

AT&T Office@Hand[®]

Desktop App User Guide

V21.2



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Introduction

The Office@Hand app is a unified desktop app which allows you to seamlessly transition between phone calls and video meetings without losing track of what you're working on. Less toggling between communications applications and solutions means your projects move forward, your teams stay connected, and your productivity increases.

System Requirements

Software

- Windows 10 (32 and 64-bit) or higher
- Mac OS X 10.13 High Sierra or higher
- Browser
 - Google Chrome (Recommended, version 69 or later)
 - Microsoft Edge

Office@Hand App components

This seamless transition between calls, and meetings is made easy by the side menu bar, which you can use to navigate between the following main Office@Hand app components: Message, Video, and Phone.

Message

With the Message feature, you can:

- Communicate with others one-on-one or in a team
- Create teams for specific projects, topics, or departments
- Add GIFs and code snippets
- Invite and communicate with guest users (users outside of your company) for free
- Share links and files
- Create and manage tasks for yourself or others
- Share important events to keep your team members informed of your activity

Video

With the Video feature, you can:

- Start, schedule, or join online meetings directly within the app
- Host and join video meetings in HD quality from your computer or mobile device
- Easily switch between your desktop and mobile device while in a meeting
- Join audio through your computer or by dialing in using domestic and global numbers
- Share your screen, record, and chat with other meeting attendees during a meeting

- Integrate your Outlook or Google calendar to join and manage meetings scheduled in your calendar

Phone

With the Phone feature, you can:

- Make or receive calls at any time locally or globally with service in over 100 countries
- Use your carrier minutes, WiFi, or cellular data without dropping a call
- Protect your data via AT&T Office@Hand's encrypted and redundant data networks
- Send SMS and MMS text messages and online faxes
- Review call logs, including missed calls, call recordings, and voicemails
- Perform call controls such as Call Flip, call switch, call transfer, and call park

Contacts

The Contacts menu allows you to:

- Access a directory of all your AT&T Office@Hand account users (both co-workers and guest users) and your personal contacts
- Review a list of all your company's AT&T Office@Hand app teams
- View a user's profile and perform app actions such as sending a direct message, starting a video meeting, and calling
- Manage AT&T Office@Hand app users (if you're an AT&T Office@Hand app admin)
- Connect your personal contacts from Outlook, Google, and your mobile device

Messaging notification apps

With integrations, you can:

- Shorten sales cycles with popular CRM integrations
- Enhance delivery of customer support
- Boost user efficiency with cloud file sharing services

Getting started

Downloading and installing the app on your computer

Downloading and installing the app for Windows

1. Navigate to the [AT&T Office@Hand downloads page](#).
2. In the **AT&T Office@Hand Unified Desktop App** column, select the download link for Windows.
3. Allow the download to finish and then select the downloaded file to **Run** the installation file.

Once the installation has been successfully completed, you will see the Office@Hand app's icon on your dock (for Mac) or taskbar (for Windows).

Downloading and installing the app for Mac

1. Navigate to the [AT&T Office@Hand downloads page](#).
2. In the **AT&T Office@Hand Unified Desktop App** column, select the download link for Mac.
3. Open the installer package after the download completes.
4. For users, select **Install for me only**. For admins, select **Install for all users of this computer** and then click **Continue**.
5. Select **Install** to complete the installation.
6. Verify that the application has been placed in the Applications folder.

Logging in to the Office@Hand app

1. Launch the Office@Hand app on your computer.
2. Click the **Sign in** button.
3. Select your preferred sign-in method from the login page. Options include signing in using either the sign-in form, Google, or Single Sign-on. We'll discuss signing in using each of these methods below.

Logging in using your preferred login method

When you're logging in to the Office@Hand app, you'll be presented with the following methods for logging in:

- **Office@Hand login form:** Use this login method to sign in using your Office@Hand credentials
- **Google:** Use this login method to sign in using your Google account credentials
- **Single Sign-on:** If Single Sign-on has been enabled for your account, use this login method to sign in using your Single Sign-on credentials

Logging in using the Office@Hand login form

1. Enter your Office@Hand email or phone number.
2. Click the **Next** button.
3. If you logged in using your phone number, enter your extension number in the **Extension (optional)** field. Please note: You may need to specify your extension if you are sharing the same phone number in your account and to avoid logging in as a different user.
4. Enter your password.
5. Click the **Sign in** button to sign into the app.

