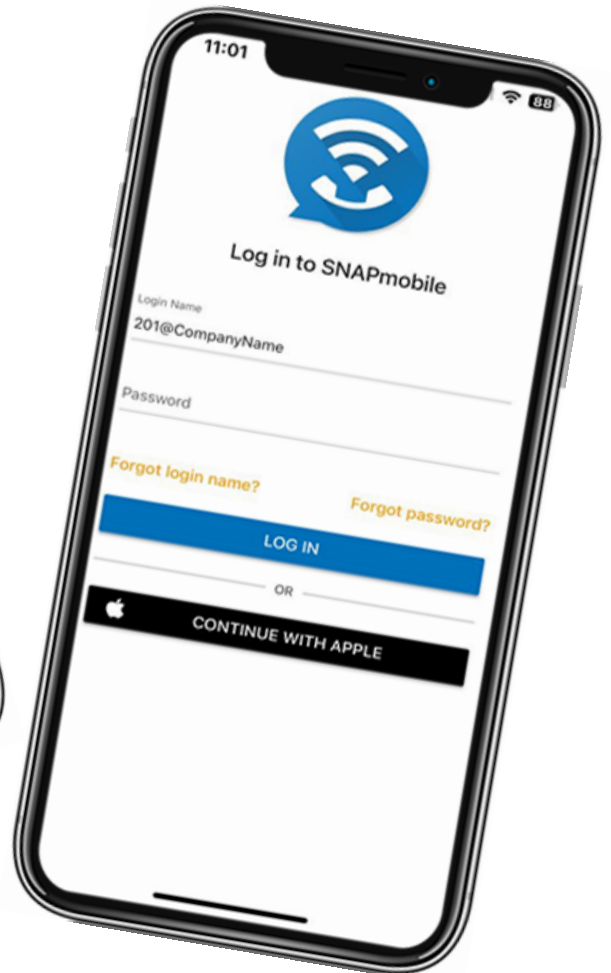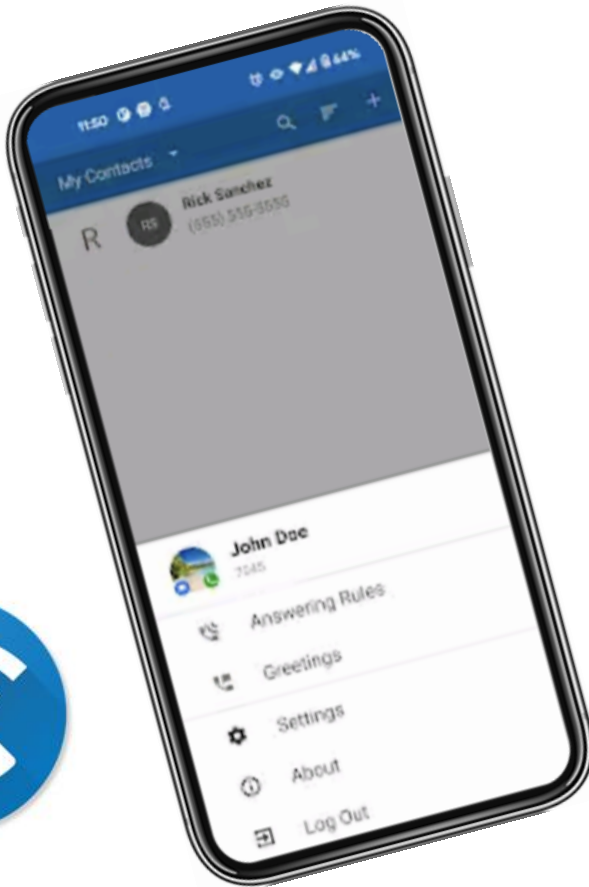# SNAP Mobile APP

