

RingCentral Office@Hand from AT&T

Mobile App Administrator Guide

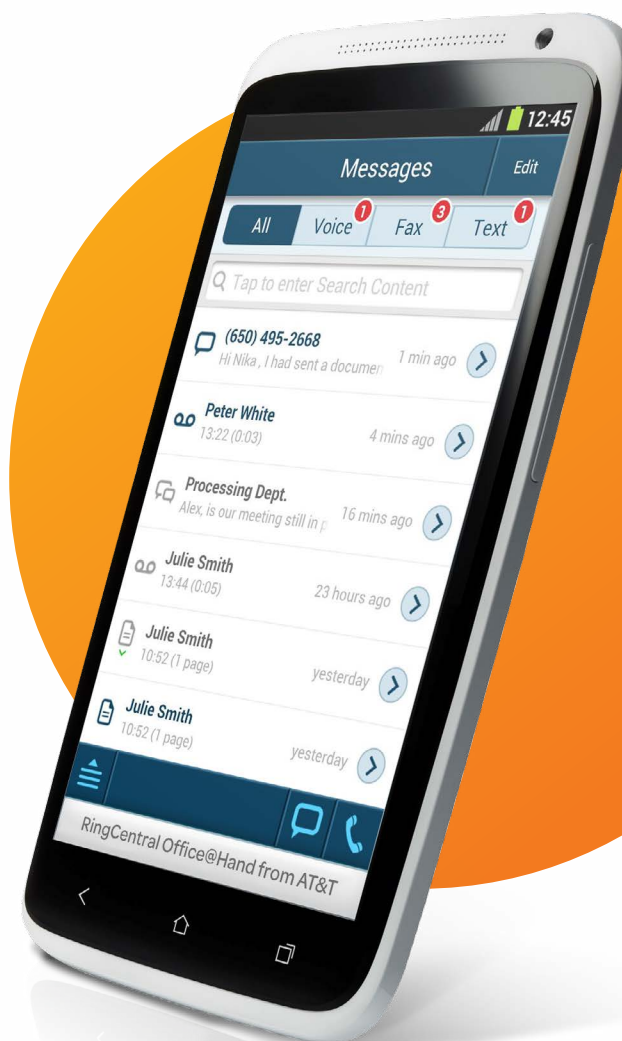


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Overview

Build a professional presence for your business, drive productivity, and unify all your employees in the office and out in the field with a single mobile phone system— RingCentralOffice@Hand from AT&T.

Office@Hand works with all mobile and fixed-line phones, and it offers features such as an auto- receptionist, multiple extensions, voicemail, call handling, faxing, on-hold music, and more. With no setup fees or new hardware required, Office@Hand provides immediate savings over traditional business phone services.

And now, with Office@Hand Mobile App for select* smartphones, you've got the power to extend your business phone system outside the office to take and make calls, access voicemail, manage department settings, view faxes, monitor call logs, and more.

NOTE: This document discusses managing and using the Mobile App. The three platforms – operate the same and look almost identical.

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

Getting Started

Download the RingCentral 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 departments, 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 an AT&T Wireless account. Billing for the Office@Hand account is done through the AT&T Wireless account.

If you are already have an Office@Hand Premium account

If you already have a RingCentral Office@Hand from AT&T Premium (deskphone) account, install the Mobile App 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 **RingCentral Office@Hand from AT&T**, 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.

You won't be asked to go through Express Setup, as described on the following page, since you will already have set up your account. Use the rest of this Guide to understand the features and capabilities of the Mobile App

To create a new Office@Hand Virtual 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 AT&T's Office@Hand page at <http://www.att.com/smallbusiness/solutions/pages/articles/att-office-at-hand.jsp>. Click the **Free Trial** button or the **Buy Now** button.

OR:

From your **smartphone**, go to your device's App store, search for **RingCentral Office@Hand from AT&T**, download and install. Tap the **Office@Hand icon** on your smartphone, then tap **Free Trial** or **Buy Now**. (**NOTE:** Billing begins automatically at the expiration of the thirty day free trial.)

In either case:

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

Follow the onscreen steps to verify the AT&T wireless number that will be billed for this service.

Select a plan based on the number of users you'll be setting up on Office@Hand.

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) 563-4703 if you have any questions.

By subscribing to and/or using RingCentral Office@Hand from AT&T, you acknowledge agreement to the AT&T's [Terms Of Service](#) and RingCentral's [End User License Agreement](#)

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 departments, 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.

We will now go through a quick and basic setup of your phone system.

- 1 Verify your address
- 2 Tell us about your users and departments
- 3 Configure your company greeting and operator extension
- 4 Decide how calls will be forwarded to your departments and users.

What's your primary industry? ▼

How did you hear about RingCentral Office@Hand from AT&T? ▼

[Sounds easy. Let's do it! >](#)

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.

RingCentral Office@Hand from AT&T

[← Back](#) **User Info** [Next >](#)

Account Owner

Extension:	101
First Name:	John
Last Name:	S
Email:	john.s@acme.com
User Type:	Premium

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 Departments.

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 Office@Hand phone number and password. Select **Billing**, then click **Change Plan** and follow the onscreen instructions to add more users to your plan.

RingCentral Office@Hand from AT&T	
User Info	Next >
Account Owner	
Bob J	Ext. 101 ✓
Premium	
Jane D	Ext. 102 ✓
New User	Ext. 103 >
Virtual	
New User	Ext. 104 >

You have been added to your company's RingCentral Office@Hand from AT&T business phone system

RingCentral Office@Hand from AT&T <officeathand@ringcentral.com>
 Sent: Mon 12/17/2012 5:10 PM
 To: Jane D

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: **(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:
<http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:5A6808009FE0FD0FBCC727E9A363DB60C8780C>

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 

Add Departments

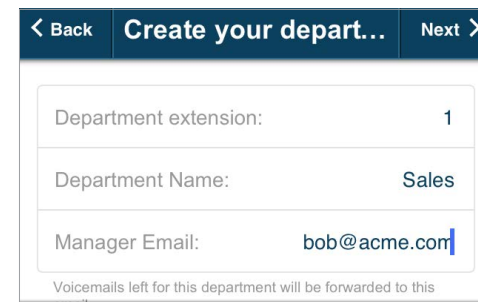
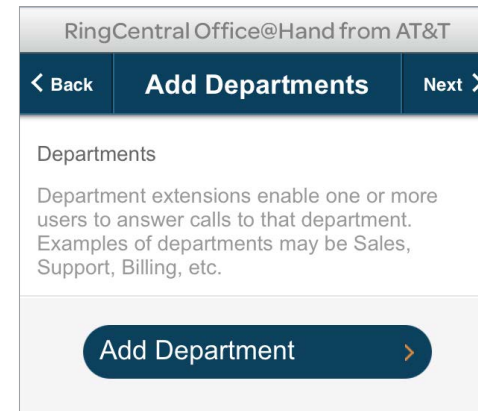
Give your business phone system the flexibility of a much larger organization by creating departments such as sales, support, and billing. Configure as many departments as you need.

To add a department in Express Setup:

1. From the Add Departments screen, tap **Add Department**.
2. On the Create your department screen, accept the department extension number suggested, or enter another number.
3. Tap **Department Name** and type a name for the department—such as **Sales** or **Billing**.
4. Tap **Manager Email** and enter the email address of the department manager. The department manager will have access to department call logs, department voicemail, email, faxes, and department settings.
5. Under **Select department members** you will find a list of your users. Check the ones you want to assign to this department.
NOTE: A Department must have at least one member.
6. Tap **Add More Departments** to continue setting up departments. Or tap **Next** to continue to the next step—configuring the auto-receptionist.

Office@Hand sends a message to the department 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 Department Manager password.

The new Department Manager can consult the **RingCentral Office@Hand from AT&T Mobile App Department Manager Guide** for instructions on setting up and managing departments.



Configure the Auto-Receptionist

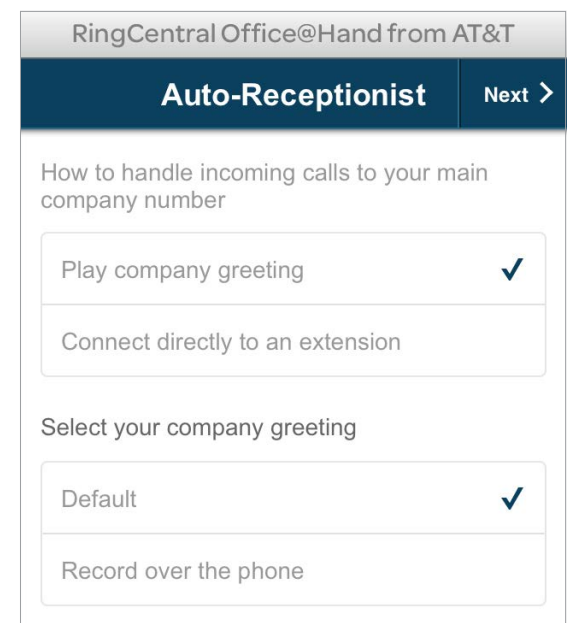
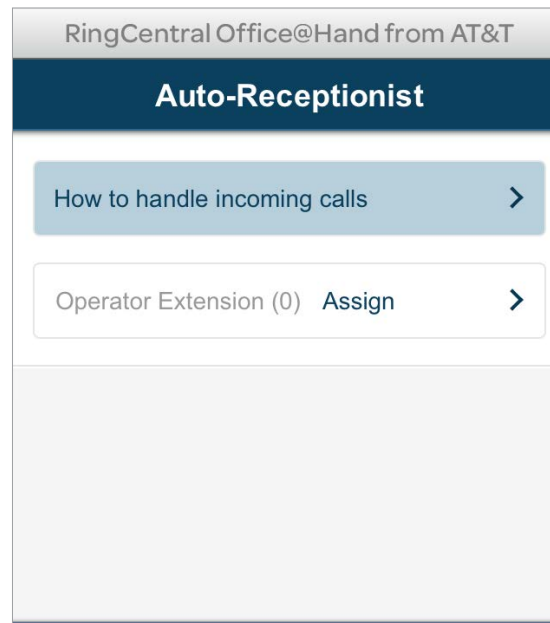
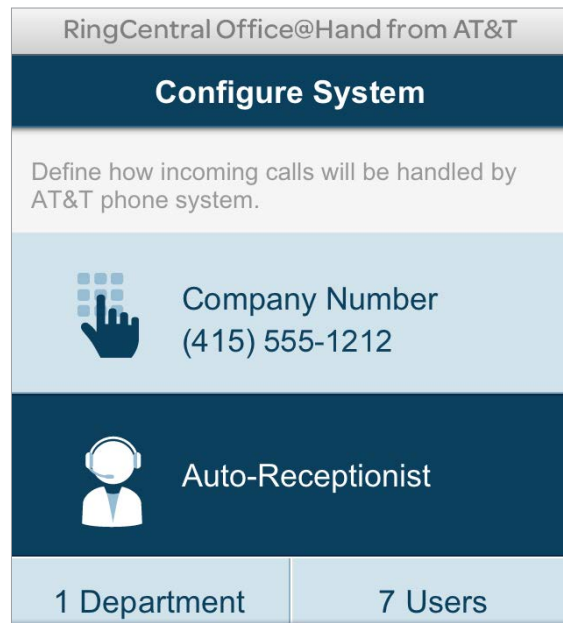
The auto-receptionist directs callers to the appropriate department or employee extension, or any U.S. phone number you choose.

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 department 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**.)

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 Departments

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

To begin, tap the highlighted Departments section on the screen. Next select a Department to configure.

