

Allworx[®] Reach for iOS User Guide - Version 5.0

Version: B Updated February 14, 2019

When to use this product:

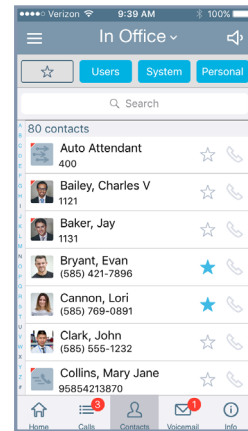
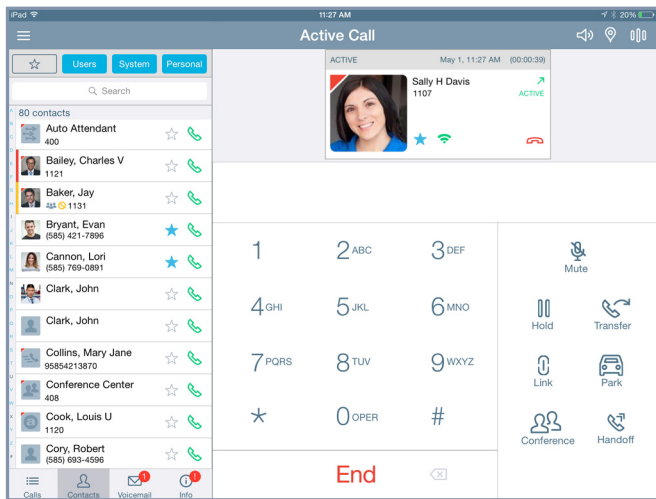
In June 2018, existing users of Allworx Reach 4.1 or earlier were offered an upgrade from the Apple App Store, and it upgrades both the version (to 4.2) and the name of the app (to Allworx Classic Reach).

Allworx Reach 5.0 is a new app, downloaded separately from the Apple App Store. It uses the latest toolkit provided by Apple, which enables the introduction of exciting new features – but it requires Allworx System Software version 8.3 or higher.

To receive calls when the Reach app is running in the background, the Reach 5.0 app **REQUIRES** access to an Allworx server running Allworx System Software 8.3 or higher. If the Allworx server is running Allworx System Software 8.2 or lower or is running in a network environment that does not support push notifications, the Reach app will suggest using Allworx Classic Reach 4.2 instead.



Allworx® Reach for iOS User Guide



Version 5.0



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Documentation

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Environmental Conditions

Allworx servers and phones:

Operating:	
Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)
Storage:	
Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

Trademarks

The following trademarks are owned by Allworx:

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Allworx[®] Verge[™] 9304
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Allworx[®] Connect[™] 320 server

Revision History

Revision	Date	Description
A	28-JUN-2018	New Release
B	14-FEB-2019	Updated for Park to Extension feature.

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Chapter 1 Introduction

The Allworx Reach™ for iOS 5.0 application creates a virtual handset on the iOS device for users to work from remote locations while continuing to manage calls, handset call history, and voicemail.

Note:	The Verge 9304 IP Phone does not support the Reach Remote Control or Call Handoff features.
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Allworx Reach brings the rich functionality of the Allworx phone to a mobile device. Create a SIP handset to place and receive calls, including Transfer, Park, and 3-way conference. Reach users have easy access to Contacts (Allworx directory, personal, and contacts shared from other apps) and Call History, including Allworx users' Presence and Busy Lamp Field status as well as can easily manage voicemail messages.

The Reach app version 5.0 provides native iPhone X support (no more letter boxing) and uses the latest iOS toolkit for best performance and features.

Note:	To receive calls when the Reach app is in the background, the Reach app REQUIRES access to an Allworx server running Allworx System Software version 8.3 or higher. If the Allworx server is running Allworx System Software 8.2 or lower or is running in a network environment that does not support push notifications, the Reach app suggests using Allworx Classic Reach version 4.2.
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Allworx Reach Link™ is a separate application for the Reach application to keep active calls connected as the mobile data network changes. Reach Link plays tones and explanations to the other party during network interruptions and provides recovery methods for calls that cannot be reconnected.

Mobile VM feature key accesses a limited set of features in the Reach application without a Reach license. To use all the features of the Reach application, users must have a Reach license. Contact the Allworx administrator for more information.

Throughout this document, any term or view labeled as iPhone refers to any iPhone or iPod Touch. Any term or view labeled as iPad refers to any iPad tablet. The Reach application supports iOS 8 (min).

1.1 Product Comparison

The table below identifies the features available when using a Reach license, Reach Link feature key, or the Mobile VM feature key.

Feature	Reach License	Reach Link Feature Key	Mobile VM Feature Key
Manage phone calls.	X		
View and manage the handset call history.	X		

Feature	Reach License	Reach Link Feature Key	Mobile VM Feature Key
View scheduled conference calls.	X		X
Access the directory and personal contacts.	X		X
Manage voicemail.	X		X
View and manage the following Info tab settings:			
• My Server	X		X
• Settings	X		X
• Go Offline	X		X
• My Handset	X		
• Reach Link		X	
• Report Problem	X		X
Access the Reach Link feature (available only on Connect servers).		X	
Access the Reach Extend feature (available only on Connect servers).		X	
Manage presence settings.	X		X
Manage Personal Contacts.	X		
Reach Remote Control.	X		
Call Handoff	X		
Reach Extend		X	

1.2 Application and Feature Requirements

The table below is a complete list of equipment and requirements necessary to perform all operations identified in this User's Guide.

Application / Feature	Equipment Minimum Requirements
Reach for iOS Application	<ul style="list-style-type: none"> • Apple device running iOS 10.0 or higher. • 1.2 App requirements • Allworx server running System Software Version 8.3 or higher. • Reach feature key. • Reach license. • Allworx server IP Address. • Allworx username and password.
Reach Link feature	<ul style="list-style-type: none"> • Allworx Connect series server running System Software Version 8.0 or higher. • Reach Link feature key. • Reach 2.0 application. <p>NOTE: In a multi-site network configuration: Reach Link functionality is limited to users and handsets configured on an Allworx server with the Reach Link feature key installed.</p>
Reach Remote Control feature Call Handoff feature Personal Contacts feature	<ul style="list-style-type: none"> • Allworx server running System Software Version 8.2 • Reach feature key • Reach 3.0 application • Verge IP phone
Wipe Current Remote License feature	<ul style="list-style-type: none"> • Allworx server running System Software Version 7.7 or higher. • Reach feature key • Allworx Server Administrator permissions

Application / Feature	Equipment Minimum Requirements
Mobile VM dashboard	<ul style="list-style-type: none">• Allworx server running System Software Version 7.5 or higher.• Mobile VM feature key.• Reach 2.0 application.

Chapter 2 Setup

Allworx users can download and install the Reach application from the iTunes App store, and then configure the iOS device to the to connect to the Allworx server. Users with a Reach License can activate the license and begin using the iOS device as an Allworx handset. Users with access to the Reach Link settings can customize the Reach Link configuration.

To configure the Allworx Reach application, the Allworx Server Administrator must provide information about connecting to the server. This includes server IP address or addresses, username, and password. Contact the Allworx Server Administrator for this information.

2.1 Setup Checklist

Follow the order of the steps to successfully download, install, and activate the Reach application. For more information about configuring and activating the Reach device, click the link in the Installation Guide Link column.

Step	Description	Installation Guide Link
1	Download the Reach application from the iTunes App Store.	
2	Install the Reach application.	
3	Read and accept the Allworx Emergency 911 policy and the End User License Agreement.	
4	Configure and activate the Reach device.	"To configure and activate the device:" on page 6
5	Configure the Reach Link settings, if available.	"Configure the Reach Link Settings" on page 6

2.2 Setup the Reach Application

Administrators may send a "setup link" to the website <http://get.allworx.com/reach>. This setup link includes the server IP Addresses and username.

Using a computer and the device is equipped with a QR code reader application.	<ol style="list-style-type: none">1. Click the setup link.2. Open the QR code reader application on the device, and use the device to capture the setup code from the setup page. The website opens on the device.3. Locate the Installation section and click the store icon to download and install the application.4. Click Auto Configure, which enters the server IP address and username into the required fields.5. Manually enter the assigned Allworx password.
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To manually download and install the Reach application:

1. Navigate to the App Store. Search for the Reach application. Tap the **Download** icon. The application downloads.

2. Tap the **Open** button.

Note:	The Reach app determines which version of Reach (Classic Reach or Reach 5) is compatible with the Allworx server configuration. If necessary, the Reach app returns to the App Store to download and install the correct version of the Reach app. The new Reach app version imports all the existing settings. Simply follow the on-screen prompts, and the Reach app does the rest. After migrating from Classic Reach to Reach 5.0 (or vice versa), it is safe to uninstall whichever app will no longer be used.
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3. Upon successfully installing or updating the Reach application, the Emergency 911 Notice and the End User License Agreement displays. Read this notice, and tap **OK** to accept.

Caution:	During an emergency, the technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE THE SERVICE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. ALLWORX WILL NOT BE LIABLE FOR RESULTING ERRORS, DELAYS, INJURY, OR DEATH.
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To configure and activate the device:

1. Navigate to **Info tab > My Server**. See ["Basic Layout" on page 9](#) for more information.
2. Type the IP Address or Addresses (separated by a comma) and Allworx username and password provided by the Allworx Server Administrator into the appropriate fields.
3. Tap the **Login** button. The iOS device display a message to setup a handset.

With a Reach License	Tap Yes . The My Handset page displays. See "My Handset" on page 61 for more information.
Without a Reach License	If the Mobile VM feature key is available on the server, the Reach application is ready to use with the limited features. See "Mobile VM Dashboard" on page 14 for more information.

For devices without Internet access, move the device to another network that connects to the Internet. After the device activates the license, move the device back to the original network.

4. Download the supporting documentation from <http://get.allworx.com/reach>.
5. Place a test phone call. See ["Phone Tab Details" on page 23](#) for more information. If available, access to the Reach Link tutorial displays in a red configuration reminder on the **Info** tab. See ["Configure the Reach Link Settings" on page 6](#) for more information.

2.3 Configure the Reach Link Settings

The Reach Link feature provides a configuration tutorial. After starting the tutorial, tap **Skip Tutorial** to configure the Reach Link feature manually. To replay the Reach Link tutorial, tap **Restart tutorial**.

Select one of the following:

- Navigate to **Info tab > Reach Link**.
- Navigate to **Info tab > Settings > Reach Link**.

To configure the Reach Link feature using the tutorial:

1. Place a call from the Reach device and hang up.
2. Navigate to the **Info** tab and tap on the red Reach Link configuration reminder. The Reach Link tutorial opens. Use the **Next** and **Back** buttons to navigate through the tutorial.
3. Use the tutorial links to manage Reach call operations:

During longer network interruptions*	The Allworx server calls any alternate configured phone automatically during a network outage to reconnect the call. If the user has permission to change the setting, tap Set up a Fallback Phone or Change Fallback Phone to navigate to the Fallback Phones page. Tap the back arrow to return to the tutorial.
Finally*	If a call cannot reconnect, the Allworx server can transfer or end the call. If the user has permission to change the setting, tap Change Final Action to navigate to the Final Action page. After selecting the Final Action, tap the back arrow to return to the tutorial.
Keep 4G calls on 4G	Limited to devices with cellular data connectivity. Prevents calls that originate on a cellular data network from reconnecting to any known WiFi networks. Toggle the switch to enable the feature.
During conference calls	Prevent conference members from hearing tones and prompts during a network reconnection. Tap Mark conference centers to navigate to the Conference Center page. Tap the back arrow to return to the tutorial.

* Requires enabled user permission to change the setting. Contact the Allworx administrator to update the settings or enable the permission, if necessary. See ["Reach Link" on page 62](#) for more information about the Reach Link settings.

4. Tap **Done** to complete the tutorial. The Reach Link Settings page displays. Use this page to update the settings after using the tutorial.

Chapter 3 Overview

The Reach application uses tabs to access the application features and icons to provide visual clues of call status or to manage handset features. Additionally, the Allworx administrator can use the Wipe Current Remote Device feature to remove all log in credentials and disables the device from sending or receiving phone calls when the remote device is lost or stolen.

3.1 Basic Layout

The following graphics indicate the Reach for iOS basic layout for an iPad and iPhone, respectively. Specific active tab details are described in later chapters of this User Guide.

Active Tab Area

Navigation Bar Area

- Menu button
- Presence Status
- User Name/Number or Call Status
- Intercom button
- Presence Setting button
- Audio Route

Dialpad

Current Call Status Area

NOT SHOWN: incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

Active Call Icons

Application Tabs

Action Icon

Active Tab Area

Navigation Bar Area

- Menu button
- Presence Status/Setting or Call Status
- Audio Route

3.2 Icons

The Reach application uses icons to navigate the application, to view the status of a call or user, and to manage calls.

- Colored icon - indicates the feature is available during the call.
- Gray icon - indicates the feature is unavailable.















3.2.1 Navigation Icons

Navigation icons direct the user to different tabs or menus to access the features available within the Reach application.

	Drawer - Reach features.		Call History tab.
	Contacts tab.		Voicemail tab.
	Info tab.		Phone tab (only available on the iPhone).

3.2.2 Status Icons

Status icons provide a visual cue of call status, contact type and availability, action tab counts, voicemail message downloads, and Reach Link audio prompts.

	Allworx User and System Contact badge.		Allworx User Contact (no contact image available).
	Allworx System Conference Center Contact.		Allworx System Contact - Auto Attendant.
	Allworx Contact - Public.		Allworx System Contact - Door Relay.
	Allworx System Contact - Extension.		Allworx System Contact - Email Alias (only available in Visual Voice Mail Center).
	Allworx System Contact - Message Center (voicemail).		Personal Contact or incoming caller avatar, if no image is available.
	Audio route - Speakerphone.		Audio route - Headset.
	Presence setting.		Contact has DND activated.

	Contact status - ringing.		Contact status - on an active call.
	Contact status - Do Not Disturb activated.		Contact favorite.
	Contact is not a favorite.		Presence icon - Busy.
	Presence Icon - At Home.		Presence icon - On Business Trip.
	Presence icon - At A Meeting.		Presence Icon - Away.
	Presence icon - On Vacation.		Call History Status - Outgoing call.
	Call History Status - Incoming call or call answered elsewhere.		Call History Status - missed call.
	Call History Status - Outgoing call, no answer.		Call History Status - incorrectly dialed number. Reach Link - call not reconnected.
	Voicemail message downloading.		Contacts synchronizing.
	Tab icon: indicates number of new voicemail messages or missed calls.		Reach Remote Control Active.
	Reach Link restoration audio prompts on.		Network Quality Indicator: WiFi - Good
	Network Quality Indicator: WiFi - Medium		Network Quality Indicator: WiFi - Low
	Network Quality Indicator: WiFi - None		Network Quality Indicator: WiFi - Disconnected
	Network Quality Indicator: Cell - High		Network Quality Indicator: Cell - Fair
	Network Quality Indicator: Cell - Low		Network Quality Indicator: Cell - None
	Network Quality Indicator: Cell - Disconnected		

3.2.3 Active Call Icons

Active Call icons enable users to manage the current phone call (place, retrieve, or end). On the iPhone tap the Phone tab to view the active call icons. Tap the available icon to activate.

	Dialpad show.		Dialpad hide.
	Dialpad backspace.		Mute call.
	Hold.		Call Transfer.
	Reach Link.		Call Park.
	Create a conference call.		Call Handoff.

3.2.4 Action Icons

Action icons enable users to manage phone calls (place, retrieve, or end) or the voicemail feature as well as change the audio route. Tap the available icon in the specific tab to activate.

	Place a phone call.		Pick up an incoming phone call.
	Retrieve the current call from hold.		Retrieve the current call from the Parking Orbit.
	End the current phone call.		Available during Call Transfer - Cancel the call transfer.
Call	Place a call using the dialpad.	Intercom	Place an Intercom call.
End	End the current phone call using the dialpad.	Transfer	Transfer the current call using the dialpad.
	Conference - merge the two calls into a single call.		Cancel creating a conference call.
	Leave Conference.		Voicemail - Play.
	Voicemail - Pause or stop recording or playing the current message.		Voicemail - Record.
	Voicemail - Stop.		Reach Remote Control - place a Line Appearance call.
	Reach Remote Control - place a <i>Bluetooth</i> Appearance call.		Reach Remote Control - place an Intercom call.