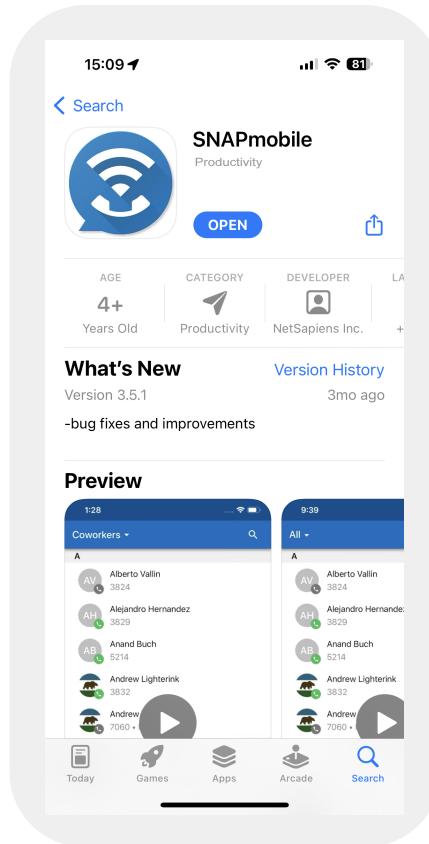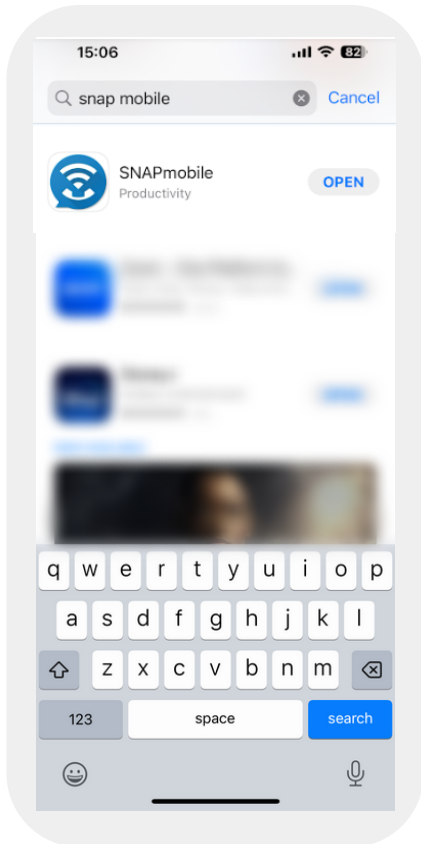## User Guide

