

# AT&T Office at Hand®

## User Guide



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# Part 1 - Getting Started



## Introduction

AT&T Office@Hand 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
- Office@Hand for Desktop
- Office@Hand 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.



AT&T Office@Hand

Dear Dave Richards,

Admin has added you as a user to the AT&T Office@Hand business phone system.

- Your company's account number is: **(210) 555-0012**.
- 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://service-officeathand.com/login/main.asp?  
CDXB3420:D22A0F00EF687AFCED346C27E3EACA849F5C01&activation](https://service-officeathand.com/login/main.asp?CDXB3420:D22A0F00EF687AFCED346C27E3EACA849F5C01&activation)

Thank you for using AT&T Office@Hand.

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

Powered by  
**RingCentral**

By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's [Terms of Service](#).



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## 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



AT&T Office@Hand

Express Setup

My account: (210) 555-0021 Ext. 103



### Activate Your Account

#### Create Password

Use to login to your account

Password:

Confirm Password:

#### Create PIN

Used to check your voicemail messages via the phone

PIN:

Confirm PIN:

#### Security Question and Answer

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

Question:

Answer:

Continue



## Express Setup

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



AT&T Office@Hand


Express Setup

My account: (210) 555-0021 Ext. 103

Welcome to AT&T Office@Hand

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





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 

Emergency Service dispatchers will send emergency first responders to this exact location. Where will you be using this phone?





AT&T OFFICE@HAND 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:

(1) Internet Connection Failure. If the connection to the Internet over which your AT&T OFFICE@HAND SERVICE VoIP service is provided were interrupted, you would not have access to AT&T OFFICE@HAND SERVICE VoIP service during 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

By clicking "Agree and Continue" below, you confirm that you have read, agree to and understand how e911 service for AT&T OFFICE@HAND 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.

User Info

Call Handling


Please select how you would like to handle incoming calls

<

Call Forwarding

Would you like to configure devices to receive calls?

Desk Phone:



RingCentral Phone

Add Devices

User Info

Call Handling

Please select how you would like to handle incoming calls

<

Phone Numbers

1 of 2

Please select which additional devices you would like to ring when you receive an incoming call to your business number.

Other

6501111111

×

Home

6502222222

×

Mobile

6503333333

×

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

2

3

 Other  
+1 (650) 111-1111

 Home  
+1 (650) 222-2222

 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**.

User Info

Call Handling

Please select how you would like to handle incoming calls

1

### Call Forwarding

When you receive an incoming call, AT&T Office@Hand will try to locate you on the phones you specify

Skip

Add Phones

2

### Voicemail

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.

▶

*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.*

Customize

Keep Default

User Info

Call Handling

Please select how you would like to handle incoming calls

×

Voicemail

Default

Custom

RECORD OVER THE PHONE

IMPORT

AT&T Office@Hand will call you to record your custom greeting over the phone.

Call me at:

650111111

▼

Call

Save



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, or Office@Hand for Desktop. Click **Next**.


Click **Go to My Account** to access your account.

**AT&T Office@Hand** Express Setup

My account: (210) 555-0021 Ext. 103


Use AT&T Office@Hand Anywhere  
Collaborate with coworkers and manage your phone system from any device

Free Smartphone App  
Accessibility away from your desk



App for iPhone  
App for Android


Free Desktop App  
Accessibility on your computer



Office@Hand for Windows

Finish

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



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

(210) 555-1212

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

Go to My Account

15

## 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..

AT&T Office@Hand

Sign In

Direct, Fax or Main Number

Extension (Optional)

Password

☐ Remember me

Sign In

[Forgot Password?](#)

Or Sign In With

Email Google Single Sign-on

Protect your account from identity theft and phishing

By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's Terms of Service.

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Powered by  
**RingCentral**





## 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.

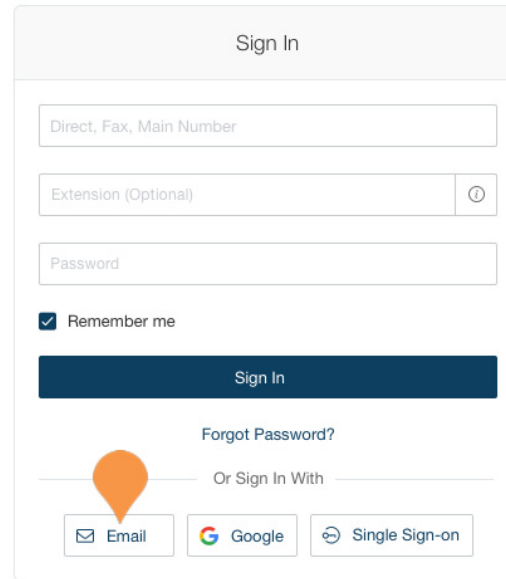
For information on automatically provisioning users from your corporate directory, see [Directory Integration](#).

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

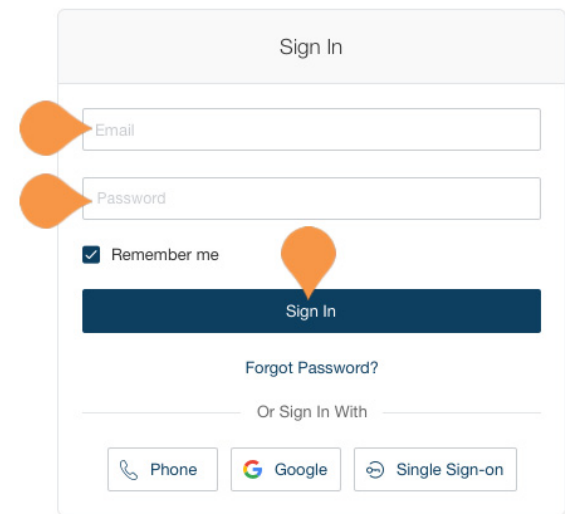
☒ Remember me

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.

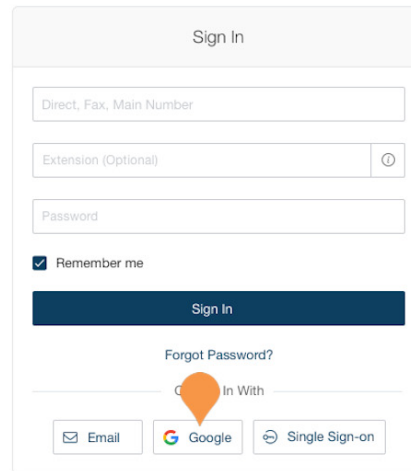
This feature applies to accessing your Office@Hand online account, Office@Hand from AT&T Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, integration applications, and the Multiple Account Access portal. You can configure Google Email addresses during the Express Setup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



Sign In

Direct, Fax, Main Number

Extension (Optional) ⓘ

Password

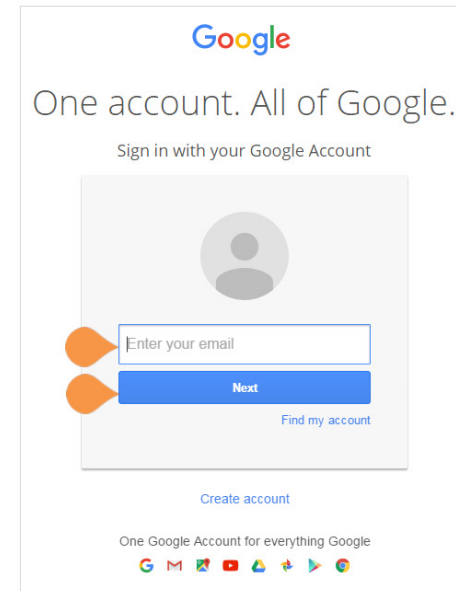
☒ Remember me

Sign In

Forgot Password?

