

RingCentral Office at Hand from AT&T

User Guide



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Part 1 - Getting Started



Introduction

RingCentral Office@Hand from AT&T is a business phone system that connects employees with one solution. It offers enterprise-grade features, including auto receptionist, multiple extensions, and more.

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

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



Activate Your Account

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

Welcome Email

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

RingCentral Office@Hand from AT&T

Dear XXX,

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

- Your company's account number is: **(800) 639-0003**
- Your extension number is: **103**

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

[Set Up Account](#)

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

<https://officeathand-devfre.lab.rcch.ringcentral.com/login/main.asp?CDXB3420-BADA1C006D49AB1E60E0036E3DB516A4EF2815&enc=2&activation>

Logging in to RingCentral Office@Hand from AT&T.

From the RingCentral Office@Hand from AT&T login page, skip everything and click the **Single Sign-on** link. Then log in with your standard company credentials.

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

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

RingCentral



RingCentral


Create Password

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


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

 Google 


sarah.marshall@gmail.com



Your Account Security

1 Create Password 

Used to login to your online account

2 Create PIN 

Used to check your voicemail messages via the phone





PIN

.....

Confirm PIN

.....

Pin Criteria

-  Only Digital
-  Non repeating
-  Non sequential
-  Length 6-10 characters

Continue >

3 Security Question and Answer

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

Legal

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Express Setup

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


RingCentral Office@Hand from AT&T Express Setup

My account: (707) 865-6319 Ext. 104

Welcome to RingCentral Office@Hand from AT&T

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


STEP 1



User Info

Review your user profile


STEP 2



Call Handling

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

RingCentral





User Info

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

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

Regional Settings

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

User Info

Call Handling

Review your contact information to get started

1

User Info

Company Number: (650) 472-4083

Extension Number: 107

Direct Number: (205) 208-3594

Ron

Babia

ron.babia@ringcentral.com

Continue

User Info

Call Handling

Review your contact information to get started

✓

User Info

⌵

2

Regional Settings

Country: United States (1) ⌵

Time Format: ☒ 12h (AM/PM) ☐ 24h

Time Zone: (GMT-08:00) Pacific Time (US & Cana... ⌵

Continue



Emergency Calling

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

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

✓

Regional Settings

⌵

3

Emergency Calling - Registered Location

Print

John Smith

United States

999 Baker Way

Ste 500

San Mateo

California

94404

RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE e911 service operates differently than traditional 911 service. We are required by the FCC to advise you of the circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include:

that interruption and therefore would not have access to 911 service during that interruption.

(2) Number Flexibility & Service Portability. Traditional 911 service automatically sends your 911 call to the appropriate local emergency responder, or Public Safety Answering Point ("PSAP"), based on your telephone number. Traditional Enhanced 911 service (also known as E911) automatically sends your 911 call to the appropriate PSAP along

By clicking "Agree and Continue" below, you confirm that you have read, agree to and understand how e911 service for RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE differs from traditional 911 and that you agree to maintain your registered location based on your current address

Agree and Continue



Call Handling: Call Forwarding

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

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

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

The screenshot shows the 'Call Forwarding' setup screen. At the top, there are two tabs: 'User Info' and 'Call Handling', with 'Call Handling' being the active tab. Below the tabs, a message says 'Please select how you would like to handle incoming calls'. The main heading is 'Call Forwarding', followed by the question 'Would you like to configure devices to receive calls?'. In the center, there is a dashed box containing icons for a 'Desk Phone' and a 'RingCentral Phone'. At the bottom of the dashed box is the text 'RingCentral Phone'. Below the dashed box is a blue button labeled 'Add Devices'.

The screenshot shows the 'Phone Numbers' setup screen. At the top, there are two tabs: 'User Info' and 'Call Handling', with 'Call Handling' being the active tab. Below the tabs, a message says 'Please select how you would like to handle incoming calls'. The main heading is 'Phone Numbers', followed by the question 'Please select which additional devices you would like to ring when you receive an incoming call to your business number.' In the top right corner, it says '1 of 2'. Below the question, there are three rows of input fields. Each row has a dropdown menu with a phone icon, a text input field, and a delete icon (X). The first row is labeled 'Other' with the number '6501111111'. The second row is labeled 'Home' with the number '6502222222'. The third row is labeled 'Mobile' with the number '6503333333'. At the bottom of the screen is a green button labeled 'Next'.



Call Handling Option

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

User Info Call Handling

Please select how you would like to handle incoming calls

Call Handling 2 of 2

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

☐ Simultaneously ☒ Sequentially

1 Other
+1 (650) 111-1111

2 Home
+1 (650) 222-2222

3 Mobile
+1 (650) 333-3333

Save



Voicemail

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

To record a custom greeting over the phone:

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

To import an audio file:

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


The screenshot shows the 'Call Handling' section of the RingCentral interface. At the top, there are two tabs: 'User Info' and 'Call Handling'. Below the tabs, the heading reads 'Please select how you would like to handle incoming calls'. There are two main cards. The first card, 'Call Forwarding', features a green checkmark icon and a phone icon with an 'x' and an arrow. It contains the text: 'When you receive an incoming call, RingCentral Office@Hand from AT&T will try to locate you on the phones you specify'. At the bottom of this card is a 'Change' button. The second card, 'Voicemail', features a '2' in a circle icon and a headset icon. It contains the text: 'If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.' Below this text is a play button icon and a sample voicemail message: 'Your call has been forwarded to the voicemail for Ron Babia. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options.' At the bottom of the 'Voicemail' card are two buttons: 'Customize' and 'Keep Default'.

The screenshot shows the 'Voicemail' section of the RingCentral interface. At the top, there are two tabs: 'User Info' and 'Call Handling'. Below the tabs, the heading reads 'Please select how you would like to handle incoming calls'. The 'Voicemail' card is selected, showing a close button (X) in the top left corner. Below the heading, there are two radio buttons: 'Default' and 'Custom'. The 'Custom' radio button is selected. Below the radio buttons are two tabs: 'RECORD OVER THE PHONE' and 'IMPORT'. The 'RECORD OVER THE PHONE' tab is selected. Below the tabs, the text reads: 'RingCentral will call you to record your custom greeting over the phone.' Below this text is a 'Call me at:' label, a dropdown menu showing '650111111', and a 'Call' button. At the bottom of the card is a 'Save' button.



Finishing the Setup


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



User Info

Name: Ron Babia
Company: (650) 472-4083
Ext: 107
Direct: (205) 208-3594

Change



Call Forwarding


Sequentially

Other
16501111111

Home
(650) 222-2222

Mobile
(650) 333-3333

Change



Voicemail

Default

"Your call has been forwarded to the voicemail for Ron Babia. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."

Change

Finish Setup



Download Apps


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

Click **Go to My Account** to go to your new Office@Hand account.

Use RingCentral Office@Hand from AT&T Anywhere
You've just completed the initial setup for your RingCentral Office@Hand from AT&T phone.

On the Go:


Free Smartphone App
Accessibility away from your desk



App for iPhone
App for Android


At Your Desk:

Free Desktop App
Accessibility on your computer




RingCentral for Windows

RingCentral meetings
Connect. Meet. Collaborate.



Download for Windows


Glip Messaging
Collaborate anywhere:
Free messaging and file sharing app
RingCentral Glip included with your service



Find more at glip.com

Finish

Congratulations!
You've just completed the initial setup for your RingCentral Office@Hand from AT&T phone.



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

(650) 741-9861

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

Go to My Account



How to Access Your Account

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

Email or Google as User ID

If configured by the admin for your account, users can log in with a unique corporate email address or Google (Gmail or G Suite) account. See [Use a Corporate Email Address to Log In](#) and [Use a Google Account to Log In](#).

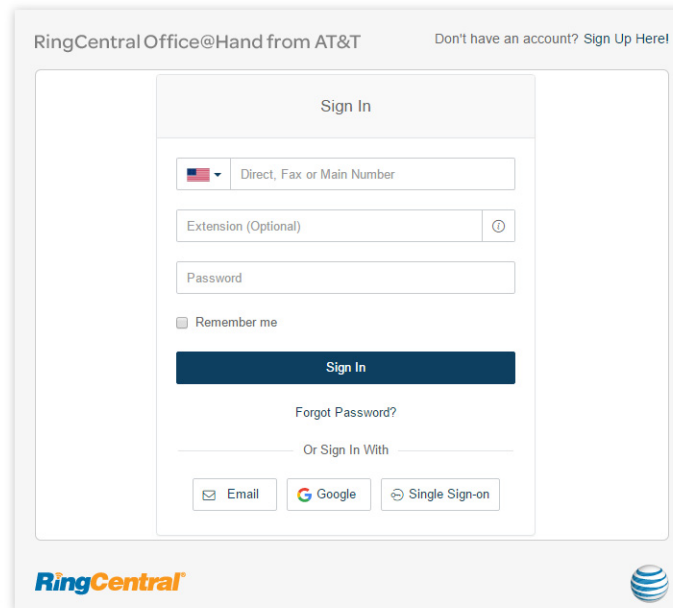
Single Sign-on

If Single Sign-on is set up for your account, click Single Sign-on at the bottom of the screen and enter your email address on the following screen, then log in with your corporate credentials.

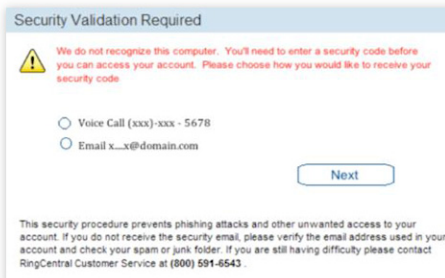
Account Validation

Account Validation is a security feature that helps protect against fraudulent activity on your account. You will be asked for a security validation code when you log in from a new or unrecognized computer for the first time.


Depending on your account settings, you will need to check your phone or email for the security code and enter it in the box before logging in.



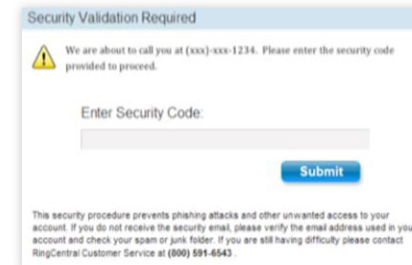
The image shows the RingCentral Office@Hand from AT&T Sign In page. At the top, it says "RingCentral Office@Hand from AT&T" and "Don't have an account? Sign Up Here!". The main section is titled "Sign In" and contains a form with the following fields: a dropdown menu for country (USA), a text field for "Direct, Fax or Main Number", a text field for "Extension (Optional)", a text field for "Password", and a checkbox for "Remember me". Below the form is a blue "Sign In" button. Underneath the button is a link for "Forgot Password?". At the bottom, there is a section titled "Or Sign In With" with three buttons: "Email", "Google", and "Single Sign-on". The RingCentral logo is at the bottom left and the AT&T logo is at the bottom right.



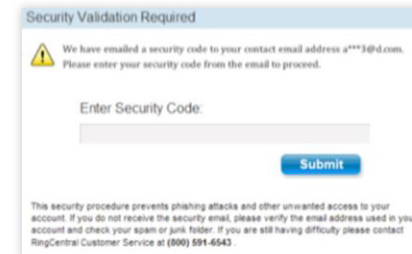
The image shows a "Security Validation Required" screen. It features a yellow warning icon and the text: "We do not recognize this computer. You'll need to enter a security code before you can access your account. Please choose how you would like to receive your security code". Below this, there are two radio button options: "Voice Call (xxx)-xxx-5678" and "Email x-xx@domain.com". A blue "Next" button is at the bottom right. At the bottom, there is a disclaimer: "This security procedure prevents phishing attacks and other unwanted access to your account. If you do not receive the security email, please verify the email address used in your account and check your spam or junk folder. If you are still having difficulty please contact RingCentral Customer Service at (800) 591-6543."



The image shows a "Security Validation Required" screen. It features a yellow warning icon and the text: "We do not recognize this computer. For your security, we have emailed a special security code to your contact email address a***3@d.com. Please enter your security code from the email to proceed." Below this, there is a text field labeled "Enter Security Code:" and a blue "Submit" button. At the bottom, there is a disclaimer: "This security procedure prevents phishing attacks and other unwanted access to your account. If you do not receive the security email, please verify the email address used in your account and check your spam or junk folder. If you are still having difficulty please contact RingCentral Customer Service at (800) 591-6543."



