AT&T Office@Hand®

Wireless User Getting Started Guide

V21.3

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Getting started

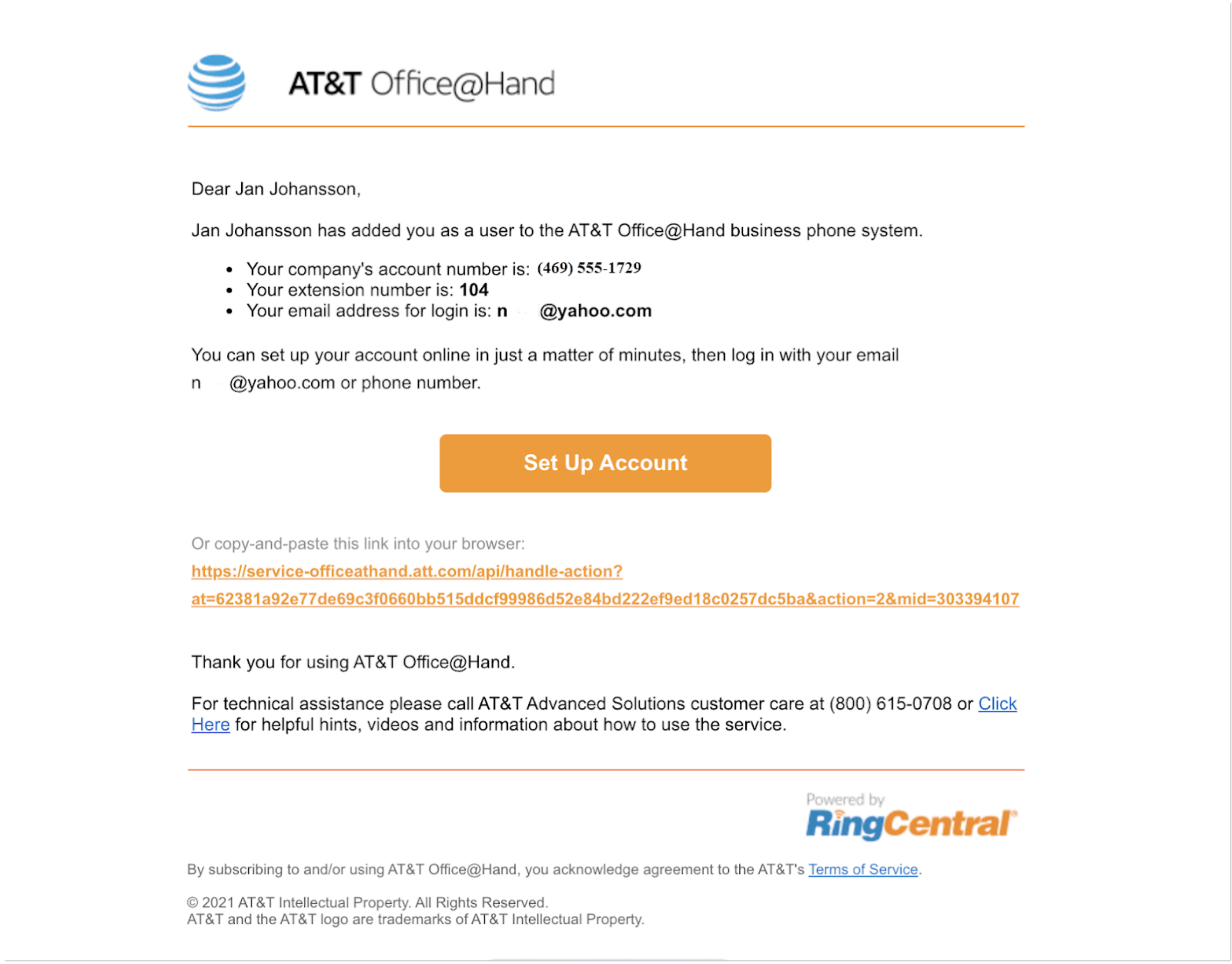
Welcome to the Office@Hand business phone system! If this is your first time logging in, you'll need to activate your Office@Hand account.

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. Please follow the instructions in the email and click (or copy and paste) the activation link.



AT&T Office@Hand

Dear Jan Johansson,

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

- Your company's account number is: **(469) 555-1729**
- Your extension number is: **104**
- Your email address for login is: **n @yahoo.com**

You can set up your account online in just a matter of minutes, then log in with your email n @yahoo.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=62381a92e77de69c3f0660bb515ddcf99986d52e84bd222ef9ed18c0257dc5ba&action=2&mid=303394107

Thank you for using AT&T Office@Hand.

For technical assistance please call AT&T Advanced Solutions customer care at (800) 615-0708 or Click Here for helpful hints, videos and information about how to use the service.

Powered by RingCentral

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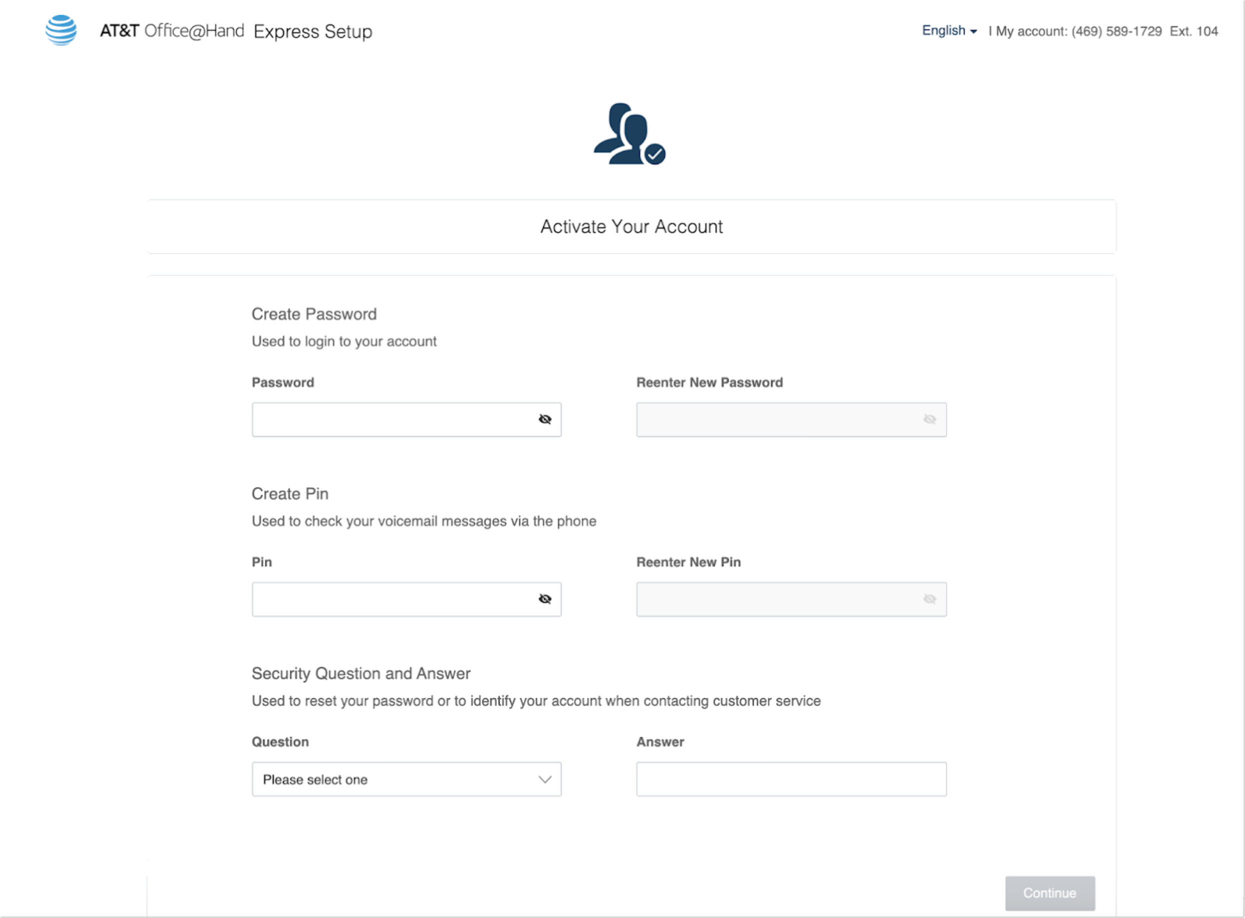
Your account security

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.



AT&T Office@Hand Express Setup
English ▾ | My account: (469) 589-1729 Ext. 104
Continue

Activate Your Account

Create Password

Used to login to your account

Password	Reenter New Password

Create Pin

Used to check your voicemail messages via the phone

Pin	Reenter New Pin

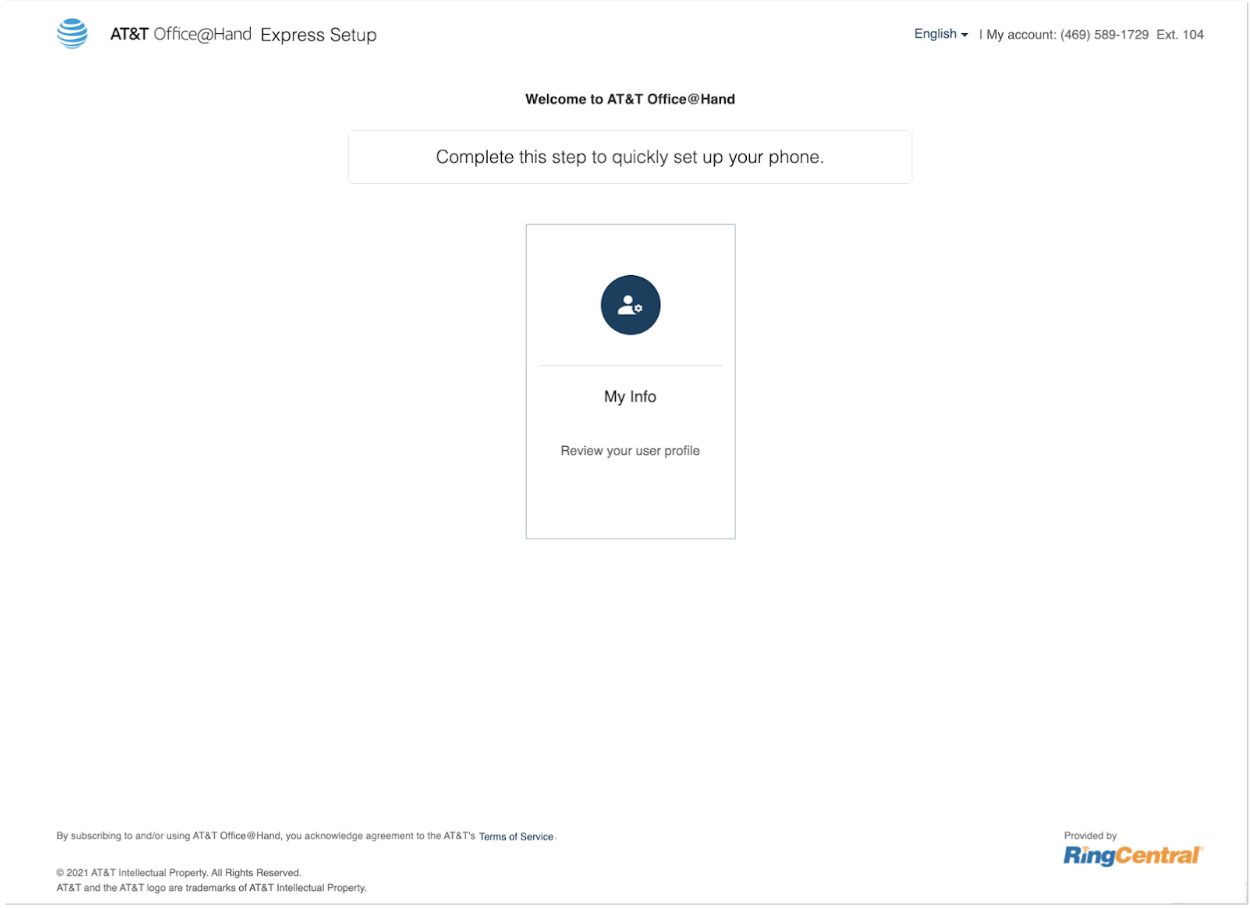
Security Question and Answer

Used to reset your password or to identify your account when contacting customer service

Question	Answer
Please select one	

Express Setup

The next step includes reviewing the **My Info** section.



AT&T Office@Hand Express Setup
English ▾ | My account: (469) 589-1729 Ext. 104

Welcome to AT&T Office@Hand

Complete this step to quickly set up your phone.

My Info
Review your user profile

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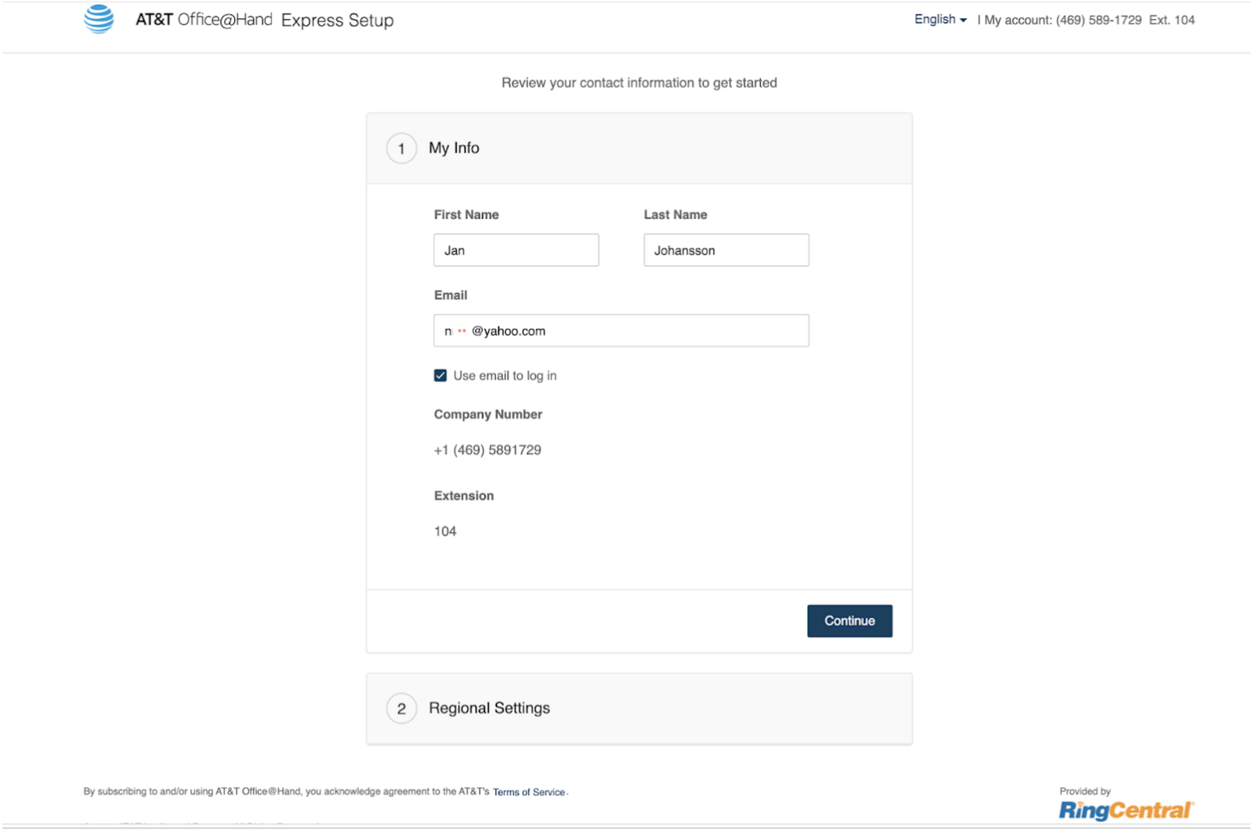
RingCentral

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**.



