RingCentral Office@Hand from AT&T

Mobile App User Guide

RingCentral

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RingCentral®

Welcome

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

Download and install the Office@Hand Mobile App to:

- Take 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.

Get Started Now.

After your organization's RingCentral Office@Hand from AT&T Administrator sets you up as an Office@Hand user, you'll receive an email from **RingCentral Office@Hand from AT&T** 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.

RingCentral Office@Hand from AT&T

Dear Jane D,

John S has added you as a user to the RingCentral Office@Hand from AT&T business phone system.

- Your company's account number is: **(866) 555-1212**
- 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:
http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800B84EF64F2FBDF9E4E0EC04B4646C96

Thank you for using RingCentral Office@Hand from AT&T!

For technical assistance please call AT&T Advanced Mobility Solutions customer care at 1-866-563-4703 or Click Here for helpful hints, videos and information about how to use the service.

RingCentral   at&t

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

- If you click the email link from your smartphone email, it will open a mobile Web browser to set up your account from your smartphone.

- When you finish this form, you will be offered the opportunity to install the Office@Hand Mobile App appropriate to your smartphone. (If you already have it installed, skip this step.)

- If you click the email link from your desktop computer email program it will open a desktop Web browser to set up your account from your desktop computer.

- 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.

Now on your smartphone, log in to the app using your Office@Hand phone number, extension number, and password.

Express Setup

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 to get started right away.

The Express Setup invitation from the desktop Web browser.
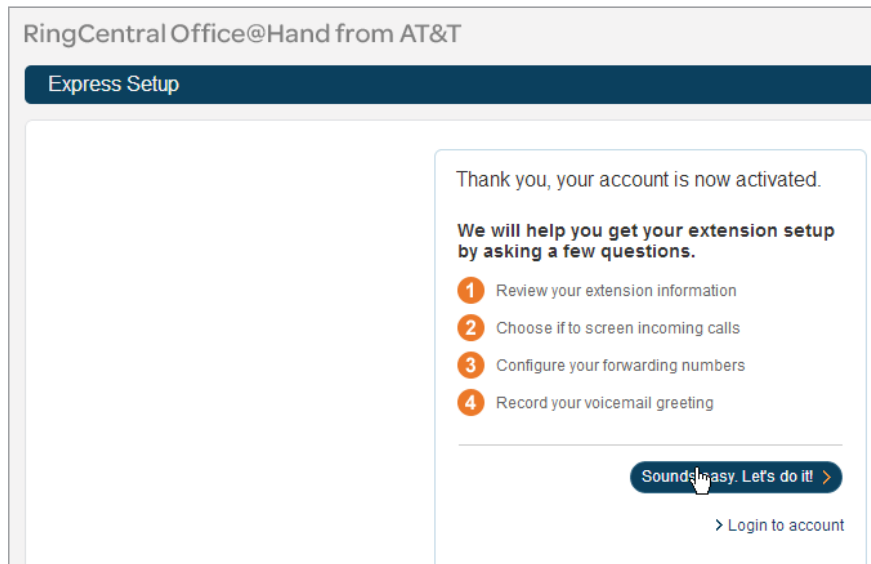
Once you complete Express Setup, you can start using your new Office@Hand phone system right away from your smartphone.

Launch the Office@Hand mobile app and update or make changes to your settings at any time. You can change your call forwarding, for example, right from your smartphone app.

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

The Express Setup invitation from the mobile Web browser.
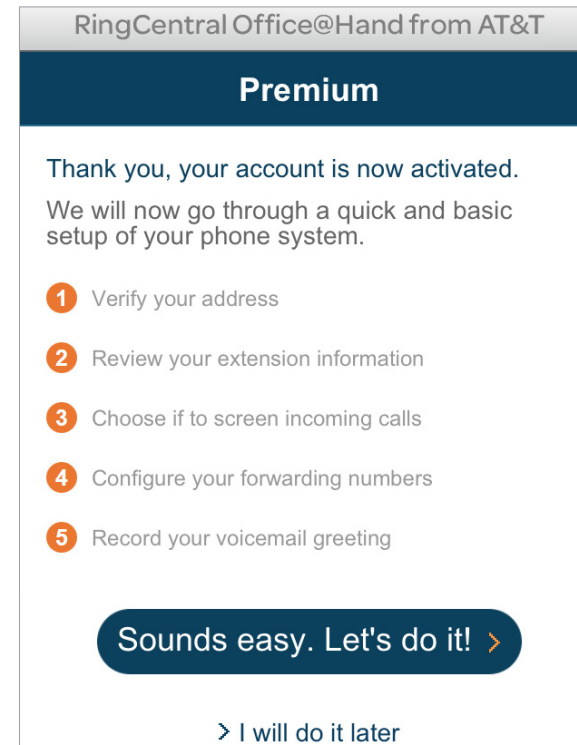
Express Setup begins with the User Info screen (see the desktop and the mobile app views below).

It shows your Extension number, name, email, User Type, and other basic user information. You can update this information as needed.

Click or tap **Next** when ready.

Now review your **Call Screening** settings. Turn On **Call Screening** if you wish to have callers asked to state their name before connecting, if no Caller ID is displayed, if the caller is not in your Contact, or Always. Then click or tap **Next**.

RingCentral Office@Hand from AT&T

Call Screening Next ›

Mary W Ext. 112

Call screening On ●

Ask callers to say their name before connecting:

If caller ID not present

If caller not in contact list ✓

Always

RingCentral Office@Hand from AT&T

Express Setup

User info Call screening Call handling Messages and Notifications

My Inbound

Gary V
(650) 555-0106 ›

ID Call Screening ›

Call Handling ›

Messages and
Notifications ›

Call Screening

Call Screening
On ●

Ask callers to say their name before connecting:

○ If caller ID not present

● If caller not in contact list

○ Always

Next ›

Now tap or click **Call Handling.** (Notice on the mobile app, the previous two items are 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, after completing Express Setup, for additional features in Call Handling such as forwarding calls to another user's phone, change 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 Cal Flip.

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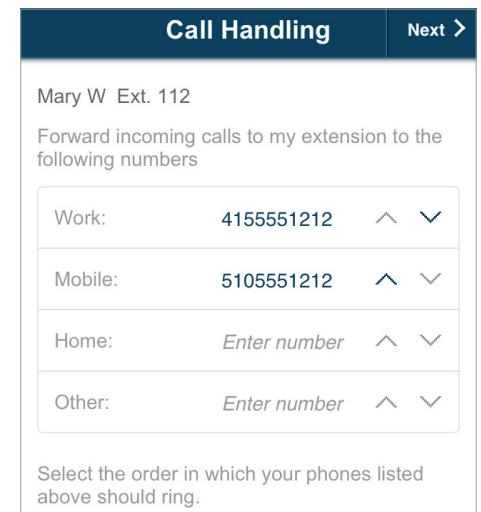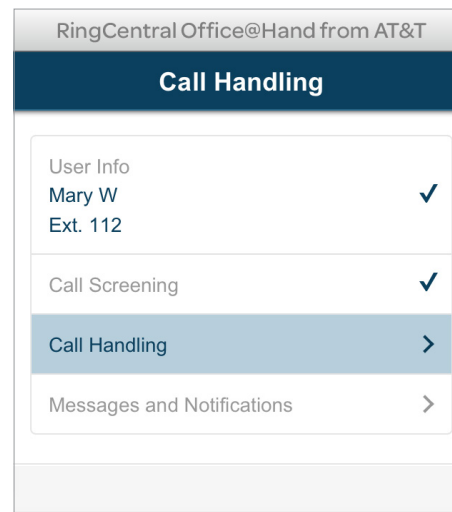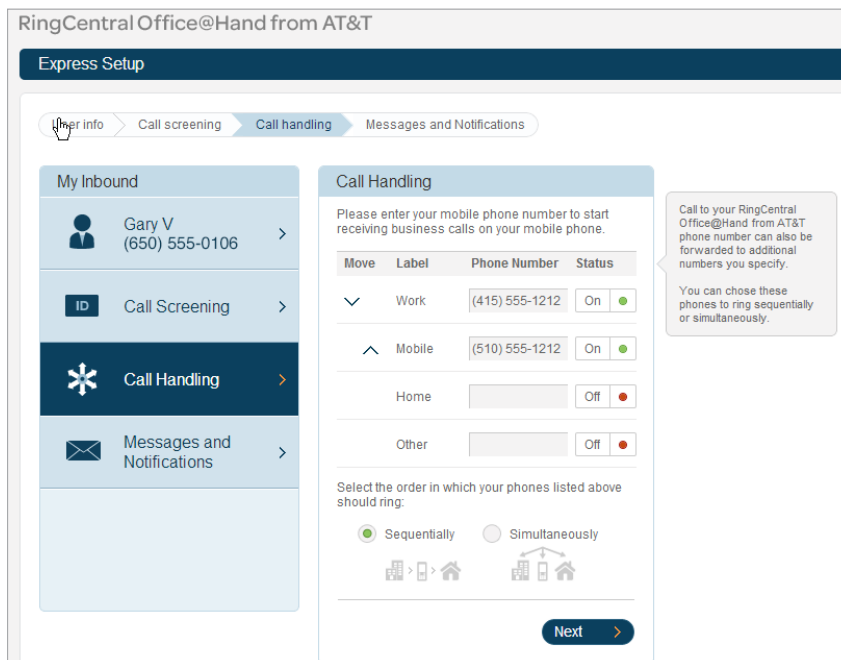
Now set up your voice ail message, which callers will here when going to voicemail. Tap **Take Messages** to turn it **On**, then tap **Default** next to Voicemail Greetings to review the default message and, if you wish, record your own Custom message.

