

AT&T Office@Hand[®]

Wireless Integrated User Getting Started

Guide

V21.3



CONTENTS

Getting started	5
Activating your account	6
Your account security	7
Express Setup	7
My Info	9
Regional Settings	9
Call Handling	10
Call Handling option	11
Voicemail	12
Confirming the Setup	14
Use AT&T Office@Hand Anywhere	15
Accessing your account	17
Google as user ID	17
Single Sign-on	17
Account validation	17
Using a Google account to log in	18
Using your account	20
Overview page	20
Messages	21
Call Log	22
Contacts	23
Settings	24
More	25
Meetings	25
My Recordings	25
Apps and Resources	25
Desktop Apps	25
Mobile Apps	25
App Gallery	25
RingMe	26
Meetings	26
My Recordings	26
Apps and Resources	27
Desktop Apps	27
Office@Hand for desktop	27
Mobile Apps	28
App Gallery	29
RingMe	30
Do not disturb	32
Audio Conference	33

Launching the Conference application	34
Conference Commands	35
RingOut	36
FaxOut	38
Hot desking	40
Logging in to a hot desk phone	40
Logging out from a hot desk phone	40
My extension settings	41
Setting user details	41
Using text-to-speech name	44
Setting a custom name recording	46
Phones and numbers	48
Setting phone details	48
Setting your presence	49
Enabling intercom	52
Enabling intercom calls	52
Screening, greeting, and hold music	54
Setting a user greeting	54
Setting up call screening	56
Setting connecting message	57
Setting audio while connecting	58
Setting hold music	59
Blocked Calls	61
Blocking calls	61
Call handling and forwarding	63
Call forwarding	63
Setting call forwarding for user hours	63
Setting call forwarding for after hours	64
Setting up incoming call handling	66
Call flip	68
Managing your call flip numbers	68
Using call flip	68
Creating custom rules	69
Messages and notifications	72
Setting messages	72
Setting a voicemail greeting for user hours and after hours	72
Setting another extension to receive your voicemail messages	73
Setting up notifications	73
Outbound caller ID	75
Setting outbound caller ID	75

Outbound fax settings	77
Changing the fax cover sheet	77
Adding emails that can send faxes	79
Faxing via email	81
Real-time text	82
Availability of Real-time text	82
Enabling Real-time text	82

Getting started

Welcome to the Office@Hand business phone system! If this is your first time logging in, you'll need to activate your Office@Hand account.

It will take about 15 minutes to set up your account. You will be asked to verify your extension details, set your password, select a security question and answer, set up your call forwarding, and set or import your voicemail greeting.

Note: If you leave the Express Setup without finishing, the changes you made may not be saved.

Activating your account

You will see this Welcome email after your administrator has enabled your account for setup. In this email, you will receive your company phone number and extension (if applicable). The email also indicates whether your account is enabled for login using your Google credentials (if any). Please follow the instructions in the email and click (or copy and paste) the activation link.



AT&T Office@Hand

Dear Natalie Roberts,

Vin Robe has added you as a user to the AT&T Office@Hand business phone system.

- Your company's account number is: **(201) 285-5792**
- Your extension number is: **131**
- Your direct phone number is: **(650) 376-5284**
- Your email address for login is: natalie.roberts0724@gmail.com

You can set up your account online in just a matter of minutes, then log in with your email natalie.roberts0724@gmail.com or phone number.

Set Up Account

Or copy-and-paste this link into your browser:

<https://service-officeathand.att.com/api/handle-action?at=95f3d23ee57f93c5a9697f393bf23392e08facd21fd2511a659872096bbdb6a5&action=2&mid=335777104>

Thank you for using AT&T Office@Hand.

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

Powered by
RingCentral

By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's [Terms of Service](#).

© 2021 AT&T Intellectual Property. All Rights Reserved.
AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.

Your account security

Next, you'll need to create a password, PIN, and security question and answer for your account. Follow the on-screen prompts. After completing this step, you will be taken to the Express Setup.

The screenshot shows the 'Activate Your Account' screen. At the top left is the AT&T Office@Hand Express Setup logo, and at the top right is the text 'My account (011.285-5792 Ext. 131)'. The main content area is titled 'Activate Your Account' and contains three sections:

- Create Password:** 'Used to login to your account'. It includes a 'Password' field, a 'Reenter New Password' field, and a 'Password Criteria' box with the following checklist:
 - ✓ At least one letter (a-z characters)
 - ✓ At least one number (0-9)
 - ✓ One upper case letter or special character (e.g. !, @, \$, #)
 - ✓ No sequential (e.g. "1234", "7890", "abcd")
 - ✓ No repeating (e.g. "222", "Aaa", "1111")
 - ✓ No account information (e.g. first/last name, phone number)
 - ✓ Length 8-32 characters
- Create Pin:** 'Used to check your voicemail messages via the phone'. It includes a 'Pin' field and a 'Reenter New Pin' field.
- Security Question and Answer:** 'Used to reset your password or to identify your account when contacting customer service'. It includes a 'Question' dropdown menu with the text 'Please select one' and an 'Answer' text field.

A 'Continue' button is located at the bottom right of the form area.

Express Setup

The next two steps include reviewing your **My Info** and specifying **Call Handling** for incoming calls to your new number.



AT&T Office@Hand Express Setup

My account: (201) 285-5792 Ext. 131

Welcome to AT&T Office@Hand

Complete these two easy steps to quickly set up your phone.



My Info

Review your user profile



Call Handling

Specify how you would like to handle incoming calls to your new number

My Info

First, you'll need to confirm your basic info. Here, you can edit your first and last name and email address. Click **Continue**.

Regional Settings

Review and change the Regional Settings section if necessary. Click **Continue**.

My Info Call Handling

Review your contact information to get started

1 My Info

First Name: Natalie

Last Name: Roberts

Email: natalie.roberts0724@gmail.com

Use email to log in

Direct Number: +1 (650) 3765284

Company Number: +1 (201) 2855792

Extension: 131

Continue

My Info Call Handling

Review your contact information to get started

1 My Info

2 Regional Settings

Country: United States (1)

Time Format: 12h (AM/PM) 24h

Time Zone: (GMT-08:00) Pacific Time (US & Canada)

Continue

Call Handling

As a user, you can set up call forwarding rules for your extension. You can add up to 10 forwarding numbers for each extension assigned to you and set calls to ring sequentially or simultaneously.

In the Call Handling section, enter your other phones and phone numbers. Click **Add Phones**, then click **Add Devices** to get started.

Select the additional devices you would like to ring when you receive an incoming call to your business number. Click **Save**.

The screenshots illustrate the configuration process for call handling. The first screenshot shows the 'Call Forwarding' section with a 'Skip' button and an 'Add Phones' button. The second screenshot shows the 'Add Devices' step, where a 'Desk Phone' is selected for 'AT&T Office@Hand Phone (Other Phone)'. The third screenshot shows the 'Add Phones' step, where a table lists devices to be configured:

Order	Name	Number
1	Mobile	6501111111
2	Home	6502222222
3	Other	6503333333

Call Handling option

Select your preferred Call Handling option: **Simultaneously** or **Sequentially**. If you select **Sequentially**, you can arrange the order of phone numbers by dragging up or down. Once done, click **Save**.

✓ My Info ☎ Call Handling

Please select how you would like to handle incoming calls

Call Forwarding	Voicemail
<p>Which order would you like your devices to ring when you get an incoming call to your business number?</p> <div style="margin-bottom: 10px;"> *** Sequentially ▾ </div> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center; border-bottom: 1px solid #ccc;"> *** Sequentially Number </div> <div style="display: flex; justify-content: space-between; align-items: center; border-bottom: 1px solid #ccc;"> ☰ 1 Mobile ▾ +6501111111 ✕ </div> <div style="display: flex; justify-content: space-between; align-items: center; border-bottom: 1px solid #ccc;"> ☰ 2 Home ▾ +16502222222 ✕ </div> <div style="display: flex; justify-content: space-between; align-items: center;"> ☰ 3 Other ▾ +16503333333 ✕ </div> </div>	<p>If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.</p> <p style="font-size: small; color: #666;"><i>"Your call has been forwarded to the voicemail for Natalie Roberts. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."</i></p>
Cancel Save	Customize Keep Default

Voicemail

Now, set up the message your callers will hear when Office@Hand forwards your calls to your voicemail.

Note: This is only applicable to users who have Office@Hand Voicemail, not to users who have Mobility Voicemail.

You can choose the default voicemail greeting by selecting **Keep Default** or you can select **Customize** to record or import your greeting. See the default greeting text shown below the playback button.

✓ My Info ☎ Call Handling

Please select how you would like to handle incoming calls

Call Forwarding	Voicemail
When you receive an incoming call, AT&T Office@Hand will try to locate you on the phones you specify.	If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.
<input type="button" value="Change"/>	<input type="button" value="Customize"/> <input type="button" value="Keep Default"/>

To record over the phone or import a custom greeting:

1. Select *Custom* from the dropdown list under **Set Greeting**.
 - To record your message over the phone, click **Phone**, enter a number in **Call me at** field and click **Call Now**.
 - To record using your **Computer Microphone**, click **Allow** to allow AT&T Office@Hand to use your computer microphone. Click the red record button to record your voicemail greeting.
 - To import a previously recorded message, click **Importing**. Click **Browse**, select your audio file, and then click **Open**.


2. Click **Save**.

Please select how you would like to handle incoming calls

Call Forwarding	Voicemail
<p>When you receive an incoming call, AT&T Office@Hand will try to locate you on the phones you specify.</p>	<p>If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.</p> <p>Set Greeting</p> <p>Custom ▼</p> <p>Phone Computer Microphone Importing</p> <hr/> <p>AT&T Office@Hand will call you to record your custom greeting over the phone.</p> <p>Call me at</p> <p>6501111111</p> <p>Call Now</p>
<p>Change</p>	<p>Save</p>

Confirming the Setup

Once everything is set up, click **Confirm Setup**.

My Info	Call Forwarding	Voicemail
<p>Name Natalie Roberts</p> <p>Company +12012855792</p> <p>Ext. 131</p> <p>Direct (650) 376-5284</p>	<p>Sequentially</p> <hr/> <p>Mobile +65 01111111</p> <hr/> <p>Home +1 (650) 2222222</p> <hr/> <p>Other +1 (650) 3333333</p> <hr/>	<p>Default</p> <p></p> <p><i>"Your call has been forwarded to the voicemail for Natalie Roberts. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."</i></p>
<p>Change</p>	<p>Change</p>	<p>Change</p>
<p>Confirm Setup</p>		

Use AT&T Office@Hand Anywhere


Collaborate with co-workers and manage your phone system from any device. Apps are available for download that expand your ability to collaborate with others using the Office@Hand applications.

Learn about the different apps for your mobile device or desktop. You can download the Office@Hand Mobile app, or Office@Hand for Desktop. Click **Finish**.

AT&T Office@Hand Express Setup My account (201) 285-5762 Ext. 131

Use AT&T Office@Hand Anywhere
Collaborate with coworkers and manage your phone system from any device

Unified communications app.
Your single place for video and phone.



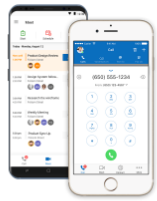
Download for Mac
Download for PC

Looking for Office@Hand Phone desktop app?
Use this for Heads Up Display (HUD), international languages.

Download for Mac
Download for PC

Video: HD video meetings with advanced screen sharing, and more.
Start, schedule or join meetings directly from the app and collaborate in real time.

Phone: Enterprise-grade calling. Make and receive business calls with HD voice quality or check your voicemail. Efficiently make calls using call transfer, call park, and more.




Unified business communications in the palm of your hand.

Download on the App Store
GET IT ON Google Play


Finish

Click **Go to My Account** to access your account.

 **AT&T Office@Hand Express Setup** My account: (201) 285-5792 Ext. 131

Congratulations!

You've just completed the initial setup for your AT&T Office@Hand phone.



Your phone is ready to start making and receiving calls. Try calling your number to verify your setup:

(650) 376-5284

Visit your full account to access your messages, call log, and configure additional settings.

[Go to My Account](#)

Accessing your account

Log in to your [online account](#) using your Office@Hand email or phone number and password.

AT&T Office@Hand

Sign In

Email or Phone Number

Next

Or sign in with

Google Single Sign-on

Protect your account from identity theft and phishing

By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's [Terms of Service](#) [Do Not Sell My Personal Information](#)

© 2021 AT&T Intellectual Property. All Rights Reserved.
AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.

Powered by
RingCentral

Google as user ID

If configured by the admin for your account, users can log in with their 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 sign in page and enter your email address on the following screen, then log in with your corporate credentials.

Account validation

Account Validation is a two-step account verification feature that requires a user to enter a security code when logging in to their Office@Hand account for the first time on a new computer or a new browser. The security code is sent to the User's mobile phone via SMS or to their email address, depending on the information stored in the User's account. This feature improves the security of your Office@Hand account and reduces the risk of fraudulent activity.

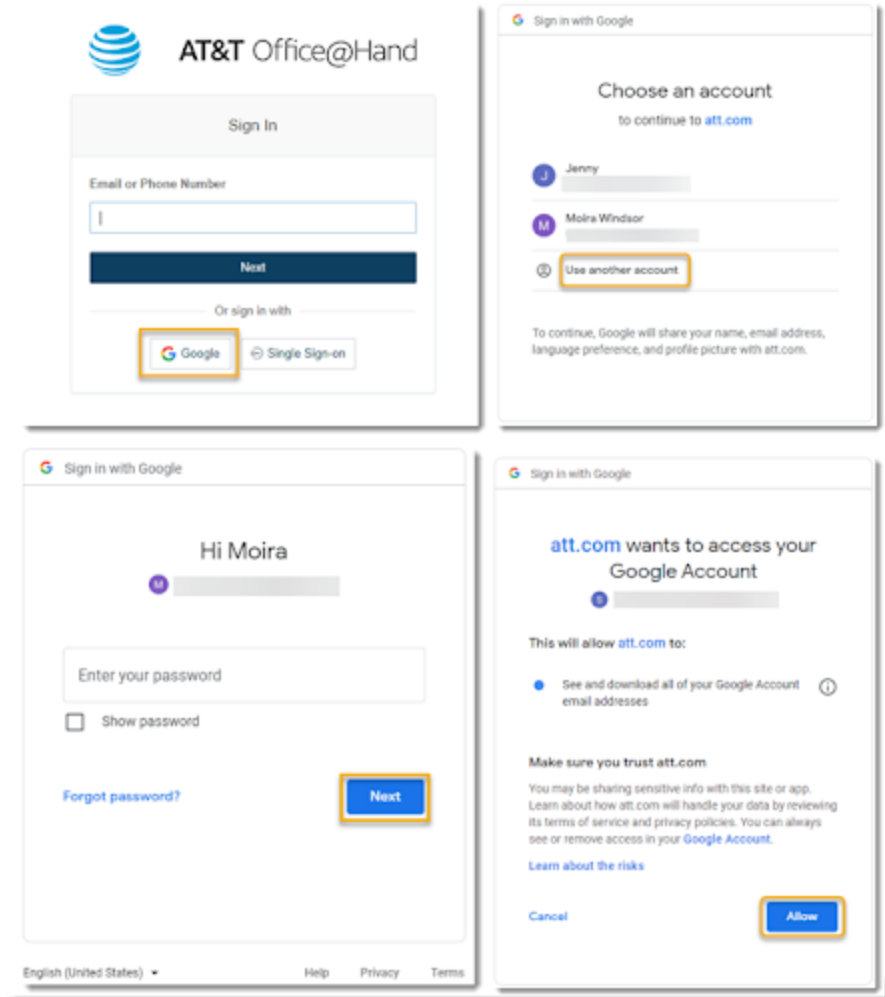
Using a Google account to log in

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 from AT&T Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, integration applications, and the Multiple Account Access portal. You can configure Google Email addresses during the Express Setup of your Office@Hand account.

To log in using Google:

1. In the login screen, click **Google**.
2. 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.
3. Enter your Google email address or phone number. Click **Next**.
4. Enter your password.
5. Click **Next** to navigate to a page requesting access to your Google account.
6. Click **Allow** to finish logging in to your online account.



Using your account

Overview page

The Overview page is your account homepage. Here, you can view the following:

- **Overview** page is your dashboard to the Office@Hand system.
- **Shortcuts** are menus to frequently accessed settings.
- **Recent Messages** and **Recent Calls** list your recent incoming and outgoing messages and calls.
- **Get Help** directs you to the [AT&T Office@Hand support site](#).
- **Resources** section provides access to send your feedback, such as comments and suggestions.

Note: The pages discussed in this section of the guide can be found under My Extension. Admin users will see a dropdown menu at the top right for **Admin Portal**, **My Extension**, and **Call Queue Management**. Users will only see the **My Extension** page and will not have the option to switch to **Admin Portal**.

The screenshot displays the AT&T Office@Hand user interface. At the top left is the AT&T logo and the text "AT&T Office@Hand". To the right, user information is shown: "Natalie" with a dropdown arrow, followed by the phone number "(650) 376-5284 | Ext. 131", and links for "Get Help" and "Log Out". Below the header is a navigation bar with "Overview" (highlighted with an orange box), "Messages", "Call Log", "Contacts", "Settings", and "More". To the right of the navigation bar are icons for a calendar, a phone, and a document. The main content area is divided into two sections. The top section contains five circular icons with labels: "Greeting & Call Screening" (megaphone icon), "Call Handling Rules" (network diagram icon), "Voicemail" (voicemail icon), "Caller ID" (ID icon), and "After Hours Settings" (clock icon). The bottom section is titled "Recent Messages" and "Recent Calls". It includes a "Delete" icon and a "Block" icon. Below this is a table with the following columns: "Priority", "From", "Message", "Received", and "Actions". The table is currently empty. On the right side of the page, there is a "Resources" section with a "Feedback" link.

