

# AT&T Office@Hand® Mobile App Guide



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## Get Started

With the AT&T Office@Hand Mobile App, you can manage your business from anywhere. You can download the Mobile App either through your Office@Hand Online Account or directly to your smart phone by going to the Google Play Store or the Apple App Store.



### System Requirements

**iOS:** iOS 9 and higher (**iOS 11**, iPhone X supported)

**Android:** Android OS 4.4 and higher (**Android O** supported)

**For HD Voice using the OPUS Codec:**

**iOS:** iPhone 4s and above, iPad 2 and higher

**Android:** Dual-core: 1.5 Ghz and higher, Quad-core: any Ghz

**Note:** See the following articles for more information.

[HD Voice-Enabling HD Voice on the Mobile App AT&T Office@Hand](#)  
[About Your AT&T Office@Hand Mobile App](#)

### Downloading Directly on Your Phone

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

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

### Downloading through the AT&T Office@Hand Online Account

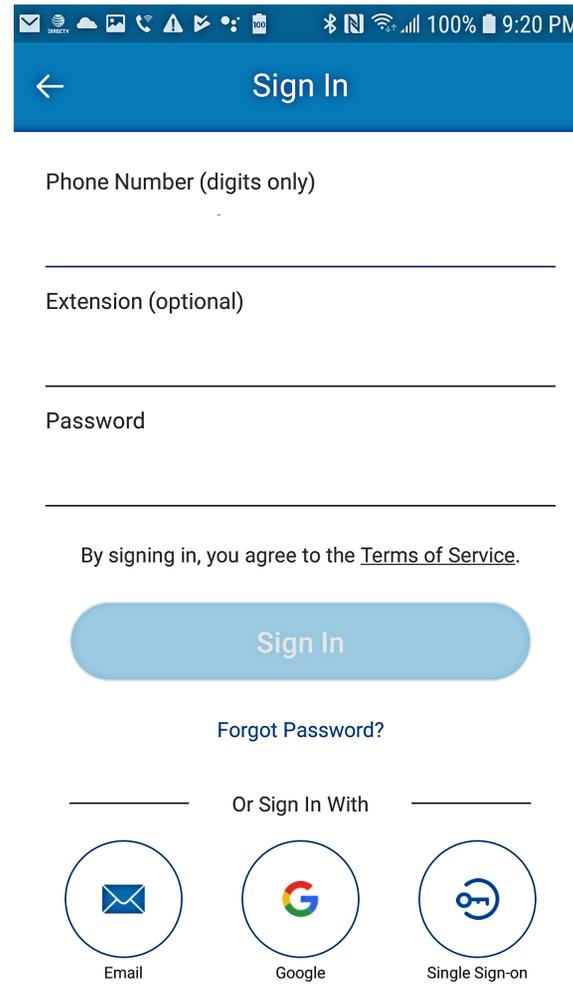
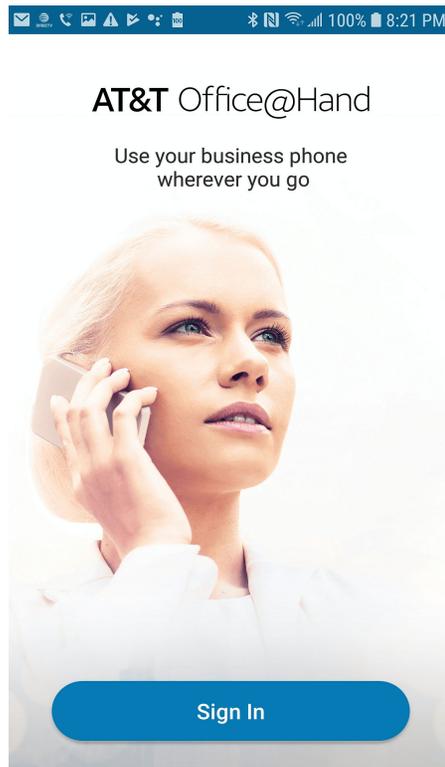
1. Log in to your Office@Hand account.
2. Go to **Tools > Mobile App**.
3. Select the right app for your smartphone.
4. Finish the installation on your mobile device.

See Also:

[Mobile App—Logging in | OH@AT&T Office@Hand](#) and [Mobile App—Frequently Asked Questions | AT&T Office@Hand](#)



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



### Login with Single Sign-on, Phone, Email or Google

- Log in using Single Sign-On
- Log in with your Phone Number and Password
- Login to Office@Hand with Email
- Login to Office@Hand with Google



## Release Features

### Custom RingTones for Notifications

Users can now customize mobile RingTones for notifications including direct messages, @mentions, team messages, missed calls, and more. [iOS](#) [Android](#)

### Paging

Users can now make one-way live announcements to a group from their mobile app. [iOS](#) [Android](#)

### Park Location

Users can now place a call on hold and let another employee retrieve it from another RingCentral device. [iOS](#) [Android](#)

### 2-Leg RingOut

Users can leverage non-RingCentral minutes through the RingCentral app to dial outbound calls. [iOS](#) [Android](#)

### SMS Caller ID Selection

Users will be able to select their caller IDs for SMS on mobile, in addition to outbound calls.

### Updated Navigation

Previously located in dedicated tabs, Text, and Fax will now be part of the Phone tab within the mobile app. In addition, users will be able to easily look up existing contacts and call them directly from the Phone tab.

### Call to Any Extension

Users will be able to make outbound calls to extensions that aren't listed in the company directly (e.g. call queues and IVRs).

### Click to Silent Incoming Calls

Similar to iOS, Android users will now be able to click any physical button to mute incoming calls.

### Updated App Version Number

To better align with our quarterly release, our mobile app version number will be updated to follow the year.quarter.release format. Starting with the next release, 6.6 release will be renamed to 19.3.10.



## The Main Menu

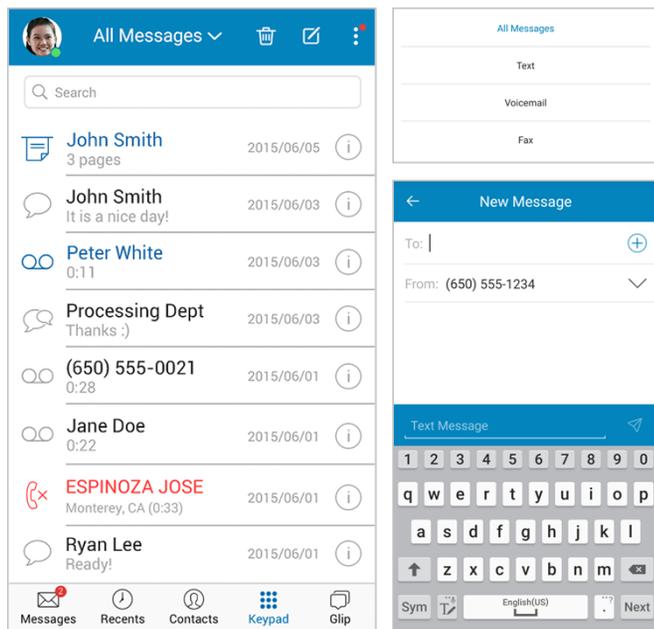
### All Messages

When you log in, All Messages will be the first screen displayed on your Mobile app. The new interface provides immediate access to the most commonly used app features, shown on the top and bottom menus.

Tap to filter for All Messages, Text, Voicemail, or Fax.

Tap at the top of **All Messages** to create a new text or fax message. For example, tap **Text** to open the **New Message** screen.

Tap and tick the open circle then Delete to delete messages.



All of your voicemail, text, and fax messages are immediately visible when you log in to your Mobile app. Recent messages that you have responded

to appear in black; messages you have not read or heard appear in blue; and calls you missed appear in red.

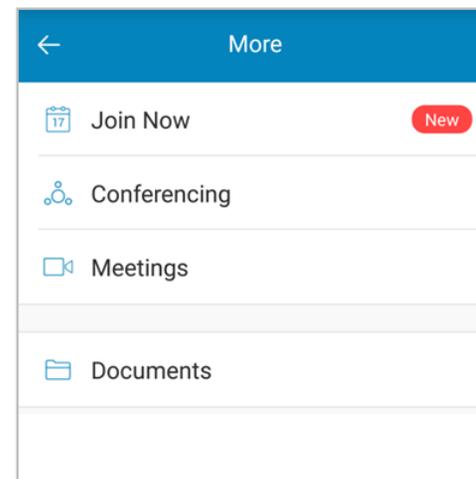
In the Search box, you can search for messages by sender name or number.

Tap a **message** to listen, view, or read it. Tap the circled info icon to the right of the message to view information about it, and respond with:

- Send Text or Send Fax to the number
- Create New Contact
- Add to Existing Contact, or
- Block Number (only enabled for unknown callers)

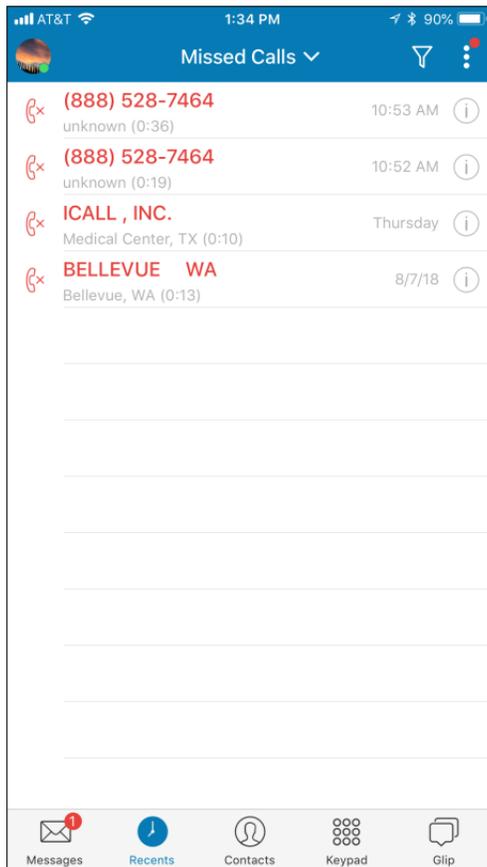
Call back by tapping the icon.

*Some functions might not appear if certain permissions are restricted.*



Tap the **Kebab Menu** at the top of **All Messages** to access more features.

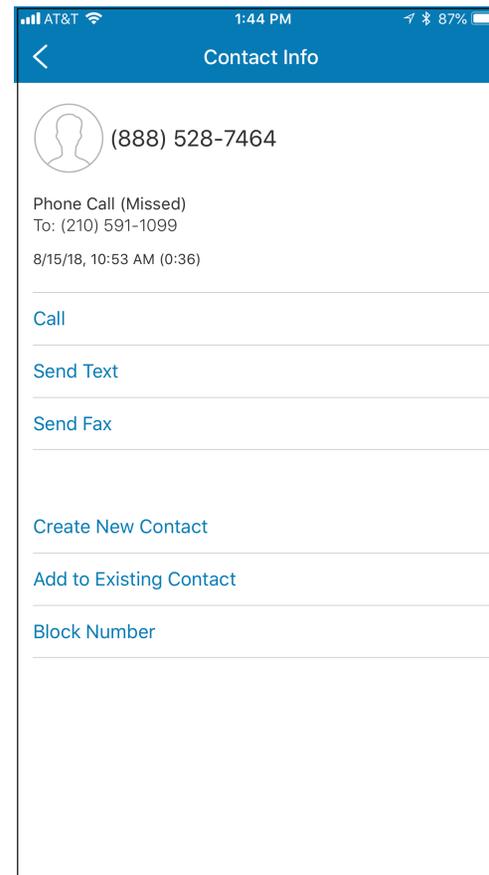




## Contact Info

Tapping ⓘ on a missed call on the **All Messages** screen opens the **Missed Calls** screen. The Contact Info screen displays the date, time, and duration of the missed call.

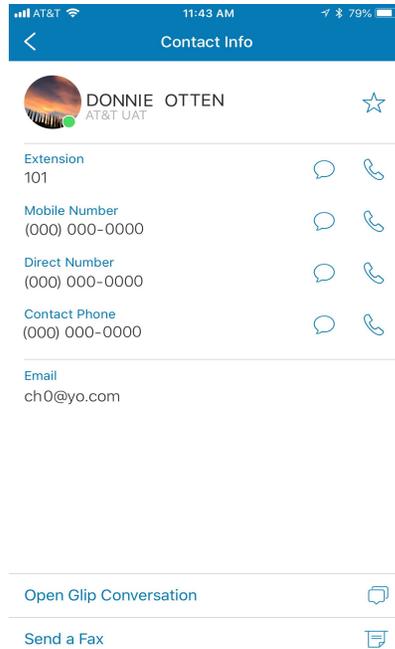
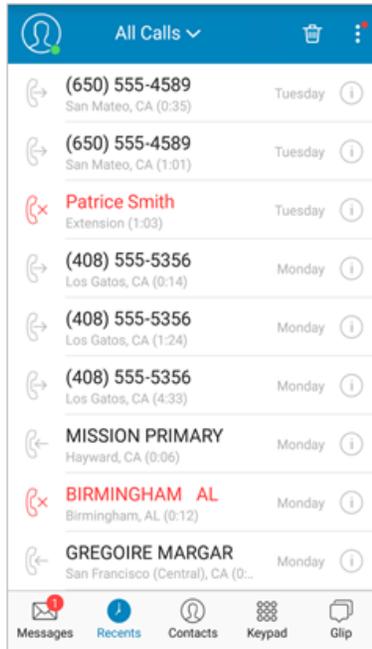
Other options are: return to the call by pressing ☎, **Send Text**, **Send Fax**, **Create New Contact**, **Add to Existing Contact**, or **Block Number** in response.



## Call Log

The Call Log maintains your call history, including calls you placed, received, and missed. Missed calls displayed in red. Tap  at the bottom of the **All Messages** screen to open your Call Log. The Call Log screen opens in the **All Calls** setting. Tap the caret next to **All Calls** . See **All Calls** or only your **Missed Calls**.

Dial numbers by tapping a name or number displayed in your Call Log. (You must have a Direct Number to make outbound AT&T Office@Hand calls from your smartphone.)



Tap the info icon  on the right side of an entry to see caller details (Patrice Smith in this example) and other options available to you.

Tap the Trash icon  to clear both the company call log and your extension call log. *A Warning/Confirmation message will appear.*

Tap the plus sign  to create your own list of Favorite Contacts or to add a Favorite to your existing list. The **Favorite Contacts** screen will appear



## Favorite Contacts

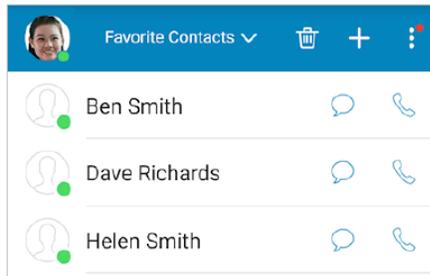
Quickly find the people you contact frequently by adding them to your **Favorites**. Once added, you can view your colleagues' Presence. Favorites are synchronized across mobile softphone apps.

To view or add a contact to your **Favorites**, tap **Contacts** on the bottom menu.

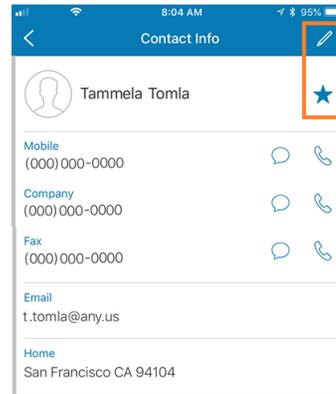


Next, tap the down caret  to the right of **All Contacts**. Finally, tap **Favorite Contacts**.

If you don't have any **Favorite Contacts** yet, none will display.



Tap  to add names from Contacts to your Favorites. The Favorite Contacts screen will appear showing all of the user names in the phone system. Tap on a name to add it to your favorites. Continue adding names by tapping the  and then the names to add as Favorites.

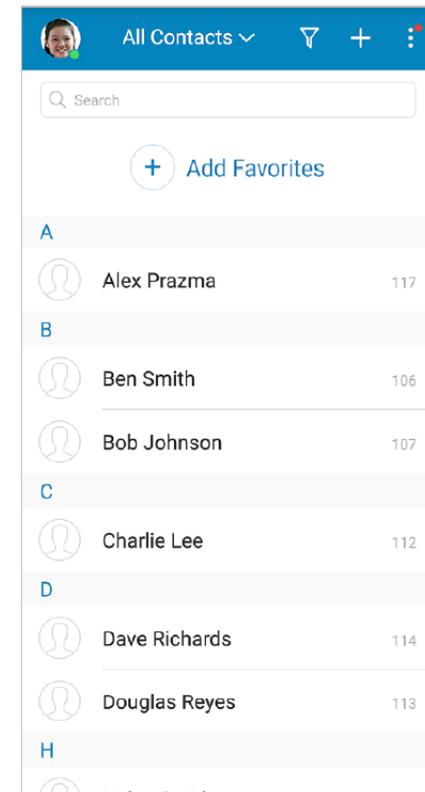
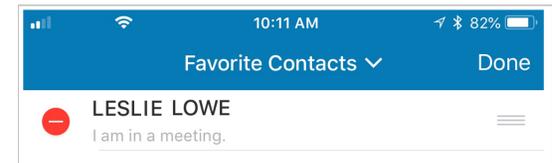


Tap	Favorites
	Edit the Contact Info of a favorite name.
	Send a Favorite a text message.
	Call the Favorite.
	Send a Glip message.
	Send a fax.

To delete a Favorite, tap ; then tap the name to delete on the next screen. Tap **Delete** to remove the name (Helen Smith) from Favorites.

**Note:** Deleting a name from your list of Favorites does not delete it from the system.

You can add it back to your Favorites any time.

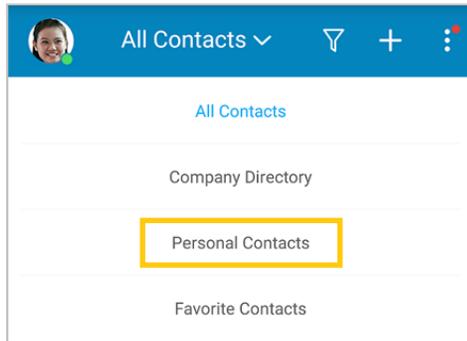


## All Contacts

Find the people you need, fast. **All Contacts** lets you view your company, personal, and favorite contacts all at once. To see them, first tap **Contacts** on the bottom menu of most app pages.



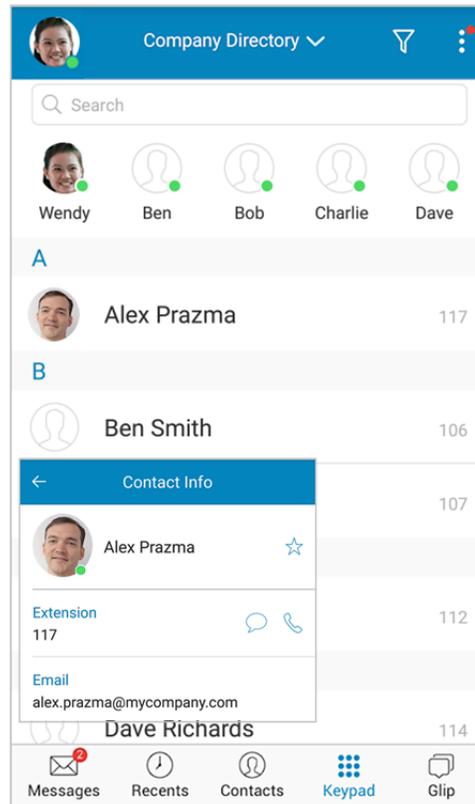
Tap the caret  next to **All Contacts**, then tap **Company Directory** to see only your contacts in your company directory; or tap **Personal Contacts** to view your personal contacts from your smartphone contacts list.



Use the Search field at the top to find specific contacts by name.

Tap a contact name (Alex Prazma in this example) to view details including extensions, direct and mobile numbers, and email address.

(Company contacts come from the users in your AT&T Office@Hand account and cannot be edited from the mobile app.)



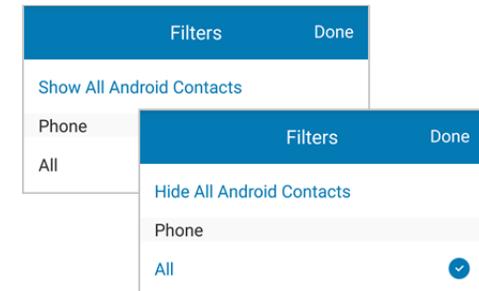
## Cloud Contacts

When you download personal contacts from the server, they are automatically synced across the AT&T Office@Hand cloud, Mobile app, and Desktop app. You may add these contacts to your Favorites, and then tap them for calling, messaging, and faxing.

## Choose/Filter Groups in Contacts

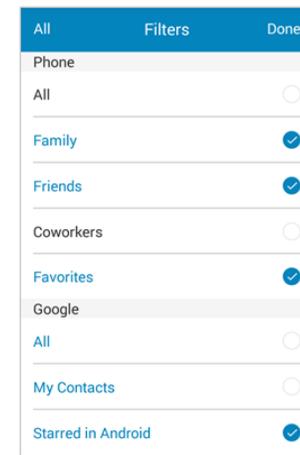
To filter contacts, tap **All Contacts**, then tap .

Tap **ALL** to **Show (or Hide) All Android Contacts**.



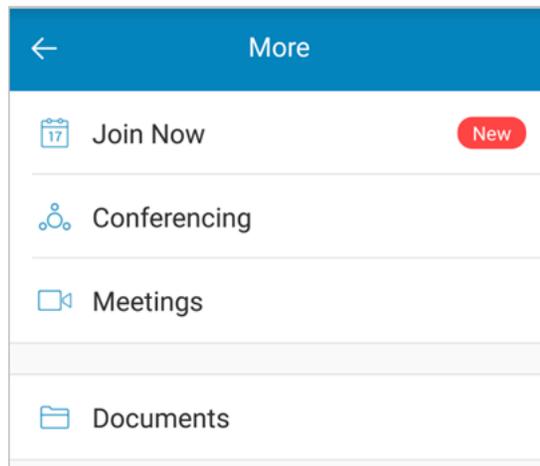
When your Android contacts are hidden, none will display on your **Company Directory** page.

Select **Personal Contacts**. Tap  and select the contacts you want to display on your **Personal Contacts** page.

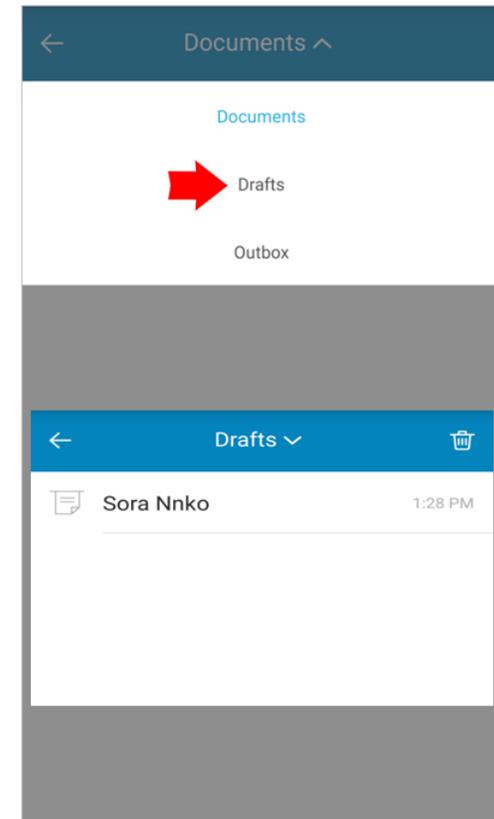
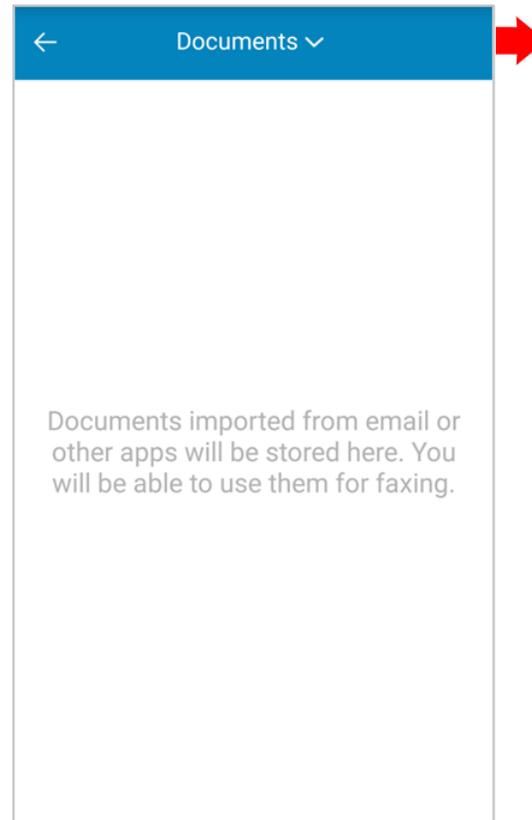


## Documents

To see your Documents, first tap the **Mail** icon  at the menu bottom. Then tap the Kebab  menu to access **More**. Then tap the Documents icon  to access documents imported from email or other apps. Then you can select them to send as a fax or in an email.

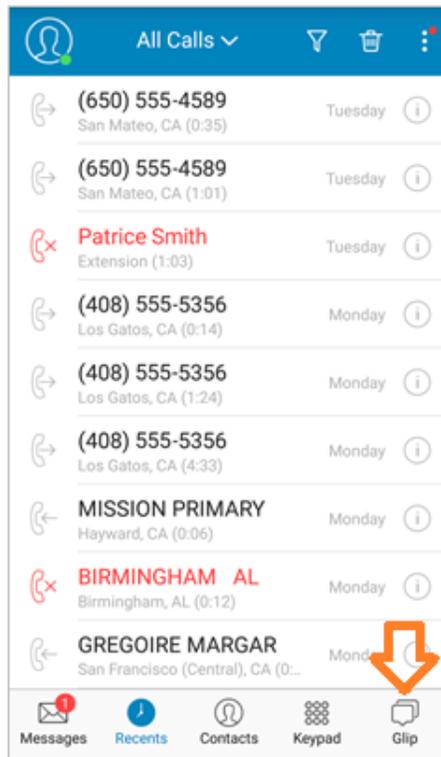


Tap the **Documents** caret  to change the filter to view faxes saved in Drafts or faxes in-progress of being sent in the Outbox.



## Glip Access

A Glip button is located as a primary navigation button in the launch menu. The Glip button launches a third-party collaboration application by RingCentral that AT&T Office@Hand users can access with their AT&T credentials.



All of your team communication and productivity tools in one place to get work done efficiently



Join a Meeting

Continue as Dave Richards

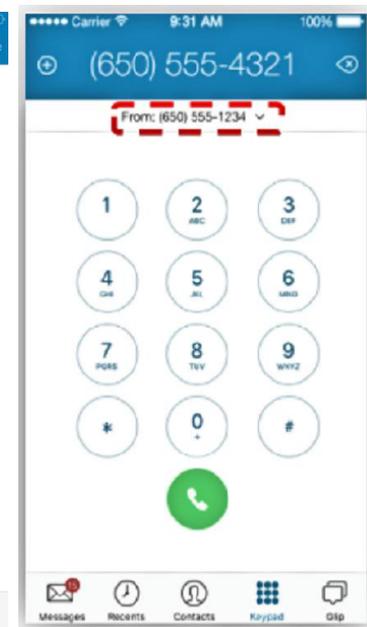
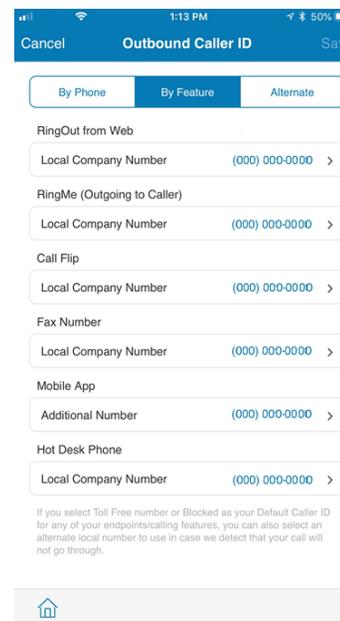
Switch RingCentral Accounts

## Outbound Caller ID

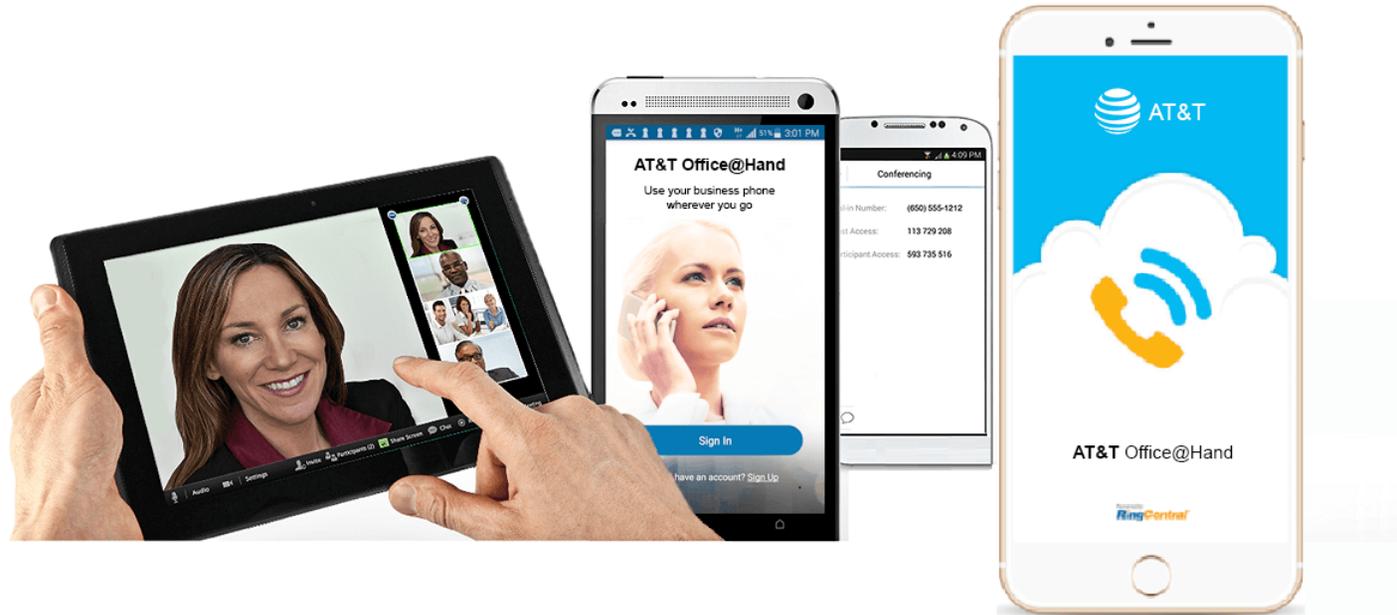
Admin users can define an Outbound Caller ID for all company numbers. If set by your administrator you can synchronize your outbound caller ID with your on-line account settings.

To set your outbound caller ID,

1. Tap .
2. Tap **Extension Settings**.
3. Tap **Outbound Caller ID**.



## Overview



The improved mobile app extends your AT&T Office@Hand business phone system beyond your office, enabling you to take and make calls, access voicemail, manage group settings, view faxes, monitor call logs, and more. The mobile app provides you and your employees with convenient integrated communications—anytime, anywhere. Now they can easily connect and collaborate through voice, fax, text, global conferencing and HD video meetings.

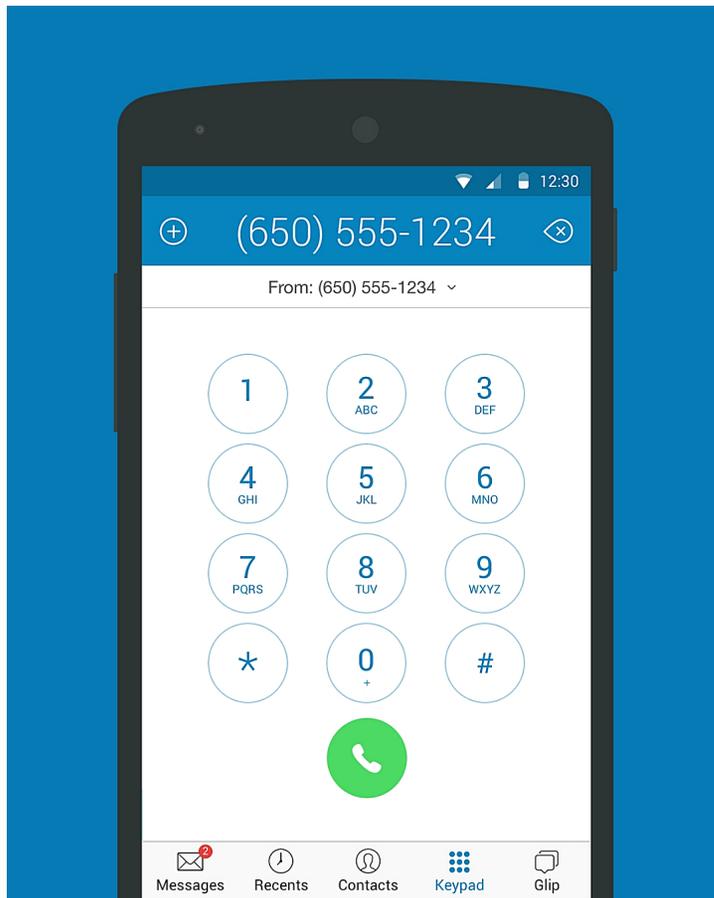
The mobile app is fully integrated with company directories. It allows individuals to see their contacts' availability and eliminate phone tag or on-hold time. This new "Presence" feature shows the real-time status of co-workers' extensions (busy or not) across all devices, including their smartphones and tablets. The mobile app also enables administrators to

partition business and personal call logs separately for easy call tracking and phone expense control.

The mobile app supports Bring Your Own Device (BYOD) initiatives, and empowers you and your employees with solutions such as company directory and a single business identity for voice, text and fax—all while reducing your costs on devices, improving employee productivity, and safeguarding your business data.\*

\*Error Handling for Token Expiration on Android and iOS provides automatic logoff for periods of inactivity.





## Welcome

With Office@Hand, you can use your business phone number for calls, texts and faxes.

## With the AT&T Office@Hand Mobile App, You Can

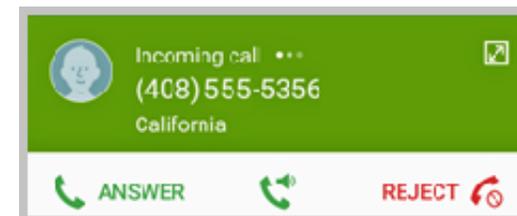
- Receive business calls and faxes;
- Check your voicemail and received faxes;
- Monitor call logs that provide a detailed history of incoming, outgoing, and missed calls;
- Create custom business greetings for business and after hours;
- Set up business voicemail greetings;
- Manage your call-handling and call screening rules;
  - Host or join a global conference with up to 1,000 participants;\*
  - Host or join an online meeting with Web sharing of desktops and mobile screens.\* \*\*
- Open and use the app when there is no network connection. (Android only)

\*Available with selected AT&T Office@Hand plans.

\*\*Users can share their iPhone screen via AirPlay to their AT&T Office@Hand desktop client. Users can share their Android screen directly from the AT&T Office@Hand Android app if their Android device is running OS 5.0 and higher.

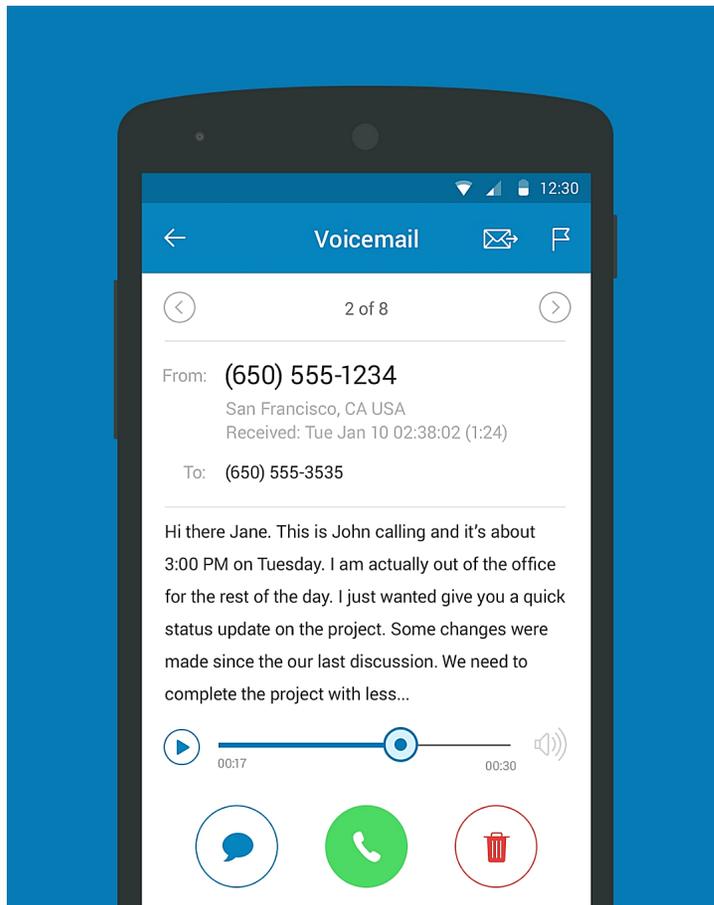
All features and functions can be accessed and managed by logging into your account. In addition, almost all of the Admin, User, and Group Manager features can be accessed and managed from the AT&T Office@Hand Mobile app, as described in this document.

See the **Appendices** for instructions on installing the Mobile app and setting up your account.



