



infoStructure
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Quick Set-Up

Version 1.1

SNAP Mobile for web

InfoStructure Support

infostructure.biz

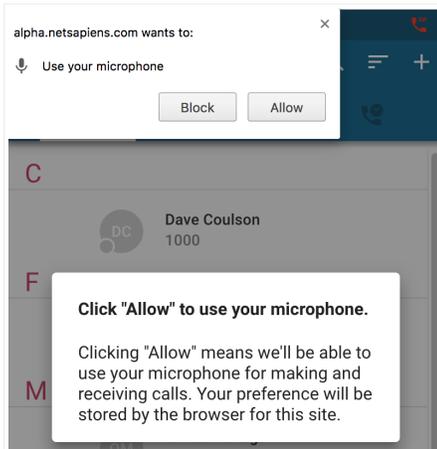
support@infostructure.biz

1.800.419.4804

541.773.5000

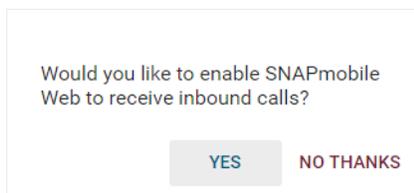
Granting Permission to the Microphone

When first launching SNAPmobile Web the browser will prompt you to grant access to the microphone. This prompt will look different based on the browser being used as the prompt is generated by the browser, not the Portal.

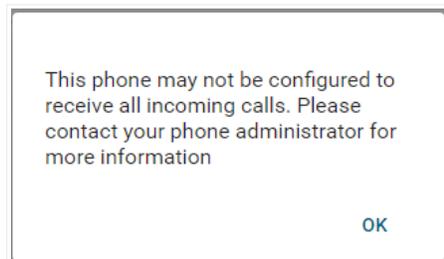


Enabling Inbound Calls via SNAPmobile Web

1. When first launching SNAPmobile Web; if the current answering rule is configured to ring only the user's extension; the following message will be displayed, asking whether the user would like to enable SNAPmobile Web to receive inbound calls.



2. If a user has a custom answering rule that utilizes a timeframe other than Default and is configured to ring only the user's extension; the following message will be displayed, telling the user that the phone may not be configured to receive all incoming calls.



3. This text can be customized by adding the UI Configuration parameter **PORTAL_WEB_PHONE_SIMRING_NOTICE** and setting the Value field to the desired message text.

SNAPmobile Web Views

Once logged in there are three different views that are available to the user: Contacts, Voicemail and Call History.



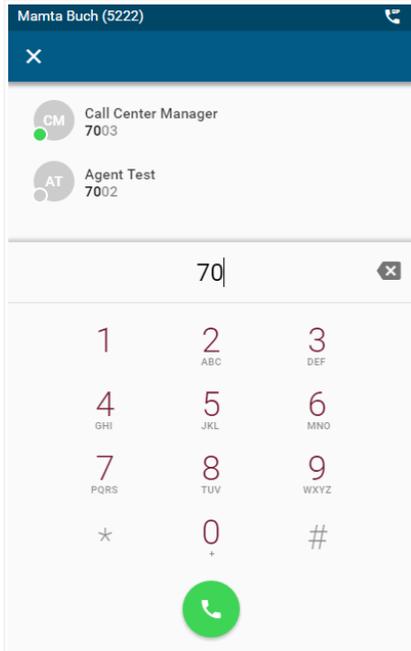
Calling Within SNAPmobile Web

Making a Call

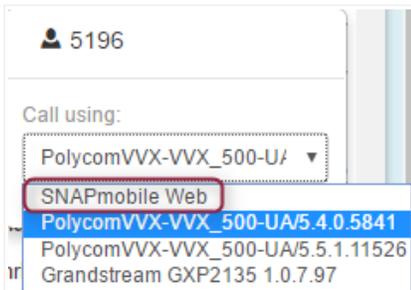
1. From the Contacts, Voicemail, or Call History views click the Dialpad icon in the bottom right to launch the dialer.



2. Dialing can be performed by either clicking on the screen number pad or dialing numbers from your keyboard.
3. When dialing, the top of the dial window will display autocomplete suggestions pulled from the contacts for numbers that match the current dialing pattern. When dialing is complete, press the green dial icon on your screen, or enter on your keyboard, to begin the call.



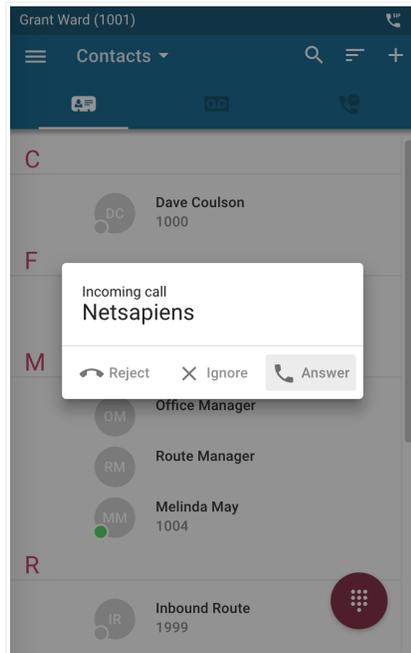
4. Calls can be made using SNAPmobile Web from all screens that support click to dial.



