AT&T Office@Hand®

Wireless Integrated Admin Getting Started Guide

V21.3

CONTENTS

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.

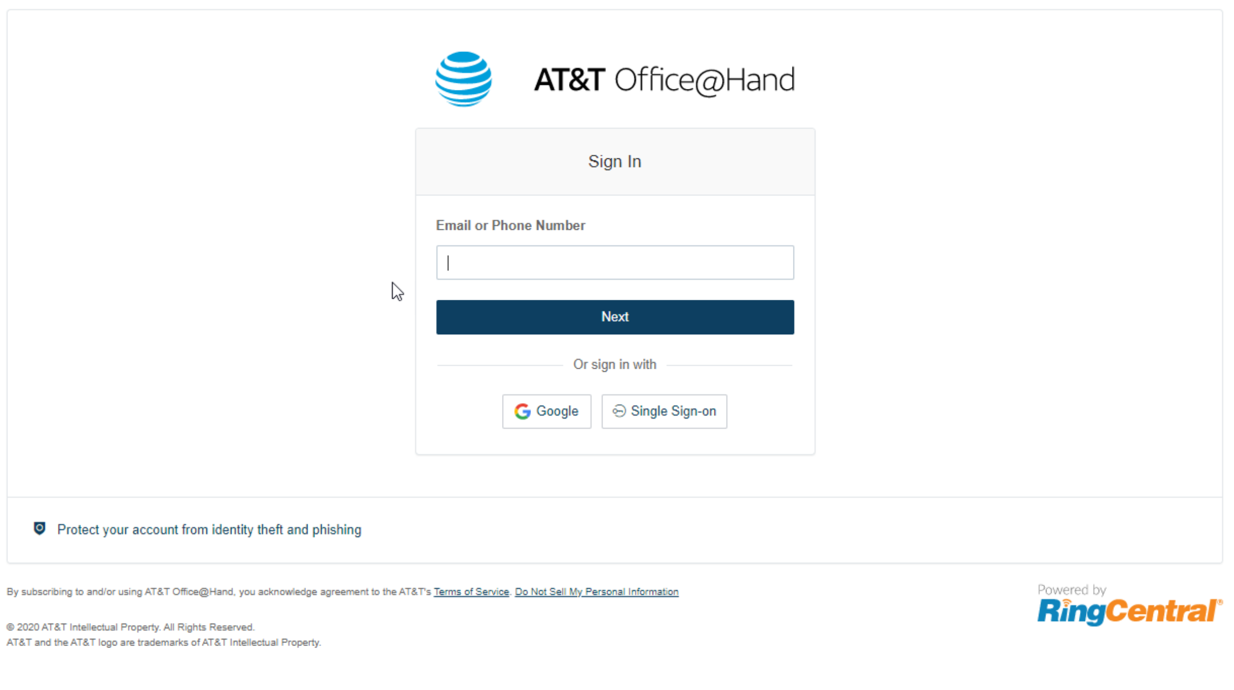
This guide will help system administrators set up and access the following Office@Hand features:

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

See the AT&T Office@Hand support site for more information on Admin options and functionality.

Accessing your account

Log in to your online account at AT&T Office@Hand (RingCentral). The default method of account access is by using your main Office@Hand phone number/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.

Using 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.

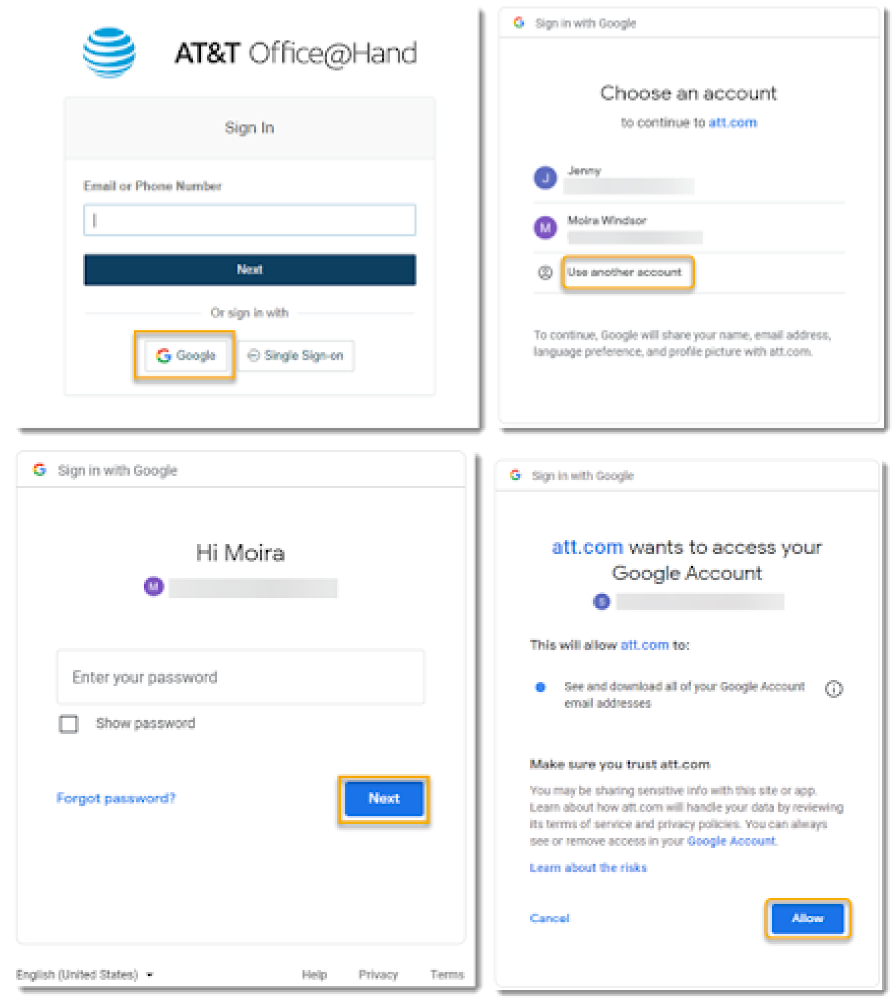
This feature applies to accessing your Office@Hand online account, Office@Hand Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, and integration applications. You can configure Google Email addresses during the Express Setup of your Office@Hand account.

If not already configured, set a Google email address.

1. Log in to AT&T Office@Hand (RingCentral) using your Office@Hand credentials.
2. Click **Users**.
3. Select a user, then click **User Details**.
4. In the **Email** field, specify a unique Google email address.
5. Click **Verify Email Uniqueness**. Resolve duplicates.
6. Click **Save**.

To log in using Google:

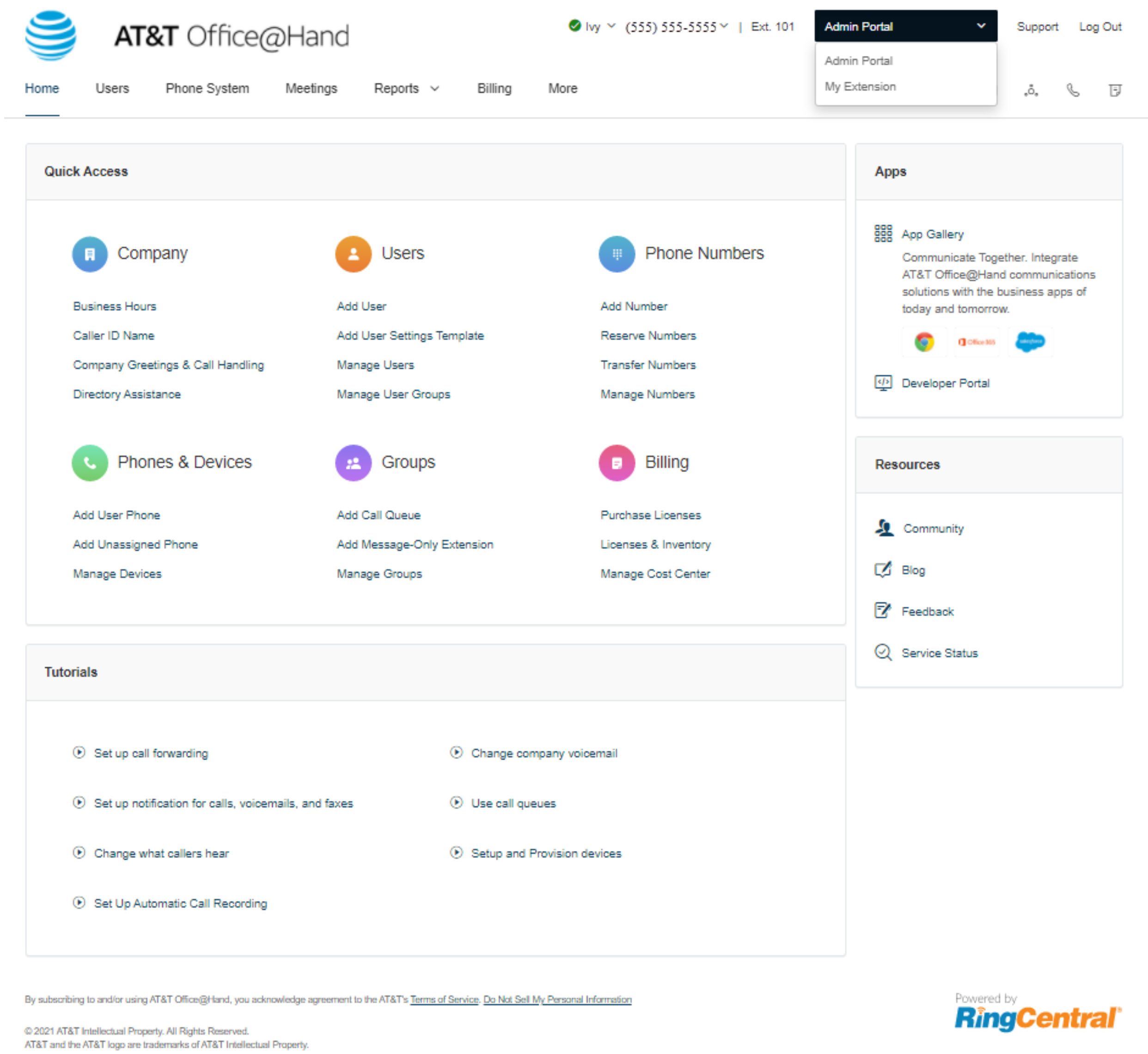
1. Navigate to AT&T Office@Hand (RingCentral).
2. Click **Google**.
3. If you have logged in before using your Google credentials, select your Google account from the login page to log in automatically. Continue to step 6.
   OR
   If this is your first time logging in, click **Use another account** on the **Sign in with Google** window.
4. Enter your Google email address or phone number. Click **Next**.
5. Enter your password. Click **Next**.
6. Click **Allow** to finish logging in to your account.