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**.

Cancel	**Messages and …**	Save

Mary W   Ext. 112

Business Hours	After Hours

Voicemail during business hours:

Take Messages   On ●

Voicemail Greeting   Default ›

RingCentral Office@Hand from AT&T

Messages and Noti…   Next ›

Mary W Ext. 112

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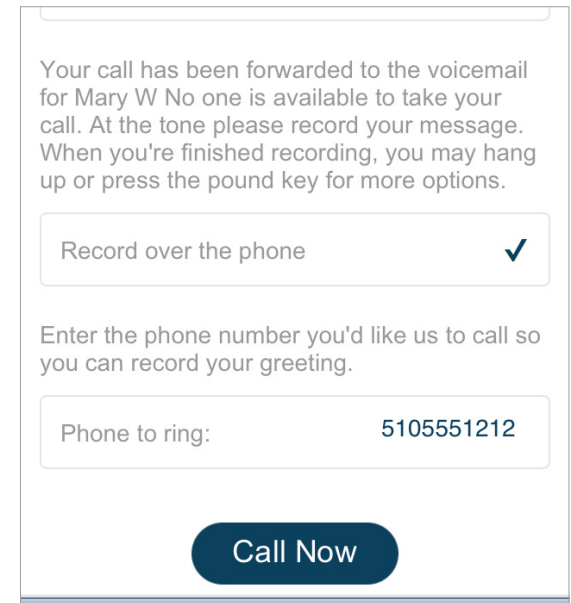
Default   ✓

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

My Inbound

Gary V
(650) 555-0106 ›

ID Call Screening ›

Call Handling ›

Messages and Notifications ›

Set up your voicemail greeting

◉ Default
"Your call has been forwarded to the voicemail for Gary V. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the pound key for more options."

○ Custom

00:00 / 00:00

Done ›

Select the greeting that callers will hear when they are transferred to your voicemail.

Your call has been forwarded to the voicemail for Mary W No one is available to take your call. At the tone please record your message. When you're finished recording, you may hang up or press the pound key for more options.

Record over the phone   ✓

Enter the phone number you'd like us to call so you can record your greeting.

Phone to ring: 5105551212

Call Now

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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 the rest of this document.

Log In to your Office@Hand Mobile App

To log into your RingCentral Office@Hand from AT&T Mobile App account, start the mobile app and enter your phone number, extension, and password.

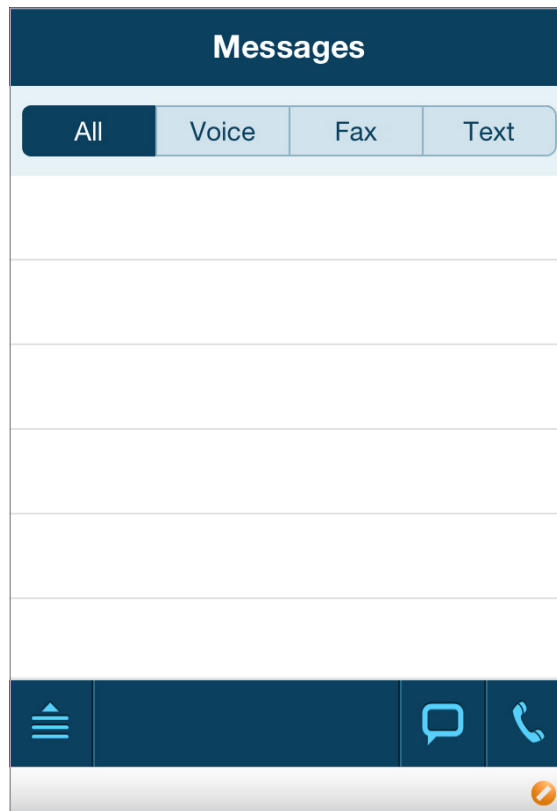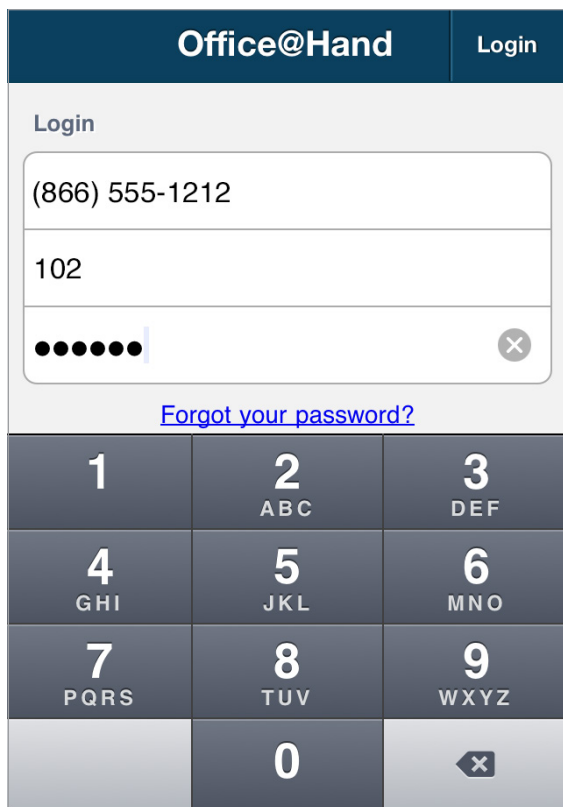When you log in, you will see the Messages screen.

Making a Phone Call

To make Office@Hand phone calls, tap the blue **Handset** icon in the lower right of the app screen. Tap the keypad numbers, then tap the green **Call** button.

You can also tap the **Menu** icon on the lower-left of the screen—it looks like three lines with triangle on top—and on the slideout menu that appears, tap the **Contacts** button to bring up a list of your company or personal contacts. Find and tap a contact to start the call. Or tap the **Favorites** button, where you can keep your most-called contacts.

You can also tap various other areas of the app where phone numbers appear, such as entries in the **Activity Log** and on the **Messages** screen. Details on these features are given below.

