AT&T Office@Hand

Desktop User Guide

Welcome

AT&T Office@Hand turns your PC or Mac computer into an all-in-one communication hub completely synced to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection and a headset. With AT&T Office@Hand, you're ready to communicate as soon as you log in to your computer, no matter where you are. AT&T Office@Hand combines the call handling power you expect from your desk phone with the collaboration tools you rely on most—like texting, conferencing, and faxing—so you can stay productive with fewer devices to worry about. AT&T Office@Hand is easy to install and even easier to use. We'll show you how.

What's New

Here are the new features added to this AT&T Office@Hand software release.

Dynamic Conference + Bridged Call Appearance (BCA)

These two features are now integrated. For enterprise customers with executives and their assistants, users with call delegation permissions (Exec Admins) who need to manage their granters conference calls are now able to manage participants of active conference calls (add/remove, mute/unmute), and invite other participants or add new participants directly to the conference without an additional call on behalf of the granter.

Call delegation users can setup and manage several conference call rooms. These conference call rooms will be shown and managed in the HUD. The HUD has a new UI where Executives and Assistants can see conference call rooms and their status (free or occupied) with CTA buttons that allow Executives or Assistants to start the conference or join an active conference. *See page 23*.

Pause/Mute an Automatic Call Recording

Users may pause or mute the Automatic Call Recording to exclude sensitive information (e.g. SSN, credit card info) that would otherwise be captured and included in the call recording. *See page 31*.

Enforcement of SSO Login

If admins require users to login only using SSO, the Office@Hand Phone Desktop App will prevent users from logging in via Phone Number/Email and inform them to login via SSO instead. In this case, IT admins don't need to use different systems to help users reset their passwords. *See page 10*.

Kerberos Auth for Single Sign-On Now Supported on macOS

Users can now login through Single Sign-on entry point using Kerberos authentication protocol under macOS, which was designed to provide security authentication for client-server applications using symmetric encryption. This new feature is enabled for all accounts automatically.

HA Call-Only Mode

Makes the Office@Hand Desktop app highly available for users who login with their phone number or email credentials. *See page 10*.

OS Built-in Notification for Incoming Calls

Allows users to change the representation of incoming calls in the Settings menu so incoming calls pop-up and do not block the current application screen. *See page 29*.

Puerto Rico is Now Part of the North America Dial Plan
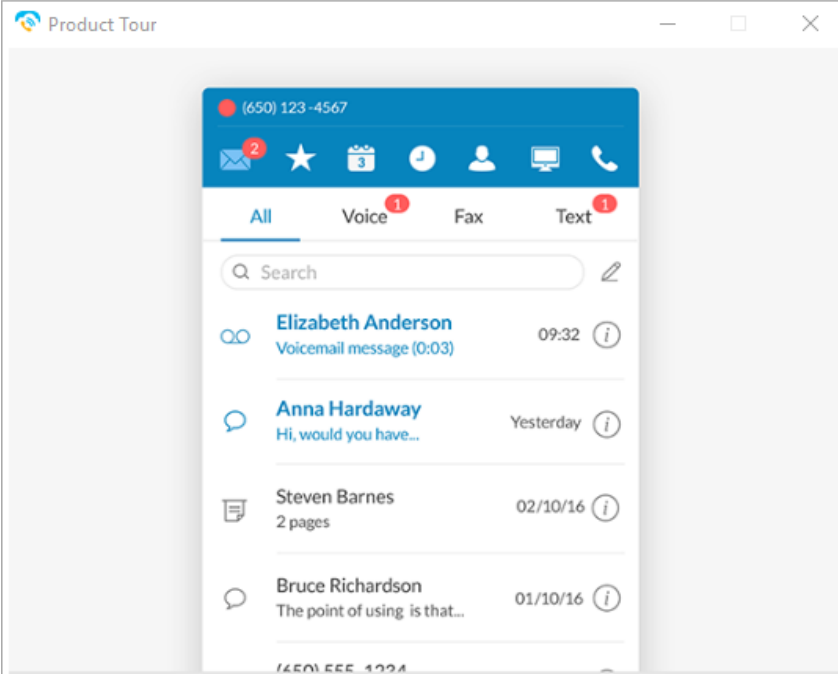
Puerto Rico digital lines are now available as self-service North America numbers. Puerto Rico now fully supports emergency services, SMS, and device shipping. This feature is enabled for all AT&T editions.*See page 19*.

Customize Phone Number on Fax Cover Page

Allows fax senders to change the default company main number on their fax cover page to their direct voice callback number. This feature lets the person who received the fax avoid dialing the main number and navigating menus, which could mis-route the call. *See page 29*.

Product Tour

Welcome to your desktop communication hub

It sits on your computer desktop so you can conveniently talk, text, fax and even hold a conference... all through one friendly app.

Skip   Next

Getting around

Everything you want on one screen. Messages in the middle. And text, fax and conference menu at the bottom. Get started your way: find a person or click on an action to start communicating.
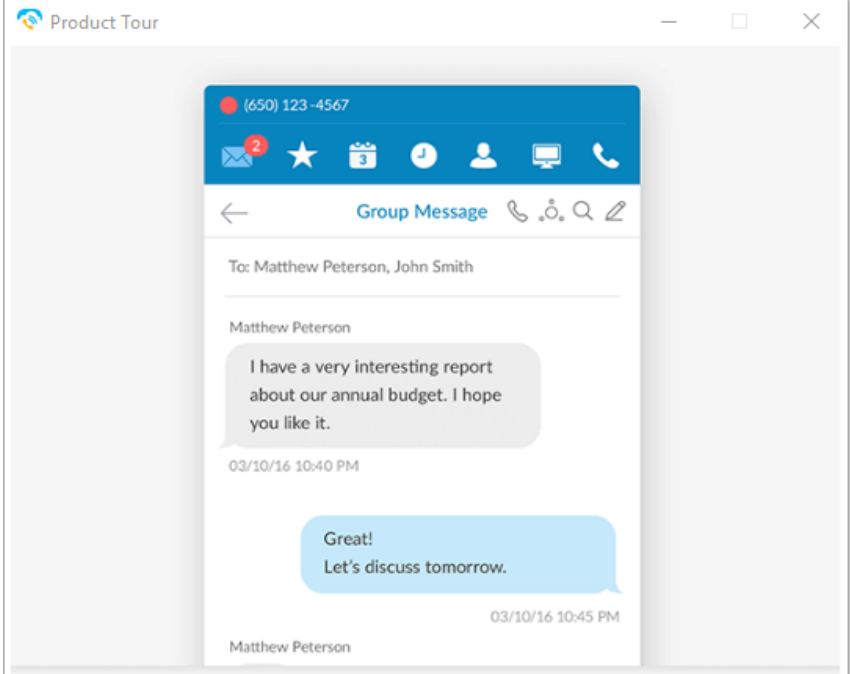
Skip   Next

Product Tour (continued)

Easy call controls

This friendly dialer has all the robust call controls you want. Hold, Mute, Transfer and Record an active call with a quick click. Or Park a call so that anyone in your network can grab it.

Skip   Next
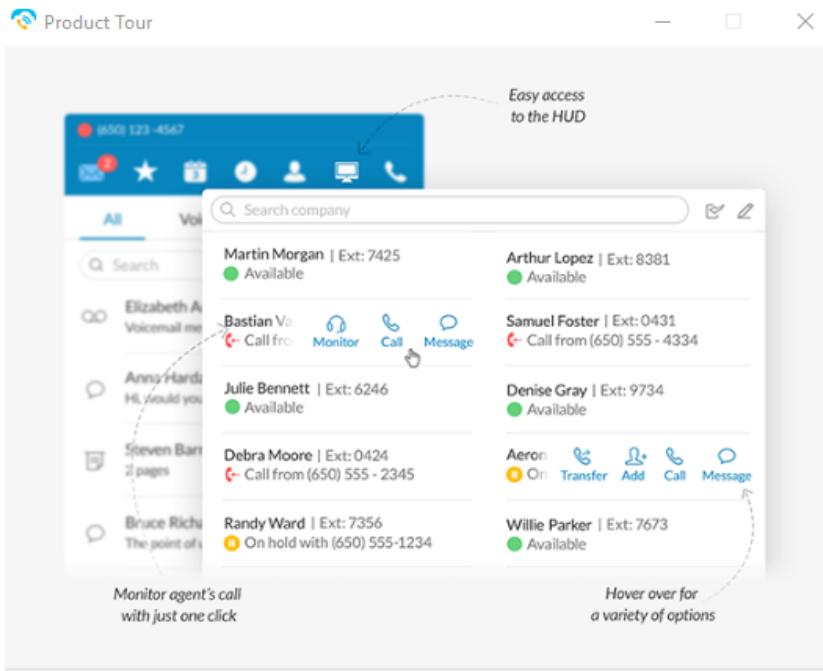
Business SMS texting

Go ahead and text your colleagues. You can text one contact or reach out to an entire group so everyone's part of the same conversation.

Skip   Next

Product Tour (continued)
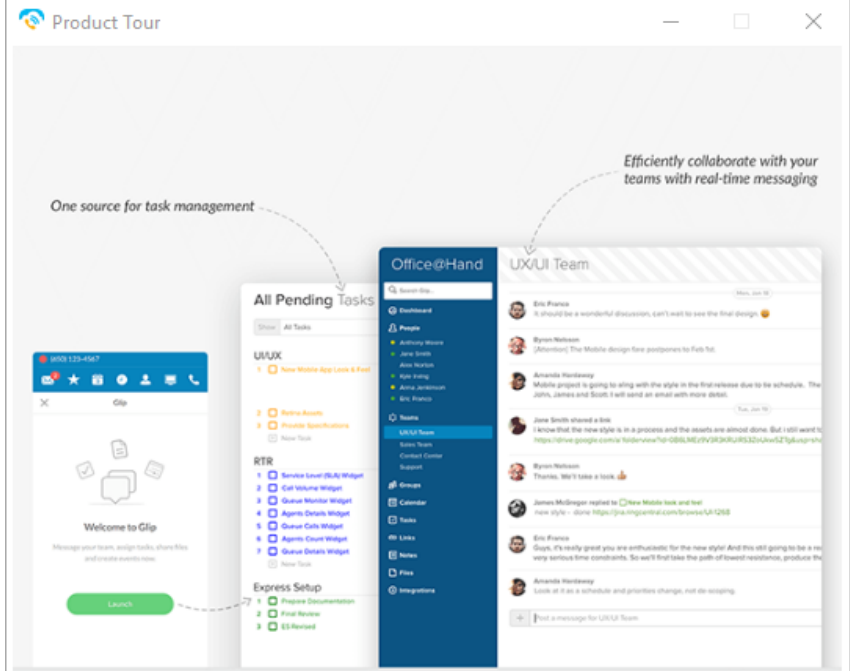
HUD

Add colleagues in your HUD list for easy outreach with quick calls and texts.
Manage calls for efficient call transfer, park, and monitoring.

* On select plans only

Skip   Next

Collaborate

Message your team, assign tasks, share files, create events
and more in Glip. To start, click on the Glip icon

                                                        Finish

Download and Install the App

AT&T Office@Hand for Desktop turns your PC into a personal command center. Manage all your business communications from one app—take calls, play voicemails, send text and faxes—anywhere.

To download and install AT&T Office@Hand:

1. Log into your AT&T online account.
2. Go to the **Tools** menu and select **Desktop App**.
3. Download the version of the app compatible with your computer, either PC or Mac.
4. Run the install wizard.

Now you're ready to log into AT&T Office@Hand.

System Requirements

Your computer needs the following minimum requirements to best use AT&T Office@Hand:

PC

- Windows 7 (or later)
- 2 GHz (32-bit or 64-bit) processor
- Minimum 4 GB of memory (8 GB recommended)
- 400 MB hard drive space
- Required minimum screen resolution is 1,024 x 768

Mac

- Mac OS X El Capitan 10.11 or above.
- Intel processor
- Minimum 4 GB of memory (8 GB recommended)
- 400 MB hard drive space
- Required screen resolution is 1,024 x 768

Download Office@Hand for Desktop

Office@Hand for Desktop turns your PC into your personal business command center. Manage all your business communication from one app - take calls, play voicemails, send text and faxes - anywhere.

Features Included

- Make* and receive calls anywhere Internet access is available.
- Communicate via SMS using your Office@Hand direct number.
- Display your Presence status and view others in your Office@Hand system.
- Send and receive faxes from your PC.
- Screen voicemail messages as they are being left, interrupt and answer the ones you want to take.

  * Outbound calling requires option VoIP phone service

System Requirements

| PC	Mac
• Windows 7 and above	• OS X El Capitan 10.11 or above
• Minimum 2 GHz (32-bit or 64-bit) processor	• Intel processor
• Minimum of 4 GB of memory (8 GB recommended)	• Minimum of 4 GB of memory (8 GB recommended)
• 400 MB of free hard drive space	• 400 MB of free hard drive space
• Required minimum screen resolution is 1,024 x 768	• Required minimum screen resolution is 1,024 x 768

Log into AT&T Office@Hand

1. Click on your computer desktop.

2. Click **Log in**. Or, click **Single Sign-on** and log in with your credentials to access AT&T Office@Hand *and* all of your company applications with a single sign-on. Learn more about **Single Sign-on** here.

Messages
Favorites
Join Now and Calendar

Call Log
Contacts
HUD
RingOut

Compose text
Start video conference
Start conference
Compose fax
Launch Glip
View settings
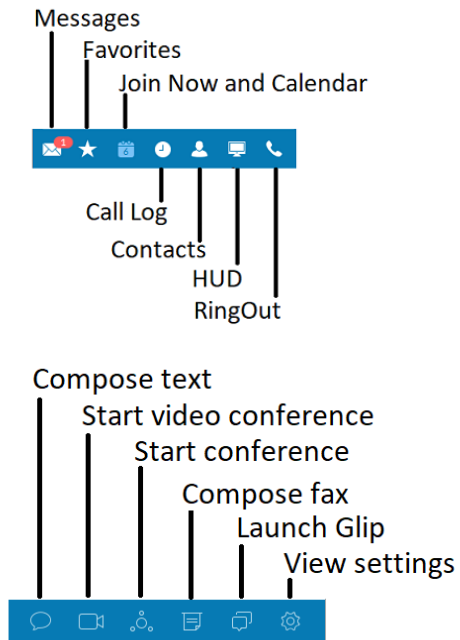
3. Once you log in, select your **Region**; then enter the Country and area code. (**Note**: After a grace period of 30 days, alphanumeric passwords will be required, replacing numeric-only passwords. If you are signing up for new service, choose a strong alphanumeric password.)

4. Click **Accept**.

Enforcement of SSO Login

How the Enforcement of SSO Login message looks when it appears:

Your account is enabled for Single Sign-on. Please use Single Sign-on to sign in with your company credentials.

Ok
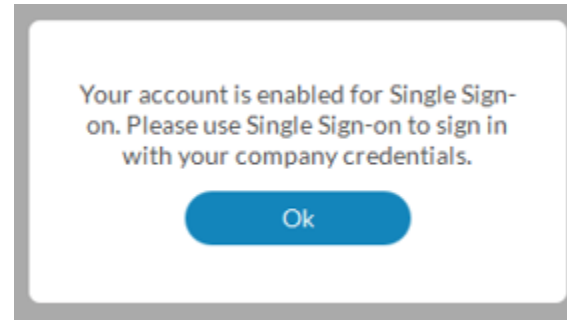
HA Call-Only Mode

High Availability Calls Only mode supports users who using their phone number or email for login when regular services are not available. Formerly, when users tried to login via phone number or email during times when O@H services were not available, the application would show an error message and suggest users to go into "Calls Only" mode.

"Calls Only" mode is a special mode where users are limited to making inbound/outbound calls only, and they will not have access to their contacts, call log, recent calls, messages, etc.

Now, HA calls will be supported for users who login using their phone number or email, and they can have access to their contacts, call log, recent calls, messages, etc.

Favorites

AT&T Office@Hand opens to the Favorites screen the first time you log in, and displays icons linked to everything else you want all on one screen. You can add a favorite from your list of contacts by clicking ⟨⟩+ and selecting from your **All, Company, Personal,** or **Outlook** contacts lists using this filter ▽. Mouse over a name to reveal your contact options—Call or Text. Here's a quick rundown on how to get around AT&T Office@Hand. Note: Contacts and Favorites are now sorted by letters first, numbers next, and special /Unicode characters last.
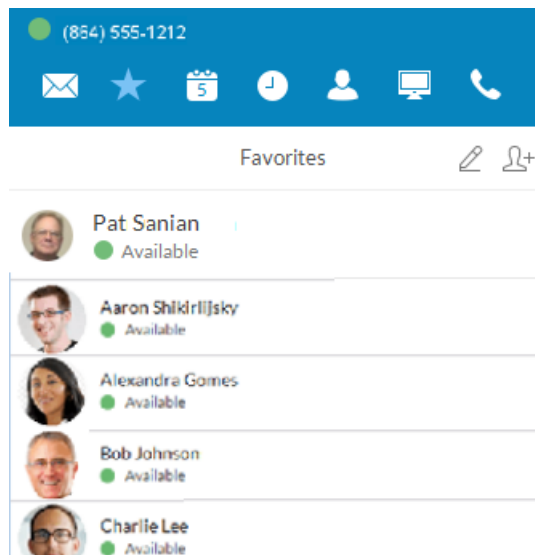
Tap	To do this
● (864) 555-1212*1	**Your account presence.** Set your availability status.
✉	**Messages.** View all your messages in one place. Messages are always current and synced to your other devices.
★	**Favorites.** Add colleagues you contact often. See their presence status and contact them directly from this screen.
📅	**Calendar.** Google calendar or Outlook. iCal if you are using a Mac.
🕐	**Call Log.** Review all call activity on your account.
👤	**Contacts.** Separate personal and company contact lists to making it easier to find the right person.
🖥	**Head up Display.** Manage incoming calls from the desktop. Views presence of up to 100 users.
📞	**Dialpad.** Dial a phone number to make calls from this screen*.
💬	**SMS text messaging.** Send text messages to one person or a group.

Tap	To do this
🎥	**Online meetings.** Launch online meetings to collaborate and share screens with remote colleagues or clients.
⋰○	**Audio conference.** Hold instant conference calls and easily invite up to seven participants.
📄	**Fax.** Send faxes, schedule faxes, and select cover pages.
💬	**Glip.** Collaborate and share files with your team members via Glip.
⚙	**Settings.** Set your app preferences.

* Professional customers require a purchased number for making outbound calls from the app.
** SMS, Online meetings, and Audio Conference are available on selected plans.

Contacts

The **Contacts** list is your online address book. It stores your Company contacts—everyone in your corporate directory—and your Personal contacts—everyone else outside of the company, such as friends, family, and even vendors. Your personal contact list is clearly separated from your company contact list so there's never any confusion when you're looking for the person you want to contact.

View Your Contacts List

At the top of the screen, click 👤 to open your contacts. Click the Filter icon 🔽 to select All, Company, Personal, or Outlook contacts. Click on a contact (Adrian Yang in this example) to see its Presence status.
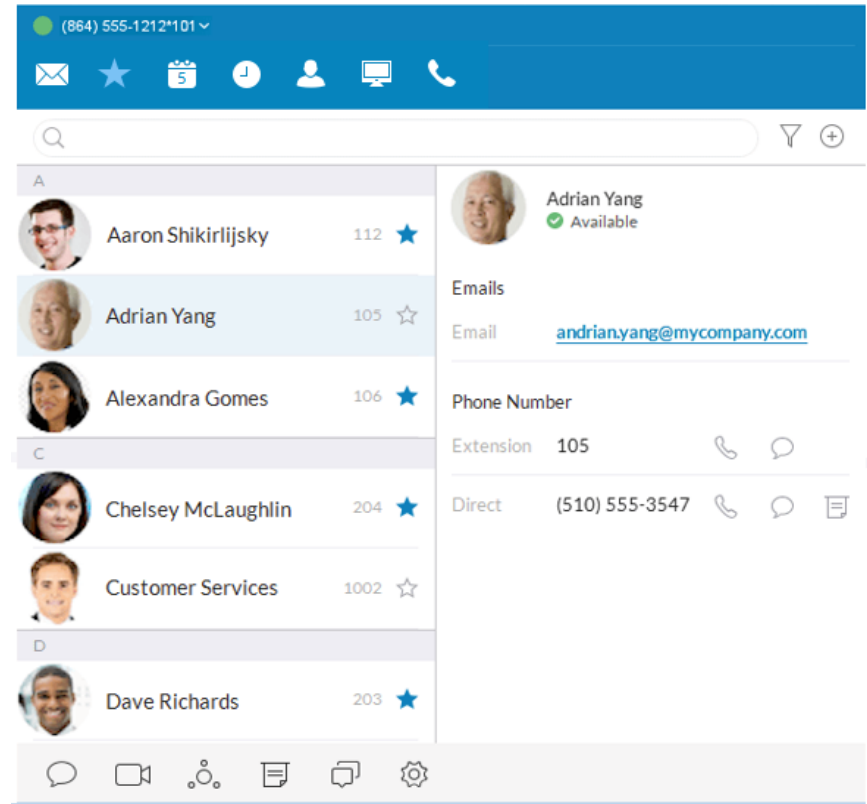
Updating Your Contacts List

Good news! There's no need to manually update your Company contacts. Your corporate directory is synced to your company's main AT&T Office@Hand account and continually updated so you always have the latest contact information for your entire company.

Did you know?

