RingCentral Office@Hand from AT&T

Mobile App User Guide

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RingCentral®

Welcome

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

Download and install the Office@Hand Mobile App to:

- Take business calls and faxes.

- Check your voicemail and received faxes.

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

- Create custom business greetings for business and after hours.

- Set up business voicemail greetings.

- Manage your call-handling and call screening rules.

Get Started Now.

After your organization's RingCentral Office@Hand from AT&T Administrator sets you up as an Office@Hand user, you'll receive an email from **RingCentral Office@Hand from AT&T** with your new company account number (main phone number), your assigned extension number, and a link that will take you to a Web page where you can set up your account password and security questions.

RingCentral Office@Hand from AT&T

Dear Jane D,

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

- Your company's account number is: **(866) 555-1212**
- Your extension number is: **102**

To set up your extension and configure your voice mailbox, please click here or copy and paste the following into your browser:
http://service-officeathand.att.com/service-site/login/main.html?CDXB3420:3A1A0800B84EF64F2FBDF9E4E0EC04B4646C96

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

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

RingCentral ✆ at&t

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

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

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

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

- When you finish this form, you will be offered the opportunity to install the Office@Hand Mobile App; select and install the App appropriate to your smartphone, following your smartphone's procedures for installing apps.

You must use the link provided in the email and create a password to begin using the Office@Hand Mobile App.

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

Express Setup

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

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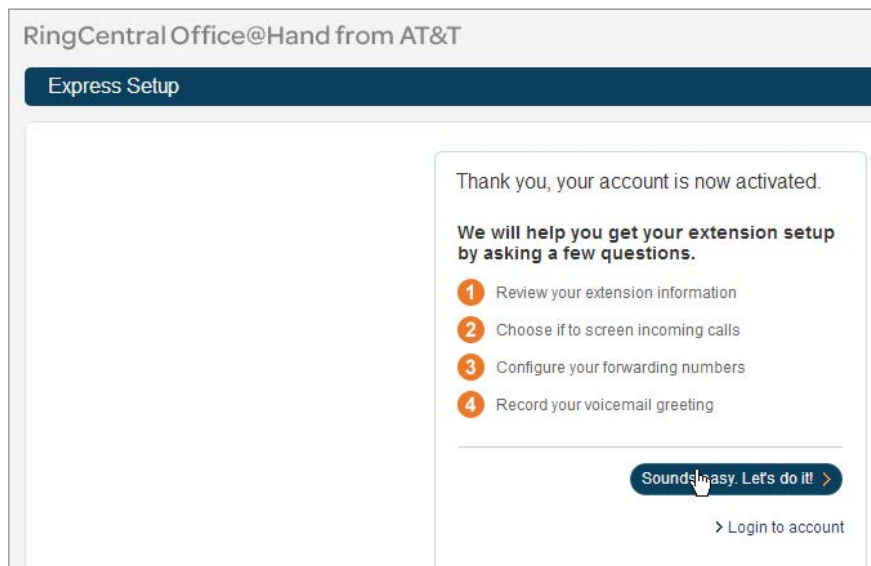
Once you complete Express Setup, you can start using your new Office@Hand phone system right away from your smartphone.

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

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

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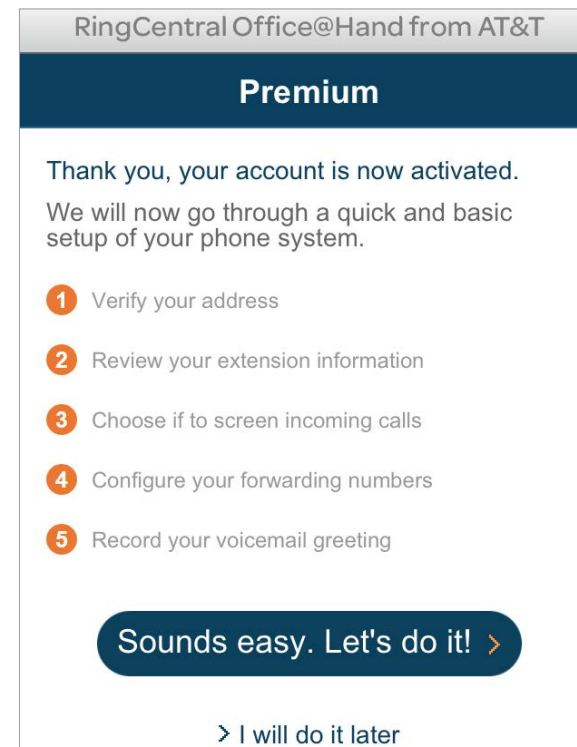
Express Setup begins with the User Info screen (see the desktop and the mobile app views below).

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

Click or tap **Next** when ready.

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

Now tap or click **Call Handling.** (Notice on the mobile app, the previous two items are checked off as completed.)

Here you can have calls that come in to your Office@Hand number or extension ring to any of your Office@Hand phones or other personal phones you may have, in any order you wish. (For numbers with extensions, put an asterisk between them, thus: **[number] * [extension]**. The system will dial the number, pause, then

dial the extension.) Tap the **up** and **down carets** to reorder the phone numbers. Add numbers for **Home** and **Other** if you wish.

