Allworx® Reach for Android

User Guide Version 2.0

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Contents

1 Introduction

The Allworx Reach^{TM} for Android 2.0 application creates a virtual handset on the Android device that enables users to work from remote locations and continue to:

- send and receive calls.

- manage calls using the hold, transfer, and park calls features.

- view the handset call history.

- view directory and personal contacts.

- manage voicemail without creating a licensed handset. All options in the voicemail tab are available including listening, creating, and sending messages.

1.1 Who Should Read this Guide

This guide is for users with the Reach application on a mobile device.

1.2 Product Comparison

Feature	Without a Reach license	With a Reach License
View the handset call history.	X	X
View directory and personal contacts.	X	X
Manage voicemail	X	X
Manage phone calls		X

1.3 Guide Purpose

The purpose of this guide is to advise users how to:

- download and install the application.
- configure and activate the application.
- use the application features.
- adjust the application settings.
- perform common troubleshooting techniques.

1.4 Application and Feature Requirements

Throughout this document, any term or view labeled as Android refers to any cellular phone or tablet device that supports the Android operating system.

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	• Android device running OS 4.0 or later.
	• Allworx server running server software 7.5
	  • Reach feature key
	  • Reach license
	  • Allworx server IP Address
	  • Allworx username and password

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/

1.5   Reach Requirements

	Reach
Allworx Server Software Support	
Allworx Server Software 8.0	X
Allworx Server Software 7.5 and Later	X
Allworx Server Hardware Support	
Allworx Connect series server	X
Allworx 6x, 6x12, 24x, and 48x servers	X

2 Setup

This chapter describes how to download, install, and setup the Reach application.

2.1 Objective

Reach users can successfully:

• download and install the Reach application.
• configure and activate the Reach application.

2.2 Equipment Requirements

This chapter uses the equipment specified in "Application and Feature Requirements" on page 2. No other special equipment is necessary.

2.3 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.	"Configure and activate the device." on page 7

2.4 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.	1. Click the setup link. 2. Open the QR code reader application. 3. Capture the setup code from the setup page. The website opens on the device.
Using your Android device and an administrator provided link.	1. Click the web link. 2. Click the **Auto Configure** button, which enters the server IP address and username into the required fields. Additional information is available at http://get.allworx.com/reach/reach_faq.aspx.

- During setup, users must manually enter their Allworx password.

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.

4.   Configure and activate the device.

    a.   Navigate to **Info tab** > **My Server**. See "Layout" on page 10 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 Android device display a message to setup a handset. Tap **Yes**. The My Handset page displays. See "My Handset" on page 46 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.

5.   Download the supporting documentation from http://get.allworx.com/reach.

6.   Place a test phone call. See "Place a Call" on page 21 for more information.

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www.allworx.com
Revised: 2/20/15

3 Overview

The overview describes the Reach application:

- screen layout.

- status, action, and active call icons.

- wipe current remote device feature.

3.1 Objective

Reach users can successfully:

- recognize the Reach application layout.
- identify the various Reach application icons.
- understand the wipe current remote device feature.

3.2 Equipment Requirements

This chapter uses the equipment specified in <u>"Application and Feature Requirements" on page 2</u>. No other special equipment is necessary.

3.3   Layout

Figure 1: Basic Layout Android Tablet

Landscape

Device Status Area

Action Bar

Active Tab Action Area

Filters

Dialpad

Presence Setting

Audio route

Intercom

Search

More Options menu - also known as Menu Icon on some Android devices.

Current Call Status Area

Active Call Icons

Volume Control

These buttons may be part of the Android device, and not available on the touchscreen.

Portrait

Action Bar: While in portrait mode the action bar provides one additional option - Phone Tab

Active Call Icons

Device Status Area

Current Call Status Area

Action Icon

These buttons may be part of the Android device, and not available on the touchscreen.

Figure 2: Basic Layout - Android Phone

Presence Status/
Username and Number

Audio Route

Presence Icon
More Options

Device Status Area

Action Bar

Status Icons

Active Tab
Action Area

Action Icon

Filters
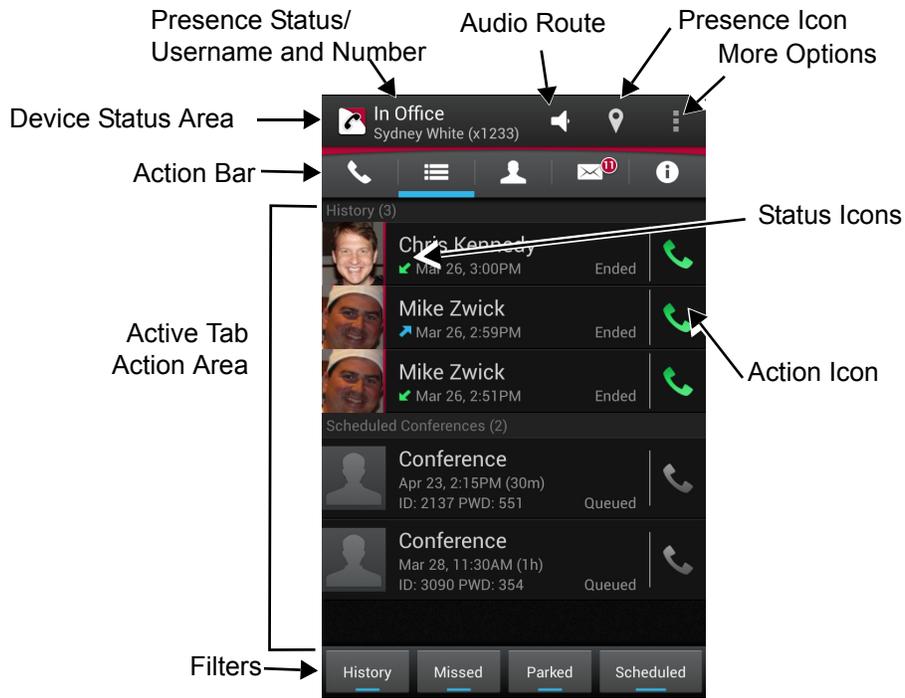
3.4   Icons

The Reach for Android application uses icons to view the status of a call or user and for call management.

Colored icon	Indicates the feature is available during the call.
Gray icon	Indicates the feature is unavailable.

