Allworx® Reach for iOS

User Guide Version 1.2

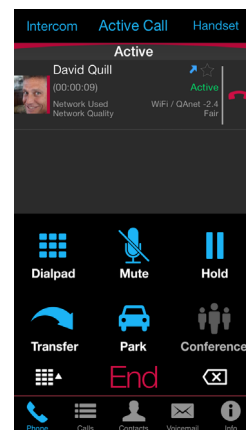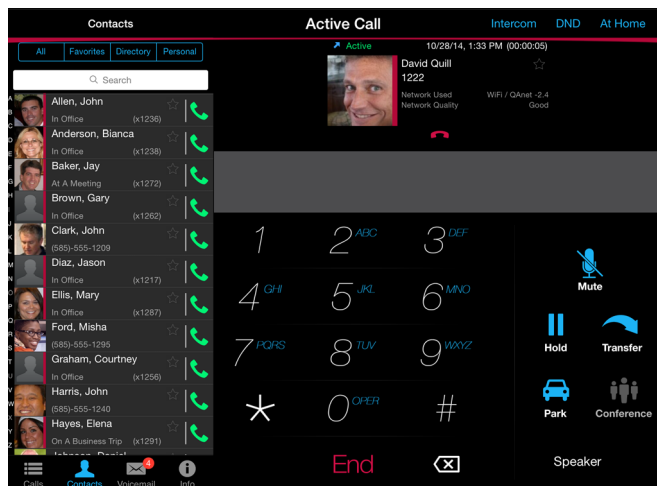Updated 10/28/2014

allworx®

Allworx® Reach for iOS

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wwww.allworx.com
Revised: 10/29/14

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1   Introduction

The Allworx Reach application enables users to send or receive business phone calls from an iOS device. By creating a virtual handset on the iOS device, users are able to work from remote locations and continue to send, receive, hold, transfer, and park calls; see the handset's call history and business/personal contacts; and listen, reply, forward, or create voicemail.

Without creating a handset, users can manage their voicemail using the Allworx Reach application. All options in the voicemail tab are available including listening, creating, and sending messages.

Throughout this document, any term or view labeled as iPhone refers to any iPhone iOS device and the iPod touch iOS device. Any term or view labeled as iPad also refers to the iPad Mini iOS device.

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

iOS6   **iOS7**
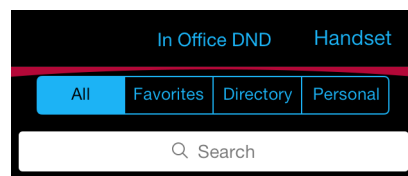
This document uses examples from iOS7.

2   Setup

To use 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.

To use the web page setup link:

- Administrators may send a "setup link" to the website http://get.allworx.com/reach. This setup link includes the server IP addresses and username.

  If visiting the setup link on a computer and the device is equipped with a QR code reader application, open the QR code reader application and capture the setup code. The website opens on the device.

  If visiting the web site from your iOS device using an administrator provided link, the instructions include an Auto Configure button, which enters the server IP address and username into the required fields. Additional information is available at http://get.allworx.com/reach/reach_faq.aspx.

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

To manually download and install the Allworx Reach application:

1. Navigate to the App Store. Search for the Allworx Reach application. Tap the **Install** button. The application downloads, and then the configuration page displays.

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

Caution:	During an emergency, the technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE THE SERVICE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. ALLWORX WILL NOT BE LIABLE FOR RESULTING ERRORS, DELAYS, INJURY OR DEATH.

2. Open the Allworx Reach application.

3.   Configure and activate the device:

Devices with access to the Internet:

a. Navigate to **Info tab** > **My Server**. See "Layout" on page 5 for more information.

b. Type the IP address or addresses (separated by a comma) and Allworx username and password provided by the Allworx System Administrator into the appropriate fields.

c. Tap the **Login** button. The iOS device asks if you would like to setup a handset.

d. Tap **Yes**. The My Handset page displays. See "My Handset" on page 29 for more information.

Devices without Internet access:

a. Move the device to a another network that can connect to the Internet and access the Allworx portal.

b. Follow steps a through d above.

c. After activating the device, return to the Intranet connection.