The image shows a "Security Validation Required" screen. It features a yellow warning icon and the text: "We are about to call you at (xxx)-xxx-1234. Please enter the security code provided to proceed." Below this, there is a text field labeled "Enter Security Code:" and a blue "Submit" button. At the bottom, there is a disclaimer: "This security procedure prevents phishing attacks and other unwanted access to your account. If you do not receive the security email, please verify the email address used in your account and check your spam or junk folder. If you are still having difficulty please contact RingCentral Customer Service at (800) 591-6543."



The image shows a "Security Validation Required" screen. It features a yellow warning icon and the text: "We have emailed a security code to your contact email address a***3@d.com. Please enter your security code from the email to proceed." Below this, there is a text field labeled "Enter Security Code:" and a blue "Submit" button. At the bottom, there is a disclaimer: "This security procedure prevents phishing attacks and other unwanted access to your account. If you do not receive the security email, please verify the email address used in your account and check your spam or junk folder. If you are still having difficulty please contact RingCentral Customer Service at (800) 591-6543."



Use a Corporate Email Address to Log In

The Email as User ID feature allows users to log in using a unique email address. When users log in to an account, they receive a notification about the feature, and can enable the feature by specifying a unique email address.

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

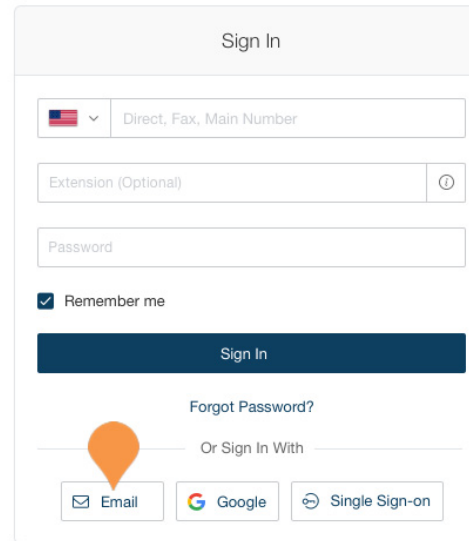
For information on automatically provisioning users from your corporate directory, see [Directory Integration](#).

If not already configured, enable the feature:

1. Log into your account using Office@Hand credentials.
2. Enable the feature as follows:
 - a. In the email popup, select **Enable now**, and click **OK**.
 - b. Or, in **User Settings**, select **Use email to log in**.
3. Verify the uniqueness of the email address.
4. Edit any duplicate email addresses.
5. Click Save and log out.

To Log In using Email as User ID:

1. In the login screen, click **Email**.
2. Enter the unique Email address and Password that has been associated with your Office@Hand account.



Sign In

Direct, Fax, Main Number

Extension (Optional)

Password

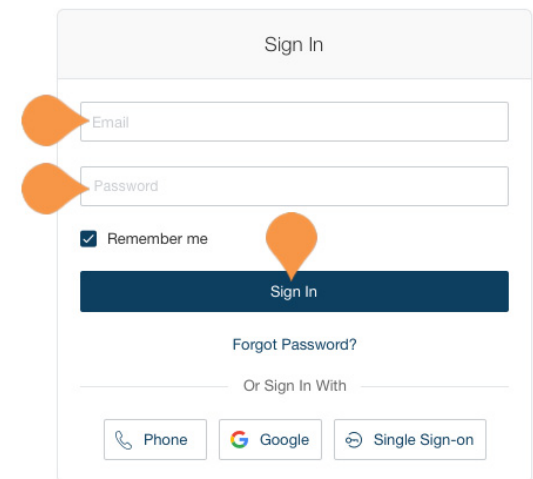
☒ Remember me

Sign In

Forgot Password?

Or Sign In With

Email Google Single Sign-on



Sign In

Email

Password

☒ Remember me

Sign In

Forgot Password?

Or Sign In With

Phone Google Single Sign-on



Use a Google Account to Log In

The Google login feature allows users native support for logging in using a Google email address and password. This feature requires a unique Google email address (Gmail or G Suite email). The admin configures a Google email address when assigning an extension, and verifies the uniqueness of the email address. By default, users can log in with their Google email address or Office@Hand credentials.

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

If not already configured, set a Google email address.

1. Log in using your Office@Hand credentials.
2. Select **Users**.
3. Select a user. The user settings page is displayed.
4. In the **Email** field, specify a unique email address.
5. Click **Verify email uniqueness**; resolve duplicates.
6. Click **Save** and log out.

To Log In using Google:

1. In the login screen, click **Google**.
2. Enter your unique Gmail **Email** address and **Password**.
3. Edit any duplicate email addresses.
4. Click **Allow** to allow the application access.

The image shows the Office@Hand 'Sign In' screen. It has fields for a phone number (with a country code dropdown), an optional extension, and a password. There is a 'Remember me' checkbox and a 'Sign In' button. Below the button is a 'Forgot Password?' link. At the bottom, there are three login options: 'Email', 'Google' (highlighted with an orange callout), and 'Single Sign-on'.

The image shows the Google sign-in screen with the heading 'One account. All of Google.' and the subtext 'Sign in with your Google Account'. It features a large input field for 'Enter your email' (highlighted with an orange callout), a blue 'Next' button, and a 'Find my account' link. At the bottom, there is a 'Create account' link and a row of Google service icons.

The image shows the Google sign-in screen for a specific user. It displays the email address 'dave.richards@gmail.com' and a 'Password' field (highlighted with an orange callout). There is a 'Sign in' button, a 'Stay signed in' checkbox, and a 'Forgot password?' link. The bottom section includes a 'Create account' link and Google service icons.

The image shows the Google permissions screen. It asks 'RingCentral would like to:' and lists two permissions: 'Know who you are on Google' and 'View your email address'. At the bottom, there are 'Deny' and 'Allow' buttons (the 'Allow' button is highlighted with an orange callout). A small disclaimer at the bottom states: 'By clicking Allow, you allow this app and Google to use your information in accordance with their respective terms of service. You can change this and other Account Permissions at any time.'



Alphanumeric Password

The alphanumeric password feature enhances the RingCentral Office@Hand from AT&T security policy that requires users with a numeric password to switch to an alphanumeric password to provide a more secure password for online access that is difficult to crack or guess. Users with a numeric password receive an alert message when they attempt to log into their online account.

Grace Period

During the grace period, you are prompted to change your password by selecting **Change Now**, or change it later by selecting **Change Later**. A warning message in the Overview page provides a deadline for the change.

RingCentral Office@Hand from AT&T
Don't have an account? [Sign Up Here!](#)

Log in to Office@Hand

Phone Number:
Extension (optional): ⓘ

Password:
Enter

☐ Remember Me

[Forgot Password](#)

Choose Strong Password

In our efforts to continuously protect your account, we have instituted a new security policy. You now need to maintain a password and a numeric PIN to access your account.

The password will be used to log into your online account from a web browser, mobile application or Softphone. The PIN will be used to log into your account from a desktop IP phone.

[Learn More](#)

[Change Later](#)
[Change Now](#)

Protect your account from identity theft and phishing

RingCentral Office@Hand from AT&T

My Extension ▼
✓ Dave | (650) 555-0012 Ext. 101
[Get Help](#)
[Log Out](#)

Overview
Messages
Call Log
Contacts
Settings
Tools ▼

Our new security policy requires that you use a password and a numeric PIN to access your account. Please change your password and set your new PIN before 10/31/2015 to avoid disruption.
[Change Password Now](#)

Recent Messages - 25 new messages

	From	Name	Date	Time	Length
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Today	5:06 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	9:35 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	9:35 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	7:10 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	7:10 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	4:59 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	4:53 AM	0:25
<input type="checkbox"/>	QD ▶ (866) 410-0011	RingCentral	Yesterday	4:53 AM	0:25

X Delete
O Block

Settings Shortcuts

Admin
User

Manage Users

Company Call Handling & Greetings

Manage Phones & Devices

Manage Groups



Grace Period Expiration

Once the grace period expires, you are prevented from logging into your online account.

Changing Your Password

To change the password:

1. Select **Change Now** in the Choose Strong Password dialog, or from the Overview page select the **Change Password Now** link.
2. Enter your current password, then enter a new password of at least 8 characters, with a mix of letters, numbers, and symbols.
3. Configure access to your account from a desktop phone by entering a PIN of 6-10 numbers which are non-repeating and non-sequential.

Choose Strong Password

The grace period of changing password has expired, for your added security, you now need to maintain a password and a numeric PIN to access your account.

The password will be used to log into your online account from a web browser, mobile application or Softphone. The numeric PIN will be used to access your account from a phone.

Change Now

User Password

Current Password:

Enter your current password

Change Password

Used to login to your online account

New Password:

At least 8 characters, mix of letters, numbers, and symbols

Confirm Password:

Please enter the password again

Change PIN ⓘ

Used to access your account from a phone

New PIN:

6–10 numbers, non-repeating, non-sequential

Confirm PIN:

Please enter the PIN again

Submit >



Overview

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

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

RingCentral Office@Hand from AT&T Dave | (650) 555-0012 Ext. 101 [Get Help](#) | [Log Out](#)

Overview Messages Call Log Contacts Settings Tools

Recent Messages - 2 new and 9 saved messages

	From	Name	Date	Time	Length
<input type="checkbox"/>	ao ▶ (858) 555-2135	Lauren Smith	Yesterday	5:22 PM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-1818	RingCentral	Tue 03/24/2015	2:30 PM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-1818	RINGCENTRAL INC	Mon 03/23/2015	8:39 AM	0:09
<input type="checkbox"/>	ao ▶ (858) 555-2135	Lauren Smith	Mon 03/23/2015	2:02 AM	0:14
<input type="checkbox"/>	ao ▶ (650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	1:48 AM	0:09
<input type="checkbox"/>	ao ▶ (858) 555-2135	Lauren Smith	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-1818	RingCentral	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	12:52 AM	0:08

☒ Delete ☒ Block

Recent Calls

	Phone Number	Name	Date	Time	Length
<input type="checkbox"/>	From: (562) 555-0728	BESSEMER AL	Today	9:51 AM	0:00:02
<input type="checkbox"/>	To: (858) 555-2135	Lauren Smith	Today	9:48 AM	0:00:56
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Today	9:46 AM	0:00:35
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Today	9:33 AM	0:00:02
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	3:02 PM	0:00:20
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	3:02 PM	0:00:36
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Tue 03/24/2015	2:59 PM	0:01:20
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	2:55 PM	0:00:16
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:51 PM	0:00:29
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:48 PM	0:00:25

☒ Delete ☒ Block

Shortcuts

Admin **User**

[Manage Users](#) >

[Company Call Handling & Greetings](#) >

[Manage Phones & Devices](#) >

[Manage Groups](#) >

Announcements

HD Video Meetings now available!
The new Enterprise edition with Meetings gives you the power to videoconference and web share from your desktop or smartphone.
[Learn More](#)

Resources

[Forum](#) [Blog](#) [Feedback](#)



Messages

Your voicemail and fax messages are stored here. Under Messages, you can:

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

Under the Open column, you will see symbols for the following types of messages:



Voicemail - Hover over the Voicemail and Play symbols to hear the message



Fax - Hover over the Fax and Eye symbols to view a preview of the fax cover page.

RingCentral Office@Hand from AT&T Dave | (650) 555-0012 Ext. 101 [Get Help](#) | [Log Out](#)

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

Inbox

Outbox

Sent Items

Deleted Items

Recordings

Inbox (1 new)

[Delete](#) [Mark read](#) [Mark unread](#) [Block](#) Show: 10 ▾

<input type="checkbox"/> Open	From	Name	Received	Save	Forward
<input checked="" type="checkbox"/> 0:25	(781) 555-7344 Burlington, MA	WIRELESS CALLER	Wed 09/17/2014 11:39 AM		
<input checked="" type="checkbox"/> 0:24	(650) 555-0873 San Mateo, CA	WIRELESS CALLER	Wed 09/10/2014 6:53 PM		
<input type="checkbox"/> 0:24	(650) 555-2991 San Mateo, CA	Lisa Del Real	Wed 09/10/2014 3:25 PM		
<input type="checkbox"/> 0:13	+7 206062827 Fort Lupton	Add Contact	Thu 09/04/2014 10:38 AM		
<input type="checkbox"/> 0:33	(510) 555-9985 El Sobrante-Pin...	KUMAR, JITENDER	Tue 09/02/2014 9:53 AM		
<input type="checkbox"/> 4 pages	(209) 555-4001 Yosemite, CA	RC	Fri 08/29/2014 12:36 PM		



Call Log

The Call Log provides customized reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls. Save reports for analysis or you can have the call log delivered to an email address daily, weekly, or monthly on specified day.


