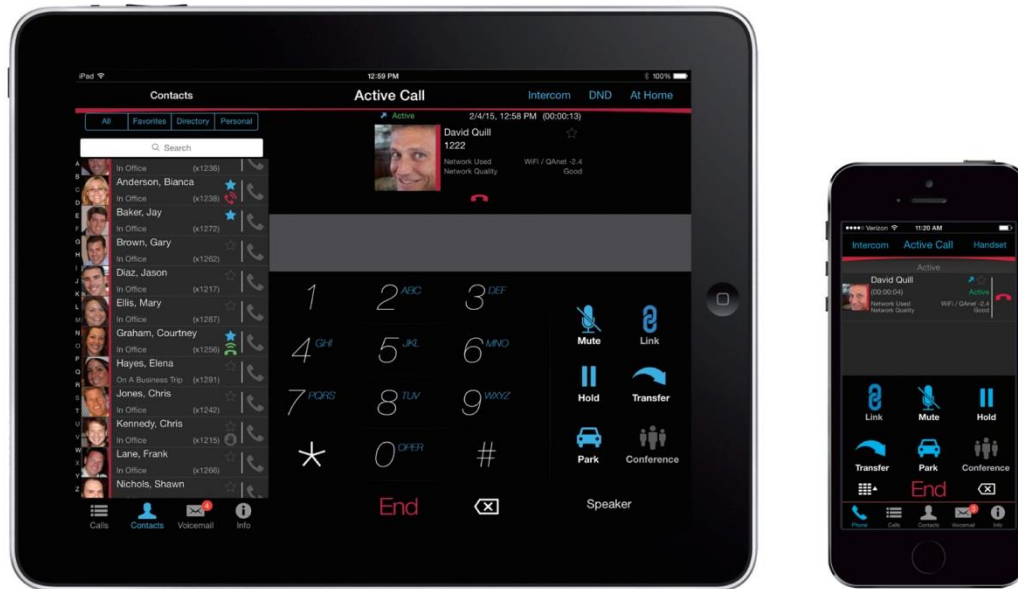# Allworx Reach™ 2.0 and Allworx Reach Link™

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Reach brings Allworx desk phone to your mobile device. Reach Link keeps you connected.

Reach for iOS and Android

- Place, receive, transfer calls.
- Make easy 3-way calls.
- See call history, missed calls, parked calls, and scheduled calls.
- Access both system and personal contact directories.
- See presence and status for all Allworx system users.
- Check voicemail.
- Change presence settings.
- One free license included with every system. Sold in one, five or 10 user license packs.