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

5.   Place a test phone call. See "Place a Call" on page 12 for more information.

3 Overview

3.1 Layout

Figure 1: Basic Layout iPad

Active Tab Name →
Filters →
Search Field →
Active Tab Action Area →
Application Tabs →
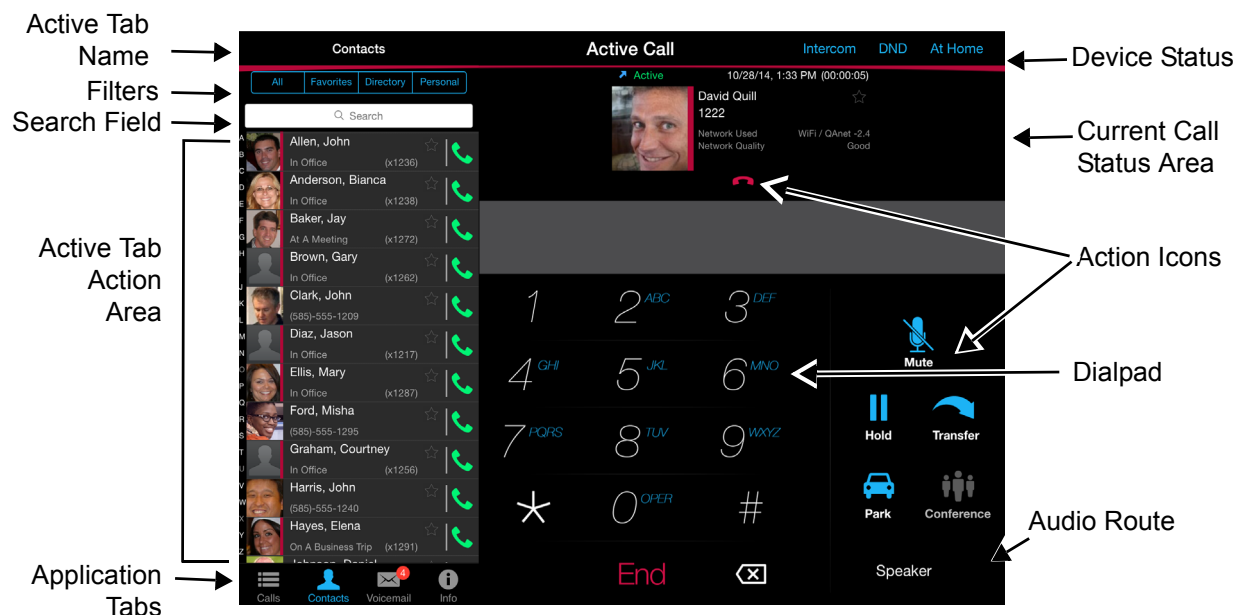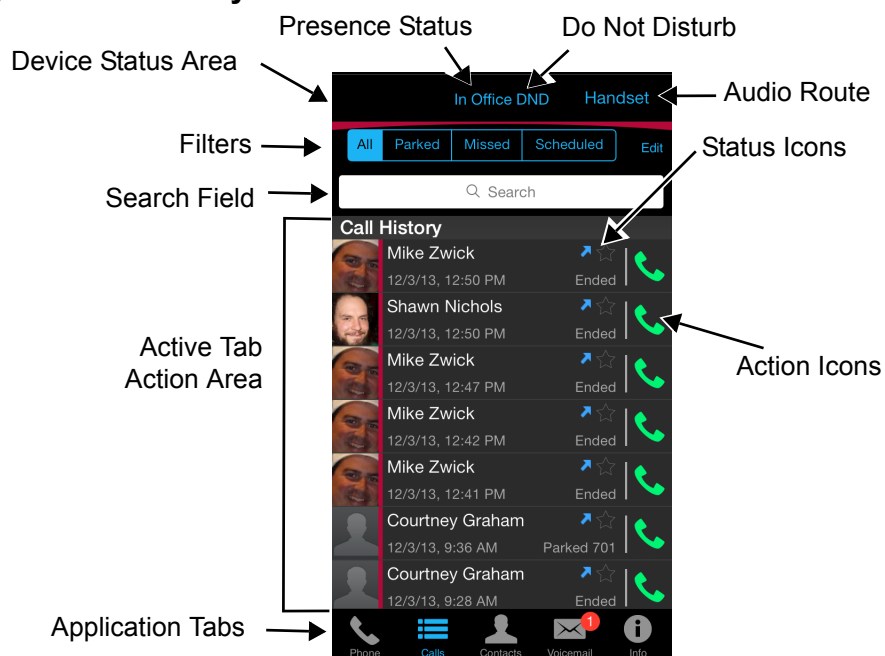
← Device Status
← Current Call Status Area
← Action Icons
← Dialpad
← Audio Route

Figure 2: Basic Layout - iPhone

Device Status Area
Presence Status
Do Not Disturb
Audio Route
Filters
Status Icons
Search Field
Active Tab Action Area
Action Icons
Application Tabs

3.2   Icons

The Allworx Reach for iOS application uses icons to view the status of a call or user and for call management. A colored icon indicates the feature is available during the call, and a gray icon indicates the feature is unavailable. There are three types of icons:

- **Status Icons** - provide a visual cue of call status, contact type and availability, action tab counts, or indicates voicemail message downloading.

- **Action Icons** - enable users to place, retrieve, or end the current phone call, to use the voicemail feature, or to change the audio route or volume. Tap the available icon within any tab to activate.

- **Active Call Icons** - enable users to place, retrieve, transfer, or end the current phone call. On the iPhone tap the Phone tab to view the active call icons. Tap the available icon to activate.

Table 1: Status Icons

	Red vertical stripe indicates a business contact.		Outgoing phone call.
	Contact favorite.		Missed incoming phone call.
	Contact enabled DND.		Ended incoming phone call.
	Contact is receiving a phone call (ringing).		Voicemail message downloading.
	Contact currently on a phone call.		

Table 2: Action Icons

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

Table 3: Active Call Icons

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

3.3   Wipe Current Remote Licenses

The Allworx Server Administrator can send a wipe command to a lost or stolen remote device, which removes all log in credentials and voicemail information as well as disables the device from sending/receiving phone calls. The command requires the Allworx server administrator to change the user password, which restarts the Allworx 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 server administrator.

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

4   Device Status

The iPad Device status area displays the active application tab, the username and extension, the Intercom and DND buttons, and the user presence.

On the iPhone, the Device Status area displays the user presence and the audio route and volume control. To locate the Intercom button, navigate to the Phone tab. To locate the DND button, tap the presence. The DND button is in the drop-down list.

4.1   *Presence*

The presence shows user availability status. To change the status, tap the status word, and select an option from the drop-down list.

• In Office	• On a Business Trip	• Busy
• At a meeting	• At Home	• Do not Disturb (iPhone only)
• On Vacation	• Away	

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

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

4.2   *DND (Do Not Disturb)*

When DND is active, the iOS device does not ring for incoming calls. All calls follow the next step in the active call route. Users can continue to place calls on the device.

To activate the DND option on the iPad:

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

To activate the DND option on the iPhone:

1. Tap the presence button. The list of Presence options display.

2. Tap the Do Not Disturb option. A blue mark displays next to the Presence and Do Not Disturb options.

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

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

4.3   *Intercom*

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

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

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

3. Press the red handset action icon or the End active call icon. To deny an incoming Intercom request, tap **Ignore.**

4.4   *Volume Control and Audio Route*

To adjust the volume, use the device volume adjustment. The audio route displays Bluetooth, handset, speaker, or headphones to indicate the in-use audio.

To change the audio method:

iPhone: Tap the audio method in use and select a different audio route.

iPad: Tap the Audio Route action icon to select a different audio route.

5   Manage Calls

Note:	Calls may be lost due to no connection between the Wi-Fi access point and the server or if there is a cellular to Wi-Fi network change.

5.1   Overview

Figure 1: Active Calls Detail - iPad

Status Icons

Current Call Status Area: Caller ID and Call Details

Network Details   Action Icon
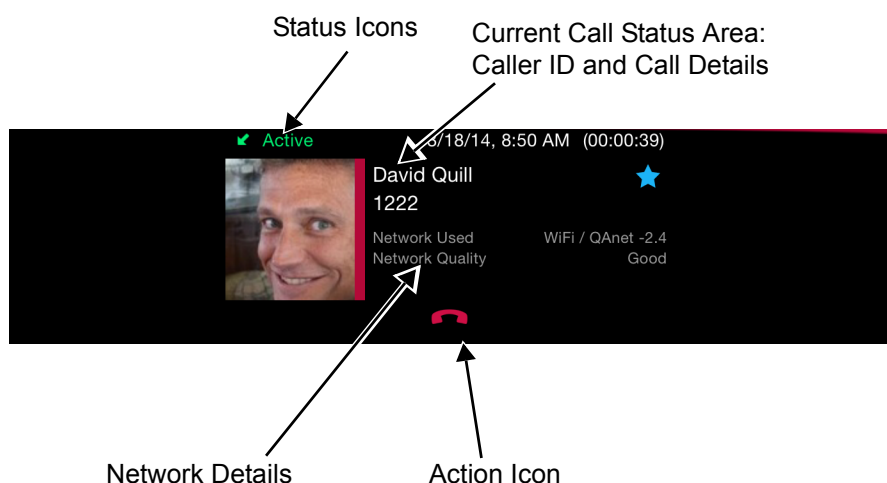
Figure 2: Active Call Detail - iPhone