Available on all iOS and Android smart devices

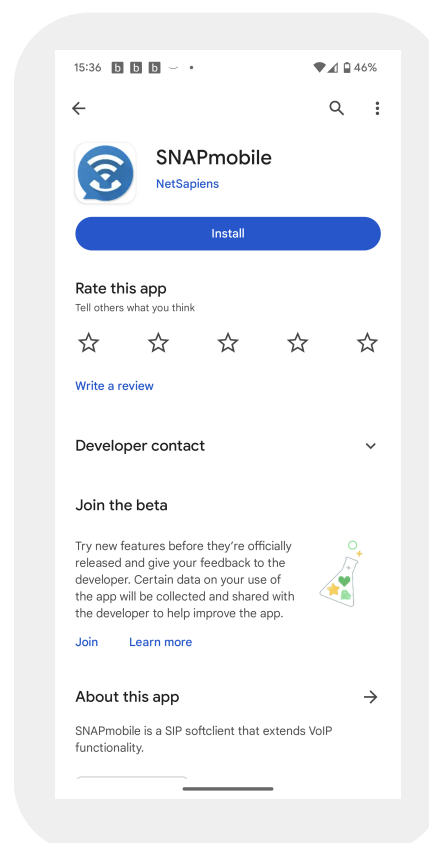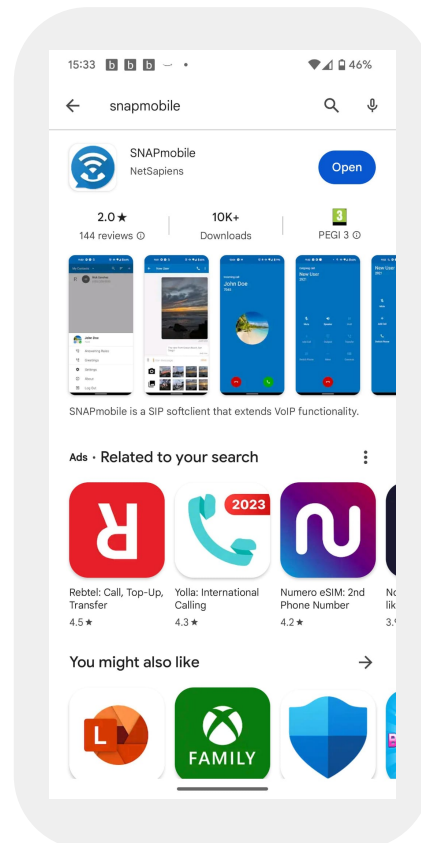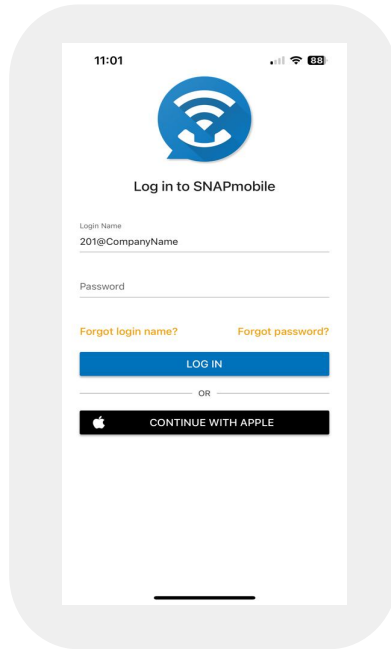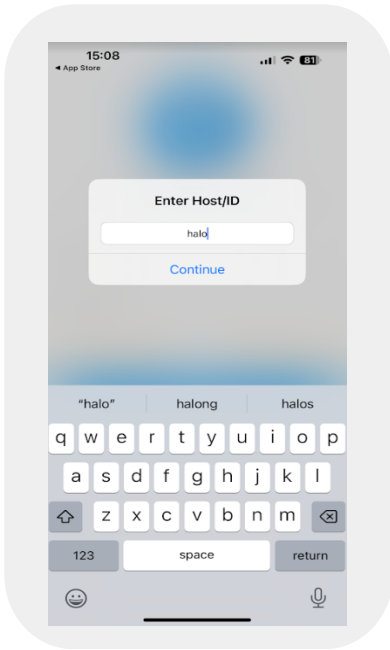When downloading on iOS devices, you can find the app located in the app store.

Just simply type in - SNAP mobile

When using the app on android devices, it can be found in the Google Play Store.

Just search for - SNAP mobile

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1 The Login Page

On your initial run, you will be asked for a Host/ID which is always "halo".
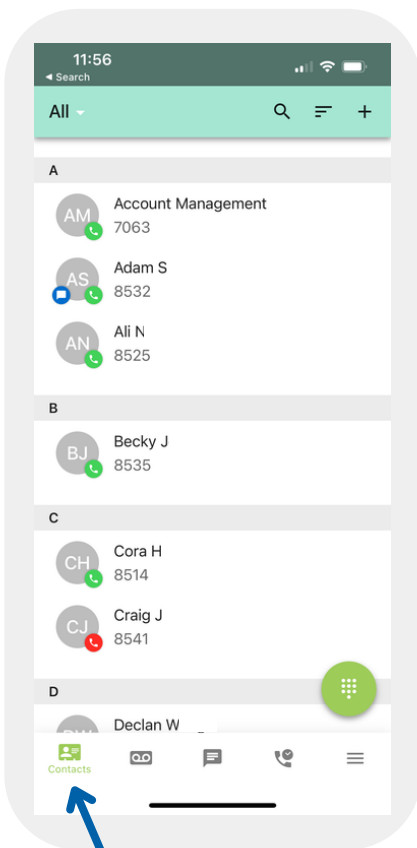
You will be provided with a personal login, this will be your unique username and you will be prompted to create a password.