Messages

Your voicemail and fax messages are stored here. Under Messages, you can:

- Listen to voicemail
- View faxes
- Save voicemail and received faxes to your computer
- Mark messages as read or unread
- Forward messages and faxes by email
- Click on a caller's number or extension number to call them back
- Delete and undelete items
- Block a caller

The screenshot shows the AT&T Office@Hand Messages interface. The top navigation bar includes the AT&T logo, the text "AT&T Office@Hand", and user information: "Natalie (222) 222-2222 | Ext. 131 | Get Help | Log Out". Below this is a secondary navigation bar with "Overview", "Messages" (highlighted with an orange box), "Call Log", "Contacts", "Settings", and "More". On the right of this bar are icons for a calendar, a phone, and a document.




The main content area features a search bar and a "Status: All" dropdown menu. Below these are buttons for "Mark Read", "Mark Unread", "Delete", and "Block". A table header is visible with columns: "Priority", "From", "Message", "Received", and "Actions". The table body is empty, displaying "No results". At the bottom left, it says "Total: 0". At the bottom right, there is a "Show: 10" dropdown and a pagination control showing "1" of 1 page.

Call Log

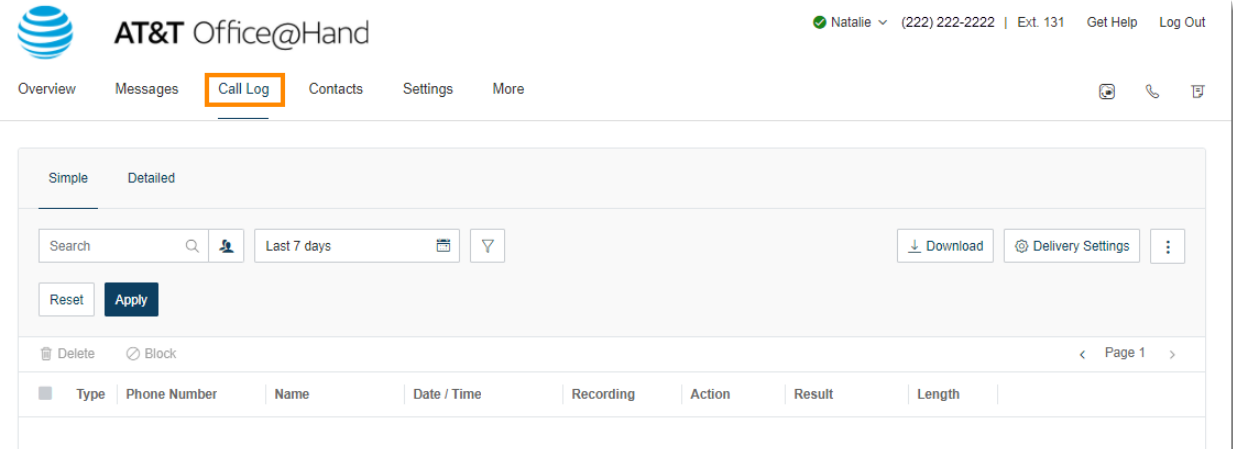
The Call Log provides customized reports on inbound and outbound calls and faxes for the company number and specified extensions. The Call Log is available as a **Simple** view, which concisely summarizes the calls, and as a **Detailed** view, which shows additional call record details. Search, select the time period, or use filters to select **Call Direction** and **Types of Call**.

Save reports for analysis by clicking **Download**, or you can have the call log delivered to an email address daily, weekly, or monthly on specified days by configuring the **Delivery Settings**.

In the **Type** column, you will see icons for these types of calls:

-  Inbound Call
-  Outbound Call
-  Missed Call

If a call has been recorded, you can see an indication in the **Recording** column. To listen to a call recording, select the play icon in the Recording column for that call.



The screenshot shows the AT&T Office@Hand interface. At the top, the AT&T logo and "AT&T Office@Hand" are on the left, and user information "Natalie (222) 222-2222 | Ext. 131" with "Get Help" and "Log Out" links are on the right. Below this is a navigation bar with "Overview", "Messages", "Call Log" (highlighted with an orange box), "Contacts", "Settings", and "More". To the right of the navigation bar are icons for a calendar, a phone, and a trash can. The main content area has two tabs: "Simple" (selected) and "Detailed". Below the tabs is a search bar with a magnifying glass icon, a person icon, and a date selector set to "Last 7 days" with a calendar icon and a filter icon. To the right of the search bar are buttons for "Download" (with a download icon), "Delivery Settings" (with a gear icon), and a three-dot menu icon. Below the search bar are "Reset" and "Apply" buttons. At the bottom of the search area are "Delete" and "Block" icons. Below this is a table header with columns: "Type", "Phone Number", "Name", "Date / Time", "Recording", "Action", "Result", and "Length". The table body is currently empty.

Contacts

The Contacts tab includes your Company and Personal contacts. Company contacts are all the users in your Office@Hand system. You can add Personal contacts manually or import from a comma-separated variable (CSV) text data file or from Microsoft Outlook®.

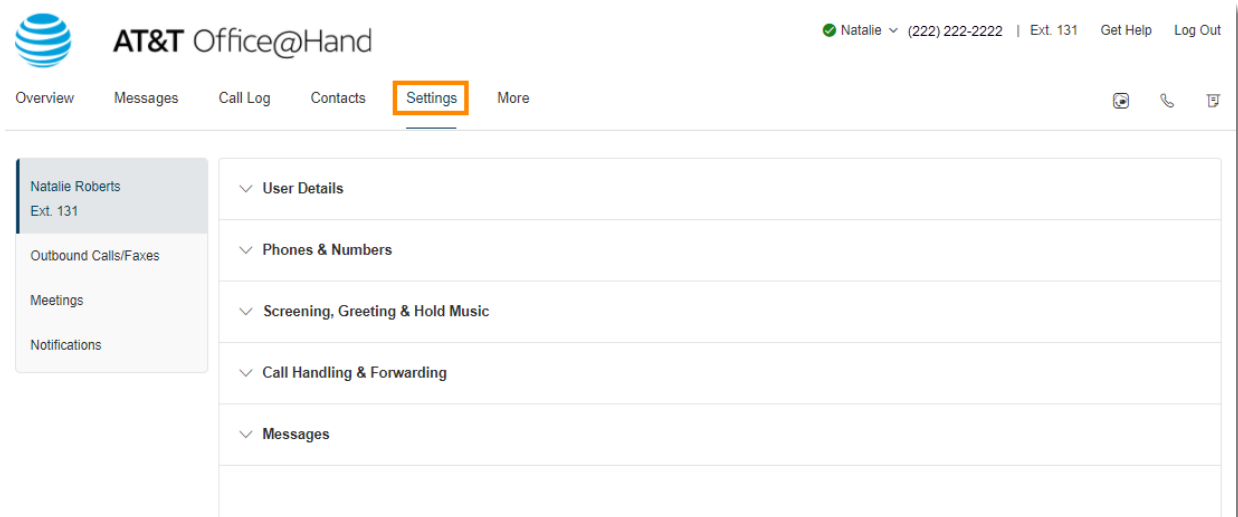
The screenshot shows the AT&T Office@Hand user interface. At the top left is the AT&T logo and the text "AT&T Office@Hand". To the right, it displays the user's name "Natalie", phone number "(222) 222-2222", and extension "Ext. 131". There are links for "Get Help" and "Log Out". Below the header is a navigation bar with tabs for "Overview", "Messages", "Call Log", "Contacts" (which is highlighted with an orange box), "Settings", and "More". On the right side of the navigation bar are icons for a calendar, a phone, and a trash can.

On the left side of the main content area, there is a sidebar with two tabs: "Company" (selected) and "Personal". The main content area features a search bar at the top with the placeholder text "Search" and a magnifying glass icon. Below the search bar is a table of contacts with the following columns: "First Name", "Last Name", "Extension", "Number", and "Email".

First Name	Last Name	Extension	Number	Email
Lara	Ab	128	(222) 222-2222	email@email.com
Gregory	Ab	105	(222) 222-2222	email@email.com
Jaycee	Ac	102	(222) 222-2222	email@email.com
Joel	Ag	107	(222) 222-2222	email@email.com
Mary Grace	A	113	(222) 222-2222	email@email.com
Robert	A	122	(222) 222-2222	email@email.com
Melvin	Ba	127	(222) 222-2222	email@email.com
Rally	Be	117	(222) 222-2222	email@email.com
Jonathan	Bo	109	(222) 222-2222	email@email.com

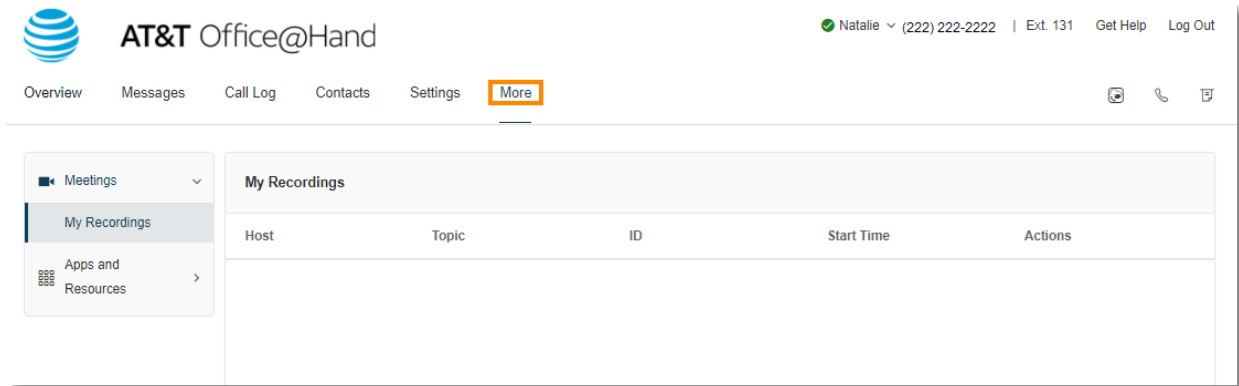
Settings

On the Settings page, you will see the following options for your user extension: User Details; Phones & Numbers; Screening, Greeting & Hold Music; Call Handling & Forwarding; and Messages. You will also see the settings for Outbound Calls/Faxes, Meetings, and Notifications.



More

This section allows you to obtain the latest tools to enhance your productivity and customize your service to suit the way you work.



Meetings

Office@Hand Meetings is an online meeting solution. Share documents, websites, and files from cloud storage; annotate, chat, and even record your meetings. Collaborate with up to 50 people (including the host) to share and contribute anywhere, anytime, from any device. Integrate with Microsoft Outlook.

My Recordings

The **My Recordings** tab contains a list of the meetings you have recorded.

Apps and Resources

Desktop Apps

Use the Office@Hand app to control your calls from your PC or Mac. Send and receive text messages, faxes, and answer or screen incoming calls; send to voicemail, transfer, disconnect, or monitor voice messages as they are being left and pick up the ones you want to answer.

Mobile Apps

Download the Office@Hand app for iPhone®, Android™, or iPad® to take your Office@Hand service on the go.

App Gallery

App Gallery is where you can discover application integrations that are commercially available, and where developers can showcase their integrations.

RingMe

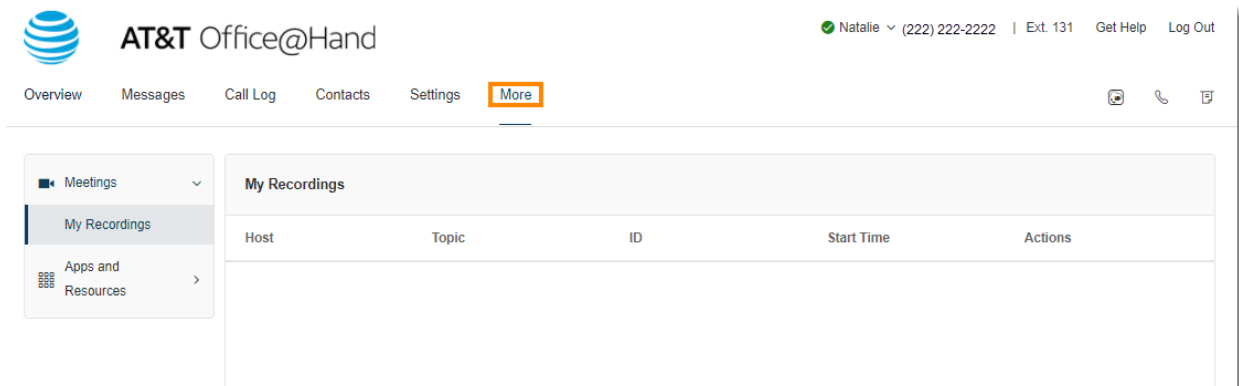
The RingMe button gives your customers the ability to call you by clicking the button on your website or email signature.

Meetings

My Recordings

The **My Recordings** tab contains a list of the meetings you have recorded.

1. Navigate to **More > Meetings > My Recordings**.
2. On the far right of each of the recordings, select the More three-dot icon under **Actions** to view the following options:
 - **Download:** Download the meeting recording. A new tab will open up and the file will be automatically downloaded to your computer.
 - **Delete:** Delete the meeting recording. On the confirmation window, click **Yes to delete the recording**.



Apps and Resources

Desktop Apps

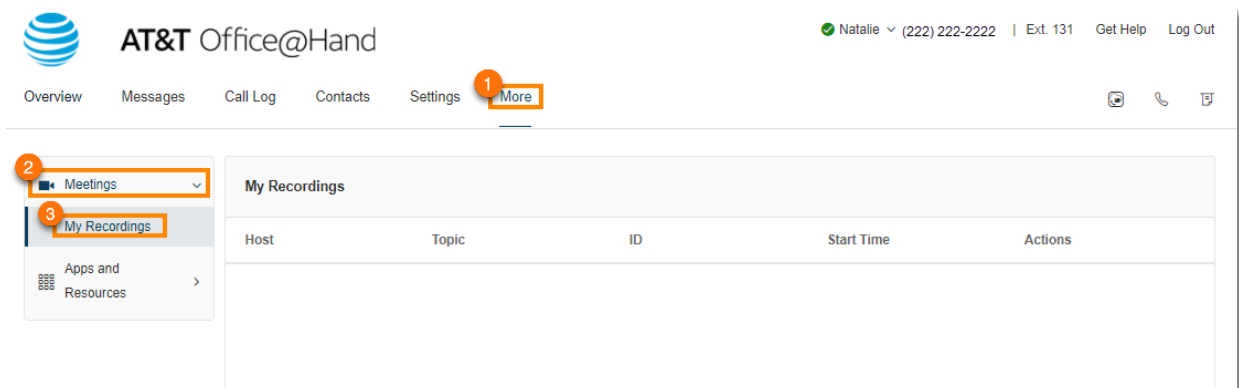
Office@Hand for desktop

Office@Hand for desktop turns your PC or Mac computer into an all-in-one communication hub completely synced to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection. With Office@Hand for desktop, you're ready to communicate as soon as you log in to your computer, no matter where you are.

Office@Hand for desktop combines the call handling power you expect from your desk phone with the collaboration tools you rely on most—like team messaging, texting, video meeting, conferencing, and faxing—so you can stay productive with fewer devices to worry about.

Office@Hand for desktop is easy to install and even easier to use. To download the Office@Hand for desktop, follow these steps:

1. Navigate to **More > Apps and Resources > Desktop Apps**.
2. Click **Download for Mac** or **Download for PC**. The file will download in your browser.
3. Follow the prompts in the **Office@Hand Setup Wizard**



Mobile Apps

With the Office@Hand mobile app, you have the convenience and power of your entire business communications solution in the palm of your hand. Easily navigate the interface to take calls, check messages, send business texts, start or join video meetings, and more—from virtually anywhere.

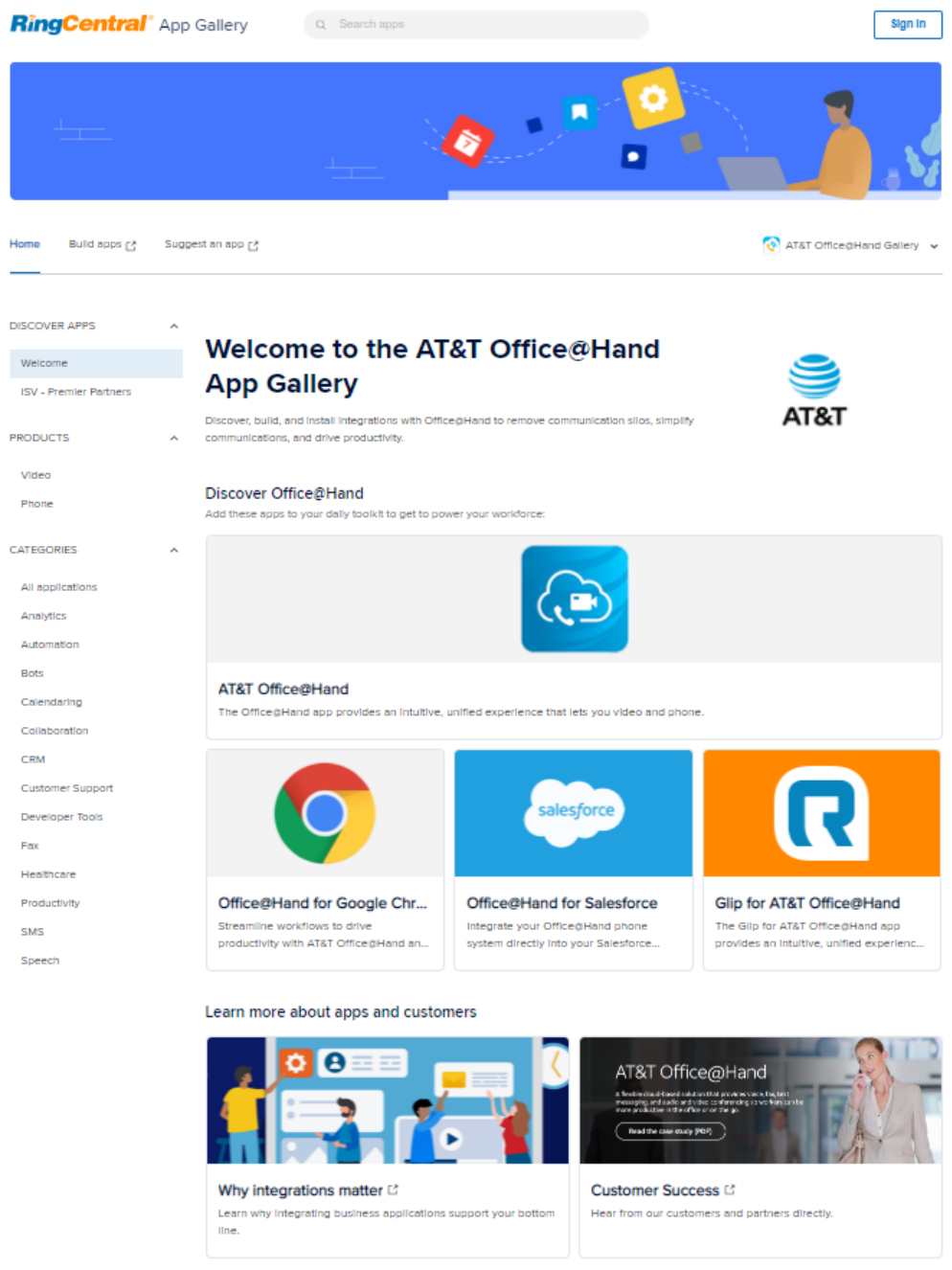
To download the Office@Hand mobile app, visit the [App Store](#) for iOS or [Google Play Store](#) for Android.

