

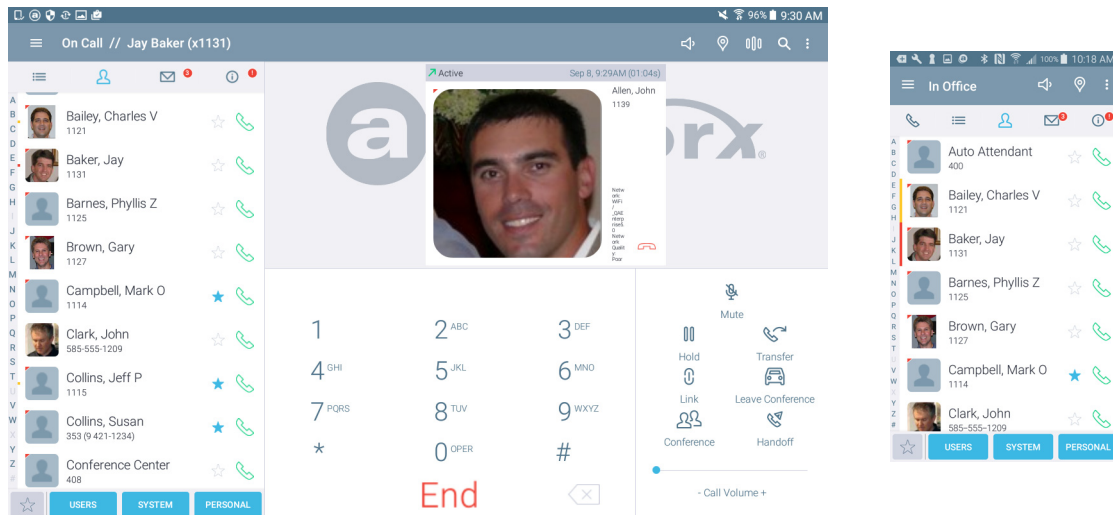
Allworx[®] Reach for Android

User Guide Version 3.0

Updated 12/21/2016



Allworx® Reach for Android



User Guide Version 3.0



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Chapter 1 Introduction

The Allworx Reach™ for Android 3.0 application creates a virtual handset on the Android device for users to work from remote locations while continuing to manage calls, handset call history, and voicemail.

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 Android refers to any cellular phone or tablet device that supports the Android operating system.

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		
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.		X	
Manage presence settings.	X		X
Manage Personal Contacts	X		
Reach Remote Control	X		
Call Handoff	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 Android application	<ul style="list-style-type: none"> • Android device running OS 6.0 or higher. • Allworx server running System Software Version 7.5 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	<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
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.
Allworx Server User Guide	The guide is specific to My Allworx Manager and describes the features within the application. This guide is available at: https://allworxportal.com/ .

Chapter 2 Setup

Allworx users can download and install the Reach application from the Google Play store, and then configure the Android device to the to connect to the Allworx server. Users with a Reach License can activate the license and begin using the Android 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 Google Play 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 4
5	Configure the Reach Link settings, if available.	"Configure the Reach Link Settings" on page 4

2.2 Setup the Reach Application

To use a setup link:

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 the Auto Configure button, which enters the server IP address and username into the required fields. 5. Manually enter the assigned Allworx password.
Using your Android device and an administrator provided link.	<ol style="list-style-type: none"> 1. Click the web link. 2. Locate the Installation section and click the store icon to download and install the application. 3. Click the Auto Configure button, which enters the server IP address and username into the required fields. 4. Manually enter the assigned Allworx password. <p>Additional information is available at http://get.allworx.com/reach/reach_faq.aspx.</p>

To manually download and install the Reach application:

1. Navigate to the device Google Play store. Search for the Reach application. Tap the **Install** button. The application downloads and then the installation page displays.
2. Tap **Accept** to accept the application requirements, and then tap **Open** to launch the application.
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 the **OK** button at the top of the notice 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 7](#) 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 Android device display a message to setup a handset.

Users with a Reach License	Tap Yes . The My Handset page displays. See "My Handset" on page 45 for more information.
Users 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 10 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 17](#) 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 4](#) 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**. **To manually access the Reach Link settings page:**

Select one of the following:

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

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 Choose Final Action pop-up.
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. Check the box 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 45](#) 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.

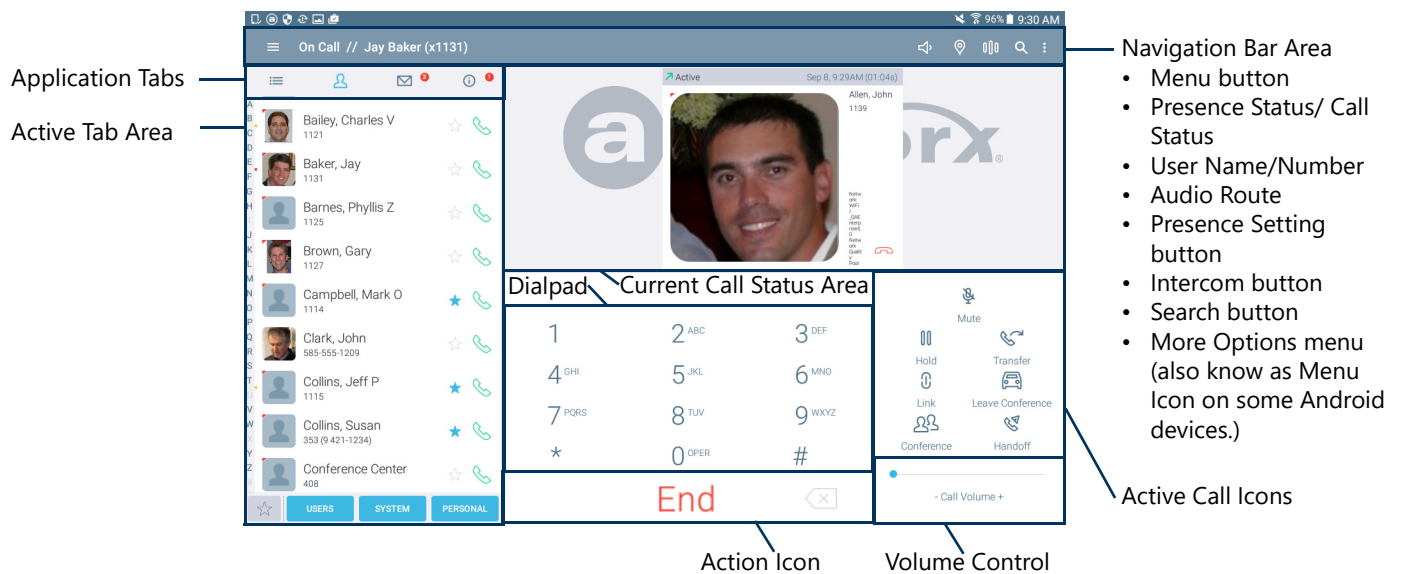
Chapter 3 Overview

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.

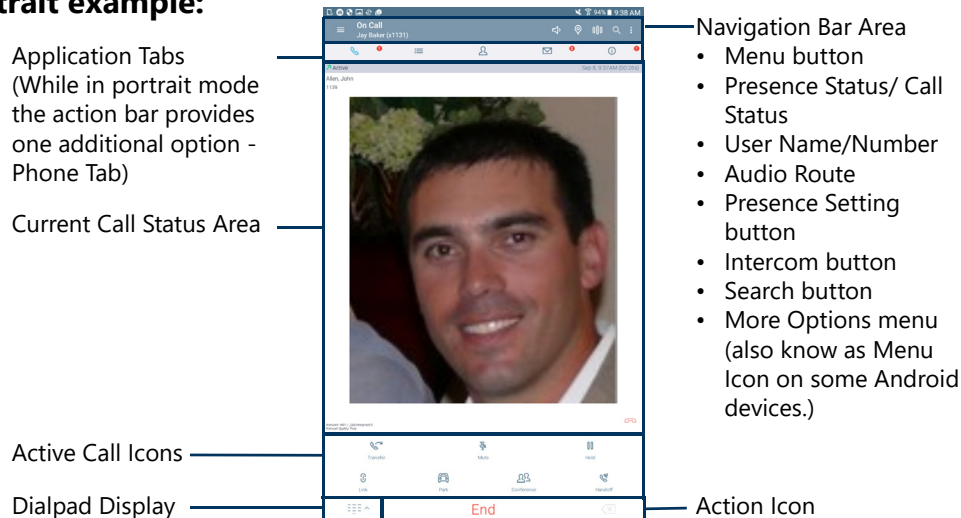
3.1 Basic Layout

The following graphics indicate the Reach for Android basic layout for a tablet and smartphone, respectively. Specific active tab details are described in later chapters of this User Guide.

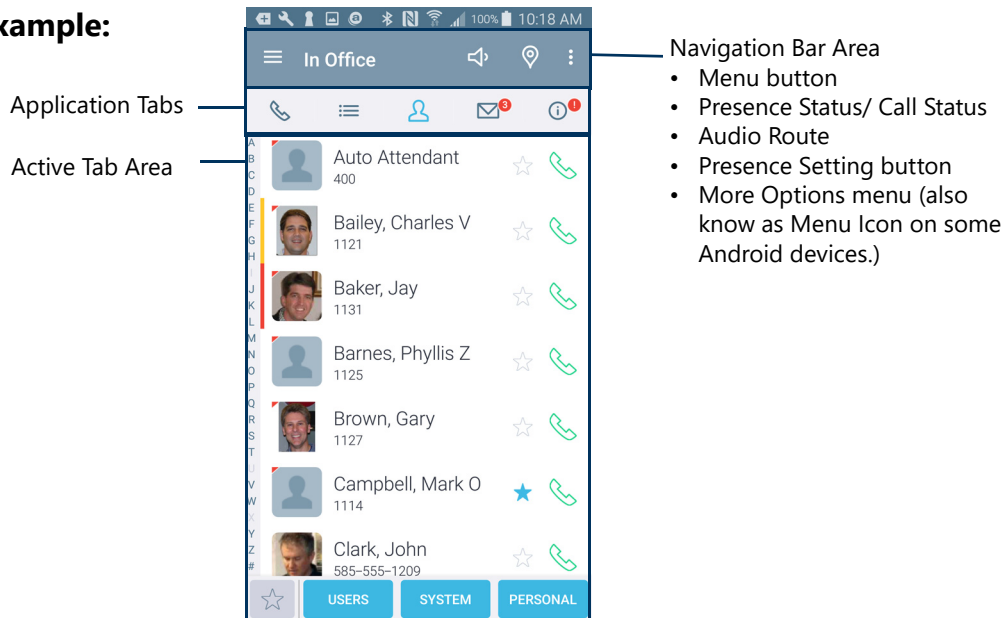
Tablet Landscape example:



Tablet Portrait example:



Phone Portrait example:









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.

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.