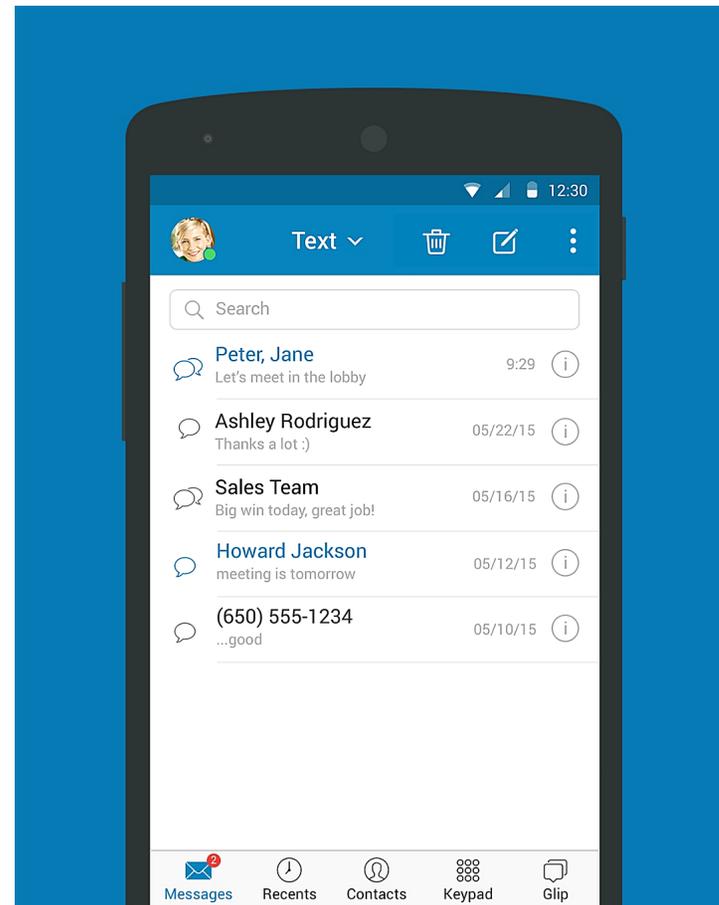
An incoming call notice





### Manage

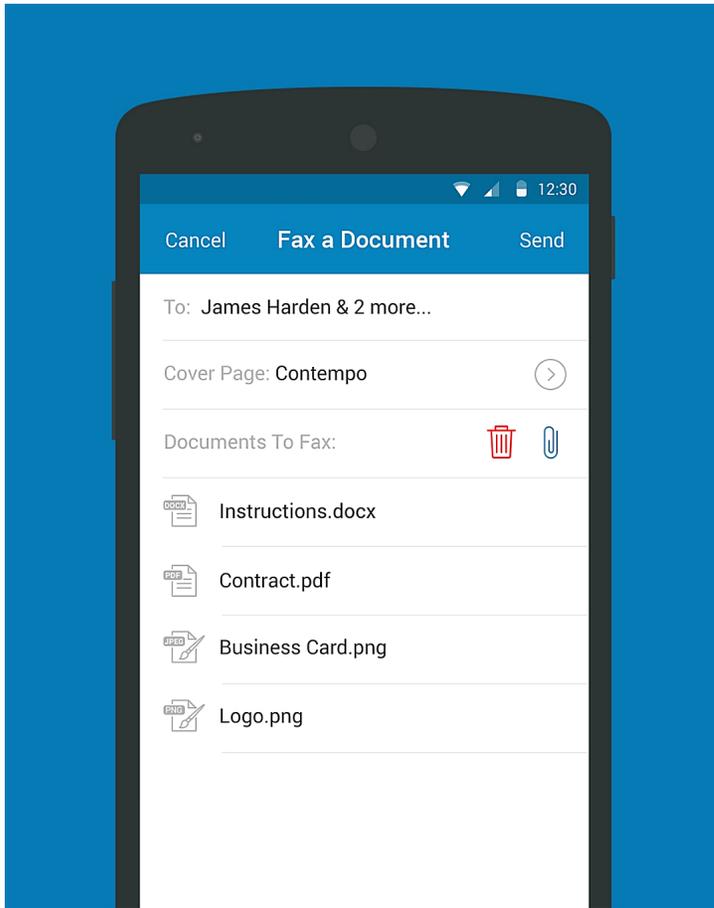
Update phone settings, check [voicemails](#) and more—anywhere and anytime.



### Connect

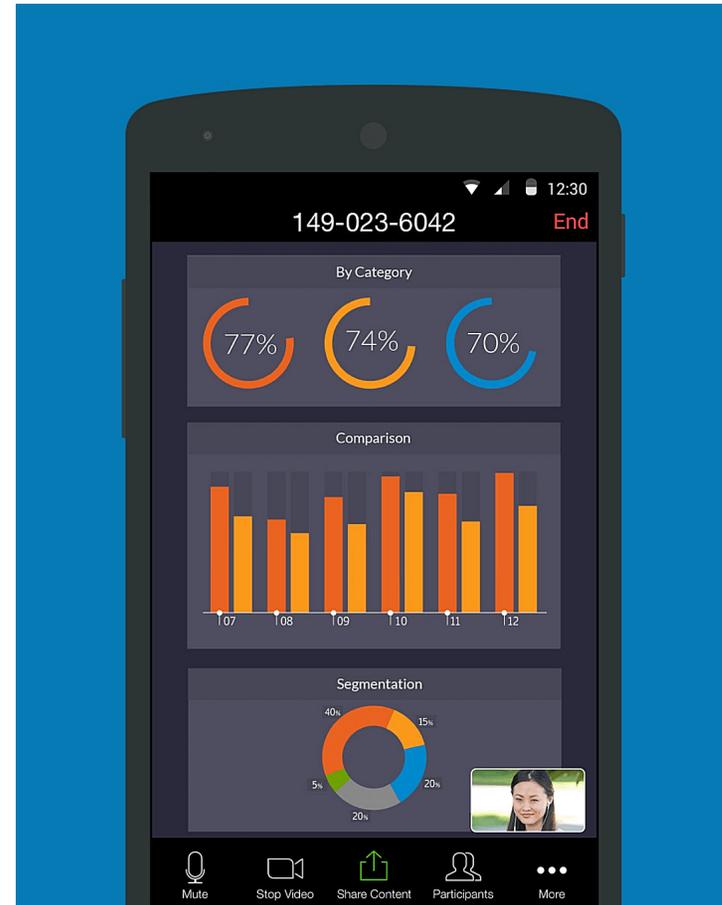
[Text](#) clients and colleagues using your business number. Keep your personal number private.





### Fax

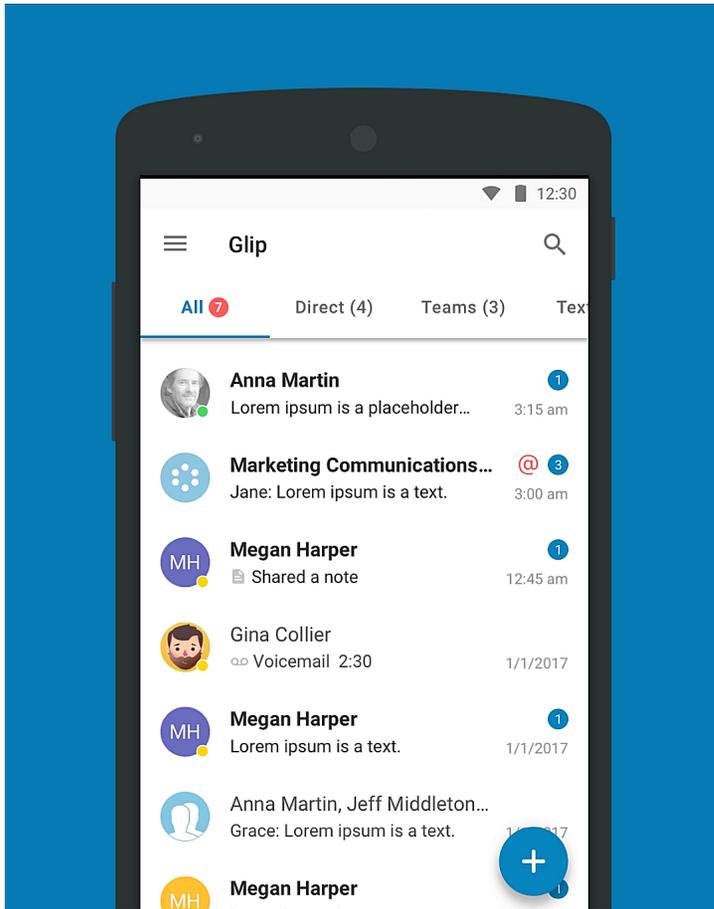
Send and receive **faxes** from your mobile device—anytime, anywhere.



### Meet

Schedule, host or join a **meeting**, even when you're not in the office.





## Collaborate

Message your team, assign tasks, share files, create events and more with [Glip](#).



## AT&T Office@Hand Meetings

AT&T Office@Hand Meetings adds the power of video conferencing and web sharing to your business communication. Hold face-to-face meetings in high definition and share your desktop or documents with anyone, anytime, anywhere.

Collaborate with participants through the ability to annotate on-screen documents, chat (private or group) and pass presentation rights to any participant. Attendees may also attend via audio only from a handset or telephone.

AT&T Office@Hand Meetings app can be installed on Mac OS, Microsoft XP, Vista, Windows 7 and 8 desktops, and mobile devices iPhone, iPad, and Android smartphones and tablets.

Keep things on track through administrative functions that include the ability to lock meeting, mute/unmute, or remove participants.

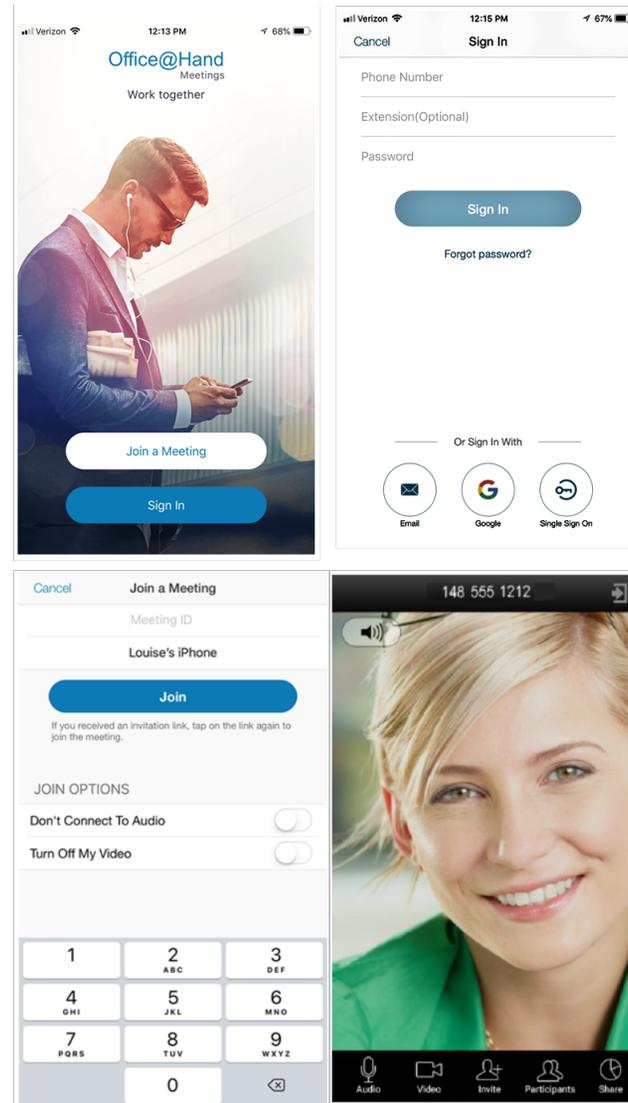
Users must have AT&T Office@Hand Enterprise Edition to host AT&T Office@Hand Meetings conferences. Download the AT&T Office@Hand Meetings app and use the same credentials as the AT&T Office@Hand app to login.

### Initiate an AT&T Office@Hand Web Meeting

1. Download the AT&T Office@Hand Meetings app and launch it. 
2. Sign in to your AT&T Office@Hand account and tap the meeting invitation link or enter the meeting ID number and tap **Join Meeting**.

AT&T Office@Hand Meetings will start the web meeting and prompt you to invite participants.

**Note:** iOS shown in graphic. The Android platform does not support web sharing.

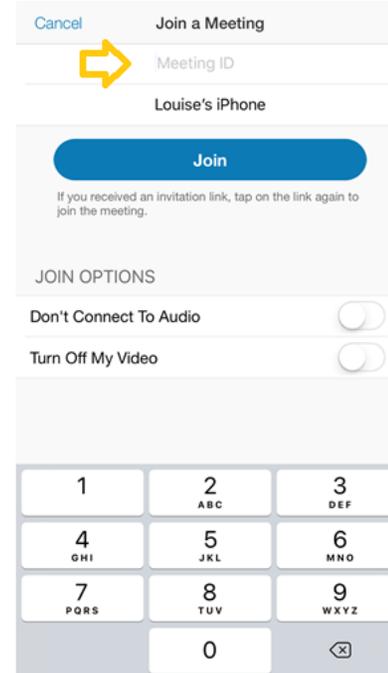


## Join a Meeting from AT&T Office@Hand Meeting

1. Download the AT&T Office@Hand Meetings app and launch it. 
2. Tap **Join a Meeting**.



3. Enter the **Meeting ID** and tap **Join**.



4. The meeting opens.



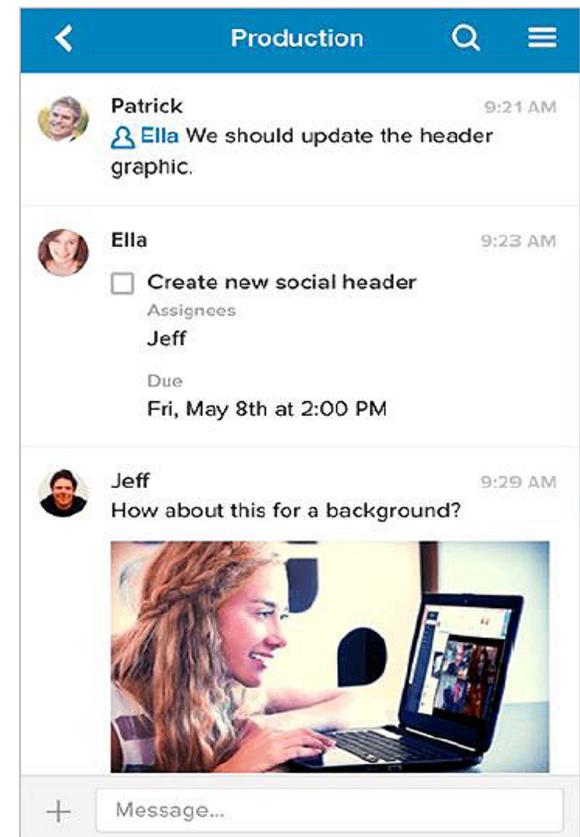
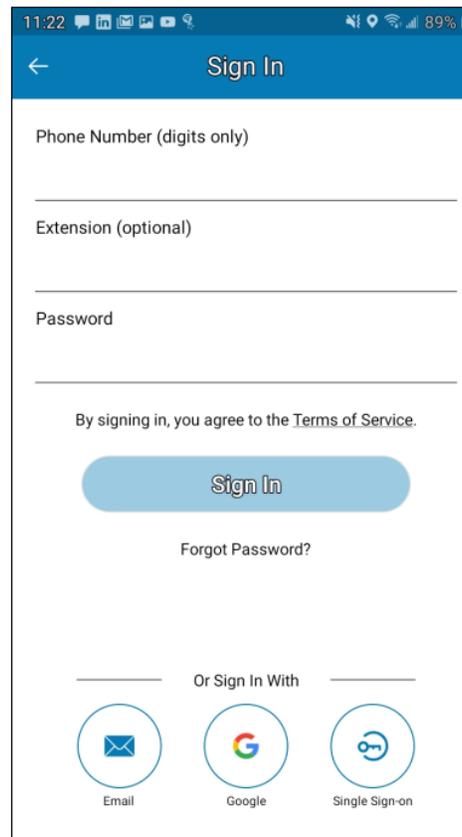
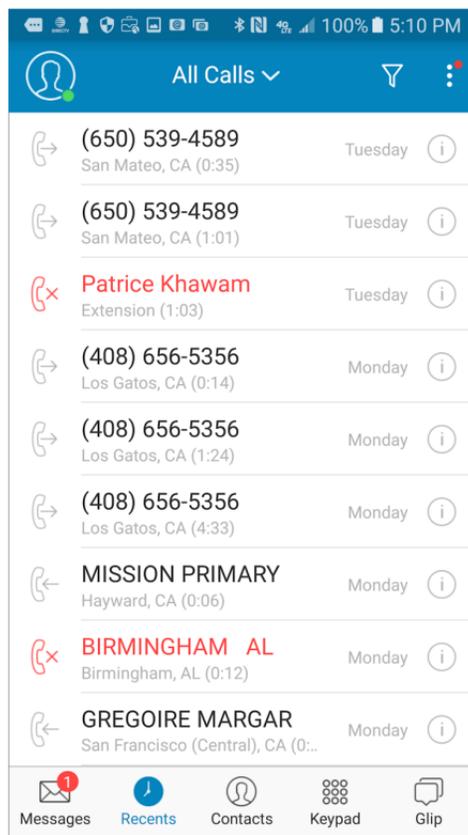
## Glip Team Collaboration App

Glip is a real time productivity app that allows you to make your team more productive by offering multiple solutions in one place. With Glip you are able to:

- Streamline work flow with built-in apps such as calendars, task management, and file sharing
- Work at your desk with either Glip via web, desktop app, or be productive on the go with Glip Mobile.
- Switch between different modes of communication with options to either send messages via chat or video chat.
- Integrate your other tools with Glip, making it easier to collaborate. [Learn more about Glip, here.](#)

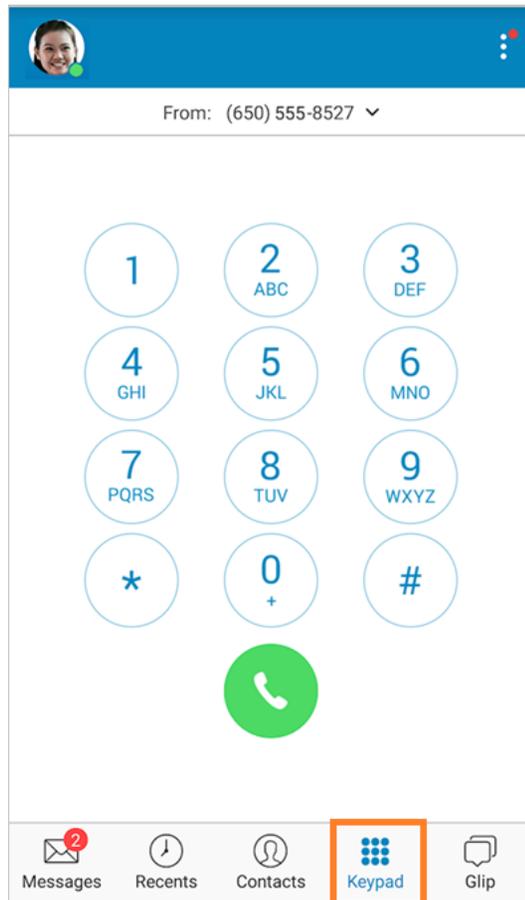
### To Launch Glip:

- Tap  on the bottom of most app screens. If you are logged in and Glip is installed, Glip will launch automatically.
- Tap **Install** if Glip is not installed on your smartphone. Follow the screen prompts and create an account.



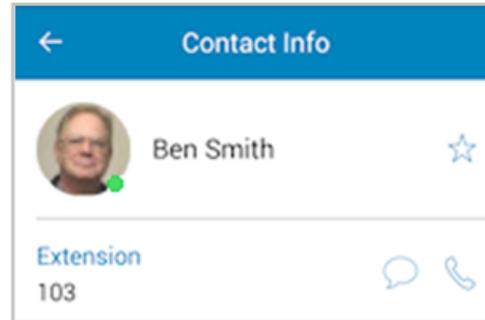
## Making a Phone Call

To make a phone call, tap the **Keypad** icon at the bottom of most screens of the mobile app. Tap the numbers; then tap the green **Handset**.



You can also choose a number in your contacts list. Tap the **Contacts** icon at bottom menu of

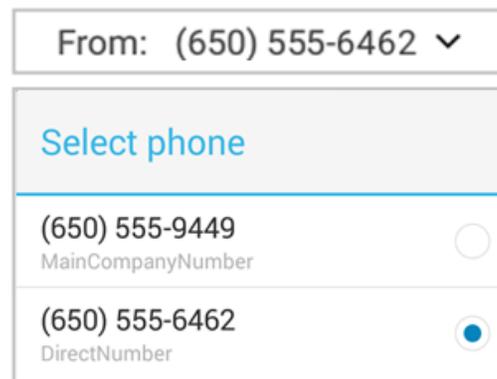
most pages, and choose a name and tap the small blue handset  next to it.



Or tap **Contacts** on the bottom menu to open **All Contacts**. Tap the caret next to **All Contacts** to display your **Favorite Contacts**.

Other areas, such as the **Call Log** and the **Messages** screen, display phone numbers which you can tap to call.

Near the top the keypad, tap the caret next to the number shown to select the caller ID to be displayed for your outbound calls.



## RingOut

The RingOut feature lets you use your AT&T Office@Hand business number to place outgoing calls from any phone you choose. The people you dial will see your business number on their caller ID instead of your personal name and home number.

For example, if you're working from home, you can initiate calls from your smartphone, then connect and complete the call from your home phone. The person you're calling will see your number.

RingOut is accessed by tapping the keypad and then green **Handset** icon on the bottom of most mobile app screens, such as the **Messages** screen, and the **Contacts** screen, and the **Call Log** screen.

Use the keypad to dial the number you want to call. Your mobile app will do the rest. (To specify your RingOut phone, see **RingOut Mode**, next.)

**Note:** Some AT&T Office@Hand customers and Canadian customers require a paid digital line for outbound calls.

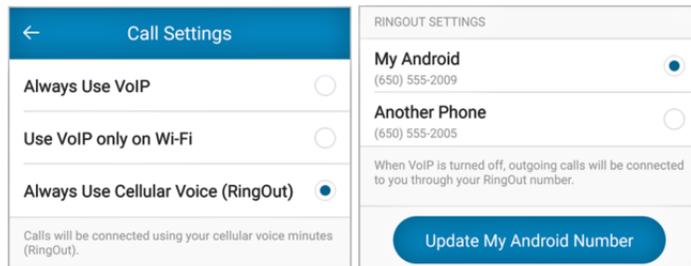
## Enable RingOut

To make outbound calls, the mobile app uses your cellphone's native calling system through your cellphone carrier. Use **RingOut Mode** to maintain your presentation on such calls, including such features as Caller ID and call logging. You keep your personal cellphone



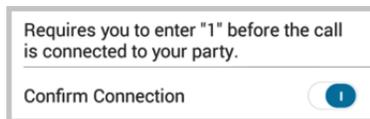
number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your business number from any phone you choose, including your smartphone. To configure, tap your photo at the top left of screen. On the  screen, scroll down to **Call Settings** and tap **Always Use Cellular Voice (RingOut)**.



Choose an AT&T Office@Hand device to set as your RingOut Mode phone. Or tap **Another Phone** to add phone numbers; then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings, or if you misdialed), turn on **Confirm Connection** at the bottom of the screen so the mobile app will prompt you to press 1 before it dials the number and connects your call.



## VoIP Calls

The AT&T Office@Hand mobile app can make and receive calls using VoIP (Voice over IP) which uses the cloud (Internet) instead of your wireless carrier's 3G or 4G network. This can save carrier voice and data charges,

especially when traveling internationally. See details on VoIP Calling below.

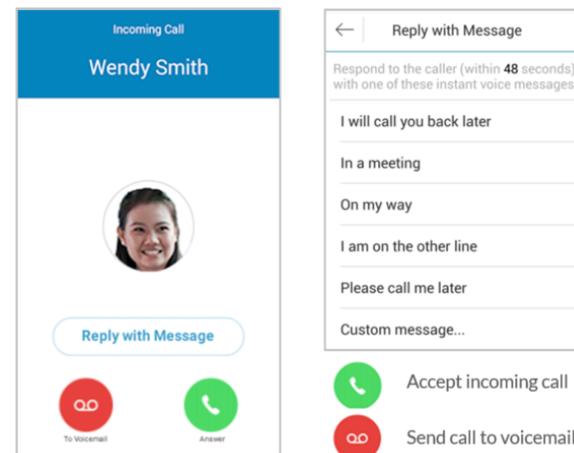
Note: Incoming native calls will interrupt your VoIP call on iOS. Answering the native call will place your VoIP call on hold. Rejecting the native call will auto-resume your VoIP call.

This app tries to establish connection where firewalls may block the standard ports needed, such as hotels, and cause VoIP to become unavailable.

## Pre-call Controls

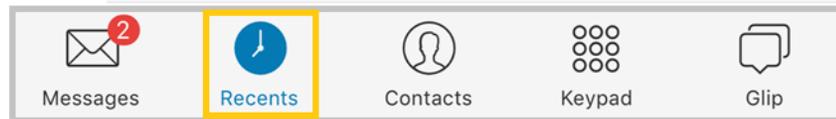
Pre-call controls allow you to handle incoming calls in several ways:

- **End and Answer** mutes the ringtone and accepts an incoming call.
- **To Voicemail** sends caller directly to your voicemail.
- **Hold & Answer** mutes the ringtone, and places the call on hold until you answer.
- **Reply with Message** sends a voice response to the caller. The message can either be a pre-set text-to-speech reply or a custom text-to-speech message.



## Recent Calls

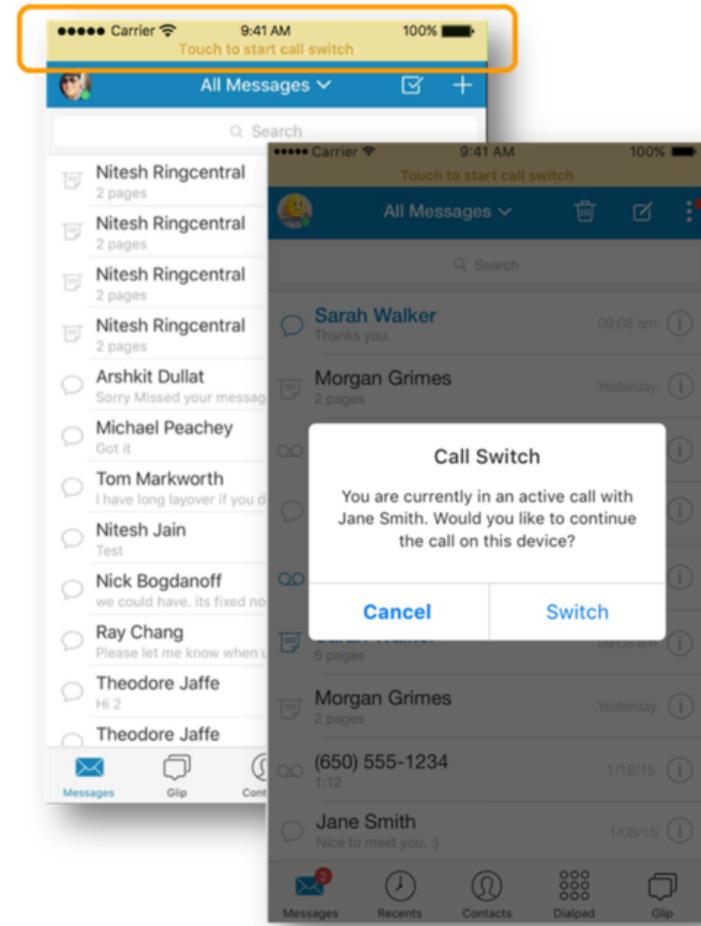
Recent calls are shown on the keypad screen. You can dial a recent call from the dial pad or the Recent Calls tab.



## Call Switch

Call Switch allows users to instantly handoff an active call from one endpoint to another; for example, from Desktop to mobile app.

- Does not replace existing Call Flip feature (allows flip to any device with digital line).
- Allows user to finish an urgent phone call taken on Desktop phone and transferred to mobile phone when necessary to leave office.
- No delay in picking up the transferred call.
- Call Switch is supported only when VoIP is turned on. If VoIP is turned off, the user is asked to turn it on in order to continue.
- Call Switch is not supported if the current user has multiple VoIP calls in progress. The banner will be hidden. This constraint is added in order to avoid confusion when switching a local-audio-mixed conferencing from the Desktop app.
- An on-hold call will be removed from hold after switching to another endpoint.
- For a two-leg RingOut case, call switch is not available until the first leg is connected.



## Attaching Multimedia Files

You can attach multimedia files to your messages.

- You can receive image or video files.
- You can send messages with images.

The following file types are supported for sending and receiving MMS:

### Receiving

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

### Sending

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

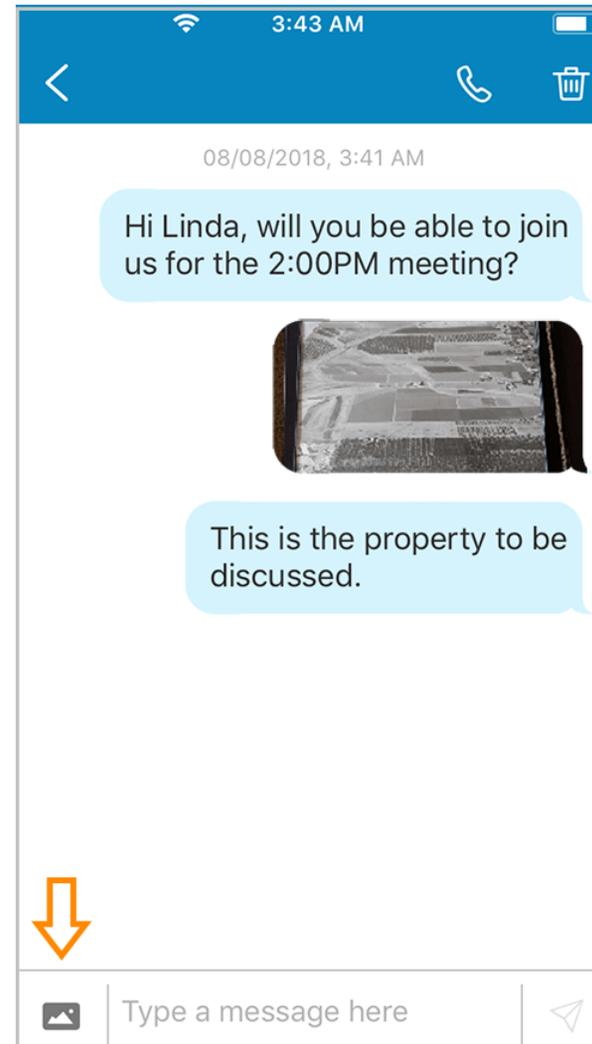
### Limitations

- Users cannot send a caption with the image as one message.
- The maximum combined file size accepted is 1.5 MB.

To add an image to your message:

1. Tap the image icon in the lower left.
2. Select a photo from your photo library or take a photo with your phone.

The photo is attached to your message.



## Accessibility

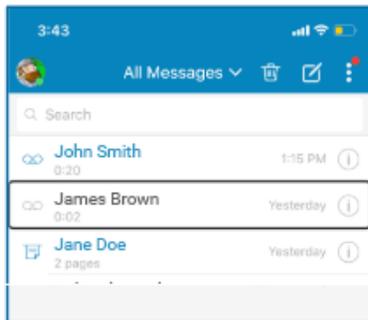
For mobile applications, accessibility works automatically when a user enables a screen reader, such as:

iOS: **General** > **Accessibility** > **Voice Over**

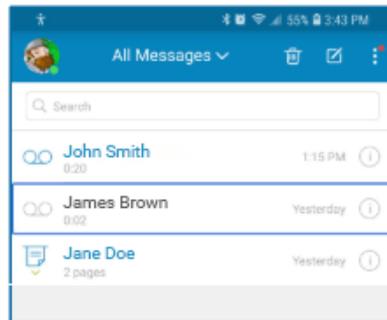
Android Pixel: **Settings** > **Accessibility** > **TalkBack**

Android Samsung: **Settings** > **Accessibility** > **Vision** > **Voice Assistant**

A check box is triggered in accessibility mode and switchable between different screen elements by swiping navigation or tapping the screen reader.



iOS



Android



## Conference Calling

Conference Calling is available on all AT&T Office@Hand from AT&T user plans.

A single conference bridge phone number is provided for each account, shared by all users—no need for your users to keep track of multiple bridge lines.

Each user gets their own individual host and participant access code, so they can hold conference calls whenever they want, wherever they are.

Each user can host a conference with up to 1000 attendees, using their IP desk phone while in the office, or their Desktop app on their desktop computer, or the AT&T Office@Hand mobile app while on the go. Reservations are not needed. You send an invite to participants, and the conference starts as soon as you join as host.

To start a conference, tap the Kebab icon  and then **Conferencing** icon. .

The **Conferencing** screen shows the dial-in number, **Host** and **Participant** access codes, and **Invite** and **Start Conference** buttons. The host can:

- mute participants
- get caller counts
- record conferences

The main conferencing number is available in the U.S. In addition, in-country dial-in numbers are available for use in over 40 countries.

For additional information including touch-tones to use for control during the conference, and a list of international dial-in phone numbers please visit this [Knowledge base article](#); and [International Dial-In Numbers](#).

Admins can locate the unique conference calling information for a specific user by tapping their photo, then **Phone System** > **Users**. Tap a user, then **User Info**, and finally tapping **Phones & Numbers**. You will see the conference number, host code, and participant access code for that user.

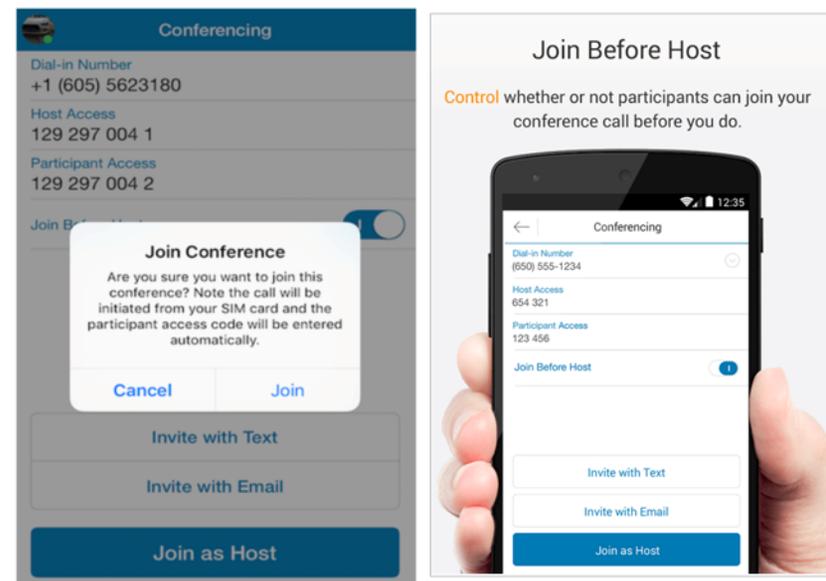
Start a conference by tapping the Kebab and then **Conferencing** icons. Tap **Invite**, then **Invite with Text** or **Invite with Email** to create a new SMS text message or email that contains the conference number and the participant

access code the attendee should use to join the meeting. Add contacts in the **To:** field by tapping the plus sign. Add a subject line and additional messaging, plus any attachments as needed, and tap **Send**.

**Note:** You can attach documents from your files to an Invitation Email by using copy and paste.

**Note:** Invitees with RingOut enabled can join the conference automatically via their native dialer by simply tapping Join on the pop-up message.

Tap **JOIN AS HOST** to log in automatically and begin your conference.



The conference host can control whether participants may join the conference call before the host does by selecting the “Join before Host” option on the mobile app.

Your recipients can tap to join a conference call directly from the text invitation without the need to dial the number and enter the access code when VoIP is not available. Your recipients can tap to join the meeting directly from the text invitation without dialing the number and entering the access code.

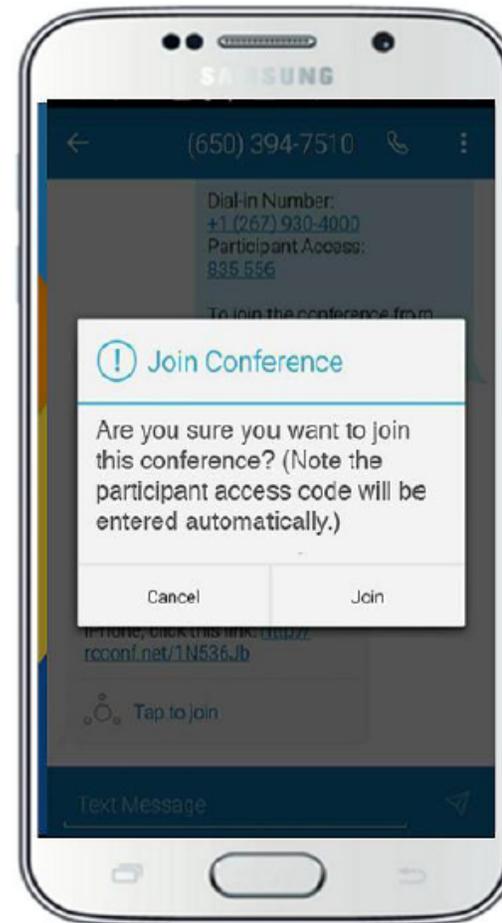


See “Appendix B - Touch Tone Commands” on page 115 for a list of touch tone commands.

### Tap to Start/Join a Conference with RingOut

*(iOS and Android)* This feature lets a host tap-to-join a conference call without the need to enter an access code when VoIP is not available.

Host and participants are notified when starting or joining a conference while VoIP calling is not available.



## Business SMS

Business SMS integrates text messaging into your mobile app on your smartphone or tablet, as well as your desktop app. You can send and receive text messages to and from multiple extensions, or 10-digit local (non-toll-free) phone numbers. This feature is available to all AT&T Office@Hand customers.

Send messages to clients, colleagues, and your groups without having to text each individual group member. Recipients can reply via Business SMS, or via their native SMS system.

Send Business SMS messages to any non-toll-free number in the United States or to any AT&T Office@Hand customer number even if the customer is traveling overseas.

On the **All Messages** screen, received SMS messages are indicated by the **SMS icon** . Click on a message to view it, to respond to it, and to view the sender's contact information.

To create a new message,

1. Tap the caret next to **All Messages**; then tap **New Text** to create a new message.
2. Enter names or phone numbers in the **To:** line, or select from your **Contacts** by tapping the **blue plus sign** .

You can message anyone whose phone is able to receive text messages.

You can message AT&T Office@Hand colleagues by extension number.

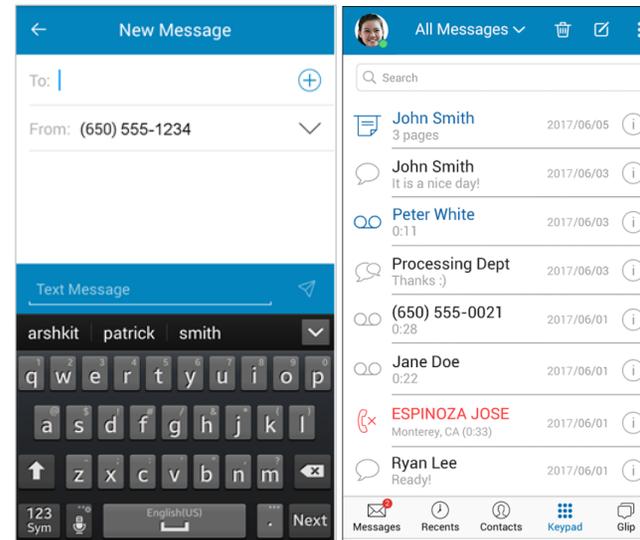
You can block unwanted SMS messages to your extension by blocking the phone number of the sender. You may unblock any time. To block a caller,

1. Tap  **Recents**.
2. Tap  next to the caller you want to block.
3. On the **Contact Info** screen, tap **Block Number**. You may unblock a number at any time.

See also, "Screening and Blocking Calls" on page 49.

When creating an SMS message, tap the caret  to the right of the **From** line to select your default Caller ID for outbound messages.