The Main Menu

On most of the App screens, click the **three-line icon** in the bottom left of the screen to slide out App menu. This gives you access to most of the App features including Messages, Contacts, Conference, Office@Hand Documents, Outbox, and Settings. You an also "swipe" left-to-right across most screens to reveal this menu.
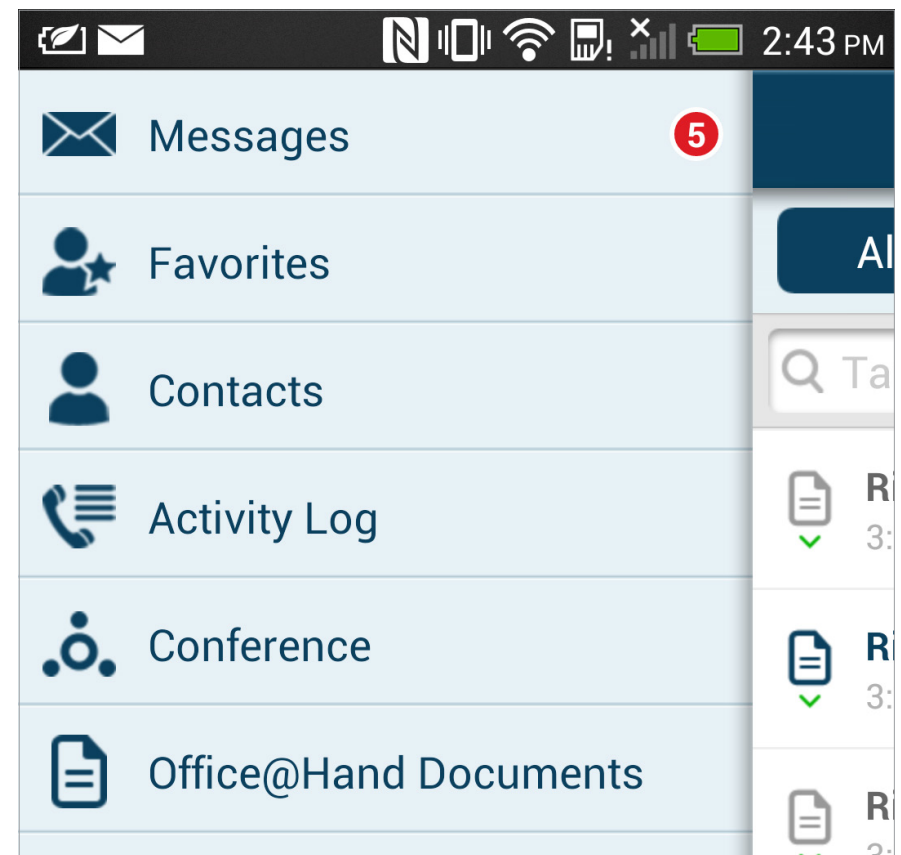
Messages

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

Tap the **Voice** tab to see voicemail messages; tap the **Fax** tab to see received faxes; tap **All** to see both. (You probably won't have any messages yet.)

To listen to a voicemail message, tap the message body, then the **Play** button. You can choose your **Audio Source** to play the message through your smartphone speakers or through your headset.

Tap the **handset** button to return the call (you will need a **Direct Number** to make outbound Office@Hand calls from your smartphone).

Messages			Edit
All **28**	Voice **4**	Fax **23**	Text **1**

(650) 555-1212 12:05 am (0:39)	Monday	>
(763) 555-1212 Running 10 minutes late	2/28/13	>
(408) 555-1212 Are you joining the call?	2/28/13	>
Jane Doe Let's meet at the cafe	2/28/13	>
(206) 555-1212 Team meeting at Broadway	2/28/13	>
(760) 555-1212 5:38 pm (0:05)	2/27/13	>
(765) 555-1212 I'm here	2/27/13	>

‹ Back **Voicemail** ▼

< **6 of 6**

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

To: **1**

‖ 00:07 ———————— 00:25

Audio Source 🎧 >

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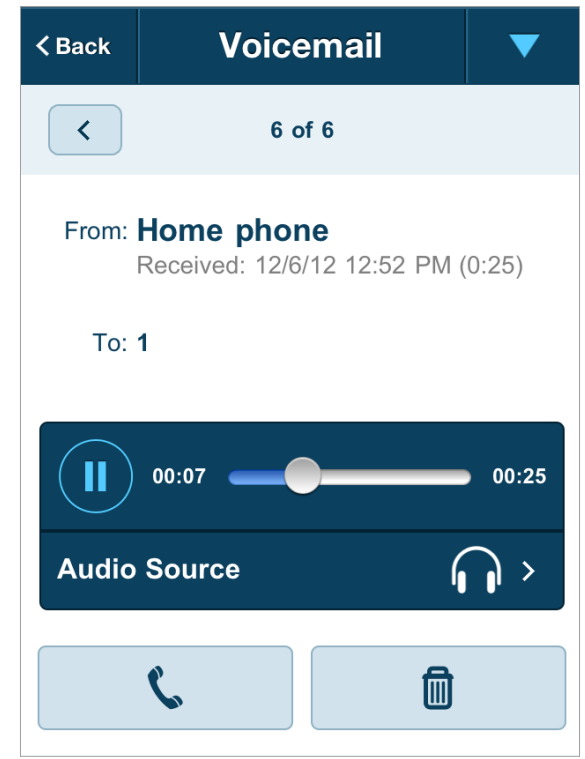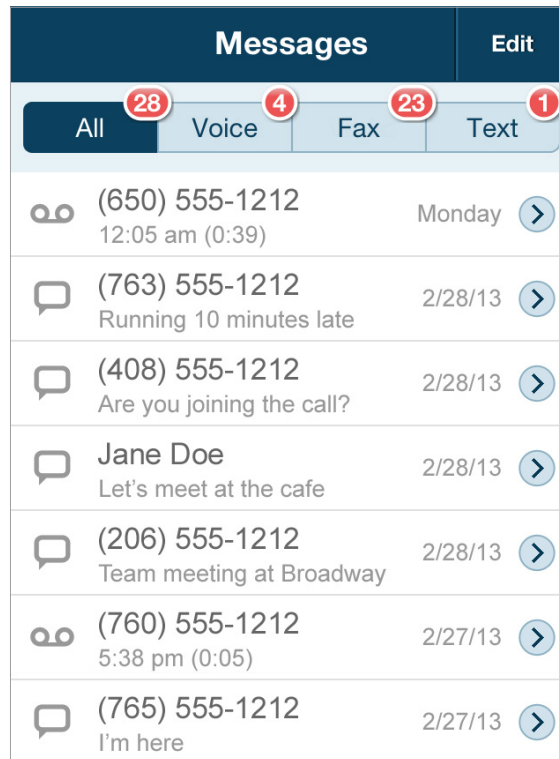
To view a fax message, tap the fax message body and view the message.

Tap the **trashcan** icon to delete a message.

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**.

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

Tap **Back** when done.

Back at the **Messages** screen, tap the **caret** at the right of a voicemail or fax to see details of the caller, such as the number of the caller. Tap the number to call back phone callers (you must have a **Direct Number** to make outbound Office@Hand calls from your smartphone).

Messages   Edit

| All | Voice | Fax | Text |

Tap to enter Search Content

⊘ Check Your Permissions

The extension you are using cannot make outgoing calls. Please contact your account administrator to change permissions for this extension.

OK

‹ Back   **Voicemail**   ▼

Forward

Mark Unopened

To: **1**

▶ 00:09 ━━━━●━━━━ 00:25

Audio Source   🎧 ›

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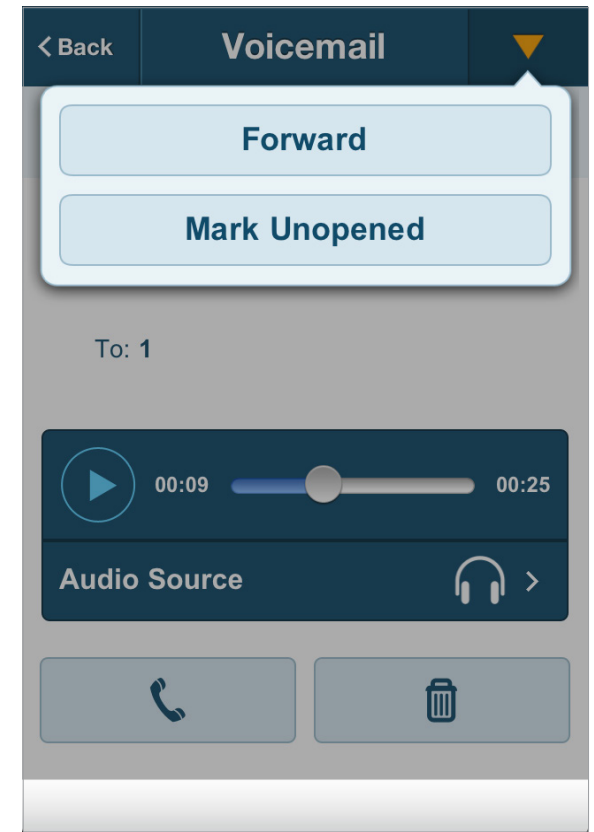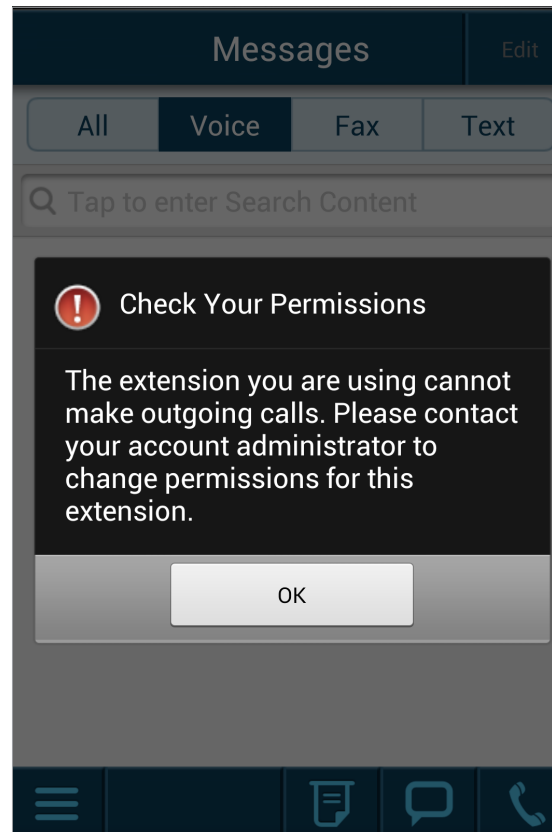
Contacts