AT&T Office@Hand Express Setup
English
I My account: (469) 589-1729 Ext. 104

Review your contact information to get started

1 My Info

First Name: Jan

Last Name: Johansson

Email: n ** @yahoo.com

☑ Use email to log in

Company Number: +1 (469) 5891729

Extension: 104

Continue
2 Regional Settings

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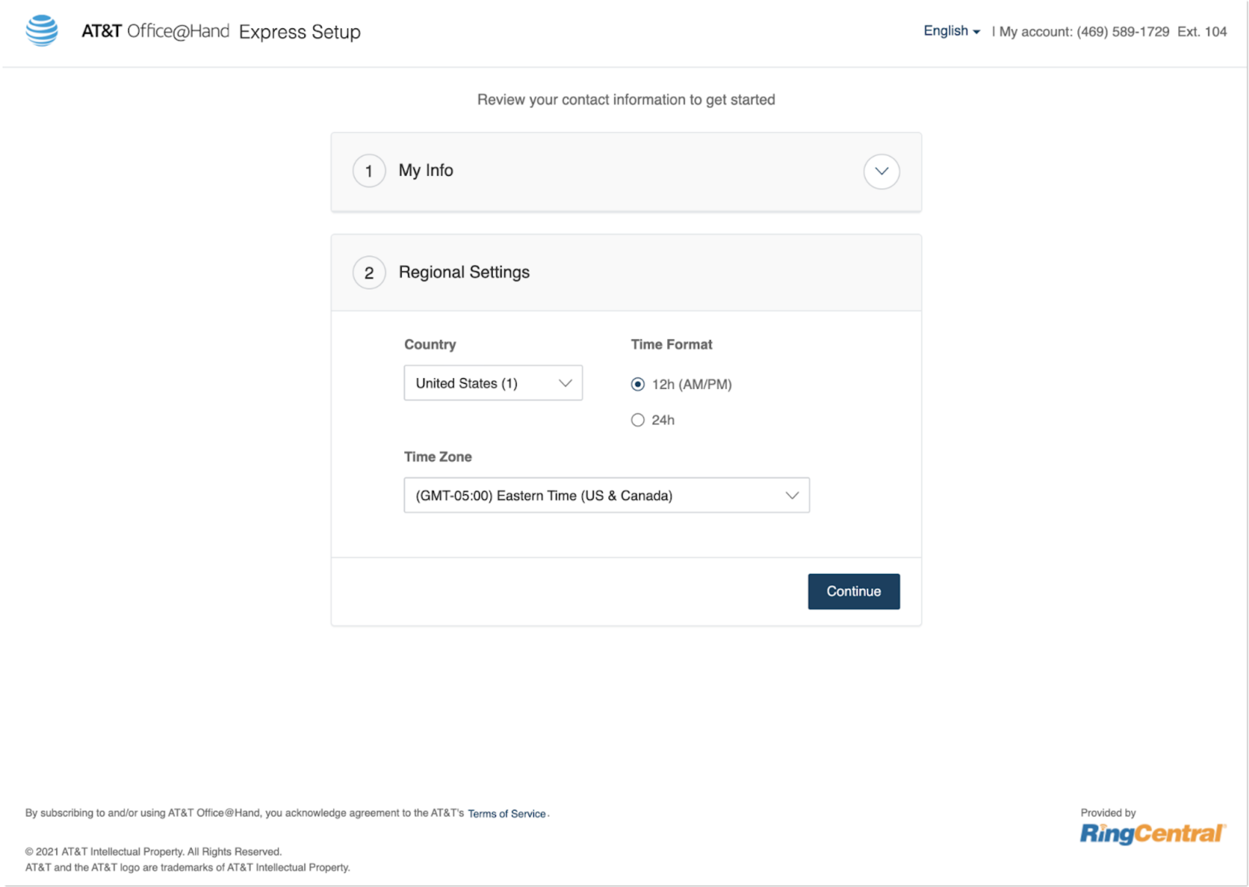
Provided by RingCentral

Regional Settings

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



AT&T Office@Hand Express Setup
English
My account: (469) 589-1729 Ext. 104
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-05:00) Eastern Time (US & Canada)

Continue
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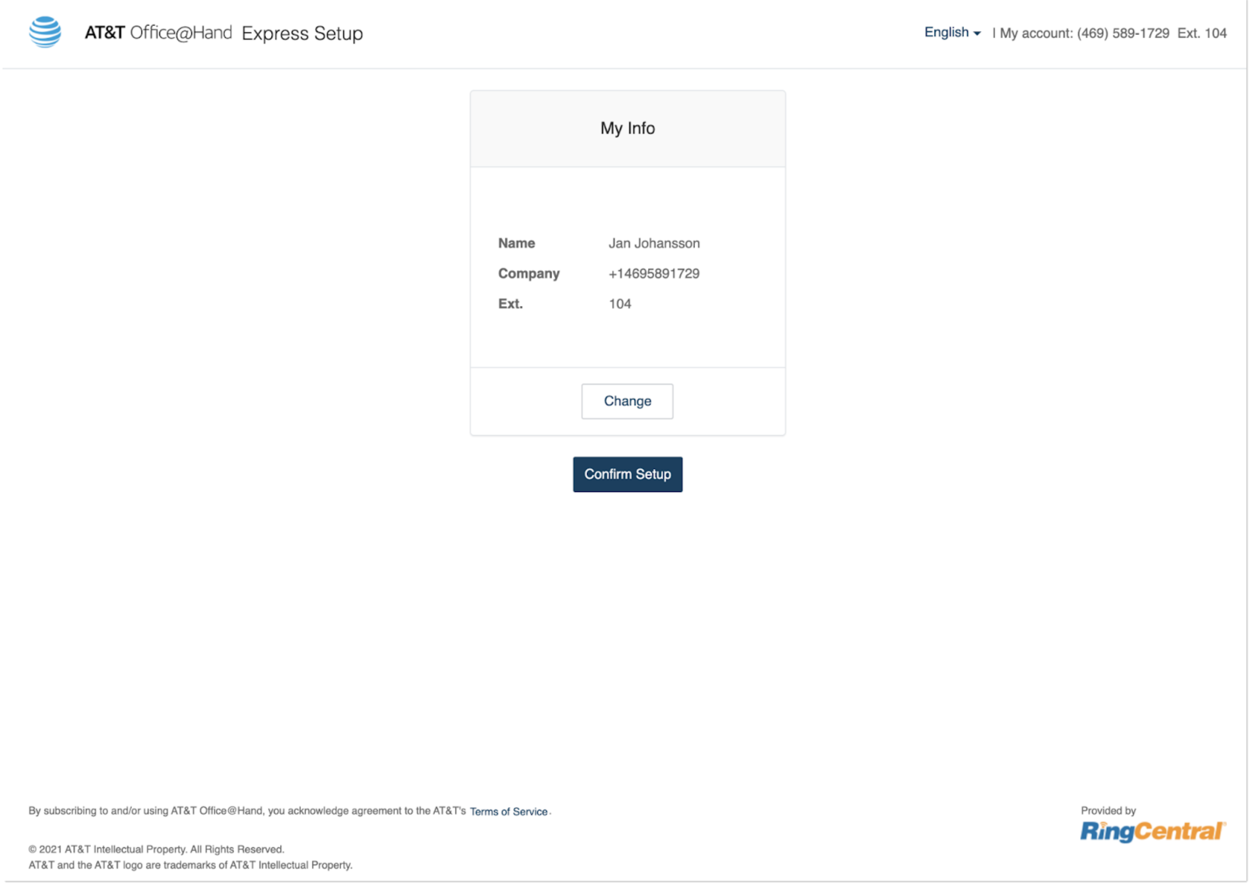
Provided by RingCentral

Confirming the Setup

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


AT&T Office@Hand Express Setup
English ▾ I My account: (469) 589-1729 Ext. 104
My Info
Change
Confirm Setup
Provided by RingCentral

Name Jan Johansson
Company +14695891729
Ext. 104

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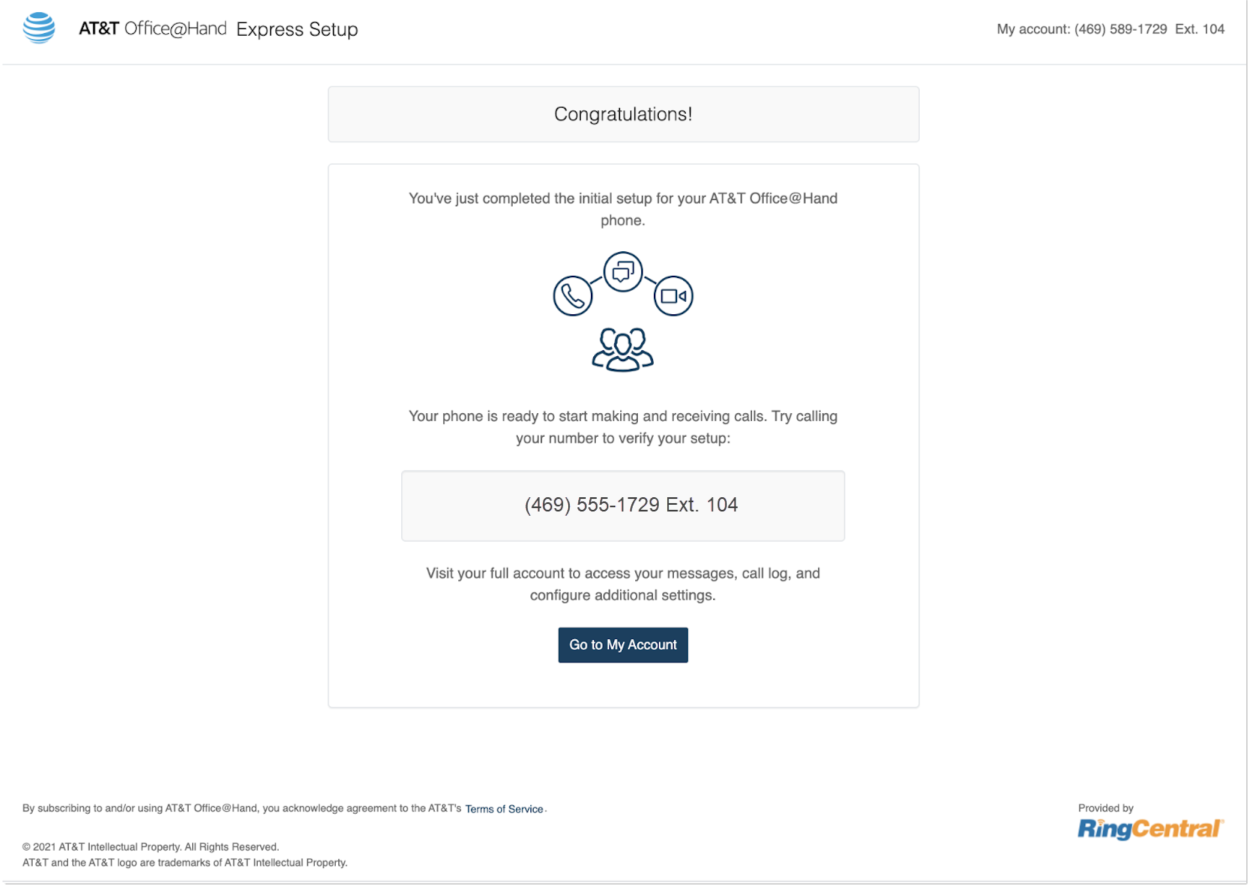
To log in to your account, click **Go to My Account**.



AT&T Office@Hand Express Setup
My account: (469) 589-1729 Ext. 104

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:

(469) 555-1729 Ext. 104

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

Go to My Account

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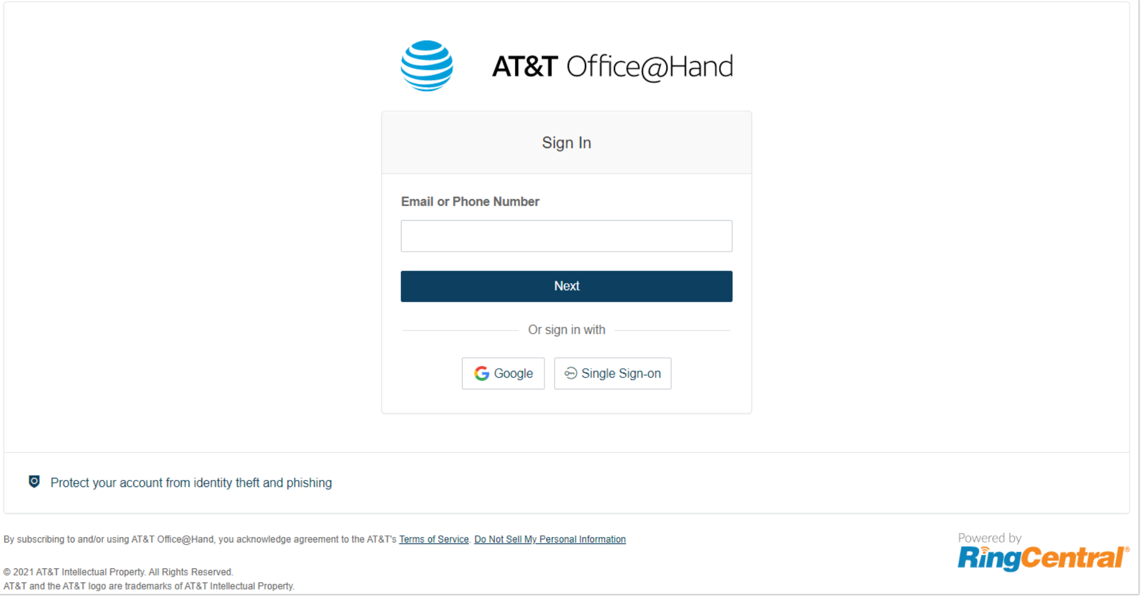
Provided by
RingCentral

Accessing your account

Log in to your online account at [AT&T Office@Hand (RingCentral)]() using your Office@Hand email or phone number and password.



Protect your account from identity theft and phishing

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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.

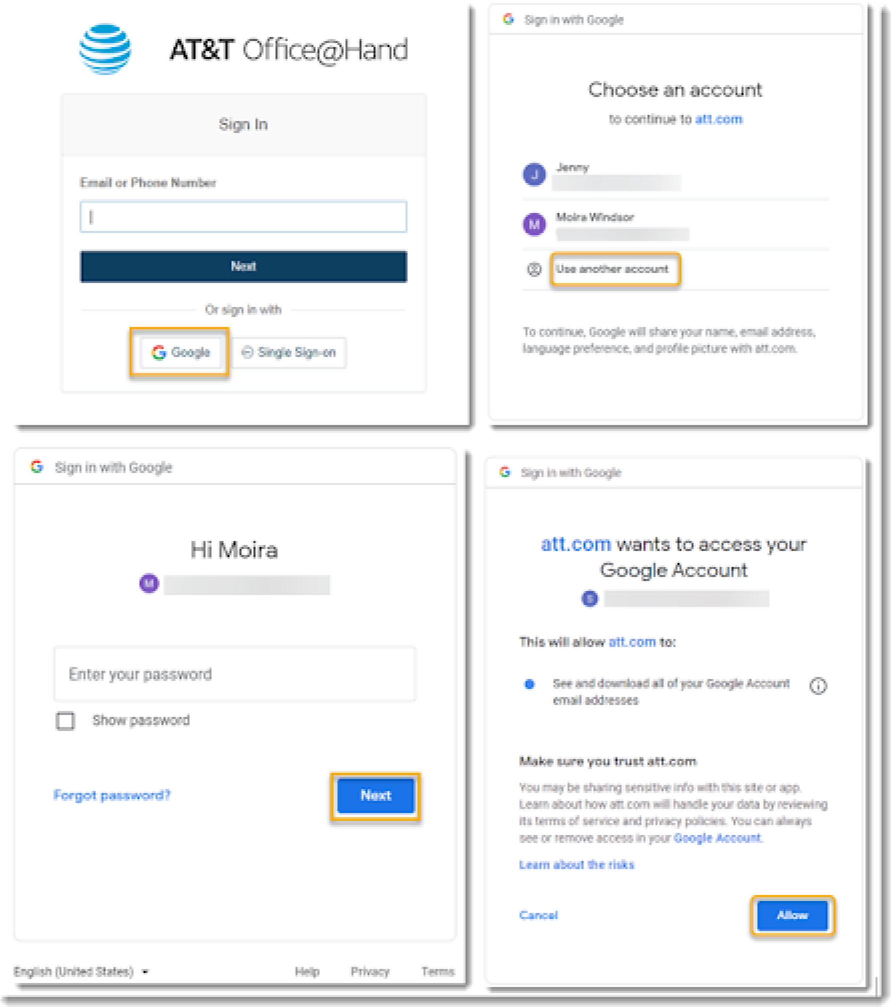
Using a Google account to log in

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.


