

Office@Hand for Google

User Guide



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Introduction



About Office@Hand for Google

Office@Hand for Google provides seamless integration between your Google account and your Office@Hand services.

It offers these features:

- Use Google Chrome browser on any platform (Windows[®], Mac[®], and Chromebook[®]).
- Make or receive calls through the Office@Hand phone system directly from your Gmail account.
- Find your Google and Office@Hand contacts combined together in an easy to search screen.
- Enable click-to-dial on any phone number on in your Gmail, allowing you to spend more time servicing clients and less time dialing.
- Send or receive text messages and see them as conversations.
- Listen to your voicemails directly from your browser.
- View calls you've made, received or missed.
- Schedule Office@Hand Conference and Office@Hand Meetings from your Google Calendar.
- Integrate Office@Hand Conferencing with Google Hangouts to allow participants to dial right into a Hangout.

About this Guide

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

Basics

For optimal user experience, ensure that:

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



Installation



Installation

Go to the Google Chrome web store and find Office@Home for Google. (Figure 1)

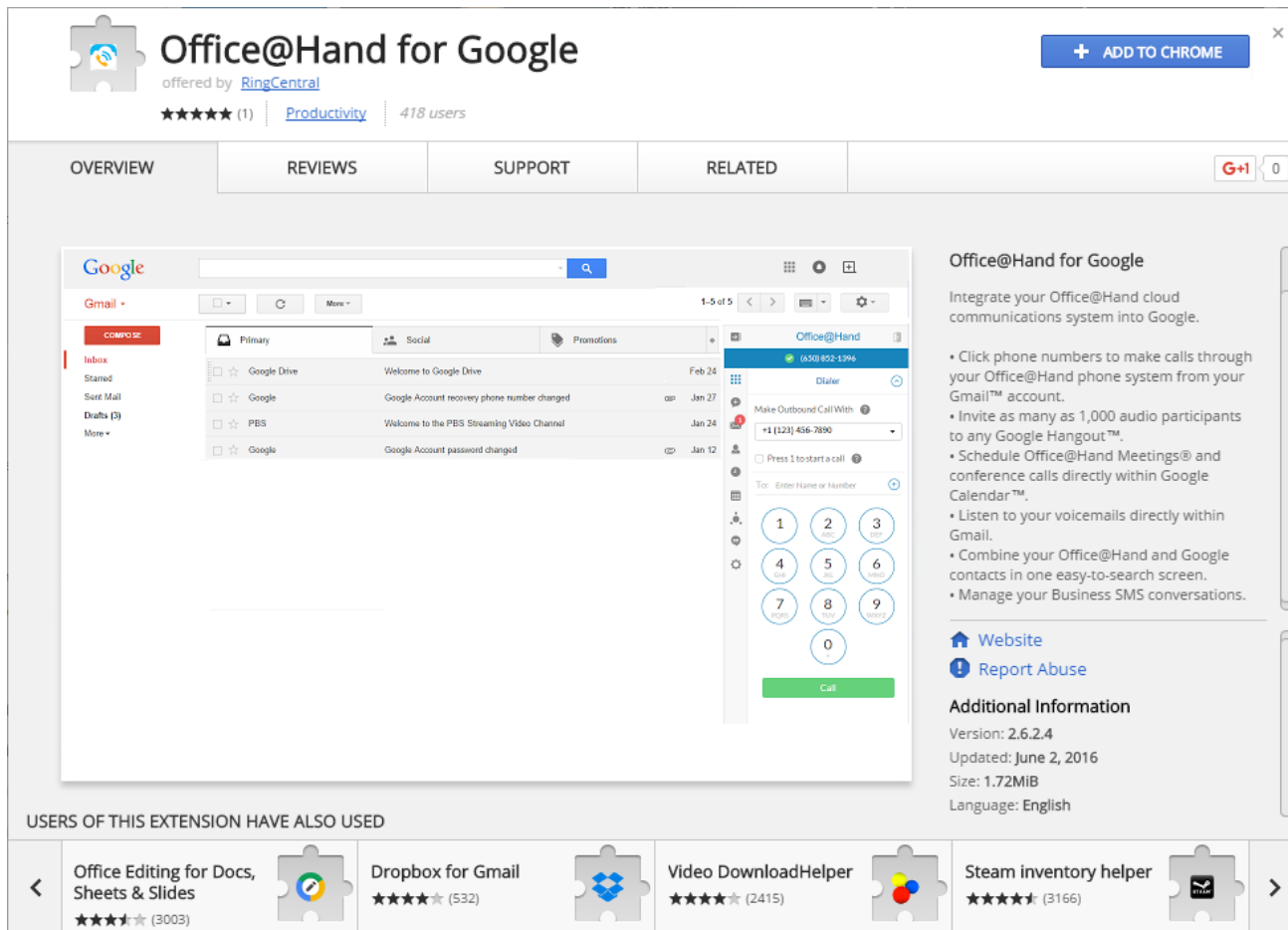


Figure 1

Once you have found the app in the Google web store, click + **ADD TO CHROME** to add the app to your Google Chrome browser.



Verify Installation

Once the app is installed, go to your Gmail account in your Chrome browser; you should see Office@Hand for Google on the right side of your Gmail. (Figure 2)

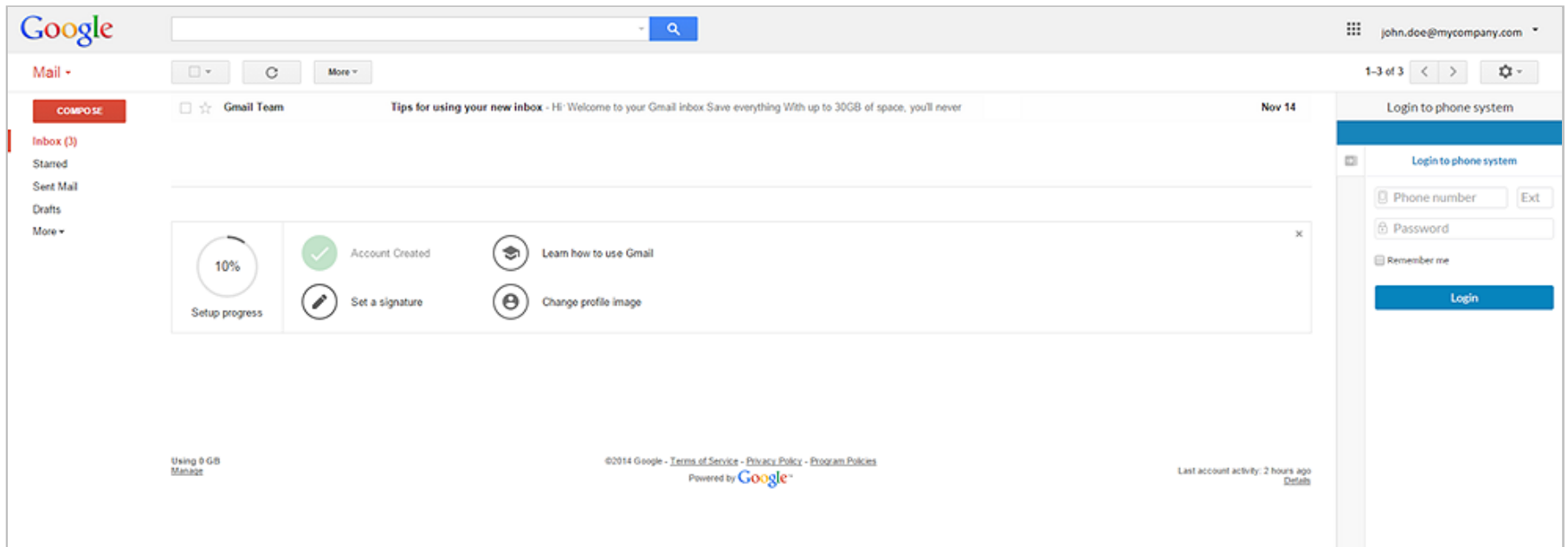


Figure 2



Login

To log into Office@Hand for Google, use your Office@Hand Direct Number for the phone number and your Office@Hand password. Office@Hand for Google is available for all Office@Hand customers. (Figure 3)

You can select **Remember me** to stay logged in to Office@Hand for Google for one week.

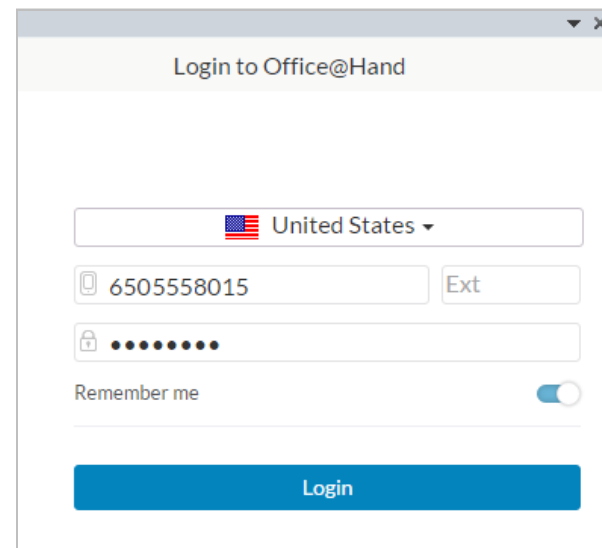


Figure 3



Resize and Close Option

When Office@Hand for Outlook is not in use, you can **Size** it or **Close** it to give yourself more reading area in your Outlook. (Figure 4)

If you close it, you can restart Office@Hand for Google by clicking the **Start** icon. You will need to login again. (Figure 5)

