

# **ENREACH CONTACT**

## **USER DOCUMENTATION**

As of: June 2026

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# 1 INTRODUCTION

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With Enreach Contact you have an easy-to-use VoIP solution designed for fast and intuitive communication with your contacts, turning your iPhone and/or iPad into a full-fledged extension of your PBX.

## 2 FEATURE OVERVIEW

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### Contacts

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- Finding and displaying contacts
- Display and use local contacts (Selecting a contact source)
- Adding and removing favourites
- Use contacts from other accounts in Enreach Contact

### Status signalling

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

### Telephony

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- 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

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

### Shomi - Your personal assistant

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- Call Analysis
- Smart Voicemail
- Summaries of meetings

### Chats

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- Sending and receiving chat messages
- Sending photos, videos and files
- Direct messages and chat rooms
- Copy and paste content between Apple devices using Universal Clipboard
- Chat with Shomi

## 3 SIGN IN - FIRST STEPS

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If Enreach Contact is not already set up for you on your iPhone/iPad, please download the application from the App 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.
  - ✓ The login page appears.
- 2 Enter your email address and password. You have already assigned the password in the operator.
- 3 Tap on [Sign In](#).
  - ✓ You are logged on to Enreach Contact.

### 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 [12.1 Link SIM card](#), page 41.



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 \(incl. settings\)](#), [Chat](#) 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 33.

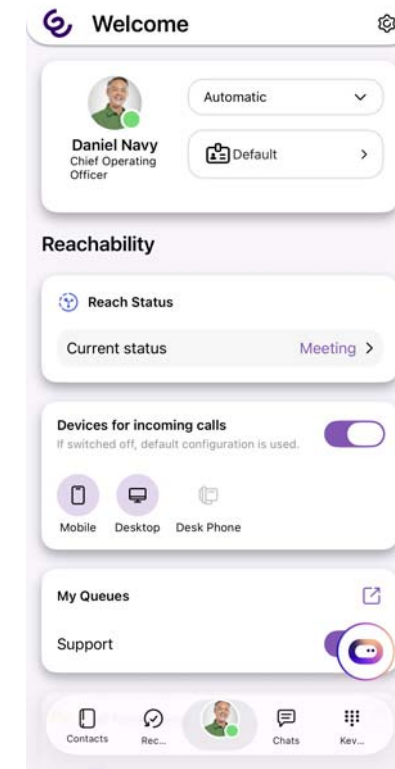
### 4.1 DASHBOARD

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

You can select your [Status signaling and Caller ID](#) and see at a glance which caller ID you use for outgoing calls. Furthermore, you can see in the [Reachability](#) area which device you have configured for incoming calls. At [My Queues](#) you can see which queues you are logged into. You can find further personal information such as your extension number or e-mail address under [My Profile](#).

The configuration of your [Call forwarding](#) 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 middle of the menu bar.



#### 4.1.1 STATUS SIGNALING AND CALLER ID

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.

By using the drop-down field, you can select your phone number to be signalled for outgoing calls. You can also suppress the signalling of the phone number. Further information can be found at [9.3 Set or hide phone numbers](#), page 31

## 4.1.2 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 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 **Back**.
  - ✓ Your manually set status override is active.

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

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

This option overwrites your REACH settings. If you do not activate this option, your REACH settings are always active.



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

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 39.


- 1 Open your **Dashboard**.
- 2 Activate **Devices for incoming calls**.
- 3 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.

### To sign in to and out of 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 users logged into a queue is displayed next to the corresponding switch. 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 38

## 4.1.3 MY PROFILE

In the **My profile** section, you can see your extension, your various phone numbers and your e-mail address and change your job title and status as well as add or remove additional phone numbers or e-mail addresses.

### To change your profile picture

- 1 Tap on  in the **My profile** area.
- 2 Tap on the profile picture. You have the following options:
  - Take a Photo  
The camera application opens and you can take a new photo.
  - Choose Photo  
Choose your profile picture from your existing photos.
  - Browse

You can search the various folders on your iPhone for an image you want to use.

- Use Memoji or Emoji  
Choose a memoji or emoji from the existing collection or create your own.

- 3 Tap on **Back** to confirm the selection.



To take photos or use photos from the gallery you need to allow Enreach Contact to access photos, media and other files if necessary.




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 job position


- 1 Tap on  in the **My profile** area.
- 2 Enter your current job title in the **Job** field.
- 3 Tap on **Back** to save your changes.
  - ✓ The job title is visible to your contacts on your profile.

### To add a phone number

- 1 Tap on  in the **My profile** area.
- 2 Tap on **+ ADD PHONE NUMBER**.
- 3 Select what kind of phone number it is, e.g. private, office, mobile phone number etc..
- 4 Enter the phone number.

- 5 Tap on **Back** to save your changes.
  - ✓ The phone number is visible to your contacts on your profile.

### To add an email address

- 1 Tap on  in the **My profile** area.
- 2 Tap **+ EMAIL**.
- 3 Select what type of email address it is, e.g. personal, office etc.
- 4 Enter the email address.
- 5 Tap on **Back** to save your changes.
  - ✓ 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 iPhone. You can add contacts to your favourites. You can use a filter (Colleagues, Company, Personal and Local) to limit the display of contacts. You can also filter the view of your contacts by favourites as well as display only contacts whose status is set to **Available**. See [7 Finding and displaying contacts](#), page 18.



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The data is updated automatically at cyclical intervals. To update your contacts manually, drag down the contents of the list with your finger.

### Search field

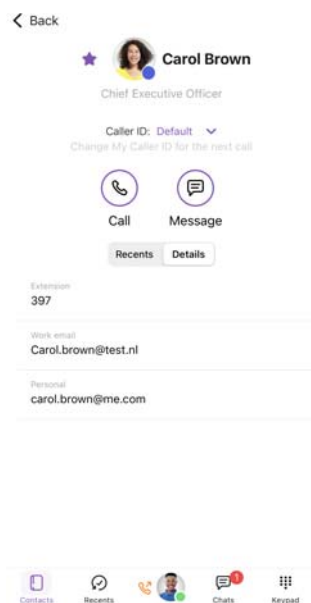
In the search field, you can search your contacts by first name, last name and phone number. The search can be additionally limited via a filter.

 Name or Phone Number

For further information see [7.1 Searching contacts](#), page 18.

### Contact profile

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



For further information see [7.2 Options in the contact profile](#), page 19.

## 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. Furthermore, the recents list has been enhanced and now displays additional information for group calls, call queues, and call pickups.

