

Using SNAPmobile Android



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Getting Started

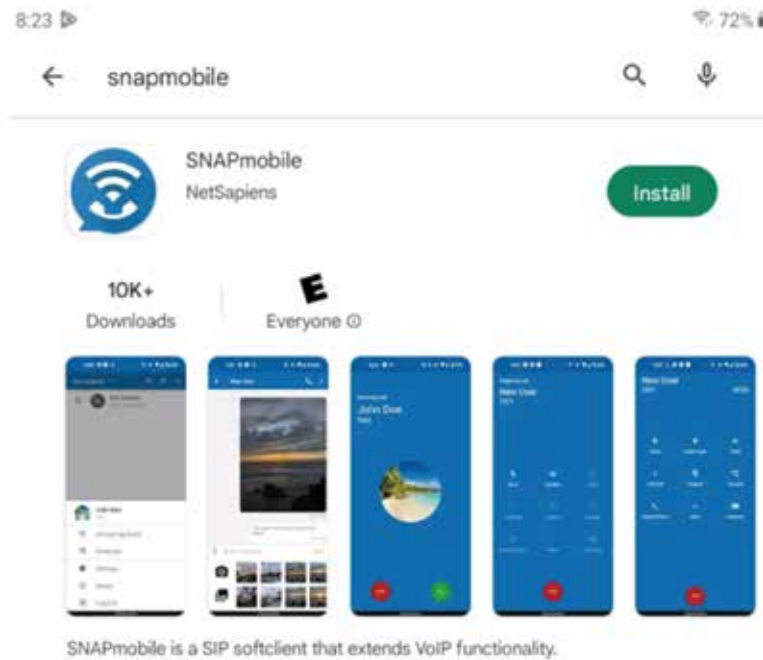
Welcome to your new HPBX Hosted Phone System. Your Cloud PBX combines the best of traditional phone system features with modern Internet Protocol (IP) capabilities. Your account on this system will allow you to make calls, receive voicemails, chat with other users in the organization and much more.

SNAPmobile Android is a softphone with portal capabilities including a SIP softphone, contact management, extension dialing, voicemail and presence.

This guide will introduce you to SNAPmobile Android and utilizing its features.

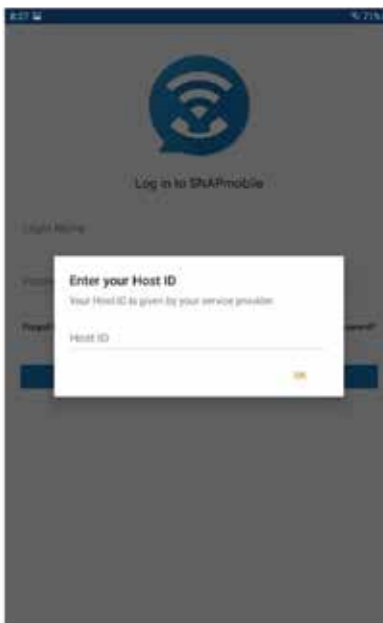
Logging into the App

1. Using an Android device, tap on the Play Store and search for SNAPmobile. Tap **Install** to start installing the app.



2. Users are prompted for a Host ID the first time the app is opened, or anytime the user logs out.

Type in Host ID: hpbx247 and press **OK** to continue.

