

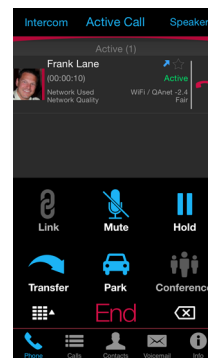
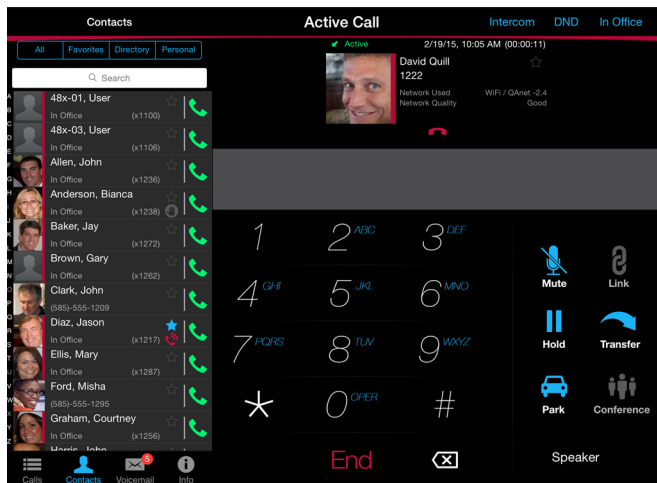
Allworx[®] Reach for iOS

User Guide Version 2.0

Updated 02/18/2015



Allworx[®] Reach for iOS



User Guide Version 2.0



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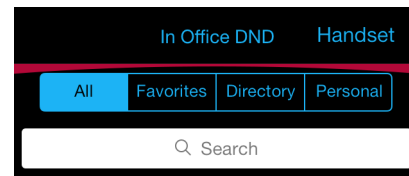
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1 Introduction

The Allworx Reach™ for iOS 2.0 application creates a virtual handset on the iOS device that enables users to work from remote locations 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.

The Reach application supports iOS5, iOS6, iOS7, and iOS8; however, a number of the user interface elements adopt the style of those iOS versions. For example:

iOS6**iOS7**

This document uses examples from iOS7.

1.1 Who Should Read this Guide

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

1.2 Product Comparison Guide Purpose

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

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.

1.3 Application and Feature Requirements

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

Application / Feature	Equipment Minimum Requirements
Reach for iOS Application	<ul style="list-style-type: none"> • Apple device running iOS 5.0 or later. • Allworx server running server software 7.5 or higher <ul style="list-style-type: none"> • 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/

1.4 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 3](#). 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 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.	“Configure and activate the device.” on page 6

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.	<ol style="list-style-type: none"> Click the setup link. Open the QR code reader application. Capture the setup code from the setup page. The website opens on the device.
Using your iOS device and an administrator provided link.	<ol style="list-style-type: none"> Click the web link. Click the Auto Configure button, which enters the server IP address and username into the required fields. <p>Additional information is available at http://get.allworx.com/reach/reach_faq.aspx.</p>

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

To manually download and install the Reach application:

- Navigate to the App Store. Search for the Reach application. Tap the **Download** icon. The application downloads, and then the Open button displays.
- 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.

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.
-----------------	--

- Configure and activate the device.
 - Navigate to **Info tab > My Server**. See [“Layout” on page 8](#) for more information.
 - 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.
 - Tap the **Login** button. The iOS device display a message to setup a handset. Tap **Yes**. The My Handset page displays. See [“My Handset” on page 44](#) 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.

- Download the supporting documentation from <http://get.allworx.com/reach>.
- Place a test phone call. See [“Place a Call” on page 19](#) for more information.

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 [“Application and Feature Requirements” on page 3](#). No other special equipment is necessary.