	Red badge indicates an Allworx contact.		Speakerphone.		Headset.
	Bluetooth enabled.		Intercom		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.		Voicemail message downloading.		Call History Status - incorrectly dialed number. Reach Link: call not reconnected.
	Tab icon: indicates number of new voicemail messages or missed calls.		Reach Remote Control Active.		Reach Link restoration audio prompts on.

3.2.3 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.

3.2.4 Active Call Icons

Active Call icons enable users to manage the current phone call (place, retrieve, or end). On the Android phone 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.
	Call Park.		Create a conference call.		Cancel creating a conference call.
	Leave Conference.		Reach Remote Control - place a Line Appearance call.		

3.3 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:

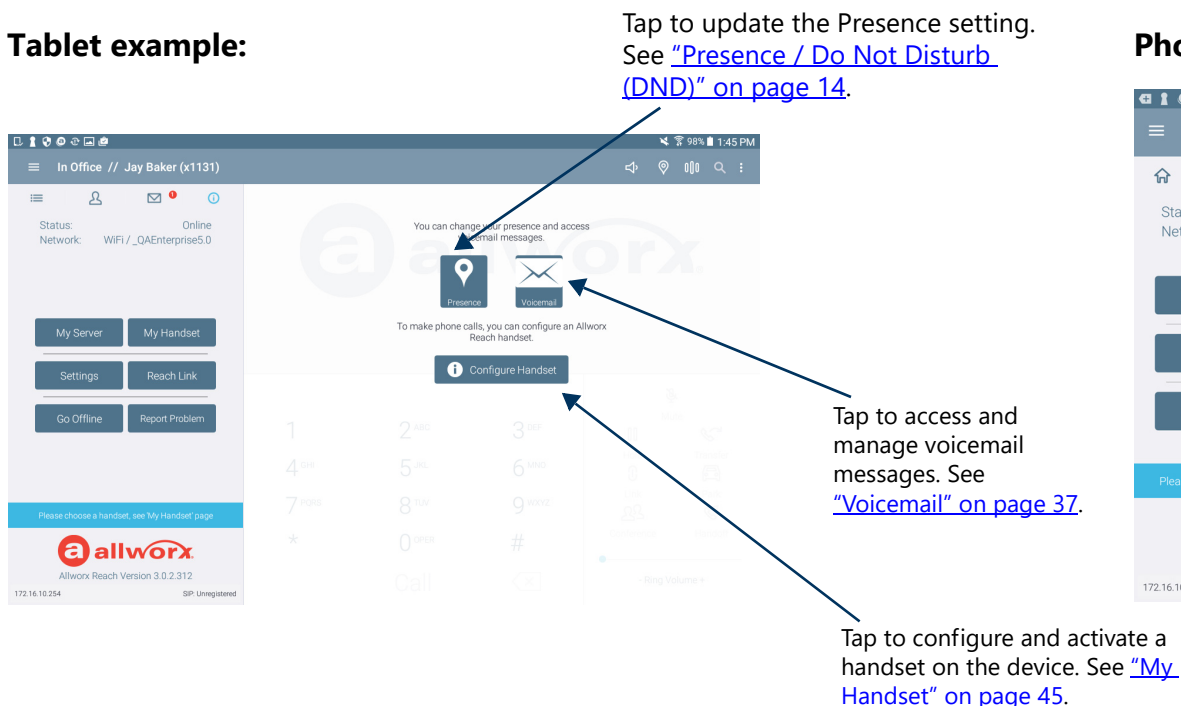
1. Log in to the device using the current credentials and the new password provided by the Allworx administrator.
2. Reclaim a new license for the Reach application. See ["Setup" on page 3](#) for more information to restore the voicemail information and enable the application to send/receive calls.

3.4 Mobile VM Dashboard

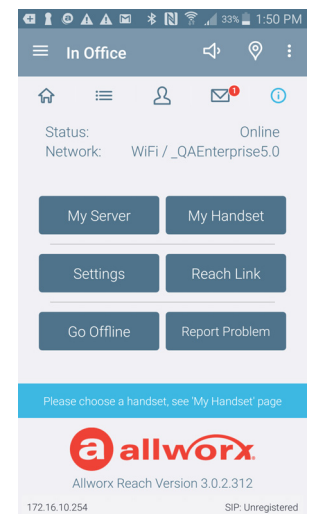
The Mobile VM Dashboard limits the available feature set with the Reach application. On the Mobile VM Dashboard, users can access and manage voicemail messages and update the presence setting. Users can manually use the Contacts tab to access directory and personal contacts or the Call History tab to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

Tablet example:



Phone example:



Chapter 4 Navigation Bar

The Reach application Navigation Bar area enables users to access additional Reach features, change the device audio route, manage the presence status / Do Not Disturb feature, use the Intercom or Search feature, or access more options.

The Android Navigation Bar area displays the:

Tablet*	Phone**
<ul style="list-style-type: none"> • drawer icon to access Reach Remote Control and Intercom features • current presence or active call status and username / extension • audio route • presence setting / DND icon. • intercom button • search button • more options button 	<ul style="list-style-type: none"> • drawer icon to access Reach Remote Control and Intercom features • current presence or active call status • audio route • Presence setting / DND icon • more options button
<p>* On windows with second-level screens, the back icon also displays in the Navigation Bar area. Tap to return to the primary tab view.</p> <p>** To locate the Intercom and Search buttons, tap the More Options icon.</p> <p>NOTE: The More Options button may not display if the Android device has a device menu button.</p>	

4.1 Drawer

The Drawer icon accesses additional features in the Reach for Android application such as Reach Remote Control or an Intercom appearance.

4.1.1 Reach Remote Control

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

To activate the Reach Remote Control feature:

1. Tap the drawer icon in the upper left corner of the Reach application.
2. Tap the **My Allworx 9312 Phone** button to connect to the Verge IP phone.

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. The message does not display for the subsequent activations.
- **OK** - acknowledges the transfer of control for this time. The message displays again at the next activation.

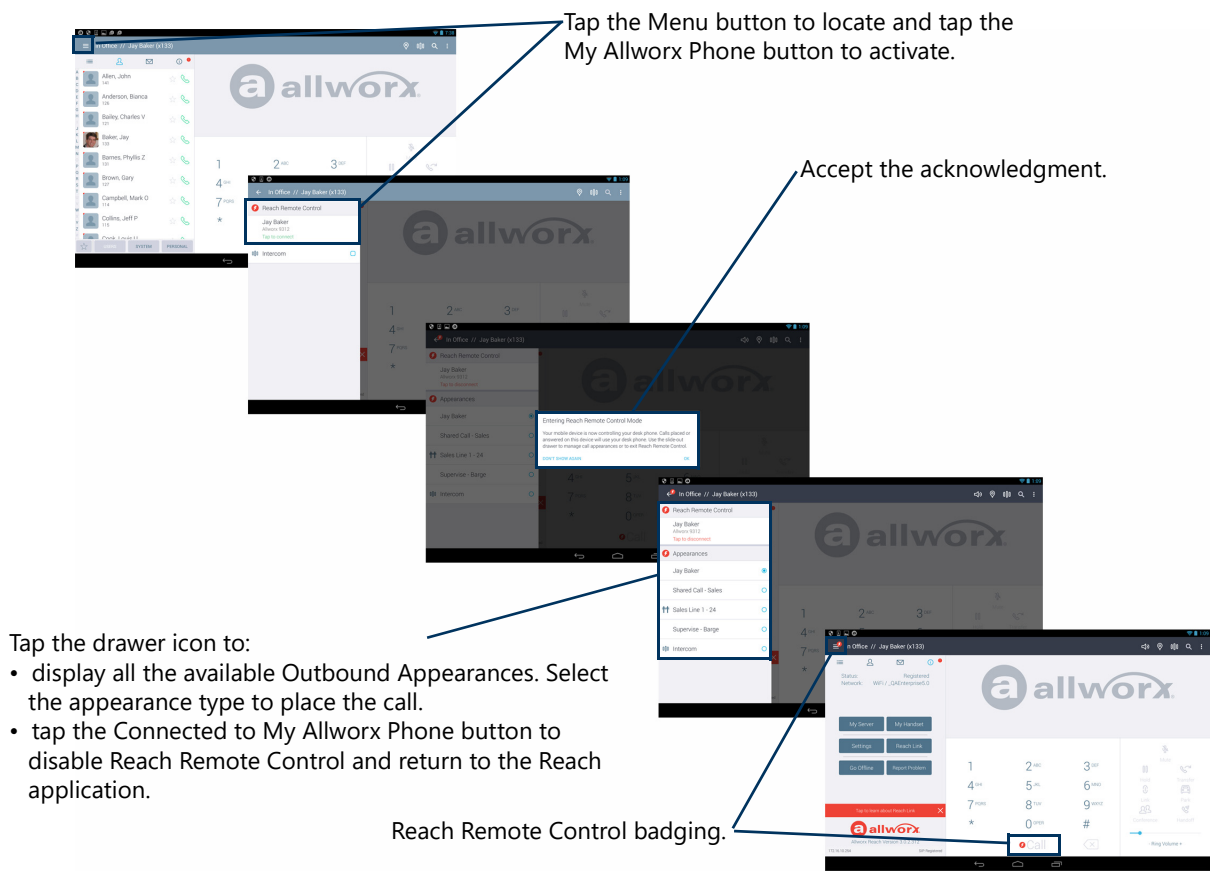
The Reach application includes badging to indicate Reach Remote Control is active. The Call Appearance is the default line in use.

3. (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 Reach application returns to the default screen.
4. Dial the number and press the **Call** action icon or select a Contact listing or a Call History listing. Manage the call as usual with the Reach device.