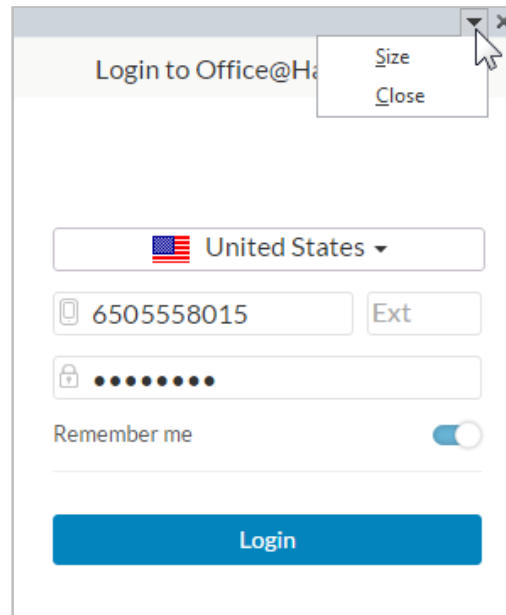


Figure 4

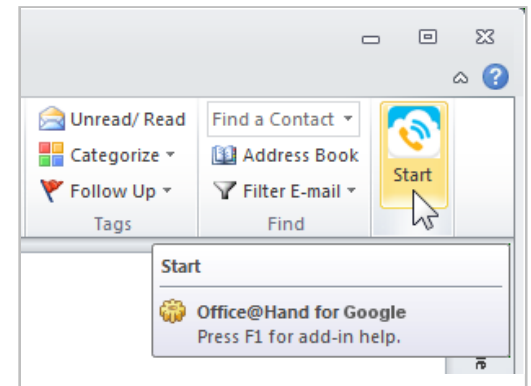


Figure 5



Settings-Authorize

Office@Hand for Google needs your authorization to access your Google contacts. (Figure 6)

After you click the **Authorize** button on Office@Hand for Google, you will see a pop up from Google. Make sure your appropriate Google email is selected on the drop down. You are authorizing Office@Hand for Google to access and search the Google contacts under this Google account. Click **Accept** to authorize Office@Hand for Google. (Figure 7)

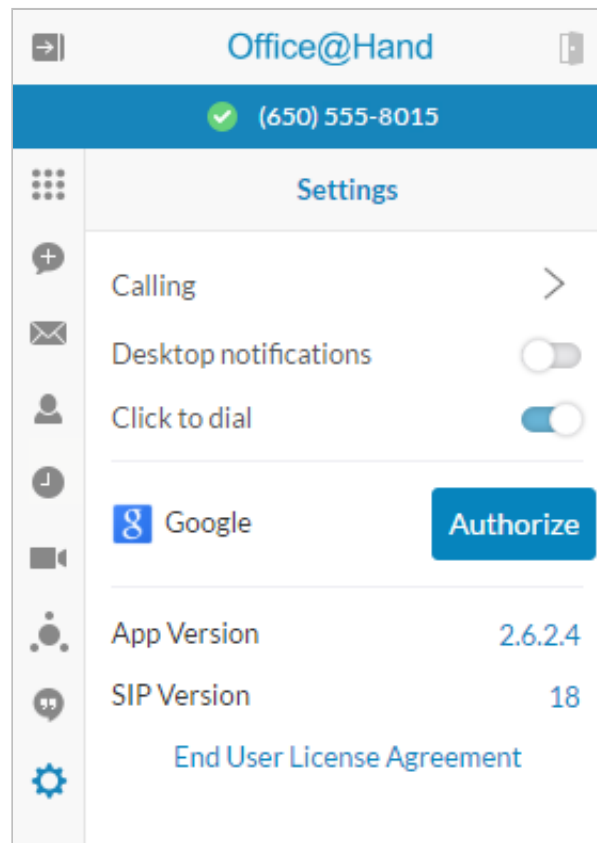


Figure 6

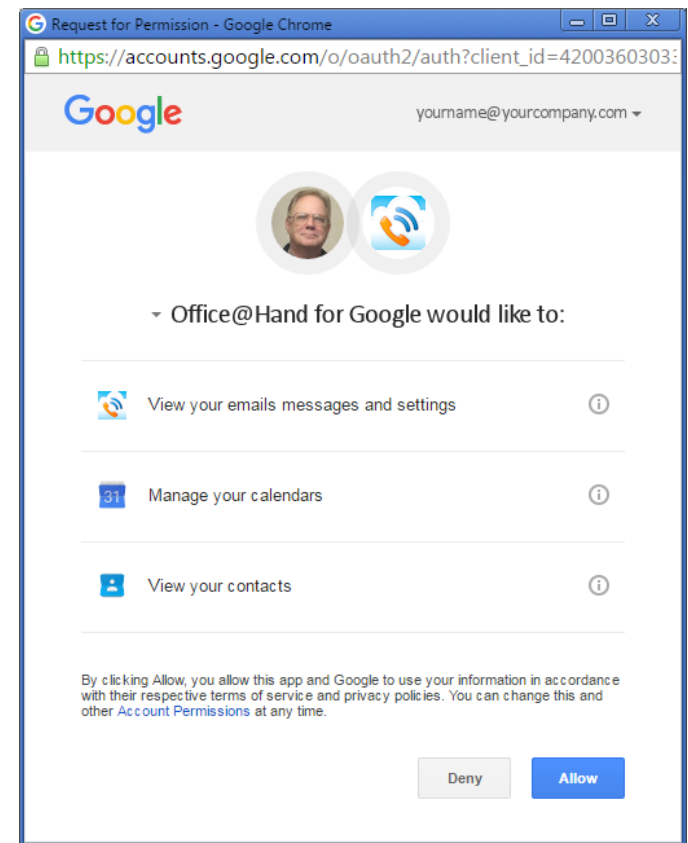



Figure 7



Dialer

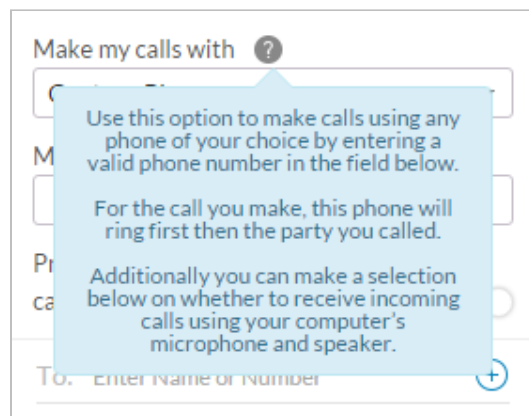
You can bring up the dialer by clicking the dialer icon  on the navigation bar. In order to make an outbound call you can either use the number buttons on the dial pad or type a number directly in the text box.

Make Outbound Call

You can make an outbound call with your Office@Hand desk phone, or with any valid phone number.

Browser—you can use your computer to make and receive calls. When you use this option make sure you have a working microphone and speaker. You can also select a caller ID that will be displayed to your call recipient. Please note your inbound call will also ring your computer when selecting this option. (Figure 8)

Other phone—you can use your Office@Hand desk phone, the Office@Hand softphone on your computer, or any custom number you specify. (Figure 9)



Make my calls with ?

Use this option to make calls using any phone of your choice by entering a valid phone number in the field below.

For the call you make, this phone will ring first then the party you called.

Additionally you can make a selection below on whether to receive incoming calls using your computer's microphone and speaker.

To: Enter Name or Number

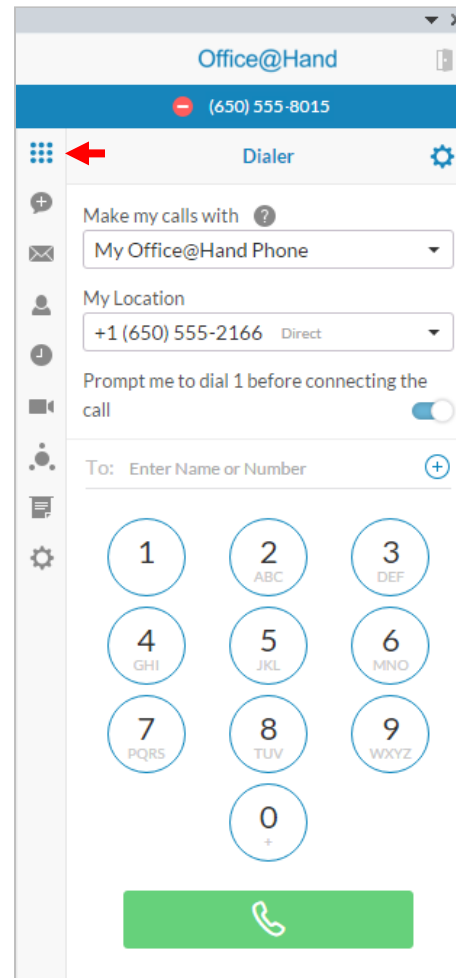


Figure 8

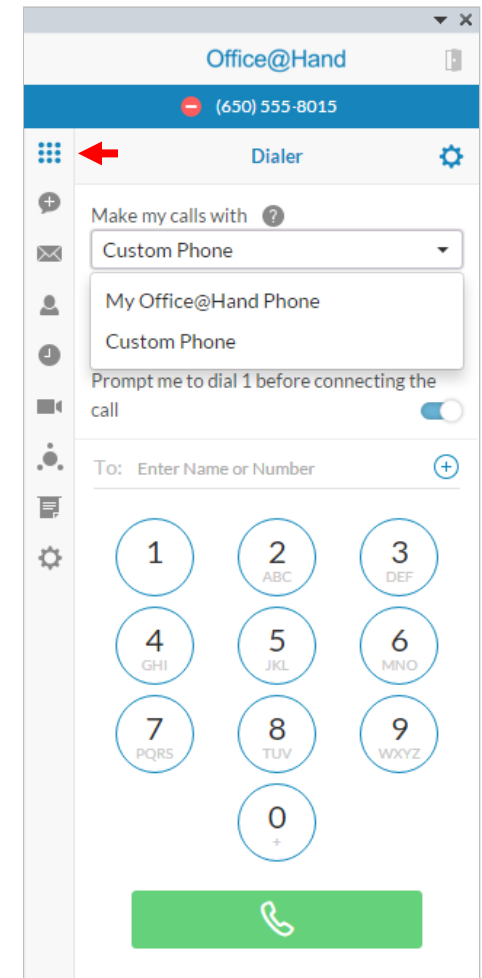


Figure 9



Click to Dial

You can also use the click-to-dial feature to make an outbound call. Once you are logged in successfully to Office@Hand for Google, all phone numbers in your Gmail become clickable links which, when clicked, will dial that number using your Office@Hand phone.