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

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

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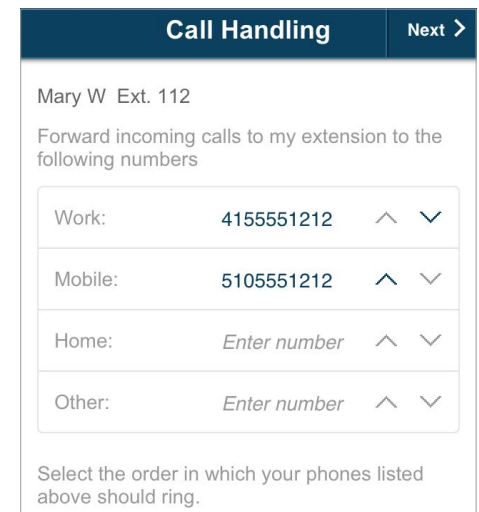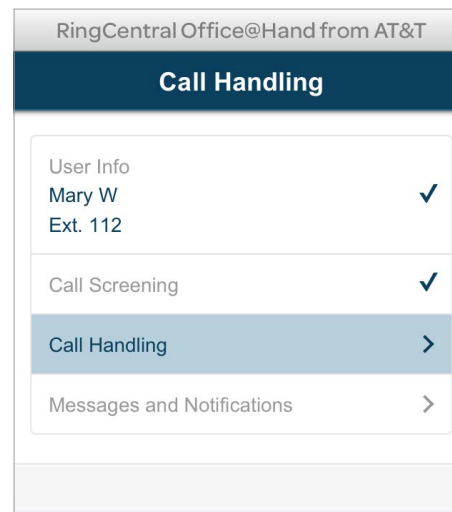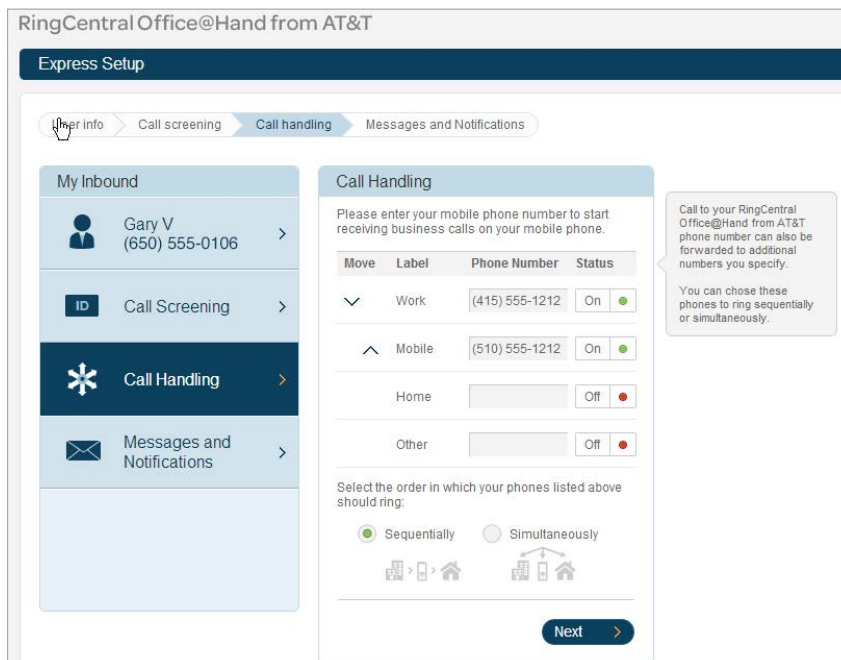
Now set up your voice ail message, which callers will here when going to voicemail. Tap **Take Messages** to turn it **On**, then tap **Default** next to Voicemail Greetings to review the default message and, if you wish, record your own Custom message.

Your custom message is recorded over the phone: Office@Hand calls the number you provide and prompts you to speak your message.

When finished, click or tap **Next**.
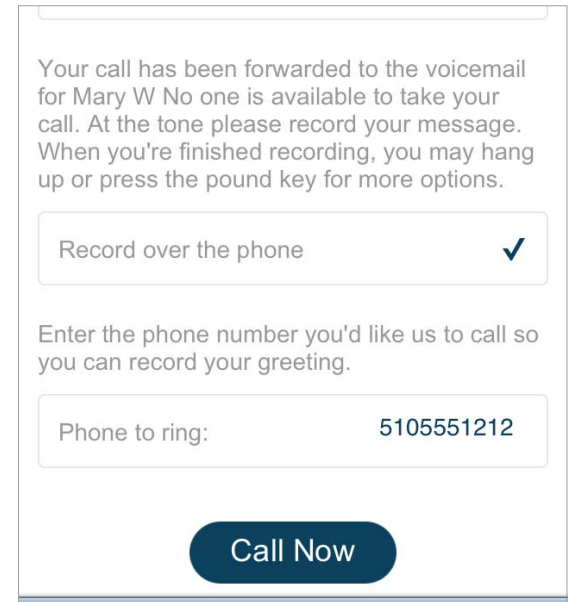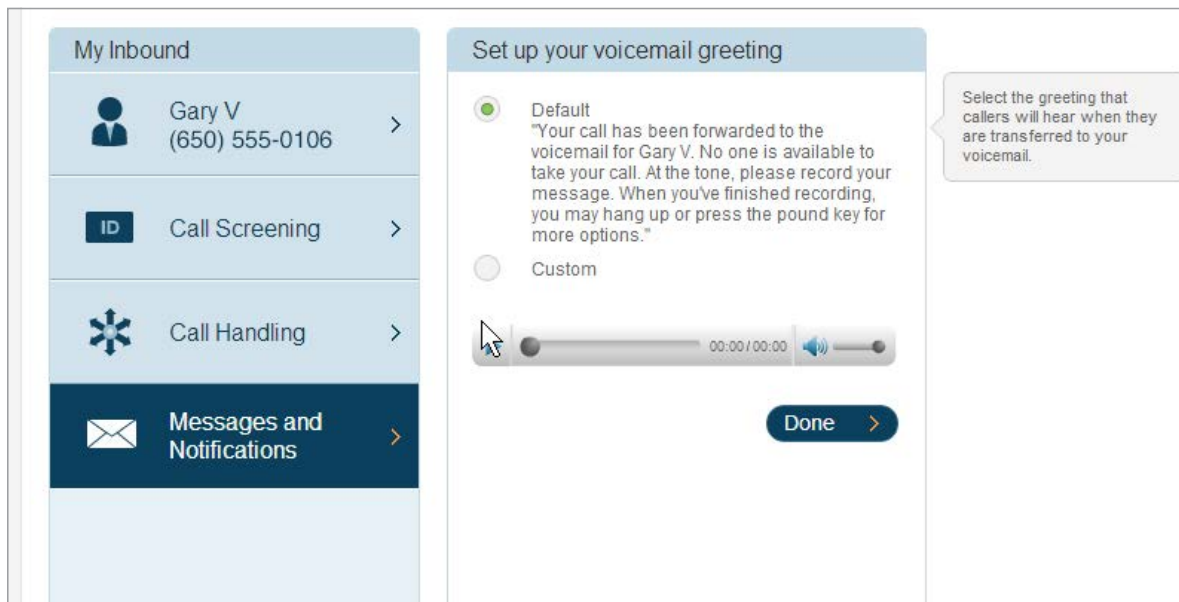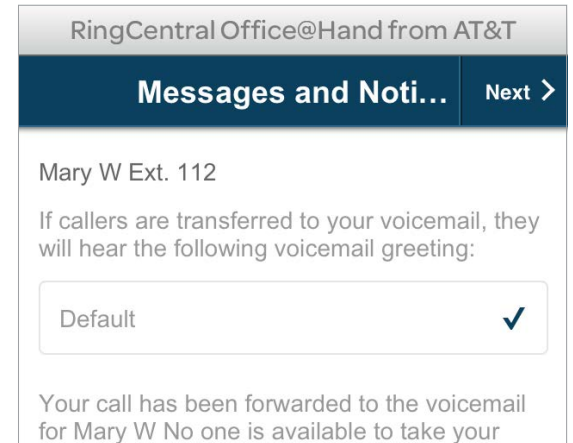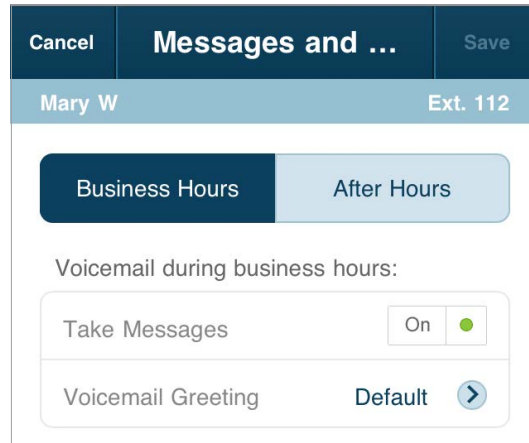
Congratulations – Express Setup is now complete! You can change or update your settings, and explore additional features, by logging in to your Office@Hand online account or your Office@Hand mobile app and following the instructions in the rest of this document.