Device Status

Volume Control and Audio Route

Current Call Status Area: Caller ID, Call Details, Network Quality

Call Status and Status Icons

Action Icons

Active Call Icons

Application Tabs
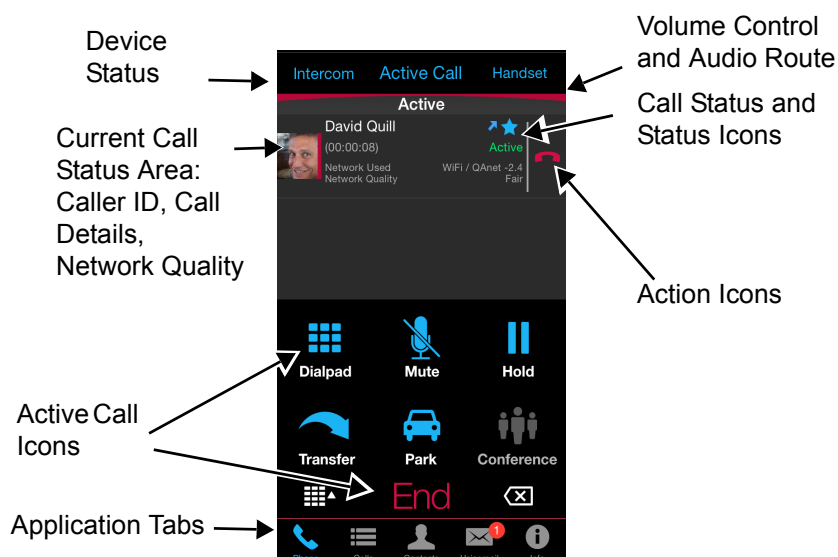
5.2   Place a Call

iPhone: Navigate to the Phone tab.

While dialing, matching contact numbers display in the Call Status section. The backspace action icon removes the last digit. Press and hold to remove all digits.

To dial an external number, begin by dialing the outside line access digit set in the dial plan (usually 9), dial the phone number, and then tap the **Call** action icon.

To dial an internal extension, dial the direct extension, and then tap the **Call** action icon. To redial the last outgoing number, tap the **Call** action icon twice.

5.3   Receive a Call

The Allworx Reach application always notifies users of incoming calls. To answer the Allworx Reach call:

iOS Device mode	Method
Active	• **Ignore**: sends the call to the next step on the active call route after the system specified number of rings. • **Accept**: answers the incoming call.

Sleep	Select one of the options:
	• **All iOS versions**: slide the Allworx **Slide to Answer** notification to the right. This unlocks sleep mode and answers the call.
	• **iOS 7:** The lock screen displays an Allworx Reach notification with two controls - a small **Slide to Answer** control and a large **Slide to Unlock** control.
	
	    • **Slide to Answer (recommended):** unlocks the device, opens the Reach application, and answers the call.
	
	    • **Slide to Unlock:** stops the call from ringing. Open the Allworx Reach application icon, and then tap the Incoming Call active icon in the Active Call area.
	
	• **iOS 5.x/6.x**: swipe the iOS **Slide to Answer** notification bar to unlock the sleep mode, open the application, and answer the call.

Users can close the Allworx Reach application to use another iOS device application without ending the call. If a second call comes in and the user taps the **Accept** button to answer the call, the Allworx Reach application automatically places the first call on hold.

5.4   Transfer a Call

1. Tap the **Transfer** action icon.

2. Select a transfer option

Option	Description
Blind	Send the call unannounced to a new extension.
Attended	Send the call announced to a new extension.
To Voicemail	Send the call to an Allworx directory contact voicemail.
To My Cell Phone	Send the call to the current phone user's cell phone. If there is no cell phone number, a dialog box displays to enter and store the cell phone number.
Cancel	iPhone only: reverts back to the keyboard.

3. Dial the number and tap the **Transfer** action icon to complete the transfer.

    Tap the cancel transfer ( ) action icon to cancel the active call transfer and place the call on hold. Tap the ( ) action icon to retrieve the on hold call. The display status changes to active call.

5.5   Park a Call

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

To retrieve a call from a Parking Orbit, navigate to the **Calls** > **Parked** page. Select the parked call, and then tap the green handset action icon.

5.6   Conference Call

1. Place the current, active call on hold.

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

3. Tap the conference action icon to join the two phone calls. This connects both calls to a single, active call. The display shows both calls as active.

    To end one segment of the call, tap the red handset action icon in the active call

area. To end the entire conference call, tap the **End** action icon. If one party hangs up, that segment drops.

5.7   End a Call

To end the current call, tap End at the bottom of the keypad or tap the red handset action icon in the Call Status section.

5.8   Call Status

The call status information contains the caller ID name and number, the date and time of the call, a timer, the network mode quality, and indicates the current phone call is:

- Incoming – an outside caller is contacting the extension
- Ringing – user is calling another extension or phone number
- Active – handset is currently in use
- On Hold – current call is on hold
- Transferring Blind – sends the call to another extension without announcing the call
- Transferring Attended – sends the call to another extension with announcing the call
- Transferring to Voicemail – sends the call to the voicemail of another extension
- Transferring to Cell Phone– sends the call to the user's cell phone

6   Calls Tab

The handset displays a call history specific to the extension. The call items display the caller ID, date/time of call, and status / action icons. A right-to-left swipe of the call item enables the user to tap the Delete button and remove the phone call from the listing.