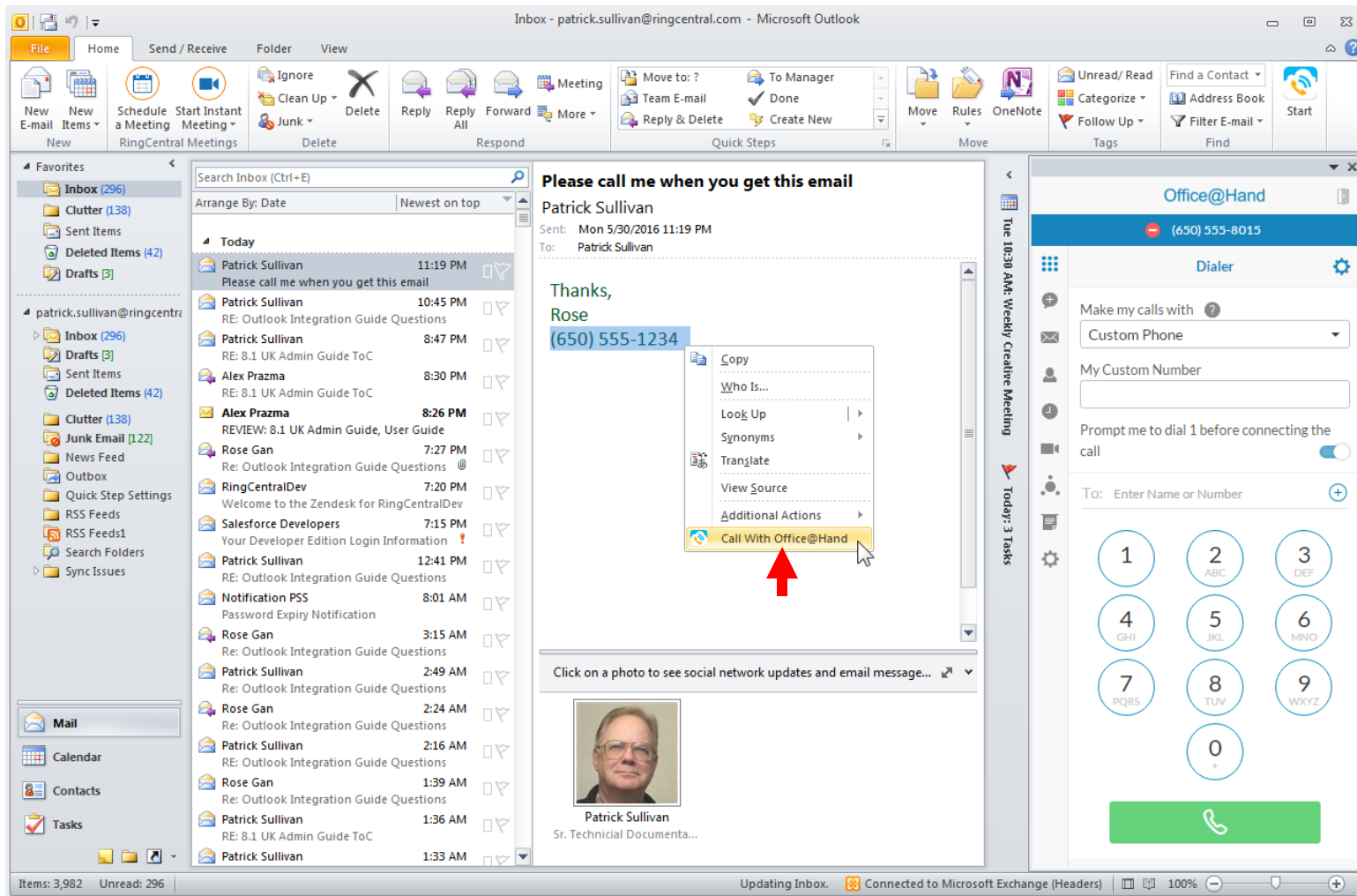


Figure 10



Outgoing Call

Once you click on a phone number as described in **Click-to-dial** above, or use the dial pad to make an outgoing call, Office@Hand for Outlook shows the status of your call and your selected Office@Hand device will ring. (Figure 11)

If you choose to use an Office@Hand device rather than browser after you accept the call on your Office@Hand device, you may be prompted to press 1 if you had selected the check box on your setting screen. Once you have accepted the call (either by pressing 1 or simply by picking up the phone depending on your settings), the destination phone will ring.

Once the call is connected and the destination phone is ringing, the status is shown on Office@Hand for Outlook. (Figure 12)

When the call is finished, the status will appear as shown in Figure 13.

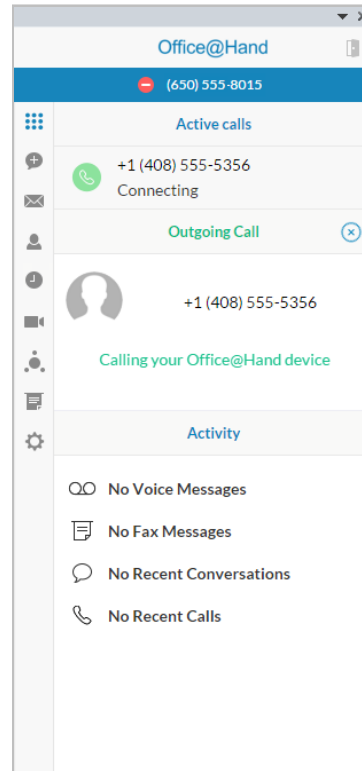


Figure 11

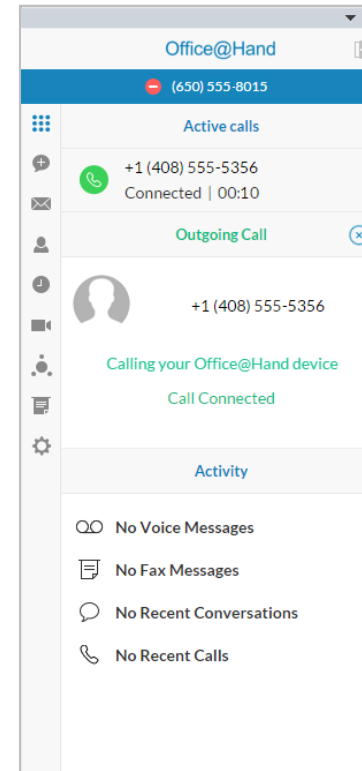


Figure 12

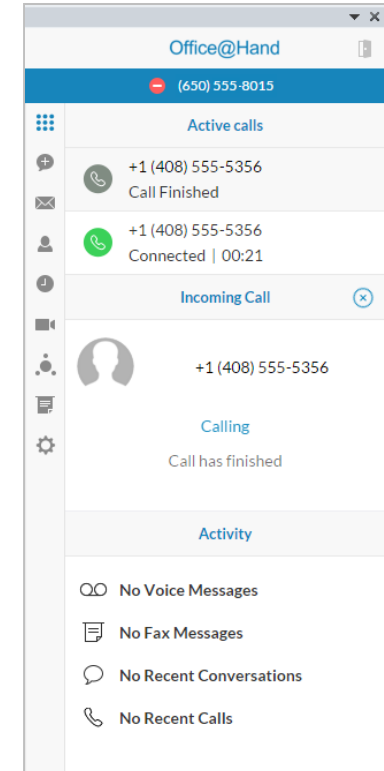


Figure 13



Incoming Call

When you have an incoming call, Office@Hand for Outlook will show you the call indicator. You can answer the call on your Office@Hand device. (Figure 14)

Once the call is connected, the call timer starts.

When the call is finished (Figure 15) you are returned to the screen you were on prior to the call. (Figure 16)

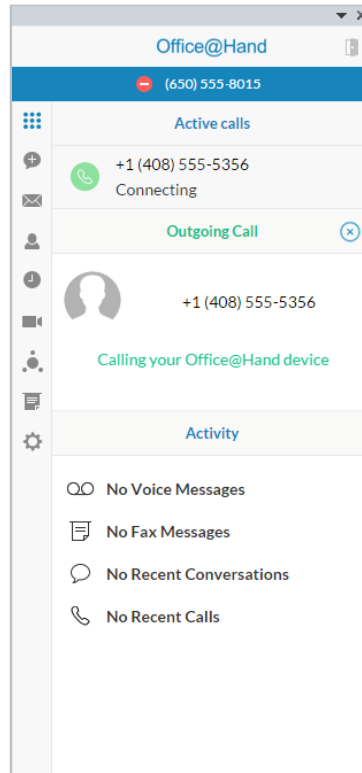


Figure 14

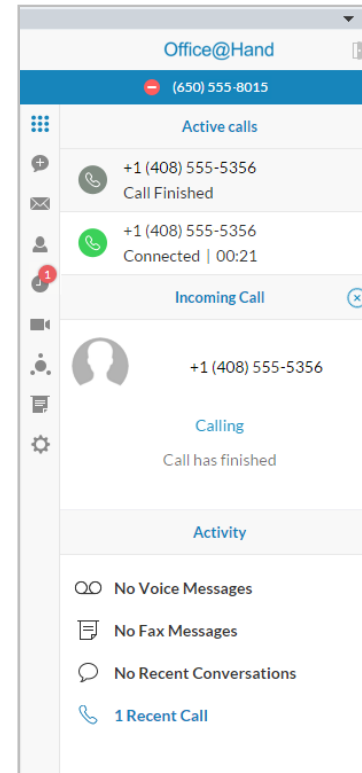


Figure 15

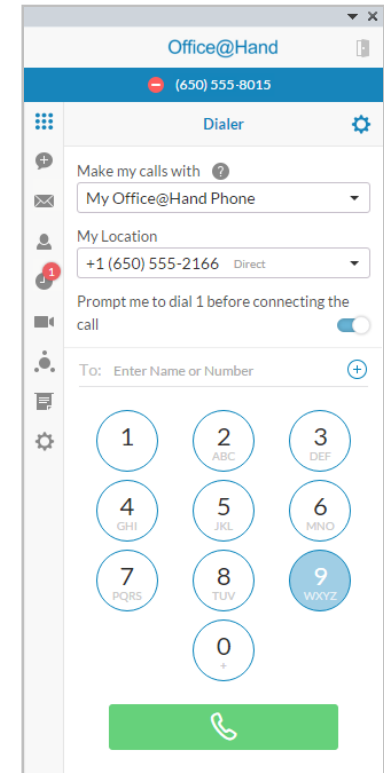


Figure 16



New SMS

The **New SMS** screen allows you to send a text message to your Outlook contacts, your company colleagues, your personal contacts, or any other phone number. The screen allows you to select more than one contact or phone number in case you want the same message to be sent to multiple recipients. (Figure 17)

As you start typing in the “To” field, Office@Hand for Outlook will search across your Office@Hand Corporate Directory, Office@Hand Personal Contacts, and your Outlook Contacts to try to find a match. (Figure 18)

After the message is sent, you will see the **Conversation** screen. See the **Message conversation** section for more details.

