

Office@Hand for Microsoft Office 365

Installation & User Guide



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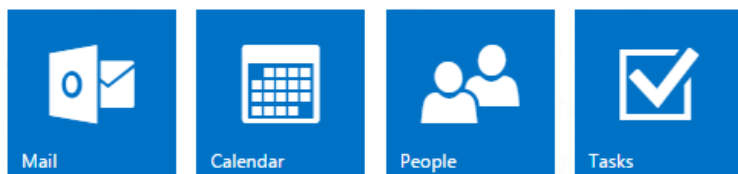
Introduction



About Office@Hand for Microsoft Office 365

Office@Hand for Microsoft Office 365™ seamlessly integrates business communications into your cloud work environment, transforming Microsoft Office 365 into an enterprise-grade communications hub with a powerful and easy-to-use interface that is very simple for end users to deploy and IT to manage.

Office@Hand for Office 365 integration is currently available for Mail, Calendar, Contacts (People) and Tasks.



It offers these features:

- Use Google Chrome browser on any platform (Windows®, Mac®, and Chromebook®).
- Connect a Microsoft Office 365 user account and an Office@Hand subscription.
- Click-to-dial any phone number that appears in the Microsoft Office 365 Mail application.
- Send and receive business SMS from the Microsoft Office 365 interface.
- View your complete communications history—calls, texts, faxes, and voicemails from your Microsoft Office 365 Mail application.
- Combine Office@Hand and Microsoft Office 365 Contacts in one easy-to-search screen.
- Schedule Office@Hand Conferences and Office@Hand Meetings from within your Microsoft Office 365 Calendar application.

About this Guide

This guide is designed for users of Office@Hand for Microsoft Office 365. It shows how to add the application to your browser and how to use the application. This guide also provides some basic troubleshooting tips.

Basics

For optimal user experience, ensure that:

- Your Google Chrome is updated to the latest version.
- You have set the correct number as your Office@Hand Direct Number – you will be making and receiving calls from this number through the Office 365 interface. You can find your Office@Hand Direct Number in the Office@Hand Portal at **My Settings > Phones and Numbers > Direct Numbers**.
- You are logged in to your Microsoft Office 365 account.



Installation



Installation

- Step 1:** Launch **Google Chrome** and then navigate to the **Chrome Web Store**.
Note: Make sure you have the latest version of Google Chrome: Go to **Settings > About Google Chrome**
- Step 2:** Enter **Office@Home** in the search box and press **Enter**. (Figure 1)
- Step 3:** Scroll down to **Office@Hand for Office 365** and click **+ ADD TO CHROME** (Figure 2)
- Step 4:** Click **Add extension** to confirm the installation. (Figures 3 and 4)

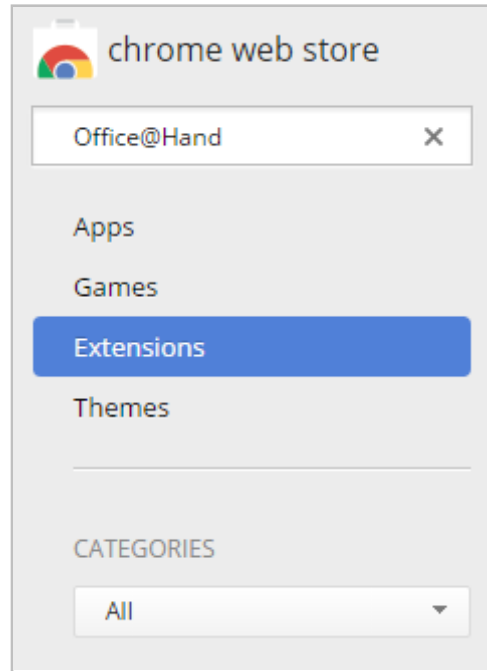


Figure 1

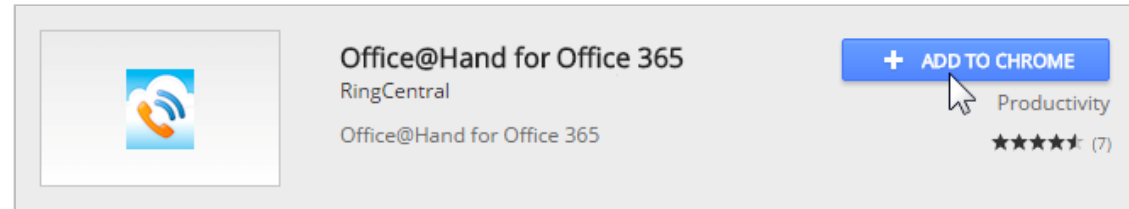


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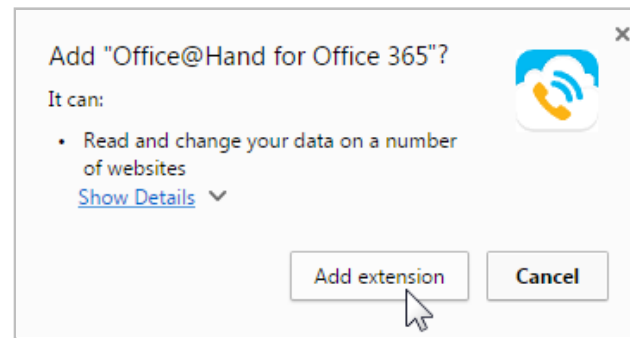


Figure 3

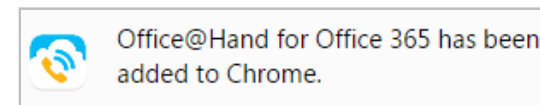


Figure 4



Verify Installation and Login

Step 1: After the extension is installed, sign in to your Microsoft Office 365 account on your Chrome browser. (Figure 5)

Currently the integration works only on Google Chrome.

