

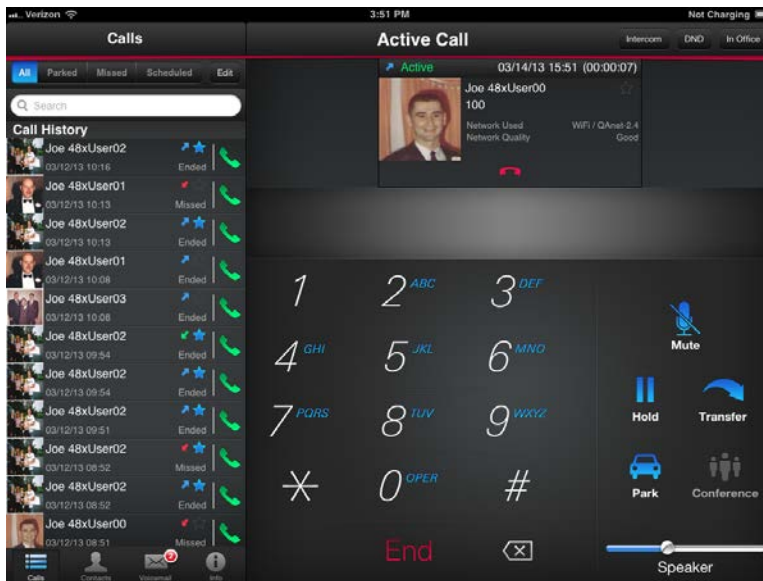
# Allworx<sup>®</sup> Reach User Guide 1.0

Updated April 17, 2013





# Allworx Reach User Guide



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## Table of Contents

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<b>1</b>	<b>Introduction .....</b>	<b>1</b>
<b>2</b>	<b>Setup .....</b>	<b>3</b>
<b>3</b>	<b>Overview .....</b>	<b>5</b>
	3.1 Layout.....	5
	3.2 Icons .....	10
<b>4</b>	<b>Device Status.....</b>	<b>11</b>
	4.1 Presence.....	11
	4.2 Volume Control and Audio Route .....	11
	4.3 Intercom.....	12
	4.4 DND (Do not Disturb).....	12
<b>5</b>	<b>Manage Calls .....</b>	<b>13</b>
	5.1 Send a Call .....	13
	5.2 Receive a Call.....	13
	5.3 Transfer a Call .....	14
	5.4 Park a Call .....	14
	5.5 Conference Call .....	14
	5.6 End a Call .....	14
	5.7 Call Status .....	15
<b>6</b>	<b>Calls Tab .....</b>	<b>17</b>
	6.1 Filters.....	17
	6.2 Call Details.....	17
	6.3 Scheduled Conferences.....	17
	6.4 Edit Conference Center Information .....	18
<b>7</b>	<b>Contacts tab.....</b>	<b>19</b>
	7.1 Filters.....	19
	7.2 Sorting Contacts .....	19
	7.3 New Contacts.....	19
	7.4 Edit Contacts.....	20
<b>8</b>	<b>Voicemail Tab .....</b>	<b>21</b>
	8.1 Filters.....	21
	8.2 Listen to a Voicemail.....	21
	8.3 Reply, Forward, or Delete a Voicemail .....	21
	8.4 Create a new Voicemail Message .....	22
<b>9</b>	<b>Info Tab .....</b>	<b>23</b>
	9.1 Go Offline / Go Online.....	23
	9.2 My Server .....	23
	9.3 My Handset.....	23
	9.4 My Settings.....	25
	9.5 Report a Problem.....	25
<b>10</b>	<b>Reach Application iOS Settings.....</b>	<b>27</b>

10.1	Notification Center Settings .....	27
10.2	Privacy Settings.....	27
10.3	Other Settings .....	28
<b>11</b>	<b>Troubleshooting .....</b>	<b>29</b>
11.1	Error Conditions.....	29
11.2	Other States .....	30
<b>12</b>	<b>Glossary .....</b>	<b>31</b>

## 1 Introduction

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The Allworx Reach application enables users to send or receive business phone calls from their 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.





## 2 Setup

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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.

- Administrators may send a “setup link” to the website <http://get.allworx.com/reach>. This setup link may include the server IP addresses and username. 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.
- During setup, users must manually enter the password provided by the Allworx Server Administrator for the password.

### To download and install the Allworx Reach application:

1. Navigate to the iTunes 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.

2. Configure the device:
  - a. Navigate to **Info tab > My Server**.
  - b. Type the detailed IP address and Allworx username provided by the Allworx System Administrator into the appropriate fields.
  - c. Tap the **Test** 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 23 for more information.

