

AT&T Office@Hand

Bring voice, messaging, and conferencing together
in the cloud

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Businesses face major market shifts...

Moving to the cloud

>65%
2018

UC implementations that are cloud-based

65%+
2019

Enterprises expected to adopt cloud-based collaboration services

Changing workforce

82%

Prioritize workplace flexibility

42%

Would not work for a company with substandard technology

Mobilizing business



87% of businesses will execute on a mobile workspace strategy



17% of the communications budget will be spent on mobile plans and devices

...while managing the complexities of keeping teams connected

Multiple systems

- Mobile, remote, and office employees are not on one phone system
- Traditional systems don't work from another office or from a remote location

Scalability

- Existing systems are difficult to scale
- It's challenging to manage multiple devices and operating systems for unified business communications

Cost

- Converging voice and data may require IT resources and infrastructure investment
- No PBX hardware to buy or maintain

Simplify and unify communications

AT&T Office@Hand is your cloud-based IP business communication solution

- **Single, cost-effective phone system** for mobile and office
- **Enterprise-grade** voice, fax, messaging, and conferencing
- **Flexibility** for employees to work virtually anywhere
- **Robust support** for multiple devices and systems
- **Versatility** for administrators to manage remotely



Features



Benefits

Enhance customer satisfaction by helping ensure your customers can always reach you

Unite a dispersed workforce with one system that provides video meetings and online collaboration

Project a professional image through custom greetings, on-hold options, and business caller ID

Expand market reach with instant local numbers, toll-free access, internet fax, and time of day service



3 ways to simplify and unify

Included features	Standard	Premium	Enterprise
Call and management phone system administration	x	x	x
Access, manage, and use on smartphones and tablets	x	x	x
Unlimited Internet faxes and local and long distance calls	x	x	x
Toll-free minutes	1,000	2,500	10,000
Unlimited conferencing and business SMS	x	x	x
Microsoft® Office and Outlook®, Google Drive™ online storage service, Box, Box from AT&T, and Dropbox® integration	x	x	x
Shared lines	x	x	x
Salesforce® integration		x	x
Automatic call recording		x	x
HD multi-point video conferencing	Up to 4 users	Up to 25 users	Up to 50 users
Multi-level auto-attendant (IVR)		x	x
Call monitoring (barge/whisper/take-over/monitor)		x	x
Zendesk Integration	x	x	x
Microsoft® Office 365™ integration	X	X	X
Office@Hand report	X	X	X
Custom application development		X	X
Single Sign-on		X	X

Phones arrive pre-configured and ready to use



Polycom IP 321 - \$99 (2 line phone)

- Full-featured business phone with speakerphone, caller ID, call hold, mute, and more
- Includes power adapter and 2 line keys
- Integrated Power over Ethernet (PoE) support (Class 2)



Polycom IP 335 - \$139 (2 line phone)

- All features included in the 321 + HD-voice capable
- Integrated 2-port Ethernet switch so you can connect a PC or other device in addition to the phone
- Dedicated RJ-9 headset port



Polycom IP 550 - \$249 (4 line phone)

- All features included in the 335 + 4 line keys
- Large, high-resolution backlit, graphical display



Polycom IP VVX310 - \$169 (6 line phone)

- Backlit high-resolution monochrome display
- 4-user presence monitoring
- 2-port Gigabit Ethernet switch
- HD voice



Polycom IP VVX410 - \$219 (12 line phone)

- Business media phone
- 10-user presence monitoring
- 2-port Gigabit Ethernet switch
- On-screen virtual keyboard
- HD voice



Polycom IP VVX500 - \$299 (12 line phone)

- Business media phone
- 10-user presence monitoring
- 2-port Gigabit Ethernet switch
- On-screen virtual keyboard
- HD voice

Phones arrive pre-configured and ready to use



+1 side car \$519
+2 side car \$689
+3 side car \$859

Polycom IP 650 - \$349 (Receptionist phone)

