

RingCentral Office@Hand from AT&T Desktop App for Windows & Mac

User Guide



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Welcome

Office@Hand for Desktop turns your PC or Mac computer into an all-in-one communication hub completely sync'd to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection and a headset. With Office@Hand for Desktop, you're ready to communicate as soon as you log into your computer, no matter where you are.

Office@Hand for Desktop combines the call handling power you expect from your desk phone with the collaboration tools you rely on most—like texting, conferencing, and faxing—so you can stay productive with fewer devices to worry about.

Office@Hand for Desktop is easy to install and even easier to use. We'll show you how.



Download and install the app

It's quick and easy to get Office@Hand for Desktop installed on your computer. Before you start, check the system requirements to ensure that your computer can use Office@Hand for Desktop.

Here's how to download and install Office@Hand for Desktop:

1. Log in to your Office@Hand online account.
2. Go to the **Tools** menu and select **Desktop App**.
3. Download the version of the app compatible with your computer, either PC or Mac.
4. Run through the install wizard.

Now you're ready use Office@Hand for Desktop.

System Requirements

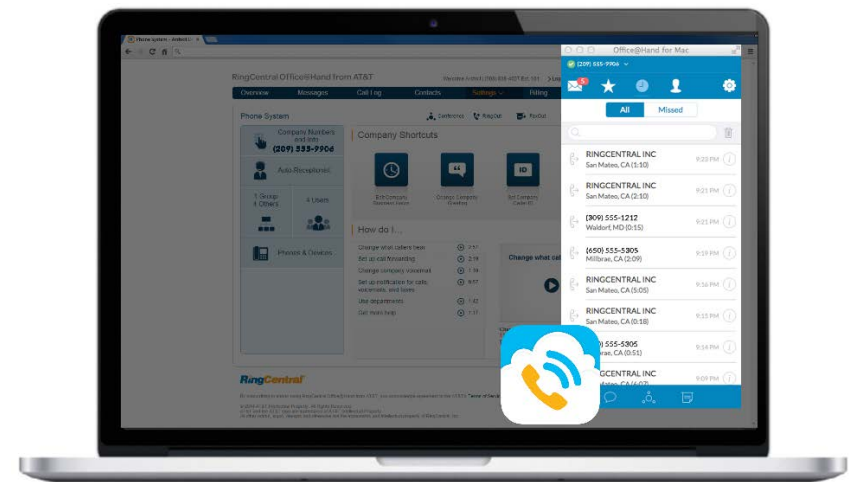
Your computer needs the following minimum requirements to best use Office@Hand for Desktop.

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

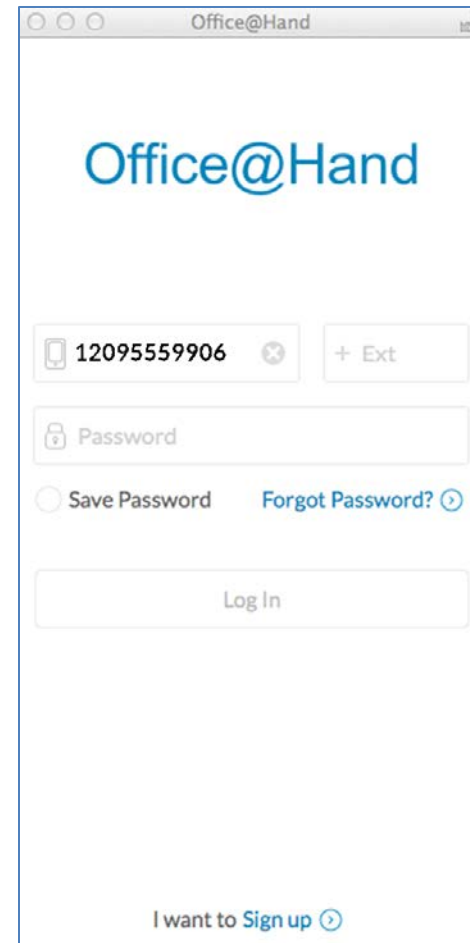
Mac

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



Log in to Office@Hand for Desktop

1. Click  on your computer desktop.
2. Select your region, then type the same username and password you use to log into your Office@Hand online account.
3. Click **Login**. And you're in!

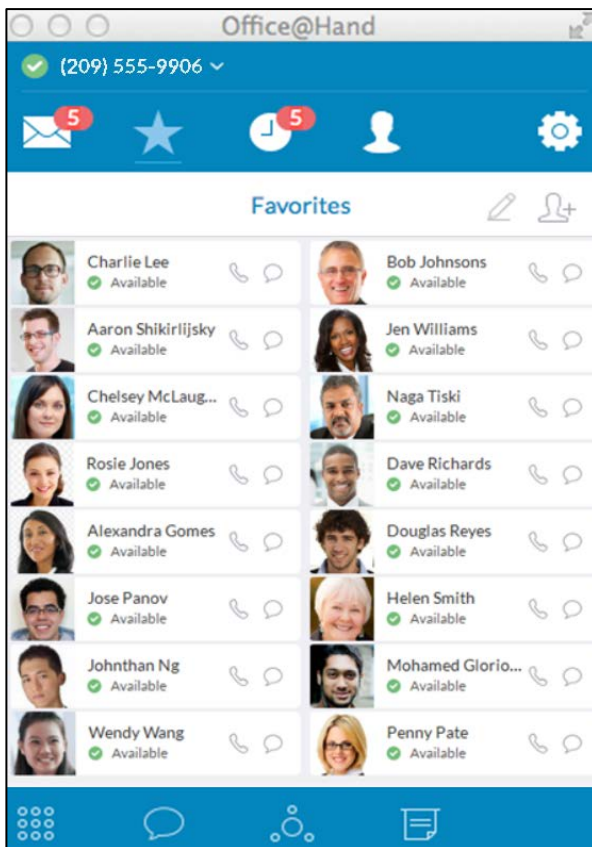













The screenshot shows a web browser window titled "Office@Hand". The page features the "Office@Hand" logo at the top. Below the logo, there is a login form with the following elements:

- A phone number input field containing "12095559906" with a dropdown arrow and a "+ Ext" button to its right.
- A password input field with a lock icon and the placeholder text "Password".
- Two radio buttons: "Save Password" (which is selected) and "Forgot Password?" with a dropdown arrow.
- A large "Log In" button.
- A link at the bottom that says "I want to Sign up" with a dropdown arrow.

Getting Familiar with Office@Hand for Desktop

Office@Hand opens to the Messages screen the first time you log in, with icons to everything else you want all on one screen. Here's a quick rundown on how to get around Office@Hand for Desktop.



