RingCentral Office@Hand from AT&T

Mobile App Department Manager Guide

RingCentral

Table of Contents

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Welcome

The RingCentral Office@Hand from AT&T business phone system helps you maintain a professional presence in the office, at home, and virtually anywhere. And now, with Office@Hand for select[1] smartphones, you've got the power to manage your department settings, logs, faxes, and more—wherever you go.

Download and install Office@Hand for select* smartphones to:

- Listen to department voicemail messages.

- Open and view department faxes.

- Monitor call logs that provide a detailed history of incoming, outgoing, and missed calls.

- Create custom department greetings for business and after hours.

- Set up voicemail greetings and designate department message recipients.

- Manage department call-handling rules and on-hold music settings.

Get started now.

After your organization's RingCentral Office@Hand from AT&T administrator sets you up as a department manager on Office@Hand, you'll receive an email with your extension information and a link for creating a password and setting up a security question and answer.

Here is an example of the email you will receive.

> **RingCentral Office@Hand from AT&T**
>
> Dear Sales,
>
> John S has added you as a Sales department manager for the RingCentral Office@Hand from AT&T business phone system.
>
> To set up your department and add department members, please click here or copy and paste the following into your browser: http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800EC008F51387C19E4E0EC04B4646C96
>
> Thank you for using RingCentral Office@Hand from AT&T!
>
> For technical assistance please call AT- Advanced Mobility Solutions customer care at 1-866-563-4703 or Click Here for helpful hints, videos and information about how to use the service.

NOTE: You must use the link provided in the email and create a password before you can begin using Office@Hand for smartphones. (You may use your existing Office@Hand password if you wish.)

Follow the onscreen instructions to create your password. Select and answer one of the questions from the **Security Question** dropdown menu.

Now download and install the Office@Hand Mobile App onto your smartphone, if you haven't already done so. Go to the **App Store** of your smartphone, search for Office@Hand, and follow the instructions to install the App.

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1. Smartphone apps are available for select smartphones. See att.com/officeathand for the list of certified devices.

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Launch the Office@Hand Mobile App, and log in with your ATT Office@Hand phone number, the Department extension number, and your password.

From the mobile app you can now set up your department details and add members. You can make changes and update the department info at any time right from your smartphone app, following the instructions below. (You can also manage your department from your Office@Hand account online, again using your Department extension number and password.)

Main Menu

To log into your RingCentral Office@Hand from AT&T Mobile App account as a Department Manager, enter your phone number, **the Department's extension number, and the department password** you chose. (*To log into your own account, not your Department Manager account, and your personal extension number personal password.*)

As Department Manager, you will be able to check Department email and faxes, and customize settings by following the instructions in this document.

When you log in, you will see the Messages screen. To choose another menu option, tap the **Menu icon** in the lower left – it looks like three lines with a triangle on top. When you tap it, you will see the menu choices: **Messages; Favorites; Contacts; Call Log; and Settings.**
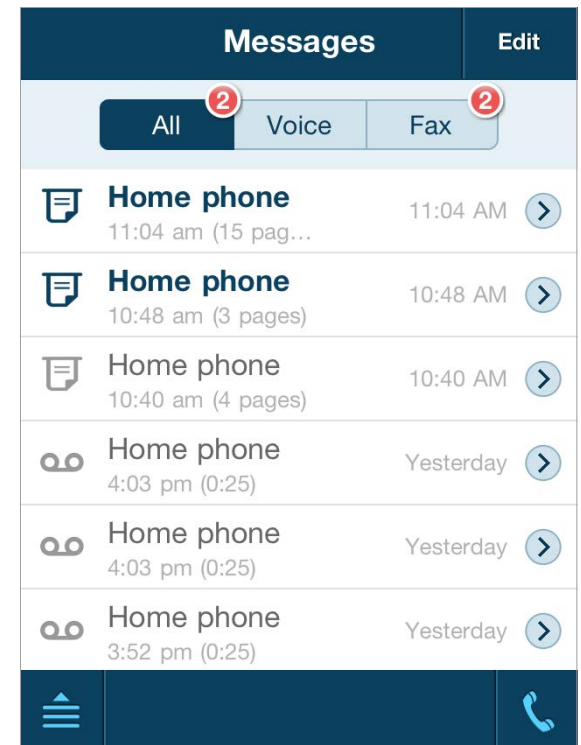
Messages

To see your department's voicemail and fax messages, tap the **Menu**, then tap **Messages**.

Tap the **Voice** tab to see Department voicemail messages; tap the **Fax** tab to see received faxes; tap **All** to see both.
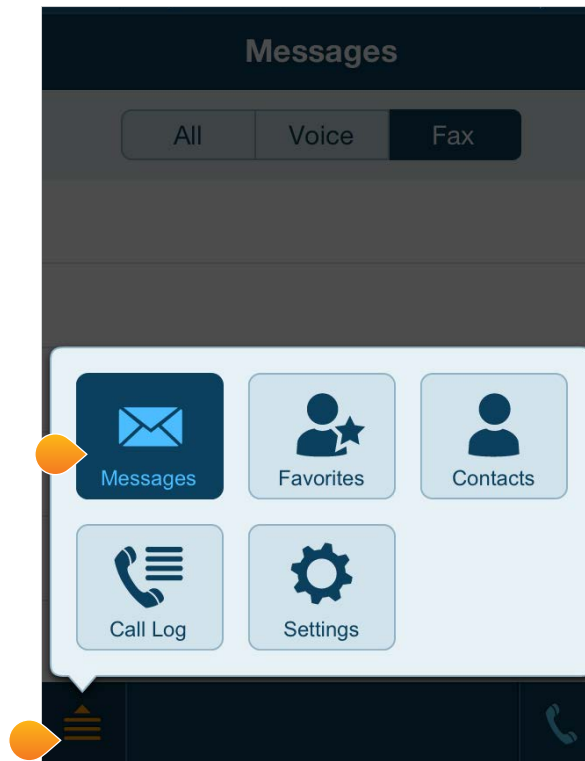
To listen to a voicemail message, tap the message body, then the **Play** button. You can choose your **Audio Source** to play the message through your smartphone speakers or through your headset.

