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Overview

NOTE: This document discusses managing and using the Mobile App with screen illustrations from Android platforms; the iPhone smartphones operate the same and look almost identical.

New Look, New Functionality—Improved Usability and Security

The new RingCentral Office@Hand from AT&T Mobile App has an updated interface with a cleaner look that's simple and easy to use. The improved mobile app extends your Office@Hand business phone system beyond your office, enabling you to take and make calls, access voicemail, manage group settings, view faxes, monitor call logs, and more.

The Office@Hand from AT&T Mobile App provides you and your employees with easy and convenient integrated communications—anytime, anywhere. Now they can easily connect and collaborate through voice, fax, text, global conferencing and HD video meetings.*

The mobile app is fully integrated with company directories. It allows individuals to see their contacts' availability and eliminate phone tag or on-hold time. This new "Presence" feature shows the real-time status of co-workers' extensions (busy or not) across all devices, including their smartphones and tablets.

The new Office@Hand mobile app also enables administrators to partition business and personal call logs separately for easy call tracking and phone expense control.

The Office@Hand Mobile App supports Bring Your Own Device (BYOD) initiatives, and empowers you and your employees with solutions such as company directory and a single business identity for voice, text and fax—all while reducing your costs on devices, improving employee productivity, and safeguarding your business data.

* RingCentral Meetings is available with Office Enterprise edition in the US.
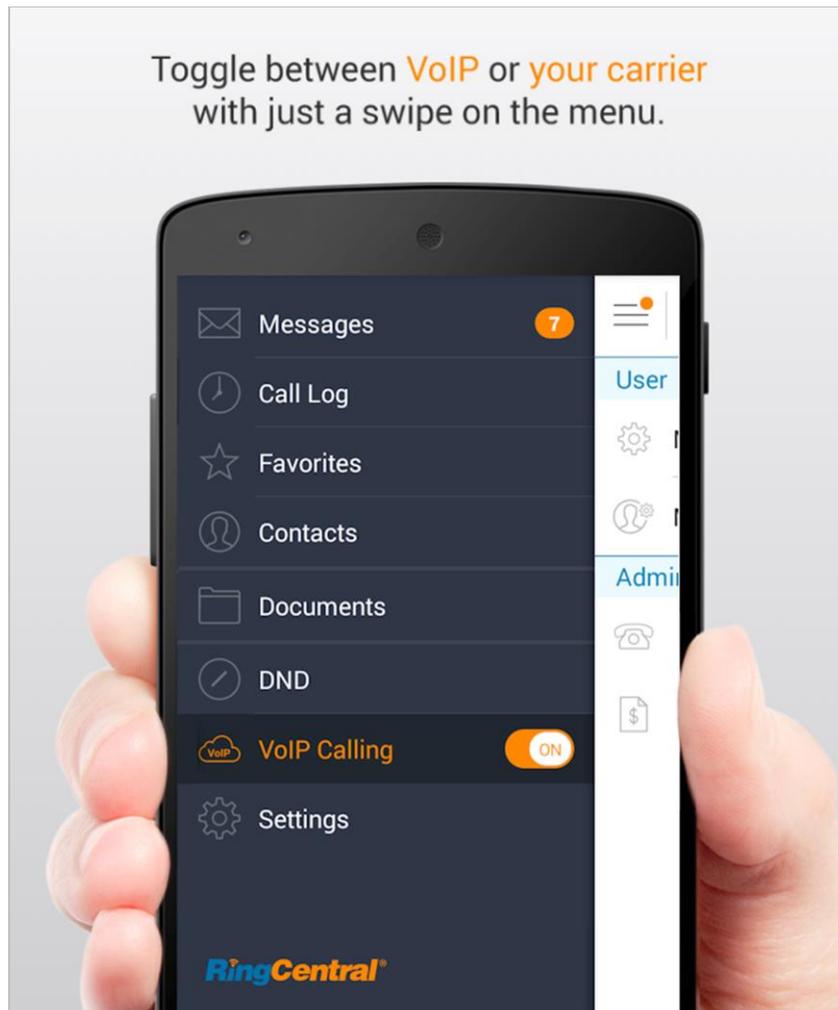
With the RingCentral Office@Hand from AT&T Mobile App you can:

- Receive business calls and faxes;
- Check your voicemail and received faxes;
- Monitor call logs that provide a detailed history of incoming, outgoing, and missed calls;
- Create custom business greetings for business and after hours;
- Set up business voicemail greetings;
- Manage your call-handling and call screening rules;
- Host or join a global conference with up to 1000 participants;*
- Host or join an HD Video Meeting with Web sharing of desktops.*

* Available with selected Office@Hand plans.

All features and functions can be accessed and managed by logging into your account on the Office@Hand Web site. In addition, almost all of the Admin, User, and Group Manager features can be accessed and managed from the Office@Hand Mobile App, as described in this document.**

* Office@Hand Meetings is available with Office@Hand Enterprise edition in the US.

** Certain features may not be available for BlackBerry smartphones.

See the **Appendices** at the end of this document for instructions for on installing the Mobile App and setting up your account.
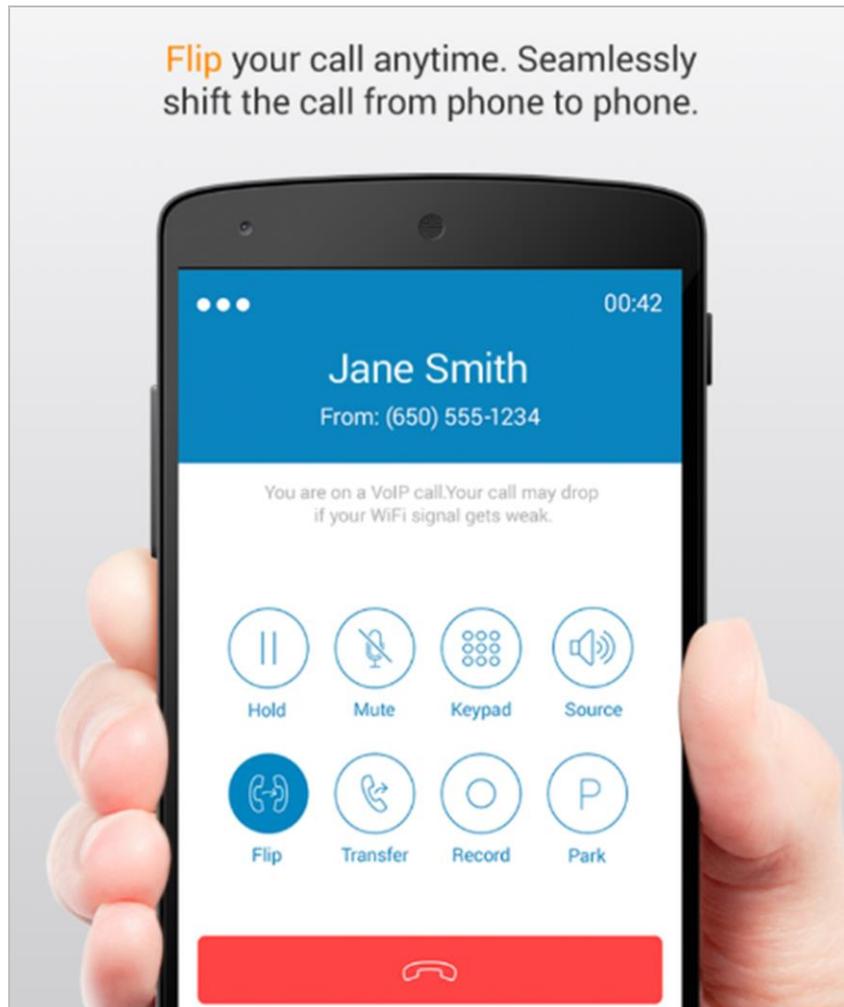
Flip your calls

You can transfer live conversations seamlessly from one device to another with Office@Hand Call Flip. That frees you from interrupting calls with the infamous "let me call you back".

Call Flip uses your list of quick-dial forwarding numbers, so you can easily move a call in progress from one of your devices to another.

RingCentral
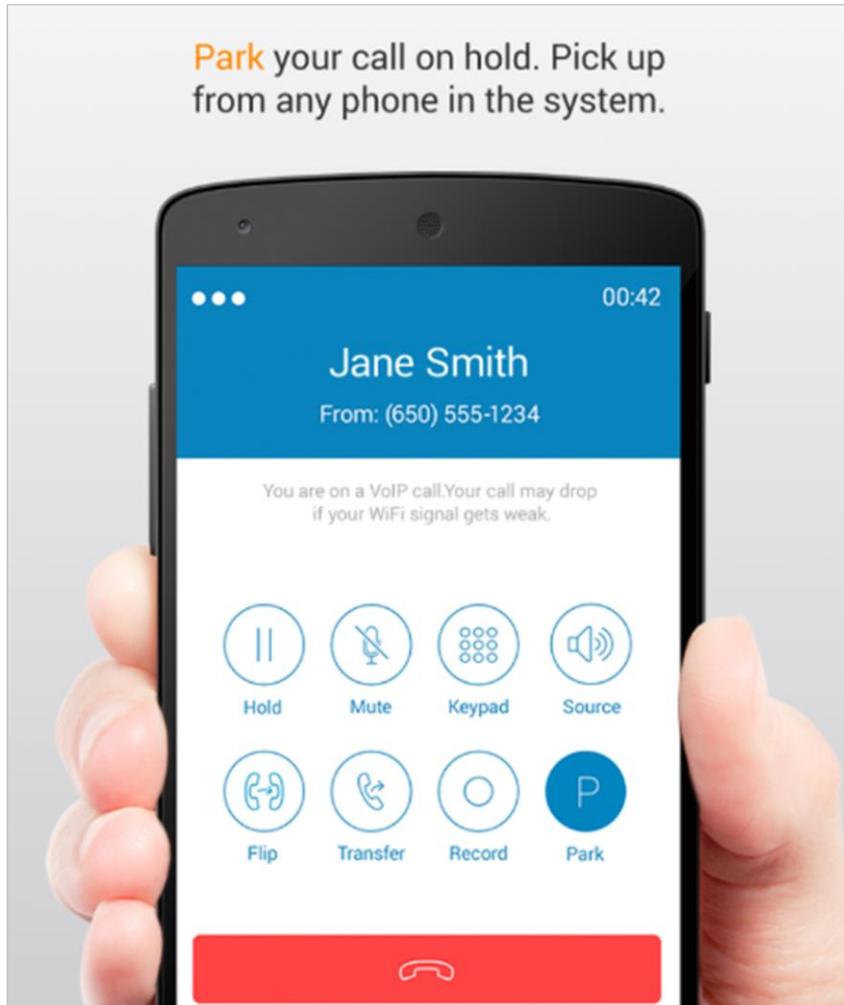
Park a call in the Cloud

Office@Hand Call Park enables you to place calls on hold in a virtual location and retrieve them from any desk phone in your system. Simply press the Park soft key on your mobile phone to put calls on hold. The system will announce the location, which you pass along to the party who will receive the call.

RingCentral
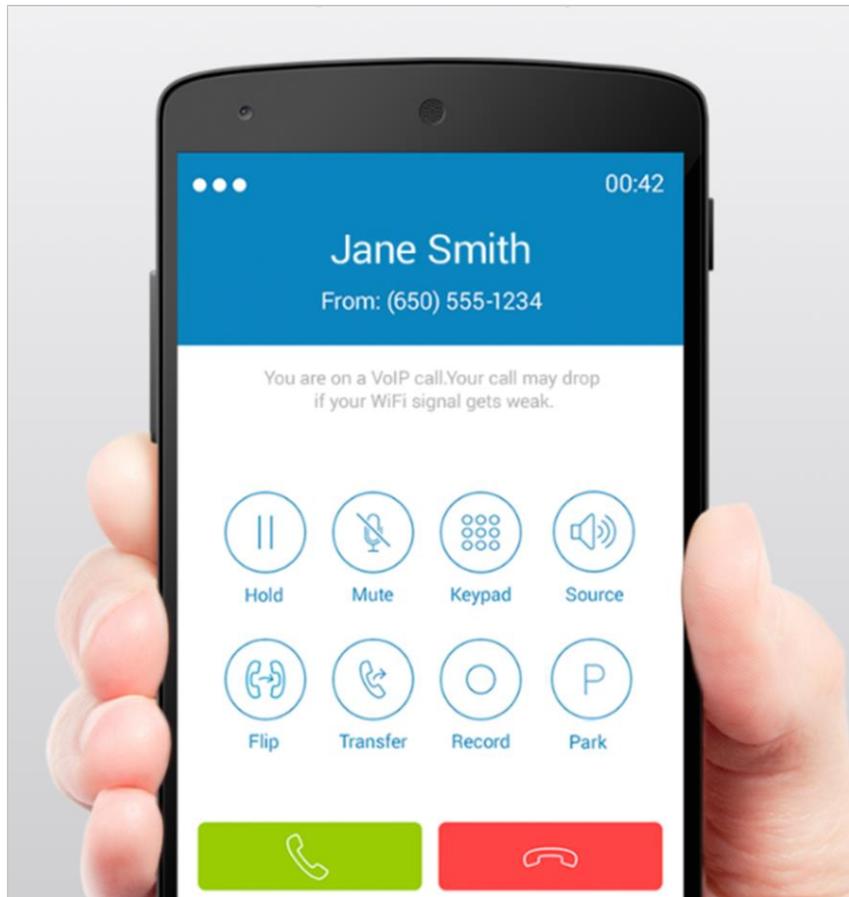
Active Call Controls

Transfer lets you transfer a call to other extensions or call queues on your Office@Hand phone system.

Record activates On demand Call Recording for your phone extension. Recordings are saved in your extension's online account.

Hold puts the other party on the line on hold until you tap it again to undo the action.

Mute turns off your microphone, eliminating background noise from your side of the call, and it may provide better incoming sound from the other party.

Keypad allows you to dial a number or press numeric inputs to access a certain department or queue.

Source gives you the option to use any of your audio sources. The most common audio sources for a mobile device are the headset and the internal speakers.

Answer call button.

End call button.

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The Main Menu

On most of the App screens, click the three-line icon in the upper left of the screen to slide out the App menu. (See left-facing red arrow in figure below.)

This gives you access to most of the App features including Messages, Contacts, Documents, and Settings. You can also "swipe" left-to-right across most screens to reveal this menu.

Keypad	Send SMS	Join Video Meeting	Join Audio Conference	Send Fax
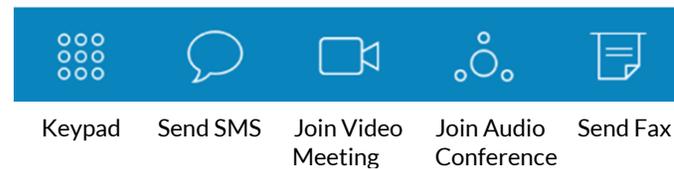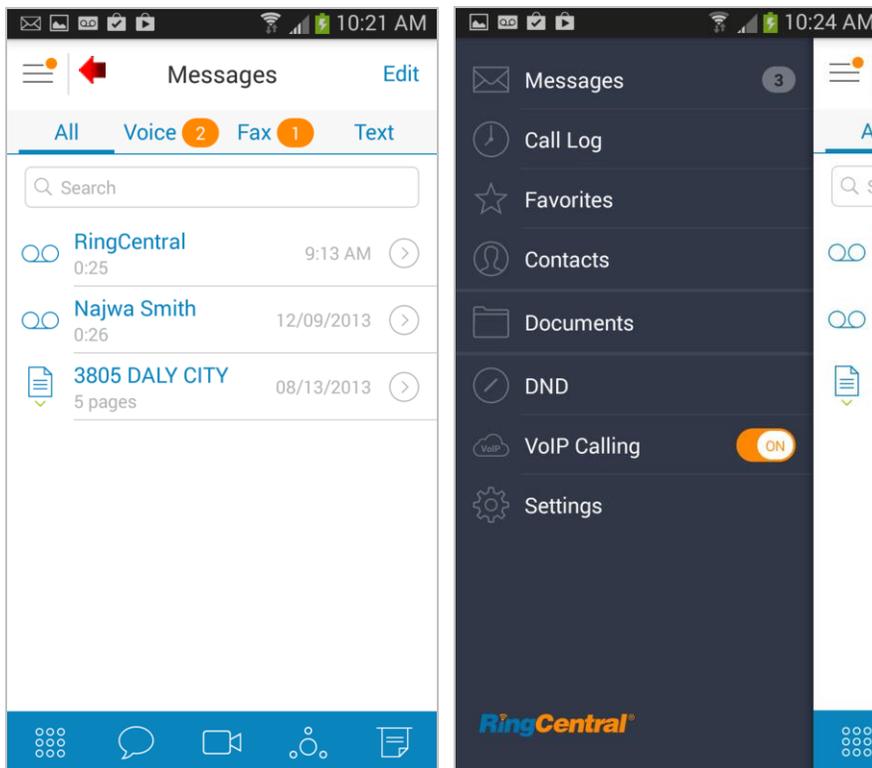
Messages

To see your voicemail and fax messages, tap the **Menu** icon, then tap **Messages**. Tap the appropriate tab to see **All**, **Voice**, **Fax**, or **Text** messages. In the **Search** box, search for messages by sender name or number.

Tap a **message** to listen, view, or read it. Tap the circled **caret** to the right of the message to view information about it, and respond with:

- call back
- send a text or a fax to the number
- create a new contact
- add the number to an existing contact, or
- block the number
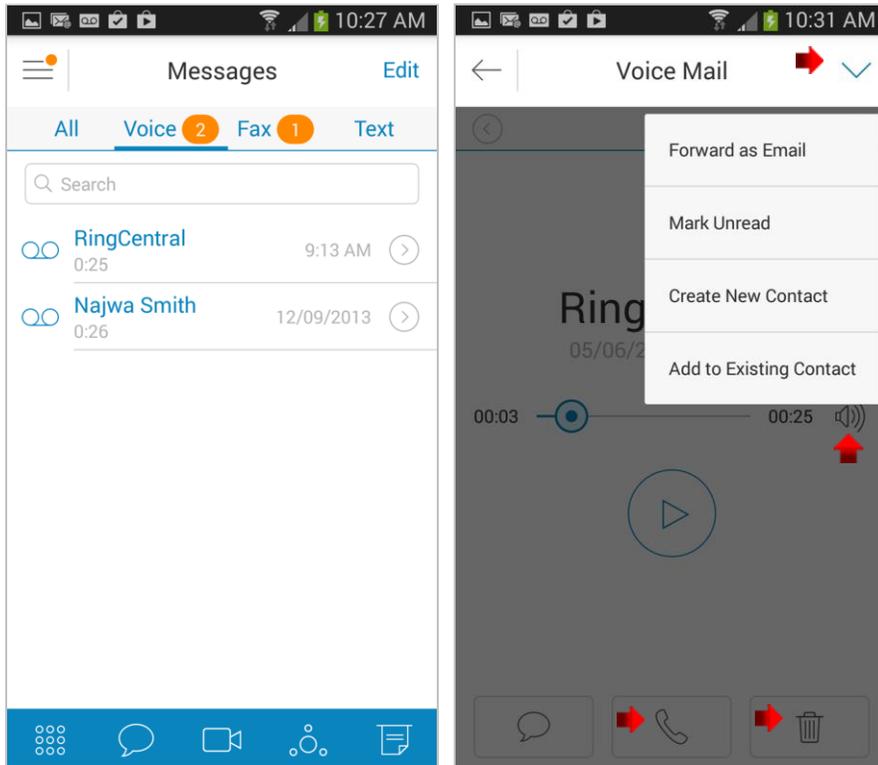
Tap the **triangle** symbol at the top right of the screen to see the dropdown for various options, depending on the type of message, such as forwarding the voicemail or fax to an email address, editing a text message, viewing the contact information of the sender, or to mark the message Unopened.

To listen to your voicemail, choose **Headset**, or smartphone **Speaker**. Tap the **handset** button to return the call (you will need a Direct Number to be able to make outbound Office@Hand calls from your smartphone).

