

ENREACH CONTACT

USER DOCUMENTATION

As of: June 2026

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1 INTRODUCTION

With Enreach Contact you have an easy-to-use VoIP solution that is designed for quick and intuitive communication with your contacts and turns your smartphone into a fully-fledged extension of your telephone system.

An overview on the technical and functional features of Enreach Contact can be found in chapter 2 *Feature overview*, page 5.

2 FEATURE OVERVIEW

Contacts

- Finding and displaying contacts
- Adding and removing favourites
- Selecting a contact source

Status signalling

- Own status (Automatic, Away, Busy, Appear offline)

Telephony

- Starting and ending calls
- Muting your microphone
- Switching between two active call partners (Toggle)
- Making a phone call with a Bluetooth device
- Select connection type for incoming and outgoing calls
- Select device for incoming calls

Recents list

- Displaying date and time of all calls
- Displaying missed calls
- Initiating calls directly from the Recents list
- Playing and managing voicemails

Shomi - Your personal assistant

- Call Analysis
- Smart Voicemail
- Summaries of meetings

Chat

- Direct Messages
- Send photos, videos and files
- Rooms
- Chat with Shomi

3 SIGN IN - FIRST STEPS

If Enreach Contact hasn't been configured on your mobile phone, please download the application from the Google Play Store.

If you have received an email from your administrator, a link to the operator will take you to the option of assigning a password.

Perform the following steps:

- 1 [Logging in](#)
- 2 [Linking the SIM card and selecting connection type](#)

3.1 LOGGING IN



Enreach Contact is a VoIP solution. You must be connected to the Internet to start and receive calls.

To log in to Enreach Contact

- 1 Tap on the app icon to open Enreach Contact.
- 2 Assign the call authorisations.
 - ✓ The login page appears.
- 3 Enter your email address and password. You have already assigned the password in the operator.
- 4 Tap on [Sign In](#).
 - ✓ The page [My profile](#) opens.

3.2 LINKING THE SIM CARD AND SELECTING CONNECTION TYPE


It is recommended that you link the SIM card to your device to avoid duplicate calls. If the SIM card is not linked to your device, incoming calls are signalled both on the app and via the mobile network. Follow the steps at *12 Connection type*, page 34.



Please note that the SIM card assigned to your Enreach Contact order must be activated on your device, otherwise this may result in malfunction. If you have any questions, please contact your administrator.

4 USER INTERFACE

The Enreach Contact user interface is designed to give you intuitive access to all the contact details stored for your colleagues and business partners. It is divided into the areas of [Contacts](#), [Recents](#), [Dashboard \(incl. settings\)](#), [Chats](#) and [Keypad](#).

Shomi, your Personal AI Assistant can be called up in any area of the user interface  - with the exception of the keyboard area - via the icon. You can find more information about Shomi at *10 Shomi - Your personal assistant*, page 28.

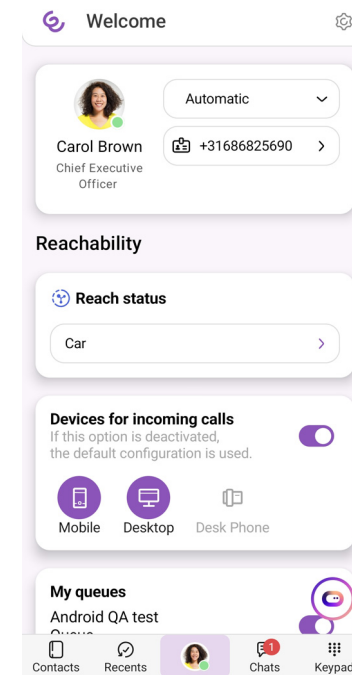
4.1 DASHBOARD

On the dashboard you will find an overview of your settings. Here you can make changes directly.

You can select your [Status signalling](#) and see at a glance which end device you have configured for incoming calls in the [Reachability](#) area. Below [Caller ID](#) you can see which telephone number you use and under [My Queues](#) at which waiting fields you are registered. You can find further personal information such as your extension number or e-mail address under [My Profile](#).

The configuration of your [Reachability](#) is also visible on the dashboard and can be customised directly.

The dashboard is the central location where you can easily make changes to the configuration. You can access it at any time via your profile picture in the centre of the menu bar.



4.1.1 STATUS SIGNALLING

By setting your status, you can provide your contacts with information about your availability. You can select your status on the dashboard. Further information on setting the presence status can be found at [6 Configuring status signalling](#), page 16.

4.1.2 CALLER ID

In the Caller ID area, you can select your phone number to be signalled for outgoing calls. You can choose your telephone numbers and company telephone numbers. You can also suppress the signalling of the phone number. Further information can be found at [9.2 Set or hide phone numbers](#), page 27

4.1.3 REACHABILITY


In the [Reachability](#) area, you specify which end device you want to use for incoming calls. You can also log in and off at waiting fields and configure and activate call forwarding.

Reach status

Your current REACH status is displayed here. It depends on the configuration made in the REACH app or in operator.

You can overwrite your current status with a manually set status. Further information can be found in the [REACH documentation](#).

To activate the the manual status overwrite

- 1 In the [Reach Status](#) area, tap on the status and then select the status you want to set manually from the drop-down field.
- 2 If required, select the day and time when the manually set status expires.
- 3 Tap on [Save](#).
 - ✓ Your manually set status override is active.
- 4 You can deactivate the manual status again by tapping on .

Device selection for incoming calls

If you do not want to use your default REACH settings for the devices used for incoming calls, you can override the settings in the Enreach Contact app.

This option overwrites your REACH settings.



Your standard REACH profile is managed by your administrator in Operator.

To select a device for incoming calls

Depending on the setting, you can select different devices for incoming calls. The following options are available:

- Mobile
- Desktop
- Desk Phone





For more information on selecting the device options and the possible scenarios, see *12 Connection type*, page 34.

- 1 Activate [Devices for incoming calls](#).
- 2 Tap on the device or devices that you want to select for incoming calls.
 - ✓ Your REACH settings will be overwritten and incoming calls will be signalled on the selected device(s).


My Queues

Queues are used for automatic call distribution.


How to log on and off at queues

- 1 Tap on  next to [My queues](#).
- 2 Activate the queues you want to log on to or deactivate the queues you want to log off from.
 - ✓ You are logged on and off at the queues.
 - ✓ Go back to the dashboard by tapping on . You can also unsubscribe directly from queues there.



The number of logged-in users for a queue is displayed next to the respective toggle. If the icon is red  and shows "1", you are the last logged-in participant in this queue.


Call forwarding

Here you specify when and where you want to forward incoming calls. Forwarding can take place immediately (unconditional) or with a delay (conditional). Whether a redirection is active is shown in the menu on your profile picture . Further information can be found at *11 Call forwarding*, page 33

4.1.4 MY PROFILE

In the **My profile section**, you can see your extension, your various telephone numbers and your e-mail address and change your job title and status as well as add or remove additional telephone numbers or e-mail addresses. (see also *6.1 Own status*, page 16).

← Edit My Profile ✓


Carol Brown

Job Position
Chief Executive Officer

Extension
397


+ PHONE NUMBER

Email
carol.brown@test.nl


Type
Personal

Email


To add a job position

- 1 Tap on  next to **My profile**.
- 2 Enter the desired job title in the **Job position** field.
- 3 Tap on Settings ✓.
 - ✓ The job title is visible to your contacts on your profile.

To add a phone number

- 1 Tap on  next to **My profile**.
- 2 Tap on **+ PHONE NUMBER**.
- 3 Select what type of phone number it is, e.g. private, office etc.
- 4 Enter the phone number.
- 5 Tap on Settings ✓.
 - ✓ The phone number is visible to your contacts on your profile.

To add an email address

- 1 Tap on  next to **My profile**.
- 2 Tap on **+ EMAIL**.
- 3 Select what type of email address it is, e.g. personal, office etc.
- 4 Enter the email address.
- 5 Tap on Settings ✓.
 - ✓ The email address is visible to your contacts on your profile.

