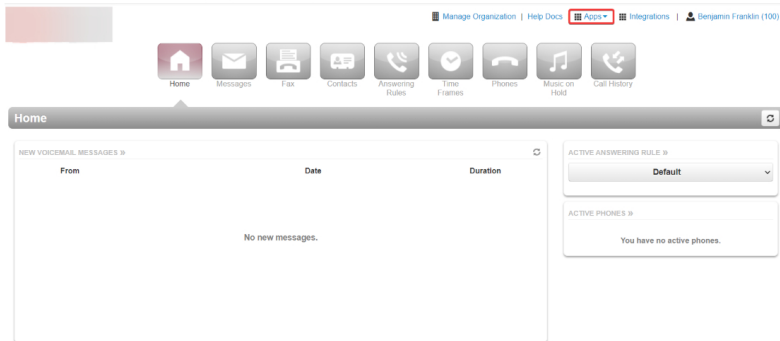## Scope

This document will walk you through on how to make calls, transfer calls, conference calls, record calls, use SMS/chat, and your check voicemail in SNAPmobile Web.
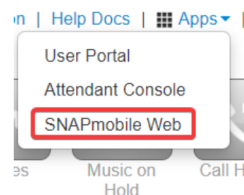
Requirements

- Access to manager portal
- Supported OS'

Launching SNAPmobile Web

1. Log into manager portal.
2. At the top right of the page, click Apps to expand the drop-down menu.
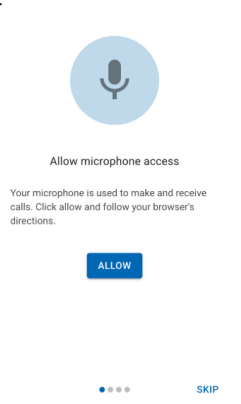

3. Click SNAPmobile Web

4. A new window will pop out with the softphone

Permissions

1. You must accept the microphone access to properly register SNAPmobile Web:
    a.

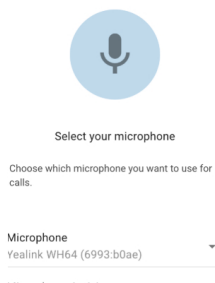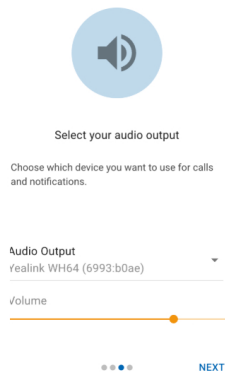2. Select your preferred microphone (this can be changed later)

Microphone Activity

a.
●●●●   NEXT

3. Select your preferred audio output (this can be changed later)

Select your audio output

Choose which device you want to use for calls
and notifications.

Audio Output
Yealink WH64 (6993:b0ae)

Volume

a.
●●●●   NEXT

4. Allow browser notifications

Overview
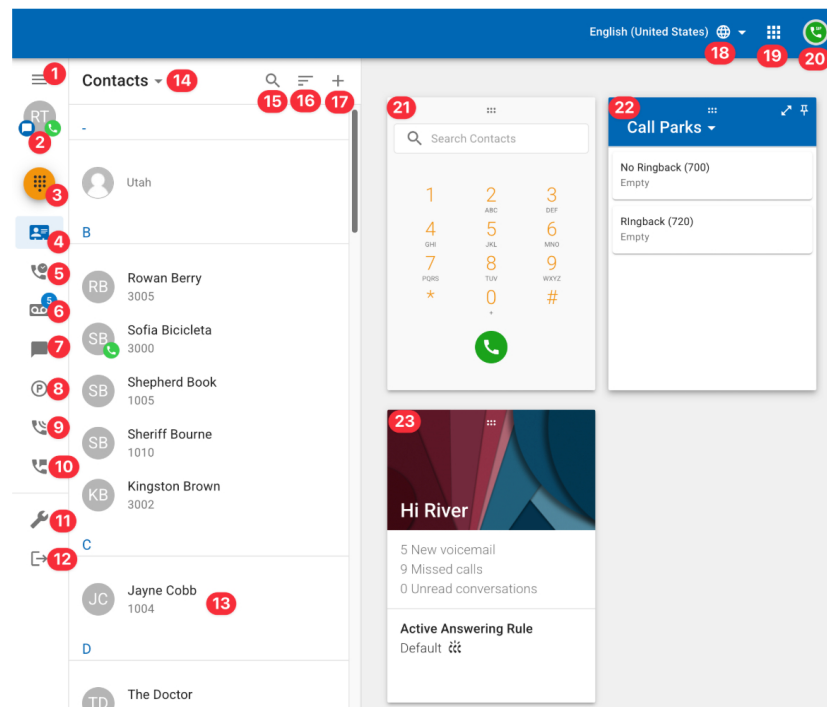
1. Expand options menu
2. Launch your user profile
3. Dial pad
4. Contacts
5. Call history
6. Voicemail
7. Chat and SMS
8. Call parks
9. Answering rules
10. Greetings
11. Settings
12. Logout
13. Contact (can be launched to see more info)
14. Change your contacts list
15. Search contacts
16. Sort contacts
17. Add contact
18. Change language
19. Shortcuts
20. Registration status

