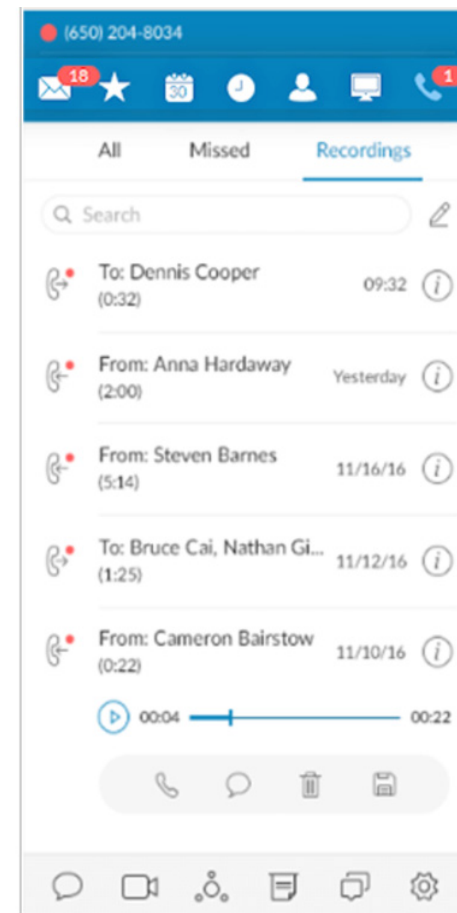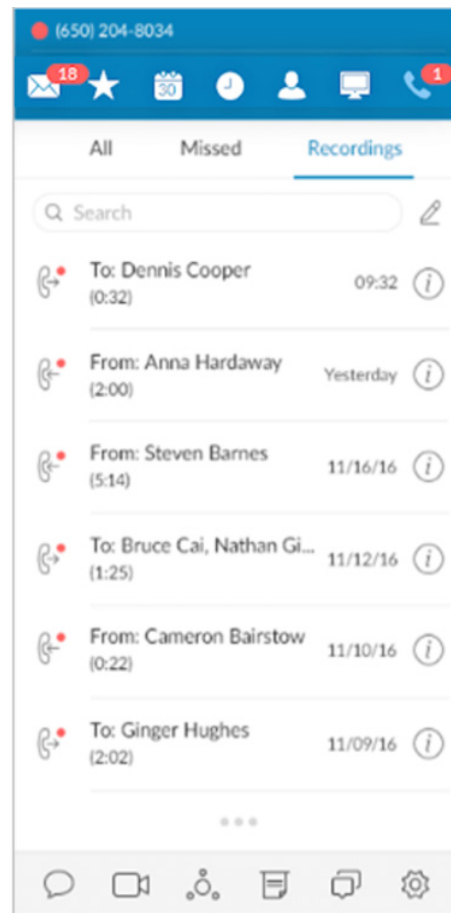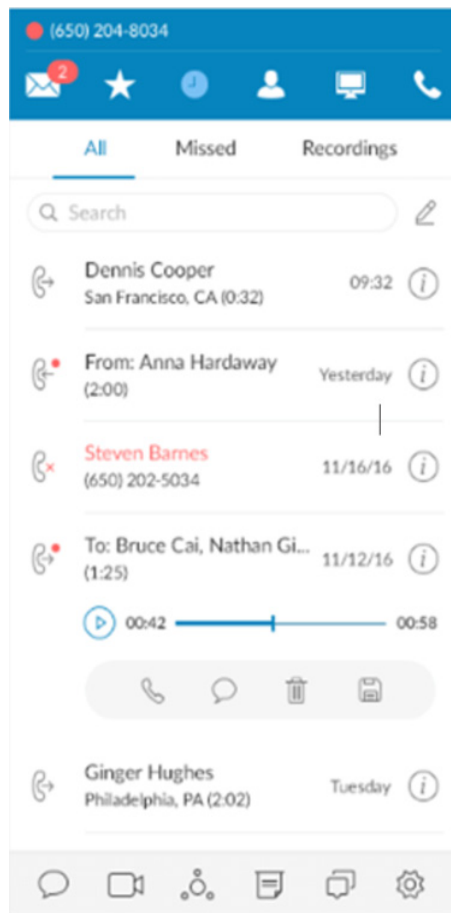
View or Listen to a Message

The Messages screen lists all of your messages in one place so you can prioritize the ones you want to open first. You can see your voicemail, fax, and text messages on this screen. Your messages are automatically synced from your online account and mobile app, so this message list is always current.

By default, you're shown all messages, but you can click on any tab at the top of the screen to narrow your view to only one type of message. The red numbers next to the tabs tell you how many new messages you have.
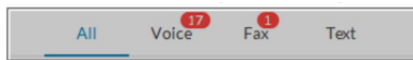
To View Your Messages

At the top of the screen, click . The Messages screen opens. All of your messages are listed on the screen.
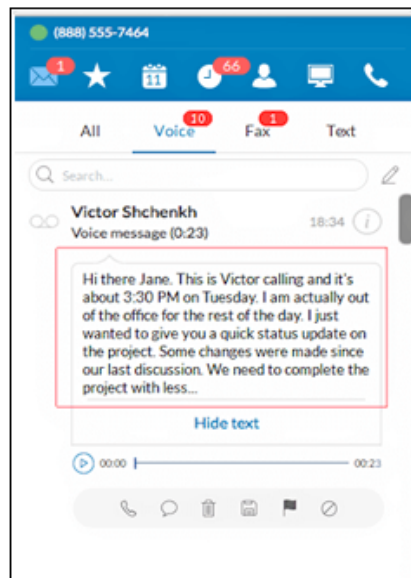
Voicemail Preview

Office Enterprise customers can also enable Voicemail Preview from the Messages & Notifications settings. When enabled, your voicemail messages will be converted to text and displayed as shown at left.

Voicemail Preview is limited to the first 60 seconds of the message; short messages of 5–6 seconds will not be converted. Accuracy is not 100% and is influenced by the speaker's accent and connection factors.

Voicemail Preview will continue until turned off.

To Listen to a Voicemail Message

Voicemail messages are shown with this icon: . Click the message you want to hear. Then click on the audio bar to start the message.

When you've finished listening to the message, you can:

Click...	To do this...
📞	Call the person back.
💬	Text the person a message.
🗑	Delete the message. It's permanently removed from your account.
💾	Save files from the cloud.
🚩	Flag the message so you know you've heard it already. Click again to mark it as unheard.
⊘	Block this number from your account so you no longer receive calls from the person.
ⓘ	Add this person to your Contacts list, and other options.

To Read a Text Message

Text messages are shown with this icon: ⬭ . The entire message is shown on the screen so you can read it immediately. Click the message to respond with a text of your own. The screen switches and now you can see the entire recent conversation thread. Type your message and click Send. This is a shortcut to the texting screen.

Group text messages are shown with this icon: ⬭⬭

To View a Fax

Fax messages are shown with this icon: 📠 . Click the fax you want to see.

Then click 👁 to open the fax. The fax opens in a separate window on your computer.

When you've finished reading to the fax, you can:

Click...	To do this...
👁	View faxes and print locally by converting to PDF first.
💬	Send the person a text message.
🗑	Delete the fax; it's permanently removed from your account.
⚑	Flag the fax so you know you've read it already. Click again to mark it as unread.
ⓘ	More information.
↱	Forward fax.
💾	Download fax PDF to save locally.
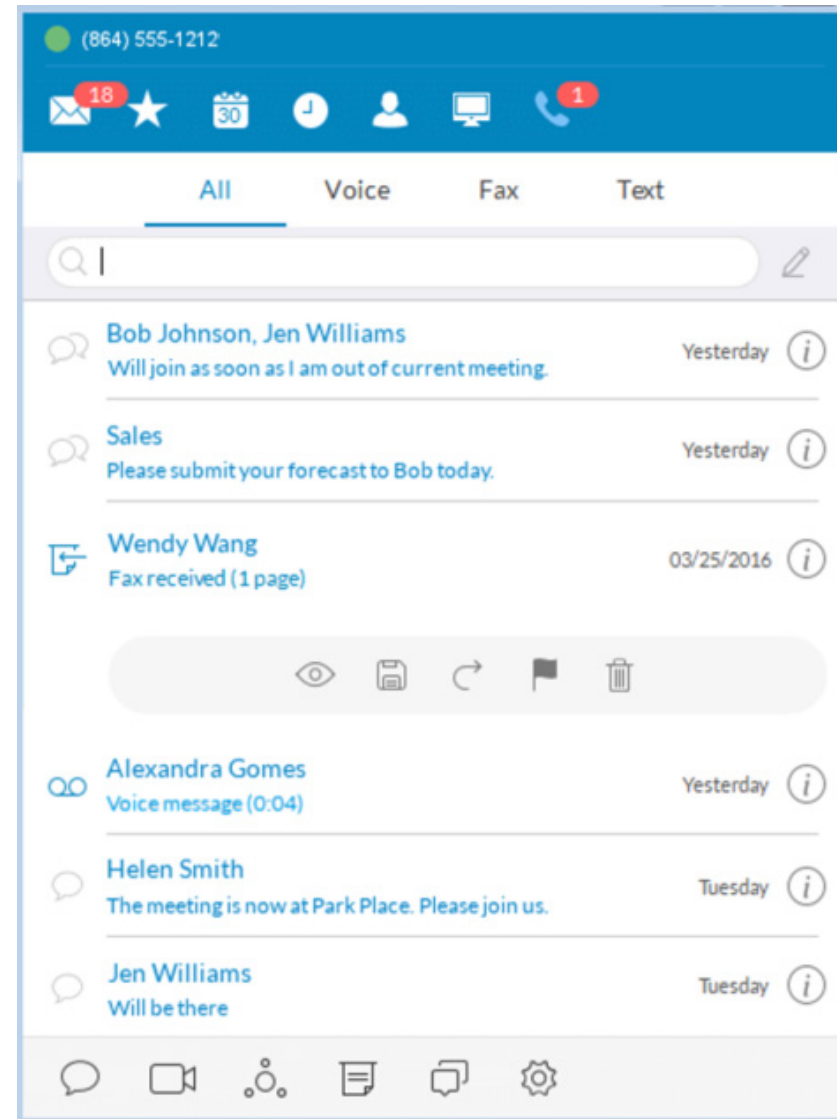
Send or Receive a Text Message

Office@Hand lets you send a text message to anyone you want, even if the person isn't in your company network, so you can communicate easily with clients, friends, and family. You can send a text to one person at a time, multiple people listed together, or an existing group (of people) already set up in your Contacts list. When you're texting multiple people or a group from your company directory, you can see the entire conversation thread from everyone participating in the thread.