Step 2: Enter your Office@Hand credentials and click **Login**. (Figure 6)

Note: You should see the Office@Hand Dialer on the right side of Microsoft Office 365 functions: Mail, Calendar, People, and Tasks. (Figure 7)

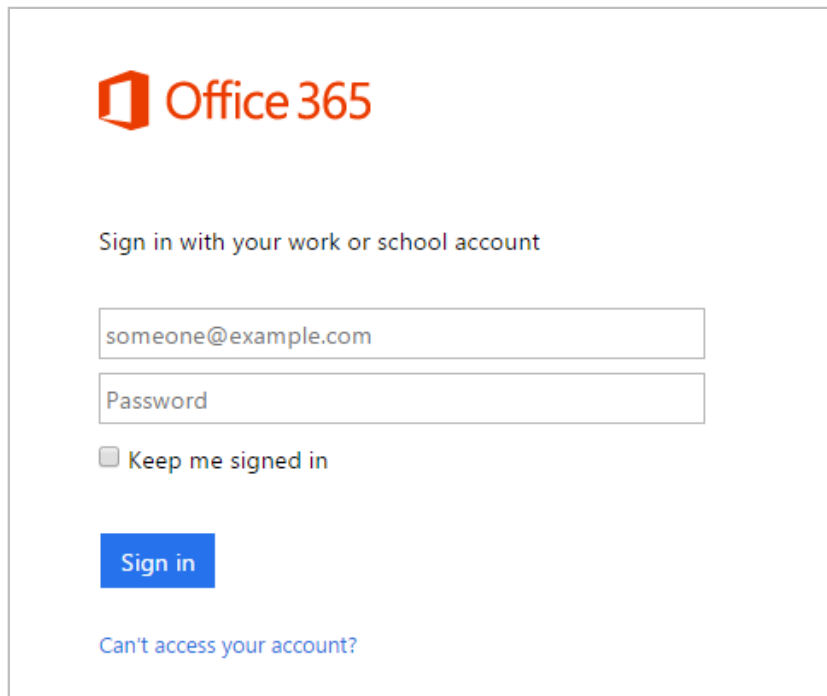


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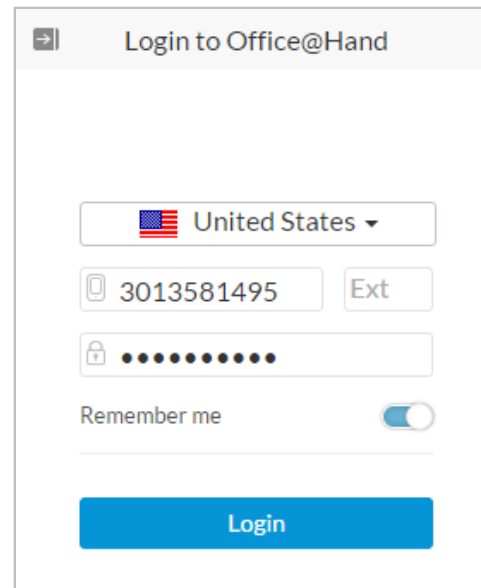


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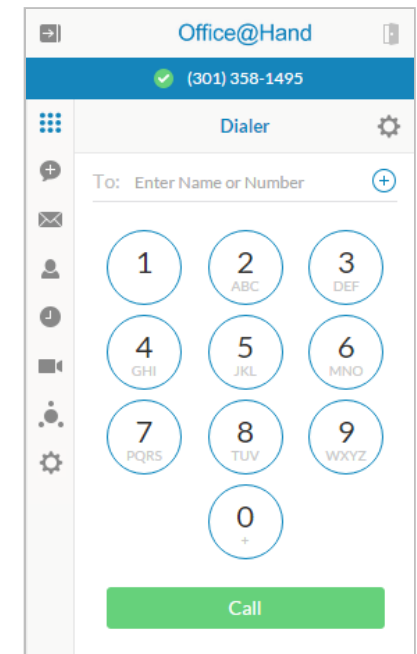


Figure 7




Placing a Call with Microsoft Office 365

Step 1: Log into your Office 365 and Office@Hand accounts. (Figures 5 and 6 above)

Note: You can select **Keep me signed in** and **Remember me** to stay logged in for one week.

Step 2: Click the **Dialer Settings** icon . (Figure 8)

Step 3: Click the Dialer Outbound number drop-down to select a RingOut number. (Figure 9)

Step 4: Click the plus icon  to open **Contacts**; then click the Contact you wish to call. (Figures 10 and 11)

Step 5: Click the Call button  on the contact details panel to start your call to Extension 107. (Figure 12)

Note: Outbound calling is only available via RingOut to an Office@Hand provisioned device (either Softphone or deskphone) available on your account. Custom numbers cannot be used. In this example, the Office@Hand Desktop App was used. You may also use an Office@Hand provisioned deskphone.

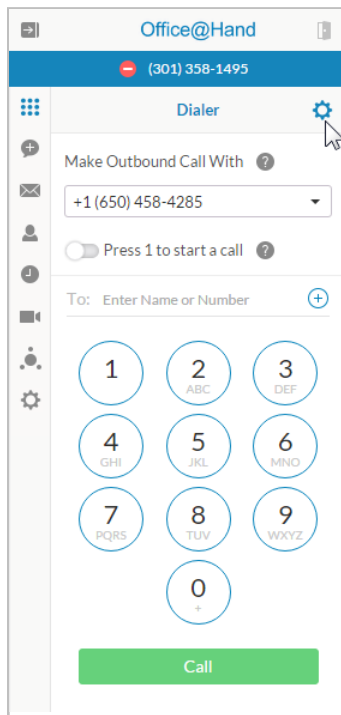


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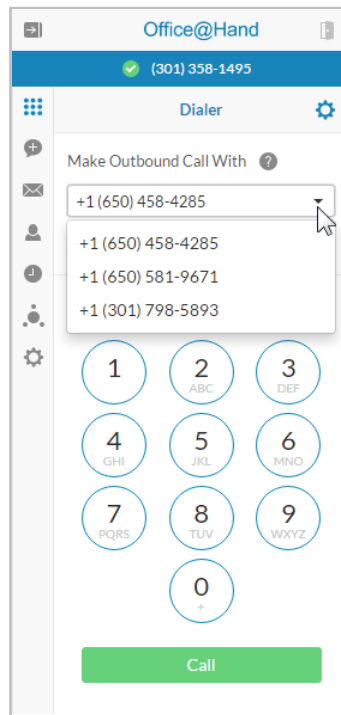


