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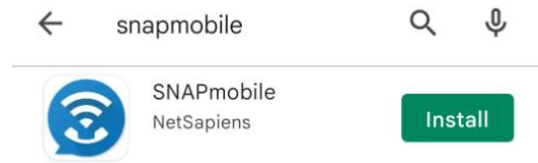
1. Using an Android device, tap on the Play Store and search for "SNAPmobile". Tap **Install** to start installing the app.

snapmobile

SNAPmobile
NetSapiens

Install

2. Users are prompted for a **HOST/ID** the first time the app is opened, or anytime the user logs out.
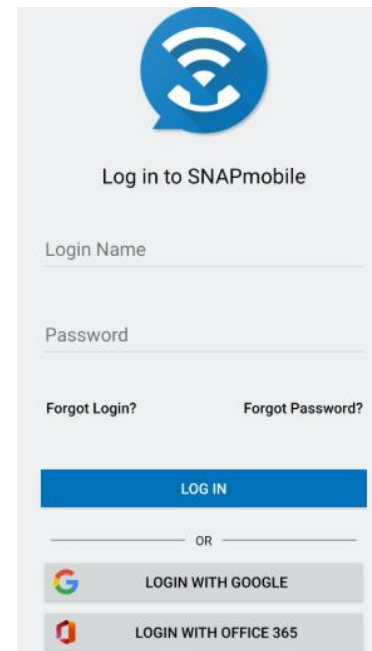
**HOST/ID**: Firstlight

Enter your Host ID
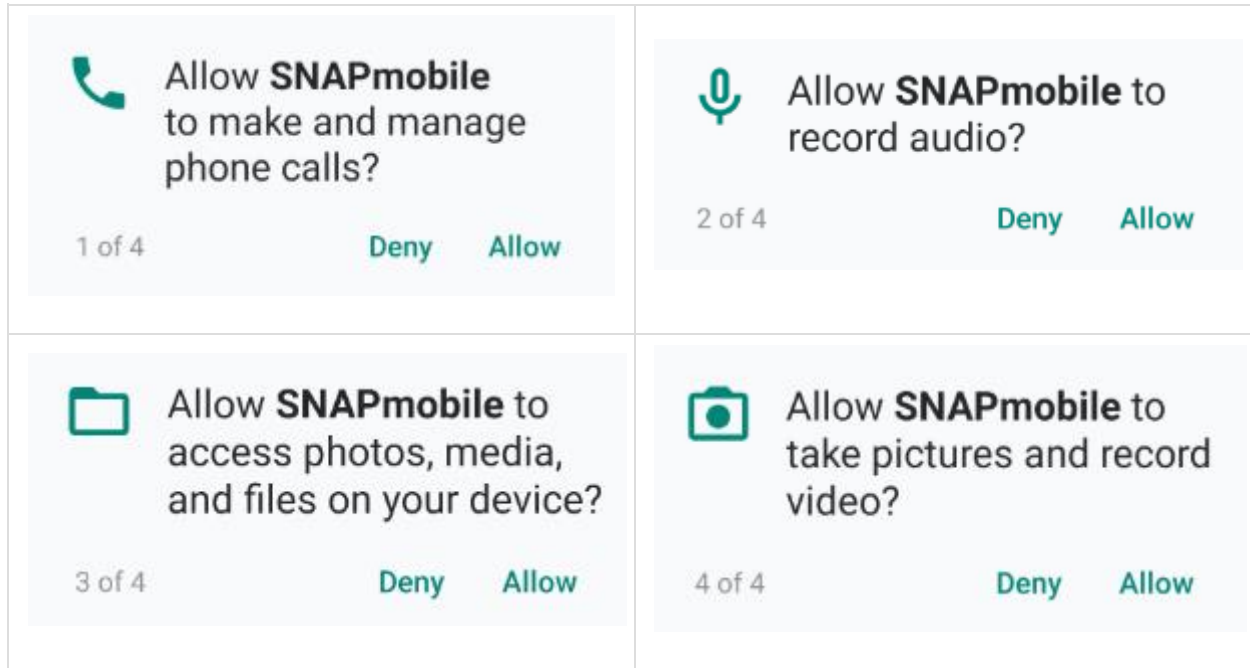Your Host ID is given by your service provider.

Host ID

OK

3. Next, type in the user's **login name** and their **password**. These are the same credentials that access the portal via web.