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Tap the **handset** button to return the call (the Department will need to have a **Direct Number** to make outbound calls).

To view a fax message, tap the fax message body and view the message.

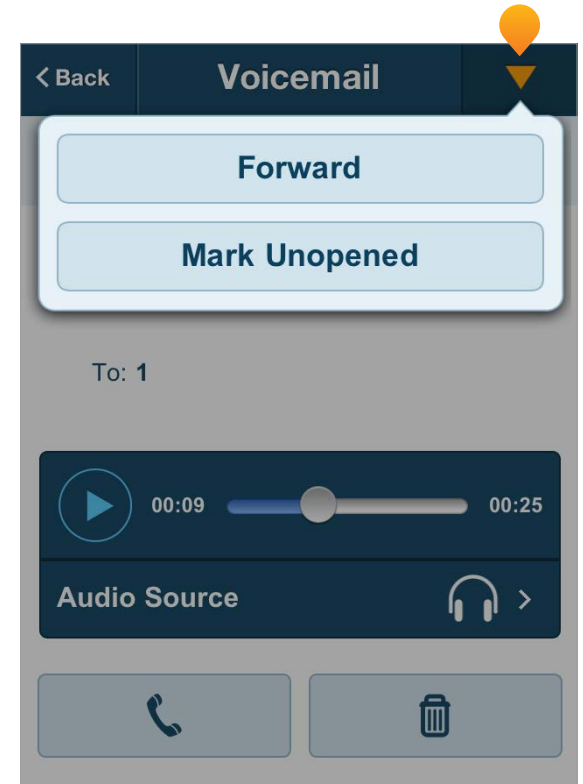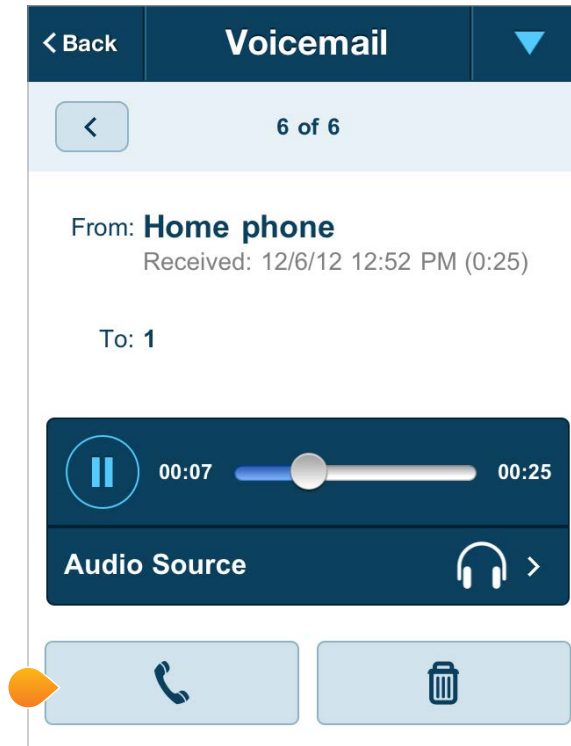Tap the **trashcan** icon to delete.

Tap the **triangle** symbol at the top right of the screen to see the dropdown for **forwarding** the voicemail or fax to an email address, or to mark the message **Unopened**.

Tap the **caret** to move to the next fax or voicemail message. Tap **Back** when done.

Back at the **Messages** screen, tap the caret at the right of a voicemail or fax to see details of the caller, such as the number of the caller. Tap the number to call back (the Department must have a **Direct Number** to make outbound calls).

NOTE! THE DEPARTMENT MUST HAVE A DIRECT NUMBER TO RECEIVE FAXES.
Faxes cannot be sent to a department via its extension.

< Back	**Voicemail**	▼

<	**6 of 6**	

From: **Home phone**
Received: 12/6/12 12:52 PM (0:25)

To: **1**

⏸ 00:07 ━━━━●━━━━ 00:25

Audio Source 🎧 ›

📞   🗑

< Back	**Voicemail**	▼

Forward

Mark Unopened

To: **1**

▶ 00:09 ━━━━●━━━━ 00:25

**Audio Source** 🎧 ›

📞   🗑

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Contacts

Find the people you need fast. The **Contacts** feature lets you view your full list of contacts or to see only the people listed in your company directory. Tap **Contacts** in the bottom navigation bar to access your contacts.

To see all your contacts, tap **All Contacts** at the top of the screen—this combines your personal contacts list and your Company contacts list. Tap **Company** to see only the contacts in your company directory. (You may get a message suggesting you change your smartphone Privacy settings to allow Office@Hand to draw from your personal contact list on your smartphone.)

To add a new contact to the All Contacts list, tap the **Add +** in the top-right corner of the screen when the All Contacts tab is active. Enter your new contact's details, then tap Done. (*Company* contacts come from the users in your Office@Hand account.)
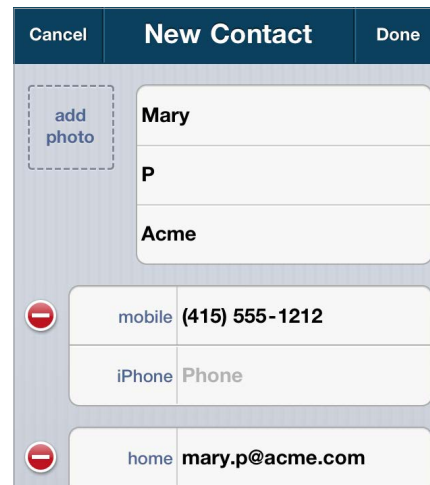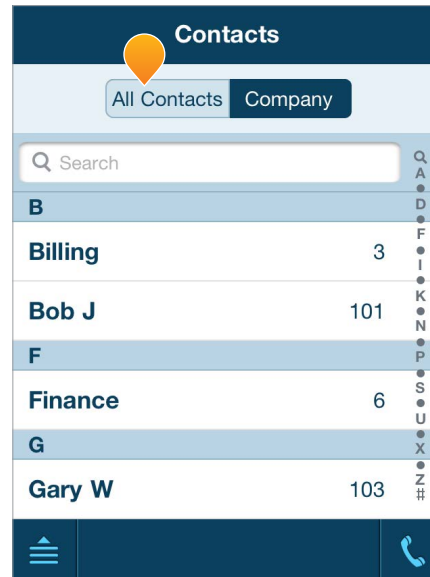
Favorites

Quickly find the people you contact frequently by adding them to your Favorites.