**Note:** Business SMS does not support international numbers and short code. Business SMS is available for Office customers only.



Group Messaging  allows you to send a message to two or more company contacts.

Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message. For Group Messaging FAQs click [here](#).

## SMS to 911

Sending an SMS to 911 on the AT&T Office@Hand mobile app will pass control of this function to the native messaging application, and send the text directly to the 911 service. **Note:** Available only to US AT&T Office@Hand customers.



## Faxing

You can send, receive, and view faxes using the AT&T Office@Hand mobile app. If you have an iPhone, you can use that device's AirPrint function to directly print any fax. First, we'll cover viewing received faxes in the mobile app. Then we'll set up outbound faxing, and explain how to send faxes.

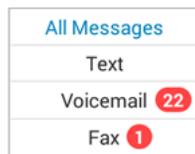
### Receiving and Viewing Faxes

Your AT&T Office@Hand phone number by default receives both voice calls and faxes. (Optionally, you can set up specific extensions to receive only voice calls or only faxes.)

View the faxes you've received on the **All Messages** screen of your AT&T Office@Hand mobile app. You can also arrange to receive faxes as PDF attachments in your email account.

### Access faxes on your smartphone

1. On the All Messages screen, tap **Messages**  at bottom-left.
2. Tap the All Messages **All Messages**  caret to filter your messages.



3. Tap Fax to select your unseen fax message.
4. Tap  the download icon to download your fax message.
5. Tap  the fax icon to view your new fax message.

Unviewed fax messages will appear in blue on the All Messages screen;

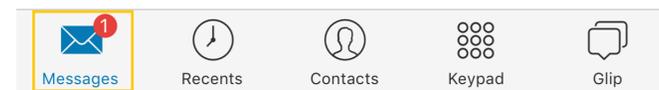
Viewed fax messages will appear in gray on the **All Messages** screen.



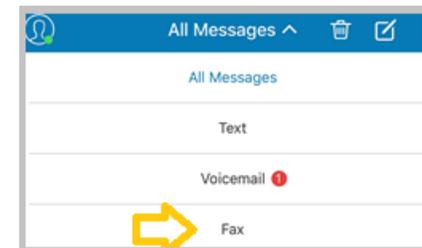
### FaxOut from the Mobile App

All users with the latest AT&T Office@Hand mobile app can send or forward documents (up to 20 MB) as fax messages to any contact, or multiple contacts, anywhere from your iOS and Android-powered devices. (Instructions for iOS are shown here.)

1. Launch the Office @Hand mobile app from your mobile device. 
2. Tap **Messages** in the lower left bottom menu.



3. Select **Fax** from the menu.



4. Tap the  **Edit** icon.
5. Enter the fax information.
6. Select the cover page, if different from default.
7. To attach a document (optional) tap  the **Attach** icon (paper clip). (Fax attachments can be up to 20MB.) You can attach files from Dropbox, Box, Google Drive or your phone or tablet.
8. Tap **Send**.



**Note:** Documents can be added to your Documents folder from email attachments. From your smartphone's email app, open an email and tap and hold the attachment name until the gray screen of app icons displays; tap the icon Open. The document will be added to the Documents folder from which it can be selected for faxing. Attachments can be up to 20MB.

\* *Optional. Faxes can be sent without attachments.*

## Adding Files to Your Documents Folder

Files can be added to your Documents folder from email attachments.

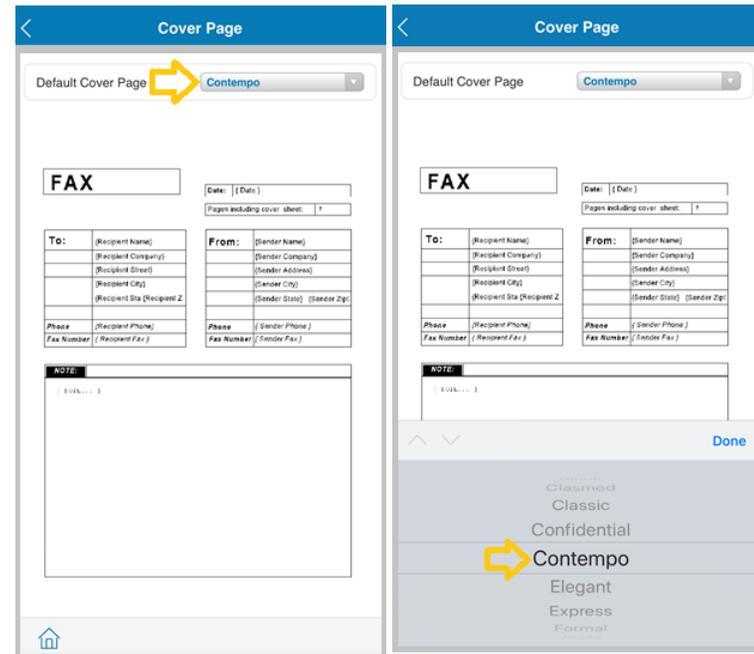
1. From your smartphone's email app, open an email and tap and hold the attachment name until the gray screen of app icons displays.
2. Tap the icon Open. The document will be added to the Documents folder, from which it can be selected for faxing.

## Choosing a Default Fax Cover Sheet

A cover sheet is attached to each fax you send through the fax service.

1. Tap your photo , then tap **Extension Settings**.
2. Tap **Outbound Fax Settings**
3. Select the cover page you want and click Save.

The variable information on the cover page will be filled in during the fax-sending process.



## Email Addresses That Can Send Faxes

On the **Fax Settings** screen, under **Faxes Sent via Email**, under the line Email addresses permitted to send faxes, add, one by one, the email addresses from which users can send faxes by email through your account with AT&T Office@Hand. Click **Add** after each one; click **Save** when done. Email addresses might include alternate company accounts, personal accounts, or accounts for contractors. You can store up to five such email addresses.

When a fax is sent by email as described below, the system checks the email address of the sender, and sends the fax if it is on this approved list.

When you send a fax by email, the subject line of the email is put on the cover page. Check On to omit the cover page by sending the fax without a subject line. Omitting the cover page when the email subject is Blank is in the same information block.

## To Send a Fax by Email

You can email documents to an AT&T Office@Hand email address that automatically converts the attachments into fax format and sends them to the fax number specified. You can send faxes by email in this way from any email address you have added to **Email addresses permitted to send faxes** described above.

1. Create an **email message**. **Attach** one or more documents you wish to fax.
2. The text in the **Subject Line** of the email will be added to the cover sheet. (If no subject line text is included, the cover sheet will be omitted if you set that feature as described above.)
3. Send the email to the recipient's **10-digit fax number at the email address rcfax.com**. For example, to send a document to the fax number 1-510-555-1212, you would use this email address: **5105551212@rcfax.com**. You can send the fax to multiple recipients by adding fax number-addresses, separated by a comma, thus: \*5105551212@rcfax.com,5115551212@rcfax.com,2105551212@rcfax.com\*.

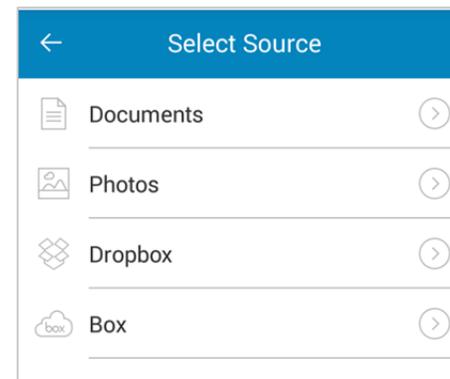
## Send a Fax from Your Account

To send a Fax from your AT&T Office@Hand Online Account, follow these steps:

1. Through a Web browser on your smartphone or desktop PC, log in to your online account at <https://service-officeathand.att.com> and click the FaxOut icon in the upper-right corner of the Web page.
2. Enter the fax numbers of the recipients in the **To:** box.
3. You can click the **green plus sign** to select fax numbers from your **Contacts** list. You can also select **Groups**, which will send the fax to each member of the Group for whom you have a fax number listed.
4. Create a **Cover Page** with a personal message (optional).
5. Click **Browse** to add one or more documents to fax.
6. Choose **Send Now** then click the **Send Now** button to send your fax.
7. Or choose **Schedule** to schedule delivery for some future date.

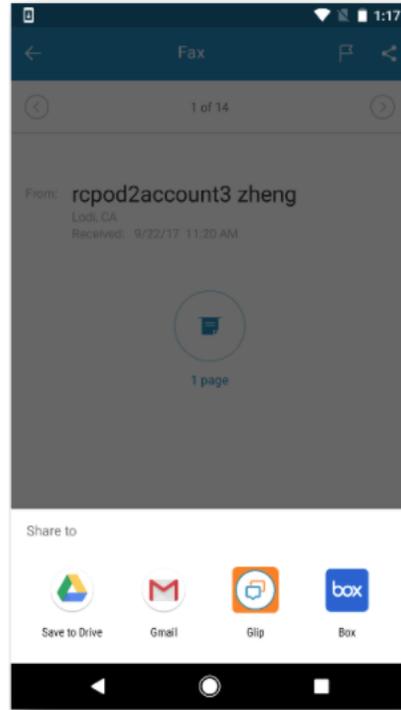
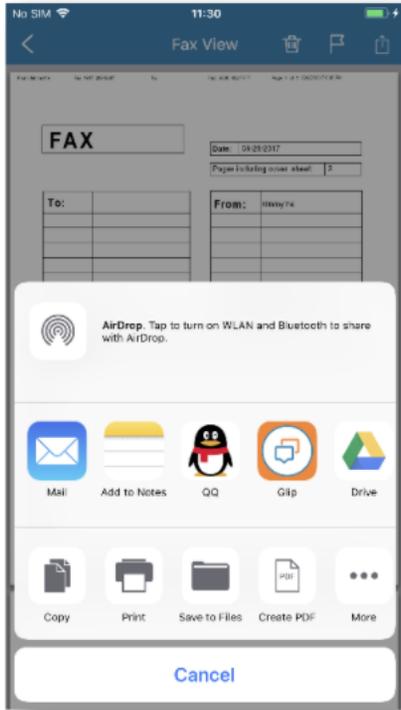
A wide variety of standard document types, including word processing, spreadsheet, and PDF documents, are recognized by the AT&T Office@Hand Cloud Fax system.

You can also send faxes using the **Desktop** app, which you can download and install on your Windows PC or Mac desktop.



## Share Fax/Voicemail to Other Applications

Users can share their received voicemails and faxes to any apps directly from the detail screen.



## Active Call Controls

**Active Call Controls** are soft keys accessible to conveniently use various features on your AT&T Office@Hand mobile app.

Tap	Active Call Control
	<b>Mute</b> replaces the Answer button when a call is connected. It turns off your microphone and eliminates background noise.
	<b>Keypad</b> allows you to dial a number or press numeric inputs to access a certain department or queue.
	<b>Speaker</b> gives you the option to use any of your audio sources, typically the headset and the internal speakers.
	<b>Hold</b> puts the other party on hold until you tap it again to undo the action.
	<b>Record</b> activates On Demand Call Recording for your extension. Recordings are saved in your extension's online account.
	<b>Switch to Carrier</b> hands off a call from your local VoIP service to your mobile carrier when the WiFi signal is weak.
	<b>Transfer</b> lets you transfer a call to other extensions or call queues on your phone system.
	<b>Park</b> enables you to place calls on hold in a virtual location and retrieve them from any desk phone in your system.
	<b>Flip</b> replaces the Answer button when a call is connected.
	<b>End</b> terminates an existing call.

### HD Call Quality

Three green lights indicate HD call quality should be good. Two yellow lights indicate some packet loss and/or jitter and your call quality may suffer. One red light indicates call quality may be too poor to use.

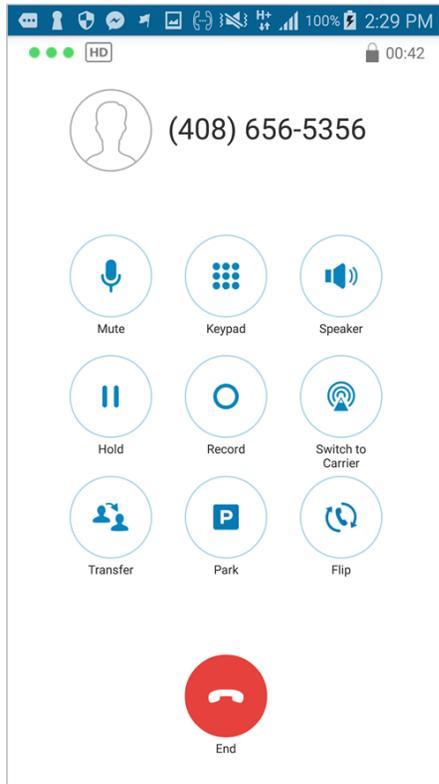


If so, change locations to find a better WiFi connection. If none is available, your service will automatically switch to your carrier voice plan. Your service will return automatically to VoIP Calling over WiFi when your WiFi connection improves, providing **VoIP Calls** and **Over 3G/4G** are both enabled. See “VoIP Calling” on page 67 for details.

You may hear a network handoff reconnecting sound to indicate an attempt to re-establish a VoIP call when that connection was previously lost. You will also see the message, “Reconnecting...” in the active call screen.



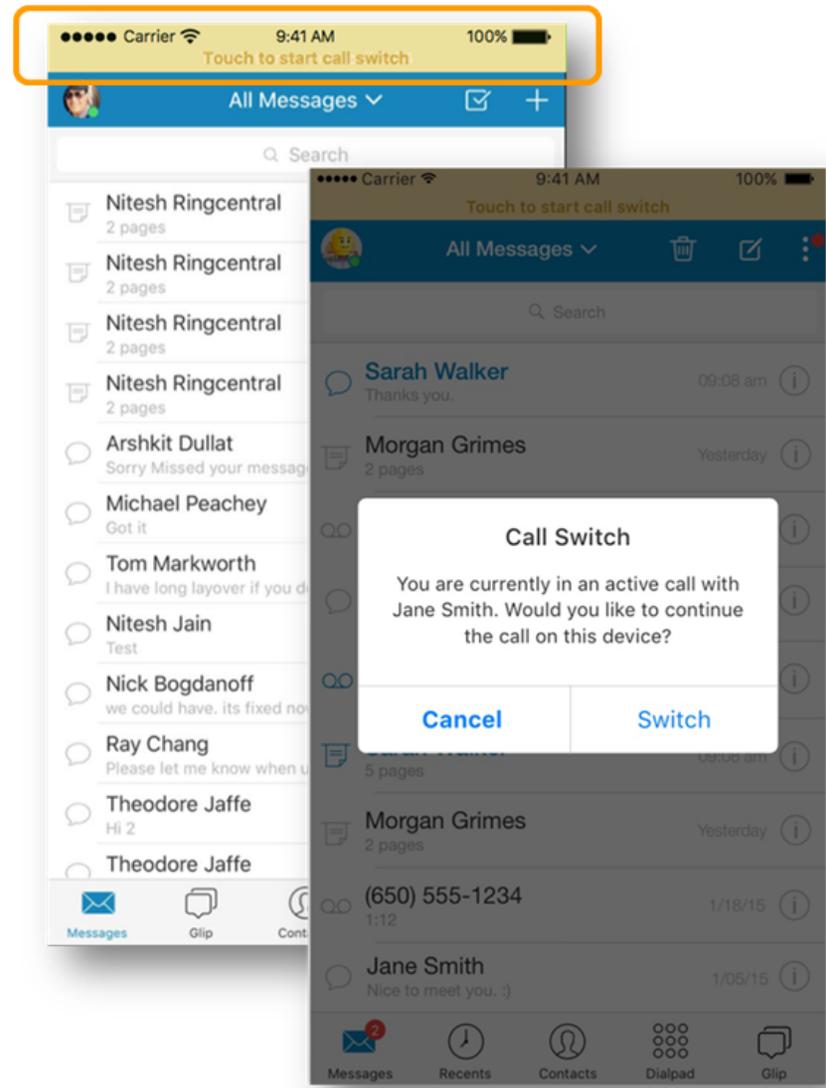
**Note:** Auto Hand Off is enabled only when options **VoIP Calls** and **Over 3G/4G** are both selected.



## Call Switch

Call Switch lets you instantly switch between your AT&T Office@Hand Desktop App or AT&T Office@Hand Mobile App while in a call.

- Does not replace existing Call Flip feature (allows flip to any device with digital line).
- Allows you to finish an urgent phone call taken on Desktop phone and transferred to mobile phone when necessary to leave office.
- No delay in picking up the transferred call.
- Call Switch is supported only when VoIP is turned on. If VoIP is turned off, you are asked to turn it on before you can continue.
- Call Switch is not supported if current user has multiple VoIP calls in progress. The banner is hidden. This constraint is added to avoid confusion when switching a local-audio-mixed conferencing from the Desktop app.
- A call on hold will be removed from the hold after switching to another endpoint.
- For a two-leg RingOut case, call switch is not available until first leg is connected.



## Call Recording

Two types of call recording are available: *On-Demand* and *Automatic*.

### On-Demand Call Recording

Once On-Demand Call Recording has been set up, users can activate call recording while taking a call on an AT&T Office@Hand IP desk phone, or anywhere using the AT&T Office@Hand mobile app.

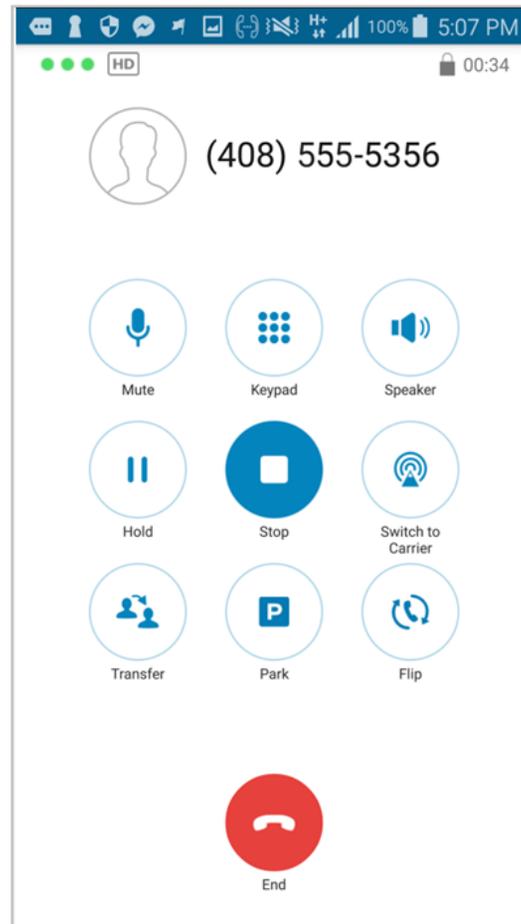
Press the **Record** button  on the Call Control screen to start recording a call, and once again to end the recording. Then, press the Record button on the Call Control screen to start recording a call, and once again to end the recording. The **Start** announcement will play when recording begins, and the **Stop** announcement will play when the recording ends.

Users can find their call recordings by clicking Messages in the menu bar, then Recordings. On-Demand Recordings are saved for 90 days. Download recordings to retain them longer.

### Automatic Call Recording

With **Automatic Call Recording**, the Administrator designates specific extensions for which all inbound and outbound calls will be recorded without further interaction by the user. Automatic Call Recording is activated and managed by the Administrator from the AT&T

Office@Hand online account, rather than from the mobile app.



The Automatic Call Recording feature enables Administrators to record and review all calls to and from selected extensions. Automatic Call Recording is available to Administrators of premium and enterprise plans.

Administrators can follow instructions in the *AT&T Office@Hand Admin Guide* to enable Automatic Call Recording.

- When the Admin sets Automatic Call Recording, each User receives an email alert that their incoming/outgoing calls are being recorded.
- When the Admin deselects a user, that user receives another email that their incoming or outgoing calls are no longer being recorded.

Once a user extension has been activated by the Administrator, Automatic Call Recording will record all of that extension's incoming and/or outgoing calls. Recordings are saved in the Administrator's Call Log, where they can be played back individually, or downloaded as a group as MP3 files.

Automatic Call Recordings are saved in the cloud for 90 days. Download recordings to retain them for a longer period.

Users can also review and download their own recorded calls.

Users: If your Administrator has activated Automatic Call Recording for incoming to, or outgoing calls from, your extensions, you will get an email letting you know. You will also get an email when Automatic Call Recording is deactivated for your extensions.

Once recordings are activated for incoming calls, an announcement will automatically play to incoming callers letting them know that their call is being recorded.



However, if your Administrator has activated Automatic Call Recording for outgoing calls for your extensions, no such automated announcement is played when you call others; it is your obligation to let those you call know that the call is being recorded—see **Call Recording—Important Legal Requirement**.

Users to Record

Select users to record: ⓘ

User	Select all	Incoming	Outgoing
Jane D	Ext. 102	<input type="checkbox"/>	<input type="checkbox"/>
Gary W	Ext. 103	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tom B	Ext. 104	<input type="checkbox"/>	<input type="checkbox"/>
Mary G	Ext. 105	<input type="checkbox"/>	<input type="checkbox"/>
Peter P	Ext. 106	<input type="checkbox"/>	<input type="checkbox"/>
Sean C	Ext. 107	<input type="checkbox"/>	<input type="checkbox"/>
Jason RingCentral	Ext. 108	<input type="checkbox"/>	<input type="checkbox"/>
John S	Ext. 101	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Save >

### Call Recording—Important Legal Requirement

*Certain state and federal call recording laws apply to the use of this call recording feature by you and all users associated with your account. In some states, you and each user associated with your account are required to obtain consent from all parties to record a phone call.*

*By using the call recording feature, you and each user associated with your account are required and must agree to maintain compliance with all applicable state and federal laws and regulations.*

*On behalf of your organization, you, as Administrator, agree to notify all users associated with your account of their obligation to comply with all applicable state and federal laws and regulations.*

*You, as Administrator, and each user associated with your account, understand and agree that each of you are solely liable for compliance of such laws and regulations, and under no circumstances shall be responsible or held liable for such compliance.*

AT&T Office@Hand provides default announcements to play before and after the call. Review, and create your own custom announcements if you wish; custom messages must comply with laws and regulations as noted above.



## Busy - Do Not Disturb (DND)

When you're busy and don't want to be interrupted, use Do Not Disturb to forward calls directly to voicemail. Your Availability Status is automatically applied immediately to your extension.

You can choose to stop receiving incoming calls on your Mobile app only by turning Data (VoIP) Calling Off.

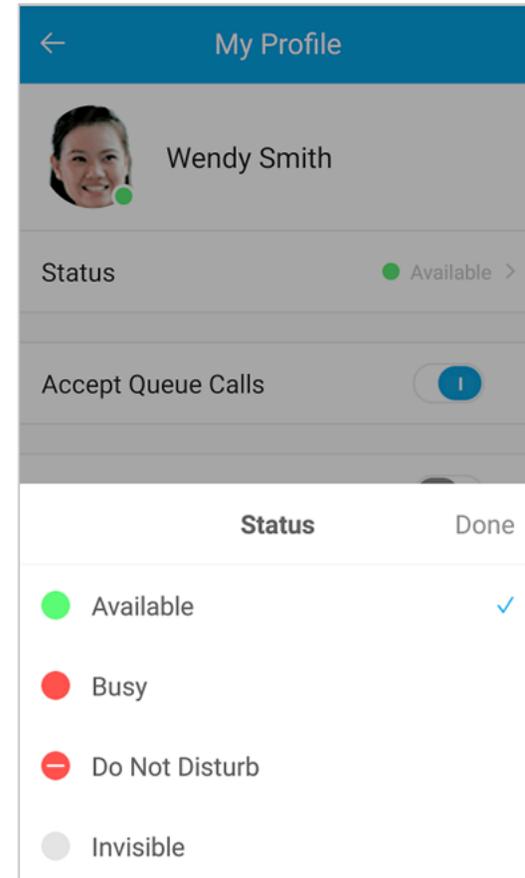
### Set Your Status

To change the **Status** setting,

1. Tap your photo ; then tap **Status**.
2. Tap **Busy** to send your incoming calls to your number directly to voicemail.

The Status choices are: Available, Busy, Do Not Disturb, Invisible.

Tap	Status Options
<b>Available</b>	(Default) Allows you to take incoming calls on your extension.
<b>Busy</b>	Send your incoming calls to your number directly to voicemail. You can choose not to receive calls from a Call Queue. You can still receive notifications and calls going directly to your Extension as long as you enable Accept Call queue calls.
<b>Do Not Disturb</b>	Direct calls immediately to voicemail.
<b>Invisible</b>	Choose Invisible so other users will not see whether you are Busy or Available. Choose not to receive calls from a Call Queue. You can still receive notifications and calls going directly to your Extension as long as you enable Accept Call queue calls.



## Presence

Presence is a feature by which you can see if another user is on the phone. Presence-enabled AT&T Office@Hand desktop IP phones use lights to indicate which specific user extensions are in use or on hold, with the user's permission.

Users can monitor Presence from their **Favorites** tab, and manage their own Presence settings, from their mobile app. The Admin can manage Presence settings for all users.

### For the Administrator

Admins can use their Smartphone App to set permission to share a user's presence status with colleagues by tapping their photo, then tapping **Phone System > Users**, selecting a user, then **User Info**; tapping the **Phones & Numbers** tab, then tapping **Presence**. Admins can set their own Presence as a user by selecting their own name/extension.

#### Tap Appearance.

- If the user has no Presence-enabled phones, they will see the message: *Currently none of the phones on your extension can show presence. Phones with the capability can be purchased from AT&T Office@Hand by clicking Add Phone.* As an Administrator, you can add Presence-enabled phones. (Users will get a message telling them to contact their Administrator to purchase phones.)
- If the user has a Presence-enabled desktop IP phone, its Presence status can be displayed as shown on the right, below. The first two lines (Line 1 and Line 2) are dedicated to that user and cannot be changed. Tap other user's extensions to choose colleagues whose presence you wish the user to monitor, from among those who have granted permission to show their presence status.

When you add extensions for this user to monitor with Presence, you can also check *Ring my phone when any user I am monitoring rings* so the user will know when the monitored user's phone is ringing; and/or check *Enable me to pick up a monitored line on hold* so this user can act as backup to the other user.

Now tap **Permissions**. Tap **Share my presence**. When **On**, this allows other users to see this user's presence status—whether the user is on the line. Note that Presence detects calls to numbers/extensions. No matter which actual device the call is sent to, the system detects that the number/extension is ringing, active, or on hold. You can also select other users who can pick up this user's phone calls. A user can thus answer a busy manager's calls or a call to a user who is in a meeting or out at lunch.

The image shows two screenshots of the AT&T Office@Hand mobile app's Presence settings screen. The left screenshot shows the 'Appearance' tab with options to ring the phone and pick up monitored lines, and a list of users to monitor. The right screenshot shows the 'Permissions' tab with a toggle for 'Share my presence' and a list of users permitted to pick up calls.

Line	User	Ext.	Checked
Line 1	Jess Jones, EXT. 104		
Line 2	Jess Jones, EXT. 104		
Line 3			

User	Ext.	Checked
Ben Smith	Ext. 103	✓
Dave Richards	Ext. 101	✓
Mary Goss	Ext. 102	✓

### For the User

Manage your Presence settings from the mobile app by tapping your photo and then tapping **Extension Settings > User Info**. Tap the **Phones & Numbers** tab, then scroll down and tap **Presence**.

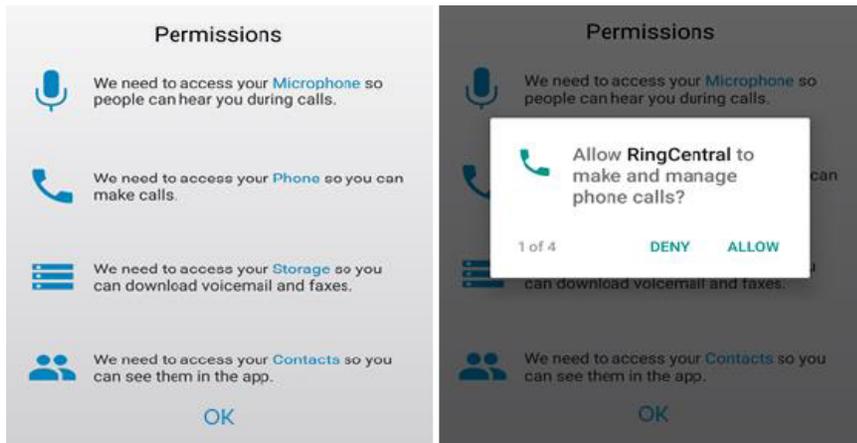
Under the **Appearance** tab, view and manage your **Presence** settings for that phone. Or you may see the message "Currently none of the phones on your extension can show Presence. Phones with Presence capability can be purchased by clicking **Add Phones**." (See your System Administrator, as only Admins can add phones.) Under the tab **Permissions** you can check those colleagues who can monitor your phone's Presence. Then click **Save**.



## Android “M” Permission Model

The new Android “M” OS now offers user controls over some application permissions, a feature already available on the iOS. Users will be asked to turn **On** the following permissions:

- Contacts (view local contacts)
- Phone (RingOut)
- Microphone (VoIP call)
- Storage (store fax/voicemail/documents/photo)



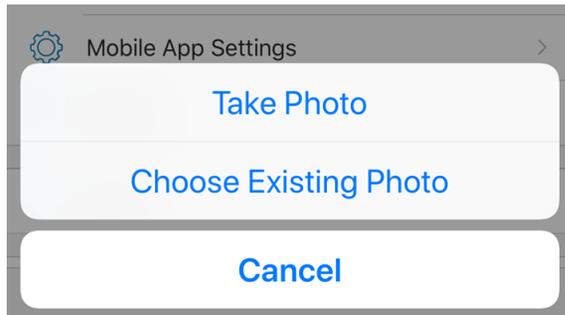
## Managing Your User Settings

Most of the customizable features of your AT&T Office@Hand mobile app are found in the **Profile** area, particularly under **Extension Settings**. This includes such items as User Info, Call Handling & Forwarding, Messages & Notifications, and Outbound Caller ID. These features are the same for Users and for Administrators acting as Users. Tap your photo to access **My Profile**, then tap **Extension Settings**.

### Add or Change a Photo

You can add a photo, replacing the avatar by using these steps:

1. Tap your photo ;
2. Tap your avatar. Your choices appear.

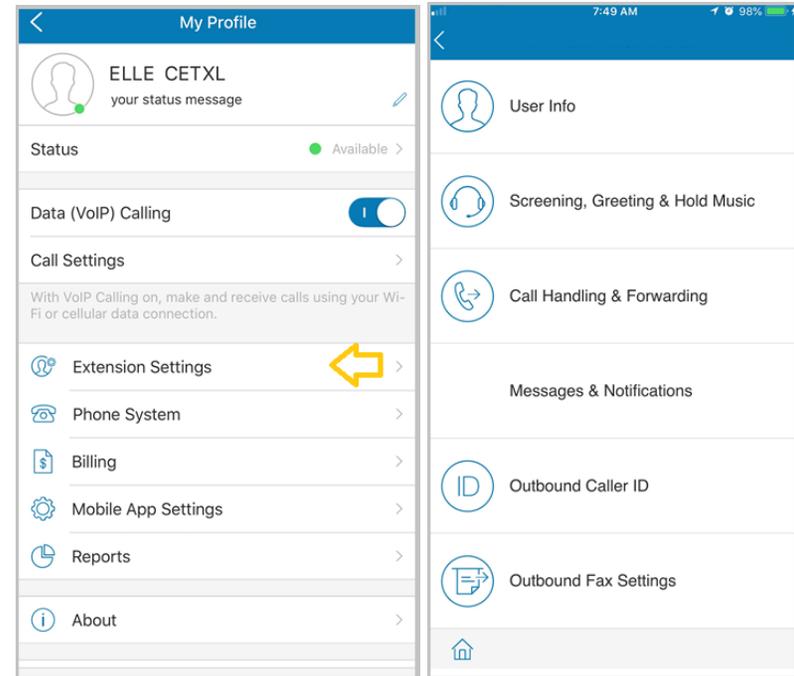


You may select an existing photo from your Desktop app, from your mobile phone, or take a new photo.

When you tap Add, the photo replaces the avatar. The photo is shown in contact details, the incoming call screen, the contacts list (if downloaded), and favorites list (if downloaded).

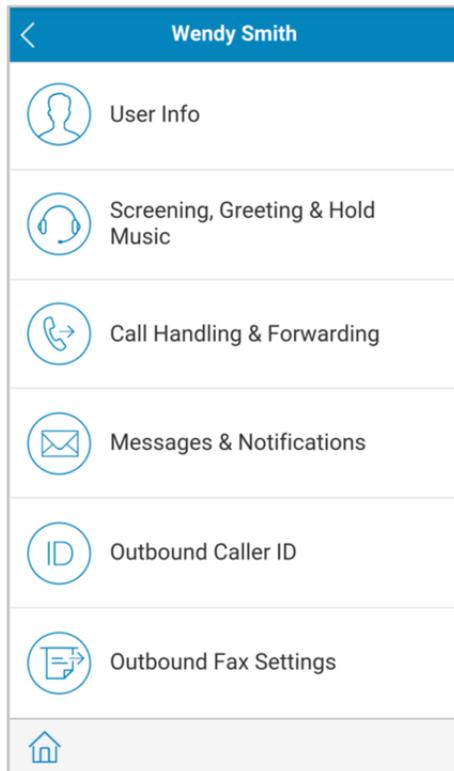
When you add your photo to your profile page, it is synced automatically across the cloud, and your colleagues will see your new photo in their AT&T Office@Hand mobile app and Desktop contacts.

However, your new photo will not automatically replace the profile image for you (if any) that was manually added by your contacts.



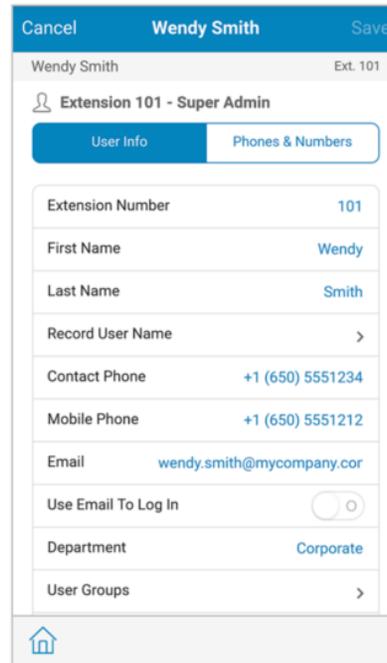
## Extension Settings

This screen contains most of the functions you'll use to manage your own user settings.



### User Info

To manage your basic settings, greetings, call screening, call handling, direct numbers and desktop phones if you have them, security settings, notifications, and more, tap **User Info**.



**Extension Number:** Callers to your company number can reach you by entering this extension number. They can also reach you by dialing your Direct Number, if you have one.

**First Name/Last Name:** You can edit your first and last names here.

**Record User Name:** AT&T Office@Hand uses text-to-speech to pronounce your name. If mispronounced, you can tap this item to correct the pronunciation. Or tap the Text-to-speech name field and type in a phonetic pronunciation. Login in to your online account to hear it.

**Contact Phone:** This is an optional alternative phone number that might be used for call forwarding if you wish.

**Mobile Phone:** Optional

**Email:** This email address can be used for notifications.

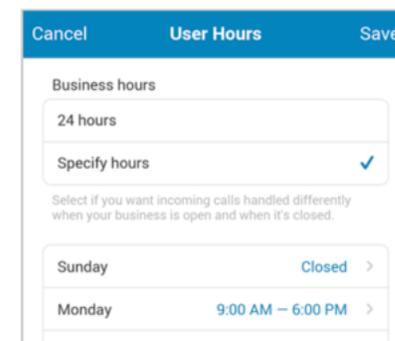
**Use Email to Log In:** Optional.

### User Hours

Set user business hours here. Default is 24/7. If you set specific business hours here, you can then set separate call-handling rules for business hours and after hours.

Tap **User Hours**. Tap 24 hours for incoming calls to be handled the same way all the time, including weekends.

Tap **Specify hours** and specify the days and times you are available to take calls. Setting specific hours will allow you to set call-handling rules that apply during Business Hours and separate call-handling rules for After Hours. Also check the Time Zone setting at the bottom of this screen. When you're finished, tap **Save**.



## Phones and Numbers

At the top of the **User Info** screen, tap **Phones & Numbers**.

The screenshot shows the 'Phones & Numbers' settings for Wendy Smith. At the top, there are 'Cancel', 'Wendy Smith', and 'Save' buttons. Below that, it shows 'Wendy Smith Ext. 101' and 'Extension 101 - Super Admin'. There are two tabs: 'User Info' and 'Phones & Numbers'. The 'Phones & Numbers' tab is active. Under 'Conference Number', it lists: Conference Number: (760) 555-7171, Host Code: 178-878-247, and Participants Code: 548-050-802. Under 'Direct Numbers', there are two entries: (650) 555-2575 and (650) 555-4126, each with a right arrow. Below that is a blue 'Add Direct Number' button. Under 'Phones', there are two entries: Polycom VVX-310 Gigabit ... (650) 555-6462 and SoftPhone, each with a right arrow. Below that is a blue 'Add Phone' button. At the bottom, there are two more entries: Presence and Intercom, each with a right arrow.

Here you will see the direct-dial numbers, if any, assigned to you.

- **Conference Number:** On this screen you will also see your company **Conference Number, Host Code, and Participant Code**. You can use this information to start or join a conference; or you can simply tap the menu caret **^** and tap **Conferencing** to set up and manage your Conferences.
- **Direct Numbers** allow customers to contact you directly without having to go through the company receptionist or phone tree.

If you have direct numbers, you can tap each number to select the number type—voice and fax, voice only, or fax only—for each.

### Add Direct Number

Tap Add a Direct Number—if you are not an Administrator, you will receive a message to contact your Administrator to request direct numbers.

If you do have Administrator privileges, you can add a Direct Number yourself. To add one or more numbers, tap Add Number and follow the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the Order Confirmation screen.

## Add Phone

This is an Administrator function and must be done through the AT&T Office@Hand online account. Administrators can add, remove, or reassign phones.

## Presence

See “Presence” on page 43 for information about managing the [Presence](#) setting.

## Intercom

Mobile app users can initiate Intercom by dialing **\*85** and entering the extension number of the user they wish to intercom with. See “Appendix B - Touch Tone Commands” on page 114.

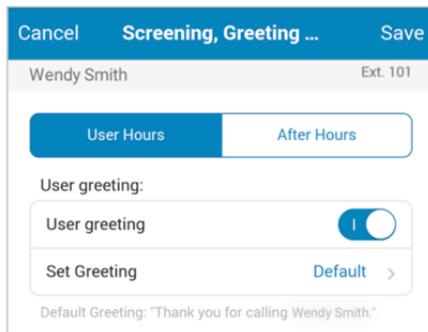


## Screening, Greeting, and Hold Music

Tap image  and go to **Extension Settings > Screening, Greeting & Hold Music**.

Choose the message callers will hear when they call you during business hours (or at all times if you are using “24 hours” as your User Hours).

