

# **Allworx<sup>®</sup> Reach for iOS**

## **User Guide Version 2.0**

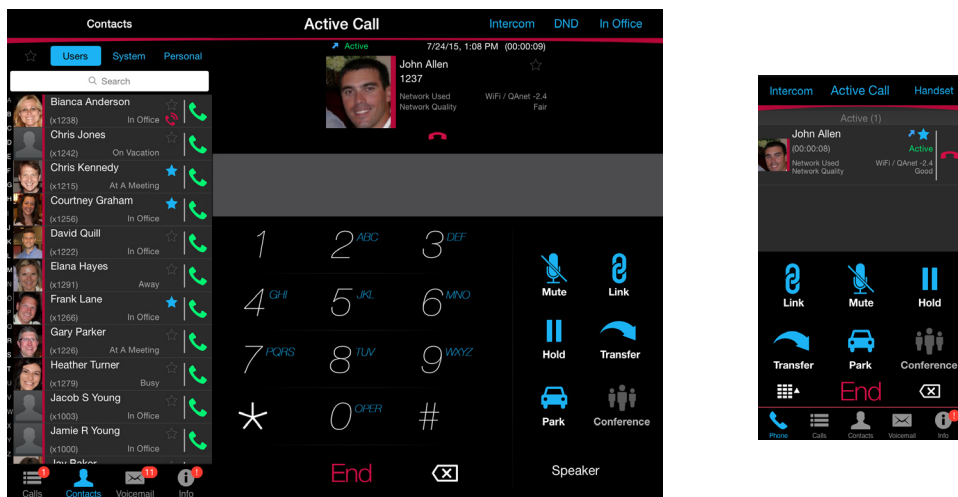
Updated 07/28/2015





# Allworx® Reach for iOS

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## User Guide Version 2.0



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# Chapter 1 Introduction

The Allworx Reach™ for iOS 2.0 application creates a virtual handset on the iOS device that enables 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 that keeps 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 iOS6, iOS7, and iOS8. This document uses examples from iOS7.

## 1.1 Product Comparison

The following table 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

## 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"> <li>• Apple device running iOS 6.0 or later.</li> <li>• Allworx server running System Software Version 7.5 or higher.</li> <li>• Reach feature key.</li> <li>• Reach license.</li> <li>• Allworx server IP Address.</li> <li>• Allworx username and password.</li> </ul>
Reach Link feature	<ul style="list-style-type: none"> <li>• Allworx Connect series server running System Software Version 8.0.</li> <li>• Reach Link feature key.</li> <li>• Reach 2.0 application.</li> </ul> <p><b>NOTE:</b> 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>
Mobile VM dashboard	<ul style="list-style-type: none"> <li>• Allworx server running System Software Version 7.5 or higher.</li> <li>• Mobile VM feature key.</li> <li>• Reach 2.0 application.</li> </ul>
Allworx Server User Guide	The guide is specific to My Allworx Manager and describes the features within the application. This guide is available at: <a href="https://allworxportal.com/">https://allworxportal.com/</a> .

# 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.	<a href="#">"Configure and activate the device." on page 4</a>
5	Configure the Reach Link settings, if available.	<a href="#">"Configure the Reach Link Settings" on page 4</a>

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

### 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, and then the Open button displays.
2. Tap **Open**. Upon successfully installing or updating the Reach application, the Emergency 911 Notice displays. Read this notice, and tap the **OK** button at the top of the notice to accept.

<b>Caution:</b>	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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3. Configure and activate the device.
  - a. Navigate to **Info tab > My Server**. See [“Basic Layout” on page 7](#) for more information.
  - b. 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.
  - c. Tap the **Login** button. The iOS device display a message to setup a handset.

Users with a Reach License	Tap <b>Yes</b> . The My Handset page displays. See <a href="#">“My Handset” on page 33</a> 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 <a href="#">“Mobile VM Dashboard” on page 9</a> 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 [“Place a Call” on page 13](#) 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**.

**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 <b>Set up a Fallback Phone</b> or <b>Change Fallback Phone</b> 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 <b>Change Final Action</b> to navigate to the <b>Final Action</b> 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 <b>Mark conference centers</b> 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 33](#) 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.

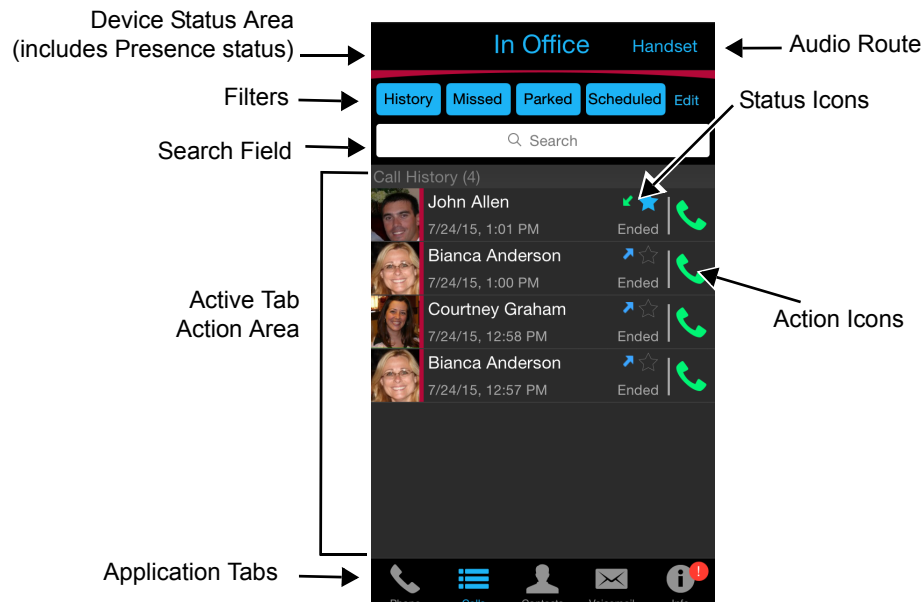
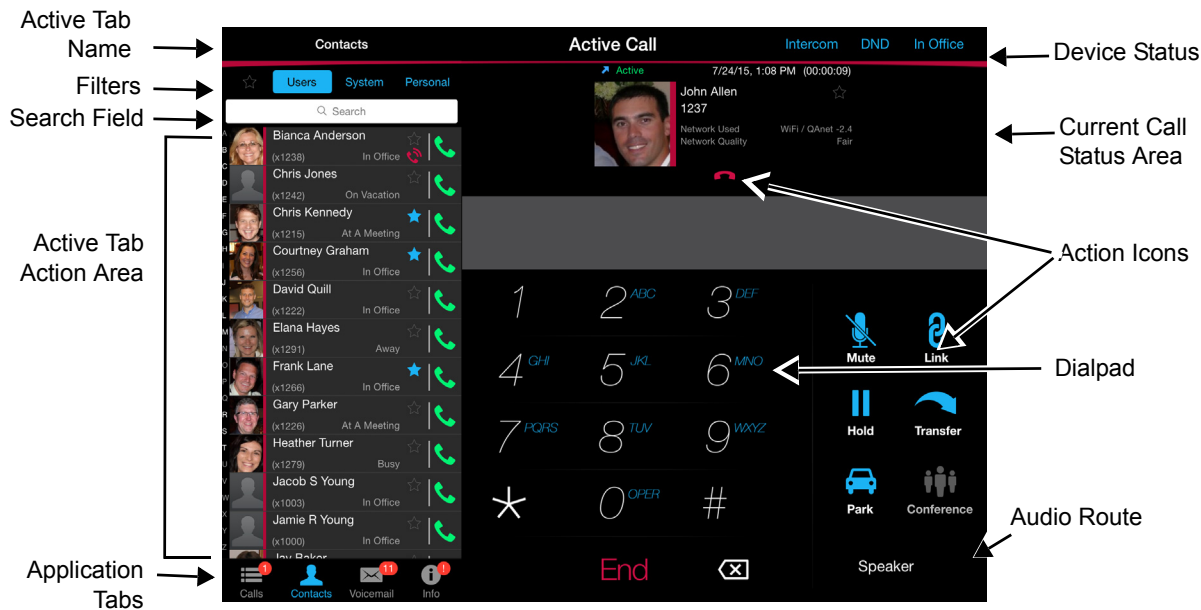