Receiving a Call

When receiving a call, the computer will play a ringtone and the webphone will display the following call options:

- **Reject** – this will reject the call from all ringing devices that are a part of a simultaneous ring (if applicable). A 480 SIP Response is sent to cease the ringing.
- **Ignore** – this will ignore the call received within the SNAPmobile Web interface but still continue ringing other devices that are a part of a simultaneous ring (if applicable).
- **Answer** – this will answer the call



Call Handling

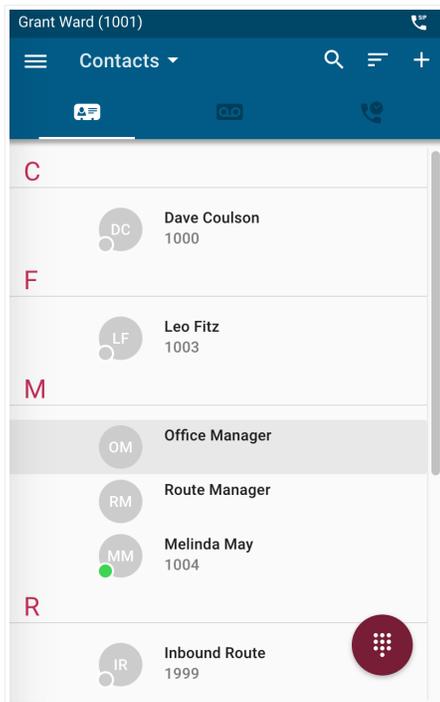
When a call is active the following functions will be available

- **Mute** – disables the microphone
- **Hold** – places the other party on hold
- **Dialpad** – enables entering digits at auto attendants
- **Transfer** - allows the call to be transferred to a contact or a dialed number
- **Add Call** – creates the second call and puts the first call on hold. Once a second call has been added this button will become a **Swap Call** button to allow for switching between calls when two are active.
- **Switch call** – moves the call to another device associated with the same user
- **Contacts** – displays the user's contacts and optionally create a second call by clicking on a contact
- **More** - additional options are:
 - **Record call** - (records the call as long as on-demand recording is configured)
 - **Hide Call** – returns to the main view while keeping the call active. While the call is hidden a **Return to Call** bar will appear at the top of the window.



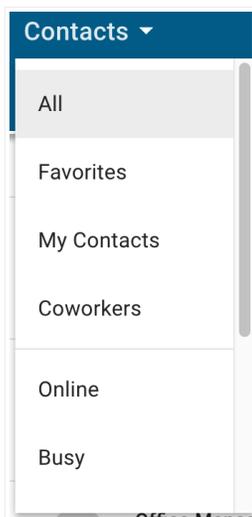
Contacts View

The Contacts view shows other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence; indicated as a green, red or gray circle; and favorite contacts are indicated with a star.



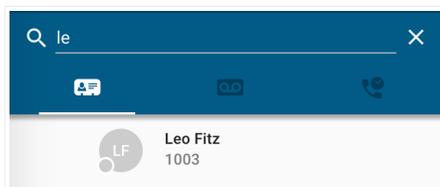
Switching Contacts Views

By default, this view will show all contacts. To select a predefined filter or user-created group, click the Contacts pulldown at the top, then select the filter needed.



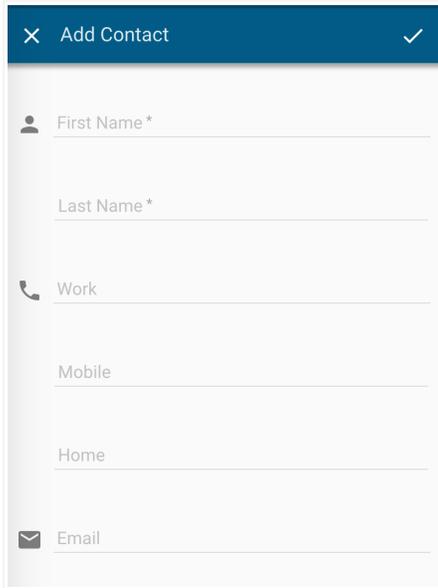
Searching Contacts

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



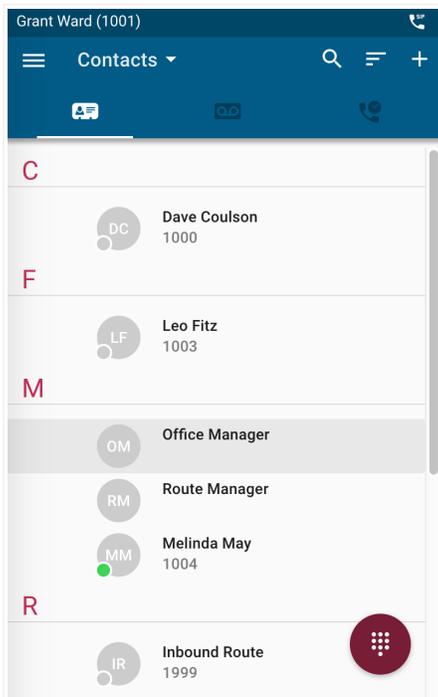
Adding Contacts

Click the plus in the upper right to bring up the add contacts view. Complete the fields to add a contact then click the check button in the upper right to save the contact.

A white form titled 'Add Contact' with a blue header bar containing a close (X) icon and a checkmark icon. The form has six input fields: 'First Name *', 'Last Name *', 'Work', 'Mobile', 'Home', and 'Email'. Each field has a small icon to its left: a person icon for First Name, a telephone handset for Work, and an envelope for Email.

Editing/Dialing from the Contacts View

When viewing the list of contacts, you can click on a contact to view details. The contact's extension/phone number(s) and email address (if available) will be displayed.



