



AT&T Office@Hand for Microsoft Teams

Embedded App 2.0

Admin Guide



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Introduction

This document outlines step-by-step instructions for administrators to remotely install the AT&T Office@Hand for Microsoft Teams Embedded app to users in their organization using the [AT&T Office@Hand Admin Portal](#) (ServiceWeb). The embedded app will be installed on the users Teams app on the desktop and web.

Prerequisites

To access the Admin setup for installing the AT&T Office@Hand embedded app, you must have the **all the following administrator roles** to your organization's AT&T Office@Hand and Microsoft 365 accounts.

For AT&T Office@Hand:

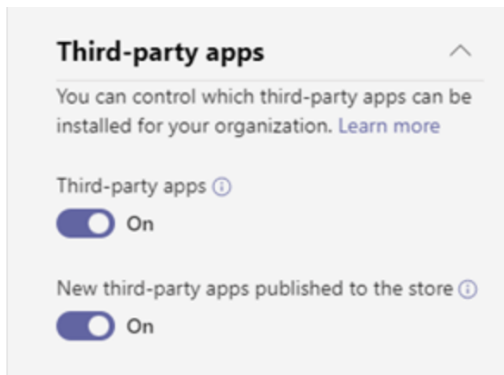
1. Super Administrator
2. User Administrator

For Microsoft 365:

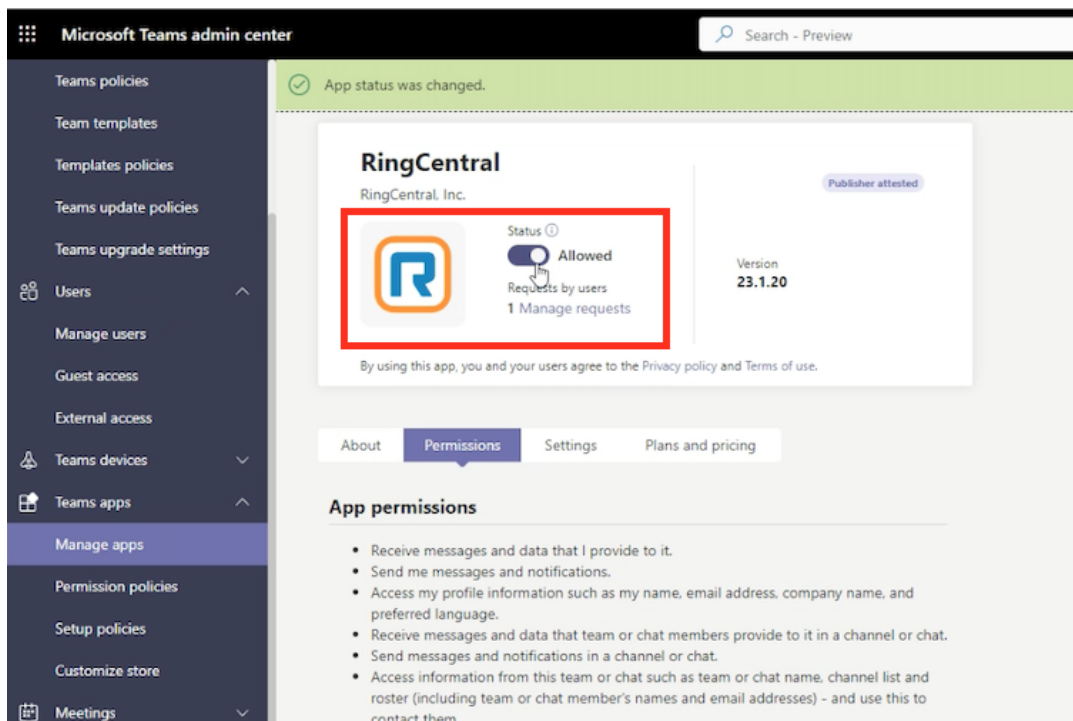
1. Global Administrator or Privileged roles administrator
Additionally
 - a. User Administrator
 - b. Teams Administrator
 - c. Application Administrator

Also ensure all the **required app installation permissions** are enabled from your Microsoft or Teams admin center

1. Check if 3rd party apps are allowed to be installed in your organization's Teams app. You can learn more from this [Microsoft documentation](#),



2. Please check if the AT&T Office@Hand app is in the “Allowed” status under **Manage Apps** in the admin center.



3. Please ensure that AT&T Office@Hand is whitelisted in case you have disabled third-party apps from being installed in your Teams app. Refer to [this article](#) in Microsoft documentation for more details.
4. If you and your organization are using the preview version of the Teams app, please note that 3rd party apps are currently not supported. You can learn more from [this article](#).

Things to keep in mind

As you try out the new Teams, you will likely encounter some gaps as this preview release only includes some of the features available in classic Teams. Features such as 3rd party apps, Line of Business (LOB) apps, advanced calling features such as call queues, and advanced meeting capabilities, including breakout rooms, have yet to be released.

