Allworx® Reach for Android

User Guide Version 2.0

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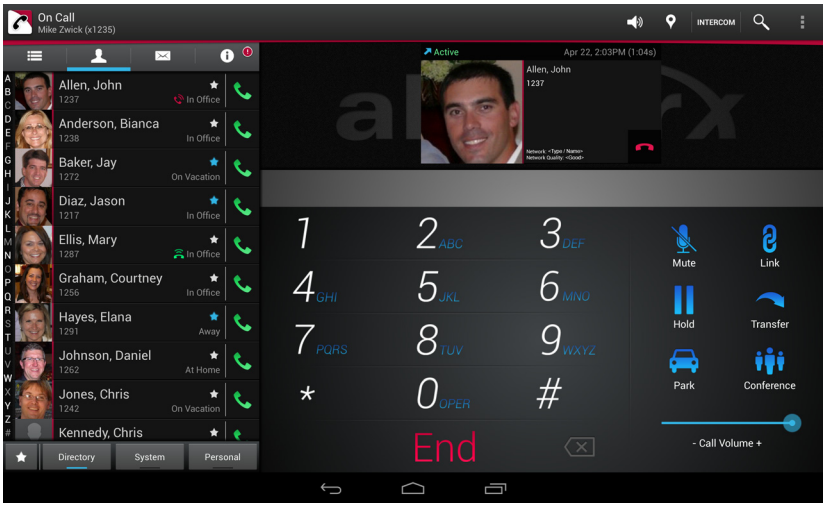
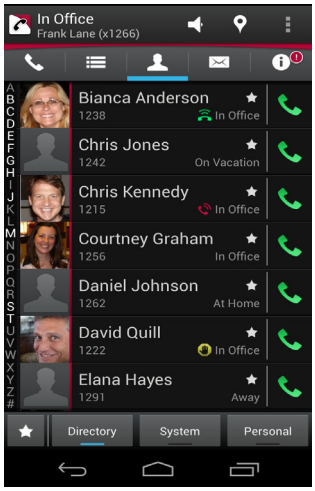
Allworx® Reach for Android





User Guide Version 2.0

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Chapter 1 Introduction

The Allworx Reach™ for Android 2.0 application creates a virtual handset on the Android device that enables users to work from remote locations while continuing to manage calls, handset call history, and voicemail.

Allworx Reach Link™ is a separate application for the Reach application that keeps active calls connected as the mobile data network changes. Reach Link plays tones and explanations to the other party during network interruptions and provides recovery methods for calls that cannot be reconnected.

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

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

1.1 Product Comparison

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

Feature	Reach License	Reach Link Feature Key	Mobile VM Feature Key
Manage phone calls.	X		
View and manage the handset call history.	X		
View scheduled conference calls.	X		X
Access the directory and personal contacts.	X		X
Manage voicemail.	X		X
View and manage the following Info tab settings: • My Server • Settings • Go Offline • My Handset • Reach Link • Report Problem	 X X X X X	 X	 X X X X
Access the Reach Link feature.		X	
Manage presence settings.	X		X

1.2 Application and Feature Requirements

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

Application / Feature	Equipment Minimum Requirements
Reach for Android application	• Android device running OS 4.0 or later. • Allworx server running System Software Version 7.5 or higher. • Reach feature key. • Reach license. • Allworx server IP Address. • Allworx username and password.
Reach Link feature	• Allworx Connect series server running System Software Version 8.0. • Reach Link feature key. • Reach 2.0 application. **NOTE**: In a multi-site network configuration: Reach Link functionality is limited to users and handsets configured on an Allworx server with the Reach Link feature key installed.
Mobile VM dashboard	• Allworx server running System Software Version 7.5 or higher. • Mobile VM feature key. • Reach 2.0 application.
Allworx Server User Guide	The guide is specific to My Allworx Manager and describes the features within the application. This guide is available at: https://allworxportal.com/.

Chapter 2 Setup

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

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

2.1 Setup Checklist

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

Step	Description	Installation Guide Link
1	Download the Reach application from the Google Play Store.	
2	Install the Reach application.	
3	Read and accept the Allworx Emergency 911 policy and the End User License Agreement.	
4	Configure and activate the Reach device.	“Configure and activate the device.” on page 4
5	Configure the Reach Link settings, if available.	“Configure the Reach Link Settings” on page 5

2.2 Setup the Reach Application

To use a setup link:

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

Using a computer and the device is equipped with a QR code reader application.	1. Click the setup link. 2. Open the QR code reader application on the device, and use the device to capture the setup code from the setup page. The website opens on the device. 3. Locate the Installation section and click the store icon to download and install the application. 4. Click the **Auto Configure** button, which enters the server IP address and username into the required fields. 5. Manually enter the assigned Allworx password.
Using your Android device and an administrator provided link.	1. Click the web link. 2. Locate the Installation section and click the store icon to download and install the application. 3. Click the **Auto Configure** button, which enters the server IP address and username into the required fields. 4. Manually enter the assigned Allworx password. Additional information is available at http://get.allworx.com/reach/reach_faq.aspx.

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 "Basic Layout" on page 7 for more information.

   b. Type the IP Address or Addresses (separated by a comma) and Allworx username and password provided by the Allworx Server Administrator into the appropriate fields.

   c. Tap the **Login** button. The Android device display a message to setup a handset.

Users with a Reach License	Tap **Yes**. The My Handset page displays. See "My Handset" on page 34 for more information.
Users without a Reach License	If the Mobile VM feature key is available on the server, the Reach application is ready to use with the limited features. See "Mobile VM Dashboard" on page 10 for more information.

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

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

6. Place a test phone call. See "Place a Call" on page 14 for more information. If available, access to the Reach Link tutorial displays in a red configuration reminder on the **Info** tab. See "Configure the Reach Link Settings" on page 5 for more information.

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2.3 Configure the Reach Link Settings

The Reach Link feature provides a configuration tutorial. After starting the tutorial, tap **Skip Tutorial** to configure the Reach Link feature manually. To replay the Reach Link tutorial, tap **Restart tutorial**. **To manually access the Reach Link settings page:**
Select one of the following:

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

To configure the Reach Link feature using the tutorial:

1. Place a call from the Reach device and hang up.

2. Navigate to the **Info** tab and tap on the red Reach Link configuration reminder. The Reach Link tutorial opens. Use the **Next** and **Back** buttons to navigate through the tutorial.

3. Use the tutorial links to manage Reach call operations:

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

* Requires enabled user permission to change the setting. Contact the Allworx administrator to update the settings or enable the permission, if necessary. See "Reach Link" on page 35 for more information about the Reach Link settings.