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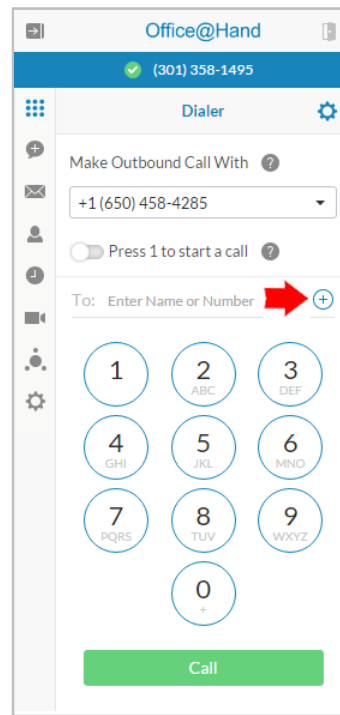


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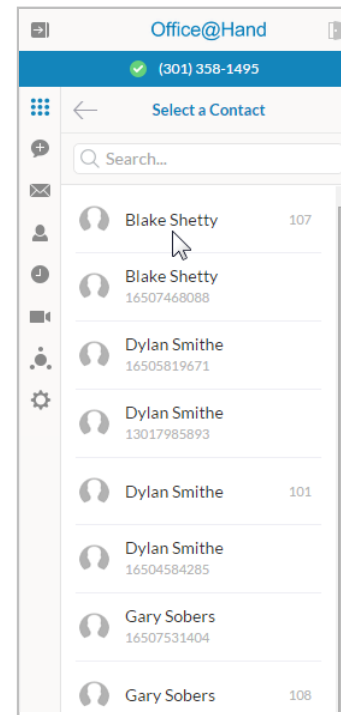


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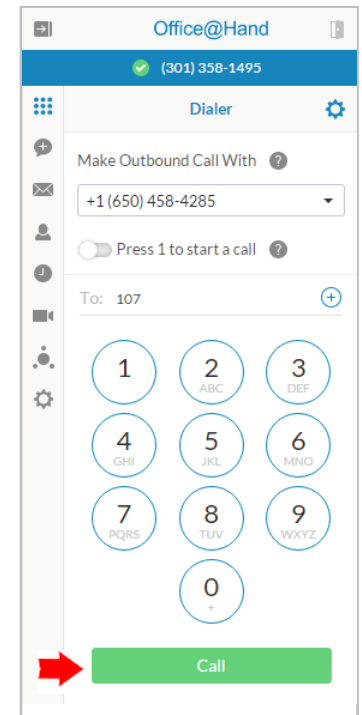


Figure 12



Using Click-to-Dial to Place an Outbound Call

The call to Extension 107 shown above used the click-to-dial feature to connect to the extension inside the Office@Hand phone system. Once you are logged in, all phone numbers in your Outlook Contacts become clickable links.

Your outgoing call to Extension 107 will be confirmed, as shown in Figure 13. Confirmation of your connection is shown in Figure 14. Confirmation that your call has finished is shown in Figure 15.

Note: You can also select your party's outside number from your Contacts list (Figure 16) and call it using the dial pad (Figure 17).