Logging in using your Google account

1. Select the **Google** button to navigate to the Google login page.
2. Sign in with your Google account using one of the following methods:
 - a. If you have logged in before using your Google account credentials, select your Google account to log in automatically
 - b. If this is your first time logging in
 - i. Enter your Google email address or phone number
 - ii. Click the **Next** button
 - iii. Enter your password
 - iv. Click **Next** to navigate to a page requesting access to your Google account
 - v. Select **Allow** to finish signing in to the Office@Hand app

Please note: If your Google account has been provisioned with Google Workspace, you may be redirected to the Google Workspace login page. Enter your login credentials, and then click **Sign In**.

Logging in using Single Sign-on

1. Click the **Single Sign-on** button.
2. Enter your email to confirm your identity.
3. Click **Submit** to redirect to the Office@Hand Single Sign-on page.
4. Enter your **Username** and **Password**.
5. Select the **Sign in** button.

Navigating the Office@Hand App

Intro to navigating the app

Navigating the Office@Hand app is pretty straightforward. The app is designed to be intuitive, but in case you need a quick primer, here are some of the major layout and navigation tips you'll need to know to get started.

Navigating the Office@Hand app

The Office@Hand app is divided into several sections: the top header bar, the side menu bar, the left pane, and the center pane.

Some of the information contained in each of these sections may change depending on which part of the app you are in, but there are two sections that stay the same no matter where you are: the left navigation bar and the top header bar.

Left-hand navigation bar

You can seamlessly transition between messaging, calls, and meetings within the app. This seamless experience is due to the left-hand navigation bar located at the far left-hand side of the screen, which you can use to easily navigate between the following features:

- **Message:** Send and receive messages, create and collaborate in teams, share files, and create tasks.
- **Video:** Start, schedule, and join meetings, manage recordings, view recent meetings, and more.
- **Phone:** Make and receive phone calls, send and receive text messages, manage your call history, listen to your voicemails, and more.
- **Contacts:** Add, view, and manage all your company contacts, including administrators, company users, and guest users. You can also create, view, and manage teams via this interface.
- **Tasks and more:** Add, view, and manage your tasks, events, files, and notes.
- **Analytics:** Only available as an administrator, select the bar graph icon to navigate to the Office@Hand analytics portal.
- **Apps:** Receive notifications in a conversation for subscribed updates on third-party services.
- **Settings:** Configure your Office@Hand Unified Desktop app settings, including settings for notification and sounds, Message, Video, and Phone. You can also sync your calendar and view the app's available keyboard shortcuts.

Top header bar

The top header is always available at the top of the app and contains (from left to right):

- Your company name
- Back and forward arrows to navigate to the page you visited previously or to return to the page you navigated away from.
- A search bar to search for messages, users, groups, and teams in your company

- A dial pad to call colleagues or external numbers
- **New actions** button to perform quick actions:
 - [Send new message](#): Send a new message to someone
 - [Create team](#): Create a new team
 - [Start a video meeting](#): Start a video meeting. You can add participants once in the meeting
 - [Send new text](#): Send a new text message
 - [Send new fax](#): Send a new fax
- Your profile menu.
 - [Profile](#): Click **View profile** to open your profile and make changes to your information and profile picture
 - [Status](#): Click **Share status** to create a status to share to others and **Clear status** to clear your existing status
 - [Presence](#): Set your Office@Hand app presence by hovering over your current status and selecting from a list of options from a dropdown menu. Options include *Available*, *Busy*, *Do not disturb*, and *Invisible*
 - [Accept queue calls](#): Available to admins and users that are part of a call queue, click the **Accept queue calls** toggle to enable or disable this option
 - [About](#): Select the **About** button to learn more about which version of the app you're running and the Office@Hand app security, privacy notice, terms of service, acceptable use policy, privacy center (Do Not Sell My Personal Information), and third party software licences.
 - [Manage account](#): Only available to admins, this opens the Office@Hand Admin Portal, so you can manage your settings
 - [Get support](#): Click the **Get Support** option to navigate to the AT&T Office@Hand [support page](#)
 - [Download](#): Click Download, then select *Desktop app* to download the Office@Hand desktop app or select *Mobile app* to navigate to the [AT&T Office@Hand App Gallery](#) to find out how to download the mobile app
 - [Sign out](#): Click **Sign out** to log out of the Office@Hand app

Left pane

No matter where you are in the app, you'll find a left pane you can use to navigate through the main parts of a particular menu option. However, the contents of this pane will differ depending on which menu option you're using.

For example, in Message, this left pane contains a list of all direct messages, groups, and teams you have open. Clicking on any of these conversations will open the message thread in the center pane (more on that below).

Quick creation

One important feature of the left pane is the quick creation plus button. In the section names in the left pane, there is a plus button at the far right. Clicking this button will create an item associated with that section.