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

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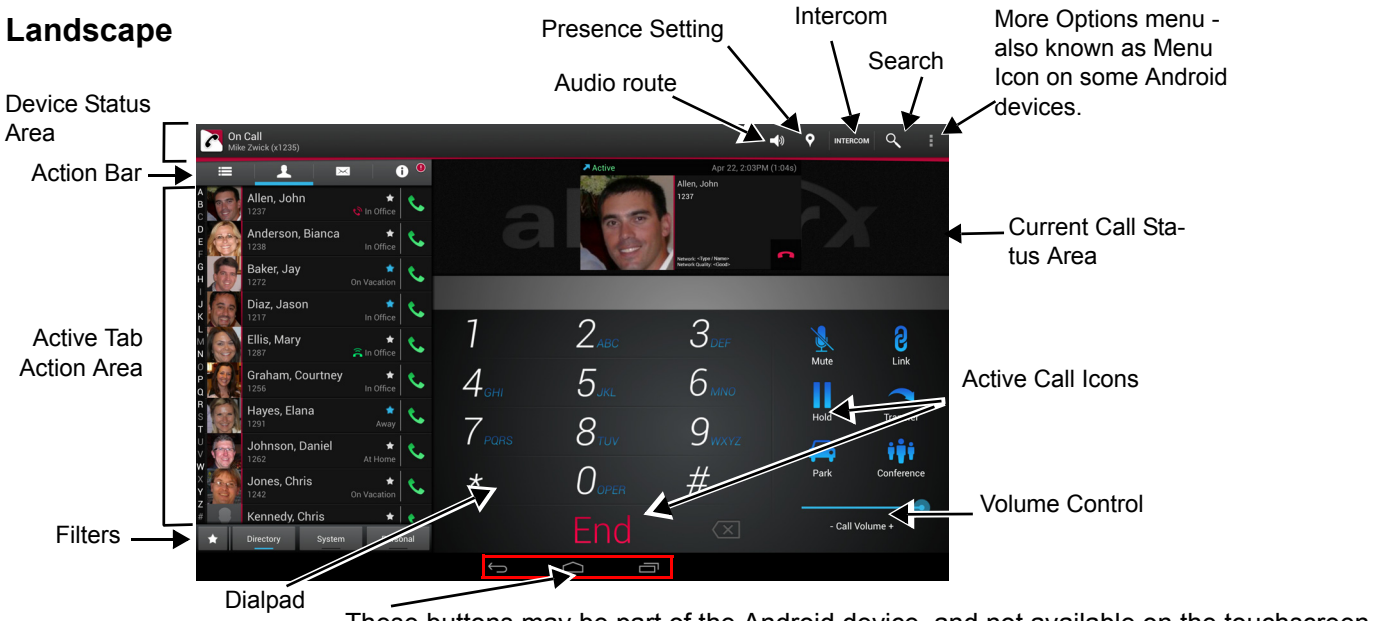
Chapter 3 Overview

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

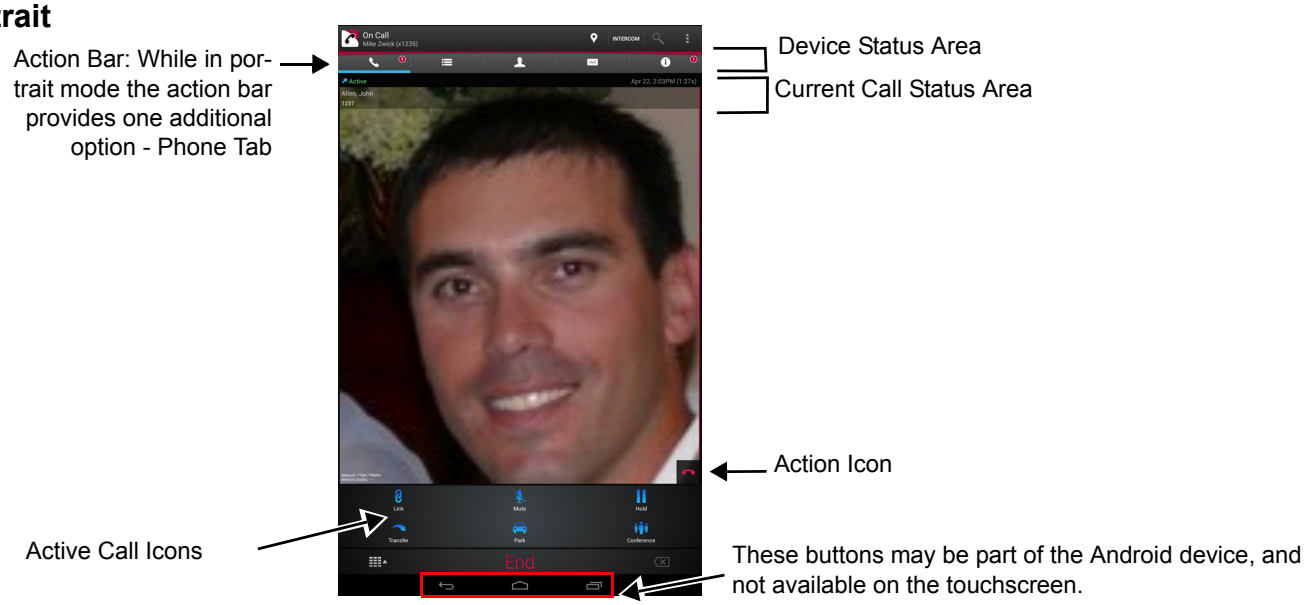
3.1 Basic Layout

Android Tablet

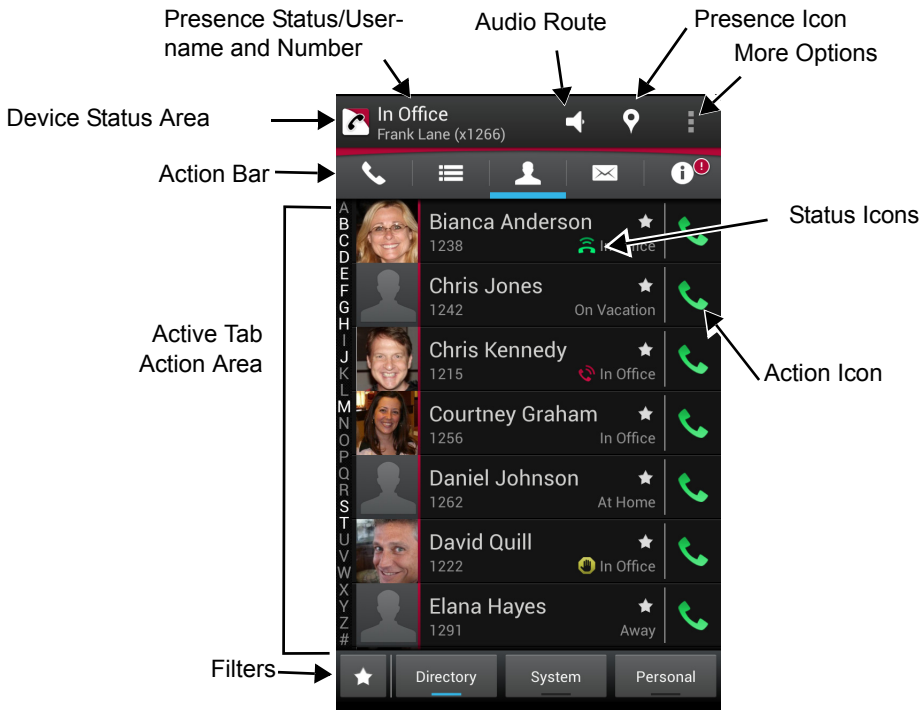
Landscape



Portrait



Basic Layout - Android Phone



3.2 Icons

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

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

3.2.1 Status Icons

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

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

	Outgoing phone call.		Incorrectly dialed number. Reach Link: call not reconnected.
	Incoming, unanswered phone call.		Reach Link restoration audio prompts off.
	Incoming, answered phone call.		Reach Link restoration audio prompts on.