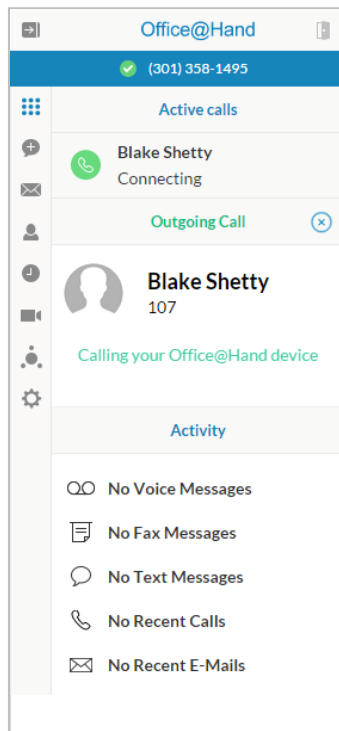


Figure 13

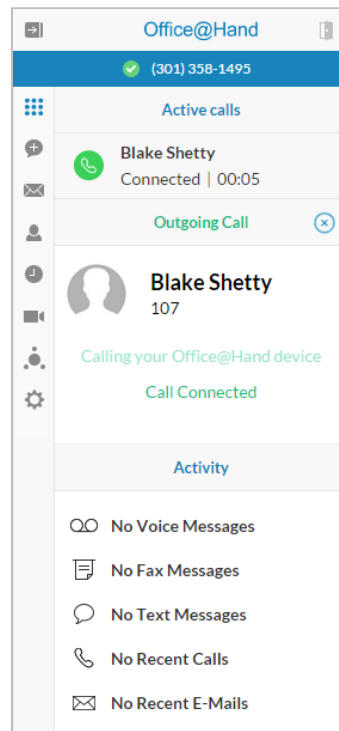


Figure 14

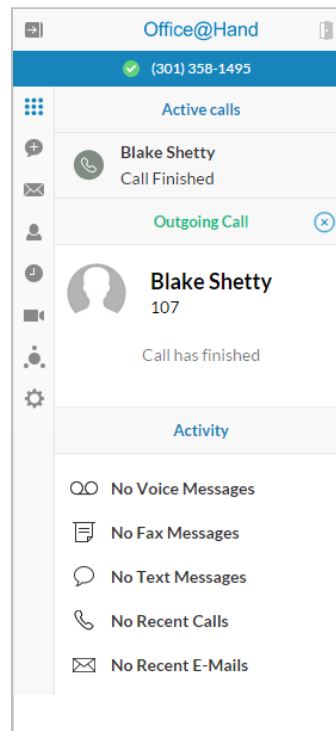


Figure 15

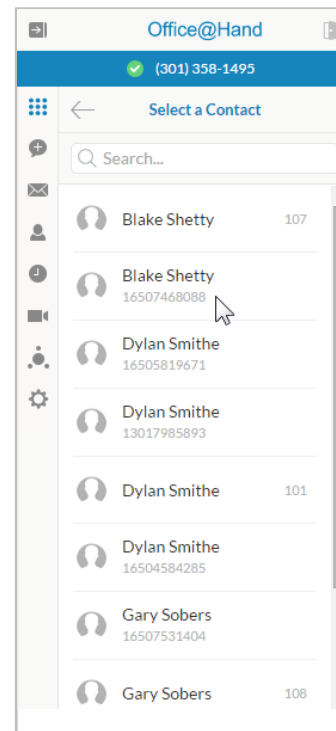


Figure 16

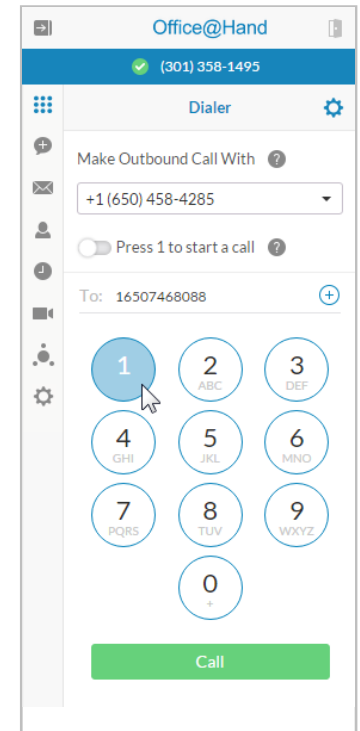




Figure 17



Sending a Text Message with Office@Hand for Office 365

- Step 1:** Log into your Office 365 and Office@Hand accounts. (See page 7)
- Step 2:** Click the **Business SMS** icon . (Figure 18)
- Step 3:** Click the plus icon  to open **Contacts**; then click the Contact you wish to message. (Figure 19)
- Step 4:** Type your text message and click **Send**. (Figure 20)
- Step 5:** Checking his **Messages**, Dylan can read Blake’s request and respond to him. (Figure 21)
- Step 5:** Checking *his* **Messages**, Blake can read Dylan’s response to his request for a meeting. (Figure 22)

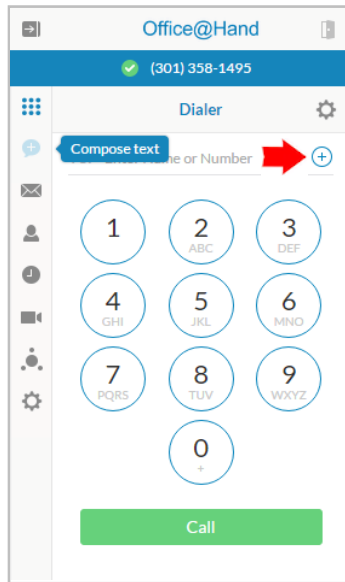


Figure 18

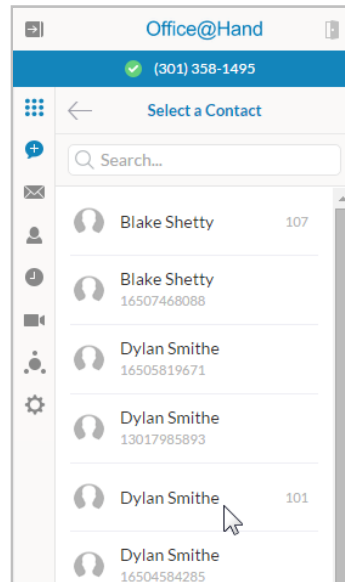


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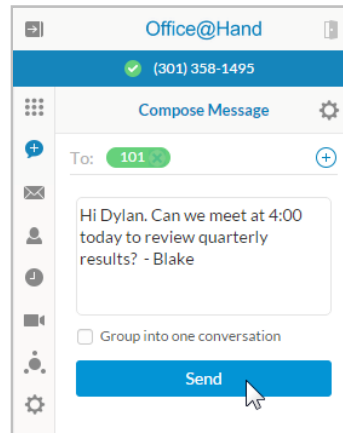


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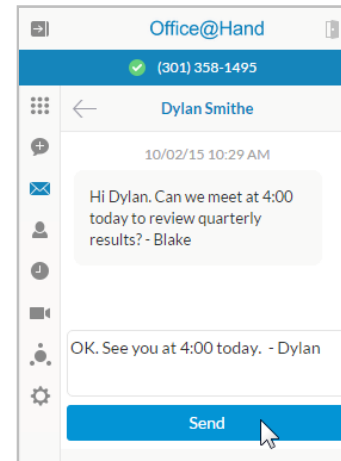


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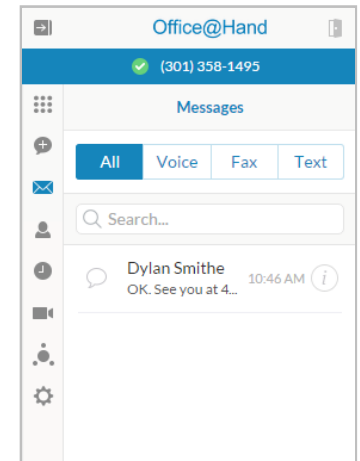




