



# AT&T IP Flexible Reach Mobile Client Application for iOS

With AT&T IP Flexible Reach mobile client application, you can use your mobile device to make and receive phone calls with your IP Flexible Reach business identity. You can also begin a call on your desk phone and transfer it to your mobile device without losing your connection. You can also configure some of your inbound call features and turn them on and off from the app.

**Note:** If dial restrictions, such as authorization codes, are active, inbound calls ring only your desk phone, not your mobile device.

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## Get started

Before you download the AT&T IP Flexible Reach mobile client application, make sure you have the necessary permissions to access the app. Find your user ID and password in the AT&T IP Flexible Reach Customer Portal.

**Note:** If you don't find a user ID and password in the portal, contact your administrator.

1. Open the AT&T IP Flexible Reach Customer Portal.
2. Tap **Profile**. Your user ID is listed under **Mobile Client Application Credentials**.



3. To get your password reset or set your password, do 1 of these things:
  - If you don't know your current password, tap **Reset Password**, and then tap **Yes**. The system emails you a temporary password.
  - To change your password, tap **Change Password**, enter your current password, enter your new password twice, and then tap **Save**.  
**Note:** Your password must meet these requirements:
    - It must be 8 to 60 characters long.
    - You can't reuse a password unless you've used 4 other passwords or 4 months have passed.
    - It must have a letter in the first and last position.
    - It must have at least 1 lowercase letter, 1 uppercase letter, 1 numeral, and 1 special character.
    - It can't have sequential special characters from your user ID.
    - It can't have 3 or more special characters from your current password.
    - It can't have 2 or more sequential special characters.
    - It can't have 3 or more sequential letters or numerals.

Now that you know your user ID and password, you can download the app.

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## Download the app

You can get the AT&T IP Flexible Reach mobile client application from the Apple® App Store.

**Note:** iOS® 7 and later support the app.

1. On your mobile device, open the iOS App Store.
2. Search for AT&T IP Flexible Reach.
3. Tap **GET**, and then tap **INSTALL**.
4. Enter your Apple password, if needed, and then tap **Get**.

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## Log in to the app

When you open the app the first time, you need your user ID, password, and phone number. To find your user ID and password, see [Get started](#).

**Note:** The Call Settings section of the app shows your user ID and phone number, but you can edit them only on the login screen. To edit them, log out of the app.

1. Open the app.



2. Enter your User Name in the format UserID@eipfr.att.net.
3. Enter your password.
4. In the **Telephone #** field, enter the phone number of the mobile device you're using.
5. Enter **https://mobile-ipflex.hcomm.att.net** as the Host Name.
6. Tap **Login**.
7. To allow the app access to your local device contacts, tap **OK**.
8. To use the app to make and receive calls, select **Configure Anywhere**.

**Note:** To log out of the app, open the app, tap **Call Settings**, and then tap **Logout**.

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## Make a call

Before making a call, it's important to know these things:

- Only features available in the AT&T IP Flexible Reach Customer Portal are available in the app.
- If your mobile device can't access data while you're on a call, you won't be able to use the enterprise directory, call history, and the inbound call features while you're on a call.

When you make a phone call from the app using either call through or call back, the person receiving the call sees your business line ID as the caller ID on his or her phone. If you chose default dialer, the person receiving the call sees the phone number (phone ID) of the mobile device you're using.

**Note:** If dial restrictions, such as authorization or account codes, are active, you need to use them when you make calls from the app.

1. Open the app and log in.
2. Tap **Phone**.
3. Enter the phone number you want to call.
4. Tap the middle button, which has a phone receiver icon on it.
5. To specify how you want to handle calls through the app, do 1 of these things:
  - To have calls look like they're coming from your mobile device, tap **Default Dialer**.
  - To have calls look like they're coming from your IP Flex phone, tap **Call through** or **Call back**.

To call one of your contacts, search for them in the directory.

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## Use Call Pull



When you're on a call on your desk phone and want to continue it on your mobile device, you can transfer it to your mobile device without disconnecting it.

1. Open the app and log in.
2. Tap **Phone**.
3. Tap the button on the right, which has a phone receiver icon and 3 horizontal lines on it.
4. Tap **Call Pull**.

The call is released from your desk phone and connects to your mobile device.

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## Call voicemail

To check messages, call your voicemail.

1. Open the app and log in.
2. Tap **Phone**.
3. Tap the right button, which has a phone receiver icon and 3 horizontal lines on it.
4. Tap **Call Voicemail**. The app connects you to your voicemail box.

You can manage your voicemail settings, listen to messages, and delete old messages.