Reach Link

- **Automatically keeps** active calls connected as the mobile data network changes.
- **Manual option** to keep active 4G calls on 4G when you enter a Wi-Fi zone.
- **Real-time overrides** provide one-touch options to manage call quality during active calls
- Sold as a server-wide license.
- Only available for the Connect series.
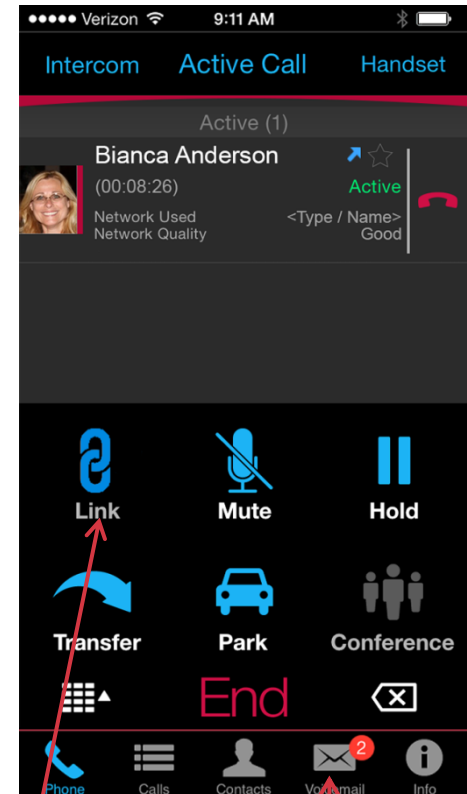
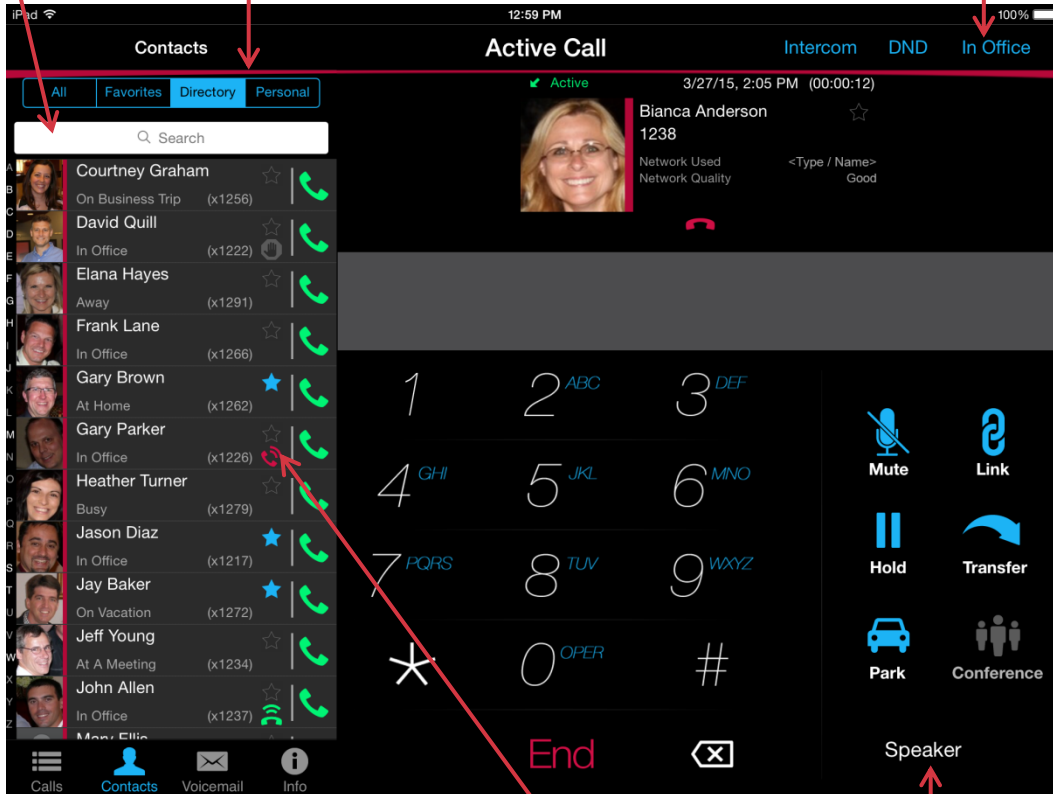allworx