AT&T Office@Hand
Sign In
Email or Phone Number
Next
Or sign in with
Google
Single Sign-on
Sign in with Google
Jenny
Moira Windsor
Use another account
Sign in with Google
Hi Moira
Enter your password
☐ Show password
Forgot password?
Next
English (United States)
Help
Privacy
Terms
Sign in with Google
Learn about the risks
Cancel
Allow

Choose an account

to continue to att.com

To continue, Google will share your name, email address, language preference, and profile picture with att.com.

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.

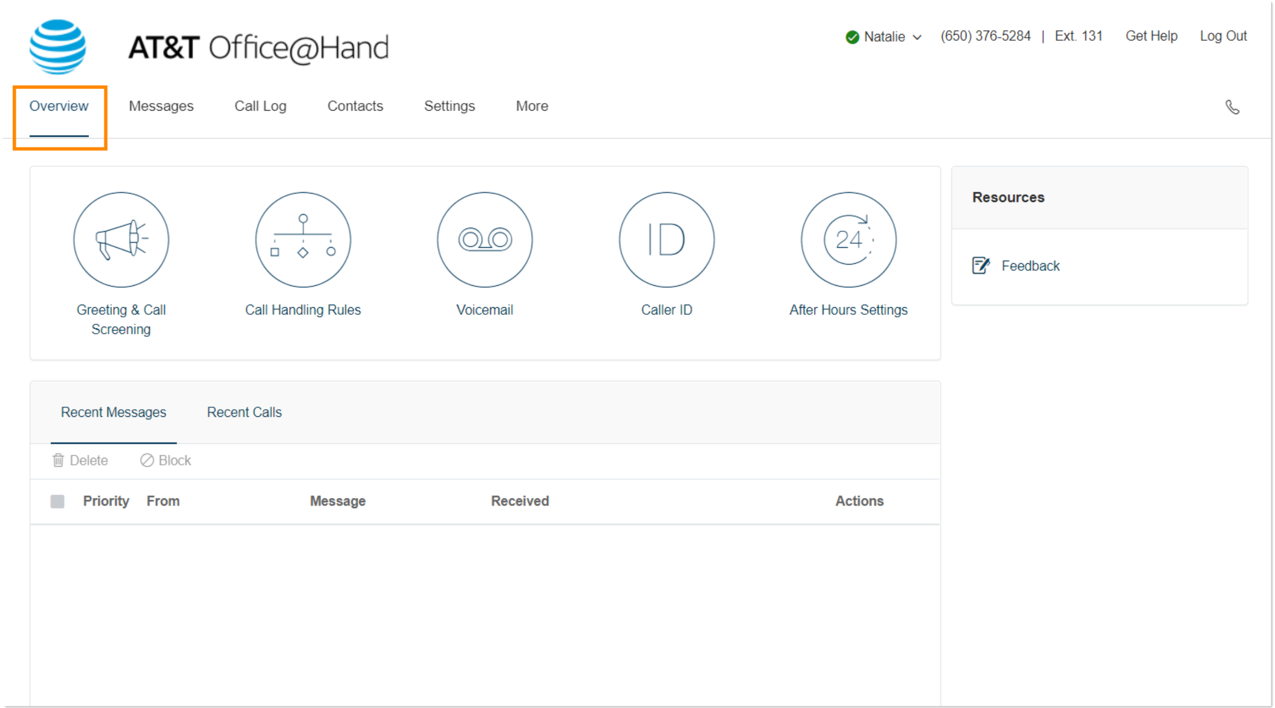
Using your account

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.

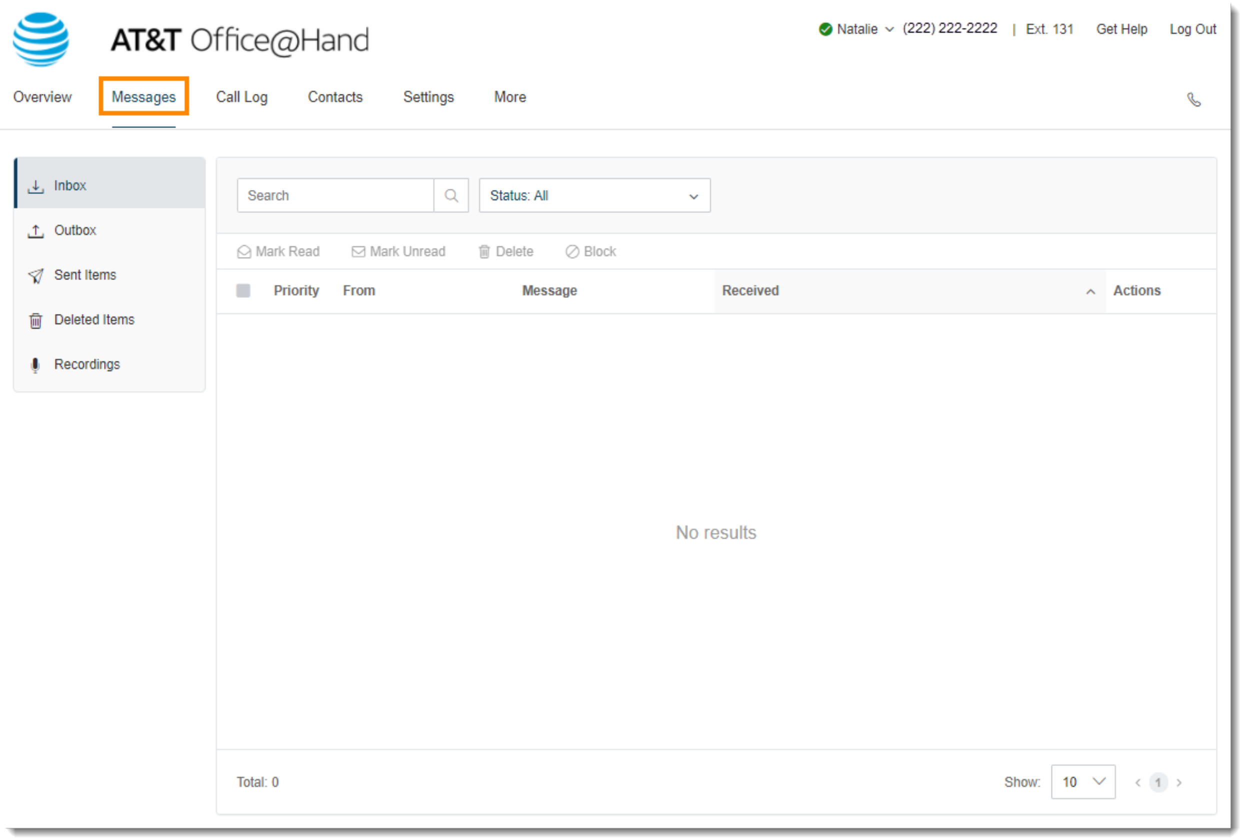
Note: The pages discussed in this section of the guide can be found under My Extension. Admin users see a dropdown menu at the top right for **Admin Portal**, **My Extension**, and **Call Queue Management**. Users only see the **My Extension** page and will not have the option to switch to **Admin Portal**.


AT&T Office@Hand
Natalie
(650) 376-5284 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Greeting & Call Screening
Call Handling Rules
Voicemail
Caller ID
After Hours Settings
Resources
Feedback
Recent Messages
Recent Calls
Delete
Block
Priority
From
Message
Received
Actions

Messages

Your voicemails are stored here. Under Messages, you can:

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


AT&T Office@Hand
Natalie
(222) 222-2222
Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Inbox
Outbox
Sent Items
Deleted Items
Recordings
Search
Status: All
Mark Read
Mark Unread
Delete
Block
Priority
From
Message
Received
Actions
No results
Total: 0
Show:
10
1

Call Log

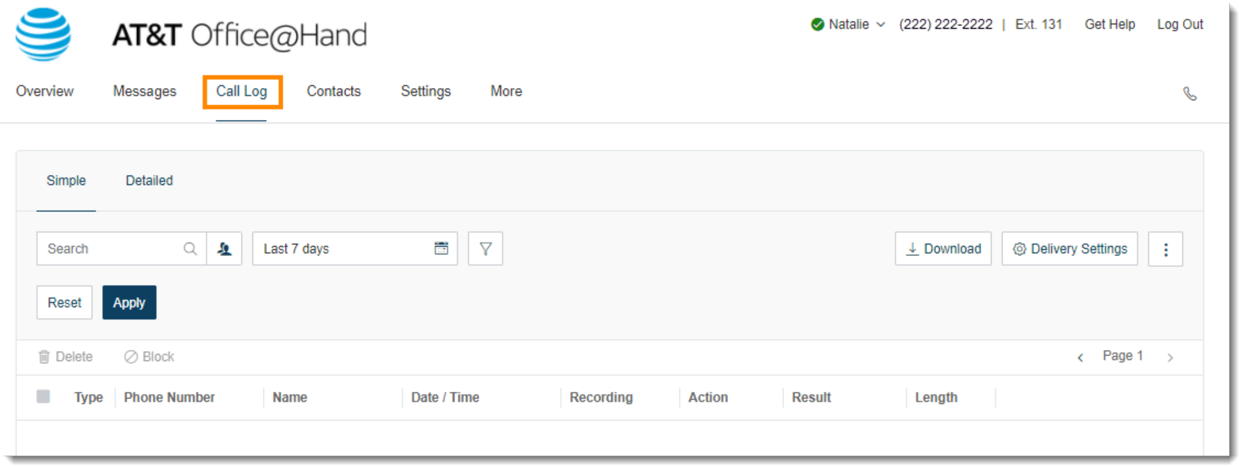
The Call Log provides customized reports on inbound and outbound calls for the company number and specified extensions. The Call Log is available as a **Simple** view, which concisely summarizes the calls, and as a **Detailed** view, which shows additional call record details. Search, select the time 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:

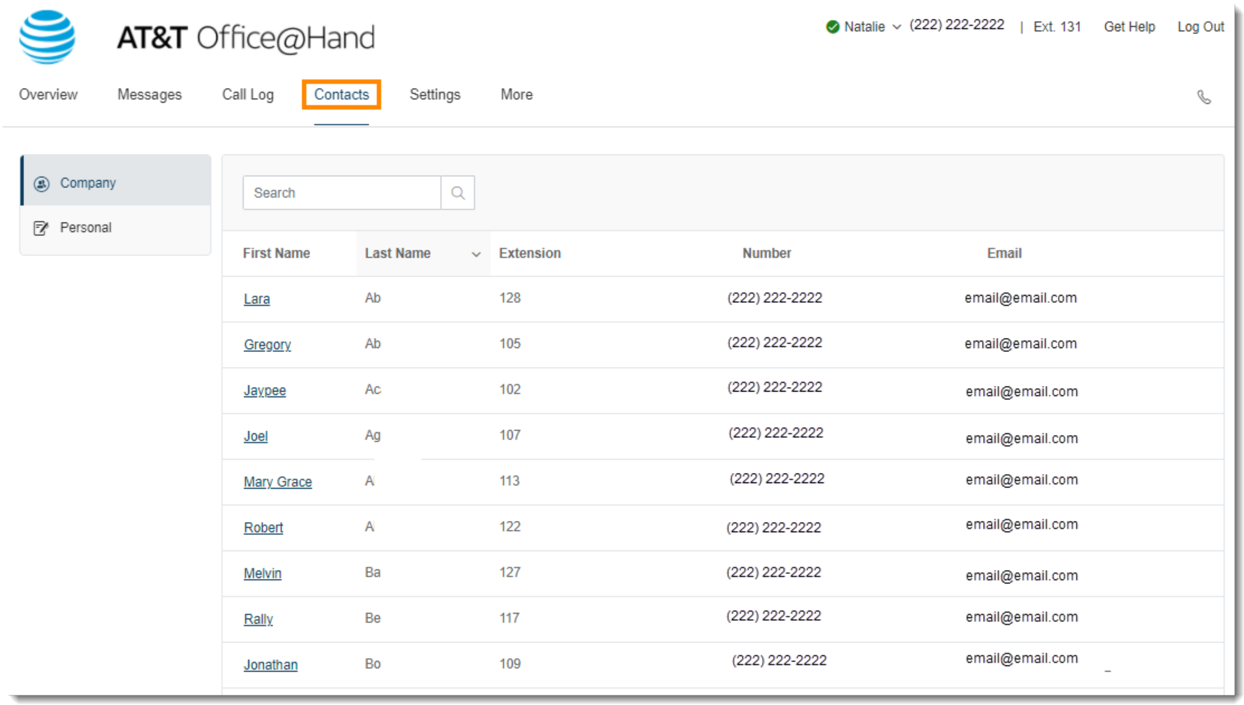
- Inbound Call
- Outbound Call
- Missed Call

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.


AT&T Office@Hand
Natalie
(222) 222-2222 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Simple
Detailed
Search
Last 7 days
Download
Delivery Settings
Reset
Apply
Delete
Block
Page 1
Type
Phone Number
Name
Date / Time
Recording
Action
Result
Length

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®.

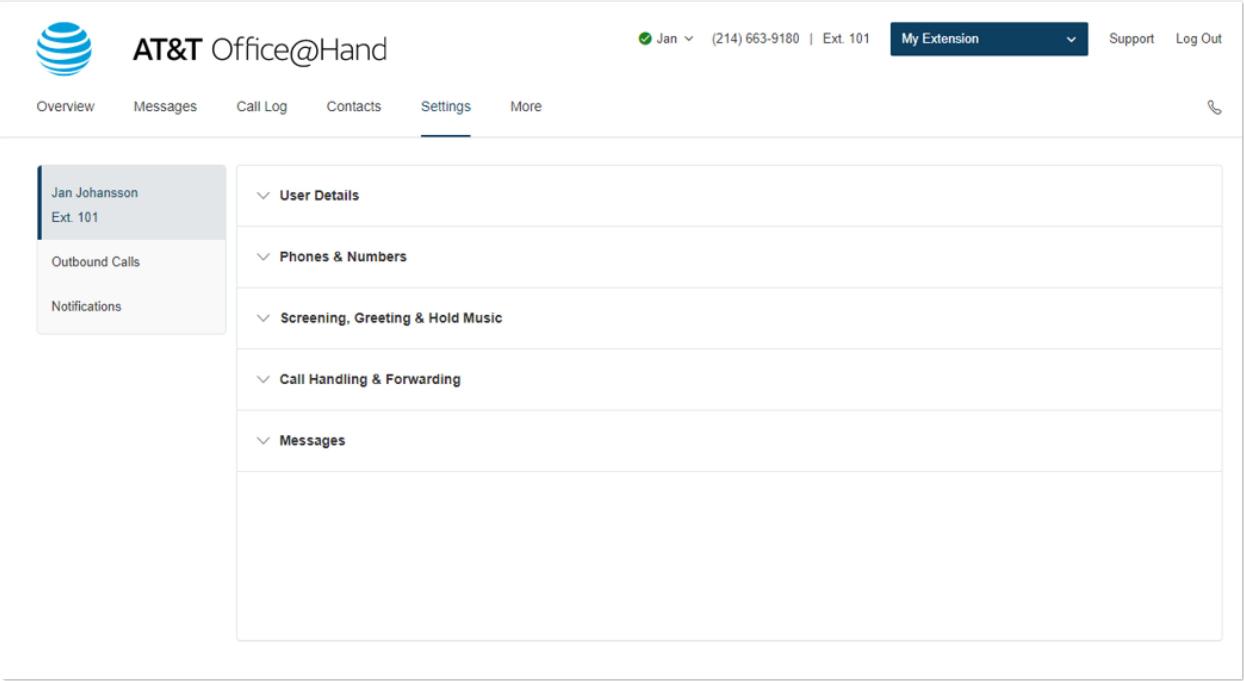

AT&T Office@Hand
Natalie
(222) 222-2222 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Company
Personal
Search

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
Jaypee	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