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

You can also narrow down the call list according to the following call

types using the filter option  :

- Incoming calls

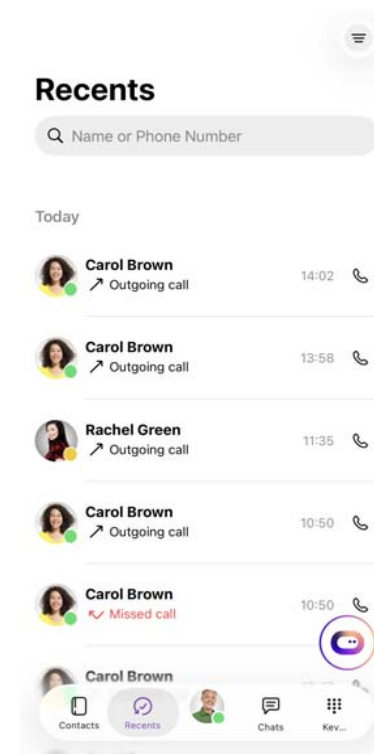
- Outgoing calls
- Missed calls
- Summaries – analysed calls via Shomi
- Voicemails



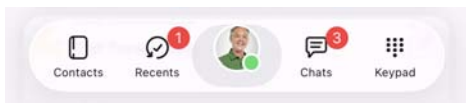
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If you have missed or declined calls, the number of missed calls is displayed in the bar next to **Recents** if the area is not in focus.



The data is updated automatically at cyclical intervals. To manually update your recents, drag down the contents of the list with your finger.


## 4.4 CHATS

In the **Chat** section you can send text messages to one or more participants. See also chapter *14 Chats*, page 44.

In addition, you can use Shomi, the Personal Assistant, here and ask questions about its features. See also chapter *14.6 Chat with Shomi*, page 48.




## 4.5 KEYPAD

The  icon provides you with a numeric keypad that you can use to enter telephone numbers directly, just like on a conventional telephone. You can copy phone numbers as well as DTMF characters from other applications and paste them into the input field above the keyboard. See also chapter *To start a call from the dialer*, page 25.




## 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 and log out of Enreach Contact. See also chapter 5 *Enreach Contact*, page 14.

## 5 ENREACH CONTACT

This chapter describes how to configure various functions of Enreach Contact.

In the section [Preferences](#)  you can find and adjust settings for different topics.

### Calls

Setting	Explanation
Connection type	<p>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:</p> <ul style="list-style-type: none"> <li>● App only</li> <li>● GSM only</li> <li>● App preferred</li> <li>● GSM preferred</li> </ul> <p>To ensure that incoming calls can be correctly identified via the contacts of this app, please activate the option <a href="#">Call Blocking and Identification</a> in the iOS settings.</p> <p>Further information can be found at <i>SIM card linking</i></p> <ul style="list-style-type: none"> <li>● Call Blocking and Identification</li> </ul> <p>The <a href="#">Call Blocking &amp; Identification</a> option enables iOS to recognize and correctly display incoming calls using the app's contacts and data. This means that internal extensions or company names, for example, can also be identified during GSM calls. If the function is deactivated, these extended display and identification functions are not available. To make full use of the app, this authorization should therefore be <b>activated</b> in the iOS phone settings.</p>

Setting	Explanation
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. Further information can be found at <b>12 Connection type</b> , page 39

### Chat

Setting	Explanation
Chat Notifications	Here you specify whether you want to be notified about new chat messages in addition to missed call and voice-mail notifications. You will be informed even if the app is running in the background. You can specify how the notifications are to be signaled within the iPhone settings under <a href="#">Settings   Notifications   Enreach Contact</a> .

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

Setting	Explanation
End User Licence Agreement	Click here for the <a href="#">license agreement</a>
Online Help	Click here to access the app's online help.
Share Logs	Here you have the possibility to share logs about the application.

## Sign Out

You can sign out here, see also *5.1 Signing out from Enreach Contact*, page 15.



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



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## 5.1 SIGNING OUT FROM ENREACH CONTACT

### To sign out from Enreach Contact

1 Tap .

2 Tap on **Sign out**.

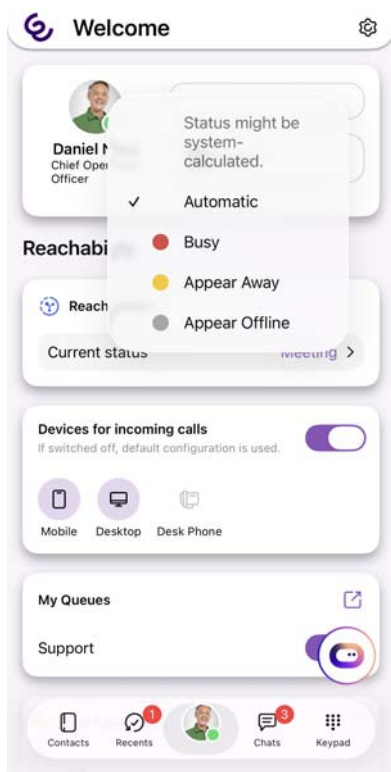
- ✓ You are no longer signed in to Enreach Contact and will no longer receive calls and messages.

## 6 CONFIGURING STATUS SIGNALLING

The status signaling feature is a useful tool to indicate your availability to your contacts.

### 6.1 OWN STATUS

You can set your own presence status individually. The options available are **Automatic**, **Appear away**, **Busy** and **Appear offline**.



#### 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		<b>Available</b> 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.
		<b>Online</b> This status signals that you are logged on to Enreach Contact Desktop and Enreach Contact Mobile
		<b>Offline</b> 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 set your status

- 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 Contactstatus

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 calender meeting
Do not disturb		Busy
	Presentation	In MS Teams Call
Appear Away		Away
	Last online <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 off at 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. You can enter a first or last name, an email address, and a phone number to search your contacts.

Q Name or Phone Number

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.



To quickly scroll through your contact list, use the letter bar on the right side of your iPhone screen. To do this, tap the letter bar and, without lifting it, move your finger up and down to the letter you want to find. To scroll to the top of the list, tap the status bar or the time at the top of your iPhone.

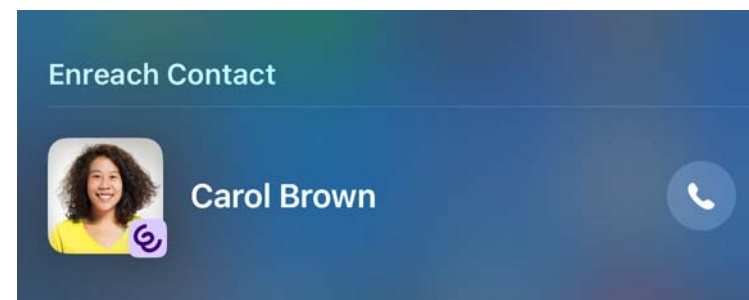
You can also use the search function of your iPhone or iPad to search contacts in Enreach Contact.

