

Using SNAPmobile Web



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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 Web (also known simply as WebPhone) is a browser-based softphone using the WebRTC standard, which enables real-time communications such as audio in the browser without plugins. This softphone requires no additional software installation. Once enabled a user can just open the interface and start dialing.

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

How to Access the Portal

The only web browser supported at this time is Google Chrome.

To access the web portal:

1. Open a new window using Google Chrome.
2. Go to <https://portal.alliance-hpbx.com/portal/>
3. At the log in page
 - a. Click in the **Login** name field and type *ext@customerdomainhpbx*, where *customerdomain* is typically similar to your email address domain.
 - b. Click in the **Password** field and enter your user password.
 - c. Click Log In.

Please contact Alliance Communications at hpbxsupport@alliance.coop if you need your login and/or password information.



Login Name

Password

Log In

[Forgot Login Name](#) | [Forgot Password](#)

[Are you a new user?](#)

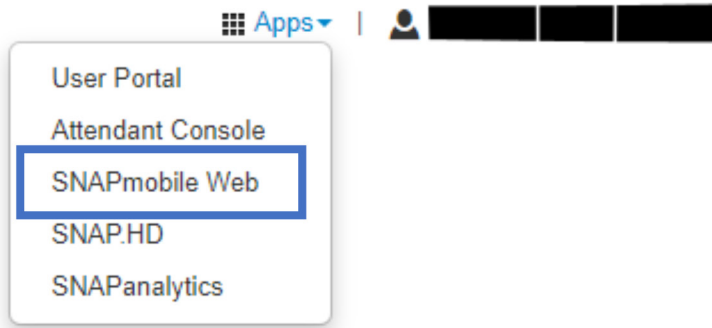
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Manager Portal: Version 43.4.2

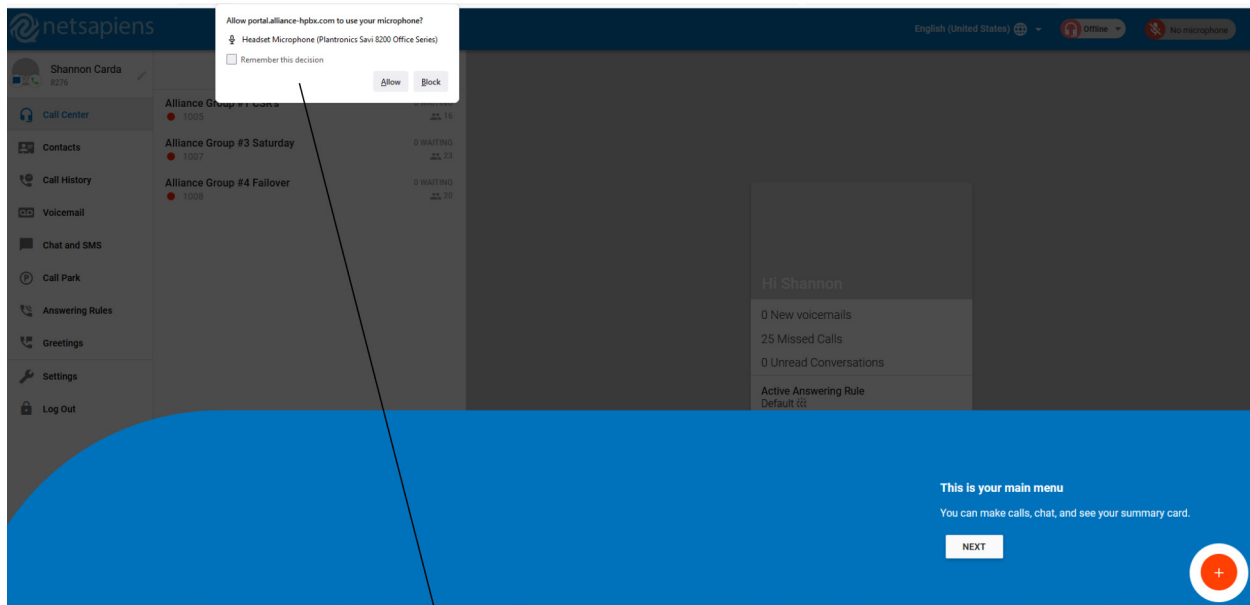
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Once logged into the portal:


1. Click the drop down arrow next to Apps.
2. Choose SNAPmobile Web



3. SNAPmobile Web interface will open in a new window.
4. FIRST TIME LOGGING IN: BEFORE clicking Next, you must check mark Remember this decision and select Allow. Then select Next.



Allow portal.alliance-hpbx.com to use your microphone?

 Headset Microphone (Plantronics Savi 8200 Office Series)

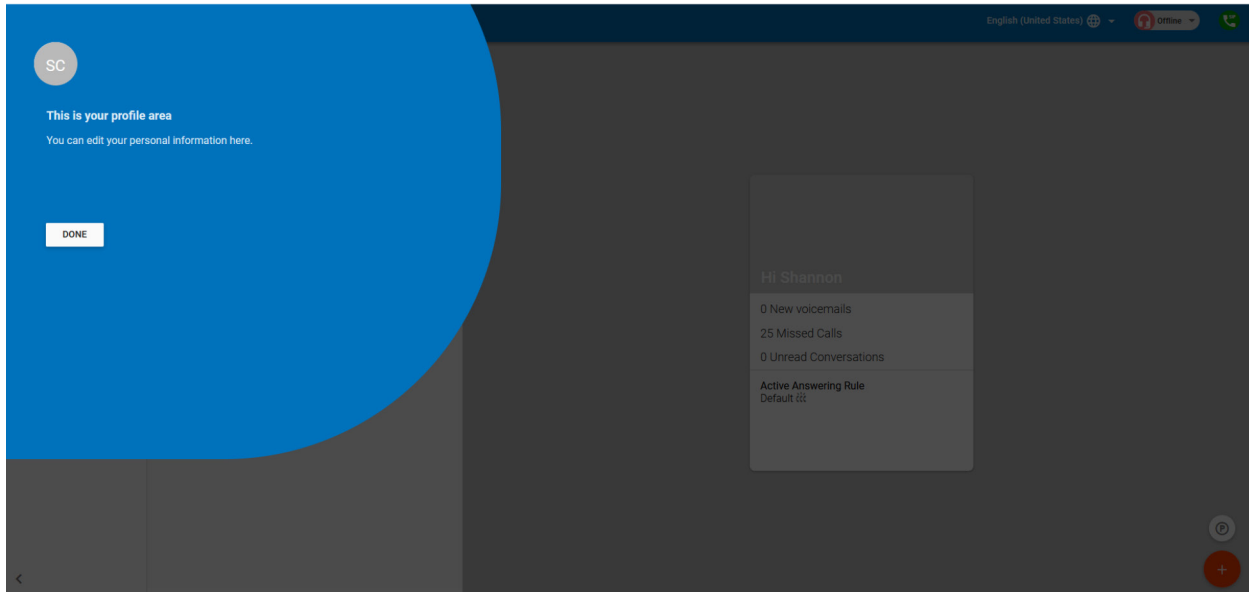
Remember this decision

Allow

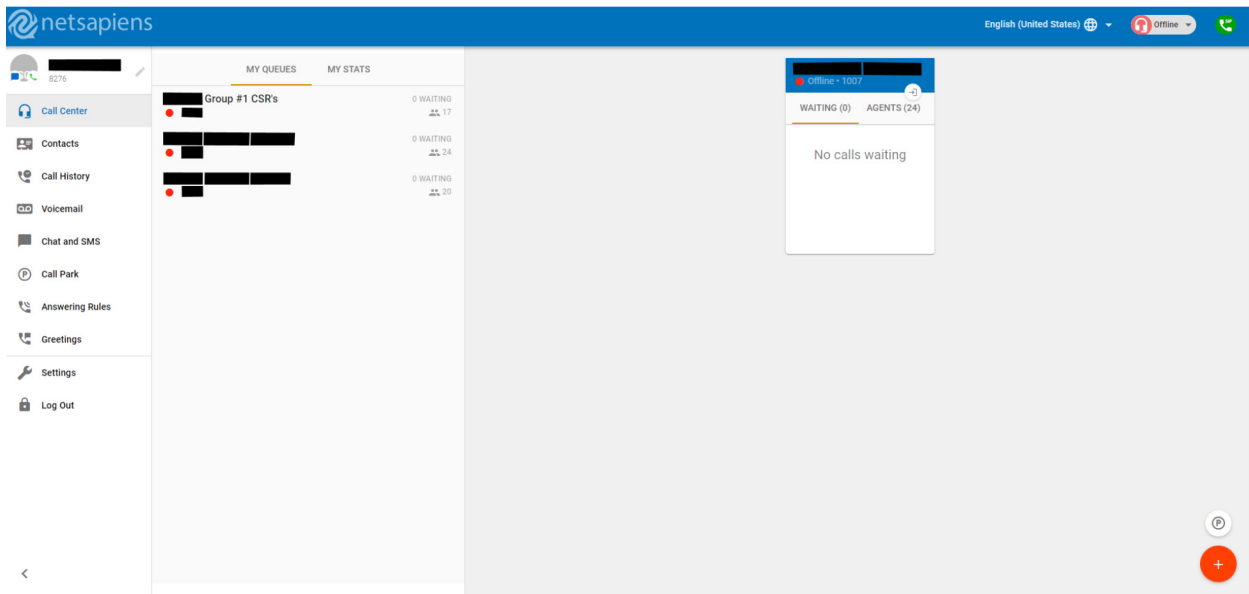
Block

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5. Select Done.