Step 1: Connect your Microsoft 365 account with AT&T Office@Hand Admin Portal

1. Navigate to the [AT&T Office@Hand Admin Portal](#) (ServiceWeb) → Select **More** from the top menu → Select **Account Settings** from the menu on the left → Select **Microsoft Teams** → Select **Embedded App**

The Embedded App tab as shown below hosts the step-by-step instructions to connect your Microsoft 365 account, select users in your organization and install the AT&T Office@Hand Embedded app for Microsoft Teams

The screenshot displays the RingCentral Admin Portal interface. On the left is a navigation sidebar with categories like Service Console, Account Settings, and Microsoft Teams. The main content area is titled 'Account Settings > Microsoft Teams' and contains three steps for configuring the embedded app. Step 1 involves signing in with a Microsoft 365 admin account and authorizing RingCentral. Step 2 is about installing the app for users, with options for 'all users' or 'selected users'. Step 3 is about downloading the desktop plugin, with links for Mac, Windows, and Intel. A search bar is located at the top right of the page.

Account Settings > **Microsoft Teams**

Presence Sync [Embedded App](#)

Step 1: Connect your Microsoft 365 account

Sign in with a Microsoft 365 admin account and authorize RingCentral to access your organization's Microsoft 365 user information and install the RingCentral embedded app in their Microsoft Teams application.

[Sign in](#)

Next, authorize RingCentral to access users Calendar.

[Authorize RingCentral](#)

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users](#) [Install for selected users](#)

Step 3: Download RingCentral's desktop plugin

For the best call quality, we recommend downloading the desktop plugin.

Note: You can skip this step if your organization is using the RingCentral for Microsoft Teams Direct Routing.

Download desktop plugin

[Download plugin \(Mac\)](#) [Download plugin \(Windows\)](#) [Download plugin \(Intel\)](#)

Once the download is completed, follow your company's process and software tools to deploy the desktop plugin to your organization.

- Next, Click the **Sign in** button under Step 1. This will open the Microsoft Sign in page where you need to enter your Microsoft 365 administrator credentials. Ensure to check the “Consent on behalf of your organization” checkbox before proceeding.

Note: You must be a Global administrator or have at least the Application administrator + User administrator role to accomplish this step.

The screenshot shows the RingCentral Admin Portal interface. On the left is a navigation menu with categories like Service Console, Account Settings, and Security. The main content area is titled 'Account Settings >> Microsoft Teams' and contains three steps: 'Step 1: Connect your Microsoft 365 account', 'Step 2: Install RingCentral's embedded app', and 'Step 3: Download RingCentral's desktop plugin'. A modal dialog box is open in the foreground, titled 'Microsoft Permissions requested' for 'RingCentral for MS Teams'. The dialog lists permissions such as 'Sign you in and read your profile', 'Read all users' full profiles', 'Read organizational contacts', and 'Manage your installed Teams apps'. A checkbox for 'Consent on behalf of your organization' is highlighted with a red box. At the bottom of the dialog are 'Cancel' and 'Accept' buttons.



vijayudemo@1g404.onmicrosoft.com

Permissions requested



This app would like to:

- Sign you in and read your profile
- Read all users' full profiles
- Read organizational contacts
- Manage your installed Teams apps
- Consent on behalf of your organization

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel Accept



vijayudemo@1g404.onmicrosoft.com

Permissions requested

Review for your organization



This app would like to:

- Read and write contacts in all mailboxes
- Read and write calendars in all mailboxes
- Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel Accept

3. Next, Click the Authorize **AT&T Office@Hand** button in Step 1, which will prompt you to enter your Microsoft 365 credentials or select the correct administrator account. Next, you will need to read and accept the permissions that will allow AT&T Office@Hand to access your Teams user profiles so it can successfully install the embedded app.

Please note that these permissions are also required for AT&T Office@Hand to send push notifications via the AT&T Office@Hand bot for Teams whenever there is a missed call or voicemail etc.

The screenshot shows the RingCentral Admin Portal interface. On the left is a navigation sidebar with 'Account Settings' expanded to 'Microsoft Teams'. The main content area displays three steps for connecting a Microsoft 365 account:

- Step 1: Connect your Microsoft 365 account**
You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com. A 'Sign out' button is visible. Below, it says 'Next, authorize RingCentral to access users Calendar.' and 'Authorizing RingCentral'.
- Step 2: Install RingCentral's embedded app for your users**
Select the users that will get RingCentral's embedded app for Microsoft Teams. Buttons for 'Install for all users' and 'Install for selected users' are present.
- Step 3: Download RingCentral's desktop plugin**
For the best call quality, we recommend downloading the desktop plugin. A note says: 'Note: You can skip this step if your organization is using the RingCentral desktop plugin.' Below are buttons for 'Download desktop plugin' with sub-options for Mac, Windows, and Linux.

Overlaid on the right is a Microsoft 'Permissions requested' dialog box for 'RingCentral for MS Teams'. It lists permissions: 'Read contacts in all mailboxes', 'Read and write calendars in all mailboxes', and 'Sign in and read user profile'. It includes an 'Accept' button and a 'Cancel' button.