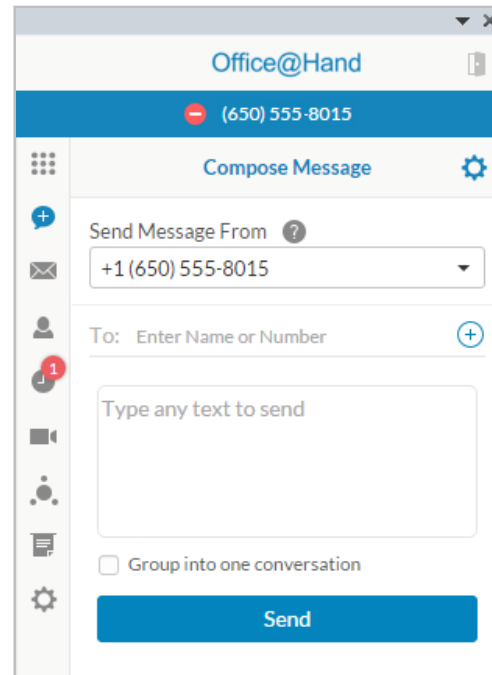


Figure 17

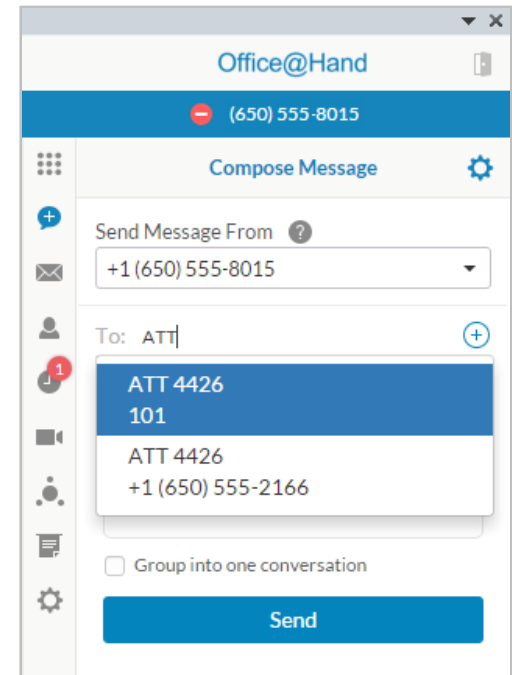





Figure 18



Messages

You can view all your Voice, Fax and Text messages on the **Messages** screen. This screen is designed to display all the messages that you have received for the past week. Messages are organized in tabs.

Click the **Messages** icon  to display all of your messages, including voice, fax, and text combined. You can select a specific icon to view the list of messages of that type. You can also search your messages for key words. (Figure 19)

Click the recording icon  or the sender's name to open the voice message. Click the **Play** button  to hear it. (Figure 20)

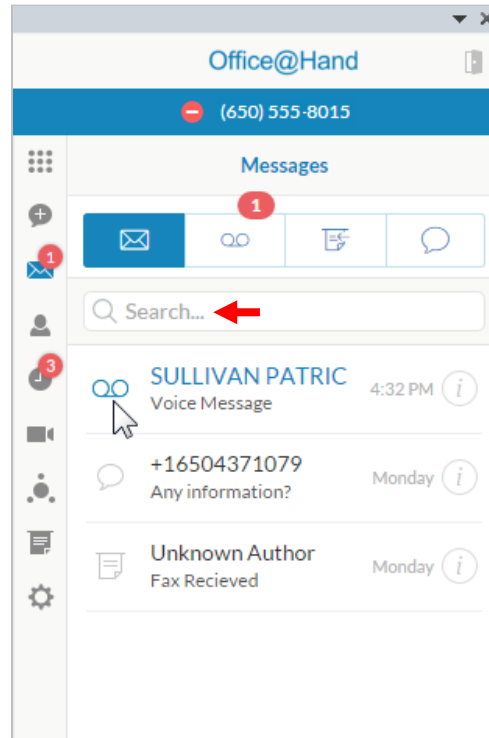


Figure 19

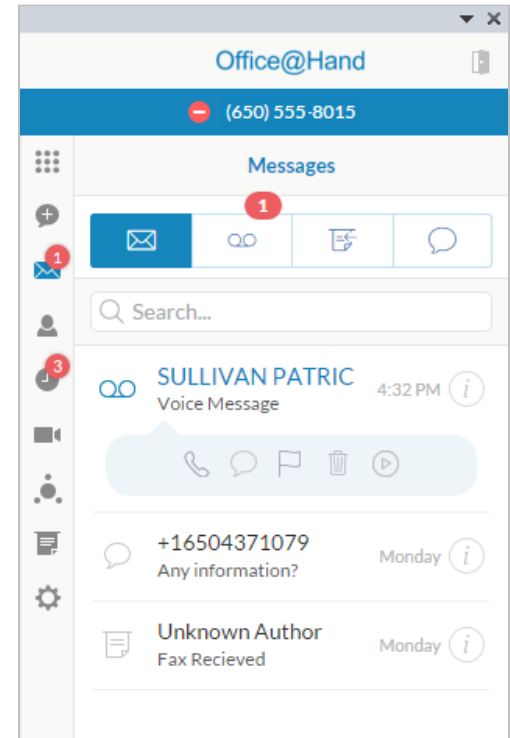


Figure 20



New Message Indicator

When you receive a new voice, fax or text message, Office@Hand for Google shows a new message indicator with a number in a red field. The number indicates the total number of messages that are new (that is, not heard or read). (Figure 21)

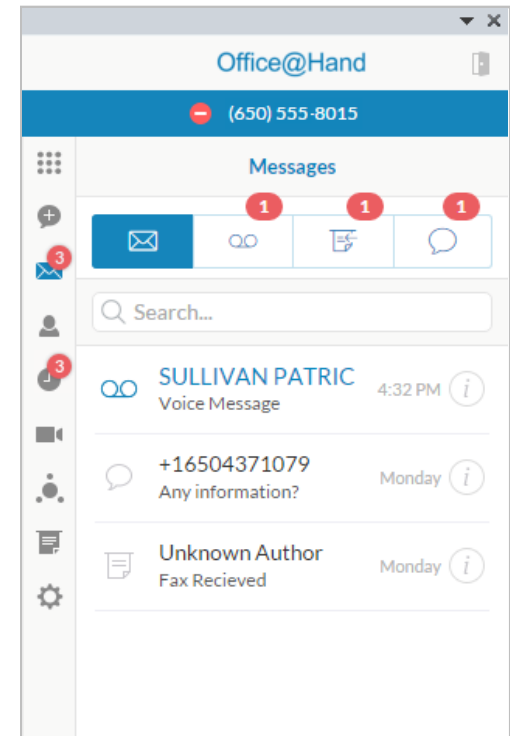


Figure 21



Message Details

On the **Message Details** screen, click the **Info** icon to see:

- Direction of the message (Incoming or Outgoing).
- Contact name (if available).
- Phone number.
- Message Received or Sent time.
- A **Call** button that allows you to make a call to your message sender or recipient.
- A **Send Text** button allows you to send a text to your message sender or recipient.
- A **Back** button allows you to go back to the message list.

(Figures 22 and 23)

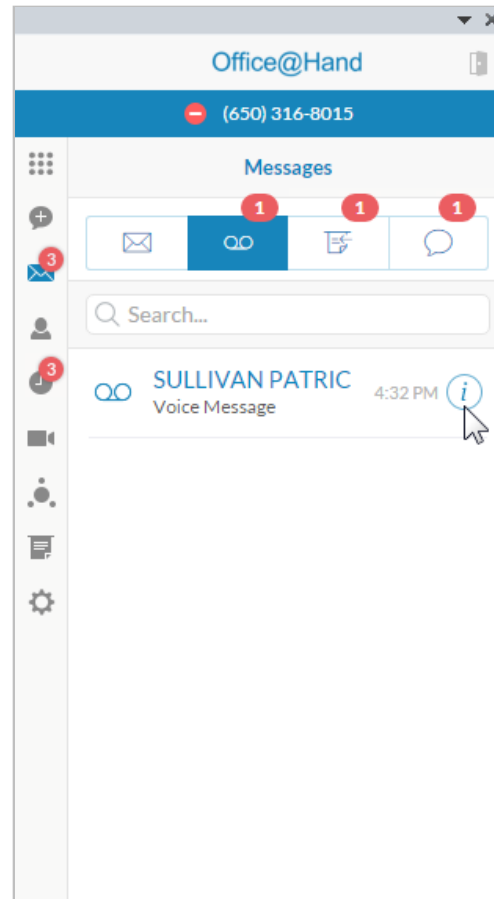


Figure 22

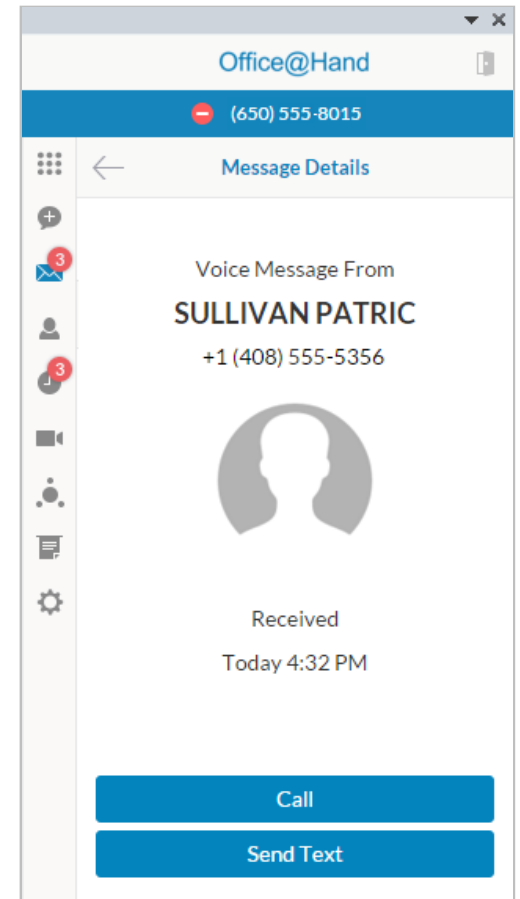



Figure 23



Voicemail Message

In order to listen to your voice message click on the name or number that appears on the message. A voice mail audio control will pop up. (Figure 24)

- The play button  will allow you play your voice message through your computer's audio.
- A voice message duration is displayed.
- You can pause and resume anytime the message is playing.
- You can return a call to person left you this message by clicking on the phone icon.
- You can send a text message call to person left you this message by clicking on the balloon icon.
- You can flag this message by clicking on the flag icon.
- You can delete a message by clicking on the delete icon.