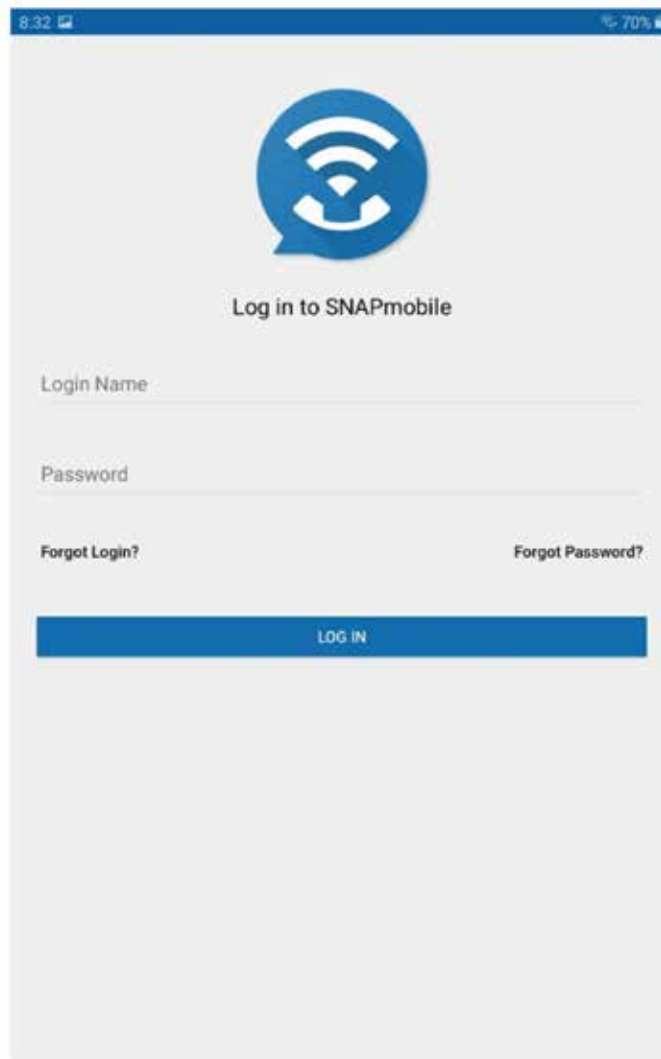


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3. Next, type in the user's login name and password. These are the same credentials that access the portal through a web browser.

If you need log in name and/or password help, please email hpbxsupport@alliance.coop.

4. Press Log In to continue.



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Log in to SNAPmobile

Login Name

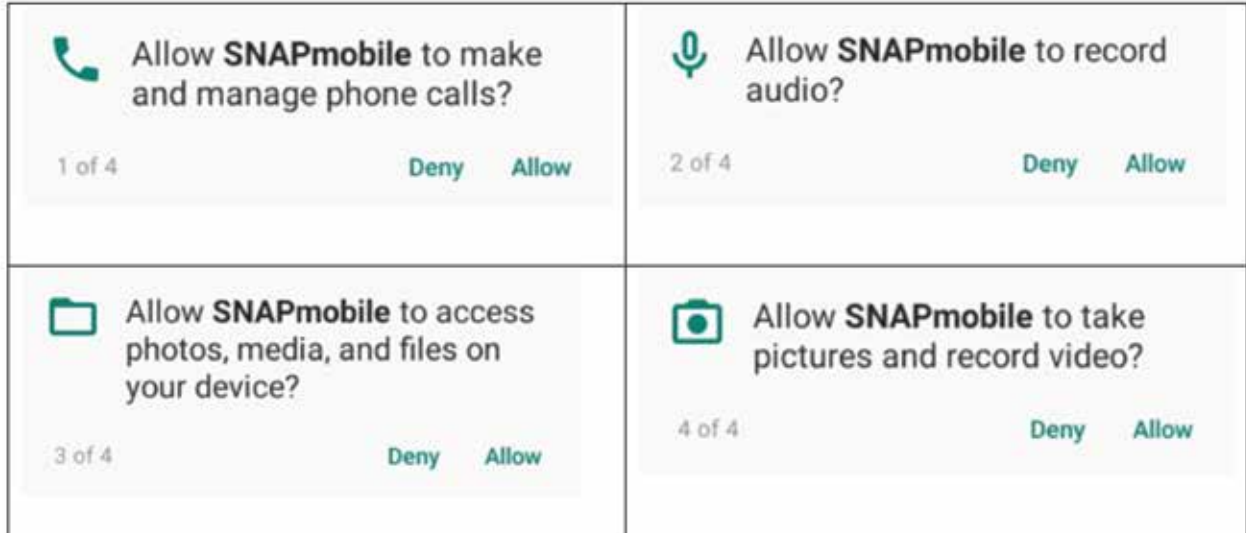
Password

[Forgot Login?](#) [Forgot Password?](#)

LOG IN

App Permissions

The Android app requests the following permissions to ensure the app is fully functional:



User's Device Settings

If a permission is not granted, it can be altered later within the device settings. Depending on the device, the screen might look different, but there will be a list of installed apps and settings for each of those apps. Toggle the permissions on and off as needed.