The screenshot shows the Microsoft 365 Admin Center. On the left is a table of users with their licenses:

Username	Licenses
harrison.lin@5y5r6j.onmicrosoft.com	Unlicensed
hrtest@5y5r6j.onmicrosoft.com	Unlicensed
hello.test@5y5r6j.onmicrosoft.com	Unlicensed
ignatk@5y5r6j.onmicrosoft.com	Unlicensed
IgorNativeDR@5y5r6j.onmicrosoft.com	Microsoft 365 ES D...
IntegrationSuper@5y5r6j.onmicrosoft.com	Microsoft 365 ES D...
IntNativeDR@5y5r6j.onmicrosoft.com	Microsoft 365 ES D...
ipsnewuser@5y5r6j.onmicrosoft.com	Unlicensed
ipsdemo@5y5r6j.onmicrosoft.com	Microsoft 365 ES D...
ipsdemo8888@5y5r6j.onmicrosoft.com	Unlicensed
ipsdisableuser@5y5r6j.onmicrosoft.com	Unlicensed

On the right is the 'Manage admin roles' page. It shows 'ips test selected' and a link to 'Learn more about admin roles'. The 'Admin center access' radio button is selected. Under 'Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.', the following roles are checked:

- Privileged Role Administrator
- Teams Administrator
- User Administrator

Other roles like Exchange Administrator, Global Administrator, and Global Reader are unchecked.

4. Once Step 1 is completed, you will receive confirmation that your Microsoft 365 account is connected.

Note: It is recommended that you do not sign out unless absolutely necessary because it will disconnect AT&T Office@Hand from your organization's Microsoft 365 account causing disruption to your users when they are using the AT&T Office@Hand Embedded App.

Once signed out, users can not receive bot notifications or see their Microsoft contacts within their AT&T Office@Hand embedded app.

The screenshot displays the RingCentral Admin Portal interface. At the top, the RingCentral logo is on the left, and 'Admin Portal' with a user profile icon (SN) is on the right. A navigation bar includes 'Home', 'Users', 'Phone System', 'Meetings', 'Reports', 'Billing', and 'More'. A search bar is located on the right side of the navigation bar.

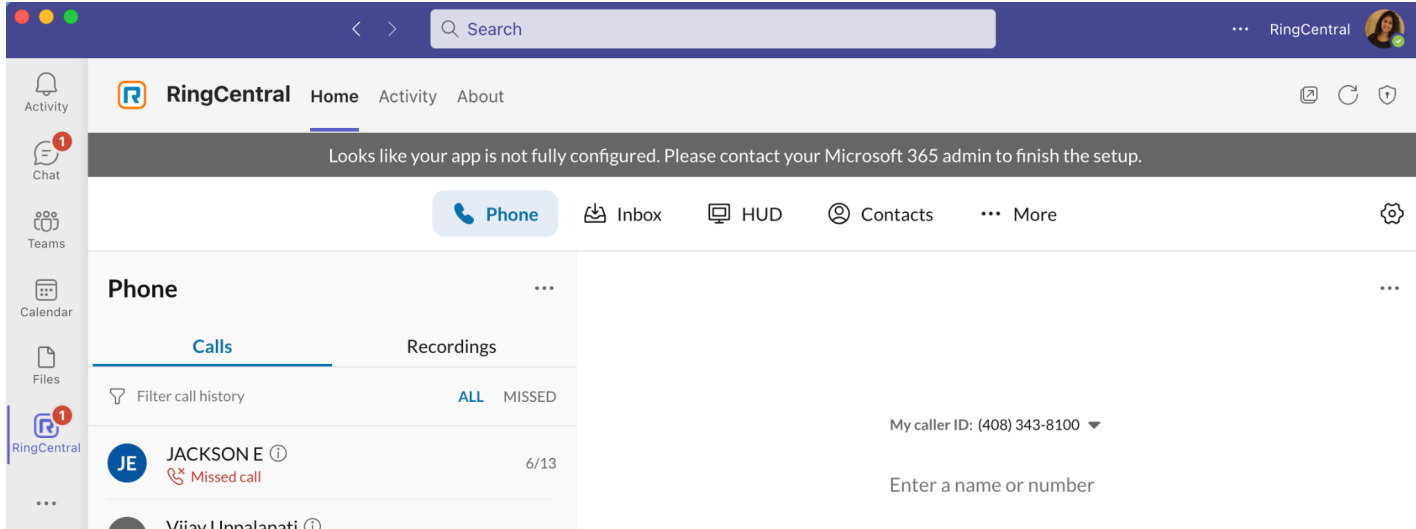
The main content area is titled 'Account Settings >> Microsoft Teams'. Underneath, there are two tabs: 'Presence Sync' and 'Embedded App', with 'Embedded App' being the active tab. The page is divided into three steps:

- Step 1: Connect your Microsoft 365 account**
This step shows two green checkmarks indicating successful authentication: 'You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com.' and 'You've successfully authorized.' A 'Sign out' button is visible below these messages.
- Step 2: Install RingCentral's embedded app for your users**
This step instructs the user to 'Select the users that will get RingCentral's embedded app for Microsoft Teams.' Two buttons are provided: 'Install for all users' and 'Install for selected users'.
- Step 3: Download RingCentral's desktop plugin**
This step states, 'For the best call quality, we recommend downloading the desktop plugin.' A note below reads, 'Note: You can skip this step if your organization is using the RingCentral for Microsoft Teams Direct Routing.' Below this, there are three buttons for downloading the plugin: 'Download plugin (Mac)', 'Download plugin (Windows)', and 'Download plugin (Intel)'.

At the bottom of Step 3, a final instruction reads: 'Once the download is completed, follow your company's process and software tools to deploy the desktop plugin to your organization.'