3.3 Push Notification Services

The iOS operating system has battery management features that restrict background activity in apps, and the optimal way for VoIP apps to stay connected to the servers is to use “push notification” services. The Allworx System uses this mechanism when both the Allworx server and the mobile handsets have network connectivity to the Apple Push Notification service. The Allworx Server Administrator activates the feature on the Allworx Server; there are no settings in the Reach application for users to modify.

3.4 Wipe Current Remote Licenses

The Wipe Current Remote Licenses feature enables the Allworx administrator to remove all login credentials and voicemail information for a lost or stolen remote device. Additionally, this feature disables the device from sending and receiving phone calls. This feature requires the Allworx server administrator to change the user password, which terminates the Reach application.

To use the device after receiving a wipe command:

1. Log in to the device using the current credentials and the new password provided by the Allworx administrator.
2. Reclaim a new license for the Reach application. See [“Setup” on page 5](#) for more information to restore the voicemail information and enable the application to send/receive calls.

3.5 Emergency Notifications

Similar to the Allworx IP phones, the Allworx Server Administrator can enable Reach users can receive alerts when anyone on the Allworx system dials an emergency (911) call. Once activated, Reach users receive emergency alert notifications with unique audible indications on all Reach devices. Reach users tap the icon to display the emergency alert dialog in bold, red text with current alert status that includes:

- handset owner that placed the call.
- station number of the original call handset.
- date/time of the call.

The Emergency Alert feature becomes silent after 10 minutes, and the Emergency Alert feature clears the Reach screen after 60 minutes, just like the Verge IP phone. Additionally, Reach users can manually clear the notification screen and audible alert by selecting one of the following options:

- **Silence** – stops the beeping and vibrating but leaves the alert active; navigates to the device drawer icon to display the emergency alerts.
- **Clear** – this clears the audible alert and the notification screen.

To review and clear past alerts:

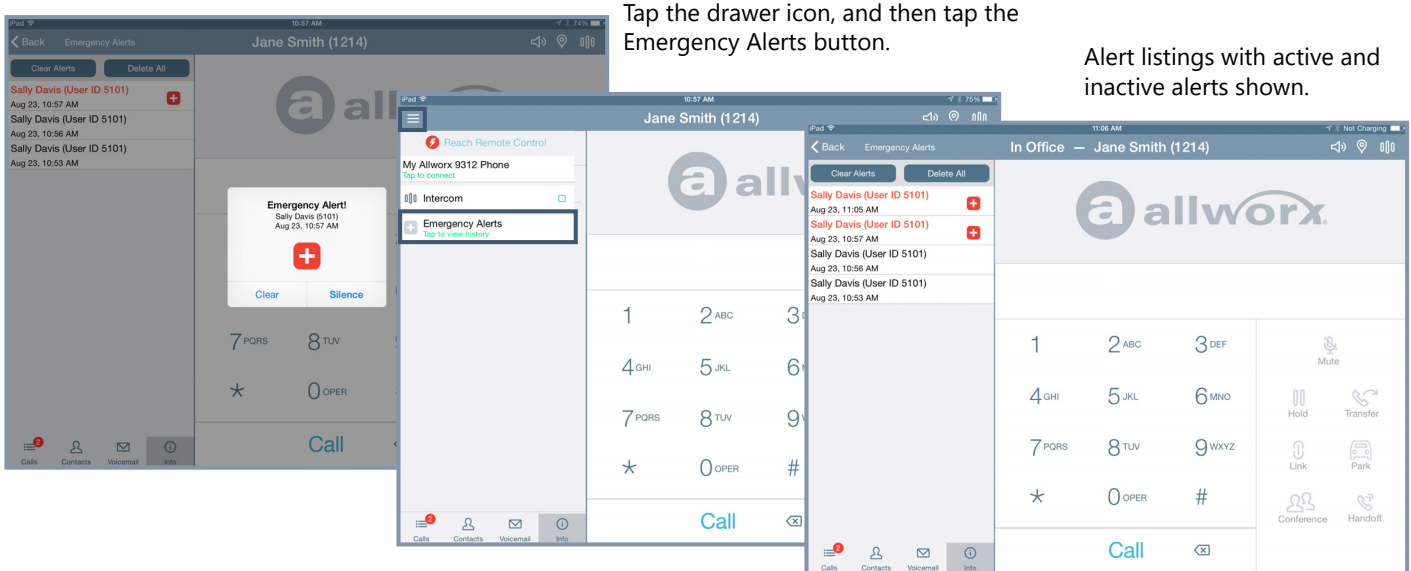
1. Navigate to the **Reach Features menu > Emergency Alerts**.

2. Tap to view history, and then tapping one of the following options:

- **Clear** – all alerts are inactive.
- **Delete all** – removes all entries from the list.

iOS iPad examples:

Alert made by another Allworx user.



Tap the drawer icon, and then tap the Emergency Alerts button.

Alert listings with active and inactive alerts shown.

3.6 Mobile VM Dashboard

The Mobile VM Dashboard limits the available feature set with the Reach application. On the Mobile VM Dashboard, users can access and manage voicemail messages and update the presence setting. Users can manually use the Contacts tab to access directory and personal contacts or the Call History tab to access scheduled conferences.

To use all the features of the Reach application, users must have a Reach license. Contact the Allworx administrator to obtain a Reach license.

iPad example:

iPhone example:

Tap to update the Presence setting.
See ["Presence / Do Not Disturb \(DND\)"](#) on page 21.



Tap to access and manage voicemail messages. See ["Voicemail"](#) on page 53.

Tap here to configure and activate a handset on the device. See ["My Handset"](#) on page 61.

Chapter 4 Navigation Bar

The Reach application Navigation Bar area accesses additional Reach features, the Intercom feature, manage presence status / Do Not Disturb settings, or changing the device audio route.

The iOS Navigation Bar area displays:

iPad	iPhone*
<ul style="list-style-type: none"> • drawer icon to access Reach Remote Control and Intercom features • current presence and username / extension or active call status • Intercom and Presence setting/DND icons • active audio route 	<ul style="list-style-type: none"> • drawer icon to access Reach Remote Control and Intercom features • current presence or active call status • audio route
<p>* To locate the Intercom button, navigate to the Phone tab.</p>	

4.1 Drawer

The Drawer icon accesses additional features in the Reach for iOS application such as Reach Remote Control, add a New Contact or an Intercom appearance.

4.1.1 Reach Remote Control

Note:	The Verge 9304 IP Phone does not support the Reach Remote Control feature.
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The Reach Remote Control feature provides a user interface to enable the Allworx user to have full feature control of the Verge IP phone from a Reach device at or away from the user's desk. If using a tablet, the Reach device enables a desk phone to serve as an executive phone. The Reach Remote Control feature supports answering calls on the following appearance types:

- Call Appearance
- Line Appearance
- Shared Call Appearance
- *Bluetooth* Appearance
- Queue Appearance
- ACD Appearance
- Ring Group

While in Reach Remote Control mode, pressing the Verge IP phone volume control bar displays a volume pop-up on the Reach device for handset, speaker headset, *Bluetooth* headset, ringer, paging, and Intercom. Use the sliders to adjust the volume of each option.

To activate the Reach Remote Control feature:

1. Tap the drawer icon in the upper left corner of the Reach application.

2. Tap the **<Allworx phone>** button to connect to the Verge IP phone. The Reach application includes badging to indicate Reach Remote Control is active.

The first time using the Reach Remote Control feature, the Allworx user must tap one of the following options to acknowledge the Reach device is controlling the desk phone:

- **Don't show this again** - acknowledges the transfer of control for this time and each subsequent time Reach Remote Control is activated.
- **OK** - acknowledges the transfer of control for this time.

While in Reach Remote Control mode, pressing the volume bar on the Verge 9312 IP Phone activates the volume settings screen on the Reach device.

To place a call using Reach Remote Control:

1. (optional) Tap the drawer icon in the upper left corner of the Reach application, and then select an appearance type from the list of available outbound appearances. The Call Appearance is the default line in use. The Reach application returns to the default screen.
2. Dial the number and tap the **Call** action icon or select a Contact listing or a Call History listing. Manage the call as usual with the Reach device.

To deactivate the Reach Remote Control feature:

Tap the drawer icon in the upper left corner of the Reach application, and then tap the **<Allworx phone>** button to end the connection.

Reach Remote Control - iPad example:

Tap the Menu button to locate and tap the My Allworx Phone button to activate.

Accept the acknowledgment.



Tap the drawer icon to:

- display all the available Outbound Appearances. Select the appearance type to place the call.
- tap the Connected to My Allworx Phone button to disable Reach Remote Control and return to the Reach application.

Reach Remote Control badging.

Reach Remote Control - iPhone example:

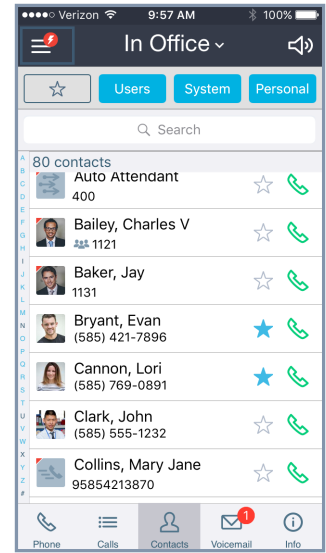
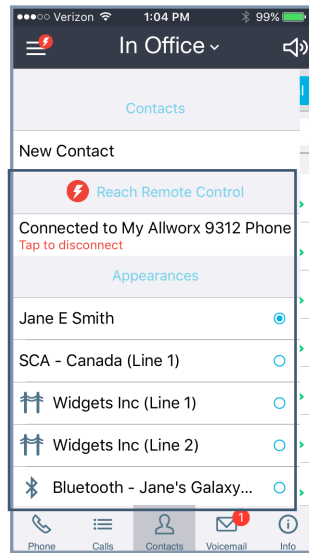
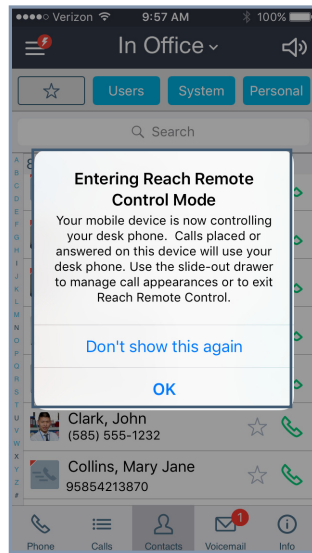
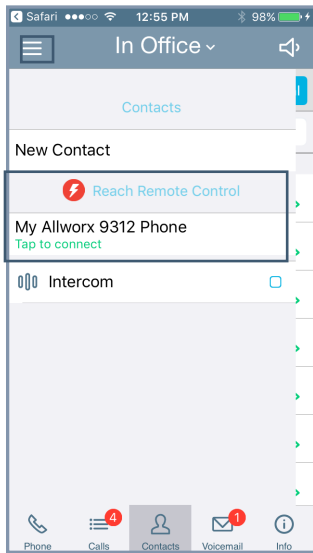
Tap the Menu button to locate and tap the My Allworx Phone button to activate.

Accept the acknowledgment.

Tap the drawer icon to:

- display all the available Outbound Appearances. Select the appearance type to place the call.
- tap the Connected to My Allworx Phone button to disable Reach Remote Control and return to the Reach application.

Reach Remote Control badging.



To manage the Reach Remote Control Timeout screen:

Reach users can manage automatically turning off the Reach Remote Control feature to preserve the Reach Device battery life.

1. Navigate to **Info tab > Settings > Reach Remote Control > Keep screen on.**
2. Select an option:

Always in RRC mode	the Reach device screen never locks
Only when battery > 5%	the Reach application screen stays open until the battery reaches 5%, and then the Reach device uses the device settings
Only when battery > 15%	the Reach application screen stays open until the battery reaches 15%, and then the Reach device uses the device settings
Use system settings	the Reach application uses the device settings

3. Tap **< My Settings**, and then tap **< Back** to return to the Reach application.

4.1.2 Appearances

Tap the appearance type for the next active call while in Reach Remote Control mode. The selection does not persist after the call has ended. During an active call, the appearance in use displays in the Active Call area of the screen. Available appearance types:

- **Call Appearance** - (default line in use) place extension-to-extension calls or dial 9¹ to obtain an outside line.
- **Line Appearance** - seize an outside line immediately.
- **Shared Call Appearance** - handle a set of one or more appearances as a single appearance shared across multiple phones. All phones in the Shared Appearance have common access to calls and call operations within the group of phones.
- **Intercom** - dial another handset and the handset answers automatically. See ["Intercom" on page 22](#) for more information.

4.2 Presence / Do Not Disturb (DND)

Incoming calls follow the assigned call route based on the presence setting. Additionally, the Verge IP phone and the Interact Professional application display the a presence icon when the current presence setting is something other than In Office; and on the Reach mobile device, the device status area displays the current status setting.

To change the status:

Tap the Presence Setting icon on the iPad or the Presence setting listing on the iPhone, and then select an option from the drop-down list.

- In Office
- On Vacation
- At Home
- Busy
- At A Meeting
- On A Business Trip
- Away
- Do Not Disturb*

* When DND is active, the iOS device does not ring for incoming calls. All calls follow the next step in the active call route. Users can continue to place calls on the device, but the status icon displays as DND to other Reach devices, the Verge IP phone series, and the Interact application.

A blue radio button (check mark for DND) displays next to the selected presence. While the iOS device searches for or connects to a network, the presence label provides a status.

1. Digits may vary. See My Allworx Manager > Phone Functions tab or contact the Allworx Server Administrator.

4.3 Intercom

An Intercom call enables a user to dial another handset and the handset answers automatically. To deny an incoming Intercom request, tap **Ignore** on the Reach device.

To place an Intercom call:

1. Tap the Intercom icon in the navigation bar (iPad) or tap the drawer icon and tap the Intercom appearance (all devices). Dial the Allworx extension, and then tap the Intercom active call icon.
2. Start talking when the device displays Active Call. The user of the dialed extension hears the caller. Tap the red handset action icon or the End active call icon to stop the Intercom call.

4.4 Audio Route

The Reach application enables users to view the in-use audio route - Bluetooth, handset, speaker, or headphones. iPhone users can change the audio route (iPhone and iPhone Speaker) by tapping the icon. To adjust the volume, use the Reach device volume adjustment.

To change the audio method:

iPhone: Tap the audio method in use and select a different audio route.

iPad: Tap the Audio Route action icon to select a different audio route.

Chapter 5 Call Management

Note: Calls may be lost due to no connection between the Wi-Fi access point or cellular data service, or if the Reach device switches to Wi-Fi while a cellular data call is in progress.

The Reach application enables placing or receiving calls using an iOS device as an Allworx remote phone and provides call management features such as park, transfer, hold, and conference calls.

5.1 Phone Tab Details

The Phone tab is as a separate tab on the iPhone and provides the Reach user with the most recent call history listing details and status icons as well as the dial pad and action icon to place a call. The phone tab is always present on the iPad.

The screenshot shows the 'In Office' app interface on an iPhone. The top navigation bar contains a menu icon, the text 'In Office', and a speaker icon. Below this is a 'History (20)' section listing recent calls with caller names, dates, times, and statuses like 'Elsewhere' or 'Offline Missed'. Each entry has a green phone icon. Below the history is a numeric dial pad with letters for each number, a star key, and a hash key. At the bottom are three buttons: a menu icon, a 'Call' button, and a backspace icon. The bottom-most navigation bar shows 'Phone', 'Calls', 'Contacts', 'Voicemail', and 'Info' tabs.