1. Tap **User Hours**.
2. Tap to turn On **User Greeting**.



3. Tap **Set Greeting**.
4. On the **Set Greeting** screen, review the text of the default greeting. To hear it, tap **Play**. The Auto-Receptionist will read your name using text-to-speech technology. If you want to use the default greeting, leave as set or tap **Custom** to create a **Custom** greeting.
5. To record a Custom greeting:
  - a. Tap **Custom** and then tap **Record**.

- b. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** menu below).
- c. Tap **Call Now**.
- d. The system will call you and prompt you to record your greeting.
- e. On the **User Greeting** screen, a message will confirm that your custom message has been successfully received and display **Custom**.
- f. To listen to your custom greeting later, access your account on the Web.
- g. Tap **Cancel** to return to the previous screen.

## Screening and Blocking Calls

Under **Set up call screening**:

1. Tap image  > **Extension Settings > Screening, Greeting & Hold Music**.
2. Turn on **Call screening** and choose **Ask callers to say their name before connecting**:
  - a. If Caller ID is not present,
  - b. If the caller is not in the user’s Contact list, or
  - c. Always.
3. Scroll down and turn on **Audio while connecting**. Tap **Set Audio** and select the style of music to be played to the caller.

4. Turn on **Hold music**. Tap **Select Music** and select the style of music to be played to the caller. Choose from a dozen and a half types of music— from easy listening to jazz, country, classical, corporate, Latin, or none. You can also choose a simple ringtone.
5. To listen to the music options, tap the **Play** button.
6. Tap **Blocked Calls** and select from the options for blocking calls.
  - a. **All Calls**—If selected, you will not receive any calls or faxes made to this number, unless you select **Allowed Numbers**, below, and enter specific numbers or area codes.
  - b. **Specific calls** will block all calls and faxes from specific numbers or area codes you enter, or will block calls and faxes with no Caller ID.
  - c. **Specific numbers**.
  - d. **Calls and faxes with no caller ID**.
  - e. **Calls from Pay Phones**.

Each choice also lets you set the message callers will hear, such as “This number is not available from your calling area” or “Mailbox Full.”

7. Tap **Save**.

Repeat this process with the **After Hours** tab.

*(continued on next page)*



Cancel
**Blocked Calls**
Save

Wendy Smith Ext. 101

Please note: calls blocked for this extension (because it is the main administrator extension) will apply to any calls to the company as well.

**Block calls**

All calls

Specific calls ✓

**Only block these numbers or area codes**

Specific numbers 0 >

Callers will hear This number is not ... >

**Blocks calls and faxes with no caller ID**

Calls

Faxes

**Calls from Pay Phones**

Block calls from Pay Phones

Callers will hear I'm sorry, the numb... >

Use block all calls if you only want to allow calls from a few specific area codes or numbers. If you block all calls, you can specify the exceptions of which calls you wish to allow below.

## After Hours Greeting

If you are viewing the **After Hours** tab, you can still set **Blocked Calls** handling.

Your **After Hours** options will depend on your selected Call Handling & Forwarding option.

To configure the same settings for After Hours,

1. Select **Call Handling & Forwarding**.
2. Tap **After Hours**.
  - For **Only Play Announcement and disconnect**, you can choose either a Default message or a Custom announcement message.
  - For **Forward Calls** enter the information for the forwarding phone.
  - For **Unconditionally forwarding**, or to send after-hours callers directly to voicemail, your After-Hours greeting will not be played.



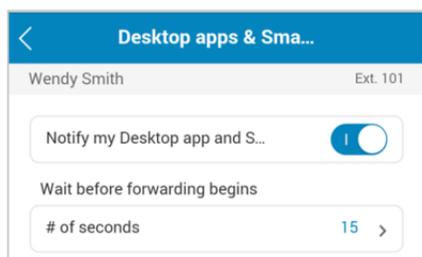
## Call Handling and Forwarding

Tap your image . Tap **Extension Settings > Call Handling & Forwarding**.

Review **Business Hours** and **After Hours** settings, and create **Advanced call-handling rules**.

### User Hours Call Handling & Forwarding

1. Under First ring, tap Desktop apps & Smartphones.



2. Switch **Notify my Desktop apps** to **ON** and set **Wait before forwarding begins** to the desired number of seconds (range 0 to 75 seconds).
3. Tap **Save**.

Back at the **Call Handling & Forwarding** screen, choose from among the many options for determining which phones will ring, in what order, when calls come in during User business hours.

- Your AT&T Office@Hand **Direct Numbers**, if you have any, are listed first. Tap On for the ones you want to ring your during business hours. If you have no direct numbers, but only extensions, no numbers will be displayed here.
- **Add Phone**. Tap to add non-AT&T Office@Hand numbers you may have, such as your home phone. Tap the space next to the label; such as **Home**, and type in a phone number, then tap **ON** to activate it.
- To call outside numbers with extensions, put an asterisk between them, thus: **[number] \* [extension]**. The system will dial the number, pause, and then dial the extension.

- **Forward calls to other user's phone**. Tap to select other users on your AT&T Office@Hand account to add to your forwarding list.
- **Number of Seconds**. Tap to set how long a given phone will ring before the call is forwarded to the next number, or sent to voicemail. (Keep in mind how many total rings callers will be subject to if the call is not answered.) You can set the number of seconds. Tap **Sequentially** or **Simultaneously** to have the phones to ring one after the other in the order given in Ring Order, or all at once.
- **Call Forward to Unreachable Phone**. Tap to set Call Redirection. This feature is available to selected plans, on demand. This feature is Off, by default. Contact support for more information on this feature. An admin must configure this feature.

- Individual User Extensions that have desk phones and/or AT&T Office@Hand Desktop App with a Digital Line
- Virtual Extensions with Call Forwarding to desk phones and/or AT&T Office@Hand Desktop App with a Digital Line
- Shared Line Group
  - \* A User should have the RingCentral Mobile and Desktop App notifications in Call handling disabled, or turned Off.
  - \* A User/Extension should have at least (1) one desk phone or a Digital Line in Call Handling.
  - \* A User should NOT have PSTN destination in Call forwarding.
  - \* If a User has multiple desk phones and RingCentral Digital Lines, all of them **MUST** be unreachable to trigger this Call Forwarding feature.
  - \* If a Virtual Extension has forwarded to other User Digital Lines, then Call Forwarding can be triggered **ONLY** if all the forwarded endpoints are unreachable.
  - \* Call Forwarding destinations can **ONLY** be the following:
    - Another Extension in the account
    - External PSTN Number
  - \* Applicable for all operational rules (User/Business Hours, After Hours, Advanced Rules)



- **Incoming Call Information.** Tap **Incoming Call Information** to set how inbound calls will be displayed to you on your device—helpful for distinguishing business calls from personal calls. (Settings for Incoming Call Information are the same for both Business Hours and After Hours screens, not separate.)

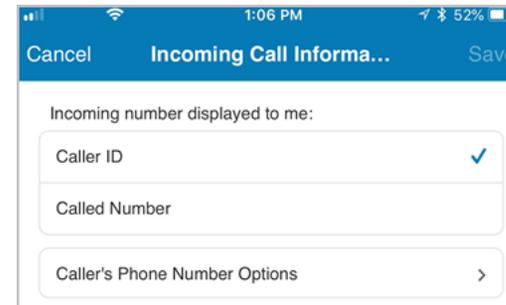
**Set Incoming number displayed to me** (Caller ID or Called number. Typically you will see the Caller ID of an incoming call. You can tap **Caller's Phone Number Options**, just below, and choose, for callers whose Caller ID is blocked or unknown, to have displayed the **number being called**.)

**Display this call information on** (Non-Office@Hand phones only or All Phones)

**Play announcement before connecting** (For Non-Office@Hand phones only, Always, Never) When you receive a call from the AT&T Office@Hand system, whether directly or by call forwarding, you will hear *"You have a call; press 1 to accept."* This tells you the call is a business call, rather than a personal call. You can set this feature so that you **always** get such an announcement, never get such an announcement, or get such an announcement only when the call is coming in to a **non-AT&T Office@Hand device**—such as when calls are forwarded to your home phone.

**Include mailbox name in announcement** (Include mailbox name)

**Require my pin to answer.** Protects your business calls when on the road or at home by requiring your AT&T Office@Hand login password for any calls coming through AT&T Office@Hand, even calls forwarded to your home phone, for example.



- **Call Flip.** Call Flip lets you transfer conversations from one device to another quickly and easily. Flip a call to your mobile phone on your way out of the office. Or flip a mobile call to your home phone once you've finished your commute. See "Call Flip" on page 53.

Use the arrows to change the Flip Number assigned to the phone number. When you are on a call, press \* and the Flip Number to transfer the call to another phone number. When you are finished, Tap **Save**.

## After-Hours Call Handling & Forwarding

Tap **After Hours**, then select:

- **Send callers to voicemail**—Create a custom voicemail message or accept the default message.
- **Play announcement and disconnect**—Create a custom announcement or accept the default message.
- **Forward Calls**—Turn **On** phones listed under Ring these phones during after-hours.
- **Unconditional Forwarding** —Sends calls directly to a specified number without applying any call-handling or call-screening rules.
- **Voicemail Greeting** — Keep the Default greeting, or create your own custom greeting. See "Record a Custom Greeting" on page 89. Tap **Save** when you are satisfied with your custom greeting.



## Call Flip

AT&T Office@Hand Call Flip lets you transfer live conversations from one device to another quickly and easily. For example, when you are on a call and arrive home after your commute, you can flip the call to your home phone. Simply dial two numbers and Flip.

To manage Call Flip numbers, tap your photo and tap **Extension Settings > Call Handling & Forwarding**. At the bottom of **Call Handling & Forwarding**, tap the **Call Flip** bar. (You will find a **Call Flip** bar on both Business Hours and After Hours screens; settings are the same on both.)

You will see a list of numbers/devices assigned to you, including desktop IP phones, smartphones, and the Desktop app, as well as numbers and extensions from your Company Contact list. **The first eight positions are your Call Flip number positions.** Use the **up-and-down arrows** to move entries up and down until you have populated your eight Flip positions to your satisfaction.

### To Use Call Flip

When you are on a phone call, press the **asterisk key (\*) and a number** corresponding to the device to which it is assigned, and the call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, tapping \*4 while you are on a call will instantly transfer the call to your home phone. Call Flip makes it easy and convenient to flip calls from device to device as you move about.

### Add Numbers to Your Call Flip List

Back on the main **Call Handling & Forwarding** screen, tap **Ring my existing phone numbers**, turn **on** other devices listed, and also to enter additional phone numbers such as your home phone, and tap them On.

Tap **Save**.

Tap **Call Flip**. You should see the phones you selected added to the Call Flip list. You can change the order (and thus the assigned Flip numbers) to suit.

(If you don't see the numbers you added, go back to the previous step and remember to **Save** before moving on to Call Flip.) The numbered entries not being used are labeled "Unused".

Flip Number	Device Name	Phone Number
*1	Polycom VVX-310 Gigabit E...	(650) 555-6462
*2	Work	(650) 555-7000
*3	Mobile	(650) 555-7171
*4	Home	(415) 555-1234
*5	SoftPhone	Phone Number
*6	Unused	Phone Number
*7	Unused	Phone Number
*8	Unused	Phone Number

**Note:** A user can set up any specific key for a certain number or skip a certain key in the list.



## Call Handling - Advanced Rules

**Advanced Call Handling** lets you create specific additional rules for your number or extension based on date and/or time of call, or Caller ID, or the number being called. These custom rules override your regular call handling rules for that number.

### Create an Advanced Rule

1. Tap your photo and **Extension Settings > Call Handling & Forwarding > Advanced**.
  2. Tap **Add Rule**.
  3. Give your rule a **Name**, then select the conditions: **Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.
  4. Tap the caret > at top right.
    - If you selected Date and/or Time as your rule condition, now select a **Weekly Schedule**, with specific times for each day if you wish. Or select a **Specific Date Range**.
    - If you selected **Caller ID** for this rule, enter one or more phone numbers, or choose names from your Contact List, or enter area codes or other partial numbers.
    - If you selected **Called Number**, choose the number(s) to which the rule will be applied. The choices will
- be the **Main Number**, or the **Auto-Receptionist** for the Group.
5. Tap > and choose when to apply the rule: **during Business hours** or **After hours**.
  6. Tap > .
  7. Select the action to take when incoming calls match this rule.
    - a. **Forward Calls:** Then set custom **Call Screening, Call Forwarding, or Messages handling** for these calls.
    - b. **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customize the voicemail greeting.
    - c. **Play Announcement Only and then end the call.**
    - d. **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Desktop app.
    - e. You can also set **Group Greetings and Call Handling** for this rule, and under **Messages** choose a voicemail greeting and select the extension that will receive messages generated by use of this rule.
    - f. Tap **Done**.

<
**My Rule 1**
>

Select when the rule should be active:

Weekly Schedule

Date Range

Sunday	Off >
Monday	9:00 AM to 6:00 PM >
Tuesday	9:00 AM to 6:00 PM >
Wednesday	9:00 AM to 6:00 PM >
Thursday	9:00 AM to 6:00 PM >
Friday	9:00 AM to 6:00 PM >
Saturday	Off >

Because these Rules can be made quite complex and sophisticated, it is a good idea to test a new rule to make sure it operates the way you intend.

You can edit, changing details and conditions, turn the rule on and off, or delete any of these Rules by tapping **Advanced** from Call Handling, then tapping on the named Rule and making desired changes on the screens that follow.



## Messages & Notifications

The Messages & Notifications screen lets you manage your voicemail greetings, and receive notifications of received voicemails, faxes, or missed calls. These can be set for your **User Hours** or **After Hours**.

Tap your photo and **Extension Settings > Messages & Notifications**. Select User Hours or After Hours.

- **Take Messages** turns message taking on or off.
- **Voicemail Greeting** can be set in the same way voicemail greetings are set for Business Hours and for After Hours.

When On, tap **Voicemail Greeting** to view the script of the default voicemail greeting. To hear it, tap **Play**. If you want to use the default voicemail greeting, tap **Cancel** to return to the previous screen. Or record a **Custom greeting**.

When **Take Messages** is turned **Off**, tap **Unavailable Greeting** to view the script of the default voicemail greeting saying you are unavailable. To hear it, tap **Play**. If you want to use the default greeting, tap **Cancel** to return to the previous screen.

Or record a **Custom** voicemail greeting. AT&T Office@Hand will call you so you can record your greeting over the phone.

### Record a Custom Voicemail Greeting

1. Tap **Custom**, then **Record**.
2. Provide a phone number; then tap **Call Now**.
3. AT&T Office@Hand will call the number. Follow the instructions to **record**, **review**, and **save** the message.
4. On the **Record over the Phone** screen, tap **Save**.

Repeat this process for the **After Hours** tab.

### Notifications

At the bottom of the **Messages & Notifications** screen, tap **Notifications**.

Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

At the bottom of this screen is a toggle to switch between the **Basic** and **Advanced** screens.

For iOS, you can reply to text messages in the notification tray directly (*iOS 9 and later*).

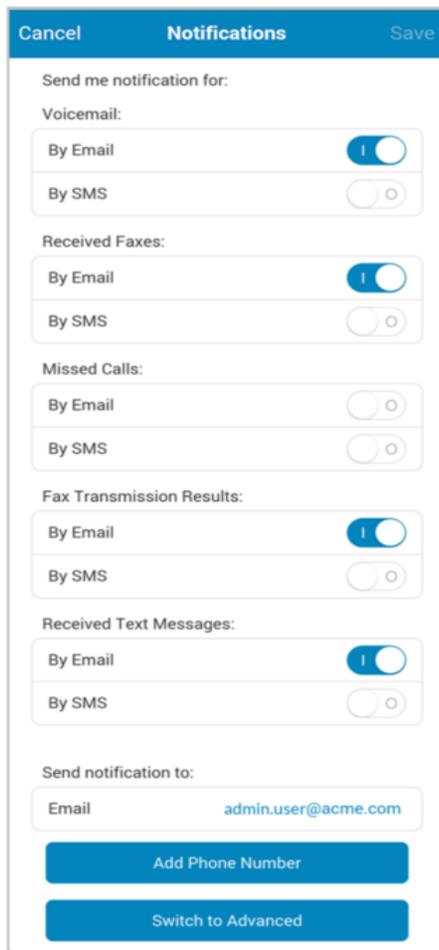
The screenshot shows the 'Notifications' settings screen. At the top, there are three buttons: 'Cancel', 'Notifications', and 'Save'. Below this, the screen is organized into several sections, each with a title and two toggle switches for 'By Email' and 'By SMS':

- Send me notification for:** (This section is currently empty)
- Voicemail:** 'By Email' is turned on, 'By SMS' is turned off.
- Received Faxes:** 'By Email' is turned on, 'By SMS' is turned off.
- Missed Calls:** 'By Email' is turned on, 'By SMS' is turned off.
- Fax Transmission Results:** 'By Email' is turned on, 'By SMS' is turned off.
- Received Text Messages:** 'By Email' is turned on, 'By SMS' is turned off.

At the bottom of the screen, there is a section titled 'Send notification to:' with an email address 'jim.davis@acme.com' entered. Below this are two buttons: 'Add Phone Number' and 'Switch to Advanced'.

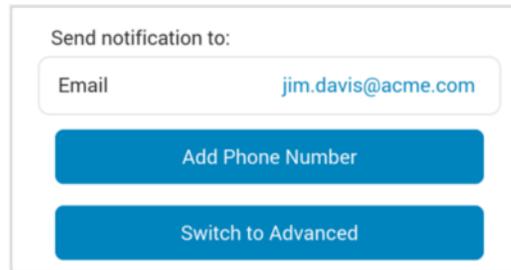


On the Notifications **Basic** screen, you have the choice of sending notification **by email** or **by SMS**. Tap a choice to turn it **On** or **Off**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.



Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be a AT&T Office@Hand number.

Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's text system. You can enter more than one phone number to receive SMS notifications.



Tap **Save**.

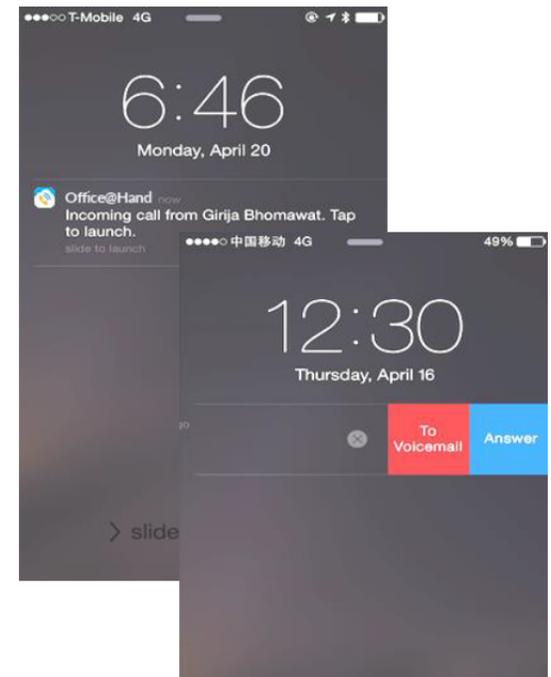
The email and phone number selected are now displayed at the bottom of the Notifications page.

At the bottom of the **Notifications** screen, tap **Switch to Advanced**. Now for each feature you turn **On** for notification, you can then tap **Options** to select an **email address** and a **phone number** for each feature individually. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.

### Interactive Notifications (iOS)

This feature allows iOS users to perform quick actions on notifications without having to first open the application and then the notification. Actions you can perform:

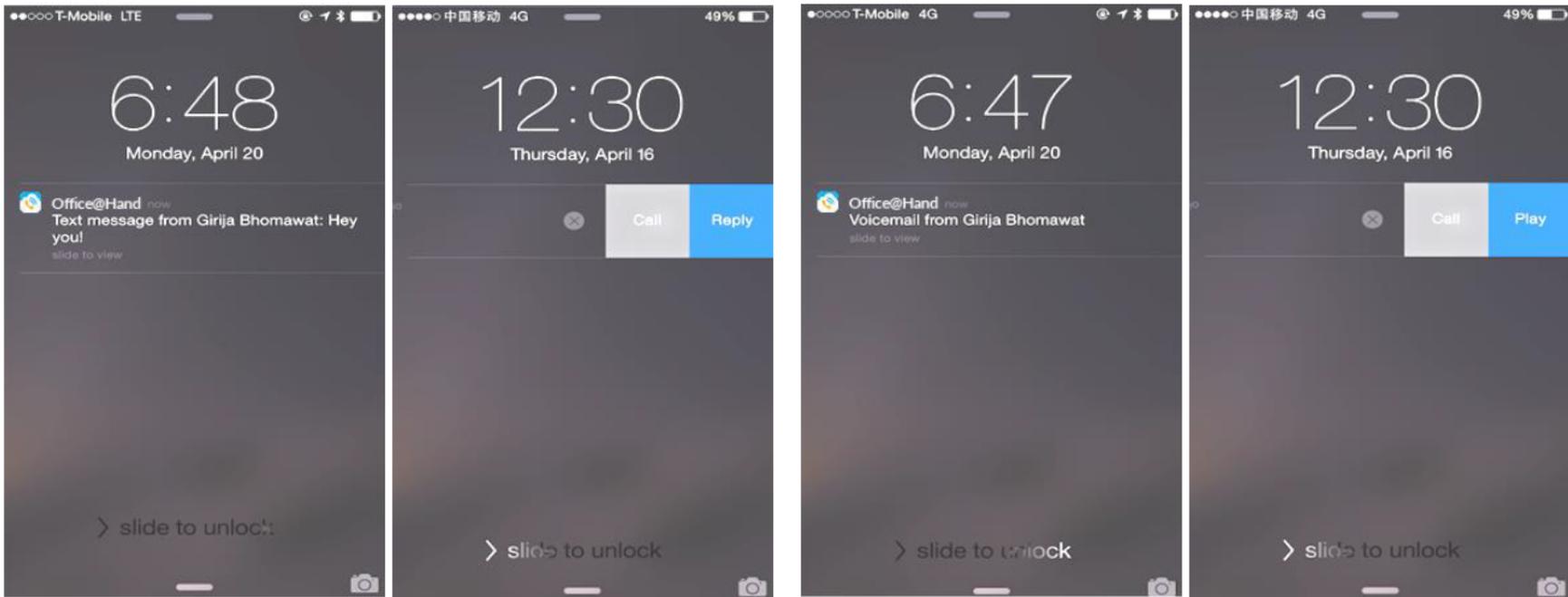
- Answer a call (To Voicemail; Answer)
- Retrieve a voicemail (Call, Play)
- Retrieve a text message (Call, Reply)



Interactive notifications increase productivity by allowing you to swipe down and respond to your calls messages directly from the notification tray.

Interactive Notifications (continued).





Increased Message Size up to 1000 Characters

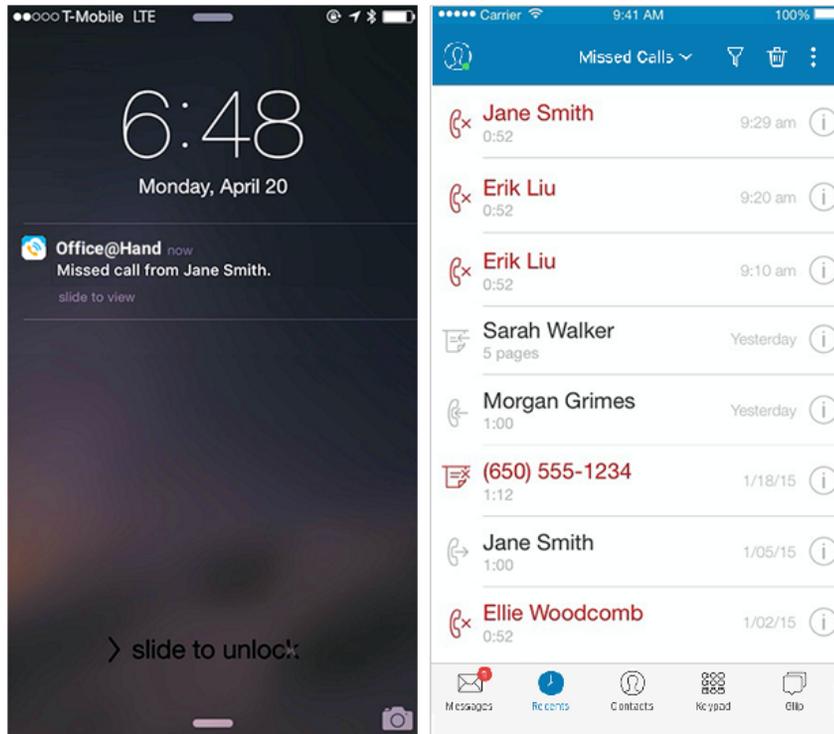


## Missed Call Notification

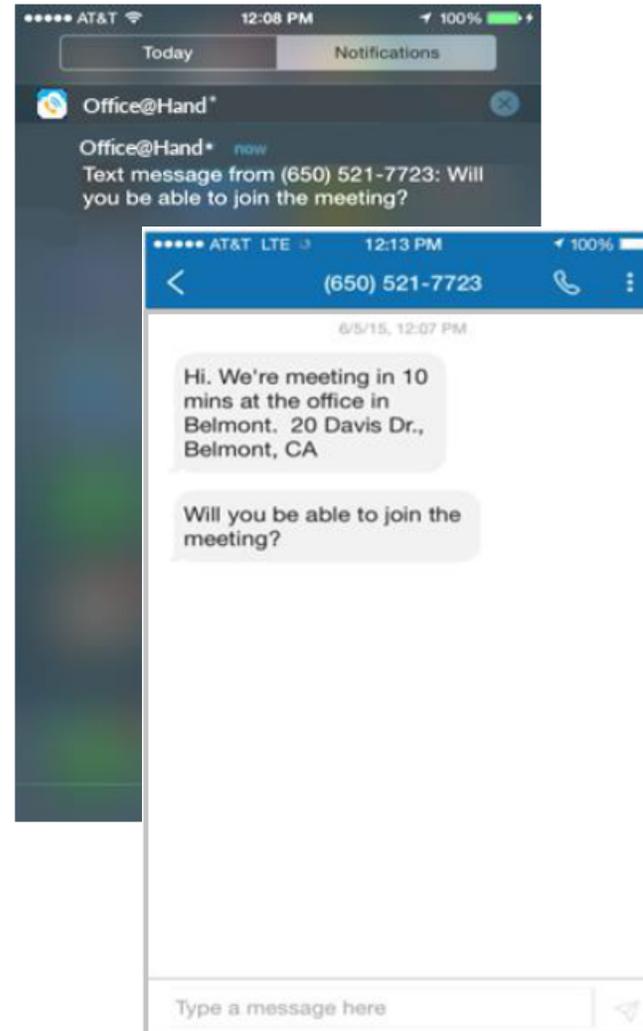
With Missed Call Notification, users are notified of missed calls via push notifications.

Quickly call back or view missed calls using interactive notification buttons.

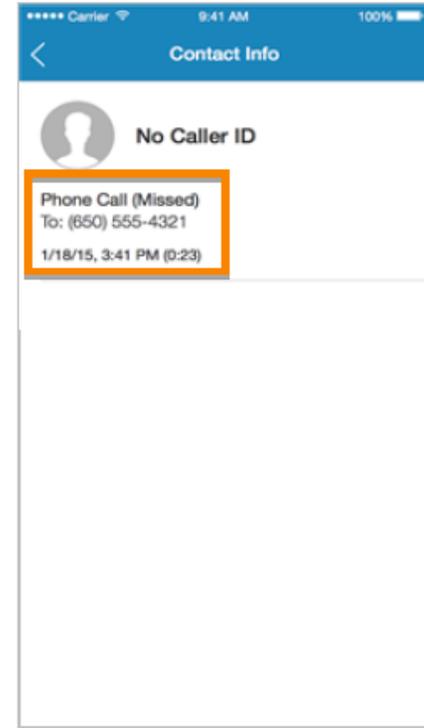
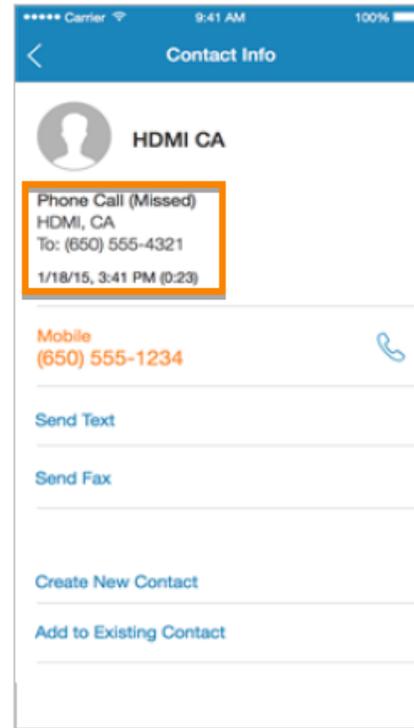
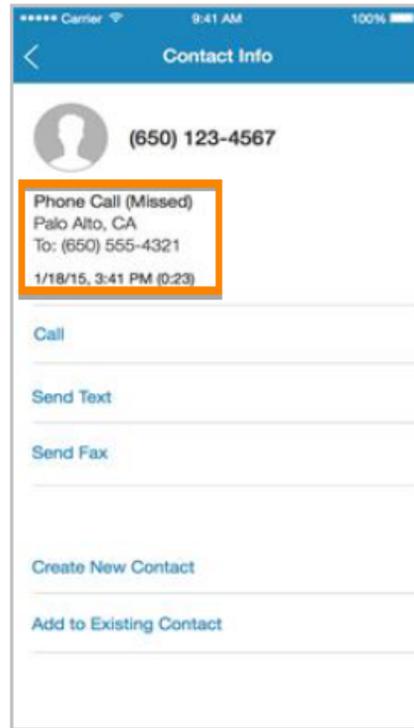
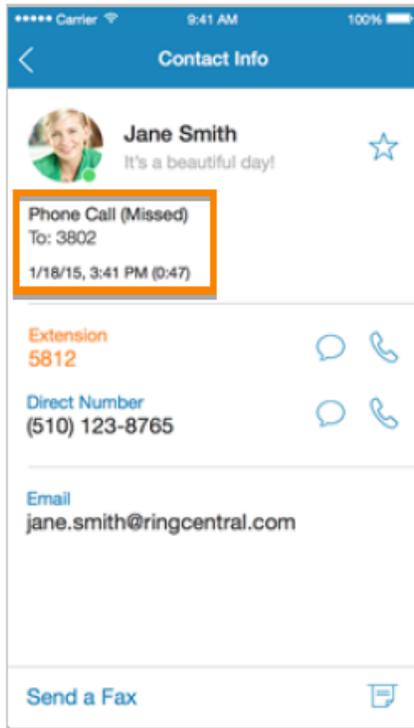
“Recents” (Call Log) badge shows the number of unread missed calls.



## Jump to Message Thread



“To” Number Appears in Contact Details



## Compatibility

### iOS Compatibility

The Office@Hand Mobile App will not run on iOS 9 or earlier devices. Upgrade to iOS 10 and above to ensure usability and security. If you try to download the mobile application with iOS 9, this message appears:



### Android Compatibility

Once you install the AT&T Office@Hand mobile app, you will find common settings available.

### App Permissions

You will be prompted for the following app settings. You can accept or deny each as they are set.

- Contacts (see your personal contacts in the app.)
- Phone (access your phone to make calls.)
- Microphone (access your microphone for app calls.)
- Storage (access your storage to download your voicemail and faxes.)

### Doze or App Standby Mode

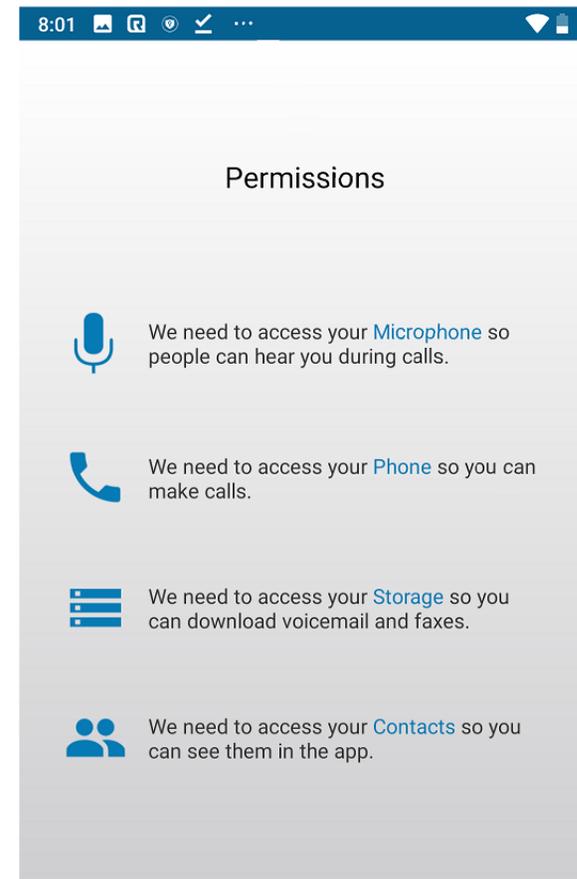
The first time you install the AT&T Office@Hand application, you will be given the opportunity to set Doze or App Standby mode.

- **Caution:** Setting Doze or App Standby mode can prevent the app's network traffic from incoming calls and message notifications.

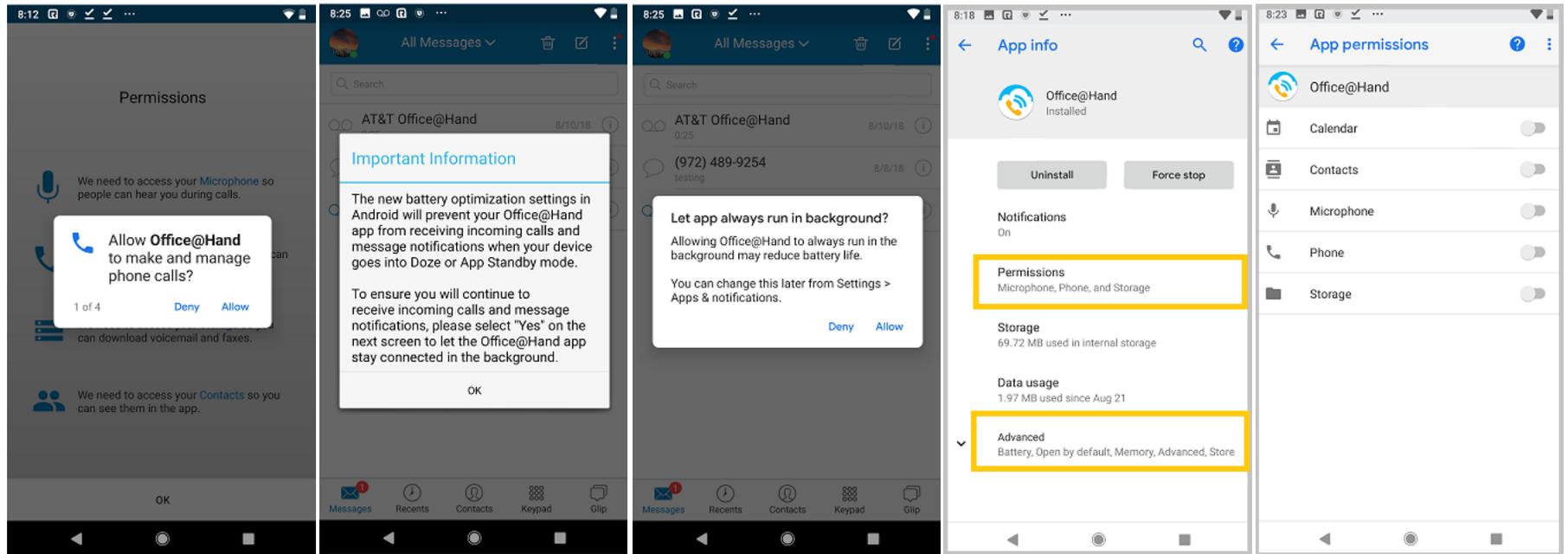
To ensure that you will continue to receive incoming calls and message notifications, select **Yes** to let AT&T Office@Hand stay connected in the background.

- Allowing AT&T Office@Hand to always run in the background may reduce battery life.

You can access these in Settings if they have been turned off.



## Android Compatibility (continued)



## iOS - Receiving an Incoming Call

When you get an incoming call on your AT&T Office@Hand mobile app, and your iOS phone\* is locked, you will get an **Interactive Notification** on your screen that you can **swipe to the left** for options.

\*Requires iOS 8 or higher.

- Pressing the **Answer** button will immediately answer the call and launch the mobile app.
- Pressing the **To Voicemail** button will send your caller to your AT&T Office@Hand mailbox to leave a voice message.
- Pressing the **x** button will ignore the call.

**Swipe to the right.** When you swipe the Interactive Notification to the right, it will launch the AT&T Office@Hand mobile app with the [Pre-Call Controls](#).

**Note:** If your phone's Touch ID or Passcode is turned on, you may need to unlock your phone first by using your Touch ID or PIN.

## iOS - Retrieve a Voicemail

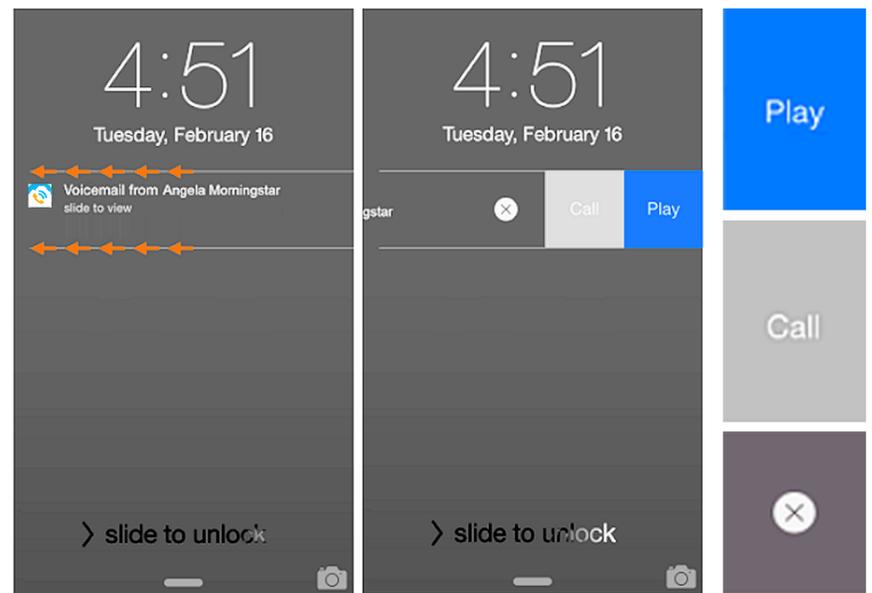
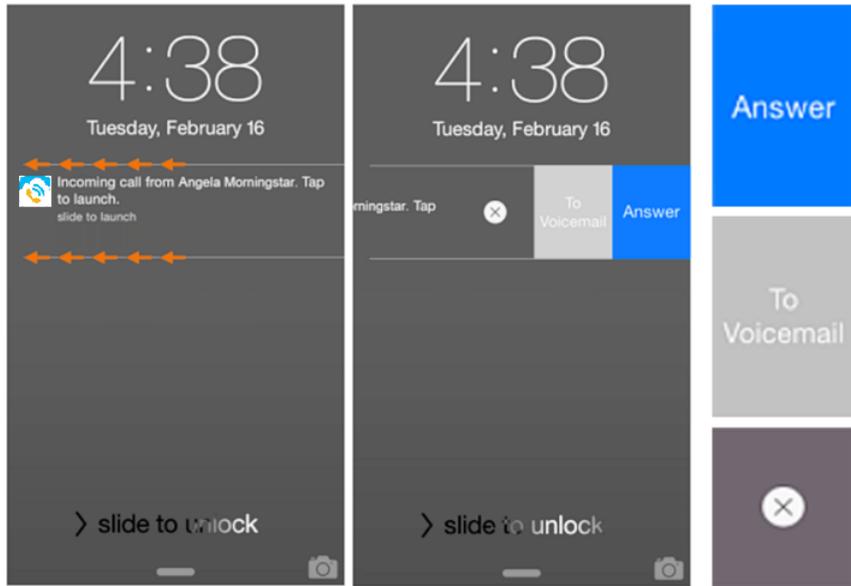
When you get a voicemail on your AT&T Office@Hand mailbox, and your iOS phone\* is locked, you will get an **Interactive Notification** on your screen that you can **swipe to the left** for options.

