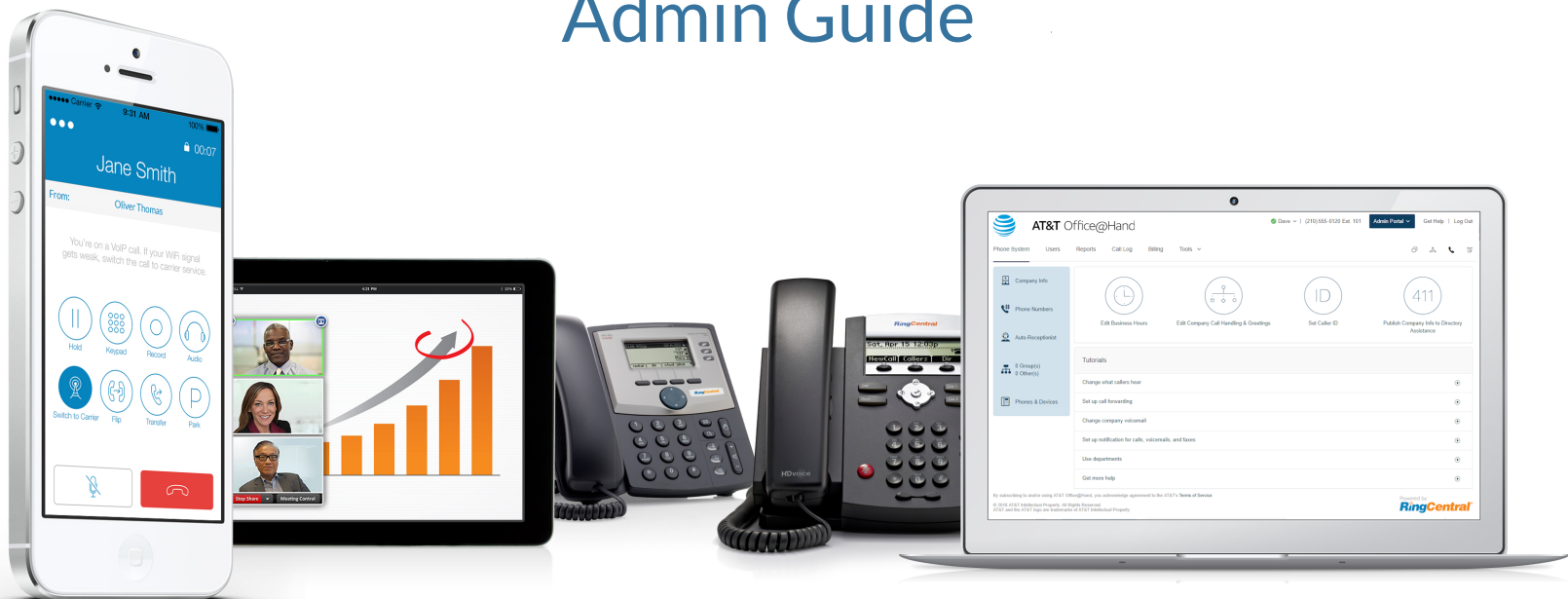


# AT&T Office@Hand®

## Admin Guide



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# Getting Started



## Introduction

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

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

- Auto-Receptionist
- Multi-level IVR (Auto-Attendant)
- Visual IVR Editor
- Company directory
- Company numbers
- Call groups
- Presence
- Call queues
- Call monitoring
- Call handling and forwarding
- Call recording on demand and automatic
- Audio conferencing
- Paging
- Hot Desking
- Reports
- Roles and Permissions
- User Groups
- Templates
- Multi-Account Access
- Corporate email as user ID
- Gmail (or G Suite) email as user ID
- Single sign-on



## How to Access Your Account

If you have created but not set up your administrator account, see [Appendix A: Express Setup for Admins](#) to learn how to set up your account first. Log in to your online account at <https://service-officeathand.att.com/>. The default method of account access is by using your main Office@Hand phone number and password.

### Email or Google as User ID

You may optionally configure users to log in with a unique corporate email address or Google (Gmail or G Suite) account. See [Use a Corporate Email Address to Log In](#) and [Use a Google Account to Log In](#).

### Single Sign-on

If Single Sign-on is set up for your account, click **Single Sign-on** at the bottom of the screen. Enter your email address, then log in with your corporate credentials. See [Single Sign-on\\*](#) in the Tools section of this guide.


### TLS v1.0 and 1.1 Deprecation

Browsers and devices attempting to connect to Office@Hand servers using a TLS v1.0 or TLS v1.1 connection are rejected to protect customer privacy and align with industry standards.

### Account Validation

Account Validation is a security feature that helps protect against fraudulent activity on your account. You're asked for a security validation code when you log in from an unrecognized computer for the first time. You may need to check your phone or email for the security code and enter it in the box before logging in.




**AT&T Office@Hand**

### Sign In


ⓘ

☐ Remember me

**Sign In**


[Forgot Password?](#)

Or Sign In With

 Protect your account from identity theft and phishing

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

© 2018 AT&T Intellectual Property. All Rights Reserved.  
AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.

Powered by  


### Account Validation

☐ Enable Account Validation ⓘ

Account Validation is a security measure that is provided to you by RingCentral to protect you from third-party phishing attacks. [What is Phishing?](#)

**RingCentral strongly advises that you do not disable this security feature on your account.**

### Alert

Once you enable Account Validation, you will not be able to disable it again. Account Validation will not be available in the menu after refresh the page.

RingCentral strongly advises that you do not disable this security feature on your account.

## Use a Corporate Email Address to Log In

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

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

For information on automatically provisioning users from your corporate directory, see “Directory Integration” on page 188.

If not already configured, enable the feature:

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

To Log In using Email as User ID:

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

This screenshot shows the 'Sign In' form with fields for 'Direct, Fax, Main Number', 'Extension (Optional)', and 'Password'. There is a 'Remember me' checkbox and a 'Sign In' button. Below the button is a 'Forgot Password?' link. At the bottom, there is a section 'Or Sign In With' with buttons for 'Email', 'Google', and 'Single Sign-on'. An orange callout bubble points to the 'Email' button.

This screenshot shows the 'Sign In' form with fields for 'Email' and 'Password'. There is a 'Remember me' checkbox and a 'Sign In' button. Below the button is a 'Forgot Password?' link. At the bottom, there is a section 'Or Sign In With' with buttons for 'Phone', 'Google', and 'Single Sign-on'. Two orange callout bubbles point to the 'Email' and 'Password' fields respectively.





## Use a Google Account to Log In

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

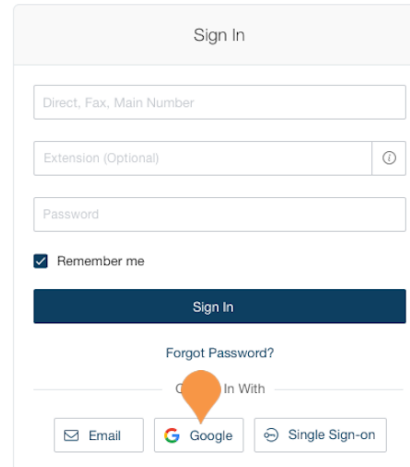
This feature applies to accessing your Office@Hand online account, Office@Hand Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, and integration applications. You can configure Google Email addresses during the Express Setup of your Office@Hand account.

If not already configured, set a Google email address.

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

### To Log In using Google:

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



Sign In

Direct, Fax, Main Number

Extension (Optional) ⓘ

Password

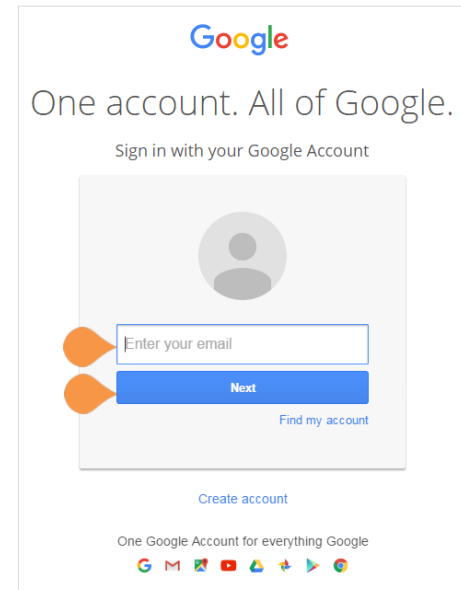
☒ Remember me

Sign In

Forgot Password?

Or Sign In With

Email Google Single Sign-on



Google

One account. All of Google.

Sign in with your Google Account

Enter your email

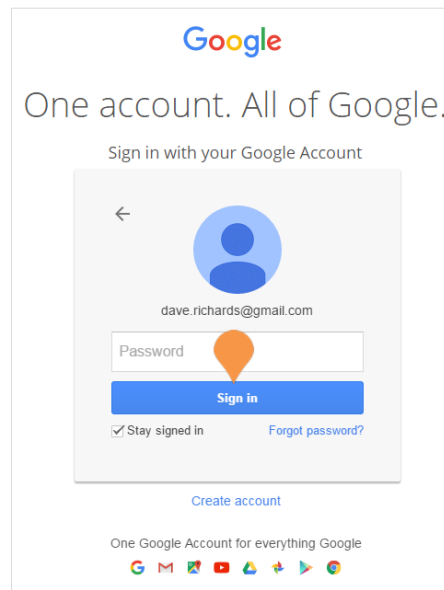
Next

[Find my account](#)

[Create account](#)

One Google Account for everything Google

G M Y D P S



Google

One account. All of Google.

Sign in with your Google Account

←

dave.richards@gmail.com

Password

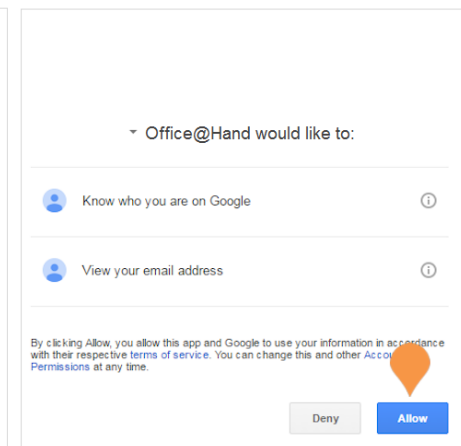
Sign in

☒ Stay signed in [Forgot password?](#)

[Create account](#)

One Google Account for everything Google

G M Y D P S



Office@Hand would like to:

Know who you are on Google ⓘ

View your email address ⓘ

By clicking Allow, you allow this app and Google to use your information in accordance with their respective terms of service. You can change this and other Account Permissions at any time.

Deny Allow



## Admin Homepage

When you log in as an administrator, you will be taken to the Admin Portal which allows you access to admin-only tools and configure account-wide phone system settings. You can access your individual account overview and settings from the My Extension page. At the top of the screen, hover over Admin Portal and click **My Extension** to switch to your individual user homepage. .

## Main Functions

There are a few main functions that administrators can access from any online page. These functions are Do Not Disturb, Conference, RingOut, and FaxOut.

Tool tips are available in the user interface.

## Admin Portal

From the Admin Portal, admins see admin-only tools. The Phone System tab is the main tab and landing page that houses all of the main settings for the entire phone system. Here, you have Company Info, Phone Numbers, Auto-Receptionist, Groups, and Phones and Devices. The Call Log, and Billing tabs display information about your phone system. The Tools tab has more setup options such as Session Timeout, IVR, and Templates.

## My Extension

When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on **Settings** to access your individual settings. The My Extension tab houses the same settings a regular user has.



## Do Not Disturb

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

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

The screenshot displays the AT&T Office@Hand Admin Portal. At the top right, the user's name 'Dave' is shown with a dropdown menu open, displaying three options: 'Take all calls', 'Do not accept call queue calls', and 'Do not accept any calls'. The portal includes a navigation bar with links for Phone System, Users, Reports, Call Log, Billing, and Tools. A left sidebar contains links for Company Info, Phone Numbers, Auto-Receptionist, and Phones & Devices. The main content area features four circular icons for 'Edit Business Hours', 'Edit Company Call Handling & Greetings', 'Set Caller ID', and 'Publish Company Info to Directory Assistance'. Below these is a 'Tutorials' section with a list of topics, each with a right-pointing arrow icon.

Tutorials	
Change what callers hear	▶
Set up call forwarding	▶
Change company voicemail	▶
Set up notification for calls, voicemails, and faxes	▶
Use departments	▶
Get more help	▶



## Audio Conference

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

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

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

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



## Launch the Conferencing Application

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

\*See Conference Commands on the next page.

The image shows two screenshots of the AT&T Conferencing Application interface. The top screenshot shows the main navigation bar with a user profile (Dave), extension number (210)555-0120 Ext. 101, and a 'My Extension' dropdown. Below this is a row of icons: a chat icon, a conference icon (labeled 1), a phone icon, and a document icon. The bottom screenshot shows the 'Conference' pop-up window. It has a title bar 'Conference' and a close button. The main content area is divided into sections: 'Dial-in Numbers' with a search bar and a table of locations and dial-in numbers; 'Host' and 'Participants' codes; 'International Dial-in Numbers' with a 'Select' button; 'Enable join before host' checkbox; and 'Conference Commands' with a 'View' button. At the bottom are 'Cancel' and 'Invite with Email' buttons. Numbered callouts (2, 2a, 2b, 2c, 2d, 2e, 2f) point to various elements in the pop-up. The right screenshot shows the 'Select International Dial-in Numbers' pop-up. It has a title bar 'Select International Dial-in Numbers' and a close button. It features a search bar, a 'Show All' / 'Show Selected (0)' toggle, and a table of countries and their dial-in numbers. At the bottom are 'Cancel' and 'Done' buttons. A numbered callout (3) points to the 'Done' button.



## Conference Commands

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

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

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

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

### Preventing Music-On-Hold

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

Conference Commands <span>×</span>	
Use your touch-tone dialpad keys to mute or block participants, record the call, and more.	
Command	Action
<span>*</span> <span>#</span> <span>2</span>	<b>Caller Count</b> Keep track of how many people are on the call
<span>*</span> <span>#</span> <span>3</span>	<b>Leave Conference</b> Lets the host hang up and end the call
<span>*</span> <span>#</span> <span>4</span>	<b>Menu</b> Listen to the list of touchtone commands
<span>*</span> <span>#</span> <span>5</span>	<b>Set Listening Modes</b> Press 1x: Mute callers - Callers can unmute with * # 6 Press 2x: Mute callers - Listen only. No unmuting option Press 3x: Unmute callers - Opens the line again
<span>*</span> <span>#</span> <span>6</span>	<b>Mute Host Line</b> Press once to MUTE Press again to UNMUTE
<span>*</span> <span>#</span> <span>7</span>	<b>Secure the Call</b> Press once to BLOCK all callers Press again to OPEN the call
<span>*</span> <span>#</span> <span>8</span>	<b>Hear sound when people Enter or Exit call</b> Press 1x: Turns OFF sound Press 2x: Enter tone is ON Exit tone is OFF Press 3x: Enter tone is OFF Exit tone is ON Press 4x: Turns ON sound
<span>*</span> <span>9</span>	<b>Record your conference</b> Press once to START recording Press again to STOP recording
<span>Done</span>	



## RingOut

RingOut enables one-touch calling from any phone or Internet-enabled computer, allowing you to avoid charges while making calls from any location, such as a hotel room. You can make calls with your business identity: show your Office@Hand business number as your Caller ID from any location. The Office@Hand system will call your phone first, then dial out to the number you'd like to call to get you connected. Access the RingOut icon from the upper right of every online account page, or click any number in your online account, including contacts, messages, or call logs.

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

Recent Calls

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

Call Logs Cancel Insert



## FaxOut

To quickly send a fax from your online account, click the FaxOut icon located in the upper right corner. Fill in the form with recipient's fax number and cover page information, and attach or scan a document, which will automatically be converted into a fax.

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

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

The image displays two screenshots of the AT&T Office@Hand FaxOut interface. The left screenshot shows the 'Send a Fax' window with numbered callouts 1 through 6. The right screenshot shows the 'Select Contacts' window with callouts 2a and 2b.

**Send a Fax Window:**

- 1:** FaxOut icon in the upper right corner of the main interface.
- 2:** 'To' field containing the recipient's name and number: "Jonny Test" (+1234567895).
- 3:** 'Cover Page' section with an 'Enable' checkbox.
- 4:** 'Attach Files' section with a 'Google Drive' dropdown and a 'Browse' button.
- 5:** 'Schedule' section with an 'Enable' checkbox and a 'Send on' date/time picker set to 10/17/2017 11:00 PM.
- 6:** 'Schedule' section with 'Cancel' and 'Schedule' buttons.

**Select Contacts Window:**

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

	First Name	Last Name	Fax
<input checked="" type="checkbox"/>	Jason	Zhang	Business Fax: +6512345667
<input checked="" type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>			Business Fax: +18682643332
<input type="checkbox"/>			Business Fax: +12051234
<input type="checkbox"/>			Business Fax: +1205346





# Phone System



## Phone System

The Phone System tab is the main tab of the Admin Portal. It houses all of the main settings for your entire phone system. Here you will find settings for:

- Company Info
- Phone Numbers
- Auto-Receptionist
- Multi-Level Auto-Receptionist
- Groups
- Phones & Devices

On your Phone System page, you have Shortcuts that allow you to quickly access commonly used functions such as:

- Edit Company Business Hours
- Edit Company Call Handling and Greeting
- Set Company Caller ID
- Publish Company Info to Directory Assistance

How do I...

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

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Company Info

Phone Numbers

Auto-Receptionist

0 Group(s)  
0 Other(s)

Phones & Devices

Edit Business Hours

Edit Company Call Handling & Greetings

Set Caller ID

Publish Company Info to Directory Assistance

Tutorials

- Change what callers hear
- Set up call forwarding
- Change company voicemail
- Set up notification for calls, voicemails, and faxes
- Use departments
- Get more help



## Company Info

The Company Info settings include **Company Address**, **Caller ID Name**, and **Directory Assistance**. Select the appropriate tab to access each section.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the header includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, the phone number "(210)555-0120 Ext. 101", and links for "Admin Portal", "Get Help", and "Log Out". Below the header is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools" with a dropdown arrow. The main content area is divided into a sidebar and a main panel. The sidebar on the left contains icons and labels for "Company Info", "Phone Numbers", "Auto-Receptionist", "0 Group(s) 0 Other(s)", and "Phones & Devices". The main panel has three tabs: "Company Address", "Caller ID Name", and "Directory Assistance". The "Company Address" tab is selected and highlighted. It contains a notice: "Company Address information will be used for publishing to Directory Listing if this service is available for your account." Below this notice are five input fields: "Company Name" (with a help icon), "City", "Company Address", "State/Province" (a dropdown menu showing "Select"), and "Zip Code". A "Save" button is located at the bottom right of the main panel. At the bottom of the page, there is a footer with legal disclaimers and the RingCentral logo.

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

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**RingCentral**



## Caller ID Name

Set your Company Caller ID to your company's name so that your customers will know who is calling when you call them.

This name along with the phone number is displayed to the called party whenever an outbound call is made using the local number as the caller ID.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Company Info**.
3. Click **Caller ID Name**.
4. Enter your company name exactly the way you want it to appear on Caller ID displays, for local calls made from your main company phone number. You can enter up to 15 characters.
5. Click **Save**.

Outbound Caller ID cannot be set for an individual number or digital line. It is only available for local numbers and not toll-free numbers.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the header includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, the phone number "(210) 555-0120 Ext. 101", and an "Admin Portal" button. Below the header is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected. On the left side, there is a sidebar menu with icons and labels: "Company Info" (selected), "Phone Numbers", "Auto-Receptionist", "0 Group(s) / 0 Other(s)", and "Phones & Devices". The main content area has three sub-tabs: "Company Address", "Caller ID Name" (selected), and "Directory Assistance". Below these tabs, a message states: "This name along with the phone number will be displayed to the called party whenever an outbound call is made using the local number as the caller ID. Max 15 characters. Note: Does not apply to toll-free numbers." Below this message is a text input field containing "My Company". At the bottom right of the main content area is a "Save" button. The footer contains legal disclaimers and the RingCentral logo.

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

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## Directory Assistance

Directory Assistance is a free and convenient way to publish your business name, address, main number, and main fax number to increase your company's visibility in local directory assistance listings.

For more information about Directory Listing, go to [Directory Listing Frequently Asked Questions](#).

To publish your information:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Company Info**.
3. Click **Directory Assistance**.
4. Enter your listing information.
5. Click **Next**.
6. Check the box next to "I agree to the terms of service."
7. Click **Publish**.

Allow five business days for your listing to appear. Edit or delete your listing any time by following these same steps.

**AT&T Office@Hand** Dave | (210) 555-0120 Ext. 101 Admin Portal Get Help Log Out

Phone System Users Reports Call Log Billing Tools

**Company Info** Phone Numbers Auto-Receptionist 4 Group(s) 2 Other(s) Phones & Devices

**Directory Assistance**

The following information will be submitted to Directory Assistance:

Local Number: (210) 555-0120

Toll-Free Number: (888) 555-8888

Fax (optional): ☐ I don't want my fax number listed

Company Name  City

Company Address  State/Province

Zip Code  Email

Status: Unpublished

Note: If you change the details on this screen, the information will also be updated in the Company Address.

The following information will be submitted to Directory Assistance:

Local Number: (210) 555-0120

Toll-Free Number: (888) 555-8888

Company Name  City

Company Address  State/Province

Zip Code  Email

The terms of service for Directory Assistance can be found in the AT&T Office@Hand End User Licensing Agreement, available at: <http://support-officeathand.att.com/eula>.

Please confirm that you agree to these terms by checking the box:

☒ I agree to the terms of service.

List your business phone number and address in Directory Assistance:

Features:

- Publish your Site Name, Number and Address
- Enable potential customers to readily find your business

[Learn More >](#)

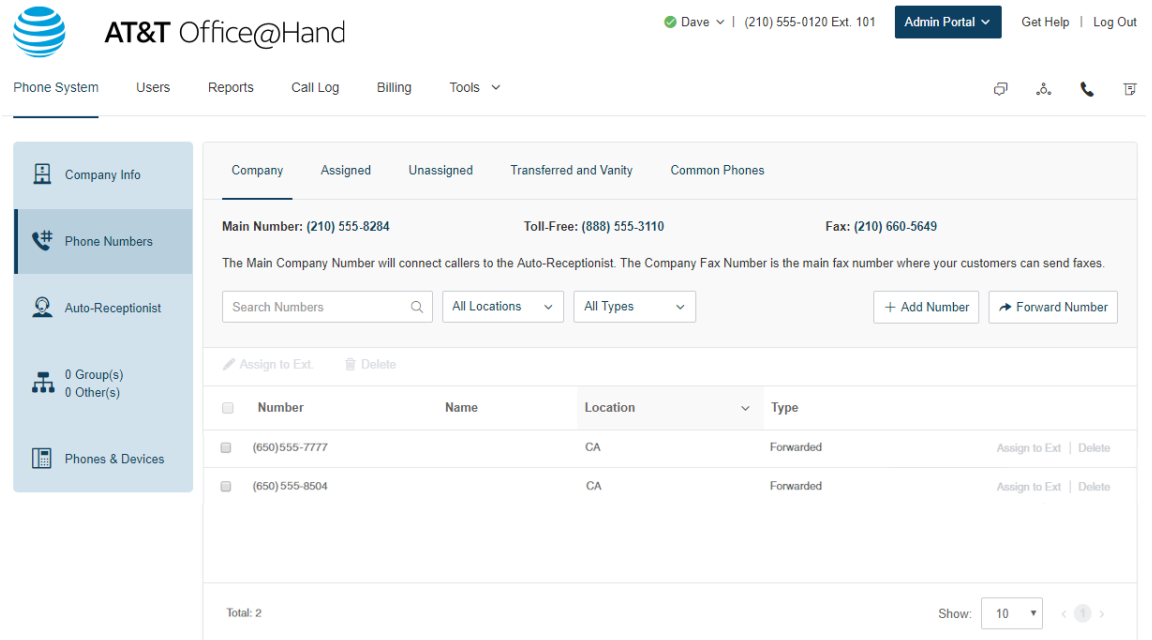


## Phone Numbers

The Phone Numbers tab allows you to view your numbers by category of number, and add additional numbers to your account.

The tabs contains these types of numbers:

- **Company:** numbers that will connect the caller to the Auto-Receptionist.
- **Assigned:** numbers in your account assigned specifically to an extension.
- **Unassigned:** numbers in your account not assigned to any user.
- **Transferred and Vanity:** existing numbers that have been transferred, and vanity numbers to help customers remember your business phone number.
- **Common Phones:** numbers that are dedicated for use as phones for Hot Desking. For more information, see See “Hot Desking” on page 128..



The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", an "Admin Portal" button, and links for "Get Help" and "Log Out". Below this is a secondary navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools" with a dropdown arrow. On the left side, there is a sidebar menu with icons and labels: "Company Info", "Phone Numbers" (highlighted), "Auto-Receptionist", "0 Group(s)" and "0 Other(s)", and "Phones & Devices". The main content area is titled "Phone Numbers" and features several tabs: "Company", "Assigned", "Unassigned", "Transferred and Vanity", and "Common Phones". The "Company" tab is active, displaying the following information: "Main Number: (210) 555-8284", "Toll-Free: (888) 555-3110", and "Fax: (210) 660-5649". Below this, a note states: "The Main Company Number will connect callers to the Auto-Receptionist. The Company Fax Number is the main fax number where your customers can send faxes." There is a search bar labeled "Search Numbers" with a magnifying glass icon, and two dropdown menus labeled "All Locations" and "All Types". To the right of these are two buttons: "+ Add Number" and "Forward Number". Below the search bar, there are two icons: "Assign to Ext." and "Delete". A table follows with columns: "Number", "Name", "Location", "Type", and "Actions". The table contains two rows of data: one for "(650) 555-7777" and another for "(650) 555-8504", both located in "CA" and of type "Forwarded". Each row has "Assign to Ext." and "Delete" links in the actions column. At the bottom of the table, it says "Total: 2". To the right of the table, there is a "Show:" label followed by a dropdown menu set to "10" and a pagination control showing "< 1 >".



## Add Company Numbers

Adding additional company numbers to your Office@Hand account is simple. Select from a list of local numbers by city and area code, choose an available toll-free number or create your own vanity (personalized) number. You can also use an existing number.

Each Office@Hand number can function as a voice and fax line for incoming calls. This means that one number can be used for both calls and faxing. This flexibility allows you to maximize the use of your service.

To add a company number:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phone Numbers**.
3. Click **Company**.
4. Click **Add Number** to add a new number. Follow these instructions for the type of number you choose:
  - a. **Local (Domestic)**: Provide the State/Province and Area Code. Select one or more numbers and click **Add Numbers**.
  - b. **Toll-Free Number**: Select the button for **Toll-Free Number** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
  - c. **Vanity**: Select the button for **Vanity Number**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
5. Click **Next**.
6. Assign the number as **Auto-Receptionist** or **Selected Extension**.
7. Review any changes to your number plan.
8. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with contact information '(210) 555-0120 Ext. 101'. The navigation menu includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The left sidebar highlights 'Phone Numbers' and 'Auto-Receptionist'. The main content area shows the 'Company' tab with details for the main number, toll-free number, and fax number. Below this, there's a table of numbers with columns for 'Number', 'Name', 'Location', and 'Type'. A modal window titled 'Add Number' is open, showing a four-step process: 1. Select Numbers, 2. Assign to Ext., 3. Select Number Plan, and 4. Order Confirmation. The first step is active, showing options for 'Local (Domestic)', 'Toll-Free', and 'Vanity'. The second step shows 'Assign selected number to:' with options for 'Auto-Receptionist' and 'Selected Extension'. The third step shows 'Review and Confirm Charges' with a monthly fee of \$5.00. The fourth step is 'Order Confirmation'.



## Name or Label Definition

You can label phone numbers in a meaningful way to help identify locations or users in your system. Larger businesses with multiple locations and advanced call handling rules might involve selecting from lists of numbers. Many numbers may appear similar unless they are renamed.

An admin can assign an alternative name to a particular number using the following steps:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click the phone number to which you want to apply a label. The **Direct Number** window opens.
4. Enter the label text in the **Name** field.
  - You can designate the kind of number by using **Number Type**.
5. Click **Save**.

\*This option is available for Enterprise users.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open. The left sidebar contains the 'Phone System' tab, which is selected, and the 'Phone Numbers' option is highlighted. The main content area displays the 'Phone Numbers' section with tabs for 'Company', 'Assigned', 'Unassigned', 'Transferred and Vanity', and 'Common Phones'. The 'Assigned' tab is active, showing a table of phone numbers. The table has columns for 'Number', 'Name', 'Location', and 'Type'. Two numbers are listed: '(650) 555-7777' (Alabama Office, CA, Forwarded) and '(650) 555-0012' (CA Branch, CA, Forwarded). The 'Direct Number' window for '(650) 555-0012' is open, showing the 'Name' field with the value 'Hayward Branch' and the 'Number Type' dropdown set to 'Voice and Fax'. The 'Calls to this number will be connected to:' section shows 'Auto-Receptionist' selected. The 'Save' button is highlighted.

**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Company | Assigned | Unassigned | Transferred and Vanity | Common Phones

Main Number: (210) 555-8284 | Toll-Free: (888) 555-3110 | Fax: (210) 660-5649

The Main Company Number will connect callers to the Auto-Receptionist. The Company Fax Number is the main fax number where your customers can send faxes.

Search Numbers | All Locations | All Types | + Add Number | Forward Number

Assign to Ext. | Delete

Number	Name	Location	Type
(650) 555-7777	Alabama Office	CA	Forwarded
(650) 555-0012	CA Branch	CA	Forwarded

Total: 2 | Show: 10

Direct Number: (650) 555-0012

Phone Number: 1(650) 555-0012 | Location: United States, Hayward, CA

Name: Hayward Branch

Number Type: Voice and Fax

Calls to this number will be connected to:

Auto-Receptionist

Extension

Delete Number | Cancel | Save





## Add Assigned Numbers

Under Assigned, you will see all of the numbers assigned to a user that have been set for your phone system.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Assigned**.
4. Click **Add Number** to add a new number. Follow these instructions for the type of number you choose:
  - a. **Local (Domestic)**: Provide the State/Province and Area Code. Select one or more numbers and click **Add Numbers**.
  - b. **Toll-Free Number**: Select the button for **Toll-Free Number** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
  - c. **Vanity**: Select the button for **Vanity Number**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
5. Click **Next**.
6. Assign the number as **Auto-Receptionist** or **Selected Extension**.
7. Review any changes to your number plan.
8. Click **Done**.

**AT&T Office@Hand** Admin Portal

Phone System | Users | Reports | Call Log | Billing | Tools

**Assigned** | Unassigned | Transferred and Vanity | Common Phones

These are numbers in your account assigned specifically to a user extension. From here you can add a phone number.

Search Numbers | All Locations | All Extensions | + Add Number | Forward Number

Number	Location	Assigned to	Ext.	Type
(210) 672-4088	United States, Wetmore, TX	Dave Richards	101	Direct
(205) 406-0306	Alabaster, AL	George Mc Lennon	103	Desk Phone
			104	Softphone

**Add Number** (Step 1: Select Number Type)

Select Number Type: ☒ Local (Domestic) ☐ Toll-Free ☐ Vanity

Select State/Province: California | Select Area Code: Select

Add Numbers | Cancel | Next

**Add Number** (Step 2: Assign to Ext.)

Assign selected number to: ☒ Auto-Receptionist ☐ Selected Extension

Back | Next

**Add Number** (Step 4: Order Confirmation)

Review and Confirm Charges:

Up to 1 additional numbers | Per month: \$5.00\*

\* Does not include taxes and fees

Back | Done



## Forward a Number

To maintain your phone number with your current provider, and forward calls automatically to your Office@Hand account:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone**.
3. Click **Assigned**.
4. Click **Forward Number**.
5. Enter an existing phone number and click **Next**.
6. Select **Auto-Receptionist**, or **Select Extension**. Click **Next**.
7. Review the information about ordering Busy Call Handling and No Answer Call Handling from your local telephone company, and local telephone company charges.
8. Click **Done**.

AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101 | Admin Portal | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | **Phone Numbers** | Auto-Receptionist | 0 Group(s) | 0 Other(s) | Phones & Devices

Company | **Assigned** | Unassigned | Transferred and Vanity | Common Phones

These are numbers in your account assigned specifically to a user extension. From here you can add a phone number.

Search Numbers | All Locations | All Extensions | + Add Number | **Forward Number**

**Forward My Calls to AT&T Office@Hand**

1 Enter Existing Numbers | 2 Assign to Ext. | 3 Confirmation

To maintain your phone number with your current provider, and forward calls automatically to your AT&T Office@Hand account.

Existing Phone Number

Phone Number

**Forward My Calls to AT&T Office@Hand**

✓ Enter Existing Numbers | 2 Assign to Ext. | 3 Confirmation

Cancel | Next

Show: 10

Your phone number will be added to AT&T Office@Hand account as forwarding number.

Inbound Calls → (650) 555-1212 If my line is BUSY or I DO NOT ANSWER → AT&T Office@Hand Auto-Receptionist

Forward calls from (650) 955-1212 to:

• Auto-Receptionist

• Selected Extension

**Forward My Calls to AT&T Office@Hand**

✓ Enter Existing Numbers | ✓ Assign to Ext. | 3 Confirmation

Your AT&T Office@Hand phone system is now configured to accept calls from your (650) 555-1212 number.

In order for AT&T Office@Hand to answer your existing home or home office telephone line, you will need to order Busy Call Handling and No Answer Call Handling\* from your local telephone company. Please print this screen for easy reference.

Ordering Call Handling

1. Contact your local telephone company's Customer Service department and request that the telephone features Busy Call Handling and No Answer Call Handling\* be installed on your telephone line.
2. Be sure to indicate that you would like Fixed call handling, and not variable or basic.
3. Your telephone company will ask you to which number you would like your calls forwarded. This number is (210) 598-8284.
4. The telephone company must enter this forwarding number exactly as listed, including the "4" before the 210 number, in order for AT&T Office@Hand to work. Ask the Customer Service Representative to repeat the number back to you to verify that it was entered into their system correctly.
5. When ordering No Answer Call Handling, you must choose how many rings you would like to hear before your calls are forwarded to AT&T Office@Hand. You may choose as many or as little as you like, however we recommend that you set it to four (4) rings.

\* If the Customer Service Representative says these features are not available, ask to speak to a supervisor. These features are available almost everywhere in the US.

Telephone Company Charges

Your local phone company may charge you a small activation fee and an ongoing monthly fee for these call handling services. Please check with your phone company for details on these charges.

Print | **Done**



## View Unassigned Numbers

Under Unassigned, you will see all of the numbers that have not yet been assigned to a user.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Unassigned**. You can filter results by **Location** and **Type**.
4. Click a number to see more details. You can select **Phone Properties** to see more details in the Phones and Devices view.

AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101 | Admin Portal | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company | Assigned | **Unassigned** | Transferred and Vanity | Common Phones

These are all the numbers in your account that have not yet been assigned to a user.

Search Numbers | All Locations | All Types

Number	Location	Type
(650) 491-0148	San Bruno, CA	Desk Phone
(650) 491-0149	San Bruno, CA	Desk Phone
(650) 491-0153	San Bruno, CA	Unassigned User
(650) 515-0157	San Bruno, CA	Desk Phone
(650) 515-0161	San Bruno, CA	Unassigned User

Total: 21 | Show: 10 | < 1 2 3 >



## View Transferred and Vanity Numbers

Under Transferred and Vanity Numbers, you see the numbers that you have transferred from your previous provider to AT&T Office@Hand, and your vanity numbers to help customers remember your number.

1. From **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Transferred and Vanity Numbers**. You can filter results by **Location** and **Type**. Click a number to see more details.
4. To transfer a number to Office@Hand select **Transfer Number**.
  - a. Select a Local US Number or Toll Free Number.
  - b. Confirm that the transfer may incur charges to your plan.
  - c. Answer the questions to verify that your transfer meets requirements.
  - d. Enter the **Billing Number** and click **Check** to verify that the number can be transferred.
  - e. Enter the numbers to be transferred, separated by commas or semi-colons. Click **Next**.
  - f. Select a transfer date. The default date is the earliest available transfer date. Click **Next**.
  - g. Map your transfer number to a temp number you are going to replace, or add the transfer number as an additional number. Click **Next**.
  - h. Confirm the transfer order.
  - i. Upload a signed Letter of Authorization (LOA). Click **Complete**.
5. To forward calls from your number to Office@Hand, select **Forward my calls to AT&T Office@Hand**. Enter your existing phone number. Select whether to forward the calls to the company auto-receptionist or an extension. You receive a confirmation.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu has 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Phone Numbers' sub-tab is selected. The 'Transferred and Vanity Numbers' section is displayed, showing a table of transfer orders. The table has columns for Status, Order Number, Date Created, and Date Completed. There are three rows of data. A modal window titled 'Transfer Numbers: Select Number Type' is open, showing options for 'Local US Number' and 'Toll Free Number'. Another modal window titled 'Confirmation' is open, showing a warning about the Additional Numbers plan. A third modal window titled 'Transfer Numbers: Pre-Check' is open, showing a series of yes/no questions about the transfer process.

Status	Order Number	Date Created	Date Completed
✓	813456645	01/20/2016	01/20/2016
✗	813456345	04/07/2016	N/A
✗	813456234	04/20/2016	N/A



## View Common Phones

Common phones are shared between users. With Hot Desking, users can log in to a Shared AT&T Office@Hand desk phone remotely, and use it like it's their own—with access to their personal extension, saved settings, voicemail, and more.

Under Common Phones, you will see all of the numbers that have been assigned for hot desking.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Common Phones**. You can filter results by **Location** and **Type**.
4. Click a number to see more details. You can select **Phone Properties** to see more details in the Phones and Devices view.

AT&T Office@Hand

Dave (210) 555-0120 Ext. 101 Admin Portal Get Help Log Out

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 4 Group(s) 2 Other(s) Phones & Devices

Company Assigned Unassigned Transferred and Vanity Common Phones

Common phones are shared between users. With Hot Desking, users can log in to a Shared AT&T Office@Hand desk phone remotely, and use it like it's their own—with access to their personal extension, saved settings, voicemail, and more.

Search Numbers All Locations

Number	Location
(650) 555-5654	Woodside, CA

Total: 1 Show: 10



# Auto-Receptionist



## Auto-Receptionist Settings

Create your own Auto-Receptionist for your phone system. Customize your options for effective call management, for example: choose your company hours, set your company greeting, define rules for call handling and more.

**Note:** The Auto-Receptionist defaults to IVR Mode: single level. You can change the IVR mode to multi-level for a more intricate IVR menu. Once the settings are changed to multi-level IVR mode, options are slightly different. For more information see [Multi-Level Auto-Receptionist](#).

### Manage Auto-Receptionist with Multi-Site Support

When you have enabled Office@Hand Multi-Site Support, the user interface displays the auto-receptionist for each of the sites' auto-receptionist with individual business hours, custom rules, IVR settings and regional settings. For more information on Office@Hand Multi-Site Support, see [Multi-Site Settings](#). To create a new site, see [Create a New Site](#).

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" button. To the right are links for "Get Help" and "Log Out". Below the navigation bar is a menu with "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools".

The main content area is divided into two sections. The left section is a sidebar with icons and labels: "Company Info", "Phone Numbers", "Auto-Receptionist" (highlighted with an orange circle), "0 Group(s) 0 Other(s)", and "Phones & Devices".

The right section is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." It features a "Single Level" dropdown menu. Below this are several expandable sections:

- Company Hours:** 24 hours
- IVR Settings:** Operator Ext.: Dave Richards, Ext. 101
- Dial-by-Name Directory:** On
- Call Recording:** On-demand: On, Automatic: Off
- Regional Settings:** Time Zone: (GMT-08:00) Pacific Time (US & Canada)

The bottom section of the screenshot shows the "Multi-level" dropdown menu selected. It includes a "Search sites..." input field. Below this is a table listing sites:

Ext.	Name/Type
	Main Site
30001	Belmont Office
30002	Denver Office
30003	East Coast Regional Center
30004	Warehouse Florida
30005	Canada Toronto
30006	California Shop

To the right of the table is a sidebar for the "Belmont Office" (indicated by a close button 'X'). It contains expandable sections:

- Site Hours:** 24 hours
- IVR Settings:** Site Fax/SMS Recipient: Charlton Ho, Ext. 101
- Regional Settings:** Time Zone: (GMT-08:00) Pacific Time (US & Canada)



## Company Business Hours

Customize your company's business hours. You can specify the opening and closing time for each day of the week or select 24 hours. This establishes the settings for the Business Hours and After Hours tabs in other settings areas (such as call queue settings and user settings).

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Select **Company Hours**.
4. Set your Company Hours to:
  - a. **24 hours** to have incoming calls handled the same way all the time.
  - b. **Custom hours** lets you specify hours for each day of the week. You can also set separate call-handling rules and greetings for Business Hours and After Hours.  
To copy hours from one day to all weekdays, or to the entire week, select **Copy Settings to Weekdays** or **Copy Settings to All Days**.
5. Click **Save**.

AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101 | [Admin Portal](#) | [Get Help](#) | [Log Out](#)

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 4 Group(s) 2 Other(s) | Phones & Devices

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.

General Settings | IVR Menus | IVR Editor | Prompts Library | Single Level

**Company Hours**

Set Your Company's Business Hours

Select either 24 Hours if you want incoming calls handled the same way all the time, every day, or Custom Hours if you want incoming calls handled differently when your business is open and when it's closed.

☒ 24 hours / 7 days a week ☐ Custom hours

Cancel Save

**IVR Settings**  
Operator Ext.: Dave Richards, Ext. 101

**Dial-by-Name Directory**  
On

**Call Recording**  
On-demand: On  
Automatic: Off

**Regional Settings**  
Time Zone: (GMT-08:00) Pacific Time (US & Canada)





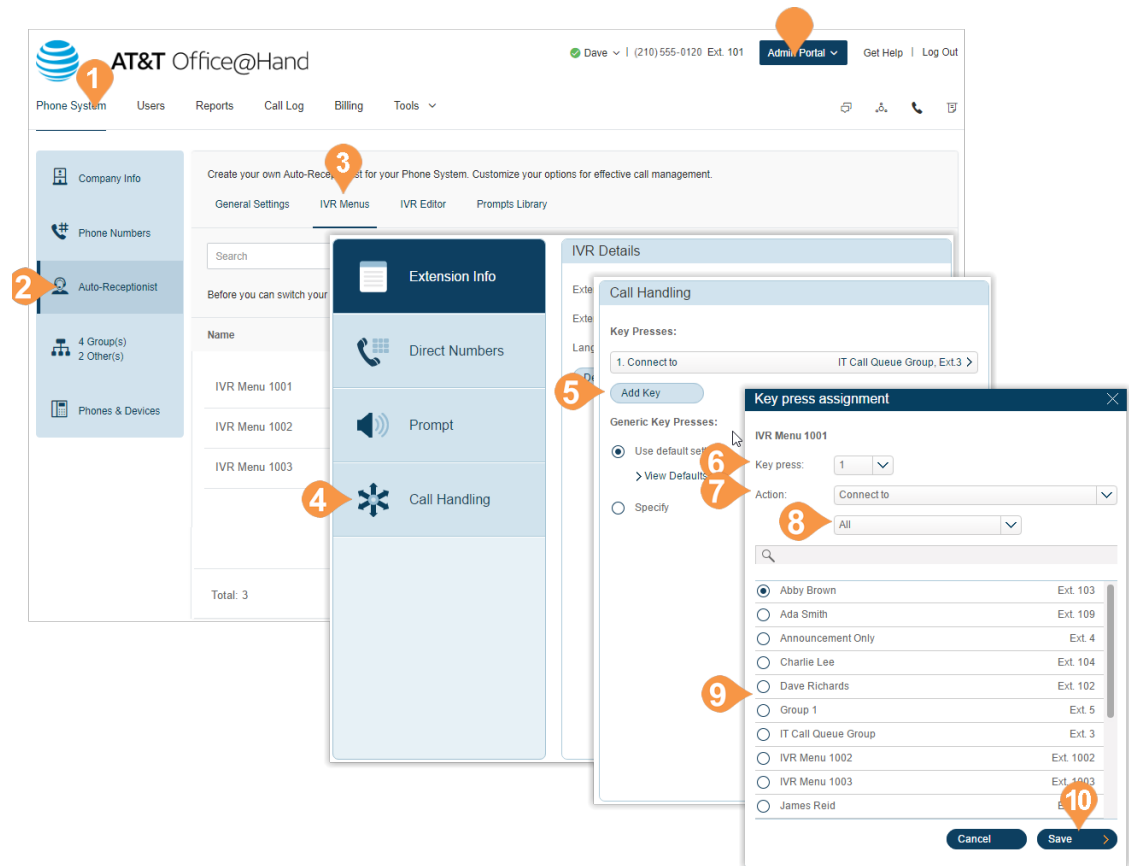
## Company Call Handling

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology. You can set a custom greeting by recording through your phone or computer or by uploading a sound file. You can also connect the Auto-Receptionist calls directly to an extension of your choice.