Important note:

If an end user in your organization is seeing an error stating that the embedded app is not fully configured, please make sure that Step 1 is properly completed.

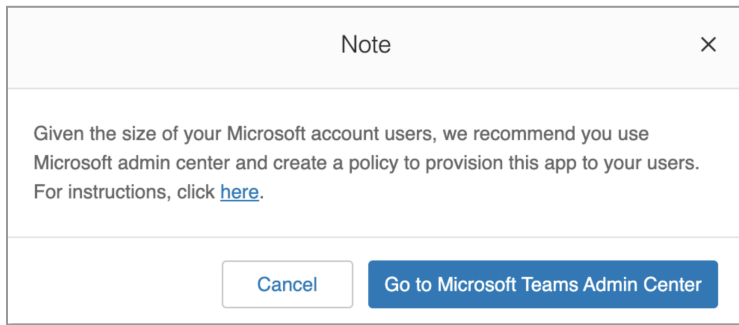


Step 2: Select users to install the embedded app

Important notes:

Before proceeding to Step 2, please double-check

1. The email address of a user attached to their Microsoft account and AT&T Office@Hand account are a match. If this is not the case, the embedded app will not be able to display
 - a. The chat notifications whenever the user receives a missed call, SMS, fax, etc
 - b. The Personal contacts from their Microsoft contact directory.
2. For accounts with **larger than 15,000 user profiles**, the admin portal will redirect to install the embedded app from the Teams Admin Center. [Refer to this article for instructions.](#)



In Step 2, you can select the users listed from your Microsoft 365 account to whom you would like to install the embedded app. You can select

- A single user
- Multiple users
- All users

You can also refresh the user table and uninstall the embedded app from within Step 2.

If you are visiting this page for the first time, you will notice that Step 2 will have only the 2 buttons as shown below.

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.



Once an installation is complete, you will notice a user table appears with the installation status and other details. You can always come back to Step 2 to select more users.

2.1: Install for all users

If you choose to install the embedded app for all users in your organization, then click on the **Install for all users** button.

The installation might take several minutes so all the buttons in Step 2 will be temporarily disabled and you can feel free to multitask by switching tabs or apps.

Once completed, you will notice a confirmation with a summary of the installation status, and a user table is displayed. You can view the users installation status, search for a user, and sort or filter the table as desired.

Presence Sync [Embedded App](#)

Step 1: Connect your Microsoft 365 account

- ✔ You've signed in as **rc-msteams-admin@2bys47.onmicrosoft.com**.
- ✔ You've successfully authorized.

[Sign out](#)

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users](#) [Install for selected users](#)

🔄 You can switch or close the browser tab while the app is being installed. A confirmation email will be sent once the installation is complete.

1682 users: 0 installed, 0 failed, 1682 not selected 🔄

Search user

Status	Microsoft 365	RingCentral Users	Department	Actions
Not selected	Adele Vance	No	Retail	Installing
Not selected	Alex Wilber	No	Marketing	Installing
Not selected	Alexander Graham Bell	No	Information T...	Installing
Not selected	Ashley Yang	No	HR	Installing
Not selected	Charlie Chen	No		Installing
Not selected	Chen Sarah	No		

Dropdown menu for All Status:

- ✔ All Status
- Installed
- Not selected
- Failed

Step 1: Connect your Microsoft 365 account

You've signed in as **rc-msteams-admin@2bys47.onmicrosoft.com**.

You've successfully authorized.

Sign out

Step 2: Install RingCentral's embedded app

Select the users that will get RingCentral's embedded app

Install for all users | Install for selected users

1682 users: 0 installed, 1682 failed, 0 not selected

Search user

All Status | Department

Status ⓘ | Microsoft 365 | RingCentral Users | Department | Actions

Status	Microsoft 365	RingCentral Users	Department	Actions
Failed	Adele Vance	No	Retail	Install
Failed	Alex Wilber	No	Marketing	Install
Failed	Alexander Graham Bell alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
Failed	Ashley Yang cerrie22@2bys47.onmicrosoft.com	No	HR	Install

Message

Installation completed.
Result: 1682 users, 0 installed, 1682 failed

OK

Additionally, you will also receive an email to your AT&T Office@Hand email address that will contain the installation summary and more details.

RingCentral
Update: RingCentral for MS Teams Embedded App has been partially installed
To: ips New

Inbox - Exchange February 20, 2023 at 09:39

RingCentral

Dear ips New,

Due an unexpected error, only 2 out of 4 selected users from your organization have been installed with the RingCentral for MS Teams Embedded App. They can access the embedded app from their Teams app from their desktop, web and mobile devices.

Please click [here](#) to view more details.

To try installing again, please follow the steps below

1. Sign into [RingCentral Admin Portal](#)
2. Select **More**
3. Select **Account Setting**
4. Select **Microsoft Teams**
5. Select **Embedded App**
6. Under Step 2, click **Install for selected users**

Thank you for your patience and understanding!

By subscribing to and/or using RingCentral, you acknowledge agreement to our [Terms of Use](#).

