

# SIMPLEFIBER

INTERNET & VOICE MADE SIMPLE

## **SNAP MOBILE** **GUIDE**

Business calls from your personal phone

**SNAPmobile is a mobile app that extends VoIP functionality beyond your desktop phone hardware. It brings features of the platform directly to your mobile device as a Unified Communications solution.**



## **How to Install SNAPmobile**



## **Login Info**



**Host ID: simplefiber Username: ext#@domain Password: {user's password}**





Scan with your phone to download. Scan with your phone to download.

## Make a Call Via the Dialpad



## How to Use SNAPmobile

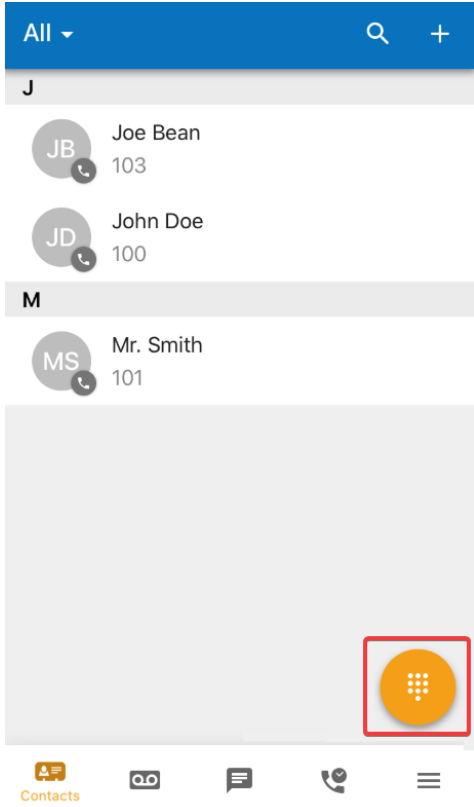


1. Press on the yellow dial pad icon in the lower right corner
2. Dial the number or extension you wish to reach

Scope:

3. Press the phone icon at the bottom to start the call

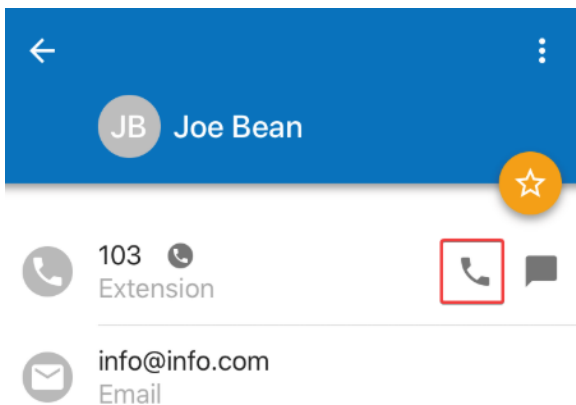
This document will walk you through on how to make calls, transfer calls, conference calls, record calls, use SMS/chat, and your check voicemail using the SNAPmobile App.

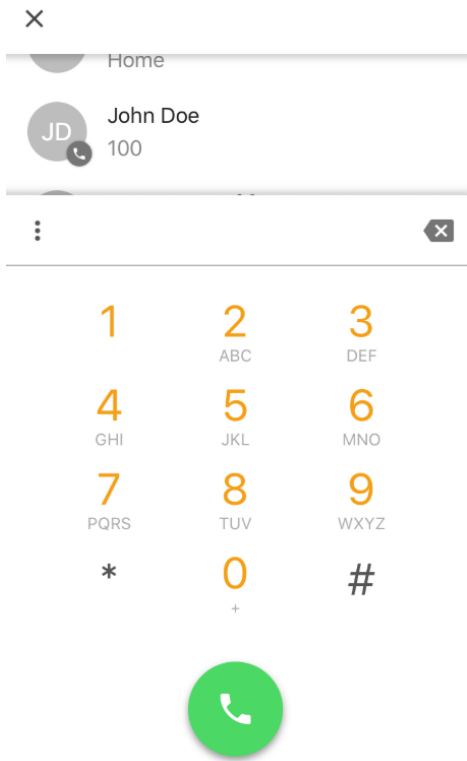


## Make a Call

### Via Contact Page

1. Select the contact you want to call
2. Press the phone icon to the right of the contact

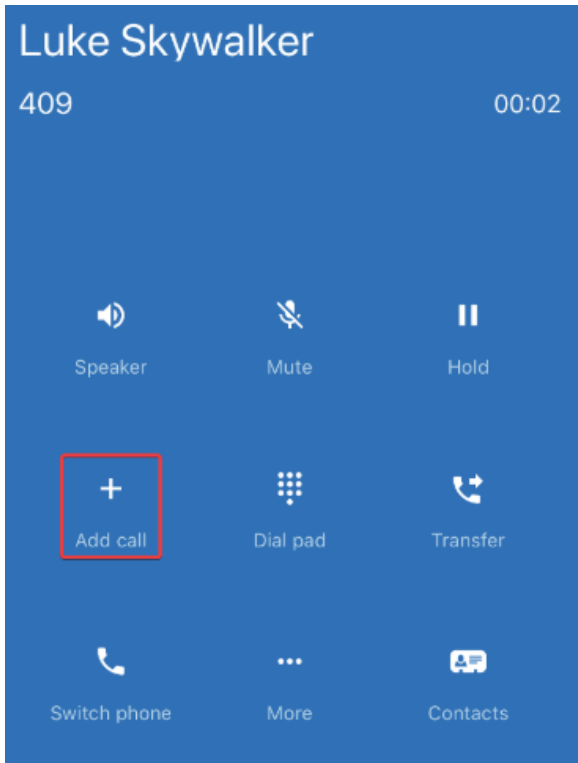
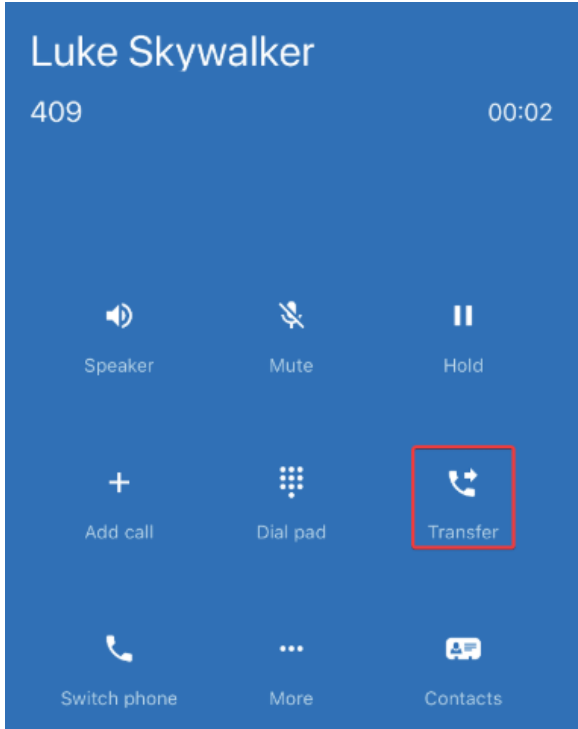