3.3 Layout

Figure 1: Basic Layout iPad

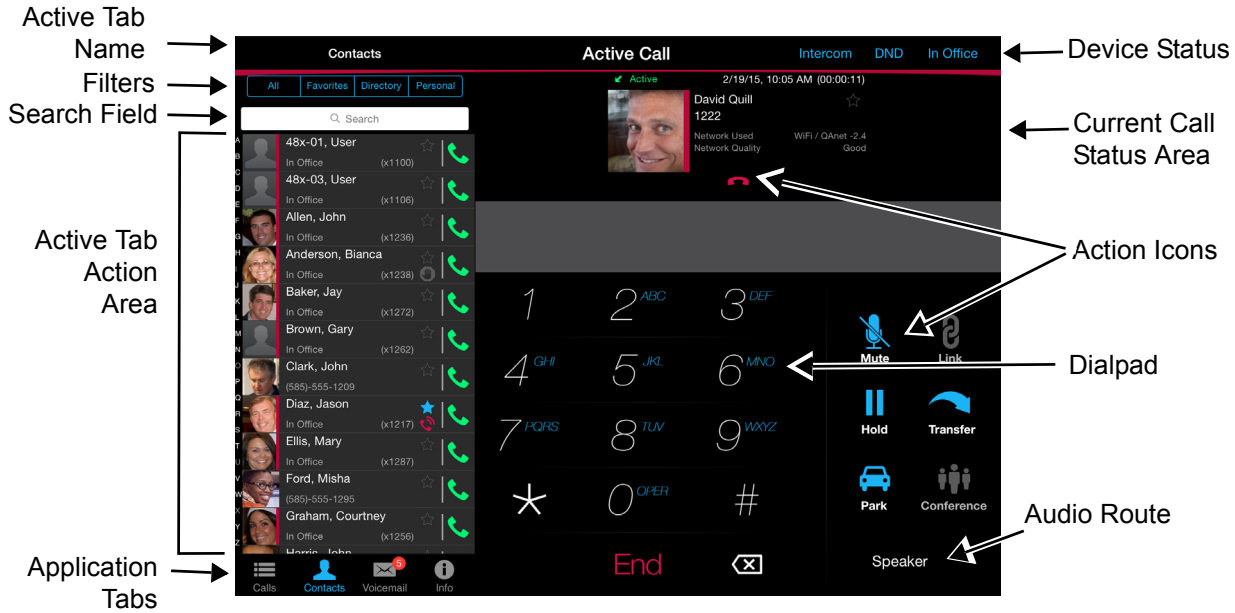
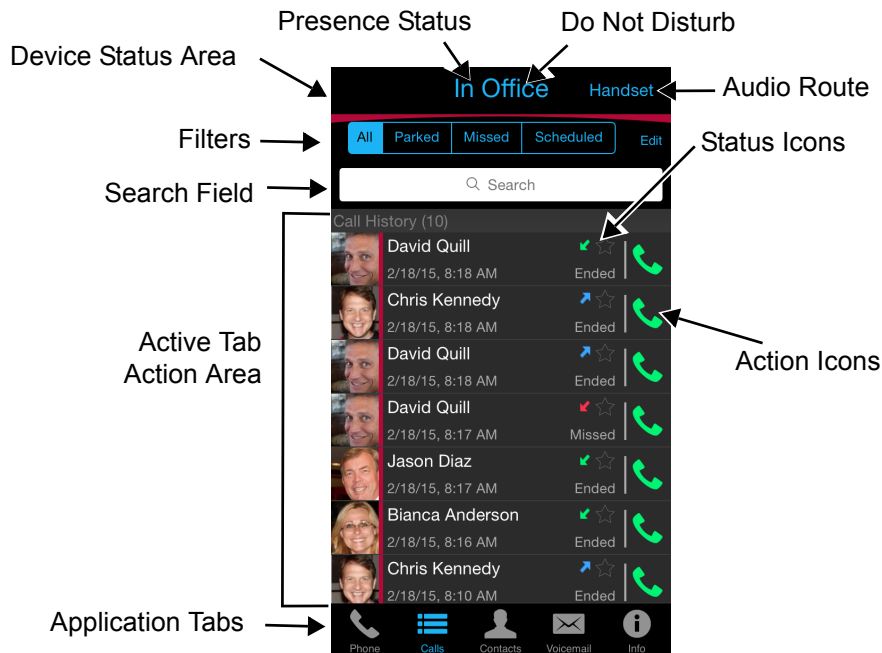


Figure 2: Basic Layout - iPhone



3.4 Icons

The Reach for iOS 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.		Outgoing phone call.
	Contact favorite.		Missed incoming phone call.
	Contact enabled DND.		Ended incoming phone call.
	Contact is receiving a phone call (ringing).		Voicemail message downloading.
	Contact currently on a phone call.		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.

	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.		

3.4.3 Active Call Icons

These icons enable users to manage current phone calls (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.

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:

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



4 Device Status

The iOS Device Status area displays:

iPad	iPhone*
<ul style="list-style-type: none"> • active application tab. • username and extension. • Intercom and DND buttons. • user presence. 	<ul style="list-style-type: none"> • user presence. • audio route. • volume control.
<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 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.

4.2 Equipment Requirements

This chapter uses the equipment specified in [“Application and Feature Requirements” on page 3](#). No other special equipment is necessary.

4.3 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 14](#) 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.

4.4 DND (Do Not Disturb)

When DND is active:

- the iOS device does not ring for incoming calls.
- all calls follow the next step in the active call route.
- users can continue to place calls on the device.
- user 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.

4.5 *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. 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.

4.6 *Audio Route*

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.

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.

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 3](#). No other special equipment is necessary.