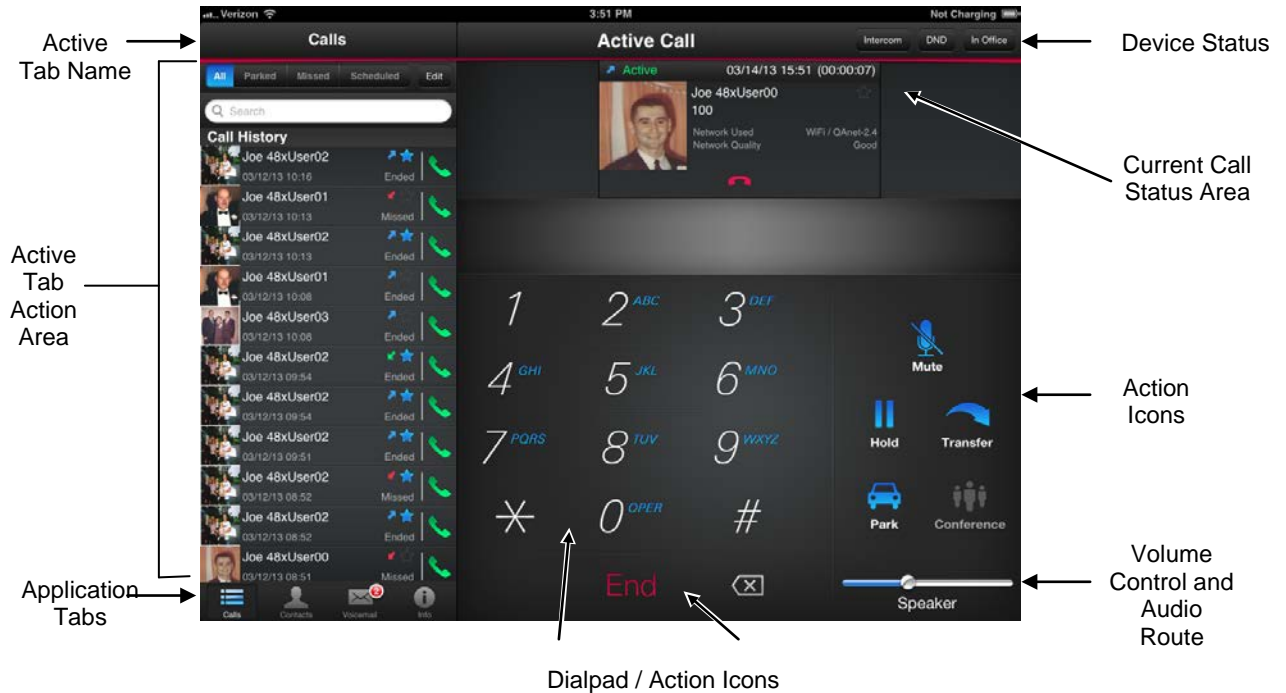
For servers without access to the internet:

- a. Move the device to a network that can connect to the internet and access the Allworx portal.
  - b. After activating the device, return to the intranet connection.
3. Download the supporting documentation from <https://get.allworx.com/reach>.
  4. Place a test phone call. See Section 5.1 Send a Call for more information.



