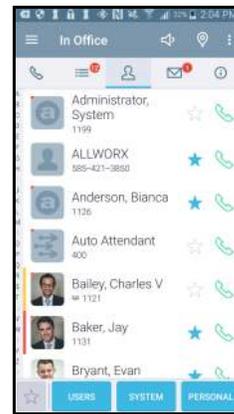
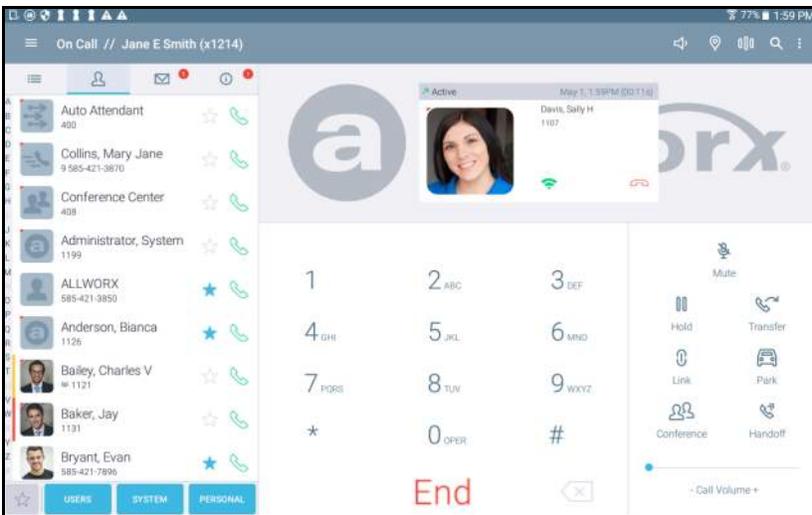


Allworx[®] Reach for Android User Guide - Version 5.x

Revision: D Updated December 9, 2020



Allworx[®] Reach for Android User Guide



Version 5.2



Copyright

Documentation

©2020 Allworx Corp, a Windstream company. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise without the prior written permission of Allworx Corp.

Software

Software in this product is Copyright 2020 Allworx Corp, a Windstream company, or its vendors. All rights are reserved. The software is protected by United States of America copyright laws and international treaty provisions applicable worldwide. Under such laws, the licensee is entitled to use the copy of the software incorporated with the instrument as intended in the operation of the product in which it is embedded. The software may not be copied, decompiled, reverse-engineered, disassembled, or otherwise reduced to human-perceivable form. This is not the sale of the software or any copy of the software; all right, title, ownership of the software remains with Allworx or its vendors.

Warranty

This warranty shall not apply to any products to the extent the defect or non-conformance is due to (A) accident, alteration, abuse, misuse, or repair not performed by Allworx, (B) storage other than specified, (C) failure to comply with applicable environmental requirements for the products.

Environmental Conditions

Allworx servers and phones:

Operating:	
Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)
Storage:	
Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

Trademarks

The following trademarks are owned by Allworx:

Allworx® Verge™ IP phone series
Allworx® 92xx™ IP phone series
Allworx® Verge™ 9304
Allworx® Verge™ 9308
Allworx® Verge™ 9312
Allworx® Verge™ 9318Ex

Allworx® Reach™
Allworx® Reach Link™
Allworx® Reach Extend™

Allworx® Interact™
Allworx® Interact™ Professional
Allworx® Interact Sync™
Allworx® Interact Softphone™

Allworx® View™
Allworx® View™ ACD

Allworx® OfficeSafe™
Allworx® Migrate™

Allworx® Connect™ servers
Allworx® Connect™ 731 server
Allworx® Connect™ 536/530 server
Allworx® Connect™ 536 server
Allworx® Connect™ 530 server
Allworx® Connect™ 324/320 server
Allworx® Connect™ 324 server
Allworx® Connect™ 320 server

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Allworx Corp, a Windstream company, is under license. Other trademarks and trade names are those of their respective owners.

Revision History

Revision	Date	Description
A	29-NOV-2018	New Release
B	31-JAN-2019	Updated for Park to Extension
C	31-MAR-2020	Updated format to Release 5.2
D	09-DEC-2020	Updated for Release 5.2.6.629 - includes support for "Voicemail full" notifications (requires Allworx System Software 9.0 or higher)

Contents

Chapter 1 - Introduction	1
1.1 - Product Comparison	1
1.2 - Application and Feature Requirements	2
Chapter 2 - Setup	5
2.1 - Setup Checklist	5
2.2 - Setup the Reach Application	5
2.3 - Configure the Reach Link Settings	6
Chapter 3 - Overview	9
3.1 - Basic Layout	9
3.2 - Icons	10
3.2.1 - Navigation Icons	10
3.2.2 - Status Icons	10
3.2.3 - Active Call Icons	12
3.2.4 - Action Icons	12
3.3 - Push Notification Services	13
3.4 - Wipe Current Remote Licenses	13
3.5 - Emergency Notifications	13
3.6 - Mobile VM Dashboard	14
Chapter 4 - Navigation Bar	17
4.1 - Drawer	17
4.1.1 - Reach Remote Control	17
4.1.2 - Appearances	21
4.2 - Presence / Do Not Disturb (DND)	21
4.3 - Intercom	22
4.4 - Audio Route	22
Chapter 5 - Call Management	23
5.1 - Phone Tab Details	23
5.2 - Active Call Details	24
5.3 - Place a Call	24
5.4 - Receive a Call	25

5.5 - Mute a Call	25
5.6 - Place a Call on Hold	25
5.7 - Transfer a Call	25
5.8 - Park a Call	26
5.9 - Conference Call	26
5.10 - Reach Link On Call Options	27
5.11 - Reach Extend	27
5.12 - Call Handoff	32
5.13 - End a Call	33
5.14 - Call Status	34
Chapter 6 - Calls	35
6.1 - Call Details	36
6.2 - Search	37
6.3 - Scheduled Conferences	37
6.4 - Manage the Call History Listings	38
Chapter 7 - Contacts	39
7.1 - Sharing Contacts	40
7.2 - Contact Privacy	40
7.3 - Groups	43
7.4 - Contact Details Screen	43
7.5 - Search	43
7.6 - Sorting Contacts	43
7.7 - Manage Personal Contacts	44
7.8 - Manage User Contacts	46
Chapter 8 - Voicemail	47
8.1 - Groups	48
8.2 - Listen to a Voicemail	48
8.3 - View the Voicemail Message Details	49
8.4 - Create a new Voicemail Message	49
8.5 - Search	50

8.6 - Manage Voicemail	51
8.6.1 - Delete a Voicemail	51
8.6.2 - Forward a Voicemail	51
8.6.3 - Mark new/Mark old	51
Chapter 9 - Info	53
9.1 - Go Offline / Go Online	54
9.2 - My Server	54
9.2.1 - Login	54
9.2.2 - Change Password	54
9.3 - My Handset	55
9.4 - Reach Link	56
9.5 - Settings	57
9.6 - Report a Problem	58
Chapter 10 - Reach Application OS Settings	59
10.1 - Notification Center Settings	59
10.2 - Privacy Settings	59
10.3 - OS Settings	60
Chapter 11 - Troubleshooting	61
Chapter 12 - Glossary	63

Chapter 1 Introduction

The Allworx Reach for Android 5.2 application creates a virtual handset on the Android device for users to work from remote locations while continuing to manage calls, handset call history, and Voicemail.

Note: *The Verge 9304 IP Phone does not support the Reach Remote Control or Call Handoff features.*

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

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

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

1.1 Product Comparison

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

Feature	Reach License	Reach Link Feature Key	Mobile VM Feature Key
Manage phone calls	X		
View and manage the handset call history	X		
View scheduled conference calls	X		X
Access the directory and personal contacts	X		X
Manage Voicemail	X		X
View and manage the following <i>Info</i> tab settings:			
• <i>My Server</i>	X		X
• <i>Settings</i>	X		X
• <i>Go Offline</i>	X		X
• <i>My Handset</i>	X		
• <i>Reach Link</i>		X	
• <i>Report Problem</i>	X		X
Access the Reach Link feature (available only on Connect servers)		X	

Feature	Reach License	Reach Link Feature Key	Mobile VM Feature Key
Access the Reach Extend feature (available only on Connect servers)		X	
Manage presence settings	X		X
Manage Personal Contacts	X		
Reach Remote Control	X		
Call Handoff	X		
Reach Extend		X	

1.2 Application and Feature Requirements

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

Application / Feature	Equipment Minimum Requirements
Reach for Android application	<ul style="list-style-type: none"> • Android device running OS 4.0 or higher • Allworx server running System Software Version 7.5 or higher • Reach feature key • Reach license • Allworx server IP Address • Allworx username and password
Reach Link feature	<ul style="list-style-type: none"> • Allworx Connect series server running System Software Version 8.0 or higher • Reach Link feature key • Reach 2.0 application <p>Note: In a multi-site network configuration: Reach Link functionality is limited to users and handsets configured on an Allworx server with the Reach Link feature key installed.</p>
Reach Remote Control feature Call Handoff feature Personal Contacts feature	<ul style="list-style-type: none"> • Allworx server running System Software Version 8.2 • Reach feature key • Reach 3.0 application • Verge IP phone
Wipe Current Remote License feature	<ul style="list-style-type: none"> • Allworx server running System Software Version 7.7 or higher • Reach feature key • Allworx Server Administrator permissions
Mobile VM dashboard	<ul style="list-style-type: none"> • Allworx server running System Software Version 7.5 or higher • Mobile VM feature key • Reach 2.0 application
Allworx Server User Guide	The guide is specific to My Allworx Manager and describes the features within the application. This guide is available at: https://allworxportal.com/ .

Chapter 2 Setup

Allworx users can download and install the Reach application from the Google Play store, and then configure the Android device to 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. Links in the right column of the table provide more information about configuring and activating the Reach device.

Step	Description	More Information
1	Download the Reach application from the Google Play Store.	
2	Install the Reach application.	
3	Read and accept the Allworx Emergency 911 policy and the End User License Agreement.	
4	Configure and activate the Reach device.	"To configure and activate the device:" on page 4
5	Android OS 6 and 7 only: Update the permissions and Doze Mode settings.	Configure the Android OS 6/7 settings
6	Configure the Reach Link settings, if available.	"Configure the Reach Link Settings" on page 6

2.2 Setup the Reach Application

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 that is equipped with a QR code reader application.	<ol style="list-style-type: none"> 1. Click the setup link. 2. Open the QR code reader application on the device, and use the device to capture the setup code from the setup page. The website opens on the device. 3. Locate the Installation section and click the store icon to download and install the application. 4. Click Auto Configure, 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 **Auto Configure**, which enters the server IP address and username into the required fields.
 4. Manually enter the assigned Allworx password.
 5. Additional information is available at http://get.allworx.com/reach/reach_faq.aspx.
-

To manually download and install the Reach application:

Note: After upgrading from Reach for Android version 2.0 to Reach for Android Version 3.x, the following will occur:

- All Allworx User and System extensions display with the default avatar image, unless the contact has specified their own contact image. Users can only specify their contact image.
 - Users must re-select contact favorite status.
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.

To configure and activate the device:

1. Navigate to **Info** tab > **My Server**. See [“Basic Layout” on page 7](#) for more information.
2. Type the IP Address or Addresses (separated by a comma) and Allworx username and password provided by the Allworx Server Administrator into the appropriate fields.
3. Tap the **Login** button. The Android device display a message to setup a handset.

With a Reach License

Tap **Yes**. The *My Handset* page displays. See [“My Handset” on page 63](#) for more information.

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 13](#) for more information.

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

4. Download the supporting documentation from <http://get.allworx.com/reach>.
5. Place a test phone call. See [“Phone Tab Details” on page 21](#) 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 6](#) for more information.

2.3 Configure the Android OS 6/7 Settings

The Android operating systems 6 and 7 require Reach for Android users to accept permissions and to configure the *Doze Mode* settings.

2.3.1 Reach Permissions

After configuring and logging in to the Reach mobile device, users must configure the Reach for Android permissions. Pop-up screens display asking permission to access:

- *Contacts* - access Personal Contacts using the mobile device Contacts, People, etc. application.
- *Record Audio* - enables the microphone to place or receive calls. IF selecting DENY, the Reach mobile device does not accept or send calls.
- *Make and manage phone calls* - enables the mobile device to access cellular functions.
- *Access photos, media, and files* - for mobile device users with SD storage.

If the selecting the *Never ask again* check box and later the application needs permission, navigate to the mobile device **Settings** > **Application Manager** (may be called Apps or similar) > **Allworx Reach** > **Permissions** page. Adjust the permissions as necessary.

2.3.2 Doze Mode

Doze Mode causes the mobile device network connection to occasionally go to sleep. This can impair the Reach application to receive calls. To place the Reach for Android application on the *Doze Mode* exempt list, tap the **Next** link, and then click **OK**.

To change the *Doze Mode* status, navigate to **Settings** > **Battery** > **Battery Usage** > **Ignore optimizations**, and then check the Allworx Reach check box.

2.4 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 63](#) for more information about the Reach Link settings.

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

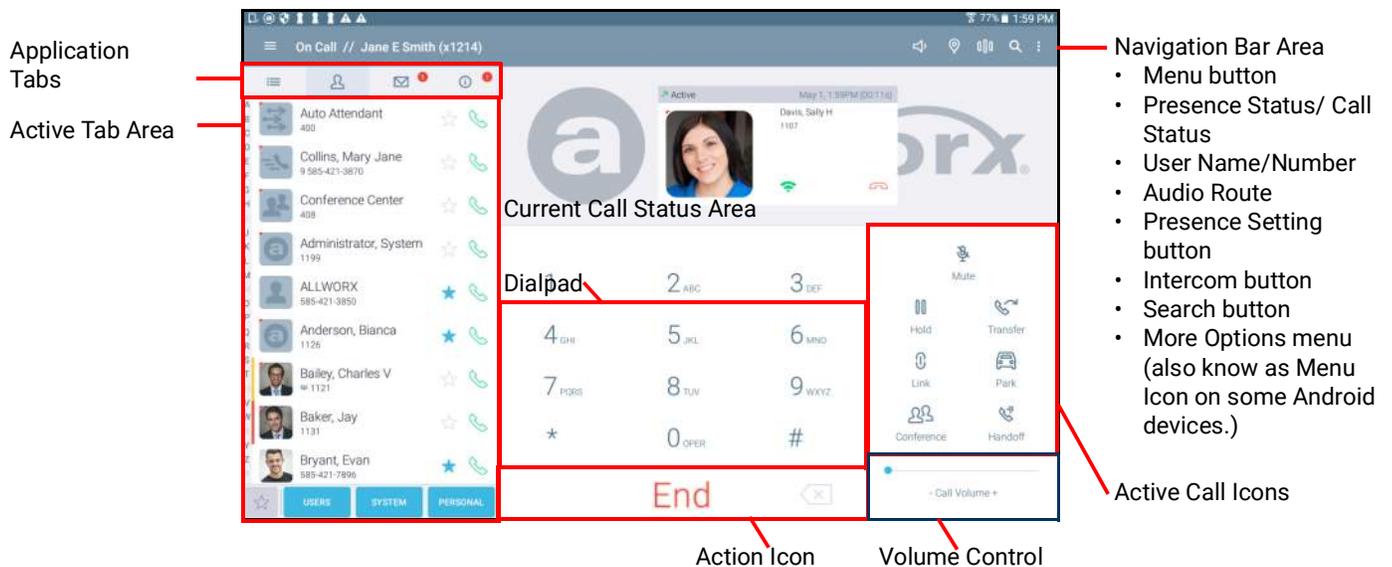
Chapter 3 Overview

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

3.1 Basic Layout

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

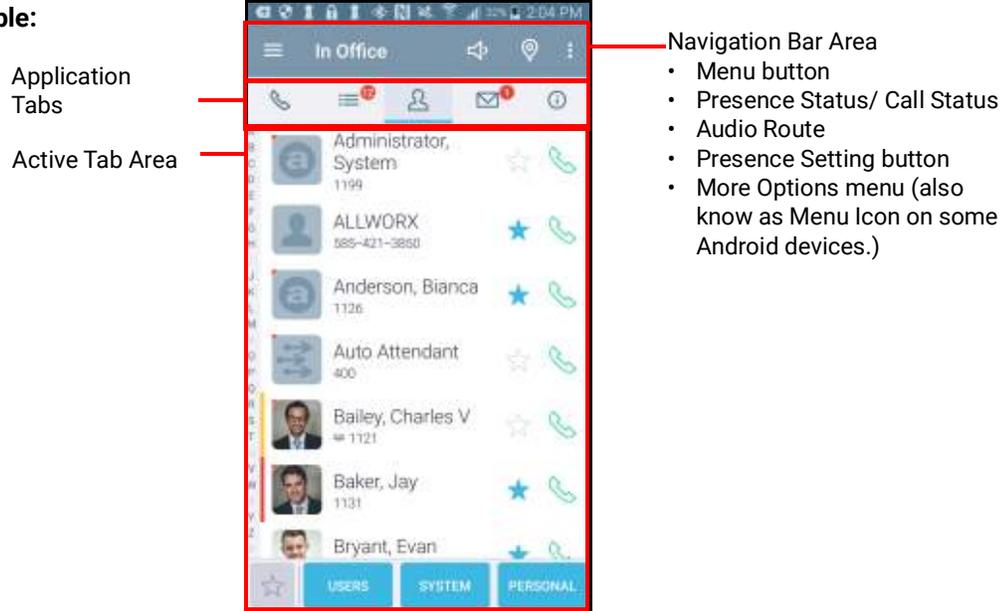
Tablet Landscape example:



Tablet Portrait example:



Phone Portrait example:



- Navigation Bar Area
- Menu button
 - Presence Status/ Call Status
 - Audio Route
 - Presence Setting button
 - More Options menu (also know as Menu Icon on some Android devices.)