21. Dial pad (if pinned)
22. Call parks (if pinned)
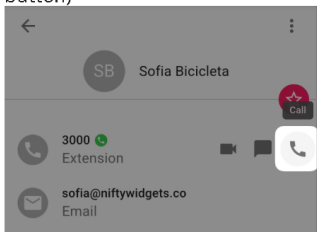23. User overview (pinned by default)

Make a call
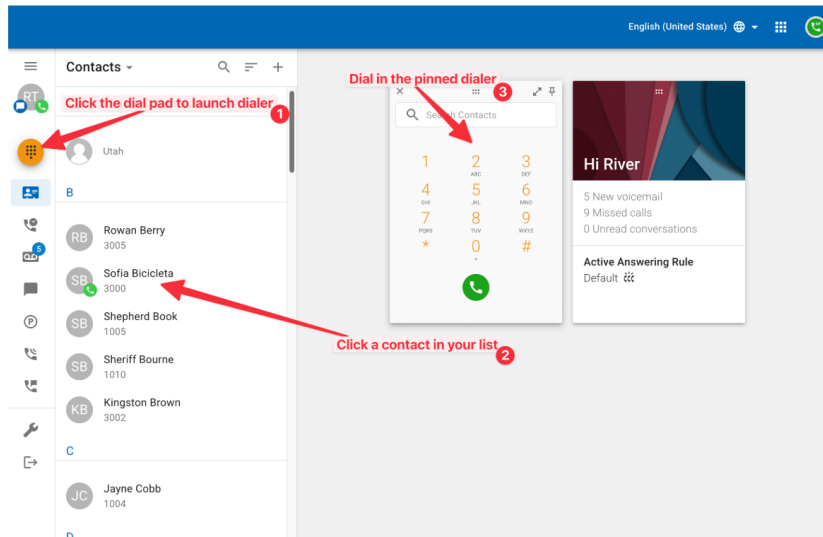
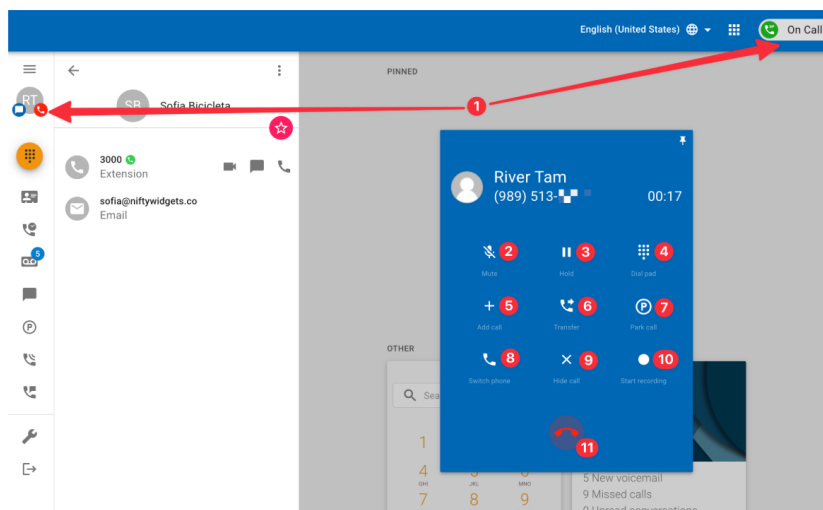1. Click the dial pad to launch the dialer
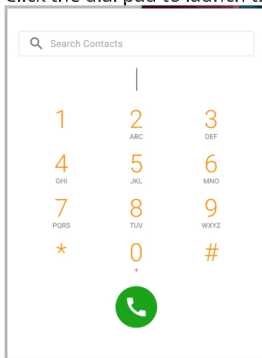
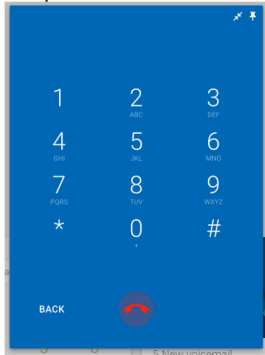2. Click a contact in your list (this will launch their contact for you to click the phone button)