Tap **Favorites** in the bottom navigation bar, then tap either the **Contacts** or the **Company** tab, then tap **Add +** to view your current personal or company contacts. Tap the name of the person or department or extension you want to add to your favorites list.

To delete a contact, or to change the order in which contacts appear, tap **Edit**.

Call Log

The Call Log maintains your Department call history, including calls you placed, received, and missed.
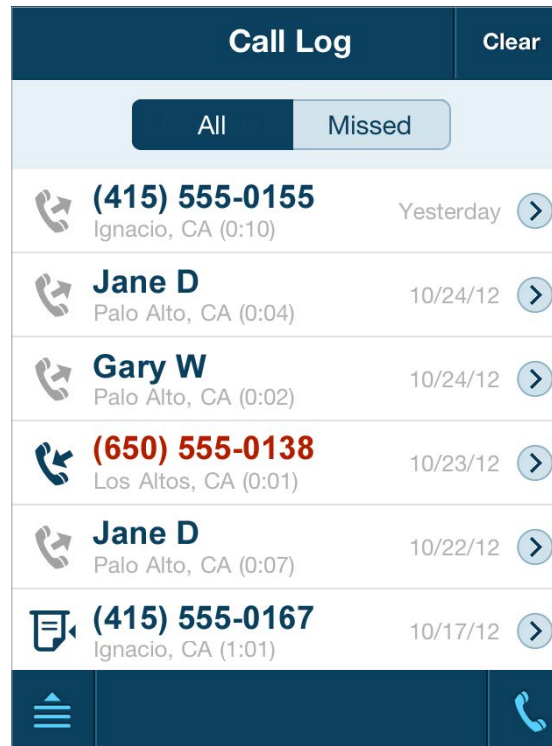
To view the Department's call history, from the **Menu** tap the **Call Log** icon.

To see the department's entire call history, tap the **All** tab. To see only missed calls, tap **Missed**. To see more calls in the department call log, tap Get More Records.

Dial numbers by tapping a number in your call log.

NOTE: The Department must have a **Direct Number** for you to make outbound calls.

Tap the caret on the right side of an entry to see caller details.

Call Log		Clear
	All Missed	
(415) 555-0155 Ignacio, CA (0:10)		Yesterday ❯
Jane D Palo Alto, CA (0:04)		10/24/12 ❯
Gary W Palo Alto, CA (0:02)		10/24/12 ❯
(650) 555-0138 Los Altos, CA (0:01)		10/23/12 ❯
Jane D Palo Alto, CA (0:07)		10/22/12 ❯
(415) 555-0167 Ignacio, CA (1:01)		10/17/12 ❯

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Business SMS

Office@Hand Business SMS integrates text messaging into your Office@Hand mobile app on your smartphone or tablet, as well as your desktop Office@Hand Softphone. You can send and receive an unlimited number of 160-character text messages to and from Office@Hand extensions, or 10-digit local (non-toll-free) phone numbers. This feature is available to all Office@Hand customers.

Message clients, colleagues, and your department groups without having to text each individual department member. Recipients can reply via Office@Hand Business SMS, or via their native SMS system.

Send Business SMS messages to any non-toll-free number in the United States, or to any RingCentral customer number even if the customer is traveling overseas.

In the **Messages** window, received SMS messages are displayed when you click the **Text** tab (or the **All** tab) and are indicated by the **SMS** icon. Click on a message to view, to respond, and to view the sender's contact information.

The SMS icon appears at the bottom of most screens in the Office@Hand Mobile App. Click the icon to create a new message. Enter a name or phone number in the **To:** line, or select from your Contacts by tapping the green **plus (+)** sign. You can message anyone whose phone is able to receive text messages. You can message appropriate Office@Hand colleagues by extension number.

You can block unwanted SMS messages by blocking the phone number of the sender. See Screening and Blocking Calls.

To make sure you don't miss an SMS message, you can set Notifications to send you an email alert. See Messages and Notifications.