\*Requires iOS 8 or higher.

**Swipe to the right.** When you swipe the Interactive Notification to the right, it will launch the AT&T Office@Hand mobile app play the voicemail.

- Pressing the **Play** button launches the AT&T Office@Hand mobile app and plays the voicemail immediately.
- Pressing the **Call** button automatically launches the AT&T Office@Hand mobile app and dials the number of the person who left the message.
- Pressing the **x** button ignores or clears the notification from your screen.

**Note:** If your phone's Touch ID or Passcode is turned on, you may need to unlock your phone first by using your Touch ID or PIN.



## iOS - Receive a Text Message

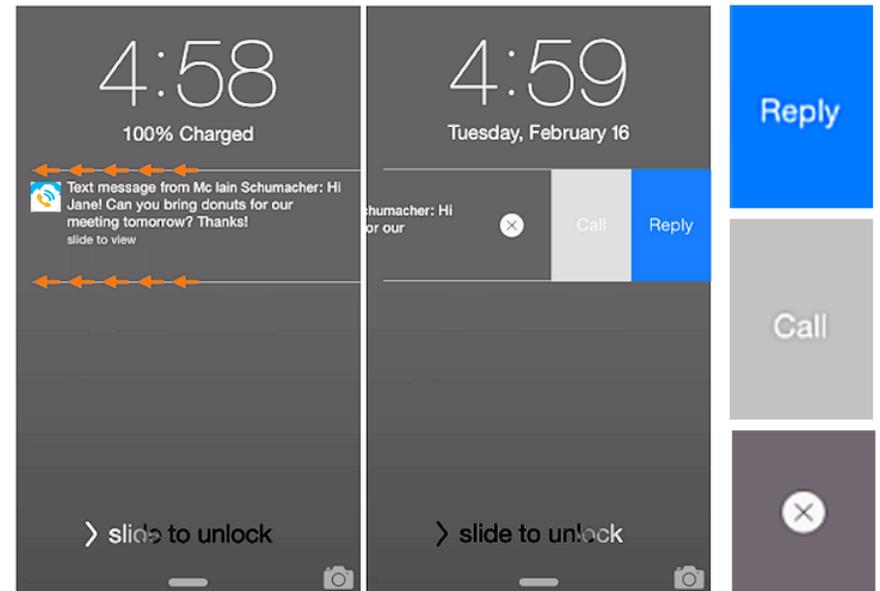
When you get a Text Message on your AT&T Office@Hand mailbox, and your iOS phone\* is locked, you will get an **Interactive Notification** on your screen that you can **swipe to the left** for options.

\*Requires iOS 8 or higher.

**Swipe to the right.** When you swipe the **Interactive Notification** to the right, it will launch the mobile app and play the text message thread.

- Pressing the **Reply** button will launch the AT&T Office@Hand mobile app and open the text message thread and Compose.
- Pressing the **Call** button automatically launches the AT&T Office@Hand mobile app and dials the number of the person who sent the text message.
- Pressing the **x** button ignores or clears the notification from your screen.

**Note:** If your phone's Touch ID or Passcode is turned on, you may need to unlock your phone first by using your Touch ID or PIN.



## Android - Retrieve a Voicemail

When you get a voicemail on your AT&T Office@Hand mailbox, and your Android phone is locked, you will get an **Interactive Notification** on your screen that you can **swipe down** for options.

The **Play** button will launch the AT&T Office@Hand mobile app and play the voicemail immediately. .



**Note:** You may need to unlock your screen to execute the action

The **Call** button will automatically launch the AT&T Office@Hand mobile app and dial the number of the person who left the message.

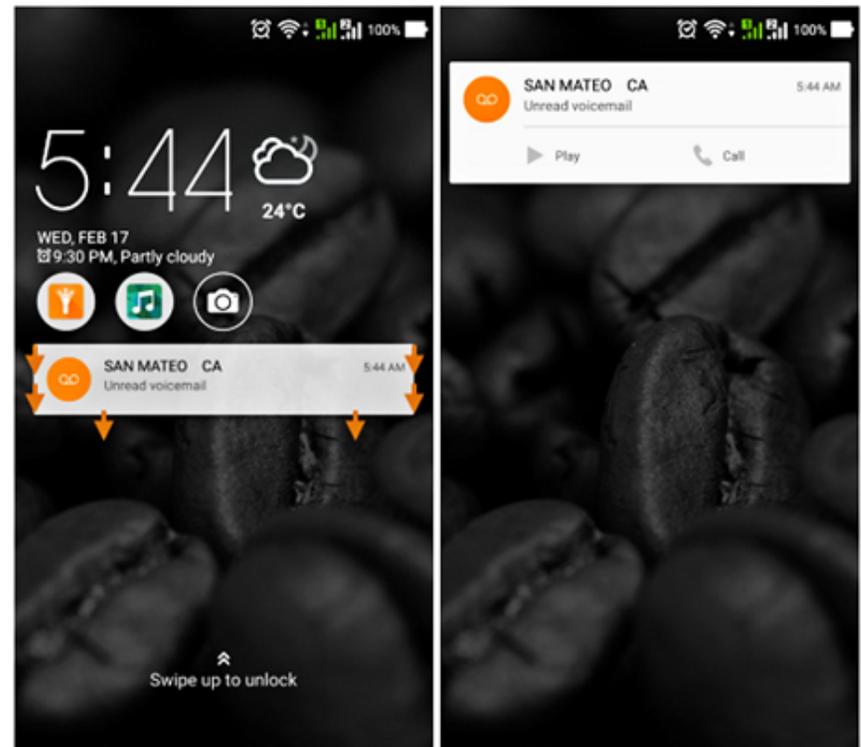


**Note:** You may need to unlock your screen to execute the action.

**Swipe to left / swipe to right.** Swiping the Interactive Notification to the left or right will ignore or clear the notification from your screen.

**Double tap.** Tapping on **Interactive Notification** twice launches the mobile app and plays the voicemail immediately.

**Note:** You may need to unlock your screen to execute these actions.



## Android: Retrieve a Text Message

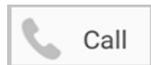
When you get a Text Message on your AT&T Office@Hand mailbox, and your phone is locked, you will get an **Interactive Notification** on your screen that you can **swipe down** for options.

The **Play** button will launch the AT&T Office@Hand mobile app and open the text message thread and **Compose**.

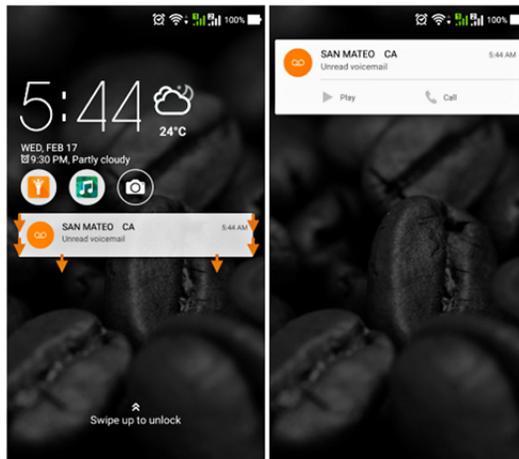


**Note:** You may need to unlock your screen to execute the action.

The **Call** button will automatically launch the AT&T Office@Hand mobile app and dial the number of the person who sent the text message.



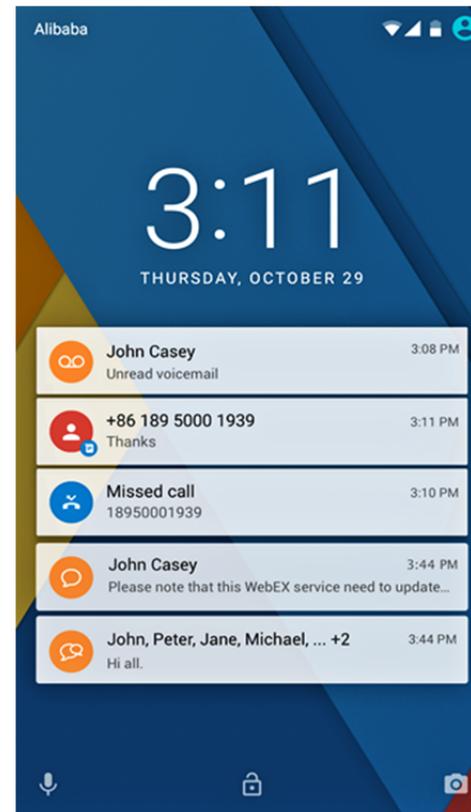
**Note:** You may need to unlock your screen to execute the action.



Android Message Push Notifications

For Android message push notifications:

- Receive message notifications for new Voicemail, text, and fax using push notifications (GCM) instead of persistent background connection.
- Saves battery.
- More reliable if the user is on Android 6.0 / Marshmallow with Doze or Standby modes enabled.



**Note:** GCM push requires minimum Google Play Service version 8.1. The user will be asked to update their Google Play Service if the installed version is too old.

## Application Settings

Application settings for both users and administrators are accessed by tapping your profile photo to reach the My Profile screen.

### Call Settings

- Always Use VoIP
- Use VoIP only on WiFi
- Always Use Cellular Voice (RingOut®)

### Extension Settings

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

### Phone System

- Company Numbers & Info
- Auto-Receptionist
- Groups
- Users
- Phones & Devices

### Billing - Admins Only

### Reports - Admins Only

## Mobile App Settings

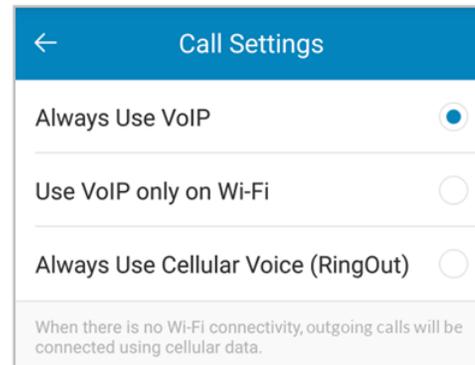
### VoIP Calling

By default, **VoIP Calls** and **Over 3G/4G** are automatically turned **On** when the mobile app is installed. This means that inbound and

outbound calls will automatically go over WiFi when that service is available, and over 3G/4G when WiFi is not available.

When WiFi service becomes available again, your phone service will automatically switch back to WiFi.

**Note:** During network hand-off, the VoIP call will remain active for up to 2 minutes so the call is not interrupted while the hand-off occurs.



Incoming VoIP calls over WiFi avoid carrier voice plan charges. While you are overseas, WiFi allows you to avoid international voice roaming charges, although data roaming charges may apply.

**Note:** If VoIP is not available, an indicator will appear on the screen and the system will use **RingOut®** only (see below).

Select **Always Use Cellular Voice (RingOut)** to make calls using only your carrier voice plan. To enable RingOut, see “RingOut Mode” on page 72. Possible charges and lower voice quality may result.

When you need to conserve battery power, choose **Always Use VoIP**; however, incoming calls will then use your carrier data plan, and lower voice quality may result.

### VoIP Only Mode

When **Use VoIP only on WiFi** is enabled, users can make and receive VoIP calls even when the platform server is down, as long as the SIP/Telco server is up.

iOS users are supported by OPUS Variable Bit Rate technology, which reduces the bit rate when packet loss is high or there is network congestion.

**HD Voice** allows high quality audio on calls between supported Desk Phones, Desktop Apps and Mobile Apps. It provides clearer conversations with reduced background noise. This feature works across all AT&T Office@Hand endpoints capable of HD Voice. It is switched off for products not capable of HD Voice and those outside the network.

### VoIP Service Availability

VoIP calls are not available in certain countries to comply with VoIP restriction in their regions. When VoIP service is not available, a message to that effect pops up, as shown on the second screen at right.

To make calls when VoIP is not available, you can use **RingOut Mode**.



## VoIP Country Settings

An “x” in the VoIP cloud appears when VoIP calling is prohibited in countries that do not allow it. Where VoIP is prohibited, a user can make calls by using RingOut, if available. Press the green call button to activate RingOut.

Countries that currently do not allow VoIP calling include Bahrain, China, Cuba, Egypt, India, Indonesia, Iran, Israel, Kenya, Kuwait, Mexico, Morocco, Myanmar, North Korea, Pakistan, Philippines, Qatar, Saudi Arabia, Sudan, Syria, Taiwan, Thailand, Turkey, United Arab Emirates, and Vietnam.

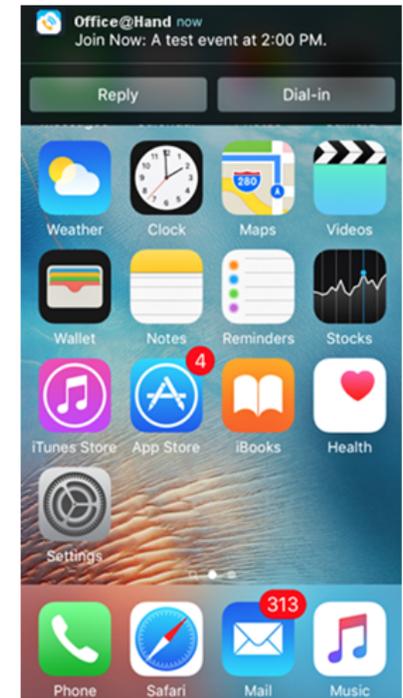
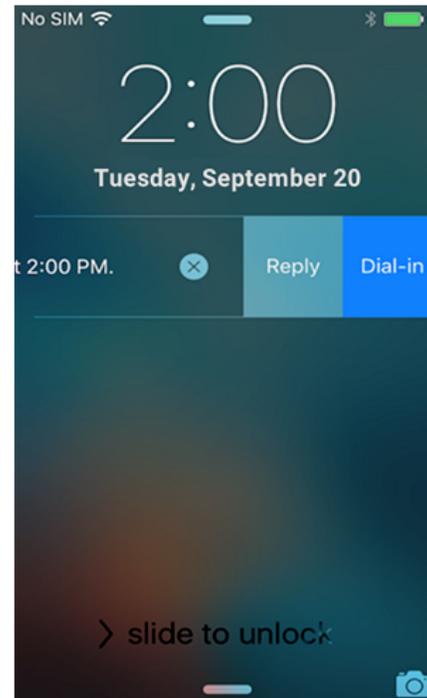
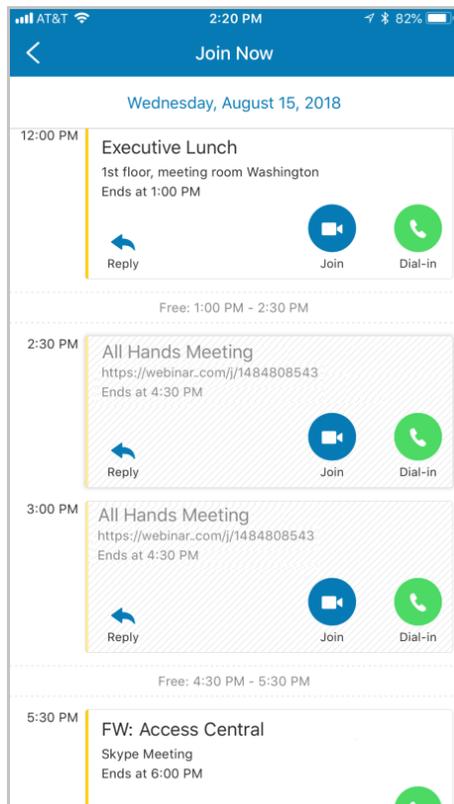


## Join Now

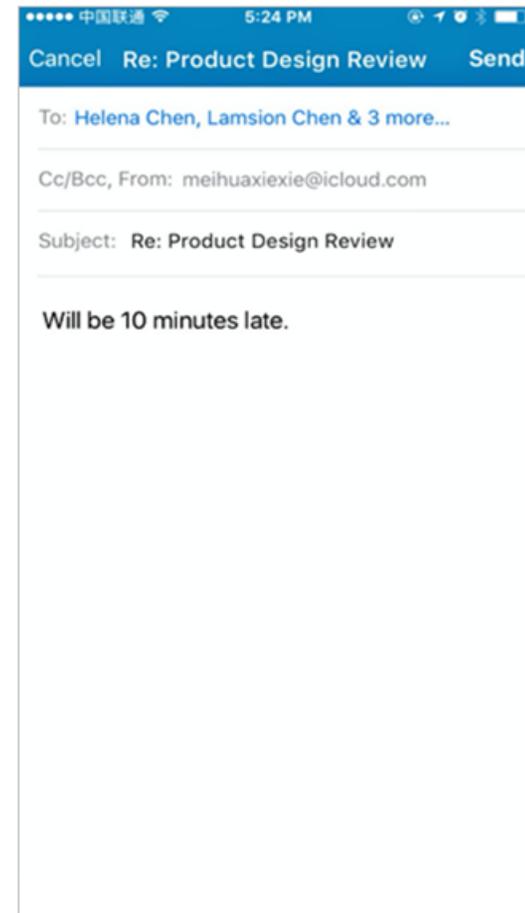
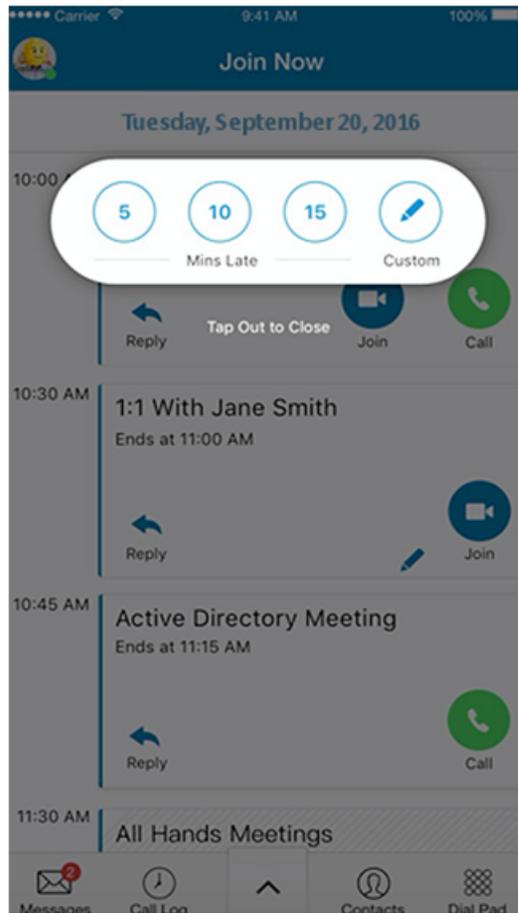
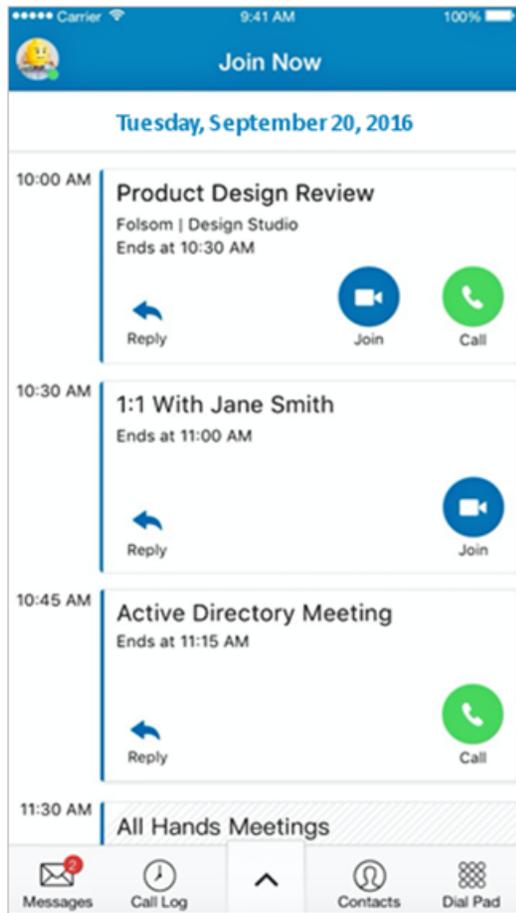
Easily send an email to the group with a predefined message, such as “Will be there in 10 minutes” or a custom message to cancel the meeting or tell everyone you are switching conference rooms.

Reply button on the **Join Now** screen. Also on interactive notifications for events with only one call to action.

By default, replies to all (host and participants); user can remove people in the email **To:** field.



Join Now (Continued)



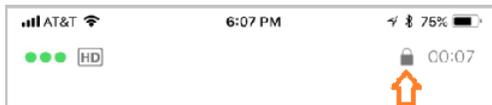
## HD Voice

AT&T Office@Hand supports the OPUS codec and HD Voice.

- Option to support High Bandwidth
- Clear conversation with background noise reduction; avoid miscommunication
- Provides better call experience within AT&T Office@Hand services across all AT&T Office@Hand end points
- When HD Voice is turned on and you are on an HD Voice call, you will see the HD icon in the upper left corner of the on-call screen.

## Secure Voice

Secure Voice encrypts communications between supported endpoints (phones and apps) within your AT&T Office@Hand account.



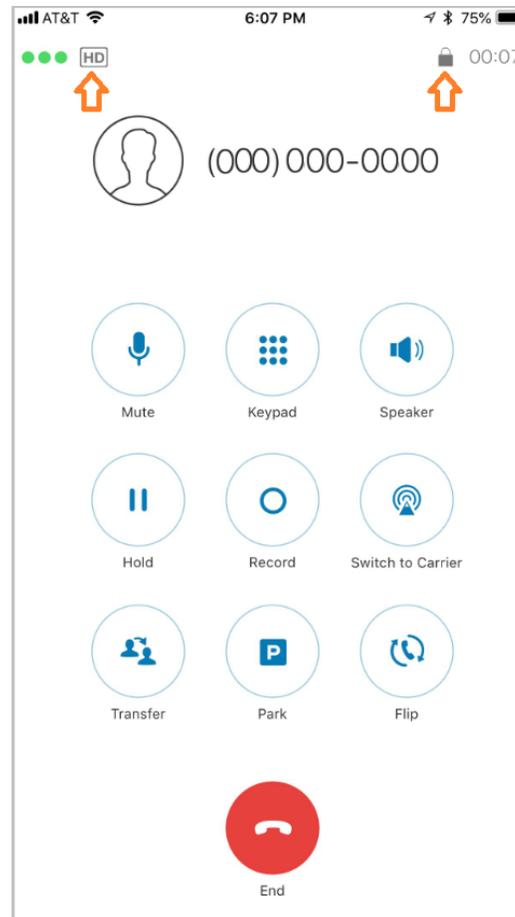
Your administrator can contact AT&T Office@Hand Support to assist with your request.

When VoIP Calling setting is **On** for that device. On the mobile app screen, use the Menu button to view VoIP Calling. If it is **Off**, slide the button to **On**.

Secure Voice is not supported when VoIP Calling is **Off**.

AT&T Office@Hand provides secure communications within your AT&T

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



## Caller ID

To set the number you want people to see when you place calls, tap your photo, then **Extension Settings > Outbound Caller ID**. Choose one of your phone numbers.

Calls you make from your AT&T Office@Hand local numbers will have the Company ID included in the Caller ID displayed to the called party.

## RingOut Mode

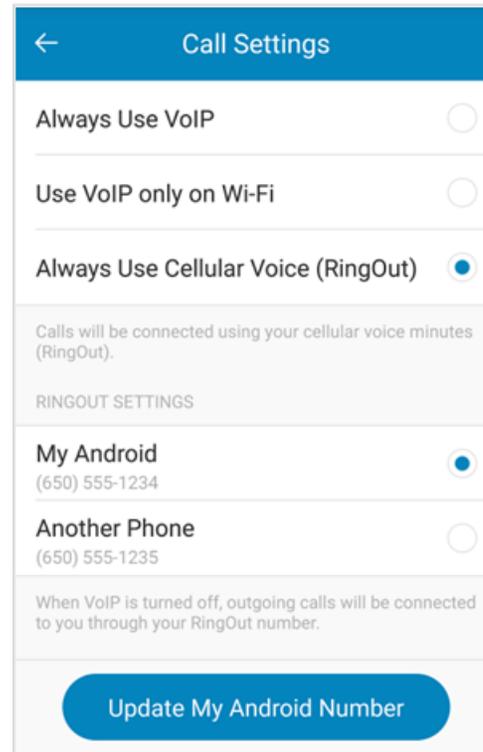
To make outbound calls with RingOut Mode enabled, the mobile app uses your cellphone's native calling system through your cellphone carrier. Use **RingOut Mode** to maintain your identity on such calls, including such features as Caller ID and call logging.

You can keep your personal cellphone number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your business number from any phone you choose, including your smartphone. To configure, tap your photo, then **Call Settings > Always Use Cellular Voice (RingOut)**.

Choose a device to set it as your RingOut Mode phone. Or tap **Another Phone** to add phone numbers; then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings), turn on **Confirm Connection** to prompt you to press 1 before it dials the number and connects your call.



## Tap to Start/Join a Conference with RingOut

You can enable a host to tap-to-join a conference call without the need to enter an access code when VoIP is not available.

Host and participants will be notified when starting or joining a conference while VoIP calling is not available.

## To Make a RingOut Call

- When either WiFi or a data network is not available, your outbound calls will automatically use RingOut. You can also make a RingOut call by setting **Always Use VoIP to Off**.
- If in the **Call Settings** screen you set **My Android** as the device to take AT&T Office@Hand calls, you will make outbound calls in the usual way—use the dial pad or choose from your contact list.
- However, if in RingOut Mode you select **Another Phone**—for example, if you want to make AT&T Office@Hand calls from your hotel phone—then, AT&T Office@Hand will ring that phone first. When you pick up, AT&T Office@Hand will then dial the outbound number and connect you.

(If you set **Confirm Connection**, you'll be prompted to press **1** first.)

## NOTES

- RingOut calls use carrier voice-plan minutes.
- RingOut preserves your AT&T Office@Hand calling identity, so those you call will see your selected AT&T Office@Hand Caller ID.
- RingOut may save you from having to pay toll charges that would occur if you called directly from your smartphone. This is especially useful for international travelers.



## Default Launching

Tap  then **Mobile App Settings > Default Launching** to turn on **Call from Android Dialer** to allow this app to place phone calls when you are using Android dialer.

## Cloud Storage

AT&T Office@Hand can access documents stored in select cloud-storage apps, such as Dropbox and Box, you have installed on your smartphone. Tap **Cloud Storage** in **Mobile App Settings** to access the files you have stored in the cloud. You will now be able to fax documents directly from these cloud data apps.

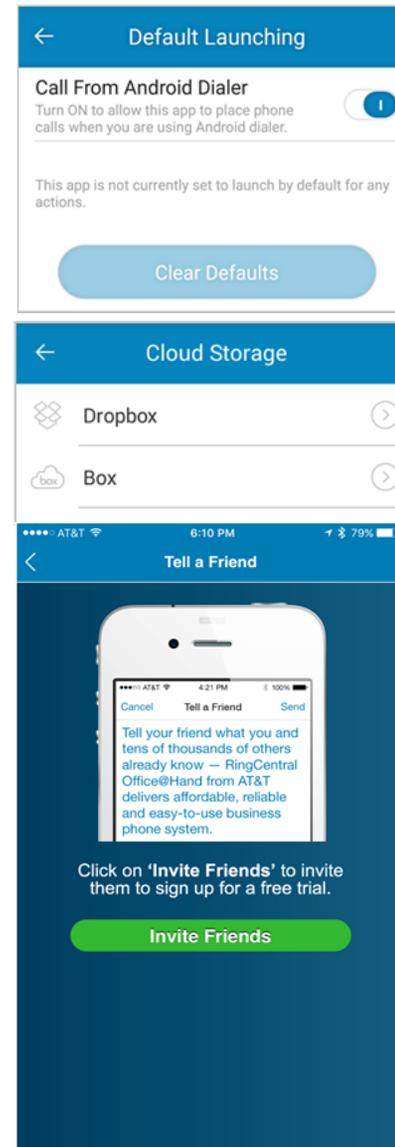
If you don't see one of your supported cloud-storage services displayed, download and install that service's app to your smartphone. Once installed and activated, the app and its stored documents should show up on the AT&T Office@Hand Cloud Storage listing.

## Tell a Friend

**Back at My Profile**, tap **Tell a Friend**, then tap the **Invite Friends** bar to invite them to sign up for a free AT&T Office@Hand mobile app trial.

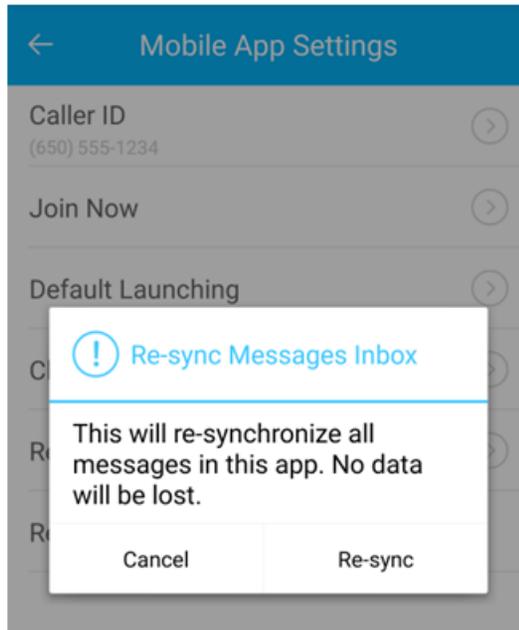
## About AT&T Office@Hand

Tap your photo and scroll down to **About** to see a Product Tour, What's New with this version of the AT&T Office@Hand mobile app; or to rate this App on the select smartphones' app store sites. Also see Legal info and Version number.



## Re-sync Messages Inbox

Tap your photo, then **Mobile App Settings > Re-sync Messages Inbox** to re-synchronize all of your text, fax, and voicemail messages to the mobile app from your AT&T Office@Hand account in the cloud. This would be useful if for example you feel your app is not receiving messages or voicemail that you expect. No data will be lost using this feature as all data is stored in the cloud.



## Logout

Log out from the phone number and extension displayed.



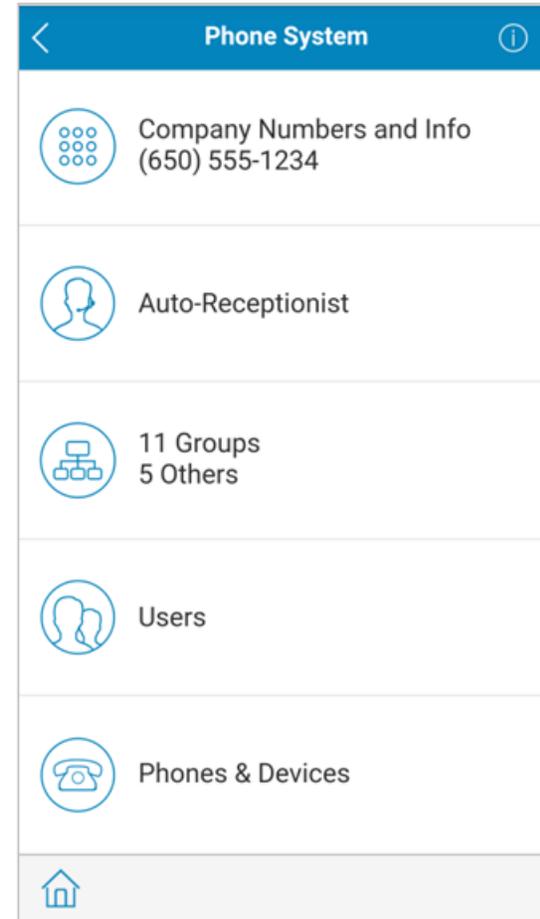
## Admin Phone System Setting

Express Setup helped you set up your phone system, numbers, Auto-Receptionist, users, and groups. You can change or update any of these settings at any time. In addition, as Administrator/Account Owner you can manage settings for your Company, Groups, and Users through the mobile app Phone System settings.

These settings, along with the Billing settings, are available only to the administrators. (Users see only the two entries under **User: My Extension Settings and Application Settings**). Admins will see service plan and international calling information.

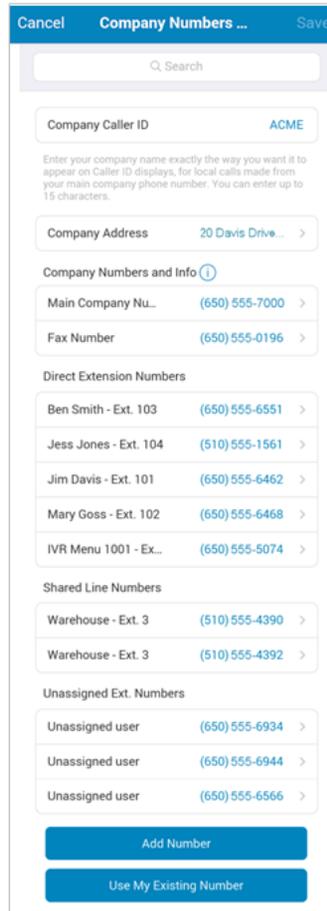
To access the AT&T Office@Hand phone system settings on your smartphone, start the app and log in.

Tap your photo, then **Phone System** to see the screen from which you can manage Company, Group, and User settings, as well as your desktop IP phones.



## Company Numbers and Info

Tap , then **Phone System > Company Numbers and Info**. Your account includes direct toll-free, local and fax numbers. Each employee also has a direct-dial number. You can tap each number, and the Company ID, to manage it.



Cancel Company Numbers ... Save

Q Search

Company Caller ID ACME

Enter your company name exactly the way you want it to appear on Caller ID displays, for local calls made from your main company phone number. You can enter up to 15 characters.

Company Address 20 Davis Drive... >

Company Numbers and Info ⓘ

Main Company Nu... (650) 555-7000 >

Fax Number (650) 555-0196 >

Direct Extension Numbers

Ben Smith - Ext. 103 (650) 555-6551 >

Jess Jones - Ext. 104 (510) 555-1561 >

Jim Davis - Ext. 101 (650) 555-6462 >

Mary Goss - Ext. 102 (650) 555-6468 >

IVR Menu 1001 - Ex... (650) 555-5074 >

Shared Line Numbers

Warehouse - Ext. 3 (510) 555-4390 >

Warehouse - Ext. 3 (510) 555-4392 >

Unassigned Ext. Numbers

Unassigned user (650) 555-6934 >

Unassigned user (650) 555-6944 >

Unassigned user (650) 555-6566 >

Add Number

Use My Existing Number

To add one or more numbers, tap **Add Local Number**, **Add Toll-Free Vanity Number**, or **Use My Existing Number**. Additional charges for extra numbers will be provided on the **Order Confirmation** screen.

Once you have obtained extra numbers, you can return to this Company Number screen and edit each number's type (voice, fax, or both) and its assigned extension/user.

- Click **Company Caller ID** and edit the name there (up to 15 characters). This is the name you provided when you created your account. It will be added to the local phone number you use to make calls. (From toll-free numbers, only that toll-free number be displayed as the Caller ID.) Changes to this Caller ID can take a week or more to take full effect.
- View the **Company Toll-Free Number**; you cannot alter this number
- View the **Company Local Number**; you can delete this number if you wish.
- View the **Company Fax Number**; faxes are delivered by default to the extension you've listed as the operator; you can change this to another extension; or delete the number.



## Direct Extension Numbers

Scroll down **Company Numbers** to the Direct Extension Numbers listing. A direct extension is a full 10-digit phone number that can be called to reach a user directly. (Other company extensions are reached by calling the company number and entering the extension at the prompt.) You can tap a number to edit the following information for the direct extensions assigned to you and to your users:

- Whether this number accepts voice and fax (the default), voice only, or fax only.
- Whether calls to this number connect to an extension (user or group) or to the Auto-Receptionist.
- The extension is assigned to this number.

- You can also delete this number.

Cancel **Company Numbers a...** Save

Direct Extension Numbers

Ben Smith - Ext. 103	<a href="#">(650) 555-6551</a>	>
Jess Jones - Ext. 104	<a href="#">(510) 555-1561</a>	>
Jim Davis - Ext. 101	<a href="#">(650) 555-6462</a>	>
Mary Goss - Ext. 102	<a href="#">(650) 555-6468</a>	>
IVR Menu 1001 - Ex...	<a href="#">(650) 555-5074</a>	>

Shared Line Numbers

Warehouse - Ext. 3	<a href="#">(510) 555-4390</a>	>
Warehouse - Ext. 3	<a href="#">(510) 555-4392</a>	>

Unassigned Ext. Numbers

Unassigned user	<a href="#">(650) 555-6934</a>	>
Unassigned user	<a href="#">(650) 555-6944</a>	>
Unassigned user	<a href="#">(650) 555-6566</a>	>

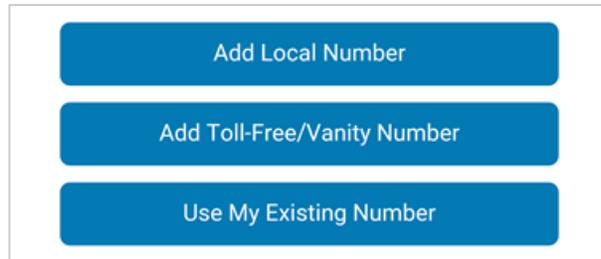


## Using an Existing Number: Porting and Forwarding

You can transfer (port) eligible existing phone numbers from your current provider to your AT&T Office@Hand service and also forward calls to an existing number to your AT&T Office@Hand number.