In the **Type** column you will see icons for the following types of calls:

 **Inbound Call**

 **Outbound Call**


 **Missed Call**

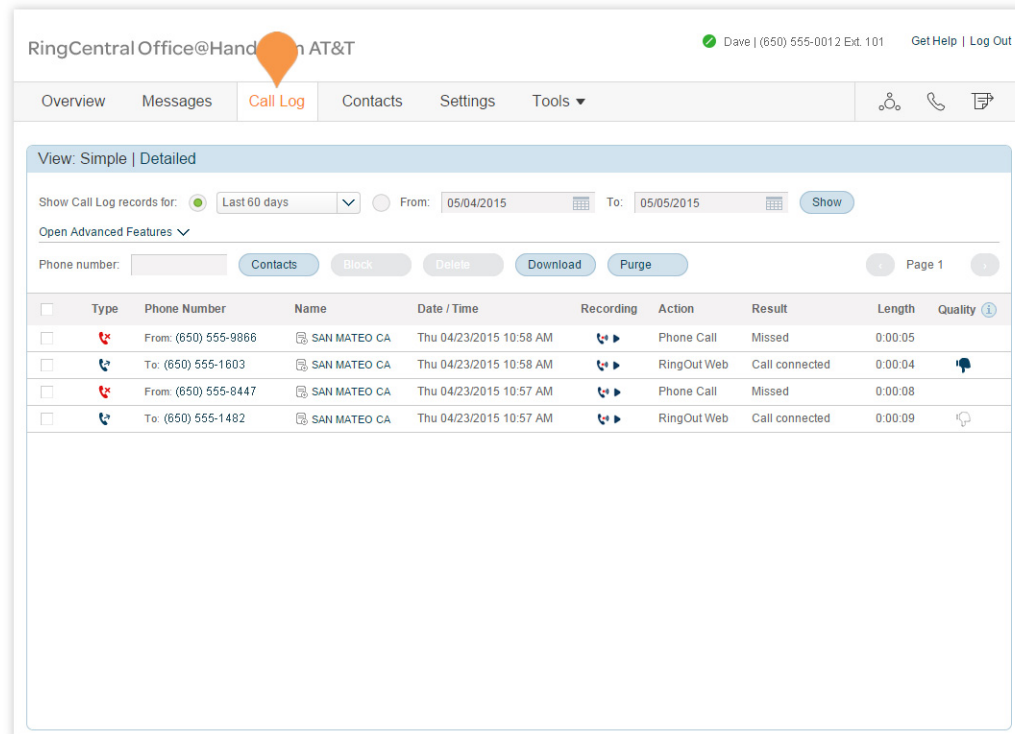
In the **Recording** column, you will see this icon if the call has been recorded. Hover over the icon to listen to the recording.











 Listen to a call recording

If your administrator has enabled it on your account, you will have a **Quality** column in your Call Log. In the Quality column you will see thumbs down icons for calls that were connected. Click the white thumbs down if you were not satisfied with the quality of a call.

 Click to mark as a bad call

 Marked as a bad call

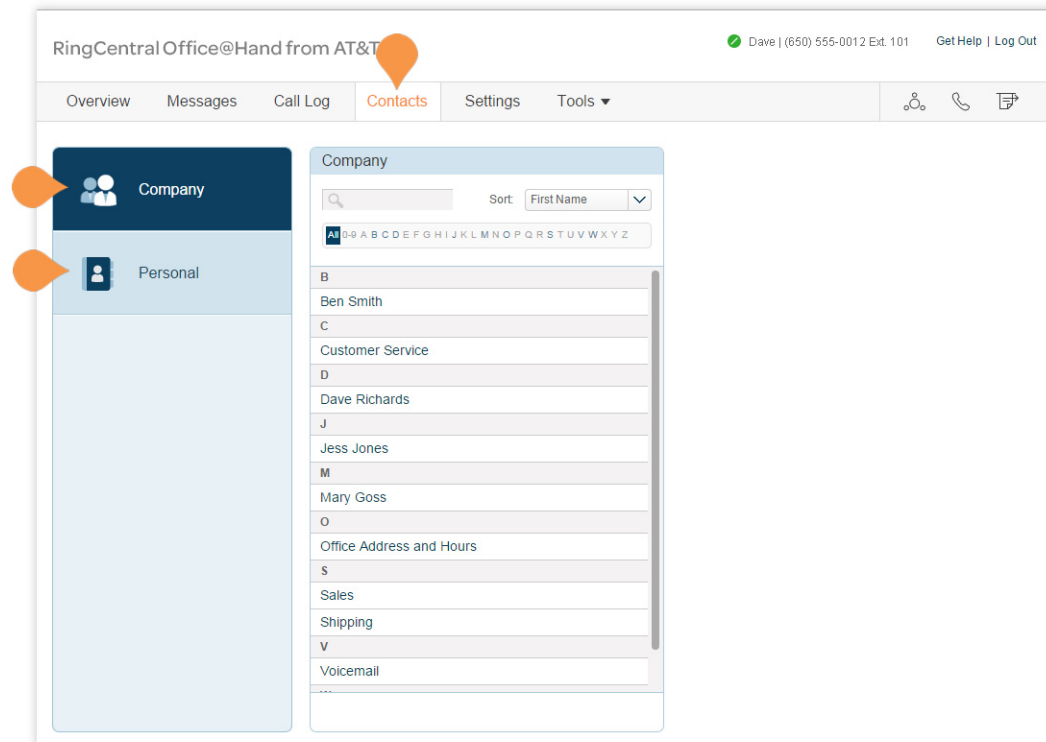


Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length	Quality
	From: (650) 555-9866	SAN MATEO CA	Thu 04/23/2015 10:58 AM		Phone Call	Missed	0:00:05	
	To: (650) 555-1603	SAN MATEO CA	Thu 04/23/2015 10:58 AM		RingOut Web	Call connected	0:00:04	
	From: (650) 555-8447	SAN MATEO CA	Thu 04/23/2015 10:57 AM		Phone Call	Missed	0:00:08	
	To: (650) 555-1482	SAN MATEO CA	Thu 04/23/2015 10:57 AM		RingOut Web	Call connected	0:00:09	



Contacts

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



User Settings

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

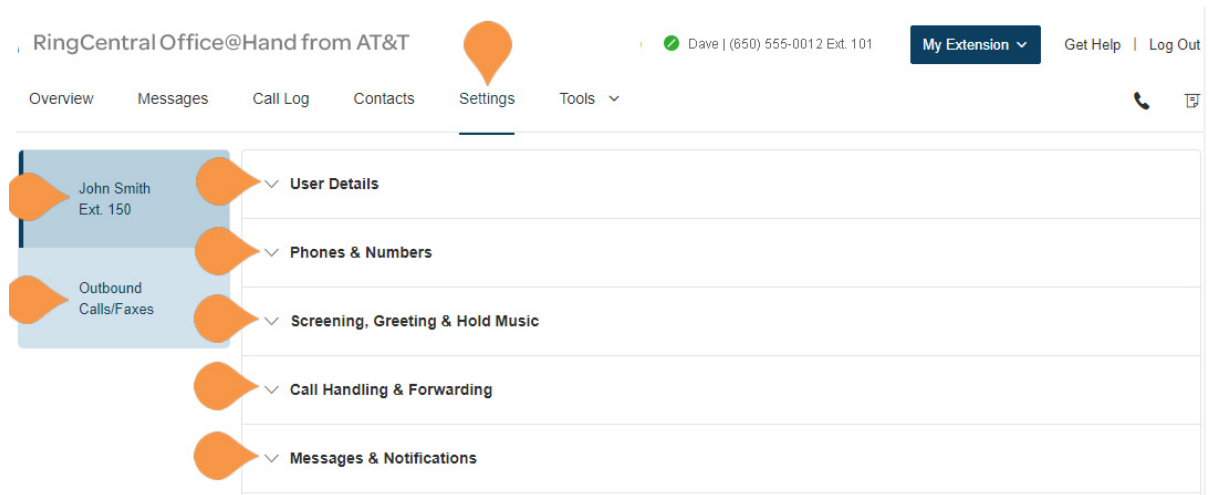
Shortcuts

On your Settings page, you have Shortcuts that allow you to quickly access commonly used functions.

- Manage My Call Forwarding
- Manage Greeting & Call Screening
- Change My Voicemail Greeting
- Manage My After Hours Settings
- Set My Caller ID

How do I...

If you need help setting up your phone system, check out the How do I... section to watch short, helpful videos.



Tools

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

Mobile Apps

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

Desktop Apps

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

Meetings App

Office@Hand Meetings® is an online meeting solution. Share documents, websites, and files from cloud storage; annotate, chat, and even record your meetings. Collaborate with up to 50 people (including the host) to share and contribute-anywhere, anytime, from any device. Integrate with Microsoft Outlook.

Glip

Glip provides a single, unified team workspace that empowers you to work, communicate, and collaborate faster and more effectively than ever before.

Archiver

Archiver lets you securely save your messages and recorded calls automatically and easily search the stored data at any time from within your Dropbox or Google Drive account to quickly retrieve the records.

App for Salesforce

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

App for Zendesk

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

RingMe

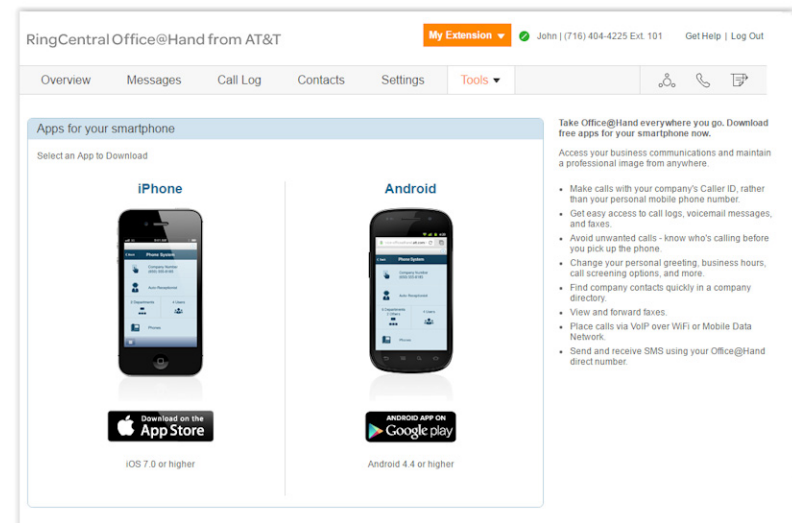
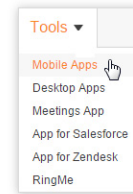
The RingMe button gives your customers the ability to call you by clicking on the button on your web site or email signature.



Mobile App

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

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



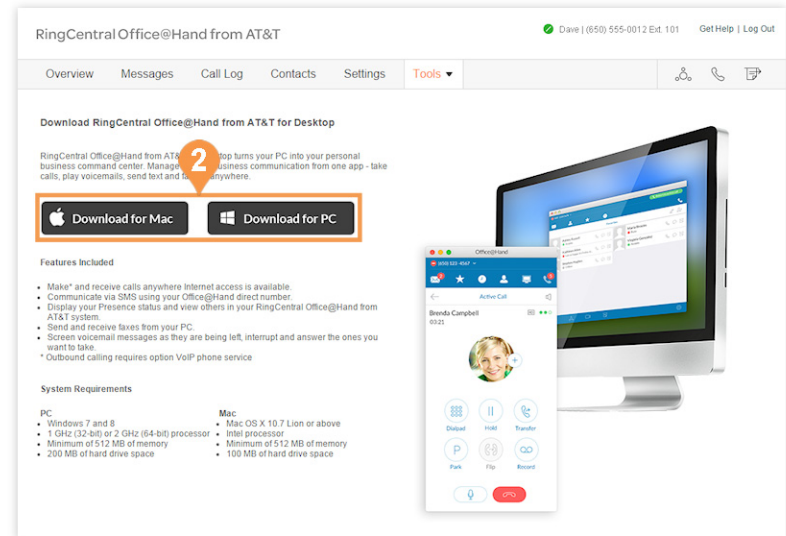
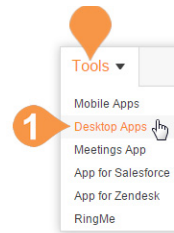
Office@Hand for Desktop

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

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

Office@Hand for Desktop is easy to install and even easier to use.