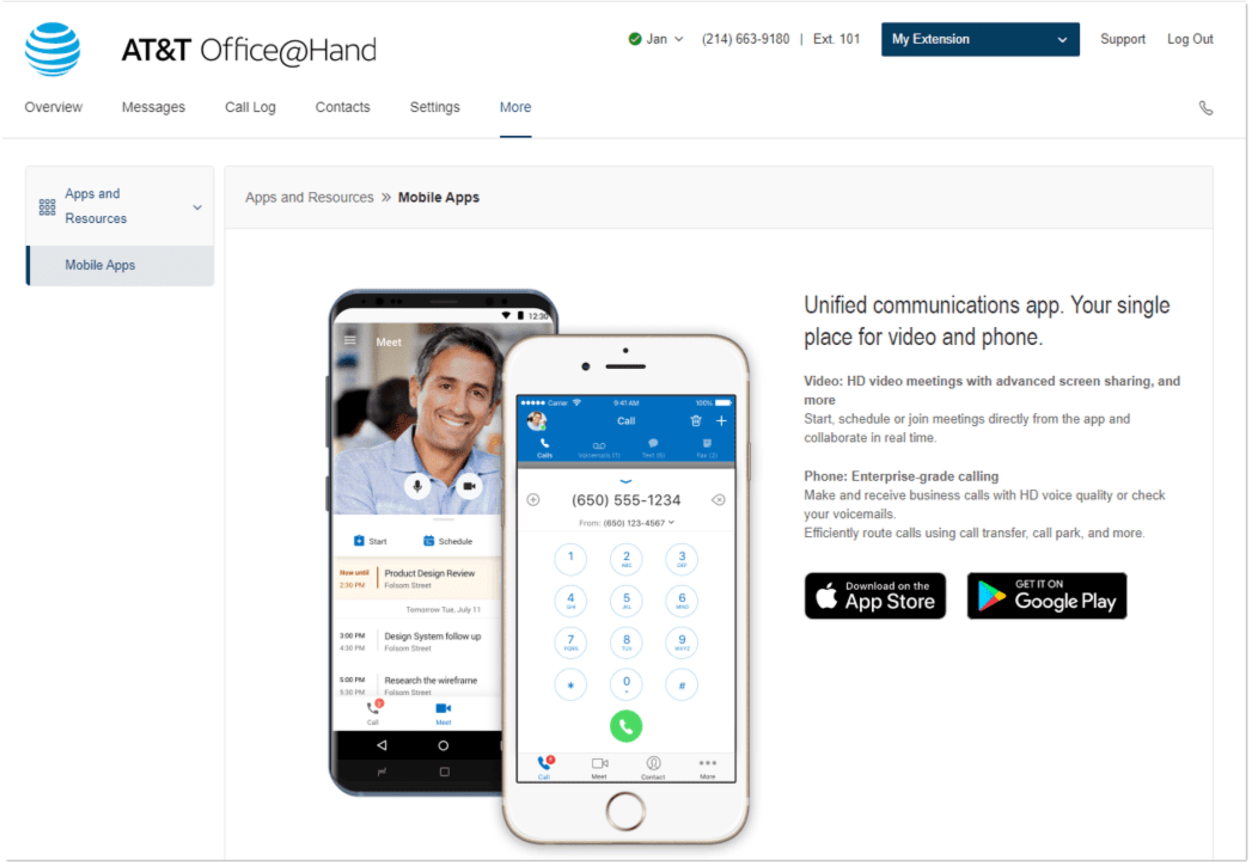
On the Settings page, you will see the following options for your user extension:

- User Details
- Phones & Numbers
- Screening, Greeting & Hold Music
- Call Handling & Forwarding
- Messages
- Outbound Calls
- Notifications


AT&T Office@Hand
Jan
(214) 663-9180 | Ext. 101
My Extension
Support
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Jan Johansson
Ext. 101
Outbound Calls
Notifications
User Details
Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
Messages

More

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


AT&T Office@Hand
Jan
(214) 663-9180 | Ext. 101
My Extension
Support
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Apps and Resources
Mobile Apps
Apps and Resources » Mobile Apps
Download on the App Store
GET IT ON Google Play

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

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

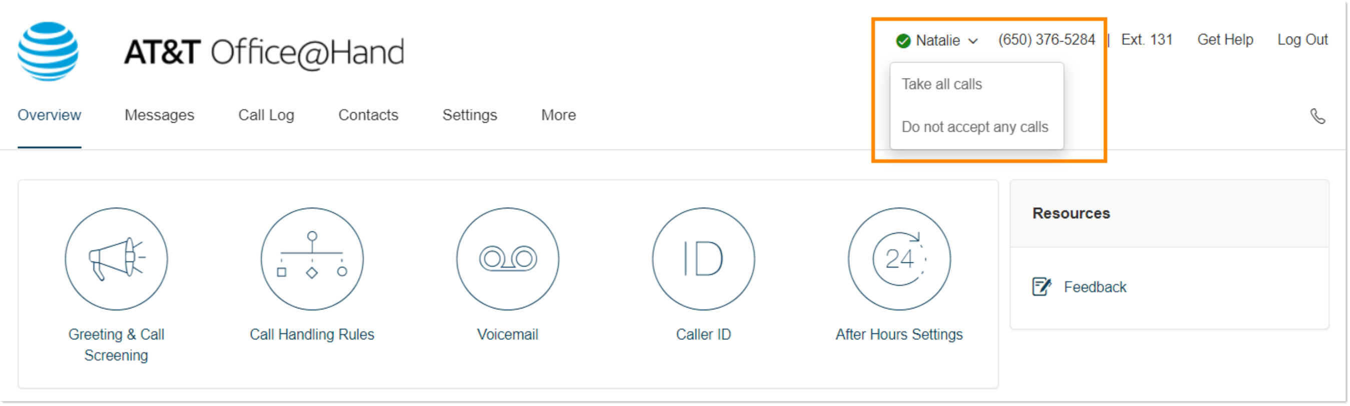
Phone: Enterprise-grade calling
Make and receive business calls with HD voice quality or check your voicemails.
Efficiently route calls using call transfer, call park, and more.

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.

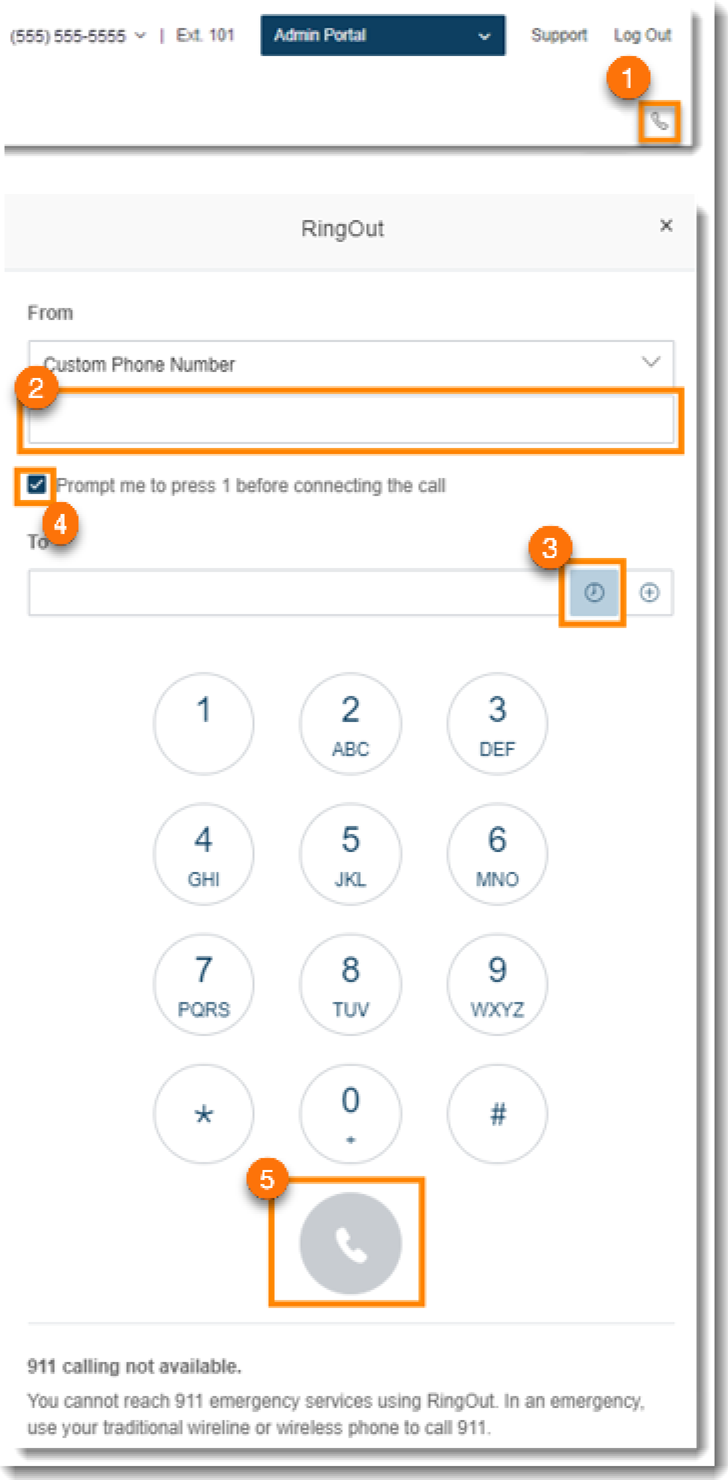

AT&T Office@Hand
Natalie
(650) 376-5284
Ext. 131
Get Help
Log Out
Take all calls
Do not accept any calls
Overview
Messages
Call Log
Contacts
Settings
More
Greeting & Call Screening
Call Handling Rules
Voicemail
Caller ID
After Hours Settings
Resources
Feedback

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
4
To
3
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
5

☑ Prompt me to press 1 before connecting the call

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.

My extension settings

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

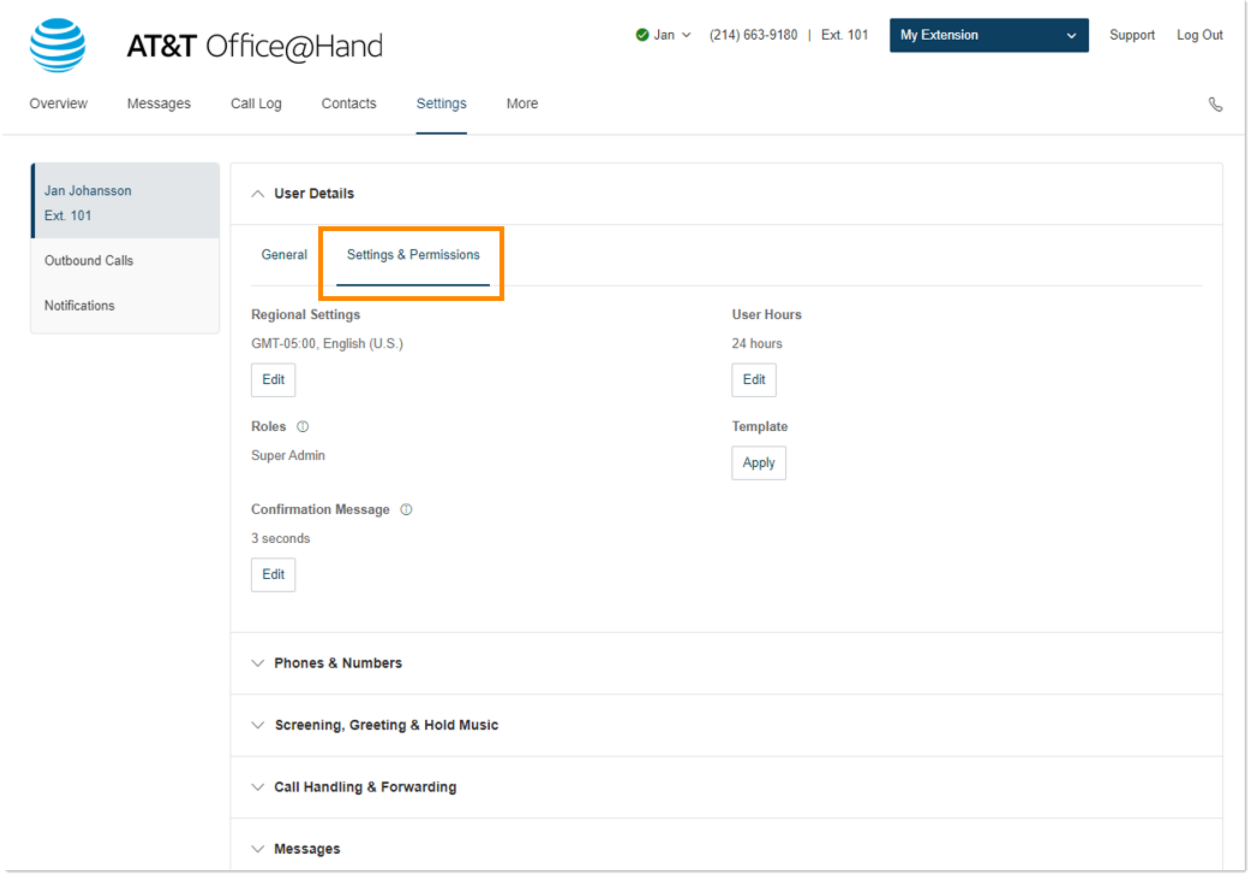
Your administrator may use the Roles and Permissions feature to control which settings users can access or edit. A role is a set of permissions that is assigned to a user. If some settings described here are not available to you, your administrator may not have granted you a role with permissions that 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 28.
    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

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.


AT&T Office@Hand
Jan
(214) 663-9180 | Ext. 101
My Extension
Support
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Jan Johansson
Ext. 101
Outbound Calls
Notifications
User Details
General
Settings & Permissions
Edit
Edit
Apply
Edit
Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
Messages

Regional Settings
GMT-05:00, English (U.S.)