3.4.1   Status Icons

These icons provide a visual cue of:

- call status.

- contact type and availability.

- action tab counts.

- voicemail message during download.

|			
	Red vertical stripe indicates a directory contact.		Incoming, unanswered phone call
	Contact favorite		Incoming, answered phone call
	Contact enabled DND.		Voicemail message downloading.
	Contact is receiving a phone call (ringing).		Contact does not exist in the directory.
	Contact currently on a phone call.		Notification Bar icon: Indicates there are more than 9 new voicemail messages/missed calls.
	Outgoing phone call	99	Tab icon: Indicates number of new voicemail messages or missed calls.
			Incorrectly dialed number.
	Future Reach feature.		Future Reach feature.

3.4.2   Action Icons

These icons enable users to:

- manage current phone calls (place, retrieve, or end).

- use the voicemail feature.

- change the audio route or volume.Tap the available icon within any tab to activate.

	Back.Tap to return to the previous screen.		Stop Playing Current Message.
	Place a phone call.		Audio Route.
	End the current phone call.		Presence Setting.
	Pick up an incoming phone call.		More Options available on this screen (also known as Menu Icon on some Android devices).
	Retrieve the current call from hold.		Search.
	Retrieve the current call from the Parking Orbit.		Delete selected items.
	Play.		

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3.4.3   Active Call Icons

These icons enable users to manage current phone calls (place, retrieve, or end).

On the Android phone tap the Phone tab to view the active call icons. Tap the available icon to activate.

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

3.5   Wipe Current Remote Licenses

The Allworx server administrator can send a wipe command to a lost or stolen device. The command requires Allworx server software 7.7 or later, and the Allworx server administrator to change the user password, which terminates the Reach application and:

*   removes the following information for the remote device:

  *   all log in credentials.
  *   voicemail information.

*   disables the device from sending/receiving phone calls.

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 server administrator.

2. Reclaim a new license for the Reach application. See <u>"Setup" on page 5</u> for more information to restore the voicemail information and enable the application to send/receive calls.

4   Device Status

The Android Device Status area displays the:

Tablet*	Phone**
• user presence. • audio route. • presence setting icon. • More Options button. • Intercom and Search buttons.	• user presence. • audio route. • presence setting icon.***

* On windows with second-level screens, the back icon also displays in the Device Status area. Tap to return to the primary tab view.

** To locate the Intercom and Search buttons, tap the More Options icon.

*** To locate the Presence setting on smaller phones, tap the More Options icon.

NOTE: The More Options button may not display if the Android device has a device menu button.

4.1   Objective

Reach users can successfully:

•   change the presence status.

•   set the Reach application to Do Not Disturb.

•   use the Intercom feature.

•   adjust the volume control and change the audio route.

•   access more options.

4.2   Equipment Requirements

This chapter uses the equipment specified in <u>"Application and Feature Requirements" on page 2</u>. No other special equipment is necessary.

4.3   Presence

The presence displays the current user availability status.

To change the status:

1. Tap the Presence Setting icon or navigate to **More Options** > **Change Presence**, 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*

 * See "DND (Do Not Disturb) " on page 16 for more information.

   A blue radio button displays next to the selected presence. While the Android device is searching for or connecting to a network, the presence label provides a status.

4.4   *DND (Do Not Disturb)*

When DND is active:

•   the Android device does not ring for incoming calls.

•   all calls follow the next step in the active call route.

•   users can continue to place calls on the device.

•   user displays as DND to other Reach devices and on the Interact application.

To activate the DND option:

1. Tap the presence setting action icon or navigate to **More Options** > **Change Presence**. The list of Presence options display including the Do Not Disturb option.

2. Tap the Do Not Disturb option. A blue check mark displays next to the Do Not Disturb option. On large device displays, the Reach application displays DND icon in the Device Status area, which indicates that DND is active.

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

4.5   *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. Locate the Intercom action icon in the device action bar or More Options menu (⋮).

2. Tap Intercom, dial the Allworx user extension, and then tap the Intercom icon.

3. Start talking when the device displays Active Call. The user of the dialed extension hears the caller.

4. Press the red handset action icon or the End active call icon.

To deny an incoming Intercom request:

 Tap **Ignore** on the Reach device.

4.6   *Audio Route*

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

The Reach application enables users to:

•   adjust the volume using the Reach device volume adjustment.

•   view the in-use audio route - Bluetooth, handset, speaker, or headphones.

4.7   More Options

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

Intercom*	Enables placing an Intercom call. See "Intercom" on page 17 for more information.
Search*	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. 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. To exit the search feature, tap the back arrow in the upper left corner.
Clear call log	Enables clearing the entire Call History tab listings.
Delete group	Enables clearing a voicemail group. See "Delete a Voicemail" on page 42.
Settings	Enables users to configure 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.
* Available on the mobile phone only.	

5   Manage Calls

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.

This chapter explains how to manage calls with the Reach application.

5.1   Objective

Reach users can successfully:

- place or receive a call.
- transfer a call.
- park a call.
- conference a call.
- end a call.
- review the call status.

5.2   Equipment Requirements

This chapter uses the equipment specified in "Application and Feature Requirements" on page 2. No other special equipment is necessary.