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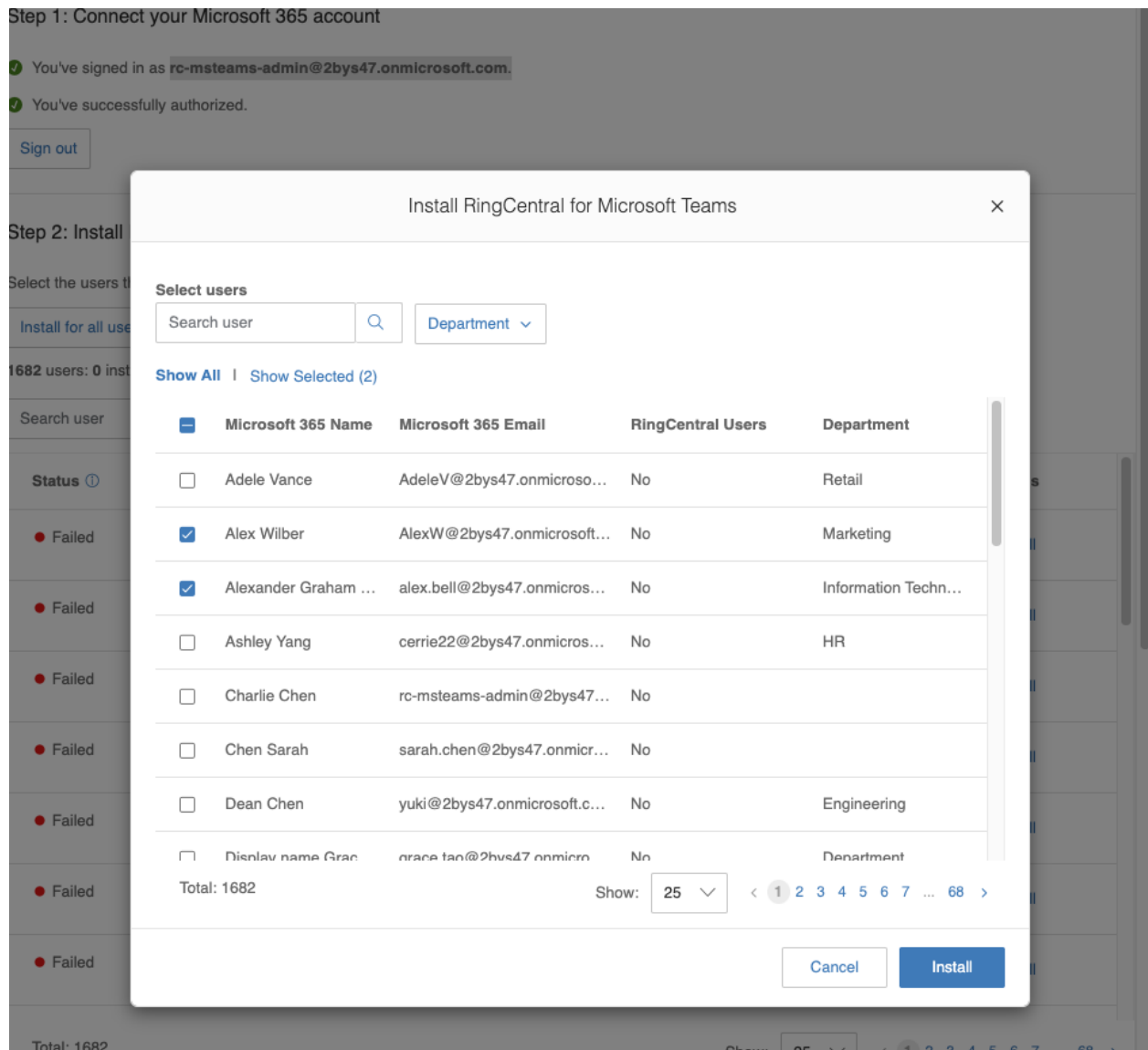
2.2: Install for selected users

To install for a single or selected users in your Microsoft organization, you can click on the **Install for selected users** button.

The screenshot shows the RingCentral Admin Portal interface. The top navigation bar includes the RingCentral logo, 'Admin Portal', and a search bar. The main navigation menu on the left lists various settings categories, with 'Microsoft Teams' selected. The main content area is titled 'Account Settings >> Microsoft Teams' and has two tabs: 'Presence Sync' and 'Embedded App'. The 'Embedded App' tab is active, showing two steps: 'Step 1: Connect your Microsoft 365 account' and 'Step 2: Install RingCentral's embedded app for your users'. Step 1 shows successful authentication. Step 2 includes buttons for 'Install for all users' and 'Install for selected users'. Below these buttons, it displays '1682 users: 0 installed, 0 failed, 1682 not selected'. A search bar and filters for 'All Status' and 'Department' are present. A table lists users with columns for Status, Microsoft 365 Name, Microsoft 365 Email, RingCentral Users, Department, and Actions. A 'Loading...' modal is overlaid on the first row of the table.

Status	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users	Department	Actions
Not selected	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Install
Not selected	Alex Wilber	AlexW@2bys47.onmicrosoft.com	No	Marketing	Install
Not selected	Alexander Graham Bell	alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
Not selected	Ashley Yang	cerrie22@2bys47.onmicrosoft.com	No	HR	Install

You will notice a window will be prompted where you can select which users in your Microsoft organization should receive the embedded app. You can select a single user, select based on department or search and select as desired. Once the selection is complete, click on the **Install** button to start the installation.