-  (209) 555-9906 **Your account presence.** Set your availability status.
-  **Messages.** View all your messages in one place. Messages are always current and sync'd from your other devices.
-  **Favorites.** Add colleagues you contact often. See their Presence status and contact them directly from this screen.
-  **Call Log.** Review all call activity on your account.
-  **Contacts.** Separate Personal and Company contact lists make it easy to quickly find the right person.
-  **Settings.** Set your app preferences.
-  **Dialpad.** Dial a phone number to make calls from this screen.
-  **SMS text messaging.** Send text messages to one person or a group.
-  **Online meeting.** Launch Office@Hand Meetings to collaborate and screenshare with remote colleagues or clients.
-  **Audio conference.** Hold instant conference calls and easily invite participants.
-  **Fax.** Send faxes, schedule faxes, and select cover pages from this screen.



Contacts: Add or update your contacts list

The Contacts list is your online address book. It stores your Company contacts—everyone in your corporate directory—and your Personal contacts—everyone else outside of the company, such as friends, family, and even vendors. Your personal contact list is clearly separated from your company contact list so there's never any confusion when you're looking for the person you want to contact.

View your contacts




From the top of the screen, click . Click either the **Personal** tab or **Company** tab to toggle between the two contact lists.

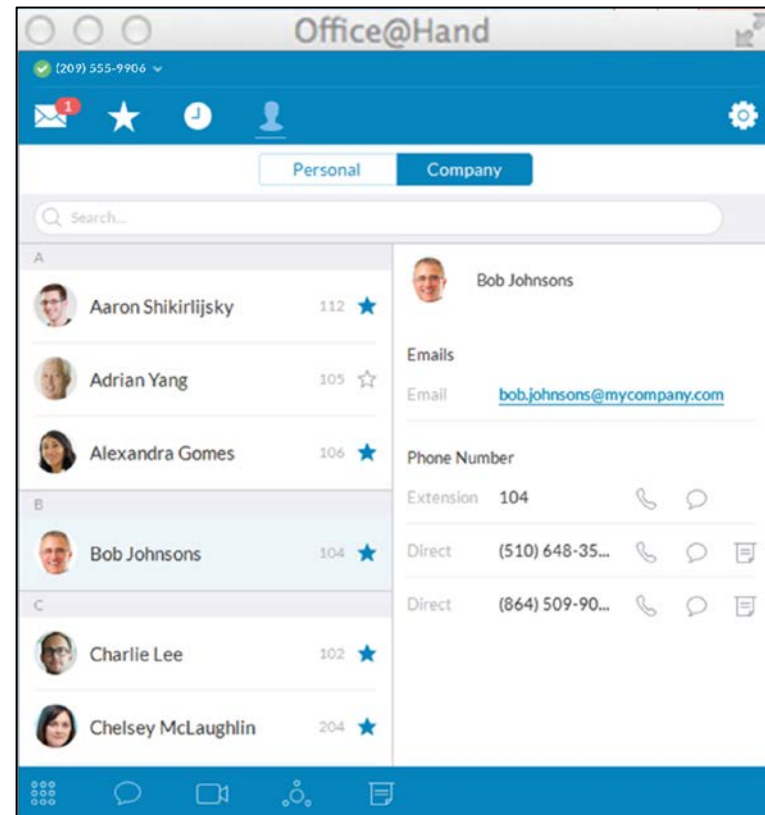
Updating your Company contacts list

Good news! There's no need to manually update your Company contacts. Your corporate directory is sync'd to your company's main Office@Hand account and continually updated so you always have the latest contact information for your entire company.

Did you know?

You can call, text, or fax your contact directly from your Contacts list. Just click the name of the person you want, then click any one of these icons:




- To call, click 
- To text, click 
- To fax, click 





Updating your Personal contacts list

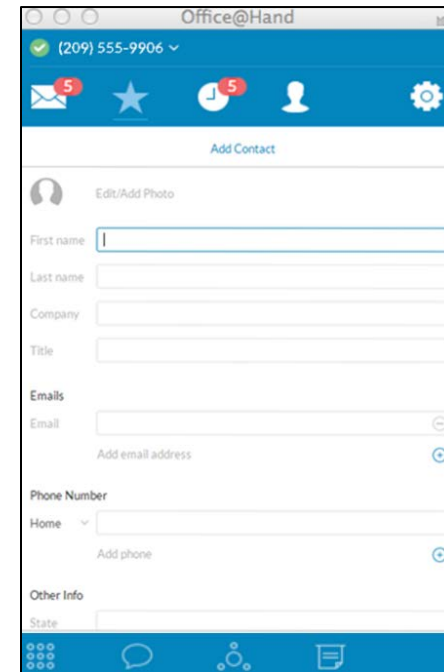
Your personal contacts may already be sync'd to your mobile phone or Microsoft Outlook, but you can also manually add, edit, or remove a Personal contact at any time.

Add a contact



1. From the top of the screen, click .
2. Click the **Personal** tab.
3. Click  at the top right corner (next to the search box) to open the Add screen.
4. Fill in any of the information fields you want, such as name, email address, and a phone number or two. You can always come back and add more details later.
5. Click **Save**.
The page refreshes and displays a summary of the contact details.
6. Click  to return to the full list of Personal contacts.

Edit a contact

1. From the top of the screen, click .
2. Click the **Personal** tab.
3. Click the name you want to edit.
4. On the Contact Details screen, click  at the top right of the screen.
5. Make the changes you want to any of the contact details.
6. Click **Save**.



Delete a contact




1. From the top of the screen, click .
2. Click the **Personal** tab.
3. Click the name you want to remove.
4. On the Contact Details screen, click  at the top right of the screen.
5. Click **Delete**.
6. In the confirmation box, click **Delete** again.
The contact is permanently removed from your Personal contact list.