You can call or text your contact directly from your Contacts list. Just click the name of the person you want; then click any one of these icons:

- To call, click 📞
- To text, click 💬

Updating Your Personal Contacts List

Your personal contacts may already be synced to your mobile phone or Microsoft Outlook, but you can also manually add, edit, or remove a Personal contact at any time.
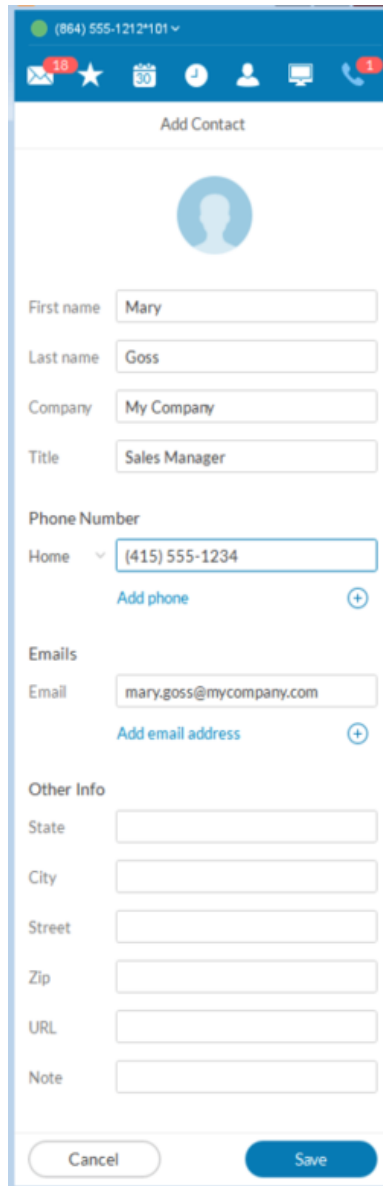
Add a Contact
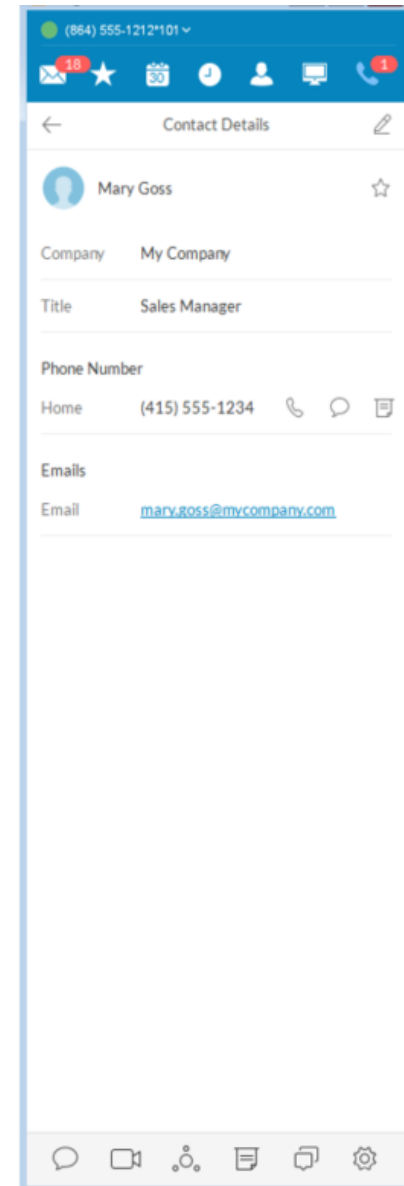
1. At the top of the screen, click 👤.
2. Click the filter and select **Personal**.
3. Click ⊕ at the top right corner (**Add Contact**) to open the contact screen.
4. Fill in any of the information fields you want, such as name, email address, and a phone number or two. You can always come back and add more details later.
5. Click **Save**. The page refreshes and displays a summary of the contact details.
6. Click ← to return to the full list of Personal contacts.

Edit a Contact

1. At the top of the screen, click 👤
2. Click the **Personal** tab.
3. Click the name you want to edit.
4. On the Contact Details screen, click 🖉 at the top right of the screen.
5. Make the changes you want to any of the contact details.
6. Click **Save**.

Delete a Contact

1. At the top of the screen, click 👤.
2. Click the **Personal** tab.
3. Click the name you want to remove.
4. On the Contact Details screen, click 🖉.
5. Click **Delete**.
6. In the confirmation box, click **Delete** again. The contact is permanently removed from your personal contacts list.

Adding a Photo Avatar to any Contact

AT&T Office@Hand seamlessly integrates with Microsoft Outlook and Mac Address Book so you can easily import contacts into your Desktop contacts. If there are pictures in these contacts, the photos will display in your Contacts list.

When you have a lot of contacts, sometimes it's easier to recognize the contact you want when you have a visual hint to jog your memory. AT&T Office@Hand lets you upload any photo or graphic to use as an avatar, which displays next to the name of the contact. For example, you can upload a photo of the person or an image file, like a logo or animal, to represent the person to you.

The avatar is visible only to you, while you're using AT&T Office@Hand. Any image you use won't be seen by the person you've contacted. This is different from a profile image you might have used to display publicly. This avatar is for your personal recognition use only.*

Add an Avatar

1. At the top of the screen, click 👤 .
2. Click the filter icon ▽ and select All, Company, Personal, or Outlook.
3. Click the name of the contact t which you want to assign an avatar.
4. Click ⊕ next to the name. The Add Photo screen opens.
5. Click to add photo. Find the image file you want to use.
6. Click Save. You should now see the uploaded image next to the contact name.
7. Click ← to return to the full list of contacts.

Note: Your personal profile image will be synced across the AT&T Office@Hand Cloud, AT&T Office@Hand Desktop app, and AT&T Office@Hand Mobile app. Your profile image in company contacts will also be synced to the AT&T Office@Hand Desktop app.

However, your newly added photo will not automatically replace the one for you that was manually added earlier by your contacts. Cloud contacts added locally do not affect Favorites from external sources such as MS Outlook and OS X contacts.
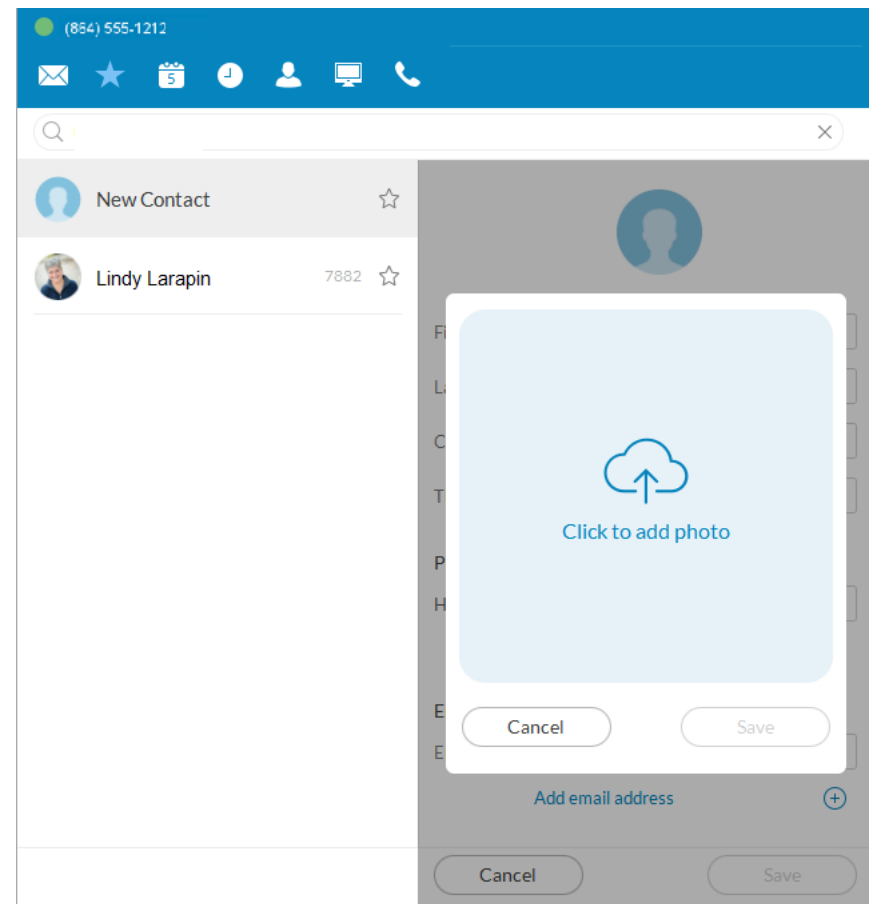
Favorites: Create a List of Favorite Contacts

The Favorites screen is a shortcut to your most frequently used contacts. You can add up to 60 contacts from your Personal list or Company list. Since it's a shorter list, you can find the person you want faster.

Additionally, when you add a Company contact in your Favorites list, you can see their phone Presence status. This status shows whether the person is available to take calls. Presence status is available only from your Favorites list and available only for Company contacts.

View Your Favorites List

At the top of the screen click ⭐ . The Favorites screen opens, showing all of your existing favorite contacts.

Make a Contact a Favorite

1. At the top of the screen, click ⭐ .

2. Click 🔽 and select **Personal** or **Company**.
3. Click the name you want to add to your Favorites list.

   - Click ☆ next to the name. When the open star changes to ⭐ a filled star. Your contact was successfully added to your Favorites list.

   > **Did you know?**
   > You can call or text your contact directly from your Favorites list. Just click the name of the person you want; then click any one of these icons:
   >   - To call, click 📞
   >   - To text, click 💬

Google Contacts Integration

View your Google contacts from inside the Desktop app or select and move Google contacts one at a time.

Remove a Favorite Contact

1. At the top of the screen, click ⭐ . All your existing Favorites are shown.
2. Find the person you want to remove and click next to the name. Icons appear for edit.

Alex Prazma	📞 💬 🗑
⚪ Invisible	

3. Click the 🗑 icon.

   The contact is removed from the screen, but you can still find them in your Personal or Company list.
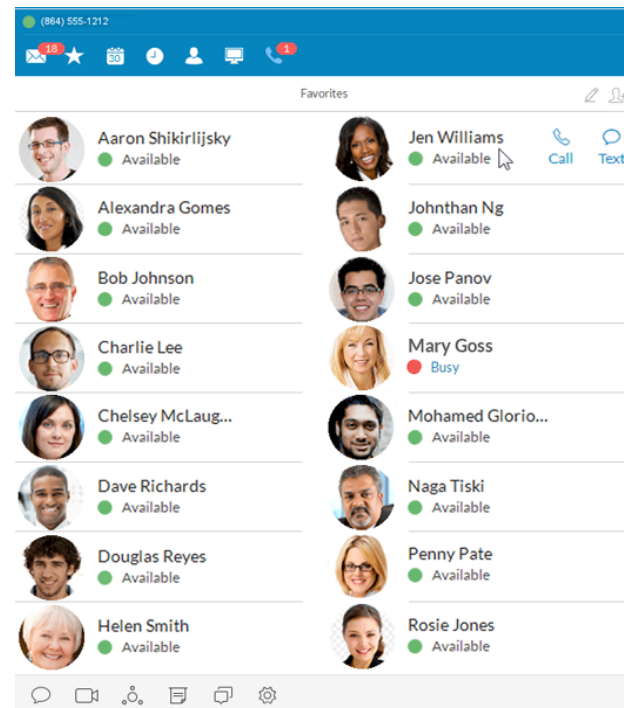
Set Your Own Presence Status

You can set your own Presence status so other people in your company can quickly tell if you're available or not to take a call. Here's how:

1. Click your phone number at the top left of the page. A drop-down screen displays, showing your name and current availability.
2. Do any of the following:
   - Set your availability status: click **Available**, **Busy**, or **Offline**.
   - Comment on your status: Click ✐ directly under your name. Enter (or change) the brief comment, such as *In a Meeting*.
   - Decide whether you want to take calls (Accept Calls) or send them directly to your voicemail.
   - Click **Save** to save your changes.

Now your Presence status will stay that way until you change it again. You can change your status as often as you like.
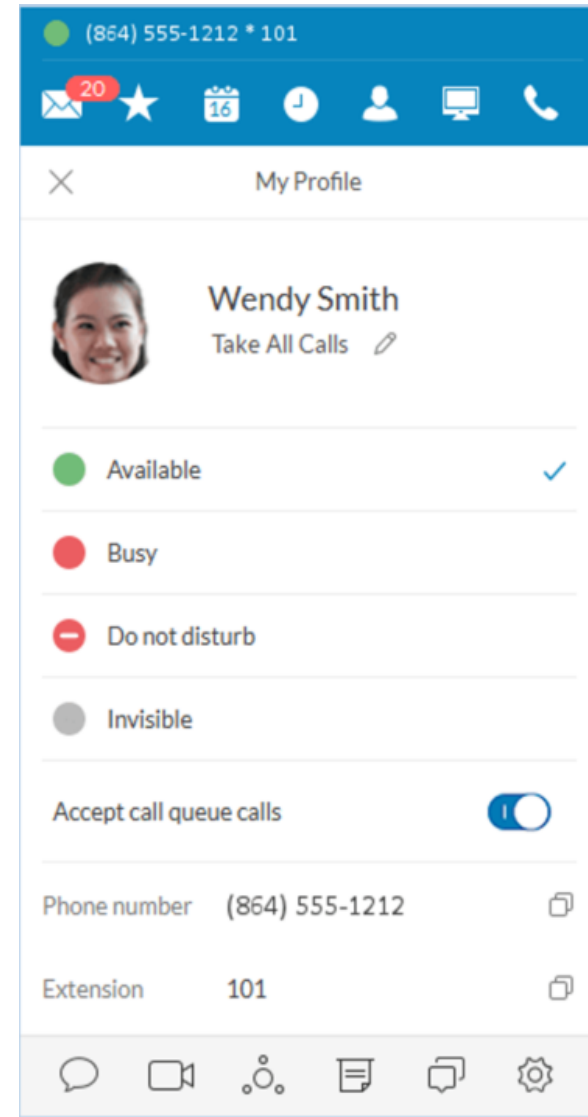
View Presence Status of a Favorite Contact

The Presence status lets you know if one of your Company contacts is available to take a call or not. Presence status can only be shown on your Favorites screen so you can't see Presence status from your Company contact list.

To view Presence status:

1. At the top of the screen, click ⭐. All of your existing Favorites are shown.
2. Look under the contact: name

- A green dot (🟢) means the person is available. Go ahead and give them a call.
- A red dot (🔴) means the person is busy, often already on a call.
- A red dot with a white bar (⛔) means Do Not Disturb.
- A gray dot (⚪) means the person is invisible (off-line).
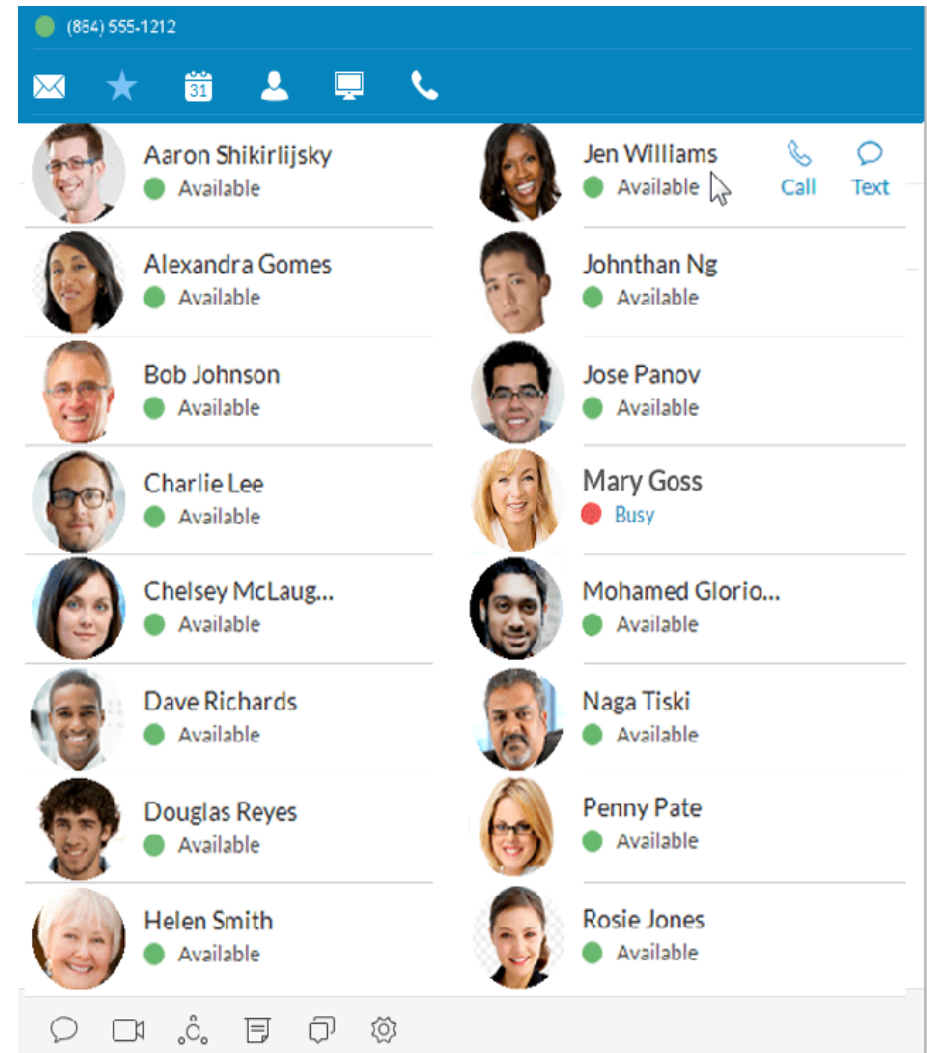
Make a Call

You can use the dial pad to make a call, either to a person in your Contacts list or by manually dialing a phone number.

To make a call:

1. Click 📞 at the top menu to bring up the Dial Pad.
2. In the To field, either click ⊕ to select a contact, or click the digits on the dial pad to manually dial a phone number.
3. Click the caret ⌄ on the Caller ID: line to select the phone number you want displayed to the receiver of the call.
4. Click the green call button 📞 to place the call.
5. When the call goes through, the caller's screen will change to Active Call, shown at right, and display either the called phone number or extension number if the call is to an internal number.

TIP: You can always make a call directly from your Contacts screen, too. Just click the name you want to call and your call will connect from the screen.
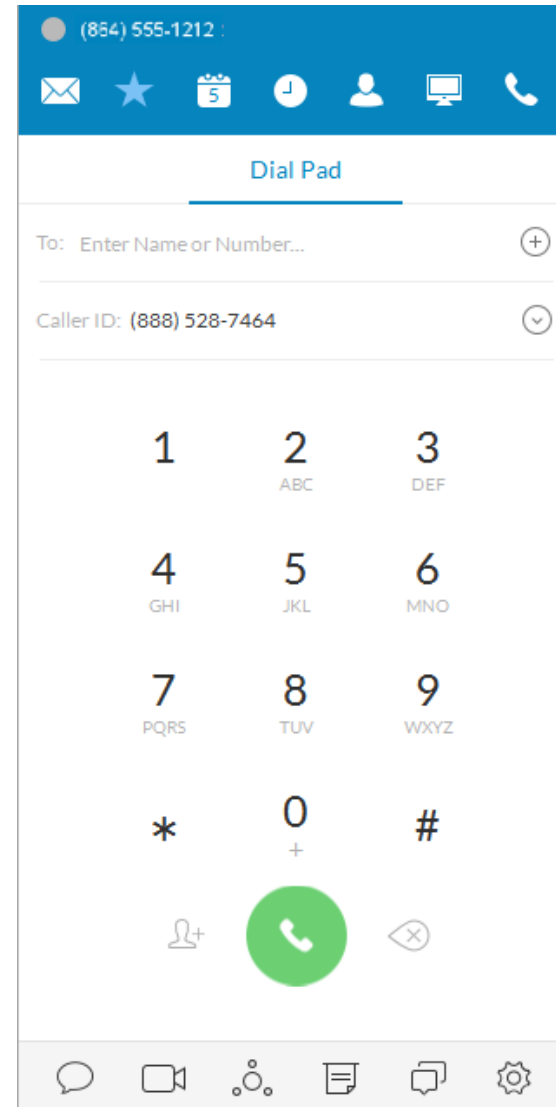
Puerto Rico is Now Part of the North America Dial Plan
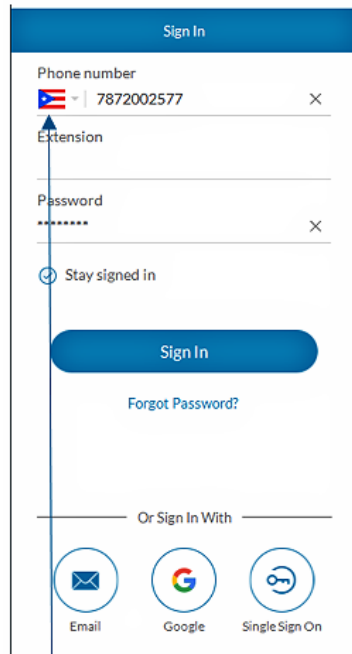
Puerto Rico flag
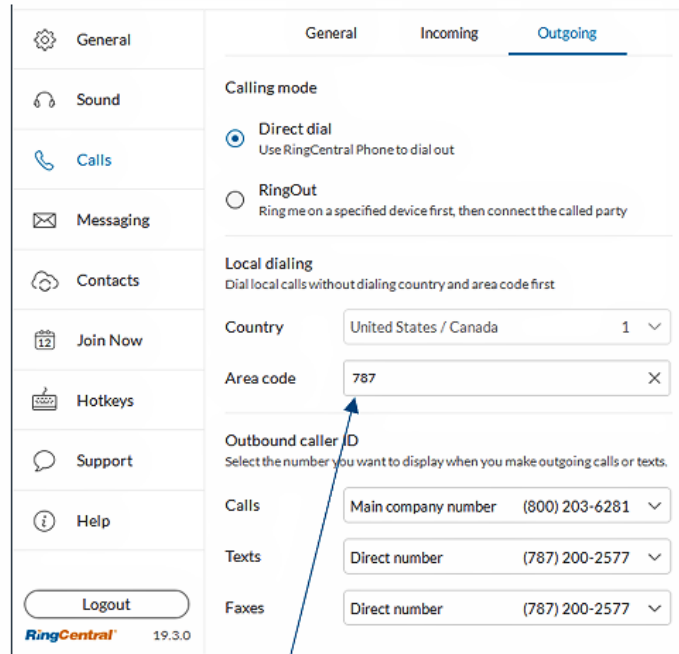
Puerto Rico area code
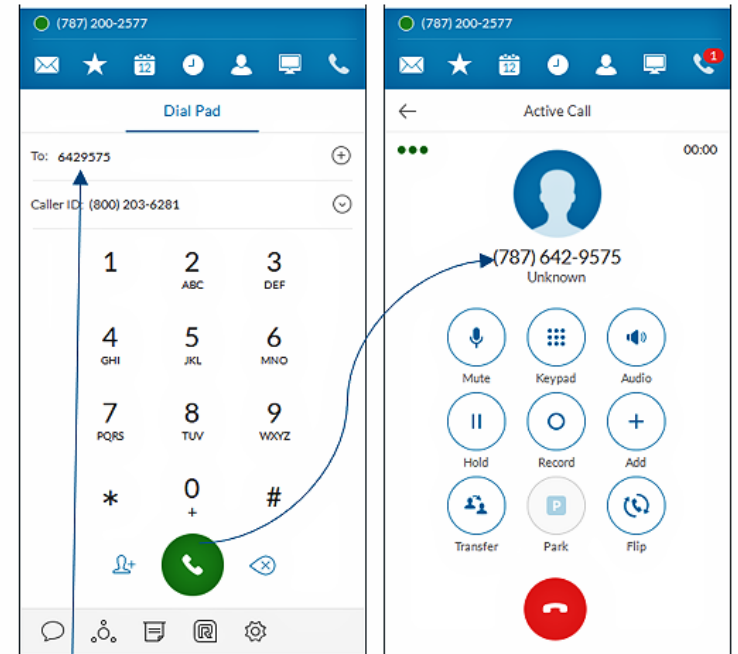
Type local number, initiate call, application automatically will add area code

HD Voice and Secure Call Indicators

HD Voice [HD] provides optimum call quality automatically between devices that support high definition.