Settings

Settings | **Done**

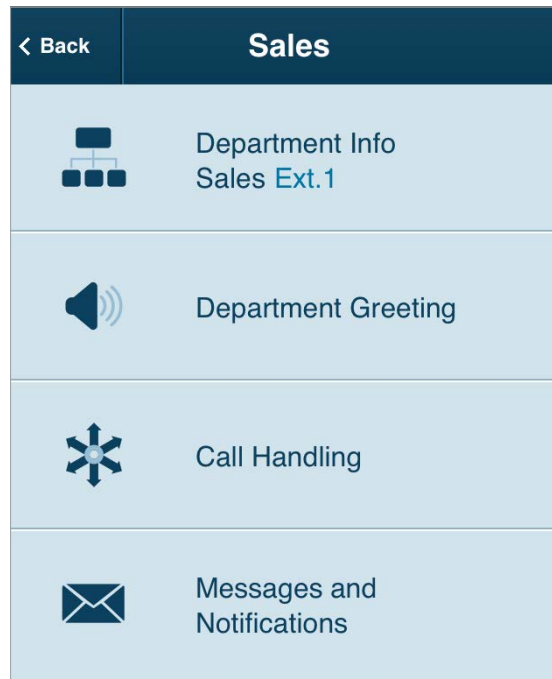**My Extension Settings**

Application Settings
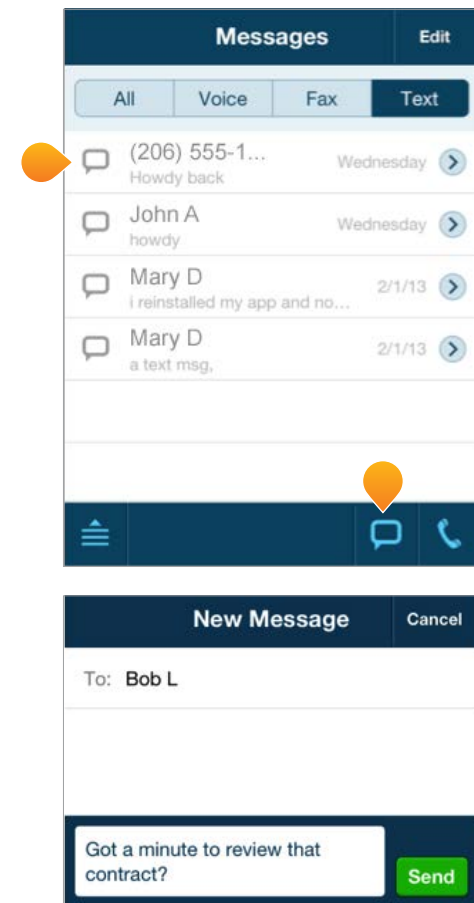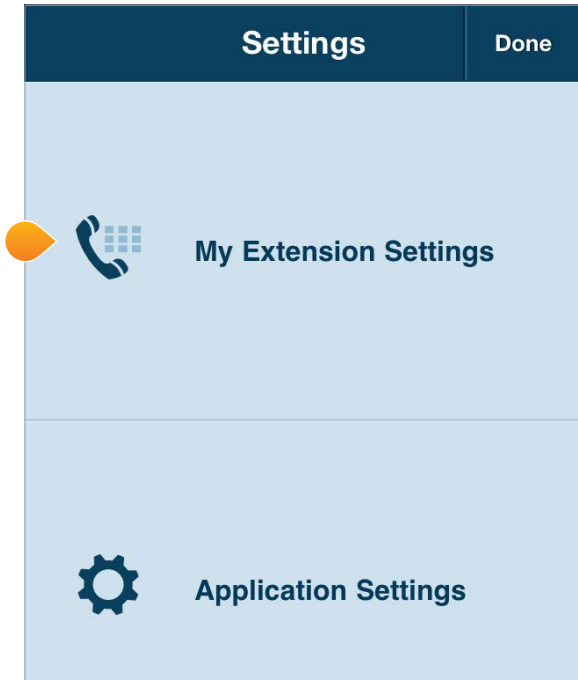
My Extension Settings
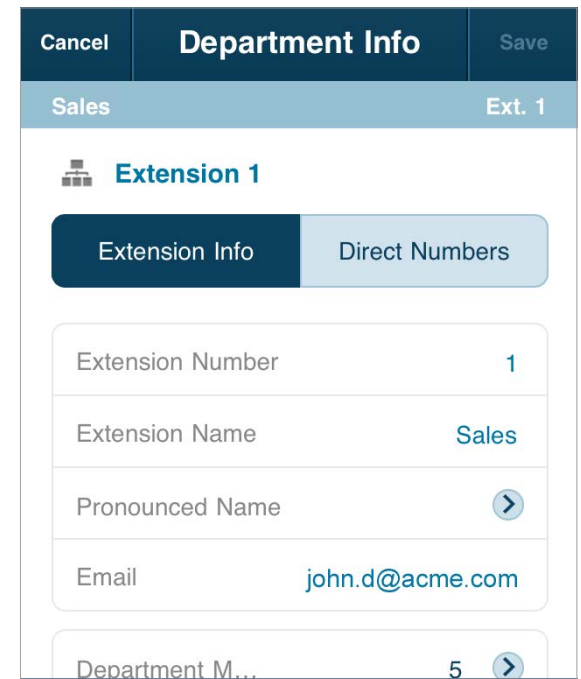
From the **Menu**, tap the **Settings** icon.

Now tap **My Extension Settings** to manage your Department.

This screen contains most of the functions you'll use to manage your Department settings.

‹ Back | **Sales**

Department Info
Sales Ext.1

Department Greeting

Call Handling

Messages and Notifications

Department Info

Manage your department's basic settings, greetings, department member list, direct number, security settings, and more from the Department Info screen. Access these settings from **Menu > Settings > My Extensions Settings > Department Info**.

Cancel | **Department Info** | **Save**

Sales | Ext. 1

Extension 1

Extension Info | Direct Numbers

Extension Number	1
Extension Name	Sales
Pronounced Name	›
Email	john.d@acme.com
Department M…	5 ›

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Extension Info

Check, add, or change the key information about your Department from this menu.

Extension Number

When someone calls your company number, they can reach this department by entering the this extension number. They can also reach the Department by dialing its Direct Number, if it has one.
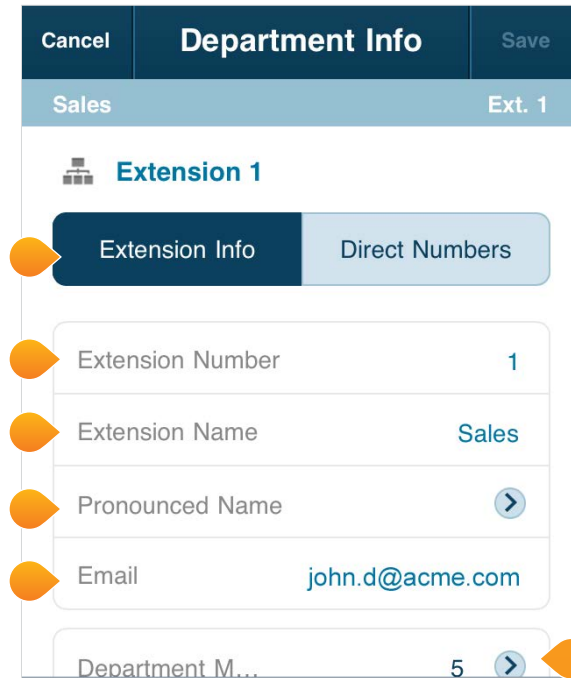
Extension Name

This is the name of your Department – in this case, Sales.