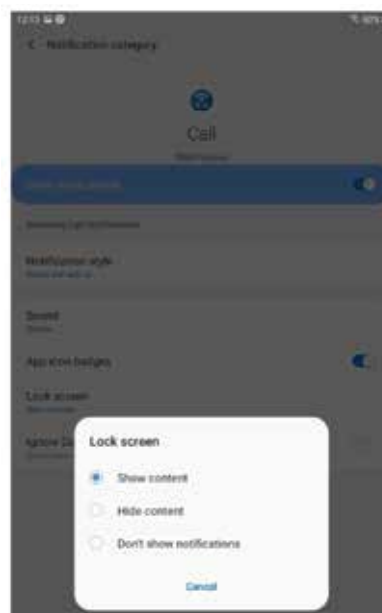


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Notifications allow incoming phone calls and SMS messages to display on the device (while the app is running). Make sure notifications are on.

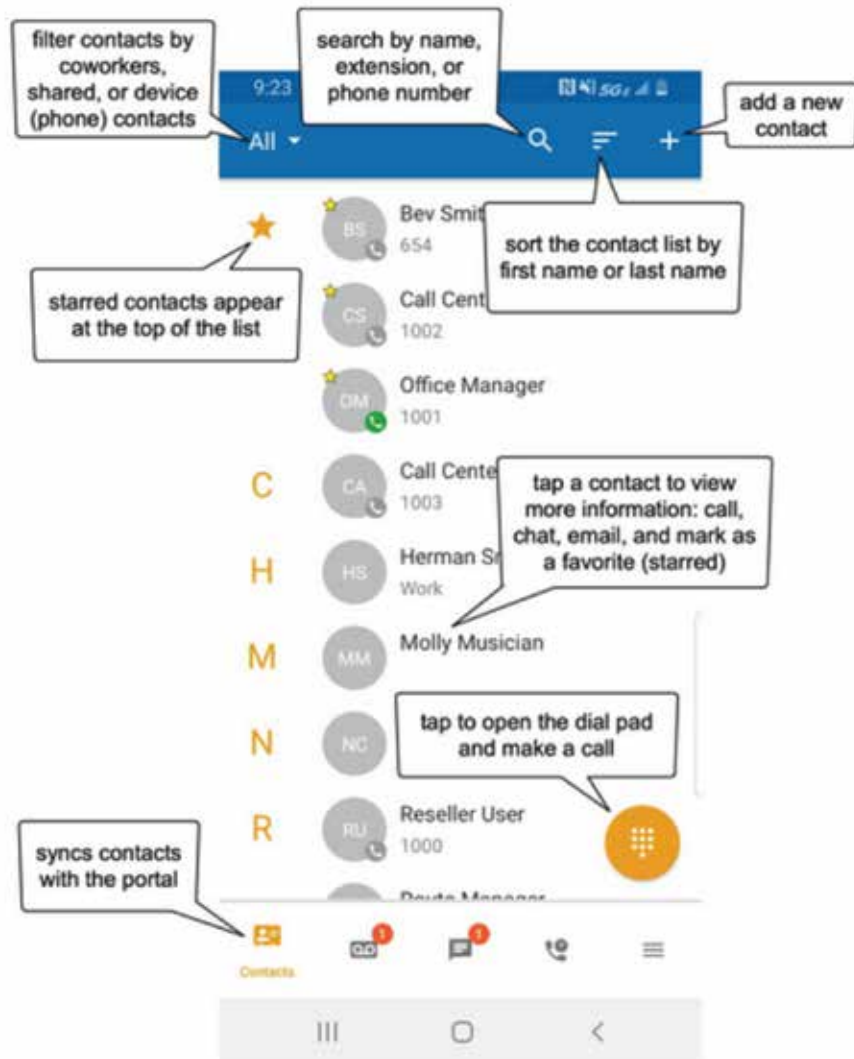


Lock Screen Appearance (found under the device's notification settings) enables privacy when needed. If message previews are turned off ("hide content"), then the device will display a notification from the name of the app, and nothing more. If message previews are turned on ("show content"), the app will send a notification that includes the beginning of the message.