For example, if you're in the Video menu, you can start a new meeting by clicking the **Start a video call** plus button at the far right of the Meetings section name in the left pane.

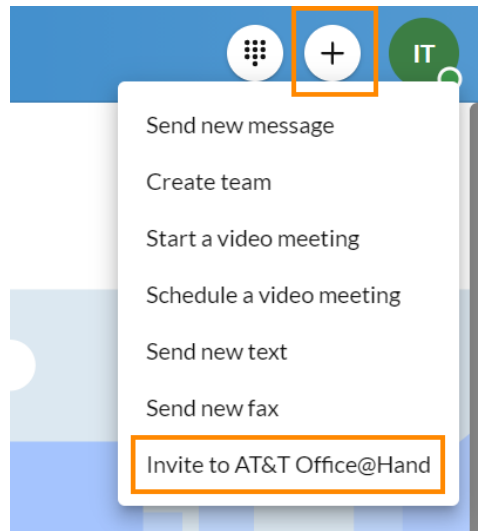
Center pane

Finally, each page in the app has a center pane, which is where you will spend most of your time interacting within the app. The center pane will differ depending on where you are within the app.

For example, in Video, if you're on the **Meetings** page, you will see a list of scheduled meetings for the day as well as action buttons to start, schedule, or join a meeting.

Adding a new user

1. Select the **New actions** plus button at the top right-hand side of the app.
2. Click *Invite to Office@Hand* to open the **Invite by email** window.




3. Enter up to 20 email addresses separated by commas or semicolons.
4. Click **Invite** to send out an email to invite your contact to create a free account.

Invite by email

Send out an email to invite your contact to create a free account.

Email

 asdfmnbv724131923@gmail.com

Enter up to 20 email addresses separated by commas or semicolons.

Cancel **Invite**

Using Message

Sending a message

One way you can send a message is via the New actions plus button. When you send a message via this option, you can easily start a new chat with an individual or a group of people.

1. Click the **New actions** plus button at the top right to reveal a dropdown menu.
2. Select *Send new message*.
3. Enter a list of names or email addresses in the **Members** field and separate each name or email with a comma or semicolon.
4. Type the body of your message in the **Type new message** field.
5. Click **Send**.

Once you've sent a new message, that conversation will appear at the top of your conversations list.

Here are other methods to send a message:

- Sending a message by clicking the **Send new message** button in the **Direct Messages** section
- Sending a message by searching for a user, group, or team via the search bar and selecting their name
- Selecting the **Message** chat bubble anywhere you see it in the app, such as in a user's profile or beside their name in the Contacts menu

Creating a team

A team can be used in the Office@Hand app to communicate with a group of people, from connecting with co-workers in your department to collaborating on a project with others in your company.

1. Click the **New actions** plus button located at the far right in the top bar.
2. Select *Create team* from the dropdown menu.
3. Provide a name for your team in the **Team name** field.
4. Enter a list of names or email addresses in the **Members** field.
5. Provide a description in the **Team description** field (optional).
6. Choose either *Private* or *Public* from the **Type of team** dropdown.
7. Toggle on or off each of the permissions at the bottom of the window.
8. Click **Create** to finish creating the team.

Once you've created your team, that team will appear under the **Teams** section in your conversation list. The number of teams that appear in your conversation list will depend on how you've configured your Message settings.

Other methods of creating a team include:

- By clicking on the **Create team** plus button in the **Teams** section of your conversation list
- By converting a group into a team

Using Video

Starting a meeting

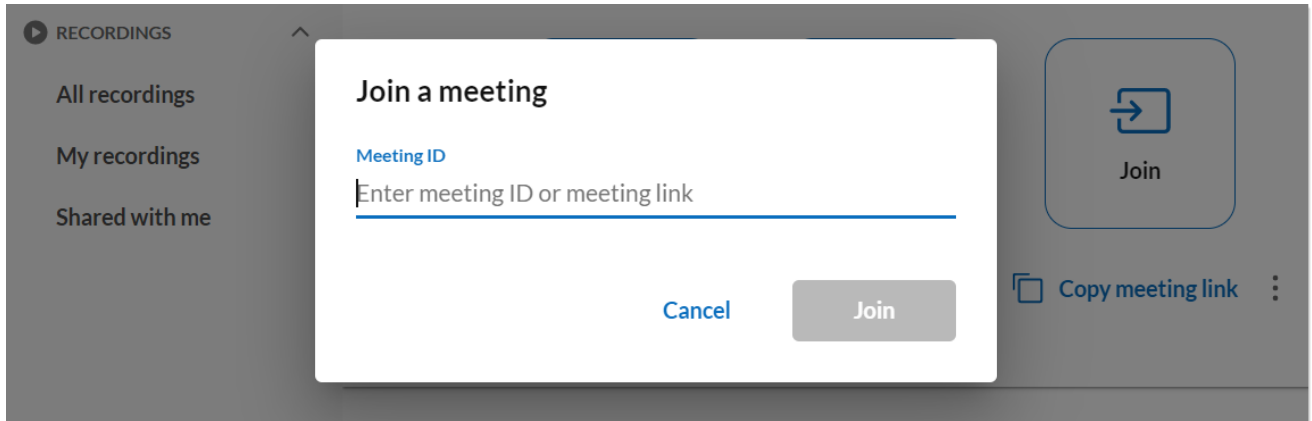
1. Navigate to **Video** via the left-hand navigation bar.
2. On the Meetings page, click the **Start** button located at the top of the app to open your meeting in a new window
3. Choose the audio source you'd like to use in your meeting..