3.2 Icons

The Reach application uses icons to navigate the application, to view the status of a call or user, and to manage calls.

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

3.2.1 Navigation Icons

Navigation icons direct the user to different tabs or menus to access the features available within the Reach application.

	Drawer - Reach features.		Call History tab.
	Contacts tab.		Voicemail tab.
	Info tab.		Phone tab (only available on the Smartphone).

3.2.2 Status Icons

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

	Allworx User and System Contact badge		Allworx User Contact (no contact image available)
	Allworx System Conference Center Contact		Allworx System Contact - Auto Attendant
	Allworx Contact - Public		Allworx System Contact - Door Relay
	Allworx System Contact - Extension		Allworx System Contact - Email Alias (only available in Visual Voice Mail Center)
	Allworx System Contact - Message Center (voicemail)		Personal Contact or incoming caller avatar, if no image is available
	Audio route - Speaker phone		Audio route - Headset
	Presence setting		Contact has DND activated
	Contact status - ringing		Contact status - on an active call
	Contact status - Do Not Disturb activated		Contact favorite
	Contact is not a favorite		Presence icon - Busy
	Presence Icon - At Home		Presence icon - On Business Trip
	Presence icon - At A Meeting		Presence Icon - Away
	Presence icon - On Vacation		Call History Status - Outgoing call
	Call History Status - Incoming call or call answered elsewhere		Call History Status - missed call
	Call History Status - Outgoing call, no answer		Call History Status - incorrectly dialed number. Reach Link - call not reconnected
	Voicemail message downloading		Contacts synchronizing

	Tab icon: indicates number of new Voicemail messages or missed calls		Network Quality Indicator: Cell - Disconnected
	Tab icon: Indicates the Voicemail message inbox is full		Reach Remote Control Active
	Reach Link restoration audio prompts on		Network Quality Indicator: WiFi - Good
	Network Quality Indicator: WiFi - Medium		Network Quality Indicator: WiFi - Low
	Network Quality Indicator: WiFi - None		Network Quality Indicator: WiFi - Disconnected
	Network Quality Indicator: Cell - High		Network Quality Indicator: Cell - Fair
	Network Quality Indicator: Cell - Low		Network Quality Indicator: Cell - None

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.

	Dialpad show		Dialpad hide
	Dialpad backspace		Mute call
	Hold		Call Transfer
	Reach Link		Call Park
	Create a conference call		Call Handoff

3.2.4 Action Icons

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

	Place a phone call		Pick up an incoming phone call
	Retrieve the current call from hold		Retrieve the current call from the Parking Orbit
	End the current phone call		Available during Call Transfer - Cancel the call transfer
Call	Place a call using the dialpad	Intercom	Place an Intercom call
End	End the current phone call using the dialpad	Transfer	Transfer the current call using the dialpad
	Conference - merge the two calls into a single call		Cancel creating a conference call
	Leave Conference		Voicemail - Play
	Voicemail - Pause or stop recording or playing the current message		Voicemail - Record
	Voicemail - Stop		Reach Remote Control - place a Line Appearance call
	Reach Remote Control - place a <i>Bluetooth</i> Appearance call		Reach Remote Control - place an Intercom call

3.3 Push Notification Services

The Android operating system has battery management features that restrict background activity in apps, and the optimal way for VoIP apps to stay connected to the servers is to use “push notification” services. The Allworx System uses this mechanism when both the Allworx server and the mobile handsets have network connectivity to the Google Cloud Messaging service. The Allworx Server Administrator activates the feature on the Allworx Server; there are no settings in the Reach application for users to modify.

3.4 Wipe Current Remote Licenses

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

To use the device after receiving a wipe command:

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

3.5 Emergency Notifications

Similar to the Allworx IP phones, the Allworx Server Administrator can enable Reach users can receive alerts when anyone on the Allworx system dials an emergency (911) call. Once activated, Reach users receive emergency alert notifications with unique audible indications on all Reach devices. Reach users press the icon to display the emergency alert dialog in bold, red text with current alert status that includes:

- Handset owner that placed the call.
- Station number of the original call handset
- Date/time of the call

The Emergency Alert feature becomes silent after 10 minutes, and the Emergency Alert feature clears the Reach screen after 60 minutes, just like the Verge IP phone. Additionally, Reach users can manually clear the notification screen and audible alert by selecting one of the following options:

- **Silence** – Stops the beeping and vibrating but leaves the alert active; navigates to the device drawer icon to display the emergency alerts.
- **Clear** – This clears the audible alert and the notification screen.

To review and clear past alerts:

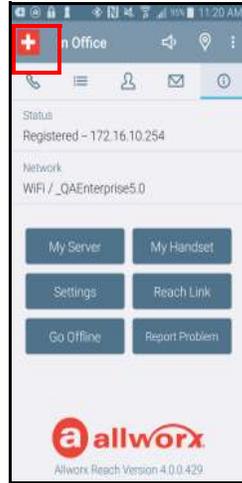
1. Navigate to the **Reach Features menu > Emergency Alerts**.
2. Tap to view history, and then pressing one of the following options:
 - **Clear** – all alerts are inactive.
 - **Delete all** – removes all entries from the list.

Android Smartphone examples:

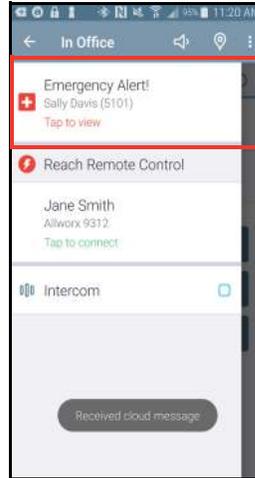
Alert made by another Allworx user.



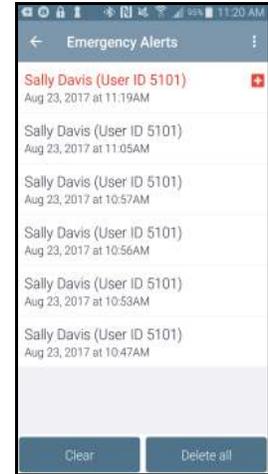
Tap the drawer icon (red background with white cross).



Tap the Emergency Alerts button.



Alert listings with active and inactive alerts shown.



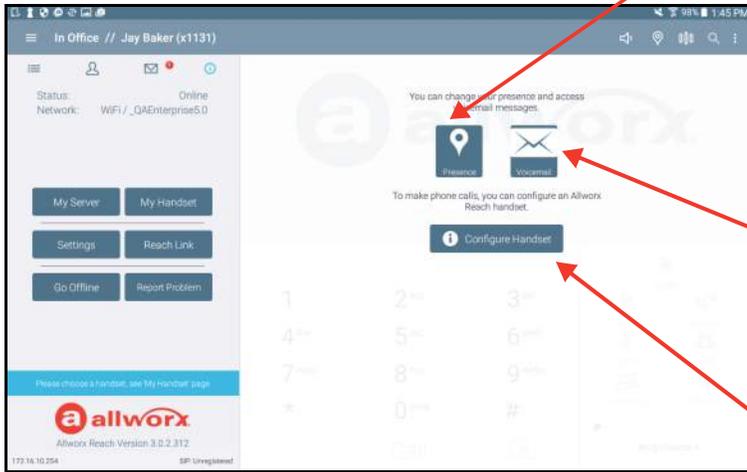
3.6 Mobile VM Dashboard

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

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

Tablet example:

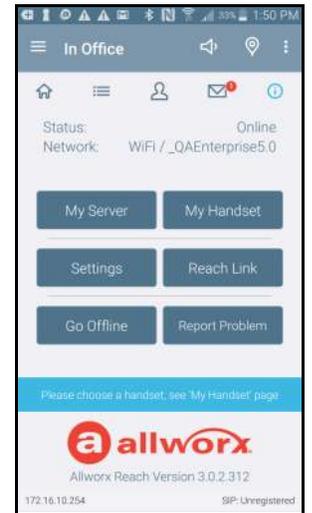
Tap to update the Presence setting.
See [“Presence / Do Not Disturb \(DND\)”](#) on page 18.



Tap to access and manage voicemail messages. See [“Voicemail”](#) on page 55.

Tap to configure and activate a handset on the device. See [“My Handset”](#) on page 63.

Phone example:



Chapter 4 Navigation Bar

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

The Android Navigation Bar area displays the:

Tablet*	Phone**
<ul style="list-style-type: none"> • Drawer icon to access Reach Remote Control and Intercom features • Current presence or active call status and username / extension • Audio route • Presence setting / DND icon. • Intercom button • Search button • More options button 	<ul style="list-style-type: none"> • Drawer icon to access Reach Remote Control and Intercom features • Current presence or active call status • Audio route • Presence setting / DND icon • More options button

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

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

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

4.1 Drawer

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

4.1.1 Reach Remote Control

Note: The Verge 9304 IP Phone does not support the Reach Remote Control feature.

The Reach Remote Control feature provides a user interface to enable the Allworx user to have full feature control of the Verge IP phone from a Reach device at or away from the user's desk. If using a tablet, the Reach device enables a desk phone to serve as an executive phone. The Reach Remote Control feature supports answering calls on the following appearance types:

- Call Appearance
- Line Appearance
- Shared Call Appearance
- Bluetooth Appearance
- Queue Appearance
- ACD Appearance
- Ring Group

While in Reach Remote Control mode, pressing the Verge IP phone volume control bar displays a volume pop-up on the Reach device for handset, speaker headset, Bluetooth headset, ringer, paging, and Intercom. Use the sliders to adjust the volume of each option.

To activate the Reach Remote Control feature:

1. Tap the drawer icon in the upper left corner of the Reach application.
2. Tap the **<Allworx phone>** button to connect to the Verge IP phone. The Reach application includes badging to indicate Reach Remote Control is active.

The first time using the Reach Remote Control feature, the Allworx user must tap one of the following options to acknowledge the Reach device is controlling the desk phone:

- **Don't show this again** - Acknowledges the transfer of control for this time and each subsequent time Reach Remote Control is activated.
- **OK** - Acknowledges the transfer of control for this time.

While in Reach Remote Control mode, pressing the volume bar on the Verge 9312 IP Phone activates the volume settings screen on the Reach device.

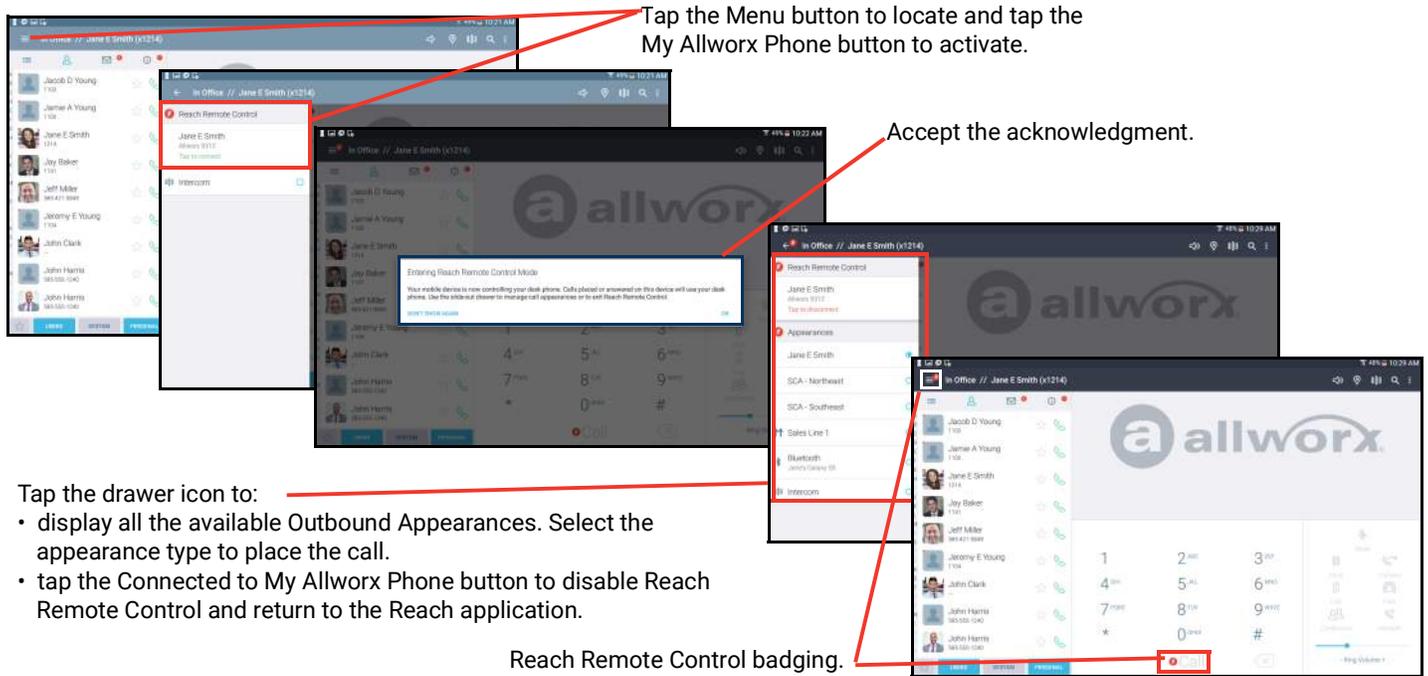
To place a call using Reach Remote Control:

1. (optional) Tap the drawer icon in the upper left corner of the Reach application, and then select an appearance type from the list of available outbound appearances. The Call Appearance is the default line in use. The Reach application returns to the default screen.
2. Dial the number and press the **Call** action icon or select a Contact listing or a Call History listing. Manage the call as usual with the Reach device.

To deactivate the Reach Remote Control feature:

Tap the drawer icon in the upper left corner of the Reach application, and then tap the **<Allworx phone>** button to end the connection.

Reach Remote Control - Tablet example:



Tap the Menu button to locate and tap the My Allworx Phone button to activate.

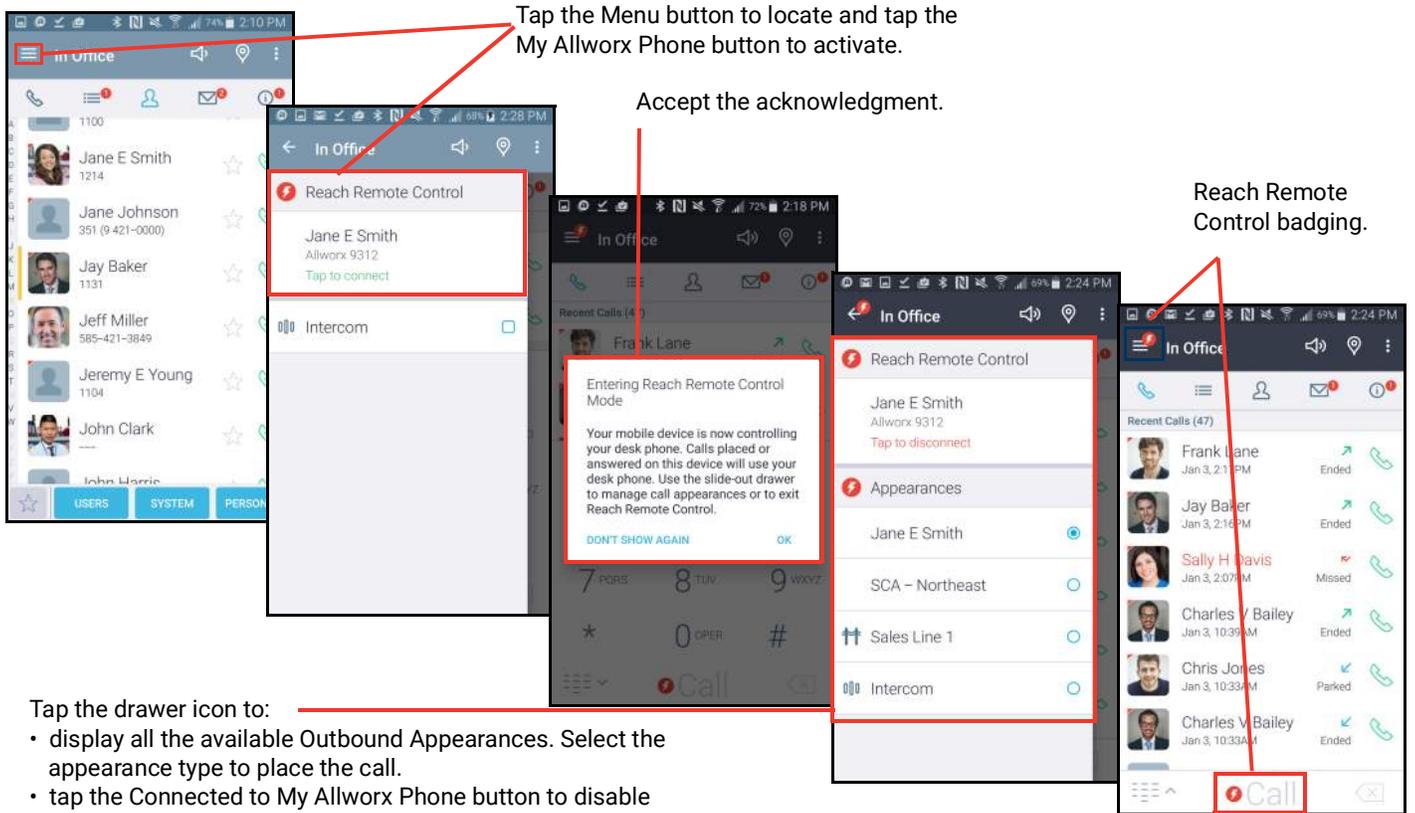
Accept the acknowledgment.