3.2.2 Action Icons

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

	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.		

3.2.3 Active Call Icons

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

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

3.3 Wipe Current Remote Licenses

The Wipe Current Remote Licenses feature enables the Allworx administrator to remove all login credentials and voicemail information for a lost or stolen remote device. Additionally, this feature disables the device from sending and receiving phone calls. This feature requires Allworx server software 7.7 or later, and the Allworx server administrator to change the user password, which terminates the Reach application.

To use the device after receiving a wipe command:

1. Log in to the device using the current credentials and the new password provided by the Allworx administrator.

2. Reclaim a new license for the Reach application. See "Setup" on page 3 for more information to restore the voicemail information and enable the application to send/receive calls.

3.4 Mobile VM Dashboard

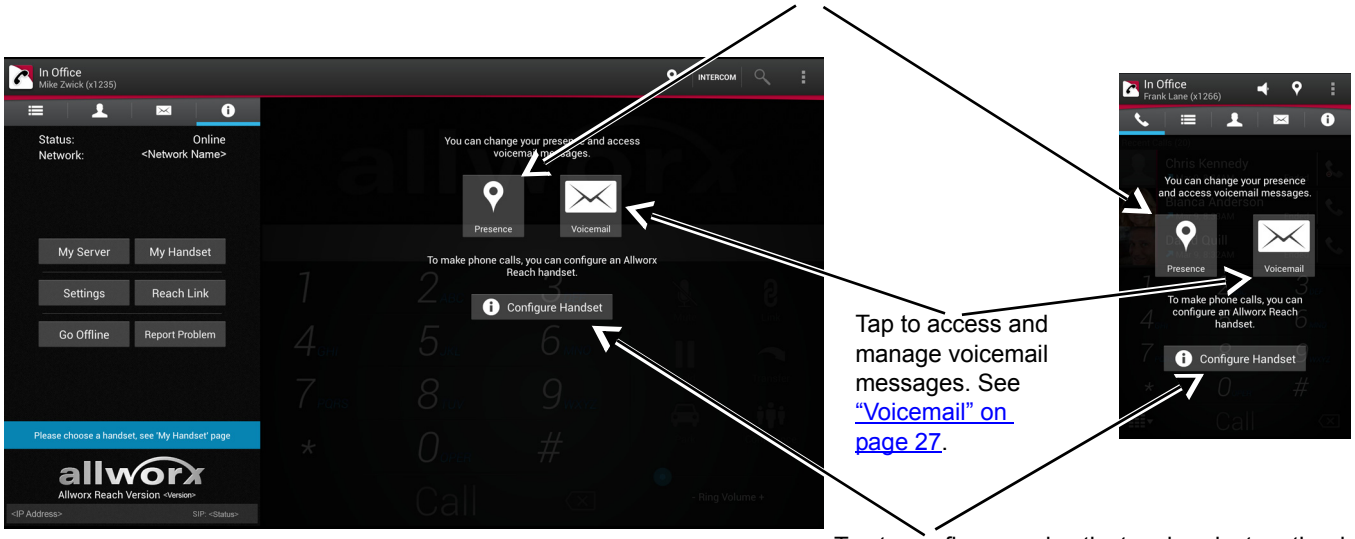
The Mobile VM Dashboard limits the available feature set with the Reach application. On the Mobile VM Dashboard, users can access and manage voicemail messages and update the presence setting. Users can manually use the Contacts tab to access directory and personal contacts or the Call History tab to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

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

Tablet

Tap to update the Presence setting. See "Presence" on page 11.

Phone



Tap to access and manage voicemail messages. See "Voicemail" on page 27.

Tap to configure and activate a handset on the device. See "My Handset" on page 34.

Chapter 4 Device Status

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

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 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 11 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.

4.2 DND (Do Not Disturb)

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

To activate or deactivate 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. If a blue check mark displays next to the Do Not Disturb option, the feature is active. On large device displays, the Reach application displays DND icon in the Device Status area, which indicates that DND is active.

4.3 Intercom

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

To place an Intercom call:

1. 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.

4.4 Audio Route

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

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

4.5 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 12 for more information. This option is only available on the mobile phone.
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 30.
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 36.
Quit	Exits the application.

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Chapter 5 Call Management

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

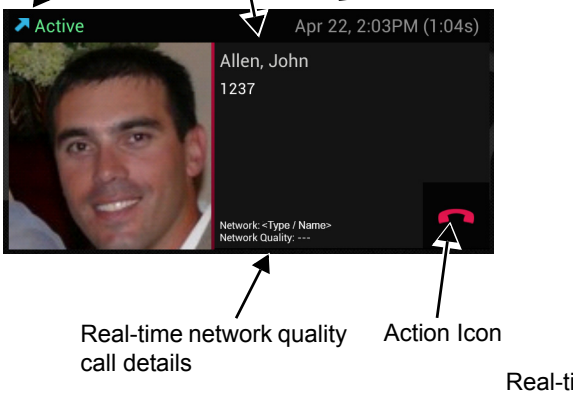
The Reach application enables placing or receiving calls using an Android device as an Allworx remote phone. The Reach application also provides call management features such as park, transfer, hold, and conference calls.

5.1 Active Call Details

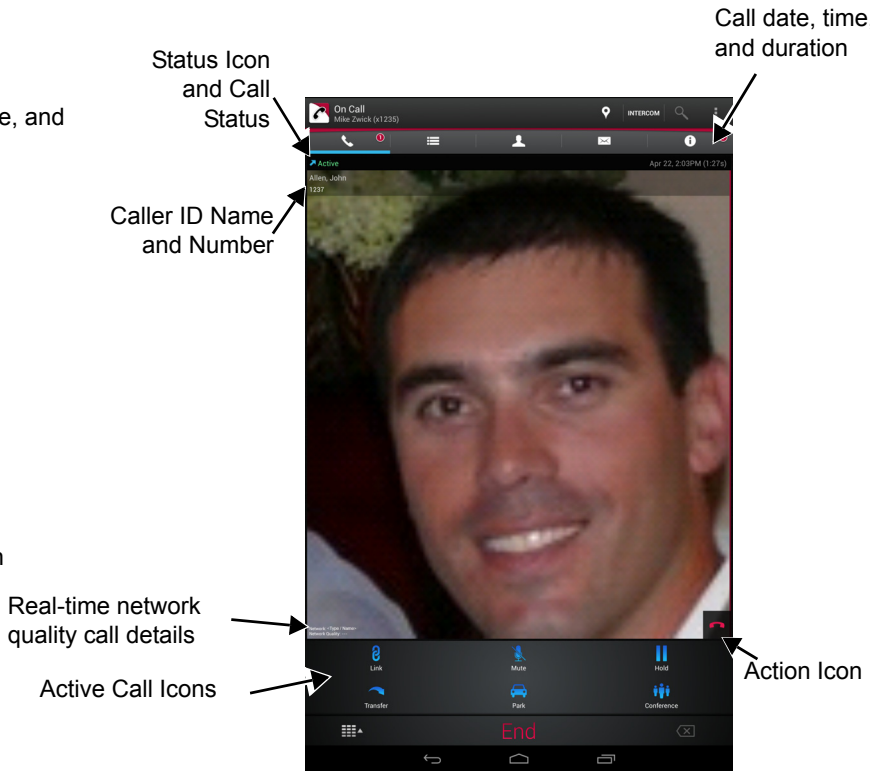
The active call detail provides the Reach user with details about the active call such as contact photo (if available), caller ID, date and time the call originated, and the current network information. Status and action icons are also available for the user to manage the call. See “Icons” on page 8 for more information..

