AT&T Office@Hand®

Mobile App User Guide

V21.2

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Getting Started

With the AT&T Office@Hand Mobile app, you can manage your business from anywhere. You can download the Mobile App through your Office@Hand online account or directly to your smartphone by going to Google Play Store or Apple App Store.

System Requirements

iOS: iOS 12.1 or later (compatible with iPhone, iPad, and iPod touch)
Android: Android OS 6.0 and up

Downloading directly on your phone

To download the AT&T Office@Hand Mobile app, click on these links.

- For iOS: Go to the [Apple App Store](#)
- For Android: Go to the [Google Play Store](#)

Once downloaded, the app will be installed automatically. Finish the installation on your mobile device.

Downloading through the AT&T Office@Hand online account

To download the AT&T Office@Hand Mobile app through your AT&T Office@Hand online account, follow these steps:

1. Log in to your Office@Hand account.
2. Navigate to **More > Apps and Resources > Mobile Apps**.
3. Select the right app for your smartphone.
4. Finish the installation on your mobile device.

Logging in with Single Sign-on, phone, email, or Google

Locate the Office@Hand icon on your mobile device and click it. The Mobile App opens.

- [Logging in using Single Sign-On](#)
- [Logging in with your Phone Number and Password](#)
- [Logging in to Office@Hand with Email](#)
- [Logging in to Office@Hand with Google](#)

Contacting Support

To search knowledgebase articles or report problems, please visit AT&T Office@Hand's Support Website at https://asecare.att.com/product/care-support-for-ringcentral-office-at-hand-from-att/.

Navigating the mobile app

The main screen provides access to the most commonly used app features shown on the top and bottom menus.

Top bar

The top bar is always available at the top of the app and contains the Message, Video, Phone, or Contacts menu's main features and navigational options. The options in this header bar will differ depending on which mobile app menu you're using.

For example, when you're in the **Video** menu, the top bar contains the following: a main menu, start, schedule, join, and a three-dot icon to access your recent meetings, recording, video meeting settings, and calendar settings.
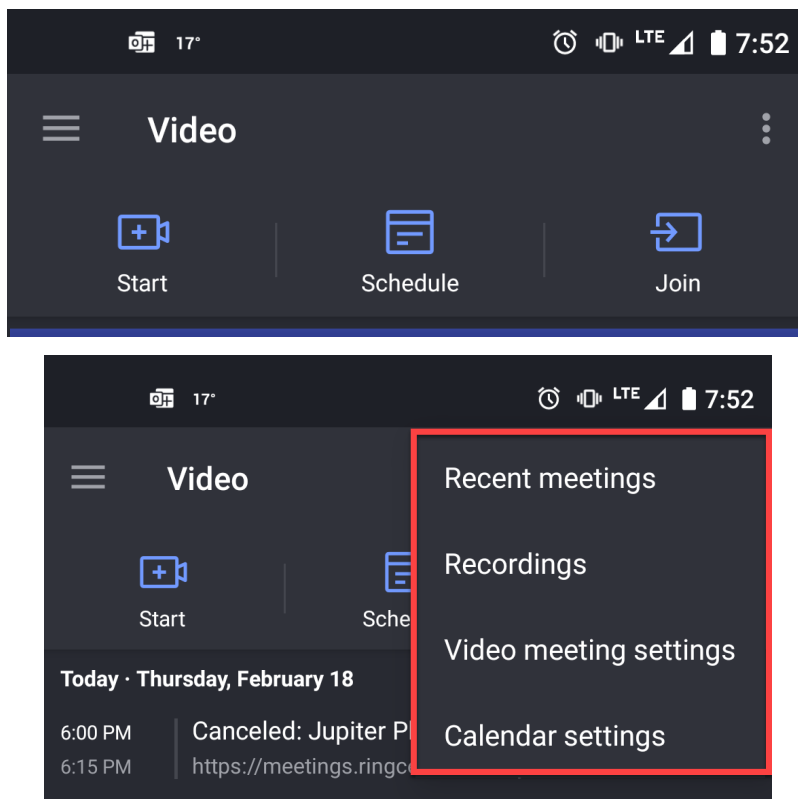
Center section

The center section is the primary part of the app, where you will spend most of your time, and it differs depending on where you are within the app.

- **Message:**
- **Video**: A display of your upcoming meetings.
- **Phone**: In the Calls or Voicemail tab in the Phone menu, you can view your most recent calls and use the dial pad button at lower right to place a phone call quickly. Use the message button at lower right to compose a new text message on the Text tab. The Fax button in the Fax tab allows you to send a new fax message.
- **Contacts**: View a list of your existing contacts and add new contacts to your device or your AT&T Office@Hand personal contacts.
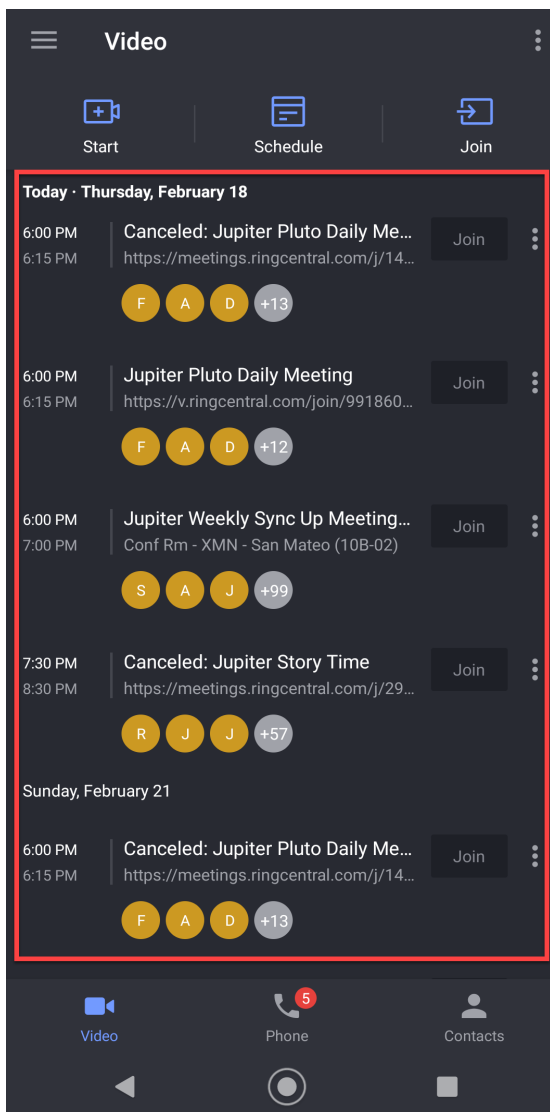
Bottom bar

The bottom menu bar allows you to transition between the following menu options seamlessly.

- **Message:**
- **Video**: **Start**, **Schedule**, **Join** or view recent meetings.
- **Phone**: View call history, voicemail, texts, and faxes.
- **Contacts**: View your company or personal contacts.
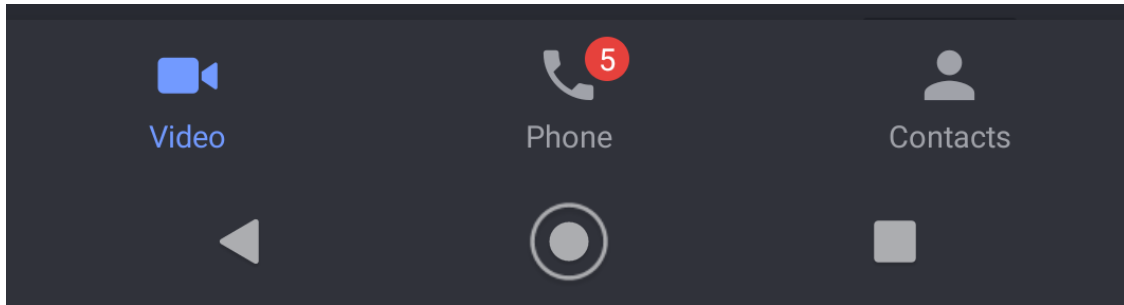
Navigating wireless integrated features on your device

When your device is registered as a wireless integrated phone through your administrator, many of the features and functions in the Office@Hand mobile app will seamlessly work with your phone's native applications.