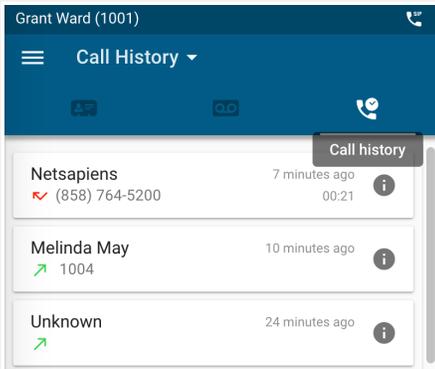
- Clicking on the extension/phone number will dial that number.
- Clicking on the email address will launch your email application with a new message to that address.
- Clicking the Star icon will toggle the favorite status if the contact.
- Click on the three dots in the top right corner to display a pulldown menu of additional options:
 - **Edit** - edits the contact's information
 - **Copy to Clipboard** – copies user data which can be pasted into another application

The entries displayed will show caller ID (if available), call direction (inbound, outbound or missed), call time, and call duration. Clicking the info icon will display additional details and options.

Clicking on the call history entry will return the call.

Changing Call History Views

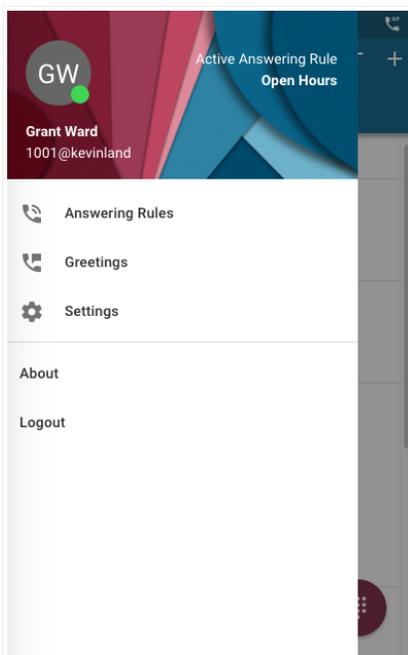
By clicking on Call History in the header you can select a view of All, Missed, Inbound, or Outbound Call History.



Sidebar

The sidebar can be accessed by selecting the upper left menu icon (three horizontal bars) and closed by clicking off the sidebar. The sidebar has the following features

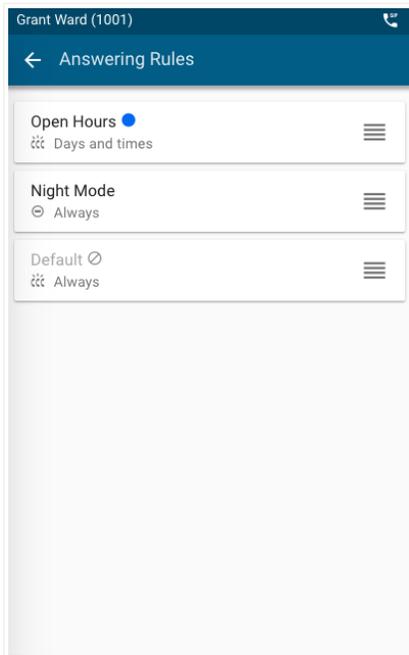
- Display/edit user profile info
- Displays Active Answering Rule
- Answering Rule display/reorder
- Greetings selection and recording
- Settings
- About
- Logout



Answering Rules

The answering rules section can be used to view and reorder the answering rules that have already been created for the user.

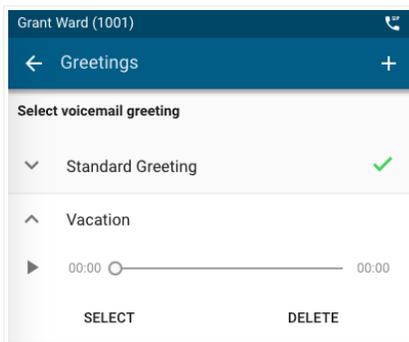
- Dragging and dropping the rules will reorder the rule processing.
- The active rule is denoted by a blue dot.
- Clicking on a rule will display the details of that particular rule.



Greetings

The greetings section manages the user's voicemail greetings

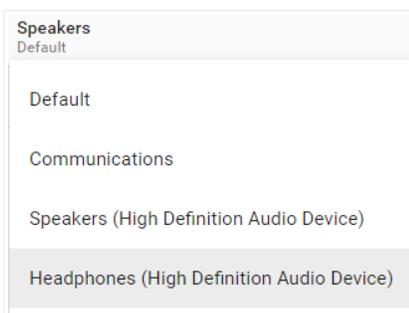
- Clicking on the downward arrow to the left of the greeting name will present options to play the greeting, select it as the active greeting, or delete the greeting
- Click the Plus icon to record a new greeting



Settings

The settings section allows you to select your preferred options for the following:

- Speakers - the options displayed will vary based on the audio output methods available

