

Quick Set-Up

Version 1.1

How to use SNAPMobile iOS

InfoStructure Support

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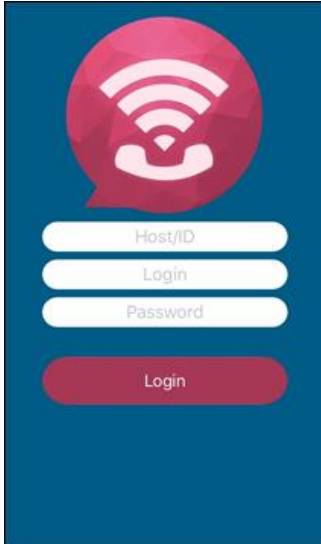
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Logging In

1. When launching SNAPmobile for the first time, the user will be presented with the login screen.
2. Enter the **Host/ID** for your servers, the user's **login** name (e.g. ext@domain), and the **password** used to access voicemail and the portal, then click **Login**.
3. After the initial login, this data will be stored and not be requested again unless the user logs out.



Making and Receiving a Call

1. Click the **Dial Pad icon** to launch the phone dialer view.

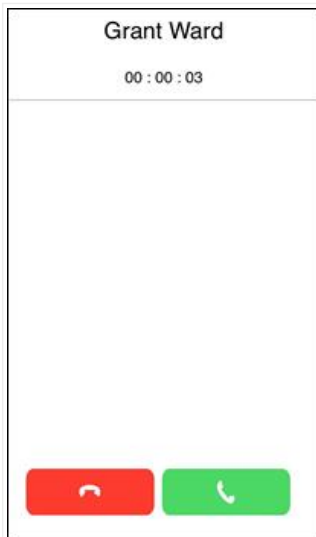
Dialing a Call

1. From the phone dialer view, the user can dial both internal extensions and external phone numbers.
2. When dialing is complete, press the green dial icon to begin the call.



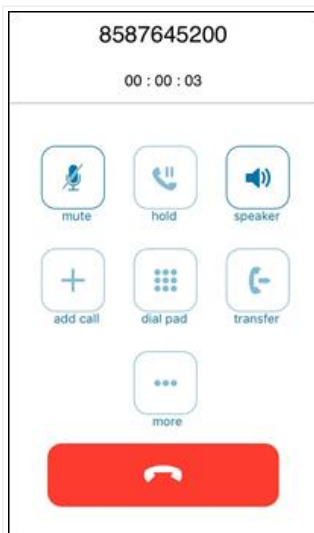
Receiving a Call

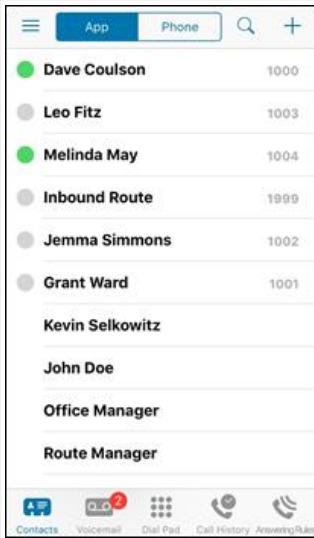
1. When there is an incoming call the caller ID along with answer and reject buttons will be displayed.



Active Call

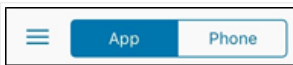
1. When there is an active call in progress; the status, the dialed number, and call timer will be displayed at the top of the screen along with the following call functions:
 - **Mute** – This disables the microphone.
 - **Hold** – This places the other party on hold.
 - **Speaker** – This enables the speakerphone.
 - **Add Call** – This enables the user to create a second call that is separate from the first call. Once the second call is established the calls can be merged into a three-way conference or kept separate with the ability to swap between calls.
 - **Dial Pad** – This enables the entering of digits when dialing into an auto attendant/IVR.
 - **Transfer** - This transfers the call with an announcement to the destination.
 - **Switch Phone** – This moves the call to other devices owned by the same user or to the cellular number.
 - **More** – This launches a new menu with options to **Switch phone** or **Start Recording** for on-demand call recording; if enabled for the user.





Switching Contacts View

1. By default, the view will show App (Portal) contacts.
2. To toggle between App contacts and Phone contacts, click the selector at the top of the screen.



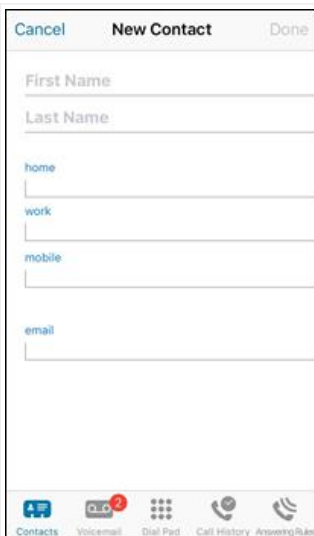
Searching Contacts

1. To filter/search contacts, click the magnifying glass in the upper right, then type in the name to filter.



Adding Contacts

1. Clicking the plus icon in the upper right brings up the **New Contact** view.
2. Complete the fields to add a contact then click the **Done** button in the upper right to save the contact to App contacts