When you first sign in to the app, you will see your registered name and phone number display on the main page. Tap **Skip** to be taken to the main app interface.
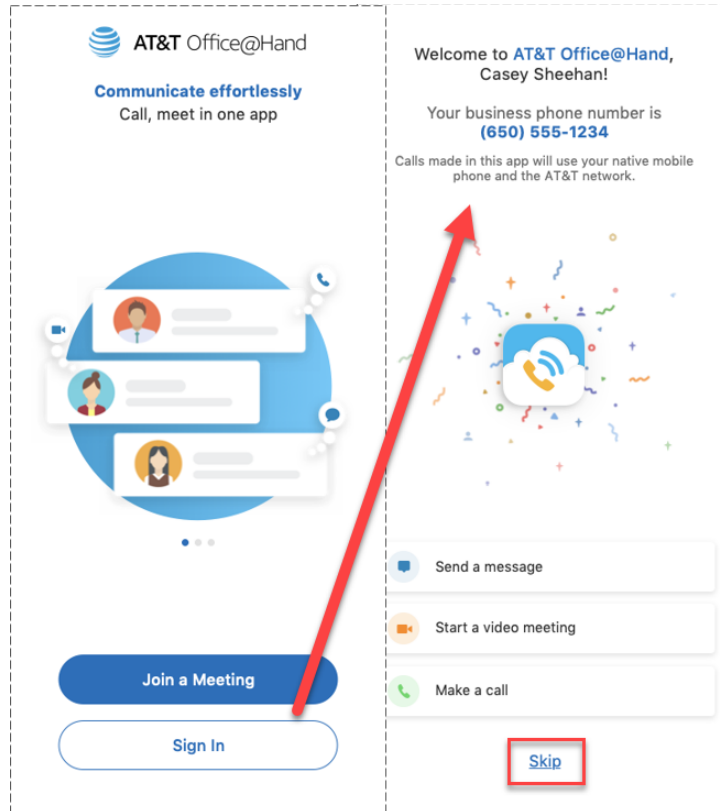
You will be able to perform the following functions in both the Office@Hand mobile app and your native phone applications

- Placing and receiving calls from native phone dialer, Office@Hand mobile app dialer, call log, or conversation thread
- Viewing call logs
- Viewing and listening to voicemail messages

SMS text messages will display in your native application and not in the Office@Hand mobile app. Fax and profile settings will be available in the Office@Hand mobile app only.

User Profile

When you first sign up for the AT&T Office@Hand app, you are prompted to configure your user profile, like providing your name and job title. However, you may find that you need to make changes to any of your user information after your initial setup, including your profile picture.

Choosing a profile picture

To change or set your profile picture, follow these steps:

1. Tap the hamburger menu at the top left.
2. Tap the **Edit** text on your profile picture.
3. In the **Update profile picture** modal window, you can select either of the following options to edit your profile:
   a. *Take new profile picture*: This option will open your mobile device's camera to take a picture.
   b. *Select profile picture*: This option will allow you to choose your profile picture from your mobile device's photo library.
4. Tap the check mark in the upper right corner of the app to set your profile picture.

Setting your Presence status

Presence represents a user's availability status. Your presence status is helpful for others to see at a glance if you're online and available, busy and potentially unavailable, or offline and unavailable.

Your presence is indicated by the colored dot located at the bottom right of your profile picture. There are two methods for setting your presence. First, your presence can be system-triggered, which means the app will set your presence based on a set of circumstances.

If you would like to manually set your presence in the mobile app, follow these steps:

1. Tap the hamburger menu at the top left.
2. Tap the pencil icon under your email address to edit your presence status.
3. Select one of the presences from the list of options in the modal window. Options include *Available*, *Busy*, *Do not disturb*, and *Invisible*.

Once you've selected a presence, the colored dot in your profile picture will change to the presence you selected.

Presence types

The following presence types are available in the AT&T Office@Hand mobile app:

- *Available*: Indicated by a green dot, this means that the user is active and available to communicate. This presence can be system-triggered or set manually by the user.
- *Busy*: Indicated by a red dot, this presence indicates if a user is in a meeting or on a call and should not be disturbed. This presence is system-triggered.
- *Do not disturb*: Indicated by a red dot with a white line through the center, this presence indicates that you do not want to be bothered and will shut off all app notifications across mobile, desktop, and email. This presence can only be set manually by the user.

- *Offline*: Indicated by a gray dot, this means that the user is offline or inactive (for 15 minutes or more), or logged out of the app. This is a system-triggered presence but will appear the same as *Invisible*.
- *Invisible*: Indicated by a gray dot, this will make it appear as if you're offline. This presence can only be set manually but will appear the same as *Offline*.

Message Menu

The Message menu option allows you to work and collaborate seamlessly with other people in your company, no matter where you are. The ability to communicate with others, either one-on-one or in a team environment, allows you to better streamline your workflow with fewer meetings, quicker decisions, and more productivity.

Using the Message menu option, you can communicate with anyone, be that someone on your team or someone you need to bring in from outside your company. The RingCentral app lets you invite guest users for free to collaborate with them on a particular project or topic.

With the Office@Hand mobile app, you can use the Message option to do the following:

- Create teams for specific projects, topics, or departments.
- Share links and files with no size limits.
- Add GIFs and code snippets.
- Create tasks for yourself or others to complete.
- Invite and communicate with guest users.
- Share any important events to keep your team members informed of your activity.

Sending a message

1. Navigate to **Message** via the bottom menu bar.
2. Tap the new actions plus button in the lower right-hand corner of the app (Android) or top right (iOS).
3. Select *New message*.
4. Enter the names or email addresses in the **To** field.
5. Tap **Next** at upper right.
6. Type the body of your message in the **Message** field.
7. Tap the rightward arrow (iOS) to send the message.

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

Creating a team

You can create a team chat to communicate with a group of people and collaborate.

1. Navigate to **Message** or **Contacts** via the bottom menu bar.
2. Tap the new actions plus button located in the lower right corner (Android) or top right (iOS).

3. Select *Create team* from the menu.
4. Provide a name for your team in the **Team name** field.
5. Choose either *Private (invite only)* or *Public (visible to any co-worker)* from the **Team type** dropdown menu.
6. Tap **Members**, then enter a list of names or email addresses in the **To** field.
7. Tap **Next** at top right.
8. Tap the check mark at top right to finish creating the team.

Note: Once you've created a team chat, the conversation thread will appear at the top of the list under the Teams tab in the Message interface.

Video Menu

The Video interface acts as the central hub for starting, scheduling, and joining meetings. When you tap the Video icon at the bottom of the app, you'll see the homepage that shows today's meetings and upcoming meetings if your calendar is synced, including the following information and options:

- **Start**: Tap **Start** to start a meeting with your co-workers or guests.
- **Schedule**: Tap **Schedule** to schedule a meeting with your co-workers and guests.
- **Join**: Tap **Join** to manually join a meeting. You will be required to enter the meeting ID or the meeting link to the session you want to join. You can also join a meeting by typing the host's personal meeting ID in the field provided.
- **Day and date**: Shows the day of the week and the date.
- **Meeting start and end time**: The start and end time is used to determine the meeting duration.
- **Subject**: The meeting's title or name.
- **Meeting link**: This link is included in the email invite so participants can join the meeting using a browser.
- **Participants**: Shows the number of participants and the participant's profile picture.
- **Join button**: Tap the blue **Join** button to join the meeting.

The three-dot icon at the top right of the Video homepage reveals the following options:

- *Recent meetings*: View your past meetings.
- *Recordings*: View a list of meeting records that you own or were shared with you.
- *Video meeting settings*: Navigate to the Video meeting settings section of the AT&T Office@Hand Mobile app.

Starting an instant meeting

1. Navigate to **Video** via the bottom menu bar.
2. Tap the **Start** button at the top bar.
3. Select how to join the audio.
4. You can either invite contacts via a video call or by sharing a link to other apps. Tap your selection.

Scheduling a meeting

1. Navigate to **Video** via the bottom menu bar.
2. Tap the **Schedule** button at the top bar.
3. Make changes to the meeting title (optional).
4. Tap **Date** to choose a date in the calendar modal window.
5. Set the **Start time** and **End time**.
6. Configure additional settings as needed (visit the next section for more info).
7. Tap the arrow icon at top right.
8. Select the calendar where you want to save the schedule.
9. Add people/guests or participants.
10. Save the calendar event.

Once you've scheduled a meeting, that meeting will appear on the Video homepage when you're within a few days of that planned meeting date.