### 3 Overview

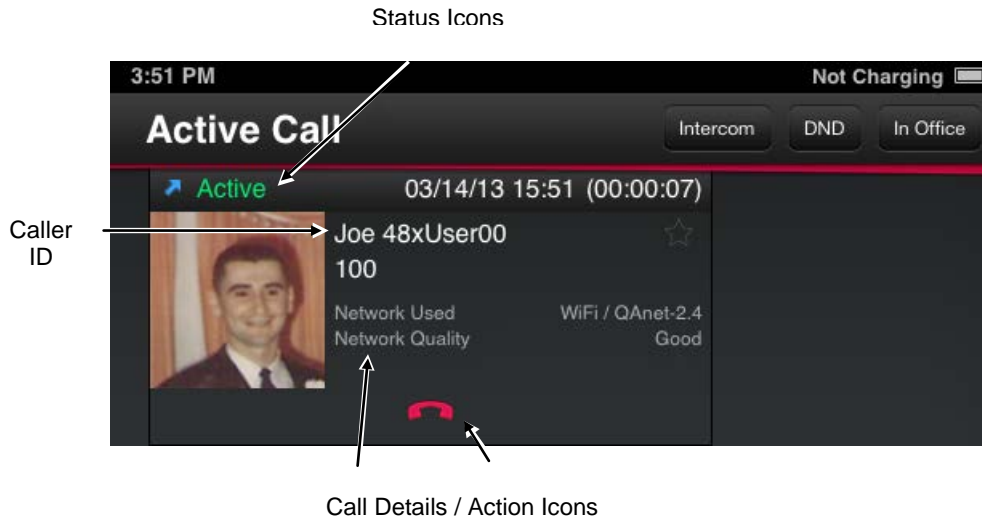
#### 3.1 Layout



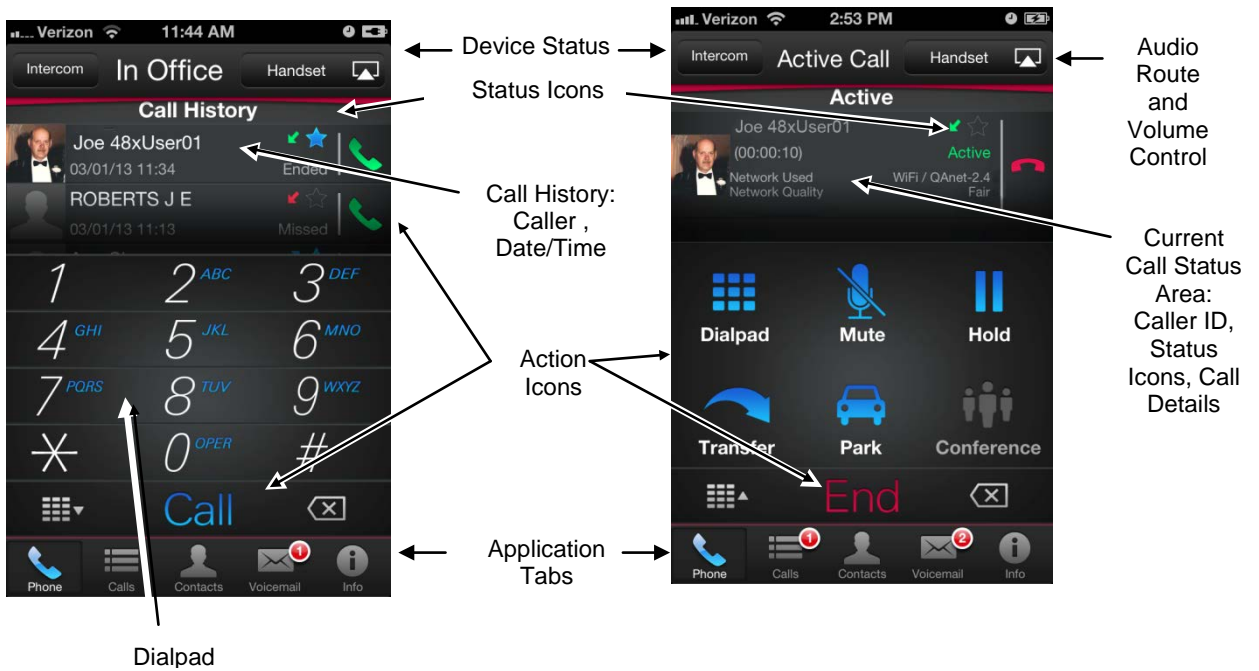
##### 3.1.1 Active Call Details

For more information about active calls, see Chapter 5, Manage Calls.

iPad:



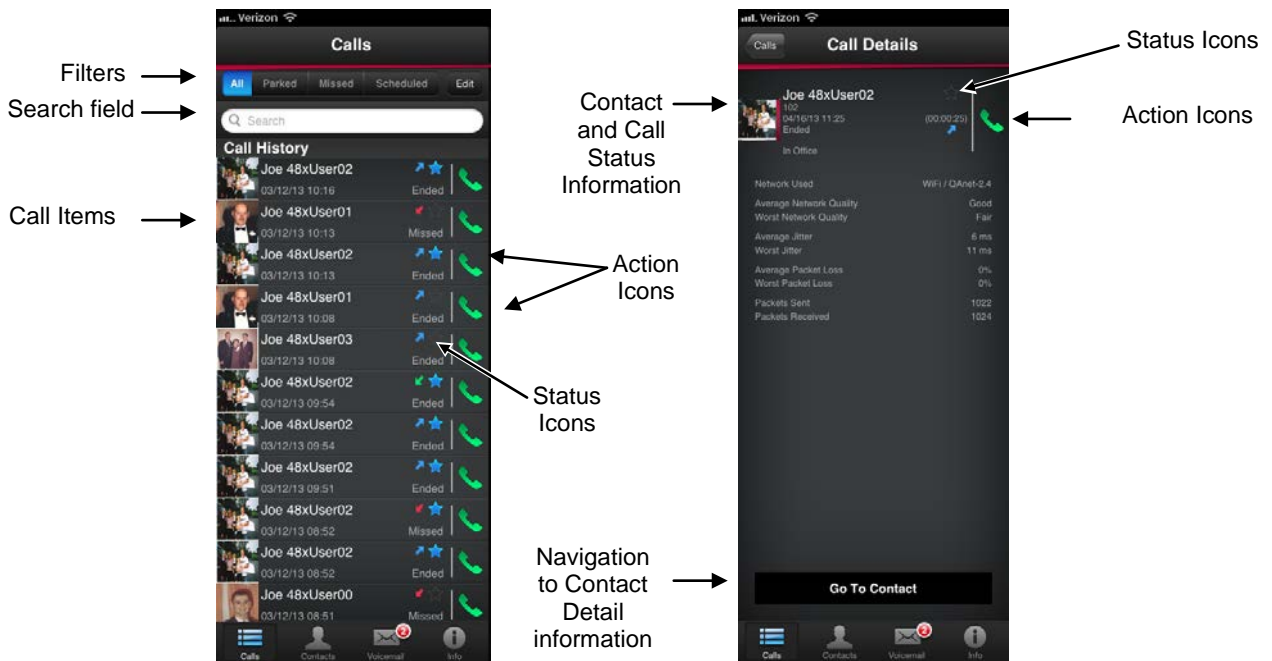
iPhone:



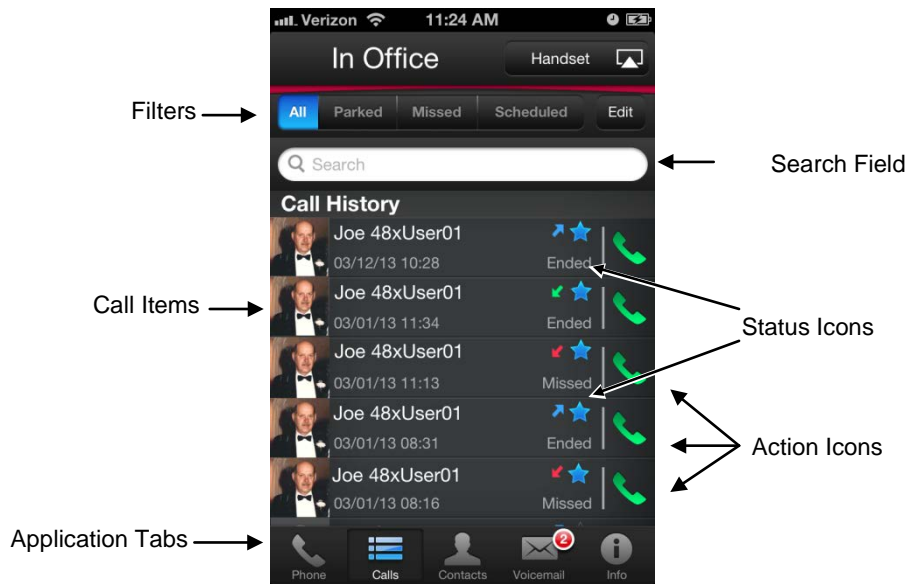
### 3.1.2 Calls Tab

For more information about calls, see Chapter 6, Calls Tab.

iPad:



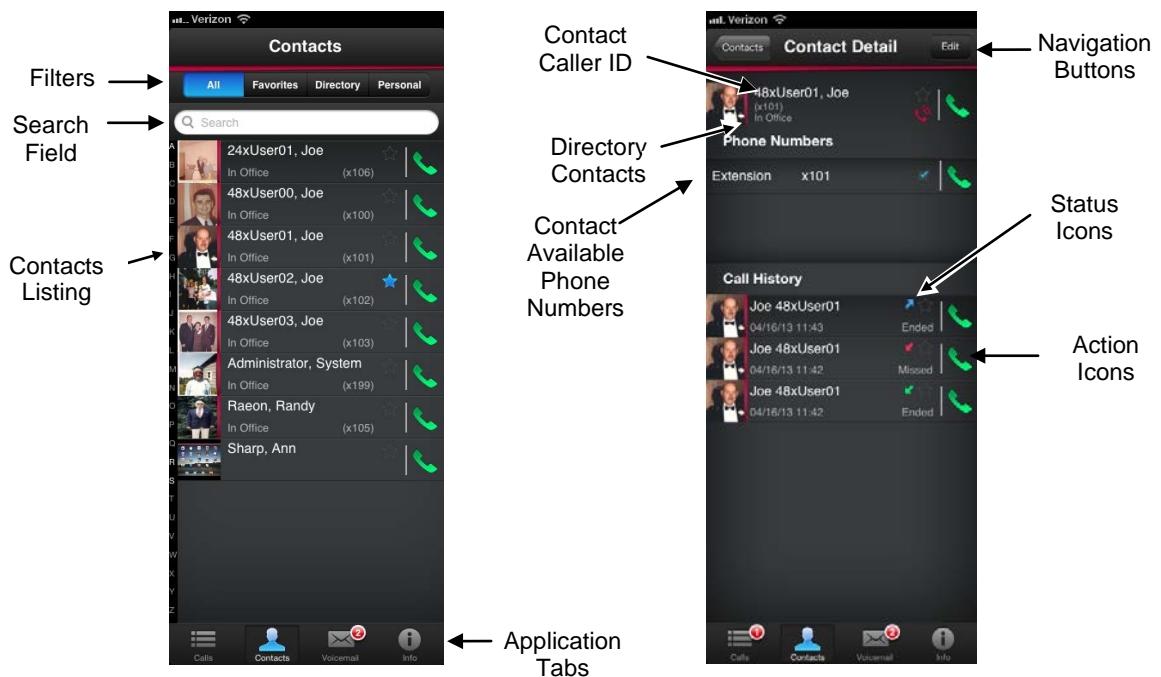
iPhone:



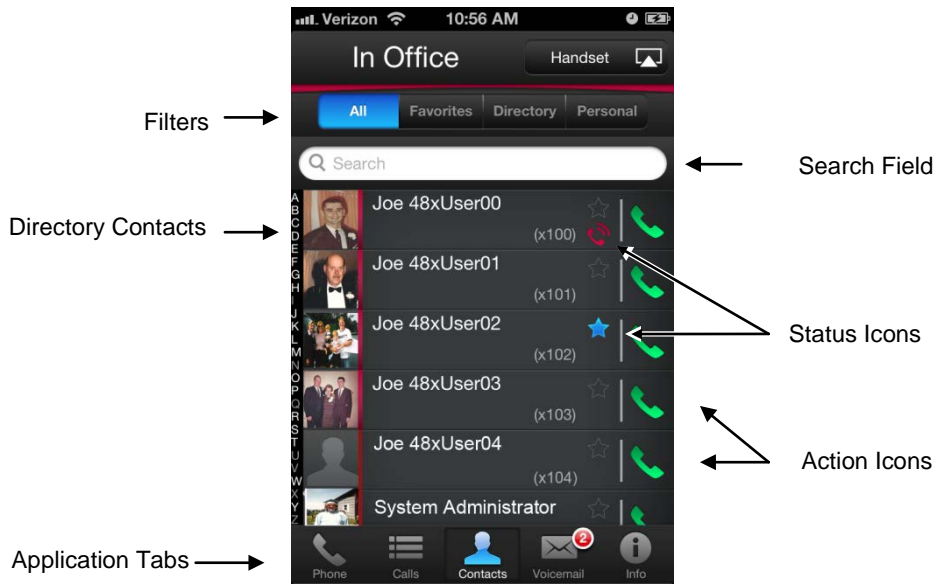
### 3.1.3 Contact Tab

For more information about contacts, see Chapter 7, Contacts Tab.

iPad:



iPhone:

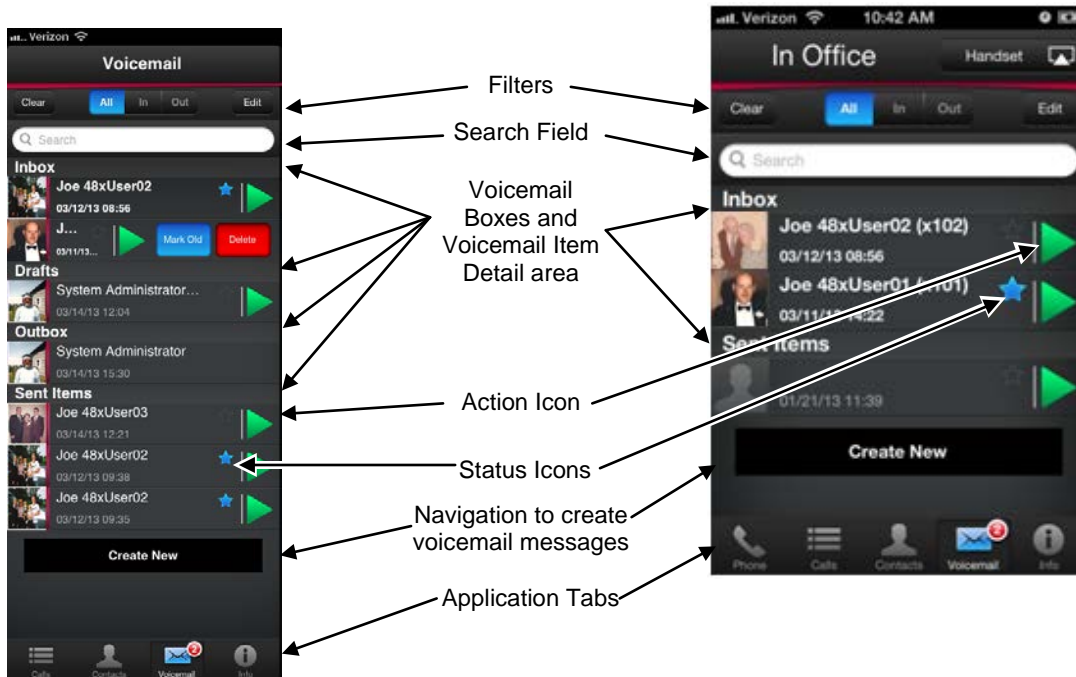


### 3.1.4 Voicemail Tab

For more information about voicemail, see Chapter 8, Voicemail Tab.

iPad:

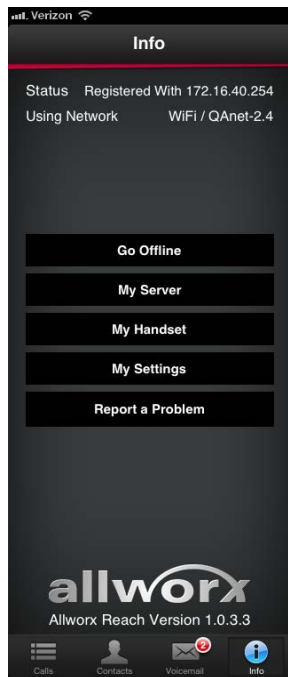
iPhone:



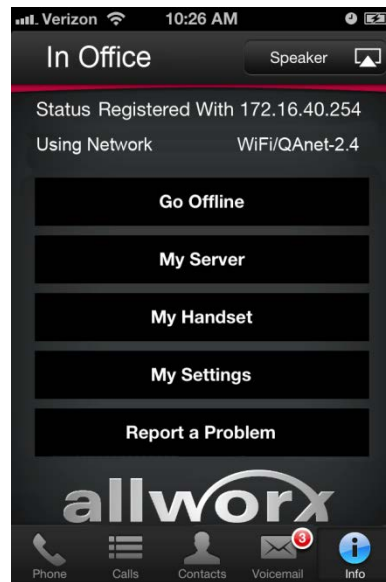
### 3.1.5 Info Tab

For more information about settings and preferences, see Chapter 9, Info Tab.

iPad:



iPhone:


























Connection Status

Navigation to Reach Application Settings

Application Tabs

### 3.2 Icons

Action Icon	Description	Status Icon	Description
	Place a phone call.		Red Vertical Stripe indicates a business contact.
	Receive a phone call.		Contact favorite
	End the current phone call.		Outgoing phone call
	Retrieve the current call from hold.		Incoming, answered phone call
Call	Place a phone call. Tap twice to redial last number.		Incoming, unanswered phone call
Transfer	Forward the current phone call.		Contact is placing a phone call (ringing).
End	Disconnect the current phone call.		Contact currently on a phone call.
	Display the numeric keypad.		Contact enabled DND.
	Mute/Unmute		
	Hold		
	Transfer		
	Cancel the call transfer.		
	Park		
	Conference Call		
	Play		
	Record		
	Stop recording or playing the current message.		
	Dialpad backspace		
	Audio Route		



## 4 Device Status

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On the iPad, the 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 presences 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
- At Home
- At a meeting
- Away
- On Vacation
- Busy
- On a Business Trip
- Do not Disturb (iPhone only)

A blue checkmark displays next to the selected presence. While the iOS device is searching for or connecting to a network, the presence label is Connecting.

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

### 4.2 Volume Control and Audio Route

The volume slide bar enables the user to increase or decrease the iOS device volume.

iPhone: Tap the audio route () action icon; slide the radio button to the left to decrease the volume or to the right to increase the volume.

iPad: Located on the bottom, right side of the Current Call Options; slide the radio button above the Audio Route to the left to decrease the volume or to the right to increase the volume.

Next to the volume slide bar is an audio route action icon, if there is more than one available audio route. Tap this action icon to select the preferred audio route such handset, speaker, or Bluetooth. The indicator displays the active audio currently in use.

- Bluetooth
- Handset
- Speaker
- Headphones

### 4.3 Intercom

Note: For the iPhone, this option is available on the Phone tab. Press the **Intercom** button, dial the extension, and press call.

1. Start talking when the iOS device displays Active Call. The user of the dialed extension hears the caller.
2. Press the red handset action icon in the call item or the End key in the dial pad to end the call.

To deny an incoming Intercom request, tap **Ignore**.

### 4.4 DND (Do not Disturb)

When activating the DND feature, the iOS device does not ring. All calls follow the next step in the active call route. Users can send calls on the iOS device.

#### To activate the DND option:

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.

iPhone:

1. Tap the presence at the top of the screen. The list of Presence options displays.
2. Tap the Do Not Disturb option. A blue checkmark 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.

## 5 Manage Calls

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

### 5.1 Send 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, access the outside line following the dial plan, 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 number, tap the **Call** action icon twice.

### 5.2 Receive a Call

The application always notifies users of incoming calls. Additionally, users can close the Reach application to use another iOS device application without ending the call.