Sign In With

Email Google Single Sign-on



Google

One account. All of Google.

Sign in with your Google Account

Enter your email

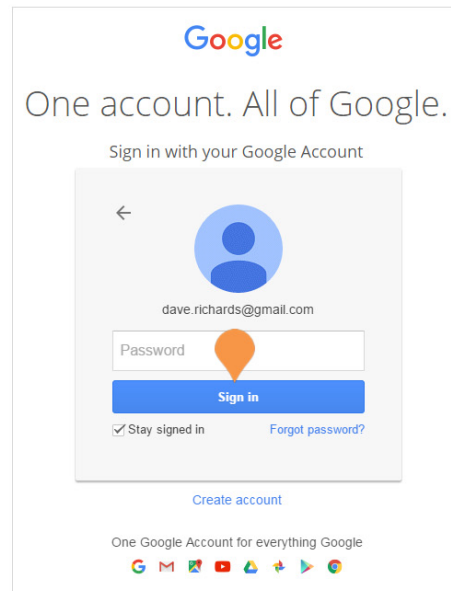
Next

Find my account

Create account

One Google Account for everything Google

G M YouTube Maps Drive Photos



Google

One account. All of Google.

Sign in with your Google Account

dave.richards@gmail.com

Password

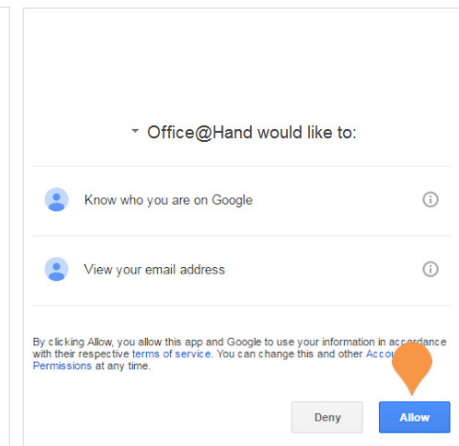
Sign in

☒ Stay signed in Forgot password?

Create account

One Google Account for everything Google

G M YouTube Maps Drive Photos



Office@Hand would like to:

Know who you are on Google ⓘ

View your email address ⓘ

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.

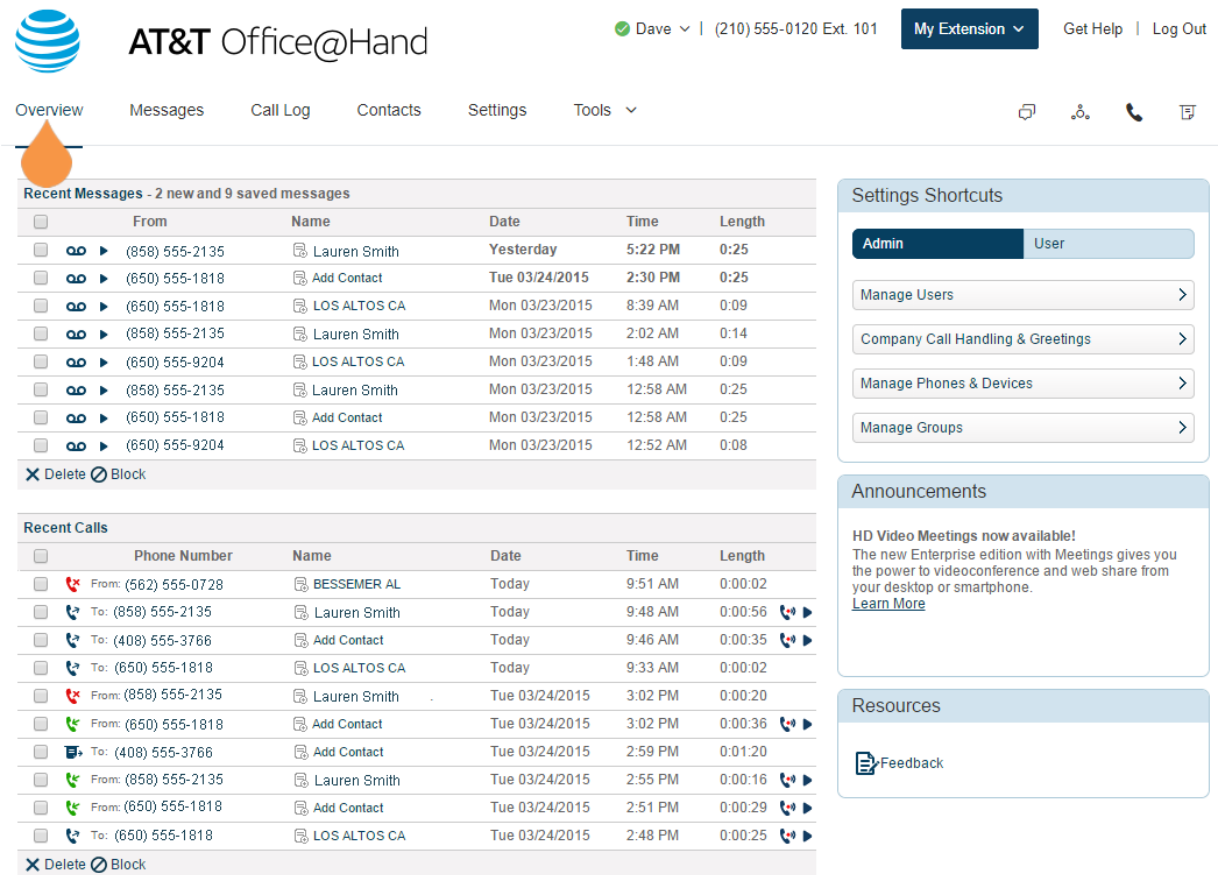
Deny Allow



## 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.



**AT&T Office@Hand** ✓ Dave ▾ | (210) 555-0120 Ext. 101 My Extension ▾ 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"/>	☎ ▶ (858) 555-2135	Lauren Smith	Yesterday	5:22 PM	0:25
<input type="checkbox"/>	☎ ▶ (650) 555-1818	Add Contact	Tue 03/24/2015	2:30 PM	0:25
<input type="checkbox"/>	☎ ▶ (650) 555-1818	LOS ALTOS CA	Mon 03/23/2015	8:39 AM	0:09
<input type="checkbox"/>	☎ ▶ (858) 555-2135	Lauren Smith	Mon 03/23/2015	2:02 AM	0:14
<input type="checkbox"/>	☎ ▶ (650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	1:48 AM	0:09
<input type="checkbox"/>	☎ ▶ (858) 555-2135	Lauren Smith	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	☎ ▶ (650) 555-1818	Add Contact	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	☎ ▶ (650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	12:52 AM	0:08

[X 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	LOS ALTOS CA	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	Add Contact	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	Add Contact	Tue 03/24/2015	2:51 PM	0:00:29 ▶
<input type="checkbox"/>	To: (650) 555-1818	LOS ALTOS CA	Tue 03/24/2015	2:48 PM	0:00:25 ▶

[X Delete](#) [Block](#)

**Settings 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**

[Feedback](#)




# Messages

Your voicemail and fax messages are stored in Messages.