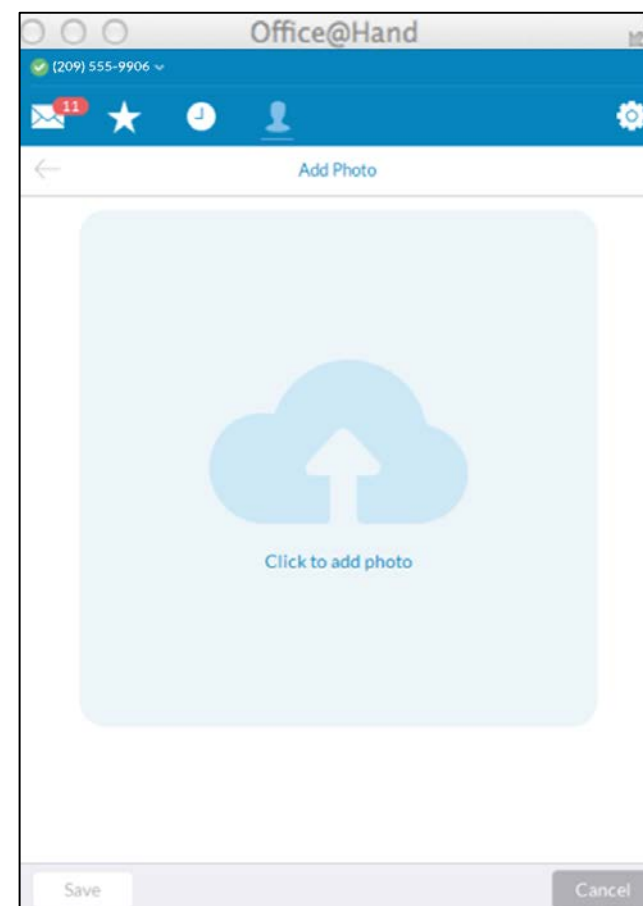
Adding a photo avatar to any contact

When you have a lot of contacts, sometimes it's easier to recognize the contact you want when you have a visual hint to jog your memory. Office@Hand for Desktop lets you upload any photo or graphic to use as an avatar, which displays next to the name of the contact. For example, you can upload a photo of the person or an image file, like a logo or animal, to represent the person to you.

The avatar is only visible to you, while you're using Office@Hand for Desktop. Any image you use won't be seen by the person you've contacted. This is different from a profile image you might be used to displaying publicly. This avatar is for your personal recognition use only.

Here's how to add an avatar:

1. From the top of the screen, click .
2. Click the **Personal** or **Company** tab.
3. Click the name of the contact you want to have an avatar.
4. Click the  next to the name. The Add Photo screen opens.
5. Click **Click to add photo**. Find the image file you want to use.
6. Click **Save**. You should now see your uploaded image next to the contact name.
7. Click  to return to the full list of contacts.



Favorites: Create a list of favorite contacts





The Favorites screen is a shortcut to your most frequently used contacts. You can add contacts from your Personal list or your Company list. Since it's a shorter list of contacts, you can find the person you want faster.

Additionally, when you add a Company contact in your Favorites list, you can see their phone Presence status. This status shows whether or not the person is available to take calls. Presence status is only available from your Favorites list and only available for Company contacts.

View your Favorites list




From the top of the screen, click . The Favorites screen opens, showing all of your existing favorite contacts.

Make a contact a Favorite




1. From the top of the screen, click .
2. Click either the **Personal** tab or **Company** tab.
3. Click the name you want to add to your Favorites list.
4. Click  next to the name.
The open star () changes to a filled star (). Your contact was successfully added to your Favorites list.

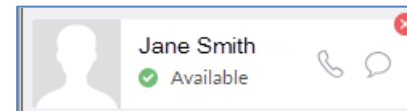
Did you know?

You can call, text, or fax your contact directly from your Favorites list. Just click the name of the person you want, then click any one of these icons:

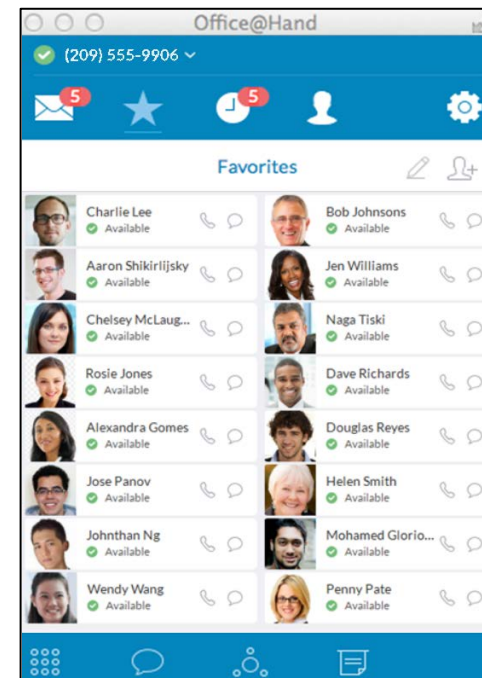
- To call, click 
- To text, click 
- To fax a direct number (not an extension), click 

Remove a Favorite contact

1. From the top of the screen, click . All your existing Favorites are shown.
2. Click  at the top right of the screen.
3. Find the person you want to remove, and click  next to the name.




The contact is removed from the screen but you can still find them in your general Personal or Company list.

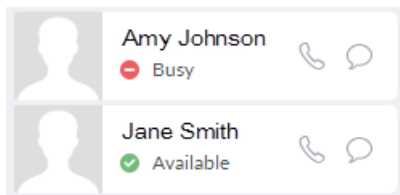




View Presence status of a Favorite contact

The Presence status lets you know if one of your Company contacts is available to take a call or not. Presence status can only be shown on your Favorites screen so you can't see Presence status from your Company contact list.

To view Presence status:

1. From the top of the screen, click . All your existing Favorites are shown.
2. Look under the contact name:




- A green dot () means the person is available. Go ahead and give them a call.
- A red dot () means the person is busy, often already on a call.



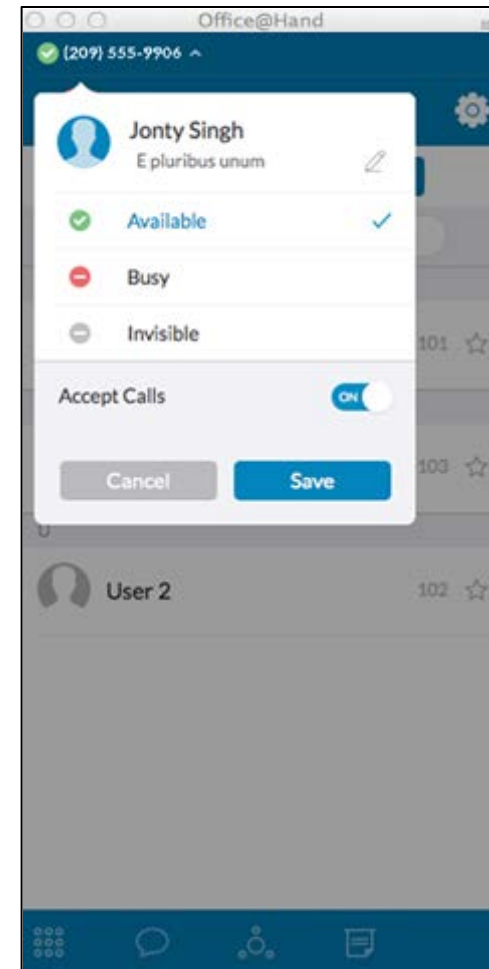
Set your own Presence status

You can set your own Presence status so other people in your company can quickly tell if you're available or not to take a call. Here's how:

1. Click your phone number at the top left of the page.
A dropdown screen displays, showing your name and current availability.
2. Do any of the following:
 - Set your availability status: click **Available**, **Busy**, or **Invisible**.
 - Comment on your status: Click  directly under your name. Type a brief comment, such as *In a Meeting*.
 - Decide what type of calls you want to take. You can take all calls that come to your phone number or just calls from your own department or groups you're part of.