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

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

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

Favorites

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

Tap **Favorites** in the bottom navigation bar, then tap either the **Contacts** or the **Company** tab, then tap **Add +** to view your current

personal or Office@Hand company contacts. Tap the name of the person or department or extension you want to add to your favorites list.

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

Call Log

The Call Log maintains your call history, including calls you placed, received, and missed.

To view your call history, from the **Menu** tap the **Call Log** icon.

Tap **All** to see your entire call history. To see only missed calls, tap **Missed**. To see more calls tap **Get More Records**.

Dial numbers by tapping a number in your call log. (You must have a **Direct Number** to make outbound Office@Hand calls from your smartphone.)

Tap the caret on the right side of an entry to see caller details.
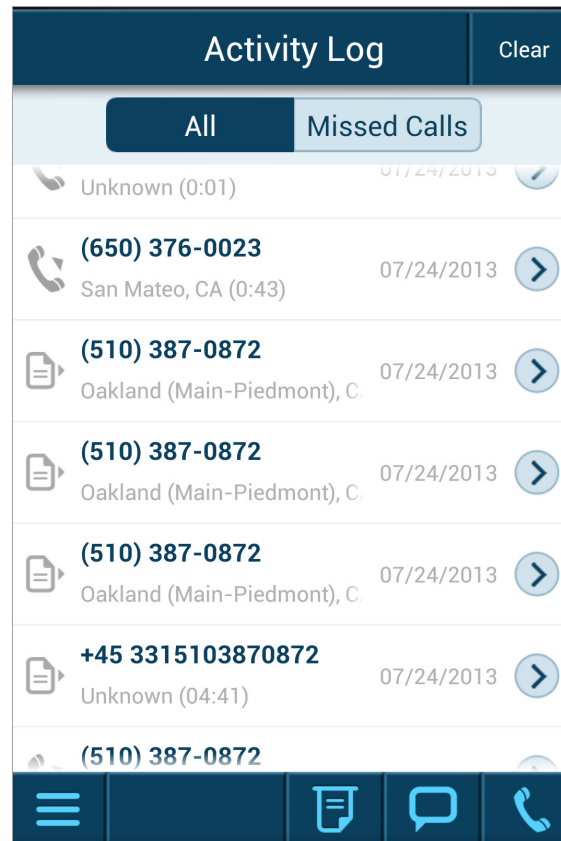
Call Recording – Important Legal Requirement

Call Recording is a simple but useful feature that makes it easy for RingCentral users to record calls they make or receive.

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 agree to notify all users associated with your account of their obligation to comply with all applicable state and federal laws and regulations.

You 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 or AT&T be responsible or held liable for such compliance.

On-Demand Call Recording

If your Administrator turns on On-Demand Call Recording for your extensions, you will be able to record a call by pressing *9 while on the call. You can find the recorded calls in your Messages Inbox.

Automatic Call Recording

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.

NOTE: 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 agree to notify all users associated with your account of their obligation to comply with all applicable state and federal laws and regulations.

You 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 or AT&T be responsible or held liable for such compliance.

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 turn on **Do Not Disturb**, tap the slide-out small round **DND** button on the slide-out **Menu** screen.

Select from the options shown.

The DND status button in the bottom-right corner of the app screen turns green when DND is set to Take All Calls, and red when DND is set to Do Not Accept Any Calls.
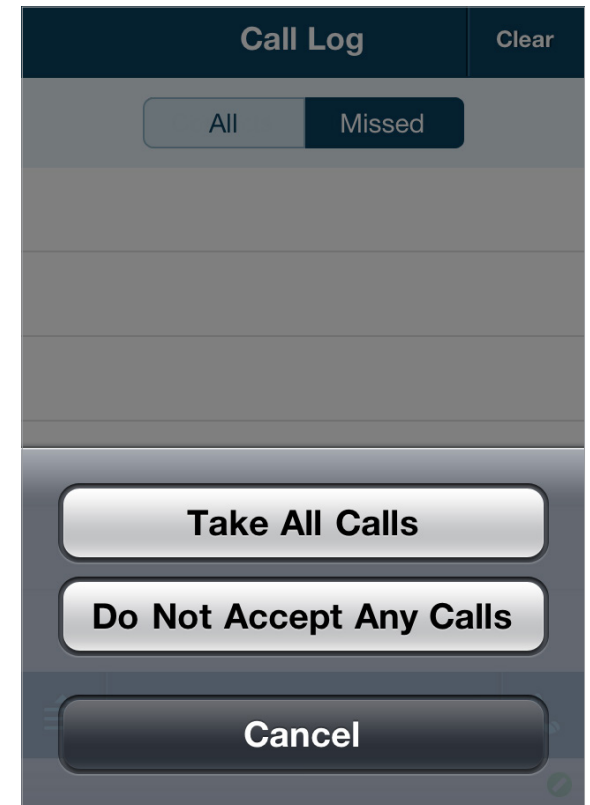
Conference Calling

Conference Calling is available on Office@Hand Premium User Plans.

An Office@Hand account uses a single conference bridge phone number; each user gets their own individual host and participant access code, so you can hold conference calls whenever you want, wherever you are.

You can host a conference with up to 1000 attendees, using your IP deskphone while in the office, or the Softphone from your 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 Menu at the bottom left of your app screen, and from the slide-out menu select **Conference**.

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

Tap **Invite with Text Messaging** or **Invite with Email** to create a new SMS text message or email that says "Please join my meeting that is currently 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 as needed, then tap **Send**.
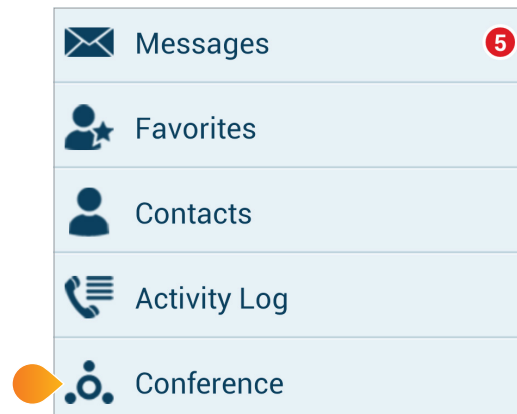
Tap **Join as Host** to call and log in automatically and begin your conference.