# Chapter 3 Overview

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

### iPad and iPhone

















## 3.2 Icons

The Reach application uses icons in two ways: view the status of a call or user and for managing calls.

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










### 3.2.1 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 vertical stripe indicates a directory contact.		Ended incoming phone call.
	Contact favorite.		Voicemail message downloading.
	Contact enabled DND.		Tab icon: Indicates number of new voicemail messages or missed calls.
	Contact is receiving a phone call (ringing).		Incorrectly dialed number.
	Contact currently on a phone call.		Incorrectly dialed number. Reach Link: call not reconnected.
	Outgoing phone call.		Reach Link restoration audio prompts off.
	Missed incoming phone call.		Reach Link restoration audio prompts on.

### 3.2.2 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 within any tab to activate.

	Place a phone call.		Play.
	End the current phone call.		Record.
	Pick up an incoming phone call.		Stop recording or playing the current message.
	Retrieve the current call from hold.		Audio Route.
	Retrieve the current call from the Parking Orbit.		



### 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.

	Place a phone call. Tap twice to redial the last number.		Conference Call.
	Send the current phone call to a new phone number.		Hold.
	Place an intercom call.		Transfer.
	Disconnect the current phone call.		Cancel the call transfer.
	Display/Hide the numeric keypad.		Park.
	Mute/Unmute.		Dialpad backspace.
	Reach Link On Call Options.		

## 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 Allworx server software 7.7 or later, and 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

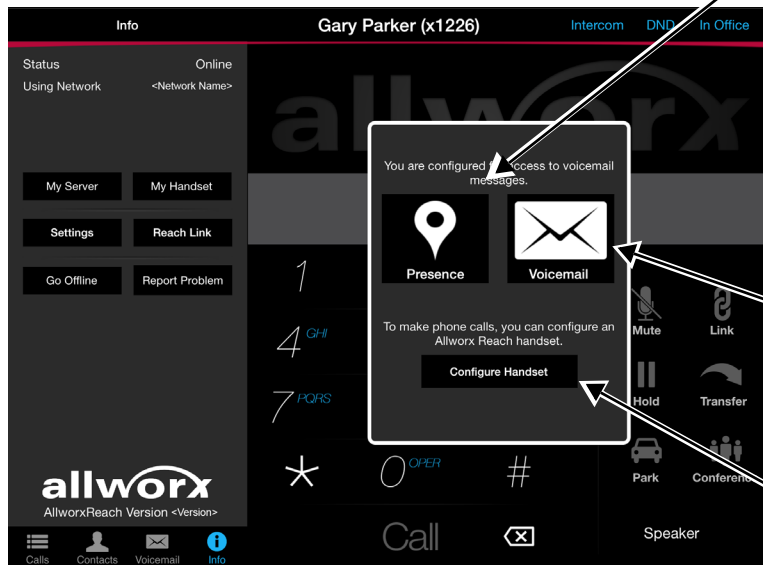
The Mobile VM Dashboard limits the available feature set with the Reach application. On the Mobile VM Dashboard, users can access and manage voicemail messages and update the presence setting. Users can manually use the Contacts tab to access directory and personal contacts or the Call History tab to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

## iPad

## iPhone

Tap to update the Presence setting.  
See ["Presence" on page 11.](#)



Tap to access and manage voicemail messages. See ["Voicemail" on page 27.](#)

Tap here to configure and activate a handset on the device.  
See ["My Handset" on page 33.](#)



# Chapter 4      Device Status

The Reach application Device Status area enables users to manage the presence status and Do Not Disturb feature, change the device audio route, or use the Intercom feature.

The iOS Device Status area displays:

iPad	iPhone*
<ul style="list-style-type: none"> <li>• active application tab.</li> <li>• username and extension.</li> <li>• Intercom and DND buttons.</li> <li>• user presence.</li> </ul>	<ul style="list-style-type: none"> <li>• user presence.</li> <li>• audio route.</li> <li>• volume control.</li> </ul>
<p>* To locate the Intercom button, navigate to the Phone tab. To locate the DND button, tap the presence button. The DND button is in the drop-down list.</p>	

## 4.1 Presence

The presence displays the current user availability status.

### To change the status:

1. Tap the status word, 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\* (iPhone only)

\* See [“DND \(Do Not Disturb\)” on page 11](#) for more information.

A blue check mark displays next to the selected presence. While the iOS device is searching for or connecting to a network, the presence label provides a status.

2. Tap on the iPad screen or the iPhone **Done** button when complete.

## 4.2 DND (Do Not Disturb)

When DND is active the iOS 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 and on the Interact application.

### To activate the DND option on the iPad:

Tap **DND**. The button changes to blue to indicate it is active. Tap **DND** again. The button changes to black to indicate it is inactive.

### To activate the DND option on the iPhone:

1. Tap the presence button. The list of Presence options display.
2. Tap **Do Not Disturb**. A blue mark displays next to the Presence and Do Not Disturb options.

3. Tap **Done** to exit the screen. The iPhone screen displays the current presence and DND that indicates DND is active.

To turn the DND option off, repeat steps 1, 2, and 3.

## 4.3 Intercom

An Intercom call enables a user to dial another handset and the handset answers automatically through the speaker phone feature.

### To place an Intercom call:

1. Tap Intercom. Dial the Allworx user extension, and then tap the Call active call icon.

For the iPhone, locate the Intercom option on the Phone tab.

2. Start talking when the device displays Active Call. The user of the dialed extension hears the caller.
3. Press the red handset action icon or the End active call icon.