Select Department Greetings

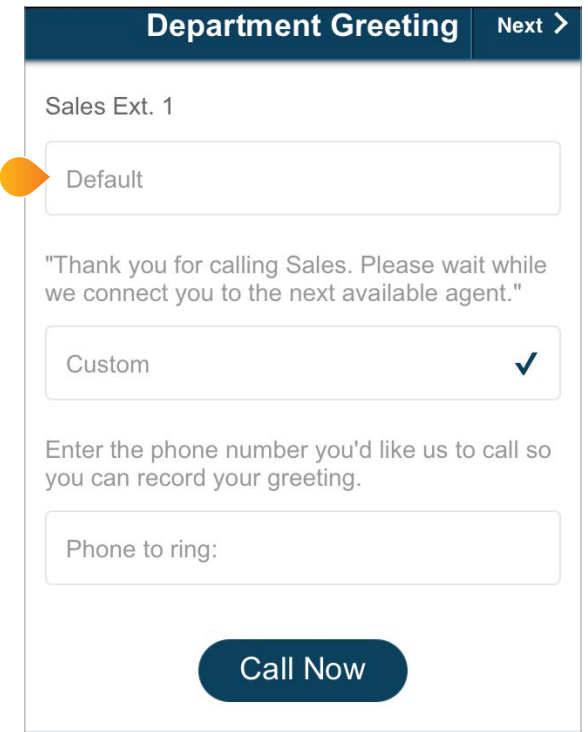
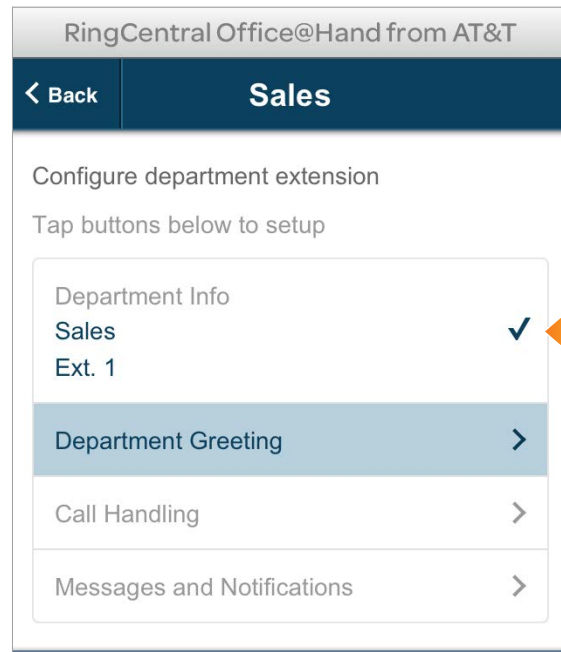
Tap the highlighted **Department Greeting** to set the greeting for the department. You can choose from a default greeting or you can record a custom greeting.

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

To record a custom department 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 Departments

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

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

Tap **Rotating** to allow calls to rotate among department 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 department members.

Call Handling Next >

Sales Ext. 1

Select the order in which calls to this department should be routed to the department members:

Rotating

Simultaneously

Configure Department Voicemail Greetings

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

To set up this Department'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.

RingCentral Office@Hand from AT&T

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 department voicemail greeting:

1. Tap **Custom** and then tap **Record over the phone**.
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.

Continue to set up any additional Departments. A check mark will appear next to each listed Department as you complete its configuration.

When finished configuring your Departments, 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.)

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

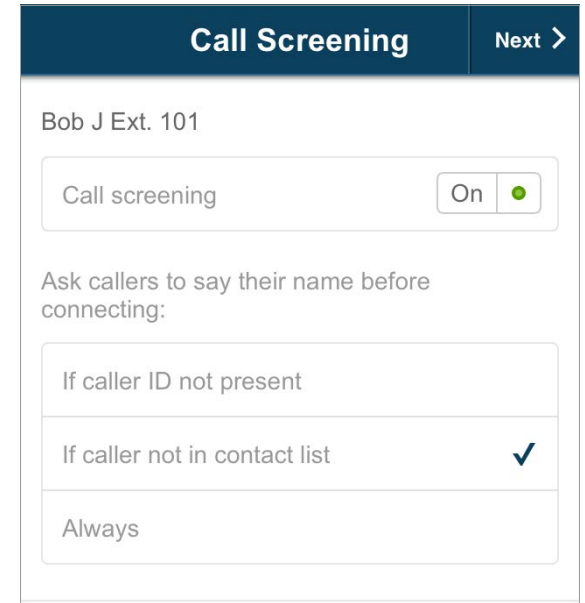
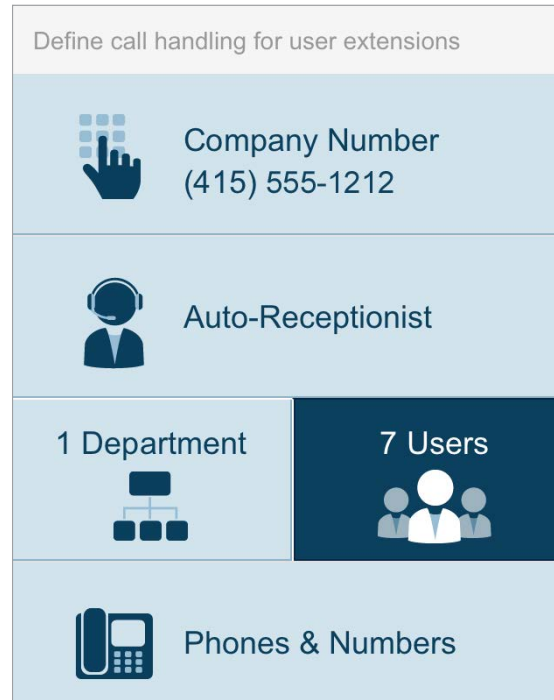
Choose the setting you prefer:

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.

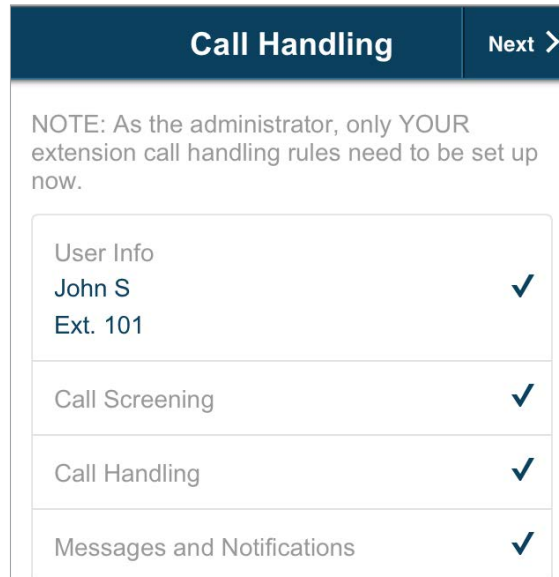
Tap **Messages and Notifications** and then **Voicemail Greeting**.

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 department voicemail greeting:

1. Tap **Custom** and then tap **Record over the phone**.
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**.

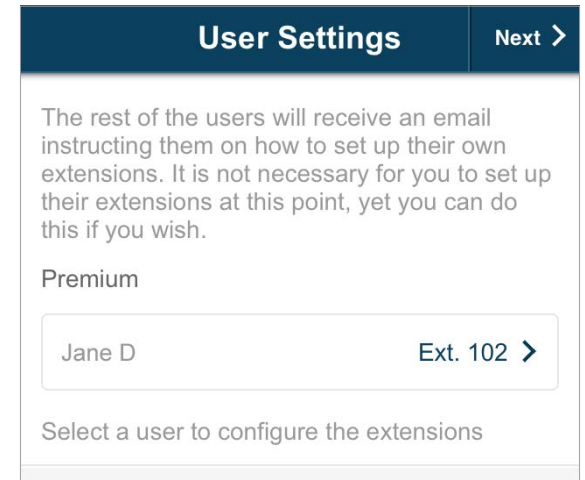
All the entries on the **Call Handling** page are now checked as completed. You can tap any of these entries to rework them. Or tap **Next** to continue.



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 RingCentral Office@Hand from AT&T account by going to **Settings > Phone System > Phones**.

Tap **Next** to continue.

Congratulations! Your Office@Hand 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**.

Try Out Your System

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 RingCentral Office@Hand from AT&T business phone system right away.

[Let your users know](#) that they will receive activation emails allowing them to manage their own accounts.

Setup Complete

Congratulations!

With your set up done, you can start using the service now. Users will also receive an activation email message allowing them to manage their own extensions.

> [Launch Now](#)

If you don't have the mobile application, get it now!

> [Download the application](#)

Office@Hand		Login
Login		
<input type="text" value="(866) 555-1212"/>		
<input type="text" value="Extension (Optional)"/>		
<input type="password" value="••••"/>		<input type="button" value="x"/>
Forgot your password?		
1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	<input type="button" value="x"/>

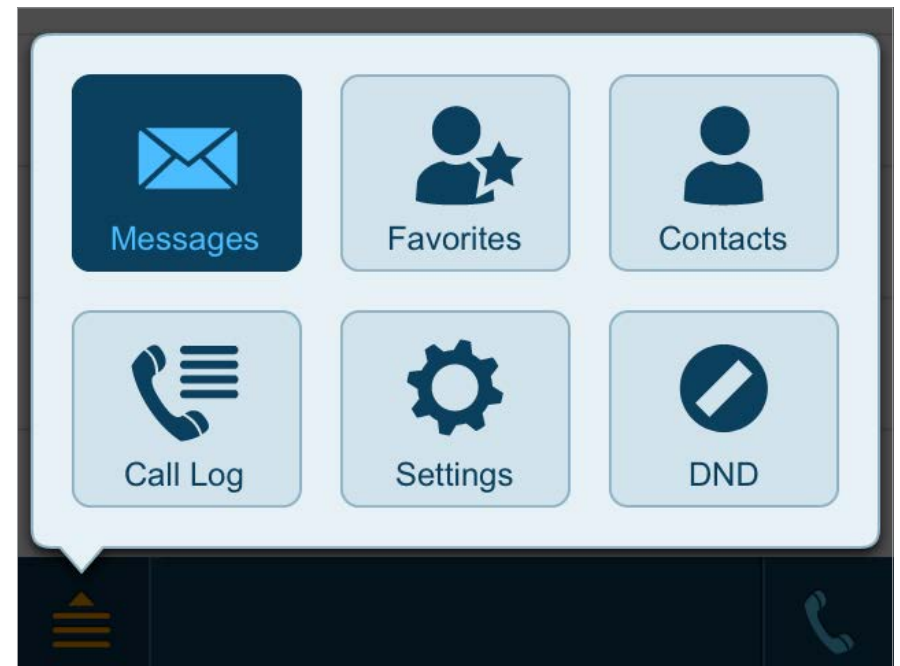
Using and Managing the RingCentral Office@Hand from AT&T Mobile App

Take your business phone system with you using Office@Hand for select* smartphones. Place calls using your Office@Hand number, create favorite and contacts lists, view and forward faxes, manage call logs, and more.

As the Administrator of your Office@Hand account, you can manage the settings for your Company and your Users, as well as for yourself, by following the instructions here.

Navigating the Office@Hand Mobile App

On all the App screens except Settings and DND, click the **three-line icon** in the bottom left to bring up the **App Menu**. From here you can access the App screens: Messages, Favorites, Contact, Call Log, the App Settings, and Do Not Disturb.



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

RingOut

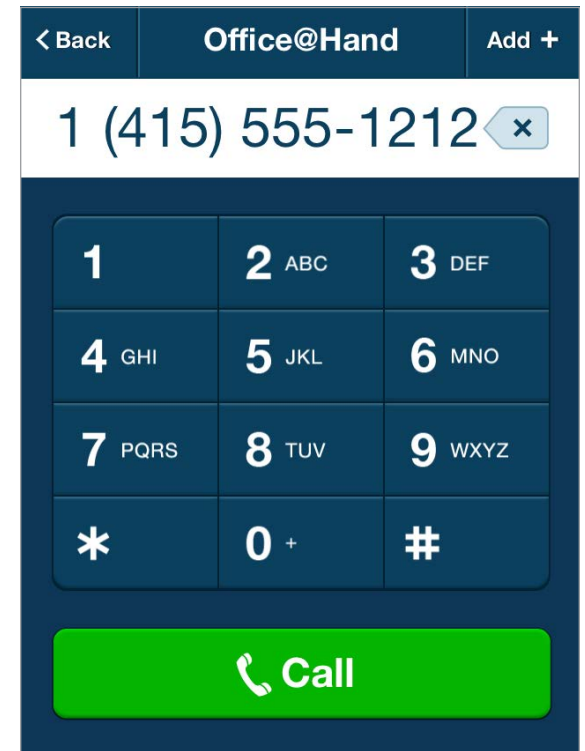
The **RingOut** feature lets you use your Office@Hand business number to place outgoing calls from any phone you choose. The people you dial will see your business information on their caller ID instead of your personal name and number.