Accept all permissions your phone may ask you to confirm.

Once logged in, you can access to all of your contacts.

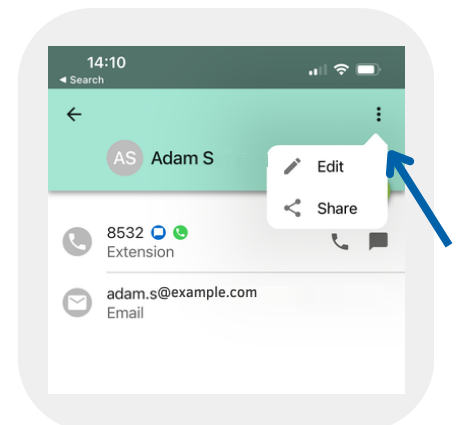From here you can make calls, message and create new contacts.
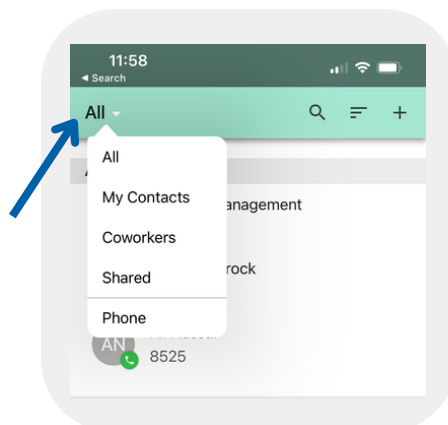
2 Contacts Page

- Access work contacts or personal contacts.

- Share contacts with others via a link.

- Search for contacts by name or their extension number.

- Message or call colleagues from the contacts tab.
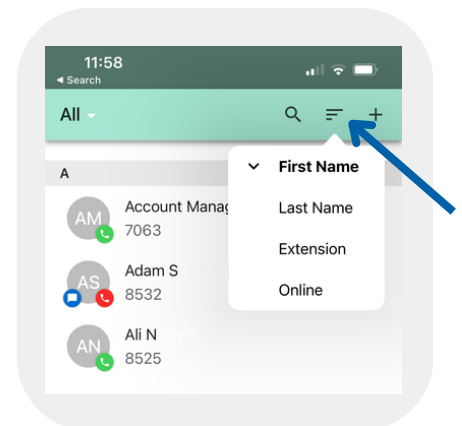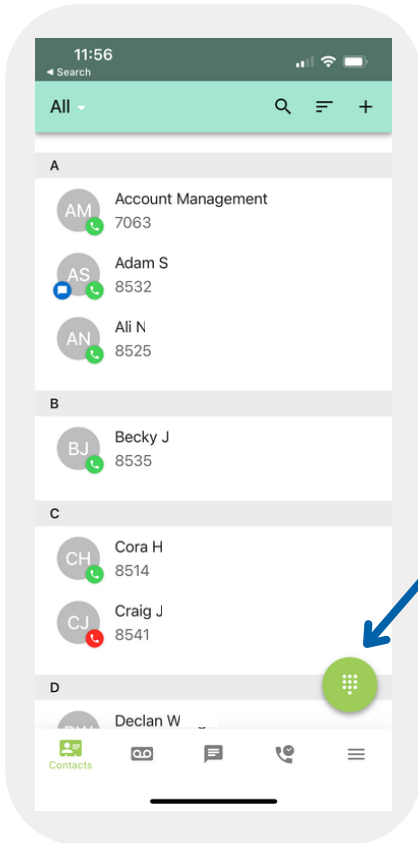