6. You're ready to start exploring the Web Phone features in your browser.

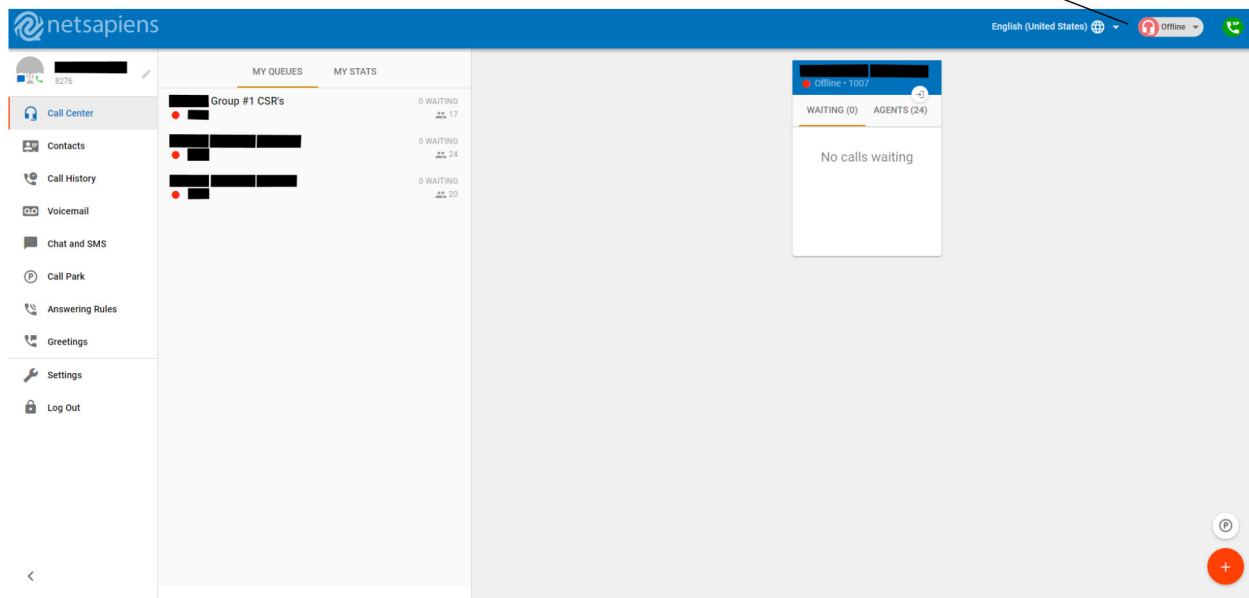


Navigation

Language selection (globe button): Use the dropdown selection to customer WebPhone UI language.

Agent Status (headset button): Agent status is located next to the SIP (phone) button. Its button is a headset that changes color depending on status, and it also displays the agent's status. A red headset indicates the agent is offline, and a green headset indicates the agent is online.

SIP registration status (phone button): This button indicates whether the device is registered or not. A green phone indicates that the device is registering correctly. Contact hpbxsupport@alliance.com if webphone is not registered.



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Call Center: Displays call queues and stats.

Contacts: Displays contacts shared in directory.