Navigation Bar Area

- Call Status and Icon
- Action Icons

Recent Call History Listings

- Caller ID Name
- Call Details
- Call Status and Icons

Dialpad

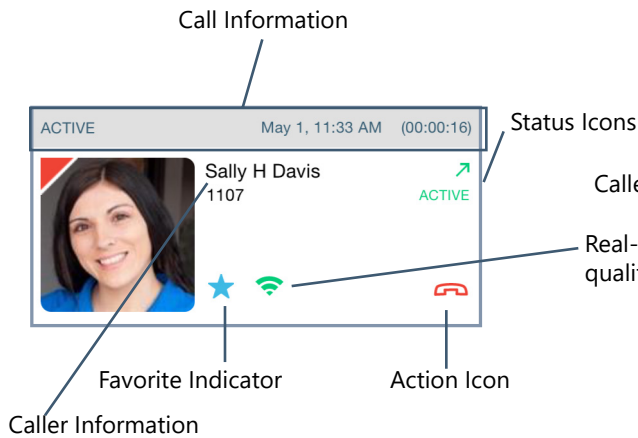
- Dial Pad Hide
- Action Icon
- Backspace

Application Tabs

5.2 Active Call Details

Provides the Reach user with details about the active call such as contact photo (if available), caller ID, date and time the call originated, and the current network information. Status and action icons are also available to manage the call. See [“Icons” on page 10](#) for more information.

iPad example:



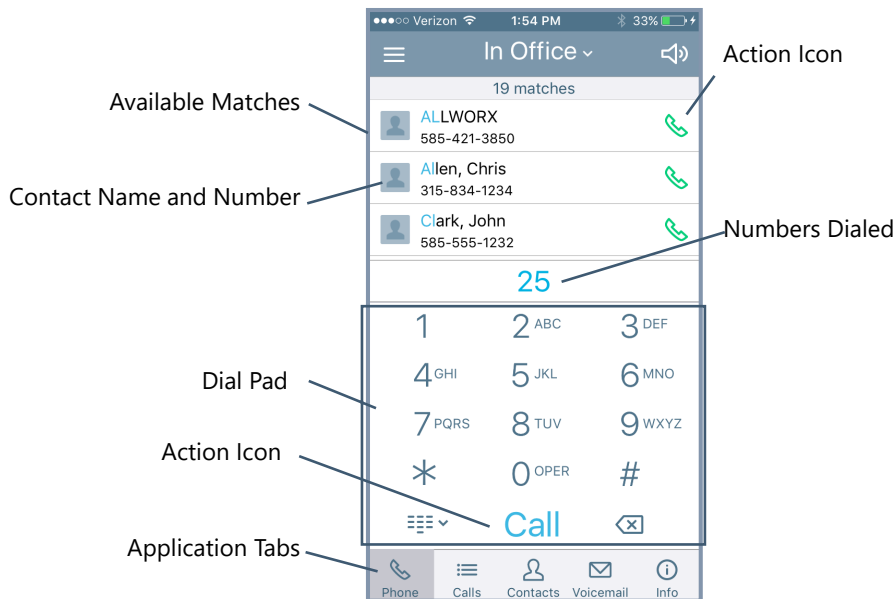
iPhone example:



NOT SHOWN: in the Active Call area, incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

5.3 Place a Call

iPhone example:



iPhone: Navigate to the Phone tab. While dialing, the matching contact numbers display in the Call Status section with the matching information indicated with blue text. The backspace action icon

removes the last digit. Press and hold the backspace action icon to remove all digits.

External Number*	Dial the outside line access digit set in the dial plan (usually 9) + phone number and tap Call .
Internal Extension*	Dial the direct extension + tap the Call action icon. To redial the last outgoing number, tap Call twice.
* If the Call action icon is not active, tap the icon to display a message explaining why the icon is disabled.	

Additionally, Reach for iOS users can use the device native **Phone** app to place a Reach call. Open the **Recents** tab, locate the call entry and tap the **Info** icon to display the call history details. Press the **Call** button to place the call. The **Phone** app prompts to select a default phone application to use for the first call to the phone number. To change the default application for placing a call, long-press the **Call** button and select the Reach for iOS app to place the call.

5.4 Receive a Call

Incoming calls provide Reach users with information about the call and three options: accept, ignore, and extend to my cell (described below). Incoming calls notifications display a contact image or icon, and contact or caller ID information. If the incoming call is to a Dialed Number Identification Service (DNIS), the notification also displays which DNIS name that the caller dialed. Reach for iOS users can accept incoming Reach calls even if the mobile device lock screen is active.

In the case of a second incoming call, the Reach application notifies users of incoming calls and places the first call on hold when tapping **ACCEPT** to answer a second incoming call. Additionally, the users can close the Reach application to use another iOS device application without ending the call.

To manage the incoming Reach call while the device is:

Active	<ul style="list-style-type: none"> • Ignore: sends the call to the next step on the active call route after the system specified number of rings. • Accept: answers the incoming call.
Sleep	Slide the Slide to Answer notification to the right to unlock sleep mode and answer the call.

5.5 Mute a Call

During an active call, tap the Mute action icon. When enabled, the icon changes to white and the background changes to blue. To unmute the call, tap the Mute action icon again.

5.6 Place a Call on Hold

During an active call, tap the Hold action icon. The call is placed in the Active group in the Calls tab. Tap the **Retrieve the current call from hold** action icon. The On Call page redispays.



5.7 Transfer a Call

During an active call, the Reach user send the call to another extension or phone number.

1. Tap the **Transfer** action icon, and then select a transfer option

Blind	Send the call unannounced to a new extension.
Attended	Send the call announced to a new extension.
To Voicemail	Send the call to an Allworx directory contact voicemail.
To my cellphone	Send the call to the current phone user's cell phone. If there is no cell phone number, a dialog box displays to enter and store the cell phone number.
Cancel	iPhone only: reverts back to the keyboard.

2. Dial the number and tap the **Transfer** action icon to complete the transfer. The display status changes to active call.

	Cancels the active call transfer and places the call on hold.
	Retrieves the on hold call.

5.8 Park a Call

Place a call on a system-wide hold location so that another phone can retrieve the call. The Allworx System provides two methods to park a call:

- **System Park:** places a call into the next available park location, and then a different phone can retrieve the call by dialing the park location number. **Example:** park a call for someone away from their phone, and then page the recipient to tell them to retrieve the call by dialing the parking orbit.
- **Park to Extension:** places a call into a parking location for a specific user or group, if enabled (available in Allworx System Software 8.5 or higher). Allworx Users also receive Parked Call Notifications, if someone parked a call on the extension or any extension of interest.


To Park a call:

- Press the **Park**  action icon.

If using Allworx System Software 8.5 or later, the Reach application displays the following options to select:

- **Myself** – park the call to this extension (if Park to Extension is enabled for user).
- **System park** – place the call into a parking orbit.
- **Select** – select a specific extension to park the call. Tap the **Contacts** tab to display only the contacts with Park to Extension enabled.


If using Allworx System software 8.4 or earlier, the Reach application parks the call in the next available parking orbit and the parked Call filter displays all the calls parked in any Parking Orbit.

- Press the **Transfer** () action icon, and then dial 300 (Park to Extension prefix) + recipient extension number.

In any Allworx System Software version, after the Reach for iOS device parks the call, the **Call History** tab updates.

To retrieve any parked call:

Do one of the following:

- Navigate to **Calls History > Parked** section and select the parked call. Tap the green handset () action icon to connect with the call.
- Dial 301 (Retrieve from Extension prefix) + extension number (only available with Allworx System Software version 8.5 or higher). The Reach device retrieves the call that was parked for the longest amount of time.

5.8.1 Parked Calls Notifications

The Park to Extension feature notifies users configured to receive parked calls or Park to Extension recipients of interest about a parked call.

Example:

After Allworx Server Administrator enables the Park to Extension feature on Bob's extension, Bob's devices automatically notify him when someone parks a call to his extension. In addition, if Bob has a Park to Extension programmable button on his Verge phone for the Sales Department, the Allworx System automatically notifies Bob of any calls parked on the Sales Department extension.

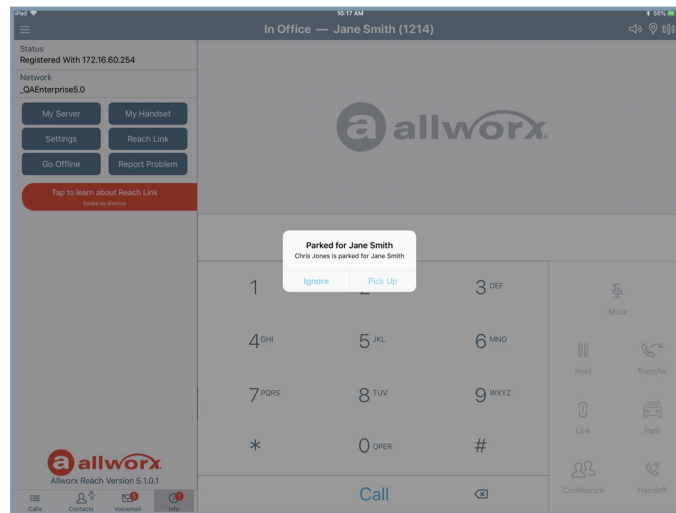
The Reach for iOS device displays the following notifications for parked calls:

- pop-up notification similar to an incoming call notification regardless if the call is for the Reach user or a Park to Extension recipient of interest.
- green badge on the Call History navigation tab with the number of parked calls of interest. This badge overrides the number of missed calls badge, if the number of parked calls of interest is greater than 0.

Select one of the options for the parked call:

- **IGNORE** – call goes into the Reach user's Parked Calls queue.
- **PICK UP** – answers the parked call. If the Reach user is on an active call, the Reach application places the active call on hold.

Parked Call Notification Example:



To enable or disable the parked call notifications a Contact:

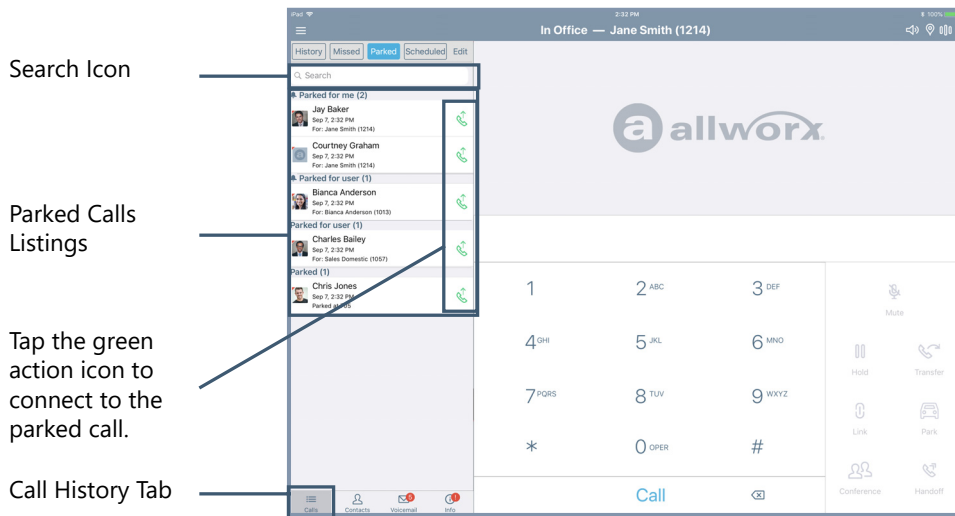
1. Open the Reach application **Contacts** tab, and then tap the contact listing.
2. Locate the **Notifications** section, and check the **Notify me on park** box. Default: checked (enabled).
3. Tap the back arrow at the upper, left corner of the listing to return to the **Contacts** tab.

5.8.2 Parked Call Listings

The **Call History** window displays all parked calls. Allworx System Software version 8.5 or higher display the call listings in the following order with the longest park time at the highest level for each category:

- Calls parked for the phone owner
- Calls for system extensions enabled for notifications
- Calls for user extensions enabled for notifications
- Calls matching a System Extension Contact (example: Sales Dept) without notifications
- Calls for user extensions without notifications
- System parked calls

Reach for iOS Tablet Parked Calls Example (Allworx System Software 8.5 and higher):



When using the Reach Remote Control feature in Allworx System Software version 8.5 or higher, the Allworx Server Administrator sets the Parked Calls screen display for viewing the following the types of parked calls in the order listed with the longest park time at the highest level for each category.

Note:	Allworx phones do not provide notifications for calls that are not eligible for the parked calls list on the phone, even if the owner has the set the notification flag for other contacts with parked calls.
--------------	---

- Calls parked for the phone owner.
- Calls parked using this phone.
- Calls parked for the extension of configured Park to Extension programmable buttons.
- System-parked calls.

When viewing many parked calls, Reach users locate a specific call by entering one of the following criteria in the search field:

- Recipient's extension contact name
- Caller's caller ID
- Recipient extension

5.8.3 Reminder Period

If the parked call recipient does not retrieve the call within the time configured, the Verge IP phone provides a notification to the user. See the Verge IP Phone Series User Guide to configure the Reminder Period setting.

5.8.4 Call Route Settings

For Park to Extension only: after the Timeout period expires, the call follows the next call handling step



defined per the extension setting:

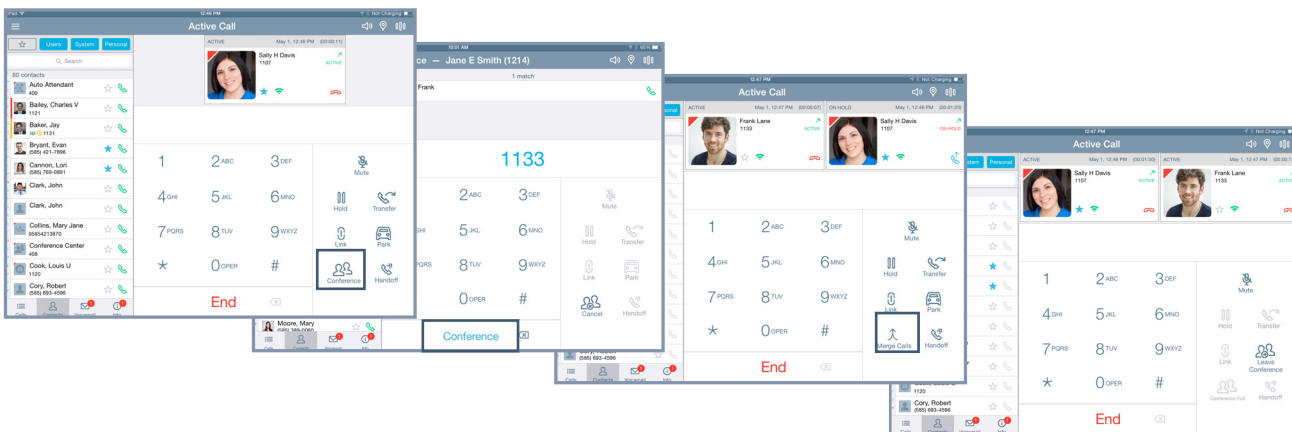
- **User Extension:** defined in the current presence settings of the recipient Allworx User extension configuration. Allworx Users with permissions can adjust the Park To Extension timeout and call handling using My Allworx Manager.
- **System Extension:** defined in the Day/Night mode settings of the recipient Allworx System extension configuration by the Allworx Server Administrator.

5.9 Conference Call


Reach users can place two callers onto a single, conference call.

To create a conference call:

1. Place or answer a call, and then tap the Conference () action icon to place or answer the second call (the first call automatically on hold). The active calls section displays both calls.
2. Tap the Merge () action icon to join the two phone calls. Both calls display as active.



To end the call:

- Single call segment - tap the red handset action icon in the active call area.
- Leave Conference - tap the **Leave Conference** () action icon to depart from the call and enable the other parties to continue talking.
- Conference calls - tap the **End** action icon.

5.10 Reach Link On Call Options

Tap the **Link** action icon to access Reach Link On Call Options pop-up. Select an available option:

Transfer to <available phone>	Used to transfer the call manually to another device. Select an available option: <ul style="list-style-type: none"> • cell (requires configuration in the Reach application at Info > Settings > Cell Number). • fallback. • desk.
Mark as conference...	Prevents conference members from hearing tones and prompts during reconnection. This setting applies to the dialed contact.
Unmark as conference...	Enables tones and prompts during reconnection. This applies to the dialed contact.
Go To Reach Link Settings	Navigates to the Reach Link Settings page. See " Configure the Reach Link Settings " on page 6 for more information.

To close the Reach Link pop-up, tap **OK**.

5.11 Reach Extend

The Reach Extend feature is automatically available on a Reach Handset with the installation of the Reach Link feature key on the Allworx server and a cellular voice number configured on the Reach Handset. Reach Extend provides Allworx Reach users with the option of placing or receiving a call through a cell phone instead of depending on VoIP call quality over Wi-Fi and 4G data networks, while presenting a business Caller ID to remote parties.

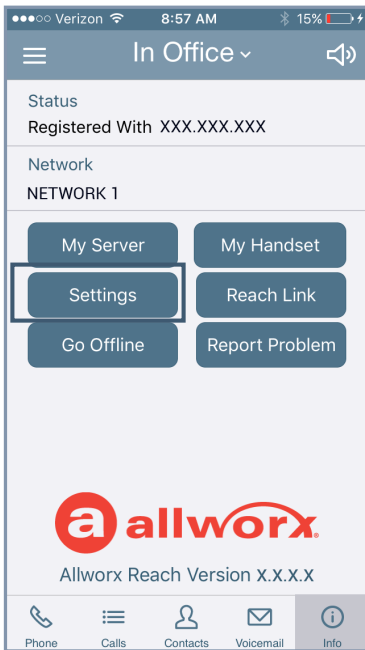
To set up the Reach device for Reach Extend:

1. Open the info tab, and then tap the Settings button to open the Settings screen.
2. Scroll to and tap the **Cell Number** field. The keypad displays.
3. Use the keypad to enter a cell phone number.
4. Scroll to the **Extend** section and tap **Place outgoing calls via**.
5. Tap the preferred option, and then tap the **<Back** link.