Organise contacts by name

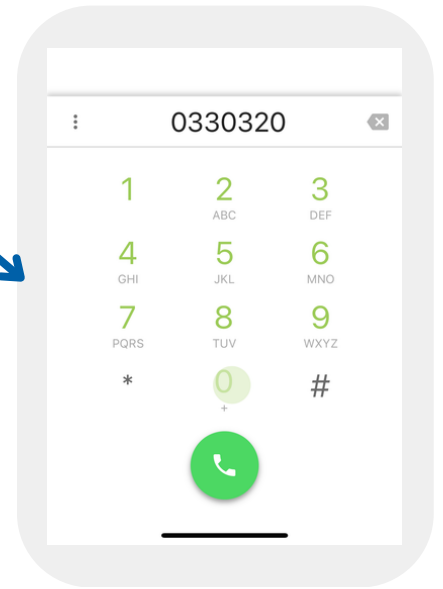**Call, message or edit your stored contacts by clicking into them**

View work or phone contacts

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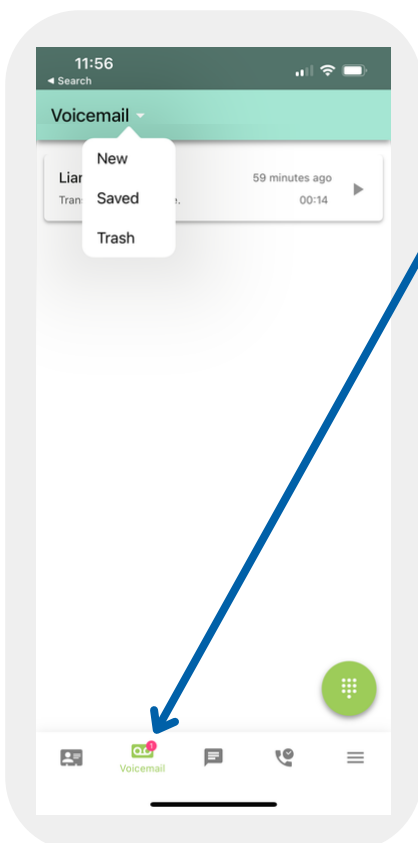
3 Making a Call

To dial out you simply click the keypad icon.

From here you're able to make outgoing calls to numbers not kept in your contact book.
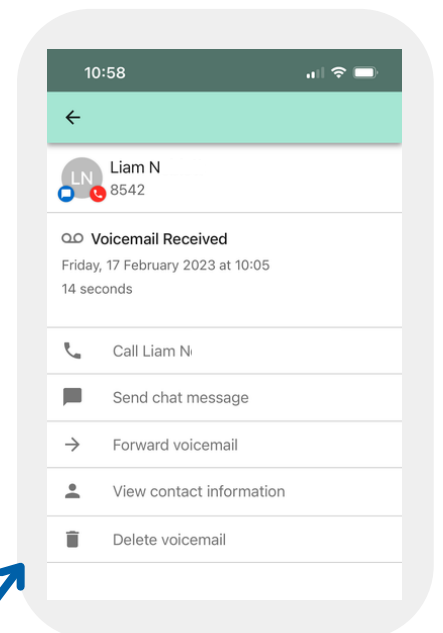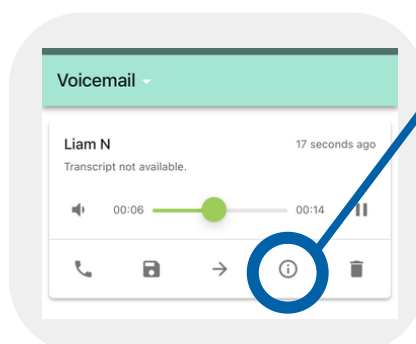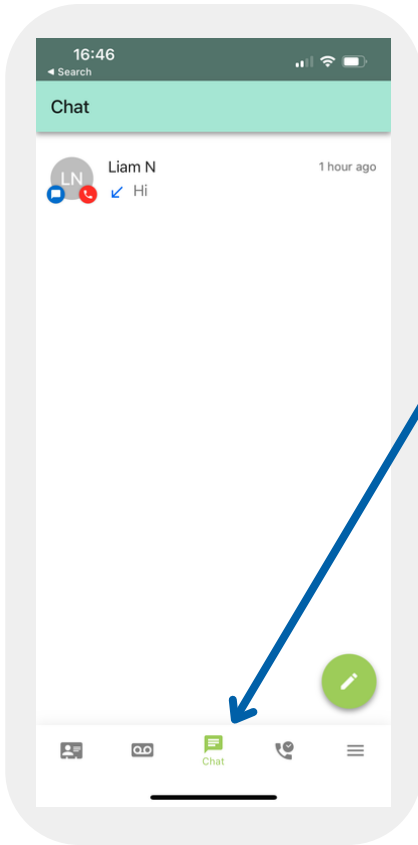