### To use the search function of your iOS device

- 1 Swipe down from the center of the Home screen.
  - ✓ The search field appears.
- 2 Dictate or type the name you want to search in Enreach Contact.
  - ✓ All entries with the entered names are listed. You can tap **Show more** to display more results.
- 3 Tap on a search result to open it.
  - ✓ The contact details are opened directly in the Enreach Contact app.

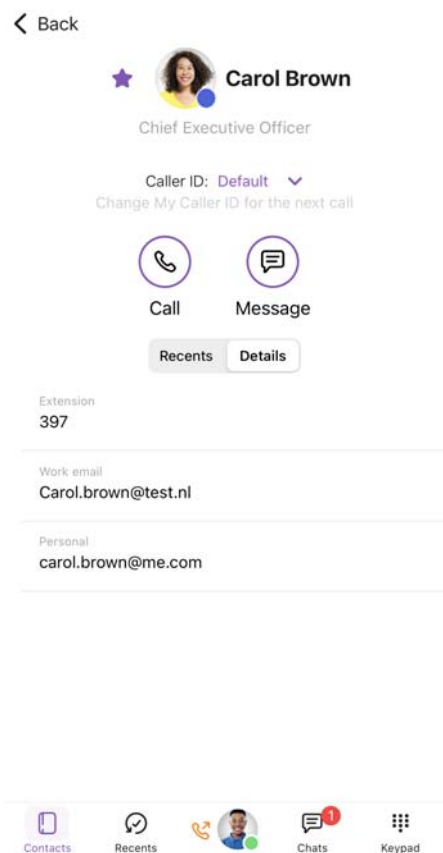


You have to allow the app and its content to be displayed in the search under **Settings** | **Enreach Contact** | **Siri & Search**.




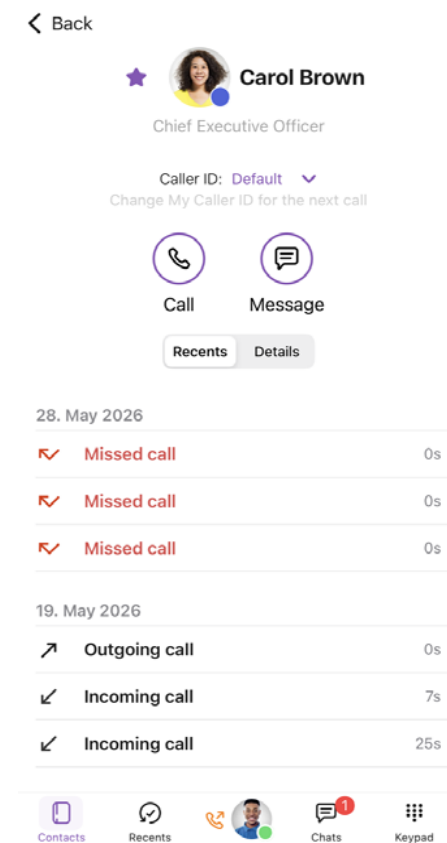
## 7.2 OPTIONS IN THE CONTACT PROFILE

You have several options via the contact profile of your contacts. You can see the profile picture, the presence message and all available contact information (e.g. telephone numbers and e-mail addresses) of your contact, if stored. From here you can start calls directly, add contacts to your favourites as well as send an email or a direct message.





### To access the recents list or contact information in the contact profile

- 1 Tap .
- 2 Tap the contact whose contact profile you want to view.
  - ✓ The stored contact information such as extension, telephone numbers and e-mail address are displayed.
- 3 Tap **Recents**.
  - ✓ The list of calls with this contact are displayed.



- 4 Tap **Details** to view the contact information again.



## To send an email from the contact profile

- 1 Tap .
- 2 Tap the contact whose contact profile you want to view.
  - ✓ The stored contact information such as extension, telephone numbers and e-mail address are displayed.
- 3 Tap  or the e-mail address in the contact profile.
  - ✓ The "Mail" app on your iPhone opens for composing an email.





You can only send an email to a contact if they have an email address stored in the contact profile.

## To start a chat from the contact profile

- 1 Tap .
- 2 Tap the contact whose contact profile you want to view.
  - ✓ The stored contact information such as extension, telephone numbers and e-mail address are displayed.
- 3 Tap on .
- ✓ The chat with the contact opens and you can write a chat message.

## To start a call from the contact profile


- 1 Tap .
- 2 Tap the contact whose contact profile you want to view.
  - ✓ The stored contact information such as extension, telephone numbers and e-mail address are displayed.

- 3 Tap on .

- ✓ If at least two telephone numbers are stored in the contact profile of the contact, a menu appears for selecting a telephone number.

- 4 Tap the telephone number you want to use to call the contact by default.

- ✓ The call is established.

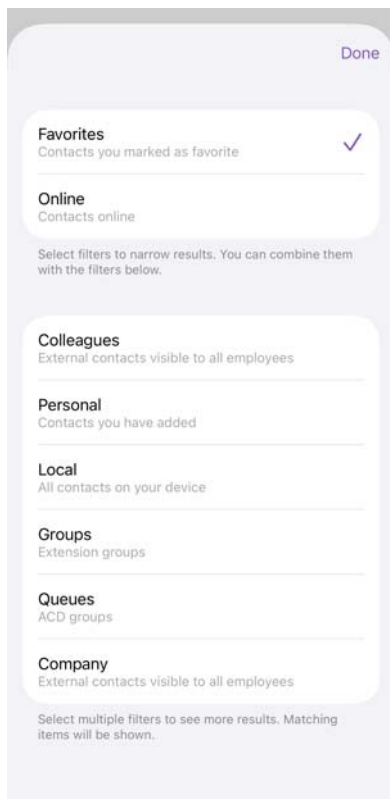
- ✓ When you tap  again, from now on the telephone number you selected the first time will be dialed.



To dial one of the other stored telephone numbers of the contact, tap it in the contact's profile. The call to this phone number will be established immediately, see *To start and end a call from the contact list*, page 24.

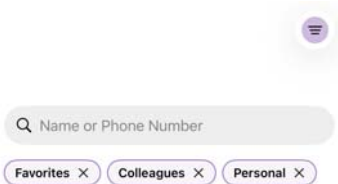
## 7.3 SELECTING A CONTACT SOURCE

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




Contact source	Explanation
Colleagues	All employees in your company are displayed
Services	All company services, e.g. groups, speed dials and IVRs
Personal	All personal contacts stored on the server
Local	All contacts stored on your device
Groups	Extension groups
Queues	ACD groups
Company	External contacts visible to all employees

- 2 Activate the filters and contact groups that are to be displayed.
- 3 Tap **Done**.  
 ✓ Above the contact list, you can see which filters are selected.
- 4 Tap the cross on a filter to deactivate it.