5.3 Overview

Figure 1: Active Calls Detail - iPad

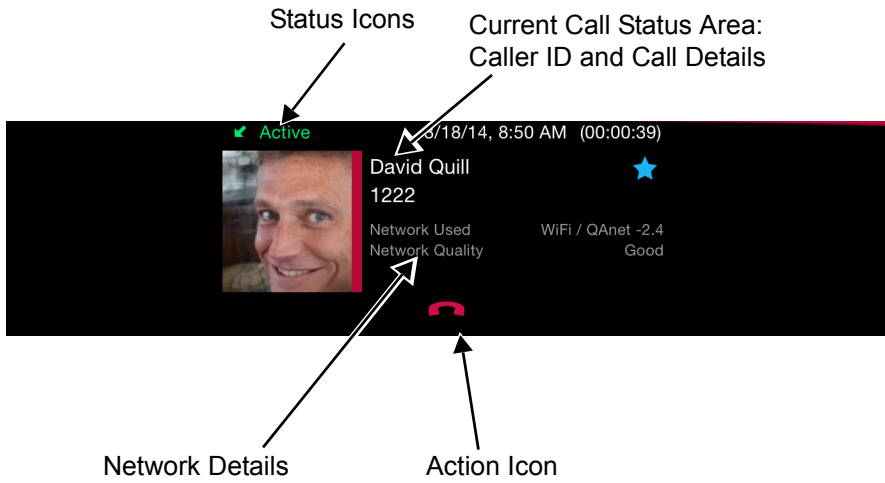
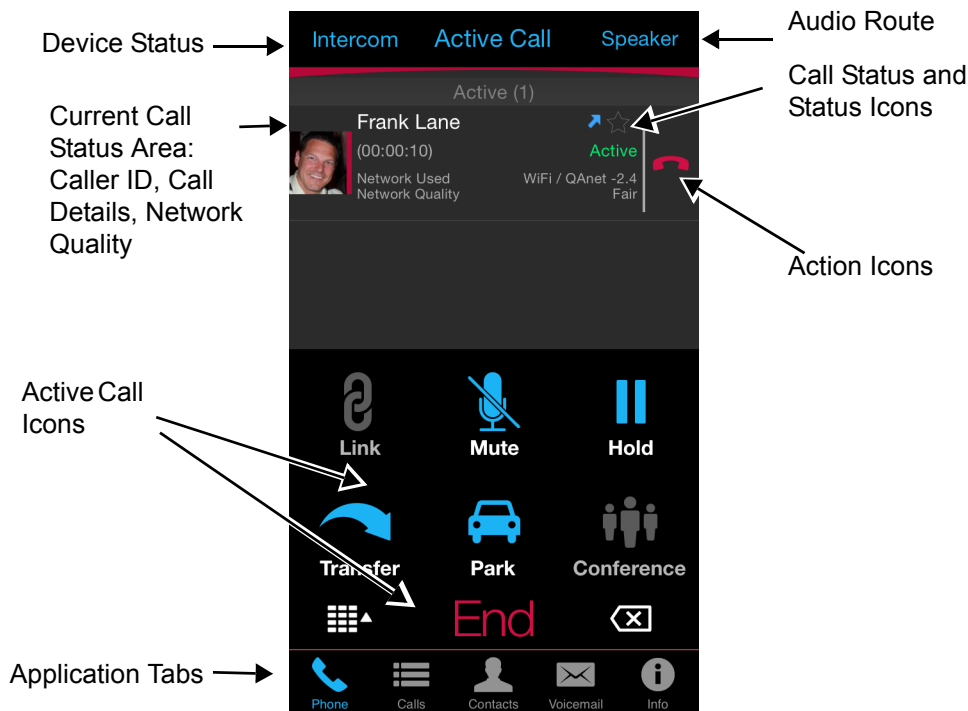


Figure 2: Phone Tab / Active Call Detail - iPhone



5.4 Place a Call

To place a call:

iPhone: 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 iOS device application without ending the call.

To manage the incoming Reach call while the device is:

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

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 redisplay.



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 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.

5.9 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	<ol style="list-style-type: none"> 1. Navigate to the Calls > Parked page. 2. Select the parked call. 3. Tap the green handset action icon
Cancel	iPhone only: reverts back to the keyboard.

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.
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.

6 Calls Tab

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

- the caller ID.
- the date/time 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 [“Application and Feature Requirements” on page 3](#). No other special equipment is necessary.