AT&T Office@Hand employs the Opus codec, which provides greater voice clarity, especially in limited bandwidth and network environments.

Secure Voice

Secure Voice encrypts communications between supported endpoints (phones and apps) within your AT&T Office@Hand account. This feature offers improved call reliability as well as offers enterprise-grade encryption for voice calls to greatly improve user privacy and security.

Secure Voice 🔒 calls are supported between devices capable of that feature.* When VoIP Unavailable—a warning shows when VoIP calling is unavailable.

AT&T Office@Hand provides secure communications within your AT&T Office@Hand phone system. Communications to devices and systems Communications to devices and systems outside of the AT&T Office@Hand service are not guaranteed to be encrypted end-to-end.

*Secure Voice can be obtained after contacting your account manager at AT&T.
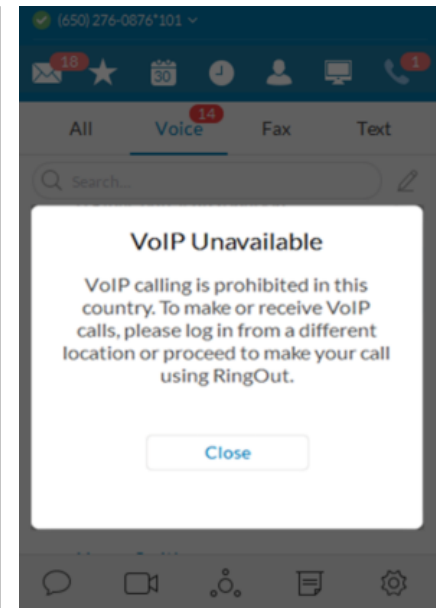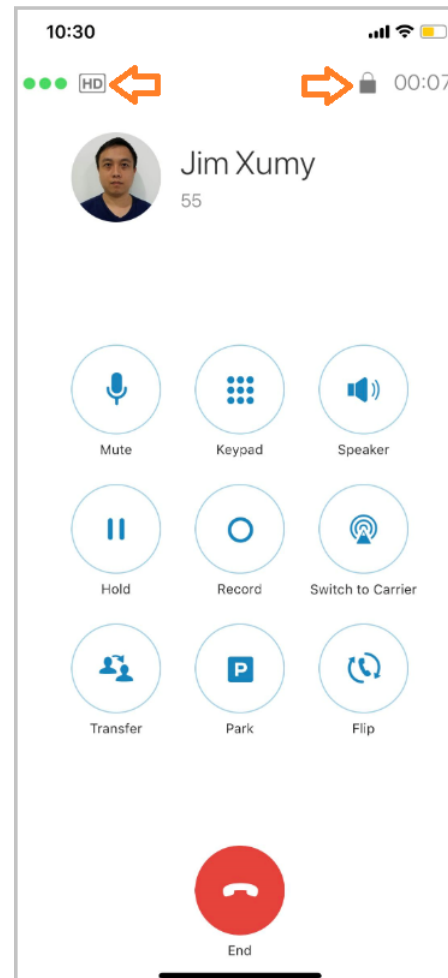
When You're on the Call

When you are on the call, the on-screen options make it easy to manage your call.

You can:

Tap	To do this
🎤	Mute the call. Click again to unmute so your callers can hear you speak.
⌗	Access the keypad so you can enter numbers or a code when on a call.
🔊	Customize your call settings while on a call.
❚❚	Hold the call. Click again to return to the call.
○	Record a call. Immediately start recording. Your caller hears a message indicating they are being recorded. Click stop to end recording,
+	Add more people (up to four) to the same call.
☎	End the call.

Tap	To do this
👥	Transfer the call. There are three types of transfer: • Warm - puts the call on hold so you can talk to your colleague before transferring. • Blind - connects directly to another extension. • To Voicemail - sends the caller immediately to voicemail.
↻	Flip a call to another phone, such as a mobile phone without interrupting the call. Click to flip the call and select the phone you want to use.
📞	Park the call and the operator will announce a code to use to pick up the call. This is the code you'll tell others about. If no one picks up the call, the call comes back to you.

(864) 555-1212

Active Call

HD   00:04

Lindy Larapin
1212

🎤 Mute	⌗ Keypad	🔊 Audio
❚❚ Hold	○ Record	+ Add
👥 Transfer	P Park	↻ Flip
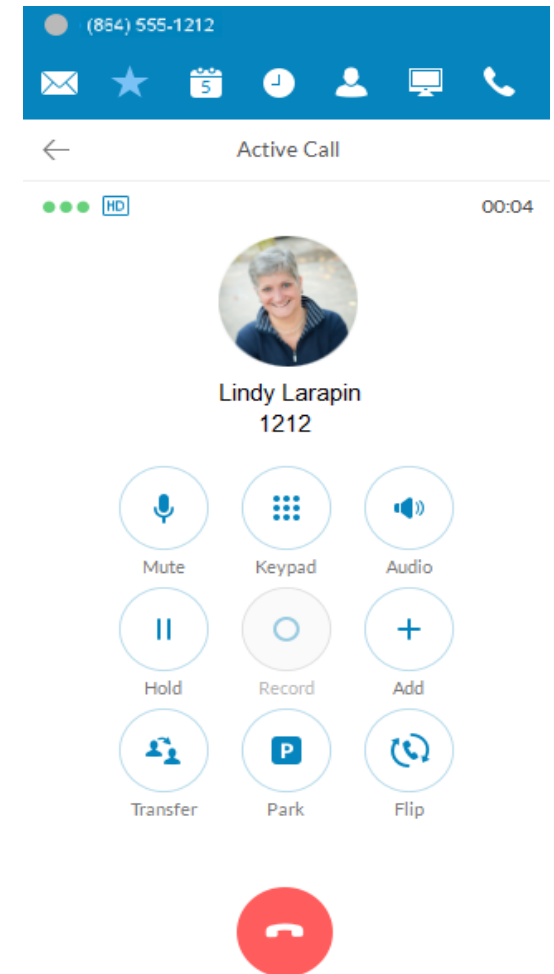
Call Management

Call Management features display of a Current Call and a Call on Hold.
From the screens, these quick actions available:

- Resume or answer a call
- Join a held call to a current call
- Add a call to a conference
- Transfer a call to another extension
- Record a call
- Mute a call
- Activate your speaker
- Place a call on hold
- Park a call in the cloud
- Flip a call to a forwarding number in your extension
- End a call
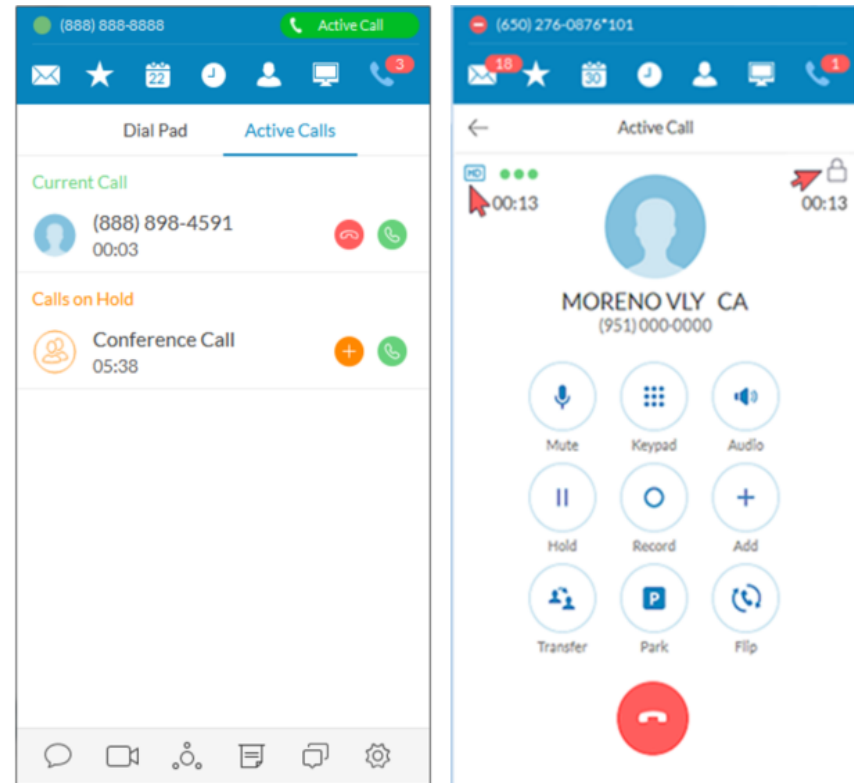
Dynamic Conference + Bridged Call Appearance (BCA)

Users with call delegation permissions (Exec Admins) who need to manage their granters conference calls are now able to manage participants of active conference calls (add/remove, mute/unmute), and invite other participants or add new participants directly to the conference without an additional call on behalf of the granter.

Call delegation users can setup and manage several conference call rooms. These conference call rooms will be shown and managed in the HUD. The HUD has a new UI where Executives and Assistants can see conference call rooms and their status (free or occupied) with CTA buttons that allow Executives or Assistants to start the conference or join an active conference.

Call delegation between Executive (Boss) and Executive Assistants (Secretaries): place/answer calls on behalf of exec; hold/pick up within delegation group; join call of exec by assistant (barge in).
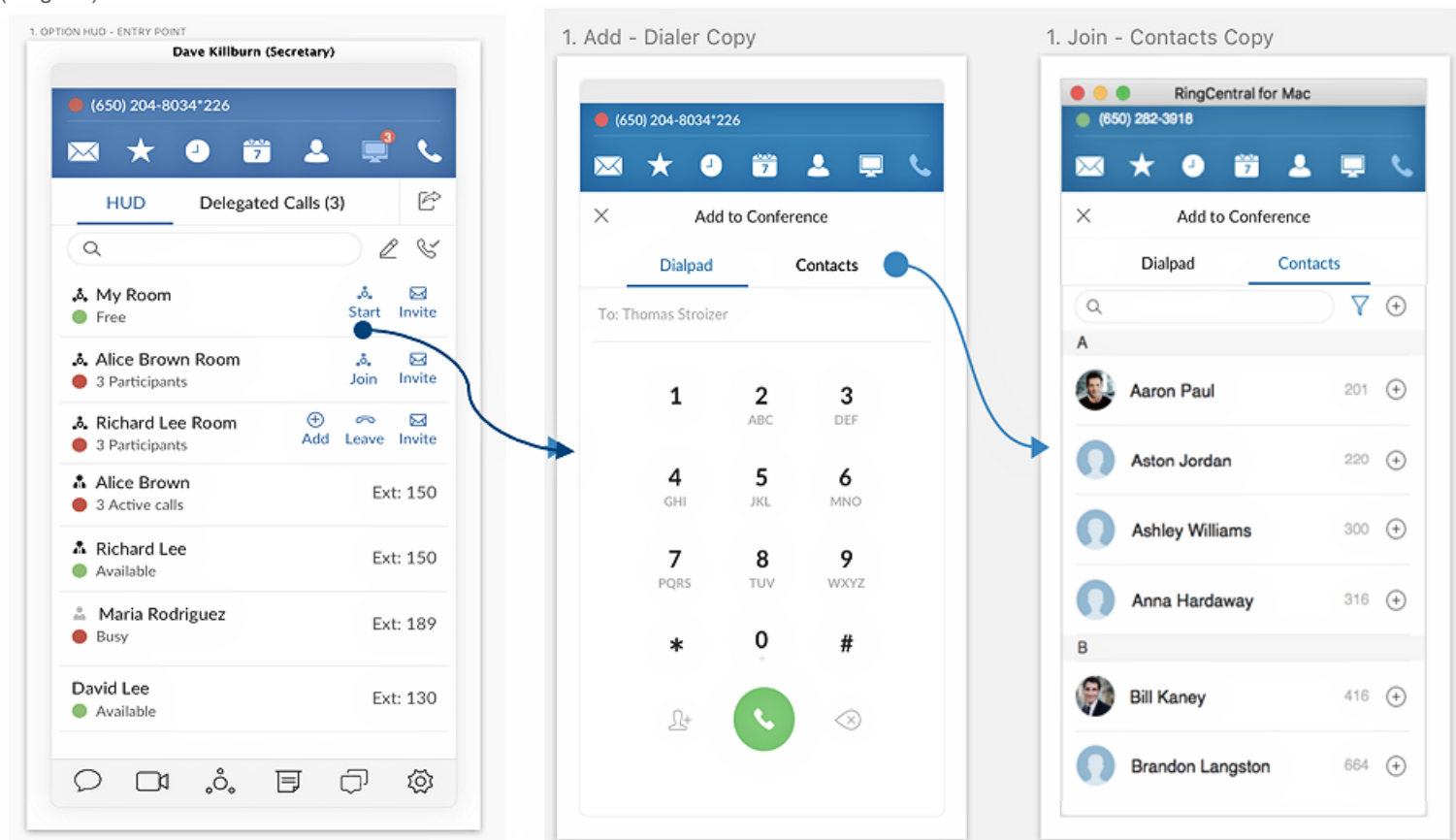
Appearance (status) of such calls is exposed as delegated to assistants and the executive. BCA is a solution for assistants who manage calls for one or multiple executives. When viewing all calls in the HUD today, there formerly was no easy way to distinguish which calls belong to who.

- BCA supports 10 assistants per executive.
- One assistant can manage calls for 10 executives.
- BCA requires executives and assistants to have presence enabled.
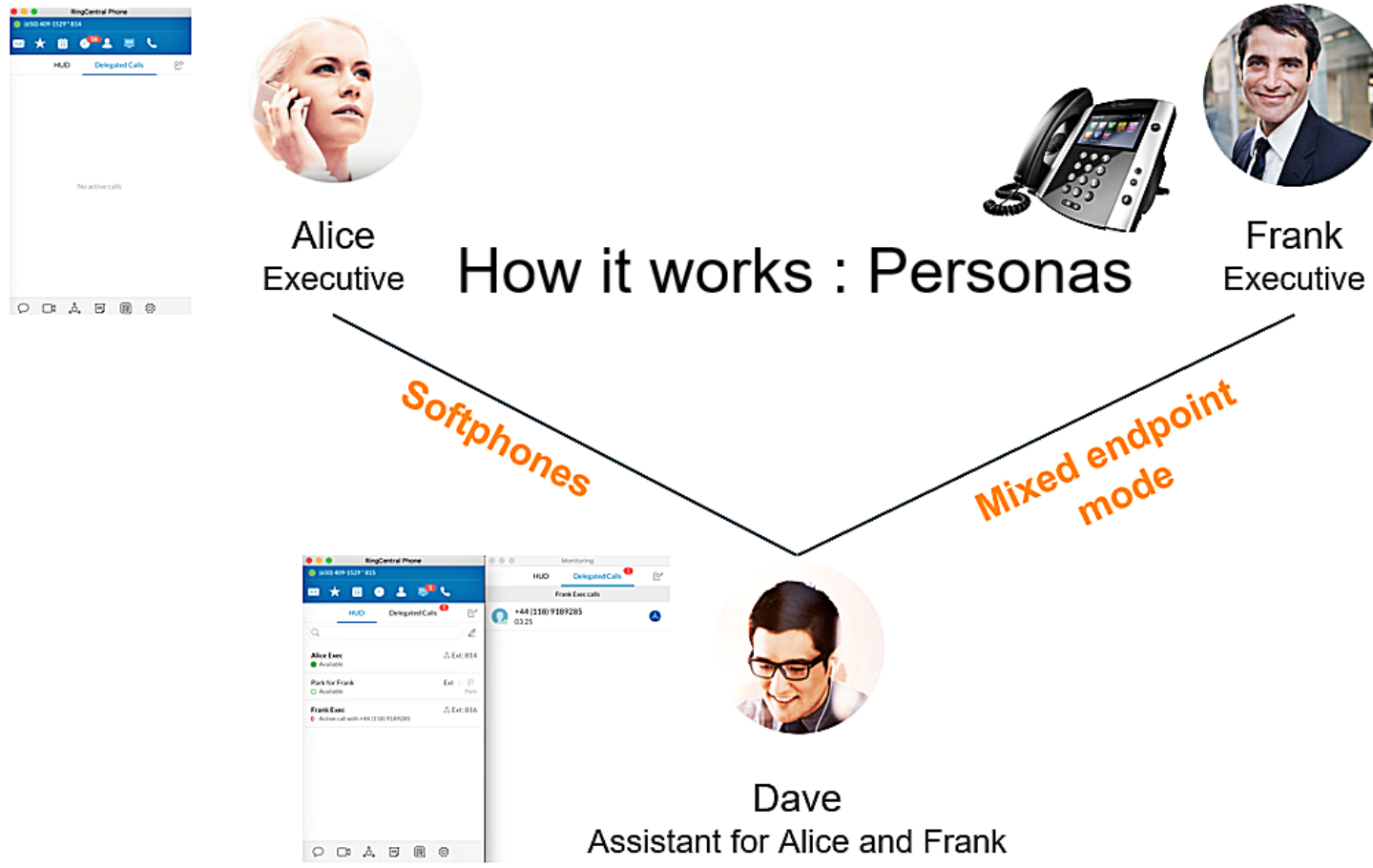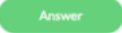
Answer a Call

When a call comes in, your AT&T Office@Hand screen automatically changes to the Incoming Call screen so you know someone is calling you even when you don't have the sound turned up on your computer. The Incoming Call screen shows the phone number (or internal extension) of the person calling, as well as the name and photo of the person, when it's available.

A user has the option of answering the call; forwarding the call to another extension; screening the call; replying with a text message; sending it directly to voicemail; or ignoring the call and letting it be handled according to the call handling rules set up by the extension owner.

From here, you can decide how you want to answer the call.

Pick up the Call

From the Incoming Call screen, click **Answer** to pick up the call. The volume on your computer is automatically switched on. If you like, you might want to have your headset handy so you can use it for the call.

New Window for Each Incoming Call

All incoming calls are presented in a separate window when they come in.

This window appears when you have more than one incoming call.
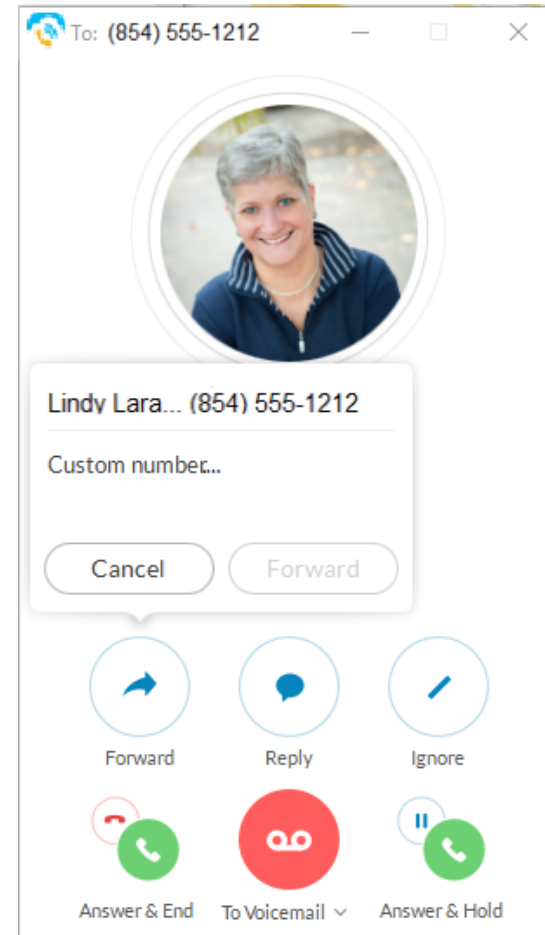
Respond with a Courtesy Message

When you can't take the incoming call right away, you can provide a courtesy response. AT&T Office@Hand has automatic text-to-voice options. You can select a prepared message or type your own custom message, and AT&T Office@Hand will convert it to voice and relay the message to your caller.

Respond with a prepared message

1. From the Incoming Call screen, click **Reply**.
   A popup screen opens with three different messages, such as: "Call me back in…"
2. Click the message you want to use, and if needed, complete the message by typing the time limit you want (ex: 5 minutes).
3. Click **Send**.
   AT&T Office@Hand relays the message to your caller.

Respond with a custom message

1. From the Incoming Call screen, click **Reply**.
   A popup screen opens with message options.
2. Click **Custom Message**.
3. Enter the response you want to send.
4. Click **Send**.
   AT&T Office@Hand relays the message to your caller.