Tap the drawer icon to:

- display all the available Outbound Appearances. Select the appearance type to place the call.
- tap the Connected to My Allworx Phone button to disable Reach Remote Control and return to the Reach application.

Reach Remote Control badging.

Reach Remote Control - Phone example:



Tap the Menu button to locate and tap the My Allworx Phone button to activate.

Accept the acknowledgment.

Reach Remote Control badging.

Tap the drawer icon to:

- display all the available Outbound Appearances. Select the appearance type to place the call.
- tap the Connected to My Allworx Phone button to disable Reach Remote Control and return to the Reach application.

To manage the Reach Remote Control Timeout screen:

Reach users can manage automatically turning off the Reach Remote Control feature to preserve the Reach Device battery life.

1. Navigate to **Info** tab > **Settings** > **Reach Remote Control** > **Keep screen on**.
2. Select an option:

Always in RRC mode	the Reach device screen never locks
Only when battery > 5%	the Reach application screen stays open until the battery reaches 5%, and then the Reach device uses the device settings
Only when battery > 15%	the Reach application screen stays open until the battery reaches 15%, and then the Reach device uses the device settings
Use system settings	the Reach application uses the device settings

3. Tap **< My Settings**, and then tap **< Back** to return to the Reach application.

4.1.2 Appearances

Tap the appearance type for the next active call while in Reach Remote Control mode. The selection does not persist after the call has ended. During an active call, the appearance in use displays in the Active Call area of the screen. Available appearance types:

- **Call Appearance** - (default line in use) place extension-to-extension calls or dial 9¹ to obtain an outside line.
- **Line Appearance** - seize an outside line immediately.
- **Shared Call Appearance** - handle a set of one or more appearances as a single appearance shared across multiple phones. All phones in the Shared Appearance have common access to calls and call operations within the group of phones.
- **Intercom** - dial another handset and the handset answers automatically. See [“Intercom” on page 19](#) for more information.

4.2 Presence / Do Not Disturb (DND)

Incoming calls follow the assigned call route based on the presence setting. Additionally, the Verge IP phone and the Interact Professional application display the a presence icon when the current presence setting is something other than In Office; and on the Reach mobile device, the device status area displays the current status setting.

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

To change the status:

Tap the Presence Setting icon, 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*

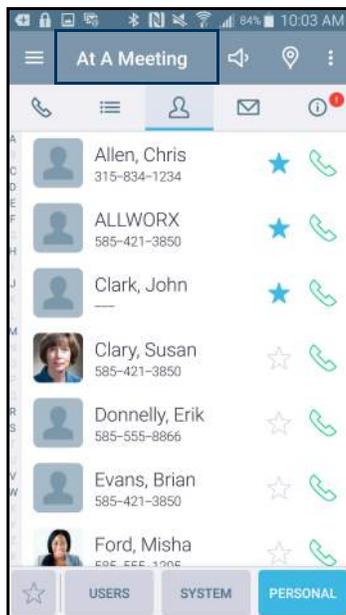
* When DND is active, the Android device does not ring for incoming calls. All calls follow the next step in the active call route. Users can continue to place calls on the device, but the status icon displays as DND to other Reach devices, the Verge IP phone series, and the Interact application.

A blue radio button (check mark for DND) displays next to the selected presence. While the Android device searches for or connects to a network, the presence label provides a status.

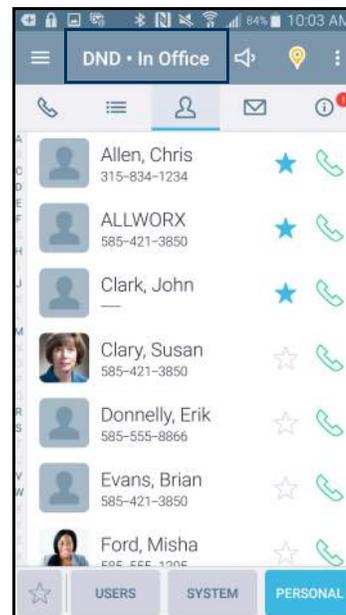
4.3 Intercom

Phone examples:

Presence Setting Example



DND Example



An Intercom call enables a user to dial another handset and the handset answers automatically. To deny an incoming Intercom request, tap **Ignore** on the Reach device.

To place an Intercom call:

1. Tap the Intercom icon in the navigation bar (tablet) or tap the drawer icon and tap the Intercom appearance (all devices). Dial the Allworx extension, and then tap the Intercom active call icon.
2. Start talking when the device displays Active Call. The user of the dialed extension hears the caller. Press the red handset action icon or the End active call icon to stop the Intercom call.

4.4 Audio Route

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

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

4.5 Search

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

4.6 More Options

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

Change Presence	Displays the Presence setting options (including Do Not Disturb). Select an available option and the drop-down list hides.
Intercom	Accesses the Intercom appearance to place an Intercom call. See "Intercom" on page 19 for more information. Available only on the Android phone.
Search*	<p>Available only on the Android phone.</p> <ol style="list-style-type: none"> 1. Tap the tab, and select the appropriate filter or filters. 2. Locate the Search action icon in the device action bar or <i>More Options</i>. 3. Locate the <i>Search</i> field, and type the search criteria. The listings matching the criteria display at the top of the list, and the matching criteria displays in blue. As the criteria becomes more specific, the number of listings may decrease. <p>If there are no entries matching the <i>Search</i> criteria, the device displays a message, "No matches found in chosen categories." Verify the active tab filter selection and retry the search.</p> <p>To exit the search feature, tap the back arrow in the upper left corner.</p>
Add Contact	Opens the <i>Add Contact</i> screen. See "Manage Personal Contacts" on page 50 for more information. Available only on the <i>Contact</i> tab.
Clear call log	Clears the entire <i>Call History</i> tab listings.
Settings	Configures the Reach application and handset interaction. Tap the Settings icon > 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 65 .
Quit	Exits the application.

Chapter 5 Call Management

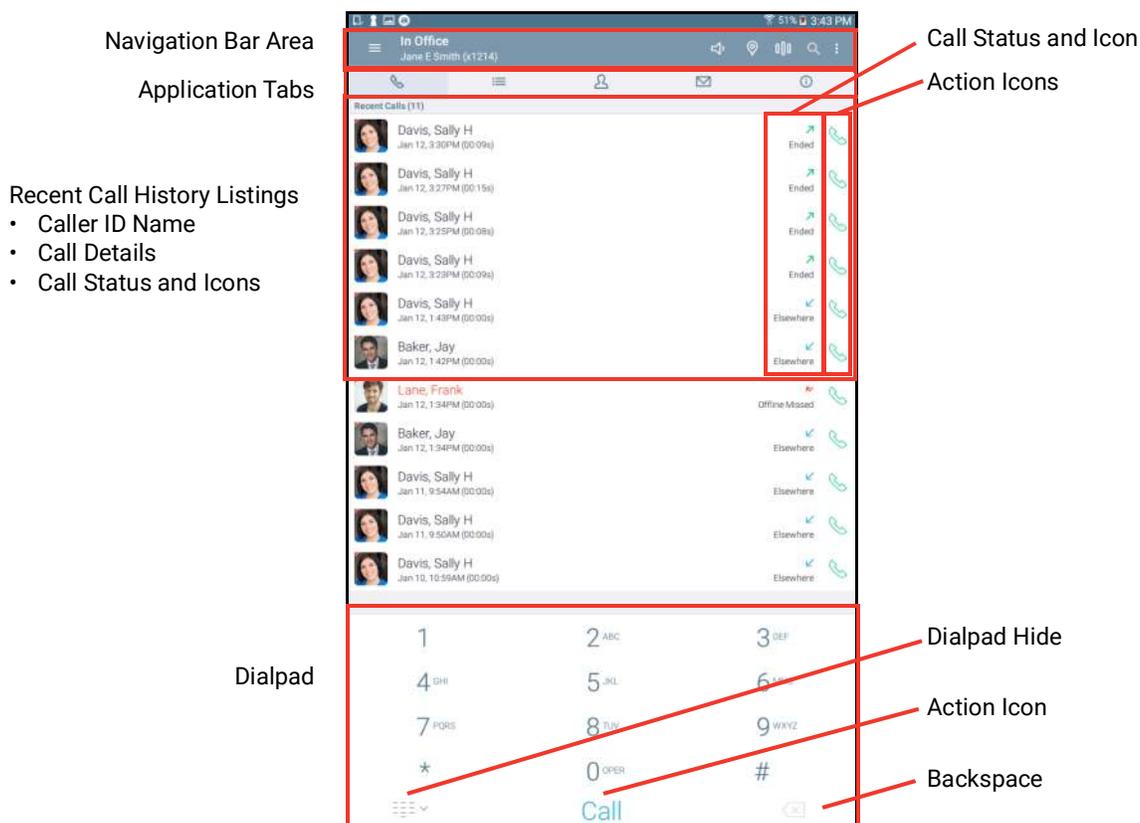
The Reach application enables placing or receiving calls using an Android device as an Allworx remote phone and provides call management features such as park, transfer, hold, and conference calls.

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.

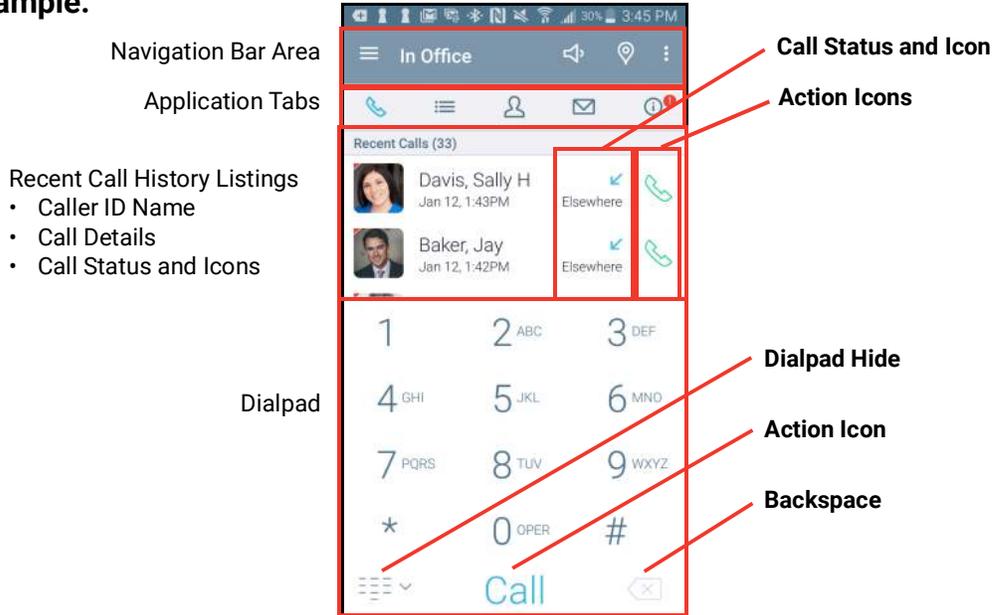
5.1 Phone Tab Details

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

Tablet - Portrait Orientation example:



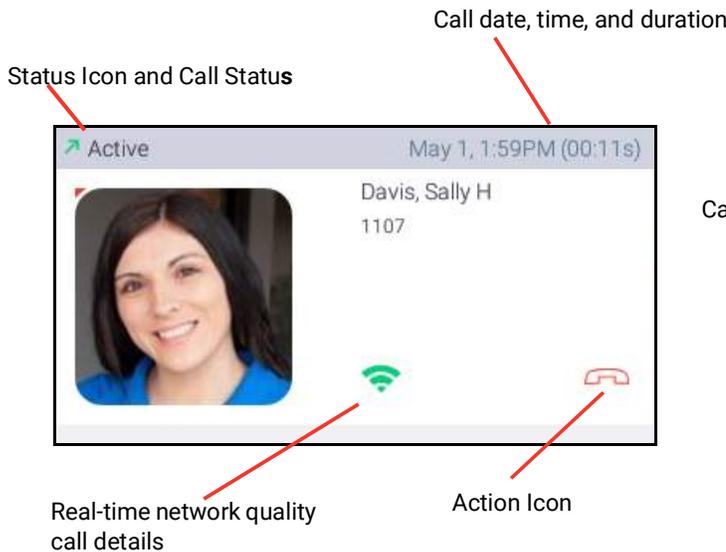
Phone example:



5.2 Active Call Details

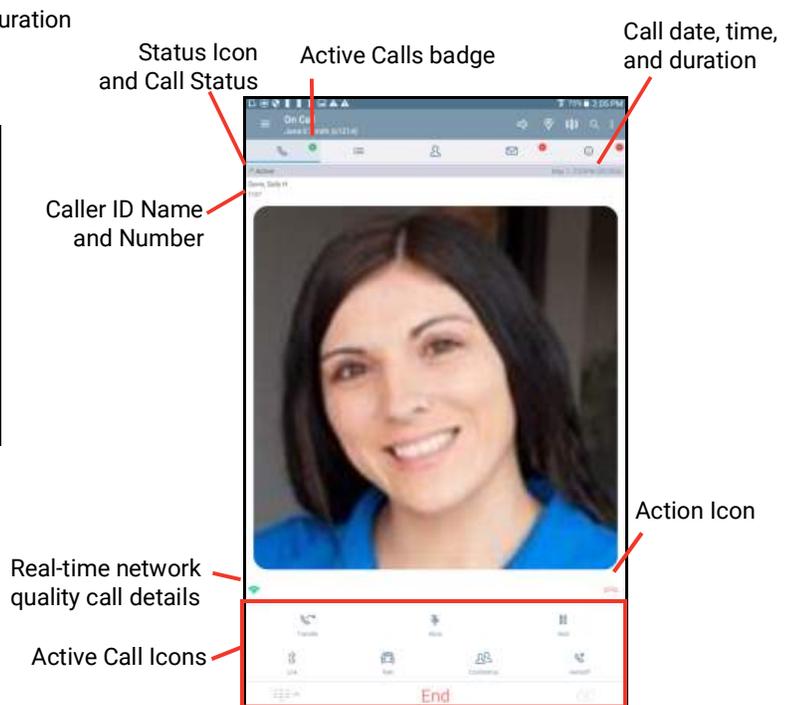
Provides the Reach user with details about the active call such as contact photo (if available), caller ID, date and time the call originated, and the current network information. Status and action icons are also available to manage the call. See ["Icons" on page 8](#) for more information.

Tablet - Landscape example



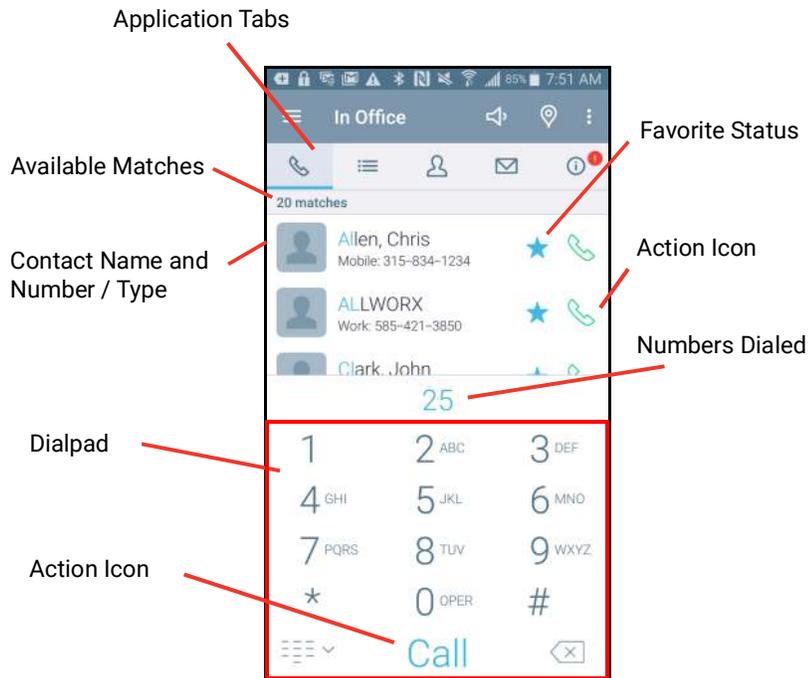
NOT SHOWN: in the Active Call area, incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

Tablet - Portrait example



5.3 Place a Call

Phone example:



Android Phone: Navigate to the Phone tab. While dialing, the matching contact numbers display in the Call Status section with the matching information indicated with blue text. 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) + phone number and tap Call.