User Hours
24 hours

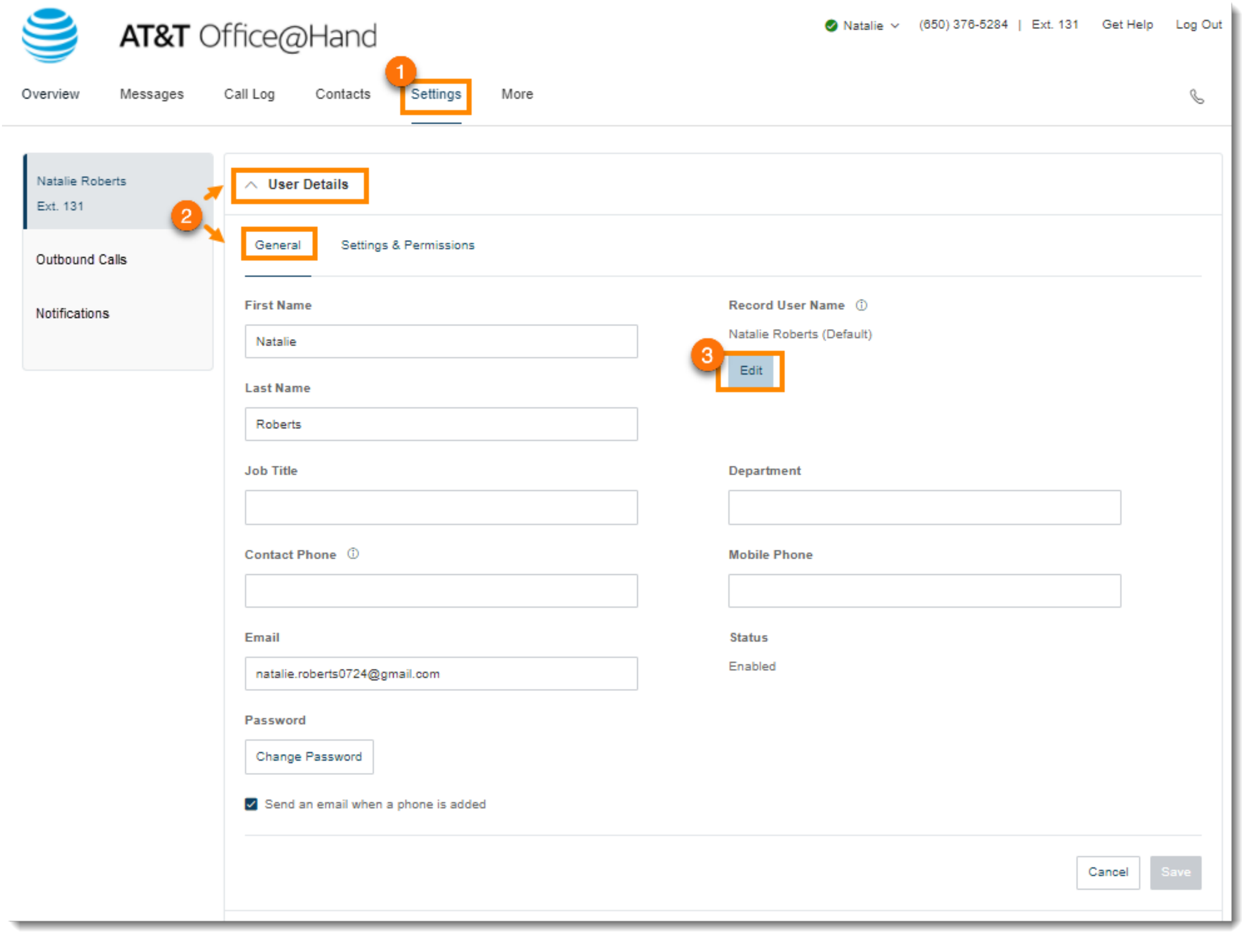
Roles
Super Admin

Template

Confirmation Message
3 seconds

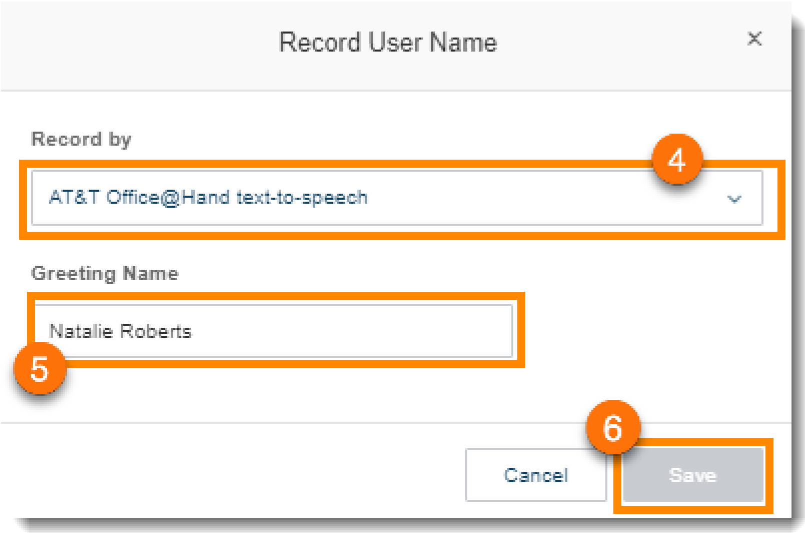
Using text-to-speech name

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.


AT&T Office@Hand
Natalie
(650) 376-5284 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
1
Natalie Roberts
Ext. 131
Outbound Calls
Notifications
2
User Details
General
Settings & Permissions
3
Edit
Change Password
Cancel
Save

First Name: Natalie
Last Name: Roberts
Job Title:
Contact Phone:
Email: natalie.roberts0724@gmail.com
Password
Record User Name: Natalie Roberts (Default)
Department:
Mobile Phone:
Status: Enabled
☑ Send an email when a phone is added

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**.



Record User Name

Record by

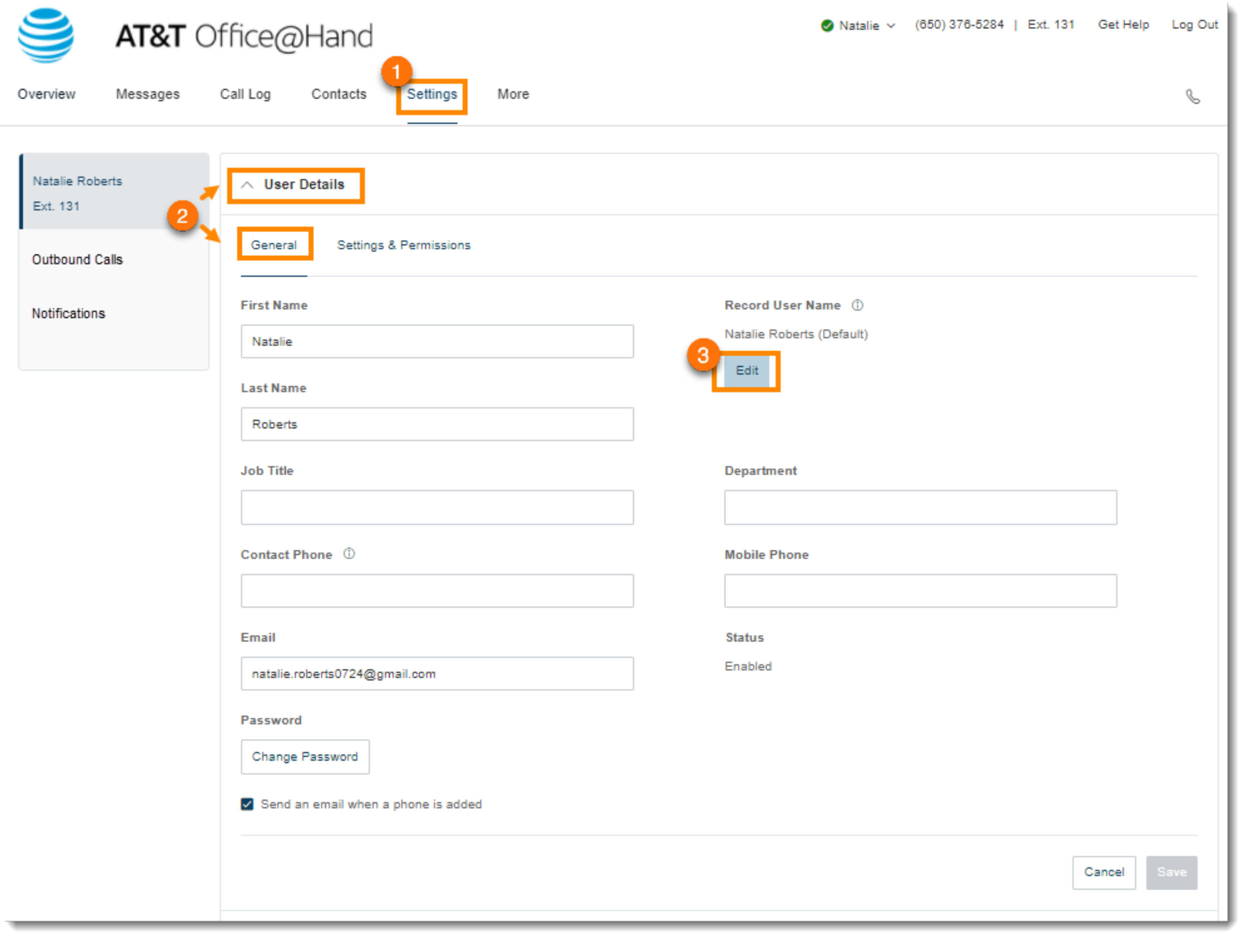
4 AT&T Office@Hand text-to-speech

Greeting Name

5 Natalie Roberts

Setting a custom name recording

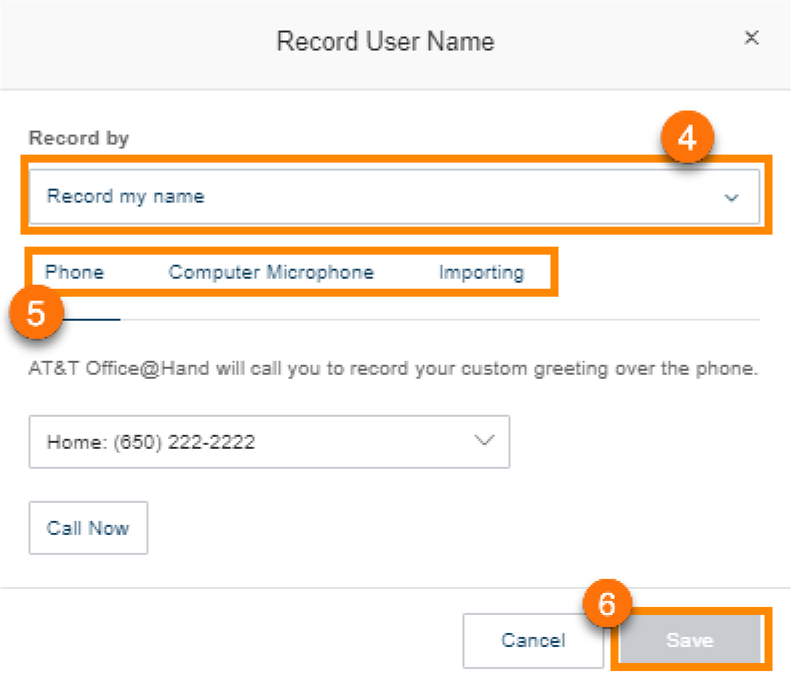
1. From the **Settings** tab, select your name and extension in the left navigation bar.
2. Select **User Details > General**.
3. Click **Edit** under **Record User Name**. The **Record User Name** window will appear.


AT&T Office@Hand
Natalie
(650) 376-5284 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
1
Settings
More
Natalie Roberts
Ext. 131
2
Outbound Calls
Notifications
User Details
General
Settings & Permissions
3
Edit
Change Password
Cancel
Save

First Name: Natalie
Last Name: Roberts
Job Title:
Contact Phone:
Email: natalie.roberts0724@gmail.com
Password
Record User Name: Natalie Roberts (Default)
Department:
Mobile Phone:
Status: Enabled
☑ Send an email when a phone is added

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

Record my name

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

Home: (650) 222-2222

×
4
Phone
Computer Microphone
Importing
5
Call Now
6
Cancel
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

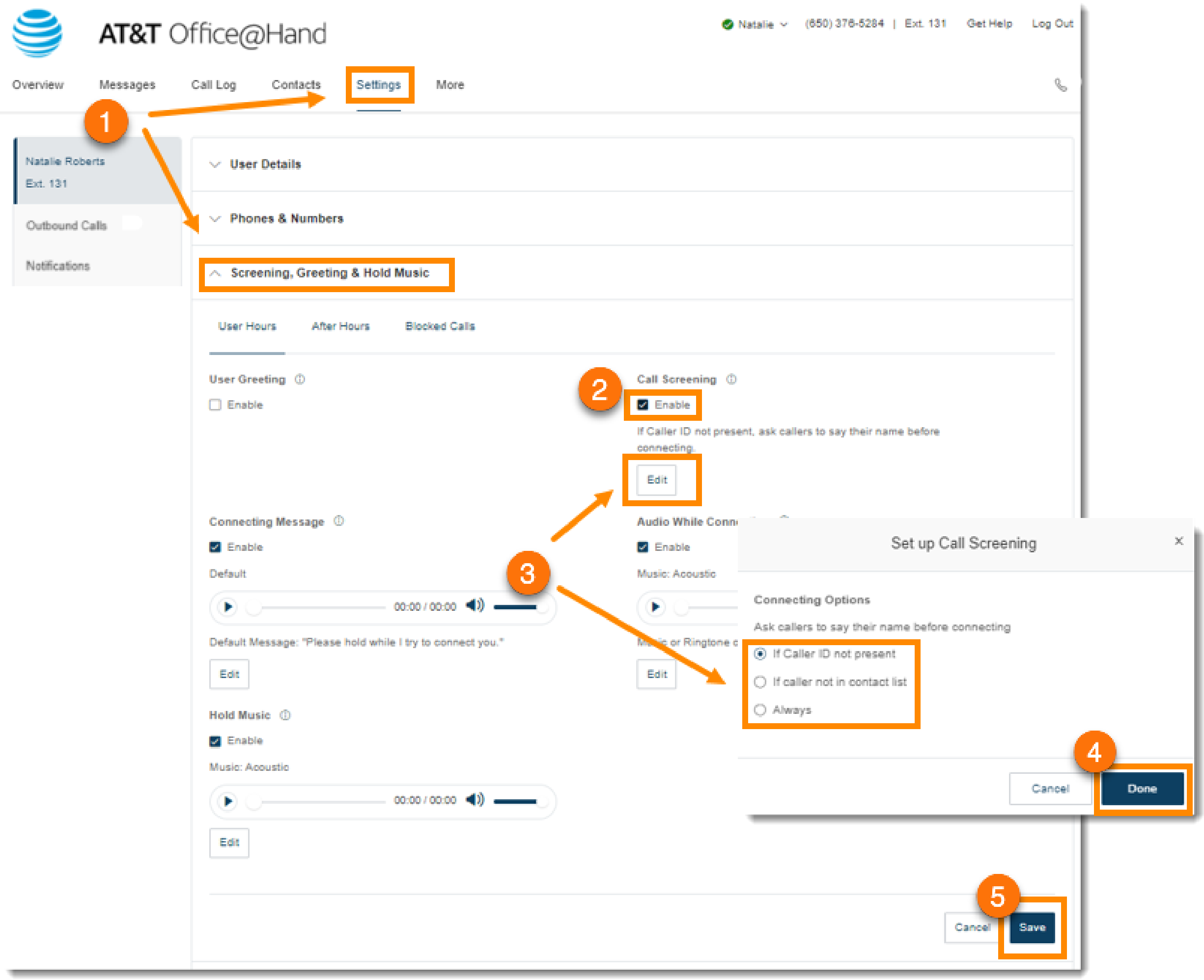
Your Office@Hand system comes with a default personal greeting, such as "Thank you for calling (user name)." You can easily change this greeting to your own custom greeting.

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**.

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**.



Natalie Roberts
Ext. 131

User Greeting
☐ Enable

Call Screening
☑ Enable
If Caller ID not present, ask callers to say their name before connecting.

Connecting Message
☑ Enable
Default
Default Message: "Please hold while I try to connect you."

Audio While Conn
☑ Enable
Music: Acoustic

Hold Music
☑ Enable
Music: Acoustic

Set up Call Screening
Connecting Options
Ask callers to say their name before connecting
● If Caller ID not present
○ If caller not in contact list
○ Always

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Settings
More
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Outbound Calls
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User Details
Phones & Numbers
Screening, Greeting & Hold Music
User Hours
After Hours
Blocked Calls
2
Edit
3
00:00 / 00:00
Edit
Edit
Music or Ringtone c
Edit
00:00 / 00:00
Edit
×
4
Cancel
Done
5
Cancel
Save

Setting connecting message

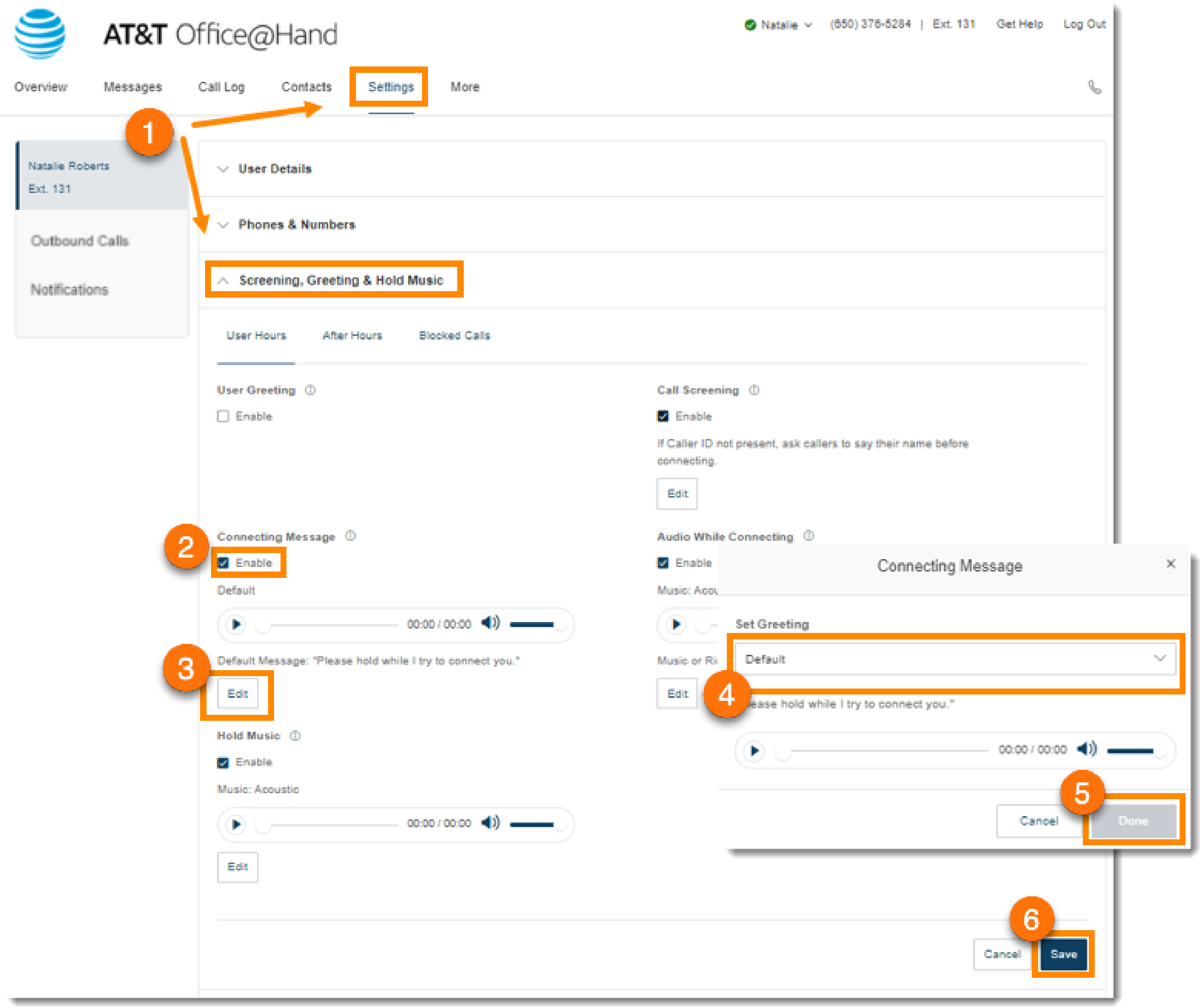
Set the recorded message you want callers to hear to let them know the call will now be transferred to your line.