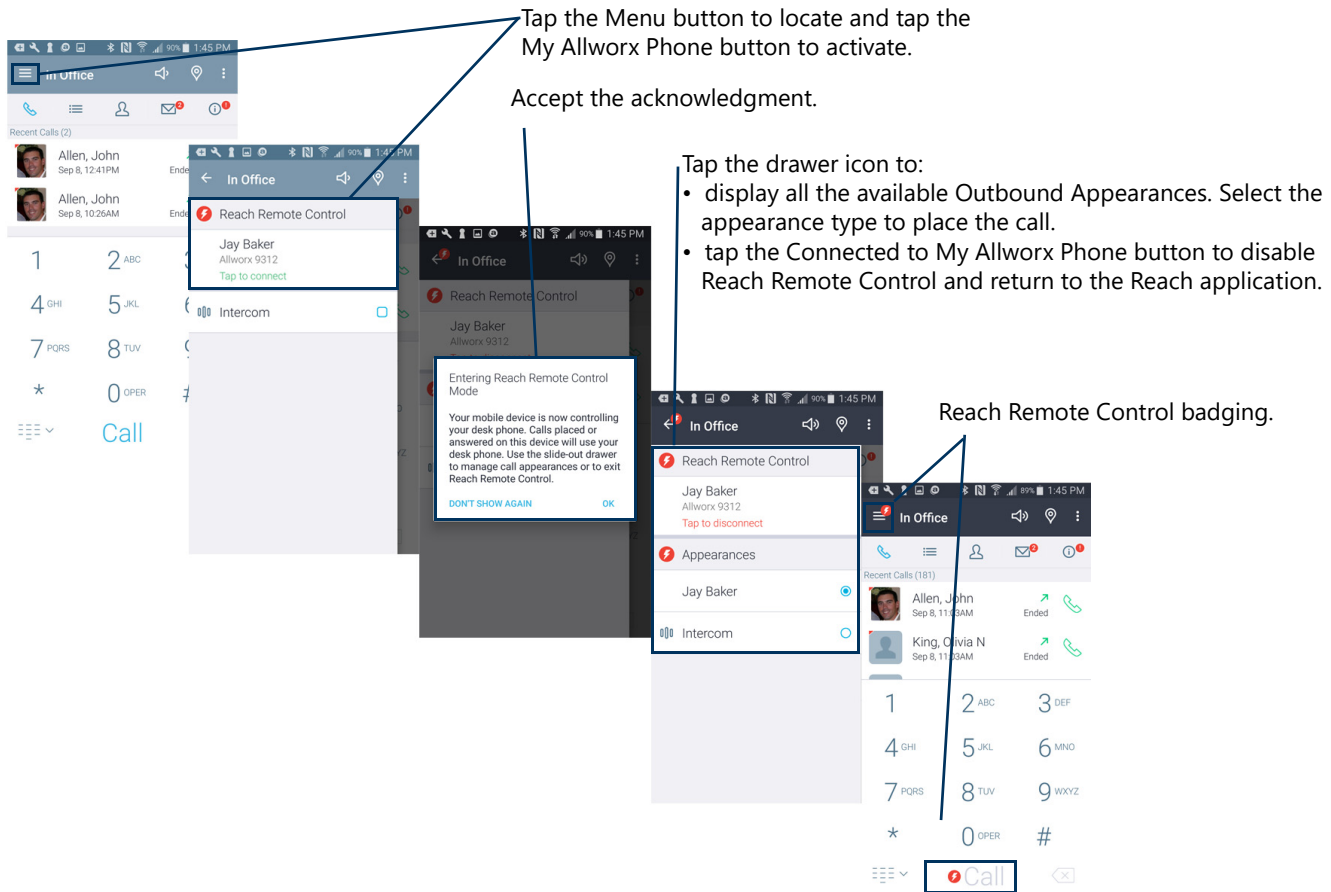
To deactivate the Reach Remote Control feature:

1. Tap the drawer icon in the upper left corner of the Reach application.
2. Tap the **My Allworx 9312 Phone** button to end the connection.

Reach Remote Control - Tablet example:



Reach Remote Control - Phone example



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 line appearance type to use for the next active call. The selection does not persist after the call has ended. 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 14](#) for more information.

4.2 Presence / Do Not Disturb (DND)

The presence setting indicates the current user's availability status.

To change the status:

1. Tap the Presence Setting icon.
2. 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 Android device does not ring for incoming calls and 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 (checkmark for DND) displays next to the selected presence, and then the Reach device returns to the Reach application. While the Android device is searching for or connecting to a network, the presence label provides a status.

4.3 Intercom

An Intercom call enables a user to dial another handset and the handset answers automatically.

To place an Intercom call:

1. Tap the Intercom icon in the navigation bar area (tablet) or tap the drawer icon and tap the Intercom appearance (all devices). Dial the Allworx user 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.

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

3. Press the red handset action icon or the End active call icon to stop the Intercom call.

To deny an incoming Intercom request, tap **Ignore** on the Reach device.

4.4 Audio Route

Note:	Audio quality varies significantly depending on the Android device. All options listed provide equal quality.
--------------	---

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

4.5 Search

Tap the search icon and enter the search criteria (alphabetical or numeric). Contacts that match the criteria display in the active tab area.

4.6 More Options

Enables the users to do specific actions. To access action list, tap More Options (⋮)

Change Presence	Displays the Presence setting options (including Do Not Disturb). Select an available option and the drop-down list hides.
Intercom	Accesses the Intercom appearance to place an Intercom call. See "Intercom" on page 14 for more information. Available only on the Android phone.
Search*	Available only on the Android phone. <ol style="list-style-type: none"> 1. Tap the tab, and select the appropriate filter or filters. 2. Locate the Search action icon in the device action bar or More Options. 3. Locate the Search field, and type the search criteria. The listings matching the criteria display at the top of the list, and the matching criteria displays in blue. As the criteria becomes more specific, the number of listings may decrease. <p>If there are no entries matching the Search criteria, the device displays a message, "No matches found in chosen categories. Verify the active tab filter selection and retry the search.</p> <p>To exit the search feature, tap the back arrow in the upper left corner.</p>
Add Contact	Opens the Add Contact screen. See "Manage Personal Contacts" on page 33 for more information. Available only on the Contact tab.
Clear call log	Clears the entire Call History tab listings.
Settings	Configures the Reach application and handset interaction. Tap the Settings icon, and the Settings options display. Locate the option, and then select it to enable the setting (green check mark), deselect it to disable the setting (no check mark), or enter the appropriate information. Tap the Back button when complete. For more information on settings, see "Settings" on page 47 .
Quit	Exits the application.

Chapter 5 Call Management

Note:

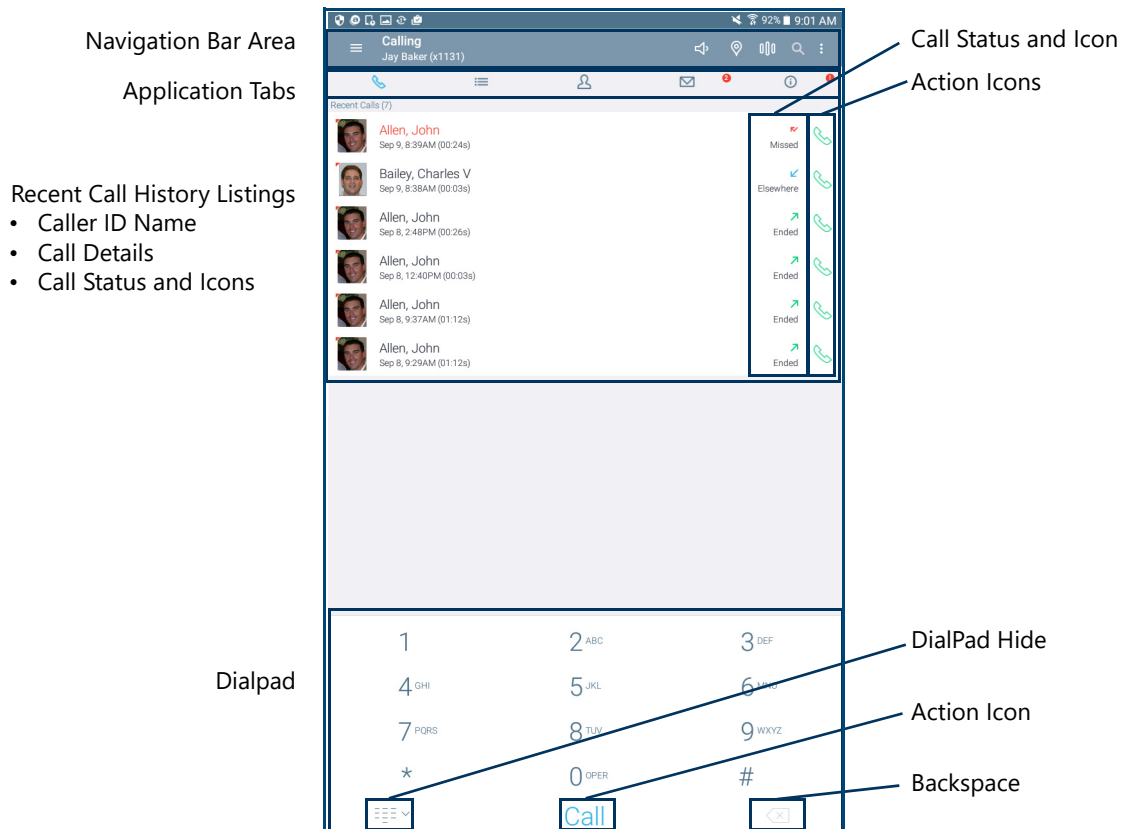
Calls may be lost due to no connection between the Wi-Fi access point or cellular data service, or if the Reach device switches to Wi-Fi while a cellular data call is in progress.

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

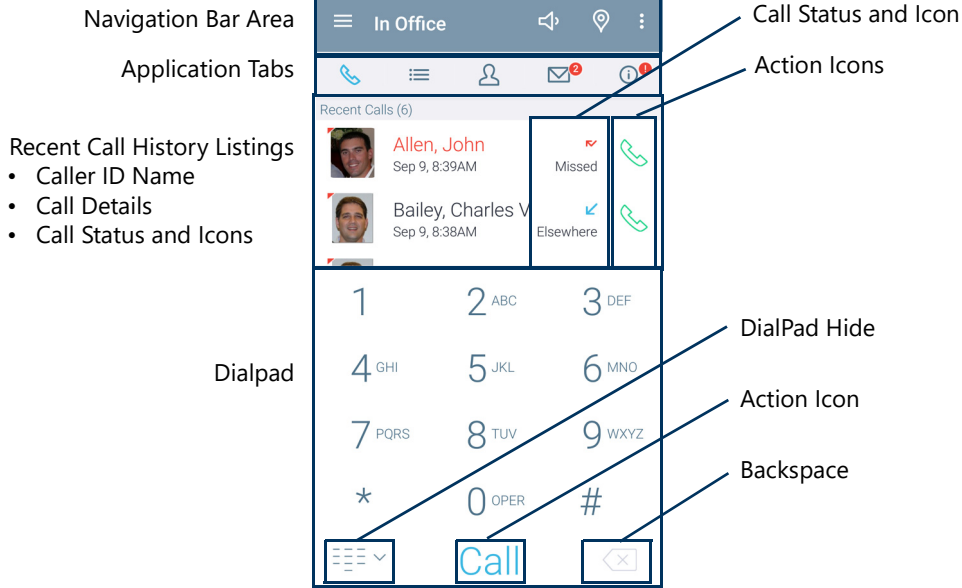
5.1 Phone Tab Details

The Phone tab is available on the Android phone and when the Android tablet is in portrait mode; the Phone Tab is always available on the Android table in landscape mode. The Phone tab provides the reach user with the most recent call history listing details and an action icon to place a call.