Scheduling a meeting

1. Navigate to **Video** via the left-hand navigation bar.
2. In the **Meetings** page, click the **Schedule** button at the top of the page to open the **Schedule a meeting** window.
3. Update the **Meeting title** or leave as default.
4. Select the meeting **Date**, **Time**, and **Duration**.
5. In **Schedule using**, select whether you'd like to send your invite using *Outlook calendar*, *Google calendar*, or copy the *Meeting info*.
6. Check the **Create team and invite members** box if you'd like to create a new team with your meeting participants.
 - a. The **Team name** auto-fills with the meeting title.
 - b. Add members by entering the name or email address of the meeting participants (separated by semicolon) that you'd like to add to the team.
7. Configure the remaining settings under the **Meeting settings** and **Advanced settings** dropdown.
8. Click the **Schedule** button to open the meeting in the calendar app you specified in **Schedule using**. You may be required to sign in and authenticate that calendar if you have not synced your calendar to the Office@Hand app.
9. Configure your meeting invite, add your participants, and any additional info in the invite body.
10. Send the meeting invite.

Joining a meeting

1. Navigate to **Video** via the left-hand navigation bar.
2. In the **Meetings** page, join the meeting in one of two ways:
 - a. Select the **Join** button at top right to open the **Join a meeting** window.
 - i. Enter the Meeting ID or link in the **Meeting ID** field.
 - ii. Click the **Join** button to open that meeting in a new separate window.
 - b. Click the **Join** button at the far right of the scheduled meeting.
3. If the meeting creator has required a password, provide the password to join that meeting.
4. Configure your audio sources in the meeting that opens on your device.



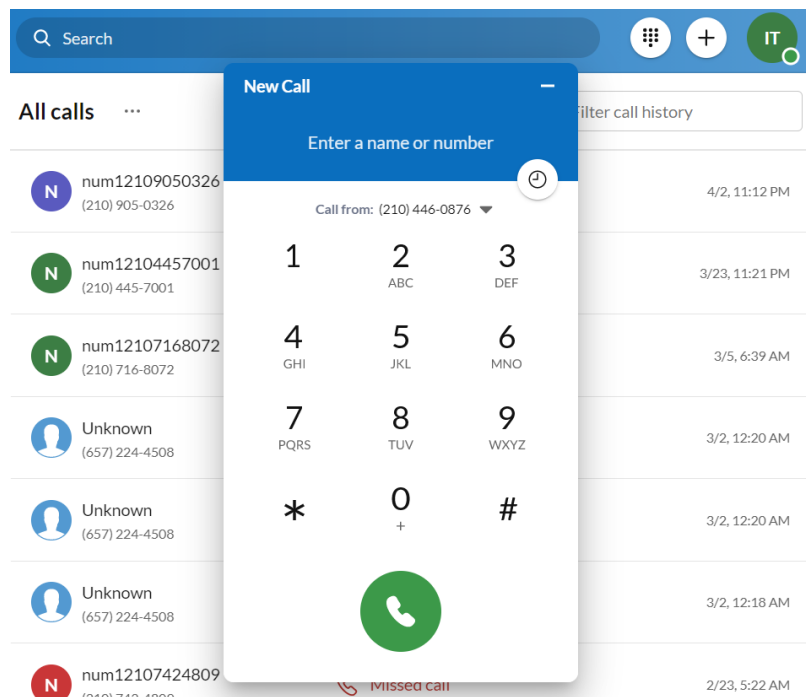
Using Phone

Making a call

You can make a call in the Office@Hand app by using the dial pad. The dial pad allows you to make calls to other users in the Office@Hand app or external numbers so long as the telephony has been enabled at the company account.