Log in to SNAPmobile

Login Name

Password

Forgot Login?          Forgot Password?

LOG IN

OR

G      LOGIN WITH GOOGLE

LOGIN WITH OFFICE 365

## App Permissions

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



Allow **SNAPmobile** to make and manage phone calls?

1 of 4        Deny    Allow

Allow **SNAPmobile** to record audio?

2 of 4        Deny    Allow

Allow **SNAPmobile** to access photos, media, and files on your device?

3 of 4        Deny    Allow

Allow **SNAPmobile** to take pictures and record video?

4 of 4        Deny    Allow

## 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 may not look like the example below, but there should be a list of installed apps and "settings" for those apps. Toggle the permissions on and off.



← App permissions

SNAPmobile

Camera

Contacts

Microphone

Phone

Storage
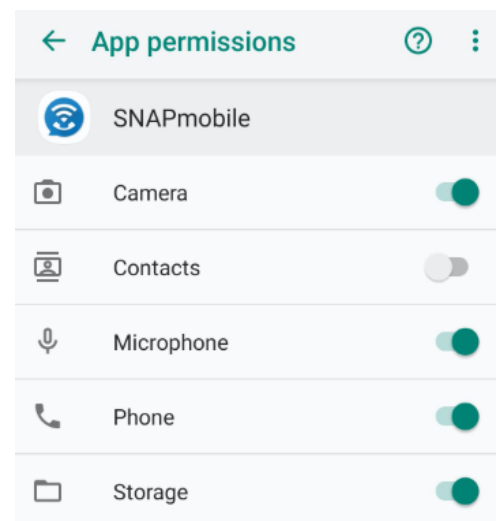
**Notifications** allow incoming phone calls and SMS messages to display on the device (while the app is running).
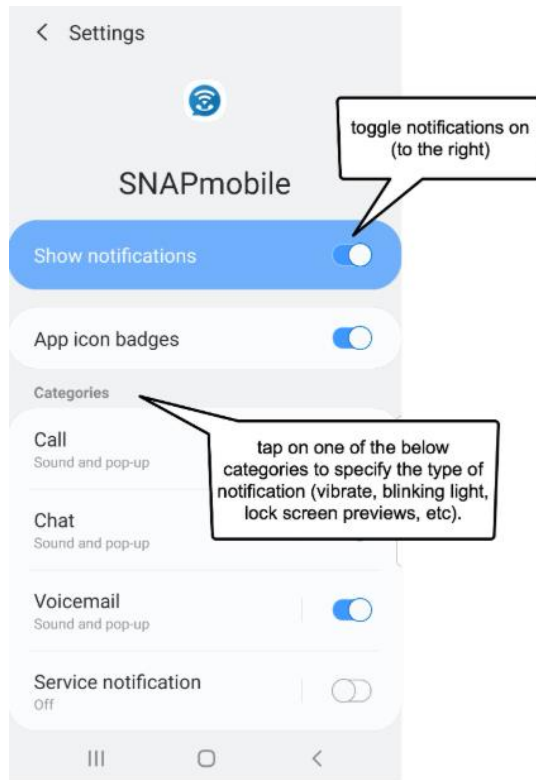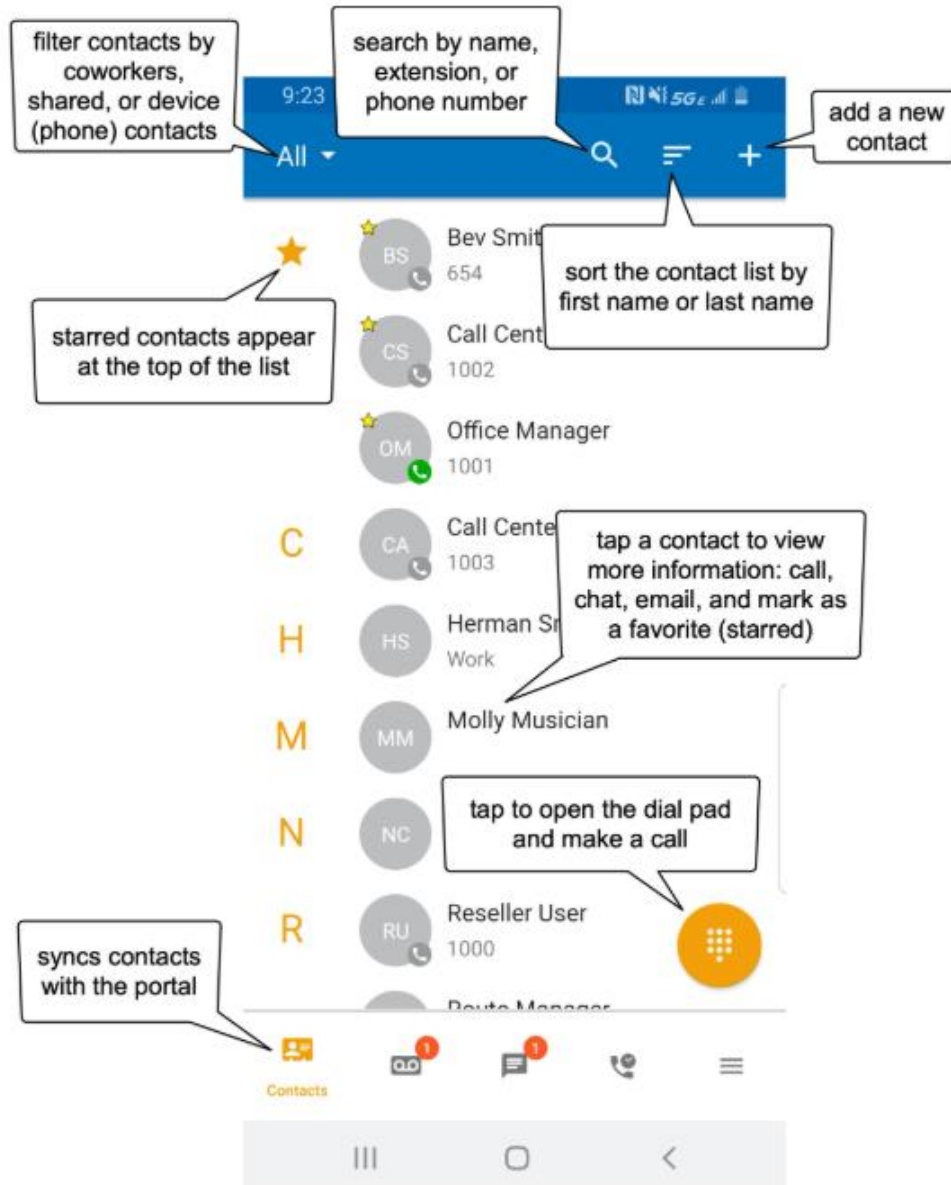