Tap the **Trash** can icon to delete any message being viewed.
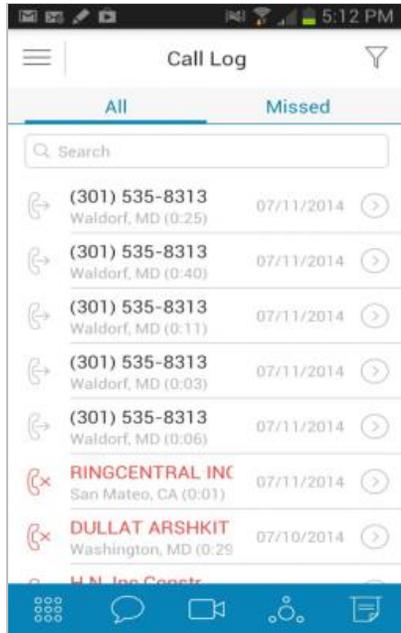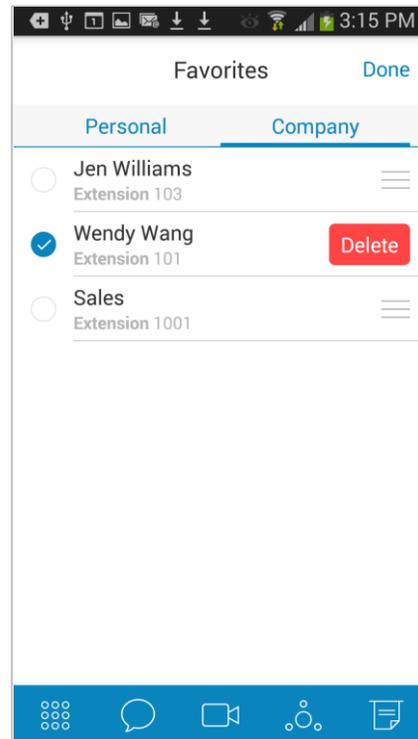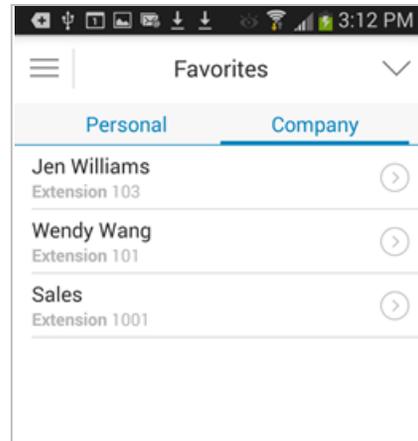
Call Log*

The Call Log maintains your call history, including calls you placed, received, and missed. Admins are able to view both company-wide call logs and his or her personal call log.

Dial numbers by tapping a number in your **Call Log**. (You must have a Direct Number to make outbound RingCentral calls from your smartphone.)

Tap the caret on the right side of an entry to see caller details, to call the number back or send a text or fax to the number, or to block the number.

Favorites

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

To add a contact to Favorites, from **Contacts** choose the **Personal** or the **Company** tab, tap a contact name, then tap the **Star** symbol to add this contact to your Favorites list.

To remove a contact from the Favorites list, click the caret next to the name to bring up the Contact Info. Tap the highlighted **Star** symbol to remove this contact in the Favorites.

Or tap the blue caret at the top of the screen, select **Edit**, tap the red circle next to a contact name, and tap **Delete**.

 *Images are IOS unless noted otherwise.

Android screen

Contacts

Find the people you need, fast. The Contacts feature lets you view your personal contacts or to view the people listed in your company directory. To access your contacts, tap **Contacts** on the slide-out **menu** (accessed by tapping the three-line menu bar on the top left of most screens).

Tap **Personal** to view the contacts from your smartphone's contacts list. (You may get a message suggesting you change your smartphone Privacy settings to allow the mobile app to access this.)

Tap **Company** to see the contacts in your company directory.

Use the Search field at the top to find specific contacts by name.

To add a new contact to the Personal list, tap the **Personal** tab, then tap the caret in the upper right corner and select **Create New Contact**. Enter your new contact's details, then tap **Save**. (Company contacts come from the users in your Office@Hand account and cannot be edited from the mobile app.)

Tap a contact name to view details including extensions, direct and mobile numbers, and email address.
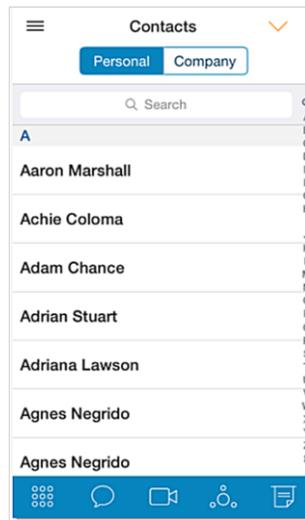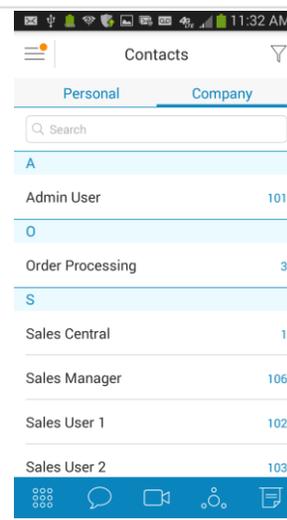
IOS screen   Android screen
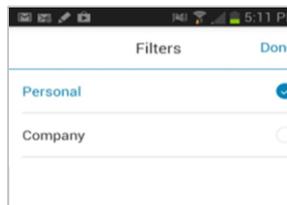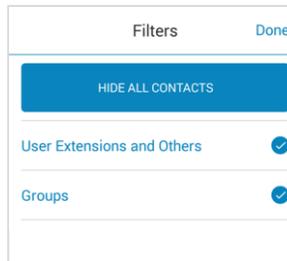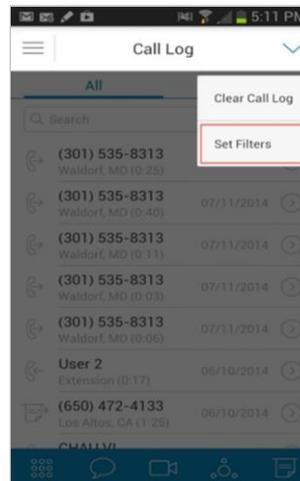
Choose/Filter Groups in Contacts

On the Contacts page, with the Company tab selected, tap **Filter** in the upper right corner. Select **User Extensions and Others** to display all Company contacts; and/or choose **Set Filters** to display these on the Contact page. Or select **Hide All Contacts** to display no contact information on the Company page of your Contacts list.

Select the **Personal** tab, then tap the blue caret in the upper right and select **Choose Groups**. Select from among the displayed contact lists those you wish displayed on your Personal Contacts listing.

You will be able to choose contact folders/groups from any contact list with which your smartphone is synchronizing. Selected lists will display in your Office@Hand Contacts under the Personal tab. Or select **Hide All Contacts** to display no contact information on the Personal page off your Contacts list.
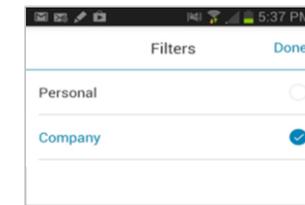
Making a Phone Call
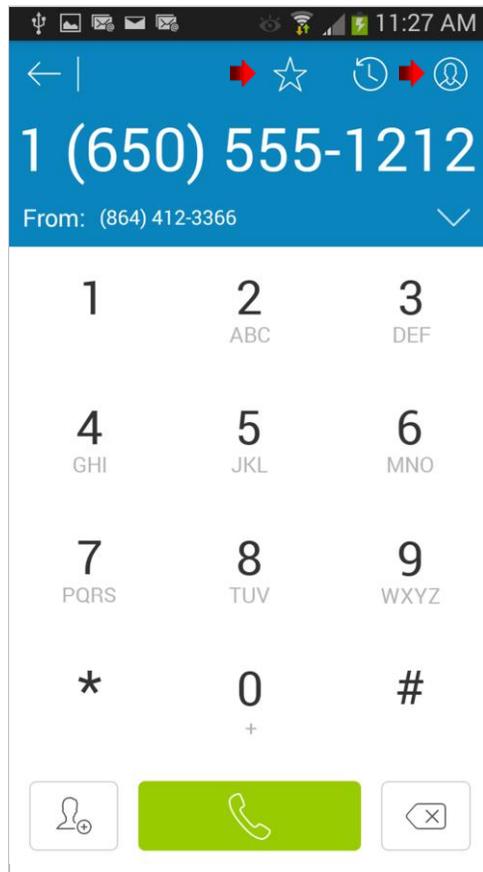
To make phone calls, tap the green **Handset** icon at the bottom of most screens of the mobile app. Tap the keypad numbers, then tap the green **Call** button.

You can choose a number in your contact list by tapping the contacts icon ⧉ on the upper right and choosing the **Personal** or the **Company** list, or by tapping the star icon ☆ at the top to access your **Favorites** lists. Tap one of their phone numbers displayed.

You can also dial directly from your **Contacts** list: Tap the three-line **Menu** icon ☰ on the upper-left of most screens and on the slide-out menu that appears, tap **Contacts**. Or tap **Favorites** to display your most-called contacts.

Other areas, such as the **Call Log** and the **Messages** screen, display phone numbers which you can tap to call.

From the dial pad, tap the **caret** on the right of the **From** line to select your default Caller ID for outbound phone calls.

RingOut

The RingOut feature lets you use your Office@Hand business number to place outgoing calls from any phone you choose. The people you dial will see your business number on their caller ID instead of your personal name and number.

For example, if you're working from home, you can initiate Office@Hand calls from your smartphone, then connect and complete the call from your home phone. The person you're calling will see your Office@Hand number.

RingOut is accessed by tapping the green **Handset** icon on the bottom of most mobile app screens, such as the Message screen, the Contacts screen, and the Call Log screen.

Use the dial pad that appears to dial the number you want to call. Your mobile app will do the rest. (To specify your RingOut phone, see **RingOut Mode**, next.)

When you've entered the phone number on the dial pad, you can also click the ⧉⊕ button to create a new Contact with this number, or to add the number to an existing Contact.

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RingOut Mode

To make outbound calls, the mobile app uses your cellphone's native calling system through your cellphone carrier. Use RingOut Mode to maintain your presentation on such calls, including such features as Caller ID and call logging. You keep your personal cellphone number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your Office@Hand business number from any phone you choose, including your smartphone. To configure, from **Settings > My Mobile App Settings**, tap **RingOut Mode**.

Choose an Office@Hand device to set as your RingOut Mode phone. Or tap **Another Phone** to add phone numbers, then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings, or if you misdialed), turn on **Confirm Connection** so the mobile app will prompt you to press 1 before it dials the number and connects your call.

VoIP Calls

The Office@Hand mobile app can make and receive calls using VoIP (Voice over IP) which uses the Cloud (Internet) instead of your wireless carrier's 3G or 4G network. This can save carrier voice and data charges, especially when traveling internationally. See details on VoIP Calling below.

Conference Calling

Conference Calling is available on all RingCentral Office@Hand from ATT&T user plans, except in Canada and the UK.

A single conference bridge phone number is provided for each account, shared by all users—no need for your users to keep track of multiple bridge lines.

Each user gets their own individual host and participant access code, so they can hold conference calls whenever they want, wherever they are.

Each user can host a conference with up to 1000 attendees, using their IP desk phone while in the office, or their Softphone on their desktop computer, or the Office@Hand mobile app while on the go. Conferences are reservationless—you send an invite to participants, and the conference starts as soon as you join as host.

To start a conference, tap the **Conferencing** icon at the top of most screens.

The **Conferencing** screen shows the dial-in number, **Host** and **Participant** access codes, and **Invite** buttons.

As host, the user can mute participants, get caller counts, record conferences, and more.

The main conferencing number is available in the U.S. In addition, in-country dial-in numbers are available for use in over 30 countries.

For additional information including touch-tones to use for control during the conference, and a list of international dial-in phone numbers please visit this page: Conference Calling Touch-Tone Commands and International Dial-In Numbers.

Administrators can locate the unique conference calling information for a specific user by going to **Settings > Phone System > Users**; select a user and click the tab **Phones & Numbers**. You will see the conference number, host code, and participant access code for that user.

Tap **Invite with Text Messaging** or **Invite with Email** to create a new SMS text message or email that says "Please join now, meeting in progress" and contains the conference number and the participant access code the attendee should use to join the meeting. Add a subject line and additional messaging , plus any attachments as needed, and tap **Send**.

Note: You can attach documents from your files to the Invitation Email.

Tap **JOIN AS HOST** to call and log in automatically and begin your audio conference.
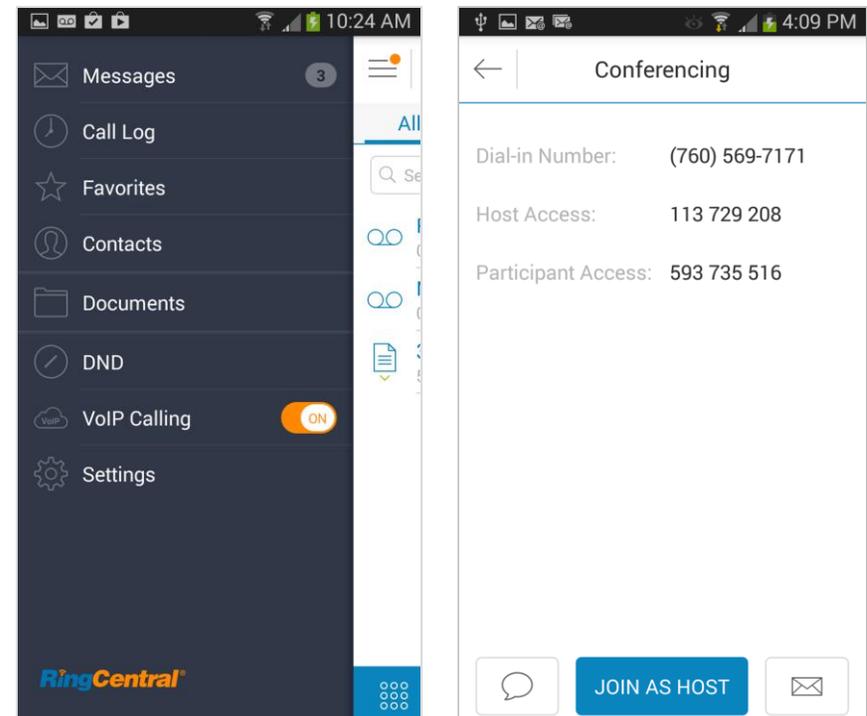
Business SMS

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

Message clients, colleagues, and your groups without having to text each individual group member. Recipients can reply via 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 Office@Hand 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 it, to respond to it, and to view the sender's contact information.

The SMS icon, which looks like a speech balloon, appears at the bottom of most screens in the RingCentral Office@Hand mobile app. Click the icon to create a new message. Enter names or phone numbers 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 Office@Hand colleagues by extension number.

You can block unwanted SMS messages to individual Users or Groups by blocking the phone number of the sender. Go to **Settings > Phone System > Groups (or) Users > (select a Group or User) > Greeting > Blocked Numbers** and select from the options. See Screening and Blocking Calls.

When creating an SMS message, tap **Choose number** to the right of the **From** line to select your default Caller ID for outbound messages.
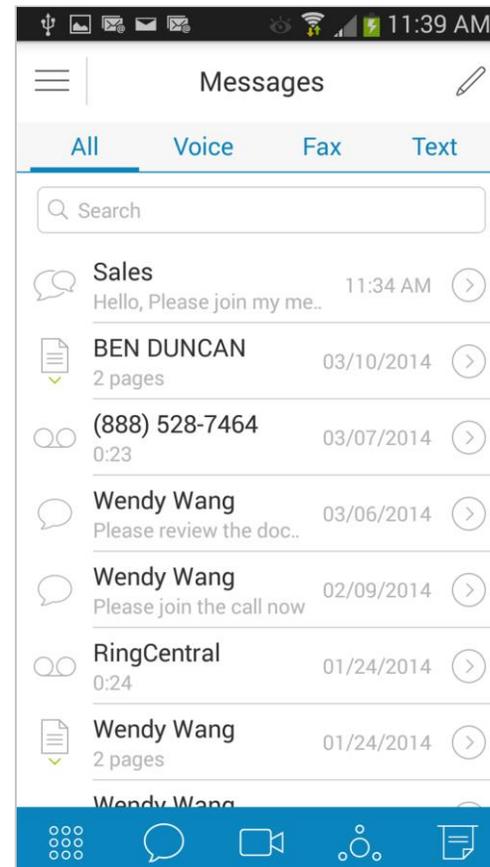
Faxing

You can send, receive, and view faxes using the Office@Hand mobile app. If you have an iPhone, you can use that device's AirPrint function to directly print any fax.

First, we'll cover viewing received faxes in the mobile app. Then we'll set up outbound faxing, and explain how to send faxes.

Receiving and Viewing Faxes

Your Office@Hand phone number by default receives both voice calls and faxes. (Optionally, you can set up specific extensions to receive only voice calls or only faxes.)

View the faxes you've received in the **Messages** section of the Office@Hand mobile app. You can also arrange to receive faxes as PDF attachments in your email account.

To access faxes on your smartphone:

1. Tap the **Menu** icon, then tap **Messages**.
2. For convenience, tap the **Fax** tab to see just your faxes.
3. Tap the **Fax** icon next to the fax message you want to view.
4. The fax will be displayed on screen.
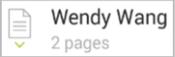
FaxOut from Mobile App

FaxOut is available to all users with the latest Office@Hand mobile app. You can send or forward documents as fax messages to any contact anywhere from your iOS and Android-powered devices.

1. Launch the Office@Hand mobile app from your mobile device.
2. Tap the **Fax** tab.
3. Enter recipient's name (with associated number) in the **To:** field.
   Note: You can also click the ⊕ icon to choose a contact from your phone.

4. Select your Cover Page (optional) and fill it in.
5. Tap 📄 to attach a document.
6. Attach files from Dropbox, Box, Google Drive or your phone or tablet.
7. Authorize RingCentral Office@Hand to access your files (required only once).
8. Tap **Send**.

Note: Documents can be added to your **Documents** folder from email attachments. From your smartphone's email app, open an email and tap and hold the attachment name until the grey screen of app icons displays; tap the icon **Open**. The document will be added to the **Documents** folder, from which it can be selected for faxing.

Choosing a Default Fax Cover Sheet

A cover sheet is attached to each fax you send through the RingCentral Office@Hand fax service. On the **Fax a Document** screen, tap ⟩ to select the default **Contempo** cover sheet. Tap ⟩ again to preview other available cover sheets. Select the cover page you want and click **Save**. The variable information on the cover page will be filled in during the fax-sending process.

Select Cover Page	
None	○
Ancient	○
Birthday	○
Blank	○
ClasMod	○
Classic	○
Confidential	○
Contempo	●
Elegant	○
Express	○
Formal	○
Jazzy	○
Modern	○
Urgent	○

FAX

Date: { Date }
Pages including cover sheet: 1

To: {Recipient Name}
{Recipient Company}
{Recipient Street}
{Recipient City}
{Recipient Sta {Recipient Z}

From: {Sender Name}
{Sender Company}
{Sender Address}
{Sender City}
{Sender State} {Sender Zip(}

Phone {Recipient Phone}
Fax Number { Recipient Fax }

Phone { Sender Phone }
Fax Number { Sender Fax }

NOTE:
{ NOTE... }

Send and receive faxes with RingCentral, www.ringcentral.com **RingCentral**

Contempo fax cover sheet

Email Addresses That Can Send Faxes

On the **Fax Settings** screen, under **Faxes Sent via Email**, under the line Email addresses permitted to send faxes add, one by one, the email addresses from which users can send faxes by email through your account with Office@Hand. Click **Add** after each one; click **Save** when done. Email addresses might include alternate company accounts, personal accounts, or accounts for contractors. You can store up to five such email addresses.

When a fax is sent by email as described below, the system checks the email address of the sender, and sends the fax if it is on this approved list.

Omitting the Cover Sheet When Email Subject is Blank is in the same information block. When you send a fax by email, the subject line of the email is put on the cover page. Check **On** to omit the cover page by sending the fax without a subject line.

To Send a Fax by Email

You can email documents to a special Office@Hand email address that automatically converts the attachments into fax format and sends them to the fax number specified. You can send faxes by email in this way from any email address you have added to **Email addresses permitted to send faxes** described above.

1. Create an **email message**. **Attach** one or more documents you wish to fax.

2. The text in the **Subject Line** of the email will be added to the cover sheet. (If no subject line text is included, the cover sheet will be omitted if you set that feature as described above.)

3. Send the email **to the recipient's 10-digit fax number at the email address rcfax.com.** For example, to send a document to the fax number 1-510-555-1212, you would use this email address: **5105551212@rcfax.com**. You can send the fax to multiple recipients by adding fax number-addresses, separated by a comma, thus: *5105551212@rcfax.com,5115551212@rcfax.com,2105551212@rcfax.com*.

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Send a Fax from Your Office@Hand Online Account

1. Through a Web browser on your smartphone or desktop PC, log in to your online account at https://service-officeathand.att.com and click the **FaxOut** icon in the upper-right corner of the Web page.
2. Enter the fax numbers of the recipients in the **To**: box.
3. You can click the **green plus sign** to select fax numbers from your **Contacts** list. You can also select **Groups**, which will send the fax to each member of the Group for whom you have a fax number listed.
4. Create a **Cover Page** with a personal message (optional).
5. Click **Browse** to add one or more documents to fax.
6. Choose **Send Now** and then click the **Send Now** button to send your fax.
7. Or choose **Schedule** to schedule delivery for some future date.