Android Tablet

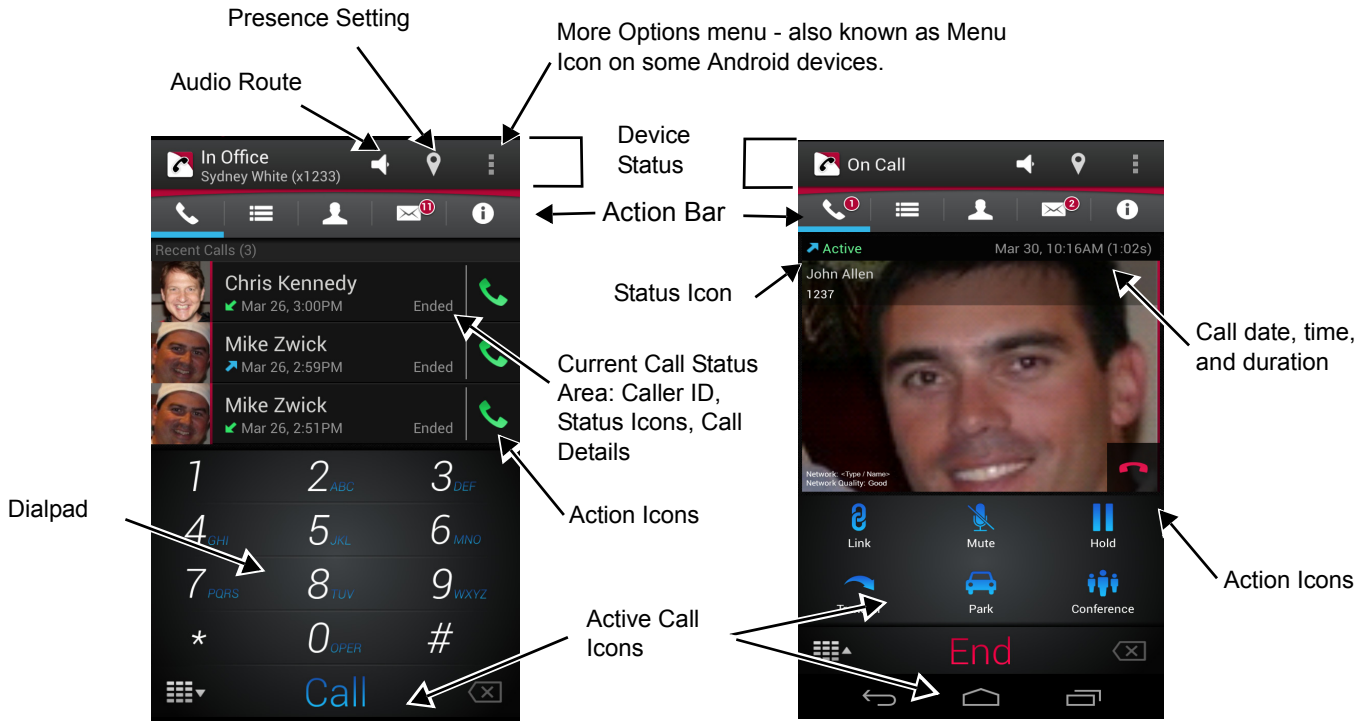
Landscape



Portrait



Android Phone



5.2 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.

5.3 Receive a Call

The Reach application notifies users of incoming calls and places the first call on hold when tapping **Accept** to answer a second incoming call. Additionally, the users can close the Reach application to use another 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 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).

5.4 Mute a Call

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

5.5 Place a Call on Hold

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

5.6 Transfer a Call

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

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

Blind	Send the call unannounced to a new extension.
Attended	Send the call announced to a new extension.
To Voicemail	Send the call to an Allworx directory contact voicemail.
To my cellphone	Send the call to the 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.

5.7 Park a Call

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

To place a call into the Parking Orbit:
Press the **Park** action icon. The parked Call filter displays all the calls parked in any Parking Orbit.

To retrieve a call from the Parking Orbit:

1. Navigate to the **Calls** > **Parked** page and select the parked call.

2. Tap the green handset action icon

5.8 Conference Call

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

To create a conference call:

1. Place the current, active call on hold.

2. Place or receive the second call. The active calls section displays both calls.

3. Tap the conference action icon to join the two phone calls. The display shows both calls as active.

To end the call:

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

5.9 Reach Link On Call Options

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

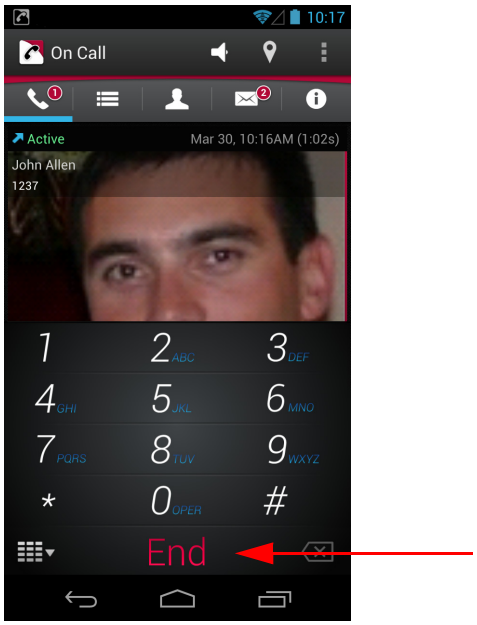
Transfer to <available phone>	Used to transfer the call manually to another device. Select an available option.
Switch to 4G	Displays when using WiFi as the data network and a cellular data network is available. Tap the option to change the WiFi network to a cellular data network. This option also works with a 3G network.
Switch to 4G (disabled)	Displays when using WiFi as the data network, but 4G has been disabled.
Switch to another WiFi...	Displays when using WiFi as the data network. Tap to select another WiFi network.
Switch to WiFi (if available)	Displays when using 4G as the data network. Tap to switch to an available WiFi network.
Mark as conference...	Prevents conference members from hearing tones and prompts during reconnection. This setting applies to the dialed contact.
Unmark as conference....	Enables tones and prompts during reconnection. This applies to the dialed contact.
Link Settings	Navigates to the Reach Link Settings page. See “Configure the Reach Link Settings” on page 5 for more information.