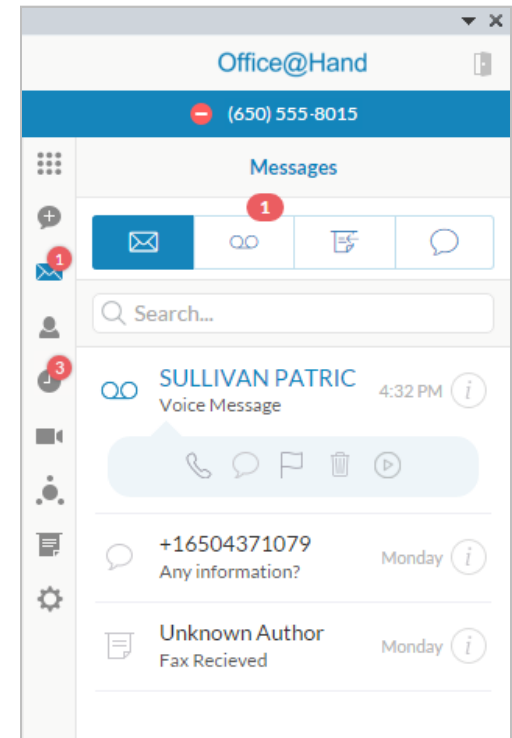



Figure 24



Fax Message

To view a fax message, click on the name or number that appears on the message. A fax message control will pop up.

- When you click on the fax icon on the pop up, the fax will open up in your browser. (Figure 23)
- Clicking **Delete** will delete the fax message.

To compose a fax, click the **Fax** icon  **Send Fax** on the menu. The Office@Hand for Outlook **Send Fax** screen opens.

Select recipients and compose your message. Attachments up to 20 MB can be included. (Figure 24)

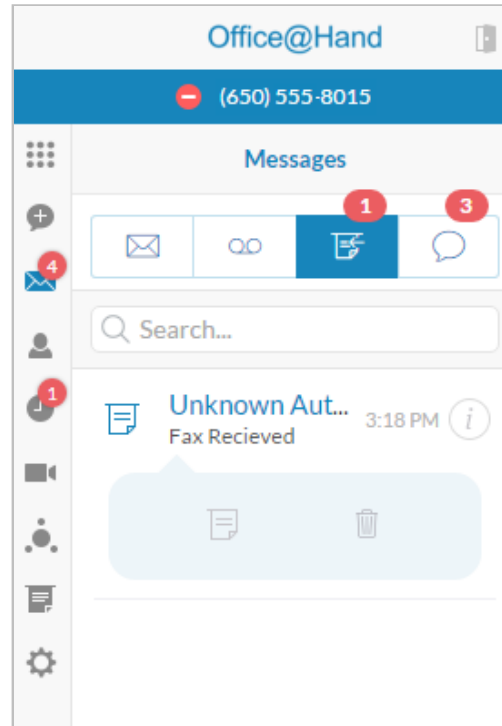


Figure 23

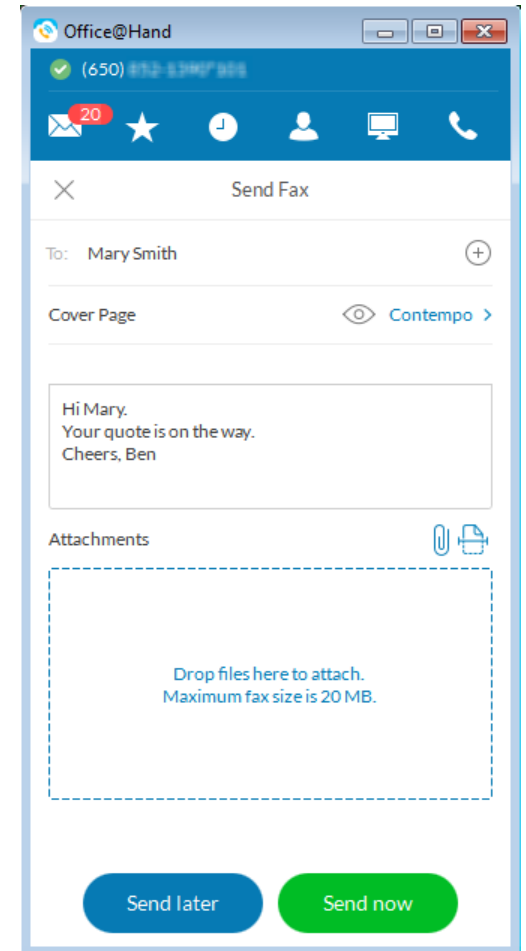


Figure 24



Text Message

When you see a list of messages, the list displays the most recent message if the message is part of a conversation. (Figure 25)

To view your text message conversation, click on the name or number that appears on the message. (Figure 26)

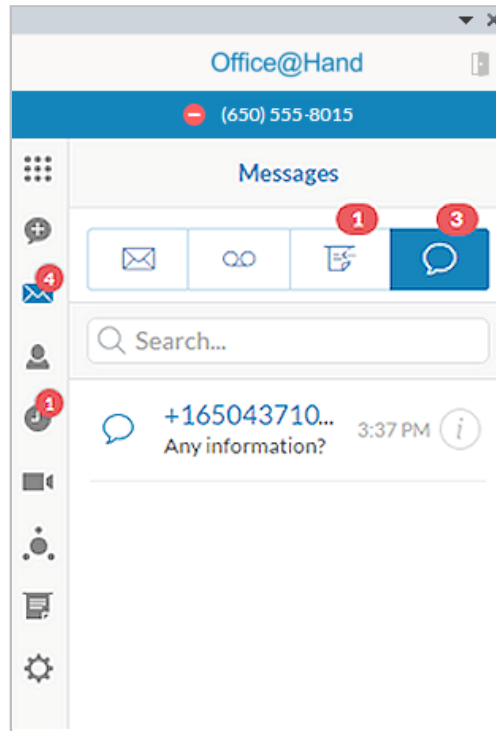


Figure 25

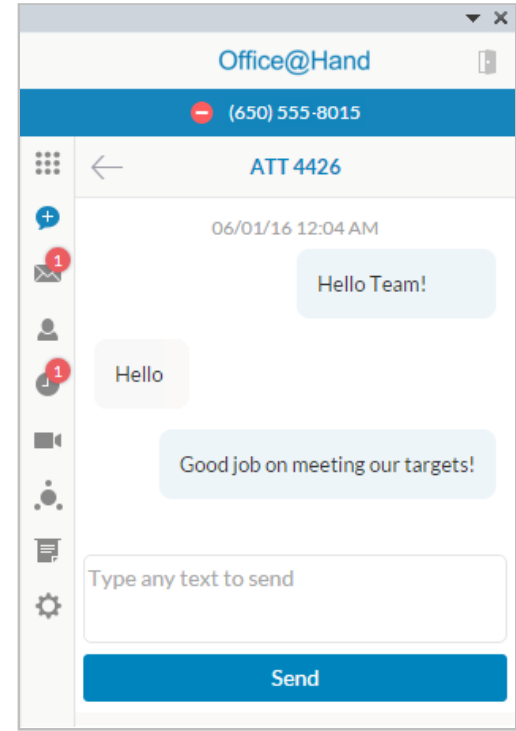


Figure 26



Message Conversation

Once you are on the conversation screen, you will see messages that are part of this conversation. The messages are sorted by the time they arrived or were sent. Newer messages are displayed at the bottom. (Figure 27)

You can send a new message as part of this conversation by typing in the text box and by pressing the “Send” button, or by hitting the **Enter** key.

The back arrow button will navigate you back to the message list.

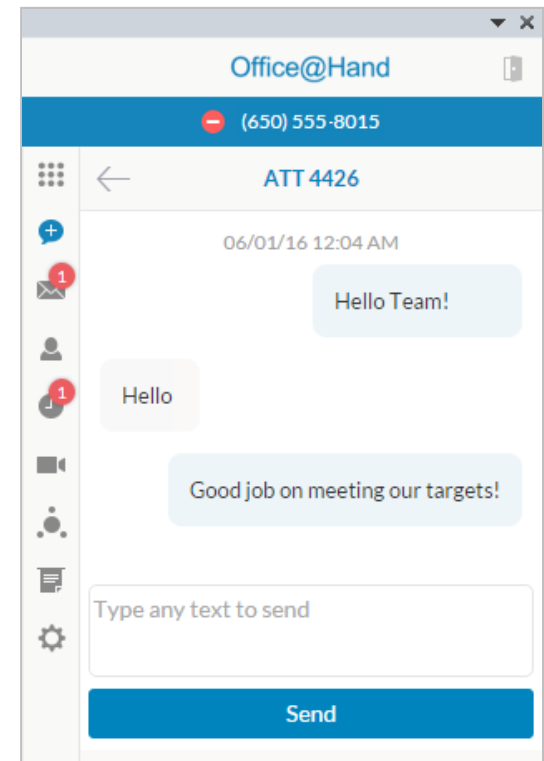



Figure 27



Contacts

You can access your Office@Hand Company Directory, Office@Hand Personal Contacts, and Outlook Contacts from Office@Hand for Outlook.

You can navigate to the **Contacts** screen by clicking on the **Contacts** icon  in the navigation bar.