5.3   Overview

Figure 1: Active Calls Detail - Android Tablet

Landscape

Caller ID Name and Number

Call date, time, and duration

Status Icon and Call Status

Real-time network quality call details

Action Icon

Portrait

Status Icon and Call Status

Call date, time, and duration

Caller ID Name and Number

Real-time network quality call details

Action Icon
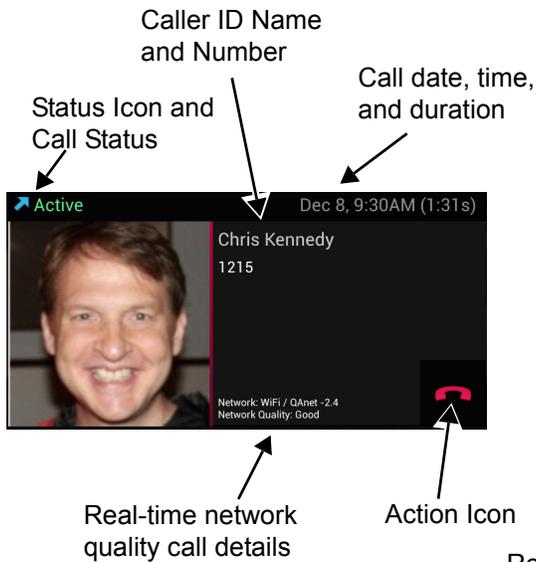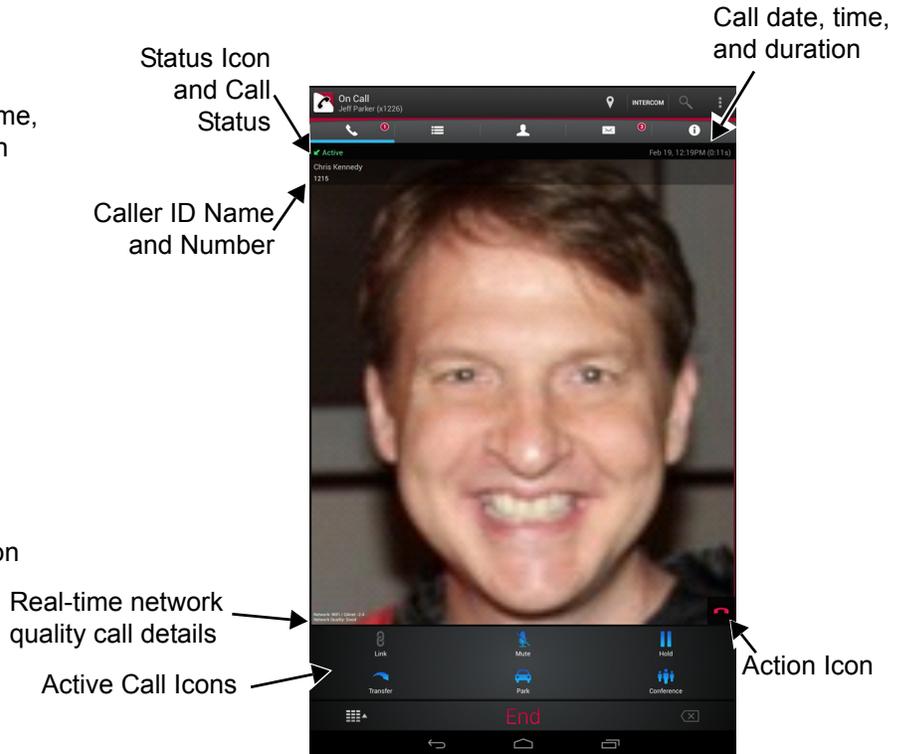
Active Call Icons

Figure 2: Phone Tab / Active Call Detail - Android Phone

Presence Setting

More Options menu - also known as Menu Icon on some Android devices.

Audio Route

Device Status

Action Bar

Status Icon

Call date, time, and duration

Current Call Status Area: Caller ID, Status Icons, Call Details

Action Icons

Dialpad

Active Call Icons

Action Icons

Active Call Icons
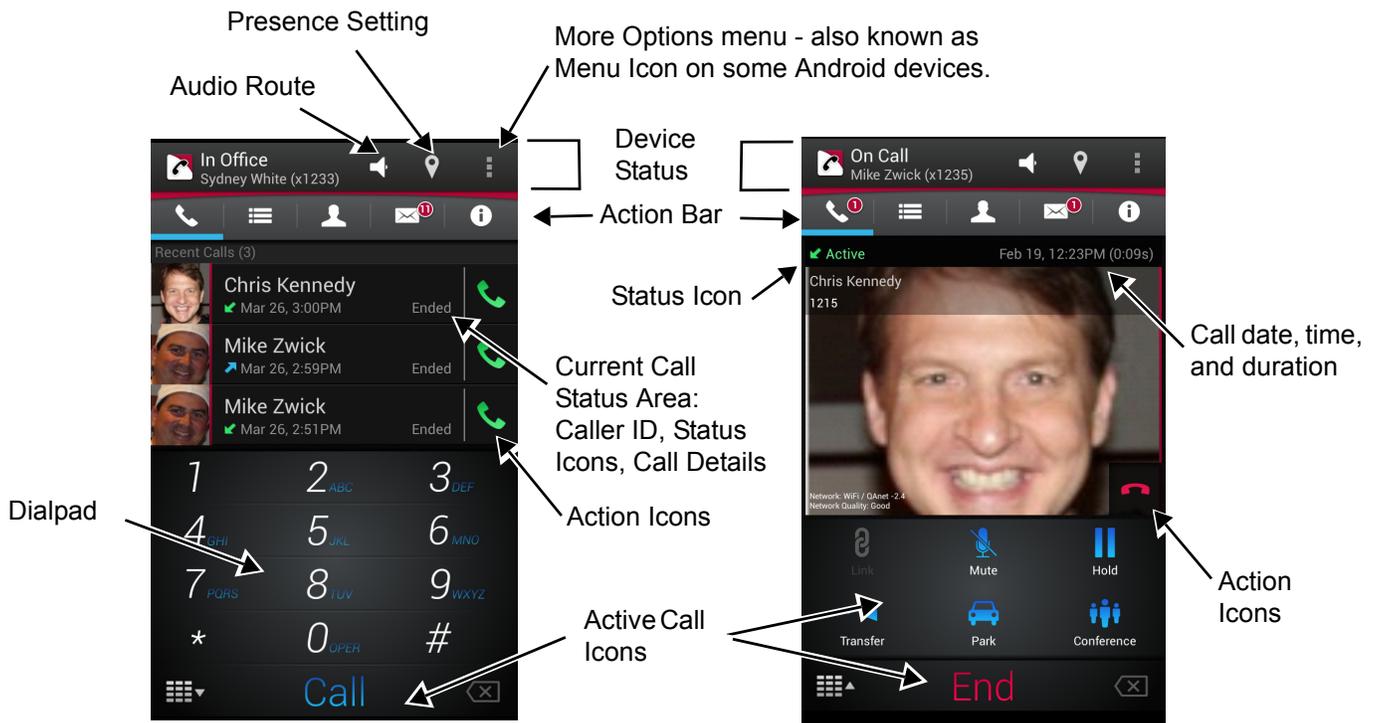
5.4 Place a Call

To place a call:

Android Phone: Navigate to the Phone tab.

While dialing, 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.