Additionally, as the meeting scheduler, you become the host of that meeting unless you choose to reassign the host to another meeting participant. As the meeting host, you can manage the meeting participants, start and stop recording, end the meeting for all participants, and more.

Schedule settings

The following settings can be configured when you schedule a meeting:

- **Meeting Title**: This is the subject of the meeting that you and the other participants will see.
- **Date**: Choose the date when you'd like to schedule the meeting.
- **Start time**: Choose the time when you'd like to start the meeting.
- **End time**: Choose the time when you'd like to end the meeting.
- **Use PMI** (Personal Meeting ID): When enabled, this option allows you to set a specific Meeting ID to use for all your sessions moving forward. This helps participants associate the meeting to your name and is ideal for use with people you meet regularly.
- **Mute audio for participants**: When enabled, this option will automatically mute the participants' sound when they join the meeting.
- **Turn off camera for participants**: When enabled, this option will automatically turn off the participants' camera when they enter the meeting.
- **Password required**: When enabled, this option helps secure your session and limits uninvited participants from joining. People who want to join using methods other than the meeting invite URL will be prompted to enter a password before they can successfully join the meeting. When the meeting invite is generated with the password enabled, a long character string is added to the meeting URL, which embeds the password automatically. Participants who use the meeting URL with the embedded password string will no longer be prompted to enter the password.
- **Participants can join before me**: When enabled, this option allows attendees to join the meeting before the host joins or when the host cannot attend the meeting. If this option is not selected, the meeting participants will see a pop-up dialog that says 'The meeting is waiting for the host to join.' If you are the host, there is a login button you can use to log in and start the meeting as the host.
- **Only signed-in users can join**: When enabled, participants must sign in to the AT&T Office@Hand Mobile app to join the meeting.

- **Only signed-in co-workers can join**: When enabled, only con-workers who are signed in to the AT&T Office@Hand Mobile app can join the meeting.
- **Only hosts can share screen**: When enabled, only the meeting's host can share their screen.

Joining a meeting

1. Navigate to **Video** via the bottom menu bar.
2. Tap the **Join** button at the top bar.
3. Enter the meeting ID or the meeting link of the meeting you want to join.
4. Tap the **Join** button next to the meeting ID or meeting link.

Please note that when joining a meeting, you can mute yourself by toggling **Don't connect to audio**.

Joining a scheduled meeting

To join a scheduled meeting, simply tap on the **Join** button next to the meeting's subject. This will allow you to turn your camera on to share your video and use your device audio.

If you only want to listen to the meeting through your phone, you can dial in.

Dialing into a meeting

If you dial into a meeting, you will only have the ability to listen to the meeting. Your camera is turned off, and you won't be able to view if someone is sharing their screen. To dial into a meeting, follow these steps:

1. Navigate to **Video** via the bottom menu bar.
2. Tap the three-dot icon beside the **Join** button.
3. Select one of the dropdown menu options to dial into the meeting (see below for more info).

You have two options to dial in:

- *Dial in with Office@Hand*: This prompts the AT&T Office@Hand Mobile app to automatically call the meeting's dial-in number, access code, and participant ID.
- *Dial in with my phone*: This uses your mobile carrier and carrier minutes to automatically call the meeting's dial-in number, access code, and participant ID.

Joining options

When you tap on the three-dot icon beside the **Join** button, you will have access to a couple of options for sending an email or message to the meeting participants before joining the meeting.

- *Send email*: If the meeting has started, use this option to send an email to participants and inform them that you will be 5 or 10 minutes late, that you want to reschedule, or you can't make it to the meeting. You also have the option to write a custom message.
- *View meeting details*: This option allows you to view the event details, description, and the full list of participants, including the host. You may tap on the description to view the meeting invite, the Meeting ID, and the dial-in number(s).

Copying a meeting's info

1. Navigate to **Video** via the bottom menu bar.
2. Tap the three-dot icon beside the **Join** button.
3. Select *View meeting details.*
4. Tap **Description**.
5. Tap, hold, and select all parts of the text.
6. Tap *Copy.*

This copies the meeting info to your clipboard. This info includes the access link to the meeting, the Meeting ID, and the number and access code participants can use to dial in. Paste this meeting info anywhere you'd like.

Viewing recent meetings

1. Navigate to **Video** via the bottom menu bar.
2. Tap the three-dot icon at top right.
3. Select *Recent meetings.*

You'll be able to see the list of your past meetings. The list shows the meeting's title, its duration, and when it was held. Tap on the subject to view the meeting ID and list of participants.

Viewing participants

Choose and tap one of the following displays from the layout switcher on the meeting screen.

- **Filmstrip**: View the active speaker at the center, then displays other participants at the bottom.
- **Active speaker**: View just the active speaker.
- **Gallery**: View all the participants on the screen. It highlights the participant speaking. This is the default view upon joining a meeting. The main screen in Unify Office Video displays:
    - iOS phone: 4 participants
    - Android phone: 4 participants
    - Tablet (iOS and Android): 9 participants in landscape and 8 participants in portrait mode
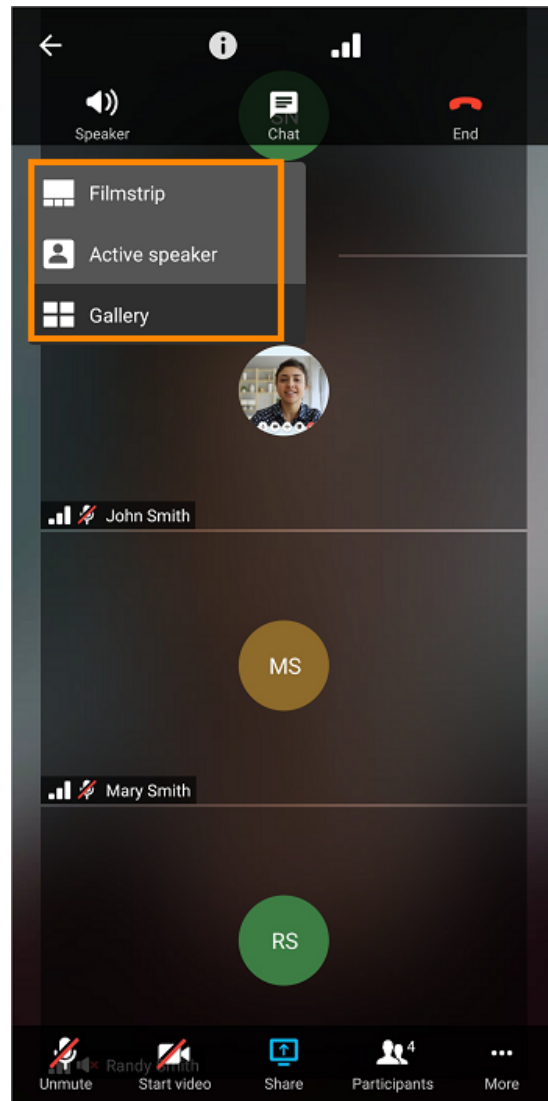
Pinning participants

You can pin any participant in a meeting so their video window is constantly displayed on your meeting screen.

There are two ways to pin a participant's video while in a meeting:

- Tap and hold the participant's thumbnail or initials on the main meeting screen, then tap **Pin participant**.
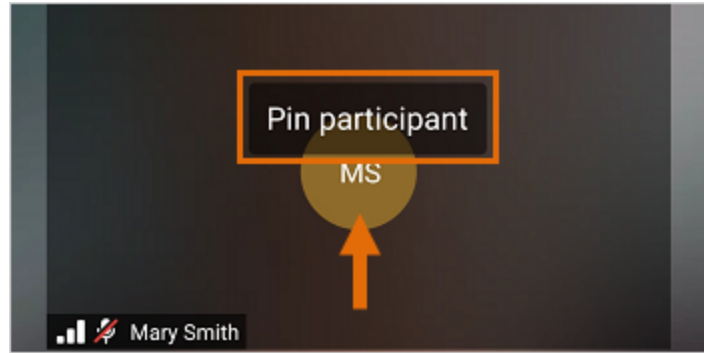
- Tap **Participants** at the bottom menu bar, then tap the **More** icon at the far right of their name. Tap *Pin participant*.
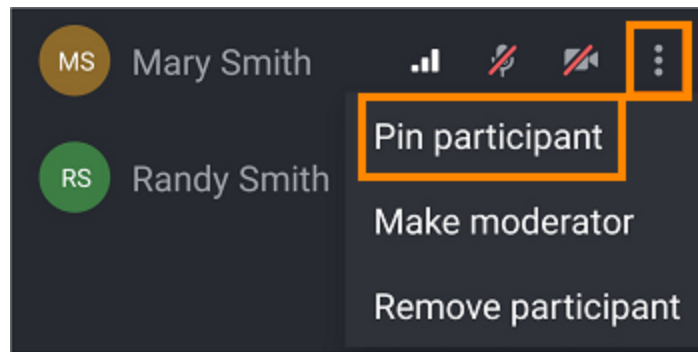
Removing pinned participants

There are four methods to remove a pinned participant's video.

