

AT&T Office@Hand®

Admin Getting Started Guide



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Introduction

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

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

- How to access your account
- Admin homepage overview
- My Extension homepage overview
- Do not disturb
- Audio conference
- RingOut
- FaxOut

See the [AT&T Office@Hand support](#) site for more information on Admin options and functionality.



How to Access Your Account

Log in to your online account at <https://service-officeathand.att.com>. The default method of account access is by using your main Office@Hand phone number or email and password. As an administrator, you can also log in using your company's main number plus your extension and password.

Email or Google as User ID

You may optionally configure users to log in with a unique corporate email address or Google (Gmail or G Suite) account. **Single Sign-on**

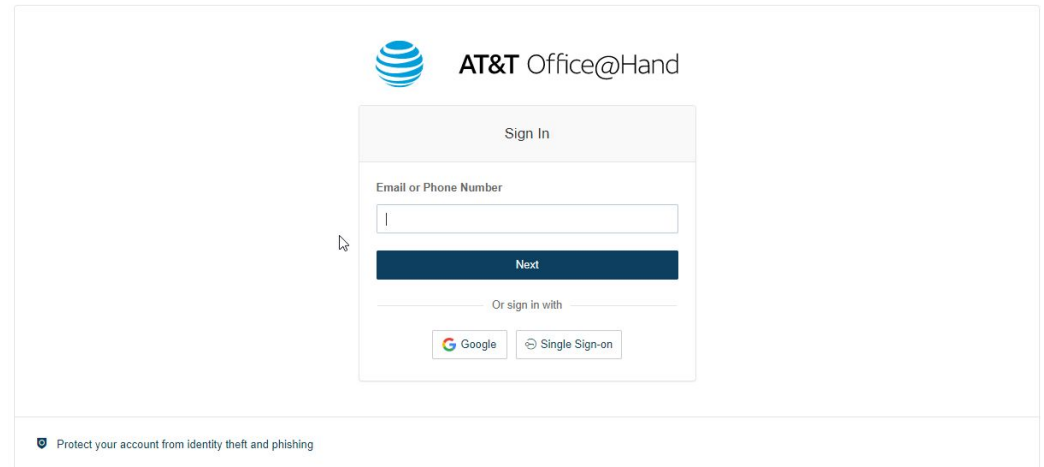
If Single Sign-on is set up for your account, click **Single Sign-on** at the bottom of the screen. Enter your email address, then log in with your corporate credentials.

TLS v1.0 and 1.1 Deprecation

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

Account Validation

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



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Use a Corporate Email Address to Log In

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

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

If not already configured, enable the feature:

1. Log into your account using your Office@Hand credentials
2. Enable the feature as follows:
 - a. In the popup, select **Enable now**, and click **OK**.
 - b. Or, in **User Settings**, select **Use email to log in**.
3. Verify the uniqueness of the email address.
4. Edit any duplicate email addresses.
5. Click **Save** and log out.
6. To Log In Using Email as User ID:
7. In the login screen, click **Email**.
8. Enter the unique email address and password that has been associated with your Office@Hand account
9. Click **Sign In**.



