

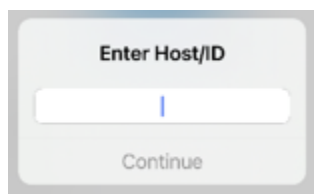
## Logging into the App

1. Using an iOS device, tap on the **App Store** and search for "SNAPmobile". Tap **GET** to start installing the app.

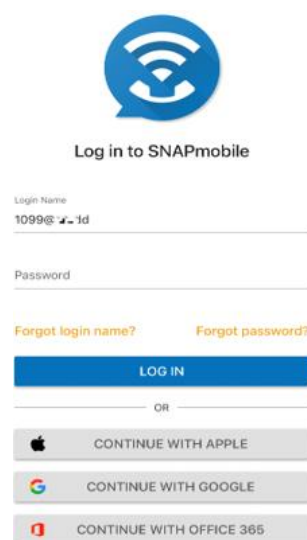


2. Users are prompted for a **HOST/ID** the first time the app is opened, or anytime the user logs out.

**HOST/ID:** Firstlight

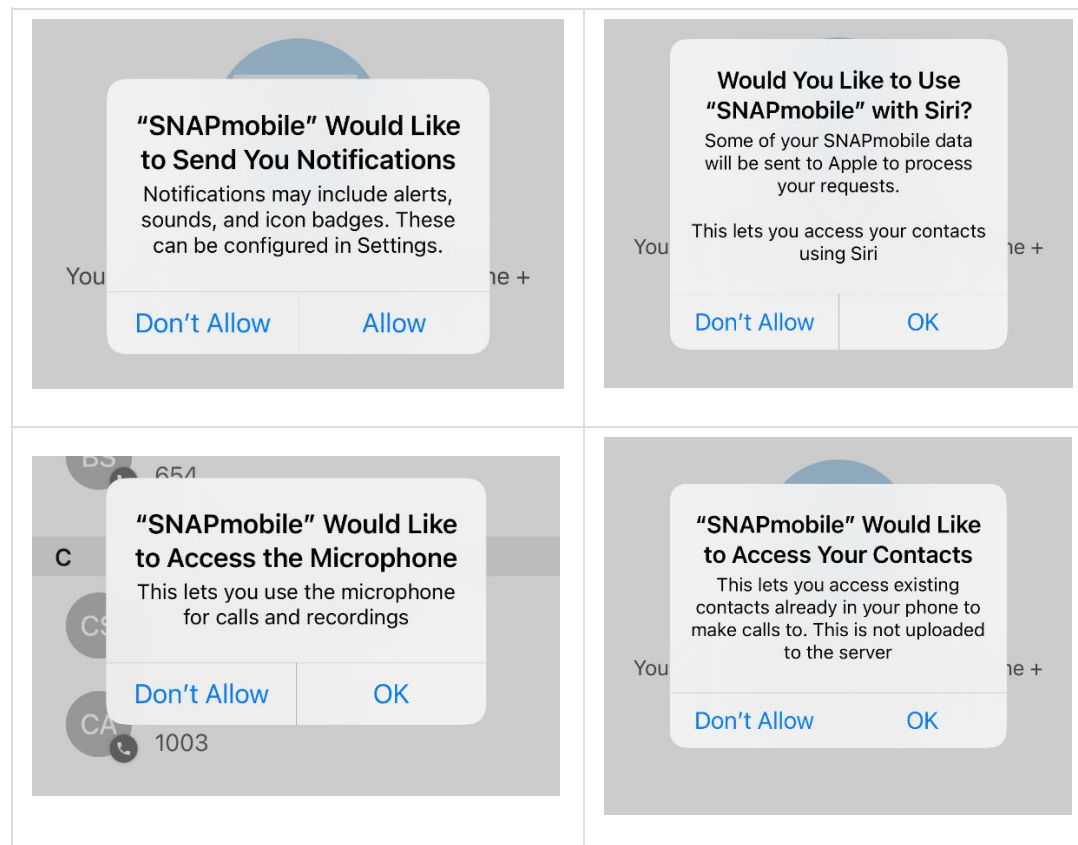


3. Next, type in the user's **login name** and their **password**. These are the same credentials that access the portal via web.