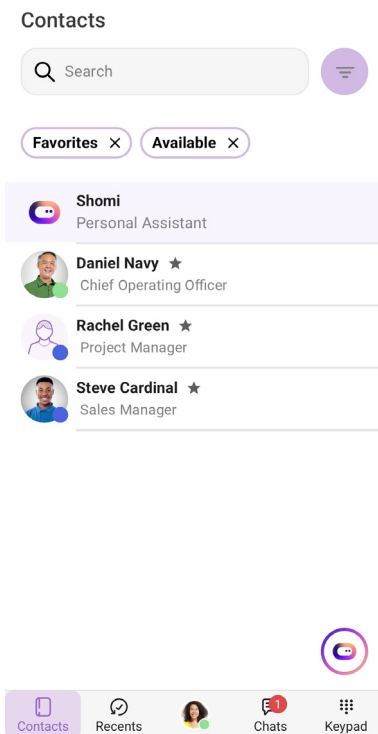
4.2 CONTACTS

In the area **Contacts** you will find contact data of your colleagues and, if you allow access, of your contacts, which you have stored on the smart-phone. You can add contacts to your favourites. You can use a filter (Colleagues, Company, Personal and Local) to limit the display of con-

tacts. You can also filter the view of your contacts by favourites as well as display only contacts whose status is set to **Available**.

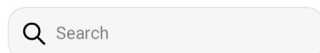


The data update of Enreach Contact takes place automatically in cyclic intervals. To update your contacts manually, drag down the contents of the list with your finger.



Search field

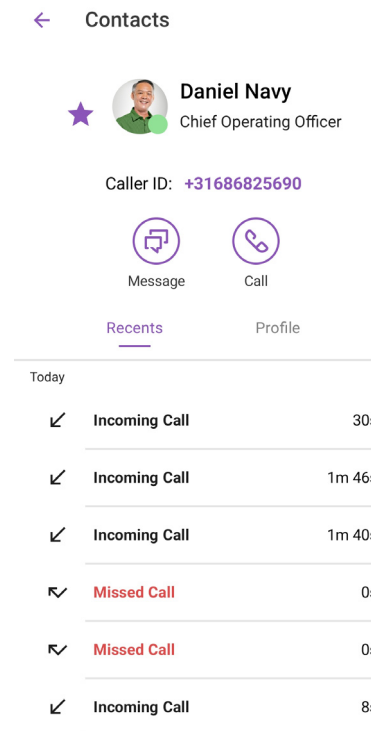
In the search field you can search your contacts by name and phone number. The search can be additionally limited via a filter.



For further information see *7.1 Searching contacts*, page 19.

Contact profile

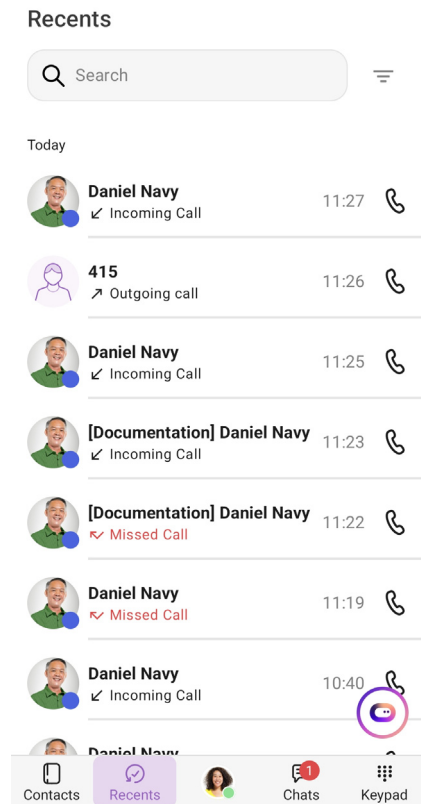
When you tap on a contact in the contact list, the corresponding contact profile is displayed. Here you can see, if stored, the profile picture, the status message and all available contact information (e.g. phone numbers and email address) of your contact. From here you can start calls directly, add contacts to your favorites as well as send an email or a text message to your contact.



For further information see *9 Telephony*, page 22.

4.3 RECENTS LIST

The **Recents list** displays all incoming, outgoing, and missed calls in chronological order. It provides a quick overview of past calls and allows you to return calls directly when needed.



Detailed information is available for each entry, allowing you to clearly view all available information related to a call.

← Back

Call Details

Call from
Daniel Navy
414

Call to
Steve Cardinal
413

Connected Party
Unknown

Extra info
Date
Friday, 12 June 2026

Start time
12:33

End Time
12:33


Direction
Incoming

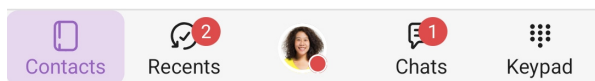
State
Not accepted

You can use the search field to look up specific names or phone numbers within the list.

Additionally, you can filter the call list by the following call types:

- Incoming calls
- Outgoing calls
- Missed calls
- Voicemails
- Summaries – analysed calls via Shomi

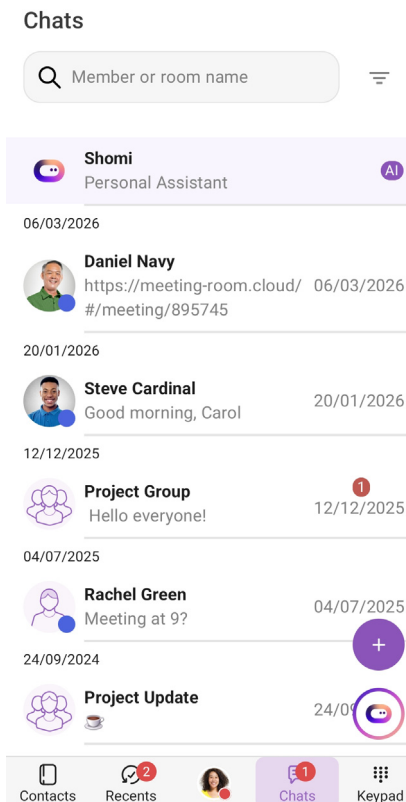
If you have missed or declined calls, the number of missed calls is displayed in the bar next to Recents  if the area is not in focus.




The data update of Enreach Contact takes place automatically in cyclic intervals. To manually update your recents, drag down the contents of the list with your finger.

4.4 CHATS


In the **Chats** section you can send text messages to one or more participants. See also chapter *14 Chat*, page 39. In addition, you can use Shomi, the Personal Assistant, here and ask questions about its features.



4.5 KEYPAD

The  icon provides you with a numeric keypad that you can use to enter telephone numbers directly, just like on a normal telephone. See also *To start and end a call via the dialer*, page 23.

4.6 SETTINGS

You can find the [Settings](#) via the  icon in the top right-hand corner of the dashboard. Here you can make various settings for different areas of the app. See also chapter *5 Configuring Enreach Contact*, page 14.

5 CONFIGURING ENREACH CONTACT

This chapter describes how to configure various Enreach Contact functions.

Within the [Settings](#)  you will find settings on various topics.



A red dot on the Settings icon indicates that a critical permission is missing. Permissions that have not been granted are also marked with a red dot in the permissions overview. Tapping the corresponding entry takes you directly to the relevant system setting, where the permission can be enabled.

Calls

Setting	Explanation
Calls SIM card linked to	Here you can see whether and with which device your SIM card is linked. Tap on this option to link your SIM card to your device. See 12 Connection type , page 34.
Calls Connection type	Here you can decide how the calls are to be delivered and made: Via GSM or via the Enreach Contact app. The following options are available: <ul style="list-style-type: none"> ● App only ● GSM only ● App preferred ● GSM preferred Further information on the different connection types can be found at <i>SIM card linking</i> .

Setting	Explanation
Android call integration	The Android call integration uses the native Android Telecom interface to enable more stable calls—even when other apps are using the microphone or speaker at the same time. It also improves the connection to Bluetooth devices and allows simultaneous use of app-based calls and traditional phone calls. The feature is currently in beta, disabled by default, and only available on Android 15 and above.
Ringtone	With the ringtone option, you can choose additional tones besides the app's default ringtone. The tone is played for incoming calls, and the volume can be adjusted. You can set a default ringtone, choose from available tones, or mute the ringtone. The feature is currently in beta and is only available on Android 15 and above.

Shomi

You can customize various settings and behaviors of Shomi.

Option	Explanation
Shomi on top of the list	Enable this option to ensure that Shomi is always displayed at the top of your contact list.
Automatically email summaries	Enable this option to automatically send the summaries created by Shomi via email.
Automatically push summaries to CRM	Enable this option to automatically send the summaries created by Shomi to your CRM.

Information

Setting	Explanation
Information About	Here you will find information about the application.
Information Privacy Policy	Click here for the privacy policy.


Setting	Explanation
Information End User Licence Agreement	Click here for the licence agreement.
Information Help	Click here to access the app's online help.
Information Share logs	Here you have the possibility to share logs about the application. If a problem occurs, you can access the app logs from the last 48 hours here for a customer support ticket.
Sign Out	Here you sign out from Enreach Contact, see also 5.2 Signing out from Enreach Contact , page 15.