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**.


AT&T Office@Hand
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Natalie Roberts
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Phones & Numbers
Screening, Greeting & Hold Music
User Hours
After Hours
Blocked Calls
User Greeting
Call Screening
Edit
Connecting Message
2
Audio While Connecting
3
Edit
Edit
Hold Music
Edit
Connecting Message
×
4
00:00 / 00:00
5
Cancel
Done
6
Cancel
Save

User Greeting: ☐ Enable

Call Screening: ☑ Enable

If Caller ID not present, ask callers to say their name before connecting.

Connecting Message: ☑ Enable

Default

Default Message: "Please hold while I try to connect you."

Audio While Connecting: ☑ Enable

Hold Music: ☑ Enable

Music: Acoustic

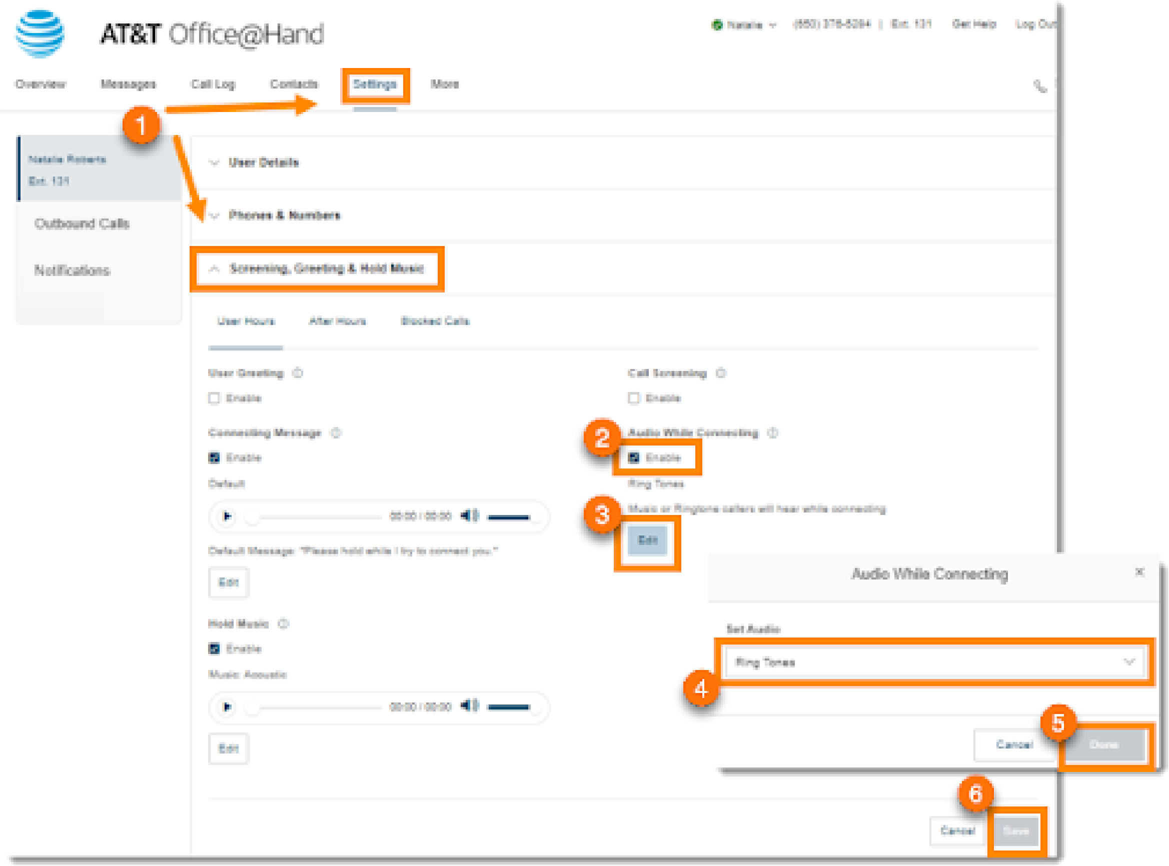
Set Greeting: Default

"Please hold while I try to connect you."

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**.


AT&T Office@Hand
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User Details
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After Hours
Blocked Calls
User Greeting
Enable
Call Screening
Enable
Connecting Message
Enable
2
Audio While Connecting
Enable
Ring Tones
3
Edit
Hold Music
Enable
Edit
Audio While Connecting
Set Audio
Ring Tones
4
Cancel
5
Done
6
Cancel
Save

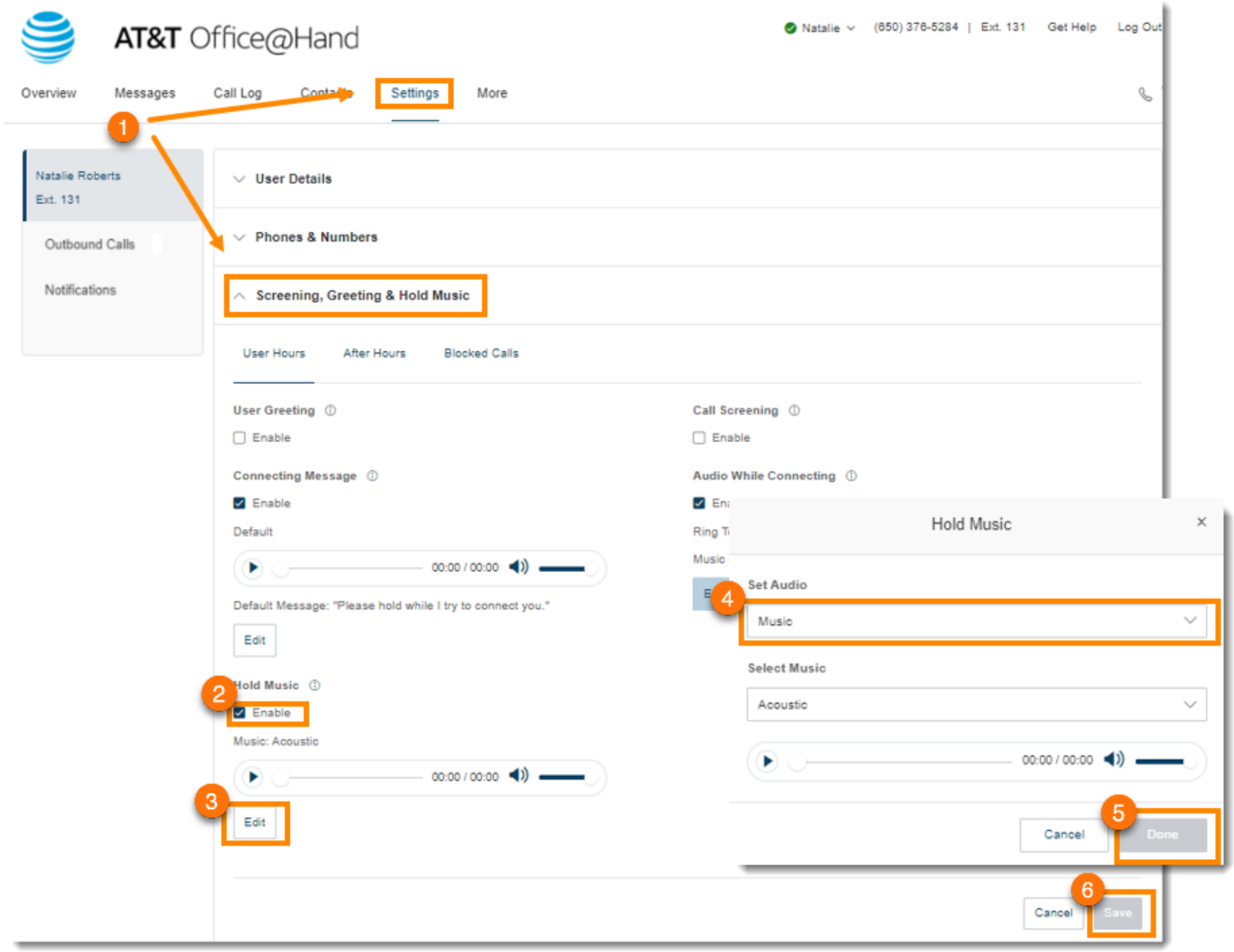
Setting hold music

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**.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Blocked Calls
User Greeting
☐ Enable
Call Screening
☐ Enable
Connecting Message
☑ Enable
Default
00:00 / 00:00
Audio While Connecting
☑ Ena
Ring T
Music
Edit
Hold Music
2
☑ Enable
00:00 / 00:00
3
Edit
Hold Music
×
Set Audio
4
Music
Select Music
Acoustic
00:00 / 00:00
Cancel
5
Done
Cancel
6
Save

Default Message: "Please hold while I try to connect you."

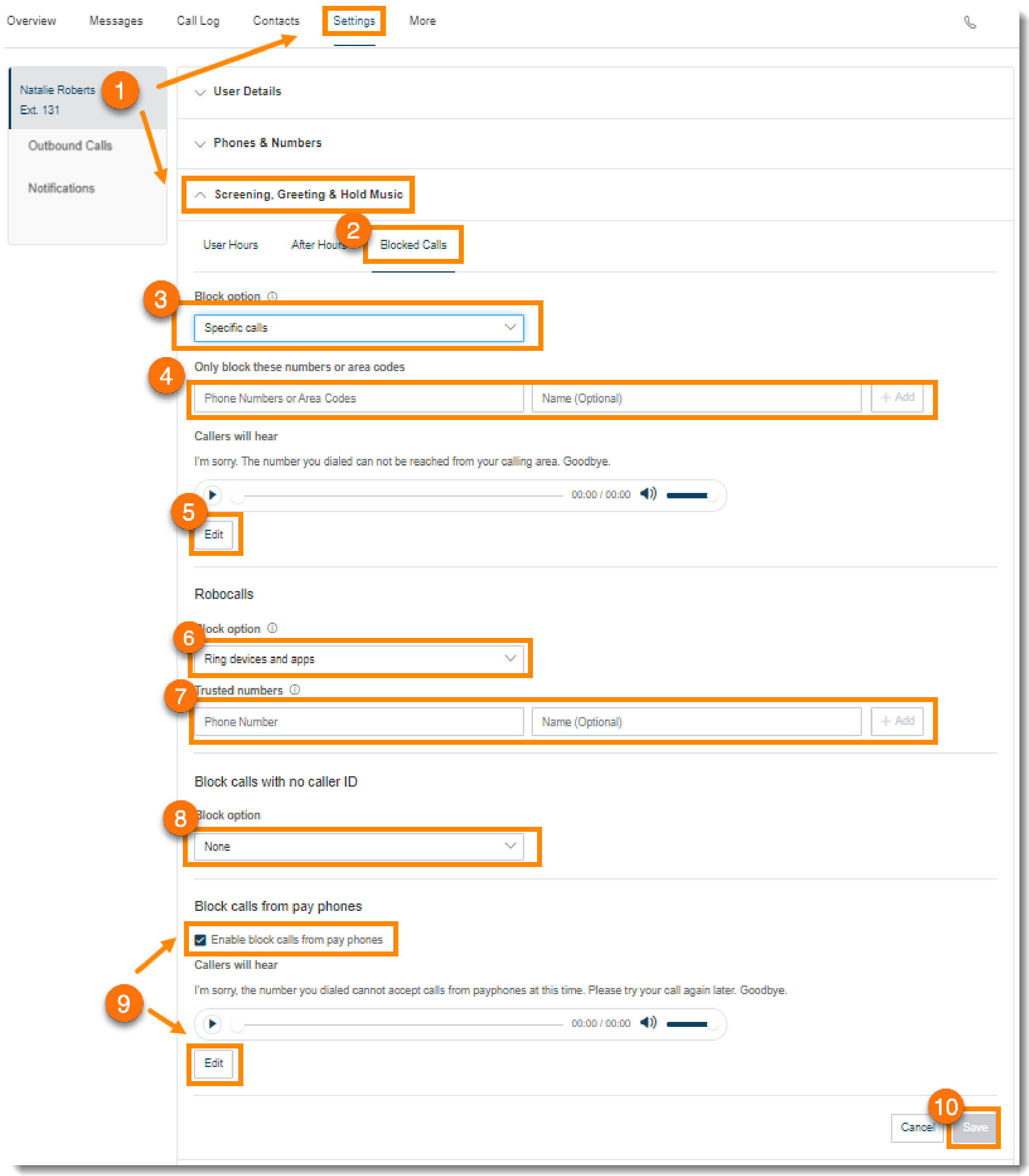
Music: Acoustic

Blocked Calls

Blocking calls

Choose specific phone numbers that you'd like to block and prevent from calling 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* 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* or *Calls*.
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**.


Overview
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User Details
Phones & Numbers
Screening, Greeting & Hold Music
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User Hours
After Hours
Blocked Calls
3
4
5
Robocalls
6
7
Block calls with no caller ID
8
Block calls from pay phones
9
00:00 / 00:00
Edit
Cancel
Save
10

Block option: Specific calls

Only block these numbers or area codes: Phone Numbers or Area Codes | Name (Optional) | + Add

Callers will hear

I'm sorry. The number you dialed can not be reached from your calling area. Goodbye.

Robocalls

Block option: Ring devices and apps

Trusted numbers: Phone Number | Name (Optional) | + Add

Block calls with no caller ID

Block option: None

Block calls from pay phones

☑ Enable block calls from pay phones

Callers will hear

I'm sorry, the number you dialed cannot accept calls from payphones at this time. Please try your call again later. Goodbye.