### To Transfer an Existing Number

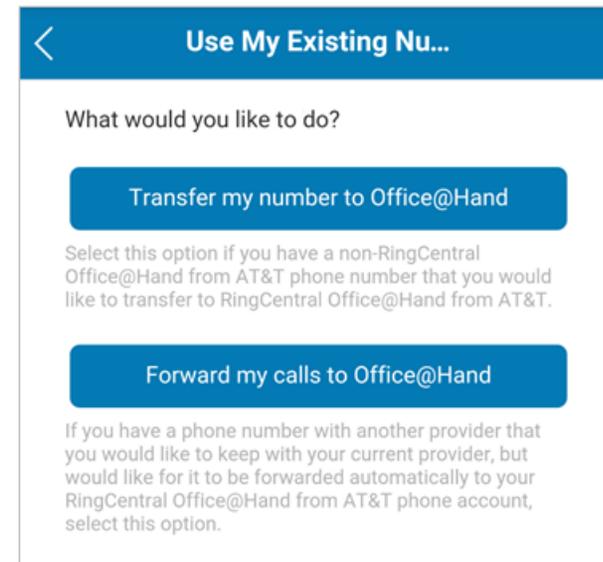
To transfer a number or set of numbers to your AT&T Office@Hand account, log into your account on the Web, at <https://service-OfficeatHand.ATT.com/tools/mobile.html>. Go to **Admin Portal > Phone System > Company Numbers and Info**. Click **Use My Existing Number** at the bottom of the center column, and follow the instructions. Be certain to completely fill-in the Transfer My Existing Numbers Pre-Check form.



### To Forward Your Calls

Forward calls to an existing number to your new AT&T Office@Hand number.

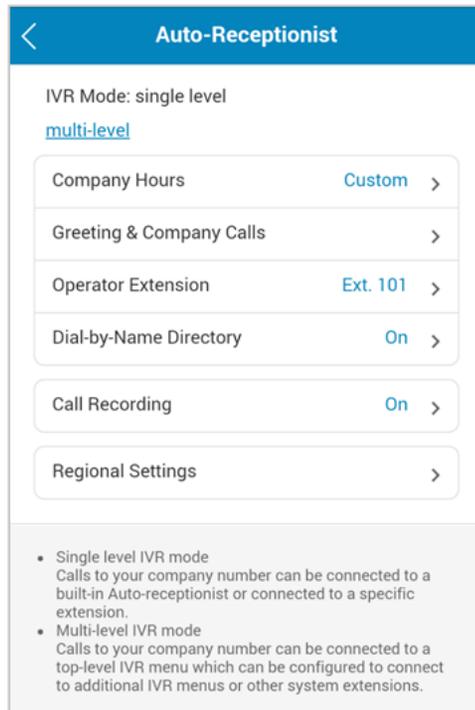
1. Tap your photo, then **Phone System**.
2. Click **Company Numbers and Info**.
3. Scroll to the bottom and tap **Use My Existing Number**.
4. Tap **Forward my calls to AT&T Office@Hand**. Fill in the existing number you wish to transfer, and follow the detailed instructions.



## Auto-Receptionist Settings

The Auto-Receptionist settings determine how incoming calls are handled for your company.

Tap  > Phone System > Auto-Receptionist.



### IVR Mode—Single or Multi-level

The default mode for the AT&T Office@Hand IVR is single-level. Switching to multi-level allows deployment of a more sophisticated auto-receptionist menu to handle a large volume of incoming calls at one or more company locations. The multi-level IVR function supports up to 250 menus for each account you create. Multi-level IVR is available to AT&T Office@Hand Office Premium and Enterprise customers in the US.

### Company Business Hours

On the Auto-Receptionist screen, tap **Company Hours**.

- Check **24 hours** to have incoming calls handled the same way all the time, including weekends.
- Check **Specify Hours** to have separate call handling for **Business hours** and for **After Hours**. On the week display, choose business hours for each day, or **Closed**.



## Greeting and Company Calls

Here you decide how to greet callers and route incoming company calls during your company's business hours and after hours, as well as setting up advanced call-handling rules.

1. From the **Phone System** screen, tap **Auto-Receptionist**.
2. Tap **Greeting & Company Calls**.
3. Select the **Com. Hours** tab (if available).
  - Select **Play company greeting** if you'd like callers to hear a default or custom greeting. You can select to play the default greeting, or create a custom greeting on the next screen. (See instructions below.)
  - Or select **Bypass greeting to go to extension** to bypass the Auto-Receptionist and connect calls directly to a specific extension.
4. Under **If caller enters no action**, you can select **Connect to operator** (extension 0). Or select **Disconnect** to automatically disconnect callers after the greeting is played three times with no action by the caller.
5. Select the **After Hours** tab to set call handling for after hours. (If you have **Business Hours** set to **24 hour** you will get a pop-up message when you select the **After Hours** tab offering to let you change your business hours.)
6. Tap **Save** when done.

## Company Greeting

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology (you can review the script of this default greeting by tapping **Auto-Receptionist** > **Greeting & Company Calls** > **Greeting** > **Default**. Press **Play** to hear the default greeting.

## Record Your Greeting Over the Phone

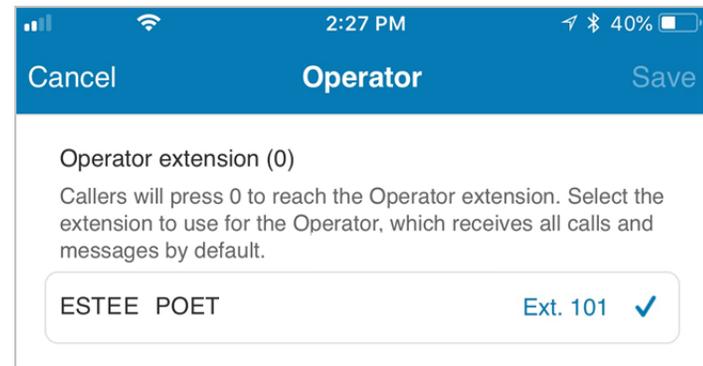
1. Tap  > **Phone System**. From the **Phone System** screen, select **Auto-Receptionist**.
2. Select **Greeting & Company Calls**.
3. Select the **Company Hours** or **After Hours** tab.
4. Tap **Greeting**.
5. Select **Default** or select **Custom**.
  - If you selected **Custom**, click the **Record** button.
  - In **Call me at**, select **Forwarding number** and choose one from the menu. AT&T Office@Hand will call you and prompt you to record your greeting.
6. Repeat this process for the **After Hours** tab.
7. Tap **Done**.



## Operator Extension

Choose an extension to receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee.

1. From the **Settings** screen tap **Phone System**, then **Auto-Receptionist**.
2. Tap **Operator Extension**.
3. Choose a name/extension of the user who will receive operator calls.
4. Tap **Save**.



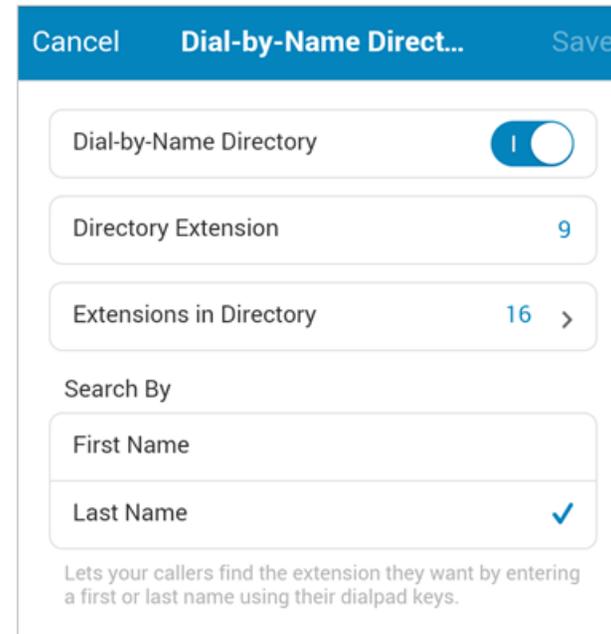
## Dial-by-Name Directory

The Dial-by-Name Directory allows callers to find user and group extensions by spelling out the name on their phone keypads. Follow these steps.

1. Tap  > **Phone System**, then **Auto-Receptionist**.
2. Tap **Dial-by-Name Directory**.
3. Tap **Dial-by-Name Directory** to **On**.
4. Select **Directory Extension** and specify a number that is not already in use as an extension. This will become the number callers will tap to get to the dial-by-name directory.
5. Tap **Extensions in Directory**.
6. Deselect any extensions to be excluded from your company's Dial-by-Name Directory. This list includes both user extensions and group extensions.
7. Select to search by **First Name** or by **Last Name**.

When **Dial-by-Name Directory** is **On**, callers will hear a recording that, in addition to telling them to dial an extension, also suggests they can dial the Directory Extension number in order to locate a user by name.

When callers tap the **Directly Extension**, they are instructed to use their phone keypad to spell out the first three letters of the first name, or of the last name, of the person or group they wish to call. The system will connect them, or offer additional options if there is more than one choice.



The screenshot shows the 'Dial-by-Name Directory' settings screen. At the top, there are three buttons: 'Cancel', 'Dial-by-Name Direct...', and 'Save'. Below these are several settings:

- Dial-by-Name Directory**: A toggle switch that is currently turned **On**.
- Directory Extension**: A text field containing the number **9**.
- Extensions in Directory**: A text field containing the number **16** and a right-pointing chevron.
- Search By**: A section with two radio button options: **First Name** and **Last Name**. The **Last Name** option is selected, indicated by a blue checkmark.

At the bottom of the screen, there is a descriptive text: "Lets your callers find the extension they want by entering a first or last name using their dialpad keys."



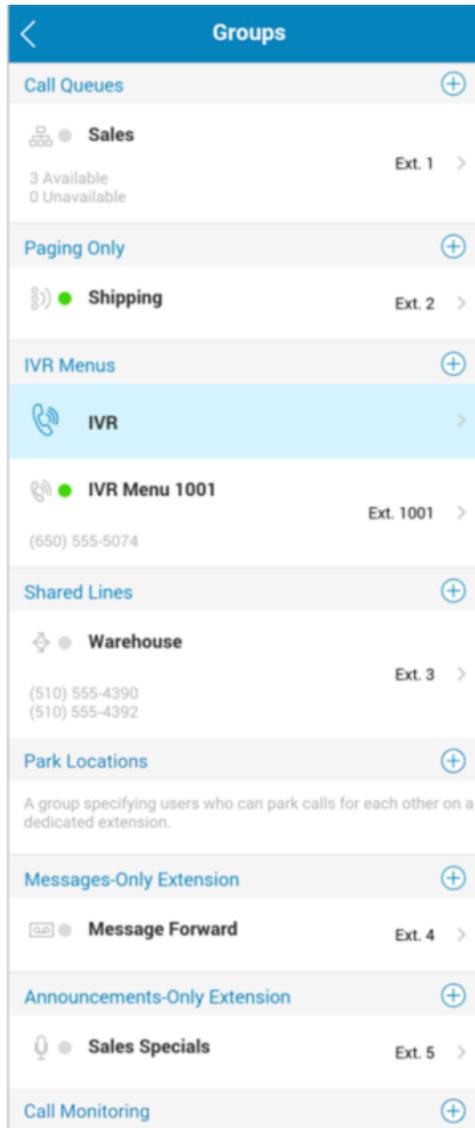
## Groups

In the recent AT&T Office@Hand releases, **Departments** are now called **Groups**. These Groups can be designated as a group of employees with similar activities or services. These similar activities can include:

- Call Queues
- Paging
- Messages-Only Extension
- Announcement-Only Extension

With the introduction of Groups, the following name changes have been implemented on the Mobile App and on your online account:

- Change the hierarchy term from
- Rename Departments function to
- Add a new call management feature—Paging to Group
- Change **Phones** to **Phones & Devices**



## Benefits

- Better communication by grouping related members with similar activities beyond group functions.
- Increase communication efficiency with the new Paging feature. Broadcast announcements and emergency alerts to the entire organization or selected peers at the same time.
- The AT&T Office@Hand Multi-level IVR is a hierarchal menu structure that expands the capability of the Auto-Receptionist feature.
- It allows companies to deploy a more sophisticated auto-receptionist menu to handle large call volumes, and to set up multiple phone reception points at one location or at multiple locations, such as retail stores and warehouses. To learn more about the multi-level IVR feature click here.
- Reduce missing important calls by enabling a call to be answered from any phone with the Shared Lines feature.



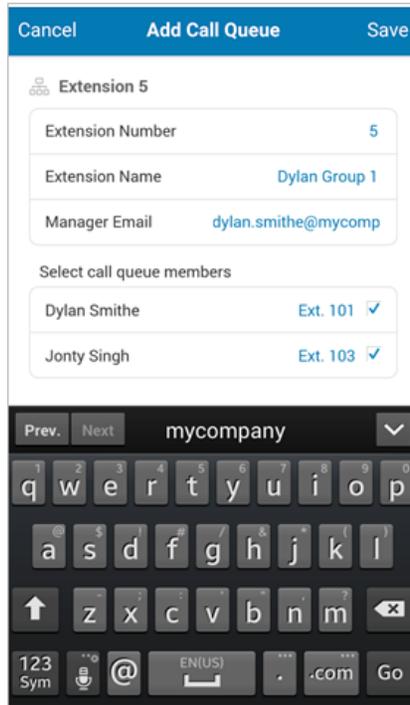
## Call Queues

Create a call queue group for a specific group of users (such as Sales, Support, or Billing) to share incoming calls. Each call queue can have an extension or direct (local or toll-free) number of its own.

You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.

### Add a Call Queue Group

1. Tap  > **Phone System** > **Groups**.
2. Tap the **plus sign (+)** to the right of Call Queues.
3. Fill out the form:
  - Specify an **Extension Number**.
  - Specify an **Extension Name**
  - Add the designated **Manager Email** for this Call Queue group.
4. Tap to **Select call queue members**.
5. Click **Save**.



Cancel    Add Call Queue    Save

 Extension 5

Extension Number    5

Extension Name    Dylan Group 1

Manager Email    dylan.smithe@mycomp

Select call queue members

Dylan Smithe    Ext. 101   

Jonty Singh    Ext. 103   

Prev.    Next    mycompany    

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m 

123 Sym  @ EN(US) .com Go



## Call Queue Info

From the **Groups** menu, tap the name of a Call Queue group, then tap **Call Queue Info**, where you can edit or add information, as needed:

- Record or modify the pronunciation of the **Call Queue Name**.
- Enter a **Contact Phone** for the group.
- View **Member Availability** (according to how the members have set their Business Hours and After Hours).
- Enter an **Address** for the group.
- Set the Call Queue group's business **Hours**; incoming calls can be handled differently for Business Hours and for After Hours.
- Enter **Regional Settings**.
- **Re-send the Welcome Email** that is sent to the Group Manager and the Group Members if they haven't yet responded to their original invitation. This option goes away when this group's manager and members have all responded.
- You can also **Delete the Call Queue**.

## 10+ Agents in Queue with Simultaneous Ringing

The phone system supports more than 10 call queue agents ringing simultaneously. Admin users can set the number of simultaneously ringing call queues to 25 or 50. (This setting needs to be first enabled in the AT&T Office@Hand Admin Tool.)

Only agents with 2 active phones in call forwarding can be added to queues with higher limits (25 or 50).

## Groups: Call Queues



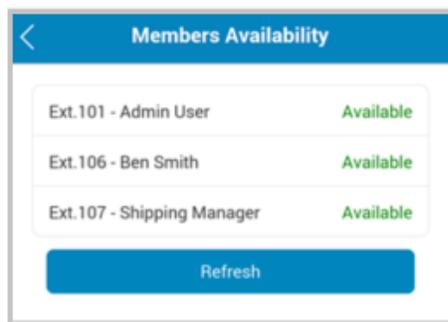
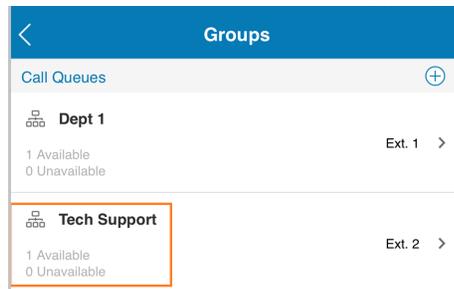
### Call Queue Group Members Availability

Tap  > Phone System > Groups.

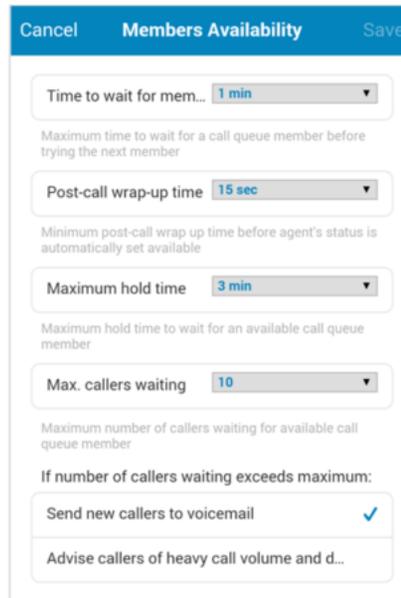
Under each Call Queue group name there is a count of **Available** and of **Unavailable** members of that group. For example, the Tech Support call queue screen above shows 3 Available and 0 Unavailable.

**Available** members can take phone calls. **Unavailable** members are on the phone, or are outside their set business hours.

Tap on a specific Call Queue (**Tech Support** in this example) and on that group's **Call Queue Info** screen; scroll down and tap **Members Availability** to see the names of the group members who are **Available** or **Unavailable**

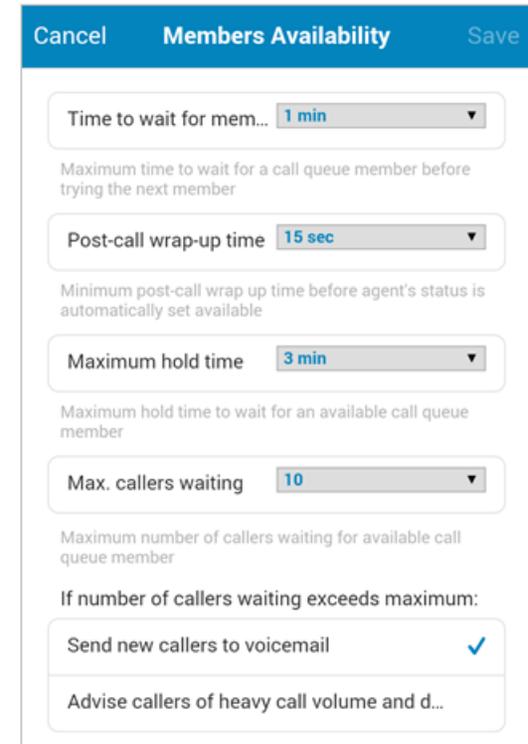


Tap  > Phone System > Groups. Tap a specific Call Queue Group, and tap **Call Handling**. Scroll down to the bottom and tap **Member availability and wait times**



Options on this menu determine how inbound calls to the Group are handled, depending on the availability of the Group members, and how long it takes to connect to a given member.

### Call Queue Members Availability and Wait Times



1. Tap  > Phone System > Groups.
2. Tap a specific Call Queue Group.
3. Tap **Call Handling**.
4. Scroll to the bottom and tap **Member availability and wait times**.

Options on this menu determine how inbound calls to the Group are handled, depending on the availability of the Group members, and how long it takes to connect to a given member.



- Maximum time to wait for a Group member to answer a call before trying the next member in the Group rotation order, in minutes.
- Minimum post-call wrap-up time before agent's status is automatically set to available, in seconds. You can give the Group member some time to handle the results of the call, such as making notes.
- Maximum hold time to wait for an available Group member, in minutes, before transferring the on-hold call to the next member.
- Maximum Callers Waiting—If the number of callers waiting exceeds (number), you can either send the next callers directly to voicemail, or disconnect after telling new callers of the heavy call volume.

### Call Queue Business Hours

Your Call Queue's business hours determine when calls will be routed to Group members and when after-hours rules will apply.

1. To access your current settings, tap **Group Hours** on the **Group Info** screen.
2. For Groups that handle all incoming calls the same at all times, select **24 hours**.
3. Tap **Specify hours** to set the specific days and times the Group will be available to take calls.
4. When you're finished, tap **Save**.



## Call Queue Greeting

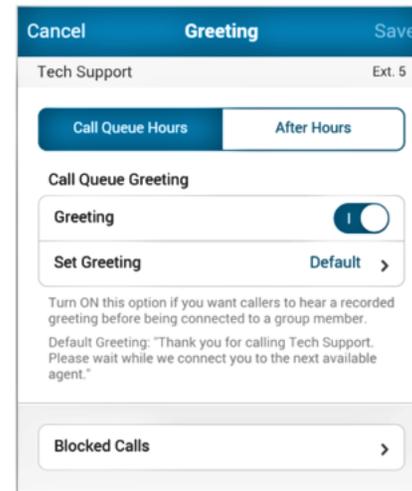
The Auto-Receptionist greets callers when they call a Group in your company. Your phone system is initially set **(On)** to play a default greeting in which the Auto-Receptionist automatically reads the name of the Group (using text-to-speech technology) connecting the caller with a Group member. When **Off**, callers will connect directly to the Group member according to Company call-handling rules.

### Access Call Queue Greeting

1. Tap  > **Phone System** > **Groups**.
2. Select a Call Queue group; then tap **Greeting**.

### Turn On Call Queue Greeting

1. Tap **Greeting** to enable.
2. Tap **Set Greeting** and choose between **Default** and **Custom**.
  - The default greeting is shown. Tap **Play** to listen to the **Default** greeting. You can use this Default greeting (select **Cancel** to back out); or create a **Custom** greeting.
  - If you choose Custom greeting, then press Record and follow the steps to record your greeting. The system will prompt you to specify a telephone number under **Call me at**. Enter a number and press **Call Now**. The system automatically telephones you and so you can make the recording.



**Note:** If you choose **unconditional forwarding** for **after-hours calls**, or send after-hours Group callers **directly to voicemail**, your after-hours Group greeting will not be played even if it is set to ON.

**Note:** If you have specified Group Hours, then you will be able to set Greeting for business hours and separately for after hour. If you have not specified Group Hours but have set this Group's to "24 hours", then there will be only one Greeting, which will play at all times.

From this screen you can also tap **Blocked Calls**.

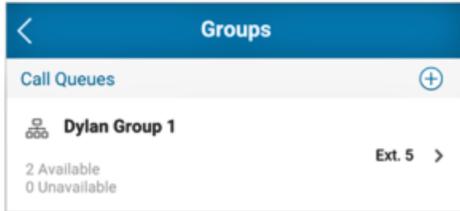
- You can block All calls, calls from specific numbers, calls and/or faxes from callers with no Caller ID, calls from Pay Phones.

In each case you can choose what message the blocked callers will hear. When done, tap **Save**. Tap **Cancel** to exit from Greetings.

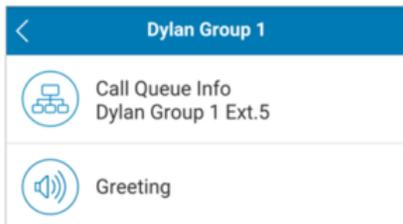


## Set up Your Call Queue Greeting

1. Tap , then **Phone System > Groups**.
2. Tap a Call Queue group (*Dylan Group 1 in this example*).



3. Tap **Greeting**. 

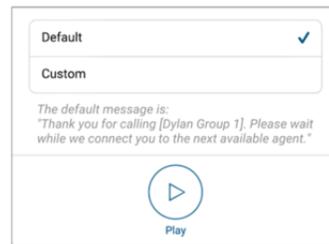


4. Set **Call Queue Greeting** to **On**. 



5. Tap **Set Greeting**.
6. Tap **Play** to listen to your Default greeting.

You can use this Default greeting (select Cancel to back out), or create a Custom greeting.



## Record a Custom Greeting

1. Tap **Set Greeting**; then tap **Custom** and then **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the Forwarding number menu).

3. Tap **Call Now**.  
AT&T Office@Hand will call you and prompt you to record your greeting.  
On the User Greeting screen, a message will confirm that your custom message has been successfully received.
4. To listen to your custom greeting later, access your account on the Web.
5. Tap **Cancel** to return to the previous screen.

## Block Numbers

From this screen you can also specify **Blocked Numbers**. Select from these options:

- Block All calls.
- You can tap Specific calls and select
  - Specific numbers;
  - Calls and/or faxes from **callers with no Caller ID**;
  - **Calls from Pay Phones**.

In each case you can choose what message the blocked callers will hear. When done, tap **Save**. Tap **Cancel** to exit from Greetings.



## Group Call Queue Call Handling

Group call queue call handling includes deciding the order in which calls are transferring to Group members; the music that is played while connecting the call; and Group member availability and wait times.

To access and edit these settings,

1. Tap  > **Phone System** > **Groups** and select a Group.
2. Tap **Call Handling**.

### Group Call Handling During Business Hours

To manage the order in which calls are answered by Group members, tap **Queue Hours** at the top of the **Call Handling** screen.

- Tap **Rotating** to set calls to rotate among available queue members.
- Tap **Simultaneously** to set calls to ring all available queue extensions at the same time.
- Tap **In fixed order**, then tap **Specify fixed order** and decide the order by taping the up and down arrows to move queue member names up and down the list.
- Tap **Back**.
- Tap **Audio While Connecting** to **On** to select the music that will keep callers entertained while connecting. You can choose from among more than a dozen types of music. Tap the type of music you want, then tap **Save**.

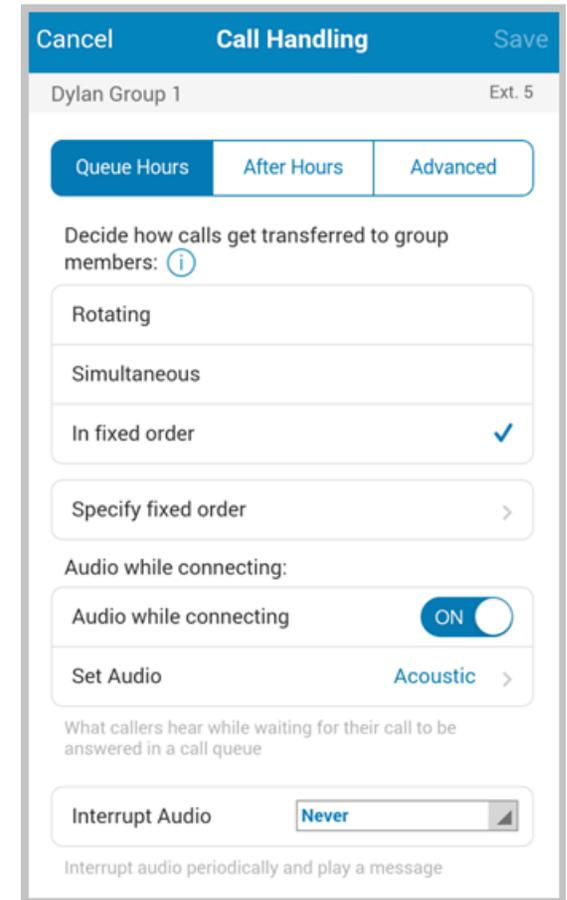
### Call Queue Handling After Business Hours

1. Tap  > **Phone System** > **Groups** and select a Group.
2. Tap **Call Handling**.
3. Tap the **After Hours** tab at the top of the Call Handling screen. Choose from the following settings for how to handle calls during your defined after-hours times, when no one is available to take calls:
  - Play a greeting and disconnect
  - Send callers to call queue voicemail
  - Unconditional forwarding

If you select **Unconditional call forwarding**, you will be prompted to enter a phone number. Unconditional call forwarding will forward all calls to the number you specify and override all after-hours settings, such as voicemail and greetings.

- Connect to extension

**Note:** The after-hours setting becomes available only after you change Group business hours from the default **24 hours** setting.

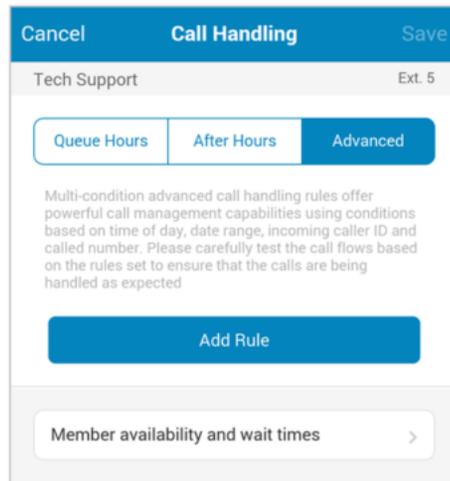


The screenshot shows the 'Call Handling' settings for 'Dylan Group 1' (Ext. 5). The screen has a blue header with 'Cancel', 'Call Handling', and 'Save' buttons. Below the header, there are three tabs: 'Queue Hours', 'After Hours', and 'Advanced'. The 'After Hours' tab is selected. The main content area is titled 'Decide how calls get transferred to group members: ⓘ'. There are three options: 'Rotating', 'Simultaneous', and 'In fixed order' (which is selected with a blue checkmark). Below these is a 'Specify fixed order' button with a right arrow. Under the heading 'Audio while connecting:', there is a toggle for 'Audio while connecting' which is turned 'ON', and a 'Set Audio' button with 'Acoustic' selected and a right arrow. At the bottom, there is a section for 'Interrupt Audio' with a dropdown menu set to 'Never' and a right arrow. A note below this section says 'Interrupt audio periodically and play a message'.



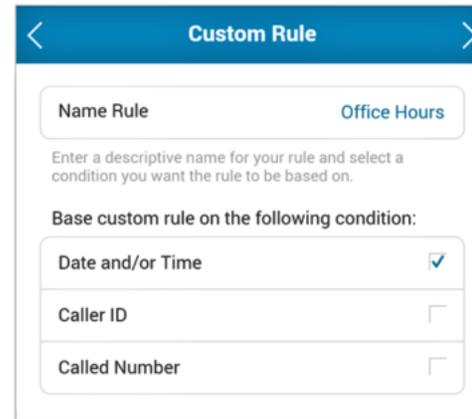
## Advanced Call Handling for Groups: Specifying Rules

Advanced Call Handling lets you create specific additional rules for that Group extension based on date and/or time of call, or Caller ID, or the number called. These rules override your regular call-handling rules for that extension. These rules can be useful for special situations such as promotions and events: Customers can call a contest number and get a special message or leave a message, for example; and the rule can be modified or turned off when the contest finishes.



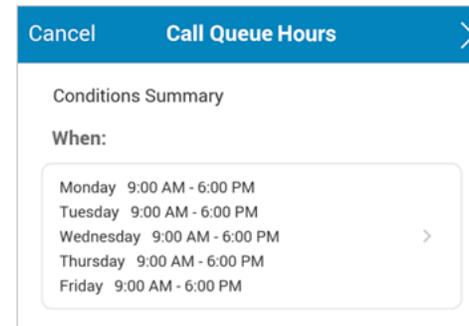
To create a **Rule** for a specific Group,

1. Tap > **Phone System**; tap **Group**; then tap a specific Group.
2. Tap **Call Handling**; then tap the **Advanced** tab.
3. Tap **Add Rule**.



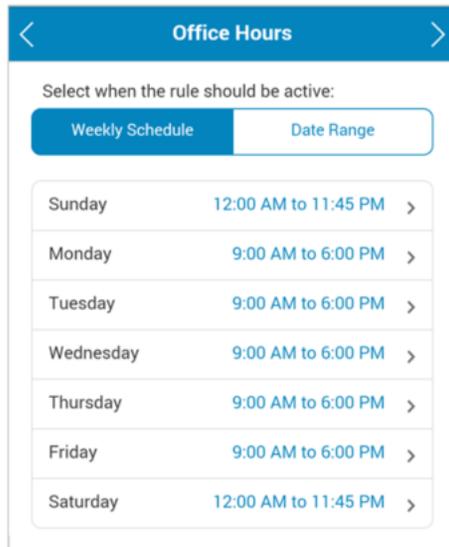
4. On the **Custom Rule** screen, give your Rule a **Name**, then select the conditions: **Date and/ or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.
5. Tap **right facing arrow** at the top of the screen.

If you selected **Date and/or Time** as your Rule condition, now select a **Weekly Schedule** and specific times for each day. Or select a specific **Date Range**. Then tap **Back**, view your Conditions Summary, and tap **Next**.



If you selected **Caller ID** for this rule, you can enter one or more phone numbers, or choose names from your Contact list, or enter area codes or other partial numbers. Tap **Next**.

If you selected **Called Number**, choose the number(s) to which the Rule will be applied. The choices will be the **Main Number**, or the Group **Auto-Receptionist**.

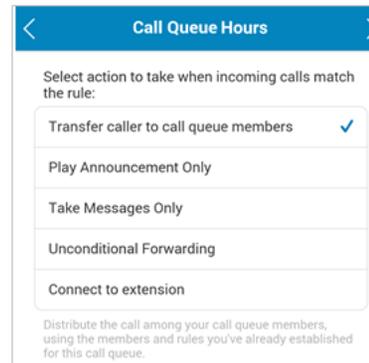


6. Tap each day in succession to set the hours to be applied to your new rule.

When setting the hours for each day, the selector button defaults to **Off**. Tap (don't slide) the selector to move the setting to the **On** position. Then adjust the **From** and **To** hours for each day as desired. Press the left (back) arrow to advance the calendar to the next day and repeat setting until all days are programmed with the desired hours.

7. Tap **right facing arrow** at the top of the screen to see a summary of your Office Hours rule selections.

8. Tap it again to set actions to take when incoming calls match this rule.
  - **Transfer caller to call queue members:** Then set custom Call Screening, Call Forwarding, or Messages handling for these calls.
  - **Play Announcement Only** and then end the call.
  - **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customize the voicemail greeting.
  - **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Desktop app.
  - **Connect to extension.** Connect directly to a specific extension.



You can also set Group Greetings and Call Handling for this Rule, and under Messages choose a voicemail greeting and select the extension that will receive messages generated by use of this Rule. As you can see, there are many programmatic possibilities with this Advance Rule feature.

9. Tap **right facing arrow** at the top of the screen to save your selection.
10. You can go back to edit the Rule, turn the rule on and off, change details and conditions, add more Rules, or delete a Rule.
11. Tap **Done**.

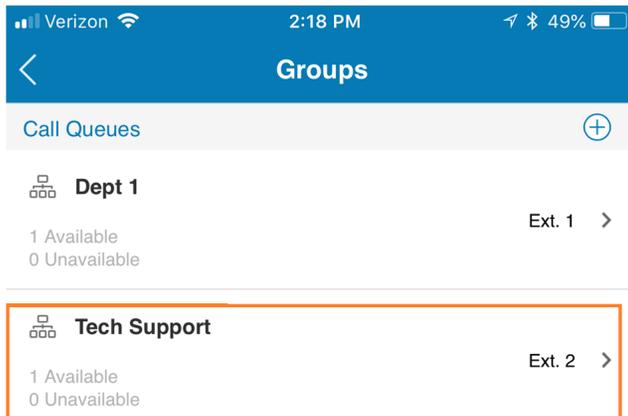
You can go back to edit the Rule, turn the rule on and off, change details and conditions, add more Rules, or delete a Rule.



## Group Messages/Voicemail Greetings

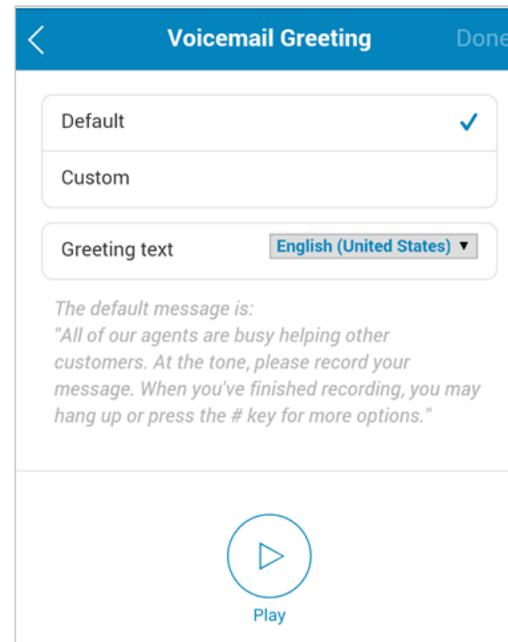
This setting is for the **Group voicemail greeting**, which callers to the group extension hear when they are sent to voicemail.

1. Tap  > **Phone System**; then tap a **Call Queue** group name. In this case, *Tech Support*.



2. Scroll down and tap **Messages & Notifications**.
3. Tap **Queue Hours** or **After Hours**, if offered.

4. Tap **Voicemail Greeting**. Read or **Play** the script for the default greeting, or record a custom greeting.



## Record a Custom Group Voicemail Greeting

1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** menu).
3. Tap **Call Now**.
4. AT&T Office@Hand will call you and prompt you to record your greeting.

You can designate a Call Queue member to receive voicemail messages. By default, AT&T Office@Hand saves voicemail messages to a Group voicemail box.

To designate a specific employee as the message recipient, tap **Message Recipient** and then tap the name of the employee. When you're finished.

Tap **Save**.

**Note:** tap the name of the employee. When you're finished, tap **Save**. If you designate a Group member as the message recipient, Group messages will no longer be saved to the Group voicemail box.



## Call Queue Notifications

Back at the **Messages & Notifications** screen, tap **Notifications**. Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

At the bottom of this screen is a toggle to switch between the **Basic** and **Advanced** screens.

The screenshot shows the 'Notifications' screen in 'Basic' mode. At the top, there are 'Cancel', 'Notifications', and 'Save' buttons. The screen is divided into several sections, each with a title and two toggle options: 'By Email' and 'By SMS'.  
 - 'Send me notification for:'  
 - 'Voicemail:': 'By Email' is turned on (blue), 'By SMS' is off (grey).  
 - 'Received Faxes:': 'By Email' is turned on (blue), 'By SMS' is off (grey).  
 - 'Missed Calls:': 'By Email' is off (grey), 'By SMS' is off (grey).  
 - 'Received Text Messages:': 'By Email' is turned on (blue), 'By SMS' is off (grey).  
 At the bottom, there is a 'Send notification to:' section with an 'Email' field containing 'dave.richards@mycompany.com' and an 'Add Phone Number' button.

On the **Basic** screen, you have the choice of sending notification **by email** and/or by **SMS**. Tap a choice to turn it **On** or **Off**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be a AT&T Office@Hand number.

Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's text system. You can enter more than one phone number to receive SMS notifications

Tap **Save**.

The email and phone number selected are now displayed at the bottom of the Notifications page.

Tap **Switch to Advanced** at the bottom of the **Notifications** screen for an alternative set of options for notifications.

**For each** Notification feature you turn **On** you can tap **Options** and then select an **email address** and **phone number**. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.

The screenshot shows the 'Notifications' screen in 'Advanced' mode. At the top, there are 'Cancel', 'Notifications', and 'Save' buttons. The screen is divided into several sections, each with a title and two toggle options: 'By Email' and 'By SMS'.  
 - 'Send me notification for:'  
 - 'Voicemail:': 'By Email' is turned on (blue), 'By SMS' is off (grey).  
 - 'Received Faxes:': 'By Email' is turned on (blue), 'By SMS' is off (grey).  
 - 'Missed Calls:': 'By Email' is off (grey), 'By SMS' is off (grey).  
 - 'Received Text Messages:': 'By Email' is turned on (blue), 'By SMS' is off (grey).  
 At the bottom, there is a 'Send notification to:' section with an 'Email' field containing 'dave.richards@mycompany.com'. Below this are two buttons: 'Add Phone Number' and 'Switch to Advanced'.