Call History: Displays call history. Can sort by all, missed, inbound, or outbound.

Voicemail: Displays new or saved voicemails

Chat and SMS: Displays chat messages sent and received through SNAPmobile Web.

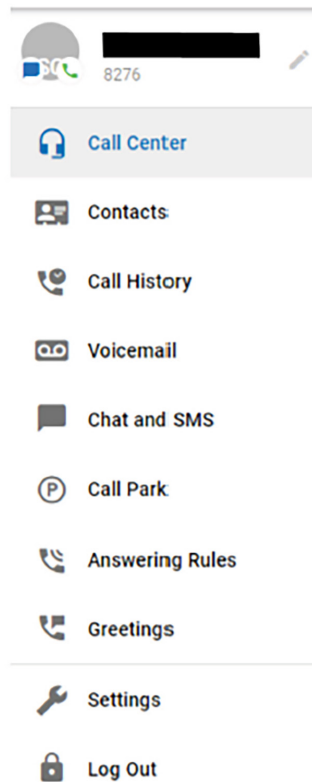
Call Park: Displays available call parks.

Answering Rules: No changes can be made, set to default.

Greetings: Voicemail greeting for your assigned extension. Can add, change, or delete.

Settings: Call from, microphone, audio output, ringer output, ringtone, call waiting tone, install PWA and software version are displayed here.

Log Out: Will log user out of the web portal.



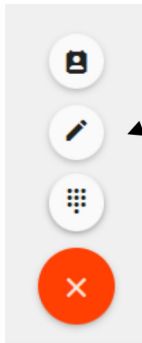
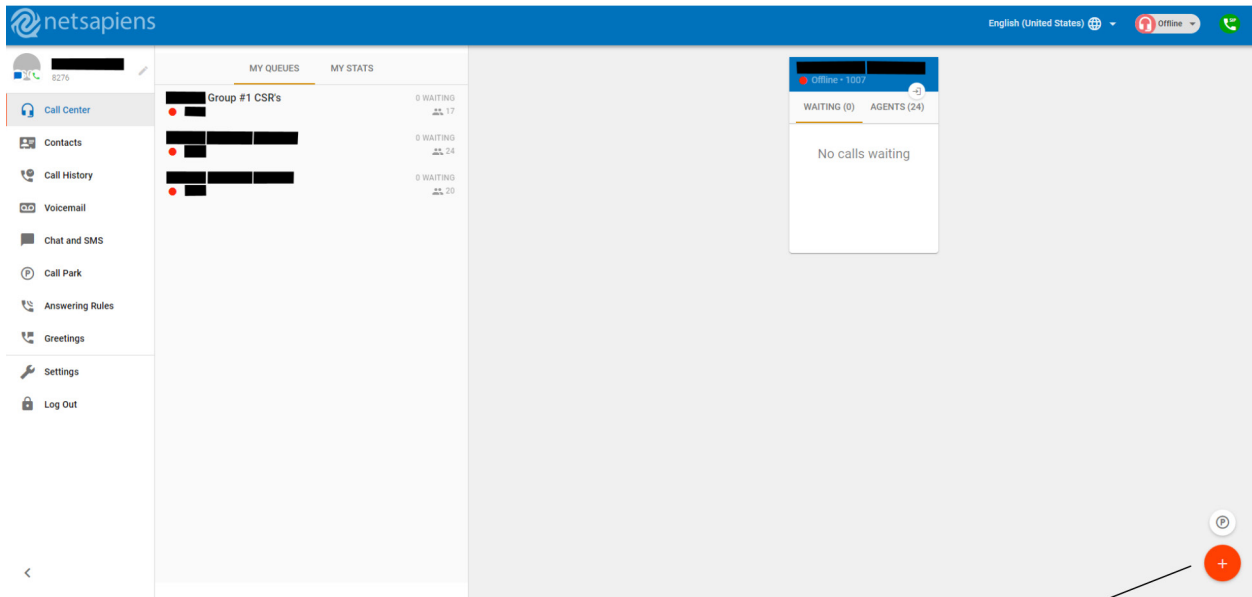
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Clicking the red + circle in the lower right corner of your screen will populate 3 new buttons:

Summary Card

New Conversation

New Call



Features

Place a Call

SNAPmobile Web is limited to handling a maximum of two calls. If more than two calls are attempted, a pop up will notify the user.

1. Clicking the red + circle in the lower right corner of your screen will populate 3 new buttons:

Summary Card

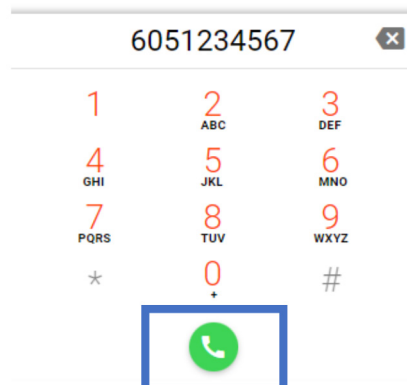
New Conversation

New Call

2. Click New Call



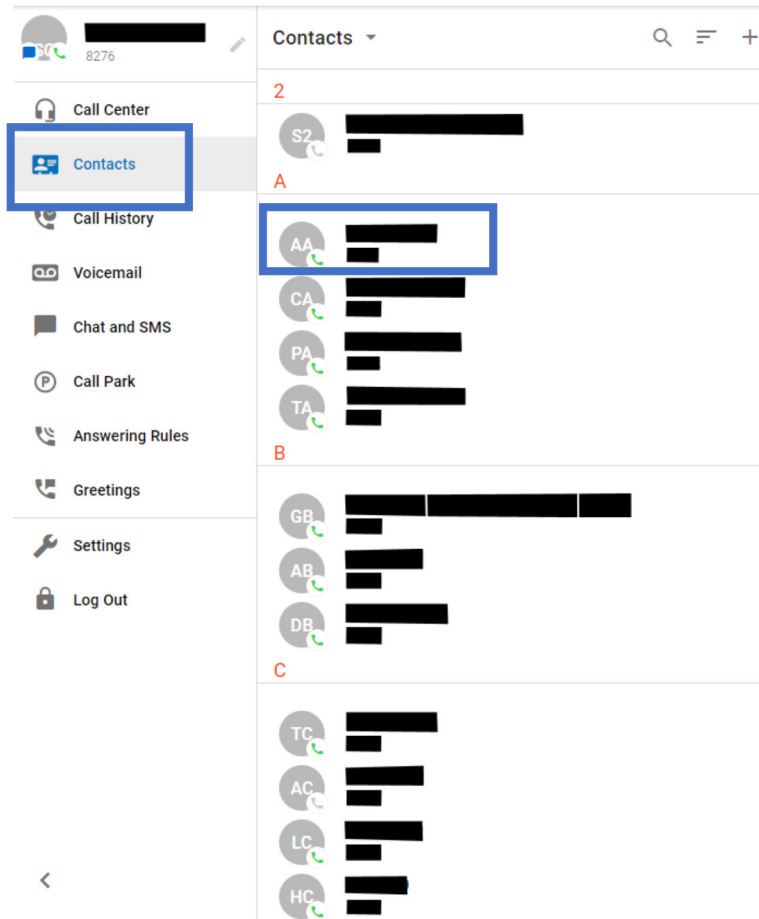
3. A Dial Pad will appear. Enter the phone number or extension of person you are calling. Click the green phone button to dial.