### Set Call Handling:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **IVR Menus** and select one of them. The **IVR Details** pop-up appears.
4. Click **Call Handling**.
5. Click **Add Key**. The **Key Press Assignment** pop-up appears.
6. Set the **Key Press**.
7. Select a **Connect to** action.
  - Transfer to voicemail of
  - Connect to dial-by-name directory
  - External transfer
8. Then select to whom the setting will apply.
  - All
  - IVR Menus
  - Users
  - Groups
  - Others
9. Select **Users**.
10. Click **Save**.

You can learn more about visual IVR settings in [“Visual IVR Editor” on page 53](#).



## Company Greeting and Menu

The Company Greeting provides additional call handling options, including hearing the **Default** greeting and recording a **Custom** greeting.

### Set a Company Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **IVR Settings**. **Company Greeting** appears under **IVR Settings**.
4. Click **Edit** under **Company Greeting**. The **Company Hours Greeting** pop-up appears.
5. Set the **Incoming Calls During Company Hours will** to one of these:
  - Play company greeting
  - Bypass greeting to go to extension
6. For **Set Greeting**
  - a. **Default**: Select **Default** and set the language the greeting for **View In**.
  - b. **Custom**: Select **Custom** to set your custom recording:
    - Follow the directions for “Recording Greetings and Messages” on page 62.
7. Under **If caller enters no action**, choose **Connect to an operator** or **Disconnect**
8. Click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120 Ext. 101', and an 'Admin Portal' dropdown menu. The sidebar on the left contains links for 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and includes tabs for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'IVR Settings' section is expanded, showing 'Company Hours' and 'Company Greeting'. The 'Company Greeting' section has an 'Edit' button. A 'Company Hours Greeting' pop-up window is open, showing options for 'Incoming Calls During Company Hours will' (Play company greeting or Bypass greeting to go to extension), 'Set Greeting' (Custom), and 'If Caller Enters no Action' (Connect to operator or Disconnect). Numbered callouts 1 through 8 indicate the sequence of steps to follow.



## Zero Dialing

Directly routes calls to a specified destination. Three options let you designate the call handling when the caller dials zero within your IVR.

To set zero dialing,

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select **IVR Settings**.
4. Scroll down and click **Zero Dialing**.

Select one of three options:

- **Connect to Company Greeting**
- **Do Nothing**

System ignores any '0' dialed by caller and continues uninterrupted. This applies regardless of the number of times the caller dials '0'.

- **Connect to Extension**

Choose from **Connect to Operator** or **Connect to Extension**

If you choose **Connect to Extension**, the system prompts you for an extension number.

Removal of the destination extension:

A warning shows that the extension being removed is in use for 0-dial handling and you are given the option to cancel the removal.

When an extension is removed, the 0-dial option defaults to the company greeting.

5. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120 Ext. 101', and an 'Admin Portal' dropdown menu. Below the navigation bar, there are tabs for 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' option is highlighted in the left sidebar. The main content area shows the 'IVR Settings' section, which includes 'General IVR Settings' and 'Zero Dialing' options. The 'Zero Dialing' section has three radio button options: 'Connect to Company Greeting', 'Do nothing', and 'Connect to Extension'. The 'Connect to Extension' option is selected, and the 'Operator' sub-option is also selected. At the bottom right, there are 'Cancel' and 'Save' buttons.



## On-demand Call Recording

On-demand Call Recording makes it easy for Office@Hand users to record calls they make or receive. When you enable On-demand Call Recording, users can activate it by pressing \*9 on their phone's dial pad.

**Note:** State and federal laws require that your callers hear a call-recording notification before and after a call is recorded. As an administrator, you need to ensure your company's call recording procedures comply with federal and state laws; neither AT&T nor RingCentral are responsible for your company's compliance..

### Choose an On-demand Call Recording Announcement

This explains how to select a particular recording announcement once On-demand call recording is enabled.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**. Slide the button on for **On-demand Call Recording**.
4. Click **Edit** to change,
  - Announcement on Start
  - Click **Set Greeting** and choose **Default** or **Custom**.
  - Click **Done**.
  - Announcement on Stop
  - Click **Set Greeting** and choose **Default** or **Custom**.
  - Click **View in**, choose the language for viewing the message text.
5. Click **Done**.
6. Click **Save**.

To enable On-demand call recording, see page 40.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The left sidebar contains a menu with 'Phone System' (selected), 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The main content area shows the 'Auto-Receptionist' configuration page. The 'Call Recording' section is expanded, showing 'On-demand Call Recording' with a toggle switch turned on. Below this, there are two modals: 'Announcement on Start' and 'Announcement on Stop'. Both modals have a 'Set Greeting' dropdown menu set to 'Custom', a 'View In' dropdown menu set to 'English (U.S.)', and a text area for the announcement message. The 'Announcement on Start' modal shows the message 'Press \* to listen and \* to re-record your custom greeting.' and the 'Announcement on Stop' modal shows the message 'This call has been recorded.' Both modals have a 'Done' button. The 'On-demand Call Recording' section also has an 'Edit' button. The 'Automatic Call Recording' section has a toggle switch turned off and a 'Save' button.



## Enable On-demand Call Recording Announcement

To enable the on-demand call recording feature:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
4. Move the slider button to the right next to, **Enable On-demand Call Recording**.
5. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" button. The main navigation menu on the left includes "Phone System" (selected), "Users", "Reports", "Call Log", "Billing", and "Tools". The left sidebar contains a list of options: "Company Info", "Phone Numbers", "Auto-Receptionist" (selected and highlighted with an orange circle and number 2), "4 Group(s) 2 Other(s)", and "Phones & Devices". The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." and includes a "Single Level" dropdown menu. The settings are organized into sections: "Company Hours" (24 hours), "IVR Settings" (Operator Ext.: Dave Richards, Ext. 101), "Dial-by-Name Directory" (On), and "Call Recording" (expanded with an orange circle and number 3). Under "Call Recording", there are two sections: "On-demand Call Recording" and "Automatic Call Recording". In the "On-demand Call Recording" section, the "Enable On-demand Call Recording" toggle switch is turned on (indicated by an orange circle and number 4) and is accompanied by the text "Enable your users to record calls at any time by pressing (\*) (9) on a phone dial pad." The "Automatic Call Recording" section has a toggle switch that is turned off. At the bottom right of the "Call Recording" section, there are "Cancel" and "Save" buttons, with the "Save" button highlighted by an orange circle and number 5.



## Automatic Call Recording\*

Automatic Call Recording allows you to record incoming and outgoing calls automatically. You can also play back the recordings or download the recorded call logs for sales and support training, compliance, etc.

*NOTE: State and federal laws require that your callers hear a call-recording notification before and after a call is recorded. As an administrator, you need to make sure your company's call recording procedures comply with federal and state laws; neither AT&T nor RingCentral are responsible for your company's compliance.*

### Choose an Automatic Call Recording Announcement

First enable automatic call recording. See page 42.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
  - Click to enable Automatic Call Recording.
  - Confirm your agreement to the laws.
4. Click boxes for the desired options:
  - Play periodic tones for outbound calls
  - Play Call Recording Announcement for Outbound Calls
  - Allow mute in auto call recording

You can also listen to your recording announcement or specify extensions to record.

5. Click **Edit** to select the call recording announcement and select an option:
  - Select **Default** to use the provided greeting.
  - Select **Custom** to record a greeting.
6. Click **Done**.
7. Click **Save**.

\*This option is available for Office Premium and Enterprise only.

The screenshot illustrates the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave (210) 555-0120 -8284 Ext. 101', and links to 'Admin Portal', 'Get Help', and 'Log Out'. The sidebar on the left contains links to 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and includes sections for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'Auto-Receptionist' section is expanded, showing 'Company Hours', 'IVR Settings', and 'Dial-by-Name Directory'. The 'Call Recording' section is highlighted, showing options to enable 'On-demand Call Recording' and 'Automatic Call Recording'. A 'Call Recording Announcement' dialog is open, allowing selection of a greeting (Custom) and recording by (Phone, Computer microphone, Importing). A 'Confirmation' dialog is also shown, asking for agreement to state and federal laws.



## Enable an Automatic Call Recording Announcement

To enable the automatic call recording feature:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
4. Slide the button on for **Automatic Call Recording**.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" button. The main navigation menu on the left contains "Phone System" (highlighted with a blue bar and a red circle with the number 1), "Users", "Reports", "Call Log", "Billing", and "Tools". The left sidebar lists "Company Info", "Phone Numbers", "Auto-Receptionist" (highlighted with a blue bar and a red circle with the number 2), "4 Group(s) 2 Other(s)", and "Phones & Devices". The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." and includes tabs for "General Settings", "IVR Menus", "IVR Editor", and "Prompts Library". The "General Settings" tab is active, showing sections for "Company Hours" (24 hours), "IVR Settings" (Operator Ext.: Dave Richards, Ext. 101), "Dial-by-Name Directory" (On), and "Call Recording" (highlighted with a red circle with the number 3). The "Call Recording" section has two subsections: "On-demand Call Recording" with a toggle switch for "Enable On-demand Call Recording" and a description "Enable your users to record calls at any time by pressing (\*) (9) on a phone dial pad.", and "Automatic Call Recording" (highlighted with a red circle with the number 4) with a toggle switch for "Enable Automatic Call Recording" and a description "Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log." At the bottom right of the "Call Recording" section are "Cancel" and "Save" buttons, with the "Save" button highlighted by a red circle with the number 5.



## Planning for Interactive Voice Response (IVR)

In the Office@Hand system, you can create a multi-level IVR as an additional option to the Auto-Receptionist. It extends the Auto-Receptionist menu with more powerful and efficient call handling.

### Layout Your Multi-level IVR Plan

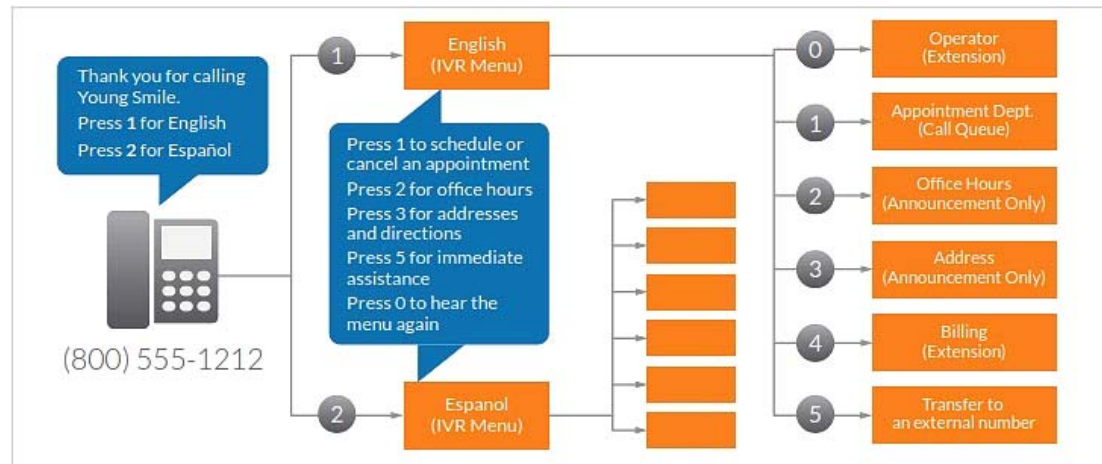
The Office@Hand Multi-level IVR facility supports up to 250 menus for each account you create. It provides callers with options to self-select how they can reach a person or a department in your company. The first step in creating a multi-level IVR menu is to lay out a call-routing plan similar to the examples shown on this page.

#### Single-Location IVR Use Case

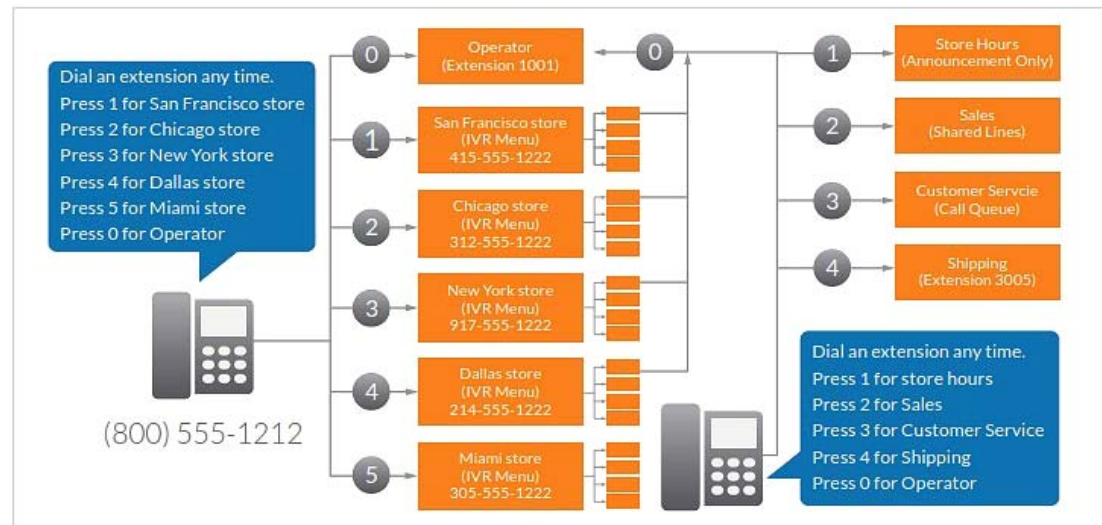
A local dentist office provides services to both English- and Spanish-speaking customers. The dental office IT Manager configures the phone routing system with identical prompts in two languages.

#### Multiple-Locations IVR Use Case

A nationwide furniture retailer has 5 stores located in San Francisco, Chicago, New York, Dallas, and Miami. The IT Manager sets up a toll-free number for the automated attendant system that can route incoming calls to the proper stores in the entire retail chain.



Multi-Level IVR, single location use case: bilingual dentist office



Multi-Level IVR, multiple location use case: nationwide furniture retailer





## Switch to Multi-level IVR Mode

As an option, you can change your Auto-Receptionist from a single-level to a multi-level IVR to serve users at multiple locations or to provide callers with multi-lingual menus.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. On the Auto-Receptionist panel, click the **Single Level** button **Multi-level**. A pop-up will appear with a warning message. By switching to multi-level IVR mode, all of your company call handling settings will be discarded.
4. Click **Continue** to confirm switching to multi-level IVR.
5. The **Switch to Multi-level IVR** pop-up appears. Do one of the following:
  - Enter a top level menu in the **Select the top level menu to connect to** search field.
  - Select the button next to one of the listed **Names**.
6. Click **Save**.

NOTE: Because your call handling settings are discarded, you will need to reset your call handling settings.

NOTE: Your IT department should validate and test the IVR configuration to ensure the routing and prompts in a root menu work well before connecting them to the Auto-Receptionist.

For more details, see [“IVR Menus” on page 50](#).

The screenshot shows the AT&T Office@Hand Admin Portal. The sidebar on the left has 'Phone System' selected (1). The main panel shows the 'Auto-Receptionist' settings (2). A 'Switch to Multi-level IVR' pop-up is displayed (4). The pop-up contains a warning message (5) and a table of IVR menus (6). The table has columns for 'Select', 'Name', and 'Ext.'. The 'Save' button is highlighted (7).

Select	Name	Ext.
<input type="radio"/>	IVR Menu 1001	1001
<input type="radio"/>	IVR Menu 1002	1002
<input type="radio"/>	IVR Menu 1003	1003



## Set General IVR Settings

When you have set multi-level IVR mode, you can see general IVR settings from the Auto-Receptionist menu.

To set general IVR settings:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select **IVR Settings**.
4. Scroll down to **General IVR Settings**.
5. Under **General IVR Settings**, select options:
  - Configure the actions for the general navigation keys. When callers press # (hash/pound) or \* (star/asterisk), the following actions are available:
    - **Repeat menu greeting**
    - **Return to root menu**
    - **Return to previous menu**
    - If the caller enters no action after the prompt is played three times, the following actions are available:
      - **Disconnect:** The call will be disconnected.
      - **Connect directly to an extension:** The caller is routed to the extension you specify.
6. Click **Save**.

**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Admin Portal | Get Help | Log Out

1. Phone System

2. Auto-Receptionist

3. IVR Settings

4. General IVR Settings

5. Repeat menu greeting

6. Save

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.

General Settings | IVR Menus | IVR Editor | Prompts Library

Single Level

Company Hours

24 hours

IVR Settings

Company Greeting

How to handle incoming calls during business hours.

Company Hours Greeting

Play company greeting

00:00 / 00:00

After Hours Greeting

After Hours call handling go into effect when your business is closed. The Business Hours is currently set to 24 hours a day. To change business hours, go to Auto-Receptionist > Company Hours.

If caller enters no action: Disconnect

Edit

Custom Answering Rules

You can create custom rules for special routing during holidays, specific time of the day (e.g. lunch break) or for special callers.

Custom Rule

General IVR Settings

Specify general navigation keys. All the menus will follow these settings unless you overwrite them on an individual menu level.

Press #

Repeat menu greeting

Press \*

Return to previous menu

If caller enters no action after the prompt played 3 times

Disconnect the call | Connect to extension

Zero Dialing

When listening to User or Group Extension greeting, press 0 will do as per the selected option below.

Connect to Company Greeting | Do nothing | Connect to Extension

Cancel | Save



## IVR Tool\*

Office@Hand provides additional IVR tools to help you create and manage your IVR Menus. Auto-Receptionist consists of three parts that help you configure your IVR: IVR Menus, IVR Editor, Prompts Library.

Use the IVR tool to:

- Configure IVR menus with the Visual IVR Editor
- Import prompt recordings
- Record prompts
- Import and export XML files

**Note:** Any change on the IVR menu overwrites the imported XML file. It is suggested that you export and save a new XML file after making changes.

Access the IVR Tool by using the following steps:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select the **IVR Editor** tab.

\*Available for Office Premium and Enterprise users only.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with contact information (210) 555-0120 Ext. 101. The 'Admin Portal' dropdown menu is visible. The main navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with an orange circle and number 2), '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' section is expanded, showing 'IVR Editor' (highlighted with an orange circle and number 3) and 'Prompts Library'. The 'IVR Editor' tab is active, displaying options to 'Download Sample IVR XML Files' (Single Level IVR, Multi-level IVR), 'Import XML file' (Import), and 'Export IVR XML File' (Export). Below this, the 'Visual IVR Editor' section is shown, with a 'Launch Visual IVR Editor' button. A preview of the Visual IVR Editor interface is displayed at the bottom, showing a 'Greeting' menu with options for 'Chicago', 'New York', 'Boston', and 'Miami'.



## Import or Export XML Files

In the XML section, you can import and export XML files for your IVR. Your IVR Menus are validated by Office@Hand once you import an XML file.

### Download a Sample XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. the XML Editor displays.
4. Under **Download Sample IVR XML Files**,
  - Click Single Level IVR, or
  - Click Multi-level IVR

The sample XML file is downloaded in your browser.

The screenshot displays the AT&T Office@Hand Admin Portal. At the top, the header includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". There is an "Admin Portal" dropdown menu and links for "Get Help" and "Log Out". Below the header is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected. On the left side, there is a sidebar menu with icons and labels: "Company Info", "Phone Numbers", "Auto-Receptionist" (highlighted with an orange circle and the number 2), "4 Group(s) 2 Other(s)", and "Phones & Devices". The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." It has sub-tabs: "General Settings", "IVR Menus", "IVR Editor" (highlighted with an orange circle and the number 3), and "Prompts Library". Below these tabs, the "XML Editor" section is visible, with the text: "You can create your IVR menus in XML for quick deployment or bulk changes. To get started, you can download sample IVR xml files." Under the heading "Download Sample IVR XML Files", there are two buttons: "Single Level IVR" and "Multi-level IVR". Below these buttons, there are two sections: "Import XML file" with an "Import" button, and "Export IVR XML File" with an "Export" button. Further down, the "Visual IVR Editor" section is shown, with the text: "The Visual IVR Editor lets you configure your Multi-Level IVR using an easy-to-use graphic interface." and a "Launch Visual IVR Editor" button. At the bottom, there is a preview of the Visual IVR Editor interface, showing a flowchart for a "Greeting" menu with options for "Chicago", "New York", "Boston", and "Atlanta".



## Export an XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. The XML Editor displays.
4. Under **Export IVR XML File**, click **Export**. The sample XML file is exported to your browser.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" dropdown menu is open, showing "Get Help" and "Log Out". The main navigation tabs are "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected, and the "Auto-Receptionist" sub-tab is highlighted in the left sidebar. The "IVR Editor" sub-tab is selected in the top navigation bar. The main content area shows the "XML Editor" section, which includes a "Download Sample IVR XML Files" section with "Single Level IVR" and "Multi-level IVR" buttons. Below this is the "Import XML file" section with an "Import" button. The "Export IVR XML File" section is highlighted, showing an "Export" button. The "Visual IVR Editor" section is also visible, featuring a "Launch Visual IVR Editor" button and a diagram of a multi-level IVR menu structure.



## Import an XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. the XML Editor displays.
4. Under **Import XML file**, click **Import** to browse and locate the XML file. then click **Import**.

Office@Hand detects configuration issues as soon as you click **Import**. You can manually fix the errors in the XML file and upload it again or you can click **Accept and Continue** to manually fix the errors using your Office@Hand online account.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" dropdown menu. To the right are links for "Get Help" and "Log Out". Below the navigation bar is a horizontal menu with "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools" (with a dropdown arrow). The left sidebar contains a vertical menu with "Company Info", "Phone Numbers", "Auto-Receptionist" (highlighted with an orange circle and the number 2), "4 Group(s) 2 Other(s)", and "Phones & Devices" (highlighted with an orange circle and the number 4). The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." and has tabs for "General Settings", "IVR Menus", "IVR Editor" (highlighted with an orange circle and the number 3), and "Prompts Library". Under the "IVR Editor" tab, the "XML Editor" section is active, showing instructions: "You can create your IVR menus in XML for quick deployment or bulk changes. To get started, you can download sample IVR xml files." Below this are buttons for "Single Level IVR" and "Multi-level IVR". The "Import XML file" section has an "Import" button (highlighted with an orange circle and the number 4). The "Export IVR XML File" section has an "Export" button. The "Visual IVR Editor" section includes a "Launch Visual IVR Editor" button. At the bottom, a preview of the Visual IVR Editor shows a flowchart for a "Greeting" menu with four options: "Chicago", "New York", "Boston", and "Atlanta".



## IVR Menus

Office@Hand offers various tools to help manage and create IVR (interactive voice response) menus. Administrators can add new IVR menus as shown in the following instructions, use the Visual IVR Editor, or import an XML file.

### Add an IVR Menu Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Click **New IVR Menu** button. The **Add IVR Menu** pop-up appears.
5. Enter the **Extension Number** and **Extension Name**.
6. Click **Save**.

The new IVR Menu appears listed under the **IVR Menus** tab. Configure an IVR Menu

After you have created an IVR Menu, configure the Extension Info, Direct Numbers, Prompt, and Call Handling.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120', an extension 'Ext. 101', and an 'Admin Portal' dropdown menu. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a red circle 2), '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' It features a search bar, a 'Validate Menus' button, and a '+ New IVR Menu' button (highlighted with a red circle 4). Below this is a table of IVR menus with columns for Name, Numbers, Ext., and Language. The table lists three existing menus: 'IVR Menu 1001', 'IVR Menu 1002', and 'IVR Menu 1003'. A pop-up dialog titled 'Add IVR Menu' (highlighted with a red circle 5) is open, showing fields for 'Extension Number' (1004) and 'Extension Name' (IVR Menu 1004), with 'Cancel' and 'Save' buttons (highlighted with a red circle 6). The bottom of the page shows 'Total: 3' and a 'Show: 25' dropdown.

Name	Numbers	Ext.	Language	
IVR Menu 1001		1001	English (U.S.)	Add Direct Numbers   Delete
IVR Menu 1002		1002	English (U.S.)	Add Direct Numbers   Delete
IVR Menu 1003		1003	English (U.S.)	Add Direct Numbers   Delete



## Configure Extension Info

After you select an existing IVR Menu, edit your extension number, name, or delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** **IVR Details** pop-up appears.
  - If you would like to delete this IVR menu, click **Delete Menu**.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal. The top navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The user is logged in as 'Dave' with the phone number '(210) 555-0120' and extension '101'. The 'Admin Portal' button is highlighted. The sidebar on the left shows 'Auto-Receptionist' selected. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' It has tabs for 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'IVR Menus' tab is active, showing a search bar, a 'Validate Menu' button, and a '+ New IVR Menu' button. Below this is a table of IVR menus:

Name	Numbers	Ext.	Language
IVR Menu 1001		1001	English (U.S.)
IVR Menu 1002			
IVR Menu 1003			

A pop-up window titled 'Extension Info' is open, showing the 'IVR Details' for 'IVR Menu 1001'. The details include: Extension Number: 1001, Extension Name: IVR Menu 1001, and Language: English (U.S.). There are 'Delete Menu', 'Cancel', and 'Save' buttons. The 'Save' button is highlighted.





## Add a Direct Number .

To add a direct number for an IVR menu:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Click an existing **IVR Menu**.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Select one of the number types. Follow these instructions for the type of number you choose:
  - a. **Local (Domestic)**: Select the button for Local (Domestic). Provide the State/Province and Area Code and Select Number.
  - b. **Toll-Free**: Select the button for **Toll-Free Number**. Select a Toll-Free prefix and a number from the drop-down menu.
  - c. **Vanity**: Select the button for **Vanity**. Choose a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available.
  - d. **International**: Select the button for **international**. Select the button next to **Geographic Number** or **Toll-Free Number**. Select the Country, call the phone number in the instructions to order an international number.
8. Click **Next** when finished choosing your number. Proceed to the completion of your order

The screenshot illustrates the process of adding a direct number to an IVR menu in the AT&T Office@Hand Admin Portal. The interface is divided into a sidebar and a main content area. The sidebar contains navigation tabs: Phone System, Users, Reports, Call Log, Billing, Tools, and Auto-Receptionist. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' It includes tabs for General Settings, IVR Menus, IVR Editor, and Prompts Library. The IVR Menus tab is active, showing a list of IVR menus (IVR Menu 1001, IVR Menu 1002, IVR Menu 1003) and a table with columns for Name, Extension Number, Menu Name, and Direct Number. A modal window titled 'Add Direct Number' is open, showing the '1 Select Numbers' step. The modal includes radio buttons for 'Local (Domestic)', 'Toll-Free', 'Vanity', and 'International'. Below these are dropdown menus for 'Select State/Province' and 'Select Area Code', and a 'Select' button. The 'Next' button is highlighted in the bottom right corner of the modal.



## Visual IVR Editor

The Visual IVR Editor lets you configure your Multi-level IVR using an easy-to-use graphical interface. Add menus and assign to extensions with just a few clicks.

### Launch the Visual Editor

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab.
4. Click **Launch Visual IVR Editor**. The **Visual IVR Editor** opens in a new browser tab.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with contact information '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The main navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with an orange circle and number 2), '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The main content area shows the 'IVR Editor' tab selected (highlighted with an orange circle and number 3). Below this, there are sections for 'XML Editor' and 'Visual IVR Editor'. The 'Visual IVR Editor' section includes a 'Launch Visual IVR Editor' button (highlighted with an orange circle and number 4) and a preview of the Visual IVR Editor interface, which shows a 'Greeting' menu with options for 'Chicago', 'New York', 'Boston', and 'Atlanta'.



## Create a New IVR Menu

Use these steps to create a new IVR menu with the visual editor.

1. Open the Visual IVR Editor in auto-receptionist.
2. In the new tab, you will see your **Visual IVR Editor**. On this page, you will have a **New Tree** waiting to be created. You have the option to create a new IVR from this screen, or open an existing IVR and edit it in the Visual IVR Editor.
  - a. In the upper-left corner of the screen you have icons for **Open Existing Menu**, **Save**, **Validate**, and **Clear Workspace**.
3. In the upper-right corner you have a **search bar**, an **information drop-down menu** with options for **Take a Tour** and **Learn More**, and when you are viewing an IVR menu, you will see zoom in and out buttons.

You can click **Next** to navigate through the welcome instructions in the Visual IVR Editor.

Visual IVR Editor

The Visual IVR Editor lets you configure your Multi-Level IVR using an easy-to-use graphic interface.

**1** Launch Visual IVR Editor

**2a** **2** Visual IVR Editor

**3** Search

Welcome to the Visual IVR Editor  
Creating and editing your IVR is fast and easy with the Visual Menu Editor.

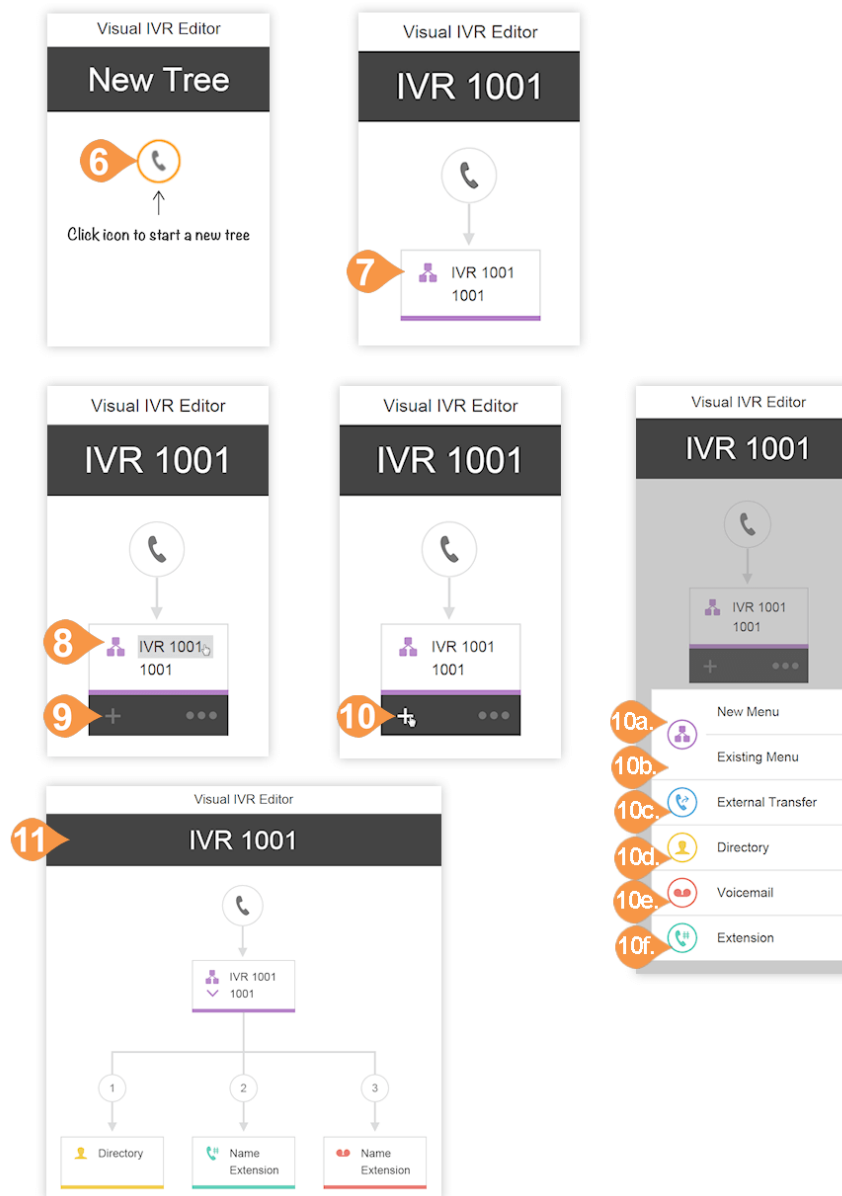
AT&T Office@Hand Visual IVR Editor Greeting Search

The screenshot displays a hierarchical IVR menu tree. The root node is 'Greeting' (1000). It branches into four city-based nodes: 'Chicago 1001', 'New York 1002', 'Boston 1003', and 'Atlanta 1004'. Each city node further branches into 'Support' and 'Finance' categories. For example, under 'New York 1002', there is a 'Support 201' node which branches into 'Sales Menu 1001' and 'Real Estate 201'. The 'Real Estate 201' node further branches into 'John Doe 202' and 'Jane Smith 203'. Similar structures are shown for the other cities. At the bottom of the interface, there are 'Skip' and 'Next' buttons.

Skip Next



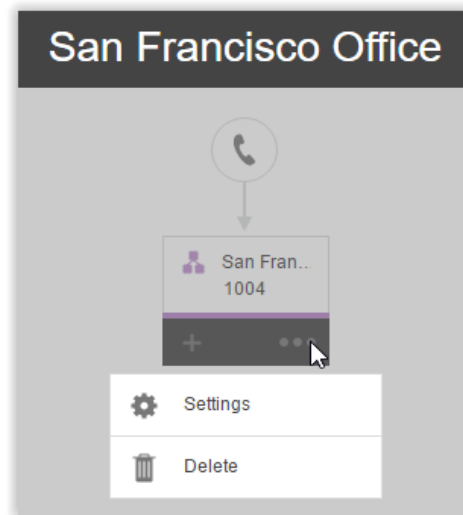
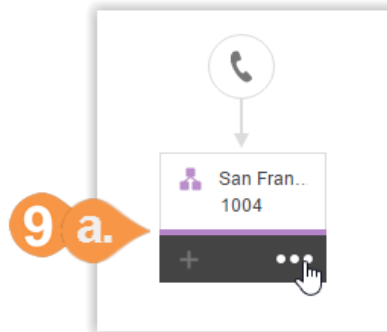
4. Click the **Phone icon** to start a new tree.
5. Your new tree will be automatically assigned a name and extension number.
6. Click the name or extension number to edit the text field and enter your preferred name and extension. Press enter when you are finished and the title will change automatically.
7. Hover over your new IVR menu to see more options.
8. Click “+” to add sub-items to your tree. Sub-items include:
  - a. **New Menu:** Create a new IVR menu as an option within your tree.
  - b. **Existing Menu:** Choose an existing IVR menu from a different IVR tree.
  - c. **External Transfer:** Include an external number in your tree.
  - d. **Directory:** Attach your company’s dial-by-name directory to your tree.
  - e. **Voicemail:** Give the option to leave a voicemail.
  - f. **Extension:** Add a specific extension to your tree.



9. As you add sub-items to your tree, they will appear in the Visual IVR Editor. Once you have added your items to your menu, hover over an item to edit it and see more options. Each menu has its own settings. For some items you will see a "+" and "..." and other items will only have the trash can icon.

**a. IVR Menus**

- Click the IVR name and extension text fields to edit them.
- Click "+" to add sub-items to your tree.
- Click "..." to open the menu for Settings and Delete.
- Click **Settings** to edit your IVR Menu settings just as you would edit them in the IVR Group settings.
- Click **Delete** to delete this item.



Menu Settings

San Francisco Office

1004

Select Language:

English (U.S.)

Use Text to Speech:

Select Prompt File

Generic Key Presses

Use Default Settings:

Press #:

Repeat menu greeting

Press \*:

Return to previous menu

If caller enters no action after the prompt played 3 times:

Call will disconnect

Cancel

Save



**b. External Transfer**

- Click the phone number text field to enter the external transfer number of your choice.
- Click the trash can icon to delete this item.

**c. Directory**

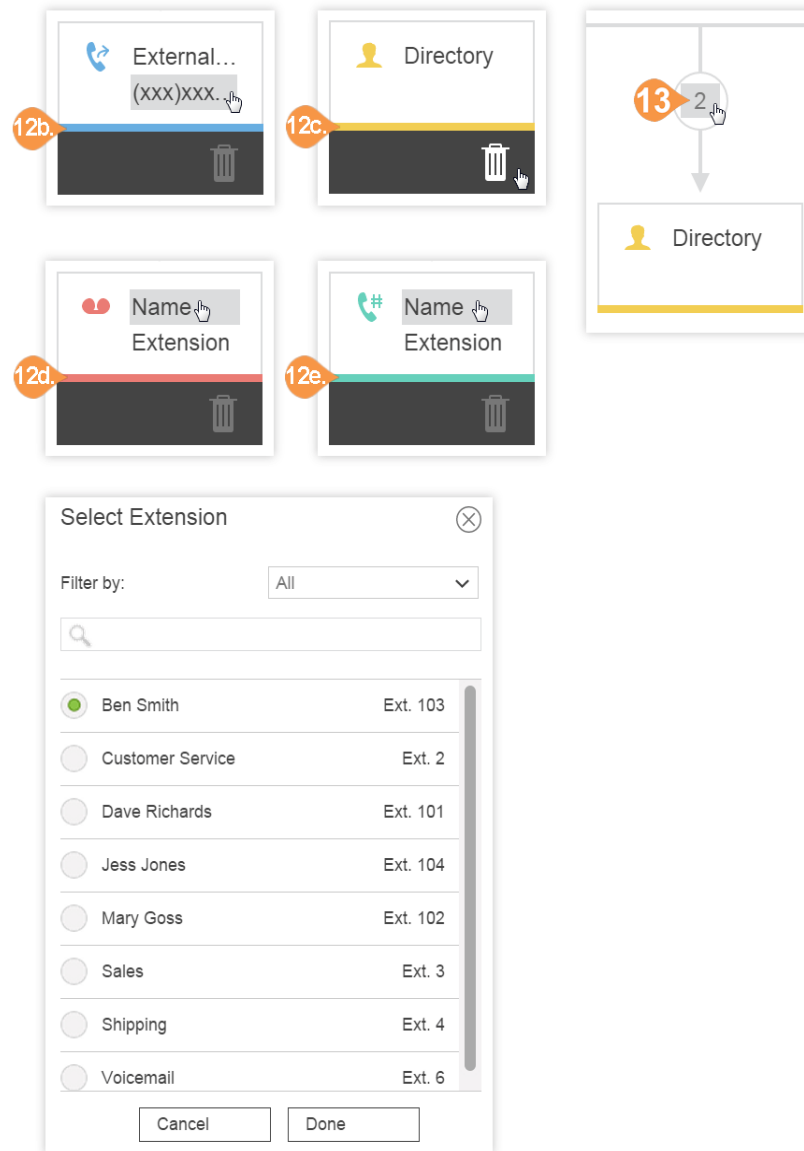
- No further configuration is needed.
- Click the trash can icon to delete this item.

**d. Voicemail**

- Click the name or extension text fields to open a menu to choose an existing user's extension.
- Click the trash can icon to delete this item.

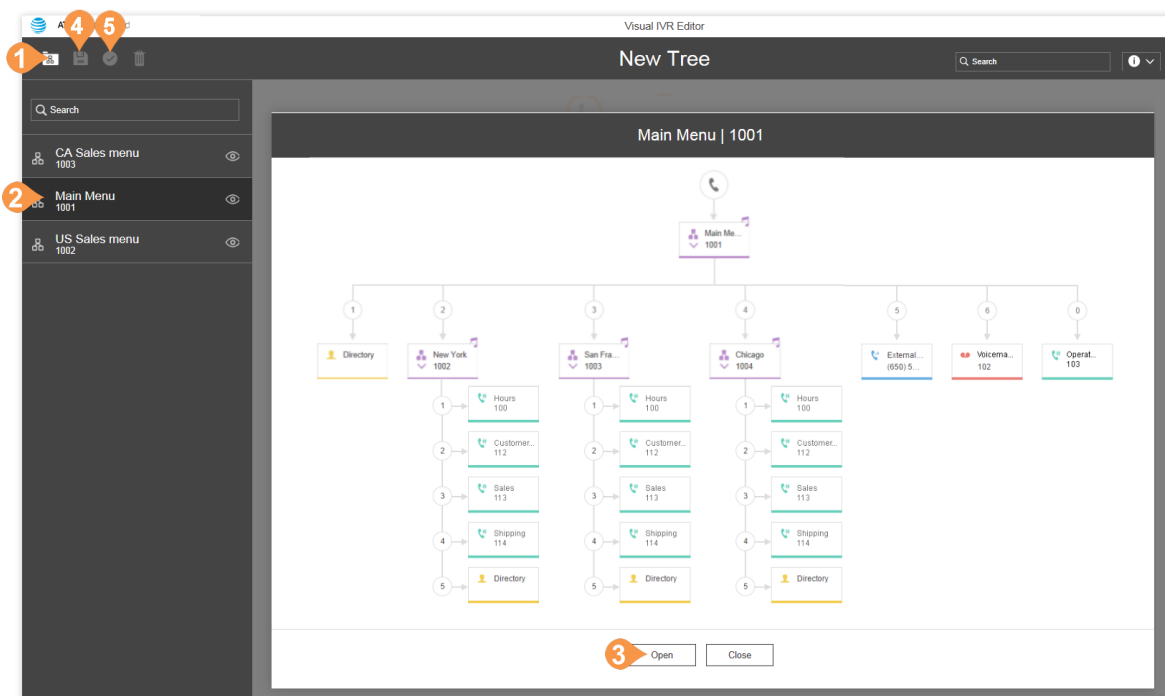
**e. Extension**

- Click the name or extension text fields to open a menu to choose an existing user's extension.
- Click the trash can icon to delete this item.
- You can also change the order and key press of an item by click on the existing number and typing a new number.
- Click out to save.



### Edit an Existing IVR Menu with the Visual IVR Editor

1. From the **Admin Portal**, launch the Visual Editor, then click the **Open Existing Menu icon**.
2. Click on an existing menu to see a preview of the menu.
3. Click **Open** to be able to edit the menu in the Visual IVR Editor.
4. After editing your menu, click the **Validate icon** to check your IVR menu.
5. Click the **Save icon** once you are done editing to save your IVR.



## Prompts

Prompt recordings guide callers with instructions on keys to press. Prompts can be pre-uploaded and saved to the Prompt Library, which you can then set up as prompts using the IVR Tool.

There are two prompt modes: audio and text-to-speech.

- Audio prompts are voice recorded.
- Text-to-speech prompts are written by you, then Office@Hand's automated system reads the prompt to your callers.

**Note:** An IVR menu can function independently from the Auto-Receptionist, so it does not have to be set up for an Auto-Receptionist greeting.