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## Use the directory

You can access your enterprise directory and your local device contacts.

**Note:** Until you search, no contacts appear in your directory.

If your mobile device can't access data while you're on a call, you won't be able to use the enterprise directory, call history, and the inbound call features while you're on a call.

1. Open the app and log in.
2. Tap **Directory**.
3. Tap the **search** field and select the directory you want to search:
  - To search only your enterprise directory, tap **Directory**.
  - To search only your local device contacts, tap **Local**.
  - To search both your enterprise directory and local device contacts, tap **All**.
4. To retrieve available contacts, in the **Search** field, enter a search term.
5. To see a contact's information, tap the user.
6. To call the selected contact, tap the phone number.
7. To email the contact from your mobile device, tap the contact's email address.
8. To return to the list of contacts, tap **Directory**.



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## View call history

Your app call history shows the date and time for all calls to and from your IP Flexible Reach phone number. You can see your entire call history (including inbound, outbound, and missed calls) or only missed calls.

**Note:** If your mobile device can't access data while you're on a call, you won't be able to use the enterprise directory, call history, and the inbound call features while you're on a call.

1. Open the app and log in.
2. Tap **History**.
3. To specify the call history you want to see, do 1 of these things:
  - To see all your inbound, outbound, and missed calls, tap **All**.
  - To see only your missed inbound calls, tap **Missed**.
4. To call a number from the call history, from the list, tap the phone number.
5. To clear your call history, in the upper-right corner of the screen, tap the trash can icon, and then tap **Delete History**.

**Note:** When you delete call history from the app, the history is removed only from the app. The call history remains in the AT&T IP Flexible Reach Customer Portal.

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## Call Forwarding - Always

Use the Call Forwarding - Always feature to forward inbound calls to your IP Flexible Reach phone number to the number you specify.

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Call Forwarding - Always**.
4. To turn the feature on or off, do 1 of these things:
  - To turn the feature on, slide the **Active** switch to the right.
  - To turn the feature off, slide the **Active** switch to the left and skip to step 7.
5. To update the phone number that calls are forwarded to, tap **Forward To #**, and then enter the number.

**Note:** You can use domestic, international, and private-dial numbers.

  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.
6. To have your desk phone ring for a second to indicate that a call was forwarded, slide the **Ring Splash** switch to the right.



7. Tap **Save**.

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## Call Forwarding - Busy

When your desk phone is busy, the Call Forwarding – Busy feature forwards inbound calls to the number you specify.

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Call Forwarding - Busy**.
4. To turn the feature on or off, do 1 of these things:
  - To turn the feature on, slide the **Active** switch to the right.
  - To turn the feature off, slide the **Active** switch to the left and skip to step 6.
5. To update the phone number that calls are forwarded to, tap **Forward To #** and enter the number.  
**Note:** You can use domestic, international, and private-dial numbers.
  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.
6. Tap **Save**.

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## Call Forwarding - No Answer

Use the Call Forwarding - No Answer feature to forward inbound calls to the phone number you specify when your desk phone isn't answered after a specified number of rings.

**Note:** If you set the number of rings to zero (0) in the app, 2 appears in the IP Flexible Reach Customer Portal.

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Call Forwarding - No Answer**.
4. To turn the feature on or off, do 1 of these things:
  - To turn the feature on, slide the **Active** switch to the right.
  - To turn the feature off, slide the **Active** switch to the left and skip to step 7.
5. To update the number that calls are forwarded to, tap **Forward To #** and enter the number.  
**Note:** You can use domestic, international, and private-dial numbers.
  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.



6. To specify the number of rings before calls are forwarded, tap **Number Of Rings** and select the number of rings.
7. Tap **Save**.

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## Call Forwarding - Not Reachable

Use the Call Forwarding - Not Reachable feature to set an alternate phone number where calls will be redirected when your AT&T IP Flexible Reach phone number can't be reached.

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Call Forwarding - Not Reachable**.
4. To turn the feature on or off, do 1 of these things:
  - To turn the feature on, slide the **Active** switch to the right.
  - To turn the feature off, slide the **Active** switch to the left and skip to step 6.
5. To update the phone number where calls are forwarded, tap **Forward To #** and enter the number.

**Note:** You can use domestic, international, and private-dial numbers.

  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.
6. Tap **Save**.

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## Simultaneous Ring

With the Simultaneous Ring feature you can set up to 10 phone numbers to ring simultaneously when calls ring the AT&T IP Flexible Reach phone number. The first phone answered is connected.

