

Using SNAPmobile iOS



Table of Contents

▶ Getting Started.....	2
▶ Logging into the App	3-4
▶ App Permissions.....	5-6
▶ Contacts Screen.....	7
▶ Place and Receive a Call.....	8-9
▶ Voicemail Screen.....	10
▶ Call History.....	11
▶ More Screen.....	12

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

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

Logging into the App

1. Using an iOS device, tap on the App 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.

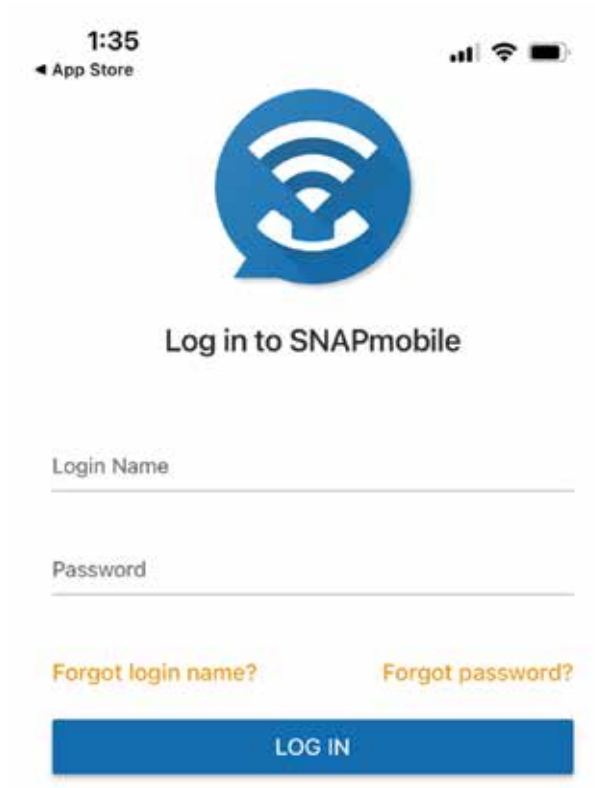


USING SNAPMOBILE IOS

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.



1:35
◀ App Store

Log in to SNAPmobile

Login Name

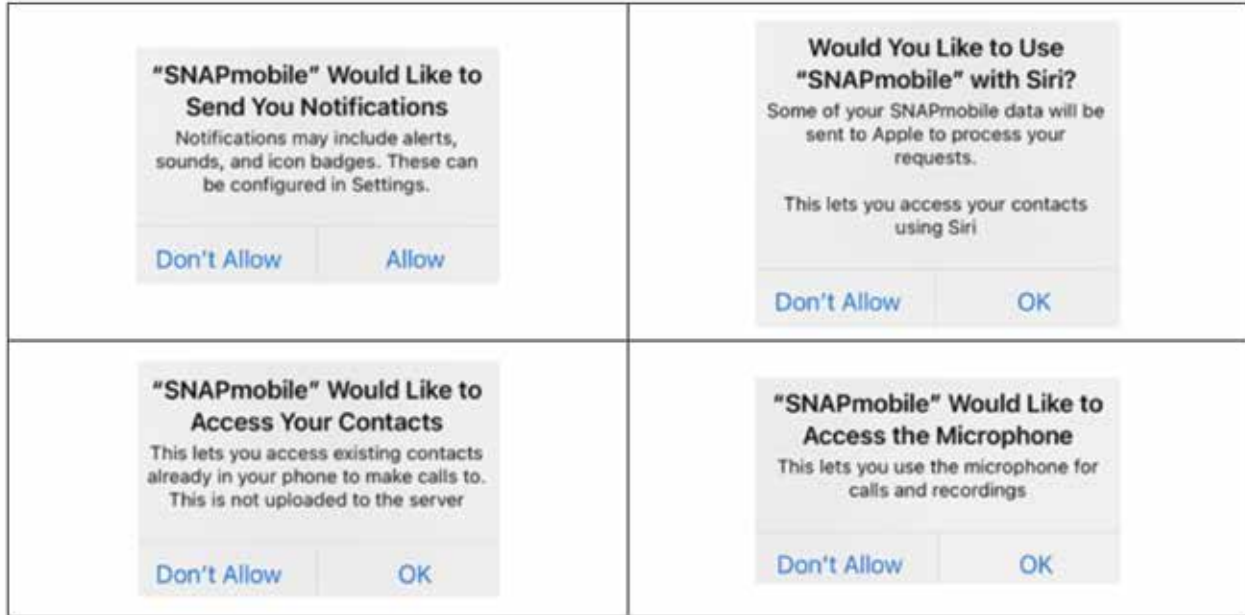
Password

[Forgot login name?](#) [Forgot password?](#)