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



Office@Hand Meetings®

Office@Hand Meetings* is a downloadable app for video conferencing and web sharing of the desktops and application displays of conference participants. The app is available in desktop and mobile versions. Follow the instructions below to download the RingCentral Meetings app on your computer. Visit the iTunes App Store for iOS or Google Play Store for Android to download the Office@Hand Meetings app for your mobile devices.

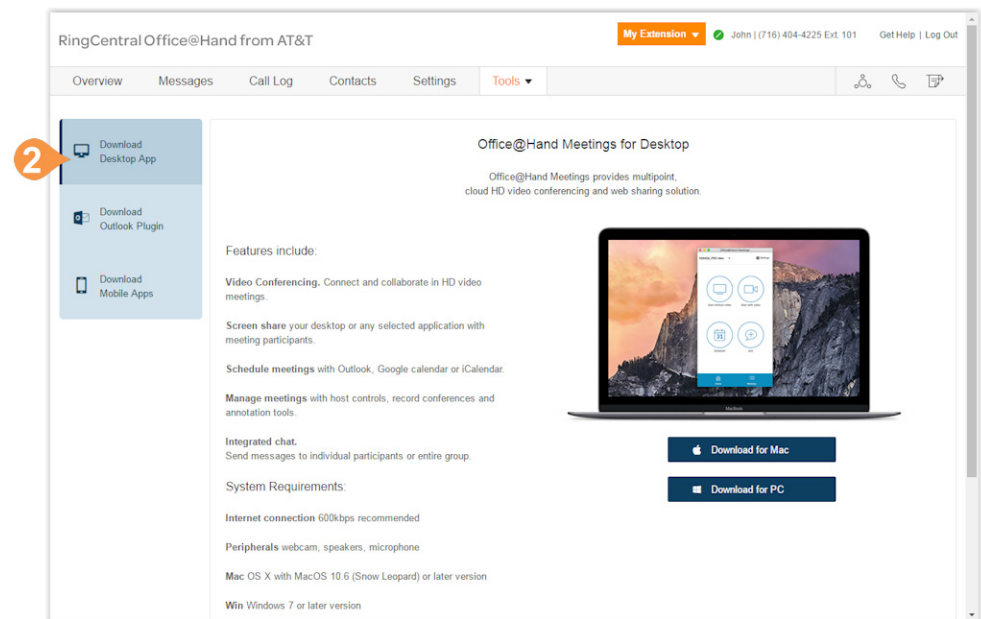
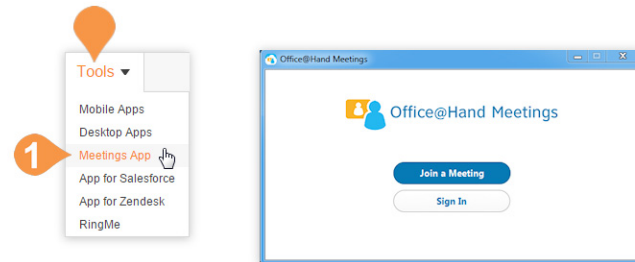
Participants are invited to join a meeting by email or SMS; they don't have to be Office@Hand customers but can download and run the Office@Hand Meetings app for free and join your meetings without needing to create an account or log in.

To download the Office@Hand Meetings app for your desktop:

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

To download the Office@Hand Meetings app for mobile:

1. From the **Tools** tab, select **Meetings App**.
2. Select **Download Mobile Apps**.
3. Click **Download on the App Store** or **Get it on Google Play**.
4. Follow the instructions for installation through the iTunes App Store for iOS or Google Play Store for Android to download the Office@Hand Meetings app for your mobile devices.



* Available only with selected Office plans.

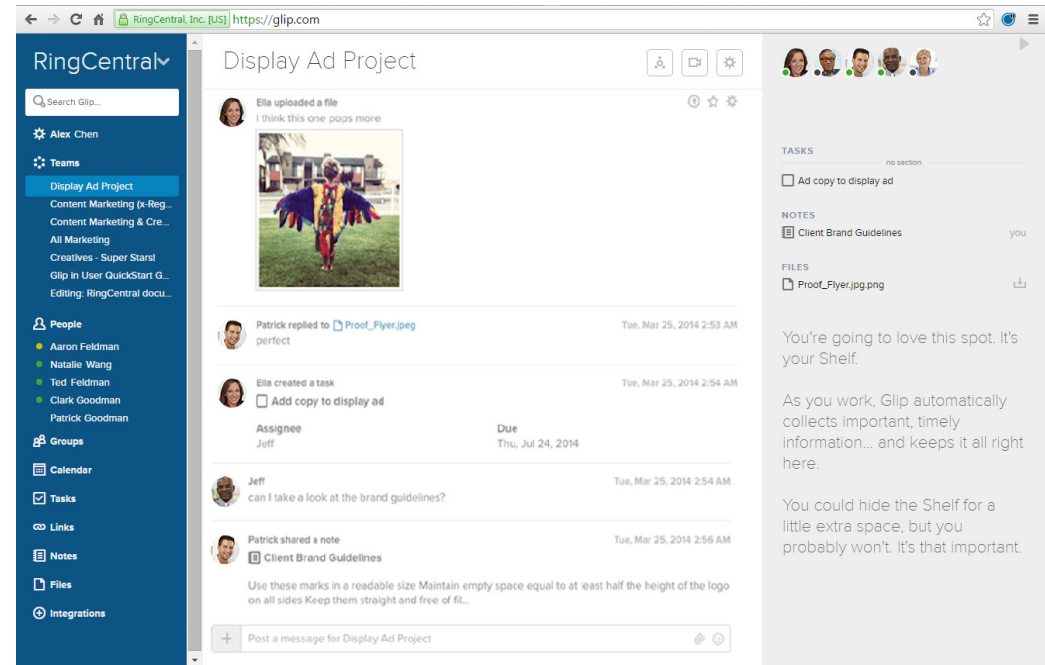


Glip

In the digital age, it's an increasing challenge to connect teams due to the rich variety of resources. Glip provides a single, unified team workspace that empowers you to work, communicate, and collaborate faster and more effectively than ever before.

Emails, scattered discussions, and disjointed resources are drastically reduced as teams share conversations, files, tasks, and calendars. Your teams, whether internal or external, can collaborate using their favorite devices anytime, anyplace—all within the Glip team workspace.

Glip is available as a mobile application, desktop application, or Web client. For more details, log in to Glip at <https://glip.com> with your work email address and password. For detailed documentation on using Glip features, see the [Glip community site](#).



Archiver

Archiver makes archiving important communications data simple and convenient through the seamless integration of SFTP, Dropbox, or Google Drive cloud storage with your Office@Hand service.

With Archiver, you can securely save your messages and recorded calls automatically and easily search the stored data at any time from within your account to quickly retrieve the records you want.

Configure Archiver

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Archiver** and log in to the tool with your Office@Hand credentials.
3. The Accounts tab displays the connection status of your accounts. Click **Connect** and enter the credentials to connect Office@Hand to your Dropbox, Google Drive, or SFTP account.
4. Click **Sync Options**.
5. When connected to an account, you can enable or disable data backup from Office@Hand to the account by selecting **Enable Backup**.

Archiver will run the job on an hourly basis and archive to Dropbox, Google Drive, or SFTP all of the extensions' call recordings generated within the hour before last Archiver job run.

6. Select the types of **Data to backup**. By default, Call Recordings are backed up for admins and users. Users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax.

The screenshot displays the RingCentral Office@Hand Admin Portal interface. At the top, the user is logged in as John (866) 774-8122 Ext. 101. The main navigation bar includes tabs for Overview, Messages, Call Log, Contacts, Settings, and Tools. The Tools tab is selected, and a dropdown menu shows the Archiver option. The Archiver interface is divided into three sections: Accounts, Sync Options, and Logs. The Accounts section shows three accounts (Dropbox, SFTP, Google Drive) that are not connected, each with a CONNECT button. The Sync Options section shows the Data to backup section with a dropdown menu for Account Settings and a checkbox for Call Recordings. The Enable Backup toggle is also visible.

Step 1: Select the **Tools** tab and click **Archiver**.

Step 2: Log in to the tool with your Office@Hand credentials.

Step 3: The Accounts tab displays the connection status of your accounts. Click **Connect** and enter the credentials to connect Office@Hand to your Dropbox, Google Drive, or SFTP account.

Step 4: Click **Sync Options**.

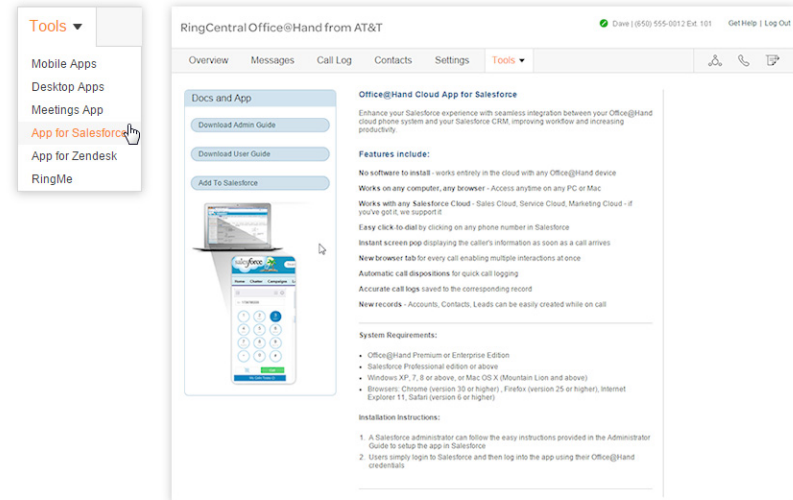
Step 5: When connected to an account, you can enable or disable data backup from Office@Hand to the account by selecting **Enable Backup**.

Step 6: Select the types of **Data to backup**. By default, Call Recordings are backed up for admins and users. Users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax.



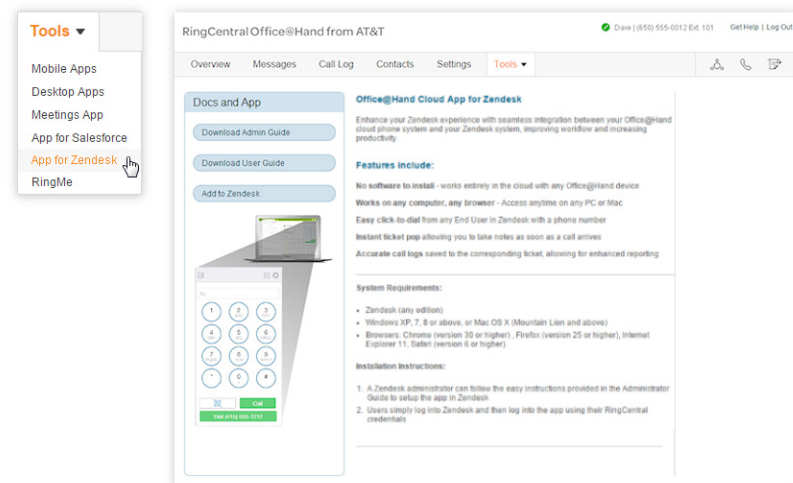
Office@Hand for Salesforce™*

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



Office@Hand for Zendesk*

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



*Available with Office@Hand Office Premium and Enterprise Editions.



Authorized Apps

The Authorized Apps Manager allows you to track what RingCentral apps are connected to your account. You can easily manage a wide range of apps' authorization, including Glip, Office@Hand for Desktop, Office@Hand mobile app, Office@Hand Meetings, and integration apps (such as Office 365, Google, Salesforce). It provides better security management to reset authorization, if necessary.

