



SNAPmobile Web

Turning your Desktop or Laptop PC
Web Browser into your
Unified Communications Hub



**Business
Identity**

**Make & Receive
Business Calls**

Contacts

**View Call &
Message
History**

**Move Your
Call With You**

**Seamless
Cellular
Handoff**

Extending your Hosted PBX Desk Phone to your PC Web Browser, with Switch Phone options to SNAPmobile....



Just like the SNAPmobile app extends some of your Desk Phone functionality to your Cell Phone, SNAPmobile Web extends phone functions to your PC Web Browser....



You can activate your Webphone in your Hosted PBX Portal on your Chrome Web Browser, using your same Business identity by phone number and extension, displaying your current presence and status.



Make and Receive Business Calls directly from your Desktop or Laptop Personal Computer from within your Hosted PBX Portal, inside a Chrome web browser



Your same business contacts available from your Desk Phone are now available for making and identifying calls on your SNAPmobile Web phone from your Chrome web browser



View Call &
Message
History

Your full call and message history of Webphone and Desk Phone calls, can all be viewed from your Hosted PBX Portal



Move Your
Call With You

You can move a call when in progress to your Cell Phone with SNAPmobile App or to your Desk Phone!



Seamless
Cellular
Handoff

The ability to transfer a live call direct to your Cell Phone as you walk out of the office is truly amazing – Unified Communications at its very best!

Setting up SNAPmobile Web on your Computer

1. Open Google Chrome Web Browser on your Personal Computer:



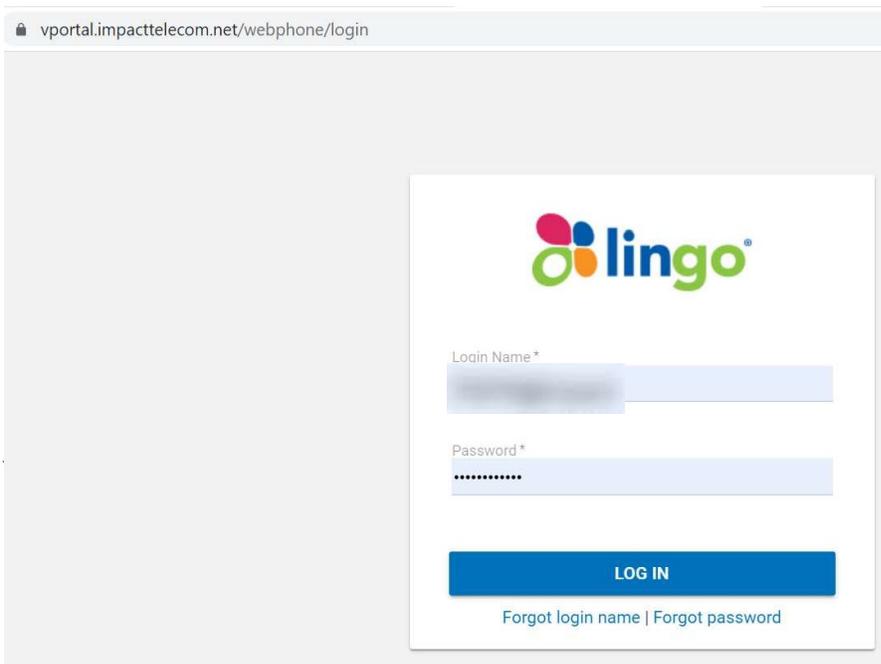
The browser built by
Google

(If you don't have Google Chrome installed on your computer go to www.google.com on another web browser and search for "Download Chrome" in the Google web browser. Then download Chrome for your computer's operating system version and follow the screen instructions.)