A wide variety of standard document types, including word processing, spreadsheet, and PDF documents, are recognized by the RingCentral Office@Hand Cloud Fax system.

You can also send faxes using the **Softphone** desktop application, which you can download and install on your Windows PC or Mac desktop.
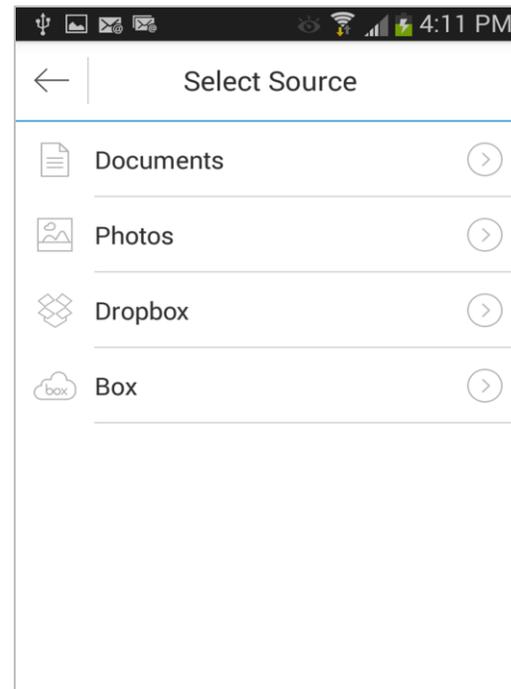
Call Recording

Two types of call recording are available: On-Demand and Automatic**.**

On-Demand Call Recording

Once On-Demand Call Recording has been set up, users can activate call recording while taking a call on a RingCentral Office@Hand IP desk phone, or anywhere using the RingCentral Office@Hand mobile app.

Press the **Record** button ⊙ on the Call Control screen to start recording a call, and once again to end the recording. The **Start** announcement will play when recording begins, and the **Stop** announcement will play when the recording ends.

Users can find their call recordings by clicking **Messages** in the menu bar, then **Recordings**. On-Demand Recordings are saved for 90 days. Download recordings to retain them longer.

Automatic Call Recording

With **Automatic Call Recording**, the Administrator designates specific extensions for which all inbound and outbound calls will be recorded without further interaction by the user. Automatic Call Recording is activated and managed by the Administrator from the Office@Hand online account, rather than from the mobile app.
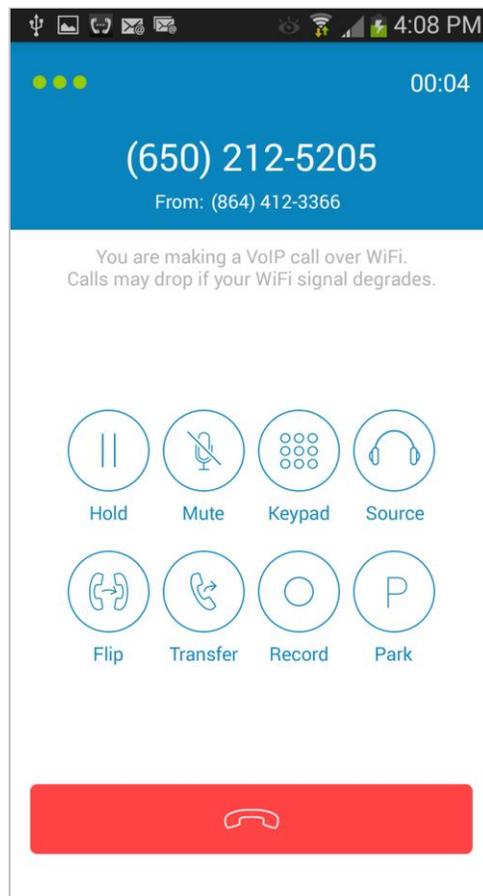
NOTE: The warning message does not play for outgoing calls; the user making the outgoing call **must** announce when the call is answered that the call is being recorded.

The Automatic Call Recording feature enables Administrators to record and review all calls to and from selected extensions. Automatic Call Recording is available to Administrators of the RingCentral Office User Plan.

Administrators: Follow these instructions to enable Automatic Call Recording for selected extensions.

1. Log into your online account and from the **Settings** dropdown tab, select **Phone System**.

2. Click **Auto-Receptionist > Call Recording > Automatic Call Recording**.

3. Click **Enabled**.

4. Review the **call-recording waiver pop-up** that warns of U.S. federal and state laws requiring consent to record calls.

5. Click the **Users & Groups to Record** bar.

6. For each user you wish to record, check **Incoming** and/or **Outgoing**. Click **Save**.

7. Click **Call Recording Announcement** to check and, optionally, edit the message that automatically plays to incoming callers when they call a user who has inbound call recording set to On; this announcement lets them know the call is being recorded. The message will be played just before ringing the user's phone. This message can be customized.

When the Admin sets Automatic Call Recording, each User receives an email alert that their incoming/outgoing calls are being recorded; when you the Admin deselects a user, that user will receive another email that their incoming or outgoing calls are no longer being recorded.

Once a user extension has been activated by the Administrator, Automatic Call Recording will record all of that extension's incoming and/or outgoing calls. Recordings are saved in the Administrator's Call Log, where they can be played back individually, or downloaded as a group as MP3 files.

Automatic Call Recordings are saved in the cloud for 90 days. Download recordings to retain them for a longer period.

Users can also review and download their own recorded calls.

Users: If your Administrator has activated Automatic Call Recording for incoming to, or outgoing calls from, your extensions, you will get an email letting you know. You will also get an email when Automatic Call Recording is deactivated for your extensions.

Once recordings are activated for incoming calls, an announcement will automatically play to incoming callers letting them know that their call is being recorded.

However, if your Administrator has activated Automatic Call Recording for outgoing calls for your extensions, no such automated announcement is played when you call others; it is your obligation to let those you call know that the call is being recorded—see *Call Recording—Important Legal Requirement*.

Users to Record

User		Incoming	Outgoing
	Select all	☐	☐
Jane D	Ext. 102	☐	☐
Gary W	Ext. 103	☑	☐
Tom B	Ext. 104	☐	☐
Mary G	Ext. 105	☐	☐
Peter P	Ext. 106	☐	☐
Sean C	Ext. 107	☐	☐
Jason RingCentral	Ext. 108	☐	☐
John S	Ext. 101	☐	☐

Cancel   Save ›

Call Recording – Important Legal Requirement

Certain state and federal call recording laws apply to the use of this call recording feature by you and all users associated with your account. In some states, you and each user associated with your account is required to obtain consent from all parties to record a phone call.

By using the RingCentral call recording feature, you and each user associated with your account are required and must agree to maintain compliance with all applicable state and federal laws and regulations.

On behalf of your organization, you, as Administrator, agree to notify all users associated with your account of their obligation to comply with all applicable state and federal laws and regulations.

You, as Administrator, and each user associated with your account, understand and agree that each of you are solely liable for compliance of such laws and regulations, and under no circumstances shall RingCentral be responsible or held liable for such compliance.

RingCentral provides default announcements to play before and after the call. Review, and create your own custom announcements if you wish; custom messages must comply with laws and regulations as noted above.

RingCentral

Do Not Disturb (DND)

When you're busy and don't want to be interrupted, use Do Not Disturb to forward calls directly to voicemail.

To change settings for Do Not Disturb, tap ☰ and select **DND** from the slide-out menu. Choose a setting from the options shown.
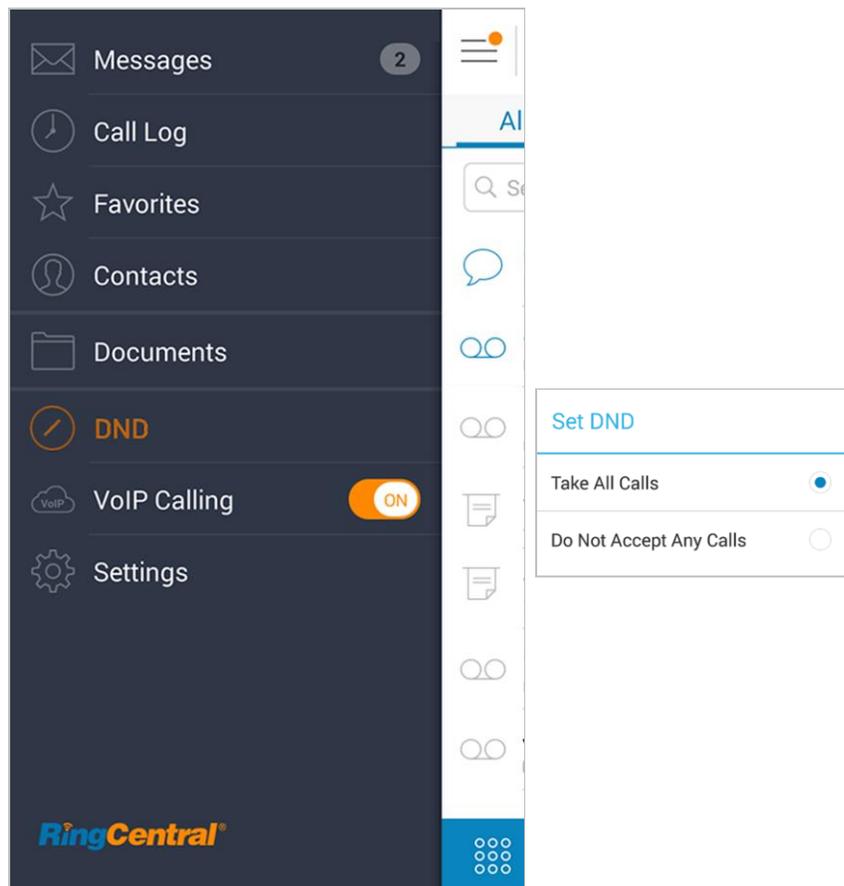
Call Log

Office@Hand gives you easy access to your call history, including calls you placed, received, and missed. To view your call history, tap ☰ . On the slide-out **Menu** tap **Call Log**. To see your entire call history tap the **All** tab .
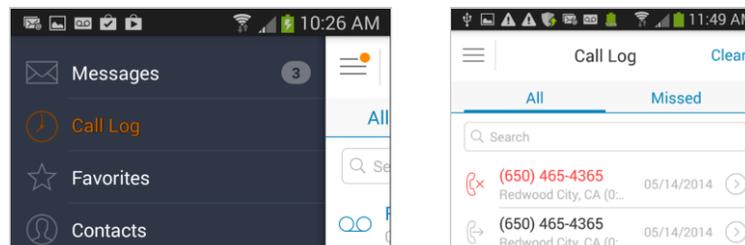
To see only calls you've missed, tap **Missed**. To see more calls in your call log, scroll to the bottom and pull up, to load earlier records.

Dial numbers by tapping any number in your Call Log (You must have a Direct Number to make outbound calls from your smartphone.). Tap the **caret** on the right side of an entry to see caller details.

Mobile Call Quality Indicator (CQI)

The Call Quality Indicator displays three lights on your smartphone screen when you make a phone call using the mobile app. The lights show the quality of the connection.

Three green lights shows that call quality should be good. **Two yellow lights** means the connection is experiencing some packet loss and/or jitter and so your call quality may be suffering. **One red light** displays when call quality is noticeably poor.

This display is dynamic for the duration of your call.

If the Call Quality Indicator shows the red light, your call quality may be too poor to use. You can change locations to find a better Wi-Fi connection; or you can switch over to making the call using your carrier voice plan.

To switch from VoIP/Wi-Fi to Carrier:

- End the phone call.
- Tap **Menu > VoIP Calling**.
- Turn VoIP Calling to **Off**.
- Try your phone call again.

Now your call will go over your carrier's 3G/4G connection, which may be a better connection if available, though it will consume carrier voice minutes.

You can turn VoIP Calling back to **On** later, when your Wi-Fi connection situation has improved.
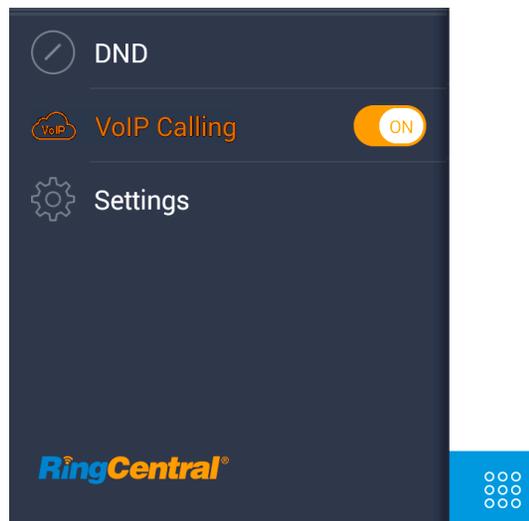
Presence

Presence is a feature by which you can see if another user is on the phone. Presence-enabled Office@Hand desktop IP phones use lights to indicate which specific user extensions are in use or on hold, with the user's permission.

Presence cannot be monitored from the mobile app, but the Admin can manage Presence settings for the users, and users can manage their own Presence settings, from their mobile apps.

Administrator:

Admins can use their Smartphone App to set permission to share a user's presence status with colleagues by going to **Settings > Phone System > Users**, selecting a user, then **User Info**, tapping the **Phones & Numbers** tab, then tapping **Presence**. Admins can set their own Presence as a user by selecting their own name/extension.

Tap **Appearance**.

If the user has no Presence-enabled phones, you will see the message *Currently none of the phones on your extension can show presence. Phones with the capability can be purchased from Office@Hand by clicking Add Phone.* As an Administrator, you can add Presence- enabled phones. (Users will get a message telling them to contact their Administrator to purchase phones.)

If the user does have a Presence-enabled desktop IP phone, its Presence lights will be listed as shown on the right. The first two lights (Line 1 and Line 2) are dedicated to that user and cannot be changed. Tap on the other lights to choose colleagues whose presence you wish the user to monitor, from among those who have granted permission to show their presence status.

When you add extensions for this user to monitor with Presence, you can also check Ring my phone when any user I am monitoring rings so the user will know when the monitored user's phone is ringing; and/or check Enable me to pick up a monitored line on hold so this user can act as backup to the other user.

Now tap **Permissions**.

Tap **Share my presence**. When **On**, this allows other users to see this user's presence status—whether the user is on the line. Note that Presence detects calls to numbers/extensions. No matter which actual device the call is sent to, the system detects that the number/ extension is ringing, active, or on hold. You can also select other users who can pick up this user's phone calls. A user can thus answer a busy manager's calls, or a call to a user who is in a meeting or out at lunch.
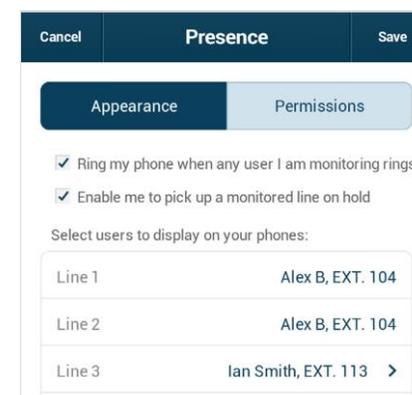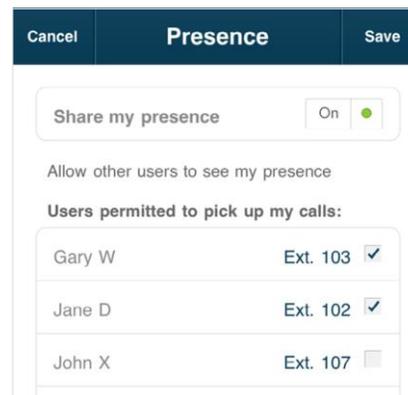
User:

Manage your Presence settings from the mobile app by tapping **Menu > Settings > My Extension Settings > User Info.** Tap the **Phones & Numbers** tab, then scroll down and tap **Presence**.

Under the **Appearance** tab, view and manage your Presence settings for that phone.

Or you may see the message "Currently none of the phones on your extension can show Presence. Phones with this capability can be purchased from Office@Hand by clicking Add Phones." adding phones is an Administrator function.)

Under the tab **Permissions** you can check those colleagues who can monitor your phone's Presence. Then click **Save**.

Managing Your User Settings

Most of the special customizable features of your Office@Hand mobile app are found in the **Settings** area, particularly under **My Extension Settings**. This includes such items as User Info, Call Handling including Call Forwarding, Call Screening including Blocking, Messages that alert you to received faxes and voicemail, and VoIP settings for making outbound calls.

These features are the same for Users and for Administrators acting as Users.

From the **Menu**, tap the **Settings** icon.

Now tap **My Extension Settings**.
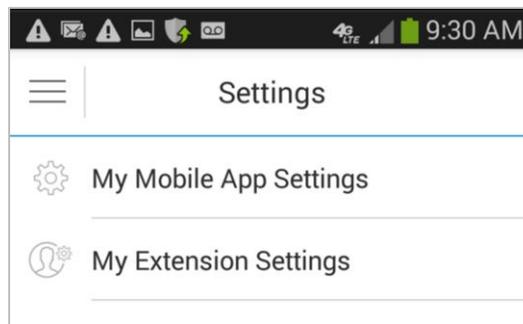
My Extension Settings

This screen contains most of the functions you'll use to manage your own user settings.
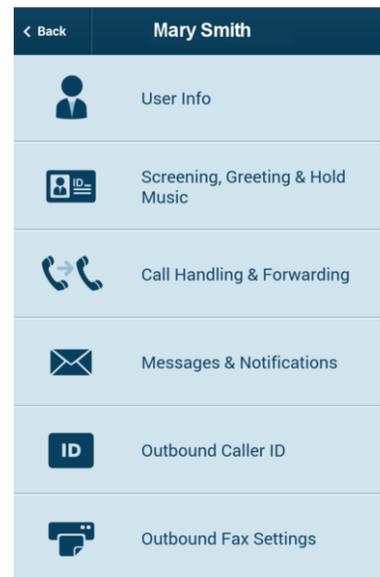
User Info

To manage your basic settings, greetings, call screening, call handling, direct numbers and desktop phones if you have them, security settings, notifications, and more, tap **User Info.**

RingCentral

Or tap the Text-to-speech name field and type in a phonetic pronunciation. (You must log into your online account to hear the pronunciation being used by the system.)

- **Email:** This email address can be used for notifications.

- **Contact Phone:** This is an optional alternative phone number that might be used for call forwarding, if you wish.

- **Company Name:** Optional.

- **Address:** Optional.

User Hours

Set your user business hours here. The default is 24 hours, seven days a week. If you set specific business hours here, you can then set call-handling rules that will apply during business hours and separate call handling rules for after hours.

Tap **User Hours**. 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 you are available to take calls. Setting specific hours will allow you to set call-handling rules that apply during Business Hours and separate call-handling rules for After Hours. Also check the **Time Zone** setting at the bottom of this screen. When you're finished, tap **Save**.

You may also **Change User Password** from this User Info menu.

- **Extension Number**: When someone calls you on your company number, they can reach you by entering the this extension number. They can also reach you by dialing your Direct Number, if you have one.

- **First Name/Last Name:** You can edit your name here.

- **Record User Name:** Office@Hand uses text- to-speech conversion to pronounce your name when answering your calls. If your name is mispronounced, you can tap this item to record the correct pronunciation (Office@Hand will call you to capture the recording).

Phones & Numbers

At the top of the **User Info** screen, tap **Phones & Numbers**.

Cancel	Mary Smith	Save

User Info	Phones & Numbers

Conference Number: (775) 360-1502
Host Code: 348079
Participants Code: 467949

Direct Numbers:

(650) 276-3696

Add Direct Number

Phones:

No phones assigned to this extension.

Add Phone

Presence >

Intercom >

Here you will see the direct-dial numbers, if any, assigned to you.

- **Conference Number:** On this screen you will also see your company **Conference Number, Host Code,** and **Participant Code**. You can use this information to start or join a conference; or you can simply tap the slide-out **Menu** and tap **Conference** to set up and manage your Conferences.

- **Direct Numbers** allow customers to contact you directly without having to go through the company receptionist or phone tree.

If you have direct numbers, you can 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.

If you do have Administrator privileges, you can add a Direct Number yourself. To add one or more numbers, tap **Add Number** and follow 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.

- **Add Phone:** This is an Administrator function and must be done through the Office@Hand online account. Administrators can add, remove, or reassign phones.

Presence

See "Presence" above for information on managing Presence settings.

Call Screening, Greeting & Hold Music

From the **Menu** go to **Settings > My Extension Settings > Call Screening, Greeting & Hold Music**.

Choose the message callers will hear when they call you during business hours (or at all times if you are using "24 hours" as your User Hours).