6.1   Overview

Figure 1: Calls Tab and Call Detail - iPad
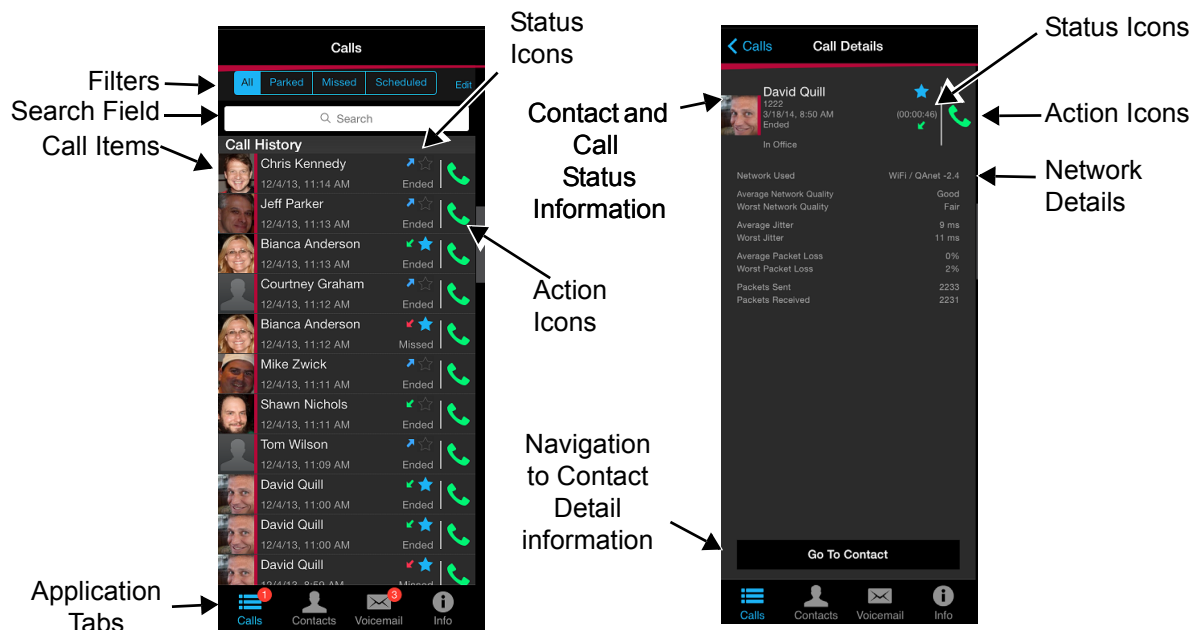
Figure 2: Calls Tab and Call Detail - iPhone
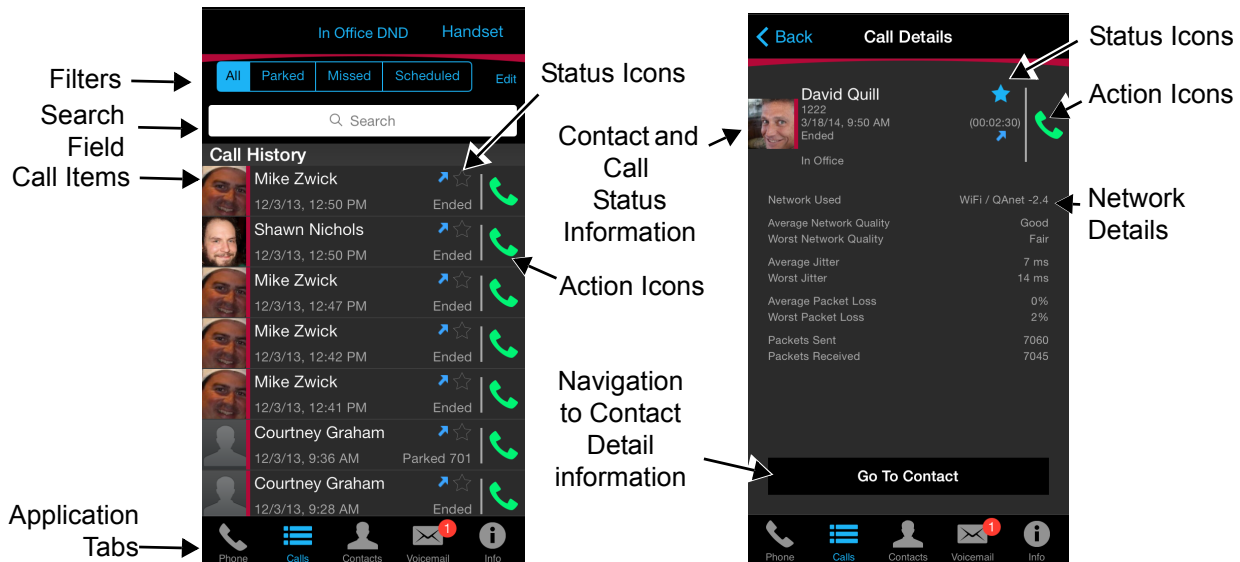
Filters

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

6.2   Call Details

To see the Call Details view, tap a listing in the Call History List. The call status information contains the contact name or caller ID, date/time of call, call duration, favorite status, received/sent call, network used, network statistics, presence (for directory contacts only), and indicates if the current phone call was:

- Ended
- Check number
- Missed (indicated in maroon text)
- Parked at: *<Parking Orbit Number>*
- Transferred
- Dropped

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

6.3 *Scheduled Conferences*

The Allworx Reach application downloads the scheduled conference calls from My Allworx Manager and not from any other external calendar. To schedule a conference call, go to My Allworx Manager and login. When the conference call is about to begin, tap the conference call green handset action icon automatically dials the Conference Bridge. The Auto-dialing Conference ID and password display in the Call Status area.

Note:	After the Conference Bridge answers, the system automatically dials the conference ID and password.

6.4 *Edit Conference Center Information*

Users can edit the Name and Password of scheduled conferences prior to the pre-join time or conference start time.

To edit the scheduled conference:

1. Tap the Calls tab. Tap the **Scheduled** filter. A list of scheduled conferences displays in the tab area.

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

3. Tap the **Edit** button above the right information column. Tap in the field, and type in the new information.

    Name – type in a new name for the conference

    Password – type a new numeric password for the conference (10 characters max)

4. Tap the **Done** button above the right information column to save changes.

7 Contacts Tab

The iOS device displays contacts specific to the Allworx handset. The iOS device accesses the Allworx server for the Directory contacts and the device contact application for Personal contacts. Together, these create the listings in the Contacts tab.

The contact listing displays Contact photo (if available), Caller ID name and number, presence, favorite, and availability status. See "Icons" on page 6 for more information.