LOG IN

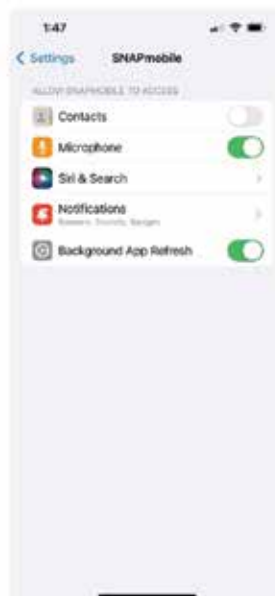
App Permissions

The IOS 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.



USING SNAPMOBILE IOS

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

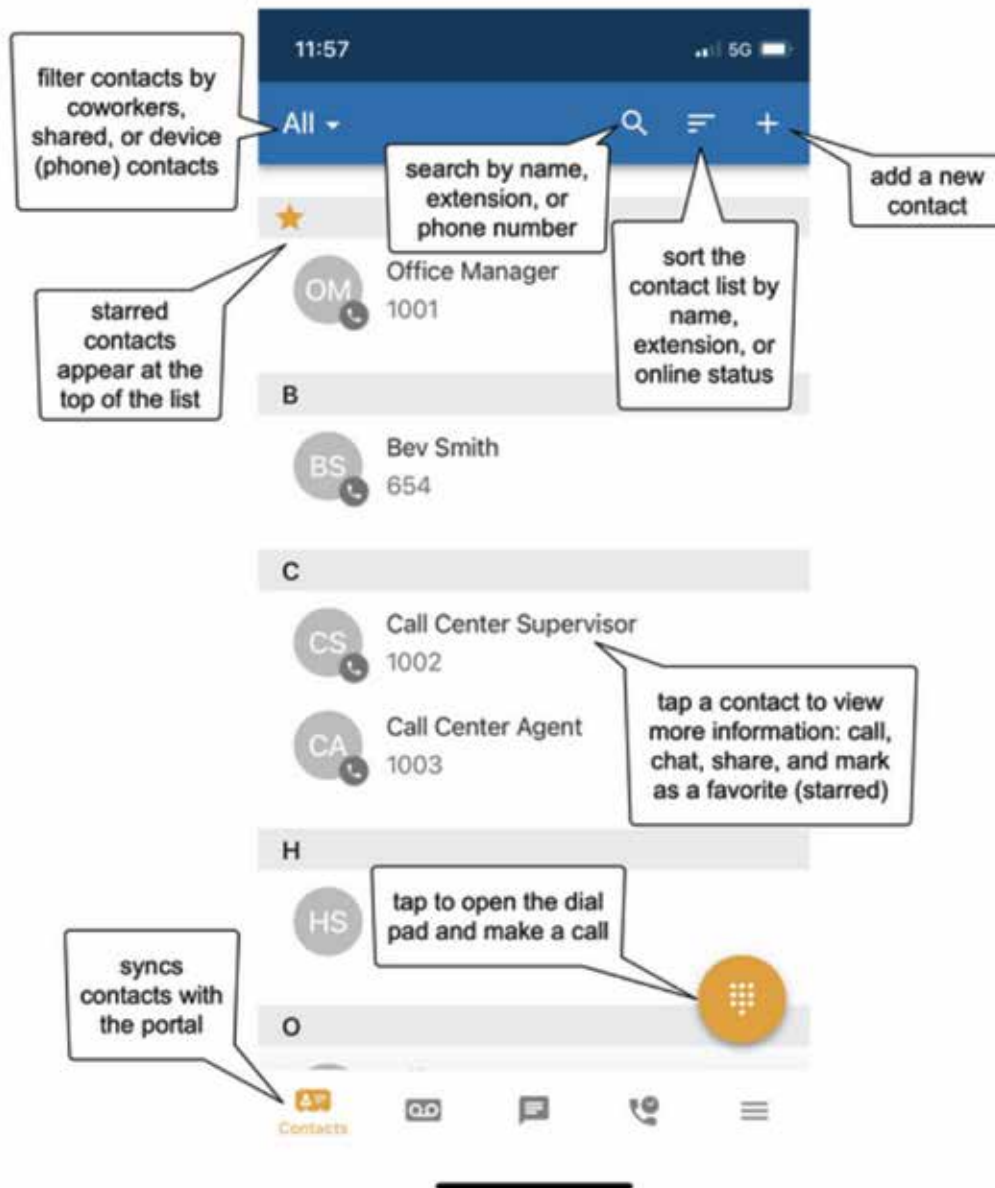


Lock Screen Appearance (found under the device's notification settings) enables privacy when needed. If Show Previews are set to "Never", the device will display a notification from the name of the app, and nothing more. If message previews are turned on ("Always" or "When Unlocked"), the app will send a notification that includes the beginning of the message.