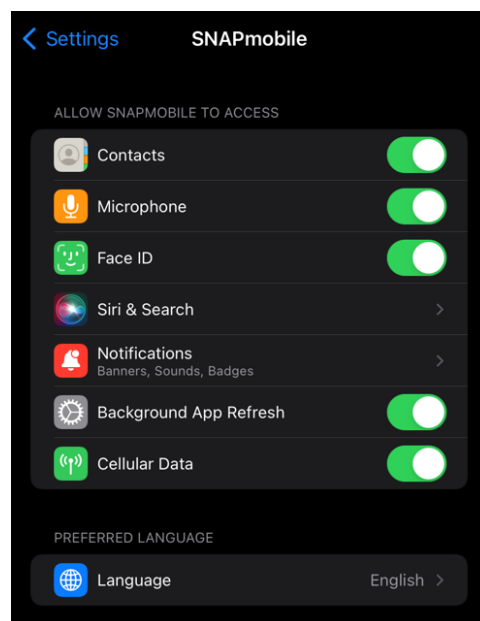
## App Permissions

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

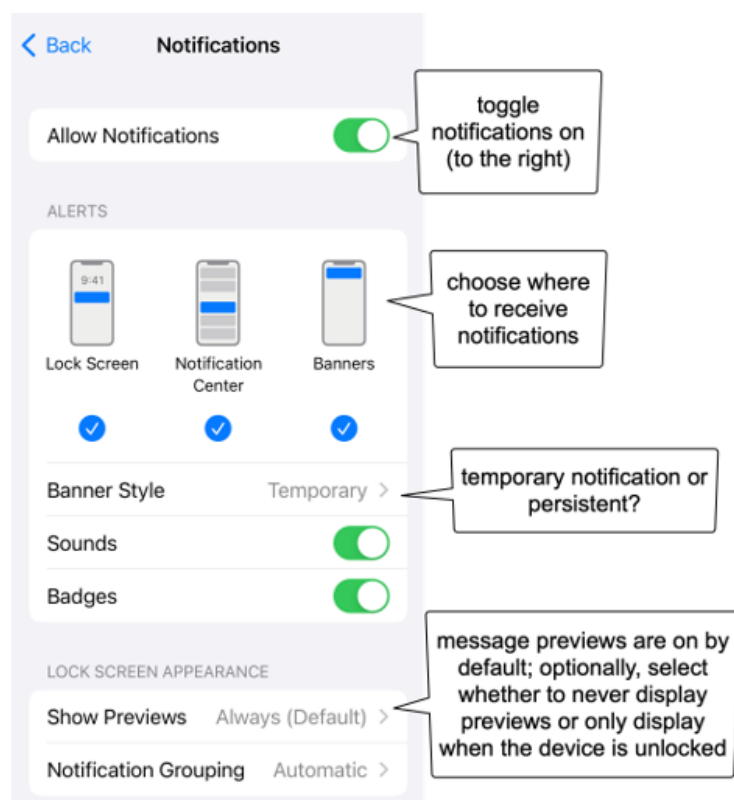


## User's Device Settings

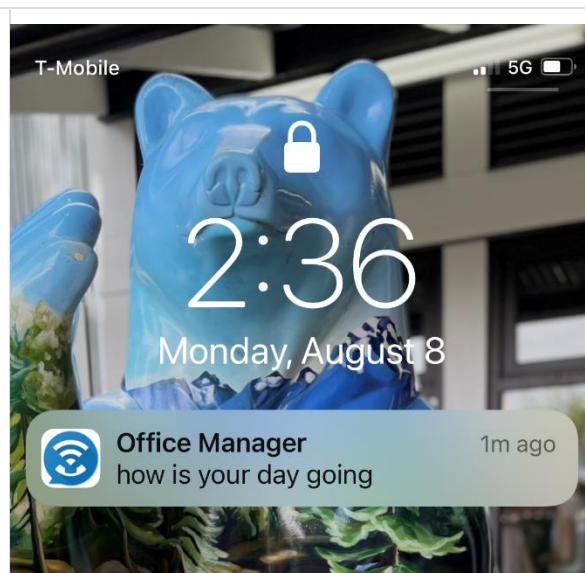
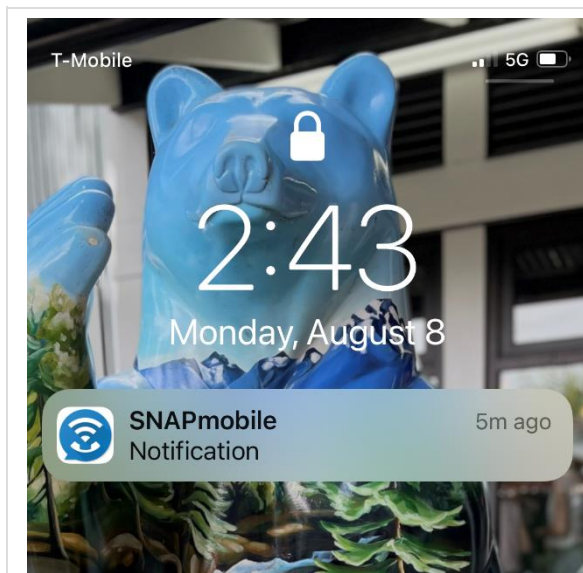
If a permission is not granted, it can be altered later within the device settings. Depending on the device, the screen may not look like the example below, but there should be a list of installed apps and "settings" for those apps. Toggle the permissions on and off.



