

CONTACT REACH

User documentation

As of: Januar 2024

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1 INTRODUCTION

REACH is a personal availability matrix that allows your administrator to define in the Operator portal when, how and for whom you want to be personally available.

The Contact REACH app is available for this purpose. This is described in this documentation. As a user, you have the possibility to (temporarily) overwrite the accessibility configured by the administrator. The app is available for the iOS and Android operating systems.

With the Contact REACH app you can:

- Set your personal status and thus control your availability
- Switch between outgoing numbers such as fixed network and mobile network
- Decide which device should ring for incoming calls
- Set call forwarding to any destination

All changes you make in the app are immediately displayed in the Operator portal. However, the mixing of contact groups and statuses within a configuration is not yet supported.



If your administrator has configured REACH in the Operator portal and not only the default profile is set (e.g. after creating a new user), it is no longer possible to change the REACH settings via the Contact REACH app from version 2.5.

1.1 DOWNLOAD & INSTALLATION

You can find the app in the iOS App Store or in the Google Play Store:

Contact REACH in the Google Play Store

Contact REACH in the Apple Store

2 LOG IN

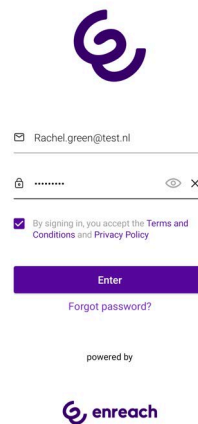
If Contact REACH is not already set up for you on your smartphone, download the application from the App Store or Google Play Store (1.1 Download & Installation, page 3).



The login screens are identical on both platforms, iOS & Android.

To log in for the first time


- 1 Tap on the app icon to open Contact REACH.
 - ✓ The login page appears.

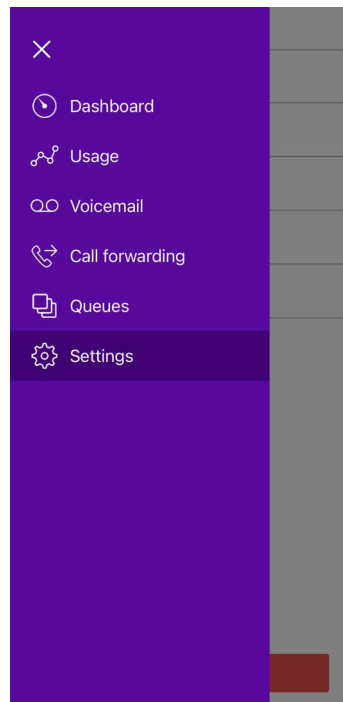


- 2 Enter your user name and password.
You have previously received this information from your administrator.
- 3 Activate **By signing in, you accept the Terms and Conditions and the Privacy Policy**.

- 4 Tap on **Enter**.
- 5 Tap **Allow** if you want to allow Contact REACH to access your contacts.
 - ✓ You are now logged in and can control your accessibility via Contact REACH.

3 REACH OVERVIEW

You can find the navigation within the Contact REACH app by tapping on .



The Contact REACH app is divided into the following sections:

Dashboard

Usage

Voicemail

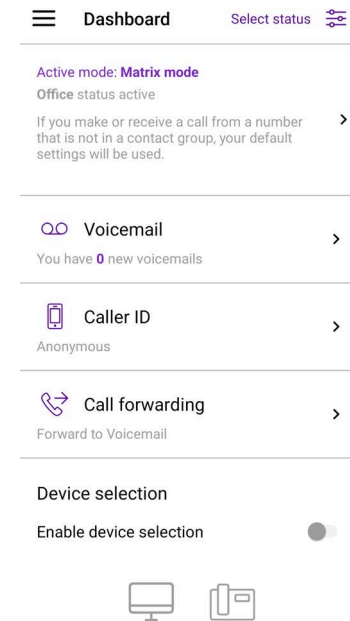
Call forwarding

Queues

Settings

3.1 DASHBOARD

The dashboard provides an overview of your REACH settings. It serves as the start page of the app.



Here you can:

View and edit your call forwarding

View and edit the phone number you have configured for outgoing calls

View and select your active devices

View your usage data including costs, filterable by time periods

Listen to voicemails you have received and record a welcome announcement

Overwrite call forwarding from REACH

Make further settings of the app (set default profile, select language, assign PIN to use REACH, etc.)

3.2 REACH

If you have an active REACH configuration, "REACH" is visible in the dashboard and shows the currently active mode. Three modes are available:

- Matrix mode

- REACH was configured in the Operator portal and cannot be changed within the app

- Contact mode

- REACH can be configured within the app in conjunction with the contact groups

- Status mode

- REACH can be configured within the app in conjunction with the status

In matrix and status mode, the name of the currently active status is displayed.