The installation might take several minutes so all the buttons in Step 2 will be temporarily disabled and you can feel free to multitask by switching tabs or apps.

Once completed, similar to Step 2.1, you will notice a confirmation with a summary of the installation status, and a user table is displayed. You can view the users installations status, search for a user, and sort or filter the table as desired.

Additionally, you will also receive an email to your AT&T Office@Hand email address that will contain the installation summary and more details.

2.3: Quick install for a single user

You can choose to install the embedded app to a single user from the user table as well. Click on the **Install** button under the **Actions** column to do so.

Step 1: Connect your Microsoft 365 account

- ✔ You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com.
- ✔ You've successfully authorized.

[Sign out](#)

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users](#) [Install for selected users](#)

🔄 You can switch or close the browser tab while the app is being installed. A confirmation email will be sent once the installation is complete.

1682 users: 0 installed, 1682 failed, 0 not selected 🔄

🔍 [All Status](#) ▾ [Department](#) ▾

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users ▾	Department	Actions
● Failed	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Installing
● Failed	Alex Wilber	AlexW@2bys47.onmicrosoft.com	No	Marketing	Install

2.4: Manually refresh the user list

Whenever there is any update to your Microsoft organization such as users being added/removed, or to just refresh the user table due to an error you can click on the refresh icon next to the installation summary as shown below.

Sign out

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

Install for all users

Install for selected users

1682 users: 0 installed, 1682 failed, 0 not selected



Search user



All Status ▾

Department ▾

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users ▾	Department	Actions
● Failed	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Install
● Failed	Alex Wilber	AlexW@2bys47.onmicrosoft.com	No	Marketing	Install
● Failed	Alexander Graham Bell	alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
● Failed	Ashley Yang	cerrie22@2bys47.onmicrosoft.com	No	HR	Install

During the refresh, all buttons in Step 1 and Step 2 will be temporarily disabled. However, you can still view/ sort/ search/ filter the user table.

✔ You've signed in as rc-msteams-admin@2bys47.onmicrosoft.com.

✔ You've successfully authorized.

Sign out

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

Install for all users

Install for selected users

⌵ This may take several minutes. You can switch or close the browser tab while finish refreshing the user list.

1682 users: 0 installed, 1682 failed, 0 not selected ↻

Search user All Status Department

Status ⓘ	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users <input type="button" value="v"/>	Department	Actions
● Failed	Adele Vance	AdeleV@2bys47.onmicrosoft.com	No	Retail	Install
● Failed	Alex Wilber	AlexW@2by AdeleV@2bys47.onmicrosoft.com	No	Marketing	Install
● Failed	Alexander Graham Bell	alex.bell@2bys47.onmicrosoft.com	No	Information T...	Install
● Failed	Ashley Yang	cerrie22@2bys47.onmicrosoft.com	No	HR	Install
● Failed	Charlie Chen	rc-msteams-admin@2bys47.onmicrosof...	No		Install

Refreshing might take several minutes depending on the number of users in your organization, so you can feel free to multitask by switching tabs or windows and come back to view the refreshed user table.

2.5: Uninstall the embedded app for a single user

If for any reason you would like to uninstall the AT&T Office@Hand embedded app from your user's Teams app desktop and web, you can click the **Uninstall** button under the **Actions** column in the user table to do so.

Please note that the Uninstall button will only appear against a username if the installation has been previously successful.

Step 1: Connect your Microsoft 365 account

- ✔ You've signed in as **GenieSW@5y5r6j.onmicrosoft.com**.
- ✔ You've successfully authorized.

[Sign out](#)

Step 2: Install RingCentral's embedded app for your users

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users](#) [Install for selected users](#)

[Uninstalling](#)

49 users: 1 installed, 0 failed, 48 not selected [Refresh](#)

[Q](#) [All Status](#) [Department](#)

Status ?	Microsoft 365 Name	Microsoft 365 Email	RingCentral Users v	Department	Actions
● Installed	41060	41060@41060.uix-cloudpbx.lab.ringcentral...	No		Uninstalling
Not selected	43060	43060@43060.uix-cloudpbx.lab.ringcentral...	No		Install
Not selected	63060	63060@63060.uix-cloudpbx.lab.ringcentral...	No		Install
Not selected	An BezDL2	AnBezDL2@5y5r6j.onmicrosoft.com	No		Install

2.6: Pin the AT&T Office@Hand embedded app in your users Teams app

As an admin, you can follow the steps outlined in this [Microsoft documentation](#) for pinning the AT&T Office@Hand embedded app within the Teams app of your users. By pinning, the embedded app will always be accessible from their left-side menu within Teams.

Step 3: Download the desktop plugin package and enable mobile mode

Step 3.a: Download the desktop plugin package for the embedded app

To pair with the AT&T Office@Hand embedded app, AT&T Office@Hand also offers a headless application called the **AT&T Office@Hand for Teams desktop plugin** to make and receive phone calls, and manage active call controls.

The desktop plugin resides on the users desktop and runs as a background application. Whenever a user initiates an outgoing call, the desktop plugin is launched to display the active call controls such as mute, hold, hangup, etc as well as displays call controls to answer or ignore whenever there is an incoming call.

As an administrator, you can download the desktop plugin file package from Step 3 based on the OS and leverage your company's end-point management solution remotely install it on your users desktops. An example of an IT tool is as follows.