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

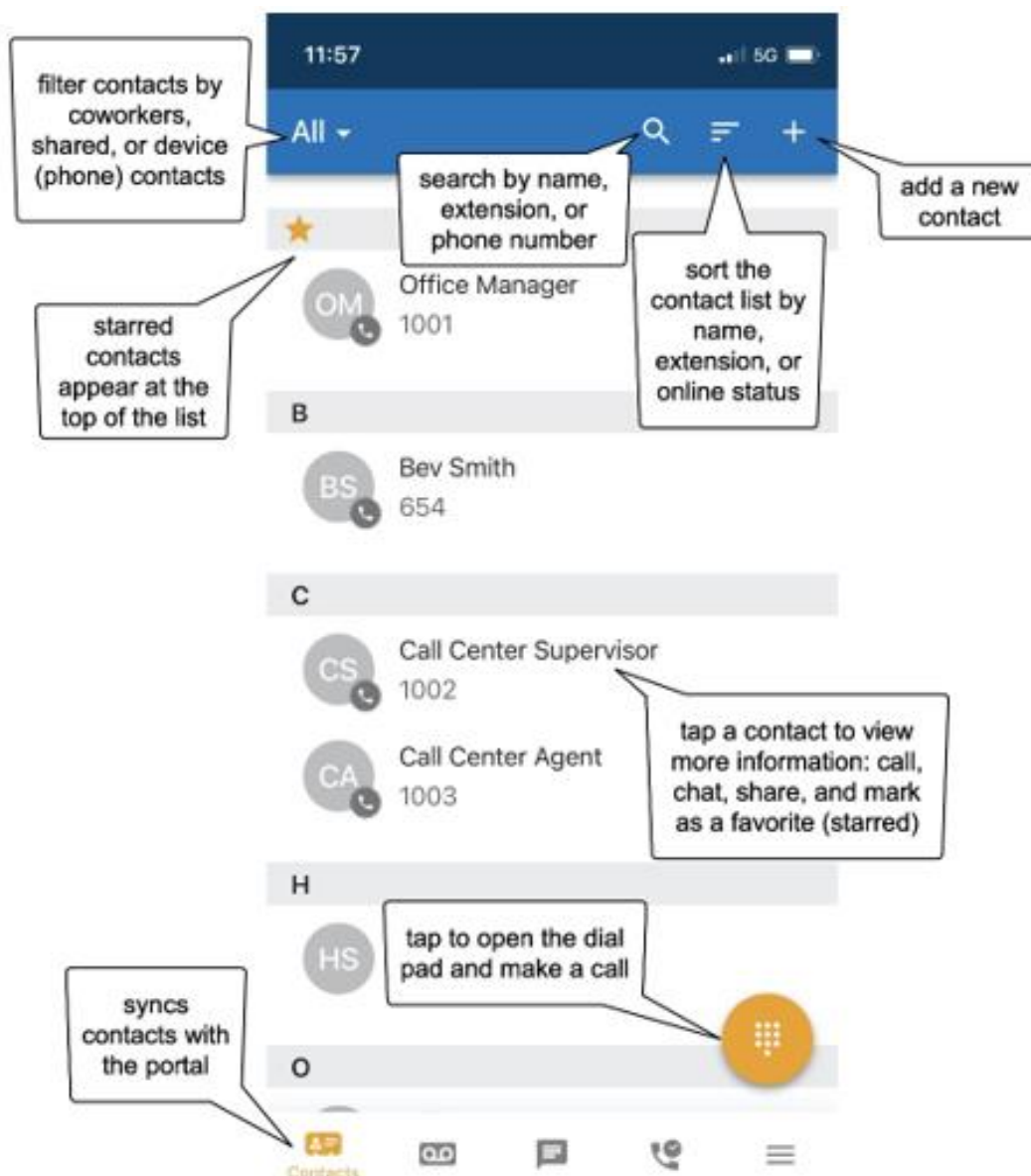


**Lock Screen Appearance** enables privacy when needed. If message previews are turned off, then the app will state only that there is a "notification". If message previews are turned on, the app will send a notification that includes the beginning of the message.



## Contacts Screen

The **Contacts** screen is the default home screen on the SNAPmobile 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 immediately (may require a web refresh).

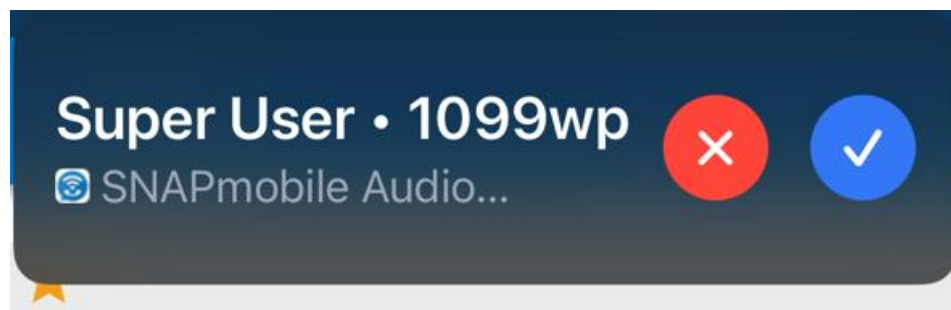





## Place and Receive a Call

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.