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

The main conference 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.**

Messages	5
Favorites	
Contacts	
Activity Log	
Conference	

Conference

Dial-in Number:	**1 (775) 360-1502**
Host Access:	348079
Participant Access:	467949

Invite with Text Messaging

Invite with Email

Join as Host

RingCentral®
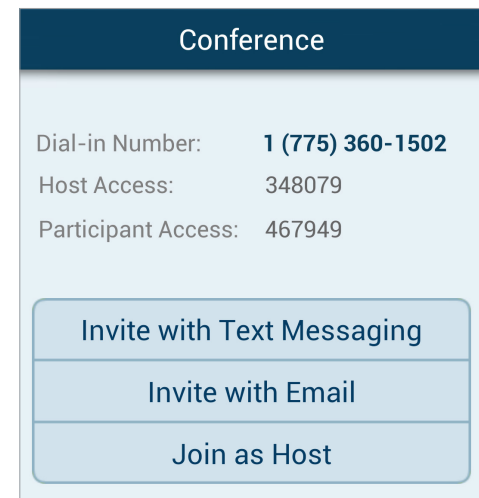
Business SMS

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

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

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

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

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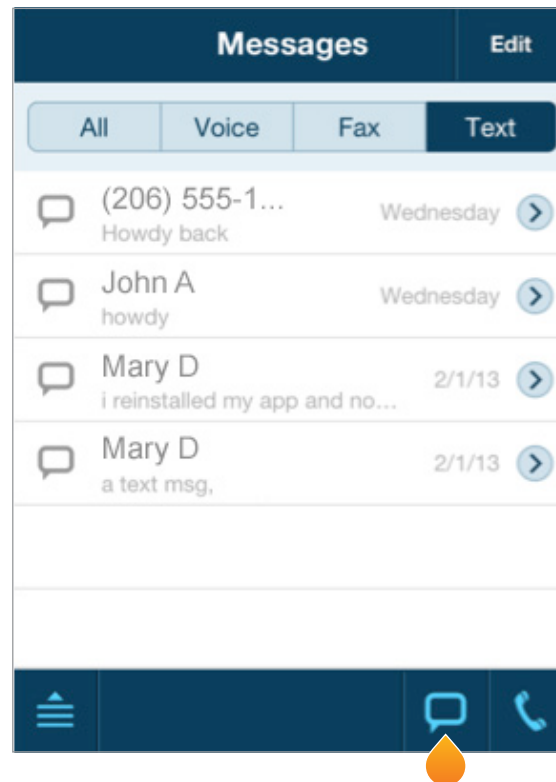
You can block unwanted SMS messages by blocking the phone number of the sender. See Screening and Blocking Calls.

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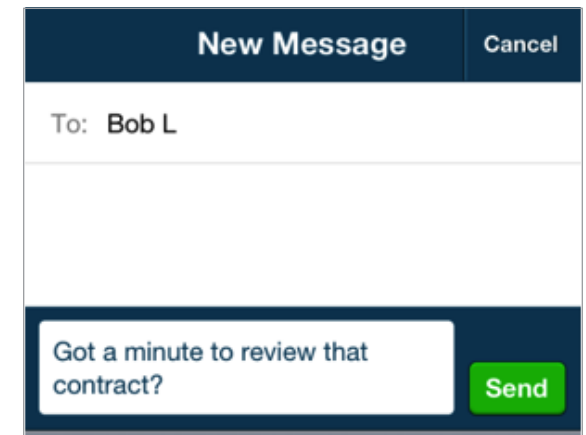
Settings

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.

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

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

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.**

< Back	Settings
	My Extension Settings
	My Mobile App Settings

< Back	Mary Smith
	User Info
	Screening, Greeting & Hold Music
	Call Handling & Forwarding
	Messages & Notifications
	Outbound Caller ID

Cancel	Mary Smith	Save
Mary Smith		Ext. 123

Extension 123

User Info	Phones & Numbers

Extension Number	123
First Name	Mary
Last Name	Smith
Record User Name	>
Contact Phone	
Email	mac.mccarthy@ringcentral.co
User Hours	24 hours >
User Password	>

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Extension Number: When someone calls you by way of 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), 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's 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 If you set specific business 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**.

Cancel	User Hours	Save

Business hours

24 hours	
Specify hours	✓

This enables you to specify how incoming calls should be handled during the hours the business is closed

Monday	9:00 AM — 6:00 PM	›
Tuesday	9:00 AM — 6:00 PM	›
Wednesday	9:00 AM — 6:00 PM	›
Thursday	9:00 AM — 6:00 PM	›
Friday	9:00 AM — 6:00 PM	›

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Change **User Password** when needed from this menu.

Cancel	User Password	Save

Password   your current password

New Password   digits 8-10

Retype Password   retype

Your password must be all numbers, between 8 and 10 digits, may not include repeating, sequential or other easy to guess password (such as 111111111, 12345678, 11223344, 12121212), or match any of your personal or account information.

TIP: A good password is one that is personal and easy for you to remember. A good example is an important date in your life like a birthday or anniversary in the format MMDDYYYY.

Security Question

Question   Childhood nickname   >

What was your childhood nickname?

Answer   ******

If you ever forget your password or need customer service we will use the above security question to verify your identity

Phones and Numbers

At the top of the **User Info** screen, tap **Phones and 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

Here your Conference Number, Host Code, and Participant Code are listed for reference. You can use this information to start or join a conference, or tap the slideout 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 Log into your account on the Web to add, remove, or reassign phones. These are Administrator functions.

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Presence

Presence is a feature by which you can see if another office@Hand user in your company is on the line. 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.

Presence-enabled Office@Hand desktop IP phones use lights to indicate which extensions are in use or on hold, with the user's permission.

The smartphone app does not have Presence lights, but if you have a Presence-enabled Office@Hand desktop IP phone, you can set its Presence **Appearance** from your smartphone app. You can also give **Permission** to share your Presence status with others, and to allow other users to pick up your calls when you are away.

Go to **Menu > Settings > My Extension Settings > User Info > Phones and Numbers** and scroll down to tap the **Presence** bar.

Tap **Appearance**.

If you have 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 RingCentral by clicking Add Phone."

(Adding phones is an Administrator function.)

If you do have a Presence-enabled desktop IP phone, its Presence lights will be displayed as shown below. The first two lights are dedicated to your use and cannot be changed. Tap on the other lights to choose colleagues whose presence you wish to monitor, from among those who have granted permission to show their presence status.
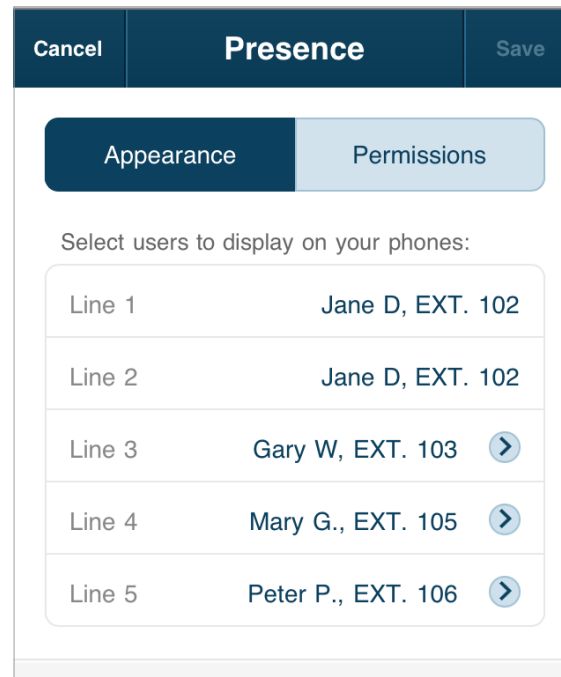
Now tap **Permissions**.

Tap **Share my presence**. When **On**, this allows other users to see your presence status – whether you are on the phone. You can also select other users who can pick up your phone calls. A colleague can thus answer a busy manager's calls, or your calls when you are in a meeting or out at lunch.

Cancel	Presence	Save
Appearance	Permissions	

Select users to display on your phones:

Line 1	Jane D, EXT. 102
Line 2	Jane D, EXT. 102
Line 3	Gary W, EXT. 103
Line 4	Mary G., EXT. 105
Line 5	Peter P., EXT. 106

Cancel	Presence	Save
Appearance	Permissions	

Share my presence — On

Allow other users to see my presence

Users permitted to pick up my calls:

Bob J	Ext. 101	✔
Gary W	Ext. 103	✔
John X	Ext. 107	
Mac M	Ext. 108	
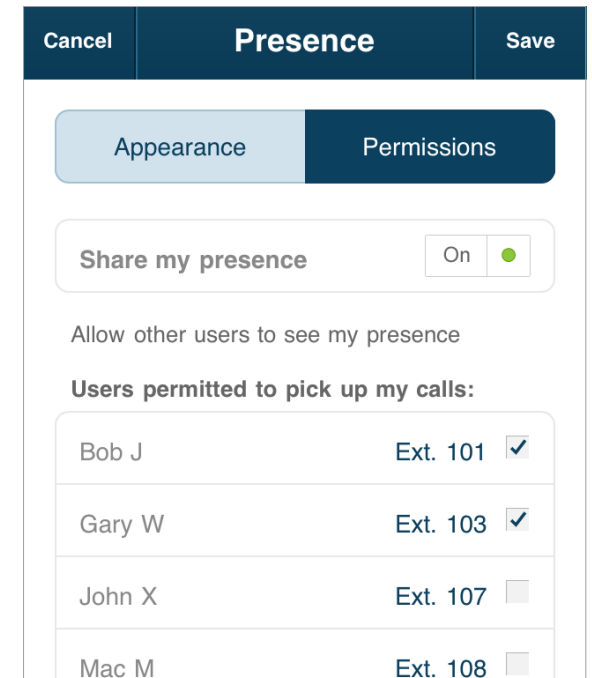
Call Screening, Greeting & Hold Music

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.