**Lock Screen Appearance** enables privacy when needed. If message previews are turned off, then the app will state only that there is a "notification". If message previews are turned on, the app will send a notification that includes the beginning of the message.
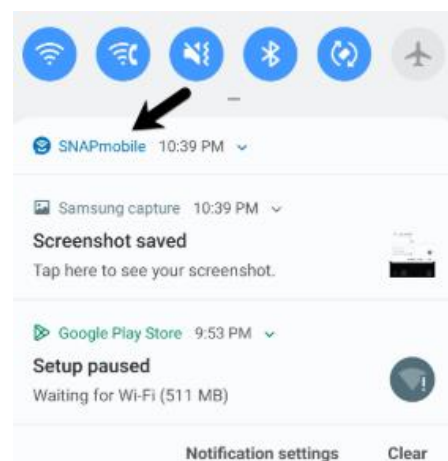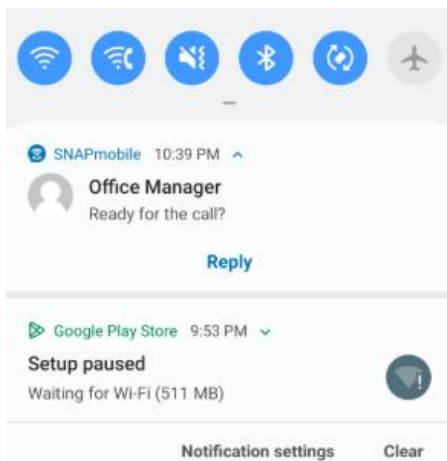
## Contacts Screen

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 immediately (may require a web refresh).