- 6 line keys
- 2-port Ethernet switch, PoE
- RJ-9 headset jack
- Speakerphone, hold mute
- Monitor up to 4 users and supports expansion



Polycom IP 5000 - \$599 (Conference phone)

- Patented Polycom Acoustic Clarity™ technology
- 7-foot microphone pickup—ideal for executive offices or smaller conference rooms
- The most feature-rich family of IP conference phones available
- Robust interoperability, simplifying management and administration



Polycom IP 6000 - \$699 (Conference phone)

- Patented Polycom Acoustic Clarity™ technology
- 12-foot microphone pickup—ideal for small to midsize conference rooms
- Resists interference from mobile phones and other wireless devices
- High-resolution display call information and multi-language support



Cisco Linksys SPA 122 - \$79 (ATA)

- Single analog telephone port to connect to analog phones or fax machines
- Connect analog devices such as existing cordless phones, fax machines, and more

Phones arrive pre-configured and ready to use



Cisco SPA303 - \$119 (3 line phone)

- 3 line business-class IP phone
- Dual switched Ethernet ports, speakerphone, caller ID, call hold, conferencing, and more
- Power supply included



+1 side car \$269
+2 side car \$339

Cisco SPA 508G - \$199 (Receptionist phone)

- 8 line keys
- 2-port Ethernet switch, PoE
- Speakerphone, hold, mute
- Monitor up to 6 users and supports expansion modules
- Presence—displays phone status of colleagues



+1 side car \$409
+2 side car \$469

Cisco SPA525G2 - \$279 (5 line phone)

- Advanced executive phone with five line keys, speakerphone, high-resolution display and photo display
- HD-voice capable and includes power adapter
- Bluetooth connectivity
- Integrated PoE support
- Integrated 2-port Ethernet switch so you can connect a PC or other device in addition to the phone



\$169, 1 handset
\$279, 2 handsets
\$389, 3 handsets
\$499, 4 handsets

Yealink W52P (Up to 4 handsets)

- DECT cordless technology for secure communications
- HD voice technology
- Backlit 1.8" color display
- Provision up to 4 handsets per base, up to 4 simultaneous calls per base



+1 side car \$239
+2 side car \$309

Cisco SPA514G - \$169 (4 line phone)

- Integrated PoE
- Full-featured 4-line business-class IP phone
- Dual Gigabit Ethernet switched ports, speakerphone, caller ID, call hold, and conferencing
- Supports up to 2 Cisco SPA500S Expansion Modules
- Supports both SIP and SPCP Protocol
- Presence—displays phone status of colleagues

Get started

Billing

- Buyer/admin needs one AT&T wireless account
- Entire monthly billing for all users is on one AT&T wireless bill
- Purchase blocker must be removed from the billing account
- Users do not need an AT&T wireless account

Deployment

- Adequate broadband and capacity (use our easy-to-use online tools)
- Dynamic IP Addresses
- Open ports
- Use with public Internet services such as AT&T MIS

Service desk implementation process

- Free implementation advisor service is strongly recommended as it—
 - Helps ensure seamless setup
 - Results in higher customer satisfaction
- What will implementation advisor do for the customer?
 - Provide expert guidance
 - Help configure phone system to meet specific business needs
 - Help setup router Quality of Service (QoS) settings
 - Help and follow up on porting requests
 - Teach how to easily manage your phone system



Why AT&T Office@Hand

Quick

- Instant activation with fast setup
- No technical expertise needed to manage

Flexible

- Connects virtually everyone—multiple offices and employees—with one system
- Uses any phone—desk, conference, smartphone, tablet, softphone
- Manage from anywhere using smartphone app or browsers

Scalable

- Grows with your business
- Add users and locations with just a few clicks
- No replacement of systems

Affordable

- Rich feature set for one low price
- No PBX hardware to buy or maintain
- Free 24x7 support