

AT&T Office@Hand for Microsoft Teams

User Guide

For v2.0 and later



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Introduction

About AT&T Office@Hand for Microsoft Teams

The AT&T Office@Hand app brings robust, enterprise-grade communications and collaboration capabilities to Microsoft Teams. With this app installed, you can access and enjoy all advanced Office@Hand audio meetings and video conferencing features right from your Teams app.

Office@Hand for Microsoft Teams

Microsoft Teams gives you access to two useful interfaces. You can use the **Bot interface** to post meeting and call details in a one-on-one or group conversation with a single command. Or, use the **Message Interface extension** and, with a simple click on the AT&T Office@Hand icon, launch audio calls or engage in video meetings and conference calls with a group.

To use the app, you need an active Office@Hand account.

To start using the Office@Hand message extension, the app must be pinned in Microsoft Teams.

Features and benefits

- Start video meetings and conference calls with Message Extension or with Bot
- Enables quick and easy collaboration with project stakeholders without leaving Microsoft Teams
- Reduces workflow and time as the system generates all necessary conferencing details for your team



Requirements

Software

- AT&T Office@Hand for Teams
- AT&T Office@Hand for Desktop, Windows or iOS
- Browser: Google Chrome, version 69 or later recommended

Permissions

- Microsoft admin permission required to install Office@Hand for Teams
- Office@Hand Office editions Standard and above is required to use Office@Hand for Teams

About this guide

This guide is designed for end users of AT&T Office@Hand for Microsoft Teams v2.0 and later versions. It shows how to use this application and describes known issues, limitations, and basic troubleshooting questions and answers.



Before getting started

Preparation

For an optimal user experience, ensure that:

- The browser you are using is updated to the latest version
- AT&T Office@Hand for Microsoft Teams is successfully installed and configured¹
- Login to Microsoft Teams. This integration will only work when the user is logged in to Microsoft Teams
- Login to AT&T Office@Hand for Microsoft Teams through Microsoft Teams
- Your browser must have its pop-up blocker disabled for the Microsoft Teams site
- AT&T Office@Hand Desktop is installed
- Login to the AT&T Office@Hand Desktop app with the same account as your AT&T Office@Hand for Microsoft account
- Currently, Teams preview is unavailable using the [Safari browser](#)

Reference resource

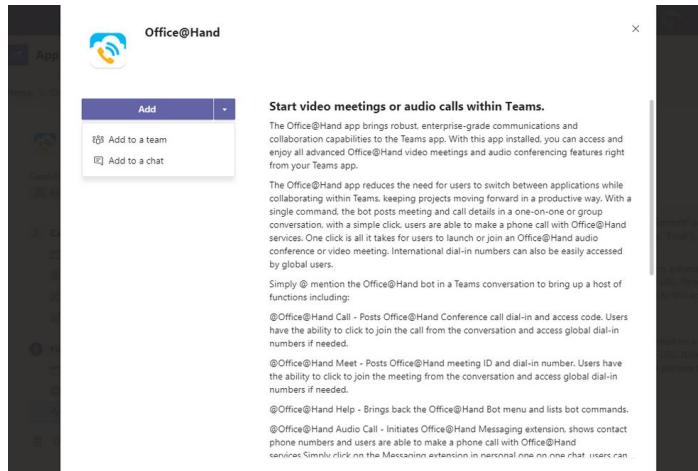
- AT&T Office@Hand [support and information](#) page