5.1 DEACTIVATE POWER SAVING MODE

If the power saving mode is activated, this can lead to malfunctions. We recommend deactivating this.


If your energy-saving mode is activated, a warning appears within the Enreach Contact settings. A link takes you directly to the power saving mode settings of your smartphone.

To deactivate the power saving mode

- 1 Tap  in the top right-hand corner of the dashboard.
- 2 Tap [Click here](#).
✓ The battery optimisation page opens.
- 3 Tap [All Apps](#).
- 4 Tap on [Enreach Contact](#).
- 5 Deactivate the battery optimisation.
✓ The warning to deactivate the power saving mode is no longer displayed in the settings.

5.2 SIGNING OUT FROM ENREACH CONTACT

To sign out from Enreach Contact

- 1 Tap  in the top right-hand corner of the dashboard.
- 2 Tap on [Sign out](#).
✓ You are no longer signed in to Enreach Contact and will no longer receive calls and messages.

6 CONFIGURING STATUS SIGNALLING

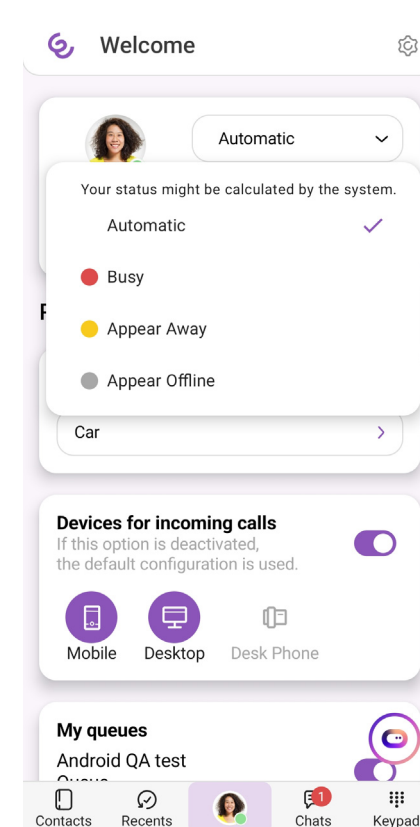
The status signalling of Enreach Contact is a useful feature to give your contacts precise information about your availability.

6.1 OWN STATUS

You can select your own status. The available options are [Automatic](#), [Appear Away](#), [Busy](#) and [Appear Offline](#).

If you receive a call or are in a conversation or meeting, your presence status is automatically set to red. Unless you have set your status to [Appear offline](#) yourself. In this case, your status remains Offline.







See also chapter [6.1.1 Select Presence Status](#), page 16.



6.1.1 SELECT PRESENCE STATUS

The presence status is displayed in the form of an icon at the bottom right of your profile picture.

The following status information is available:

Status	Symbol	Explanation
Automatic		Available This status signals to your contacts that you are logged on to a desk phone or that a Enreach Contact SIM card is linked to your user and that you can therefore be reached on a mobile phone. You are not logged in to the Enreach Contact Desktop or Mobile App.
		Online This status signals that you are logged on to Enreach Contact Desktop or Enreach Contact Mobile
		Offline This status indicates that you are not logged on to any terminal and client.
Appear Away		This status signals that you are currently unavailable.
Busy		This status signals that you are currently busy, for example, in a call or a meeting.
Appear offline		With this option, your status is signaled as logged out on all end devices and on Enreach Contact Mobile and desktop.

If you select **Automatic**, the status is set by the system and signals your current availability. **Appear Away**, **Busy** and **Appear offline** you can select yourself.

To select your status in Enreach Contact

- 1 Tap on your status next to your profile picture in the dashboard.
- 2 Select the desired status.
 - ✓ The status icon on your profile picture changes. Your contacts will see the selected status.

6.2 SYNCHRONIZATION WITH MICROSOFT TEAMS

Your Microsoft Teams presence status can be synchronized with your Enreach Contact presence status. Activation is either carried out by you in Enreach Contact Desktop or by your administrator in Operator. Further information can be found in the Enreach Contact Desktop documentation under [Microsoft integration](#).

Effects of the Microsoft Teams status on the Enreach Contact status

The following tables describe the synchronization rules. They show how a status set in Microsoft Teams (manually or automatically) is reflected in Enreach Contact and how a Enreach Contact status is displayed in Microsoft Teams.

Teams Status (defined by the user)	Teams Status (set automatically, based on the activity)	Resulting Enreach Contact Status
Available	Available	Online
	Available, out of office	Online
Busy	Busy	Busy
	In a call	In MS Teams Call
	In a meeting	In calendar meeting
Do not disturb		Busy
	Presenting	In MS Teams Call
Appear away		Away
	Last seen <time>	Away
Be right back		Away
Appear offline		No synchronization
	Offline	No synchronization



If Teams synchronization is activated in the Operator or in Enreach Contact Desktop, the mobile status is always synchronized with Teams, even if you are logged out of Enreach Contact Desktop.

Effects of the Enreach Contact status on the Microsoft Teams status

Enreach Contact Status (defined by the user)	Enreach Contact Status (set automatically, based on activity or REACH)	Resulting Microsoft Teams Status
Busy		No synchronization
	In a call	In a call
Appear away	Away	No synchronization
Appear offline	Offline	No synchronization

7 FINDING AND DISPLAYING CONTACTS

In the **Contacts** menu, you have several options to find and display your contacts.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions regarding data protection, please contact your administrator.



Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.



Observe the country-specific emergency numbers and make sure when saving contacts that you do not specify a number or extension that is the same as an emergency number. These are blocked when calling.

7.1 SEARCHING CONTACTS

The contact search field is located above the contact list. Swipe down the contact list with your finger if the search field is not yet visible. Here you can enter a first or last name and a phone number to search your contacts.

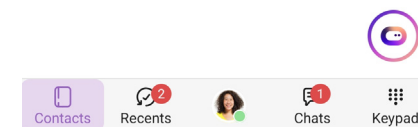
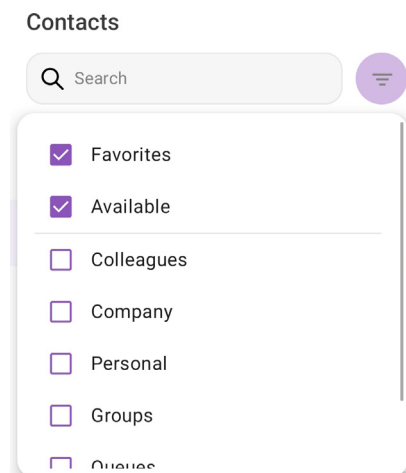


The search results are automatically updated and semantically grouped as each character is entered.


You can additionally filter contacts that have the status **Available** or that are within your favourites.

7.2 SELECTING A CONTACT SOURCE

You can individually select which contact sources should be displayed in your contact list. You can also filter the contacts that appear in your contact list by favorites and/or availability. For example, if you have selected the contact source **Colleagues** and the filter **Available** you can quickly see who of your colleagues is available.



To select your individual contact list

- 1 Above the contact list, tap  .
 - ✓ A bar with filters and additional contact groups appears. You can combine the filters with the contact groups below

Filter	Explanation
Favorites	Contacts that you have marked as favorites
Available	Contacts that are online

Contact source	Explanation
Colleagues	All employees in your company are displayed
Company	External contacts visible to all employees
Personal	Contacts you have added
Groups	Extension groups
Queues	ACD groups
Local	All contacts on your device. For these contacts, you must first grant Enreach Contact read access.

- 2 Select the desired filter:
 - ✓ Above the contact list, you can see which filters are selected.
- 3 Tap the cross on a filter to deactivate it.

8 ADDING AND REMOVING FAVOURITES

Colleagues and business partners with whom you often talk on the phone can be stored as favourites. You can filter by these in the contact list.