Tablet - Portrait Orientation example:



Phone example:



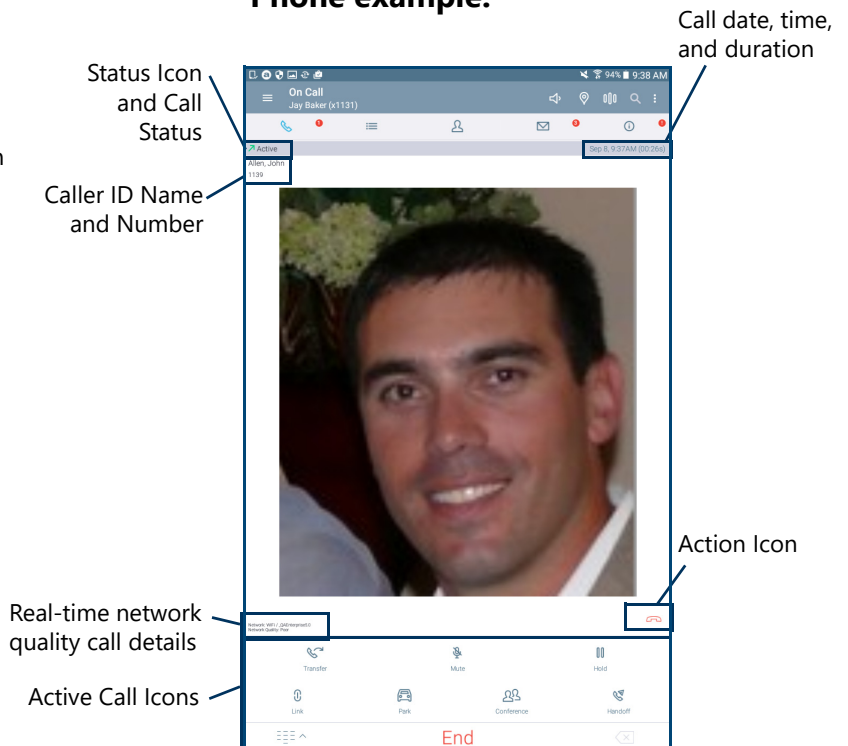
5.2 Active Call Details

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 8](#) for more information.

Tablet - Landscape example



Tablet - Portrait Phone example:



5.3 Place a Call

Android Phone: Navigate to the Phone tab.

While dialing, the matching contact numbers display in the Call Status section. 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), the phone number, and then tap the Call action icon.
Internal Extension	Dial the direct extension, and then tap the Call action icon. To redial the last outgoing number, tap the Call action icon twice.

5.4 Receive a 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 Android 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 specified number of rings. • Accept: answers the incoming call.
Sleep	<p>Accept or Ignore the call.</p> <p>If accepting the call on a device with security, perform the required security access (i.e., enter the PIN or password and tap next).</p>

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 On Hold 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.
Voicemail	Send the call to an Allworx directory contact voicemail.
To my cellphone	Send the call to the Reach device number or the number specified in Settings > My Cell Number .

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.

Press the Android back button.


5.8 Park a Call

Reach users can place a call into or retrieve a call from the Allworx Parking Orbit.

To place a call into the Parking Orbit:

Press the **Park** () action icon. The parked Call filter displays all the calls parked in any Parking Orbit.



To retrieve a call from the Parking Orbit:

Navigate to **Calls History > Parked** section and select the parked call. Tap the green handset () action icon to reconnect with the call.


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 press the Conference () action icon to place or answer the second call. 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.

Switch to 4G	Displays when using WiFi as the data network and a cellular data network is available. Tap the option to change the WiFi network to a cellular data network. This option also works with a 3G network.
Switch to 4G (disabled)	Displays when using WiFi as the data network, but 4G has been disabled.
Switch to another WiFi...	Displays when using WiFi as the data network. Tap to select another WiFi network.
Switch to WiFi (if available)	Displays when using 4G as the data network. Tap to switch to an available WiFi network.
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.
Link Settings	Navigates to the Reach Link Settings page. See "Configure the Reach Link Settings" on page 4 for more information.

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

5.11 Call Handoff

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
- Calls on hold
- Destination devices set to Do Not Disturb
- Devices registered on different servers (does not support multi-site).

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, press 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.

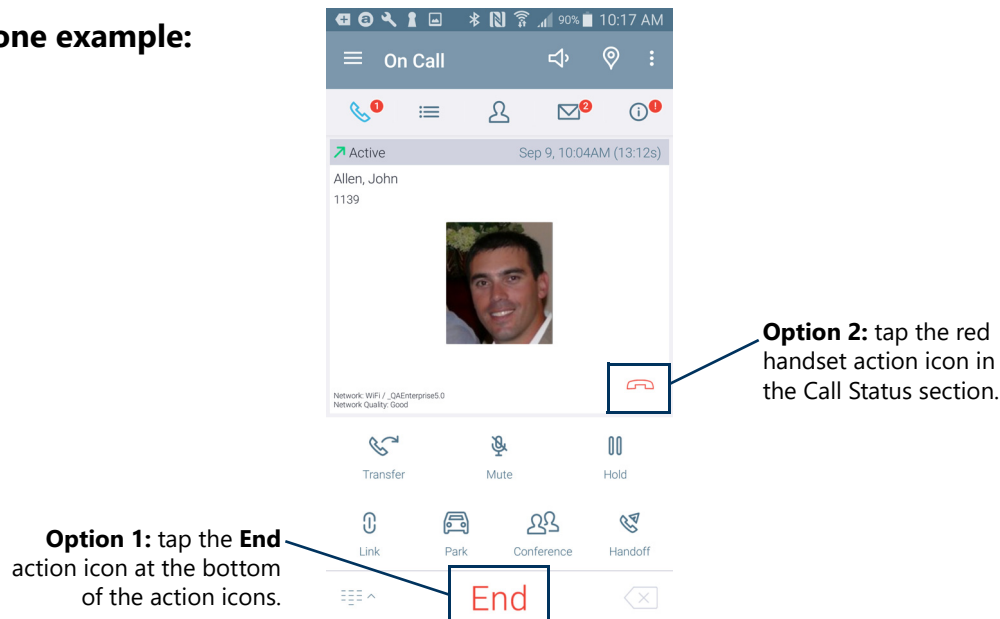
3. Acknowledge the call handoff and continue to the conversation.

5.12 End a Call

To end the current call:

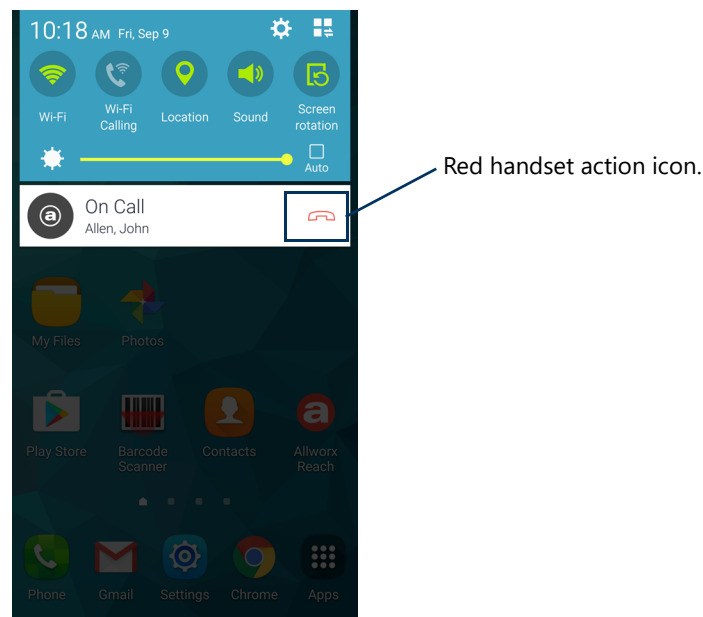
- while the device screen is active and Reach is in the foreground, do one of the following options:

Phone example:



- while the device screen is active and Reach is in the background, pull down the Android notification bar and tap the red handset action icon on the Reach notification.

Phone example:



- while the device screen is locked, tap the red handset action icon on the Reach notification

Phone example:



5.13 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. Each call listing includes the caller ID (a missed call uses red font), date/time of call, and status / action icons.

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 icon

Tablet example:

Application Tabs

Call History Listings

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

Groups

Call Status and Icons

Action Icons

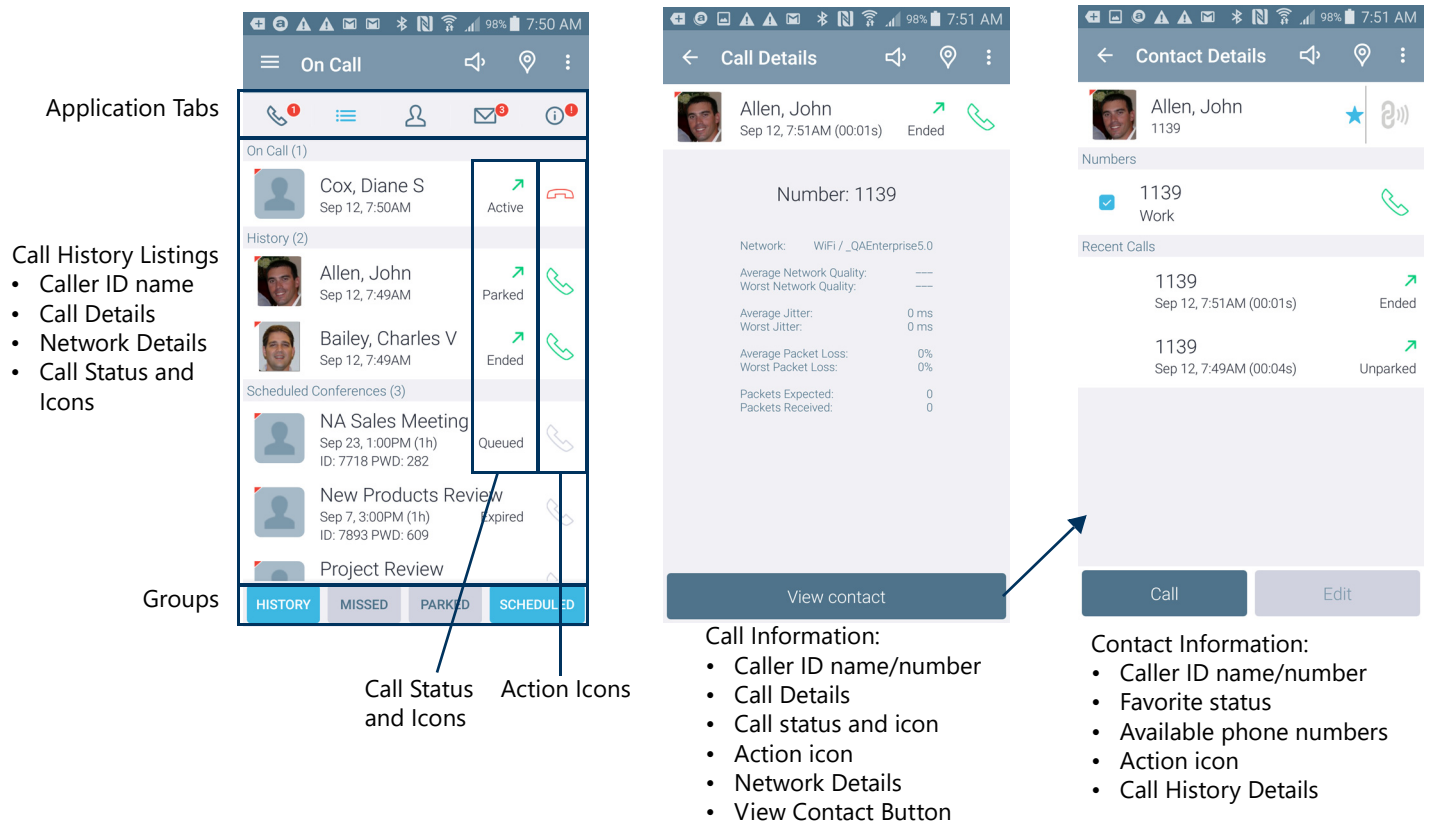
Call Information:

- 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

Phone example:



Application Tabs

Call History Listings

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

Groups

Call Status and Icons

Action Icons

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

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 8](#) for more information.