AT&T Office@Hand
Sign In
Email or Phone Number
Next
Or sign in with
Google
Single Sign-on
Sign in with Google
Choose an account
to continue to att.com
Jenny
Moira Windsor
Use another account
To continue, Google will share your name, email address, language preference, and profile picture with att.com.
Sign in with Google
Hi Moira
Enter your password
Show password
Forgot password?
Next
English (United States)
Help
Privacy
Terms
Sign in with Google
att.com wants to access your Google Account
This will allow att.com to:
See and download all of your Google Account email addresses
Make sure you trust att.com
You may be sharing sensitive info with this site or app. Learn about how att.com will handle your data by reviewing its terms of service and privacy policies. You can always see or remove access in your Google Account.
Learn about the risks
Cancel
Allow

Admin Homepage

When you log in as an administrator, you will be taken to the Admin Portal, which allows you to access 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, click **Admin Portal > 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, Messaging, Conference, RingOut, and FaxOut.

Tool tips are available in the user interface.

Admin Portal

From the Admin Portal, admins see admin-only tools.

- The Home tab contains shortcuts for quick access to commonly used functions. You can also access several tutorial videos from this page. Additionally, you can click on a link to access the App Gallery and Developer Portal.
- The Users tab allows you to view and manage users, and edit user permissions.
- The Phone System tab houses all of the main settings for the entire phone system. Here, you have Company Info, Phone Numbers, Auto-Receptionist, Groups, Phones & Devices, and Emergency Calling.
- The Meetings tab is where you can see information and configure settings related to your meetings. Here, you have Recording Management and Meetings Settings.
- The Reports tab contains the Call Log and Analytics.
- The Billing tab displays information about your account, including Service Plan, Licenses & Inventory, Usage, Calling Rates, Purchase, Meetings, and Cost Center Management.
- The More tab has more setup options, including Service Console, Account Settings, Security and Compliance, and Apps and Resources.

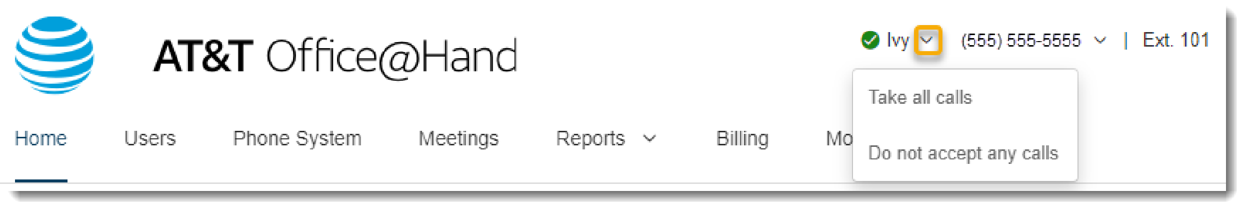
My Extension

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

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:

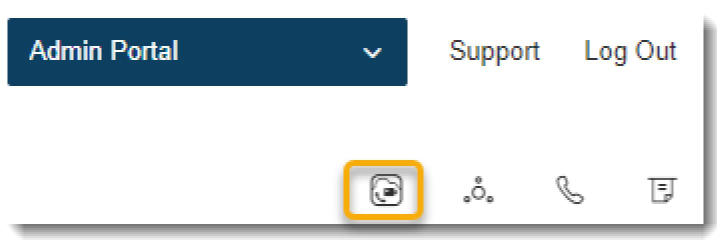
- *Take all calls*: You're available to take all incoming calls.
- *Do not accept any calls*: All calls are sent to voicemail.



Messaging

You can access the Office@Hand app for web via the Admin Portal. Click the Messaging icon at the upper right to get started.

The Office@Hand app allows you to seamlessly transition between phone calls and video meetings on the web or your desktop and mobile device, allowing you to connect with others wherever you are.



Audio Conference

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

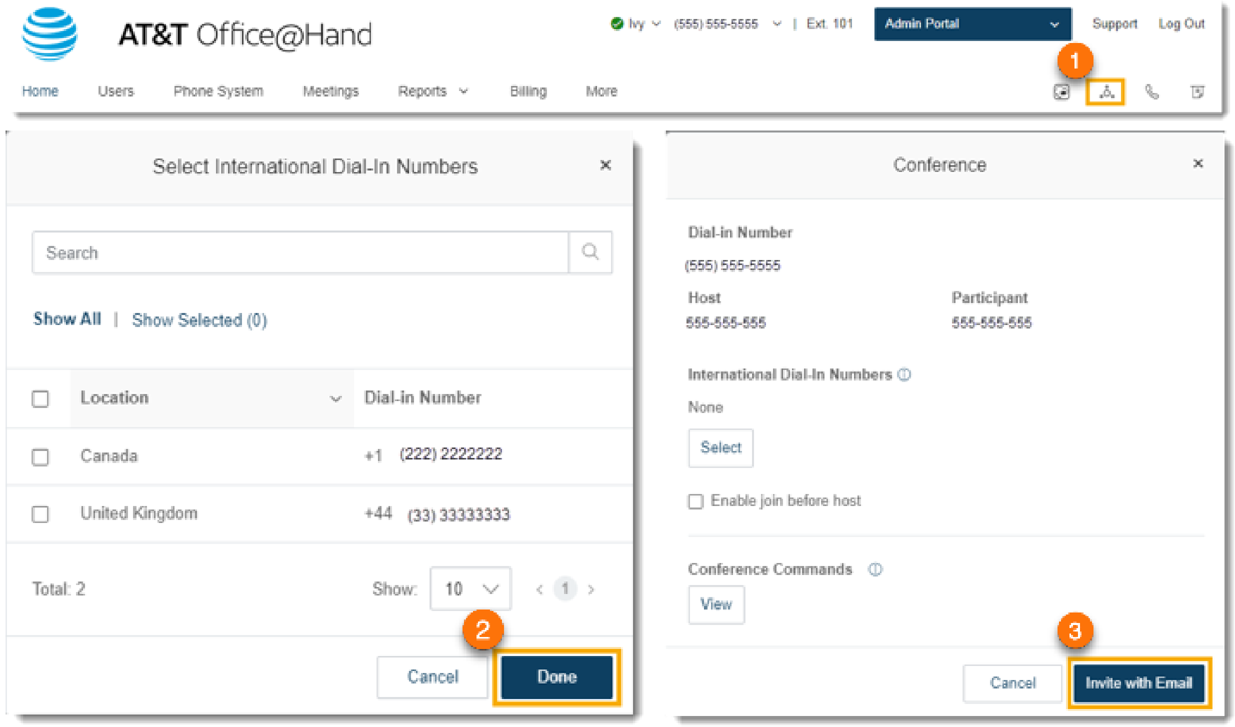
Each customer receives a unique conference host number, and each user on the phone system gets their own host and participant access code so that you and your team can hold independent conferences whenever you want.

You can also add an international dial-in number to the invitation. Click the **Select** button, and then check the countries to be included in the list.

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

Launching the phone conferencing application

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

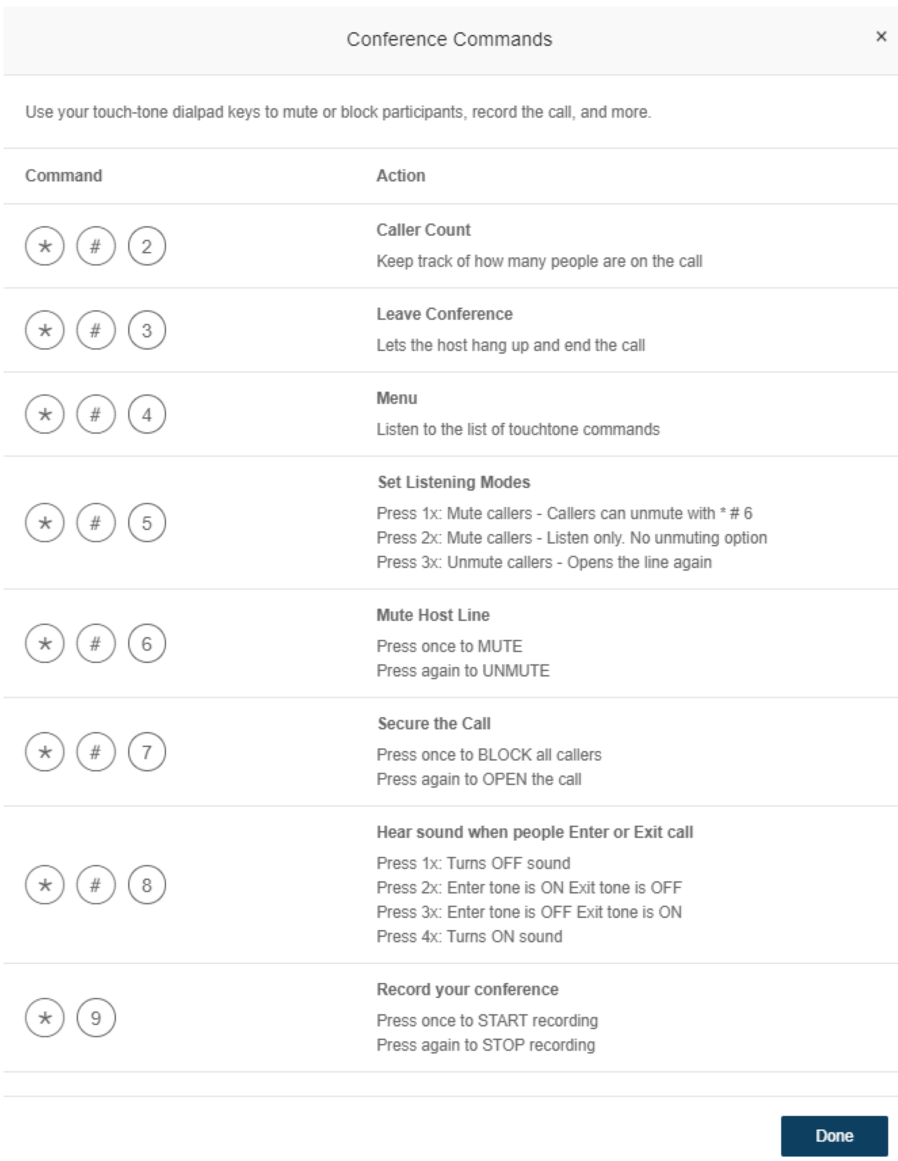

AT&T Office@Hand
Ivy
(555) 555-5555
Ext. 101
Admin Portal
Support
Log Out
Home
Users
Phone System
Meetings
Reports
Billing
More
1
Select International Dial-In Numbers
Search
Show All | Show Selected (0)
Location
Dial-in Number
Canada
+1 (222) 2222222
United Kingdom
+44 (33) 33333333
Total: 2
Show: 10
2
Cancel
Done
Conference
Dial-in Number
(555) 555-5555
Host
555-555-555
Participant
555-555-555
International Dial-In Numbers
None
Select
Enable join before host
Conference Commands
View
3
Cancel
Invite with Email

Conference Commands

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

- The Host has full call control and can access the conference commands shown.
- Participants have limited control of the conference commands.