Click **Save** to save your changes.




Now your presence status will stay that way until you change it again. You can change your status as often as you like.



Make a call

You can use the dial pad to make a call, either to a person in your Contacts list or by manually dialing a phone number.

To make a call:

1. Click  from the bottom left of the screen.
The Place a New Call screen opens, showing a dial pad.
2. In the **To** field, either click  to search for a contact, or click numbers on the dial pad to manually dial a phone number.
3. Click  to place the call.

TIP: You can always make a call directly from your Contacts screen, too. Just click the name you want to call and your call will connect from the screen.



When you're on the call

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



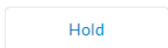
Mute
Mute the call. Click again to unmute so your callers can hear you speak.



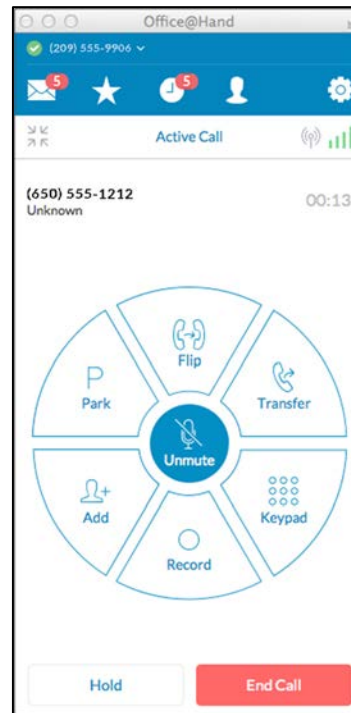
Park
Click to park the call, and the operator will announce the code to use to pick up the call. This is the code you'll tell others about. If no one picks up the call, the call comes back to you.



Add
Add more people to the same call. You can add up to 4 people.



Put the call on hold. Click again to return to the call.



Flip

Lets you transfer a call to another phone, like your mobile phone, without interrupting the call. Click to flip the call and select the phone you want to use.



Transfer

Transfer the call to another colleague or phone number. There are two types of transfers:

- **Warm Transfer:** gives you a chance to talk to your colleague before connecting the caller.
- **Cold Transfer:** simply connects the caller directly.



Keypad

Access the dial pad so you can enter numbers or a code while on a call.



Record

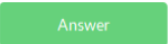
Immediately start recording the call. Your caller hears a message letting them know they're being recorded. Click **Stop** when you no longer want to record the call.

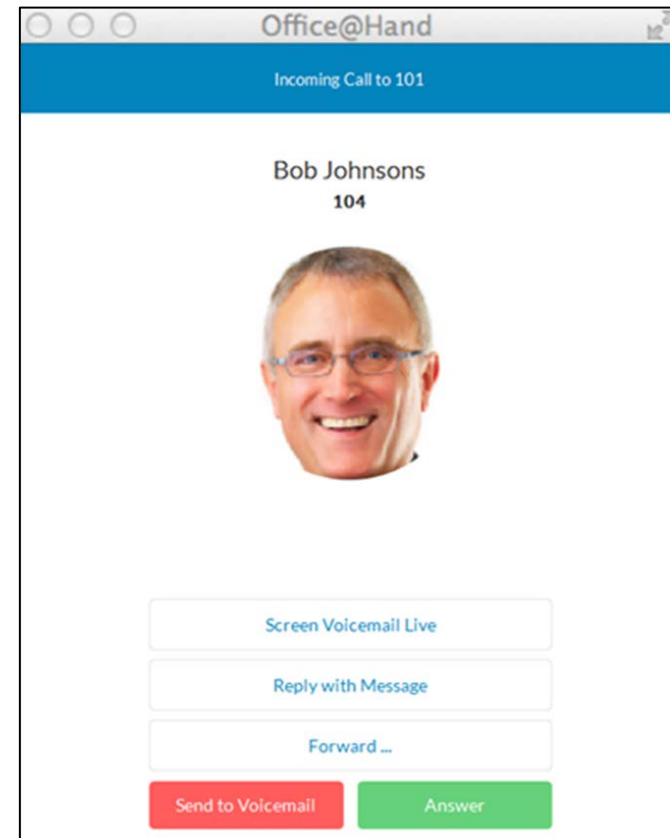
Answer a call

When a call comes in, your Office@Hand for Desktop screen automatically changes to the Incoming Call screen so you know someone is calling you even when you don't have sound turned on on your computer. The Incoming Call screen shows the phone number (or internal extension) of the person calling, as well as the name and photo of the person, when it's available.

From here, you can decide how you want to answer the call.

Pick up the call

From the Incoming Call screen, click  to pick up the call. The volume on your computer is automatically switched on. If you like, you might want to have your headset handy so you can use it for the call.



Respond with a courtesy message

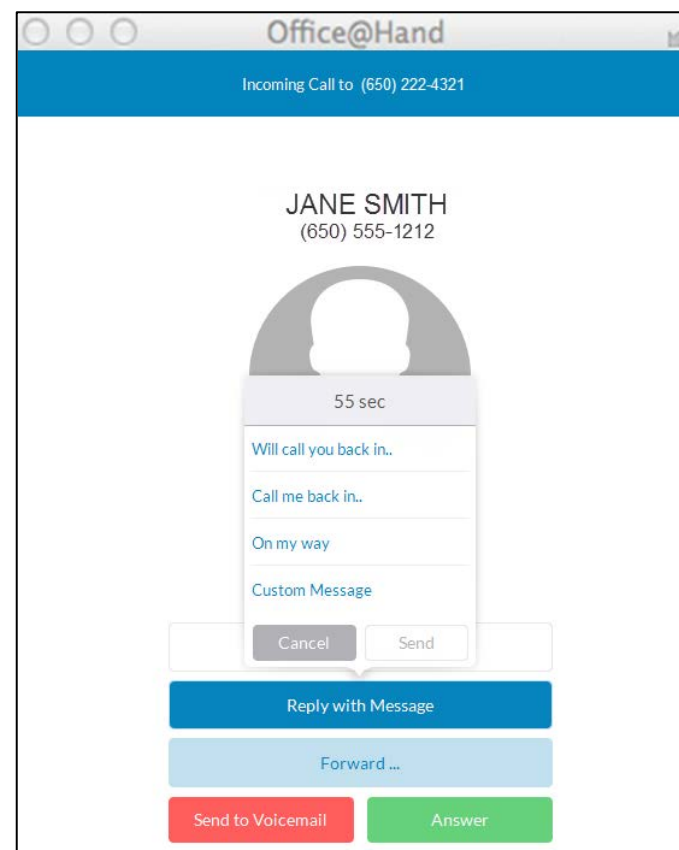
When you can't take the incoming call right away, you can provide a courtesy response. Office@Hand for Desktop has automatic text-to-voice options. You can select a prepared message or type your own custom message, and Office@Hand for Desktop will convert it to voice and relay the message to your caller.