To send and receive a text message:

1. At the bottom left of the screen, click 💬 . The **New Message** screen opens.

2. In the **To** field, either click ⊕ to search for contacts, or type the phone numbers you want.
3. Select Caller ID.
4. In the **Type a message** field, type what you want to say to the person.
5. Click **Send**. Your message is sent.
6. Keep the screen open and you'll see any responding text messages. You can send another text and keep the conversation going for as long as you want.
7. If you miss a responding text, the **Message** screen will keep count of unread texts and save them there so you can read them at your convenience.

(864) 555-1212

New Message

To: Enter Name or Number...

Type message...   Send
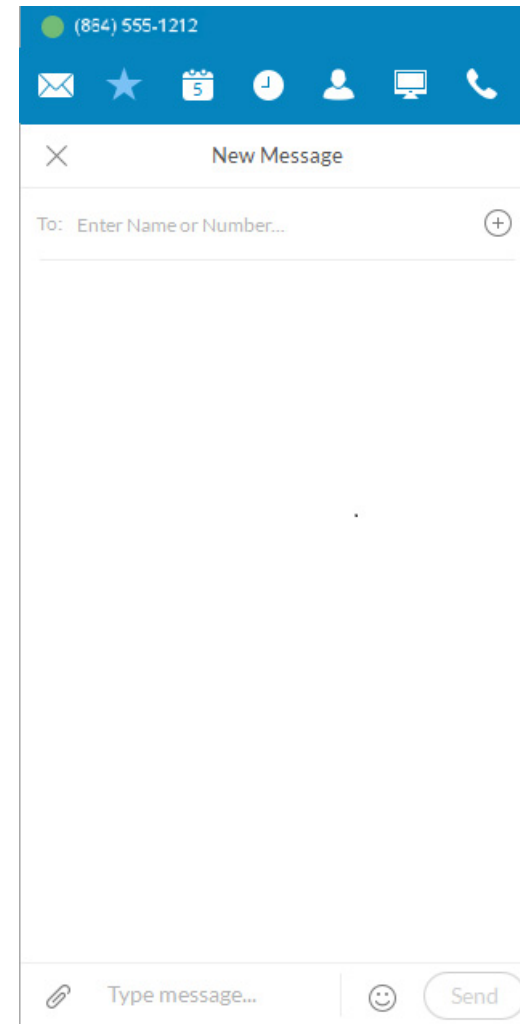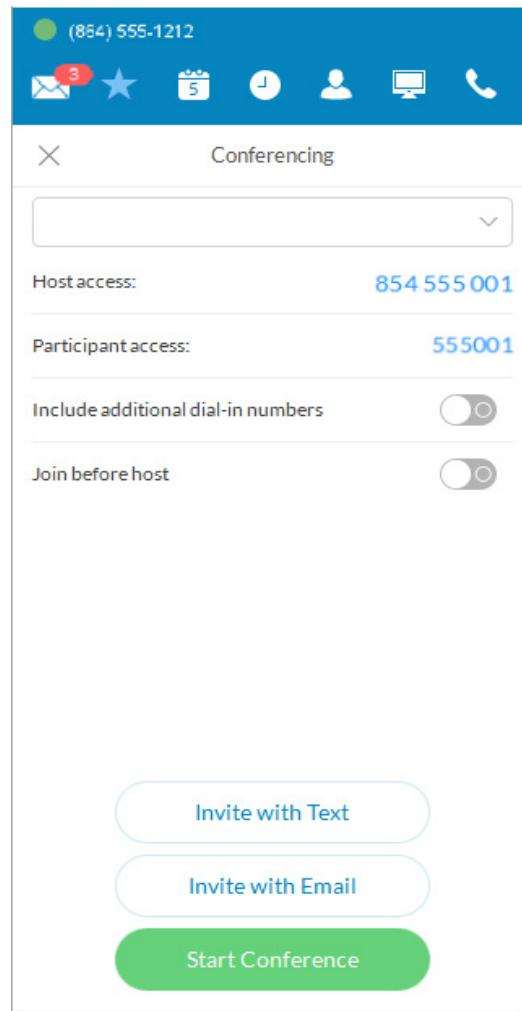
Hold an Audio Conference Call

You can hold an audio conference call at any time directly from Office@Hand. Conference calls can be held immediately, with no need to schedule one ahead of time. Every RingCentral user is assigned a unique conference line so you can have a conference call whenever you need one without worrying about network congestion.

Conference calls are a great way to get multiple people on the same call so you can discuss a topic. This is an audio-only connection. If you want to have a video meeting, use RingCentral Online Meetings instead.

Your Host Access number is the phone number you dial to start the conference call. The Participant Access number is the phone number your guests will dial to join your conference call.

The host of a multi-way conference call can disconnect any party in the call.

To Hold an Audio Conference Call

1. At the bottom of the screen, click ⚇. The **Conferencing** screen opens, listing your Host Access and Participant Access numbers.
2. If you have international participants, turn on **Include additional dial-in numbers**. This option lets you include local numbers in other countries so your participants won't be charged international fees. Once you turn on this option, you can select the countries you would like to include in the invitation.
3. Decide if you want to invite people by text message or by email. Then click either **Invite with Text** or **Invite with Email**. The screen will switch to the email form or a text message.
4. In the **To** field, find the contacts you want, or type their phone numbers. Notice that an invitation message, complete with dial-in numbers, is automatically created for you. You can tack on a personal message if you like.
5. Click **Send**, and your invitations are sent to your participants.
6. Now, click **Join as Host** to start the conference call. The Active Call screen opens so you can manage your conference call as needed. The **Mute**, **Record**, and **Add+** (persons) options are especially useful during a call.
7. When you're finished with your conference call, click **End Call** to stop the conference call for everyone and hang u

Launch an Online Meeting

You can hold an online video meeting at any time using RingCentral Online Meetings and start it directly from Office@Hand. Online Meetings can be held immediately, with no need to schedule one ahead of time, unless you want to. Every RingCentral user is assigned a unique RingCentral Online Meetings ID and password, so you can hold as many online meetings as you want.

Online meetings are a great way to reach multiple remote people to discuss a topic as if you're all in the same room. You have access to video views from web cameras so you can see people face-to-face, and screen shares, so you can easily share presentations or other documents on your computer with everyone in the online meeting.

To join or schedule RingCentral Online Meetings:

1. At the bottom of the screen, click ▭◢. RingCentral Meetings opens in a separate window on your computer.
2. Click Join a Meeting if you have been invited to a meeting, or click Sign In if you want to set up an online meeting.
3. On the Sign In screen, select your country and enter your credentials.
4. Click Schedule Meeting if you want to set up an online meeting.
5. Or click Join a meeting if you're connecting to a meeting set up by someone else.

For more information on how to use all the RingCentral Meetings features to make your online meeting more productive, see the RingCentral Meetings User Guide.
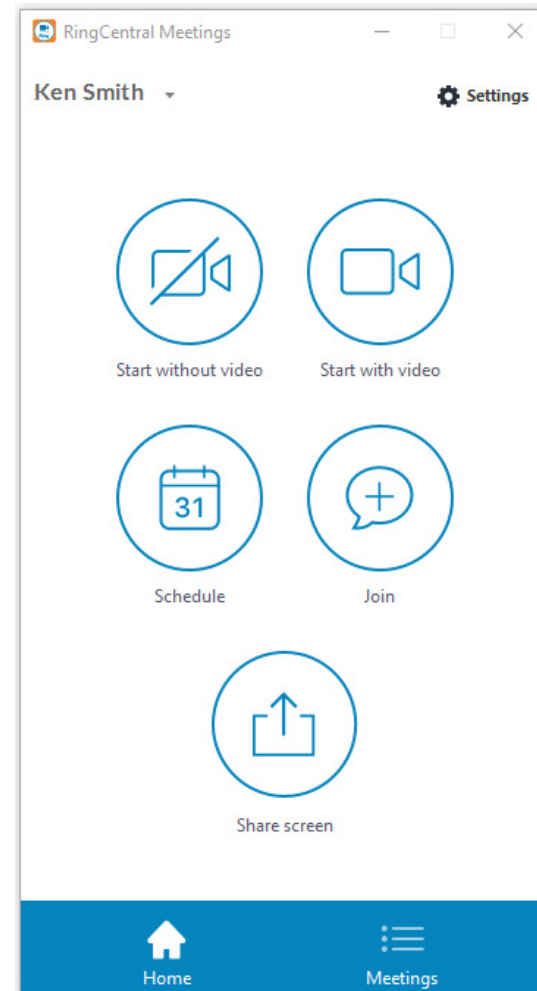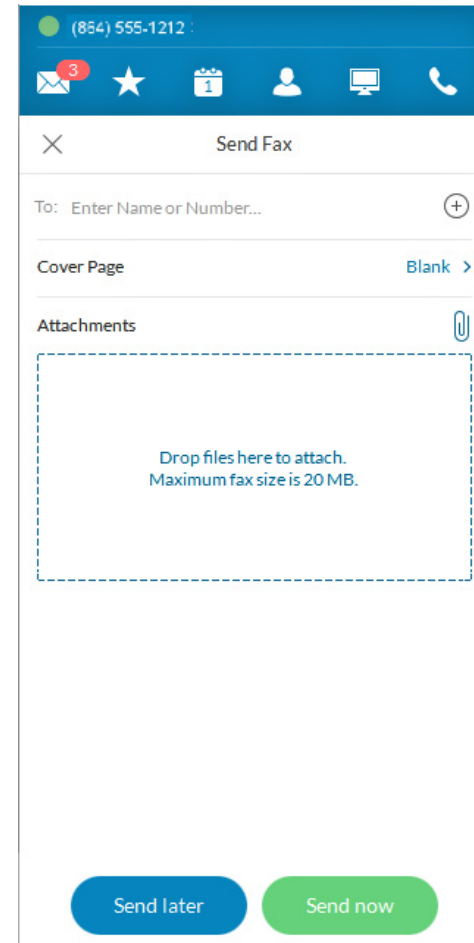
Send or Receive a Fax

You can send and receive online faxes directly in Office@Hand so you'll never have to walk to your separate fax machine again. Your phone number is also your fax number, so you only have to remember one number. You can fax to one or more people at the same time.