Reach for *iOS* - Active Call screens

iPad

iPhone & iPod Touch

Search

Contact filters

Update presence setting

Calls tab – History, Missed, Parked, Scheduled, Conferences

System user status

Select audio route

Retrieve and send voicemails
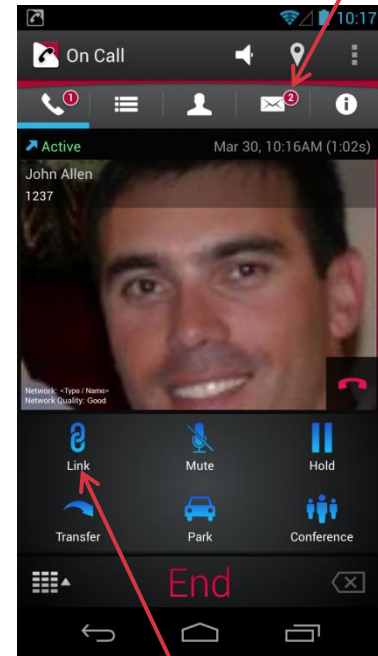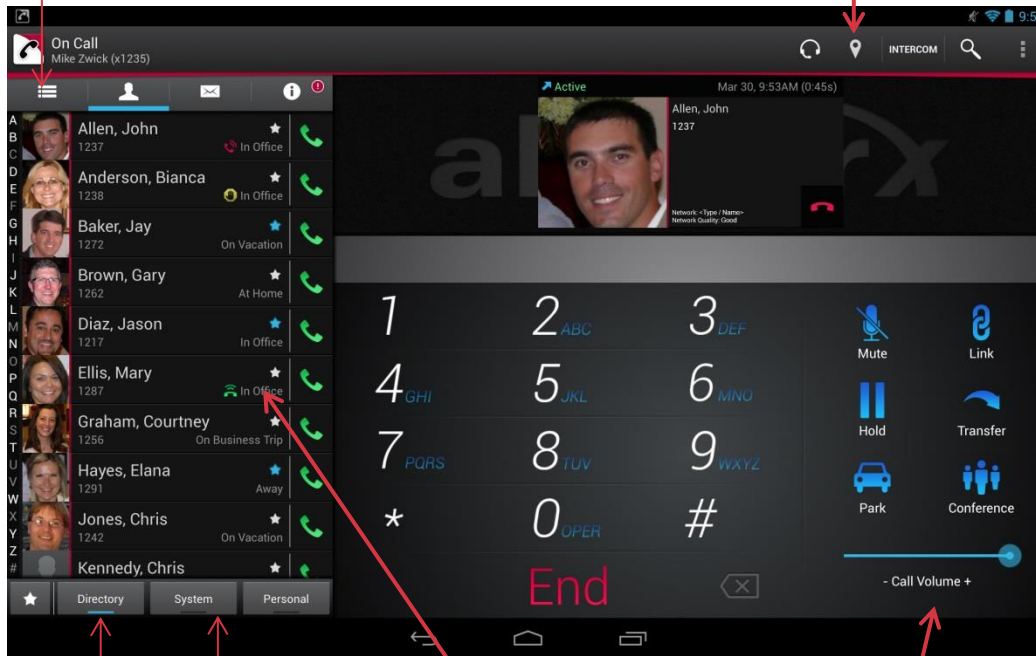
Reach Link On Call options

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Tablet

Smartphone

Calls tab – History, Missed, Parked, Scheduled Conferences

Update presence setting
Update audio route

Retrieve and send voicemails

Contact filters

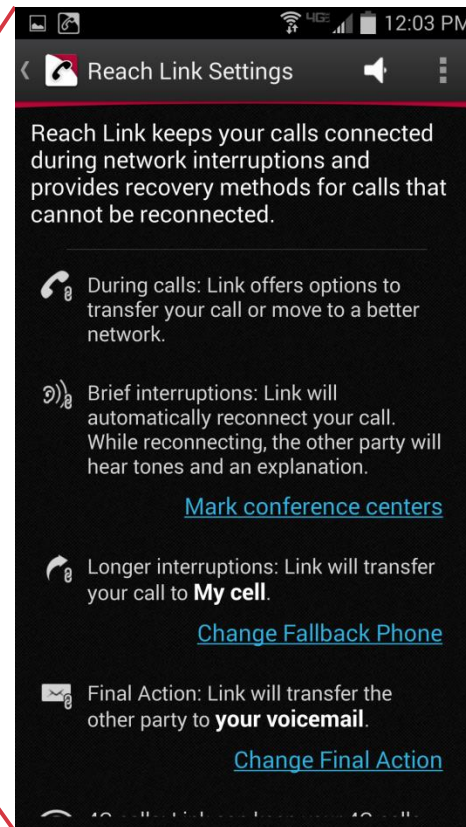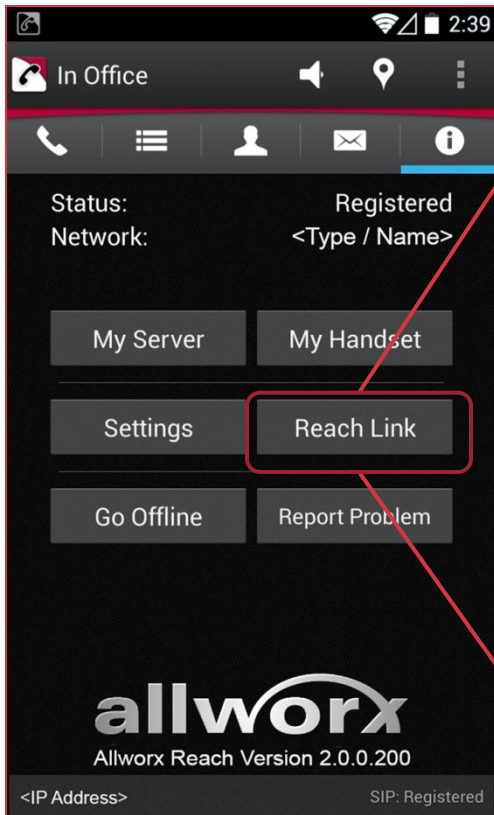System user status and presence