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.

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.

Cancel	Screening, Greeting ...	Save
Mary Smith		Ext. 123

User Hours	After Hours

User greeting:

User greeting	On ●
Set Greeting	Default ›

Example: "Thank you for calling John. Please wait while we connect you."

Cancel	Screening, Greeting ...	Save
If Caller ID not present		✓
If caller not in contact list		
Always		

Audio while connecting

Audio while connecting	On ●
Set Audio	Acoustic ›

Music or Ringtone callers will hear while connecting

Hold music

Hold music	On ●
Set Hold Music	Acoustic ›

RingCentral®

Screening and Blocking Calls

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

4. 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."

5. Tap **Save**.

Repeat this process for screening, greeting, hold music, and blocking calls with the **After Hours** tab.

After Hours Greeting

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

If in Call Handling/After Hours you choose 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.

Call Handling & Forwarding

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

On this screen you can 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 number**s 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 them 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 track of how many rings callers will be subject to if the call is not answered.)

- Tap **Sequentially** or **Simultaneously**— check whether you want the phones to ring all at once or one after the other in the order given in Ring Order.

- 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 can give you the opportunity to pick up the call on your Softphone if you wish, or send it to voicemail, or otherwise manage the call before other call-handling rules begin. You can 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.

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. (You will find a n Incoming Call Information bar on both Business Hours and After Hours screens; settings are the same on both, 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, where you can 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 on** you can tap **On Office@Hand phones only** or display the call information on **All Phones.**

  Alternately, you can have the number being called displayed instead of the Caller ID by tapping **Called Number.** 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 option**. Turn **On** to have the mailbox name being called 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**, when On, 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 you can flip a call you are on from your smartphone to your home phone once you've finished your commute. 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, with a Flip number beside each. The arrows let you move a device up or down to change its assigned number.

To add numbers to a Call Flip list

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

Tap **Call Flip.** You will 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".

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.

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 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, you can enter one or more phone numbers, or choose

names from your Contact List, or enter area codes or other partial numbers.

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

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

9. Tap **Next**.

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

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

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

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

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

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

   f. Tap **Done**.

‹ Back	**Holiday Promo**	Next ›

Select when the rule should be active:

Weekly schedule	Date Range

Monday	9:00 AM to 6:00 PM	›
Tuesday	9:00 AM to 6:00 PM	›
Wednesday	9:00 AM to 6:00 PM	›
Thursday	9:00 AM to 6:00 PM	›
Friday	9:00 AM to 6:00 PM	›
Saturday	9:00 AM to 6:00 PM	›

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.

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 settings 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** greeting.

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

To record a custom department greeting:

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

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

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

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

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 a RingCentral 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.

Cancel	**Notifications**	Save

Send me notification for:

Voicemail:

By Email	On ●
By SMS	Off ●

Received Faxes:

By Email	On ●
By SMS	Off ●

Missed Calls:

By Email	Off ●
By SMS	Off ●

Cancel	**Notifications**	Save

Send me notification for:

Voicemail	On ●
Options	>

Received Faxes	On ●
Options	>

Missed Calls	Off ●

Fax Transmission Results	On ●

‹ Back	**Voicemail Notificati…**

Send notification by

Email	On ●
Email Addre… alexander.borisov@ringcentral.c	

SMS	On ●

Add Phone Number

Email Notification Options

Include Attachment	On ●
Mark message as read once e…	On ●

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My Mobile App Settings

The My Mobile App Settings menu includes a number of specialty settings.

- Caller ID
- RingOut Mode
- Cloud Storage
- Tell a Friend
- About Office@Hand
- Hints & Tips
- Logout
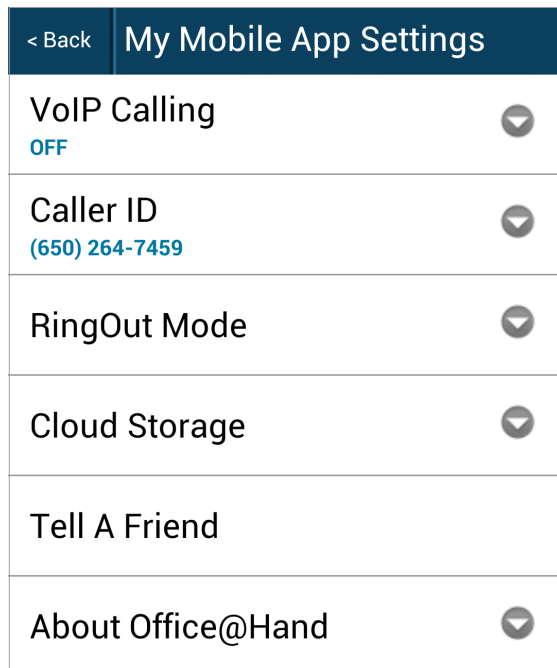
VoIP Calling

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

Check **Over Wi-Fi** to have the system use your carrier voice minutes if WiFi is not available.

Check **Over 3G/4G** or **Wi-Fi to** have the system use your carrier data plan if WiFi is not available (possible charges and lower quality). When you are overseas, this option allows you to avoid international roaming charges.
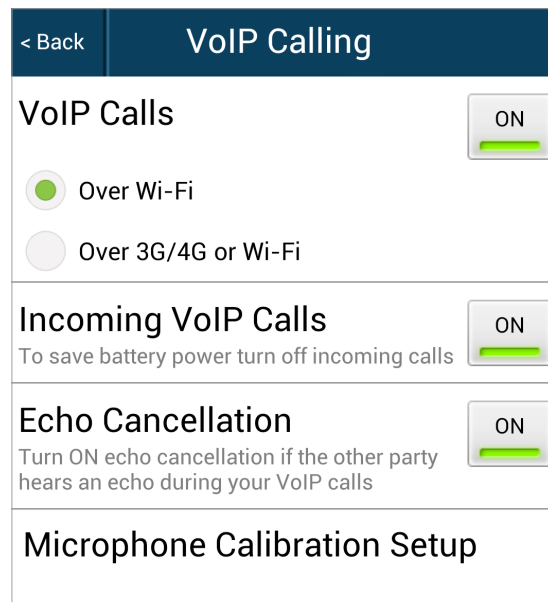
Turn **VoIP Calls** to **Off** to enable RingOut calling (see below). With VoIP off, your calls use your carrier voice plan.

Turn **Incoming VoIP** Calls to **Off** to save battery power. Incoming calls will then come in on your carrier voice plan.
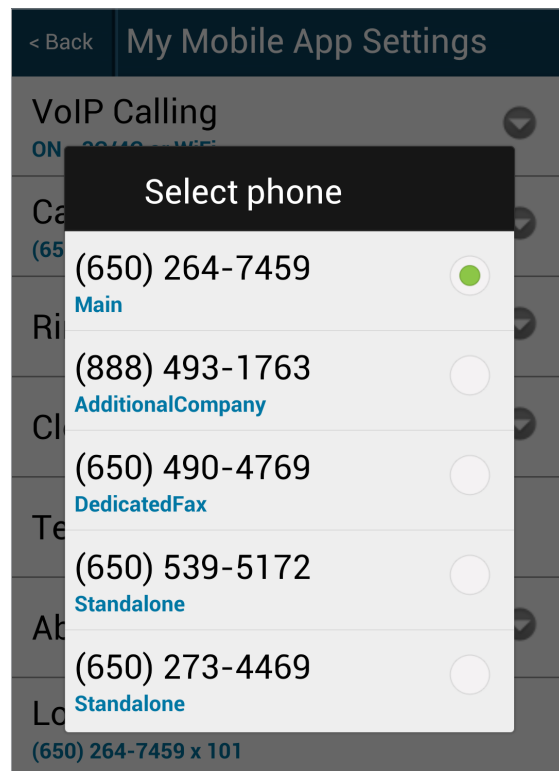
Turn **Echo Cancellation** to **On** to if the other party hears an echo during our VoIP calls.

Tap **Microphone Calibration Setup** to perform a 30-second microphone calibration of your smartphone to ensure the best sound quality during VoIP calls.

