AT&T Office@Hand 2.0

Customer Next Steps

AT&T Business

AT&T Office@Hand 2.0 Customer Next Steps

✓ Order Submission

An AT&T representative will submit the order for the # seats and phones shipped to the billing address

An Implementation Coordinator will contact customer to discuss implementation and training

Customer will receive e-mail with information to activate the new account

✓ Service Activation

Customer respond to the Activation e-mail within 48 hours of receipt to activate the account and perform Admin Express setup

After 48 hours, call 800-615-0708 option 1 to have a new Activation e-mail resent

Note; Orders are cancelled if an account not activated within 14 days of receipt of initial Activation email

Click here for Admin Express Setup instruction

✓ Phone Delivery

Expect phones to be delivered within 5 to 7 business days from Order submission

If phones are required to be shipped to multiple addresses, then Customer self order the phones thru the customer Admin Portal

✓ Implementation Call

Customer completes pre implementation workbook click here.

An Implementation Advisor will conduct 2 sessions providing up to 3 hours of training. Training will cover:

- How to use the system
- Account set up
- End-user set up
- Hard Phone provisioning
- Number porting

To start your sessions now please call (866) 231-9926 option 1 (M-F, 8am to 5pm PST)

✓ Number Porting

Customer submit number port request thru the Admin Portal. Click here for porting reference information.

Expect porting to complete within 5 to 30 business days from port request

For porting questions call 888-388-1058 (M-F, 7AM-4PM PST)

Click here to confirm if your numbers can be ported

Additional Reference Resources:	Network Requirements – Click Here	Supported Phones – Click Here	Technical Questions - 800-615-0708 opt 1 *Credentials Required: Telephone Number & Security Question and Answer*
	Features, FAQs, How-To Guides – Click Here	Billing Questions - (800) 615-0708 opt 6	

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