filter contacts by coworkers, shared, or device (phone) contacts

search by name, extension, or phone number

add a new contact

starred contacts appear at the top of the list

sort the contact list by first name or last name

tap a contact to view more information: call, chat, email, and mark as a favorite (starred)

tap to open the dial pad and make a call

syncs contacts with the portal

**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 via the dial pad.
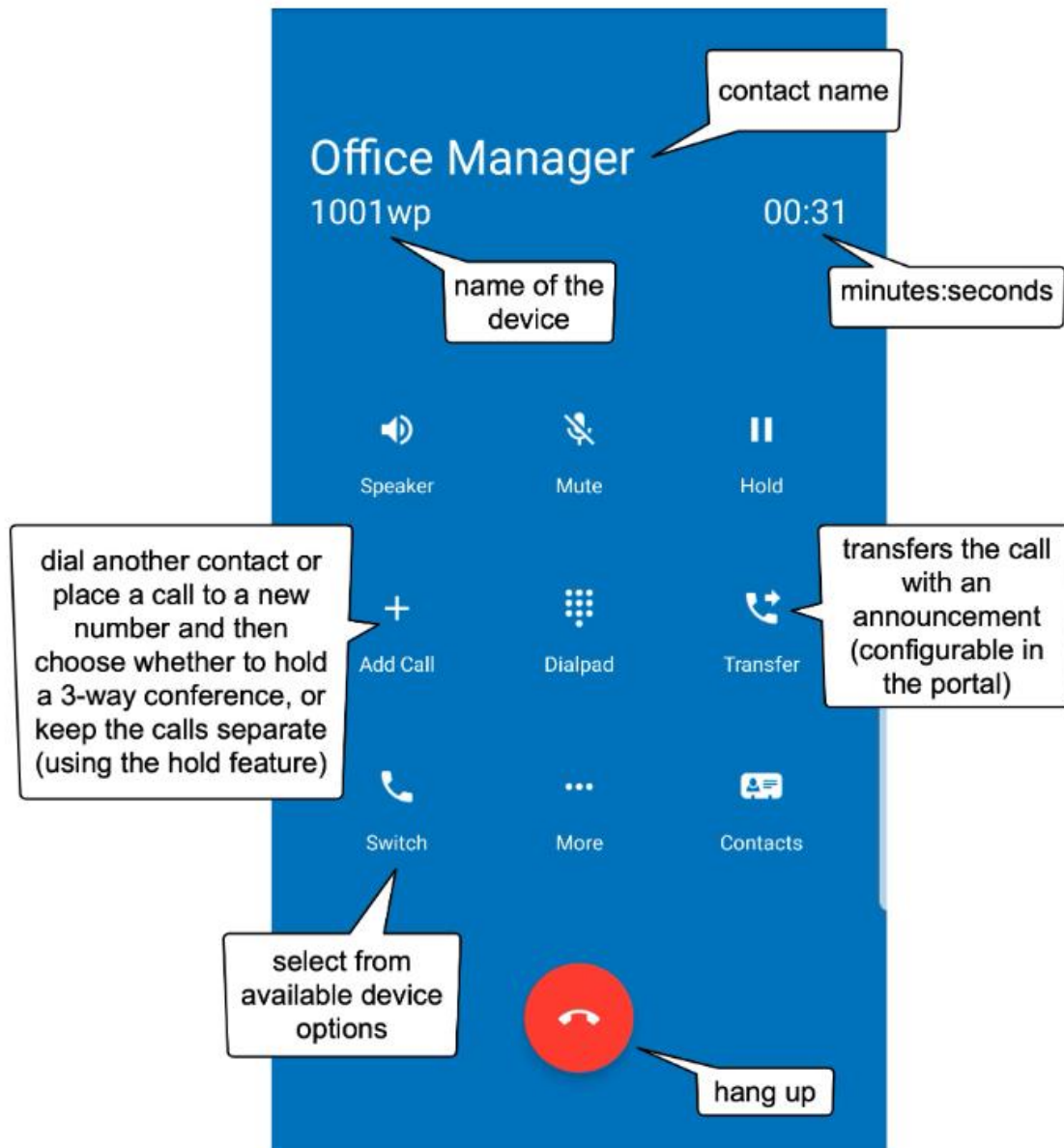
When the app is running, incoming calls display as a notification at the top of the device's screen.

Tap on the blue checkmark to answer the call and tap on the red X to reject the call.