Use a Google Account to Log In

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

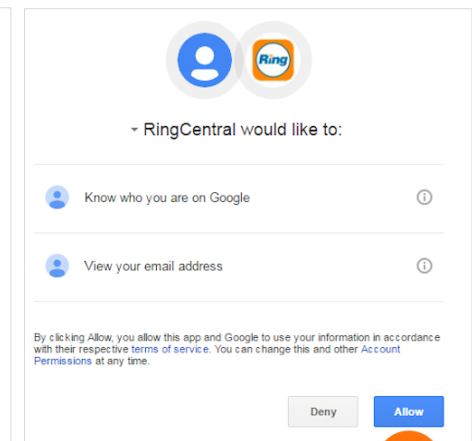
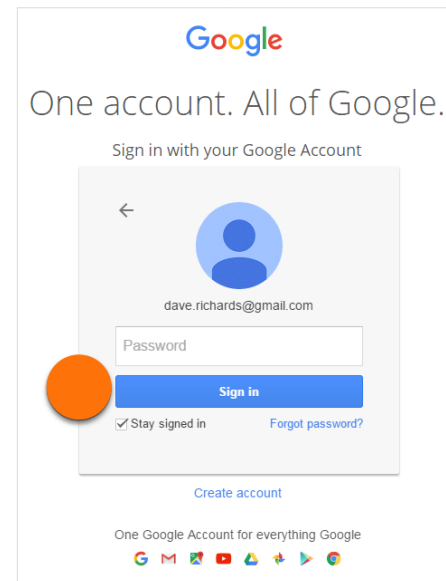
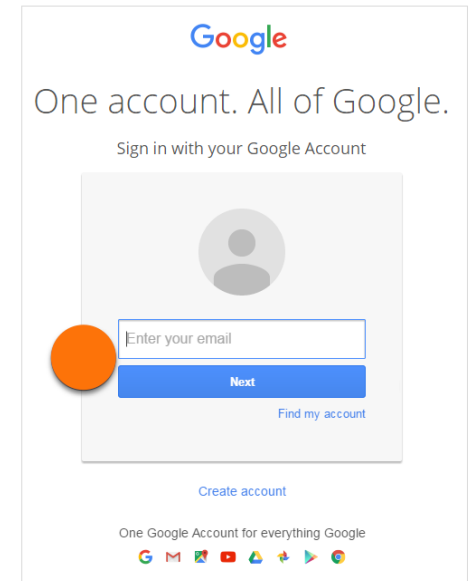
This feature applies to accessing your Office@Hand online account, Office@Hand Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, and integration applications. You can configure Google Email addresses during the Express Setup of your Office@Hand account.

If not already configured, set a Google email address.

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

To Log In using Google:

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



Admin Homepage

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

Main Functions

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

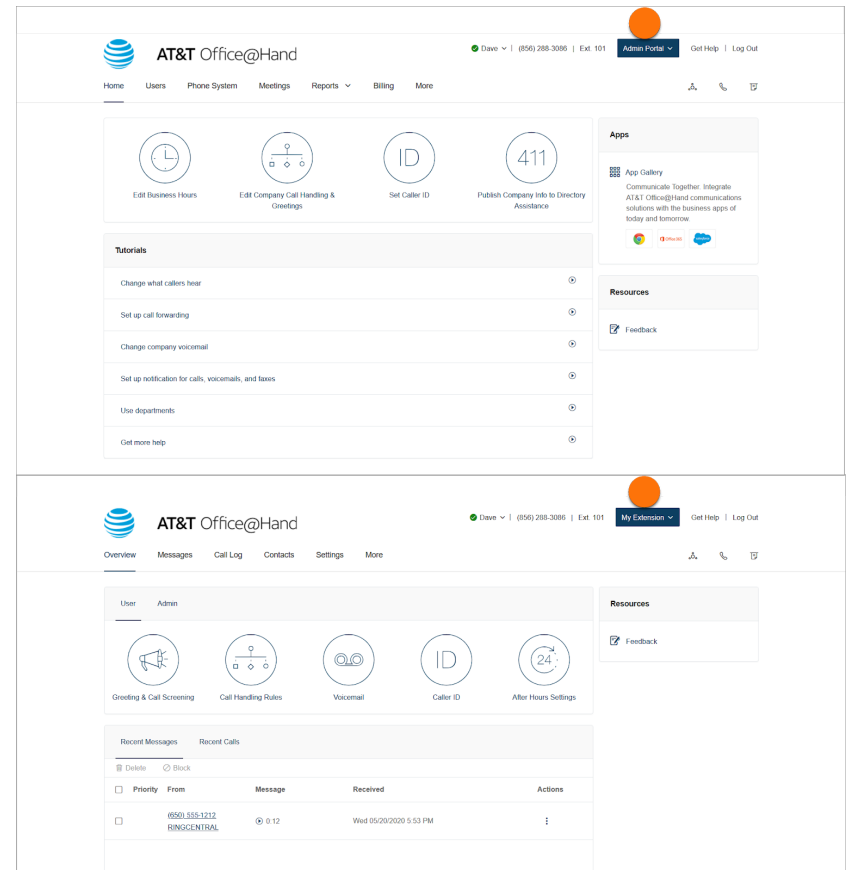
Tool tips are available in the user interface.