5.5 Receive a Call

The Reach application always:

• notifies users of incoming calls.

• places the first call on hold when tapping **Accept** to answer a second incoming call.

• enables closing the Reach application to use another Android device application without ending the call.

To manage the incoming Reach call while the device is:

Active	• **Ignore**: sends the call to the next step on the active call route after the system specified number of rings. • **Accept**: answers the incoming call.
Sleep	**Accept** or **Ignore** the call. If accepting the call on a device with security, perform the required security access (i.e., enter the PIN or password and tap next).

5.6 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.

5.7 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 redisplays.

5.8   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 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.

5.9   Park a Call

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

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.
Retrieve a call from the Parking Orbit	1. Navigate to the **Calls** > **Parked** page**.** 2. Select the parked call. 3. Tap the green handset action icon

5.10 Conference Call

The Reach application enables placing two callers onto a single 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 segment	Tap the red handset action icon in the active call area. If one party hangs up, the call segment drops.
Entire conference call	Tap the **End** action icon.

5.11 End a Call

To end the current call, do one of the following options:

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

5.12 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.
Transfer	Select the transfer type, and then send the call.

6   Calls Tab

The handset displays the call history specific to the extension. The call items display:

• the caller ID (a missed call uses red font).

• the time/duration of call

• the status / action icons.

6.1   Objective

Reach users can successfully:

• identify the items within the Calls Tab and Call Details view.
• understand and use the available filters.
• perform a search.
• schedule and manage a conference call.
• clear the Call Tab listings.

6.2   Equipment Requirements

This chapter uses the equipment specified in <u>"Application and Feature Requirements" on page 2</u>. No other special equipment is necessary.

6.3   Overview

Figure 1: Calls Tab and Call Detail - Android Tablet
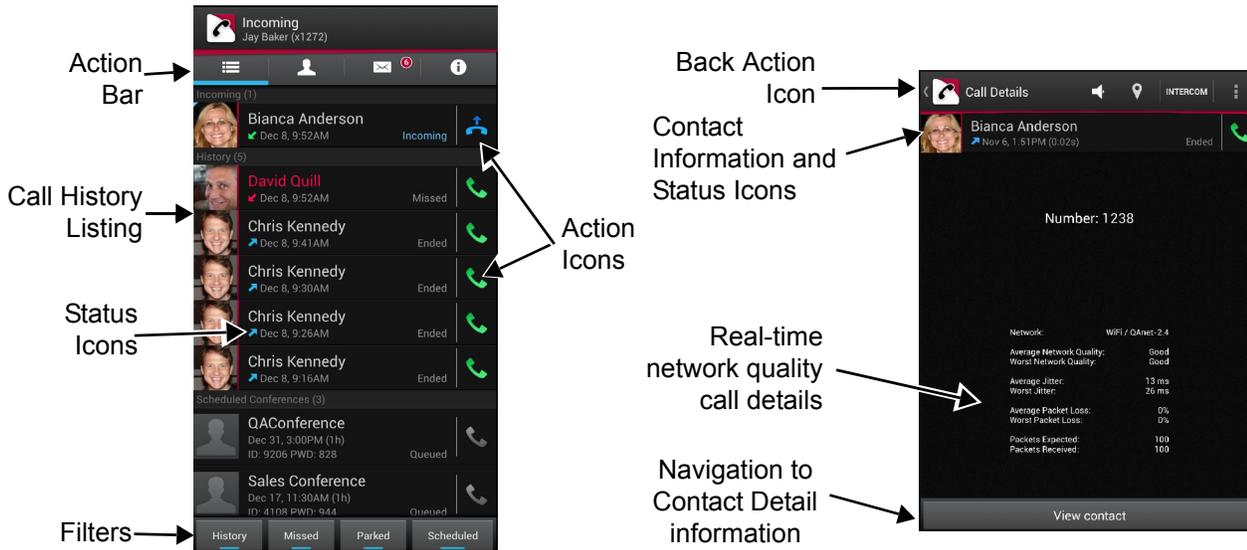
Figure 2: Calls Tab and Call Detail - Andoid Phone
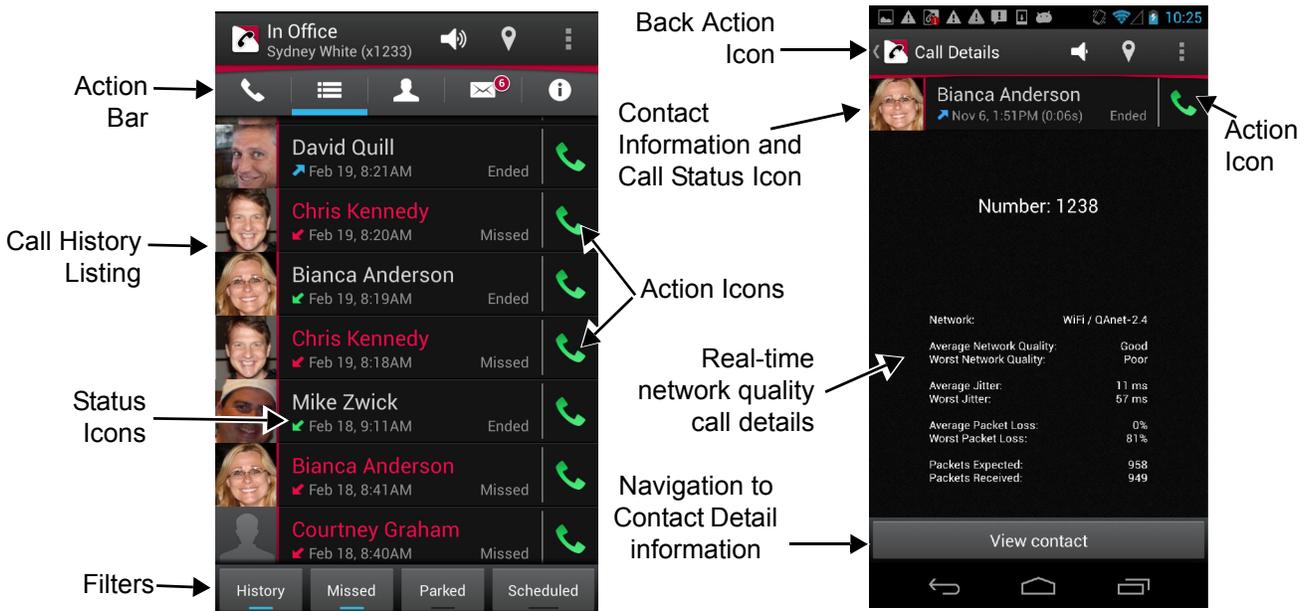
6.4   Filters

A long press on any single filter selects that filter and unselects all other filters.