Access the Authorized Apps manager:

1. Select My Extension.
2. From the **Tools** tab, select **Authorized Apps**.
A list and description of your available apps is displayed.
3. Remove the authorization from the selected apps.

The screenshot displays the RingCentral Office@Hand interface. At the top, the user is logged in as Dave | (650) 555-0012 Ext. 101. The 'Tools' dropdown menu is open, showing options like 'What's New', 'Mobile Apps', 'Desktop Apps', 'Meetings', 'Glip', 'Archiver', 'App for Salesforce', 'App for Zendesk', 'Authorized Apps' (highlighted with a red circle 2), 'App Gallery', 'Developer Portal', 'RingMe', and 'Tell a Friend'. The 'Authorized Apps' page is shown below, featuring a search bar, a 'Delete' button, and a table of authorized apps. The table has columns for 'App Name', 'Publisher', 'Created Time', and 'Permissions'. One app, 'Ring App', is listed with publisher 'RingCentral Inc.' and creation time '10/13/2017 9:45'. A red circle 3 points to the 'Delete' button. The bottom of the page shows 'Total: 1' and a 'Show: 10' dropdown.

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts Settings Tools

Recent Messages - no messages

From	Name
No Messages	

Recent Calls

Phone Number	Name	Time	Length
From: 5616	Rod Bau	1:16 PM	0:11:52
From: 5616	Rod Bau	1:15 PM	0:00:10

Delete Block

What's New

Mobile Apps

Desktop Apps

Meetings

Glip

Archiver

App for Salesforce

App for Zendesk

Authorized Apps

App Gallery

Developer Portal

RingMe

Tell a Friend

Shortcuts

My Greeting & Call Screening

My Call Handling Rules

My Voicemail

My Caller ID

My After Hours Settings

Announcements

Professional Voice Recordings

Have your greetings, prompts, and music-on-hold professionally recorded.

[Click here to get started today!](#)

Refer RingCentral and get rewarded!

You can earn up to \$2500 for each business you refer to RingCentral.

[Register now](#)

Resources

Community

Overview Messages Call Log Contacts Settings Tools

Authorized Apps

Search Apps

+ Find More Apps

Delete

App Name	Publisher	Created Time	Permissions
Ring App	RingCentral Inc.	10/13/2017 9:45	View application data, Create, view a...

Total: 1

Show: 10 < 1 >



RingMe

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

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

The screenshot shows the RingMe configuration page in the RingCentral Office@Hand interface. The page is titled "RingMe" and includes a navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings, and Tools. The Tools tab is selected, and a dropdown menu is open, showing options: Mobile Apps, Desktop Apps, Meetings App, App for Salesforce, App for Zendesk, and RingMe (highlighted with an orange circle and the number 1). The main content area is titled "RingMe Configuration" and includes the following sections:

- Callers will be routed to:** A dropdown menu with options "Auto-Receptionist" (selected) and "Extension".
- RingMe Style:** A dropdown menu with the option "Button" (selected). Below it is a "Change Button Style" button.
- Security:** Two checkboxes: "Use SSL mode" (checked) and "Require caller to enter security image confirmation code" (checked).
- Preview and Test:** A section with the text "Click button/link to test RingMe." and a "RingMe" button.
- Generate Code:** A section with the text "The following code has been generated based on your above configuration." and three tabs: "With JavaScript" (selected), "Without JavaScript", and "URL (Hyperlink) only". Below the tabs is a "Copy Code" button and a code block containing the following HTML code:

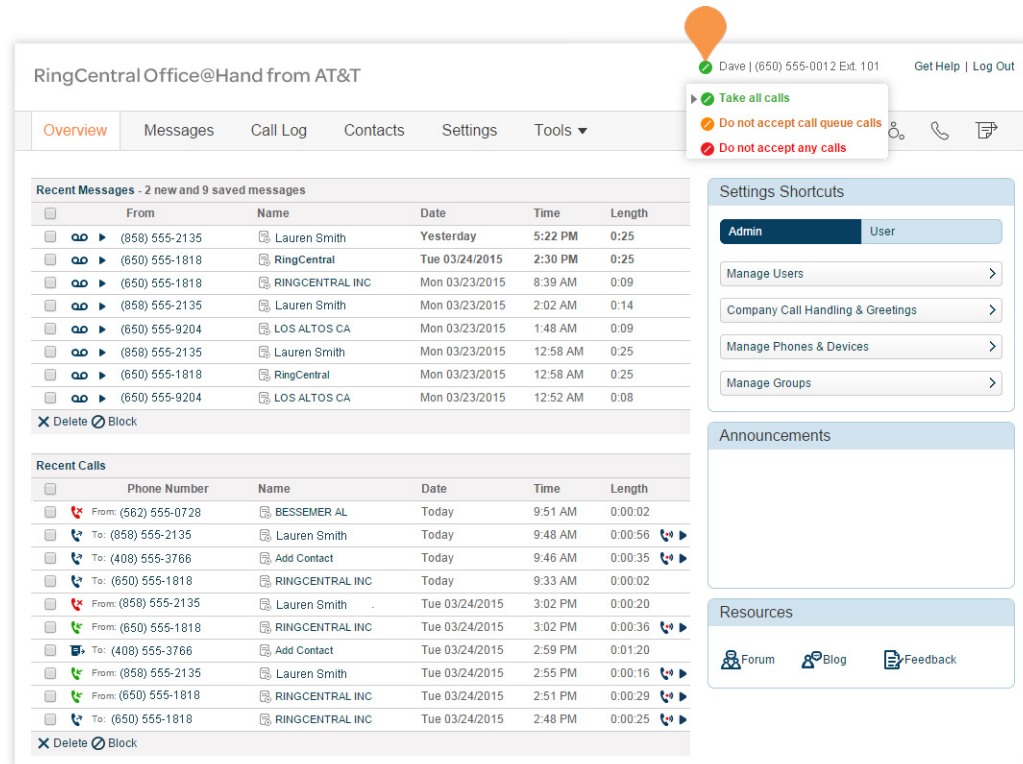

```
<div class="tools-ringme-ringmeLink" onclick="var wind = window; var winop = wind.open; winop('https://service-devire.lab.roch.ringcentral.com/ringme/?uc=0875583490B82D70CAC4BC2D747646A52491129500005.0,1.0&no&v=2&s._=1210', 'Callback_RingMe', 'resizable=no,width=500,height=635'); return false;"></div>
```



Do Not Disturb

In the upper right of every page of your online account is a small colored icon next to your name. This icon displays your Do Not Disturb status. Click the icon to toggle between statuses:

- **"Do Not Disturb Off - Green"** means that you are available to take incoming calls.
- **"Do Not Disturb On - Orange"** means "Do not accept call queue calls." These callers are sent to voicemail.
- **"Do Not Disturb On - Red"** means "Do not accept any calls." All callers are sent to voicemail.



The screenshot shows the RingCentral Office@Hand interface. In the top right corner, a user profile for 'Dave | (650) 555-0012 Ext. 101' is visible. A dropdown menu is open, showing three status options: 'Take all calls' (green), 'Do not accept call queue calls' (orange), and 'Do not accept any calls' (red). The interface also displays 'Recent Messages' and 'Recent Calls' tables, along with 'Settings Shortcuts' and 'Resources' sections.

Recent Messages - 2 new and 9 saved messages

	From	Name	Date	Time	Length
<input type="checkbox"/>	ao ▶ (858) 555-2135	Lauren Smith	Yesterday	5:22 PM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:30 PM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-1818	RINGCENTRAL INC	Mon 03/23/2015	8:39 AM	0:09
<input type="checkbox"/>	ao ▶ (858) 555-2135	Lauren Smith	Mon 03/23/2015	2:02 AM	0:14
<input type="checkbox"/>	ao ▶ (650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	1:48 AM	0:09
<input type="checkbox"/>	ao ▶ (858) 555-2135	Lauren Smith	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-1818	RINGCENTRAL INC	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	ao ▶ (650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	12:52 AM	0:08

Recent Calls

	Phone Number	Name	Date	Time	Length
<input type="checkbox"/>	From: (562) 555-0728	BESSEMER AL	Today	9:51 AM	0:00:02
<input type="checkbox"/>	To: (858) 555-2135	Lauren Smith	Today	9:48 AM	0:00:56
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Today	9:46 AM	0:00:35
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Today	9:33 AM	0:00:02
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	3:02 PM	0:00:20
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	3:02 PM	0:00:36
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Tue 03/24/2015	2:59 PM	0:01:20
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	2:55 PM	0:00:16
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:51 PM	0:00:29
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:48 PM	0:00:25

Settings Shortcuts

Admin | User

Manage Users >

Company Call Handling & Greetings >

Manage Phones & Devices >

Manage Groups >

Announcements

Resources

Forum | Blog | Feedback



Audio Conference

Office@Hand customers can setup, host, and join conference calls anytime, anywhere. Click the Conference icon in the upper right corner of your online account to get started.

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

Each customer receives a unique conference bridge number, and each user on the phone system gets his or her own host and participant access code so that you and your team can hold independent conferences whenever you want.

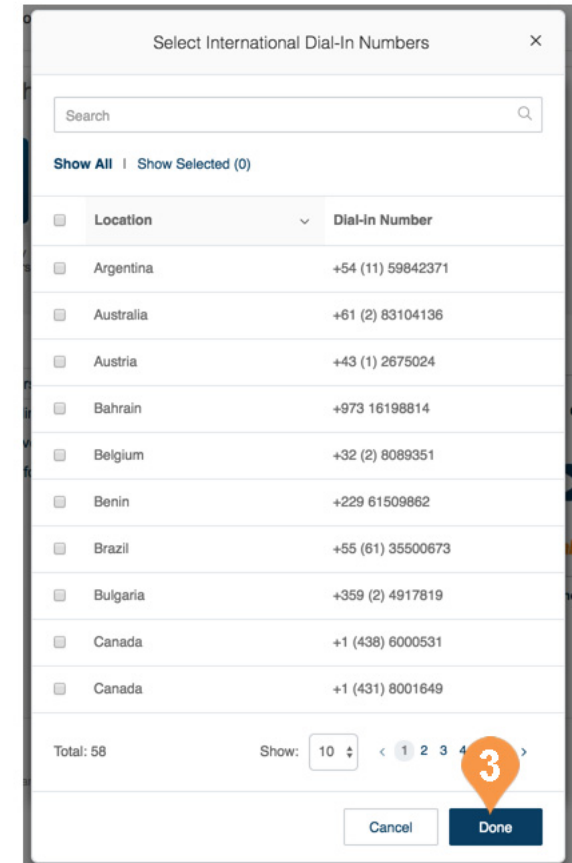
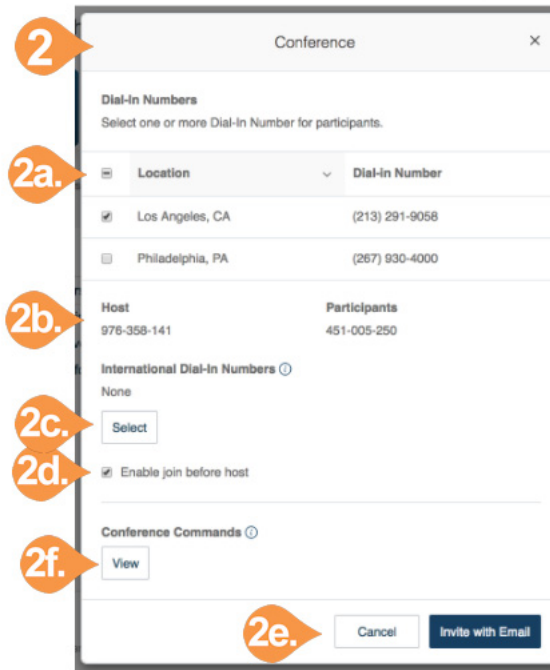
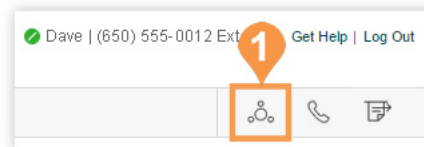
You also have the option to add the international dial-in number in the invitation. Check the "I have international participants" option and select the needed countries in the list.