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


Conference Commands

Use your touch-tone dialpad keys to mute or block participants, record the call, and more.

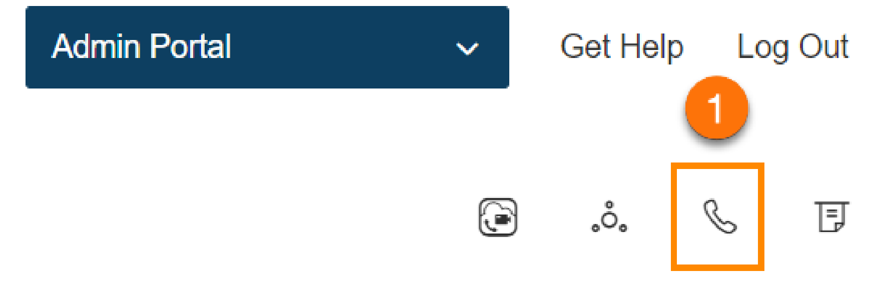
Command	Action
* # 2	**Caller Count** Keep track of how many people are on the call
* # 3	**Leave Conference** Lets the host hang up and end the call
* # 4	**Menu** Listen to the list of touchtone commands
* # 5	**Set Listening Modes** Press 1x: Mute callers - Callers can unmute with * # 6 Press 2x: 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

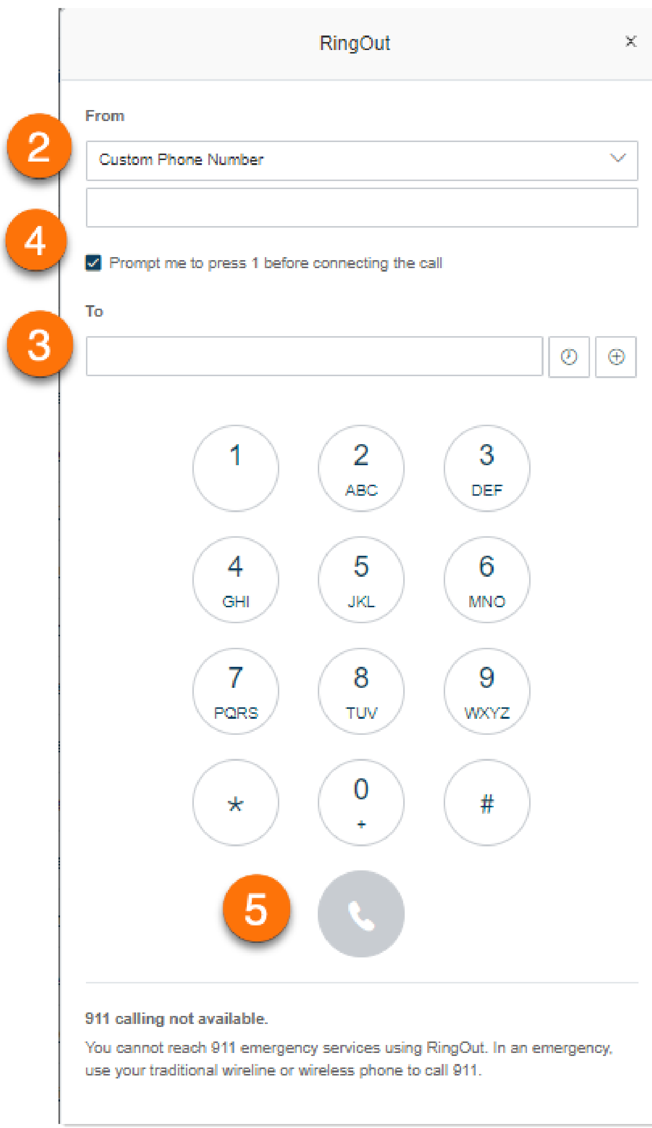
Done

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-hand side. The **RingOut** dialer will appear.
2. In the **From** field, enter the phone number of your current location (for example, your mobile number).
3. In the **To** field, enter the number you want to call. Click the clock icon to choose from among your recent calls, or the plus icon to choose from your contact list. Once you have entered **From** and **To** numbers, the **Call button** will turn green.
4. Check the box next to **Prompt me to press 1 before connecting the call** if you want the system to confirm that you would like to make the call before you are connected. When the system calls you, you will hear "*Hello. To connect this call, press one.*" This protects you in case you mistyped your own number, or if your voicemail picks up too quickly.
5. Click the **Call** icon. The system first calls you. When you answer (and press 1 as instructed if you've selected this option), it then calls the other number and connects you.


Admin Portal
Get Help
Log Out
1

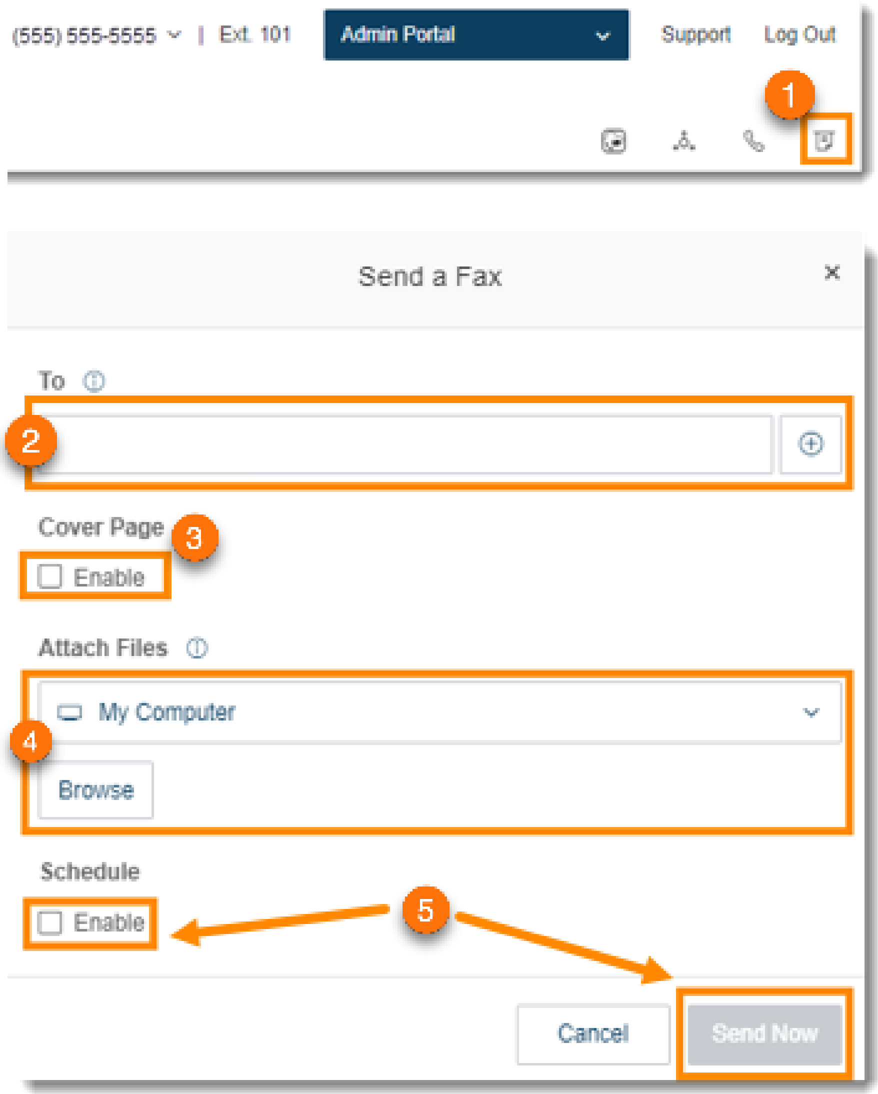

RingOut
From
Custom Phone Number
Prompt me to press 1 before connecting the call
To
2
4
3
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
5
911 calling not available.
You cannot reach 911 emergency services using RingOut. In an emergency, use your traditional wireline or wireless phone to call 911.

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 a document.

FaxOut recognizes a wide variety of standard document types, including word processing and spreadsheet and PDF documents. 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
    a. Type the number/s in the **To** field (separated by semicolon)
    OR
    b. Click the plus icon to search and select **Contacts** or **Groups**. Click **Insert**.
3. Check the box next to **Enable** under **Cover Page** if you'd like this option. Select your cover page and add a message.
4. Attach files from your computer, Box, Dropbox, or Google Drive then 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 box next to **Enable** under **Schedule** to schedule sending of fax, then select a time for **Send on**. Click **Schedule**.
   OR
   Click **Send Now**.


(555) 555-5555
Ext. 101
Admin Portal
Support
Log Out
1
Send a Fax
To
2
Cover Page
3
Enable
Attach Files
4
My Computer
Browse
Schedule
5
Enable
Cancel
Send Now

Account Linking

If you have set up multiple accounts to accommodate your company's needs, you may set up Account Linking (Account Federation) for your accounts.

Reasons for Account Linking

- For accounts with thousands of users: Account Linking allows you to connect users across multiple accounts.
- Different subsidiaries: Different operating procedures and limited interoperability across sites.
- Global Office accounts could be split across North America and UK to minimize impact during maintenance hours.
- Enables individual companies to create accounts in multiple tiers, allowing for a mix-and-match of certain feature sets.

Activating Account Linking

Contact Support to link your accounts. To speed up the process, prepare the following:

- Phone numbers for all accounts to be included in the federation
- Admin name of all the accounts
- Name for each account within the federation (this name will be used to differentiate between accounts)
- How you'd like to manage the extensions. Duplicate extensions are not ideal as a point of reference. (You are encouraged to have unique extensions on the linked accounts **-** Support will assist you if you want to proceed with the setup)

Once completed, you will see a list of linked accounts in your online account. If you have similar extensions in your linked accounts, you may ask support to assist you in managing the extension numbers for the linked accounts.

All users across different accounts on the same federation can find one another. Extension dialing is also activated for the users.

Accessing Account Linking

1. Log in as an admin to the AT&T Office@Hand online account.
2. Click **Enterprise Portal** for a quick dropdown menu.

3. Select the account you want to access.

Note: Contact Support to assist you in making the changes to the Account Linking. This includes managing your extensions if your federated accounts have duplicating extensions with each other.

User Management

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

Viewing Users with Extensions

1. From the **Admin Portal**, navigate to **Users > User List > Users with Extensions**.
2. Select a user.
3. View or edit the settings for the selected user. See the AT&T Office@Hand User Guide for more information about user settings.