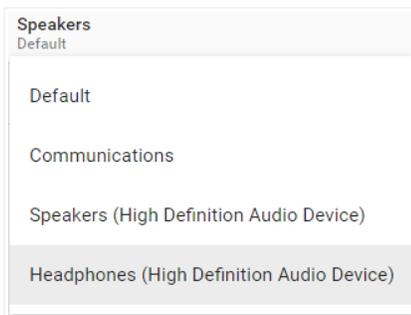


- Ringtone - the options displayed will vary based on the ringtones available

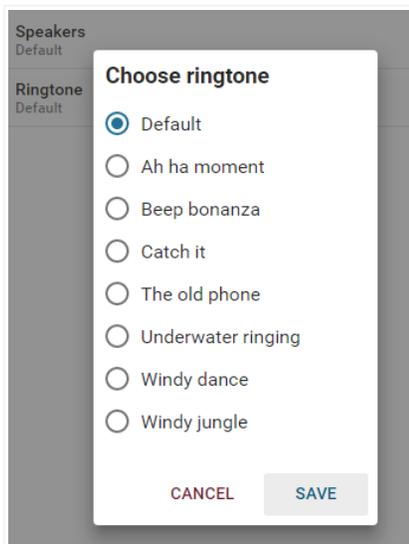
Settings

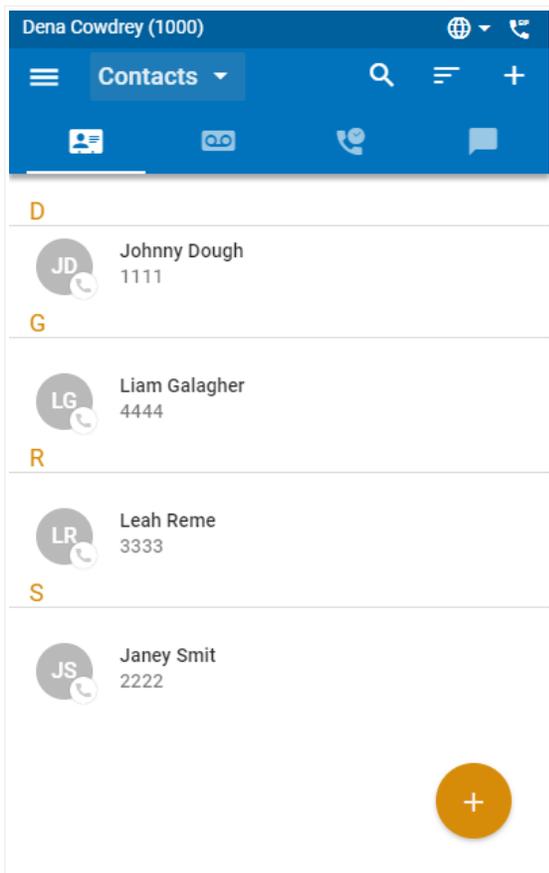
The settings section allows you to select your preferred options for the following:

- Speakers - the options displayed will vary based on the audio output methods available