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

## 4.4 Audio Route

The Reach application enables users to view the in-use audio route - Bluetooth, handset, speaker, or headphones. Users can adjust the volume using 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

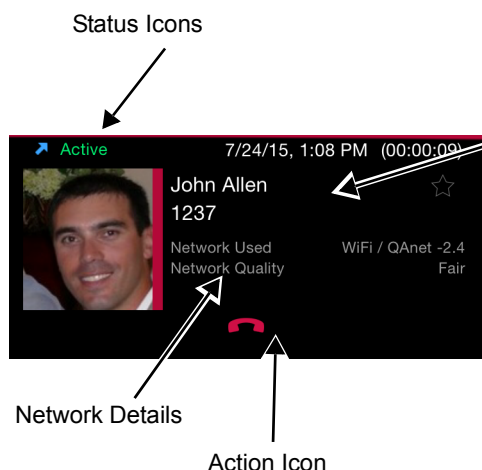
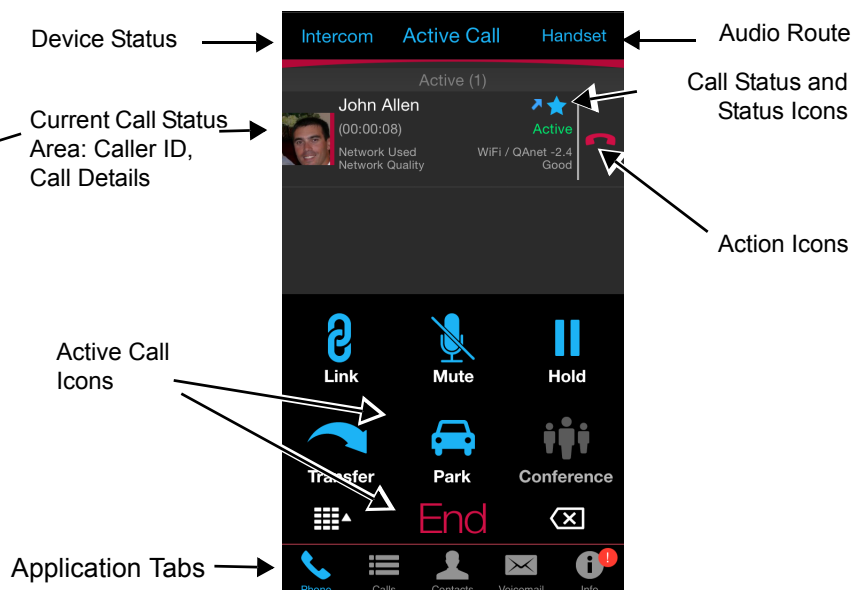
**Note:**

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 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.

**iPad**

**iPhone**


## 5.2 Place a Call

iPhone: 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 <b>Call</b> action icon.
Internal Extension	Dial the direct extension, and then tap the <b>Call</b> action icon. To redial the last outgoing number, tap the <b>Call</b> action icon twice.

## 5.3 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 iOS device application without ending the call.

To manage the incoming Reach call while the device is:

Device mode	Method
Active	<ul style="list-style-type: none"> <li>• <b>Ignore:</b> sends the call to the next step on the active call route after the system specified number of rings.</li> <li>• <b>Accept:</b> answers the incoming call.</li> </ul>
Sleep	<p>Select one of the options:</p> <ul style="list-style-type: none"> <li>• <b>All iOS versions:</b> slide the <b>Slide to Answer</b> notification to the right to unlock sleep mode and answer the call.</li> <li>• <b>iOS 7:</b> The lock screen displays an Reach notification with two controls - a small Slide to Answer control and a large Slide to Unlock control.               <ul style="list-style-type: none"> <li>• <b>Slide to Answer (recommended):</b> unlocks the device, opens the Reach application, and answers the call.</li> <li>• <b>Slide to Unlock:</b> stops the call from ringing. Open the Reach application icon, and then tap the Incoming Call active icon in the Active Call area.</li> </ul> </li> <li>• <b>iOS 5.x/6.x:</b> swipe the iOS <b>Slide to Answer</b> notification bar to unlock the sleep mode, open the application, and answer the call.</li> </ul>

## 5.4 Mute a Call

During an active call, tap the Mute action icon. When enabled, the icon changes to orange. To unmute the call, tap the Mute action icon again.

## 5.5 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 redisplay.



## 5.6 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.
Cancel	iPhone only: reverts back to the keyboard.

## 5.7 Park a Call

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

Cancel	iPhone only: reverts back to the keyboard.
--------	--

### 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:

1. Navigate to the **Calls > Parked** page and select the parked call.
2. Tap the green handset action icon

## 5.8 Conference Call

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

### To create a conference call:

1. Place the current, active call on hold.
2. Place or receive the second call. The active calls section displays both calls.
3. Tap the conference action icon to join the two phone calls. The display shows both calls as active.

### To end the call:

- Single call segment - tap the red handset action icon in the active call area. If one party hangs up, the call segment drops.
- Conference calls - tap the **End** action icon.

## 5.9 Reach Link On Call Options

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

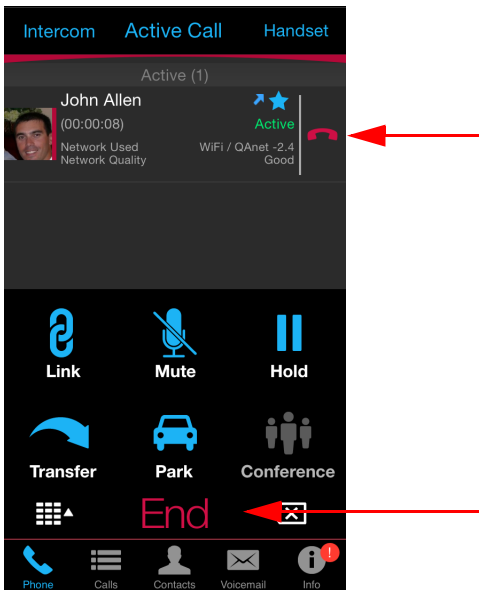
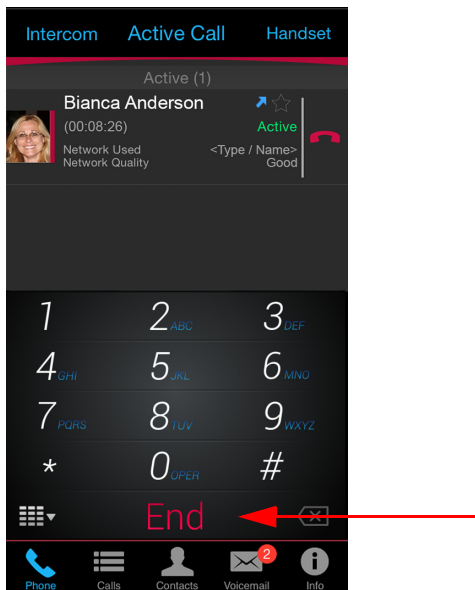
Transfer to <available phone>	Used to transfer the call manually to another device. Select an available option: <ul style="list-style-type: none"><li>cell (requires configuration in the Reach application at <b>Info &gt; Settings &gt; Cell Number</b>).</li><li>fallback.</li><li>desk.</li></ul>
Switch to 4G (disabled)	Displays when using WiFi as the data network, but 4G has been disabled.
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 <a href="#">“Configure the Reach Link Settings” on page 4</a> for more information.