Under Messages, you can:

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



AT&T Office@Hand

Overview

Messages

Call Log

Contacts

Settings

Tools

My Extension

Get Help

Log Out

Inbox

Outbox

Sent Items

Deleted Items

Recordings

Search Messages

All messages

Mark Read

Mark Unread

Delete

Block

From	Message	Received	
(210) 555-1010 AT&T Office@Hand	0:25	Mon 08/13/2018 11:44 AM	Download   Forward
(210) 555-1021 AT&T Office@Hand	0:55	Mon 08/13/2018 11:46 AM	Download   Forward
(210) 555-1022 AT&T Office@Hand	2:25	Mon 08/13/2018 11:48 AM	Download   Forward

Total: 1

Show: 10



## 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 can see icons for these types of calls:

 **Inbound Call**


 **Outbound Call**


 **Missed Call**

If a call has been recorded, you can see an indication in the **Recording** column. To listen to a call recording, select the play icon in the **Recording** column for that call.

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 



AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101

My Extension

Get Help | Log Out

OverviewMessagesCall LogContactsSettingsTools













View: SimpleDetailed

Show Call Log records for: Last 7 daysFrom: 08/12/2018To: 08/13/2018Show

Open Advanced Features

Phone number: ContactsBlockDeleteDownloadPurge


Page 1

	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Quality	Length
<input type="checkbox"/>		From: (210) 662-6781	 Add Contact	Wed 08/22/2018 1:25 PM		Incoming Fax	Fax Receipt Error		0:00:04
<input type="checkbox"/>		From: (312) 477-0335	 NOT ASSIGNED	Wed 08/22/2018 8:01 AM		Phone Call	Call connected		0:00:05
<input type="checkbox"/>		From: (210) 662-6781	 Add Contact	Tue 08/21/2018 2:29 PM		Incoming Fax	Fax Receipt Error		
<input type="checkbox"/>		From: (210) 598-5478	 HBW	Tue 08/21/2018 1:25 PM		Phone Call	Call connected		0:00:08
<input type="checkbox"/>		From: (312) 477-0335	 NOT ASSIGNED	Mon 08/20/2018 4:58 PM		Phone Call	Missed		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.



AT&T Office@Hand

Overview

Messages

Call Log

Contacts

Settings

Tools

My Extension

Get Help

Log Out

Company

Personal

Search Contact

First Name	Last Name	Extension	Number	Email
Dave	Richards	101	(210) 555-0120	Dave.Richards@att.com
Richard	Davie	102	(210) 555-1676	


Total: 1

Show: 25



## 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.



AT&T Office@Hand

📍

✔ Dave ▾ | (210) 555-0120 Ext. 101

My Extension ▾

Get Help | Log Out

OverviewMessagesCall LogContactsSettingsTools ▾

Dave Richards  
Ext. 101

Outbound  
Calls/Faxes

▾ User Details

▾ Phones & Numbers

▾ Screening, Greeting & Hold Music

▾ Call Handling & Forwarding

▾ Messages & Notifications



## 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 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

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.

### 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 the Google Play Store for Android.



AT&T Office@Hand

✓ Dave ▾ | (210)555-0120 Ext. 101

My Extension ▾

Get Help | Log Out

OverviewMessagesCall LogContactsSettingsTools ▾

Mobile Apps

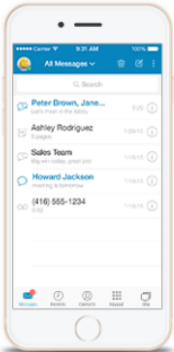
Mobile Apps

Take Office@Hand everywhere you go.  
Download free apps for your smartphone and tablet now.

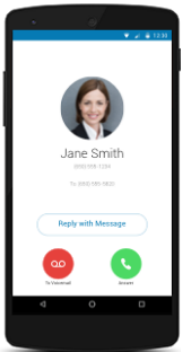
Access your business communications and maintain a professional image from anywhere.

- Make calls with your company's Caller ID, rather than your personal mobile phone number.
- Get easy access to call logs, voicemail messages, and faxes.
- Avoid unwanted calls - know who's calling before you pick up the phone.
- Change your personal greeting, business hours, call screening options, and more.
- Find company contacts quickly in a company directory.
- View and forward faxes.
- Place calls via VoIP over WiFi or Mobile Data Network.
- Send and receive SMS using your Office@Hand direct number.

Select an App to Download



Download on the App Store



ANDROID APP ON Google play

25

## 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:

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**.

The screenshot shows the AT&T Office@Hand web interface. At the top, there's a navigation bar with the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", a "My Extension" dropdown, and links for "Get Help" and "Log Out". Below this is a secondary navigation bar with tabs: "Overview", "Messages", "Call Log", "Contacts", "Settings", and "Tools" (which has a dropdown arrow). A red circle with the number "1" points to the "Tools" dropdown menu, which is open and shows two options: "Mobile Apps" and "Desktop Apps". Below the navigation bar is a section titled "Desktop Apps". Inside this section, there's a heading "Download Office@Hand for Desktop" followed by a paragraph: "Office@Hand for Desktop turns your PC into your personal business command center. Manage all your business communication from one app - take calls, play voicemails, send text and faxes - anywhere." Below this is a section titled "Features Included" with a bulleted list:

- Make\* and receive calls anywhere Internet access is available.
- Communicate via SMS using your Office@Hand direct number.
- Display your Presence status and view others in your Office@Hand system.
- Send and receive faxes from your PC.
- Screen voicemail messages as they are being left, interrupt and answer the ones you want to take.

A footnote states: "\* Outbound calling requires option VoIP phone service". Below the features is a section titled "System Requirements" with two columns: "PC" and "Mac".

**PC**

- Windows 7 and above
- Minimum 2 GHz (32-bit or 64-bit) processor
- Minimum of 4 GB of memory (8 GB recommended)
- 400 MB of free hard drive space
- Required minimum screen resolution is 1,024 x 768

**Mac**

- OS X El Capitan 10.11 or above
- Intel processor
- Minimum of 4 GB of memory (8 GB recommended)
- 400 MB of free hard drive space
- Required minimum screen resolution is 1,024 x 768

To the right of the text is an image of a desktop monitor displaying the Office@Hand interface, with a smartphone in the foreground showing an "Active Call" screen for "Brenda Campbell". A red circle with the number "2" points to a box containing two buttons: "Download for Mac" (with an Apple logo) and "Download for PC" (with a Windows logo).



## 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. Office@Hand Office Enterprise users can have up to 200 participants per meeting, Premium users can have up to 100 participants per meeting, and Standard and all other Office users can have up to 4 participants per meeting. The number of participants includes the host.

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**.
2. Select the **Meetings for Desktop** tab.
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 mobile app:

1. From the **Tools** tab, select **Meetings**.
2. Select the **Meetings Mobile App** tab.
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.