### Record an Audio Prompt

To record a new audio prompt for your system,

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Select the **Prompts Library** tab.
4. Click **Record Prompts**. The **Record Prompt** pop-up appears.
5. Enter a name for your prompt in the **Prompt Name** field.
6. Select one of these methods to record a prompt and follow the on-screen instructions:
  - Phone (record over the phone)
  - Computer Microphone.

Follow the remaining on screen instructions to record your prompt.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar shows the user's name (Dave), phone number ((210) 555-0120 Ext. 101), and the Admin Portal link. The sidebar on the left contains navigation options: Phone System (1), Users, Reports, Call Log, Billing, and Tools. The main content area has tabs for General Settings, IVR Menus, IVR Editor, and Prompts Library (3). The Prompts Library tab is active, showing a search bar, 'Import Prompts' and 'Record Prompts' buttons (4), and a table of prompts. The 'Record Prompt' pop-up window is open, showing a 'Prompt Name' field (5) and a selection between 'Phone' and 'Computer Microphone' (6). The pop-up also includes instructions and a 'Call Now' button.





Select Prompt Mode: Audio

To select a previously recorded audio prompt, do the following:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menu** tab.
4. Select an existing **IVR Menu**. The **Extension Info** appears.
5. Click **Prompt**. The **IVR Prompt** pop-up appears.
6. Under **Prompt mode**, select the button next to **Audio**.
7. Click **Select from Prompt Library**.
8. The **Select Prompt** pop-up appears with a list of pre-uploaded prompts.
9. Select the button next to the prompt you'd like to set.
10. Click **Select**.

You can listen to your new prompt by dialing into the extension and re-recording it until you are satisfied.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave" with a phone number "(210) 555-0120" and extension "Ext. 101". There is an "Admin Portal" dropdown menu and links for "Get Help" and "Log Out". The left sidebar contains navigation options: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Auto-Receptionist" option is selected. The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." and includes tabs for "General Settings", "IVR Menus", "IVR Editor", and "Prompts Library". The "IVR Menus" tab is active, showing a search bar, a "Validate Menus" button, and a "New IVR Menu" button. Below this, a table lists IVR menus with columns for "Name", "Numbers", "Ext.", and "Language". Two menus are listed: "IVR Menu 1001" and "IVR Menu 1002", both with extension "1001" and "1002" respectively, and language "English (U.S.)". A "Select Prompt" modal is open, showing a search bar and a list of prompts: "Main Menu.mp3" and "Sales Menu.mp3". A "Prompt Mode" dialog is also visible, showing "Audio" and "Text to speech" options, and a "Select" button. Numbered callouts (1-10) highlight key steps in the process.



## Select Prompt Mode: Text-to-Speech

Office@Hand's text-to-speech utility converts the text greeting you typed into a voice file and saves it to the IVR Prompt Library. Set an IVR prompt using text-to-speech. The text you enter must contain only letters, digits, space, commas, and periods. No special symbols. Use the words "hash" or "pound" or "star" instead of "#" or "\*" if needed.

To set up a text-to-speech prompt for an IVR menu:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** appears.
5. Click **Prompt**. The IVR Prompt pop-up appears.
6. Under **Prompt mode**, select the button next to **Text to speech**.
7. In the box for **Text**: type your desired greeting and connection instructions for your callers.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120', an extension 'Ext. 101', and an 'Admin Portal' dropdown menu. Below the navigation bar, there are tabs for 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The left sidebar contains a list of options: 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a blue bar), '4 Group(s) 2 Other(s)', and 'Phones & Devices'. The main content area is titled 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.' and has sub-tabs for 'General Settings', 'IVR Menus' (highlighted), 'IVR Editor', and 'Prompts Library'. A search bar and a 'Validate Menus' button are present. Below this, a message states: 'Before you can switch your company call handling to Multi-Level IVR, you must first add and set up your IVR Menu.' A table lists IVR menus with columns for 'Name', 'Numbers', 'Ext.', and 'Language'. One entry is visible: 'IVR Menu 1001' with extension '1001' and language 'English (U.S.)'. To the right of the table are links for 'Add Direct Numbers' and 'Delete'. A pop-up window titled 'Extension Info' is open, showing a 'Prompt' tab. Inside the pop-up, the 'Prompt Mode' section has two radio buttons: 'Audio' and 'Text to speech' (selected). Below this is a text input field with the placeholder 'Please define greeting here.' and a 'Save' button at the bottom right.



## Recording Greetings and Messages

Several tasks require admins to record messages or greetings for your Office@Hand system. These steps explain how to do the following:

- Record Over the Phone
- Record Using the Computer Microphone
- Import a WAV or MP3 file.

### Import a WAV file for Your IVR Prompt

In the Prompts section, you can import or record your IVR prompts and edit prompts that have already been imported. To import a WAV file, do the following:

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **Prompts Library** tab.
4. Click the **Import Prompts** button.

A browser appears.

- Navigate to the prompt file location.
- Select the file and click **Open**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" dropdown menu is open. The main navigation tabs are "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected. On the left sidebar, the "Auto-Receptionist" link is highlighted. The main content area shows the "Prompts Library" tab selected. A search bar is present, and the "Import Prompts" button is highlighted. Below the search bar, there is a table with columns "Prompt Name" and "Used In". The table contains two entries: "Custom Greeting" and "customgreeting.wav". The "customgreeting.wav" entry is associated with "IVR Menu 1002, Ext. 1002". At the bottom of the table, it says "Total: 0".



## Record a Prompt over the Phone

Account admins and users with permissions can create a custom audio prompt. One way to create this prompt is to record the prompt using your Office@Hand phone.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **Prompts Library**.
4. Click **Record Prompts**.

The **Record Prompt** pop-up appears.

Enter a name in the text field next to **Prompt Name**.

5. Select the **Phone** tab.
  - Next to **Call me at**, enter a phone number.
  - Click the **Call Now** button, and Office@Hand will call you to record your message. Record your IVR prompt over your phone when prompted.
6. Review the prompt and click **Done**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" button is highlighted. Below the navigation bar, the "Phone System" tab is selected. The left sidebar shows the "Auto-Receptionist" section, which is expanded to show "Prompts Library". The "Record Prompts" button is highlighted. The main content area shows the "Prompts Library" page with a search bar and a "Record Prompts" button. A "Record Prompt" pop-up is shown, with the "Prompt Name" field set to "Voicemail". The "Phone" tab is selected, and the "Call me at" field is set to "650-555-7000". The "Call Now" button is highlighted. The pop-up also shows a play button and a "Done" button. A second "Record Prompt" pop-up is shown, displaying the message "Your prompt was recorded and successfully activated." and the "Done" button.



## Record a Prompt Using Your Computer Microphone

Account admins and users with permissions can create a custom audio prompt. One way to create this prompt is to record the prompt using your computer microphone.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **Prompts Library**.
4. Click **Record Prompts**.

A pop-up will appear.

5. In the Record Prompt window, enter a name for your prompt. Ensure that a microphone is connected to your computer and click **Record Using Computer Microphone**.

Click **Allow** if Office@Hand asks to record through your computer.)

6. The **Record Prompt** pop-up appears.
  - a. When ready, click the red **Record** button to record or re-record your IVR prompt through your computer microphone.
  - b. Click the **Play** button to listen to your prompt and then click the **Record** button to re-record your IVR prompt.
  - c. Click the **Download** button to and save your recording to your computer.
7. Click **Done**.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 0 Group(s) 0 Other(s) Phones & Devices

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management.

General Settings IVR Menus IVR Editor Prompts Library

Search Prompts Import Prompts Record Prompts

Prompt recordings guide callers with instructions on keys to press. Prompts can be pre-uploaded and saved to the Prompt Library, which you can use as prompts using the IVR Tool.

Record Prompt

Prompt Name Voicemail

Phone Computer Microphone

Please connect to the microphone to record your greeting.

Cancel

Record Prompt

Prompt Name Voicemail

00:00 / 00:00

Your prompt was recorded and successfully activated.

Done

Total: 0 Show: 25

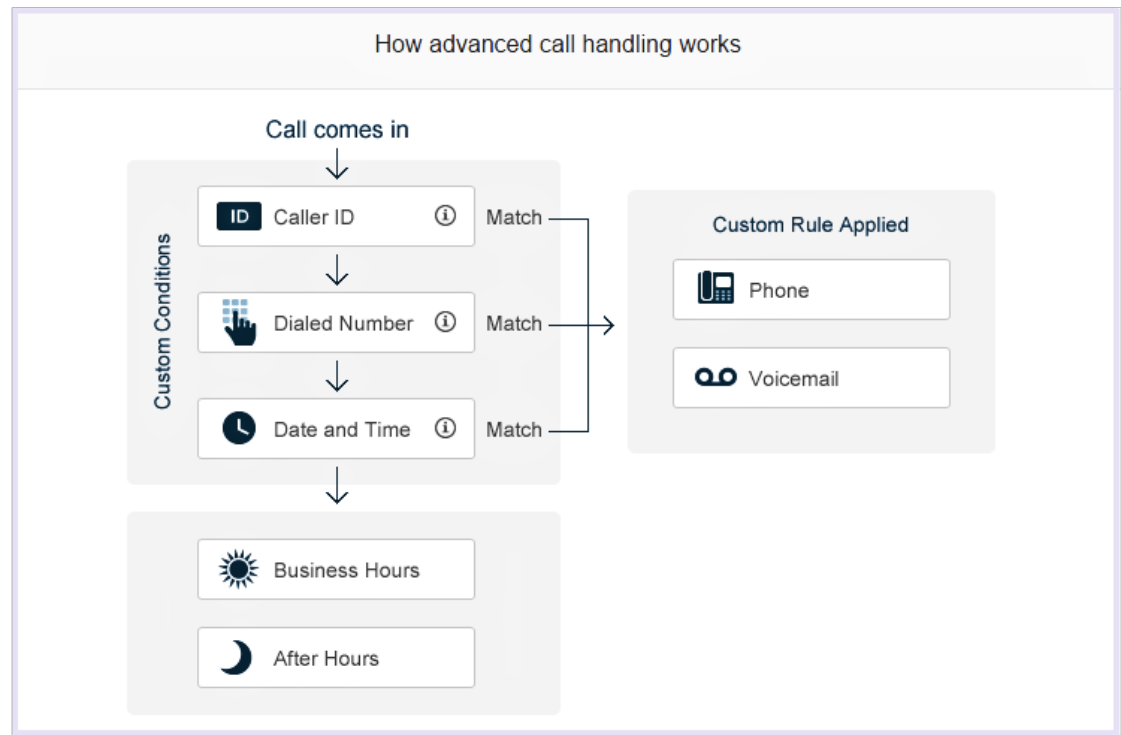


## Custom Rules

Custom rules let you manage call handling enabling you to create efficient processes and streamline your work flow.

When your call enters the Office@Hand system it is filtered through any conditions you have set, for example Caller ID, Dialed Number, or Date and Time. You can also apply business hours or after hours conditions to incoming calls. These conditions are passed to the destination phone or voicemail.

Once you create a custom rule, be sure to test the rule to verify it works as you expect.



## Create a Custom Rule

Additionally, any previously-created rules are listed in the pop-up that appears.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Under the **General Settings** tab, click **IVR Settings**.
4. Under **Custom Answering Rules**, click **Custom Rule**.
5. Click **Add Rule**. The **Custom Answering Rule** pop-up appears.

Instructions continue on the following pages.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the header includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, a phone number "(210) 555-0120", an extension "Ext. 101", and an "Admin Portal" button. To the right are links for "Get Help" and "Log Out". Below the header is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected. On the left side, a sidebar menu lists: "Company Info", "Phone Numbers", "Auto-Receptionist" (highlighted with an orange circle and number 2), "4 Group(s) 2 Other(s)", and "Phones & Devices". The main content area is titled "Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management." It features tabs for "General Settings", "IVR Menus", "IVR Editor", and "Prompts Library". The "General Settings" tab is active, showing sections for "Company Hours" (set to 24 hours), "IVR Settings", "Company Greeting", "Company Hours Greeting", and "After Hours Greeting". The "Custom Answering Rules" section is visible, with a "Custom Rule" button highlighted by an orange circle and number 4. A pop-up window titled "Custom Answering Rule" is open at the bottom, showing instructions on multi-condition advanced call handling and an "Add Rule" button highlighted by an orange circle and number 5.



6. Enter the **Rule Name**.
7. Click **Next**.
8. Click one of the answering rule conditions:
  - CallerID
  - Called Number
  - Date and/or Time.

Instructions continue on the following pages.

The image displays two sequential screenshots of the 'Custom Answering Rule' configuration window.

**Top Screenshot:** The window is titled 'Custom Answering Rule' and has a close button (X) in the top right. It features three tabs: '1 Name Rule' (active), '2 Define Conditions', and '3 Define Call Handling'. Below the tabs, it says 'Enter a descriptive name for the rule.' and 'Your Rule Name'. A text input field contains 'My Rule 1'. An orange callout bubble with the number '6' points to this field. Another orange callout bubble with the number '7' points to the 'Next' button at the bottom right, which is next to a 'Cancel' button.

**Bottom Screenshot:** The window is the same, but the '2 Define Conditions' tab is now active. It shows three conditions, each with a checkbox and a dropdown menu set to 'None':

- ☐ **Caller ID** (with an orange callout bubble '8' pointing to it)
- ☐ **Called Number**
- ☐ **Date and/or Time**

At the bottom right, there are 'Back' and 'Next' buttons.





## Custom Rule Condition - Caller ID

Caller ID - applies the rule according to phone numbers you specify. Be sure the specified number is caller ID enabled.

Follow the previous steps, “Custom Rules” on page 65, then:

1. Click the answering rule conditions, CallerID.
2. Enter the phone number or contact name and press **Add**.
3. Click Next. the **Custom Answering Rule** pop-up appears. Go to “Custom Rule Call Handling Definitions” on page 71.

Custom Answering Rule

✓ Name Rule

2 Define Conditions

3 Define Call Handling

1

☒ **Caller ID**

Caller ID rules apply to calls coming from specific phone numbers. You can create a list of phone numbers to be used for this setting. (Numbers selected must be using Caller ID.)  
When I receive calls from callers specified below.

2

Type Phone Number or Contact Name ⓘ

650-555-1212

Add

☐ **Called Number**

None

☐ **Date and/or Time**

None

3

Back

Next



## Custom Rule Condition - Called Number

Called Number applies the rule to the phone number dialed.

From the previous steps, then:

1. Click the answering rule condition, **Called Number**.
2. Click the check box **Select Number**. The **Select Number** pop-up appears.
3. Click the **Select Number** button.
4. Click **Save**.
5. Click Next. Go to “Custom Rule Call Handling Definitions” on page 71.

The first screenshot shows the 'Custom Answering Rule' dialog box. It has three tabs: 'Name Rule', 'Define Conditions', and 'Define Call Handling'. The 'Define Conditions' tab is active. Under 'Caller ID', 'None' is selected. Under 'Called Number', the checkbox is checked. A text box below it says 'Called Number rules are based on the phone number the caller dialed; for example, a phone number you are using for a customer promotion campaign.' Below that, it says 'When Selected Company Number(s) is Called:' and there is a 'Select Number' button. Under 'Date and/or Time', 'None' is selected. At the bottom right, there are 'Back' and 'Next' buttons.

The second screenshot shows the 'Select Number' pop-up dialog box. It has a search bar at the top. Below it, there is a table with two columns: 'Phone Number' and 'Name'. The first row shows '(850) 555-0012'. At the bottom, there is a 'Total: 1' label, a 'Show: 10' dropdown, and a pagination control showing '< 1 >'. There are 'Cancel' and 'Save' buttons at the bottom right.



### Custom Rule Condition - Date and/or Time

This condition applies rules based on a time of day, week, or date range.

1. Click the answering rule condition, **Date and/or Time**.
2. **Select When this rule Should be Active.**
3. Click **Next**. Go to “Custom Rule Call Handling Definitions” on page 71.

Custom Answering Rule

✓ Name Rule    2 Define Conditions    3 Define Call Handling

☐ Caller ID  
None

☐ Called Number  
None

**1** ☒ **Date and/or Time**

Date and/or Time rules apply based on a time of the day and week every week, or on a specific date range.

**2** Select When This Rule Should be Active: ⓘ

☒ Weekly Schedule    ☐ Specific Date Range

☐ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

Back    **3** Next



## Custom Rule Call Handling Definitions

From setting a rule condition, now define the call handling for that rule.

1. **Select Action to Take When Incoming Calls Match This Rule**  
**Match This Rule:**
  - Choose to **Play Company Greeting** or **Bypass greeting to go to extension**.
  - **Set Greeting** - Choose **Default** or **Custom**. The default greeting is shown in the window. Select **Custom** to create your own.
  - **If Caller Enters no Action** - Choose whether the call is routed to the operator or disconnected if the caller does not enter an action.
2. Click **Done**.

Custom Answering Rule

✓ Name Rule ✓ Define Conditions 3 Define Call Handling

Select Action to Take When Incoming Calls Match This Rule:

☒ Play company greeting ☐ Bypass greeting to go to extension

Set Greeting

Default

View In ⓘ

English (U.S.)

"Thank you for calling RingCentral. If you know your party's extension you may dial it at any time. For the Operator press 0. For the Dial-By-Name directory press 9."

00:00 / 00:00

If Caller Enters no Action

☒ Connect to operator ⓘ ☐ Disconnect ⓘ

Back Done



# Call Groups



## Call Groups

Office@Hand offers many different types of groups for your phone system needs.

[Call Queues](#) are different from extensions. Call queues increase the efficiency of your company by directing the calls to the right employees. Call queues can support up to 25 calls waiting in a call queue.

[Paging Only](#) groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices.

[Shared Lines](#) allow calls made to one phone number to be answered by multiple phones. Answered calls can easily be handed off to other phones sharing the same phone number. This feature is commonly required in many industries, such as retail, restaurant, warehouse, etc.

[Park Locations](#) are private locations for your employees to park and pick up calls. Create up to 100 park locations for different groups of users in your phone system.

[Call Monitoring](#) allows you to set of permissions that allow specific users to monitor the calls of other users. Available for Premium and Enterprise users only.

[Other – Message-Only Extensions](#) allow you to create a dedicated extension specifically for receiving voice messages. All calls routed to this extension will be automatically directed to the extension's voicemail box.

[Other – Announcements-Only Extensions](#) allow you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting.



## Call Queues

Create a call queue when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls. Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.

### Add a Call Queue Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Click the **New Call Queue** button.
5. Enter an **Extension Number**, **Extension Name**, and **Manager Email**.
6. Click **Save**.
7. Select the users you'd like to add to the group from the list of available members.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', phone number '(210) 555-0120 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation tabs are Phone System, Users, Reports, Call Log, Billing, and Tools. The left sidebar contains links for Company Info, Phone Numbers, Auto-Receptionist, and Groups (4 Group(s), 2 Other(s)). The 'Groups' section is expanded, showing the 'Call Queues' tab. The 'Call Queues' tab displays a table of existing call queues: Group 1, IT Helpdesk, and Marketing Call Queue. A '+ New Call Queue' button is visible. A modal window titled 'Add Call Queue' is open, showing the 'Group Details' section with fields for Extension Name, Extension Number (1), and Manager's Email. A 'Next' button is at the bottom right. A second modal window titled 'Add Call Queue' is open, showing the 'Select Users' section. It includes a search bar, a department dropdown, and a table of users: DH Test PDS, Joe Stephens, Matthew Smith, and Somethinn1234 New4321. The 'Joe Stephens' and 'Matthew Smith' users are selected. A 'Done' button is at the bottom right.

**AT&T Office@Hand**

Dave | (210) 555-0120 Ext. 101 | Admin Portal | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | **Groups** (4 Group(s), 2 Other(s)) | Phones & Devices

**Call Queues** | Paging Only | Shared Lines | Park Locations | Call Monitoring | Others

Create a call queue when you want a specific group of users to share incoming calls, such as a sales, billing, or customer support department.

Search

+ New Call Queue

Status	Name	Numbers	Ext.	Msg.	Members Availability
✓	Group 1		1	0 / 0	1 / 0
+	IT Helpdesk		10	0 / 0	1 / 0
+	Marketing Call Queue		9	0 / 0	1 / 0

Total: 1

**Add Call Queue**

1 Add Call Queue | 2 Select Users

**Group Details**

Extension Name

Extension Number

1

Manager's Email

Cancel | Next

**Add Call Queue**

✓ Add Call Queue | 2 Select Users

Select the members of the department, then click Done > Activate the Call Queue.

Search | Department

Show All | Show Selected (2)

Name	Ext.	Department
DH Test PDS	102	
✓ Joe Stephens	103	Purchasing
✓ Matthew Smith	104	Purchasing
Somethinn1234 New4321	101	

Total: 4

Back | Done



## Configure a Call Queue

After you have created a Call Queue, you can configure the Call Queue Info, Direct Numbers, Greeting, Call Handling, and Messages & Notifications. The phone system supports more than 10 call queue agents ringing simultaneously. This setting needs to be first enabled in the admin interface. Admin users can set the number of simultaneously ringing call queues to 25 or 50. Note: Only agents with 2 active phones in call forwarding can be added to queues with higher limits (25 or 50).

### Call Queue Info

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue** (Customer Support in this example). If you don't have any existing Call Queues, go to the previous page to learn how to create one.
5. Select **Call Queue Details**.
6. Edit the group's settings in **General** and **Settings**:
  - a. **Extension Number**:
  - b. **Group Name**:
  - c. **Record Group Name**
  - d. **Company Name**
  - e. **Contact Phone**
  - f. **Manager Email**
  - g. **Status**
  - h. **Regional Settings**
  - i. **Business Hours**
  - j. **Address**
7. Click **Save**.

AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101 | Admin Portal | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | **Call Queues** | Paging Only | Shared Lines | Park Locations | Call Monitoring | Others

Create a call queue when you want a specific group of users to share incoming calls, such as a sales, billing, or customer support department.

Search

+ New Call Queue

Status	Name	Numbers	Ext.	Msg.	Members Availability
✓	Group 1	1	0 / 0	1 / 0	Delete
+	IT Helpdesk				
+	Marketing Call Queue				

Total: 1

### Call Queue Details

General | Settings

Extension Number: 1

Group Name: Group 1

Company Name:

Manager Email: example@example.com

Record Group Name: Group 1

Contact Phone:

Status: Not Activated

Buttons: Delete Group, Cancel, Save





## Add a Direct Number

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue**.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select from one of the available numbers.
8. Click **Next**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', contact information '(210) 555-0120 Ext. 101', and links to 'Admin Portal', 'Get Help', and 'Log Out'. Below this is a secondary navigation bar with tabs: 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the left sidebar shows options: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Groups' (highlighted with an orange circle 2), and 'Phones & Devices'. The 'Groups' section is expanded, showing '4 Group(s)' and '2 Other(s)'. The 'Call Queues' tab is selected within the 'Groups' section (orange circle 3). A table lists call queues: 'Group 1' (Status: Green checkmark), 'IT Helpdesk', and 'Marketing'. The 'Direct Numbers' section for 'Group 1' is expanded (orange circle 4), showing a table with columns 'Number' and 'Type'. A table row shows '(650) 555-1212' with 'Direct' type. An orange circle 5 points to the 'Direct Numbers' header. An orange circle 6 points to the '+ Add Direct Number' button. Below this, a modal window titled 'Add Direct Number' is open, showing a progress bar with three steps: '1 Select Numbers', '2 Select Number Plan', and '3 Order Confirmation'. The '1 Select Numbers' step is active, showing a form with 'Select State/Province' (dropdown menu showing 'California') and 'Select Area Code' (dropdown menu showing 'Select'). An orange circle 7 points to the 'California' dropdown. An orange circle 8 points to the 'Next' button at the bottom right of the modal. The 'Cancel' button is also visible.



## Call Queue Greetings

If you would like your callers to hear a recorded greeting before being connected to a call group, turn on the Call Queue greeting.

### Set a Call Queue Greeting

1. Select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue**.
5. Click **Greeting & Hold Music**.
6. Select the button next to **On**.
7. Click **Set Greeting**.
8. Choose your preferred type of greeting.
  - a. **Default**
  - b. **Custom** – set your custom recording:
    - **Record Over the Phone**  
Next to **Call me at**, choose a phone number from the menu if you have saved numbers or enter a phone number. Click **Call Now**; Office@Hand calls you to record a message.
    - **Record Using Computer Microphone**  
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings appear. When ready, click the red **Record** button to record your greeting through a computer microphone. Stop and listen to the playback.
    - **Import**  
Browse for a WAV or MP3 file. Click **Attach**.
9. Click **Edit** under **Audio While Connecting** to select the audio callers hear during business hours while waiting for a connection.
10. Choose under **Interrupt Audio** how often the audio is interrupted by a prompt. If you choose an interrupt time, you can then choose a standard Interrupt Prompt, such as "Thank you for holding. Please continue to stay on the line," or record or upload your own custom prompt.
11. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu on the left includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Call Queues' tab is selected in the main content area. The 'Greeting & Hold Music' configuration panel is open for 'Group 1 (Ext. 1)'. The 'Call Queue Greeting' section has an 'Enable' checkbox checked. The 'Audio While Connecting' section has an 'Enable' checkbox checked and a 'Music: Acoustic' dropdown. The 'Interrupt Audio' section has a 'Never' dropdown. Two modal windows are shown: 'Call Queue Greeting' (left) and 'Call Queue Greeting' (right). The left modal shows 'Set Greeting' as 'Default' and 'View In' as 'English (U.S.)'. The right modal shows 'Set Greeting' as 'Custom' and 'Call me at' as 'Enter a new number'. Both modals have 'Cancel' and 'Done' buttons.



## Call Handling

Choose how you'd like each call queue to handle incoming calls. Set the order in which the calls will be transferred to the members of the call queue, choose the audio while connecting, hold music, and hold time here.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Click the name of the **Call Queue** to configure.
5. Select **Call Handling & Members** to edit your call handling settings.
6. On the **Business Hours** tab, select how which calls will be transferred to department members:
  - a. **Rotating** – in order by extension number
  - b. **Simultaneous** – on all department extensions
  - c. **Sequential** – set a defined order
7. Choose how to handle callers who are on hold in the **Wait Settings** tab. Tool tips in the product interface help you configure hold times.
8. Click **Save**.

**Note:** If you would like after-hour call handling to take effect when your business is closed, configure the business hours for the extension, and complete the settings on the **After Hours** tabs.

AT&T Office@Hand

Phone System | Users | Reports | Call Log | Billing | Tools

Call Queues | Paging Only | Shared Lines | Park Locations | Call Monitoring | Others

Create a call queue when you want a specific group of users to share incoming calls, such as a sales, billing, or customer support department.

Search

Call Handling & Members

Business Hours | After Hours | Advanced | Wait Settings | Overflow

Decide How Calls Get Transferred to Group Members

Rotating

+ Add Call Queue Member

Order	Name	Ext.	
	David Black	103	Delete
	David Brown	101	Delete
	Tuan Nguyen	104	Delete
	Vu Nguyen	102	

Cancel Save

Total: 1



## Messages & Notifications

In this section, set your message recipient, voicemail greeting, and notifications. Office@Hand allows each Call Queue to have separate voicemails to greet unanswered calls, as well as allows you to set a recipient for these voicemails.

### Set a Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue** (Customer Support in this example).
5. Click **Messages and Notifications**.
6. Click **Edit** under **Voicemail Greeting**.
7. Choose your preferred type of greeting.
  - a. **Default** – Select the button next to **Default**.
  - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
  - **Record Over the Phone**  
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
  - **Record Using Computer Microphone**  
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your greeting through your computer microphone. Stop the recording and listen to the playback.
  - **Import**  
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.



## Message Recipient

After you have set your Voicemail Greeting, you can set which users or call queues are to receive the messages.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue** (Customer Support in this example).
5. Click **Messages and Notifications**.
6. Click **Select Extension** under **Message Recipient**.
7. A dialog box shows a list of members who you can select to receive messages for this Call Queue. Select the button next to the recipient.
8. Click **Done**, then click **Save**.

**Note:** If you have set custom Company hours, follow these steps for both the Business Hours and After hours tabs.

**AT&T Office@Hand**

Dave | (210) 555-0120 Ext. 101 | Admin Portal | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | **Groups** | Phones & Devices

**Call Queues** | Paging Only

Create a call queue when you want a specific message

Search

Status	Name	Ext.
<input checked="" type="checkbox"/>	Group 1	
<input type="checkbox"/>	IT Helpdesk	
<input type="checkbox"/>	Marketing Call Queue	

**Messages & Notifications**

Business Hours | After Hours | Settings

Voicemail Greeting: Default

Message Recipient: Ext. 1, This call queue

**Select Extension**

Edit

Cancel | Save

**Select Message Recipient**

Search | All Extensions

Select	Name	Ext.	Type	Department
<input type="radio"/>	David Black	103	User	
<input type="radio"/>	David Brown	101	User	Coporate
<input checked="" type="radio"/>	Shared Lines Group 1	2	Shared Line	
<input type="radio"/>	Tuan Nguyen	104	User	
<input type="radio"/>	Vu Nguyen	102	User	

Total: 10 | Show: 10 | < 1 >

Cancel | Done



## Notifications

As an administrator, you can set up notifications to be sent to your phone or email when voicemails, faxes, missed calls, and text messages are received for each call queue.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue**.
5. Click **Messages and Notifications**.
6. Click the **Settings** tab.
7. Click **Edit** under **Notifications**. A dialog appears with options for notifications to a recipient of your choice when voicemail messages or faxes are received, or calls missed.
8. Set your notification settings
  - a. Configure your **Basic Settings** that control the notification recipient and the default behavior for each type of notification.
  - b. You can optionally set your **Advanced Settings**. These settings allow you to customize your notifications settings, including the content and recipient for each type of notification.
9. Click **Save**.

**Note:** If you have set custom business hours, follow these steps for both the Business Hours and After hours tabs.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120 Ext. 101', and an 'Admin Portal' button. Below the navigation bar, the 'Phone System' tab is selected. The left sidebar contains a list of options: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Groups' (highlighted with callout 2), and 'Phones & Devices'. The 'Groups' section shows '4 Group(s)' and '2 Other(s)'. The main content area displays the 'Call Queues' tab (callout 3) with a search bar and a table of call queues. The table has columns for 'Status' and 'Name'. One queue, 'Group 1', is selected (callout 4). Below the table, there is an 'Edit' button (callout 7). The 'Messages & Notifications' section (callout 5) is expanded, showing tabs for 'Business Hours', 'After Hours', and 'Settings' (callout 6). The 'Settings' tab is active, showing a 'Voicemail to Text' toggle set to 'On'. A dialog box titled 'Notifications' (callout 8) is open, showing 'Basic Settings' for notifications. The dialog has sections for 'By Email' and 'By SMS' with checkboxes for 'Voicemail Messages', 'Received Faxes', 'Missed Calls', and 'Received Text Messages'. It also includes a 'Send Notifications to' section with an 'Email' field (containing 'example@example.com') and a 'Phone Number' section with a 'Select Carrier' dropdown and a '4085551212' field. At the bottom of the dialog are 'Cancel' and 'Save' buttons (callout 9).



## Paging Only

Paging Only groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices. Paging Only groups are great for a variety of locations such as warehouse/shipping centers, retail stores, schools and hospitals, among others.

You can page using a special phone with a paging soft-key, or by dialing \*84 from your digital desk phone or from your VoIP calling enabled mobile phone.

### Add a Paging Only Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Paging Only** tab.
4. Click **New Paging Only**.
5. Enter the **Group Name** and **Extension Number**.
6. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', contact information '(210) 555-0120 Ext. 101', and links for 'Admin Portal', 'Get Help', and 'Log Out'. The main navigation menu on the left lists 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Paging Only' sub-tab is active. A sidebar on the left shows 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The 'Phones & Devices' section indicates '0 Group(s)' and '0 Other(s)'. The main content area shows a table of existing paging groups with columns for Status, Name, Devices, and Ext. A '+ New Paging Only' button is visible. A modal window titled 'Add Paging Group' is open, showing fields for 'Group Name' and 'Extension Number' (with '1' entered). The 'Save' button is highlighted.

Status	Name	Devices	Ext.	
✓	Paging Only 1	Cisco SPA-303 Desk Phone	5	Disable
✓	Support			Disable

Total: 2

Show: 25



## Configure a Paging Only Group

After the paging group is set up, select the devices to receive pages from the list of paging devices and user phones capable of doing so.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Paging Only** tab.
4. Select a **Paging Only** group.
5. Click **Paging Only Details**.
  - a. Edit your group's name and extension.
  - b. Click **Save**.
6. Click **Paging**. Paging-capable devices are displayed on the **Devices to Receive Page** tab. You can filter the list of devices by **User Phones** or **Paging Devices**.
  - a. Select up to 25 devices to receive pages.
  - b. Click **Save**.
7. Click the **Users Allowed to Page this Group** tab. You can filter the list of users by department.
  - a. Select the users who are to be allowed to page.
  - b. Click **Save**.

The screenshot illustrates the AT&T Office@Hand Admin Portal interface for configuring a Paging Only Group. The interface includes a top navigation bar with 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. A left sidebar contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area shows the 'Paging Only' tab selected, with a table of existing groups. A modal window for 'Group 1 (Ext. 3)' is open, showing 'Paging Only Details' and 'Paging' sections. Another modal window for 'Group 1 (Ext. 3)' is open, showing the 'Paging' section with a list of devices to receive pages. A third modal window for 'Group 1 (Ext. 3)' is open, showing the 'Users Allowed to Page this Group' section with a list of users.

**Step 1:** From the Admin Portal, select the Phone System tab.

**Step 2:** Click Groups.

**Step 3:** Click the Paging Only tab.

**Step 4:** Select a Paging Only group.

**Step 5:** Click Paging Only Details.

**Step 6:** Click Paging. Paging-capable devices are displayed on the Devices to Receive Page tab. You can filter the list of devices by User Phones or Paging Devices.

**Step 7:** Click the Users Allowed to Page this Group tab. You can filter the list of users by department.





## Shared Lines

The Shared Lines feature allows calls made to one phone number to be answered by up to 16 phones as a designated group. Multiple groups of shared lines can be set up. Answered calls can easily be handed off to other phones sharing the same phone number.

### Add a Shared Lines Group

1. From the **Admin Portal** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Click **New Shared Line**.
5. Enter an **Extension** number, **Group Name**, and **Manager Email** for the Shared Lines group.
6. Click **Next**.
7. In **Add Shared Lines**, make one of the following selections:
  - a. Select **New Phone Number**, enter the number of phone lines, and the **State**, and **Area Code**, and then click **Add**.
  - b. Select **Existing Phone Number** and select numbers from your Office@Hand numbers.
8. Follow the prompts to complete the ordering of the phone numbers and devices.
9. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is open. The main navigation bar contains 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' sidebar on the left lists 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The 'Shared Lines' tab is selected in the main content area, showing a table with one entry: 'shared line 1' with number '(209) 620-0431' and extension '8'. A '+ New Shared Line' button is visible. An 'Add Shared Line' modal is open, showing steps 1-6. Step 5 is 'Select a Location' with 'Domestic' selected. Step 6 is 'Group Details' with fields for 'Group Name', 'Manager's Email', and 'Extension' (set to 1). A 'Next' button is at the bottom right of the modal.



## Configure a Shared Lines Group

Configure the Shared Lines group's name, password, business hours, and regional settings. You can also apply an existing template to the group.

### Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Click a **Shared Line** from the list. If you do not have a Shared List listed, see the previous page for instructions on how to create a shared line.
5. Select **Shared Line Details**.
6. Edit the group's settings in **General** and **Settings**:
  - a. **Extension Number**
  - b. **Group Name**
  - c. **Record Group Name**
  - d. **Manager Email**
  - e. **Business Hours**
  - f. **Regional Settings**
  - g. **Status** (read-only)
  - h. **Regional Settings**
  - i. **Business Hours**
  - j. **Shared Line Devices**
7. Click **Save**.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Shared Lines

The Shared Lines feature allows calls made to one phone number to be answered by up to 16 phones within a designated group.

Search

+ New Shared Line

Status	Name	Numbers	Ext.	Msg.
	shared line 1	(209) 620-0431	8	0 / 0

Resend Invitation

Shared Line Details

General Settings

Extension Number: 2

Group Name: Shared Lines Group 1

Manager Email: dave.richards@example.com

Status: Not Activated

Record Group Name: 00:00 / 00:00

Regional Settings: GMT-08:00, English (U.S.)

Business Hours: 24 hours

Shared Line Devices

Delete Group Cancel Save



## Add a Direct Number

To add a direct number to a shared lines group:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Follow the following instructions for the type of number you choose:
  - a. **Local (Domestic)** - Provide the State/Province and Area Code and Select number.
  - b. **Toll-Free** - Select the button for **Toll-Free** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
  - c. **Vanity** - Select the button for **Vanity**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
8. Click **Next**.
9. Review and confirm the order.
10. Click **Done**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120 Ext. 101', and an 'Admin Portal' dropdown menu. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. The left sidebar contains links for 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area displays a table of shared lines. A modal window titled 'Shared Lines Group 1 (Ext. 2)' is open, showing 'Shared Line Details' and a 'Direct Numbers' section with an 'Add Direct Number' button.

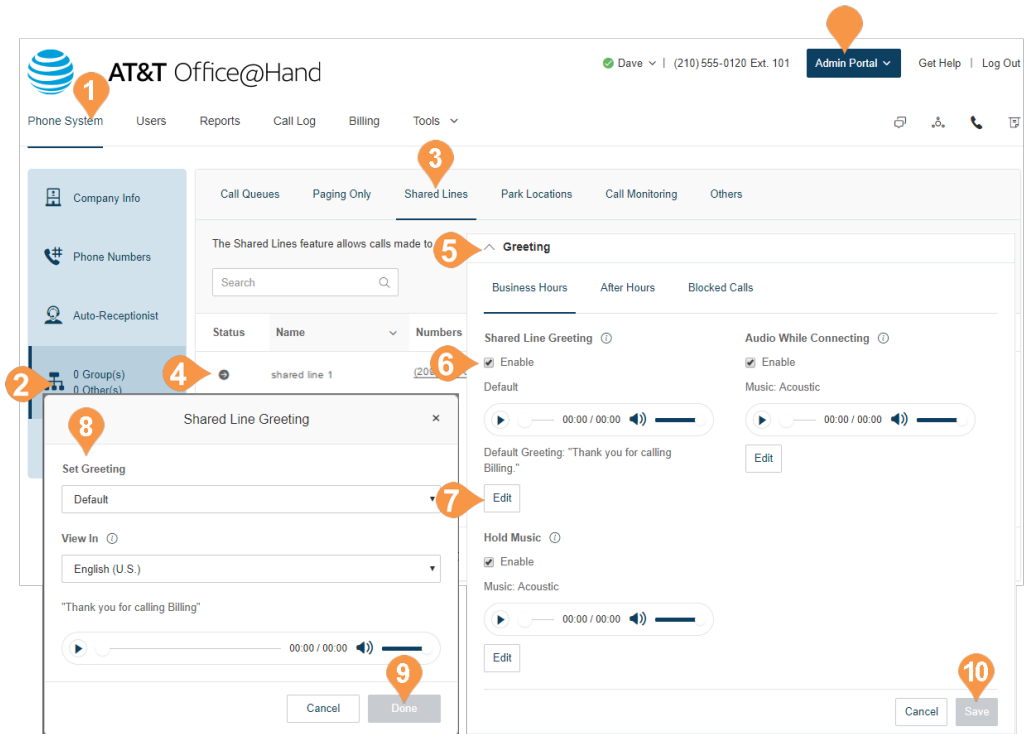
Status	Name	Numbers	Ext.	Msg.
	shared line 1	(209) 820-0431	8	0 / 0



## Set Greeting

You can set a default greeting, or record a custom greeting for the group.

1. From **Admin Portal**, select **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Select **Greeting**.
6. Under **Shared Line Greeting**, check **Enable** if you'd like a greeting.
7. Click **Edit** to set your greeting.
8. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting.
  - a. **Default** – Select the button next to **Default**.
  - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
    - **Record Over the Phone**  
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
    - **Record Using Computer Microphone**  
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
    - **Import**  
Browse for a WAV or MP3 file you want to use. Click **Attach**.
9. Click **Done**.
10. Click **Save**.



## Set Custom Music on Hold

You can customize Music on Hold for shared lines to tailor the caller's waiting experience. The Music on Hold options include:

- Ringtones.
- Predefined music: Acoustic, Beautiful, Classical, Corporate, Country, Holiday, Latin, Modern Jazz, Nature, Reggae, World.
- Upload custom file in WAV or MP3 format.

To set up custom Music on Hold:

1. From **Admin Portal**, select **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Select **Greeting**.
6. Under **Hold Music**, check **Enable**.
7. Click **Edit** to customize your Music on Hold.
8. Select the audio type and select or upload music.
9. Click **Done**.
10. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the title "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" button is highlighted. Below the navigation bar, the "Phone System" tab is selected, and the "Shared Lines" sub-tab is active. The main content area shows a table of Shared Lines with one entry, "shared line 1", and a "Greeting" section with options for "Business Hours", "After Hours", and "Blocked Calls". The "Hold Music" section is visible, showing "Enable" checked and "Music: Acoustic" selected. A modal window titled "Hold Music" is open, showing "Set Audio" as "Music" and "Select Music" as "Acoustic". The modal includes a play button, a volume slider, and a "Done" button. The "Greeting" section also includes a "Default Greeting" field and an "Edit" button. The "Save" button is located at the bottom right of the main content area.



## Call Handling

The Shared Lines Group Call Handling section allows you to review or change each option for handling incoming calls for both Business Hours and After Hours. You can also set a customized call handling rule under the Advanced settings.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Call Handling**.
6. Under **When all lines are busy forward calls to**, click **Edit**.
  - a. Select the button next to the call destination you'd like to set.
  - b. Click **Done**.
7. Under **Number of seconds to wait before forwarding unanswered calls** use the drop-down menu to choose a value between 10 and 80 seconds.
8. Click **Save**.

**Note:** If you would like after-hour call handling to take effect when your business is closed, configure the business hours for the extension, and complete the settings on the **After Hours** tabs.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The left sidebar contains a 'Phone System' tab and a 'Groups' section with '0 Group(s)' and '0 Other(s)'. The main content area shows the 'Shared Lines' tab with a table of shared lines. A modal window titled 'Call Handling' is open, showing the 'Advanced' tab. The modal contains the following settings:

- When all lines are busy, forward calls to:** Group Voicemail
- Number of seconds to wait before forwarding unanswered calls:** 80 seconds
- Buttons:** Edit, Cancel, Save



## Outbound Caller ID

Set up an outbound caller ID for the group, or use individual numbers as caller IDs for each line.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Outbound Caller ID**.
6. Choose whether you'd like to use the one number as the caller ID for the entire group or if you'd like to use individual lines.
  - a. **Group** - Select **Group** from the menu. Click **Edit** and choose a number to display as your caller ID for outbound calls.
  - b. **Individual Lines** - Select **Individual Lines**.
7. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the extension '(210) 555-0120 Ext. 101', and links to 'Admin Portal', 'Get Help', and 'Log Out'. The main navigation menu on the left includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. A modal window titled 'Shared Lines Group 1 (Ext. 2)' is open, showing the 'Outbound Caller ID' configuration. The modal includes a search bar, a table with columns 'Status' and 'Name', and a section for 'Outbound Caller ID' with a dropdown menu set to 'Group' and a text field showing '(650) 204-3148 - Main Number'. An 'Alternate Caller ID' section is also visible with a 'Not-specified' status and an 'Edit' button. The modal has 'Cancel' and 'Save' buttons at the bottom right. Numbered callouts (1-7) indicate the steps for setting up the Outbound Caller ID.