1. [VMWare-Workspace One](#)
2. [InTune by Microsoft](#)
3. [JAMMF](#)

Step 3: Download RingCentral's desktop plugin and turn on light mode for mobile app

To make and receive calls, download and install the desktop plugin and enable the mobile mode for users in your organization.

Note: You can skip this step if your organization is using the RingCentral for Microsoft Teams Direct Routing.

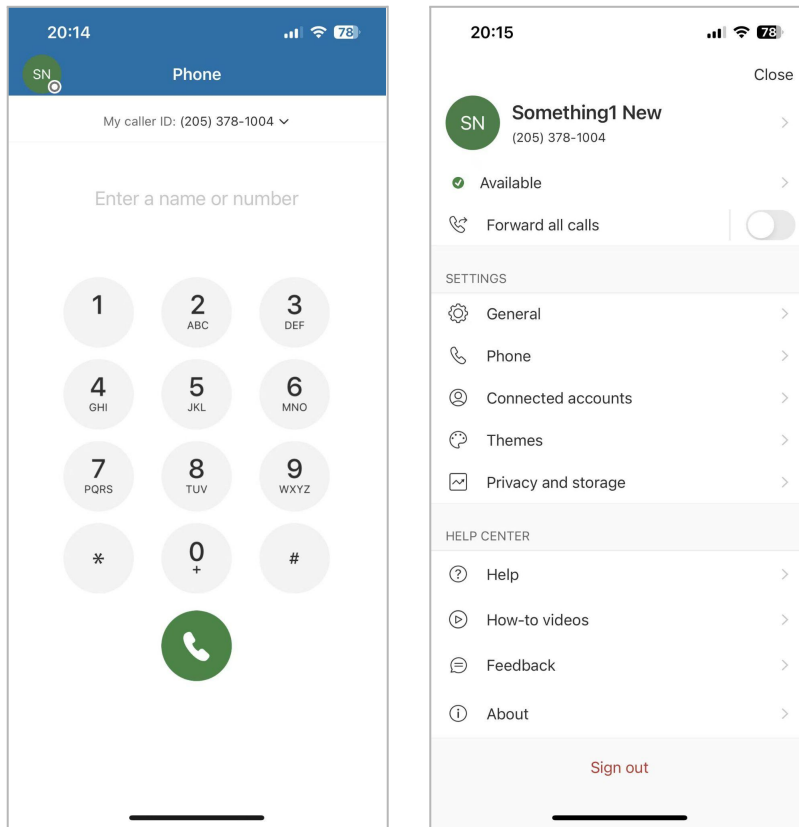
The screenshot displays two panels from the RingCentral admin portal. The left panel, titled '3.a Download desktop plugin', contains two buttons: 'Download plugin (Windows)' and 'Download plugin (Mac)'. Below the buttons, it states: 'Next, follow your company's process to make the plugin available to your organization.' The right panel, titled '3.b Set up Teams mobile mode' with an information icon, contains the text: 'Show a custom view for enabling mobile mode to the User List in your Admin Portal.' Below this text is a toggle switch labeled 'Show custom view', which is currently turned off.

Note: The desktop plugin will be auto-updated once it's installed on the users desktop.

Step 3.b: Enable mobile mode for AT&T Office@Hand mobile mode

To make and receive calls with AT&T Office@Hand for Teams embedded app on mobile, users require the [AT&T Office@Hand mobile app](#). For a lightweight, seamless user experience, administrators can enable a **mobile mode** for the AT&T Office@Hand mobile app for all users in their organization.

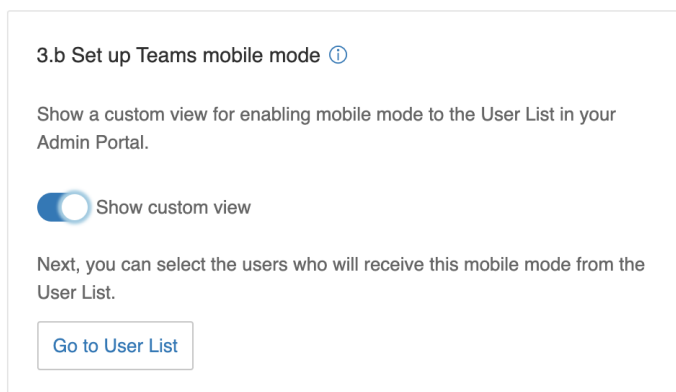
The mobile mode applies a focused call-only experience to their existing AT&T Office@Hand mobile app.



Any message, video, and other AT&T Office@Hand features are hidden in the app so the user can stay focused on the embedded app for all their telephony needs.

To apply the mobile mode, follow the instructions listed below

1. Enable the Custom View toggle as shown in the image



Note: You need to have a User administrator or Super administrator role in AT&T Office@Hand Admin Portal to perform this task.

