RingCentral Office@Hand from AT&T Softphone Quick Start Guide



3. Options C1 € źΞ X



4. Emergency Service Information

E911 (US & E911 Canada)

5. Do Not Disturb



Disables incoming call and message notifications on the Softphone. When enabled, received calls will be logged to the Recent Calls list.

6. Messages/Recent Calls

Shows all voice and fax messages.

Shows all recent calls.

7. Open/Close Keypad

8. Status

Waiting for call appears when the softphone is properly connected.

Tips for best Softphone voice quality

Use a Headset with Microphone

Instead of your PC speakers and external microphone, use a headset with microphone. Recommended models: Plantronics 310 and 340, Cyber Acoustic AC 850, and A4 Tech HS 5P.

High speed DSL, cable, or fiber connection with an upload speed of 90kbps or greater

We provision the Office@Hand DigitalLine® service at the High/Automatic bandwidth setting for better sound quality. If your broadband connection speed is less than 90kbps (and you experience choppy voice quality), you should adjust the bandwidth usage to Low by logging into http://support-officeathand.att.com and clicking on Settings, Phones & Numbers, and then clicking the name associated with the Softphone. Test your PC's speed at http://officeathand.att.com/support/gos-information.html

Run the Audio Tuning Wizard*

Ensure your speakers and microphone are working properly with the Audio Tuning Wizard. Click Menu > Options > Audio and press the Audio Tuning Wizard button to start.

RingCentral Office@Ha	nd from AT&T So	ftphone Options	
Account Information	Audio		
⊞ Dialing 	Sound Devices		
Messages	Speakers:	Windows Default Device	•
- 🔐 RingOut	Recording:	Windows Default Device	•
Synchronize	Ringing:	Windows Default Device	•
		Ring PC Speaker	
Address Book	Audio Tuning	g Wizard Adv	vanced
Calls Messages Faxes Faxes FingOut Galls Synchronize Microsoft Integration Microsoft Integration Address Book Appearance Second	Sound Devices Speakers: Recording: Ringing: Audio Tuning	Windows Default Device Windows Default Device Windows Default Device Ring PC Speaker Wizard Adv	vanced



*Not available for Mac users



Troubleshooting

If the Softphone is properly connected you will see Waiting for call (#8 on the Softphone image). If you are having trouble getting the Softphone to notify you of incoming calls, here is some troubleshooting advice.

Is the Softphone installed and up-to-date?

Windows Instructions

- Click Start > select Control Panel.
- Click Program, then Programs and Phones.
- Check to see if Office@Hand from AT&T is on the list of installed programs.

Softphone Instructions

- You can check your current version by clicking Menu > scroll to Help > About. The build version will be listed.
- If RingCentral Office@Hand from AT&T is not installed or if you are unsure if you have the latest version, you will need to download and install the Softphone. The latest version of the softphone is available in your online account > click on Tools > Softphone.

Control Panel	Programs Programs and Features				
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program select it from the list and then click Uninstall. Change, or Repair				
Turn Windows features on or	to annotation a program, select it north the list and their effect of motally	enanget of nepant			
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Install a program from the	organize ·				
network	Name	Publisher	In		
	MSXML 4.0 SP2 (KB954430)	Microsoft Corporation	4,		
	MSXML 4.0 SP2 (KB973688)	Microsoft Corporation	4,		
	Ø Netwaiting	BVRP Software, Inc	3		
	Network Recording Player	Cisco WebEx LLC	4		
	PO2Micro Flash Memory Card Windows Driver	O2Micro International LTD.	3		
	PO2Micro OZ776 SCR Driver	O2Micro	3		
	OCS Inventory NG Agent 2.0.5.0	OCS Inventory NG Team	4		
	SequickTime	Apple Inc.	5		
	@RealPlayer	RealNetworks	5		
	Section 2017 Secti	RingCentral, Inc	7		
	🤹 Snagit 11	TechSmith Corporation	3		
	Ø Symantec Endpoint Protection	Symantec Corporation	8		
	4 Unlocker 1.9.1-x64	Cedrick Collomb	1		
	WebEx Productivity Tools	Cisco WebEx LLC	4		
	WebEx Recorder and Player	Cisco WebEx LLC	4		
	3 WIDCOMM Bluetooth Software	Broadcom Corporation	3		
	Windows Driver Package - Dell Inc. PBADRV System (09/11/2009 1.0	Dell Inc.	3		
	Mindows Live Essentials 2011	Microsoft Corporation	3		
	Windows Live Mesh ActiveX Control for Remote Connections	Microsoft Corporation	3		
	Windows Media Player Firefox Plugin	Microsoft Corp	9		

Mac Instructions

• In Finder mode, click **Command key** and **F** to search for RingCentral in your applications folder. If the app is installed, it will be listed in the finder.

Softphone Instructions

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Do you have a firewall or proxy server?

If you have a firewall or proxy server, your Softphone may experience difficulties when trying to connect.

STEP1

- On your Softphone, go to Menu > Options
- Expand the Account Information tab on the left. Click on **Connection**.
- Verify that the Local Port value is 5060. If any other VoIP software uses this port value, change the Local Port value to another number between **5060-5090**.

STEP 2

- You will need to configure your router, firewall or proxy server to allow the port number you selected in Step 1 above.
- Refer to your device's user manual for instructions on how to configure your device.

Are you connected to the Internet?

Make sure that you are connected to the Internet. In order for Softphone to notify you of incoming calls, the software must detect an Internet connection.

Do you have Do Not Disturb (DND) turned on?

Do Not Disturb will bypass all features – FindMe, FollowMe, and the Softphone software.

For more information go to US officeathand.att.com | Canada officeathand.att.ca | Customer Support support-officeathand.att.com





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