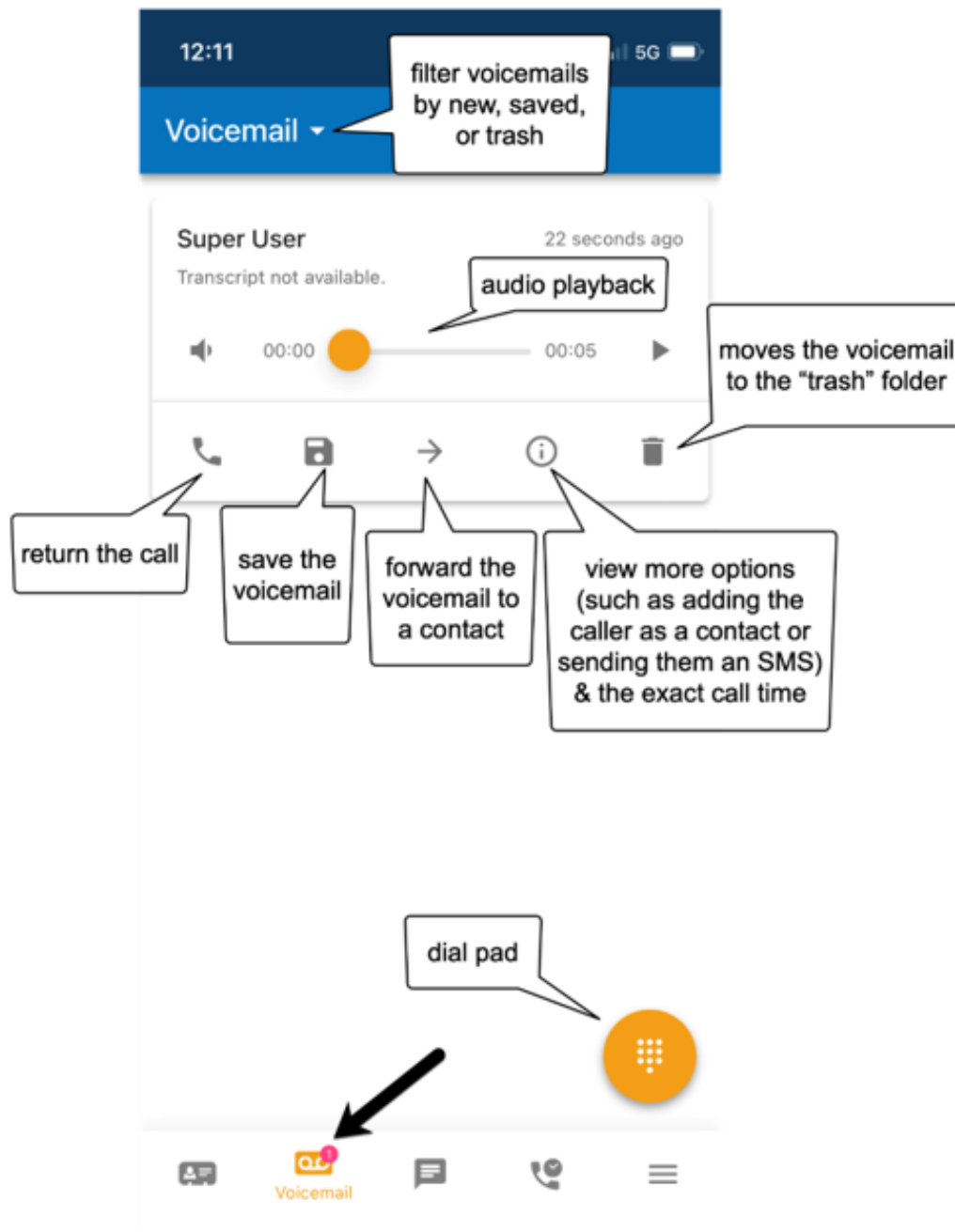
-  Bev Smith  
654
-  Call Center Supervisor  
1002
-  Office Manager  
1001