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. Listing displays:
	  • conference description
	  • ID number and PIN
	  • date, and time.

6.5   Call Details

To see the Call Details view, tap a listing in the Call History list. The call status information contains the:

•   contact name or caller ID.

•   date/time of call.

•   call duration.

•   received/sent call status.

•   network used and network statistics.

•   indicates if the current phone call was:

• Ended	• Missed	• Transferred	• Offline Missed
• Parked at: *<Parking Orbit Number>*	• Not reconnected*	• Hung up*	• Busy

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

6.6   Search

To search the call history, see "More Options" on page 18 for more information.

6.7   *Scheduled Conferences*

The scheduled conferences feature:

•   enables users with permission to schedule conference calls from My Allworx Manager (see Allworx Server User Guide).

- downloads the scheduled conference calls from My Allworx Manager. The Reach application does not support any other external calendar.

- displays the Conference Call current status:

Active	A current conference call that displays with a green handset action icon. When the conference call is about to begin, tap the conference call green handset action icon to automatically dial: • Conference Bridge • Conference ID and password. Android toast messages indicate the entered numbers.
Queued*	A conference call scheduled in the future that displays a gray handset icon.
Expired*	A conference call scheduled int he 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 conferences displays in the tab area.

2. Tap the scheduled call, the conference information displays.

3. Tap a queued call. 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.

6.8 Clear 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.

2. Locate and do a long press on the Call History listing.

3. Tap the check boxes next to the Call History listing or listings to delete.

4. 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.

7   Contacts Tab

The Contacts tab displays the contacts from:

•   the Allworx server for the Directory contacts.

•   the device contact application for Personal contacts.

Each contact listing displays:

•   Contact photo (if available).

•   Caller ID name and number.

•   Presence, favorite, and availability status. See "Icons" on page 12 for more information.

7.1   Objective

Reach users can successfully:

•   identify the items within the Contacts Tab and Contacts Details view.

•   understand and use the available filters.

•   sort the contacts.

•   perform a search.

7.2   Equipment Requirements

This chapter uses the equipment specified in "Application and Feature Requirements" on page 2. No other special equipment is necessary.

7.3   Overview

Figure 1: Contacts Tab and Contact Detail - Android Tablet

Action Bar

Contacts

Status Icons

Filters

Back Action Icon

Contact Caller ID Name and Number

Contact Available Phone Numbers

Action Icons

Favorite Icon

Action Icons

Action button to send a call to contact.

Navigation to update contact
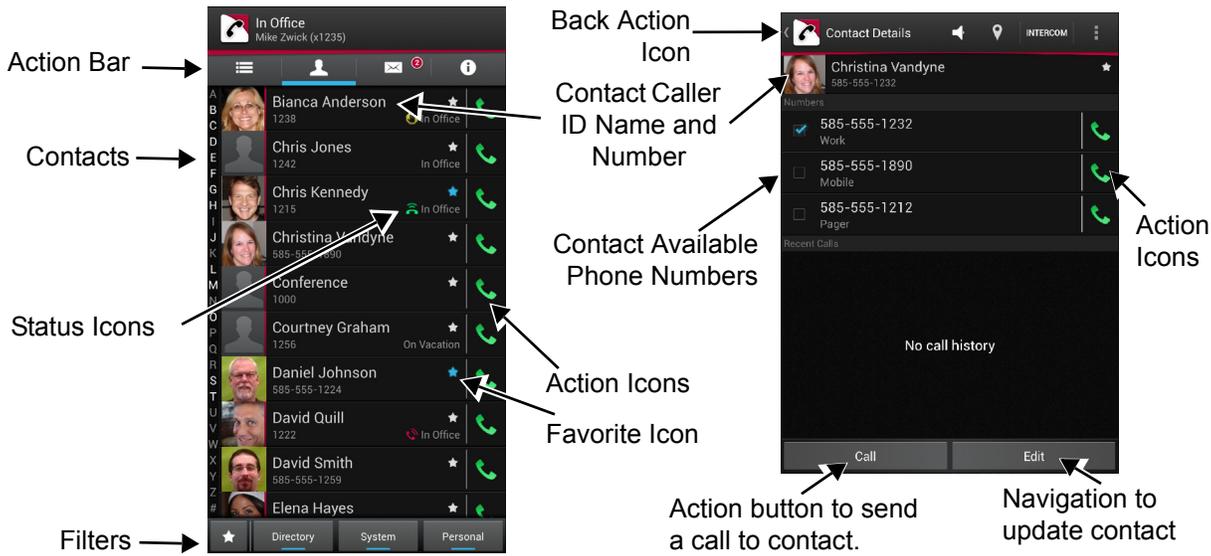
Figure 2: Contacts Tab and Contact Detail - Android phone

Action Bar

Filters

Back Action Icon

Contact Caller ID Name and Number

Contact Available Phone Numbers

Status Icons

Action Icons

Favorite Icon

Action Icons

Action button to send a call to contact.