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

## 5.10 End a Call

To end the current call:

- tap End at the bottom of the keypad.
- tap the red handset action icon in the Call Status section.





## 5.11 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 Blind	Sends the call to another extension without announcing the call.
Transferring Attended	Sends the call to another extension after announcing the call.
Transferring to Voicemail	Sends the call to the voicemail of another extension.
Transferring to Cell Phone	Sends the call to the user's cell phone.



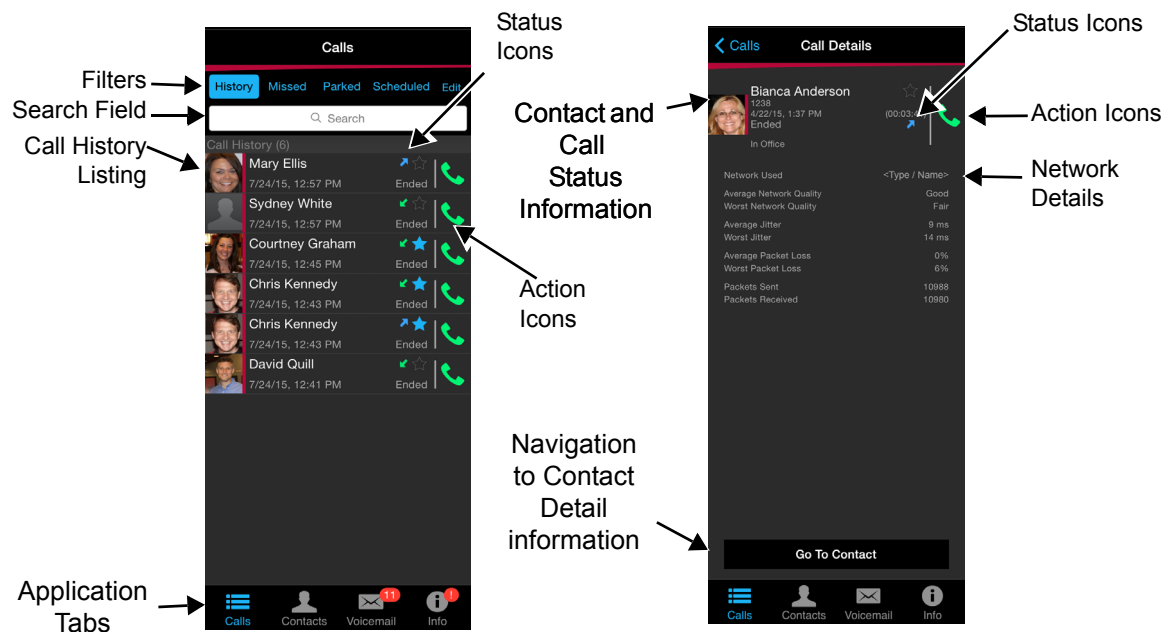
# Chapter 6 Calls

The Calls tab displays the call history specific to the extension. Each call listing includes the caller ID, date/time of call, and status / action icons.

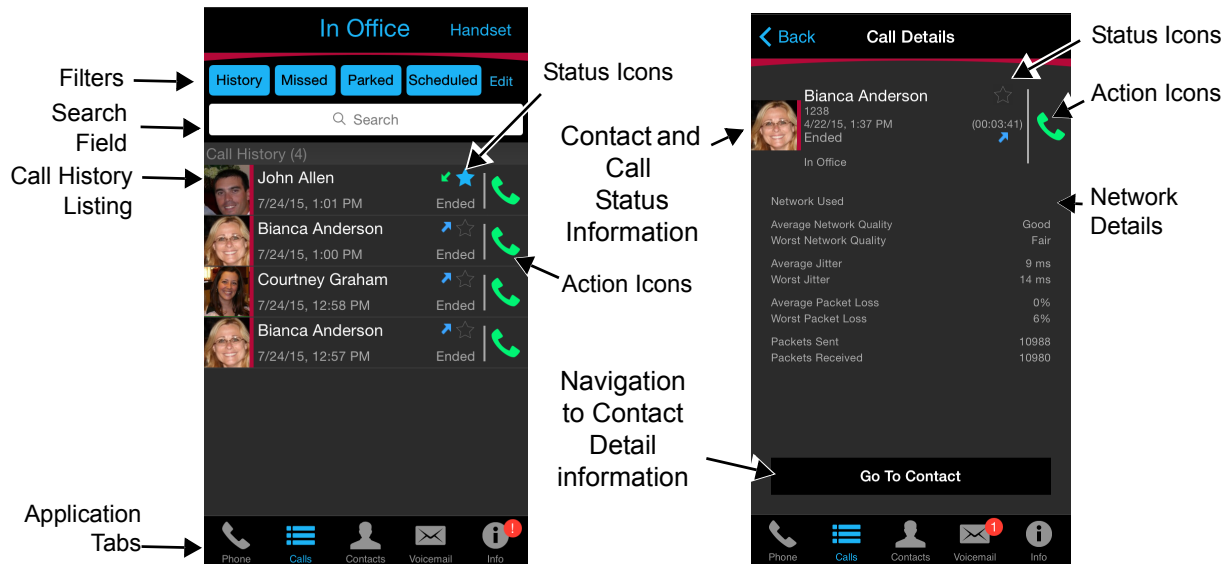
The filter buttons on the Calls tab enables Reach users to select which types of calls to view. Tapping the filter button displays the users that meet the criteria. A long press on the filter button displays the call history listings that meet the criteria and unselects all other call history listings. The available filters include:

History	Display the entire Call History of the number.
Missed	Display only the unanswered phone calls.
Parked	Display all calls placed into the Parking Orbit.
Scheduled	Display the conference description, ID number and PIN, date, and time. Tap the conference list item for more detail.

## iPad



## iPhone



## 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, date and time details, received/sent call status and the current network information. Contacts that are users also display the presence status. Status and action icons are also available for the user to manage the call. See [“Icons” on page 8](#) for more information.

The current call status indicators include:

- Ended
- Missed (indicated in maroon text)
- Transferred
- Offline Missed
- Check number
- <Parking Orbit Number>
- Not reconnected\*
- Hung up\*
- Busy

\* Requires the Reach Link feature key.

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

## 6.2 Search

### To perform a 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	<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"> <li>• Conference Bridge</li> <li>• Conference ID and password.</li> </ul> <p>The Auto-dialing Conference ID and password display in the Call Status area.</p> <p><b>NOTE:</b> 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 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 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 in a description. for the conference.
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.

## 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 **Clear Call History**, and then tap **Yes** to confirm the request.



# Chapter 7

## Contacts

The Contacts tab displays the contacts from the Allworx server for the Users and System extensions as well as Personal contacts from the device contact application. Users can add a contact photo (if available), set the favorite status, and select the preferred contact number for personal contacts with more than one phone number.