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, not from the Menu, but by tapping the **blue phone handset symbol** on the bottom right of most Office@Hand 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. Office@Hand will do the rest. (To specify your RingOut phone, see the [Error! Reference source not found.](#) section.)

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

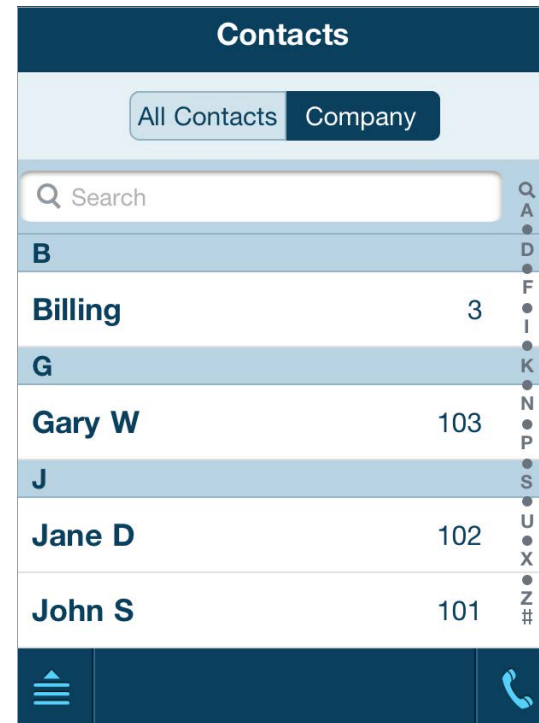


Contacts

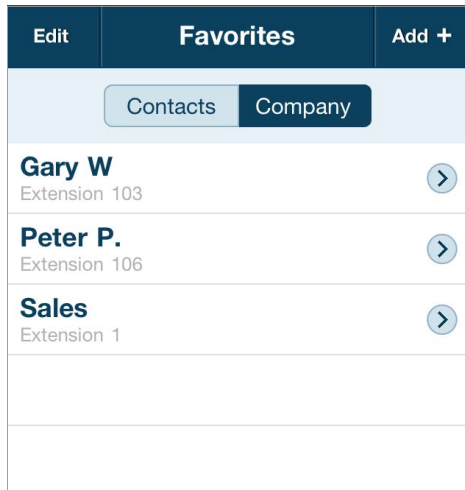
Find the people you need fast. The **Contacts** feature lets you view your full list of contacts or to see only the people listed in your company directory. Tap **Contacts** in the bottom navigation bar to access your contacts.

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

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



Favorites

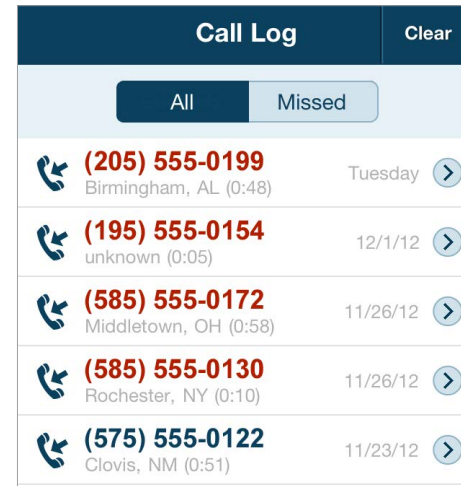


Quickly find the people you contact frequently by adding them to your **Favorites**.

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

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

Call Log



Office@Hand gives you easy access to your call history, including calls you placed, received, and missed. To view your call history, tap the **Menu** then the **Call Log** icon.

To see your entire call history, tap **All** at the top of the screen. To see only the calls you've missed, tap **Missed**. To see more calls in your call log, tap **Get More Records**.

Dial numbers by tapping any number in your call log.

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

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

Call 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.

Automatic Call Recording

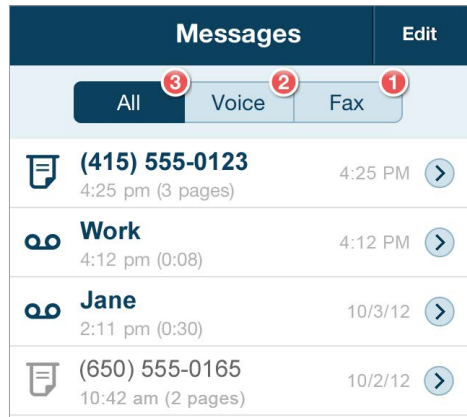
If your Administrator has activated Automatic Call Recording for incoming calls to your extensions, you will get an email letting you know. Once recordings are activated, an announcement will automatically play to incoming callers letting them know that their call is being recorded.

If your Administrator has activated Automatic Call Recording for outgoing calls for your extensions, you will get an email letting you know. However, no automated announcement is played when you call others; it is your obligation to let those you call know that the call is being recorded.

You will receive email letting you know when Automatic Call Recording is activated, or deactivated, for your extensions.

You can view, listen to, and download recordings made of your calls by the Automatic Call Recording system by visiting your Call Log. Recorded calls are stored in the cloud for 60 days; to retain recordings longer, download and save them to your computer system.

Messages



It's easy to see and sort your own voicemail messages and faxes. You'll find them all together in the **Messages** section of the Office@Hand smartphone App.

Tap **Messages** in the bottom navigation bar to access the voicemail messages and faxes you've received. To sort your messages by sender, tap **Sender** at the top of the screen. Tap **Date** to sort by the date received.

To listen to a voicemail message, tap the **speaker icon** next to the caller's name. To open and view a fax, tap the **fax icon** next to the sender's information.

NOTE: These are your own messages as a User. Company and Department messages are accessed from areas of the Settings menu.

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](#).



Receiving and Sending Faxes

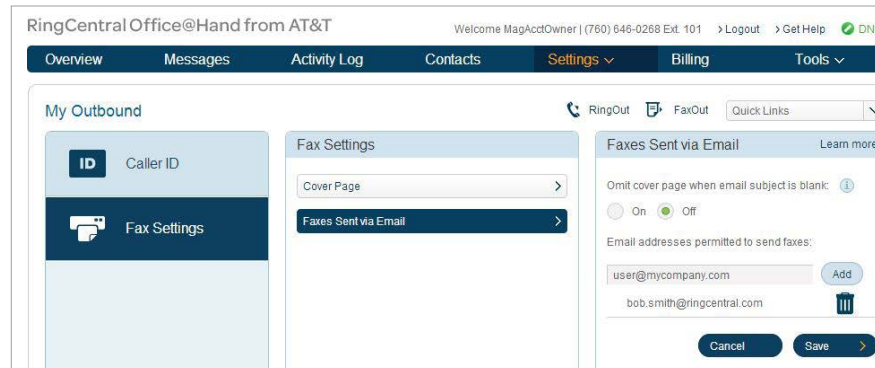
You can receive and view faxes using the Office@Hand Mobile App. Faxing out is not directly supported in the Mobile App; to send faxes, you can use email (including the email client on your smartphone) or use the FaxOut feature of your Office@Hand online account, as described below.

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

Set your cover page, and add the email address you want to use for email faxing to **Faxes Sent via Email**.

Do this from a Web page, rather than from the Mobile App.

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 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

As mentioned, the Office@Hand Mobile App does not have direct faxing capability from your smartphone. Instead, you can send Office@Hand faxes by email (from your smartphone's email, for example), or using the FaxOut feature of your Office@Hand online account.

To send faxes by email:

Email faxes as attachments 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 att.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 a fax number 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.

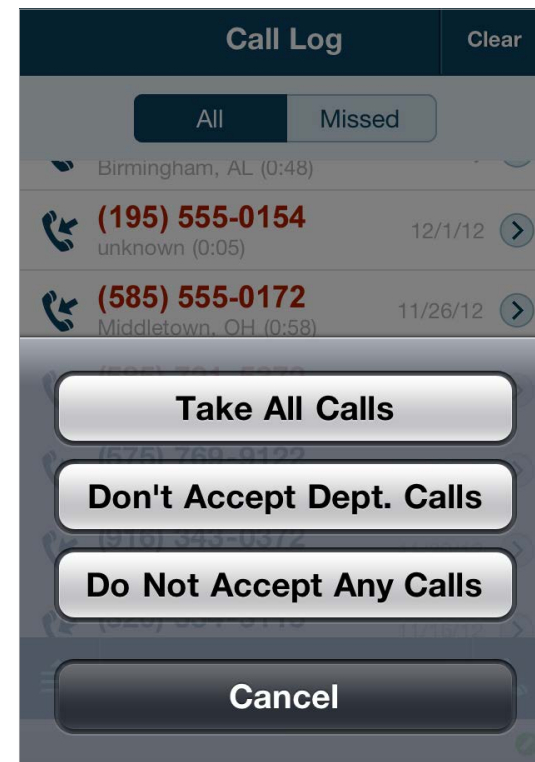
A screenshot of the 'Send a Fax' dialog box. It features a 'To:' field with a 'Type Fax Number' placeholder and a 'To:' button. Below this is a 'Cover Page:' section with a checked 'Use Cover Page' checkbox, a 'Contempo' dropdown menu, and a 'Preview' button. A 'Cover Page Note:' text area is also present. The 'Documents To Fax:' section includes a 'Browse' button. At the bottom, there are radio buttons for 'Send Now' (selected) and 'Schedule', and a 'Send Now' button.

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 small round button on the bottom right of most Office@Hand App screens. Select from the three options shown.

The DND button in the bottom-right corner of the App screen turns green when DND is set to Take All Calls, yellow when it is set to **Don't Accept Dept. 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. An Invite feature lets you send email invitations with the dial-in information to participants with just one click. As host, the user can mute participants, get caller counts, record conferences, and more.

Find your conference number, host code, and participants code at the top of most screens when you are logged into the Website.

To join a conference you are hosting, call the Conference number and enter your **Host number** at the prompt.

To join a conference hosted by someone else, call the Conference number and enter the **Participant code** at the prompt.

To invite participants to your conference, click the word **Invite** at the top of the Web screen. This brings up your default email program and starts an email message with the default Subject line *Details for conference call dial-in* and a standard message that includes the call-in information your guests will need. Edit the Subject and message as needed, enter your invitees in the To: line, and send the email invite containing the dial-in information.

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 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.



Managing Your Phone System Settings

Express Setup helped you set up your phone system, with numbers, auto-receptionist and messages, users, and departments.

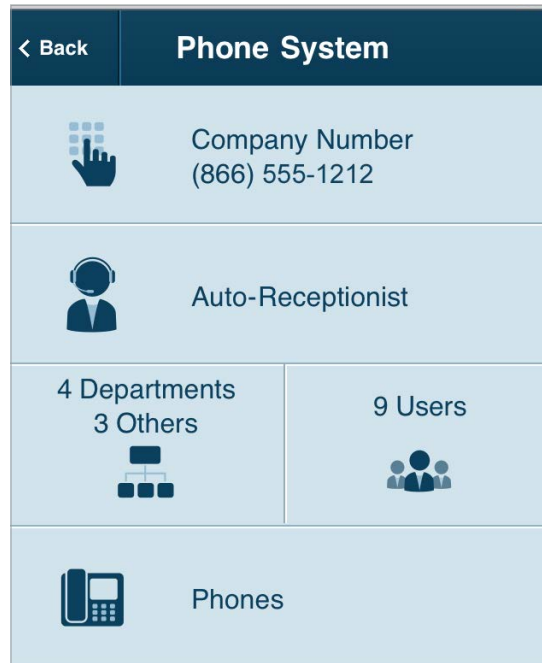
You can change or update any of these settings at any time. In addition, as Administrator/ Account Owner you can manage settings for your Company, Departments, and your Users using the **Phone System** settings. These settings, and the **Billing** settings, are only available to the administrators.