**Note:** If both Simultaneous Ring and Sequential Ring are enabled and Sequential Ring is set to ring my number first, inbound calls ring your Simultaneous Ring numbers first, and then ring the Sequential Ring numbers in order. If ring my number first isn't set, Sequential Ring takes priority over Simultaneous Ring.

## Configure Simultaneous Ring

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Simultaneous Ring**.
4. To turn the feature on or off, do 1 of these things:
  - To turn the feature on, slide the **Active** switch to the right.



- To turn the feature off, slide the **Active** switch to the left and skip to step 6.
- 5. To specify whether to ring busy lines, do 1 of these things:
  - To ring phone numbers even if the line is busy, slide the **Ring If On Call** switch to the right.
  - To not ring phone numbers if the line is busy, slide the **Ring If On Call** switch to the left.
- 6. Tap **Save**.

Now, you can add phone numbers to ring simultaneously.

## Add a phone number

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Simultaneous Ring**.
4. Tap **Add Location**.
5. To enter a phone number, tap **Telephone #** and enter the number.  
**Note:** You can use domestic, international, and private-dial numbers.
  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.
6. To specify whether to send an answer confirmation when this number answers the call, do 1 of these things:
  - To send an answer confirmation, slide the **Answer Confirmation Required** switch to the right.
  - To not send an answer confirmation, slide the **Answer Confirmation Required** switch to the left.**Note:** Answer confirmation requires that the person who receives the call enter a number on the phone keypad to confirm the call. This prevents calls from going to voicemail or interactive voice response (IVR) systems.
7. Tap **Done**.
8. Tap **Save**.

## Edit a phone number

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Simultaneous Ring**.
4. Tap the number you want to edit.
5. To edit the phone number, tap **Telephone #**, and then enter the number.  
**Note:** You can use domestic, international, and private-dial numbers.
  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.





6. To specify whether to send an answer confirmation when this number answers the call, do 1 of these things:
  - To send an answer confirmation, slide the **Answer Confirmation Required** switch to the right.
  - To not send an answer confirmation, slide the **Answer Confirmation Required** switch to the left.

**Note:** Answer confirmation requires that the person who receives the call enter a number on the phone keypad to confirm the call. This prevents calls from going to voicemail or interactive voice response (IVR) systems.
7. Tap **Done**.
8. Tap **Save**.

## Delete a phone number

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Simultaneous Ring**.
4. Tap the number you want to delete.
5. Tap **Delete Location**.
6. Tap **Save**.

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## Sequential Ring

Use Sequential Ring to define a list of phone numbers that ring in sequential order when inbound calls match specific criteria. (For example, if you can't be reached at the first number, Sequential Ring tries the second number. If you can't be reached at the second number, it tries the third number, and so on.) While Sequential Ring is trying each number, the caller hears a greeting followed by periodic announcements.

You can set up 5 numbers to ring in a specific order.

You can add criteria in the AT&T IP Flexible Reach Customer Portal, but not in the app. You can only enable or disable existing criteria in the app. When all the criteria are disabled, Sequential Ring is turned off.

**Note:** If both Simultaneous Ring and Sequential Ring are enabled and Sequential Ring is set to ring my number first, inbound calls ring your Simultaneous Ring numbers first, and then ring the Sequential Ring numbers in order. If ring my number first isn't set, Sequential Ring takes priority over Simultaneous Ring.

## Configure Sequential Ring

1. Open the app and log in.



2. Tap **Settings**.
3. Tap **Sequential Ring**.
4. To specify whether to ring the IP Flexible Reach phone number first, do 1 of these things:
  - To have your IP Flexible Reach number ring before the first number in the Sequential Ring list, slide the **Ring Base Location First** switch to the right.
  - To not have your IP Flexible Reach phone number ring first, slide the **Ring Base Location First** switch to the left.
5. To specify the number of rings that occur before calls ring the next number in the list, tap **Number Of Rings** and select the number of rings.  
**Note:** If you set the number of rings to zero (0) in the app, 2 appears in the IP Flexible Reach Customer Portal.
6. To specify whether you want Sequential Ring to skip busy lines, do 1 of these things:
  - To skip a number and move to the next number in the list when a line is busy, slide the **Continue If Busy** switch to the right.
  - To not move to the next number in the list when a line is busy, slide the **Continue If Busy** switch to the left.
7. To specify if callers can cancel the Sequential Ring progression, do 1 of these things:
  - To allow callers to cancel the progression, slide the **Caller May Cancel** switch to the right.
  - To prevent callers from canceling the progression, slide the **Caller May Cancel** switch to the left.
8. Tap **Save**.