Log In to your Office@Hand Mobile App

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

When you log in, you will see the Messages screen.
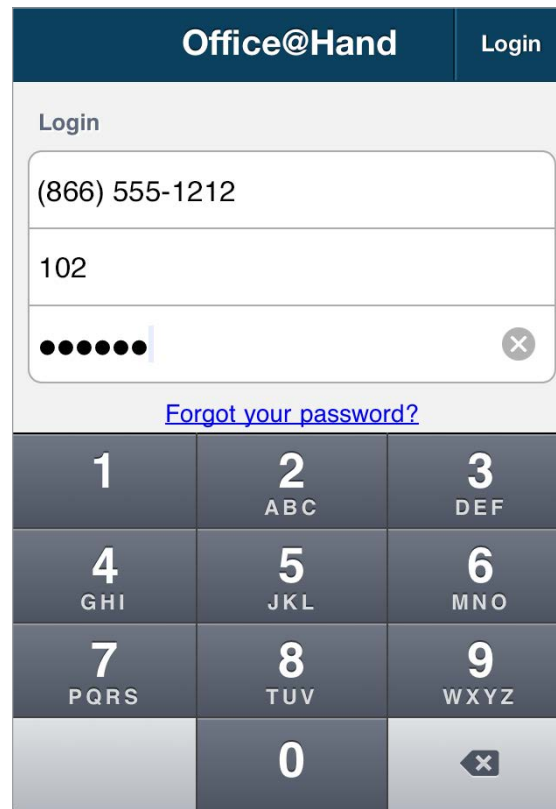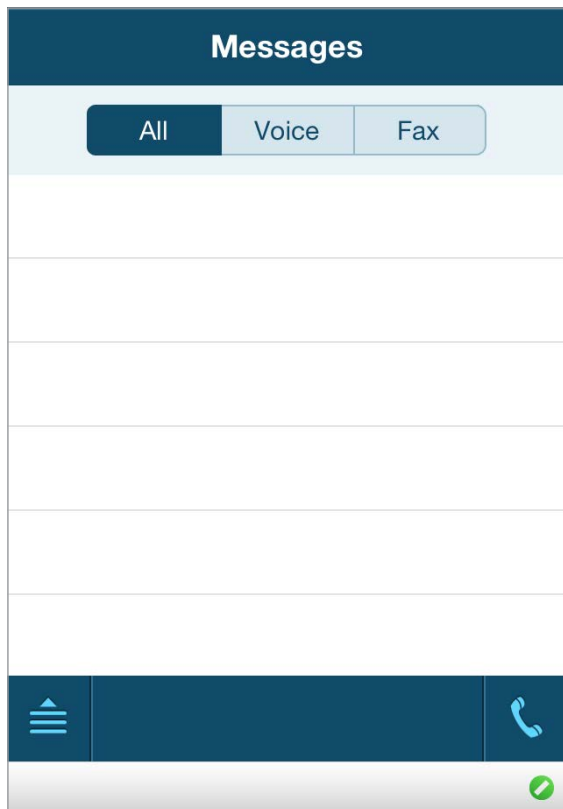
Making a Phone Call

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

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

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

The Main Menu

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

Menu icon in lower left, with menu choices.
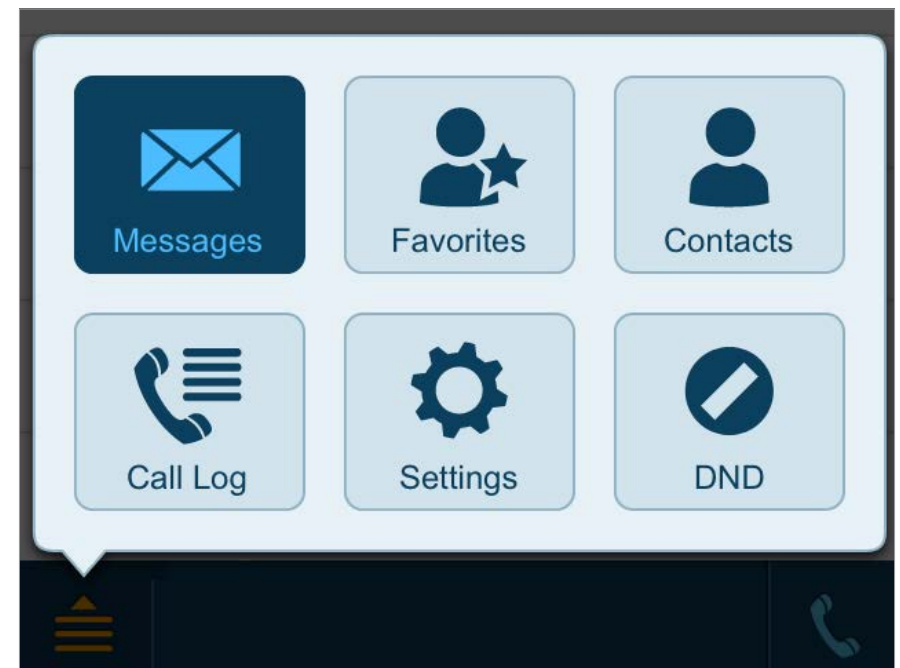
Messages