## Messages & Notifications

Set up a group voicemail and notification options, such as your voicemail greeting, and message recipients and notifications for messages, missed calls, and faxes.

### Voicemail Greeting

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

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the extension '(210) 555-0120 Ext. 101', and an 'Admin Portal' dropdown menu. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. A table lists the shared lines, with 'shared line 1' selected. A modal window titled 'Shared Lines Group 1 (Ext. 2)' is open, showing the 'Messages & Notifications' section. Within this section, the 'Voicemail Greeting' is set to 'Default'. An 'Edit' button is visible. Another modal window titled 'Voicemail Greeting' is open, showing the 'Set Greeting' dropdown set to 'Default' and the 'View In' dropdown set to 'English (U.S.)'. A preview of the voicemail message is shown, and 'Cancel' and 'Done' buttons are at the bottom.





## Message Recipient

After you have set your voicemail greeting, you can set which users or groups are to receive the messages.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Under **Take messages**, select **Enable**.
7. Click **Message Recipient**. A pop-up will appear with a list of recipients.
8. In the **Select Message Recipient** dialog box, select a message recipient from the available list of extensions and click **Done**.
9. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the phone number '(210) 555-0120 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. A sidebar on the left contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Groups'. The 'Phones & Groups' section shows '0 Group(s)' and '0 Other(s)'. The 'Shared Lines' section displays a table with columns: Status, Name, Numbers, Ext., and Msg. A table entry for 'shared line 1' is visible. A 'New Shared Line' button is present. A 'Shared Lines Group 1 (Ext. 2)' dialog box is open, showing the 'Messages & Notifications' tab. Under 'Take Messages', the 'Enable' checkbox is checked. The 'Voicemail Greeting' is set to 'Default'. The 'Message Recipient' is set to 'Ext. 2, This extension'. A 'Select Extension' button is visible. A 'Select Message Recipient' dialog box is also open, showing a list of recipients with columns: Select, Name, Ext., Type, and Department. The list includes 'Fax Group 1', 'Holiday', 'John Smith', 'Sandra Brown', 'Shared Line - message only', and 'This extension'. The 'Done' button is at the bottom right of the dialog box.



## Notifications

Choose who will receive notifications for voicemail messages and how they will receive them.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Click the **Settings** tab.
7. Click **Notifications**. A pop-up will appear with notification options.
8. Set your notification settings.
  - a. Configure your **Basic Settings** that control the notification recipient and the default behavior for each type of notification.
  - b. You can optionally set your **Advanced Settings**. These settings allow you to customize your notifications settings, including the content and recipient for each type of notification.
9. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the extension '(210) 555-0120 Ext. 101'. The main navigation menu on the left lists 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Shared Lines' sub-tab is active. A table lists shared lines, with 'shared line 1' selected. A 'Messages & Notifications' pop-up is open, showing the 'Settings' tab. The 'Notifications' section is expanded, and the 'Voicemail to Text' toggle is turned 'On'. A 'Notifications' modal is also visible, showing settings for 'By Email' and 'By SMS' notifications, including fields for email and phone number.



## Park Location

Use Park Location groups to create a private location in which specific users can park and pick up calls. Once users have been added to the group, the park location can be added to the user's Presence on a desk phone or HUD on the Office@Hand Phone desktop application. You can have up to 100 park locations in your phone system.

### Add a Park Location

1. From the **Admin Portal** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Park Locations** tab.
4. Click **New Park Location**.  
The **Add Park Location** pop-up appears.
5. Enter the **Group Name** and **Extension Number**.
6. Click **Save**.

**Note:** Only one call can be parked in each location at a time. 7.

AT&T Office@Hand

Phone System | Users | Reports | Call Log | Billing | Tools

Call Queues | Paging Only | Shared Lines | **Park Locations** | Call Monitoring | Others

A group specifying users who can park calls for each other on a dedicated extension.

Search

+ New Park Location

Status	Name	Ext.	
✓	Park Location 10001	10001	Disable
✓	Park Location 10002		Disable

Total: 2

Group Name  
Park Location 1

Extension Number  
10002

Cancel Save



## Configure a Park Location

After you create a Park Location, you can edit its information and add or remove users to it.

### Info

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Park Location** tab.
4. Select a **Park Location** (Park Location 1001 in this example).
5. Click **Park Location Details**.
6. Edit your **Extension Number** and **Park Location Name**. If you'd like to delete this extension, click **Delete Park Location**.
7. Click **Save**.

**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Call Queues | Paging Only | Shared Lines | **Park Locations** | Call Monitoring | Others

A group specifying users who can park calls for each other on a dedicated extension.

Search

Status	Name
✓	Park Location 10001
✓	Park Location 10002

Total: 2

**Location Members**

Select users who can park phone calls to this extension and receive parked calls. Please note the user phones might need reboot after removing the users from the list.

Search

All Departments

Show All | Show Selected (8)

<input checked="" type="checkbox"/>	Name	Ext.	Department
<input checked="" type="checkbox"/>	David Black	103	
<input checked="" type="checkbox"/>	David Brown	101	Corporate
<input checked="" type="checkbox"/>	Vu Nguyen	102	

Total: 8

Show: 10

Cancel Save



## Add Users to a Park Location

To add users to a park location:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Park Location** tab.
4. Select a **Park Location** (Park Location 1001 in this example).
5. Click **Location Members**.
6. Select users who can park phone calls to this extension and receive parked calls. Note that when removing users the list, the user phones may require a reboot.
7. Click **Save**.

**AT&T Office@Hand**

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist **Groups** Phones & Devices

Call Queues Paging Only Shared Lines **Park Locations** Call Monitoring Others

A group specifying users who can park calls for each other on a dedicated extension.

Search

Status	Name
✓	Park Location 10001
✓	Park Location 10002

Total: 2

**Location Members**

Select users who can park phone calls to this extension and receive parked calls. Please note the user phones might need reboot after removing the users from the list.

Search All Departments

Show All | Show Selected (8)

<input checked="" type="checkbox"/>	Name	Ext.	Department
<input checked="" type="checkbox"/>	David Black	103	
<input checked="" type="checkbox"/>	David Brown	101	Coporate
<input checked="" type="checkbox"/>	Vu Nguyen	102	

Total: 8 Show: 10

Cancel Save



## Call Monitoring Group\*

Call monitoring groups all authorized users to access calls made by other users in real time. These functions provide training, coaching, and QA tools for supervisors or other levels of the management team. They can also help improve teams' performance and productivity. The following actions are available for authorized users in a call monitoring group: Monitor, Whisper, Barge, and Take Over.

To set up call monitoring, you'll need to create a call monitoring group and configure it. The system prompts you to select the users who will have permission to monitor, and lastly, select the users who can be monitored.

After creating a call monitoring group, users who have the permission to monitor others' calls will use the touch tones on their phones to access the call monitoring features. These users will select a current call in progress on their phones then press the touch tone for the action they'd like to take.

You must have a supported device with presence capabilities to use this feature.

Supported Devices:

- Polycom VVX 310
- Polycom VVX 410
- Polycom VVX 500
- Cisco SPA 303
- Cisco SPA 508G
- Cisco SPA 514G
- Cisco SPA 525G2

Action	Description	Example	Touch Tone
<b>Monitor</b>	Silently listen in on a call	Supervisors/QA to monitor performance	*80
<b>Whisper</b>	Speak only to the employee without the caller on the other end hearing	Provide support to users to help them handle a call	*81
<b>Barge</b>	Join the call so all parties can communicate with each other	Help facilitate discussion between all parties	*82
<b>Take Over</b>	Take over the call entirely and release the employee from the call	Allow the supervisor to handle a call and allow the employee to continue other tasks	*83



### Add a Call Monitoring Group\*

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Monitoring** tab.
4. Click **New Call Monitoring**.
5. Enter a **Group Name**.
6. Click **Next**.
7. Select the users that can monitor this group.
8. Click **Next**.
9. Select the users that can be monitored by this group.
10. Click **Save**.

**Note:** The users who will be doing the monitoring (for example, supervisors) can add the users who will be getting monitored (for example, agents) in his or her desk phone Presence appearance. The desk phone may need to be rebooted after these settings have been changed.

\*Available for Office Premium and Enterprise users only.

The screenshot illustrates the process of adding a Call Monitoring Group in the AT&T Office@Hand Admin Portal. The interface is divided into a sidebar and a main content area. The sidebar contains links to 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The main content area shows the 'Call Monitoring' tab, which includes a search bar and a '+ New Call Monitoring' button. Two modal windows are overlaid on the main content area, showing the steps to create a new group. The first modal, 'Call Monitoring Group', has three steps: '1 Define Group Name', '2 Select users that can monitor', and '3 Select users that can be monitored'. The second modal, 'Call Monitoring Group', also has three steps: '1 Define Group Name', '2 Select users that can monitor', and '3 Select users that can be monitored'. Both modals have 'Back' and 'Next' buttons.



## Configure a Call Monitoring Group

After you create your Call Monitoring Group, you can edit the group members and set up Presence for members of the group.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Monitoring** tab.
4. Select a **Call Monitoring** group.
5. Click **Call Monitoring Details** to edit the **Group Name** or delete the group.
6. Click **Group Members** to edit the users that can monitor others or can be monitored.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Call Monitoring' tab is selected in the main navigation area. Two pop-up windows are shown: 'Call Monitoring Details' (labeled 5) and 'Group Members' (labeled 6). The 'Call Monitoring Details' window shows the 'Group Name' as 'Call Monitoring Group 1' and a 'Delete Group' button. The 'Group Members' window shows a list of users with checkboxes for 'Can Monitor' and 'Can be Monitored'. The list includes David Black (Ext. 103), David Brown (Ext. 101, Corporate), and Vu Nguyen (Ext. 102). The 'Show' dropdown is set to 10.





## Message-Only Extensions

Create an extension dedicated to receiving messages. All calls routed to this extension will automatically be directed to the extension's voicemail box.

### Add a Message-Only Extension

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Click **New Message-Only Extension**. The **Add Message-Only Extension** pop-up appears.
5. Enter the **Extension Name**, **Extension Number**, and **Email**.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the extension number '(210) 555-0120 Ext. 101', and the 'Admin Portal' button. Below the navigation bar, the 'Phone System' tab is selected. The left sidebar contains a tree view with 'Phone Numbers' expanded, showing '0 Group(s)' and '0 Other(s)'. The 'Others' tab is selected in the main content area. A table titled 'Set up Message-Only Extensions and Announcement-Only Extensions' is displayed, with columns for Status, Type, Name, Numbers, Ext., and Msg. A '+ New Message-Only Extension' button is visible. A pop-up window titled 'Add Message-Only Extension' is open, showing fields for Extension Name, Extension Number (with the value '4'), and Email. The 'Save' button is highlighted.

Status	Type	Name	Numbers	Ext.	Msg.
	Announcements-Only E...	Announcements Only			
	Messages-Only Extension	Shared Line - message ...			

Total: 2



## Configure a Message-Only Extension

After you've created a Message-Only Extension configure the extension info, direct numbers, and messages and notifications.

### Extension Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Click **Message-Only Extension Details** to view or edit the following settings on the **General** or **Settings** tabs:
  - a. Extension Number
  - b. Extension Name
  - c. Record Extension Name
  - d. Company Name
  - e. Contact Phone
  - f. Email
  - g. Status
  - h. Regional Settings
6. Click **Save**.

The screenshot illustrates the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' button is visible in the top right. The left sidebar shows the 'Phone System' tab selected, with 'Groups' highlighted. The main content area displays 'Set up Message-Only Extensions and Announcements' with a search bar and a table of extensions. The 'Message-Only Extension 1' is selected, and its details are shown in a modal window. The modal window has two tabs: 'General' and 'Settings'. The 'General' tab is active, showing fields for 'Extension Number' (4), 'Extension Name' (Message-Only Extension 1), 'Company Name', 'Email' (example@example.com), 'Record Extension Name' (Message-Only Extension 1 (Default)), 'Contact Phone', and 'Status' (Not Activated). There is an 'Edit' button next to the 'Record Extension Name' field. At the bottom of the modal, there are buttons for 'Delete Group', 'Cancel', and 'Save'.



## Add a Direct Number

To add a direct number to a message-only extension:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Select the **Direct Numbers** tab.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select a number from the drop-down menu.
8. Click **Next** when finished choosing your number.

Follow the prompts to purchase your new number.

The screenshot illustrates the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The sidebar on the left contains 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area is titled 'Set up Message-Only Extensions and Announcement-Only Extensions'. A modal window for 'Message-Only Extension 1 (Ext. 4)' is open, showing 'Message-Only Extension Details' and a 'Direct Numbers' tab. A '+ Add Direct Number' button is visible. Below this, a 'Add Direct Number' modal is shown with steps: 1. Select Numbers, 2. Select Number Plan, 3. Order Confirmation. It includes dropdowns for 'Select State/Province' and 'Select Area Code', and 'Cancel' and 'Next' buttons.



## Messages & Notifications

Set the voicemail greeting to use for your Message-Only Extension.

### Set a Voicemail Greeting

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

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the title 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. Below this is a secondary navigation bar with tabs: Phone System, Users, Reports, Call Log, Billing, and Tools. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for Company Info, Phone Numbers, Auto-Receptionist, Groups (0 Group(s), 0 Other(s)), and Phones & Devices. The main panel has tabs for Call Queues, Paging Only, Shared Lines, Park Locations, Call Monitoring, and Others. The 'Others' tab is selected, showing a table of extensions. The table has columns for Status, Type, Name, Numbers, Ext., and Msg. Two extensions are listed: 'Announcements-Only E...' and 'Messages-Only Extension'. The 'Messages-Only Extension' is selected. A modal window titled 'Messages & Notifications' is open, showing the 'General' tab. It displays the 'Voicemail Greeting' as 'Default' and the 'Message Recipient' as 'Ext. 4, This extension'. An 'Edit' button is visible. Another modal window titled 'Voicemail Greeting' is open, showing the 'Set Greeting' dropdown set to 'Default' and the 'View In' dropdown set to 'English (U.S.)'. It also includes a playback timer and a 'Done' button.



## Message Recipient

After you have set your voicemail greeting, you can set which users or groups are to receive the messages.

To set a message recipient:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Click **Messages & Notifications**.
6. Click **Select Extension** under **Message Recipient**.
7. A dialog appear with a list of recipients. Select the button next to the extension you'd like to set as the recipient. Click **Done**.
8. Click **Save**.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Call Queues Paging Only Shared Lines Park Locations Call Monitoring Others

Set up Message-Only Extensions and Announcement-Only Extensions.

Search Extension Type + New Message-Only Extension

Status	Type	Name	Numbers	Ext.	Msg.
	Announcements-Only E...	Announcements Only		14	0 / 0
	Messages-Only Extension	Shared Line - message ...		17	0 / 0

Messages & Notifications

General Settings

VoiceMail Greeting Default

Message Recipient Ext. 4, This extension

Select Extension

Cancel Save

Select Message Recipient

Search All Extensions

Select	Name	Ext.	Type	Department
	Fax Group 1	3	Message-Only Extension	
	Holiday	15	Message-Only Extension	
	John Smith	1002	User	
	Sandra Brown	101	User	
	Shared Line - message only	17	Message-Only Extension	
	This extension	8	Shared Lines	

Total: 6 Show: 10

Cancel Done



## Notifications

Choose who will receive notifications for voicemail messages and how they will receive them.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension** (Voicemail in this example).
5. Click **Messages & Notifications**.
6. Click the **Settings** tab.
7. Click **Notifications**. A pop-up will appear with notification options.
8. Set your notification settings.
  - a. Configure your **Basic Settings** that control the notification recipient and the default behavior for each type of notification.
  - b. You can optionally set your **Advanced Settings**. These settings allow you to customize your notifications settings, including the content and recipient for each type of notification.
9. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', and the phone number '(210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. The left sidebar contains the 'Phone System' tab, which is selected. Under 'Phone System', the 'Groups' link is highlighted with a callout 2. The 'Other' tab is selected under 'Groups', with a callout 3. A 'Message-Only Extension' is selected, with a callout 4. The 'Messages & Notifications' link is clicked, with a callout 5. The 'Settings' tab is selected, with a callout 6. The 'Notifications' section is expanded, with a callout 7. The 'Basic Settings' tab is selected, with a callout 8. The 'Voicemail to Text' toggle is turned on, with a callout 9. The 'Save' button is visible at the bottom right of the 'Notifications' pop-up.

**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Call Queues | Paging Only | Shared Lines | Park Locations | Call Monitoring | Others

Set up Message-Only Extensions and Announcement-Only Extensions.

Search [ ] Extension Type [ ] + New Message-Only Extension [ ]

Status	Type	Name	Numbers	Ext.	Msg.
	Announcements-Only E...	Announcements Only			
	Messages-Only Extension	Shared Line - message ...			

**Messages & Notifications**

General | Settings

Notifications Voicemail to Text ☒ On

**Notifications**

Basic Settings

	By Email	By SMS
Voicemail Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Received Faxes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Missed Calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Received Text Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Send Notifications to

Email

Phone Number

Select Carrier [ ] My carrier is not listed [ ]



## Announcement-Only Extensions

Create an extension that only plays an announcement for your callers. All callers routed to this extension hear a recorded announcement such as a holiday closure announcement. Add an Announcements-Only Extension.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Select **New Announcements-Only Extension** from the menu.  
The **Add Announcements-Only Extension** pop-up appears.
5. Enter the **Extension Name**, **Extension Number**, and **Email**.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", a user profile "Dave" with a dropdown, a phone number "(210) 555-0120 Ext. 101", and an "Admin Portal" button. Below this is a secondary navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools".

The main content area is divided into a left sidebar and a central panel. The sidebar contains "Company Info", "Phone Numbers", "Auto-Receptionist", "Groups" (with a sub-menu showing "0 Group(s)" and "0 Other(s)"), and "Phones & Devices". The central panel has tabs: "Call Queues", "Paging Only", "Shared Lines", "Park Locations", "Call Monitoring", and "Others".

Under the "Others" tab, there is a section titled "Set up Message-Only Extensions and Announcement-Only Extensions." It includes a search bar, an "Extension Type" dropdown, and a menu with three options: "+ New Message-Only Extension", "+ New Message-Only Extension", and "+ New Announcement-Only Extension".

A table below this section lists existing extensions:

Status	Type	Name	Numbers	Ext.	Msg.
+	Announcements-Only E...	Announcements Only			
+	Messages-Only Extension	Shared Line - message ...			

At the bottom of the table, it says "Total: 2".

A modal window titled "Add Announcement-Only Extension" is open, showing the following fields:

- Extension Name:** "Announcement Extension 1"
- Extension Number:** "5"
- Email:** "example@example.com"

At the bottom of the modal are "Cancel" and "Save" buttons.



## Extension Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcements-Only Extension** (Office Address and Hours in this example).
5. Click **Announcement-Only Extension Details** to view or edit the following settings on the **General** or **Settings** tabs:
  - a. Extension Number
  - b. Extension Name
  - c. Company Name
  - d. Contact Phone
  - e. Email
  - f. Regional Settings
6. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', the phone number '(210) 555-0120 Ext. 101', and the 'Admin Portal' dropdown menu. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Others' sub-tab is active. The left sidebar shows the 'Groups' section with a tree view indicating '0 Group(s)' and '0 Other(s)'. The main content area shows a table of extensions, with one 'Announcements-Only Extension' selected. A modal window titled 'Announcement-Only Extension Details' is open, showing the 'General' tab with fields for 'Extension Number' (5), 'Extension Name' (Announcement-Only Extension 1), 'Company Name', 'Contact Phone', 'Email' (example@example.com), and 'Status' (Not Activated). The 'Save' button is highlighted in the bottom right corner of the modal.





## Add a Direct Number

To add a direct number for your Announcement-Only Extension:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcement-Only Extension** (Office Address and Hours in this example).
5. Click **Direct Number**.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select a number from the drop-down menu.
8. Click **Next** when finished choosing your number.

Follow the prompts to purchase your new number.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Dave', a phone number '(210) 555-0120 Ext. 101', and links to 'Admin Portal', 'Get Help', and 'Log Out'. Below the navigation bar, the 'Phone System' tab is selected, and the 'Others' sub-tab is active. The left sidebar shows a menu with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Group(s)', and 'Phones & Devices'. The main content area shows a table of extensions. A modal window titled 'Announcement-Only Extension 1 (Ext. 5)' is open, displaying 'Announcement-Only Extension Details' and a 'Direct Numbers' section. A 'Total: 2' is shown at the bottom of the table. A second modal window titled 'Add Direct Number' is open, showing a three-step process: '1 Select Numbers', '2 Select Number Plan', and '3 Order Confirmation'. The '1 Select Numbers' step is active, showing 'Select State/Province' and 'Select Area Code' dropdown menus. The 'Next' button is highlighted.



## Set an Announcement

To set an announcement:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcement-Only Extension** (Office Address and Hours in this example).
5. Click **Announcement**.
6. Click **Edit** under **Announcement Greeting**.
7. The interface displays the current greeting. Choose your preferred type of greeting.
  - a. **Default** – Select the button next to **Default**.
  - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
    - **Record Over the Phone**  
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
    - **Record Using Computer Microphone**  
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your announcement through your computer microphone. Stop the recording and listen to the playback.
    - **Import**  
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the title "AT&T Office@Hand", and user information "Dave" with a phone number "(210) 555-0120 Ext. 101". The "Admin Portal" button is highlighted. The left sidebar contains navigation options: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" tab is selected, and the "Groups" option is highlighted. The main content area shows the "Others" tab selected, displaying a table of extensions. The table has columns for Status, Type, Name, Numbers, Ext., and Msg. Two rows are visible: "Announcements-Only E..." and "Messages-Only Extension". The "Announcement Greeting" dialog box is open, showing the "Default" greeting and the "Edit" button. The "Set Greeting" dropdown is set to "Default", and the "View In" dropdown is set to "English (U.S.)". The "No one is available to take your call. Thank you for calling. Goodbye!" message is displayed. The "Save" button is highlighted.



# Phones & Devices



## Phones & Devices

This section provides you a view of all phones that are associated with your Office@Hand account. You can add phones and devices from this section as well.

### User Phones, Devices, Unassigned

To view and edit devices on your account:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click on the tabs at the top of the middle panel to see:
  - a. User Phones
  - b. Common Phones
  - c. Paging Devices
  - d. Shared Lines
  - e. Unassigned
4. Click on a device to view and edit details.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 0 Group(s) 0 Other(s) Phones & Devices

User Phones Common Area Phones Paging Devices Shared Lines Unassigned

Search User Phones Status Device + Add Device

Status	Device	Assigned	Serial No.	
✖	Existing device	Dave Richards	N/A	Setup & Provision
ⓘ	Cisco SPA-303 Desk Phone	New User1	N/A	
✖	Cisco SPA-303 Desk Phone	Jane Smith	CCQ16422G0G	
✖	RingCentral for Desktop	John Smith	LMRC6163	
✖	RingCentral for Desktop	Donald Harrison	N/A	
✖	Yealink SIP-T21P Basic IP Phone	George Mc Lennon	00156589673A	

Total: 5 Show: 25

### Search Devices

You can search or filter the phones or devices by specifying search text, status, or device, and selecting the search icon. The search displays results for devices meeting the search criteria in the device category.

### Add a Device

You can add a phone or device by clicking **Add Device** in the upper right. See the next pages for more detailed instructions.



## Add a User Phone

To add a user phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click **Add Device**.
4. Select a user to assign the phone to.
5. Select a phone to buy.

Instructions continue on the next page.

The screenshot illustrates the process of adding a user phone in the AT&T Office@Hand Admin Portal. The interface is divided into a top navigation bar, a left sidebar, and a main content area. The top bar includes the AT&T logo, the user's name 'Dave', and contact information '(210) 555-0120 Ext. 101'. The left sidebar contains links to 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area shows the 'User Phones' section with a search bar and a '+ Add Device' button. A modal window titled 'Buy User Phone' is open, showing a table of users with 'Dave Richards' selected. Another modal window titled 'Select a Device' is open, showing a list of phones with 'Cisco SPA-525G2 Desk Phone' selected. A third modal window shows the phone's details and an 'Add to Cart' button.

**Step 1:** From the Admin Portal, select the Phone System tab.

**Step 2:** Click Phones & Devices.

**Step 3:** Click Add Device.

**Step 4:** Select a user to assign the phone to.

**Step 5:** Select a phone to buy.



6. Register your **Emergency Address**.
  - a. Select the address from the drop-down menu.
  - b. Select one or more devices.
  - c. Click **Assign to Selected** or **Assign to All**.
  - d. Click **Next**.
7. Specify your **Shipping Address**.
  - a. Enter or select an address from the menu.
  - b. Select one or more devices.
  - c. Create a shipping group to apply to certain devices you are ordering, or select **Ship All Items to this Address**.
  - d. Click **Next**.
8. Review your changes and **Confirm**.

Note: If you have exceeded your device spending limit for your current billing cycle, your transaction will fail and you will see a message warning you that your order has been put on hold. The warning message states: "Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703." You can call the number on the warning message to resolve the issue.

**6** Buy User Phone

✓ Select User ✓ Buy Phones 3 Emergency Address 4 Shipping Address 5 Confirmation

Select Emergency Address

Select Emergency Address

Customer Name

Device	Emergency Address
<input type="checkbox"/> Cisco SPA-525G2 Desk Phone	Davis Drive, Belmont, California, CA, 94002, United States

Total: 1

**7** Buy User Phone

✓ Select User ✓ Buy Phones ✓ Emergency Address 4 Shipping Address 5 Confirmation

Shipping Address

100 MILI PLZ, SAN ANTONIO, TX, ...

Ship Attention To

Shipping Option

☐ Device

All devices are assigned with shipping details. Please proceed to the next step.

Total: 0

Shipping Groups

Devices	Address	Ship Attention To	Shipping Option	Cost
1	100 MILI PLZ, SAN ANTONIO, TX, 7820...	...	GROUND (5-7 busin...	\$12.00

Shipping Cost Total: \$12.00

**8** Buy User Phone

✓ Select User ✓ Buy Phones ✓ Emergency Address ✓ Shipping Address 5 Confirmation

Review and confirm charges:

Cisco SPA-525G2 Desk Phone	\$279.00 (one time charge)
Shipping: Ground	\$12.00 (one time charge)
<hr/>	
One time charges total:	\$291.00

\* Does not include taxes and fees



## Add an Unassigned Phone

To add an unassigned phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Unassigned** tab.
4. Click **Add Device**.
5. Select a phone to buy.

Instructions continue on the next page.

**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 0 Group(s) | 0 Other(s) | **Phones & Devices**

User Phones | Common Area Phones | Paging Devices | Shared Lines | **Unassigned**

Search Unassigned | Device | Area Code | + Add Device

Status	Device	Serial No.	
	Cisco SPA-303 Desk Phone	(650) 763-0149	N/A
	Cisco SPA-303 Desk Phone	(650) 515-0171	N/A
	Cisco SPA-303 Desk Phone	(650) 763-0171	N/A
	Cisco SPA-303 Desk Phone	(650) 491-0148	N/A
	Cisco SPA-303 Desk Phone	(650) 491-0149	N/A

**Buy Unassigned Phone**

1 Buy Phones | 2 Shipping Address | 3 Confirmation

Select a Device | Order: 1 Device (max 50)

Recently Bought | Desktop Phones

Cisco SPA-525G2 Desk Phone Price: \$279.00 | Yealink T425 Gigabit Business Phone Price: \$149.00

**Cisco SPA-525G2 Desk Phone** Purchase - \$279.00

An advanced executive phone with speakerphone, bluetooth, WiFi, high-resolution color display, and more. HD-voice capable for ultra-clear audio. Includes power adapter.

- High-resolution color display for easy call-handling and additional features including photo display
- Bluetooth connectivity enables use of the phone as a headset for a mobile phone
- WiFi connectivity eliminates the need for an ethernet cable
- Five line keys - easily manage up to 5 simultaneous calls
- Integrated Power over Ethernet (PoE) support
- Integrated 2-port ethernet switch so you can connect a PC or other device in addition to the phone

Download Datasheet

Subtotal: \$279.00

\*Excludes taxes, fees and/or shipping

Cancel | Next



6. Specify your **Shipping Address**.
  - a. Enter or select an address from the menu.
  - b. Select one or more devices.
  - c. Create a shipping group to apply to certain devices you are ordering, or select **Ship All Items to this Address**.
  - d. Click **Next**.
7. Review your changes and **Confirm**.

**Note:** If you have exceeded your device spending limit for your current billing cycle, your transaction will fail and you will see a message warning you that your order has been put on hold. The warning message states: “Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703.” You can call the number on the warning message to resolve the issue.

6

Buy Unassigned Phone

✓ Buy Phones

✓ Shipping Address

3 Confirmation

Shipping Address

100 MILI PLZ, SAN ANTONIO, TX, ...

Edit

New

Ship Attention To

Shipping Option

GROUND (5-7 b...

Create Shipping Group

Device

Phone Number

All devices are assigned with shipping details. Please proceed to the next step.

Total: 0

Shipping Groups

Devices	Address	Ship Attention To	Shipping Option	Cost
1	100 MILI PLZ, SAN ANTONIO, TX, 7820...	...	GROUND (5-7 busin...	\$12.00

Shipping Cost Total: \$12.00

Back

Next

7

Buy Unassigned Phone

✓ Buy Phones

✓ Shipping Address

3 Confirmation

Review and confirm charges:

Cisco SPA-525G2 Desk Phone

\$279.00

(one time charge)

Shipping: Ground

\$12.00

(one time charge)

One time charges total:

\$291.00

\* Does not include taxes and fees

Back

Confirm





## Add a Paging Device

To add a paging device:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Paging Devices** tab.
4. Click **Add Device**.
5. Enter the paging device nickname.
6. View the provisioning information for the device.
7. Click **Done** to add the device to your system.

**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 5 Group(s) 2 Other(s) | **Phones & Devices**

User Phones | Common Area Phones | **Paging Devices** | Shared Lines | Unassigned

Search Paging Devices | Status | + Add Device

Status	Name	Assigned Groups
	Warehouse Paging Device	

**Add Paging Device**

1 Device Nickname | 2 Provisioning Info

The following paging devices are supported by AT&T Office@Hand:

- CyberData SIP-enabled IP V2 Paging Speaker
- CyberData SIP-enabled IP V2 Paging Amplifier

Paging Device Nickname

Warehouse Paging Device

Cancel | Next

**Add Paging Device**

✓ Device Nickname | 2 Provisioning Info

Provisioning information for CyberData paging devices

CyberData paging devices need to be programmed with the information given below to make them fully functional when assigned to paging group.

**Step 1**  
Open a web browser session to the CyberData device. Please consult the vendor documentation for details on how to determine the IP address of your device and how to enter the relevant login credentials.

**Step 2**  
Navigate to the Networking page and confirm that the device is configured for DHCP operation.

**Step 3**  
Navigate to the SIP Configuration page and enter the following settings in the appropriate fields and Click "Save". The device may reboot.

SIP Domain	sip.ual.ringcentral.com
Remote SIP port	5060
Local SIP port	5060
Outbound Proxy	sip111.ual.ringcentral.com
Outbound Proxy Port	5090
User Name	12105988284*900479897006
Authorization ID	800479897006
Password	RKJUAGTV

Done



## Add a Common Phone

A common phone is only available for hot desking, and enables any employee to log in to a shared phone that adopts the user's phone settings. For more information on managing common phones, see Hot Desking.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Common Area Phones** tab.
4. Click **Add Device**.
5. Select a phone to buy.
  - a. Select the address from the drop-down menu.
  - b. Select one or more devices.
  - c. Click **Assign to Selected** or **Assign to All**.
  - d. Click **Next**.
7. Specify your **Shipping Address**.
  - a. Enter or select an address from the menu.
  - b. Select one or more devices.
  - c. Create a shipping group to apply to certain devices you are ordering, or select **Ship All Items to this Address**.
  - d. Click **Next**.
8. Review your changes and **Confirm**.

**AT&T Office@Hand** Dave | (210) 555-0120 Ext. 101 [Admin Portal](#) [Get Help](#) [Log Out](#)

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 0 Group(s) 0 Other(s) **Phones & Devices**

User Phones **Common Area Phones** Paging Devices Shared Lines Unassigned

Search Common Area Phones Status Type Device + Add Device

Status	Type	Device	Name	Phone Number	Serial No.
	Hot Desk	Polycorn VVX410	Common Phone Polycorn VVX...	(650) 446-5654	N/A

**Buy Hot Desk Phone**

1 Buy Phones 2 Emergency Address 3 Shipping Address 4 Confirmation

Select a Device Order: 1 Device (max 50)

QTD	Item	Price
1	Polycorn VVX-311 Gigabit Ethernet Ph...	\$169.00

Subtotal: \$169.00  
\*Excludes taxes, fees and/or shipping

Cancel Next



## HD Voice\*

HD Voice enables higher fidelity voice transmission that offers a more lifelike communication experience. You can enable the HD Voice option for your devices from your online account.

1. From the **Admin Portal**, select the **Settings** tab.
2. Click **Phones & Devices**.
3. Under **User Phones**, select a phone.
4. Under **Phone Details**, check the box next to **Use HD Voice if possible**.
5. Click **Save**.

Primary beneficiaries are users calling another extension in their account. Secondary beneficiaries are users calling other Office@Hand users. Supported devices include the following desk phones that support the OPUS codec (both devices must support the codec):

- Polycom IP 335/450/550/560/650/670
- Polycom VVX 101/201/310/410/500/600
- Polycom IP 5000/6000/7000 Conf. Phones
- Yealink T21P/T42G/T42S/T46S/W52P/W56P
- Cisco SPA 303/508G/509G/514G/525G/525G2

You can also use HD Voice on:

- Office@Hand for Desktop (Windows, Mac)
- Office@Hand mobile app (iOS, Android)

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 0 Group(s) 0 Other(s) **Phones & Devices**

User Phones Common Area Phones Paging Devices Shared Lines Unassigned

Search User Phones Status Device + Add Device

Status	Device	Assigned	Serial No.	
	Cisco SPA-303 Desk Phone	Dave Richards	N/A	Setup & Provision

Device: Cisco SPA-525G2 Desk Phone  
Serial Number: N/A  
Assigned Type: User Phone  
Status: Order in Progress  
Check Progress

Name: Dave Richards Cisco SPA-525G2 Desk Phone  
Expansion Modules: 0

Assigned To:  
User: Dave Richards - Ext. 101  
Edit User  
Default Area Code: 210

Bandwidth Settings  
Data Usage: High  
Use HD Voice if possible  
Emergency Address: 999 Baker Way, Ste 500, San Mateo, CA, 94404, United States  
Edit Address

Cancel Save



## Enabling Video Calls

You can enable video on internal point-to-point calls in your Office@Hand account. Supported devices include the Polycom VVX 601/600 and 501/500 (supporting detachable cameras for video calling). Phones with video support include video codecs with audio for all outbound calls. No new firmware is required for the Polycom phones to enable video.

This feature is available as a on-demand feature for Premium and Ultimate tiers. Contact AT&T Advanced Solutions to ask about this feature.

### To enable video:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phones & Devices**.
3. Under **User Phones**, select a supported phone.
4. Check the box next to **Enable Video Calling**.
5. Click **Save**.

**Note:** you can enable video calling for multiple devices by multi-selecting the Polycom devices in the list and enabling video calling in bulk.

The phone will be resynchronized to make and receive video calls with similarly configured devices within your Office@Hand account.

For information about placing video calls, see the Office@Hand User Guide.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The main navigation menu on the left includes "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Phone System" menu is expanded, showing "Company Info", "Phone Numbers", "Auto-Receptionist", "Group(s)", "Other(s)", and "Phones & Devices". The "Phones & Devices" option is highlighted with an orange circle and the number 2. The "User Phones" tab is selected, showing a table of devices. The table has columns for "Status", "Device", "Assigned", and "Serial No.". A device "Dave Richards Polycom VVX-501 Col..." is listed, with "Dave Richards" assigned to it. An orange circle with the number 3 points to the "Device" column. The "Enable video calling" checkbox is checked, with an orange circle and the number 4 pointing to it. The "Save" button is highlighted with an orange circle and the number 5. The "Polycom VVX501" configuration modal is open, showing fields for "Name", "Serial Number", "Assigned Type", "Status", "Order in Progress", "Assigned To", "User", "Default Area Code", "Bandwidth Settings", "Data Usage", "Emergency Address", and "Emergency Address". The "Enable video calling" checkbox is checked, and the "Save" button is highlighted with an orange circle and the number 5.



## Bulk Device Update

For enterprise customers managing a large number of devices, the Bulk Device Update feature provides an ability to configure the settings of multiple IP devices in a single file upload.

Contact support to enable this on-demand feature.

To perform a bulk device update:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phones & Devices**.
3. Expand the more menu.
4. Select **Edit Device Configuration**.
5. Download the template.
6. Fill out the template with these settings:
  - Assigned Ext #: only for user-type phones
  - Device Name
  - Default Area Code (US/CAN only)
  - Data Usage + HD Voice
  - E911 Address
  - Caller ID
  - Display Ext # (for Polycom VVX only)
7. Upload the template. Note devices may reboot.

Edit Device Configuration

X

You have 1 Device to edit.

If you already have a filled out template please proceed to Step 3.

Step 1: Get Template

Send Email to

Download

 or

Send

Step 2: Fill Out Template

Step 3: Upload File

Important: editing devices in bulk may trigger all or some of your devices to reboot.

⬆ Browse

Cancel

[illegible]

# Assisted Provisioning



## Assisted Provisioning

You can provision supported third-party devices with your service.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Select the device that needs to be provisioned.
4. Click **Setup and Provision**.
5. Select your phone model. If you have selected:
  - a. **Cisco/Linksys IP Devices**: select this tab and **Select** the phone model from the list of choices. Proceed with the steps on the following pages.
  - b. **Polycom IP Phones**: select this tab and **Select** the phone model from the list of choices. Proceed with the steps on the following pages.
  - c. **Yealink IP Phones**: select this tab and **Select** the phone model from the list of choices. Proceed with the steps on the following pages.
  - d. **Other Phones**: select this tab and **Select** an existing phone. The next window displays the SIP Configuration or information needed for manual provisioning. Contact your device manufacturer to know how to configure your device using these configurations.

Setup & Provisioning

1 Select Device

2 Provisioning

3 Finish

In addition to the devices AT&T Office@Hand sells pre-provisioned, AT&T Office@Hand supports assisted provisioning for additional models. If your model is not available via assisted provisioning, AT&T Office@Hand may have documented how to manually configure it. Please see the office devices page for more information.


Select your phone model to begin:

Cisco / Linksys IP Devices

Polycom IP Phones


Yealink IP Phones

Other Phones




Cisco Linksys 2102 ATA
 

Select




Cisco Linksys PAP2T ATA
 

Select




Cisco SPA-122 ATA
 

Select




Cisco SPA-303 Desk Phone
 

Select




Cisco SPA-504G Desk Phone
 

Select




Cisco SPA-508G Desk Phone
 

Select




Cisco SPA-509G Desk Phone
 

Select




Cisco SPA-514G Desk Phone
 

Select



Cisco SPA-525G2 Desk Phone
 

Select



Cisco SPA525G Advanced Executive Color IP Phone
 

Select

Cancel

## Yealink Configuration

To configure a Yealink device:

1. Follow the instructions to reset the phone's existing configuration through the phone's Web interface, or the desktop phone interface.
2. Enter login credentials when prompted by the Web interface. These are the administrator credentials to your phone. The default credentials are admin/admin. If you do not know your credentials, contact your phone vendor.
3. Enter the phone's MAC Address from the rear of the base station, or from the display of the desktop phone interface.
4. Click **Next**.

Setup & Provisioning

✓ Select Device

**2 Provisioning**

3 Finish

Next you'll need to reset the existing configuration via the Web interface:


1. Press the OK button on the Phone GUI, or press the [Menu] > [Status] in order to obtain the IP address of the desktop IP phone.
2. Enter this IP address into the address bar of your web browser and press the Enter key. Login to the web interface of the desktop IP phone.
3. Click on the "Settings" tab and then click on the "Upgrade" menu option.
4. Locate the "Reset to Factory" item and click the "Reset to factory" button.

Or you can reset the existing configuration via the Phone GUI:

1. Long press OK button for 5 seconds.
2. Type in the administrator password.
3. Press the "Yes" to trigger the factory reset.

Note: The web interface of the desktop IP phone will prompt you for login credentials - these are the administrator credentials to your phone and you must know it to continue. By default it is admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

We'll need to know the MAC address of your desktop IP phone. To obtain this number, turn the desktop IP Phone over and look for the alphanumeric number labeled as MAC address and enter it below.



MAC Address: ⓘ

You can also obtain the MAC address through the display of the desktop phone GUI. On the desktop phone press OK or press the [Menu]>[Status].

Back

Next





## Yealink Configuration (continued)

5. A confirmation indicates that your device has been provisioned successfully. The phone will reboot and provision itself with Office@Hand on reboot. Click **Done**.

Setup & Provisioning

✓ Select Device

✓ Provisioning

**3 Finish**

**1. Access Web Interface**

Next you'll need to point your desktop IP phone to RingCentral for configuration information. Login via web interface of the desktop IP phone. You will be prompted for a login/password credentials - this are the administrator credentials to your phone and you must know it to continue. By default these are admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

**2. Configure Provisioning Server**

In the desktop IP phone web interface, click the "Setting" tab, and then select "Auto Provision" menu option. Locate "Provisioning server" field and enter <https://yp.uat.ringcentral.com/provisioning/yealink/T42S>.

**3. Save and Apply Config**

Ensure that the 'User Name' and 'Password' fields are blank. Now click [Confirm] to save the configuration. Click [Autoprovision Now] to get your RingCentral settings provisioned to your phone. The phone will reboot.

Configuration is now complete. Your phone should now be rebooting and will provision itself with RingCentral on reboot. If you are having trouble you can try this wizard again, double-checking the MAC address and that the provisioning URL was entered correctly.

Done



## Cisco/Linksys IP Devices

To configure a Cisco/Linksys IP device:

1. Reset the phone to defaults prior to provisioning to remove any unnecessary settings that may cause failure of provisioning. Refer to your manual on how to reset the phone to defaults.
2. Enter the IP Address of the device as instructed and click **Next**. Office@Hand locates and provisions your device.
3. Follow the instructions to complete the provisioning of your phone. Once you complete the configuration and save it, the phone will reboot and provision itself with Office@Hand on reboot. Click **Done**.

Setup & Provisioning

✓ Emergency Address

✓ Select Device

3 Provisioning

4 Finish

### Assisted Cisco / Linksys IP Device Provisioning

In order to automatically provision your Linksys ATA or IP Phone, we need your device's IP address.

To get this information from your IP Phone, please follow these instructions:

1. Press the **Menu** button on the face of your phone.
2. Press 9 to access the Network screen.
3. Press 2 to see your **Current IP** address.

To get this information from your ATA adapter, please follow these instructions:

1. Plug in both the Power and Ethernet cables.
2. Plug in your telephone using standard phone cable.
3. Pick up the handset (you will not hear a dial tone) and dial \*\*\*\*.
4. At the configuration menu, dial **110#**.
5. Your device's **Current IP** address will be read to you.

Otherwise see information in your IP Device's User Guide.

Using your web browser, open IP address read to you. IP phone web page will be displayed.  
Click on "**Admin**" and then on "**Advanced**" links.  
Open "Provisioning" tab and make sure that "**Provision Enable**" was set to "**Yes**" (if set to "No", switch it to "Yes" and click "Submit All Changes")

Please enter the address as it is read to you:

.  .  .

Note: this computer and the IP device must be on the same network for the initial provisioning process.