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

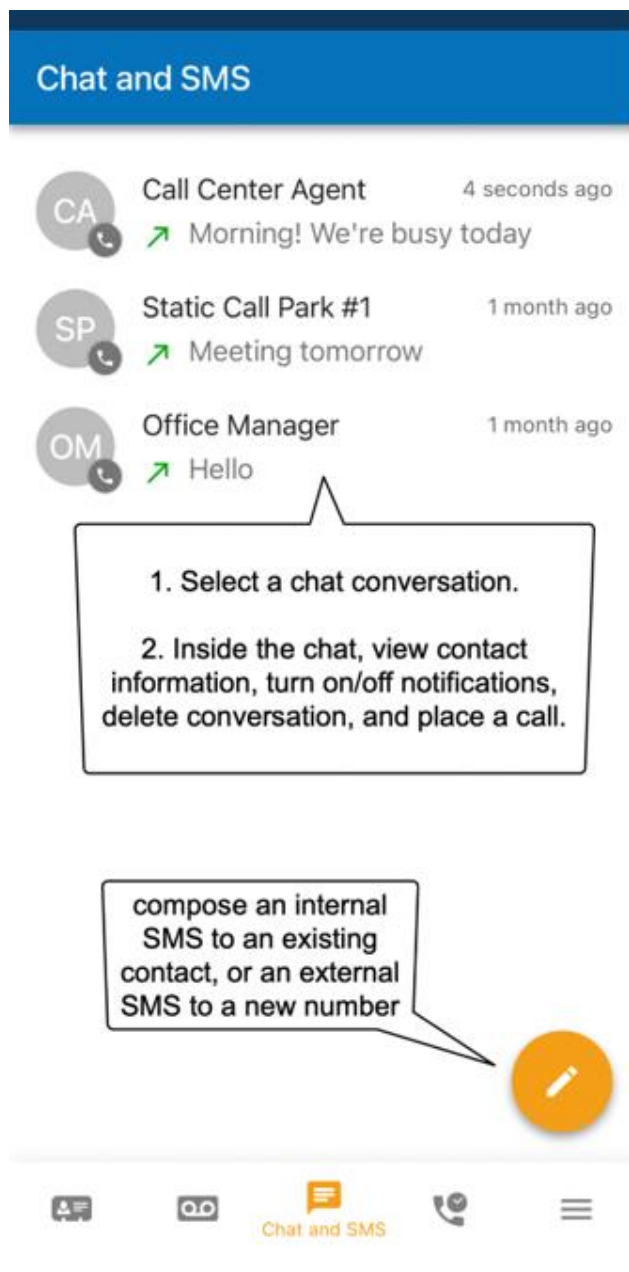
The **Voicemail** screen syncs with the portal and displays all available voicemails. Filter by new, saved, or trash.





## Chat and SMS

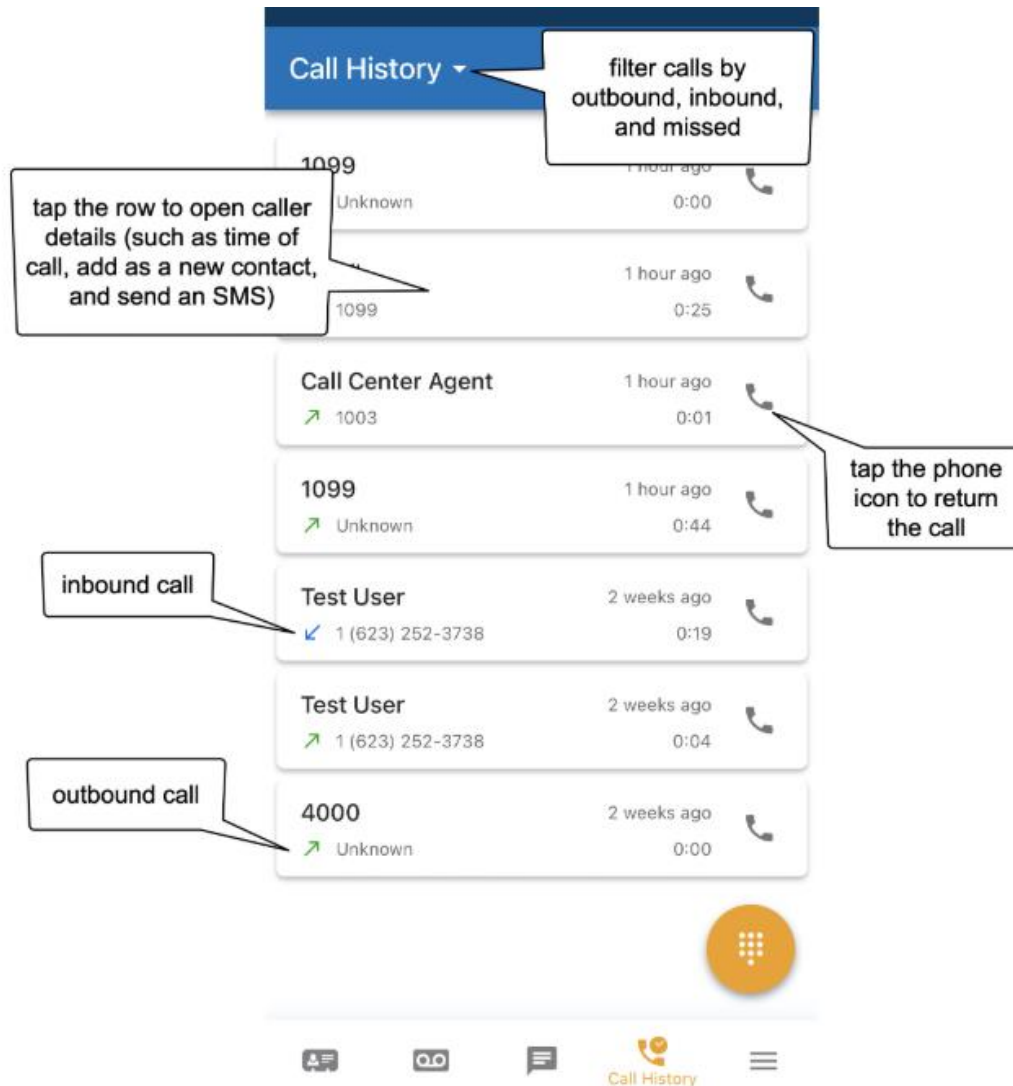
The **Chat and SMS** screen displays all available SMS conversations. Tap on a conversation to view more information. Chats are organized chronologically; the latest reply moves the entire conversation to the top of the list.