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

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

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

Tap the **handset** button to return the call (you will need a **Direct Number** to make outbound Office@Hand calls from your smartphone).
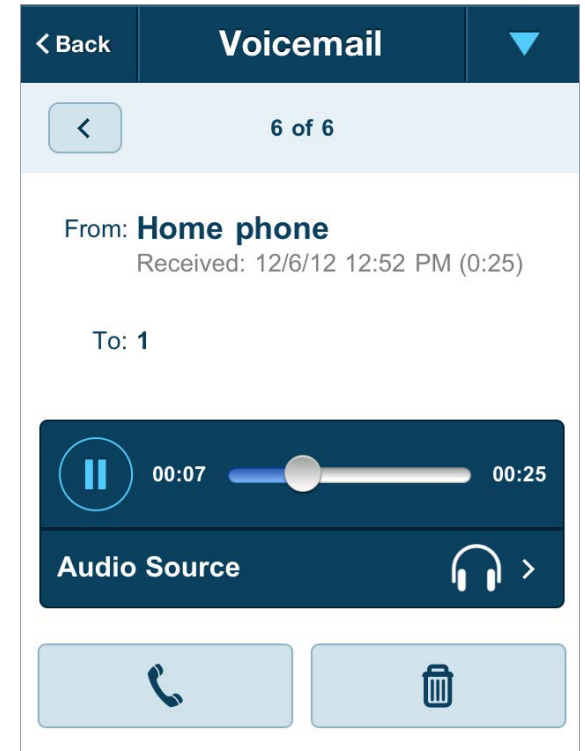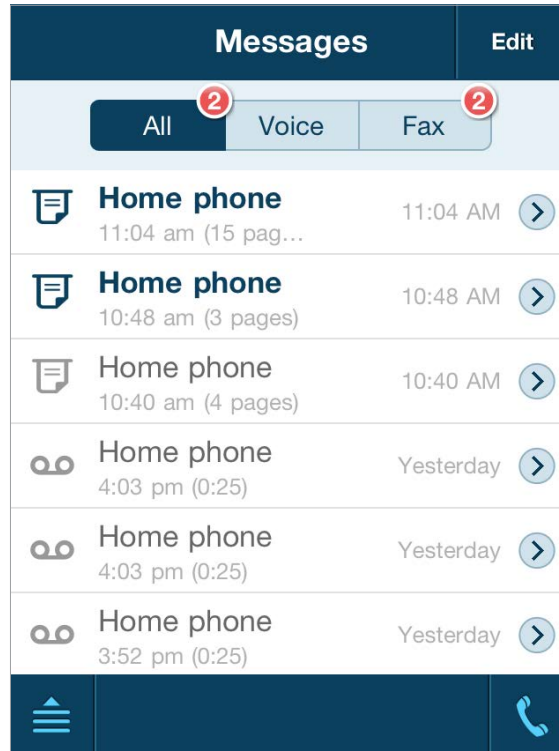
To view a fax message, tap the fax message body and view the message.

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

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

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

Tap **Back** when done.

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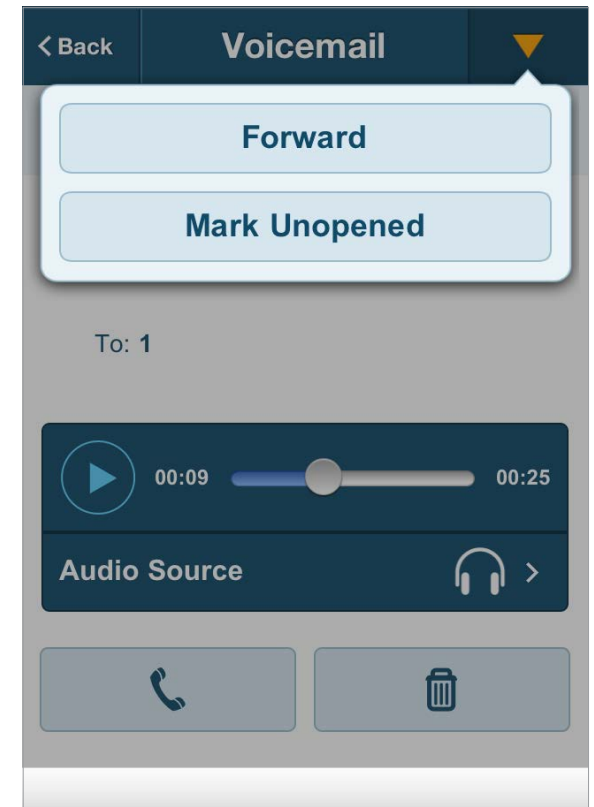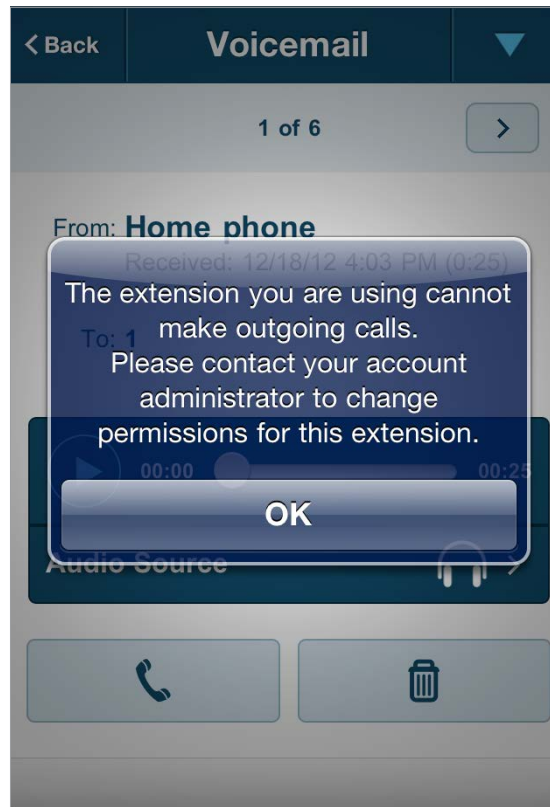
Contacts