The call status indicators include:

Tap the green phone action icon to redial the last received number from that contact.

6.2 Search

To search the call history, see ["More Options" on page 15](#) for more information.

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	<p>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:</p> <ul style="list-style-type: none"> • Conference Bridge • Conference ID and password. <p>The Auto-dialing Conference ID and password display in the Call Status area.</p> <p>NOTE: After the Conference Bridge answers, the system automatically dials the conference ID and password.</p>
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:

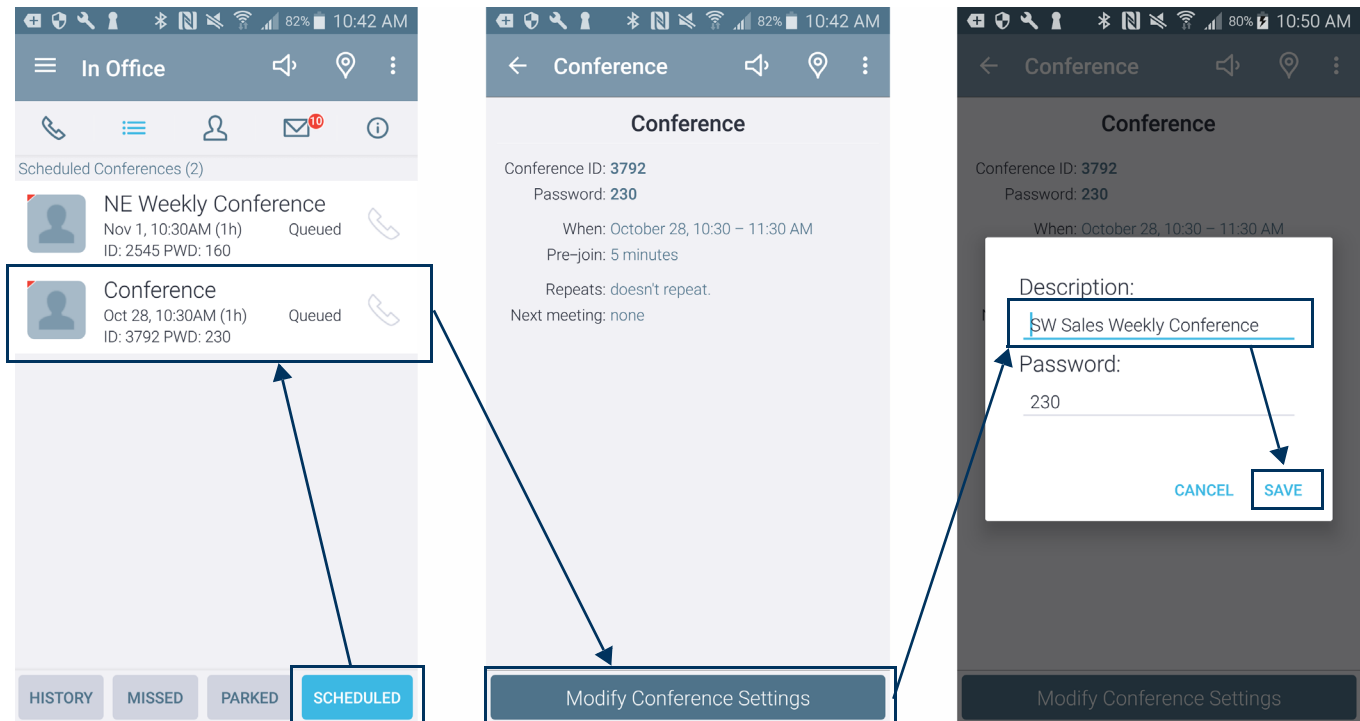
Users can edit the Description and Password of queued conferences prior to the pre-join time or conference start time.

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 a queued call, and then the Modify Conference Settings button. Tap in the field, and type in the new information.

Description	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 **Save** button to save changes.

Phone Example:



6.4 Manage the Call History Listings

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

To clear a single or multiple Call History listings:

1. Navigate to the Calls tab. Locate the Call History listing and do a long press.
2. Tap the check boxes next to the Call History listing or listings to delete.
3. Tap the Delete (🗑️) icon in the upper right corner. The application removes the Call History listing from the History section of the Calls tab.

To clear the entire Call History log:

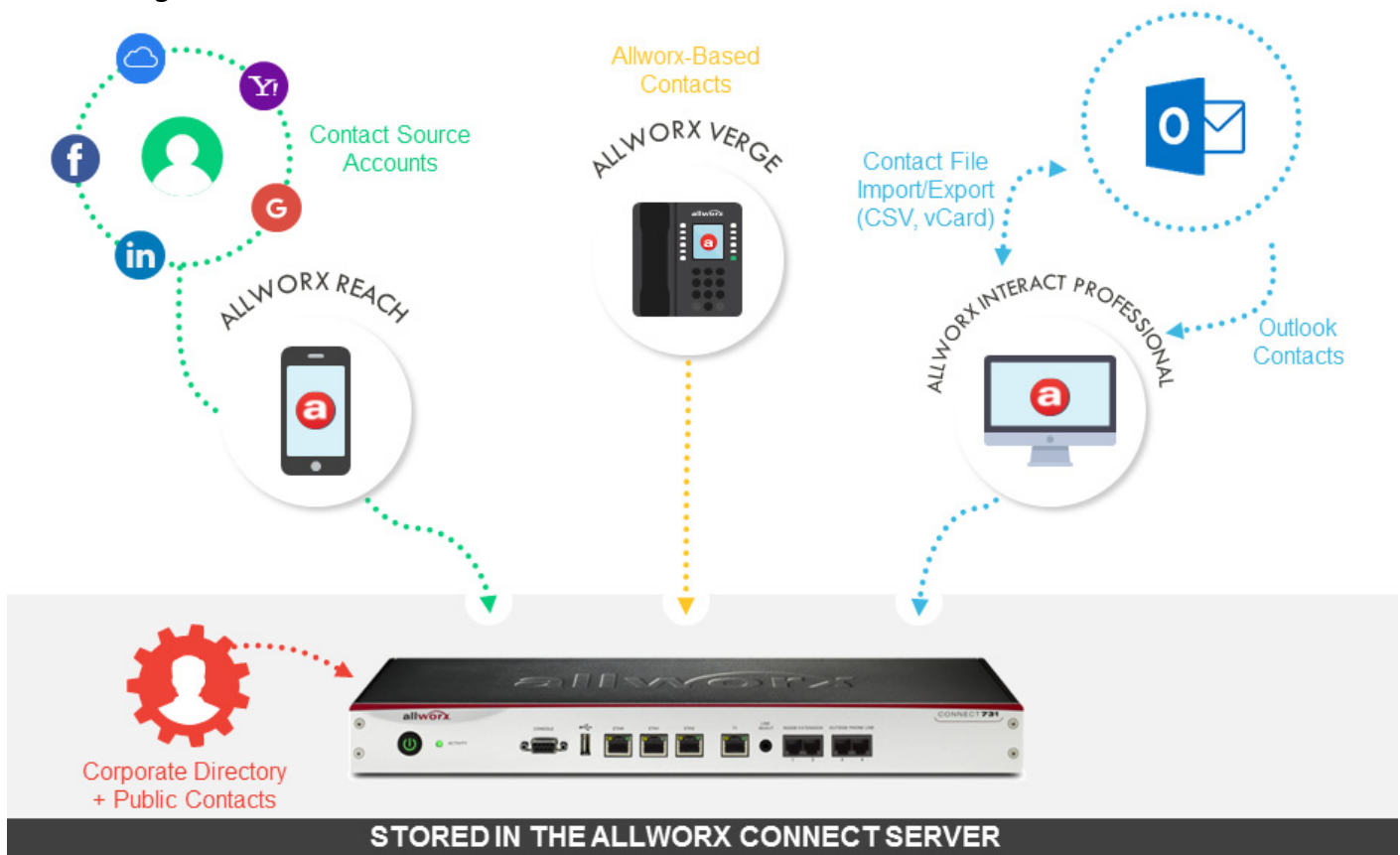
1. Navigate to the Phone or Calls tab and tap **More Options** (⋮).
2. Tap **Clear call log** in the drop-down list. This clears the entire call history log.

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. Managed by the Allworx Server Administrator.
- Public Contacts – system-wide contacts managed by the Allworx Server Administrator.
- Personal Contacts – contacts managed by the Allworx user that are either:
 - synchronized from a Reach device originating application (device app such as Contacts or People)
 - synchronized from an account such as Gmail email account or an Outlook email account.
 - 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.

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 47](#) for more information about managing and sharing Personal Contacts.



Allworx users can manage and update Personal Contacts by using the originating device or application. The Verge IP phone Personal Contact Details screen identifies the originating application in the Account line. Only the Allworx user can add, edit, or delete each Personal Contact. Allworx Server Administrators can delete all of a user's personal contacts from the Connect server permanently. Allworx Server Administrators cannot limit the individual user's number of Personal Contacts stored on a Connect server.