Pronounced Name

Office@Hand uses text-to-speech conversion to pronounce the name of your Department in voicemail greeting messages. If the name of your Department is easily mispronounced, you can tap this item to **record** the correct pronunciation (Office@Hand will call you to capture the recording), or tap the **Text-to-speech name** field and type in a phonetic pronunciation.

Email

This is the email address of the Department Manager.

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Department Members

Select this to see a list of all users on your account, from which you can add or remove users as members of the Department.

Member Availability

This screen shows which department members/extensions are available to take calls at the moment, and which are unavailable because they are on a call, have just finished a call (see Member Availability and Wait Times, below), or are on their After Hours schedule. Tap **Refresh** to update this list.
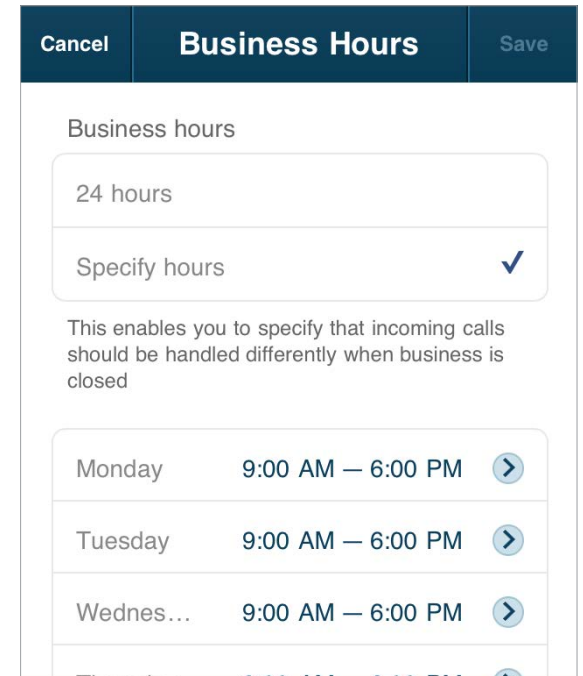
Address

You can enter a Department postal address here.
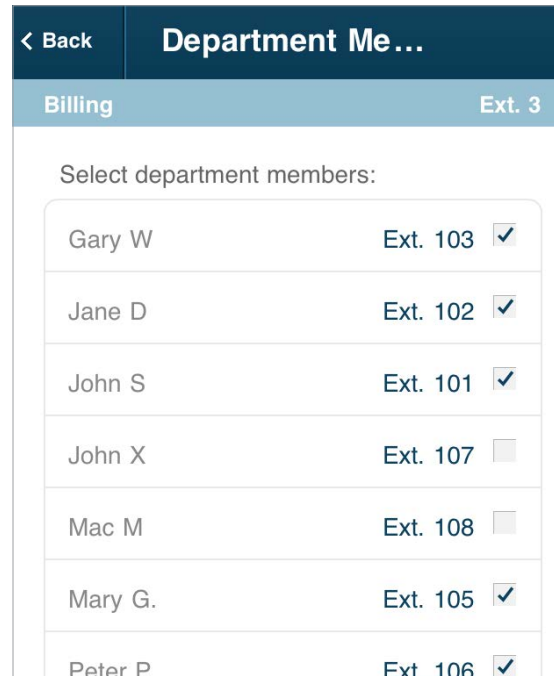
Business Hours

On the Department Info screen, tap **Business hours** to set your department's business hours to determine when department members will take calls and when after-hours rules will apply.

Tap **24 hours** for incoming calls to be handled the same way all the time, including weekends. Tap **Specify hours** and specify the days and times your department is available to take calls. Also check the Time Zone setting at the bottom of this screen. When you're finished, tap **Save**.

Cancel   **Security Settings**   **Save**

Password   your current password

New Password   digits 6-10

Retype Passw…   retype

Your new password must be numeric and between 6 and 10 digits. It cannot contain repeating or sequential digits (such as 22222 or 12345) or match any of your personal or account information

Security Question

Question   Childhood nickn…   ❯

What was your childhood nickname?

Change Security Settings

The selection Change Security Settings lets you change the password and security questions for the Department Manager login.

Direct Numbers

At the top of the **Department Info** screen, tap **Direct Numbers** to see the direct-dial numbers, if any, assigned to this Department,

Direct numbers allow customers to contact your Department directly without having to go through the company receptionist or phone tree.

If you have direct numbers for this Department, tap each number to select the number type – voice and fax, voice only, or fax only – for each.

Tap **Add a Direct Number** – if you are not an Administrator, you will receive a message to contact your Administrator to request direct numbers for your Department.

If you do have Administrator privileges, add a Direct Number for this Department by tapping **Add Number** and following the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the **Order Confirmation** screen.

Cancel   **Department Info**   **Save**

Sales   Ext. 1

Extension 1

Extension Info   Direct Numbers

Direct Numbers:

No direct numbers assigned to this extension.

Add Direct Number

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Department Greeting

From the **Menu** go to **Settings > My Extension Settings > Department Greeting.**

Tap **Business Hours**, then tap **Department Greeting** to **On** to have callers hear a message when their call is answered during business hours.

To review and edit your department greeting, tap **Greeting**. You can choose a **default** greeting or you can record a custom greeting.

Review the text of the default greeting. To hear it, tap **Play**. The auto-receptionist will read the name of your department using text-to-speech technology. If you want to use the default greeting, tap **Save** (or **Cancel** if you have made no changes).

To record a custom greeting, Office@Hand will call you so you can record your greeting over the phone.

To record a custom department greeting:

Tap Custom and then tap **Record**.

Provide a phone number, then tap **Call Now**.

Office@Hand will call the number. Follow the instructions to record, review, and save the message.

On the **Record over the Phone** screen, tap **Save**.

On the Department Greetings screen, tap **Blocked Numbers** and decide whether to block callers with **no Caller ID**, and whether to block **specific phone numbers or area codes**. Select the automated **message** such callers will hear. Then tap **Save**.