The screenshot shows the AT&T Office@Hand web interface. At the top, there's a navigation bar with the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101", "My Extension", "Get Help", and "Log Out". Below this is a secondary navigation bar with tabs: "Overview", "Messages", "Call Log", "Contacts", "Settings", and "Tools". The "Tools" tab is selected, and a dropdown menu is open, showing "Mobile Apps", "Desktop Apps", and "Meetings". A red circle with the number "1" highlights the "Meetings" option. On the left side, there's a sidebar with "Downloads" and "Meetings Reports". A red circle with the number "2" highlights the "Downloads" option. The main content area is titled "Meetings for Desktop", "Meetings Outlook Plugin", and "Meetings Mobile App". The "Meetings for Desktop" tab is active. It contains the following text: "Office@Hand Meetings provides multipoint, cloud HD video conferencing and web sharing solution." Below this is a section titled "Features include:" with the following items: "Video Conferencing. Connect and collaborate in HD video meetings.", "Screen share your desktop or any selected application with meeting participants.", "Schedule meetings with Outlook, Google calendar or iCalendar.", "Manage meetings with host controls, record conferences and annotation tools.", "Integrated chat. Send messages to individual participants or entire group.", and "System Requirements:". Under "System Requirements", it lists: "Internet connection 600kbps recommended", "Peripherals webcam, speakers, microphone", "Mac OS X with MacOS 10.9 (Mavericks) or later version", and "Win Windows 7 or later version". At the bottom of the system requirements is a link "How Do I Find My OS Version?". To the right of the text is an image of a laptop displaying the Office@Hand Meetings interface. Below the laptop are two buttons: "Download for Mac" and "Download for PC".



## 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 AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' text are visible. A user profile 'Dave' is shown with a phone number '(210) 555-0120 Ext. 101'. A 'My Extension' dropdown menu is present. The navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Tools' dropdown menu is open, showing 'Mobile Apps', 'Desktop Apps', 'Meetings', and 'Archiver'. The 'Accounts' tab is selected, showing 'Dropbox' and 'SFTP' accounts, both 'Not connected'. The 'Sync Options' tab is selected, showing 'Data to backup' with 'Call Recordings' checked, and an 'Enable Backup' toggle switch.



## 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 Premium and Enterprise Editions.

Mobile Apps

Desktop Apps

Meetings

Archiver

App for Salesforce

App for Zendesk

RingMe

Mobile Apps

Desktop Apps

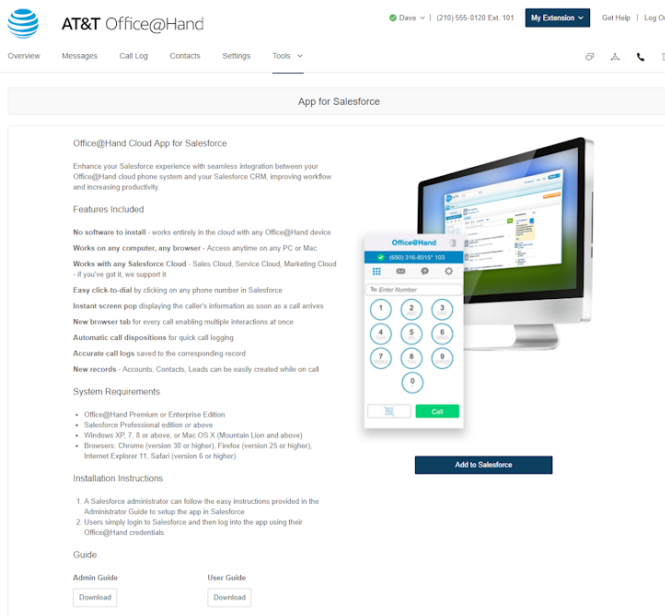
Meetings

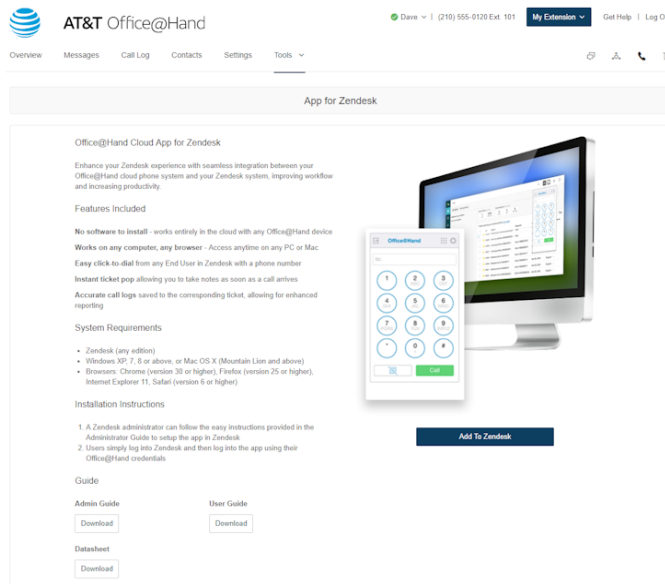
Archiver

App for Salesforce

App for Zendesk

RingMe







## 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 AT&T Office@Hand user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Tools' dropdown menu is open, showing options like 'Mobile Apps', 'Desktop Apps', 'Meetings', 'Archiver', 'App for Salesforce', 'App for Zendesk', and 'RingMe' (highlighted with a red circle and the number 1). The main content area is titled 'RingMe' and contains the following sections:

- RingMe Configuration**:
  - 2** **Caller will be routed to**: Radio buttons for 'Auto-Receptionist' (selected) and 'Extension'.
  - 3** **RingMe Style**: A dropdown menu set to 'Hyperlink'.
  - 4** **Security**: Checkboxes for 'Use SSL mode' (checked) and 'Require caller to enter security image confirmation code' (unchecked).
- Preview and Test**: A section with a 'Click button/link to test RingMe.' button and a 'RingMe' preview area.
- 5** **Generate Code**: A section stating 'The following code has been generated based on your above configuration.' with tabs for 'With JavaScript', 'Without JavaScript', and 'URL (Hyperlink) only'.
- 6** **Copy Code**: A button to copy the generated code.