Navigation to update contact
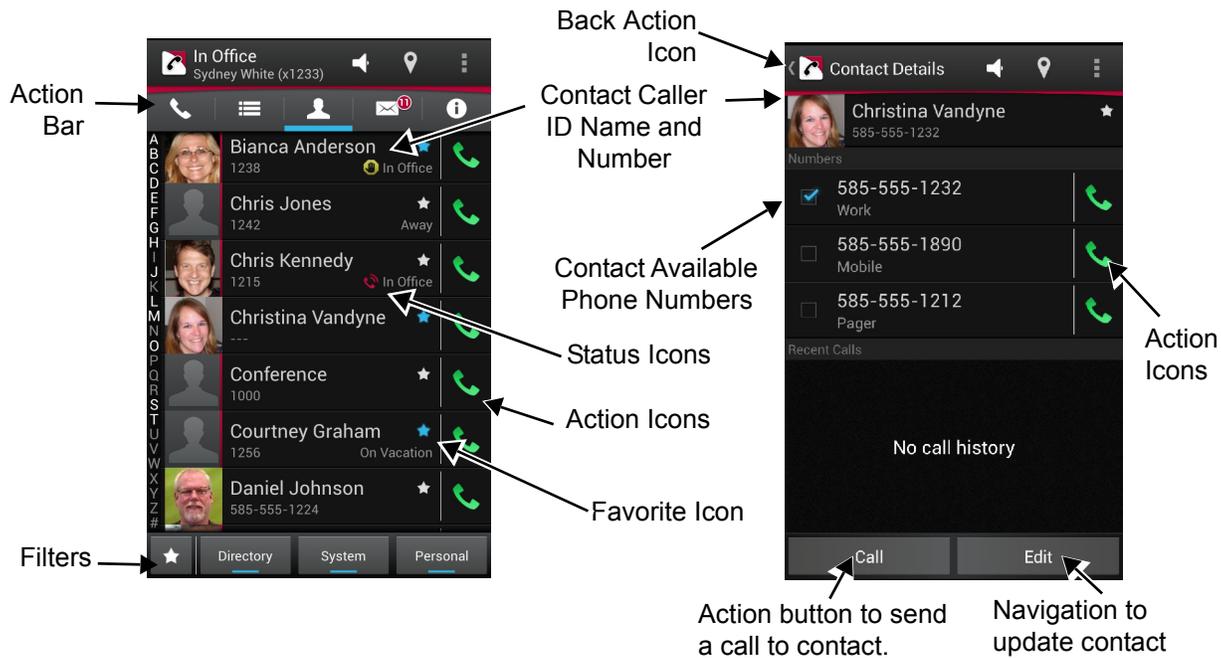
7.4   Filters

A long press on Directory, System, or Personal selects that filter and unselects all other filters. A long press on the Favorites Status icon selects all favorites from all the contacts filters.

⭐	Display contacts with the Favorite status icon. Users can select Favorites filter with any other Contacts tab filter.
Directory	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.

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

7.5   *Sorting Contacts*

1. Locate and tap the **More Options** icon in the Device Status area.

2. Select **Settings** from the drop-down list, and then tap **SORT BY** > **User list**.

3. Select the order to list the Contacts.

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

7.6   Search

To search the call history, see for more information.

7.7   *Personal Contacts*

To add personal contacts, use the Android device contact application.

To edit a personal contact:

1. Tap the contact listing, and then tap the Reach contact listing.

2. Tap Edit. The device contact editor opens.

To select the contact preferred phone number:

Note:	If selecting a default number while in personal/phone contacts, that number is the selected default in the Reach application.

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

2. Check the box next to the preferred phone number. The selection persists until the user selects a new preferred phone number.

    Some Andoird devices may have alternate ways to select a default number. Follow the manufacturer's instructions.

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

7.8   *Directory Contacts*

This option enables users to:

*   delete, take, or change an Allworx Directory contact photo.

To manage the contact photo:

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.

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8   Voicemail Tab

The Voicemail tab:

- enables users to:
  - view voicemail listing details.
  - listen and manage voicemails.
  - send a voicemail.

- 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.
  - if the number in the notification bar is greater than 9, the plus sign displays in the icon.

- displays Caller ID and the date, time, and duration of the message.

Message Details	Description/Action
Blue Text	Unread message.
Play Message	Play Message: Tap the Green Arrow action icon Pause Message: Tap the Blue Square action icon.
Long Press	Enables users to: • Phone: SELECT ALL or delete selected messages on the phone. Tap **More Options** ⋮ to Mark new, Mark old, or Forward message of the selected messages. • Tablet: SELECT ALL, MARK NEW, MARK OLD, or FORWARD MESSAGE or delete the selected messages.

8.1　　　Objective

Reach users can successfully:

• identify the items within the Voicemail Tab.

• understand and use the available filters.

• listen and manage voicemail messages.

• create a new voicemail message.

• perform a search.

• delete a voicemail message.

• forward a voicemail message.

• reassign the voicemail message as old or new.

8.2　　Equipment Requirements

This chapter uses the equipment specified in "Application and Feature Requirements" on page 2. No other special equipment is necessary.