6.3 Overview

Figure 1: Calls Tab and Call Detail - iPad

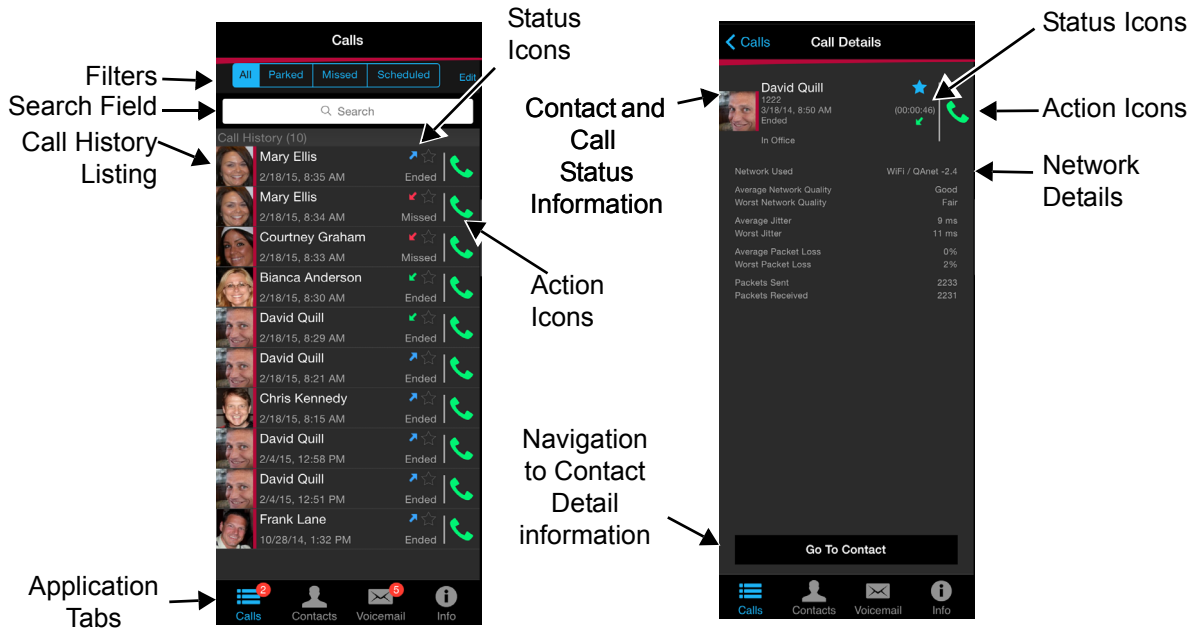
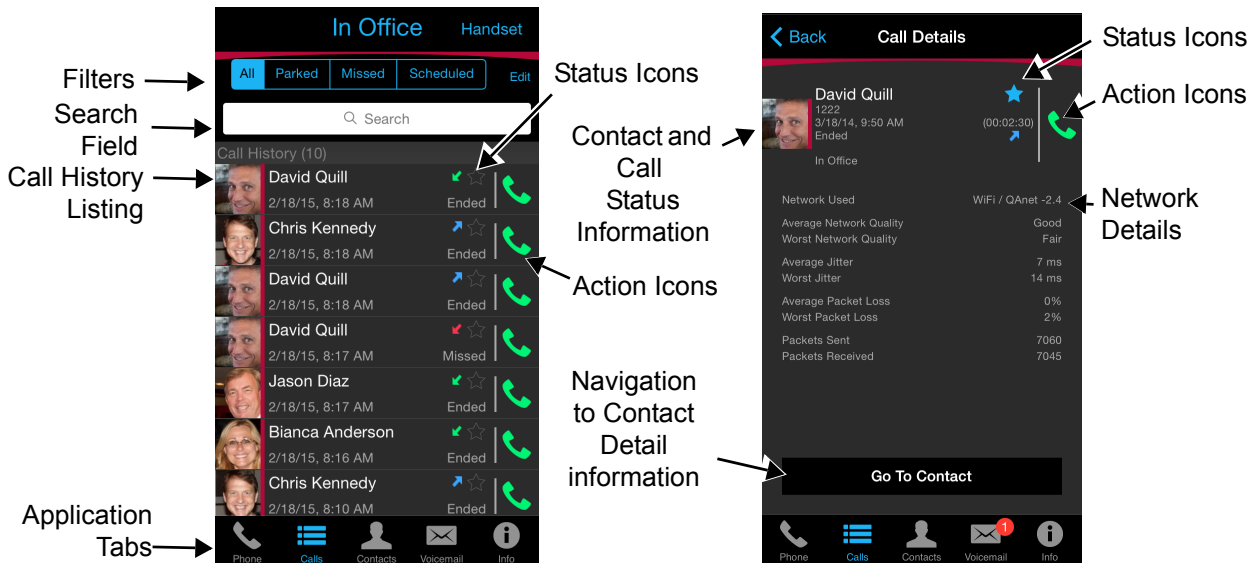


Figure 2: Calls Tab and Call Detail - iPhone



6.4 Filters

Tapping the an option selects that filter and unselects all other filters.

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

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.
- favorite status.
- received/sent call status.
- network used and network statistics.
- presence (for directory contacts only).
- indicates if the current phone call was:
 - Ended
 - Merged
 - Missed (indicated in maroon text)
 - Not reconnected*
 - Transferred
 - Offline Missed
 - Check number
 - <Parking Orbit Number>
 - Hung up*
 - Busy

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

6.6 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.

6.7 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	<p>A current conference call that displays with a green handset action icon. When the conference call is about to begin, tap the conference call green handset action icon to automatically dial:</p> <ul style="list-style-type: none"> • Conference Bridge • Conference ID and password. <p>The Auto-dialing Conference ID and password display in the Call Status area. NOTE: After the Conference Bridge answers, the system automatically dials the conference ID and password.</p>
Queued*	A conference call scheduled in the future that displays a gray handset icon.
Expired*	A conference call scheduled in the past with a gray handset icon.
* Users cannot tap the gray handset icon to dial the conference call.	

To edit the queued conference information:

Users can edit the 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 displays 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. <ul style="list-style-type: none">• 10 characters maximum.

4. Tap the **Done** button above the right information column 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 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:

1. Tap the **Edit** button located to the right of the filters.
2. Tap **Clear Call History**, and then tap **Yes** to confirm the request.

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 9](#) 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 3](#). No other special equipment is necessary.