Launch the Conferencing Application

1. Click the **Conference** icon.
2. A pop-up will appear with conference numbers and settings.
 - a. View **Dial-in numbers**.
 - b. View **Host** and **Participant** codes.
 - c. If you have international participants, check the box next to **I have international participants**. Select international dial-in numbers at the bottom of the pop-up.
 - d. Check the box next to **Enable join before host** to allow participants to start a conference call without a host.
 - e. Click **Invite with Email** to open an email with prep-populated conference details - simply enter participant emails and send.
 - f. Click **Conference Commands** to view Conference Commands*.
3. Click **Close**.

*See Conference Commands on the next page.



Conference Commands

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

The Host has the full call control and can access the conference commands in the table to the right.

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

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

Preventing Music-On-Hold

On an demand parameter can be configured to prevent users from playing music-on-hold. When you request support to enable this parameter for your account, and a user with music on hold enabled joins a conference bridge, the client is prevented from playing music-on-hold during an explicit or implicit hold (such as answering an incoming call). This feature allows other participants on the bridge to continue without disruption.

Conference

Dial-In Number: (234) 203-2766

Host: 113-529-555

Participants: 593-553-232

☒ I have international participants ⓘ

☒ Enable join before host

Select International Dial-In Numbers

☐ Argentina +54 3814085011

☐ Australia +61 (38) 672-0111

☐ Austria +43 12650505

☐ Bahrain +973 16568305

☐ Belgium +1 (323) 294-1165

☐ Brazil +55 2123914719

☐ Brazil +55 2123911541

☐ Bulgaria +359 (2) 437-2638

Invite with Email

Conference Commands

Use this command...

To do this...

*#2

Caller Count: Keep track of how many people are on the call

*#3

Leave Conference: Lets the host hang up and end the call

*#4

Menu: Listen to the list of touchtone commands

*#5

Set Listening Modes

Press 1x: Mute callers - Callers can unmute with *#6

Press 2x: Mute callers - Listen only. No unmuting option

Press 3x: Unmute callers - Opens the line again

*#6

Mute Host Line

Press once to MUTE

Press again to UNMUTE

*#7

Secure the Call

Press once to BLOCK all callers

Press again to OPEN the call

*#8

Hear sound when people Enter or Exit call

Press 1x: Turns OFF sound

Press 2x: Enter tone is ON Exit tone is OFF

Press 3x: Enter tone is OFF Exit tone is ON

Press 4x: Turns ON sound

*9

Record your conference

Press once to START recording

Press again to STOP recording

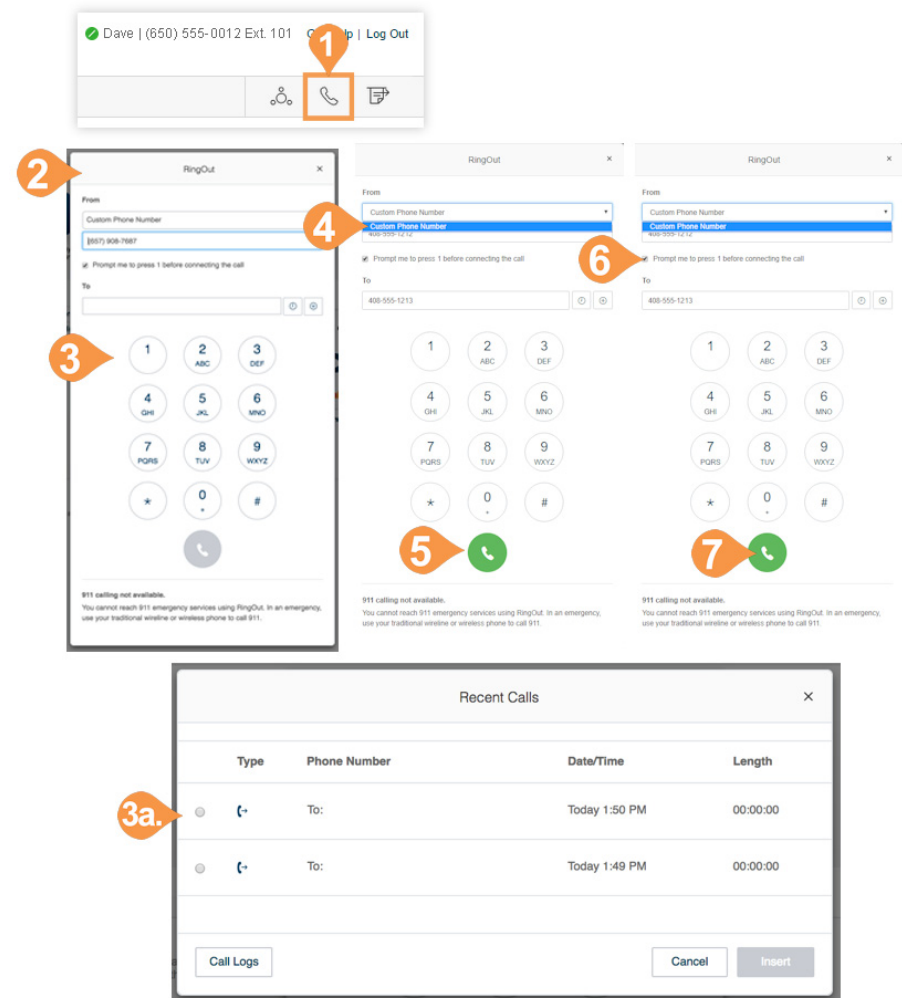
Close



RingOut

RingOut enables one-touch calling from any phone or Internet-enabled computer, allowing you to make calls using your business caller ID from any location, such as a hotel room. The RingCentral system will call your phone first, then dial out to the number you'd like to call to get you connected. The RingOut icon is located in the upper right of every online account page.

1. Click the **RingOut** icon in the upper right corner.
2. A pop-up dialer will appear.
3. Dial a number or use your keyboard to type a number into the text field. You can also choose from among recent calls, or from your contact list.
4. Select the **From** number you'd like to show as your caller ID. You also have the option to choose Custom phone number from the drop-down menu and enter the desired number in the text field below the drop-down menu.
5. Once you have entered From and To numbers, the **Call** button will turn green.
6. Check the box next to **Prompt me to press 1 before connecting the call** if you'd like the system to confirm that you would like to make the call before you are connected. When the system calls you, you will hear "Please press 1 to connect." This protects you in case you mistyped your own number, or if your voicemail picks up too quickly.
7. Click the **Call** icon. The system first calls you. When you answer (and press 1 as instructed if you've selected this option), it then calls the other number and connects you.



FaxOut

From any page on your Office@Hand online account, click the FaxOut icon located in the upper right corner. Fill in the form with recipient's fax number and cover page information, and attach or scan a document, which will automatically be converted into a fax.

A wide variety of standard document types, including word processing and spreadsheet and PDF documents, are recognized by FaxOut. You can also send files from Dropbox, Box or Google Drive with just a few clicks.

1. Click the **FaxOut icon** in the upper right corner.
2. Enter up to 50 recipients and add a cover page message.
3. **Attach files** from Dropbox, Box, Google Drive or your computer and authorize Office@Hand to access your files (you have to do this only once).
4. Click **Send Now**.

The image displays two screenshots of the RingCentral Office@Hand FaxOut interface. The first screenshot, titled 'Send a Fax', shows a form with fields for 'To' (recipient number), 'Cover Page' (enable/disable), 'Attach Files' (Google Drive or Browse), 'Schedule' (enable/disable), and 'Send on' (date/time). Numbered callouts 1 through 6 indicate the steps: 1 points to the FaxOut icon in the top right; 2 points to the 'To' field; 3 points to the 'Cover Page' section; 4 points to the 'Attach Files' section; 5 points to the 'Schedule' section; and 6 points to the 'Schedule' button. The second screenshot, titled 'Select Contacts', shows a table of contacts with columns for First Name, Last Name, and Fax. Numbered callouts 2a and 2b point to the 'Select contact to insert' search bar and the 'Insert' button, respectively. The table lists several contacts, including Jason Zhang and several 'a' and 'q' entries, each with a Business Fax or Other Fax number.



Hot Desking

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

Hot desking is only available for extensions with digital lines. Host phones will not support any inbound or outbound calling without a guest user logged in (except emergency calls).

Log in to a common phone

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

Log out from a common phone

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



Part 2 - User Settings



User Settings

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

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

User Details

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Under **User Details**, select and change the information you want to change on the **General** tab.
 - a. **First Name**
 - b. **Last Name**
 - c. **Record User Name:** Use Office@Hand text-to-speech name to create a phonetic spelling of the user/ extension name so the system can pronounce it correctly. Or click Record my name to speak or import the correct pronunciation. See the instructions here for more information.
 - d. **Contact Phone**
 - e. **Mobile Phone**
 - f. **Email:** This address to be used for Office@Hand communications and notifications.
 - g. **Use email to log in:** Enables your admin to enable you to log into your Office@Hand account using your corporate email address and password.
 - h. **Department:** Add your department title.
 - i. **Status:** Indicates if your account is enabled.
 - j. **Password:** Set and reset password, PIN, and Security Question.

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith Ext. 150

Outbound Calls/Faxes

User Details

General Settings & Permissions

First Name

John

Last Name

Smith

Department

Mobile Phone

Contact Phone

+1 (650) 555-1212

Email

john.smith@example.com

☒ Use email to log in

Status

Enabled

Record User Name

John Smith (Default)

Edit

Password

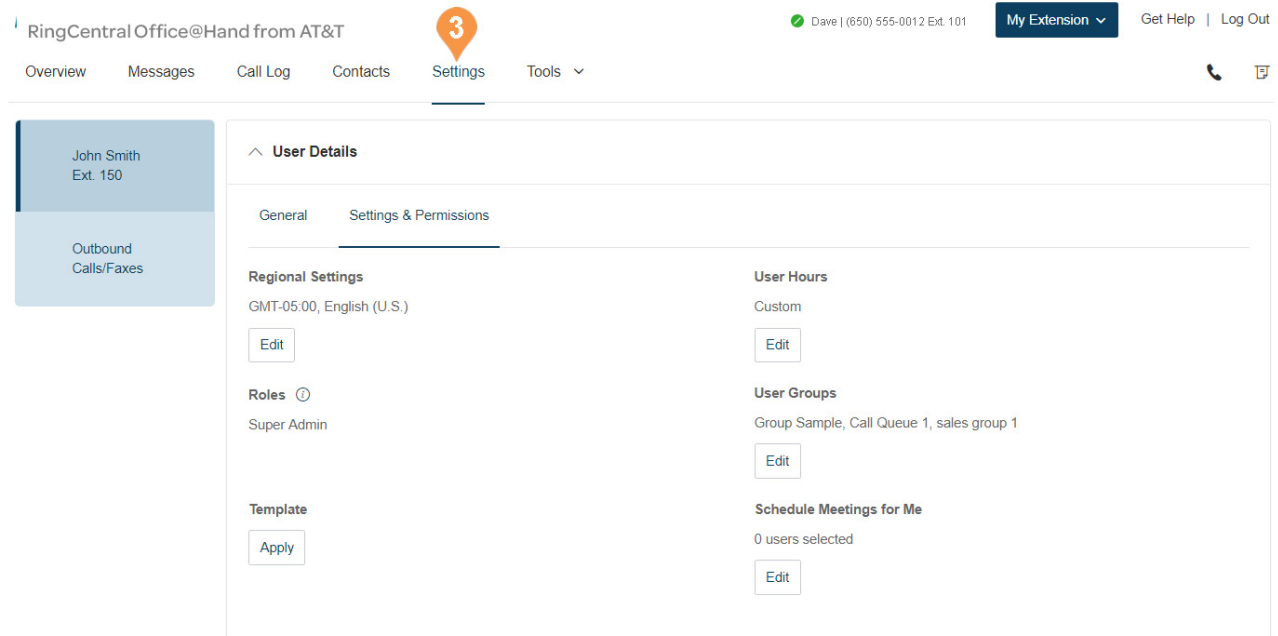
Change Password

☒ Yes, I would like to receive information on product education, training materials, etc.

Cancel Save



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



RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound
Calls/Faxes

^ User Details

General Settings & Permissions

Regional Settings
GMT-05:00, English (U.S.)
[Edit](#)

Roles ⓘ
Super Admin

Template
[Apply](#)

User Hours
Custom
[Edit](#)

User Groups
Group Sample, Call Queue 1, sales group 1
[Edit](#)

Schedule Meetings for Me
0 users selected
[Edit](#)



Schedule Meetings for Me

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

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Click **Schedule Meetings for Me**.
3. Select the boxes of the users you want to grant permission to schedule meetings for you.
4. Click **Save**.