To send a fax:
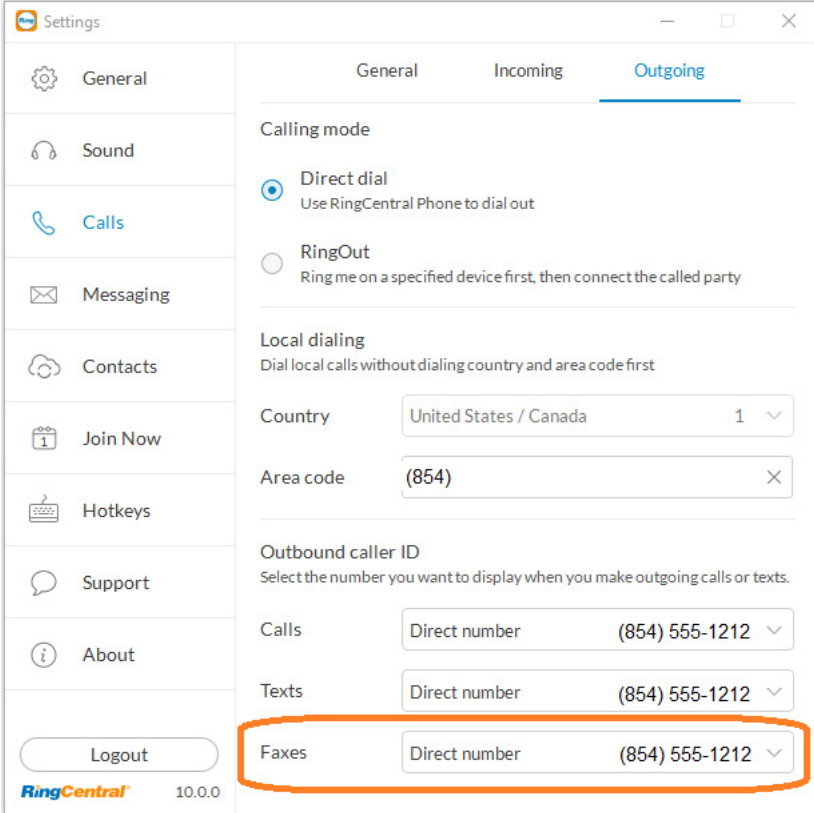
1. At the bottom of the screen, click ⬆ . The **Send Fax** screen opens.
2. In the To field, either click ⊕ to search all the contacts you want to fax, or type all the fax numbers.
3. Decide if you want to include a cover page. The default is Blank. Click the blue caret ❯ next to Blank to see your cover page options.
4. Or click the blue plus icon ⊕ to see instructions on how to create your own custom cover page and add it to the list.
5. Click ✓ at the top right of the screen to save your selection.
6. Back on the **Send Fax** screen, in the **Note** field, add a comment or message, if you want.
7. Attach any files you want to send. Click 📎 to browse and upload your attachment. Or drag-n-drop files from your desktop onto the dotted field (up to 20 MB).
8. You can also click 🖨 to scan and attach a document from the scanner you have selected in **Settings > Messaging** so long as the scanner is installed, powered on, and connected to your computer.*
9. Click **Send now** to send your fax now, or click **Send later** and set the date and time when the fax will be sent.

Set Caller ID for Faxes

Set the Caller ID for faxes by using these steps:

1. Click the **Settings** icon ⚙.
2. Click **Outgoing**.
3. In Fax **Direct number,** enter the phone number.

View Your Call Activity Records

You can easily review your call activity directly from Office@Hand. All call transactions (outgoing and incoming/missed) calls to your phone number are listed so you can check them when you want.

To view your call activity records:

1. At the top of the screen, click 🕐. The call log screen opens, showing all of your incoming and outgoing calls.
2. Here's how you can read the log:

    ☍✕ Means a missed call

    ☍→ Means an outgoing call you made

Did you know?

Double-click on any call listed in the log to call the person again. Or click ⓘ to see more options, such as adding the person to your Contacts list.
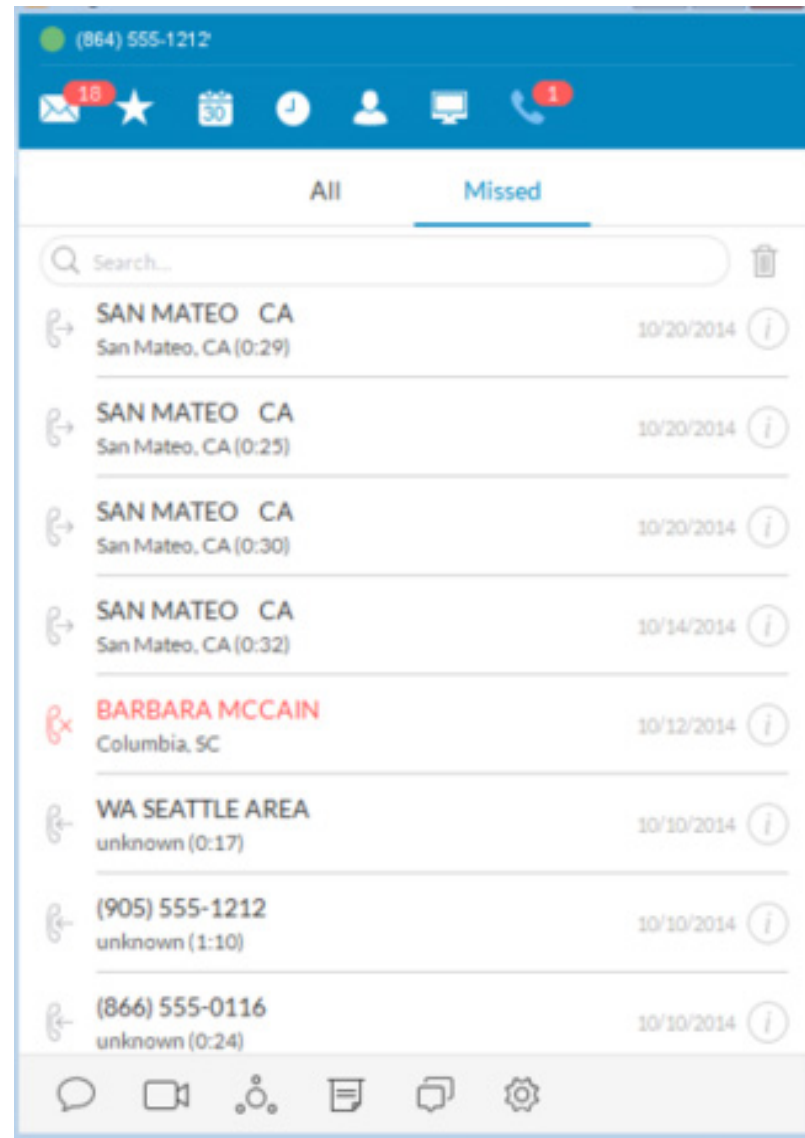
Personalize Office@Hand

Office@Hand is ready to use as soon as you install it on your computer and log in. But it's nice to personalize the app.
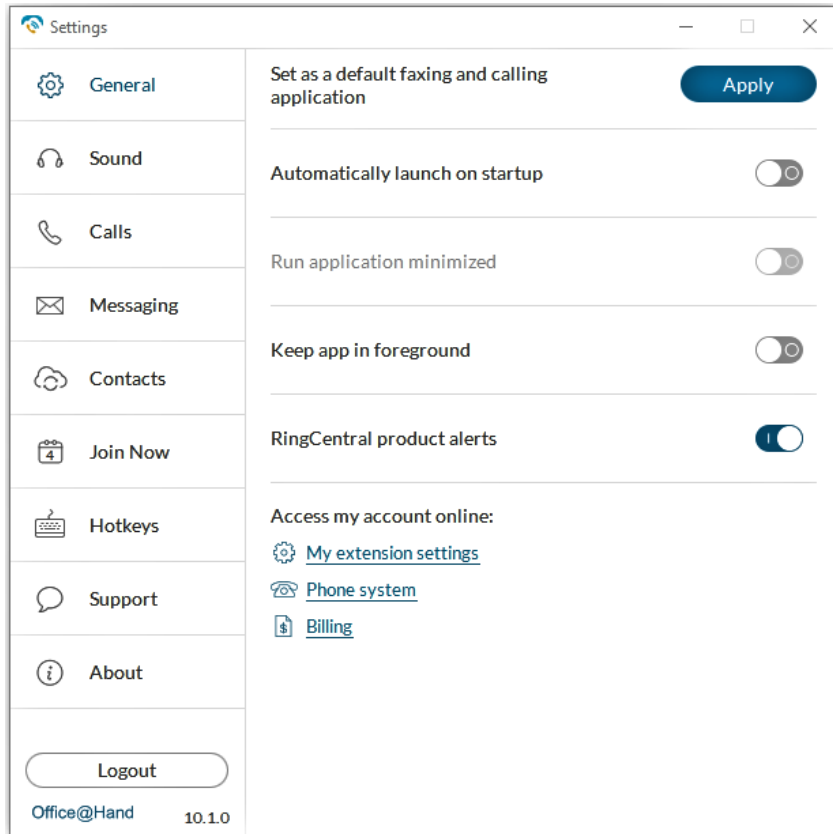
Settings screens are from the Windows app; Mac screens are similar.

Note: The Desktop app follows the user's device language when available. Users can set their language of choice in the Language dropdown menu on the **Settings > General** page.

Here's how you can personalize Office@Hand.

1. At the bottom of most app screens, click ⚙ .
   The **Settings** screen opens in a separate window.
2. In the left menu, select your preference for any of the following:

Click	To do this...
General	**Set as a default faxing and calling application** Clicking the **Apply** button will change the status to "Currently set as default faxing and calling application". Return to previous setting by.... **Automatically launch this application on startup**, ON or OFF **Run application minimized**, ON or OFF **Keep app in foreground**, ON or OFF Set this switch to ON to keep the your Desktop app on top of all other applications. **RingCentral products alerts** Informs customers of new features and service offerings. **Access my account online:** Clicking My extension settings will open your RingCentral application, where you may review or change your settings. Clicking Phone system will open your RingCentral application, where you may review or change your settings. Clicking Billing will open your RingCentral application, where you may review or change your Service Plan and International Calling settings. Note: Phone System and Billing are accessible only by Admins.

Forwarding Numbers Management

You can manage the forwarding of numbers in the application. Users can add, edit, and delete by using these steps:

1. Navigate to the **Settings** > **General** window.
2. Click **My extension settings**.
   Your My Extension window opens.
3. Select the **Settings** menu.
4. Click **Call Handling & Forwarding**.