8.3　　Overview

Figure 1: Voicemail Tab and Voicemail Detail - Android tablet
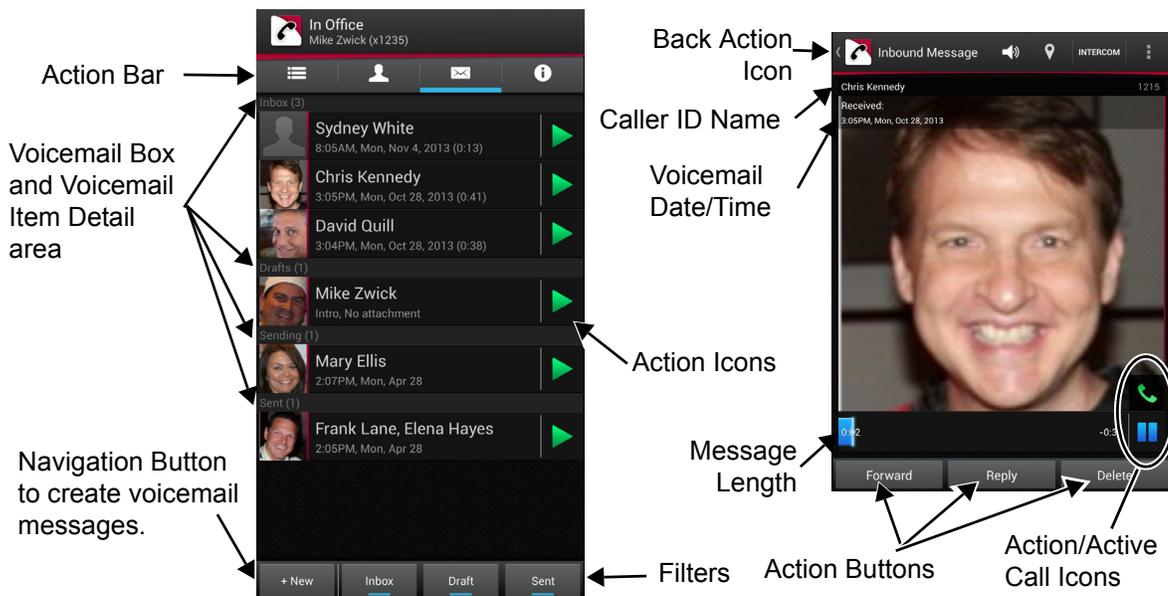
Figure 2: Voicemail Tab and Voicemail Detail - Android phone
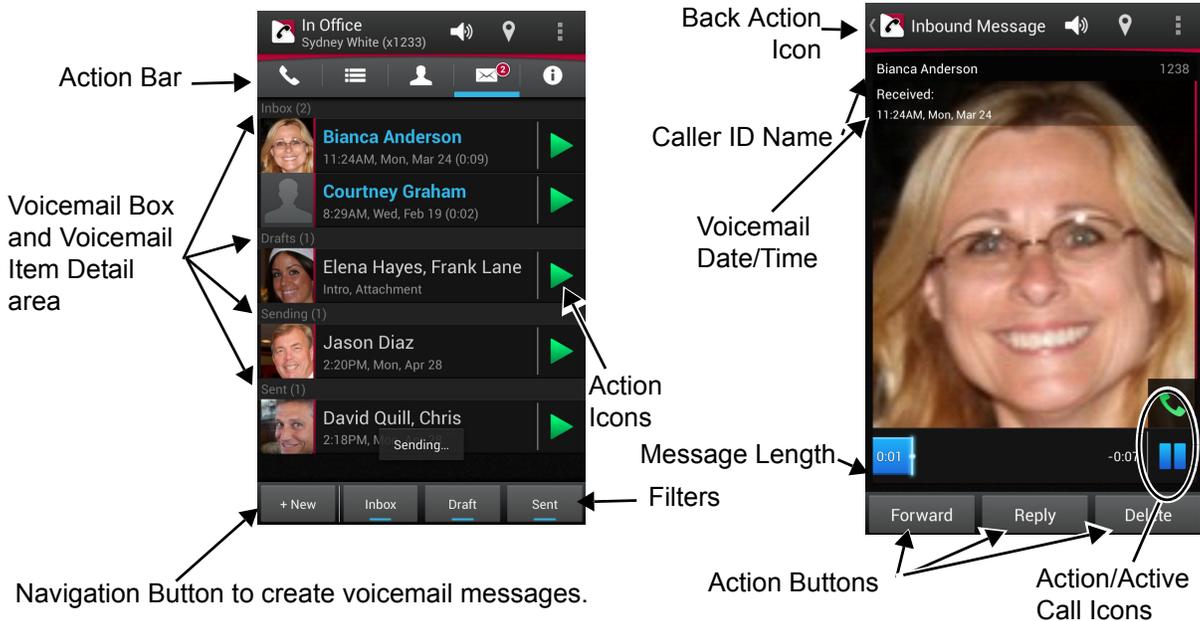
8.4   Filters

A long press on Inbox, Draft, or Sent selects that filter and unselects all other filters.

The available options are:

Filter	Description
Inbox	Display the received voicemails.
Draft	Display the voicemails waiting for updates and sending out.
Sent	Display the voicemails created and distributed to internal users.

8.5   *Listen to a Voicemail*

To listen to a voicemail message, tap:

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

8.6   *Voicemail Detail*

Reach users can:

*   listen to a voicemail.

*   view and manage the voicemail.

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

Reply	The device displays the Compose Message dialog box (for directory contacts with an active voicemail box).
Forward	The device displays the Compose Message dialog box.
Delete	The device removes the voicemail from the voicemail item listing.
Call	Tap the green phone action icon to call the user.

8.7   *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 Compose Message dialog page displays.

2. Tap the Record button to record a message up to two minutes long. Tap:

Save	Keeps the recording.
Cancel	Deletes the recording
Play action icon	Listen to the recording.
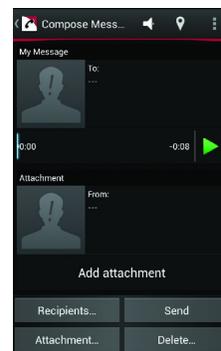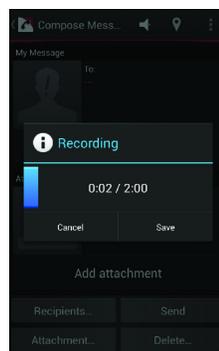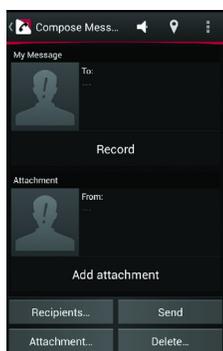
To re-record the message tap **Delete...** > **My Message**. Repeat step 2.

3. Identify the recipients to receive the voicemail message.

   a. Tap the **Recipients...** button, and the directory contacts listing displays.

   b. Scroll through the list of directory contacts, and tap each contact that needs to receive the message. A blue check mark displays next to the selected recipients. Only directory contacts with a voicemail box are available for selection. Tap **Done** to save or **Clear All** to deselect the recipients.

   c.

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).

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

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.

8.8   Search

To search the call history, see for more information.

8.9   Manage Voicemail

8.9.1   Delete a Voicemail

To clear a single or multiple Call Listings:

1. Navigate to the Calls tab.

2. Locate the Call Listing to delete and do a long press on the listing.

3. Tap the check boxes next to the Call Listing or Call Listings to delete.

4. Tap the Delete icon in the upper right corner.

5. Answer the confirmation. The application removes the voicemail listing.

•

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.

8.9.2   Forward a Voicemail

To forward a voicemail listing in the Sent folder:

1. Press and hold the message listing.

2. Tap the **Forward message** button. The Compose Message dialog page displays.

3. Follow the instructions for [“Create a new Voicemail Message ” on page 40](#).

8.9.3   Mark new/Mark old

To change the voicemail listing status in the Inbox folder:

1. Press and hold the message listing.

2. Tap the **Mark new/Mark old** button. The message status changes to read or unread.

9   Info Tab

The Info tab enables users to:

* navigate to different settings options.
* create problem reports.
* view the application version, status, and network information.

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.

* view pertinent message banners.

9.1   Objective

Reach users can successfully:

* setup the server connection.
* connect or delete the Reach handset.
* setup the device personal preferences.
* set the Reach device to Offline/Online.
* report a problem.