If REACH is configured in the app, the forwarding rules associated with the status or contact group and the outgoing phone number are also displayed. Further information can be found at [4 REACH Accessibilities](#), page 9.

3.3 USAGE

This section provides you with an overview of your data usage. This is represented by means of different rings (data, telephony, SMS). The period is selectable. Typically, the current calendar month is displayed.

The rings each show the consumption in percent. A full circle indicates that you have used 100% of your booked package. When booking a flat rate, the remaining units are represented by the infinity sign. Furthermore, you can also see the number of days remaining until the activation of a new package.

In addition, you have insight into the costs incurred outside your package for usage as well as for roaming. The costs are divided into telephony, data and SMS.



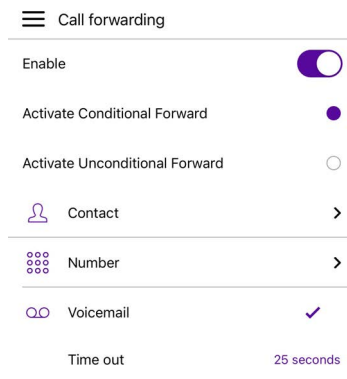
To protect you from high costs abroad, Enreach is required by default to limit your data roaming. The limit is set by law and is €50. However, you can turn off the data limit. See also [5.1 Retrieve usage data](#), page 11.

3.4 VOICEMAIL

Here you will find the number of your voicemails. Users of Enreach Contact with an Enreach mobile subscription have access to all their voice messages via this mailbox. You can listen to, share and remove voicemails. You can also record your welcome announcement. See also [3.4 Voicemail](#), page 6

3.5 CALL FORWARDING

The call forwarding that you specify here is a "spontaneous" forwarding rule that overwrites any currently active REACH rule. Compared to the configuration of forwarding via the REACH rules, the configuration here is much more limited. It is still useful if you need ad-hoc conditional or unconditional forwarding, regardless of the REACH configuration. See also [5.3 Setting call forwarding](#), page 12.

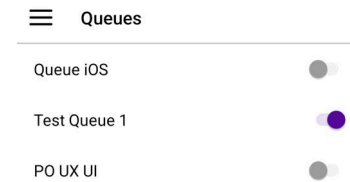


Activate call forwarding

It can take up to 1 minute to activate call forwarding.



Please note that the conditional call forward override sets the same rule for "Busy" and "No Answer", they cannot be set individually.



Log out of all queues

3.6 QUEUES

In order to use the queue functionalities, you must first order queue extensions in the Operator portal. Queue extensions are used to receive incoming calls and route them to qualified agents within the company.

Queues follow the FIFO principle (first in, first out), i.e. the caller who entered the queue first is also transferred to an agent first. Each queue has a limited number of positions, which are configurable in the call limit settings in the operator.

Here you can select to which queues you would like to register. See also 3.6 Queues, page 7.

3.7 NUMBERING PLANS

Numbering plans are used to manage accessibility in your company. In a numbering plan, your company's telephone numbers can be linked to internal extensions to route incoming calls in a controlled manner. By configuring specific times in conjunction with numbering plans, you can automatically manage how and at what time your company can be reached.

Numbering plans are created for you in Operator and can be selected and, as far as time configuration is concerned, changed in the Contact REACH app. See also 5.5 Select and change numbering plans, page 13.

A numbering plan scheme includes:

- One or more numbering plans (table(s) linking external telephone numbers with internal extension numbers).
- A time configuration

3.8 SETTINGS

In the **Settings** menu, you can make various settings for different areas of the app and log out of the Contact REACH app. See also [3.8 Settings](#), page 8.

4 REACH ACCESSIBILITIES

In the **REACH** section you can specify the criteria and schedules according to which you want to define your accessibility. This area is only visible to you if your administrator has not yet configured anything regarding this in the Operator portal.

4.1 CONTACT MODE

You can use the contact mode to set your availability for selected contacts. Contacts are combined into a group for which you can set your availability.

Contact groups can be color-coded and individually named. This facilitates faster identification of the group.






If your administrator has configured REACH in the Operator portal and not only the default profile is set (e.g. after creating a new user), it is no longer possible to change the REACH settings via the Contact REACH app from version 2.5.

To create a contact group

- 1 Tap on **REACH**.
- 2 Tap on **By Contacts**.
- 3 Enter a name for the contact group and select a colour.
- 4 Tap on **Next**.
- 5 Tap **Add contacts** to add contacts to the group.
- 6 Tap on **Next**.
- 7 Specify how to handle incoming and outgoing calls to the group and to which email address to deliver a voicemail.
- 8 Tap on **Next**.
✓ You have created a contact group. The contact groups can be found in the menu under **REACH**.