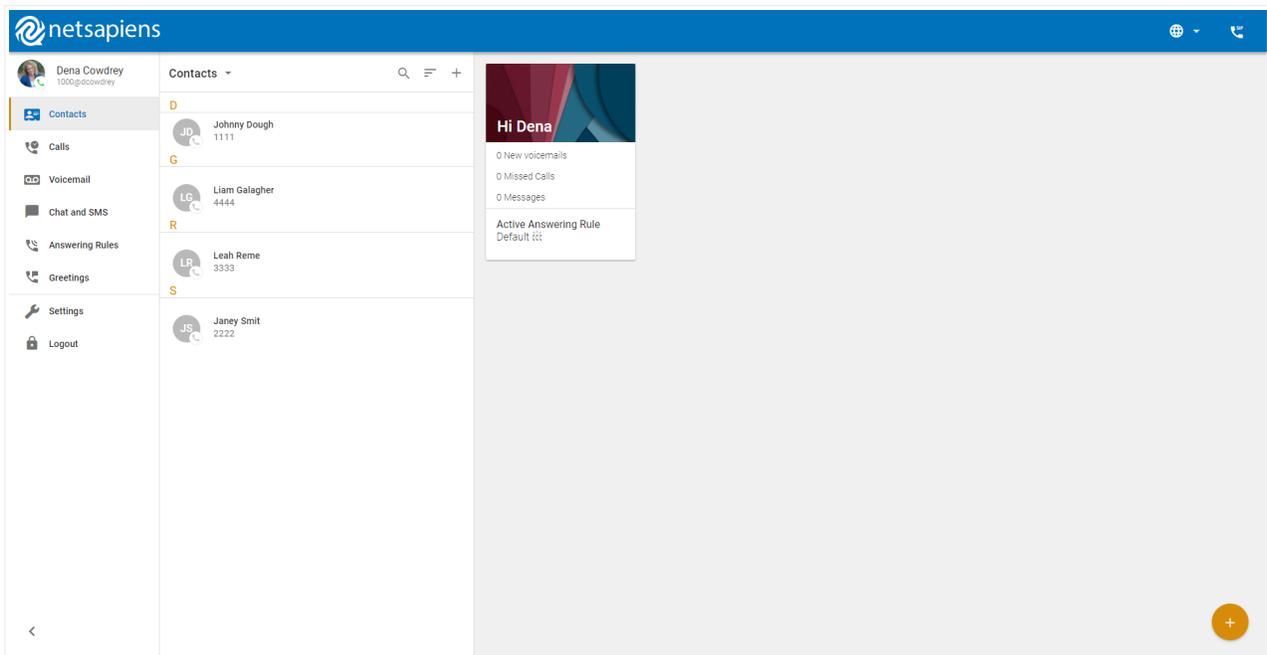


- Ringtone - the options displayed will vary based on the ringtones available





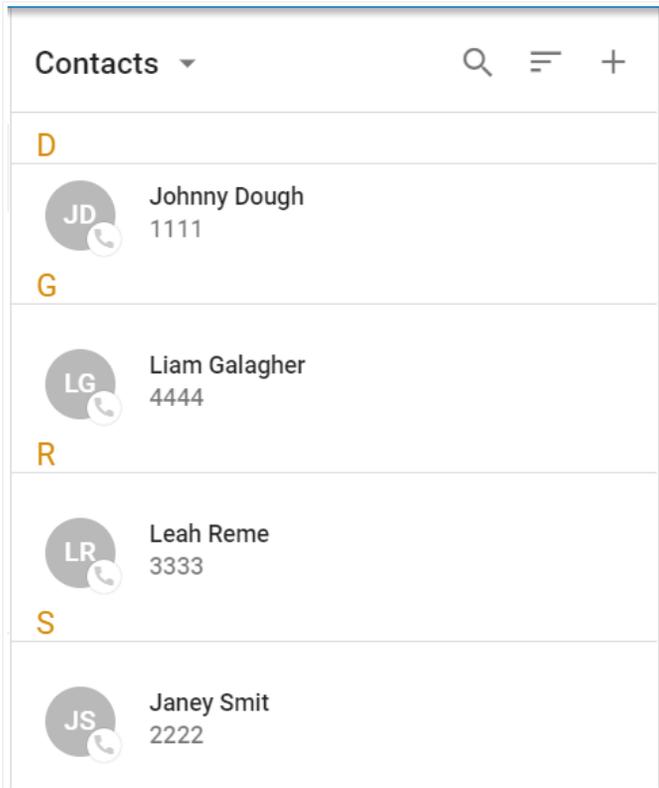
Expanded View



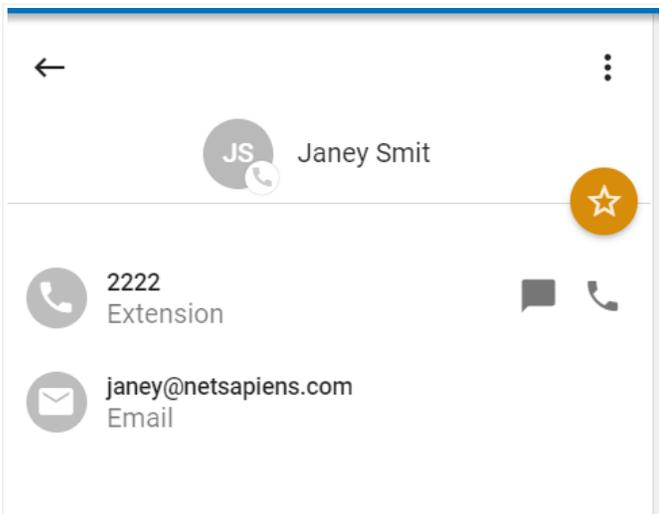
The navigation menu includes Contacts, Calls(Call History), Voicemail, Chat and SMS, Answering Rules, Greetings, Settings, and Logout.

Contacts

The Contacts tab in the navigation menu will display all contacts, both system external. They can be sorted, similar to within the portal, by All, Favorites, Coworkers, Online, Busy, or Offline. The contacts menu is searchable by selecting the search “magnifying glass”, as well filtered by Online, Extension, Last Name, and First Name. New Contacts can be added by selecting the plus (+) sign in the top menu bar.



If a contact is selected, the profile information will be displayed, including Extension and email. The option to call or message the contact is also presented. If not already a favorite, selecting the Star in the top right-hand corner will add the contact to the favorites list (the star within the circle will turn white). To edit the contact, the kebab menu in the top far right will allow the user to edit the contact, or copy the contacts information to the clipboard.

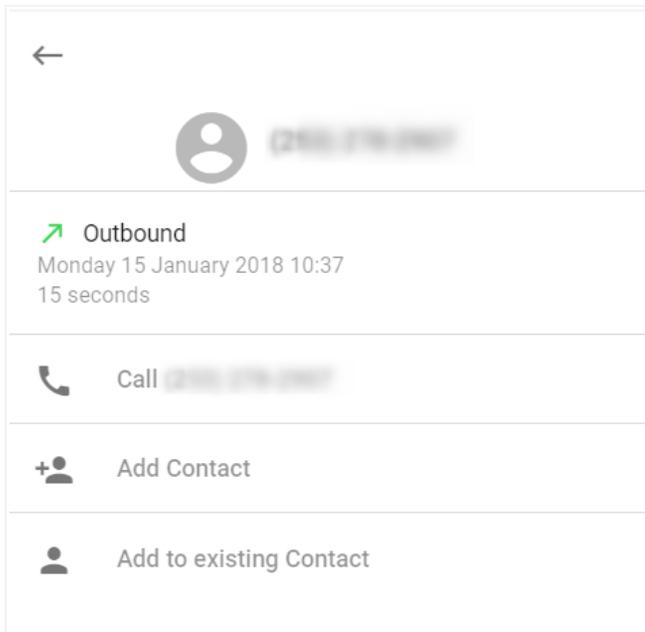


Here is an example of what will be saved when selecting **copy to clipboard**

User: 4444
Name: Liam Galagher
Extension: 4444
Email: liam@netsapiens.com
Domain: dcowdrey

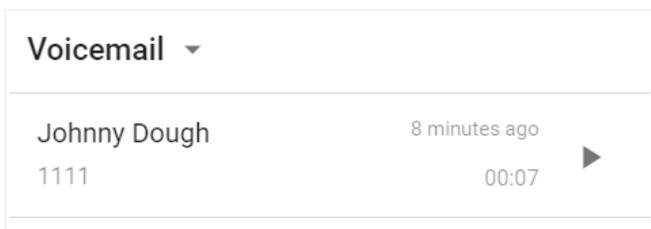
Calls

The Calls tab will display all inbound and outbound calls. The Call History can be filtered by Inbound, Outbound, or Missed Calls. Selecting a particular call will display full details of the call, the option to call the number, Add Contact, or Add to existing Contact.

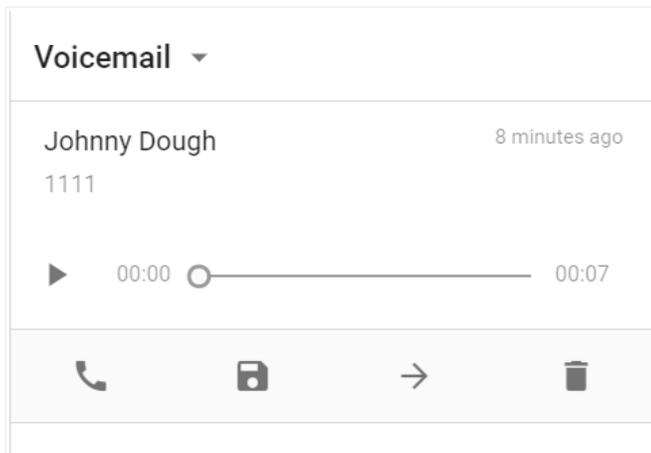


Voicemail

The Voicemail tab will display voicemails which can be sorted by New or Saved. Voicemails can be played directly from the list.