7.3 Overview

Figure 1: Contacts Tab and Contact Detail - iPad

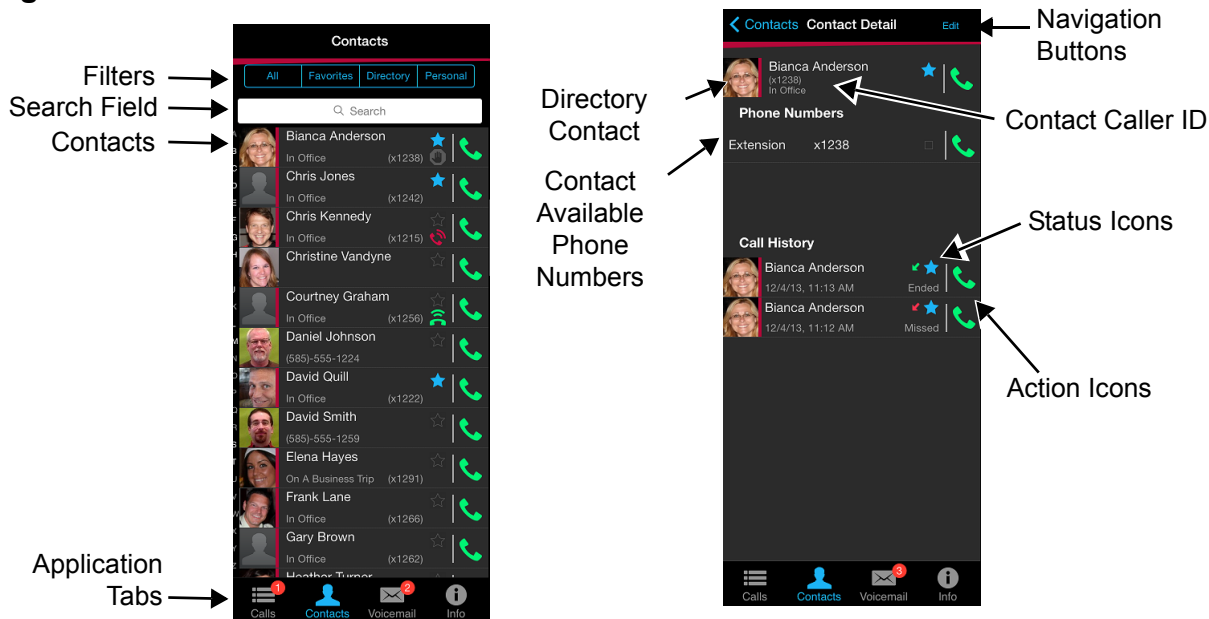
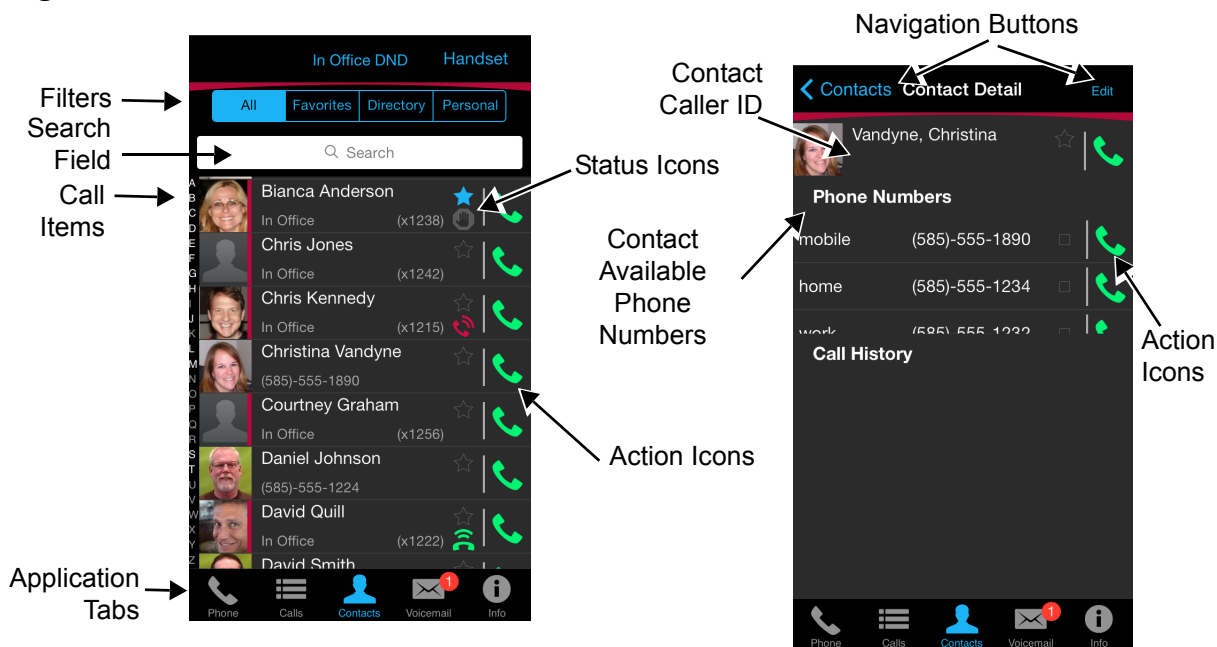


Figure 2: Contacts Tab and Contact Detail - iPhone



7.4 Filters

Tapping the All, Directory, or Personal option selects that filter and unselects all other filters. Tapping the Favorites Status icon selects all favorites from all the contacts filters.

7.5 *Sorting Contacts*

All	Display the entire contacts list of the device.
Favorites	Display contacts with the Favorite status icon.
Directory	Display contacts 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.
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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.

7.6 *Search*

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

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.

7.7 *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.

7.8 *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.

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

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

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.

The voicemail item 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"> • Mark Old • Mark New • Delete • Cancel: left-to-right swipe the voicemail item.

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 3](#). No other special equipment is necessary.