< Back	My Mobile App Settings
VoIP Calling OFF	⌄
Caller ID (650) 264-7459	⌄
RingOut Mode	⌄
Cloud Storage	⌄
Tell A Friend	
About Office@Hand	⌄

< Back	VoIP Calling
VoIP Calls	ON
⦿ Over Wi-Fi	
◯ Over 3G/4G or Wi-Fi	
Incoming VoIP Calls To save battery power turn off incoming calls	ON
Echo Cancellation Turn ON echo cancellation if the other party hears an echo during your VoIP calls	ON
Microphone Calibration Setup	

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.

< Back	My Mobile App Settings

VoIP Calling
ON

Select phone

(650) 264-7459
Main

(888) 493-1763
AdditionalCompany

(650) 490-4769
DedicatedFax

(650) 539-5172
Standalone

(650) 273-4469
Standalone

(650) 264-7459 x 101

RingOut Mode

To make outbound calls, the Office@Hand App uses your cellphone's native calling system through your cellphone carrier. Use RingOut Mode to maintain your Office@Hand presentation on such calls, including such Office@Hand 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 it as your RingOut Mode phone. Or tap Another Phone to add phone numbers, then tap one of them to be your RingOut device.
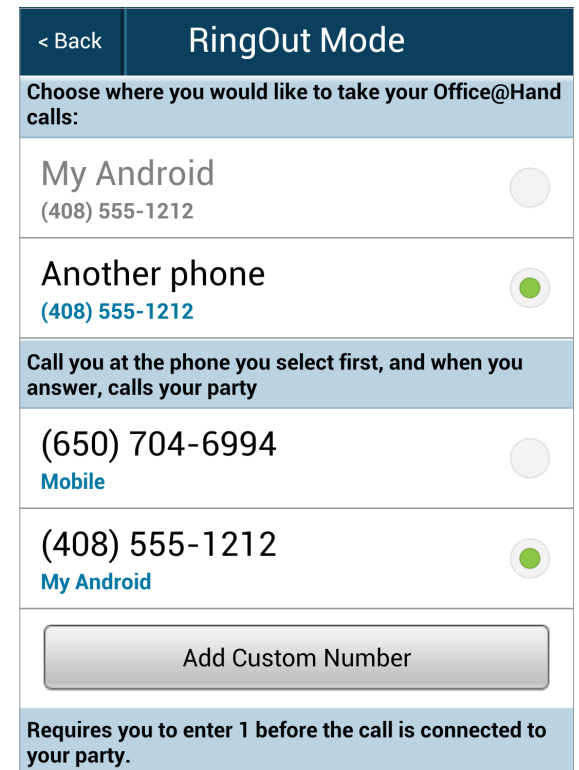
To avoid accidentally sending calls to your personal voicemail (if you don't pick up when your phone rings), turn on **Confirm Connection** so Office@Hand will prompt you to press 1 before it dials the number and connects your call.

To make a RingOut call:

- First, set VoIP Calling (above) to Off. You cannot make outbound calls from Office@Hand through VoIP.
- With VoIP Calling set to Off, calls you make from Office@Hand automatically use

RingOut. You can use your Office@Hand Contacts or Favorites listings to make calls, or dial directly using the App keypad.

- When you make a call using RingOut, Office@ Hand will ring your smartphone, and when you pick up, it will then dial the outbound number and connect you. (If you set Confirm Connection, you'll be prompted to press '1' first.)
- RingOut calls use carrier voice-plan minutes.

< Back	RingOut Mode

Choose where you would like to take your Office@Hand calls:

My Android
(408) 555-1212

Another phone
(408) 555-1212

Call you at the phone you select first, and when you answer, calls your party

(650) 704-6994
Mobile

(408) 555-1212
My Android

Add Custom Number

**Requires you to enter 1 before the call is connected to your party.**

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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 the **Cloud Storage** option in **My Mobile App Settings** to set up the apps you have installed so they can be accessed by the Office@Hand app. 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.
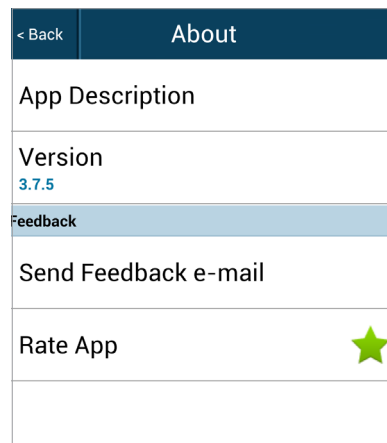
Tell a Friend

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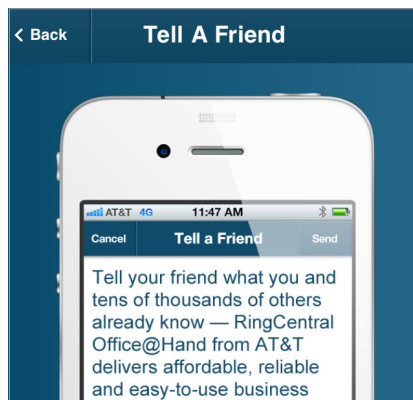
About Office@Hand

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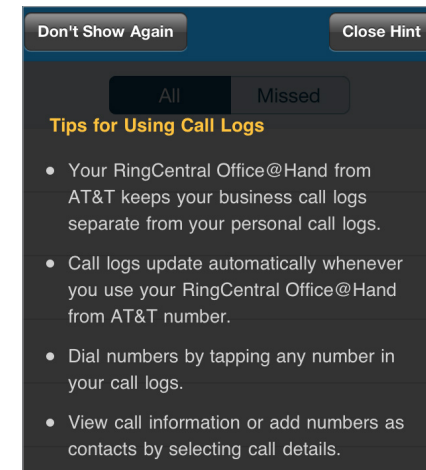
Hints & Tips

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

(This feature is only available on iPhones and other iOS devices.)

Logout

Log out from the phone number and extension displayed.

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

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Receiving and Sending Faxes

You can send *receive* and *view* faxes using the Office@Hand mobile app.

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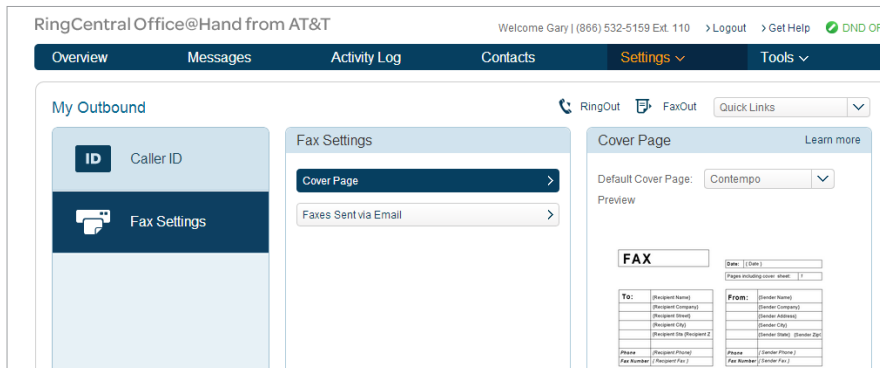
Receiving and Viewing Faxes

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 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.

To receive faxes in email:

1. Log in to your Office@Hand online account and click **Settings > My Inbound.**

2. Click **Messages and Notifications,** then click **Notifications**, at the bottom of the middle panel.

3. On the Notifications screen, click **On** next to **Received faxes**. (You can also get notified of voicemail messages, missed calls, and fax transmission results.)

4. You can send notifications to an email address or as a text message to your phone.

5. For email notifications, select whether to have the received fax attached to the notification email as a PDF file. You can then open the PDF file and view the fax. However, such files can be large; some prefer to save space in their email boxes by clicking a link in the email to view the fax in the Messages section of their Office@Hand app.

6. When you're finished, click **Save**.

Setting Up to Send Faxes

1. From any computer, log in to your Office@Hand account at https://service-officeathand.att.com/ with your phone number and password.

2. From the **Settings** dropdown menu, click **My Outbound**.

3. Click **Fax Settings**.

Choosing a Default Fax Cover Sheet

A cover sheet is attached to each fax you send through Office@Hand fax service. To select the style or look of your cover sheet, on the Fax Settings screen click **Cover Page**. From the drop-down list, preview available cover pages, 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.