4 Voicemails

Access and listen to voicemails. These can also be accesses through desktop or through your handset if you have one.

Listen and replay your voicemail.
Click on the 'i' to Call, message, save or forward the message.

5 Instant Messaging

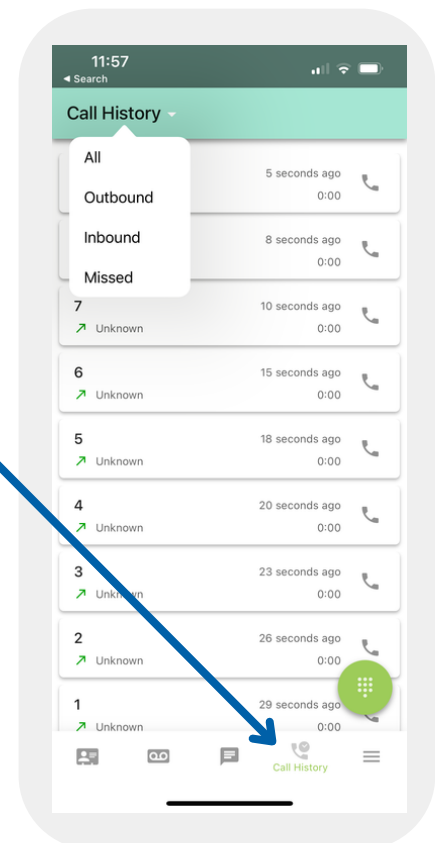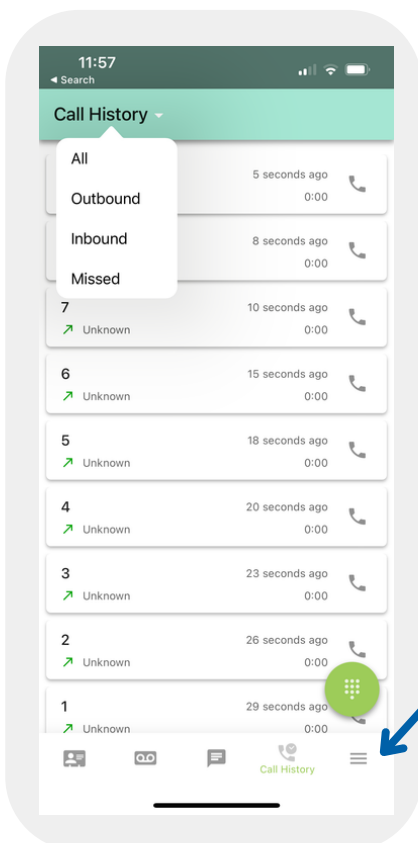
Create new chats with colleagues, can be used from your mobile app or desktop app.

6 Call History

See your call history, filter by inbound, outbound or missed calls.
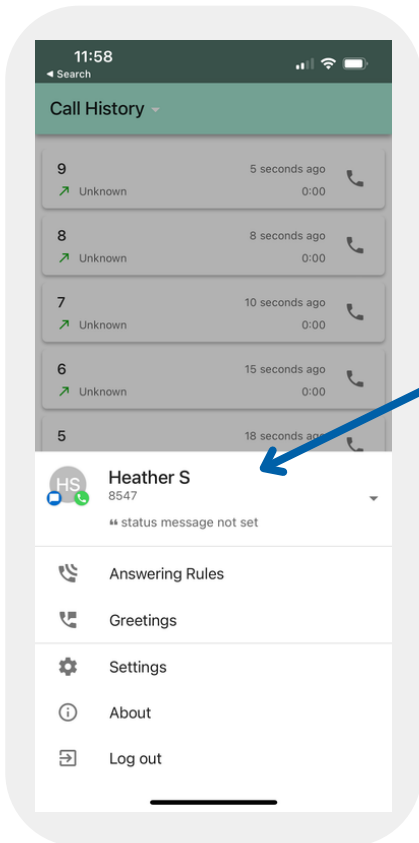
7 Settings and Profile

