

## Table of Contents

- Make a Call
  - Via Contact Page
  - Make a Call Via the Dialpad
- Transfer a Call
- Conference Calling
- Record a Call
- Chat & SMS
- Check Your Voicemail

### 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.

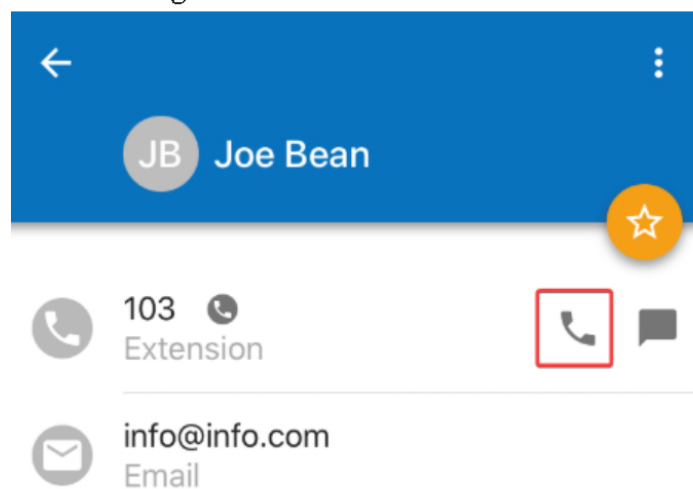
### Requirements:

Registered SNAPmobile application

## Make a Call

### Via Contact Page

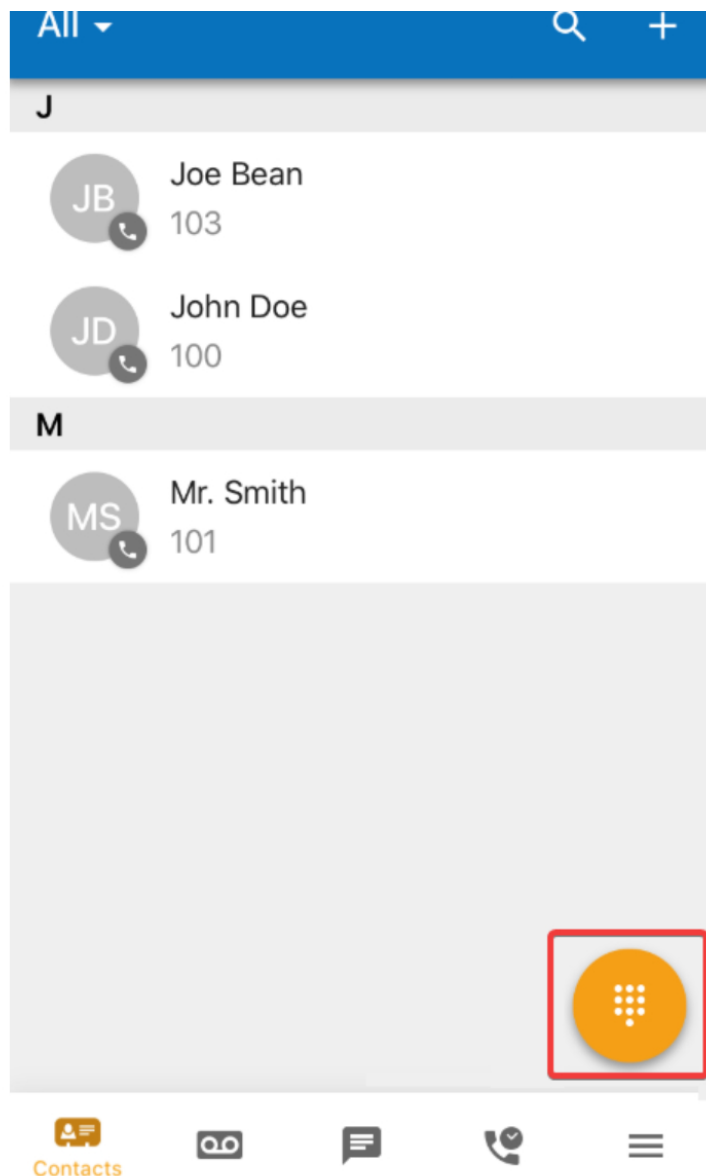
1. Select the contact you want to call
2. Press the phone icon to the right of the contact