The screen is initially blank (Figure 28). Type in the search box to find your contact. (Figure 29)

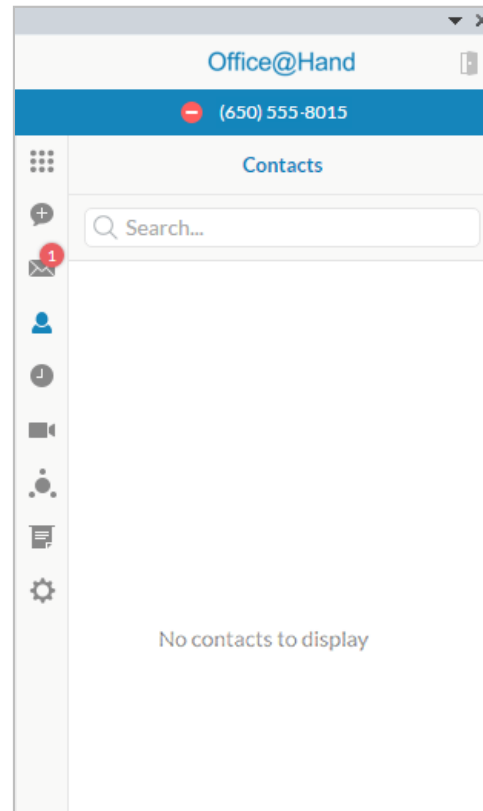


Figure 28

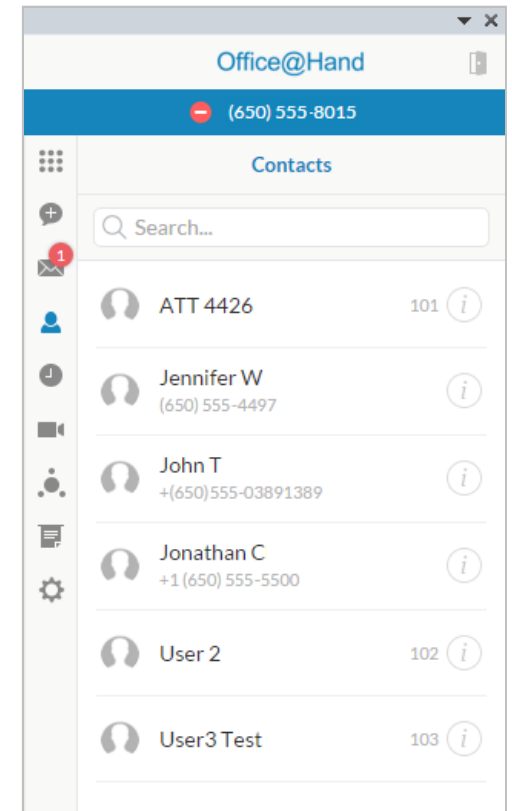


Figure 29



Contacts Search

As you start typing in the search text box, Office@Hand for Outlook will simultaneously search your Outlook, Personal, and Company Directory contacts and display them on your **Contacts** screen. (Figure 30)

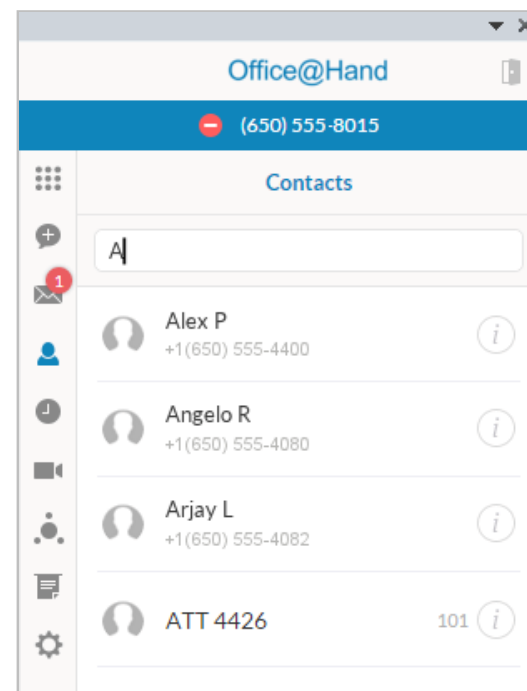


Figure 30



Contact Details

On the **Contacts** screen (previous page) you can click on a name or the info icon (i) to view the contact's details: first name, last name, email, and phone number.

On the **Contact Details** screen (this page), when you click the down-facing caret (v) next to a phone number, it will reverse (^) and the screen will expand with options to initiate a call or send a text message to your contact.

Clicking the back arrow ← on the **Contact Details** screen will return you to the **Contacts** screen and your search results (shown on the previous page). (Figure 31)

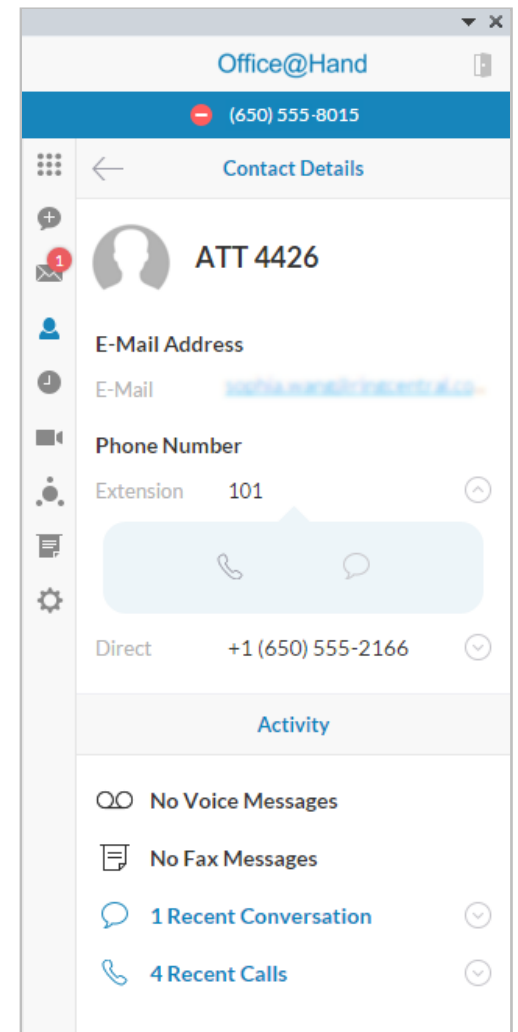



Figure 31



Call Log


The **Call Log** screen shows a list of all your calls in the last week. Click on the clock icon  on the navigation bar to bring up the **Call Log** screen.

The **Call Log** screen is organized into two tabs. The **All** tab displays all your calls, while the **Missed** tab displays a list of calls that you missed.

The list displays the caller name, caller location and time of the call. The list of calls is sorted by the time the call originated, with the newest calls on top.

The screen allows you to search for a call record. By entering a phone number or caller name in the search box, you can filter the call logs according to the search criteria you entered.

A phone icon with an arrow pointing to the right  indicates an incoming call, and arrow pointing to the left  indicates an outgoing call.

The **Info** icon  on a given call record will allow you to view the call details. (Figure 32)

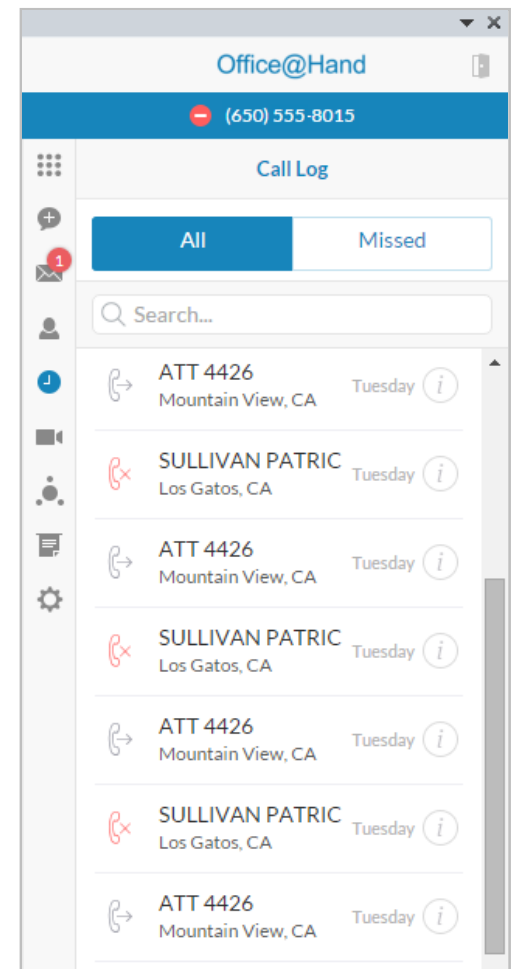


Figure 32



Call Details

The Call Details screen shows detailed call information.

Here you can view the call direction, caller id, call location, call time, and call duration.

You can also initiate a call or send a text to the caller or person you called. (Figure 33)

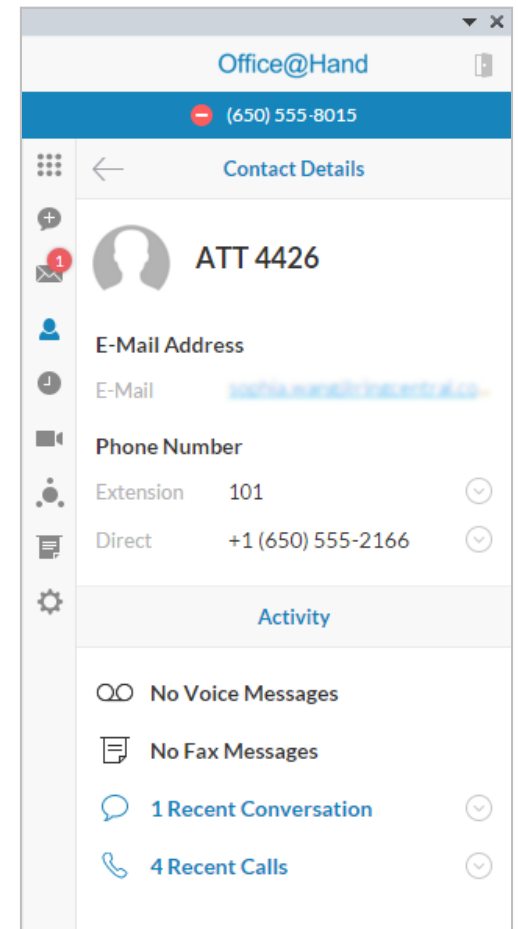


Figure 33



Office@Hand Conference

You can view your Office@Hand Conference information or schedule a new Office@Hand conference in the Office@Hand **New Conference** screen.

The screen displays the dial-in number, your host code, and the participant code that you distribute to people whom you wish to participate in your conference

When you select **I have international participants**, Office@Hand for Google displays a list of countries along with their respective dial-in numbers.

The list is searchable; you can type in first few letters of the country name to avoid scrolling through the entire list. You can select the country by selecting the checkbox for that country name.

Clicking **Invite with Google Calendar** will create a Google calendar invite as described in the next section.