¹ Install and configure as described in the admin guide

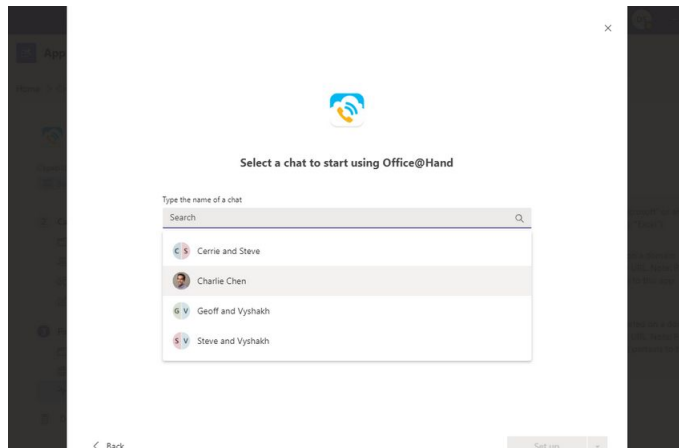


Installation

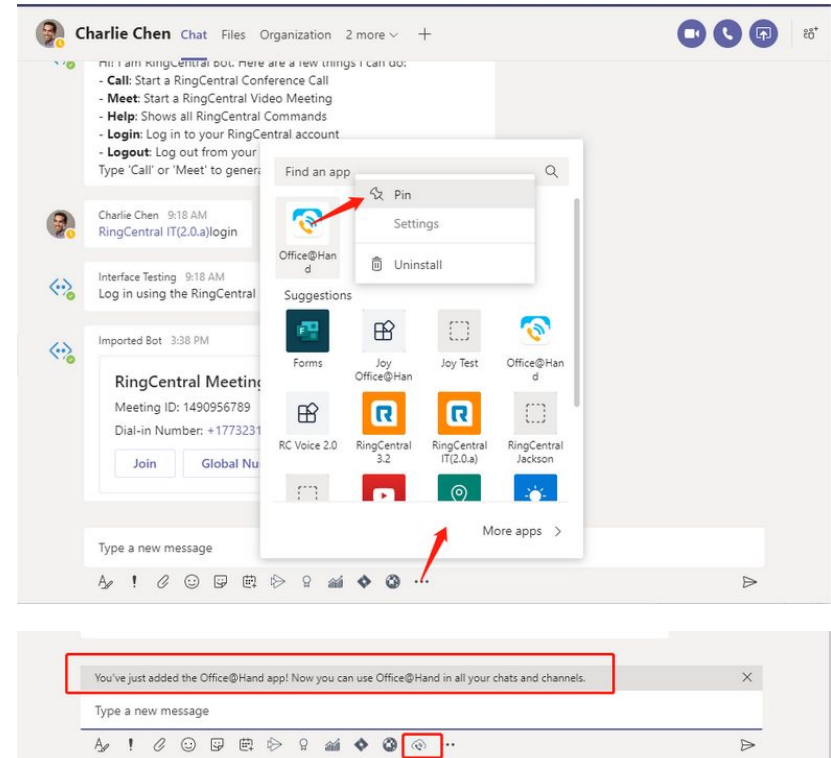
1. Install Office@Hand from the Microsoft Teams store