8.3 Overview

Figure 1: Voicemail Tab and Voicemail Detail - iPad

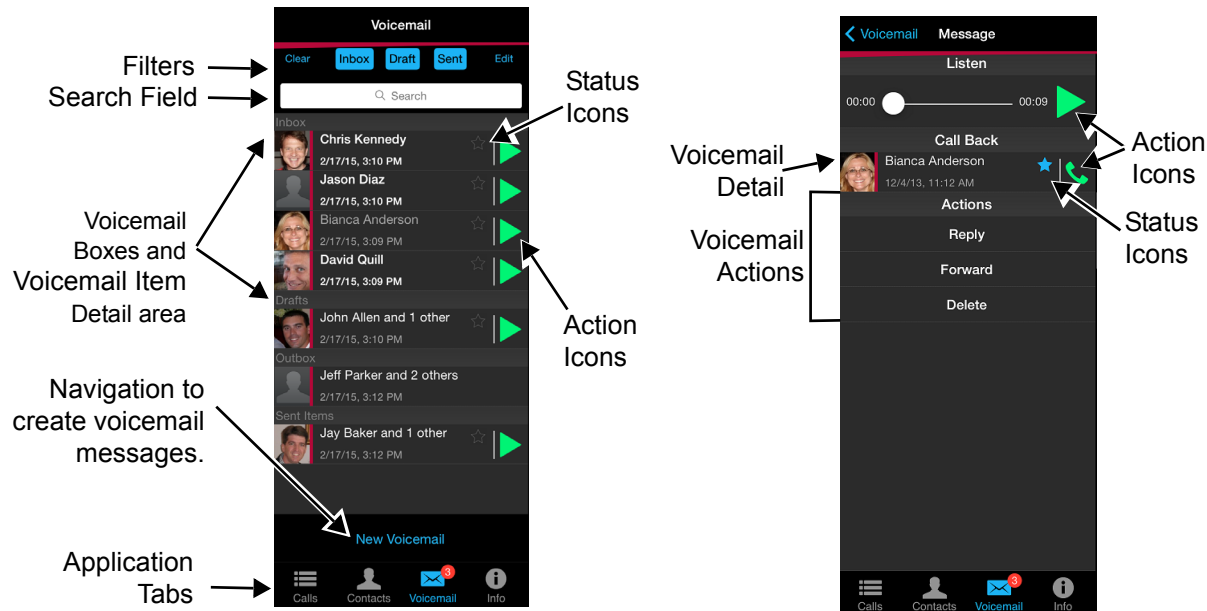
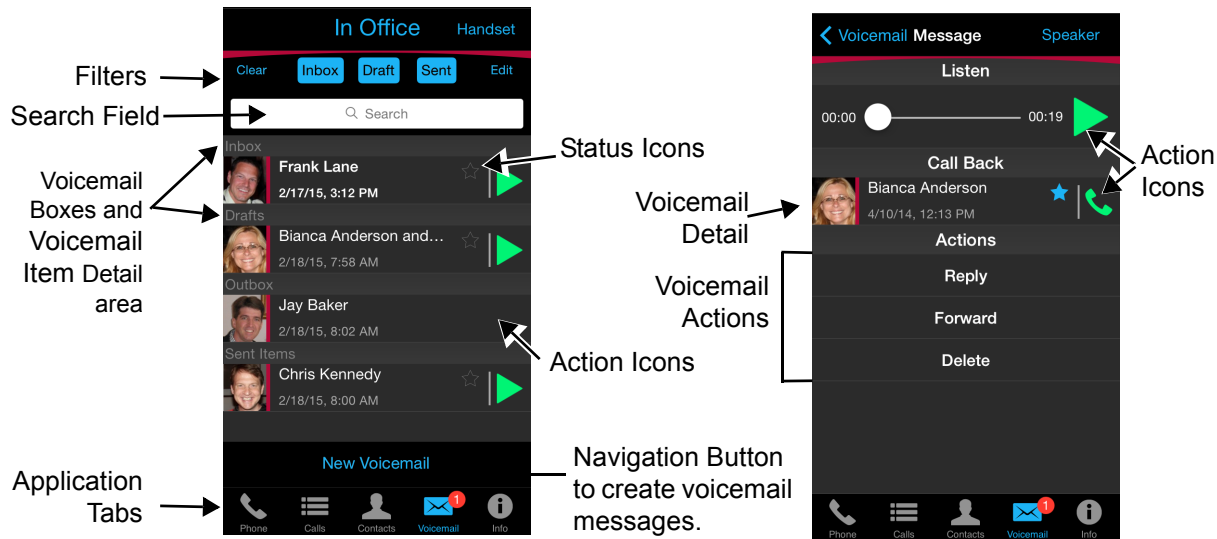


Figure 2: Voicemail Tab and Voicemail Detail - iPhone



8.4 Filters

Tapping the Inbox, Draft, or Sent option selects that filter and displays the matching listings. Users can tap each option independently to enable or disable displaying the listings.

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 transmitted voicemail listings.

8.5 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.

8.6 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.

	Description
Reply	The device displays the Draft voicemail dialog box (for directory contacts 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.