Selecting a specific voicemail will open more options for the specific voicemail, including Calling the number, Saving the voicemail, Forwarding the voicemail, or deleting the voicemail.



Chat and SMS

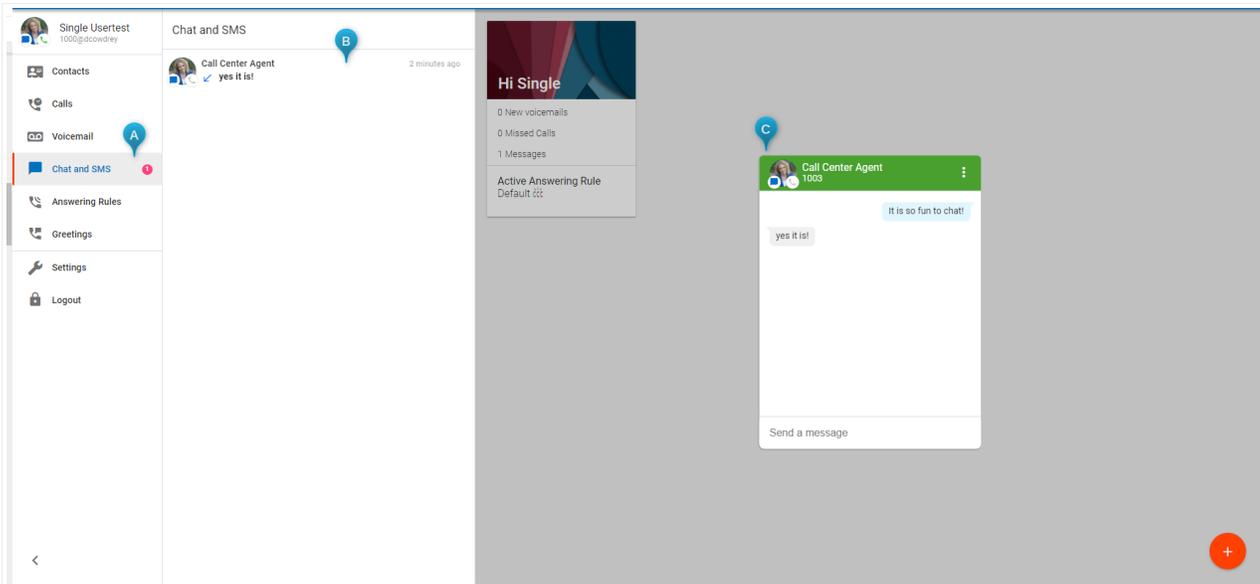
Initiating a new Chat or SMS message can be done by selecting the  in the bottom right-hand corner.

The following menu of options will appear:

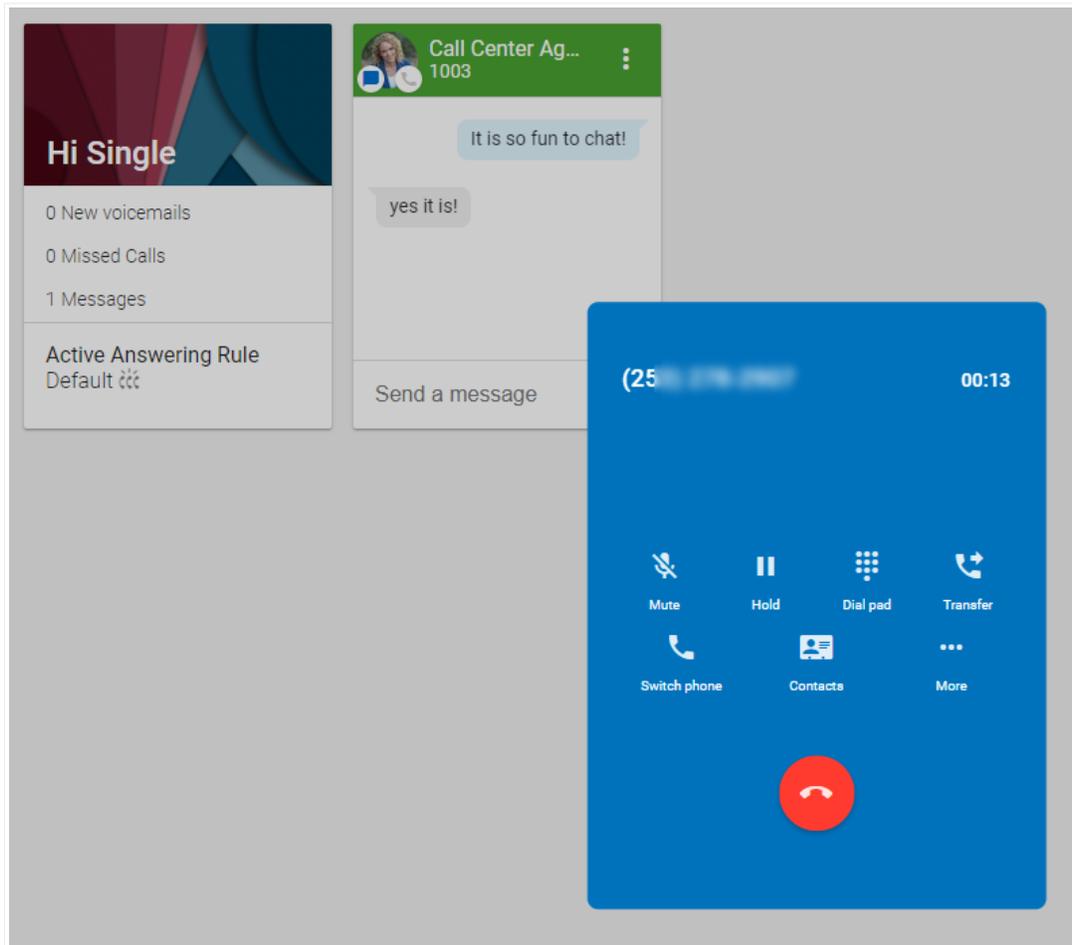
	<p>Profile Card - takes you to your profile information. Displaying New Voicemails, Missed Calls, Messages and Active Answering Rule</p>
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	New Conversation - displays a search of current contacts available for chat.
	New Call - Makes the Dialer-pad available to place a call.
	