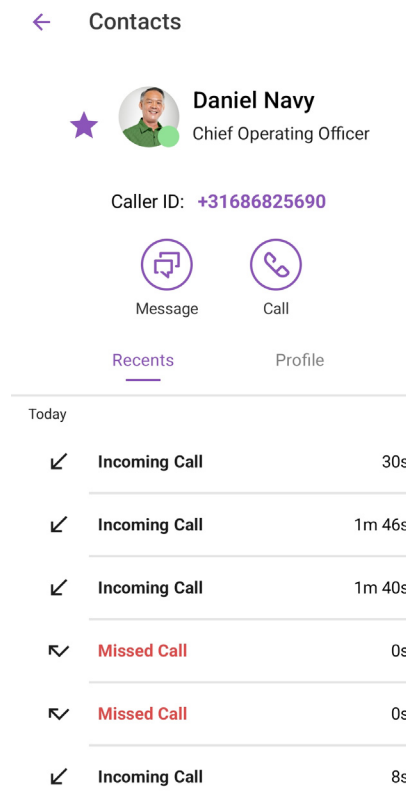
When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions regarding data protection, please contact your administrator.



Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

To add a contact to your favourites

- 1 Tap on **Contacts**.
✓ The contact list opens.
- 2 Tap on the desired contact.
- 3 Within the contact, tap ☆.



- ✓ The contact is added to your favourites.

To remove contacts from your favourites

- 1 Tap the activated asterisk next to the profile picture within a contact.
✓ The contact is removed from your favourites.

9 TELEPHONY

When it comes to advanced communication features, Enreach Contact leaves nothing to be desired. In this chapter you will find detailed descriptions of the Enreach Contact telephony functions.

9.1 STARTING AND ENDING CALLS



Observe the country-specific emergency numbers and make sure when saving contacts that you do not specify a number or extension that is the same as an emergency number. These are blocked when calling.

With Enreach Contact, you have several options for making calls.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions regarding data protection, please contact your administrator.




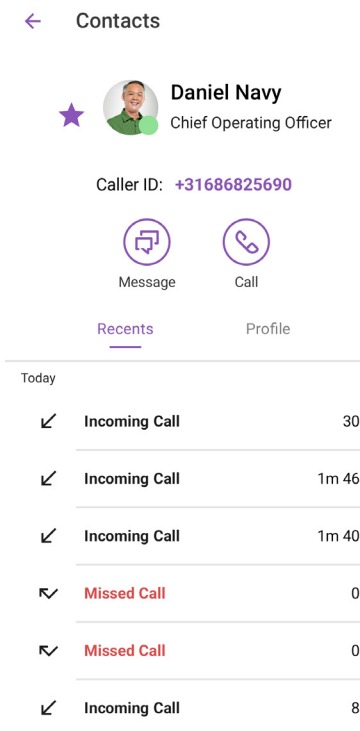
Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.


To start and end a call from the contact list



By default, calls are received and made using the settings defined in your REACH profile. To change this, see *12 Connection type*, page 34.



- 1 Tap on Settings .
- 2 Tap the desired contact in the contact list.
 - ✓ The contact profile appears.



- 3 Tap .
 - ✓ The call is starting.


- 4 Tap  to end the call.

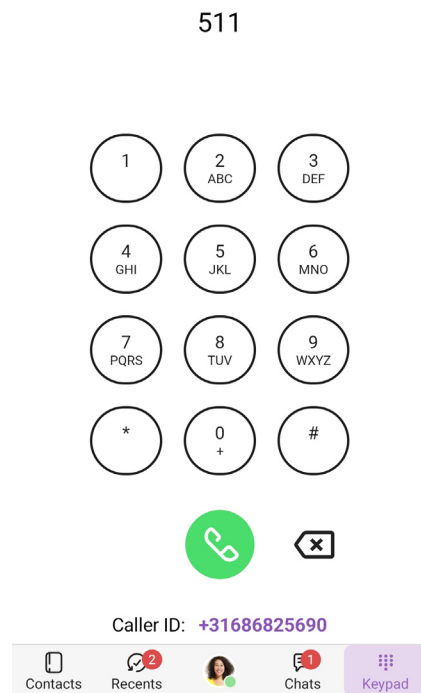
To start and end a call via the Recents list


- 1 Tap .
- 2 Tap the desired entry in the Recents list.
- 3 Tap .
 - ✓ The call is starting.

- 4 Tap  to end the call.

To start and end a call via the dialer

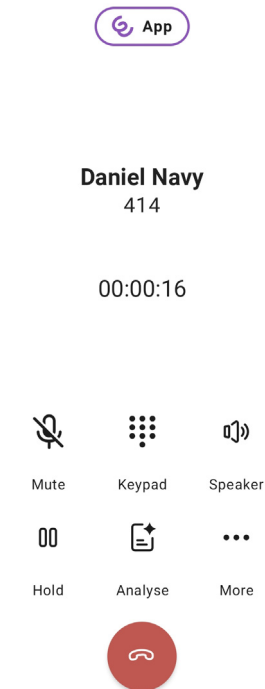
- 1 Tap on Settings .
 - ✓ The keypad opens.





- 2 Enter the desired number (here: 511) using the digits on the keypad.
- 3 Tap on  to initiate the dialing process.
 - ✓ The call is starting.

9.1.1 OPTIONS DURING A CALL



During an active call, you have a variety of options.





To put a call on hold

- 1 During an active call, tap  to put the call on hold.
 - ✓ The hold icon changes to  and the call is put on hold. Your call partner is listening to music on hold.
- 2 To reactivate the call, tap the hold icon again.


To mute your microphone

- 1 During an active call, tap  to mute your microphone.
 - ✓ The mute icon changes to  and the person you are talking to can no longer hear you. Tap the button again to unmute.
- 2 To reactivate your microphone, tap the mute icon again.



To activate the speaker



- 1 During an active call, tap  to activate the speaker.
 - ✓ The speaker icon changes to  and audio is played through the smartphone speaker.
- 2 Tap the button again to turn the speaker off.

To use the dialer

- 1 During an active call, tap  to use the dialer.
 - ✓ The dialer appears and you can use it as a selection menu, for example.


To transfer a call without consultation

- 1 During an active call, tap  to transfer the call without consultation.
- 2 Tap **Transfer directly**.
There are two options available:
 - Transferring a call to contacts from the contact list
Scroll through the list of your contacts or use the search field to find a contact to whom you want to transfer the call. Tap the contact and then tap .
 - ✓ The call is transferred to the desired contact.
 - Transferring a call by entering the number via the keypad

Tap  and enter the desired number using the keypad. Confirm the entry by tapping .

- ✓ The call is transferred to the desired contact.

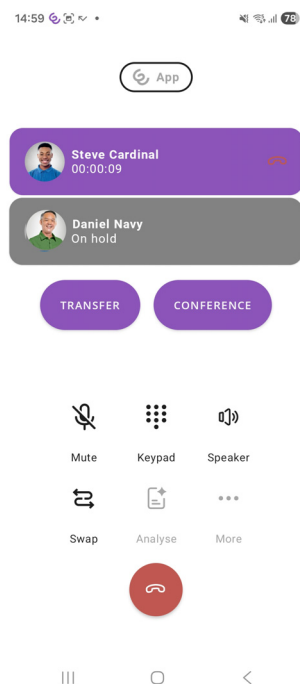
To start a new call

- 1 During an active call, tap on .
- 2 Tap **Add Call** to start another call, for example to ask a colleague a question.
- 3 Scroll through the list of your contacts or use the search field to find a contact you want to call additionally.
 - ✓ The respective contact is called and the active call is put on hold. The caller on hold hears music on hold.

To switch between two calls (Toggle)

You can switch between two calls. If you are already on a call, that call will be put on hold. The other party is listening to music on hold.

- 1 During an active call, tap on the subscriber on hold (with gray background) to talk to him/her afterwards.
 - ✓ The active call is now put on hold and the previously held call now becomes active.



9.1.2 SWITCH BETWEEN APP AND GSM CALLS

You can make calls either via the app or the native mobile network (GSM), provided your SIM card is linked to your end device. See also chapter 12 *Connection type*, page 34.

To switch from an app call to a GSM call


You are currently making a call via the app and want to continue it via the mobile network (GSM) - for example, because you are leaving your WLAN environment.

- 1 Tap 
- 2 Select **GSM call**.

- 3 Tap **Confirm** to continue the call via the mobile network.
 - ✓ You will now receive an incoming call from the server.
- 4 Accept the call.
 - ✓ The app call is automatically ended and the call continues seamlessly via the mobile network (GSM).

To switch from a GSM call to an app call

You are currently making a call via the mobile network (GSM) and would like to continue it via the app - for example, because you are returning to your WLAN environment.

