



# AT&T Office@Hand 25.1 Release Top Features

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**RingCentral**

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# 25.1 AT&T Office@Hand Top Feature Roundup

## 1 Admin & Core

More time to active unconfirmed accounts!  
SMS 2.0: SMS “STOP” to opt out  
Receive incoming SMS messages without TCR registration  
Disable RingOut for individual users

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## 2 Call Handling

Disable control of DND for individual users  
Record, send, reply to, and forward voicemail messages with introductions

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## 3 Integrations

Teams Direct Routing - Support popular Microsoft 365 license types

# More time to active unconfirmed accounts

Admin & Core

## What's new?

**Auto-delete timer on unconfirmed accounts are now extended from 14 days to 60 days!**

Take more time to active your accounts.

## What problem does it solve?

This time extension allows customers to avoid losing or deleting accounts if not activated within the 14 day-timeframe, as well as avoid facing revenue loss due to activation prior to services being ready for usage.



# SMS 2.0: SMS “STOP” to opt out

## Admin & Core

### What's new?

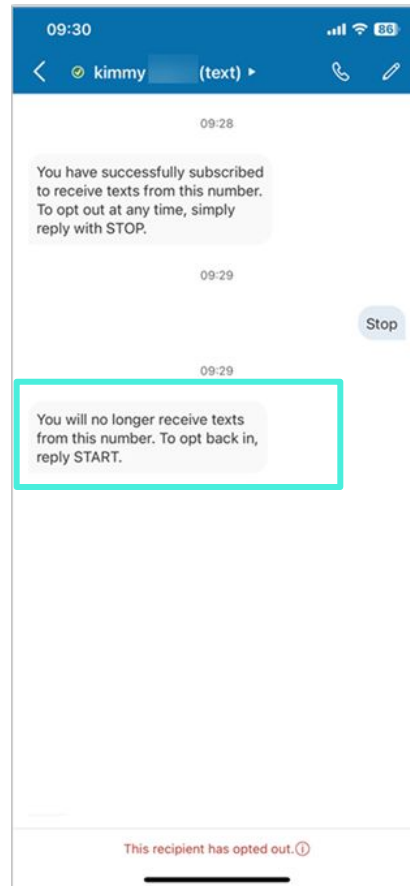
**SMS recipients can now reply STOP to opt out of receiving text messages.**

AT&T will send an auto-reply message, block further text communications, and add the contact to an opted-out list.

### What problem does it solve?

The SMS opt-out process allows recipients to choose to stop receiving messages from a sender. It's necessary for several key reasons:

- Legal compliance
- User control
- Customer satisfaction



# Receive incoming SMS messages without TCR registration

## Admin & Core

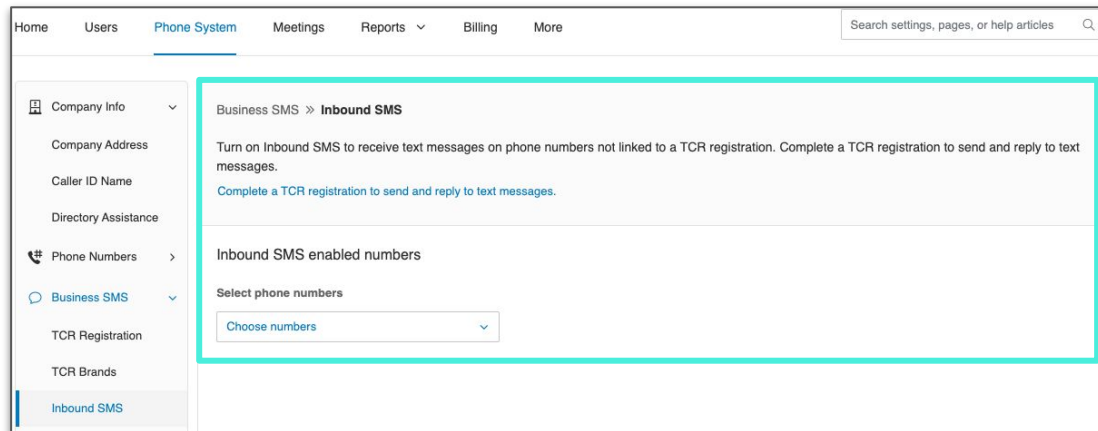
### What's new?

**Customers may configure phone numbers to receive incoming SMS text messages without TCR registration.**

Users will be notified when their phone number is set to receive incoming text.

### What problem does it solve?

This option allows customers to receive SMS text messages without completing TCR registration.



# Disable RingOut for individual users

## Admin & Core

What's  
new?

What  
problem  
does it  
solve?

**Admins now have the ability to disable the RingOut feature for certain users on their account**

The feature was previously only applicable to the entire account.

The RingOut feature is not often (un)necessary for entire groups. This avoids misuse of the feature.