Each contact listing displays a contact photo (if available), caller ID name and number, and status (presence, favorite, and availability). See [“Icons” on page 8](#) for more information.

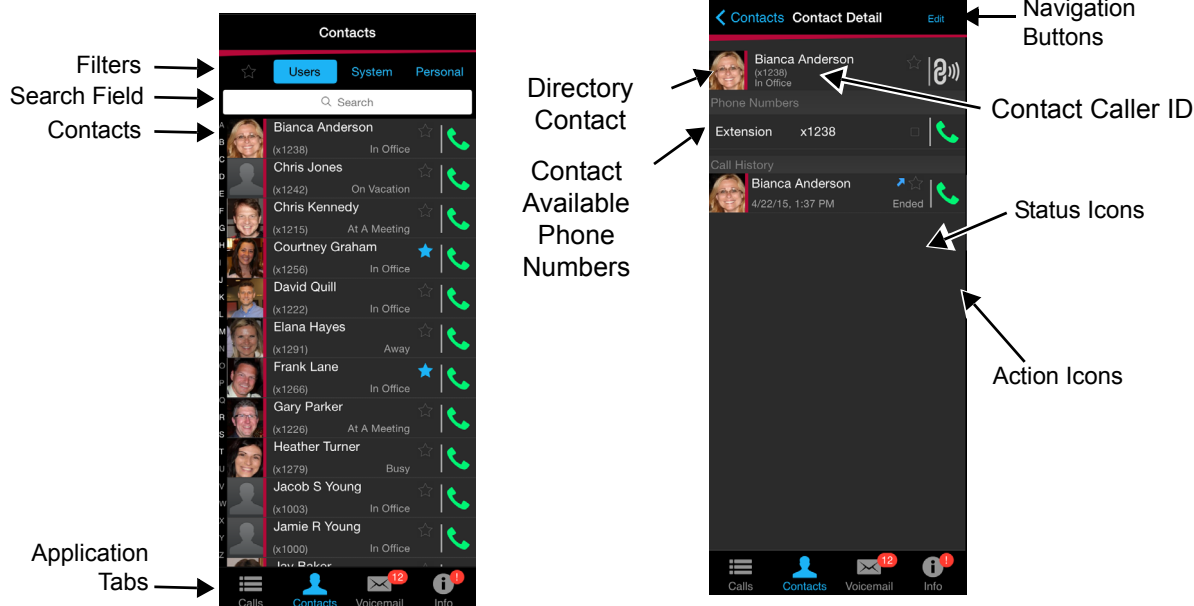
The filter buttons on the Contacts tab enables Reach users to select which contacts to view. Tapping the Users, System, or Personal button selects that filter. A long press on the filter button displays the contacts that meet the criteria and unselects all other contacts. Tapping the Favorites Status icon selects all favorites from all the selected contacts filters. The available filters include:

Favorites	Display contacts with the Favorite status icon.
System	Display System extensions.
Users	Display Allworx Users from the business directory.
Personal	Display contacts from the Contacts application.

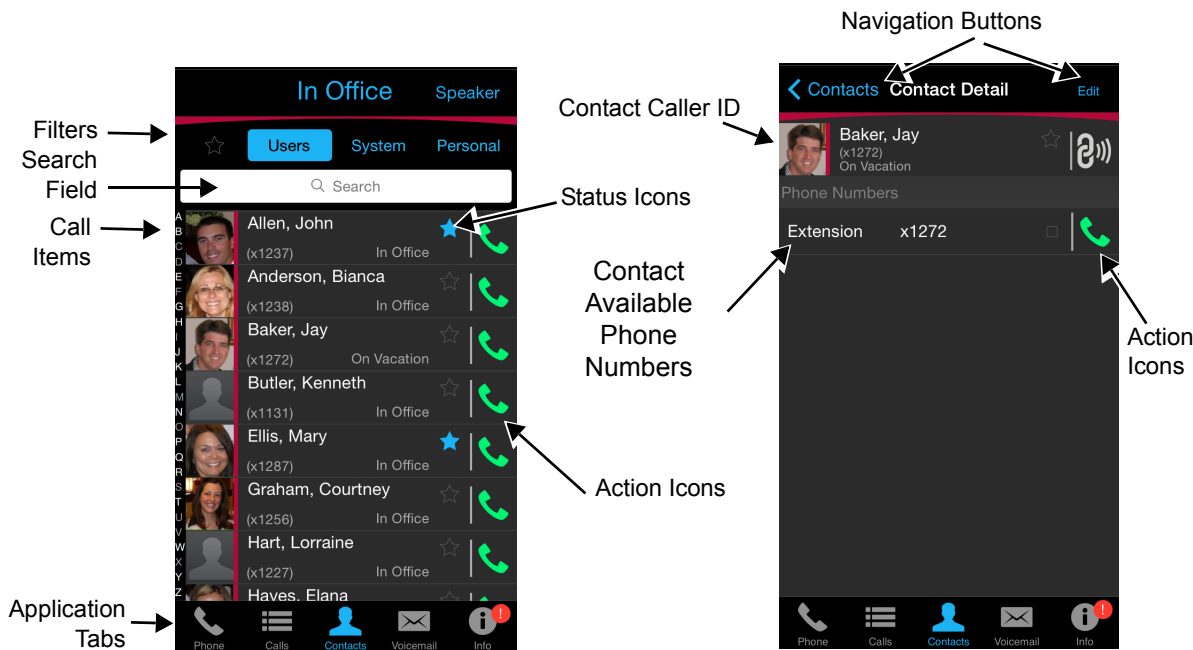
**Note:**

Personal contacts stored on the iOS device are not stored on the Allworx server.

### iPad



## iPhone



## 7.1 Contact Details

The contact detail view provides the Reach user with details about the selected contact listing such as contact photo (if available), contact phone numbers, 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.

## 7.2 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.



## 7.3 *Sorting Contacts*

**Note:**

Personal contacts stored on the iOS device are not stored on the Allworx server.

1. Navigate to the Info tab and tap **My Settings**.
2. Tap the Contact Sort Order, and select the sort order preference. A blue check mark indicates the 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.

## 7.4 *Manage Personal Contacts*

To add personal contacts, use the device Contacts application. If personal contacts do not display, check the iOS device privacy settings.

**To edit existing personal contacts:**

1. Tap the contact to open the Personal Contact Detail page, and then tap **Edit**. Contact information displays, as well as the option to FaceTime, Send Message, Share Contact, or Add to Favorites (personal contact favorite).
2. Tap **Edit** in the dialog box to add or update contact information. Tap the appropriate field and enter the information or the picture area to change the photo.
3. Tap **Done** to save the changes or **Cancel** to exit the edit screen, and then tap outside the dialog box to return to the Contact Detail screen.

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

Tap the star in the upper, right corner in the Contact Detail section to make the contact a favorite. Tap again to deselect.

4. Tap **Contacts** to navigate back to the Contacts tab.

## 7.5 *Manage Users*

Reach users can add, change, or delete an Allworx User photo and manage Reach Link prompts.