Admin Portal

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

My Extension

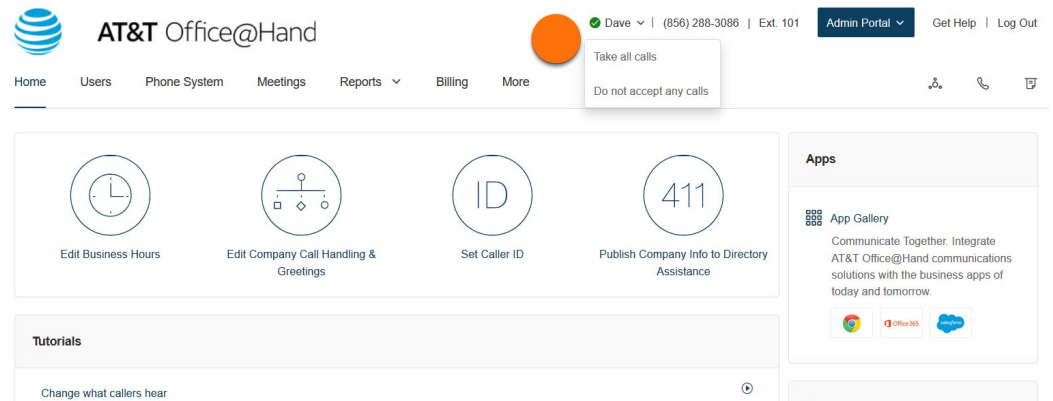
When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on **Settings** to access your individual settings. The My Extension tab houses the same



Do Not Disturb

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

- **Take all calls** - you are available to take all incoming calls.
- **Do not accept any calls** - you do not accept any calls. All callers are sent to voicemail.



Audio Conference

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

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

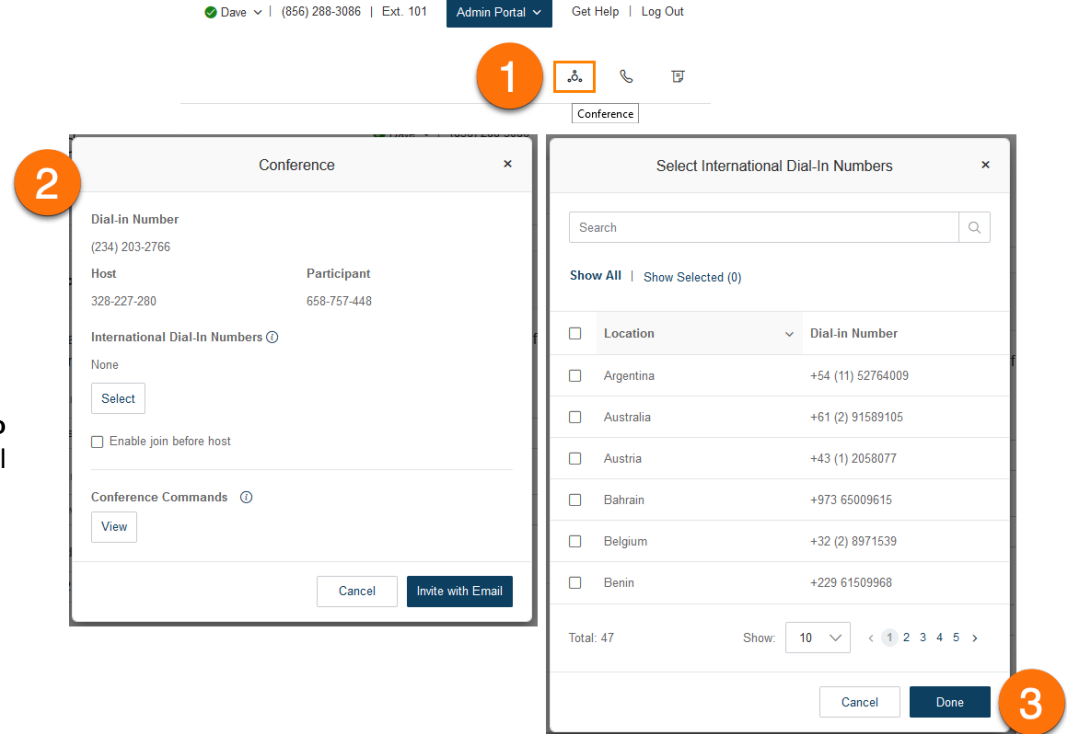
You also have the option to add an international dial-in number to the invitation. Check the "International Dial-In Numbers" option and select the needed countries in the list.

