

# Don't miss a call.

Transform your company's smartphones into a business-class phone system.



In a world where work happens anywhere, anytime, it's important that you never miss a call. With AT&T Office@Hand Wireless, your office can be virtually everywhere you need it to be.

With the sheer volume of the U.S. workforce already telecommuting to some degree, remote work is no longer an employee perk but a way of doing business. In this environment, collaboration between office and remote workers becomes all the more important - and technology to support collaboration all the more critical.

AT&T Office@Hand Wireless can provide businesses with the IT and communications solutions

they need to maximize worker collaboration. AT&T Office@Hand Wireless transforms a smartphone into a business class phone system with the functionality of a traditional phone system. With advanced features like auto receptionist, hunt groups, 3-digit dialing, and business voicemail, AT&T Office@Hand Wireless can improve mobile communications with customers and collaborators.

## Potential Benefits

- Improve availability and customer satisfaction with more ways to reach you on the first call.
- Route calls to additional resources to help ensure you never miss a call.
- Manage calls with an array of call handling features to meet your business needs.
- Scale easily by adding or changing services based on your needs.

## Key Features

**Auto Receptionist & Hunt Groups:** Auto-Receptionist allows inbound calls to be greeted by a professional interface, routed to the correct department, and re-routed to end-users based on predefined criteria.

**Extension Dialing:** Allows for easier communication among employees. Extensions can be designed based on department, location, or customized to fit a specific need.

**Single Outbound Number ID:** Lets outgoing calls display the company number across mobile devices, desk phones, and personal computers. This allows recipients to have a clear knowledge of who is calling.

**Locate Me:** Provides end-users control over their inbound call routing. Easily managed through the Office@Hand Wireless application, end users can create schedules, or route calls ad-hoc, ringing multiple numbers simultaneously or sequentially.

**Business Voicemail:** Business voicemail provides the ability to receive SMS notifications of new voicemails, the ability to retrieve and listen to voicemails from the Office@Hand Wireless application, as well as the ability to receive emails with .wav files of the voicemail.

**Native Dialer:** Take advantage of a solution running across the AT&T HD/VoLTE/5G network without the need of an app or special dial codes.

**Web Portal:** Web Portal provides easy access to manage service features such as dialing restrictions, hunt groups, auto attendant schedules and recordings, and end-user configurations.

**Reporting:** Access detailed reports via your admin portal.



Stay connected to your customers and your business with AT&T Office@Hand Wireless.

## Why AT&T

AT&T owns and operates wireline, wireless, and IP data networks, including one of the world's most advanced and powerful IP backbones. Our networks offer local, national, and global coverage. Our customers trust us to provide quality products or services. We have solutions to meet your unique business needs. In addition, AT&T Office@Hand Wireless:

- Is a mobile focused solution with a native dialer available on all AT&T VoLTE devices connected to the AT&T VoLTE/5G network
- Comes with dedicated AT&T resources to help you get up and running
- Is easy to purchase: no term commitment, no installation fee, no equipment to buy and configure

For more information, contact an AT&T representative or visit [www.att.com/office-at-hand-wireless](http://www.att.com/office-at-hand-wireless).

### Terms and Conditions

Important Information: Office@Hand Wireless is available only to business customers with a qualified AT&T wireless service agreement, including without limitation, the Additional Service and Equipment Related Terms found at [http://serviceguidenew.att.com/sg\\_flashPlayerPage/MS](http://serviceguidenew.att.com/sg_flashPlayerPage/MS) (Business Agreement) and only for their Corporate Responsibility User (CRU) lines of service. Service is subject to the terms of the Business Agreement.

**Coverage:** Office@Hand Wireless is available only on the AT&T VoLTE/5G network in the United States and is primarily for use in the United States. Office@Hand Wireless can be accessed in certain areas of some international country locations by CRUs roaming in areas served by carriers that have made arrangements with AT&T to provide VoLTE/5G services to AT&T's subscribers. For a list of countries where Office@Hand Wireless may be available, see <https://www.att.com/shop/wireless/international/global-countries.html#jAT&T>. International roaming charges will apply. **Billing/Pricing:** Once added to a VoLTE/5G-enabled CRU line, Office@Hand Wireless charges will begin on the subsequent billing cycle and appear as a separate line item on each applicable CRU line. This charge is prorated for installations and deactivations that occur in the middle of a billing cycle. Pricing information for Office@Hand Wireless is available from your AT&T Account Representative and/or applicable Sales Information. **Web Portal:** Customer's telecommunications manager (TCM) can manage user profiles, assign telephone numbers and features to CRUs, reset passwords, create company directories, create groups and billing codes and view reports and other administration functions through the Web Portal. Not all web browsers may support the use of the Office@Hand Wireless Web Portal. Customers should consult an AT&T representative to determine the compatibility of their browser software with the web portal. **Office@Hand Wireless Management App:** Once Customer's TCM adds Office@Hand Wireless on the line of a CRU, he or she will be able to download and use the Office@Hand Wireless App. The Office@Hand Wireless App allows CRUs to view and manage certain features, such as a company directory, call logs, call settings and voicemail. The Office@Hand Wireless App is compatible with the Android® and iOS® operating systems. **Limitations:** Office@Hand Wireless may not be used on CRU lines provisioned with AT&T prepaid service, AT&T OfficeDirect, AT&T Number Synch, FirstNet, or AT&T Mobile Call Recording. Content: Customer Content, including Auto Receptionist content, is subject to AT&T's Acceptable Use Policy at <https://www.att.com/legal/terms.aup.html>. Customer agrees to indemnity and hold AT&T harmless for any failure to satisfy any of the terms related to its Content. **Further details:** See [http://serviceguidenew.att.com/sg\\_flashPlayerPage/MS](http://serviceguidenew.att.com/sg_flashPlayerPage/MS) for complete list of features and other details.