This is helpful to those using the Call Forward or Call Flip features.
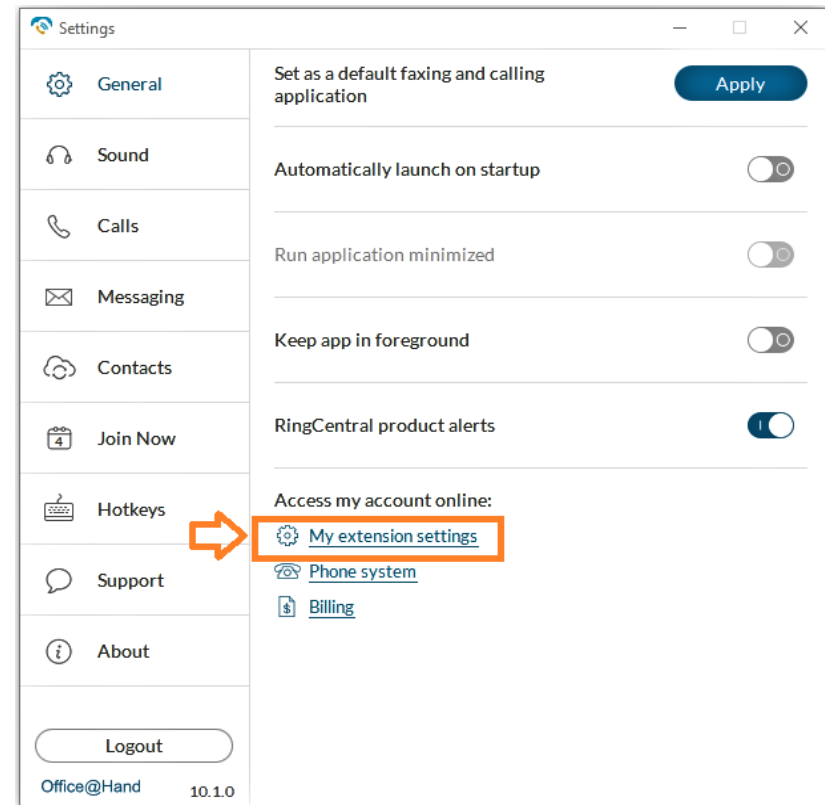
Sound Menu

Use the **Sound** menu to manage your Microphone, Speaker, and Ringer style and volume. If installed, the Plantronics Headset can be switched **ON** or **OFF** from the Sound menu.

Click	To do this...
Sound	**Microphone** Use the Sound menu to manage your microphone type and level. **Automatically adjust microphone settings** Switch this OFF to manually adjust your microphone. **Speaker** Use the drop-down to select Speakers/Headphones. If the Plantronics Headset is installed on your system, you may select it as your "speaker" here. **Ringer** Users who prefer the desktop app not to ring during an incoming call can now turn off the ringer. This can be configured on the RingCentral for Desktop App at **Settings > Audio > Ringer.** **Volume** Set your speaker or headset volume with the slide bar. **Plantronics Headset** Switch the Plantronics Headset **ON** or **OFF** from the Sound menu. (Option only when headset is installed.) **Ringtone** Choose the ringtone you prefer. Click to hear the sound, or click **Add New** to upload your own custom ringtone.

RingCentral®

Calls Menu - Incoming

The Calls menu allows quick access to many Desktop settings.

Click	To do this...
Calls	**Incoming** Display incoming call in the standalone window. Launch an external app or URL on incoming call. **Auto answer / After** Switch **ON** to select the number of seconds to wait before an incoming forwards to voicemail or another extension. This can range from 5 to 30 seconds.
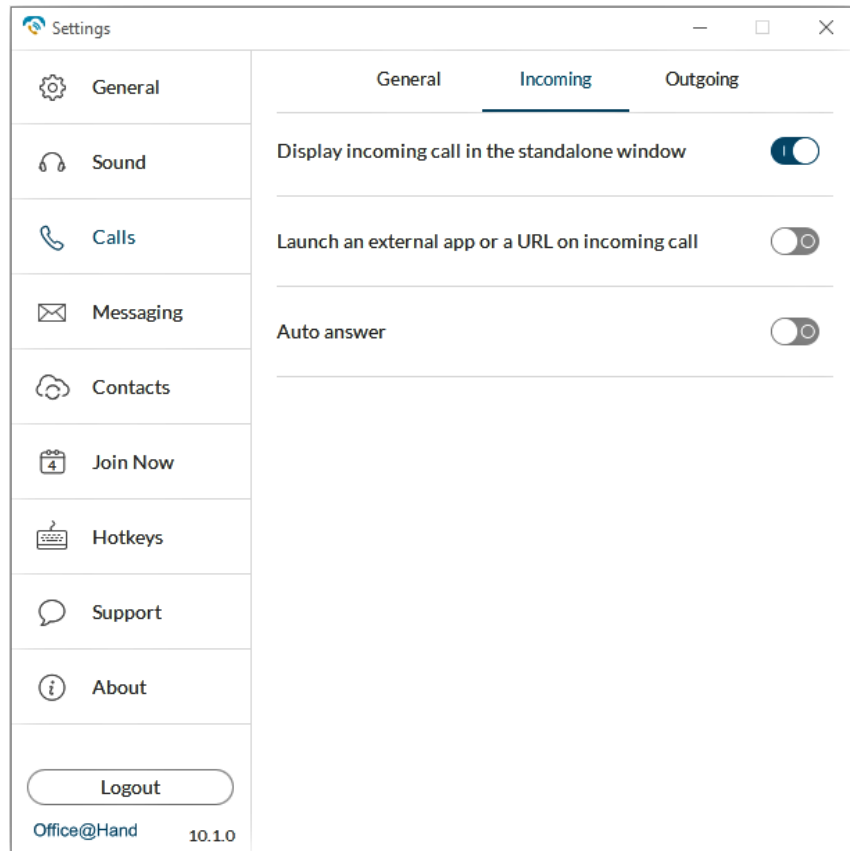
Mac users can choose to automatically pause iTunes when a call comes in.

RingCentral®

Calls Menu - Outgoing

The Calls menu allows quick access to many Desktop settings.

Click	To do this...
Calls	**Outgoing** **Calling mode / Direct Dial** The Direct Dial option is visible only when a Digital Line is assigned to the computer where the desktop app is installed. **Calling mode / RingOut** Ring me on a specified device first, then connect the called party. **Prompt me to dial 1 before connecting the call** Switch OFF to have the call come directly to your extension without delay. **Local dialing** Dial local calls without dialing country and area code first. **Country** Select your country from the drop-down. **Area code** Enter the area code from which your calls will originate. **Outbound caller ID** Select the number you want to display when you make outgoing calls or texts. **Calls** From the drop-down, select a number from which your calls will originate. All numbers on the Service Web are available, **Texts** From the drop-down, select the number from which your texts will originate.

Faxes

From the drop down, select the number from which your faxes will originate.

Messaging Menu

Use the Messaging menu to manage incoming calls to the Desktop.

Click	To do this...
Messaging	**Play notification sound for fax and text messages** Decide whether you want to hear a sound when you send or receive a text or fax. **Convert direct numbers to extensions when I try to send a message to several recipients** Extensions are sometimes easier to recognize between colleagues. Decide when you'd like to do a conversion like this. Default action: *Ask me*; or *Do not convert*; or *Convert.*. **Automatically print incoming faxes** When **Automatically print incoming faxes** is ON, a list of printers will appear for selection (Windows only).

Contacts Menu - Integrate with Microsoft Outlook

Office@Hand seamlessly integrates with Microsoft Outlook so you can conveniently call, fax, or text all of your contacts while you're in Outlook. *Available for Microsoft Windows users only.*

To set up your Outlook* account to work with Office@Hand for Desktops,

1. At the bottom of the app screen, click the Settings icon. The Settings screen opens in a different window.
2. Activate the button, **View Outlook contacts**.
3. From Select Profile, click **Outlook**.

* Microsoft Outlook 2010 or higher is required.
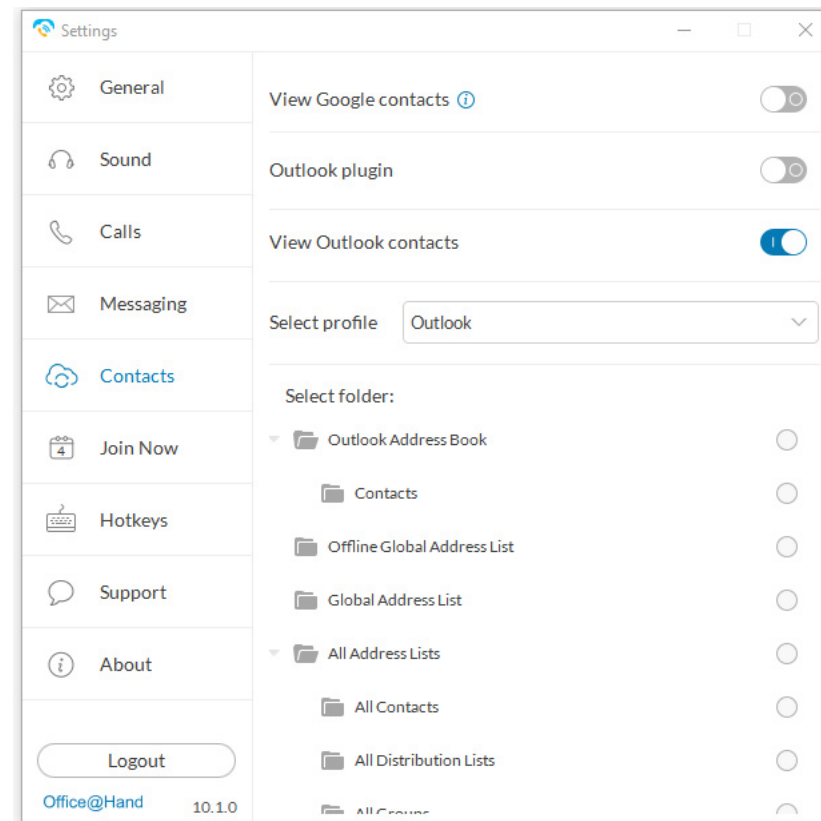
Contacts Menu - Integrate with Mac Address Book

Office@Hand seamlessly integrates with Mac Address Book so you can conveniently call, fax, or text all of your contacts while you're in your Mac Address Book. *Available for Mac users only.*

Click	To do this...
Contacts	To set up your Mac Address Book to sync with RingCentral for Desktop:
	1. At the bottom of the app screen, click ⚙ . The **Settings** screen opens in a separate window.
	2. From the left menu, click **Contacts**.
	3. Set the **View contacts from "Contacts"** option to **ON**.
	If this is your first time syncing your Mac Address Book with RingCentral for Desktop, you will be asked to allow RingCentral for Desktop to access your Mac Address Book.