To access the settings click on the 3 lines, the last option on the bottom menu.

This will bring up the option to access your profile or mobile app settings.

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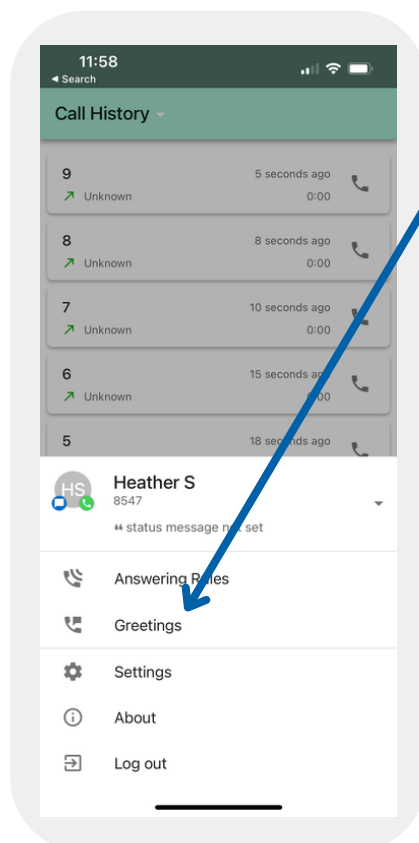CONNECTING BUSINESS

8 Profile

Click into your personal profile to add a 'status message', share your email address or change your display name and image.
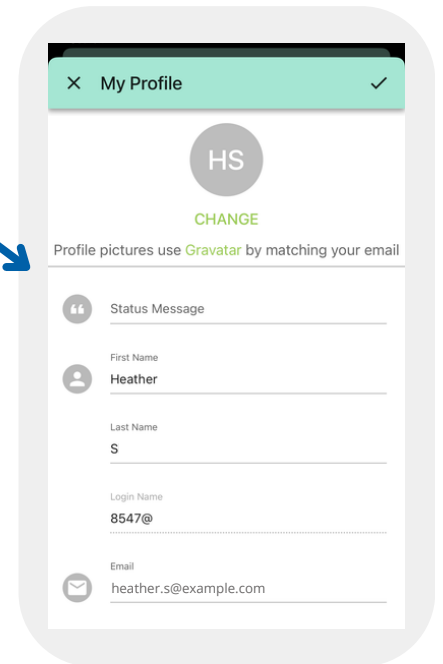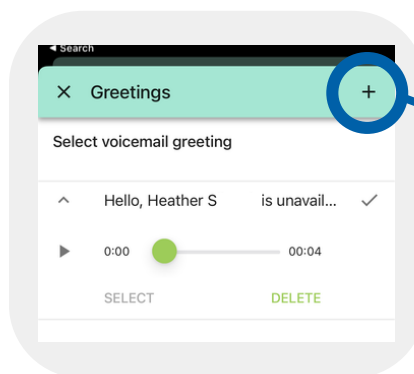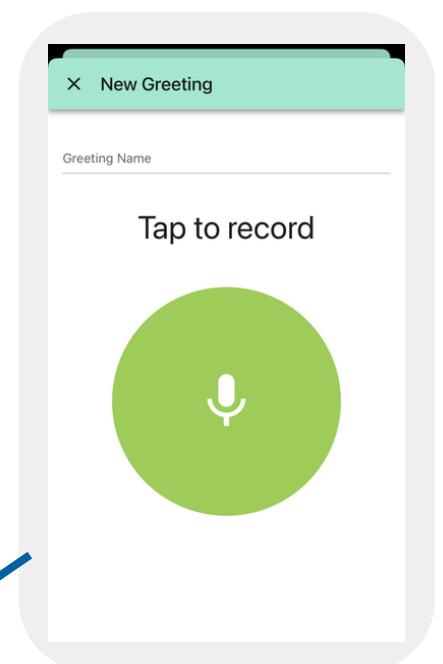

9 Settings

Click into Greetings to change your answer phone message.