Internal Extension* Dial the direct extension + tap the Call action icon. To redial the last outgoing number, tap Call twice.

* If the Call action icon is not active, tap the icon to display a message explaining why the icon is disabled.

5.4 Receive a Call

Incoming calls provide Reach users with information about the call and three options: accept, ignore, and extend to my cell (described below). Incoming calls notifications display a contact image or icon, and contact or caller ID information. If the incoming call is to a Dialed Number Identification Service (DNIS), the notification also displays which DNIS name that the caller dialed.

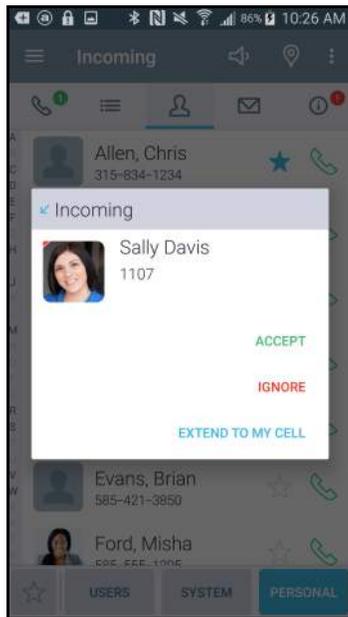
In the case of a second incoming call, the Reach application notifies users of incoming calls and places the first call on hold when tapping **ACCEPT** to answer a second incoming call. Additionally, the users can close the Reach application to use another Android device application without ending the call.

To manage the incoming Reach call while the device is:

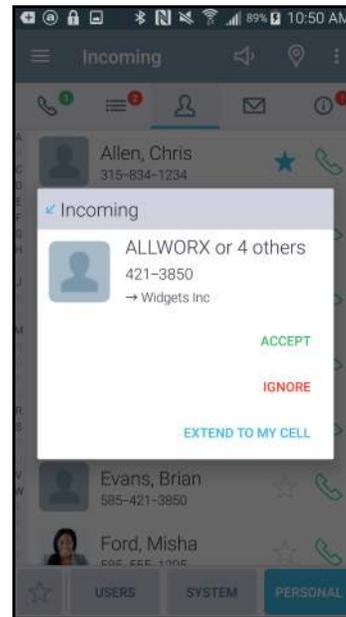
Active	<ul style="list-style-type: none"> • ACCEPT: answers the incoming call. • IGNORE: sends the call to the next step on the active call route after the specified number of rings. • EXTEND TO MY CELL (if available): uses the Reach Extend feature to answer the call through a cell phone.
Sleep	<p>Accept or Ignore the call. If accepting the call on a secured device, perform the security access (i.e., enter the PIN or password and tap next).</p>

Phone example:

Allworx User Contact Example



Shared Call Appearance Example



5.5 Mute a Call

During an active call, tap the Mute action icon. When enabled, the icon changes to white and the background changes to blue. To unmute the call, tap the Mute action icon again.

5.6 Place a Call on Hold

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

5.7 Transfer a Call

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

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

Blind	Send the call unannounced to a new extension.
Attended	Send the call announced to a new extension.
Voicemail	Send the call to an Allworx directory contact voicemail.
To my cellphone	Send the call to the Reach device number or the number specified in Settings > My Cell Number .

2. Dial the number and tap the **Transfer** action icon to complete the transfer. The display status changes to active call.

	Cancels the active call transfer and places the call on hold.
	Retrieves the on hold call.
Press the Android back button.	

5.8 Park a Call

Place a call on a system-wide hold location so that another phone can retrieve the call. The Allworx System provides two methods to park a call:

- **System Park:** places a call into the next available park location, and then a different phone can retrieve the call by dialing the park location number. **Example:** park a call for someone away from their phone, and then page the recipient to tell them to retrieve the call by dialing the parking orbit.
- **Park to Extension:** places a call into a parking location for a specific user or group, if enabled (available in Allworx System Software 8.5 or higher). Allworx Users also receive Parked Call Notifications, if someone parked a call on the extension or any extension of interest.

To Park a call:

- Press the **Park** () action icon.

If using Allworx System Software 8.5 or later, the Reach application displays the following options to select:

- **Myself** – park the call to this extension (if Park to Extension is enabled for user).
- **System park** – place the call into a parking orbit.
- **Select extension** – select a specific extension to park the call. Tap the *Contacts* tab to display only the contacts with Park to Extension enabled.
- **Cancel** – returns to the call.

If using Allworx System software 8.4 or earlier, the Reach application parks the call in the next available parking orbit and the parked Call filter displays all the calls parked in any Parking Orbit.

- Press the **Transfer** () action icon, and then dial 300 (Park to Extension prefix) + recipient extension number.

In any Allworx System Software version, after the Reach for Android device parks the call, the **Call History** tab updates.

To retrieve any parked call:

Do one of the following:

- Navigate to **Calls History > Parked** section and select the parked call. Tap the green handset () action icon to connect with the call.
- Dial 301 (Retrieve from Extension prefix) + extension number (only available with Allworx System Software version 8.5 or higher). The Reach device retrieves the call that was parked for the longest amount of time.

5.8.1 Parked Calls Notifications

The Park to Extension feature notifies users configured to receive parked calls or Park to Extension recipients of interest about a parked call.

Example:

After Allworx Server Administrator enables the Park to Extension feature on Bob's extension, Bob's devices automatically notify him when someone parks a call to his extension. In addition, if Bob has a Park to Extension programmable button on his Verge phone for the Sales Department, the Allworx System automatically notifies Bob of any calls parked on the Sales Department extension.

The Reach for Android device displays the following notifications for parked calls:

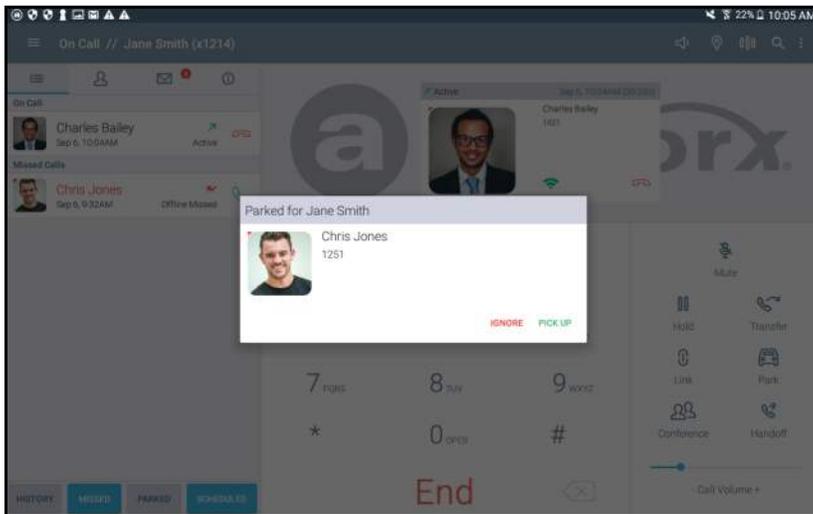
- pop-up notification similar to an incoming call notification regardless if the call is for the Reach user or a Park to Extension recipient of interest.

green badge on the *Call History* navigation tab with the number of parked calls of interest. This badge overrides the number of missed calls badge, if the number of parked calls of interest is greater than 0.

Select one of the options for the parked call:

- **IGNORE** – call goes into the Reach user's Parked Calls queue.
- **PICK UP** – answers the parked call. If the Reach user is on an active call, the Reach application places the active call on hold.

Parked Call Notification Example:



To enable or disable the parked call notifications a Contact:

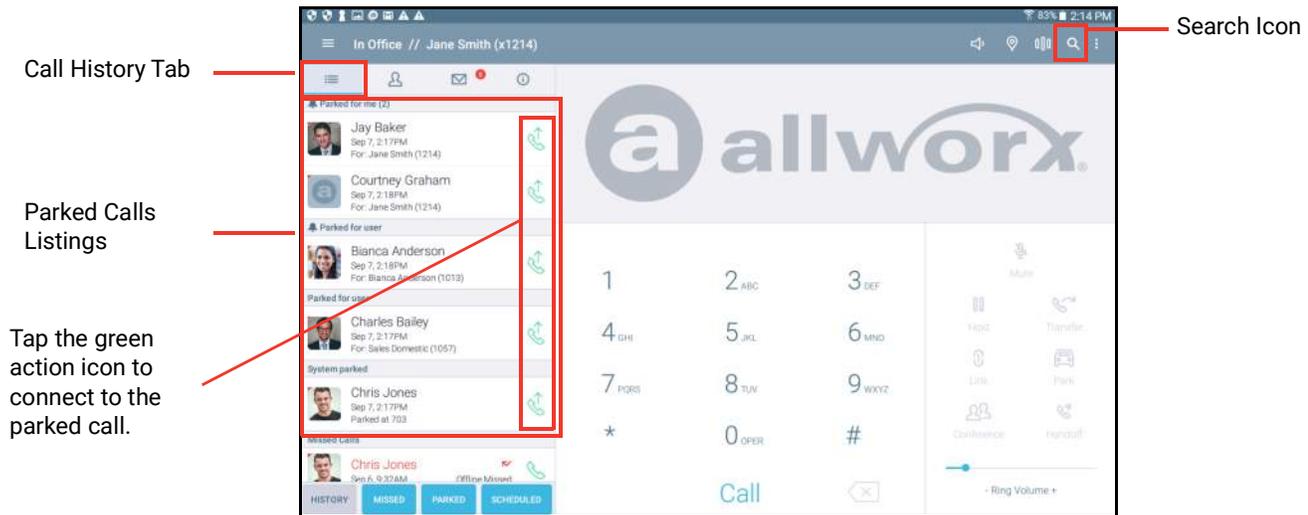
1. Open the Reach application *Contacts* tab, and then tap the contact listing.
2. Locate the *Notifications* section, and check the *Notify me on park* box. Default: checked (enabled).
3. Tap the back arrow at the upper, left corner of the listing to return to the *Contacts* tab.

5.8.2 Parked Call Listings

The *Call History* window displays all parked calls. Allworx System Software version 8.5 or higher display the call listings in the following order with the longest park time at the highest level for each category:

- Calls parked for the phone owner
- Calls for system extensions enabled for notifications
- Calls for user extensions enabled for notifications
- Calls matching a System Extension Contact (example: Sales Dept) without notifications
- Calls for user extensions without notifications
- System parked calls

Reach for Android Tablet Parked Calls Example (Allworx System Software 8.5 and higher):



When using the Reach Remote Control feature in Allworx System Software version 8.5 or higher, the Allworx Server Administrator sets the Parked Calls screen display for viewing the following types of parked calls in the order listed with the longest park time at the highest level for each category.

Note: Allworx phones do not provide notifications for calls that are not eligible for the parked calls list on the phone, even if the owner has set the notification flag for other contacts with parked calls.

- Calls parked for the phone owner.
- Calls parked using this phone.
- Calls parked for the extension of configured Park to Extension programmable buttons.
- System-parked calls.

When viewing many parked calls, Reach users locate a specific call by tapping the **Search** icon and entering one of the following criteria in the search field:

- Recipient's extension contact name
- Caller's caller ID
- Recipient extension

5.8.3 Reminder Period

If the parked call recipient does not retrieve the call within the time configured, the Verge IP phone provides a notification to the user. See the Verge IP Phone Series User Guide to configure the Reminder Period setting.

5.8.4 Call Route Settings

For Park to Extension only: after the Timeout period expires, the call follows the next call handling step defined per the extension setting:

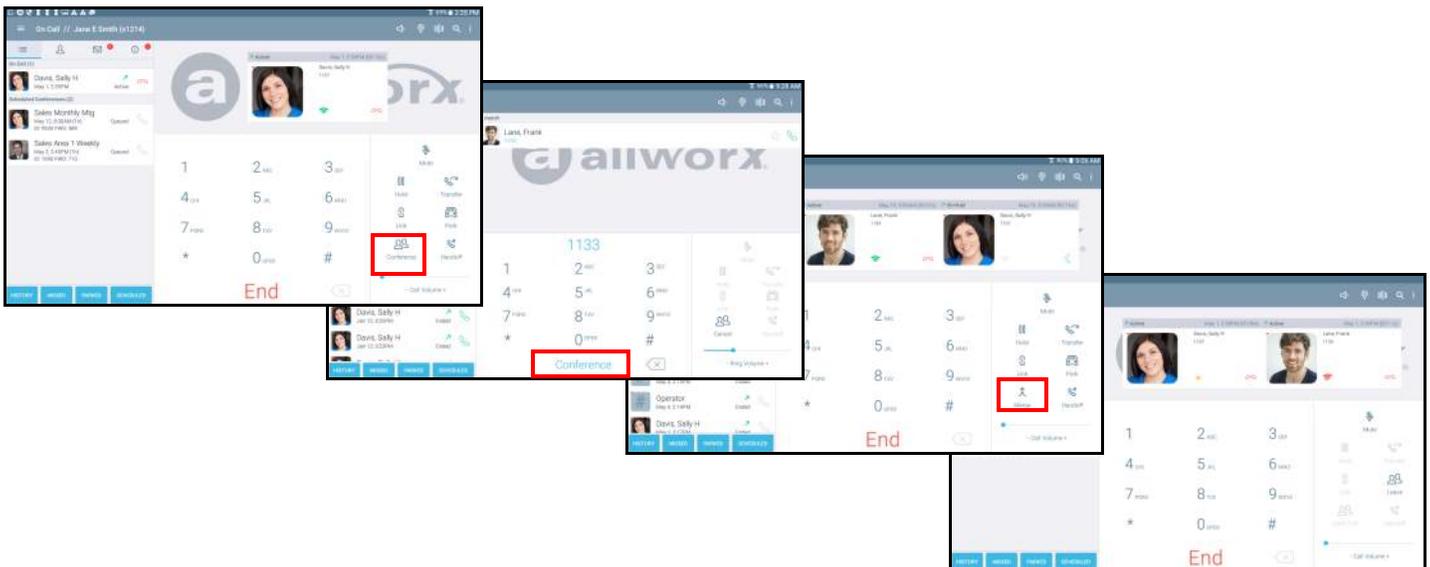
- **User Extension:** defined in the current presence settings of the recipient Allworx User extension configuration. Allworx Users with permissions can adjust the Park To Extension timeout and call handling using My Allworx Manager.
- **System Extension:** defined in the Day/Night mode settings of the recipient Allworx System extension configuration by the Allworx Server Administrator.

5.9 Conference Call

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

To create a conference call:

1. Place or answer a call, and then press the Conference () action icon to place or answer the second call (the first call automatically on hold). The active calls section displays both calls.
2. Tap the **Merge** () action icon to join the two phone calls. Both calls display as active.



To end the call:

- Single call segment - tap the red handset action icon in the active call area.
- Leave Conference - tap the **Leave Conference** () action icon to depart from the call and enable the other parties to continue talking.
- Conference calls - tap the **End** action icon.

5.10 Reach Link On Call Options

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

Transfer to <available phone>	Used to transfer the call manually to another device. Select an available option.
Switch to 4G	Displays when using Wi-Fi as the data network and a cellular data network is available. Tap the option to change the Wi-Fi network to a cellular data network. This option also works with a 3G network.
Switch to 4G (disabled)	Displays when using Wi-Fi as the data network, but 4G has been disabled.
Switch to another Wi-Fi	Displays when using Wi-Fi as the data network. Tap to select another Wi-Fi network.
Switch to Wi-Fi (if available)	Displays when using 4G as the data network. Tap to switch to an available Wi-Fi 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	Navigate to the <i>Reach Link Settings</i> page. See "Configure the Reach Link Settings" on page 6 for more information.

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

5.11 Reach Extend

The Reach Extend feature is automatically available on a Reach Handset with the installation of the Reach Link feature key on the Allworx server and a cellular voice number configured on the Reach Handset. Reach Extend provides Allworx Reach users with the option of placing or receiving a call through a cell phone instead of depending on VoIP call quality over Wi-Fi and 4G data networks, while presenting a business Caller ID to remote parties.