7.1 Overview

Figure 1: Contacts Tab and Contact Detail - iPad
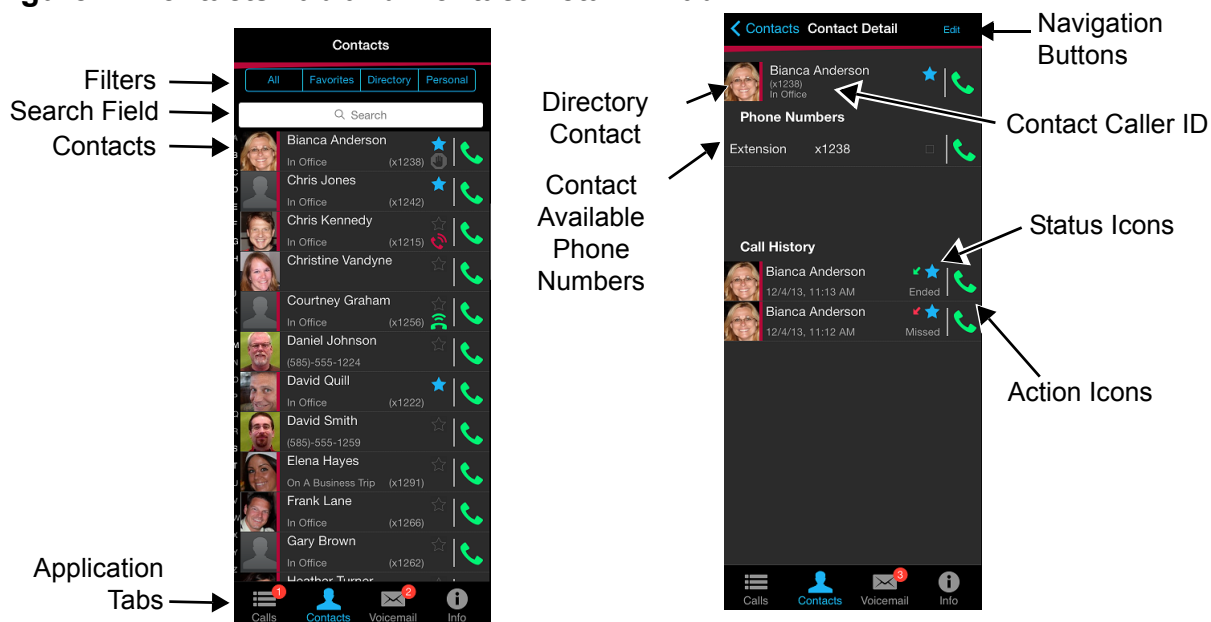
Figure 2: Contacts Tab and Contact Detail - iPhone

Navigation Buttons

Filters
Search
Field

Call
Items

Contact
Caller ID

Status Icons

Contact
Available
Phone
Numbers

Action Icons

Action
Icons

Application
Tabs
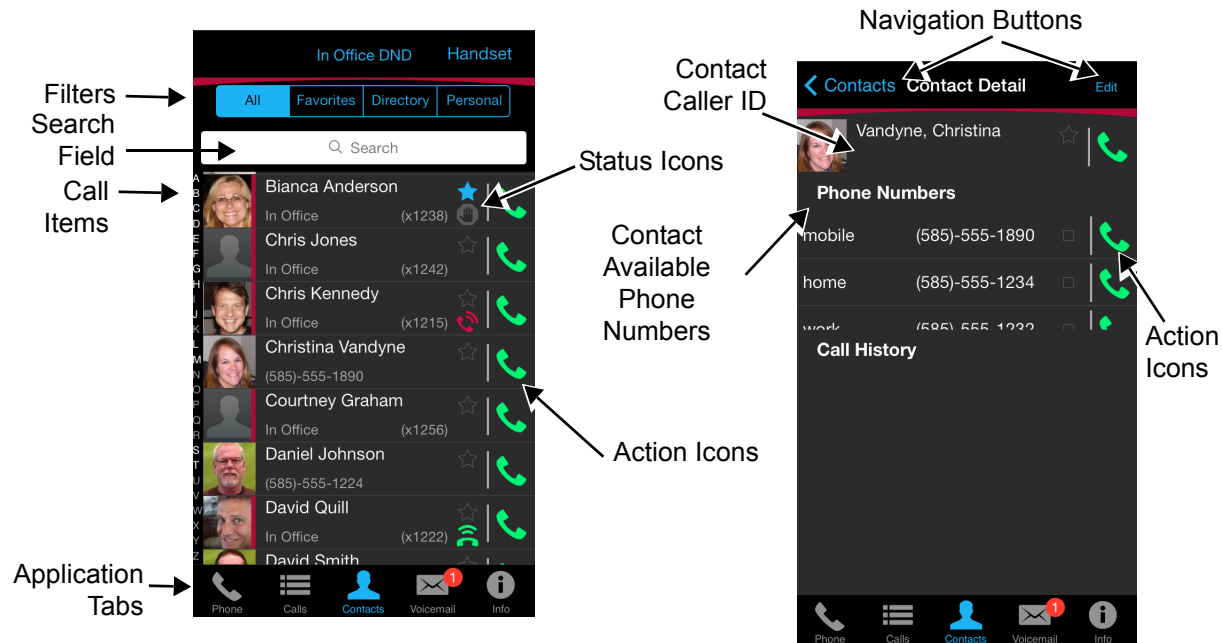
Filters

Filter	Description
All	Display the entire contacts list of the device.
Favorites	Display contacts with the Favorite status icon.
Directory	Display contacts from the business directory.
Personal	Display contacts from the Contacts application.

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

7.2 Sorting Contacts

1. Navigate to the Info tab and tap **My Settings**.

2. Tap the Contact Sort Order, and select the sort order preference. A blue check mark indicates the choice.

   • **Last, First** – Displays the contact list alphabetically, last name then first name.

   • **First, Last** – Displays the contact list alphabetically, first name then last name.

7.3   *Personal Contacts*

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

To edit existing personal contacts:

1. Tap the contact to open the Personal Contact Detail page, and then tap **Edit**. Contact information displays, as well as the option to FaceTime, Send Message, Share Contact, or Add to Favorites (personal contact favorite).

2. Tap **Edit** in the dialog box to add or update contact information. Tap the appropriate field and enter the information or the picture area to change the photo.

3. Tap **Done** to save the changes or **Cancel** to exit the edit screen, and then tap outside the dialog box to return to the Contact Detail screen.

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

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

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

7.4   *Directory Contacts*

To delete, take or change directory contact photos:

Tap the contact, and then tap **Edit**. Select an option. When finished, tap **Contacts** to return to the Contacts list.

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

8 Voicemail Tab

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

The voicemail item displays Caller ID and the date/time of the call. Unread messages are in bold text. Tap the Play action icon to play the message or the Stop action icon to stop playing the message. A right-to-left-swipe of a call item enables the user to toggle between the Mark Old, Mark New or Delete the call item. To cancel, do a left-to-right swipe the call item.