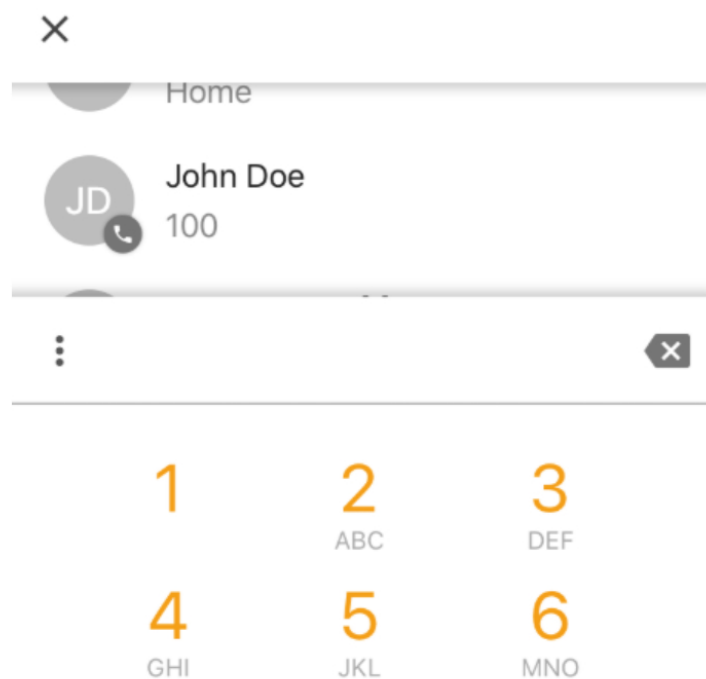
### Make a Call Via the Dialpad

1. Press on the yellow dial pad icon in the lower right corner





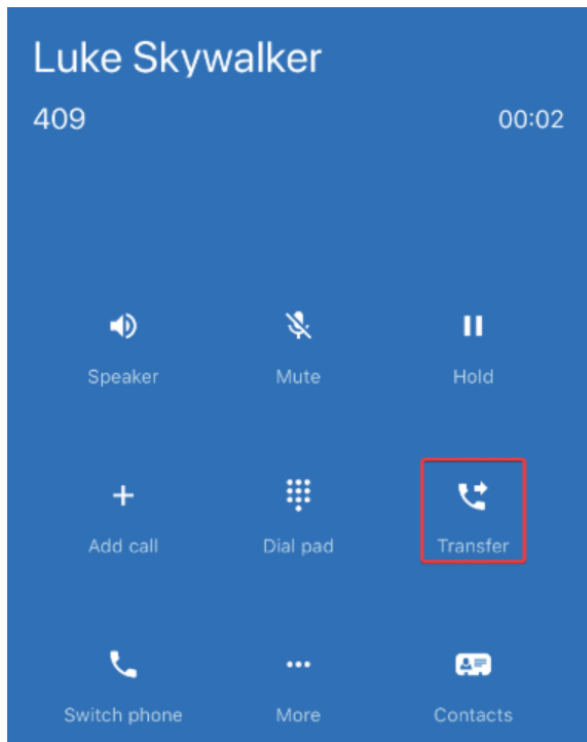
2. Dial the number or extension you wish to reach
3. Press the phone icon at the bottom to start the call