Click **Next** to provision your phone. Your phone may reset during this process.

Back

Next



## Polycom

To configure a Polycom device:

1. Reset the existing device configuration following the instructions. Once your phone has finished rebooting, click 'Next Step.'
2. Enter the administrator password to your phone when prompted. By default it is 456. The default credentials are admin/admin. If you do not know your password, contact your phone vendor.
3. Enter the phone's serial number or MAC Address from the rear of the phone, which may be the number above the barcode. Click **Next**.
4. Follow the instructions to complete the provisioning of your phone. Once you complete the configuration and save it, the phone will reboot and provision itself with Office@Hand on reboot. Click **Done**.

Setup & Provisioning

✓ Emergency Address

✓ Select Device


3 Provisioning

4 Finish

Next you'll need to reset the existing configuration. On your phone, select the 'Menu' key or softkey, then Settings > Advanced > Admin Settings > Reset to Default > Reset Local Config. Select Yes to confirm. Once your phone has finished rebooting, click 'Next Step'.

Note: When you select 'Advanced' you will be prompted for a password - this is the administrator password to your phone and you must know it to continue. By default it is 456. If you do not know your password you may need to contact the vendor of the phone.

We'll need to know the serial number or MAC address of your phone. To obtain this number, turn the phone over and look for the alphanumeric number labeled as serial number or mac address, or often simply the number above the barcode, and enter it below.



MAC Address: ⓘ

Can't find it?

On newer Polycom devices, you can also get the serial number through the phone menu. Select Menu, then Status, then Platform, then Phone. It will be listed as 'S/N'. Menu structure can vary slightly from phone to phone.

Back

Next



# Hot Desking



## Hot Desking

Hot desking\* enables any employee to log in to a shared phone that adopts the user's phone settings. Employees who travel from different offices can share the same common phone and desk while keeping their own extension profiles and voicemail access. The admin can view and manage the common phones for hot desking from the Devices tab.

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

### Common Phone Setup

Hot Desking is required to be set up on a common phone. You can either purchase a new common phone, or convert an existing unassigned Polycom VVX 310, VVX 410, VVX 500, or other supported phone, to a common phone. See these sections:

- Add a Common Phone
- Convert an Unassigned Phone to a Common Phone

### Convert an Unassigned Phone to a Common Phone

Converting an unassigned phone to a common phone makes that phone only available for use in hot desking. No minutes are included for any type of calls.

To convert an unassigned phone to a common phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Unassigned** tab.
4. Select an unassigned phone.
5. In Phone Details, select **Convert to Common Phone**.

Follow the instructions to complete the conversion.

\*Available for Office Premium and Enterprise only.



**AT&T Office@Hand**

Phone System | Users | Reports | Call Log | Billing | Tools

Admin Portal | Get Help | Log Out

1 Dave | (210) 555-0120 Ext. 101

2 Company Info | Phone Numbers | Auto-Receptionist | 0 Group(s) | 0 Other(s) | **3 Phones & Devices**

4 User Phones | Common Area Phones | Paging Devices | Shared Lines | **Unassigned**

Search Unassigned | Device | Area Code | + Add Device

Status	Device	Serial No.	
Unassigned	Cisco SPA-303 Desk Phone	(650) 763-0149	N/A   Check Progress   Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 515-0171	N/A   Check Progress   Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 763-0171	N/A   Check Progress   Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 491-0148	N/A   Check Progress   Assign To

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

Name: Cisco SPA-303 Desk Phone

This device has not been setup yet

Setup & Assign | Or | **Convert to Common Phone**

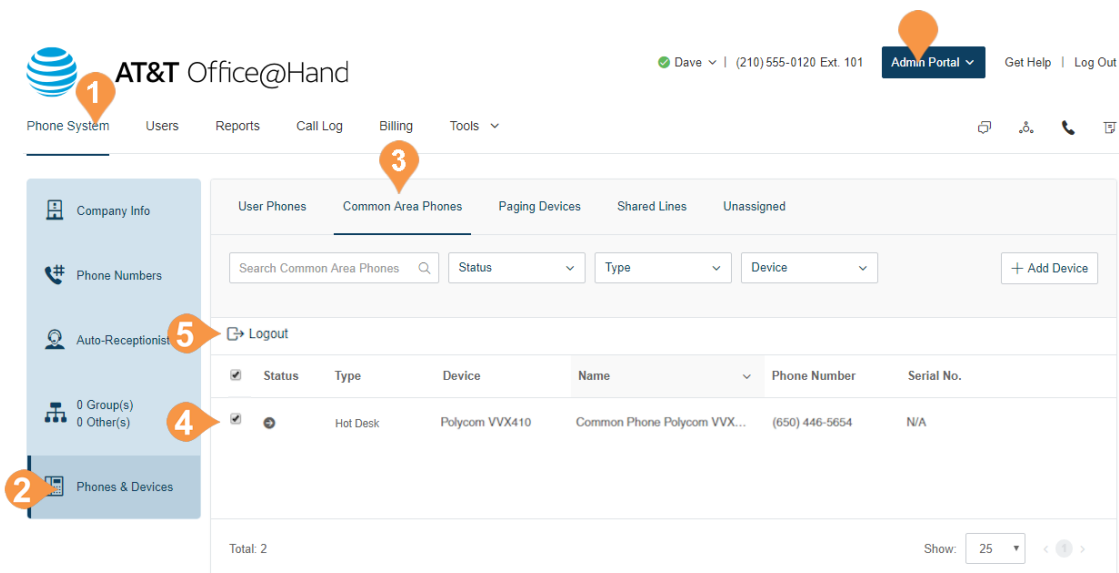
## Log out a Common Phone

You can log out the currently logged in user from the common phone.

To log out a common phone:

1. From the Admin Portal, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Common Area Phones** tab.
4. Check the box next to a common phone.
5. Above the columns, select **Logout**.

You are informed that if the user is on a call, the user will be logged out after the call ends.



The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' button is highlighted. The main navigation menu on the left includes 'Phone System' (selected), 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' menu is expanded, showing 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '0 Group(s)', '0 Other(s)', and 'Phones & Devices' (selected). The 'Common Area Phones' tab is selected in the main content area. The 'Logout' button is visible above the table. The table lists common area phones with columns for Status, Type, Device, Name, Phone Number, and Serial No. One phone is listed: 'Hot Desk' with device 'Polycom VVX410' and phone number '(650) 446-5654'. The 'Logout' button is checked next to it. The bottom of the table shows 'Total: 2' and a 'Show: 25' dropdown.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 0 Group(s) 0 Other(s) Phones & Devices

User Phones Common Area Phones Paging Devices Shared Lines Unassigned

Search Common Area Phones Status Type Device + Add Device

Logout

Status	Type	Device	Name	Phone Number	Serial No.
<input checked="" type="checkbox"/>	Hot Desk	Polycom VVX410	Common Phone Polycom VVX...	(650) 446-5654	N/A

Total: 2 Show: 25



## Set the Hot Desking Session Timeout

The hot desking session timeout specifies the time period when guest users will be logged out from phone endpoints. The default session timeout is 12 hours.

### No Timeout

Certain enterprises with a mobile workforce may use the 'Never' value for the timeout to configure that all hot desk sessions in the account will not timeout. When using this option, the hot desk session can only be logged out by a user from the phone.

### Set the Timeout

To set session time out for all common phones:

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Hot Desk Session Timeout**.
3. Set the session timeout from the menu.

To configure no timeouts, select the **Never** value.

4. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' text are visible. Below the header, a navigation bar includes links for 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Tools' link is highlighted with an orange circle labeled '1'. A dropdown menu is open under 'Tools', showing options: 'Meetings', 'Archiver', 'Appearance', 'Session Timeout', 'Hot Desk Session Timeout' (highlighted with an orange circle labeled '2'), 'Single Sign-on', 'Directory Integration', and 'HIPAA Setting'. On the left sidebar, there are links for 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and '5 Group(s) 2 Other(s)'. The main content area shows a clock icon with the text 'Edit Business Hours' and a 'Tutorials' section. Below this, a modal window titled 'Hot Desk Session Timeout' is open. It contains a label 'Hot Desk user logout after' with a dropdown menu showing '12 hours' (highlighted with an orange circle labeled '3'). At the bottom right of the modal is a 'Save' button (highlighted with an orange circle labeled '4').



# User Management





## User Management

This section describes user settings actions that only admins can perform.

### Users with Extensions

View your users and their extension information as well as any unassigned extensions on your account:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Users with Extensions** to view the users on your account.
3. Select a user.
4. View or edit the settings for the selected user. See the AT&T Office@Hand User Guide for more information about user settings.

### Unassigned Extensions

View unassigned extensions and assign an extension to a new user:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Unassigned Extensions** to view the unassigned extensions on your account.
3. Select an extension.
4. Enter information about the user that the extension will be assigned to. Click **Save and Enable** to add the user to your phone system.

AT&T Office@Hand

Phone System **Users** Reports Call Log Billing Tools

Dave (210) 555-0120 Ext. 101 Admin Portal Get Help Log Out

**Users With Extensions** Unassigned Extensions

Search Users Status Roles + Add User Download User List

Department

Delete Resend Invite Apply Templates

Status	Name	Number	Ext.	Roles	Department	Msg.
✓	Dave Richards (...)	(210) 672-4088	101	Super Admin		1 / 1
+	Chris McDonald	(209) 813-0213	1015			0 / 0 Resend Invite   Delete
✓	Debbie Smith	(209) 736-0286 (209) 813-0286 (760) 854-0139	1004	3 / 3		Disable
+	Harry McDonald	(209) 753-0223	1011	0 / 0		Resend Invite   Delete
+	Jess Jones	(209) 736-0241	5035	0 / 0		Resend Invite   Delete

Total: 1 Show: 25

AT&T Office@Hand

Phone System **Users** Reports Call Log Billing Tools

Dave (210) 555-0120 Ext. 101 Admin Portal Get Help Log Out

**Unassigned Extensions**

Search Users + Add User

Name	Serial No.	Number
Ext. with Existing Phone		(210) 807-7251 Delete
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542

Total: 5 Show: 25



## Add User Extensions and Phones

You'll want to add new users to your Office@Hand account as your business grows. As an administrator, you may also need to edit existing user phone settings, assign extensions, and set up new users.

### Add Users with Phone Devices

To add users with phone devices:

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **Add User (+)** icon. A pop-up window will appear with steps for adding your extension.
3. On the **Add Users with Phones** tab, choose the number of users you'd like to add, the phone numbers you'd like to add for them, and the phones you'd like to add. Click **Add**. Repeat as needed to add additional users with a different area code or phone device type.
4. When complete click **Next**. Follow the prompts for your shipping address and billing information then review and submit your order.

### Account Type Restrictions in Adding Users

If your account is registered as an Individual Responsibility User (IRU), you are restricted to adding a maximum of 20 users through the Admin Portal.

If you would like to add more users above this limit, you can do so by contacting AT&T Advanced Solutions customer care.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" button. A left sidebar contains links for "User list", "Roles", "User groups", and "Templates". The main content area shows two tabs: "Users With Extensions" and "Unassigned Extensions". Below the tabs is a search bar labeled "Search Users" and filters for "Status" and "Roles". A "+ Add User" button is highlighted with an orange circle and the number 2. A pop-up window titled "Add Users" is open, showing a progress bar with steps: 1 Add Users, 2 Shipping Address, 3 Confirmation. The "Add Users With Phones" tab is selected. It displays account status: "Your plan: Up to 3 Users - Need more? — Change Plan", "Used: 2", "Shared lines already setup: 0", and "Available: 1 - Add below". Below this is a table for adding users with phones, with columns for "Quantity", "Area Code", "Device", and "Phone Charges". The table shows one row with "1" quantity, "650 - Atherton, Palo Alto" area code, "Cisco SPA-525G2 Desk Phone" device, and "\$279.00 (1 X \$279.00) - one-time" charges. An "Add" button is highlighted with an orange circle and the number 4. At the bottom of the pop-up, there are "Cancel" and "Next" buttons.



## Add Users without Phones

To add users without a phone assigned:

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **Unassigned Extensions** tab.
3. Click the **Add User (+)** icon. A pop-up window will appear with steps for adding your extension.
4. Select the **Add Users without Phones** tab.
5. Choose the number of users you'd like to add and the phone numbers you'd like to add for them. Click **Add**. Repeat as needed to add additional users with a different area code.
6. When complete click **Next**. Follow the prompts for your shipping address and billing information then review and submit your order.

**Note:** Users without phones can receive caller ID only on incoming calls, while users with phones can also receive called ID on outbound call.

### Account Type Restrictions in Adding Users

If your account is registered as an Individual Responsibility User (IRU), you are restricted to adding a maximum of 20 users through the Admin Portal.

If you would like to add more users above this limit, you can do so by contacting AT&T Advanced Solutions customer care.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, and the 'Unassigned Extensions' sub-tab is active. A search bar and a '+ Add User' button are visible. A pop-up window titled 'Add Users' is open, showing a progress bar with three steps: '1 Add Users', '2 Shipping Address', and '3 Confirmation'. The 'Add Users Without Phones' tab is selected within the pop-up. A table lists the users being added, with columns for 'Quantity', 'Area Code', 'Device', and 'Phone Charges'. The table shows three rows of users, each with a quantity of 1 and a one-time charge. At the bottom of the table, there is an 'Add' button. Below the table, a summary section shows 'One Time Charges' and 'Recurring Charges' with their respective quantities and sub-totals. The 'Today's Estimated Total' is \$428.00. At the bottom right of the pop-up, there are 'Cancel' and 'Next' buttons.

Quantity	Area Code	Device	Phone Charges
1	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time
1	650 - Atherton, Palo Alto	Yealink T42S Gigabit Business...	\$149.00 (1 X \$149.00) - one-time
1	650 - Atherton, Palo Alto	No Phone Selected	

One Time Charges	Quantity	Sub-total*
Phones	2	\$428.00
Recurring Charges		Sub-total*
Paid Users with Phones	2 x \$0.00	\$0.00
Users without Phones(with numbers)	1 x \$0.00	\$0.00
<b>Today's Estimated Total*:</b>		<b>\$428.00</b>

\*Total charges do not include taxes, fees and prorates.




## Manage Users and Extensions

In the Users List, you can manage users and extensions.

### Export a User List

You can export a list of users and extensions in Microsoft Excel file format. You can use this feature to create a company directory or to perform an audit of users.

1. From the **Admin Portal**, select the **Users** tab.
2. To download a list of users and extensions for audit, click **Download User List**.
3. View the file in Microsoft Excel.

 **AT&T Office@Hand**

Phone System

**Users**

Reports

Call Log

Billing

Tools

Dave ▾ | (210) 555-0120 Ext. 101

**Admin Portal** ▾

Get Help | Log Out

User list

Roles

User groups

Templates

Users With Extensions

Unassigned Extensions

Search Users

Status ▾

Roles ▾

+ Add User

**Download User List**

Department ▾

Delete

Resend Invite

Apply Templates

	Status	Name	Number	Ext.	Roles	Department	Msg.	
	✓	Dave Richards (...)	(210) 672-4088	101	Super Admin		1 / 1	
➔		Chris McDonald	(209) 813-0213	1015			0 / 0	<a href="#">Resend Invite</a>   <a href="#">Delete</a>
✓		Debbie Smith	(209) 736-0286 (209) 813-0286 (760) 854-0139	1004	3 / 3			<a href="#">Disable</a>
➔		Harry McDonald	(209) 753-0223	1011	0 / 0			<a href="#">Resend Invite</a>   <a href="#">Delete</a>
➔		Jess Jones	(209) 736-0241	5035	0 / 0			<a href="#">Resend Invite</a>   <a href="#">Delete</a>

Total: 1

Show: 25 ▾

< 1 >



## Bulk Edit User Information

You can efficiently make changes for multiple users in a single action. You export a template and add your user information into the template for import to Office@Hand.

This feature is available for accounts with two or more users, and is not available to accounts that are using Active Directory.

To edit user information in bulk:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Edit User Information**.
3. Click **Download** or enter an email address and click **Send**.
4. Fill out the template with the user information.
5. Click **Browse** and upload the user file.
6. Confirm that you will overwrite all the user data.

The screenshot illustrates the bulk edit user information process in the AT&T Office@Hand Admin Portal. The interface shows the 'Users' tab selected in the sidebar. The main area displays 'Users With Extensions' and 'Unassigned Extensions' tabs. A 'Download User List' button is visible. A modal window titled 'Edit User Information' is open, showing the following steps:

- Step 1: Get Template**: Options to 'Download' or 'Enter email address' and a 'Send' button.
- Step 2: Fill Out Template**: A section for filling out the template.
- Step 3: Upload File**: A 'Browse' button to upload the user file.

A confirmation dialog titled 'Edit User Information - Confirmation' is also shown, asking: 'You are about to make changes for all users in the file. This will overwrite current values. Are you sure you want to proceed?' with 'No' and 'Yes' buttons.

In the background, a spreadsheet template is visible with the following columns: Mailbox ID, Extension, First Name, Last Name, RingCentral text-to-speech name, and Contact Phone. The spreadsheet includes instructions and a table of user data.

Mailbox ID	Extension	First Name	Last Name	RingCentral text-to-speech name	Contact Phone
DO NOT MODIFY	Required	Required	Required	Optional	Optional
X000000000315632031	101	Dave	Richards	Dave Richards	16505551212



## Call Forwarding for an Unreachable Phone

Manage the rerouting of inbound calls when an Internet outage occurs. This feature is for enterprises where most installed phones are desktop phones and there is little-to-no access via mobile or soft phones. When triggered, the call will be handled by the forwarded extension's Call Handling & Message rules like Voicemail. Once Internet service is restored, the incoming calls will automatically resume to ring the user endpoint phone as usual.

### Feature Activation

- By default, Call Forwarding for Unreachable Phone is not available for configuration in your online account. Contact Office@Hand Support to turn on this feature in your account.
- Once activated for your account, you must be an administrator to enable and configure Call Forwarding for Unreachable Phone.
- The feature is disabled when the **Notify my Desktop App** or **Smartphone** features are enabled.

Use Call Forwarding for Unreachable Phone with these extensions or groups:

- Individual user extensions that have desk phones and/or Office@Hand for Desktop with a digital line.
- Virtual extensions with call forwarding to desk phones and/or Office@Hand for Desktop with a digital line.
- A Shared Line group

The feature is available in Call Handling for:

- Business Hours
- After Hours



The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The sidebar on the left contains links for 'User list', 'Roles', 'User groups', and 'Templates'. The main content area shows a list of users under the 'Users With Extensions' tab. A modal window titled 'Call Handling & Forwarding' is open for the user 'Dave R'. This modal has four tabs: 'User Hours', 'After Hours', 'Advanced', and 'Settings'. The 'User Hours' tab is selected, showing a table of call forwarding rules. A red box highlights the 'Call Forward for Unreachable Phone' section, which is currently set to 'Off'. A red '5' is placed next to this section. Another modal window, 'Call Forward Destination', is open, showing options for 'Extension' and 'Other Number'. The 'Phone Number' field is highlighted with a red '7b'. A red '8' is also visible in the bottom right corner of this modal.

# User Settings



## Users Settings

Admins have the ability to edit the following settings for users in the phone system:

- User Information
- Phones & Numbers
- Screening, Greeting, & Hold Music
- Call Handling & Forwarding
- Messages & Notifications
- Outbound Caller ID
- Outbound Fax Settings

Learn more about each of these settings in the AT&T Office@Hand User Guide.

Administrators will use the Users section to access and edit these settings.

1. From the **Admin Portal**, select the **Users** tab.
2. Select a user.
3. On the user settings pane,
  - Select the extension, for example, Ext. 105, then the category to edit.
4. On the user settings pane,
  - Select Outbound Calls/Faxes, then the category to edit.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible. Below the navigation bar, the 'Users' tab is selected in the top menu. The sidebar on the left contains 'User list', 'Roles', 'User groups', and 'Templates'. The main content area shows 'Users With Extensions' and 'Unassigned Extensions' tabs. A search bar and filters for 'Status' and 'Roles' are present. A table lists users: Audrey Guglinelli, Joe Stephens, Joellen Brown, Matthew Smith, and Sam Smith (selected). The user settings pane for 'Sam Smith' is open, showing 'Ext. 105' and 'Outbound Calls/Faxes' selected. The settings pane includes sections for 'User Details', 'Caller ID', 'Phones & Numbers', 'Fax Settings', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding', and 'Messages & Notifications'.





## User Details

Click on **User Details** to view and edit the selected user's information. From this menu, you can edit a user's extension, name, recording, phone numbers, email address, job title, department, roles, user groups, hours, password, and regional settings.

### Custom Fields

Custom Fields in User Details is an on-demand feature that allows company administrators to create fields in User Details which can be used to store company-specific data or unique identifiers. For customers that maintain employee or user records across multiple systems, custom fields allow them to add data to the users in their account which can be used to cross-reference data sets between disparate systems.

To enable this on-demand feature, contact support. For information on creating custom fields, see “[Create a Custom Field](#)” on page 141.

Bob Miller

Ext. 104 Outbound Calls/Faxes

User Details

General Settings & Permissions

First Name

Bob

Last Name

Miller

Job Title

QA Engineer

Extension Number

104

Mobile Phone

Password

Change Password

Record User Name ⓘ

Bob Miller (Default)

Edit

Department

Quality Assurance

Contact Phone ⓘ

Email

bob.miller@example.com

☒ Use email to log in ⓘ

Verify Email Uniqueness

Cancel

Save

Bob Miller

Ext. 104 Outbound Calls/Faxes

User Details

General Settings & Permissions

Regional Settings

GMT-08:00, English (U.S.)

Edit

Roles ⓘ

Manager

Edit

Template

Apply

User Hours

Custom

Edit

User Groups

Call Queue 1, sales group 1

Edit

Schedule Meetings for Me

0 users selected

Edit



## Create a Custom Field

You can create up to five custom fields in User Details. These fields are visible to the user in that user's details.





To create or edit custom fields in User Details:

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Custom Fields**.
3. Click **Add Custom Field**.
4. Enter the **Custom field name**.
5. Click **Save**.

## Delete a Custom Field

Deleting a field permanently removes information stored in the field for all users and is not recoverable. It is strongly recommended that you download / save your user information prior to deleting this field. To proceed, follow the steps below.

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Custom Fields**.
3. Select the custom field from the list.
4. Click **Remove**.
5. Read the disclaimer, then click **Yes** if you agree.

Phone System	Users	Reports ▾	Call Log	Billing	Tools ▾				
Custom Fields									
<div>+ Add Custom Field</div>									
Number	Custom field name	Operation							
1	Employee ID	<a href="#">Remove</a>   <a href="#">Rename</a>							



## Phones & Numbers

Click **Phones & Numbers** to view and edit the selected user's phone numbers and phone settings. You can add a direct number for this user, add a phone, download/activate apps, change presence and intercom settings, and view and edit conference settings.

John Smith

Ext. 150   Outbound Calls/Faxes

▼ User Details Super Admin ⓘ

^ Phones & Numbers

Numbers   Phones

+ Add Direct Number

Number	Type	
(208) 337-3083	Direct	Edit
(860) 446-0747	Direct	Edit

John Smith

Ext. 150   Outbound Calls/Faxes

▼ User Details Super Admin ⓘ

^ Phones & Numbers

Numbers   Phones

+ Add Phone

Presence ⓘ

Intercom ⓘ

Phone Nickname	Phone Type	Number	
John Smith Polycom VVX-311 Gigabit ...	Polycom VVX311	(650) 682-0533	Edit
Cisco SPA-122 ATA	Existing Phone	(205) 538-0301	Edit



## Screening, Greeting & Hold Music

Click **Screening, Greeting & Hold Music** to view and edit the selected user's greeting, call screening options, connecting message, audio while connecting, hold music, and blocked call settings.

**Screening, Greeting & Hold Music**

User Hours   After Hours   Blocked Calls

**User Greeting** ⓘ

☐ Enable

**Connecting Message** ⓘ

☒ Enable

Custom

00:00 / 00:00

Edit

**Call Screening** ⓘ

☐ Enable

**Audio While Connecting** ⓘ

☒ Enable

Music: Acoustic

00:00 / 00:00

Music or Ringtone callers will hear while connecting

Edit

**Hold Music** ⓘ

☒ Enable

Music: Acoustic

00:00 / 00:00

Edit

**Screening, Greeting & Hold Music**

User Hours   After Hours   Blocked Calls

**Block option** ⓘ

Specific calls and faxes

**Only block these numbers or area codes**

Phone Numbers or Area Codes   Name (Optional)   + Add

**Callers will hear**

I'm sorry. The number you dialed can not be reached from your calling area. Goodbye.

00:00 / 00:00

Edit

**Block calls with no caller ID**

**Block option**

None

**Block calls from pay phones**

☒ Enable block calls from pay phones

**Callers will hear**

I'm sorry, the number you dialed cannot accept calls from payphones at this time. Please try your call again later. Goodbye.

00:00 / 00:00

Edit



## Call Handling & Forwarding

Click **Call Handling & Forwarding** to view and edit the selected user's call handling, call forwarding, ring group, additional phones, ring pattern, incoming call, and call flip settings.

### Setting Call Forwarding on the Phone Hardware

You can enable and disable call forward options on some equipment, such as Polycom® VVX® phones. The ability to enable call forwarding on the phone hardware must be enabled in your account. Some limitations apply:

- If the call forward is configured on the phone hardware, the forwarding will not be indicated in the Office@Hand system.
- The **Call Forward on Busy** menu option is not supported.
- The Call Forward selection on the phone setup between multiple devices is restricted to run only three times.

A 911 call back, if received on the user's phone with Call Forward enabled is forwarded to the destination.

## Messages & Notifications

Click **Messages & Notifications** to view and edit the selected user's voicemail settings, voicemail greeting, message recipient, messages, and notification settings.

Call Handling & Forwarding

User HoursAfter HoursAdvancedSettings

Incoming Calls Forward in this Order

... Sequentially ⓘ

+ Add Call Forwarding Phone ⋮

Create Ring GroupUngroup

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>		Admin's Desktop App	N/A
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	1 Ring / 5 Secs	My Desktop App & ...	N/A
⋮ <input type="checkbox"/>	2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller Cisco SP...	(205) 538-2244
⋮ <input type="checkbox"/>	3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller VVX-311	(205) 538-0122
<input type="checkbox"/>	4	<input type="checkbox"/>	4 Rings / 20 Secs	Home	Phone Number
<input type="checkbox"/>	5	<input type="checkbox"/>	4 Rings / 20 Secs	Mobile	Phone Number
<input type="checkbox"/>	6	<input type="checkbox"/>	4 Rings / 20 Secs	Work	Phone Number

Messages & Notifications

User HoursAfter HoursSettings

Take Messages

☒ Enable

Voice-mail Greeting

Default

▶

00:00 / 00:00

▶▶

Message Recipient

Ext. 104, This extension

Select Extension

Edit



## Outbound Caller ID

Click **Outbound Caller ID** to view and edit the selected user's outbound caller ID numbers.

## Outbound Fax Settings

Click **Outbound Fax Settings** to view and edit the selected user's fax cover page settings and fax via email settings.

^ Caller ID

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

By Phone

Desktop App  
(866) 200-8330 - Main Number

Edit

Bob Miller VVX-311  
(866) 200-8330 - Main Number

Edit

Bob Miller Cisco SPA-122 ATA  
(866) 200-8330 - Main Number

Edit

By Feature

RingOut from Web  
(866) 200-8330 - Main Number

Edit

RingMe (Outgoing to Caller)  
(866) 200-8330 - Main Number

Edit

Call Flip  
(866) 200-8330 - Main Number

Edit

Fax Number  
(866) 200-8330 - Main Number

Edit

Additional Desktop App  
(866) 200-8330 - Main Number

Edit

Common Phone  
(866) 200-8330 - Main Number

Edit

Alternate Caller ID  
Not-specified

Edit

Internal calls

☒ Display my extension number for internal calls. ⓘ

^ Fax Settings

Cover Page Info

This information will be printed on your fax cover page

Company

Country

United States ▼

Street Address

e.g. 120 1st St SW

Apartment / Suite #

e.g. App. 25

City

e.g. Alabaster

State/Province

Select State/Province ▼

Zip Code

e.g. 35007

Fax Number  
(866) 200-8330 - Main Number

Edit

Cover Page  
Contempo

Select

Faxes Sent via Email

To enable sending faxes via email from additional email addresses, enter them here. To send a fax via email, send the fax via [faxnumber@rclax.com](mailto:faxnumber@rclax.com).

Omit cover page when email subject is blank ⓘ

☐ On ☒ Off

Email Addresses

Email addresses permitted to send faxes

user@mycompany.com

Add

# Roles and Permissions



## Manage Roles and Permissions

Roles and permissions allow you to enforce your company security policy by providing a flexible, role-based access control in your Office@Hand phone system.

You can delegate access to certain areas without giving full admin access, or by retaining control over certain areas. You can use templates and bulk upload options to efficiently apply roles among users across an organization.

### Predefined Roles

You can grant access privileges by assigning users one of seven predefined roles. These roles cannot be modified.

- Super Admin: Complete system administrator level access.
- Phone System Admin: Phone System settings access plus full access to user level settings.
- Billing Admin: Full access to billing functions, user level settings, international dialing, features plus analytics features.
- User Admin: Full access to user administration (self and others), international dialing, system features/apps.
- Manager: Provide users with all capabilities of Standard (International) along with access to key functions such as Reports and Company Call Log.
- Standard (International): Full access to user level settings, access to features plus international dialing.
- Standard: Full access to user level settings, access to features and no international dialing.





## Custom Roles

You can create custom roles to meet your business needs. When creating a custom role you select an existing role as a starting point, and select the permissions to be assigned to the role.

### Assign Users to a Role

To assign users to a role:

1. From the Admin Portal, select the **Users** tab.
2. Click **Roles**.
3. Select one of the roles to assign users to.
4. Click the **Assign Users** tab to view the users currently assigned to the role.
5. Click **Assign User**.
6. A list of users and their currently assigned roles is displayed.
7. Select the users to assign to the role.
8. Click **Assign**.
9. The users' roles are assigned and the new role assignments are displayed in the User list.

Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function. **Standard (International)** is assigned to new users by default.

Search Roles

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Manager	Predefined	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.
Super Admin	Predefined	Full system access.
User Admin	Predefined	User management functions for all users plus Standard International along with...

Total: 7 Show: 25 < 1 >

< Back Standard

Overview  Search  Department

Remove

Name	Number	Ext.	Department

+ Assign User



## Modify a User's Role

You can modify a user's role by editing the user's settings page.

1. From the Admin Portal, select the **Users** tab.
2. Click the user whose role you will modify.
3. Click the **Edit** button next to **Role**.
4. Select the role.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" button is highlighted. Below the navigation bar, the "Users" tab is selected. The left sidebar contains links for "User list", "Roles", "User groups", and "Templates". The main content area shows a table of users with columns: Status, Name, Number, Ext., Roles, Department, and Msg. The user "Chris McDonald" is selected, and a modal window titled "Chris McDonald" is open. The modal has tabs for "User Details" and "Settings & Permissions". The "Settings & Permissions" tab is active, showing sections for "Regional Settings", "Roles", "Template", "User Hours", "User Groups", and "Schedule Meetings for Me". The "Roles" section shows "Solutions Engineering" as the current role, with an "Edit" button highlighted by an orange circle with the number 3. The "User list" table shows "Chris McDonald" with a status of "Active" and a role of "Super Admin". An orange circle with the number 2 points to the "Chris McDonald" row in the table. An orange circle with the number 1 points to the "Users" tab in the sidebar.

Status	Name	Number	Ext.	Roles	Department	Msg.
Active	Dave Richards (...)	(210) 672-4088	101	Super Admin		1 / 1
Active	Chris McDonald	(209) 813-0213	1015			0 / 0

Chris McDonald

Ext. 160032 Outbound Calls/Faxes Meetings

^ User Details

General Settings & Permissions

Regional Settings GMT-07:00, English (U.S.) Edit

Roles Solutions Engineering Edit

Template Apply

User Hours 24 hours Edit

User Groups steves group Edit

Schedule Meetings for Me 0 users selected Edit



## Create a New Role

To create a new custom role:

1. From the Admin Portal, select the **Users** tab.
2. Click the **Roles** panel.
3. Click **New Role**. to launch the Create New Role wizard.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

User list Roles User groups Templates

Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function. **Standard (International)** is assigned to new users by default.

Search Roles

+ New Role

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Manager	Predefined	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.
Super Admin	Predefined	Full system access.
User Admin	Predefined	User management functions for all users plus Standard International along with...

Total: 7 Show: 25

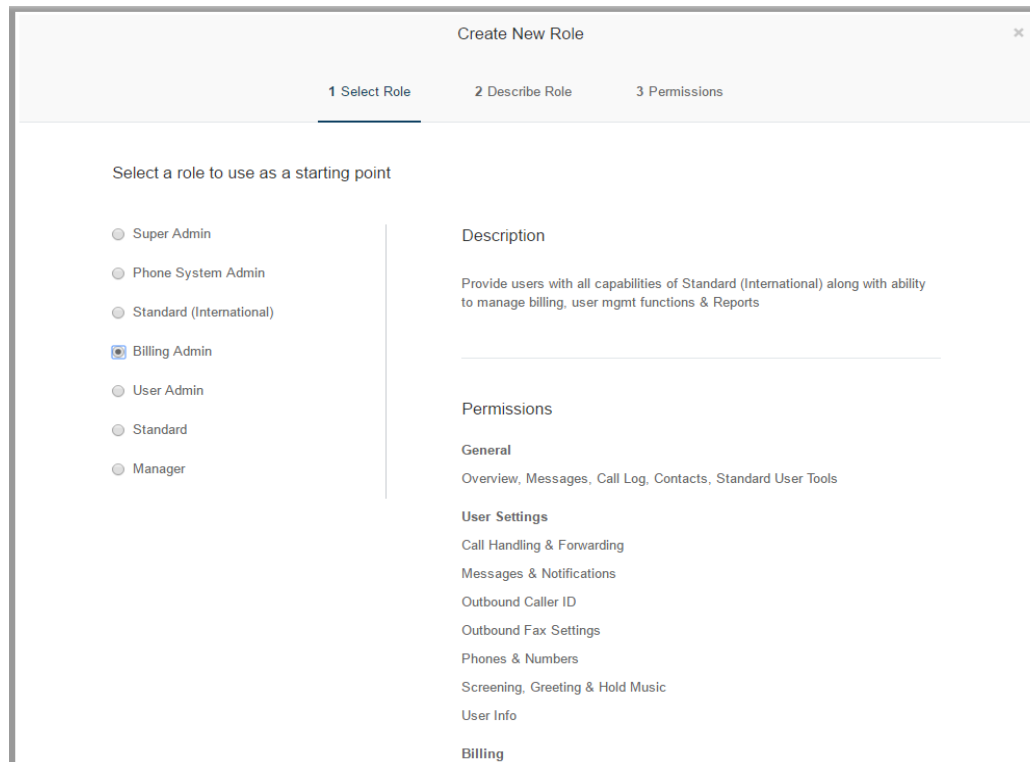


**Step 1: Select Role:**

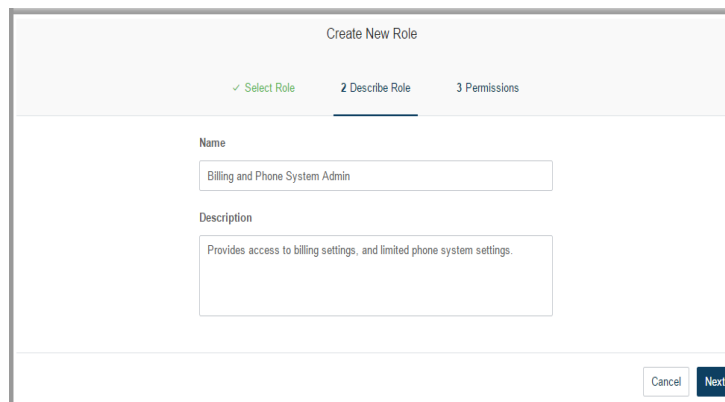
Select a role to use as a starting point. The permissions included in the starting role are displayed. You will be able to modify these permissions when creating the role.

**Step 2: Describe Role**

Enter a **Name** for the role and a **Description** of the permissions of the role.



The screenshot shows the 'Create New Role' dialog box with the '1 Select Role' tab active. On the left, a list of roles includes 'Super Admin', 'Phone System Admin', 'Standard (International)', 'Billing Admin' (selected with a blue square), 'User Admin', 'Standard', and 'Manager'. On the right, the 'Description' field contains the text: 'Provide users with all capabilities of Standard (International) along with ability to manage billing, user mgmt functions & Reports'. Below this, the 'Permissions' section lists categories: 'General' (Overview, Messages, Call Log, Contacts, Standard User Tools), 'User Settings' (Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, Outbound Fax Settings, Phones & Numbers, Screening, Greeting & Hold Music, User Info), and 'Billing'.



The screenshot shows the 'Create New Role' dialog box with the '2 Describe Role' tab active. The 'Name' field contains 'Billing and Phone System Admin'. The 'Description' field contains 'Provides access to billing settings, and limited phone system settings.' At the bottom right, there are 'Cancel' and 'Next' buttons.



### Step 3: Permissions

Select the permissions for the role by adding to or removing permissions as required.

The role is created and appears in the list on the Roles panel. To assign users to the role, see “Assign Users to a Role” on page 148.

Create New Role

✓ Select Role

✓ Describe Role

3 Permissions

Select permissions to be assigned to new role

☒ General

Overview, Messages, Call Log, Contacts, Standard User Tools

☐ User Settings

Call Handling & Forwarding

Messages & Notifications

Outbound Caller ID

Outbound Fax Settings

Phones & Numbers

Screening, Greeting & Hold Music

User Info

☒ Phone System

Auto Receptionist

Company Numbers & Info

Groups

Phones & Devices



## Setting a Custom Default Role

For ease of use, you can create a custom role and then set that role as the default role assigned to all newly-created users. To create your custom role, see “Create a New Role” on page 150.

If you do not set a default role, all newly-created users are automatically set to the Standard (International) role.

1. From the Admin Portal, click **Users**.
2. Click **Roles**.
3. Select the custom role you created.
4. Click the check box, **Set as Default**.

AT&T Office@Hand

Phone System

Users

Reports

Call Log

Billing

Tools

Admin Portal

Get Help

Log Out

User list

Roles

User groups

Templates

Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function. **Standard (International)** is assigned to new users by default.

Search Roles

+ New Role

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Company Default Role	Custom	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.
Super Admin	Predefined	Full system access.
User Admin	Predefined	User management functions for all users plus Standard International along with...

Total: 7

Show: 25

< Back

Company Default Role

Edit

Overview

Assigned Users

Name

Company Default Role

Description

This custom role is assigned to all newly-created users.

Type of Role: Custom

☐ Set as Default



# User Groups




## Manage User Groups\*

A User Group is a grouping of users based on an organization hierarchy. A user group is managed by a user group manager who can access and modify group members' settings and view their call logs and reports. The account administrator controls who gets access to view or create user groups.

The account administrator can create multiple groups as required for your organization. A flat, non-nested group structure is supported. Users may belong to multiple groups. For example, for a director with two team managers (and their team members) reporting to the director, you might create three user groups: one group for each of the team managers, and an overall group for the director that includes all the members.

When a user is assigned to be a user group manager, the user automatically inherits certain permissions. These permissions work in conjunction with the role assigned to the user in the Roles section of user administration. You must ensure that the primary role has the correct permissions so that user access is controlled when the user is given user group manager access.

\* Available for Office Premium and Enterprise only.



AT&T Office@Hand

Dave | (210) 555-0120 Ext. 101

Admin Portal

Get Help | Log Out

Phone SystemUsersReportsCall LogBillingTools

User listRolesUser groupsTemplates

A user group gives a group manager access to its members' settings and call logs.

Search Groups

+ New Group

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

Total: 3

Show: 25< 1 >





## User Group Management Tasks

The tasks involved in managing user groups include:

- **Assigning Users to User Groups:** See the Templates section in user management to streamline assigning users to user groups. Do this using the User Groups option in Templates. See “Templates” on page 161.
- **Viewing and modifying User Settings:** See the User Settings section, in the user management User List to view and modify the settings assigned to a group member, including the roles and user groups in the User Details section. See “Users Settings” on page 139.
- **Accessing Reports for your group members:** Office@Hand Reports help admins and user group managers optimize the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. When logged in as a user group manager, you can see your group members’ data only. See “Reports” on page 169.



## Create a User Group

When you create a user group, you describe the group, add members to the groups, and assign a group manager who can modify members' settings and view their call logs.

1. From the **Admin Portal**, click the **Users** tab.
2. Click **User Groups**. You will see a list of existing user groups, if any.
3. Click **Create** (if no user groups exist), or click **New Group**.
4. Enter a **Name** and **Description** for the user group.
5. Click **Next**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as 'Dave' with contact information '(210) 555-0120 Ext. 101'. The 'Admin Portal' button is highlighted. The navigation menu includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is selected, and the 'User groups' option in the left sidebar is highlighted with a callout '2'. The main content area shows a 'Search Groups' input field and a '+ New Group' button with a callout '3'. Below this is a table of existing user groups:

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.

The 'Create User Group' modal is open, showing a three-step process: '1 Describe User Group', '2 Add Members', and '3 Select Group Manager'. The 'Describe User Group' step is active, with a callout '4' pointing to the 'Name' field, which contains 'Sales Operations'. The 'Description' field contains 'Sales process and reporting.'. At the bottom right, there are 'Cancel' and 'Next' buttons, with a callout '5' pointing to the 'Next' button.



6. Add members to the user group. Search by department or all departments, and check to select the users.
7. Click **Next**.
8. Select a member of the user group to be the user group manager. (The manager must be a member of the user group).
9. Click **Done**.

The user group is created and a confirmation message is displayed. The user group's name and manager are displayed in the User Groups view.

Create User Group

✓ Describe User Group 2 Add Members 3 Select Group Manager

Search Users

All Departments

Show All | Show Selected (3)

<input checked="" type="checkbox"/>	Name	Ext.	Roles	Department
<input checked="" type="checkbox"/>	Dave Richards	101	Super Admin	
<input checked="" type="checkbox"/>	Jan Smith	102	Standard (International)	
<input checked="" type="checkbox"/>	John Anderson	103	Standard (International)	

Total: 3 Show: 25 < 1 >

Cancel Next

Create User Group

✓ Describe User Group ✓ Add Members 3 Select Group Manager

Search Users

All Departments

The group manager will have access to the settings and call logs of the group members.

Select	Name	Ext.	Roles	Department
<input checked="" type="radio"/>	Dave Richards	101	Super Admin	
<input type="radio"/>	Jan Smith	102	Standard (International)	
<input type="radio"/>	John Anderson	103	Standard (International)	

Total: 3 Show: 25 < 1 >

Cancel Done

User Group Created

Congratulations! The user group, Sales Operations has been created successfully.



## Edit a User Group

To edit or delete an existing user group:

1. From the **Admin Portal**, click the **Users** tab.
2. Click **User Groups**.
3. Select an existing group from the list.
4. On the **Overview** page, click **Edit** to change the name or description of the user group. To change the manager of the user group, click **Change**, select a new manager, and click **Done**.
5. Click **Save** to save the group's changes.
6. On the **Members** page, add to or remove members from the group as needed. To add a member click **Add Member**, select members to be added, and click **Add**.

To delete a user group, click **Delete** and confirm the deletion. Deleting a group will result in members being removed from the group and the group manager losing some privileges.

**AT&T Office@Hand**

Phone System Users Reports Call Log Billing Tools

Admin Portal Get Help Log Out

A user group gives a group manager access to its members' settings and call logs.