Example:

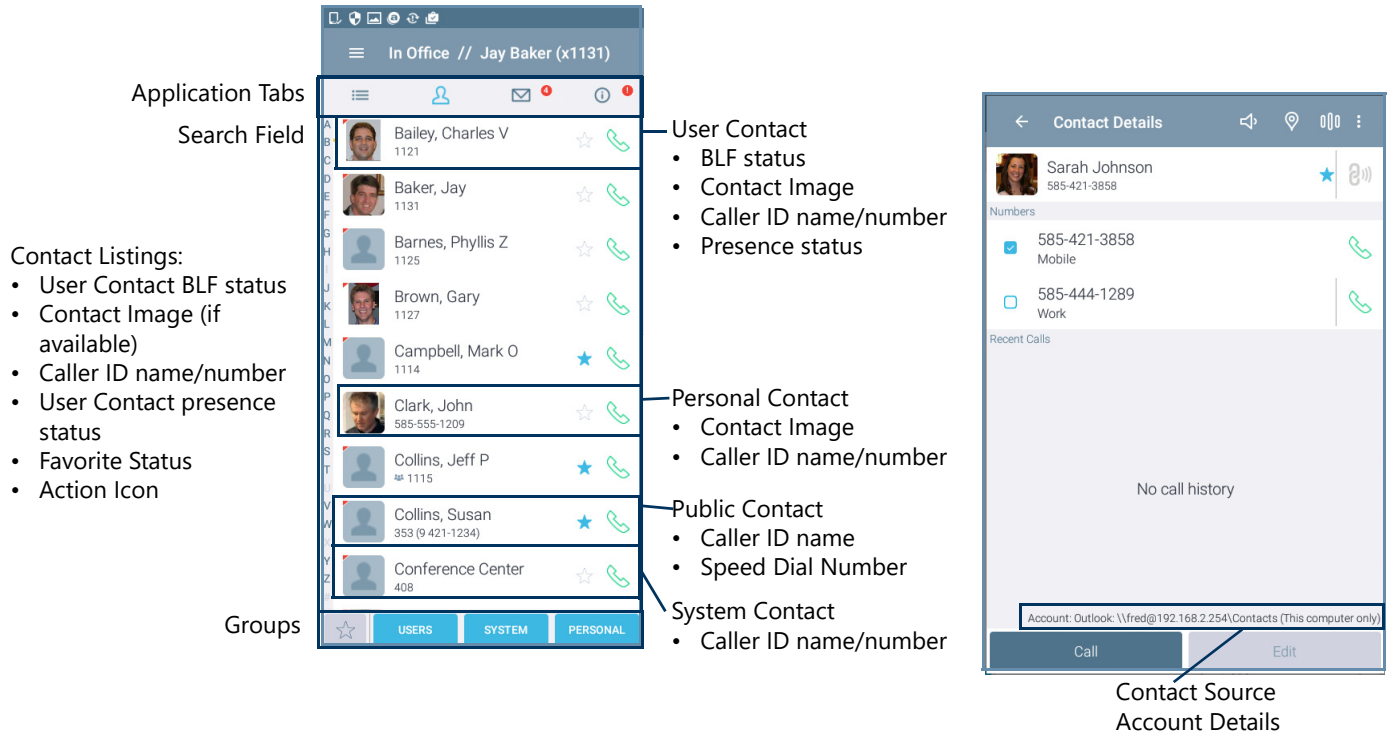
Jane Smith needs to update her Personal Contact, Tom Wright. Since Jane uses the Verge IP phone, Reach for iOS, and the Interact application, she needs to determine how she added Tom to her Personal Contacts. Jane opens the Contact Details for Tom Wright and scrolls to look at the Account line and learn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

- **Allworx Personal:** Jane added Tom Wright using her Verge IP phone. To update the contact information about Tom, Jane must use her Verge IP phone.

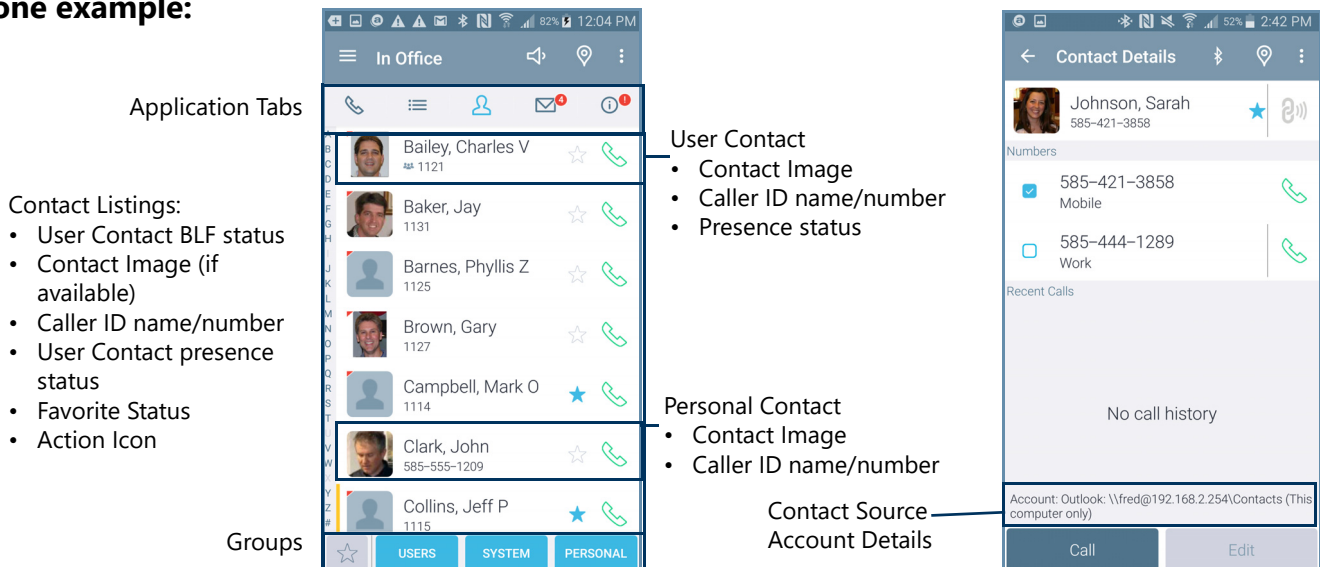
Additional <Allworx> types displayed, but Allworx users cannot edit except for Favorite status includes:

- SystemUsers
 - SystemExts
 - EmailAliases
 - PublicContact
 - SpeedDials
 - AutoAttendants
 - Voicemail
 - DoorRelays
 - ConferenceCenters
- **<email address>:** Jane used her email account (such as Gmail or Outlook) to synchronize her contacts with her Verge IP phone. To update the contact information about Tom, Jane must do so in her email application.
 - **<Reach device>:** Jane used an iOS app (such as Contacts) to manage her contacts to her Verge IP phone. To update the contact information about Tom, Jane must do so in the iOS app.

Tablet example:




Phone example:



7.1 Groups

The group buttons on the Contacts tab enables Reach users to select which 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 contacts 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.

7.2 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, 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 8](#) 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.

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. If the Account line reads:

- **Allworxbased:** Jane added Tom Wright using her Verge IP phone. To update the contact information about Tom, Jane must use her Verge IP phone.
- **<email address>:** Jane used her email account (such as Gmail or Outlook) to synchronize her contacts with her Verge IP phone. To update the contact information about Tom, Jane must do so in her email application.
- **<Reach device>:** Jane used an iOS app (such as Contacts) to manage her contacts to her Verge IP phone. To update the contact information about Tom, Jane must do so in the iOS app.

7.3 Search

To search the call history, see ["More Options" on page 15](#) for more information.

7.4 Sorting Contacts

Note:	Personal contacts stored on the Android device are not stored on the Allworx server.
--------------	--

Navigate to **Info tab > Settings > Sort By > User List**. Select the sort order preference. A blue radio button indicates the selected choice.

Last name	Displays the contact list alphabetically, last name then first name.
First name	Displays the contact list alphabetically, first name then last name.
Cancel	Returns to the Settings list page.

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

7.5 Manage Personal Contacts

Reach users can add, edit, or delete Personal Contacts.

To add a personal contact:

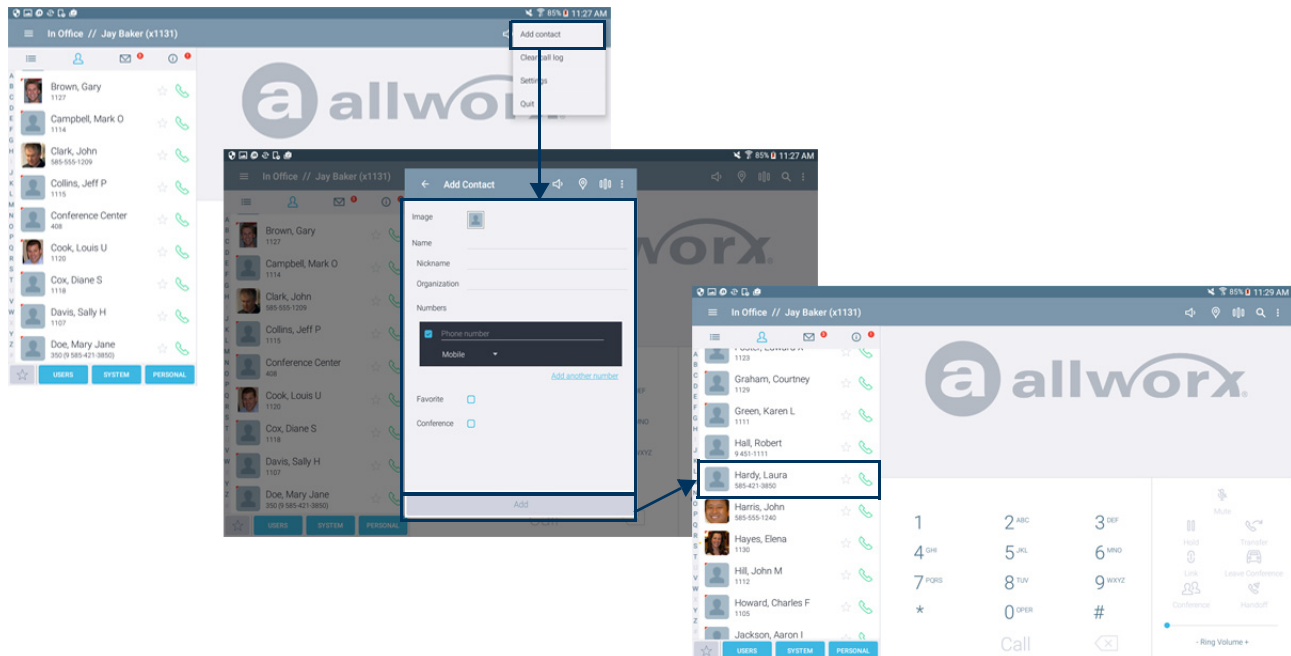
1. Tap the More options icon (⋮), and then select **Add contact**. The Add Contact screen displays.
2. Tap the appropriate field and enter the information (phone number required, 16 phone numbers maximum) or the picture area to change the photo.