The screenshot shows the AT&T Office@Hand web interface. At the top left is the AT&T logo and the text "AT&T Office@Hand". On the right, there is a user profile for "Natalie" with a dropdown arrow, and contact information: "(222) 222-2222 | Ext. 131". There are links for "Get Help" and "Log Out". Below the header is a navigation bar with "Overview", "Messages", "Call Log", "Contacts", "Settings", and "More" (highlighted with a red box and a "1" in a red circle). Below the navigation bar is a sidebar menu with "Meetings", "My Recordings", "Apps and Resources" (highlighted with a red box and a "2" in a red circle), "Desktop Apps", "Mobile Apps" (highlighted with a red box and a "3" in a red circle), "App Gallery", and "RingMe". The main content area is titled "Apps and Resources >> Mobile Apps". It features two smartphones: one displaying a "Video" meeting schedule for Monday, August 12, and another displaying a "Phone" dial pad for the number (650) 555-1234. To the right of the smartphones, there is text describing the unified communications app: "Unified communications app. Your single place for video and phone." Below this, it lists features for "Video" (HD video meetings with advanced screen sharing) and "Phone" (Enterprise-grade calling with HD voice quality and call transfer/park). At the bottom right, there are two buttons: "Download on the App Store" and "GET IT ON Google Play".

App Gallery

The App Gallery is a destination where you can discover application integrations that are commercially available, and where developers can showcase their integrations.

To access the App Gallery, navigate to **More > Apps and Resources > App Gallery**. A new window will open to the [AT&T Office@Hand App Gallery](#) website.



RingMe

RingMe is a click-to-call feature designed to help drive traffic from your website or email to your telephone sales team and thereby increase lead opportunities. Whether you are using a local or a toll-free number, you can provide your visitors a way to call you with a simple click of the mouse.

Note: A Wireless Integrated number can't be used for this service.

1. Navigate to **More > Apps and Resources > RingMe**.
2. Click the drop-down box under **RingMe Style** to select between *Button* or *Hyperlink*. If you select *Button*, you will have the option to **Change Button Style** to customize the appearance of the RingMe button.
3. You may enable your preferred **Security** options. This is optional.
 - **Use SSL mode:** SSL is the standard security technology for establishing an encrypted link between a web server and a browser. Enable this setting to ensure that all data passed between the web server and browsers will remain private and integral.
 - **Require caller to enter security image confirmation code:** Enable this setting to require the caller to type a code from an image. This can help prevent SPAM calls to your company.
4. Under **Preview and Test**, click the **RingMe** button/hyperlink to test your generated RingMe button/hyperlink. The preview will appear [in](#) a separate window. Close the window after testing.
5. Select a code to generate via one [of](#) the following tabs: **With JavaScript**, **Without JavaScript**, or **URL (Hyperlink only)**, and then click **Copy Code**. **URL (Hyperlink) only** is recommended for email signatures.

The screenshot shows the AT&T Office@Hand user interface. At the top, the AT&T logo and 'AT&T Office@Hand' are on the left, and user information 'Natalie (650) 376-5284 | Ext. 131' and 'Get Help Log Out' are on the right. A navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'More'. The 'More' button is highlighted with a box and an arrow labeled '1'. On the left sidebar, 'Apps and Resources' is highlighted with a box and an arrow labeled '2', and 'RingMe' is highlighted with a box and an arrow labeled '3'. The main content area is titled 'App Resources » RingMe'. It contains a description of the RingMe button, a 'RingMe Configuration' section with a 'RingMe Style' dropdown set to 'Button' and a 'Security' section with 'Use SSL mode' checked, a 'Preview and Test' section with a 'RingMe' button, and a 'Generate Code' section with radio buttons for 'With JavaScript', 'Without JavaScript', and 'URL (Hyperlink) only'. The 'With JavaScript' option is selected and highlighted with a box and an arrow labeled '4'. Below this, a 'Copy Code' button is highlighted with a box and an arrow labeled '5'. The code block shows the following HTML:

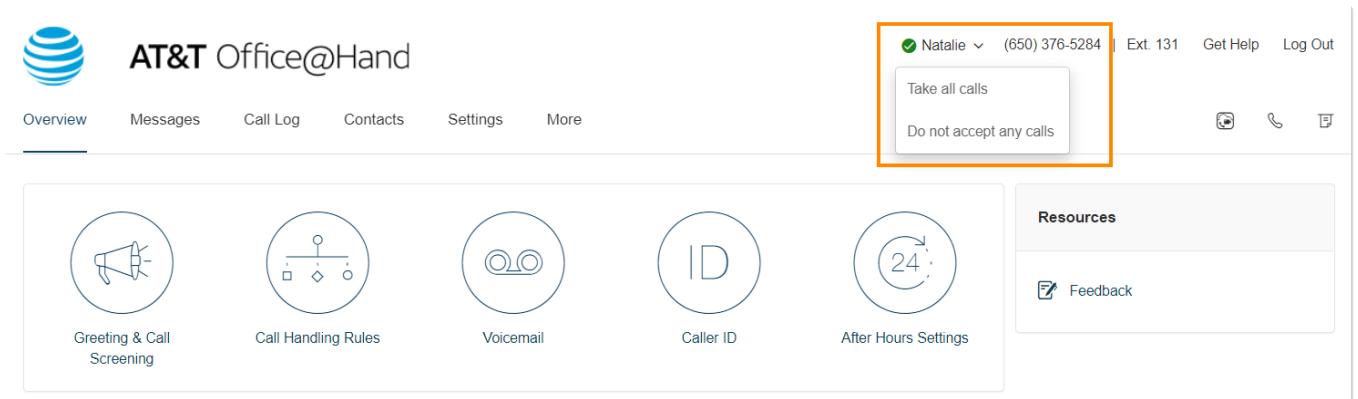
```
<a class="tools-ringme-ringmeLink" id="tools-ringme-ringmeLink" data-test-automation-id="ringmeLink" tabindex="0" role="button"
```

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 (DND) status.

Click the icon to toggle between statuses:

- *Take all calls*: Do not disturb status is off and in green.
- *Do not accept any calls*: Do not disturb status is on and in red. All calls are sent to voicemail



Audio Conference

Office@Hand customers can set up, host, and join conference calls anytime, anywhere. Click the circles Conference icon in the upper right-hand side of your online account to invite participants. Each customer receives a unique conference bridge number, and each user in 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.

Each conference call can include up to 1,000 attendees, enabling you to hold large meetings and broadcasts.

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

The host and participants have the same conference bridge number to dial, but their call controls depend on the access codes they will use.

Launching the Conference application

1. Click the circles **Conference** icon.
2. A window appears 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.

The screenshot shows the AT&T Office@Hand interface. At the top, there is a user profile for 'marvin' with phone number '(321) 555-3274' and extension 'Ext. 130'. A dropdown menu shows 'My Extension'. There are links for 'Get Help' and 'Log Out'. A notification icon with the number '1' is visible. Below this, a 'Conference' window is open, showing the following details:

- Dial-in Number:** (234) 203-2766
- Host:** 863-325-570
- Participant:** 054-565-152
- International Dial-In Numbers:** None, with a 'Select' button.
- Enable join before host
- Conference Commands:** with a 'View' button.
























At the bottom of the window, there are two buttons: 'Cancel' and 'Invite with Email'. A large orange circle with the number '3' is overlaid on the 'Invite with Email' button.

Conference Commands

The host has ~~the~~ full call control and can access all features through the conference commands in the following table.

Participants, on the other hand, have limited control of the conference commands, but can join the conference without a host provided that the host selected the option to **Enable join before host**.

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
  	Caller Count Keep track of how many people are on the call
  	Leave Conference Lets the host hang up and end the call
  	Menu Listen to the list of touchtone commands
  	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
  	Mute Host Line Press once to MUTE Press again to UNMUTE
  	Secure the Call Press once to BLOCK all callers Press again to OPEN the call
  	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
 	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 make calls using your business caller ID from any location, such as a hotel room. The RingOut icon is located in the upper right of every online account page.

To make a call via RingOut:

1. Click the **RingOut** icon in the upper right-hand side. The **RingOut** dialer window 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 message 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.

(555) 555-5555 | Ext. 101 Admin Portal Support Log Out

1

RingOut

From

Custom Phone Number

2

Prompt me to press 1 before connecting the call

4

To

3

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV 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 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 box next to **Enable** under **Schedule** to schedule sending of fax, then select a time for **Send on**. Click **Schedule**.
OR
Click **Send Now**.

The screenshot shows a web interface for sending a fax. At the top, there is a header with the phone number '(555) 555-5555', extension 'Ext. 101', and a dropdown menu for 'Admin Portal'. To the right are links for 'Support' and 'Log Out'. Below the header is a row of icons: a camera, a person, a phone, and a fax icon. The fax icon is highlighted with a red box and a red circle containing the number '1'. Below this is a modal window titled 'Send a Fax'. The 'To' field is empty and highlighted with a red box and a red circle containing the number '2'. Below the 'To' field is a 'Cover Page' section with a checkbox labeled 'Enable', which is highlighted with a red box and a red circle containing the number '3'. Below that is an 'Attach Files' section with a dropdown menu showing 'My Computer' and a 'Browse' button, both highlighted with a red box and a red circle containing the number '4'. Below the 'Attach Files' section is a 'Schedule' section with a checkbox labeled 'Enable', which is highlighted with a red box and a red circle containing the number '5'. Two red arrows point from the '5' circle to the 'Enable' checkbox and the 'Send Now' button. At the bottom right of the modal are 'Cancel' and 'Send Now' buttons, with the 'Send Now' button highlighted with a red box.

Hot desking

Hot desking enables you to log in to a shared phone that adopts your phone settings. Hot desking allows employees who travel from different offices to share the same common phone and desk while keeping their own extension profiles and voicemail access.

Hot desking is only available for extensions with digital lines. Host phones will not support any inbound or outbound calling without a guest user logged in (except emergency calls).

Logging in to a hot desk phone

1. Press the **Login** soft key (or dial *90) on a hot desk phone. The phone will reboot to register with the new user's information. If the phone does not automatically reboot, reboot the phone manually.
2. At the prompt, enter the extension number and a pin (used at set up). You are logged in to the hot desk phone.

Logging out from a hot desk phone

Press the **Logout** soft key on the phone (or dial *90) to log out. You are logged out from the hot desk phone.



My extension settings

As a User, you may be able to change your contact info, voicemail greeting, call handling, user hours, password, and more.

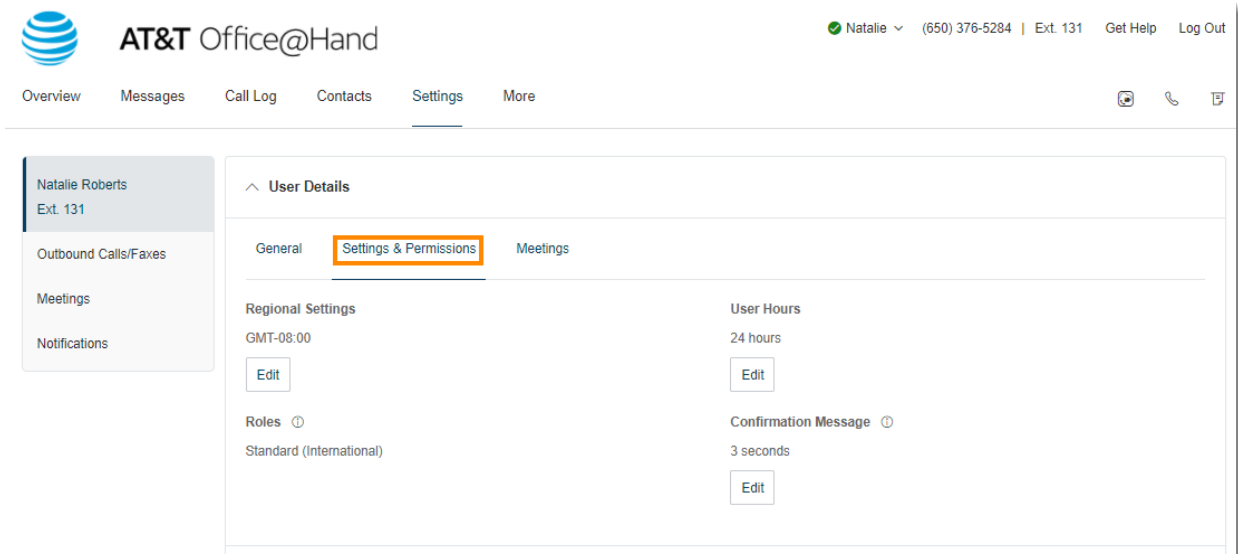
Your administrator may use the Roles and Permissions feature to control which settings users can access or edit. A role is a set of permissions that is assigned to a user. If some settings described here are not available to you, your administrator may not have granted you a role with permissions that can access or edit those particular settings.

Setting user details

1. From the **Settings** tab, select your name and extension on the left.
2. Click **User Details**, and then select and change the information you want to change on the **General** tab. Click **Save**.
 - a. **First Name**
 - b. **Last Name**
 - c. **Record User Name:** Use AT&T Office@Hand text-to- speech to create a phonetic spelling of your name so the system can pronounce it correctly. Or click **Edit** to speak or import the correct pronunciation. See [Setting a custom name recording](#) on page [46](#).
 - d. **Job Title**
 - e. **Department**
 - f. **Contact Phone**
 - g. **Mobile Phone**
 - h. **Email:** Use this address for Office@Hand communications
 - i. **Status:** Indicates whether your account is enabled
 - j. **Password:** Click **Change Password** to set and change password, PIN, and Security Question

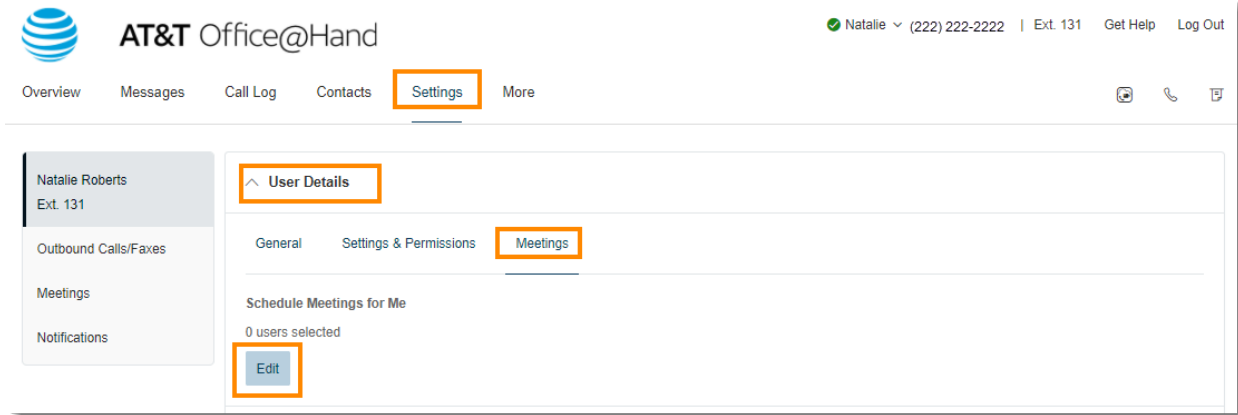
The screenshot shows the AT&T Office@Hand user interface. At the top, the user is identified as Natalie Roberts with extension 131. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings (highlighted with a red box and a '1' callout), and More. The left sidebar shows options for Outbound Calls/Faxes, Meetings, and Notifications. The main content area is titled 'User Details' (highlighted with a red box and a '2' callout) and has three tabs: General, Settings & Permissions, and Meetings. The 'General' tab is active, showing a form with the following fields: First Name (Natalie), Last Name (Roberts), Job Title, Contact Phone, Email, Password (with a 'Change Password' button), Record User Name (Natalie Roberts (Default) with an 'Edit' button), Department, Mobile Phone, and Status (Enabled). A checkbox labeled 'Send an email when a phone is added' is checked. At the bottom right, there are 'Cancel' and 'Save' buttons.