Users see 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.

The Phone System Settings

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

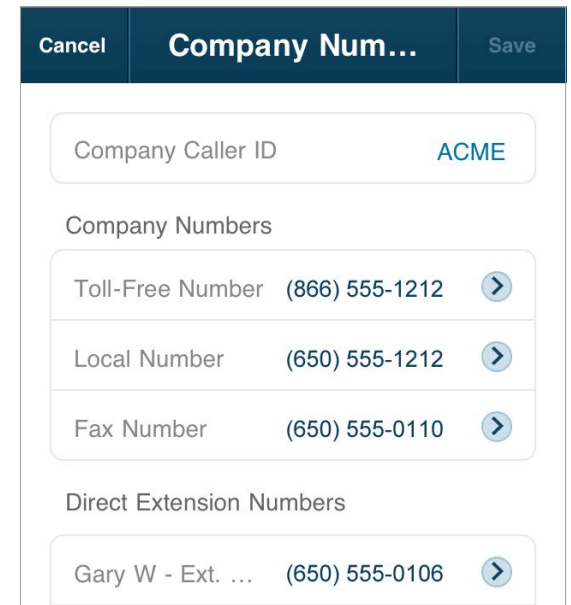


Company Number

Tap **Settings > Phone System > Company Number** 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.



- 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

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 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 department) or to the Auto-Receptionist.
- Which extension is assigned to this number.
- You can also delete this number.

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.

Cancel	Direct Extensio...	Save
Number		(650) 555-0106
Number Type		Voice and Fax 
Calls to this number will be connected to:		
Auto-Receptionist		
Extension		
Select extension:		
Billing		Ext. 3

Use an Existing Number (Porting and Forwarding)

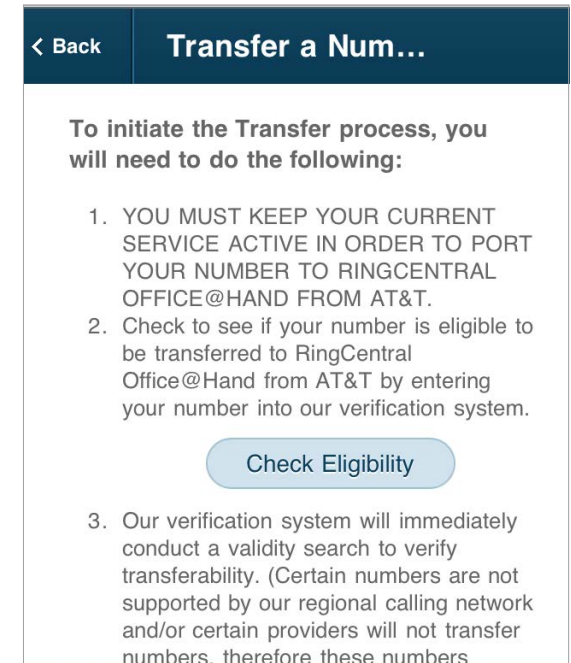
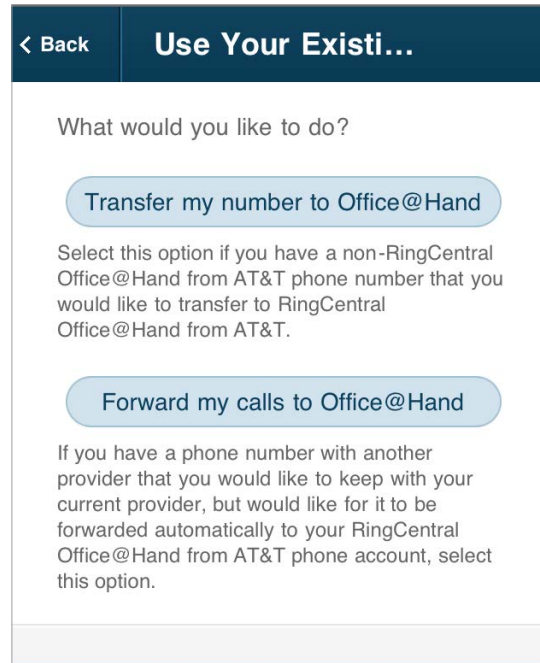
You can transfer (port) eligible existing phone numbers from your current provider to your Office@Hand service, and you can forward calls to an existing number to your Office@Hand number.

To transfer an existing number

1. At the bottom of the Company Number page, tap **Use an Existing Number**.
2. Tap **Transfer my number to Office@Hand**, then tap **Check Eligibility**. If your number is transferable, tap **Email Me Instructions**. Office@Hand will send you directions for completing the transfer process.

To Forward your Calls

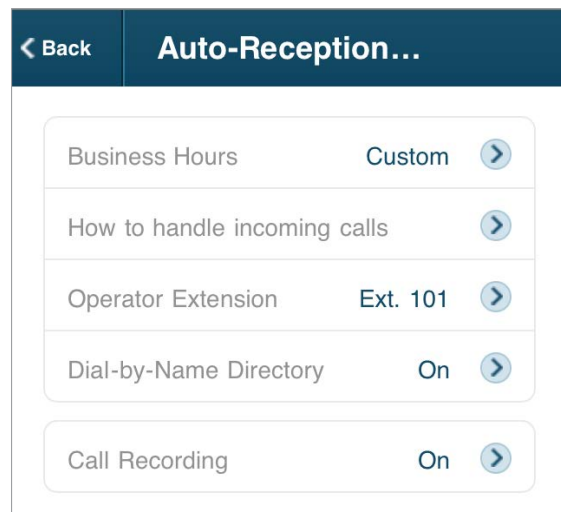
Forward calls to an existing number to your new Office@Hand number. From the **Use an Existing Number** screen click **Forward my calls to Office@Hand**. Fill in the existing number you wish to transfer, and follow the detailed instructions.



Auto-Receptionist Settings

The auto-receptionist settings determine how incoming calls are handled for your company.

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



Company Business Hours

On the Auto-Receptionist screen, tap Business 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 Company Incoming Calls

Tap **How to handle incoming calls**. Here you decide how to greet and route incoming company calls during your company's business hours and after hours.

1. From the **Phone System** screen, click **Auto-Receptionist**.
2. Tap **How to handle incoming calls**.
3. Select the **Business Hours** tab (if available).

4. Select **Play company greeting** if you'd like callers to hear a default or custom greeting. You can then 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.

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

Follow these steps to record a new company greeting through your telephone.

1. From the Phone System screen, select **Auto-Receptionist**.
2. Select **How to handle incoming calls**.
3. Select the **Business 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**.

Company Dial-by-Name Directory

The Dial-by-Name Directory allows callers to find user and department 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 **On**.
4. Tap **Extensions** in Directory.
5. Deselect any extensions to be excluded from your company's Dial-by-Name Directory. This list includes both user extensions and department extensions.
6. 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.
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 Directory 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 department they wish to call. The system will connect them, or offer additional options if there is more than one choice.



Company Call Recording

Set **Call Recording** to **On** to enable all your users to record calls on demand by pressing ***9** while on a call. Users can find their recorded calls in their **Messages Inbox**.

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.

Office@Hand 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.

Manage Department Settings

The next item on the Company Phone System screen is Departments.

Add departments, edit your department settings, add department greetings, department call-handling rules, and notifications of voicemails, faxes, and missed calls to the departments.

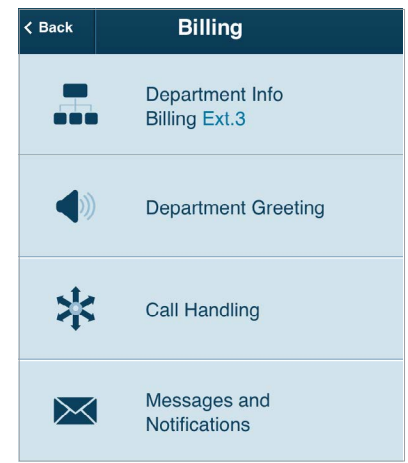
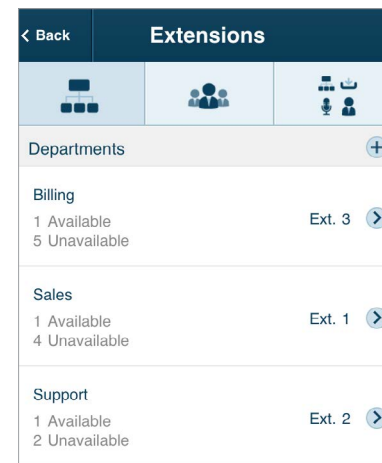
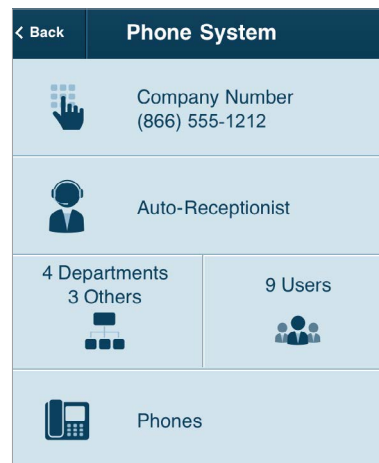
To access department settings, from **Settings > Phone System**, tap the **Departments** square.

This screen that appears is called **Extensions**. The leftmost icon stands for **Departments** – the middle icon is **Users**, and the rightmost icon puts both departments and users together on a single screen.

Tap the leftmost, **Department**, icon. Tap a particular **Department** (in the screen shot here, the Billing Department) to edit its current settings.

From this screen you can edit **Department Info**, the **Department Greeting**, **Call Handling**, and **Messages and Notifications**. We'll look at each in turn.

Tap **Department Info** to manage basic settings: department **extension number**, **name** (and its **pronunciation**), the **email** address of the department manager, the **department members** and their **availability**, the department **address**, and the department **business hours**. Tap a setting to edit.



Department Info [Cancel] [Save]

Extension 3

Extension Info | Direct Numbers

Extension Number: 3

Extension Name: Support

Pronounced Name: >

Email: bob@acme.com

Department M...: 6 >

Members Availability: 1 available >

Address: >

Business Hours: 24 hours >

[Resend Welcome Email]

[Delete Extension]

Department Info: Scroll down to see the lower half.

You can also delete this department extension from this screen. **Resend Welcome Email** appears in this screen until the person you assigned as Department Manager confirms by clicking their welcome email and creates their department manager account – you can click this button if the assigned person did not receive their email.

Tap **Save** or **Cancel** when finished.

Add or Remove Department Members

On the **Department Info** screen, tap **Department Members**. Tap employee names to add them to the department members list, or tap to clear and remove them. When you're finished, tap **Back**.

< Back | **Department Me...**

Billing | Ext. 3

Select department members:

Gary W	Ext. 103	<input checked="" type="checkbox"/>
Jane D	Ext. 102	<input checked="" type="checkbox"/>
John S	Ext. 101	<input checked="" type="checkbox"/>
John X	Ext. 107	<input type="checkbox"/>
Mac M	Ext. 108	<input type="checkbox"/>
Mary G.	Ext. 105	<input checked="" type="checkbox"/>
Peter P.	Ext. 106	<input checked="" type="checkbox"/>

Viewing Department Members Availability.

Members Avail...	
Ext.103 - Gary W	Unavailable
Ext.102 - Jane D	Available
Ext.101 - John S	Unavailable
Ext.105 - Mary G.	Unavailable
Ext.106 - Peter P.	Unavailable
Ext.104 - Tom B.	Unavailable

[Refresh](#)

In the Department Extensions middle panel (**Settings > Phone System > Departments > Extensions**), click the Dept tab icon. Note that for each department there is a count of Available and of Unavailable members/extensions. For example, **Billing** shows *1 Available/5 Unavailable* and **Sales** shows *1 Available/4 Unavailable*.