Contacts Screen

The **Contacts** screen is the default home screen on the SNAPmobile iOS 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.

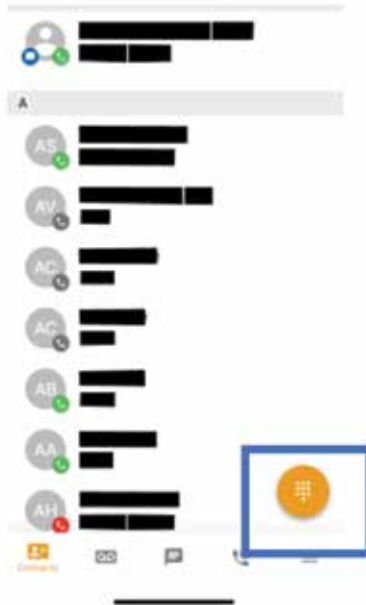


Place and Receive a Call

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.

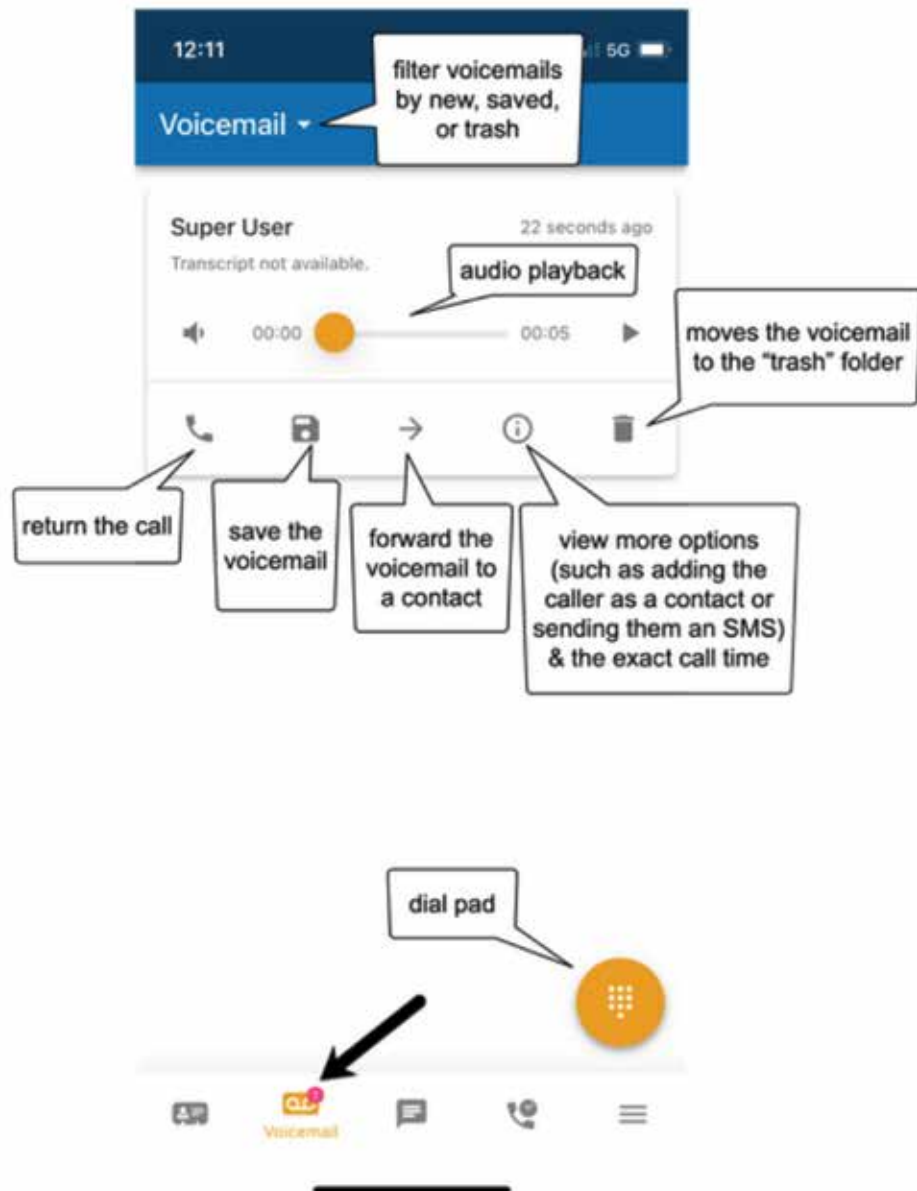


2. Choose a number from your list of contacts or type in the phone number of the person you are calling. Press the green dial button to send the call.