## Paging Only Groups

Paging\* is a commonly required function in many locations such as warehouse/shipping centers, retail stores, schools, hospitals, etc.

AT&T Office@Hand Paging supports broadcasting through multiple desk phones (groups) and through overhead paging devices.

You can also:

- Save a paging group as a Favorite.
- Make a page call to a paging group in your Contacts or Favorites.

See the [AT&T Office@Hand Admin Guide](#) for details on how to set up paging groups.

Your mobile devices cannot receive pages; the Paging feature is available only on desk phones and supported paging devices.

### How to Page *from* a Mobile App Device

Mobile app users with paging permission can page a known paging group by dialing \*84 followed by # and the number of the paging group, then # again.

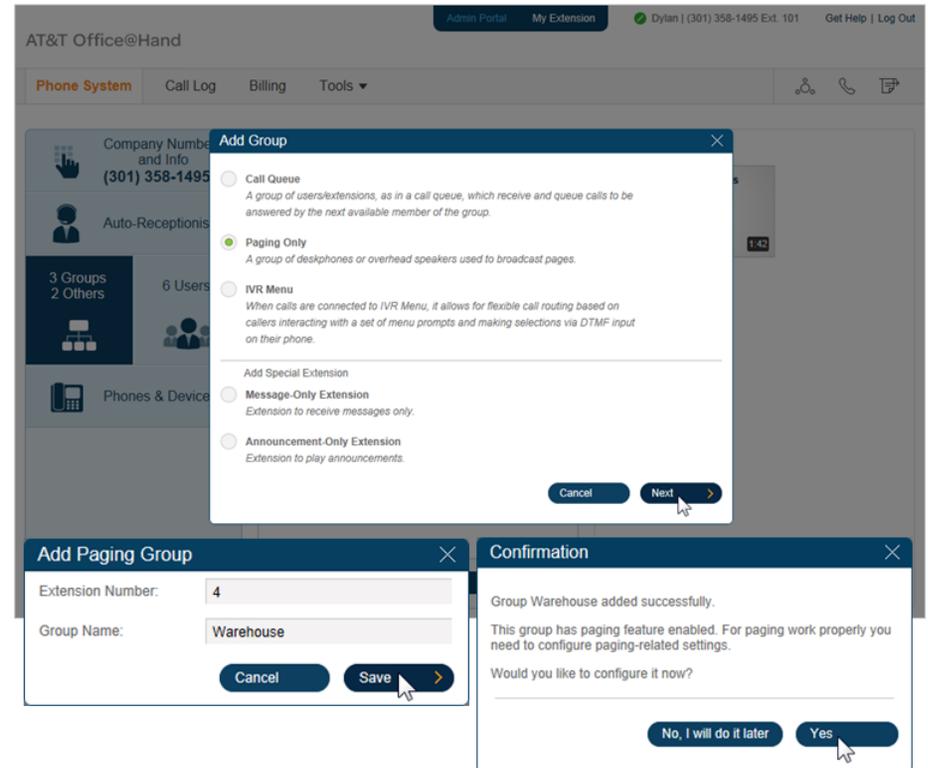
**Note:** The user must first enable VoIP calling on the mobile app device.



## Creating a Paging Only Group

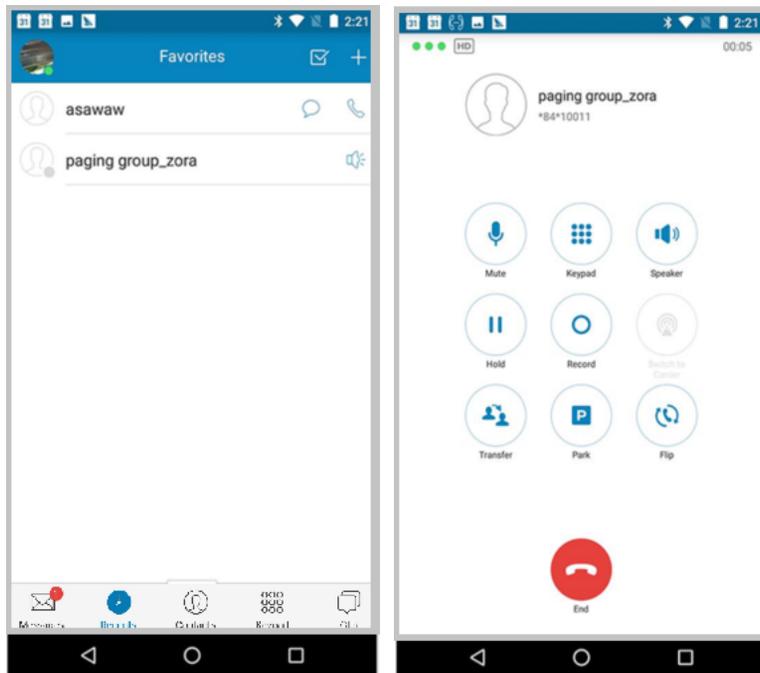
The Administrator must log into the AT&T Office@Hand Online account to create and manage Paging-Only groups; they cannot be created or managed from the Mobile App.

1. Log into your AT&T Office@Hand online account at <https://service-OfficeatHand.ATT.com>.
2. Tap  > **Phone System**.
3. Click **Groups**.
4. Click **Add Group**.
5. Click **Add Group** or if a group already exists, select a Group.
6. Select the **Paging Only** button and click **Next**.
7. Accept or change the Extension Number for the Group and enter a Paging Group Name for easy reference. ""
8. Click **Save**.
9. Click **Yes** to confirm addition of the new Warehouse Paging Group and to start configuration of the new Paging Group.
10. With the new Paging-Only group highlighted, on the right side of the screen click **Devices to Receive Page**. Click the **User Phones** tab and select, from the list of user phones with paging capabilities, those user phones that will be part of this Paging group. Click **Save**.
11. Click the **Paging Devices** tab to select paging device, if any, to be part of the group and click **Save**.
12. Now on the right side of the main screen, click **Users allowed to page** this Paging group and click **Save**.
13. Click **Done** on the main screen.



## Save a Paging Only Group as a Favorite

You can save a paging group as a Favorite and then make a page call to a paging group in your Contacts or Favorites.



### Page from a Mobile App Device

Mobile app users with paging permission can page a known paging group by dialing \*84 followed by # and the number of the paging group, then # again.

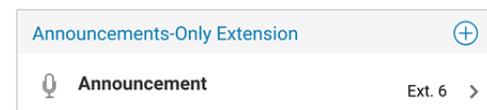
In addition, from digital desk phones, enabled users can page using a **paging soft-key** if one is present, or by **dialing \*84**.

**Note:** The user must first enable VoIP calling on the mobile app device.

## Create an Announcement-Only Extension

You can create an announcement-only extension that plays a recorded message giving commonly requested information, such as hours of operation or directions to your business.

1. Tap > **Phone System** > **Groups**.
2. Scroll down the **Groups** screen and tap the + next to **Announcements Only Extension**.
3. Enter an extension number and name. Enter an email address of a user who can log into this extension to update the announcement.
4. When you're finished, tap **Save**.



Next, create the message for your new announcement-only extension. Scroll down to the Messages-Only extension you just created and tap it. Tap **Announcements**; then tap **Announcement** on the next screen.

Review the text of the **default** announcement: "No one is available to take your call. Thank you for calling. Goodbye." To hear the announcement tap **Play**. If you want to use the default announcement, tap **Save**.

### Record a Custom Announcement

1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** menu).
3. Tap **Call Now**.
4. AT&T Office@Hand will call you and prompt you to record your greeting.



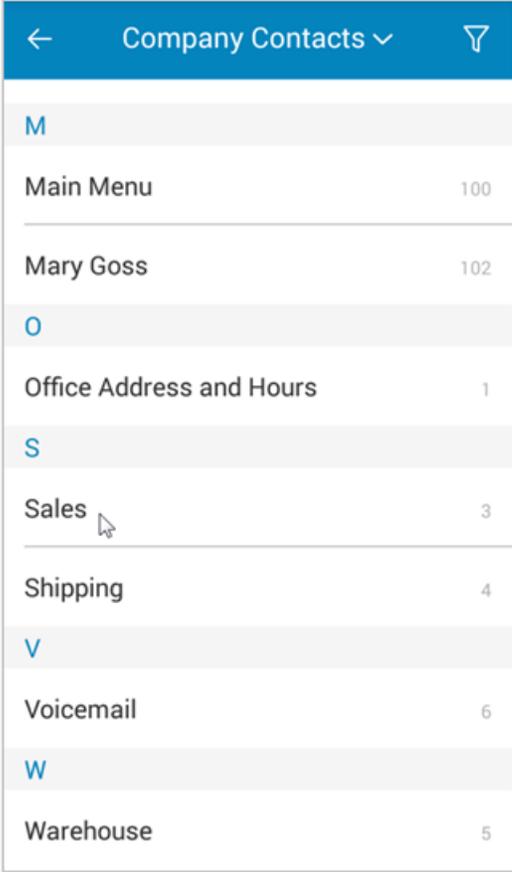
## Group Messaging

Group Messaging allows you to send a message to a group via the Mobile app.

To send a message to a group from your mobile device:

1. Launch the mobile app .
2. On the **All Messages** screen, tap  at top right; then tap **New Text**.
3. Scroll down and tap the Group you want to send a message to (**Sales** in this example.).
4. Add more recipients.
5. Enter your message.
6. Tap the **Send** icon. .

**Note:** Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message. Learn more about Group Messaging [here](#).



Category	Group Name	Count
M	Main Menu	100
M	Mary Goss	102
O	Office Address and Hours	1
S	Sales	3
S	Shipping	4
V	Voicemail	6
W	Warehouse	5



## Create a Group Messages-Only Extension

You can create an extension that only takes messages. It plays a greeting and transfers callers directly to voicemail—making it easy for callers who want to leave a message.

First, create a messages-only extension; then set up the greeting.

1. Tap  > **Phone System, Phone System > Groups**.
2. To the right of **Messages Only Extension**, tap .



3. Enter number and name for the extension.
4. Enter the email address of a user who will be notified of messages received by this extension. (This user will receive an

email instruction to create their password for this purpose.)

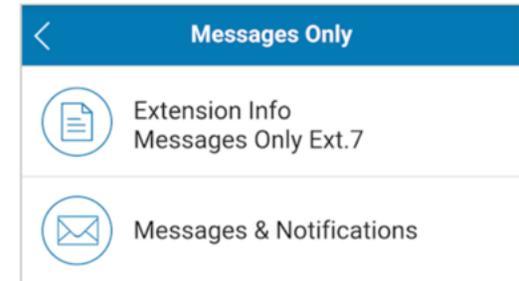
5. When you're finished, tap **Save**.
6. The new **Messages-Only Extension** you just created will appear on your **Groups** page.

### Create a Greeting for your Messages-Only Extension,

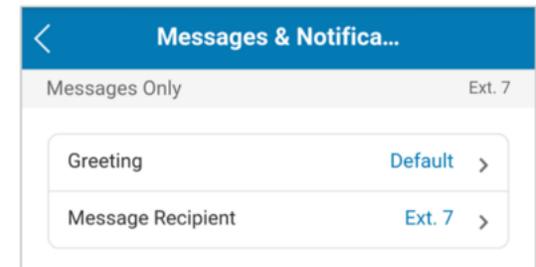
1. Go back to the **Groups** page.
2. Tap the extension name and number that you just created (**Messages Only... Ext.7** in this case).



3. On the **Messages Only** screen that follows, tap **Messages & Notifications**.

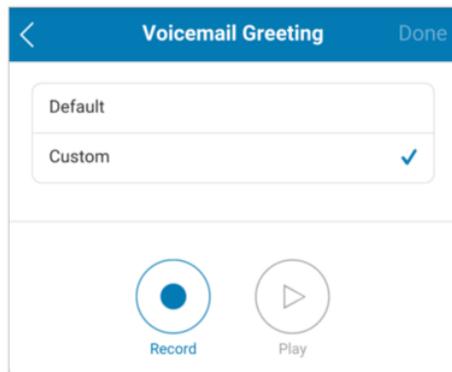


4. Below **Messages Only**, tap **Greeting** to review the text of the default greeting. To listen to the message, tap **Play**.
5. If you want to keep the default announcement, tap **Save**.



## To Record a Custom Greeting

1. Tap Custom and then tap Record.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the Forwarding Number menu below).
3. Tap Call Now.
4. AT&T Office@Hand will call you and prompt you to record your greeting.



You can also choose to have messages left in the extension mailbox or later pickup, or have them delivered to a designated employee. To select a message recipient, tap **Messages & Notifications**, then **Message Recipient** and select an employee extension. Tap **Save**.

Additionally, you can set **Notifications** to have email or text messages sent to a designated email address or phone number when messages come in to this number, whether voicemail, text message, or fax message.

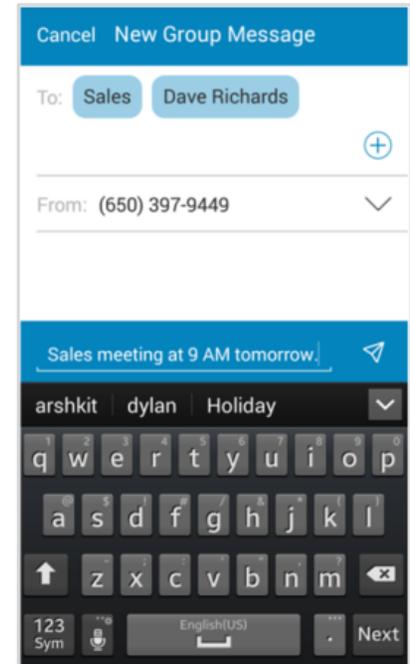
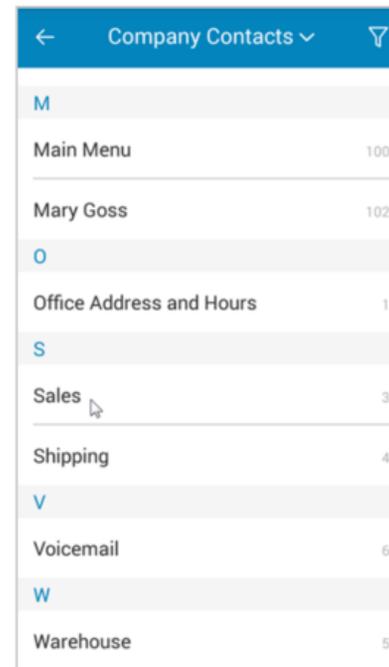
## Group Messaging

Group Messaging allows you to send a message to a group via the Mobile app.

To send a message to a group from your mobile device:

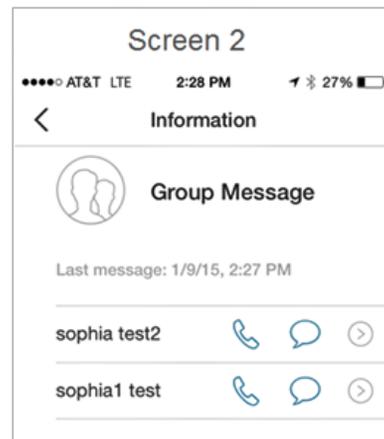
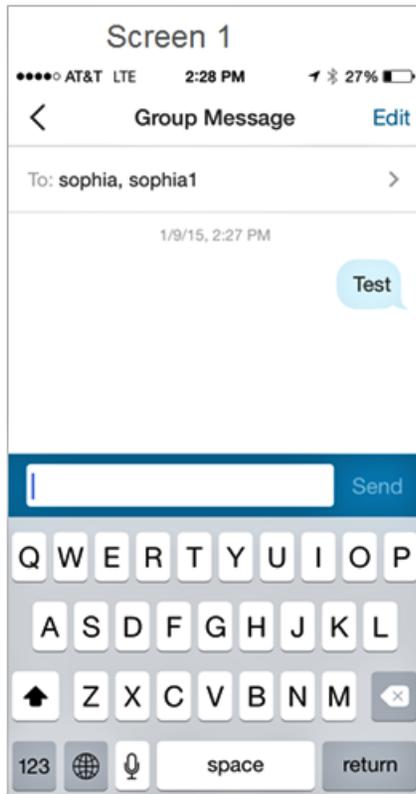
1. Launch the mobile app.
2. On the All Messages screen, tap  at top right; then tap **New Text**.
3. Scroll down and tap the Group you want to send a message to (Sales in this example.)
4. Type your message.
5. Tap the send icon .

**Note:** Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message.



## Group Messaging for iOS

For iOS devices, the Group Message functions so that when you type a group name (ex. sophia), then add another group name (ex. sophia1) as shown in Screen 1, the two groups are combined, as shown in Screen 2. This saves you from having to compose your message to each group separately.



## Other Administrator Settings

Under My Profile , there are special settings for Administrators in **Phone System, Billing,** and **Reports.**

**Phone System** gives the Administrator access to all settings for the company phone system. See “Admin Phone System Setting” on page 75 for details.

### Settings Unique to the Administrator

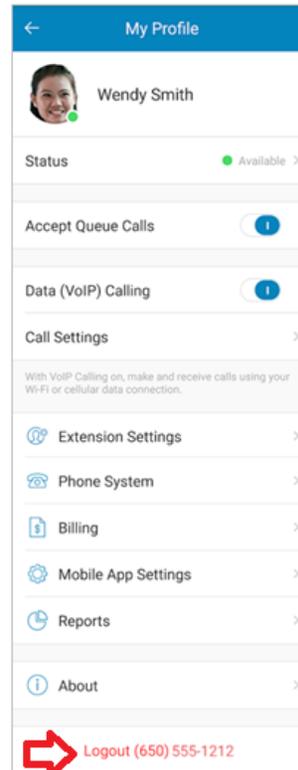
- Only Administrators can set and change Company settings.
- Administrators can create new Groups and edit any existing Group settings. (Group Managers can edit settings for their own Groups.)
- Administrators can make another user into an Administrator.
- Only Admins can purchase new desktop IP phones—and only from the service web site.
- Only Administrators can review, manage, and assign company desktop phones.
- Administrators can turn on On-Demand Call Recording.
- Administrators can enable and manage International Calling, and authorize Auto-Purchase for International Calling charges.
- Only Administrators can access **Reports.**
- Admin users can define nicknames for all company numbers which are assigned to Auto-Receptionist to help users select from those numbers for outbound caller ID.

### About

Tap your photo to open **My Profile**. Then **About** to see What’s New with this version of the mobile app; to read an Application Description or to Rate This App at app store sites.

### Logout

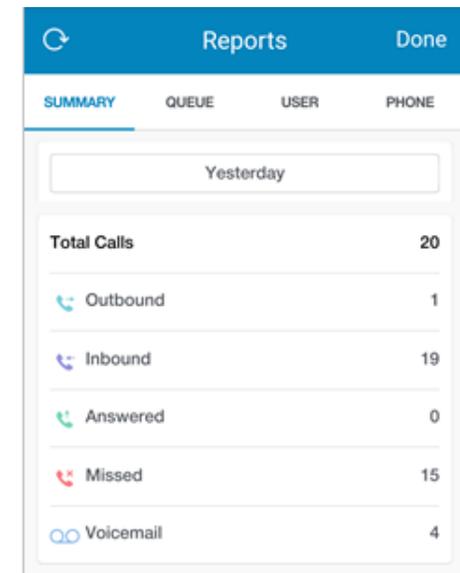
Log out from the phone number and extension.



### Reports

Reports are graphical representations of your account’s call activities. These Reports can be accessed easily on your mobile devices using the mobile app.

Reports are generated as a Summary, based on Queue Activity, User Activity, or Telephone Number on your online account. Tap your photo, and then scroll down and tap .

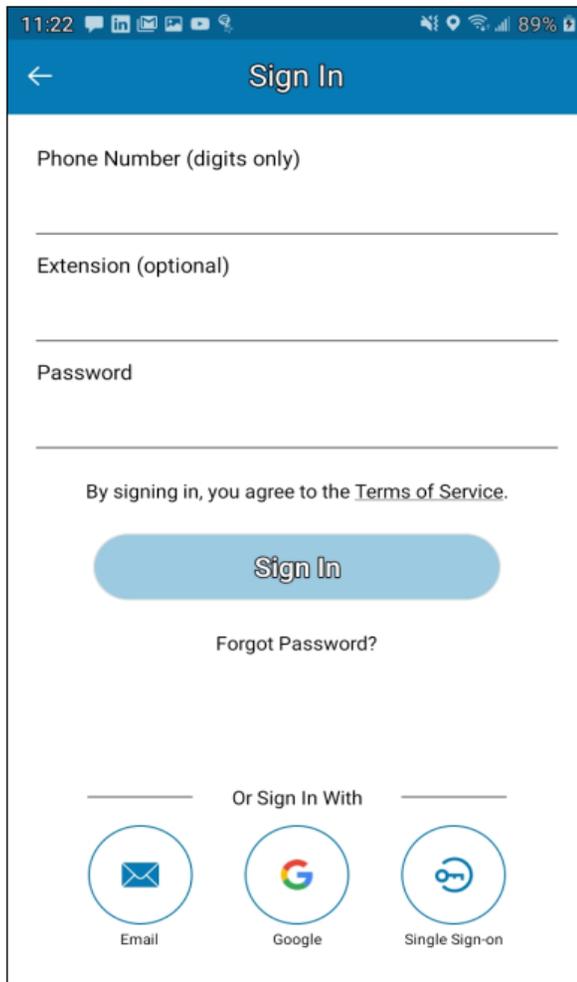


Example above shows call activity for a holiday. 7, 30, 60 and 90 days or any custom date range can be selected for Reports. See “Appendix A - Reports” on page 111.



## Single Sign-On

AT&T Office@Hand Premium and Enterprise customers can access applications with a single set of login credentials. SSO provides access to the Desktop, Mobile, and Meetings apps without need for further login. This reduces IT overhead in managing and supporting user logins.



11:22 [notification icons] 89%

← Sign In

Phone Number (digits only)

Extension (optional)

Password

By signing in, you agree to the [Terms of Service](#).

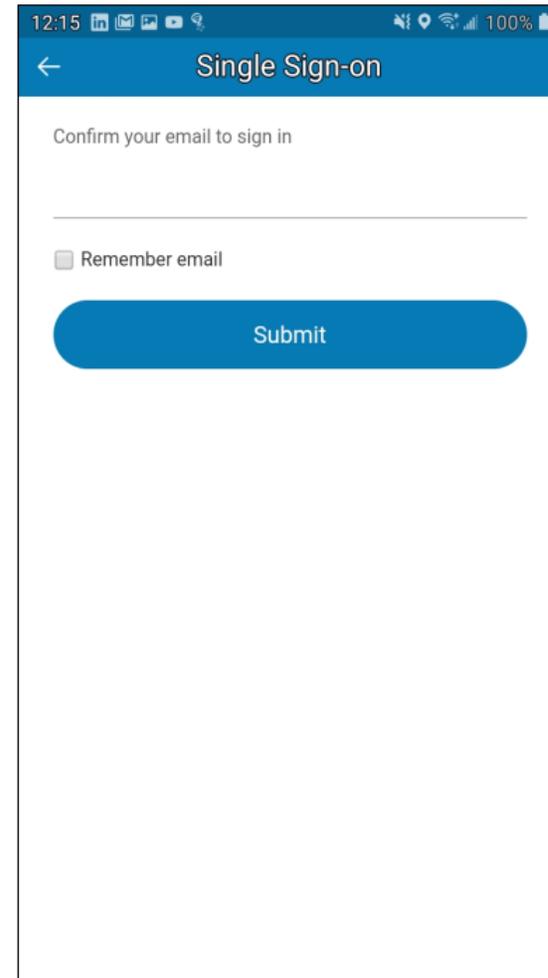
Sign In

Forgot Password?

Or Sign In With

Email Google Single Sign-on

The next screen is where you enter your email for authentication (you can tick the box Remember email so you don't have to enter it every time).



12:15 [notification icons] 100%

← Single Sign-on

Confirm your email to sign in

Remember email

Submit

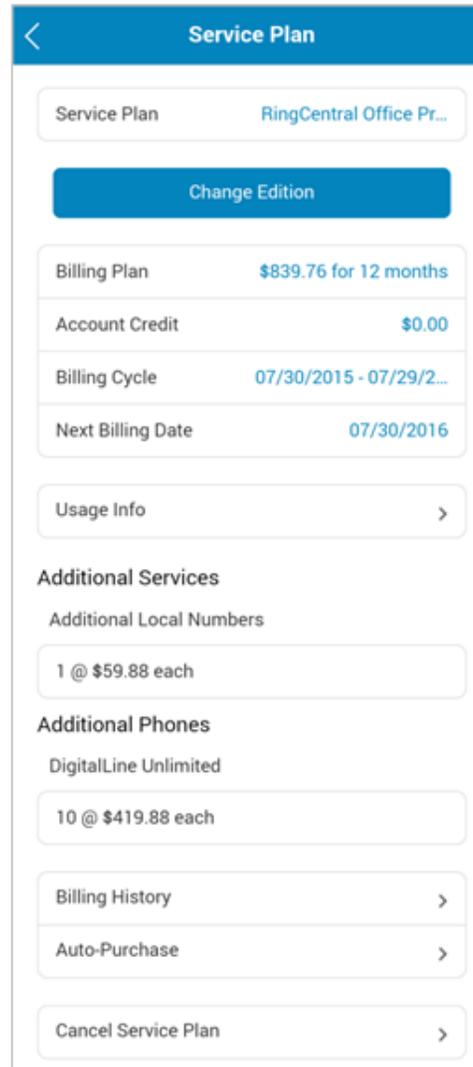
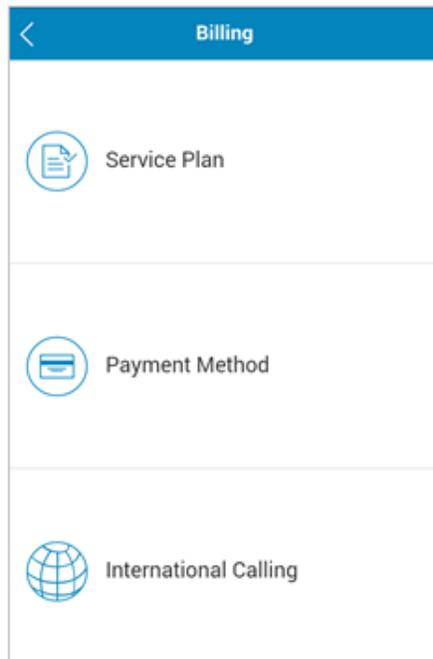


## Billing

Admins have access to the Billing menus, which include the plan, and the ability to change the current plan.

### Service Plan

Click **Service Plan** to review your AT&T Office@Hand service and costs, check your billing history, and purchase additional minutes (if you have admin rights). To change your plan, log in to your account on your desktop.



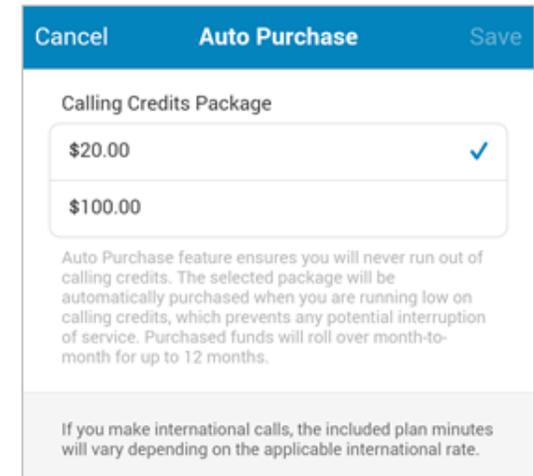
### Auto-Purchase

Per-minute charges for international calls (see next page) are not billed to your account. Instead, they are deducted from your prepaid Calling Credits account.

Auto-Purchase ensures you will never run out of such Calling Credits.

From this menu you can select a Calling Credits package of \$20 or \$100, which will be renewed automatically when you run low, thus preventing any interruption of service.

Purchased funds will roll over month to month for up to 12 months. The price of international calls will vary according to the applicable international rate (see “Enabling International Calling” on page 105).



## Enabling International Calling

Calls your users make to countries outside the United States incur charges. To manage your costs, outbound International Calling is disabled by default. Your users will not be able to call out of the U.S. unless you enable International Calling.

1. On the **Billing** page, click **International Calling**,
2. Click the **Enable International Calling** button to display and enable a list of countries and their calling areas.

You can enable or disable specific calling areas. For your convenience, you can **Search** for specific areas, and display Enabled and Disabled areas.

The per-minute costs for outbound calls are shown for each calling area for each country. (Callers from outside the U.S. can continue to reach your local (non-800) numbers regardless of your selection.)

Cancel	International Calling	Save
	Ben Smith	Ext. 106 <input checked="" type="checkbox"/>
	Bob Johnson	Ext. 107 <input checked="" type="checkbox"/>
	Charlie Lee	Ext. 112 <input checked="" type="checkbox"/>
	Dave Richards	Ext. 114 <input checked="" type="checkbox"/>
	Douglas Reyes	Ext. 113 <input type="checkbox"/>
	Helen Smith	Ext. 104 <input type="checkbox"/>
	Henry Smith	Ext. 109 <input type="checkbox"/>
	Jen Williams	Ext. 105 <input type="checkbox"/>
	Jesse Jones	Ext. 103 <input type="checkbox"/>

**Note:** Rates displayed in this menu are AT&T World Connect rates. Rates are subject to change. International calls are paid using Calling Credits (see Auto-Purchase, above).

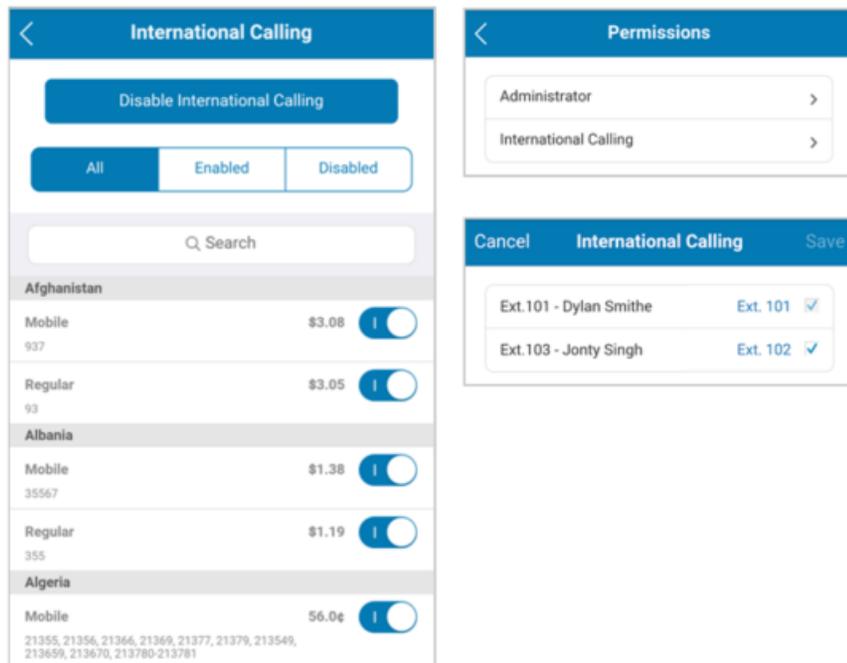
**Note:** International roaming must be enabled with your carrier for your cellular network. Data roaming charges may apply for such calls. For AT&T customers, see <http://www.att.com/global>.



## International Calling for Individual Users

Once you have enabled International Calling, you can give or withhold permission to your individual users to make international calls to the countries you have activated. Tap  > **Phone System** > **Users** and at the top of the screen tap **Permissions**, then **International Calling**.

All users are un-checked by default. In the right-hand column, click users you want to grant permission to make international calls, and click **Save**.



**International Calling**

Disable International Calling

All Enabled Disabled

Q Search

Afghanistan	
Mobile 937	\$3.08 <input type="checkbox"/>
Regular 93	\$3.05 <input type="checkbox"/>
Albania	
Mobile 35567	\$1.38 <input type="checkbox"/>
Regular 355	\$1.19 <input type="checkbox"/>
Algeria	
Mobile 21355, 21356, 21366, 21369, 21377, 21379, 213549, 213659, 213670, 213780-213781	56.0¢ <input type="checkbox"/>

**Permissions**

Administrator >

International Calling >

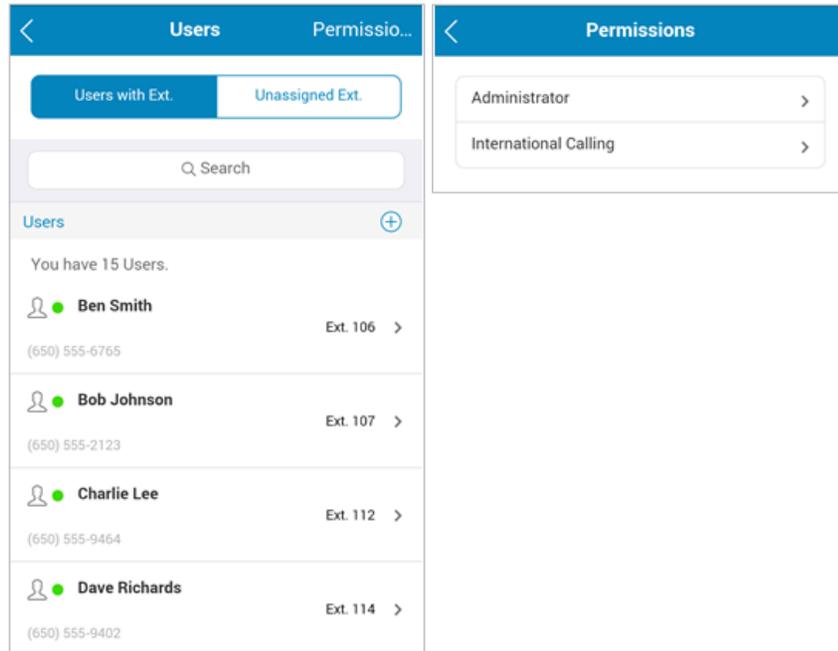
Cancel **International Calling** Save

Ext.101 - Dylan Smithe	Ext. 101 <input type="checkbox"/>
Ext.103 - Jonty Singh	Ext. 102 <input checked="" type="checkbox"/>



## User Permissions: Making Users into Administrators

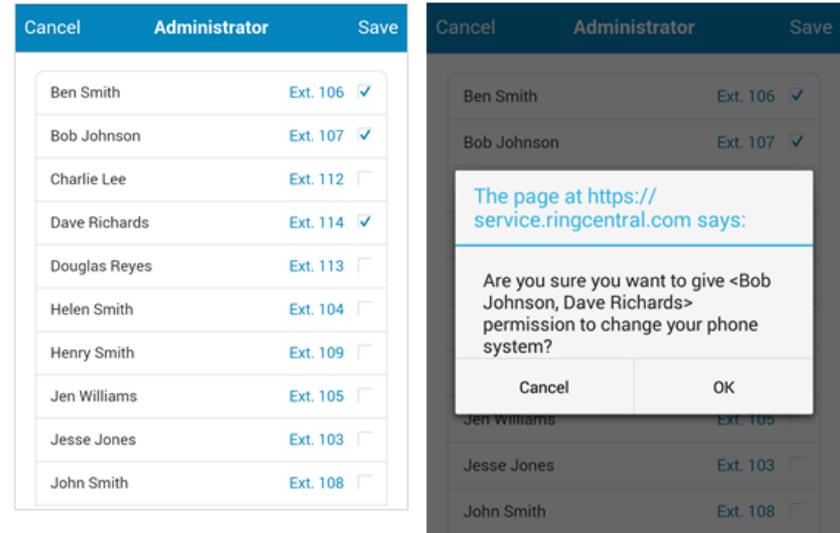
Permissions also lets you assign Administrator privileges to other users.



Tap your photo > **Phone System** > **Users** and at the top of the screen, on the right side, tap **Permissions**.

Tap **Administrator**.

On the list of your users, tap the check box next to users you wish to grant Administrator privileges and tap **Save**.



**Note:** Such users now have full Administrator access, except that they cannot delete the account owner, nor change the billing address and billing info settings. A warning message reminds you of the significance of adding someone as an administrator.



## Roles and Permissions

A roles and permissions framework supports the ability to enable/disable the areas listed in the table by using Roles and Permissions.

Mobile Roles and Permissions	Application, Features, or Setting
Application	Mobile App
Application	Meetings App
Features	SMS and Pager
Features	Presence
Features	Conference
Features	Reports
Settings	Block Phone Numbers
Settings	My Profile
Settings	Call Log
Settings	Mobile Web Settings (Phone System, Billing, International Calling, Extension Settings)
Features	Calling Policies QA Verification (Based on TAS changes, no client change)
Features	International Calling

Admins can control what users can do within the system. A role is a collection of permissions that can be based on a job function. Standard (International) is assigned to new users, by default. Access role assignment in the **Admin Portal > Users > Roles**.

To learn more, see the Knowledge base article: [User Roles and Permissions](#).

## Multimedia Messaging Service

With Multimedia Messaging Service (MMS) you can send and receive multimedia files. File types are supported for receiving: images, videos, files. Maximum MMS payload: 1.5 MB.

## Account Federation

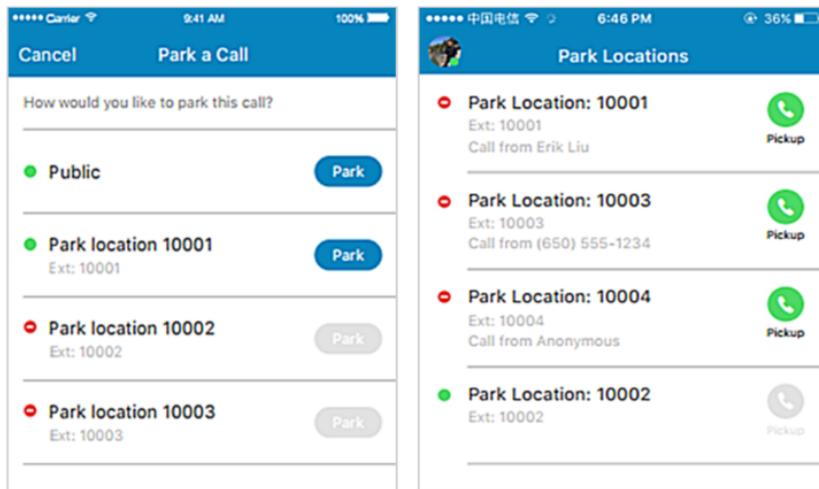
- Supports customers split across different accounts.
- Supports different operating procedures and limited operability across sites.
- Enables creation of accounts in multiple tiers, allowing for a mix-and-match of certain feature sets.
- Customers should have unique extensions in the federation.
- Available Templates:
  - System assigns unique extensions for users with duplicate extensions.
  - Apply leading digits to all extensions to design all extensions in the same format.
- Standard extension validation before update.
- Contacts Filter filters company directory to display specific offices.
- Contact Details shows added "Office" field in contact details so that users can differentiate between their own company contacts and federated contacts.
- All users have access to the consolidated directory which they can use to find every user in the same federation.