To edit or delete a contact group

- 1 Select **REACH** in the menu.
✓ You will see your contact groups.
- 2 Tap on **Edit**.
- 3 Within the contact group that you want to edit, tap:

You will get to the settings of the contact group.

You can add more contacts or remove contacts from the group.

You can delete the contact group.
- 4 Tap on **Save**.

4.2 STATUS MODE



You can use the status mode if you control your availability either by a schedule or according to a concrete activity (e.g. while driving, at work, on vacation).

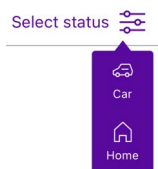
To set the status mode

- 1 Tap on **REACH**.
- 2 Tap on **By Statuses**.
- 3 Enter a unique name for your status (e.g. Car) and select an icon.
- 4 Tap on **Next**.
- 5 Select what should happen on incoming calls:
If you want to forward the call directly, select **Unconditional forward** and configure a destination (contact, phone number, voicemail)
If you want to forward the call when you are on a call, select **Forward on Busy** and configure the destination (contact, phone number, voicemail)
If you want to forward the call if you cannot answer the call within

a specified period, select **Forward on No answer** and configure the destination (contact, phone number, voicemail)

Select the device on which incoming calls are to be signalled. You can also select multiple devices.


- 6 Select what should happen on outgoing calls:
Select which of your caller IDs should be signalled when you are in this status mode.
- 7 Tap on **Next**.
- 8 Tap the day(s) of the week on which the configured status should be active.
- 9 Tap **+** if you want to set a specific time.
✓ It appears 00:00 - 00:00.
- 10 Tap **00:00** to set the start and end time.
- 11 Confirm the entry by tapping on .
- 12 By tapping  you can copy the time slot for additional days.
- 13 Tap on **Next**.
✓ The status is created and can then be selected using status filter.




If you are using an active REACH configuration, the REACH tile appears on the dashboard. It displays the name of the currently active profile and the forwarding rules that belong to the profile or group.

- 4 Tap **Save**.


To remove a status mode

- 1 Tap **REACH**.
✓ A list of all status modes appears.
- 2 Tap **Edit**.
- 3 Tap .

To change the order of the statuses

- 1 Tap **REACH**.
✓ A list of all status modes appears.
- 2 Tap **Edit**.
- 3 Tap  and drag the status to the desired position.

To edit a status mode

- 1 Tap **REACH**.
- 2 Tap .
- 3 Make the desired changes.

5 FUNCTIONS IN DETAIL

This chapter describes the individual Contact REACH functions in detail.

5.1 RETRIEVE USAGE DATA

The following data is available:

- Data used within your booked package
- Data used outside your package
- Roaming data outside your package

5.1.1 RETRIEVE USAGE DATA FOR A SELECTABLE PERIOD OF TIME

You can view your usage data for a specific time period, separated according to data consumption, telephony behavior and SMS consumption.

By default, the current period is always displayed, i.e. the current month.

- Data
You pay per data volume. Your booked tariff and the selected period are displayed.
- Telephony
You pay per minute. Your booked tariff and the selected period are displayed.
- SMS
You pay per SMS. Your booked tariff and the selected period are displayed.

To select the period of your usage data

- 1 Tap **Current period**.
✓ The available time periods are listed.
- 2 Tap on the desired time period.
✓ An overview of your data usage for the selected period appears.



To protect you from high roaming costs, there is a legal obligation to stop your data roaming if you have used more than 50 euro abroad during the current tariff period (current month). If you still want to use it, you can switch off the data limit.

5.2 RECORD WELCOME ANNOUNCEMENT

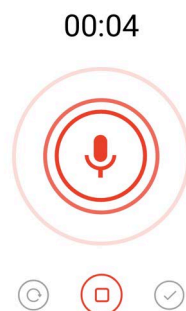
You can record a welcome message when a caller is transferred to your voicemail.



To record a welcome announcement

- 1 Tap .
✓ The menu opens.
- 2 Tap **Voicemail**.
- 3 Tap **Go to greeting**.
- 4 Allow Contact REACH to record audio. Tap **APPROVE**.
- 5 Tap the **microphone icon** to start recording.
- 6 Record your announcement.
- 7 Tap on the **green check mark**.

If there already is an announcement,

- 1 Tap **Greeting**.
- 2 Tap .
- 3 Tap .
✓ Recording starts, recognizable by the rings around the microphone symbol.



- 4 To stop the announcement, tap .
- 5 Tap  to activate the announcement.



It may take up to one minute for the welcome announcement to be activated.