1. Tap the **User Hours** tab (if displayed).

2. Turn **On User Greeting**.

3. Tap **Set Greeting.**

4. On the Set Greeting screen, review the text of the default greeting. To hear it, tap **Play**. The Auto-Receptionist will read your name using text-to-speech technology. If you want to use the default greeting, tap **Save** (or **Cancel** if you have made no changes).

5. Or create a **Custom** greeting.

6. To record a Custom greeting:

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

    b. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).

    c. Tap **Call Now**.

    d. Office@Hand will call you and prompt you to record your greeting.

    e. On the **User Greeting** screen, a message will confirm that your custom message has been successfully received.

    f. To listen to your custom greeting later, access your account on the Web.

    g. Tap **Cancel** to return to the previous screen.

Screening and Blocking Calls

At the top of the **User Info** screen, tap **Phones & Numbers**.

1. Turn on **Call Screening** and choose to **ask callers to say their name before connecting:**

    a. If Caller ID is not present,

    b. If the caller is not in the user's Contact list, or

    c. Always.

2. Turn on **Audio While Connecting**, and select the style of music to be played to the caller.

3. Turn on **Hold Music** and select the style of music to be played to the caller. 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.

4. To listen to the music options, tap the **Play** button.

5. Tap Blocked Numbers and select from the options for blocking calls.

    a. **All Calls**—If selected, you will not receive any calls or faxes made to this number, unless you select Allowed Numbers, below, and enter specific numbers or area codes.

    b. **Specific calls** will block all calls and faxes from specific numbers or area codes you enter, or will block calls and faxes with no Caller ID.

    c. You can also **Block calls from Pay Phones**.

    Each choice also lets you set the message callers will hear, such as "This number is not available from your calling area" or "Mailbox Full."

6. Tap **Save**.

Cancel	**Blocked Numbers**	Save
Grace Mercer		Ext. 102

Block calls

All calls	
Specific calls	✓

Blocks call from specific numbers or area codes

Specific numbers	0 ❯
Callers will hear This number is … ❯	

Blocks calls and faxes with no caller ID

Calls	Off ●
Faxes	Off ●

Calls from Pay Phones

Block calls from Pay Ph…	On ●
Callers will hear This number c… ❯	

Repeat this process with the **After Hours** tab.

After Hours Greeting

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

If in Call Handling/After Hours you instead chose to **Unconditionally forward** after-hours calls, or to send after-hours callers **directly to voicemail**, your After-Hours greeting will not be played. You can still set **Blocked Numbers** handling.

RingCentral

Call Handling & Forwarding

Go to **Settings > My Extension Settings > Call Handling & Forwarding**.

Review **Business Hours** and **After Hours** settings, and create **Advanced call-handling rules**.

User Hours Call Handling & Forwarding

Choose from among the many options for determining which phones will ring, in what order, when calls come in during User business hours.

- Your Office@Hand **Direct Numbers**, if you have any, are listed first. Tap On for the ones you want to ring your during business hours. If you have no direct numbers, but only extensions, no numbers will be displayed here.

- Tap **Ring my existing numbers** to add non-Office@Hand numbers you may have, such as your home phone. Tap the space next to the label, such as **Home**, and type in a phone number, then tap **On** to activate it.

- To call outside numbers with extensions, put an asterisk between them, thus: **[number] * [extension]**. The system will dial the number, pause, then dial the extension.

- Tap **Forward calls to other user's phone** to select other users on your Office@Hand account to add to your forwarding list.

- Tap **Change Ring Order** to decide in which order phones will ring when using **Ring Sequentially**. Tap **Back** when done.

- Tap **Edit Ring Groups** to check phones you want to be treated as a group. For example, if you use **Ring Sequentially**, then your Ring Order can include groups of numbers that will ring as a group (that is, simultaneously when it is their turn). Click **Back** when done.

- Tap **Number of Rings** to set how many times a given phone will ring before the call is forwarded to the next number, or sent to voicemail. (Keep in mind how many total rings callers will be subject to if the call is not answered.)

- Tap **Sequentially** or **Simultaneously** to have the phones to ring one after the other in the order given in Ring Order, or all at once.

- Tap **Smartphone and Softphone** to have your Office@Hand Softphone call controller, if you have downloaded and installed it on your desktop computer, display incoming calls as soon as they come in. This gives you the opportunity to pick up the call on your Softphone, or send it to voicemail, or otherwise manage the call before other call-handling rules begin. Select the number of rings to **Wait before forwarding begins**.

After-Hours Call Handling & Forwarding

Tap **After Hours**, then select:

- **Send callers to voicemail**—You will be able to create a custom voicemail message or accept the default message.

- **Play announcement and disconnect**—You will be able to create a custom announcement or accept the default message.

- **Forward Calls**—Turn On phones listed under Ring these phones during after hours.

- **Unconditional Forwarding** sends calls directly to a specified number without applying any call-handling or call-screening rules.

RingCentral

Incoming Call Information

At the bottom of the User Call Handling screen, tap Incoming Call Information to set how inbound calls will be displayed to you on your device—helpful for distinguishing business calls from personal calls. (Settings for Incoming Call Information are the same for both Business Hours and After Hours screens, not separate.)

- **Incoming number displayed to me** – Typically you will see the Caller ID of an incoming call. You can tap **Caller's Phone Number Options**, just below, and choose, for callers whose Caller ID is blocked or unknown, to have displayed the **number being called**.

  You can also have a numeric **prefix or suffix** added to the Caller ID being displayed, which can be useful for immediately identifying calls from your Office@Hand system, to distinguish them from incoming personal calls.

  Under **Display this call information** you can tap **On Office@Hand phones only** or display the call information **on All Phones**.

  Alternately, tap **Called Number** to have the number being called displayed instead of the Caller ID. Again, this is useful for recognizing business calls.

- **Play announcement before connecting.** When you receive a call from the Office@Hand system, whether directly or by call forwarding, you will hear "*You have a call; press 1 to accept.*" This tells you the call is a business call, rather than a personal call. You can set this feature so that you **always** get such an announcement, never get such an announcement, or only get such an announcement when the call is coming in **to a non-Office@Hand device**—such as when calls are forwarded to your home phone.

- **Include Mailbox Name in announcement.** The mailbox name being called is played as part of the incoming call information announcement—for example, "Mary, you have a call," or "Sales, you have a call."

- **Require my password to answer** protects your business calls when on the road or at home by requiring your Office@Hand login password for any calls coming through Office@Hand, even calls forwarded to your home phone, for example.

Call Flip

Office@Hand Call Flip lets you transfer live conversations from one device to another quickly and easily. For example, when you are on a call and arrive home after your commute, you can flip the call to your home phone. Simply dial two numbers and Flip.

To manage your Flip numbers, go to **Settings > My Extension Settings > Call Handling & Forwarding.** Towards the bottom of Call Handling, click the **Call Flip** bar. (You will find a Call Flip bar on both Business Hours and After Hours screens; settings are the same on both, not separate.)

You will see a list of numbers/devices assigned to you, including desktop IP phones, smartphones, and the Softphone, as well as numbers and extensions from your Company Contact list. **The first eight positions are your Call Flip number positions.** Use the **up-and-down arrows** to move entries up and down until you have populated your eight Flip positions to your satisfaction.

To use 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, and the call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, tapping *2 while you are on a call will instantly transfer the call to your home phone. Call Flip makes it easy and convenient to flip calls from device to device as you move about.

To add numbers to your Call Flip list

Back on the main **Call Handling & Forwarding** screen, tap **Ring my existing phone numbers**, turn **on** other devices listed, and also to enter additional phone numbers such as your home phone, and tap them On.

Tap **Save**.

Tap **Call Flip**. You should see the phones you selected added to the Call Flip list. You can change the order (and thus the assigned Flip numbers) to suit. (If you don't see the numbers you added, go back to the previous step and remember to **Save** before moving on to Call Flip.) The numbered entries not being used are labeled "Unused".

RingCentral

Call Handling – Advanced Rules

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

To create an Advanced Rule

1. Go to **Settings > My Extension Settings > Call Handling & Forwarding**, 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, 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 Group.

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 **Group 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**.

Because these Rules can be made quite complex and sophisticated, it is a good idea to test a new rule to make sure it operates the way you intend.

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 named Rule and making desired changes on the screens that follow.

RingCentral

Messages & Notifications

The Messages & Notifications screen lets you manage your voicemail greetings, and receive notifications of received voicemails, faxes, or missed calls.

Tap the **Menu > Settings > My Extension Settings > Messages & Notifications**.

Voicemail Greeting

The process for setting voicemail greetings are the same for Business Hours and for

After Hours.

Tap **Take Messages** to **On** or **Off.**

When On, 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. Or record a **Custom greeting**.

When **Take Messages** is turned **Off**, tap **Unavailable Greeting** to view the script of the default voicemail greeting saying you are unavailable. To hear it, tap **Play**. If you want to use the default greeting, tap **Cancel** to return to the previous screen.

Or record a **Custom** voicemail greeting. Office@Hand will call you so you can record your greeting over the phone.

To record a custom voicemail greeting:

1. Tap **Custom**, then **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**.

Repeat this process for the **After Hours** tab.

Notifications

At the bottom of the **Messages & Notifications** screen, tap **Notifications**.

Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

At the bottom of this screen is a toggle to switch between the **Basic** and **Advanced** screens.

On the **Basic** screen, you have the choice of sending notification **by email** and/or **by SMS**. Tap a choice to turn it **On** or **Off**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be an Office@Hand number. Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's texting system. You can enter more than one phone number to receive SMS notifications.

Tap **Save**.

The email and phone number selected are now displayed at the bottom of the Notifications page.

At the bottom of the Notifications screen, tap **Advanced**. Now for each feature you turn **On** for notification, you can then tap **Options** to select an **email address** and a **phone number** for each feature individually. For email notifications, you can also **include any attachments,** and also mark the email message in your inbox as **Received**.

My Mobile App Settings

The **My Mobile App Settings** menu for both users and administrators includes a number of specialty settings.

- VoIP Calling
- Caller ID
- RingOut Mode
- Default Launching
- Cloud Storage
- Tell A Friend
- About RingCentral
- Re-sync Messages Inbox
- Logout
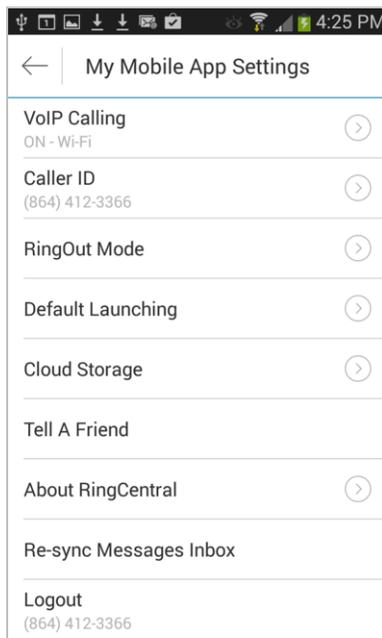
VoIP Calling

Turn **VoIP Calls** to **On** to allow inbound and outbound calls to use Wi-Fi connections, if available.

Check **Over Wi-Fi** to have the system make calls only when connected to Wi-Fi. When you are overseas, this option allows you to avoid international voice roaming charges. (Data roaming charges may apply.)

NOTE: If Wi-Fi is not available, the system will use **RingOut** (see below).
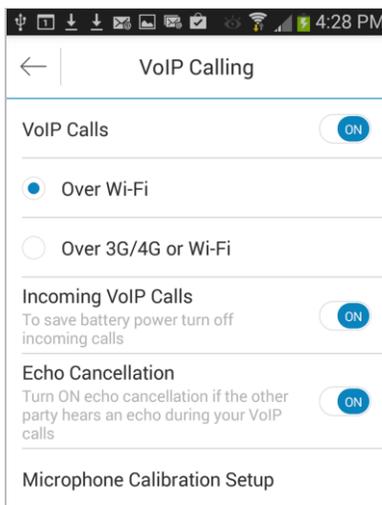
Check **Over 3G/4G or Wi-Fi** to have the system use Wi-Fi; if Wi-Fi is not available, it will then use your carrier data plan over its 3G/4G network (possible charges and lower voice quality may result).

Turn **VoIP** to **Off** to only make calls using your carrier voice plan.

To enable RingOut (see below), turn **VoIP Calls** to **Off**.

Turn **Incoming VoIP Calls** to **On** to use VoIP for incoming calls, using Wi-Fi or 3G/4G depending on the VoIP Calls settings listed above. Incoming calls via VoIP over Wi-Fi avoid carrier voice-plan charges. To save battery power, turn Incoming VoIP Calls to **Off**; your incoming calls will then use your carrier voice plan.

On Android smartphones, turn **Echo Cancellation** to **On** to if the other party hears an echo during our VoIP calls. Tap **Microphone Calibration Setup** to perform a 30-second microphone calibration of your smartphone to ensure the best sound quality during VoIP calls. (These features are not needed for Android phones that have built-in echo cancellation and microphone calibration.)

Android screens shown. iOS screens look slightly different but function the same.

Caller ID

To set the number you want people to see when you place calls, **tap Caller ID**. Choose from among your Office@Hand company phone numbers.

Calls you make from your Office@Hand local numbers will have the Company ID included in the Caller ID displayed to the called party.

RingOut Mode

To make outbound calls, the Office@Hand mobile app uses your cellphone's native calling system through your cellphone carrier. Use **RingOut Mode** to maintain your Office@Hand identity on such calls, including such features as Caller ID and call logging.

You can keep your personal cellphone number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your Office@Hand business number from any phone you choose, including your smartphone. To configure, from **Settings > My Mobile App Settings**, tap **RingOut Mode**.

Choose an Office@Hand device to set it as your RingOut Mode phone.

Or tap **Another Phone** to add phone numbers, then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings), turn on **Confirm Connection** so Office@Hand will prompt you to press 1 before it dials the number and connects your call.
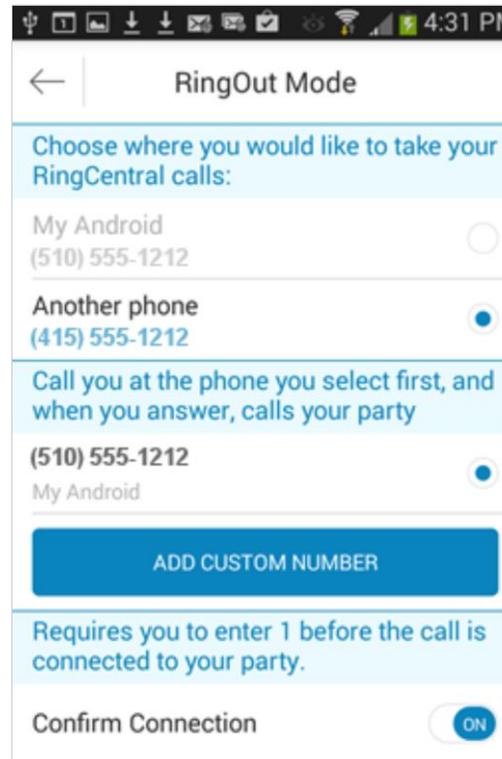
To make a RingOut call:

- Set **VoIP Calling** (above) to **Off**. With **VoIP Calling** set to **Off**, calls you make from RingCentral automatically use RingOut.

- If in the RingOut Mode screen you set **Your Phone** as the device to take RingCentral calls, you will make outbound calls in the usual way—use the dial pad or choose from your contact list.

- However, if in RingOut Mode you select **Another Phone**—for example, if you want to make RingCentral calls from your hotel phone—then, RingCentral will ring that phone first. When you pick up, RingCentral will then dial the outbound number and connect you.

  (If you set **Confirm Connection**, you'll be prompted to press "1" first.)

NOTES:

- RingOut calls use carrier voice-plan minutes.

- RingOut preserves your RingCentral calling identity, so those you call will see your selected RingCentral Caller ID.

- RingOut may save you from having to pay toll charges that would occur if you called directly from your smartphone. This is especially useful for international travelers.

Default Launching

Default Launching in **Settings > My Mobile App Settings** lets you turn off **Call from Android Dialer** and select Google Voice as your preferred dialer (if you are on an iOS platform).

Cloud Storage

Office@Hand can access documents stored in select cloud-storage apps, such as Dropbox and Box, you have installed on your smartphone. Tap **Cloud Storage** in **Settings > My Mobile App Settings** to access the files you have stored in the cloud. You will now be able to fax documents directly from these cloud data apps.

If you don't see one of your supported cloud-storage services displayed, download and install that service's app to your smartphone. Once installed and activated, the app and its stored documents should show up on the Office@Hand Cloud Storage listing.

Tell a Friend

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

About RingCentral

Tap **Settings > My Mobile App Settings > About RingCentral** to see a list of What's New with this version of the RingCentral mobile app; to read an Application Description; to Send Feedback Email to RingCentral; or to Rate This App on the select* smartphones' app store sites.
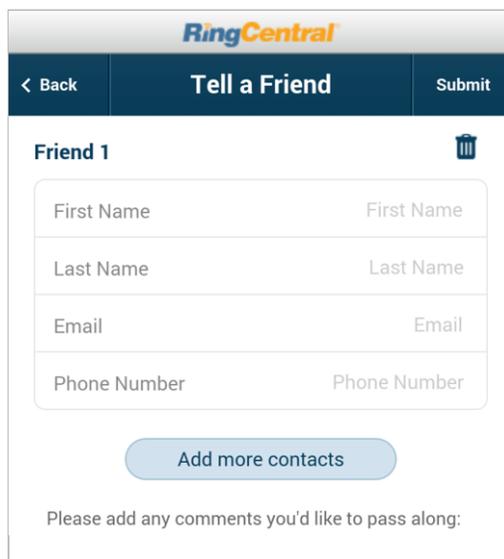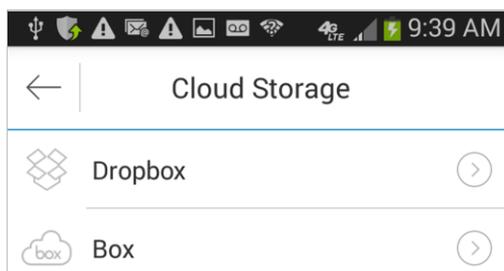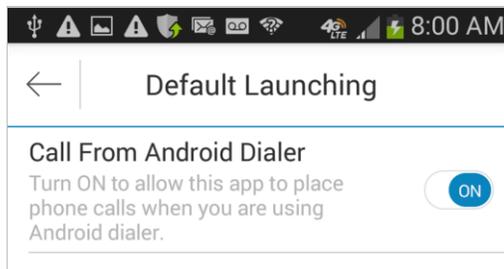
Re-sync Messages Inbox

Tap this button to re-synchronize all of your text, fax, and voicemail messages to the mobile app from your Office@Hand account in the cloud. This would be useful if for example you feel your app is not receiving messages or voicemail that you expect. No data will be lost using this feature (since the data is all in the cloud).
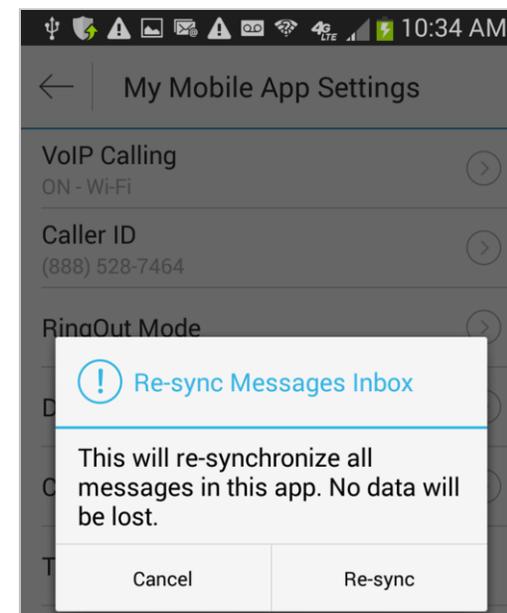
Logout

Log out from the phone number and extension displayed.

Admin Phone System Settings

Express Setup helped you set up your phone system, numbers, Auto-Receptionist, users, and groups. You can change or update any of these settings at any time. In addition, as Administrator/Account Owner you can manage settings for your Company, Groups, and Users through the mobile app Phone System settings. These settings, along with the Billing settings, are only available to the administrators. (Users see only the two entries under **User: My Extension Settings and Application Settings**)

To access the Office@Hand phone system settings on your smartphone, start the App and log in.

Tap **Settings > Phone System** to see the screen from which you can manage Company, Group, and User settings, as well as your Office@Hand desktop IP phones.

Company Numbers and Info

Tap **Company Numbers and Info** to manage phone numbers. Your Office@Hand account includes three company direct numbers: a toll-free, a local, and a fax number. In addition, you get a direct-dial number for each employee.

You can tap each number, and the Company ID, to manage it.