Figure 22



Browsing Your Contacts List

- Step 1:** Log into your Office 365 and Office@Hand accounts. (See page 7)
- Step 2:** Click the **Contacts** icon . (Figure 23)
- Step 3:** Select a contact and click the **Info** icon  to see contact details. (Figure 24)

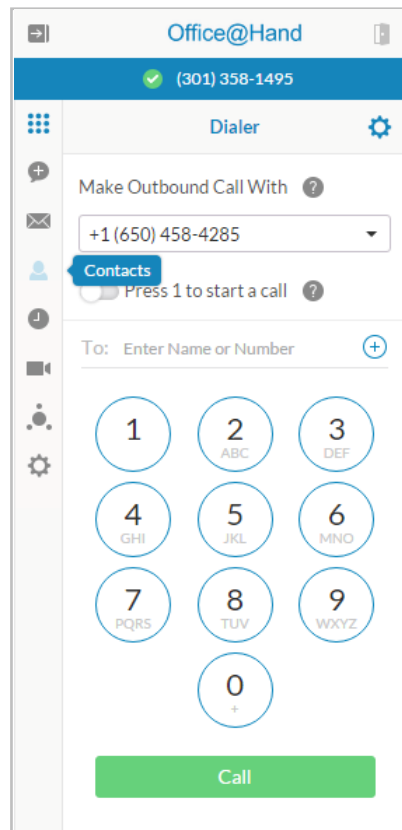


Figure 23

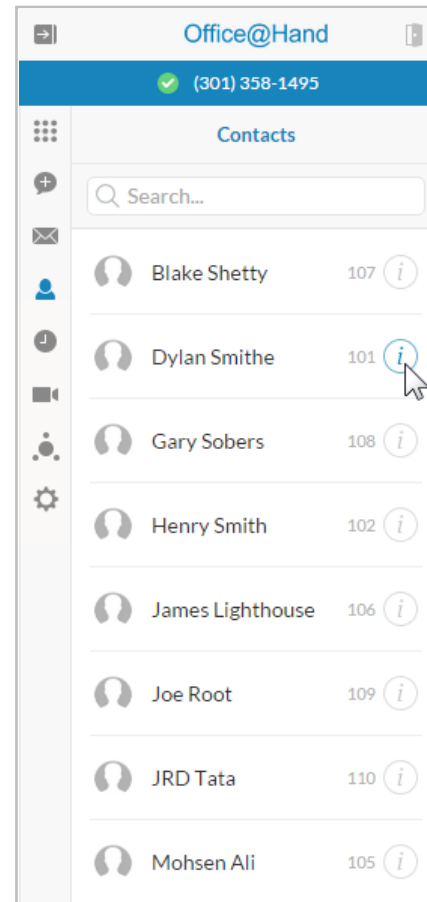


Figure 24

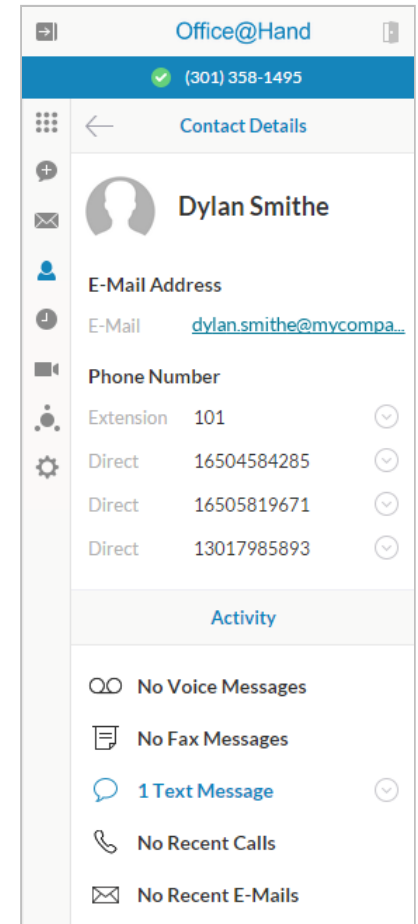



Figure 25



Checking the Call Log

- Step 1:** Log into your Office 365 and Office@Hand accounts. (See page 7)
- Step 2:** Click the **Call Log** icon . The Call Log list opens in the **All** setting. (Figure 26)
- Step 3:** Click the **Info** icon next to a call on the list to see details for that call. (Figure 27)
- Step 4:** Click **Missed** to see only missed calls.

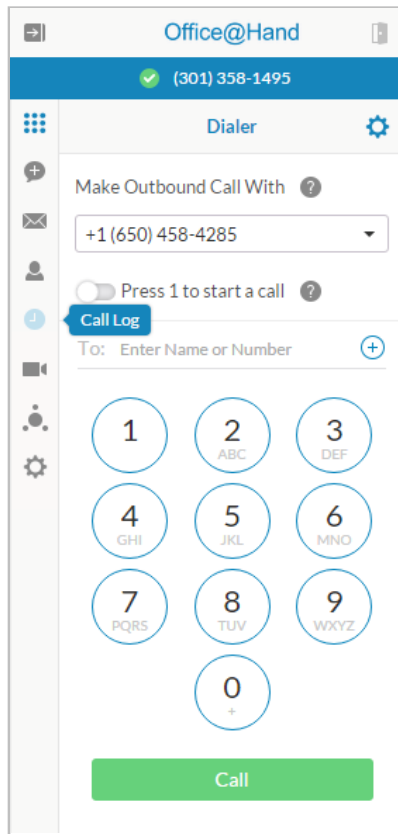


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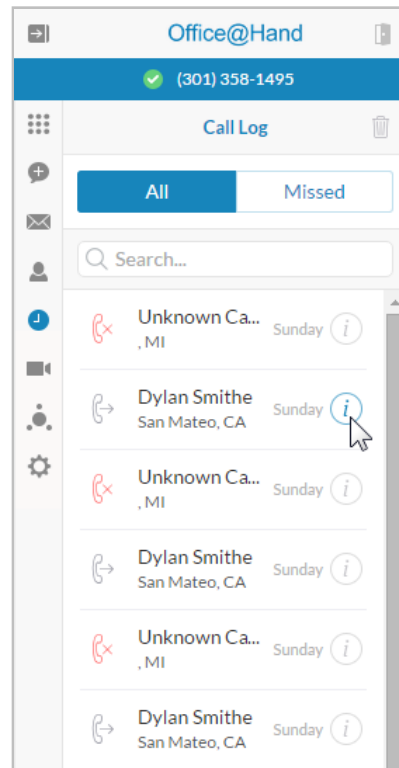