To respond with a prepared message:

1. From the Incoming Call screen, click **Reply with Message**.
2. A popup screen opens with 3 different messages, such as: *Will call you back in...*
3. Click the message you want to use, and if needed, complete the message by typing the time limit you want (ex: *5 mins*).
4. Click **Send**. Office@Hand for Desktop relays the message to your caller.

To respond with a custom message:

1. From the Incoming Call screen, click **Reply with Message**.
2. A popup screen opens with message options. Click **Custom Message**.
3. Type the response you want to send.
4. Click **Send**. Office@Hand for Desktop relays the message to your caller.



Screen the call

When you're not sure if you want to pick up the call, you can screen the call. Office@Hand for Desktop sends the call to voicemail, but you can hear the message the caller is leaving you. At any time while the caller is leaving you the message, you can pick up the call, and talk to the person. Voicemail is automatically stopped and your call becomes live again.

To screen the call:

1. From the Incoming Call screen, click **Screen Voicemail Live**.
2. You can hear the caller leaving you a message.
3. To answer the call, click **Pick Up**.
4. To stop screening and let the call continue to voicemail, click **Stop Listening**.

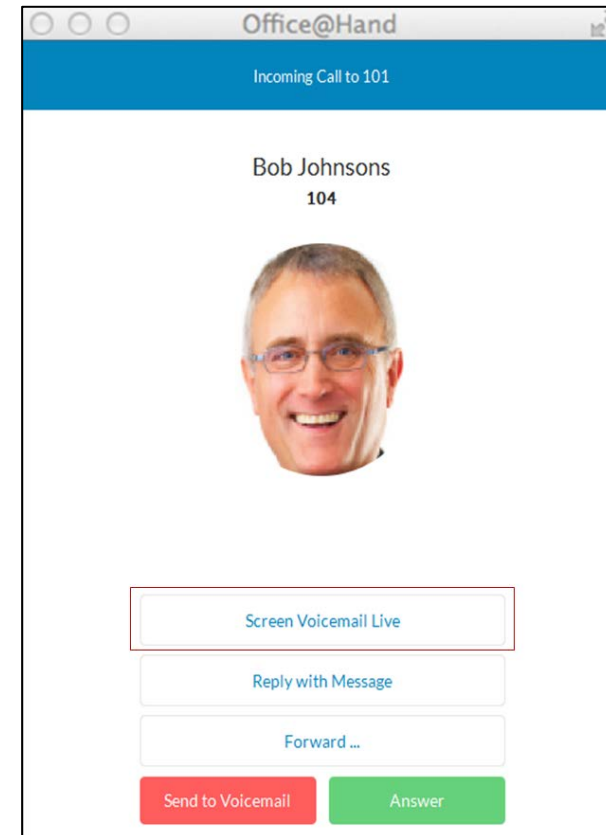
Send the call to voicemail

When you can't take a call right away, you can send it to voicemail so the caller can leave you message. To do so, from the Incoming Call screen, click **Send to Voicemail**.

Forward the call

When a call comes in and you think someone else might want to take it, you can forward the call. Here's how:

1. From the Incoming Call screen, click **Forward**.
A popup screen opens with phone number options.
2. Click the phone number where you want the call forwarded. Or click **Custom** and type the phone number you want.
3. Click **Forward**. Office@Hand for Desktop transfers the call to the new phone number.



View or listen to a message

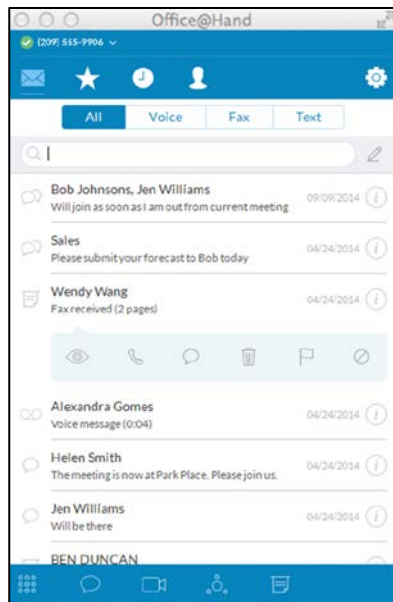
The Messages screen lists all of your messages in one place so you can prioritize the ones you want to open first. You can see your voicemail, fax, and text messages on this screen. Your messages are automatically sync'd from your online account and mobile app, so this message list is always current.

By default, you're shown all messages, but you can click on any tab at the top of the screen to narrow your view to only one type of message. The red numbers next to the tabs tell you how many new messages you have.



To view your messages

From the top of the screen, click . The messages screen opens. All of your messages are listed on the screen.




To listen to a voicemail message

Voicemail messages are shown with this icon: . Click the message you want to hear. Then click on the audio bar to start the message.



When you've finished listening to the message, you can:

Click...	To do this...
	Call the person back.
	Text the person a message.
	Delete the message. It's permanently removed from your account.
	Flag the message so you know you've heard it already. Click again to mark it as unheard.
	Block this number from your account so you no longer receive calls from the person.
	Add this person to your Contacts list, and other options.