Customizing columns in Users with Extensions list

1. Click the **Users** tab from the **Admin Portal**.
2. On the **Users with Extensions** page, click the three-dot **More** menu at the far right, then click *Customize Columns.*
3. Check or uncheck the boxes for columns that you want to show or hide.
4. Click **Save**.

The following columns are available:

- **Status**: User status. This column is always shown by default.
- **Name**: User name. This column is always shown by default.
- **Number**: User phone numbers.
- **Ext.**: User extension.
- **Roles**: User role with role scope.
- **Department**: Department where User belongs to.
- **Email**: User email.
- **Msg.**: Number of User messages.

You can use the search function to easily find users. You can search by using first and/or last name, phone number, extension, or email address. Click the filter icon to find users via their **Status**, **Roles**, or **Department**.

Note: If the Email column is hidden, you can still perform a search using your email address, or a partial email string. For example, if the email is user@ringcentral.com, you can search using user, user@, user@ring, etc. However, searching for the email domain will not yield any results as you can't perform a search based on keywords belonging to the email address.

Viewing Unassigned Extensions

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

1. From the **Admin Portal**, navigate to **Users > User List > Unassigned Extensions**.
2. Select an extension.
3. Onboard the user by selecting one of the following setup options:
    - *Send invite*: Set up a user by sending a welcome email with an activation link.
    - *Activate by assigning credentials*: Set up and activate a user by assigning credentials. No welcome email will be sent.
    - *Activate later*: Set up a user now but activate at a later time. No welcome email or notifications will be sent.

Sending an invite to a user

1. Select *Send Invite* under **Setup options**.
2. Fill in the **New User Info**:
    - First Name*
    - Last Name*
    - Email Address*
    - Extension Number
    - Contact Phone
    - Mobile Phone
    - Job Title
    - Department
    - Site

   *Required fields
3. Click on **Edit Role** under **Assigned Role** if you want to change the permissions of the user. By default, a user is set to **Standard User (International)**.
4. Under **Settings**, select an option for each of the dropdown lists:
    - **Select User Language**
    - **Select Greeting Language**
    - **Select Regional Format**

5. Click the checkbox next to **Yes, I would like to receive information on product education, training materials, etc** if you want to enable this option.
6. Click **Save**.

Activating user by assigning credentials

1. Select *Activate by assigning credentials* under **Setup options**.
2. Fill in the info under Credential.
    - Password
    - Reenter Password
    - PIN
    - Reenter PIN
    - Security Question
    - Answer

    Note that these are all required fields.
3. Check the box for **Temporary Password** to prompt users to reset the password when they sign in for the first time (optional).
4. Click **Add** under **Emergency Address**.
5. Fill in the info for the emergency address. Read and understand the important notes about emergency calling service, check the box to acknowledge, then click **I Accept**.
6. Fill in the **New User Info**:
    - First Name*
    - Last Name*
    - Email Address*
    - Extension Number
    - Contact Phone
    - Mobile Phone
    - Job Title
    - Department
    - Site

    *Required fields
7. Click on **Edit Role** under **Assigned Role** if you want to change the permissions of the user. By default, a user is set to have **Standard User (International)**.
8. Under **Settings**, select an option for each of the dropdown list:
    - **Select User Language**
    - **Select Greeting Language**
    - **Select Regional Format**
9. Click the checkbox next to **Yes, I would like to receive information on product education, training materials, etc** if you want this option.
10. Click **Save & Enable**.

Activating user at a later time

1. Select *Activate later* under **Setup options**.
2. Fill in the **New User Info**:
    a. First Name*
    b. Last Name*
    c. Email Address*
    d. Extension Number
    e. Contact Phone
    f. Mobile Phone
    g. Job Title
    h. Department
    i. Site

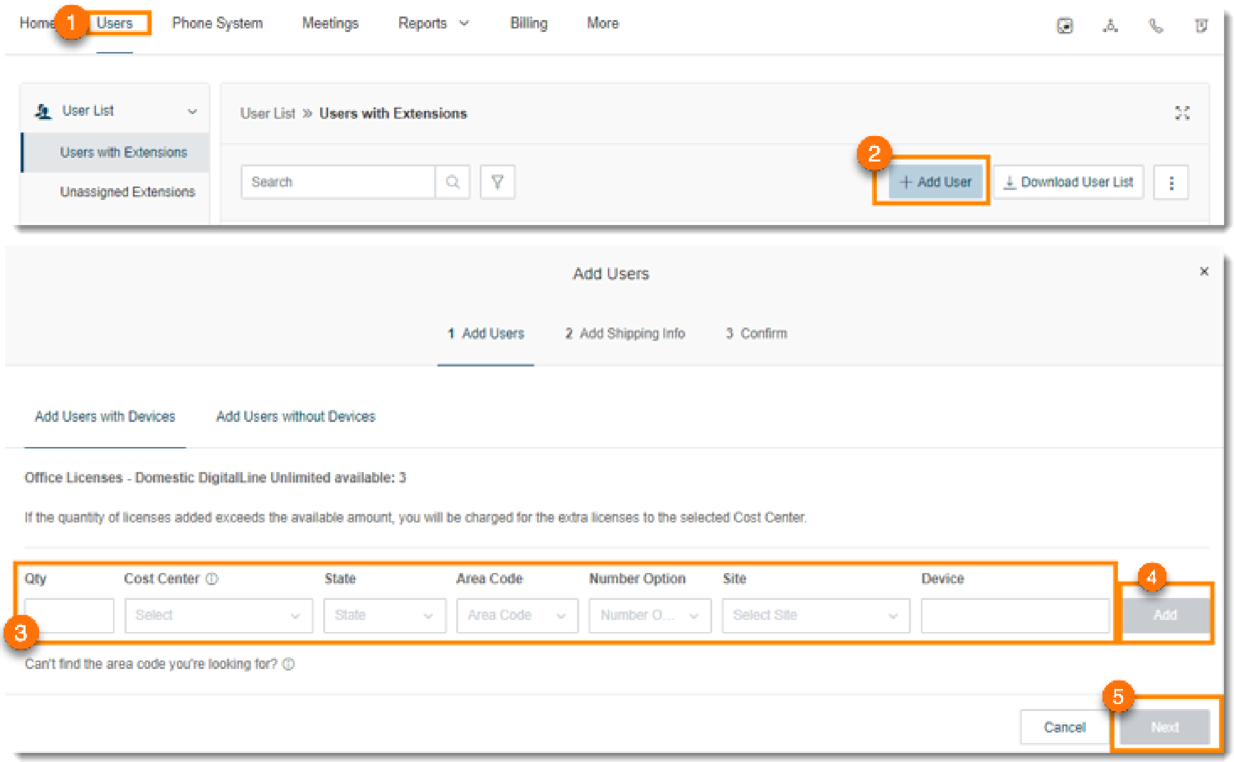
    *Required fields
3. Click on **Edit Role** under **Assigned Role** if you want to change the permissions of the user. By default, a user is set to have **Standard User (International)**.
4. Under **Settings**, select an option for each of the dropdown list:
    a. Select User Language
    b. Select Greeting Language
    c. Select Regional Format
5. Click the checkbox next to **Yes, I would like to receive information on product education, training materials, etc** if you want this option.
6. Click **Save**.

Adding 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.

Adding Users with Phone Devices

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **+Add User** icon. The **Add Users** window will appear.
3. On the **Add Users with Devices** tab, enter the number of users you'd like to add. Select the **Cost Center**, **State**, **Area Code**, **Number Option**, **Site**, and **Device**.
4. Click **Add**. Repeat as needed to add additional users with a different area code.
5. 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 Service.

Adding 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.

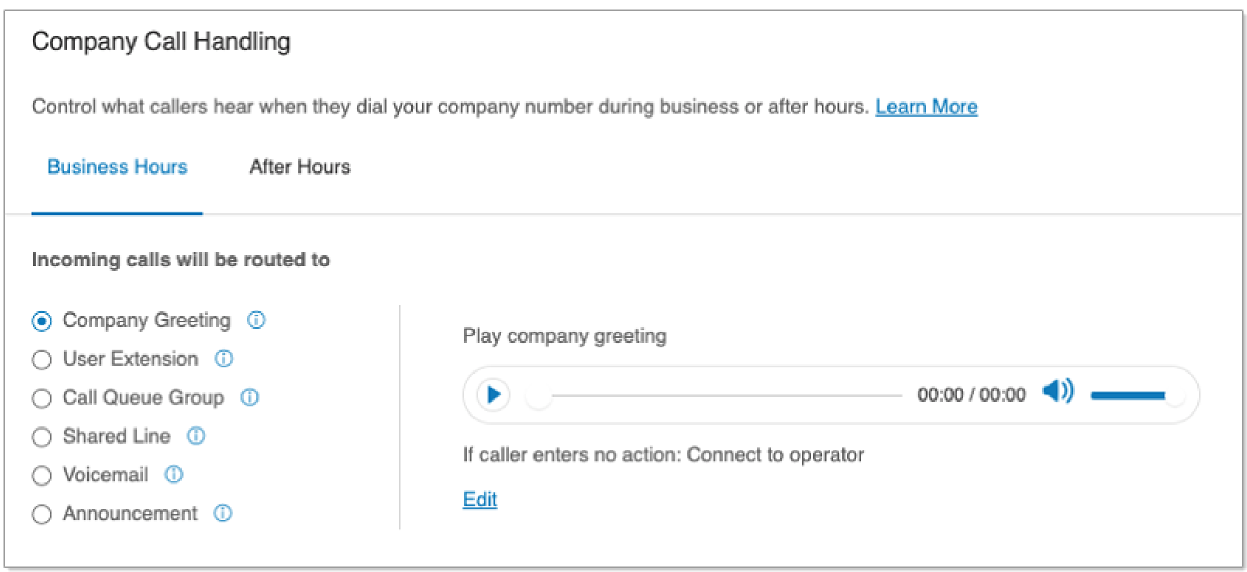
1. From the **Admin Portal**, navigate to **Users > Users with Extensions**.
2. Click the **+Add User** icon. The **Add Users** window will appear.
3. Select the **Add Users without Devices** tab.
4. Enter the number of users you'd like to add. Select the **State**, **Area Code**, and **Number Option**.
5. Click **Add**. Repeat as needed to add additional users with a different area code.

6. 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 use caller ID on outbound calls.

Company Call Handling settings

1. Log in to your AT&T Office@Hand online account.
2. Navigate to **Phone System > Auto-Receptionist > General Settings**.
3. Click **IVR Settings**. **Company Call Handling** appears.
4. Under Business Hours and After Hours, select one of the following:
    - Company Greeting: Sends the call to company greeting. Callers may hear options where they want to be connected.
    - User Extension: Sends the call to a User extension.
    - Call Queue Group: Sends the call to a Call Queue Group.
    - Shared Line: Sends the call to a Shared Line.
    - Voicemail: Sends the call to a Message-only Extension.
    - Announcement: Sends the call to an Announcement-only Extension.