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



Launch the phone conferencing application

1. Click the **Conference** icon.
2. A pop-up will appear with conference numbers and settings.
 - View **Dial-in numbers**.
 - View **Host** and **Participant** codes.
 - If you have international participants, click **Select** under **International Dial-in Numbers**. Choose international dial-in numbers at the bottom of the pop-up.
 - Check the box next to **Enable join before host** to **allow participants** to start a conference call without a host.
 - Click **Invite with Email** to open an email with prep-populated conference details - simply enter participant emails and send.
 - Click **Conference Commands** to view conference command shortcuts.
3. Click **Done**.



User Management

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

Users with Extensions

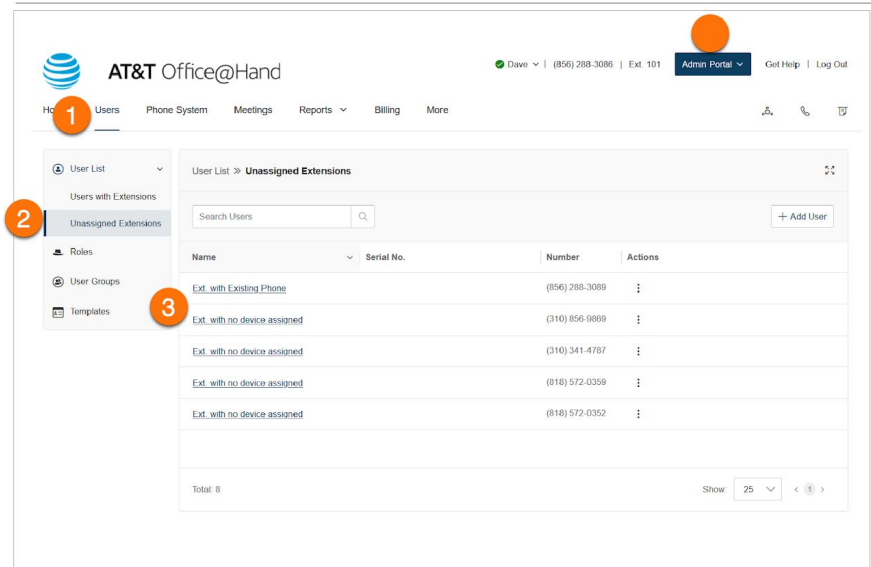
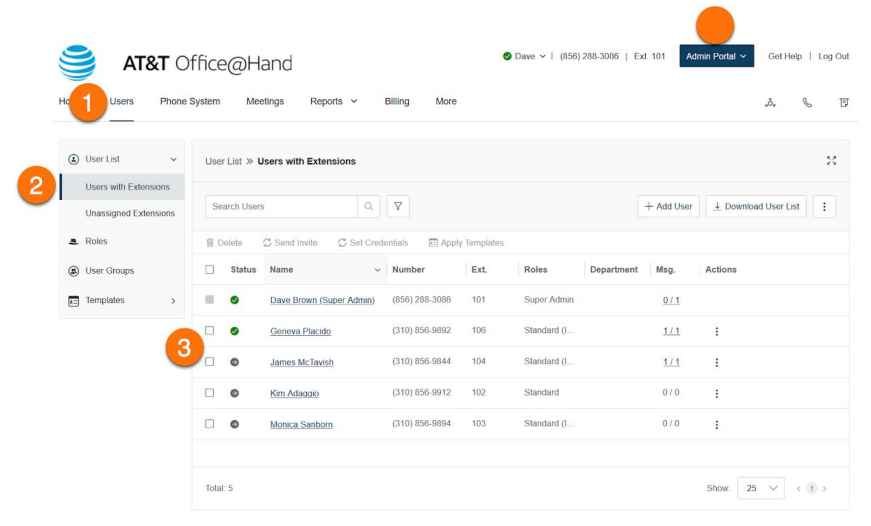
View your users and their extension information as well as any unassigned extensions on your account:

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

Unassigned Extensions

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

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



Add User Extensions and Phones

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

Add Users with Phone Devices

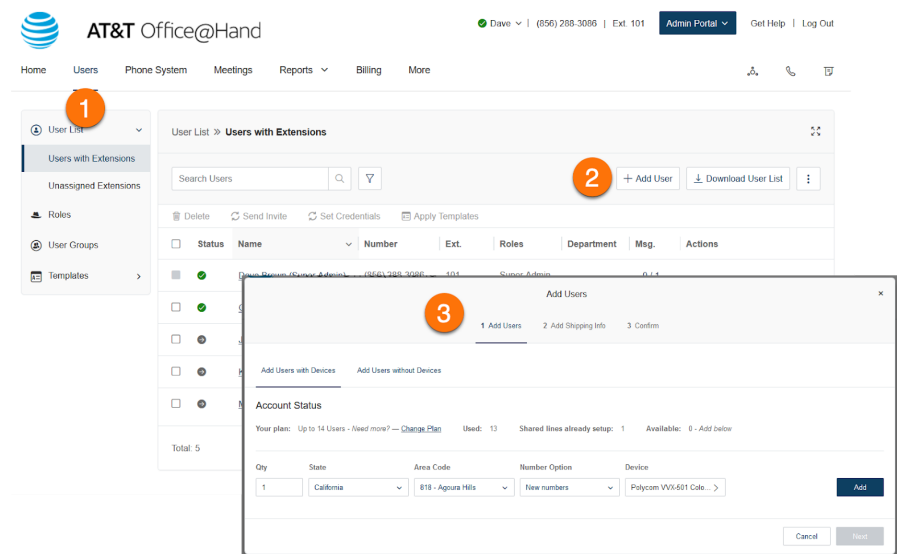
To add users with phone devices:

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

Account Type Restrictions in Adding Users

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

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



Add Users without Phones

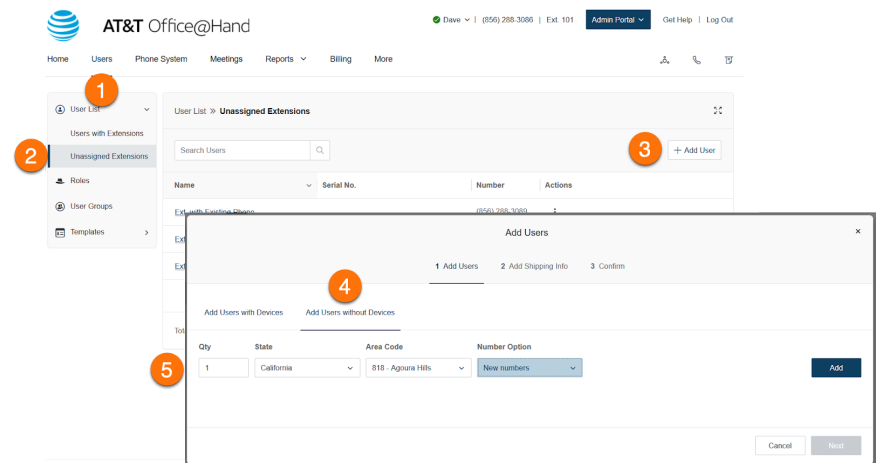
Users without phones are assigned a virtual extension, also called a digital line. It allows users to place outgoing calls to an extension within their company directory or another, external phone number.

To add users without a phone assigned:

From the **Admin Portal**, select the **Users** tab.

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

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



Conference Commands

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

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

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

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

Preventing Music-On-Hold

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

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



RingOut

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

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



FaxOut

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

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

1. Click the **FaxOut** icon in the upper right corner.
2. Enter up to 50 recipients
3. Add a cover page message
4. Attach files from Box, Dropbox, Google Drive, or your computer, and authorize Office@Hand to access your files. You have to do this only once to bulk send to the recipients you entered.
5. Check the Enable box to schedule a fax, then click Schedule, or select **Send Now** and your fax is on its way.