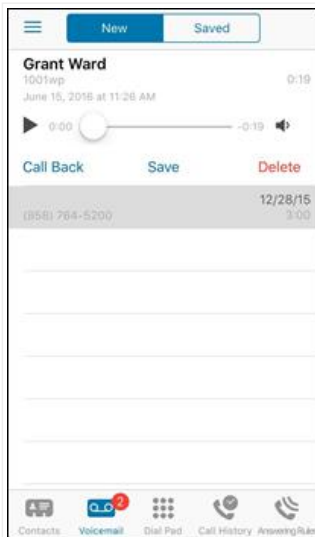
Contact View (Edit/Dial)

1. When viewing the list of contacts, the user can click on a contact to view details.
2. The contact's extension/phone number(s) and email addresses (if available) will be displayed.
 - Clicking on the extension/phone number will bring up the dialer with that number.
 - Clicking on the email address will launch your email application with a new message to that address.
 - Edit contacts will allow you to edit contacts that are found in the online Portal only and not the



Voicemail

1. The Voicemail view shows the user's voicemail box.
2. Users can click the play button to listen to the message or click elsewhere on the message to display additional options.
 - **Play/Pause Toggle** – Clicking play begins playback. When a message is playing, this becomes a pause button.
 - **Message progress bar** – This shows the current place in the message. Using the progress bar to jump to a different part of the message is planned for version 1.1
 - **Speaker** – This enables/disables speakerphone playback vs earpiece
 - **Call Back** – This calls back the number; if caller ID is known.
 - **Save** - This moves the message to saved messages.
 - **Delete** – This moves the message to trash.



Changing Mailbox Views

1. By default, the view will show New messages.
2. To view Saved messages, click the selector at the top of the screen.

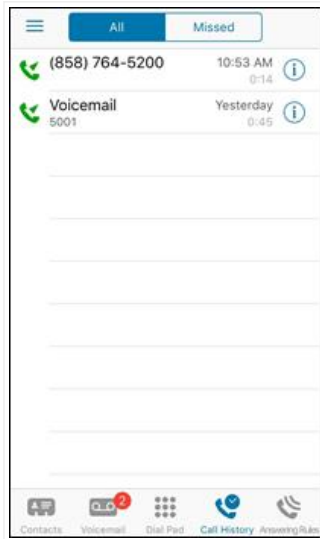


Call History

1. The Call History view displays the user's call history including inbound, outbound, and missed calls.
2. The records displayed will show caller ID if available, call direction (inbound, outbound, or missed), call time, and call duration.
3. Clicking the info icon displays additional details.
4. Clicking elsewhere on the call history record will return the call.

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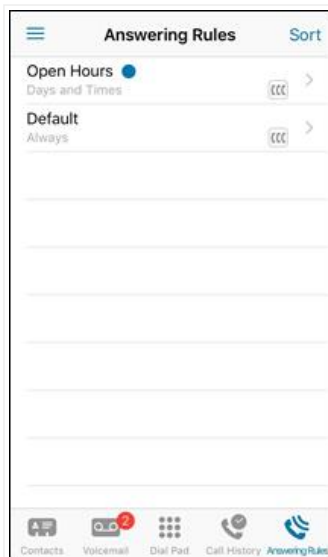
Changing Call History Views

1. Clicking on the selector allows the user to see a view of All Calls or Missed Calls.



Answering Rules

1. Clicking on Answering Rules displays a list of the user's answering rules.
2. Clicking on the rule allows the user to review the answering rule settings.
3. To reprioritize the rules, click on **Sort** and then grab the nub at the right to reorder the answering rules.
4. When complete click **Done** in the upper right to save the changes made.



Side Navigation

The Side Navigation bar can be opened by pressing the Menu icon (three horizontal lines) in the upper left corner or by swiping right from the left-hand side of the screen. The Side Navigation bar has the following functions:

- Greetings
- Settings
- About
- Logout

Greetings

Clicking on Greetings allows the user to manage voicemail greetings. The following functions are available:

- Record a new greeting
- Listen to existing greetings
- Select the active greeting
- Delete a greeting

Settings

Clicking on Settings allows for the customization of the following SNAPmobile functions.

- **Use Mobile Data** – This enables the use of cellular data networks; otherwise the app will be limited to using WiFi.
- **Run in Background** – This keeps the app operating in the background to enable receiving calls. Disabling this will save battery but the user will lose the ability to receive calls when the app is in the background.
- **Mobile Number** – This displays the device's mobile number, if applicable. Once entered the user will be presented with the options to select the default dialer action:
 - **Call using SNAPmobile** – This uses the SIP softphone for all calls made.
 - **Use Cellular Callback** – This allows for the call to be made to your cell number, and then calls and connects to the destination number. This can be useful for areas with poor data quality.
 - **Ask each time** – This will display a prompt each time a number is dialed to allow the user to select SNAPmobile or Cellular dialing.

About

This displays the SNAPmobile version, SDK version, and permits submission of App Logs.

Logout

This logs the user out of the application.

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