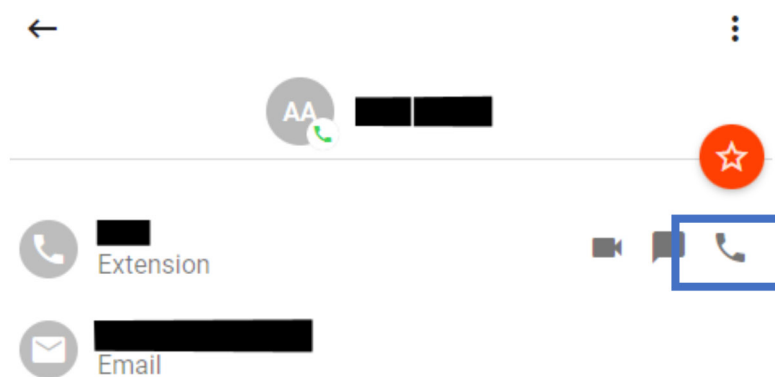
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Calls can also be placed from Contacts.

1. Click on any name listed in your Contacts.



2. Click on the Phone icon to initiate the call.



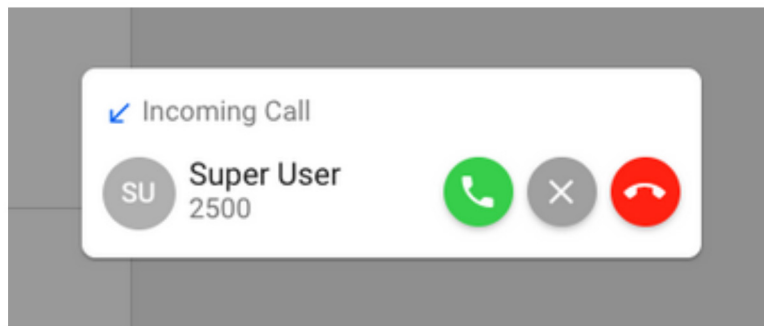
Receive a Call

When receiving a call, the computer will play a ringtone and the webphone. You can answer, ignore or reject the call in the SNAPmobile Web browser, or if you have notifications set up, using the Google Chrome notification window. The call window in the SNAPmobile Web browser will display the following call options:

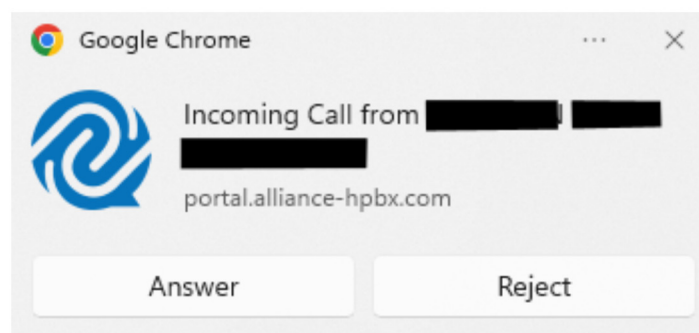
Answer: This will answer the call.

Ignore: This will ignore the received call within the SNAPmobile Web interface but will allow call to ring on other devices that are part of a simultaneous ring (if applicable).