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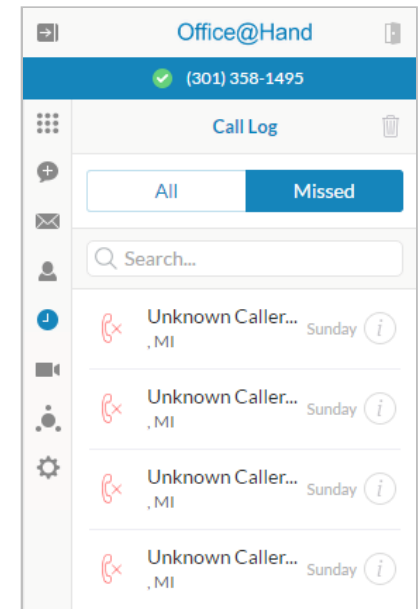
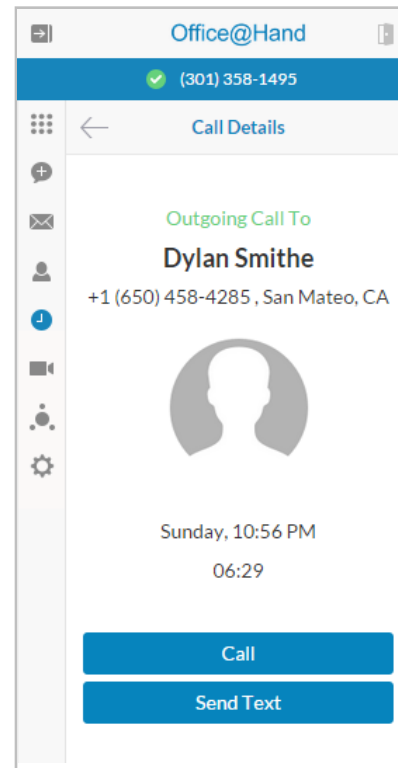


Figure 28



Setting up a Meeting with Office 365

Step 1: Log into your Office 365 and Office@Hand accounts. (See page 7)

Step 2: Click the **Schedule Meeting** icon . The **New Meeting** page opens. (Figure 29)

Step 3: Enter the meeting topic, date & time, duration, meeting type, and password; Enable join before host, and click **Save in Calendar**. (Figure 30)

Step 4: View the meeting details on your Office 365 calendar (Figure 31) and add an email reminder for yourself (Figure 32).

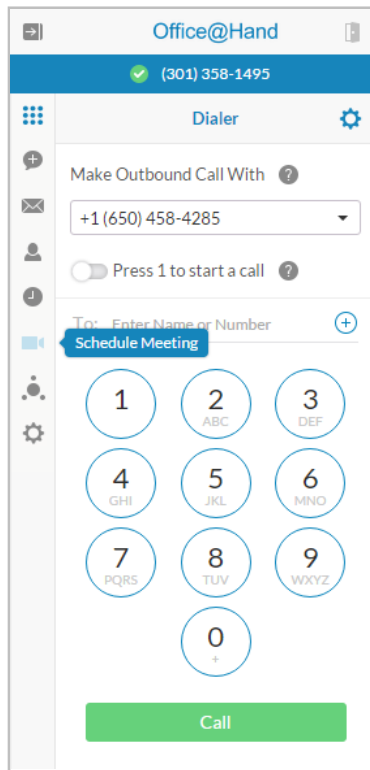


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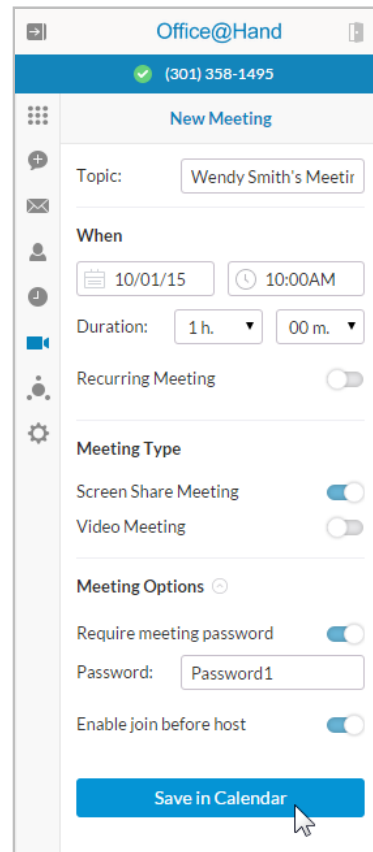


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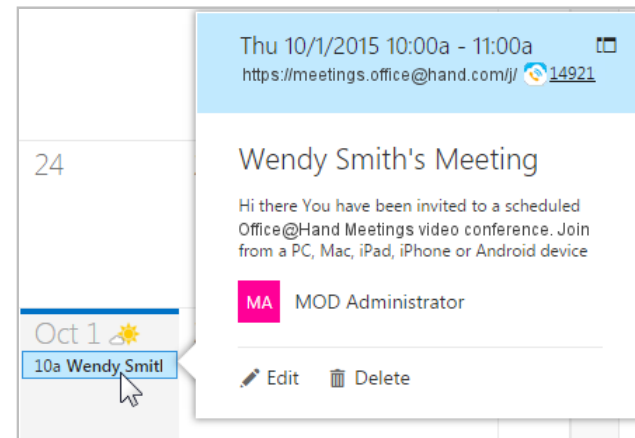