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

The screenshot displays the RingCentral Office@Hand Settings page. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted), and 'Tools'. The 'Settings' tab is active, showing 'User Details' for 'John Smith Ext. 150'. The 'Settings & Permissions' section is expanded, showing 'Regional Settings' (GMT-05:00, English (U.S.)), 'User Hours' (Custom), 'User Groups' (Group Sample, Call Queue 1, sales group 1), and 'Schedule Meetings for Me' (0 users select). The 'Schedule Meetings for Me' dialog box is open, showing a list of users to select. The dialog box has a search bar, a dropdown for 'All Departments', and a table of users. The 'Show All' button is selected, and the table shows 7 users. The 'Save' button is highlighted with a red circle.

User Details

John Smith
Ext. 150

Outbound Calls/Faxes

Regional Settings
GMT-05:00, English (U.S.)
[Edit]

Roles ⓘ
Super Admin

Template
[Apply]

User Hours
Custom
[Edit]

User Groups
Group Sample, Call Queue 1, sales group 1
[Edit]

Schedule Meetings for Me
0 users select
[Edit]

Schedule Meetings for Me

Select users permitted to schedule RingCentral Meetings on my behalf

Search [] All Departments [v]

Show All | Show Selected (2)

Name	Ext.	Department
<input type="checkbox"/> Timothy Renollet	212	
<input type="checkbox"/> Jamshed Numatov	101	
<input checked="" type="checkbox"/> Ann Lee	102	
<input type="checkbox"/> John Doe	103	
<input type="checkbox"/> Derek Hanson	104	
<input type="checkbox"/> John Doe	213	
<input checked="" type="checkbox"/> Jane Smith	215	

Total: 7 Show: 25 < >

[Cancel] [Save]



Use Text-to-Speech Name

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Click **Record User Name**.
3. A pop-up will appear with options for your recorded name.
4. Select the button next to **RingCentral Office@Hand from AT&T text-to-speech name**.
5. Enter your name in the text field.
6. Click **Save**.

The screenshot displays the RingCentral user settings interface. At the top, the header shows 'RingCentral Office@Hand from AT&T' and navigation tabs: Overview, Messages, Call Log, Contacts, **Settings**, and Tools. A user profile card on the left lists 'John Smith Ext. 150' and 'Outbound Calls/Faxes'. The main 'User Details' section has tabs for 'General' and 'Settings & Permissions'. The 'General' tab contains fields for First Name (John), Last Name (Smith), Department, Mobile Phone, and Status (Enabled). A 'Record User Name' section shows 'John Smith (Default)' with an 'Edit' button. A 'Record User Name' pop-up dialog is open, showing 'Record by' as 'RingCentral Office@Hand from AT&T text-to-speech' and 'Greeting Name' as 'John Smith'. The dialog has 'Cancel' and 'Save' buttons. A 'Change Password' button is also visible. At the bottom, there is a checkbox for receiving product education information.



Set a Custom Name Recording

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Select **User Details**.
3. Click **Edit** under **Record User Name**. A pop-up will appear with options for your recorded name.
4. Select **Record my name** from the menu.
5. Select how you'd like to set your custom recording:

a. Record Over the Phone

Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.

b. Record Using Computer Microphone

Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.

c. Import

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

6. Click **Save**.



Phones & Numbers

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

Phone Details

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

*Available for Premium and Enterprise users only.

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound Calls/Faxes

1

2

3

4

3 Dave | (650) 555-0012 Ext. 101 My Extension Get Help Log Out

User Details

Phones & Numbers

Numbers Phones

+ Add Phone Presence Intercom

Phone Nickname	Phone Type	Number	
Existing Phone	Existing Phone	(205) 538-0301	Edit
Polycom VVX-311 Gigabit Ethernet Phone	Polycom VVX311	(650) 682-0533	Edit

Back Polycom VVX311

Device: Polycom VVX311
Serial Number: N/A
Assigned Type: User Phone
Status: Order in Progress

Name
Polycom VVX-311 Gigabit Ethernet Phone

Default Area Code
650

Bandwidth Settings

Data Usage
High

☒ Use HD Voice if possible

Emergency Address
20 DAVIS DR, Suite 456, BELMONT, CA, 94002, United States
Edit Address

Cancel Save



Set Your Presence

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

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

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

[illegible]

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

The screenshot shows the 'Presence' settings dialog box with the 'Permissions' tab selected. Callout 10 points to the 'Permissions' tab. Callout 11 points to the 'Allow other users to see my Presence status' section, where the 'On' radio button is selected. Callout 12 points to the table of users permitted to answer calls. Callout 13 points to the 'Save' button at the bottom right.

Presence

Appearance | **Permissions**

Allow other users to see my Presence status: ☒ On ☐ Off

Select users permitted to answer my calls:

Search All Departments

Show All | Show Selected (0)

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

Total: 4 Show: 10 < 1 >



Intercom

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

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

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

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

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts Settings Tools

John Smith Ext. 150

Outbound Calls/Faxes

User Details

Phones & Numbers

Numbers Phones

+ Add Phone Presence Intercom

Intercom

Phone permitted to accept intercom calls: On Off

Phone Users

Select a phone that can accept intercom calls:

Select Phone

* Polycom VVX-311 Gigaset Ethernet Phone

Total 1 Show: 10 Cancel Save

Intercom

Phone permitted to accept intercom calls: On Off

Phone Users

Select users permitted to make intercom calls to me:

Select All Departments

Show All Show Selected (0)

Name	Ext.	Department
Bob Miller	104	Quality Assurance
Charlie Lee	103	Customer Service
Debbie Smith	105	
Sandra Brown	102	
Shared Line 1	4	

Total 5 Show: 10 Cancel Save



Enable Intercom Calls

To enable Intercom calls:

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

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts Settings Tools

John Smith Ext. 150

Outbound Calls/Faxes

User Details

Phones & Numbers

Numbers Phones

+ Add Phone Presence Intercom

Phone permitted to accept intercom calls: On Off

Phone Users

Select a phone that can accept intercom calls:

Select Phone

⊙ Polycom VVX-311 Gigabit Ethernet Phone

Total: 1 Show: 10 < 1 > Cancel Save

Phone permitted to accept intercom calls: On Off

Phone Users

Select users permitted to make intercom calls to me:

Show All | Show Selected (5)

Name	Ext.	Department
Bob Miller	104	Quality Assurance
Charlie Lee	103	Customer Service
Debbie Smith	105	
Sandra Brown	102	
Shared Line 1	4	

Total: 5 Show: 10 < 1 > Cancel Save



Screening, Greeting, & Hold Music

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

Set a User Greeting

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

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Click **Edit** under **User Greeting**. A pop-up will appear with the current greeting.
3. Choose your preferred type of greeting.
 - a. **Default:** Select **Default** from the menu
 - b. **Custom:** Select **Custom** from the menu and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if RingCentral asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import** Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
4. Click **Done**.
5. Click **Save**.



Set up Call Screening

Turn on this option when you want callers to announce their name before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately.

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

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound Calls/Faxes

1

▼ User Details

▼ Phones & Numbers

^ Screening, Greeting & Hold Music

User Hours After Hours Blocked Calls

User Greeting ⓘ

☒ Enable

Custom

00:00 / 00:00

Edit

Connecting Message ⓘ

☒ Enable

Default

00:00 / 00:00

Default Message: "Please hold while I try to connect you."

Edit

Hold Music ⓘ

☒ Enable

Music: Acoustic

00:00 / 00:00

Edit

Call Screening ⓘ

2

☒ Enable

If Caller ID not present, ask callers to say their name before connecting.

Edit

3

Set up Call Screening

Connecting Options

Ask callers to say their name before connecting

☒ If Caller ID not present

☐ If caller not in contact list

☐ Always

4

Cancel Done

5

Cancel Save



Connecting Message

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

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Connecting Message**, click **Enable**.
3. Click **Edit**. A pop-up appears with the current connecting message. Choose your preferred type of message.
 - a. **Default**: Select the button next to **Default**.
 - b. **Custom**: Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to Call me at, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if RingCentral asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import** Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
4. Click **Done**.
5. Click **Save**.

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

The screenshot shows the RingCentral Office@Hand interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is selected. On the left, a sidebar shows 'John Smith Ext. 150' and 'Outbound Calls/Faxes'. The main content area is titled 'Screening, Greeting & Hold Music' and has tabs for 'User Hours', 'After Hours', and 'Blocked Calls'. The 'User Greeting' section is expanded, showing 'User Greeting' with an 'Enable' checkbox checked and a 'Custom' button. Below this is the 'Connecting Message' section, also with 'Enable' checked and a 'Default' button. A red circle with a '3' callout points to the 'Connecting Message' section. Two pop-up windows are shown: '3a' points to the 'Default' button in the 'Connecting Message' pop-up, and '3b' points to the 'Custom' button. The 'Custom' pop-up shows options for 'Phone', 'Computer Microphone', and 'Importing'. The 'Phone' option is selected, and the 'Call me at' field contains '650-555-1212'. A 'Call Now' button is visible. A red circle with a '4' callout points to the 'Done' button in the 'Connecting Message' pop-up. A red circle with a '5' callout points to the 'Save' button in the main settings panel.



Audio While Connecting

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

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

Press the **Play** button to listen to your greeting, press **Record** to re-record your custom greeting or select a different type of audio.

5. Click **Done**.
6. Click **Save**.

The screenshot displays the RingCentral Office@Hand from AT&T user settings interface for John Smith (Ext. 150). The 'Settings' tab is selected, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Audio While Connecting' setting is shown as 'Enabled' with 'Acoustic' music selected. The 'Edit' button is highlighted. Three pop-up windows are overlaid on the interface, illustrating the steps to configure the audio: 1. The 'Audio While Connecting' pop-up shows the 'Set Audio' dropdown set to 'Custom'. 2. The 'Audio While Connecting' pop-up shows the 'Set Audio' dropdown set to 'Ring Tones'. 3. The 'Audio While Connecting' pop-up shows the 'Set Audio' dropdown set to 'Music' and the 'Select Music' dropdown set to 'Acoustic'. The 'Done' button is highlighted in each pop-up. The 'Save' button is highlighted in the bottom right corner of the settings page.



Set Hold Music

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

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Hold Music**, click **Enable**.
3. Click **Edit**. A pop-up appears with the current music.
4. Select the radio button next to your preferred choice of music:
 - a. **Ring Tones**.
 - b. **Music**: Select your choice of music from the drop-down menu. You have standard music options as well as options that are optimized for mobile devices at the bottom of the list.
 - c. **Custom**: Upload a WAV or MP3 file.

Press the **Play** button to listen to your greeting, press **Record** to re-record your custom greeting or select a different type of audio.

5. Click **Done**.
6. Click **Save**.

The screenshot displays the RingCentral Office@Hand from AT&T user settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted with an orange circle), and 'Tools'. The 'Settings' tab is active, showing a sidebar with 'John Smith Ext. 150' and 'Outbound Calls/Faxes'. The main content area is titled 'Screening, Greeting & Hold Music' and contains three sections: 'User Hours', 'After Hours', and 'Blocked Calls'. The 'Hold Music' section is highlighted with an orange circle and a number 1. Below it, the 'User Greeting' section is shown with an 'Enable' checkbox and a 'Custom' audio player. The 'Connecting Message' section is also shown with an 'Enable' checkbox and a 'Default' audio player. The 'Hold Music' section is highlighted with an orange circle and a number 2. Below it, the 'Hold Music' section is shown with an 'Enable' checkbox and a 'Music' dropdown menu. The 'Music' dropdown menu is highlighted with an orange circle and a number 3. The 'Music' dropdown menu is highlighted with an orange circle and a number 4. The 'Music' dropdown menu is highlighted with an orange circle and a number 5. The 'Music' dropdown menu is highlighted with an orange circle and a number 6.