Respond to an urgent request

When an urgent request is received, and replied to with a custom message, the requester may press 5 on their phone and enter an "urgent" call back number that is instantly received.
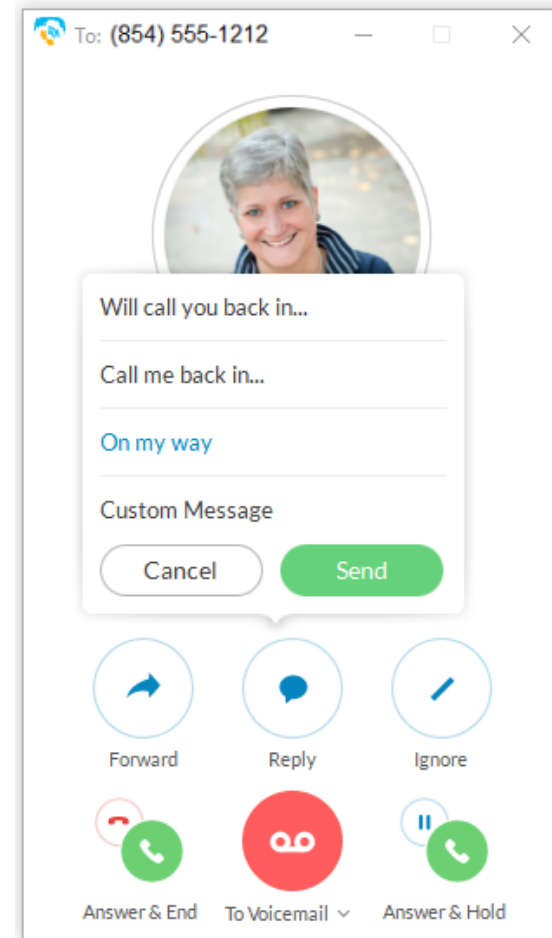
Screen with Voicemail

When you're not sure if you want to pick up the call, you can screen the call. AT&T Office@Hand allows you to send the caller to voicemail, but you can hear the message the caller is leaving you. At any time while the caller is leaving you the message, you can pick up the call, and talk to the person. Voicemail is automatically stopped and your call becomes live again.

Screen a call

1. From the Incoming Call screen, click **To Voicemail** > **Screen Voicemail**.

   You can hear the caller leaving you a message.
   - To answer the call in progress, click **Pick Up.**
   - To stop screening and let the call continue to voicemail, click **Stop Listening**.

Send the Call to Voicemail

When you can't take a call right away, you can send it to voicemail so the caller can leave you a message. To do so, from the Incoming Call screen, click To Voicemail.

Forward the Call

When a call comes in and you think someone else might want to take it, you can forward the call. Here's how:

1. From the Incoming Call screen, click **Forward**.
   A popup screen opens with phone number options.
2. To Call Forward
   - Click the phone number where you want the call forwarded.
     or
   - Click **Custom** and type the phone number you want.
3. Click Forward.
   AT&T Office@Hand transfers the call to the new phone number.
4. Click **Ignore** to stop ringing on your app and allow call forwarding rules to take effect.
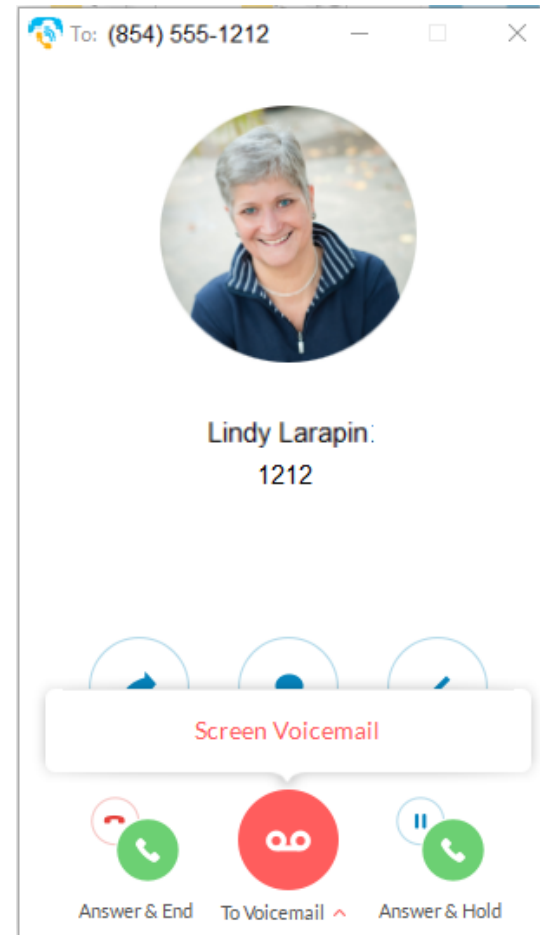
Call Switch

If you are finishing an urgent phone call taken on your AT&T Office@Hand soft phone, but you must go into a meeting, you can instantly switch the call from your desktop client to your mobile client and not miss a beat in the ongoing conversation. Any screen of an active AT&T Office@Hand Desktop or Mobile app prompts a 2-click process that enables instant call handover between endpoints. You do not have to wait for the incoming call on your receiving device to pick up. You can engage the receiving endpoint with 2 clicks while still on your call and immediately pick up the conversation. This minimizes interruptions to on-going calls and reduces time needed to switch and pick up a call on a receiving device.
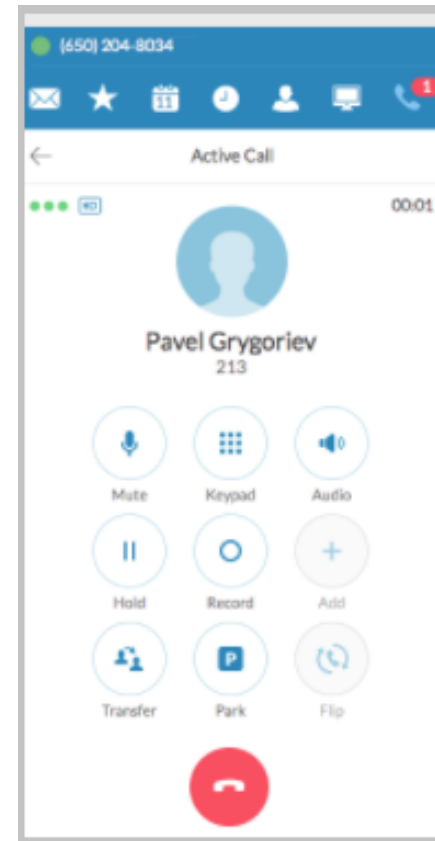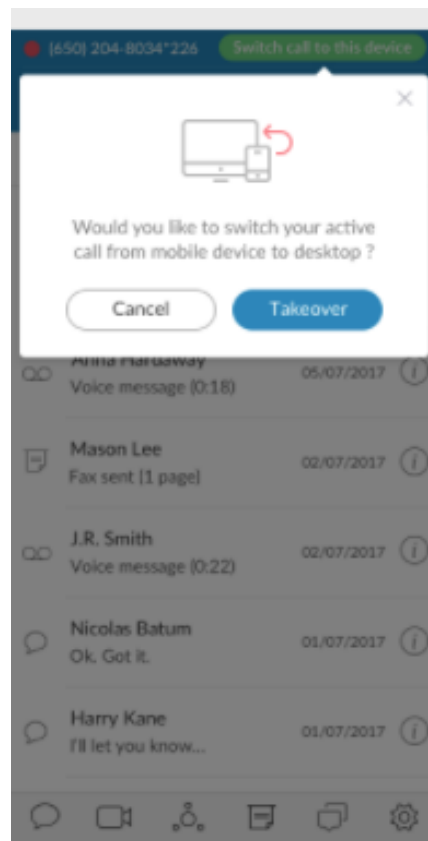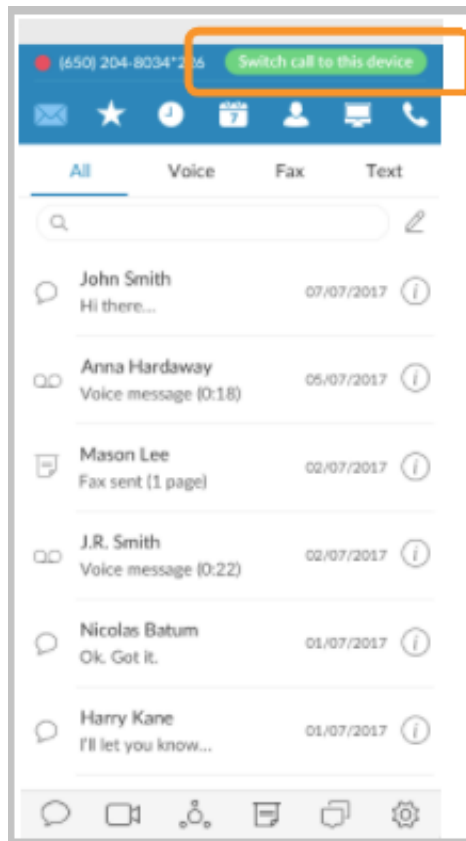
OS Built-in Notification for Incoming Calls

Customers who are a part of ring group could switch to a pop-up type of call representation in Setting menu, which will be much less intrusive.
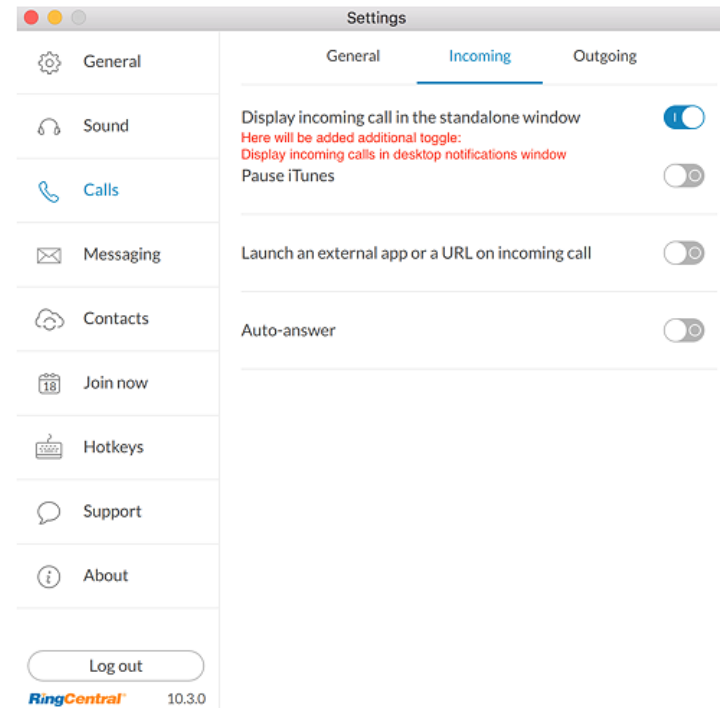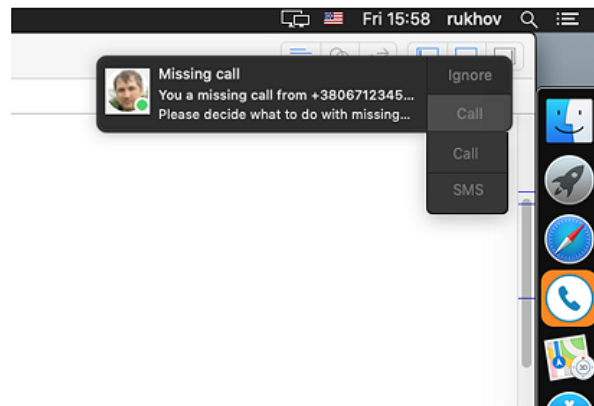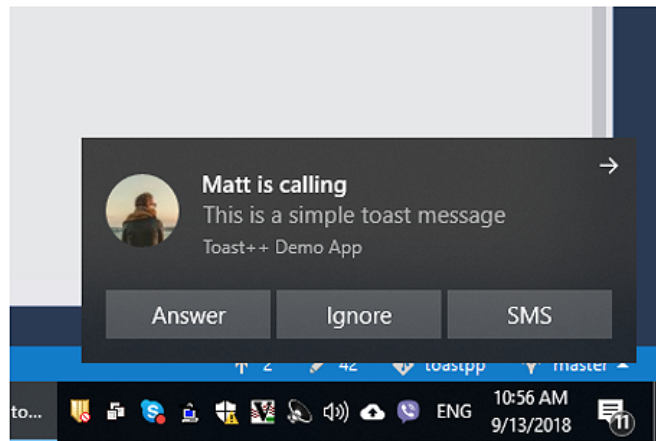
Call Recordings

Call recordings can now be accessed from your Desktop call log. The small red dot indicates calls that have been recorded. The tiny arrows indicate whether the call is inbound or outbound. Selecting Recordings shows which calls can be played or deleted (images 2 and 3).
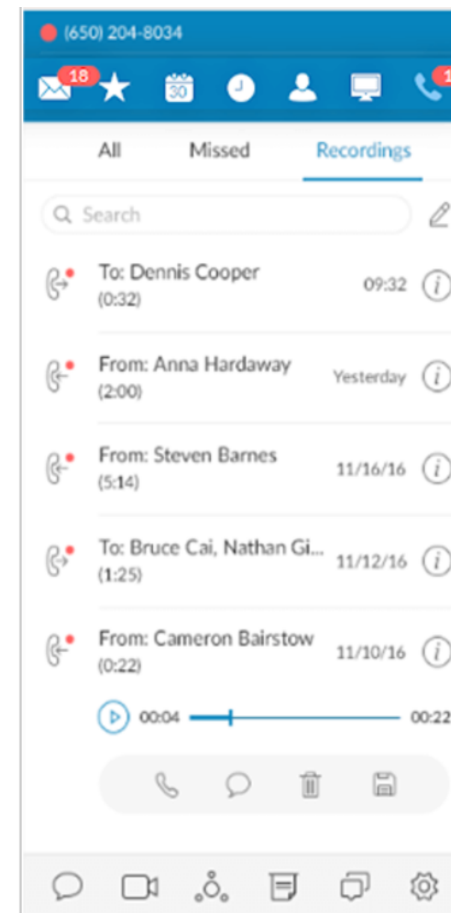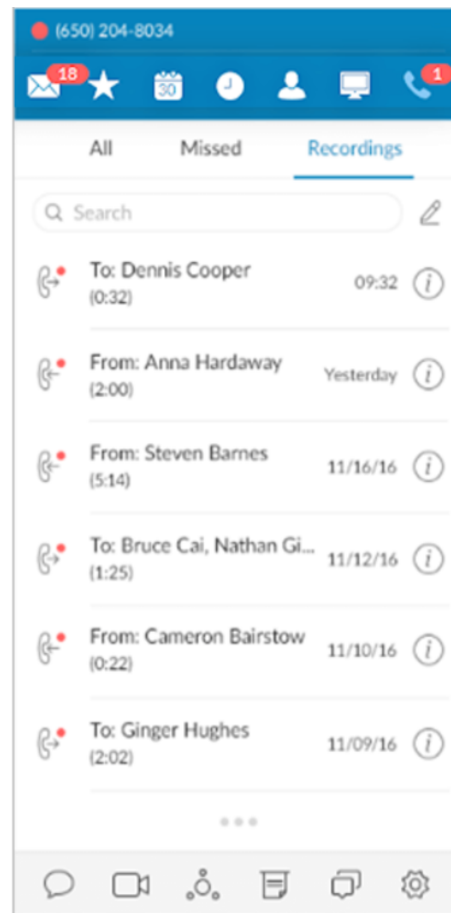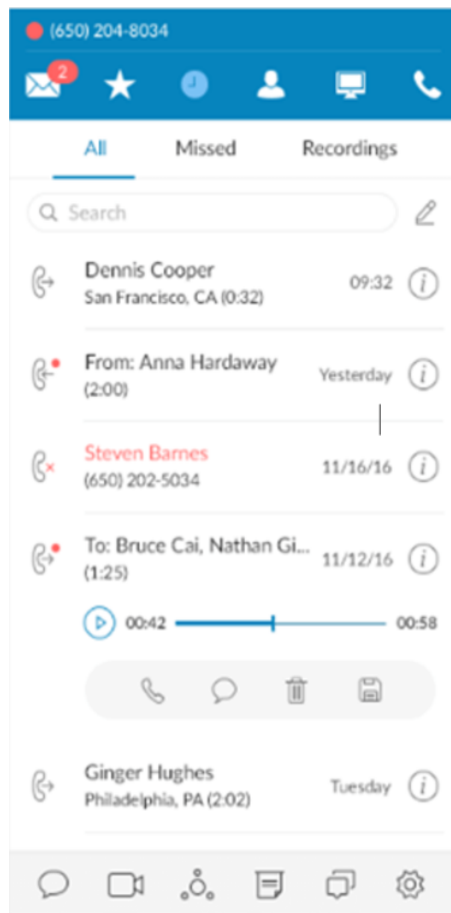
Pause/Mute an Automatic Call Recording

Ability to pause or mute an automatic call recording using the Record button in the active call screen user interface.

Previously, for accounts that have automatic call recordings enabled, users of the Office@Hand Phone Desktop app did not have the ability to pause or mute the recording to prevent sensitive information (e.g. SSN, credit card info) from being captured and included in the call recording.

Now, users may pause or mute the Automatic Call Recording to exclude sensitive information that would otherwise be captured and included in the call recording.

The Pause/Mute feature is enabled by default when automatic call recording is enabled on the account. (For Premium and Ultimate customers only.)

Text Messaging

The Messages screen lists all of your messages in one place so you can prioritize the ones you want to open first. You can see your voicemail, fax, and text messages on this screen. Your messages are automatically synced from your online account and mobile app, so this message list is always current.

By default, you're shown all messages, but you can click on any tab at the top of the screen to narrow your view to only one type of message. The red numbers next to the tabs tell you how many new messages you have.

View Your Messages

At the top of the screen, click ✉. The Messages screen opens. All of your messages are listed on the screen.

Voicemail Preview

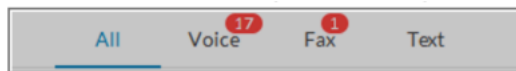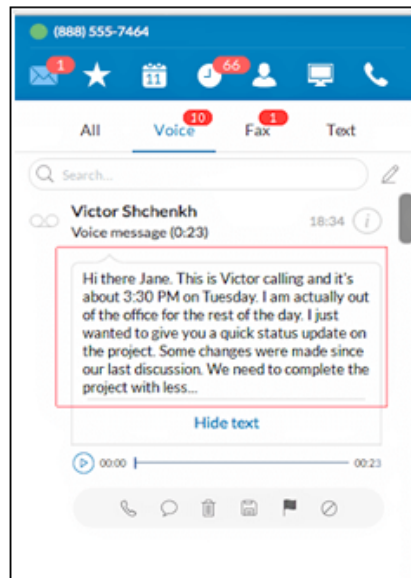Enterprise customers can also enable Voicemail Preview from the Messages & Notifications settings. When enabled, your voicemail messages will be converted to text and displayed as shown at left.

Voicemail Preview is limited to the first 60 seconds of the message; short messages of 5–6 seconds will not be converted. Accuracy is not 100% and is influenced by the speaker's accent and connection factors.

Voicemail Preview will continue until turned off.

Listen to a Voicemail Message

Voicemail messages are shown with this icon: 〇〇 . Click the message you want to hear. Then click ▶ on the audio bar to start the message. When you've finished listening to the message, you can

Tap	To do this
📞	Call the person back.
💬	Send the person a text message.
🗑	Delete the fax; it is permanently removed from your account.
💾	Save files from the cloud.
🚩	Flag the message so you'll know you've heard it. Click it again to mark it as unheard.
🚫	Block this number from your account so you no longer receive calls from that number.
ⓘ	Add this person to your Contacts list, and other options.

Read a Text Message

Text messages are shown with this icon: 💬 . The entire message is shown on the screen so you can read it immediately. Click the message to respond with a text of your own. The screen switches and now you can see the entire recent conversation thread. Type your message and click Send. This is a shortcut to the texting screen.

Group text messages are shown with this icon: 💬 .
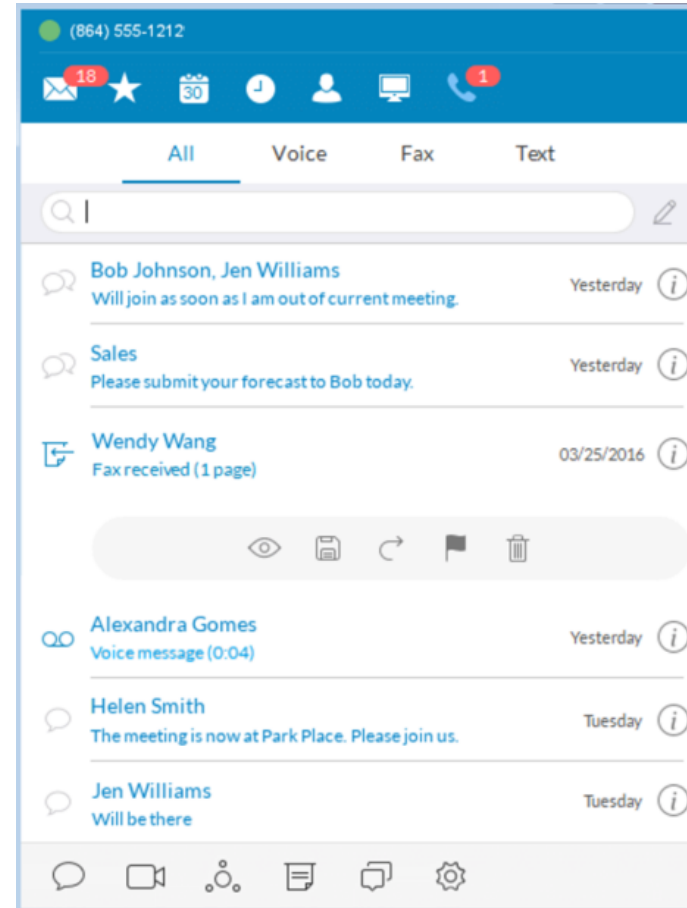
Send or Receive a Text Message

AT&T Office@Hand lets you send a text message to anyone you want, even if the person isn't in your company network, so you can communicate easily with clients, friends, and family. You can send a text to one person at a time, multiple people listed together, or an existing group (of people) already set up in your Contacts list. When you're texting multiple people or a group from your company directory, you can see the entire conversation thread from everyone participating in the thread. To send or receive a text message:

1. At the bottom left of the screen, click 🗨. The **New Message** screen opens.

2. In the **To** field, either click ⊕ to search for contacts, or type the phone numbers you want.
3. Select Caller ID.
4. In the **Type a message** field, type what you want to say to the person.
5. Click **Send**. Your message is sent.
   • Keep the screen open and you'll see any responding text messages. You can send another text and keep the conversation going for as long as you want.
   • If you miss a responding text, the **Message** screen will keep count of unread texts and save them there so you can read them at your convenience.
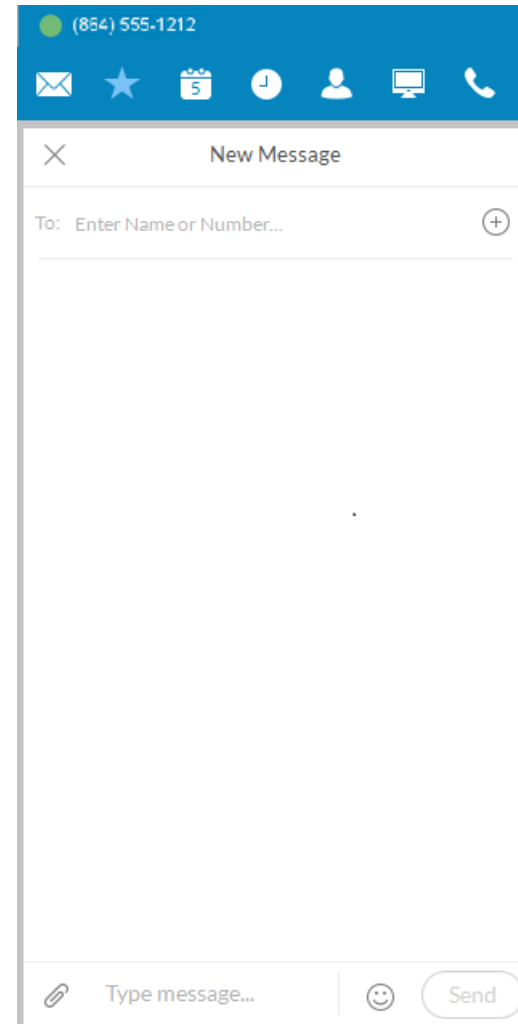
Hold an Audio Conference Call

You can hold an audio conference call at any time directly from AT&T Office@Hand. Conference calls can be held immediately, with no need to schedule one ahead of time. Every AT&T Office@Hand user is assigned a unique conference line so you can have a conference call whenever you need one without worrying about network congestion.