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

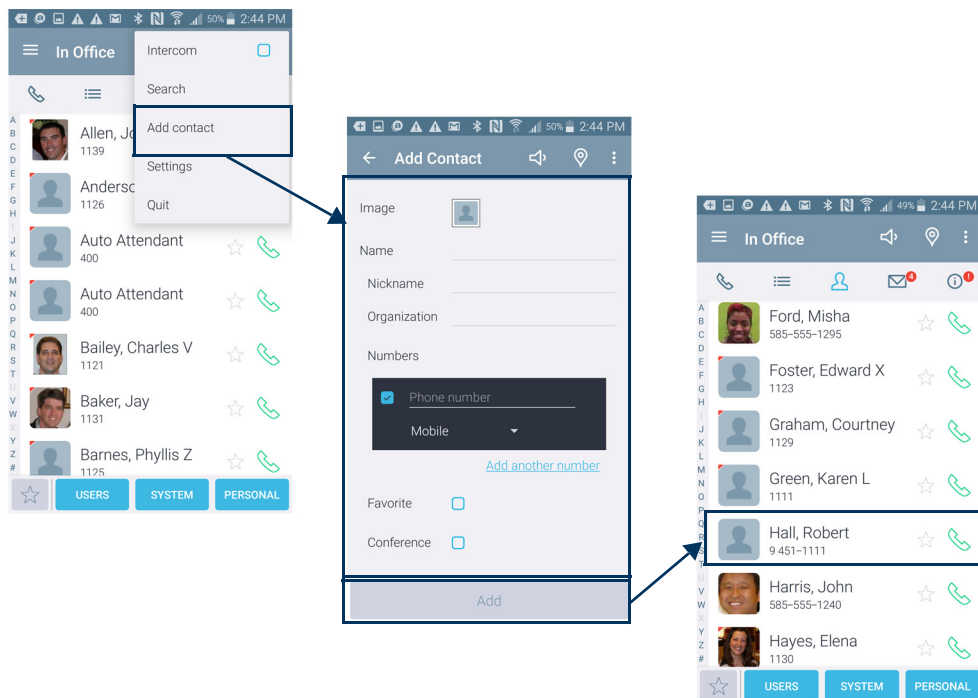
If a Personal Contact is a Favorite or a Reach Link conference center, tap the check box next to the option. Tap again to deselect.

3. Tap the **Add** button. The contact displays in the Contacts tab.

Tablet example:



Phone example:



To edit or delete a personal contact:

1. Tap the contact to open the Personal Contact Detail page, and then tap **Edit**. The Edit Contact screen displays.

2. 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.

To delete a contact, scroll to the bottom of the screen and tap the **Delete** button. The Personal Contact is no longer available on the Contact Listings screen.
3. Tap **Save** to save the changes, and then tap outside the dialog box to return to the Contact Detail screen.
4. Tap **Contacts Details** to navigate back to the Contacts tab.

7.6 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.

To manage the directory image:

1. Tap the contact, and then tap **Edit**.
2. Select an option.

Take with Camera	Open the camera option and capture a new photo. Tap the Save icon. The device returns to the Contact Detail page with the new photo displayed.
Select from gallery	Choose another contact photo. The device opens the available albums. Tap the appropriate album, and then tap the preferred photo. The device returns to the Contact Detail page with the new photo displayed.
Remove	Delete the current photo. Tap the Remove button. The photo no longer displays, and the device returns to the Contact Detail page with no photo displayed.

3. 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 favorite icon (☆) to mark the contact as a favorite (★). Tap again to reverse 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.

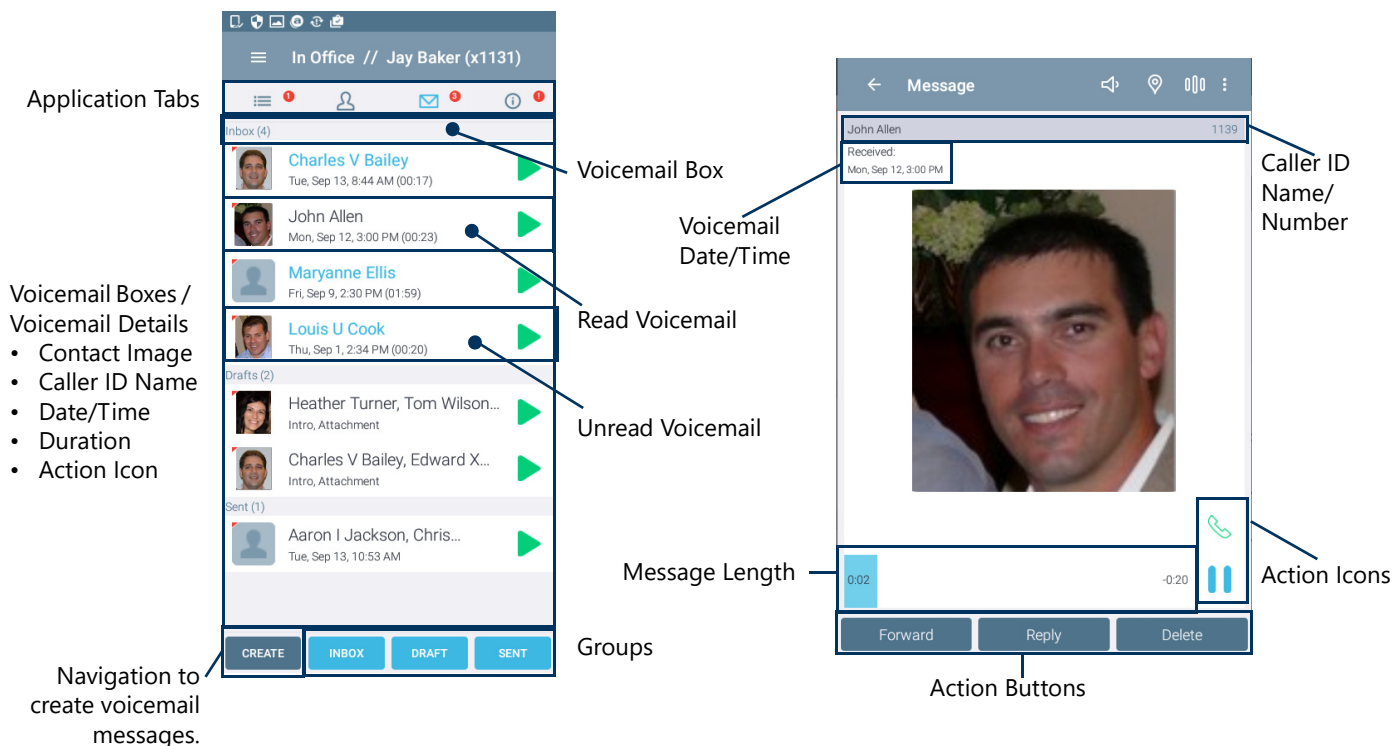
Chapter 8 Voicemail

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

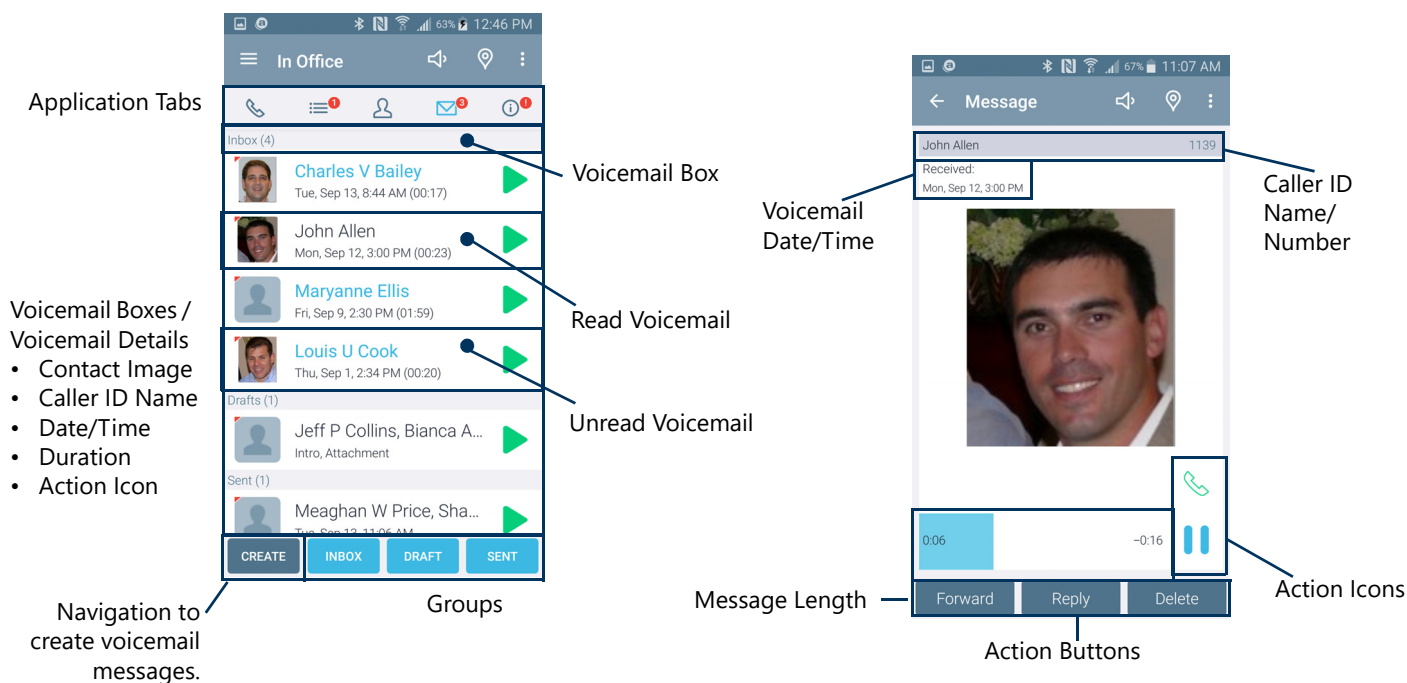
- the number in the top, right corner of the Voicemail tab indicates the number of new voicemail messages.
- displays the Caller ID name, the date/time of the call, and the duration of the voicemail message.

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.
Long Press	The following options are available: <ul style="list-style-type: none"> Phone <ul style="list-style-type: none"> SELECT ALL MARK NEW More Options () to Mark old, Forward message or delete the selected messages Tablet (manages all the selected messages) <ul style="list-style-type: none"> SELECT ALL MARK NEW MARK OLD FORWARD MESSAGE Delete ()

Tablet example:



Phone example:



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. (new for Android/existing in iOS)

The available options are:

Filter	Description
Inbox	Display the incoming read and unread voicemail listings.
Draft	Display the newly created, but unsent voicemail listings.
Oubox	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 pause action 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/number, 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 pause action 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 button to record a message up to two minutes long. To stop recording, tap:

Save	Keeps the recording.
Cancel	Deletes the recording

To re-record the message tap **Delete... > My Message**. Repeat step 2.