Control volume

Reach Link On Call options

Reach Link Settings

Preconfigure Reach Link settings:

- Select a Fallback phone (e.g., cell number) in case a call is not reconnected.

- Configure a Final Action to allow a disconnected caller to leave a voicemail.

- Choose to keep a 4G call on the cellular network if you enter a Wi-Fi zone.

- Disable the audio prompts if Reach Link reconnects while you are on a conference call.

- Manually disable Reach Link on the device when needed.

Reach Link – One-touch options to manage call quality during active calls in real time
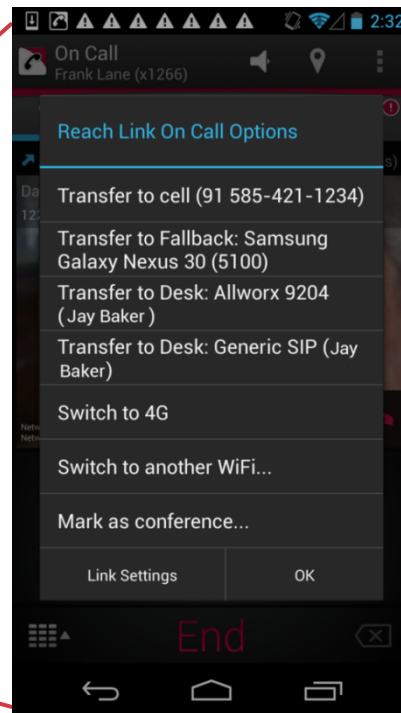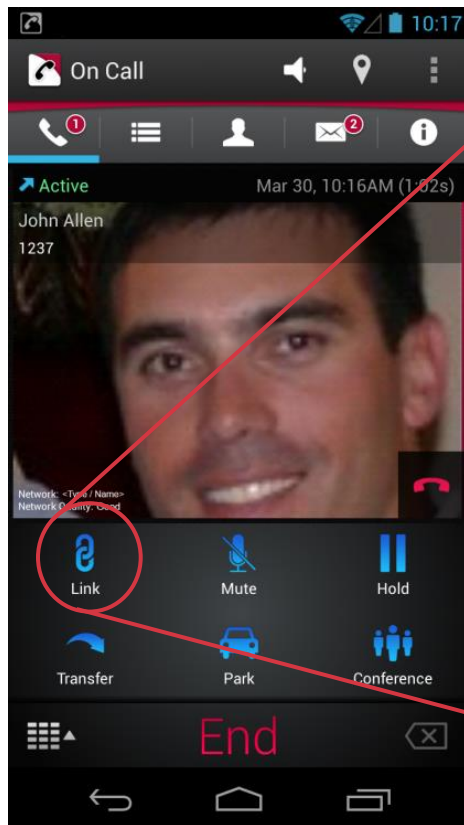
Real-time overrides during active calls

During an active call, you may…

- Transfer the call to the device's cell number.

- Transfer the call to the configured Fallback Phone.

- Transfer the call to the user's Allworx handset or a generic SIP handset.

- Switch a Wi-Fi call to a 4G data network.*

- Switch the call to another Wi-Fi network.*

- Disable Link audio prompts.