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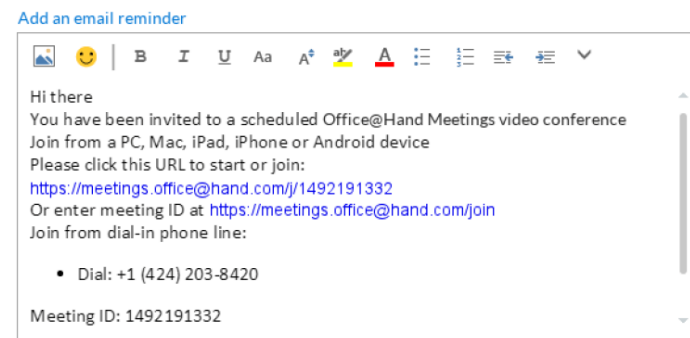


Figure 32



Setting up a Conference with Office 365

Step 1: Log into your Office 365 and Office@Hand accounts. (See page 7)

Step 2: Click the **Conference** icon . (Figure 33)

Step 3: Select International participants (if any). (Figure 34)

Step 4: View the conference details on your Office 365 calendar (Figure 35) and add an email reminder for yourself (Figure 36).

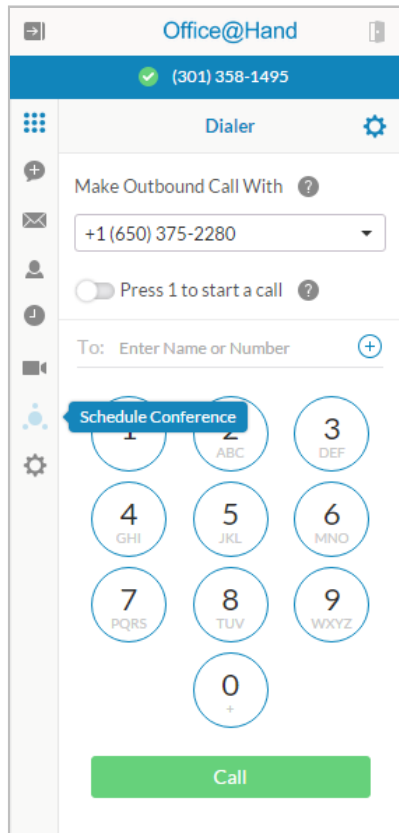


Figure 33

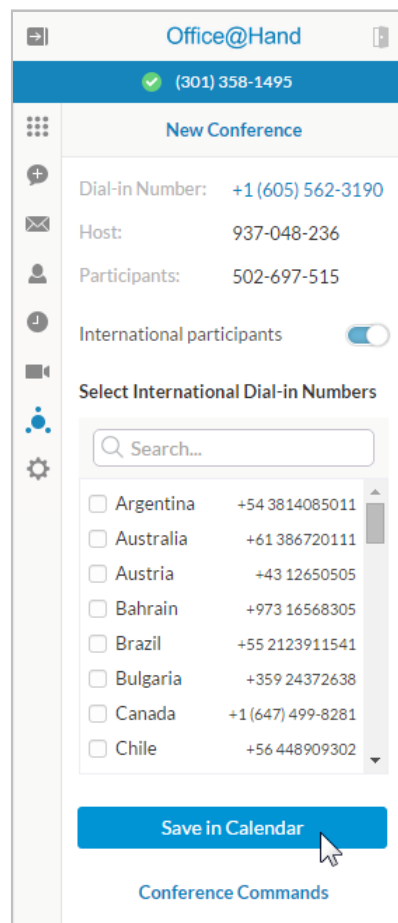


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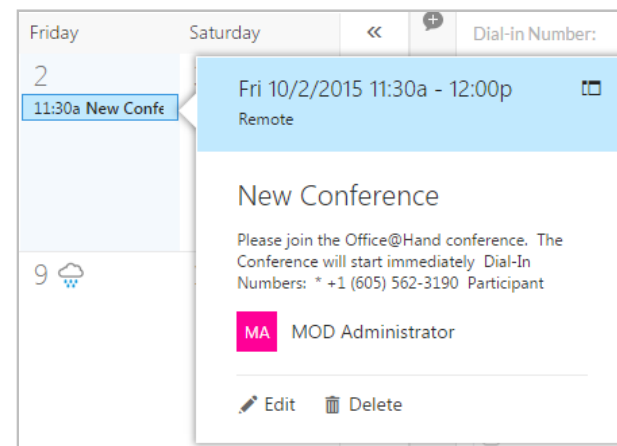


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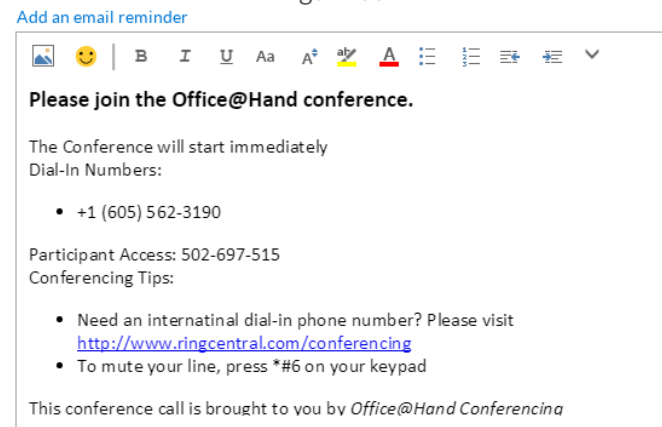


Figure 36



Conference Commands

At the bottom of the Conference page, click **Conference Commands** to open the list. (Figure 37)