Call handling and forwarding

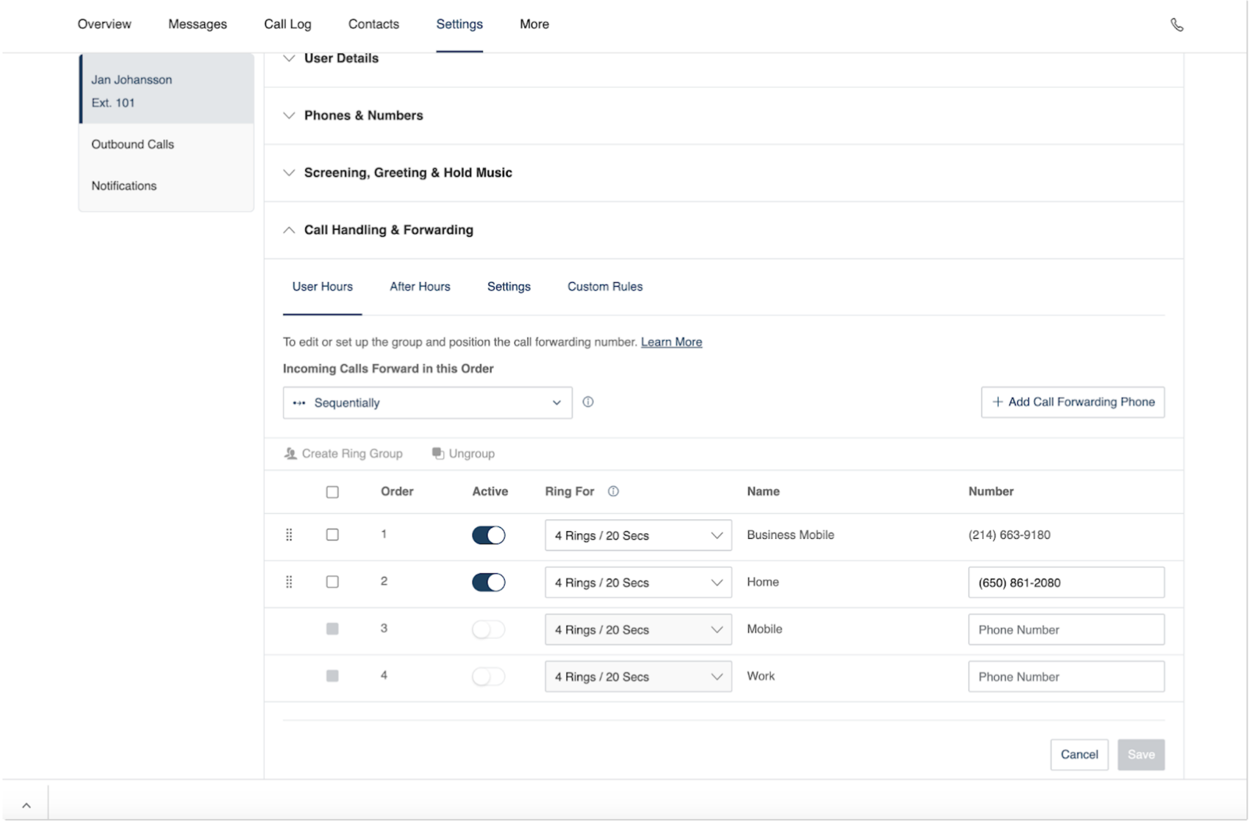
Office@Hand Wireless uses the native dialer included on your mobile device. Native dialing means the calling functionality is embedded into the dialer on your smartphone, so no app is required to make and receive calls. You can just dial as you normally would to make a call.

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 Orde**r 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. Click **Save**.


Overview
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Jan Johansson
Ext. 101
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Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
User Hours
After Hours
Settings
Custom Rules
Add Call Forwarding Phone
Create Ring Group
Ungroup
Cancel
Save

To edit or set up the group and position the call forwarding number. Learn More

Incoming Calls Forward in this Order

Sequentially

☐	Order	Active	Ring For	Name	Number
☐	1	●	4 Rings / 20 Secs	Business Mobile	(214) 663-9180
☐	2	●	4 Rings / 20 Secs	Home	(650) 861-2080
☐	3	○	4 Rings / 20 Secs	Mobile	Phone Number
☐	4	○	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 how you want 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.

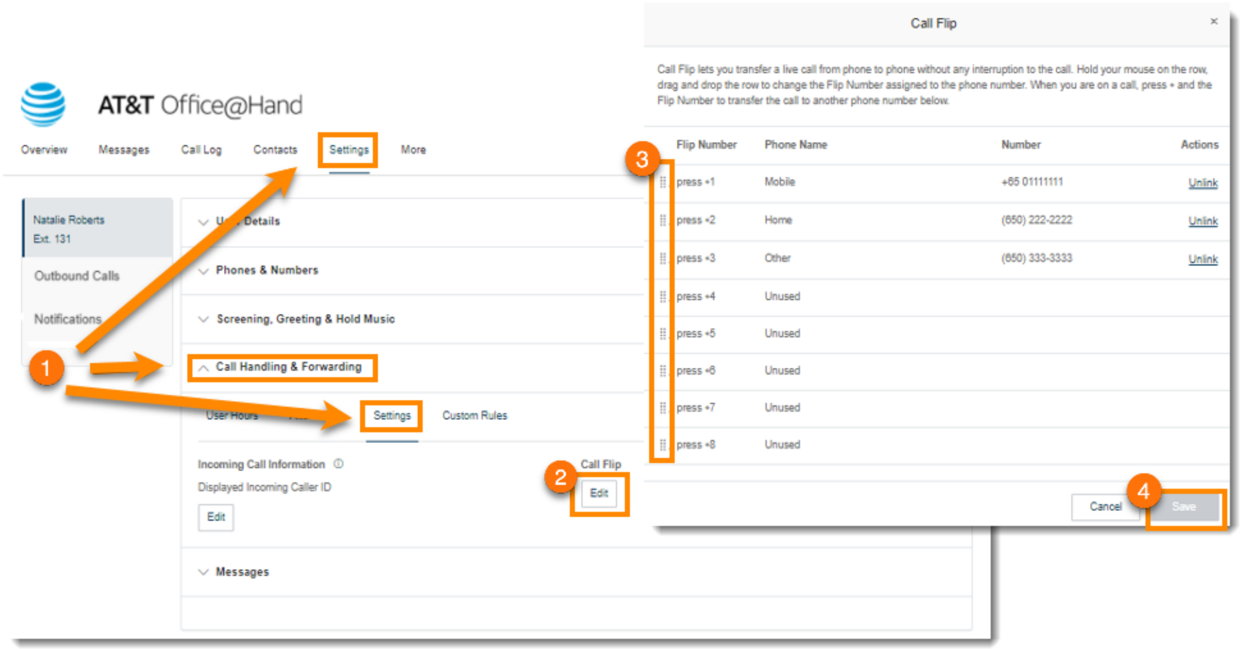
7. Check **Include mailbox name in announcement** if you'd like the mailbox name to be included in the announcement. If this option is unchecked and you get a department (Call Queue) call, the prompt will say "Queue Call, to accept this call, press 1". If you want to accept calls from the Sales and Technical 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**.


AT&T Office@Hand
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Notifications
1
U... Details
Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
User Hours
Settings
Custom Rules
Incoming Call Information
Displayed Incoming Caller ID
Edit
2
Call Flip
Edit
Messages
3
Call Flip
×
4
Cancel
Save

Call Flip lets you transfer a live call from phone to phone without any interruption to the call. Hold your mouse on the row, drag and drop the row to change the Flip Number assigned to the phone number. When you are on a call, press * and the Flip Number to transfer the call to another phone number below.

Flip Number	Phone Name	Number	Actions
press *1	Mobile	+65 01111111	Unlink
press *2	Home	(650) 222-2222	Unlink
press *3	Other	(650) 333-3333	Unlink
press *4	Unused		
press *5	Unused		
press *6	Unused		
press *7	Unused		
press *8	Unused		

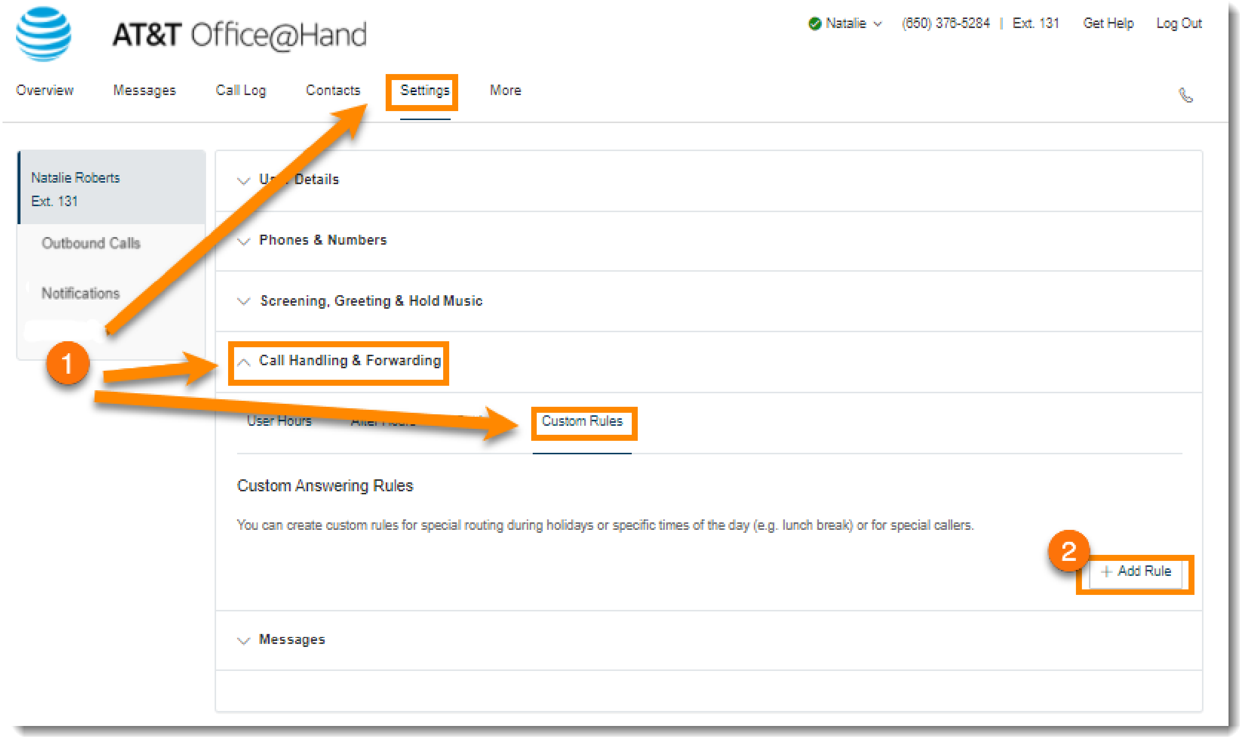
Using call flip

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**.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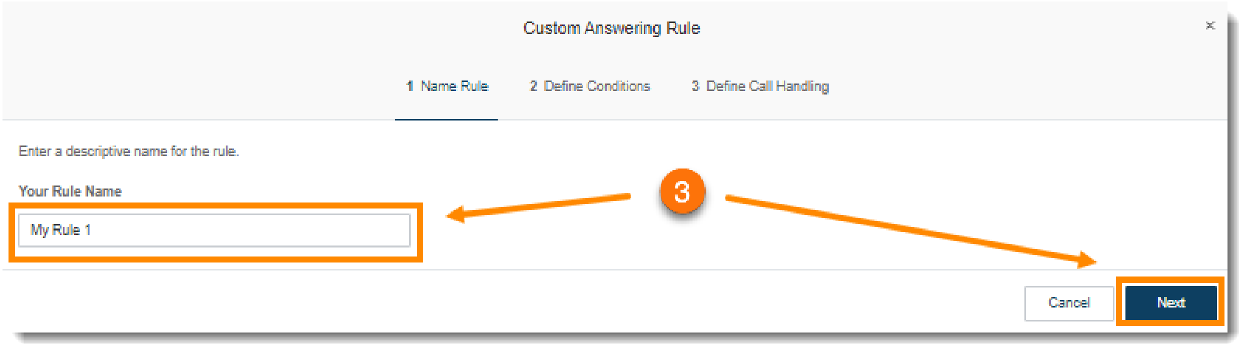
Notifications
U Details
Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
User Hours
Custom Rules
Custom Answering Rules
1
2
+ Add Rule
Messages

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

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


Custom Answering Rule
×
1 Name Rule
2 Define Conditions
3 Define Call Handling
3
Cancel
Next

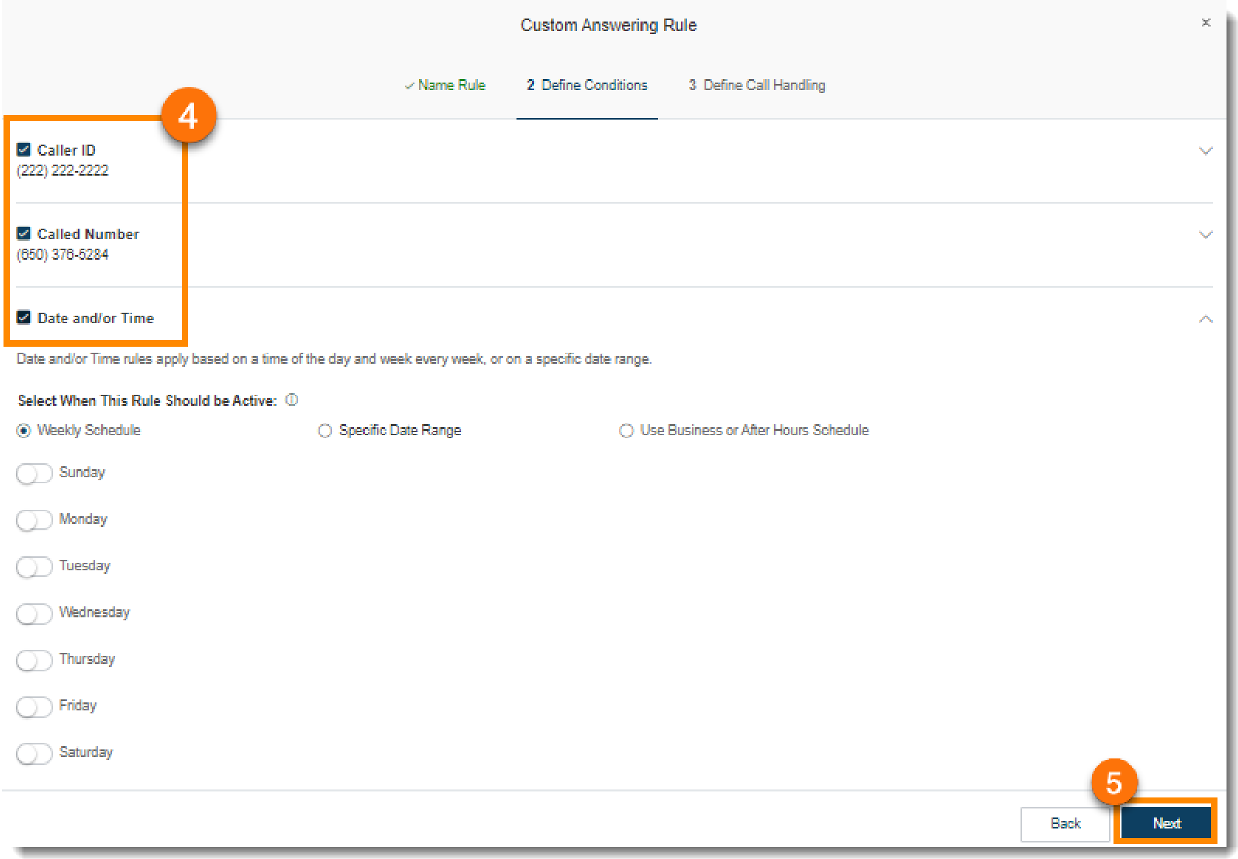
Enter a descriptive name for the rule.