To read a text message

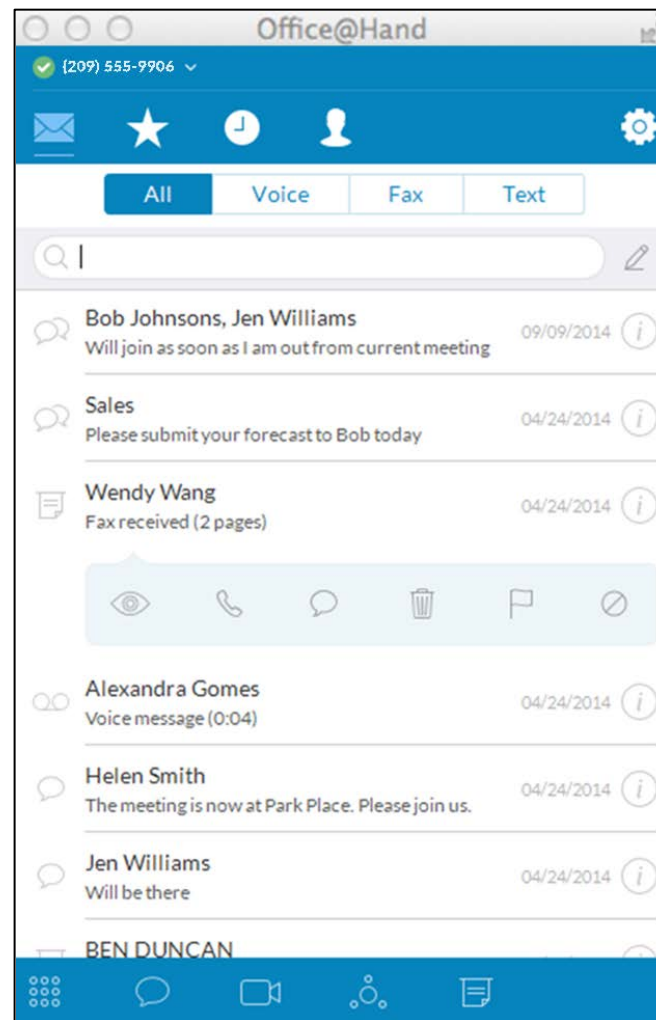
Text messages are shown with this icon: . The entire message is shown on the screen so you can read it immediately. Click the message to respond with a text of your own. The screen switches and now you can see the entire recent conversation thread. Type your message and click **Send**. This is a shortcut to the texting screen.

To view a fax

Fax messages are shown with this icon: . Click the fax you want to see. Then click  to open the fax. The fax opens in a separate window on your computer.

When you've finished reading to the fax, you can:



Click...	To do this...
	Call the person back.
	Text the person a message.
	Delete the fax. It's permanently removed from your account.
	Flag the fax so you know you've read it already. Click again to mark it as unread.
	Block this number from your account so you no longer receive faxes from the person.
	Add this person to your Contacts list, and other options.

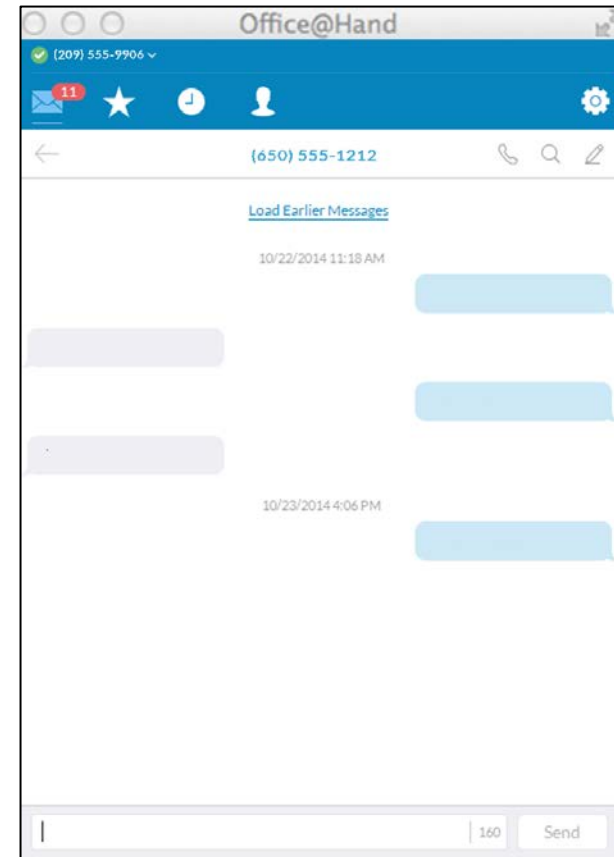


Send or receive a text message

Office@Hand for Desktop lets you SMS text message anyone you want, even if the person isn't in your company network, so you can communicate easily with clients, friends, and family. You can send a text to a one person at a time, multiple people listed together, or an existing group (of people) already set up in your Contacts list. When you're texting multiple people or a group from your company directory, you can see the entire conversation thread from everyone participating in the thread.

To send and receive a text message:

1. From the bottom left of the screen, click . The text message screen opens.
2. In the **To** field, either click  to search for contacts, or type the phone numbers you want.
3. In the **Type a message** field, type what you want to say to the person.
4. Click **Send**. Your message is sent.
5. Stay on the screen and you'll see any responding text messages. You can send another text and keep the conversation going for as long as you want.
6. If you miss a responding text, the **Messages** screen will keep count of unread texts and save them there so you can read them at your convenience.

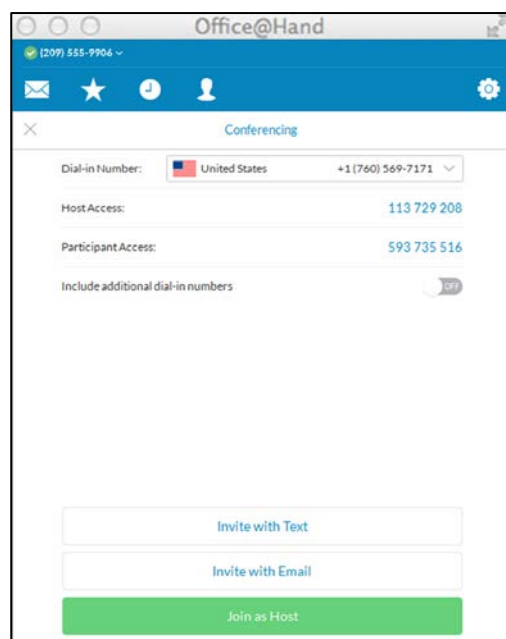


Hold an audio conference call


You can hold an audio conference call at any time directly from Office@Hand for Desktop. Conference calls can be held immediately, with no need to schedule one ahead of time. Every Office@Hand user is assigned a unique conference line so you can have a conference call whenever you need one without worrying about network congestion.

Conference calls are a great way to get multiple people on the same call so you can discuss a topic together. This is an audio-only connection. If you want to have a video meeting, use Office@Hand Meetings instead.

Your **Host Access** number is the phone number you dial to start the conference call. The **Participant Access** number is the phone number your guests will dial to join your conference call.



To hold an audio conference call:


1. From the bottom of the screen, click . The **Conferencing** screen opens, listing your Host Access and Participant Access numbers.
2. If you have international participants, turn on **Include additional dial-in numbers**. This option lets you include local numbers in other countries so your participants won't be charged international fees. Once you turn on this option, you can select the countries you would like to include in the invitation.
3. Decide if you want to invite people by text message or by email. Then click either **Invite with Text** or **Invite with Email**. The screen will switch to the email form or a text message.
4. In the **To** field, find the contacts you want, or type their phone numbers. Notice that an invitation message, complete with dial-in numbers, is automatically created for you. You can tack on a personal message if you like.
5. Click **Send**, and your invitations are sent to your participants.
6. Now, click **Join as Host** to start the conference call. The Active Call screen opens so you can manage your conference call as needed. The **Mute**, **Record**, and **Add+** (persons) options are especially useful during a call.
7. When you're finished with your conference call, click **End Call** to stop the conference call for everyone and hang up.