3. Select and change the information you want to update on the **Settings & Permissions** tab:
 - a. **Regional Settings:** Contains timezone, home country code, greetings language, time format, user language, and regional format.
 - b. **User Hours:** Set your working hours.
 - c. **Roles:** The role assigned to you by your admin that controls what you can do within the system. A role is a collection of permissions that could be based on a job function. This is view-only.
 - d. **Confirmation Message:** Specifies for how long the confirmation message will appear after a successful operation is finished. The user has the option to disable the confirmation message.



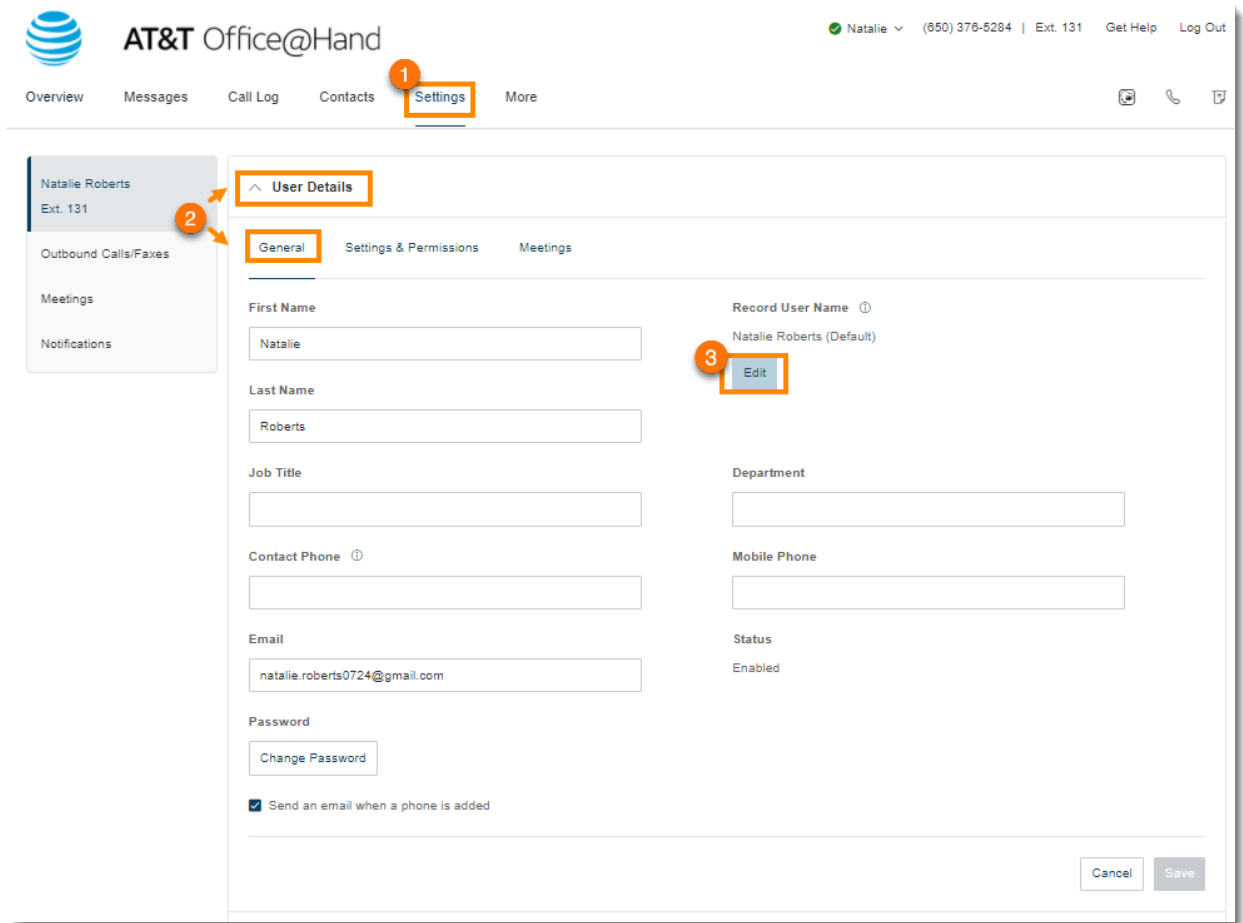
4. The Schedule Meetings for Me option simplifies the process of scheduling Office@Hand meetings without the need to log in to different accounts to host meetings for others. For example, a manager can assign his/her executive assistant to schedule meetings for them.
 - a. On the **Meetings** tab, click **Edit** under **Schedule Meetings for Me**.
 - b. Select the boxes of the users you want to grant permission to schedule meetings for you.
 - c. Click **Save**.

When scheduling a meeting in Office@Hand Meetings, the host can select your name from the **Schedule for** field in the **Schedule a new meeting** window.



Using text-to-speech name

1. From the **Settings** tab, select your name and extension in the left navigation bar.
2. Select **User Details > General**.
3. Click **Edit** under **Record User Name**. The **Record User Name** window will appear.



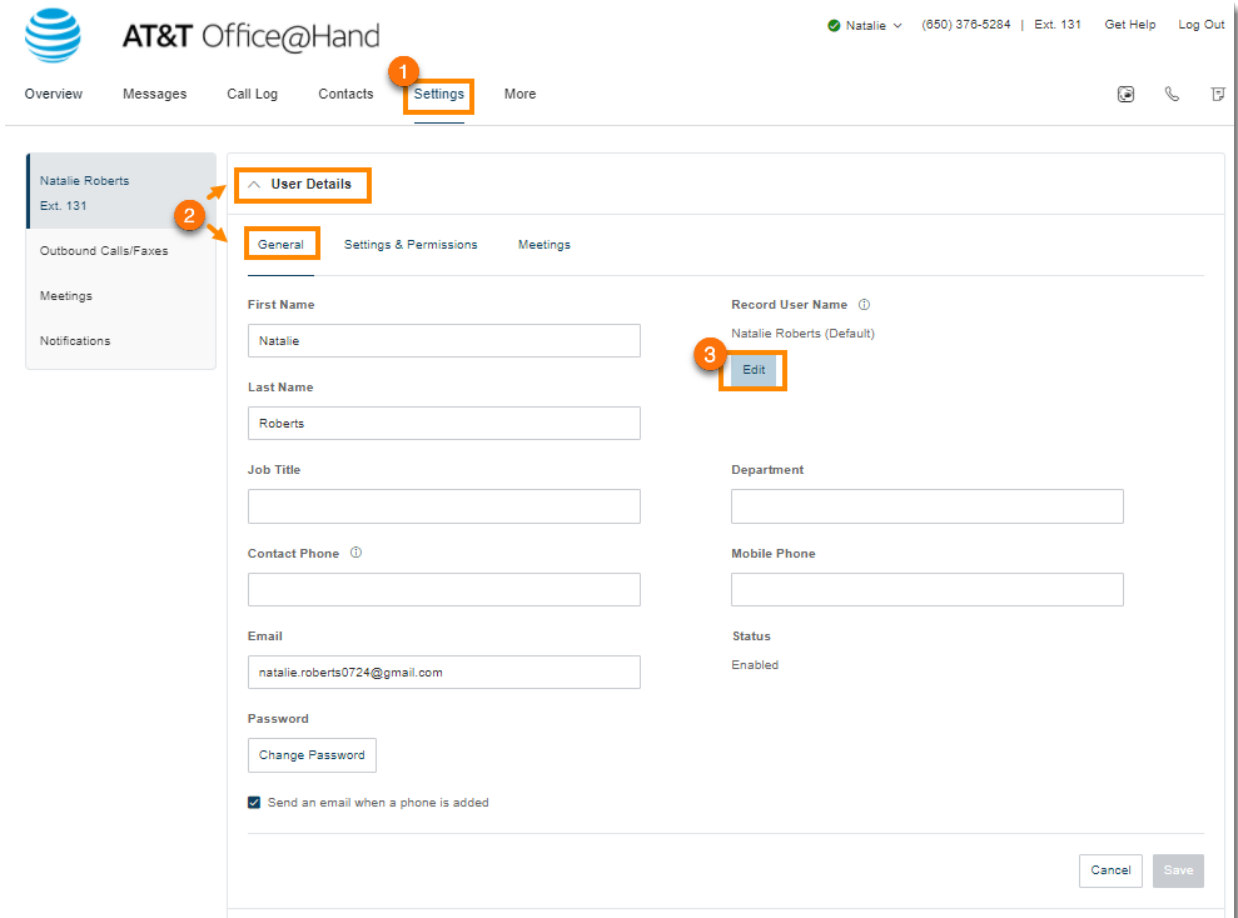
4. Under **Record by**, select *AT&T Office@Hand text-to-speech* from the dropdown menu.
5. Enter your name in the **Greeting Name** field.

6. Click **Save**.

The image shows a dialog box titled "Record User Name" with a close button (X) in the top right corner. The dialog contains two input fields and two buttons. The first field, labeled "Record by", contains the text "AT&T Office@Hand text-to-speech" and has a dropdown arrow on the right. The second field, labeled "Greeting Name", contains the text "Natalie Roberts". At the bottom right, there are two buttons: "Cancel" and "Save". Three orange callout boxes with white numbers are overlaid on the image: callout 4 points to the "Record by" field, callout 5 points to the "Greeting Name" field, and callout 6 points to the "Save" button.

Setting a custom name recording

1. From the **Settings** tab, select your name and extension in the left navigation bar.
2. Select **User Details > General**.
3. Click **Edit** under **Record User Name**. The **Record User Name** window will appear.



4. Under **Record by**, select *Record my name* from the dropdown menu.
5. Select how you'd like to set your custom recording:
 - a. **Phone:** Under **Call me at**, enter a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - b. **Computer Microphone:** Click **Allow** if AT&T Office@Hand asks to use the microphone of your computer. The **Microphone Test and Record** settings will appear. When ready, click the red record button to record your custom name through your computer microphone. Stop the recording and listen to the playback.
 - c. **Importing:** Click **Browse** to search your computer for a WAV or MP3 file you want to use. Click **Open**. Click the play button to listen to your greeting.
6. Click **Save**.

Record User Name ×

Record by 4

Record my name ▼

Phone Computer Microphone Importing

5

AT&T Office@Hand will call you to record your custom greeting over the phone.

Home: (650) 222-2222 ▼

Call Now

6

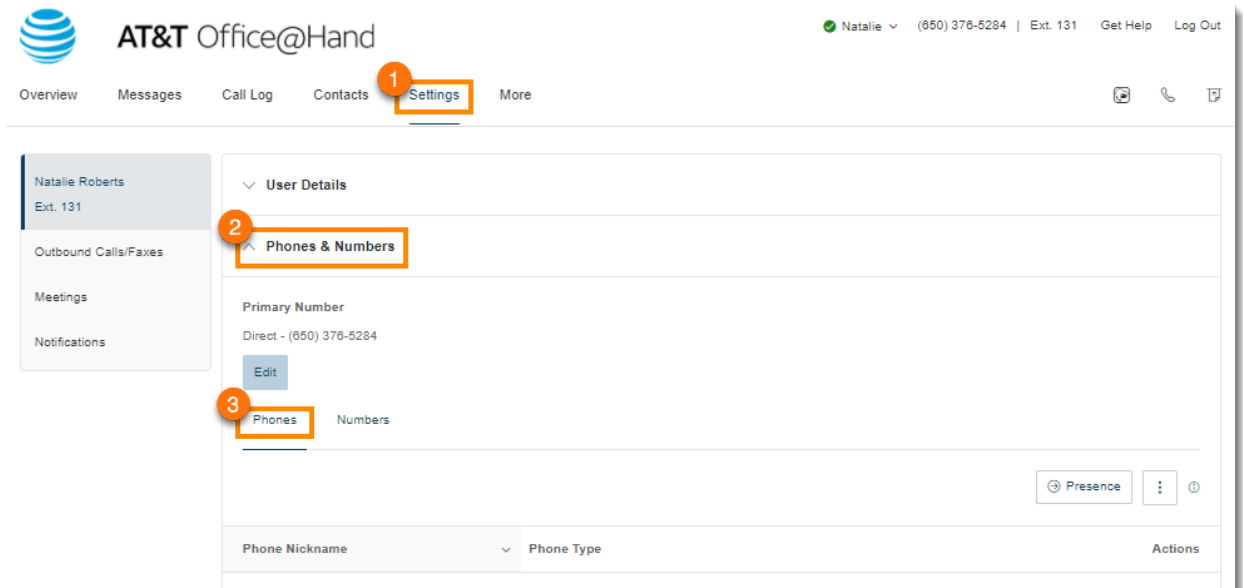
Cancel Save

Phones and numbers

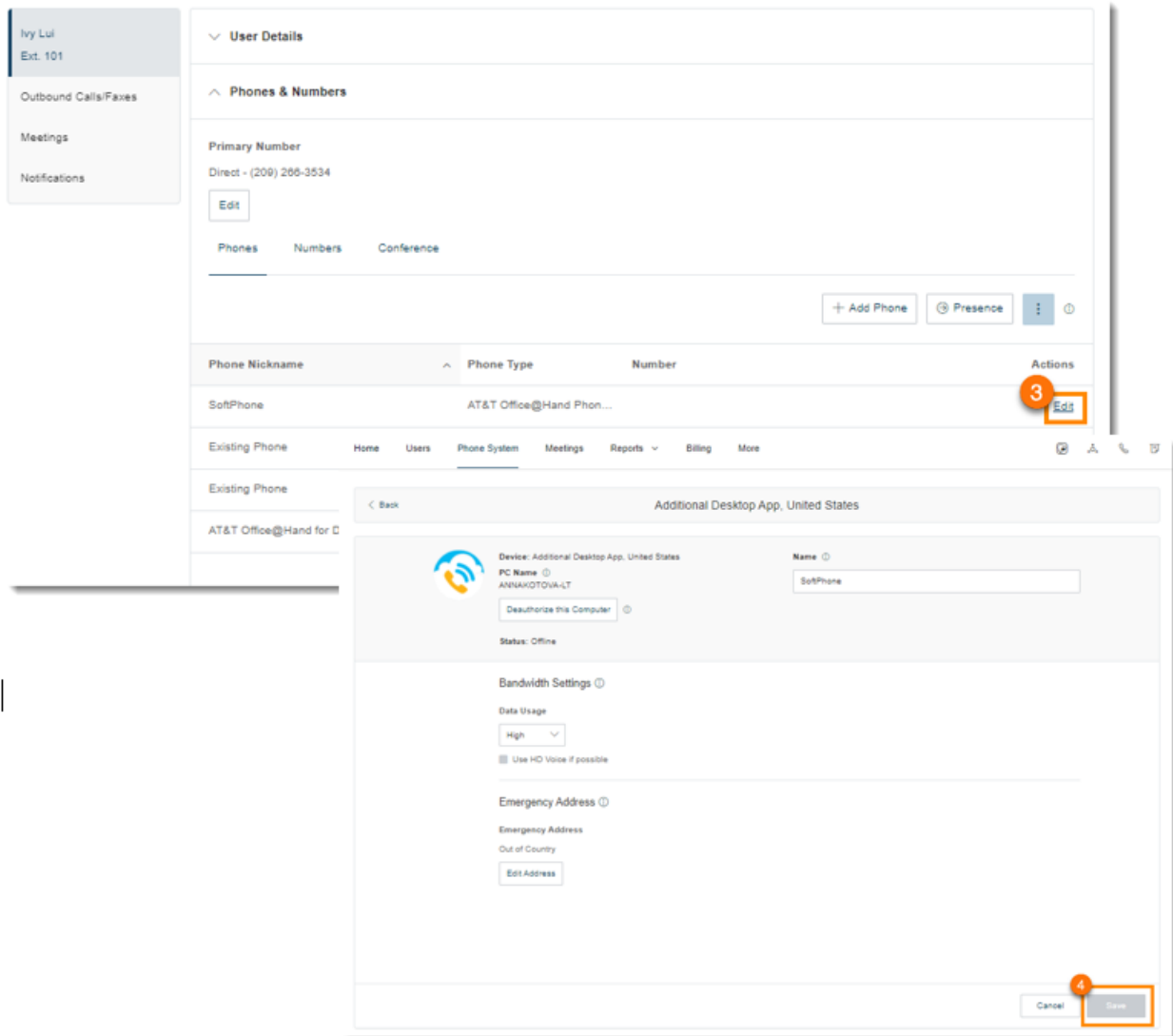
In the Phones & Numbers section, you can view your phones and numbers, edit your presence and intercom settings, view your conference numbers, and invite people to a conference call via email.

Setting phone details

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.



3. Click **Edit** in an entry to see the details of a phone. You can view your **Device**, **Serial Number**, **Assigned Type**, and **Status**; edit your phone **Name**, **Default area code**, and **Bandwidth Settings**, enable **HD Voice**, and edit your **Emergency Address**.
4. Click **Save**.



Setting your presence

Presence-capable phones have status indicator lights that let you see who is available, busy, or on hold. You can turn on Presence and decide who gets monitored and how you want to handle the calls.

1. From the **Settings** tab, select **Phones & Numbers > Phones**.
2. Click **Presence**. The **Presence** window will appear with a list of users who are currently able to see your **Presence**.
3. On the **Appearance** tab, check the box next to **Ring my phone when any user I am monitoring rings** if you'd like to use this feature.
4. Check the box next to **Enable me to pick up a monitored line on hold** if you'd like to use this feature.
5. Click **Select a User**.
6. Select a user to add from the list to your Presence-capable phone. Click **Done**. Repeat steps 5-7 as necessary.

NOTE: If you use Office@Hand for desktop, the list of users under Appearance will automatically sync with the head-up display (HUD) list. Any changes you make to the HUD list on your desktop will also automatically sync with the Appearance list in your online account.

The screenshot shows the 'Presence' settings window. The 'Appearance' tab is selected. There are two checkboxes: 'Ring my phone when any user I am monitoring rings' (unchecked, labeled 3) and 'Enable me to pick up a monitored line on hold' (checked, labeled 4). Below these is a search bar and a 'Preview on my phones' button. A table lists phone lines with columns for Line, Name, Ext., and Actions. The 'Actions' column contains 'Select a User' links. A modal window titled 'Select a User' is open, showing a search bar, a department dropdown, and a list of users with radio buttons for selection. A 'Done' button is highlighted in the modal (labeled 6). The modal also shows a 'Total: 31' and a 'Show 10' dropdown.