Omitting the Cover Sheet When Email Subject is Blank

When you send a fax by email, the subject line of the email becomes is put on the cover page. You can omit the cover page by sending the fax without a subject line. To do this, go to **Settings > My Outbound > Fax Settings > Faxes Sent by Email** and check **Omit cover page when subject line is blank.**

Specifying Email Address 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. You might want to include alternate company accounts or personal accounts or accounts for contractors. You can store up to five such email addresses.

When you send a fax 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.
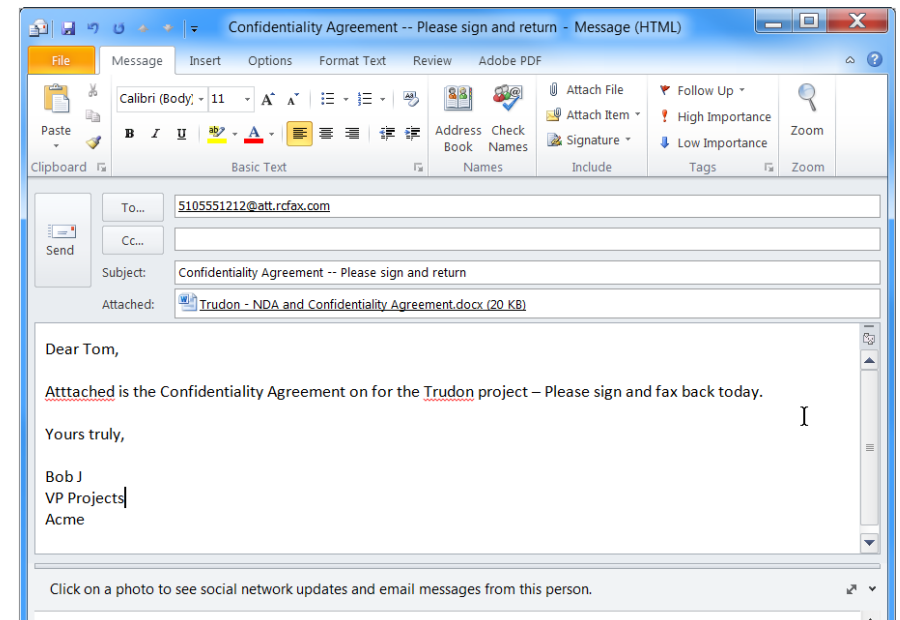
Sending Faxes

You have several choices for sending faxes. You can fax a document from your smartphone; you can email the document to our faxing service; and you can log into your online account to send faxes from your desktop computer.

To send faxes from your Office@Hand Mobile App

1. Tap the fax icon [insert fax icon inline].

3. Enter or select a recipient by tapping **To**.

4. Choose a **Cover Page**.

5. **Select a Document to Fax**, choosing from your **Office@Hand Documents<** folder, your **Photos**, or the **Dropbox** app if it is installed on your smartphone.

6. Tap **Attach**, then **Send.**

NOTE: Documents can be added your Office@Hand 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 in Office@Hand*. The document will be added to the Office@Hand Documents folder, from whuich it can be selected for faxing.

To send faxes by email:

You can email documents to an 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 the "**Faxes Sent via Email**" menu described above.

1. Create an email message. Attach the document 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@att. rcfax.com.**

To send faxes 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 recipient's fax number in the

To: box. Click the **To:** button 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.

3. Create a cover page with a personal message (optional).

4. Click **Browse** to add your document.

5. Choose **Send Now** and the **Send Now** button to send your fax.

6. Or **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 Cloud Fax system.

You can also send faxes using the **Softphone** desktop application, which you can download and install on your Windows PC desktop.
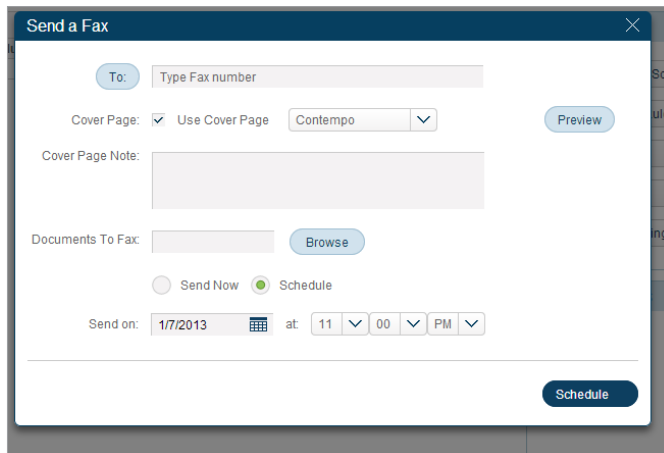
Do Not Disturb (DND)

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**, select **DND** from the slide-out menu and choose a setting.

The DND button in the bottom-right corner of the App screen turns green when DND is set to **Take All Calls**, and red when DND is set to **Do Not Accept Any Calls**.
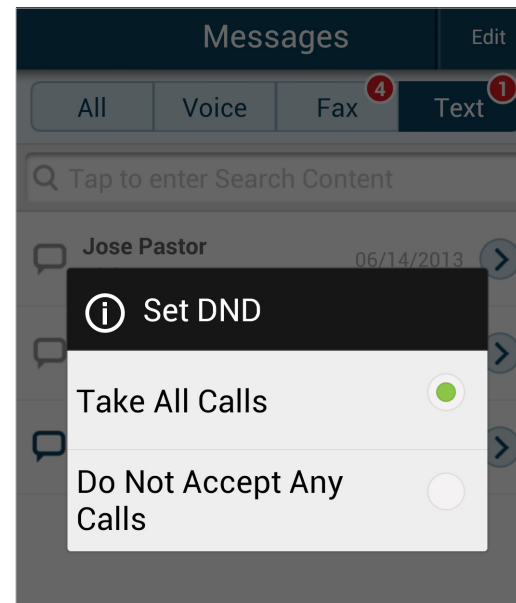
Conference Calling

Conference Calling is available on Office@ Hand Premium User Plans.

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 deskphone 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 Menu at the bottom left of your app screen, and from the slideout menu select **Conference**.

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

Tap **Invite with Text Messaging** or **Invite with Email** to create a new SMS text message or email that says "Please join my meeting

that is currently 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 as needed, and Send.
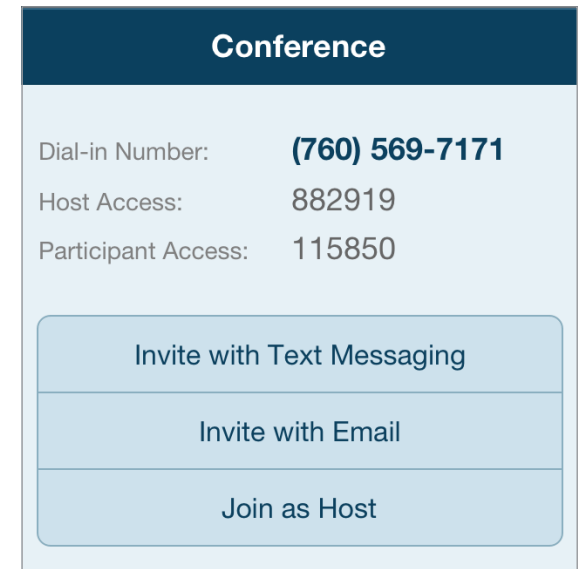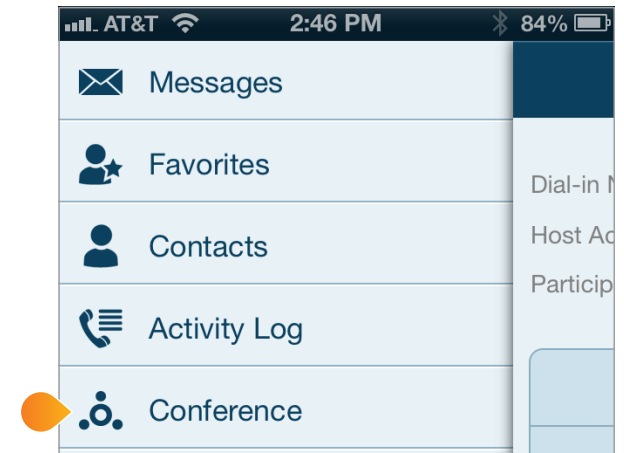
Then tap **Join as Host** to call and log in automatically and begin your conference.

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

The main conference 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 also 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.

Conference	
Dial-in Number:	**(760) 569-7171**
Host Access:	882919
Participant Access:	115850

Invite with Text Messaging

Invite with Email

Join as Host

Office@Hand Support Home Page

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