**To manage the contact photo:**

1. Tap the contact, and then tap **Edit**.

## 2. Select an option.

Delete Photo	Remove the current photo. Tap <b>Delete</b> . The photo no longer displays.
Take Photo	Open the camera option and capture a new photo. Tap <b>Use</b> .
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 <b>Use</b> .
Cancel	iPhone only: exists the edit screen. iPad only: tap outside the dialog box.

## 3. Tap **Contacts** to return to the Contacts list.

### To manage the Reach Link prompts:

The Reach Link prompts icon updates with conference center status.

1. Tap the contact, and then tap the Reach Link prompts icon.
2. Toggle the switch to mark a contact as a conference center. Reach Link prompts do not play for the contact when the data connection is lost.

## 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. This number also displays on the Reach icon in the notification bar.
- displays Caller ID and the date/time of the call.

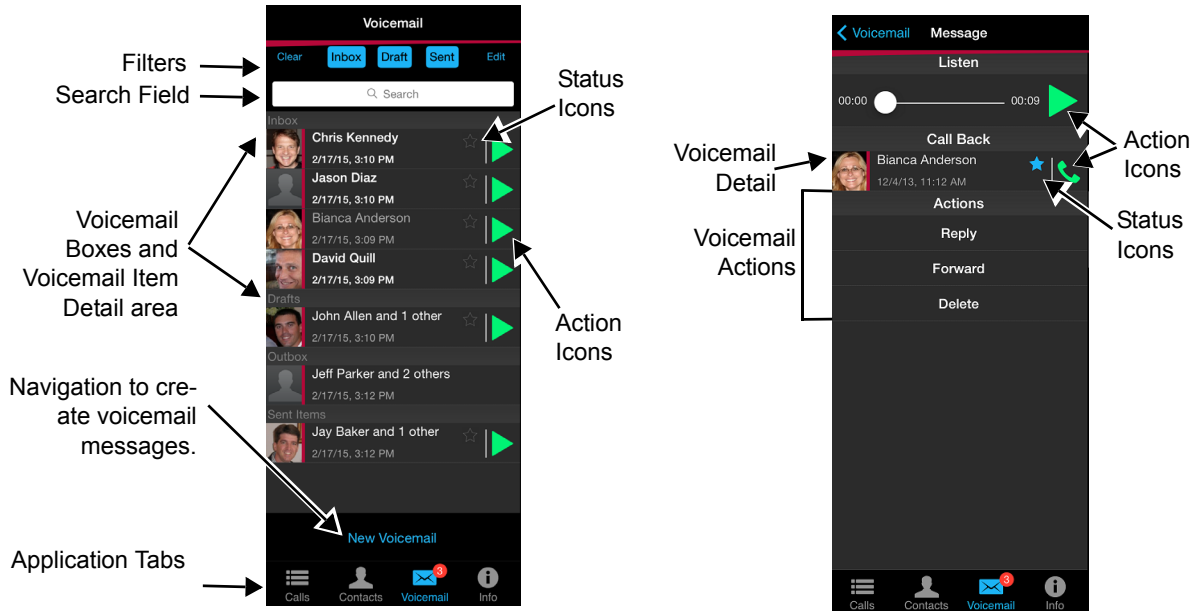
Message Details	Description/Action
Bold Text	Unread message.
Play Message	Play Message: Tap the Green Arrow action icon. Pause Message: Tap the Blue Square action icon.
Right-to-left Swipe	Enables users to toggle between: <ul style="list-style-type: none"><li>• Mark Old.</li><li>• Mark New.</li><li>• Delete.</li><li>• Cancel: left-to-right swipe the voicemail item.</li></ul>

The filter 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.

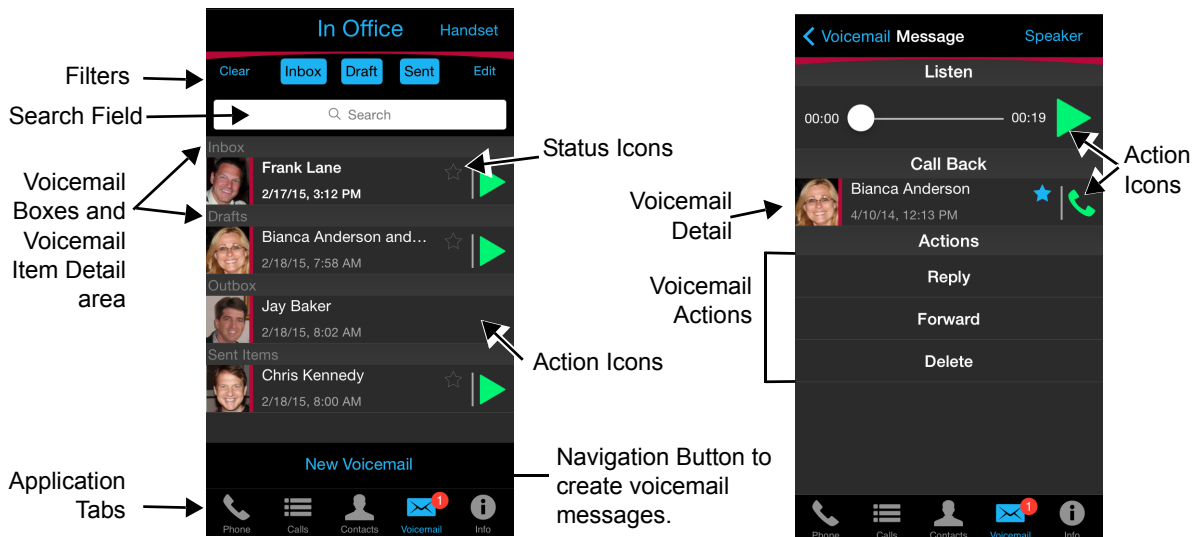
The available options are:

Filter	Description
Inbox	Display the incoming read and unread voicemail listings.
Draft	Display the newly created, but unsent voicemail listings.
Sent	Display the voicemails created and distributed to internal users.

## iPad



## iPhone



## 8.1 Listen to a Voicemail

To listen to a voicemail message, tap:

Green arrow action icon	Plays the voicemail message.
Stop action icon	Stops playing the voicemail message.

## 8.2 View Voicemail Detail

Reach users can, view, listen, and manage voicemails.

Tap the voicemail listing and the voicemail detail screen displays and plays the message.

Reply	The device displays the Draft voicemail dialog box (for users with an active voicemail box).
Forward	The device displays the Draft voicemail dialog box.
Delete	The device removes the voicemail from the voicemail item listing.

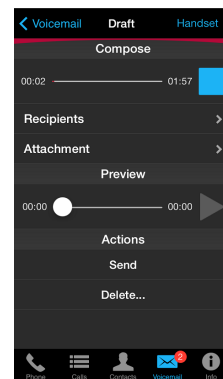
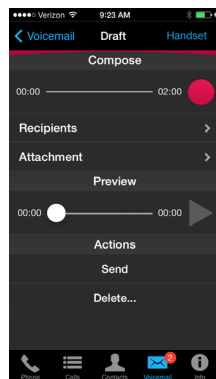
## 8.3 Create a new Voicemail Message

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 **Create New** button. The Draft dialog page displays.