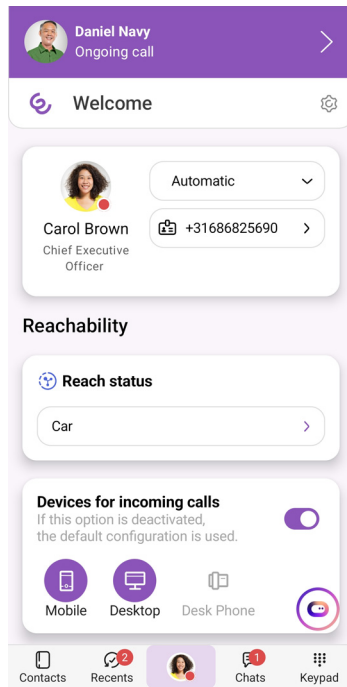
- 1 Tap 
- 2 Select **App call**.
- 3 Tap **Confirm** to continue the call via the app.
 - ✓ You will now receive an incoming call from the server.
- 4 Accept the call.
 - ✓ The GSM call is automatically ended and the call continues seamlessly via the app.

9.1.3 SWITCHING DEVICES DURING A CALL

You are on a call via Enreach Contact Desktop, but need to continue it on the go? No problem — you can easily transfer the call to your smartphone.

To switch the call from Enreach Contact Desktop to your Enreach Contact App

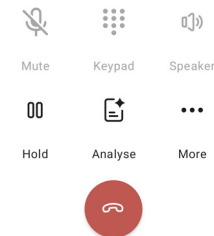
- 1 Open the Enreach Contact app.
 - ✓ You can see the currently active call.



2 Tap the **Ongoing Call** header.

Another device

Daniel Navy
414



- 3 Tap on **Another device**.
- 4 Choose whether to take over the call as an **App call** or via **GSM**.
✓ A new call is initiated.
- 5 Accept the call and continue the conversation on your smartphone.

To switch the call from the Enreach Contact App to your Enreach Contact Desktop

You are on a call via the Enreach Contact app.

- 1 Tap on **More** **⋮**.
- 2 Tap on **Device transfer** and select **Desktop**.
✓ The call is signaled on Enreach Contact Desktop.
- 3 Accept the call and continue the conversation.
✓ The call in the Enreach Contact app is ended automatically.

9.2 SET OR HIDE PHONE NUMBERS

You have several phone numbers and would like one of these numbers to be signalled by default for outgoing calls?

Or you would like to make an anonymous call? Enreach Contact gives you the option of hiding your telephone number for outgoing calls.

To define which of your phone numbers should be signalled by default

- 1 In the dashboard, tap your caller ID next to your profile picture.
- 2 Select the phone number that should be used as the caller ID for outgoing calls.
- 3 Filter between **My Caller ID** and your **Company Caller IDs** or use the search to search for parts or even a complete Caller ID.
 - ✓ The selected number is then signalled for every outgoing call, unless you actively select a different number for each call.

To hide your phone number

- 1 In the dashboard, tap your caller ID next to your profile picture.
- 2 Tap on **Hide**.
 - ✓ Your phone number will no longer be displayed to your call partner for outgoing calls.



Your phone number is hidden for outgoing calls until you deactivate the option again.

9.3 START A CONFERENCE CALL

With Enreach Contact, you can hold a conference call with three participants. You can start a conference once you have established at least two connections.

To start a conference call

You are on an active call. Invite another participant to turn this call into a conference.

- 1 Tap on **More** ⋮.
- 2 Tap on **Conference**.
- 3 Select another contact and tap on **Call** .
 - ✓ The third participant is called. As soon as he picks up, the **Conference** button appears. The call with the first participant will be put on hold in the meantime.
- 4 Tap **Conference** to start the conference.
 - ✓ All individual calls - both active and the held one - will be merged into a conference.

or

- 1 Tap on **More** ⋮.
- 2 Tap **Add call** to start a new call.
- 3 Scroll through your contacts list or search the phonebook to find a contact you want to call.
 - ✓ The corresponding contact is called and the first call is put on hold.
- 4 Tap **Conference** to start the conference.




A conference can only be started if you make the second call yourself. If the second call comes in to you, you can only connect the calls – starting a conference is not possible.



Regardless of who leaves the conference, the remaining participants are returned to a 1:1 call.

10 SHOMI - YOUR PERSONAL ASSISTANT

Shomi is an advanced tool for optimizing communication, simplifying interactions, boosting productivity, and facilitating efficient information retrieval. The application provides automated features that optimize call handling, voicemail management, and the documentation of personal meetings. Shomi can be accessed from almost anywhere in the user interface - except within the keypad area - via the  icon.

Overview

Shomi's intelligent transcription and analysis features enable users to efficiently interact with recorded content, gain actionable insights, and maintain continuity in their communication.

The following features are available:

- [Call recording & analysis](#)
- [Smart Voicemail Transcription](#)
- [Interactive Transcription Capabilities](#)
- [Language output](#)
- [Using Shomi Personal Assistant via Feature Codes](#)
- [Start Shomi call-analysis automatically via Reach](#)
- [Ask Shomi about the content of a call summary](#)
- [Data Protection & AI Model Usage](#)

10.1 FEATURES

Call recording & analysis

- **Transcription:** Calls are transcribed after the conversation, eliminating the need for manual note-taking.
- **Call Analysis:** Provides context-based summaries to facilitate follow-up actions after the call.

See [10.4.1 Call Analysis](#), page 30.

Smart Voicemail Transcription

- **Text-based Voicemail:** Converts voicemail messages into text format.
- **Context Preservation:** Ensures critical information is accurately documented and easily accessible.



When using Shomi, additional costs may be incurred depending on your subscription. If you have any questions, please contact your administrator.

Interactive Transcription Capabilities

Shomi enhances user engagement with recorded conversations by providing:

- **Advanced Search Functions:** Locate specific topics or phrases within transcriptions.
- **Contextual Insights:** Offers deeper analysis and connections between conversations.
- **Follow-up Integration:** Assists in tracking pending actions based on conversation history.

Language output

Shomi uses the language of the country code of the caller or would fall back to the language of the user set in the backend.

The transcription and the summary will be in the language spoken.



You can have Shomi translate the transcribed text into a language of your choice.

Using Shomi Personal Assistant via Feature Codes

When users have no access to the Enreach Contact Android client, users can also start or stop Shomi with recording the conversation by dialling the following feature access codes during the call:

Function	Key combination
Start Shomi call-analysis	*4
Stop Shomi call-analysis	*5

Start Shomi call-analysis automatically via Reach

Users can also automatically start Shomi call-analysis when they answer a call. This can be enabled by enabling the **Auto start call-analysis** option in a Reach profile. When this Reach profile is active all calls will be automatically be answered when the call starts. See *10.2 REACH-Profil einrichten*, page 94 in the Enreach Contact Documentation for more information on how to configure Reach.



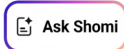


If the administrator has activated the **Auto start call-analysis** option for a REACH profile of yours, you will receive an e-mail notification that all calls will be answered by Shomi as soon as the REACH profile is activated.

10.2 ASK SHOMI ABOUT THE CONTENT OF A CALL SUMMARY

Shomi query allows you to ask specific questions about the content of the call. The assistant can also translate the summary, send it via email, or transfer it to a CRM system to facilitate further processing.



To ask Shomi about a call summary


- 1 Tap on **Recents**  .
 - ✓ The recents list opens.
- 2 Tap the  icon in the entry.
 - ✓ The call summary is displayed.
- 3 Tap  below the summary.
- 4 The **personal assistant** opens.
- 5 You can ask questions about the conversation.
 - ✓ Shomi answers.
 In addition to chatting with Shomi, you can:
 - request a translation
 - ✓ Shomi translates
 - Send the summary to yourself via email
 - send a summary to your CRM system

10.3 DELETE CONVERSATION DATA

It is possible to delete conversation data (audio and text) that is no longer needed.

To delete conversation data from a call

- 1 Tap on **Recents**  .
 - ✓ The recents list opens.
- 2 Tap the  icon in the entry.
 - ✓ The call summary is displayed.

3 In the entry from which you want to delete the conversation data, tap the  icon.

- ✓ All conversation data from this call will be deleted immediately and can no longer be accessed.

10.4 EXAMPLES

Shomi enhances your daily workflows in multiple ways, making tasks more efficient and seamless. The following examples illustrate how.

Call Analysis

Record a meeting

10.4.1 CALL ANALYSIS

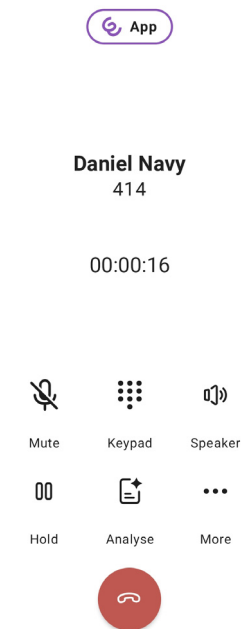
You are in a phone call. You would like to receive a summary of the information from the conversation after the call.