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

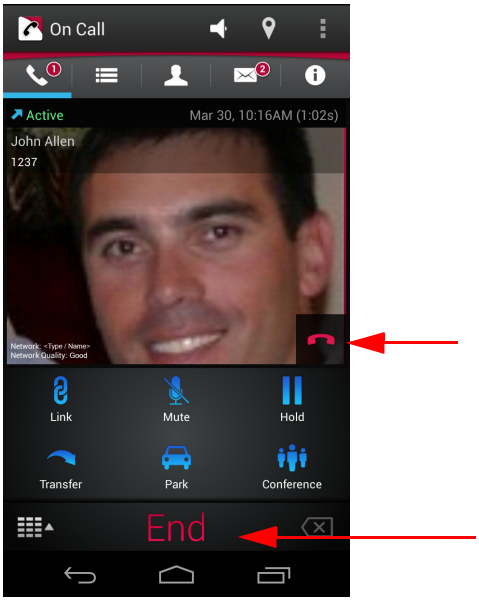
5.10 End a Call

To end the current call:

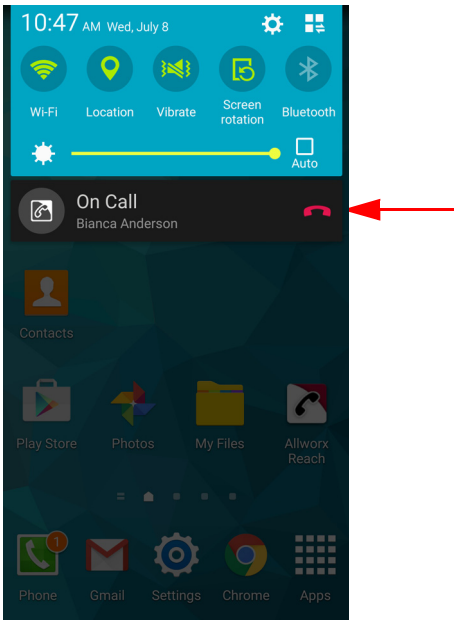
- while the device screen is active and Reach is in the foreground, do one of the following options:
  - tap **End** at the bottom of the keypad.



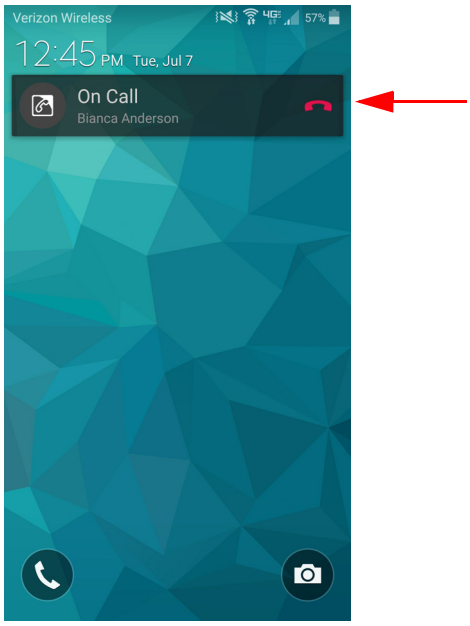
  - tap the red handset action icon in the Call Status section.



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



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



5.11 Call Status

The call status information displays:

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

Incoming	An outside caller is contacting the extension.
Ringing	User is calling another extension or phone number.
Active	Handset is currently in use.
On Hold	Current call is on hold.
Transfer	Select the transfer type, and then send the call.

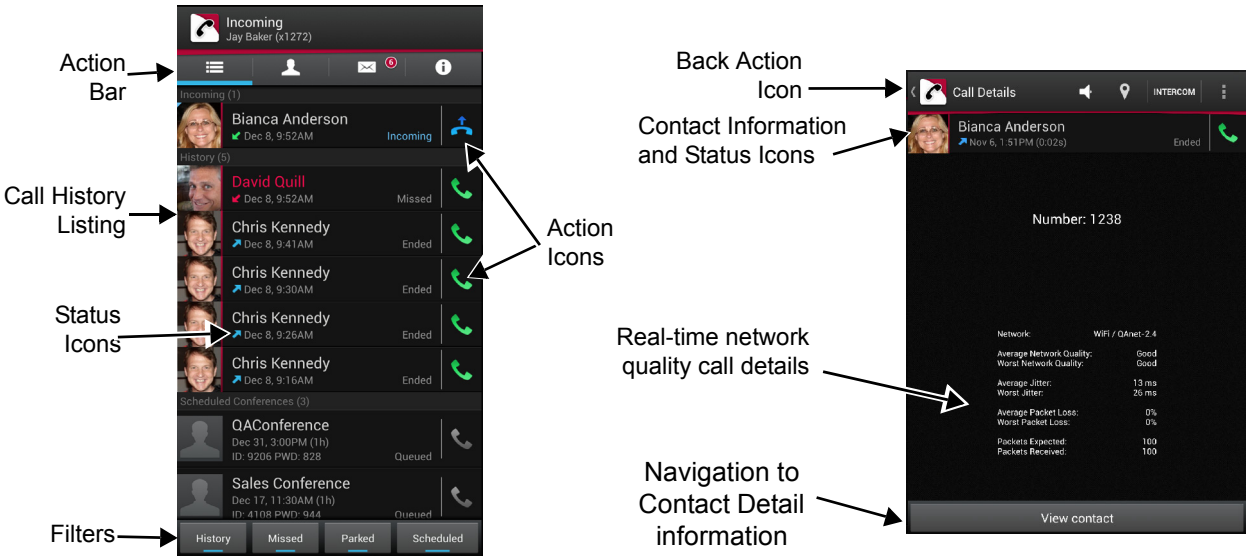
Chapter 6 Calls

The Calls tab displays the call history specific to the extension. Each call listing includes the caller ID (a missed call uses red font), time/duration of call, and status / action icons.

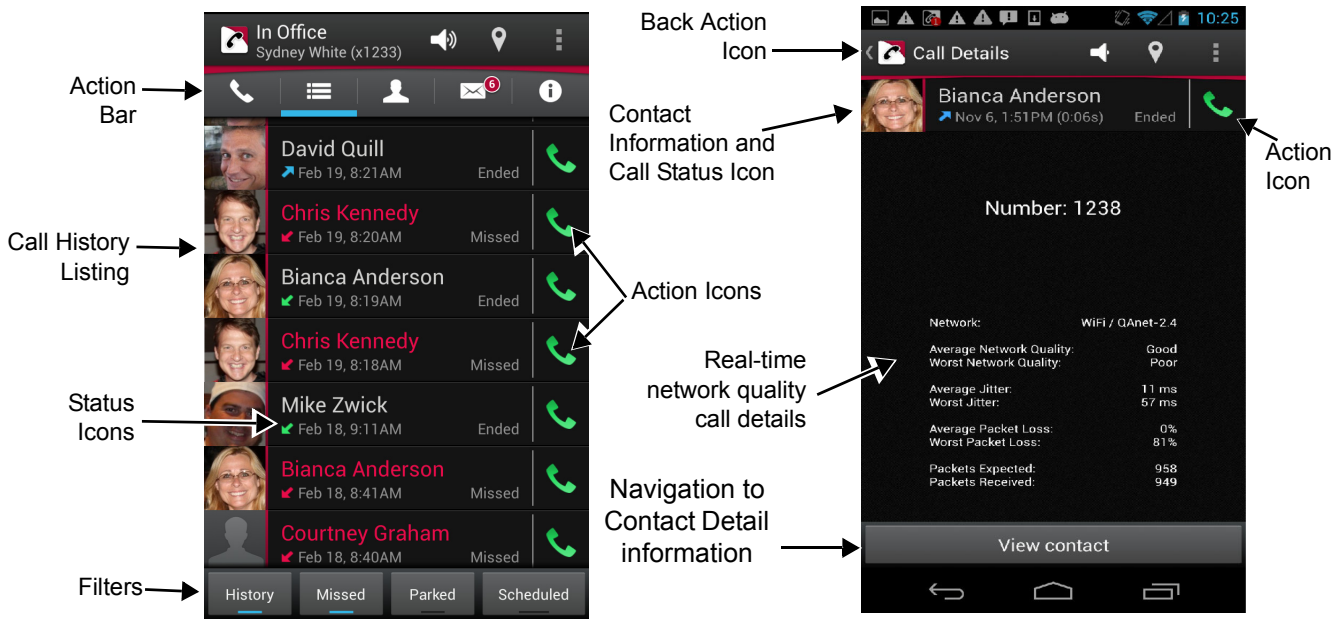
The filter buttons on the Calls tab enables Reach users to select which types of calls to view. A long press on any single filter selects that filter and unselects all other filters. The available filters include:

History	Display the answered incoming and outgoing calls.
Missed	Display only the unanswered phone calls.
Parked	Display all calls placed into the Parking Orbit.
Scheduled	• Display all conference calls. Tap the conference call listing for more detail. Listing displays: • conference description. • ID number and PIN. • date, and time.

Android Tablet



Android Phone



6.1 Call Details

The call detail view provides the Reach user with details about the selected call history listing such as contact photo (if available), caller ID, date and time details, received/sent call status and the current network information. Status and action icons are also available for the user to manage the call. See "Icons" on page 8 for more information.

The current call status indicators include:

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

* Requires the Reach Link feature key.

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

6.2 Search

To search the call history, see "More Options" on page 12 for more information.

6.3 *Scheduled Conferences*

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

The Conference Call current status:

Active	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 display 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.

6.4 Manage the Call History Listings

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

To clear a single or multiple Call History listings:

1. Navigate to the Calls tab.

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.

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Revised: 04/23/2015

Chapter 7 Contacts Tab

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

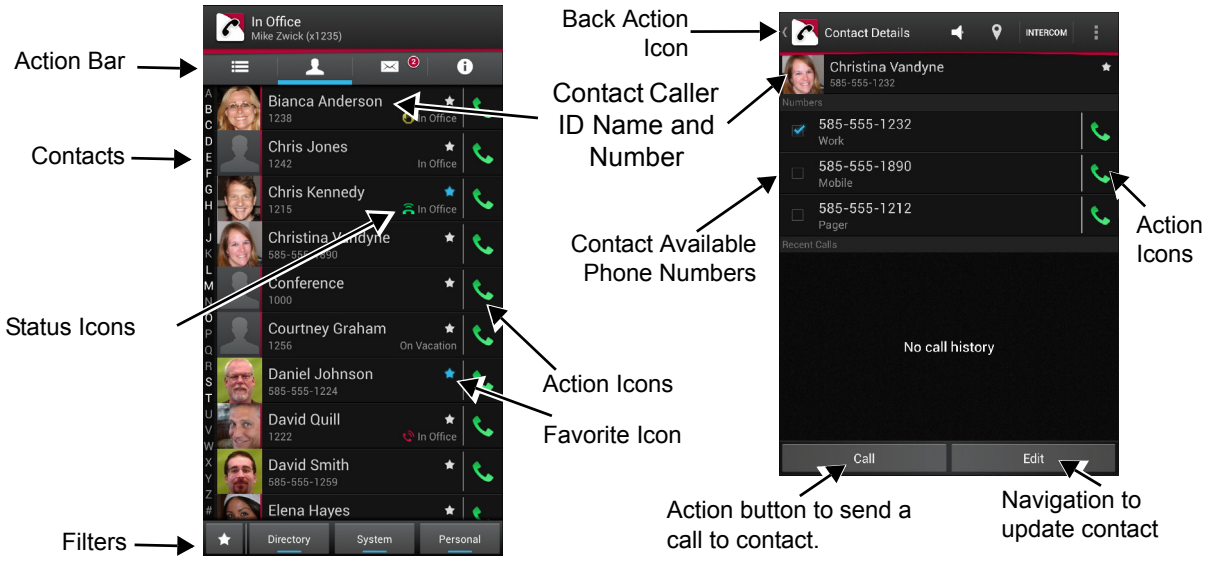
Each contact listing displays a contact photo (if available), caller ID name and number, and status (presence, favorite, and availability). See “Icons” on page 8 for more information.

The filter buttons on the Contacts tab enables Reach users to select which contacts to view. . , System, The available filters include:

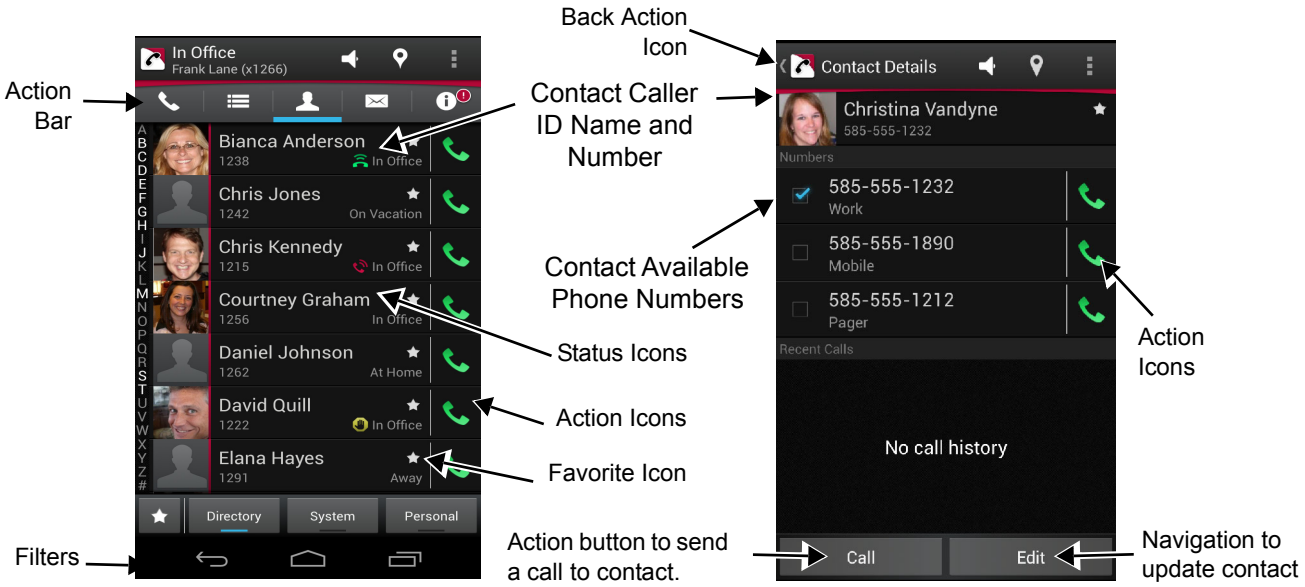
	Display contacts with the Favorite status icon. Users can select Favorites filter with any other Contacts tab filter.
Directory	Display contacts from the Allworx directory.
System	Display the Allworx Call Monitor, Call Queue, Auto Attendant, and System Paging Zones.
Personal	Display contacts from the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

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

Android Tablet



Android phone



7.1 Contact Details

The contact detail view provides the Reach user with details about the selected contact listing such as contact photo (if available), contact phone numbers, and the call history associated with the contact. Status and action icons are also available for the user to manage the call. See "Icons" on page 8 for more information.