### 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	Explanations
Favorites	Contacts that you have marked as favorites
Online	Contacts that are online






All locally stored contacts remain local and are not uploaded to the Enreach Contact server. You must allow the app to access your locally stored contacts in order to view them. You can allow access under [Settings | Enreach Contact | Contacts](#).

## 7.4 USE CONTACTS FROM OTHER ACCOUNTS IN ENREACH CONTACT

You can view your contacts from other accounts, such as Google or Exchange in Enreach Contact and use the contact information to make calls or write emails. To do this, you must first integrate the contacts from these accounts locally on your iPhone.

## To use contacts from other accounts in Enreach Contact

- 1 On your homescreen, tap .
- 2 Tap **Apps | Contacts | Contacts account | Add account**.
- 3 Select an account and log in with your user data.
- 4 Activate the option **Contacts**.
  - ✓ The contacts in your added account appear locally on your iPhone.
- 5 Open the Enreach Contact app.
- 6 Tap .
- 7 At , select the filter **Local** to view your local contacts, including contacts integrated from other accounts.
  - ✓ You can use the contact information stored in other accounts to dial phone numbers and write emails from Enreach Contact.



If you have more than one account available on your iPhone, you can switch the display of contacts under **Contacts | Groups** to restrict the display of contacts. Only the contacts of the accounts selected here will be displayed on your iPhone.

This limitation is not adopted by Enreach Contact. All locally stored contacts from all accounts will be displayed in Enreach Contact if the filter **Local** is activated or all filters are deactivated.

## 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.





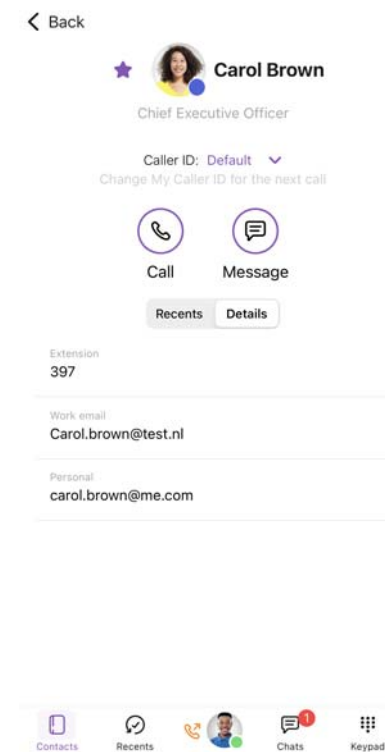
When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions regarding data protection, please contact your administrator.



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 .
- 2 Tap the contact you want to add to your favourites.
  - ✓ The contact profile of the contact is opened.
- 3 In the contact profile, tap .



- ✓ The contact is added to your favourites.

### To remove contacts from your favourites

- 1 Tap .
- 2 Tap the contact you want to remove from your Favorites.
  - ✓ The contact profile of the contact is opened.
- 3 In the contact profile, tap .
  - ✓ The contact will be 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.



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.

### 9.1 STARTING AND ENDING CALLS

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.

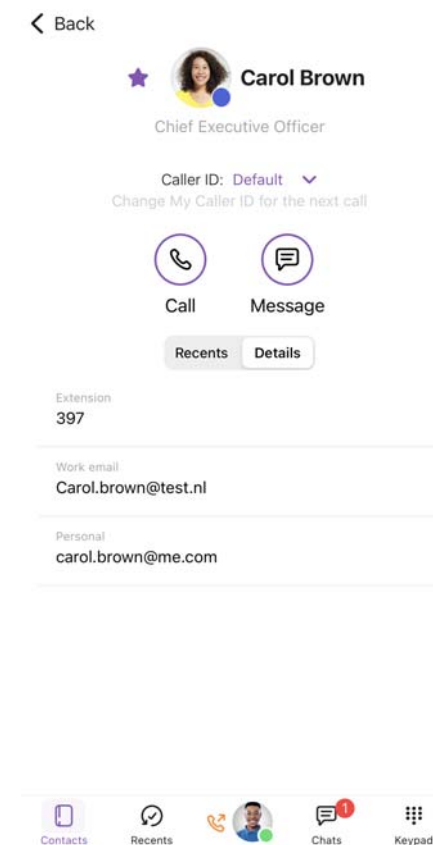
#### To start and end a call from the contact list



The settings from REACH are adopted by default. To change this, see *Connection type*.

- 1 Tap on **Contacts** .

- 2 Tap the desired contact in the contact list.
  - ✓ The contact profile opens.



- 3 Tap the **phone number** you want to set up a call to.
  - ✓ The call is established.

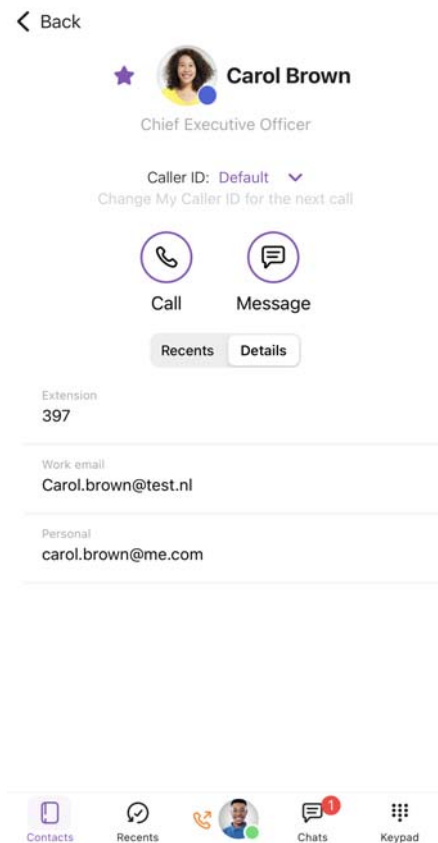


To change the connection type selected in the settings once for the next call, tap firmly on the phone number within the contact profile and select the desired connection type.



- 4 Tap  to end the call.

## To set a default phone number for a contact

- 1 Tap the desired contact in the contact list.
  - ✓ The contact profile opens.






- 2 Tap on **Caller ID** and either select a different caller ID than the one you have set as the default under Settings or select **Hidden** if you do not want to signal a phone number.
- 3 The selection is only valid for this call. After that, the settings you have defined within the settings will apply again.

- 4 Tap on the **Call** .
  - ✓ If at least two telephone numbers are stored in the contact profile of the contact, a menu appears for selecting a telephone number.
- 5 Tap the phone number you want to use to call the contact by default.
  - ✓ The call is established.
  - ✓ If you tap again on  **Call**, the phone number you selected the first time will always be dialed from now on.