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

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

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

Favorites

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

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

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

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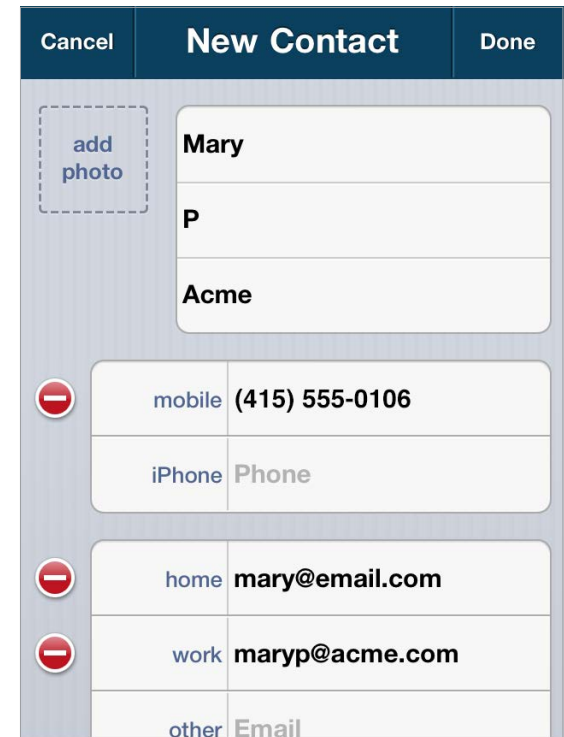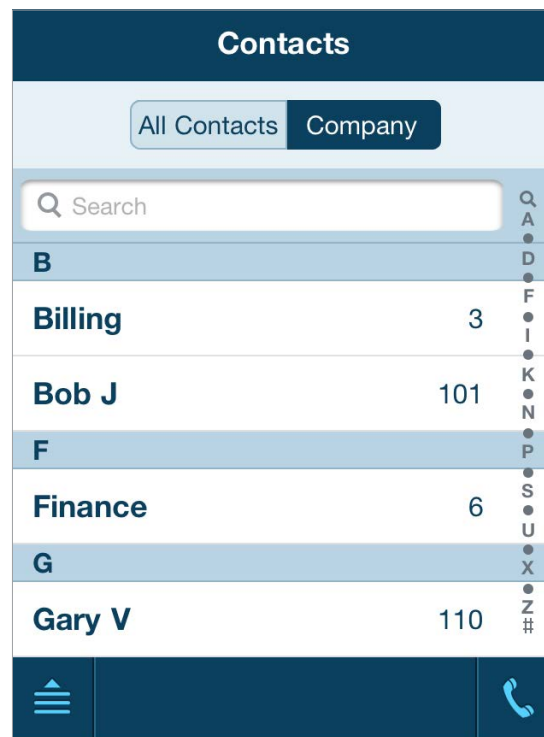
Call Log

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

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

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

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

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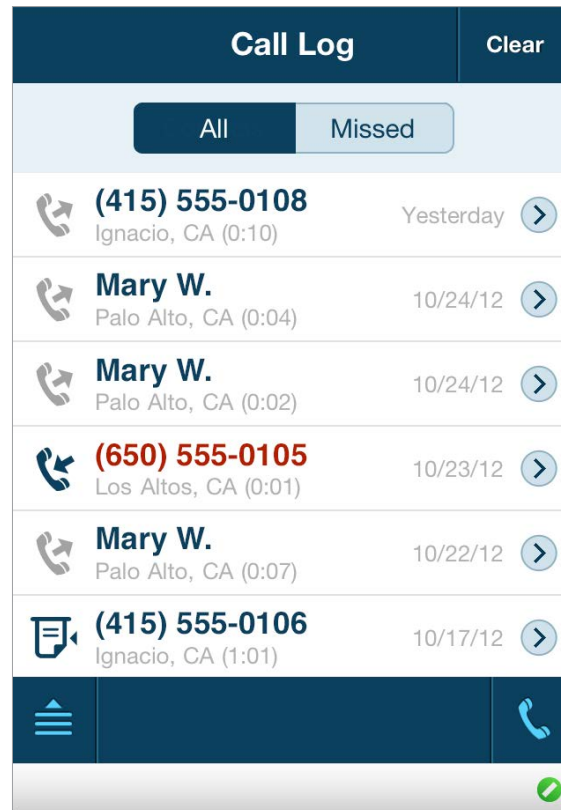
Call Recording – Important Legal Requirement

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

Certain state and federal call recording laws apply to the use of this call recording feature by you and all users associated with your account. In some states, you and each user associated with your account is required to obtain consent from all parties to record a phone call. By using the RingCentral call recording feature, you and each user associated with your account are required and must agree to maintain compliance with all applicable state and federal laws and regulations.

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

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

On-Demand Call Recording

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

Automatic Call Recording

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

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

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

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

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

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

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

Do Not Disturb (DND)

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

To turn on Do Not Disturb, tap the small round DND button on the Menu screen.

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.
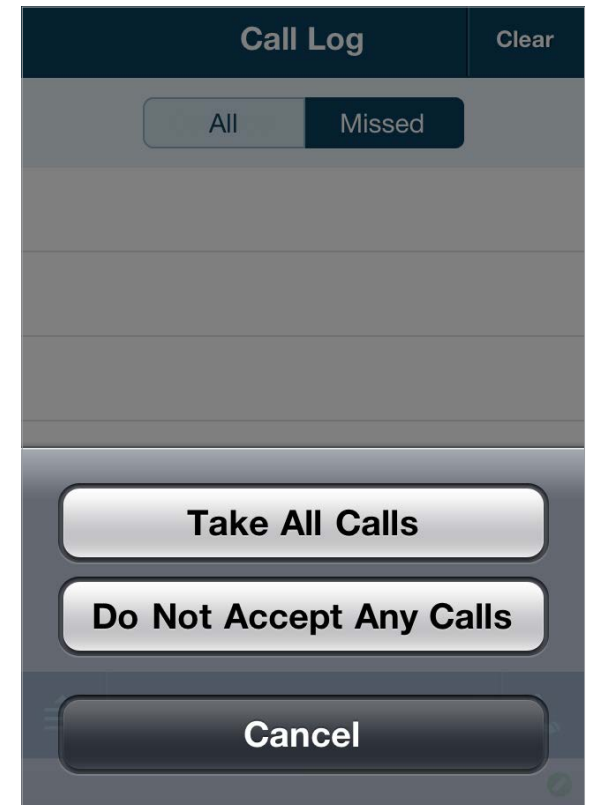
Conference Calling

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

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

You can host a conference with up to 1000 attendees, using your IP deskphone while in the office, or the Softphone from your desktop computer, or the Office@Hand mobile app while on the go.

An Invite feature lets you send email invitations with the dial-in information to participants with just one click. As host, you can mute participants, get caller counts, record conferences, and more.

Go to **Settings > My Extension Settings >** and click **User Info > Phones & Numbers**.

The conference number, host code, and participants code is displayed at the top of this screen.

Make a note of this information and use it to dial in to the conference.

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, send the Conference and Participant codes to the invitees by email or other means.