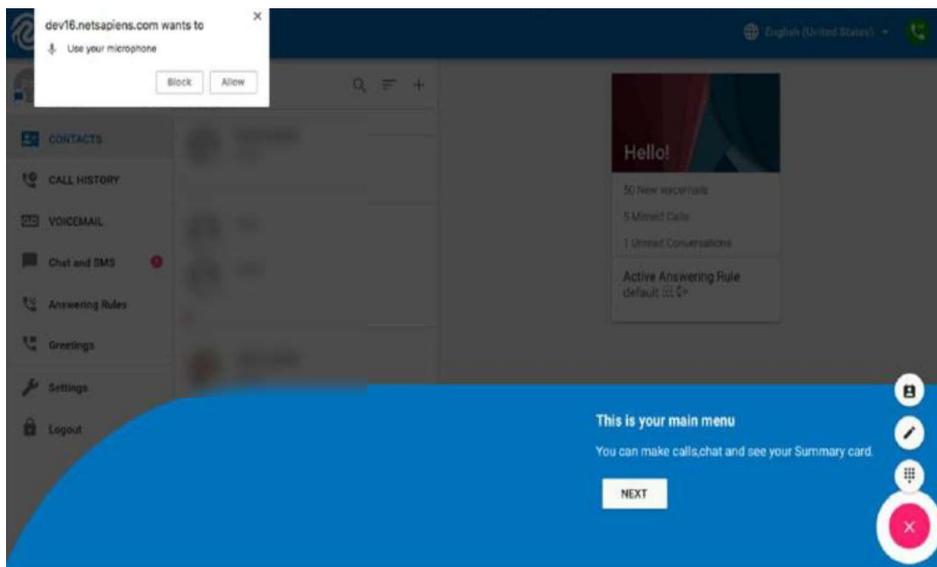
2. In Chrome, enter the following login url...

 <https://vportal.impacttelecom.net/webphone/login>

This takes you to your standard Hosted PBX vPortal login screen. Enter your regular “[extension]@[domain]” username and your password....



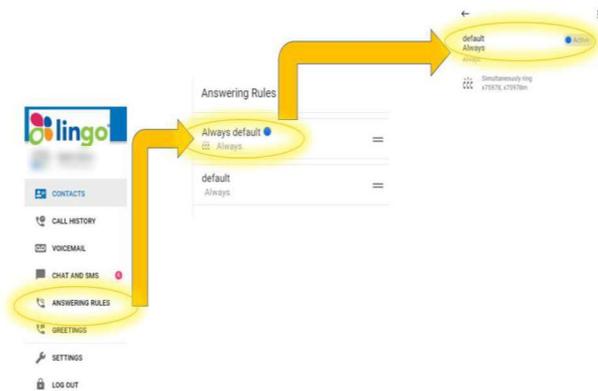
After log in you will be asked to allow your computer microphone to be used, and then in the bottom right-hand corner there are a few more steps to step through, pressing “Next”:



Alternatively, you can go straight to the Apps Pull-Down Menu in the vPortal and select “WebPhone”:



To make sure your SNAPmobile Web phone rings when your Desk Phone receives calls click on Answering Rules in your main Portal home page from the left-hand menu and check it shows that all devices are on simultaneous ring...



All the same Answering rules for the Desk Phone will also apply to your WebPhone.

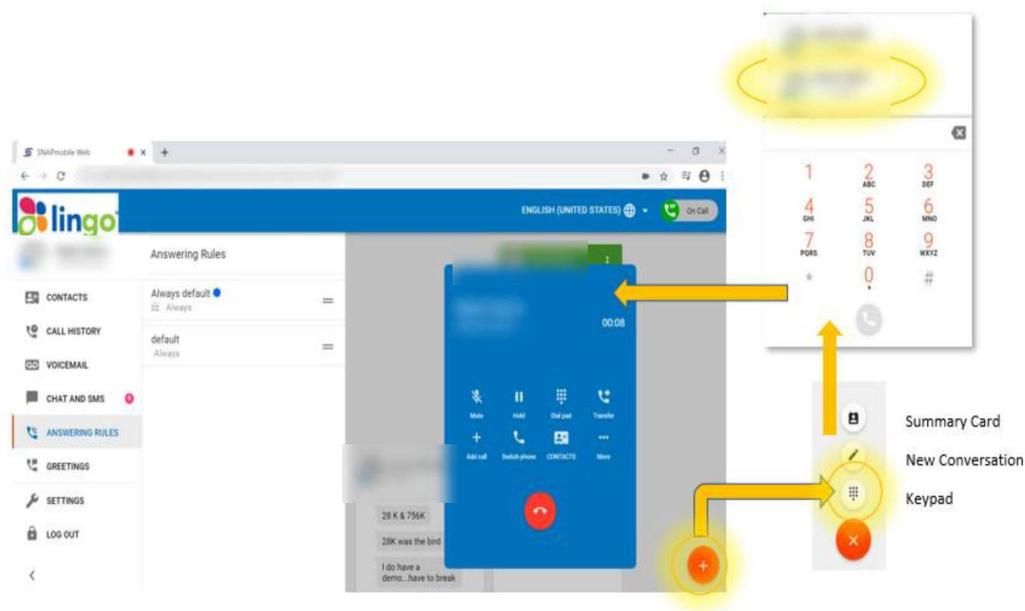
Also, if you wish to select an alternative language to English, select the language from the pull-down menu on the top right-hand side of the main Portal home page:





Making & Receiving Business Calls

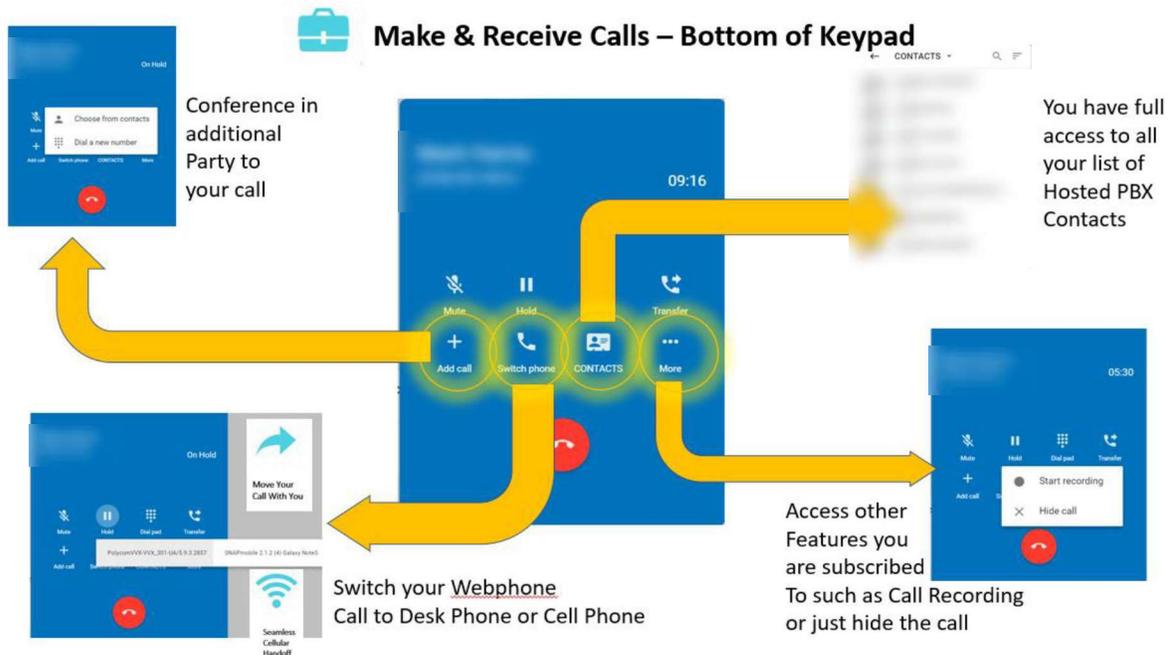
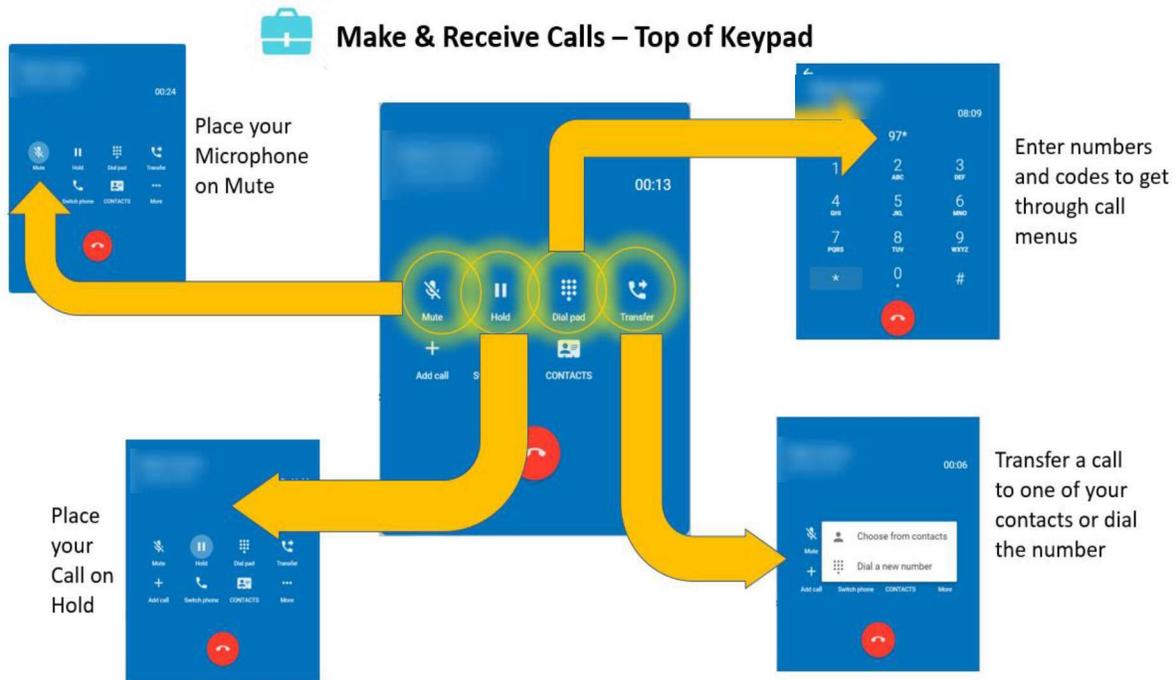
Now that you are set up to use your SNAPmobile Web, here is how to initiate a Webphone call from your Hosted PBX Portal home page. First, click on the Red “X” button in the bottom-right corner, select Keypad and enter phone number or select a contact recently called from the call history above the keypad number keys. A blue window then shows the call being dialed with other option keys as the call progresses:



The other Red “X” Button options are the Summary Card which shows the count of New Voicemails, Missed Calls, and Unread SMS or Chat Conversations (if this service is available):



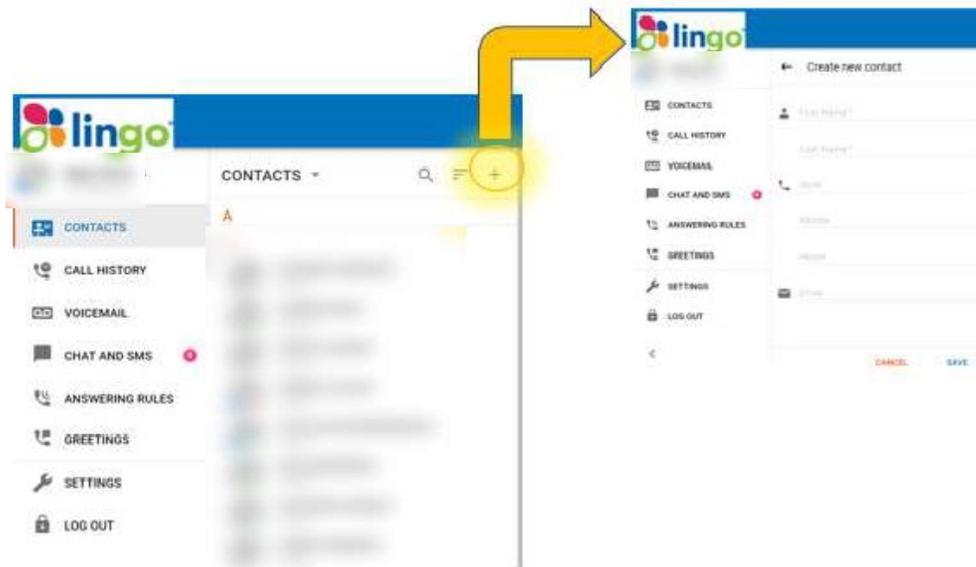
Back to the Keypad, here are all the call handling functions available for a Webphone call:





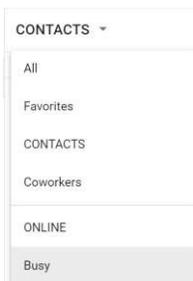
Contacts

Your Hosted PBX full list of contacts for your Extension can be displayed on the main Portal Home Page by selecting Contacts in the left-hand side Menu. New Contacts can be added by pressing the “+” button on the top right-hand side of the Contacts section.



Contacts can be sorted by selecting the  symbol to the left of the “+” button.

Contacts can be sorted by a few categories, including Favorites and Current Status: whether Online on Busy:



Contacts can also be searched for using the magnifying glass symbol: 



View Call History

Selecting the Call History in the left-hand Menu provides a full breakdown of all your calls, that can be filtered by Missed, Outbound or Inbound Calls as well as displaying all calls...

The screenshot shows the olingo interface. On the left is a navigation menu with options: CONTACTS, CALL HISTORY (highlighted), VOICEMAIL, CHAT AND SMS (with a red notification bubble containing the number 4), ANSWERING RULES, and GREETINGS. The main content area is titled 'CALL HISTORY' with a dropdown arrow. A dropdown menu is open, showing filter options: All, Missed, Inbound, and Outbound. Below the menu, a list of call entries is visible, including a call from 'WORK' with a duration of 00:00 and a right-pointing arrow icon.