Conference calls are a great way to get multiple people on the same call so you can discuss a topic. This is an audio-only connection. If you want to have a video meeting, use AT&T Office@Hand Online Meetings instead.

Your Host Access number is the phone number you dial to start the conference call. The Participant Access number is the phone number your guests will dial to join your conference call.

The host of a multi-way conference call can disconnect any party in the call.

To Hold an Audio Conference Call

1. At the bottom of the screen, click ⚬₈₀ . The **Conferencing** screen opens, listing your Host Access and Participant Access numbers.
2. If you have international participants, turn on **Include additional dial-in numbers**. This option lets you include local numbers in other countries so your participants won't be charged international fees. Once you turn on this option, you can select the countries you would like to include in the invitation.
3. Decide if you want to invite people by text message or by email. Then click either **Invite with Text** or **Invite with Email**. An or text email form appears.
4. In the **To** field, find the contacts you want, or type their phone numbers. Notice that an invitation message, complete with dial-in numbers, is automatically created for you. You can tack on a personal message if you like.
5. Click **Send**, and your invitations are sent to your participants.
6. Now, click **Join as Host** to start the conference call. The Active Call screen opens so you can manage your conference call as needed. The **Mute**, **Record**, and **Add+** (persons) options are especially useful during a call.
7. When you're finished with your conference call, click **End Call** to stop the conference call for everyone and hang up.

Launch an Online Meeting

You can hold an online video meeting at any time using AT&T Office@Hand Online Meetings and start it directly from AT&T Office@Hand. Online Meetings can be held immediately, with no need to schedule one ahead of time, unless you want to. Every AT&T Office@Hand user is assigned a unique AT&T Office@Hand Online Meetings ID and password, so you can hold as many online meetings as you want.

Online meetings are a great way to reach multiple remote people to discuss a topic as if you're all in the same room. You have access to video views from web cameras so you can see people face-to-face, and screen shares, so you can easily share presentations or other documents on your computer with everyone in the online meeting.

To join or schedule AT&T Office@Hand Online Meetings:

1. Sign in.
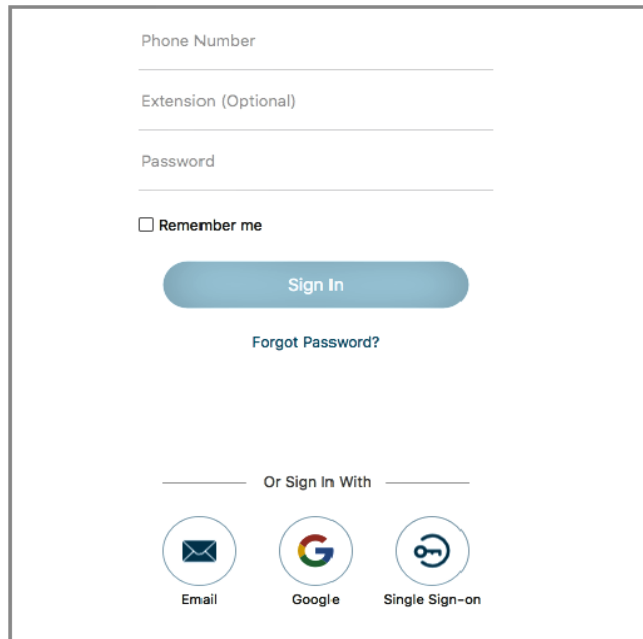2. At the bottom of the screen, click 🎥 . AT&T Office@Hand Meetings opens in a separate window on your computer.
3. Click Join a Meeting if you have been invited to a meeting, or click Sign In if you want to set up an online meeting.
4. On the Sign In screen, select your country and enter your credentials.
5. Click Schedule Meeting if you want to set up an online meeting.
6. Or click Join a meeting if you're connecting to a meeting set up by someone else.

For more information on how to use all the AT&T Office@Hand Meetings features to make your online meeting more productive, see the *AT&T Office@Hand Meetings User Guide*.
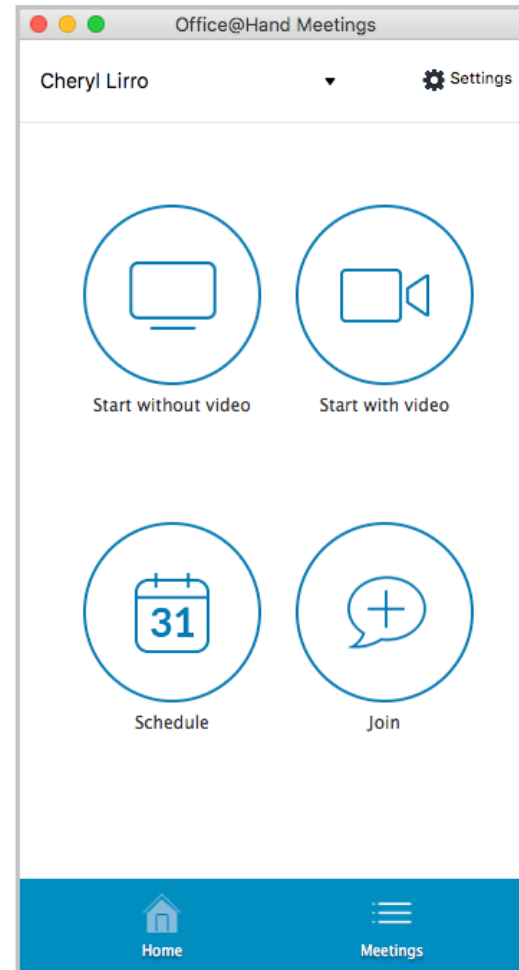
Send or Receive a Fax

You can send and receive online faxes directly in AT&T Office@Hand so you'll never have to walk to your separate fax machine again. Your phone number is also your fax number, so you only have to remember one number. You can fax to one or more people at the same time.

Send a Fax

1. At the bottom of the screen, click 🔄 . The **Send Fax** screen opens.

2. In the To field, either click ⊕ to search all the contacts you want to fax, or type all the fax numbers.

3. Decide if you want to include a cover page. The default is Blank. Click the blue caret ❯ next to Blank to see your cover page options.

4. Or click the blue plus icon ⊕ to see instructions on how to create your own custom cover page and add it to the list.

5. Click ✓ at the top right of the screen to save your selection.

6. Back on the **Send Fax** screen, in the **Note** field, add a comment or message, if you want.

7. Attach any files you want to send. Click 📎 to browse and upload your attachment.
   - Or drag-n-drop files from your desktop onto the dotted field (up to 20 MB).

   - You can also click 🖨 to scan and attach a document from the scanner you have selected in **Settings > Messaging,** so long as the scanner is installed, powered on, and connected to your computer.

8. Click **Send now** to send your fax now, or click **Send later** and set the date and time when the fax will be sent.
   - You might need to scroll down to see the **Send now** and **Send later** buttons.
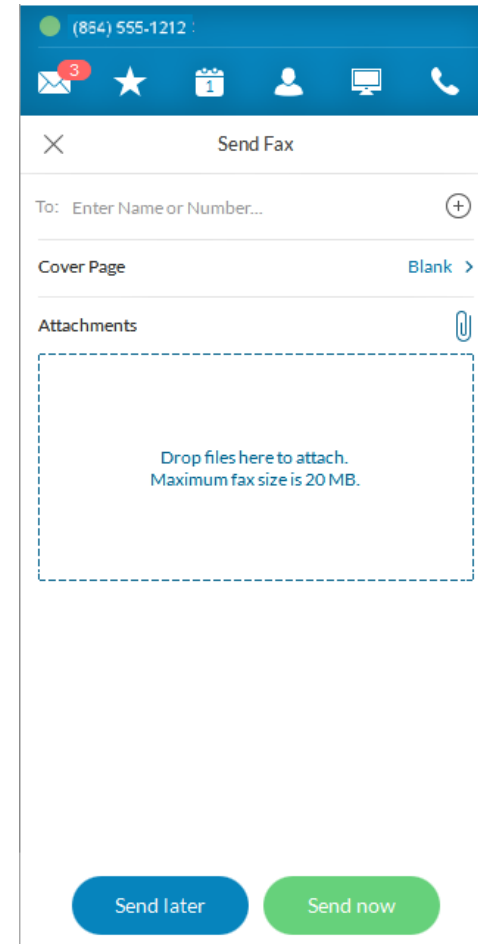
Set Caller ID for Faxes

Set the Caller ID for faxes by using these steps:

1. Click the **Settings** icon ⚙.
2. Click **Outgoing**.
3. In Fax **Direct number,** enter the phone number.

View a Fax

Fax messages are shown with this icon: 📤. Click the fax you want to see.

Then click 👁 to open the fax. The fax opens in a separate window on your computer.

When you've finished reading to the fax, you can:

Tap	To do this
👁	View faxes and print locally by converting to PDF first.
💬	Send the person a text message.
🗑	Delete the fax; it is permanently removed from your account.
🚩	Flag the fax so you'll know you've read it. Click it again to mark it as unread.
ⓘ	More information.
↪	Forward fax.
💾	Download fax PDF to save locally.
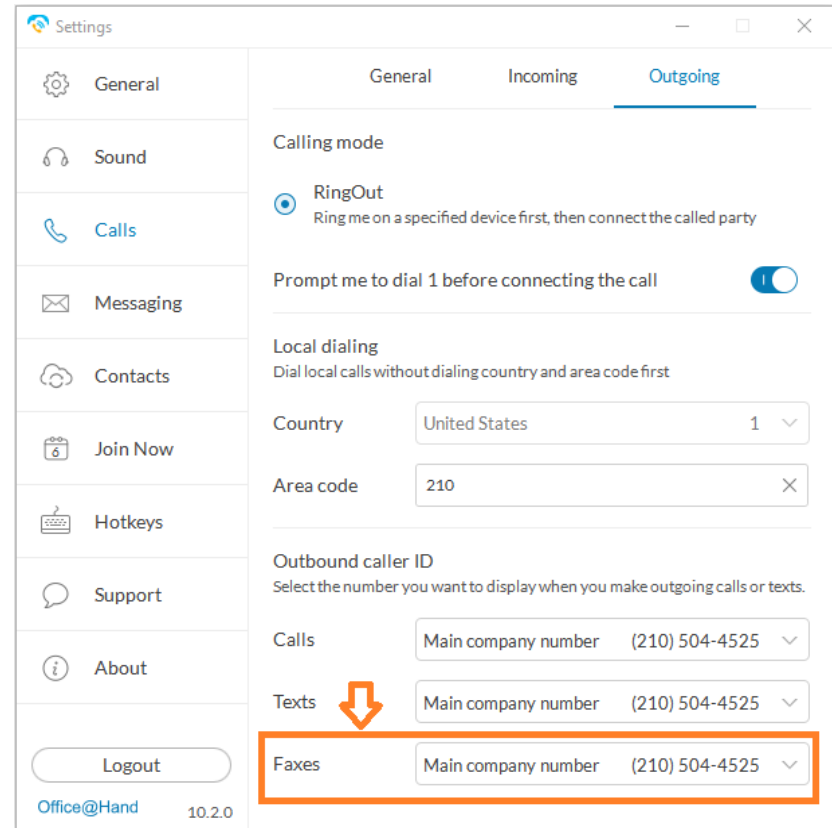
Customize Phone Number on Fax Cover Page

You can change the default company main number on your fax cover page to your own direct voice callback number. This feature lets the person who received the fax avoid dialing the main number and navigating menus, which could mis-route the call. *See examples on the next two pages.*

Customize Phone Number on Fax Cover Page – Step 1: Change

Fax Settings

Cover Page Info

This information will be printed on your fax cover page

Company

test

Country

Canada

Street Address

1400 Fashion Island Blvd

Additional address (Optional) ⓘ

e.g. Suite 500 or Building A, Floor 3

City

San Mateo

State/Province

Alberta

Postal Code

94066

Phone Number ⓘ

(844) 211-1348 - Main Number

Cover Page

Contempo

Select

Fax Number

(860) 564-0328 - Additional Number

Edit

Select Number ✕

Select a phone number you want to display as the Phone Number on your Cover Page.

| Type | ⌄ |

Select	Number ⌃	Type
◯	None	Others
◯	(860) 564-0336	Additional Number
◯	(860) 564-0332	Additional Number
◯	(860) 564-0328	Additional Number
◯	(844) 211-1348	Main Number

Total: 5

Show: 25 ⌄ ‹ 1 ›   Cancel   **Done**

Customize Phone Number on Fax Cover Page – Step 2: Confirm Change

⌃ **Fax Settings**

Cover Page Info

This information will be printed on your fax cover page

Company

test

Country

Canada

Street Address

1400 Fashion Island Blvd

Additional address (Optional) ⓘ

e.g. Suite 500 or Building A, Floor 3

City

San Mateo

State/Province

Alberta

Postal Code

94066

Phone Number ⓘ

(860) 564-0336 - Additional Number

Edit

Cover Page

Contempo

Select

Fax Number

(860) 564-0328 - Additional Number

Edit

FAX

Date:	04/24/2019
Pages including cover sheet:	1

To:	
Phone	
Fax Phone	(860) 564-0328

From:	First User
	test
	1400 Fashion Island Blvd
	San Mateo
	AB 94066
Phone	18605640336
Fax Phone	18605640328

View Your Call Activity Records

You can easily review your call activity directly from AT&T Office@Hand. All call transactions (outgoing and incoming/missed) calls to your phone number are listed so you can check them when you want.

To view your call activity records:
- At the top of the screen, click 🕐 . The call log screen opens, showing all of your incoming and outgoing calls.
- Here's how you can read the log:

  📞✗ Means a missed call

  📞→ Means an outgoing call you made
- Click any individual record to delete.

Did you know?

- Double-click on any call listed in the log to call the person again. Or click ⓘ to see more options, such as adding the person to your Contacts list.
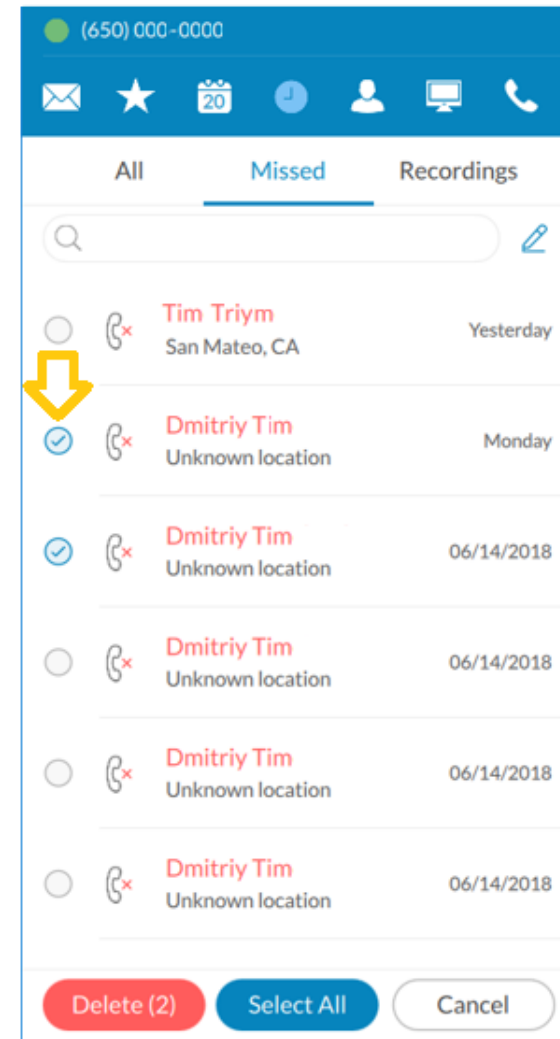
Personalize AT&T Office@Hand

AT&T Office@Hand is ready to use as soon as you install it on your computer and log in. But it's nice to personalize the app.
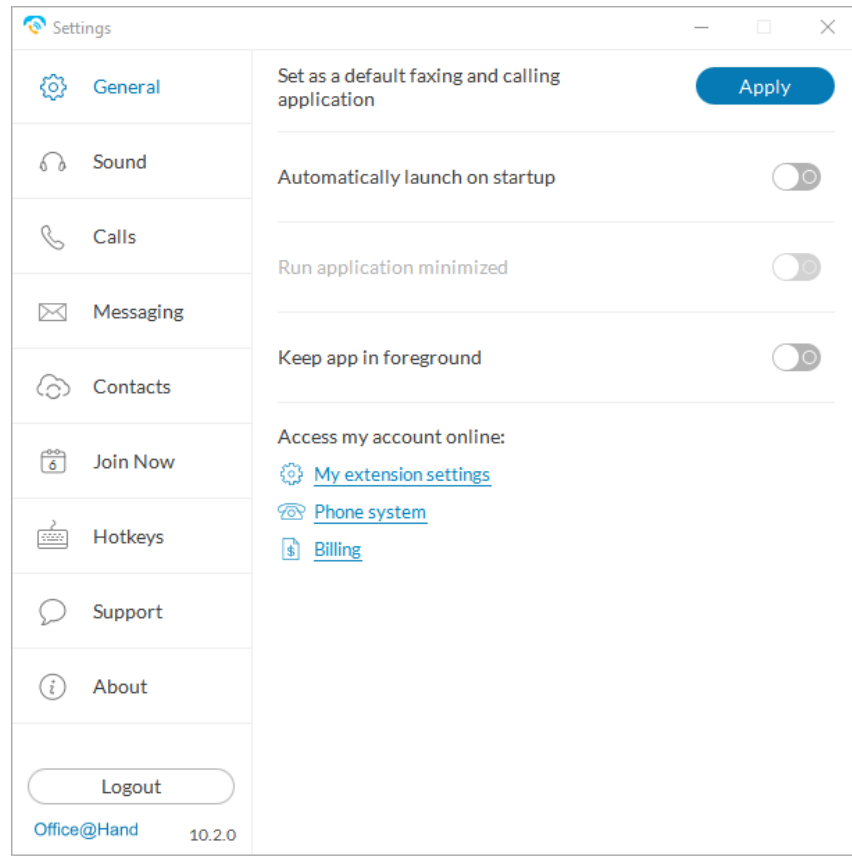
Settings screens are from the Windows app; Mac screens are similar.

Note: The Desktop app follows the user's device language when available.

Users can set their language of choice in the Language dropdown menu on the **Settings > General** page.

Here's how you can personalize AT&T Office@Hand.

1. At the bottom of most app screens, click ⚙ .
   The **Settings** screen opens in a separate window.
2. In the left menu, select your preference for any of the following:

Click	To do this
General	**Set as a default** faxing and calling application. Clicking the Apply button changes the status to "Currently set as default faxing and calling application.." Return to previous setting by:..
	Automatically launch this application on startup: ON or OFF.
	Run application minimized: ON or OFF.
	Keep application in foreground: ON or OFF. Set this switch to ON to keep the application running on top of all other applications.
	AT&T Office@Hand product alerts: Informs customers of new features and service offerings.
	Access my account online: Clicking My Extension Settings opens your AT&T Office@Hand application where you may review or change your settings. Clicking Phone System opens your AT&T Office@Hand application where you may review or change phone settings. Clicking Billing opens your AT&T Office@Hand application where you may review your service plan and international call settings. Note: Phone System and Billing are accessible only to Administrators.