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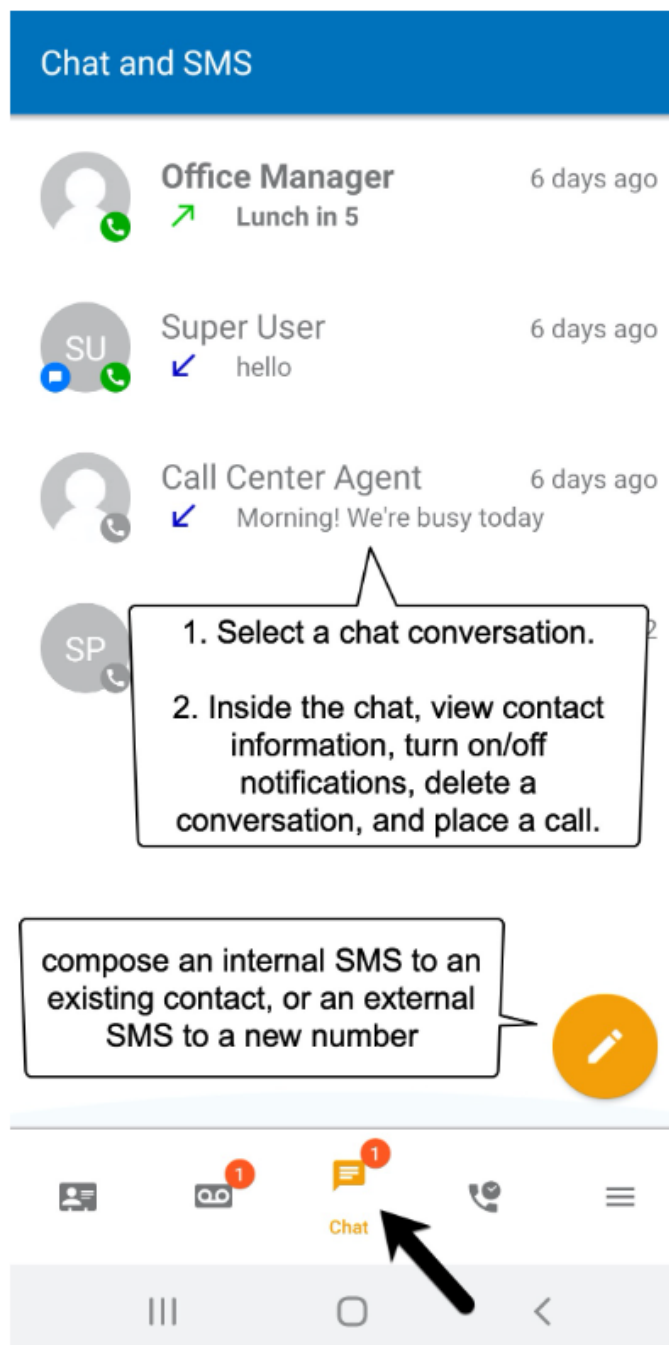
**Voicemail Screen**