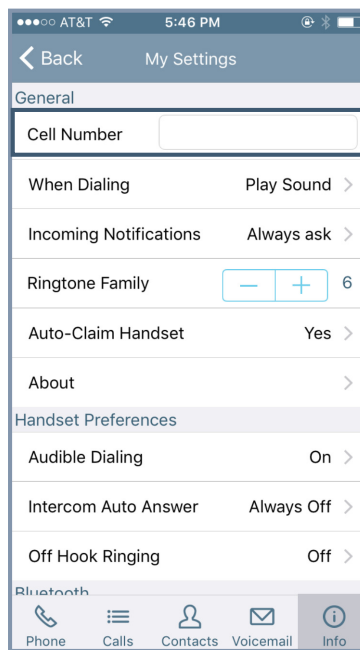
Standard Reach	Uses Reach when placing all outgoing calls.
Extend (using My Cell)	Uses Reach Extend (using the provided cell phone number) when placing all outgoing calls.
Ask each time	Provides use the opportunity to decide when to use Reach and when to use Reach Extend with each phone.

Reach for iOS iPhone example:

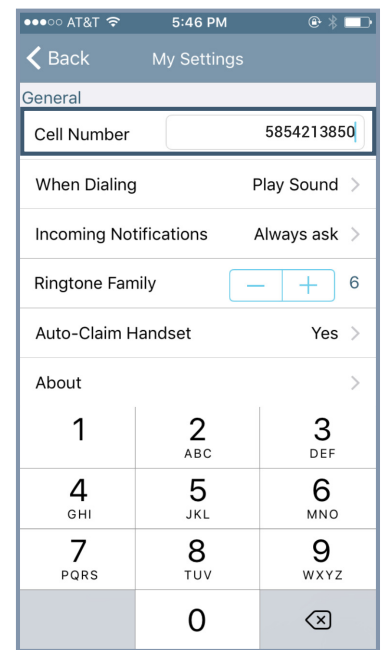
Open the Settings screen.



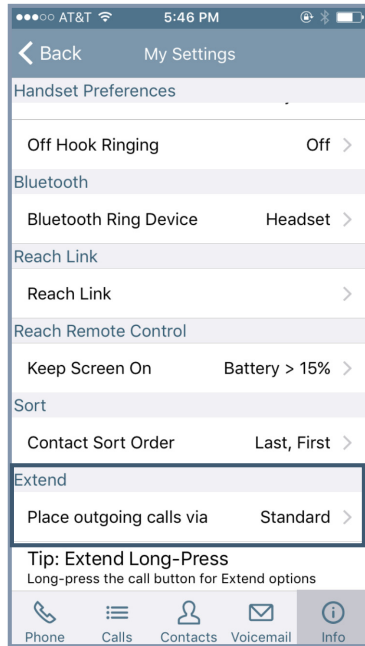
Locate and tap **Cell Number**.



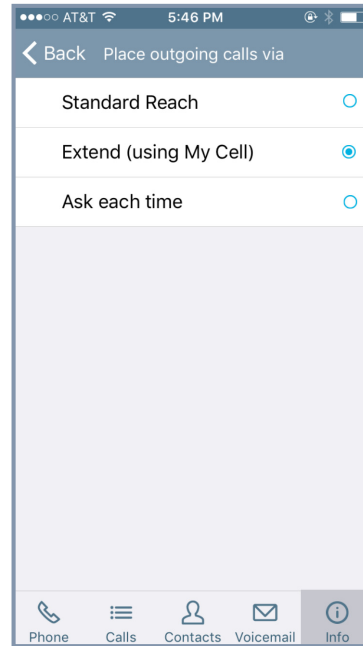
Enter the preferred cell phone number, and then tap **OK**.



Locate the **Extend** settings and tap **Place outgoing calls via**.



Select an option from the list. The Settings screen redisplay.



To place a call using Reach Extend:

1. Dial the external phone number, and then tap the CALL action icon. If Reach Extend is set to prompt the user to select an option, a pop up displays and the selects the preferred method to use when placing the call.

Alternate: Users may long press any call action icon to open the Reach Extend pop up, and then select an option.

2. Select **Extend To My Cell** to use Reach Extend.

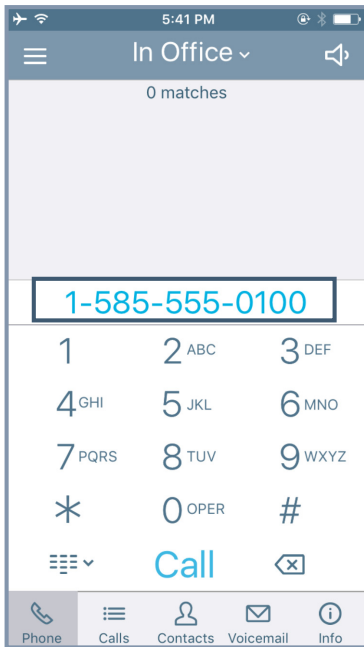
If a cell phone number was already entered into the application, the call transfers to Reach Extend.

If no number is provided, enter a valid 10-digit cell phone number.

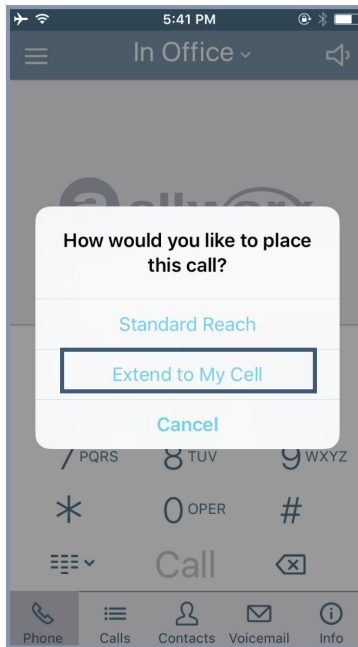
3. Accept the call, and then tap the number 1 on the keypad to confirm placing the call to the dialed number.

Reach for iOS placing a call example:

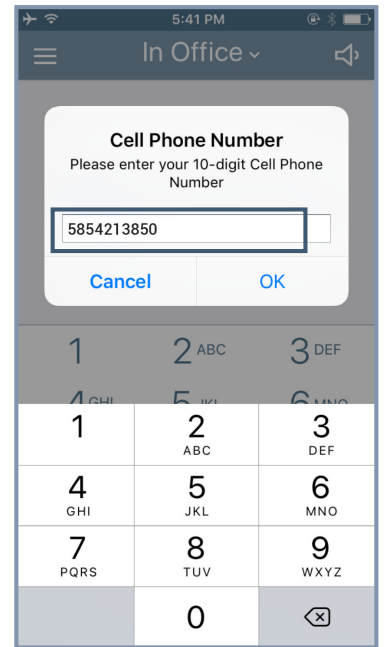
Dial a phone number.



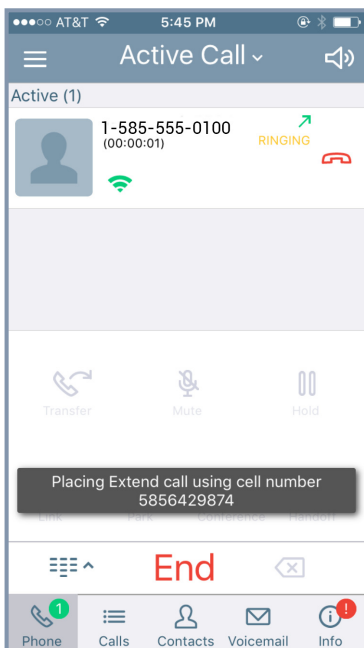
Select **Extend To My Cell**.



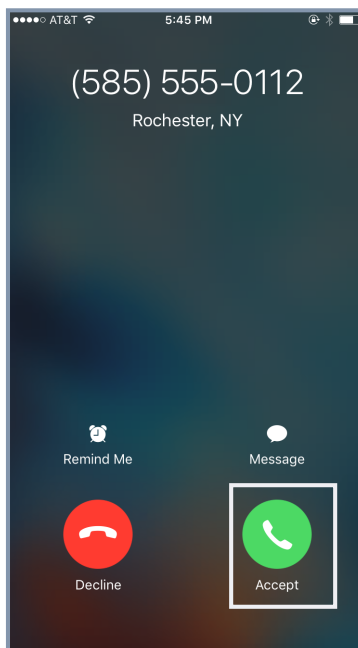
Enter a cell phone number (if not done previously).



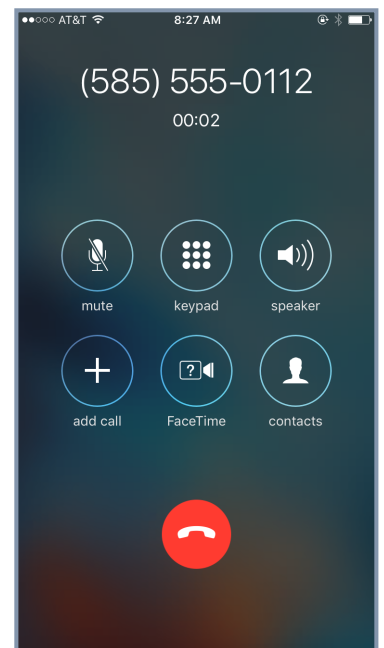
Call transfers to Reach Extend.



Tap **Answer** to accept call on cell number.



Active Reach Extend call.



To receive a call using Reach Extend:

For incoming business calls using the Reach app, the user can select the option to send the ringing call to the cell service. In doing so, the call immediately routes to the cell phone so the user can answer it using the native cell phone app without answering the call in Reach.

1. Select an option at the incoming call:

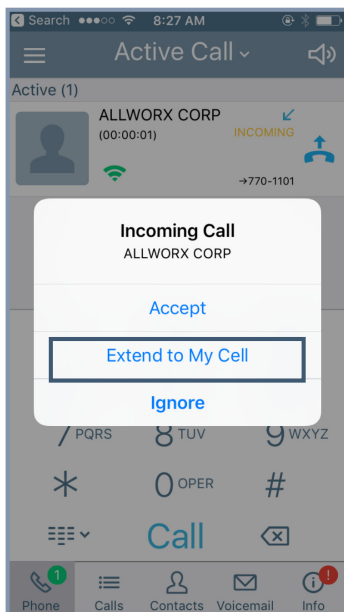
Standard Reach	Accepts the call within the Reach application.
Extend to My Cell	Accepts the call using Reach Extend. The call will automatically transfer to the provided cell phone number.
Cancel	Sends the call to the next step in the user's call route.

2. Select one of the following on screen options from the transfer to the cell phone number:

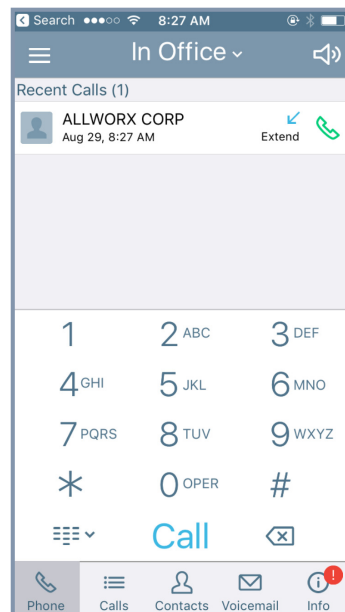
Answer	Accepts the call on the provided cell phone number and places the call to the originally dialed number.
Ignore	Rejects the call on the provided cell phone number.

Reach for iOS receiving an incoming call example:

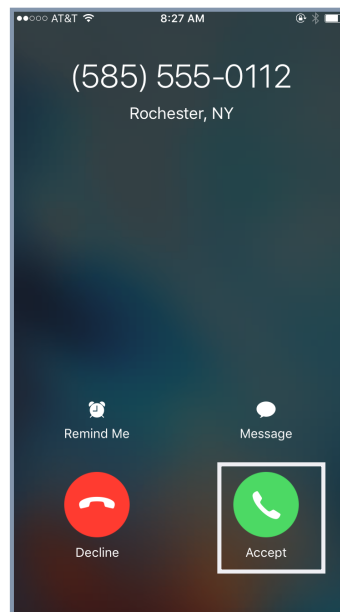
Incoming call: Select **EXTEND TO MY CELL.**



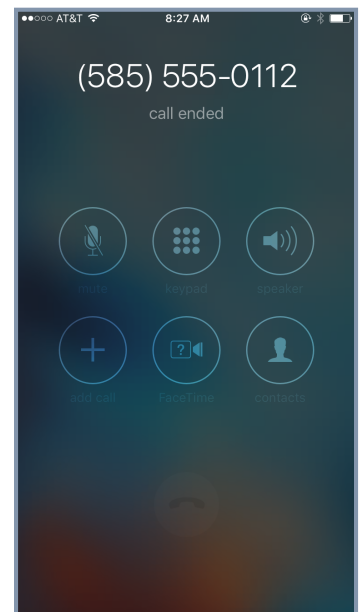
Call transfers to Reach Extend.



Tap **Answer** to accept call on cell number.




Active Reach Extend call.



5.12 Call Handoff


Note:

The Verge 9304 IP Phone does not support the Reach Call Handoff feature.

Reach users can migrate a network call from the Reach handset to the Allworx Verge IP phone during an active call and vice versa. The Call Handoff () action icon migrates the active call with minimal disruption to the audio. Reach users can hand off all call types except for the following:

- Phone-hosted conferences
- Destination devices set to Do Not Disturb
- Cellular calls (via *Bluetooth* Hands-Free)
- Calls on hold
- Devices registered on different servers (does not support multi-site).
- ACD or Call Queue appearance calls (including call supervision)

To perform a handoff during an active call:

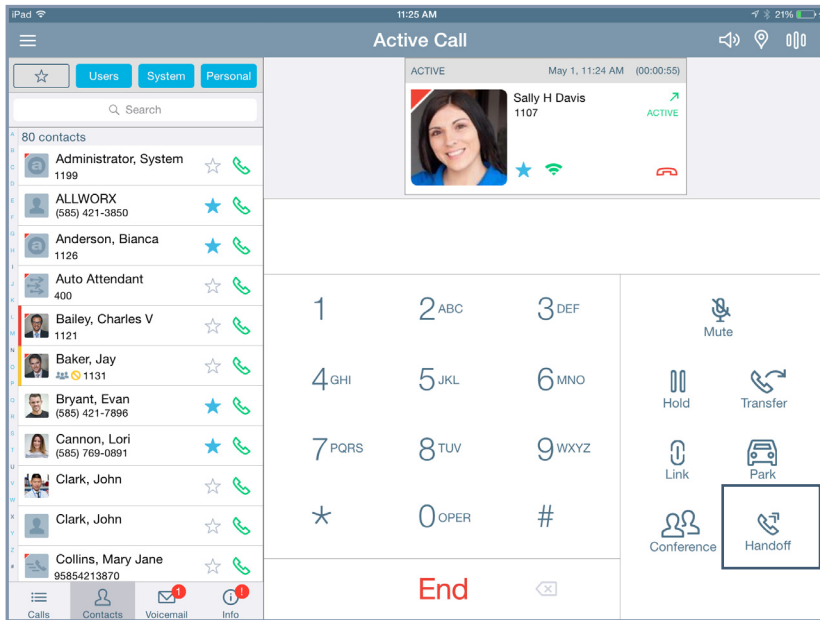
1. Tap the Handoff () action icon.
 - if there is only one possible destination device, the Allworx system automatically selects the destination device.
 - if multiple destination devices are available to receive the call handoff, select the handoff destination from the list of available devices.

To cancel the Call Handoff feature, tap the Undo button on the Reach device screen.

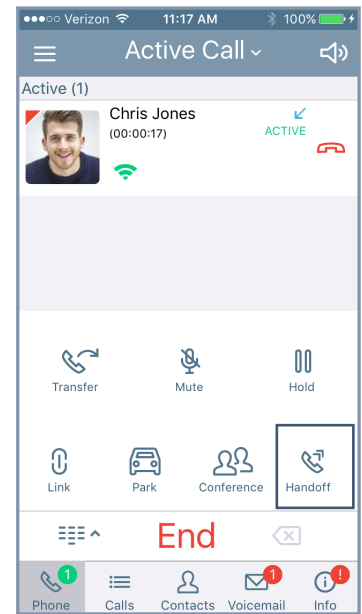
2. Answer the call on the destination device. Reach users hear tones to indicate the call handoff from the current device was successful or if the call handoff failed.