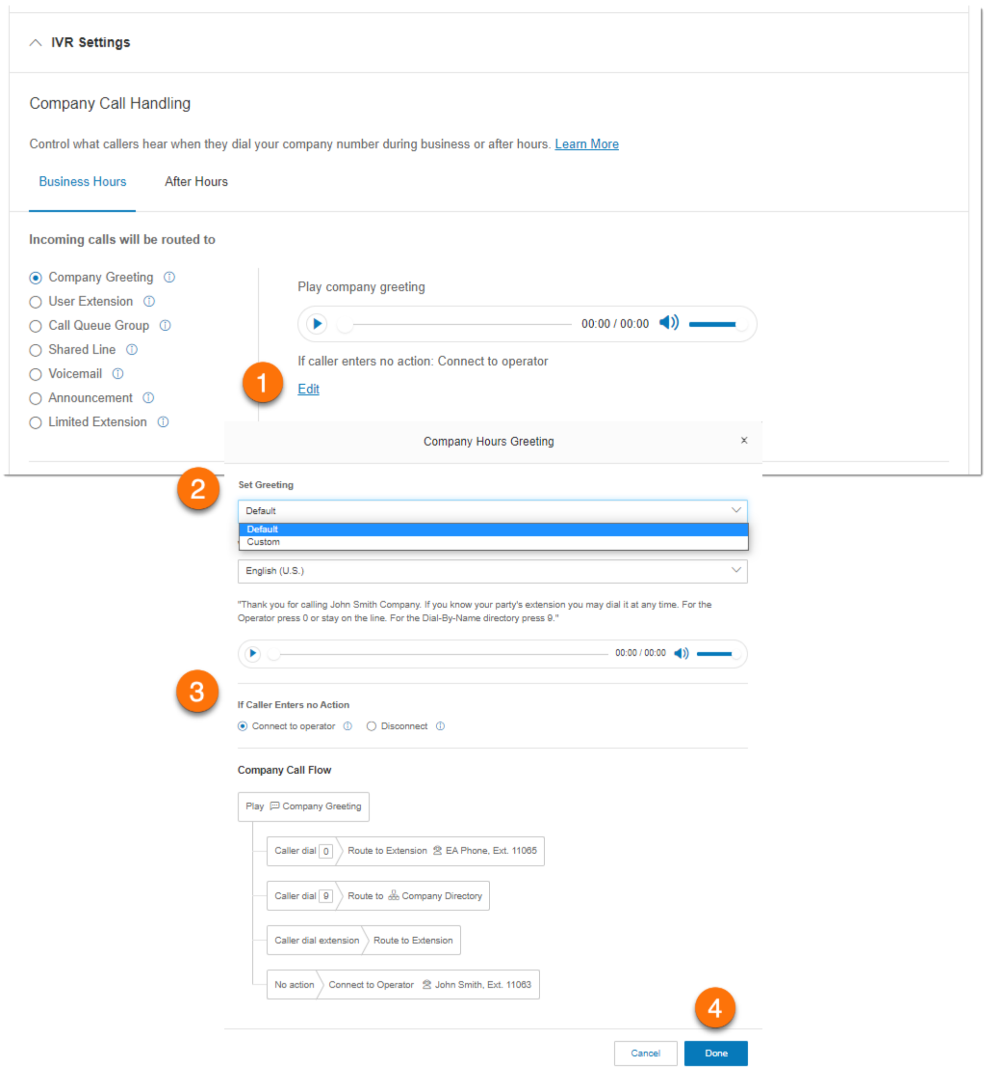


Company Greeting

1. Click **Edit** under **Play company greeting**. The Company Hours Greeting window will appear.
2. For **Set Greeting**, select:

- *Default*: Plays the system default greeting.
- *Custom*: Plays your custom recording. Select one of the following to record your greeting:
  - **Phone**
  - **Computer Microphone**
  - **Importing**

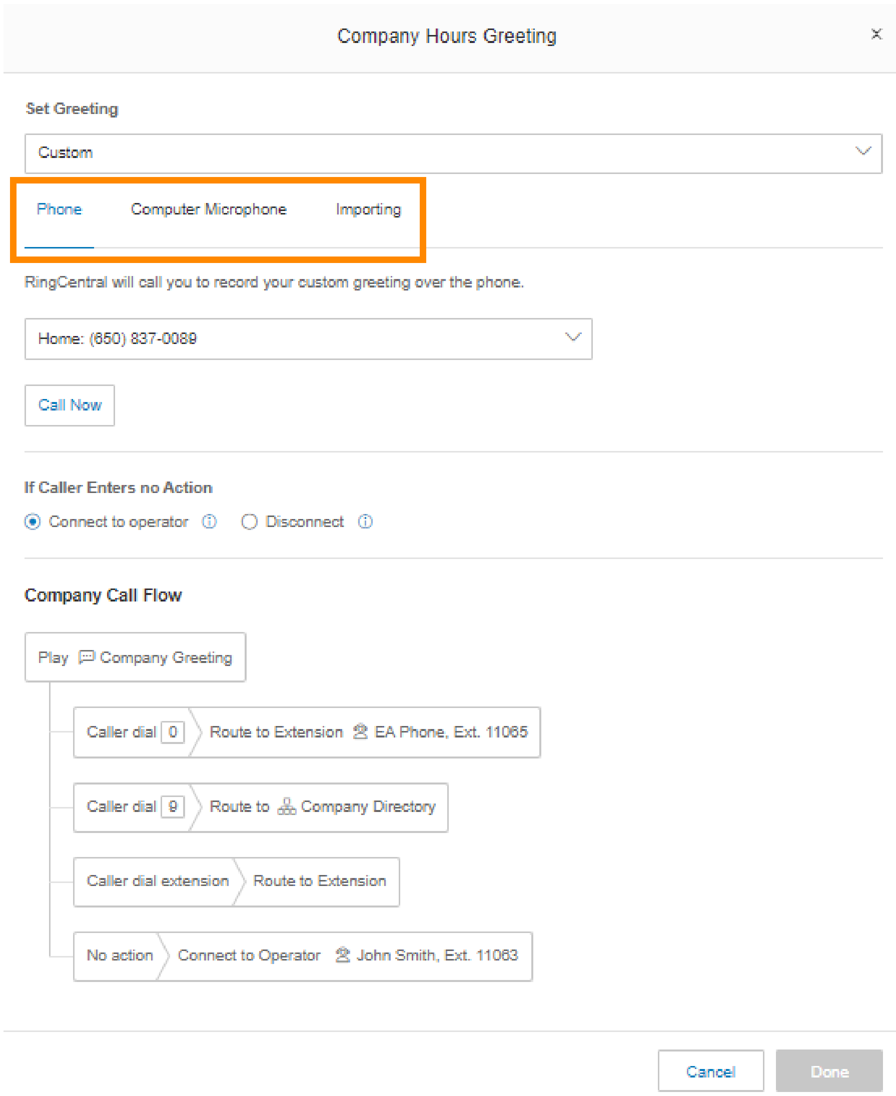
3. Under **If Caller Enters no Action**, select *Connect to operator* or *Disconnect*.
4. Click **Done**.



5. Scroll down and click **Save**.

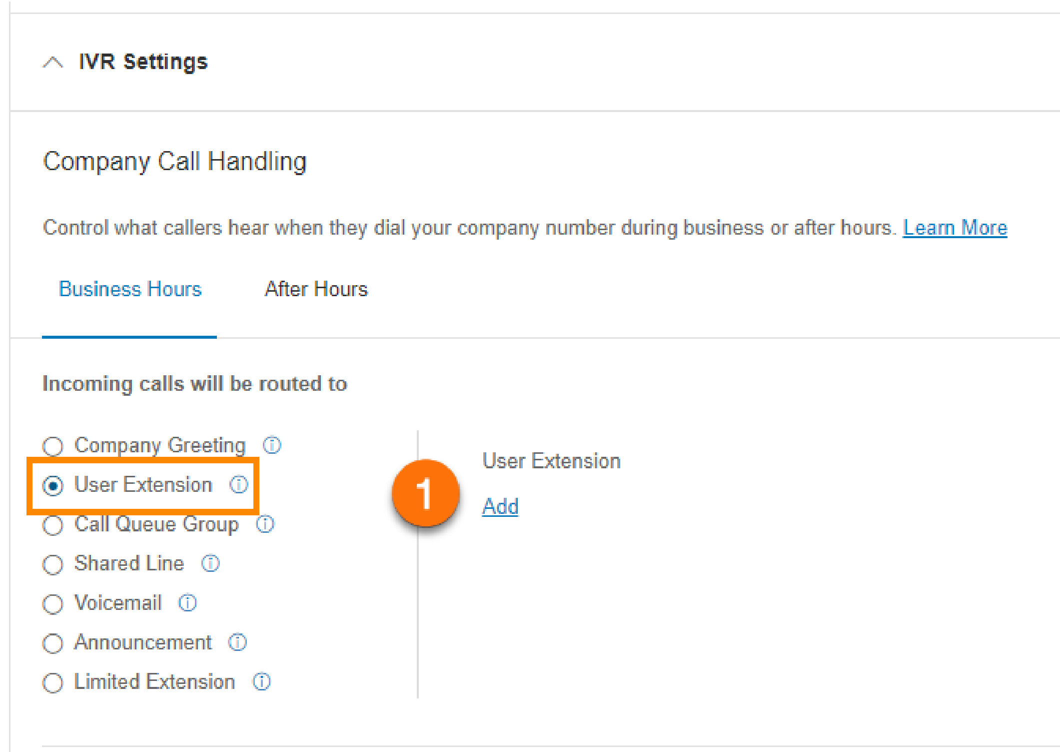
Configuring custom Company greeting

- **Phone**: Choose a phone number from the dropdown menu if you have saved numbers or select Enter a new number and type the phone number in the **Call me at** field. Click the **Call Now** button and AT&T Office@Hand will call you to record your greeting.
- **Computer Microphone**: Click Allow if AT&T Office@Hand asks to use your microphone. The **Microphone Test and Record** settings will appear. When ready, click the red record button to record your greeting through your computer microphone. Stop the recording and listen to the playback. Click the arrow up to upload your recording.
- **Importing**: Browse for a WAV or MP3 file you want to use. Click **Open**.