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

7.2 Search

To search the call history, see "More Options" on page 12 for more information.

7.3 Sorting Contacts

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

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**. 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.

7.4 Manage *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 Android devices may have alternate ways to select a default number. Follow the manufacturer's instructions.

To designate a favorite contact:

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

7.5 Manage Directory Contacts

Reach users can delete, take, or change an Allworx Directory contact photo and manage Reach Link prompts.

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.

To manage the Reach Link prompts:
The Reach Link prompts icon updates with conference center status.

1. Tap the contact, and then tap the Reach Link prompts icon.

2. Check the box to mark a contact as a conference center. Reach Link prompts do not play for the contact when the data connection is lost.

Chapter 8 Voicemail

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

- the number in the top, right corner of the Voicemail tab indicates the number of new voicemail messages. This number also displays on the Reach icon in the notification bar.
  - 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.

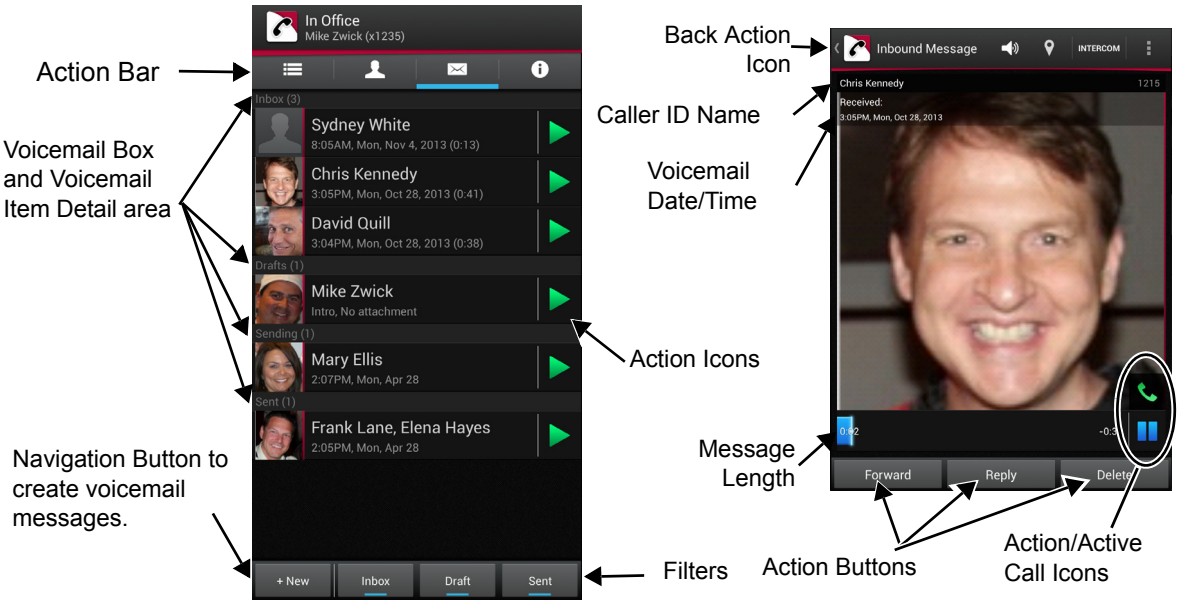
Message Details	Description/Action
Blue Text	Unread message.
Play Message	Play Message: Tap the Green Arrow action icon. Pause Message: Tap the Blue Square action icon.
Long Press	Enables users to: • Phone: SELECT ALL or delete selected messages on the phone. Tap **More Options** (⋮) to Mark new, Mark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

The filter buttons on the Voicemail tab enables Reach users to select which types of voicemail messages to view.A long press on Inbox, Draft, or Sent selects that filter and unselects all other filters.

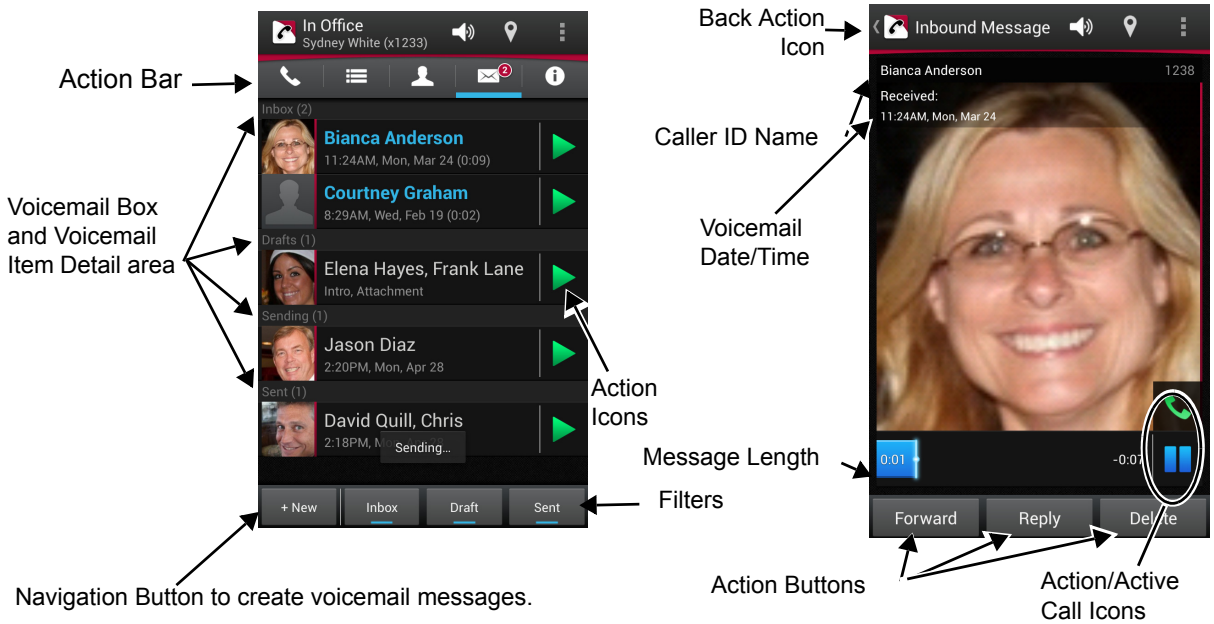
The available options are:

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.

Android tablet



Android phone



8.1 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.

8.2 View Voicemail Detail

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

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

Reply	The device displays the 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.

8.3 Create a new Voicemail Message

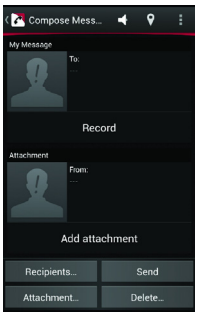
Reach users can create and send a new voicemail message without calling the internal user and listening to the voicemail message.

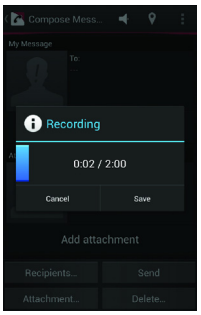
To create a new message:

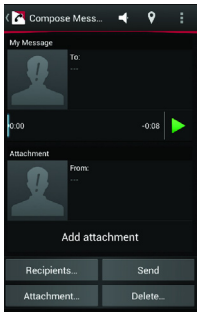
1. Tap the **+New** button. The Compose Message dialog page displays.