2. Install to chat

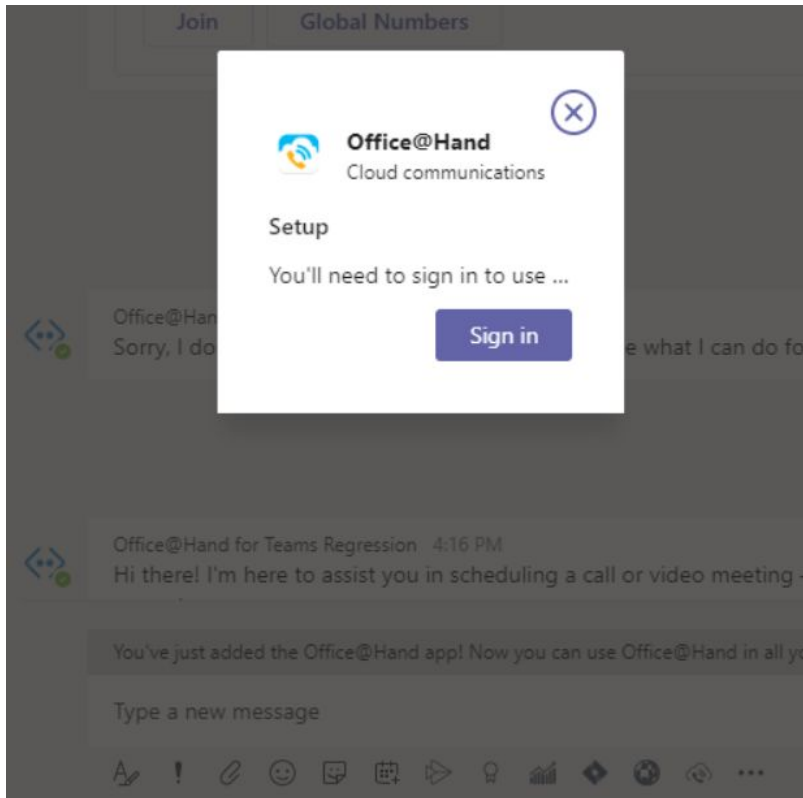


3. Click the three dots kebab menu in the Compose elements bar at the bottom of the window. A pop-up window displays
4. Click on the Office@Hand tile to sign in
5. If you'd like to pin the app to the compose box, right click on the tile and select **Pin** from the pop-up menu



Sign-in and authorization

1. Click the app under the message bar in the group or direct chat window to open the app
2. Click **Sign in**. If the admin has granted consent, the user will not be asked to sign in again



3. Authorize AT&T Office@Hand to use your Microsoft account by clicking **Authorize**



If the authorization is unsuccessful, confirm that the account has a [defined email address](#) and that you are authorizing Teams to the correct Microsoft account

4. After the account has been successfully authorized, click **Next**
5. You will see a modal window with the option to download Office@Hand for Desktop. Click the **Download** button to install, then click **Done** to complete sign up
6. Sign in to Office@Hand for Desktop with the account information you just set up



Calls and meetings with Message Extension

In direct 1:1 chat:

1. Ensure the selected contact has been defined in Teams.
2. Click the AT&T Office@Hand icon below the message, bar which opens the message extension window
 - If a phone number for the contact hasn't been defined in Teams, the app defaults to the number defined in Office@Hand
 - If the contact email address and contact name are the same across Microsoft Teams and Office@Hand, the detailed Office@Hand information displays in the AT&T Office@Hand section
 - If either the email address or the contact name are the same, Office@Hand displays the information in the **Similar contacts** section
3. Click **Call** or click on the phone number to initiate a call to that number using the **AT&T Office@Hand Phone Desktop** app

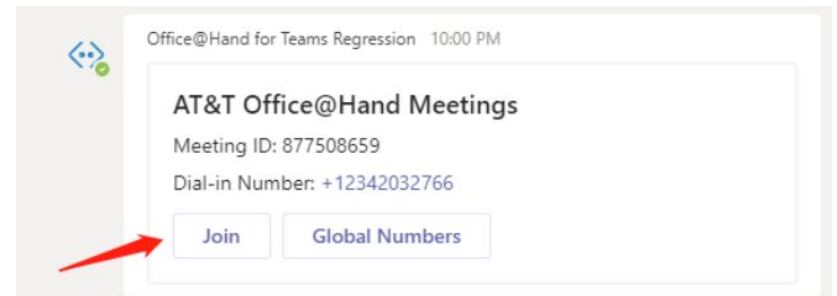
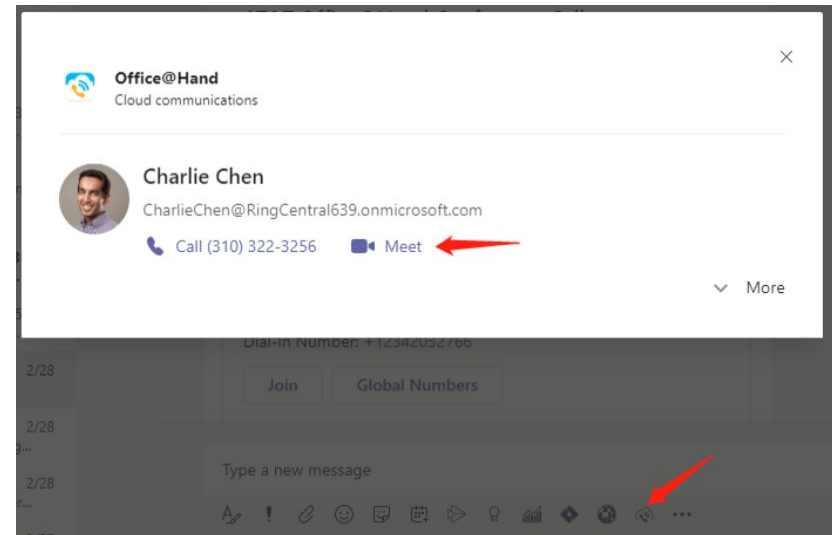
The screenshot shows a Microsoft Teams chat interface. At the top, the contact 'Charlie Chen' is displayed with a profile picture, name, and email address 'CharlieChen@RingCentral639.onmicrosoft.com'. Below this, there are buttons for 'Call (310) 322-3256' and 'Meet'. A red arrow points to the 'Call' button. Below the chat header, there are two sections: 'Microsoft Teams' and 'AT&T Office@Hand'. The 'Microsoft Teams' section shows 'Business Number (310) 322-3256' and 'Mobile Number 5202573265', with a red arrow pointing to the business number. The 'AT&T Office@Hand' section shows 'Charlie Chen' with email 'CharlieChen@RingCentral639.onmic...', 'Ext. 107', and 'Direct Number +12052950012', with a red arrow pointing to the extension number. Below these sections is a 'Similar contacts in AT&T Office@Hand' section with two entries: 'Test Different' (CharlieChen@RingCentral639...) with 'Ext. 108' and 'Direct Number +12098450161', and 'Charlie Chen' (mm1+1569810701946-12761...) with 'Ext. 106' and 'Direct Number +12052950009'.