Reject: This will reject the call from all ringing devices that are part of a simultaneous ring.

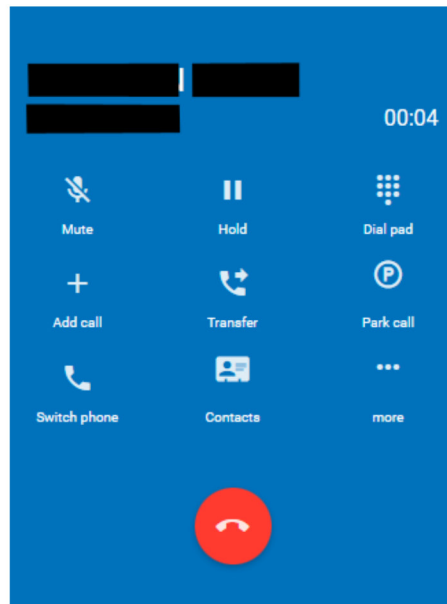


The Google Chrome notification window will allow you to Answer or Reject the call.



Handle a Call

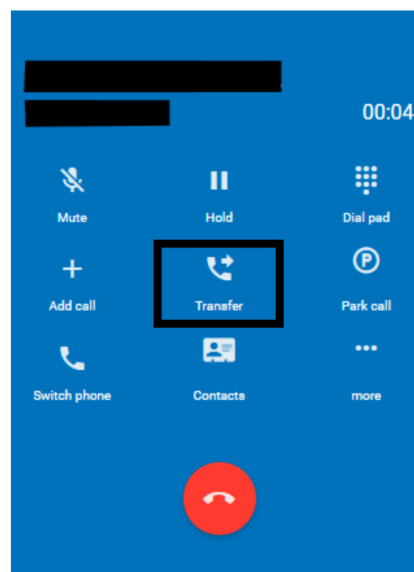
When a call is active, the call window will display:



Using the call window, you can mute or place your customer on hold. You can also add a call, transfer, or park a call.

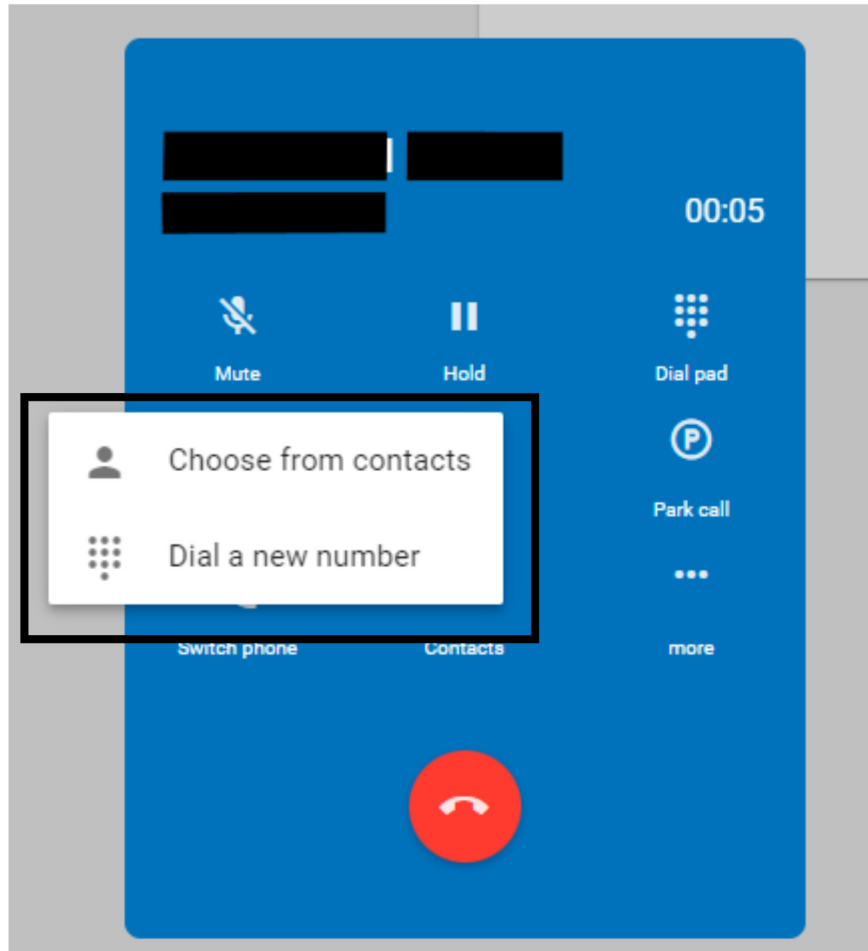
To transfer a call:

1. Click on Transfer



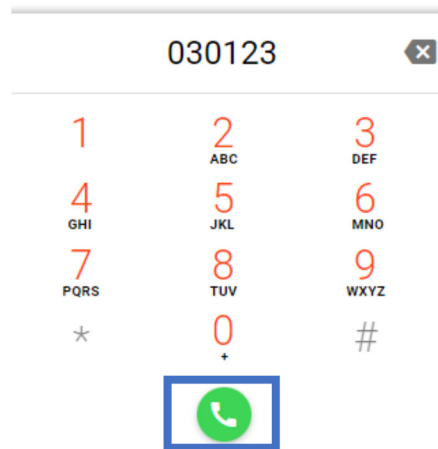
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2. Click on Choose from contacts or Dial a new number.

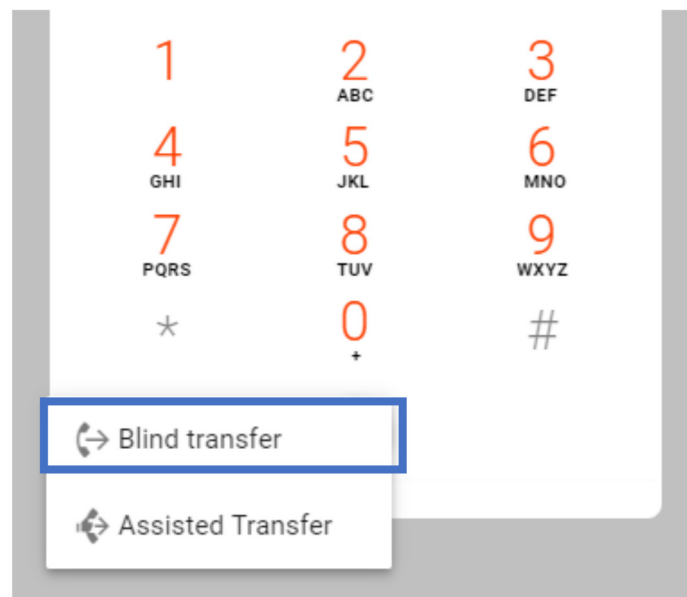


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3. To send a call directly to voicemail:
 - a. Click Dial a new number
 - b. Enter 03 followed by the person's 4-digit extension number
 - c. For example, to send a caller to the voicemail of user extension 0123, enter: 030123
 - d. Click the green phone icon



4. Choose Blind transfer to send the caller direct to that user extension voicemail.



Call Park

The Call Park screen is where calls are parked in queues. Click to answer calls placed here.

The screenshot displays the 'netsapiens' web interface for the 'Call Park' feature. On the left is a vertical navigation menu with icons and labels for 'Call Center', 'Contacts', 'Call History', 'Voicemail', 'Chat and SMS', 'Call Park' (which is highlighted with a blue box), 'Answering Rules', 'Greetings', 'Settings', and 'Log Out'. The top right of the main area shows 'Call Park' with a dropdown arrow and a plus icon. Below this, three call park queues are listed: 'Call Park 1', 'Call Park 2', and 'Call Park 3'. Each queue has a status of 'Empty'. The 'Call Park 1' queue is highlighted with a blue box.