Forwarding Numbers

You can manage the forwarding of numbers in the application. Users can add, edit, and delete numbers by using these steps:

1. Navigate to the **Settings** > **General** window.
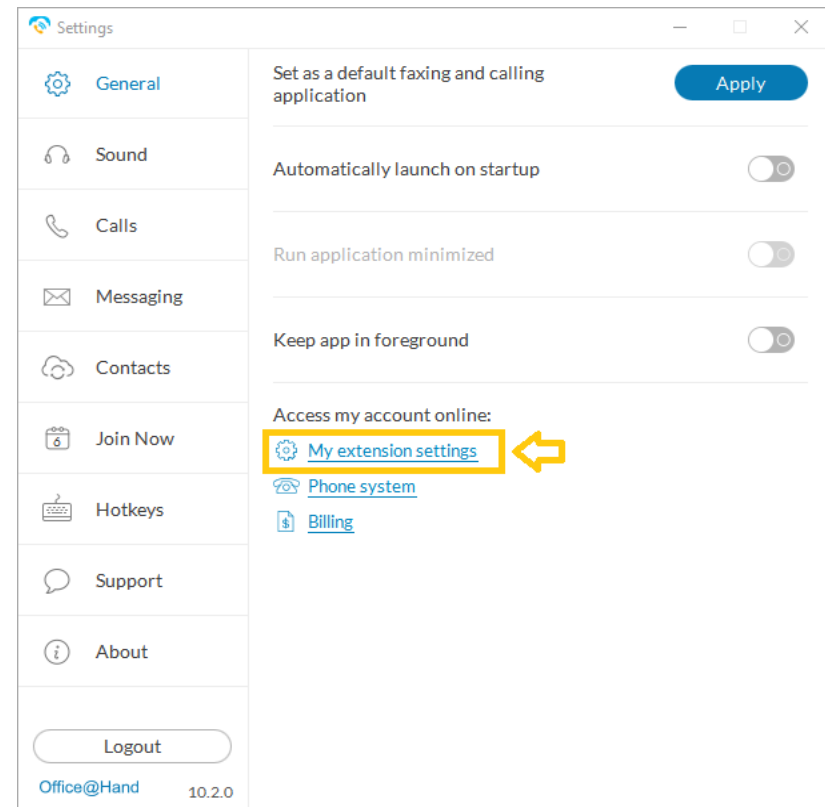2. Click **My extension settings**.

   Your My Extension window opens.
3. Select the **Settings** menu.
4. Click **Call Handling & Forwarding**.

This is helpful to those using the Call Forward or Call Flip features.

Sound Menu

Use the **Sound** menu to manage your Microphone, Speaker, and Ringer style and volume. If installed, the Plantronics Headset can be switched **ON** or **OFF** from the Sound menu.
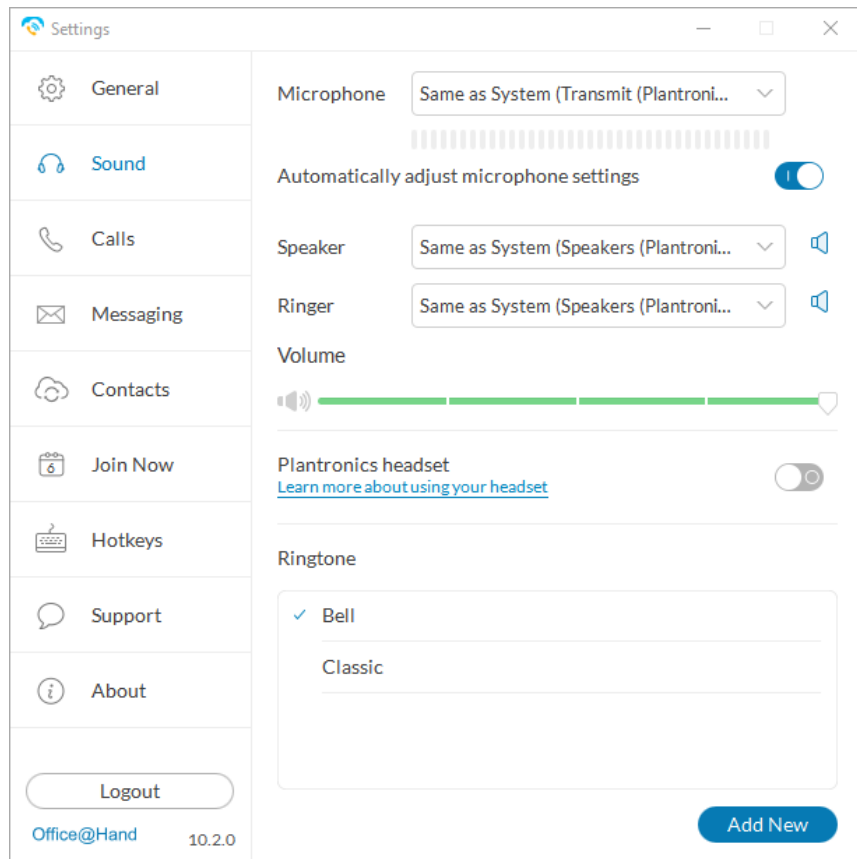
Click	To do this
Sound	**Microphone** Use the Sound menu to manage your microphone type and level.
	Automatically adjust microphone settings. Switch this OFF to manually adjust your microphone.
	Speaker Use the drop-down to select Speakers/Headphones. If the Plantronics Headset is installed in your system, you can select it here.
	Ringer Users who prefer the desktop application not to ring during an incoming call can turn off the ringer. This can be configured on the AT&T Office@Hand Phone App at **Settings > Audio > Ringer**.
	Volume Set your speaker or handset volume with the slide bar.
	Plantronics Headset Switch the Plantronics Headset ON or OFF from the Sound menu. (Headset must be installed.)
	Ringtone Choose a ringtone you prefer. Click to hear the sound or click **Add New** to upload a custom ringtone.

Calls Menu - Incoming

The Calls menu allows quick access to many Desktop settings.
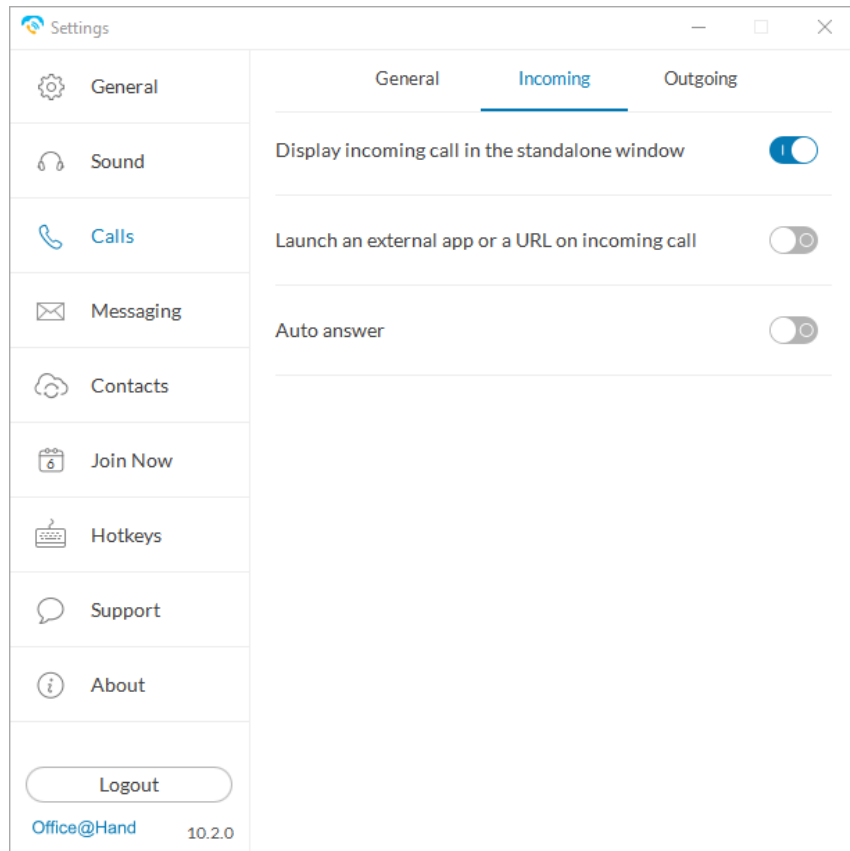
Click	To do this
Calls Menu Incoming	**Display incoming call in the standalone window.**
	Launch an external application or URL on incoming call.
	Auto answer Switch ON to select the number of seconds to wait before an incoming call forwards to voicemail or another extension. This can range from 5 to 30 seconds.

Mac users can choose to automatically pause iTunes when a call comes in.

Calls Menu - Outgoing

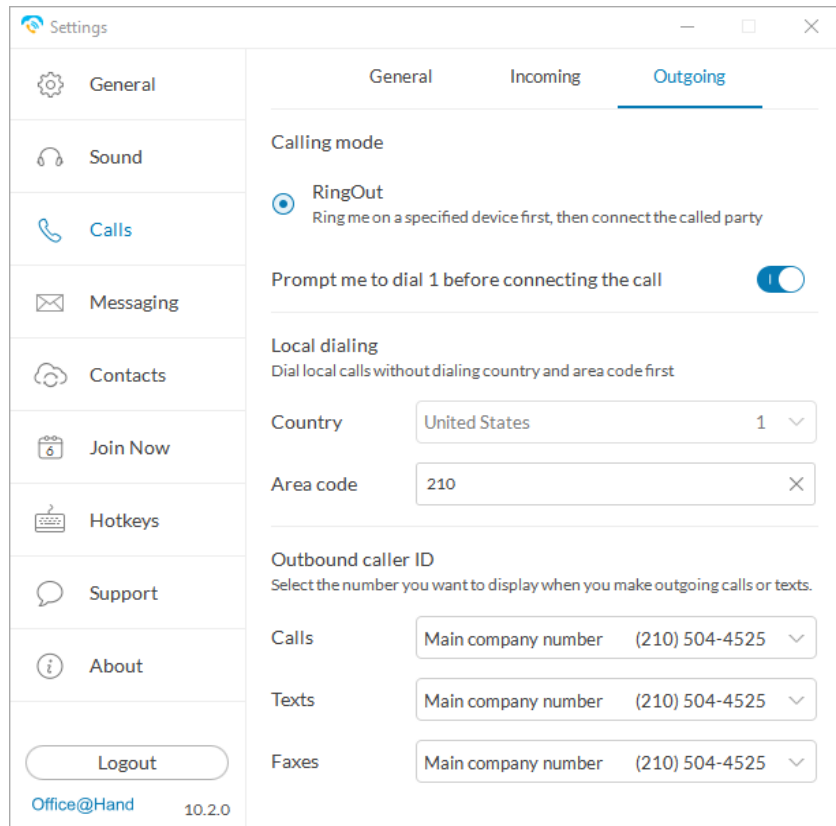The Calls menu allows quick access to many Desktop settings.

Click	To do this
Calls Menu-Outgoing	**Calling mode /Direct Dial** Direct Dial is visible only when a digital line is assigned to the computer where the desktop app is installed.
	Calling mode /RingOut **Ring me** on a specific device first, then connect the call. **Prompt me to dial 1 before connecting the call.** Switch OFF for the call come directly to your extension without delay.
	Local Dialing Dial local calls without dialing the country and area code first. Select your **Country** and enter the **Area code** from the given menus.
	Outbound caller ID Select the number you want to display when you make outgoing calls or texts.
	Calls From the drop-down menu, select a number from which your calls will originate. All numbers on the Service Web are available.
	Texts From the drop-down menu, select a number from which your texts will originate.
	Faxes From the drop-down menu, select a number from which your faxes will originate.

Messaging Menu

Use the Messaging menu to manage incoming calls to the Desktop.
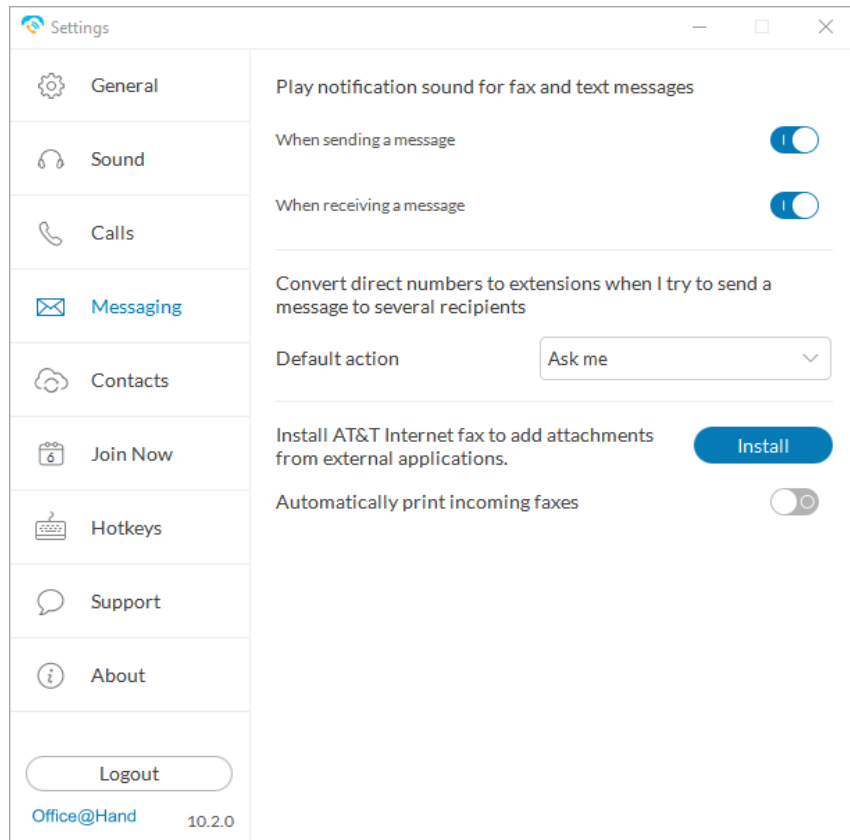
Click	To do this
Messaging	**Play notification sound for fax and text messages** • When sending a message • When receiving a message
	Convert direct numbers to extensions when I try to send a message to several recipients Extensions are sometimes easier to recognize between colleagues. Decide when you'd like to do a conversion like this. Default action: **Ask me**; or **Do not convert**; or **Convert**.
	Install AT&T Office@Hand Internet fax to add attachments from external applications Installs AT&T Office@Hand Internet fax driver to a printer. When you send a document to this printer, it is added to the fax as an attachment.
	When **Automatically print incoming faxes** is ON. a list of printers will appear for selection (Windows only). The default setting is OFF.

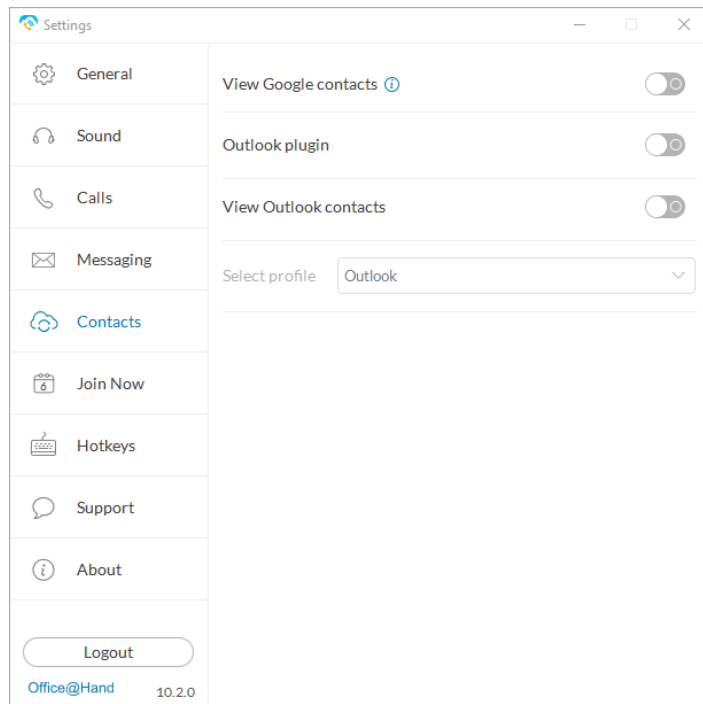## Contacts Menu - Integrate with Microsoft Outlook

AT&T Office@Hand seamlessly integrates with Microsoft Outlook so you can conveniently call, fax, or text all of your contacts while you're in Outlook. *Available for Microsoft Windows users only*.

To set up your Outlook* account to work with AT&T Office@Hand for Desktops,

1. At the bottom of the app screen, click the Settings icon. The Settings screen opens in a different window.
2. Activate the button, **View Outlook contacts**.
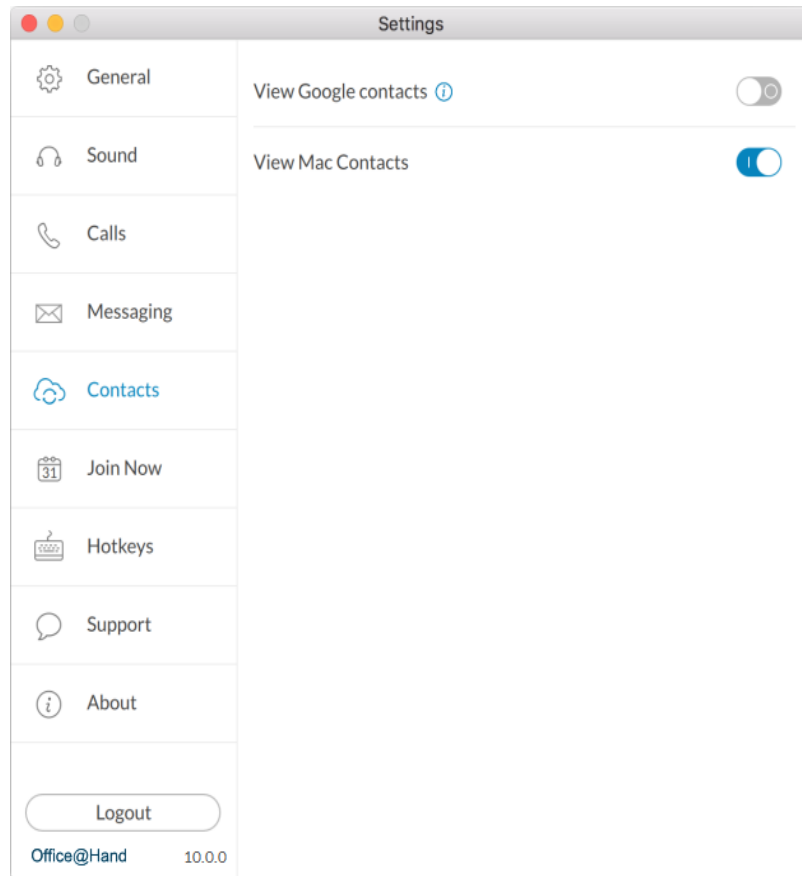3. From Select Profile, click **Outlook**.

* Microsoft Outlook 2010 or higher is required.

Click	To do this
Contacts	**View Google contacts** Enable to view Google contacts.
	Outlook plugIn Enable to download Outlook plugin.
	View Outlook contacts Enable to select from Outlook folders.
	Select profile Select from available profiles.

Contacts Menu - Integrate with Mac Address Book

AT&T Office@Hand seamlessly integrates with Mac Address Book so you can conveniently call, fax, or text all of your contacts while you're in your Mac Address Book. *Available for Mac users only.*
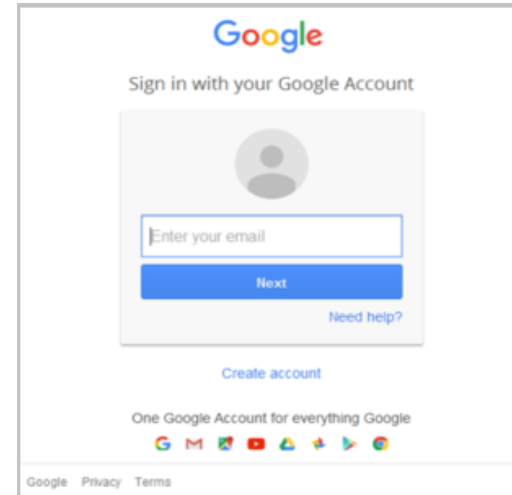
Click	To do this
Contacts	**View Google Contacts** **Enable to view Google contacts**
	Outlook plugin Enable to download Outlook plugin.
	View Outlook contacts **Enable to select from Outlook folders.**
	Select profile Select from available profiles.