8.7 Create a new Voicemail Message

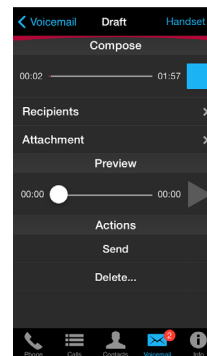
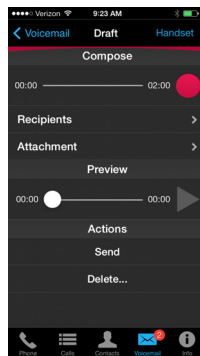
Reach users can create and send a new voicemail message without calling the internal user and listening to the voicemail message.

To create a new message:

1. Tap the **Create New** button. The Draft dialog page displays.
2. Tap the Record action icon to record a message up to two minutes long. The action icon changes while recording. Tap:

Stop action icon	Ends the recording.
Play action icon	Listen to the recording.

Repeat step 2 to re-record the message.



3. Identify the recipients to receive the voicemail message.
 - a. Tap the **Recipients** link, 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. Tap the **Draft** button to return to the Draft dialog page.
4. Select the attachment for the voicemail.

Tap **Attachment** and select the message to accompany the created voicemail message.
5. Tap the **Draft** button to return to the Draft dialog page.
6. 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.

8.8 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.

8.9 Manage Voicemail

8.9.1 Delete a Voicemail

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

8.9.2 Forward a Voicemail

1. Tap the voicemail listing, and then tap the Forward button.
2. Follow the steps in “Create a new Voicemail Message ” on page 38.

8.9.3 Mark new/Mark old

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

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 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 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:

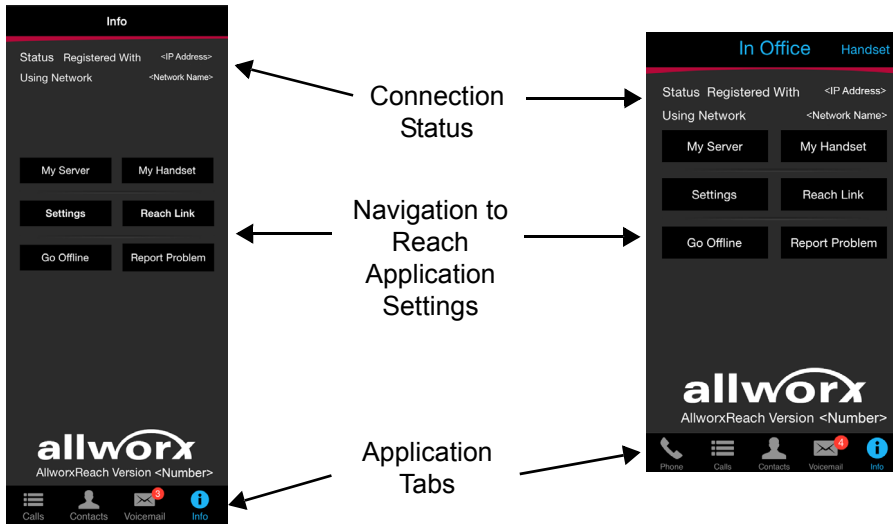
- setup the server connection.
- connect or delete the Reach handset.
- setup the device personal preferences.
- set the Reach device to Offline/Online.
- report a problem.

9.2 Equipment Requirements

This chapter uses the equipment specified in [“Application and Feature Requirements” on page 3](#). No other special equipment is necessary.

9.3 Overview

Figure 1: Layout - iPad and iPhone



9.4 Go Offline / Go Online

Reach users can place the device Offline or Online.

Go Offline	Stops communication with the server. Calling features are inactive. iPad only: The button changes to Go Online. A blue banner displays prompting the user to Go Online to enable connectivity.
Go Online	Connects to server and all functions are active.

9.5 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 [“Setup” on page 5](#) and [“Login” on page 42](#) 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.

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 Server Administrator requires configuration changes that require accessing these services on different ports, adjust these fields to the new values.

Field	Input
Server IP Address	Provided by the Allworx Server Administrator.
Username	Provided by the Allworx Server Administrator.
Password	Provided by the Allworx Server Administrator.
SIP Port	Default value is 5060.
AMDS Port	Default value is 8081.

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 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:

1. Tap **My Handset** and the My Handset page displays.
2. 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.

9.7 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	Last, First – Displays the contact list alphabetically, last then first name. First, Last – Displays the contact list alphabetically, first then last name.
When Dialing	Play Sound – Audible tones indicate dialing. Vibrate (if available) – Phone vibrates to indicate dialing.
Audible Dialing	Follow Server Settings (On) – Uses default server settings. Always On - Hear tones while dialing. Always Off – Tones are silent while dialing.
Intercom Auto Answer	Follow Server Settings (On) – Uses default server settings. Always On - Answer with a live microphone after the alerting tone. 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.
About	Displays the Reach application version level. Provides links to: <ul style="list-style-type: none"> • View EULA (End User License Agreement) • View E911 Notice • Browse to Reach FAQ
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.

9.8 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 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.

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 Objective

Reach users can successfully update:

- notification center settings.
- privacy settings.
- device OS settings.

10.2 Equipment Requirements

This chapter uses the equipment specified in [“Application and Feature Requirements” on page 3](#). No other special equipment is necessary.

10.3 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.