To dial one of the other stored phone numbers of the contact, tap it in the contact's profile or long-tap the handset icon and select the desired phone number. The call to this telephone number will be established immediately.

## To start and end a call via the Recents list

- 1 Tap on **Recents** .
- 2 Tap the desired entry in the Recents list.
- 3 Tap on the **Call** .
  - ✓ The call is starting.
- 4 Tap  to end the call.



To change the connection type selected in the settings once for the next call, tap firmly on the entry within the call list and select the desired connection type.


## To start a call from the dialer

- 1 Tap on .
  - ✓ The dialer opens.

## 9.1.1 OPTIONS DURING A CALL

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



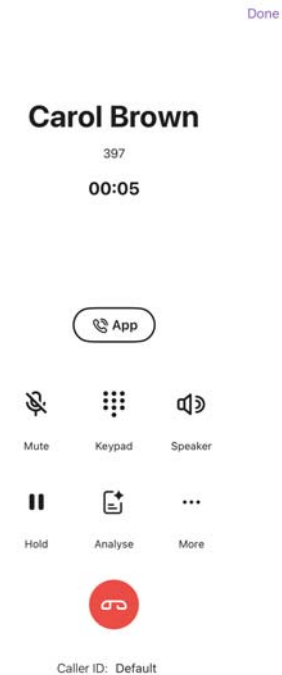
- 2 Enter the desired telephone number using the digits on the dialer.
- 3 Tap on  to initiate the dialing process.
  - ✓ The call is starting.




If you have copied a telephone number or DTMF characters from another application to the clipboard, press and hold the field above the keypad until the option **Paste** appears.




To change the connection type selected in the settings once for the next call, tap the handset button firmly. You can change the connection type for the subsequent call.



### To put a call on hold

- 1 During an active call, tap **Hold**  to put the call on hold.
  - ✓ The call is put on hold and the other party hears music on hold. Tap the button again to continue the call.


## To mute your microphone

- 1 During an active call, tap on **Mute**  to mute your microphone.
  - ✓ Your contact can no longer hear you. Tap the button again to unmute.




In the status bar, an orange point indicates that the app has access to the microphone.

## To activate the speaker

- 1 During an active call, tap on **Speaker** .
  - ✓ A list with the speaker and all paired audio devices as well as possible end devices opens in a pop-up window.
- 2 Select **Speaker**.
  - ✓ The sound is played through the speaker.




Tap on **Speaker**  again and select your iPhone/iPad to switch the speaker off again or select another audio device.

## To change your audio output device (AirPods/headset)

During an active call, you have the option of changing the audio output device. You can transfer a call made via your iPhone/iPad to another audio output, such as your AirPods or another headset.




Your AirPods or another headset must be connected to the iPhone/iPad for them to be visible in the selection.


- 1 During an active call, tap on **Speaker** .
  - ✓ A list opens with all paired audio devices as well as your end devices and speakers.

- 2 Select the desired device.
  - ✓ The sound is played through this device.




Tap again on **Speakers**  and select your iPhone/iPad to deselect or select another audio device.


## To use the dialer


- 1 During an active call, tap on **keypad**  to use the keypad.
  - ✓ 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 on **More**  to forward the call.
- 2 Select **Transfer directly**.
- 3 Scroll through your contact or recents list or search the contacts list to find a contact to whom you want to transfer the call.
- 4 Tap the phone number of the contact to whom you want to transfer the call.
  - ✓ The call is transferred to the desired contact.

## To forward a call with consultation

- 1 During an active call, tap on **More**  to forward the call.
- 2 Select **Add call**.
- 3 Scroll through your contact or recents list to find a contact to whom you want to transfer the call.
  - or
  - Enter a name or phone number in the search field.

- 4 Tap on the **Call** .
  - ✓ The first call is put on hold and you can consult with the subscriber to whom you are transferring the call.
- 5 Tap **Transfer** if you want to connect both participants and leave the call yourself.
  - ✓ The call is then connected with the desired contact.

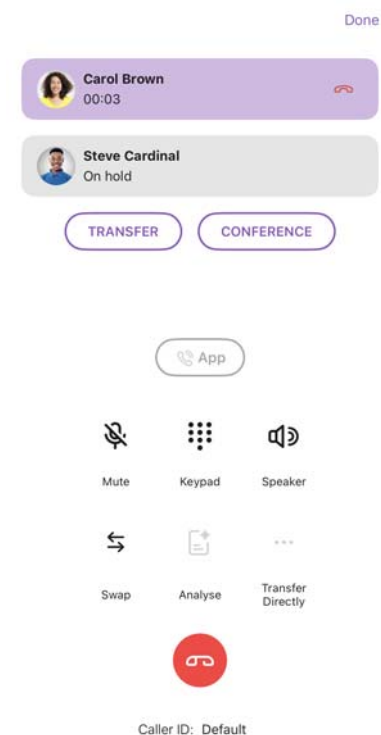
## To start a new call

- 1 During an active call, tap **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.

## To switch between two active calls

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 put on hold and the previously held call now becomes active.



## To filter background noise during a call (Voice Isolation)

If you want other sounds to be filtered out during the call, activate voice isolation. Your voice will then be in the foreground and background noise is blocked in an Enreach Contact call.

- 1 During the call, open the Control Center.
- 2 Tap on **Mic mode** and select **Voice Isolation**.

## To include ambient noise (Wide Spectrum)

To include both your voice and the ambient sounds in your call, activate the "Wide Spectrum" mode.

- 1 During the call, open the Control Center.
- 2 Tap on **Mic mode** and select **Wide Spectrum**.



The functions **Voice Isolation** and **Wide Spectrum** are not supported by all iPhone models.


## 9.1.2 ANNOUNCE AND ANSWER CALLS

You can use the **Announce calls** option to announce incoming calls through your headphones and answer them using voice control.

The option **Announce calls** is supported with the following headphones:

- AirPods Max
- AirPods Pro
- AirPods (2. Generation)
- Powerbeats Pro

### To have calls announced and answered

- 1 On your homescreen, tap .
- 2 Tap **Siri & Search | Announce Calls**.
- 3 Select the desired option:
  - Always
  - Headphones and car
  - Headphones only.


If your iPhone is connected to headphones that support this option and a call comes in for you, Siri recognizes the party and asks if you want to answer it.
- 4 Say "Yes" to accept the call or "No" to reject the call.
  - ✓ You are connected to the subscriber or the call is rejected.

## 9.1.3 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 39.

### 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**.
  - ✓ You will now receive an incoming call from the server.
- 3 Accept the call via **End & Accept**.
  - ✓ The app call is automatically ended and the call continues seamlessly via the mobile network (GSM).