Office@Hand Conference Commands

* # 2

Caller Count: Keep track of how many people are on the call

* # 3

Leave Conference: Lets the host hang up and end the call

* # 4

Menu: Listen to the list of touchtone commands

* # 5

Set Listening Modes

- Press 1x: **Mute callers** - Callers can unmute with * # 6

- Press 2x: **Mute callers** - Listen only. No unmuting option

- Press 3x: **Unmute callers** - Opens the line again

* # 6

Mute Host Line

- Press once to **MUTE**
- Press again to **UNMUTE**

* # 7

Secure the Call

- Press once to **BLOCK** all callers
- Press again to **OPEN** the call

* # 8

Hear sound when people Enter or Exit call

- Press 1x: Turns **OFF** sound
- Press 2x: Enter tone is **ON** Exit tone is **OFF**
- Press 3x: Enter tone is **OFF** Exit tone is **ON**
- Press 4x: Turns **ON** sound

* 9

Record your conference

- Press once to **START** recording
- Press again to **STOP** recording

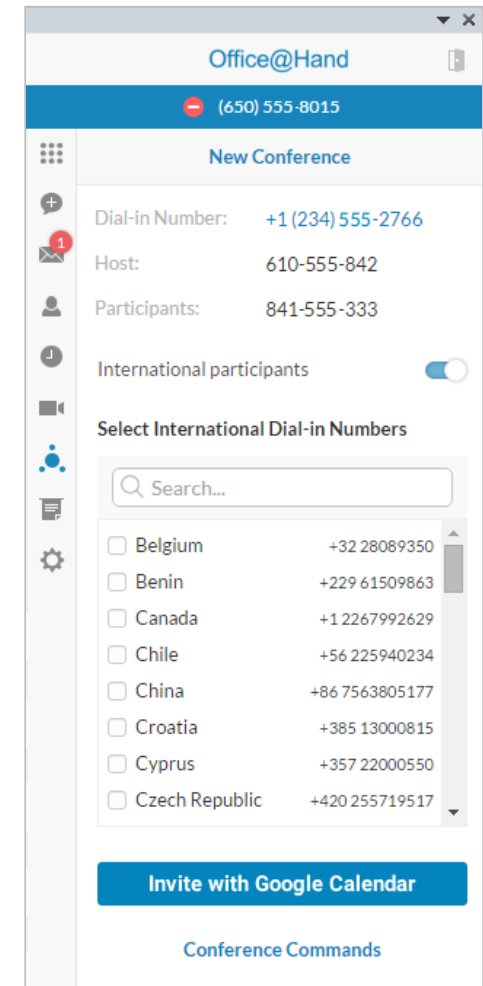


Figure 30



Office@Hand Conference—Google Calendar Invite

Once you have created a Google Calendar invitation from the Office@Hand **New Conference** screen, you'll find that the Office@Hand conference information has been prepopulated into your Google Calendar invite. Here you can interact with your Google Calendar invite just as you normally would; enter your event name, invite guests, or edit the description. Finally, click the **SAVE** button and Google Calendar will add the meeting to your calendar and send an invitation to your guests.

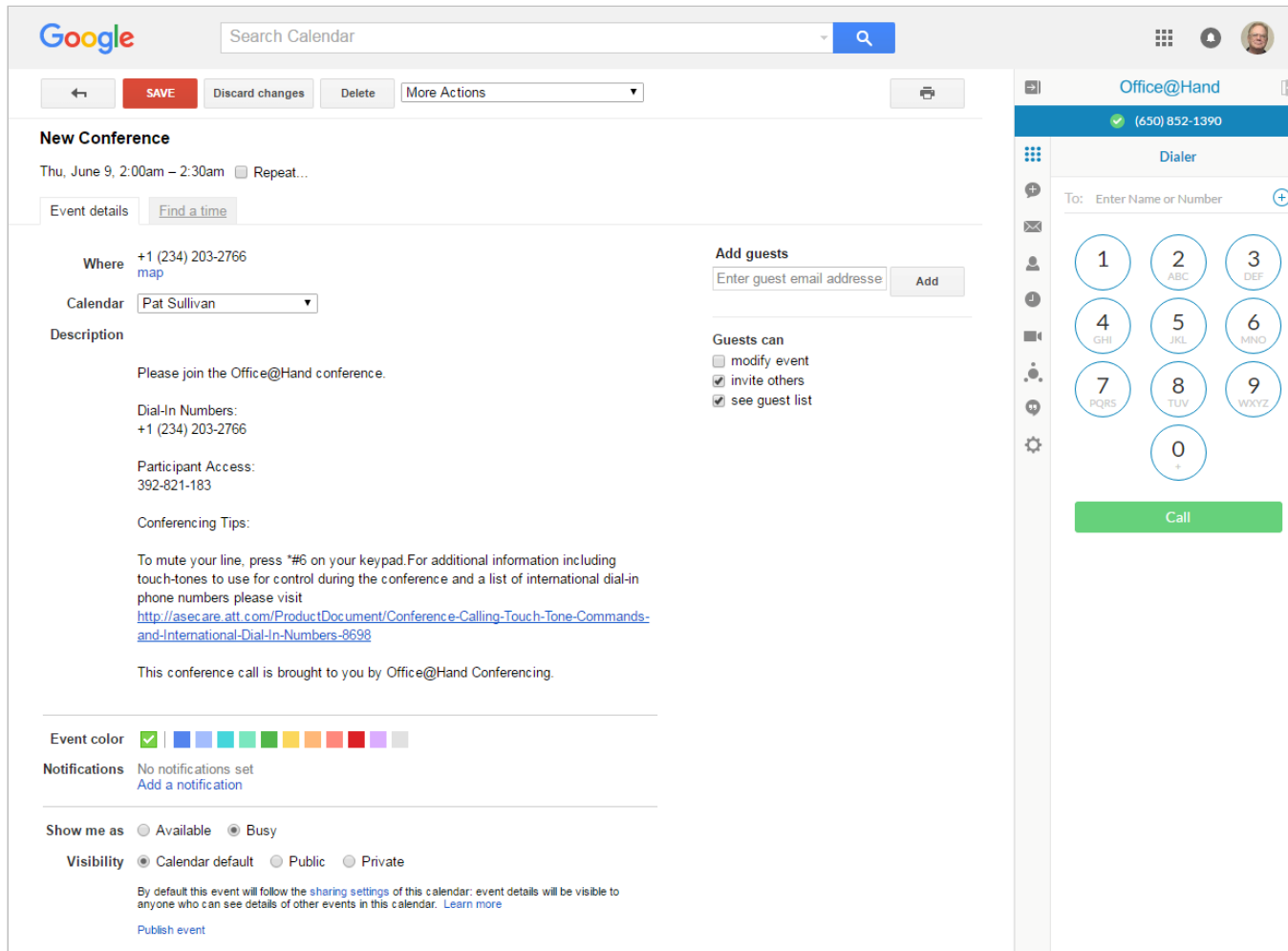



Figure 31



Office@Hand Meetings

You can schedule an Office@Hand Meeting with your Google Calendar. Office@Hand Meetings allows you to host meetings with audio, video or screen sharing. The calendar icon  on the navigation bar brings up Office@Hand meeting schedule screen. (Figure 32)

The meeting topic is required.

Select the **Recurring Meeting** checkbox if you would like; otherwise select a single date and time.

Select the **Meeting Type** and **Meeting Options** and click the **Invite with Google Calendar** button.

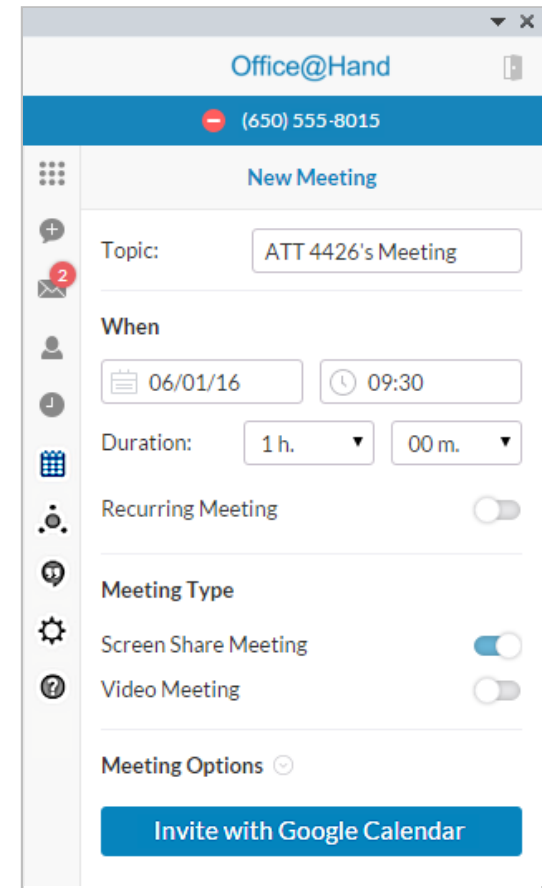


Figure 32



Office@Hand Meeting—Google Calendar Invite

Once you have set up your meeting in Office@Hand for Google, a new Google Calendar invite will be created for you prepopulated with the information you have specified. You will see the Office@Hand Meeting information is also prepopulated in your Google Calendar invite. You can modify the event name, add guest email(s) or edit anything that you would like in description. Finally click the **SAVE** button and Google Calendar will add the meeting to your calendar and send an invitation to your guests. (Figure 33)