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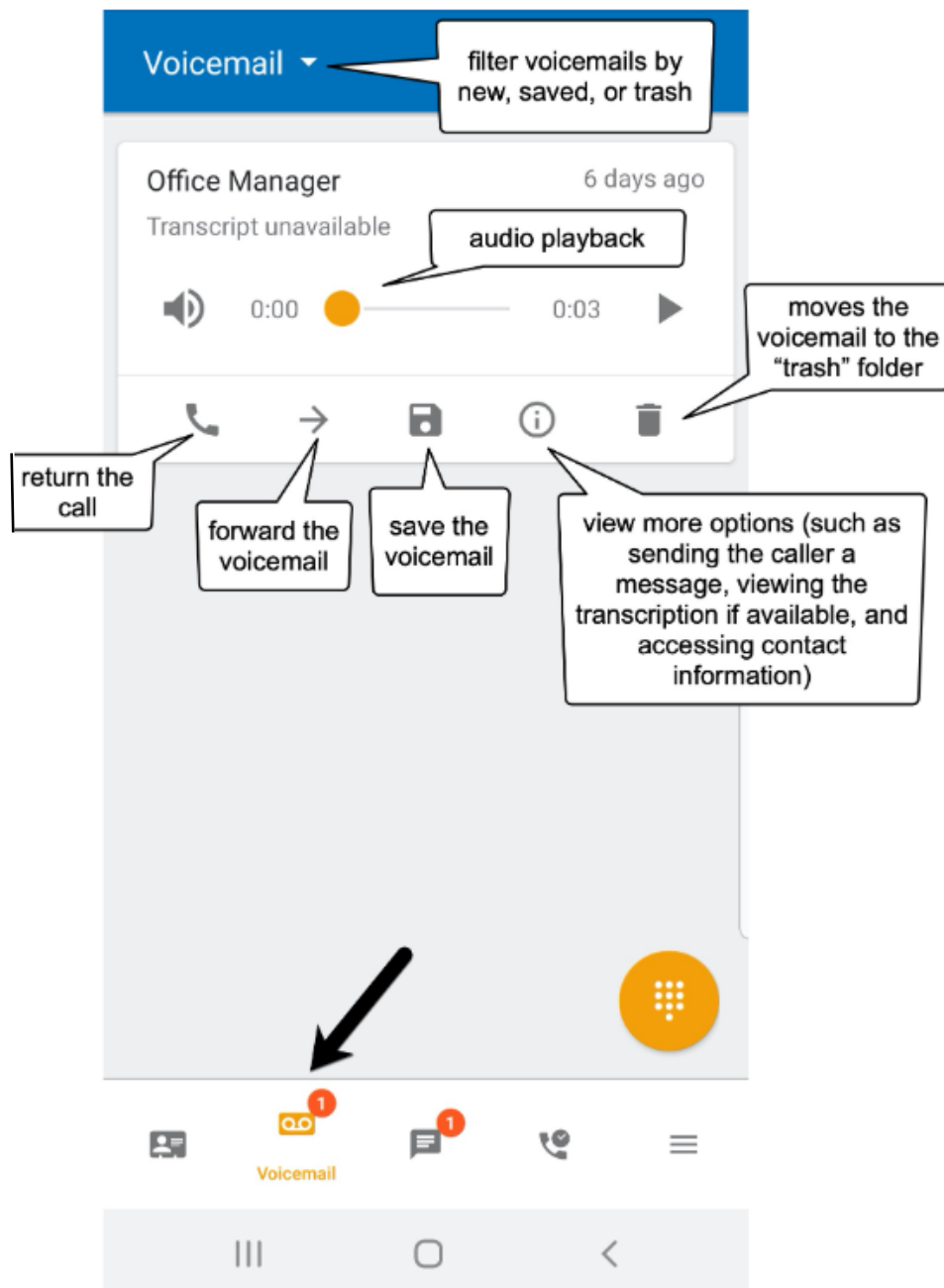
## Chat and SMS

The **Chat and SMS** screen displays all available SMS conversations. Tap on a conversation to view more information. Chats are organized chronologically; the latest reply moves the entire conversation to the top of the list.
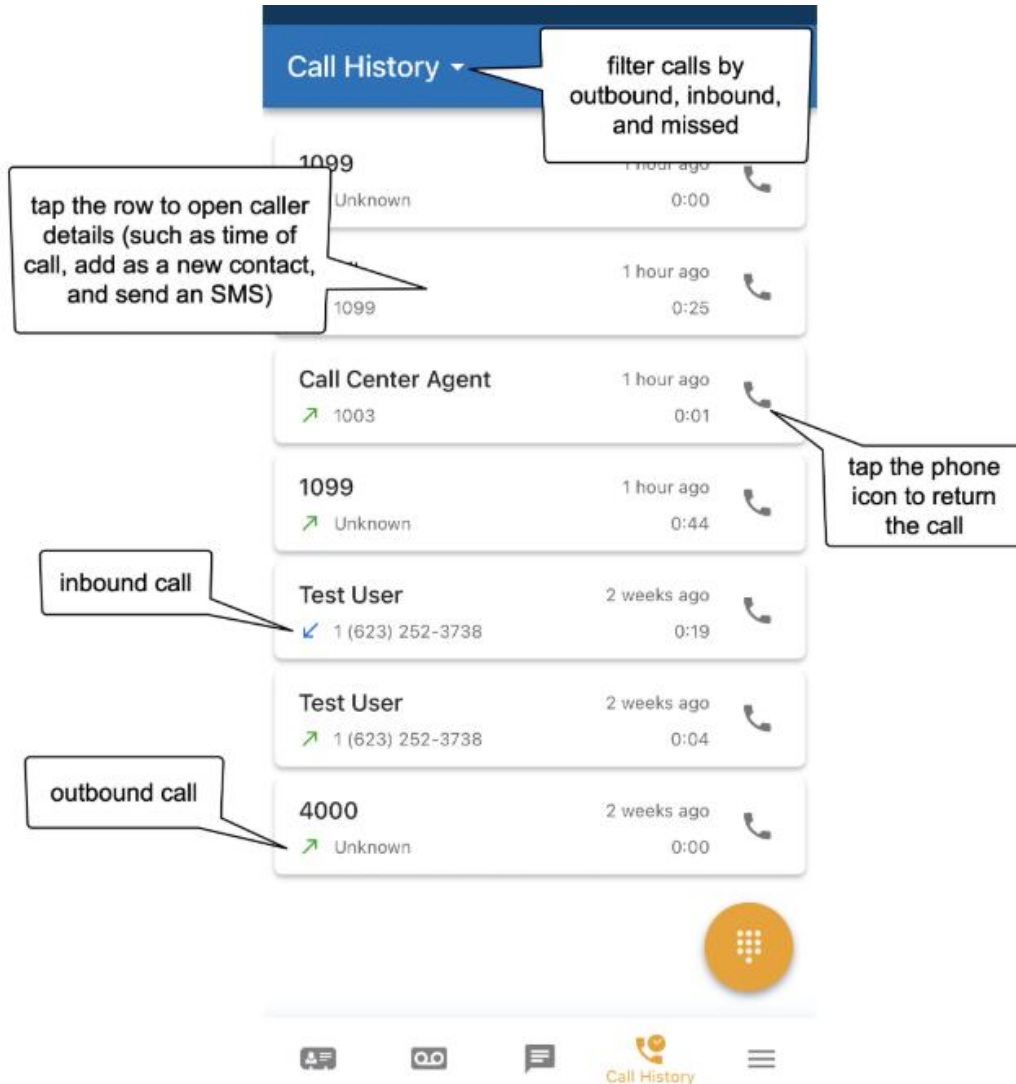