Join Now

Join Now integrates with Google, Outlook (Win), and iCal (Mac) calendars, so you can identify and join meetings and conferences, and make calls from calendar events.
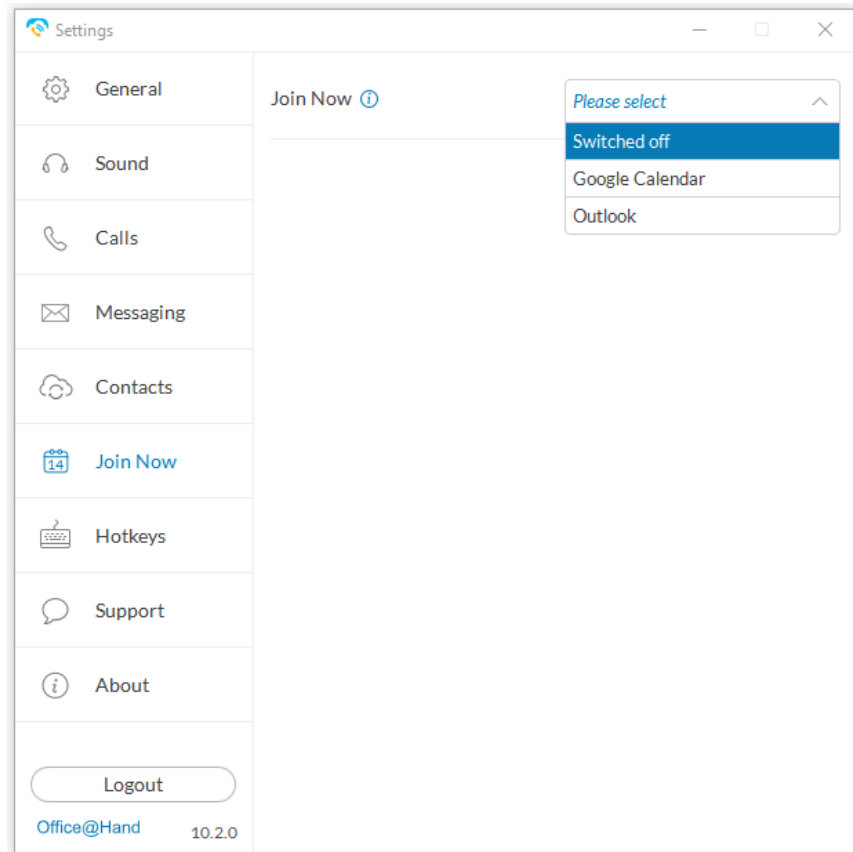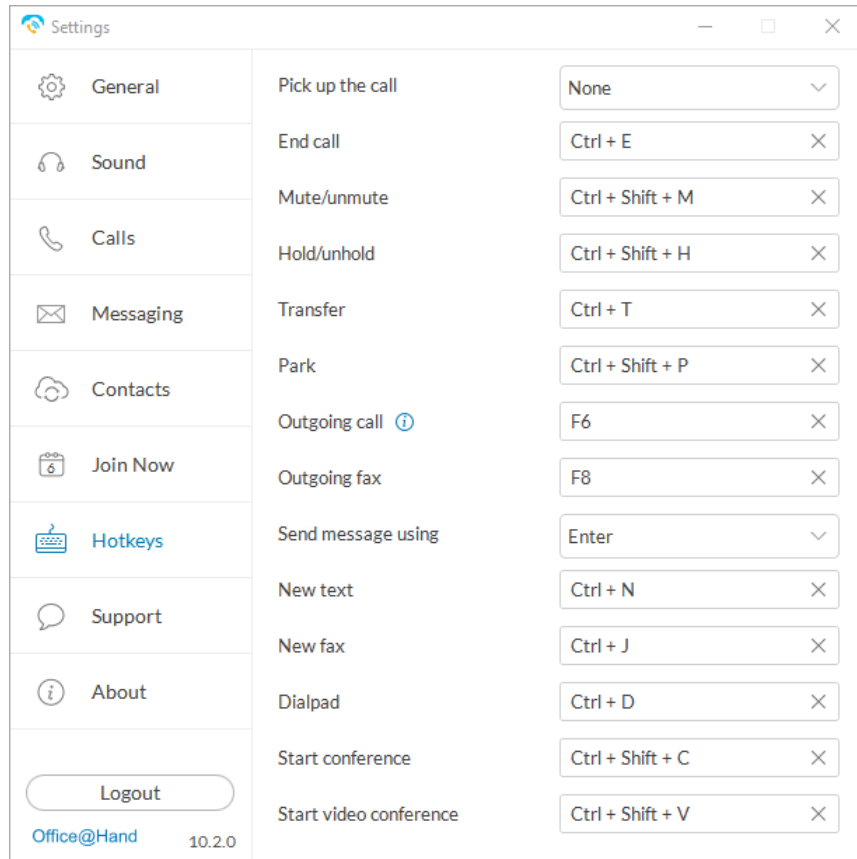
Click	To do this
Join Now	Identify meetings and conferences, and make calls from calendar events. • Switch the **Join Now** feature On or Off. • Connect to Google Calendar or Outlook. • Configure calendar source and notifications.

Hotkeys for Microsoft Windows

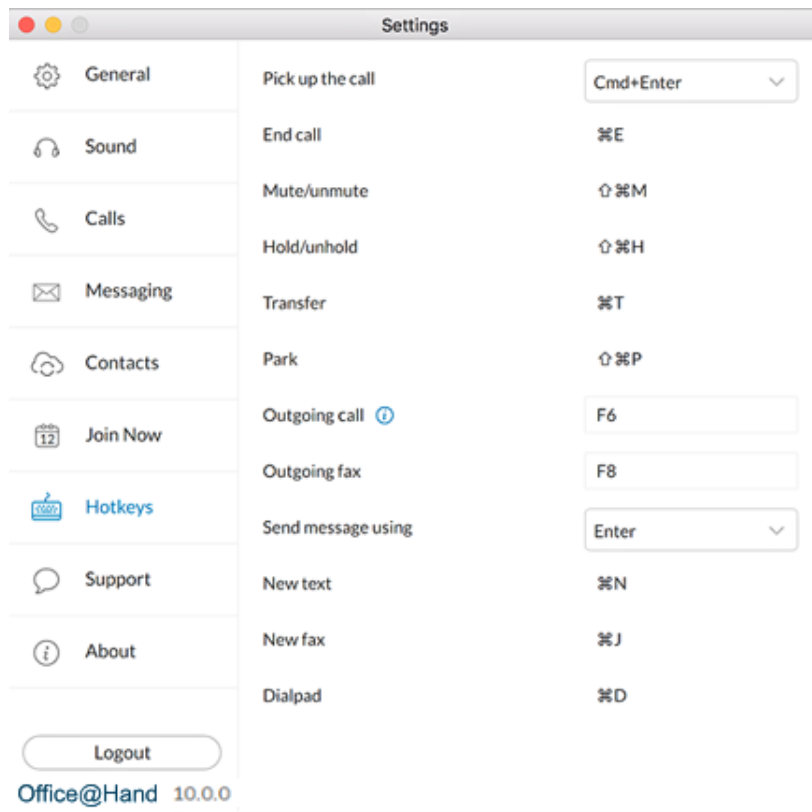These hotkeys are available for Microsoft Windows users.

Click	To do this	
Hotkeys for Windows	**Hotkeys*** • Mute/unmute • Hold/unhold • End call • Pick up the call • Sending new text • Sending new fax	Shift + Ctrl +M Shift + Ctrl + H Ctrl + E None; Ctrl + Enter; Enter Ctrl + N Ctrl + J
	Advanced Hotkeys* • Outgoing call • Outgoing fax • Send text message using Enter • Park • Transfer • Dialpad	F6 F8 Ctrl + Enter Shift + Ctrl +P Ctrl +T Ctrl +D
	Access my account online • Extension settings • Phone system • Billing (requires login to your online account)	

*Hotkeys on your AT&T Office@Hand Desktop app are always available even if the app is minimized, as long it is running. This allows you to perform specific actions with just a touch of a key on your Windows PC. You can set hotkeys to pick up a call or to send a text message.

Hotkeys for Mac

These Hotkeys are available for Mac users.

Click	To do this
Hotkeys for Mac	**Hotkeys*** • Pick up the call None; Cmd + Enter; Enter • End call Cmd + E • Mute/unmute Shift + Cmd + M • Hold/unhold Shift + Cmd + H • Transfer Cmd +T • Park Shift + Cmd + P **Advanced Hotkeys*** • Outgoing call F6 • Outgoing fax F8 • Send message using Enter; Cmd + Enter • New text message Cmd+ N • New fax Cmd +J • Dialpad Ctrl +D Access my account online • Extension settings • Phone system • Billing (requires login to your online account)

Technical Support

For issues or questions about AT&T Office@Hand for Windows or other AT&T Office@Hand products, visit the Customer Care Center for FAQs, knowledge articles, Community, Guides or to open a case.

Click	To do this
Technical Support	**Application logs** This switch controls the local logs collection in the application data folder. Logs are only sent out if you have sent feedback submissions by using Settings.
	Send crash reports automatically Automatic crash report data collection control. If turned on, application crash information is sent to AT&T Office@Hand to be examined.
	Purge Data Erases the application settings and user data and navigates user to the login screen.
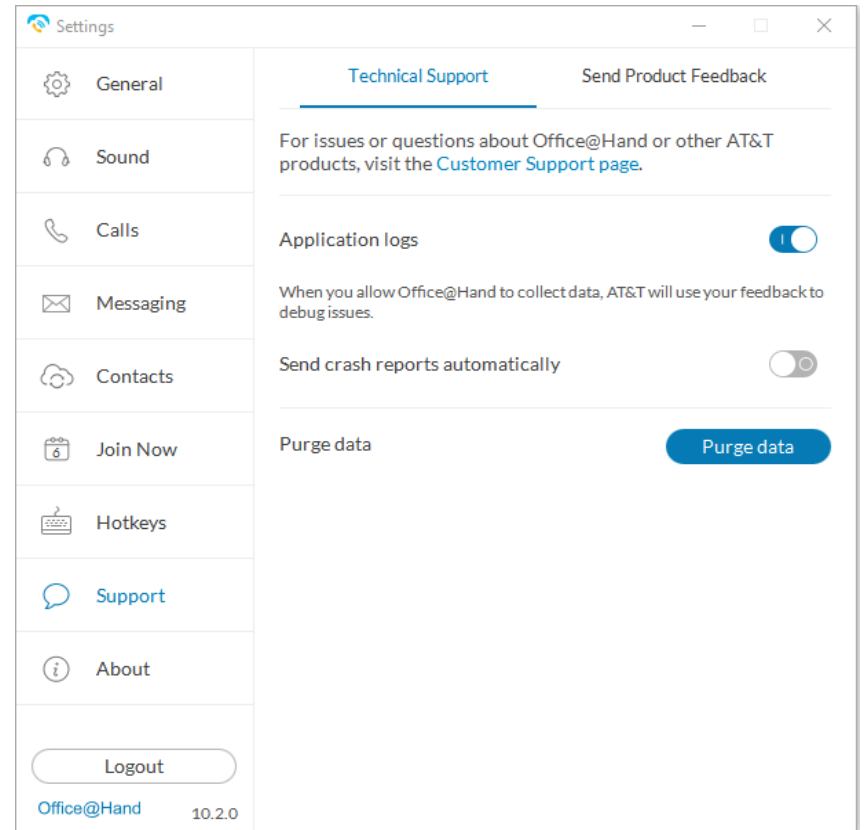
About

AT&T Office@Hand for Windows is a complete communications hub on your computer desktop that lets you talk, text, fax, and conference from one friendly app.

The message below your **About** screen appears when you click **Check for Updates** if your installed version of Office@Hand is up-to-date.

| Click	To do this
About	**About AT&T Office@Hand Phone** AT&T Office@Hand Phone is a complete communications hub that lets you talk, text, fax and conference from one convenient app on your computer desktop.
	Take a tour Learn about the latest features in the easy-to-use, friendly desktop application.
	Check for Updates The current version of the AT&T Office@Hand Phone app installed on your computer system is shown here. • Click **Check for Updates** to determine if you have the latest version installed. • Use this button to download updates to your desktop application.
	Release Notes Lists the new features in this release.
	Logout Logout from software.

Head Up Display

Head Up Display (HUD) is a call management feature that allows you to monitor and interact with up to 100 user extensions that you can add to a HUD list, which is displayed alphabetically.

With HUD you can view the presence status of each extension on the list in real time. You can also transfer active calls to any extension in your system, and add users to active calls. If you have permission, you can pick up incoming calls on behalf of other extensions.

Enable HUD

1. Click the HUD icon ▣ at the top of most app pages.
2. **Welcome to the HUD** will appear if you have not set up your Presence appearance in your online account; otherwise your HUD list will sync automatically to the extensions in your Presence appearance.
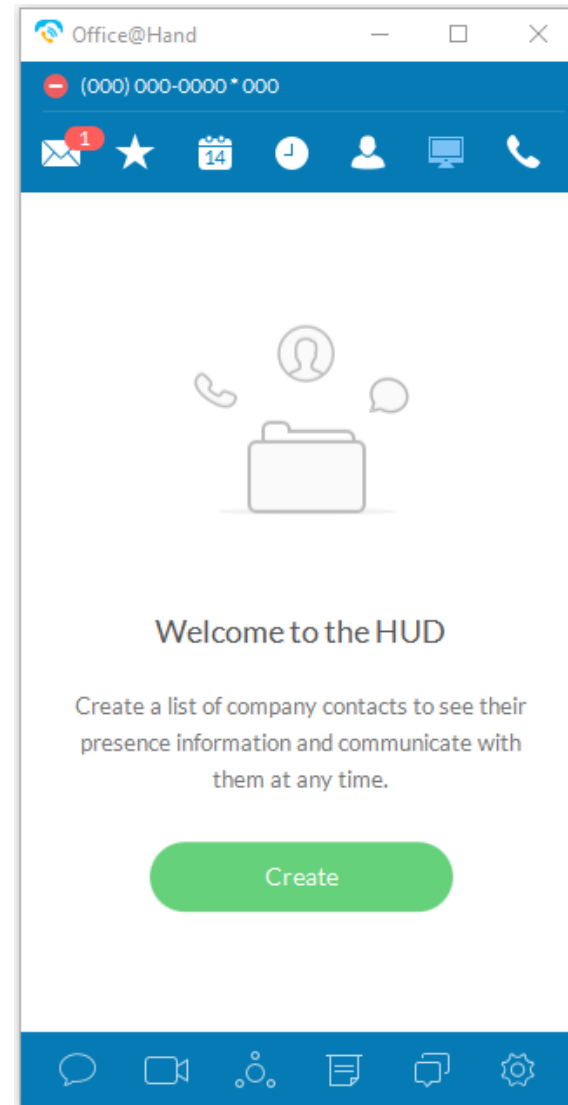
Add Extensions to the HUD

To add extensions to the HUD, follow these steps:

1. Click the green Create button (previous page). The Select a Contact screen opens.
2. On the Select a Contact screen, place a check mark next to users you want to add to your HUD list, and click Add.
3. Click Save. You may see the warning message below. The warning alerts you that you will also change the settings in your online account for Presence appearance if you continue.
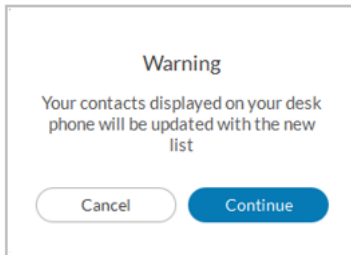
4. If you click Continue, your HUD list will appear as shown on the screen at right.
5. Click Save. Your new HUD list will appear as shown at left on the next page.

Note: If the Presence Appearance is defined in the user's Office account, the HUD list will be set up automatically and synchronized to the user's Contacts list (User > Phones & Numbers > Presence > Appearance).
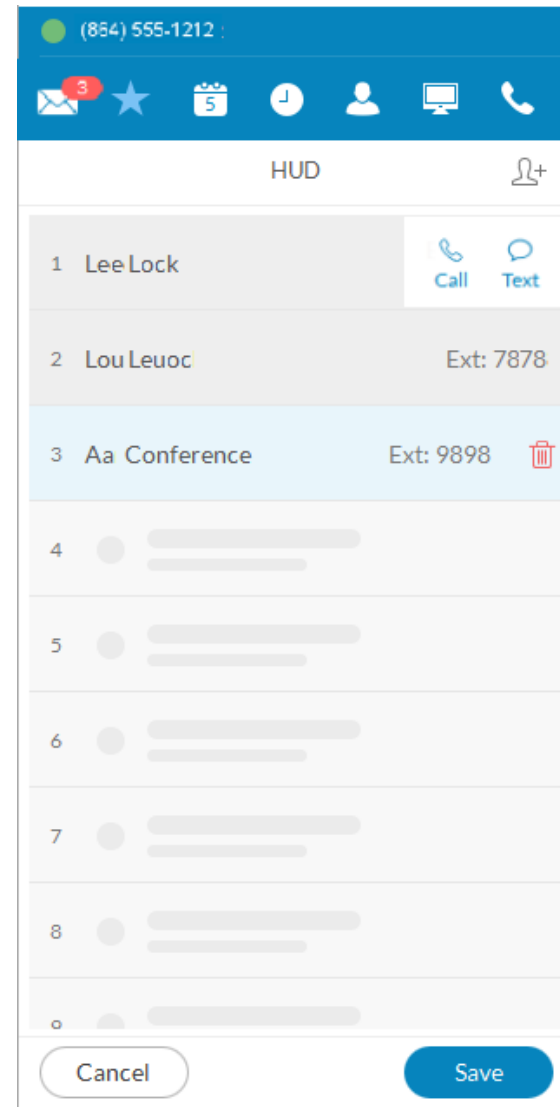
Click the Edit icon ✎ ; then the Add icon 👤+ on the HUD list to add more contacts.
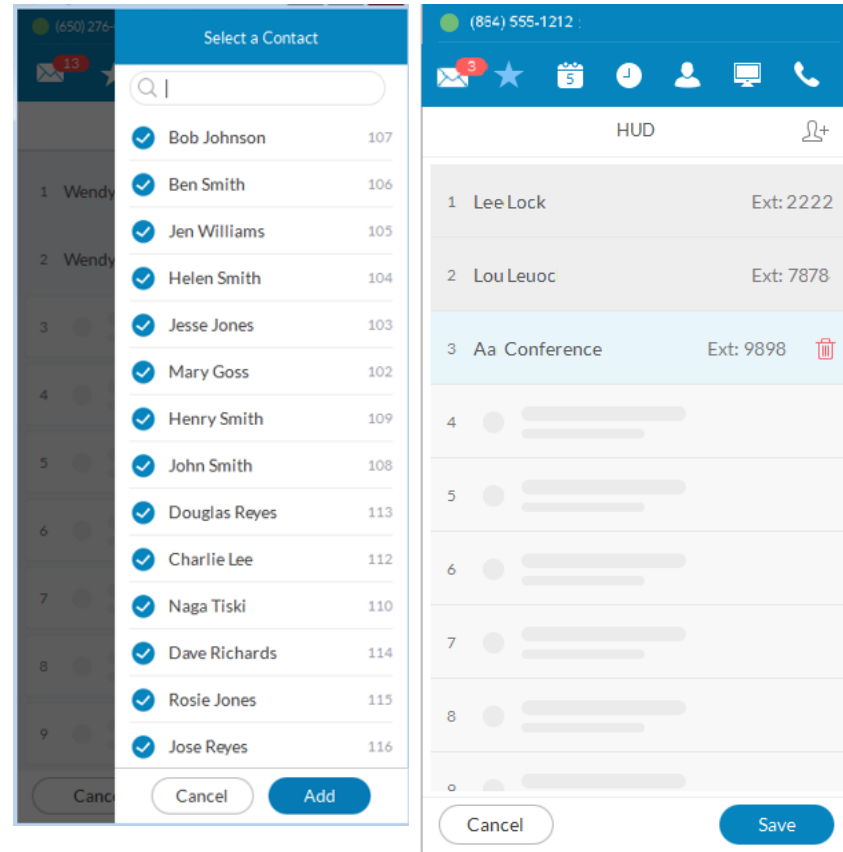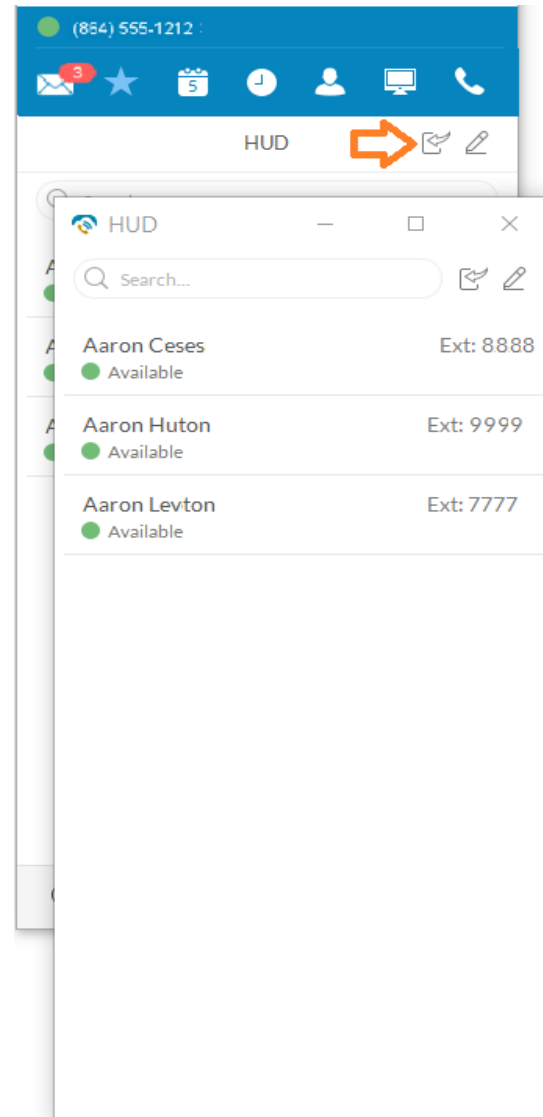
Manage Calls with HUD

There are many ways you can manage calls with HUD:

1. On the new HUD list, mouse over a name to place a call or send a text message to the extension. Example: Ben Smith, Ext: 106.

2. Click the **Undock** icon to see the complete HUD list in a separate screen for easy call handling. The HUD list can contain up to 100 extensions.

3. During an active call, mouse over the extension (Ben Smith, Ext: 106) to see additional options you can perform with HUD. These are Call, Text, Transfer, and Conference.

HUD options

4. You can transfer ↗ your active call to another extension by Warm Transfer, Blind Transfer, or To Voicemail.

5. With HUD you can also instantly add ⫨ (conference in) users to your active calls; for example, adding Mary Goss to your current call with Ben Smith.
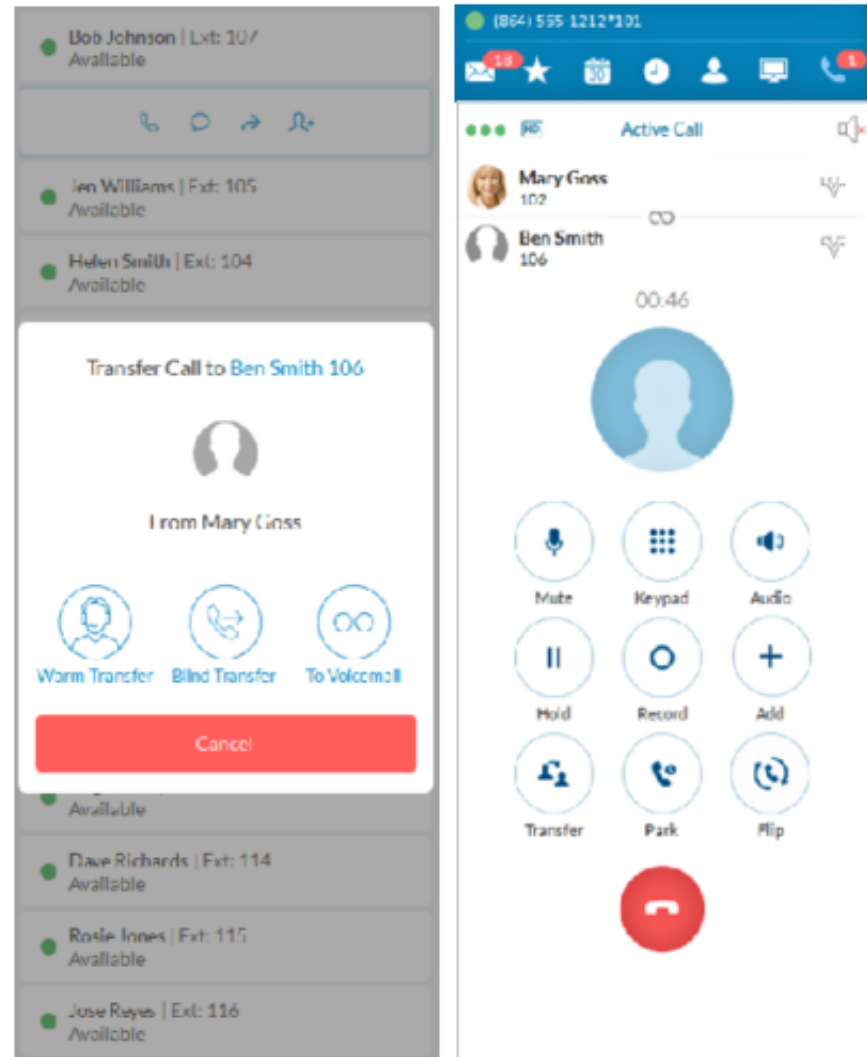
6. To pick up an incoming call to an extension you have permission to monitor (example Ben Smith, Ext: 106), mouse over the extension to reveal the Pickup option. Click the **Pickup** icon 📞 to handle the call.