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

10.4 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.

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

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

10.5 OS Settings

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

Setting	Description	Option
Airplane Mode	<p>Enable airplane mode to turn off the Cellular (voice and data), Wi-Fi, and Bluetooth wireless connections and services:</p> <p>If enabled, an airplane icon () displays in the status bar at the top of the screen.</p>	
Wi-Fi	<p>Enable Wi-Fi access and selection of a network.</p> <ol style="list-style-type: none"> 1. Tap the Wi-Fi option. 2. Tap the switch to set the Wi-Fi. 3. Locate and select a network in Choose a Network... to activate. 	<ul style="list-style-type: none"> • On • Off
Bluetooth	<p>Enable Bluetooth connectivity and selection of a device.</p> <p>For iOS devices with software version 5.1.1 or earlier: navigate to Settings > General > Bluetooth.</p> <p>For iOS devices with software version 6.0 or later: tap Bluetooth.</p>	<ul style="list-style-type: none"> • On • Off • Select a Bluetooth device in the Devices section to activate it.

Setting	Description	Option
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>For iOS devices with software version 5.1.1 or earlier: tap the Cellular Data option.</p> <p>For iOS devices with software version 6.0 or later: navigate to General > Cellular.</p>	<ul style="list-style-type: none"> • On • Off
Do Not Disturb	<p>Enable the iOS device to not ring during notification while the device is locked.</p> <p>For iOS devices with software version 6.0 or later: tap the Do Not Disturb option.</p>	<p>Scheduled:</p> <ul style="list-style-type: none"> • On • Off <p>Allow Calls From:</p> <ul style="list-style-type: none"> • Everyone • No One • Favorites <p>Groups:</p> <ul style="list-style-type: none"> • All Contacts
Sounds	<p>Changes the Ringer and Alerts volume and specifies ringtones for each type of notification.</p> <p>For iOS devices with software version 5.1.1 or earlier: tap the General option, and then tap the Sounds option.</p> <p>For iOS devices with software version 6.0 or later: tap the Sounds option.</p>	<ul style="list-style-type: none"> • Adjust the sounds as necessary.
Mail, Contacts, Calendars	<p>Set the Contact Sort and Display Order.</p> <ol style="list-style-type: none"> 1. Tap the Mail, Contacts, Calendars setting. 2. Locate the Contacts section. Tap the option, and select the order from the list. 	

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 42 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 42 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 44 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 42 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 44 for more information.
Handset Invalid	User’s Reach handset license is no longer valid.	The Allworx Server may be in need of new license keys. Contact your Allworx Server Administrator.
Handset Disabled	The Allworx Server Administrator has temporarily disabled your Reach handset.	Contact your Allworx Server Administrator.
Portal Unreachable (activated)	The handset cannot reach the portal because it does not have access to the Internet or because of an internal error on the portal.	Tap the Try Again button. The device restarts the connection process. For servers without access to the INTERNET:
Portal Connection Failed		<ul style="list-style-type: none"> • Move the device to a network that can connect to the INTERNET and access the Allworx portal. • After activating the device, return to the preferred network connection.
Portal Login Failed		
Generic	An unexpected error has occurred.	If this problem persists, contact your Allworx Server Administrator.

Condition	Description	Solution
Device does not ring.	Device does not ring when Reach is running in background mode.	<p>Locate the device volume button and increase the device volume. The device displays a squarish overlay titled ringer with a picture of a bell on it. This ringer volume is used for all incoming calls and notifications.</p> <p>The audio route and volume are specific to the audio route currently in use. When switching from one route to another (i.e., Handset to Speaker) the application maintains a different volume level for each route.</p> <p>Check the presence setting. All presence settings except In Office follow the next step in the call route.</p>
Search is not working.	The Search feature does not provide known matches when entering criteria in the Search field.	Verify at least one of the tab filters is active.
The device displays the message "All Reach user data has been remotely cleared by the administrator."	The Allworx Server Administrator received a notification that someone lost or stole the device and did a wipe of the Reach information on the device.	See " Wipe Current Remote Licenses " on page 11 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.	<p>Tap the Change Password Now button and follow the onscreen prompts.</p> <p>See "Change Password" on page 43 for more information.</p>
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.	<p>Tap the Change Password Now button and follow the onscreen prompts.</p> <p>See "Change Password" on page 43 for more information.</p>
Other States		
Online	The Allworx Server Administrator has installed the Mobile Link feature key, and there is a connection to the Allworx server; however, the device is missing the handset configuration. All non-call related features are available (Presence, Voicemail, Conferences, etc.).	<p>Tap the Go To Voicemail button and the Voicemail tab displays. See "Voicemail Tab" on page 35 for more information.</p> <p>To send or receive phone calls, configure an Reach handset. Tap the Configure Handset button. The Handsets dialog box displays. See "My Handset" on page 44 for more information.</p>
Restricted	The user attempted to connect to the Allworx server over a cellular network. The Allworx Server Administrator has configured the Reach handset for WiFi-only use.	Contact the Allworx Server Administrator.

Condition	Description	Solution
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.
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.	<ol style="list-style-type: none"> 1. Navigate to Info Tab > My Settings. 2. Locate the Background Rings line and change the number of rings heard on an incoming call.

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





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