To add one or more numbers, tap **Add Number** at the bottom of this screen, and follow 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.

Once you have obtained extra numbers, you can return to this Company Number screen and edit each number's type (voice, fax, or both) and its assigned extension/user.

- Click **Company Caller ID** and edit the name there (up to 15 characters). This is the company name you provided when you created your account. It will be added to the local phone number you use to make calls. (From toll-free numbers, only that toll-free number be displayed as the Caller ID.) Changes to this Caller ID can take a week or more to take full effect.

- View the **Company Toll-Free Number**; you cannot alter this number

- View the **Company Local Number**; you can delete this number if you wish.

- View the **Company Fax Number**; faxes are delivered by default to the extension you've listed as the operator; you can change this to another extension; or delete the number.

Direct Extension Numbers

Scroll down Company Numbers to the Direct Extension Numbers listing. A direct extension is a full 10-digit phone number that can be called to reach a user directly. (Other company extensions are reached by calling the company number and entering the extension at the prompt.) You can tap a number to edit the following information for the direct extensions assigned to you and to your users:

- Whether this number accepts both voice and fax (the default), voice only, or fax only.

- Whether calls to this number connect to an extension (user or group) or to the Auto-Receptionist.

- Which extension is assigned to this number.

- You can also delete this number.

## Using an Existing Number (Porting and Forwarding)

You can transfer (port) eligible existing phone numbers from your current provider to your Office@Hand account service, and you can forward calls to an existing number to your Office@Hand number.

To Transfer an Existing Number

To transfer a number or set of numbers to your Office@Hand account, log into your account on the Web, at https://service-Office@atHand.ATT.com and go to **Settings > Phone System > Company Numbers and Info** and click on the **Use My Existing Number** button at the bottom of the center column, and follow the instructions.
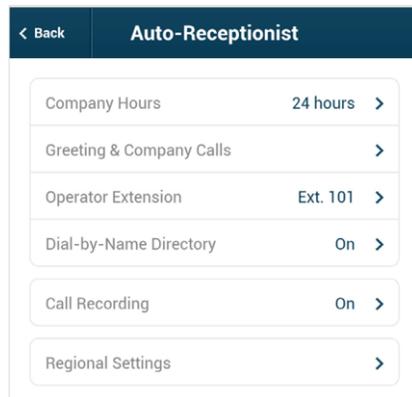
To Forward your Calls

Forward calls to an existing number to your new Office@Hand number. From **Settings > Phone System > Company Numbers and Info** scroll to the bottom and tap the **Use My Existing Number** button. Tap **Forward my calls to Office@Hand**. Fill in the existing number you wish to transfer, and follow the detailed instructions.

RingCentral
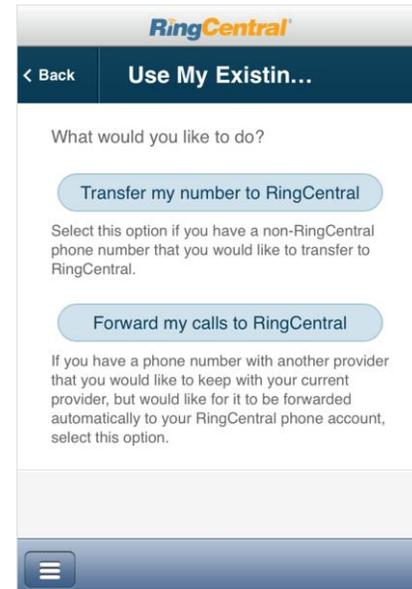
Auto-Receptionist Settings

The Auto-Receptionist settings determine how incoming calls are handled for your company.

Go to **Settings > Phone System > Auto-Receptionist**.

< Back	**Auto-Receptionist**	
Company Hours	24 hours	>
Greeting & Company Calls		>
Operator Extension	Ext. 101	>
Dial-by-Name Directory	On	>
Call Recording	On	>
Regional Settings		>

Company Business Hours

On the Auto-Receptionist screen, tap **Company Hours**.

• Check **24 hours** to have incoming calls handled the same way all the time, including weekends.

• Check **Specify Hours** to have separate call handling for **Business hours** and for **After Hours**. On the week display, choose business hours for each day, or Closed.

• Also choose your **Time Zone**.

• Tap **Save** when done.

How to Handle Incoming Calls: Greetings & Company Calls

Tap **Greeting & Company Call**s. Here you decide how to greet callers and route incoming company calls during your company's business hours and after hours, as well as setting up advanced call-handling rules.

1. From the **Phone System** screen, click **Auto-Receptionist**.

2. Tap **Greeting & Company Calls.**

3. Select the **Company Hours** tab (if available).

4. Select **Play company greeting** if you'd like callers to hear a default or custom greeting. You can select to play the default greeting, or create a custom greeting on the next screen. (See instructions below.)

5. Or select **Connect directly to extension** to bypass the Auto-Receptionist and connect calls directly to a specific extension.

6. Under **If caller enters no action**, you can select **Connect to operator** (extension 0). Or select **Disconnect** to automatically disconnect callers after the greeting is played three times with no action by the caller.

7. Select the **After Hours** tab to set call handling for after hours. (If you have **Business Hours** set to *24 hour* you will get a pop-up message when you select the **After Hours** tab offering to let you change your business hours.)

8. Tap **Save** when done.

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Company Greeting

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology (you can review the script of this default greeting from the Call Handling screen).

Follow these instructions to create a custom company greeting, using your phone or uploading a prerecorded greeting file from your computer.

Recording your Company Greeting over the Phone

1. From the **Phone System** screen, select **Auto-Receptionist**.
2. Select **Greeting & Company Calls**.
3. Select the **Company Hours** or **After Hours** tab.
4. Tap **Greeting**.
5. Select **Default** or select **Custom**.
6. If you selected **Custom**, click the **Record** button.
7. In **Call me at**, select **Forwarding Number** and choose one from the dropdown.

8. Or select **Custom number**, tap the field, then type in a phone number.
9. Office@Hand will call you and prompt you to record your greeting.
10. Repeat this process for the **After Hours** tab.
11. Tap **Done**.

The Company Operator Extension

Choose an extension to receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee.

1. From the **Settings** screen tap **Phone System**, then **Auto-Receptionist**.
2. Tap **Operator Extension**.
3. Choose a name/extension of the user who will receive operator calls.
4. Tap **Save**.

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Company Dial-by-Name Directory

The Dial-by-Name Directory allows callers to find user and group extensions by spelling out the name on their phone keypads. Follow these steps.

1. From the **Settings** screen tap **Phone System**, then **Auto-Receptionist**.

2. Tap **Dial-by-Name Directory**.

3. Tap **Dial-by-Name Directory** to **On**.

4. Select as the Directory Extension a number that is not already in use as an extension. This will become the number callers will tap to get to the dial-by-name directory.

5. Tap **Extensions in Directory**.

6. Deselect any extensions to be excluded from your company's Dial-by-Name Directory. This list includes both user extensions and group extensions.

7. Select to search by **First Name** or by **Last Name**.

8. Tap **Done**.

When Dial-by-Name Directory is On, callers will hear a recording that, in addition to telling them to dial an extension, also suggests they can dial the Directory Extension number in order to locate a user by name. When callers tap the Directly Extension, they are instructed to use their phone keypad to spell out the first three letters of the first name, or of the last name, of the person or group they wish to call. The system will connect them, or offer additional options if there is more than one choice.

RingCentral

Groups

In the latest Office@Hand release, **Departments** are now called **Groups**.

Groups support these new features:

1. **Call Queues**
2. **Paging**
3. **Messages-Only Extension**
4. **Announcement-Only Extension**

Groups enable you to designate a group of employees with similar activities or services.

The following name changes have been implemented on the Mobile App and on your online account:

- Change the hierarchy term from **Department** to **Group**

- Rename Departments function to **Call Queues**

- Add a new call management features – Paging to Group

- Change **Phones** to **Phones & Devices**

Benefits

- Better communication by grouping related members with similar activities beyond group functions.

- Increase communication efficiency with the new **Paging** feature. Broadcast announcements and emergency alerts to the entire organization or selected peers at the same time.

- Reduce missing important calls by enabling a call to be answered from any phone with the **Shared Lines** feature.

Call Queues

Create a call queue group when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls.

Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.
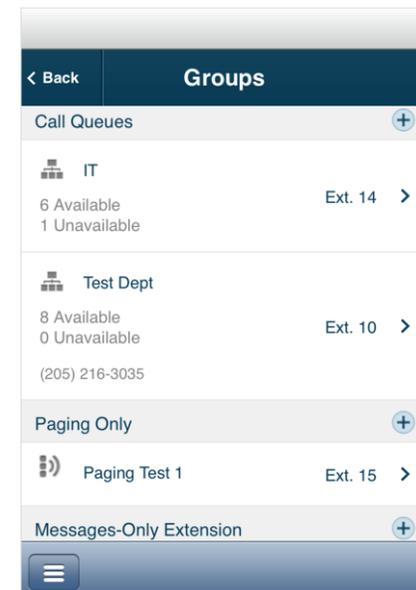
Add a Call Queue Group

1. From the slide-out Menu, tap **Settings > Phone System > Groups**.

2. Tap the **plus sign (+)** to the right of **Call Queues**.

3. Fill out the form: Give the new call queue an **Extension Number** and **Extension Name**, and add the **email** of the designated **Manager** of this Call Queue group.

4. Tap to **Select call queue members**.

5. Click **Save**.

Call Queue Info

From the Groups menu, tap the name of a Call Queue group, then tap **Call Queue Info**, where you can edit or add information, as needed:

• Record or modify the pronunciation of the **Call Queue Name**.

• Enter a **Contact Phone** for the group.

• View **Member Availability** (according to how the members have set their Business Hours and After Hours).

• Enter an **Address** for the group.

• Set the Call Queue group's business **Hours**; incoming calls can be handled differently for Business Hours and for After Hours.

• Enter **Regional Settings**.

• **Re-send the Welcome Email** that is sent to the Group Manager and the Group Members if they haven't yet responded to their original invitation. This option goes away when this group's manager and members have all responded.

• You can also **Delete the Call Queue**.

Cancel	**Call Queue Info**	Save
IT		Ext. 14

🖧 **Extension 14**

Call Queue Info	Direct Numbers

Extension Number	14
Extension Name	IT
Record Call Queue Name	›
Contact Phone	
Email	mac.mccarthy@ringcentra

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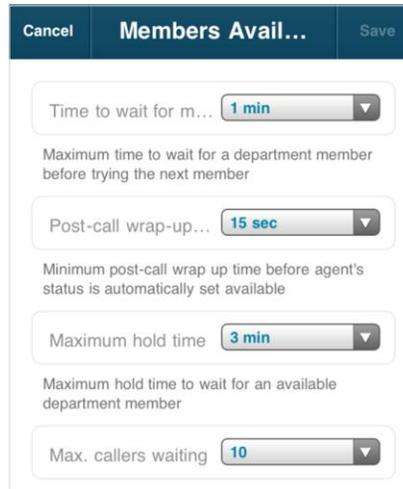
Call Queue Group Members Availability
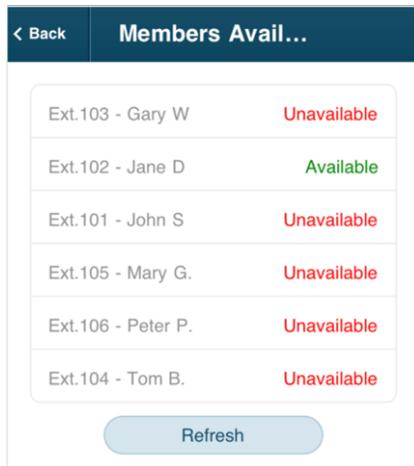
Tap **Settings > Phone System > Groups**. Under each Call Queue group name there is a count of **Available** and of **Unavailable** members of that group. For example, the IT call queue screen above shows 6 Unavailable and 1 Available.

Available members can take phone calls. **Unavailable** members are on the phone, or are outside their set business hours.

Tap on a specific Call Queue and on that group's **Call Queue Info** screen, scroll down and tap **Members Availability** to see the names of the group members who are **Available** or **Unavailable**.

Call Queue Group Member Availability and Wait Time Settings

Go to **Settings > Phone System > Groups**, tap a specific Call Queue Group, and tap **Call Handling**.

Scroll down to the bottom and tap **Member availability and wait times**.
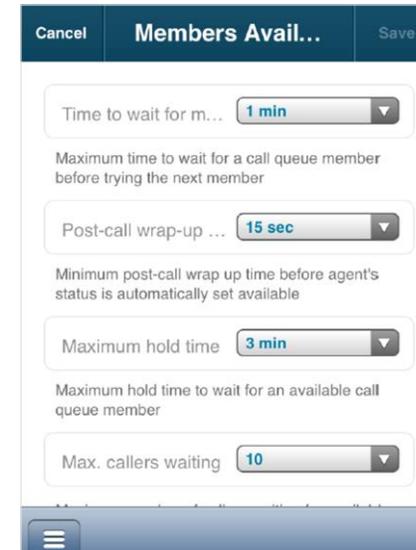
Options on this menu determine how inbound calls to the Group are handled, depending on the availability of the Group members, and how long it takes to connect to a given member.

![RingCentral]

Options are:

- Maximum **time to wait for a Group member to answer a call** before trying the next member in the Group 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 Group member some time to handle the results of the call, such as making notes.

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

- **Maximum Callers Waiting**—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**.

Call Queue Business Hours

Your Call Queue's business hours determine when calls will be routed to Group members and when after-hours rules will apply.

On the **Group Info** screen, tap **Group Hours** to access your current settings. Select **24 hours** for Groups that handle all incoming calls the same at all times. Tap **Specify hours** to set the specific days and times the Group will be available to take calls. When you're finished, tap **Save**.

Call Queue Greeting

The Auto-Receptionist greets callers when they call a Group in your company. Your phone system is initially set to play a default greeting in which the Auto-Receptionist automatically reads the name of the Group (using text-to-speech technology) connecting the caller with a Group member. When *Off*, callers will just connect directly to the Group member according to Company call-handling rules.

NOTE: If you choose **unconditional forwarding** for a**fter-hours calls**, or send after-hours Group callers **directly to voicemail**, your after-hours Group greeting will not be played even if it is set to On.

NOTE: If you have specified Group Hours, then you will be able to set Greeting for business hours and separately for after hour. If you have not specified Group Hours but have set this Group's to "24 hours", then there will be only one Greeting, which will play at all times.

Go to **Setup > Phone System > Groups**, select a Call Queue group, then tap **Greeting**.

Turn **Call Queue Greeting** to **On**. Tap **Set Greeting**, then **Play** to listen to the **Default** greeting. You can use this Default greeting (simply select **Cancel** to back out), or create a **Custom** greeting.

To record a Custom greeting:

1. Tap **Set Greeting**, then tap **Custom** and then **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.
5. On the **User Greeting** screen, a message will confirm that your custom message has been successfully received.
6. To listen to your custom greeting later, access your account on the Web.
7. Tap **Cancel** to return to the previous screen.

From this screen you can also tap **Blocked Numbers**. Select from the options.

*   You can block **All calls**.
*   You can tap **Specific calls** and select

    - Specific numbers;
    - Calls and/or faxes **from callers with no Caller ID**;
    - **Calls from Pay Phones.**

In each case you can choose what message the blocked callers will hear.

When done, tap **Save**.

Tap **Cancel** to exit from Greetings.

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Group Call Handling

Group call handling includes deciding the order in which calls are transferring to Group members; the music that is played while connecting the call; and Group member availability and wait times.

To access and edit these settings, tap **Settings > Phone System > Groups** and select a Group.

Tap **Call Handling**.

Group Call Handling during Business Hours

To manage the order in which calls are answered by Group members, tap **Group Hours** at the top of the **Call Handling** screen.

- Tap **Rotating** to set calls to rotate among available Group members.

- Tap **Simultaneously** to set calls to ring all available Group extensions at the same time.

- Tap **In fixed order**, then tap **Specify fixed order** and decide the order by taping the up and down arrows to move Group member names up and down the list.

- Tap **Back**.

- Tap **Audio While Connecting** to **On** to select the music that will keep Group callers entertained while connecting, You can choose from among more than a dozen types of music. Tap the type of music you want, then tap **Save**.

Group Call Handling After Hours

Now tap **After Hours** tab at the top of the **Call Handling** screen. Choose from the following settings for how to handle calls during your defined after-hours times, when no one is available to take calls:

- Play a greeting and disconnect

- Send callers to Group voicemail

- Unconditional call forwarding

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 after- hours settings, such as voicemail and greetings.

NOTE: The after-hours setting becomes available only after you change Group business hours from the default 24 hours setting.

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Advanced Call Handling for Groups: Rules

Advanced Call Handling lets you create specific additional rules for that Group 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. These rules can be useful for special situations such as promotions and events: Customers can call a contest number and get a special message or leave a message, for example; and the rule can be modified or turned off when the contest finishes.

To create a **Rule** for a specific Group, go to **Settings > Phone System**, tap **Group**, then tap a specific Group.

Tap **Call Handling**, then tap the **Advanced** tab.

Tap **Add Rule**.
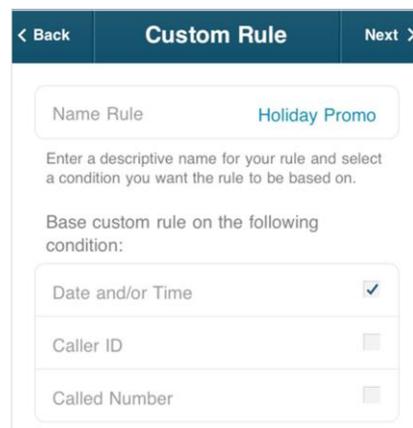
On this **Custom Rule** screen, give your Rule a **Name**, then select the **conditions: Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.

Tap **Next**.

If you selected **Date and/or Time** as your Rule condition, now select a **Weekly Schedule** and specific times for each day if you wish. Or select a **Specific Date Range**. Then tap **Back**, view your Conditions Summary, and tap **Next**.

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. Tap **Next**.

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 Group **Auto-Receptionist**.

RingCentral
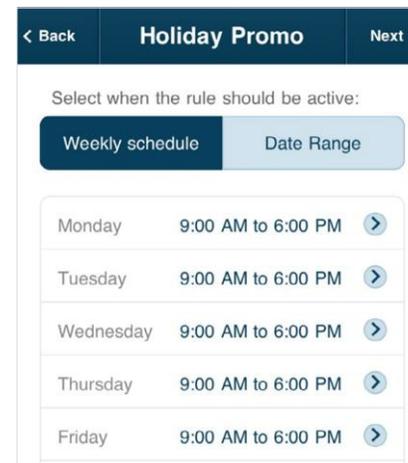
Tap **Next** and choose when to apply the Rule: during **Business Hours, After Hours**, or **Always**.

Now select the action to take when incoming calls match this rule:

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

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

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

- **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.

You can also set Group 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. As you can see, there are rich programmatic possibilities with this Advance Rule feature.

Tap **Done**.

You can go back to edit the Rule, turn the rule on and off, change details and conditions, add more Rules, or delete a Rule.

Group Messages/Voicemail Greetings

This setting is for the **Group** *voicemail greeting*, which callers to the group extension hear when they are sent to voicemail.

From **Settings > Phone System >** tap a **Call Queue** group name. Scroll down and tap **Messages & Notifications**.

Tap **Queue Hours** or **After Hours**, if offered.

Tap **Voicemail Greetings**. Read or **Play** the script for the default greeting, or record a custom greeting.
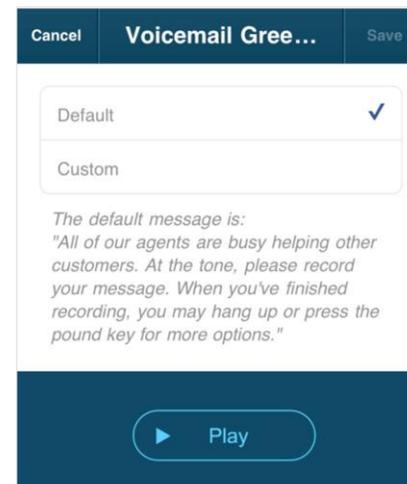
To record a custom Group voicemail greeting

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

2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).