5.3 SETTING CALL FORWARDING



The call forwarding stored here only applies to the default profile. Other forwardings have been defined for you in REACH.




Activating call forwarding can take up to one minute.

5.3.1 CONDITIONAL FORWARDING

With conditional forwarding, you can specify whether calls are forwarded if

- You have left the phone ringing for a certain time or
- You are on a call and your line is busy


To forward calls with a delay

- 1 Tap .
 - ✓ The menu opens.
- 2 Tap **Call forwarding**.
- 3 Tap **Activate Conditional Forward**.
 - ✓ The activated forwarding is displayed in green.
- 4 Select whether you want to forward your calls
 - to a contact
 - to a phone number
 - to your voicemail
- 5 Tap **25 seconds**.
- 6 Set after how many seconds the incoming call should be forwarded and tap **OK**.
- 7 Call forwarding is activated. Incoming calls are then forwarded to the selected destination according to the specified time.

5.3.2 UNCONDITIONAL FORWARDING

With unconditional forwarding, your calls are immediately forwarded to the selected destination.

To forward calls immediately (unconditional forwarding)

- 1 Tap .
 - ✓ The menu opens.
- 2 Tap **Call forwarding**.
- 3 Tap **Activate Unconditional Forward**.
 - ✓ The activated forwarding is displayed in green.
- 4 Select whether you want to forward your calls
 - to a contact


to a phone number
to your voicemail

- ✓ Call forwarding is activated. Incoming calls are then immediately forwarded to the selected destination.


5.4 LOGGING ON AND OFF TO/FROM QUEUES

In the **Queues** area, you can see all queues you have been added by your administrator in the Operator portal.

To log in to queue

- 1 Tap .
 - ✓ The menu opens.
- 2 Tap **Queues**.
 - ✓ An overview of all queues at which you can log in appears.
- 3 Activate the queue to which you want to log in. You can also log in to several queues.
 - ✓ They are then taken into account when assigning calls in the selected queues.

To log out of all queues


- 1 Tap .
 - ✓ The menu opens.
- 2 Tap **Queues**.
 - ✓ An overview of all queues from which you can log out appears.
- 3 Tap **Log out of all queues**.
 - ✓ You will be logged out of all queues and will not be considered further in the allocation of calls

5.5 SELECT AND CHANGE NUMBERING PLANS



To access numbering plan options, you must have configuration rights. You will receive this from your administrator.

To make changes to numbering plans


- 1 Tap .
 - ✓ The menu opens.
- 2 Tap **Numbering Plans**.
 - ✓ The numbering plans stored in the Operator portal are displayed.
- 3 Select the numbering plan for which you want to make changes.

The following scenarios are possible:

The current numbering plan is activated by the schedule. By activating the numbering plan, the user can manually activate the corresponding numbering plan and deactivate the schedule.

The current numbering plan is activated manually. You can change the numbering plan manually by selecting another numbering plan or by tapping **Use timetable**. In this case, the schedule is activated.

The current numbering plan is activated by the public holiday table. If the numbering plan is activated by the public holiday table, you cannot change the numbering plan in the app. Activation by the table can only be deactivated in the Operator portal.

- 4 Tap  to return to the menu.

6 SETTINGS

Within the settings you can select the language of the app. For security, you can protect the use of the app by assigning a code.

If you would like to help our developers to continuously improve the app, please use the opportunity to leave your feedback.

6.1 STANDARD PROFILE

You can define your standard profile here. The settings of the standard profile are used if no REACH status is active or if the call cannot be assigned to a contact group.

You define the standard profile:

- Caller ID
- Forwarding rules
- Device selection


6.2 LANGUAGE SELECTION

Set the app language here. The Contact REACH app is immediately displayed in the selected language.

6.3 SECURITY

Protect your app against unauthorized use by assigning a code.

To assign a passcode for the Contact REACH app

- 1 Tap .
✓ The menu opens.
- 2 Tap **Settings**.

- 3 Tap **Security**.
- 4 Enable **Required Passcode**.
- 5 Enter the desired four-digit passcode.
- 6 Repeat the input.
✓ The app is then protected by the passcode.

6.4 CONTACT REACH RESET

Use this option to reset the Contact REACH app to factory settings. All status and contact groups are deleted in this case.

6.5 ABOUT THIS APP

In this section you will find the license agreement, privacy policy and the version number of the app.


6.6 FEEDBACK

Let your feedback be part of the development of the Contact REACH app.

You have the following options for this:

- Rate the app
- Share the app with others, e.g. your colleagues
- Send us your feedback

To share feedback about the Contact REACH app

- 1 Tap .
✓ The menu opens.
- 2 Tap **Settings**.
- 3 Tap **Send feedback**.
- 4 Select one of the listed options.