Start a video meeting with Message Extension

Start a video meeting in 1:1 chat

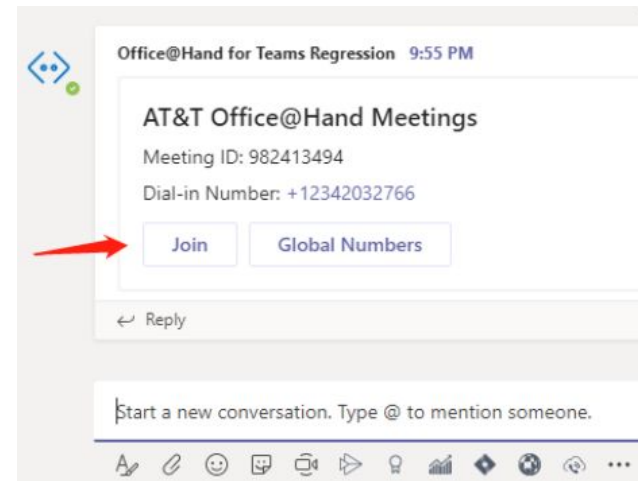
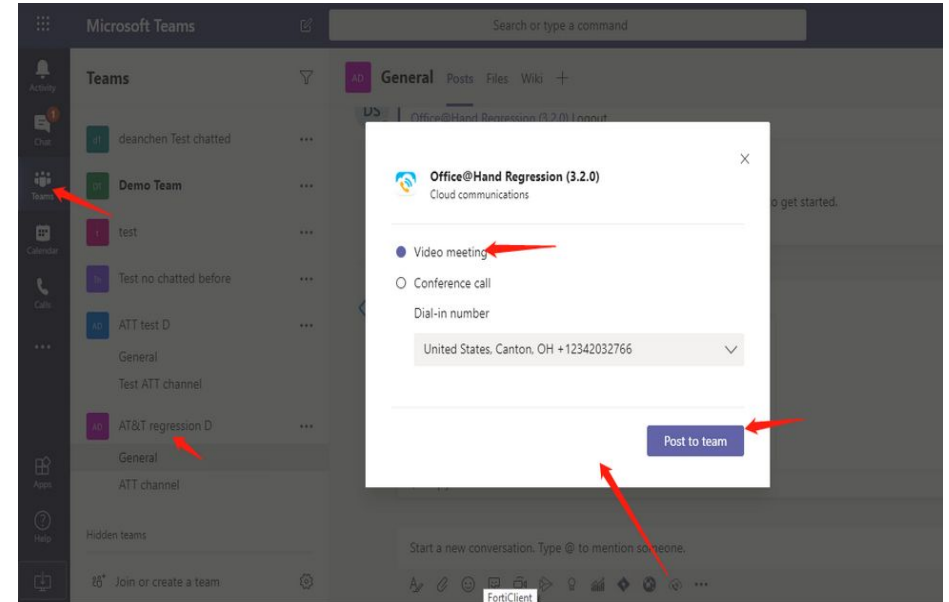
1. Click the **Meet** button to open a meeting invitation in the chat
2. Click on the Meet icon and follow prompts open Office@Hand Meetings
3. A meeting invite displays within the chat. Click **Join** to enter the meeting