Please only accept incoming server calls via **End & Accept** - not via **Hold & Accept**. This is the only way to end the previous call correctly on the server side. However, this selection only appears if incoming calls are displayed in full screen mode. To do this, activate the **Full screen** option under **Settings | Apps | Phone | Incoming calls**.

### 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**.
  - ✓ You will now receive an incoming call from the server.
- 3 Accept the call via **End & Accept**.
  - ✓ The GSM call is automatically ended and the call continues seamlessly via the app.



Please only accept incoming server calls via **End & Accept** - not via **Hold & Accept**. This is the only way to end the previous call correctly on the server side. However, this selection only appears if incoming calls are displayed in full screen mode. To do this, activate the **Full screen** option under **Settings | Apps | Phone | Incoming calls**.

## 9.2 SHOWING ACTIVE CALLS

During an active call, you can scroll through the sections of Enreach Contact or use other applications. Active calls are indicated in two different ways: a green bar in the status bar and a green button in each section of Enreach Contact. This can be used to return to the app or to the call.



### To return to the Enreach Contact app

- 1 From your home screen or the app you are currently using, tap the status bar or the time at the top of your iPhone.
  - ✓ The Enreach Contact app is displayed.

### To return to the call

- 1 In the area of Enreach Contact where you are currently located, tap **Back to call** in the green banner.
  - ✓ The active call is displayed. You can use the options during a call.

### 9.2.1 DEVICE TRANSFER DURING A CALL

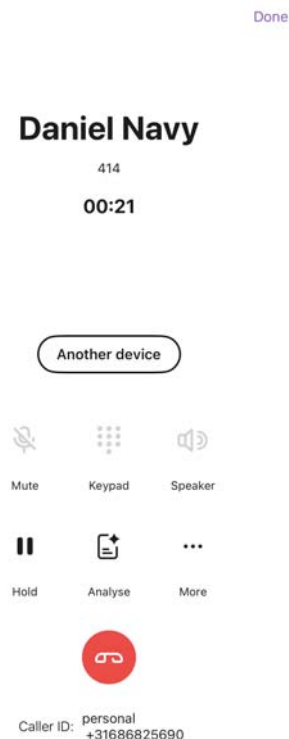
Are you in a call via Enreach Contact Desktop but need to continue the conversation while on the move? No problem – you can easily transfer the call to your smartphone.

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

- 1 Open the Enreach Contact App
  - ✓ You will see the currently active call.



- 2 Tap the **Return to call** header.



- 3 Tap **Another device**.
- 4 Choose whether you want to take over the call as an **App call** or via **GSM**.
  - ✓ A new call will be initiated.
- 5 Answer 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 currently in a call using the Enreach Contact App.

- 1 Tap **More**.
- 2 Tap **Device Transfer** and select **Desktop**.
  - ✓ The call will be signaled on Enreach Contact Desktop.

- 3 Answer the call on your desktop and continue the conversation.
  - ✓ The call in the Enreach Contact App will end automatically.

## 9.3 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 would you like to make an anonymous call? Enreach Contact gives you the option of hiding your phone number for external calls.

### To define which of your phone numbers is to 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 Select **Hidden**.
  - ✓ Your phone number will no longer be displayed on the other party's device for outgoing calls.




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

## 9.4 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.


## 9.5 USING ENREACH CONTACT VIA BLUETOOTH IN THE CAR

You can use your hands-free device with the iPhone via the Bluetooth connection.

In order for your car display to show the names of your Enreach Contact contacts when calls are made from the Enreach Contact environment, you must store them in the local phonebook, with both internal and external phone numbers. Contacts in the Enreach Contact app are not available here. If you do not do this, only the extension of the Enreach Contact contact (e.g. 437) is displayed. Then the local contacts must be synchronized with your car. In most cases, this happens automatically.

# 10 SHOMI - YOUR PERSONAL ASSISTANT

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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 called up in any area of the user interface - except in the keyboard 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

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- **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 35.

### Smart Voicemail Transcription

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- **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

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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

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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 transcripts 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 recording & analysis	*4
Stop Shomi call recording and 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.

- 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.




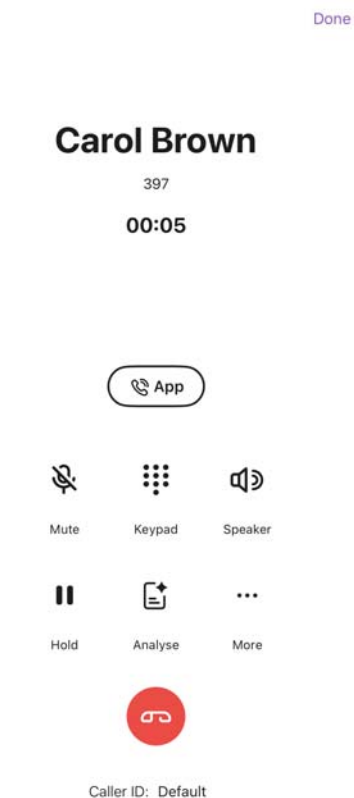
Make sure to inform the person you are speaking with that the call is being recorded and obtain their consent. For more information on data protection, please refer to *10.5 Data Protection & AI Model Usage, page 37*. Please also observe your company's policies and the data protection laws of your country.

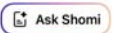
#### To have a call analysed by Shomi

You are in an active call.

- Tap on **Analyse** .
  - ✓ A notification appears.
- 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.
- 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.
  - ✓ 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


### 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 **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 37. 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 various options for forwarding calls easily:

- 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 applied for all incoming calls directly, i.e. without 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 Tap  under **Reachability** in the **Forwarding** section.
- 3 Activate **Always** in the **Unconditional** area.
- 4 Enter the destination in the **Forward to** field. You can choose between:


- Selection from the contacts
- Entering a phone number
- Your voicemail.

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 telephone calls are forwarded if you have left the telephone ringing for a certain period of time.

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

- 1 Open your dashboard.
- 2 Tap  under **Reachability** in the **Forwarding** section.
- 3 Activate **If no reply** in the **Conditional** area.
- 4 Enter the time in seconds. Calls are forwarded if you have not accepted them within this time.



As of iOS version 16, even if you have entered a value in the "After" field > 60 seconds, both the acoustic and visual call signaling will still end after 60 seconds. However, this does not mean that the call is ended by the operating system after 60 seconds. Forwarding continues to take place as configured.