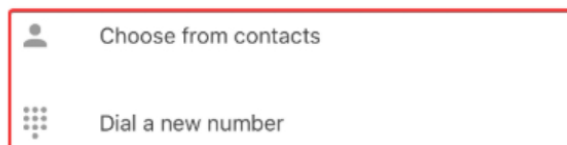
## Transfer a Call

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



2. Select whether to transfer to a contact or dial a number

Transfer call to



3. Dial or select the contact then choose whether to use a blind or attended transfer

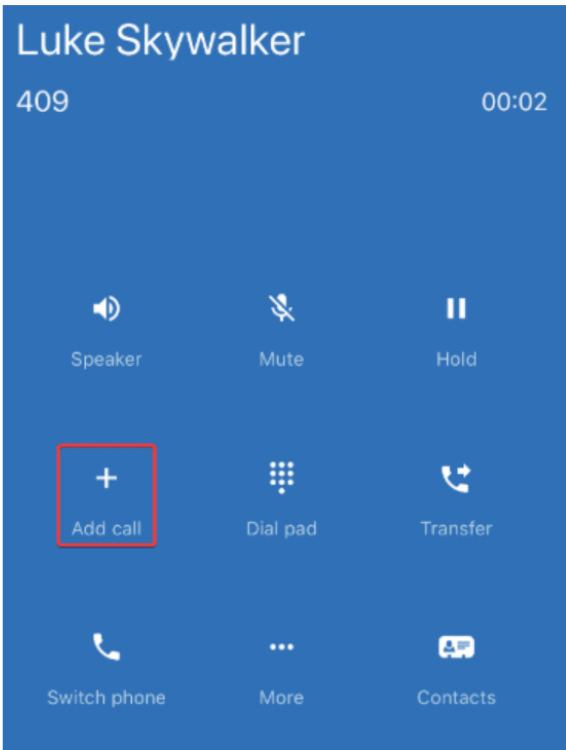
**NOTE: Learn more about blind and attended transfers [here](#)**

Complete transfer via

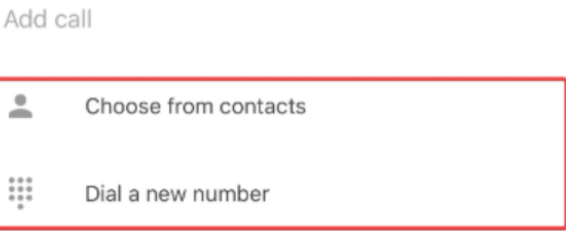


# Conference Calling

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

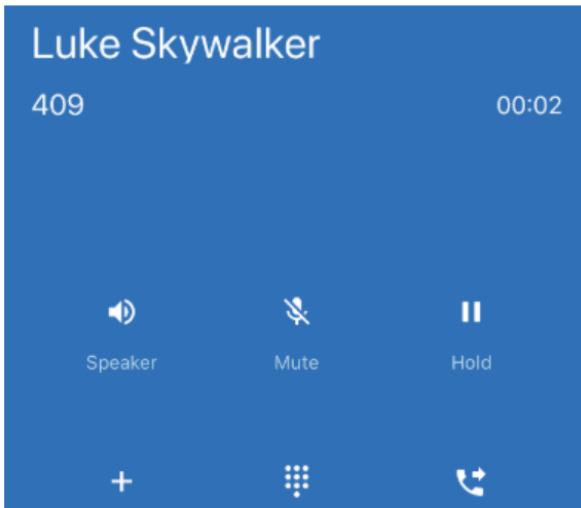


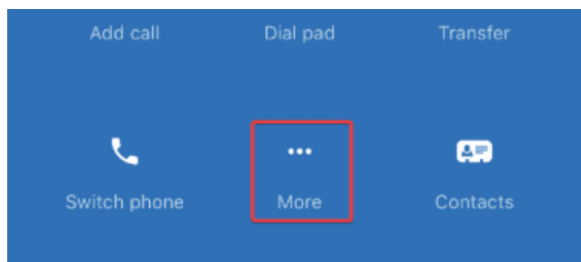
2. Select whether to transfer to a contact or dial a number