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.
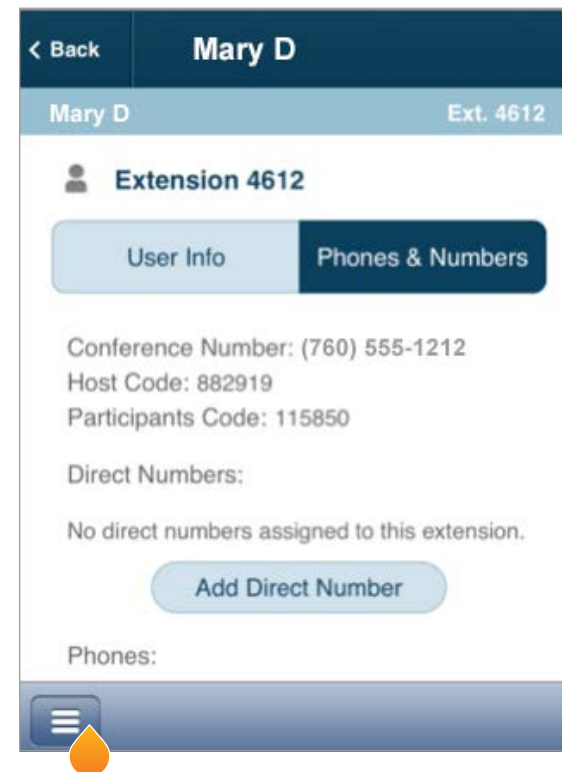
Business SMS

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

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

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

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

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

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

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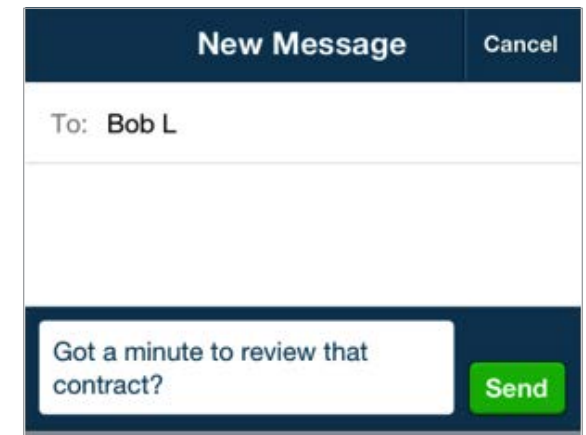
Settings

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

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

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

My Extension Settings

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

User Info

Manage your basic settings, greetings, call screening, call handling, direct numbers and desktop phones if you have them, security settings, notifications, and more from the User Info screen. To access these settings, from the Menu, tap **Settings > My Extension Settings > User Info**.

Settings	Done
📞	**My Extension Settings**
⚙	**Application Settings**

‹ Back	**Mary W**
👤	User Info Mary W Ext.112
🆔	Call Screening
📞	Call Handling
✉	Messages and Notifications
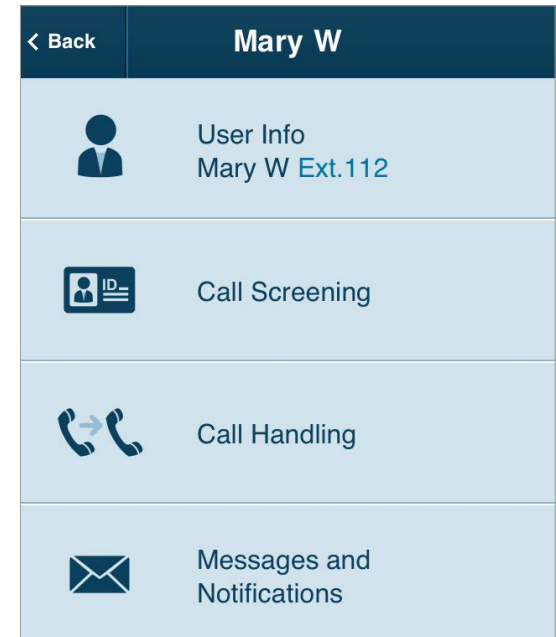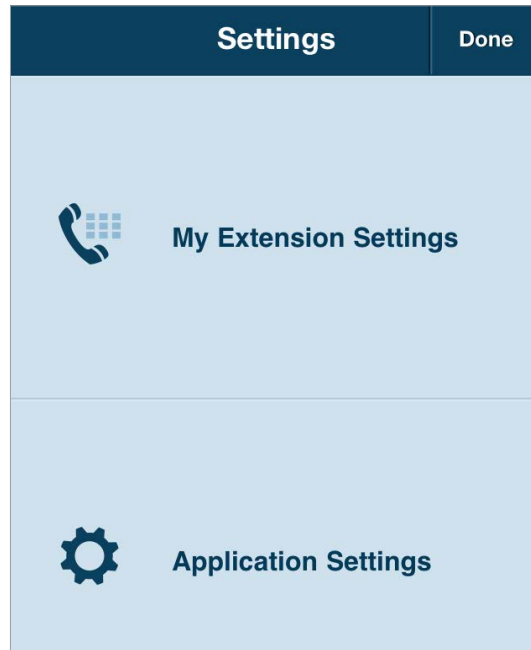
Extension Info

Check, add, or change your key personal information from this menu. Changes to these fields are optional.

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

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

Pronounced Name: Office@Hand uses text-to-speech conversion to pronounce your name when answering your calls. If your name is mispronounced, you can tap this item to record the correct pronunciation (Office@Hand will call you to capture the recording), or tap the **Text-to-speech name** field and type in a phonetic pronunciation. (You must log into your online account to hear the pronunciation being used by the system.)

Email: This email address can be used for notifications.

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

Company Name: Optional.

Address: Optional.

Business Hours

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

Tap **Business Hours**. Tap **24 hours** for incoming calls to be handled the same way all the time, including weekends. Tap **Specify hours** and specify the days and times you are available to take calls. Setting specific hours If you set specific business hours will allow you to set call-handling rules that apply during Business Hours and separate call-handling rules for After Hours. Also check the **Time Zone** setting at the bottom of this screen. When you're finished, tap **Save**.

Change Security Settings when needed from this menu.

Phones and Numbers

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

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

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

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

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

If you do have Administrator privileges, you can add a Direct Number yourself. To add one or more numbers, tap **Add Number** and follow the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the **Order Confirmation** screen.

Presence

Presence is a feature by which you can see if another office@Hand user in your company is on the line. Presence detects calls to numbers/extensions. No matter which actual device the call is sent to, the system detects that the number/extension is ringing, active, or on hold.

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

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

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

Tap **Appearance**.

If you have no Presence-enabled phones, you will see the message "Currently none of the phones on your extension can show presence. Phones with the capability can be purchased from RingCentral by clicking Add Phone."

(Adding phones is an Administrator function.)

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

Now tap **Permissions**.