3. Tap **Call Now**.

4. Office@Hand will call you and prompt you to record your greeting.
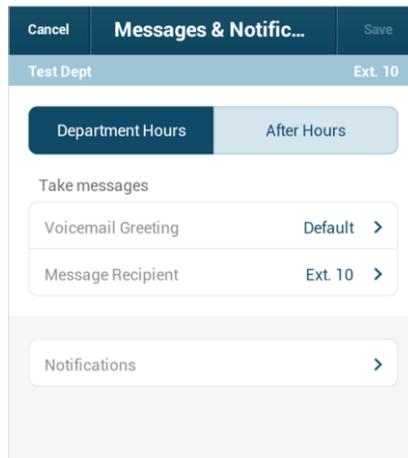
You can designate a Group member to receive voicemail messages. By default, Office@Hand saves voicemail messages to a Group voicemail box.
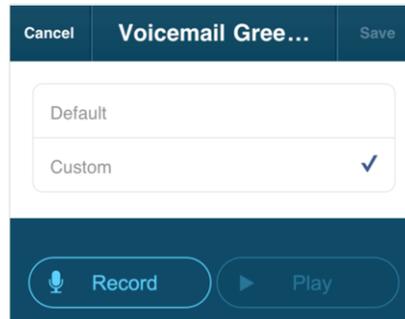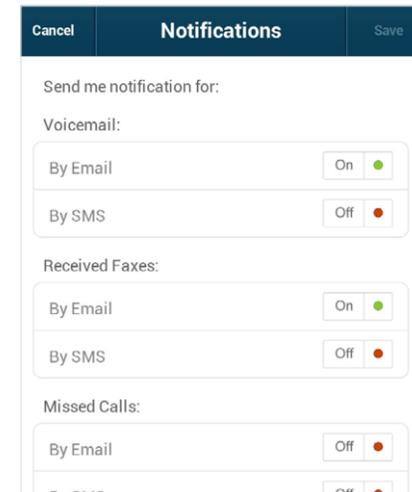

To designate a specific employee as the message recipient, tap **Message Recipient** and then tap the name of the employee. When you're finished, tap **Save**.

NOTE: If you designate a Group member as the message recipient, Group messages will no longer be saved to the Group voicemail box.
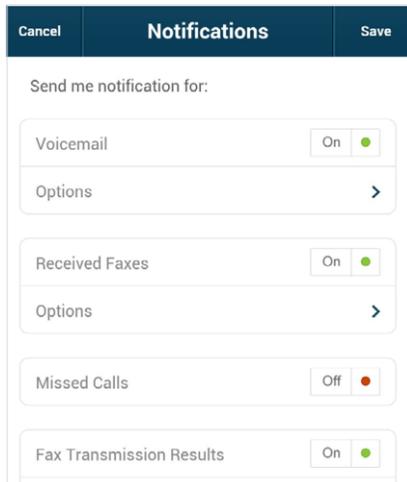
Call Queue Notifications

Back at the **Messages & Notifications** screen, tap **Notifications**. Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

At the bottom of this screen is a toggle to switch between the **Basic** and **Advanced** screens.

On the **Basic** screen, you have the choice of sending notification **by email** and/or b**y SMS**. Tap a choice to turn it **On** or **Off**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.
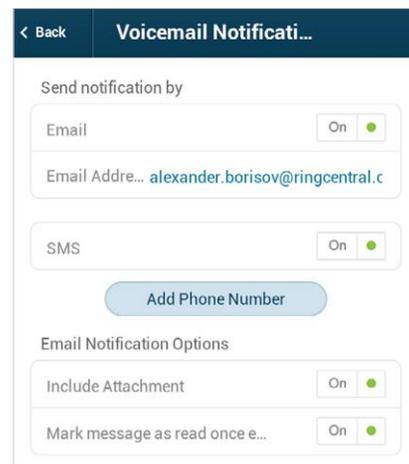

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be an Office@Hand number. Select the **Carrier** for that phone

number, to ensure that the text message is correctly sent through that carrier's texting system. You can enter more than one phone number to receive SMS notifications.

Tap **Save**.

The email and phone number selected are now displayed at the bottom of the Notifications page.

Tap **Advanced** at the bottom of the Notifications screen for an alternative set of options for notifications. Now for each feature you turn **On** for notification, you can then tap **Options** to select an **email address** and a **phone number** for each feature individually. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.

Paging Only Groups

Paging is a commonly required function in many locations such as warehouse/shipping centers, retail stores, schools, and hospitals, among others.
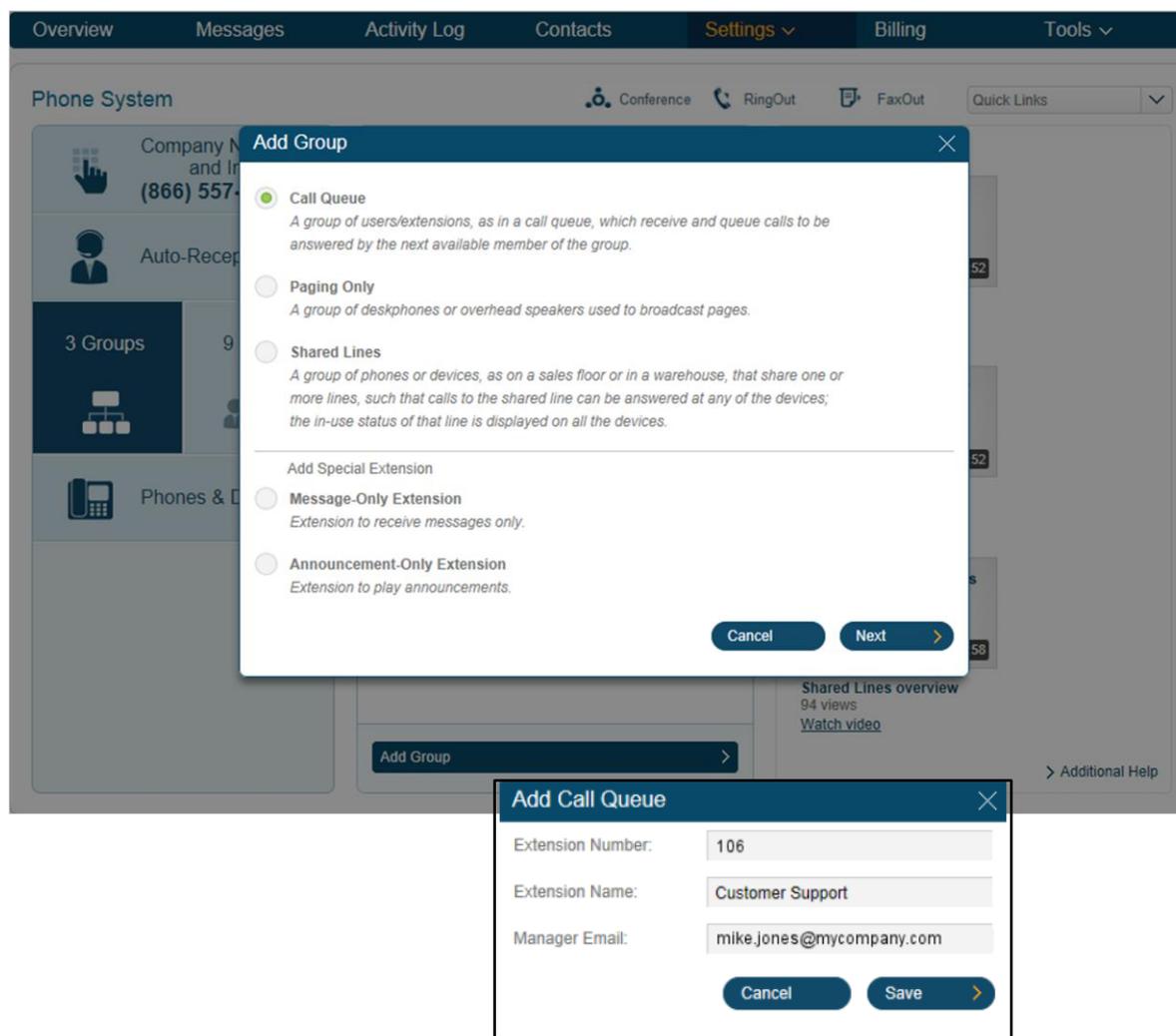
Office@Hand Paging supports broadcasting through multiple desk phones (groups) and through overhead paging devices.

Creating a Paging Only Group from your Office@Hand Online Account

The Administrator must log into the Office@Hand Online account to create and manage Paging- Only groups; they cannot be created or managed from the Mobile App.

Log into your Office@Hand online account at https://service-OfficeatHand.ATT.com

1. From the **Settings** tab, select **Phone System**.

2. Click **Groups**.

3. Click **Add Group**.

4. Select the **Paging Only** radio button, and click **Next**.

5. Accept or change the **Extension Number** for the Group, and enter a **Paging Group Name** for easy reference. Click **Save**.

| Overview | Messages | Activity Log | Contacts | Settings ∨ | Billing | Tools ∨ |

Phone System

Conference   RingOut   FaxOut   Quick Links

Add Group

○ **Call Queue**
A group of users/extensions, as in a call queue, which receive and queue calls to be answered by the next available member of the group.

○ **Paging Only**
A group of deskphones or overhead speakers used to broadcast pages.

○ **Shared Lines**
A group of phones or devices, as on a sales floor or in a warehouse, that share one or more lines, such that calls to the shared line can be answered at any of the devices; the in-use status of that line is displayed on all the devices.

Add Special Extension

○ **Message-Only Extension**
Extension to receive messages only.

○ **Announcement-Only Extension**
Extension to play announcements.

Cancel   Next

Add Call Queue

Extension Number: 106

Extension Name: Customer Support

Manager Email: mike.jones@mycompany.com

Cancel   Save

RingCentral

6.   With the new Paging-Only group highlighted, on the right side of the screen click **Devices to Receive Page**. Click the **User Phones** tab and select, from the list of user phones with paging capabilities, those user phones that will be part of this Paging group.

7.   Click the **Paging Devices** tab to select paging device, if any, to be part of the group.

8.   Click **Save**.

9.   Now on the right side of the main screen, click **Users allowed to page this group** and select users you want to have access to the paging feature for this Paging group.

10. Click **Save**.
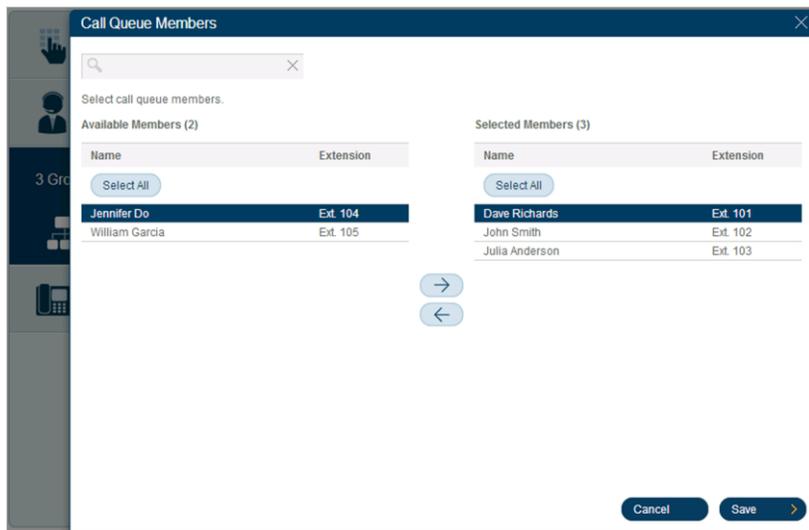
How to Page

Mobile App users with paging permission can page by dialing *84.

NOTE: User must first **enable VoIP calling** on the mobile app.

In addition, from digital desk phones, enabled users can page using a **paging soft-key** if one is present, or by **dialing *84**.

Create an Announcement-Only Extension

You can create an announcement-only extension that plays a recorded message giving commonly requested information, such as hours of operation or directions to your business.

To create an announcement-only extension:

1.   On the Settings screen, tap **Groups**.

2.   Scroll down the **Groups** screen and tap the + next to **Announcements Only Extension**.

3.   Enter an extension number and name.

4.   You can enter an email address of a user who can log into this extension to update the announcement.

5.   When you're finished, tap **Save**.

Next, create the message for your new announcement-only extension. Scroll down to the Messages-Only extension you just created and tap it. Tap **Announcements**.

Review the text of the **default** announcement: "No one is available to take your call. Thank you for calling. Goodbye." To hear the announcement, tap **Play.** If you want to use the default announcement, tap **Save**.

To record a custom announcement:

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

2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).

3. Tap **Call Now**.

4. RingCentral will call you and prompt you to record your greeting.

< Back   **Sales Announc...**

Extension Info
Sales Announcements …

Announcement
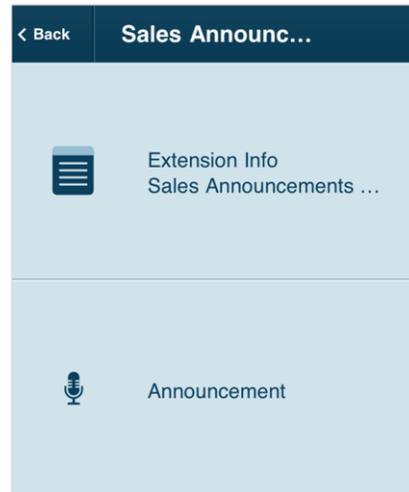
Create a Group Messages-Only Extension

You can create an extension that only takes messages. It plays a greeting and transfers callers directly to voicemail—making it easy for callers who want to simply leave a message.

First, create a messages-only extension, then set up the greeting.

To create a Messages-Only Extension:

1. From the Settings screen, tap **Groups**.

2. To the right of **Messages Only Extension**, tap the **+**.

3. Enter number and name for the extension.

4. Enter the email address of a user who will be notified of messages received by this extension. (This user will receive an email instruction to create their password for this purpose.)

5. When you're finished, tap **Save**.

RingCentral

Next, create the greeting for your new messages-only extension. Under **Messages Only Extension**, tap the extension name you've just created, then tap **Messages & Notifications**. Tap **Greeting** to review the text of the default greeting. To listen to the message, tap **Play**. If you want to use the default announcement, tap **Save**.

To record a custom greeting:

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

2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).

3. Tap **Call Now**.

4. Office@Hand will call you and prompt you to record your greeting.

You can also choose to have messages left in the extension mailbox or later pickup, or have them delivered to a designated employee. To select a message recipient, tap **Messages & Notifications**, then **Message Recipient** and select an employee extension. Tap **Save**.

Additionally, you can **Notifications** to have email or text messages sent to a designated email address or phone number when messages come in to this number, whether voicemail, text message, or fax message.
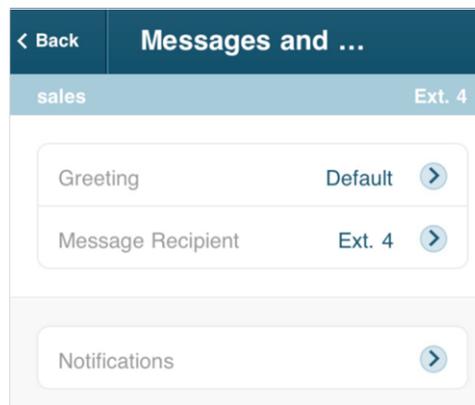
Other Administrator Settings

There are some special settings for Administrators in **Phone System** and also **Billing**.

Phone System gives the Administrator access to all settings for the company phone system. See Admin Phone System Settings for details.

Some settings unique to the Administrator:

- Only Administrators can set and change Company settings.

- Administrators can create new Groups and edit any existing Group settings. (Group Managers can edit settings for their own Groups.)

- Administrators can make another user into an Administrator.

- Only Admins can purchase new desktop IP phones—and only from the service web site.

- Only Administrators can review, manage, and assign company desktop phones.

- Administrators can turn on On-Demand Call Recording.

- Administrators can enable and manage International Calling, and authorize Auto-Purchase for International Calling charges.
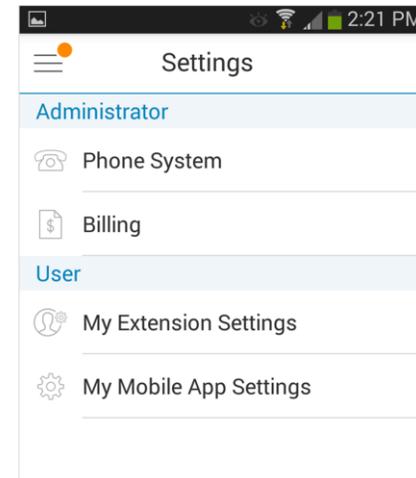
Billing

Admins have access to the Billing menus, which include the plan, the ability to change the current plan.

Service Plan

Review your Office@Hand service plan and costs. You can change your plan from this menu, including changing the number of users on your account. You can also set up Auto Purchase for international calling.
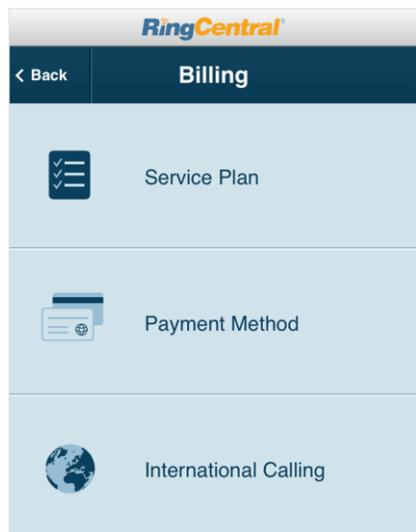
Click the Change Plan button to manage your service plan, including the number of your users.
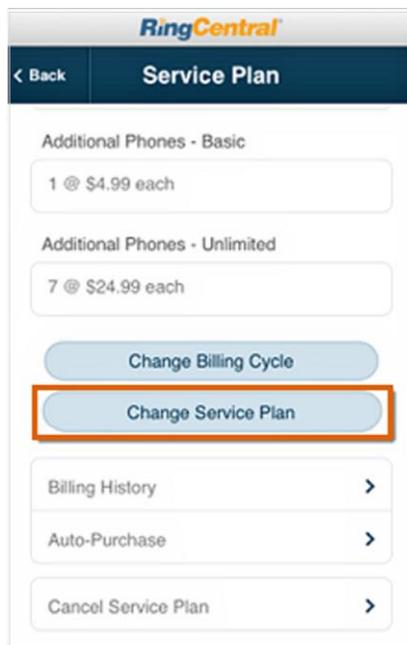

Auto-Purchase

Per-minute charges for international calls (see next page) are not billed to your account. Instead, they are deducted from your prepaid Calling Credits account.

Auto-Purchase ensures you will never run out of such Calling Credits.

From this menu you can select a Calling Credits package of $20 or $100, which will be renewed automatically when you run low, thus preventing any interruption of service.

Purchased funds will roll over month to month for up to 12 months. The price of international calls will vary according to the applicable international rate (see International Calling).
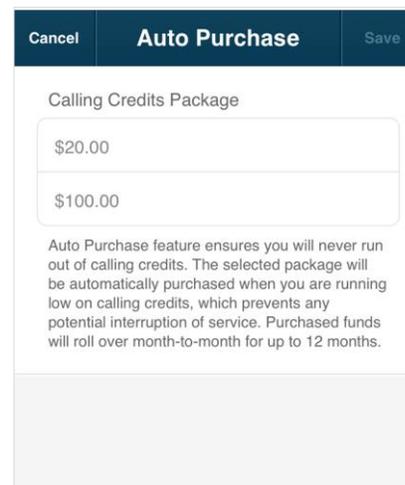
International Calling

Calls your users make to countries outside the United States incur charges. To manage your costs, outbound International Calling is disabled by default. Your users will not be able to call out of the U.S. unless you enable International Calling.

On the **Billing** page, click **International Calling**, then click the **Enable International Calling** button to display and enable a list of countries and their calling areas. You can enable or disable specific calling areas. For your convenience, you can **Search** for specific areas, and display Enabled and Disabled areas.

The per-minute costs for outbound calls are shown for each calling area for each country. (Callers from outside the U.S. can continue to reach your local (non-800) numbers regardless of your selection.)

NOTE: Rates displayed in this menu are AT&T World Connect rates. Rates are subject to change. International calls are paid using Calling Credits (see Auto-Purchase, above).

NOTE: International roaming must be enabled with your carrier for your cellular network. Data roaming charges may apply for such calls. For AT&T customers, see http://www.att.com/global.

Setting International Calling Permissions for Individual Users

Once you have enabled International Calling, you can give or withhold permission to your individual users to make international calls to the countries you have activated. Tap **Settings > Phone System > Users** and at the top of the screen tap Permissions, then International Calling.

All users are checked by default. Uncheck users who will not have permission to make international calls. Tap **Save**.