Your Rule Name: My Rule 1

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, vacation, 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
4
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
5
Back
Next

☑ Caller ID
(222) 222-2222

☑ Called Number
(650) 376-5284

☑ 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

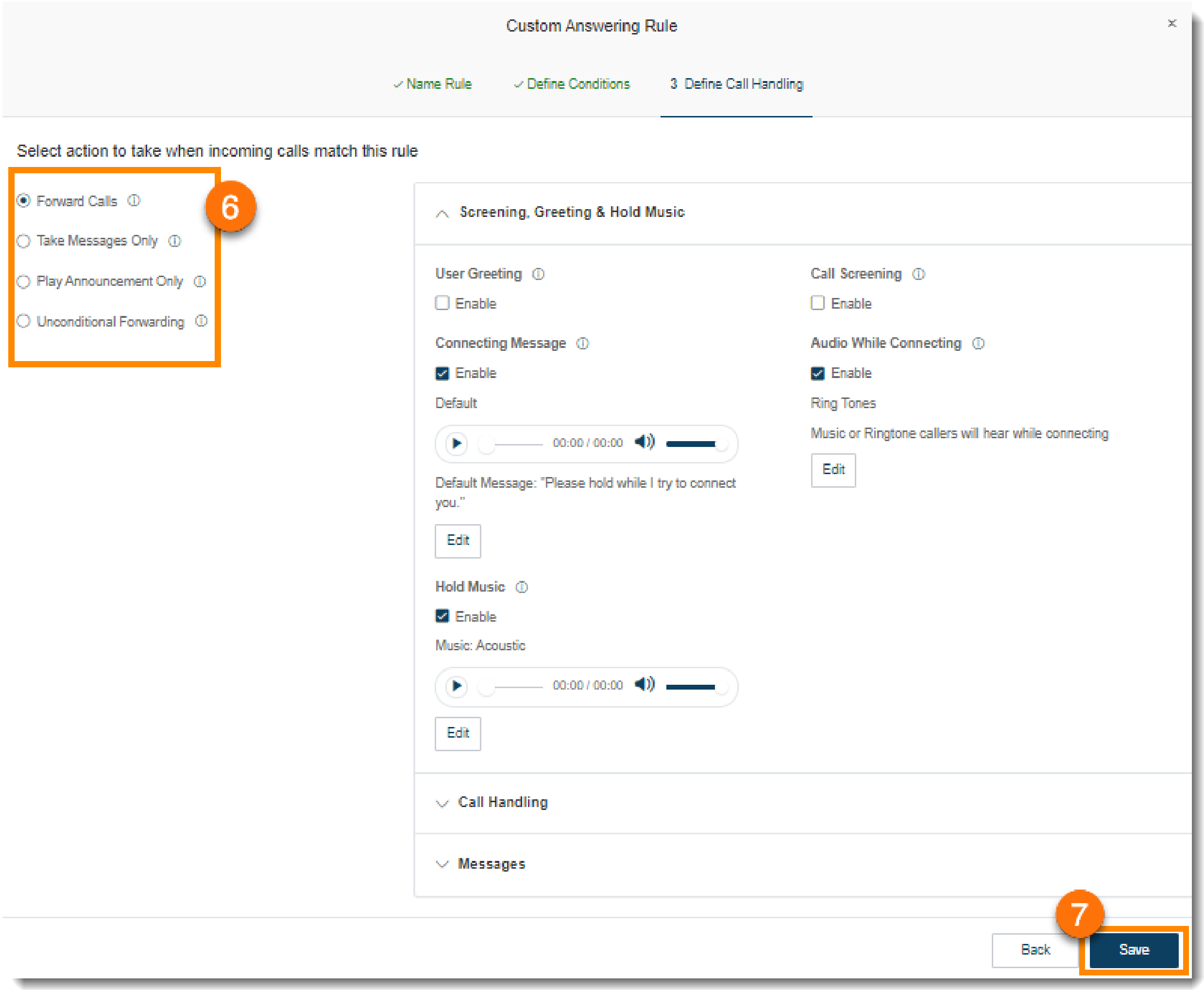
6. Define the call handling for your custom answering rule

- **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
○ Take Messages Only
○ Play Announcement Only
○ Unconditional Forwarding

Screening, Greeting & Hold Music

User Greeting
☐ Enable

Call Screening
☐ Enable

Connecting Message
☑ Enable
Default
Default Message: "Please hold while I try to connect you."

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

Hold Music
☑ Enable
Music: Acoustic

Call Handling

Messages

Messages and notifications

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

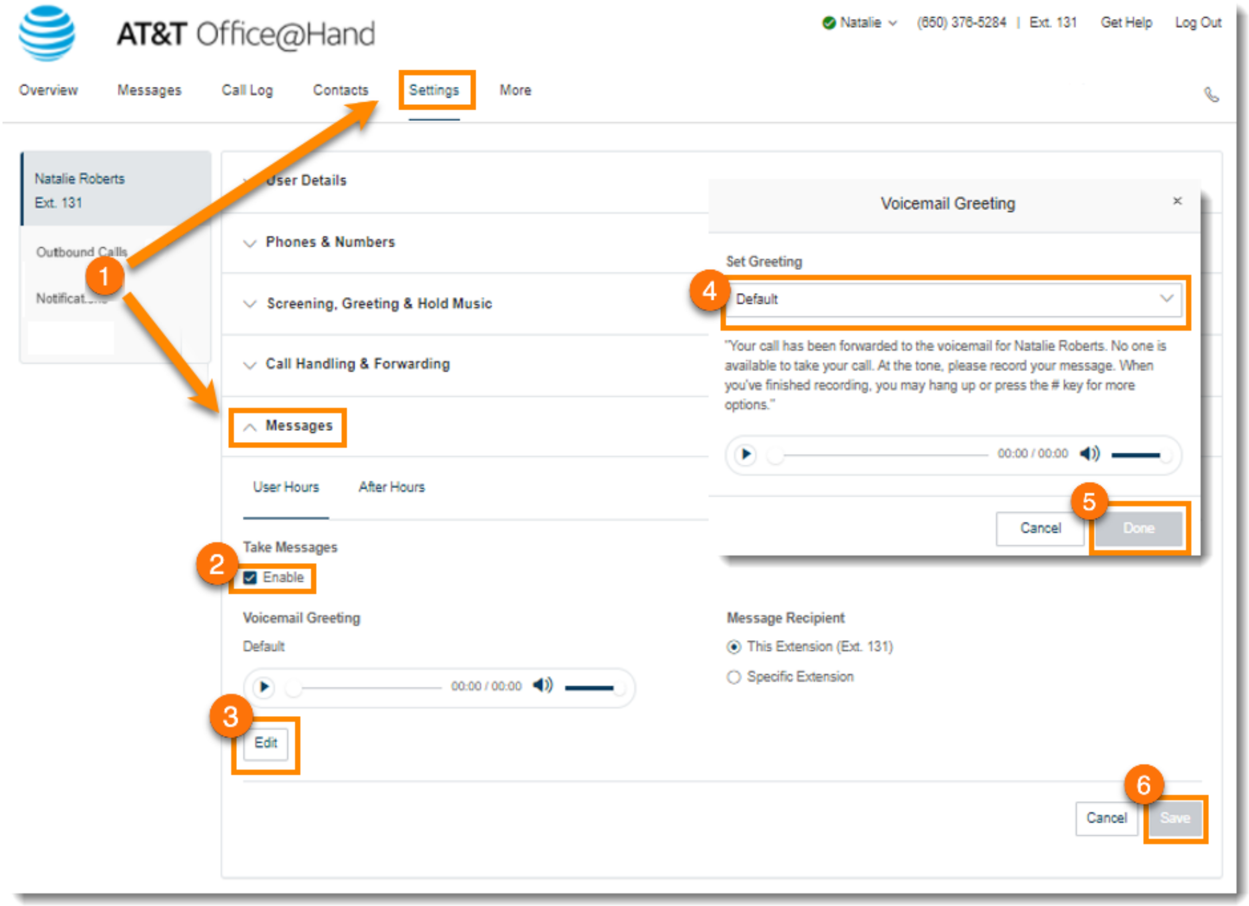
Setting messages

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

Note: This is only applicable to users with Office@Hand Voicemail.

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**.


AT&T Office@Hand
Natalie
(650) 376-5284 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Natalie Roberts
Ext. 131
Outbound Calls
Notificat...
1
User Details
Phones & Numbers
Screening, Greeting & Hold Music
Call Handling & Forwarding
Messages
User Hours
After Hours
2
3
Edit
Voicemail Greeting
×
4
5
Cancel
Done
6
Cancel
Save

Take Messages
☑ Enable

Voicemail Greeting
Default

Set Greeting: Default

"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."

Message Recipient
● This Extension (Ext. 131)
○ Specific Extension

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.

Configuring voicemail settings for your Wireless device

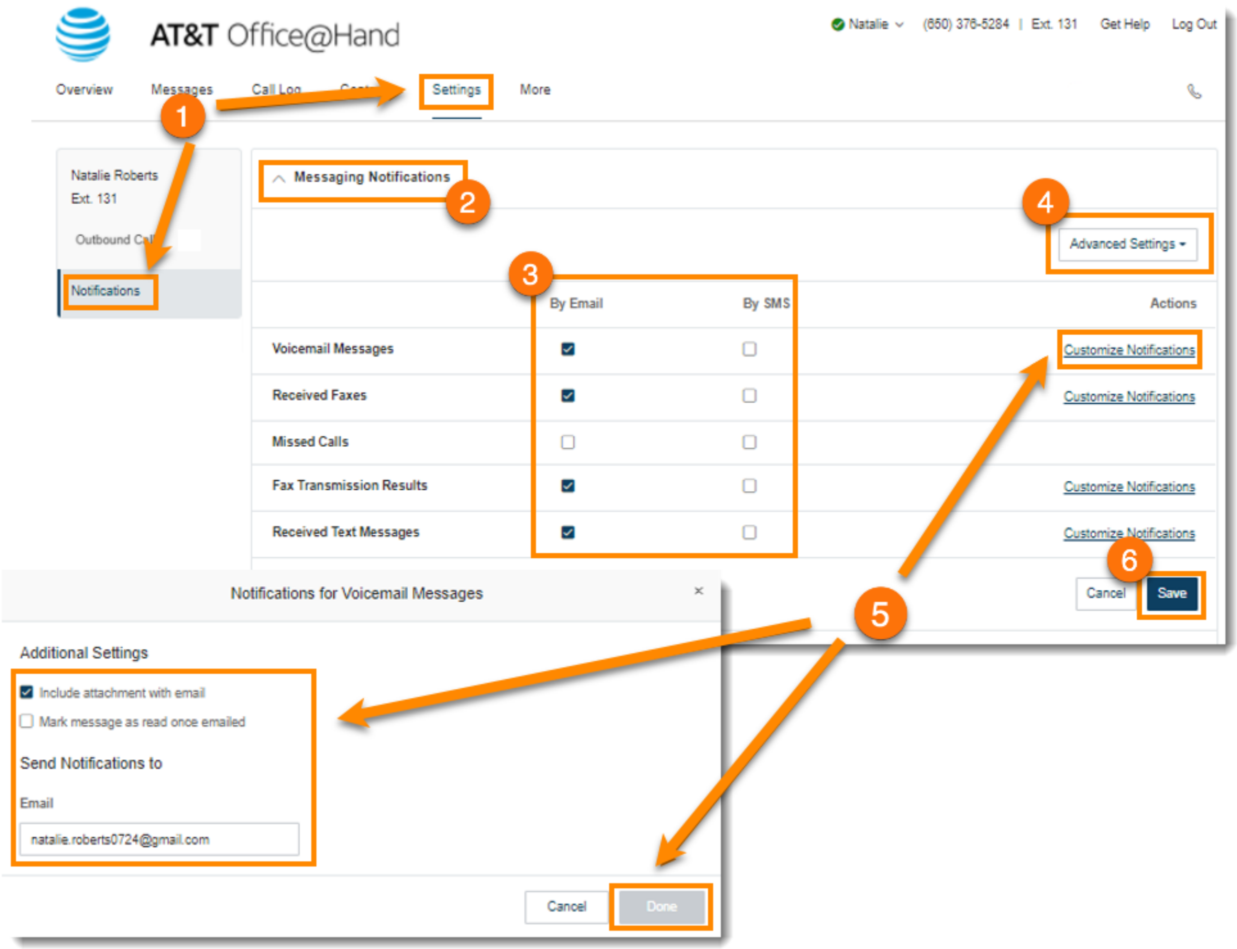
Since you're using a mobile device, you have options for your voicemail settings. To change these options, follow these steps:

1. Click on the **Messages** tab.
2. 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.
3. 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.
4. 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.

Setting up notifications

Set your settings for email alerts or text messages when you receive a voicemail message or missed call

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 or text messages and missed calls.
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**.


AT&T Office@Hand
Natalie
(650) 376-5284 | Ext. 131
Get Help
Log Out
Overview
Messages
Call Log
Cont
Settings
More
1
Natalie Roberts
Ext. 131
Outbound Cal
Notifications
Messaging Notifications
2
4
Advanced Settings ▾
3
5
6
Cancel
Save
Notifications for Voicemail Messages
×
Cancel
Done

	By Email	By SMS	Actions
Voicemail Messages	☑	☐	Customize Notifications
Received Faxes	☑	☐	Customize Notifications
Missed Calls	☐	☐	
Fax Transmission Results	☑	☐	Customize Notifications
Received Text Messages	☑	☐	Customize Notifications

Additional Settings

☑ Include attachment with email

☐ Mark message as read once emailed

Send Notifications to

Email

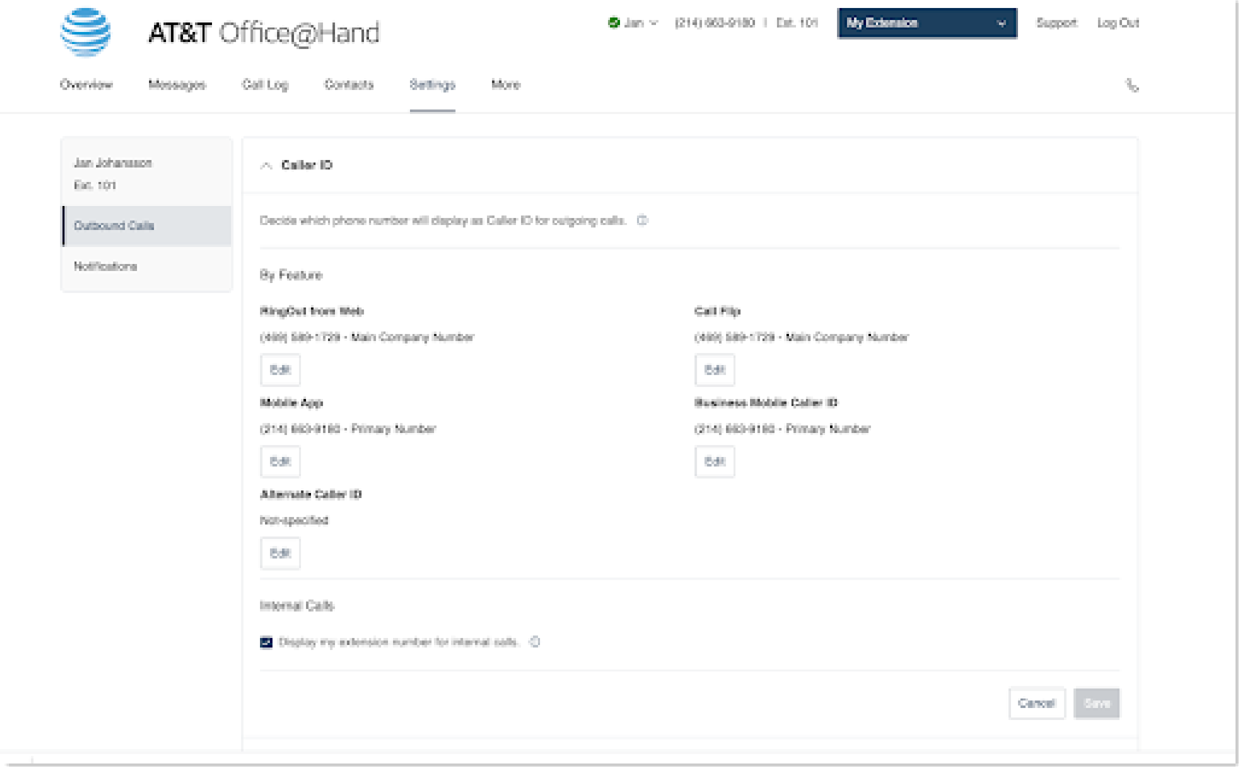
natalie.roberts0724@gmail.com

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** in the left navigation bar.
2. Select **Caller ID.**
3. Under **By Feature**, choose a number to display for RingOut from Web, Mobile App, Call Flip, Business Mobile 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 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**.


AT&T Office@Hand
Jan
(214) 663-9180 | Ext. 101
My Extension
Support
Log Out
Overview
Messages
Call Log
Contacts
Settings
More
Jan Johansson
Ext. 101
Outbound Calls
Notifications
Caller ID
Edit
Cancel
Save

Decide which phone number will display as Caller ID for outgoing calls.

By Feature

RingOut from Web
(469) 589-1729 • Main Company Number

Call Flip
(469) 589-1729 • Main Company Number

Mobile App
(214) 663-9180 • Primary Number

Business Mobile Caller ID
(214) 663-9180 • Primary Number

Alternate Caller ID
Non-specified

Internal Calls

☑ Display my extension number for internal calls.

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 Asecare.