- Tap and hold the pinned participant's thumbnail or initials, then tap **Remove pin**.
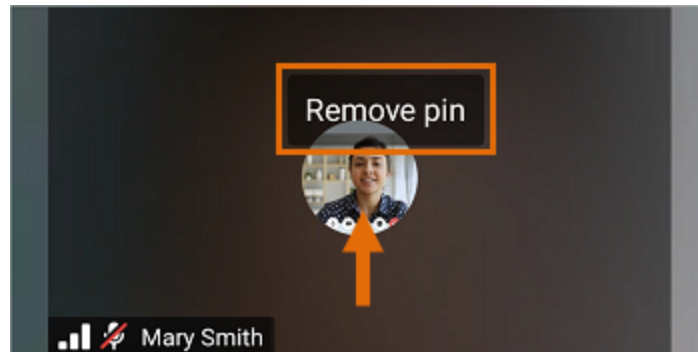
- Tap the layout switcher on the meeting screen, then tap **Remove all pins**. This will remove all pinned participants' video windows.
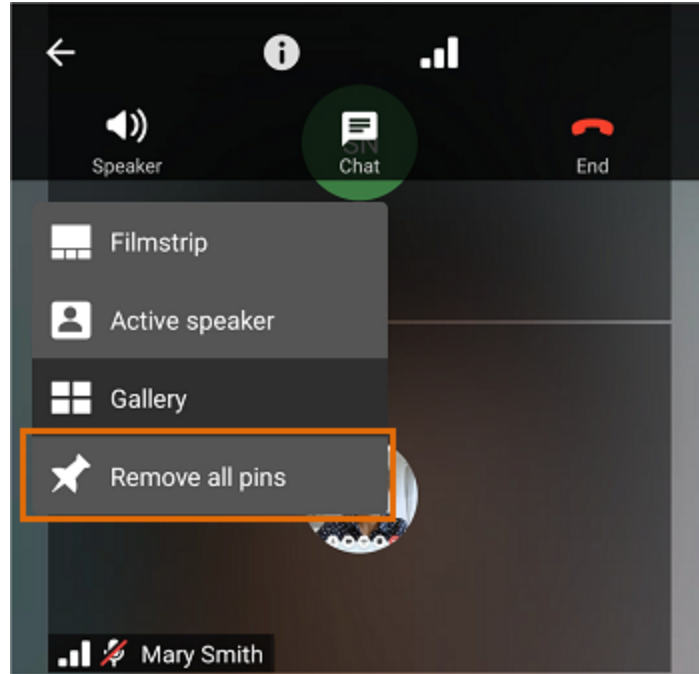
- Tap **Participants** at the bottom menu bar, then tap the **More** icon at the far right of the participant's name, then tap *Remove pin*.
- Tap **Participants** at the bottom menu bar, then tap the **More** icon at the top right to remove all pinned participants' video windows.
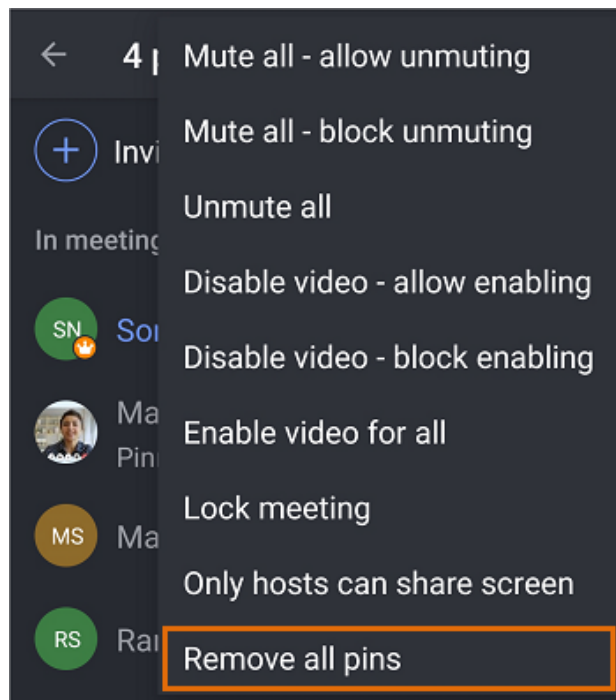
Viewing meeting recordings

1. Navigate to **Video** via the bottom menu bar.
2. Tap the three-dot icon at top right.
3. Select *Recordings*.

You'll be able to see the list of recordings shared with you. The list will show the recording duration and when it was recorded. Tap on the meeting's title to play the recording and view the participants who attended the meeting.

In-Meeting controls

The following buttons are available to the Host and Participants during a meeting:

- **Audio Source**: Switch your audio to speaker, headset, bluetooth, or phone.
- **Start/Stop Recording**: This button is available to hosts and moderators to start or stop the meeting recording.
- **End**: Leave the meeting.
- **Join Audio/Mute**: Dial-in or call via device audio then mute or unmute microphone.
- **Start/Stop Video**: Choose to use a front, back, or turn off the camera.
- **Share Content**: Share content along with your screen.
- **Participants**: View and invite meeting participants.
- **Chat**: Start a chat session with a selected participant or everyone. The Host can tap the three-dot icon at top right to enable the option **Only host & moderators can chat**.
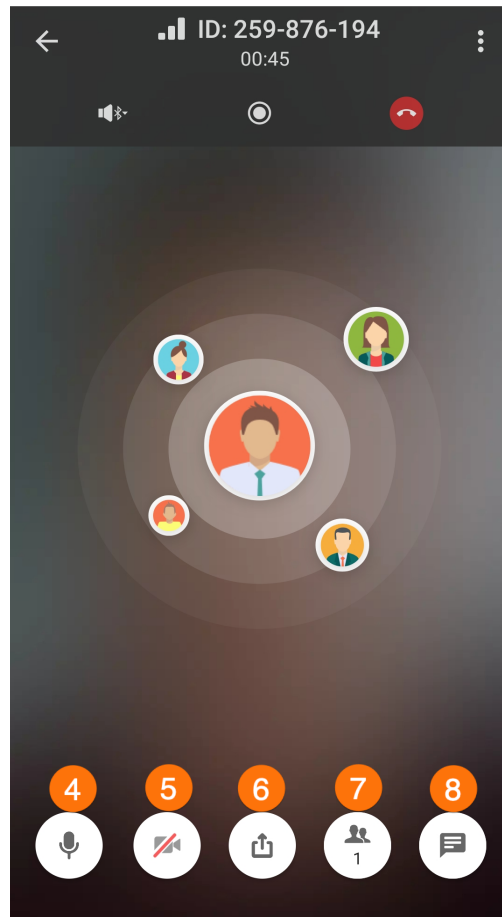
Picture in picture

Picture in picture (PIP) allows you to continue to view your meeting while you multitask in the app. This feature is available on iPhone/iPad and Android phone/tablet devices.

Note: PIP only works within the app at launch. It will not work outside the AT&T Office@Hand app on Android devices.