8.1 Overview

Figure 1: Voicemail Tab and Voicemail Detail - iPad
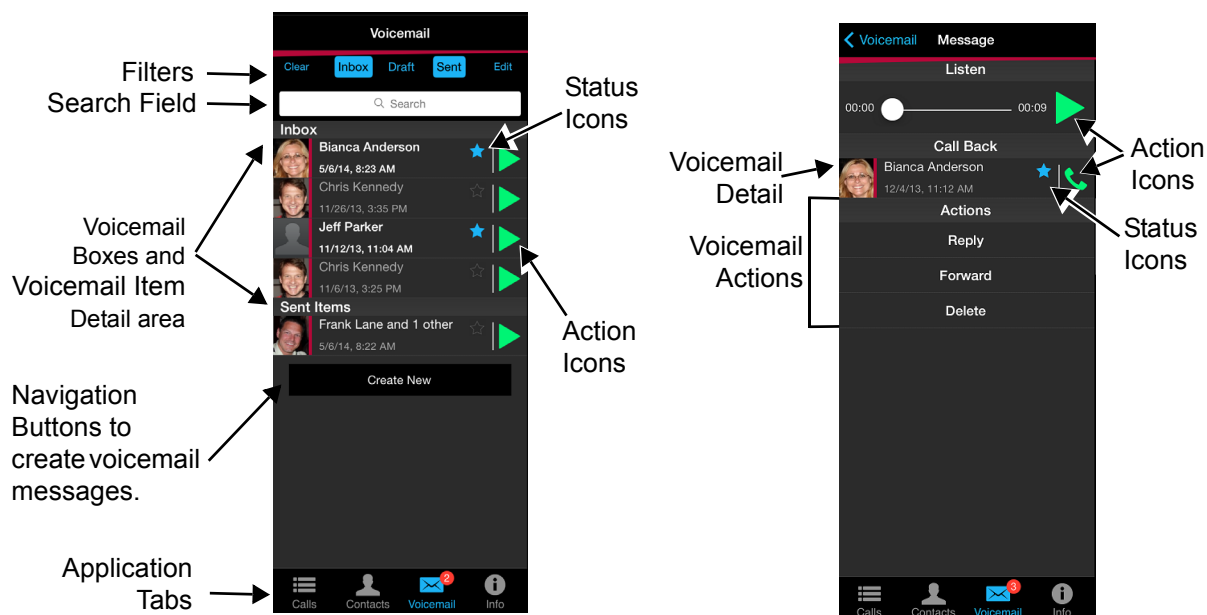
Figure 2: Voicemail Tab and Voicemail Detail - iPhone
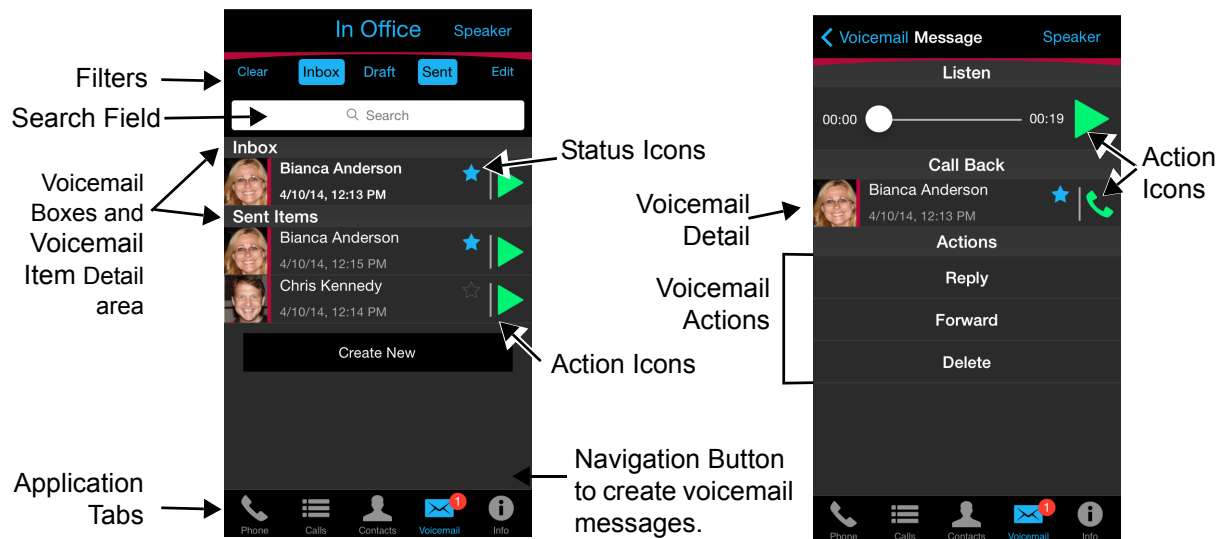
8.2   Filters

The Allworx Reach application enables users to select each filter independently to display or hide the voicemail listings matching the filter criteria.

Filter	Description
Inbox	Display the incoming read and unread voicemail listings.
Draft	Display the newly created, but unsent voicemail listings.
Sent	Display the transmitted voicemail listings.

8.3   *Listen to a Voicemail*

To listen to the new voicemail, tap the green arrow action icon. To stop playing the message, tap the stop action icon.

8.4   *Voicemail Detail*

Tap the voicemail item and the voicemail detail screen displays.

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

8.5 Create a new Voicemail Message

To create a new message:

1. Tap the **Create New** button. The Draft dialog page displays.

2. Tap the Record action icon to record a message up to two minutes long. The action icon changes while recording. Tap the stop action icon to end the recording. Tap the Play action icon to listen to the recording. Repeat step 2 to re-record the message.
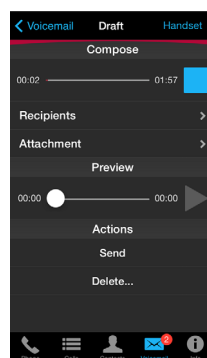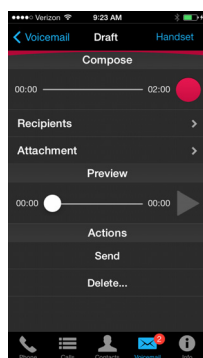
3. Tap the **Recipients** link, and the directory contacts listing displays. Scroll through the list of directory contacts, and tap each contact that needs to receive the message. A blue check mark displays next to the selected recipients. Tap the **Draft** button to return to the Draft dialog page.