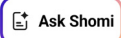
Make sure to inform the person you are speaking with that the call is being recorded and obtain their consent. For more information on data protection, please refer to *10.5 Data Protection & AI Model Usage*, page 32. Please also observe your company's policies and the data protection laws of your country.

To have a call analysed by Shomi

You are in an active call.






- 1 Tap on **Analyse**  .
 - ✓ A notification appears.
 - 2 Start the analysis by tapping **Analyse** to give your consent.
 - ✓ Both parties hear the announcement, that the call recording has started. This may vary depending on the settings and country.
 - 3 When you want to pause or stop the call recording, click on  .
 - ✓ Both parties hear a beep, to signal that the call recording has stopped.
- After a certain period, depending on the length of the call, the icon  appears in the call log entry.
- 4 Tap on the symbol.
 - ✓ Shomi displays the call summary.

- 5 Tap  below the summary.
 - ✓ The **personal assistant** opens.
- 6 You can ask questions about the conversation.
 - ✓ answers.
In addition to chatting with Shomi, you can:
 - request a translation
 - ✓ Shomi translates
 - Send the summary to yourself via email
 - send a summary to your CRM system


Call summary options



In addition to the options provided by Shomi, you can also work directly with the call summary.

To share the call summary

- 1 Tap on **Recents**  .
 - ✓ The recents list opens.
- 2 Tap the  icon in the entry.
 - ✓ The call summary is displayed.
- 3 Tap on **Share**  .
 - ✓ There are various options for sharing the summary.

To copy the call summary

- 1 Tap on **Recents**  .
 - ✓ The recents list opens.

- 2 Tap the  icon in the entry.
 - ✓ The call summary is displayed.
- 3 Tap on **Copy**  .
 - ✓ The call summary is copied to your clipboard. You can now paste the text into any application.



Shomi - Personal Assistant wird derzeit weiterentwickelt. Improvements may be implemented automatically. More options will be available soon.


10.4.2 RECORD A MEETING

With Shomi, it is particularly easy to record meetings, create summaries, and send meeting notes.





Make sure to inform the person you are speaking with that the call is being recorded and obtain their consent. For more information on data protection, please refer to *10.5 Data Protection & AI Model Usage*, page 32. Please also observe your company's policies and the data protection laws of your country.

To record a meeting with Shomi

- 1 Tap on the Shomi **symbol**  .
- 2 The **personal assistant** opens.
- 3 Tap on **Analyse**.
 - ✓ You hear an announcement that the recording of the conversation has started. This may vary depending on the settings and country. Shomi records the conversation.
- 4 Keep the call open during the meeting.
- 5 When the meeting is finished, hang up and end the call using the Shomi icon.

After a certain period, depending on the length of the meeting, you will receive a notification that the call summary is ready.

- 6 In the **recents** entry, tap the  icon.
- 7 The meeting summary is displayed.
- 8 Tap **Share**  to send the summary, for example to yourself or your conversation partner.
 - ✓ The meeting summary is sent.

10.4.3 SMART VOICE TO TEXT

You receive a voicemail or have Shomi summarize a call. Based on the transcription a Quick preview is automatically generated.

Automatic Transcription

Incoming voicemails or recorded calls are processed using speech-to-text technology to produce an accurate transcript of the spoken content.

10.5 DATA PROTECTION & AI MODEL USAGE

Compliance with Data Protection Policies

Shomi ensures full compliance with Data Protection Policies in all its operations. The transcription process utilizes:

- Service operated by Microsoft in Europe
- Service operated by Google in Europe
- Service operated by Speechmatics in Europe

For interaction with Shomi on a transcript, an AI service operated in Europe by Google and Microsoft is used.

Data Usage & Retention

- As Shomi leverages paid services from Microsoft, Google and Speechmatics, all hosted in Europe, user data is not used for AI model training.
- Transcripts and recordings are stored in Enreach data centers as part of the service, with a current retention period of one month. The retention policy is under continuous evaluation and updates will be provided as necessary.
- Voicemail transcripts are retained for a period of 90 days.

AI Model Assessment & Optimization

In response to the evolving AI landscape, Shomi continuously evaluates AI models to identify more efficient and cost-effective solutions while maintaining strict adherence to Data Protection Policies.

Enreach Contact EULA

Please find the latest Enreach Contact End User Licence Agreement under the following web link:

<https://www.enreach.com/en/enreach-contact-eula>

Enreach Contact Data Privacy Statement

At Enreach, we value your privacy and are committed to protecting your personal data.

Please find the latest Enreach End User Licence Agreement under the following web link:

<https://www.enreach.com/en/ethics-compliance/privacy/enreach-contact-privacy-statement>

11 CALL FORWARDING

Enreach Contact offers different options for easily forwarding calls:

- to a contact
- to a phone number
- to your voicemail

Forwarding can take place immediately (unconditional) or with a delay (conditional). Different types of forwarding can be activated at the same time.

Unconditional forwarding

Conditional forwarding




If a chargeable connection is established during forwarding, you will incur the corresponding costs.

11.1 UNCONDITIONAL FORWARDING

Unconditional forwarding is used for all incoming calls directly without any delay.

Depending on the configuration, calls are forwarded to a contact, to a number entered by you or to your voicemail.

To forward all incoming calls (unconditionally)

- 1 Open your dashboard.
- 2 In the **Redirection** section, under **Reachability** tap .
- 3 In the **Unconditional** area, activate **Always**.
- 4 Enter the destination in the **Forward to** field. You can choose between:


- Selection from the contacts
- Entering a phone number
- Your voicemail.
- ✓ Incoming calls are forwarded to the selected destination.

You can switch the selected forwarding on or off at any time using the **Always** button.

11.2 CONDITIONAL FORWARDING

You can use this forwarding function to specify whether phone calls are forwarded if you didn't answer a call for a certain period of time.

To forward calls that you do not answer (Conditional forwarding)

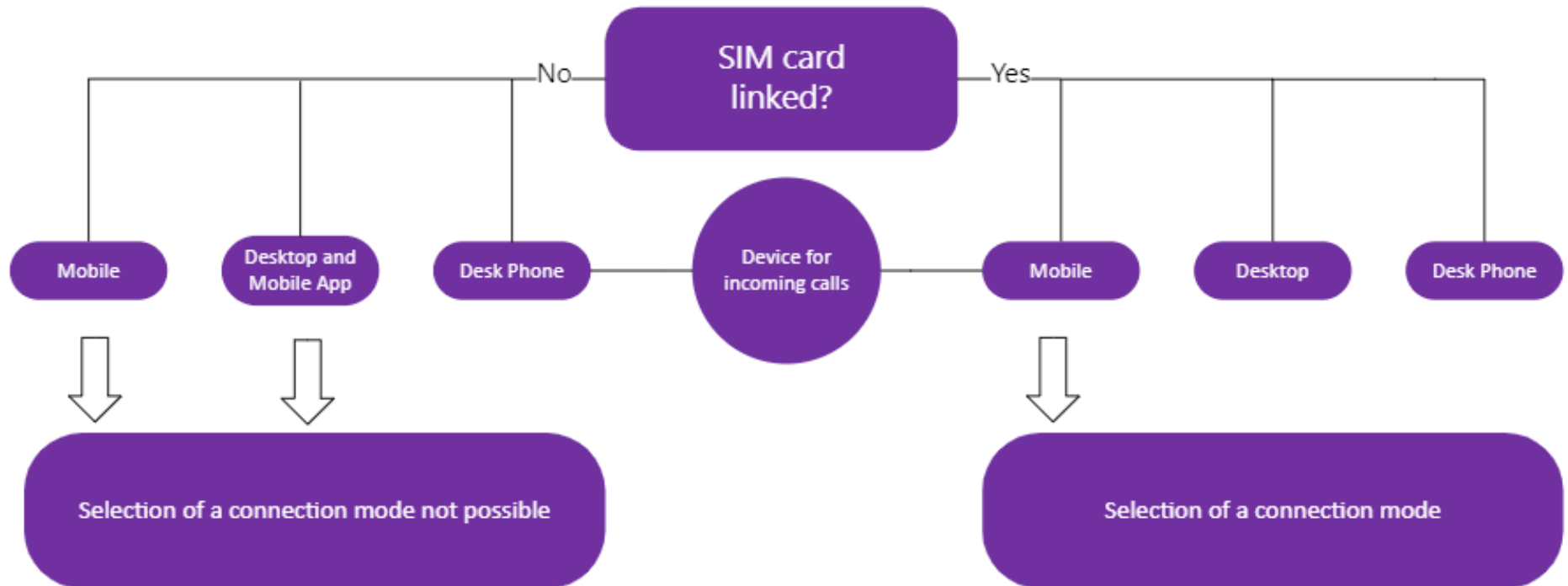
- 1 Open your dashboard.
- 2 In the **Redirection** section, under **Reachability** tap .
- 3 In the **Conditional** area, activate **If no reply**
- 4 Enter the destination in the **Forward to** field. You can choose between:
 - Selection from the contacts
 - Entering a phone number
 - Your voicemail.
- 5 Enter the **time** in seconds.
 - ✓ Calls are forwarded if you have not accepted them after the set delay.