Contacts Screen

The **Contacts** screen is the default home screen on the SNAPmobile Android app. Users can dial internal extensions and external phone numbers here. When a new contact is added in the app, it will sync with the portal once refreshed.



Place and Receive a Call

Place a call on almost any screen in the app by selecting a contact or manually typing in the number using the dial pad.

To Place a call using the Dial Pad:

1. Press the orange dial pad icon.



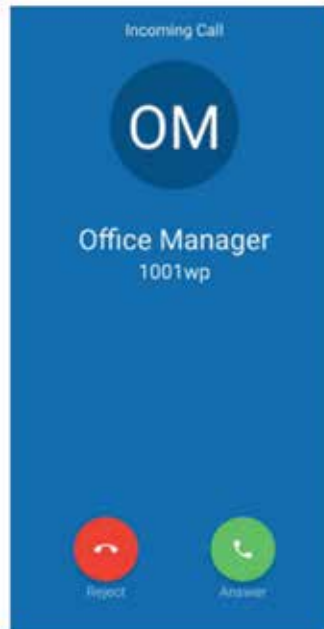
2. Choose a number from your list of contacts or type in the phone number of the person you are calling. Press the green dial button to send the call.



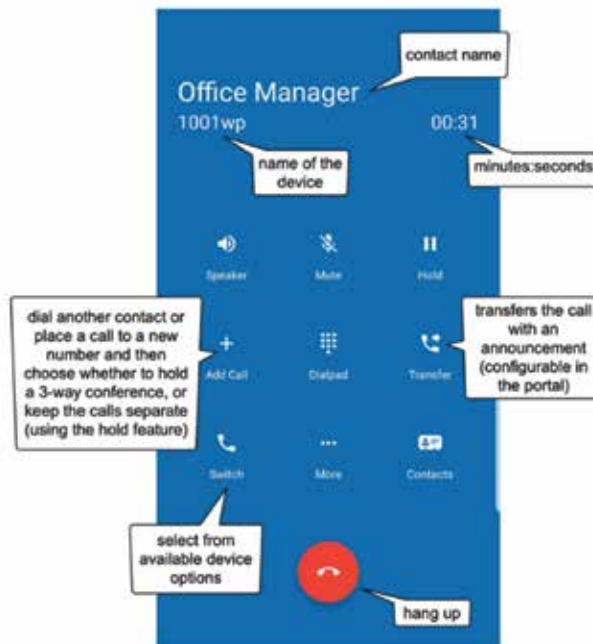
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To Receive a call:

1. Use the Answer button to retrieve the call.

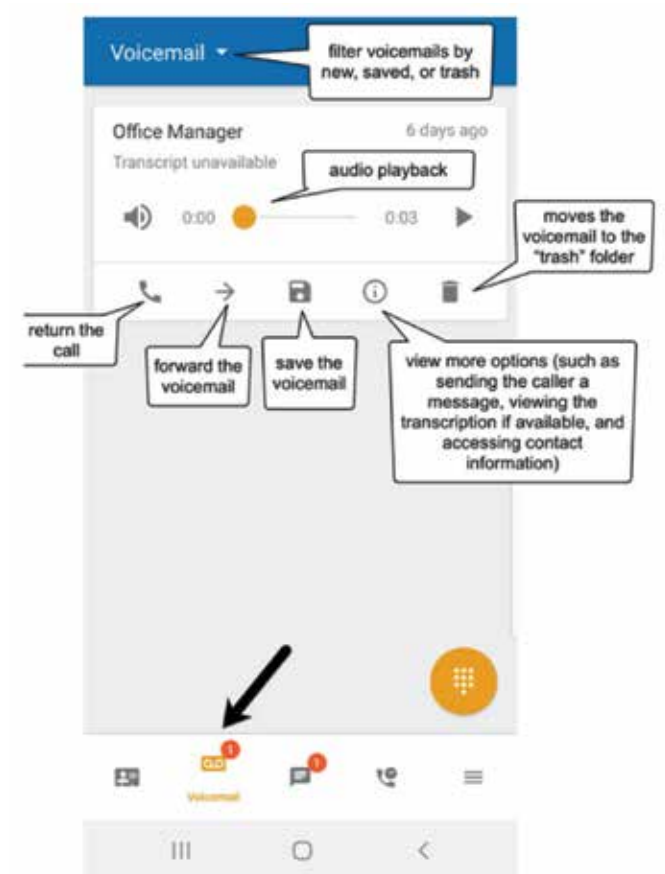


While actively in a call, there are the standard functions (speaker, mute, hold, end call) and additional SNAPsolution features (record the call, if enabled, transfer, add a call, switch phones).