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

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

To delete any part of the new message, tap the **Delete…** button, and select an option.

Option	Description
Entire Message	Delete the entire draft voicemail message.
Introduction	Remove the recorded introduction from the draft voicemail.

Option	Description
Attachment	Remove the attachments from the draft voicemail.
Recipients	Remove the recipients from the draft voicemail.
Cancel (iPhone only)	Direct the user to the previous screen.

8.6   Delete a Voicemail

To delete a voicemail listing:

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

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

8.7   Forward a Voicemail

To forward a voicemail listing:

1. Tap the voicemail listing, and then tap the Forward button.

2. Follow the steps in "Create a new Voicemail Message " on page 25.

8.8   Mark new/Mark old

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

9 Info Tab

Users can set the Allworx Reach device Offline/Online, setup the server connections, connect or delete the Reach handset, setup the device personal preferences, or report a problem. The Info tab also displays the status and network information.

Status	Description
Registered With	Indicate the registered server IP address of the Reach device.
Connecting	Indicate the Reach device is locating an available network. The presence label also indicates Connecting status of the device.
Network	Indicate the network type and name the Reach device is using.
Offline	Indicate the Reach device is not connected to the network.

9.1 Overview

Figure 1: Layout - iPad and iPhone
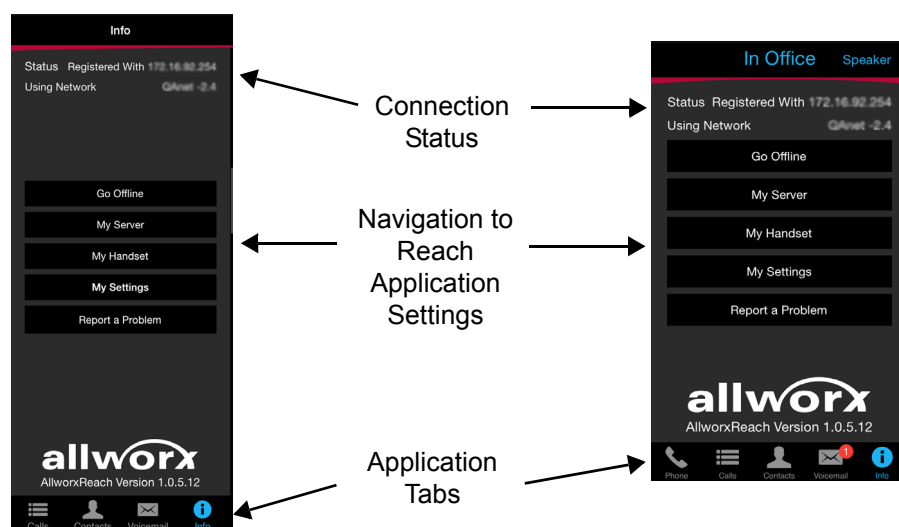
9.2 *Go Offline / Go Online*

- **Go Offline** – stops communication with the server. The calling features are inactive. iPad only: The button changes to Go Online.

- **Go Online** – connects to server and all functions are active.

9.3 *My Server*

9.3.1 Login

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

9.3.2 Change Password

If the Allworx server is using server software 7.7 or later, users can change the password to a new password at anytime. Tap the **Change Password** button. The Change Password page opens. Fill in the fields, and tap **Change Password**. The Allworx Reach application automatically logs in and is ready for use.

The Allworx Server Administrator can require users to enter strong passwords and/or change the password at login.

To change password at initial setup and configuration:

1. Setup and configure the Allworx Reach application. See "Setup" on page 3 and "Login" on page 28 for more information. An Error message displays indicating a password change is required. Tap **OK**. The Allworx Reach application immediately opens the Change Password window.

2. Enter a new password, and then confirm the new password. If the Allworx Server Administrator requires strong passwords, helpful hints display under the Save/Cancel buttons for the password requirements.

3. Tap **Save Password** . The Allworx Reach application proceeds to setting up a handset.

To change password at login:

1. Launch the Allworx Reach application on the device. The device displays a message indicating to change the password.

2. Tap **Change Password Now**. Enter the Old password, New password, and Confirm password. If the Allworx Server Administrator requires strong passwords, helpful hints display under the Save/Cancel buttons for the password requirements.

3. Tap **Save Password** . The device is ready to use.

The SIP Port and the AMDS Port settings are the TCP ports for communicating with the Allworx Server for SIP phone signaling and for authentication, presence, and voicemail access. In most cases, the default values are correct. However, if the Allworx Server Administrator requires configuration changes that require accessing these services on different ports, adjust these fields to the new values.

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

9.4 My Handset

Users can add a new Allworx Reach handset or delete an existing Allworx Reach handset. When creating a new handset, the system adds the device to the primary extension call route. If there are no Allworx Reach licenses, available, users cannot Create a Handset.

To add a new handset:

1. Tap **My Handset** and the Install new handset on this device page displays.

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

   Create New – displays the number of licenses available to the user and the number of available licenses in the system. Tapping this option enables the phone options on the device.

   Reserved – indicates the Allworx Server Administrator has saved a license, but the user has not claimed the license.

   Migrate handset from another device – displays a list of available Reach devices the user can move the licenses from. Tap an existing Reach device to move the license to the current Reach device.

To delete a handset:

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

2. Select the appropriate option for deleting the handset:

   Delete handset on this device – removes the handset information from the device. The license is still associated with the user.

   Delete handset on this device and on server - removes devices associated with the extension. The license is no longer available to the user and is available for anyone within the system to use.

9.5   My Settings

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

Setting	Description
Cell Number	Enter a cell phone number to transfer calls directly to a cellular network.
Contact Sort Order	**Last, First** – Displays the contact list alphabetically, last then first name. **First, Last** – Displays the contact list alphabetically, first then last name.
When Dialing	**Play Sound** – Audible tones indicate dialing. **Vibrate (if available)** – Phone vibrates to indicate dialing.
Audible Dialing	**Follow Server Settings (On)** – Uses default server settings. **Always On -** Hear tones while dialing. **Always Off** – Tones are silent while dialing.
Intercom Auto Answer	**Follow Server Settings (On)** – Uses default server settings. **Always On** - Answer with a live microphone after the alerting tone. **Always Off** - Answer an intercom call manually, like a regular phone call.
Off Hook Ringing	**Follow Server (On)** - Use default server settings. (Default) **Always On** - Enables the phone to ring if there is an active, incoming call. **Always Off** - The phone will not ring if the user is already on an active call. The appearance LED indicators and the display operation are not affected.
Ringtone Family	Tap the - or + (numbers 1 through 5). This changes the audible tones for incoming calls.