Tap the Record action icon to record a message up to two minutes long. The action icon changes while recording. Tap: Repeat step 2 to re-record the message.



2. Identify 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. A blue check mark displays next to the selected recipients. Tap the **Draft** button to return to the Draft dialog page.

3. Select the attachment for the voicemail.

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

4. Tap the **Draft** button to return to the Draft dialog page.

5. Tap **Send** to forward the message.

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.

## 8.4 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.

## 8.5 Manage Voicemail

### 8.5.1 Delete a Voicemail

#### To delete a voicemail:

- swipe the message listing, and then tap the **Delete** button.
- tap the message listing, and then tap the **Delete** button.

### 8.5.2 Forward a Voicemail

Tap the voicemail listing, and then tap the Forward button. Follow the steps in [“Create a new Voicemail Message ” on page 29](#).

### 8.5.3 Mark new/Mark old

To change the voicemail listing status, swipe the message listing, and then tap the **Mark new/Mark old** button.

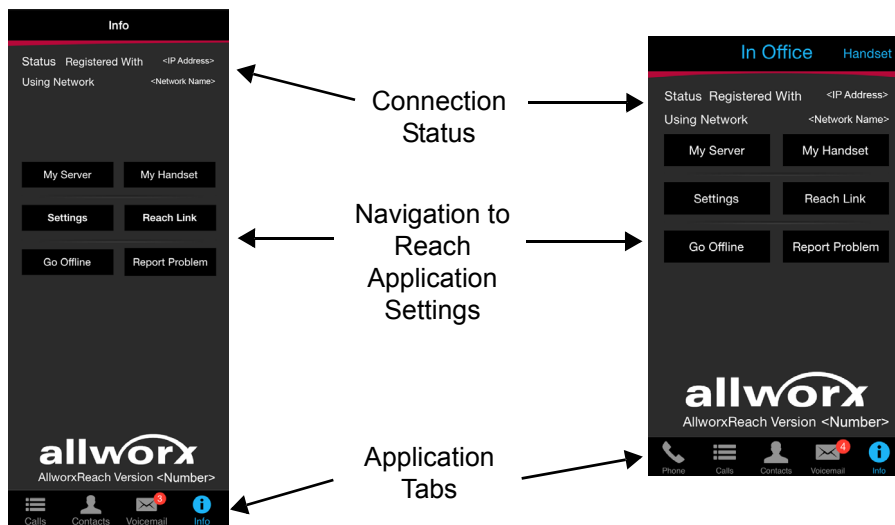
# Chapter 9 Info

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	Indicate the registered server IP address of the Reach device.
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 <b>Go Online</b> to connect.
Network	Indicates which Wi-Fi access point is in use or if the data connection is via cellular.

## iPad and iPhone



## 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 <b>Go Online</b> 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 32](#) for more information. An Error message displays indicating a password change is required. Tap **OK**. The Reach application immediately opens the Change Password window.
2. 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.
3. Tap **Save Password**. The Reach application proceeds to setting up a handset.

#### To change password at login:

1. Launch the Reach application on the device. The device displays a message indicating to change the password.
2. Tap **Change Password Now**. 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 Password**. The device is ready to use.

#### To change the password at any time:

1. Tap the **Change Password** button. The Change Password page opens.
2. Fill in the fields, and tap **Change Password**. The Reach application automatically logs in and is ready for 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.



- 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 or delete an existing Reach handset. 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.

### To add a new handset:

- Tap **My Handset**.
- 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 New	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 the My Handset page displays.
- Select the appropriate option for deleting the handset:

Delete handset on this device	Removes the handset information from the device. The license is still associated with the user.
Delete handset on this device and on server	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. Contact the Allworx administrator to update the settings or enable the permission, if necessary.

Brief interruptions	<p>Reconnects the call automatically. While reconnecting, the other party hears tones and an explanation.</p> <p>To prevent conference members from hearing tones and prompts during reconnection:</p> <ol style="list-style-type: none"> <li>1. Tap <b>Mark Conference Centers</b> to select the contact(s) where tones and prompts will be silenced.</li> <li>2. Check the box to the right of each contact.</li> <li>3. Tap the Reach application back arrow to save the changes.</li> </ol>
Longer interruptions	<p>Transfers the call to a fallback phone.</p> <ol style="list-style-type: none"> <li>1. Tap <b>Set up a Fallback Phone</b> to identify the fallback phone. If a fallback phone already exists, tap <b>Change Fallback Phone</b>. The page lists the available fallback phones by type: <ul style="list-style-type: none"> <li>• Desk - the user's registered SIP handsets.</li> <li>• Reach - the user's registered Reach handsets.</li> <li>• 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"> <li>• Allworx &lt;station ID&gt;</li> <li>• Extension</li> <li>• External</li> </ul> </li> </ul> </li> <li>2. Select the preferred fallback phone.</li> <li>3. Tap the back arrow to return to the Reach Link Settings page.</li> </ol> <p><b>To create a custom fallback phone:</b></p> <ol style="list-style-type: none"> <li>1. Tap <b>Add</b>.</li> <li>2. Enter a description and phone number in the fields provided.</li> <li>3. Tap <b>Done</b> to save the changes.</li> </ol> <p><b>NOTE:</b> Choosing an extension as a fallback will use Final Action of the extension, not the one in the Reach Link settings.</p> <p><b>To edit a custom fallback phone:</b></p> <ol style="list-style-type: none"> <li>1. Tap the blue info icon for the fallback phone to change.</li> <li>2. Update the description and phone number in the fields provided.</li> <li>3. Tap <b>Done</b> to save the changes.</li> </ol> <p><b>To delete a custom fallback phone:</b></p> <ol style="list-style-type: none"> <li>1. Tap the blue info icon for the fallback phone to change.</li> <li>2. Tap <b>Delete</b> to save the changes.</li> </ol>
Final Action	<p>Identifies what to do when the call cannot be reconnected.</p> <ol style="list-style-type: none"> <li>1. Tap <b>Change Final Action</b>.</li> <li>2. Select <b>Transfer to voicemail</b> or <b>End the call</b>.</li> <li>3. Tap <b>Back</b> to return to the Reach Link settings.</li> </ol>
Keep 4G calls on 4G	<p>Limited to devices with cellular data connectivity. Prevents Reach calls that originate on a cellular data network to reconnect to any known WiFi networks. Toggle the switch to enable.</p>
Disable Reach Link / Enable Reach Link	<p>Tap to stop or start operating the Reach Link feature.</p> <p><b>NOTE:</b> Users cannot disable the Reach Link feature during an active call.</p>