	Clears the menu of options

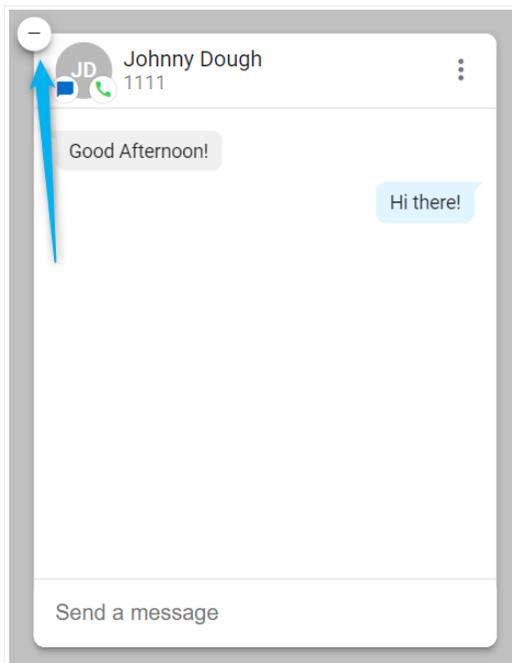
New Chat and SMS Conversations will be displayed as a new message icon in the Navigation menu (A), the Chat and SMS tray (B), as well as a new chat card (C).



Multiple cards can be displayed at a time, including chat and active calls. Cards have drag and drop capability.



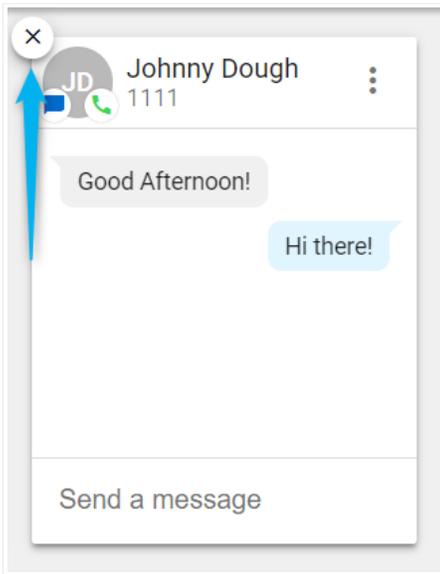
To minimize a card, select the (-) in the top left-hand corner of the card.



The kebab menu in the top right-hand corner allows the user to Call the contact, Delete the conversation, or View Contact.

NOTE: Selecting Delete from the kebab will delete the whole conversation, not just close the card.

Once a card has been minimized, It can be closed by selecting the X in the top left-hand corner.



Answering Rules

The Answering Rules will display the users answering rules, and the ability to re-prioritize the rules. The Active Answering rule is denoted by a blue icon.

Answering Rules	
Meeting ↔ Days and times	=
Default ● ☎ Always	=
Lunch ↔ Days and times	=

For users with that have rules using a Simultaneous Ring, the Answering Rule will display with a three phone icon; however, the devices included in the simultaneous ring will not be displayed. This will be improved upon in later versions.

Greetings

The greetings tab will display any existing greetings for the user.

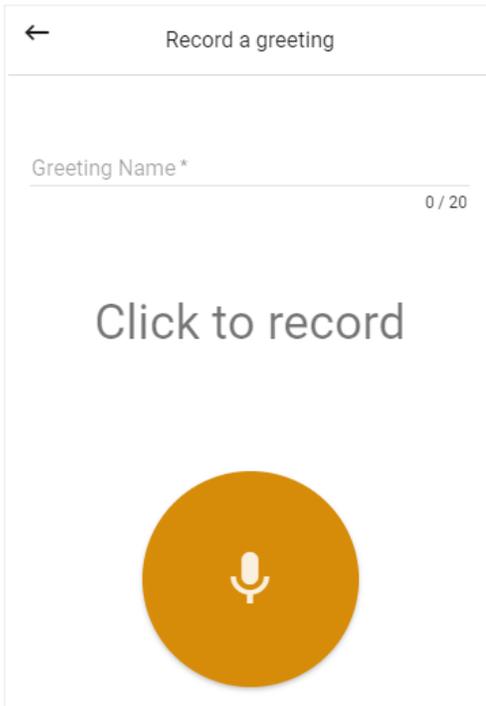
Greetings		+
▼ Hello	✓	

The user will also have the option to add new greetings.

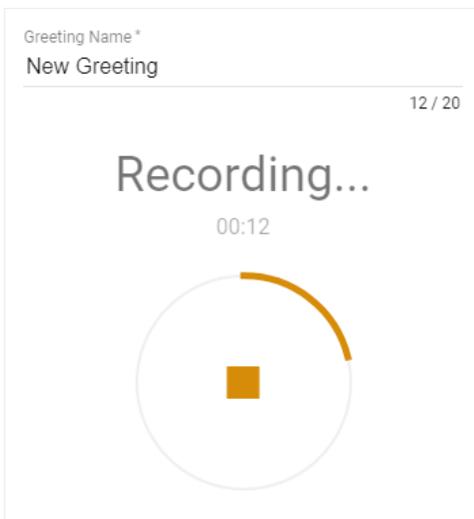


Name the greeting (note there is a 20 character limit) and select **Click to record**.