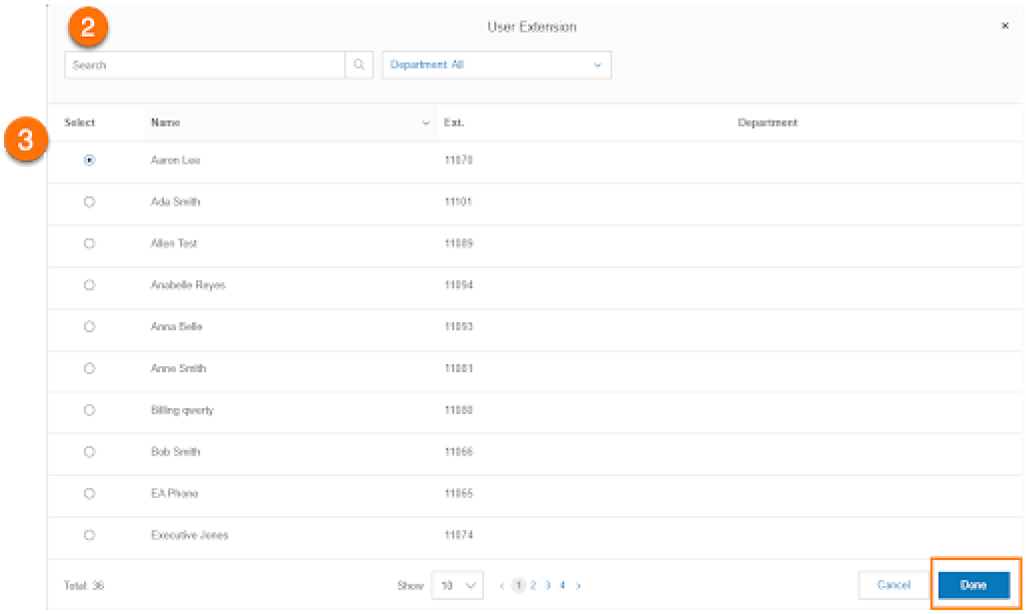


Sending calls to User extension

1. Click **Add** under **User Extension**.



2. Search or browse for the User that you'd like to send calls to when your company number is dialed
3. Select the User, then click **Done**.



Sending calls to Call Queue group

1. Click **Add** under **Call Queue Group**.
2. Search or browse for the Call Queue group that you'd like to send calls to when your company number is dialed.
3. Select the Call Queue group, then click **Done**.
4. Click **Save**.

Sending calls to Shared Line

1. Click **Add** under **Shared Line**.
2. Search or browse for the Shared Line that you'd like to send calls to when your company number is dialed.
3. Select the Shared Line, then click **Done**.
4. Click **Save**.

Sending calls to Voicemail

1. Click **Add** under **Message-Only Extension**.
2. Search or browse for the Message-only extension that you'd like to send calls to when your company number is dialed.
3. Select the Message-only extension, then click **Done**.
4. Click **Save**.

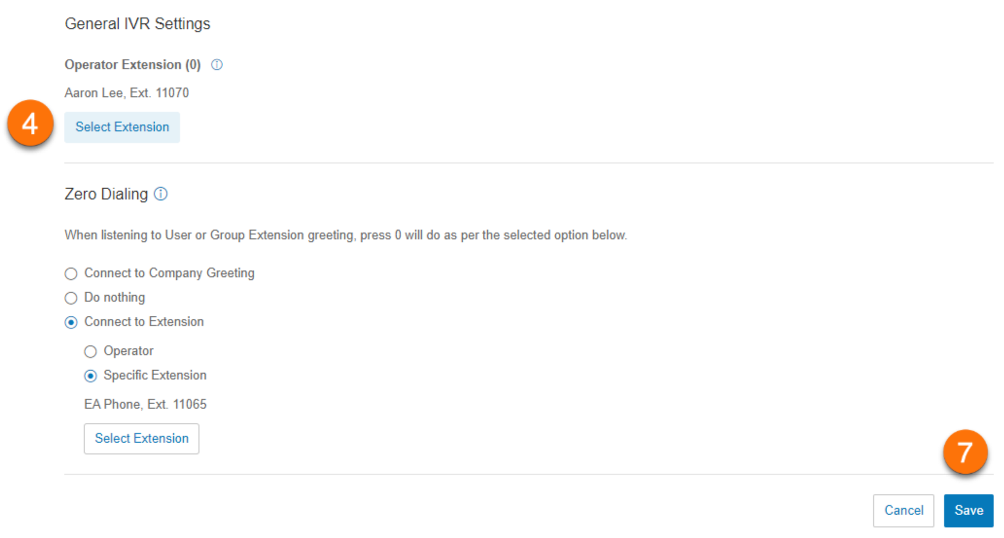
Sending calls to Announcement-only extension

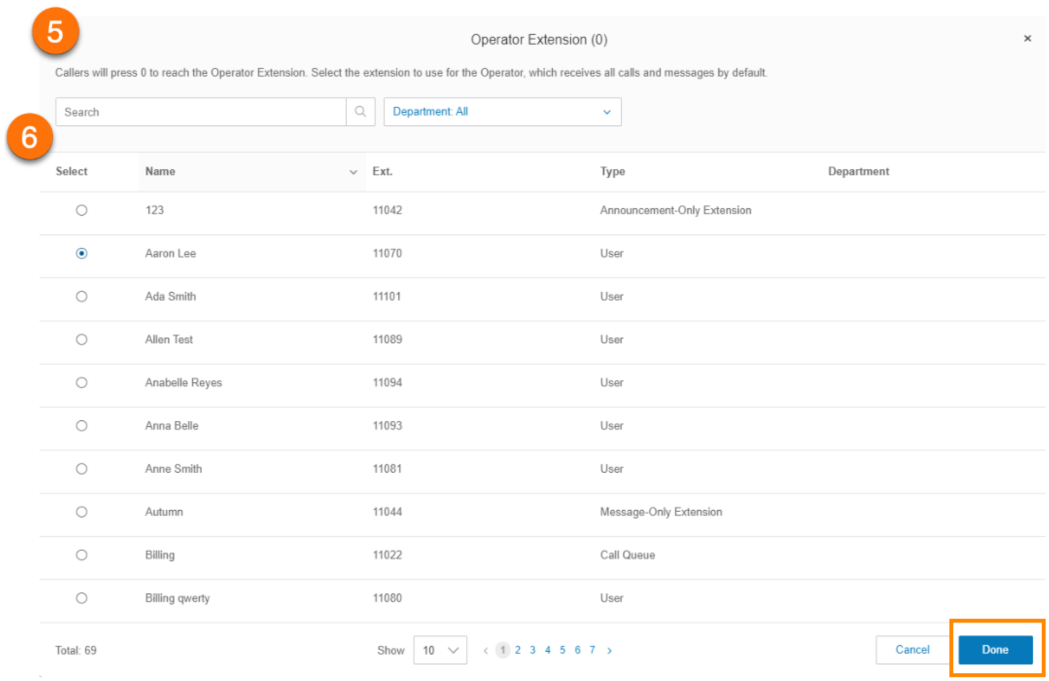
1. Click **Add** under **Announcement-Only Extension**.
2. Search or browse for the Announcement-only extension that you'd like to send calls to when your company number is dialed.
3. Select the Announcement-only extension, then click **Done**.
4. Click **Save**.

Configuring Company's Operator extension

The Operator Extension is the extension set up to receive calls and messages into the main company number. Callers can reach the Operator Extension by pressing 0 while the company greeting plays. You can assign a User extension or a different extension as the Operator extension.

1. Log in as an admin to your AT&T Office@Hand online account.
2. Navigate to **Phone System > Auto-Receptionist > General Settings**.
3. Click IVR **Settings**.
4. Scroll down to **General IVR Settings**, then click **Select Extension** under **Operator Extension**.
5. Search or browse for the extension that you'd like to set as your operator.
6. Select the extension, then click **Done**.
7. Click **Save**.


General IVR Settings
Operator Extension (0)
Aaron Lee, Ext. 11070
4
Select Extension
Zero Dialing
When listening to User or Group Extension greeting, press 0 will do as per the selected option below.
Connect to Company Greeting
Do nothing
Connect to Extension
Operator
Specific Extension
EA Phone, Ext. 11065
Select Extension
7
Cancel
Save


5
Operator Extension (0)
×
Callers will press 0 to reach the Operator Extension. Select the extension to use for the Operator, which receives all calls and messages by default.
Search
Department: All
6
Select
Name
Ext.
Type
Department
123
11042
Announcement-Only Extension
Aaron Lee
11070
User
Ada Smith
11101
User
Allen Test
11089
User
Anabelle Reyes
11094
User
Anna Belle
11093
User
Anne Smith
11081
User
Autumn
11044
Message-Only Extension
Billing
11022
Call Queue
Billing qwerty
11080
User
Total: 69
Show
10
1 2 3 4 5 6 7
Cancel
Done

Setting up Call Queue Pickup group

The Call Queue Pickup feature allows admins to specify an alternate group of users to answer calls when the primary agents of a call queue are unavailable.

Pickup group members receive call notifications when callers have been waiting on hold in-queue for more than the configured alert time. Answer queued calls by pressing the pickup feature key on the phone.

When pickup members are also Call Queue agents, they can pick up multiple queue calls concurrently. When pickup members are different users than the Call Queue agents, they help answer calls when the queue is busy, which improves speed to answer.

Adding a member to a Call Queue Pickup Group

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to Phone System > Groups > Call Queues.
3. Click the desired Call Queue name, then click Pickup Settings & Members.
4. On the Pickup Members tab, select Add Pickup Member.
5. Search or browse the names, then add pickup members.
6. Click Done, then click OK when prompted.

Setting up an alert timer

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to Phone System > Groups > Call Queues.
3. Click the desired Call Queue name, then click Pickup Settings & Members.
4. Click Settings.
5. Select an alert time duration. This is the amount of time before pickup group members will be notified of a call waiting.
6. Click Save.

Removing a Pickup Group member

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to Phone System > Groups > Call Queues.
3. Click the desired Call Queue name, then click Pickup Settings & Members.
4. Click Remove at the far right of the member's name you want to remove.

Setting up visual/audible call notifications

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to Users > User List > Users with Extensions.
3. Select the user you want to configure.
4. Navigate to Phones & Numbers > Phones > Presence.
5. On the Appearance tab, select the checkbox for Ring my phone when any user I am monitoring rings.
6. Click Save.

Remote member management for Call Queues

There are two status controls used to remotely control member availability:
- Member Status
- Queue status

Admins and call queue managers can remotely change queue members' availability from the online account when members are out of the office and forget to change their availability status. They can also control member availability for individual queues using queue status. Additionally, when enabled, members can control their individual queue status from the AT&T Office@Hand desktop and mobile applications.

Changing member's availability via remote

1. Login to your AT&T Office@Hand online account using your admin or call queue manager account.
2. Click **Admin Portal** at the top right, then select *Call Queue Management*.
3. Click **Settings**, then click **Call Handling & Members**.
4. Toggle on or off the **Member Status** and **Queue Status** under **Primary Members**, depending on the status you want to change.
5. Click **Save**.