Join Now

Join Now integrates with Google, Outlook (Win), and iCal (Mac) calendars, so you can identify and join meetings and conferences, and make calls from calendar events.
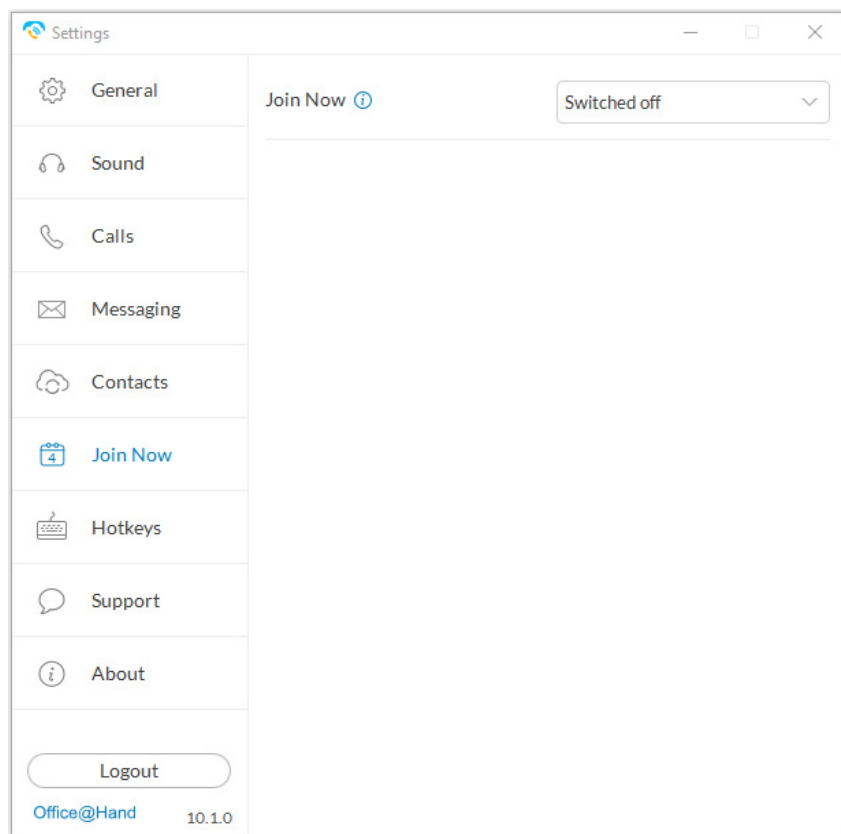
Click	To do this...
Join Now	• Identify meetings and conferences, and make calls from calendar events. • One tap to join conference calls—access code entered automatically. • Shortcut buttons to join meetings. • Configure calendar source and notifications.
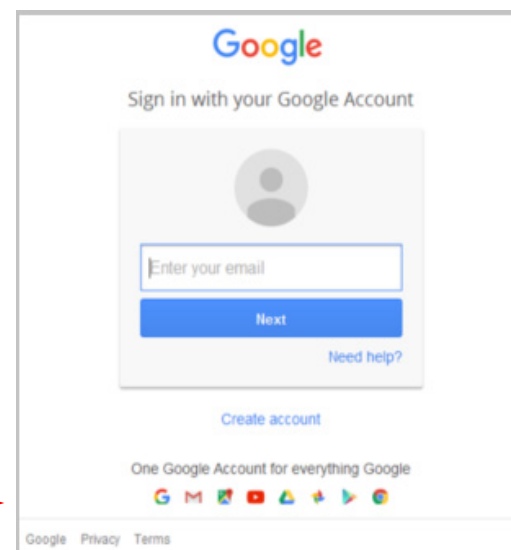
Hotkeys for Microsoft Windows

These hotkeys are available for Microsoft Windows users.

*Hotkeys on your RingCentral Desktop app are always available even if the app is minimized, as long it is running. This allows you to perform specific actions with just a touch of a key on your Windows PC. You can set hotkeys to pick up a call or to send a text message.

Hotkeys for Mac

These hotkeys are available for Mac users.

Click	To do this...
Hotkeys	**Hotkeys***
	• Mute/unmute Shift + Ctrl + M
	• Hold/unhold Shift + Ctrl + H
	• End call Ctrl + E
	• Pick up the call None; Ctrl + Enter; Enter
	• Sending new text Ctrl + N
	• Sending new fax Ctrl + J
	Advanced Hotkeys
	• Outgoing Cal ⓘ F6
	• Outgoing Fax F8
	• Send text message using Enter; Ctrl + Enter
	• Park Shift + Ctrl + P
	• Transfer Ctrl + T
	• Dialpad Ctrl + D
	Access my account online:
	• Extension settings,
	• Phone system,
	• Billing (requires login to your online account).
	ⓘ Dial selected numbers from external applications using Office@Hand.

Technical Support

For issues or questions about RingCentral for Windows or other RingCentral products, visit the Customer Care Center for FAQs, knowledge articles, Community, Guides or to open a case.
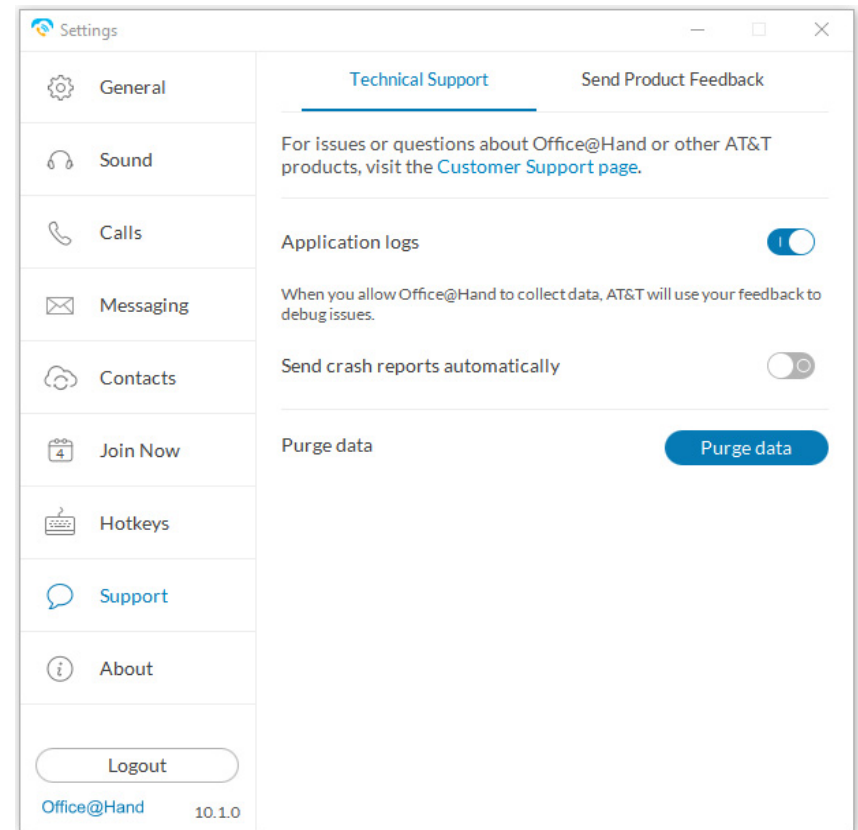
About

RingCentral for Windows is a complete communications hub on your computer desktop that lets you talk, text, fax, and conference from one friendly app.

The message below your **About** screen appears when you click **Check for Updates** if your installed version of Office@Hand is up-to-date.

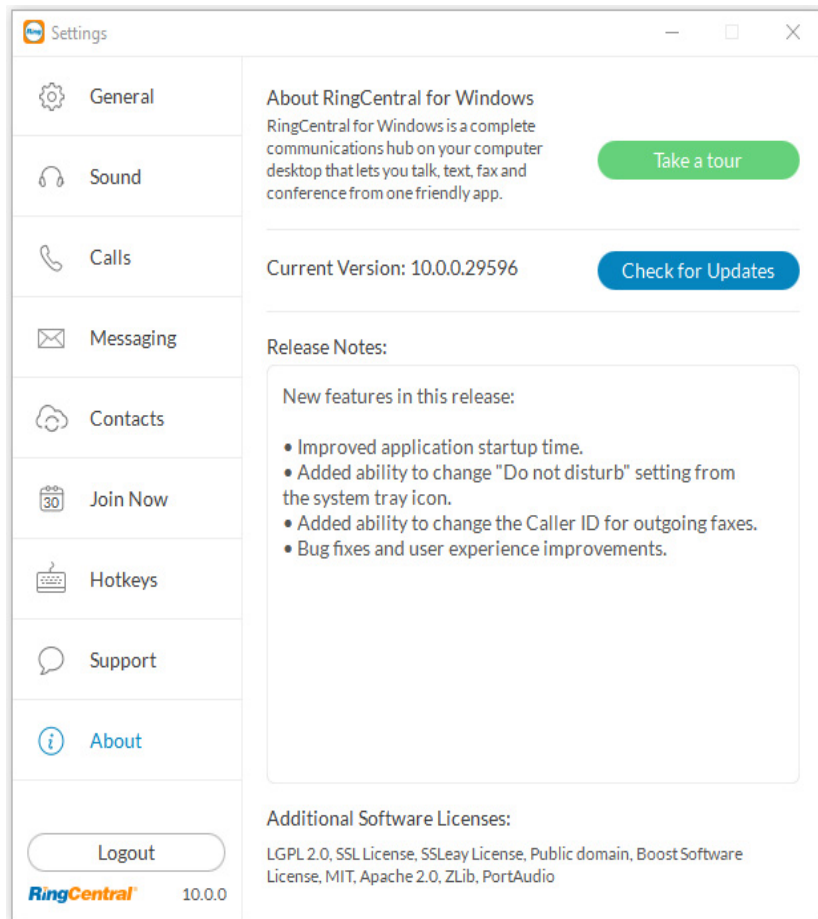| Click	To do this...
About	**About RingCentral for Windows** RingCentral for Windows is a complete communication hub that lets you talk, text, fax and conference from one convenient app on your computer desktop. **Take a Tour** Learn about the latest features in this easy-to use, friendly Desktop app. **Check for Updates** The current version of the Desktop app installed on your computer is shown here. Click **Check for Updates** to determine whether you have the latest version installed. Use this button to download updates to the Desktop app. **Release Notes:** This section lists the new features in this release. Among these are: • Promote a 3-way active call to a conference call. • Selective ringing on HUD: configure extensions allowed to ring your phone. • Added support for Spanish and Italian. • Improved user experience of the "Call Flip" feature. • Call queue and IVR numbers are now available in the caller ID dropdown.

Settings window:

General
Sound
Calls
Messaging
Contacts
Join Now
Hotkeys
Support
About

About RingCentral for Windows
RingCentral for Windows is a complete communications hub on your computer desktop that lets you talk, text, fax and conference from one friendly app.

Take a tour

Current Version: 10.0.0.29596

Check for Updates

Release Notes:

New features in this release:

• Improved application startup time.
• Added ability to change "Do not disturb" setting from the system tray icon.
• Added ability to change the Caller ID for outgoing faxes.
• Bug fixes and user experience improvements.

Additional Software Licenses:

LGPL 2.0, SSL License, SSLeay License, Public domain, Boost Software License, MIT, Apache 2.0, ZLib, PortAudio

Logout

RingCentral 10.0.0

Head Up Display

Head Up Display (HUD) is a call management feature that allows you to monitor and interact with up to 100 user extensions that you can add to a HUD list, which is displayed alphabetically.