The generated code is shown in a text box:

```
<div class="tools-ringme-ringmeLink" data-test-automation-id="ringmeLink" onclick="var wind = window; var winop = wind.open; winop("https://service-officeathand.uat.ringcentral.com/ringme/?uc=86E12F6ED06F7099C1FC14A9E4637FB73240400182653006,0,1,0&s=no&v=2&s_3420", "Callback_RingMe", "resizable=no,width=500,height=635"); return false;">RingMe</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:

- **Take all calls** - you are available to take all incoming calls.
- **Do not accept call queue calls** - you do not accept from a call queue; those calls are sent to your voicemail.
- **Do not accept any calls** - you do not accept any calls. All callers are sent to voicemail.

The screenshot shows the AT&T Office@Hand user interface. At the top, the AT&T logo and "AT&T Office@Hand" are displayed. To the right, a user profile shows "Dave" with a status icon and the number "(210) 555-0120 Ext. 101". A dropdown menu is open, showing three options: "Take all calls", "Do not accept call queue calls", and "Do not accept any calls". Below the header, there are navigation tabs: Overview, Messages, Call Log, Contacts, and Settings. The "Messages" tab is active, showing a list of recent messages. Below the messages, there is a "Recent Calls" section. On the right side, there are sections for "Settings Shortcuts" and "Announcements".

**Recent Messages - 2 new and 9 saved messages**

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

[X 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	LOS ALTOS CA	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	Add Contact	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	Add Contact	Tue 03/24/2015	2:51 PM	0:00:29
<input type="checkbox"/>	To: (650) 555-1818	LOS ALTOS CA	Tue 03/24/2015	2:48 PM	0:00:25

[X Delete](#) [Block](#)

**Settings 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**

[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 pre-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.

The screenshot shows the AT&T Office@Hand interface. At the top, there's a header with 'Dave', '(210) 555-0120 Ext. 101', 'My Extension', 'Get Help', and 'Log Out'. Below the header, there's a navigation bar with icons for a chat bubble, a person icon (labeled '1'), a phone icon, and a document icon.

The main content area shows two overlapping windows. The first window, titled 'Conference', is the primary focus. It has a close button (X) in the top right. The window is divided into several sections:
 

- Dial-In Numbers**: A section with the instruction 'Select one or more Dial-In Number for participants.' It contains a table with columns 'Location' and 'Dial-In Number'. The first row is 'Los Angeles, CA' with number '(213) 291-9058' and is checked. The second row is 'Philadelphia, PA' with number '(267) 930-4000' and is unchecked.
- Host**: A section with the number '976-358-141'.
- Participants**: A section with the number '451-005-250'.
- International Dial-In Numbers**: A section with a 'None' value and a 'Select' button (labeled '2c.').
- Enable join before host**: A checkbox that is checked (labeled '2d.').
- Conference Commands**: A section with a 'View' button (labeled '2f.').
- Buttons**: At the bottom, there are 'Cancel' and 'Invite with Email' buttons (labeled '2e.').

The second window, titled 'Select International Dial-In Numbers', is open on top of the first. It has a close button (X) in the top right. It contains:
 

- A search bar.
- Links for 'Show All' and 'Show Selected (0)'.
- A table with columns 'Location' and 'Dial-In Number'. It lists various countries with their respective dial-in numbers, such as Argentina (+54 (11) 59842371), Australia (+61 (2) 83104136), Austria (+43 (1) 2675024), Bahrain (+973 16198814), Belgium (+32 (2) 8089351), Benin (+229 61509862), Brazil (+55 (61) 35500673), Bulgaria (+359 (2) 4917819), Canada (+1 (438) 6000531), and Canada (+1 (431) 8001649).
- At the bottom, there's a 'Total: 58' and a 'Show: 10' dropdown menu. There are also 'Cancel' and 'Done' buttons (labeled '3').



## 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 Commands	
Use your touch-tone dialpad keys to mute or block participants, record the call, and more.	
Command	Action
* # 2	<b>Caller Count</b> Keep track of how many people are on the call
* # 3	<b>Leave Conference</b> Lets the host hang up and end the call
* # 4	<b>Menu</b> Listen to the list of touchtone commands
* # 5	<b>Set Listening Modes</b> 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	<b>Mute Host Line</b> Press once to MUTE Press again to UNMUTE
* # 7	<b>Secure the Call</b> Press once to BLOCK all callers Press again to OPEN the call
* # 8	<b>Hear sound when people Enter or Exit call</b> 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	<b>Record your conference</b> Press once to START recording Press again to STOP recording
Done	



## 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 Office@Hand 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.

The screenshots illustrate the RingOut process. The top screenshot shows the user interface with the RingOut icon highlighted by a red circle with the number 1. Below it, three sequential screenshots show the RingOut pop-up dialer. The first screenshot (labeled 2) shows the 'From' field with a custom phone number and the 'To' field with a number. The second screenshot (labeled 3) shows the 'From' field with a custom phone number and the 'To' field with a number. The third screenshot (labeled 4) shows the 'From' field with a custom phone number and the 'To' field with a number. The fourth screenshot (labeled 5) shows the 'From' field with a custom phone number and the 'To' field with a number. The fifth screenshot (labeled 6) shows the 'From' field with a custom phone number and the 'To' field with a number. The sixth screenshot (labeled 7) shows the 'From' field with a custom phone number and the 'To' field with a number. The bottom screenshot (labeled 3a) shows the 'Recent Calls' list with columns for Type, Phone Number, Date/Time, and Length.

Recent Calls

Type	Phone Number	Date/Time	Length
☉	To:	Today 1:50 PM	00:00:00
☉	To:	Today 1:49 PM	00:00:00

Call Logs Cancel Insert



## 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 shows two screenshots of the AT&T Office@Hand interface. The top screenshot is the 'Send a Fax' form, and the bottom screenshot is the 'Select Contacts' dialog. Both are annotated with numbered callouts.

**Send a Fax Form:**

- 1:** Points to the FaxOut icon in the top right corner of the main interface.
- 2:** Points to the 'To' field where the recipient's name and number are entered.
- 3:** Points to the 'Cover Page' section with an 'Enable' checkbox.
- 4:** Points to the 'Attach Files' section with a 'Browse' button.
- 5:** Points to the 'Schedule' section with an 'Enable' checkbox and a 'Send on' date/time picker.
- 6:** Points to the 'Schedule' button at the bottom right of the form.

**Select Contacts Dialog:**

- 2a:** Points to the 'Select contact to insert' search bar.
- 2b:** Points to the 'Insert' button at the bottom right of the dialog.

	First Name	Last Name	Fax
<input checked="" type="checkbox"/>	Jason	Zhang	Business Fax: +6512345667
<input checked="" type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>			Business Fax: +18662643332
<input type="checkbox"/>			Business Fax: +12051234
<input type="checkbox"/>			Business Fax: +1205346



## Placing Video Calls

Your admin can enable video on internal point-to-point calls in your Office@Hand account. Supported devices include the Polycom VVX 601/600 and 501/500. Some devices support detachable cameras for video calling.

You can control video-enabled phones through a softkey. The softkey displays “Audio Mode” in the idle state when the video feature is enabled on your Office@Hand service. You can use the softkey to toggle between ‘Audio Mode’ (to make an audio-only call) and ‘Video Mode’.



## 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 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**, make changes on the **General** tab.
  - a. **First Name**
  - b. **Last Name**
  - c. **Record User Name**: click the play icon to hear the current recording or click **Edit**. Select **Record my name** and record the name by phone, computer, or import. Or select **AT&T Office@Hand text-to-speech** to create a phonetic spelling of your name or extension so the system can pronounce it correctly.
