
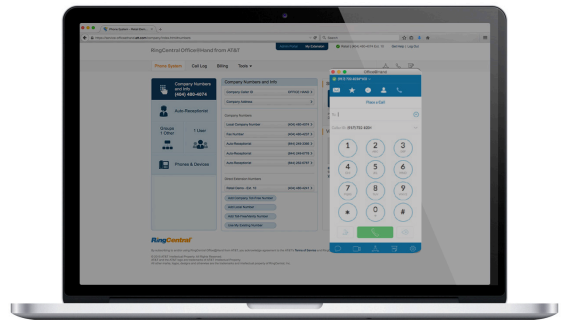


# Office@Hand Desktop App: Quick Reference

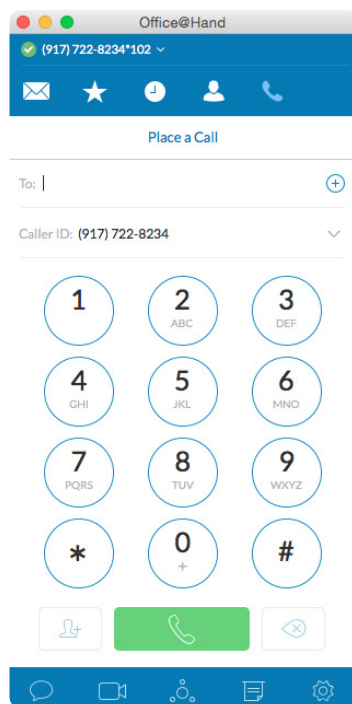
The Office@Hand Desktop App is a free downloadable application that turns your PC or Mac computer into an all-in-one communication hub. You can make and receive HD calls<sup>1</sup> and text messages, fax, hold audio conferences, launch online meetings, and check your messages all from one app. The Office@Hand Desktop App syncs easily with your office network so you can collaborate with others with just a broadband connection and a headset.

## Download the app

- Log in to your Office@Hand account.
- Click Tools > Desktop Apps.
- Choose either Download for Mac or Download for PC.
- Run through the install wizard.
- On your desktop, click  to open it and log in with your same account credentials.



## Get to know the Office@Hand Desktop App



### Messages

View all your messages in one place. Messages are always current and sync'd from your other devices.

### SMS

Send text messages to one person or a group.

### Favorites

Add colleagues you contact often. See their Presence status and contact them directly from this screen.

### Online meeting

Launch Office@Hand Meetings to collaborate and screenshare with remote colleagues or clients.

### Call Log

Review all call activity on your account.

### Audio conference

Hold instant conference calls and easily invite participants.

### Contacts

Separate Personal and Company directories make it easy to quickly find the right person.

### Fax

Send faxes, schedule faxes, and select cover pages from this screen.

### Dial pad

Dial a phone number to make calls from this screen.

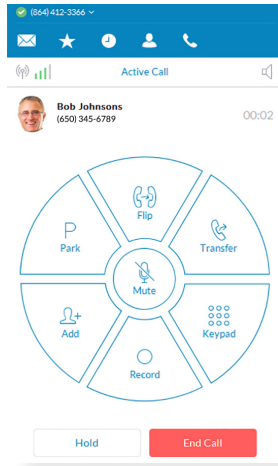
### (800) 553 1212 Your account presence

Set your availability status.

### Settings

Set your app preferences.

# Feature highlights



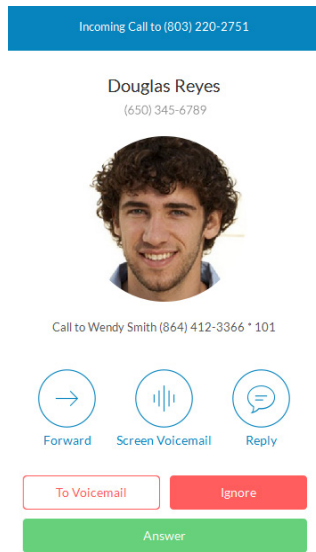
## Robust active call management

When you're on an active call, the on-screen options make it easy to manage your call. You can:

- Mute or unmute your call.
- Record the call.
- Add another person to the line, up to 4 people... or drop others at any time.
- Park the call, which puts the caller on hold and lets anyone on your RingCentral network pick up the call from anywhere.
- Flip the call to another phone, like your mobile phone, without interrupting the conversation.
- Transfer the call to another colleague or phone number.  
A Warm Transfer gives you a chance to talk to your colleague before connecting the caller.  
A Cold Transfer simply connects the caller directly.  
You can also transfer to your colleague's voicemail directly.

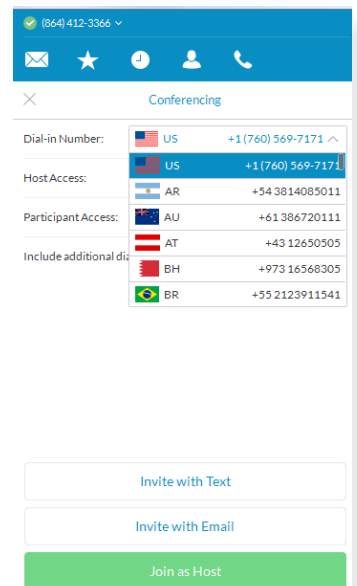
## Screen and handle incoming calls

- When you can't take a call right away, you can instantly send the caller to voicemail, ignore the call or forward to another number.
- Easily reply to a caller with a text-to-voice response. Choose from a list of default responses or type your own custom response.



## Audio conference from anywhere

- Hold an instant audio conference any time you want to collaborate with your team. No need to schedule a call.
- Invite participants by email or text. Call-in details are automatically included in your message.
- Easily include international phone numbers so your participants don't have to worry about long distance toll charges.



# System requirements

### PC

- Windows 7 and 8
- 1 GHz (32-bit) or 2 GHz (64-bit) processor
- Minimum of 512 MB of memory
- 200 MB of hard drive space

### Mac

- Mac OS X 10.7 Lion or above
- Intel processor
- Minimum of 512 MB of memory
- 100 MB of hard drive space