Allowing members to change their individual Call Queue status

1. Login to your AT&T Office@Hand online account using your admin or call queue manager account.
2. Click **Admin Portal** at the top right, then select *Call Queue Management*.
3. Click **Settings**, then click **Call Handling & Members**.
4. Select *Allow* from the dropdown menu for **Allow members to change their queue status**.

Your members can now change their Call Queue status via AT&T Office@Hand desktop and mobile apps.

Setting up a Group Call Pickup group

A Group Call Pickup allows users to answer each other's calls from their own device by pressing the pickup key. When calls have been ringing for more than the configured alert time, a call notification showing the incoming caller ID and dialed user is displayed to group members. Any member can answer the call by pressing the group pickup key.

Setting up a Group Call Pickup group

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to **Phone System > Groups > Call Pickup**.
3. Click **New Group Call Pickup** under the **Group Pickup** tab.
4. Enter a name for the group.
5. Select the desired delay time before group members are notified of ringing calls from the **Alert Timer** dropdown menu, then click **Next**.
6. Add pickup members.
7. Click **Save**.
8. The **Group Call Pickup Phone Key** confirmation window will appear. Select from the options. The feature key will be added to the next configurable Presence line (for each member's phone).

    - **Yes**: The phone key will be added to the members' phones automatically.
    - **No**: The phone key will be added to the members' phones manually.

Manually adding Group Pickup Key to phone(s)

You can add Group Pickup Key to phones manually if you have selected **No** when creating Group Call Pickup groups. You can also do this when you have accidentally deleted the Group Pickup Key.

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to **Users > User List > Users with Extensions**.
3. Select the user you want to configure.
4. Navigate to **Phones & Numbers > Phones > Presence**.
5. On the **Appearance** tab, click **Assign Extension** on an empty line.
6. Search or browse the names, then select the desired Group Call Pickup group.
7. Click **Done**, then click **Save**.

If you don't see the desired group, check the pickup group member list to confirm the user is a member.

Setting visual/audible call notifications

Enable audible and visual call notifications to receive pickup notifications on your phone.

1. Log in as an admin to the AT&T Office@Hand online account.
2. Navigate to **Users > User List > Users with Extensions**.
3. Select the user you want to configure.
4. Navigate to **Phones & Numbers > Phones > Presence**.
5. On the **Appearance** tab, select the checkbox for **Ring my phone when any user I am monitoring rings**.
6. Click **Save**.

When **Ring my phone when any user I am monitoring rings** is not selected:

- Unify Phones will have a visual alert with group pickup call information.
- All other phone models, such as Poly, Cisco, Yealink, Avaya, and Alcatel will have a visual alert (lamp only).

When **Ring my phone when any user I am monitoring rings** is selected, all phone models will have a visual and audible (ring) alert with group pickup call information.

Answering a call using Group Call Pickup

When a user in a group call pickup group receives a call, other group members will receive a call notification. The notification will show the incoming caller ID and the called number. Members can answer the call by pressing the pickup key on their phone.

One key must be assigned for each pickup group. If the key is deleted or not added, the phone will not display call notifications and calls may not be picked up.

Answering with call recording feature

When a pickup member has enabled automatic call recording, call recording rules will be applied for that pickup member. For example, User A has enabled automatic call recording. However, User B does not have automatic call recording enabled. If a call to User A is picked up by User B, the call will not be recorded.

Performance of Group Call Pickup

Here are some of the important things to note about Group Call Pickup:

- The maximum number of members per group is 25 members per Group Pickup.
- The maximum number of Group Call Pickup groups per member/user is 10 groups per member.
- The expected busy hour call rate for 1 Group Call Pickup group is 150 calls/hour.
- The maximum number of Group Call Pickup groups per account is 100 groups per account.

Limitations of Group Call Pickup

The following calls cannot be used with this feature:

- Forwarded calls via any forwarding methods (i.e., forwarded to other user's phones, forwarded via custom rule, forwarded via phone, etc.)
- BCA extension calls
- Call queue calls
- Shared Line calls
- Intercom calls
- Paging calls

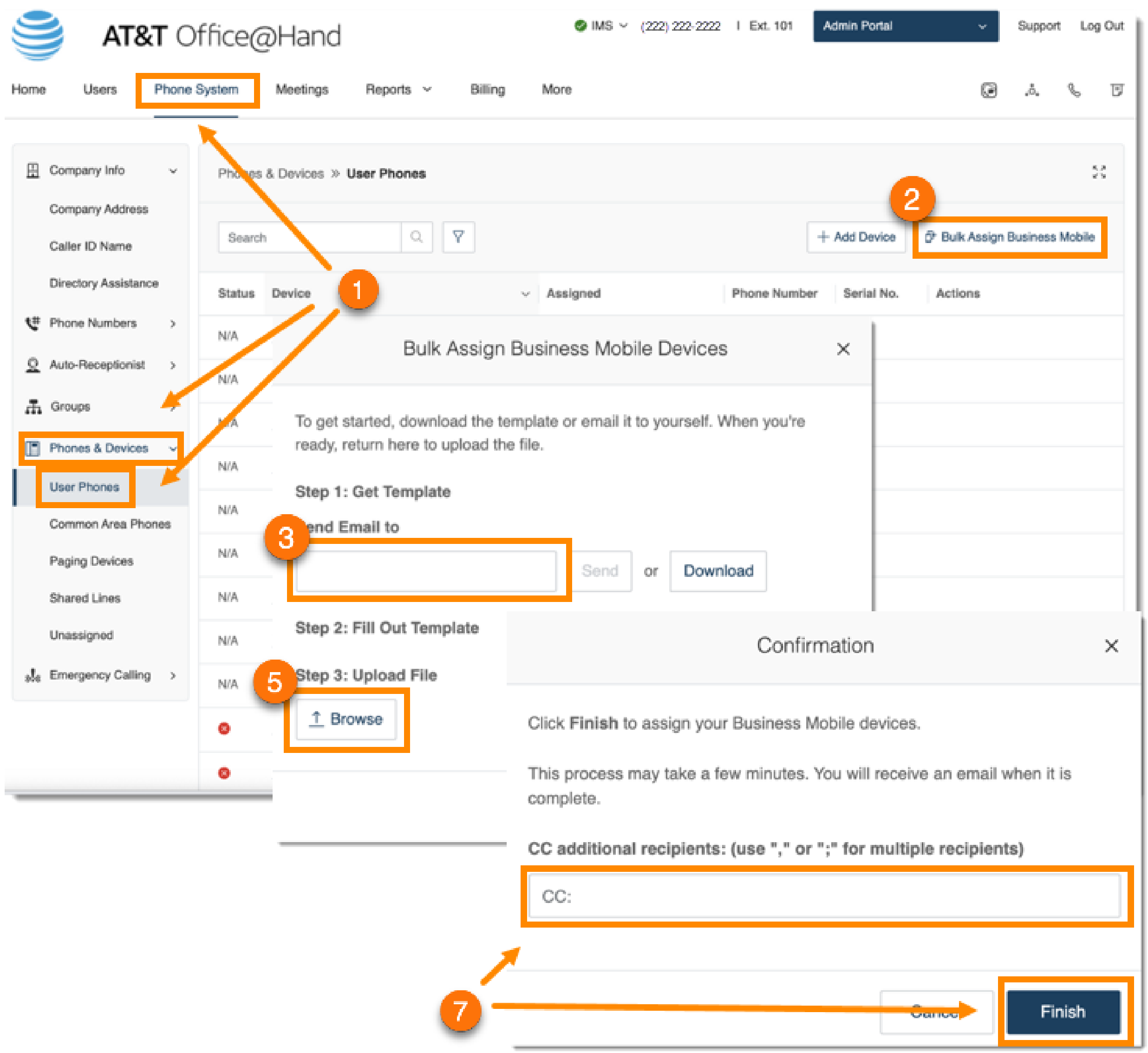
Assigning Wireless Integrated devices for multiple users

Note that Wireless Integrated requires an eligible wireless plan with AT&T Wireless and that the account number of that wireless plan should be submitted to the AT&T customer service agent to activate the service.

To assign Wireless Integrated devices to your account:

1. From the **Admin Portal**, navigate to **Phone System > Phones & Devices > User Phones**.
2. Click the **Bulk Assign Wireless Integrated** button.
3. To access the bulk upload template, you can enter your email in the **Send Email** field and click **Send**, or click the **Download** button.
4. Once you have received or downloaded the template, follow the instructions provided in the template and save when completed.
5. Click **Browse** in the **Bulk Assign Mobile Devices** window. Locate your completed template and click **Open**.
6. Click **Upload**.
7. Enter any additional email addresses that wish to receive confirmation and click **Finish**.

Note: Wireless Integrated devices cannot be used to dial extensions shorter than 3 digits. Existing accounts that want to assign Wireless Integrated devices to users should make sure no extension on the account is shorter than three digits since Wireless Integrated users will not be able to dial these extensions.