# Record a Call

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





2. Press **Record**

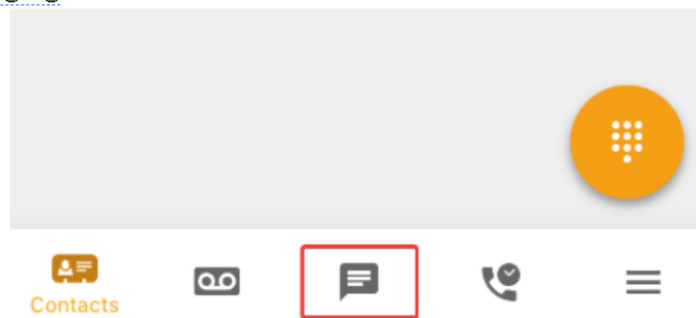


---

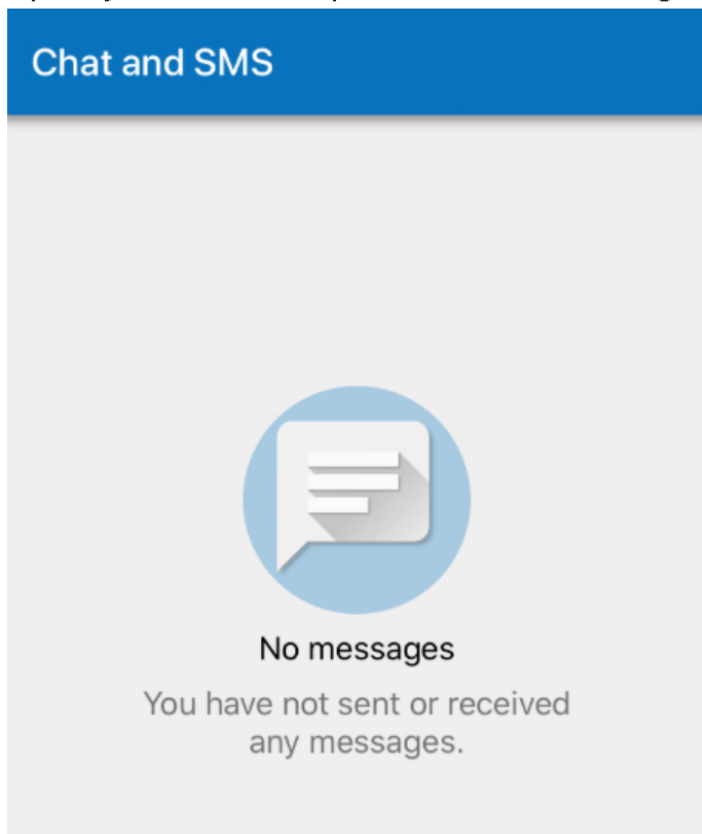
## Chat & SMS

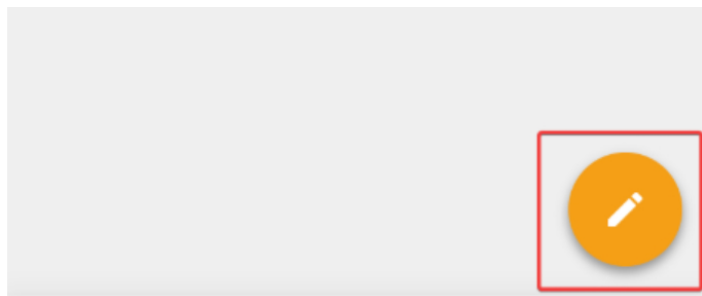
Chat between users is enabled by default, however, SMS must be enabled by your service provider. Please contact your service provider for more information