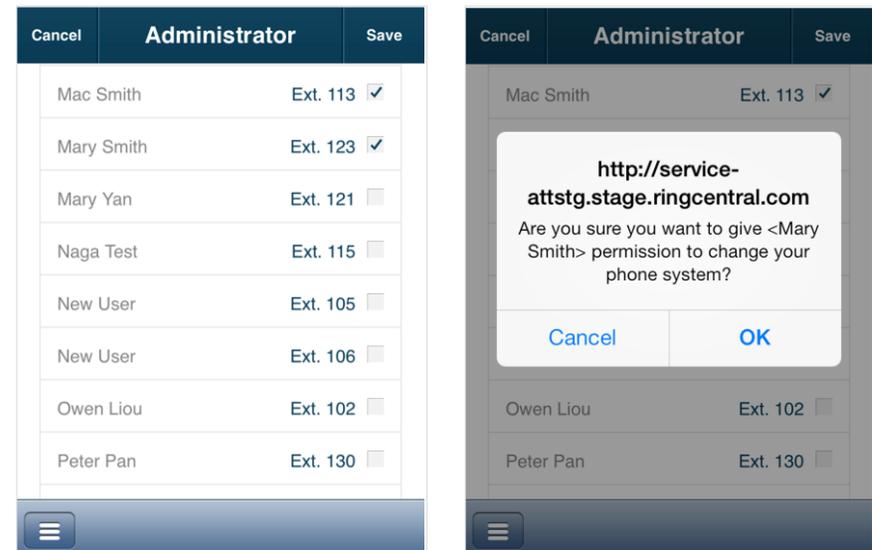**User Permissions—Making Users into Administrators**

Permissions also lets you assign Administrator privileges to other users.
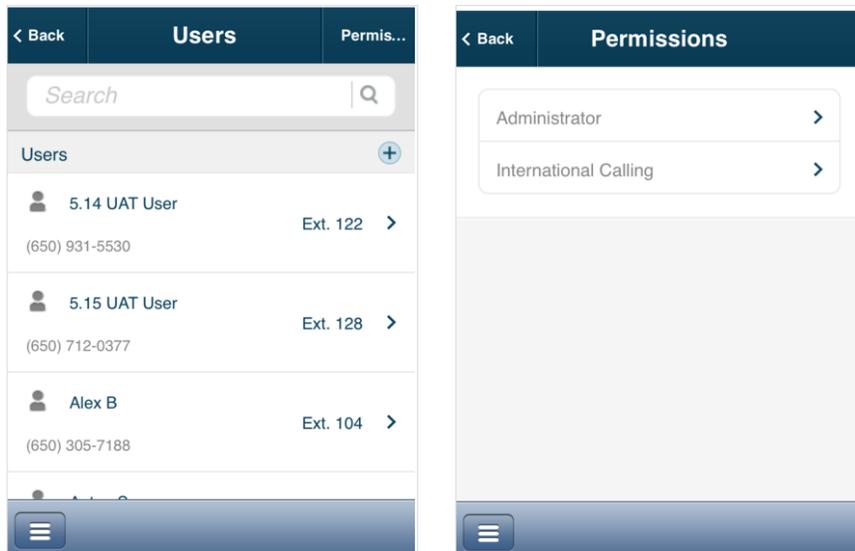
Tap **Settings > Phone System > Users** and at the top of the screen, on the right side of the blue bar, tap **Permissions**.

Tap **Administrator**.

On the list of your users, tap the checkbox next to users you wish to give Administrator privileges.

NOTE: Such users now have full Administrator access, *except* that they cannot delete the account owner, nor change the billing address and billing info settings. A warning message reminds you of the significance of adding someone as an administrator.

Express Setup for Administrators

Download the Office@Hand mobile app from the relevant mobile-phone App store, create a new Office@Hand account, verify and activate, set up, configure your account, add users and groups, and more. Follow these easy steps to get started in no time.

NOTE: You can also configure and manage your system by logging in to your online Office@Hand online account from a Web browser; the steps are similar.

How to Start

NOTE: The Office@Hand mobile app requires the account owner to have a wireless account. Billing for the Office@Hand mobile app account is done through the wireless account.

If you already have an Office@Hand account

If you already have an Office@Hand account deskphone account, install the mobile app on your smartphone so you can receive your business calls and manage your Office@Hand account from your smartphone.

From your smartphone: Go to your device's App store, search for Office@Hand mobile app, download and install. Launch the App and log in with your Office@Hand number, extension, and password.

Or from your Office@Hand online Web account, click the **Tools** dropdown menu on the far right of the menu bar, and select **Mobile Apps**.

Select the appropriate app to install. It will start your app store interface so you can download the app. Follow your usual procedure for synchronizing the download to your mobile device: It will appear on your mobile device, or in the mobile app store, depending on how you have set up your mobile device.

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To create a new Office@Hand account:

If you do not already have an Office@Hand account, you can sign up from a browser or through your mobile-device App store.

From a Web browser, go to Office@Hand at:

https://service-OfficeatHand.ATT.com/tools/mobile_html

Click the **Free Trial** button or the **Buy Now** button.

OR:

From your smartphone, go to your device's App store, search for **Office@Hand mobile app**, download and install it. Tap the Office@Hand mobile app icon on your smartphone, then tap **Free Trial** or **Buy Now**.

(**NOTE:** Billing begins automatically at the expiration of the free-trial period.)

In either case:

On the form offered, provide your contact information and set up a password.

Follow the onscreen steps to verify the wireless number that will be billed for this service. Select a plan based on the number of users you'll be setting up.

Choose a main company toll-free or local number.

Tap **Setup Now** to configure your Office@Hand business phone system. (If you already have an account set up, you won't need to reconfigure.)

Your order is now complete.

Please take a few minutes to complete basic system Setup. You may want to have a list of your employees, their contact numbers and their emails on hand.
Click Setup Now to continue. You will also receive an email that will allow you to proceed with Setup at a later time if you prefer.

A service desk representative will call you within 2 business days to verify your setup and provide you with any further assistance. Or call us now at (866) 555-5505 if you have any questions.

Schedule an Implementation Appointment

If you prefer, you can set up an appointment with an AT&T Office@Hand Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this, click the button **Schedule Now**, and choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter Notes for the specialist. Click **Schedule**. Then back at the previous screen, click **I will do it later**.

RingCentral

The Administrator Express Setup

If this is a new account, then after installing the Office@Hand mobile app on your smartphone and activating it, when you first log into the App you'll be invited to follow the Express Setup, which will guide you through the process of setting up your account, adding users, creating groups, configuring your Auto-Receptionist, and more.

It will be helpful to have on hand a list of your users, their contact numbers, and their email addresses.

If you skip the Express Setup, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of Express Setup to be able to get the most from your Office@Hand mobile app.

Setting up Users

Your first task will be to set up your users. Start by verifying your own information in the **Account Owner** section at the top of the User Info screen. Click the caret next to **Ext. 101**, the Administrator 's extension (that's you) to check the info you gave in the purchase process. Then click **Next**, in the upper right of the screen.

To add your first user, tap the highlighted **New User Ext. 102**. Fill in the fields for that user: first and last name, email address, contact number. Click **Next**. Then click **New User Ext. 103**, and so on until you have set up all your users.

User Info	Next ›
Account Owner	
Bob J	Ext. 101 ✔
Premium	
Jane D	Ext. 102 ✔
New User	Ext. 103 ›
Virtual	
New User	Ext. 104 ›

Follow the same process for each of your users.

Let each user know that they will receive an automatic Office@Hand email message like the one below, with their account number (business main phone number), their extension number, and a link—they should click on the link in that email to set their account password and security question.

It will also prompt them to download the mobile app to their smartphones so they can start managing their own extensions.

When you're finished naming users, from the main User Info page, tap **Next** in the top-right corner of the screen. Now you will be guided to set up your Groups.

You have been added to your company's RingCentral Office business phone system

Sent: Mon 12/17/2012 5:10 PM
To: Jane D

RingCentral Office

Dear Jane D,

John S has added you as a user to the RingCentral Office business phone system.

- Your company's account number is: **(731) 212-8517**
- Your extension number is: **102**

To set up your extension and configure your voice mailbox, please click here or copy and paste the following into your browser:
https://service.ringcentral.com/login/main.html?
CDXB3420:5A6808009FE0FD0FBCC727E9A363DB60C8780C

Thank you for using RingCentral Office!

For technical assistance please call 1-866-555-5505 or Click Here for helpful hints, videos and information about how to use the service.

RingCentral

NOTE: The number of users you can have on your account depends on your plan. If you need to add more users than your current plan allows, you can change your plan and add more users at any time. Simply log in to https://service-OfficeatHand.ATT.com using your atphone number and password. Select **Billing**, then click **Change Plan** and follow the onscreen instructions to add more users to your plan.

RingCentral

Call Handling: Set up
Administrator Call Forwarding

Define your own extension's call-forwarding rules by deciding to which phones, in which order, will ring when you get a call to your Office@Hand number.

Tap the highlighted **Call Handling**.

Your Office@Hand numbers/extensions are listed. You can enter additional numbers, such as Work, Home, and Other. For numbers with extensions, put an asterisk between them, thus: **[number] * [extension]**. (The system will dial the number, pause, then dial the extension.) Tap the **up** and **down carets** to determine the order.

Scroll down: **Sequential** is checked – calls to your extension will ring at the listed numbers in sequential order, until the call is answered. Or check **Simultaneously** to have calls ring all the listed devices at the same time.

Tap **Next** to continue.

Choosing Your Voicemail Message

Call Handling is now checked as completed. As with all these settings, you will be able to come back and adjust settings.

Click the highlighted **Messages and Notifications.**

Choose the greeting that callers will hear when they reach your voicemail.

Tap **Messages and Notifications** and then **Voicemail Greeting**.

You can choose from a default message or record a custom message. Review the script of the default message, or tap **Play** to hear it.

RingCentral

To record a custom group voicemail greeting:

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

2. Enter a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).

3. Tap **Call Now**.

4. Office@Hand will call you and prompt you to record your greeting.

5. When finished, click **Save** to return to the Messages and Notifications screen.

6. Tap **Next**.

7. If you checked **Custom** and failed to record a message, you won't be able to continue until you do so, or check **Default**.

All the entries on the Call Handling page are now checked as completed. You can tap any of these entries to rework them. Or tap **Next** to continue.

User Settings

The rest of your users will receive an email instructing them how to set up their own extensions. It is not necessary for you to set up their extensions at this point, yet you can do so if you wish. To set up a user extension, tap one displayed on this User Settings page.

When finished, tap **Next**.

Phones & Numbers

If you already have desktop IP phones installed, you can configure them now.

If you have ordered phones, they will arrive Plug and Ring Ready®. Once they are installed, you will be able to access your phone settings when you log in to your online account on the service Web site.

As the Administrator, you can access settings for all phones associated with your Office@Hand account by going to **Settings > Phone System > Phones**.

Tap **Next** to continue.

Congratulations! Your RingCentral account initial configuration is now complete, and you're all set to start taking and making calls.

You can change all the settings later by logging in to your account online and selecting a menu under the Settings tab. Or you can log in to your mobile app and follow the instructions in the rest of this document to make selected changes.

Tap **Finish**.

Tap **Launch Now** to launch the smartphone App, log in, and try out your new Office@Hand phone system.

If you have not yet installed the App, tap **Download the application** to download and install on your smartphone. Then log in through the App.

You can start using your Office@Hand business phone system right away.

Let your users know that they will receive activation emails allowing them to manage their own accounts.

Add Call Queue Groups

Give your business phone system the flexibility of a much larger organization by creating call queue groups such as sales, support, and billing. Configure as many call queues as you need.

To add a call queue group in Express Setup:

1. From the Add Groups screen, tap **Add Group**.

2. On the Create your group screen, accept the group extension number suggested, or enter another number.

3. Tap **Group Name** and type a name for the group—such as **Sales** or **Billing**.

4. Tap **Manager Email** and enter the email address of the group manager. The group manager will have access to group call logs, group voicemail, email, faxes, and group settings.

5. Under **Select group members** you will find a list of your users. Check the ones you want to assign to this group.

    NOTE: A Group must have at least one member.

6. Tap **Add More Groups** to continue setting up groups. Or tap **Next** to continue to the next step—configuring the auto-receptionist.

Office@Hand sends a message to the group manager's email address with a single-use link. They should click on that link to confirm. It will take them to a Web page (on their desktop or on their mobile device) where they can set up their Group Manager password.

Configure the Auto-Receptionist

The Auto-Receptionist directs callers to the appropriate group or employee extension, or any U.S. phone number you choose.
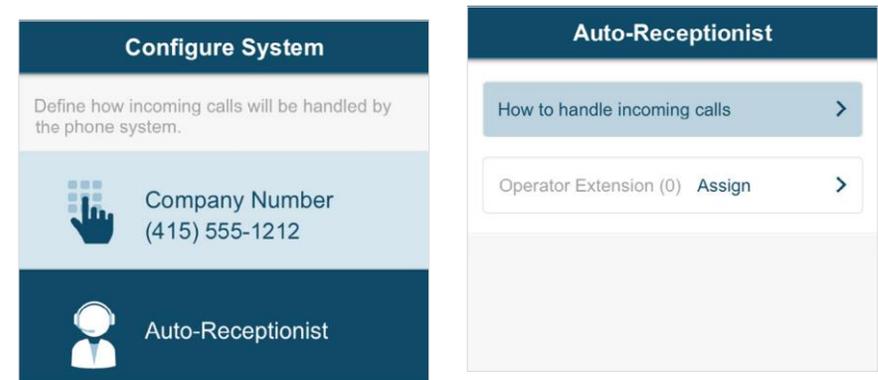
To continue Express Setup, tap **Auto-Receptionist**. Tap the first item on the Auto-Receptionist screen, **How to handle incoming calls**, where you will also set up your Company Greeting and choose your Operator Extension.

Create a Company Greeting

The Auto-Receptionist will greet callers with a recorded message when they call. You can use the default greeting or you can create a custom greeting.

To view the default greeting or to record a custom greeting, on the Auto-Receptionist page, under Select your company greeting, tap Default to accept the default message.

Review the script of the default greeting. To hear it, tap Play. The Auto-Receptionist will automatically read the name of your company using text-to-speech technology. If you want to use the default greeting, tap **Save**.

Or you can create a custom message. Office@Hand includes dial-by-number directory capability, so your custom greeting could tell callers the employee or group numbers they might be calling. For example, your greeting could say:

• Press 1 for sales, press 2 for support, press 3 for billing …

or

• Press 1 for John Smith, press 2 for Jane Doe

or

• If you know the number of the party you'd like to reach …
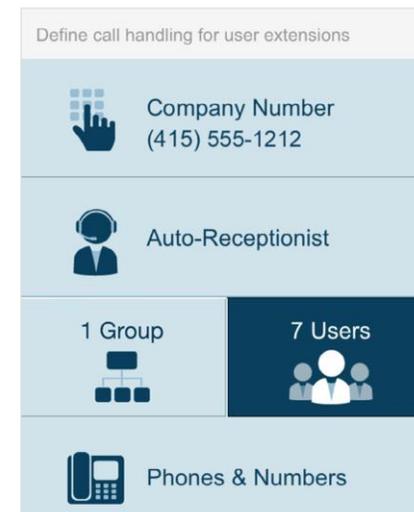
To record a custom greeting:

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

2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).

3. Tap **Call Now**.

4. Office@Hand will call you and prompt you to record your greeting.

(**NOTE:** If you tap **Custom Greeting** and then for some reason don't record a custom greeting, you won't be able to continue until you either record a greeting, or change the selection here to **Default**.)

RingCentral

Designate an Operator Extension

You can designate an extension that will receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee.

Tap **Operator Extension**, then choose an employee to receive operator calls. When you're finished, tap **Save**.

The Auto-Receptionist screen will have a check next to **How to handle incoming calls**, and a check next to **Operator Extension**, indicating you have complete that portion of the Express Setup. Tap **Next** to continue.

Configure Groups

Now Express Setup will lead to further configure the groups you created earlier.

To begin, tap the highlighted Groups section on the screen. Next select a Group to configure.

Select Group Greetings

Tap the highlighted **Group Greeting** to set the greeting for the group. You can choose from a default greeting or you can record a custom greeting.

To listen to the default message, tap **Play**. The Auto-Receptionist will automatically read the name of your group using text-to-speech technology. If you want to use the default message, tap **Save**.

To record a custom group greeting:

1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the Forwarding Number dropdown).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your

greeting. Review your message, tap **Save**, then tap **Next**.

Configure Call Handling for Groups

You can create rules to manage how calls to the group are distributed to group members. For example, you can set calls to rotate among employees assigned to the group extension. Or you can set calls to ring all extensions simultaneously.

To set group call-handling rules, tap the highlighted **Call Handling** for your first Group.

Tap **Rotating** to allow calls to rotate among group members.
Tap **Simultaneously** to allow calls to ring all extensions at the same time. When you're finished, tap **Save**. Then tap **Next**.

NOTE: After the initial setup, you'll also have the option to select **Sequentially in fixed order,** which enables you to determine the order in which phones will ring among group members.

RingCentral

Configure Group Voicemail Greetings

To set up group voicemail greetings, which is the message callers will hear when they are sent to voicemail, from the Group screen tap the highlighted **Messages and Notifications**.

To set up this Group's greetings for voicemail, choose to accept the Default message by tapping **Next**, or record a custom message. Review the script of the default message, or tap **Play** to hear it.
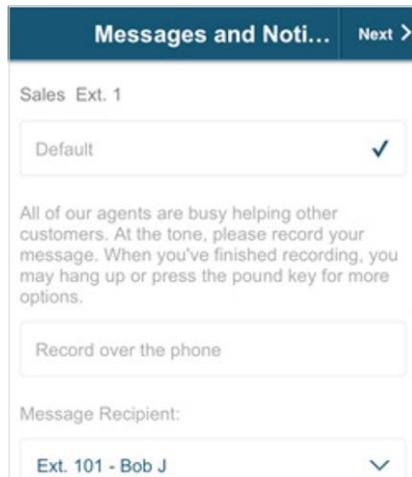
Messages and Noti...	Next >

Sales Ext. 1

Default	✓

All of our agents are busy helping other customers. At the tone, please record your message. When you've finished recording, you may hang up or press the pound key for more options.

Record over the phone

Message Recipient:

Ext. 101 - Bob J	∨

To record a custom group voicemail greeting:

1. Tap **Custom** and then tap **Record**.
2. Enter a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.
5. When finished, click **Save** to return to the Messages and Notifications screen.
6. Note the voicemail **Message Recipient**; click to change to another extension, and click **Save**.
7. Tap **Next** to continue the Express Setup.

Set up any additional Groups. A check mark will appear next to each listed Group as you complete its configuration.

When finished configuring your Groups, tap **Next**.

Set up Administrator Call Screening

Back at the **Configure System** screen, tap the highlighted **Users** square to define call handling for your own extension as the Administrator. (Your users will be configured later.)

Define call handling for user extensions

Company Number
(415) 555-1212

Auto-Receptionist

1 Group	7 Users

Phones & Numbers

RingCentral
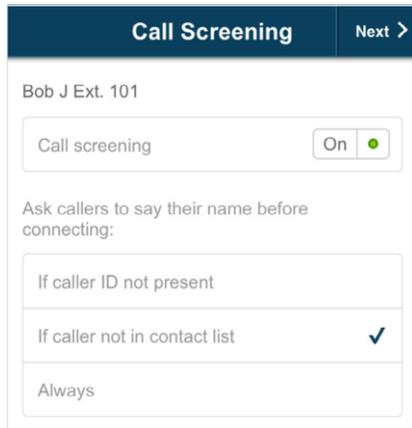
On the **Call Screening** screen, optionally tap to turn on Call Screening for your account.

Choose the setting you prefer:

Ask users to say their name before connecting if they:

- Display no Caller ID
- Are not in your Contact list, **or**
- Always

Tap **Next**.

The screen is now labeled **Call Handling**, and **Call Screening** is now checked off.

Call Handling: Set up Administrator Call Forwarding

Define your own extension's call-forwarding rules by deciding to which phones, in which order, will ring when you get a call to your Office@Hand number.

Tap the highlighted Call Handling.

Your Office@Hand numbers/extensions are listed. You can enter additional numbers, such as Work, Home, and Other. For numbers with extensions, put an asterisk between them, thus: **[number] * [extension]**. (The system will dial the number, pause, then dial the extension.) Tap the **up** and **down carets** to determine the order.

Scroll down: **Sequential** is checked – calls to your extension will ring at the listed numbers in sequential order, until the call is answered. Or check **Simultaneously** to have calls ring all the listed devices at the same time.

Tap **Next** to continue.

Choosing Your Voicemail Message

Call Handling is now checked as completed. As with all these settings, you will be able to come back and adjust settings.

Click the highlighted **Messages and Notifications**.

Choose the greeting that callers will hear when they reach your voicemail.

Tap **Messages and Notifications** and then **Voicemail Greeting**.

You can choose from a **Default** message or record a custom message.

Review the script of the default message, or tap **Play** to hear it.

To record a custom group voicemail greeting:

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

2. Enter a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).

3. Tap **Call Now**.

4. Office@Hand will call you and prompt you to record your greeting.

5. When finished, click **Save** to return to the Messages and Notifications screen.

6. Tap **Next**.

7. If you checked **Custom** and failed to record a message, you won't be able to continue until you do so, or check **Default**.