Line	Name	Ext.	Actions
1	Natalie Roberts	131	
2	Natalie Roberts	131	
3	N/A	N/A	Select a User
4	N/A	N/A	Select a User
5	N/A		
6	N/A		
7	N/A		
8	N/A		
9	N/A		
10	N/A		
Total: 100			

Select	Name	Ext.	Department
<input type="radio"/>	Arvi Intoy	103	
<input type="radio"/>	Dranreb Carlos Roco	120	
<input type="radio"/>	Elizabeth Gregorio	104	
<input type="radio"/>	Franz Yannick Conde	1129	
<input type="radio"/>	Gregory Abaya	105	
<input type="radio"/>	Jasmine Misa	123	
<input type="radio"/>	Jaypee Acasio	102	
<input type="radio"/>	Jim Camacho	108	
<input type="radio"/>	Joel Agdeppa	107	
<input type="radio"/>	Jahnreb Intalan	120	

7. Click the **Permissions** tab
8. Next to **Allow other users to see my Presence status**, select the radio button for **On** or **Off**
9. Select the users who you'd like to allow to see your Presence. Click **Save**.
10. If the **Attention** modal window appears, click **Yes** to automatically reboot your phones to reflect the changes you made. If a call is in progress the phone will reboot after it completes.

Presence

Appearance **7** Permissions

Allow other users to see my Presence status: On Off **8**

Select users permitted to answer my calls:

Search Department: All

Show All | Show Selected (0)

<input type="checkbox"/>	Name	Ext.	Department
<input type="checkbox"/>	Arvi Intoy	103	
<input type="checkbox"/>	Dranreb Carlos Roco	120	
<input type="checkbox"/>	Elizabeth Gregorio	104	
<input type="checkbox"/>	Franz Yannick Conde	1129	
<input type="checkbox"/>	Gregory Abaya	105	
<input type="checkbox"/>	Jasmine Misa	123	
<input type="checkbox"/>	Jaypee Acasio	102	
<input type="checkbox"/>	Jim Camacho	108	
<input type="checkbox"/>	Joel Agdeppa	107	
<input type="checkbox"/>	Johnreb Intalan	129	

Total: 31 Show: 10 < 1 2 3 4 > **9**

Enabling intercom

Intercom allows hands-free peer-to-peer conversations between users on desk phones and the Office@Hand for desktop app. With Intercom, you can call another extension in your company using the Intercom softkey on the phone. Press the Intercom softkey and dial an extension. The extension phone beeps to notify the user of an incoming intercom call, and the user's speakerphone is activated and answers the call in speakerphone mode. This feature is useful for announcing parked calls, notifying visitors, and engaging in hands-free communications with colleagues.

Most Office@Hand desk phones have Intercom softkeys. Just press the Intercom softkey and dial an extension. The extension phone beeps to notify the user of an incoming intercom call, and the user's speakerphone is automatically activated.

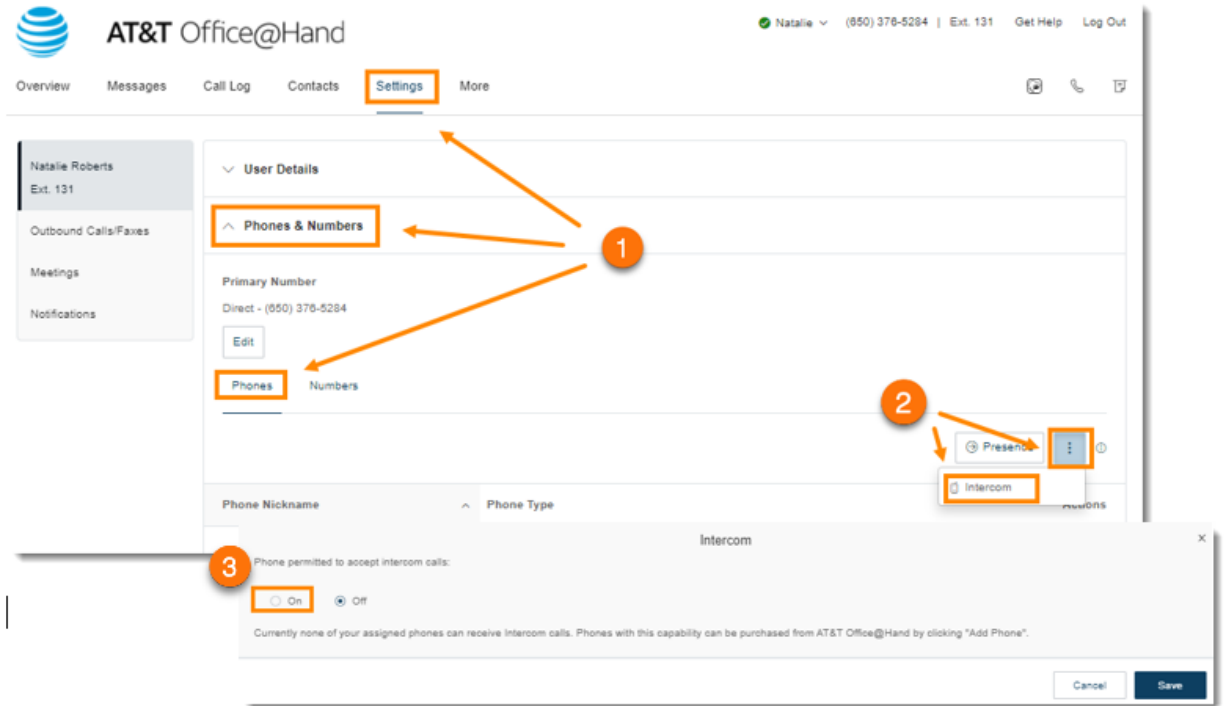
Call routing and forwarding is supported, so if users are on intercom calls on their desk phones, incoming regular phone calls can forward automatically to another device. Just set your forwarding rules to send calls to your mobile phone or the Office@Hand for desktop app if your desk phone is busy.

The Polycom 6000 conference phone does not have softkeys; use the touch-tone command *85 to initiate an Intercom session. The Office@Hand for desktop app cannot make, but can receive, intercom calls. The Office@Hand mobile app cannot make intercom calls; incoming intercom calls convert into regular inbound calls.

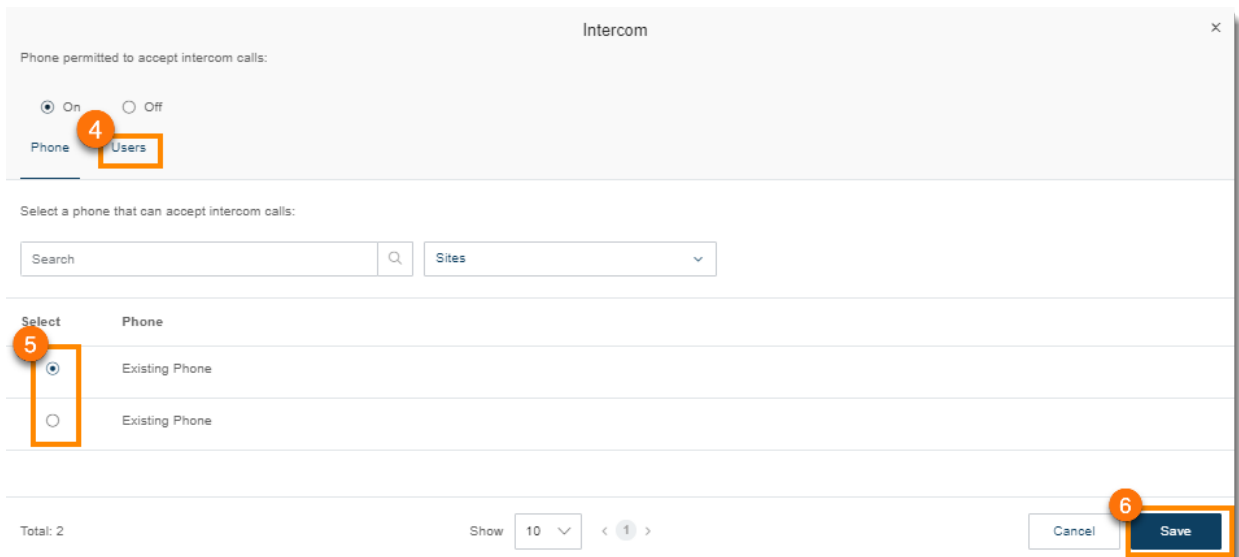
Enabling intercom calls

1. From the **Settings** tab, select **Phones & Numbers > Phones**.
2. Click the more three-dot icon and select *Intercom*.

3. Select the radio button next to **On** to enable intercom calling.



4. On the Phones tab, select a phone to accept intercom calls
5. On the **Users** tab, select users who you'd like to be able to make intercom calls to you.
6. Click **Save**.



Screening, greeting, and hold music

In this section, you can set your preferences for your different greetings, hold music, and blocked calls.

Setting a user greeting

Your Office@Hand system comes with a default personal greeting, such as "Thank you for calling (user name)." You can easily change this greeting to your own custom greeting.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. In the **User Hours** tab, click **Enable** under **User Greeting**.
3. Click **Edit** under **User Greeting**. The **User Greeting** window appears.
4. Under **Set Greeting**, choose your preferred type of greeting from the dropdown menu
 - a. *Default*: Select if you want to set your User Greeting to default.
 - b. *Custom*: Select this from the menu and select how you'd like to set your custom recording:
 - **Phone**: Choose a phone number from the dropdown menu if you have saved numbers or select *Enter a new number* and type a phone number in the **Call me at** field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Computer Microphone**: Click **Allow** if AT&T Office@Hand asks to use the microphone on your computer. 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.
 - **Importing**: Click **Browse** to search your computer for a WAV or MP3 file you want to use. Click **Open**. Click the play button to listen to your greeting.
5. Click **Done**.
6. Click **Save**.

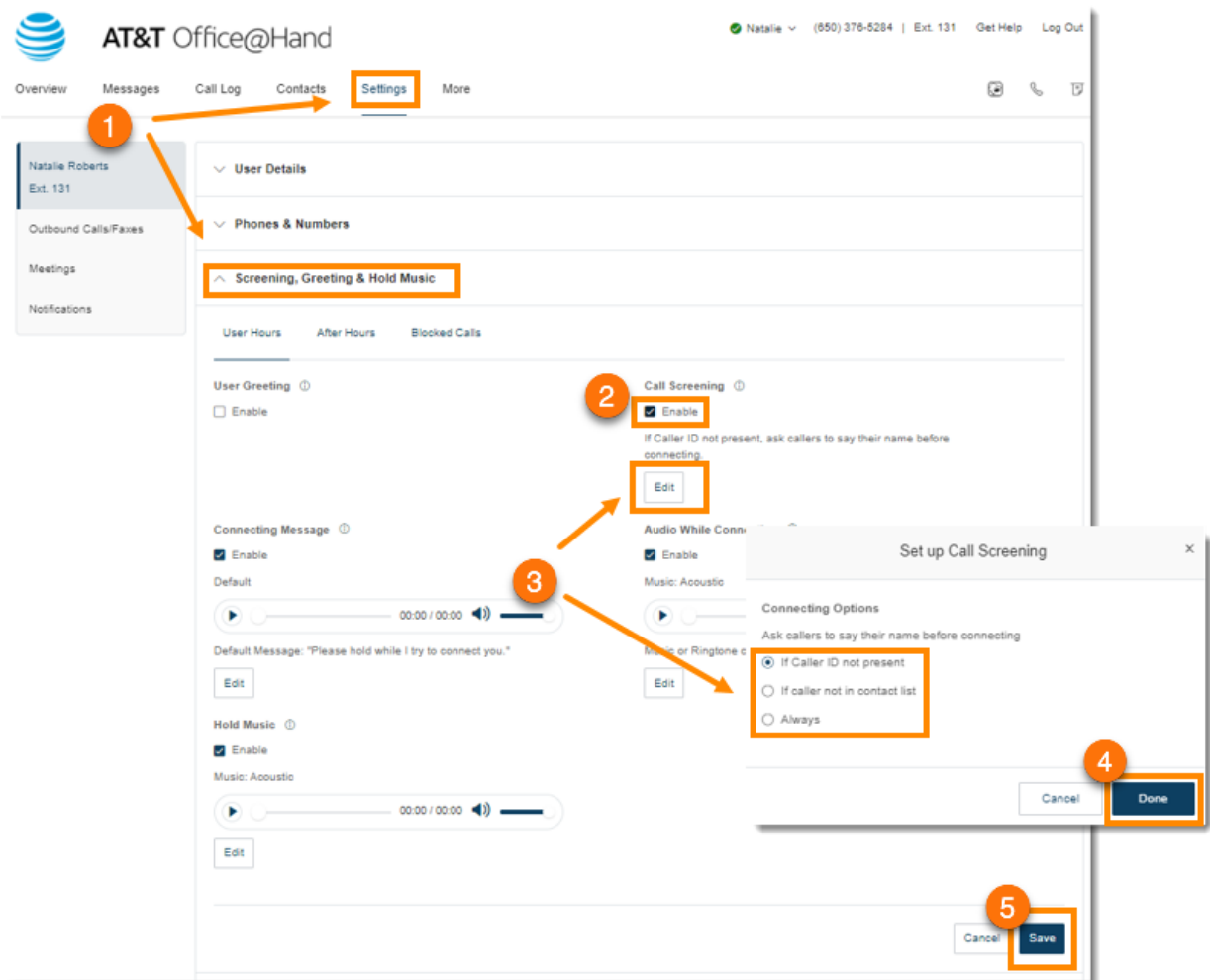
The screenshot shows the AT&T Office@Hand user interface. At the top, the user's name 'Natalie' and contact information '(850) 378-5284 | Ext. 131' are displayed. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings, and More. The 'Settings' tab is selected, and the 'Screening, Greeting & Hold Music' section is expanded. The 'User Greeting' settings are visible, with the 'Enable' checkbox checked. The default greeting is 'Thank you for calling Natalie Roberts'. A modal window titled 'User Greeting' is open, showing the 'Set Greeting' dropdown menu set to 'Default' and the 'Done' button highlighted. The 'Save' button at the bottom of the settings page is also highlighted.

1. Click on the user profile in the left sidebar.
2. Click on the 'Enable' checkbox for User Greeting.
3. Click on the 'Edit' button for the Default Greeting.
4. Click on the 'Set Greeting' dropdown menu in the modal.
5. Click on the 'Done' button in the modal.
6. Click on the 'Save' button at the bottom of the settings page.

Setting up call screening

Turn on this option when you want callers to announce their names before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately.

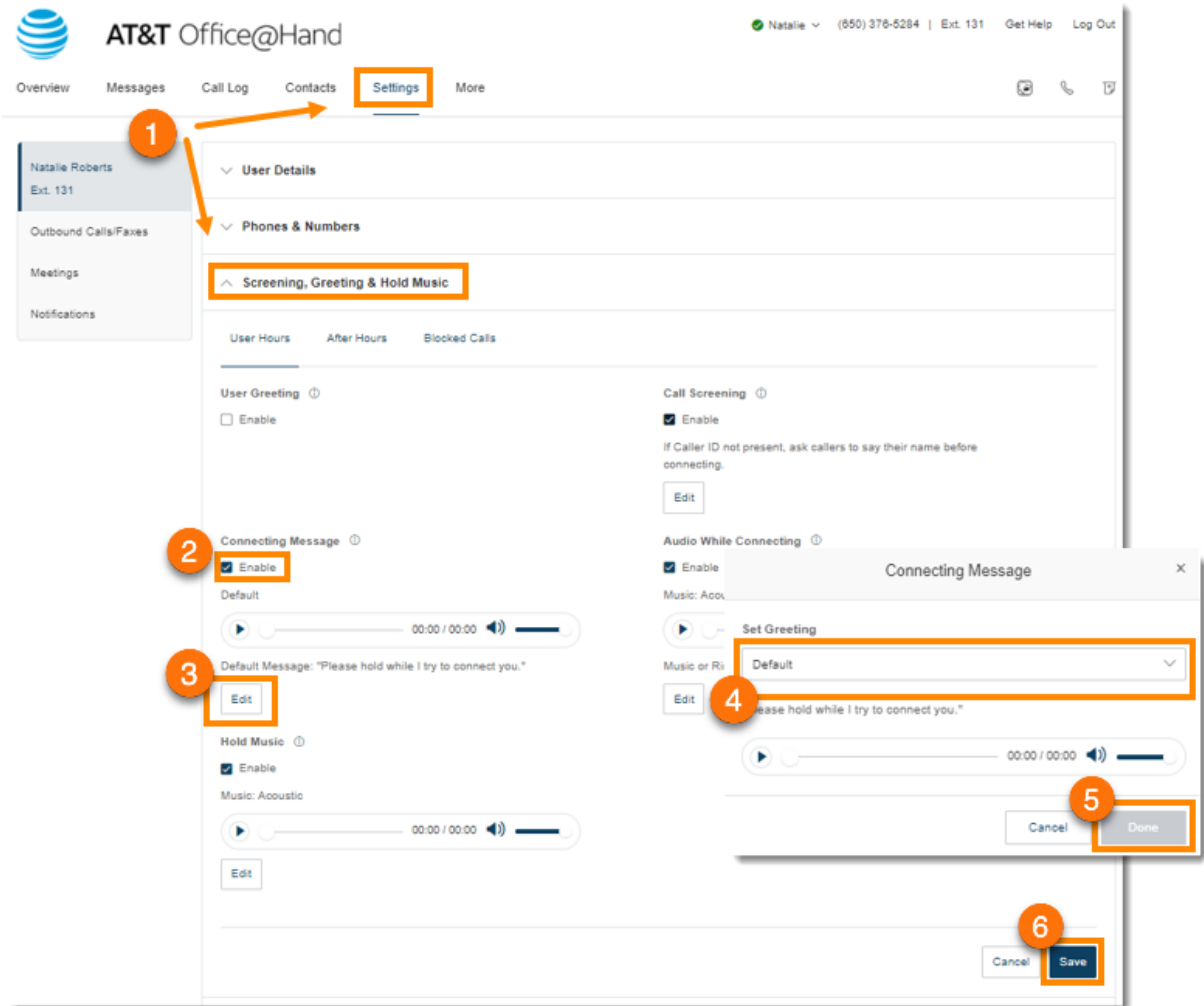
1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. In the **User Hours** tab, click **Enable** under **Call Screening**.
3. Click **Edit** to set call screening options. Under **Ask callers to say their names before connecting**, select the button next to your preferred condition.
4. Click **Done**.
5. Click **Save**.