2. Click on the **Go to User List** button

- You will be navigated to the [Users tab](#) within AT&T Office@Hand Admin Portal. Here, you will see the toggles to enable the mobile mode for users in your organization

Home **Users** Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List » **Users with Extensions**

Search [] [] [] + Add User Add Users in Bulk []

Delete Enable Disable Send Invite Set Credentials Apply Templates MS Teams mobile mode

<input type="checkbox"/>	Status	Name	Number	Ext.	MS Teams mobile mode	Actions
<input type="checkbox"/>	✓	adele_vance	(650) 319-6015	96789	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Akhilesh M	(954) 947-1407	96774	<input type="checkbox"/>	⋮ ▾
<input type="checkbox"/>	✓	Akhilesh ZapierTest1	(747) 222-3383	96785	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Akhilesh ZapierTest2	(205) 453-1922	96786	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Alex Weiber	(205) 517-8019	96788	<input type="checkbox"/>	⋮ ▾
<input type="checkbox"/>	✓	Alvita Huang523@gmail.com	(209) 407-1499	96755	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Andrew Udware	(209) 800-6995	96770	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Anup Yadav	(650) 292-1149	96776	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Byrne Reese	(209) 831-2150	96766	<input type="checkbox"/>	⋮

Note: If you do not see the toggles immediately after navigation, please refresh the page and check again.

- You can enable the toggle for a single user or you can select users in bulk and click on the 'MS Teams Mobile Mode' button to enable for more than one user

Home **Users** Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List » **Users with Extensions**

Search [] [] [] + Add User Add Users in Bulk []

Delete Enable Disable Send Invite Set Credentials Apply Templates MS Teams mobile mode

<input type="checkbox"/>	Status	Name	Number	Ext.	MS Teams mobile mode	Actions
<input checked="" type="checkbox"/>	✓	adele_vance	(650) 319-6015	96789	<input checked="" type="checkbox"/>	⋮
<input checked="" type="checkbox"/>	✓	Akhilesh M	(954) 947-1407	96774	<input checked="" type="checkbox"/>	⋮ ▾
<input type="checkbox"/>	✓	Akhilesh ZapierTest1	(747) 222-3383	96785	<input type="checkbox"/>	⋮
<input type="checkbox"/>	✓	Akhilesh ZapierTest2	(205) 453-1922	96786	<input type="checkbox"/>	⋮

- Whichever user you have enabled the mobile mode will see a focused call-only interface in their AT&T Office@Hand mobile app.

Migration from the Live version to the Open beta version:

If you are a brand new user of the AT&T Office@Hand for Teams application, you will receive the latest and greatest features offered by the open beta version. However, the users on the older version of the app will be provided a choice to migrate to the latest version depending on how the embedded app has been installed to their Teams app.

To learn more about your setup and how the migration applies, please refer to this [document](#).

Presence Sync in Embedded App

The AT&T Office@Hand Presence Sync enables the integration of Microsoft Teams Presence into your AT&T Office@Hand for Microsoft Teams embedded app, as well as the presence status of MS Teams users who are on active calls into the Teams environment.

You can now see if specific users or stakeholders in your organization are available online or engaged in another call. Presence is updated in real-time on the desktop and web application versions.

Please refer to the [Presence sync admin guide](#) to set up the presence sync service for your organization.

Known issues and limitations

1. AT&T Office@Hand and Microsoft 365 email matching for users

By design, the Admin Portal matches the AT&T Office@Hand email address to Microsoft's user principal name (UPN) and then to Microsoft's primary email (outlook email). Only the matched users can

- a. Receive chat notifications in the Activity tab
- b. View the Teams personal contact list in the Embedded App

Workaround: The admin can update the emails in either AT&T Office@Hand or Teams. Otherwise, the users will be auto-matched within a maximum of 12 hours.

Please follow the instructions below to update Teams email address from Azure Admin portal

1. Sign in to [Azure Admin Portal](#)

2. Navigate to **Azure Active Directory**



3. Select **Users** from the left side menu
4. Search for the user for whom you would like to change the email address
5. Select **Edit properties**
6. Scroll down and update the **Email** field

The screenshot shows the Azure Active Directory user properties page for a user named "Vijay MSUserTest". The page is titled "Microsoft Azure" and includes a search bar. The user's name is "Vijay MSUserTest" and the page is labeled "Properties". There are several fields for user information, including Manager, Sponsors, Street address, City, State or province, ZIP or postal code, Country or region, Business phone, Mobile phone, Email, Other emails, Fax number, Mail nickname, Age group, Consent provided for minor, Legal age group classification, Account enabled, and Location. The "Email" field is highlighted with a red border and contains the value "VijayDemo@1g404.onmicrosoft.com". The "Other emails" field contains "u.vijaykrishna@gmail.com". The "Account enabled" checkbox is checked.

2. **Notifications when the embedded app is logged into multiple devices**

The chat notifications are sent per user account and not by the number of devices a user is logged into. If the user is signed into the embedded app with the same account on multiple devices, the message will be pushed to all the devices.

3. **Notifications will be paused after 7 days**

Daily unread messages will be paused if the user has not signed in or used the

embedded app in a period of more than 7 days. Once any activity is resumed by the user in the embedded app, the messages will start to deliver.

4. App not fully configured

If the administrator has changed or updated their roles in Microsoft, the changes will take up to 24 hours to take effect. Meanwhile, the users of the AT&T Office@Hand for Teams embedded app might receive an error that the app is not fully configured.

5. Microsoft and AT&T Office@Hand account connection

Currently, we do not support connecting multiple Microsoft accounts/tenants to a single AT&T Office@Hand account and vice versa. This will be improved in future versions.