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

Click on the **Department > Department Info > Members Availability** to see a list of the department members marked as Available or Unavailable.

Department Member Availability and Wait Time Settings.

Cancel	Members Avail...	Save
Time to wait for m... 1 min		
Maximum time to wait for a department member before trying the next member		
Post-call wrap-up... 15 sec		
Minimum post-call wrap up time before agent's status is automatically set available		
Maximum hold time 3 min		
Maximum hold time to wait for an available department member		
Max. callers waiting 10		

Go to **Settings > Phone System > Departments**, select a **Department**, and tap **Call Handling**.

Scroll down and tap **Member availability and wait times**.

Options on this menu determine how inbound calls to the department are handled, depending on the availability of the department members, and how long it takes to connect to a given member.

Options are:

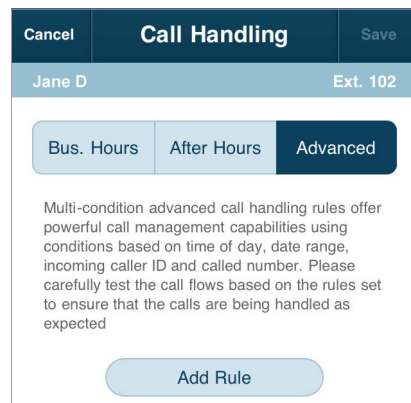
- Maximum time to wait for a department member to answer a call before trying the next member in the department rotation order, in minutes.
- Minimum post-call wrap-up time before agent's status is automatically set to available, in seconds. You can give the department member some time to handle the results of the call, such as making notes.
- Maximum hold time to wait for an available department member, in minutes, before transferring the on-hold call to the next member.
- If the number of callers waiting exceeds (number), you can either send the next callers directly to voicemail, or disconnect after telling new callers of the heavy call volume.

Advanced Call Handling for Departments: Adding Rules

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

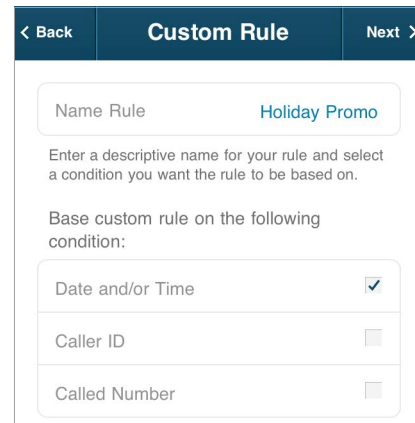
To create a Rule for a specific Department, go to **Settings > Phone System**, tap **Department**, then tap a specific department.

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**.

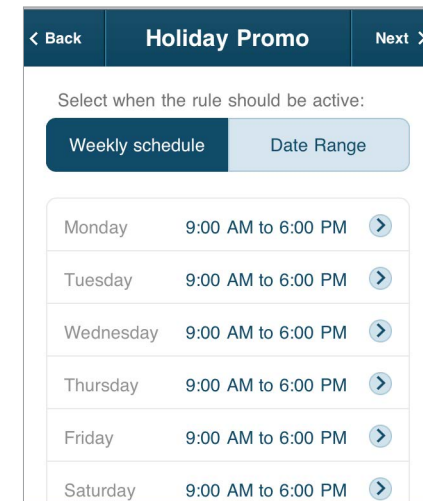
If you selected **Date and/or Time** as your Rule condition, now select a **Weekly Schedule**, with specific times for each day if you wish. Or select a **Specific Date Range**.

Then tap **Back**, view your Conditions Summary, then 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 department **Auto-Receptionist**.

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



Tap **Next**.

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 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. 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.

Department Business Hours

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

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

Department Greeting

Tap **Department Greeting** to edit the greeting customers hear when they call the department number.

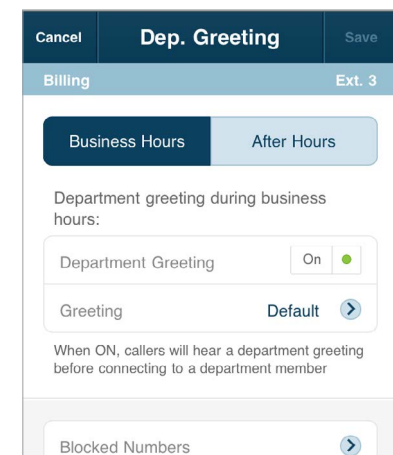
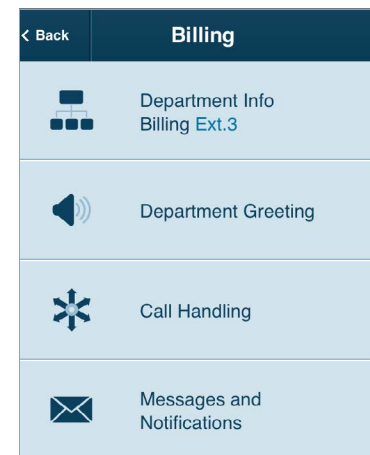
To edit the greeting heard during business hours, tap the **Business Hours** tab; or tap the **After Hours** tab to edit the greeting callers will hear when your department is closed.

In each case, turn **Department Greeting** on or off. When *On*, callers will hear the department greeting before they connect with a department member. When *Off*, callers will just connect directly to the department member according to the call-handling rules you've set up.

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

To edit the department greeting, tap **Greeting**.

Review the text of the default greeting. Tap **Play** to hear it.



To record a custom department 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.

Department Call Handling

Department call handling includes deciding the order in which calls are transferring to department members; the music that is played while connecting the call; and department member availability and wait times. To access and edit these settings, tap **Settings > Phone System > Departments** and select a department.

Tap **Call Handling**.

Department Call Handling during Business Hours

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

Tap **Rotating** to set calls to rotate among available department members.

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

Tap **Sequentially in fixed order**, then tap **Specify fixed order** and decide the order by taping the up and down arrows to move department member names up and down the list. Tap **Back**.

Tap **Music While Connecting** to **On** to select the music that will keep department 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**.

Department 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 department 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 department business hours from the default 24 hours setting.

Department Messages/Voicemail Greetings

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

Tap **Messages and Notifications**.

Tap **Business Hours** or **After Hours**.

Tap **Voicemail Greetings**.

Choose a default greeting, or record a custom greeting.

To view the script of the default voicemail greeting, tap **Voicemail Greeting**, then tap **Default**. To hear the greeting, tap **Play**. If you want to keep the default voicemail greeting, tap **Save**.

To record a custom department voicemail greeting:

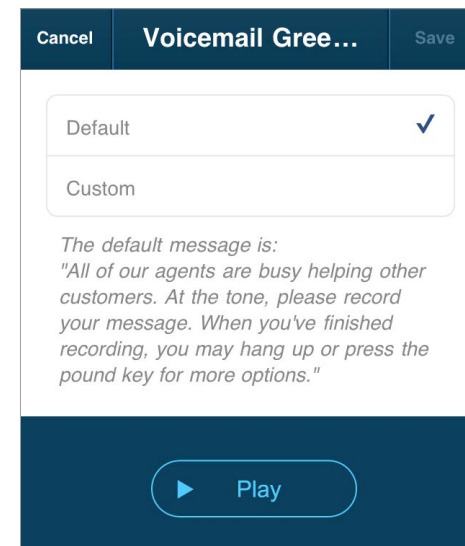
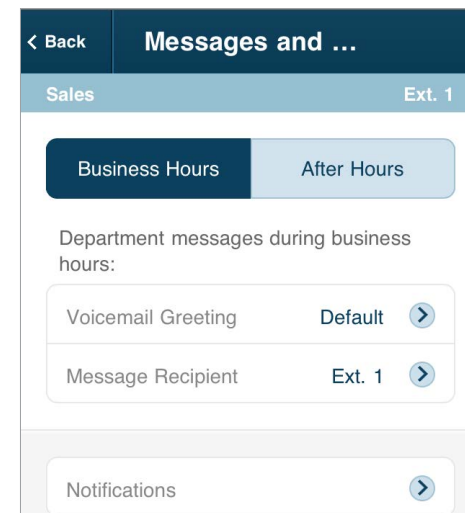
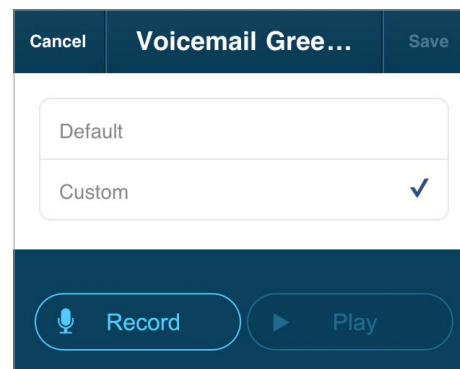
1. Tap **Custom** and then tap **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.

You can designate a department member to receive voicemail messages. By default, Office@Hand saves voicemail messages to a department 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 department member as message recipient, department messages will no longer be saved to the department voicemail box.

Back at the Messages and Notifications screen, tap **Notifications** to receive alerts when department voicemail or faxes are received, or there are missed calls to this department number; have such notificationis sent to a specific email address, and/or as text messages to a specific phone number.



Create a Department 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:

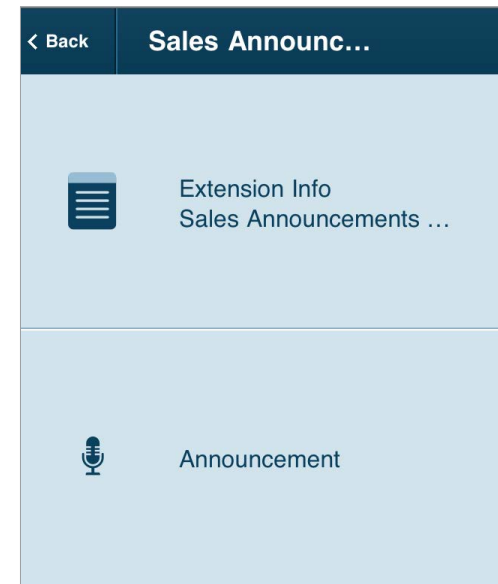
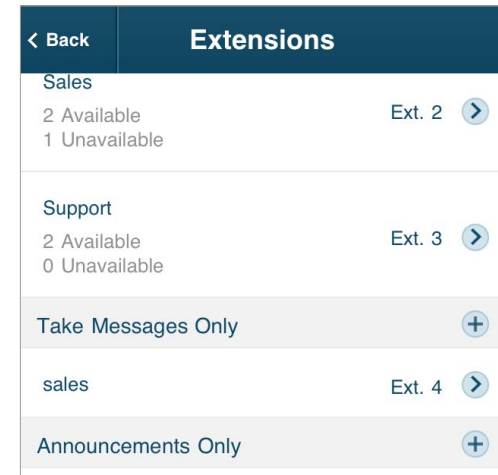
1. On the Settings screen, tap **Departments**.
2. Scroll down the **Extensions** screen and tap the + next to **Announcements Only**.
3. Enter an extension number and name.
4. When you're finished, tap **Save**.

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



Create a Department Take-Message-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 take-messages-only extension:

1. From the Settings screen, tap **Departments**.
2. To the right of **Take Messages Only**, tap the **+**.
3. Enter an extension number and name.
4. When you're finished, tap **Save**.