Create different greeting messages, tap record to create a new one.
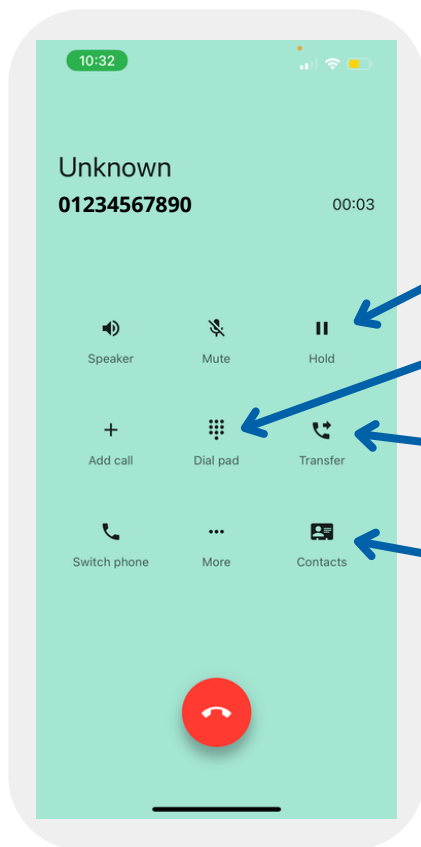
You can access each message and listen back from the greetings menu.

10 Call Features

When making or receiving a call, you can access features such as transfer and place on hold.

These features can be used through both the mobile app and the desktop app alike.

10:32

Unknown
01234567890   00:03

🔊 Speaker   🎤 Mute   ⏸ Hold

➕ Add call   ▦ Dial pad   📞 Transfer

📞 Switch phone   ⋯ More   📇 Contacts

Put callers on hold

Access the keypad whilst on your call

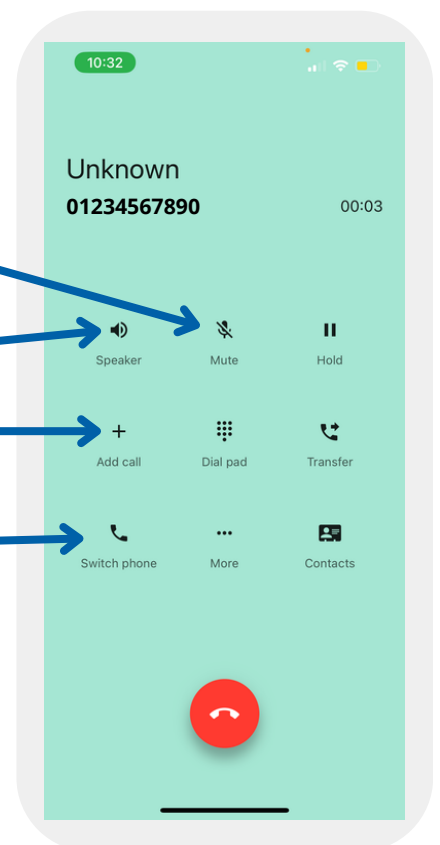Transfer the call for someone else to take

Access your contacts during your call

Mute yourself so the other person cannot hear you

Put the call on Loud speaker

Add a caller in - useful for conference calling

Switch call from mobile app to desktop app

10:32

Unknown
01234567890   00:03

🔊 Speaker   🎤 Mute   ⏸ Hold

➕ Add call   ▦ Dial pad   📞 Transfer

📞 Switch phone   ⋯ More   📇 Contacts

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