PIP on Android

1. During a video meeting presentation, tap the **Back** button on the upper left.
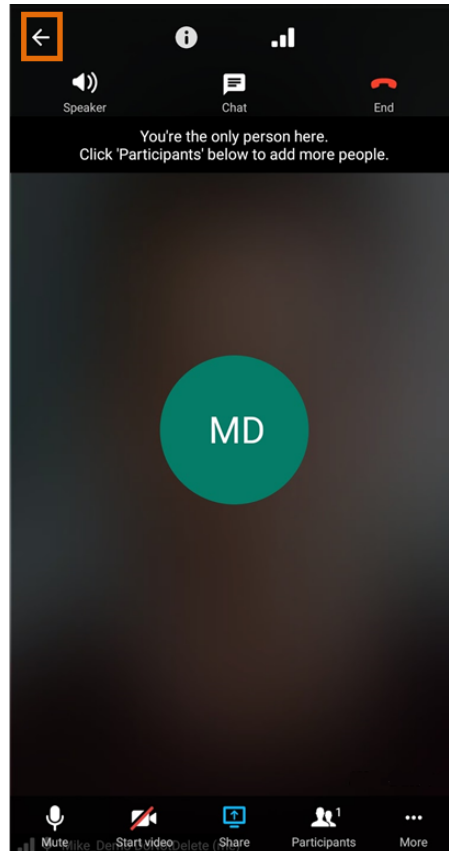
Note: There may be a pop-up message display that will appear after tapping the back button to enable the setting. Allow permission then go back to the app.

2. Tap the diagonal arrows on the lower right.
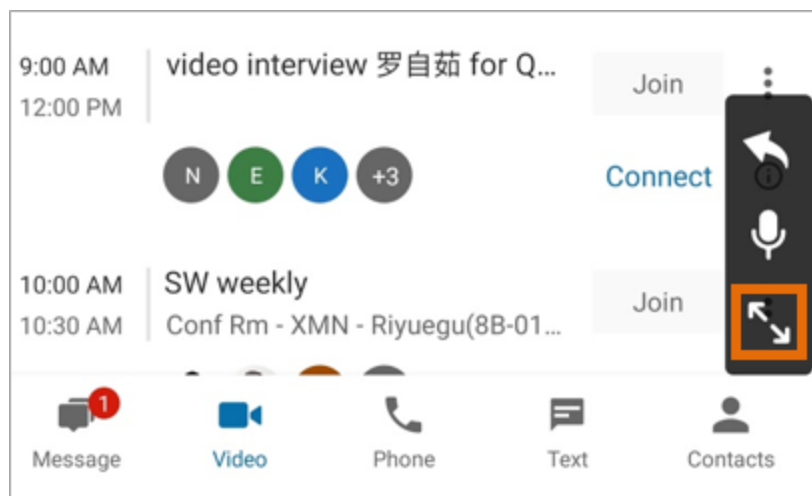
PIP on iOS

1. During a video meeting presentation, tap the **Back** button on the upper left.

2. Tap the diagonal arrows on the lower right.
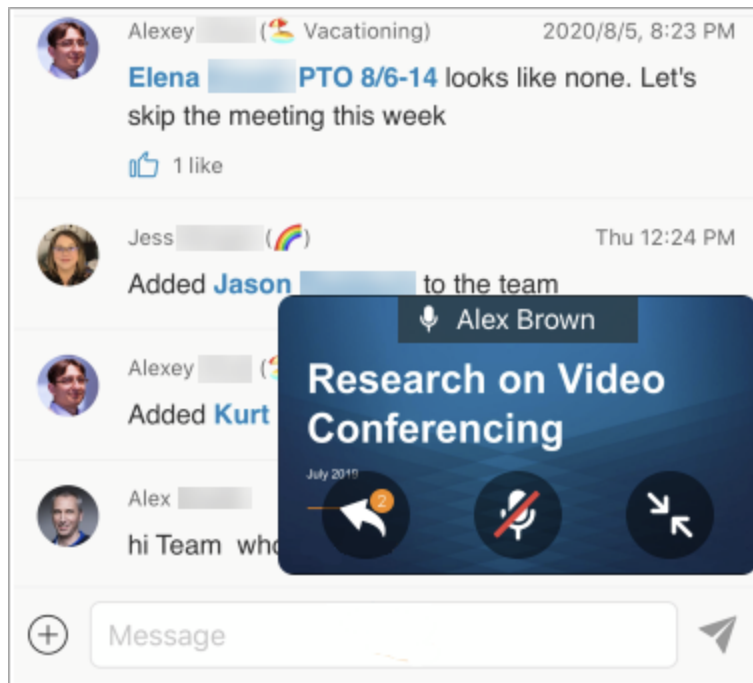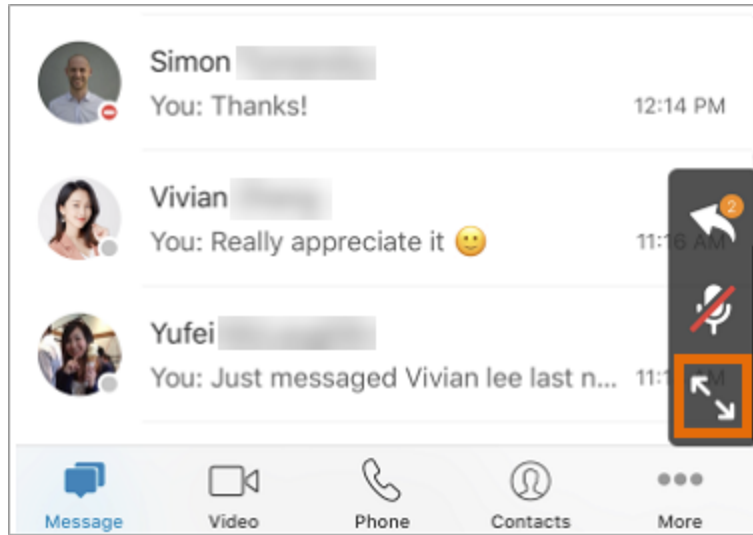
Phone Menu

The Phone interface acts as the primary location for viewing and managing your call history, accessing your voicemails, managing your SMS and MMS text messages, and viewing and sending your faxes.

When you tap the Phone icon at the bottom of the app, you'll see the list of calls, voicemails, texts, or faxes, separated into tabs. In the top right corner, you'll find the search button and the conference icon.

At the bottom right corner of the **Calls** and **Voicemail** tab, you'll see a dial pad that you can use to place outgoing calls.

Calls

The **Calls** section is where you can access a full log of all your call activities. A search field is available below this tab to search for specific calls using the caller's number or name. You can also use the filter icon at far right, above the calls list, to view the following:

- *All*: Select to view a list of all calls, including audio conference calls and missed calls.
- *Missed*: Select to view only a list of your missed calls.

Placing outgoing calls

1. Navigate to **Phone** via the bottom menu bar.
2. Tap the green dial pad icon at bottom right.
3. Enter a number in the dial pad and dial the number.

You can also change your outbound Caller ID before starting your call. Tap the **From** dropdown menu to select from the list of available Caller IDs.

Note: Business Mobile devices cannot be used to dial extensions shorter than 3 digits. Existing accounts that desire to assign Business Mobile devices to users should make sure that no extension on the account is shorter than three digits since Business Mobile users will not be able to dial these extensions.

Receiving incoming calls

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

- **Answer**: Tap the green answer button to answer the incoming call.
- **To voicemail**: Tap the red voicemail button if you want to send the caller to your voicemail to leave a message.
- **Reply with voice message**: Tap the **Reply with Voice Message** button if you want to message the caller with a preset or custom message.

Handling multiple calls

If you're on a live call and receive an incoming call, you will be presented with options allowing you to choose how you'd like to handle that incoming call while still on a call with someone else.

- **Reply with voice message**: Tap the **Reply with Voice Message** button if you want to message the caller with a preset or custom message.
- **End and answer**: Tap the button in the bottom left corner to end the previous call and accept the new one.
- **To voicemail**: Tap the red voicemail button in the center if you want to send the caller to your voicemail to leave a message.

- **Hold and answer**: Tap the button in the bottom right corner to place the previous call on hold and accept the new one If you select this option, you will be given the option to tap on the **Merge** button to merge the previous and new call.

Converting a live call into a conference call

You can start a conference call by converting a live call into a conference call. You can do this by following these steps:

1. While on a call, select the **Add** plus button on your dial pad.
2. Dial the number of the person you'd like to add to the call.
3. Tap **Next** in the top right corner.
4. Once the call connects with the second person, select the **Merge** button.

If the call successfully merges, your dial pad will show the active conference call, and you will be able to speak with everyone on the call.

Transferring a call

You can transfer a live call to a number of your choice. While transferring a call to a different number, you'll have the option to transfer your call in one of three ways.

First, you can contact the other number before transferring the call to them, otherwise known as a warm transfer. Second, you can choose to transfer the call directly without speaking to the other person, also called a cold transfer. Finally, you may choose to transfer the caller directly to the other person's voicemail.