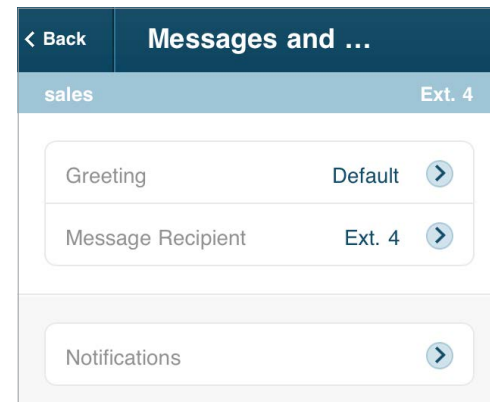
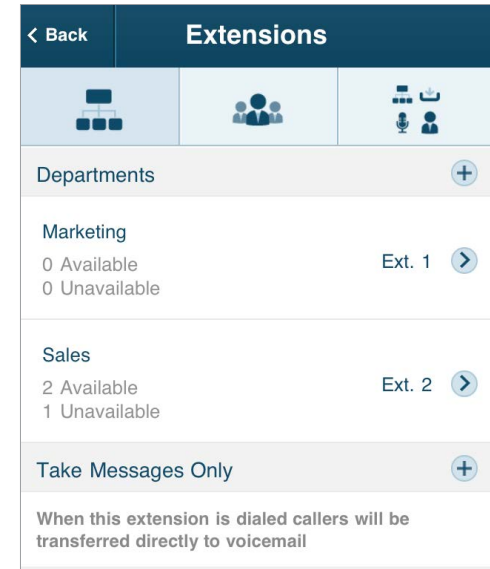
Next, create the greeting for your new messages-only extension. Under **Take Messages Only**, tap the extension name you've just created, then tap **Messages**. Tap **Greeting** to review the text of the default greeting. To listen to the message, tap **Play**. If you want to use the default announcement, 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 have them delivered to a designated employee. To select a message recipient, tap **Deliver Message To**, select an employee extension, then tap **Save**.

Tap **Notifications** to have email or text messages sent to a designated email address or phone number when messages come in to this number.




Add a Department

To add a new Department:

1. Go to **Settings > Departments** and tap the **+** to the right of the word Departments.
2. Fill in the form: Give the new department an Extension Number, enter the name of the department in Department Name, and add the email of person you wish to designate as manager of this department. This person will receive a welcoming email with instructions for creating their Department Manager account. The Department Manager will receive inbound Department faxes, emails, voicemails, and notifications, and can make changes to this Department Info screen.
3. Check off those you wish to add as Department Members.
4. Click **Save**.
5. Back at the Departments listing, you can make additional edits to the new Department by clicking the name of the department you just created, then tapping Department Info, and adding information such as the Business Address, check the Pronounced Name and make adjustments if you wish, and set Business Hours for this department. You can also re-send the Welcome Email message to your assigned Department Manager if needed.
6. To add a dedicated local or toll-free number for the department, click the tab Direct Numbers at the top of the Department Info screen, then click Add Direct Number and choose a number. If adding the number requires additional charges, you will get an Order Confirmation screen to review. Click **Confirm**.

7. Click **Save**.
8. Back at the department's main page, you can add department Greetings, department Call Handling, and department Messages and Notifications, following the process described above in Manage Department Settings
9. and **Department Greeting**

Cancel	Add Department	Save
 Extension 3		
Extension Number		3
Department Name		Support
Manager Email		bob@acme.com
Select department members		
Jane D	Ext. 102	<input checked="" type="checkbox"/>
Tom B	Ext. 104	<input checked="" type="checkbox"/>
Gary W	Ext. 103	<input type="checkbox"/>

Manage User Settings

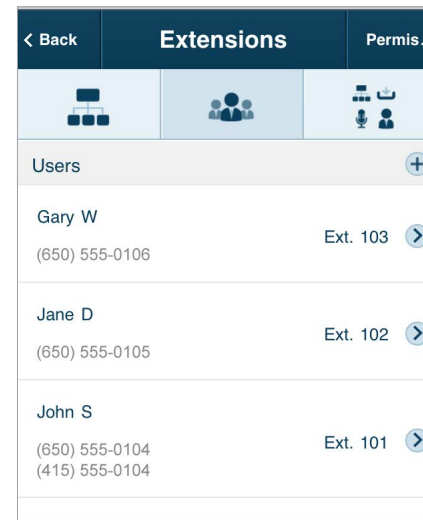
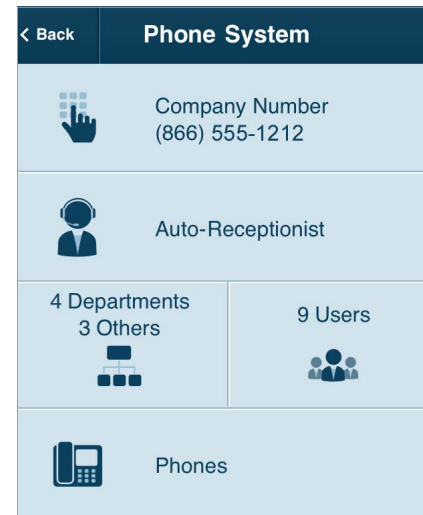
You can edit any of the settings for your users, and for yourself as a user. Your users can also edit most of their own settings. You can also add new user extensions when employees join your company.

NOTE: To manage user settings for yourself, tap **Settings > My Extension Settings** instead of **Phone System** in the steps below.

To edit existing extension settings, from the **Settings** screen, tap **Phone System > Users**.

From this **Extensions** menu:

- Edit an existing user/extension by tapping a specific User, then tap **User Info**. Tap the appropriate rows to make changes to the extension number, first and last name, and email address.
- From the **Extensions** menu, add a new user/extension by tapping the **+** sign. Then enter or accept the new user's extension number, enter first and last name and email address of the user. Tap **Add Direct Number** to get a direct-dial number for the user, rather than going through an extension.
- **NOTE:** New users will receive an Office@Hand welcome email containing account setup instructions.
- Tap **Delete Extension** to remove a user extension.

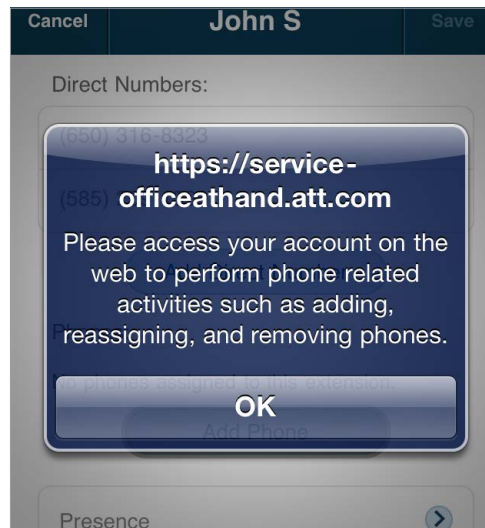
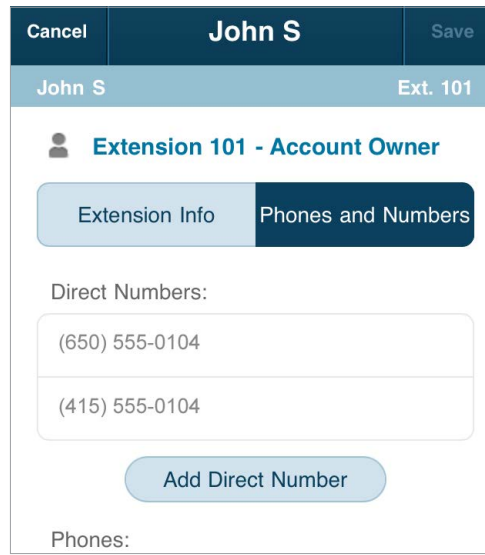


User Phones and Numbers

To review and add direct numbers and phones for a user, tap **Settings > Phone System > Users** and select a **User**, then tap **User Info**. Tap **Phones and Numbers**.

Here you will find listed the user's direct numbers, if any. You can tap **Add Direct Number**, then select a **Local Number** in an area code of your choice, then tap **Next** and confirm any additional charges.

Tapping the button **Add Phone** will produce a popup message that adding, reassigning, and removing desktop IP phones must be done through your Office@Hand account on the Web.



User 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 extensions are in use or on hold, with the user's permission.

Administrators can use their Smartphone App to set permission to share a user's presence status with colleagues by going to the user's **Phones and Numbers** screen, scrolling down, and tapping **Presence**. You can set your own Presence by selecting your name/extension as well.

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 RingCentral by clicking Add Phone.* As an Administrator, you can add Presence-enabled phones.

If the user does have a Presence-enabled desktop IP phone, its Presence lights will be displayed as shown above. The first two lights 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.

Now tap **Permissions**.

Tap **Share my presence**. When **On**, this allows other users to see the 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.

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	>

Cancel	Presence	Save
Share my presence		On <input checked="" type="checkbox"/>
Allow other users to see my presence		
Users permitted to pick up my calls:		
Gary W	Ext. 103	<input checked="" type="checkbox"/>
Jane D	Ext. 102	<input checked="" type="checkbox"/>
John X	Ext. 107	<input type="checkbox"/>
Mac M	Ext. 108	<input checked="" type="checkbox"/>

User Call Screening, Greetings, On-Hold Music

You can manage a user/extension's call-screening rules, and update the user's extension greeting and adjust on-hold music.

Go to **Settings > Phone System > Users** and select a user. Tap **Call Screening**.

1. Turn on **Extension Greeting** and tap **Greeting** to select the **Default greeting** or create a Custom greeting.
2. Turn on **Call screening** during business hours and choose to ask callers to say their name before connecting if Caller ID is not present, if the caller is not in the user's Contact list, or **Always**.
3. Turn on **Music While Connecting**, and select the style of music to be played to the caller.
4. Turn on **On-Hold Music** and select the style of music to be played to the caller.
5. Tap **Blocked Numbers** and decide whether to block callers with no Caller ID, and whether to block specific phone numbers or area codes. You can also block calls coming from pay phones. Select the automated message such callers will hear.
6. Tap **Save**.

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

NOTE: If Call Handling for After Hours is set to send callers directly to voicemail, or to play an announcement and then hang up, there will be no options for Call Screening for After Hours.

To record a custom greeting for the above settings:

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.

User Call Handling

To review, set, or edit a user's call-handling rules, go to **Settings > Phone System > Users** and tap a specific user. Then tap **Call Handling**.

On this screen you can review **Business Hours** and **After Hours** settings.

Business Hours Call Handling

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

- Your Office@Hand extensions are listed first. Tap **On** for the ones you want to ring during business hours.
- Tap **Ring my existing numbers** to add non-Office@Hand numbers you may have, such as your home phone.
- 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.
- 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 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

Tap **After Hours** in user **Call Handling**, then select:

- Send callers to voicemail – you will be able to create a custom voicemail message.
- Play announcement and disconnect – you will be able to create a custom announcement.
- Forward Calls to a specified number.
- Unconditional Forwarding, which sends calls directly to a specified number without applying any call-handling or call-screening rules.

Advanced Call Handling Rules

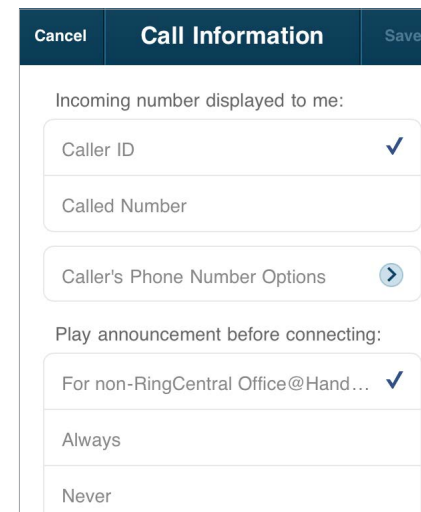
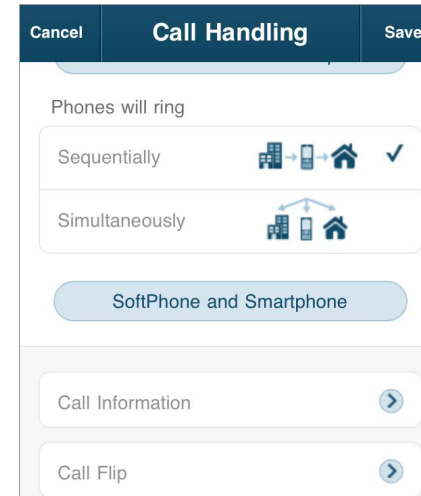
You can add multi-conditional advance call-handling rules to user extensions, bringing powerful call-management capabilities using conditions based on time of day, date range, Caller ID, and/or called number.