9.6   *Report a Problem*

Users can report unexpected application events and send detailed application logs to the Allworx reseller or the support contact. Report any unexpected application events or

suggestions immediately for analysis to improve the Allworx Reach experience.

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

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

2. Enter the Allworx support vendor email address.

3. Type a detailed description of the issue and then tap **Send** to forward the email to the Allworx support vendor. Tap **Cancel** to Delete or **Save** the draft message. The Info tab displays on the device screen.

10 Reach Application OS Settings

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

10.1 Notification Center Settings

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

2. Locate and tap **Notifications Center** > **Allworx Reach**. Set the options to your preference.

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

10.2 Privacy Settings

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

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

2. Locate and tap **Privacy**. Tap the option in the listing.

Setting	Description	Options
Contacts	Enable the Allworx Reach application to access the device contacts.	• On • Off
Photos	Enable the Allworx Reach application to access photos stored on the device.	• On • Off
Microphone	Enable the Allworx Reach application to access the device microphone.	• On • Off

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

10.3 *Other Settings*

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

2. Adjust the following settings as necessary.

Setting	Description	Option
Airplane Mode	Enable airplane mode to turn off the Cellular (voice and data), Wi-Fi, and Bluetooth wireless connections and services: If enabled, an airplane icon (✈) displays in the status bar at the top of the screen.	
Wi-Fi	Enable Wi-Fi access and selection of a network. 1. Tap the Wi-Fi option. 2. Tap the switch to set the Wi-Fi. 3. Locate and select a network in **Choose a Network…** to activate.	• On • Off
Bluetooth	Enable Bluetooth connectivity and selection of a device. **For iOS devices with software version 5.1.1 or earlier**: navigate to **Settings** > **General** > **Bluetooth**. **For iOS devices with software version 6.0 or later**: tap **Bluetooth**.	• On • Off • Select a Bluetooth device in the Devices section to activate it.
Cellular Data	Enabled to work over the device cellular data plan or disable to work only over Wi-Fi. NOTE: The Allworx server administrator may restrict Reach for iOS handsets to Wi-Fi networks only. **For iOS devices with software version 5.1.1 or earlier**: tap the Cellular Data option. **For iOS devices with software version 6.0 or later**: navigate to **General** > **Cellular**.	• On • Off

Setting	Description	Option
Do Not Disturb	Enable the iOS device to not ring during notification while the device is locked. **For iOS devices with software version 6.0 or later**: tap the Do Not Disturb option.	Scheduled: • On • Off Allow Calls From: • Everyone • No One • Favorites Groups: • All Contacts
Sounds	Changes the Ringer and Alerts volume and specifies ringtones for each type of notification. **For iOS devices with software version 5.1.1 or earlier**: tap the General option, and then tap the Sounds option. **For iOS devices with software version 6.0 or later**: tap the Sounds option.	• Adjust the sounds as necessary.
Mail, Contacts, Calendars	Set the Contact Sort and Display Order. 1. Tap the Mail, Contacts, Calendars setting. 2. Locate the Contacts section. Tap the option, and select the order from the list.	

11 Troubleshooting

11.1 Error Conditions

Condition	Description	Solution
Setup Incomplete	User did not complete the set up.	Tap the **Configure Now** button within the message. The My Server dialog box displays. Follow the steps in the "My Server" on page 28 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 28 to check the IP address and the network connection.
Registration Failed	User's handset did not register with the Allworx Server.	Navigate to the Info tab and tap the **My Handset** button. Follow the steps in the "My Handset" on page 29 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 28 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 Allworx 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 29 for more information.
Handset Invalid	User's Allworx 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 Allworx Reach handset.	Contact your Allworx Server Administrator.

Condition	Description	Solution
Portal Unreachable (activated) Portal Connection Failed Portal Login Failed	The handset cannot reach the portal because it does not have access to the Internet or because of an internal error on the portal.	Tap the **Try Again** button. The device restarts the connection process. For servers without access to the INTERNET: • Move the device to a network that can connect to the INTERNET and access the Allworx portal. • After activating the device, return to the preferred network connection.
Generic	An unexpected error has occurred.	If this problem persists, contact your Allworx Server Administrator.
Device does not ring.	Device does not ring when Reach is running in background mode.	Locate the device volume button and increase the device volume. The device displays a squarish overlay titled ringer with a picture of a bell on it. This ringer volume is used for all incoming calls and notifications. The audio route and volume are specific to the audio route currently in use. When switching from one route to another (i.e., Handset to Speaker) the application maintains a different volume level for each route.
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 Allworx Reach information on the device.	See "Wipe Current Remote Licenses" on page 7 for more information.
The device displays the message "You must change your password to continue."	The Allworx Server Administrator updated the server profile to require a new password.	Tap the **Change Password Now** button and follow the onscreen prompts. See "Change Password" on page 28 for more information.

Condition	Description	Solution
The device displays the message "You are required to change your password before logging in."	The Allworx Server Administrator updated the server profile to require a new password.	Tap the **Change Password Now** button and follow the onscreen prompts. See "Change Password" on page 28 for more information.
Continuous ringing after call answering or ending an Allworx Reach call.	Allworx Reach user continues to hear ringing when on an active call or after ending the call.	1. Navigate to **Info Tab** > **My Settings.** 2. Locate the Background Rings line and change the number of rings heard on an incoming call.

11.2   Other States

Condition	Description	Solution
Online	The Allworx Server Administrator has installed the Mobile Link feature key, and there is a connection to the Allworx server; however, the device is missing the handset configuration. All non-call related features are available (Presence, Voicemail, Conferences, etc.).	Tap the **Go To Voicemail** button and the Voicemail tab displays. See the "Voicemail Tab" on page 23. for more information. To send or receive phone calls, configure an Allworx Reach handset. Tap the **Configure Handset** button. The Handsets dialog box displays. See "My Handset" on page 29 for more information.
Restricted	The user attempted to connect to the Allworx server over a cellular network. The Allworx Server Administrator has configured the Allworx Reach handset for WiFi-only use.	Contact the Allworx Server Administrator.
Offline	User has chosen to put the application Offline, which stops communication with the server	Tap the **Go Online** button. The application starts a new connection attempt.
Evaluation	The user connected to an Allworx server with no Mobile Link feature key installed and no configured handset on the device.	Contact the Allworx Server Administrator about obtaining Reach Licenses to unlock more features.

12 Glossary

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