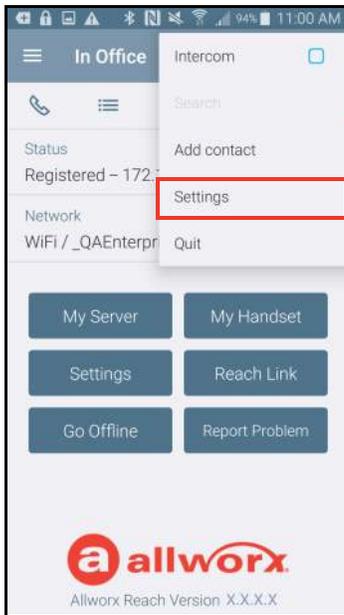
To set up the Reach device for Reach Extend:

1. Tap More Options (☰) icon, and then tap the **Settings** option.
2. Scroll to and tap the **My Cell Number** setting. The *My Cell Number* screen displays.
3. Use the keypad to enter a cell phone number, and then tap **OK**. The settings screen redisplay.
4. Scroll to the **Reach Extend** section and tap **Place outgoing calls via**.
5. Tap the preferred option. The *Settings* screen redisplay. Tap the back arrow to return to the main Reach screen.

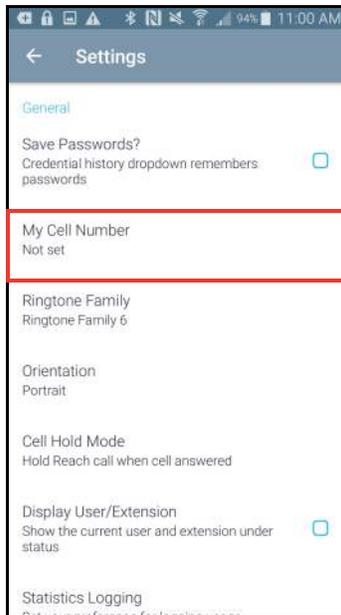
Reach	Uses Reach when placing all outgoing calls.
Extend (using My Cell)	Uses Reach Extend (using the provided cell phone number) when placing all outgoing calls.
Ask each time	Make the decision when to use Reach and Reach Extend for each call.

Reach for Android smart phone examples:

Open the *Settings* screen.



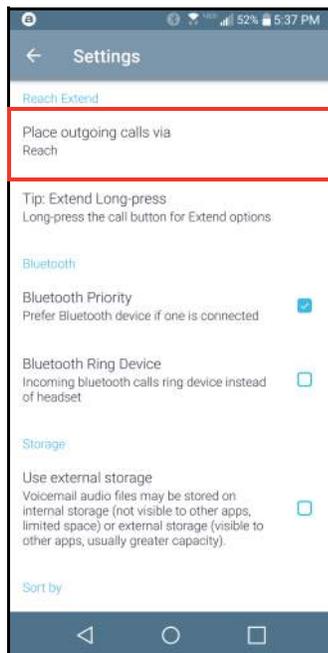
Locate and tap **My Cell Number**.



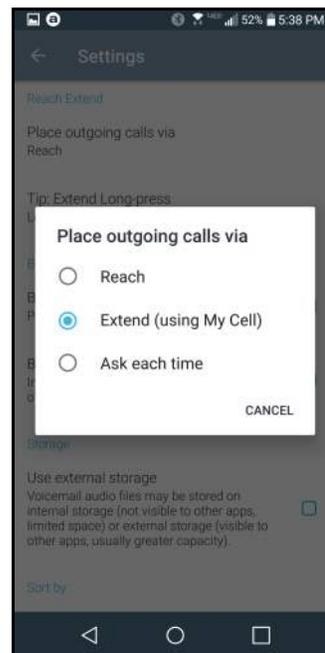
Enter the preferred cell phone number, and then tap **OK**.



Locate the *Reach Extend* settings and tap **Place outgoing calls via**.



Select an option from the list. The *Settings* screen redisplay.



To place a call using Reach Extend:

1. Dial the external phone number, and then tap the CALL action icon. If Reach Extend is set to prompt the user to select an option, a pop up displays and the selects the preferred method to use when placing the call.

Alternate: Users may long press any call action icon to open the Reach Extend pop up, and then select an option.

2. Select **Extend To My Cell** to use Reach Extend.

If a cell phone number was already entered into the application, the call transfers to Reach Extend.

If no number is provided, enter a valid 10-digit cell phone number.

3. Accept the call, and then press the number 1 on the keypad to confirm placing the call to the dialed number.

Reach for Android placing a call example:

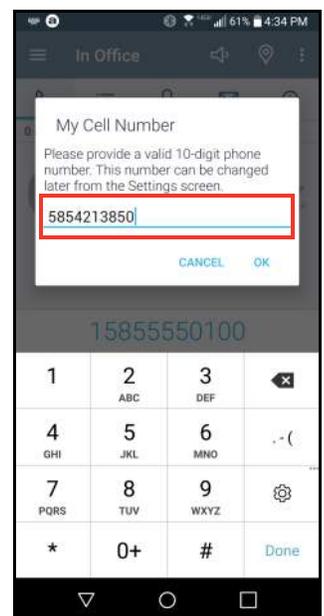
Dial a phone number.



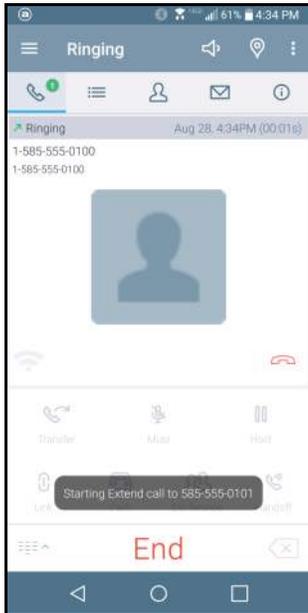
Select **Extend To My Cell**.



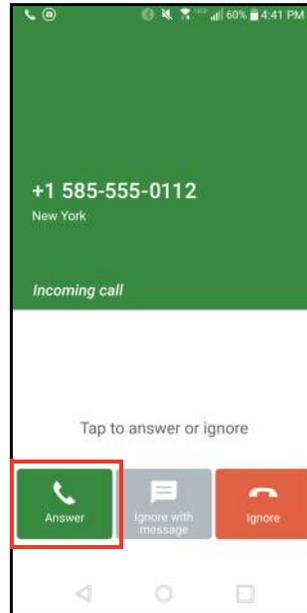
Enter a cell phone number (if not done previously).



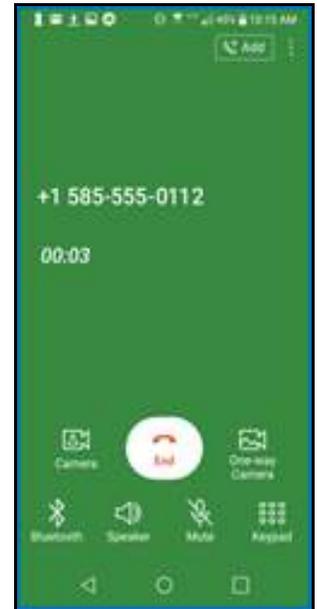
Call transfers to Reach Extend.



Tap **Answer** to accept call on cell number.



Active Reach Extend call.



To receive a call using Reach Extend:

For incoming business calls using the Reach app, the user can select the option to send the ringing call to the cell service. In doing so, the call immediately routes to the cell phone so the user can answer it using the native cell phone app without answering the call in Reach.

1. Select an option at the incoming call:

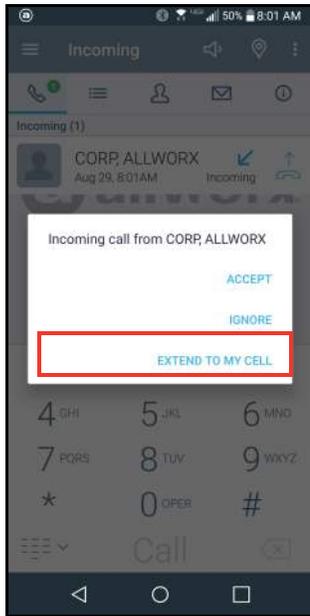
ACCEPT	Accepts the call within the Reach application.
IGNORE	Sends the call to the next step in the user's call route.
EXTEND TO MY CELL	Accepts the call using Reach Extend. The call will automatically transfer to the provided cell phone number.

2. Select one of the following on-screen options from the transfer to the cell phone number:

Answer	Accepts the call on the provided cell phone number and places the call to the originally dialed number.
Ignore	Rejects the call on the provided cell phone number.

Reach for Android receiving an incoming call example:

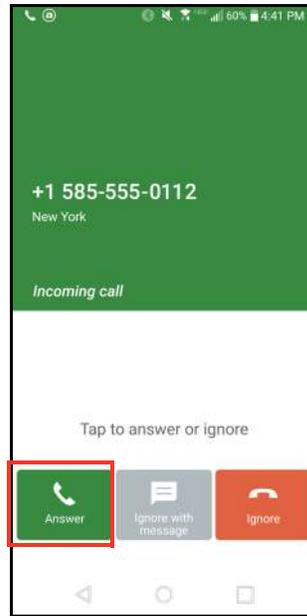
Incoming call: Select **EXTEND TO MY CELL.**



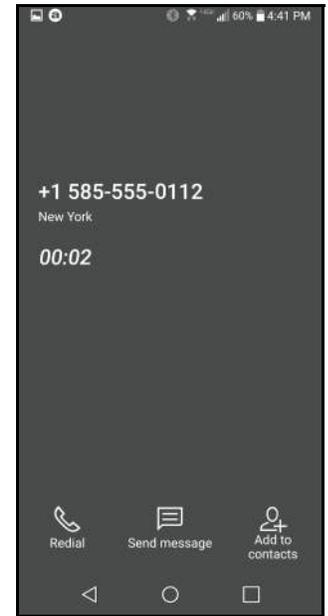
Call transfers to Reach Extend.



Tap **Answer** to accept call on cell number.



Active Reach Extend call.



5.12 Call Handoff

Note: The Verge 9304 IP Phone does not support the Reach Call Handoff feature.

Reach users can migrate a network call from the Reach handset to the Allworx Verge IP phone during an active call and vice versa. The Call Handoff (📞) action icon migrates the active call with minimal disruption to the audio. Reach users can hand off all call types except for the following:

- Phone-hosted conferences
- Destination devices set to Do Not Disturb
- Cellular calls (via *Bluetooth* Hands-Free)
- Calls on hold
- Devices registered on different servers (does not support multi-site).
- ACD or Call Queue appearance calls (including call supervision)

To perform a handoff during an active call:

1. Tap the Handoff (📞) action icon.
 - If there is only one possible destination device, the Allworx system automatically selects the destination device.
 - If multiple destination devices are available to receive the call handoff, select the handoff destination from the list of available devices.

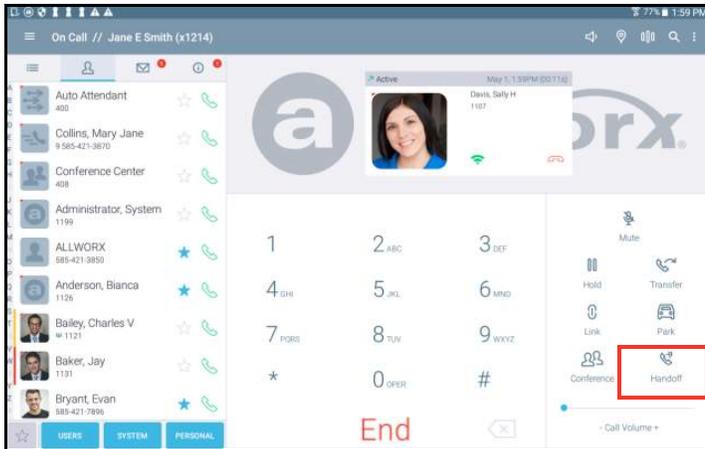
To cancel the Call Handoff feature, press the **Undo** button on the Reach device screen.

- 2. Answer the call on the destination device. Reach users hear tones to indicate the call handoff from the current device was successful or if the call handoff failed.

If the migrating a call from the Verge IP phone to a Reach device, the Reach device automatically enters Reach Remote Control mode.

5.13 End a Call

Android Tablet example:



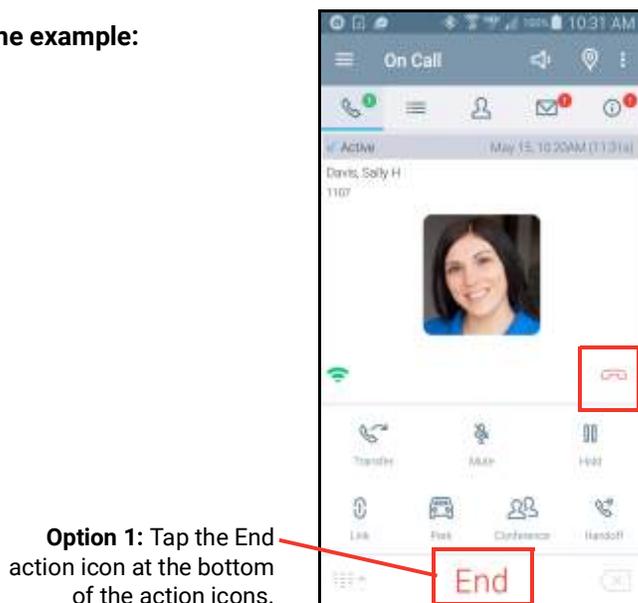
Android Phone example:



To end the current call:

- While the device screen is active and Reach is in the foreground, complete one of the following:

Phone example:

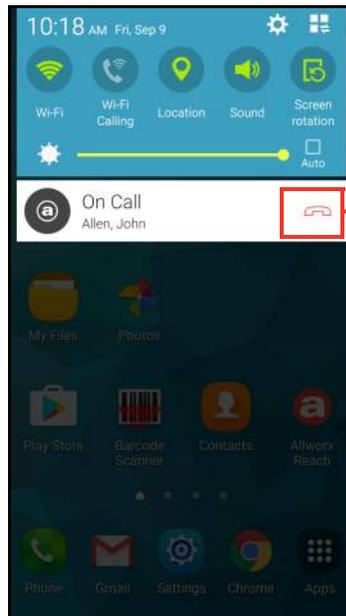


Option 1: Tap the End action icon at the bottom of the action icons.

Option 2: 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.

Phone example:



Red handset action icon

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

Phone example:



Red handset action icon

5.14 Call Status

The call status information displays:

- Caller ID name and number
- Date and time of the call
- Call duration timer
- Network mode quality
- Status indicator of the current phone call

Incoming	An outside caller is contacting the extension
Ringing	User is calling another extension or phone number
Active	Handset is currently in use
On Hold	Current call is on hold
Transferring	Sends the call to another destination

Chapter 6 Calls

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

Tablet example:

The image shows three screenshots from a tablet application. The first screenshot is the 'Calls' tab, showing a list of calls grouped by status: 'On Call (1)', 'Parked (1)', and 'History (11)'. A red box highlights the 'Active' call and the first 'Ended' call, with arrows pointing to 'Call Status and Icons' and 'Action Icons'. The second screenshot is the 'Call Details' screen for a call from 'Lane, Frank' on May 1, 2:35PM, showing network statistics. The third screenshot is the 'Contact Details' screen for 'Lane, Frank', showing phone numbers and call history. Red arrows connect the call details and contact details screens to their respective information lists.

Application Tabs

Call History Listings

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

Groups

Call Status and Icons

Action Icons

Call Information:

- Caller ID name/number
- Call Details
- Call status and icon
- Action icon
- Network Details

Contact Information:

- Caller ID name/number
- Favorite status
- Available phone numbers
- Action icon
- Call History Details

NOT SHOWN: in the *Active Call* area or the *Call Details* screen, incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

Phone example:

Application Tabs

Call History Listings

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

Groups

Call Status and Icons

Action Icons

Call Information:

- Caller ID name/number
- Call Details
- Call status and icon
- Action icon
- Network Details
- View Contact Button

Contact Information:

- Caller ID name/number
- Favorite status
- Available phone numbers
- Action icon
- Call History Details

NOT SHOWN: in the Call Details screen, incoming calls to an outside line with an assigned DNIS name and/or number, display the DNIS information.

The group buttons on the *Calls* tab enables Reach users to filter which types of calls to view. Tapping the group button displays the users that meet the criteria. A long press on any single group selects that filter and deselects all other groups. The available groups include:

History	Display the answered incoming and outgoing calls.
Missed	Display only the unanswered phone calls.
Parked	Display all calls placed into the Parking Orbit.
Scheduled	Display all conference calls. Tap the conference call listing for more detail. The listing displays: <ul style="list-style-type: none"> • Conference description • ID number and PIN • Date, time, and duration • Conference status • Action item

6.1 Call Details

The call detail view provides the Reach user with details about the selected call history listing such as contact photo (if available), caller ID name and number, date and time, call duration, and the received/sent call status. Status and action icons are also available for the user to manage the call. See [“Icons” on page 8](#) for more information. The call status indicators include:

- Ended
- Missed
- Transferred
- Offline Missed
- Parked at <Parking Orbit Number>
- Unparked
- Elsewhere
- Check number
- Busy
- Not reconnected*
- Hung up*
- * Requires the Reach Link feature key.

In the *Call Details* screen, Reach users can:

- Tap the green phone action icon to redial the last received number from that contact.
- Tap the **Add Contact** button to add the caller to the Allworx Personal contacts for the user. *
- Tap the **Edit** button to modify the caller information.*

* See [“Manage Personal Contacts” on page 50](#) for more information.

6.2 Search

To search the call history, see [“More Options” on page 20](#) for more information.