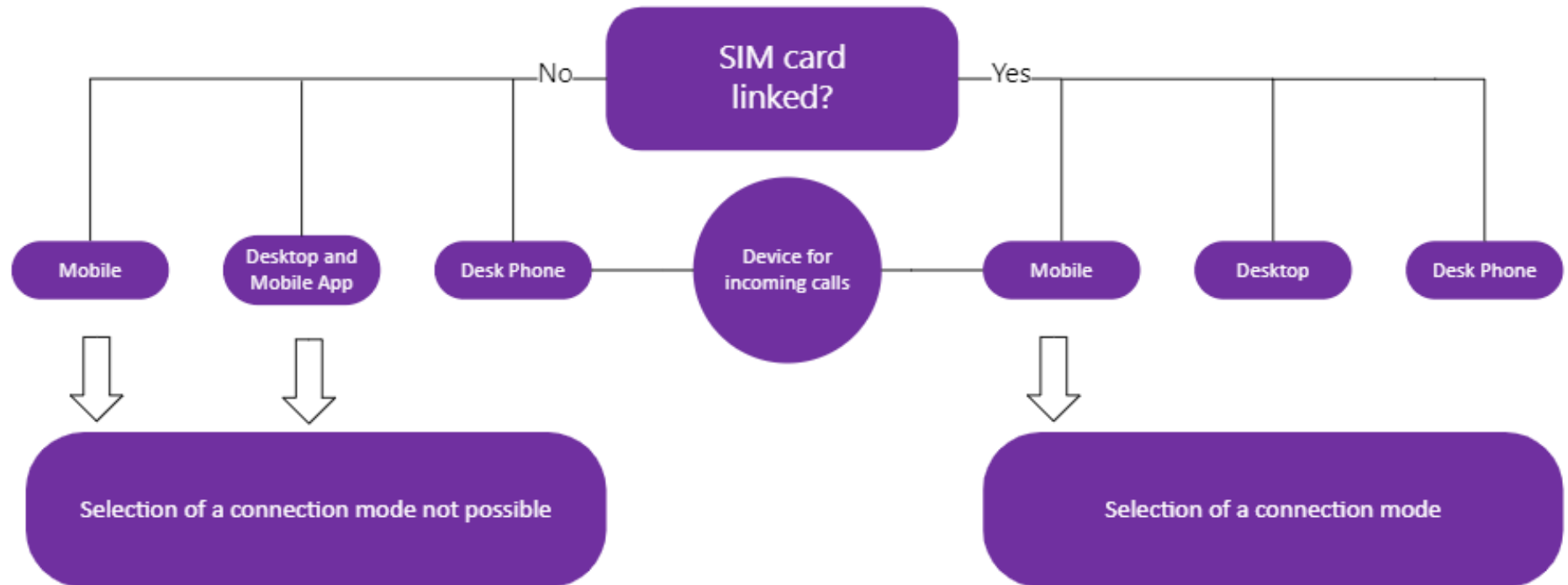
- 5 Enter the destination in the **Forward to** field. You can choose between:
  - Selection from the contacts
  - Entering a phone number
  - Your voicemail.

## 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 [Set connection type](#) and [Link 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 <b>GSM call</b> .
 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 <b>App call</b>
	Selection of a connection type not possible	Calls are only signalled via Enreach Contact Desktop.
 Desk Phone	Selection of a connection type not possible	Calls are only signalled via the desk phone.

See also chapter 9.1.3 *Switch between app and GSM calls*, page 29.


## 12.1 LINK 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.

### To link your SIM card

- 1 Tap on Settings .
- 2 Tap on **SIM card linked to**.
- 3 Tap **Link** to link the SIM card to your device.
  - ✓ The SIM card is linked to your device.

### To unlink your SIM card

- 1 Tap on Settings .
- 2 Tap on **SIM card linked to**.
- 3 Tap **Unlink** to remove the link to your device.
  - ✓ The SIM card is no longer linked to your device.

## 12.2 SET CONNECTION TYPE

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.

### To specify the connection type

- 1 Tap .
- 2 Tap on **Connection type** and select one of the following connection types:
  - App only
  - GSM only
  - App preferred
  - GSM preferred
  - ✓ 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](#).



For the correct identification of incoming GSM calls with internal extension numbers, the option **Call blocking & Identification** must be activated for this app in the iOS settings. If the function is deactivated, callers cannot be clearly displayed for GSM calls.

# 13 PLAYING AND MANAGING VOICEMAILS

When you have received a voicemail, it is indicated by a message in the notification center. Tapping this message opens the corresponding voicemail in the recents list.



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



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

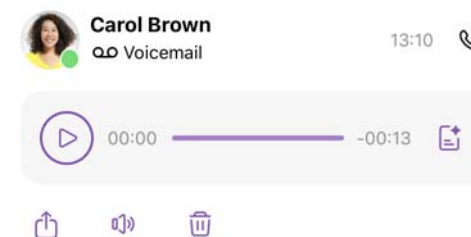
- 1 Tap on .
- 2 Tap on the entry with the voicemail that you want to play.
- 3 Tap on .
  - ✓ The voicemail is played.

## 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
- delete the voicemail
- share the voicemail
- convert the voicemail into text

Yesterday



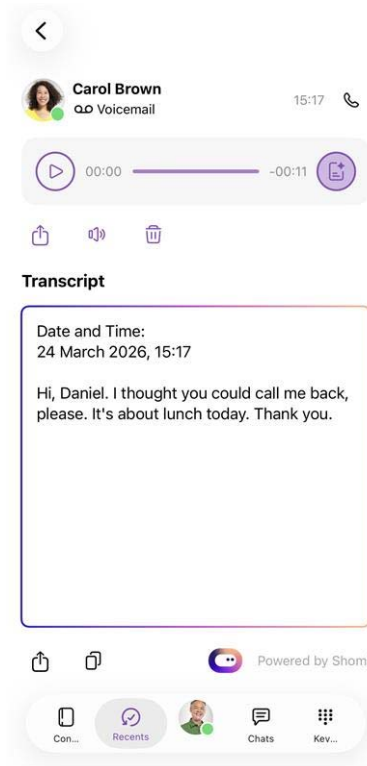
## To call back the sender of voicemail

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

## To convert a voicemail into text (transcription)


- 1 Tap on .
  - ✓ 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 **Transcription**  .
  - ✓ The voice message is converted into text and displayed.





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

## To delete a voicemail

- 1 Tap on  .
  - ✓ 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.

## 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**  .
  - ✓ You can then choose which app you want to use to share the voicemail.

# 14 CHATS

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



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

## Requirements for sending 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 Enter the name of the contact you want to chat with in the search field.
- 4 Tap the contact you want to start a chat with.
- 5 Tap **Done**.
- 6 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 47.
- 7 Tap .  
✓ The selected contact receives the message.





### To view direct messages with a participant

- 1 Tap .
- 2 Tap the desired contact to resume the chat conversation.
- 3 Enter your message in the message field.
- 4 Tap .  
✓ The selected contact receives the message.



## 14.2 ROOMS

In a room, you exchange messages with several participants.