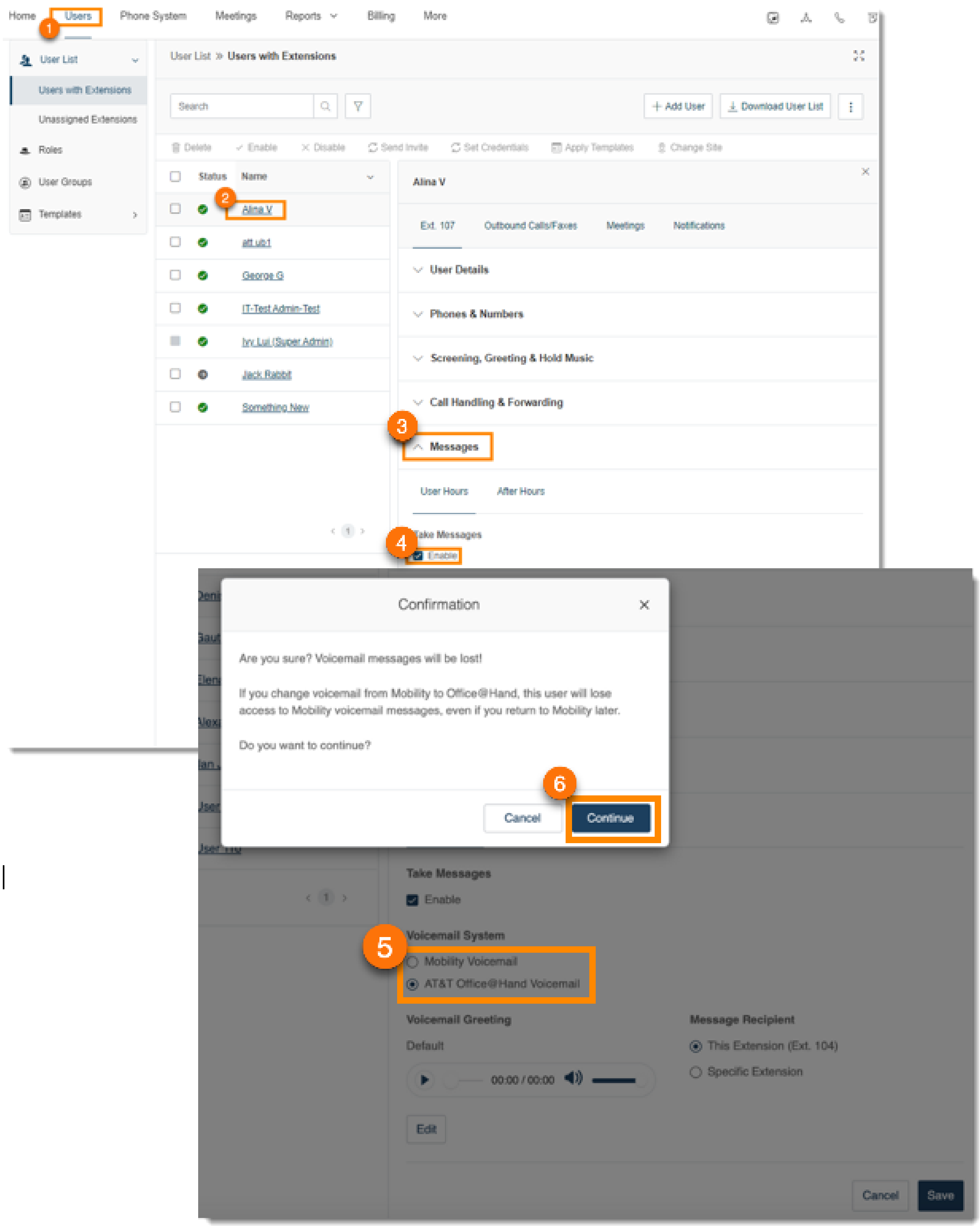
You will receive a confirmation email showing that your Wireless Integrated devices have been successfully added to your account.

Configuring voicemail settings for Wireless Integrated devices

Once a mobile phone has been added to your account as a Wireless Integrated device, you will have additional voicemail setting options. To change these options, follow these steps:

1. From the **Admin Portal**, navigate to **Users > User List > Users with Extensions**.
2. Click on the user **Name**.
3. Click on the **Messages** tab.

4. Check the *Enable* box under **Take Messages** to enable voicemail on your enhanced mobile device. Please note that if you do not select *Enable*, standard options for handling missed calls and unavailable greeting will display.
5. Under **Voicemail System**, select from the following options:
    - **Mobility Voicemail**: The default setting for enhanced mobile devices. Allows you to access messages from your mobile device's native voicemail application.
    - **AT&T Office@Hand Voicemail**: Allows you to access messages from the Office@Hand mobile application. Standard voicemail settings will display below this option if selected.
6. If you change the voicemail system, a confirmation window will appear warning that voicemails will be lost and asking you to confirm your changes. Click **Continue** to confirm or **Cancel** to back out of changes.


Home
Users
Phone System
Meetings
Reports
Billing
More
User List
Users with Extensions
Unassigned Extensions
Roles
User Groups
Templates
User List » Users with Extensions
Search
Add User
Download User List
Delete
Enable
Disable
Send Invite
Set Credentials
Apply Templates
Change Site
Status
Name
Alina V
att ub1
George G
IT-Test Admin-Test
Ivy Lui (Super Admin)
Jack Rabbit
Something New
Ext. 107
Outbound Calls/Faxes
Meetings
Notifications
User Details
Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
Messages
User Hours
After Hours
Take Messages
Enable
Confirmation
Are you sure? Voicemail messages will be lost!
If you change voicemail from Mobility to Office@Hand, this user will lose access to Mobility voicemail messages, even if you return to Mobility later.
Do you want to continue?
Cancel
Continue
Voicemail System
Mobility Voicemail
AT&T Office@Hand Voicemail
Voicemail Greeting
Default
00:00 / 00:00
Edit
Message Recipient
This Extension (Ext. 104)
Specific Extension
Save
1
2
3
4
5
6

AT&T Office@Hand STIR/SHAKEN compliance

What is STIR/SHAKEN?

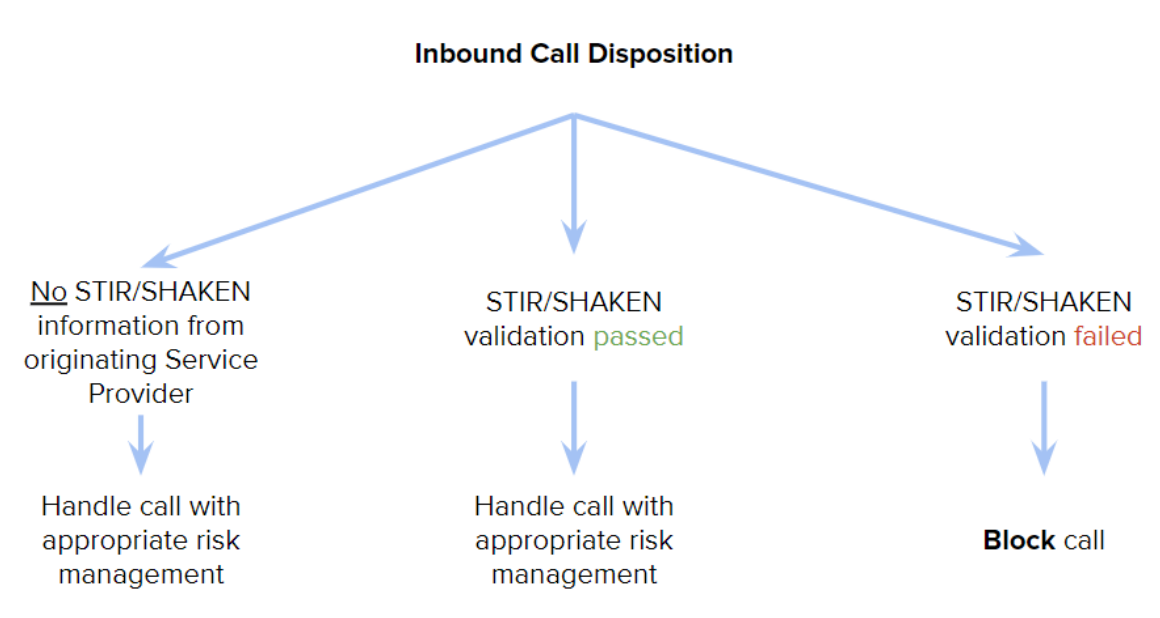
STIR stands for Secure Telephony Identity Revisited. SHAKEN stands for Secure Handling of Asserted information using toKENs.

STIR/SHAKEN is a Federal Communications Commission (FCC) mandated protocol that requires voice providers to attest that the caller ID information on outbound calls is attested. When terminating calls, providers pass along the attestation from the outbound voice provider. Before STIR/SHAKEN, any bad actor could spoof the caller ID of a legitimate business to trick end users into answering spam calls. STIR/SHAKEN is an essential step in combating illegal and unwanted robocalls.

How does STIR/SHAKEN work?

Voice service providers work together to perform end-to-end authentication and verification of caller ID numbers.

Originating voice service providers assign a level of attestation based on their relationship with the calling party. Terminating voice service providers use attestation levels to assess the risk associated with the inbound call and process it accordingly. Voice service providers are not permitted to block a call based solely on its attestation level.



Attestation levels

As part of the STIR/SHAKEN framework, the FCC has designated three levels of attestation for voice calls:

- A-level attestation: The service provider has authenticated the caller, and the caller is authorized to use the calling number.
- B-level attestation: The service provider has authenticated the call origination, but cannot verify that the caller is authorized to use the calling number.
- C-level attestation: The service provider has originated the call on the network, but cannot authenticate the call source.

A-level attestation

A-level attestation will be given when:

- The phone number used as caller ID was obtained directly from AT&T Office@Hand.
- A customer lawfully substitutes a caller ID with a number that it can prove it is authorized to use using AT&T Office@Hand's caller ID substitution validation process.

B-level attestation

B-level attestation will be given to calls originating on AT&T Office@Hand's platforms where AT&T Office@Hand cannot verify the caller's authorization to use the calling number.

- Engage Voice and Contact Center customers who use caller ID numbers on behalf of their clients may continue to do so, though those calls will be attested at a B level because AT&T Office@Hand is unable to verify ownership of the caller ID.
- Those customers also have the option to obtain an enterprise certificate and attest those calls themselves. AT&T Office@Handl will transmit the call and pass along the attestation level.

C-level attestation

C-level attestation will be given to calls for which AT&T Office@Hand cannot authenticate the call source.

Does AT&T Office@Hand comply with STIR/SHAKEN?

In compliance with the requirements of STIR/SHAKEN, AT&T Office@Hand signs outgoing calls and attests to the authenticity of caller ID so that terminating carriers continue to trust call traffic from AT&T

Office@Hand and deliver it to the intended parties. The effectiveness of STIR/SHAKEN relies on both the originating and terminating carriers implementing this framework of authentication and verification.

Note: Not all carriers are currently compliant with STIR/SHAKEN. All voice providers in the United States were required to certify that they were compliant with STIR/SHAKEN on June 30, 2021, or else seek an extension. Some providers did so and received more time to develop their implementations. Small providers also have a blanket extension until 2022.

Importance of AT&T Office@Hand's compliance with STIR/SHAKEN

Robocalls and spam calls have become a common occurrence today. Some of the risks to businesses and individuals include:

- Time wasted fielding illegitimate calls.
- Loss of potential revenue from missed calls; calls not fielded because they are mistaken as spam.
- Sharing of material nonpublic information with bad actors mistaken for legitimate callers.

As required by the FCC, AT&T Office@Hand has fully implemented the STIR/SHAKEN protocol. This implementation allows customers to answer the phone with confidence that the person on the other end of the line is who the caller says they are.

Additionally, implementing STIR/SHAKEN will benefit the entire telecommunications industry as people regain confidence in the phone networks and bad actors are pushed out.

Availability

In compliance with FCC regulations, AT&T Office@Hand certifies that it was compliant with STIR/SHAKEN before June 30, 2021. AT&T Office@Hand's STIR/SHAKEN implementation applies to all AT&T Office@Hand customers who make or receive calls in the United States, across all tiers (MVP Essentials, Standard, Premium, and Ultimate), including Contact Center and Engage Voice customers.

No customer action is needed to allow AT&T Office@Hand to attest calls made from its network.

What is the user experience when a call fails STIR/SHAKEN authentication?

- The name of the caller will be shown as **Fake Caller ID**.
- The result of the call will be shown as **Blocked**.