* Available on Android devices only

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Reach Link experience during a network interruption

4G → Wi-Fi
Wi-Fi → 4G
Bad connection ⚠️

PSTN

The Reach user
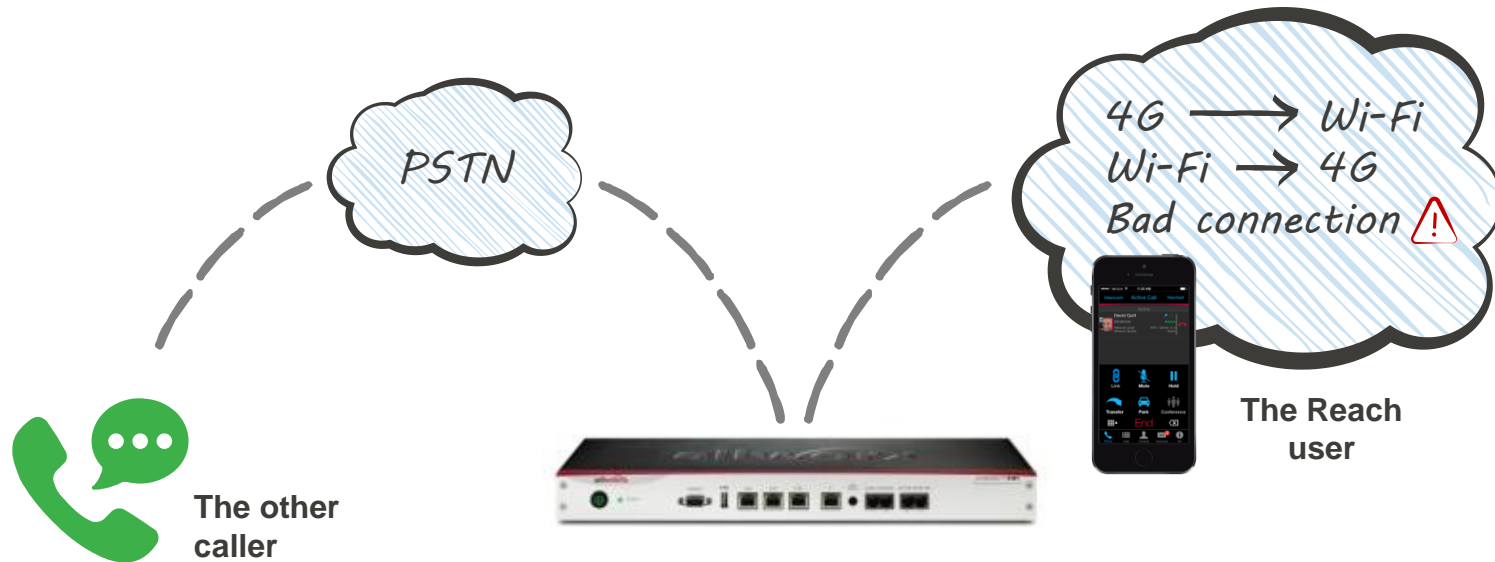
The other caller

What the other caller experiences…

Step 1: The caller hears a brief down-tone as the connection is interrupted. Then the call resumes.

Step 2: For a longer interruption, the caller hears a short greeting "*The connection to your party has been lost. Please remain on the line while we attempt to restore the connection.*" Then the call resumes.

Step 3: If the call is still not connected, the caller is auto-transferred to the Reach user's "fallback" number.

What the Reach user experiences…

Step 1: The Reach user hears a brief down-tone as the connection is interrupted and then sees a visual cue "Reconnecting" on their Reach app.

Step 2: The Reach user Hears a brief up-tone as the call is resumed.

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Reach Link offers a built-in user tutorial

< **Reach Link Settings** ⋮

1/7

What is Reach Link?

Reach Link keeps your calls connected during network interruptions, and provides recovery methods for calls that cannot be reconnected.

Skip tutorial   Next >

< **Reach Link Settings** ⋮

2/7

During calls

Link offers options to transfer your call or move to a better network.

< Back   Next >

< **Reach Link Settings** ⋮

3/7

During brief network interruptions

Link will automatically reconnect your call. While reconnecting, the other party will hear tones and an explanation.

< Back   Next >

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