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.

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.

8.4 Search

To search the call history, see “More Options” on page 12 for more information.

8.5 Manage Voicemail

8.5.1 Delete a Voicemail

To clear a single or multiple Call Listings:

1. Navigate to the Calls tab. Locate the Call Listing to delete and do a long press on the listing.

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

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

8.5.2 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 29.

8.5.3 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.

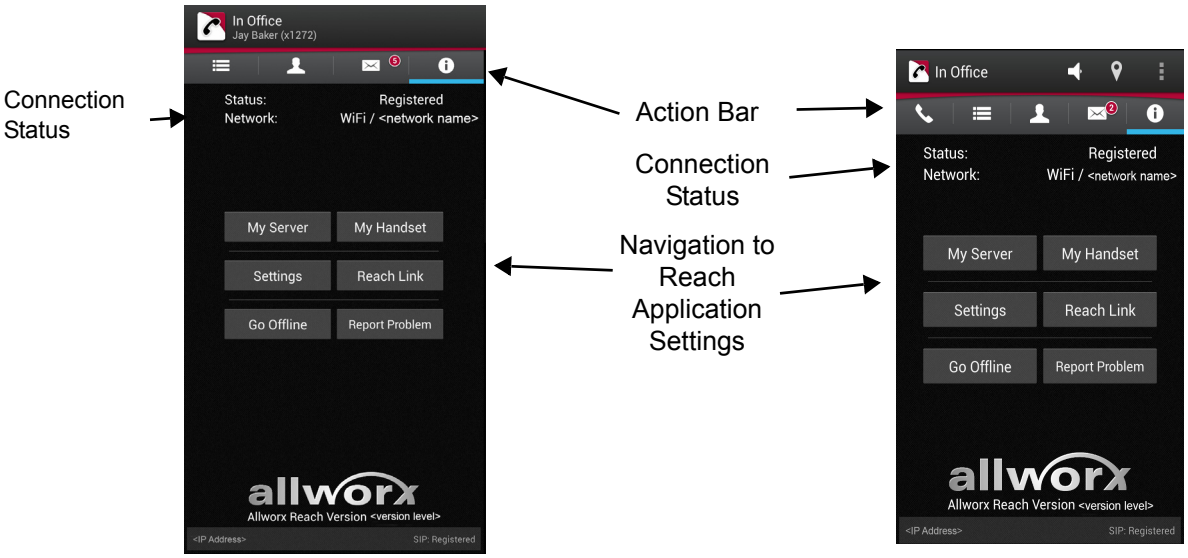
Chapter 9 Settings

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

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

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

Android tablet and phone



9.1 Go Offline / Go Online

Reach users can place the device Offline or Online.

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

9.2 My Server

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

9.2.1 Login

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

9.2.2 Change Password

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

To change password at initial setup and configuration:

1. Setup and configure the Reach application. See “Setup” on page 3 and “Login” on page 34 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.

9.3 My Handset

Users can add a new Reach handset or delete an existing Reach handset. When creating a new handset, the system adds the device to the primary extension call route. However, iff 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.

9.4 Reach Link

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

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

The Reach Link Settings page enables users to configure the feature. Some settings require permission to change. Contact the Allworx administrator to update the settings or enable the permission, if necessary.

Brief interruptions	Reconnects the call automatically. While reconnecting, the other party hears tones and an explanation. To prevent conference members from hearing tones and prompts during reconnection: 1. Tap **Mark Conference Centers** to select the contact(s) where tones and prompts will be silenced. 2. Check the box to the right of each contact. 3. Tap the Reach application back arrow to save the changes.

Longer interruptions	Transfers the call to a fallback phone. 1. Tap **Set up a Fallback Phone** to identify the fallback phone. If a fallback phone already exists, tap **Change Fallback Phone**. The page lists the available fallback phones by type: • Desk - the user's registered SIP handsets. • Reach - the user's registered Reach handsets. • Custom - manually configured numbers. Enter the description and number of the fallback phone (maximum of 5 custom fallback numbers). Custom types: • Allworx <station ID> • Extension • External 2. Select the preferred fallback phone. 3. Tap the back arrow to return to the Reach Link Settings page. **To create a custom fallback phone:** 1. Tap **Add Custom**. 2. Enter a description and phone number in the fields provided. 3. Tap **Add** to save the changes. **NOTE:** Choosing an extension as a fallback will use Final Action of the extension, not the one in the Reach Link settings. **To edit a custom fallback phone:** 1. Select a custom fallback phone. 2. Update the description and phone number in the fields provided. 3. Tap **Save** to keep the changes. **To delete a custom fallback phone:** 1. Select a custom fallback phone. Tap **Delete**.
Final Action	Identifies what to do when the call cannot be reconnected. 1. Tap **Change Final Action**. 2. Select **Transfer to voicemail** or **End the call**.
Keep 4G calls on 4G	Limited to devices with cellular data connectivity. Prevents Reach calls that originate on a cellular data network to reconnect to any known WiFi networks. Check the box to enable.
Disable Reach Link / Enable Reach Link	Tap to stop or start operating the Reach Link feature. **NOTE**: Users cannot disable the Reach Link feature during an active call.

9.5 Settings

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

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

9.6 *Report a Problem*

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

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.

Chapter 10 Reach Application OS Settings

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

To manage the Settings options:

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

2. Adjust the following settings as necessary.

WIRELESS & NETWORKS		
Airplane Mode	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.
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 administrator may restrict Reach for Android handsets to Wi-Fi networks only.	

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Chapter 11 Troubleshooting

Condition	Description	Solution
Error Conditions		
Setup Incomplete	User did not complete the set up.	Tap the **Configure Now** button within the message. The My Server dialog box displays. Follow the steps in the "My Server" on page 34 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 34 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 34 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 34 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 34 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.
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 10 for more information.

Condition	Description	Solution
The device displays the message “You must change your password to continue.”	The Allworx Server Administrator updated the server profile to require a new password.	Tap the **Change Password Now** button and follow the onscreen prompts. See “Change Password” on page 34 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 34 for more information.
Other States		
Online	The Allworx Server Administrator has installed the Mobile Link feature key, and there is a connection to the Allworx server; however, the device is missing the handset configuration. All non-call related features are available (Presence, Voicemail, Conferences, etc.).	Tap the **Go To Voicemail** button and the Voicemail tab displays. See “Voicemail” on page 27 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 34 for more information.
Restricted	The user attempted to connect to the Allworx server over a cellular network. The Allworx Server Administrator has configured the Reach handset for WiFi-only use.	Contact the Allworx Server Administrator.
Offline	User has chosen to put the application Offline, which stops communication with the server	Tap the **Go Online** button. The application starts a new connection attempt.
Evaluation	The user connected to an Allworx server with no Mobile Link feature key installed and no configured handset on the device.	Contact the Allworx Server Administrator about obtaining Reach Licenses to unlock more features.

Chapter 12 Glossary

Condition	Description
DND	Do Not Disturb
EULA	End User License Agreement
Parking Orbit	A system wide location to hold a call. Users dial an extension to retrieve a call from the Parking Orbit.
SIP	Session Initiation Protocol

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