12 CONNECTION TYPE

Enreach Contact supports both native mobile phone integration (this must have been ordered for you) and mobile integration via app. Native mobile phone integration allows you to make calls directly via the mobile network without an internet connection. With mobile integration via the app, calls are made directly via the Enreach Contact app.

To avoid the signalling of simultaneous calls on your smartphone via the native mobile phone integration and via the app, we also recommend linking the ordered Enreach SIM card to your device. If you do not link your SIM card to your smartphone, calls are signalled both via the native mobile integration and via the Enreach Contact mobile and desktop apps. You therefore receive three call notifications in parallel. If you link your SIM card, you can switch off your mobile device and only receive calls via Enreach Contact Desktop, e.g. when you are in the office.

When linking the Enreach SIM card, you can then also choose whether you want to receive calls exclusively via the mobile network or exclusively via the app.








The tables below provide an overview of possible scenarios when selecting the device options and the connection type.

Follow the steps at [Linking the SIM card](#).








Please note that the SIM card assigned to your Enreach Contact order must be activated on your device.

No SIM card linking

Device selection	Call behaviour
 Mobile	Calls are only signalled via the mobile network.
 Desktop and Mobile App	Calls are signalled both on the Enreach Contact mobile app and on the Enreach Contact desktop app.
 Desk Phone	Calls are signalled via the desk phone.
 Mobile + Desktop and Mobile App	Calls are signalled both via the mobile network and via the Enreach Contact mobile and desktop apps. You receive three call notifications in parallel.
 Mobile + Desktop and Mobile App + Desk Phone	Calls are signalled via the mobile network as well as via the Enreach Contact mobile and desktop apps and on the desk phone. This can lead to unforeseen behaviour and is therefore not recommended.

SIM card linking

Device	Connection type	Call behaviour
 Mobile	App only	Calls are only signalled via Enreach Contact Mobile.
	GSM only	Calls are only signalled via the mobile network.
	App preferred	For incoming calls, an attempt is made to deliver the call to the Enreach Contact app for approx. 7 seconds. If you do not have a Wifi connection, the call will be delivered via the mobile network. The selected connection type is always used for outgoing calls. If you still want to make a call via the mobile network, long tap on  next to the extension number in the contact's profile and select GSM call .
 Desktop	GSM preferred	For incoming calls, an attempt is made to deliver the call via the mobile network for approx. 7 seconds. If there is no mobile connection, the call is delivered via the Enreach Contact app. The selected connection type is always used for outgoing calls. If you still want to make a call via the app, long tap on  next to the extension in the contact's profile and select App call
	Selection of a connection type not possible	Calls are only signalled via Enreach Contact Desktop.
	Selection of a connection type not possible	Calls are only signalled via the desk phone.
 Desk Phone		

See also [9.1.2 Switch between app and GSM calls](#), page 25.

12.1 LINKING THE SIM CARD

It is recommended that you link the SIM card to your device if this has not already been done after logging in.



If the SIM card is not linked to your device, calls are signalled to you simultaneously in the Enreach Contact app and on your device.

You can specify whether you want to receive and make calls via the mobile network or via the Enreach Contact app.



By default, calls are made and received via the Enreach Contact app.



If the SIM card is not active in the device, the call will not be delivered.




If you are using a tablet, you will not be able to select the connection type and link the SIM card on this device.


- GSM only
- ✓ Calls are now received and made via the selected connection type. Further information on the different connection types can be found at [SIM card linking](#).

- 5 Tap **Link** in each case to link the SIM card to your device.
 - ✓ The SIM card is linked to your device.

To unlink your SIM card

- 1 Tap  in the top right-hand corner of the dashboard.
- 2 Tap on **SIM card linked to**.
- 3 Tap on **Unlink**.
- 4 Confirm the security prompt again by tapping **Unlink** to remove the link.
 - ✓ The SIM card is no longer linked to your device.

To link your SIM card

- 1 Tap  in the top right-hand corner of the dashboard.
- 2 Tap on **SIM card linked to**.
 - ✓ A wizard will open to help you link the SIM cards.
- 3 Tap **Next**.
- 4 Select one of the following connection types:
 - App preferred
 - App only
 - GSM preferred

13 PLAYING AND MANAGING VOICEMAILS

If you have received a voicemail, this is indicated by a push notification. Tapping this notification opens the corresponding voicemail in the call list.



To receive messages from Enreach Contact, you must allow Enreach Contact to receive messages at [Settings | Notifications](#) allow.





When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions regarding data protection, please contact your administrator.



Personal data cannot be deleted automatically. In order to meet the valid data protection regulations, it may be necessary to delete the entries manually.

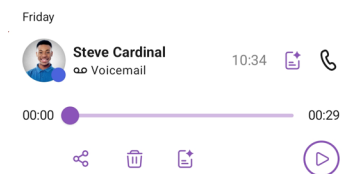
To play received voicemails

- 1 Tap .
✓ The recents list opens.
- 2 Tap on the entry with the voicemail that you want to play.
- 3 Tap .
✓ The voicemail is played.



13.1 MANAGING VOICEMAILS

Besides playing the voicemail, you have the following options:



- play the voicemail via the loudspeaker
- call back the contact who left a voicemail
- share the voicemail
- delete the voicemail
- convert the voicemail into text

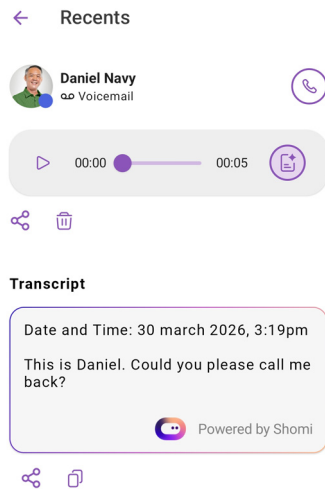


To call back the sender of voicemail



- 1 Tap .
✓ The recents list opens.
- 2 In the voicemail dialog, tap .
✓ The call is established.

To convert a voicemail into text (transcription)



- 1 Tap on Settings .
 - ✓ The recents list opens.
- 2 Tap the entry with the voicemail that you want to convert into text.
- 3 In the voicemail dialog, tap on **Transcript** .
 - ✓ The voice message is converted into text and displayed.



To share a voicemail

- 1 Tap .
 - ✓ The recents list opens.
- 2 Tap the entry with the voicemail you want to share.
- 3 In the voicemail dialog, tap on **Share** .
 - ✓ There are various options for sharing the voicemail.

To delete a voicemail

- 1 Tap .
 - ✓ The recents list opens.
- 2 Tap the entry with the voicemail you want to delete.
- 3 In the voicemail dialog, tap on **Delete** .
 - ✓ The voicemail will be deleted immediately.



Please note that the transcript will be available only after a short delay of a few seconds.

14 CHAT

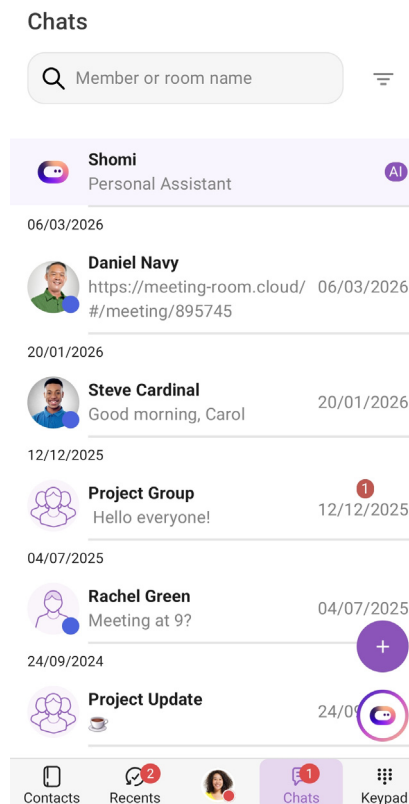
With Enreach Contact you have a comprehensive instant messaging feature at your disposal. You can communicate with one or more contacts on your smartphone via text messages. You can also exchange photos, videos and files.