All the entries on the Call Handling page are now checked as completed. You can tap any of these entries to rework them. Or tap **Next** to continue.

![RingCentral]

![AT&T logo]

User Settings

The rest of your users will receive an email instructing them how to set up their own extensions. It is not necessary for you to set up their extensions at this point, yet you can do so if you wish. To set up a user extension, tap one displayed on this **User Settings** page.

When finished, tap **Next**.

Phones & Numbers

If you already have desktop IP phones installed, you can configure them now.

If you have ordered phones, they will arrive **Plug and Ring Ready**®. Once they are installed, you will be able to access your phone settings when you log in to your online account on the service Web site.

As the Administrator, you can access settings for all phones associated with your Office@Hand account by going to **Settings > Phone System > Phones**.

Tap **Next** to continue.

Tap **Finish**.

Congratulations! Your Office@Hand account initial configuration is now complete, and you're all set to start taking and making calls.

You can change any of these settings at any time by logging into your account online and selecting a menu under the Settings tab. Or you can log in to your Mobile App and follow the instructions in the rest of this document to make selected changes.

RingCentral

Appendix: RingCentral Office@Hand from AT&T Customer Support Center

The RingCentral Office@Hand from AT&T Customer Support Center at http://support-officeathand.att.com/ provides the Knowledge Base, quick instructions for most Office@Hand features and functions.

Appendix: Express Setup for Users

After your organization's Office@Hand Administrator sets you up as a Office@Hand user, you'll receive an email, similar to the one shown here, from Office@Hand with your new company account number (main phone number), your assigned extension number, and a link that will take you to a Web page where you can set up your account password and security questions.
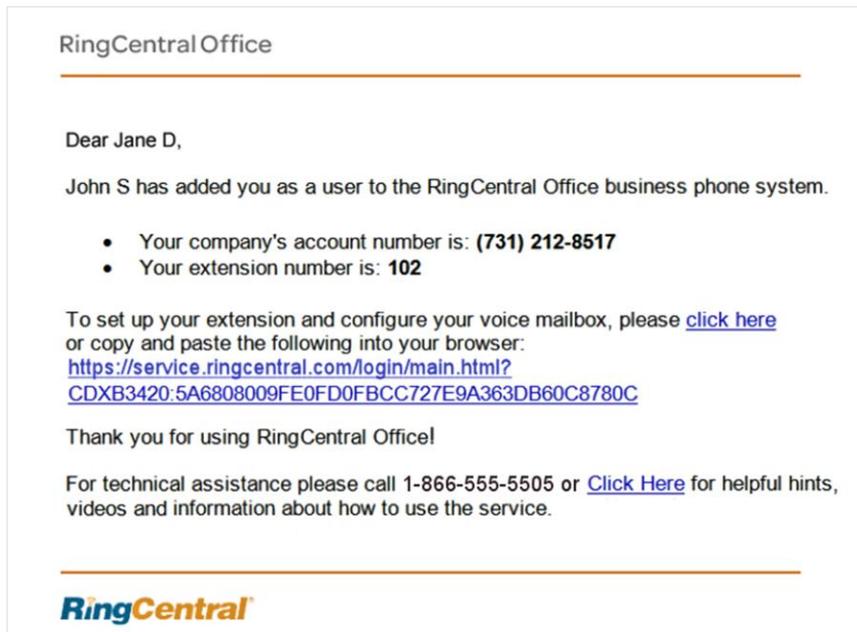
- To set up your account from your smartphone, view this email in your smartphone email program and click on the link; this will open a mobile Web browser window so you can set up your account from your smartphone. When you have finished the initial setup, you will be asked to install the Office@Hand mobile app for your specific smartphone. (Skip this step if you have already installed the app.)

- If you click the email link from your desktop computer email program, it will open a desktop Web browser window to set up your account from your desktop computer. Either method is fine.
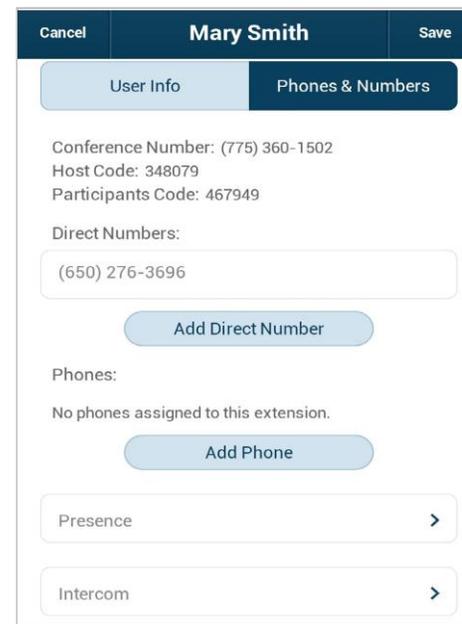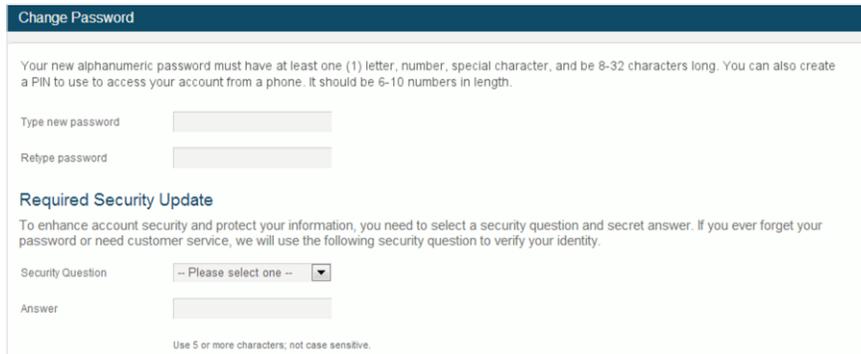
Now on your smartphone, launch the app and log in using your Office@Hand phone number, extension number, and the password you just created.
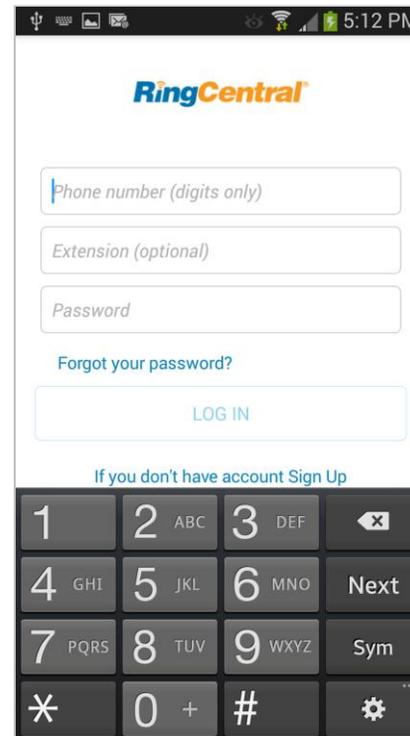
• When you finish this form, you will be offered the opportunity to install the Office@Hand mobile app; select and install the App appropriate to your smartphone, following your smartphone's procedures for installing apps.

• You must use the link provided in the email and create a password to begin using the Office@Hand mobile app.

The first time you log into your Office@Hand mobile app, you will be invited to follow the **Express Setup**, which guides you step by step through the process of setting up your account, quickly and easily. **We strongly urge you to follow the Express Setup**, which will only take a few minutes and will ensure that the most valuable features of your phone system are set up and running for you so you can get started using your new Office@Hand Mobile App right away.

The Express Setup invitation from the desktop Web browser (L) and from your mobile Web browser®.

Click or tap **Sounds easy. Let's do it!** to continue.

Express Setup begins with the **User Info** screen (see the desktop and the mobile app views below, depending on which platform you choose to start setup).

It shows your Extension number, name, email, User Type, and other basic user information. You can update any of this information whenever necessary.

Click or tap **Next** when ready.
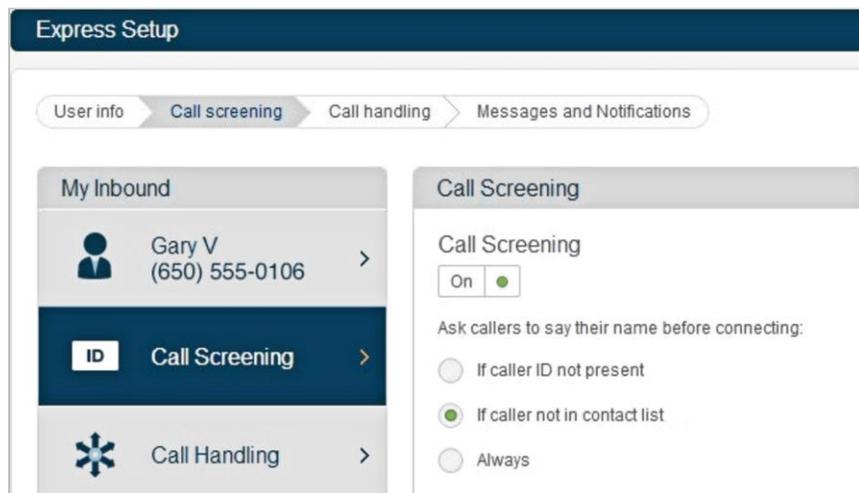
Review your **Call Screening** settings. Turn **On** Call Screening if you wish to have callers asked to state their name before connecting when the caller does not display a Caller ID, or if the caller is not in your Contact, or Always. Then click or tap **Next**.
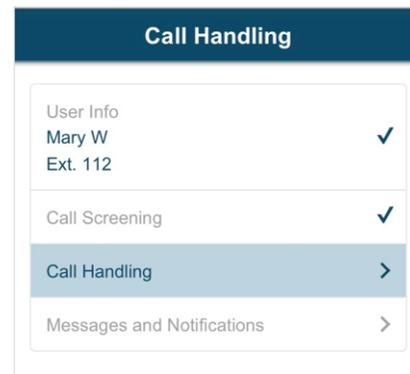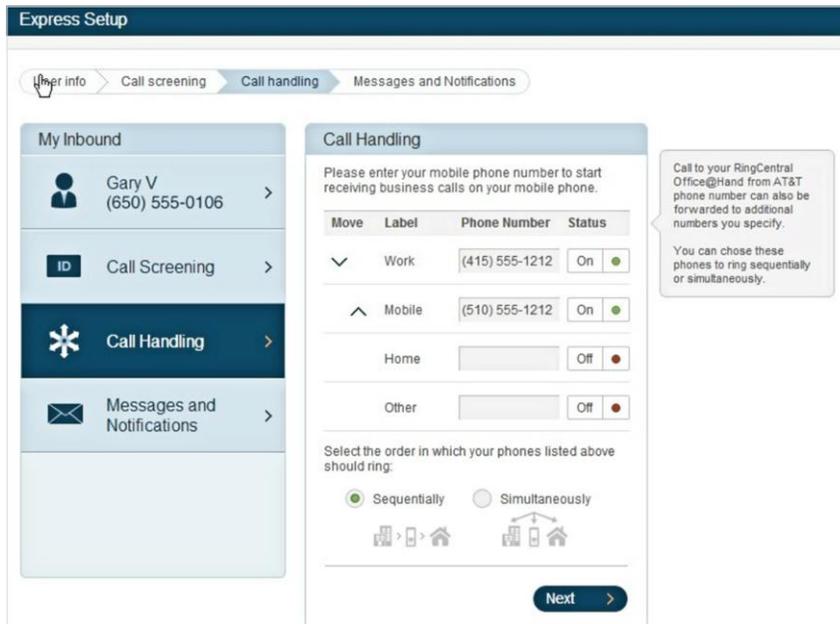
Now tap or click **Call Handling**. (Notice on the mobile app screen, the previous two items are now checked off as completed.)

Here you can have calls that come in to your Office@Hand number or extension ring to any of your Office@Hand phones or other personal phones you may have, in any order you wish. (For numbers with extensions, put an asterisk between them, thus: [number] * [extension] The system will dial the number, pause, then dial the extension.) Tap the up and down carets to reorder the phone numbers.
Add numbers for Home and Other if you wish.

Decide whether to have the phones listed ring in order (**Sequentially**), or all at once (**Simultaneously**).

You'll be able to come back later to set up additional features in Call Handling such as forwarding other user's phone, changing the ring order, create and edit ring groups, and choose the number of rings before moving to the next phone (the default is four rings). You'll also be able to set up caller information and Call Flip.

Tap **Next**.

Call Handling	Next ›

Mary W Ext. 112

Forward incoming calls to my extension to the following numbers

Work:	4155551212	⌃ ⌄
Mobile:	5105551212	⌃ ⌄
Home:	*Enter number*	⌃ ⌄
Other:	*Enter number*	⌃ ⌄

Select the order in which your phones listed above should ring.

Cancel	Messages and …	Save

Mary W   Ext. 112

| Business Hours | After Hours |

Voicemail during business hours:

| Take Messages | On ● |
| Voicemail Greeting | Default › |

| Messages and Noti...	Next ›

Mary W Ext. 112

If callers are transferred to your voicemail, they will hear the following voicemail greeting:

| Default | ✓ |

Your call has been forwarded to the voicemail for Mary W No one is available to take your

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Now set up your voicemail message, which callers will hear when going to voicemail. Tap **Take Messages** to turn it **On**, then tap **Default** next to Voicemail Greetings to review the default message and, if you wish, record your own **Custom** message.

Your custom message is recorded over the phone: Office@Hand calls the number you provide and prompts you to speak your message. When finished, click or tap **Next**.
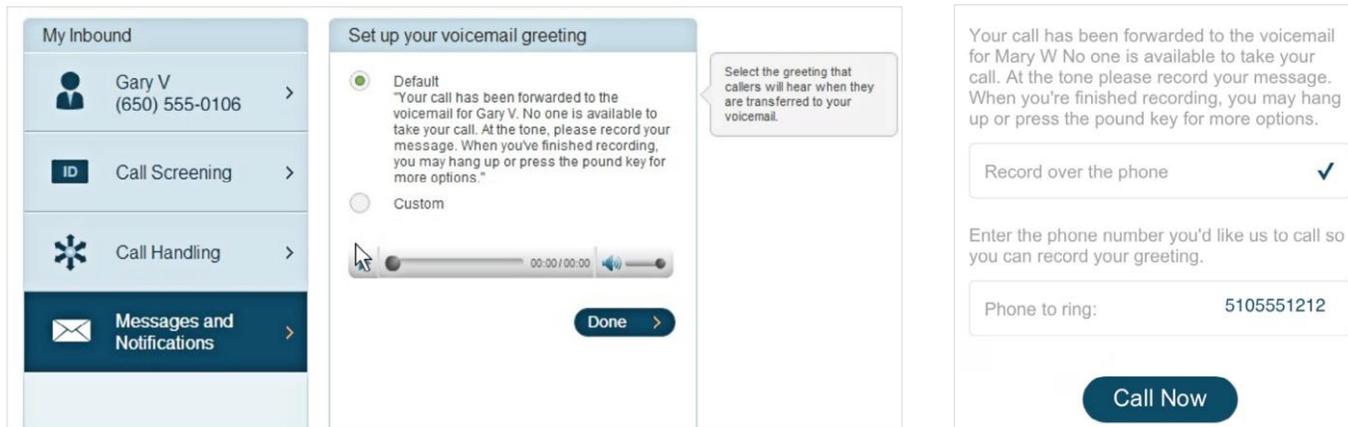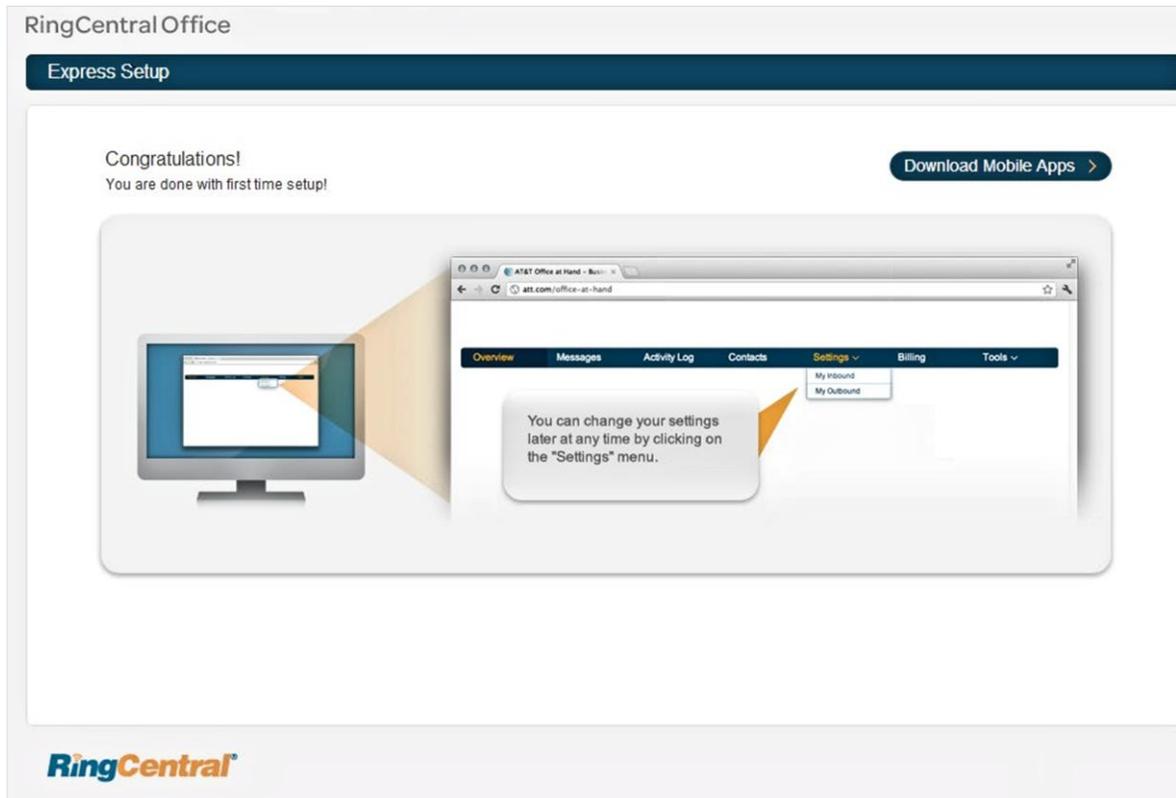
Congratulations – Express Setup is now complete! You can change or update your settings, and explore additional features, by logging in to your Office@Hand online account or your Office@Hand mobile app and following the instructions in this document.

Appendix: Setup for Managers

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 mobile app.

Managers are Users who are designated by the Administrator to manage Groups, such as Call Queues and Paging Groups.

Once your organization's Office@Hand Administrator sets you up as a manager on Office@Hand, you'll receive an email with a link giving your manager extension, and creating a password.

Here is an example of the email you will receive.

NOTE: You must use the link provided in the email and create a password before you can begin using Office@Hand mobile app as a Group Manager.

Follow the on-screen instructions to create your password. You may use your existing Office@Hand password as your Group Manager password, if you wish. Select and answer one of the questions from the Security Question dropdown menu.

Launch the Office@Hand mobile app, and log in with your Office@Hand phone number, the *Group extension number (rather than your User extension number)*, and your password. This will log you in as Group Manager.

From the mobile app you can now set up your group details and add members or devices, as appropriate—see details for Call Queues and Paging Groups described elsewhere in this document.

You can make changes and update the group info at any time from your Office@Hand online account, or right from your smartphone app, by logging in as Group Manager.

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Appendix: Touch Tone Commands—Intercom

Mobile app users can initiate Intercom by dialing ***85** and then entering the extension number of the user they wish to intercom with.

Host Touch Tone Command	Feature keys	Explanation
Caller Count	*#2	Allows host to get a count of how many callers are on the call.
Exit Conference	*#3	Allows the host to exit the conference.
Menu Instructions	*#4	Plays a menu of touch tone commands.
Listening Modes	*#5	There are 3 different listening modes for the participants. Default mode is Open Conversation mode. Press *#5 once to mute all the participants. The audience can unmute themselves by pressing *#6 for questions, or to allow guest speakers the option to speak. Press *#5 for the second time to put all the participants on mute without the capability of unmuting themselves. Press *#5 for the third to return to Open Conversation mode.
Mute	*#6	Places your line on mute. Press *#6 again to unmute your line.
Security	*#7	Allows the host to secure the conference and block all other callers attempting to enter the conference. Press *#7 again to reopen the conference to all callers.
Tone Control	*#8	The default setting is Entry and Exit tones ON. Press *#8 once to set Entry and Exit tones OFF. Press *#8 for the second time to set the Entry tone OFF, Exit tone ON. Press *#8 for the third time to set the Entry tone ON, Exit tone OFF. Press *#8 for the fourth time to set the conference back in default mode, with both Entry and Exit tones ON.

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