To make a call, follow these steps:

1. Click the **Dial pad** icon at top right.
2. Leave the default Caller ID or select a new number in the **Call from** dropdown list.



3. Make a call in one of two ways:
 - a. Type a name or phone number of the person you'd like to call to populate a list of options.
 - i. Select the contact you'd like to dial to start a call.
 - b. Manually press the keys on the dial pad to dial a number.
 - i. Click the green button at the bottom to start the call.

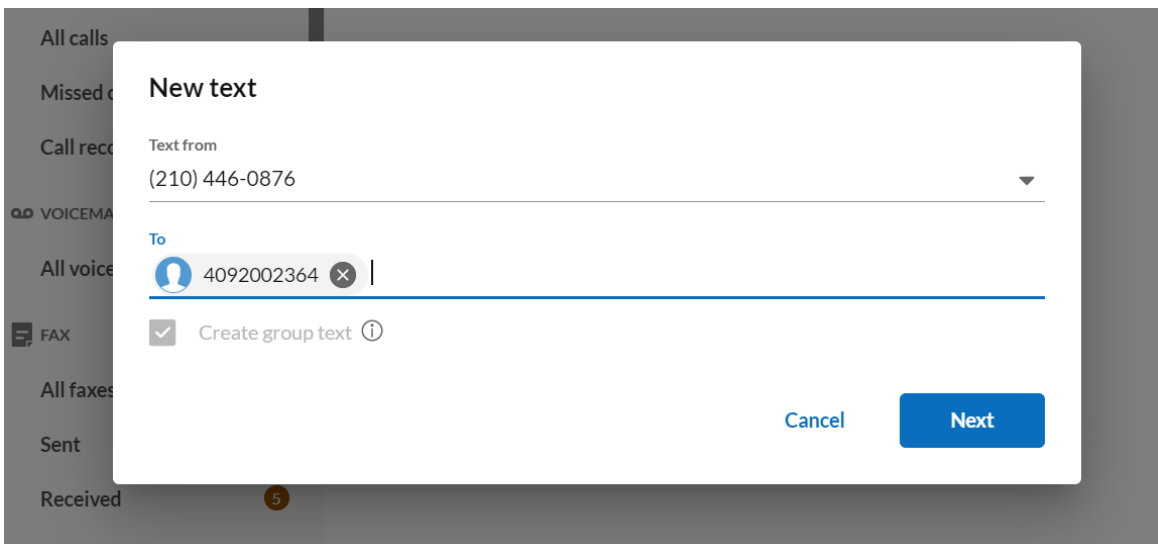
Taking a call

You can easily take a call using the app whenever someone calls your Office@Hand number. When you have an incoming call, a pop-up window will appear, from which you can select from the following options:

- **Ignore:** Click this button if you don't want to answer the call and make the ringing stop. The call will continue to ring on the caller's end, but will eventually be sent to voicemail.
- **More:** Click this to reveal the following options:
 - *Forward:* Select this option if you want to forward a call to another user. You will be prompted to forward the number to your available number or a custom number.
 - *Reply:* Select this option if you want to message the caller with a preset or custom message. If you want to reply with a preset message, double click on the message. If you want to reply with a custom message, enter your message in the field and then press Enter on your keyboard.
- **To Voicemail:** Send the caller to your voicemail to leave a message. In order to use this effectively, configure your voicemail settings in your online account.
- **Answer:** Answer the incoming call.

Sending a text message

1. Click the **New actions** plus button located at top right.
2. Select *Send new text* from the dropdown menu.
3. If you have several Caller IDs assigned to you, click inside the **Text from** field and select the Caller ID you'd like the text to come from.
4. Enter the name or phone number of the person you'd like to text in the **To** field.
5. Click the **Next** button to navigate to text message conversation.





6. Draft a message in the message field at the bottom of the app.
7. Send the text message by pressing Enter or Return on your keyboard.

Sending a fax


1. Select the **New actions** plus button located at top right.
2. Click *Send new fax* from the dropdown menu.
3. Enter a fax number in the **To** field.
4. Select a theme for your cover page via the **Cover page** dropdown menu.
5. Add any notes in the **Cover page note** text box (optional).
6. Select the **Attach file** paperclip icon and select any files you'd like to fax
7. Choose to perform one of the following:
 - a. Select **Send now** to send the fax immediately.
OR
 - b. Select **Send later** to open the **Pick date and time** window.
 - i. Choose a **Due date**.
 - ii. Specify a **Due time**.
 - iii. Select the **Schedule** button to schedule your fax.

New fax


To


 15551234567 

Cover page

Contempo 

Cover page note

 Attach file (maximum files size is 50 MB) - [702.4 KB](#)

 Sample.pdf 