Setting connecting message

Set the recorded message you want callers to hear to let them know the call will now be transferred to your line.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. In the **User Hours** tab, click **Enable** under **Connecting Message**.
3. Click **Edit**. The **Connecting Message** window appears with the current connecting message.
4. Under **Set Greeting**, choose your preferred type of message from the dropdown menu.
 - a. *Default*: Set your Connecting Message to default.
 - b. *Custom*: Select this from the menu and select how you'd like to set your custom recording:
 - **Phone**: Choose a phone number from the dropdown menu if you have saved numbers or select *Enter a new number* and type a phone number in the **Call me at** field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Computer Microphone**: Click **Allow** if Office@Hand asks to use the microphone on your computer. The **Microphone Test and Record** settings will appear. When ready, click the red record button to record your connecting message through your computer microphone. Stop the recording and listen to the playback.
 - **Importing**: Click **Browse** to search your computer for a WAV or MP3 file you want to use. Click **Open**. Click the play button to listen to your greeting.
5. Click **Done**.
6. Click **Save**.

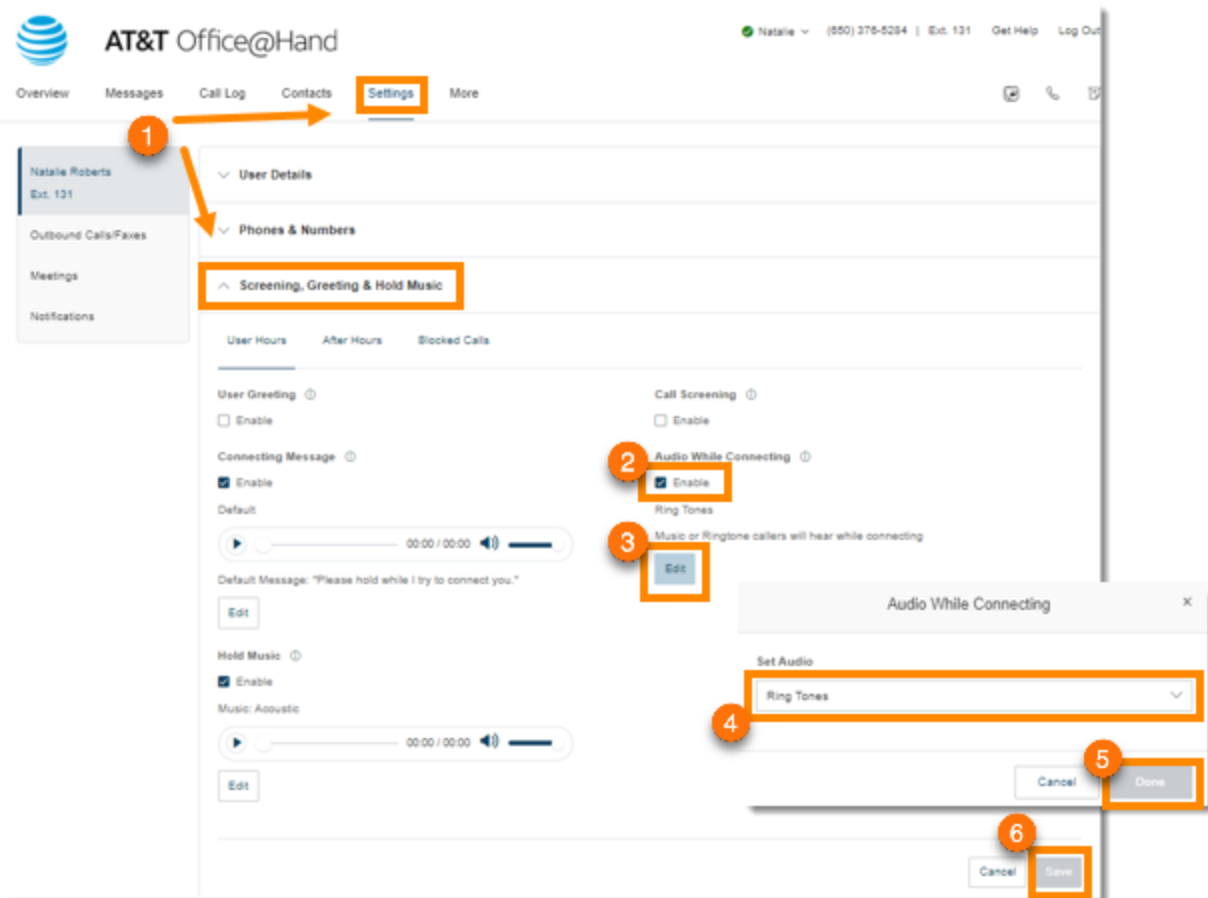


Setting audio while connecting

Set the music you'd like callers to hear while waiting to be connected. Please note that the **Audio while connecting** setting is applied on a rule basis, while the **Hold music** setting is applied for all calls.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. In the **User Hours** tab, click **Enable** under **Audio While Connecting**.
3. Click **Edit**. The **Audio While Connecting** window appears with the current audio.
4. Under **Set Audio**, choose your preferred type of audio from the dropdown menu:
 - a. *Ring Tones*
 - b. *Music*: Select audio from the dropdown menu under **Select Music**.
 - c. *Custom*: Upload a WAV or MP3 file. Press the **Play** button to listen to your greeting.
5. Click **Done**.

6. Click **Save**.

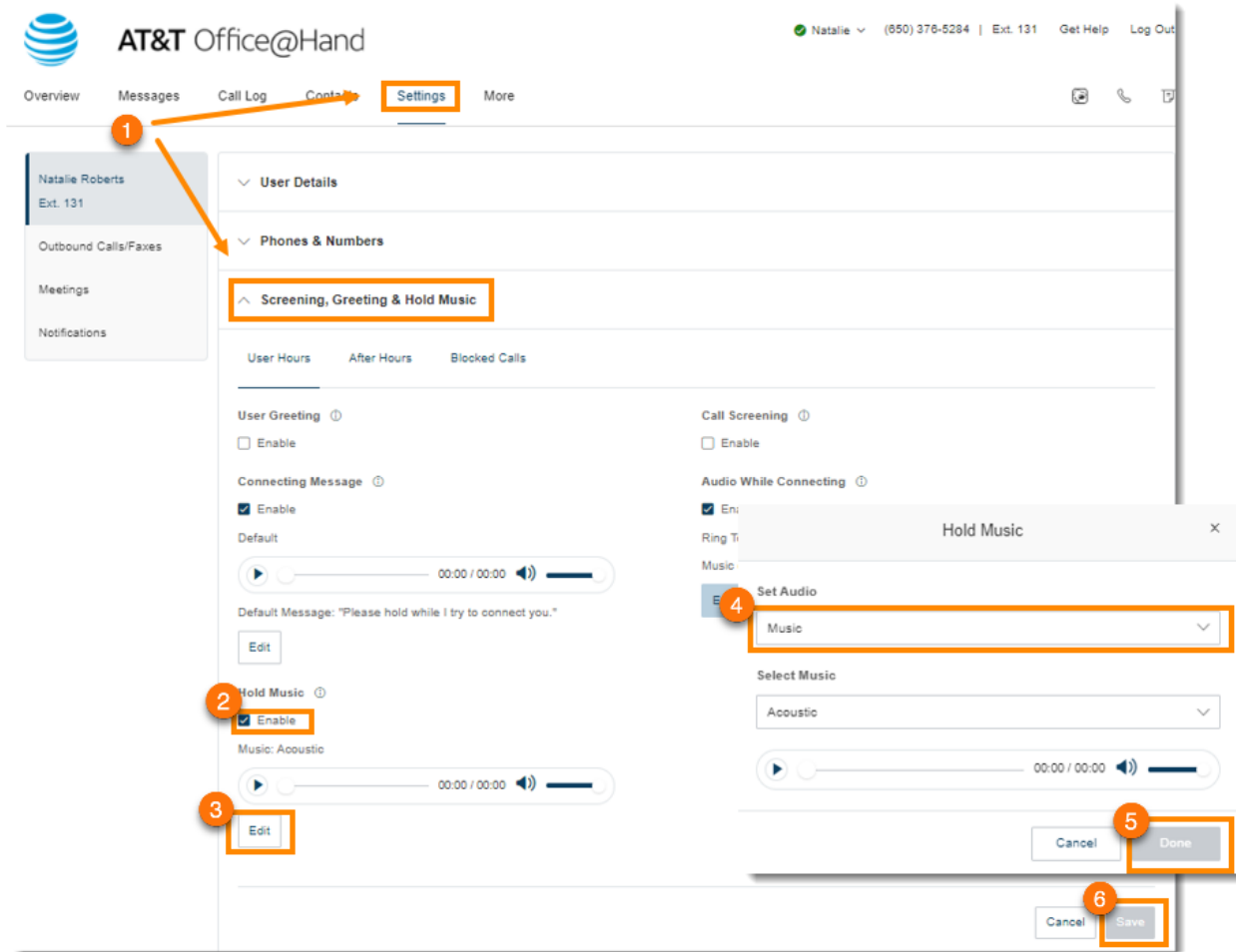


Setting hold music

Set the music you'd like callers to hear while on hold. The hold music will be applied to all calls.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. In the **User Hours** tab, click **Enable** under **Hold Music**.
3. Click **Edit**. The **Hold Music** window appears with the current music.
4. Under **Set Audio**, choose your preferred hold music from the dropdown menu
 - a. *Ring Tones*
 - b. *Music*: Select your choice of music from the dropdown menu under **Select Music**
 - c. *Custom*: Upload a WAV or MP3 file. Press the **Play** button to listen to your greeting. Click **Record** to re-record your custom greeting or select a different type of audio
5. Click **Done**.

6. Click Save.

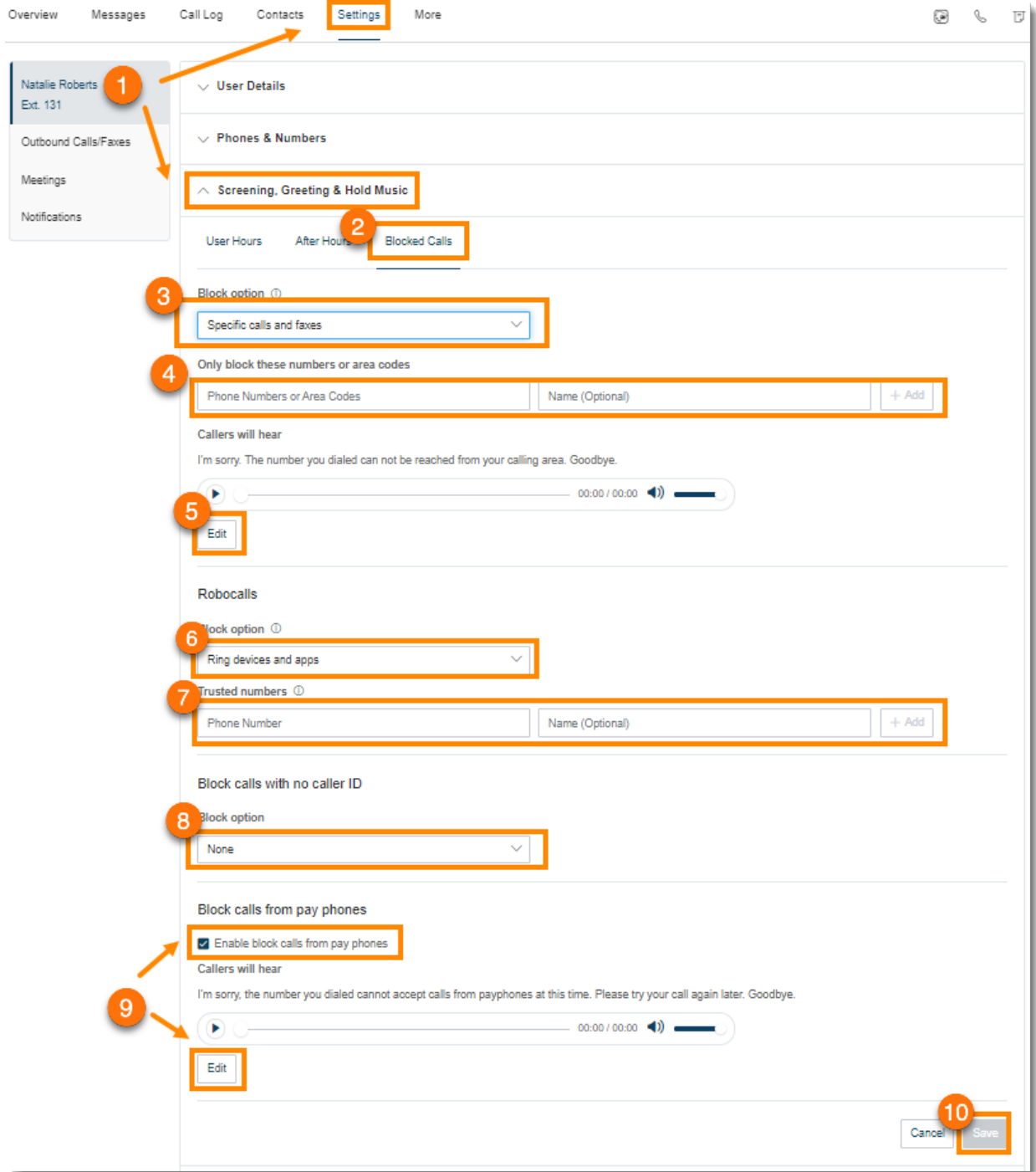


Blocked Calls

Blocking calls

Choose specific phone numbers and fax numbers that you'd like to block and prevent from calling or faxing your number. You can also choose what message they will hear when they attempt to call.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Click the **Blocked Calls** tab. If you're the main admin, you will see a message notifying you that calls blocked for this extension will apply to any calls to the company as well as your own extension.
3. Under **Block Option** select whether you'd like to block *Specific calls and faxes* or *All calls*.
4. Under **Only Block these numbers or area codes**:
 - a. Enter phone numbers or area codes and names (optional) to this list of numbers you'd like to block.
 - b. Click **Add**.
5. Under **Callers will hear**, you can click **Edit** to set the message you'd like these callers to hear. Click **Done**.
6. For **Robocalls**: Under **Block option**, select from the dropdown menu how suspected robocalls will be treated:
 - a. *Ring devices and apps*: Rings your phones as normal.
 - b. *Play message and disconnect*: Plays the blocked calls message and disconnects the call.
7. Under **Trusted numbers**:
 - a. Enter phone numbers and names (optional) to this list to ensure that they are not treated as robocalls.
 - b. Click **Add**.
8. Under **Block calls with no caller ID**, select one from the dropdown menu under **Block option**: *None, Calls and Faxes, or Faxes*.
9. Under **Block calls from pay phones**:
 - a. Check the box next to **Enable block calls from pay phones** if you'd like this option.
 - b. Under **Callers will hear**, click **Edit** to set the message you'd like these callers to hear, then click **Done**.
10. Click **Save**.



Call handling and forwarding

This section explains how to set call handling and call forwarding options.

Call forwarding

Setting call forwarding for user hours

As a user, you can set up different call forwarding rules for your extension(s). Add up to 10 forwarding numbers for each extension assigned to you, and set calls to ring at these numbers sequentially or simultaneously.