## Park Locations

Park Locations provide mobile app users with access to private locations, set up by the AT&T Office@Hand Admin, where group members may park active calls in the cloud and pick them up.

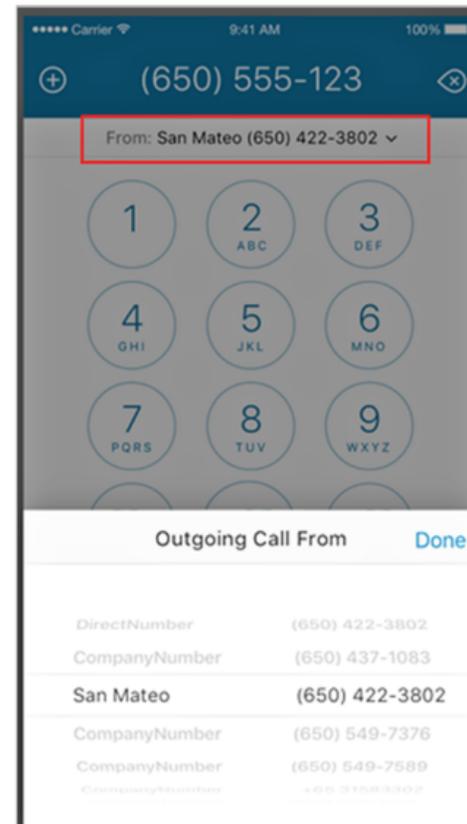
The Admin assigns dedicated park locations to users in a private group. Those users can then see the Park Locations available, park calls at them, and pick up calls.



## Nicknames for Caller ID

This feature lets you label phone numbers in a meaningful way.

Admin users can define nicknames for all company numbers assigned to Auto-Receptionist to help users select from those numbers for an Outbound Caller ID.



## Appendix A - Reports

### Historical Reports

Under **My Profile** tap  **Reports**.

AT&T Office@Hand Reports helps admins optimize the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. With four separate Reports views and many filtering options, you can target your report to reveal exactly what you want to know to increase your business performance.

### Summary Report

The **Summary** report provides an overview of all call activity –Total, Outbound, Inbound, Answered, Missed, Voicemail, and Average Hourly Activity during a selected date range. The **Queue Activity** report, visible to Account Administrators and Call Queue Managers, presents a summary of Total Call Volume, Total Talk Time, Average Call Duration, Missed Calls, and Time to Answer for each call queue selected during a date range.

### User Activity Report

The **User Activity** report, visible to Account Administrators and Call Queue Managers, provides Total Call Volume, Average Number of Calls per User, Number of Inbound and Outbound Calls, Number of Call Per hour and Day, and Average Call Time for each selected user over a selected date range. The **Phone Number Activity** report, visible to Account Administrators and Call Queue Managers, provides Total Call Count, Average Calls per Day, and Average Inbound Call Duration for individual phone number over a selected date range.

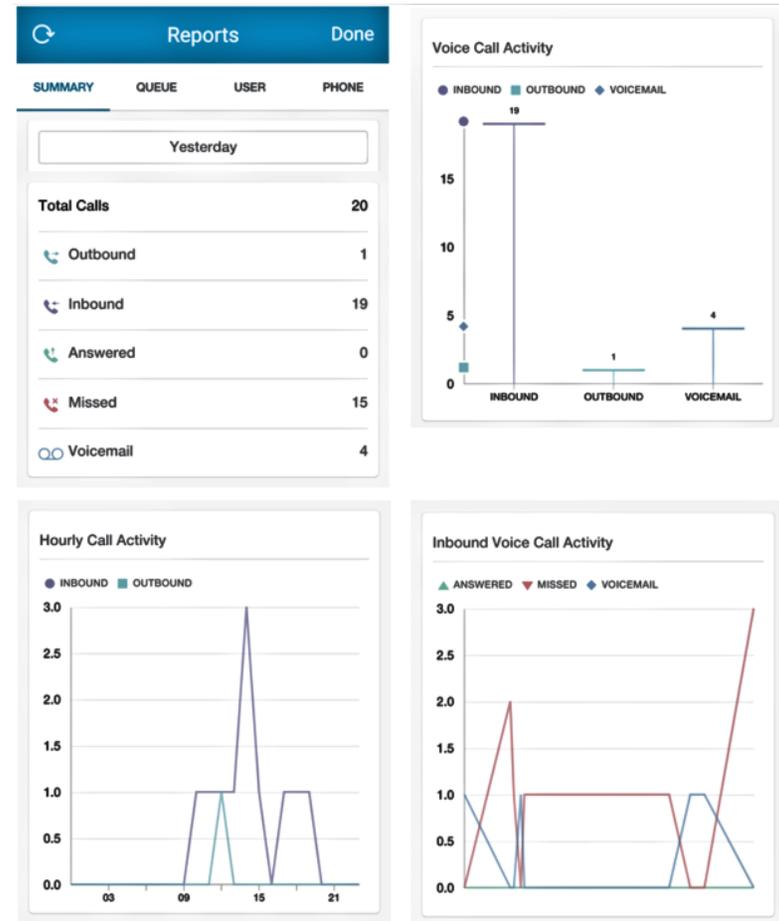
### Phone Number Report

The **Phone Number** report provides (for Individual Numbers) the Total Call Count, the Average Calls per day, and the Average Call Duration for inbound calls.



### Call Detail Report

The **Call Detail** report (not available on mobile) provides details regarding calls made to a particular extension – call direction, extension name, queue name, dialed number and so on. Reports can be exported as an image, as data, as a crosstab table, or as PDF. Administrators can also view the report dashboard from the mobile app for iOS and Android.



.See additional reports on the next page.

### Reports - Queue Activity

🔄
Reports
Done

SUMMARY
QUEUE
USER
PHONE

Yesterday

Queues
(All)

Total Calls	0
<span>📞</span> Answered	0
<span>📞</span> Missed	0
<span>📞</span> Voicemail	0

### Reports - User Activity: Calls Answered and Outgoing

🔄
Reports
Done

SUMMARY
QUEUE
USER
PHONE

Yesterday

Users
(All)

Answered	Outgoing
Ben Smith	0
Wendy Smith	0
Mary Goss	0
Jen Williams	0
Helen Smith	0

1 - 5 of 5

### Reports - Phone Activity

🔄
Reports
Done

SUMMARY
QUEUE
USER
PHONE

Yesterday

Dialed Numbers
(All)

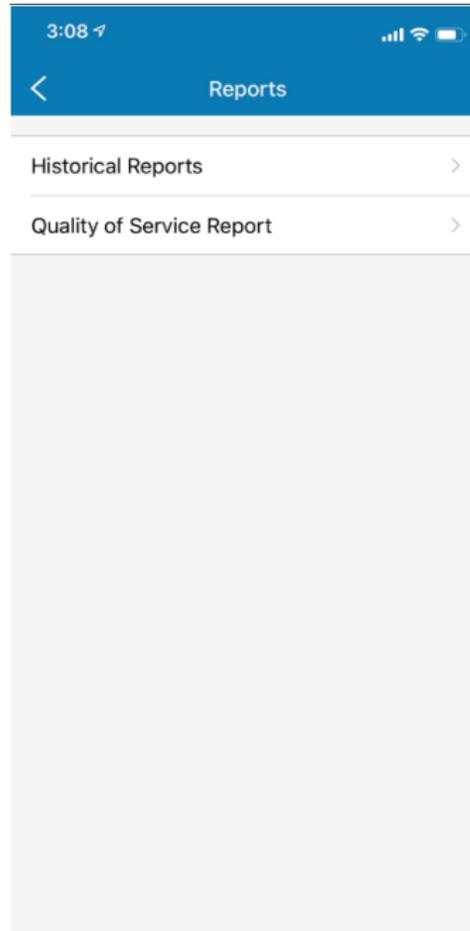
Total Calls	19
<span>📞</span> Answered	0
<span>📞</span> Missed	15 >
<span>📞</span> Voicemail	4 >



## Quality of Service Reports

- Added ability to access key operational QoS metrics from mobile app settings.
- Dashboard widgets with key metrics (quality, registrations, and quality/volume ratio).
- Quality metrics on per-call basis at all endpoints.
- Available only for Super Administrators with QoS turned on.

If you are an *administrator* for your account, you can access Quality of Service Reports. Under **My Profile** tap  **Reports**, then tap **Quality of Service**.



Verizon 9:21 AM 75%

Quality of Service

OVERVIEW EXTENSIONS CALLS

Search for calls

- From: (650) 555-0012  
To: John Smith  
Inbound (Live) 9:21 AM
- From: Kim Solo  
To: (650) 555-0012  
Outbound (Live) 9:20 AM
- From: (650) 555-0012  
To: Dan Keith  
Inbound (Live) 9:20 AM
- From: (650) 555-0012  
To: Marjorie Smith  
Ring Out (Live) 9:20 AM
- From: (650) 555-0012  
To: John Smith  
Ring Out (Live) 9:20 AM
- From: Kim Solo  
To: (650) 555-0012  
Outbound (Live) 9:20 AM

Verizon 9:20 AM 76%

Quality of Service

OVERVIEW EXTENSIONS CALLS

SEARCH

LL  
Lindy Larapin  
Extension #0012  
LAST 14 DAYS

100%  
Good

3  
Total Calls

4.1 Avg. Score 4.1 Min Score

RECENT CALLS PROBLEMATIC CALLS

Date	Number	Quality
30 Nov, 1:23 PM	WINTER 2017 COA	Good
30 Nov, 1:23 PM	WINTER 2017 COA	Good
30 Nov, 1:23 PM	WINTER 2017 COA	Good

Verizon 9:40 AM 73%

Quality of Service

OVERVIEW EXTENSIONS CALLS

Back to list

(650) 555-0012  
Good

PSTN > 4.2 > Server  
Packet Loss 0%  
Jitter Avg 20ms, Max 40ms

Server > N/A > PSTN

You can use this information during your call with customer support. [Copy to clipboard.](#)



Since the PSTN is outside of the Server network we only have limited quality information for this part of the call. We are capturing the QoS data from the last switching center to the Server core. More information is available [here](#).



## Appendix B - Touch Tone Commands

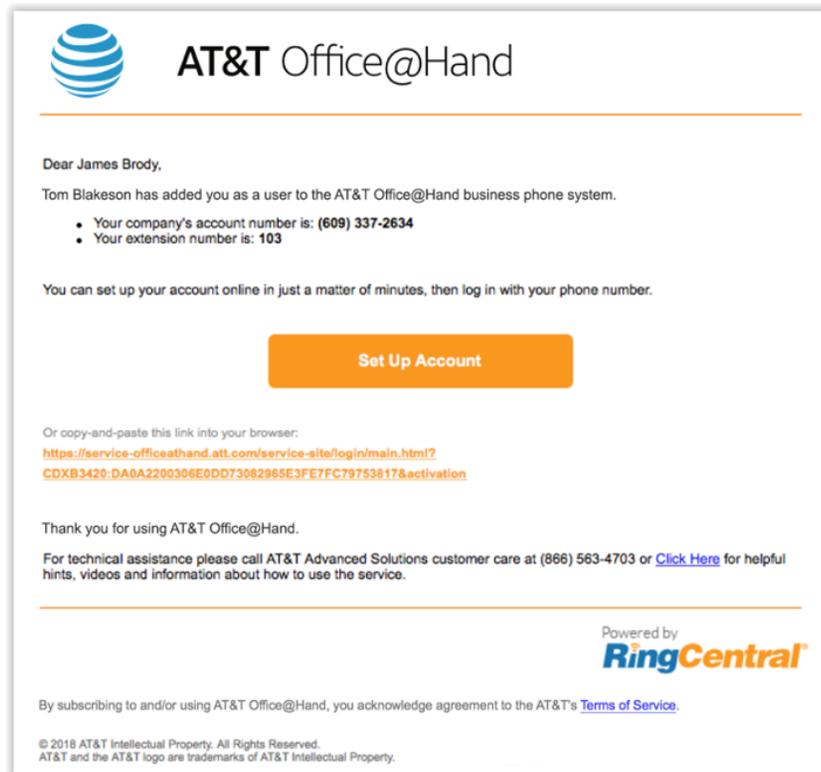
Mobile app users can initiate Intercom by dialing \*85 and then entering the extension number of the user they wish to intercom with.

Host Touch Tone Command	Feature Keys	Explanation
Caller Count	*#2	Allows host to get a count of how many callers are on the call.
Exit Conference	*#3	Allows the host to exit the conference.
Menu Instructions	*#4	Plays a menu of touch tone commands.
Listening Modes	*#5	There are 3 listening modes for the participants. The default mode is Open Conversation mode. Press *#5 once to mute all the participants. The audience can unmute themselves by pressing *#6 for questions, or to allow guest speakers the option to speak. Press *#5 a second time to put all the participants on mute without the capability of unmuting themselves. Press *#5 a third time to return to Open Conversation mode.
Mute	*#6	Places your line on mute. Press *#6 again to unmute your line.
Security	*#7	Allows the host to secure the conference and block all other callers attempting to enter the conference. Press *#7 again to reopen the conference to all callers.
Tone Control	*#8	The default setting is Entry and Exit tones ON. Press *#8 once to set Entry and Exit tones OFF. Press *#8 a second time to set the Entry tone OFF, Exit tone ON. Press *#8 for a third time to set the Entry tone ON, Exit tone OFF. Press *#8 a fourth time to set the conference back in default mode, with Entry and Exit tones ON.



## Appendix C - Express Setup for Users

After your organization's AT&T Office@Hand Administrator sets you up as an AT&T Office@Hand user, you'll receive an email, similar to the one shown here, from AT&T Office@Hand with your new company account number (main phone number), your assigned extension number, and a link that will take you to a Web page where you can set up your account password and security questions.



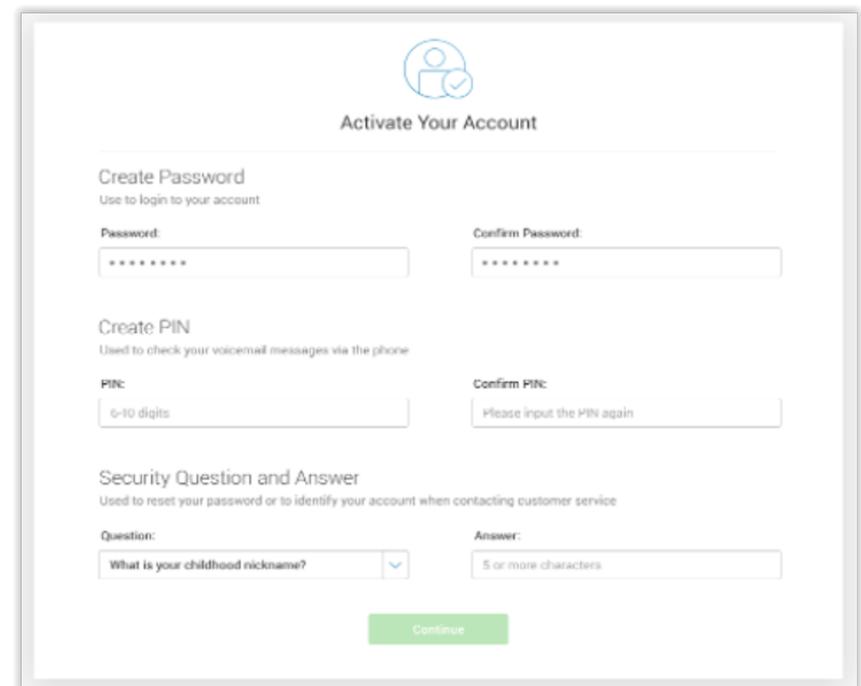
### Set up Your Account from a Smartphone

To set up your account from your smartphone, view this email in your smartphone email program and click on the link; this will open a mobile



Web browser window so you can set up your account from your smartphone. When you have finished the initial setup, you will be asked to install the AT&T Office@Hand mobile app for your specific smartphone. (Skip this step if you have already installed the app.)

If you click the email link from your desktop computer email program, it will open a desktop Web browser window to set up your account from your desktop computer. Either method is fine.



### Create a Password

You must use the link provided in the email and create a password to begin using the AT&T Office@Hand phone app.

When you have finished setting up your password, you will be offered the opportunity to install the AT&T Office@Hand mobile app; select and install

the App appropriate to your smartphone, following your smartphone's procedures for installing apps.

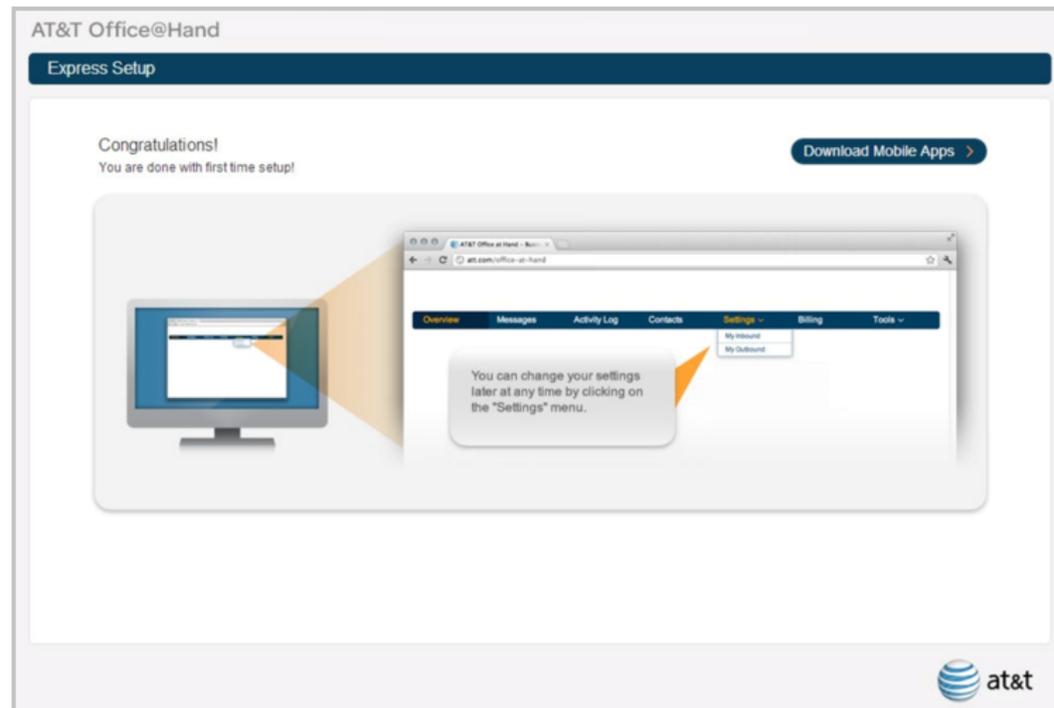
Now on your smartphone, launch the app and log in using your AT&T Office@Hand phone number, extension number, and the password you just created.

## Follow the Express Setup

The first time you log into your AT&T Office@Hand mobile app, you will be invited to follow the Express Setup, which guides you step by step through the process of setting up your account, quickly and easily.

**We strongly urge you to follow the Express Setup**, which will only take a few minutes and will ensure that the most valuable features of your phone system are set up and running for you so you can get started using your new AT&T Office@Hand Mobile App right away.

After you have completed Express Setup, you will see the following message:



**Congratulations! Express Setup is now complete.** You can change or update your settings, and explore additional features, by logging in to your

AT&T Office@Hand online account or your AT&T Office@Hand mobile app and following the instructions in this document.



## Appendix D - Express Setup for Administrators

Download the AT&T Office@Hand mobile app from the relevant mobile-phone App store, create a new AT&T Office@Hand account, verify and activate, set up, configure your account, add users and groups, and more. Follow these easy steps to get started in no time.

**Note:** You can also configure and manage your system by logging in to your online AT&T Office@Hand online account from a Web browser; the steps are similar.

### How to Start

**Note:** The AT&T Office@Hand mobile app requires the account owner to have a wireless account. Billing for the AT&T Office@Hand mobile app account is done through the wireless account.

### If you Already Have an AT&T Office@Hand Account

If you already have an AT&T Office@Hand account deskphone account, install the mobile app on your smartphone so you can receive your business calls and manage your AT&T Office@Hand account from your smartphone.

From your smartphone: Go to your device's App store, search for AT&T Office@Hand mobile app, download and install. Launch the App and log in\* with your AT&T Office@Hand number, extension, and password.

\*Or from your AT&T Office@Hand online Web account, click the **Tools** dropdown menu on the far right of the menu bar, and select **Mobile Apps**.

Select the appropriate app to install. It will start your app store interface so you can download the app. Follow your usual procedure for synchronizing the download to your mobile device: It will appear on your mobile device, or

in the mobile app store, depending on how you have set up your mobile device.

**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.

### To Create a New AT&T Office@Hand Account

If you do not already have an AT&T Office@Hand account, you can sign up from a browser or through your mobile-device App store.

**From a Web browser**, go to AT&T Office@Hand at:

<https://service-OfficeatHand.ATT.com/tools/mobile.html>

or

**From your smartphone**, go to your device's App store, search for **AT&T Office@Hand mobile app**, download and install it. Tap the AT&T Office@Hand mobile app icon on your smartphone, then tap **Free Trial** or **Buy Now**.

**Note:** Billing begins automatically at the expiration of the free-trial period.

In either case:

1. On the form provided, enter your contact information and set up a password.
2. Follow the on screen steps to verify the wireless number that will be billed for this service.
3. Select a plan based on the number of users you'll be setting up.
4. Choose a main company toll-free or local number.



5. Tap **Setup Now** to configure your AT&T Office@Hand business phone system. (If you already have an account set up, you won't need to reconfigure.)

Your order is now complete.

Please take a few minutes to complete basic system Setup. You may want to have a list of your employees, their contact numbers and their emails on hand.

Click Setup Now to continue. You will also receive an email that will allow you to proceed with Setup at a later time if you prefer.

A service desk representative will call you within 2 business days to verify your setup and provide you with any further assistance. Or call us now at (866) 555-5505 if you have any questions.

### Schedule an Implementation Appointment

If you prefer, you can set up an appointment with an AT&T Office@Hand Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this,

1. Click the button **Schedule Now**,
2. Choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter Notes for the specialist.
3. Click **Schedule**.

Then back at the previous screen, click **I will do it later**.

### Setting up Users

If this is a new account, then after installing the AT&T Office@Hand mobile app on your smartphone and activating it, when you first log into the App you'll be invited to follow the **Express Setup**, which will guide you through the process of setting up your account, adding users, creating groups, configuring your Auto-Receptionist, and more.

It will be helpful to have on hand a list of your users, their contact numbers, and their email addresses.

If you skip the Express Setup, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of Express Setup to be able to get the most from your AT&T Office@Hand mobile app.

We will now go through a quick and basic setup of your phone system.

- 1 Verify your address
- 2 Tell us about your users and departments
- 3 Configure your company greeting and operator extension
- 4 Decide how calls will be forwarded to your departments and users.

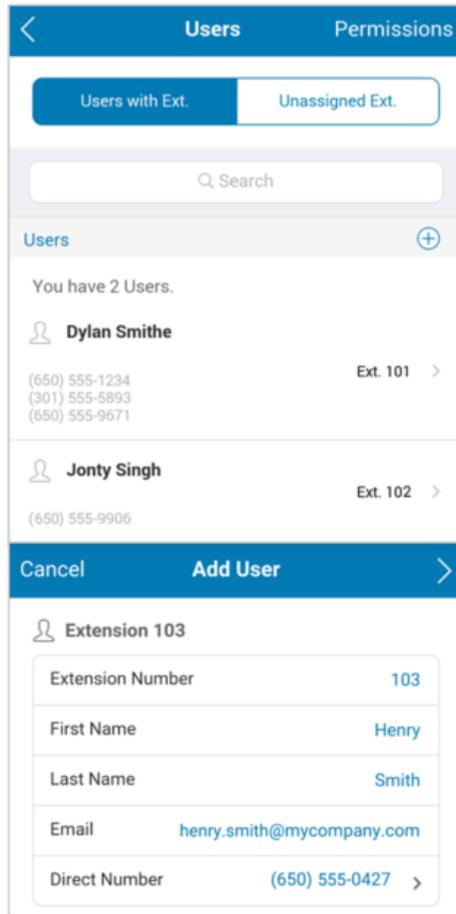
What's your primary industry? ▾

How did you hear about RingCentral Office? ▾

Sounds easy. Let's do it! >

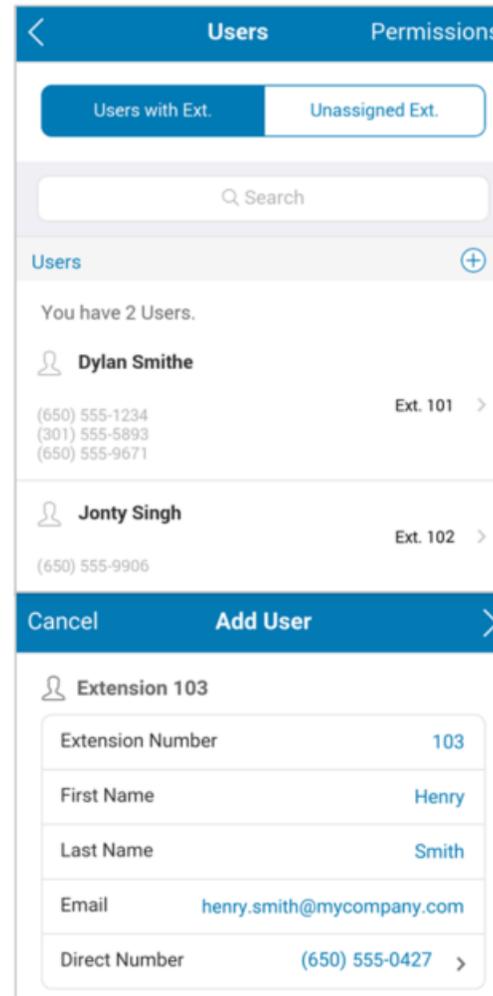


Your first task will be to set up your users. Start by verifying your own information. Tap your photo, **Extension Settings > User Info**. If all is correct, tap **Save**.



1. Tap your photo, **My Profile > Phone System > Users**.

2. Tap the user name you would like to edit.
3. Tap **User Info**,
4. Fill in the fields for that user: first and last name, and email address. Click **Save**. Follow the same process for each new user.=

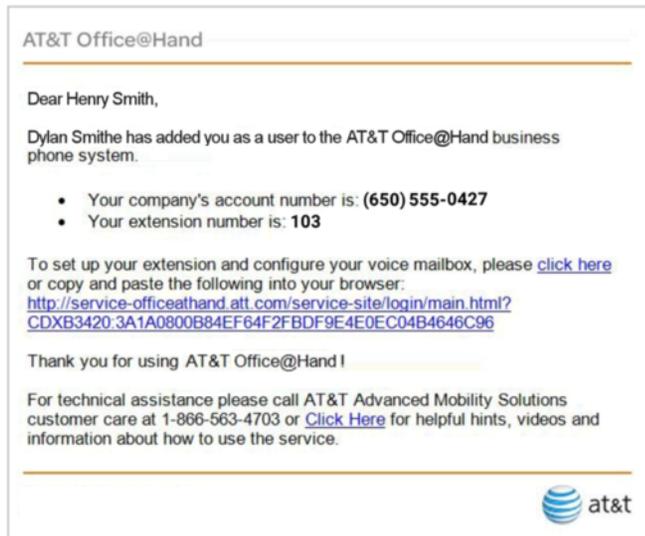


Let each user know that they will receive an automatic AT&T Office@Hand email message like the one below, with their account number (business main phone number), their extension number, and a link—they should click on the link in that email to set their account password and security question.

It will also prompt them to download the mobile app to their smartphones so they can start managing their own extensions.

When you're finished naming users, from the main User Info page, tap **Next** in the top-right corner of the screen. Now you will be guided to set up your Groups.

**Note:** The number of users you can have on your account depends on your plan. If you need to add more users than your current plan allows, you can change your plan and add more users at any time. Log in to <https://service-OfficeatHand.ATT.com> using your AT&T Office@Hand phone number and password. Select **Billing**, then click **Change Plan** and follow the on screen instructions to add more users to your plan.

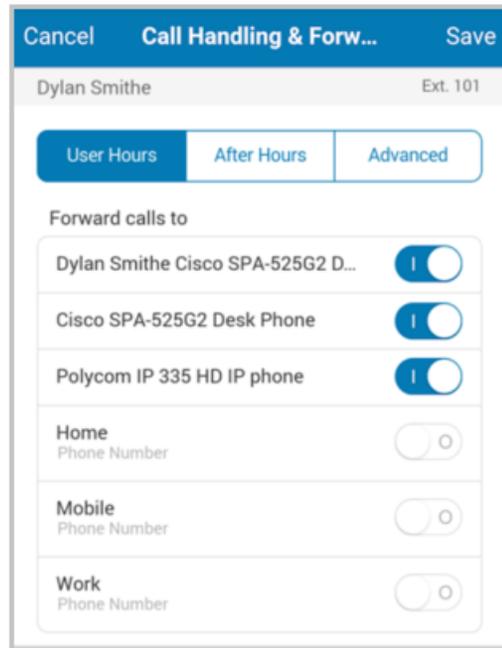


## Call Handling: Set up Administrator Call Forwarding

Define your own extension's call-forwarding rules by deciding to which phones, in which order, will ring when you get a call to your

AT&T Office@Hand number. Tap  >

**Extension Settings > Call Handling & Forwarding.**



Your AT&T Office@Hand numbers/extensions are listed. You can enter additional numbers, such as Work, Home, and Other. For numbers with extensions, put an asterisk between them, thus: [number] \* [extension]. (The system will dial the number, pause; then dial the extension.) Tap the **up** and **down** carets to determine the order.

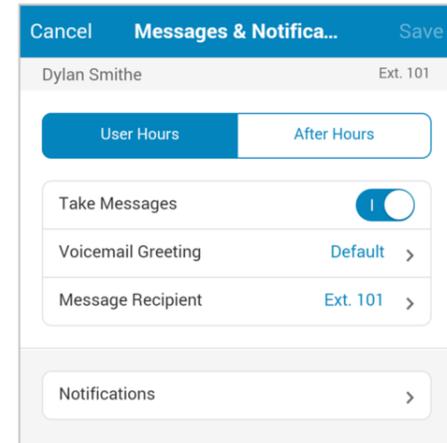
Scroll down: **Sequential** is checked—calls to your extension will ring at the listed numbers in sequential order, until the call is answered. Or check **Simultaneously** to have calls ring all the listed devices at the same time. Tap **Save**.



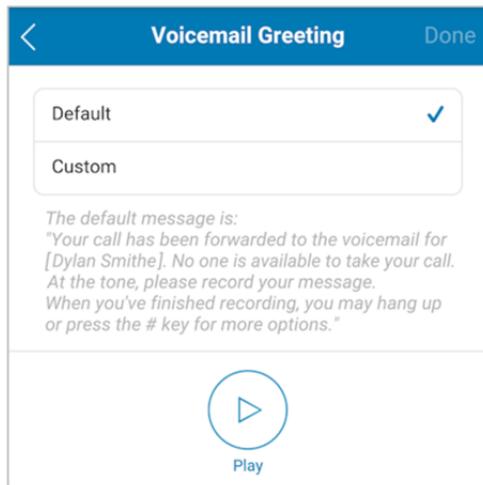
## Choosing Your Voicemail Message

**Call Handling & Forwarding** for Admin is now completed. As with all of these settings, you will be able to come back and adjust them.

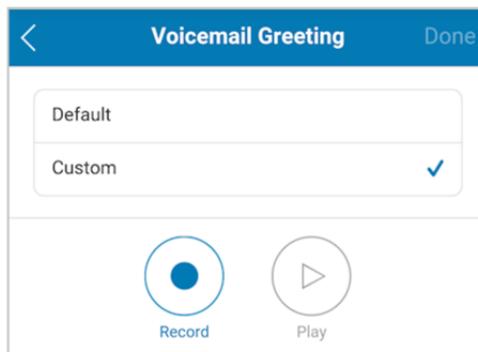
Tap  > **Extension Settings > Messages and Notifications.**



Tap **Default** and choose to accept the greeting or create a **Custom Greeting** that callers will hear when they reach your voicemail.



To change the **Default** greeting, tap **Record**. AT&T Office@Hand will call you and prompt you to record your greeting.



Record a custom group voicemail greeting

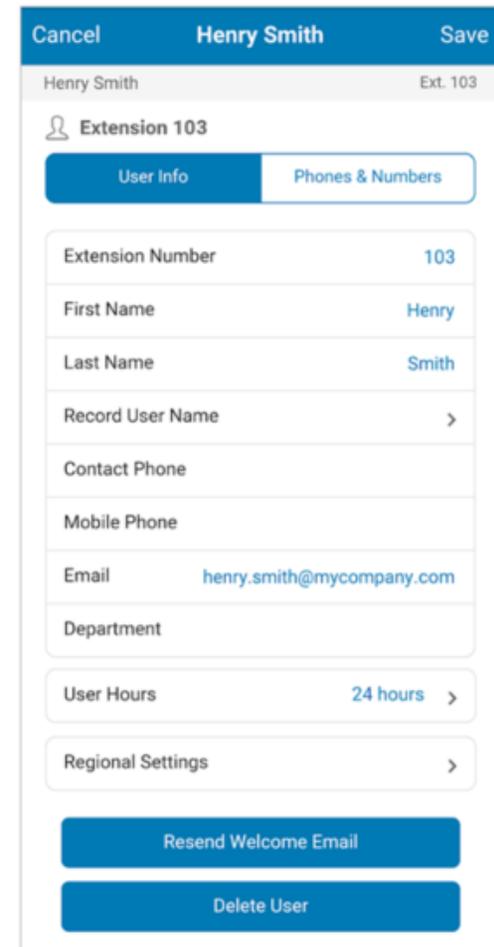
1. Tap > **Phone System** > **Groups** and select a Call Queue. Tap **Greeting**.
2. At Set Greeting, tap **Default**. Accept the greeting or create a custom greeting.
3. Tap **Custom** and then tap **Record**.
4. Enter a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).
5. Tap **Call Now**.
6. AT&T Office@Hand will call you and prompt you to record your greeting.
7. When finished, click **Save** to return to the **Messages & Notifications** screen.

If you checked **Custom** and failed to record a message, you won't be able to continue until you do so, or check **Default**.

### User Settings

The rest of your users will receive an email instructing them how to set up their own extensions. It is not necessary for you to set up their extensions at this point, yet you can do so if you wish.

To set up a user extension, tap > **Phone System** > **Users** and tap a user. Tap **User Info**. Enter the information and tap **Save**.



## Phones & Devices

If you already have desktop IP phones installed, you can configure them now.

If you have ordered phones, they will arrive Plug and Ring Ready®. Once they are installed, you will be able to access your phone settings when you log in to your online account on the service Web site.

As the Administrator, you can access settings for all phones associated with your AT&T Office@Hand account by going to  > **Phone System** > **Phones & Devices**.



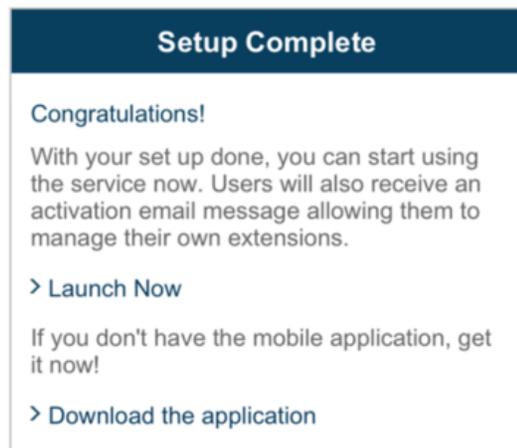
**Congratulations!** Your AT&T Office@Hand account initial configuration is now complete, and you're all set to start taking and making calls.

You can change all the settings later by logging in to your account online and selecting a menu under the Settings tab. Or you can log in to your mobile app and follow the instructions in the rest of this document to make selected changes.

Tap **Finish**.

Tap **Launch Now** to launch the smartphone App, log in, and try out your new AT&T Office@Hand phone system.

If you have not yet installed the App, tap **Download the application** to download and install on your smartphone. Then log in through the App.



You can start using your AT&T Office@Hand business phone system right away.

Let your users know that they will receive an activation email allowing them to manage their own accounts.

See the *AT&T Office@Hand Admin Guide* to do the following:

### Add Call Queue Group

Give your business phone system the flexibility of a much larger organization by creating call queue groups such as sales, support, and billing. Configure as many call queues as you need.

### Configure the Auto-Receptionist

The Auto-Receptionist directs callers to the appropriate group or employee extension, or any U.S. phone number you choose.

### Create a Company Greeting

The Auto-Receptionist will greet callers with a recorded message when they call. You can use the default greeting or you can create a custom greeting.

### Designate an Operator Extension

You can designate an extension that will receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee.



## Appendix E - Setup for Managers

Managers are Users who are designated by the Administrator to manage Groups, such as Call Queues and Paging Groups.

Once your organization's AT&T Office@Hand Administrator sets you up as a manager on AT&T Office@Hand, you'll receive an email with a link giving your manager extension and login instructions. Launch the AT&T Office@Hand mobile app, and log in with your AT&T Office@Hand phone number, the Group extension number (rather than your User extension number), and your password. This will log you in as Group Manager.

From the mobile app you can now set up your group details and add members or devices, as appropriate—see details for Call Queues and Paging Groups described elsewhere in this document.

You can make changes and update the group info at any time from your AT&T Office@Hand online account, or right from your smartphone app, by logging in as Group Manager.

Here is an example of the email you will receive:

### RingCentral Office@Hand from AT&T

---

Dear Sales Manager

Dylan Smithe has added you as a user to the RingCentral Office@Hand from AT&T business phone system.

- Your company's account number is: **(866) 555-1212**
- Your extension number is: **106**

To set up your extension and configure your voice mailbox, please [click here](#) or copy and paste the following into your browser:

<http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800B84EF64F2FBDF9E4E0EC04B4646C96>

Thank you for using RingCentral Office@Hand from AT&T!

For technical assistance please call AT&T Advanced Mobility Solutions customer care at 1-866-563-4703 or [Click Here](#) for helpful hints, videos and information about how to use the service.

---

RingCentral



You must use the link provided in the email and create a password before you can begin using AT&T Office@Hand phone app as a Group Manager.

Follow the on-screen instructions to create your password.

You may use your existing AT&T Office@Hand password as your Group Manager password, if you wish. Select and answer one of the questions from the Security Question drop-down menu.



## Appendix F - Customer Support

The AT&T Office@Hand Customer Support Center at: <https://asecare.att.com/product/care-support-for-ringcentral-office-at-hand-from-att/> provides Knowledge Base articles and quick instructions for most AT&T Office@Hand features and functions.

### AT&T Office@Hand

Learn how to use features from AT&T Office@Hand. Access our self-help options to set up and use this application to communicate with customers.



Log in to Office@Hand [↗](#)



All Operating Systems ▾

All Support Topics ▾

Visit Developer Center [↗](#)

Search Support Documents By Title