If the migrating a call from the Verge IP phone **to** a Reach device, the Reach device automatically enters Reach Remote Control mode.

iPad example:

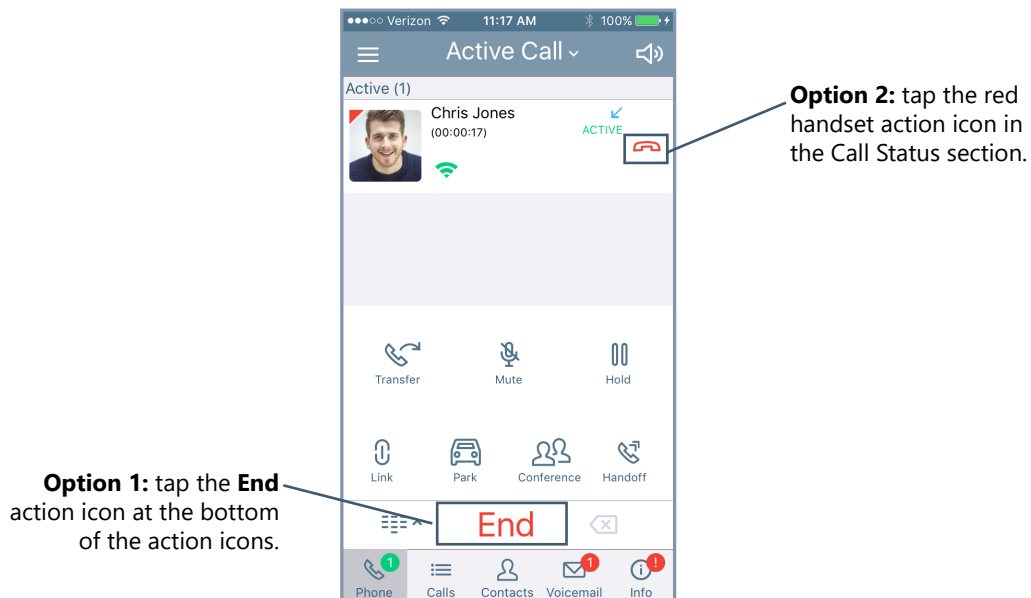


iPhone example:



5.13 End a Call

To end the current call while the device screen is active and Reach is in the foreground, do one of the following options:



5.14 Call Status

The call status information displays:

- the caller ID name and number.
- the date and time of the call.
- a call duration timer.
- the network mode quality.
- a status indicator of the current phone call:

Incoming	An outside caller is contacting the extension.
Ringing	User is calling another extension or phone number.
Active	Handset is currently in use.
On Hold	Current call is on hold.
Transferring	Sends the call to another destination.

Chapter 6 Calls

The Calls tab displays the call history specific to the extension, and all Reach application calls also display in the iPhone device **Phone** app on the **Recents** screen. Each call listing includes the caller ID (a missed call uses red font), date/time of call, and status / action icons.

iPad example:

Groups

Search Field

Call History Listings

- Caller ID name
- Call Details
- Call Status and Icons

Scheduled Conference Call Information

Application Tabs

Manage Call History

Call Status and Icons

Action Icons

Network Details

Call Information:

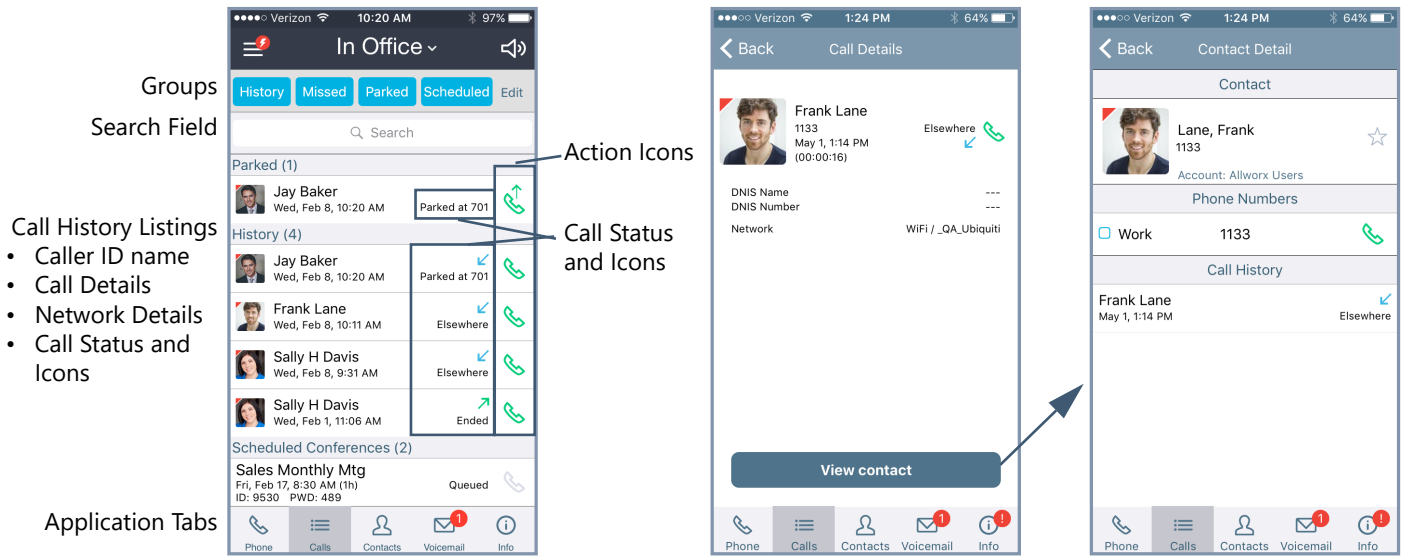
- Caller ID name/number
- Call Details
- Call status and icon
- Action icon
- Network Details

Contact Information:

- Caller ID name/number
- Favorite status
- Available phone numbers
- Action icon
- Call History Details

NOT SHOWN: in the Active Call area or the Call Details screen, incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

iPhone example:



NOT SHOWN: in the Call Details screen, incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

- Call Information:**
- Caller ID name/number
 - Call Details
 - Call status and icon
 - Action icon
 - Network Details
 - View Contact Button

- Contact Information:**
- Caller ID name/number
 - Favorite status
 - Available phone numbers
 - Action icon
 - Call History Details

The group buttons on the Calls tab enables Reach users to filter which types of calls to view. Tapping the group button displays the users that meet the criteria. A long press on any single group selects that filter and unselects all other groups. The available groups include:

History	Display the answered incoming and outgoing calls.
Missed	Display only the unanswered phone calls.
Parked	Display all calls placed into the Parking Orbit.
Scheduled	Display all conference calls. Tap the conference call listing for more detail. The listing displays: <ul style="list-style-type: none"> • conference description. • ID number and PIN. • date, time, and duration. • conference status. • action item.

6.1 Call Details

The call detail view provides the Reach user with details about the selected call history listing such as contact photo (if available), caller ID name and number, date and time, call duration, and the received/sent call status. Status and action icons are also available for the user to manage the call. See ["Icons" on page 10](#) for more information.

The call status indicators include:

- Ended
- Missed
- Transferred
- Offline Missed
- Parked at <Parking Orbit Number>
- Unparked
- Elsewhere
- Check number
- Busy
- Not reconnected*
- Hung up*
- * Requires the Reach Link feature key.

In the Call Details screen, Reach users can:

- tap the green phone action icon to redial the last received number from that contact.
- tap the **Add Contact** button to add the caller to the Allworx Personal contacts for the user. *
- tap the **Edit** button to modify the caller information.*

See "[Manage Personal Contacts](#)" on page 48 for more information.

6.2 Search

Locate the Search field, and type the search criteria. The Call History listings matching the criteria display at the top of the list. As the criteria becomes more specific, the number of Call History listings may decrease. If there are no entries matching the Search criteria, verify the active tab filter selection and retry the search. To exit the search feature, tap the **Cancel** button.

6.3 Scheduled Conferences

The scheduled conferences feature enables users with permission to schedule conference calls from My Allworx Manager (see Allworx System User Guide). The Reach application downloads the scheduled conference calls from My Allworx Manager, but it does not support any other external calendar. The Conference Call current status:

Active	A current conference call that displays with a green handset action icon. When the conference call is about to begin, tap the conference call green handset action icon to automatically dial: <ul style="list-style-type: none"> • Conference Bridge • Conference ID and password. The Auto-dialing Conference ID and password display in the Call Status area. NOTE: After the Conference Bridge answers, the system automatically dials the conference ID and password.
Queued*	A conference call scheduled in the future that displays a gray handset icon.
Expired*	A conference call scheduled in the past with a gray handset icon.

* Users cannot tap the gray handset icon to dial the conference call.

To edit the queued conference information:

Users can edit the Name and Password of queued conferences prior to the pre-join time or conference start time.

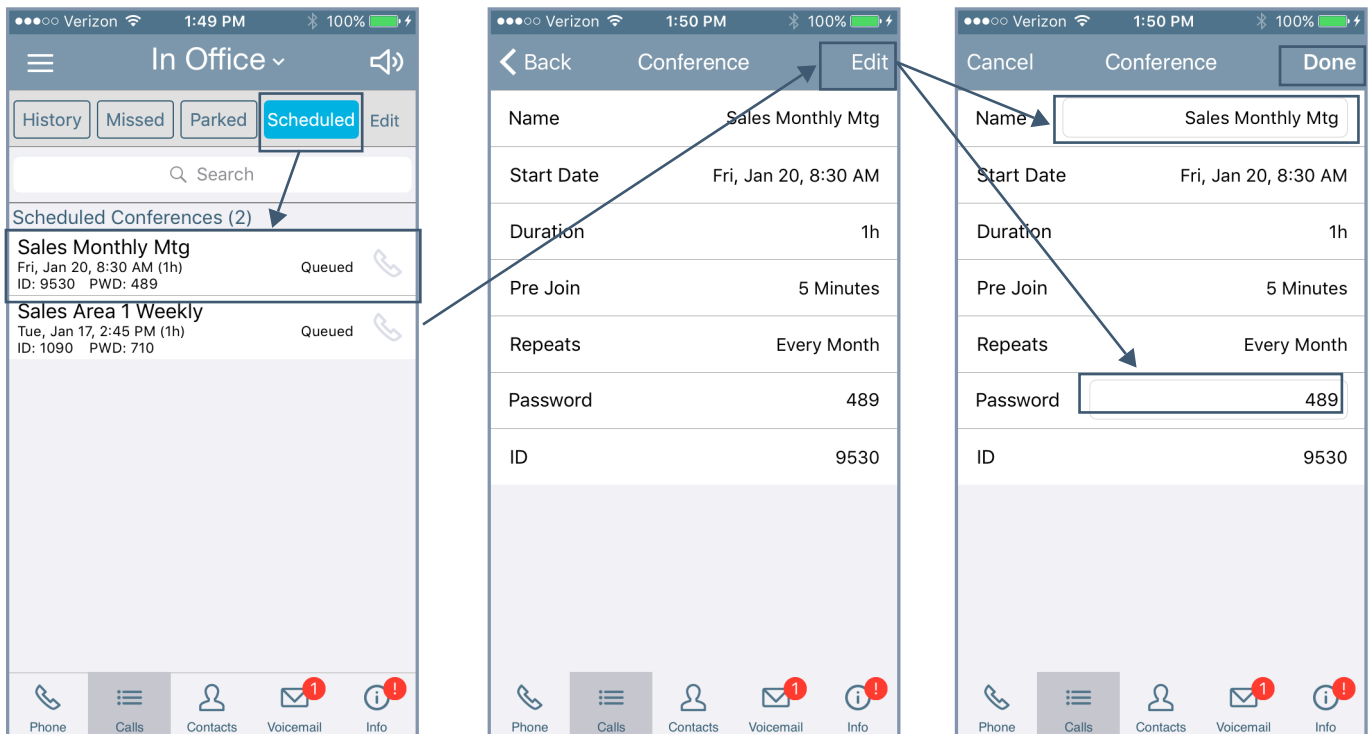
1. Tap the Calls tab. Long press the **Scheduled** filter. A list of scheduled conferences display in the tab area.

2. Tap the scheduled call, the conference information displays.
3. Tap the **Edit** button above the right information column. Tap in the field, and type in the new information.

Name	Type a new name for the conference - 32 characters max. Do not use the following characters: : ; & < >
Password	Type a new numeric password for the conference - 10 characters maximum.

4. Tap the **Done** button above the right information column to save changes.

iOS Phone Example:



6.4 Manage the Call History Listings

This feature enables Reach users to manage the calls displayed in the Calls tab.

To remove a single Call History listing:

A right-to-left swipe of the call item enables the user to tap the Delete button and remove the phone call from the Call History listing.

To clear the entire Call History, tap the **Edit** button located to the right of the filters. Tap **Delete Call History**, and then tap **Yes** to confirm the request.

Chapter 7 Contacts

The Allworx System supports four types of contacts on the Verge IP phone series:

- User and System contacts – contacts with an internal Allworx extension assigned. The Allworx Server Administrator manages these contacts.
- Public Contacts – system-wide contacts (formerly known as Speed Dial). The Allworx Server Administrator manages these contacts.
- Personal Contacts – (only available on Allworx systems with a Connect server) contacts managed by the Allworx user.
 - **Allworx Personal Contacts**
 - created from the Verge IP phone, the Interact application, or a Reach device contact application.
 - imported from a .CSV file or vCard within the Interact application.
 - **External Personal Contacts**
 - synchronized from a Reach device originating application (device app such as Contacts or People)
 - synchronized from an account such as a Gmail email account or an Outlook email account.

Visual example of Contacts:

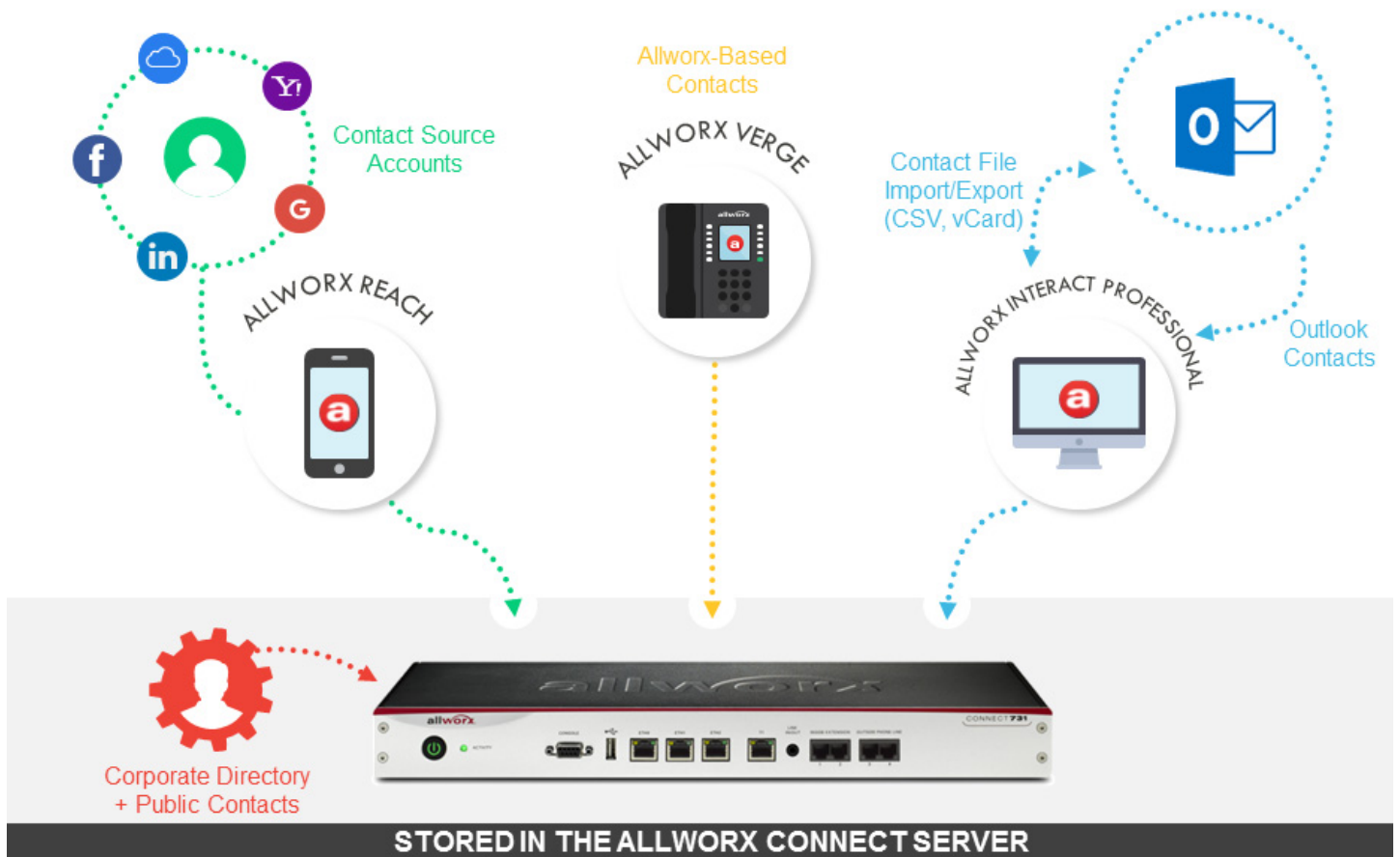


7.1 Sharing Contacts

The Allworx system shares the User, System, and Public Contact types with all of the Allworx user's connected Allworx phones, Reach devices, and the Interact application. Within the Reach and Interact Professional applications, Allworx users control sharing and synchronizing the Personal Contacts to the devices assigned to the Allworx user. See ["Settings" on page 63](#) for more information about managing and sharing Personal Contacts.