## 9.5 My Settings

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

Cell Number	Enter a cell phone number to transfer calls directly to a cellular network.
Contact Sort Order	<b>Last, First</b> – Displays the contact list alphabetically, last then first name. <b>First, Last</b> – Displays the contact list alphabetically, first then last name.
When Dialing	<b>Play Sound</b> – Audible tones indicate dialing. <b>Vibrate (if available)</b> – Phone vibrates to indicate dialing.
Audible Dialing	<b>Follow Server Settings (On)</b> – Uses default server settings. <b>Always On</b> - Hear tones while dialing. <b>Always Off</b> – Tones are silent while dialing.
Intercom Auto Answer	<b>Follow Server Settings (On)</b> – Uses default server settings. <b>Always On</b> - Answer with a live microphone after the alerting tone. <b>Always Off</b> - Answer an intercom call manually, like a regular phone call.
Off Hook Ringing	<b>Follow Server (On)</b> - Use default server settings. (Default) <b>Always On</b> - Enables the phone to ring if there is an active, incoming call. <b>Always Off</b> - 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.
Reach Link	Describes the Reach Link application.
About	Displays the Reach application version level. Provides links to: <ul style="list-style-type: none"> <li>• View EULA (End User License Agreement)</li> <li>• View E911 Notice</li> <li>• Browse to Reach FAQ</li> </ul>
Ringtone Family	Tap the - or + (numbers 1 through 5). This changes the audible tones for incoming calls.
Background Rings	Tap the - or + to decrease or increase the number of times the device rings while using another application.

## 9.6 Report a Problem

Users can report unexpected application events and send detailed application logs to the Allworx reseller or the support contact. Report any unexpected application events or suggestions immediately for analysis to improve the Reach experience.

<b>Note:</b>	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 a 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. Tap **Cancel** to Delete or **Save** the draft message. 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.

Alert Style	Location of the visual notification.	<ul style="list-style-type: none"><li>• None</li><li>• Banners</li><li>• Alerts</li></ul>
Badge App Icon	Enable displaying the count of new voicemails and missed messages in the red badge icon.	<ul style="list-style-type: none"><li>• On</li><li>• Off</li></ul>
Sounds	Audio indication of a notification.	<ul style="list-style-type: none"><li>• On</li><li>• Off</li></ul>
Show in Notification	Indicate if the alerts display in the Notification Center	<ul style="list-style-type: none"><li>• On</li><li>• Off</li></ul>
Include	Choose to show the most recent number of items in the Notification Center.	<ul style="list-style-type: none"><li>• 1 Recent Item</li><li>• 5 Recent Items</li><li>• 10 Recent Items</li></ul>
Show on Lock Screen	Display alerts on the lock screen.	<ul style="list-style-type: none"><li>• On</li><li>• Off</li></ul>

## 10.2 Privacy Settings

This option is only available for iOS devices with software version 6.0 or later.

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

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"> <li>1. Tap the Wi-Fi option.</li> <li>2. Tap the switch to set the Wi-Fi.</li> <li>3. Locate and select a network in <b>Choose a Network...</b> to activate.</li> </ol>	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>
Bluetooth	<p>Enable Bluetooth connectivity and selection of a device.</p> <p><b>For iOS devices with software version 5.1.1 or earlier:</b> navigate to <b>Settings &gt; General &gt; Bluetooth</b>.</p> <p><b>For iOS devices with software version 6.0 or later:</b> tap <b>Bluetooth</b>.</p>	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> <li>• Select a Bluetooth device in the Devices section to activate it.</li> </ul>
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 WiFi 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> <p><b>For iOS devices with software version 5.1.1 or earlier:</b> tap the Cellular Data option.</p> <p><b>For iOS devices with software version 6.0 or later:</b> navigate to <b>General &gt; Cellular</b>.</p>	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>
Do Not Disturb	<p>Enable the iOS device to not ring during notification while the device is locked.</p> <p><b>For iOS devices with software version 6.0 or later:</b> tap the Do Not Disturb option.</p>	<p>Scheduled:</p> <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul> <p>Allow Calls From:</p> <ul style="list-style-type: none"> <li>• Everyone</li> <li>• No One</li> <li>• Favorites</li> </ul> <p>Groups:</p> <ul style="list-style-type: none"> <li>• All Contacts</li> </ul>
Sounds	<p>Changes the Ringer and Alerts volume and specifies ringtones for each type of notification.</p> <p><b>For iOS devices with software version 5.1.1 or earlier:</b> tap the General option, and then tap the Sounds option.</p> <p><b>For iOS devices with software version 6.0 or later:</b> tap the Sounds option.</p>	<ul style="list-style-type: none"> <li>• Adjust the sounds as necessary.</li> </ul>
Mail, Contacts, Calendars	<p>Set the Contact Sort and Display Order.</p> <ol style="list-style-type: none"> <li>1. Tap the Mail, Contacts, Calendars setting.</li> <li>2. Locate the Contacts section. Tap the option, and select the order from the list.</li> </ol>	

# Chapter 11 Troubleshooting

Condition	Description	Solution
<b>Error Conditions</b>		
Setup Incomplete	User did not complete the set up.	Tap the <b>Configure Now</b> button within the message. The My Server dialog box displays. See <a href="#">“My Server” on page 32</a> to finish the configuration.
Server Unreachable	User's device cannot connect to the Allworx server.	Tap the <b>Check Address</b> button within the message. The My Server dialog box displays. Follow the steps in the <a href="#">“My Server” on page 32</a> 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 <b>My Handset</b> button. Follow the steps in the <a href="#">“My Handset” on page 33</a> to complete the registration.
Server Connection Failed	User's handset did not connect with the Allworx Server.	Follow the steps in the <a href="#">“My Server” on page 32</a> 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 <b>Configure Now</b> 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 <b>Configure Handset</b> button within the message. The My Handset dialog box displays. Remove the handset, and then create a new handset. See <a href="#">“My Handset” on page 33</a> 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 <b>Try Again</b> button. The device restarts the connection process.
Portal Connection Failed		For servers without access to the INTERNET: <ul style="list-style-type: none"> <li>• Move the device to a network that can connect to the INTERNET and access the Allworx portal.</li> <li>• After activating the device, return to the preferred network connection.</li> </ul>
Portal Login Failed		
Generic	An unexpected error has occurred.	If this problem persists, contact your Allworx Server Administrator.
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>

Condition	Description	Solution
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 <a href="#">"Wipe Current Remote Licenses" on page 9</a> for more information.
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 <b>Change Password Now</b> button and follow the onscreen prompts.  See <a href="#">"Change Password" on page 32</a> 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 <b>Change Password Now</b> button and follow the onscreen prompts.  See <a href="#">"Change Password" on page 32</a> for more information.
<b>Other States</b>		
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 <b>Go To Voicemail</b> button and the Voicemail tab displays. See <a href="#">"Voicemail" on page 27</a> for more information. To send or receive phone calls, configure an Reach handset. Tap the <b>Configure Handset</b> button. The Handsets dialog box displays. See <a href="#">"My Handset" on page 33</a> 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 <b>Go Online</b> 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.	1. Navigate to <b>Info Tab &gt; My Settings</b> . 2. Locate the Background Rings line and change the number of rings heard on an incoming call.



## Chapter 12 Glossary

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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.
iOS	The operating system for Apple products.
SIP	Session Initiation Protocol







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