Device State	
<p><b>Lock Screen:</b> User must use the slide bar to unlock the iOS device, and then input a passcode, if required, to unlock the phone and answer the call. The device automatically opens in the Allworx Reach application.</p>	
<p><b>When using another application:</b> User taps the notification display on the device window. The device automatically opens the Allworx Reach application and answers the call.</p>	
<p><b>Changing applications:</b> User changes application by touching the device home button. The Allworx Reach application notifies the user that the device is recording. This indicates that user has not ended the call. The user at the opposite end of the call can still hear the conversation.</p>	<p>iPhone: </p> <p>iPad: </p>
<p><b>Home Screen:</b> A pop-up displays with two options.</p> <ul style="list-style-type: none"> <li><b>Ignore:</b> User sends the call to next step on active call route after the system specified number of rings.</li> <li><b>Accept:</b> User answers incoming call.</li> </ul> <p>If a second call comes in and the user taps the <b>Accept</b> button, the Allworx Reach application automatically places the first call on hold.</p>	

### 5.3 Transfer a Call

1. Tap the **Transfer** action icon.
2. Select a transfer option.

Option	Description
Blind	Forward the call unannounced to a new extension.
Attended	Forward the call announced to a new extension.
To Voicemail	Forward the call to the a voicemail box.
To My Cell Phone	Forward 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 keypad

3. Dial the number.
4. Tap the **Transfer** action icon to complete the transfer.

Tap the cancel transfer () action icon to cancel the active call transfer. Tap the action icon to unhold the call. The display status changes to active call.

### 5.4 Park a Call

To place the call into a Parking Orbit, press the **Park** action icon.

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

### 5.5 Conference Call

**To connect a conference call after sending or receiving the first call:**

1. Place the current, active call on hold.
2. Send 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.

If you end the call, you end both active segments of the call. If one party hangs up, that segment drops.

### 5.6 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.

## **5.7 Call Status**

The call status information contains the contact name or caller ID, a timer, 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
- Transferring Blind – forwards the call to another extension without announcing the call
- Transferring Attended – forwards the call to another extension with announcing the the call
- Transferring to Voicemail – forwards the call to the voicemail of another extension
- Transferring to Cell Phone– forwards the call to the user’s cell phone



## 6 Calls Tab

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A call history specific to the handset displays on the iOS device. The call items display the caller ID, date/time of call, status icons, and action icons. A right-swipe of the action icon enables the user to tap the **Delete** button and remove the phone call from the listing

### 6.1 Filters

Filter	Description
All	Display the chronological order of the entire Call History.
Parked	Display only the active calls placed into the Parking Orbit.
Missed	Display only the unanswered phone calls.
Scheduled	Display the conference description, ID number, password, date duration, pre-join time, and repeat information for scheduled conference calls.

### 6.2 Call Details

The call status information contains the contact name or caller ID, date/time of call, call duration, favorite status, received/sent call, Network used, Packet Loss, Average Jitter, presence (for directory contacts only), and indicates if the current phone call was:

- Ended
- Missed
- Transferred
- Parked at: <Parking Orbit Number>
- Check number
- Dropped

The green phone action icon enables the user to redial the last number.

### 6.3 Scheduled Conferences

My Allworx manager downloads all scheduled conference calls. To schedule a conference call, go to My Allworx Manager and login. There are no schedule calls downloaded from any other external calendar.

Tapping on a conference call item automatically dials the Conference Bridge. The Autodialing 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.

### **To edit the scheduled conference:**

1. Navigate to the Calls Tab.
2. Tap the Scheduled filter. A list of scheduled conferences displays in the tab area.
3. Tap the scheduled call, the conference information displays.
4. Tap the **Edit** button above the right information column.
5. Tap in the field, and type in the new information.

**Name** – type in a new name for the conference

**Password** – type in a new numeric password for the conference

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



## 7 Contacts tab

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The iOS device displays contacts specific to the handset. Users can filter the contacts by all, favorites, directory, and personal. The iOS device accesses the contact application on the device to provide the personal contacts and accesses the internal business directory for the directory contacts.

The contact item displays Contact photo (if available), Caller ID, presence, favorite status, and availability status. See Section 3.3 Icons for further information.

### 7.1 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.

**CAUTION:** Personal contacts stored on the iOS device are not stored on the Allworx server. Switching to another iOS device deletes all personal contacts and information.

### 7.2 Sorting Contacts

1. Navigate to the Info tab and tap the **My Settings** button.
2. Tap the Contact Sort Order.
3. Select the sort order preference. A blue checkmark displays by 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 New Contacts

To add personal contacts, go to the device Contacts application, and add the appropriate information. If personal contacts do not display, check the privacy settings of the iOS device.

To add directory contacts, the Allworx server automatically adds new directory contacts based on the Allworx Server Administrator updates.

## 7.4 Edit Contacts

### To edit existing directory contacts:

1. Tap the contact to open the Contact Detail page.
2. Tap the **Edit** button. The What do you want to do? dialog box displays.
3. Tap an option.

Option	Description
Delete Photo	Delete the current photo.
Take Photo	Open the camera option to capture a new photo to use.
Change Photo	Open the Camera Roll application for the user to choose another photo to use.
Cancel	iPhone only: exits the edit screen. iPad only: tap outside the dialog box.

### To edit existing personal contacts:

1. Tap the contact to open the Personal Contact Detail page.
2. Tap the **Edit** button. Contact information displays, as well as the option to Send Message, FaceTime, Share Contact, or Add to Favorites (personal contact favorite).
3. Tap the **Edit** button a second time to add or update contact information. Tap the appropriate field and enter the information or the picture area to change the photo. See options in the table above to change the photo. Tap **Cancel** to exit the edit screen or **Done** to save changes.
4. Tap the **Contact Detail** button to navigate back to the Contact Detail Screen.