Note:	The Verge 9304 IP Phone fully supports Allworx User, System, and Public contacts while having limited Personal Contact support. Allworx Users can add up to 100 Allworx Personal Contacts, which are only available on that phone - not with other Allworx phones and applications.
Note:	The Verge 9304 does not support External Personal Contacts (contacts synchronized from the Reach or Interact applications).
Note:	Reach for iOS users can use the device native Phone or Contacts app to create a contact, and then use either app to open the contact details. The Phone app prompts to select a default phone application to use for the first call to the phone number. To change the default application for placing a call, long-press the Call button and select the Reach for iOS app to place the call.

Visual example of sharing contacts using a Connect server:



7.2 Contact Privacy

Allworx users control sharing and synchronizing the Personal Contacts to the devices assigned to the Allworx user on the **Info tab > Settings > Contacts and Accounts**:

- Choose which contact source accounts (e.g. Google Contacts, iCloud) to share with your Allworx devices and applications.
- Disconnect a contact source account from your Allworx devices and applications at any time.

Choose to share the contact source account with the Reach app on your mobile device only or with all Allworx devices and applications.

Data Protection

Only the Allworx user has access to their personal contacts; the Allworx Server Administrator cannot access the user's personal contacts. Allworx Server Administrators cannot limit the individual user's number of Personal Contacts stored on a Connect server.

Managing Allworx Personal Contacts

Allworx users can manage and update Allworx Personal Contacts by using the Reach device, the Verge IP phone, or the Interact application. The Reach Contact Details screen identifies the originating application in the Account line. Only the Allworx user can add, edit, or delete each Allworx Personal Contact. If the Account line reads:

- **Allworx Personal:** Jane added Tom Wright using her Verge IP phone, Reach device, or Interact application. To update the contact information about Tom, Jane can use her Verge IP phone, the Reach application or the Interact Professional application. **Example:** Allworx Personal
- **Allworx User, Allworx System, Allworx Public*** – The Allworx Server Administrator manages these contacts using the Allworx System software. **Example:** Allworx Users
- **Source account:** Jane used Reach or Interact to synchronize her contacts with her Verge IP phone. There are three synchronized contact labels that may display:
 - **Email account:** Jane used the Reach application to synchronize her contacts from her email account (such as Gmail). To update the contact information about Tom, Jane must do so in her contacts application. **Example:** username@gmail.com
 - **Reach device:** Jane used an iOS or Android app (such as Contacts) to manage her contacts stored on her device, but the contacts are not associated with a third party service. To update the contact information about Tom, Jane must do so on the identified device in the appropriate Contacts app on the device synchronizing with the Allworx System. **NOTE:** Reach for iOS version 11 or higher will look like these contact types due to iOS 11 restrictions. **Example:** <Samsung SM-T530NU>.
 - **Outlook account:** Jane used the Interact Professional application to synchronize her contacts from her Outlook account. To update the contact information about Tom, Jane must do so in her Outlook application. **Example:** Outlook:\\PersonalFolders\\Contacts

* the only user-editable options for these contacts types are the **Favorite** status and the choice of default phone number on the Verge IP phone, Reach application or Interact application.

Example:

Jane Smith needs to update her Personal Contact, Tom Wright. Since Jane uses the Verge IP phone, Reach for iOS, and the Interact application, she needs to determine how she added Tom to her Personal Contacts. Jane opens the Contact Details for Tom Wright and scrolls to look at the Account line and learn how she added Tom to her Personal Contacts, and then updates appropriately.

iPad example:

Groups

Search Field

Number of available contacts

Contact Listings:

- User Contact BLF status
- Contact Image (if available)
- Caller ID name/number
- User Contact presence status
- Favorite Status
- Action Icon

Application Tabs

Contact Source

Account Details

User Contact

- BLF status
- Contact Image
- Caller ID name/number
- Presence/DND status

Personal Contact

- Contact Image
- Caller ID name/number

Public Contact

- Caller ID name
- Speed Dial Number

System Contact

- Caller ID name/number

iPhone example:

Groups

Search Field

Number of available contacts

Contact Listings:

- User Contact BLF status
- Contact Image (if available)
- Caller ID name/number
- User Contact presence status
- Favorite Status
- Action Icon

Application Tabs

Contact Source Account Details

System Contact

- Caller ID name/number

User Contact

- BLF status
- Contact Image
- Caller ID name/number
- Presence/DND status

Public Contact

- Caller ID name
- Speed Dial Number

7.3 Groups

The group buttons on the Contacts tab enables Reach users to select the contacts to view. Tapping the Users, System, or Personal button selects that filter. A long press on the filter button displays the contacts that meet the criteria and unselects all other contacts. Tapping the Favorites Status icon selects all favorites from all the selected filters. Personal Contacts stored on the device are not stored on the Allworx server. The available filters include:

	Display contacts with the Favorite status icon. Users can select Favorites filter with any other Contacts tab filter.
Users	Display contacts from the Allworx directory.
System	Display the Allworx Call Monitor, Call Queue, Auto Attendant, and System Paging Zones.
Personal	Display contacts from the device contacts application.

7.4 Contact Details Screen

The contact detail view provides the Reach user with details about the selected contact listing such as contact photo (if available), contact phone numbers, source account details, the selected primary phone number to call, and the call history associated with the contact. Status and action icons are also available for the user to manage the call. See ["Icons" on page 10](#) for more information.

If the contact has more than one phone number, check the box next to the most commonly used phone number in the list. The Reach application automatically dials the selected number when calling the contact. Tap the green phone action icon to redial the last received number from that contact.

Reach users can manage and update Personal Contacts by using the originating device or application. The Contact Details screen identifies the originating application in the Account line. Only the Reach user can add, edit, or delete Personal Contacts.

7.5 Search

Locate the Search field, and type the search criteria. The listings matching the criteria display. As the criteria becomes more specific, the number of listings decreases. If there are no entries matching the Search criteria, verify the active tab filter selection and retry the search. To exit, tap the **Cancel** button.

7.6 Sorting Contacts

Navigate to **Info tab > Settings > Sort > Contact Sort Order**. Select the sort order preference. A blue radio button indicates the selected choice. Personal contacts stored on the iOS device are not stored on the Allworx server.


Last, First	Displays the contact list alphabetically, last name then first name.
First, Last	Displays the contact list alphabetically, first name then last name.

NOTE: The Sort feature does not include Prefix and suffix fields during the sort operation.

7.7 Manage Personal Contacts

Reach users can add, edit, or delete Allworx Personal Contacts. If Personal Contacts do not display, check the iOS device privacy settings.

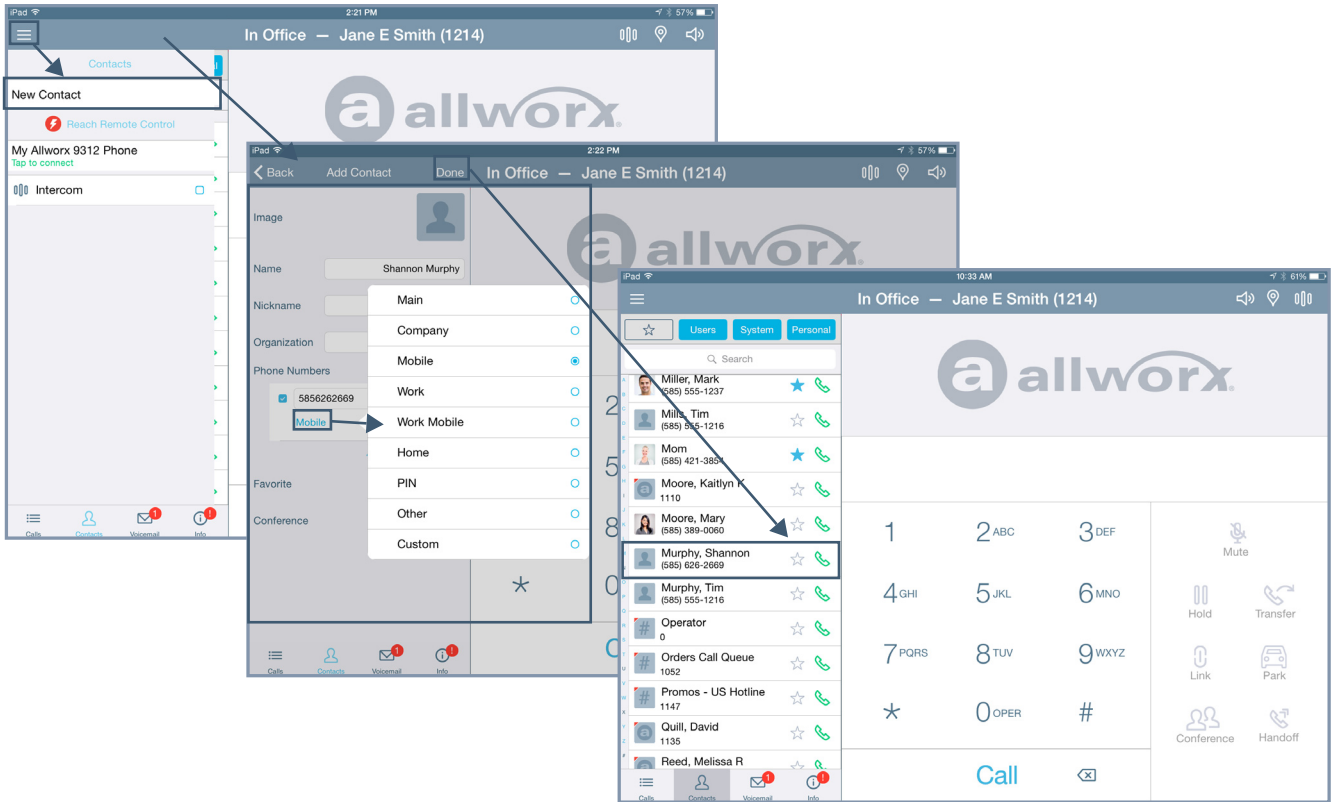
To add a personal contact:

1. Tap the drawer icon () and then select **New Contact**. The Add Contact option is all available on the Call Details screen. The Add Contact screen displays.
2. Tap the appropriate field and enter the information (phone number required, 16 phone numbers maximum) or the picture area to change the photo.

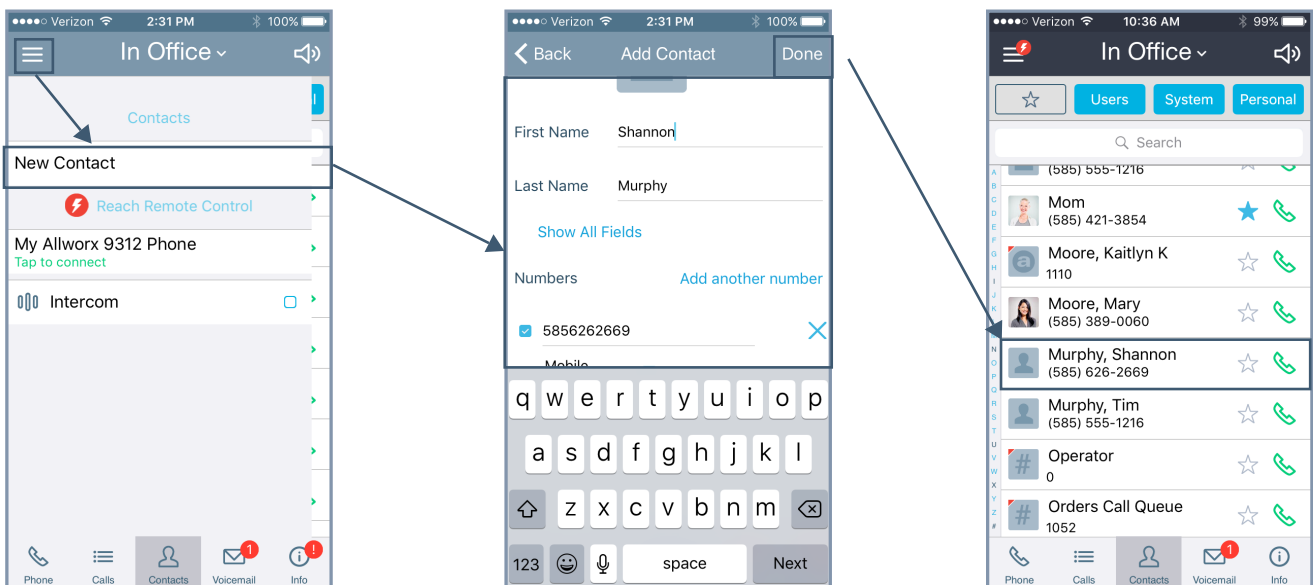
If a Personal Contact has more than one phone number, select the box next to the preferred phone number. Tap again to deselect.

If a Personal Contact is a Favorite or a Reach Link conference center, tap the check box next to the option. Tap again to deselect.

3. Tap **Done**. The contact displays in the Contacts tab.
- iPad example:**



iPhone example:



To edit or delete a personal contact:

Note:	The Reach application enables users to update an External Personal Contact IF the email account (e.g., Gmail) used to create the contact is available on the Reach mobile device. Follow the on screen instructions to update these contacts; the on screen instructions are similar to the instructions described below.
Note:	The Reach application does not enable users to update External Personal Contacts synchronized from the Interact Professional application using Outlook email.

1. Tap the contact to open the Personal Contact Detail page, and then tap **Edit**. The Edit Contact screen displays.
2. (Edit a contact) Tap the appropriate field and enter the information or the picture area to change the photo.
 - If a Personal Contact has more than one phone number, select the box next to the preferred phone number. Tap again to deselect.
 - If a Personal Contact is a Favorite or a Reach Link conference center, tap the check box next to the option. Tap again to deselect.
3. (Delete a contact) Scroll to the bottom of the screen and tap the **Delete Contact** option. The Personal Contact is no longer available on the Contact Listings screen.
4. Tap **Done** to keep the changes. Tap outside the box to return to the Contact Detail screen.
5. Tap **Contacts** to navigate back to the Contacts tab.

7.8 Manage User Contacts

Reach users can manage favorite status and Reach Link prompts for User Contacts. Additionally, Reach users can manage their directory image to store on the Allworx server and associated with their directory entry. Other Allworx users see this image beside the Reach user's name in the Contacts list.

Note:	Allworx Users are limited to adding up to 100 Allworx Personal Contacts, which are only available on that phone - not with other Allworx phones and applications (including when using the Hot Desk feature).
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To manage the directory image:

Note:	The Allworx Server Administrator can control the permissions for users to manage their directory contact image.
Note:	The Allworx Server Administrator can delete an Allworx User's directory contact image.

1. Tap the contact > **Edit** > select an option.

Delete Photo	Remove the current photo. Tap Delete . The photo no longer displays.
Take Photo	Open the camera option and capture a new photo. Tap Use .
Change Photo	Choose another contact photo. Open the Camera Roll, Photo Library, or other graphic directory. The directory opens, locate and tap the preferred photo, and then tap Use .
Cancel	iPhone only: exists the edit screen. iPad only: tap outside the dialog box.