Warm transferring a call

Warm transferring a call allows you to contact the other person before transferring the call to them. To warm transfer a call, follow these steps:

1. While on a live call, select the **More** button.
2. Select the **Transfer** option from the menu.
3. Type a name in the **To** field to select a contact or use the dial pad at bottom right to type a number.
4. Select the **Ask first** option at the bottom of the app.
5. Once the call has been patched through, speak to the person as desired, and when you're ready, tap the green **Complete transfer** button at the bottom left corner of the call screen.

Once you choose to complete the transfer, your leg of the call will hang up, allowing the transferred party to take over the call.

Alternatively, suppose you'd like to communicate back and forth between the parties before completing the transfer. You can simply tap on the number or name of the other party at the top of the call screen to switch to that additional call. This puts the other party on hold until you switch back.

Cold transferring a call

Cold transferring a call means transferring the call without first speaking with the person to whom you're transferring. To cold transfer a call, follow these steps:

1. While on a live call, select the **More** button.
2. Select the **Transfer** option from the menu.
3. Type a name in the **To** field to select a contact or use the dial pad in the bottom right corner to type a number.
4. Select **Transfer now** at the bottom of the app.

Once the call transfers, the app will hang up your leg of the call.

Transferring a call to voicemail

You can also transfer a call straight to a person's voicemail. Please note that voicemail transfers only work correctly if you transfer the call to an AT&T Office@Hand contact, extension, or direct number.

1. While on a live call, select the **More** button.
2. Select the **Transfer** option from the menu.
3. Type a name in the **To** field to select a contact or use the dial pad in the bottom right corner to type a number.
4. Select **To voicemail** at the bottom of the app.

Flipping a call

Flipping a call, or call flip, is a feature that lets you transfer a live call to an assigned number with a brief interruption to the call. You will place that caller on hold until the flip has been completed while you flip a call.

In order for you to use call flip, you need to configure it in the Call Handling & Forwarding section of your AT&T Office@Hand account, including adding a list of numbers you can choose from to flip the call to. Visit this KB article to learn more.

To flip a call in the mobile app, follow these steps:

1. In the active call screen, tap the three-dot icon.
2. Select *Flip*.
3. Select the number you want to transfer the call to from the list of available numbers.

Parking a call

Call Park is a feature that lets you place a call on hold and send it to a virtual extension to let another employee retrieve the same call from a different phone. To park a call, follow these steps:

1. While on a live call, select the **More** button on the call screen.
2. Tap the *Park* option from the menu.
3. Make a note of the parked number that appears in the banner at the middle of the app.

Retrieving a parked call

Once you've made a note of the parked number, follow these steps to retrieve the call:

1. Open the dial pad on the AT&T Office@Hand mobile or desktop app.
2. Type the parked number into the keypad.

3.   Click on the green phone button at the bottom of the dial pad to call the park location and retrieve the call.

Managing call history entries

When you receive, make, or miss a call, those call entries will appear in your call history or missed call log, which you can access via the **Phone** menu in the menu bar at the bottom of the mobile app. You'll find the call logs under the **Calls** tab.

In addition to seeing each person's name and number in your call log, you can also perform specific actions on each person, such as calling back, messaging, and texting that person. To call back the person, simply tap on the call log entry.

When you tap the ⓘ button at the right corner of a call entry, you'll see the call log entry details. Here, you can also see the icons to call or text the person, and more actions to create a new contact, add to an existing contact or block the number.

Deleting a call log entry

Tap and hold on a call log entry, then tap *Delete* in the drop-down menu. To delete multiple call log entries, tap *Select more* in the drop-down menu, tap on the entries you wish to remove and tap on the trash bin icon at the upper right to remove them simultaneously.

Voicemail

The **Voicemail** section is where you can access all your saved voicemails. Here, you can use the search field to search for a voicemail from a specific contact, listen to voicemails, delete voicemails, and more. Use the filter icon at far right, above the voicemails list, to view the following:

- *All*: Select to access and playback your voicemails.
- *Unread*: Select to view only a list of voicemails that you haven't listened to.

Accessing voicemails

To access your voicemails, follow these steps:

1.   Navigate to **Phone** via the bottom menu bar.
2.   Select the **Voicemail** tab at the top.

Note: Wireless Integrated devices will have Mobility voicemail by default, which allows for users to access voicemail only through the native voicemail app. If Office@Hand voicemail is selected by your administrator, then voicemail access will only be available in the Office@Hand mobile app. Please contact your administrator to have this setting configured.

Managing your voicemails

You can view a voicemail by tapping on it in the list under the Voicemail tab. From this page, you can use the following options to manage that voicemail:

- **Share**: Tap the share icon at top right to share the voicemail message as a .mp3 file.

- **Mark unread**: Tap the gray flag icon at the top right corner to mark the voicemail message as unread.
- **Play**: Tap the play button to start playing the voicemail. You can use the slider beneath this button to fast forward or backward within the recording.
- **Message**: Tap the blue message icon at the bottom left to send a direct message to the sender if the caller is in your contacts list. Tap this icon to send a text message if the caller is not in your contacts list.
- **Call**: Tap the green phone button to call the sender.
- **Delete**: Tap the red trash bin to delete the voicemail message from your list of received voicemails. Tap **Delete** once more in the modal window to confirm.

Text

Note: The below information is only applicable to Office@Hand numbers. For Wireless Integrated numbers, text messages work directly through your phone's native SMS/MMS application.

The **Text** section of the app is where you can access all of your active text messages. All messages will appear in a list, organized by most recent at the top. A search field is available below this tab to search for specific text messages using the sender's name, sender's number, or a text or phrase in the message thread.

You can also use the filter icon at far right, above the text messages list, to view the following:

- *All*: Select to view a list of all sent and received text messages.
- *Unread*: Select to view only a list of unread text messages.
- *Draft*: Select to view only your draft messages.
- *Failed*: Select to view only the messages that have been unable to send.

A text message bubble icon is also available in the lower right-hand corner of the app to compose new text messages.

Sending a text message

1. Navigate to **Phone** via the bottom menu bar.
2. Select the **Text** tab at the top.
3. Tap the blue chat bubble icon in the lower right-hand side.
4. Enter a number or type the name of a contact in the **To** field.
5. Compose your text message in the **Text message** field.
6. Tap the airplane icon to the right of the message field to send your text message.

Sending an MMS message
You may also attach images/photos or files in the mobile app to send Multimedia Messaging Service (MMS) messages. To do this, follow the steps below:

1. Navigate to **Phone** via the bottom bar.
2. Select the **Text** tab at the top.
3. Tap the chat bubble icon on the lower right-hand side.
4. Enter a number or type the name of a contact in the **To** field.
5. Compose your text message in the field provided or the text message.
6. Tap the plus sign icon in the far left of the text message field.
7. Select **Share file** to attach files, **Share photos** to attach an image, or **Take photo** to take a picture using your mobile device's camera.
8. Tap the airplane icon to the right of the text message field.

Sharing files via text message (SMS)

1. Locate the file that you want to share in your mobile device's file manager or online storage.
2. Tap and hold on to the file that you want to share. You may select up to 10 files.
3. Select the share button.
4. Select Office@Hand from the list of apps in the modal window.
5. Select **Text message (SMS)** from the **Send via** dropdown menu.
6. Tap **Next**.
7. Enter the names or email addresses in the **To** field.
8. Type the body of your message in the **Message** field.
9. Tap the airplane button to the right of the message field to send the message.

Supported file formats

The AT&T Office@Hand mobile app supports specific file formats for sending and receiving SMS/MMS messages.

Receiving SMS/MMS

The following file formats are supported for receiving MMS messages:

- Images: jpg/jpeg, png, gif, bmp , tif /tiff, svg
- Videos: 3gp, mp4, mpeg, avi, wmv, mov, flv
- Audio: mp3
- Files: vcf/vcard, zip, rtf, gzip, html, txt

Sending SMS/MMS

The following file formats are supported for sending MMS messages:

- Images: jpg/jpeg, png, gif, bmp, tif/tiff
- Videos: 3gp, mp4, mpeg, flv, wmv, mov
- Audio: mp3
- Files: vcf/vcard, zip, rtf, html

Fax

The **Fax** section is where you can manage all your faxes. A search field is available below this tab to search for fax messages using the sender's number or name. You can also use the filter icon in the far right, above the faxes list, to view the following:

- *All*: Select to view all your faxes, including faxes you've sent and received and any faxes that failed to send.
- *Received*: Select to view only your received faxes.
- *Sent*: Select to view only the faxes you've sent successfully.
- *Draft*: Select to view only your draft faxes.
- *Failed*: Select to view only the faxes that have been unable to send.