With HUD you can view the presence status of each extension on the list in real time. You can also transfer active calls to any extension in your system, and add users to active calls. If you have permission, you can pick up incoming calls on behalf of other extensions.
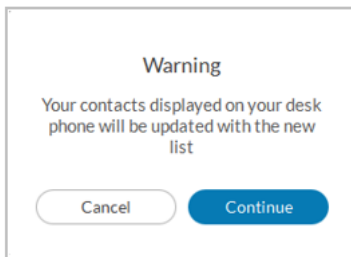
To enable HUD, follow these steps:

1. Click the HUD icon at the top of most app pages.
2. **Welcome to the HUD** will appear if you have not set up your Presence appearance in your online account; otherwise your HUD list will sync automatically to the extensions in your Presence appearance.
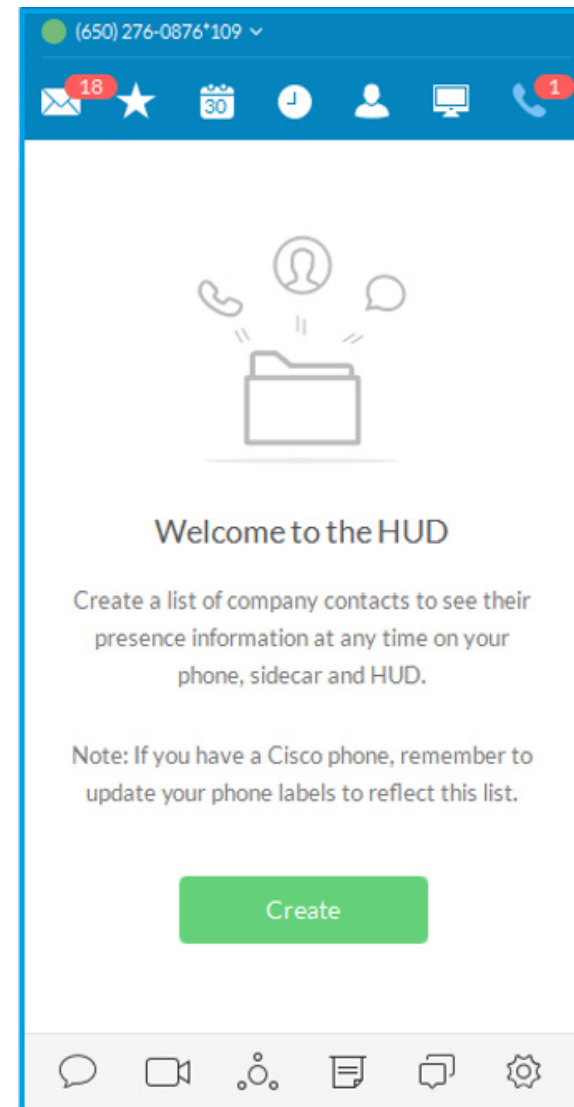
**To add extensions to the HUD, follow these steps:**

1. Click the green Create button (previous page). The Select a Contact screen opens.
2. On the Select a Contact screen, place a check mark next to users you want to add to your HUD list, and click Add.
3. Click Save. You may see the warning message below. The warning alerts you that you will also change the settings in your online account for Presence appearance if you continue.

> **Warning**
>
> Your contacts displayed on your desk phone will be updated with the new list
>
> Cancel   Continue

4. If you click Continue, your HUD list will appear as shown on the screen at right.
5. Click Save. Your new HUD list will appear as shown at left on the next page.

Note: If the Presence Appearance is defined in the user's Office account, the HUD list will be set up automatically and synchronized to the user's Contacts list (User > Phones & Numbers > Presence > Appearance).

Click the Edit icon ✎ ; then the Add icon 👤+ on the HUD list to add more contacts.
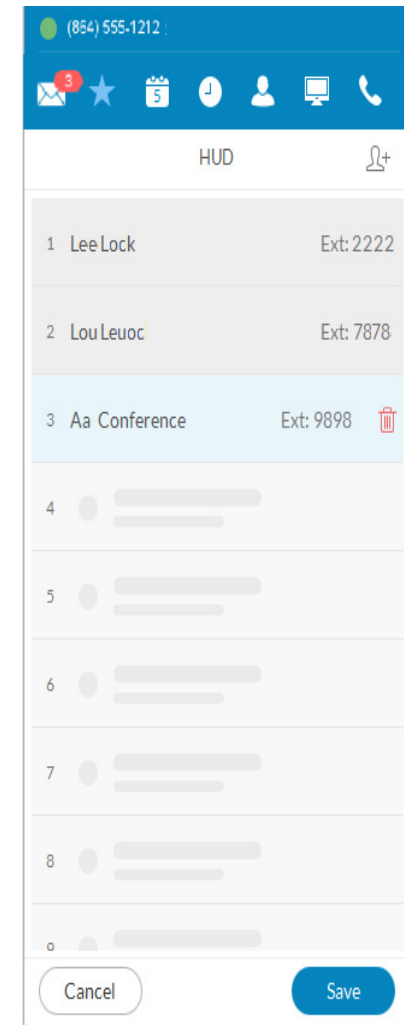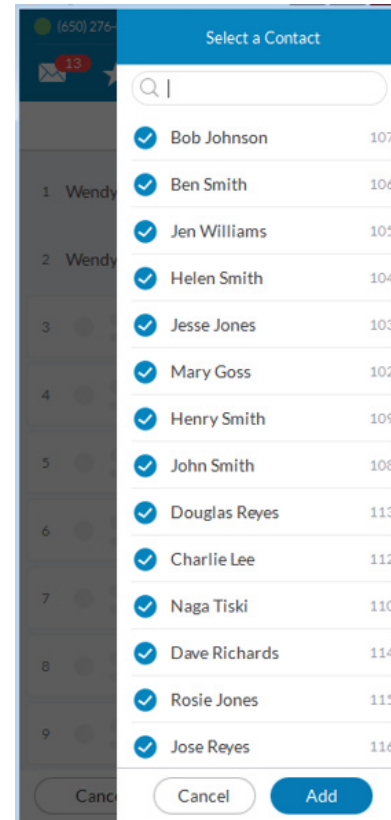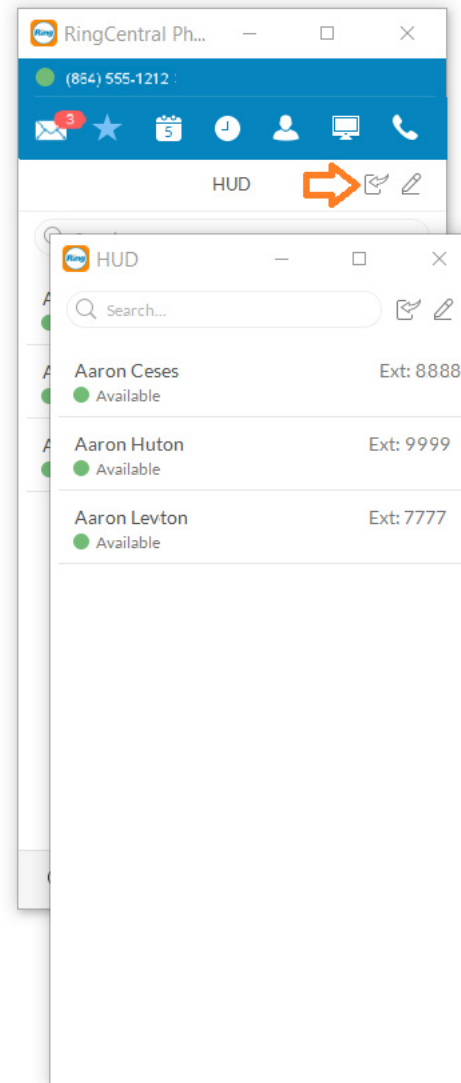
There are many ways you can manage calls with HUD:

1. On the new HUD list, mouse over a name to place a call or send a text message to the extension. Example: Ben Smith, Ext: 106.

2. Click the **Undock** icon to see the complete HUD list in a separate screen for easy call handling. The HUD list can contain up to 100 extensions.

RingCentral Ph...

(864) 555-1212

HUD

HUD

Search...

Aaron Ceses	Ext: 8888
Available	
Aaron Huton	Ext: 9999
Available	
Aaron Levton	Ext: 7777
Available	

RingCentral®

3. During an active call, mouse over the extension (Ben Smith, Ext: 106) to see additional options you can perform with HUD. These are Call, Text, Transfer, and Conference.

    HUD options

4. You can transfer ↗ your active call to another extension by Warm Transfer, Blind Transfer, or To Voicemail.

5. With HUD you can also instantly add ♙+ (conference in) users to your active calls; for example, adding Mary Goss to your current call with Ben Smith.
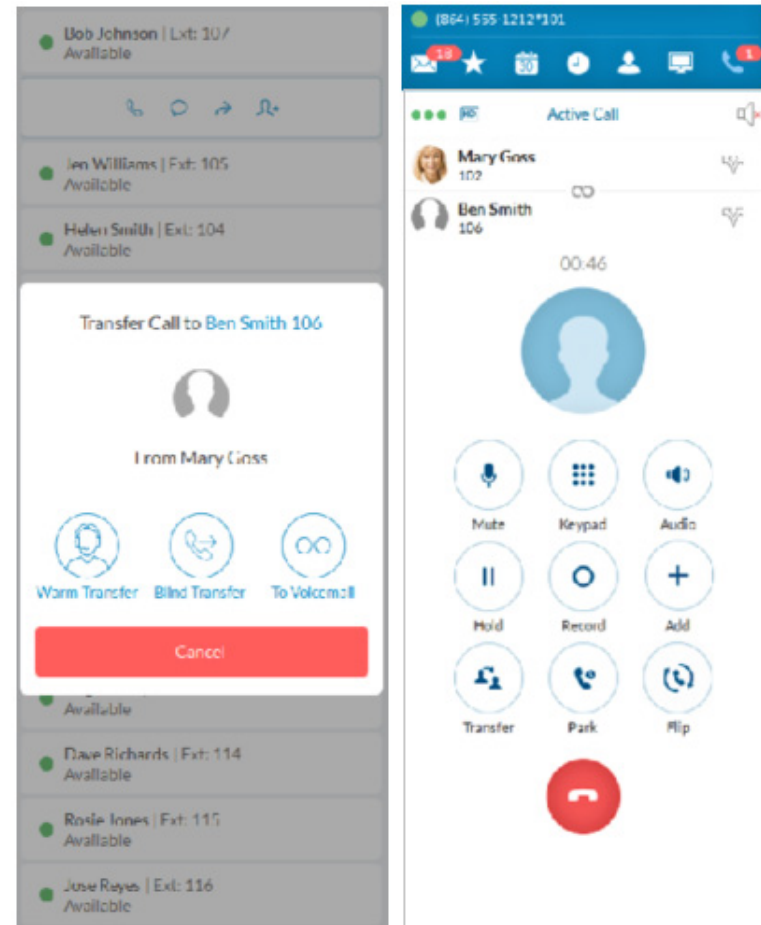
6. To pick up an incoming call to an extension you have permission to monitor (example Ben Smith, Ext: 106), mouse over the extension to reveal the Pickup option. Click the **Pickup** icon to handle the call.