Voicemail

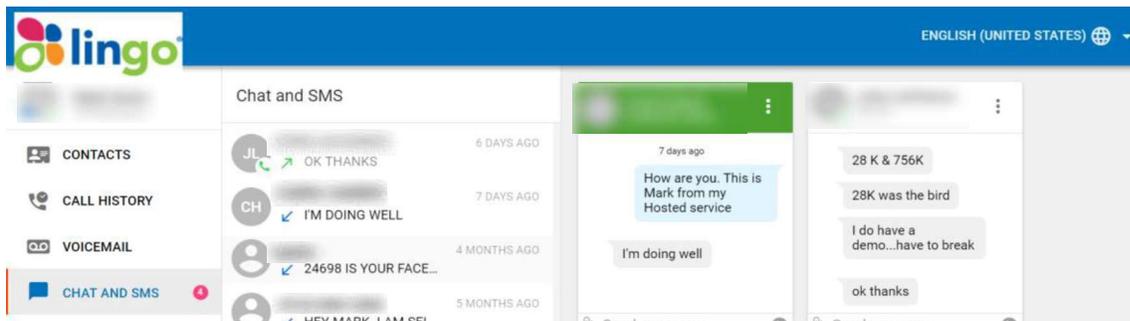
Selecting Voicemail in the left-hand Menu provides a full breakdown of all your voicemail messages on your extension, that that can be filtered by New or Saved as well as displaying all messages not deleted.

By clicking on the right arrow beside a Voicemail message the full transcription of the recorded audio file is also displayed (if Transcription is set up on your service), and the full audio file can be played to your PC speakers / headset by pressing the right arrow button below the message details....



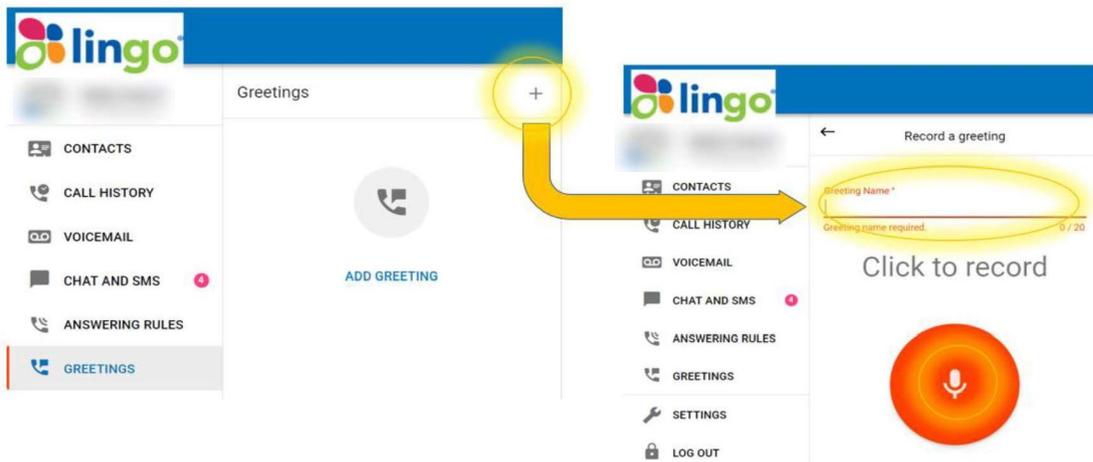
Chat & SMS

If Chat & SMS is available on your service, the full Message History and set of active Conversation panes are displayed....



Greetings

To add a Voicemail Greeting select Greetings in the main left-hand Menu and then select the “+” sign in the top right-hand side of the Add Greeting pane. Enter a name for the greeting and press the “Click to record” button. Speak your message into the PC Speaker / headset.....



and then press the Red Recording Square to stop recording. Press the Red play button beneath the “Sounds good?” message to listen to the draft message you have recorded. If you are satisfied with the message then press “Save”, or to re-record the message press “Redo”. Once you have saved your message, it will appear as a Greeting option in the Greetings pane. Messages can be selected for use as required.



Settings

Selecting Settings allows you to choose the phone devices to call from. By selecting the “Call From” sub-menu you can select to use the Webphone using “This phone” option or can select other devices. You can also select your choice of ringtone.