*“\*\*SMS support is in development and is currently unavailable.”*

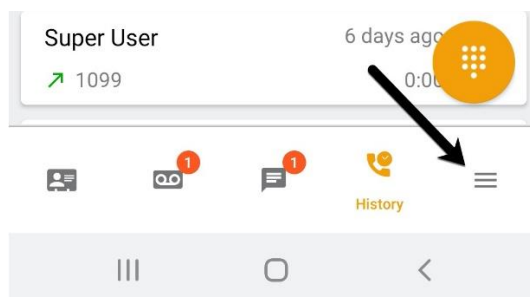
## Call History

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



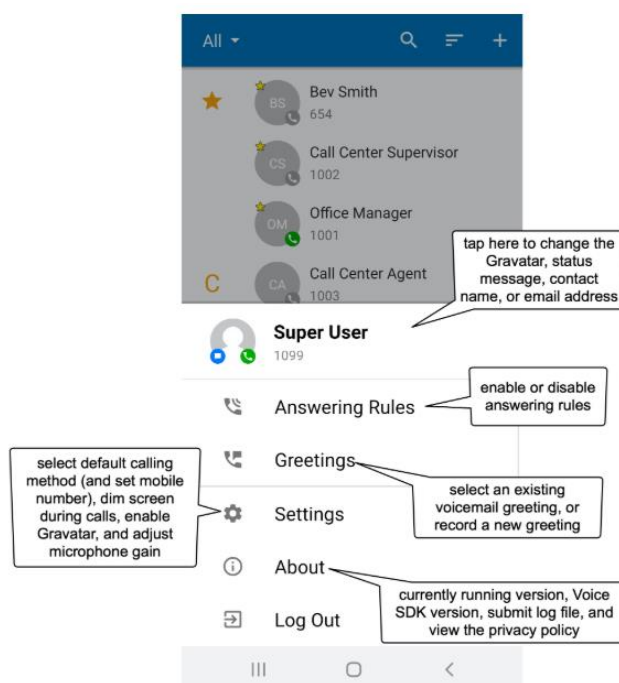
## More Screen

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.