Sending a fax

1. Navigate to **Phone** via the bottom menu bar.
2. Select the **Fax** tab at the top.
3. Tap the blue fax paper icon in the lower right-hand side.
4. Tap **Select contacts**.
5. Enter a number or the name of a contact in the **To** field.
6. Tap **Next** in the top right corner.
7. Tap **Cover page** to select from a list of themes for your cover page.
8. Add any notes in the field **Add a note to cover page note (optional)**.
9. Tap the checkmark at the top right.
10. Select the **Add attachment** field and select any files you'd like to fax. The max size you can fax is 50MB.
11. Tap the airplane icon at top right to send the fax.

Once you've sent a fax, the app will navigate back to the Fax tab where you can view the status of the sent fax.

Sharing files via fax

1. Locate the file that you want to share in your mobile device's file manager or online storage.
2. Tap and hold on the file that you want to share. You may select up to 20 files.
3. Select the share button.
4. Select **Office@Hand** from the list of apps in the modal window.
5. Select *Fax* from the **Send via** dropdown menu.
6. Tap **Next**.
7. Tap on **Select contacts**.
8. Enter the names or email addresses in the **To** field.
9. Tap **Next**.
10. Tap on **Cover page**.
11. Type the body of your message in the **Add a note to cover page (optional)** field.
12. Select the checkmark at top right.

13. Tap the airplane button at the top right to send the fa.

Viewing your Faxes List

You can use the search field above the faxes list to search for faxes sent or received from a specific number or contact. You can also tap on the filter icon below the Fax tab to view specific types of faxes.

- *All*: Select to show all faxes.
- *Received*: Select to show only received faxes.
- *Sent*: Select to show only sent faxes.
- *Draft*: Select to show only the drafts.
- *Failed*: Select to show only the failed faxes.

Viewing your faxes

When you're viewing a list of faxes, each entry displays the following:

- **Status**: The icon at far left indicates the status of the fax. See the next section to learn more.
- **Sender's name**: The sender's name (if available) or number is shown for received faxes.
- **Recipient's name**: The recipient's name (if available) or number is shown for sent faxes.
- **Date or time**: The date or time when the fax was sent or received.

Tap on the fax entry to view or read the fax message.

Understanding the status of a fax

The status of the fax tells you whether your fax was successfully sent or not. When you send or receive a fax, that fax will have one of the following statuses:

- **Sending**: A blue 'Sending' label underneath the fax recipient's name or number indicates that the fax has been sent but not yet received.
- **Sent**: A fax paper icon with an arrow going to the right indicates that the fax has been delivered to the recipient.
- **Received**: A fax paper icon with an arrow going to the left indicates that the fax was sent to you and you have received it.
- **Failed**: A red fax paper icon with an exclamation mark indicates that the fax has failed to send due to technical issues.

Managing sent faxes

When viewing a sent fax message, you can tap on the three-dot icon in the top right corner to perform one of the following actions:

- **Delete**: Select to delete the fax.
- **Open in**: Select to save or send the fax in another app as a pdf file.
- **Forward as fax:** Select to forward the fax message to other contacts or numbers. This option converts the fax into a pdf attachment and attaches it to a new fax message.

Managing received faxes

When viewing a fax message with a received status, you can tap on the three-dot icon in the top right corner to perform one of the following actions:

- **Delete**: Select to delete the fax.
- **Open in**: Select to save or send the fax in another app as a pdf file.
- **Forward as fax**: Select to forward the fax message to other contacts or numbers. This option converts the fax into a pdf attachment and attaches it to a new fax message.
- **Mark as unread**: Select to mark the fax message as unread.

Managing failed faxes

When viewing a failed fax message, you can tap on the three-dot icon in the top right corner to perform one of the following actions:

- **Resend**: Select to resend the failed fax.
- **Delete**: Select to cancel sending and delete the fax.

Conference

The conference circles button located at the top right lets you start a conference call or invite participants to a conference call via message, text, or email. The conference section also contains your conference information, such as the dial-in number, host access code, and participant access code.

Starting a Conference Call

There may be times where you need to start a call with two or more people. You can do this by starting a conference call between these contacts. To start a conference call via the conference button, follow these steps:

1. Navigate to **Phone** via the bottom menu bar.
2. Tap the **Conference** circles button at the top right corner.
3. Tap the Invite button to invite conference participants and send your conference details via the following options
   a. **Message**: Tap to send a direct message to your company or personal contacts. Enter your contact's names or email addresses, then tap **Next** at top right.
   b. **Text**: Tap to send a text message to your mobile device contacts. Search for a contact or enter a number, then tap the airplane button to send the text message.
   c. **Email**: Tap to open your mobile device's email app. Enter your contact's email address, then tap **Send**.
4. Tap **Start conference** at the bottom.

Once you start a conference call, the active call screen appears indicating an active conference call.

Conference details and options

When you tap on the conference call icon at the top right, you'll find the conference details and other options before starting a conference call. These options include the following:

- **Dial-in number**: This is the regional or global number that the team or group members can use to dial into the conference call.
- **Host access**: This is the number the host (the person who starts the call) will use to dial into the conference call.
- **Participant access**: This is the number the guests will use to dial into the conference call.
- **Join before host**: Toggle on to allow participants to join the conference before the host joins.
- **Invite**: Tap this button to invite participants to the conference call via Message, Text, or Email.

Contacts Menu

You can access the Contacts menu by clicking the **Contacts** person icon at the app's bottom right-hand corner. Once there, you'll notice that the Contacts interface is divided into three tabs, located at the app's top. These tabs include:

- **All**: This tab contains all your company and personal contacts.
- **Company**: This tab contains the list of contacts in your AT&T Office@Hand company directory. The list is organized in alphabetical order by the contact's first name.
- **Personal**: This tab contains the list of personal contacts saved on your mobile device or your AT&T Office@Hand account.

Adding a Company contact

Administrators can add to the list of Company contacts by adding a new user to your AT&T Office@Hand account. For more information, visit [this KB article](#).

Adding a Personal contact

1. Navigate to **Contacts** via the bottom menu bar.
2. Tap the **Personal** tab.
3. Tap the blue plus sign button at bottom right.
4. Select *New contact*.
5. Choose where to save your new contact. You can select the following:
   - *This device*: This will save the new contact to your mobile device storage.
   - *AT&T Office@Hand personal contacts*: This will save the new contact to AT&T Office@Hand account's cloud storage.
6. Enter the following information:
   - **First name**: First name of the contact.
   - **Last name**: Last name of the contact.
   - **Company name**: Name of the organization.
   - **Phone number**: Phone number of the contact. Beneath the phone number, you can label the type of phone number by selecting from the dropdown menu. Options include *Mobile*, *Business*, *Home*, *Company*, *Fax*, *Assistant*, *Car*, and *Other*. As you type in a phone number, another **Phone number** field is automatically generated to add more.
   - **Email**: Email address of the contact. As you type in the email address, another **Email** field is automatically generated to add more.

- **Website**: Personal or company website of the contact.
- **Address**: Address of the contact. You may add the street address, City, State, and Zipcode. You can label the type of address by selecting from the dropdown menu. Options include *Home*, *Work*, and *Other*.
- **Birthday**: Birthday of the contact.
- **Notes**: Any additional info about the contact.

Updating personal contacts

If you'd like to add or change some information of a personal contact, you may update that contact. Likewise, suppose a person has already been added as a contact in your personal contacts list, and they have an additional email address or phone number that you'd like to add. In that case, you can update that person's contact information.

To update a personal contact, follow these steps:

1. Navigate to **Contacts** via the bottom menu bar.
2. Tap the **Personal** tab.
3. Browse through your contacts or use the search bar at the top.
4. Tap on the contact you'd like to update to open their **Profile**.
5. Tap on the **Edit** pencil icon at the top right.
6. Make the necessary updates in the **Edit contact** page.
7. Tap **Save** at the top right.