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

Cancel	**Presence**	Save
	Appearance	Permissions

Share my presence — On

Allow other users to see my presence

Users permitted to pick up my calls:

Bob J	Ext. 101	✔
Gary W	Ext. 103	✔
John X	Ext. 107	
Mac M	Ext. 108	

Cancel	**Presence**	Save
	Appearance	Permissions

Select users to display on your phones:

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

Call Screening and Personal Greetings

From the Menu go to **Settings > My Extension Settings > Call Screening.**

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

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

2. Turn On **Extension Greeting**.

3. Tap **Greeting**.

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

5. Or create a Custom greeting.

To record a custom greeting:

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

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

3. Tap **Call Now**.

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

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

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

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

Cancel	**Call Screening**	Save
Mary W		Ext. 112

Business Hours	After Hours

Personal greeting during business hours:

Extension Greeting	On
Greeting	Default ❯

Call screening during business hours:

Call Screening	On

Ask callers to say their name before connecting

RingCentral®

Screening and Blocking Calls

1. Turn on **Call screening during business hours** and choose to ask callers to say their name before connecting

   a. If Caller ID is not present,

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

   c. Always.

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

3. Turn on **On-Hold Music** and select the style of music to be played to the caller. Choose from a dozen and a half types of music—from easy listening to jazz, country, classical, corporate, Latin, or none. You can also choose a simple ringtone. To listen to the music options, tap the **Play** button.

4. Tap **Blocked Numbers** and decide whether to block callers, faxes, or both, when they have 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.

5. 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.

Cancel	**Blocked Numbers**	Save

Grace Mercer	Ext. 102

Block calls

All calls	
Specific calls	✓

Blocks call from specific numbers or area codes

Specific numbers	0	❯

Callers will hear	This number is …	❯

Blocks calls and faxes with no caller ID

Calls	Off	●
Faxes	Off	●

Calls from Pay Phones

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

After Hours Greeting

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

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

Call Handling

To review, set, or edit your call-handling rules, go to **Settings > My Extension Settings > Call Handling**.

On this screen you can review Business Hours and After Hours settings, and create Advanced call-handling rules.

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 number**s to add non-Office@Hand numbers you may have, such as your home phone.

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

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

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

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

- Tap **Number of Rings** to set how many times a given phone will ring before the call is forwarded to the next number, or sent to voicemail.

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

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

After-Hours Call Handling

Tap **After Hours**, then select:

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

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

- **Forward Calls** – turn On phones listed under Ring these phones during after hours.

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

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. (You will find a Call Information bar on both Business Hours and After Hours screens; settings are the same on both, not separate.)

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

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

  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.

- **Play Mailbox Name in announcement option**. Check the box "Include mailbox name in announcement" and the mailbox name will be played as part of the announcement.

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

Call Flip

Office@Hand Call Flip lets you transfer live conversations from one device to another quickly and easily. For example you can flip a call you are on from your smartphone to your home phone once you've finished your commute. Simply dial two numbers and Flip.

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

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

To add numbers to a Call Flip list

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

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

To use Call Flip

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

Call Handling – Advanced Rules

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

To create an Advanced Rule:

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

2. Tap **Add Rule**.

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

4. Tap **Next**.

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

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

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

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

9. Tap **Next**.

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

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

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

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

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

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

   f. Tap **Done**.

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

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

Messages and Notifications

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

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

Voicemail Greeting

The process for settings voicemail greetings are the same for Business Hours and for After Hours.

Tap **Business Hours**. Under **Voicemail during business hours** (or **during after hours**) tap **Take Messages** to **On** or **Off**.

When **On**, tap **Voicemail Greeting** to view the script of the **default** voicemail greeting. To hear it, tap **Play**. If you want to use the default voicemail greeting, tap **Cancel** to return to the previous screen. Or record a custom greeting.

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

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

To record a custom department greeting:

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

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

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

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

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

Notifications

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

Tap **Notifications** at the bottom of the **Messages and Notifications** screen of the **My Extension Settings** screen. Turn each Notification setting **On** or **Off** to specify when you want to receive notifications. Enter an **Email** address to receive the notifications. Tap **Text Message On** and enter a phone number to receive notifications via text message.

Repeat these steps for **After Hours**.

Cancel	**Notifications**	Save

Send me notification for:

Voicemail	On ●
Received Faxes	On ●
Missed Calls	Off ●
Fax Transmission Res…	On ●

Send notification via:

Email Message	On ●
Email	mary.w@acme.com

RingCentral®

Application Settings

The Application Settings menu includes a number of specialty settings.

Tell a Friend

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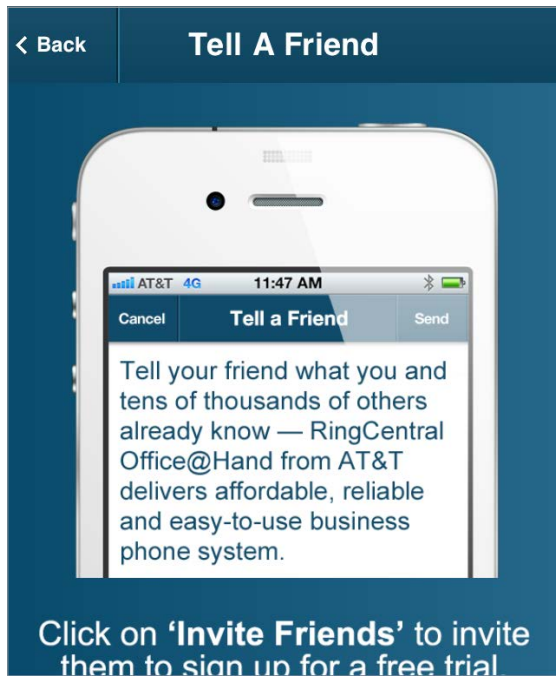
About Office@Hand

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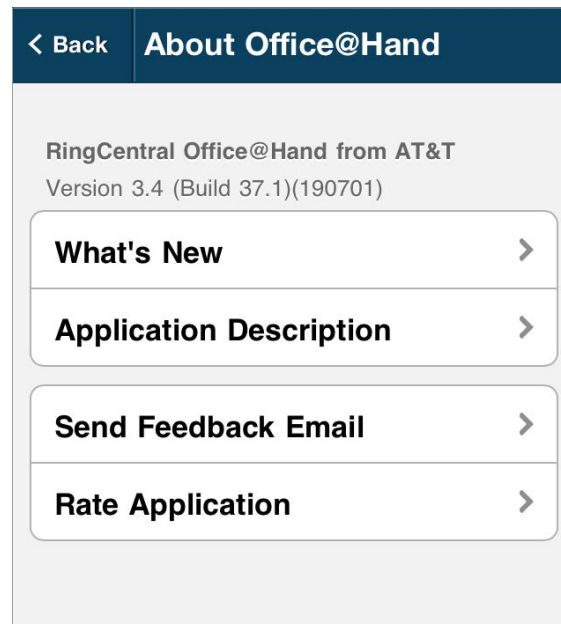
Hints & Tips