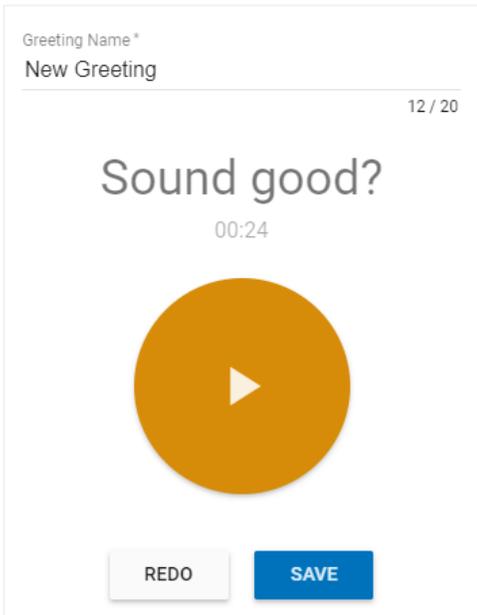
NOTE: Access to the computer mic is required.



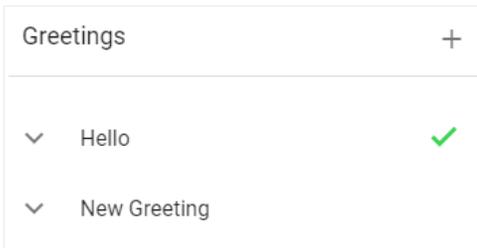
A progress window will show that the greeting is being recorded along with the length of the active recording. To stop recording, select the stop icon in the center.



Once done, the recording can be reviewed. The user can choose to **Redo** a recording or **Save**.

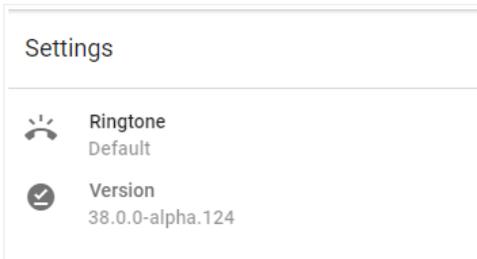


Once saved, the greeting will be displayed in the greetings list. The active greeting is denoted by a green check mark.

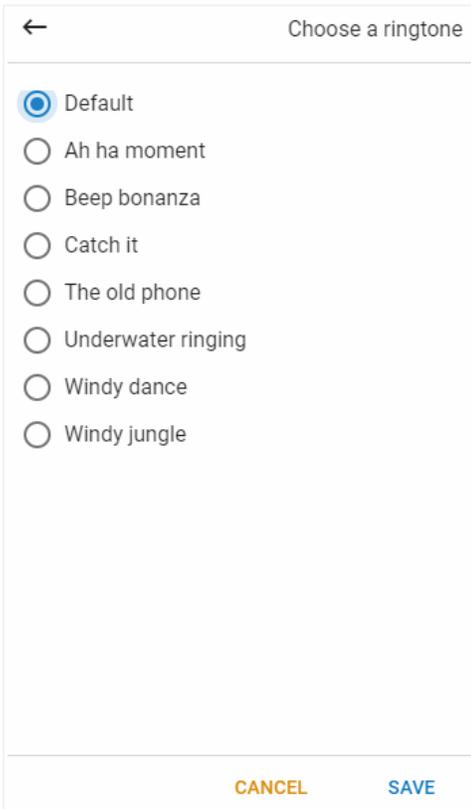


Settings

The Settings tab displays the Ringtone as well as the Version of SNAPmobile Web that is running.



When clicking on Ringtone, the user will be provided the options that are available to change the current ringtone. A sample of each ringtone will be played when it is selected. After a ringtone is chosen, select **Save**, or **Cancel** to keep the current ringtone.



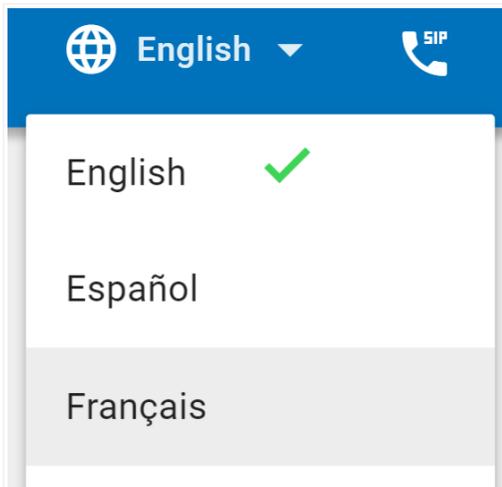
Navigation Tips and Tricks

Minimize/ Maximize

Switching between the compact view and the expanded view is simple, just Maximize or Minimize the browser window! In the Expanded view the user can click and drag the border to make it smaller, however, once the compact margins are reached, it will automatically switch to compact. The same is true for adjusting from the compact view to the expanded view.

Language

The language can be adjusted by selecting the localization globe in the right-hand corner.



Collapse Menu

If needing a little more room in the expanded view, the navigation menu can be collapsed to simply show the icons.

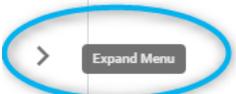
 **Dena Cowdrey**
1000@dcowdrey

-  **Contacts**
-  **Calls**
-  **Voicemail**
-  **Chat and SMS**
-  **Answering Rules**
-  **Greetings**
-  **Settings**
-  **Logout**



 **Settings**

-  **Ringtone**
Default
-  **Version**
38.0.0-alpha.124



Logout

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