3. Select the recipients to receive the voicemail message.
 - a. Tap the **Recipients...** button, 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 **Done** to save or **Clear All** to deselect the recipients.
4. Select the attachment for the voicemail.

Tap **Attachment...** and select the message to accompany the created voicemail message.

Note:	The total outgoing message length limit is 2 minutes (introduction plus the message).
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5. (optional) To delete any part of the new message, tap the **Delete...** button, and select an option.

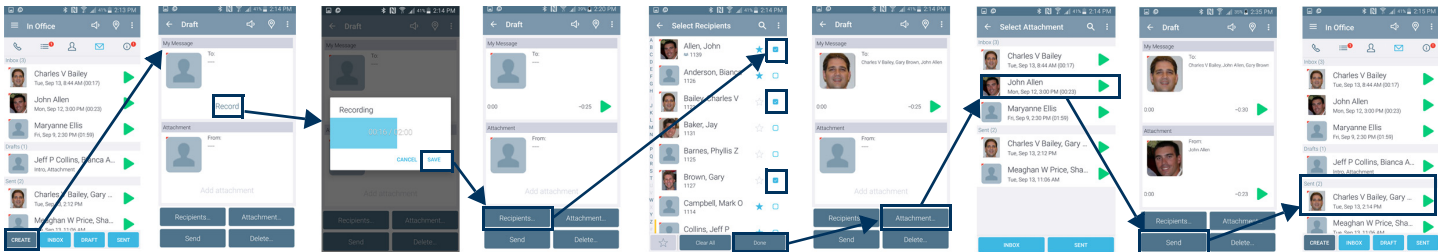
Recipients	Remove the recipients from the draft voicemail.
My message	Remove the recorded introduction from the draft voicemail.
Attached message	Remove the attachments from the draft voicemail.
Everything	Delete the entire draft voicemail message.

6. Tap **Send** to forward the message. The voicemail listing displays in the Sent voicemail box.

Tablet example:



Phone example:



8.5 Search

To search the call history, see ["More Options" on page 15](#) for more information.

8.6 Manage Voicemail

8.6.1 Delete a Voicemail

To clear a single voicemail listing:

1. Tap the Voicemail message to open it.
2. Tap the **Delete...** button, and then the **Everything** option. The confirmation message displays.
3. Tap **DELETE**. The message is no longer available.

To delete a voicemail message group:

1. Navigate to the voicemail tab and tap **More Options** (⋮). Tap **Delete group** in the drop-down list.
2. Tap **Delete all Drafts** or **Delete all Sent** in the drop-down list. This removes all voicemail listings in the selected group.

8.6.2 Forward a Voicemail

Tap the voicemail listing, and then tap the Forward button. Follow the steps in [“Create a new Voicemail Message ” on page 39.](#)

8.6.3 Mark new/Mark old

1.
 1. Press and hold the message listing.
 2. Tap the **Mark new** button or **More Options** (⋮) > **Mark old**. The message status changes to read or unread.

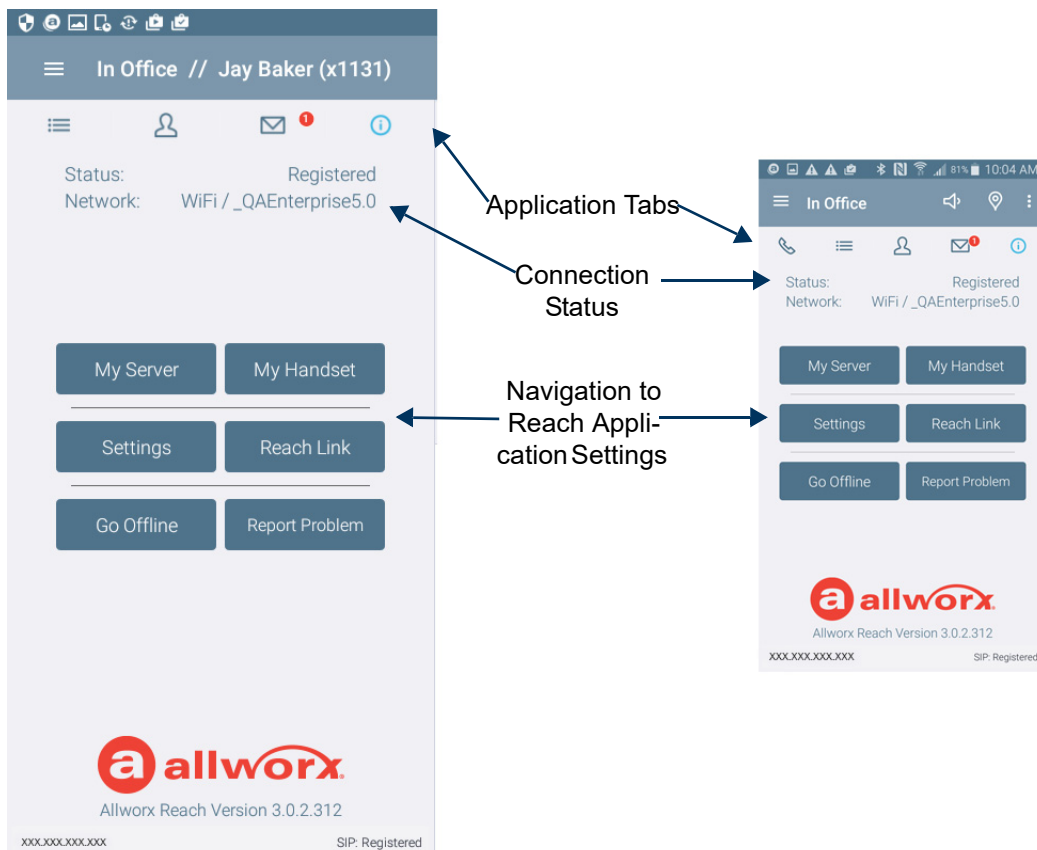
Chapter 9 Info

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	Indicates the Reach device has an active SIP registration. The IP Address of the SIP server displays at the bottom of the page.
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.

Tablet and phone examples:



9.1 Go Offline / Go Online

Reach users can place the device Offline or Online.

Go Offline	Stops communication with the server. Calling features are inactive. iPad only: 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 3](#) and ["Login" on page 44](#) for more information. A message displays indicating a password change is required.
2. Tap the Change Password button. The Change Password window opens.
3. Enter a new password, and then confirm the new password. If the Allworx Server Administrator requires strong passwords, helpful hints display under the Save/Cancel buttons for the password requirements.
4. Tap **Save** to keep the password or **Cancel** to ignore the request. The Reach application proceeds to setting up a handset.

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 **Save** to keep the password or **Cancel** to ignore the request. The device is ready to use.

9.3 My Handset

Users can add a new Reach handset or delete an existing Reach handset from the Android device. When creating a new handset, the system adds the device to the primary extension call route. However, if there are no Reach licenses available, users cannot Create a Handset. Additionally, Reach users can view and manage other handsets; however, the current Reach users must delete the current Reach handset from the Android 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.
Refresh List	Updates the available user license list.

To delete a handset:

1. Tap **My Handset** and the My Handset page displays.
2. 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 that keeps 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 Add Custom 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 Save 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	<p>Identifies what to do when the call cannot be reconnected.</p> <ol style="list-style-type: none"> 1. Tap Change Final Action. 2. Select Transfer to voicemail or End the call.
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	<p>Tap to stop or start operating the Reach Link feature.</p> <p>NOTE: Users cannot disable the Reach Link feature during an active call.</p>

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. 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. • Forget account - the Reach application does not acknowledge the account.
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HANDSET PREFERENCES

Audible Dialing	<p>Follow Server (On) - Use default server settings.</p> <p>Always On - Hear tones while dialing.</p> <p>Always Off - Tones are silent while dialing. (Default)</p>
Intercom Auto Answer	<p>Follow Server (On) - Uses default server settings.</p> <p>Always On - Answer with a live microphone after the alerting tone. (Default)</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>

GENERAL

Save Passwords?	<p>Enabled</p> <p>Disabled</p>
My Cell Number	Enter a cell phone number to transfer calls directly to another cellular phone.
Ringtone Family	Tap the - or + (numbers 1 through 5). This changes the audible tones for incoming calls.
Orientation	<p>Auto</p> <p>Portrait</p> <p>Landscape</p>
Cell Hold Mode	Select the Reach call control for another incoming call phone call.
Display User/Extension	<p>Enabled</p> <p>Disabled</p>
Statistics Logging	<p>Enabled</p> <p>Disabled</p>
Wi-Fi Warnings	Check to enable notifications to the user of potential Wi-Fi configuration issues on the Info Tab.
Launch Reach on Startup	Select to launch the Reach application each time the device starts up.
Hide Icon when Idle	Select to hide the Reach icon in the notification area or lock screen unless there is an active call.
Restore Defaults	<p>Yes</p> <p>No</p>

Reach Remote Control

Keep Screen On	Manage the Reach Remote Control Timeout screen. <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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Screen On Duration	Manage the Reach Remote Control active screen duration.
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REACH LINK	Provides a brief tutorial of Reach Link, and the links to update each Reach Link setting.
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BLUETOOTH

Bluetooth Priority	Enabled Disabled
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Bluetooth Ring Device	Select where the <i>Bluetooth</i> enabled device rings: <ul style="list-style-type: none"> • Ring on Bluetooth Headset • Ring on Speaker
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STORAGE

Use external storage	Enabled Disabled
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SORT BY

Voicemail	Most recent first Least recent first
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User list	Last name First name
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ABOUT

<Device Name>	List the device name and the audio profile statement.
View EULA	OK

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.

Note:	Option is only available with an active email account set up on the device. Select the appropriate delivery method.
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1. Tap the **Report Problem** button. The Send Logs... screen displays, select an email option. 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 Android device that affect the Reach application, if changed.

To manage the Settings options:

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

WIRELESS & NETWORKS

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 switch to set the Wi-Fi. 2. 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.
Data Usage	<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 administrator may restrict Reach for Android handsets to Wi-Fi networks only.</p>	

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 44 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 44 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 45 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 44 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 45 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.	For servers without access to the INTERNET: <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.
Portal Connection Failed		
Portal Login Failed		
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 9 for more information.

Condition	Description	Solution
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.	Tap the Change Password Now button and follow the onscreen prompts. See "Change Password" on page 44 for more information.
The device displays the message "You are required to change your password before logging in."	The Allworx Server Administrator updated the server profile to require a new password.	Tap the Change Password Now button and follow the onscreen prompts. See "Change Password" on page 44 for more information.
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.).	Tap the Go To Voicemail button and the Voicemail tab displays. See "Voicemail" on page 37 for more information. 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 45 for more information.
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 use.	Contact the Allworx Server Administrator.
Offline	User has chosen to 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.

Chapter 12 Glossary

Condition	Description
DND	Do Not Disturb
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.
SIP	Session Initiation Protocol



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