7. On the pop-up that follows, the person monitoring an extension can **Forward** the call; **Reply** to the call with text; **Ignore** the call; or **Pickup** the call and answer it on behalf of the extension owner.

Ignoring the call will cause it to be handled by the call forwarding rules set up by the extension owner, such as going to voicemail, being forwarded to another phone, or forwarded to a colleague.
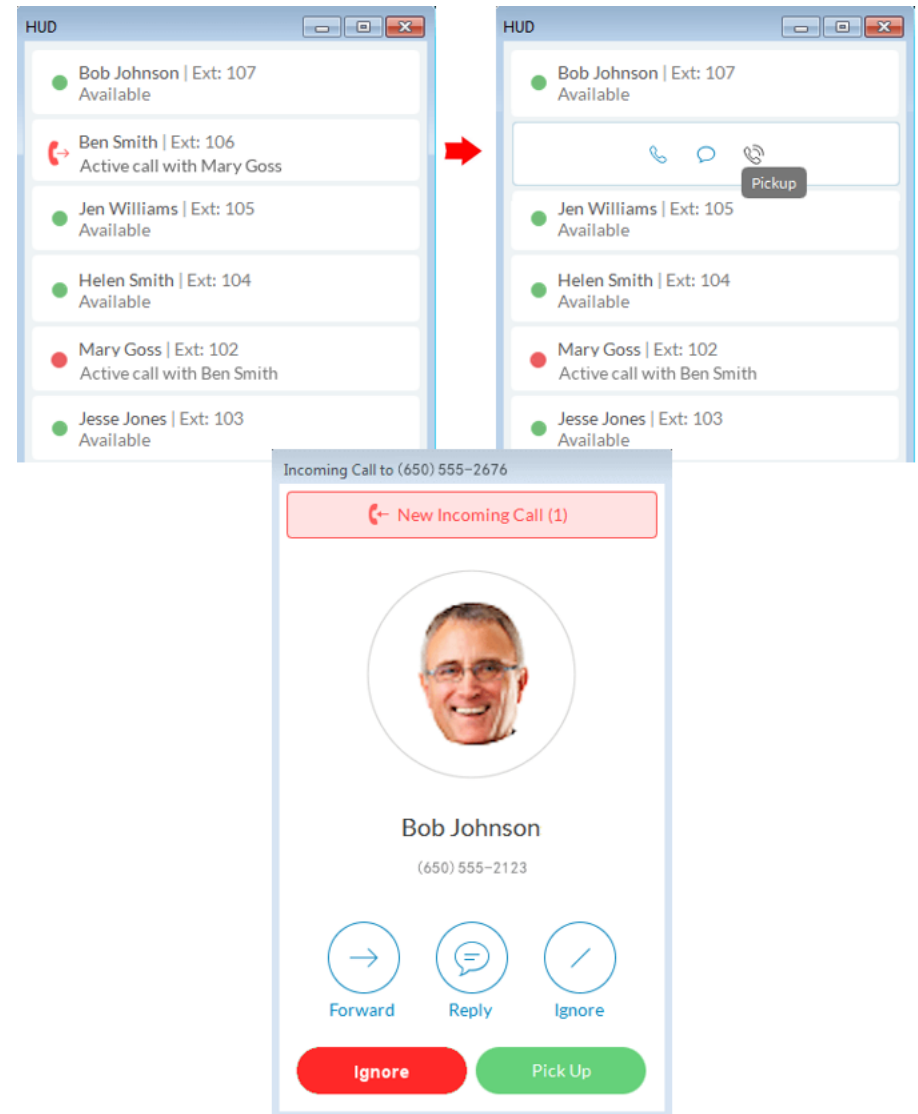
Call Monitoring Using HUD

Incoming calls to an extension within the HUD list can be monitored if the extension owner has granted permission to the person who wishes to monitor that extension.

For example, when an agent is on a call, a supervisor in the same monitoring group can mouse over the extension to start monitoring the call.
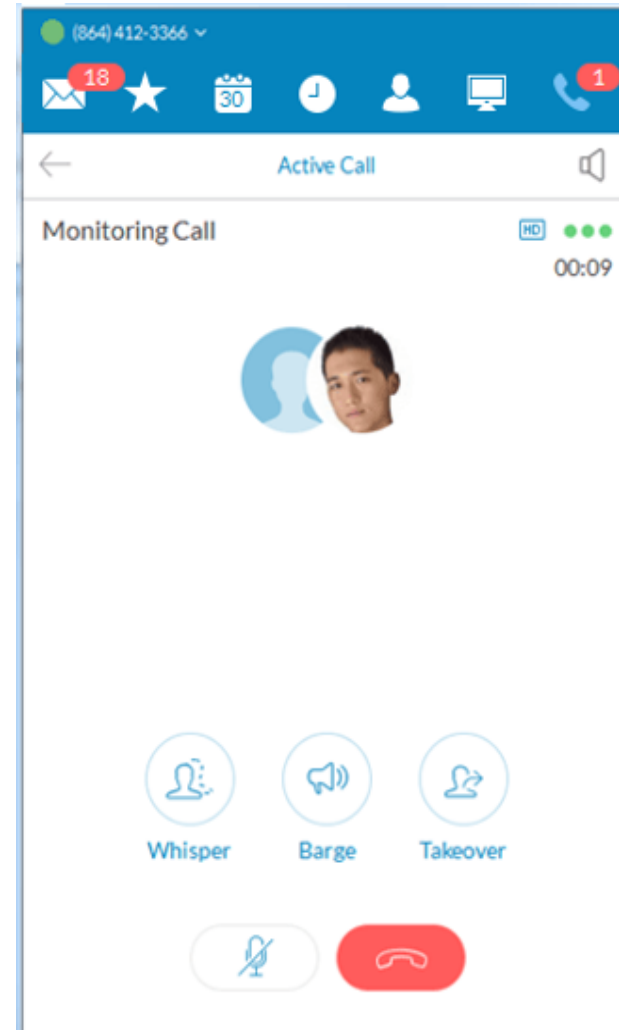
The supervisor can listen in and Whisper only to the agent; Barge in and be heard by both Agent and caller, or Takeover the call.

Agent Charlie Lee takes a call from a client.
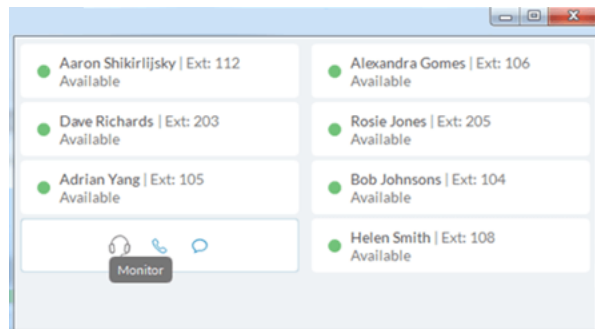
Charlie's supervisor mouses over Charlie's extension and clicks **Monitor** to listen in.

Charlie's supervisor has the option to Whisper to Charlie, Barge in, or Takeover the call.

Active Call Layout

This screen for conference calls provides:

- Improved layout for all local calls in conference
- An updated design that displays all parties in conference
- Improved user interface and structure
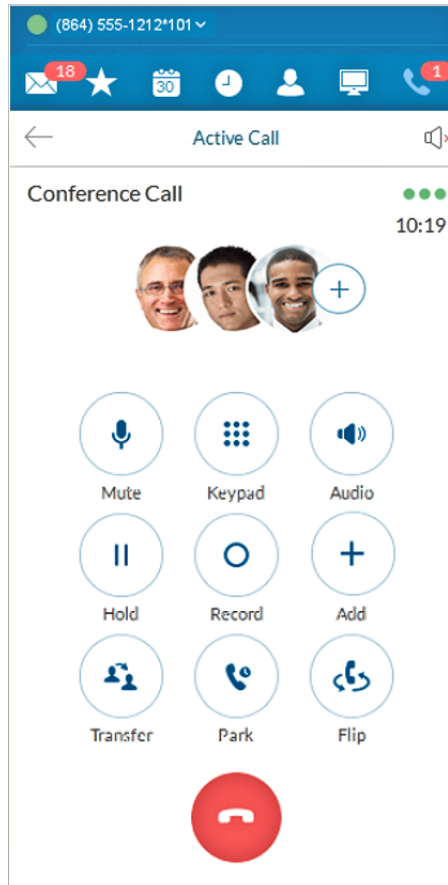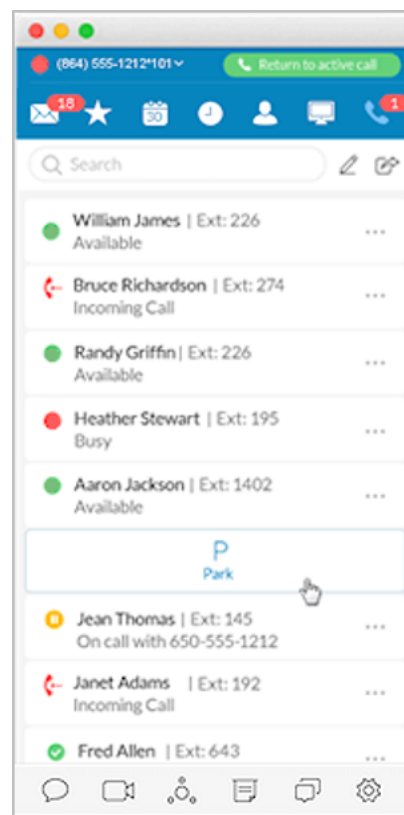
Park Locations at HUD

Park Locations is a feature on the Desktop App HUD that allows you to park a call privately that can only be answered by users within the group. This provides increased security as only selected employees can pick up the parked call.

Users within the designated group can pick up a parked call anywhere within AT&T Office@Hand, even when away from their desk.
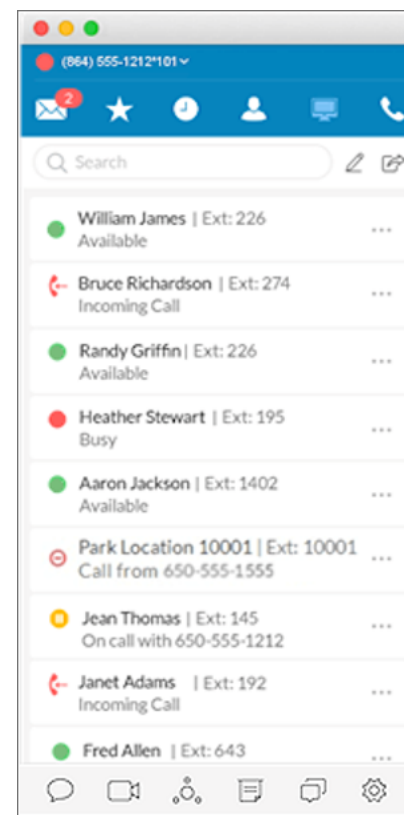
During an active call, click the **Park Location** group on the HUD; then mouse over the location to **Park** the active call. Answer parked calls by mousing over the **Park Location** extension and clicking **Pickup**.
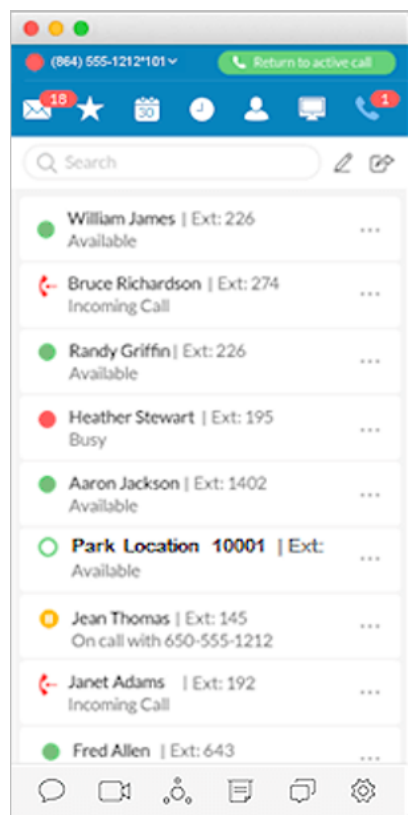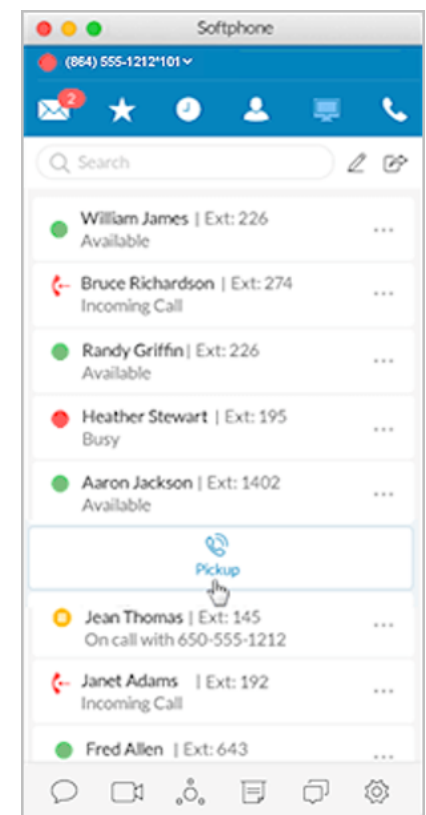

Available **Park Location** is boldface.

Mouse over **Park Location** and click it**.**

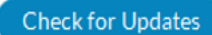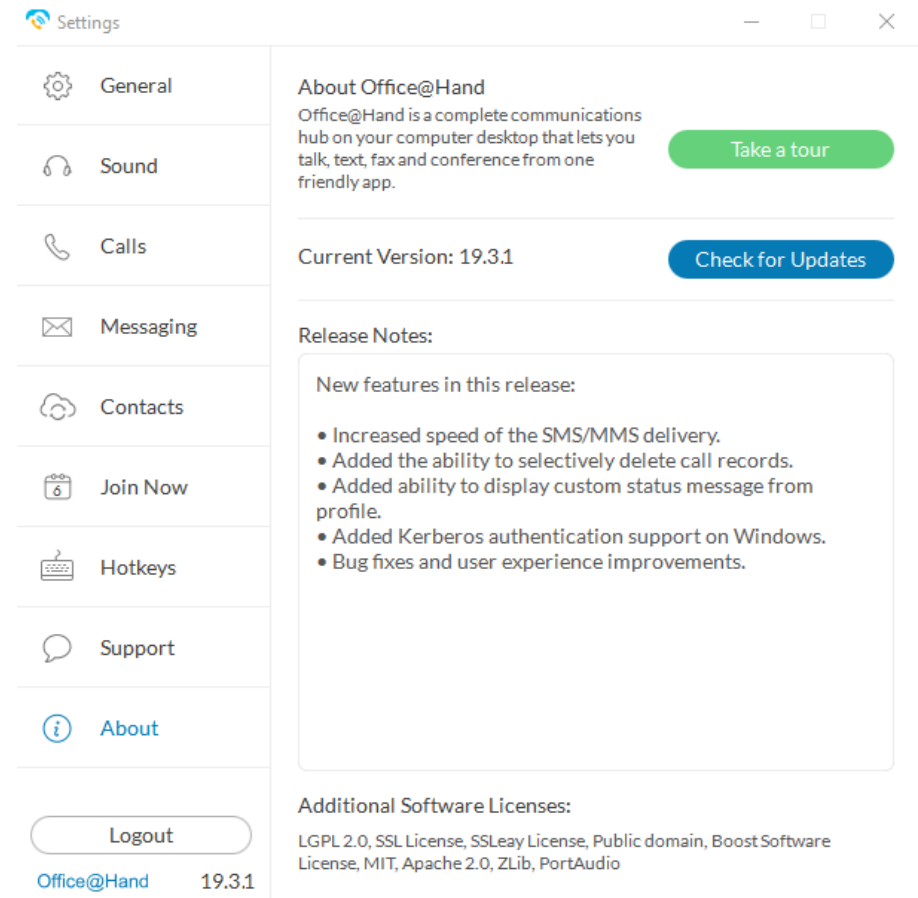Call from 650-555-1555 is parked.

Mouse over parked call and click **Pickup.**

Check for Updates

To determine whether you have the latest AT&T Office@Hand application installed:

1. Click the View Settings icon ⚙.
2. Click **About** near the bottom left of the Settings screen.

3. Next to Current Version: Click [Check for Updates] .

Settings   — □ ✕

⚙ General

🎧 Sound

📞 Calls

✉ Messaging

☁ Contacts

📅 Join Now

⌨ Hotkeys

💬 Support

ⓘ About

(Logout)

Office@Hand   19.3.1

About Office@Hand
Office@Hand is a complete communications hub on your computer desktop that lets you talk, text, fax and conference from one friendly app.

[Take a tour]

Current Version: 19.3.1   [Check for Updates]

Release Notes:

New features in this release:

• Increased speed of the SMS/MMS delivery.
• Added the ability to selectively delete call records.
• Added ability to display custom status message from profile.
• Added Kerberos authentication support on Windows.
• Bug fixes and user experience improvements.

Additional Software Licenses:

LGPL 2.0, SSL License, SSLeay License, Public domain, Boost Software License, MIT, Apache 2.0, ZLib, PortAudio
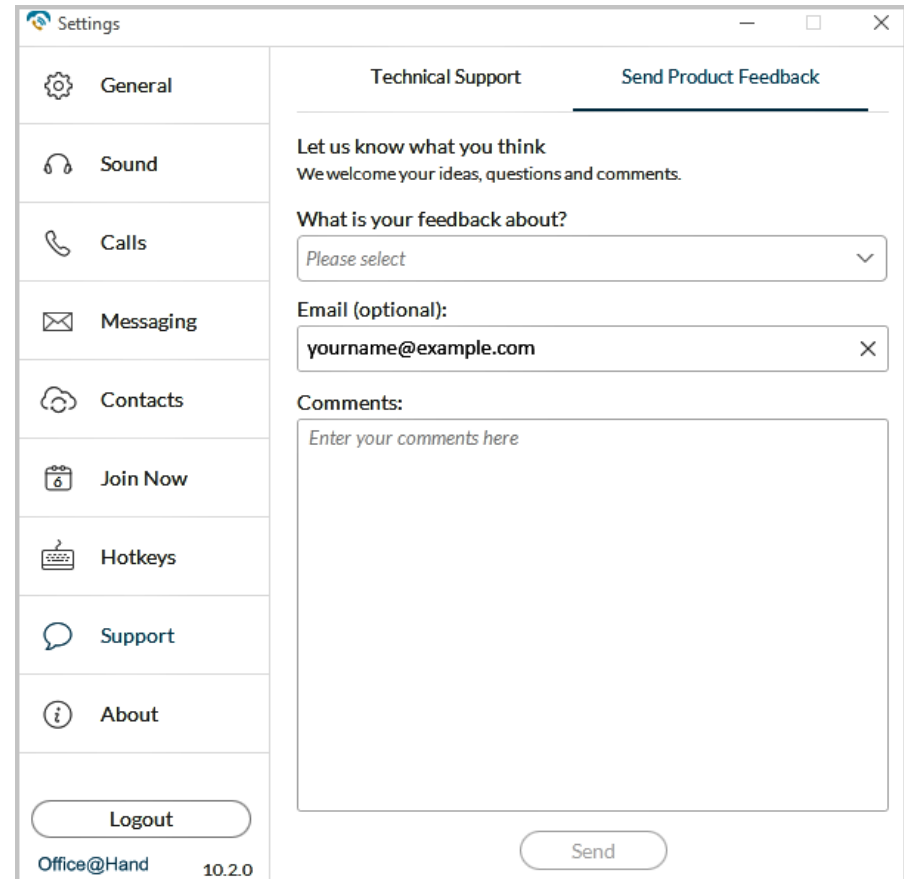
Give Us Feedback

We love hearing from you! Your comments help us improve AT&T Office@Hand, so don't be shy about telling us what's on your mind. We want to hear the good and the bad.

Here's how you can get in touch with us:

1. At the bottom of the screen, click ⚙. The **Settings** screen opens in a separate window.
2. From the left menu, click **Support > Send Product Feedback**.
3. In the **What is your feedback about** field, select the topic of your correspondence.
4. In the **Email** field, type your email address if you'd like us to respond to you.
5. In the **Comments** field, type your feedback. We are happy to hear whatever you have to say.
6. When you're done, click **Send**.
   Your feedback is read by the teams at AT&T Office@Hand. While you might not get a response right away, rest assured that we hear you. We review every bit of feedback that comes our way. If you included your email address, we might contact you for more details.

Log Out of AT&T Office@Hand

When you're done with work for the day, you can log out of AT&T Office@Hand. Here's how:

1. At the top of the screen, click ⚙ . The Settings screen opens in a separate window.
2. From the left menu, click Log out.
3. A confirmation message displays. Click Log out again.

You've now successfully logged out and closed your AT&T Office@Hand working session.