Start a video meeting or conference call with Bot

Start a meeting

1. Start a video meeting in **Teams > Group > Bot** conversation
2. Click **Post to team** in the modal window to send the meeting information to the conversation
3. Click **Join** to start the meeting

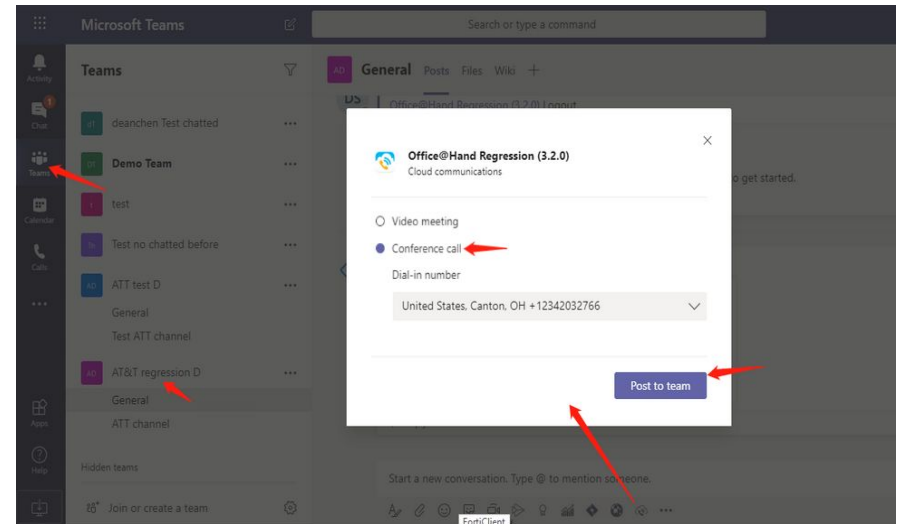


Start a conference call

1. Start a video meeting in **Teams > Group > Bot** conversation
2. Click **Post to team** in the modal window to send the meeting information to the conversation, with the bot receiving host information
3. Click **Dial in number** to join the conference call

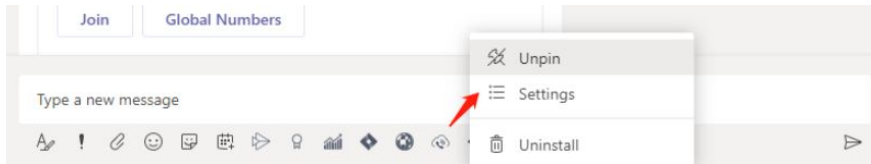
An alternate method of starting a meeting or conference call using Bot is by entering a command directly in chat:

1. While in a chat window, enter the command
@Office@Hand meet or **@Office@Hand call**
2. Information will be sent to the conversation participants, who can join by clicking the **Join** button



Log out, unauthorize, or uninstall the Office@Hand app

1. Right click on the AT&T Office@Hand icon under the message bar, then click **Settings**



2. Click **Logout**, then click **UnAuthorize** to deactivate authorization



3. To remove the Office@Hand app from your chat options, click the app icon in the bottom navigation bar and select **Uninstall** from the drop down menu