Messages sent via the Enreach Contact chat are encrypted via Transport Encryption.

Preconditions for the sending of instant messages

- There must be an internet connection.




14.1 DIRECT MESSAGES



You can send direct messages to individual contacts.

To send a direct message to a participant


- 1 Tap .
- 2 Tap .
- 3 Select the contact you want to send a direct message to. Use the search function if necessary.

- 4 Tap ✓.
- 5 Enter your message in the **Message** field. You can share photos, videos or files by tapping the +. See also chapter *To share photos and videos within a chat*, page 42.
- 6 Tap .
 - ✓ The selected contact receives the message.

To view direct messages with a participant

- 1 Tap .
- 2 Tap on the desired contact to resume the chat.
- 3 Enter your message in the **Message** field. You can share photos, videos or files by tapping the +. See also chapter *14 To share photos and videos within a chat*, page 42.
- 4 Tap .
 - ✓ The selected contact receives the message.

To delete direct messages to a participant



- 1 Tap .
- 2 Swipe your finger from right to left over the chat entry you want to hide.
- 3 Tap on **Delete**.
 - ✓ The direct messages are deleted.

14.2 ROOMS



In a room, you exchange messages with several participants.

To open a room



- 1 Tap .

- 2 Tap .
- 3 Select the contacts you want to start a group conversation with. Use the search function if necessary.
- 4 Tap ✓.
- 5 Give the room a name. There are 25 characters available.
- 6 Via **Add members** you can add or remove further participants. See *14 To add another member to a room*, page 40 and *14 To remove a member from a room*, page 41
- 7 After selecting the members and assigning the room name, tap ✓.
- 8 Enter your message in the **Message** field. You can share a photo, video or a file by tapping the +. See also chapter *To share photos and videos within a chat*, page 42.
- 9 Tap .
 - ✓ The members in the room receive the message.

To resume a chat in a room

- 1 Tap .
 - ✓ The list of contacts with whom you have already communicated via chat opens.
- 2 Select the desired room.
- 3 Enter your message in the **Message** field.
- 4 Tap .
 - ✓ The members in the room receive the message.

To add another member to a room

- 1 Tap .
- 2 Tap the desired room.
- 3 Tap .
- 4 Tap **Manage members**.
 - ✓ All members of the room are listed here.

- 5 Tap **Add members**.
✓ The list with all contacts opens.
- 6 Select the contact you want to add to the room. You can also add multiple contacts.
- 7 Tap ✓.
✓ The contact will be added to the room.





You can only add a member to the room if you are the administrator of the room.



A newly added member can only see text messages sent after they have been added. He/she doesn't see the chat history.

To remove a member from a room

- 1 Tap .
- 2 Tap the room you want to remove a member from.
- 3 Tap  in the upper right corner.
- 4 Tap **Manage members**.
- 5 Swipe your finger from right to left over the member you want to remove.
- 6 Tap **Remove**.
- 7 Confirm the query with **OK**.
✓ The member is removed from the room.





You can remove members from a room only if you are the administrator of the room.

To leave a room

- 1 Tap on Settings .

- 2 Swipe your finger from right to left across the room you want to leave.
- 3 Tap **Leave**.
- 4 Confirm the query by tapping **Leave**.
✓ You have left the room.
Or

- 1 Tap .
- 2 Tap the desired room.
- 3 Tap  in the upper right corner.
- 4 Tap **Leave**.
- 5 Confirm the query by tapping **Leave**.
✓ You have left the room.







When you leave a room all messages are deleted for you and you can no longer access them. You can only re-enter the room if you are added by the administrator of the room.



You can't leave a room if you are the administrator of the room. To leave a room as an administrator, you must delete the room.

To delete a room

- 1 Tap .
- 2 Swipe your finger from right to left over the room entry you want to delete.
- 3 Tap .
- 4 Confirm the query by tapping **Delete**.
✓ The Room will be deleted.
Or
- 1 Tap .
- 2 Tap the desired room.

- 3 Tap  in the upper right corner.
- 4 Tap on **Delete**.
- 5 Confirm the query by tapping **Delete**.
 - ✓ The Room will be deleted.



You can only change the name of the room if you are the administrator of the room..



14.3 SEND PHOTOS, VIDEOS AND FILES


To share photos, videos and files, you must allow the app to access your photo and video library and the smartphones's camera.

The following types of files can be sent and received:



- Applications: docx, ppt, pptx, xls, xlsx, odt, rar, pkg, asf, swf, doc, pdf, rtf, tex, zip, ai, eps, ps, rss, sql
- Text: txt, log, csv, xml, vcf, css
- Audio: aif, m4a, mp3, wav, wma
- Video: avi, flv, mov, m4v, mp4, mpg, wmv
- Pictures: psd, bmp, gif, png, jpg, jpeg, jpe, tiff, tif, svg, otf, ttf

To share photos and videos within a chat

- 1 Tap .
- 2 Tap the desired contact or room to resume the chat conversation.
- 3 Tap on **+**.
- 4 Tap  if you want to take a new photo.
- 5 Select whether you want to record a video or take a picture.
- 6 Tap the shutter button.
- 7 If you want to use the photo you have taken, tap **Use stillshot**.
 - ✓ The photo is sent to the contact or to the room.
 or

- 1 Select  if you want to send an existing photo from your photo gallery.
- 2 Select the desired photo.
 - ✓ The selected photo or video is sent to the contact or room.


To share files within a chat

- 1 Tap .
- 2 Tap on the desired contact to resume the chat.
- 3 Tap on **+**.
- 4 Tap .
- 5 Select the file from the desired location.
 - ✓ The file is sent to the selected contact or room.

14.4 CHAT WITH SHOMI

The Shomi Chat currently allows you to ask questions about how Shomi works.

To start a chat with Shomi

- 1 Tap on Settings .
- 2 Tap the **Shomi - Personal Assistant** entry at the top of the list to open the chat with Shomi.
- 3 You can ask questions about Shomi's features and capabilities, for example: "How can I record a meeting?"
- 4 Shomi responds based on this documentation.




The Shomi Chat feature is currently under development. Improvements may be implemented automatically. More options will be available soon.

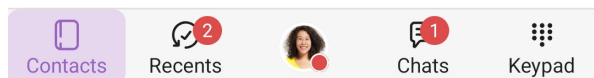
14.5 MORE OPTIONS IN THE CHAT AREA

Search chat participants

You can search across direct messages and rooms for chat participants. To do this, enter the name of the participant you are looking for in the search field. The participant you are looking for is displayed.

Notifications

If you have received messages, the number of text messages is displayed in the bar next to .



Draft message

To save a message as a draft, enter your message in the message field of a chat. If you return to this chat later you will find the message still in the text field. You can edit it and send it.

Cross-app chats

You can send and receive messages across apps. They are synchronised between Enreach Contact Desktop, Enreach Contact iOS and Enreach Contact Android.

15 HOW DO I BECOME A BETA TESTER?

Help our developers test the beta versions of Enreach Contact.

Tap here if you would like to become a beta tester:

<https://play.google.com/store/apps/details?id=com.enreach.umca>

16 REQUIREMENTS

To use Enreach Contact, you must meet the following network requirements. Make sure your IT administrator is aware of these requirements. If the requirements are not met, Enreach Contact will not function or will function only partially.

Network Requirements

Description	IP address domain	Protocol	Port
WebSocket API connections	aim.voipoperator.eu	TCP	443
Reach API	reachapi.ispworks.nl	TCP	443
Media	89.184.190.0/24 89.184.172.0/24	UDP	35000 - 65000
Signalling	softphone.voipoperator.tel	TCP	5071
File transfer	iamfile.voipoperator.eu	TCP	4006
iOS Apple App Store and Google Play Store Push Notifications	Standard Google and/or Apple Push Notification Service Please have a look at the information of the corresponding vendor.		

Android Versions

To use Enreach Contact Android 10 or later is required. Please ensure that your device is running a compatible version to use the application without limitations.