

AT&T Office@Hand 25.3 Release Top Features

Q3 2025

RingCentral

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25.3 AT&T Office@Hand Top Feature Roundup

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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

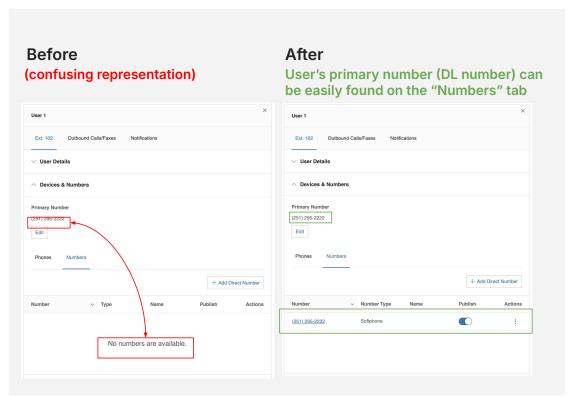
Admin & Core



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. What problem does it solve?

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.





View all user licenses at a glance

Admin & Core

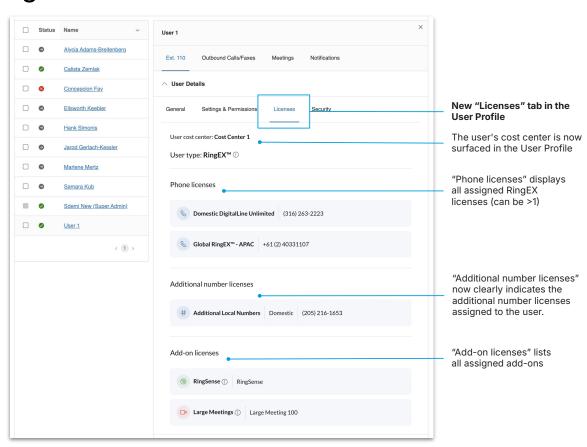
What's new?

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.

What problem does it solve?

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





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

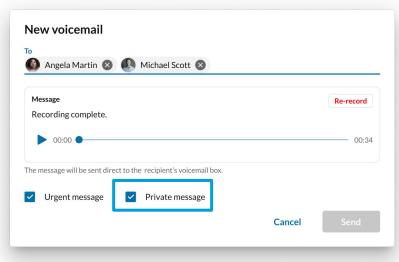


Voicemail just got more powerful with personal distribution lists, private messaging, and voice-powered addressing.

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.



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



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