2. Tap **Contacts** to return to the Contacts list.

To manage the User Contacts:

1. Tap the contact listing. The Contact Details screen displays. Update the available options.

Tap the icon (☆) to mark the contact as a favorite (★). Tap again to undo the favorite status.
2. Tap the Reach Link icon to open the **Mark as conference** dialog box and check the box to activate the conference setting - Reach Link prompts do not play for the contact when the data connection is lost. The **LINK SETTINGS** link opens the Reach Link Settings page.
3. Tap **OK** to save the settings and return to the Contact Details screen.

Chapter 8 Voicemail

The Voicemail tab enables users to view voicemail listing details, listen and manage voicemails, and send a voicemail. The Reach application provides visual cues:

- number on the Voicemail application tab indicates the number of new voicemail messages.
- displays the Caller ID name, the date/time of the call, and the voicemail message duration.

Message Details	Description/Action
Bold, Blue Text	Unread message.
Play Message	Play Message: Tap the Green Arrow (▶) action icon. Pause Message: Tap the Blue Pause (⏸) action icon.
Right-to-left Swipe	The following options are available: <ul style="list-style-type: none"> • Mark Old / Mark New • Delete. • Cancel: left-to-right swipe the voicemail item.

iPad example:

Groups

Search Field

Voicemail Boxes / Voicemail Details

- Contact Image
- Caller ID Name
- Date/Time
- Duration
- Action Icon

Application Tabs

Navigation to create voicemail messages.

Unread Voicemail

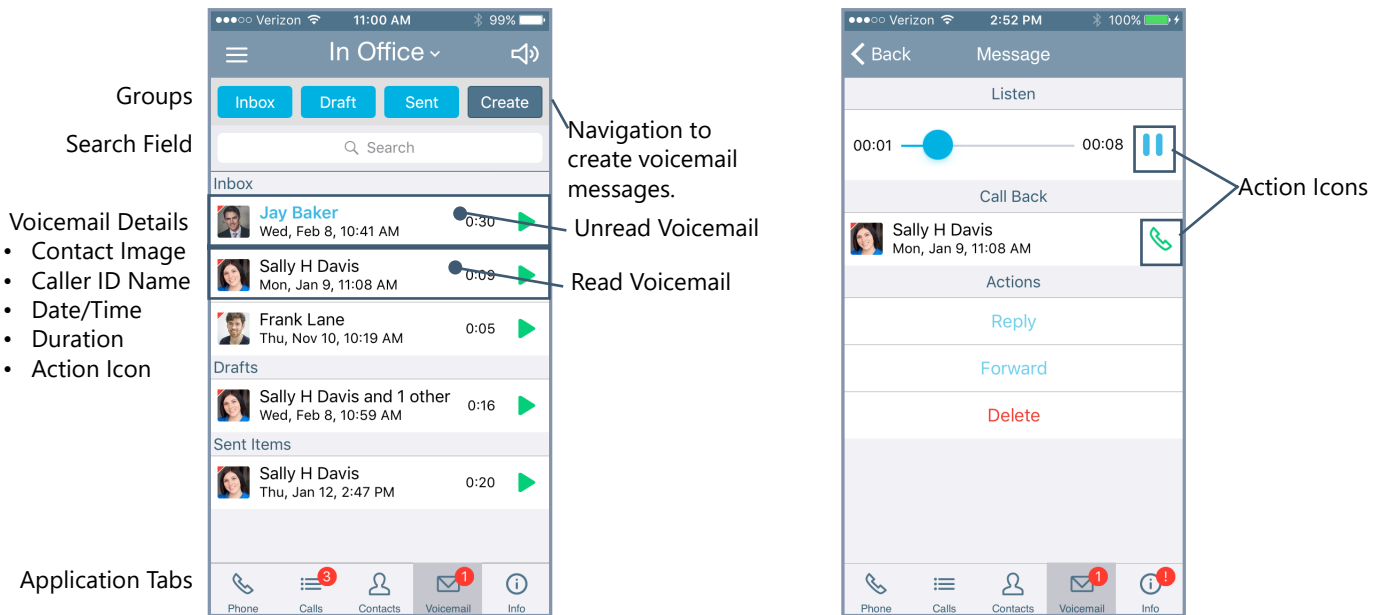
Read Voicemail

Action Icons

Voicemail Management

- Listen
- Call Back
- Actions

iPhone example:



- Voicemail Management**
- Listen
 - Call Back
 - Actions

8.1 Groups

The group buttons on the Voicemail tab enables Reach users to select which types of voicemail messages to view. Tapping the Inbox, Draft, or Sent button selects that filter and displays the matching listings. Users can tap each button independently to enable or disable displaying the listings. A long press on the filter button displays the voicemails that meet the criteria and unselects all other voicemails. The available options are:

Filter	Description
Inbox	Display the incoming read and unread voicemail listings.
Draft	Display the newly created, but unsent voicemail listings.
Outbox	Displays the created voicemails in process of being sent to the internal users.
Sent	Display the voicemails created and distributed to internal users.

8.2 Listen to a Voicemail

To listen to a voicemail listing message on the Voicemail tab, tap:

Green arrow action icon (▶)	Plays the voicemail message.
Blue pauseaction icon ()	Stops playing the voicemail message.

8.3 View the Voicemail Message Details

Reach users can, view, listen, and manage voicemails. Tap the voicemail listing to open the Message screen and see the caller ID name, date/time the message is received, the message duration time, action icons, action buttons, and plays the message. Tap the action icons or action buttons to manage the voicemail.

Green arrow action icon (▶)	Plays the voicemail message.
Blue pauseaction icon ()	Stops playing the voicemail message.
Green place a call action icon (☎)	Call back the originator of the voicemail.
Reply	Opens the Draft voicemail dialog box (for users with an active voicemail box) to create a voicemail.
Forward	Opens the Draft voicemail dialog box to create a voicemail.
Delete	Removes the voicemail from the voicemail item listing.

8.4 Create a new Voicemail Message

Reach users can create and send a new voicemail message without calling the internal user and listening to the voicemail message.

To create a new message:

1. Tap the **New** button. The Draft dialog page displays.
2. Tap the Record action icon (●) to record a message up to two minutes long. The action icon changes while recording. To stop recording, tap the Stop Recording (■) action icon.

Repeat step 2 to re-record the message.
3. Select the recipients to receive the voicemail message.
 - a. Tap the **Recipients** link, and the user listing displays.
 - b. Scroll through the list of users, and tap each contact that needs to receive the message. Only directory contacts with a voicemail box are available for selection. A blue check mark displays next to the selected recipients. Tapping the Favorite status (★) button displays only the contacts marked as favorite. Tap one of options:

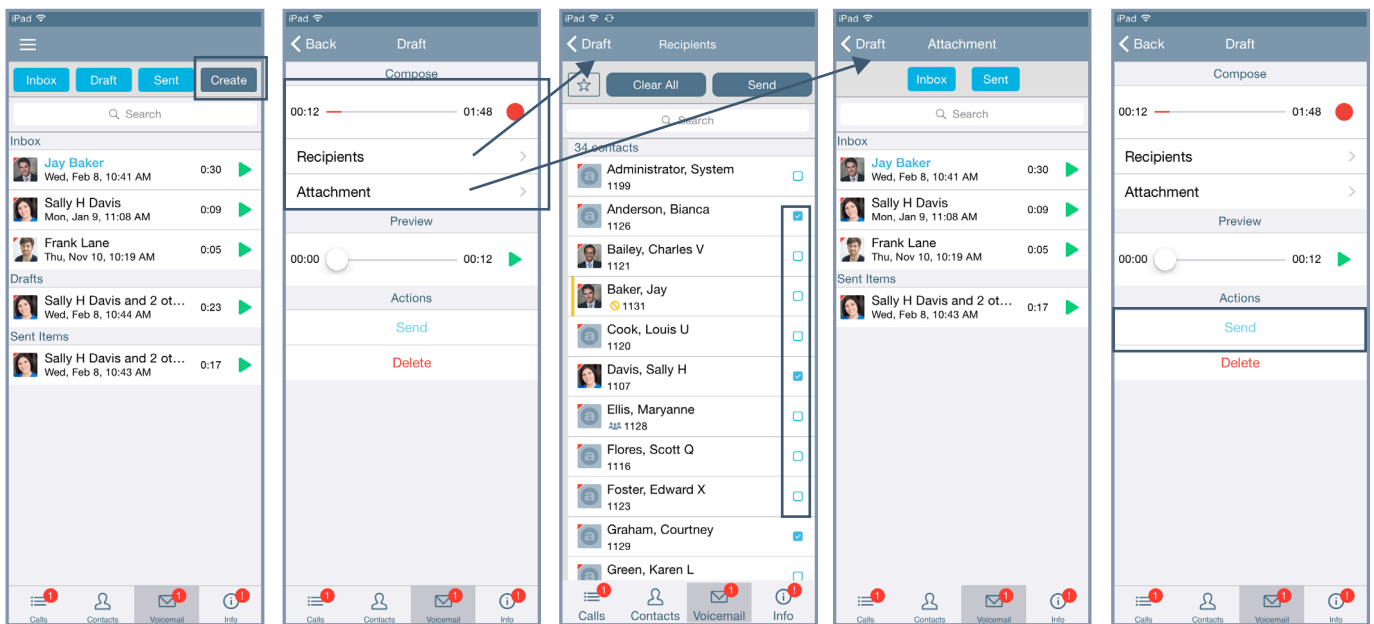
Draft	Saves the selected recipients and returns to the main Voicemail Create screen.
Clear All	Resets all check boxes to blank.
Send	Immediately forwards the message to the selected recipients.

4. Select the attachment for the voicemail.
5. Tap **Attachment** and select the message to accompany the created voicemail message.

6. Tap the **Draft** button to return to the Draft dialog page.
7. (optional) To delete any part of the new message, tap the **Delete...** button, and select an option.

Entire Message	Delete the entire draft voicemail message.
Introduction	Remove the recorded introduction from the draft voicemail.
Attachment	Remove the attachments from the draft voicemail.
Recipients	Remove the recipients from the draft voicemail.
Cancel (iPhone only)	Direct the user to the previous screen.

8. Tap **Send** to forward the message. The voicemail listing displays in the Sent Items voicemail box.
Example:



8.5 Search

To perform a search:

Locate the Search field, and type the search criteria. The listings matching the criteria display at the top of the list. As the criteria becomes more specific, the number of listings may decrease.

If there are no entries matching the Search criteria, verify the active tab filter selection and retry the search. To exit the search feature, tap the Cancel button.

8.6 Manage Voicemail

8.6.1 Delete a Voicemail

To delete a single voicemail listing:

- swipe the message listing, and then tap the **Delete** button.
- tap the message listing, and then tap the **Delete** button.
- tap the Drawer (☰) icon in the upper left corner of the Voicemail tab screen, and then tap the red **Delete** button. When finished, tap the drawer icon again, and then tap **Done Editing**.

To delete all voicemails:

1. Tap the Drawer (☰) icon in the upper left corner of the Voicemail tab screen.
2. Tap the **Clear All** button, and then tap the **Yes** button. The Voicemail boxes are emptied.

8.6.2 Tap the drawer icon, and then tap **Done Editing** to return to the main Voicemail tab.**Forward a Voicemail**

Tap the voicemail listing, and then tap the Forward button. Follow the steps in ["Create a new Voicemail Message " on page 55.](#)

8.6.3 Mark new/Mark old

1. Tap the Drawer (☰) icon in the upper left corner of the Voicemail tab, and then tap **Edit**.
2. Locate the voicemail listing and tap **Mark New/Mark Old** to change the message status.
3. Tap the drawer icon again, and then tap **Done Editing**.

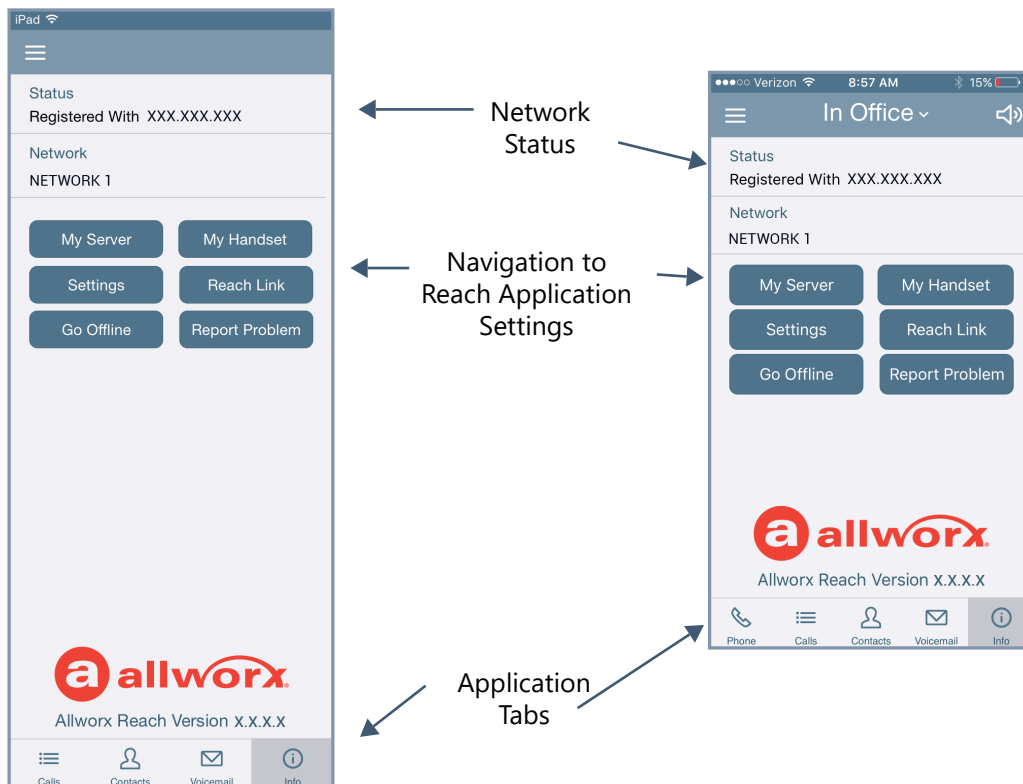
Chapter 9 Info

The Info tab enables users to navigate to different settings options; create problem reports; view pertinent message banners; and view the application version, status, and network information.

The Info tab also displays the connection status when using the Reach application:

Status	Description
Registered With	Indicates the registered server IP address of the Reach device.
No Network	Indicates no connectivity, check the network settings.
Network Error	Indicates a connection problem exists between the Reach device and the server.
Connecting	Indicates the Reach device is locating an available network. The presence label also indicates Connecting status of the device.
Offline	Indicates the Reach device user manually placed the device Offline. Tap Go Online to connect.
Network	Indicates which Wi-Fi access point is in use or if the data connection is via cellular.

iPad and iPhone examples:



9.1 Go Offline / Go Online

Reach users can place the device Offline or Online.

Go Offline	Stops communication with the server. Calling and voicemail retrieval/sending, Server, and handset configuration features are inactive. The button changes to Go Online. A blue banner displays prompting the user to Go Online to enable connectivity.
Go Online	Connects to server and all functions are active.

9.2 My Server

Users can Login to the Reach application and change the Allworx password.

9.2.1 Login

Input the server information provided by the Allworx Server Administrator, and then tap **Login**.

9.2.2 Change Password

Users can change the password to a new password at anytime, if the Allworx server is using server software 7.7 or later. The Allworx Server Administrator can require users to change the password at login and enter strong passwords.

To change password at initial setup and configuration:

1. Setup and configure the Reach application. See ["Setup" on page 5](#) and ["Login" on page 60](#) for more information. A message displays indicating a password change is required.
2. Tap the message. The Change Password window opens.
3. Enter and confirm a new password. If the Allworx Server Administrator requires strong passwords, helpful hints display under the Save/Cancel buttons for the password requirements.
4. Tap **Change Password**.

To change password at any time:

1. Launch the Reach application on the device. The device displays a message indicating to change the password.
2. Tap **Change Password**. Enter the Old password, New password, and Confirm password. If the Allworx Server Administrator requires strong passwords, helpful hints display under the Save/Cancel buttons for the password requirements.
3. Tap **Change Password**. The device is ready to use.

To change the Advanced settings:

The SIP Port and the AMDS Port settings are the TCP ports for communicating with the Allworx Server for SIP phone signaling and for authentication, presence, and voicemail access. In most cases, the

default values are correct. However, if the Allworx administrator requires configuration changes that require accessing these services on different ports, adjust these fields to the new values.

1. Tap the **Advanced** button. The Advanced page opens.
2. Fill in the fields with the updated information from the Allworx administrator.