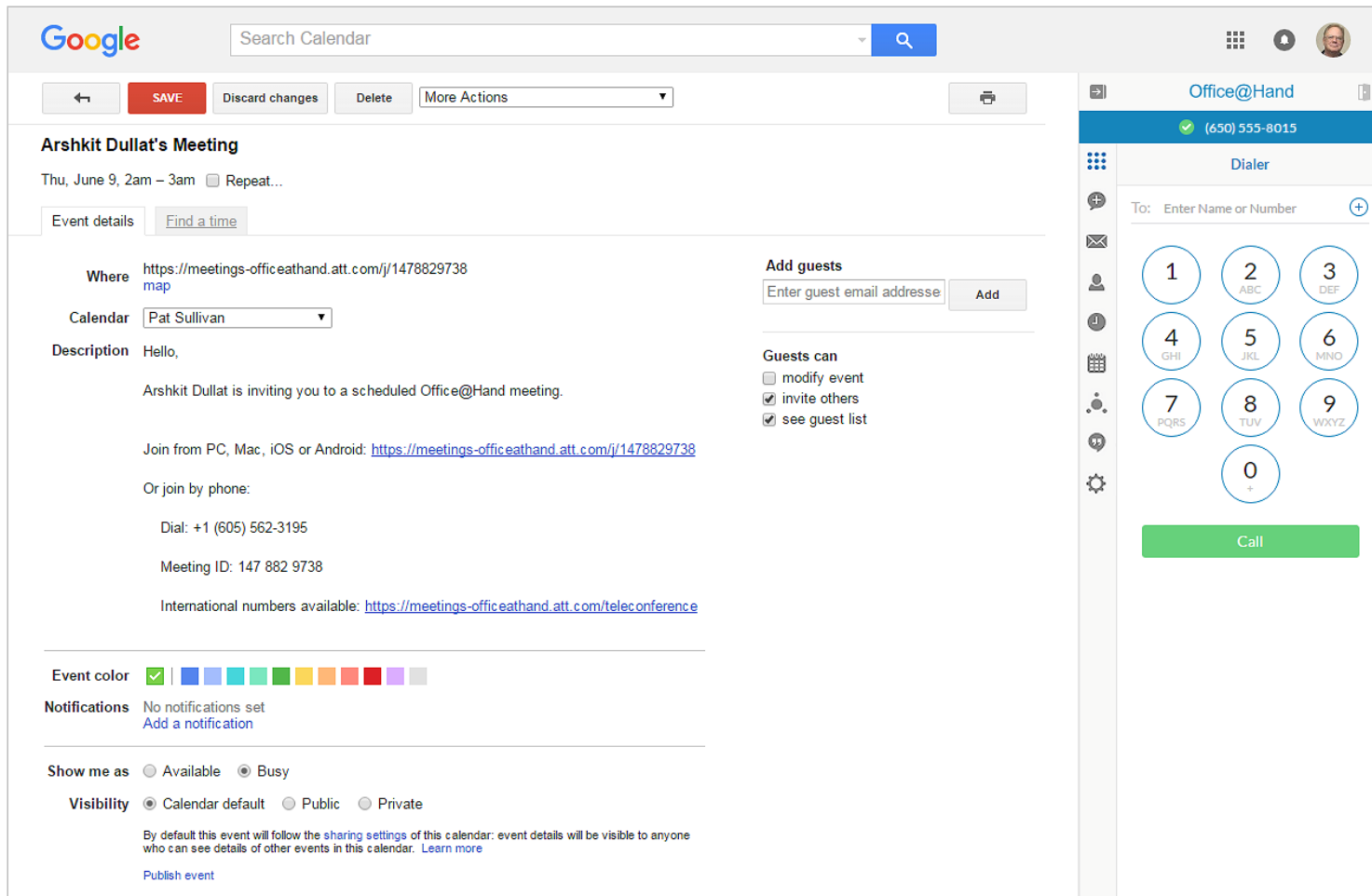


Figure 33



Office@Hand for Google Hangouts

Office@Hand for Google Hangouts allows you bridge your Office@Hand Conferencing with a Google Hangout, enabling users to dial into the Hangout. (Figure 34)

You can initiate a new Google Hangout bridge with an Office@Hand Conference by clicking the **Hangout** icon in Office@Hand for Google.

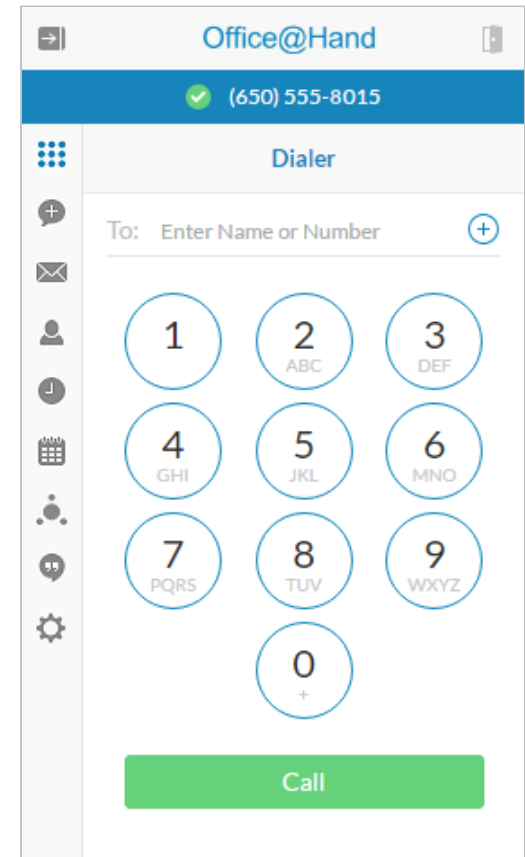


Figure 34



New Google Hangout

A new Hangout session is initiated in a new browser tab after you click on the Hangout icon.

Right after the session is started Google Hangout will ask if you would like to invite other users to Google Hangout session. Add any participants in this session who wish to participate as Google Hangout users.

Once you are done adding the email addresses for the Hangout users, then click the green **Invite** button. Alternately, you can simply click **Close** to close this dialog.

Next, Office@Hand for Google Hangouts will prompt you to make a phone call to Office@Hand Conferencing on your behalf.

Upon selecting **Yes** your Hangout session will be connected to your Office@Hand Conference bridge which is added as a phone participant in the Hangout session. Office@Hand for Google Hangouts will automatically enter your host code for the Office@Hand Conference.

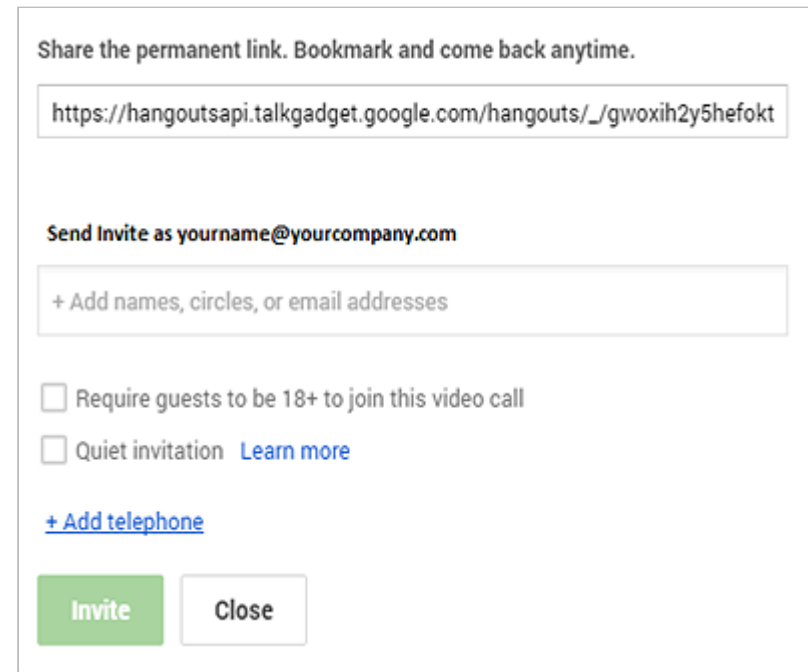


Figure 35

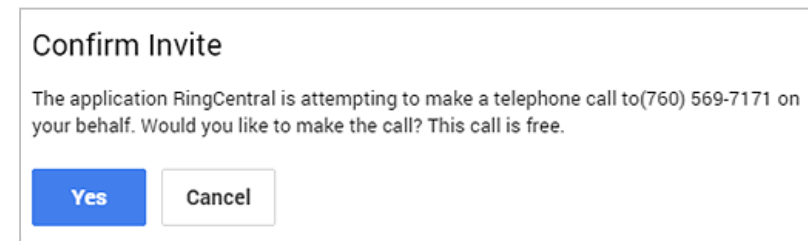


Figure 36



Office@Hand Conference Control in Google Hangouts

Once the App is connected to your Office@Hand Conference, you will see the Office@Hand Conference control on your Google Hangout. Your phone participant can call the Office@Hand Conference number displayed; you'll need to provide them with the participant PIN to dial in.

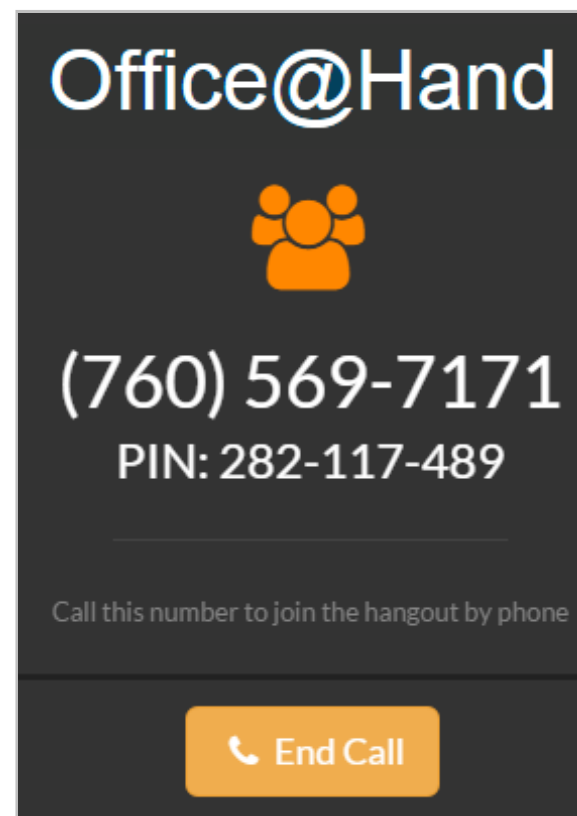


Figure 37



Troubleshooting

Q: Which browsers are supported?

A: The following browsers are supported by Office@Hand for Google:

- Internet Explorer 11 + (Windows XP, 7, 8 or higher)
- Firefox 25 + (Windows, Mac)
- Chrome 30 + (Windows, Mac)
- Safari 6.0.5+ (Mac)

Q: On logging into Office@Hand for Google, users are getting this error message: “Your Office@Hand edition does not support Google Integration - please call your Office@Hand account representative to upgrade your Office@Hand edition.” What does that mean?

A: Google integration is available for Office@Hand Office Premium and Enterprise Editions only. Please contact your Office@Hand representative for more information.