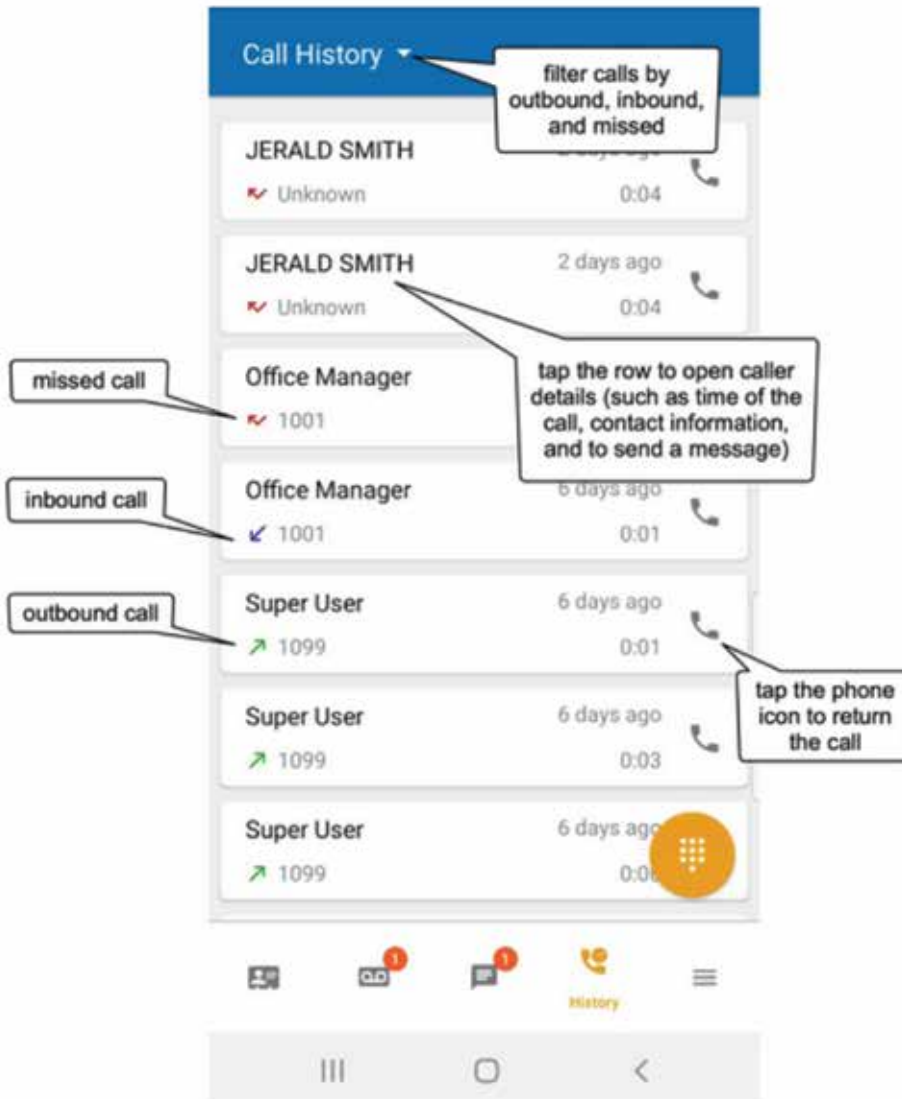
Voicemail Screen

The **Voicemail** screen syncs with the portal and displays all available voicemails. Filter by new, saved, or trash.



Call History

The **Call History** screen displays the user's inbound, outbound, and missed call history.



More Screen

The **More** screen (3 horizontal lines) includes profile settings, answering rules, greetings, settings, the app's "about" information, and the log out button.