Launch an online meeting

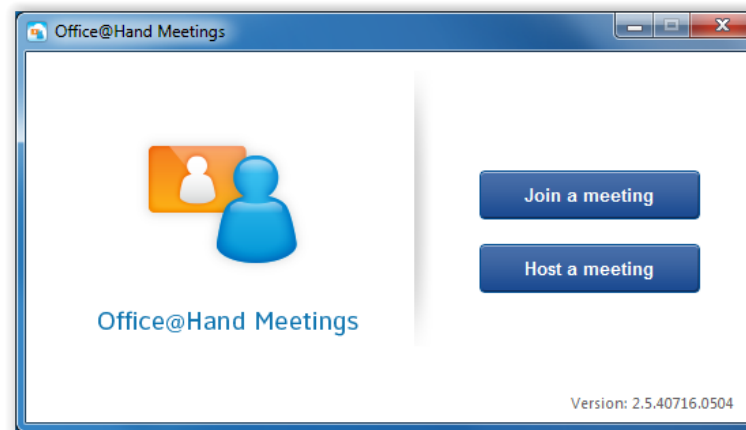
You can hold an online video meeting at any time using Office@Hand Meetings and start it directly from Office@Hand for Desktop. Office@Hand Meetings online meetings can be held immediately, with no need to schedule one ahead of time, unless you want to. Every Office@Hand user is assigned a unique Office@Hand Meetings online meeting ID and password so you can hold as many online meetings as you want.

Online meetings are a great way to get multiple remote people together to discuss a topic as if you're all in the same room. You have access to video views from web cameras so you can see people face-to-face, and screenshares, so you can easily share presentations or other documents on your computer with everyone in the online meeting.

To launch a Office@Hand Meetings online meeting:

1. From the bottom of the screen, click . Office@Hand Meetings opens in a separate window on your computer.
2. Click **Host a meeting** if you're the one who set up the meeting. You might have to log in to Office@Hand Meetings first, before the meeting is connected.
3. Or click **Join a meeting** if you're connecting to a meeting set up by someone else.





For more information on how to use all the Office@Hand Meetings features to make your online meeting more productive, see the [RingCentral Meetings User Guide](#).

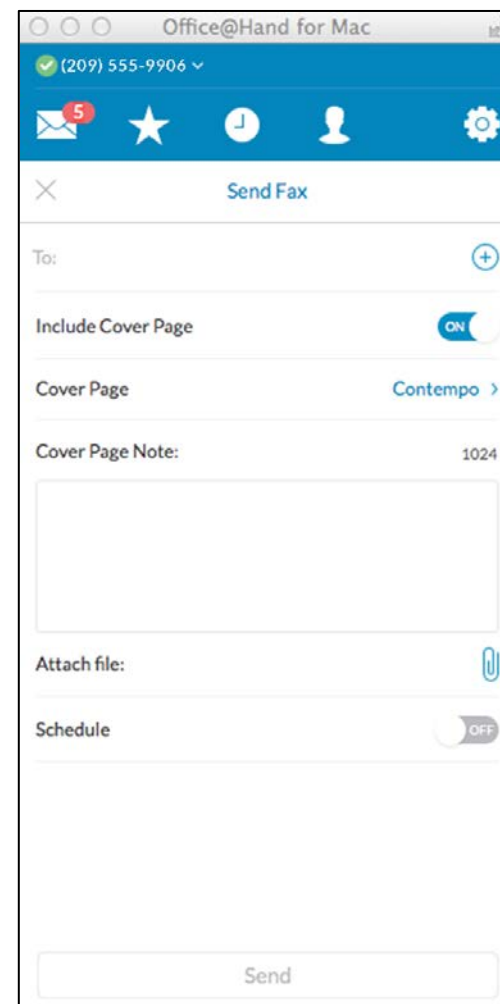


Send or receive a fax

You can send and receive online faxes directly in Office@Hand for Desktop so you'll never have to walk to your separate fax machine again. Your phone number is also your fax number, so you only have to remember one number. You can fax to one or more people at the same time.

To send a fax:


1. From the bottom of the screen, click . The Send Fax screen opens.
2. In the **To** field, either click  to search all the contacts you want to fax, or type all the fax numbers.
3. Decide if you want to include a cover page. This is the first page in the fax that introduces the rest of your fax. The default is set to *On*. Set it to *Off* if you don't want to use a cover page.
4. If you're using a cover page, click **Cover Page** and select the cover page style you want to use, or design your own custom cover page. Click  at the top right of the screen to save your selection.
5. Back on the Send Fax screen, in the **Cover Page Note** field, add a comment or message, if you want.
6. Attach any files you want to send. Click  to browse and upload your attachment.
7. Click **Send** to send your fax now, or click **Schedule** and set the time when the fax will be sent later.



View your call activity records

You can easily review your call activity directly from Office@Hand for Desktop. All call transactions (outgoing and incoming/missed) calls to your phone number are listed so you can check them when you want.


To view your call activity records:

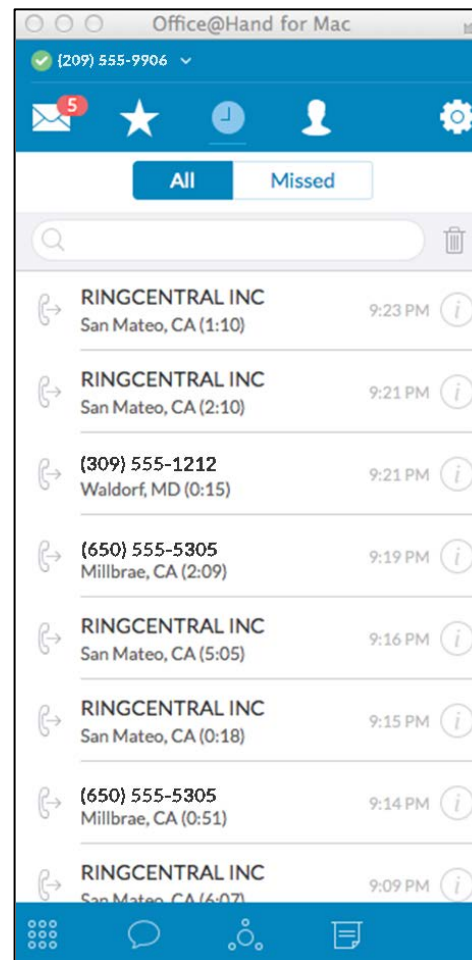
1. From the top of the screen, click . The call log screen opens, showing all of your incoming and outgoing calls.
2. Here's how you can read the log:

 Means a missed call

 Means an outgoing call you made

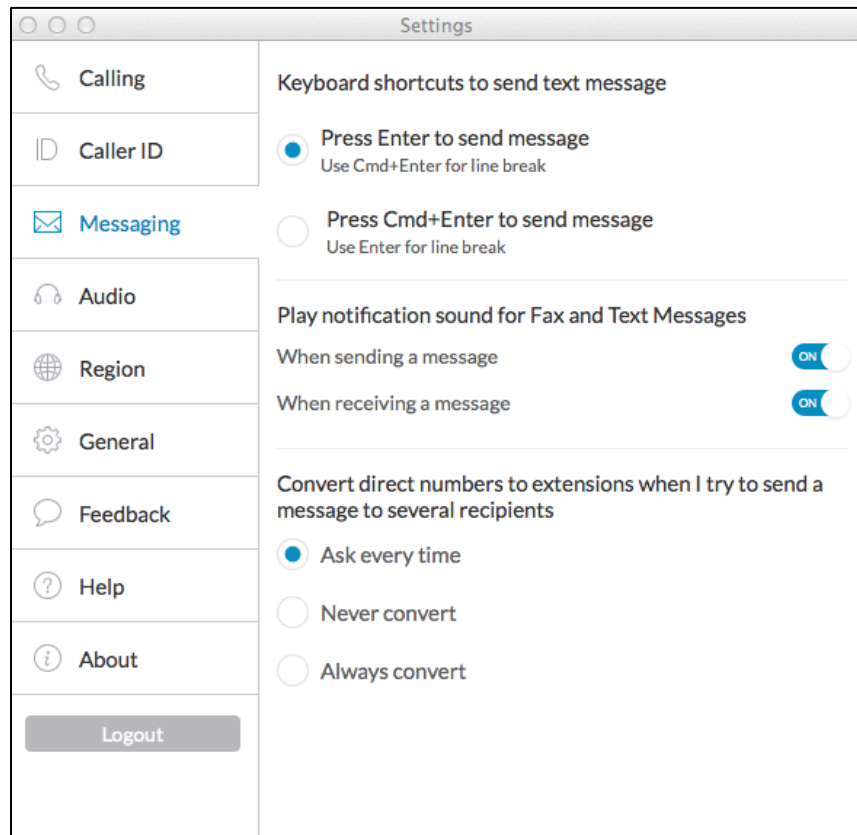
Did you know?

Double-click on any call listed in the log to call the person again. Or click  to see more options, like adding the person into your Contacts list.



Personalize Office@Hand for Desktop

Office@Hand for Desktop is ready to use as soon as you install it on your computer and log in. But sometimes it's nice to personalize an app with your preferences.



Here's how you can do that with Office@Hand for Desktop.

1. From the top of the screen, click . The Settings screen opens in a separate window.
2. In the left menu, select your preference for any of the following:

Click this...	To do this...
Calling	<p>Bring the application to the foreground. Decide if you want to keep the app on top of other apps on your computer.</p> <p>Select Bandwidth High bandwidth uses more network space but provides clearer conversations. Low bandwidth saves network space but data moves a little slower.</p> <p>Auto Answer Set the number of times you want Office@Hand for Desktop to ring before it automatically connects you to the call. This option is great if you want a hands-free way to answer a call. Otherwise, you'll have to click the Incoming Call screen to answer each call.</p> <p>RingOut Settings RingOut lets Office@Hand dial you before connecting you to your caller, saving you toll charges or displaying a specific caller ID. Decide which device you want to use with RingOut, either Office@Hand for Desktop or another device of your choosing.</p> <p>Blocked Numbers Add numbers you don't want to be able to call you.</p>

Caller ID	You can choose the number that displays on the phone screens of your callers when you call or text them. The number doesn't have to be the actual number you're making the call from. For example, you might want to choose your company's main phone number instead of your own extension to make it easier for customers to recognize your call.
Messaging	<p>Keyboard shortcuts to send text message Decide what key you'd like to use to create a line break to your text messages.</p> <p>Play notification sound for Fax and Text Messages Decide if you want to hear a sound when you send or receive a text or fax.</p> <p>Convert direct numbers to extensions when I try to send a message to several recipients. Extensions are sometimes easier to recognize between colleagues. Decide when you'd like to do a conversion like this.</p>
Audio	<p>Decide what devices you'd like to use for sound and the general volume settings.</p> <p>Ringtone Decide which ringtone you prefer. Click to hear the sound, or click Add New to upload your own custom ringtone.</p>
Region	Set your primary location and area code. This setting lets Office@Hand for Desktop know what country codes or area codes to automatically add to your phone numbers.


General	<p>Application Logs Decide if you mind letting Office@Hand collect usage data to use for debugging purposes. No personal data is retained.</p> <p>Purge data Click when you want to permanently remove all activity from your account.</p> <p>Launch an external app or URL on incoming call Decide if you want to open a website or app every time a call comes in that integrates some caller information. This is a good option when you regularly log calls or want to pull up a customer profile from another tool on your computer. To use this option, specify the URL of the website or app, and specify what information you want to integrate.</p> <p>Hotkeys Available for Microsoft Windows users only. Decide if you want to use shortcut keyboard keys to place a call or send a fax. Then select the key you want to use. This is convenient if you make calls or send faxes often.</p>
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Give us Feedback

We love hearing from you! Your comments help us improve Office@Hand for Desktop, so don't be shy about telling us what's on your mind. We want to hear the good, the bad, and the ugly.


Here's how you can get in touch with us:

1. From the top of the screen, click . The Settings screen opens in a separate window.
2. From the left menu, click **Feedback**.
3. In the **What is your feedback about** field, select the topic of your correspondence.
4. In the **Email** field, type your email address if you'd like us to respond to you.
5. In the **Comments** field, type your feedback.
Go all out. Let us know what's on your mind. We are happy to hear whatever you have to say.
6. When you're done having your say, click **Send**.
Your feedback is sent around to the teams at Office@Hand. While you might not get a response right away, rest assured that we hear you. We review every bit of feedback that comes our way. If you included your email address, we might contact you for more details.
7. Please send feedback as often as you like!



Log out of Office@Hand for Desktop

When you're done with work for the day, you can log out of Office@Hand for Desktop. Here's how:

1. From the top of the screen, click . The Settings screen opens in a separate window.
2. From the left menu, click **Logout**.
3. A confirmation message displays. Click **Logout** again.
You've now successfully logged out and closed your Office@Hand for Desktop working session. See you tomorrow!