  - d. **Department**: Add your department title.
  - e. **Contact Phone**
  - f. **Mobile Phone**
  - g. **Email**: address for Office@Hand communications.
  - h. **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.
  - i. **Password**: Set and reset password, PIN, and Security Question.

The screenshot displays the AT&T Office@Hand user settings interface. On the left sidebar, a user profile for 'Dave Richards Ext. 101' is highlighted, with an orange callout '1' pointing to it. Below the profile is a link for 'Outbound Calls/Faxes'. The main content area is titled 'User Details' with an orange callout '2' pointing to the 'User Details' header. The 'General' tab is selected, showing various user information fields: First Name (Dave), Last Name (Richards), Department, Mobile Phone, Contact Phone (+1 (650) 555-1212), Email (dave.richards@example.com), and Password (Change Password). A 'Record User Name' section includes a play icon, a recording duration of 00:00 / 00:00, and an 'Edit' button. A 'Use email to log in' checkbox is checked. At the bottom right are 'Cancel' and 'Save' buttons.





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.



AT&T Office@Hand

Dave Richards  
Ext. 101

Outbound  
Calls/Faxes

OverviewMessagesCall LogContactsSettingsTools

3

GeneralSettings & Permissions

Regional Settings

GMT-08:00

Edit

Roles ⓘ

Super Admin

Template

Apply

User Hours

24 hours

Edit

User Groups

Call Center Operations

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.

AT&T Office@Hand

OverviewMessagesCall LogContactsSettingsTools

Dave | (210) 555-0120 Ext. 101

My Extension

Get Help | Log Out

1Dave RichardsExt. 101

Outbound Calls/Faxes

2

User Details

GeneralSettings & Permissions

Regional Settings

GMT-08:00

Edit

Roles

Super Admin

Template

Apply

User Hours

24 hours

Edit

User Groups

Call Center Operations

Edit

Schedule Meetings for Me

0 users selected

3Edit

4

Schedule Meetings for Me

Select users permitted to schedule RingCentral Meetings on my behalf

Search

All Departments

Show All | Show Selected (2)

	Name	Ext.	Department
<input type="checkbox"/>	Timothy Renollet	212	
<input type="checkbox"/>	Jamshed Nurmatov	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 < 1 >

CancelSave



### 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 the **User Details** section.
3. Click **Edit** under **Record User Name**.
4. A pop-up will appear with options for your recorded name.
5. Select the button next to **Office@Hand text-to-speech name**.
6. Enter your name in the text field.
7. Click **Save**.

The screenshot shows the AT&T Office@Hand user settings interface. At the top, there's a header with the AT&T logo, the text "AT&T Office@Hand", and a user profile "Dave" with a phone number "(210) 555-0120 Ext. 101". Below this is a navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. On the left, a sidebar shows a list of settings for "Dave Richards Ext. 101", with "Outbound Calls/Faxes" selected. The main content area is titled "User Details" and has two tabs: "General" and "Settings & Permissions". Under "General", there are fields for "First Name" (Dave), "Last Name" (Richards), "Department", "Mobile Phone", and "Password". To the right of these fields is a "Record User Name" section with a play button, a progress bar, and an "Edit" button. A pop-up window titled "Record User Name" is open, showing a "Record by" dropdown menu with "AT&T Office@Hand text-to-speech" selected, and a "Greeting Name" text field with "Dave Richards" entered. At the bottom of the pop-up are "Cancel" and "Save" buttons. The main interface also has "Cancel" and "Save" buttons at the bottom right.



### 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**.

The screenshot shows the AT&T Office@Hand interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active, and the 'User Details' section is expanded. The 'Record User Name' section is highlighted with a blue box and a red '1'. The 'Edit' button is highlighted with a red '3'. Three pop-up windows are overlaid: 
 

- 5a. Record User Name**: Shows the 'Record by' dropdown set to 'Record my name', the 'Phone' tab selected, and a 'Call me at' field with the number '650-555-1212'.
- 5b. Record User Name**: Shows the 'Record by' dropdown set to 'Record my name', the 'Computer Microphone' tab selected, and a 'Microphone Test and Record' section with a volume slider.
- 5c. Record User Name**: Shows the 'Record by' dropdown set to 'Record my name', the 'Importing' tab selected, and an 'Upload .WAV or .MP3 file' section with a 'Browse' button.



## 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.

AT&T Office@Hand

Overview Messages Call Log Contacts Settings Tools

Dave Richards Ext. 101

Outbound Calls/Faxes

1

2

3

4

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

+ Add Phone Presence Intercom

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

Emergency Address

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.

The screenshot shows the AT&T Office@Hand web interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and a user profile 'Dave' with a dropdown menu. Below this is a secondary navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. A left sidebar shows a user profile for 'Dave Richards Ext. 101' and a link for 'Outbound Calls/Faxes'. The main content area is titled 'User Details' and has a sub-section 'Phones & Numbers' with tabs for 'Numbers', 'Phones' (selected), and 'Conference'. In the 'Phones' tab, there are buttons for '+ Add Phone', 'Presence' (highlighted with callout 3), and 'Intercom'. A 'Presence' pop-up window is open, showing the 'Appearance' tab. It has checkboxes for 'Ring my phone when any user I am monitoring rings' (callout 4) and 'Enable me to pick up a monitored line on hold' (callout 5). Below these is a search bar and a 'Preview on my phones' button. A table lists users with columns 'Line', 'Name', and 'Ext.'. The table has four rows: Line 1 (John Smith, Ext. 150), Line 2 (John Smith, Ext. 150), Line 3 (Sandra Brown, Ext. 102), and Line 4 (N/A, Ext. N/A). To the right of the table are links for 'Change User' and 'Delete'. Below the table is a 'Select a User' button (callout 6). A 'Select a User' modal window is open in the foreground, showing a search bar, a dropdown for 'All Departments', and a table of users: Bob Miller (Ext. 104, Quality Assurance), Charlie Lee (Ext. 103, Customer Service), and Debbie Smith (Ext. 105). The modal has a 'Total: 3' at the bottom, a 'Show: 10' dropdown, and 'Cancel' and 'Done' buttons (callout 8). The 'Done' button is highlighted with callout 8. The 'Save' button in the background is highlighted with callout 9.



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 a 'Presence' settings window with two tabs: 'Appearance' and 'Permissions'. The 'Permissions' tab is active. Callout 10 points to the 'Permissions' tab. Callout 11 points to the 'Allow other users to see my Presence status' section, which has radio buttons for 'On' (selected) and 'Off'. Callout 12 points to a table of users. 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 >

Cancel **Save**



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.

The main screenshot shows the AT&T Office@Hand Settings page. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings (active), and Tools. The left sidebar shows Dave Richards Ext. 101 and Outbound Calls/Faxes. The main content area has a 'User Details' section and a 'Phones & Numbers' section with tabs for Numbers, Phones (active), and Conference. The 'Phones' tab shows a list of phones with a 'Select' column and a 'Phone' column. The 'Intercom' softkey is visible in the bottom right corner.

Callout 1 points to the 'Phones & Numbers' section. Callout 2 points to the 'Phones' tab. Callout 3 points to the 'Intercom' softkey.

The first inset window shows the 'Intercom' configuration interface. It has a toggle for 'Phone permitted to accept intercom calls' (On). Below is a search bar and a table with columns 'Select' and 'Phone'. The table lists 'Polycom VVX-311 Gigabit Ethernet Phone'. The bottom shows 'Total: 1', 'Show: 10', and 'Cancel' and 'Save' buttons.