6.3 Scheduled Conferences

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

Active	<p>A current conference call that displays with a green handset action icon. When the conference call is about to begin, tap the conference call green handset action icon to automatically dial:</p> <ul style="list-style-type: none"> • Conference Bridge • Conference ID and password. <p>The Auto-dialing Conference ID and password display in the Call Status area.</p> <p>Note: <i>After the Conference Bridge answers, the system automatically dials the conference ID and password.</i></p>
Queued*	A conference call scheduled in the future that displays a gray handset icon.
Expired*	A conference call scheduled in the past with a gray handset icon.

* Users cannot tap the gray handset icon to dial the conference call.

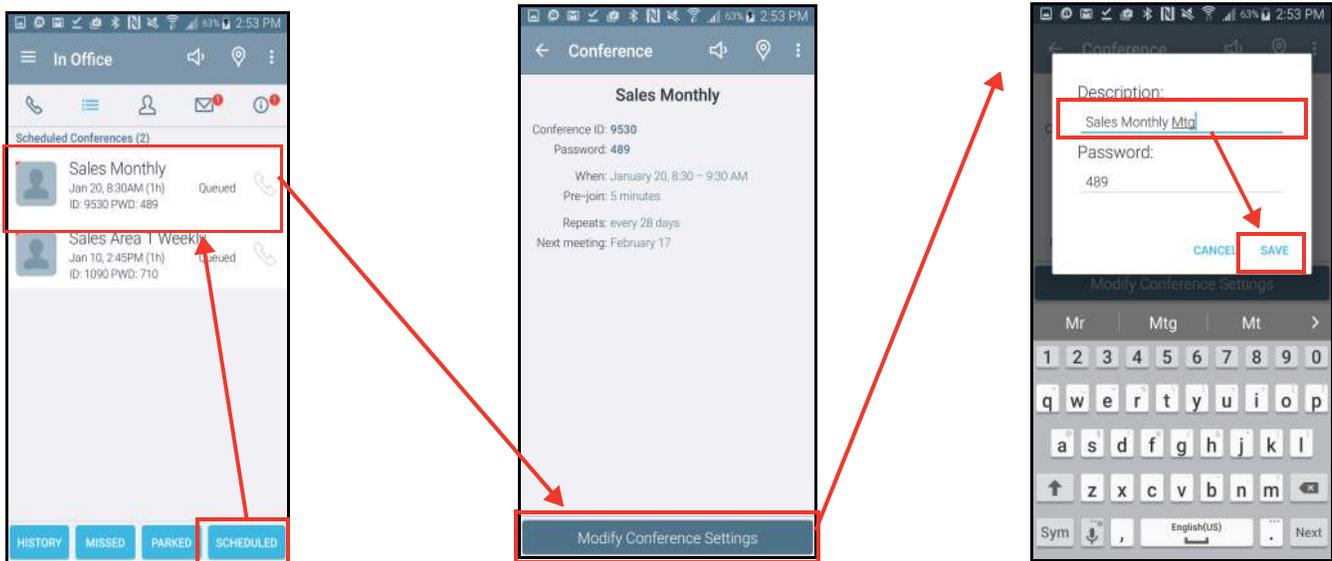
To edit the queued conference information:

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

1. Tap the *Calls* tab. Long press the **Scheduled** filter. A list of scheduled conferences display in the tab area.
2. Tap the scheduled call, the conference information displays.
3. Tap a queued call, and then the *Modify Conference Settings* button. Tap in the field, and type in the new information.

<i>Description</i>	<ul style="list-style-type: none"> • Type a new name for the conference - 32 characters max. • Do not use the following characters: : ; & < >
<i>Password</i>	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. Locate the *Call History* listing and do a long press.
2. Tap the check boxes next to the *Call History* listing or listings to delete.
3. Tap the Delete (🗑️) icon in the upper right corner. The application removes the *Call History* listing from the *History* section of the *Calls* tab.

To clear the entire Call History log:

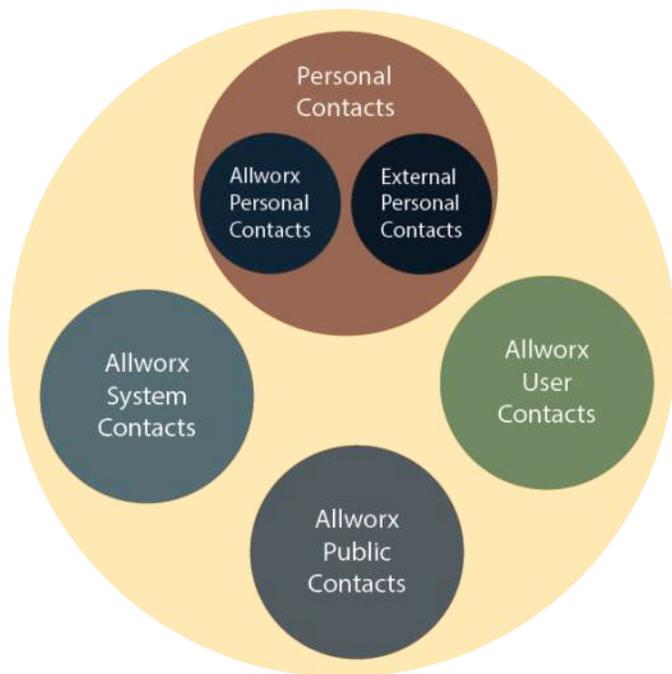
1. Navigate to the *Phone* or *Calls* tab and tap **More Options** (⋮).
2. Tap **Clear call log** in the drop-down list. This clears the entire *Call History* log.

Chapter 7 Contacts

The Allworx System supports four types of contacts on the Verge IP phone series:

- User and System contacts – Contacts with an internal Allworx extension assigned. The Allworx Server Administrator manages these contacts.
- Public Contacts – System-wide contacts (formerly known as Speed Dial). The Allworx Server Administrator manages these contacts.
- Personal Contacts (only available on Allworx systems with a Connect server) – Contacts managed by the Allworx user.
 - Allworx Personal Contacts
 - Created from the Verge IP phone, the Interact application, or a Reach device contact application.
 - Imported from a .CSV file or vCard within the Interact application.
 - External Personal Contacts
 - Synchronized from a Reach device originating application (device app such as Contacts or People)
 - Synchronized from an account such as a Gmail email account or an Outlook email account

Visual example of Contacts:



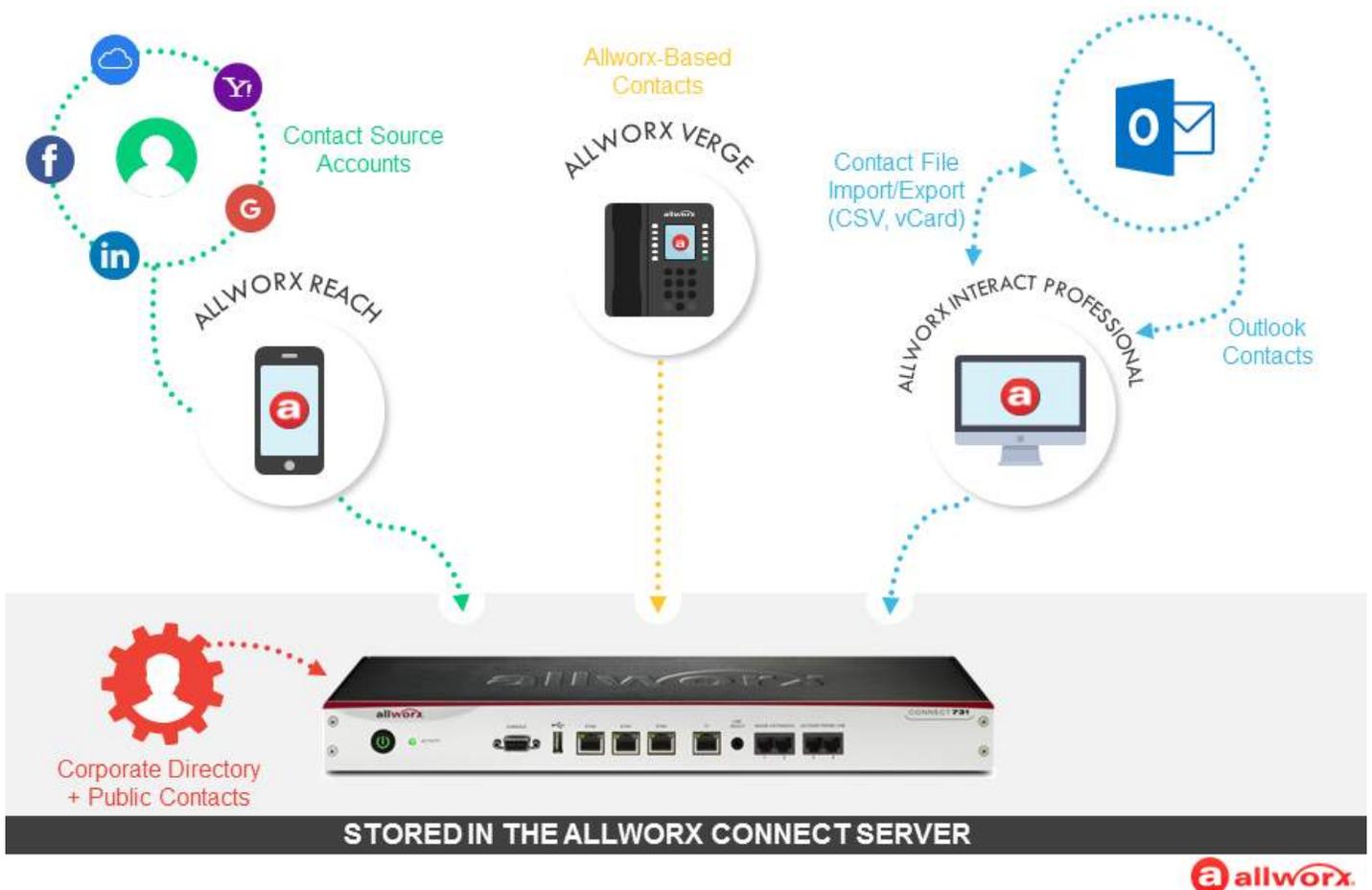
7.1 Sharing Contacts

The Allworx system shares the *User*, *System*, and *Public* Contact types with all of the Allworx user's connected Allworx phones, Reach devices, and the Interact application. Within the Reach and Interact Professional applications, Allworx users control sharing and synchronizing the Personal Contacts to the devices assigned to the Allworx user. See ["Settings" on page 65](#) for more information about managing and sharing Personal Contacts.

Notes:

- *The Verge 9304 IP Phone fully supports Allworx User, System, and Public contacts while having limited Personal Contact support. Allworx Users can add up to 100 Allworx Personal Contacts, which are only available on that phone - not with other Allworx phones and applications.*
- *The Verge 9304 does not support External Personal Contacts (contacts synchronized from the Reach or Interact applications).*

Visual example of sharing contacts using an Allworx Connect server:



7.2 Contact Privacy

Allworx users control sharing and synchronizing the Personal Contacts to the devices assigned to the Allworx user on the **Info** tab > **Settings** > **Contacts and Accounts**:

- Choose which contact source accounts (e.g. Google Contacts, iCloud) to share with your Allworx devices and applications.
- Disconnect a contact source account from your Allworx devices and applications at any time.

Choose to share the contact source account with the Reach app on your mobile device only or with all Allworx devices and applications.

7.2.1 Data Protection

Only the Allworx user has access to their personal contacts; the Allworx Server Administrator cannot access the user's personal contacts. Allworx Server Administrators cannot limit the individual user's number of Personal Contacts stored on a Connect server.

7.3 Managing Allworx Personal Contacts

Allworx users can manage and update Allworx Personal Contacts by using the Reach device, the Verge IP phone, or the Interact application. The Reach Contact Details screen identifies the originating application in the Account line. Only the Allworx user can add, edit, or delete each Allworx Personal Contact. If the Account line reads:

- **Allworx Personal**: Jane added Tom Wright using her Verge IP phone, Reach device, or Interact application. To update the contact information about Tom, Jane can use her Verge IP phone, the Reach application or the Interact Professional application. **Example**: Allworx Personal
- **Allworx User, Allworx System, Allworx Public*** – The Allworx Server Administrator manages these contacts using the Allworx System software. **Example**: Allworx Users
- **Source account**: Jane used Reach or Interact to synchronize her contacts with her Verge IP phone. There are three synchronized contact labels that may display:
- **Email account**: Jane used the Reach application to synchronize her contacts from her email account (such as Gmail). To update the contact information about Tom, Jane must do so in her contacts application. **Example**: username@gmail.com
- **Reach device**: Jane used an iOS or Android app (such as Contacts) to manage her contacts stored on her device, but the contacts are not associated with a third party service. To update the contact information about Tom, Jane must do so on the identified device in the appropriate Contacts app on the device synchronizing with the Allworx System.

Note: Reach for iOS version 11 or higher will look like these contact types due to iOS 11 restrictions.

Example: <Samsung SM-T530NU>

- **Outlook account:** Jane used the Interact Professional application to synchronize her contacts from her Outlook account. To update the contact information about Tom, Jane must do so in her Outlook application. **Example:** Outlook:\\PersonalFolders\\Contacts

* The only user-editable options for these contacts types are the **Favorite** status and the choice of default phone number on the Verge IP phone, Reach application or Interact application.

Example:

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

Phone example:

Application Tabs

Contact Listings:

- User Contact BLF status
- Contact Image (if available)
- Caller ID name/number
- User Contact presence status
- Favorite Status
- Action Icon

Groups

Personal Contact

- Contact Image
- Caller ID name/number

Contact Source Account Details

User Contact

- Contact Image
- Caller ID name/number
- Presence status

Tablet example:

Application Tabs

Search Field

Contact Listings:

- User Contact BLF status
- Contact Image (if available)
- Caller ID name/number
- User Contact presence status
- Favorite Status
- Action Icon

Groups

User Contact

- BLF status
- Contact Image
- Caller ID name/number
- Presence status

Personal Contact

- Contact Image
- Caller ID name/number

Public Contact

- Caller ID name
- Speed Dial Number

System Contact

- Caller ID name/number

Contact Source Account Details

7.4 Groups

The group buttons on the *Contacts* tab enables Reach users to select the contacts to view. Tapping the Users, System, or Personal button selects that filter. A long press on the filter button displays the contacts that meet the criteria and deselects all other contacts. Tapping the Favorites Status icon selects all favorites from all the selected filters. Personal Contacts stored on the device are not stored on the Allworx server. The available filters include:

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

7.5 Contact Details Screen

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

If the contact has more than one phone number, check the box next to the most commonly used

phone number in the list. The Reach application automatically dials the selected number when calling the contact. Tap the green phone action icon to redial the last received number from that contact.

Reach users can manage and update Personal Contacts by using the originating device or application. The *Contact Details* screen identifies the originating application in the Account line. Only the Reach user can add, edit, or delete Personal Contacts.

7.6 Search

To search the contacts, see [“More Options” on page 20](#) for more information.

7.7 Sorting Contacts

Navigate to **Info** tab > **Settings** > **Sort By** > **User List**. Select the sort order preference. A blue radio button indicates the selected choice. Personal contacts stored on the Android device are not stored on the Allworx server.