Search Groups + New Group

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

< Back Sales Operations Edit

**Overview**

Name: Sales Operations Description: Sales process and reporting.

**Group Manager**

Dave Richards | Ext 101

Change

Note: The group manager is entitled to access settings and call logs of all group members

Delete Cancel Save



# Templates



## Templates

Office@Hand Templates will save you time and repetitive manual effort by streamlining your administrative routine. Create a template for all settings for a user and apply it to users as you need.

### Create a Template for User Settings

1. From the **Admin Portal**, click the **Users** tab.
2. Click **Templates**.
3. Click **Add Template**.
4. Enter a **New Template Name**.
5. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information "Dave | (210) 555-0120 Ext. 101". The "Admin Portal" dropdown menu is open. The left sidebar contains links for "User list", "Roles", "User groups", and "Templates" (highlighted with a blue bar and a numbered callout 2). The main content area shows the "User templates" section with a table of existing templates. A modal dialog titled "Add User Settings Template" is open, prompting the user to "Enter a descriptive name for your template." The "New Template Name" field contains the text "Billing" (callout 4). The "Save" button is highlighted with a numbered callout 5. The table lists templates such as "FLOWERS INC", "Halloween", "Lunch Time", "Bastille day", "Columbus Day", "Sample", "Customer Service", "Billing", and "Business Dev Rep Template".

Name	Type	Last modified	Copy	Apply	Delete
FLOWERS INC	User Settings	09/26/2017			
Halloween	User Settings	09/26/2017			
Lunch Time	User Settings	09/26/2017			
Bastille day	User Settings	09/26/2017			
Columbus Day	User Settings	09/26/2017			
Sample	User Settings	09/26/2017			
Customer Service	User Settings	09/26/2017			
Billing	User Settings	09/26/2017			
Business Dev Rep Template	User Settings	09/26/2017			

Total: 11

Show: 25 < 1 >



6. Select a template from the left pane. You see options you can set for this template in the right panel, grouped into categories of settings for Inbound and Outbound calling. For each group of settings, you can specify whether the settings override each users' settings by checking **Override User Settings**.
7. Configure **Template Information** settings.
  - a. **New Template Name:** Edit the name of your template and see the last time it was modified and when it was created.
8. Configure **User Details** settings.
  - a. **Regional Settings:** Specify regional settings for users such as timezone and time format.
  - b. **User Hours:** Set user hours to 24 hours or Specify hours.
  - c. **Roles:** Select the role to be applied to the users. Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function.
  - d. **User Groups:** Specify the user groups where the user is to have membership.
  - e. **Emergency Address:** Provide a physical address for First Responders.
  - f. **Bandwidth Settings:** To improve the quality of your calls, you can set how much network bandwidth to use for calls:
    - High Bandwidth - gives you better sound quality but calls can become choppy when it's not available.
    - Low Bandwidth - gives you lower sound quality but ensures no interruptions during your conversation.

User templates can be applied to multiple users at once.

Search User Templates  Type

+ Add User Settings Template

6 **Delete**

☐ Name

☐ Business Dev Rep Template

< 1 >

**Business Dev Rep Template**

Inbound Outbound

Template Information

User Details

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages & Notifications

Delete Template Cancel Save

7 **Billing**

Inbound Outbound

Template Information

New Template Name

Billing

Last Modified

09/14/2017 at 22:35 by John Smith

Created

09/07/2017 at 18:37 by John Smith

8 **Billing**

Inbound Outbound

Template Information

User Details

Regional Settings

GMT-08:00, English (U.S.)

Edit

Override User Settings

Roles

Standard (International)

Edit

Override User Settings

User Hours

24 hours

Edit

Override User Settings

User Groups

None

Edit

Override User Settings



9. Configure **Screen, Greeting, and Hold Music** settings.
  - a. **User Greeting:** Turn on this option when you want the system to answer the call with a recorded welcome message so callers know they've reached the right person. This is not a personal voicemail announcement.
  - b. **Call Screening:** Turn on this option when you want callers to announce their name before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately. After turning on this option, go to **Call Handling & Forwarding > Settings > Incoming Call Information** to set your preferences.
  - c. **Connecting Message:** Set a recorded message you want callers to hear to let them know the call will now be transferred to your line.
  - d. **Audio While Connecting:** Incoming callers will hear the music selection that is configured with this setting. The music selection callers will hear when they are placed on hold can be set in the Hold music selection. Note that the **Audio While Connecting** setting is applied on a rule basis, whereas the **Hold Music** setting is applied for all calls.
  - e. **Hold Music:** Turn on this option when you want callers to hear music whenever you put a call on hold.

Billing

Inbound

Outbound

Template Information

User Details

9

Screening, Greeting & Hold Music

User Greeting ⓘ

☐ Enable
 ☐ Override User Settings

Connecting Message ⓘ

☒ Enable
 

Default

▶

00:00 / 00:00

◀◀

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

Edit

☐ Override User Settings

Hold Music ⓘ

☒ Enable
 

Music: Acoustic

▶

00:00 / 00:00

◀◀

Edit

☐ Override User Settings

Call Screening ⓘ

☐ Enable
 ☐ Override User Settings

Audio While Connecting ⓘ

☒ Enable
 

Music: Acoustic

▶

00:00 / 00:00

◀◀

Music or Ringtone callers will hear while connecting

Edit

☐ Override User Settings





10. Configure **Call Handling and Forwarding** settings.

- a. **Desktop Apps & Smartphones:** Specify whether to notify your Desktop app(s) and smartphone(s) before forwarding the incoming call to your desk phones and forwarding numbers, and specify a wait time.
- b. **Incoming Call Information:** Specify display and announcements for incoming calls.
- c. **Outbound Caller ID:** Choose phone number to display as outbound caller ID for outgoing calls.
- d. **Outbound Fax:** Specify settings for sending outbound faxes, including cover page information, and settings for faxes sent by email. Configure **Messages and Notifications Settings**.

Billing

Inbound

Outbound

▼ Template Information

▼ User Details

▼ Screening, Greeting & Hold Music

10 ^ **Call Handling & Forwarding**

Desktop Apps & Smartphones

☒ Notify my Desktop app and Smartphone ⓘ

Wait Time

Select the time before forwarding begins

1 Ring / 5 Secs ▼

☐ Override User Settings

Incoming Call Information

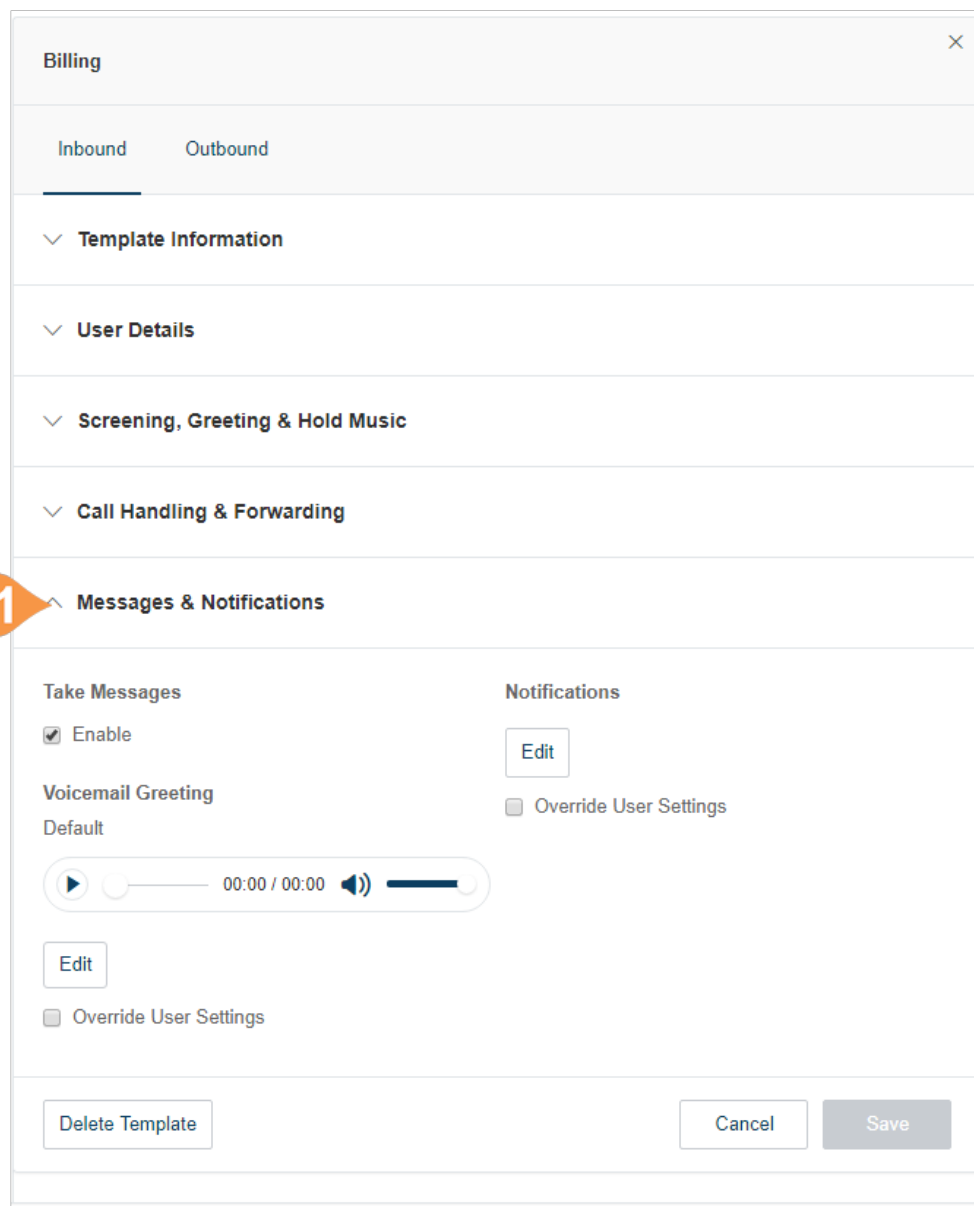
Displayed Incoming Caller ID

Edit

☐ Override User Settings



11. Configure **Messages and Notifications** settings.
  - a. **Take Messages:** Allow or deny users to take voicemail messages; specify a default or custom voicemail greeting.
  - b. **Notifications:** Choose how to be notified about voicemail messages missed calls, fax transmission results and received text messages.
  - c. **Voicemail Greetings:** Specify a default voicemail greeting.



**Billing** ×

**Inbound** **Outbound**

✓ **Template Information**

✓ **User Details**

✓ **Screening, Greeting & Hold Music**

✓ **Call Handling & Forwarding**

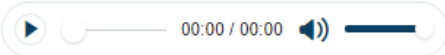
**11** ✓ **Messages & Notifications**

**Take Messages**

☒ Enable

**Voicemail Greeting**

Default



**Edit**

☐ Override User Settings

**Notifications**

**Edit**

☐ Override User Settings

**Delete Template** **Cancel** **Save**



12. Click the **Outbound** tab to configure settings for outbound calls such as caller ID and fax settings.
  - a. **Caller ID:** Specify caller ID settings by phone or by feature. If you select Toll-Free number or Blocked as your Default Caller ID for any of your endpoints/calling features, you can also select an alternate local number to use in case we detect that your call will not go through.
  - b. **Fax Settings:** Specify fax settings including fax cover page information and settings for faxes sent through email.
13. Click **Save**.

Customer Service

InboundOutbound

^ Caller ID

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

☐ Override User Settings

By Phone

(866) 200-8330 - Main Number

Edit

By Feature

RingOut from Web

(866) 200-8330 - Main Number

Edit

RingMe (Outgoing to Caller)

(866) 200-8330 - Main Number

Edit

Call Flip

(866) 200-8330 - Main Number

Edit

Fax Number

(866) 200-8330 - Main Number

Edit

Internal calls

☒ Display my extension number for internal calls. ⓘ

^ Fax Settings

Cover Page Info

This information will be printed on your fax cover page

☐ Override User Settings

Company

Country

Select Country ▼

Street Address

e.g. 120 1st St SW

Apartment / Suite #

e.g. /App. 25

City

e.g. Alabaster

State/Province

Select State/Province ▼

Zip Code

e.g. 35007

Fax Number

(866) 200-8330 - Main Number

Edit

Cover Page

None

Select

Faxes Sent via Email

To enable sending faxes via email from additional email addresses, enter them here. To send a fax via email, send the fax via [faxnumber@rcfax.com](mailto:faxnumber@rcfax.com).

Omit cover page when email subject is blank ⓘ

☐ On ☒ Off

Delete Template

Cancel

Save



## Create a Template for Call Handling Settings

1. From the **Admin Portal**, click the **Users** tab.
2. Click **Templates**.
3. Click **Add Call Handling Template**.
4. Enter a **New Template Name**.
5. Click **Next**.
6. Specify the caller ID or date conditions that will trigger the application of this template.
7. Click **Next**.
8. Specify the action to take when incoming calls match this rule.
9. Click **Save**.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

User templates can be applied to multiple users at once.

Search User Templates Type

+ Add User Settings Template + Add Call Handling Template

Name	Type	Last modified	Copy	Apply	Delete
FLOWERS INC	User Settings	09/26/2017			
Halloween	Call Handling	09/22/2017			

**1 Name Template** 2 Define Conditions 3 Define Call Handling

Enter a descriptive name for your template.

New Template Name

Weekend schedule

Back Next

**2 Define Conditions**

Caller ID

None

Date and/or Time

None

Back Next

**3 Define Call Handling**

Select action to take when incoming calls match this rule

Forward Calls

Take Messages Only

Play Announcement Only

Unconditional Forwarding

Take Messages

Enable

Voicemail Greeting

Default

00:00 / 00:00

Message Recipient

This Extension

Specific Extension

Edit

Back Save



## Apply a Template to Users

1. From the **Admin Portal**, click the **Users** tab.
2. Select a number of users.
3. Click **Apply Templates**.
4. Select a template to apply.
5. Click **Apply Template**.
6. Click **Yes** to confirm that you are about to make settings changes for all the selected user(s). This will overwrite any configuration the user might have done previously.

The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text 'AT&T Office@Hand', and user information: 'Dave | (210) 555-0120 Ext. 101'. The 'Admin Portal' dropdown menu is visible, along with 'Get Help' and 'Log Out' links. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Users' tab is active.

On the left sidebar, there are links for 'User list', 'Roles', 'User groups', and 'Templates'. The 'User list' link is highlighted.

The main content area shows a table of users. The table has columns: 'Status', 'Name', 'Number', 'Ext.', 'Roles', 'Department', and 'Msg.'. Two users are listed: 'Bob Miller' and 'Debbie Smith'. The 'Apply Templates' link is highlighted with an orange callout.

The 'Select Template' modal is open, showing a list of templates. The modal has a search bar and a 'Type' dropdown. The templates listed are:

Name	Type
All Saints Day	Call Handling
Bastille day	Call Handling
Billing	User Settings
Lunch Time	Call Handling
Sample	User Settings
Xmas Patry	User Settings

The 'Billing' template is selected. The modal also shows a 'Total: 12' and a 'Show: 25' dropdown. The 'Apply Template' button is highlighted with an orange callout.



# Reports



## Analytics Portal

The Office@Hand Analytics Portal allows you to access real-time and historical metrics including call quality, users' calling performance, and hard phones status.

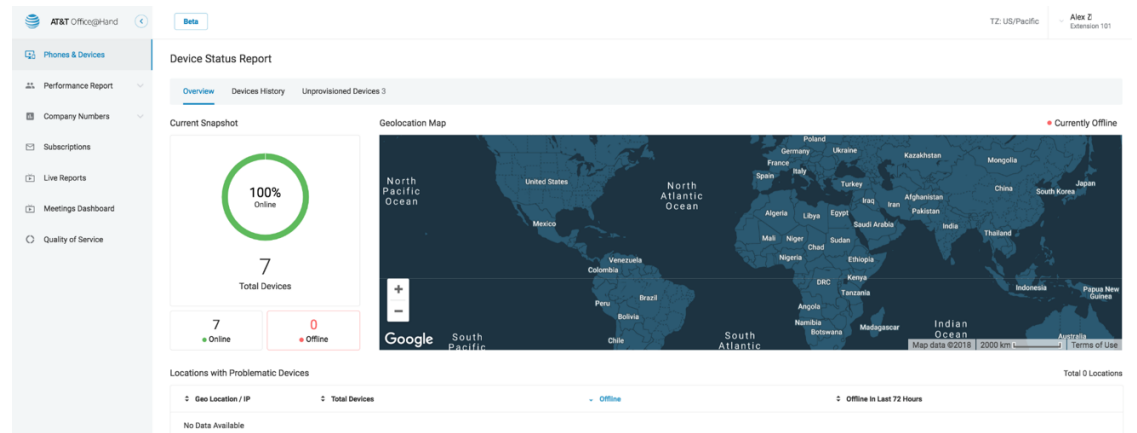
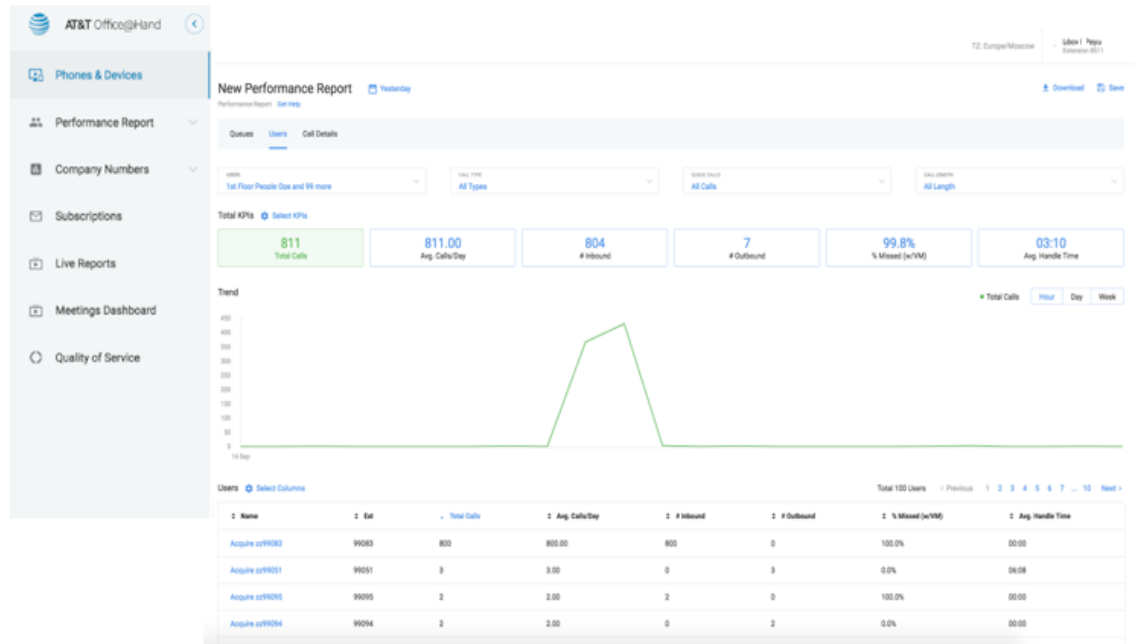
You can use the data from portal to determine:

- the quality of your company calls; improvements
- if queue/group users handle calls as expected
- whether you need more users to minimize the number of missed calls
- the current status of your queue

Additionally, Enterprise Edition accounts can access a Device Status report.

For more information see these guides:

- [Office@Hand QoS Reports User Guide](#)
- [Office@Hand Performance Reports User Guide](#)
- [Office@Hand Device Status Reports User Guide](#)



## Call Log





## Call Log

The Call Log reports inbound and outbound calls and faxes for the company number and specified extensions. The Call Log is available as a **Simple** view which concisely summarizes the calls, and as a **Detailed** view, which shows additional call record details.

You can filter the call log records by number, time period, call direction or type of call (inbound or outbound). Select your filter criteria, and click **Apply** to refresh the log. In **Delivery Settings**, you can set delivery of the call log to an email address on a daily, weekly, or monthly basis, on a specified day.

In the **Type** column you can see the type of calls. In the **Recording** column, you can see if the call has been recorded. Click the play icon to hear a recording.


 Inbound Call


 Outbound Call

 Missed Call


 Listen to a call recording

Administrators can enable the bad call quality indicator for a given account. After this feature is enabled, the **Quality** column is displayed. In the Quality column you will see thumbs down icons for calls that were connected. Click the white thumbs down if you were not satisfied with the quality of a call.

 Click to mark as a bad call

 Marked as a bad call





AT&T Office@Hand

Dave | (210) 555-8284 Ext. 101

Admin Portal

Get Help | Log Out

Phone System

Users

Reports

Call Log

Billing

Tools

Simple

Detailed

Search Numbers

Last 7 days

More

Call Direction

Types of Call

All

Select Ext

Reset

Apply

Delete

Block

	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length	
<input type="checkbox"/>	In	To: (650) 444-5567	Add Contact	Today 3:57 PM		VoIP Call	Call connected	0:00:05	
<input type="checkbox"/>	In	To: (650) 555-6678	Add Contact	Today 3:57 PM		VoIP Call	Call connected	0:00:10	
<input type="checkbox"/>	In	To: (650) 444-5567	Add Contact	Today 3:57 PM		VoIP Call	Call connected	0:00:10	

# Billing



## Billing

The Billing tab houses menus for managing your Service Plan, International Calling, and Contracts. View and edit your service plan, payment information, and international calling plans here.

Note: Billing is an Admin function only. This option will not be available to standard users.

### Service Plan

To view or change your service plan:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Service Plan** to view your plan details.
3. Click **Change Edition**.
  - a. Follow the instructions on the pop-up to change editions or learn more about different editions.
  - b. Click **OK**.
4. Click **Change Billing Cycle**.
  - a. View options for monthly or yearly subscriptions.
  - b. Select the button next to the plan you'd like.
  - c. Click **Next**.
  - d. Review your order and click **Confirm**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the user name 'Chris', and contact information '(210) 555-0120 Ext. 101'. The main navigation menu shows 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing' (selected), and 'Tools'. The left sidebar contains 'Service Plan', 'International Calling', and 'Contracts'. The main content area shows the 'Service Plan' details for a 'Standard Plan - Annual Contract' with an expiration date of 10/18/2014. The 'Billing Plan' section shows 'Users, up to 8 - \$200.00/month' and '2 Assigned Users & 0 Unassigned Users'. The 'Usage Info' section shows 'Included Toll Free Credits' and 'Toll-Free Usage'. A 'Change Edition' pop-up is shown on the right, and a 'Change Plan' pop-up is shown at the bottom. Numbered callouts (1-4d) indicate the steps to change the service plan.

**1** Billing

**2** Service Plan

**3** Change Edition

**4** Change Plan

**3a.** Change Edition

**3b.** OK

**4a.** Change Plan

**4b.** Select new plan (Maximum Up to 100 users):

- ☒ Up to 2 users - \$115.00/month
- ☐ Up to 3 users - \$172.50/month
- ☐ Up to 4 users - \$230.00/month
- ☐ Up to 5 users - \$287.50/month

**4c.** Next

**4d.** Confirm



## Other Service Plan Options

To view options for billing history and auto-purchase:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Service Plan**.
3. Click **Auto-Purchase**.
  - a. Select the button next to the **Calling Credits Package** you wish to purchase.
  - b. Click **Save**.
4. Click **Cancel Service Plan**.
  - a. If you would like to cancel your service plan, follow the instructions on the pop-up.
  - b. Click **Close**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Chris with contact information (210) 555-0120 Ext. 101. The navigation bar includes links for Phone System, Users, Reports, Call Log, Billing (highlighted with callout 1), and Tools. A left sidebar contains links for Service Plan (callout 2) and International Calling. The main content area is titled 'Service Plan' and shows an 'Overview' section with an 'Edition' of 'Enterprise Plan' and an 'Auto-Purchase' option for '\$20.00 Calling Credits Package'. A 'Change Edition' button is visible. Below this, the 'Billing Plan' section shows 'Users, up to 2 - \$115.00/mon' and '1 Assigned Users & 0 Unassigned Users'. The 'Usage Info' section shows 'Included Toll Free Credits' of 10,000 mins/mon. The 'Additional Services' section shows 'Included Local Numbers, up to 2 - Free'. A 'Cancel Service Plan' button is at the bottom (callout 4). Two pop-up windows are shown: 'Auto-Purchase' (callout 3a) with a 'Calling Credits Package' selection (callout 3b) and 'Cancel Service Plan' (callout 4a) with a confirmation message and a 'Close' button (callout 4b).



## International Calling

To enable, disable, and view international calling rates:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **International Calling**.
  - a. If International Calling is not enabled, click **Enable International Calling** to enable it. You can disable international calling completely by clicking **Disable International Calling**.
3. View the countries international calling is available to and the price for each country.
4. Turn calling to a specific country on or off by selecting **Enable** or **Disable**.

AT&T Office@Hand

Phone System Users Reports Call Log **Billing** Tools

Chris | (210) 555-0120 Ext. 101 [Admin Portal](#) [Get Help](#) [Log Out](#)

Service Plan **International Calling**

☒ Enable International Calling

Search  Status

✓ Enable ✕ Disable

<input type="checkbox"/>	Status	Destination*	Type	Prefix	Call Rate	Operation
<input type="checkbox"/>	✓	Afghanistan	Mobile	937	\$3.08	<a href="#">Disable</a>
<input type="checkbox"/>	✓	Afghanistan	Regular	93	\$3.05	<a href="#">Disable</a>
<input type="checkbox"/>	✓	Albania	Mobile	35567	\$1.38	<a href="#">Disable</a>
<input type="checkbox"/>	✓	Albania	Regular	355	\$1.19	<a href="#">Disable</a>
<input type="checkbox"/>	✓	Algeria	Landline	213	49¢	<a href="#">Disable</a>
<input type="checkbox"/>	✓	Algeria	Landline	213675, 213676, 213696, 213697, 213698, 21369...	49¢	<a href="#">Disable</a> <input type="button" value="v"/>
<input type="checkbox"/>	✓	Algeria	Mobile	213549, 21355, 21356, 213659, 21366, 21379, 21...	56¢	<a href="#">Disable</a>   <input type="button" value="v"/>
<input type="checkbox"/>	✓	American Samoa	Regular	1684	37¢	<a href="#">Disable</a>




## Contracts

The Contracts menu allows you to see the status of your Office@Hand contracts, including the contract Status, Start Date, Term, and Minimum Commitment Value, and to filter and sort the contracts.

To view contracts:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Contracts**.
3. Filter the list of contracts by **Status**.
4. Sort the contracts by the available columns.

 **AT&T Office@Hand**

Chris ▾ | (210) 555-0120 Ext. 101 **Admin Portal ▾** [Get Help](#) | [Log Out](#)

Phone System | Users | Reports | Call Log | **Billing** | Tools ▾

Service Plan

International Calling

**Contracts**

Status ▾

Status	Contract	Start Date	Term	Minimum Commitment Value
Expired on 10/19/2014	11/18/2013 - 10/18/2014	11/18/2013	1 Year	8 Users
Expired on 11/10/2016	11/18/2015 - 11/17/2016	11/18/2015	1 Year	2 Users
Expired on 10/18/2018	10/19/2017 - 10/18/2018	10/19/2017	1 Year	4 Users
Current	11/19/2018 - 11/18/2020	11/19/2018	2 Years	4 Users
Future	11/18/2024 - 11/17/2026	11/18/2024	2 Years	4 Users
Future	11/18/2026 - 11/17/2028	11/18/2026	2 Years	6 Users



## Tools Menu



## Tools

In the Admin Portal, the Tools tab houses many important features for your company's phone system.

[Meetings](#) includes tools for Office@Hand Meetings, such as reports to help optimize the operation of Office@Hand Meetings by presenting usage analysis and trending metrics in an easy-to-read graphical format. To learn more about this, see, "[View Meetings Reports](#)" on page 206.

[Archiver](#) lets you securely save your messages and recorded calls automatically and easily search the stored data at any time from within your Dropbox account to quickly retrieve the records. To learn more about this, see "[Archiver](#)" on page 180.

[Appearance](#) lets you add your company logo to your Office@Hand online account. You can also link your company logo to your company's website for smoother navigation. To learn more about this, see "[Appearance](#)" on page 181.

[Session Timeout](#) lets you configure a session timeout for all users. To learn more about this, see "[Session Timeout](#)" on page 182.

[Hot Desk Session Timeout](#) specifies the time period when guest users will be logged out from phone endpoints, or sets no timeout for enterprises with mobile workforces. To learn more about this, see "[Set the Hot Desking Session Timeout](#)" on page 130.

[Single Sign-On](#)<sup>1</sup> lets employees in a company access multiple applications with one set of credentials. To learn more about this, see "[Single Sign-on](#)" on page 185.

[Directory Integration](#)<sup>2</sup> see allows lets you automatically provision users from your Active Directory or G Suite corporate directory into Office@Hand. To learn more about this, see "[Directory Integration](#)" on page 188.

[Multi-Site Settings](#) allows you to configure and manage your different office locations under one account. To learn more about this, see "[Directory Integration](#)" on page 188.

[Outbound Call Prefix](#) is a feature of the Enterprise Dial Plan that allows you to configure a prefix to help users explicitly indicate when dialing an internal extension versus an external call. To learn more about this, see "[Directory Integration](#)" on page 188.

1 Single Sign-On available for Office Premium and Enterprise users only

2 Active Directory available for Office Premium and Enterprise users only





## Archiver

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

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

### Configure Office@Hand Archiver

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

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

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

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave (210) 555-0120 Ext. 101. The navigation bar includes links for Phone System, Users, Reports, Call Log, Billing, and Tools. The Tools dropdown menu is open, showing options like Meetings, Archiver, Appearance, Session Timeout, Hot Desk Session Timeout, Single Sign-on, and Directory Integration. The Archiver tool is selected, and the Accounts tab is active. The Accounts tab shows a list of accounts (Dropbox, SFTP, Google Drive) with their connection status (Not connected) and a Connect button. The Sync Options tab is also visible, showing the Data to backup section with a checkbox for Call Recordings and an Enable Backup toggle switch.

**1** Tools

**2** Archiver

**3** Select Account To Connect

**4** Sync Options

**5** Enable Backup

**6** Data to backup

Accounts | Sync Options | Logs

Dropbox Not connected CONNECT

SFTP Not connected CONNECT

Google Drive Not connected CONNECT

Accounts | Sync Options | Logs

Data to backup Account Settings

☒ Call Recordings

☐ Enable Backup



## Appearance

Add your company logo to your Office@Hand online account for a custom look. Take one step further and link your company logo to your company's website for easy navigation.

To upload and link an image:

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Appearance**.
3. Click **Browse** to browse your computer for an image to upload and select the file you want to use. The file must meet the requirements of a maximum dimension of W800 x H120, 600KB, and must be a JPG, GIF, or PNG format.
4. Enter the URL that will be opened when a user clicks on your image.
5. Click **Save**.
6. View your logo in your online account and click the image to test that you can access the URL.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the user is logged in as Dave with extension (210) 555-0120. The 'Tools' menu is open, showing options like Meetings, Archiver, and Appearance. The 'Appearance' section is selected, showing options to edit business hours, set caller ID, and publish company info. The 'Add a logo' section is highlighted, showing a 'Browse' button and a text input for the URL. The 'Save' button is also visible. The sidebar on the left shows the 'Company Info' section with a logo placeholder.



## Session Timeout

Configure a session timeout for all users on your account. If a user is inactive for a certain period of time, a warning message will appear notifying the user that the session is about to expire. The user can click OK to keep their session alive. If a user does not click OK before the time runs out, the user will be logged out of the system and will be asked to log in again.

To set your phone system's session timeout:

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Session Timeout**.
3. Select the time interval you would like to use.
4. Click **Save**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the header includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave | (210) 555-0120 Ext. 101" and an "Admin Portal" dropdown menu. Below the header is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". The "Tools" tab is selected, indicated by a red circle with the number 1. A dropdown menu is open under "Tools", showing options: "Meetings", "Archiver", "Appearance", "Session Timeout" (highlighted with a red circle and number 2), "Hot Desk Session Timeout", "Single Sign-on", and "Directory Integration". On the left sidebar, there are links for "Company Info", "Phone Numbers", "Auto-Receptionist", and "0 Group(s) / 0 Other(s)". The main content area shows several cards: "Edit Business Hours" (with a clock icon), "Greetings", "Set Caller ID", and "Publish Company Info t Assistance" (with a "411" icon). A "Session Timeout" modal window is open, showing the text "Log users out when they are inactive for" and a dropdown menu set to "1 hour" (highlighted with a red circle and number 3). At the bottom of the modal is a "Save" button (highlighted with a red circle and number 4).



## Account Federation

Account Federation (account linking) is a solution that provides a set of features to support customers who are split across different accounts, and allows account users to find one another across accounts on all endpoints. Large customers may have this split because of a limit of number of users per account, or business needs for having different accounts or billing.

Accounts are linked into a federation that includes:

- The ability to create accounts in multiple tiers, allowing for a mix-and-match of certain feature sets.
- A consolidated company directory.
- Non-metered extension-to-extension and direct number dialing support in the federation.

Before setting up Account Federation:


1. Contact support to request access to the Account Federation feature. Support will help evaluate if your account qualifies for the feature.
2. The support agent enables the Account Federation feature and adds your linked accounts within your online account.
3. Unique extensions in the federation are preferred. If extensions are not unique, the support agent may be able to update the extensions number of the linked account for you by applying a template.
4. When the Account Federation setup is complete all the account users can find one another across accounts on all endpoints.



Setting up Account Federation

Account Federation provides the administrator a list of linked accounts. To access Account Federation:

- 1. From the **Admin Portal**, click the **Tools** tab.
- 2. Click **Account Linking**.
- 3. Your list of linked accounts is displayed.  
**Federated Name** helps differentiate one account from another.

 **AT&T Office@Hand**

Dave ▾ | (210) 555-0120 Ext. 101

Admin Portal ▾

Get Help | Log Out

Phone SystemUsersReportsCall LogBillingTools ▾

newAcctFed

Meetings

Archiver

Appearance

Session Timeout

Hot Desk Session Timeout

Account Linking

Single Sign-on

Directory Integration

User ID ▾	Company Name	Federated Name	Number	Linked Date	Exts Duplicating with current account
400153147006	RINGCENTRAL	AcctFed001	3724120	05/15/2017	No
400162283006	RINGCENTRAL	AcctFed002	3724119	05/15/2017	No
400153147014	RINGCENTRAL	AcctFed001	+12106724724	05/15/2017	No
400162286228	RINGCENTRAL	AcctFed002	+12106724141	05/15/2017	No



## Single Sign-on\*

Single Sign-on allows employees in a company to access multiple applications with one set of credentials. You can work with AT&T Office@Hand Customer Support to set up Single Sign-on for your Office@Hand services, or you can set it up by yourself.

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Single Sign-on**.
3. Choose an option to set up SSO:
  - **Set up SSO by yourself:** use the self-service UI to configure the Service Provider (SP) settings. Perform the steps in Set up Single Sign-On by Yourself.
  - **Contact Customer Support:** use Office@Hand Customer Support to configure the Service Provider (SP) settings. Click the **View Detail** link, and perform the steps in Contact Support to Enable SSO.

\*Available for Premium and Enterprise users only.

AT&T Office@Hand

Phone System Users Reports Call Log Billing Tools

Meetings  
Archiver  
Appearance  
Session Timeout  
Hot Desk Session Timeout  
Single Sign-on  
Directory Integration  
HIPAA Setting

Company Info  
Phone Numbers  
Auto-Receptionist  
0 Group(s)  
0 Other(s)

Edit Business Hours  
Tutorials

Meetings  
Greetings  
Set Caller ID  
Publish Company Info to Directory Assistance

Single Sign-on (SSO)

AT&T Office@Hand Single Sign-on (SSO) service lets your company authenticate your Office@Hand users through your company-level network login credentials.  
About Office@Hand SSO service. [Learn More](#)  
For the first time setup, please finish the configuration in order to turn on SSO for your company.

SSO Configuration

Choose one of the options below to set up SSO for your company.

Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.  
Set Up

Step 2: Export Service Provider metadata and import it into your Federation Server.  
Download

Contact Customer Support

Customer support number  
Contact Office@Hand customer support to set up SSO  
View Detail

Enable SSO

Please finish the configuration in order to turn on SSO for your company.

☐ Enable SSO Service

Identity Provider Entity ID  
None

SSO unique ID  
None

Save



## Set up Single Sign-On by Yourself

To set up SSO by yourself, upload your Identity Provider (IdP) SAML metadata, make sure the attribute is mapped correctly, and download the metadata for importing it into your Federation Server:

1. In the Set up SSO by yourself box, click **Set Up** to set up SSO for the first time, or **Edit** to change your configuration.
2. Upload the Identity Provider metadata from either a local file or an URL from your IdP. If the IDP entity ID has already been used by another account, you need to contact support for manually configuration.

Once uploaded, the information will be parsed from the metadata and displayed automatically.

3. Select the attribute in your metadata which should be mapped to email on Office@Hand. The **Map Email Attribute To** menu lists all the attributes parsed from the IdP metadata.
4. If the metadata already contains the certificate information, it will show in the list. Otherwise, add the certificates manually. You can add multiple certificates, but only the ones ordered as Primary and Secondary certificates will be used. Click **Save**.
5. Click **Download** to export the Service Provider metadata and import it into your Federation Server to complete the configuration.
6. Check **Enable SSO Service**.
7. Click **Save**.

### SSO Configuration

Choose one of the options below to set up SSO for your company.

#### Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

1 **Set Up**

Step 2: Export Service Provider metadata and import it into your Federation Server.

5 **Download**

Set up Single Sign-on

In order to set up SSO properly, please upload your identity Provider (IDP) SAML metadata first, and then make sure the attribute is mapped correctly.

**Upload IDP metadata**

Please upload a valid SAML metadata file.

Upload Metadata by

Upload with file

**Browse**

**SSO General Information**

Identity Provider Entity ID	Connection Protocol
None	SAML 2.0
Connection Type	Browser SSO SAML Profile
Browser SSO	IDP-initiated SSO and SP-initiated SSO
SAML Bindings	
None	

**Attribute Mapping**

Please make sure the email attribute is mapped to the correct value in the metadata.

Map Email Attribute to

None

**Certificate Management**

Please upload certificate and set the primary one.

**Upload**

Order	Subject DN	Signature Algorithm	Expires
No result. Please upload metadata file first.			

**Cancel** **Save**

6

#### Enable SSO

☒ Enable SSO Service

#### Identity Provider Entity ID

http://www.okta.com/fgeuighrTGEfjd

☐ Allow users to log in with SSO

#### SSO unique ID

Email

7

**Save**



## Contact Support to Enable SSO

This section describes how you prepare the request, and contact AT&T Office@Hand Customer Support to configure the Service Provider (SP) settings required to enable SSO on your IDP server:

1. In the Contact Customer Support box click the **View Detail** link, and perform the steps as described.
2. Get your SAML 2.0 metadata details from your Identity Provider (IDP), such as PingFederate, Okta, or a homegrown IdP.
3. Click **Office@Hand customer support number** and call support to request Single Sign-on setup assistance. A support member will ask for your SAML 2.0 metadata file and answer your Single Sign-On questions.
4. You will receive an email from support containing your SAML 2.0 SP metadata. Import the metadata into your IdP server to complete the configuration on your IdP.
5. Check **Enable SSO Service**.
6. Click **Save**.

### SSO Configuration

Choose one of the options below to set up SSO for your company.

#### Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

Set Up

Step 2: Export Service Provider metadata and import it into your Federation Server.

Download

#### Contact Customer Support

Customer support number

Click Office@Hand customer support to set up SSO

View Detail

#### Contact Support to Enable SSO

Please follow the steps below for the request.

##### Step 1. Prepare IDP SAML 2.0 metadata

To set up SSO, we need your SAML 2.0 metadata details from an Identity Provider (IDP), like PingFederate, Okta, or a homegrown IDP.

SAML 2.0 Reference

Sample SAML 2.0 metadata

##### Step 2. Call RingCentral Office@Hand from AT&T Customer Support

Call Office@Hand Customer Support and request Single Sign-on setup assistance.

A Support member will ask for your SAML 2.0 metadata file and answer your Single Sign-on questions.

Find your Office@Hand customer support number

##### Step 3. Import SAML 2.0 Service Provider (SP) metadata

You will receive an email from Office@Hand Customer Support containing SAML 2.0 SP metadata. You need to import this data into your Federation Server.

OK

#### Enable SSO

☒ Enable SSO Service

##### Identity Provider Entity ID

http://www.okta.com/fgeuigrhTGEfjdn

☐ Allow users to log in with SSO

##### SSO unique ID

Email

6

Save





## Directory Integration

Directory Integration lets you automatically provision users from your corporate directory into Office@Hand.

### Active Directory

Office@Hand integrates with Microsoft Active Directory to let you automatically provision users from Active Directory to Office@Hand.

The service leverages Okta so you can perform an initial import from Active Directory to Office@Hand, and to synchronize Active Directory and Office@Hand on user status. Users are automatically enabled or disabled in Office@Hand as they join or move around your organization.

For more details on integrating Office@Hand with Active Directory, click here for the [Active Directory Implementation Guide](#).

To set up the integration service:

1. From the Admin Portal, click the **Tools** tab.
2. Click **Directory Integration**.
3. Select **Active Directory**.
4. Click **Enable Active Directory**.
5. If you are not already an Okta member, sign up for Okta by selecting **Become Okta Member**.
6. Configure in Okta the settings for integration with Active Directory, and save the settings in Okta. The provisioning process starts.
7. Review the provisioning results. You will receive an email containing the provisioning results, including a summary and report. If required, edit the extensions of provisioned users in User Management in the Admin Portal.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the header includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Dave" with a dropdown arrow, "(210) 555-0120 Ext. 101", and an "Admin Portal" button. Navigation tabs include "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools" (which is highlighted with a red circle and the number 1). A dropdown menu for "Tools" is open, showing options like "Meetings", "Archiver", "Appearance", "Session Timeout", "Hot Desk Session Timeout", "Single Sign-on", and "Directory Integration" (highlighted with a red circle and the number 2). Below the navigation, a sidebar on the left contains "Company Info", "Phone Numbers", "Auto-Receptionist", and "Groups" (0 Group(s), 0 Other(s)). The main content area shows a "Directory Integration" section with a description: "Directory Integration lets you automatically provision users from your corporate directory into Office@Hand. Select your corporate directory provider to import users from." Below this, a "Select Directory Provider" section shows "Active Directory" selected (highlighted with a red circle and the number 3). A "Learn more" link is provided. The "Okta Setup" section follows, with "Step 1: For your Active Directory to provision correctly, all email addresses should be unique within your account. Please verify there are no duplicates to continue." and a button "Enable Active Directory" (highlighted with a red circle and the number 4). "Step 2: Sign up become an Okta member." has a button "Become Okta Member" (highlighted with a red circle and the number 5). "Step 3: Configure Office@Hand Active Directory integration settings in Okta. After saving changes, provisioning will start." includes a "Please note" about extensions. "Step 4: Review Provision Results" (highlighted with a red circle and the number 6) states that provisioning results will be sent via email. At the bottom, a "Managing Provisioned users" section mentions editing extensions in the "User management" page.



## Multi-Site Settings

Multi-Site Support provides a management solution for customers with multiple branch locations. Multi-Site Support is available for Office@Hand Office Premium and Ultimate users with Multi-Level IVR enabled.

Accounts configured with multi-site support can enable the Site Code feature to define a dial plan for intra-site and inter-site calling. This feature allows the administrator to allocate account user or group extensions for defined sites.