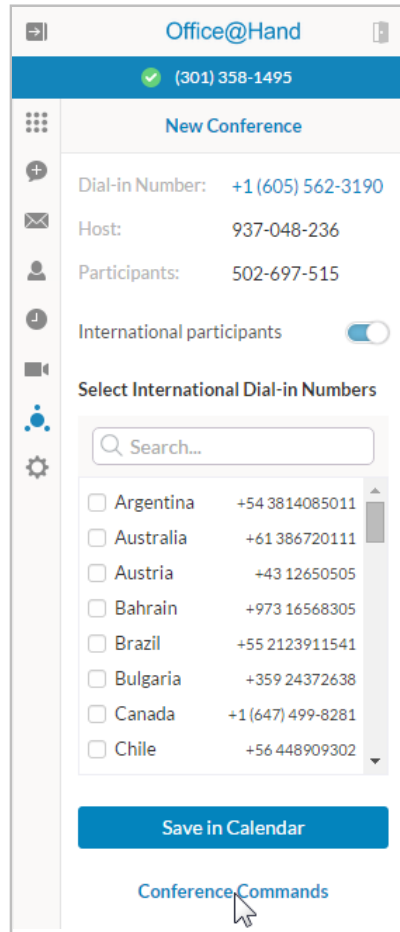


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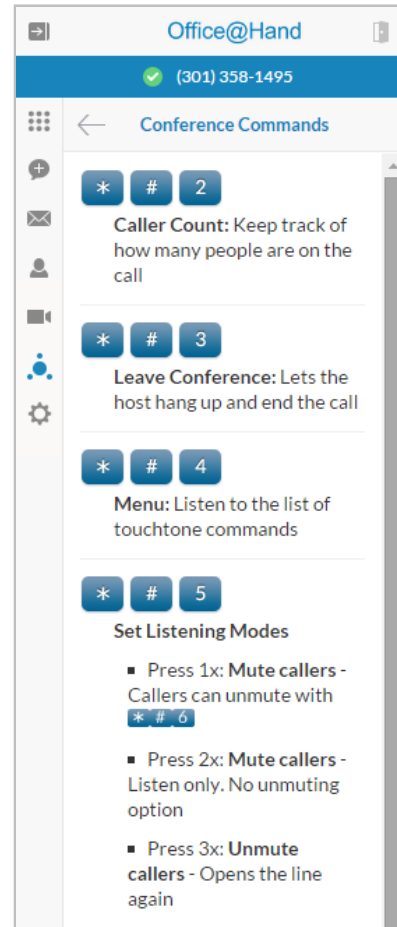


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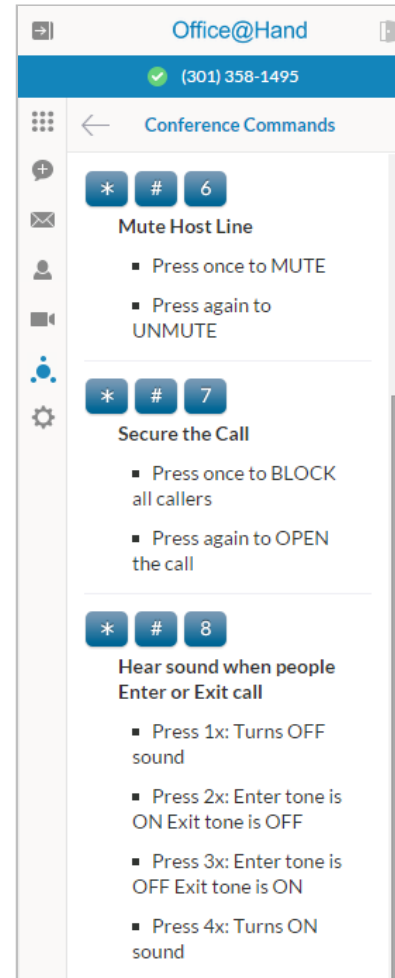


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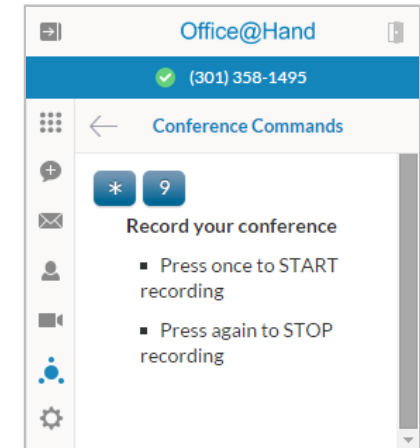



Figure 40



Settings

Click the **Settings** icon  to see the version of Office 365 and to view the End User License Agreement. (Figure 40)

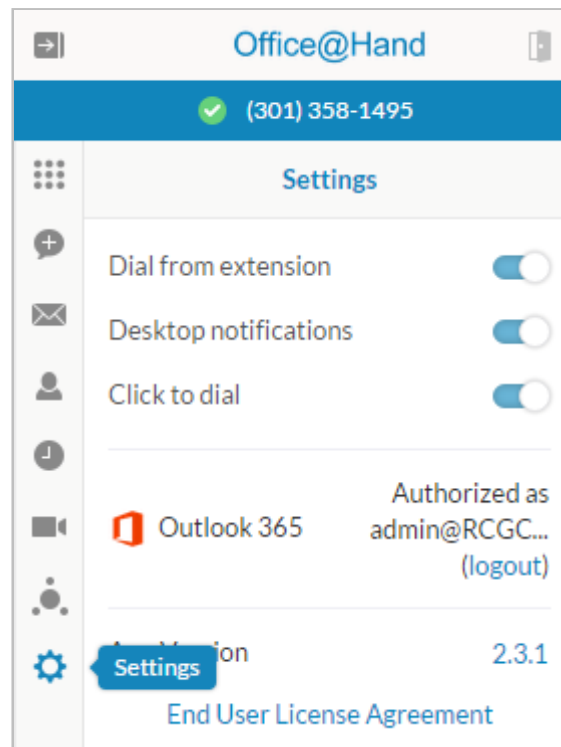


Figure 40