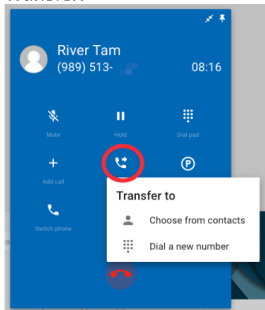3. Click into the space between the dial pad and search to type a number, hit enter or press dial
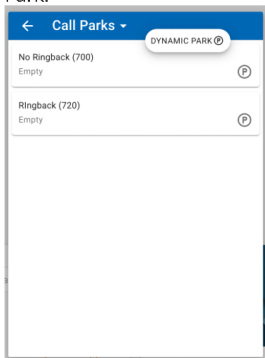
During a call

1. Call status
2. Mute
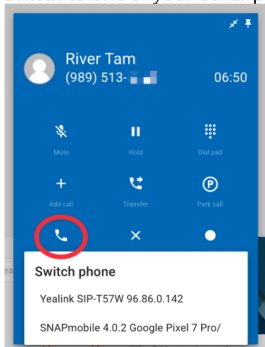3. Hold
4. Dial pad:

5. Add a call (current call will be placed on hold):
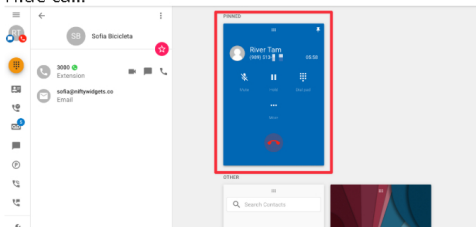6. Transfer:

7. Park:

8. Switch to one of your other phones:

9. Hide call:

10. Start a call recording on demand
11. End call

Transfer a Call

Transfer a Call

1. Press **Transfer** while on an active call
2. Select Choose from contacts or Dial a new number: If you choose from contacts, the contact list will appear. Choose the person you wish to transfer the call to.

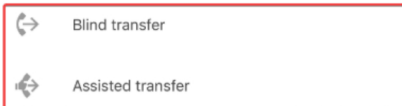### Transfer to

👤 Choose from contacts

⠿ Dial a new number

3. **Contacts**: Click the Phone icon on the Contact screen:

RB Rowan Berry

📞 **3005**
Extension 📞
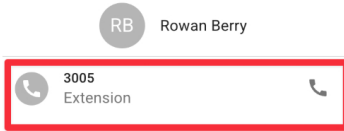
Dialing: Enter the number, press to call

4. Select Blind or Assisted transfer
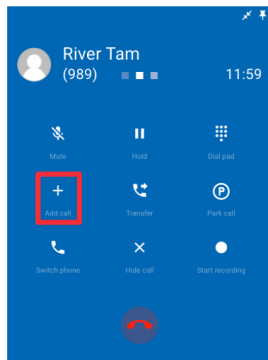   **NOTE: Learn more about blind and assisted transfers** here