## To create a room

- 1 Tap  .
- 2 Tap  .
  - ✓ The list with all contacts opens.
- 3 Select the contacts you want to start a chat with.
- 4 Tap **Next**.
- 5 Enter a name for the chat room under **Name your room**.
- 6 Tap **Add Members**, if applicable, if you want to return to step 3.
- 7 Tap **Done**.
  - ✓ The room is created.
- 8 Enter your message in the message field. You can share a photo, video or a file by tapping the . See also chapter [14 To share photos and videos within a chat](#), page 47.
- 9 Tap  .
  - ✓ The participants 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 Tap the desired room to resume the chat conversation.
- 3 Enter your message in the message field.
- 4 Tap  .
  - ✓ The participants in the room receive the message.


## To change the name of a room

- 1 Tap  .
  - ✓ The list of contacts with whom you have already communicated via chat opens.
- 2 Tap the room you want to change.
- 3 Tap on the **profile picture**.
- 4 Tap **Edit**.
  - ✓ You can change the name of the room.
- 5 Tap **Done**.
  - ✓ The changes are saved.



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

## To add more members to a room

- 1 Tap  .
  - ✓ The list of contacts with whom you have already communicated via chat opens.
- 2 Tap the room you want to add a member to.
- 3 Tap on the **profile picture**.
- 4 Tap **View Members**.
- 5 Tap **Edit**.
  - ✓ The contact list opens.
- 6 Type the name of the member you want to add in the search field or scroll through the list.
- 7 Select the member(s) you want to add to the room.
- 8 Tap **Done**.
  - ✓ The selected members are added and the room is opened.



You can only add members to a room if you are the owner of the room.

### To remove members from a room

- 1 Tap .
  - ✓ The list of contacts with whom you have already communicated via chat opens.
- 2 Tap the desired room from which you want to remove a member.
- 3 Tap on the **profile picture**.
- 4 Tap **View Members**.
- 5 Swipe your finger from right to left in the line of the member you want to remove.
- 6 Tap **Remove**.
- 7 Confirm your selection by tapping **Remove Member**.
  - ✓ The member is removed from the room.



You can only remove a member from a room if you are the owner of the room.

### To leave a room

- 1 Tap .
- 2 Swipe your finger from right to left in the line of the room you want to leave.
- 3 Tap **Leave**.



You can't leave a room if you are the administrator of the room. To leave a room as the Owner, you must delete the room, see *To delete a room*, page 46.



When you leave a room, all messages are deleted for you and you can no longer access them.

### To delete a room

- 1 Tap .
  - ✓ The list of contacts with whom you have already communicated via chat opens.
- 2 Tap the room you want to delete.
- 3 Swipe your finger from right to left in the line of the room you want to leave.
- 4 Tap on **Delete**.
- 5 Confirm your selection by tapping **OK**.
  - ✓ The Room will be deleted.



You can only delete a room if you are the owner of the room. As a member, you leave the room and must be added again by the owner of the room.




## 14.3 SEND PHOTOS, VIDEOS AND FILES

To share photos, videos, and files, you need to allow the app to access your photo and video library and the phone'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 chat or room to resume the chat conversation.
- 3 Tap on +.
- 4 Select **Camera** if you want to take a photo to send.
- 5 Tap the shutter button.
- 6 If you want to use the captured photo, tap **Use Photo**.
- 7 Tap .
  - ✓ The photo is sent to the contact or to the room.or
- 1 Select **Photo Library** if you want to send an existing photo or video from your library.
- 2 Select the photo or video you want and tap **Add**.
- 3 Tap .
  - ✓ The selected photo or video is sent to the contact or group.

## To share files within a chat

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

## 14.4 USE UNIVERSAL CLIPBOARD

The Universal Clipboard lets you copy content such as text, photos, and videos on one of your Apple devices and transfer it to another of your Apple devices.



To copy entire files from one Mac to another using the Universal Clipboard, both devices must have macOS High Sierra or later installed.

Your devices must be in close proximity to each other and the following requirements must be met:

- Each of your devices is logged into iCloud with the same Apple ID
- Bluetooth is enabled on each of your devices
- WLAN is enabled on each of your devices
- Handoff is enabled on each of your devices

## To use the Universal Clipboard

- 1 Copy text, photos, or other content on one of your devices as you normally would.
  - ✓ The content will be automatically added to the clipboard of your other device that is nearby.
  - ✓ Paste the content on the other device as usual.





## 14.5 DICTATE CHAT MESSAGES

You can dictate a message in a chat or room instead of typing it on the keyboard.



The dictation function is supported from the iPhone 6s without an internet connection. Earlier models and some languages require an Internet connection to use this feature.


## To dictate a chat message

- 1 Tap .
- 2 Tap the desired chat or room to resume the chat conversation.
- 3 Tap **Aa**.  
✓ The dialer opens.
- 4 Tap .
- 5 Speak the desired text.  
✓ The text appears as you speak.
- 6 Tap  to send the message or  to edit the text before sending.

## 14.6 CHAT WITH SHOMI

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

### To start a chat with Shomi

- 1 Tap .
- 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.

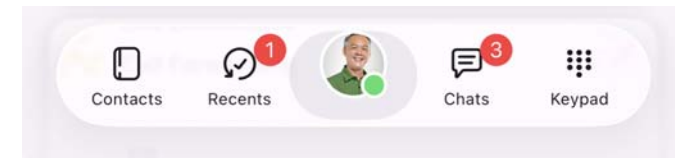
## 14.7 MORE OPTIONS IN THE CHAT AREA

### Search chat participants

You can search for chat participants across 1:1 chats and chat rooms. Swipe your finger from top to bottom and enter the name of the member you are looking for under **Member or room name**. The individual chat and rooms with the searched member are displayed.

### Notifications

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



### 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.

### User-defined links

User-defined links (e.g. `enreach://call?number=+492314777200`) can be used for seamless integration into other workflows. The Enreach Contact app then starts when the link is called up.

### 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?

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Would you like to help our developers test the beta versions of Enreach Contact and thus participate in the development?

## To become a beta tester

- 1 Install TestFlight:  
<https://apps.apple.com/us/app/testflight/id899247664>
- 2 Tap the following link on your iPhone to participate in the Enreach Contact beta.  
<https://testflight.apple.com/join/xYPOGyKA>  
or
- 3 Scan the following QR code with the camera app:



- 4 Follow the steps provided in the TestFlight app.  
We look forward to your feedback!

# 16 REQUIREMENTS

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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 work or will work only partially.

## Network Requirements

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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	35 000 -65 000
Signaling	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.		

## iOS versions

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At least iOS 16 is required to use Enreach Contact. Please make sure that a corresponding version is installed on your device in order to be able to use the application without restrictions.