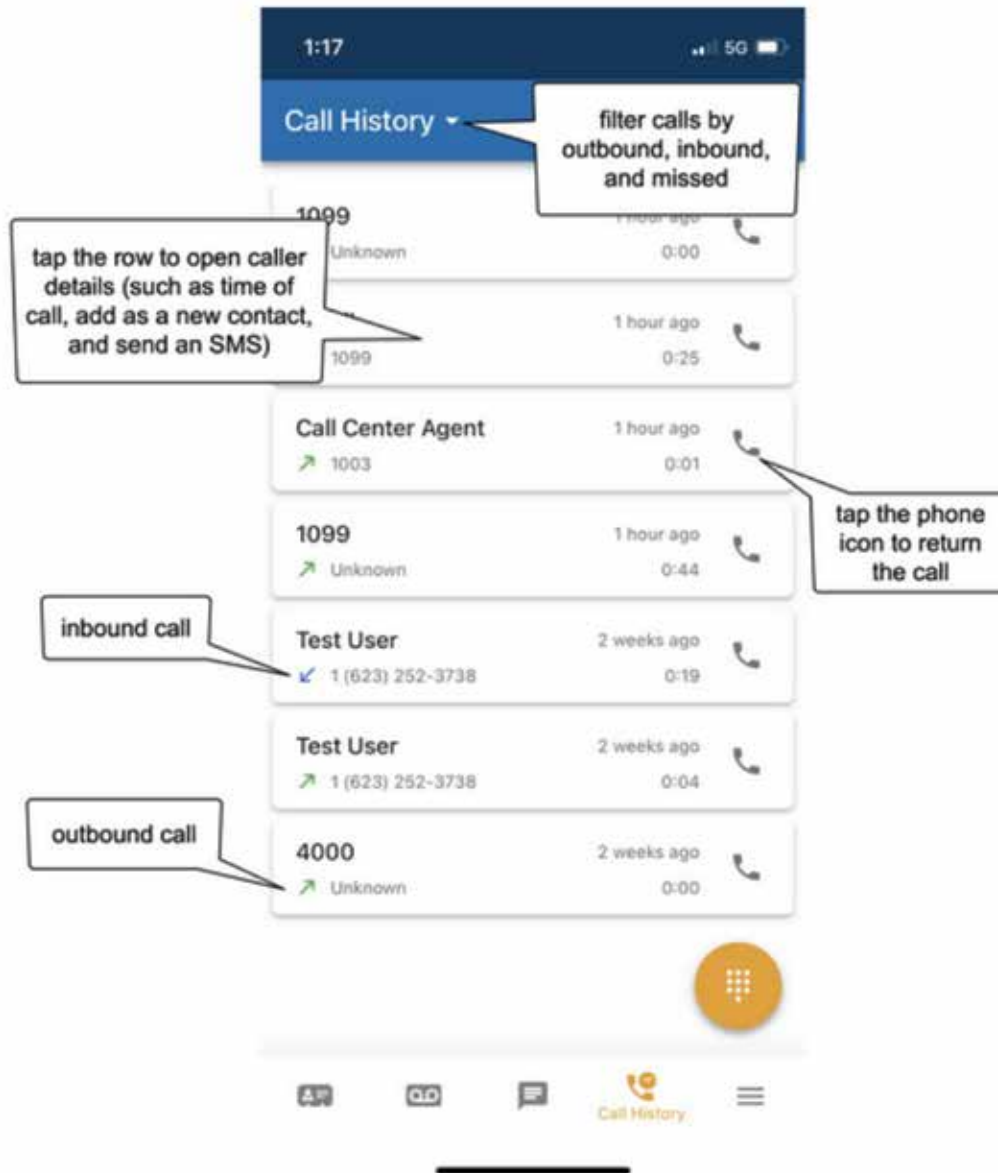
Voicemail Screen

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.