Blocked Calls

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

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

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound Calls/Faxes

Screening, Greeting & Hold Music

User Hours After Hours **Blocked Calls**

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 option
Specific calls and faxes

Only block these numbers or area codes
Phone Numbers or Area Codes Name (Optional) + Add

Callers will hear
I'm sorry. The number you dialed can not be reached from your calling area. Goodbye.
00:00 / 00:00
Edit

Block calls with no caller ID
Block option
None

Block calls from pay phones
☒ Enable block calls from pay phones
Callers will hear
I'm sorry, the number you dialed cannot accept calls from payphones at this time. Please try your call again later. Goodbye.
00:00 / 00:00
Edit

Cancel Save



Call Handling & Forwarding

Call Forwarding

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

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

1. From the **Settings** tab, select **Call Handling & Forwarding**.
2. Set **Incoming calls forward in this order** as follows:
 - a. **Sequentially**: Use the up and down arrows next to each phone in the Move column to set the order in which your phones will ring.
 - b. **Simultaneously**: All phones listed will ring at the same time.
3. **Create Ring Group**: Use this feature to group numbers and allow them to ring at the same time. Check the box beside the numbers you want to select and click **Create Ring Group**. Click **Ungroup** to ungroup the numbers.
4. **Add Call Forwarding Phone**: click this button to add another phone number up to 10 forwarding numbers for each phone extension.
5. **Forward to Other's Phones**: Click the kebab button beside **Add Call Forwarding Phone** to open this option and select from a list of other user's numbers.
6. Click **Save**.

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound Calls/Faxes

Call Handling & Forwarding

User Hours After Hours Advanced Settings

To edit or set up the group and position the call forwarding number. [Learn More](#)

Incoming Calls Forward in this Order

Sequentially

+ Add Call Forwarding Phone

Create Ring Group Ungroup

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

Cancel Save



Incoming Call Handling

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

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

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

The screenshot shows the RingCentral Office@Hand from AT&T user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted), and 'Tools'. The left sidebar shows 'John Smith Ext. 150' and 'Outbound Calls/Faxes'. The main content area displays the 'Call Handling & Forwarding' settings, with the 'Settings' sub-tab selected. The 'Incoming Call Information' section is expanded, showing the 'Display Number' tab. The 'Incoming Number Displayed to Me' dropdown is set to 'Incoming Caller ID'. A yellow callout box explains: 'Choose what appears on your phone when you receive an incoming call, either Incoming Caller ID or the Called Number. You can also choose to play an announcement for an incoming call from a RingCentral or non-RingCentral number. Learn More'. The 'Add Special Number' section has an 'Enable' checkbox. The 'Display This Call Information on' section has radio buttons for 'Non-Office@Hand phones only' (selected) and 'All phones'. The 'Incoming Call Information' dialog box is open, showing the same settings and a 'Save' button.



5. Click **Play Announcement**, to configure how you want the announcement to play before connecting.
6. **Direct Calls:** this setting allows you to hear an announcement when your extension or phone is called directly. This is helpful for identifying how you should answer the phone, especially if you use the phone for both business and personal use. You can select the following options under this setting:
 - a. **For non-Office@Hand phones only:** Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your Office@Hand phone.
 - b. **Always:** All calls will be announced before being forwarded to any of your phones.
 - a. **Never:** All calls will be connected without an announcement (unless they are from blocked numbers)
7. **Call Queue Calls:** This setting applies if you are a member of a call queue. This is helpful for identifying how you should answer the phone, especially if you are a member of multiple call queues.
 - a. **For non-Office@Hand phones only:** Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your Office@Hand phone. You will still be prompted to press 1 to accept department (Call Queue) calls on you non-Office@Hand phones.
 - b. **Always:** All calls will be announced before being forwarded to any of your phones.

RingCentral Office@Hand from AT&T

Dave | (650) 555-0012 Ext. 101 | My Extension | Get Help | Log Out

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

John Smith
Ext. 150

Outbound Calls/Faxes

▼ User Details

▼ Phones & Numbers

▼ Screening, Greeting & Hold Music

▲ Call Handling & Forwarding

User Hours | After Hours | Advanced | **Settings**

Incoming Call Information

Displayed Incoming Caller ID

Edit

▼ Messages & Notifications

Incoming Call Information

Display Number | **Play Announcement**

Play announcement before connecting

Direct Calls

For non-Office@Hand phones only

Call Queue Calls

For non-Office@Hand phones only

☒ Include mailbox name in announcement

☐ Require my pin to answer

Cancel | **Save**



8. Check **Include mailbox name in announcement** if you'd like the mailbox name to be included in the announcement. If this option is unchecked and you get a department (Call Queue) call, the prompt will say "Queue Call, to accept this call, press 1". If you are supposed to accept calls from the Sales and Technical Departments for example, checking this option will let you know if the call you are getting is for Sales or Technical Department.
9. Check **Require my pin to answer**: this option requires the Office@HandPIN be entered before accepting a call. This is a helpful security feature if you do not want other people to accept your calls, such as when you are at home or at another location.
10. Click **Save**.



Call Flip

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

Manage Your Call Flip Numbers

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

To Use Call Flip

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

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound Calls/Faxes

▼ User Details

▼ Phones & Numbers

▼ Screening, Greeting & Hold Music

1 ^ Call Handling & Forwarding

2

User Hours After Hours Advanced **Settings**

Incoming Call Information

Displayed Incoming Caller ID

Edit

Call Flip

3 Edit

4

Call Flip

Call Flip lets you transfer a live call from phone to phone without any interruption to the call. Hold your mouse on the row, drag and drop the row 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.

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

5

Cancel Save



Messages & Notifications

Messages

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

Set a Voicemail Greeting

1. From the **Settings** tab, select **Messages & Notifications**.
2. Under **Take Messages**, click the button next to **Yes**.
3. Under **Voicemail Greeting** click **Edit**.
4. A pop-up will appear with the current Voicemail Greeting. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
5. Click **Save**.

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

The screenshot displays the RingCentral Office@Hand settings page for a user named John Smith (Ext. 150). The 'Settings' tab is active, and the 'Messages & Notifications' section is expanded. The 'Take Messages' toggle is turned on. The 'Voicemail Greeting' section shows the 'Default' greeting selected. A 'Voicemail Greeting' pop-up is shown with the 'Custom' greeting selected, and the 'Call Now' button is visible. The 'Call Now' button is highlighted with a red circle and the number 4b. The 'Save' button is highlighted with a red circle and the number 5. The 'Edit' button is highlighted with a red circle and the number 3. The 'Call Now' button is highlighted with a red circle and the number 4a. The 'Call Now' button is highlighted with a red circle and the number 4b.



Notifications

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

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

RingCentral Office@Hand from AT&T

Overview Messages Call Log Contacts **Settings** Tools

John Smith
Ext. 150

Outbound Calls/Faxes

1

2

3

4

5

	By Email	By SMS	
Voicemail Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications
Received Faxes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications
Missed Calls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications
Fax Transmission Results	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customize Notifications
Received Text Messages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications

Cancel Save



Outbound Caller ID

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

1. From the **Settings** tab, select **Outbound Calls/Faxes** at the top of the list of settings on the left.
2. Select the **Caller ID** tab.
3. You have the option to choose different numbers to display:
 - a. **By Phone:** Choose a number to display for your softphone, mobile phone, or desk phone.
 - b. **By Feature:** Choose a number to display for RingOut from Web, RingMe, Call Flip, Fax Number, and Additional Softphone.
4. Click **Edit** next to a phone number to select a phone number you want to display as your called ID number for that phone or feature type. Click **Done**.
5. Check the box next to **Display my extension number for internal calls** if you want to display your extension as your Caller ID when making internal calls. All Office@Hand and IP phones will see the extension. Calls forwarded to external phones, like a mobile phone, will still show your complete direct phone number.
6. Click **Save**.

RingCentral Office@Hand from AT&T

Dave | (650) 555-0012 Ext. 101 | My Extension | Get Help | Log Out

Overview Messages Call Log Contacts Settings Tools

Ext. 101 Outbound Calls/Faxes Meetings

Caller ID

Decide what phone number you want to display as your Caller ID number for outgoing calls.

By Feature

Feature	Phone Number	Edit
RingOut from Web	(833) 206-0004 - Main Number	Edit
RingMe (Outgoing to Caller)	(833) 206-0004 - Main Number	Edit
Call Flip	(833) 206-0004 - Main Number	Edit
Fax Number	(833) 206-0004 - Main Number	Edit
Mobile App	Not-specified	Edit
Additional Desktop App	(833) 206-0004 - Main Number	Edit
Alternate Caller ID	Not-specified	Edit

Internal calls

☒ Display my extension number for internal calls.

Cancel Save



Outbound Fax Settings

Set your outbound fax settings using these instructions.

Changing Fax Cover Sheet

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

The screenshot shows the RingCentral Office@Hand settings page. The left sidebar has a list of settings: John Smith Ext. 150, Outbound Calls/Faxes (highlighted with callout 1), and Fax Settings (highlighted with callout 2). The main content area shows the Fax Settings tab. Under 'Cover Page Info', there are fields for Company (RingCentral / DINS), Country (United States), Apartment / Suite # (e.g. App. 25), and State/Province (Select State/Province). A 'Cover Page' modal is open, showing a preview of a fax cover sheet with fields for To, From, and a large text area. The modal has a 'Default Cover Page' dropdown set to 'Contempo' (callout 5) and a 'Preview' section. At the bottom of the modal are 'Cancel' and 'Done' buttons (callout 6). On the main page, there is a 'Select' button for the Cover Page (callout 4) and a 'Save' button at the bottom right (callout 7).



Adding Emails That Can Send Faxes

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

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

The screenshot shows the 'Outbound Calls/Faxes' settings page in the RingCentral Office@Hand interface. The page is titled 'RingCentral Office@Hand from AT&T' and includes a user profile 'Dave | (650) 555-0012 Ext. 101'. The 'Settings' tab is selected, and the 'Outbound Calls/Faxes' sub-tab is active. The page is divided into several sections: 'Caller ID', 'Fax Settings', 'Cover Page Info', 'Fax Number', 'Cover Page', and 'Faxes Sent via Email'. The 'Fax Settings' section is expanded, showing 'Cover Page Info' with fields for Company, Street Address, City, Zip Code, and Fax Number. The 'Faxes Sent via Email' section is also expanded, showing the 'Omit cover page when email subject line is blank' option set to 'Off'. Below this, there is a list of 'Email Addresses permitted to send faxes' with one address 'user@mycompany.com' and an 'Add' button. The 'Save' button is at the bottom right.

1. Outbound Calls/Faxes

2. Fax Settings

3. Omit cover page when email subject line is blank

4. Email Addresses permitted to send faxes

5. Add

6. Save



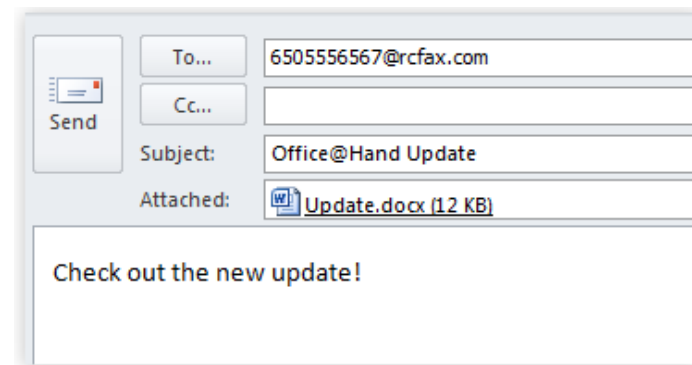
Faxing via Email

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

1. Enter the recipient's 10-digit fax number@rcfax.com in the To: field. For example, to send a document to the fax number 1-650-555-6567, you would use this email address: 6505556567@rcfax.com.
2. Enter a subject in your email to use as your fax subject. Depending on your settings for Faxes Sent via Email, adding a subject may

determine whether or not a cover page is sent with your fax. See instructions for Adding Emails that Can Send Faxes for more information.

3. Attach the document you wish to fax.
4. Type your message in the body of the email.
5. Click **Send**.



The screenshot shows an email composition interface. On the left is a 'Send' button with a paper plane icon. To its right are four input fields: 'To...' containing '6505556567@rcfax.com', 'Cc...' which is empty, 'Subject:' containing 'Office@Hand Update', and 'Attached:' containing a document icon and 'Update.docx (12 KB)'. Below these fields is a large text area with the message 'Check out the new update!'.