Complete transfer via

↪ Blind transfer

⇄ Assisted transfer

Press **Add call** from an active call

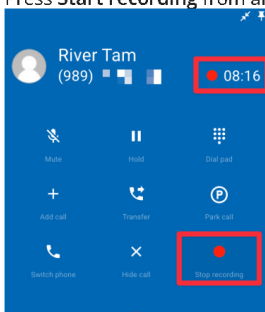## Conference Calling

1. Press **Add call** from an active call

River Tam
(989)   11:59

Mute   Hold   Dial pad
+ Add call   Transfer   ℗ Park call
Switch phone   ✕ Hide call   ● Start recording

1. Select whether to add a contact or dial a number

Add call

👤 Choose from contacts

⠿ Dial a new number
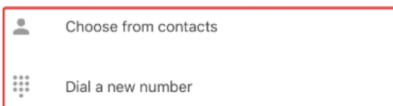
Record a Call

1. Press **Start recording** from an active call, the recording button will turn red.

River Tam
(989)   ● 08:16

Mute   Hold   Dial pad
+ Add call   Transfer   ℗ Park call
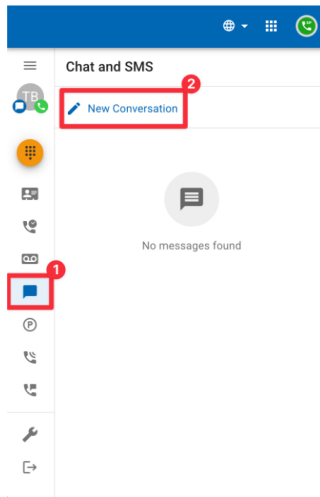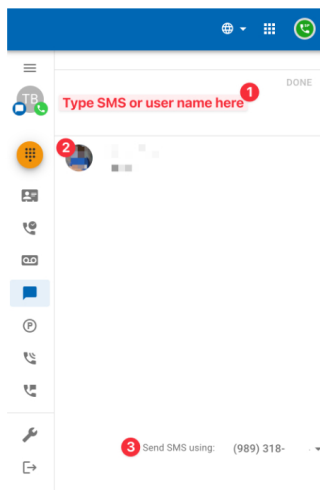Switch phone   ✕ Hide call   ● Stop recording

Chat & SMS

Chat between users is enabled by default, however, SMS must be enabled by your service provider. Please contact your service provider for more information
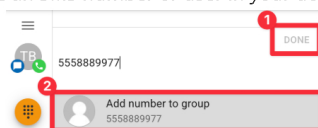
Start a Chat/SMS

1. Click the chat icon in the sidebar to show your conversations.
2. Click new conversation to start a new conversation.

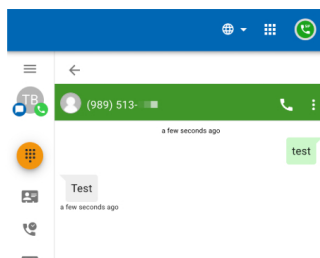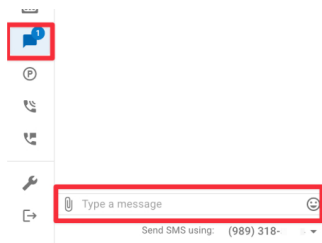1. Type an SMS number or user in your domain here, then click done to add

   a.
2. Users in your domain are listed here
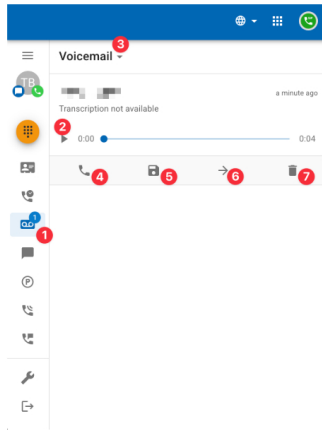3. Change your outbound SMS number

Chat/SMS interface

When inside a conversation you will be able to see unread messages and compose your message with file upload and emoji support.

Voicemail

1. Number of voicemails
2. Play the recording
3. Filter voicemails by New or Saved
4. Call the number that left the voicemail
5. Save the voicemail
6. Forward the voicemail to a coworker
7. Delete

web use   snapmobile