9.2   Equipment Requirements

This chapter uses the equipment specified in . No other special equipment is necessary.

9.3   Overview

Figure 1: Layout - Android tablet and phone

Connection Status

Action Bar

Connection Status

Navigation to Reach Application Settings
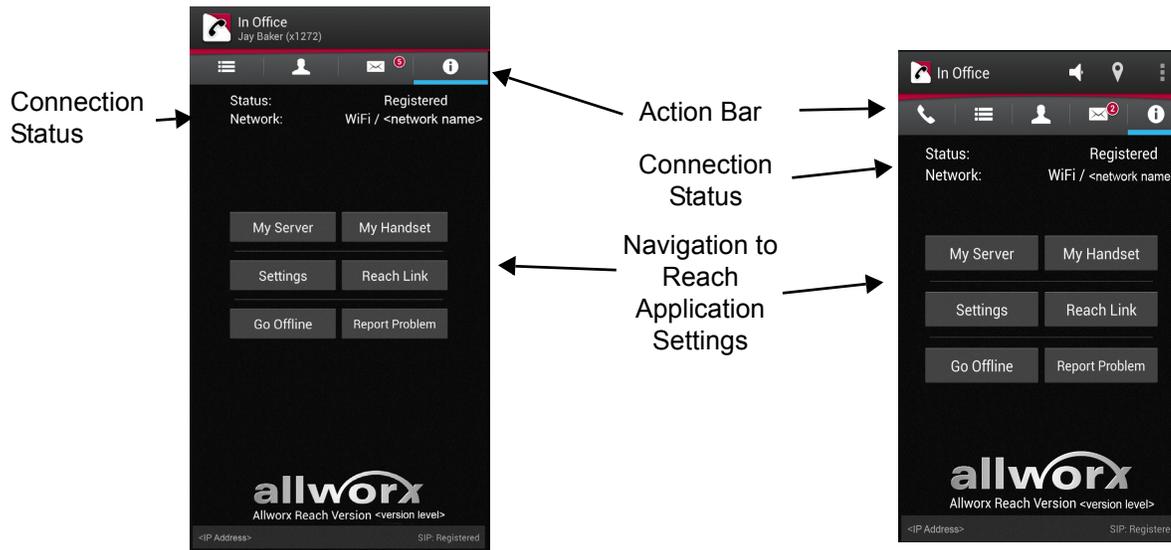
9.4   *Go Offline / Go Online*

Reach users can place the device Offline or Online.

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

9.5   *My Server*

9.5.1   Login

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

9.5.2   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
- enter strong passwords.

To change password at initial setup and configuration:

1. Setup and configure the Reach application. See <u>"Setup" on page 5</u> and <u>"Login" on page 44</u> for more information. 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** to keep the password or **Cancel** to ignore the request. 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** to keep the password or **Cancel** to ignore the request. 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 **Save**. The Reach application automatically logs in and is ready for use.

9.6 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.
- If there are no Reach licenses available, users cannot Create a Handset.

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:

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.

9.7 Settings

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

HANDSET PREFERENCES

Audible Dialing	**Follow Server (On)** - Use default server settings. **Always On -** Hear tones while dialing. **Always Off** – Tones are silent while dialing. (Default)
Intercom Auto Answer	**Follow Server (On)** - Uses default server settings. **Always On** - Answer with a live microphone after the alerting tone. (Default) **Always Off** - Answer an intercom call manually, like a regular phone call.
Off Hook Ringing	**Follow Server (On)** - Use default server settings. (Default) **Always On** - Enables the phone to ring if there is an active, incoming call. **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.

GENERAL

Save Passwords?	Enabled Disabled
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	Auto Portrait Landscape
Display User/ Extension	Enabled Disabled
Statistics Logging	Enabled Disabled
Wi-Fi Warnings	Check to enable notificationsto the user of potential Wi-Fi configuration issues on the Info Tab.
Restore Defaults	Yes No

BLUETOOTH

Bluetooth Priority	Enabled Disabled

STORAGE

Use removable storage	Enabled Disabled

SORT BY

Voicemail	Most recent first
	Least recent first
User list	Last name
	First name
ABOUT	
<Device Name>	List the device name and the audio profile statement.
View EULA	OK

9.8 *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.

Note:	Option is only available with an active email account set up on the device. Select the appropriate delivery method.

1. Tap the **Report Problem** button. The application displays an email message ready to send to Allworx that contains the Reach Version, Device Type, and Debugging log information. Please do not remove.

2. Enter the Allworx support vendor email address.

3. Type a detailed description of the issue, and then tap **Send** to forward the email to the Allworx support vendor.

10 Reach Application OS Settings

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

10.1   Objective

Reach users can successfully update:

•   device OS settings.

10.2 Equipment Requirements

This chapter uses the equipment specified in "Application and Feature Requirements" on page 2. No other special equipment is necessary.

10.3 *OS Settings*

1. Navigate to thedevice home screen, and tap the Settings icon.

2. Adjust the following settings as necessary.

Setting	Description	Option
WIRELESS & NETWORKS		
Airplane Mode	Enable airplane mode to turn off the Cellular (voice and data), Wi-Fi, and Bluetooth wireless connections and services: If enabled, an airplane icon (✈) displays in the status bar at the top of the screen.	
Wi-Fi	Enable Wi-Fi access and selection of a network. 1. Tap the switch to set the Wi-Fi. 2. Locate and select a network in **Choose a Network…** to activate.	• On • Off
Bluetooth	Enable Bluetooth connectivity and selection of a device.	• On • Off • Select a Bluetooth device in the Devices section to activate it.

Setting	Description	Option
Data Usage	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 Android handsets to Wi-Fi networks only.	

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. Follow the steps in the "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 46 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 46 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) Portal Connection Failed Portal Login Failed	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: • Move the device to a network that can connect to the INTERNET and access the Allworx portal. • After activating the device, return to the preferred network connection.
Generic	An unexpected error has occurred.	If this problem persists, contact your Allworx Server Administrator.
Search is not working.	The Search feature does not provide known matches when entering criteria in the Search field.	Verify at least one of the tab filters is active.

Condition	Description	Solution
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 14 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 **Change Password Now** button and follow the onscreen prompts. See "Change Password" on page 45 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 45 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 Tab" 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 46 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.

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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