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

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

7.8 Manage Personal Contacts

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

To add a personal contact:

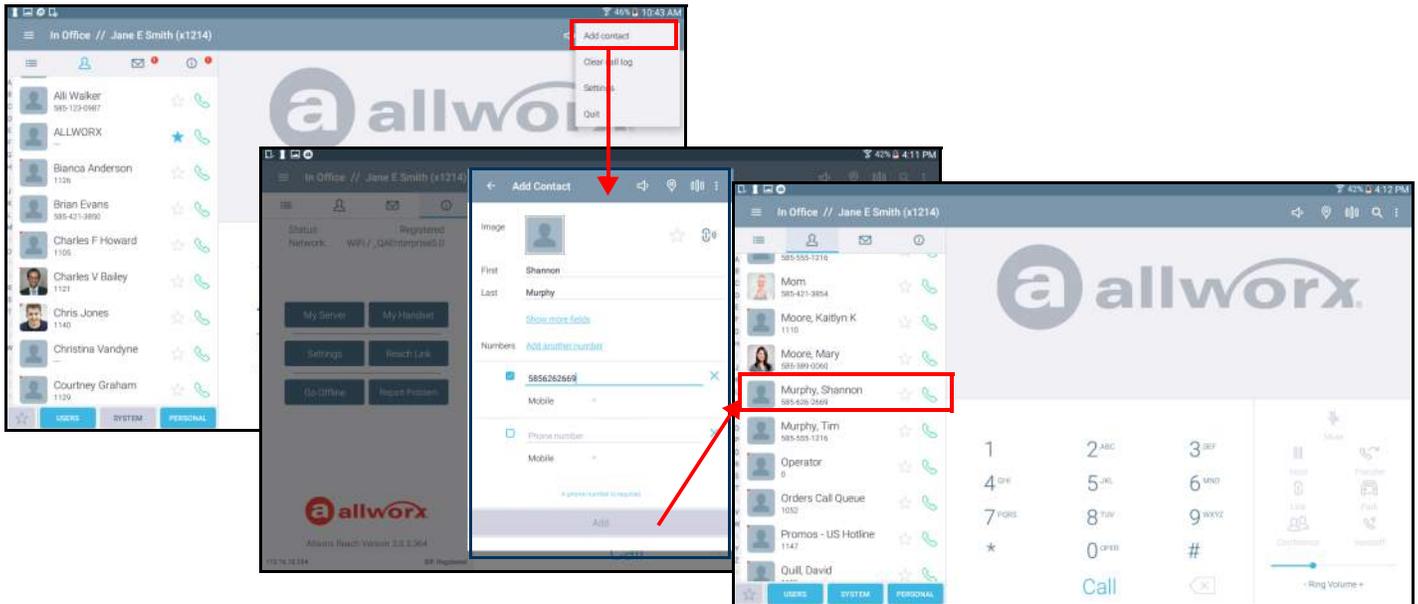
1. Tap the More options icon (), and then select **Add contact**. The *Add Contact* option is all available on the *Call Details* screen. The *Add Contact* screen displays.
2. Tap the appropriate field and enter the information (phone number required, 16 phone numbers maximum) or the picture area to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

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

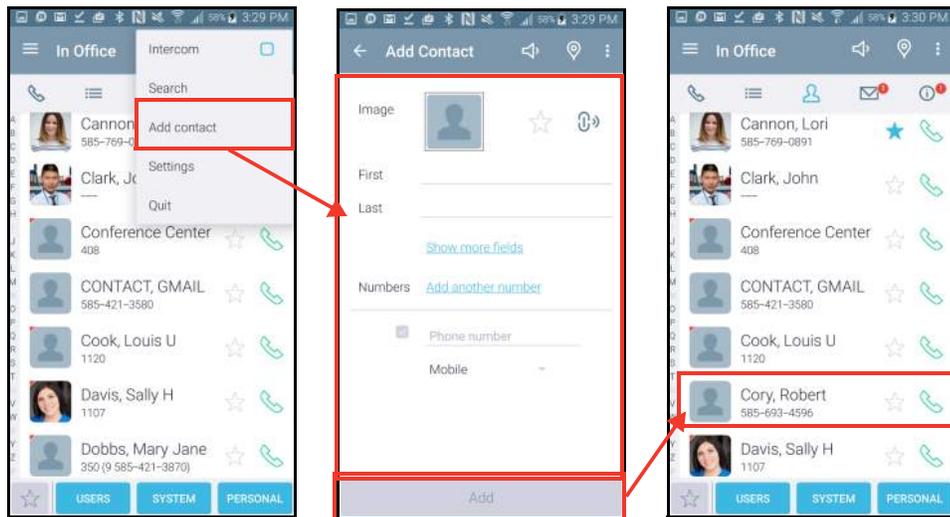
If a Personal Contact is a Favorite or a Reach Link conference center, tap the check box next to the option. Tap again to deselect.

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

Tablet example:



Phone example:



To edit or delete a personal contact:

Notes:

- *The Reach application enables users to update an External Personal Contact IF the email account (e.g., Gmail) used to create the contact is available on the Reach mobile device. Follow the on screen instructions to update these contacts; the on screen instructions are similar to the instructions described below.*
 - *The Reach application does not enable users to update External Personal Contacts synchronized from the Interact Professional application using Outlook email.*
1. Tap the contact to open the *Personal Contact Detail* page, and then tap **Edit**. The *Edit Contact* screen displays.
 2. (Edit a contact) Tap the appropriate field and enter the information or the picture area to change the photo.
 - If a Personal Contact has more than one phone number, select the box next to the preferred phone number. Tap again to deselect.
 - If a Personal Contact is a Favorite or a Reach Link conference center, tap the check box next to the option. Tap again to deselect.
 3. (Delete a contact) Scroll to the bottom of the screen and tap the **Delete** button. The Personal Contact is no longer available on the *Contact Listings* screen.
 4. Tap **Save** to keep the changes. Tap outside the box to return to the *Contact Detail* screen.
 5. Tap **Contacts Details** to navigate back to the *Contacts* tab.

7.9 Manage User Contacts

Reach users can manage favorite status and Reach Link prompts for User Contacts. Additionally, Reach users can manage their directory image to store on the Allworx server and associated with their directory entry. Other Allworx users see this image beside the Reach user's name in the Contacts list.

Note: *Allworx users are limited to adding up to 100 Allworx Personal Contacts, which are only available on that phone - not with other Allworx phones and applications (including when using the Hot Desk feature).*

To manage the directory image:

Notes:

- *The Allworx Server Administrator can control the permissions for users to manage their directory contact image.*
- *The Allworx Server Administrator can delete an Allworx user's directory contact image.*

1. Tap the **Contact** > **Edit** > select an option.

Take with Camera	Open the camera option and capture a new photo. Tap the Save icon. The device returns to the <i>Contact Detail</i> 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 <i>Contact Detail</i> 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 <i>Contact Detail</i> page with no photo displayed.

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

To manage the User Contacts:

1. Tap the contact listing. The *Contact Details* screen displays. Update the available options.
Tap the icon (☆) to mark the contact as a favorite (★). Tap again to undo the favorite status.
2. Tap the Reach Link icon to open the *Mark as conference* dialog box and check the box to activate the conference setting - Reach Link prompts do not play for the contact when the data connection is lost. The **LINK SETTINGS** link opens the *Reach Link Settings* page.
3. Tap **OK** to save the settings and return to the *Contact Details* screen.

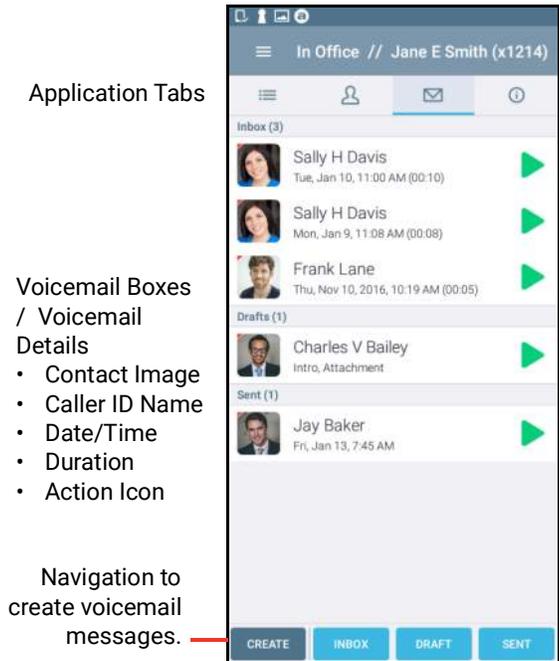
Chapter 8 Voicemail

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

- Number icon () on the *Voicemail* application tab indicates the new Voicemail messages.
- Asterisk icon () on the *Voicemail* application tab indicates the Voicemail message inbox is full.
- Displays the Caller ID name, the date/time of the call, and the Voicemail message duration.

Message Details	Description/Action
Bold, Blue Text	Unread message.
Play Message	Play Message: Tap the Green Arrow () action icon. Pause Message: Tap the Blue Pause () action icon.
Long Press	The following options are available: <ul style="list-style-type: none"> • Phone <ul style="list-style-type: none"> • SELECT ALL • MARK NEW • More Options () to Mark old, Forward message or delete the selected messages • Tablet (manages all the selected messages) <ul style="list-style-type: none"> • SELECT ALL • MARK OLD • Delete () • MARK NEW • FORWARD MESSAGE

Tablet example:



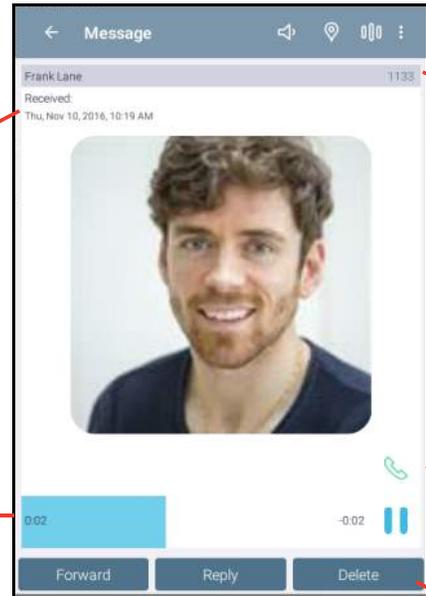
Application Tabs

Vicemail Boxes / Voicemail Details

- Contact Image
- Caller ID Name
- Date/Time
- Duration
- Action Icon

Navigation to create voicemail messages.

Groups



Voicemail Date/Time

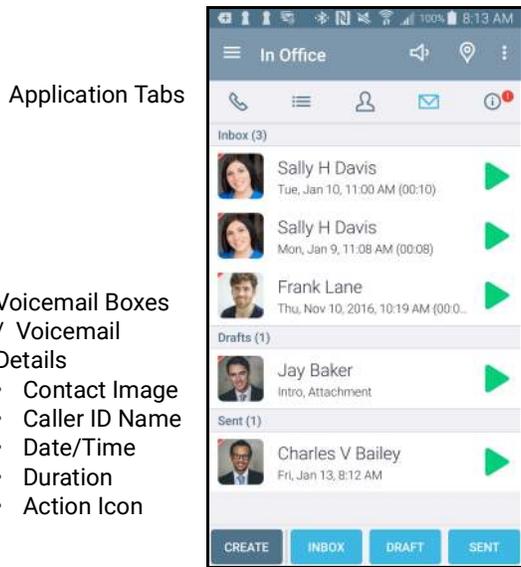
Caller ID Name/Number

Message Length

Action Icons

Action Buttons

Phone example:



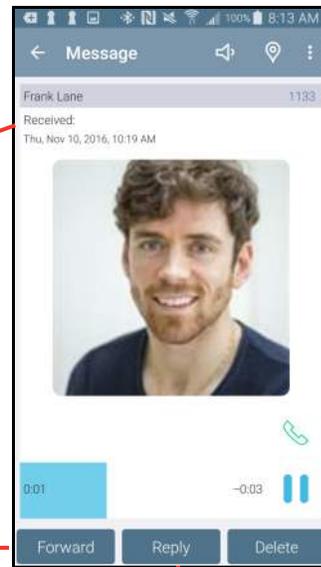
Application Tabs

Vicemail Boxes / Voicemail Details

- Contact Image
- Caller ID Name
- Date/Time
- Duration
- Action Icon

Navigation to create voicemail messages.

Groups



Voicemail Date/Time

Caller ID Name/Number

Message Length

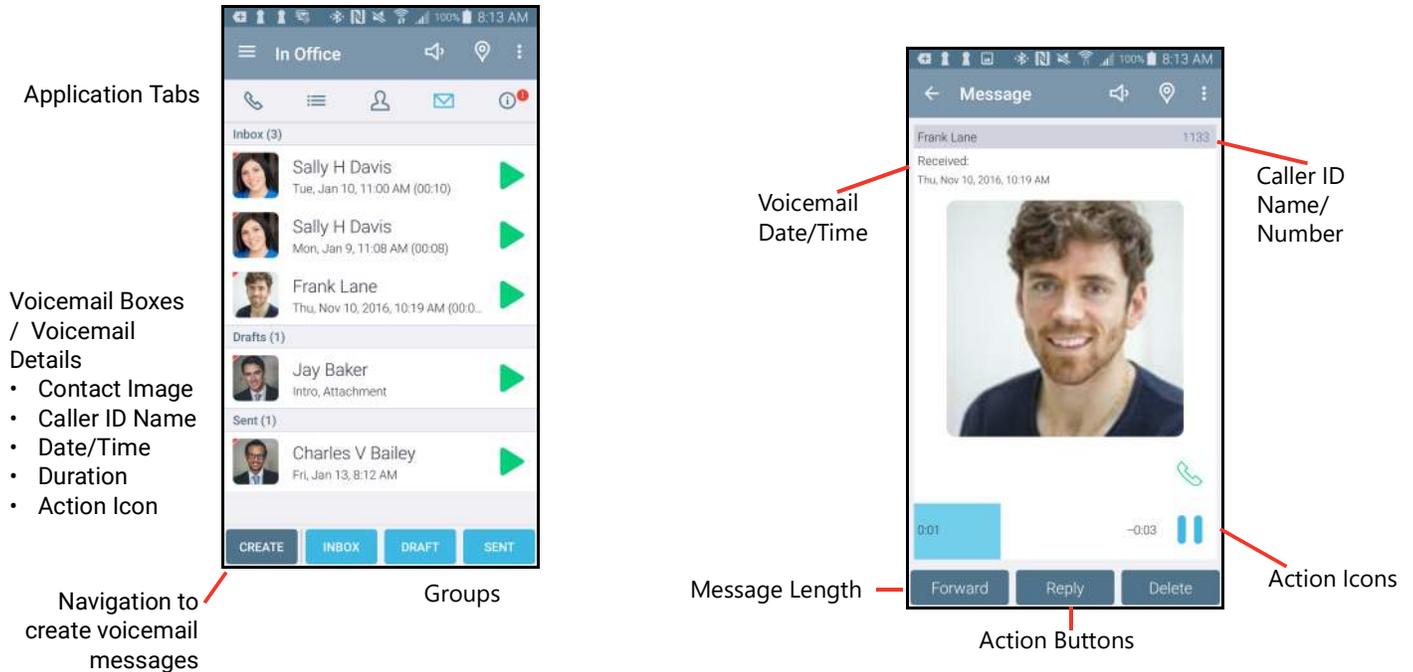
Action Icons

Action Buttons

8.1 Groups

The group buttons on the Voicemail tab enables Reach users to select which types of voicemail messages to view. Tapping the Inbox, Draft, or Sent button selects that filter and displays the matching listings. Users can tap each button independently to enable or disable displaying the listings. A long press on the filter button displays the Voicemails that meet the criteria and deselects all other Voicemails. (New for Android/existing in iOS).

The available options are:



Filter	Description
Inbox	Display the incoming read and unread voicemail listings.
Draft	Display the newly created, but unsent voicemail listings.
Outbox	Displays the created Voicemails in process of being sent to the internal users.
Sent	Display the Voicemails created and distributed to internal users.

8.2 Listen to a Voicemail

To listen to a Voicemail listing message on the *Voicemail* tab, tap:

Green arrow action icon (▶)	Plays the Voicemail message.
Blue pause action icon ()	Stops playing the Voicemail message.

8.3 View the Voicemail Message Details

Reach users can, view, listen, and manage Voicemails. Tap the Voicemail listing to open the *Message* screen and see the caller ID name/number, date/time the message is received, the message duration time, action icons, action buttons, and plays the message. Tap the action icons or action buttons to manage the Voicemail.

Green arrow action icon (▶)	Plays the Voicemail message.
Blue pause action icon (⏸)	Stops playing the Voicemail message.
Green place a call action icon (☎)	Call back the originator of the Voicemail.
Reply	Opens the Draft Voicemail dialog box (for users with an active voicemail box) to create a Voicemail.
Forward	Opens the Draft Voicemail dialog box to create a voicemail.
Delete	Removes the Voicemail from the voicemail item listing.

8.4 Create a New Voicemail Message

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

To create a new message:

1. Tap the **New** button. The *Draft* dialog page displays.
2. Tap the **Record** button to record a message up to two minutes long. To stop recording, tap:

Save	Keeps the recording.
Cancel	Deletes the recording

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

3. Select the recipients to receive the Voicemail message.
 - a. Tap the **Recipients** button, and the user listing displays.
 - b. Scroll through the list of users, and tap each contact that needs to receive the message. Only directory contacts with a voicemail box are available for selection. A blue check mark displays next to the selected recipients. Tapping the Favorite status (★) button displays only the contacts marked as favorite. Tap one of options:

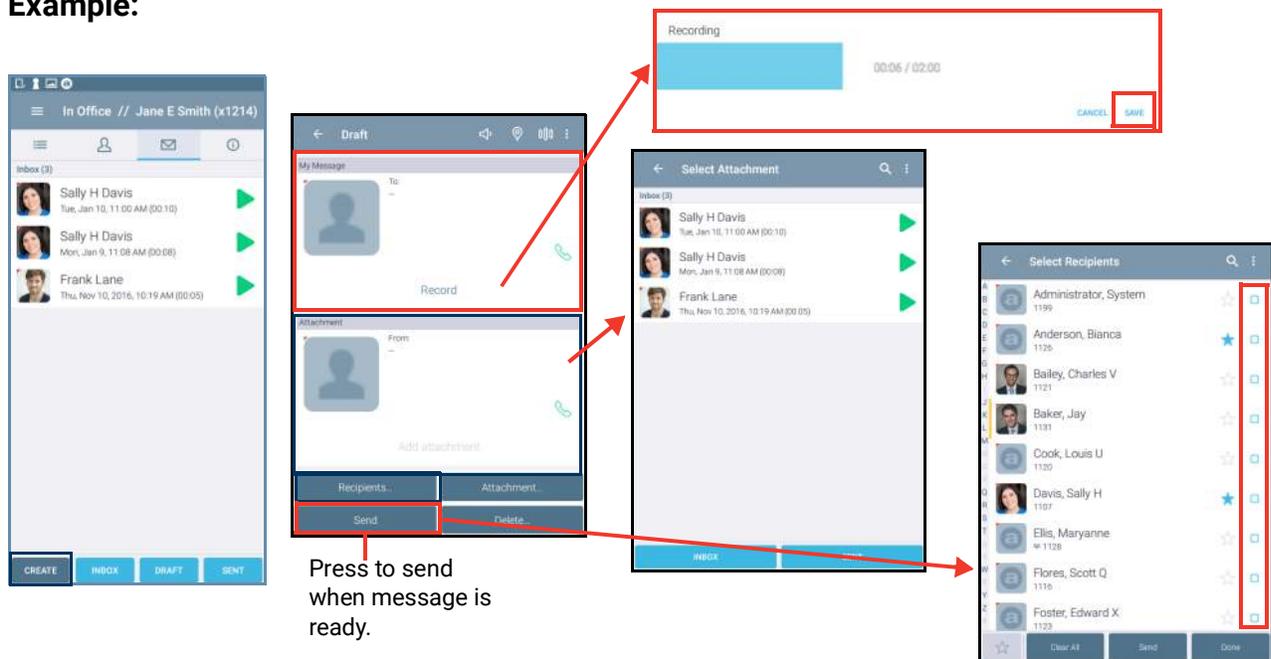
Done	Saves the selected recipients and returns to the main Voicemail Create screen.
Clear All	Resets all check boxes to blank.
Send	Immediately forwards the message to the selected recipients.