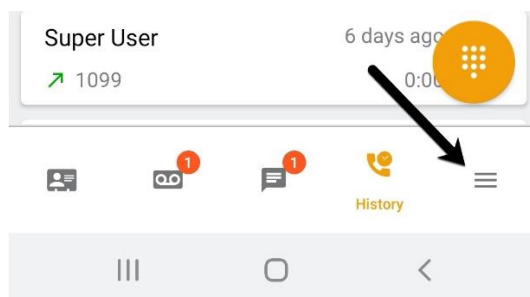*"**SMS support is in development and is currently unavailable."*

**Call History**

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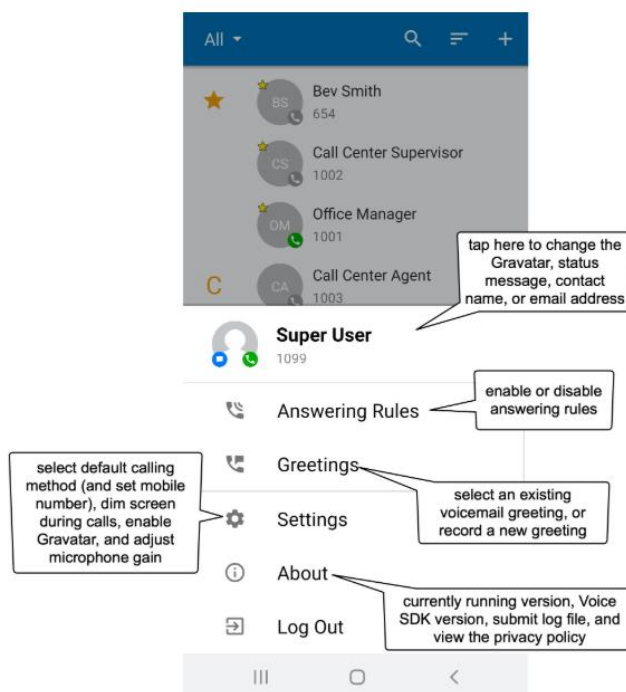
## More Screen

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



Please note the following options available under **Settings**:

1. A **Mobile Number** can be entered here. If so, then select whether the **Default Calling Method** should use SNAPmobile (use the SIP softphone), use the mobile phone (best for areas with poor data connectivity), or to be asked every time a number is dialed.

**My Queues**

Users with Call Center access have an additional option in SNAPmobile called "Call Center". This tab lists the agent's assigned queues (including how many callers are waiting) and displays Call Center stats.