WAN		LAN	
SIP Port	Default value is 5060.	SIP Port	Default value is 5060.
Mobile Link Port	Default value is 8081.	Mobile Link Port	Default value is 8081.

9.3 My Handset

Users can add a new Reach handset to or delete an existing Reach handset from an iOS device. When creating a new handset, the system adds the device to the primary extension call route. To view and manage other handsets, the current Reach user must delete the current Reach handset from the iOS device. If there are no Reach licenses available, users cannot add a handset to the device.

To add a new handset:

1. Tap **My Handset**.
2. Select an option to add a new handset. If no eligible licenses are available, an error message displays indicating the device is not eligible to install a new handset.

Create a Handset	Displays the number of licenses available to the user and the number of available licenses in the system. Tapping this option enables the phone options on the device.
Reserved	Indicates the Allworx Server Administrator has saved a license, but the user has not claimed the license.
Migrate handset from another device	Displays a list of available Reach devices the user can move the licenses from. Tap an existing Reach device to move the license to the current Reach device. This includes handsets marked as deleted from the device or another device.

To delete a handset:

Tap **My Handset** and then select the appropriate option for deleting the handset:

Go to Phone tab	Directs the Reach user to the Reach user to the Reach phone tab.
Release (device only)	Removes the handset information from the device. The license is still associated with the user.
Delete (forever)	Removes devices associated with the extension. The license is no longer available to the user and is available for anyone within the system to use.

9.4 Reach Link

Note:

In a multi-site network configuration: Reach Link functionality is limited to users and handsets configured on an Allworx server with the Reach Link feature key installed.

The Reach Link feature is a separate application for the Reach application to keep active calls connected as the mobile data network changes, whether from a WiFi network to a cellular data network, or vice versa. Reach Link plays tones and explanations to the other party during network interruptions and provides recovery methods for calls that cannot be reconnected.

The Reach Link Settings page enables users to configure the feature. Some settings require permission to change and may require the Allworx administrator to update the settings or enable the permission.

Brief interruptions	<p>Reconnects the call automatically. While reconnecting, the other party hears tones and an explanation. To prevent conference members from hearing tones and prompts during reconnection:</p> <ol style="list-style-type: none"> 1. Tap Mark Conference Centers to select the contact(s) where tones and prompts will be silenced. 2. Check the box to the right of each contact. 3. Tap the Reach application back arrow to save the changes.
Longer interruptions	<p>Transfers the call to a fallback phone.</p> <ol style="list-style-type: none"> 1. Tap Set up a Fallback Phone to identify the fallback phone. If a fallback phone already exists, tap Change Fallback Phone. The page lists the available fallback phones by type: <ul style="list-style-type: none"> • Desk - the user's registered SIP handsets. • Reach - the user's registered Reach handsets. • Custom - manually configured numbers. Enter the description and number of the fallback phone (maximum of 5 custom fallback numbers). Custom types: <ul style="list-style-type: none"> • Allworx <station ID> • Extension • External 2. Select the preferred fallback phone. 3. Tap the back arrow to return to the Reach Link Settings page. <p>To create a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap Set up a Fallback phone. 2. Enter a description and phone number in the fields provided. 3. Tap Done to save the changes. <p>NOTE: Choosing an extension as a fallback will use Final Action of the extension, not the one in the Reach Link settings.</p> <p>To create a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap Set up a Fallback phone. 2. Enter a description and phone number in the fields provided. 3. Tap Done to save the changes. <p>To edit a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap the custom fallback phone listing. 2. Update the description and phone number in the fields provided. 3. Tap Done to keep the changes. <p>To delete a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap the custom fallback phone listing. 2. Tap Delete to save the changes.

Final Action	Identifies what to do when the call cannot be reconnected. <ol style="list-style-type: none"> 1. Tap Change Final Action. 2. Select Transfer to voicemail or End the call. 3. Tap Back to return to the Reach Link settings.
Keep 4G calls on 4G	Limited to devices with cellular data connectivity. Prevents Reach calls that originate on a cellular data network to reconnect to any known WiFi networks. Check the box to enable.
Disable Reach Link / Enable Reach Link	Tap to stop or start operating the Reach Link feature. NOTE: Users cannot disable the Reach Link feature during an active call.

9.5 Settings

The settings enable each user to set personal preferences for the application.

Contacts

Contacts and Accounts	<p>Displays the how Personal Contacts are shared from the Reach device and other devices. There are two sections to manage the Personal Contacts:</p> <ul style="list-style-type: none"> • Accounts on this device - Reach user's personal accounts such as Gmail or a Contacts app in use on the Reach device • Accounts on other devices - Reach user's personal accounts synchronized from other devices such as Interact Professional application (Outlook) or a second Reach device. <p>Tap an account, and then select an option for displaying and sharing Personal Contacts.</p> <ul style="list-style-type: none"> • Contacts shared with my Allworx devices and apps - saves the Personal Contacts information on the server and shares the Personal Contacts with all applications and devices assigned to the user. Check the Share images checkbox enable sharing the contact images with all Allworx devices and applications. • Contacts stay on each device - the Personal Contact information stays on the assigned device. • Contacts not used by Allworx apps - the Personal Contacts are not available within the Reach application or the server. • More options <ul style="list-style-type: none"> • Share account from this device instead - for users with more than one assigned Reach device. Enables identifying which device shares the account data. Option is not available if the Reach device is already the device sharing the account data. • Reset account - the Reach application does not acknowledge the account. • Forget Account - available if the account is not owned (Accounts on other devices).
Resynchronize Contacts	Clears the contacts from the mobile device. Contacts resynchronize when connected to the Allworx server.

General

Cell Number	Enter a cell phone number to transfer calls directly to a cellular network.
When Dialing	Play Sound – Audible tones indicate dialing. Vibrate (if available) – Phone vibrates to indicate dialing.
Ringtone Family	Tap the - or + (numbers 1 through 5). This changes the audible tones for incoming calls.
About	<p>Displays the Reach application version level.</p> <p>Provides links to:</p> <ul style="list-style-type: none"> • View EULA (End User License Agreement) • View E911 Notice • Browse to Reach FAQ

HANDSET PREFERENCES

Audible Dialing	<p>Follow Server Settings (On) – Uses default server settings.</p> <p>Always On - Hear tones while dialing.</p> <p>Always Off – Tones are silent while dialing.</p>
Intercom Auto Answer	<p>Follow Server Settings (On) – Uses default server settings.</p> <p>Always On - Answer with a live microphone after the alerting tone.</p> <p>Always Off - Answer an intercom call manually, like a regular phone call.</p>
Off Hook Ringing	<p>Follow Server (On) - Use default server settings. (Default)</p> <p>Always On - Enables the phone to ring if there is an active, incoming call.</p> <p>Always Off - The phone will not ring if the user is already on an active call. The appearance LED indicators and the display operation are not affected.</p>

Bluetooth

Bluetooth Ring Device	<p>Select where the <i>Bluetooth</i> enabled device rings:</p> <ul style="list-style-type: none"> • Ring on Bluetooth Headset • Ring on Speaker
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Reach Link

Reach Link	Provides a brief tutorial of Reach Link, and the links to update each Reach Link setting.
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Reach Remote Control

Keep Screen On	<p>Manage the Reach Remote Control Timeout screen.</p> <ul style="list-style-type: none"> • Always in RRC mode • Only when battery > 5% • Only when battery > 15% • Use system settings
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Reach Remote Control

Contact Sort Order	<p>Last, First – Displays the contact list alphabetically, last then first name.</p> <p>First, Last – Displays the contact list alphabetically, first then last name.</p>
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9.6 Report a Problem

Users can report unexpected application events and send detailed application logs to Allworx. Report these events or suggestions immediately for analysis to improve the Reach experience. This is only available with an active email account set up on the device. Select the delivery method.

1. Tap the **Report Problem** button. The application displays an email message ready to send to Allworx that contains the Reach Version, Device Type, and Debugging log information. Please do not remove.
2. Enter the Allworx support vendor email address.
3. Type a detailed description of the issue and then tap **Send** to forward the email to the Allworx support vendor. The Info tab displays on the device screen.

Chapter 10 Reach Application OS Settings

There are options within the Settings application on the iOS device that affect the Reach application, if changed.

10.1 Notification Center Settings

1. Navigate to the device home screen, and tap the Settings application icon.
2. Locate and tap **Notifications Center > Allworx Reach**. Set the options to your preference.

Allow Notifications	Select to display or hide Reach notifications	<ul style="list-style-type: none"> • On • Off
Show in Notification Center	Indicate if the alerts display in the Notification Center	<ul style="list-style-type: none"> • On • Off
Sounds	Audio indication of a notification.	<ul style="list-style-type: none"> • On • Off
Badge App Icon	Enable displaying the count of new voicemails and missed messages in the red badge icon.	<ul style="list-style-type: none"> • On • Off
Show on Lock Screen	Display alerts on the lock screen.	<ul style="list-style-type: none"> • On • Off
Alert Style	Location of the visual notification.	<ul style="list-style-type: none"> • None • Banners • Alerts

10.2 Privacy Settings


1. Navigate to the device home screen, and tap the **Settings** application icon.
2. Locate and tap **Privacy**. Tap the option in the listing.

Contacts	Enable the Reach application to access the device contacts.	<ul style="list-style-type: none"> • On • Off
Photos	Enable the Reach application to access photos stored on the device.	<ul style="list-style-type: none"> • On • Off
Microphone	Enable the Reach application to access the device microphone.	<ul style="list-style-type: none"> • On • Off

3. Locate the Reach listing, and turn On the option.

10.3 OS Settings

1. Navigate to the device home screen, and tap the Settings icon.
2. Adjust the following settings as necessary.

Airplane Mode	<p>Enable airplane mode to turn off the Cellular (voice and data), Wi-Fi, and Bluetooth wireless connections and services:</p> <p>If enabled, an airplane icon () displays in the status bar at the top of the screen.</p>	
Wi-Fi	<p>Enable Wi-Fi access and selection of a network.</p> <ol style="list-style-type: none"> 1. Tap the Wi-Fi option. 2. Tap the switch to set the Wi-Fi. 3. Locate and select a network in Choose a Network... to activate. 	<ul style="list-style-type: none"> • On • Off
Bluetooth	<p>Enable Bluetooth connectivity and selection of a device.</p>	<ul style="list-style-type: none"> • On • Off • Select a Bluetooth device in the Devices section to activate it.
Cellular Data	<p>Enable or disable the cellular data. If enabled, the Reach application works over the device cellular data plan when not within range of a known Wi-Fi network. If disabled, the Reach application only works over known Wi-Fi networks. NOTE: The Allworx server administrator may restrict Reach for iOS handsets to Wi-Fi networks only.</p>	<ul style="list-style-type: none"> • On • Off
Do Not Disturb	<p>Enable the iOS device to not ring during notification while the device is locked.</p>	<p>Scheduled:</p> <ul style="list-style-type: none"> • On • Off <p>Allow Calls From:</p> <ul style="list-style-type: none"> • Everyone • No One • Favorites <p>Groups:</p> <ul style="list-style-type: none"> • All Contacts
Sounds	<p>Changes the Ringer and Alerts volume and specifies ringtones for each type of notification.</p>	<ul style="list-style-type: none"> • Adjust the sounds as necessary.
Mail, Contacts, Calendars	<p>Set the Contact Sort and Display Order.</p> <ol style="list-style-type: none"> 1. Tap the Mail, Contacts, Calendars setting. 2. Locate the Contacts section. Tap the option, and select the order from the list. 	

Chapter 11 Troubleshooting

Condition	Description	Solution
Error Conditions		
Setup Incomplete	User did not complete the set up.	Tap the Configure Now button within the message. The My Server dialog box displays. See "My Server" on page 60 to finish the configuration.
Server Unreachable	User's device cannot connect to the Allworx server.	Tap the Check Address button within the message. The My Server dialog box displays. Follow the steps in the "My Server" on page 60 to check the IP address and the network connection.
Registration Failed	User's handset did not register with the Allworx Server.	Navigate to the Info tab and tap the My Handset button. Follow the steps in the "My Handset" on page 61 to complete the registration.
Server Connection Failed	User's handset did not connect with the Allworx Server.	Follow the steps in the "My Server" on page 60 to check the IP address and the network connection. If this problem persists, contact your Allworx Server Administrator.
Authentication Failed	User entered an invalid username and/or password for the Allworx Server.	Tap the Configure Now button within the message. The My Server dialog box displays. Re-enter the Username and/or Password.
Handset Does Not Exist	The Allworx Server Administrator has deleted the Reach handset, or it has been migrated to another mobile device.	Tap the Configure Handset button within the message. The My Handset dialog box displays. Remove the handset, and then create a new handset. See "My Handset" on page 61 for more information.
Handset Invalid	User's Reach handset license is no longer valid.	The Allworx Server may be in need of new license keys. Contact your Allworx Server Administrator.
Handset Disabled	The Allworx Server Administrator has temporarily disabled your Reach handset.	Contact your Allworx Server Administrator.
Portal Unreachable (activated)	The handset cannot reach the portal because it does not have access to the Internet or because of an internal error on the portal.	Tap the Try Again button. The device restarts the connection process.
Portal Connection Failed		For servers without access to the INTERNET:
Portal Login Failed		<ul style="list-style-type: none"> • Move the device to a network that can connect to the INTERNET and access the Allworx portal. • After activating the device, return to the preferred network connection.
Generic	An unexpected error has occurred.	If this problem persists, contact your Allworx Server Administrator.
Search is not working.	The Search feature does not provide known matches when entering criteria in the Search field.	Verify at least one of the tab filters is active.
The device displays the message "All Reach user data has been remotely cleared by the administrator."	The Allworx Server Administrator received a notification that someone lost or stole the device and did a wipe of the Reach information on the device.	See "Wipe Current Remote Licenses" on page 13 for more information.

Condition	Description	Solution
Device does not ring.	Device does not ring when Reach is running in background mode.	<p>Locate the device volume button and increase the device volume. The device displays a squarish overlay titled ringer with a picture of a bell on it. This ringer volume is used for all incoming calls and notifications.</p> <p>The audio route and volume are specific to the audio route currently in use. When switching from one route to another (i.e., Handset to Speaker) the application maintains a different volume level for each route.</p> <p>Check the presence setting. All presence settings except In Office follow the next step in the call route.</p>
The device displays the message "You must change your password to continue."	The Allworx Server Administrator updated the server profile to require a new password.	<p>Tap the Change Password Now button and follow the on screen prompts.</p> <p>See "Change Password" on page 60 for more information.</p>
Unable to update the contact image.	The option to upload a directory contact image is unavailable.	The Allworx Server Administrator has disabled the ability to upload a directory contact image. Contact the Allworx Server Administrator to enable this option.
Directory contact image is gone.	Added a directory contact image, but it is no longer available.	The Allworx Server Administrator has deleted the contact image. Replace with a new image.
Call Handoff feature is not available.	The feature is not available for use.	The Verge 9304 IP Phone does not support the Reach Remote Control or Call Handoff features.
Reach Remote Control feature is not available.		
Other States		
Online	The Allworx Server Administrator has installed the Mobile Link feature key, and there is a connection to the Allworx server; however, the device is missing the handset configuration. All non-call related features are available (Presence, Voicemail, Conferences, etc.).	<p>Tap the Go To Voicemail button and the Voicemail tab displays. See "Voicemail" on page 53 for more information.</p> <p>To send or receive phone calls, configure an Reach handset. Tap the Configure Handset button. The Handsets dialog box displays. See "My Handset" on page 61 for more information.</p>
Restricted	The user attempted to connect to the Allworx server over a cellular network. The Allworx Server Administrator has configured the Reach handset for WiFi-only.	Contact the Allworx Server Administrator.
Offline	User has put the application Offline, which stops communication with the server.	Tap the Go Online button. The application starts a new connection attempt.
Evaluation	The user connected to an Allworx server with no Mobile Link feature key installed and no configured handset on the device.	Contact the Allworx Server Administrator about obtaining Reach Licenses to unlock more features.
Continuous ringing after call answering or ending an Reach call.	Reach user continues to hear ringing when on an active call or after ending the call.	This occurs in iOS 7.1 - upgrade to a more recent iOS version.

Chapter 12 Glossary

Abbreviation	Description
DND	Do Not Disturb
DNIS	Dialed Number Identification Service (specifics to the call recipient, which number the incoming call dialed. Example: Acme Parts or Widgets, Inc.
EULA	End User License Agreement
Parking Orbit	A system wide location to hold a call. Users dial an extension to retrieve a call from the Parking Orbit.
iOS	The operating system for Apple products.
SIP	Session Initiation Protocol





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