7. On the pop-up that follows, the person monitoring an extension can **Forward** the call; **Reply** to the call with text; **Ignore** the call; or **Pickup** the call and answer it on behalf of the extension owner.

   Ignoring the call will cause it to be handled by the call forwarding rules set up by the extension owner, such as going to voicemail, being forwarded to another phone, or forwarded to a colleague.
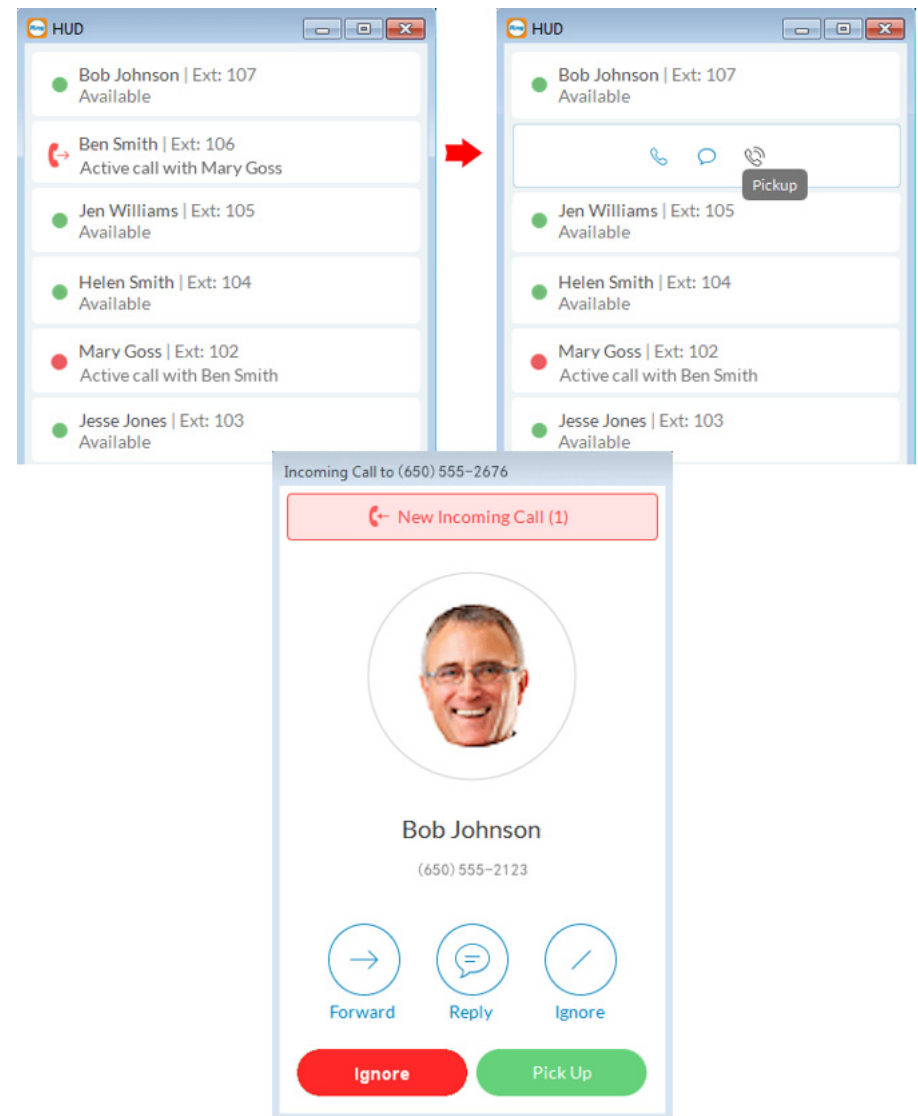
HUD Call Monitoring

Incoming calls to an extension within the HUD list can be monitored if the extension owner has granted permission to the person who wishes to monitor that extension.

For example, when an agent is on a call, a supervisor in the same monitoring group can mouse over the extension to start monitoring the call.
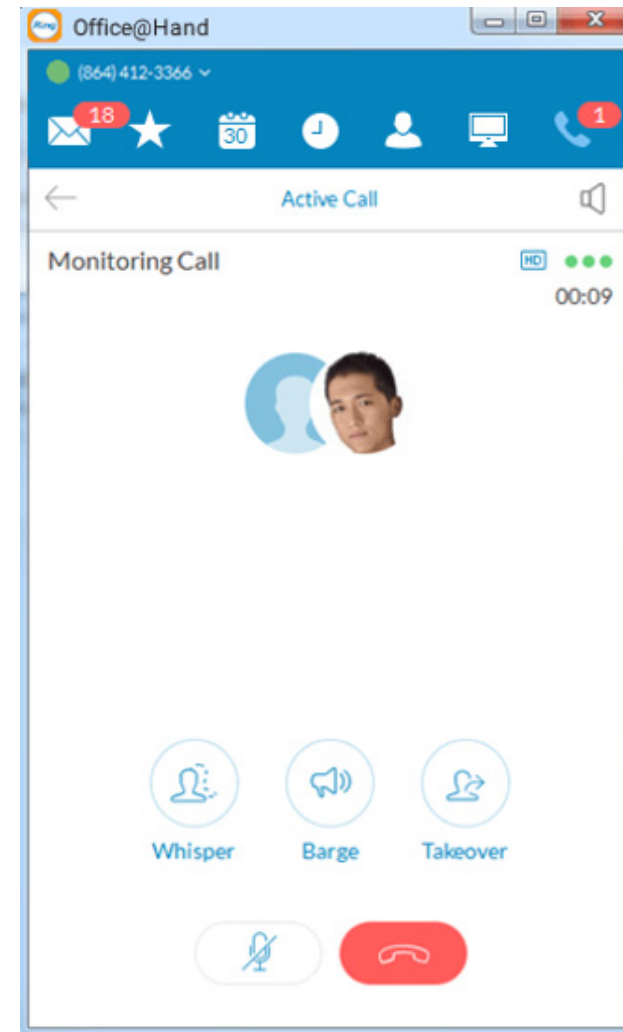
The supervisor can listen in and Whisper only to the agent; Barge in and be heard by both Agent and caller, or Takeover the call.
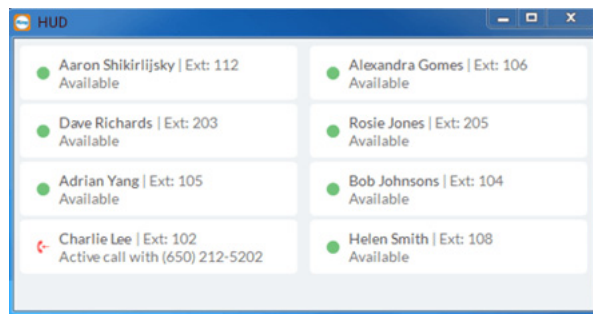
Agent Charlie Lee takes a call from a client.
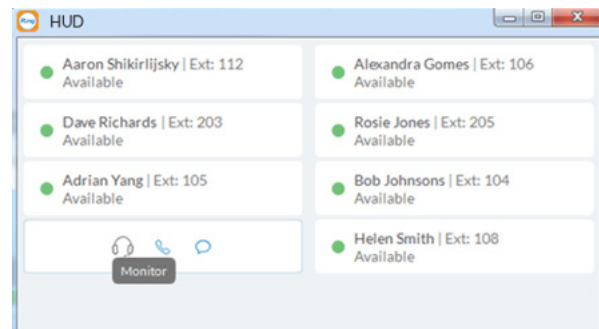
Charlie's supervisor mouses over Charlie's extension and clicks **Monitor** to listen in.

Charlie's supervisor has the option to Whisper to Charlie, Barge in, or Takeover the call.
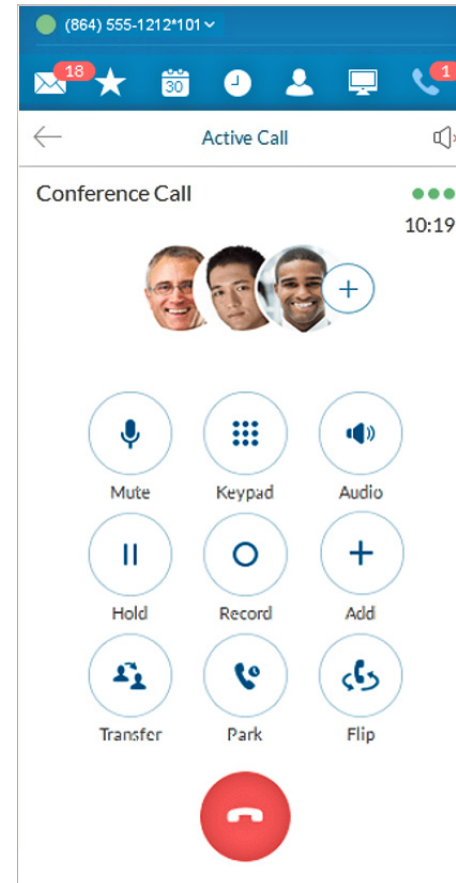
Active Call Layout

This screen for conference calls provides:
- Improved layout for all local calls in conference
- An updated design that displays all parties in conference
- Improved user interface and structure
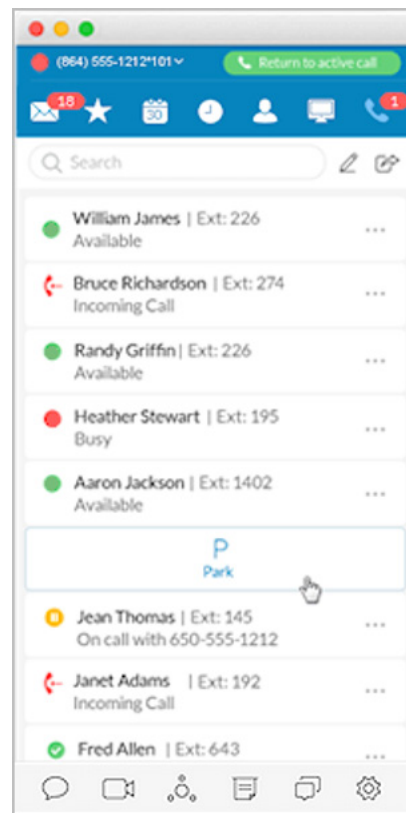
Park Locations at HUD

Park Locations is a feature on the Desktop App HUD that allows you to park a call privately that can only be answered by users within the group. This provides increased security as only selected employees can pick up the parked call.