To enable Multi-Level IVR mode, configure the dial-by-name directory, create at least one IVR menu and enable the feature in Auto-Receptionist.

To enable your account to support multiple sites:

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Multi-Site Settings**.
3. Check the box beside **Enable account support for multiple sites**.
4. Configure site codes, if required for your dialing plan. See [Manage a Dial-Plan Across Sites](#).

Your online account can now create and configure multiple sites. Site filters are available on pages with site assets to allow you to view the list of assets by sites.

For more information on Multi-Site support, see:

- [Create a New Site](#)
- [Manage a Dial-Plan Across Sites](#)
- [Move Assets Across Sites](#)
- [Manage Sites with Multi-Site Support](#)
- [Manage Auto-Receptionist with Multi-Site Support](#)
- [Manage Permissions in Multi-Site Accounts](#)



AT&T Office@Hand

Phone System Users Analytics Call Log Billing Tools

Multi-Site Settings

Enable account support for multiple sites

Multi-Site feature should be enabled ONLY for accounts in Multi-Level IVR mode

Site Codes

Enabling Site Codes allows you to define a dial plan for intra- and inter-site calling. Extensions use the format of [site code]-[short extension number]. Users within a site can call each other using the short extension number and dial the full extension number to reach users in other sites.

Site Codes

Disabled

Enable Site Codes Get Template Upload Template

## Create a New Site

RingCentral Multi-Site support allows you to provision independent account configurations for your individual sites, to enable you to uniquely register and manage each site from your account. Once Multi-Site Support is enabled, you can create additional sites as needed.

To create a site:

1. From the **Admin Portal**, click the **Phone System** tab.
2. On the **Company Info** page, click **New Site**.
3. On the Site Info page, enter the **Site Name**, **Site Address**, and **Site Extension**. Or, you may click **Select Site** under **Copy Settings from** to copy settings from another site. Click **Next** to proceed.
4. On the Site Settings page, configure the Regional Settings and Business hours. Click **Next** to proceed.
5. Assign Numbers to the Site. You may assign existing numbers or add (and purchase) new direct numbers. Click **Next** to proceed.

**Step 1: Company Info**

**Step 2: Site Info**

**Step 3: Site Settings**

**Step 4: Number(s)**

Number	Location	Assigned to	Ext.	Type
(289) 275-1346	Canada, Ancaster, ON	Auto-Receptionist		Direct
(916) 836-8652	United States, Antelope, CA	Owen Wilson	8070	Direct
(916) 836-8819	United States, Antelope, CA	James Franco	8069	Direct
(904) 323-4965	United States, Baldwin, FL	Chris Stoecker	104	Direct
(240) 317-2654	United States, Berwyn, MD	Auto-Receptionist		Direct
(619) 220-2356	United States, Bonita, CA	TestIQ	1	Direct



6. On the Caller ID Name page, enter the **Outbound Caller ID Name**.
7. On the IVR Menu page, select an **Existing IVR** or a **New IVR**.
8. On the Cost Center Code page, select the site's cost center code. For more information on Cost Center Codes, see [Cost Center Management\\*](#).

On the Summary page, you will be notified that the site is created successfully. Click **Done**. You can view or edit site information within **Phone System > Company**.

New Site

✓ Site Info

✓ Site Settings

✓ Number(s)

6

4 Caller ID Name

5 IVR Menu

6 Cost Center Code

7 Summary

This name along with the phone number will be displayed to the called party whenever an outbound call is made using the local number as the caller ID. Max 15 characters. Note: Does not apply to toll-free numbers.

Enter the name you want the caller ID to be displayed for this site. If skipped, site's caller ID name will be set to be the same as company's caller ID name.

Outbound Caller ID Name

Back

Next

New Site

✓ Site Info

✓ Site Settings

✓ Number(s)

✓ Caller

7

5 IVR Menu

6 Cost Center Code

7 Summary

Please assign Existing or New IVR

Existing IVR    New IVR

	Name	Numbers	Ext.	Language
<input type="radio"/>	Belmont Main	1010	1010	English (U.S.)
<input type="radio"/>	Chicago IVR		1009	English (U.S.)
<input type="radio"/>	Denver IVR		1002	English (U.S.)
<input type="radio"/>	IVR Menu 1006		1006	English (U.S.)
<input type="radio"/>	IVR Menu 1007		1007	English (U.S.)
<input type="radio"/>	IVR Menu 1008		1008	English (U.S.)
<input type="radio"/>	IVR Menu 1012 TB		1012	English (U.S.)
<input type="radio"/>	IVR Menu 1015		1015	English (U.S.)
<input type="radio"/>	Magic_Land_IVR	1004	1004	English (U.S.)
<input type="radio"/>	Main IVR		1001	English (U.S.)

Total: 15    < 1 2 >

Back

Next

New Site

✓ Site Info

✓ Site Settings

✓ Number(s)

✓ Caller ID Name

✓ IVR

8

6 Cost Center Code

7 Summary

Cost Center Code [Learn More](#)

east coast

▼

New

Back

Next



## Manage a Dial-Plan Across Sites

Accounts configured with multi-site support can enable the Site Code feature to define a dial plan for intra-site and inter-site calling. This allows users within a site to call each other using a short extension number, and users between sites to use a full extension number, consisting of a site code plus the short extension.

To set up your multi-site dial-plan:

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Multi-Site Settings**.
3. Verify that multi-site support is enabled.
4. In the **Extension Number Length** window, select an appropriate digit length for the short extension and the site code. The values must fall within the limits of the full extension number length, per the maximum extension length of five digits.\* Click **Next**.
5. In the **Provision Site Codes** window, the system will suggest site codes for all sites, per selected lengths for site code and short extension. The User and Group extension per site will be allocated per site code selected. Click **Next**.
6. In the **Adjust Extension Numbers** window, Existing extensions that have more digits than enabled with site code need to be adjusted or use system suggestions. Click **Done**.

Extensions in the **Users with Extensions** view display a site code plus a short extension. For example: Site Code: 11, Short Ext. #: 001, and Full-Ext #: 11001.

**Note:** a maximum extension length of six digits is available on-demand for certain international cases.

**Site Codes**

1 Extension Number Length 2 Provision Site Codes 3 Adjust Extension Numbers

Max Extension Length: 5 ⓘ  
Please adjust the length to be 5 or smaller or increase maximum extension length

Site Code Length ⓘ  
2

Short Extension Number Length ⓘ  
4

Cancel Next

**Site Codes**

✓ Extension Number Length 2 Provision Site Codes 3 Adjust Extension Numbers

As a part of Site Codes enabling, site extensions on your account will be re-numbered with prepending Site Code to their extension numbers.

Site Name	Site Code	Short Site Ext. Number	Full Site Ext. Number
Company	11		
Local Office	33	911	33911
		0	13000

Extension number is reserved for special functions

Show 25 Back Next

**Site Codes**

✓ Extension Number Length ✓ Provision Site Codes 3 Adjust Extension Numbers

As a part of Site Codes enabling, all extensions on your account that have the Site assigned to them, will be re-numbered via prepending Site Code to their existing extension numbers.  
For 5 of 7 the extension number will be adjusted successfully.  
For the following extensions, the conflicts had been detected while re-numbering. Please consider re-numbering of these extensions to resolve the conflicts.

Ext. Name	Target Site	Site Code	Ext. number with Site Code ⓘ	Type of Conflict	New Short Ext. Number	New Full Ext. Number
TopIVR	Company	11	11100	Extension number is too long	1	11001
IVR Menu 1002	Local Office	33	331002	Extension number is too long	2	33002

**Users With Extensions** Unassigned Extensions

Search Users Status Roles + Add User Download User List

Department Sites

Enable Disable Forceful Enable Apply Template Change Site

Status	Name	Number	Ext.	Roles	Department	Site	Msg.	
✓	Admin User	13103		Super Admin	HRQ	0 / 0	Disable	
✓	Simple User	33106		Standard B	Local Office	0 / 0	Disable	
✓	User	11102		Super Admin	Company	1 / 1		



## Move Assets Across Sites

The Change Site function of Multi-Site Support allows you to move selected Users, IVR Menus, and Call Queues to another site. This feature allows for individual or bulk movement of Users, IVR Menus, and Call Queues between sites.

### Move Users across Sites

To move users between sites:

1. From the **Admin Portal**, click the **Users** tab.
2. On the User list tab, check the box of the users you want to assign to a different site, and click **Change Site**.
3. Select the site then click **Change Site**. Note: You may check the option to **Adjust time and regional settings to the settings of the new site?** to apply it to the moved users.

The screenshot illustrates the steps to move users across sites in the Admin Portal. It shows the 'Users' tab selected in the sidebar, a list of users with checkboxes for selection, and a 'Change Site' button. Below, a 'Select Site' dialog shows a list of sites with 'New Site 1' selected. A checkbox for 'Adjust time and regional settings to the settings of the new site?' is also visible, along with a 'Change Site' button.

Status	Name	Number	Ext.	Roles	Department	Site	Mag.	
<input type="checkbox"/>	9dot4 Prod...	(650) 437-5...	101	Super Admin		Company	5 / 5	
<input checked="" type="checkbox"/>	Andrew White	(913) 228-1...	8072	Standard (I...	IT	MagicLand	0 / 0	Resend Invite Delete
<input checked="" type="checkbox"/>	Brian Bolan...	(323) 388-4...	8057	Super Admin	Solutions E...	SoCal (Dont...	2 / 2	Disable
<input checked="" type="checkbox"/>	Charlene Lin		8071	Standard (I...		New Land	0 / 0	Resend Invite Delete

Select Site

Search

Site

- ☐ Chicago
- ☒ New Site 1
- ☐ NewSite
- ☐ Orlando
- ☐ San Jose
- ☐ Xiamen

Total: 14 Show: 25 < 1 >

☐ Adjust time and regional settings to the settings of the new site?

Change Site



## Move IVR Menus across Sites

To move IVR menus between sites:

1. From the **Admin Portal**, click the **Phone System** tab, and click **Auto Receptionist**.
2. Click the **IVR Menus** tab. Select from the list of IVR Menus and click **Change Site**.
3. Select the site then click **Change Site**.

The screenshot illustrates the process of moving IVR menus across sites. The interface is divided into a left sidebar and a main content area. The sidebar has two tabs: 'Phone System' and 'Users'. The 'Phone System' tab is active, showing a list of options: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '6 Group(s) 2 Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' option is selected, indicated by a blue highlight and an orange circle with the number 1. The main content area has a header 'Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management. [Learn More](#)'. Below this is a navigation bar with tabs: 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'IVR Menus' tab is active. It contains a search bar, a 'Language' dropdown, and buttons for 'Validate Menus' and '+ New IVR Menu'. Below this is a 'Sites' dropdown. A message states: 'Before you can switch your company call handling to Multi-Level IVR, you must first add and set up your IVR Menu. [Learn More](#)'. A table lists IVR menus with columns: 'Name', 'Numbers', 'Ext.', 'Language', and 'Site'. The first row is 'Belmont Main 1010' with extension '1010' and language 'English (U.S.)'. The 'Change Site' button is highlighted with an orange circle and the number 2. A 'Select Site' modal is open, showing a search bar and a list of sites: 'Chicago', 'New Site 1', 'NewSite', 'Orlando', 'San Jose', and 'Xiamen'. 'New Site 1' is selected, indicated by a blue highlight and an orange circle with the number 3. At the bottom of the modal, there is a 'Change Site' button, also highlighted with an orange circle and the number 3.

Name	Numbers	Ext.	Language	Site
Belmont Main 1010		1010	English (U.S.)	Company

Select Site

Search

Site

- Chicago
- New Site 1
- NewSite
- Orlando
- San Jose
- Xiamen

Total: 14 Show: 25 < 1 >

Change Site



## Move Call Queues across Sites

To move call queues between sites:

1. From the **Admin Portal**, click the **Phone System** tab, and click **Groups**.
2. On the **Call Queues** tab select the Call Queues that you want to move, and click **Change Site**.
3. Select the site then click **Change Site**. Note: You may check the option to **Adjust time and regional settings to the settings of the new site?** to apply it to the moved Call Queue.

The screenshot illustrates the steps to move call queues across sites in the AT&T Admin Portal. The interface is divided into a left sidebar and a main content area. The sidebar has two tabs: 'Phone System' and 'Users'. The 'Phone System' tab is active, showing a list of items: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '6 Group(s) 2 Other(s)', and 'Phones & Devices'. The 'Users' tab is also visible. The main content area has several tabs: 'Call Queues', 'Paging Only', 'Shared Lines', 'Park Locations', 'Call Monitoring', and 'Others'. The 'Call Queues' tab is selected, showing a table of call queues. The table has columns: 'Status', 'Name', 'Site', 'Numbers', 'Ext.', 'Msg.', 'Members Availability', and actions. One queue, 'Denver Test Queue', is selected. A 'Select Site' modal is open, showing a list of sites: 'Chicago', 'New Site 1', 'NewSite', 'Orlando', 'San Jose', and 'Xiamen'. The 'New Site 1' option is selected. At the bottom of the modal, there is a checkbox labeled 'Adjust time and regional settings to the settings of the new site?' and a 'Change Site' button.





## Configure an Enterprise Dial Plan

Office@Hand supports enterprise dialing plans for customers who require 6 to 8-digit extension lengths. These plans add an optional Outbound Call Prefix when using 7 and 8-digit extensions to help users indicate when they are dialing internal extensions versus external numbers. Multi-Site customers can configure Site Codes and Short Extensions. Review the decision tree for selecting a plan, and contact Office@Hand support to enable this on-demand feature.

For more information, see:

- [Maximum Extension Length](#)
- [Outbound Call Prefix](#)
- [Site Codes](#)
- [Site Codes Template](#)

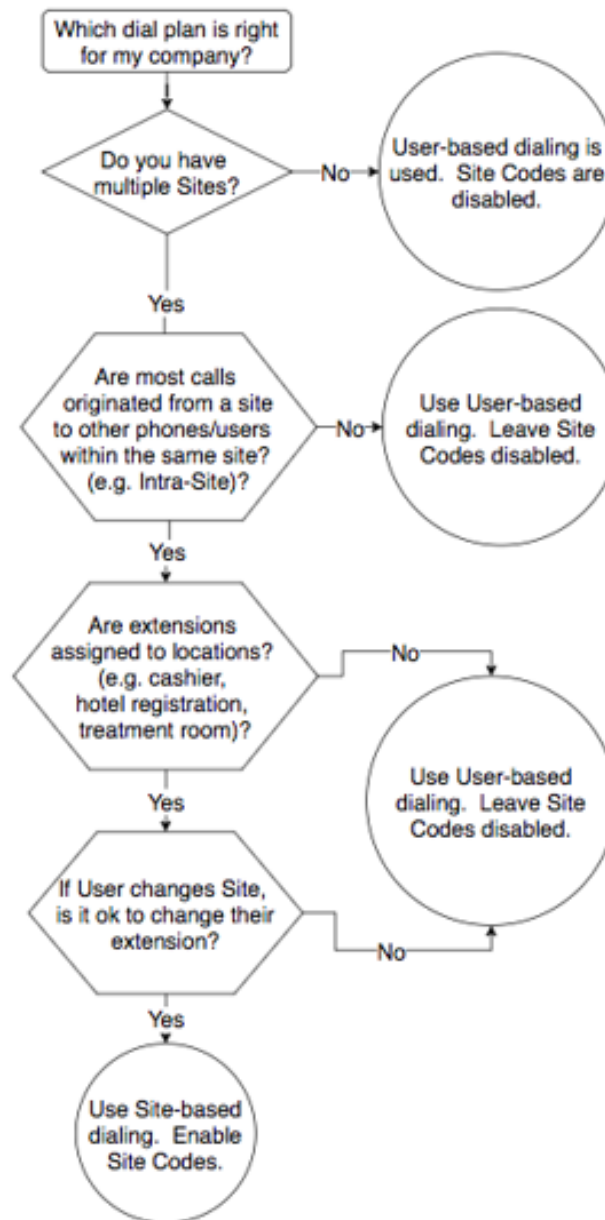
### Maximum Extension Length

When enabled for your account, this feature increases the maximum extension length from 6 to 8 digits. This feature is ideal for enterprises with more than 1,000 users. The enablement of this feature requires a reboot of your phones (active calls are not affected).

#### Requirements for Maximum Extension Length

To help reduce conflicts, the Default Area Code (DAC) feature is disabled. To reach external destinations, users must dial full external numbers. For example, 6505551212 or 16505551212).

If there is an overlap between internal and external numbers, enable an Outbound Call Prefix. Once enabled, configure the feature in your online account. For more information see [Outbound Call Prefix](#).



## Outbound Call Prefix

Set an optional Outbound Call Prefix when using 7 and 8-digit extensions to help users indicate when they are dialing internal extensions versus external numbers. The admin enables the feature, and specifies a prefix.

To set an Outbound Call Prefix:

1. From the **Admin Portal**, click the **Tools** tab, and click **Outbound Call Prefix**.
2. Choose **Use outgoing call prefix**.
3. Select a single digit that users will dial before dialing an external number. For example, if the Default Area Code is set to 650, dialing the Outbound Call Prefix (e.g., 9), followed by a local external number (e.g., 9 555 1212), routes the call to 650 555-1212.
4. Click **Validate and Save**.

All phones reboot when changing this setting. Active calls are not affected.

### Resolve Extension Conflicts

You are prompted to change any extensions that start with the selected prefix digit. Review the conflicts and adjust the extensions.

Additionally, if Site Codes are enabled, you are prompted to change any Site Codes or Short Extensions that start with the selected prefix digit.

### Outbound Call Prefix

When the maximum extension length is set to 7- or 8-digits, internal extensions may overlap with local external numbers. Enable the Outbound Call Prefix option to select a single digit that users will dial before dialing an external number.

For example, if the Default Area Code is set to 650, dialing the Outbound Call Prefix (e.g. 9) followed by a local external number (e.g. 9 777 4444) will route the call to 650 777 4444.

All phones will reboot when enabling/changing this setting. Active calls will not be affected.

☒ Use outgoing call prefix

9

Validate & Save

Outbound Call Prefix				
1 Adjust Extensions				
When Outbound Call Prefix is enabled, existing Extensions that begin with the specified Outbound Call Prefix digit must be re-numbered.				
Ext. Name	Target Site	Ext. number	Type of Conflict	New ext. number
RLZ-31520 New	Company	905	Extension starts with Outbound Call P...	102



## Site Codes

The Enterprise Dial Plan expands the lengths of Site Codes and Short Extensions to a maximum of 6 (site codes) or 7 (short extension numbers). You can easily configure Site Codes by providing a configuration template so that you define company-wide dial plan changes offline can and implement them quickly.

This feature is suited for enterprises with 1,000+ sites which require Site Code lengths of 4 or more digits, or 1,000+ users per site which require Short Extension lengths of 4 or more digits. Customers may also prefer to configure Site Codes offline using a template.

The maximum extension length is the value configured for your account when you enabled the feature with Office@Hand support. For instructions on configuring site codes, see [Manage a Dial-Plan Across Sites](#).

Site Codes

×

1 Extension Number Length

2 Provision Site Codes

3 Adjust Extension Numbers

Max Extension Length: 8 ⓘ

Site Code Length ⓘ

Short Extension Number Length ⓘ

Cancel

Next



## Site Codes Template

The Site Codes template allows you to configure site codes and short extension dial plans offline. By assigning a site code to every site, all the extensions in the sites will be in the format of *[site code]-[short-extension-number]*. Users can dial the short-extension number to reach another user in the same site, or a full-extension number to reach users in the other sites.

To configure and upload the template:

1. Enable Multi-Site in **Tools > Multi-Site Settings**.
2. Select **Get Template** (in the Site Codes section).
3. Specify the site code and short extension lengths. A dynamic template, based on the specified lengths, is generated and downloaded locally.
4. Review and make changes to the template:

Check the “Beginning of Site Data” and “Beginning of Extension Data” sections. Update and review the proposed codes or numbers.

Confirm no conflicts are detected, such as length too short or too long, duplicate site codes or short extensions, duplicate full extensions, or a site code or short extension that starts with the Outbound Call Prefix.

5. Select **Upload Template** to enable Site Codes. If any errors are found, you are prompted to make changes.

### Multi-Site Settings

☒ Enable account support for multiple sites  
 Multi-Site feature could be enabled ONLY for accounts in Multi-Level IVR mode

---

### Site Codes

By assigning a site code to every site, all the extensions in the sites will be in the format of *[site code]-[short extension number]*. Users can dial short extension number to reach another user in the same site or full extension number to reach users in the other sites.

Site Codes: Disabled

### Get Template

Max Extension Length: 6 ⓘ  
 Site Code Length ⓘ  
  
 Short Extension Number Length ⓘ



## Audit Trail



## Audit Trail

Find and capture changes made by users that affect system events, configuration, and user accounts. Admins can see the changes made to the software without the need to contact Office@Hand support.

A search tool is added so you can find information without digging through service logs or reports. You can check the latest system changes, add corrective actions, see changes made by other administrators troubleshoot an issue, and detect failed logins or locked accounts. Only the Super Admin, the Billing Admin or those roles assigned a custom role that enables Audit Trail, have access to the Audit Trail log function.

This feature provides the admin with an efficient way to control systems. It is enabled for all customers automatically. To disable, you must contact support.

### Access Audit Trail

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Tools > Audit Trail**.

The screenshot displays the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo and 'AT&T Office@Hand' are visible. The user 'John' is logged in, with contact information '(415) 366-8220 Ext. 101' and an 'Admin Portal' dropdown. Navigation tabs include 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Tools' dropdown menu is open, showing options like 'Meetings', 'Archiver', 'Appearance', 'Audit Trail' (highlighted with an orange box), 'Session Timeout', 'Hot Desk Session Timeout', 'Single Sign-on', and 'Directory Integration'. Below the menu, a table lists system changes with columns for 'Date / Time', 'Change made by', and 'Change made to'. The table shows several entries, including changes to 'Unassigned', 'John Smith, Ext. 101', 'Sales, Ext. 401', and 'Company'.

Date / Time	Change made by	Change made to
05/23/2018 3:40 PM	John Smith, Ext. 101	Unassigned
05/23/2018 3:38 PM	John Smith, Ext. 101	John Smith, Ext. 101
05/22/2018 9:34 PM	John Smith, Ext. 101	Sales, Ext. 401
05/22/2018 9:33 PM	John Smith, Ext. 101	Company



## Audit Trail Report Details

Audit Trail captures changes to the following events:

- **System events**  
Successful/failed login and locked accounts
- **Phone System**  
Company Info, Company Address, Directory Assistance, Caller ID,  
Phone numbers: company and assigned  
Auto-Receptionist: general settings, IVR menus.  
Phones & Devices: user phones, common area phones, paging devices, shared lines.
- **Users:**  
User lists, Roles
- **Call Queues:**  
Add, update, rename, or delete a Call Queue, extension detail changes, call handling settings, greetings, message settings, notification settings, changes made to hours, overflow setting changes, custom answering rule settings.

Each event that is captured reports these details:

- **Date/Time** - changes logged using Coordinated Universal Time (UTC) and displayed based on logged-in user's regional timezone setting.
- **Changes made by** - person who made the change.
- **Role\*** - permission level of person who made the change.
- **Change made to** - indicates which item was changed.
- **Item affected** - indicates the configuration that was changed.
- **Change details** - description of the change.
- **Endpoint\*** - application name.
- **IP Address\*** - application IP address.

\* Indicates these report fields are only available in a downloaded comma-delimited (CSV) log file.



## Search Capability

You can search records that provide report details by time periods: **Today**, **Yesterday**, **Last 7 days**, **Last 30 days**, **Last 60 days**, **Last 90 days**.

The screenshot shows the 'Audit Trail' search interface. A yellow arrow points to the 'Change by' dropdown menu, which is open, displaying a list of time periods: Today, Yesterday, Last 7 days, Last 30 days, Last 60 days, and Last 90 days. The background shows a calendar for June and July 2018, and a table of audit trail records.

## Search by Change

You can also search by specific change, such as a change made by a user (**Change by**) or a change made to (**Change to**) a particular extension. This can be done by selecting one of these options in the menu. When you select

**Change by** or **Change to**, a list of extensions is displayed for you to choose which one of these is affected.

The screenshot shows the 'Audit Trail' search interface. Two yellow arrows point to the 'Change by' and 'Change to' dropdown menus, which are both set to 'All'. The background shows the same search interface as the previous screenshot.

## Search by Items Affected

The **Items Affected** menu lets you select the specific event items that can be searched. You can either select from this list or choose **All**.

The screenshot shows the 'Audit Trail' search interface. A yellow arrow points to the 'Items Affected' dropdown menu, which is open, displaying a list of event items: All, System Events, Login Success/Failed, Phone System, Company Info, and Phone Numbers. The background shows the same search interface as the previous screenshots.



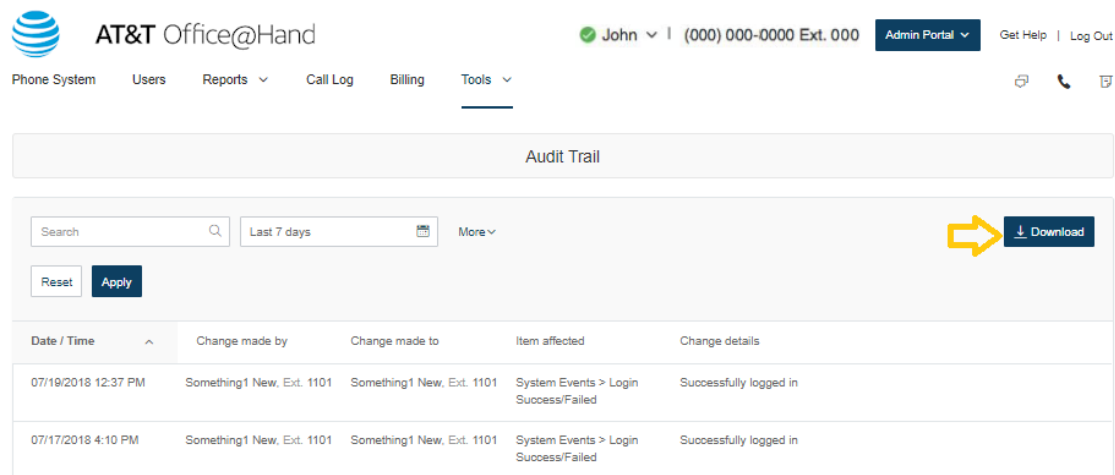


## Downloading an Audit Trail Report

Once you have searched and found information in Audit Trail, you can download an Audit Trail report in CSV format.

From the Admin Portal,

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Tools > Audit Trail**.
3. Do an Audit Trail search.
4. When you would like to generate a CSV file containing the Audit Trail result, click **the Download** button.  
A Confirmation window appears.
5. To confirm, click **Download**.



The screenshot shows the AT&T Office@Hand Admin Portal interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "John" with a dropdown arrow, "(000) 000-0000 Ext. 000", and an "Admin Portal" button. There are also links for "Get Help" and "Log Out". The main navigation menu includes "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools" (which is highlighted with a blue underline). Below the navigation menu, the "Audit Trail" section is displayed. It features a search bar with a magnifying glass icon, a filter dropdown set to "Last 7 days", and a "More" dropdown. There are "Reset" and "Apply" buttons. A yellow arrow points to a "Download" button with a download icon. Below this is a table with the following columns: "Date / Time", "Change made by", "Change made to", "Item affected", and "Change details". The table contains two rows of data.

Date / Time	Change made by	Change made to	Item affected	Change details
07/19/2018 12:37 PM	Something1 New, Ext. 1101	Something1 New, Ext. 1101	System Events > Login Success/Failed	Successfully logged in
07/17/2018 4:10 PM	Something1 New, Ext. 1101	Something1 New, Ext. 1101	System Events > Login Success/Failed	Successfully logged in



# Office@Hand Meetings




## View Meetings Reports

Meetings Reports helps administrators optimize the operation of Office@Hand Meetings by presenting usage analysis and trending metrics in an easy-to-read graphical format. You can view the following reports:

- **Daily Report:** provides metrics for each day in the specified month, including the number of new users, meetings, participants, and meeting minutes.
- **Usage Report:** two types of reports are available: you can sort by Meetings or by users. Provides metrics for a specified range of dates, including meeting topics, participants, and meeting duration.
- **Inactive Users:** provides information about inactive Meetings users.

Click **Export** to export a report.

 **AT&T Office@Hand**

Dave (210) 555-0120 Ext. 101Admin PortalGet HelpLog Out

Phone SystemUsersReportsCall LogBillingTools

Meetings Reports

Daily ReportUsage ReportInactive Users

Aug. 2018Export

Date	New Users	Meetings	Participants	Meeting Minutes
2018-08-01	5	16	50	480
2018-08-02	4	10	44	310
2018-08-03	8	13	48	480
2018-08-04	5	10	50	480
2018-08-05	4	10	50	310
2018-08-06	8	13	48	480

Daily ReportUsage ReportInactive Users

From: 07/08/2016To: 07/09/2016GoExport

Name	Meetings	Participants	Meeting Minutes
Denver Room	16	50	480
Grove Room	10	44	310
CA OPS	13	48	480

Daily ReportUsage ReportInactive Users

From: 07/08/2016To: 07/09/2016GoExport

Name	Client Version	Last Login
CA OPS	4.1.50447.0513 (mac)	May 25, 2016 9:03 AM
Grove Room	4.1.48992.0429 (mac)	May 10, 2016 8:01 AM
Marketing Room	4.1.50686.0517 (mac)	May 27, 2016 5:42 AM



## Appendix A: Express Setup for Admins



## Welcome to Office@Hand

Welcome to the Office@Hand business phone system. Once you have purchased the system, you'll receive an email to activate.

If this is your first login, it will take about 25 minutes to initially set up your account. As the administrator you'll be able to add users during the Express Setup or after you complete these steps. You will set up user profiles, set the company greeting, operator extension, and My Info profile. You'll also verify your regional setting, provide emergency calling location, and setup how you would like phone calls to be routed.

*Note: If you leave the Express Setup without finishing, the changes you have made might not be saved.*

### Activate Your Account

You will receive a Welcome Email after you have purchased an Office@Hand system.

To start your setup,

1. Open the email message.  
The Welcome message appears.
2. To begin your set up, do one of the following:
  - Click **Set Up Account**
  - Copy the link into your browser

*The setup instructions continue on the following page.*



AT&T Office@Hand

Your account now ready

Dear service representative,

Congratulations! Your account is now active and ready to use!

Your account number is: **(210) 555-8284.**

A customer implementation service representative will call you within the next 48 hours to schedule a convenient time to provide an overview of all the advanced features. This service, provided to you at no extra charge, will help you set up your company preferences and assist with efficiently porting your existing business numbers to AT&T Office@Hand. If you would like to speak to a customer implementation service representative now, please call 888-389-1758.

Alternatively you can set up your new business phone system at any time with easy to use, self service features online or through the AT&T Office@Hand mobile app for select smartphones.

**Set Up Account**

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

<https://www.att.com/web/setup/?hash=D22A0F009356510B9D19A42459D699519135B9>

Set up and take the following steps:

1. Identify your users and departments
2. Configure your company greeting and operator extension
3. Decide on how calls will be forwarded to your departments and users

To learn more about AT&T Office@Hand [click here](#). For technical assistance please call AT&T Advanced Solutions customer care at (866) 563-4703.

Thank you for using AT&T Office@Hand!

Powered by  
**RingCentral**

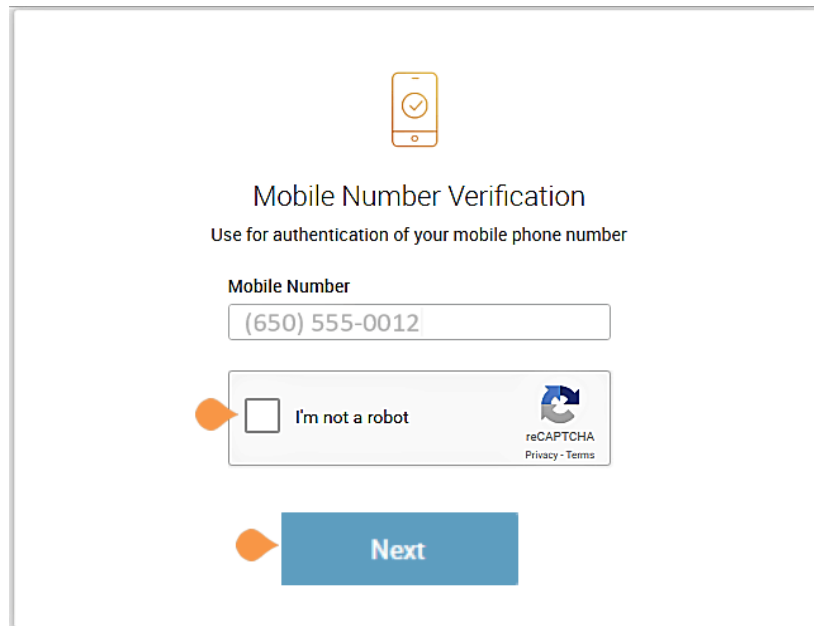
## Your Account Security

After clicking **Activate Account**, authentication begins with a mobile app verification.

1. Click the **I'm not a robot** box, then **Next**.

A message informs you that you'll be receiving a phone call providing you with a verification code.

2. Enter the verification code.
3. Click **Next**.



Mobile Number Verification

Use for authentication of your mobile phone number

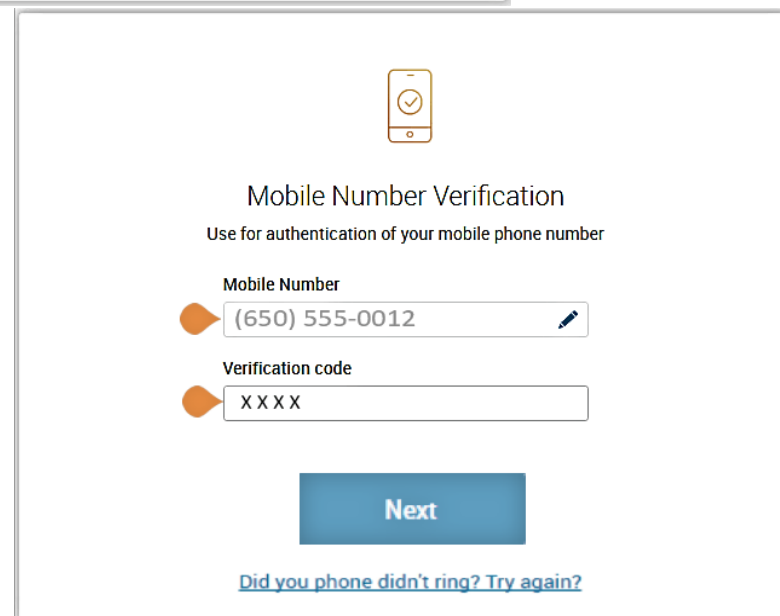
Mobile Number

(650) 555-0012

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Next



Mobile Number Verification

Use for authentication of your mobile phone number

Mobile Number

(650) 555-0012

Verification code

X X X X

Next

[Did your phone didn't ring? Try again?](#)



A window opens for you to enter three account security settings:

- A password
- A PIN (Personal Identification Number)
- A Security Question and Answer

### Create Your Password

Passwords and Security Questions on your online account maintain your account's confidentiality and privacy. The **PIN** is used to verify the User's identity when checking voicemail. The **Security Question and Answer** is requested by the agent when contacting Customer Support.

Follow the on-screen prompts. For each security setting, certain requirements must be met. For your convenience, these requirements are listed next to the setting as you enter the information.

**Note:** If your extension is configured as a Google tagged account, your Express Setup will have different setup options.

4. Create your **Password**.

Follow the requirements listed next to the **Password** and **Confirm Password** fields. A green check mark indicates when you have met a requirement and all requirements must be met for the password to be accepted.

5. After you **Confirm Password**, press **Continue**.

**Your Account Security**

1 **Login**  
Use to login to your account

**Password:** Letter, number, special character, min 8 characters, no spaces

**Confirm Password:** Please input the password again

**Continue**

**Password Criteria**

- At least one letter (latin character)
- At least one number (0-9)
- Non-sequential, Non-repeating
- No account information
- One upper case letter or special character (!, @, \$, #)
- Length 8-32 characters

2 **Create PIN**

3 **Security Question and Answer**



## Set Your PIN

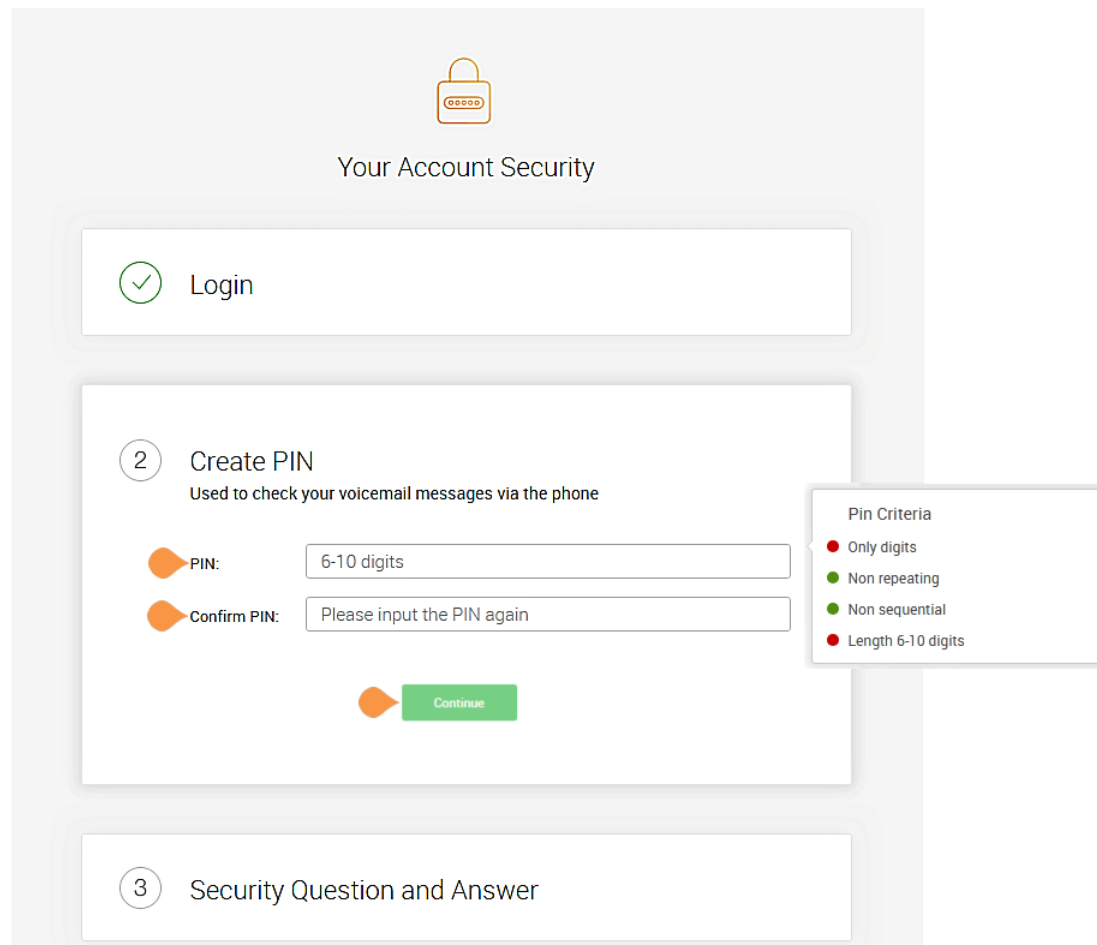
The next step in **Your Account Security** is to set your PIN.

6. Create your **PIN**.

Follow the requirements listed next to the **PIN** fields. A green check mark indicates when you have met a requirement. All requirements must be met before the PIN is accepted.

You'll need this PIN when checking voicemail.

7. Press **Continue**.



The image shows a screenshot of the 'Your Account Security' setup screen. At the top, there is a lock icon and the title 'Your Account Security'. Below this, there are three steps in a vertical list: 1. Login (with a green checkmark), 2. Create PIN (highlighted with a grey background), and 3. Security Question and Answer. The 'Create PIN' step includes the instruction 'Used to check your voicemail messages via the phone'. It features two input fields: 'PIN:' with a hint '6-10 digits' and 'Confirm PIN:' with a hint 'Please input the PIN again'. A green 'Continue' button is positioned below the fields. To the right of the 'Continue' button, a 'Pin Criteria' box lists four requirements: 'Only digits' (red dot), 'Non repeating' (green dot), 'Non sequential' (green dot), and 'Length 6-10 digits' (red dot).

**Your Account Security**

1 ☒ Login

2 ☐ **Create PIN**  
Used to check your voicemail messages via the phone

**PIN:**

**Confirm PIN:**

**Pin Criteria**

- Only digits
- Non repeating
- Non sequential
- Length 6-10 digits

3 ☐ Security Question and Answer





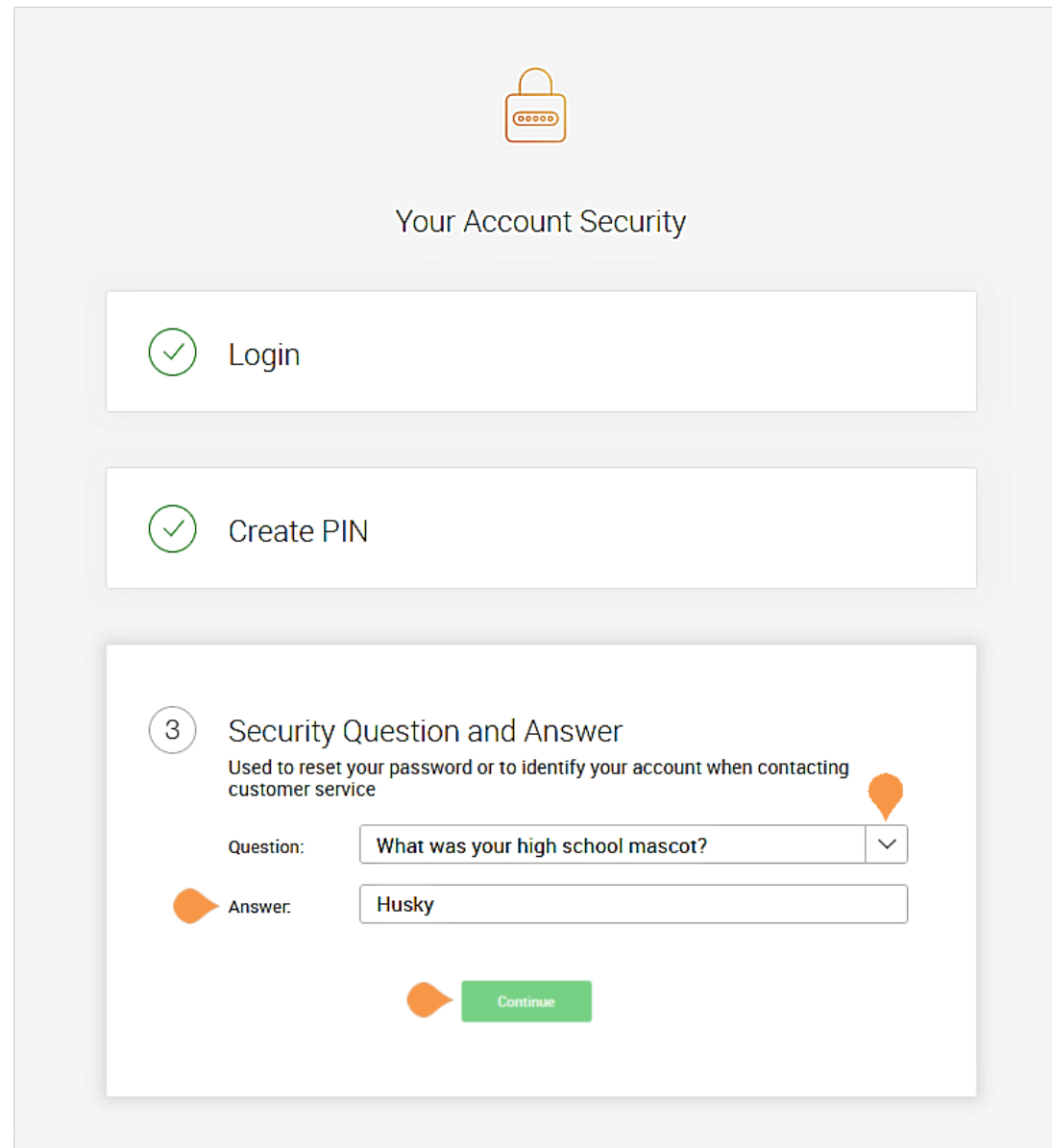
### Set Your Security Question and Answer

The last step in **Your Account Security** is to select a **Security Question and Answer**.