The screenshot displays the AT&T Business Admin interface. The top navigation bar includes links for Home, Users, Phone System, Meetings, Reports, Account, and More. A search bar is located on the right. The left sidebar shows a menu with 'User List' (selected), 'Users with Extensions', 'Unassigned Extensions', 'Roles', 'User Groups', and 'Templates'. The main content area is titled 'User List >> Users with Extensions'. It features a search bar, '+ Add User', and '+ Add Users in Bulk' buttons. Below these are action buttons: Delete, Enable, Disable, Send Invite, Set Credentials, and Apply Templates. A table lists users with columns for Status and Name. One user, 'Some ALT\_USER (1731983444515)', is selected. The right panel shows the user's details, including 'Ext. 101', 'Outbound Calls/Faxes', 'Meetings', and 'Notifications'. The 'Outbound Calls Entitlements' section is highlighted with a red box, showing a toggle switch for 'Allow this user to make RingOut calls' which is currently turned on. A 'Learn more' link is also present.

# Disable control of DND for individual users

## Call Handling

What's  
new?

What  
problem  
does it  
solve?

**Admins now have the ability to control the Do Not Disturb-feature on an individual level.**

When the admin disables this function for a user, users are no longer able to change their DND status from the app (desktop, mobile), My Extension portal, and the Voicemail (IVR) menu.

Admins are no longer required to train users on how to use DND and it allows customer applications to better control DND.

The screenshot shows the 'User Details' configuration page for a user, specifically the 'Settings & Permissions' tab. The page is divided into two columns. The left column contains 'Regional Settings' (GMT-07:00, English (U.S.)), 'Roles' (Standard (International)), 'Template' (Apply), 'Confirmation Message' (3 seconds), and 'Automatic Call Recording' (Inbound - Off). The right column contains 'Schedule' (Custom hours), 'User Groups' (None), 'Site' (Company), 'Assigned Country' (United States), and 'Do Not Disturb Control'. The 'Do Not Disturb Control' section is highlighted with a red box and shows a toggle switch set to 'Off' with the text 'Allow user to control Do Not Disturb'.

# Record, send, reply to, and forward voicemail messages with introductions

## Call Handling

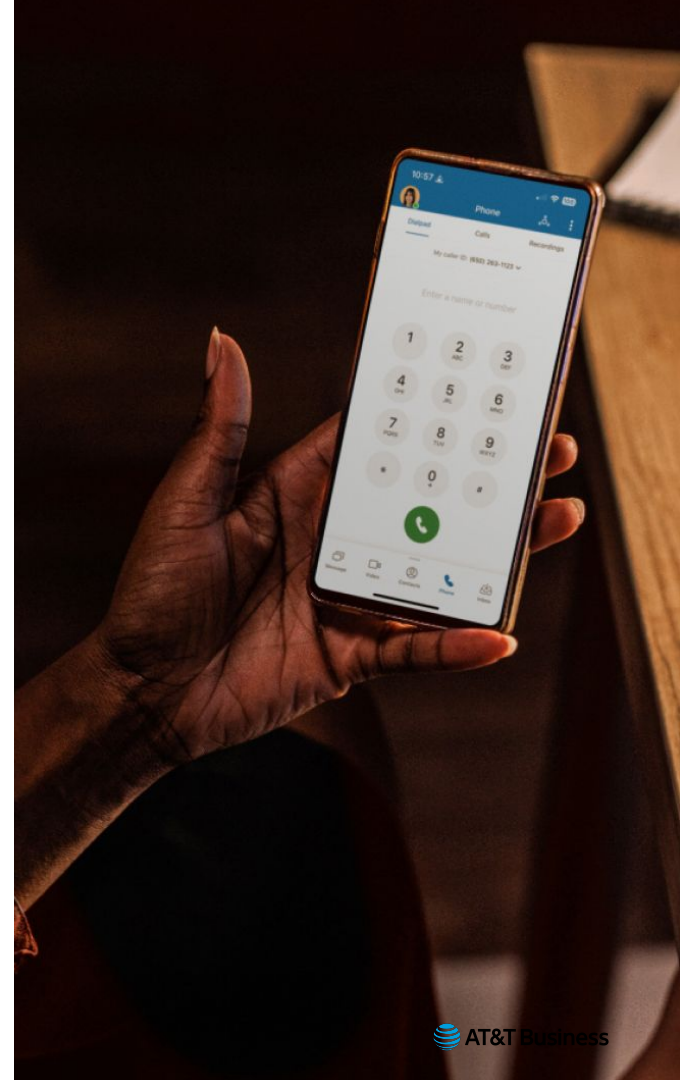
### What's new?

### What problem does it solve?

Users are now able to

- **Record and send a voicemail** to one or multiple recipients within the organization
- **Forward voicemail messages** with an introduction to provide additional context.
- **Reply directly** to the sender of a voicemail without ringing the recipient's extension.

Lack of feature parity with legacy voicemail systems - workflow inefficiencies, compliance issues





# Teams Direct Routing

## Support popular Microsoft 365 license types

### Integrations

#### What's new?

**Office@Hand Direct Routing with Microsoft Teams now supports additional license types.**

Following license types are supported:

- Government (G),
- Frontline (F),
- Education (A), and
- Business Premium

#### What problem does it solve?

Reach of broader markets and increased adoption.

Customers with the license types other than Enterprise (E) licenses were not able to enable Direct Routing to their organization as the domain verification step during this feature setup specifically checked for E-license.