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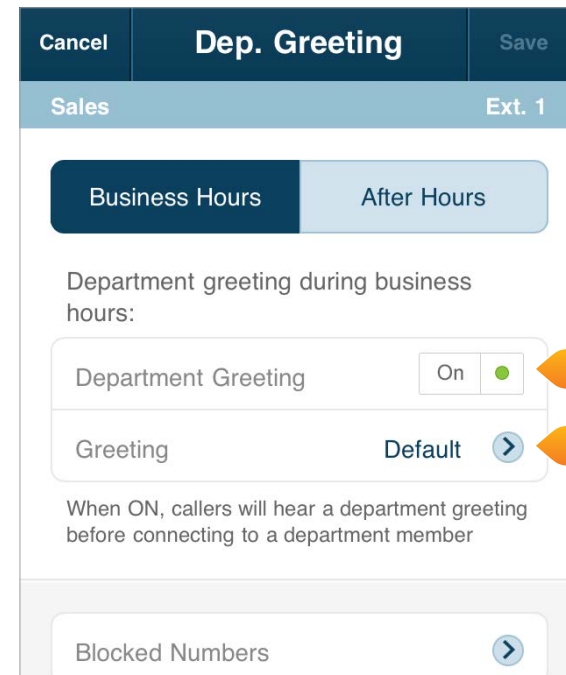
Blocked Numbers

On the **Department Greetings** screen, you can select **Blocked Numbers** and block callers with no Caller ID, to block specific phone numbers or area codes, and to block calls coming from Pay Phones. Select the automated message blocked callers will hear for each case.

After Hours Greeting

NOTE: If you choose in **Call Handling/After Hours** the option **Only Play Greeting and Disconnect**, you will see in **After Hours Greeting** the opportunity to choose a **Default** message or a **Custom** message.

If in **Call Handling/After Hours** you choose to unconditionally forward after-hours calls, or to send after-hours callers to voicemail, your after-hours department greeting will not be played. In either case you can set **Blocked Numbers** handling.

Department Call Handling – Business Hours

Your Department's call-handling rules determine how calls are answered during business and after hours, and set the on-hold music customers hear when they call.

From the **Menu**, tap **Settings** > **My Extension Settings** > **Call Handling**.

Tap the **Business Hours** tab and select the order in which calls will be answered. To set calls to rotate among Department members, tap **Rotating**. To set calls to ring all extensions at the same time, tap

Simultaneous. To distribute Department calls to users in a fixed order, tap **Sequentially in fixed order**, then tap **Specify fixed order** and tap the up and down carets to set the order. Tap **Save**.

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Music While Connecting

To set the music that will keep Department callers entertained while they're on hold or while their call is being connected, tap **Music While Connecting** from the **Call Handling** menu. You can choose from a dozen and a half types of music—from easy listening to jazz, country, classical, corporate, Latin, or none. You can also choose a simple ringtone. To listen to the music options, tap the Play button.

Interrupt Music While Connecting

This **Call Handling** option interrupts the music occasionally so the **Auto-Receptionist** can repeat the Department Greeting so they don't think you forgot about them. Options range from every 15 seconds to every 60 seconds, or never, or "only when music ends."

Member Availability and Wait Times

At the bottom of the **Call Handling** screen for both Business Hours and **After Hours,** select **Member Availability and Wait Times** to determine how inbound calls to the department are handled depending on the availability of the department members, and how long it takes to connect to a given member.

Options are:

- Maximum time to wait for a department member to answer a call before trying the next member in the department rotation order, in minutes.

- Minimum post-call wrap-up time before agent's status is automatically set to available, in seconds. You can give the department member some time to handle the results of the call, such as making notes.

- Maximum hold time to wait for an available department member, in minutes, before transferring the on-hold call to the next member.

- If the number of callers waiting exceeds (*number*), you can either send the next callers directly to voicemail, or disconnect after telling new callers of the heavy call volume.

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Call Handling – After Hours

To set your after-hours preferences, tap **After Hours** at the top of the **Call Handling** screen.

NOTE: The after-hours setting becomes available after you have specified your business hours and changed them from the default 24-hours setting.

For your defined after-hours times, when no one is available to take calls, you can choose from the following settings:

• **Play a greeting and disconnect**

• **Send callers to department voicemail**

• **Unconditional call forwarding**

NOTE: If you select Unconditional call forwarding, you will be prompted to enter a phone number. Unconditional call forwarding will forward all calls to the number you specify and override all other after-hours Office@Hand settings, such as voicemail and greetings.

The Member Availability and Wait Times choices can be set here for After Hours.

17
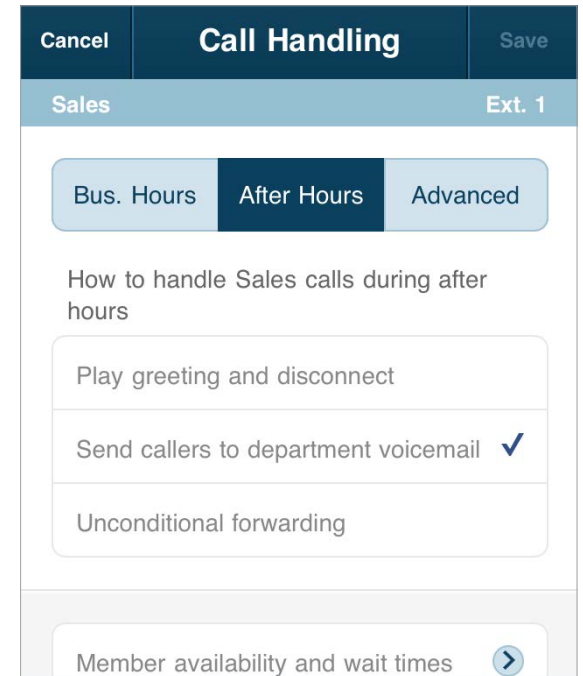
Call Handling – Advanced Rules

Advanced Call Handling lets you create specific additional rules for that a department extension based on date and/or time of call, or Caller ID, or the number called. These rules override your regular call-handling rules for that extension.