If a personal contact has more than one phone number, check the box next to the preferred phone number to use as a personal speed dial number. Tap again to deselect.



5. Tap the **Contacts** button to navigate back to the Contacts tab.
6. Tap the star in the upper, right corner in the Contact Detail section to make the contact a favorite. Tap again to deselect.

## 8 Voicemail Tab

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The number in the top, right corner of the Voicemail tab indicates the number of voicemail messages.

The call item displays Caller ID and the date/time of call. Unread messages are in bold text. Tap the green, right arrow to play the message or the blue box to stop playing the message. A right-swipe of a call item enables the user to toggle between the Mark Old, Mark New or Delete the call item. To cancel, right-swipe the call item again.

### 8.1 Filters

Filter	Description
All	Display the Inbox, Drafts and Sent call items and the Create New option.
In	Display the Inbox call items and the Create new option.
Out	Display the Drafts and Sent Items and the Create New option.

### 8.2 Listen to a Voicemail

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

### 8.3 Reply, Forward, or Delete a Voicemail

Tap the voicemail call item and the voicemail detail screen displays.

Button	Action
Reply	The device goes to the Draft voicemail dialog box.
Forward	The device goes to the Draft voicemail dialog box.
Delete	Remove the voicemail from the call item listing.

## 8.4 Create a new Voicemail Message

To create a new message:

1. Tap the **Create New** button. The Draft voicemail dialog box opens.
2. Tap the red circle in the Introduction section to record a message up to two minutes long. The red circle changes to a blue square while recording. Tap the blue square to stop recording.

Tap the green action icon in the Preview It section to listen to the recording. Repeat step 2 to re-record the introduction.



3. Tap the **Recipients** link, and the directory contacts listing displays.
 

Scroll through the list of contacts, and tap each contact that needs to receive the message. A checkmark displays next to the selected recipients.
4. Tap the **Draft** button to return to the Voicemail message dialog.
5. Tap the **Attachment** link to select the message(s) to accompany the created voicemail message.
6. Tap the **Draft** button to return to the Voicemail message dialog.
7. Tap **Send** to forward the message.

To delete the new message, tap **Delete...** Select one of the options.

Option	Description
Entire Message	Delete the entire draft voicemail message.
Introduction	Remove the recorded introduction from the draft voicemail.
Attachment	Remove the attachments from the draft voicemail.
Recipients	Remove the recipients from the draft voicemail.
Cancel (iPhone only)	Direct the user to the previous screen.

## 9 Info Tab

Users can set the iOS device offline/online, setup the server connections, connect or delete the iOS handset, setup the device personal preferences, or report a problem. The Info tab also displays the connection and network information.

Status	Description
Registered With	Indicate the registered server IP address of the iOS device.
Connecting	Indicate the iOS device is locating an available network. The presence label also indicates Connecting status of the device.
Using Network	Indicate the network type and the network name the iOS device is using.

### 9.1 Go Offline / Go Online

- **Go Offline** – stops communication with the server and the calling features are inactive. iPad only: A dialog box opens to Go Online immediately.
- **Go Online** – connects to server and all functions are active.

### 9.2 My Server

Users can input the server information provided by the Allworx Server Administrator. After filling in the fields, tap the **Test** button.

The SIP Port and the AMDS Port 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 your Allworx Server administrator informs you about an unusual firewall configuration that requires accessing these services on different ports, adjust these fields to other 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.

### 9.3 My Handset

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

**To add a new handset:**

1. Tap **My Handset** and the Install new handset on this device page displays.
2. Select the appropriate option for adding 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 iOS 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 iOS devices the user can move the licenses from. Tap an existing iOS device to move the license to the current iOS device.

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

**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 iOS device. The license is still associated with the extension.

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

## 9.4 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	<b>Last, First</b> – Displays the contact list alphabetically, last then first name. <b>First, Last</b> – Displays the contact list alphabetically, first then last name.
When Dialing	<b>Play Sound</b> – Audible tones indicate dialing. <b>Vibrate (if available)</b> – Phone vibrates to indicate dialing.
Audible Dialing	<b>Follow Server Settings (On)</b> – Uses default server settings. <b>Always On</b> - Hear tones while dialing. <b>Always Off</b> – Tones are silent while dialing.
Intercom Auto Answer	<b>Follow Server Settings (On)</b> – Uses default server settings. <b>Always On</b> - Answer with a live microphone after the alerting tone. <b>Always Off</b> - Answer an intercom call manually, like a regular phone call.
Off Hook Ringing	<b>Always On</b> - Enables the phone to ring if there is an active, incoming call. <b>Always Off</b> - 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.

## 9.5 Report a Problem

Users can report problems and send application logs to the Allworx reseller or the support contact. Report any issues with the Allworx Reach application immediately.

Note: Option is only available with an active email account on the iOS 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. Type a detailed description of the issue and then tap **Send** to forward the email to Allworx. Tap **Cancel** to Delete or **Save** the draft message. The Info tab displays on the device screen.





## 10 Reach Application iOS 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 home screen on the iOS device, and tap the Settings application icon.
2. Locate and tap the Notifications option, and then the Allworx Reach option. Set the options to your preference:

Option	Description
Notification Center	Set this option to <b>Off</b> , if you do not want alerts to display in the Notification Center.
Show	Choose to show the most recent number of items in the Notification Center. Options include: <ul style="list-style-type: none"> <li>• 1 Recent Item</li> <li>• 5 Recent Items</li> <li>• 10 Recent Items</li> <li>• 20 Recent Items</li> </ul>
Alert Style	<ul style="list-style-type: none"> <li>• None: no notification displays.</li> <li>• Banners: Display at the top of the screen and go away automatically.</li> <li>• Alerts: Require an action before proceeding.</li> </ul>
Badge App Icon	Set this option to On to enable the Allworx Reach application to display the count of new voicemails and missed messages, in the red circle on the application icon.
Sounds	Audio indication of a notification. Options include ON or OFF.
View in Lock Screen	Set this to <b>On</b> to have alerts display on the lock screen.