1. From the **Settings** tab, select **Call Handling & Forwarding**.
2. Set **Incoming calls Forward in this Order** as follows:
 - a. *Sequentially*: Forwarding numbers will ring one at a time in order of priority.
 - b. *Simultaneously*: Forwarding numbers will ring at the same time.
3. **Create Ring Group**: Use this feature to group numbers and allow them to ring at the same time. Check the box beside the numbers you want to select and click **Create Ring Group**. Click **Ungroup** to ungroup the numbers.
4. **Add Call Forwarding Phone**: Click this button to add another phone number, up to 10 forwarding numbers for each phone extension.
5. **Forward to Other's Phones**: Click the more three-dot menu button beside **Add Call Forwarding Phone** to open this option and select from a list of other user's numbers.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand interface. The user is logged in as Natalie Roberts (Ext. 131). The 'Settings' tab is selected in the top navigation. The 'Call Handling & Forwarding' section is expanded, showing the 'After Hours' settings. The 'Incoming Calls Forward in this Order' is set to 'Sequentially'. There are five ring groups defined:

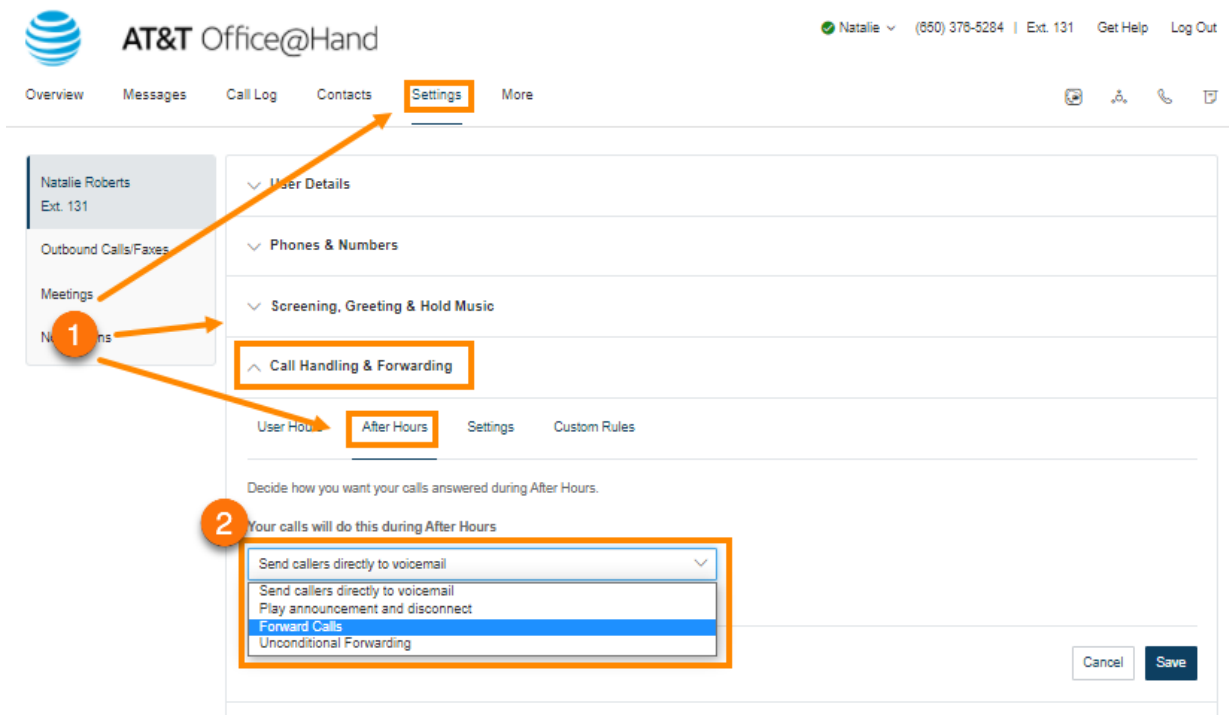
Order	Active	Ring For	Name	Number
1	<input checked="" type="checkbox"/>	1 Ring / 5 Secs	Desktop & Mobile Apps	
2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Mobile	+65 01111111
3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Home	(650) 222-2222
4	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Other	(650) 333-3333
5	<input type="checkbox"/>	4 Rings / 20 Secs	Work	Phone Number

Setting call forwarding for after hours

After hours call handling takes effect when your business is closed.

1. From the **Settings** tab, select **Call Handling & Forwarding > After Hours**.
2. Set how calls to your extension are handled after your business hours
 - *Send callers directly to voicemail*: Select if you want calls to go directly to your voicemail, then click **Save**.
 - *Play announcement and disconnect*: Select if you want to play a recorded greeting, and then immediately hang up. If you want to customize and play your own announcement, you can click **Edit**, and then select *Custom* under **Set Greeting**. You will be presented with three options:

- **Phone:** Choose a phone number from the dropdown menu if you have saved numbers or select *Enter a new number* and type a phone number in the **Call me at** field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Computer Microphone:** Click **Allow** if Office@Hand asks to use the microphone of your computer. The **Microphone Test and Record** settings will appear. When ready, click the red record button to record your message through your computer microphone. Stop the recording and listen to the playback.
 - **Importing:** Click **Browse** to search your computer for a WAV or MP3 file you want to use. Click **Open**. Click the play button to listen to your greeting.
- **Forward Calls:** Select if you want to forward the call to multiple phone numbers in a specific order and have your greeting settings apply.
 - **Unconditional Forwarding:** Select if you want to forward the call to a different phone number without having to go through your greeting settings. This option is good when you want the call to go directly to your personal voicemail when you don't pick-up. Enter the phone number on the **Forward Calls** field, and then click **Save**.



Setting up incoming call handling

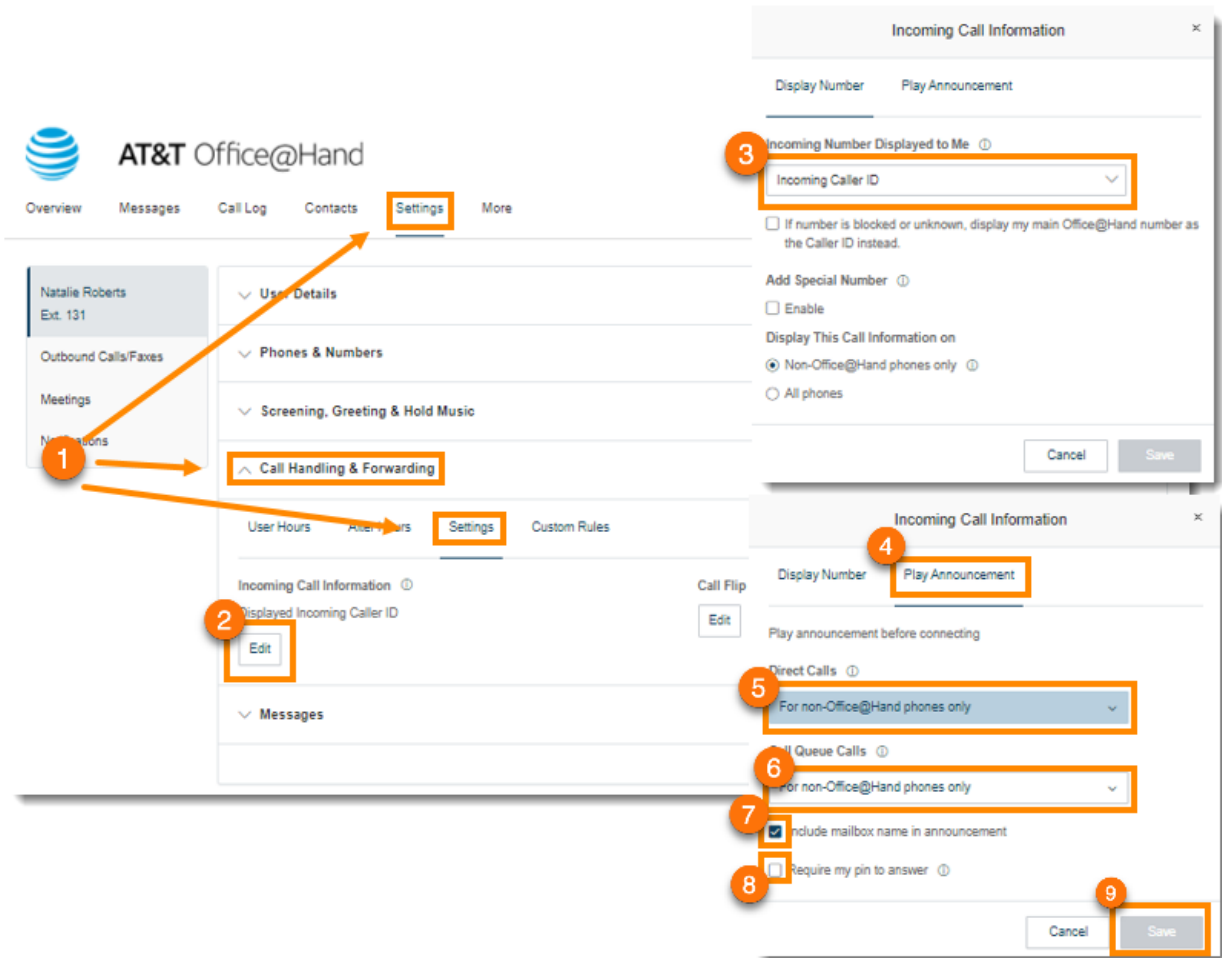
You can choose settings in Incoming Call Information so when you receive a call, either at your office or forwarded to another of your phones, you will hear a recorded prompt that announces the name of the extension the caller dialed. For example, it may say, “John, you have a call.” Or “Sales, you have a call.”

This feature helps users, who are members of more than one department, or who use phones that are both business and personal, answer the call appropriately.

1. From the **Settings** tab, select **Call Handling & Forwarding > Settings**.
2. Click **Edit** under **Incoming Call Information**.
3. On **Display Number**, you can select *Incoming Caller ID* or *Called Number* on the dropdown menu under **Incoming Number Displayed to Me**. This setting is useful if you are using a non-Office@Hand phone as a forwarding number, so you would be able to identify an Office@Hand call.
 - a. *Incoming Caller ID*: Displays the phone number of the person calling.
 - b. *Called Number*: Displays the phone number the person dialed. If you use your business phone for personal use as well, it allows you to identify business calls and answer them appropriately.
4. Click **Play Announcement**, to configure the announcement to play before connecting.
5. **Direct Calls**: this setting allows you to hear an announcement when your extension or phone is called directly. This is helpful for identifying how you should answer the phone, especially if you use the phone for both business and personal use. You can select the following options under this setting:
 - a. *For non-Office@Hand phones only*: Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls), but not when forwarding to your Office@Hand phone.
 - b. *Always*: All calls will be announced before being forwarded to any of your phones.
 - c. *Never*: All calls will be connected without an announcement (unless they are from blocked numbers).
6. **Call Queue Calls**: This setting applies if you are a member of a call queue. This is helpful for identifying how you should answer the phone, especially if you are a member of multiple call queues.
 - a. *For non-Office@Hand phones only*: Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls), but not when forwarding to your Office@Hand phone.
 - b. *Always*: All calls will be announced before being forwarded to any of your phones.
7. Check **Include mailbox name in announcement** if you'd like the mailbox name to be included in the announcement. If this option is unchecked and you get a department (Call Queue) call, the prompt

will say "Queue Call, to accept this call, press 1". If you want to accept calls from the Sales and Technical Departments for example, checking this option will let you know if the call you are getting is for Sales or Technical Department.

8. Check **Require my pin to answer**: This option requires the Office@Hand PIN be entered before accepting a call. This is a helpful security feature if you do not want other people to accept your calls, such as when you are at home or at another location.
9. Click **Save**.



Call flip

Office@Hand 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.

Managing your call flip numbers

1. From the **Settings** tab, select **Call Handling & Forwarding > Settings**.
2. Click **Edit** under **Call Flip**. The **Call Flip** window will appear with a list of numbers/devices assigned to you with a Flip number beside each.
3. Hover your mouse over the eight-dot icon on the left of each row, click and hold, then drag and drop the row to change the Flip Number assigned to the phone number. You may skip or leave any number unassigned.
4. Click **Save**.

The screenshot shows the AT&T Office@Hand settings interface. The main menu includes Overview, Messages, Call Log, Contacts, Settings, and More. The Settings tab is selected, and the 'Call Handling & Forwarding' section is expanded. The 'Settings' option under 'Call Handling & Forwarding' is selected. The 'Call Flip' window is open, displaying a table of flip numbers and phone names. The 'Edit' button is highlighted, and the 'Save' button is also highlighted. Numbered callouts (1-4) indicate the steps: 1. Click 'Settings' in the main menu; 2. Click 'Edit' in the Call Flip window; 3. Drag and drop rows in the Call Flip table; 4. Click 'Save' in the Call Flip window.

Flip Number	Phone Name	Number	Actions
press +1	Mobile	+85 01111111	Unlink
press +2	Home	(850) 222-2222	Unlink
press +3	Other	(850) 333-3333	Unlink
press +4	Unused		
press +5	Unused		
press +6	Unused		
press +7	Unused		
press +8	Unused		

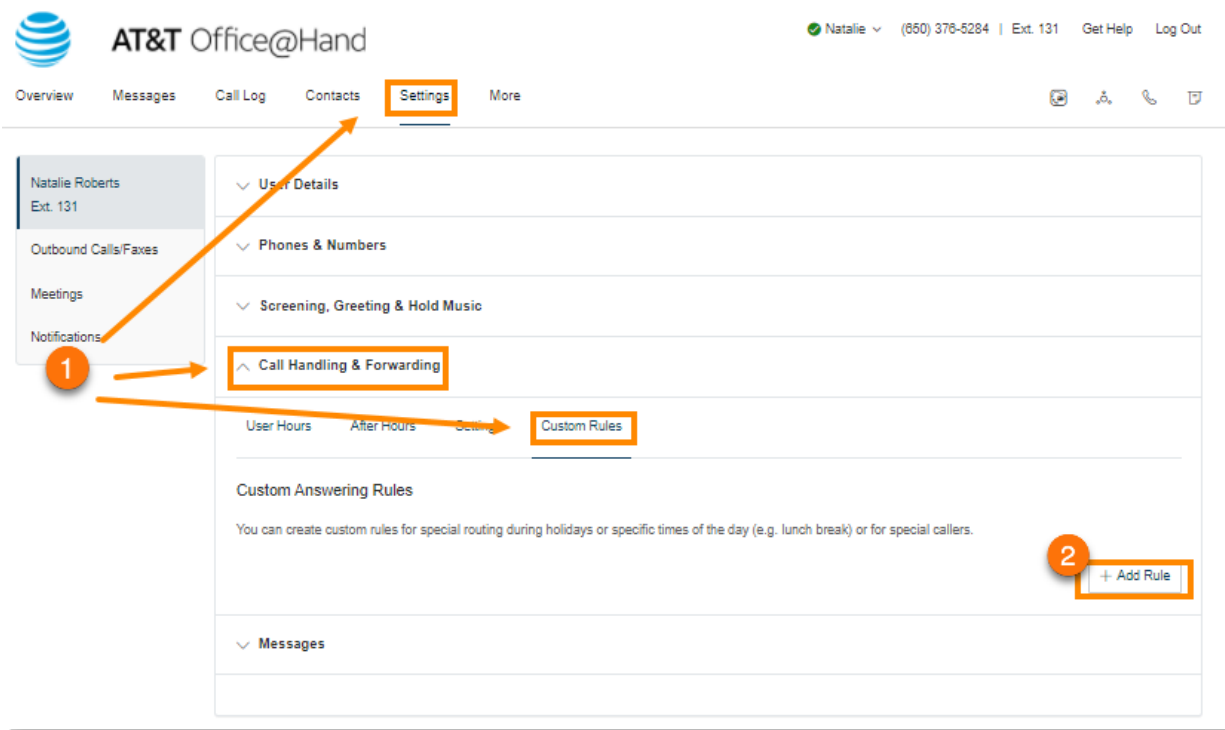
Using call flip

When you are on a phone call, press the asterisk key (*) and a number corresponding to the device to which it is assigned. The call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, clicking *2 while you are on a call will instantly transfer the call to your home phone.

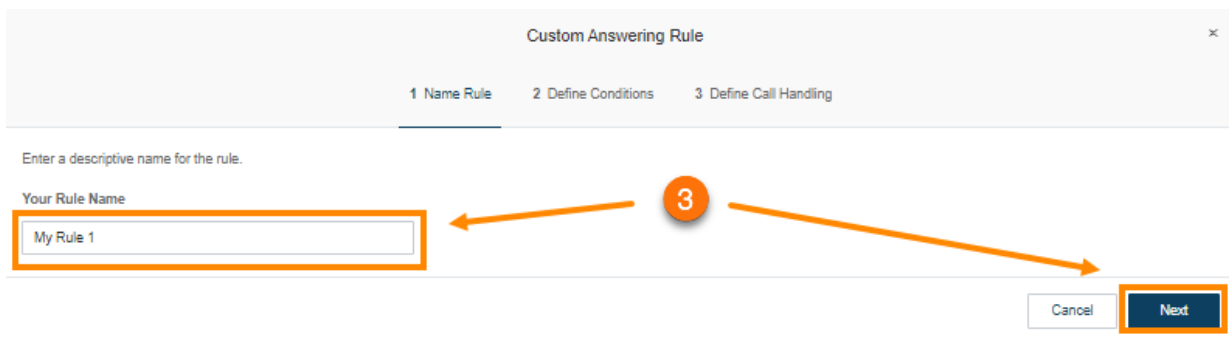
Creating custom rules

You can create custom answering rules for special routing during holidays or specific times of the day (e.g. lunch break) or for special callers.

1. From the Settings tab, select **Call Handling & Forwarding > Custom Rules**.
2. Select **Add Rule**.



3. Create a name for your custom answering rule. Click **Next**.



4. Define the conditions for your custom answering rule. You may enable a single condition or multiple conditions based on:

- **Caller ID:** Type the phone number to use. You can use a partial number, such as just country code plus area code. Contacts from your address book can be found by typing their names or numbers.
- **Called Number:** Use this option to configure rules based on the phone number the caller dialed. You may use this when creating custom answering rules for your phone numbers used on promotional or marketing campaigns.
- **Date and/or Time:** Select a specific date range to handle calls differently for holidays, vacations, or other specific dates. To handle calls a certain way on the same days and times each week, select a weekly schedule. Note that such custom answering rules are applied before the User Hours and After Hours rules.

5. Click **Next**.

Custom Answering Rule

✓ Name Rule 2 Define Conditions 3 Define Call Handling

Caller ID
(222) 222-2222

Called Number
(650) 378-5284

Date and/or Time

Date and/or Time rules apply based on a time of the day and week every week, or on a specific date range.

Select When This Rule Should be Active: ⓘ

Weekly Schedule Specific Date Range Use Business or After Hours Schedule

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Back Next

6. Define the call handling for your custom answering rule

- **Forward Calls:** Forwards the call to multiple phone numbers in a specific order and have your greeting settings apply.
- **Take Messages Only:** Sends callers to voicemail.

- **Play Announcement Only:** Plays a pre-recorded announcement and ends the call afterward.
- **Unconditional Forwarding:** Forwards the call to a different phone number without having to go through your greeting settings. This option is good when you want the call to go directly to your personal voicemail when you don't pick up.

7. Click **Save**.

Your custom answering rule will now appear in the **Custom Rules** tab. You may disable, edit, or delete the rule. Click **Validate Rules** to check if your custom answering rule overlaps or has a conflict with another rule. For custom rules with conflicts, you may edit, delete, or temporarily disable the conflicting rules.