Users within the designated group can pick up a parked call anywhere within Office@Hand, even when away from their desk.
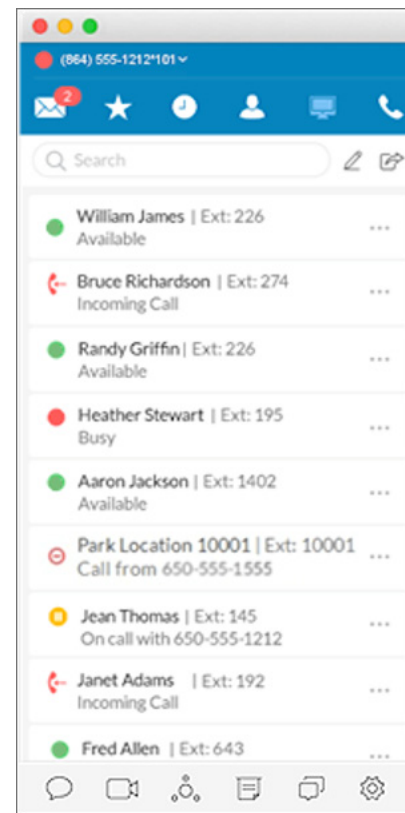
During an active call, click the **Park Location** group on the HUD; then mouse over the location to **Park** the active call. Answer parked calls by mousing over the **Park Location** extension and clicking **Pickup**.
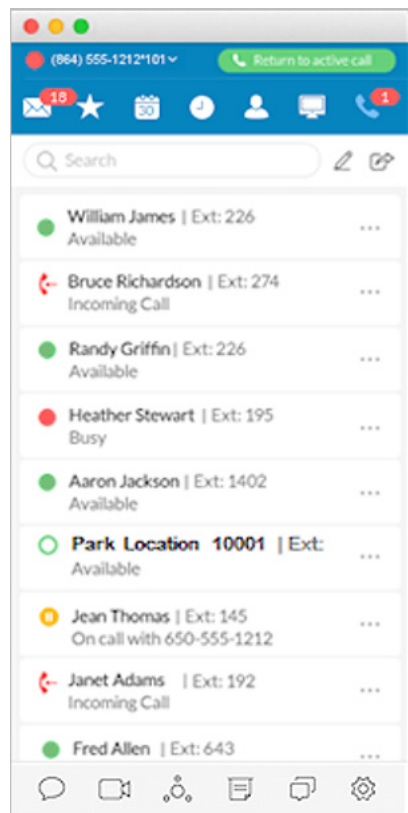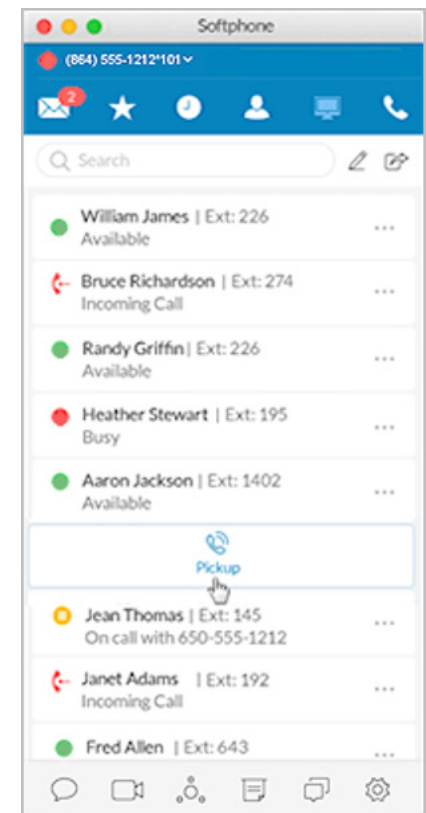

Available **Park Location** is boldface.

Mouse over **Park Location** and click it**.**

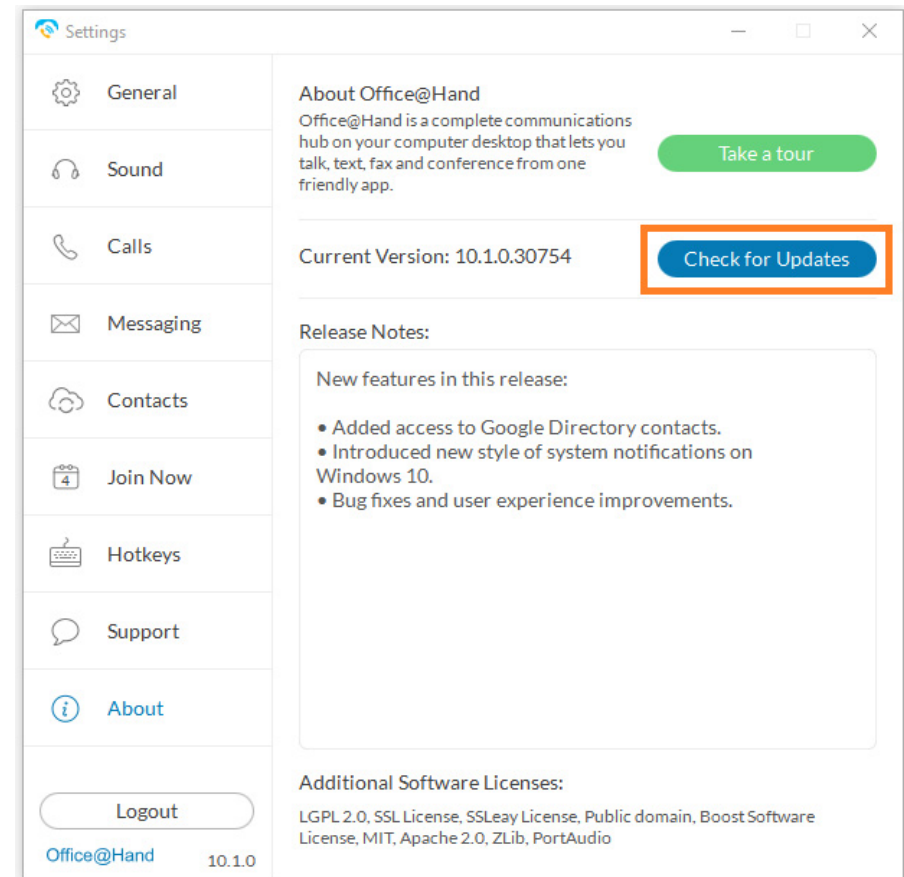
Call from 650-555-1555 is parked.

Mouse over parked call and click **Pickup.**

Check for Updates

To determine whether you have the latest Office@Hand application installed:

1. Click the View Settings icon ⚙.
2. Click **About** near the bottom left of the Settings screen.

3. Next to Current Version: Click `Check for Updates`.
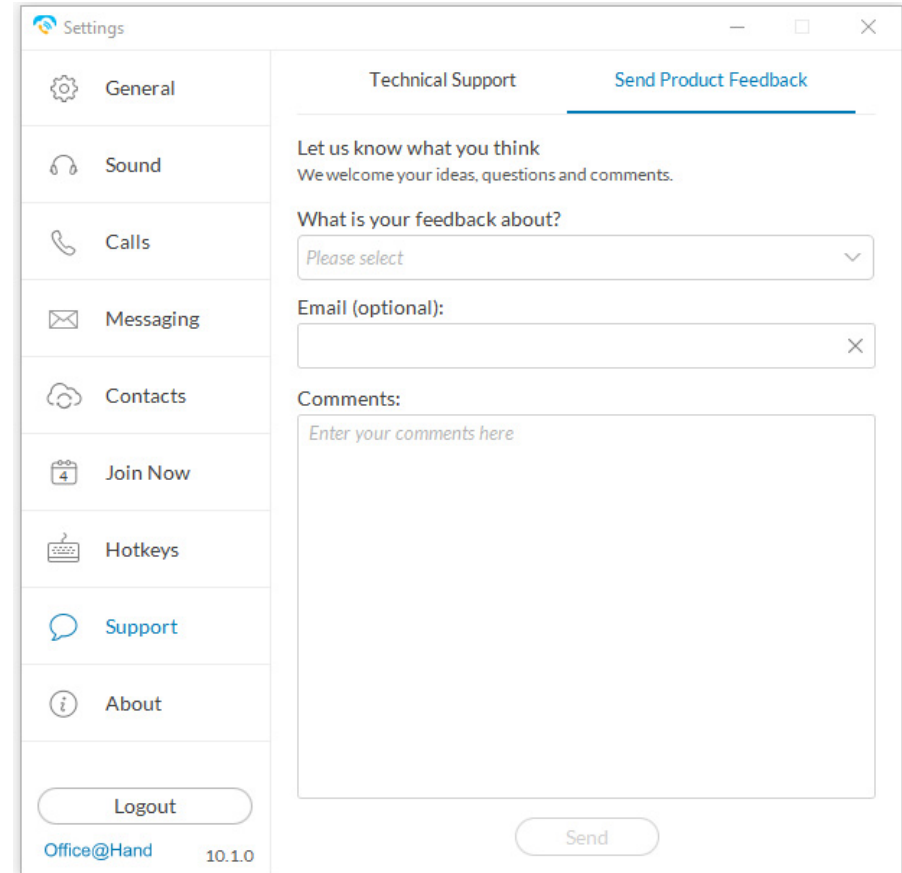
Give Us Feedback

We love hearing from you! Your comments help us improve Office@Hand, so don't be shy about telling us what's on your mind. We want to hear the good and the bad.

Here's how you can get in touch with us:

1. At the bottom of the screen, click ⚙. The **Settings** screen opens in a separate window.
2. From the left menu, click **Support > Send Product Feedback**.
3. In the **What is your feedback about** field, select the topic of your correspondence.
4. In the **Email** field, type your email address if you'd like us to respond to you.
5. In the **Comments** field, type your feedback. Go all out. Let us know what's on your mind. We are happy to hear whatever you have to say.
6. When you're done having your say, click **Send**.

   Your feedback is sent around to the teams at RingCentral. While you might not get a response right away, rest assured that we hear you. We review every bit of feedback that comes our way. If you included your email address, we might contact you for more details.
7. Please send feedback as often as you like!

Log Out of Office@Hand

When you're done with work for the day, you can log out of Office@Hand. Here's how:

1. At the top of the screen, click ⚙ . The Settings screen opens in a separate window.
2. From the left menu, click Log out.
3. A confirmation message displays. Click Log out again.

You've now successfully logged out and closed your Office@Hand working session.