To create a Department Rule:

1. Go to the **Settings > My Extension Settings > Call Handling**, then tap **Advanced**.

2. Tap **Add Rule**.

3. Give your rule a **Name**, then select the conditions: **Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.

4. Tap **Next**.

5. If you selected **Date and/or Time** as your rule condition, now select a **Weekly Schedule**, with specific times for each day if you wish. Or select a **Specific Date Range**.

6. If you selected Caller ID for this rule, you can enter one or more phone numbers, or choose names from your Contact List, or enter area codes or other partial numbers.

7. If you selected **Called Number**, choose the number(s) to which the rule will be applied. The choices will be the **Main Number**, or the **Auto-Receptionist** for the department.

8. Tap **Next** and choose when to apply the rule: during Business hours, After Hours, or Always.

9. Tap **Next**.

10. Select the action to take when incoming calls match this rule.

a. **Forward Calls**: Then set custom Call Screening, Call Forwarding, or Messages handling for these calls.

b. **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customize the voicemail greeting.

c. **Play Announcement Only** and then end the call.

d. **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Softphone.

e. You can also set **Department Greetings** and **Call Handling** for this rule, and under **Messages** choose a voicemail greeting and select the extension that will receive messages generated by use of this rule.

f. Tap **Done**.

You can edit, changing details and conditions, turn the rule on and off, or delete any of these Rules by tapping **Advanced** from Call Handling, then tapping on the **Rule** and making desired changes on the screens that follow.

18
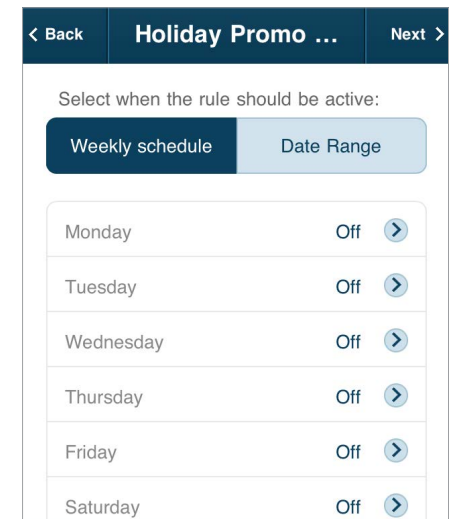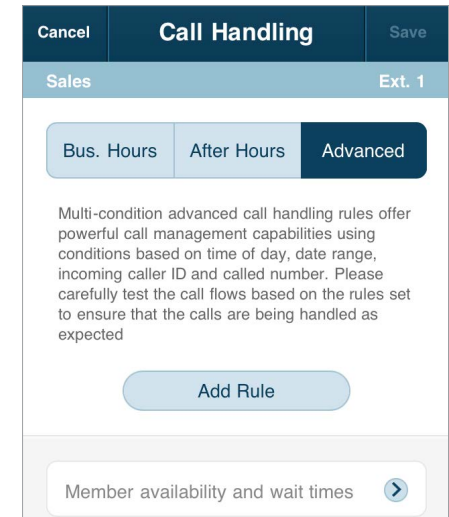
Messages and Notifications

On this screen, manage voicemail greetings for business hours and after hours, decide who receives the voicemail messages, and setup notifications for received voicemails or faxes.

Voicemail Greeting

Tap **Business Hours** or **After Hours** to manage your department's **voicemail greetings** for that time period. You can choose a default greeting or you can record a custom greeting.

Tap **Voicemail Greeting** to view the script of the **default** voicemail greeting. To hear it, tap **Play**. If you want to use the default voicemail greeting, tap **Cancel** to return to the previous screen.

To record a custom greeting, Office@Hand will call you so you can record your greeting over the phone.

To record a custom department greeting:

1. Tap **Custom** and then tap **Record**.

2. Provide a phone number, then tap **Call Now**.

3. Office@Hand will call the number. Follow the instructions to record, review, and save the message.

4. On the **Record over the Phone** screen, tap **Save**.

Message Recipient

On the **Messages and Notifications** screen, You can designate a department member to receive department voicemail. Tap **Business Hours** or **After Hours**, then tap **Message Recipient** and then tap the name of the employee you want to receive the voicemail messages. When you're finished, tap **Save**.

NOTE: By default, Office@Hand saves voicemail messages to a department voicemail box. If you designate a department member as message recipient, department messages will no longer be saved to the department voicemail box.
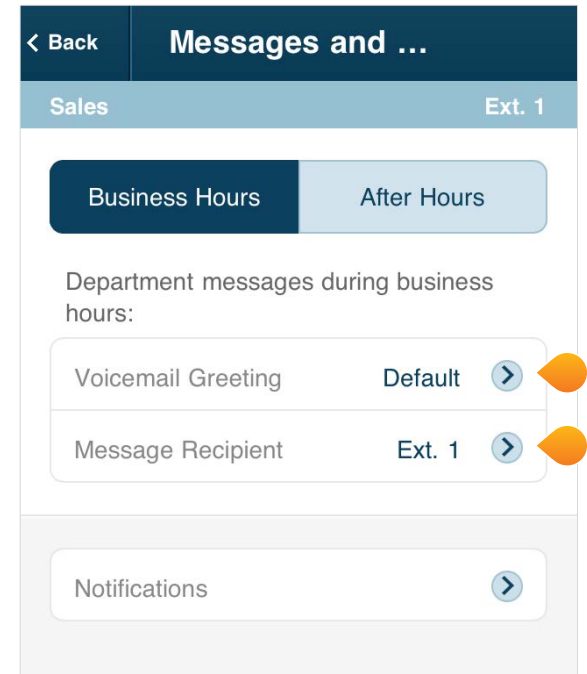
Notifications

You can set Office@Hand to send you email alerts when you miss calls and when you receive voicemail messages, incoming faxes, and fax confirmations.