### 10.2 Privacy Settings


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

1. Navigate to the home screen on the iOS device, and tap the Settings application icon.
2. Locate and tap the Privacy option, and then the contacts option. Locate the Allworx Reach line item.

Option	Description
ON	Enable the Allworx Reach application to access the iOS device contacts.
OFF	Enable the Allworx Reach application to access the iOS device contacts.

### 10.3 Other Settings

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

Option	Description
Airplane Mode	<p>Enable airplane mode turns off the following wireless connections and services:</p> <ul style="list-style-type: none"> <li>• Cellular (voice and data)</li> <li>• Wi-Fi</li> <li>• Bluetooth</li> </ul> <p>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"> <li>1. Tap the Wi-Fi option.</li> <li>2. Slide the radio button to set the Wi-Fi ON or OFF.</li> <li>3. Activate a network in the Choose a Network... section by tapping it.</li> </ol>
Bluetooth	<p>Enable Bluetooth connectivity and selection of a device.</p> <ol style="list-style-type: none"> <li>1. Tap the Bluetooth option.</li> <li>2. Slide the radio button to set the Bluetooth ON or OFF.</li> <li>3. Tap a Bluetooth device in the Devices section to activate it.</li> </ol>
Cellular Data	<p>Set the cellular data to ON or OFF. If enabled, the Reach application works over the device's cellular data plan.</p> <p><b>For iOS devices with software version 5.1.1 or earlier:</b> tap the Cellular Data option. Slide the radio button to set the Cellular Data ON or OFF.</p> <p><b>For iOS devices with software version 6.0 or later:</b> tap the General option. Locate and tap the Cellular option. Slide the radio button to set the Cellular Data ON or OFF.</p>
Do Not Disturb	<p>Enable the iOS device to not ring during notification.</p> <p><b>For iOS devices with software version 6.0 or later:</b> tap the Do Not Disturb option. Slide the radio button to set the option ON or OFF.</p>
Sounds	<p>Changes the Ringer and Alerts volume and specifies ringtones for each type of notification.</p> <p><b>For iOS devices with software version 5.1.1 or earlier:</b> tap the General option, and then tap the Sounds option. Adjust the sounds as necessary.</p> <p><b>For iOS devices with software version 6.0 or later:</b> tap the Sounds option. Adjust the sounds as necessary.</p>
Mail, Contacts, Calendars	<p>Set the Contact Sort and Display Order.</p> <ol style="list-style-type: none"> <li>1. Tap the Mail, Contacts, Calendars setting.</li> <li>2. Locate the Contacts section. Tap the option, and select the order from the list.</li> </ol>

## 11 Troubleshooting

### 11.1 Error Conditions

Condition	Description	Solution
Setup Incomplete	User did not complete the set up.	Tap the <b>Configure Now</b> button within the message. The My Server dialog box displays. Follow the steps in the My Server section on page 23 to finish the configuration.
Server Unreachable	User's device cannot connect to the Allworx server.	Tap the <b>Check Address</b> button within the message. The My Server dialog box displays. Follow the steps in the My Server section on page 23 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 <b>My Handset</b> button. Follow the steps in the My Handset section on page 23 to complete the registration.
Server Connection Failed	User's handset did not connect with the Allworx Server.	Follow the steps in the My Server section on page 23 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 <b>Configure Now</b> 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 <b>Configure Handset</b> button within the message. The My Handset dialog box displays. Remove the handset, and then create a new handset. See My Handset on page 23 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 due to a hardware replacement. 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)	The handset cannot reach the portal because it does not have access to the internet.	Tap the <b>Try Again</b> 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 intranet connection.
Portal Connection Failed	The handset cannot reach the portal because it is inactivated.	Tap the <b>Try Again</b> button. The device restarts the connection process. If this problem persists, contact your Allworx Server Administrator.
Portal Login Failed	The handset cannot reach the portal because it is inactivated.	Tap the <b>Try Again</b> button. The device restarts the connection process. If this problem persists, contact your Allworx Server Administrator.
Generic	An unexpected error has occurred.	If this problem persists, contact your Allworx Server Administrator.

## 11.2 Other States

Condition	Description	Solution
Online	User's current handset enabled configuration is to Allworx Mobile Link for access to voicemail messages.	Tap the <b>Go To Voicemail</b> button and the Voicemail tab displays. See the Voicemail Tab section on page <b>Error! Bookmark not defined.</b> for more information.  To send or receive phone calls, configure an Allworx Reach handset. Tap the <b>Configure Handset</b> button. The Handsets dialog box displays. See My Handset on page 23 for more information.
Restricted	The Allworx Server Administrator has configured your 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 <b>Go Online</b> button. The application starts a new connection attempt.
Evaluation	User's device is in Evaluation Mode. Users can view and change My Presence setting.	Contact the Allworx Server Administrator about obtaining the Allworx Mobile Link feature key or Reach Licenses to unlock more features.

## 12 Glossary

DND	Do not Disturb
Parking Orbit	An extension number specifically designated for any other handset in the system to pick. Calls sit in parking orbits after parked by user with a handset.
iOS	Apple OS based device
SIP	Session Initiation Protocol
AMDS	Apple Mobile Device Service







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