4. Select the attachment for the Voicemail.
5. 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).*
6. (optional) To delete any part of the new message, tap the **Delete** button, and select an option.

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

7. Tap **Send** to forward the message. The Voicemail listing displays in the *Sent* Voicemail box.

Example:



8.5 Search

To search the Call History, see [“More Options” on page 20](#) for more information.

8.6 Manage Voicemail

8.6.1 Delete a Voicemail

To clear a single Voicemail listing:

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

To delete a Voicemail message group:

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

8.6.2 Forward a Voicemail

Tap the Voicemail listing, and then tap the **Forward** button. Follow the steps in [“Create a New Voicemail Message” on page 58](#).

8.6.3 Mark new/Mark old

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

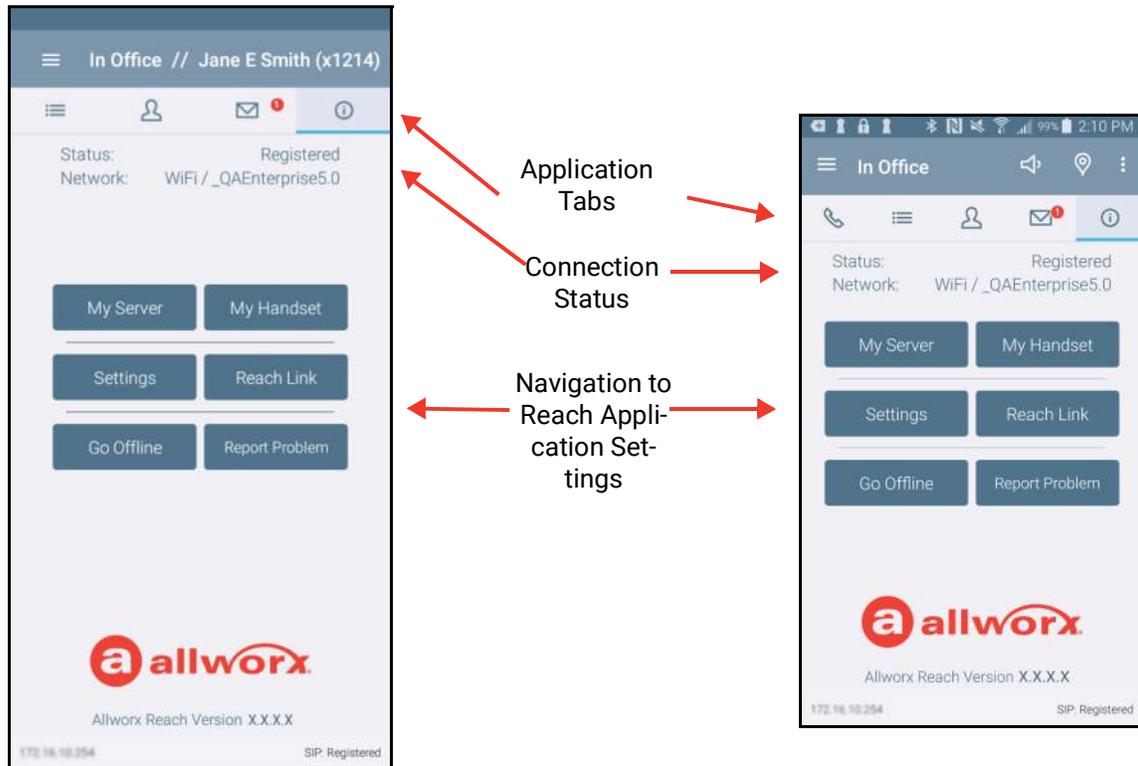
Chapter 9 Info

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

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

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

Tablet and phone examples:



9.1 Go Offline / Go Online

Reach users can place the device Offline or Online.

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

9.2 My Server

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

9.2.1 Login

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

9.2.2 Change Password

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

To change password at initial setup and configuration:

1. Setup and configure the Reach application. See ["Setup" on page 3](#) and ["Login" on page 62](#) for more information. A message displays indicating a password change is required.
2. Tap the **Change Password** button. The *Change Password* window opens.
3. Enter and confirm a new password. If the Allworx Server Administrator requires strong passwords, helpful hints display under the *Save/Cancel* buttons for the password requirements.
4. Tap **Save** to keep the password or **Cancel** to ignore the request.

To change password at any time:

1. Launch the Reach application on the device. The device displays a message indicating to change the password.
2. Tap **Change Password**. Enter the *Old password*, *New password*, and *Confirm password*. If the Allworx Server Administrator requires strong passwords, helpful hints display under the *Save/Cancel* buttons for the password requirements.
3. Tap **Save** to keep the password or **Cancel** to ignore the request. The device is ready to use.

9.3 My Handset

Users can add a new Reach handset to or delete an existing Reach handset from an Android device. When creating a new handset, the system adds the device to the primary extension call route. To view and manage other handsets, the current Reach user must delete the current Reach handset from the Android device. If there are no Reach licenses available, users cannot add a handset to the device.

To add a new handset:

1. Tap **My Handset**.
2. Select an option to add a new handset. If no eligible licenses are available, an error message displays indicating the device is not eligible to install a new handset.

Create a Handset	Displays the number of licenses available to the user and the number of available licenses in the system. Tapping this option enables the phone options on the device.
Reserved	Indicates the Allworx Server Administrator has saved a license, but the user has not claimed the license.
Migrate handset from another device	Displays a list of available Reach devices the user can move the licenses from. Tap an existing Reach device to move the license to the current Reach device. This includes handsets marked as deleted from the device or another device.
Refresh List	Updates the available user license list.

To delete a handset:

Tap **My Handset** and then select the appropriate option for deleting the handset:

Go to <i>Phone</i> tab	Directs the Reach user to the Reach user to the Reach <i>Phone</i> tab.
Release (device only)	Removes the handset information from the device. The license is still associated with the user.
Delete (forever)	Removes devices associated with the extension. The license is no longer available to the user and is available for anyone within the system to use.

9.4 Reach Link

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

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

The Reach Link Settings page enables users to configure the feature. Some settings require permission to change and may require the Allworx administrator to update the settings or enable the permission.

Brief interruptions	<p>Reconnects the call automatically. While reconnecting, the other party hears tones and an explanation.</p> <p>To prevent conference members from hearing tones and prompts during reconnection:</p> <ol style="list-style-type: none"> 1. Tap Mark Conference Centers to select the contact(s) where tones and prompts will be silenced. 2. Check the box to the right of each contact. 3. Tap the Reach application back arrow to save the changes.
Longer interruptions	<p>Transfers the call to a fallback phone.</p> <ol style="list-style-type: none"> 1. Tap Set up a Fallback Phone to identify the fallback phone. If a fallback phone already exists, tap Change Fallback Phone. The page lists the available fallback phones by type: <ul style="list-style-type: none"> • Desk - the user's registered SIP handsets. • Reach - the user's registered Reach handsets. • Custom - manually configured numbers. Enter the description and number of the fallback phone (maximum of 5 custom fallback numbers). Custom types: <ul style="list-style-type: none"> • Allworx <station ID> • Extension • External 2. Select the preferred fallback phone. 3. Tap the back arrow to return to the Reach Link Settings page. <p>To create a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap Set up a Fallback phone. 2. Enter a description and phone number in the fields provided. 3. Tap Add Custom to save the changes. <p>Note: <i>Choosing an extension as a fallback will use Final Action of the extension, not the one in the Reach Link settings.</i></p> <p>To create a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap Set up a Fallback phone. 2. Enter a description and phone number in the fields provided. <p>Tap Done to save the changes.</p> <p>To edit a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap the custom fallback phone listing. 2. Update the description and phone number in the fields provided. <p>Tap Save to keep the changes.</p> <p>To delete a custom fallback phone:</p> <ol style="list-style-type: none"> 1. Tap the custom fallback phone listing. <p>Tap Delete to save the changes.</p>
Final Action	<p>Identifies what to do when the call cannot be reconnected.</p> <ol style="list-style-type: none"> 1. Tap Change Final Action. 2. Select Transfer to voicemail or End the call.

Keep 4G calls on 4G	Limited to devices with cellular data connectivity. Prevents Reach calls that originate on a cellular data network to reconnect to any known WiFi networks. Check the box to enable.
Disable Reach Link / Enable Reach Link	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.

Setting	Description
Doze Mode Issues (Android 6/7 users only)	Enable adding Reach for Android to the exempt Doze Mode list. See “Doze Mode” on page 5 for more information. NOTE: only visible if the Reach for Android application is NOT on the Doze Mode exempt list.
Reach Permissions	Enable viewing and adjusting permissions for Reach to access. See “Reach Permissions” on page 5 for more information. NOTE: this setting is only visible if the one of the permissions was previously denied.

Contacts

Contacts and Accounts	<p>Display how Personal Contacts are shared from the Reach device and other devices. Tap an account, and then select an option for displaying and sharing Personal Contacts.</p> <ul style="list-style-type: none"> • Contacts shared with my Allworx devices and apps - save the Personal Contacts information on the server and share the Personal Contacts with all applications and devices assigned to the user. Check the Share images check box to enable sharing the contact images with all Allworx devices and applications. • Contacts stay on each device - the Personal Contact information stays on the assigned device. • Contacts not used by Allworx apps - the Personal Contacts are not available within the Reach application or the server. • More options <ul style="list-style-type: none"> • Share account from this device instead - users with more than one assigned Reach device. Identify which device shares the account data. Not available if the Reach device is already the device sharing the account data. • Forget account - the Reach application does not acknowledge the account. <p>Additionally, users can tap the More Options (☰) icon to access additional settings:</p> <ul style="list-style-type: none"> • Add Contact - include a new contact listing. See “To add a personal contact:” on page 50 for more information. • Settings - returns to the main Settings screen. • Clear contact data - clears the contacts from the mobile device. Contacts resynchronize when connected to the Allworx server. • Quit - closes the Reach application.
-----------------------	--

HANDSET PREFERENCES

Audible Dialing	<p>Follow Server (On) - Use default server settings. Always On - Hear tones while dialing. Always Off - Tones are silent while dialing. (Default)</p>
-----------------	---

Setting	Description
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 or 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
Cell Hold Mode	Select the Reach call control for another incoming call phone call.
Display User/ Extension	Enabled or Disabled
Statistics Logging	Enabled or Disabled
Wi-Fi Warnings	Check to enable notifications to the user of potential Wi-Fi configuration issues on the <i>Info</i> tab.
Launch Reach on Startup	Select to launch the Reach application each time the device starts up.
Hide Icon when Idle	Select to hide the Reach icon in the notification area or lock screen unless there is an active call.
Restore Defaults	Yes or No
Reach Remote Control	
Keep Screen On	Manage the Reach Remote Control Timeout screen. <ul style="list-style-type: none"> • Always in RRC mode • Only when battery > 5% • Only when battery > 15% • Use system settings
Screen On Duration	Mange the Reach Remote Control active screen duration.
REACH LINK	Provides a brief tutorial of Reach Link, and the links to update each Reach Link setting.
BLUETOOTH	
Bluetooth Priority	Enabled or Disabled
Bluetooth Ring Device	Select where the <i>Bluetooth</i> enabled device rings: <ul style="list-style-type: none"> • Ring on Bluetooth Headset • Ring on Speaker

STORAGE

Use external storage Enabled or Disabled

Setting	Description
----------------	--------------------

SORT BY

Voicemail	Most recent first Least recent first
-----------	---

Contact 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 Allworx. Report these events or suggestions immediately for analysis to improve the Reach experience. This is only available with an active email account set up on the device. Select the delivery method.

1. Tap the **Report Problem** button. The *Send Logs* screen displays, select an email option. The application displays an email message ready to send to Allworx that contains the Reach Version, Device Type, and Debugging log information. Please do not remove.
2. Enter the Allworx support vendor email address.
3. Type a detailed description of the issue and then tap **Send** to forward the email to the Allworx support vendor. The *Info* tab displays on the device screen.

Chapter 10 Reach Application OS Settings

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

To manage the Settings options:

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

WIRELESS & NETWORKS

Airplane Mode	<p>Enable airplane mode to turn off the Cellular (voice and data), Wi-Fi, and Bluetooth wireless connections and services:</p> <p>If enabled, an airplane icon () displays in the status bar at the top of the screen.</p>	
Wi-Fi	<p>Enable Wi-Fi access and selection of a network.</p> <ol style="list-style-type: none"> 1. Tap the switch to set the Wi-Fi. 2. Locate and select a network in <i>Choose a Network</i> to activate. 	<ul style="list-style-type: none"> • On • Off
Bluetooth	<p>Enable Bluetooth connectivity and selection of a device.</p>	<ul style="list-style-type: none"> • On • Off • Select a Bluetooth device in the Devices section to activate it.
Data Usage	<p>Enable or disable the cellular data. If enabled, the Reach application works over the device cellular data plan when not within range of a known Wi-Fi network. If disabled, the Reach application only works over known Wi-Fi networks.</p> <p>Note: <i>The Allworx administrator may restrict Reach for Android handsets to Wi-Fi networks only.</i></p>	

Chapter 11 Troubleshooting

Condition	Description	Solution
Error Conditions		
Setup Incomplete	User did not complete the set up.	Tap the Configure Now button within the message. The My Server dialog box displays. See "My Server" on page 62 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 62 to check the IP address and the network connection.
Registration Failed	User's handset did not register with the Allworx Server.	Navigate to the <i>Info</i> tab and tap the My Handset button. Follow the steps in the "My Handset" on page 63 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 62 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 63 for more information.
Handset Invalid	User's Reach handset license is no longer valid.	The Allworx Server may be in need of new license keys. Contact your Allworx Server Administrator.
Handset Disabled	The Allworx Server Administrator has temporarily disabled your Reach handset.	Contact your Allworx Server Administrator.
Portal Unreachable (activated)	The handset cannot reach the portal because it does not have access to the Internet or because of an internal error on the portal.	For servers without access to the INTERNET:
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
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 "Password change required."	The Allworx Server Administrator updated the server profile to require a new password.	Tap the Change Password Now button and follow the on-screen prompts. See "Change Password" on page 62 for more information.
The Reach device is not sending or receiving calls.	The Allworx user selected NEVER ASK AGAIN at the Doze Mode pop-up screen to deny adding Allworx Reach application to the exempt list.	Place the Allworx Reach application on the exempt list. See "Doze Mode" on page 5 for more information.
The Reach application is not finding my contacts saved on the device. The Reach application is not placing or receiving calls. The Reach application isn't accessing my cellular functions while using Reach Link. The reach application isn't accessing my SD storage.	The Allworx user selected NEVER ASK AGAIN check box during the permissions setup.	Adjust the permissions. See "Reach Permissions" on page 5 for more information.
Unable to update the contact image.	The option to upload a directory contact image is unavailable.	The Allworx Server Administrator has disabled the ability to upload a directory contact image. Contact the Allworx Server Administrator to enable this option.
Directory contact image is gone.	Added a directory contact image, but it is no longer available.	The Allworx Server Administrator has deleted the contact image. Replace with a new image.
Call Handoff feature is not available. Reach Remote Control feature is not available.	The feature is not available for use.	The Verge 9304 IP Phone does not support the Reach Remote Control or Call Handoff features.

Condition	Description	Solution
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 <i>Voicemail</i> tab displays. See "Voicemail" on page 55 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 63 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.	Contact the Allworx Server Administrator.
Offline	User has 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

Abbreviation	Description
DND	Do Not Disturb
DNIS	Dialed Number Identification Service (specifics to the call recipient, which number the incoming call dialed. Example: Acme Parts or Widgets, Inc.
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



866.ALLWORX (866.255.9679) or 585.421.3850

www.allworx.com

Version: D Updated: December 9, 2020