**Note:** You may be asked for your **Security Question and Answer** each time you contact AT&T customer support. Keep a record of the question and answer for future reference.

8. Select one of the questions listed in the **Security Question and Answer** menu.
9. Enter your answer to the security **Question** in the **Answer** field.  
**Note:** Your answer must be at least four letters.
10. Press **Continue**.


Should you lose your password, PIN, or Security Question, see this [Knowledge Base article](#), “Changing a User’s Password, Pin, or Security Question.”





The screenshot shows the 'Your Account Security' interface. At the top is a padlock icon. Below it, the title 'Your Account Security' is centered. There are three main sections, each with a green checkmark icon in a circle. The first section is 'Login'. The second section is 'Create PIN'. The third section is 'Security Question and Answer', which is highlighted with a blue circle around the number 3. Below this title is a subtitle: 'Used to reset your password or to identify your account when contacting customer service'. There are two input fields: 'Question:' with a dropdown menu showing 'What was your high school mascot?' and 'Answer:' with a text field containing 'Husky'. A green 'Continue' button is at the bottom right of the third section.



Your Account Security

 Login

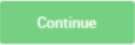
 Create PIN

 **3** Security Question and Answer

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

Question:

Answer:

 Continue



## Your Company Account is now ready for setup


The next steps include setting up basic details about your company, users, call greeting and operator.

Your company's main number was assigned by Office@Hand at the time of purchase in **System Setup**. At that time, your company number and fax number could have been changed. You can change the company and fax number by logging into your account after setup and navigating to the **Settings > Phone System** configuration tab.

11. Click **Next**.

Your account is now active and ready for setup


1



### Company Info

Complete basic details about your company and users, and select your company call greeting and operator.

2




### My Info

Complete basic details, select your call forwarding and voicemail preferences.


Your users will see the same view for themselves when they set up their own extensions.

3



### Review

Review your preferences and see how your system will work when your setup is complete.



Next



## Setting up Users

In this step, you'll complete information about your users.


- Assign user extensions
- Enable users to change their own extension settings
- Assign an operator
- Add users to the dial-by-name directory


12. Before you click **Set Up Now**, have information ready, such as, first and last names, email addresses, contact numbers, for each user.


**Note:** If you click **Skip This Step**, the setup continues to “Company Greeting” on page 216.

As you set up users, each of them will be sent a “Welcome Email” so they can begin setting up their extension.

13. Click **Set Up Now**.

 **Company Info**


 **My Info**

 **Review**

Users


Company Greeting


Operator





Users

Complete these fields for your users so that:

 You can assign an extension for them

 They can setup their own extension settings

 You can assign them to be the operator

 Callers can reach them by the dial-by-name directory

Set Up Now

[Skip This Step](#)



## Set up User Profiles

In this step, you'll assign your users to a device.

When purchasing the Office@Hand service, a number of phones or lines were bought for your account. Here you'll enter the details for those phones purchased.

Enter the details for each of your users. This information is used for the company directory. Except where noted, this information is set by the administrator.

- First Name
- Last Name
- Email
- Enable Email to log in - The email address entered must be used for only one person and cannot be associated with more than one person or phone number.

If **Use email to log in** is not checked, the user can only log in with their phone number.

- Contact Number
- **Extension**
- Direct Number
- [Scroll down to complete each User Details profile.](#) Any User you do not assign at this time can be added to the system later. Go to the Users tab in the Admin Portal and click Add User.

14. When you are finished, scroll down and click **Next**.

×

User Details

All Users

Assigned (1)

Unassigned (9)

Q

1

First Name:

Julie

Last Name:

Fielding

Email:

julie.fielding@example.com

☐ Use email to log in

Contact Number:

(650) 555-0012

Extension:


101

Phone Assigned:

Polycom VVX311

Direct Number:

(650) 555-0012





## Company Greeting

In this step, you'll set the greeting callers will hear when they dial your company's main number.

The default company greeting is shown in text below the playback controls. You can either use the default greeting or customize it.

If you choose to record a custom greeting, it can be recorded now or later.

15. To skip this step now and record it later, click **Keep Default** and go to **"Set the Operator Extension"** on page 217.

To customize your company greeting, click **Customize**.

Select **RECORD OVER THE PHONE** or **IMPORT**.

- To **RECORD OVER THE PHONE**, follow the on-screen instructions to record your greeting. When you are finished, click **Next**.
- To **IMPORT** a .WAV or .MP3 file, click **IMPORT**, then browse and attach the filename.

When you are finished, click **Next**.

Company Info


My Info

Review

Users

Company Greeting

Operator



### Company Greeting

Which greeting would you like callers to hear when they dial your company number?

00:00 / 00:00

*"Thank you for calling Company Name.  
If you know your party's extension you may dial it at any time.  
For the Operator **press 0**.  
For the Dial-By-Name directory **press 9**."*

Customize

Keep Default

[Skip This Step](#)



## Set the Operator Extension

When callers dial your company number and press 0, the call is routed to the extension you designate.

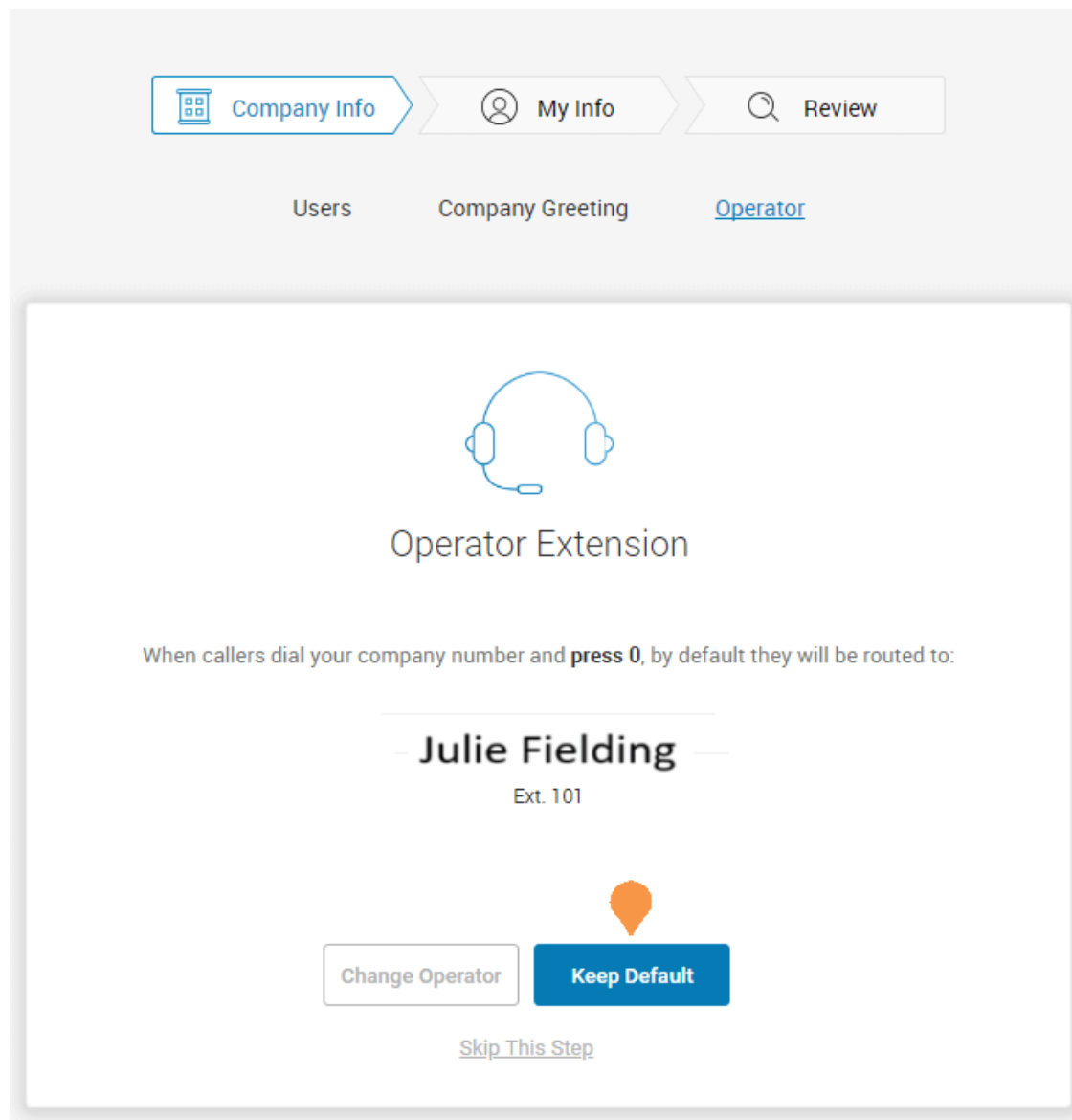
Extension 101 is the Operator extension by default. You may reassign the Operator extension to other numbers in the system.

**Note:** Extension 101 has specific account authority.

16. Select **Customize** or **Keep Default**.

- To change the Operator Extension, click **Change Operator**, then select a different extension number.
- You can also reassign the operator extension after setup.

17. Click **Keep Default**.



The screenshot displays the 'Operator Extension' setup interface. At the top, there are three tabs: 'Company Info' (selected), 'My Info', and 'Review'. Below these tabs are three sub-tabs: 'Users', 'Company Greeting', and 'Operator' (selected). The main content area features a headset icon and the title 'Operator Extension'. Below this, a message states: 'When callers dial your company number and **press 0**, by default they will be routed to:'. This is followed by the name 'Julie Fielding' and 'Ext. 101'. At the bottom, there are two buttons: 'Change Operator' and 'Keep Default' (highlighted with an orange dot). A 'Skip This Step' link is located at the very bottom.



## Verify My Info Profile

For this step, you'll make sure that your own information is correct.

18. Verify your information.

If it not correct, update it.


- The name shown in your **My Info** will appear in your company directory for others to contact you.
- Select **Use email to log in** to enable login to your account using a unique corporate email address.

If **Use email to log in** is not checked, you can only log in with your phone number.

The email address must be used for only one person and cannot be associated with more than one person or phone number.

19. Scroll down to **Regional Settings**.

The screenshot shows the 'My Info' profile page. At the top, there are three tabs: 'Company Info' (with a checkmark icon), 'My Info' (with a person icon and highlighted with a blue border), and 'Review' (with a magnifying glass icon). Below the tabs are three links: 'My Info' (underlined), 'Call Forwarding', and 'Voicemail Greeting'. The main content area is titled '1 My Info' with a circular icon containing the number 1 and a small upward arrow icon in the top right corner. The profile information is displayed in a list format:

First Name:	Julie	
Last Name:	Fielding	
Email:	juliefielding@example.com	<input type="radio"/> Use email to log in
Contact Number:	+1 (650) 555-0012	
Extension Number:	101	
Company Number:	(650) 555-0012	
Direct Number:	(650) 555-0012	



Check or Reset your **Regional Settings**

20. Verify **Regional Settings** specified for your account. These are: **Country**, **Time Format**, and **Time Zone**.
21. Click **Continue**.

2 Regional Settings

Country: United States (1) ▼

Time Format: ☒ 12h (AM/PM) ☐ 24h

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

Continue





## Emergency Calling - Registered Location

The **Emergency Calling - Registered Location** is the physical location of your phone that is using the digital line. Emergency dispatchers (Emergency Call Service) will send first responders to this exact location.

For more information, see the [Knowledgebase article](#), “Updating the Emergency Address.”


22. Fill in the **Emergency Calling - Registered Location** form.

- Enter your name
- Enter your country
- Enter your address
- Enter your state
- Enter your postal zip code

23. Read the agreement describing [Emergency Calling - Registered Location](#).

24. Click **Agree and Continue**.

3

Emergency Calling - Registered Location  Print

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

United States

▼

Please select

▼

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

(1) **Internet Connection Failure.** If the connection to the Internet over which your AT&T OFFICE@HAND SERVICE VoIP service is provided were interrupted, you would not have access to AT&T OFFICE@HAND SERVICE VoIP service during that interruption and therefore would not have access to 911 service during that interruption.

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

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

Agree and Continue



## My Info > Call Forwarding

As a user, you can set up call forwarding rules for your extension. You can add up to 10 forwarding numbers for each extension assigned to you and set calls to ring sequentially or simultaneously.

In this step you'll enable call forwarding to another number. First, note the phone extensions to which you might want to forward your calls.

You can either skip this step or set your phone to route your calls to another phone.

- To omit this step, click **Ring only my primary phone**. Then go to "My Info > Voicemail" on page 224.
- To add desk phones or a home phone (not mobile phone, see note) to which you can forward calls, click **Yes, add phones**.

25. Click **Yes, add phones**.

**Note:** If you intend to use the Office@Hand mobile app, do not enter the mobile number using these steps. The mobile app's function is integrated into the Office@Hand system.

✓ Company Info

**My Info**

🔍 Review

My Info


**Call Forwarding**

Voicemail Greeting

### Call Forwarding

You ordered a desk phone with AT&T Office@Hand. All incoming calls will ring this phone. Would you like to add other phones to receive calls when you are away from your desk?

**Primary Phone:**



AT&T Office@Hand Phone

Ring only my primary phone

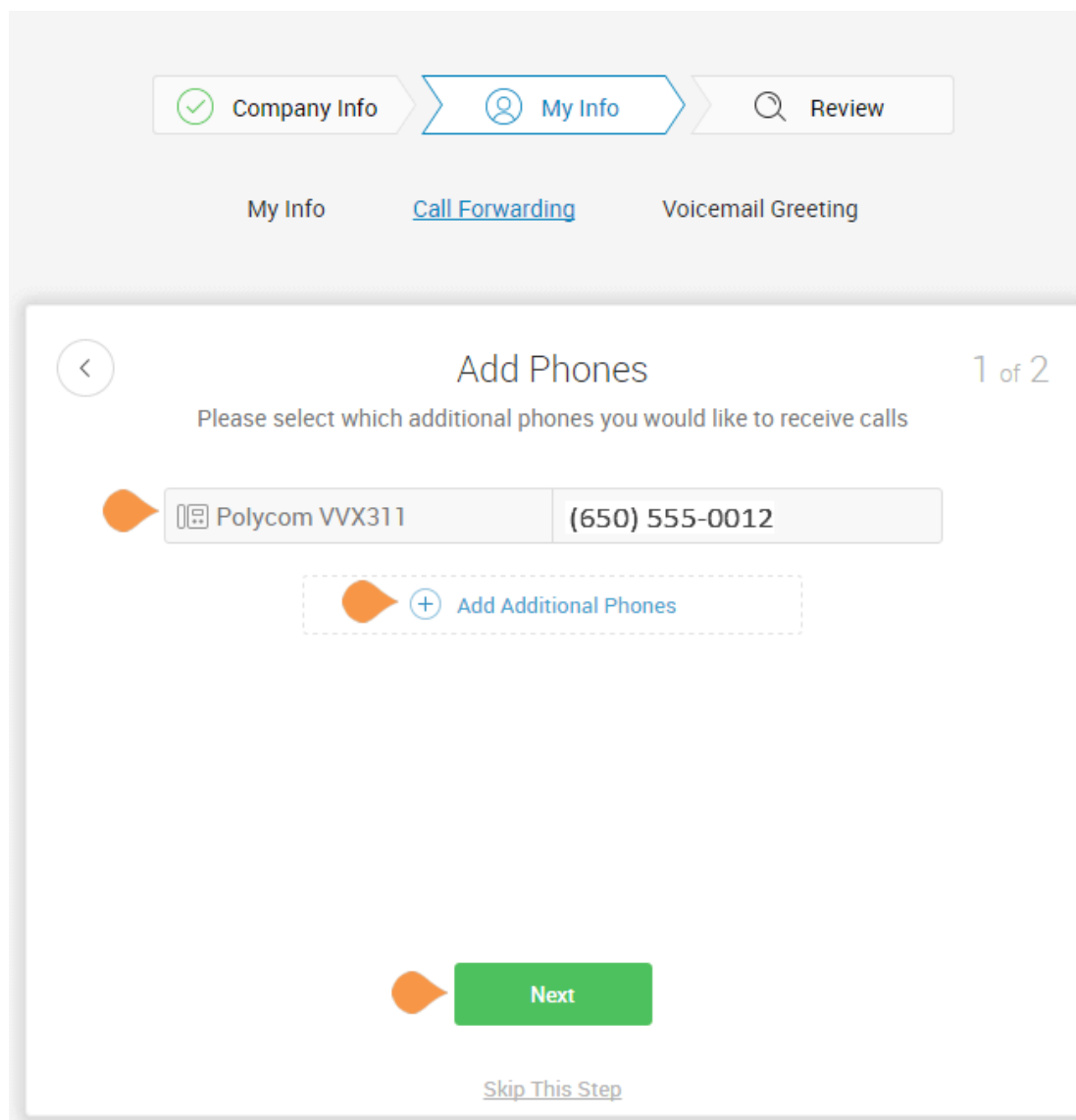
**Yes, add phones**

[Skip This Step](#)



Select additional devices (if any) you would like to ring when you receive an incoming call to your business number. Any purchased phone or your home number can be selected.

26. Select the phone to which the forwarded call will be sent.
27. Enter the number of the selected phone. Continue adding phones, by clicking **Add Additional Phones** as needed.
28. Click **Next**.



The screenshot shows the 'Add Phones' step in a setup wizard. At the top, there are three tabs: 'Company Info' (with a green checkmark), 'My Info' (with a person icon and highlighted in blue), and 'Review' (with a magnifying glass icon). Below these tabs are three sub-sections: 'My Info', 'Call Forwarding' (which is the active section), and 'Voicemail Greeting'. The main content area is titled 'Add Phones' and indicates '1 of 2' steps. It prompts the user to 'Please select which additional phones you would like to receive calls'. A list of phones is shown, with an orange callout bubble pointing to the first entry: 'Polycom VVX311' with the number '(650) 555-0012'. Below this list is a dashed box containing a plus icon and the text 'Add Additional Phones'. At the bottom, there is a green 'Next' button with an orange callout bubble pointing to it, and a link labeled 'Skip This Step'.



**Call Handling - Simultaneously or Sequentially**

29. Select whether the forwarded phones ring **Simultaneously** or **Sequentially**.

- Select **Simultaneously** if you prefer the call to ring on all forwarded phones at the same time. Because of different networks, ringing to some devices, such as mobile devices may be delayed.
- Select **Sequentially** if you prefer the call to ring on forwarded phones in a sequential order. Arrange the forwarding order by dragging up or down.

30. Click **Save**.

*The setup instructions continue on the following page.*

Company Info My Info Review

My Info Call Forwarding Voicemail Greeting

Call Handling 2 of 2

Which order would you like your devices to answer incoming calls?

☐ Simultaneously ☒ Sequentially

1 Polycom VVX311 (650) 555-0012

2 Home (650) 555-0010

Save

[Skip This Step](#)



**My Info > Voicemail**

Now, set up the message your callers will hear when Office@Hand forwards your calls to Voicemail. In this case, this is the voicemail for extension 101.

You can choose the default voicemail greeting or you can select “**Custom**” to record or import your greeting. See the default greeting text shown below the playback button.

To keep the default greeting, follow these steps:

- Click **Default**.

To keep the default, follow these steps:

- Click **Save** and skip to “Review Your Company Settings” on page 225.

**Record or Import a Voicemail Custom Greeting**

31. To record or import a new greeting, click **Custom**.

Record your greeting over the phone, or import a custom greeting.

- To record your message over the phone, click **RECORD OVER THE PHONE**, enter a number in **Call me at** field and click **Call**.
- To import a previously recorded message, click **IMPORT** and follow the instructions. (Use an .MP3 or .WAV formatted file.)

32. Click **Save**.

The screenshot shows the 'Voicemail' configuration page. At the top, there are three tabs: 'Company Info' (with a checkmark icon), 'My Info' (with a person icon and highlighted with a blue border), and 'Review' (with a magnifying glass icon). Below these tabs are three sub-sections: 'My Info', 'Call Forwarding', and 'Voicemail Greeting' (which is underlined in blue). The main content area is titled 'Voicemail'. It features two radio buttons: 'Default' (selected with a blue dot) and 'Custom' (unselected with a white dot). Below the radio buttons, a text block states: 'If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting:'. A callout box with an orange arrow points to a sample greeting: 'Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options.' Below the callout is a playback control bar with a play button, a progress slider, a timestamp '00:00 / 00:00', and a volume control icon. At the bottom, there is a green 'Save' button with an orange arrow pointing to it, and a link labeled 'Skip This Step'.



## Review Your Company Settings

In this step, you'll review the settings set up. Check that these are correct. Continue scrolling to check or adjust all of the settings:

- Company Settings
- Company Greeting
- Users
- Operator
- The Operator Settings
- Call Handling
- Voicemail

If all settings are correct, click **Confirm Setup**.

Continue to final step.



## Use Office@Hand Anywhere

Collaborate with co-workers and manage your phone system from any device. Apps are available for download that expand your ability to collaborate with others using Office@Hand applications.

- You can download apps by clicking on this page.
- For more information about apps you can use with Office@Hand, see the Office@Hand User Guide.

### 33. Click **Finish**.

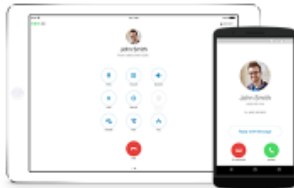
*Continue to the following page.*


## Use AT&T Office@Hand Anywhere


Collaborate with coworkers and manage your phone system from any device

### Free Smartphone App

Accessibility away from your desk




 App for iPhone


 App for Android

### Free Desktop App

Accessibility on your computer



Office@Hand for Windows

 **Finish**



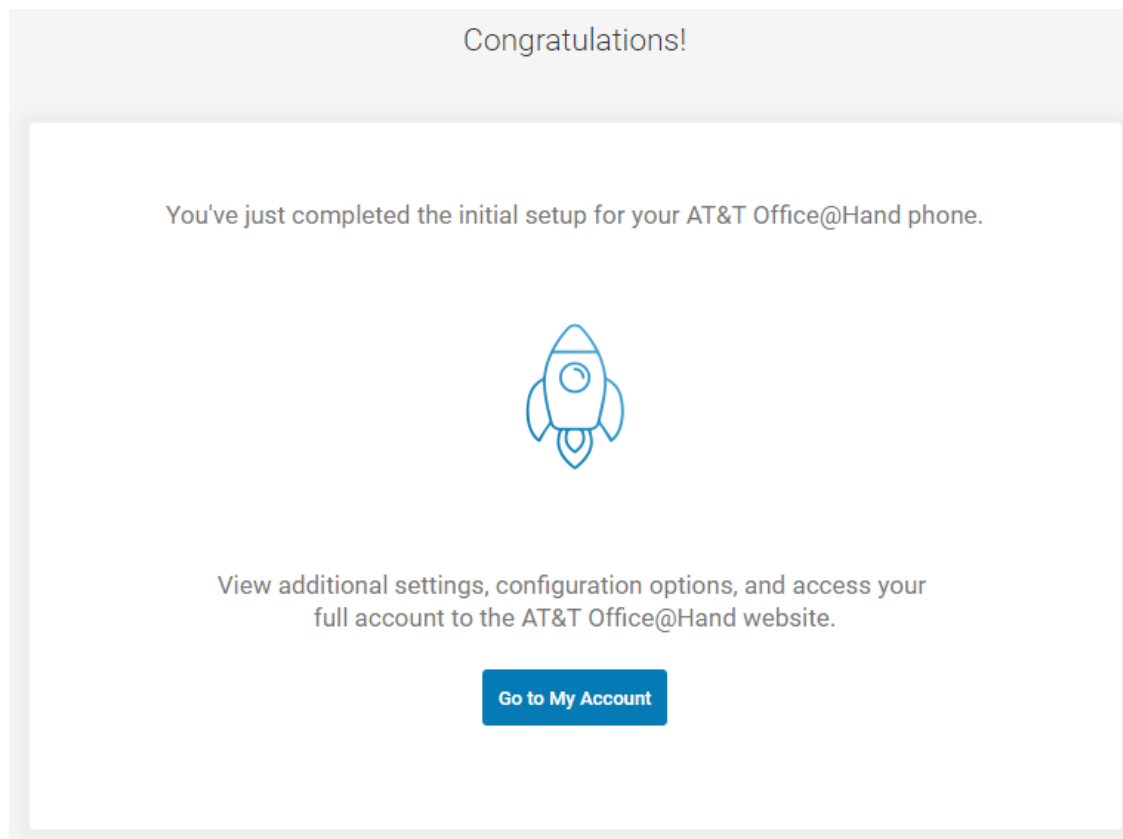
## Congratulations!

You have completed the initial setup of your Office@Hand business phone system.

- Click **Go to My Account** to access your account and view additional settings and configuration options.

### 34. Click **Go to My Account**.

*In the following pages, you'll log in to your Office@Hand account.*





## Sign In

The Office@Hand **Sign In** screen appears.

35. Enter your Office@Hand phone number and your password.
  - If you have an external phone number assigned, enter it here.
  - If you have only an extension assigned, enter the company's main Office@Hand phone number, your extension, and then your password.
36. Click **Sign In**.

You can sign-in with a valid Email, Google Gmail (or G Suite), or via Single Sign-on.

- To log in with **Email**, log in with your corporate email account.
- To log in with **Google**, your account must have been set up with a valid Google gmail address and password. The administrator configures a Google email address when assigning an extension and verifies the uniqueness of the email address. By default, users can log in with their Google email address. Click **Google** and enter your gmail address and password.
- To log in with **Single Sign-on**, click **Single Sign-on** at the bottom of the screen and enter your email address on the following screen, then log in with your corporate credentials.  
**Note:** Single Sign-on must be enabled for your account by your system administrator.



# AT&T Office@Hand

### Sign In

?

☐ Remember me

**Sign In**

[Forgot Password?](#)

Or Sign In With

Email

Google

Single Sign-on



## The Admin Portal

Your Office@Hand Admin Portal opens. Take a tour of your Admin Portal page:

1. The **Admin Portal** button lets you toggle between the admin interface or the user interface, **My Extension**.
2. **Get Help** lets you find answers to most of your questions or request Support.
3. Menu tabs lead you to a tab-specific menu on the left. Each tab has a different menu list. For example, the menu list for **Phone System** tab is **Company Info**, **Phone Numbers**, **Auto-Receptionist**, **Groups-Others**, and **Phones and Devices**.
4. **Company Shortcuts** provide buttons to frequently accessed settings.
5. **Tutorials** lists available admin-specific videos.
6. Check the **Billing** tab for questions relating to your account.

The screenshot shows the AT&T Office@Hand Admin Portal interface. At the top, the AT&T logo is on the left, followed by the text "AT&T Office@Hand". To the right of the logo is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". On the far right of the top bar, there is a user profile "Dave" with a dropdown arrow, a phone number "(210) 555-0120 Ex", and buttons for "Admin Portal", "Get Help", and "Log Out".

Below the navigation bar, the main content area is divided into two sections. The left section is a sidebar menu with icons and labels: "Company Info", "Phone Numbers", "Auto-Receptionist", "0 Group(s) 0 Other(s)", and "Phones & Devices". The right section contains "Company Shortcuts" with four circular icons: "Edit Business Hours", "Edit Company Call Handling & Greetings", "Set Caller ID", and "Publish Company Info to Directory Assistance". Below the shortcuts is a "Tutorials" section with a list of admin-specific videos: "Change what callers hear", "Set up call forwarding", "Change company voicemail", "Set up notification for calls, voicemails, and faxes", "Use departments", and "Get more help".

Numbered callouts (1-6) are placed over the interface to highlight key features: 1 points to the "Admin Portal" button, 2 points to the "Get Help" button, 3 points to the "Phone System" tab, 4 points to the "Company Info" menu item, 5 points to the "Tutorials" section, and 6 points to the "Billing" tab.



## Appendix B: Bulk Purchase/Upload



## Introduction

Office@Hand streamlines large-customer on-boarding with bulk purchase, upload, and activation for up to 1000 users at a time.

Let's say a customer is doing a major expansion of sales offices in multiple cities and wants to add hundreds of users and purchase hundreds of phones for them.

## Bulk Purchase of Users

In the Admin Portal, select the **Users** tab. Then select **Add User**. The Account Status section in the panel shows your current plan.

Select the tab **Add Users with Phones** (or **Add Users without phones**). Enter the number of users who will be in a specific area code and assigned a specific model of phone. Click **Select State/Province** and then the **Area Code** or **City** for the phone numbers for these users.

Click **Select a Device** in the **Device** menu. Review the phone devices listed. Click **Select** next to the phone type to be purchased for these users. Click **Add** to add the users (and selected devices), then review the order summary.

Add Users

1 Add Users

2 Shipping Address

3 Confirmation

Add Users With Phones

Add Users Without Phones

Account Status

Your plan: Up to 3 Users - Need more? — Change Plan    Used: 2    Shared lines already setup: 0    Available: 1 - Add below

You can add multiple users at a time if they will all use the same area code.

Quantity	Area Code	Device	Phone Charges	
1	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time	Delete

1

California

650 - Atherton, Palo Alto

Select a Device... >

Add

One Time Charges	Quantity	Sub-total*
Phones	1	\$279.00
Recurring Charges		Sub-total*
Paid Users with Phones	1 x \$0.00	\$0.00
Today's Estimated Total*:		\$279.00

\*Total charges do not include taxes, fees and prorates.

Cancel

Next

Repeat this process to add users in a different area code, or to add users with a different phone model: Enter the number of users, select the state and area code or city, then select a model of telephone. Click **Add** each time.

Now click the tab **Add Users without Phones** if you want to add any users without a phone. Select a location (State/Province and Area Code/City), and click **Add**.

Repeat this process until all the users, with or without phones, in various area codes, and assigned various phones, have been ordered.

Review the order summary for accuracy. Your order summary shows the running total of recurring or monthly charges for users, and the one-time charges for phone devices.

When ready, click **Next**. (If the city or area code you selected for a group of users doesn't have enough phone numbers available for this order, you will get a pop-up error message at this point. Click **Edit** to select another city or area code. (Or contact your sales representative if you're having trouble.)

If your billing plan has reached its limit for user, you will receive a message indicating the limit has been reached and asking you if you want to upgrade your plan to support the users you want to add.

Add Users

1 Add Users

2 Shipping Address

3 Confirmation

Add Users With Phones

Add Users Without Phones

You can add multiple users at a time if they will all use the same area code.

Quantity	Area Code	Device	Phone Charges	
1	650 - Atherton, Palo Alto	Cisco SPA-525G2 Desk Phone	\$279.00 (1 X \$279.00) - one-time	Delete
1	650 - Atherton, Palo Alto	Yealink T42S Gigabit Busines...	\$149.00 (1 X \$149.00) - one-time	Delete
1	650 - Atherton, Palo Alto	No Phone Selected		Delete

California

650 - Atherton, Palo Alto

Add

One Time Charges	Quantity	Sub-total*
Phones	2	\$428.00
<b>Recurring Charges</b>		<b>Sub-total*</b>
Paid Users with Phones	2 x \$0.00	\$0.00
Users without Phones(with numbers)	1 x \$0.00	\$0.00
<b>Today's Estimated Total*:</b>		<b>\$428.00</b>

\*Total charges do not include taxes, fees and prorates.

Cancel

Next



On the Shipping page, check and if necessary update the account information displayed, including the shipping address if you ordered phones.

Please allow five to seven days for Ground delivery. Note: Each order can be delivered to only one address. To deliver phones to several addresses, enter separate orders for each address.

Click **Next**. On the Confirmation screen you will have a chance to review your itemized and total phone order. The order total may not include taxes and fees.

Click the Back button if you want to revise your order. If satisfied, click **Confirm**.

An email confirmation of your order will be sent to the email address for your account.

Add Users

Add Users

2 Shipping Address

3 Confirmation

Shipping Address

100 MILAR PLZ, SAN ANTONIO, TX, ...

Edit

New

Ship Attention To

Shipping Option

GROUND (5-7 b...

Create Shipping Group

Area Code

Device

All devices are assigned with shipping details. Please proceed to the next step.

Total: 0

< 1 >

Shipping Groups

Devices	Address	Ship Attention To	Shipping Option	Cost	
2	100 MILAR PLZ, SAN ANTONIO, TX, 7820...		GROUND (5-7 busin...	\$14.21	Delete
Shipping Cost Total:				\$14.21	

Back

Next



## Bulk Upload of User Information

A customer who wishes to activate a large number of purchased users at once should contact their sales agent for assistance.

Rather than entering users' information one user at a time, the sales agent can use a template file to upload and activate up to a thousand users at a time.

The sales agent accesses the customer account through the sales administrative screen, and can review the account with the customer.

The agent's template file will contain all the Unassigned User phone numbers and extensions currently in the customer account.

The customer must provide the data on the users to assign to each number or extension: user name and email address, and for users who will be assigned direct lines, E911 emergency location information such as street address.

The sales agent can assist the customer in providing the right data. The customer can send this data to the sales agent to be transferred into the template and make necessary edits. Or the sales agent can email the Template to the customer to be filled out and returned. The template contains instructions for proper use.

Edit User Information

×

You have 1 User to edit.

If you already have a filled out template please proceed to Step 3.

Step 1: Get Template

Download

 or 

Enter email address

Send

Step 2: Fill Out Template

Step 3: Upload File

↑ Browse

Cancel



## Activation of Users

The sales agent checks the finished template to ensure that the customer's users are assigned to the area codes and direct lines or extensions desired by the customer. The sales agent will also ensure that users with direct lines provide the required E911 address information.

Once the template is completed and checked it is uploaded into the system for processing. The system generates a preview, with problem areas highlighted on the screen in red, and an Errors column spelling out the problem with any field that needs to be corrected.

Common errors include missing required information; bad email addresses (usually typos); using a postbox address where a street address is required; and duplicate extensions.

The customer or the agent downloads the file, corrects the problems, and re-uploads the file. (Don't edit out the Errors columns; that will be handled automatically.) Once the template has been processed and checked, and found to be correct, the Activation process begins.

The sales agent will enter one or more email addresses that will be notified when the processing is done. An activation email will be sent to the email address on file. The activation email will allow the user to create a pin, password and security question to activate the extension.





## Appendix C: Multi-Account Access



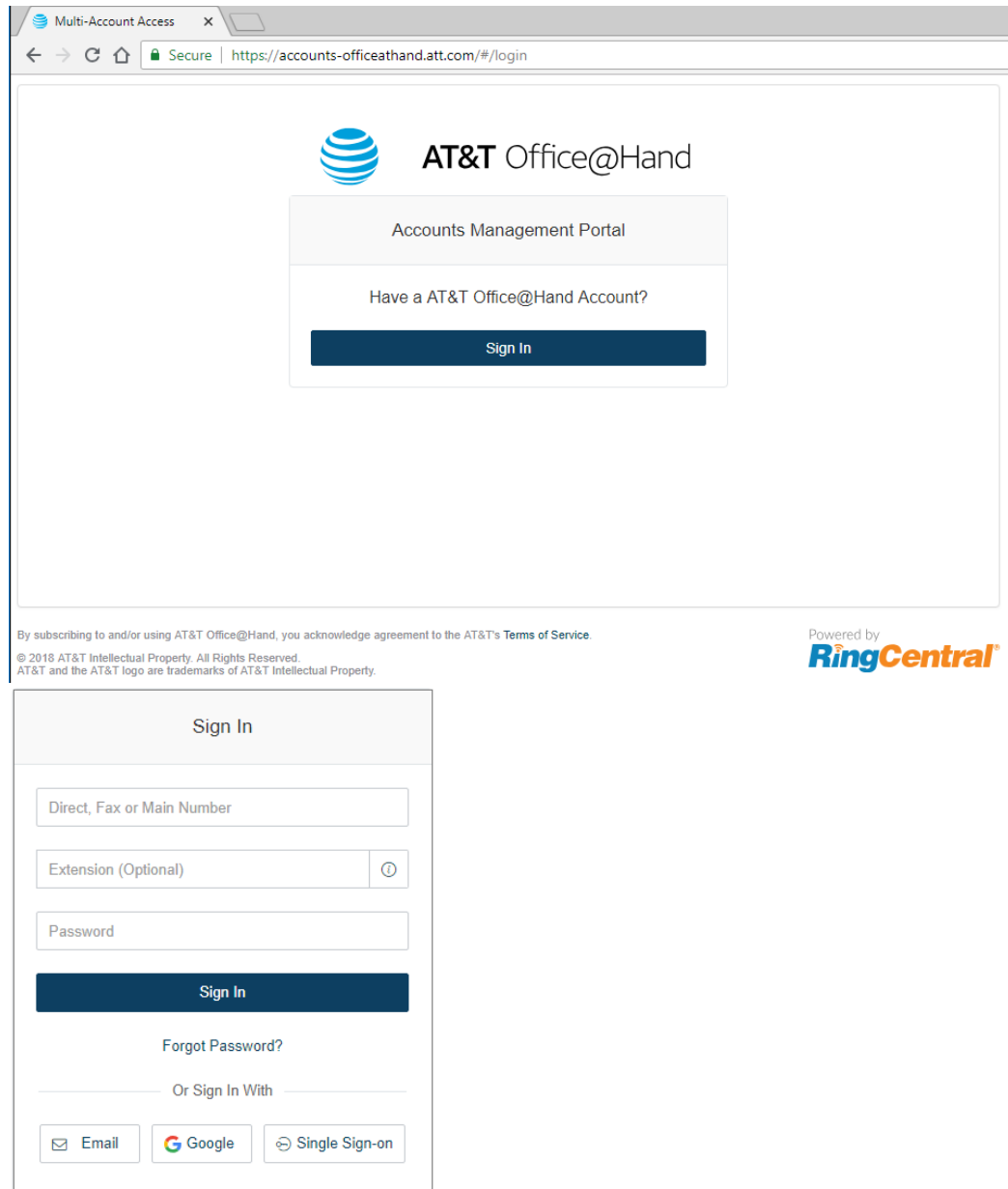
## Account Management Portal

The Multi-Account Access feature centralizes access for customers with multiple Office@Hand accounts, and allows them to link all their accounts in the accounts management portal. It allows company admins to access their Office@Hand accounts from a single log in. It also allows administrators to view services for all accounts from a single location.

The Multi-Account Access feature increases the efficiency of multiple account management for those administrators who manage multiple accounts, or who support multiple clients. From the management portal, you can easily switch from one account to another. The portal provides a consolidated view of all accounts, while they remain separate entities.

To access the management portal:

1. Go to [accounts-officeathand.att.com](https://accounts-officeathand.att.com).
2. Enter credentials for an account. Click **Log In**.



The screenshot shows a web browser window with the address bar displaying "Multi-Account Access" and the URL "https://accounts-officeathand.att.com/#/login". The page features the AT&T logo and the text "AT&T Office@Hand". Below this, a box contains the text "Accounts Management Portal" and "Have a AT&T Office@Hand Account?", followed by a "Sign In" button. At the bottom of the page, there is a disclaimer: "By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's Terms of Service. © 2018 AT&T Intellectual Property. All Rights Reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property." and a "Powered by RingCentral" logo.

**Sign In**

Direct, Fax or Main Number

Extension (Optional) ⓘ

Password

**Sign In**

[Forgot Password?](#)

Or Sign In With

Email Google Single Sign-on



## Manage Linked Accounts

You can manage any number of accounts from the account management portal. Each page in the portal can display up to 20 linked accounts, and different pages are identified by page numbers.

To add accounts to the portal:

1. Click **Link Account**.
2. Enter credentials of the account.
3. Click **Log In**.
4. Repeat for each account to add.

To unlink an account:

1. Select one or more account(s).
2. Click **Unlink selected account**.
3. The account is removed from the view.

To edit the account name with descriptive text:

1. Click the **Edit** icon beside the account.
2. Enter the new **Account Name**.
3. Press **Enter**.

To search for an account, enter text in the search field.

To scroll between pages, click controls at bottom right.

## Access Accounts

The account management portal allows you easily launch the Admin Portal for any of your accounts, avoiding the complexity of logging in to multiple accounts.

To trigger a login to an account:

1. Click **Open** beside the account.
2. A new browser tab is launched and you are automatically logged into the Admin Portal for the account.

Manage your account as normal.



AT&T Office@Hand

John Smith | Logout

### Manage Linked Accounts

Search

[Link Account](#)

Manage all the AT&T Office@Hand accounts that you have access to.

[Unlink](#)

<input type="checkbox"/> Account Name	Main Number	Owner	Ext.	Service Status <a href="#">↗</a>
<input type="checkbox"/> New York <a href="#">↗</a>	(888) 846-0010	John Smith	102	<input checked="" type="checkbox"/>
<input type="checkbox"/> Chicago	(866) 410-0001	Rachel Richards	101	Inbound Call <input checked="" type="checkbox"/>
<input type="checkbox"/> London	+44 (118) 250-0001	Michael Hoffman	301	Outbound Call <input checked="" type="checkbox"/>
<input type="checkbox"/> Canada	(587) 404-0140	Charlie Lee	101	Desk Phones <input checked="" type="checkbox"/>
<input type="checkbox"/> San Francisco	(866) 410-0004	Abby Brown	101	RingCentral for Desktop <input checked="" type="checkbox"/>
<input type="checkbox"/> Leek	+44 (118) 762-0008	Jennifer Albertson	301	service.ringcentral.com <input checked="" type="checkbox"/>
<input type="checkbox"/> Austin	(888) 846-0010	Francisco Mendoza	101	Inbound Fax <input checked="" type="checkbox"/>
				OutboundFax <input checked="" type="checkbox"/>
				Inbound SMS <input checked="" type="checkbox"/>
				Outbound SMS <input checked="" type="checkbox"/>

Total: 1998

Show 10 [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) ... [200](#)

## View Service Status





The account management tool reports status for the following services:

- Inbound Calls
- Outbound Calls
- Desk Phones
- Office@Hand for Desktop
- service.officeathand.com
- Inbound Fax
- Outbound Fax
- Inbound SMS
- Outbound SMS

Service status is refreshed automatically every three minutes. Service status details and the date of the last refresh are displayed when you hover. To manually refresh the service status, select the **Refresh** icon:



An abnormal service status results in the display of an error reason when you hover on the status. The following statuses are reported:

-  Green: the service is available.
-  Yellow: there is an error related to the service.
-  Red: the service is unavailable.
-  Grey: service status has not been reported.

Inbound Call	✓	
Outbound Call	✓	
Desk Phones	✓	« < 2 > »
RingCentral for Desktop	✓	
service.ringcentral.com	✗	>
Inbound Fax	✓	
OutboundFax	⚠	> warning message
Inbound SMS	✓	
Outbound SMS	✓	
Last refreshed on 12/14/2015, 6:46 pm		