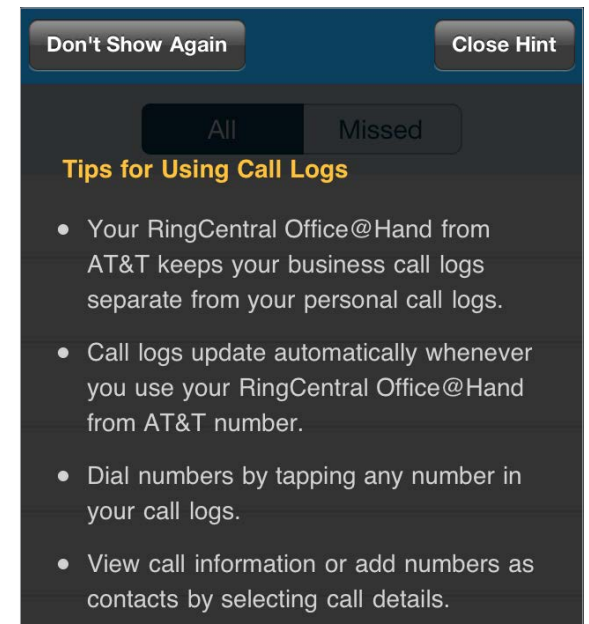Turn this **On** to have a hints and tips screen display each time you go to a new feature screen on the app. You will be able to dismiss permanently the hints and tips display for each feature once you've mastered it.

Logout

Log out from the phone number and extension displayed.

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

Receiving and Sending Faxes

You can *receive* and *view* faxes using the Office@Hand mobile app. *Faxing out* is not supported directly in the mobile app; to *send* faxes, use email (including your 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.
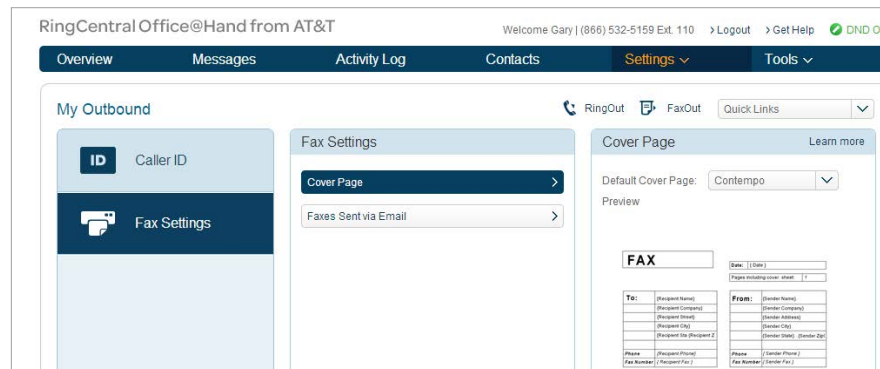
Receiving and Viewing Faxes

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

Specifying Email Address That Can Send Faxes

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

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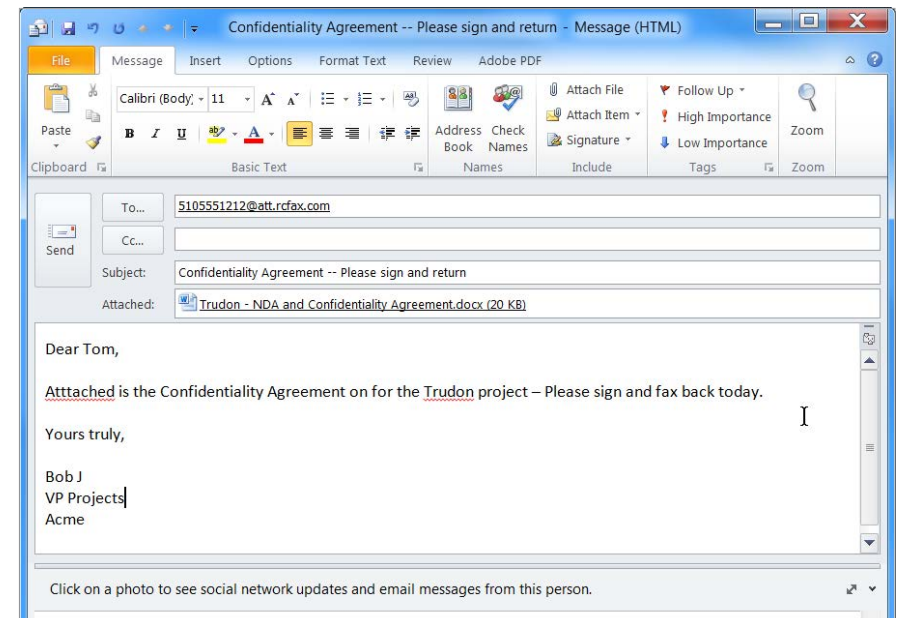
Sending Faxes

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 **rcfax. com**. For example, to send a document to the fax number **1-510-555-1212**, you would use this email address: **5105551212@att. rcfax.com** .

To send faxes from your Office@Hand online account:

1. Through a Web browser on your smartphone or desktop PC, log in to your online account at https://service-officeathand.att.com and click the **FaxOut icon** in the upper-right corner of the Web page.

2. Enter the recipient's fax number in the
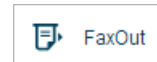
   To: box. Click the **To:** button to select fax numbers from your Contacts list. You can also select Groups, which will send the fax to each member of the Group for whom you have a fax number listed.

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

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

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

6. Or **Schedule** to schedule delivery for some future date.

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

You can also send faxes using the **Softphone** desktop application, which you can download and install on your Windows PC desktop.
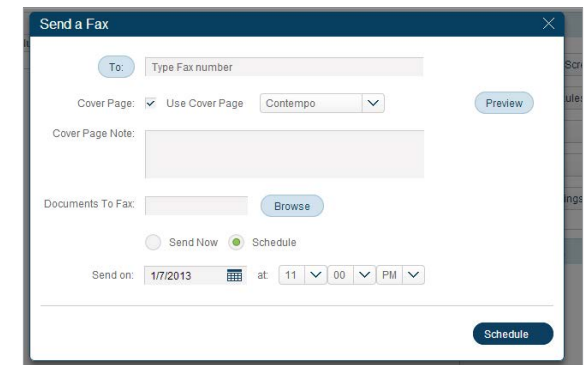
Office@Hand Support Home Page

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.