Next, add phone numbers and enable criteria. Add phone numbers in the order that you want them to ring.

## Add a phone number

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Sequential Ring**.
4. Tap **Add Location**.
5. To enter a phone number, tap **Telephone #** and enter the number.  
**Note:** You can use domestic, international, and private-dial numbers.
  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.
6. To specify whether to send an answer confirmation when this number answers a call, do 1 of these things:
  - To send an answer confirmation, slide the **Answer Confirmation Required** switch to the right.
  - To not send an answer confirmation, slide the **Answer Confirmation Required** switch to the left.



**Note:** Answer confirmation requires that the person who receives the call enter a number on the phone keypad to confirm the call. This prevents calls from going to voicemail or interactive voice response (IVR) systems.

7. To specify the number of rings before calls ring the next number in the list, tap **Number Of Rings**, and then select the number of rings.  
**Note:** If you set the number of rings to zero (0) in the app, 2 appears in the IP Flexible Reach Customer Portal.
8. Tap **Done**.
9. Tap **Save**.

## Edit a phone number

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Sequential Ring**.
4. Tap the number you want to edit.
5. To edit the phone number, tap **Telephone #** and enter the new number.  
**Note:** You can use domestic, international, and private-dial numbers.
  - International numbers must start with 011, followed by country code.
  - Use private dial to ring other users within the group. Include the location code and extension.
6. To specify whether to send an answer confirmation when this number answers the call, do 1 of these things:
  - To send an answer confirmation, slide the **Answer Confirmation Required** switch to the right.
  - To not send an answer confirmation, slide the **Answer Confirmation Required** switch to the left.**Note:** Answer confirmation requires that the person who receives the call enter a number on the phone keypad to confirm the call. This prevents calls from going to voicemail or interactive voice response (IVR) systems.
7. To specify the number of rings that occur before calls ring the next number in the list, tap **Number Of Rings**, and then select the number of rings.  
**Note:** If you set the number of rings to zero (0) in the app, 2 appears in the IP Flexible Reach Customer Portal.
8. Tap **Done**.
9. Tap **Save**.

## Delete a phone number

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Sequential Ring**.
4. Tap the number you want to delete.
5. Tap **Delete Location**.
6. Tap **Save**.



## Manage criteria

The criteria that's turned on in the IP Flexible Reach Customer Portal determine when Sequential Ring is active.

**Note:** If there are only negative criteria, for example if sequential ring isn't on, and no positive criteria are defined, the feature won't be enabled.

1. Open the app and log in.
2. Tap **Settings**.
3. Tap **Sequential Ring**.
4. To specify whether to turn on or off criteria, do 1 of these things:
  - To turn criteria on, slide the switch next to criteria name to the right.
  - To turn criteria off, slide the switch next to the criteria name to the left.
5. Tap **Save**.

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## Differences between the app and the Customer Portal

Settings in the app are slightly different than settings in the Customer Portal. The table below shows compares the functionality and settings.

Feature	Customer Portal	App
Call Forwarding - Always	<b>Play ring reminder when a call is forwarded</b>	<b>Ring Splash</b>
Call Forwarding - No Answer	Number of rings for Call Forwarding - No Answer and Sequential Ring are the same.	Number of rings for Call Forwarding - No Answer and Sequential Ring can be different.
	Minimum <b>Number of rings</b> is 2.	Minimum <b>Number of rings</b> is zero(0).
	<b>Play ring reminder when a call is forwarded</b>	<b>Ring Splash</b>
Simultaneous Ring	<b>Add a number</b> on the <b>Edit Simultaneous Ring</b> page	<b>Add Location</b>



	Selective criteria must be added in the Customer Portal.	You can't add selective criteria.
	You can't turn on Simultaneous Ring without active criteria.	You can turn on Simultaneous Ring without active criteria.  <b>Note:</b> If Simultaneous Ring has no active criteria, the feature is applied to all calls.
Sequential Ring	Number of rings for Sequential Ring and Call Forwarding - No Answer are the same.	Number of rings for Sequential Ring and Call Forwarding - No Answer can be different.
	<b>Add a number</b> on the <b>Edit Sequential Ring</b> page	<b>Add Location</b>
	Minimum <b>Number of rings</b> is 2.	Minimum <b>Number of rings</b> is zero(0).
	Criteria must be added in the Customer Portal.	You can't add criteria.
	You can't turn on Sequential Ring without active criteria.	You can turn on Sequential Ring without active criteria.  <b>Note:</b> If Simultaneous Ring has no active criteria, the feature is applied to all calls.

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