For step-by-step instructions for adding a Rule for a User extension, see the discussion in [Advanced Call Handling for Departments: Adding Rules](#)

Call Information

At the bottom of the **User Call Handling** screen, tap **Call Information** to set how inbound calls will be displayed to you on your device – helpful for distinguishing business calls from personal calls.

- **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.
- Alternately, you can 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, you hear your name or your department, depending on the number or extension called: “Mary, you have a call,” for example, or “Sales, you have a 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-RingCentral device – such as when calls are forwarded to your home phone.
- 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 the Flip numbers of any user, go to the **Phone System** page (**Settings > Phone System**), click on **Users** and then a particular User. Then click **Call Handling**. Towards the bottom of Call Handling, click the **Call Flip** bar.

You will then see a list of numbers/devices assigned to that user (including desktop IP phones, cell phones, and Softphone), with a Flip number beside each. The arrows let you move a device up or down to change its assigned number.

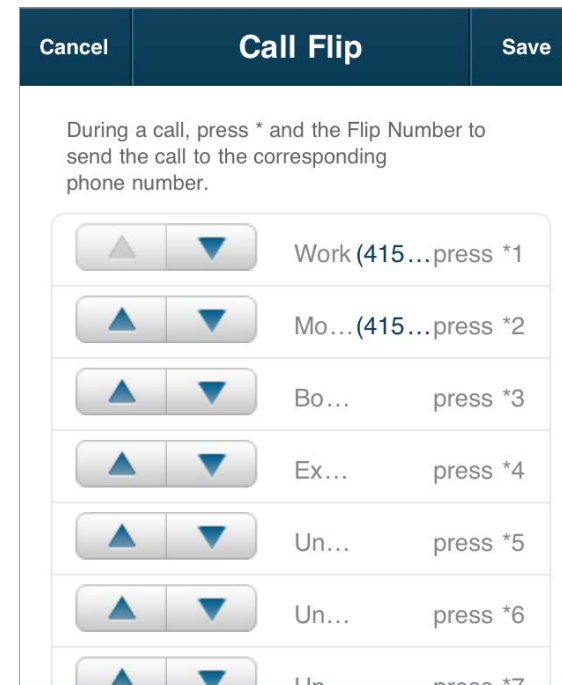
To add numbers to a Call Flip list

On the user's Call Handling page use **Ring my existing phone numbers**, and turn on the devices you want to use, and type in additional phone numbers and tap them **On**. Check the box next to each device you want to appear on the Call Flip list. Now click **Save**.

Back at the **Call Handling** screen, tap **Call Flip**, where 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.)

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, clicking *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.



User Voicemail Messages

Messages lets you use a default or create a custom message to play to callers when sending them to voicemail, or to say you're unavailable and then disconnect the call.

In **Phone System > Users >** tap a specific user, then at the bottom of the user's screen tap **Messages and Notifications** to edit that user's voicemail greeting for business-hours and after-hours. To accept voicemail from callers, turn on **Take Messages**.

To edit your voicemail greeting, tap **Voicemail Greeting**. You can choose a default greeting or you can record a custom greeting.

Review the text of the default greeting. Tap **Play** to listen to it. If you want to keep the default voicemail greeting, tap **Save**. Or you can record a custom voicemail 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).
3. Tap **Call Now**.
4. Office@Hand will call you and prompt you to record your greeting.

Tap **Message Recipient** to change who will receive such voicemail messages received during business hours.

If you are unavailable, turn off the **Take Messages** setting, then edit the **Unavailable Greeting** message.

The screenshot shows a mobile app interface for editing voicemail settings. At the top, there are three buttons: 'Cancel', 'Messages and ...', and 'Save'. Below this is a header for the user 'Gary W' with 'Ext. 103' on the right. There are two tabs: 'Business Hours' (selected) and 'After Hours'. Under 'Business Hours', there is a section 'Voicemail during business hours:' containing three rows: 'Take Messages' with a toggle set to 'On', 'Voicemail Greeting' with a dropdown set to 'Default', and 'Message Recipient' with a dropdown set to 'Ext. 103'. At the bottom, there is a 'Notifications' section with a dropdown arrow.

Notifications

At the bottom of the **Messages and Notifications** screen, tap **Notifications**. Here you or the user can be notified by email or text message of your choice of events: voicemail, received faxes, missed calls, or fax transmission result messages. Tap the events for which you want notification, then enter the email address to receive the notifications – usually this would be the user, but it could be you or a receptionist.

To get notifications by text message, tap **Text Messages** to **On**. If no number is shown, tap **Add Phone Number** and enter the phone number to receive the text messages. Select the carrier for that phone number. This ensures that the text message is sent through that carrier’s texting system.

Cancel	Notifications	Save
Send me notification for:		
Voicemail	On	<input checked="" type="checkbox"/>
Received Faxes	On	<input checked="" type="checkbox"/>
Missed Calls	Off	<input type="checkbox"/>
Fax Transmission Res...	On	<input checked="" type="checkbox"/>
Send notification via:		
Email Message	On	<input checked="" type="checkbox"/>
Email	bob@acme.com	

User Permissions – Making Users into Administrators

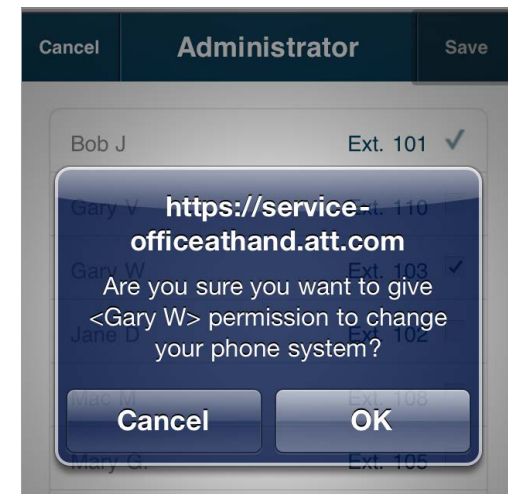
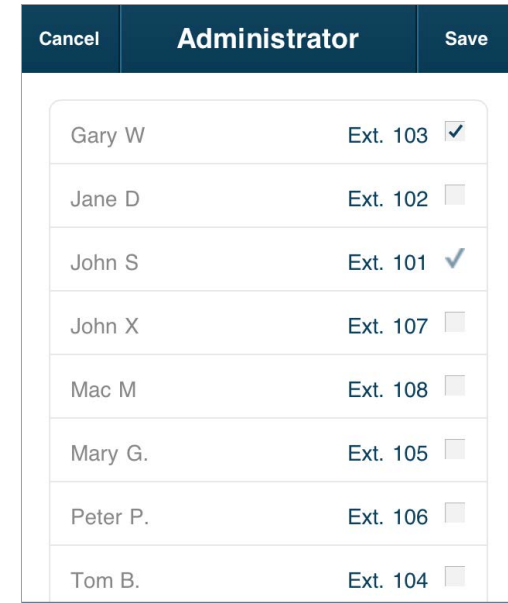
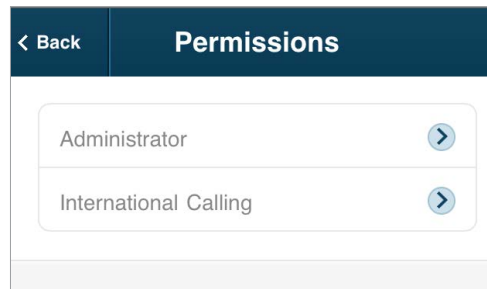
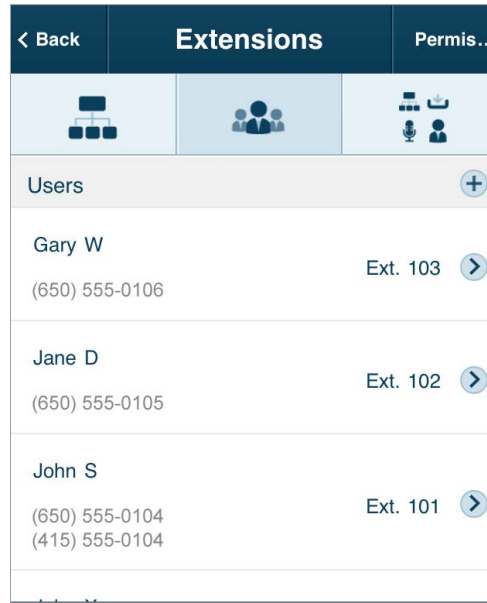
Tap **Settings > Phone System > Users** and at the top of the screen, on the right side of the blue bar, tap **Permissions**.

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.

The **Permissions** menu also have a selection for setting International Calling. Privileges for users. See **International Calling**, for details.



Administrator Settings

In addition to your settings as a user, which are managed the same as other Users as described earlier, there are special settings for Administrators: Billing; My Extension Settings; and Application Settings.

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

Only Administrators can set and change **Company** settings.

Administrators can create new **Departments** and edit existing Department settings. Department Managers can edit settings for their Departments.

Administrators can make another user into an Administrator.

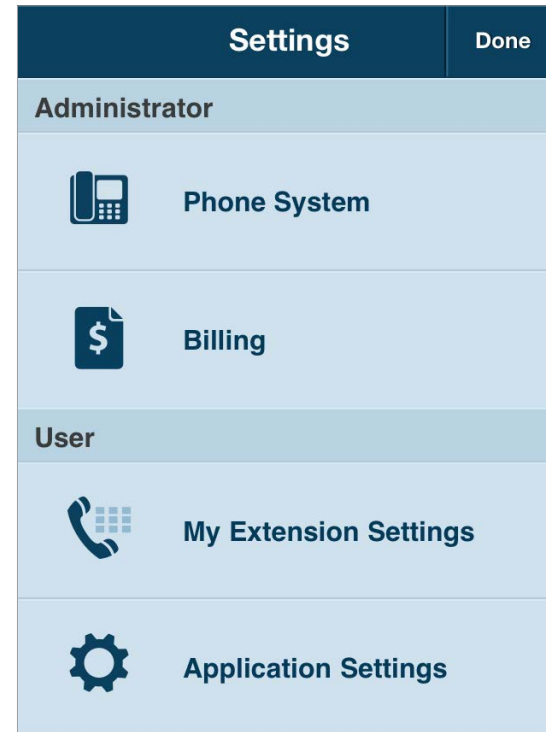
Only Admins can **purchase** new desktop IP phones – and only from the service web site.

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

Administrators can turn on **Call Recording**.

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

Let us review the Billing section.