The second inset window shows the 'Intercom' configuration interface. It has a toggle for 'Phone permitted to accept intercom calls' (On). Below is a search bar and a dropdown for 'All Departments'. The bottom shows 'Total: 5', 'Show: 10', and 'Cancel' and 'Save' buttons.





## 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**.

The screenshot illustrates the AT&T Office@Hand interface for enabling intercom calls. The top navigation bar shows 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active, and the 'Phones & Numbers' section is expanded. The 'Phones' sub-tab is selected, and the 'Intercom' button is highlighted. Two modal windows are shown: one for selecting a phone to accept intercom calls (Step 4) and another for selecting users to make intercom calls to (Step 7). Both modals have 'Save' buttons highlighted.

**Step 4: Phone permitted to accept intercom calls**

Phone permitted to accept intercom calls: ☒ On ☐ Off

Phone Users

Select a phone that can accept intercom calls:

Search

Select	Phone
<input checked="" type="checkbox"/>	Polycm VVX-311 Gigabit Ethernet Phone

Total: 1 Show: 10 < 1 > Cancel Save

**Step 7: Select users permitted to make intercom calls to me**

Phone permitted to accept intercom calls: ☒ On ☐ Off

Phone Users

Select users permitted to make intercom calls to me:

Search All Departments

Show All | Show Selected (0)

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	
<input type="checkbox"/> 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 **Call Now** and Office@Hand will call you to record your message.
    - **Record Using Computer Microphone:** click **Allow** if prompted 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**.

The screenshot displays the AT&T Office@Hand user interface. At the top, the header shows the AT&T logo, the text 'AT&T Office@Hand', and a user profile 'Dave' with extension '(210) 555-0120 Ext. 101'. Below the header is a navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. A sidebar on the left lists 'Dave Richards Ext. 101' and 'Outbound Calls/Faxes'. The main content area is titled 'Screening, Greeting & Hold Music' and contains three sub-sections: 'User Hours', 'After Hours', and 'Blocked Calls'. The 'User Greeting' section is expanded, showing a toggle for 'Enable' (checked) and a dropdown for 'Custom'. Below this is a play button and a duration timer. An 'Edit' button is located below the timer. Two pop-up windows are overlaid on the page. The first pop-up, labeled '3a.', is titled 'User Greeting' and shows 'Set Greeting' as 'Default' and 'View In' as 'English (U.S.)'. The second pop-up, labeled '3b.', is also titled 'User Greeting' and shows 'Set Greeting' as 'Custom'. It has tabs for 'Phone', 'Computer Microphone', and 'Importing'. The 'Phone' tab is selected, showing a 'Call me at' field with the number '650-555-1212' and a 'Call Now' button. Both pop-ups have 'Cancel' and 'Done' buttons. Numbered callouts 1 through 5 are placed over the interface elements corresponding to the steps in the text.



## 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**.

AT&T Office@Hand

Overview Messages Call Log Contacts Settings Tools

Dave Richards Ext. 101

Outbound Calls/Faxes

1

2

3

4

5

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 ⓘ

☒ Enable

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

Edit

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

Cancel Done

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 Office@Hand will call you to record your message.

- **Record Using Computer Microphone**

Click **Allow** if prompted 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 displays the AT&T Office@Hand user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted with an orange circle), and 'Tools'. The left sidebar shows the user profile 'Dave Richards Ext. 101' and 'Outbound Calls/Faxes'. The main content area is titled 'Screening, Greeting & Hold Music' and includes tabs for 'User Hours', 'After Hours', and 'Blocked Calls'. The 'User Greeting' section is expanded, showing 'Enable' checked and a 'Custom' message with a play button and a duration of '00:00 / 00:00'. An 'Edit' button is visible. The 'Connecting Message' section is also expanded, showing 'Enable' checked and a 'Default' message with a play button and a duration of '00:00 / 00:00'. An 'Edit' button is visible. A pop-up window (3a) titled 'Connecting Message' is shown, with 'Set Greeting' set to 'Default' and 'View In' set to 'English (U.S.)'. The message text is 'Please hold while I try to connect you.' and there is a play button and a duration of '00:00 / 00:00'. A second pop-up window (3b) titled 'Connecting Message' is shown, with 'Set Greeting' set to 'Custom' and the 'Phone' tab selected. The 'Call me at' field contains '650-555-1212' and there is a 'Call Now' button. The 'Done' button is highlighted with a blue circle and the number 4. The 'Save' button is highlighted with a blue circle and the number 5.



## 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 AT&T Office@Hand user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active, showing 'User Details', 'Phones & Numbers', and 'Screening, Greeting & Hold Music'. The 'Screening, Greeting & Hold Music' section has tabs for 'User Hours', 'After Hours', and 'Blocked Calls'. The 'Audio While Connecting' pop-up is shown in three states: 1. Initial state with 'Custom' audio. 2. 'Enable' checkbox checked and 'Music: Acoustic' selected. 3. 'Edit' button clicked, showing the 'Audio While Connecting' dialog with 'Music' selected and 'Acoustic' chosen. The dialog includes a 'Set Audio' dropdown, a 'Select Music' dropdown, a play button, a record button, and a 'Done' button. The 'Save' button is visible at the bottom right 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.
5. 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 AT&T Office@Hand user settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The left sidebar shows the user profile 'Dave Richards Ext. 101' and 'Outbound Calls/Faxes'. The main content area is titled 'Screening, Greeting & Hold Music' and contains three sections: 'User Greeting', 'Connecting Message', and 'Hold Music'. The 'Hold Music' section is currently selected and shows 'Enable' checked, 'Music: Acoustic', and a play button. A red circle with the number '2' highlights the 'Enable' checkbox, and a red circle with the number '3' highlights the 'Edit' button. Three pop-up windows are overlaid on the right side of the screen: 4a. 'Hold Music' pop-up with 'Set Audio' set to 'Ring Tones'. 4b. 'Hold Music' pop-up with 'Set Audio' set to 'Music' and 'Select Music' set to 'Acoustic'. 4c. 'Hold Music' pop-up with 'Set Audio' set to 'Custom'. The 'Custom' option includes a 'Press ▶ to listen and ● to re-record your custom greeting' instruction and a play button. The 'Done' button in the 'Custom' pop-up is highlighted with a red circle and a red arrow. The 'Save' button in the main settings area is also highlighted with a red circle and a red arrow.



## 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**.

AT&T Office@Hand

Overview Messages Call Log Contacts Settings Tools

Dave Richards Ext. 101

Outbound Calls/Faxes

▼ User Details

▼ Phones & Numbers

^ 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.

- From the **Settings** tab, select **Call Handling & Forwarding**.
- Set **Incoming calls forward in this order** as follows:
  - 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.
  - Simultaneously:** All phones listed will ring at the same time.
- 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.
- Add Call Forwarding Phone:** click this button to add another phone number up to 10 forwarding numbers for each phone extension.
- 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.
- Click **Save**.

AT&T Office@Hand

Overview Messages Call Log Contacts **Settings** Tools

Dave Richards Ext. 101

Outbound Calls/Faxes

▼ User Details

▼ Phones & Numbers

▼ Screening, Greeting & Hold Music