1. Select the Messaging tab



2. Tap the yellow and white pencil icon in the lower right corner





3. Type in the phone number or contact you would like to message and press **Send**

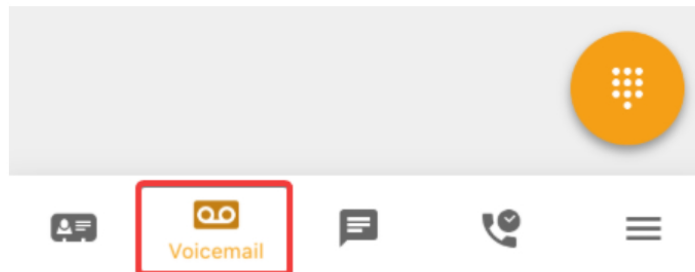


4. Active chats will then appear on this tab. You can select them to send messages in the same thread

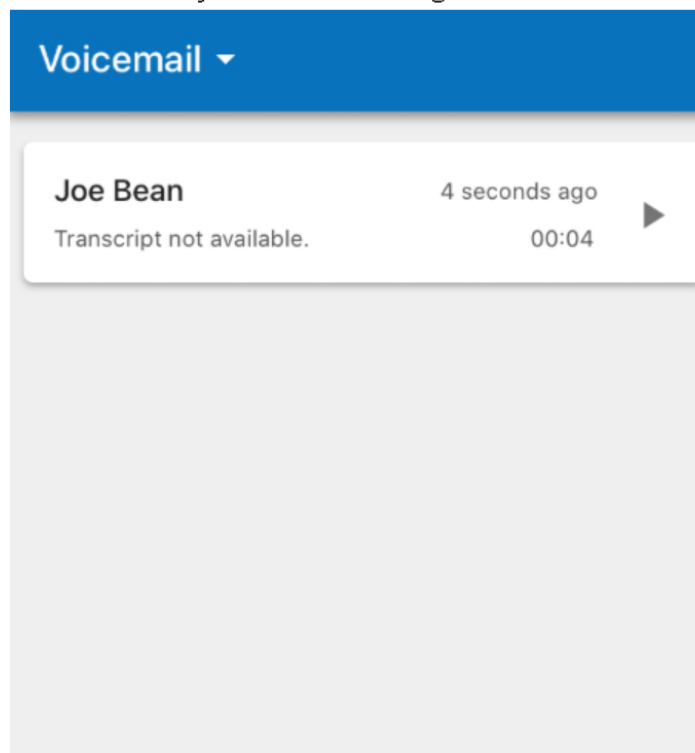
---

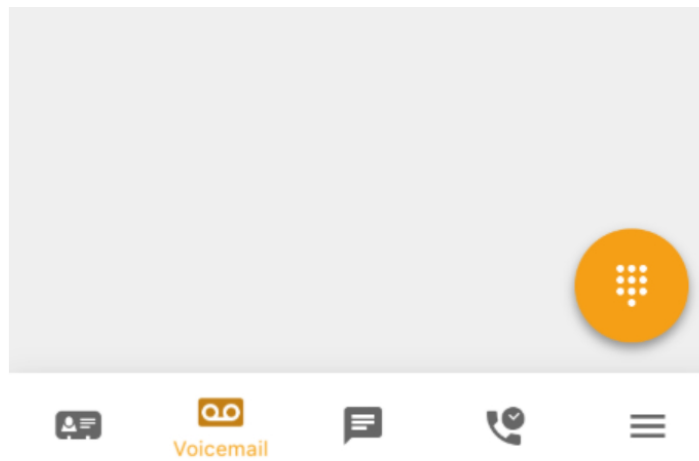
## Check Your Voicemail

1. Tap the voicemail icon



2. Here you will be able to view any voicemail messages that have been left for you





3. You can sort through them by new, saved, and trash. To change the sorting, click the drop-down arrow next to **Voicemail** in the top right and select what you would like to sort by

4. Tap on the voicemail to see the following options

- Listen to the voicemail
- Call back the caller
- Save the voicemail
- Forward to voicemail to another extension
- View the voicemail and caller information
- Delete the voicemail