Custom Answering Rule

✓ Name Rule ✓ Define Conditions 3 Define Call Handling

Select action to take when incoming calls match this rule

- Forward Calls ⓘ **6**
- Take Messages Only ⓘ
- Play Announcement Only ⓘ
- Unconditional Forwarding ⓘ

Screening, Greeting & Hold Music

User Greeting ⓘ
 Enable

Connecting Message ⓘ
 Enable
Default
00:00 / 00:00
Default Message: "Please hold while I try to connect you."
Edit

Hold Music ⓘ
 Enable
Music: Acoustic
00:00 / 00:00
Edit

Call Screening ⓘ
 Enable

Audio While Connecting ⓘ
 Enable
Ring Tones
Music or Ringtone callers will hear while connecting
Edit

Call Handling

Messages

Back **Save** **7**

Messages and notifications

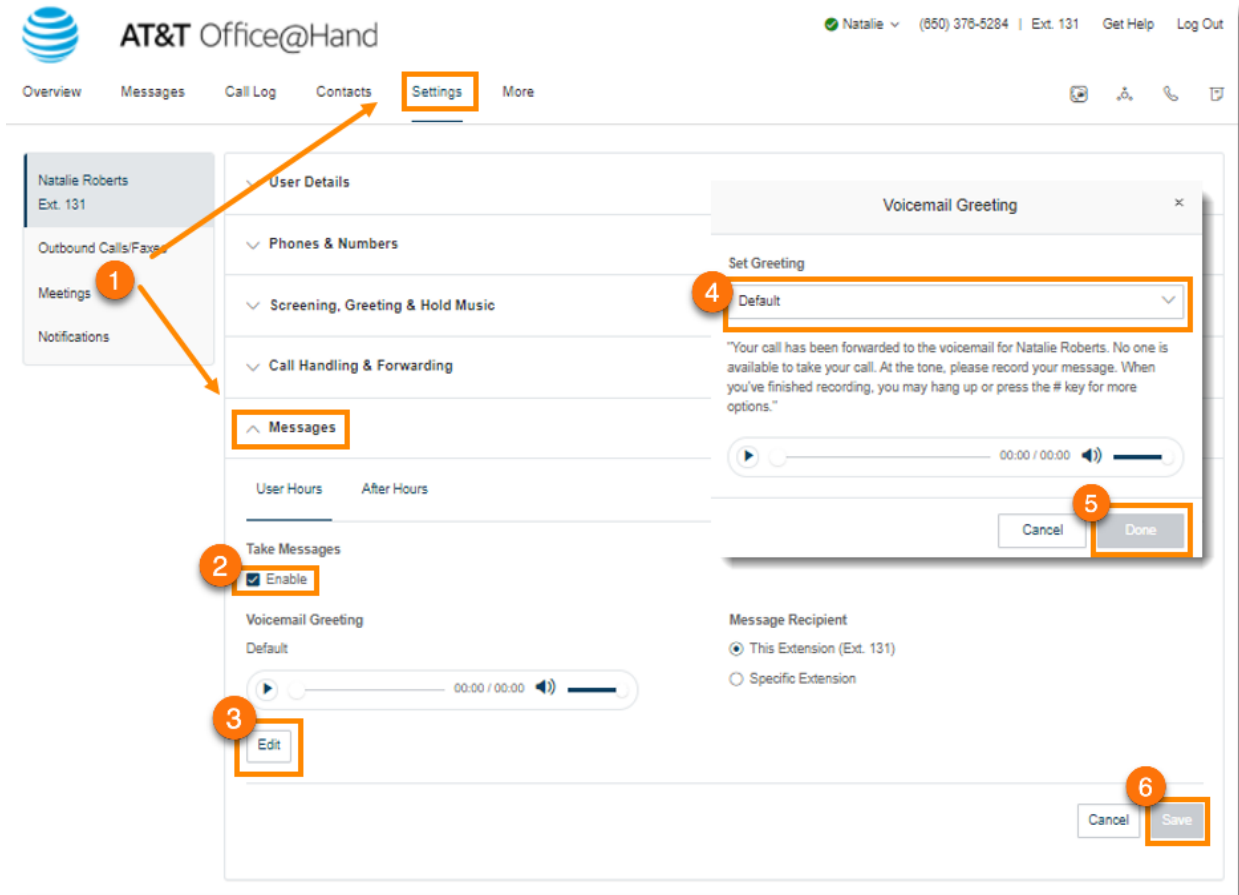
This section explains how to set your options for messages and notifications.

Setting messages

In the messages section, decide whether or not you'd like to take messages, set your voicemail greeting, and choose how you'd like to be notified for different interactions.

Setting a voicemail greeting for user hours and after hours

1. From the **Settings** tab, select **Messages**.
2. Click **Enable** under **Take Messages** on **User Hours** or **After Hours**.
3. Under **Voicemail Greeting**, click **Edit**.
4. Under **Set Greeting**, choose your preferred type of greeting
 - a. *Default*: Select this if you want to set your voicemail greeting to default.
 - b. *Custom*: Select this and select how you'd like to set your custom recording:
 - **Phone**: Choose a phone number from the dropdown menu if you have saved numbers or select *Enter a new number* and type a phone number in the **Call me at** field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Computer Microphone**: Click **Allow** if Office@Hand asks to use the microphone on your computer. The **Microphone Test and Record** settings will appear. When ready, click the red record button to record your voicemail greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Importing**: Click **Browse** to search your computer for a WAV or MP3 file you want to use. Click **Open**. Click the play button to listen to your greeting.
5. Click **Done**.
6. Click **Save**.



Setting another extension to receive your voicemail messages

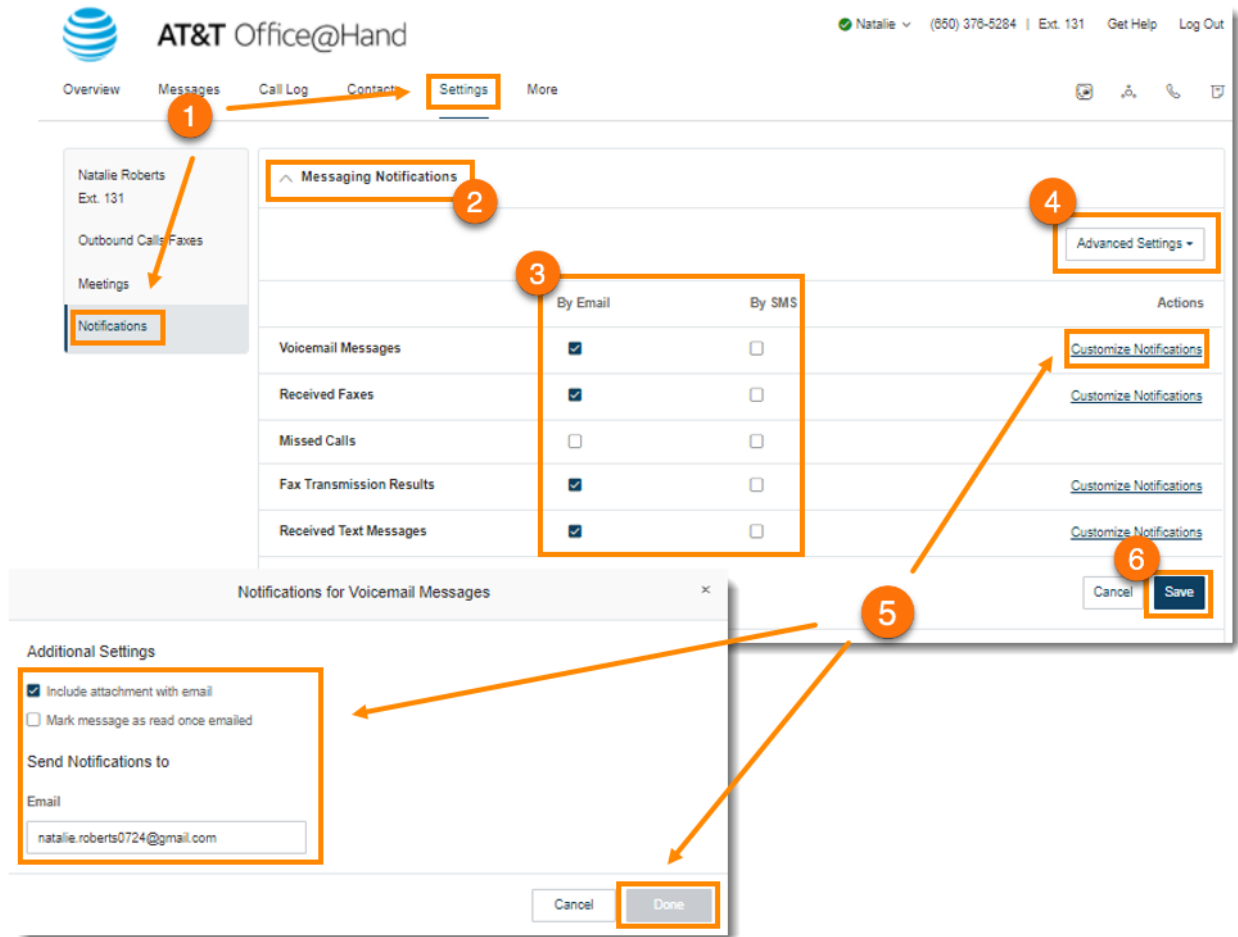
By default, you receive your own voicemail messages. To configure another user/extension to receive your voicemail messages (for example, when you are out of the office), click **Message Recipient** and select the user who should receive the voicemail messages.

Setting up notifications

Set your settings for email alerts or text messages when you receive a voicemail message, fax, missed call or for the status of their fax transmission results.

1. From the **Settings** tab, select **Notifications** in the left navigation bar.
2. Click **Messaging Notifications**. The options will appear for **By Email** or **By SMS** notifications to a recipient of your choice for your received voicemail messages, faxes, or text messages; missed calls, and fax transmission results.
3. Set your notification settings by checking the boxes and filling in email and phone numbers.
4. Click **Basic Settings** and switch to *Advanced Settings* to see more detailed notification settings

5. Under **Actions**, click **Customize Notifications** for each of the categories and set your **Advanced Settings** options. Click **Done**.
6. Click **Save**.



Outbound caller ID

Setting outbound caller ID

This option allows a user to display or block the caller ID of their phone numbers during outbound calls. As a default, your outbound caller ID is not blocked.

1. From the **Settings** tab, select **Outbound Calls/Faxes** in the left navigation bar.
2. Select **Caller ID**.
3. You have the option to choose different numbers to display:
 - a. **By Phone:** Choose a number to display for your softphone, mobile phone, or desk phone.
 - b. **By Feature:** Choose a number to display for RingOut from Web, RingMe, Call Flip, Fax Number, Mobile App, Additional Desktop App, Common Phone, Delegated Caller ID, and Alternate Caller ID.
4. Click **Edit** next to a phone number to select a phone number you want to display as your caller ID number for that phone or feature type. Click **Done**.
5. Under **Internal Calls**, check the box next to **Display my extension number for internal calls** if you want this option. All Office@Hand and IP phones will see the extension. Calls forwarded to external phones, like a mobile phone, will still show your complete direct phone number.
6. Click **Save**.

The screenshot shows the AT&T Office@Hand user interface. At the top, the AT&T logo and 'AT&T Office@Hand' are on the left, and user information 'Natalie', '(850) 376-5284 | Ext. 131', 'Get Help', and 'Log Out' are on the right. A navigation bar below contains 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted with a red box), and 'More'. On the right side of the navigation bar are icons for a calendar, a person, a phone, and a trash can.

The main content area is titled 'Caller ID' and contains the following sections:

- Caller ID:** A heading with a dropdown arrow. Below it is the instruction: 'Decide which phone number will display as Caller ID for outgoing calls.' (Callout 2)
- By Phone:** A section with two columns. Each column has a heading 'Existing Phone', a phone number '(747) 220-0923 - Main Company Number', and an 'Edit' button. (Callout 3)
- AT&T Office@Hand for Desktop:** A heading with a phone number '(747) 220-0923 - Main Company Number' and an 'Edit' button. (Callout 4)
- By Feature:** A section with four columns, each with a heading, a phone number '(747) 220-0923 - Main Company Number', and an 'Edit' button:
 - RingOut from Web**
 - RingMe (Outgoing to Caller)**
 - Call Flip**
 - Fax Number**
 - Mobile App**
 - Additional Desktop App**
 - Common Phone**
 - Delegated Caller ID**
- Alternate Caller ID:** A heading with the text 'Not-specified' and an 'Edit' button.
- Internal Calls:** A section with a checkbox 'Display my extension number for internal calls.' which is checked. (Callout 5)

At the bottom right of the main content area are 'Cancel' and 'Save' buttons. (Callout 6)

Below the main content area is a section titled 'Fax Settings' with a dropdown arrow.

At the bottom of the page, there is a legal disclaimer: 'By subscribing to and/or using AT&T Office@Hand, you acknowledge agreement to the AT&T's Terms of Service. Do Not Sell My Personal Information.' and '© 2021 AT&T Intellectual Property. All Rights Reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.' On the right side, there is a logo for 'Powered by RingCentral'.

Outbound fax settings

Changing the fax cover sheet

1. From the **Settings** tab, select **Outbound Calls/Faxes** in the left navigation bar.
2. Select **Fax Settings**
3. Edit your **Cover page info**. Enter your **Company name, Address, City, State/Province, Zip Code,** and **Country**.
4. Click **Select** under **Cover Page**.
5. Select and preview the **Default Cover Page**. A default cover sheet is attached to each fax you send through Office@Hand. The variable information on the cover page will be filled in during the fax-sending process.
6. Click **Done**.
7. Click **Save**.

The screenshot shows the AT&T Office@Hand user interface. At the top, the user is identified as Natalie with contact information (850) 378-5284 | Ext. 131. The navigation bar includes Overview, Messages, Call Log, and Settings (highlighted with callout 1). A sidebar on the left shows the user's name and a menu with Outbound Calls/Faxes (highlighted with callout 2), Meetings, and Notifications. The main content area is titled 'Fax Settings' (callout 2) and contains a 'Cover Page Info' section (callout 3) with fields for Company, Street Address, City, Zip Code, Phone Number, and Fax Number. A 'Cover Page' preview window (callout 5) is open, showing a default cover page for 'Contempo' (callout 6) with a 'Select' button (callout 4). Below the cover page info is the 'Faxes Sent via Email' section, which includes a toggle for 'Omit cover page when email subject is blank' (set to Off) and a list of 'Email Addresses' (currently empty) with an 'Add' button. A 'Save' button (callout 7) is located at the bottom right of the settings page.

Adding emails that can send faxes

When a user sends a fax via Office@Hand, the system checks the email address of the sender, and sends the fax if it is on the approved list. Emails might include alternate company accounts or personal accounts. You can have up to 25 email addresses on your trusted email addresses list.

1. From the **Settings** tab, select **Outbound Calls/Faxes** in the left navigation bar.
2. Select **Fax Settings**.
3. On the section for **Faxes Sent via Email**, depending on your preference, select the button next to **On** or **Off** under **Omit cover page when email subject line is blank**. If this option is selected, when you send a fax via email with a subject line, the cover page will be used. If you send it without a subject line, a cover page will not be used.
4. Enter the email address you wish to add.
5. Click **Add** (repeat for up to 25 additional addresses as necessary).
6. Click **Save**.

The screenshot shows the AT&T Office@Hand user interface. At the top, the AT&T logo and 'AT&T Office@Hand' are displayed. The user's name 'Natalie' and contact information '(850) 378-5284 | Ext. 131' are visible. A navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'More'. The 'Settings' menu is open, showing 'Outbound Calls/Faxes' selected. The 'Fax Settings' section is active, displaying 'Cover Page Info' with fields for Company, Street Address, City, Zip Code, Country, and Additional address. It also shows 'Phone Number' and 'Fax Number' with 'Edit' buttons. The 'Cover Page' section has a 'Select' button. The 'Faxes Sent via Email' section includes a toggle for 'omit cover page when email subject is blank' (set to Off) and an 'Email Addresses' list with an 'Add' button. A 'Save' button is at the bottom right.

1. Settings

2. Outbound Calls/Faxes

3. omit cover page when email subject is blank

4. Email Addresses


5. Add

6. Save

Faxing via email

Send faxes by emailing them as attachments from any email address you have added to the **Faxes Sent via Email** menu described previously.

1. Enter the recipient's 10-digit fax number@rcfax.com in the **To:** field. For example, to send a document to the fax number 1-650-555-6567, you would use this email address:
6505556567@rcfax.com.
2. Enter a subject in your email to use as your fax subject. Depending on your settings for **Faxes Sent via Email**, adding a subject may determine whether or not a cover page is sent with your fax. See instructions for [Adding emails that can send faxes](#) for more information.
3. Attach the document you wish to fax.
4. Type your message in the body of the email.
5. Click **Send**.

To	6 6505556567@rcfax.com X	Bcc
Cc		
Office@Hand update		
 Update.pdf 101 KB		
Check out the new update!		

Real-time text

Real-time text (RTT) long-term solution enables hearing-impaired users to communicate via RTT from their native dialers. This is a regulatory requirement from the Federal Communications Commission (FCC) to provide hearing-impaired users with the best possible means to communicate via mobile devices. The solution also includes transcoding between RTT and teletypewriter (TTY) devices.

Using RTT, you can send text messages as they are being typed or created. Recipients can immediately read the message while it is being written.

RTT is different from standard instant messaging, where the message is only sent at the end of the thought, not while it is being composed. RTT also includes audio. Users who don't want to share audio should mute calls.

For more information about Real-time text, visit [Learn about AT&T Real-Time Text \(RTT\)](#).

Availability of Real-time text

Real-time text is available for all editions of AT&T Office@Hand.

Enabling Real-time text

You can enable RTT in the settings of your phone. This is a standard feature supported by the handset manufacturer. For assistance in enabling RTT, visit support at [Asecure](#).