Billing

Service Plan

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

NOTE: A **Premium user** has access to all the capabilities of your phone system, including making both inbound and outbound VoIP

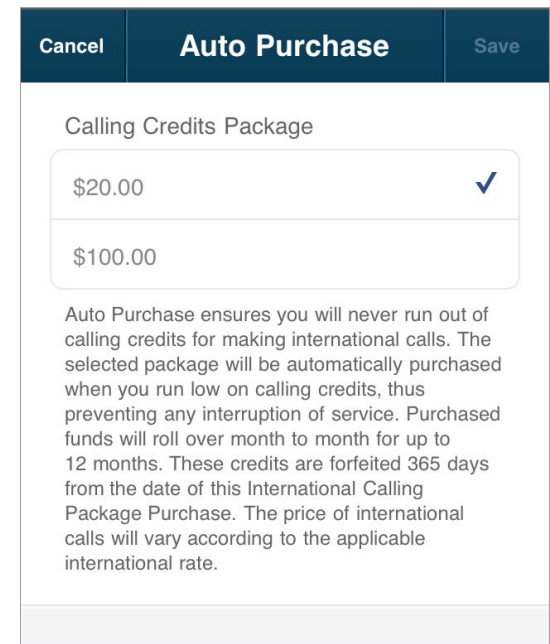
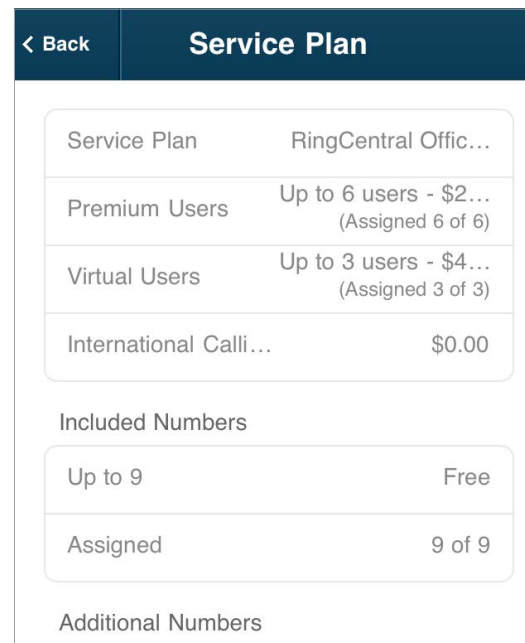
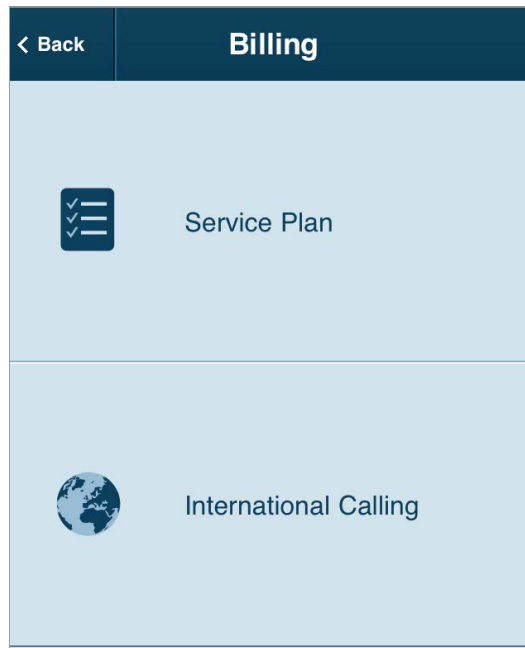
calls from desk phones and from the Softphone. A **Virtual user** can *receive* incoming calls on existing phones, and place and receive VoIP calls from their smartphone. Virtual users cannot use desk phones, or use VoIP to make calls from the Softphone.

Click the **Change Plan** button to manage your service plan, including the number of your Premium Users and Virtual 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 automatically renewed 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 all 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**.

Permissions also lets you assign Administrator rights to other users. See [User Permissions – Making Users into Administrators](#) for details.

The screenshot shows the 'International Calling' settings interface. At the top, there is a 'Back' button and the title 'International C...'. Below the title is a button labeled 'Disable International Calling'. There are three tabs: 'All' (selected), 'Enabled', and 'Disabled'. A search bar is located below the tabs. The main content area lists countries and their calling areas with associated rates and status indicators.

Afghanistan			
Mobile	937	\$3.08	On <input checked="" type="checkbox"/>
Regular	93	\$3.05	On <input checked="" type="checkbox"/>
Albania			
Mobile		\$1.38	On <input checked="" type="checkbox"/>

The screenshot shows the 'International Calling' permissions screen for individual users. It features 'Cancel' and 'Save' buttons at the top. Below is a list of users with their names, extensions, and checkboxes for international calling permissions.

International C...		
Gary W	Ext. 103	<input checked="" type="checkbox"/>
Jane D	Ext. 102	<input checked="" type="checkbox"/>
John S	Ext. 101	<input checked="" type="checkbox"/>
John X	Ext. 107	<input type="checkbox"/>
Mac M	Ext. 108	<input checked="" type="checkbox"/>
Mary G.	Ext. 105	<input type="checkbox"/>

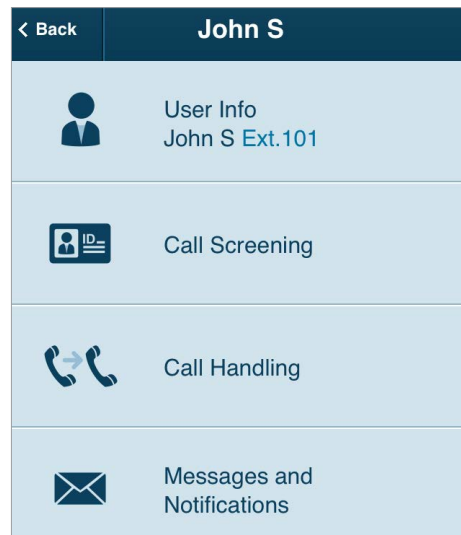
My Extension Settings

Under the Settings menu, the **My Extension Settings** menu is where you access all your own settings. You will find here all the same menus described in the instructions for user settings, above, as applied to your own user/extension settings.

Settings include:

- User Info
- Call Screening
- User Call Handling
- Messages and Notifications

See these topics as discussed above in this document.



Application Settings

The Application Settings menu includes a number of specialty settings:

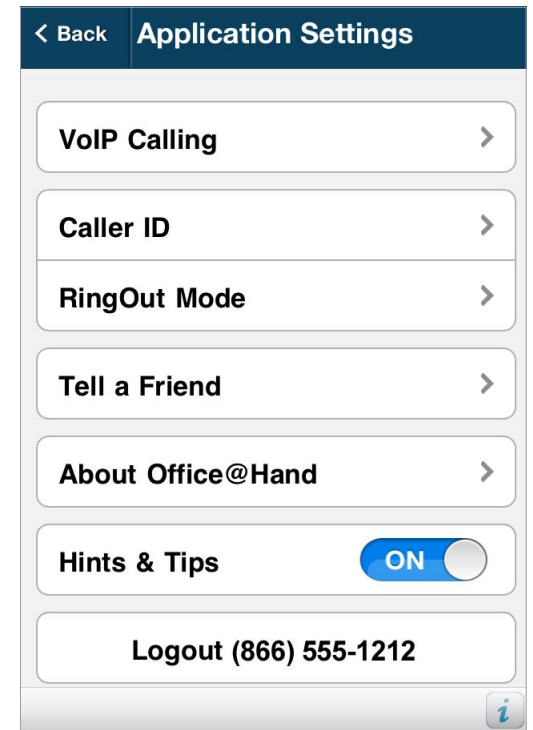
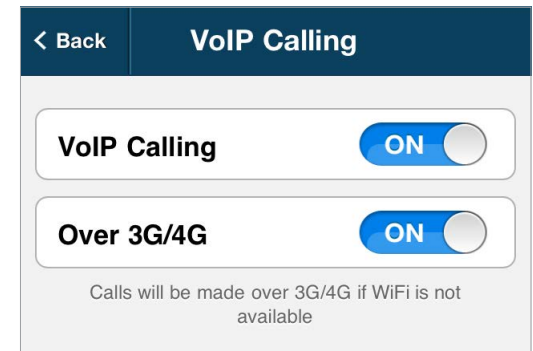
- Voice-over-Internet Protocol (VoIP)
- Caller ID
- RingOut Mode
- Tell a Friend
- About Office@Hand
- Hints & Tips
- Logout

VoIP Calling

Turn VoIP Calling to **On** to allow outbound calls to use WiFi connections, if present. Such calls will not use minutes from your carrier plan if a WiFi connection is available.

Turn VoIP Calling to **Off** to enable RingOut calls (see below). With VoIP off, your smartphone uses your carrier voice plan.

Turn **Over 3G/4G** to **On** to allow calls to be made over carrier 3G/4G if WiFi is not available. Such calls use your carrier's data plan.



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.

Select caller ID to use for outbound calls:	
Local Number	(650) 555-1212
Toll-Free Number	(866) 555-1212
Fax Number	(650) 555-0110
Direct Number	(650) 555-0104 ✓
Direct Number	(650) 555-0105
Direct Number	(650) 555-0106

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 > Application 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.

RingOut Mode

Choose where you would like to take your RingOut calls:

- My iPhone
- Another Phone ✓

Calls you at the phone you select below first, and when you answer, calls your party.

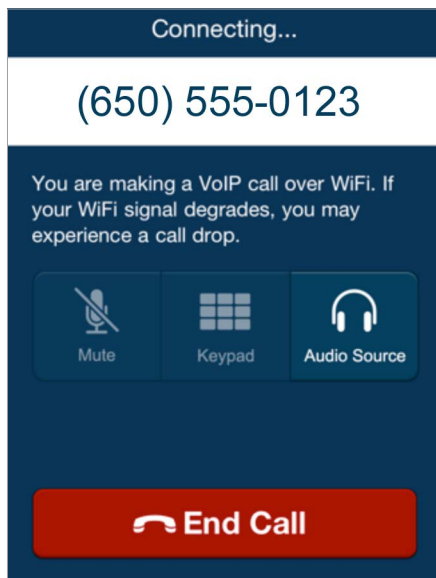
Call me on this phone first:

- ✓ My iPhone (650) 555-0104
- Mobile (650) 555-0105

Add Phone Number >

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.

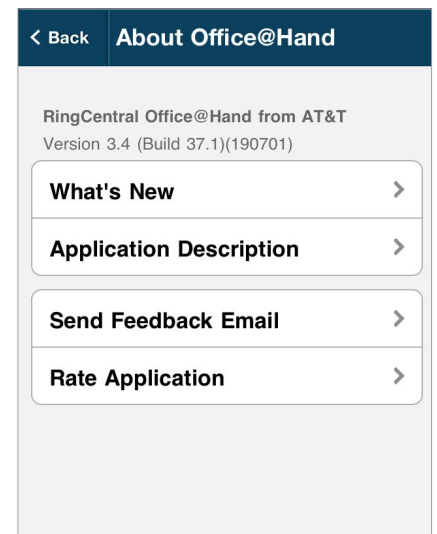
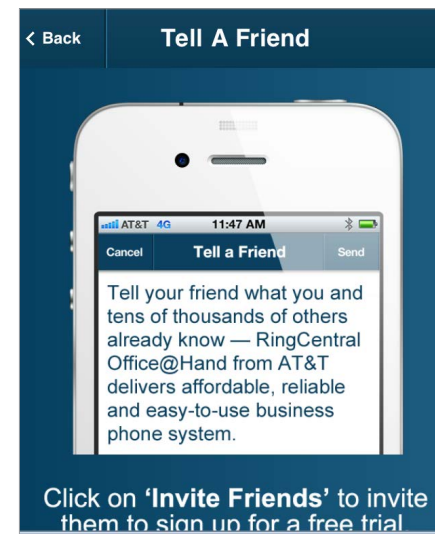


Tell a Friend

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 smartphone app store sites.

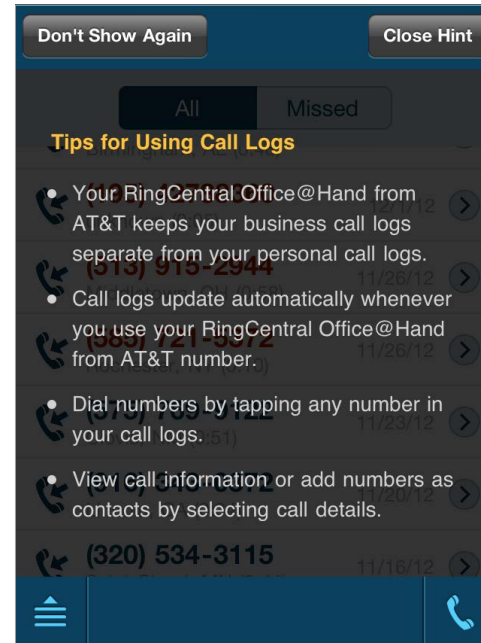


Hints & Tips

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.

Logout

Log out from the phone number and extension displayed.



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.