Tap **Notifications** at the bottom of the **Messages and Notifications** screen of the **Department** screen. Turn each setting **on** or **off** to specify when you want to receive notifications. Enter an **Email address**. Tap Text Message on and enter a phone number to receive notifications via **text message**.
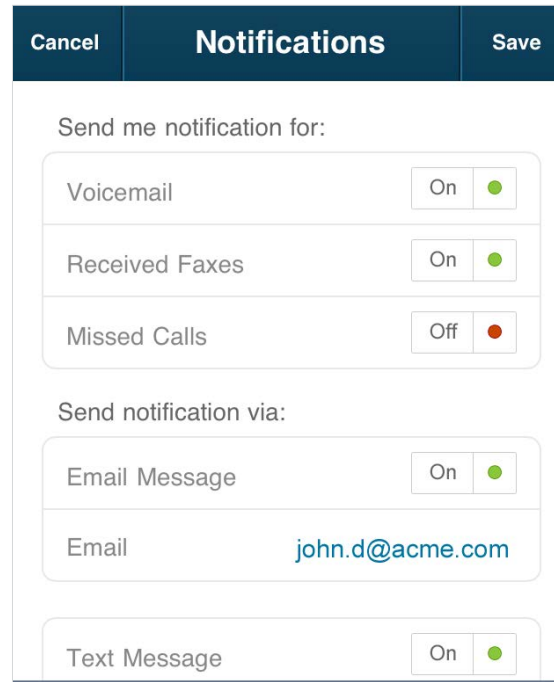
Repeat these steps for **After Hours**.

Application Settings

The Application Settings menu includes a number of specialty settings:
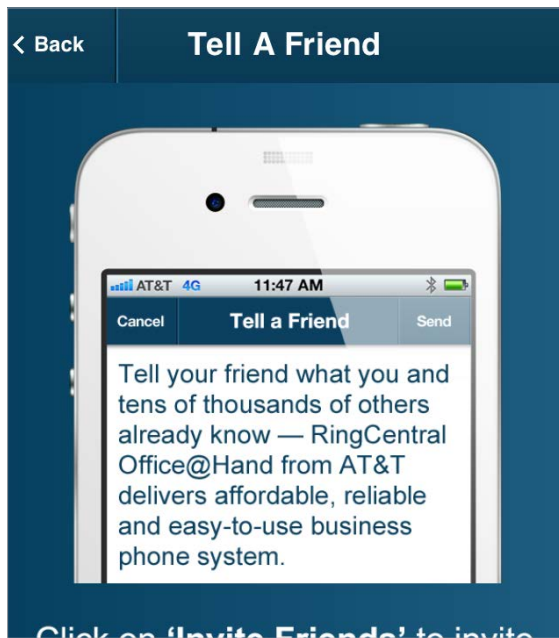
Tell a Friend

Tap **Tell a Friend**, then tap the green **Invite Friends** bar to invite them to sign up for a free Office@Hand trial. (Billing begins automatically at the expiration of the thirty day free trial)
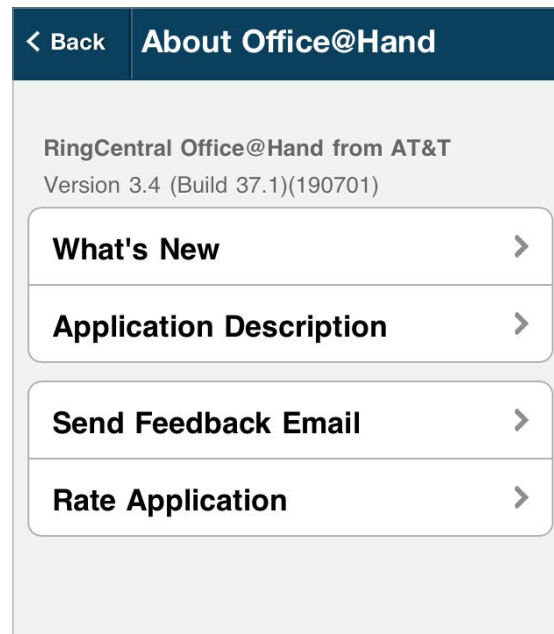
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Application Settings

The Application Settings menu includes a number of specialty settings:

Tell a Friend

Tap Tell a Friend, then tap the green Invite Friends bar to invite them to sign up for a free Office@Hand trial.

About Office@Hand

Tap to see a list of **What's New** with this version of the Office@Hand Mobile App; to read an **Application Description**; to **Send Feedback** Email to RingCentral; or to **Rate This App** on the app store sites of your smartphone.
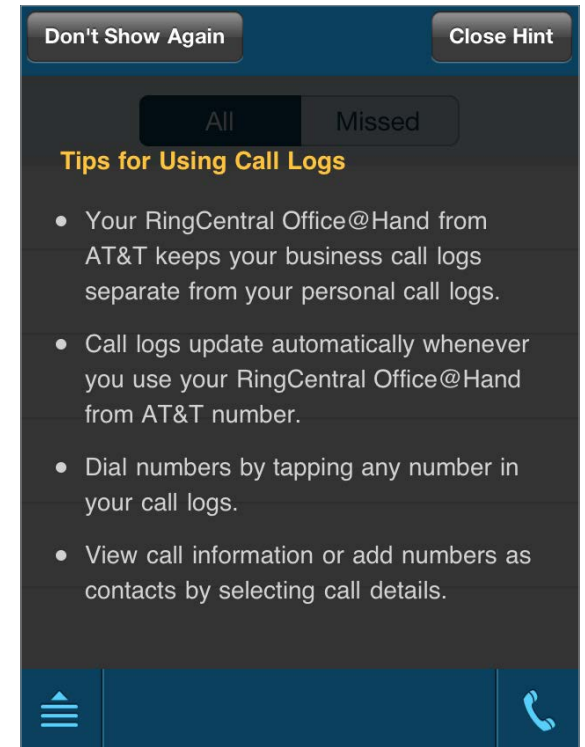
Hints & Tips

Turn this **On** to have a hints and tips screen display each time you go to a new feature screen on the app. You will be able to dismiss permanently the hints and tips display for each feature once you've mastered it.

Logout

Log out from the phone number and extension displayed.

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Office@Hand Support Home Page

The Office@Hand Support Home page at http://support-officeathand.att.com/ has support on the most popular topics, the Knowledge Base, tutorial videos, additional user guides, and Support department contact information.