## Transfer a Call Conference Calling



1. Press Transfer from an active call
1. Press Add call from an active call





2. Select whether to transfer to a contact or dial a number
2. Select whether to transfer to a contact or dial a number



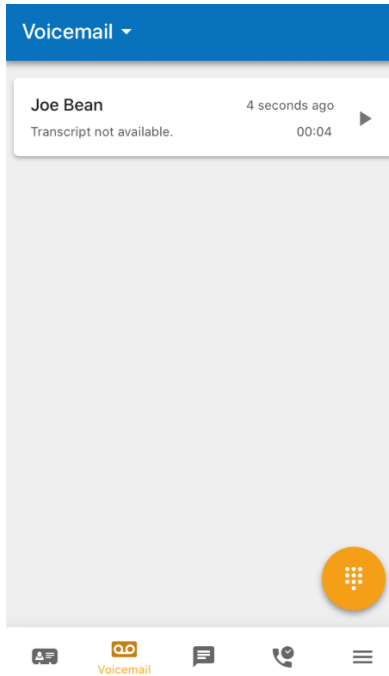
3. Dial or select the contact then choose whether to use a blind or attended transfer

## **Chat & SMS Check Your Voicemail**

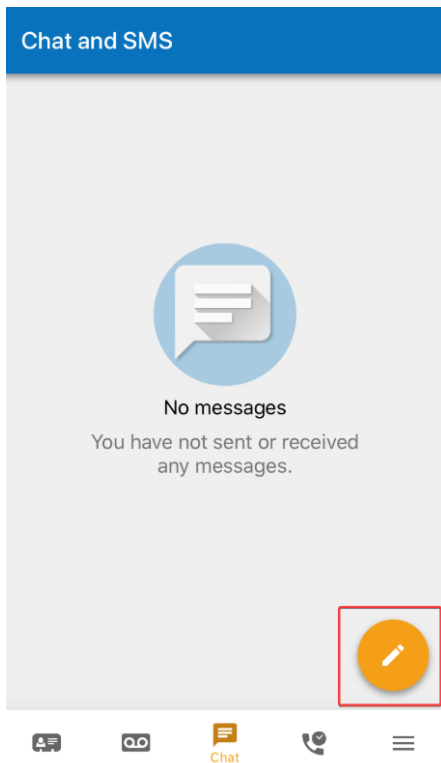


Chat between users is enabled by default, however, SMS must be enabled by SimpleFiber. Please contact SimpleFiber Support by dialing \*HELP from your phone or emailing [support@simplefiber.com](mailto:support@simplefiber.com).

1. Tap the voicemail icon
1. Select the Messaging tab
2. Here you will be able to view any voicemail messages that have been left for you



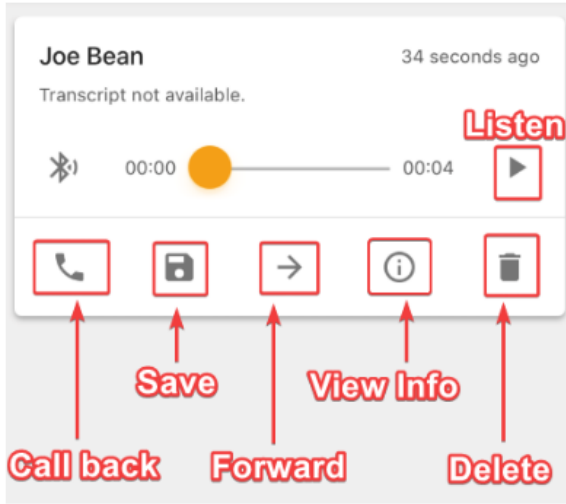
2. Tap the yellow and white pencil icon in the lower right corner



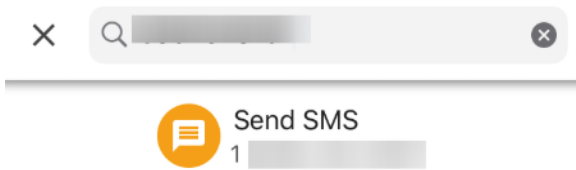
3. You can sort through them by new, saved, and trash. To

change the sorting, click the drop-down arrow next to Voicemail in the top right and select what you would like to sort by

4. Tap on the voicemail to see the following options:



3. Type in the phone number or contact you would like to message and press Send



4. Active chats will then appear on this tab. You can select them to send messages in the same thread