^ **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-Office@Hand phone as a forwarding number, so you would know how to identify an Office@Hand 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 AT&T Office@Hand user interface. The top navigation bar includes the AT&T logo, the user name 'Dave Richards Ext. 101', and a 'My Extension' dropdown. Below this is a secondary navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. A left sidebar shows 'Dave Richards Ext. 101' and 'Outbound Calls/Faxes'. The main content area has a left sidebar with expandable sections: User Details, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding (expanded), and Messages & Notifications. The 'Call Handling & Forwarding' section has sub-tabs: User Hours, After Hours, Advanced, and Settings (selected). Under the 'Settings' tab, there is an 'Incoming Call Information' section with a 'Displayed Incoming Caller ID' field and an 'Edit' button. The 'Incoming Call Information' modal is open, showing two tabs: 'Display Number' (selected) and 'Play Announcement'. The 'Display Number' tab has a dropdown menu for 'Incoming Number Displayed to Me' currently set to 'Incoming Caller ID'. Below this is a checkbox option: 'If number is blocked or unknown, display my main Office@Hand number as the Caller ID instead.' There is also an 'Add Special Number' section with an 'Enable' checkbox. At the bottom, there is a 'Display This Call Information on' section with two radio button options: 'Non-Office@Hand phones only' (selected) and 'All phones'. The modal has 'Cancel' and 'Save' buttons at the bottom right.



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.

The screenshot shows the AT&T Office@Hand user settings page for Dave Richards (Ext. 101). The 'Settings' tab is selected, and the 'Call Handling & Forwarding' section is expanded. The 'Incoming Call Information' sub-section is highlighted with a callout 6. A modal window titled 'Incoming Call Information' is open, showing the 'Play Announcement' tab with callout 5. The modal includes a dropdown for 'Direct Calls' (callout 7) set to 'For non-Office@Hand phones only', a dropdown for 'Call Queue Calls' (callout 8) also set to 'For non-Office@Hand phones only', and checkboxes for 'Include mailbox name in announcement' (callout 9, checked) and 'Require my pin to answer' (callout 10, unchecked). The 'Save' button is at the bottom right of the modal.



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.

AT&T Office@Hand

OverviewMessagesCall LogContactsSettingsTools

Dave RichardsExt. 101

Outbound Calls/Faxes

▼ User Details

▼ Phones & Numbers

▼ Screening, Greeting & Hold Music

1 ^ Call Handling & Forwarding

User HoursAfter HoursAdvancedSettings

Incoming Call Information

Displayed Incoming Caller ID

Edit

▼ Messages & Notifications

Call Flip

Edit

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	Polycorn 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

Cancel

5 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 AT&T Office@Hand user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted), and 'Tools'. The left sidebar identifies the user as 'Dave Richards Ext. 101' and lists 'Outbound Calls/Faxes'. The main settings area is organized into expandable sections. The 'Messages & Notifications' section is expanded, revealing options for 'Take Messages' (which is enabled), 'Voicemail Greeting' (currently set to 'Default'), and a play button for audio playback. Two callout boxes provide additional context: '4b.' indicates the 'Custom' option in the 'Set Greeting' dropdown, and '4a.' points to the 'Default' option. A '5' callout highlights the 'Save' button in the bottom right corner. Two pop-up windows are overlaid on the settings page. The top pop-up, titled 'Voicemail Greeting', shows the 'Custom' greeting configuration with a 'Call Now' button. The bottom pop-up, also titled 'Voicemail Greeting', shows the 'Default' greeting configuration with a 'View In' dropdown set to 'English (U.S.)' and a play button for audio playback.



## 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 the **Settings** tab.
3. Click **Edit** under **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.
4. 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**.
5. Click **Save**.

The screenshot shows the AT&T Office@Hand user interface. The top navigation bar includes the AT&T logo, the user name 'Dave Richards Ext. 101', and a 'My Extension' dropdown. Below this is a secondary navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. A left sidebar shows 'Dave Richards Ext. 101' and 'Outbound Calls/Faxes'. The main content area has a list of settings categories: User Details, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, and Messages & Notifications (expanded). The 'Messages & Notifications' section has sub-tabs: User Hours, After Hours, and Settings (selected). Under 'Settings', there is an 'Edit' button. A pop-up window titled 'Notifications' is open, showing a table of notification settings. The pop-up has an 'Advanced Settings' dropdown and a 'Cancel' button. The 'Save' button is highlighted with an orange circle and the number 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



## 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**.

The screenshot shows the AT&T Office@Hand settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active, and the 'Outbound Calls/Faxes' sub-tab is selected. The 'Caller ID' configuration page is displayed, showing options to 'Decide what phone number you want to display as your Caller ID number for outgoing calls.' The page is divided into 'By Phone' and 'By Feature' sections. The 'By Phone' section shows 'Existing Phone' (Blocked) with an 'Edit' button. The 'By Feature' section shows 'RingOut from Web' (Blocked) with an 'Edit' button, 'Call Flip' (888) 200-8330 - Main Number with an 'Edit' button, 'Additional Desktop App' (888) 200-8330 - Main Number with an 'Edit' button, 'Alternate Caller ID' (Not-specified) with an 'Edit' button, 'RingMe (Outgoing to Caller)' (888) 200-8330 - Main Number with an 'Edit' button, 'Fax Number' (888) 200-8330 - Main Number with an 'Edit' button, and 'Common Phone' (888) 200-8330 - Main Number with an 'Edit' button. At the bottom, there is a checkbox for 'Display my extension number for internal calls' which is checked. The 'Save' button is highlighted in blue.



## 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 AT&T Office@Hand interface. At the top, the user is logged in as Dave Richards (Ext. 101). The navigation bar includes Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. On the left sidebar, 'Outbound Calls/Faxes' is selected, and 'Fax Settings' is the active sub-tab. The main content area shows 'Cover Page Info' with fields for Company (DinnCentral / DINS), Country (United States), Apartment / Suite # (e.g. App. 25), and State/Province (Select State/Province). A 'Cover Page' modal window is open, showing a preview of a fax cover sheet. The modal has a 'Default Cover Page' dropdown set to 'Contempo'. The preview shows a fax form with fields for To, From, Date, and a large area for the message. At the bottom of the modal are 'Cancel' and 'Done' buttons. In the background, a 'Select' button is visible under the 'Cover Page' section. At the bottom right of the main settings area are 'Cancel' and 'Save' buttons.





## 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 AT&T Office@Hand user interface. At the top, the user is logged in as Dave (210) 555-0120 Ext. 101. The navigation bar includes Overview, Messages, Call Log, Contacts, Settings (highlighted with an orange location pin), and Tools. On the left sidebar, under the user profile 'Dave Richards Ext. 101', the 'Outbound Calls/Faxes' option is selected, indicated by callout 1. The main content area shows the 'Fax Settings' tab, indicated by callout 2. Under 'Cover Page Info', there are fields for Company (RingCentral / DINS), Street Address (e.g. 120 1st St SW), City (e.g. Alabaster), Zip Code (e.g. 35007), and Country (United States). There are also fields for Apartment / Suite # (e.g. App. 25) and State/Province (Select State/Province). Below these are fields for Fax Number ((888) 200-8330 - Main Number) and Cover Page (Contempo). The 'Faxes Sent via Email' section includes a toggle for 'Omit cover page when email subject is blank' (callout 3), which is currently set to 'Off'. Below this is a section for 'Email Addresses' (callout 4) with a text input field containing 'user@mycompany.com' and an 'Add' button (callout 5). At the bottom right, there are 'Cancel' and 'Save' buttons (callout 6).



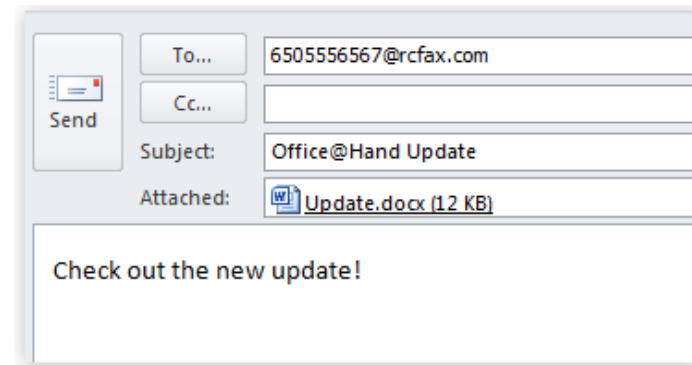
### Faxing via Email

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 for the message body containing the text 'Check out the new update!'.