Settings Menu

The Settings menu allows you to configure settings for each major component of the AT&T Office@Hand mobile app (Video, Phone, and Contacts) as well as your notification preferences.

The Settings section is divided into six parts: Notifications, Video, Phone, Calendar sync, Office@Hand, and Sign out. We'll discuss each of these sections below.

- **Notifications:** This section lets you enable or disable the notifications for missed calls, voicemails, faxes, and texts.
- **Video:** This section lets you configure settings related to the Video feature.
- **Phone:** This section lets you configure settings related to the Phone feature. You can configure settings such as your incoming call ringtone, the Caller ID you'd like to show when you make outbound calls, and more.
- **Calendar sync:** This section lets you connect your mobile device or Google calendar.
- **Office@Hand:** This section lets you rate the app, view AT&T Office@Hand's legal policies, and view the app's version number.
- **Sign out:** Tap to sign out of the app.

Setting up Notifications settings

The Notifications section in Settings allows you to configure when to receive alerts on your mobile device. To set up your notifications settings, follow these steps:

1. Tap the hamburger menu at the top left corner of the app.
2. Select the **Settings** gear icon.
3. Tap **Mobile notifications**.
4. Toggle the switch for **Missed calls, VMs, faxes, and texts** to enable or disable mobile notifications for when you receive missed calls, voicemail messages, faxes, or text messages.
5. Tap **Join Now** to configure when you will receive mobile notifications to join a meeting. Options: *None, 30 seconds before, 1 minute before, 2 minutes before*, 5 *minutes before, 10 minutes before,* or *15 minutes before* the meeting.

Setting up Video settings

The Video section in Settings allows you to configure what video service you'd like to use to host a meeting and configure meeting options. To set up your video settings, follow these steps:

1. Tap the hamburger menu at the top left corner of the app.
2. Select the **Settings** gear icon.
3. Scroll down to **Video**.

Under Video, you may configure the following:
- **Personal Meeting ID**: This is a specific Meeting ID that you can use for all your meetings. We'll discuss how to configure this setting in the next section.
- **Audio and video**: Tap this option to enable or disable the following settings: **Auto connect audio**, **Zoom and crop participant video**, and **Crop self camera view**.
- **Entry and exit tones**: Tap this option to enable or disable tones when a participant joins or leaves your meeting.
- **Email settings**: Tap this option to enable or disable email notifications when your meeting has ended.
- **Manage delegates**: Tap this option to allow other users to schedule a meeting on your behalf.
- **Hide meeting controls**: You can choose to hide your meeting control panel after 5 seconds, 10 seconds, 15 seconds, 30 seconds, 1 minute, 5 minutes, or Never.

Configuring Personal Meeting ID settings

A Personal Meeting ID is the specific Meeting ID you can use for all your meetings moving forward. Using this ID helps participants associate the meeting with your name, which can be useful when you meet with the same people frequently.

When you choose to edit your Personal Meeting ID setting, you can configure the following settings:

Under **Meeting options**:
- **Personal meeting ID:** Tap on this field if you want to customize your Personal Meeting ID.
- **Use PMI for instant meetings:** When enabled, this option allows you to set a specific Meeting ID that you can use for all your meetings moving forward. This helps participants associate the meeting to your name and is ideal for use with people you meet regularly.
- **Mute audio for participants**: Toggle on to mute your participants' microphone when they enter your meeting.

- **Turn off camera for participants**: Toggle on to disable your participants' webcam when they enter your meeting.

Under **Security options**:
- **Password required**: When enabled, this option helps secure your meeting and limits uninvited participants from joining. People who want to join using methods other than the meeting invite URL will be prompted to enter a password before they can successfully join the meeting. When the meeting invite is generated with the password enabled, a long character string is added to the meeting URL which embeds the password automatically. Participants who use the meeting URL with the embedded password string will no longer be prompted to enter the password.
- **Participants can join before me**: When enabled, this option allows attendees to join the meeting before the host joins or when the host cannot attend the meeting. If this option is not selected, the meeting participants will see a pop-up dialog that says 'The meeting is waiting for the host to join.' If you are the host, there is a login button you can use to log in and start the meeting as the host.
- **Only signed in users can join**: When enabled, participants must sign in to the Office@Hand mobile app to join the meeting.
- **Only signed in co-workers can join**: When enabled, only co-workers who are signed in to the Office@Hand mobile app can join the meeting.
- **Only hosts can share screen**: When enabled, only the meeting's host can share their screen.

Under **Meeting details**:
This section allows you to copy the meeting link and view the meeting's dial-in number, the participant, and the host's access code.

Setting up Phone settings

The **Phone** section in **Settings** lets you set up features such as your ringtone, voicemail greeting, and Caller ID. You can also configure how your incoming calls are handled and the type of connection to be used when you place your outgoing calls.

- **Silence incoming calls**: Toggle on to send incoming calls to your voicemail. The Office@Hand app will not ring and will not notify you that a call was missed.
- **Incoming call handling**: Tap to configure how you want to receive your incoming calls. We'll discuss how to configure incoming call handling in the next section.
- **Incoming call ringtone**: Tap to select what you want to hear when you get an incoming call.
- **Voicemail greeting**: Tap to configure what your callers will hear when they reach your voicemail mailbox.
- **Calling mode**: Tap to select how you want to place your outgoing calls. Your choices are *Direct dial* or *RingOut*.
- **Direct dial data**: If you set the **Calling mode** to *Direct dial*, select the type of connection to be used when placing outgoing calls. Your choices are**:**
  - **Wi-Fi or mobile data**
  - **Wi-Fi or carrier minutes**
  - **Carrier minutes only** (Carrier minutes only is the default option for Business Mobile)
- **Default Caller ID**: Tap to select what number to show as your Caller ID.
- **Call back Caller ID**: Tap to select what number to show as your call back Caller ID when making a call from the call log. Your choices are:

- Default to phone number in the call log
- Use the default Caller ID
- Always ask
- **Region**: Tap to set the country and area code for your region. This will be used for local and emergency dialing and phone number formatting.
- **Phone number**: Tap to enter your mobile phone number. This is used for making calls using your AT&T Office@Hand business number with your mobile device's carrier connection.
- **Extension settings**: Tap to view and configure your AT&T Office@Hand account.
- **Emergency address**: Tap to set your Office@Hand mobile app's emergency address to be used for emergency calling services. Your mobile app uses your native dialer to connect emergency calls.

Configuring incoming call handling

This section lets you configure how you want to receive your incoming calls. Any changes that you make in this section will sync with your AT&T Office@Hand account.

- **Call handling**: Once you add forwarding numbers, these numbers will ring the order selected. Tap this field to select one of the following options:
    - *Sequential*: If selected, the numbers will ring one at a time, in order of priority.
    - *Simultaneous*: If selected, the numbers will ring at the same time.
- **Add new number**: Tap this button under the **Ring order** to activate a new forwarding number. Set the following information when adding a new forwarding number:
    - **Active**: Toggle on to enable or allow the forwarding number to receive calls.
    - **Name**: The name is used to identify the forwarding number.
    - **Number**: Enter the number in the **Phone number** field.
    - **Ring for**: Set how long this forwarding number will ring before the incoming call goes to your voicemail.
    -

Configuring voicemail greeting

You can configure **Voicemail greeting**, you can record a custom voicemail greeting using your mobile device. This is what your callers will hear when they are routed to your voicemail. Any changes that you make in this section will sync with your AT&T Office@Hand account.

To set a custom voicemail greeting, follow these steps:

1. Under the **Phone** section in **Settings**, tap **Voicemail greeting**.
2. Select **Custom**.
3. Tap **Record new greeting**.
4. Tap the **Record** button to record your custom greeting for up to 5 minutes.
5. Tap the **Stop** button to finish your recording.
6. Tap the **Play** button to listen to your recording. Tap the **Record again** button to re-record your custom greeting (optional).
7. Tap the checkmark icon at top right to save your custom voicemail greeting.

Setting up Calendar Sync

The **Calendar sync** section in **Settings** lets you sync your mobile device's calendar with the Office@Hand app. To sync your desired calendar, follow these steps:

1. Tap the hamburger menu at the top left .
2. Tap the **Settings** gear icon.
3. Under **Calendar**, tap **Select calendar** to open a list of calendars in your mobile device.
4. Choose which calendar you want to sync by toggling the switch next to the calendar's label.