



AT&T Office@Hand 25.3 Release Top Features

Q3 2025
RingCentral

© 2025 AT&T Intellectual Property. AT&T and globe logo are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners

AT&T Proprietary (Internal Use Only) - Not for use or disclosure outside the AT&T companies except under written agreement



25.3 AT&T Office@Hand Top Feature Roundup

1 Desktop/Web App

Message replies

2 Admin & Core

Quickly find all user numbers in one place with a consolidated list

View all user licenses at a glance

Let users resend their own activation email

3 Call Handling

Voicemail Enhancements

Streamline DPP (Deskphone Pairing) setup across users with bulk actions in Admin Portal

4 Hardware

Support Yealink WiFi Phone AX83H & AX86R

Keep conversations organized with Message Replies

Desktop/Web App

What's new?

Reply directly to messages in a thread with Message Replies.

Easily create threaded conversations that keep replies organized and context intact.

What problem does it solve?

Quickly understand and follow conversations without losing track of important details. Threads help teams stay focused, reduce confusion, and collaborate more efficiently around specific topics.



Quickly find all user numbers in one place with a consolidated list

Admin & Core

What's
new?

What
problem
does it
solve?

View all numbers assigned to a user, now including Digital Line numbers, in the “Numbers” tab.

Admins can now access a complete, consolidated list directly in the User Details section of the Admin Portal.

No more switching tabs or guessing where numbers are listed. This new feature eliminates confusion by showing both direct and Digital Line numbers in one place, making it faster and easier for admins to manage number assignments and updates.

Before

(confusing representation)

User 1

Ext. 102 Outbound Calls/Faxes Notifications

▼ User Details

^ Devices & Numbers

Primary Number
(251) 295-2222
Edit

Phones Numbers

+ Add Direct Number

Number	Type	Name	Publish	Actions
No numbers are available.				

After

User's primary number (DL number) can be easily found on the “Numbers” tab

User 1

Ext. 102 Outbound Calls/Faxes Notifications

▼ User Details

^ Devices & Numbers

Primary Number
(251) 295-2222
Edit

Phones Numbers

+ Add Direct Number

Number	Number Type	Name	Publish	Actions
(251) 295-2222	Softphone		☒	

View all user licenses at a glance

Admin & Core

What's
new?

What
problem
does it
solve?

A new “Licenses” tab gives a full view of user-assigned licenses.

Admins can now see all licenses tied to a user in a centralized, view-only tab within the Admin Portal.

This new feature simplifies admin workflows by making all assigned licenses easily visible in one place. It improves clarity, discoverability, and control.

The screenshot displays the AT&T Business Admin Portal. On the left is a list of users with checkboxes for selection and status icons. The right pane shows the 'User 1' profile with tabs for 'Ext. 110', 'Outbound Calls/Faxes', 'Meetings', and 'Notifications'. The 'Licenses' tab is highlighted with a blue box. Below the tabs, the 'User Details' section shows 'User cost center: Cost Center 1' and 'User type: RingEX™'. The 'Phone licenses' section lists 'Domestic DigitalLine Unlimited' and 'Global RingEX™ - APAC'. The 'Additional number licenses' section shows 'Additional Local Numbers'. The 'Add-on licenses' section lists 'RingSense' and 'Large Meetings'. Blue lines connect text annotations on the right to these specific sections in the interface.

New “Licenses” tab in the User Profile

The user's cost center is now surfaced in the User Profile

“Phone licenses” displays all assigned RingEX licenses (can be >1)

“Additional number licenses” now clearly indicates the additional number licenses assigned to the user.

“Add-on licenses” lists all assigned add-ons

Let users resend their own activation email

Admin & Core

What's new?

Admins can now enable users to regenerate expired activation emails on their own.

When an activation email expires, users no longer need to wait on admins in order to proceed,

What problem does it solve?

Previously, users had to contact an admin to get a new activation email which causes delays if admins weren't immediately available.

Now, users can generate it themselves, reducing wait times and speeding up account access.



Voicemail Enhancements

Call Handling

What's new?

Voicemail just got more powerful with personal distribution lists, private messaging, and voice-powered addressing.

Users can now send voicemails to personal lists, mark messages as private, and use dial-by-name via keypad or voice commands (ASR) for hands-free convenience.

What problem does it solve?

These enhancements bring voicemail functionality in line with traditional systems, addressing gaps in feature parity. By enabling more intuitive and efficient workflows, teams can save time and streamline communications.

New voicemail

To: Angela Martin × Michael Scott ×

Message Re-record

Recording complete.

00:00 00:34

The message will be sent direct to the recipient's voicemail box.

☒ Urgent message ☒ Private message

Cancel Send

Mark private before sending voicemail

Streamline DPP (Deskphone Pairing) setup across users with bulk actions in Admin Portal

Call Handling

What's new?

Admins can now activate Deskphone Pairing (DPP) for multiple users at once.

Bulk enablement is now available in the Admin Portal, streamlining setup across teams.

What problem does it solve?

Previously, there was no way to turn on DPP for groups of users, forcing admins to handle setup one-by-one.

This created extra work for IT and led to user confusion and support tickets. Now, bulk enablement reduces manual effort and speeds up deployment across the organization.



Support for Yealink WiFi Phone AX83H & AX86R

Hardware

What's new?

Support for Yealink WiFi AX83H and AX86R phones with assisted provisioning.

These certified devices can now be set up using BYOD Assisted Provisioning, ensuring a smoother onboarding experience.

What problem does it solve?

Businesses using Yealink AX83H or AX86R devices can now receive official support through assisted provisioning. This enhances the BYOD experience, improves device compatibility, and allows for operational flexibility without needing to purchase devices directly through AT&T.

Yealink AX83H



Yealink AX86R



